

# CSR Impact Assessment Report

## COVID Resilience Project - Strengthening of 5 UPHCs in Bangalore

Prepared For



**BOSCH**

Invented for life

**BOSCH GLOBAL SOFTWARE  
TECHNOLOGIES PVT LTD**

Prepared By



**SoulAce**  
Path to Sustainability

**SOULACE CONSULTING PVT LTD**

**ISO 27001:2013 Certified**

**DELHI NCR | MUMBAI | KOLKATA**

**Website: [www.soulace.in](http://www.soulace.in); Email: [enquiry@soulace.in](mailto:enquiry@soulace.in)**

# **CONTENT**

## **Abbreviations**

**Executive Summary** **01-03**

**Chapter 1: Introduction** **04-05**

**Chapter 2: Research Methodology** **06-08**

**Chapter 3: Major Findings of the Study** **09-23**

**Chapter 4: Overall Impact of the Project Intervention** **24-25**

**OECD Framework** **26-27**

**Chapter 6: Conclusion** **28**

# ABBREVIATIONS

<b>CSR</b>	Corporate Social Responsibility
<b>SDG</b>	Sustainable Development Goals
<b>PHC</b>	Primary Health Center
<b>UPHC</b>	Urban Primary Health Center
<b>FY</b>	Financial Year
<b>INR</b>	Indian Rupees
<b>NGO</b>	Non-Governmental Organization
<b>BGSW</b>	BOSCH Global Software Technologies
<b>COVID-19</b>	Coronavirus Disease 2019
<b>ASHAs</b>	Accredited Social Health Activists
<b>FCRA</b>	Foreign Contribution Regulation Act
<b>ECG</b>	Electrocardiogram
<b>OPD</b>	Out Patient Department
<b>UWD</b>	United Way Bengaluru
<b>RO</b>	Reverse Osmosis
<b>PHCO</b>	Primary Health Care Officer

# EXECUTIVE SUMMARY

## Background



### Project activities

- Construction & and renovation of existing PHC infrastructure.
- Upgradation of Allied and Medical Infrastructure (list of items attached below).
- Capacity Building Training Programs for Front Line Health Workers.
- Community outreach programs.

Project year	Project Budget	Project cost	Beneficiaries	NGO Partner	Project Location
FY 2020-22	Rs. 1.34 crores/-	Rs. 1.34 crores/-	General Population that inhabits the neighborhood including a large slum community encircling the UPHC.	United Way of Bengaluru	The PHCs are located in the neighborhood of Bosch covering Koramangala, Adugodi, Madiwala, Wilson Garden, and Siddappa UPHC Bangalore, Karnataka, India.

### Aims and Objectives:

- To provide free treatment to the poor and the needy people in their blocks (Local people).

### SDG Goals



### Key Outputs/Outcomes:

**87%**

of the respondents showed a marked preference for availing treatment at the UPHCs .



All respondents reported that the premises of the health center are cleaner than before.



62% increase registered from the baseline in the proportion of respondents (100% in the endline) reporting the availability of clean drinking water at the UPHCs,

**31%**

increase from the baseline in the proportion of respondents reporting availability of proper seating arrangement at the UPHCs.



99% increase from the baseline registered in the proportion of patients reporting the availability of separate toilets for males and females.



51 Frontline workers, across the 5 UPHCs, including Staff nurses, ASHAs, and ANMs were trained for community surveillance, preparedness, and prevention of communicable & non-communicable diseases and robust response to health crises



12 Awareness generation caps organized among the community from the catchment around the 5 UPHCs , covering a wide range of topics including vaccination, revention of communicable and non-communicable diseases, importance of breastfeeding and family planning.

### Key Impacts:

**59%**

increase in average monthly patient footfall in the UPHCs, from 3,830 in the baseline to 6,085 in the endline.

**99%**

of the respondents reported access to proper lab facilities, marking an increase of 29% from the baseline.

All respondents reported significant improvements in the availability of doctors and waiting timing.



The behavior of the staff in the center is friendly and cooperative, as reported by 99% of respondents.



Overall infrastructure and services of the PHC/UPHC have significantly improved, according to 100% of respondents.



Increased confidence reported by FWWs in disease management, maternal & child healthcare, health advocacy and preparedness for future challenges.



Renewed trust in the Public health delivery institutions among the FWWs .

**4%**

increase in overall coverage, with the numbers increasing from 2,97,335 in the baseline to 3,09,362 in the endline.

**28%**

increase from the baseline was registered in the proportion of patients reporting a reasonable waiting time of 15-30 minutes.

Doctors and health staff are perceived to properly examine patients, with a significant improvement compared to the past.

**\*Note:**The data for the Baseline indicators was collected in the fiscal year 2020-2021, while the data for the Endline indicators was collected in the fiscal year 2022-2023 .

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಕೆ  
ಆಡುಗೋಡೆ ಹೆಲೆಗೆ ಇನ್‌ಟೆ

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಕೆ ಭಾರತ ಜನಸಂಖ್ಯೆಯೊಂದಿನ - 8  
ನಿವಾಸಿಗಳಿಗೆ ಆಡುಗೋಡೆ. ವಾದ್ವಾ ಸಂಖ್ಯೆ: 147 ಬೆಂಗಳೂರು  
ಆಡುಗೋಡೆ ಪ್ರಸ್ತುತಿ



COVID-19  
TESTING CENTER  
STOCKS LAST  
BYEALU 100000

ಬೃಹತ್ ಬೆಂಗಳೂರು  
ನಿವಾಸಿಗಳಿಗೆ ಆಡುಗೋಡೆ  
ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ  
ಪಾಲಕೆ ಆಡುಗೋಡೆ  
ಸಂಖ್ಯೆ: 100000  
ದೂರವಾಣಿ: 100000  
ಇಮೆಲ್: 100000

Audugodi

# CHAPTER 1: INTRODUCTION

India has made substantial progress in improving the health of its population. Nevertheless, huge disparities persist, and access to healthcare in urban regions continues to pose difficulties. With the emergence of COVID-19, which heavily taxed the already stretched public health infrastructure, there is an increasing consensus that India must establish a robust and comprehensive primary healthcare system.

The Primary Health Centers were envisaged to provide integrated curative and preventive health care to the population, emphasizing preventive and promotive aspects of health care. However, these centres are currently overwhelmed due to the public health crisis. They are grappling with a dire lack of resources, insufficient health services due to the absence of essential supplies and equipment, and a shortage of trained medical and paramedical staff including doctors, nurses, midwives, auxiliary nursing midwives, ASHAs, and Anganwadi workers.

This project, implemented in the period 2020-22, aimed to bolster five Urban Primary Healthcare Centres in the BGSW area. A preliminary survey was conducted in the BGSW vicinity to identify various requirements. Five UPHCs were subsequently selected for consideration: Koramangala, Adugodi, Madiwala, Wilson Garden, and Siddapura. The overarching objective was to enhance the community's access to these PHCs, thereby addressing their health needs.

## About BGSW

At Robert Bosch Engineering and Business Solutions Private Limited (BGSW), our passion lies in developing cutting-edge technologies for the future. We are committed to creating innovations that enhance people's lives, empower their dreams and drive them toward success. Your unique ideas and contributions play a vital role in helping us achieve these goals. At BGSW, we specialize in providing intelligent solutions on a global scale, and our culture revolves around the belief that our greatest asset is our people. We continuously strive to unlock the full potential of our workforce by fostering an environment that promotes growth and vitality. Our organization is united by a strong set of ethics and values, which permeate through our dedicated team, making us a close-knit and exceptional family.

## About the NGO Partner:

United Way Bengaluru offers a solution to individuals who have encountered societal problems that have a crippling effect on both society and its people, leaving them wondering how to bring about lasting and visible change. In recognition of the fact that every city faces a multitude of serious, unique, and complex issues ranging from environmental concerns and healthcare to income disparities and education, United Way Bengaluru believes that the key to overcoming these challenges and creating a meaningful impact lies in uniting all stakeholders who share a common interest and purpose. Since its inception in 2008, United Way Bengaluru has operated as a registered not-for-profit organization, adhering to FCRA, 12A, and 80G compliance. Their approach involves collaborating with communities, actively listening to their concerns, identifying the problems at hand, and empowering individuals to confront these challenges directly. Moreover, United Way Bengaluru goes beyond immediate action by maintaining ongoing connections with the communities to ensure the long-term effectiveness of their efforts in making a global impact.



Madiwala UPHC

# CHAPTER 2: RESEARCH METHODOLOGY



BGSW commissioned SoulAce to conduct an impact assessment study to evaluate the immediate and enduring impacts of the program implemented under the BGSW/CSR: Rehabilitative Theme to combat the impact assessment study was conducted in the fiscal year 2022-23.

## Application of Quantitative Techniques

Quantitative methods were used for impact assessment in the above project to provide a systematic and objective analysis of the project's effects. Through the collection of numerical data from survey respondents, quantitative analysis enabled the project team to measure and quantify various aspects such as age distribution, gender representation, treatment preferences, cleanliness perception, seating arrangement satisfaction, availability of amenities, doctor availability, waiting times, infrastructure improvements, service quality, lab facilities, medicine availability, staff behaviour, and overall perception of the healthcare centre. By applying statistical techniques and generating charts and visualizations, the project team could identify patterns, trends, and statistical significance in the data, allowing for a comprehensive understanding of the project's impact on the target population. Quantitative methods in impact assessment provided a solid foundation for evidence-based decision-making, monitoring progress, and evaluating the effectiveness of interventions or changes implemented based on the survey findings.

## Research Design

• <b>Name of the project</b>	:	Strengthening of 5 urban primary health centres in Bangalore neighbourhood - COVID Resilience Project
• <b>Implementing Agency</b>	:	United Way of Bengaluru
• <b>Sampling Technique</b>	:	Purposive & Stratified Random Sampling
• <b>Quantitative Sample Size</b>	:	400
• <b>Qualitative Outreach</b>	:	150

## Key Stakeholders for Qualitative

PHC	Stakeholders	Qualitative No.
Audugodi PHC	ASHA Worker	5
	Public Health Care officer (PHCO)	1
Koramangala PHC	ASHA Worker	7
	Doctor	1
	Lab Technician	1
	Nursing Officer	1
Madiwala PHC	PHCO	3
	ASHA Worker	1
	Nursing Officer	1
Siddhapura PHC	Doctor	1
	PHCO	1
	ASHA Worker	1
	Lady health officer	1
Wilson Church PHC	Doctor	1
	PHCO	3
	ASHA Worker	1
Total 10 FGDs conducted in the field	FGD - 1	10
	FGD - 2	11
	FGD - 3	12
	FGD - 4	14
	FGD - 5	15
	FGD - 6	10
	FGD - 7	11
	FGD - 8	12
	FGD - 9	13
	FGD - 10	12
	<b>Total</b>	<b>150</b>

## Study Tools

**Primary data was collected using two types of questionnaires.**

### Questionnaire for Primary Beneficiaries:

Structured questionnaires were developed by reviewing the project details for each focus area, and indicators were pre-defined before conducting the surveys.



## Ethical Considerations

The conduct of this impact evaluation research was underpinned by a steadfast commitment to ethical considerations, ensuring that the study was conducted ethically and responsibly. Paramount among these considerations was the utmost importance placed on the participant's rights and welfare. Each participant was provided with comprehensive information regarding the nature of the research and the extent of their involvement. They were allowed to provide informed consent to participate in the study and were assured of their right to withdraw at any stage without prejudice.

Throughout the research process, the confidentiality of the participants was rigorously maintained, safeguarding their identities and personal information. The study demonstrated an unwavering commitment to treating all participants with fairness, equity, and respect, valuing their perspectives and ensuring their voices were heard. Importantly, no false promises were made to the beneficiaries, and their cultural and economic well-being was never compromised or harmed.



Discussion with PHCO\_Madiwala

# CHAPTER 3: MAJOR FINDINGS OF THE STUDY

The project worked towards enhancing both diagnostic and operational aspects of the selected UPHCs. Essential diagnostic equipment such as ECG machines, Foetal heart monitors, and CBC machines were introduced to ensure timely and precise health assessments. On the infrastructure front, the centres were equipped with critical assets like refrigerators for preserving vaccines and medicines, and stretchers to enhance patient mobility.

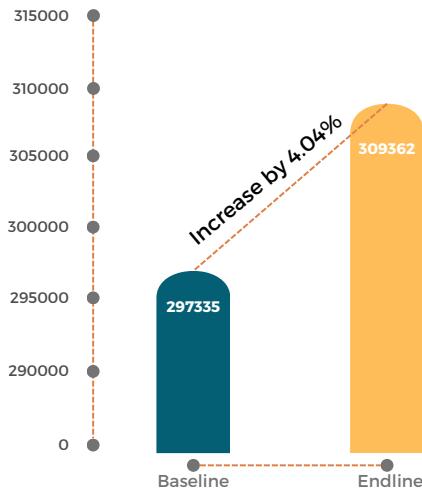
Complementing these physical resources, a comprehensive upgrade of the IT infrastructure was carried out, integrating modern computers, printers, and UPS, aimed to streamline administrative tasks and foster efficient data management, ensuring PHCs operate at their peak potential.

## Achievement of Targets

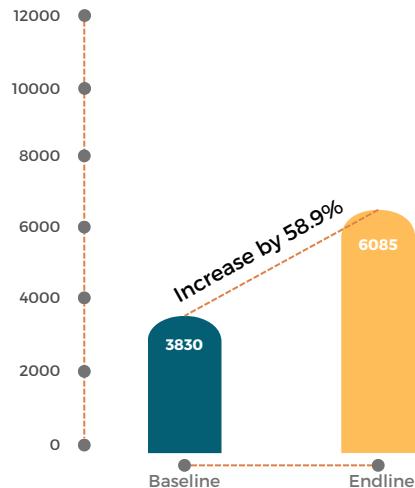
Infrastructure	Items	Description	Proposed					Actual					Target Achievement
			Siddapura	Wilson Garden	Madiwala	Koramangala	Adugodi	Siddapura	Wilson Garden	Madiwala	Koramangala	Adugodi	
IT Support	1 Computer	Dell 3471, core i3-9100, 4gb, ram, 1TB storage, 10 home, 18.5", 3yrs warranty	1	1	1	1	1	1	1	1	1	1	100%
	1 Printer Scanner	Canon G2010, 2 in 1 product. Low maintenance cost, 6000 paper copies											
	1 UPS	4 KVA/48V Luminous Sinewave UPS (Warranty 2 years on-site) 135AH/12V Tubular UPS Battery (MakeLuminous, EASTMAN or Microtech Warranty 36-12 months onsite) Metal Battery Trolley											
Allied Equipment Support	10 Tables	2/4 Table	1	1	1	1	1	0.5 (5 Tables)	1	1	1	1	90%
	20 Chairs	Computer Chair	1	1	1	1	1	1	1	1	1	1	100%
	Public Adressal system	Communication system	1	1	1	1	1	1	1	1	1	1	100%
	Baby Weiging Machine	BABY SCALE DIGITAL 914 STAMPED - 20KG				1					1		100%
	Foetal Machine	BPL Foetal Machine DIVA 9853				1					1		100%
	ECG Machine	Grade 6/12-Lead ECG Device, supported with an android app, cloud storage, cloud-AI based automatic ECG inference				1					1		100%
	Lab Refrigerator	LG 260 L 3 Star Frost Free Double Door Refrigerator (GL292RPZL, Shiny Steel)				1					1		100%
	CBC Machine	WBC differential system. 60 samples/hr, automatic, semi automatic and manu			1				1				100%
	Stretcher	Stretcher with trolley and foldable stretcher for ambulance					1					2 (Foldable + Trolley)	200%

## Increase in Coverage and Utilization of Services

### Increase in Coverage



### Increase in Monthly Footfall



- The combined reach of the five PHCs expanded by 12,027 individuals by the intervention's conclusion. Impressively, Madiwala UPHC exhibited the most significant growth, witnessing a jump in patient figures from 130 to 1,175.
- There was a substantial rise in the average monthly patient attendance, showing an increase of approximately 59%.

This increase in outreach and monthly patient attendance indicates the improved accessibility and quality of healthcare services provided by these institutions.

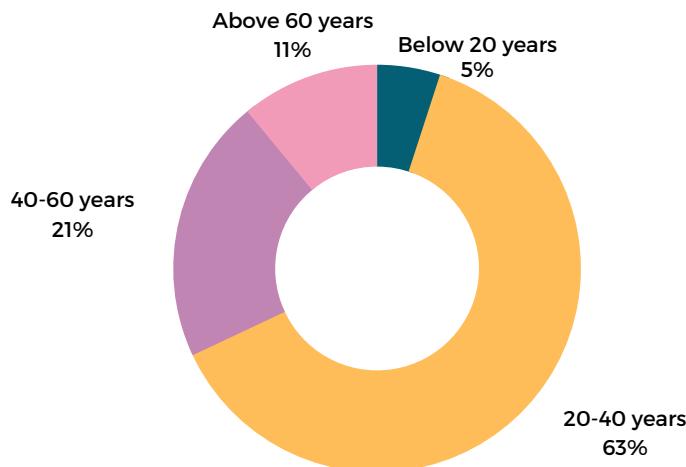


“ Dr. Rashmi mentioned that in addition to serving the underprivileged population, the UPHC attracts middle-income individuals seeking healthcare services. This is a testament to the high-quality care provided by the hospital, which has garnered trust and confidence among the local community.

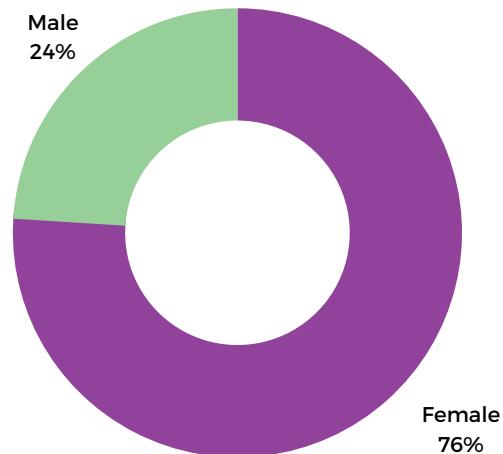
-Dr. Rashmi, Medical Officer, Koramangala PHC

## Demography of the Respondents

### Age Profile



### Gender Profile



The group of respondents spanned various age ranges, with the majority falling between 20-40 years. Additionally, most of them were female.



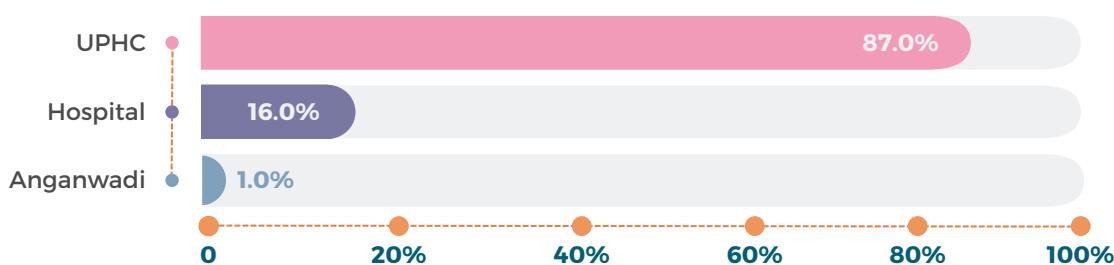
“

Dr. Ashwini said that the medical labs were renovated in the hospital and OT (Operation Theatre) was repaired. Now our average footfall at the PHC has been increased. Notably, people from the middle-income group of the community are also seeking health services at our PHC. which is evident in the improved health care services.

-Dr. Ashwini, Medical Officer, Wilson Church UPHC

”

### Preferred Institution for Treatment



A significant majority of the respondents mentioned that they prefer visiting the UPHC for their regular healthcare needs owing to the improved facilities.



“

Mr. Munegowda has always been deeply concerned about the unhygienic conditions prevailing at the hospital, particularly the state of its toilets. The lack of proper maintenance had created a foul and unappealing atmosphere, causing people to avoid seeking medical assistance there. Additionally, the hospital's surroundings were plagued by unsafe elements, with rowdy individuals loitering nearby and drug abusers contributing to an environment of fear and apprehension.

-**Mr.Munegowda, NGO SPOC person**

”

“

In the UPHC laboratory, Mr. Basanth and his team conduct various basic tests, including urine analysis, blood glucose analysis, complete blood count, haemoglobin count and rapid diagnostic tests. These tests play a crucial role in diagnosing and monitoring various health conditions, enabling timely treatment and intervention.

One notable contribution made by BGSW-sponsored CSR program intervention is the establishment of a Yoga room at the UPHC. This initiative has allowed the hospital to conduct regular yoga sessions for the people in the local community. The yoga sessions have been warmly welcomed by community members as yoga promotes overall health and well-being.



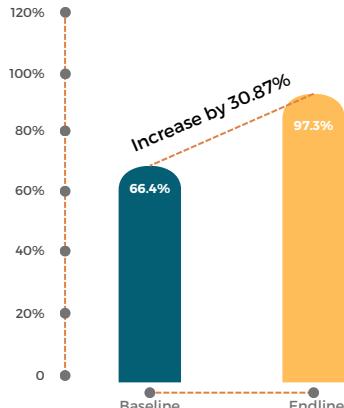
Mr. Basanth acknowledged the positive impact of the BGSW-sponsored CSR program's support in improving the infrastructure and services at the UPHC. He expressed his gratitude for the BGSW-sponsored CSR program intervention, highlighting the value it brings to the community. By creating opportunities for yoga sessions and providing essential laboratory facilities, the BGSW-sponsored CSR program's support has enhanced the holistic approach to healthcare at the UPHC.

-**Mr. Basanth, Lab technician, Koramangala UPHC**

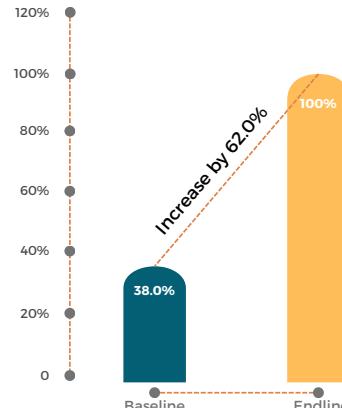
”

## Improvement in Basic Amenities

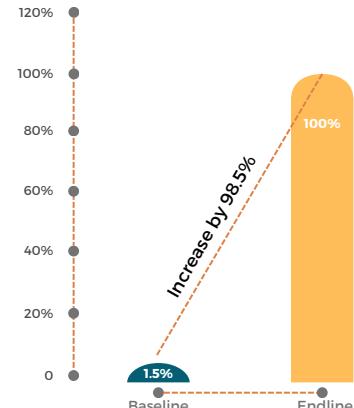
### Availability of Proper Seating



### Improved Access to Potable Water



### Increased availability of Separate Toilets



The respondents unanimously reported that the premises of the UPHCs are cleaner compared to the pre-intervention scenario. The percentage of respondents confirming the availability of proper seating arrangements in the OPD increased by around 31%.

Further, the proportion of respondents reporting access to clean drinking water and separate toilets for males and females increased by 62% and 99%, respectively, compared to the baseline.



Mr. Munegowda, filled with joy and satisfaction, acknowledged the pivotal role played by the BGSW-sponsored CSR program in bringing about this positive change. The collaboration between the BGSW-sponsored CSR program and the NGO improved the hospital's infrastructure and restored people's faith in the healthcare system. Patients are more willing to seek medical help, knowing they will be greeted by a clean and comfortable environment.

Expressing his gratitude, Mr. Munegowda publicly thanked the BGSW-sponsored CSR program for its unwavering support. He recognized that the success achieved at the Manapur Hospital is just the beginning. There are numerous Underprivileged Primary Health Centers (UPHCs) in need of similar improvements. Mr. Munegowda humbly requested the BGSW-sponsored CSR program's continued assistance in constructing and renovating many more UPHCs, ensuring that quality healthcare would reach even the most underserved communities in the future.

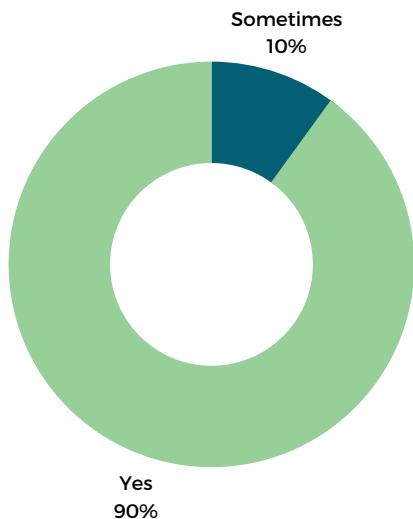


-Mr.Munegowda, NGO SPOC person

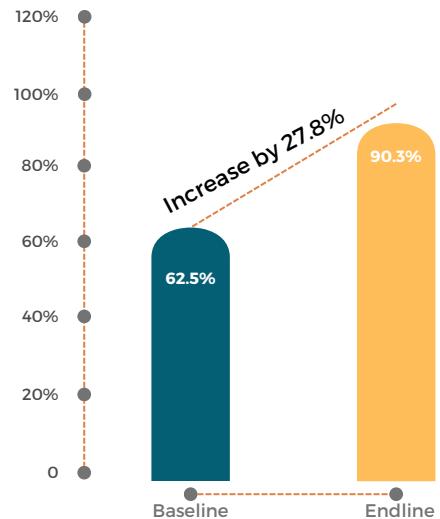


## Improvement in Service Delivery

### Availability of the Doctor centre



### Reduction in Waiting Time (15-30 minutes)



A significant positive impact on service delivery was evident as 90% of the respondents confirmed that doctors were promptly available for consultations during UPHC visits. Moreover, there was a notable 28% rise from the baseline in patients experiencing a reasonable average waiting time of 15-30 minutes.

Deeper interactions with the beneficiaries and other key stakeholders revealed that reduced waiting time at these facilities has significantly enhanced patient satisfaction, as they value prompt attention. This efficiency has led to better health outcomes due to timely intervention and has also boosted the facility's reputation, encouraging patient retention and referrals.

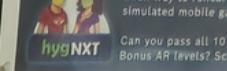


“

Before the renovation, it was difficult to wait during the OPD and rush time, mainly because of the unavailability of the toilets. We were always worried and as a woman, it was a major concern for me. But now the toilets are cleaned and in working condition and we have easy access to them. I am very thankful for this renovation work and it is a very big relief for me. Their efforts have brought a huge relief to me, and I truly appreciate their work in improving the facilities.

-Mrs. Ramaiya, Lady visitor to PHC

”



Can you pass all 10?

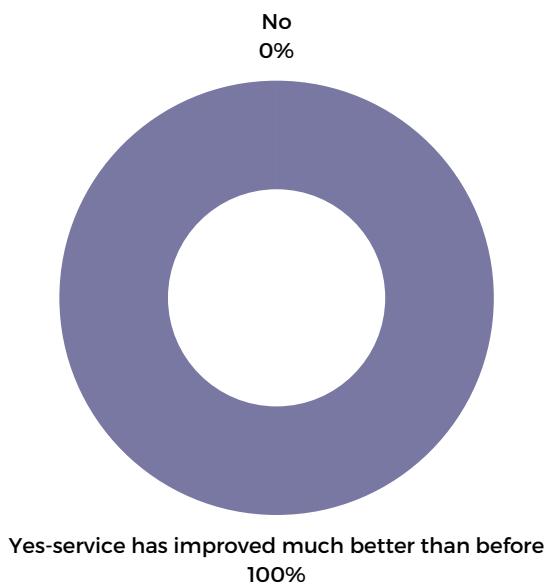
### Bonus AR levels? Sc

 <b>SHRIKRISHNA BHAWAN</b> EDUCATIONAL TRUST BOGORI VANDA, KOTA BESAR
<b>Secondary Phase</b>
<b>1. JAGATIKA</b>
<b>Booth Zone</b>
<b>1. GREEN VIEW HIGH SCHOOL</b>
<b>2. JAGATIKA</b>
<b>3. JAGATIKA PRIMARY</b>
<b>4. JAGATIKA HIGH SCHOOL</b>
<b>5. JAGATIKA MEDIUM SCHOOL</b>



## Water Purifier, Koramangala

## Provision of Proper Examination and Diagnosis



The respondents collectively expressed that due to the project's provision of essential equipment to the UPHCs, doctors are better equipped. This enhancement has allowed for a more comprehensive and detailed examination of patients, leading to more accurate diagnosis of their health conditions and they do not have to visit other hospitals. The initiative has empowered medical professionals to offer a higher standard of care and medical assessment.



Previously, the UPHC faced challenges in diagnosing major cardiac conditions due to the absence of an electrocardiogram (ECG) machine. However, with the support of the BGSW-sponsored CSR program, the hospital now has an ECG machine, enabling proper diagnosis of cardiac ailments. This advancement is particularly crucial for the treatment of cardiovascular diseases like arrhythmias, heart attacks, heart blocks, and abnormalities in the heart's electrical conduction system.

**-Dr. Rashmi, Medical Officer, Koramangala PHC**



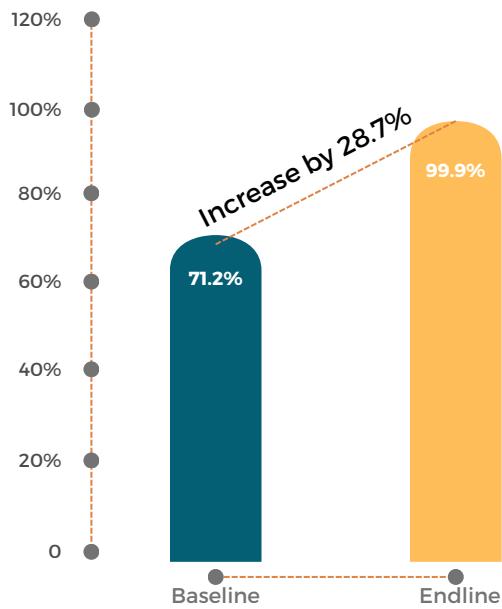
With the generous support of the BGSW-sponsored CSR program, the hospital underwent a remarkable makeover. The old, dilapidated toilets were replaced with new, clean facilities. The entire hospital premises underwent a thorough cleaning, giving rise to a tidy and welcoming environment. This significant transformation did not go unnoticed by the people of Manipur, who expressed their gratitude by returning to the hospital in large numbers.

**-Mr. Munegowda, NGO SPOC person**

## Improved Access to Laboratory Services

The project undertook a significant initiative to upgrade the laboratories within these UPHCs. This improvement significantly augmented access to pathology services for the local populace. With enhanced diagnostic capabilities, these centres are now better positioned to detect and monitor diverse health conditions.

### Increased Access to Proper Pathology Lab Services



**The study found that the proportion of respondents reporting access to good quality pathology lab services has increased by around 29%, owing to the intervention.** Patients have benefitted from more accurate diagnoses, ensuring they receive prompt and appropriate treatments.



**Siddhapura**



“ Since the support provided by the BGSW-sponsored CSR program, the ASHA workers have noticed a significant improvement in the UPHC's infrastructure and the quality of medical care. This positive change has resonated with the patients, who have reported increased satisfaction with the services provided. As a result, more people from the local community are now seeking healthcare services at the UPHC.

The ASHA workers expressed their gratitude for the transformation brought about by the support of the BGSW-sponsored CSR program. The improvements in infrastructure and quality of care have strengthened their ability to serve the community effectively. Their dedication and efforts, combined with the support from the BGSW-sponsored CSR program, are helping to enhance healthcare access and outcomes in the locality.

**-ASHA workers, Koramangala UPHC**

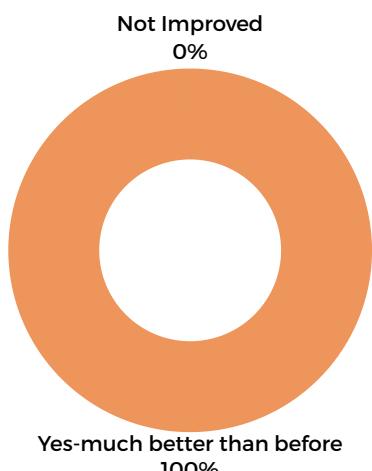
## Behaviour of the Healthcare Professionals



People from disadvantaged socio-economic backgrounds typically rely on UPHCs for their healthcare needs. Historically, they have often encountered apathy and indifference from healthcare professionals. However, in a marked shift, an overwhelming majority of the respondents, 99%, reported experiencing cooperative and empathetic behaviour from the healthcare staff. Such a transformative change in attitude can be directly linked to the focused training and sensitization provided to the frontline workers during the project intervention.



## Overall Beneficiary Perception about Improvement in Infrastructure and Service Delivery



The respondents were unanimous in their feedback, asserting that there has been a substantial improvement in the infrastructure and the quality of healthcare delivery within the PHCs. This shared perception underscores the tangible impact of the project.

“

Ms. Shoba Rani recalled the days when organizing medicines and medical instruments at the UPHC was a daunting task. Without proper storage facilities, the staff struggled to maintain an organized inventory. Recognizing this challenge, the BGSW-sponsored CSR program stepped in and provided the UPHC with sturdy cement almirahs. This simple yet invaluable contribution revolutionized the way medicines and equipment was handled. Now, the staff could efficiently store and access essential supplies, ensuring better patient care.

Highlighting another crucial contribution by the BGSW-sponsored CSR program, Ms. Shoba Rani expressed her gratitude for the installation of a Reverse Osmosis (RO) unit. This unit ensured a supply of clean drinking water, benefiting both the patients and the dedicated staff working tirelessly at the UPHC. Access to safe water was essential in maintaining a hygienic environment and preventing the spread of waterborne diseases. Ms. Shoba Rani concluded by acknowledging the remarkable efforts of the BGSW-sponsored CSR program, expressing deep appreciation for their collaboration with the BGSW-sponsored CSR program. The positive impact of their collective work had significantly improved healthcare accessibility and quality for the community. She recognized the transformative power of such collaborations and extended her heartfelt thanks to all involved.

The support of the BGSW-sponsored CSR program extended beyond storage solutions. They recognized the need for accessible diagnostic services at the UPHC. In collaboration with the organization, the UPHC acquired a CBC machine. Ms. Shoba Rani emphasized the immense value this addition brought to their healthcare services. Previously, patients had to be sent to external labs for CBC tests, incurring additional costs and causing delays in treatment. This burden disproportionately affected those from economically disadvantaged backgrounds, often leading to incomplete follow-up and inadequate care.



-Ms. Shoba Rani, Senior Nursing Officer, Madiwala UPHC

## Training of Frontline Workers

The cornerstone of the project was the training and capacity building of Frontline workers. Acknowledging their integral role as the primary interface for many accessing healthcare, the project embarked on a mission to fortify these workers with comprehensive knowledge and advanced skills. Alongside clinical training, a strong emphasis was placed on nurturing empathy, refining communication techniques, and enhancing community sensitization skills. Furthermore, the training also aimed to build resilience, preparing these Frontline workers to efficiently tackle potential health crises, including future pandemics.

Interactions with 15 ASHA workers across the 5 PHCs revealed the following training components:

### Training Components for ASHA Workers Across PHCs:

Component	Description
Primary Health Worker Responsibilities	<ul style="list-style-type: none"><li>An overview of the roles and responsibilities of Frontline Health Workers (FLHW) were provided.</li><li>Workers were acquainted with various National Health programs, ensuring they align with the broader health objectives of the country.</li></ul>
Vital Signs and Basic Examination	<ul style="list-style-type: none"><li>ASHA workers were trained in monitoring and understanding the significance of heartbeat and pulse rates.</li><li>Techniques for checking blood pressure were imparted, allowing them to identify and manage hypertension effectively.</li><li>Training included the use of a stethoscope for disease diagnosis through auscultation.</li></ul>
Maternal and Child Health	<ul style="list-style-type: none"><li>Workers received specialized training on Antenatal Care (ANC) to support pregnant women.</li><li>They were also educated about Postnatal Coverage Care (PNC), emphasizing after-delivery care.</li></ul>
Disease-specific Training	<ul style="list-style-type: none"><li>Comprehensive training covered the diagnosis and management of diseases like Dengue, Malaria, and Asthma.</li><li>The treatment of various communicable and non-communicable diseases, including diabetes, stroke, and heart attacks, was also discussed.</li></ul>
Skill Development	<ul style="list-style-type: none"><li>Interpersonal skills training was provided, preparing them for effective patient interactions.</li><li>Communication skills were honed, ensuring clear and concise health information conveyance.</li><li>Time management training aimed to optimize their daily schedules and patient visits.</li></ul>
Specific Healthcare Techniques	<ul style="list-style-type: none"><li>Workers were introduced to lifesaving techniques like CPR (Cardiopulmonary Resuscitation).</li><li>Usage of the CBC machine was taught, emphasizing its role in understanding complete blood counts.</li></ul>
Disease Awareness and Management	<ul style="list-style-type: none"><li>Training covered a range of communicable and non-communicable diseases.</li><li>Scenario-based activities on diseases such as viral fever, Tuberculosis (TB), and Typhoid were conducted.</li><li>The prevention of STDs and the role of FLHW in these scenarios were emphasized.</li></ul>

Component	Description
Reproductive and Child Health (RCH) Programs	<ul style="list-style-type: none"> <li>Aspects of family planning and Maternal and Child Health (MCH) programs were detailed.</li> <li>Their significant role in RCH programs within communities was underscored.</li> </ul>
Mental Health and Well-being	<ul style="list-style-type: none"> <li>Mental health awareness sessions were provided.</li> <li>Yoga and relaxation therapy techniques were introduced, promoting community well-being.</li> </ul>
Awareness Programs	<ul style="list-style-type: none"> <li>Programs spanned topics like Dengue Fever, Universal Immunization, breast milk benefits, Tuberculosis (TB), de-worming, family planning, and HIV.</li> </ul>

**The in-depth interactions with 15 ASHA workers across the five selected PHCs showed the following impacts of the training program:**



#### **Better Disease Management**

ASHAs felt more confident in dealing with various health issues after their training, showing they were better equipped to help patients with different diseases.



#### **Readiness and Trust in the System**

After seeing improvements in the PHCs, ASHAs believed more in the system's strength to handle health challenges. They felt ready to face and help recover from any health-related events.



#### **Maternal and Child Healthcare Expertise**

The training boosted ASHAs' skills in maternal and child health. They felt more capable of supporting and advising mothers and children in their communities.



#### **Enhanced Skills and Health Advocacy**

With their new skills, ASHAs were more active in guiding communities towards good health habits, like clean water use and better menstrual care, and making the most of the improved health centres.



#### **Clear Communication and Building Trust**

With better communication techniques, ASHAs felt they were better able to build trust within the community.



#### **Preparedness for Future Challenges**

The training also gave ASHAs a sense of readiness for future health threats, like pandemics. They felt more prepared to support and guide their communities during tough times.

## Summary of Impact along Key Performance Indicators

Indicator	Baseline	Endline	Endline - Baseline	
Increase in Monthly Footfall	3,830	6,085	2,255	58.9% increase from Baseline
Increase in Coverage	2,97,335	3,09,362	12,027	4.04% increase from Baseline
Availability of Proper Seating	66.43%	97.30%	30.87%	
Improved Access to Potable Water	38.00%	100.00%	62.00%	
Increased availability of Separate Toilets	1.50%	100.00%	98.50%	
Increased Access to Proper Pathology Lab Services	71.20%	99.90%	28.70%	
Reduction in Average Wait Time (15-30 minutes)	62.50%	90.30%	27.80%	
Improvement in Behaviour of PHC Staff	93.50%	99.00%	5.50%	



Expressing gratitude, Dr. Rashmi conveyed her satisfaction with the support provided by BGSW-sponsored CSR program intervention for the renovation and upgrading of their UPHC into a well-equipped and reliable healthcare facility. The interventions have improved the infrastructure and have also enhanced the diagnostic capabilities, ultimately benefiting the patients seeking medical treatment at the UPHC.

**-Dr. Rashmi, Medical Officer, Koramangala PHC**

# CHAPTER 4: OVERALL IMPACT OF THE PROJECT INTERVENTION



## Increased Patient Footfall

Before the intervention, the primary healthcare centres (PHCs) had inadequate and neglected infrastructure. The lack of basic facilities resulted in a negative perception of the UPHC within the community, leading people to disregard it as a viable healthcare facility. Following the intervention, the community's trust has been restored, leading to an increase in individuals seeking healthcare services at the UPHC for various ailments. They now perceive the UPHC as a strengthened institution capable of providing comprehensive primary health services.



## Improved Access to Quality Healthcare

The community faced limited access to quality healthcare services due to insufficient resources and basic infrastructure. People had to rely on government hospitals or private clinics, often requiring payment, even for basic ailments. However, as a result of the UPHC redevelopment project, the community now receives quality health services conveniently within their neighbourhood. This project has significantly enhanced the accessibility of healthcare services, benefiting the community as a whole.



## Enhanced Healthcare Service Delivery

With professionals now better equipped with enhanced patient-care techniques, the overall patient experience has become more holistic and attentive. Furthermore, the provision of essential medical equipment streamlined diagnostic and treatment processes, ensuring patients receive accurate and timely care. The upgrade of pathology services was particularly transformative, enabling quicker and more precise diagnoses, and ensuring that the patients could commence appropriate treatments without delay. Collectively, these enhancements led to an immediate and noticeable boost in the overall quality and speed of healthcare delivery.



## Improved Community Health Outcomes

With the enhancements in infrastructure and the provision of essential resources, doctors, ANMs (Auxiliary Nurse Midwives), and ASHAs (Accredited Social Health Activists) are now operating with greater efficiency. They can systematically maintain patient records and monitor individuals with health concerns, facilitating timely medical interventions. Consequently, the overall health of the community has witnessed improvement, ensuring individuals receive prompt healthcare services for both communicable and non-communicable ailments.



## Reduced Cost of Healthcare

With the improvements in PHCs, individuals have increasingly opted for these centres over private facilities. This shift has led to a noticeable reduction in out-of-pocket expenses, as reported by 75% of the participants in the FDGs, as they can now access quality healthcare services at a more affordable rate within the public healthcare system. This has alleviated financial strain and also promoted broader and more equitable access to medical care.



Koramangala

# OECD FRAMEWORK



## RELEVANCE

## RATING

The BGSW-sponsored CSR program is highly relevant due to several reasons. Firstly, it focuses on assessing the impact of healthcare services, a critical aspect of public health. Understanding the effectiveness and quality of healthcare facilities is crucial for ensuring the well-being and satisfaction of individuals seeking medical treatment.

## COHERENCE

## RATING

SDG 3: Good Health and Well-being - The BGSW-sponsored CSR program focuses on assessing the impact of healthcare services and improving the overall healthcare experience, which aligns with the goal of ensuring healthy lives and well-being for all.

SDG 6: Clean Water and Sanitation - The BGSW-sponsored CSR program assesses the availability of drinking water and the cleanliness of the healthcare center premises, which are indicators related to access to clean water and sanitation services.



## EFFECTIVENESS

## RATING

The BGSW-sponsored CSR program has proven to be highly effective in improving the overall infrastructure and amenities of the healthcare centre, such as the availability of drinking water, separate patient toilets, and lab facilities. These improvements contribute to a more effective and comprehensive healthcare environment. Moreover, the project has exhibited its effectiveness by reaching and serving a considerable population through all five Urban Primary Health Centers (UPHCs), encompassing a range of 26,000 individuals to 100,000 people. This project's success lies in its ability to effectively cater to diverse population sizes and demographics across all UPHCs, ensuring equitable access to quality healthcare services.

**Index:** 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

## EFFICIENCY

**RATING** 

The BGSW-sponsored CSR program has demonstrated remarkable efficiency in its operations and impact. Establishing the BGSW-sponsored CSR program efficiently allocates resources, such as financial, human, and technological resources, to maximize their impact. By identifying priority areas for improvement through data analysis, the BGSW-sponsored CSR program ensures that resources are directed toward interventions having the highest potential for positive change.

## IMPACT

**RATING** 

The impact of the BGSW-sponsored CSR program has been profound and far-reaching. The BGSW-sponsored CSR program focuses on primary healthcare centres, which play a crucial role in delivering essential health services. By addressing infrastructure, services, and resources, the BGSW-sponsored CSR program contributes to strengthening the primary healthcare system, making it more robust, efficient, and responsive to community needs. Besides, post-intervention, there is a substantial increase in the number of OPD patients per month across all 5 UPHCs compared to the baseline data. Thus, the strengthening of 5 UPHCs has resulted in a positive impact, enabling the extension of healthcare services to a larger population through PHCs.

## SUSTAINABILITY

**RATING** 

The BGSW-sponsored CSR program has demonstrated a strong commitment to sustainability. The project seeks to integrate its interventions into the existing healthcare system, rather than creating parallel structures. This integration ensures that the BGSW-sponsored CSR program's activities become embedded within the regular operations of healthcare centres, making it more likely to be sustained even after the project concludes.

**Index:** 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

# CHAPTER 5: CONCLUSION

In conclusion, the BGSW-sponsored CSR program has made significant strides in enhancing the healthcare infrastructure and services in the targeted area. The BGSW-sponsored CSR program has focused on improving various aspects, including cleanliness, seating arrangements, availability of doctors, waiting times, laboratory facilities, and patient experience. Through the BGSW-sponsored CSR program's implementation, positive impacts have been observed, such as increased satisfaction among patients, improved hygiene standards, enhanced access to healthcare services, and better overall infrastructure.

Overall, the BGSW-sponsored CSR program has made a significant and sustainable impact on the healthcare system, benefiting the community and contributing to the overall well-being of the population.