

Eastern India Heart Care and Research Foundation Initiative (FY 22-23)
Project duration – December 2022 to September 2023
(KMBL Project ID - KMBL202223059)

Impact Assessment Report

May 2025

Kotak Mahindra Bank Limited



Prepared by - Crisil Limited



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Ethical Consideration

Informed consent: The interviews were done after the respondents gave their consent. Even after the interviews were completed, their permission was sought to proceed with their responses.

Confidentiality: The information provided by participants has been kept private. At no point were their data or identities disclosed. The research findings have been quoted in a way that does not expose the respondents' identities.

Comfort: The interviews were performed following the respondents' preferences. In addition, the interview time was chosen in consultation with them. At each level, respondents' convenience and comfort were considered.

Right to reject or withdraw: Respondents were guaranteed safety and allowed to refuse to answer questions or withdraw during the study.

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Abbreviations

KMBL	Kotak Mahindra Bank Limited
EIHCRF	Eastern India Heart Care and Research Foundation
CSR	Corporate Social Responsibility
WHO	World Health Organization
PHC	Primary Health Centre
NHM	National Health Mission
PMJAY	Pradhan Mantri Jan Arogya Yojana
NHP	National Health Policy
ToC	Theory of Change
SWOT	Strength, weakness, opportunity, threat
OECD	Organisation for Economic Co-operation and Development
DAC	Development Assistance Committee
SDGs	Sustainable Development Goals
NPCDCS	National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases and Stroke

Overview of the healthcare infrastructure in India



India's healthcare infrastructure has improved over the years, it falls short in the face of growing incidence of ailments. Take the case of hospital beds in the country, which stands at only 0.7 hospital beds per 1,000 people vs the global average of 2.7 beds, according to a World Health Organization (WHO) study. There is also an acute shortage of equipment and trained personnel, particularly in rural areas.

Another major concern is that the healthcare infrastructure in India is characterised by a significant urban-rural divide. A study found that while urban areas have relatively better healthcare infrastructure, rural areas lack access to basic healthcare facilities, including hospitals, clinics and diagnostic centres. This leads to unequitable access of basic healthcare facilities. The shortage of specialised healthcare facilities, including those for non-communicable diseases such as diabetes, cancer and cardiovascular diseases, is another issue that has impacted the access of healthcare and timely treatments.

Existing healthcare facilities often face multiple challenges that hinder timely treatment and early detection. Overcrowding in public hospitals, coupled with a shortage of specialists, delays timely diagnosis and treatment. Inadequate infrastructure, including limited diagnostic equipment and a lack of multidisciplinary care, further exacerbates the situation. Primary healthcare centres (PHCs), which are the backbone of rural healthcare, frequently lack the resources to offer comprehensive healthcare, leaving a significant portion of the population underserved.

To address the growing burden of diseases, the government of India have undertaken various initiatives. The government has launched the National Health Mission (NHM) initiative, a comprehensive program that aims to improve healthcare infrastructure, including the establishment of new hospitals, health centres, and recruitment of healthcare professionals. Other Ayushman Bharat Scheme (2018), A flagship program that aims to provide health insurance coverage to over 100 million vulnerable families, providing them with financial protection against hospitalization expenses. Apart from these initiatives, there are various schemes that promote access to quality healthcare, such as Pradhan Mantri Jan Arogya Yojana (PMJAY), National Health Policy (NHP) 2017, E-Health Initiative, etc.

Despite these efforts, India's healthcare infrastructure still faces challenges, such as,

- Shortage of healthcare professionals
- Inadequate infrastructure
- Urban-rural divide
- Financing

Overall, while India has made significant progress in developing its healthcare infrastructure, much work remains to be done to ensure equitable access to quality healthcare services, particularly in rural and underserved areas.

Overview of the program



Program ID	KMBL202223059
Ongoing Project for FY	FY 2022-23
Program duration	December 2022 to September 2023
Partner organization	Eastern India Heart Care and Research Foundation (EIHCRF)
Location	Kolkata

Kotak Mahindra Bank Limited, through its Corporate Social Responsibility (CSR) initiatives, partnered with Eastern India Heart Care and Research Foundation (EIHCRF) to address the pressing challenges of lack of healthcare infrastructure in Kolkata, capital city of West Bengal, in its hospital and research centre. As a multi-speciality hospital, it caters to patients across various medical departments, offering comprehensive treatment beyond cardiac and diabetic care.

Since its inception, the hospital has served a total of 12,216 patients till February 2025, reflecting its growing impact on the healthcare sector. With a consistent month-on-month growth rate of 10% in patient footfall, the hospital has steadily expanded its reach, catering to an increasing number of individuals seeking specialized medical care.

This increase is largely attributed to the installation of advanced medical equipment, including USG, X-ray, CT scan, ECG, ECHO, TMT, Holter, PFT, endoscopy with monitor, lab instruments, diabetic clinic equipment, ophthalmology, physiotherapy, and dialysis units, enhancing diagnostic and treatment capabilities. A significant boost in patient care was observed between April 2024 and January 2025, following the provision of medical equipment by Kotak Mahindra Bank Limited. During this period, 3,435 patients directly benefited from the equipment facilitated by Kotak Mahindra Bank Limited.

Their collaborative effort aims to improve the infrastructure and access to diabetic care by providing state-of-the-art medical equipment to healthcare facilities. The program's main objectives include:

- **Provision of medical equipment:** The initiative focuses on procuring and installing essential diagnostic and monitoring equipment. This includes machines such as USG, X-ray, CT scan, ECG, ECHO, TMT, Holter, PFT, endoscopy with monitor, etc.
- **Improved accessibility and quality of care:** By improving the medical infrastructure in hospitals and clinics, the program ensures that patients, particularly those in underserved areas, have access to quality care, diagnostic tools, and treatment options. This helps in timely diagnosis and treatment.
- **Collaboration and support:** The collaboration between KMBL and EIHCRF is an example of how private entities and nonprofit organizations can work together to fill gaps in the healthcare system.

To gain a deeper understanding of the program's impact and outcomes, we have developed a Theory of Change (ToC) - a framework that outlines the underlying assumptions, causal links, and desired outcomes of the program. The ToC provides a comprehensive and visual representation of how the

program's interventions are expected to lead to long-term change, ultimately contributing to improved healthcare outcomes. By mapping out the program's logic and pathways to change, the ToC helps us to better understand the program's dynamics, identify potential challenges, and make informed decisions to optimize its impact.

Theory of change	
Problem Statement	Inadequate access to quality healthcare, diagnostic and research facilities in Kolkata, resulting in poor health outcomes and increased healthcare disparities.
Long-term Goal	To improve the health and well-being of individuals by increasing access to quality healthcare and diagnostic facilities and reducing healthcare disparities.
Outcome	Installation of efficient medical equipment
	Increased patient footfall and retention
	Increased patient satisfaction
	Early detection and timely management
Impact	Improved quality of care for patients with chronic diseases
	Reduced healthcare costs
	Improved health awareness in community
	Reduced morbidity and mortality

This report provides an impact assessment of the targeted city Kolkata under the initiative. It aims to understand the extensive effect of Eastern India Heart Care and Research Foundation in delivering specialized health care and treatment since its inception.

Study methodology



The study adopted a concurrent mixed method design, in which quantitative and qualitative data was collected from key program stakeholders. This approach will allow for a comprehensive assessment of the intervention by capturing quantitative evidence, backed by qualitative experiences. Key stakeholders considered for the analysis are as follows:

- i. Patients/Care givers
- ii. Hospital Administrators (Admins, Medical officers etc.)
- iii. Doctors
- iv. Senior Nurses
- v. KMBL CSR Team

Quantitative data was collected through a semi-structured survey questionnaire, administered to the direct beneficiaries (patients or their care givers). The survey focused on the impact and effectiveness of the program. **Qualitative data** was collected through in-depth discussions with the other key stakeholders. The data will focus on understanding the overall impact of the program and on understanding the gaps in the intervention and challenges faced.

Findings from the quantitative and qualitative data are integrated to provide a comprehensive assessment of the impact of intervention. The integration involved **comparing and contrasting the findings** from the two data sources to identify any converging or diverging evidence.

The evaluation also maps the impact of the program with the **Organisation for Economic Co-operation and Development (OECD) Development Assistance Committee (DAC) framework** to determine the merit of an intervention on the basis of six defined evaluation criteria – relevance, coherence, effectiveness, efficiency, impact and sustainability. We have also aligned the impact of the program with the United Nations Sustainable Development Goals (SDGs) and the contribution of the intervention to global efforts.

Sampling framework

The sampling strategy for primary beneficiaries uses Cochran's formula, suitable for small populations, with a 90% confidence level and 10% margin of error, given the average daily footfall of 50-70 patients. For qualitative assessment, a purposive sampling approach will be used to select participants who can provide in-depth insights, allowing for a comprehensive understanding of overall healthcare and diagnostic services.

Stakeholders	Sample	Data Collection Tool
Patients/Care givers	25	Key Informant Interviews
Hospital Administrators (Admins, Medical officers etc.)	3	Key Informant Interviews
Doctors	6	Key Informant Interviews
Senior Nurses	12	Key Informant Interviews
KMBL CSR Team	1	Key Informant Interviews

Primary findings



This section presents key findings from a survey conducted among 25 patients at the Eastern India Heart Care and Research Foundation in Kolkata, West Bengal. The analysis is organized thematically to reflect the critical dimensions of patient care and hospital performance, offering a structured evaluation based on direct patient responses.

Key findings

Demographic details

The survey was conducted among 25 patients at EIHCRF, Kolkata. The sample maintained gender proportionality, comprising 56% female and 44% male respondents. Majority were elderly, with 52% aged 61–81 years and 44% between 41–60 years. All participants were married, with spouses serving as their primary caregivers.

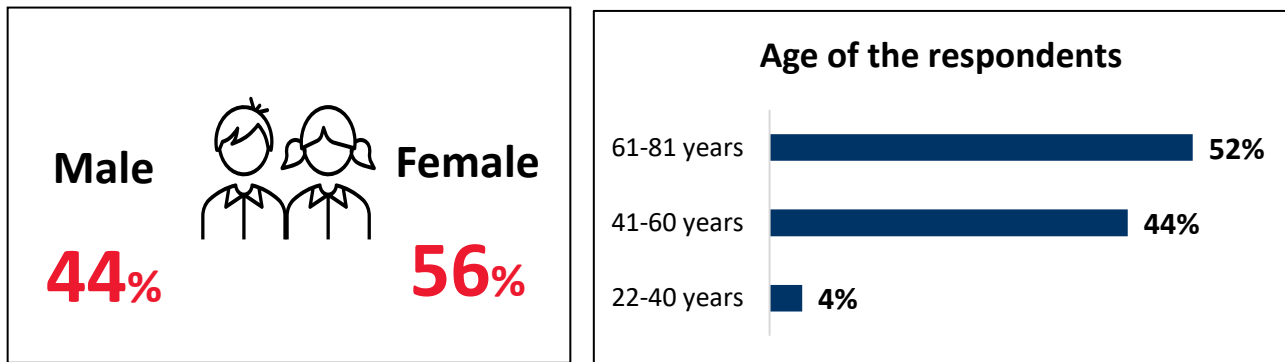


Figure 1 Bifurcation of sample based on gender and age

The respondents represented diverse financial backgrounds: 36% reported a monthly household income below ₹5,000, 12% earned between ₹10,001–20,000, 44% fell within the ₹20,001–50,000 range, and 8% earned above ₹50,000. This indicates that a significant share of patients belongs to lower-income groups, highlighting the need for affordable healthcare.

In terms of occupation, 40% were employed in the private sector, 20% were homemakers, another 20% were unemployed, 16% were retired and 4% were government employees.

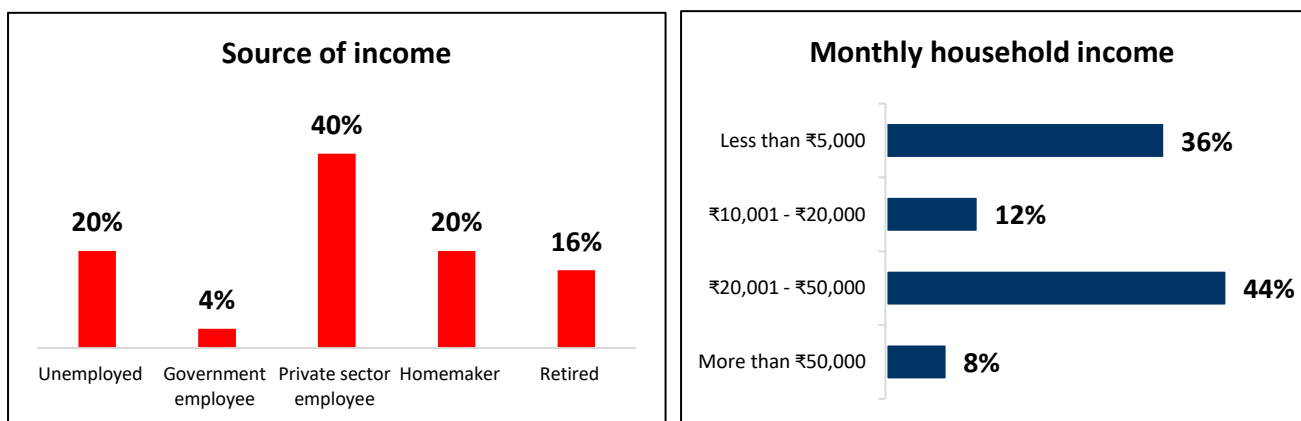


Figure 2 Socio-economic background

Impact of Equipment

The introduction of advanced medical equipment has had a profound impact on patient care, significantly improving treatment outcomes and access to advanced therapies. The dialysis machines, for instance, have provided consistent and life-saving treatment to patients with chronic renal conditions, particularly benefiting those under the Swastha Sathi scheme, **with 15-20 dialysis sessions conducted weekly.**

Cath lab has managed 60-70 cases, while spine robot-assisted surgeries have benefited 20-30 patients, ensuring precision, reduced pain and faster recovery.

The endoscopy machine has been the most impactful, enabling early detection, accurate diagnosis and high patient satisfaction, including advanced coronary scans. Furthermore, the availability of other equipment such as the digitized X-ray and advanced ultrasound machines has enhanced detailed imaging, diagnostics and patient care, leading to cost savings and improved access to advanced treatments, thereby reducing stroke risks and preventing major procedures.

Feedback on Hospital Environment

The hospital environment plays a pivotal role in shaping patient experiences and supporting recovery. All the respondents described the hospital environment as **“conducive”**, citing factors such as cleanliness, accessibility and overall comfort. These responses underscore the institution’s success in creating a calming and reassuring atmosphere conducive to their healing journey.

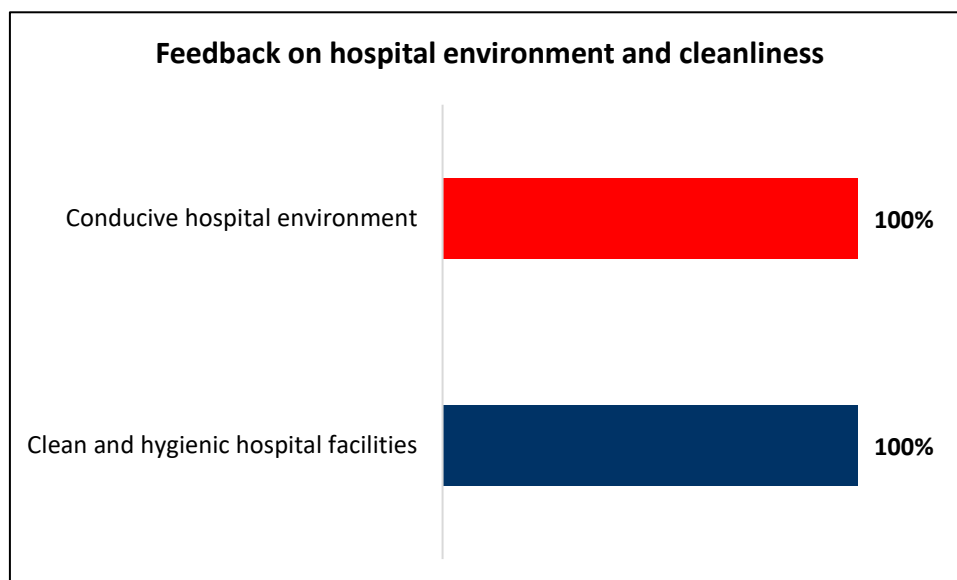


Figure 3 Feedback on hospital environment and cleanliness

Feedback on Cleanliness and Hygiene

High standards of cleanliness and hygiene were consistently maintained throughout the facility. All the surveyed patients reported being satisfied with the hospital’s hygiene practices. These figures

reflect **rigorous infection control protocols** and a strong focus on maintaining a sanitized and orderly environment, crucial for both inpatient and outpatient safety. Cleanliness and hygiene are also vital for early care and recovery along with preventing contagious infections which can worsen their health issues.

Feedback on Staff Behaviour

Patient interactions with hospital staff were unanimously positive. All respondents (100%) rated staff behaviour as “excellent”, indicating a consistently professional, respectful and empathetic approach by the healthcare personnel. These results highlight the hospital’s emphasis on training and nurturing a culture of patient-centred care and communication.



All the respondents rated the hospital staff’s behaviour as excellent.

Positive staff behaviour provides psychological comfort and boost. Good staff behaviour is a healing touch for the patient in the uncertain times they are facing.

Feedback on Waiting Time

Minimising patient wait time is critical for both satisfaction and operational efficiency. The hospital performed strongly in this area, with all the patients rating the time taken for waiting for consultation or treatment as “excellent” and “good.” These results suggest effective appointment scheduling and workflow management, contributing to smoother service delivery and reduced patient stress.

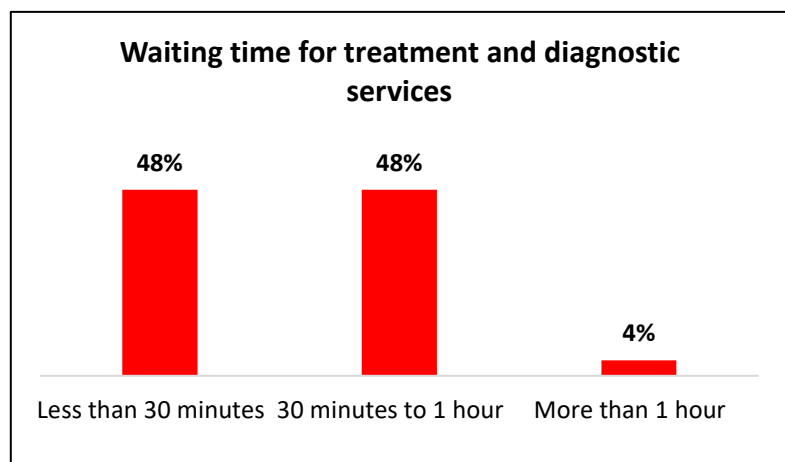


Figure 4 *Waiting time for care and treatment*

Feedback on Quality of Care and Diagnostic Services

Regarding the overall quality of care, all the patients were satisfied with the diagnostic services, **100%** of patients expressed complete satisfaction with **the availability and quality of diagnostic equipment such as dialysis and X-ray machines**. This indicates the hospital's capacity to deliver comprehensive, accurate, and timely medical support.

The availability of these facilities has increased patients’ accessibility to quality healthcare and reduced the cost as well as time they would have spent travelling to a multi-speciality hospital located far away.

Satisfaction feedback	Response
Quality of care	100%
Diagnostic care	100%
Communication and consultation with doctors	100%
Chronic disease management	98%
Responsiveness of nursing staff	96%
Medication instructions explained clearly	92%

Feedback on Treatment and Consultation Services

The treatment and consultation services offered by the hospital were widely appreciated. *In terms of communication with doctors, all respondents (100%) expressed complete satisfaction with how their condition and treatment options were explained to them, indicating a patient-centred approach to healthcare.* Chronic disease management, in particular, was rated “excellent” by 98% of the patients, attributing to the timely care, patient-centred approach and affordability of the treatments. The responsiveness of nursing staff was also highly rated, with 96% stating that their needs were always attended to promptly and effectively. Regarding prescribed medications, 92% of the patients said that the instructions were explained to them very clearly, which can be enhanced further by ensuring that the instructions are provided in the language the patients and their caregivers are comfortable in and providing support in case they have queries regarding their prescription.

All respondents affirmed that the billing process was transparent and easy to understand, reflecting the hospital’s commitment to financial clarity and a stress-free administrative experience. *All the respondents expressed high satisfaction with the cost of services, considering them more affordable than other hospitals.* As majority of the participants are from marginalised socio-economic backgrounds, the support has reduced the burden of healthcare and increased the accessibility to quality care by providing affordable services.

Feedback on Emergency Care

Although the survey did not directly assess emergency services, the high satisfaction levels with diagnostic readiness and overall care suggest that the hospital is adequately equipped to manage emergency situations. The availability of critical equipment and promptness in service provision contribute to a perception of preparedness and responsiveness. Access to prompt response and support in case of an emergency gives a sense of comfort to the patients as well as their caregivers.

Feedback on Continuity of Care and Follow-Up

Continuity of care is vital for successful long-term health outcomes. ***All patients confirmed that follow-up care was effectively explained and arranged, reflecting a structured and patient-focused approach.*** The hospital's efforts in ensuring seamless coordination between initial treatment and follow-up demonstrate a strong commitment to holistic and sustained healthcare delivery. Continuity of care is equally vital for ensuring long-term health management. Properly structured follow-up services, timely interventions and accessible chronic care management help prevent complications and improve patient health.



A hospital's responsibility goes beyond medical treatment. The overall environment, hygiene levels, staff behaviour, and care quality significantly impact a patient's recovery and well-being, as well as that of their accompanying family member or caregiver, making a holistic approach to patient care essential for a positive and supportive experience.



Summary of the key findings

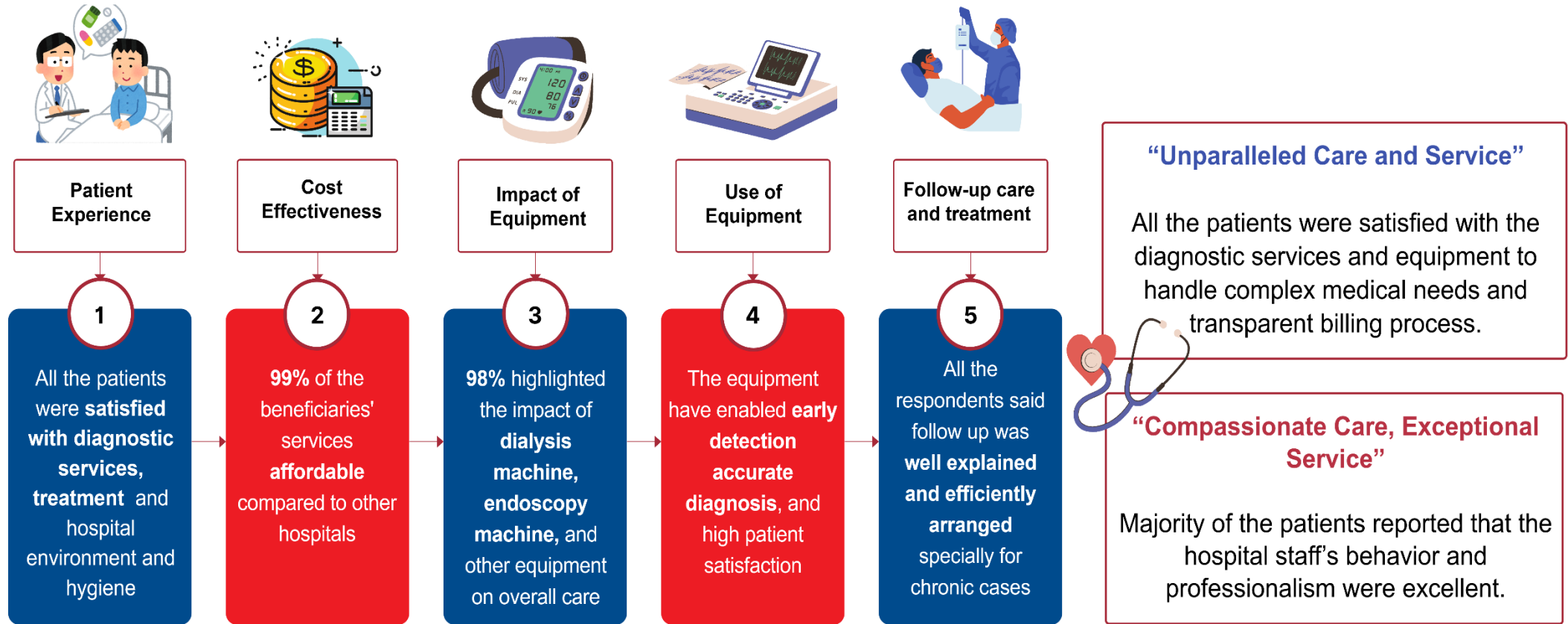


Figure 5 Key findings summary

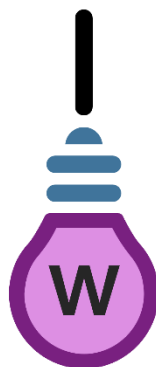
SWOT analysis of the program

SWOT analysis is a strategic planning technique used to identify and evaluate the strengths, weaknesses, opportunities, and threats of an initiative. It is a framework that helps to assess the internal and external factors that can affect the impact and sustainability of a programme. It helps in identifying potential risks and developing effective strategies for making informed decisions to enhance the impact and sustainability of the program. It also supports in streamlining the monitoring and evaluation process and improving accountability.



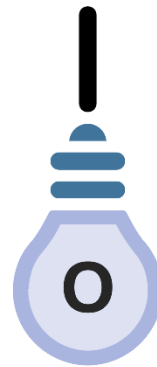
Strengths

- Improved overall care and treatment outcomes
- Accurate and early diagnosis
- Affordable and accessible healthcare
- Increased patient satisfaction and retention



Weaknesses

- Limited data collection and analysis to support public healthcare
- Lack of awareness of the initiative



Opportunities

- Integration with existing public healthcare systems for advanced care
- Strengthen follow-up care and health record management
- Regular training and development for clinic staff



Threats

- Staff retention and training
- Management and maintenance equipment

Figure 6 SWOT Analysis

Program through the lens of stakeholders



Impact of the Eastern India Heart Care and Research Foundation through the lens of stakeholders



The interview was conducted with Deputy General Manager, Nursing Superintendent, and Manager, who have been working with the organization for a year.

KII with Hospital administrator

Infrastructure and equipment utilization: The interview covered infrastructure and equipment utilization, as well as upgrades, including the ECG machine, dialysis machine, and the CT machine. The new equipment has significantly enhanced the hospital's capacity to treat patients, strengthened its reputation and increased its appeal for corporate tie-ups and insurance partnerships. The equipment quality was rated as excellent, and the hospital has secured an annual maintenance contract with vendors to ensure regular maintenance and calibration.

Patient care and service delivery: The respondents said that the hospital offers discounted diagnosis and treatment packages, ensuring affordability for economically disadvantaged patients. A notable share benefits from the Swasthya Sathi scheme, senior citizen discounts, and low-income subsidies. Cardiac (Cath lab) and neurological cases are the most common. The Hospital Information System (HIS) enhances record management and treatment coordination.

Operational efficiency and capacity:

According to the respondents, the hospital optimizes patient flow through appointment scheduling and dedicated staff support. About 15-20 dialysis sessions are conducted in a week, and the Cath lab manages 60-70 cases. Spine robot-assisted surgeries have benefited 20-30 patients, ensuring precision, reduced pain, and faster recovery. Cost savings improved access to advanced treatments.

Impact on community health:

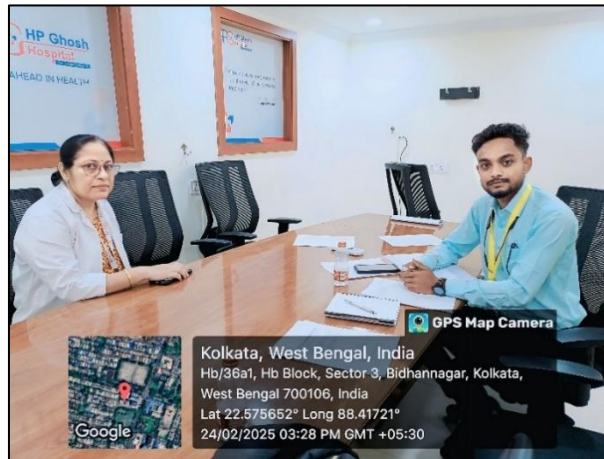
The respondents said that the hospital encourages early diagnosis and chronic disease management, bridges the gap in quality, and provides affordable healthcare in Kolkata, especially for the middle-class and economically disadvantaged communities.

Monitoring:

The respondents acknowledged that the impact of KMBL-funded equipment is assessed through key performance indicators, such as patient satisfaction scores, equipment utilization rates, and the number of patients served. Performance data is reviewed fortnightly, and the patient feedback is collected using Google Sheets and the hospital's internal feedback system.

Challenges and recommendations:

The respondents informed that the key challenge is the limited awareness of the hospital services among the local population. Enhancing outreach through marketing campaigns and awareness programs can improve accessibility. Addressing staff shortages, securing additional funding, and marketing support would further optimize service delivery and expand patient reach.



The interview was conducted with doctors who have been working with the organization for a year or less.

KII with Doctors

Service delivery: The respondents informed that the new equipment has greatly improved clinical practice and diagnostics. The CT machine enables advanced coronary scans, aiding early detection. The 1.5 Tesla MRI supports complex muscular, brain, and spine imaging, while the digitized X-ray provides instant, high-quality images. Advanced ultrasound machines enhance detailed imaging for better patient care. The catheterization lab boosts cardiology management by enabling advanced diagnostics and timely interventions, reducing stroke risks and preventing major procedures. While current diagnostic tools meet demand, MRI and CT software upgrades may be needed for future advancements. Among all, the CT machine has been the most impactful, ensuring early detection, accurate diagnosis, and high patient satisfaction.

Staff collaboration: The respondents acknowledged that collaboration between doctors, senior nurses, and technicians is seamless, supported by regular training sessions to enhance skills. The emergency department maintains close coordination with other units, ensuring efficient patient care. No major challenges were reported in interdepartmental coordination, as the administrative team and medical superintendent provide strong support in resolving minor issues.

Patient care and outcomes: The respondents agreed that the adoption of advanced equipment has significantly improved patient outcomes. Faster and more accurate diagnostics enable timely treatment, reducing complications and enhancing patient satisfaction through high-quality imaging and reporting. Early disease detection has further minimized health risks and improved overall care quality. Managing complex cases in neurology, cardiology, and dialysis has been seamless, with no major challenges reported. The hospital's advanced equipment and strong inter-departmental coordination ensure efficient patient management. Additionally, the availability of dialysis machines has provided consistent, life-saving treatment for patients with chronic renal conditions, particularly benefiting those under the Swastha Sathi scheme.

Recommendations and feedback: The respondents informed that to further enhance patient care, advanced analysers for specialized tests and software upgrades for the Laboratory Information System (LIS) would improve service range, data management, and reporting efficiency. The Hospital Information System (HIS) has streamlined workflows by digitizing patient records, clinical details, and diagnostics, enabling delta checks for lab value verification and maintaining complete patient histories through EMR sheets. No major upgrades are required at present. To improve affordability, government tie-ups, such as Swastha Sathi, have made healthcare more accessible. The laboratory services department remains committed to delivering quality care within the existing system. For greater community impact, increasing awareness of the hospital's advanced laboratory services and expanding outreach programs to underserved communities would enhance accessibility to essential diagnostics.



Discussions with OT Staff, Assistant Nursing Superintendent, and Staff Nurse who have been working with the organization for a year or less.

KII with Senior Staff

The interview was conducted with Staff Nurse, OT Staff, OT in-charge and Assistant Nursing Superintendent.

Patient care: The respondents said the shortage of nurses during peak hours remains a key challenge. However, KMBL-supported equipment has enhanced efficiency, enabling faster and improved patient care. Nurses actively use portable USG, bronchoscopy, ECO machines, infusion pumps, ventilators, monitors, and dialysis machines to support critical procedures. The new infrastructure, particularly the dialysis machines, has expanded advanced care capabilities, while portable equipment allows bedside diagnostics, enhancing patient comfort. In dialysis management, nurses monitor patients, ensure stability, and handle complications, though staffing and inventory management remains a challenge. Additionally, reduced service costs have increased patient access to advanced treatments, encouraging more individuals to seek timely medical care.

Equipment and training: The respondents said the nurses received training from equipment vendors and companies, ensuring proficiency in operating ECG, dialysis, portable USG, and bronchoscopy machines. The training was particularly beneficial for nurses who were using some of these equipment for the first time. Nurses found the new machines more user-friendly and efficient compared with the older models. They frequently use advanced diagnostic tools, such as portable USG and ECO machines, with no major challenges reported, though adequate staffing remains crucial.

Patient experience and feedback: The respondents informed that the patients expressed high satisfaction with the hospital's advanced equipment and reduced treatment costs. To enhance comfort, especially for dialysis and complex procedures, nurses provide bedside investigations, clear explanations, and prompt support. The hospital's affordability and advanced facilities have significantly impacted patients requiring dialysis and critical treatments, improving accessibility and outcomes.

Staff collaboration and support: When inquired about the collaboration and support from the staff the respondents informed that the nurses work closely with doctors to ensure timely and efficient patient care, particularly during dialysis procedures. While collaboration is strong, there is a need for more staff nurses to manage the increased workload from new equipment and procedures. The hospital administration provides support, but additional staffing is essential to meet the growing patient care demands effectively.

Recommendations and feedback: The respondents acknowledged that more staff nurses were needed to manage the growing workload and improve efficiency. Regular training sessions should be conducted to keep staff updated on the latest equipment and procedures. To better serve economically disadvantaged patients, the hospital should continue offering affordable services and explore additional funding options. Enhancing staffing levels and inventory management will further improve overall patient care and service efficiency.

The background image shows a medical ECG monitor with a digital display showing '0' and a small screen. A printed ECG strip is visible, showing a grid with red and blue lines. The text 'Alignment with OECD DAC Framework' is overlaid on a dark blue banner across the center of the image.

Alignment with OECD DAC Framework

The OECD DAC framework provides guidelines to determine the worth of an intervention on which evaluations are made. Under its ambit, the study will analyse the key components of the overall programme.

Relevance

The program addresses this critical public health issue by enhancing access to quality diabetes care, providing state-of-the-art diagnostic tools and treatment facilities, especially in underserved regions. It aligns with India's National Health Policy and complements government initiatives, such as the National Programme for Prevention and Control of Cancer, Diabetes, Cardiovascular Diseases and Stroke (NPCDCS), while also supporting global health objectives, including the Sustainable Development Goals (SDGs), to promote healthy lives and well-being.

Coherence

The initiative aligns with the bank's corporate values and CSR objectives, prioritizing healthcare to contribute to societal well-being. The partnership and collaboration support government health initiatives, national priorities, and global frameworks such as the SDGs (e.g., Goals 3, 9, 10 and 17), contributing to international efforts to address non-communicable diseases and achieve health equity.

Efficiency

The KMBL-EIHCRF partnership ensures effective resource utilization, allocating funds to critical medical equipment and targeting areas of greatest need. The collaboration maximizes impact, minimizes costs, and enhances program effectiveness by leveraging local knowledge and infrastructure, making it a cost-effective solution for diabetes care.

Effectiveness and Impact

The initiative has improved healthcare delivery, infrastructure and patient outcomes through advanced medical equipment and effective staff collaboration. Patients have reported high satisfaction with the affordable services, minimal waiting times and excellent care provided. The hospital has enhanced healthcare accessibility, particularly for the middle class and economically weaker sections, and has become a trusted provider with a positive impact on long-term health outcomes.

Sustainability

The program's focus on building local capacity, reducing healthcare costs and promoting local ownership creates a lasting legacy of improved healthcare practices, reducing reliance on external funding and ensuring long-term financial sustainability.

Alignment with SDGs

Contribution to





The United Nations introduced the Sustainable Development Goals (SDGs) in 2015 with the aim of fostering global peace, improving human welfare and safeguarding the environment, establishing a universal roadmap for achieving social, economic and environmental sustainability. This report provides an in-depth analysis of how this initiative aligns with the SDGs.

Goal	Goal Remarks	Programmatic Alignment
Goal 3 Good Health and Well-Being	Ensure healthy lives and promote well-being for all at all age	The program enhances universal health coverage by providing diagnostic equipment, enabling early disease diagnosis and management, and making quality healthcare more accessible to underserved communities, while reducing the financial burden on patients.
Goal 9 Industry, Innovation and Infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	The program strengthens medical facilities with modern diagnostic tools, enhancing healthcare quality, building resilience and promoting technological advancement, in line with SDG Target 9.5, and ultimately improving patient outcomes in underserved areas.
Goal 10 Reduced Inequalities	Reduce inequality within and among countries	The program promotes healthcare equality by providing essential infrastructure, making diabetes treatment accessible and affordable for vulnerable groups, particularly in rural areas, and bridging the gap in health outcomes across socioeconomic statuses.
Goal 17 Partnership for the Goals	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	The KMBL and EIHCRF partnership showcases the power of multi-stakeholder collaborations in driving healthcare innovation and sustainability, demonstrating how CSR can scale healthcare solutions and support universal health coverage.

Conclusion and way forward



Hospitals and healthcare institutions strive to enhance patient experience by improving service efficiency, maintaining high standards of hygiene, fostering a culture of compassionate communication, and ensuring patients feel safe and are well-informed. Factors such as timely treatment, clear explanations of medical conditions, and professional staff behaviour contribute significantly to a patient's overall satisfaction. By acting on patient feedback, healthcare providers can refine their services, resulting in better health outcomes and improved patient satisfaction.

In this intervention, patient feedback has been overwhelmingly positive. Operational efficiency has also improved significantly. Wait times have decreased substantially, with treatment or diagnostic services now typically provided within 30 minutes, demonstrating the hospital's improved capacity to deliver timely and effective emergency care.

The most significant impact has been on enhancing affordability and accessibility, especially for low-income patients. The data indicates that access to well-equipped facilities has reduced out-of-pocket costs for patients, making quality healthcare more attainable for economically weaker sections.

That said, based on feedback from discussions and observations, there are certain aspects that can be looked at to improve the effectiveness program and enhance the impact of the initiative.



Launch an awareness program in nearby rural areas to promote hospital's affordable services



Provide a maintenance package or an Annual Maintenance Charge (AMC) plan to ease the financial burden on the hospital



Enhance chronic care management through expanded follow-up programs, remote monitoring, and lifestyle counselling



Provide regular training for staff on patient engagement, emerging medical technologies, and best practices



Reduce waiting times by streamlining appointment scheduling, increasing staff availability, and implementing digital queue management



Optimize staff resources by addressing peak-hour shortages, recruiting additional medical and nursing staff, and improving staffing ratios