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## A STUDY ON POST OPERATIVE REVIEW AND REFERRAL OF SPECIALTY AND COMMUNITY EYE CARE SURGERIES THROUGH SANKARA VISION CENTERS

**<sup>1</sup>Aditya Saha**

*Student, IIHMR University*

**<sup>2</sup>Dr. Anoop Khanna**

*Professor, IIHMR University*

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## **INTRODUCTION**

Sankara Eye Foundation India (SEFI) is a nonprofit organization dedicated to providing high-quality eye care services to the underprivileged and marginalized segments of society for the past 45 years. Established as a modest primary health care center in 1977 by Dr. R.V. Ramani and Dr. Radha Ramani, Sankara has evolved into one of the largest and rapidly growing social enterprises, managing a network of 12 hospitals equipped with top-notch facilities and robust infrastructure. These hospitals serve both rural and urban populations [1].

Sankara's Community Outreach Model is a distinctive, replicable, and sustainable approach that has positively impacted over ten million lives since its inception and continues to do so. As Sankara expands its Pan India footprint, reaching more states and districts, there is a recognition of the crucial role of Primary Eye Care, particularly at the village level. To address this, the concept of Vision Centers has been introduced across all Sankara Units. Currently, SEFI operates 16 vision centers spanning seven states, including Tamil Nadu, Madhya Pradesh, Karnataka, Gujarat, Rajasthan, Punjab, and Uttar Pradesh. Looking ahead, SEFI plans to establish additional units and vision centers in various states, aiming to achieve the overarching goal of "Eradicating Preventable Blindness" throughout the country [2,3].

## **RESEARCH QUESTIONS**

1. What was the postoperative surgery pattern and the subsequent follow-up process at the vision center of Sankara Eye Hospitals?
2. What were the referral patterns and the reasons behind the limited follow-up observed among referral cases at Sankara Vision Center?

## **RESEARCH OBJECTIVES**

1. To examine the postoperative review and follow-up procedures at Sankara's vision center and develop a tool to monitor both paying and non-paying patients.

2. To scrutinize the referral report and create a tool to enhance follow-up procedures.
3. To recommend strategies for enhancing postoperative follow-up at Sankara's Vision Center.

## **RESEARCH METHODOLOGY**

In the period from April 2022 to June 2022, a three-month observational study was carried out at Sankara Eye Hospital in Coimbatore, Tamil Nadu, and two affiliated vision centers located in Ranebennur and Channagiri. Secondary data were gathered from the vision center, and additional information was obtained from the Medics and MocDoc software utilized by Sankara Eye Hospital. The study focused on a sample size of 553 patients who underwent eye surgery at the base hospital after initially coming through the vision center. The inclusion criteria encompassed both paying and non-paying patients accessing the hospital through the vision center for their surgical procedures. On the other hand, patients who directly approached the hospital or were referred from camps were excluded from the study. The analysis plan involved statistical analysis complemented by graphical representation, and data collection methods included the extraction of secondary data from the Medics and Mocdoc software, supplemented by information provided by the Vision Center staff.

## **RESULTS & DISCUSSION**

The postoperative follow-up records were inadequately maintained in the past. There were instances of incomplete data entries in the MocDoc system, and it was noted that certain vision centers did not possess any records of paying patients. In some vision centers, the record-keeping was done manually using notebooks or Excel sheets. Proper follow-ups in the referral report were identified as crucial to ensure that a maximum number of patients reported to the base hospital. The shortcomings observed were attributed to the limitations within the Hospital Management Information System (MIS), indicating a need for improved provisions within the system to address these issues.

## **CONCLUSION**

Securing the attendance of patients for their post-discharge follow-up care is crucial for enhancing patient outcomes. Consistent follow-ups and effective communication contribute to improved results in patient recovery. It is imperative for the vision center staff to conduct regular and thorough follow-ups with patients' post-surgery. Adequate monitoring of the data should be undertaken by the vision center executive from the MHQ (Medical Headquarters). This proactive approach not only enhances overall patient satisfaction but also has the potential to positively impact the hospital's revenue by fostering a comprehensive and effective postoperative care process.

## **REFERENCES**

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