From the Director's Desk

We, in Delhi, have been experiencing a summer unlike any we have seen before. After the early threat of a scorching summer when the mercury rose to above 40° Celsius in April, we have had a cool and pleasant May and June with consistent showers. The monsoon has arrived two weeks early and, even though the rain has been missing since the day the Met Department officially declared the onset of the wet season, there have been enough clouds to convince us that this is indeed an unique summer. And if this is not climate change then I really don't understand what climate change is. Having just observed the 'World Environment Day' the alarming changes have been brought starkly home to each of us. None of us can any more deny that the portents for the future are ominous. As an institution we have always been highly conscious of preventing any kind of environmental pollution. We have closed our incinerator. We have built our own Effluent Treatment Plant. We have paid a higher price to procure a much required new central AC unit which utilizes a more eco-friendly refrigerant. We are converting to Solar Power for water heating. We are changing to more energy-efficient machines. We are phasing out usage of plastics to the extent possible. And yet I feel we need to do more. The efforts at present are institutional. We need to make them individual. Each of us must carry this aim of environmental protection in our hearts. We must extend similar measures to our homes. We must also educate others about the same. The time to act is fast slipping by. Let us not be negligent about the world we will leave for our children!

Dr Sudhir Joseph
Director

Congratulations! St. Stephen's Hospital School of Nursing has been upgraded to a College of Nursing and we are starting B.Sc.(Hons.) Nursing Programme from this Academic Year!

THE FIRST "Dr. LUCY OOMMEN AWARD AND ORATION"

The First Dr. Lucy Oommen Award and Oration Function was organised on 16th April 2008 in the Conference Hall and the first ‘Dr. Lucy Oommen Award’ was conferred upon Dr. Sharda Jain for her outstanding work in Obstetrics & Gynaecology including the extensive social work that she has initiated. A lot of dignitaries as well as the hospital staff attended the function. Dr. Jain presented a synopsis of her development work for Women’s upliftment. Dr. Lucy Oommen was the first Indian Medical Director of our hospital. She was a visionary whose unflagging spirit and single-minded efforts lifted this hospital to its present standing as a multi-speciality modern day tertiary care institution. She passed away in March 2002. This award was instituted in October 2005 on the occasion of the visit by our former President APJ Abdul Kalam.

MISSION GREEN

WORLD ENVIRONMENT DAY

Our hospital dedicated its commitment to the cause of the Global environment by holding an ‘Environment Week’ commencing on 5th June 2008- ‘World Environment Day’ and culminating on 11th June 2008. A variety of programmes that included presentations, talks, movies & documentary shows were organised in an effort to sensitise the staff on the need for saving our environment. Posters and charts were displayed in the hospital campus to also attract the attention of patients towards this vital global issue. A tree plantation function took place on the final day. Mr. M. R. Tewatia, Director Horticulture Dept., MCD was the Chief Guest for the
occasion who spoke on how to make the capital territory of Delhi eco-friendly.

An educative & informative skit, as well as a group dance was presented by the Community Health Department of our hospital. A Poster competition was organised and prizes were given away to the winners. Special prizes were also given to the staff members who gave the best suggestions on preserving our environment.

Our hospital has always worked hard on protecting our environment. We are an ISO certified institution with specific certification under Environment Management System (ISO 14001). We follow environment-friendly policies very strictly. We take pride in the fact that we do a thorough evaluation of the pros & cons in relation to environment before implementation of new procedures & plans. Some examples are the use of eco-friendly bags for waste disposal, ban on smoking on the hospital premises and stopping the burning of waste in an incinerator because of toxic fumes. Additional efforts are constantly being made, as preserving our environment is not a one-day process. We, along with FLO (FICCI Ladies Organization), have pledged to plant 25,000 trees this year in Nand Nagri and local families will be made responsible for each tree right from its plantation. Besides this, plastic bags for dispensing medicines from our pharmacy are being replaced with cloth bags, with tips to protect the environment printed on them. The dietary food packing plastic bags have been replaced with aluminium foil packets. Other innovative measures are constantly being developed and the staff are encouraged to seek measures to improve the environment.

**PEACE OF MIND**

Sometimes we think of how life is treating us, with most of us not being satisfied about what we are going through or with our achievements. Let us question ourselves, try to recall a completely satisfied and a perfectly happy person. Can you? I really cannot. Happiness is our internal requirement; nobody strives to stay unhappy. So our internal psychology leads us to doing things that make us consistently happier. But when we trample on someone else's happiness to gain happiness for ourselves, that's where we lose.

A millionaire, who has all pleasures of life but no time to enjoy these luxuries, creates unhappiness within himself. Though he remembers the days of hard struggle after which he achieved the things, which he craved for and which are now his, he yet has a frown on his forehead.

I have pondered upon this to find an answer and am penning down my thoughts. The truth is that 'PEACE' is a very elusive thing in life, something which most of us lack and, that nothing can ever buy. Some people use power and perfectionism to gain benefits in some way. This only increases their internal greed; subconsciously in this process they loose their inner peace. True happiness can only come with inner peace. The quest to reach the highest peak, function to the maximum and produce consistently is sometimes frustrating. The stress and anxiety it generates spills over others as well, making them miserable too as a result of reflecting one's negativity over others.

Signs of a lack of internal peace in professional life:-

- You can't stop thinking about a mistake you made.
- You are intensely competitive and can't stand doing worse than others.
- You either want to do something 'just right' or not at all.
- You demand perfection from others.
- You won't ask for help if asking can be perceived as a flaw or weakness.
- You are a fault finder who must correct other people when they are wrong.
- You are very self conscious about making mistakes in front of other people.

A disturbed inner peace is rooted in self-love and an inflated self-image (ego). It is rooted in self-pride. Teach yourself to achieve reasonable goals. Always remind yourself that the world will not end when you are less than perfect. This does not mean that a mediocre effort at doing something is acceptable. What it does mean is that one needs to take a deep breath and value one's accomplishments. Learn something from each setback. Gather your positive energy and make it useful for others.

There are reflectors of positive energy within each of us: Smile as much as possible. Mingle socially. Adore somebody who does good work. Serve with full devotion. Humility

Last but not the least, give time to GOD. Only He grants peace that passes all understanding.

**Dr. Abhishek A. Frederick, D.N.B. Student, Radiology**

**LAMP - LIGHTING CEREMONY**

The lamp-lighting function of the 1st year GNM students took place on 19th April 2008. This being the Centenary Year of the School of Nursing is a matter of great pride for this institution and we made the ceremony a special occasion to thank the Lord for His neverending bounties. Ms. Nirmala Fenn, President National YWCA, presided over the function as the Chief Guest. The proud 'centenary batch' of nursing students lit their lamps and took the oath to practice their profession faithfully. This was followed by the distribution of awards to the meritorious students of each batch. The Chief Guest emphasised on how a nurse's soothing touch calms the soul of patients and how essential this profession is to alleviate the suffering of humanity. A slide show was presented on the history of our Nursing School and its growth to the present state.
Every organisation has a department that specifically deals with monetary affairs. It is a department that requires people with sharp minds and a special 'arithmetic' gift. Our hospital's 'Accounts Department' provides essential as well as emergency services which are necessary for the daily functioning of our hospital. It is headed by Mr. M. C. George, the Finance Officer. He has 31 staff working with him to run the department. Mr. M. C. George joined this hospital in 1980 as Accounts Assistant and later became the Assistant Accountant. He was promoted as the Chief Accountant of the hospital and since April 2005, he is the Finance Officer.

The Accounts department has various sections such as Billing, Cash Counter, Assessment and CGHS Desk. The Accounts Dept. maintains accounts of the income and expenditure of the hospital. It deals with compilation of financial accounts and disbursement of salary as well as Provident Fund. It is from here that the accounts of the hospital are finalised every year and audited by statutory auditors. The Billing section has a supervisor who co-ordinates the services in the area. They do in-patient billing & discharges. Apart from doing such a hectic job, they even take time out to soothe nerves by clarifying the bill details. The main office functions from 8 AM - 5 PM after which, all billing work goes to the Central Cash Counter till 8 AM. The job responsibility of the cashier at the cash counter is immense. He maintains a careful account of the revenue that comes into the hospital by means of indoor collections i.e., patients and other miscellaneous charges. The cashiers at various counters of the General and Private OPDs and pharmacy do shift duties and ensure running of the counters round-the-clock. Next is the Assessment section. Patients come here and obtain an estimate or approximate bill, based on their diagnosis and condition. Packages of certain procedures are also explained and patients are counselled here before admission. According to their economic status, they are advised on categories like General/ Private wards.

We have the CGHS desk at the main Reception, that deals with the patients of CGHS, DGHS, DU and other empanelled organisations and provides guidance and help. The Accounts staff also goes personally to these various organisations for settlement of due payments.

The entire Accounts Dept. is computerised and entries can be made online. All procedures taking place in wards, laboratory, radiology etc. are fed into local client computers and the patient's bill is kept updated. The Computer department builds and maintains all software as well as hardware tasks.

Another dept. runs parallel to the Accounts dept. to ensure its smooth working. This is the Internal Audit dept. which has an Internal Auditor and two assistants. They function directly under the Finance Officer. The Internal Auditor makes Management Information System (MIS) reports on a regular basis and submits them to the management of the hospital. It is focussed mainly on the financial area like verification of project accounts, forecasting the future losses or gains on the projects undertaken and the feasibility of the project with regard to the hospital funds etc. This section also helps the Finance Officer in the preparation of Annual Budget of the hospital. They also do physical verification of the other departments of the hospital to maintain a smooth functioning of the institution.

The Billing & Cash Counters run all 365 days of the year. We all need to applaud how the staff of this department carry on with the daily routines with utmost care, as even the slightest error could create a major financial or legal problem for the hospital. Despite their brains reeling constantly with calculations, the atmosphere of this department is highly conducive and friendly. These are the unsung heroes maintaining the fiscal health of the institution.

This doubles the cooling capacity available to the hospital, very necessary in today's climatic conditions. The refrigerant gas is R-134 A which is more eco-friendly than other refrigerants.

**Workshop on Counselling**
An ongoing counselling workshop was organized for the OPD Nursing Department staff under the guidance of our Nursing Superintendent, Sr. A.T. Kora. The classes were held between May and June 2008 spread over 5 Saturdays as part of Staff Development Programme. Certificates were also awarded to the staff on completion of the programme.
WELCOME!

Dr. Shikilur Rahman, Jr. Specialist, Radiology
Dr. Maneesh Paliwal, Jr. Specialist, Gastroenterology
Dr. Ranjan Singh Rai, Jr. Specialist, Oncology
Dr. Biswarup Sen, Jr. Specialist, Orthopaedic surgery
Ms. Sudesh Dave as Principal, College of Nursing
Ms. Saumya Maccune as Asstt. Professor, College of Nursing
Mr. John Mash as Personnel Officer

PROMOTED!

Mr. P.K. Chaki as Asstt. Internal Auditor

WEDDING BELLS!

Ms. Rejimol (Nursing) with Mr. Rajesh
Ms. Neena (Nursing) with Mr. Yogesh
Ms. Sandra (Nursing) with Mr. Amarnath
Ms. Sandhya (Nursing) with Mr. Jimmy
Ms. Siji (Nursing) with Mr. Soni
Ms. Liji Thomas (Nursing) with Mr. Philip Abraham
Ms. Sheena (Nursing) with Mr. Joy David
Ms. Biju Mathew (Nursing) with Mr. Binoy
Ms. Gitika (Nursing) with Mr. Ankur
Ms. Sherin (Nursing) with Mr. Sony
Ms. Sathya Shiney (Nursing) with Mr. Eunig Eliazar
Ms. Saley (Nursing) with Mr. Baqut Thomas
Ms. Umesh Kumari (Nursing) with Mr. Kamal
Ms. Chanchal (Nursing) with Mr. Vikram

...and that seems a record!
We wish these Angels a Happy Wedded life!

THANK YOU!

St. Stephen’s Hospital is extremely grateful to all those who have contributed towards supporting our work. We thank you for your generosity. If you wish to continue supporting us, kindly do so. All contributions are tax-deductible. Kindly fill your details in the space provided below. Cut the slip and mail us at the hospital address - St. Stephen’s Hospital, Tis Hazari, Delhi-110401, India. You will be mailed a receipt for the contribution made.

Contributions from our precious patients
Poem written by 17-year old Ajay.
He was a patient who underwent mastoid surgery.
He is on crutches following paraplegia due to polio myelitis.
His father is a daily-wages worker in a ration shop.

RETIREMENT!

St. Vimal Rose Abraham retired on 31.03.2008 after a service of 35 years.

Ms. Susan George, Family Welfare Dept. retired on 31.03.2008 after a service of 35 years.

Ms. Annamma Varghese Ward in-charge retired on 31.03.2008 after a service of 23 years.

We wish them good luck and a Happy Retired life!

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Published by: The Director. Dr. Sudhir Joseph for St. Stephen’s Hospital, Delhi.