EDITORIAL

Philip B Crosby, in his book *The Eternally Successful Organisation* says that an institution that is going to be eternally successful will have the following easily identifiable characteristics:

- People do things right routinely
- Growth is profitable and steady
- Customer needs are anticipated
- Change is planned and managed
- People are proud to work there

If we accept this statement, the criteria we use to measure the success cannot solely be to past performance. The excellent results that were announced last year were accomplished in a world that exists no more. For continuous success, organisations must remain living, breathing, alert organisms if they are going to be able to handle what is going to happen. A continual, and formal, preparation of the organisation to handle the future, along with reevaluation of resource (including human) management, is the price of avoiding the quicksand.

The importance of each person performing his or her assigned task completely, at correct time is recognized by our Society.

In an organisation like Sevakshetra Hospital where everyday we deal with people with various emotional and health related problems, this need cannot be overemphasised. Our services are dedicated to the sick, may be children, adults or the aged. Patients expect the best services right from day one of their visit to the hospital till they go back fully cured. The staff working in various departments of Sevakshetra Hospital like Reception, Laboratory and Personnel closely associated with patients like Ayahs, Nurses and more importantly Doctors should possess adequate knowledge with right aptitude. They should also keep the patients happy by extending their most courteous service.

In this background, it was felt essential that people working in hospitals need continuous training which would enable them to achieve what the organisation expects from them. Employees need to know what they should essentially learn in order to achieve the organizational goals. Management has an obligation to identify people who have deficiencies and provide the required training inputs with the definite objective of imparting knowledge in functional and behavioural areas and developing skills required to perform various jobs with efficiency. The process of identification should be scientific based on the real requirement by the employee with respect to his role in the organization. Employees in the hospital need training in soft skills like interpersonal skills, personal effectiveness, communication skills, attitudinal development etc., Frequent discussion by a superior with his subordinates during the post-training period will help in making their training practically very effective. It also gives scope for the recognition of the employee by his superior. Keeping in mind the necessity of training, we identified about 17 employees from different departments of the Hospital and got them trained by professionals. The impact of this programme called SAMADHANA, we are sure will be very effective benefiting not only the employees and the organization but also the patients ultimately. We have plans to conduct training programmes for more and more personnel from all the departments, including doctors in future.

SEVAKSHETRA Hospital News
MATHRUCHHAYA News
REALITY BITES

The Canara Bank Relief and Welfare Society has been rendering service to humanity for over three decades. The Society through one of its wings, Mathruchhaya, has assumed an active role in placing orphaned children in families, encouraging primary education and counselling and caring for elders. These services are mainly ameliorative and curative. Our intervention at the right time has to a great extent made the families accept the problems and sort them out by developing positive outlook, ultimately change their life-style. Mathruchhaya intends sharing its experiences with our readers. We therefore intend publishing Success Stories in different areas of activity. Our inspiration is the end-result of the rehabilitation; our motivation is our achievement; our strength is our well wishers.

Names have been changed to safeguard their identity.

ADOPTION PROGRAMME
From an institution to a home - Journey of a child

Bhanu was a five year old cute and naughty girl when she came to Mathruchhaya. When Bhanu’s mother died
immediately after her birth, in a hospital at a far-off place from Bangalore, the nurses attended to the baby’s needs. Nobody came to claim the baby. Meanwhile, she became the darling of the hospital and the nurses were her foster mothers. But this could not be continued for long. It was time for Bhanu to leave.

When Bhanu arrived in Mathruchhaya, she was a bundle of joy. But slowly she withdrew herself because she was feeling neglected in the midst of a lot of children with very few house mothers. Mathruchhaya was disturbed to watch the child being withdrawn. Hence, determined to find a family for her, Mathruchhaya made all possible efforts. But adoption of older children was scarce in those days and since Bhanu was five years old, it was even more difficult to find an Indian home. At that time a visiting couple from abroad agreed to adopt Bhanu. Bhanu, with the help of Mathruchhaya was able to adjust well with the unknown family. Mathruchhaya was elated to see the twinkle in her eyes.

Even now Bhanu sends her family photos and Christmas Greetings. She also says that her whole family reads our Newsletter. She has learnt driving and dancing. She as blossomed into a beautiful young lady.

All that is needed is a warm and loving heart as well as open mind to make a forlorn to grow into an affectionate, active young girl.

For Mathruchhaya, children like Bhanu are a source of inspiration and are also the reward for its efforts in securing a loving home to such children. Institutional growth for a prolonged period would have stunted the growth of Bhanu. Because unlike a family, an institution can never attend to the emotional needs of children.

GERIATRIC CARE CENTRE

The reasons for admission of a person to Geriatric Care Centre include a family’s ignorance of handling old-age, prolonged sickness, inadequate facilities at home for constant nursing and children settled abroad and not willing to disturb the aged parents. In all these cases, there is dire need for loving and efficient Geriatric Care.

Here is a case of Seethamma who was an inmate of the Geriatric Care Centre for 13 months. It is a sorry tale of the mother being deserted by all the children.

Seethamma raised four children – three daughters and one son. This is specially poignant because she lost her husband early in life. Her son is now a doctor abroad and his family is settled in Bangalore. Seethamma's health was bad and nobody wanted to take the responsibility of looking after her. Hence she was admitted to Geriatric Care Centre. Seethamma was highly depressed when she was admitted to Geriatric Care Centre. Her emotional set-backs had to be handled very delicately besides looking into her health problems. A mother who had cared for her children all through her life was neglected by her own children at the fag end of her life.

Initially it was quite tough for our staff to handle Seethamma. There was absolutely no co-operation from the family, nobody cared. They did not even pay the monthly bills, let alone visiting her. Regular counselling and intimate talks with her helped in bringing her back to somewhat normal stage. But she was craving to meet her children. She even refused to wear clothes given by the Hospital insisting that she wants to wear Sarees brought by her son.

When we decided to send her back home on account of practical difficulties we faced, her son came and took her to his friend’s clinic in a far-off place. Later we came to know that Seethamma passed away all alone in a far-off place. Her dream of being with the children and grand children remained a dream throughout.

Summer Camp for Sponsored Children

Summer camp was held for sponsored children at Mathruchhaya from May 21-26, 2001. Thirty sponsored children
participated in the camp. The children were engaged daily from morning till evening in various activities. They were taught simple scientific experiments, spoken English, songs and dances from voluntary resource persons. The children enjoyed the camp very much.

The valedictory function was held on May 26, 2001. Parents of sponsored children, well wishers and donors attended the function. Smt. Meera Saxena, IAS Secretary for Dept. of Women and Child Development presided over the programme. She, in her speech emphasised the importance of support to children through sponsorship.

Smt. Padma Subbiah, Manager, Mathruchhaya, presented the report of the sponsorship programme. Sri N D Prabhu, President, Dr Krishnaswamy, Vice-President, Sri P Aravinda Rao, Hon. Secretary and Sri K R Acharya, Chairperson of Mathruchhaya Committee were present on the dais.

The children presented a small cultural programme, which included dances, songs and skit. The prizes were distributed to the winners of various competitions. A special thanks to all our volunteers who contributed to the summer camp – Smt. Indira Murthy, Smt. Uma, Smt. Lopa Murthy, Ms Madhuchanda and Ms. Shruti.

Mathruchhaya STUDENTS SPONSORSHIP Programme

Mathruchhaya is trying to bring a difference in the lives of sponsored children, not only by giving monetary support, but also moulding their personality by involving them in group activities, discussion etc.,

Mrs. Sudhamani, a severe asthmatic patient was married to a coolie who was most of the time sick. Her two daughters and one mentally retarded son were referred to Mathruchhaya for assistance under Student Sponsorship Scheme.

Mathruchaya supported the mentally retarded child for taking special education up to the age of 16. The sponsorship amount was utilized for providing and meeting van facility and the expenses of special school. He was given vocational training and was trained in gardening. To a great extent the boy is now independent. But for Mathruchhaya’s help he would have been a liability to the family.
Mathruchhaya helped Meenakshi upto 10th standard and she wanted to complete the degree but, could not. She is now working in a play home.

Mathruchhaya supported Jyothi upto 9th standard. But as she could not cope with formal education, she is sent to do stipendiary vocational training course in screen printing.

Of course, education of children was a big burden to Sudhamani who was to a great extent supported by Mathruchhaya. But at times, meeting the medical expenses and feeding the family twice a day was also a problem for the mother.

Therefore, Mathruchhaya motivated Mrs. Sudhamani to work and earn some money. By recognising her skills, the institution provided opportunities and made her support the family. As she was experienced in typing legal documents she was given that work at Mathruchhaya. She could stitch baby clothes (napkins, sheets etc.) so, she was asked to do that. At present with the help of the institution, she has taken up a job in a computer firm. She has also taken up part-time work at her residence. This is a successful case where the complete family was supported to come up in a dignified way.

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HEALTH NEWS
MIGRAINE & HEADACHES

A German Scientist Erich Kastner has said "Migraines are headaches even if you don't have any". The term migraine is derived from the Greek Word Hemicraines meaning Half Skull. This is translated into French as Migraine.

WHAT IS MIGRAINE

This is a result of contraction of blood vessels followed by rapid expansion of the blood vessel in the head. This causes around stretching of these vessels that throb with the heart beat. The impact of this is throbbing or pounding headache starting from the center of the forehead or around one eye and may gradually spread to the entire forehead.

In some cases the individual has some warning signs like blurring of vision, tingling, sensitivity to light, ringing in the years etc.,

THE CAUSES OF MIGRAINE

Although it is known to occur due to temporary change in blood vessels, the reason as to why this happens is not completely known. A family history is seen in majority of sufferers. It can be precipitated by stress. This can be seen more in persons who are methodical and meticulous and who have a rigid behavioural system. The patients experience thickening of lights, bright zig zag lines, dark spots in vision etc., Usually the persons feel beginning of headache within an hour of this.

The headache starts from the center of the forehead or around the eye, gradually spreading of half the fore head. Throbbing headache is one-sided but it can swap sides and over the entire forehead. Attack can last for 4 to 72 hours but can be shorter if treated effectively. One may even experience vomiting, fear of light or sound and nausea.

The attack in the absence of treatment will subside in its natural course with vomiting or sleep. After the attack passes of the sufferers feel tired/drained for a day.

WHAT TRIGGERS A MIGRAINE ATTACK

The following factor may trigger an attack: Insufficient food, decreased blood sugar due to delayed or missed meals. Emotional triggers. Specific foods like beans, peas, chocolate, groundnuts, meat, egg, fish, bananas, Coffee, wine etc., in some persons. Hormonal changes. Strenuous exercise. Systemic illness. Oral contraceptives, loud noise, infection, pre-menstrual tensions etc., Strong smells like perfume, paint, tobacco smoke etc., By keeping a record of events recurring prior to migraine attack, the identification of trigger
SYMPTOMS OF MIGRAINE

Nearly two thirds of migraine sufferers show signs of mood or behavioural change usually 3 to 5 hours before the attack, sometimes as early as 24 hours. The usually noticeable changes are irritability, hyperactive, confusion, tiredness, yawning, craving for food, loss of appetite etc.,

TREATMENT

The best mode of treatment is to identify and avoid the trigger factor. Aspirin and analgesier are found to be useful if taken at the first sign by the headache. Many new drugs are also now available. These must be taken on prescription by the Doctor. Other therapies like stress management, massage of the tensed muscles, improving postures, acupuncture are also found to be effective in some cases.

Care for the Aged

GERIATRIC CARE CENTRE

The changing social norms in the present society have brought in many changes in the structure of the family. The joint family system which existed previously is now replaced by nuclear families. Due to such changes, the aged parents are left alone and feel being neglected. Apart from that, they are also facing medical problems, lack of companionship and on the whole the sense of insecurity. This has posed new challenges to already existing problems in tackling the elderly. In the year 1995, the Canara Bank Relief & Welfare Society took up a project for such aged patients by having a Geriatric Care Centre in Sevakshetra Hospital. It takes care of those with extreme physical limitation and perennial ailments arising from old age.

The admissions to the Geriatric Care Centre are done between 8 am and 4 pm. The Centre looks after the emotional and basic needs of its wards. In all aspects making them feel healthy and feel at home.

At the time of inception, the whole Geriatric unit consisting of 8 beds was in the first floor. At present, there are 2 dormitories having 9 beds and 4 special Geriatric wards in the II floor.

The staff of Mathruchhaya visit the Geriatric Care Centre everyday to speak to the inmates and to monitor the work. Periodic counselling is also done to keep them cheerful.

Senior Citizen’s day is celebrated at the Geriatric Care every year involving the inmates.

Till date around 55 inmates have admitted to Geriatric Care Unit. Most of them had a very peaceful living in the evening of their life in Geriatric Care.

THE NEW GOVERNING COUNCIL OF THE SOCIETY

In the Annual General Meeting of the Society held on 23-12-2000, the following members were unanimously elected to the Governing Council for the year 2000-2002.
Sri N.D. Prabhu
Ex-CMD, Canara Bank
President

Dr. K.S. Krishnaswamy
Former Deputy Governor R.B.I
Vice-President

Sri P. Aravinda Rao
Ex. Divisional Manager, Canara Bank
Hon-Secretary

Sri A.V.S. Murthy
Industrialist
Joint Secretary

Sri K.R. Acharya
Retd. Gen. Manager, Canara Bank
Member

Sri K. Srinivasa Rao
Retd. Gen. Manager, Canara Bank
Member

Dr. (Miss.) Nirupama Nayak
Retd. Prof. & Medical Superintendent JIPMER, Pondichery
Member

Smt. Nirupama E. Kamath
Social Worker
Member

Sri S. Srinath
Chartered Accountant
Member

Sri Vishnu Prabhu
Retd. MD Can Factors
Member

Sri V.N. Kamath
Retd. Company Executive
Member

Smt. Prema Ratnakar
Member

CO-OPTED MEMBERS

Sri M.D. Prabhu
Retd. D.G.M., Canara Bank

Sri S. Sadashiva Rao
Retd. D.M., Canara Bank

Sri Shiva Kumar
Advocate

Special Invitee
Canara Bank

EDITORIAL BOARD
Mathruchhaya SPONSORED CHILDREN successful in SSLC

SHILPA NAYAK
Women's Peace League Govt. English School

G VIJAY
APS School, Bangalore

Our heartiest congratulations and best wishes to the successful candidates!