

# 2020

*...towards Care and Cure*



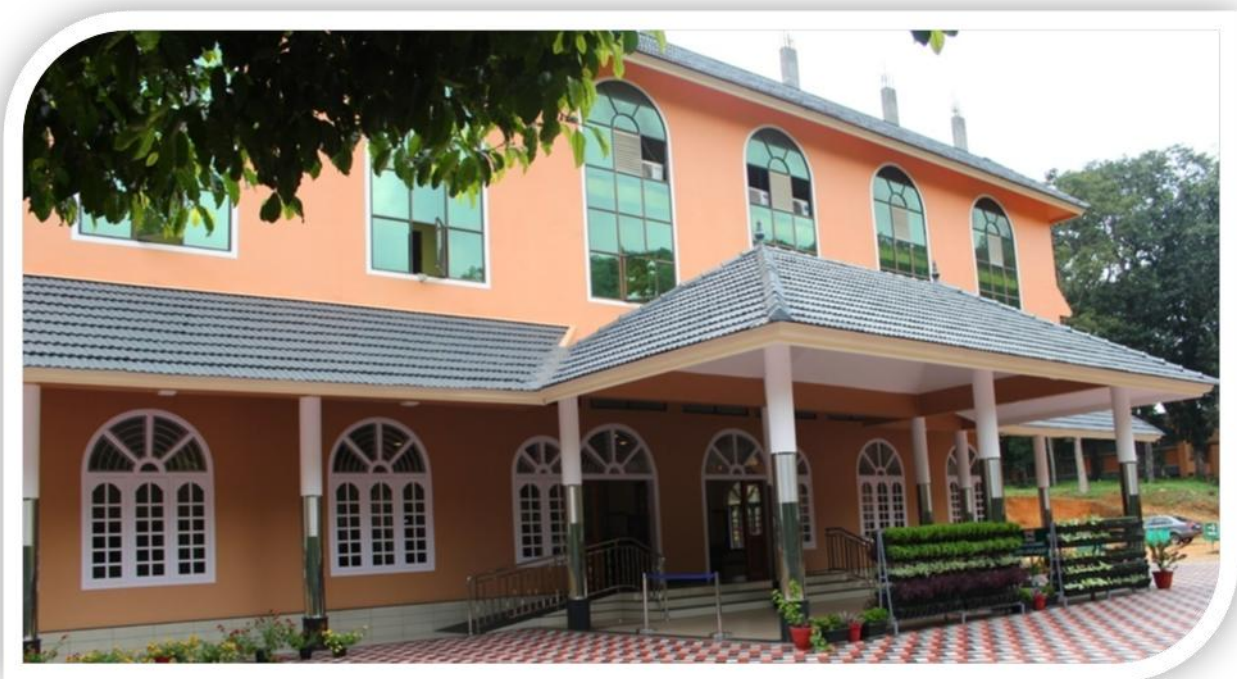
MMTH

2020





**MUNDAKAYAM  
MEDICAL  
TRUST HOSPITAL**



**ANNUAL REPORT  
2019-2020**

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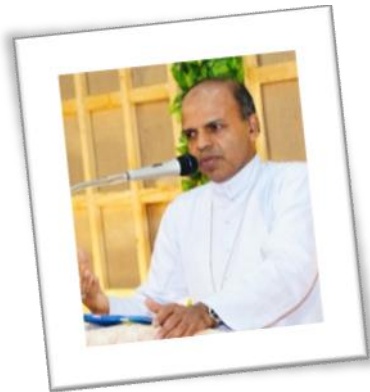


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## OVERVIEW

### PATRON

His Excellency Mar Jose Pulickal  
Bishop, Diocese of Kanjirappally



Bishop Emeritus  
His Excellency Mar Mathew Arackal

Our  
(2001-

Patron  
2019)



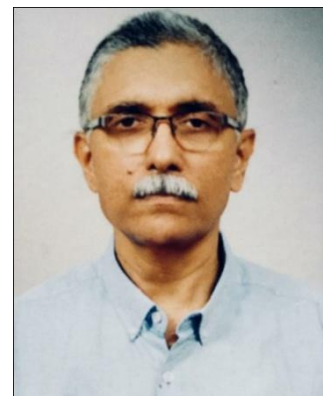
Rev. Dr. Bobby Mannamplackal

President of the Hospital Society



Rev. Fr. Deepu Puthenpura  
Administrator of the Hospital

Dr. K. M. Mathew  
Medical Superintendent







## EMPOWERING HOSPITALITY

*Fr. Soji Thomas Kannalil*

*Director, Mundakayam Medical Trust Hospital.*

Pope Francis spoke of hospitality as, “one of the works of mercy...revealed as a truly human and Christian virtue.” Evidence suggests that hospital patients receive the medical treatment they need, but are sometimes left feeling depersonalized and alienated by their overall treatment. Hospitality was offered to the traveler and the sick; indeed, care of the sick was considered an act of hospitality in all religions. It is from the monastic hospitality given to the sick in the Middle Ages, that the first hospitals evolved. The connection between the church and hospitals has eroded over the centuries and still today it continues. From the feedbacks we received from patients about their hospital stay, we understand that they go through a whole range of emotions. Being in hospital impacts their mind and mood, creating anxieties about health, feeling confused and helpless, feeling a disruption in their lives etc. However, our patients tell us that after they entered the portals of MMT Hospital, they experienced a sense of



reassurance – comfort that they are in good hands and they will get the best care to heal fast. They informed us that the Doctors, nurses and other support staff provided good care, with large and small heartfelt acts that ensured speedy recovery. We are proud and elated by the result oriented



success of the MMT Model of Health Care that we are making available. We understand that the implications for health care practitioners is that genuine acts of hospitality will evoke powerful lived experiences that benefit the patient, suggesting that caring about the patient and caring for the patient are equally important elements of the healing process.

It's timely to reflect on the notion of 'Empowering Hospitality' because at Mundakayam Medical Trust Hospital our first and fundamental value is Hospitality. For MMT Hospital and our caregivers, the ability to provide hospitality and compassionate care is elemental to improving and enriching patient experience. The whole organization, including the functioning hands of MMT Hospital Society, are focused on deepening our understanding of hospitality through the Formation program conducted throughout 2019-2020.

As we move forward, the notion of listening is critical in ensuring that we are mindful of our patients' and clients' humanness and their needs, and critical also in supporting the communities we serve. The Kerala Floods 2018 and its recurrence during the reporting period along with the outbreak the COVID – 19 pandemic, impelled the organization to focusing and deepening our understanding of hospitality and the importance of listening. At Mundakayam Medical Trust Hospital we are mindful at all times, of the great legacy and responsibility we have as a catholic organization to minister to the health care needs of those who approach us. Currently MMT takes pride in having 13 specialty departments, 20 doctors and 150 Caregivers.

I invite you to read this year's annual report. You will find, as I do, evidence of hospitality in action and practices of Mundakayam Medical Trust Hospital listening – and responding – to the needs of our communities.



# Our Organization



Mundakayam Medical Trust Hospital is a part of the healing Ministry of the Catholic Church.

As a leading provider of quality health care services which includes Hospital services, Allied Medical Education Facilities and outreach services, we strive to provide holistic, ethical care, improved health education facilities and vivid support for individual and societal advancement.

As a not-for-profit group, we return all surpluses to the communities we serve, by updating and expanding our facilities and technology, developing new services, investing in people and providing social outreach services to people experiencing disadvantages.

Inspired by the general public and religious women who founded and fostered our organisation, our services reflect a generosity of spirit that calls us to enthusiastically go beyond what might be expected. We stand in solidarity with people in their joy and suffering to deliver our services with a human touch.







### ***Our Vision***

A Health Care Institution where Socially, Economically and Educationally backward people will have Equitable Access.

### ***Our Mission***

Care and Cure

### ***Our Quality Policy***

To continuously provide better medical care to improve clinical outcomes, patient safety and patient satisfaction.

## Departments, Function, Outcomes & Performance at a Glance



While the outlook for the healthcare industry remained challenging in 2019-20, Mundakayam Medical Trust Hospital continued to focus on providing outstanding services to our patients and clients wherever we serve.

All the service arms of Mundakayam Medical Trust Hospital Society – Mundakayam Medical Trust Hospital, School of Nursing MMT Hospital, MMT Hospital Clinic excelled in its performance outcomes.

For the past years we were striving to achieve our strategic short term priorities of New Constructions and Renovations.

We also identified our longer-term strategic intent, which is to be the best healthcare organisation in Idukki District of Kerala by 2025 in terms of patient and client experience, clinical excellence and operational performance.

MMT Hospital Surgical Care Centre, Department of Gastroenterology and Department of Neurology were initiated during this reporting period.

The Dental Department is in its initiation point and needs Bio-Medical Equipment and is in progression.



Our Doctors are always mindful of the common people whom they serve and are constantly available for patient service. They work according to the Vision and Mission of MMT Hospital and provide humane and quality patient care even in this business oriented Health care scenario.

We have 13 Full Time Senior Consultant, 5 Part Time Consultant and 2 casualty Doctors. It is worth mentioning that Dr. K. M. Mathew is continuing his dedicated service as Chief Physician and Medical Superintendent.

### **Service Rendered by Reverent Sisters (Nuns)**

It is relevant to mention that 14 Reverent Sisters – two of whom are Doctors - from different congregations render their service to the institution, in the departments of Laboratory, Pharmacy, Nursing school,

Nursing Service and Accounts. They are our strength and I appreciate their Congregational Authorities for lending their services for our healing ministry.

### **Nursing Service Department**

Sr. Alice Pendanathu heads the Nursing Service Department. With the hard work and co-operation of the Ward in charges and other staff, the



nursing care of the patients are taken care of. We have around 45 Staff Nurses and trainees and about 10 Hospital aids working in this institution. The ward in charges sees to it that the Catholic patients get

opportunities to receive Holy Communion, make confessions and to receive the anointing the sick as needed. Although we do not have a palliative care unit, some patients comes to us only for palliative care. Here too, we take care of them and provide empathetic end of life care preparing them for a holy death. We provide holistic care to the patients and rightly honour the patient's right to choose to prepare for death.

### **Counselling & Psychological Support**

Sr. Roslet CMC is fully dedicated to the psychologically disturbed patients, by giving counselling and psychological support.





## *Statistics*



### **In and Outpatients department**

This year 79761 patients attended the Outpatient department and 4609 patients received in-patient care. There is an increase in the total number of both In-patients and Out-patients during the reporting year.



### **X -ray and E.C.G**

Total X-rays for the year is - 6669 and ECG - 3811

This department is functioning well with ample staffs. There is an increase in the total number of X-rays and a decrease in E.C.G. done during the year.



### **Operation Theatre Department**

Total Major Operations - **328** and minor including OP is - **1506**. There is an increase in number of major and minor operations performed during the reporting year than that of last year.

### **Ultrasound Scanning**

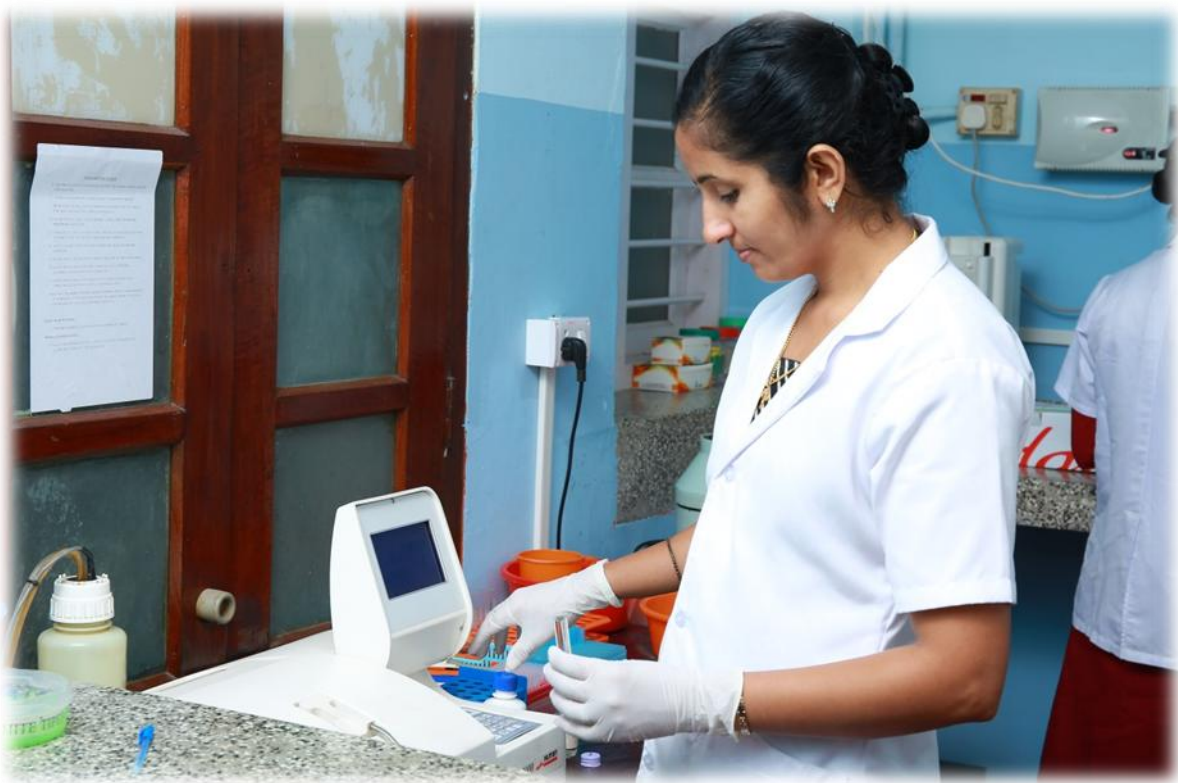
Total - 1253

There is an increase in total number of Ultrasound scanning done during the reporting year

### **Department of Laboratory and Blood Bank**

Total No. testes performed - 112770





There is an increase in the number of tests performed during the reporting year over that of the previous year. This department is functioning well satisfying the requirements of patients and doctors of this hospital.

### **Physiotherapy Department**

Psychotherapy services are available at MMT Hospital Clinic and MMT Hospital. Referral cases from our departments and outside hospital cases are attended here to the fullest satisfaction of patients.



## *MMTH as a Home*



### **Celebrations**

Important days such as Republic day, Independence Day, Hospital Day, Onam, Christmas etc. were celebrated during the year.

### **Meeting held and attended.**

Annual General Body and the Governing body meeting, Doctor's meeting, Meeting attended at DMO office on Communicable Disease, Staff meeting etc. were held during the Year.

### **NABH Accreditation**

The reconciling process of service standards rendered through our hospital departments to universal standards is accomplished and so we have applied for NABH Entry Level Accreditation. The evaluation and inspection for the same will be done by the NABH authorities.

### **Empanelment with Private Health Insurance Companies**

Empanelment with Star Health Insurance Company, MAX BUPA, ICICI Lombard, RELIGARE, and Future Generali has been completed and now it is possible for patients to avail cashless treatment facilities in our hospital. The same process of empanelment procedures are progressing with 14 more companies who are providers of health insurance.

### **Internship Training in Community Medicine**

MMT Hospital is providing facility to Malankara Orthodox Syrian Church Medical College students from this reporting year for CRR





Programme. By providing this facility the students of MOSC Medical College get exposure to the health problems in the rural area and MMT Hospital is designated as “Rural Health Training Centre of MOSC Medical College, Kolenchery.”

## *Community Medicine*

The MMT Community medical department is functioning well alongside all the departments we already have. The Department conducts medical camps and awareness programs to promote health awareness generation. Disease Prevention is promoted by creating awareness about eating a balanced diet, cleanliness, mother and child health, and educating high-risk groups and students in surrounding public schools about STDs and STIs and community health.



A team of doctors and other paramedical staff provide blood grouping and medical clinics facilities for the mothers and their children and people in the remote villages. At these Clinics, medical consultations and treatments are given free of cost to all. Moreover we provide free medicines and treatment to very needy patients at the hospital.



The Hospital and its Community Medical Department was quick to respond to the current COVID-19 pandemic that has ravaged our communities. A separate wing of the hospital was set aside as a Quarantine and Isolation Ward for COVID-19 patients. The wards were provided with a dedicated team of medical doctors, well-trained nurses, and support team from all specialities.

Total patients for the year in the clinic- 24,898

Lab tests - 17,766

Minor procedures - 450

## *School of Nursing*



MMT School of Nursing was started in 2001 and offers General Nursing and Midwifery (GNM) course for 30 students per year. The Course is recognized by the Kerala State Nursing Council as well as Indian Nursing Council.

We emphasize value education, high levels of intellectual and clinical training of the students. We are committed to improve the health of individuals and communities by offering excellent nurses. The Nursing College has well qualified teachers, good furnished classrooms equipped with educational aids and a nicely stocked reference Library.

Lamp lighting and graduation of the Nursing students was held on 22<sup>nd</sup> February, 2020.

H. E. Mar Mathew Vattackuzhy Memorial Endowment Scholarship was awarded to seven students of the MMT School of Nursing this year



## *Help a Patient Programme*

MMT medical aid Program provides free or discounted hospital service for financially challenged **IP Patients**. The beneficiaries are selected by the staff nurses, by assessing the patient status / societal background as part of giving patient care / counselling and reporting the same to the concerned treating doctor. Moreover free care or discounted hospital service is given to patients who cannot afford health care expenses. The total disbursed amount of free care and charity for this financial year is Rs. **14,37,390/-**

# NEW STEPS

In response to a felt need for appropriate treatment facilities in the region, MMT has risen to the occasion and established a Dialysis Unit and a dental department. Particularly the Dialysis unit was an emergent need.

### **Dialysis Unit**

The Hospital was able to set-up a hemodialysis Unit during the reporting year. Many patients were approaching our hospital for this facility and so we decided to set-up this unit with 9 dialysis machine. At present, we our dialysis units are fully engaged and daily we are providing services to 50 patients.







It is seen that patients who have hemodialysis enjoy better quality of life, experience increased well-being and have less symptoms and faster recoveries and show a greatly improved appetite, sleeping patterns, energy level and ability to concentrate. Hence, our mission of Care and Cure is once again projected through this unit.

## Dental Department

The Dental Department of our hospital deals with the diagnosis and treatment of dental and oro-facial problems. We have high-end equipments, to provide quality dental care to our patients. Our aim is to prevent dental disease and save the natural tooth as much as possible. For this we use a minimally invasive and conservative approach. Our dedicated dentists provide general dental care as well as specialized dental treatment to cover all aspects of dentistry.



## Conclusion

We consider caring and curing a God given responsibility and godly opportunity to serve mankind. First and foremost, I thank Almighty God for the great things he has done for us and through us during this year.



We remain thankfully to His Excellency Mar Jose Pulickal for his paternal blessings and His Excellency Mar Mathew Arackal for his zealous involvement in the matters of the hospital. V Rev Fr. Justin Pazheparambil led this society with vigour and enthusiasm and motivated us to fulfil goals promptly.

I remember with gratitude and love, all the members of the Governing Body and General Body for their valuable contribution to the development and progress of this charitable health care institution. Also, at this juncture, I express my sincere gratitude to each and every person who has in any measure been responsible or helped this institution in its productive functioning.

The World Health Organization Declared Pandemic - COVID -19; spread makes it a tough period for Health Care Sector in the coming years. In Almighty God's care and providence, we will manage and overcome the difficulty without sacrificing any obligation laid on us for ensuring social



safety, wellbeing and wellness.

In putting patient care first in our strategy, we have made substantial improvements to make this hospital a “Good Service Provider” in the sector. Our clinical excellence, quality processes, patient care practices, patient friendly staff and on-going commitment to innovation helped us make quality healthcare more accessible and affordable.

We do not rest on our laurels, but we strive to improve, innovate and be living witnesses in this world that good health is paramount to happiness. We believe equally that our patients, their family members and significant others deserve the best care and reassurances to preserve and sustain well-being. Hence, we consistently put our patients first in our healthcare delivery strategy to bring differentiating expertise into health care services. In all this we trust Almighty God to guide and sustain us to achieve greater heights in health care services.

May God bless us all.