

Sakshi Excellence Awards 2019-20

AWARD NAME: EXCELLENCE IN HEALTHCARE

Name of the Winner: SPARSH HOSPICE – CENTER FOR PALLIATIVE CARE

Launch Date: 2011

PROFILE:

Sparsh Hospice, established in September 2011 has been an initiative of Rotary Club of Banjara Hills (District RI 3150) under a separately constituted Trust named as Rotary Club of Banjara Hills Charitable Trust. Sparsh takes care of terminally ill patients and has been a non-profit that provides pain and symptom management, psychological and spiritual counselling. It also provides nutritious food to the patients and strives to make their end comfortable. At present, Sparsh is functional from a 14-bedded premise nestled in the tranquil by-lanes of Banjara Hills, Hyderabad.

The multidisciplinary team comprising of doctors, nurses, social workers, volunteers and counsellors who offer the necessary medical, emotional, and moral support in preparing for the end of life. Their services include inpatient, outpatient, and home care (including night home care and Sunday home care). They serve about 150-160 patients at any given point under the Sparsh banner.

Sparsh's philosophy has been to give our service users a "serene and dignified departure".

Since pioneering this charitable and non-profit project, Sparsh has seen the growth of palliative care from the stage of very minimal patients in 2011 to a point where a waiting list has been maintained for admissions. Breaking the stereotype that palliative care is only meant for cancer patients, Sparsh is now proudly catering to people with life-limiting conditions like dementia, paralysis, neurological conditions, and so on – even in the comfort of their homes, with our three palliative home care teams.

Today, Sparsh has tended to more than 3500 patients free-of-cost and is reaching 1000 direct beneficiaries (patients) and indirect beneficiaries (families) annually – with 70% of them coming from below-poverty-line status. Taking inspiration from the Sparsh model, the Health Department of Telangana rolled out a few palliative care units in several regions of the state. The dedicated efforts of Sparsh were also recognized by the Government of Telangana, which has allotted 1.1 acres of land towards their noble cause at Khajaguda, Hyderabad. The new facility comprises of 82 beds along with a pediatric ward, which has been operational since July 2021.

ACHIEVEMENTS:

- Occupancy levels of 90% and above were maintained pre-lockdown, and during the pandemic we never closed our doors to our beneficiaries.
- Went a step ahead in supporting the families of the deceased terminally ill patients. As part of the bereavement support, livelihood options of bereaved families have been addressed.
- Launched 2 new home care vans to see patients at their homes. Also launched a night home care team (5 PM to 12 AM) and Sunday home care to bridge the gap of care and provide comfort to patients during difficult hours.
- Facilitated 3 community awareness events in collaboration with Sri Venkateshwara University, Alzheimer's and Related Disorders Society of India (ARDSI Hyderabad) and various Rotary Clubs in Hyderabad in 2020.
- Sparsh Hospice was represented in the 27th International and Palliative Care Conference (IAPCON) in Guwahati, Assam through poster presentations in 2019.
- Certified by Charities Aid Foundation, India for several years in a row, including 2019 and 2020.
- Platinum Certification by GuideStar India for dedication to transparency, accountability, and statutory compliances.
- Lifetime memberships at the prestigious Indian Association of Palliative Care (IAPC) and International Association of Hospice and Palliative Care (IAHPC).
- Awarded Telangana NGO Leadership Award by R.L. Bhatia Foundation and World CSR Day for excellence in non-profit service in the Telangana region in 2020.