



Impact Assessment Report

Support to provide quality medical healthcare services through Lifeline Express (Hospital on a train) in Kumuram Bheem Asifabad (Aspirational District), Telangana

Implementing Partner: Impact India Foundation (IIF)

SoulAce
Path to Sustainability
SOULACE CONSULTING PVT. LTD.

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01. EXECUTIVE SUMMARY

Project Background

Impact India Foundation is implementing the Lifeline Express (Hospital on a Train) project in Kumuram Bheem Asifabad, an Aspirational District in Telangana, with the support of Bharat Petroleum Corporation Ltd. (BPCL). This initiative aims to reduce avoidable disabilities by providing medical and surgical services to underserved communities. The project focuses on early screening, treatment, and awareness for various ailments such as blindness, deafness, and cancer. It also involves community outreach activities, training local volunteers, and ensuring follow-up care, thereby improving healthcare access and outcomes in rural India.

Project Details



Implementation year

FY 2021-22



Assessment year

FY 2024-25



Total Beneficiaries

12515 patients



Locations

Kumuram Beem Asifabad, Telangana
Dist, Andhra Pradesh



Project Budget as per MOU

₹ 88,86,041/-



Cumulative Project Expenditure :

₹ 86,28,358/-



Sample Size

150



Implementing partner

Impact India Foundation (IIF)



SDG Goals



Project Activities



Volunteers conduct door-to-door screening for various health issues.



Training local community volunteers to raise health issue awareness.



Distributing outreach kits to trained volunteers.



Conducting early screening, treatment, and awareness for specific ailments.



Performing surgeries for vision, hearing, orthopedic, dental, and cancer issues on the Lifeline Express.



Providing counseling, initial treatment, and medication.



Referring complicated cases to local hospitals.



Ensuring follow-up care by contacting patients weekly during the camp period.



Conducting capacity-building workshops for medical and frontline workers.



Using IEC materials for promotion and encouraging participation through local media and press conferences.



Recording beneficiary data through a web-based portal for real-time monitoring and evaluation.



Shifting patients to the nearest District Hospital for follow-up treatment post-surgery.



Referring patients requiring advanced treatment to District/State/tertiary hospitals.

Key Outcomes



Surgical Interventions: A large majority (72.7%) of patients underwent surgery for their health condition.



Awareness and Information: Most patients (68%) learned about Lifeline Express services through local authorities, followed by 17.3% from friends or family.



Utilization of Services: Nearly all patients (98.7%) availed Lifeline Express services at least once in the past year.



Medication Provision: All patients (100%) received free medicines from Lifeline Express.



Financial Relief: A significant portion (84.7%) of patients experienced a substantial reduction in their financial burden due to the services.



Advance Information: Almost all patients (98.7%) were informed about the days and timings of Lifeline Express in advance.



Patient Satisfaction: A high number of patients were very satisfied with the consultations provided by doctors (86.7%) and services by nursing staff (83.3%).



Explanation of Care: An overwhelming majority (99.3%) of patients were explained about the dosages and diet to follow post-treatment.



Effectiveness of Treatment: The treatment was highly effective for 79.3% of patients in improving their health condition.



Relevance of Services: Services were very relevant to the medical needs of 78.7% of patients.

Key Impacts



Enhanced Mobility: All orthopedic patients reported significant improvement in mobility post-surgery.



Vision Improvement: A majority of patients (63.9%) experienced significant improvement in vision after cataract surgery.



Hearing Improvement: Patients who received hearing aids reported greatly improved hearing ability.



Reduced Complications: 42.7% of patients did not experience any complications following the treatment.



Follow-up Care: An overwhelming majority (97.3%) of patients received follow-up care after the initial treatment, with 86.3% rating the follow-up care as excellent.



Consistent Follow-up: 76.7% of patients always attended follow-up appointments.



Overall Experience: Most patients (84.7%) rated their experience with Lifeline Express as excellent.



Recommendation to Others: An overwhelming 91.3% of patients would definitely recommend Lifeline Express services to others.



Suggestions for Improvement: Key areas for improvement include increasing the availability of services (75.3%), reducing waiting times (29.3%), improving the quality of medical care (28.7%), and providing more follow-up care (13.3%).

Key Outcomes



Health Concerns Addressed: The services completely addressed the health concerns of 89.3% of patients.



Timeliness of Services: Services were always provided timely for 75.3% of patients.



Assistive Devices: A good portion (65.3%) of patients received assistive devices as part of their treatment.

Key Impacts

CHAPTER 2

OVERVIEW OF THE PROJECT



Chief Guest felicitated by IIF Trustee Dr. Rohini Chowgule

PROJECT BACKGROUND

The Lifeline Express (Hospital on Wheels) initiative is implemented by Impact India Foundation and supported by BPCL, aiming to deliver essential medical services via a train equipped for surgical interventions and medical camps. It serves remote and underserved communities with a focus on orthopedic, dental, vision, hearing, and cancer surgeries. The project emphasizes community engagement, health education, medication provision, counseling, and comprehensive follow-up care to enhance health outcomes and reduce financial burdens for beneficiaries.

ABOUT BHARAT PETROLEUM CORPORATION LTD. (BPCL)

Bharat Petroleum Corporation Ltd. (BPCL) is a leading integrated oil and gas company in India, engaged in the entire spectrum of activities from exploration and production of oil and natural gas to refining crude oil and distributing petroleum products. Headquartered in Mumbai, Maharashtra, BPCL operates refineries across Maharashtra, Kerala and Madhya Pradesh. The company's diverse portfolio includes a focus on renewable energy alongside its production of oil products such as light and middle distillates.

BPCL markets its products through a vast network of retail outlets, dealers, and distributors under well-known brands like Mak, Speed, and Bharat Gas. Additionally, BPCL plays a crucial role in supplying fuel to both domestic and international airlines, contributing significantly to India's energy sector and economy.

ABOUT NGO PARTNER

Impact India Foundation (IIF) was launched by the Government of India on 2nd Oct 1983 to reduce Disability through Prevention and Cure. Prevention is undertaken in IIF's Community Health Initiative (CHI) in Maharashtra using medical and social behavior change interventions aimed at controlling intergenerational malnutrition, the cause of congenital disability. Their mission is to create robust and replicable healthcare models that can be scaled up through partnerships to reach underserved populations in India.

Project Background



Creating awareness, sensitisation and conducting mobilisation activities to reach out to youths through various platforms and inform them about the skill development program.



Designing and developing training modules, including study materials and curriculum for students.



Provision of high-quality, full-time training of youth, focusing on various technical and soft skills.



Assisting all trainees with job placement, including promoting self-employment opportunities.



Providing handholding support post-placement to help candidates adjust to their work environment.



**CAMP INAUGURATION BY HONOURABLE CHIEF GUEST MLA
SHRI KONERU KONAPPA**

CHAPTER 3

RESEARCH METHODOLOGY

PROJECT DETAILS

The Lifeline Express, also known as the "Multispecialty Hospital on Train" brings medical services to remote areas using a specially equipped train. It focuses on check-ups and surgeries for orthopedic, facial deformities, blindness, hearing loss, dental problems, and breast, cervical and oral cancer completely free of cost. Trained doctors and volunteers work together to provide these services. They also educate communities about health and provide medicine and counseling. After surgeries, they ensure patients get proper follow-up care to help them recover fully. The project is implemented by Impact India Foundation and supported by BPCL to help people in areas where medical services are scarce.

OBJECTIVES OF THE STUDY

The primary objective of the study conducted by SoulAce is to assess the impact and effectiveness of the Lifeline Express program, implemented by Impact India Foundation and supported by BPCL. This includes evaluating the extent to which the program's medical services address the healthcare needs of underserved communities, assessing the quality and efficacy of treatments provided, analyzing the comprehensiveness and effectiveness of follow-up care initiatives, and gauging the overall impact on improving health outcomes among beneficiaries. The study aims to provide actionable insights that can inform strategic improvements, enhance program efficiency, and optimize outreach efforts to maximize the program's positive impact on targeted communities.

RESEARCH DESIGN

The research plan used for this impact evaluation study was a Mixed-Method Approach, blending both quantitative and qualitative methods to gather thorough insights into the project's effects and effectiveness.

This method allowed for a detailed understanding of project access and challenges, improving the depth of analysis and preparation for future initiatives. The combination of these methods allows for an exploration of the project's impact from diverse perspectives, including patients, medical staff, and project staff.

APPLICATION OF QUANTITATIVE TECHNIQUES

Quantitative methodologies involve structured surveys conducted with the beneficiaries for data collection and allows for statistical analysis to measure the project's effectiveness in improving healthcare facilities through Lifeline Express (Multispecialty Hospital on Train) and improving health parameters of patients/respondents through checkups, required intervention, and follow-ups.

APPLICATION OF QUALITATIVE TECHNIQUES

Qualitative techniques, such as in-depth interviews and focus group discussions, were used to collect detailed perspectives and opinions from key stakeholders, qualitative methods ensured the exploration of personal experiences and surrounding influences that shaped the project's outcomes.

ENSURING TRIANGULATION

Triangulation in this impact assessment is ensured by using multiple data collection methods and sources to provide a comprehensive evaluation. Quantitative data from surveys of 150 beneficiaries' are combined with qualitative insights collected through interviews and focus group discussions different stakeholders. Additionally, observational data from visits are included. This multi-method approach allows for cross-verification of findings, enhancing the reliability and validity of the results by capturing impact from different perspectives.

STUDY LOCATIONS

Kumuram Bheem Asifabad (Aspirational District), Telangana.

SAMPLING FRAMEWORK

The study included interviews with 150 patients/respondents/beneficiaries using simple random sampling to ensure a complete representation of the target population and two in depth interviews with healthcare professional. This sampling strategy is designed to capture a diverse range of perspectives and experiences within the beneficiary population, reflecting the socio-economic and demographic diversity of Kumuram Bheem Asifabad (Aspirational District), Telangana.

DATA COLLECTION

Primary data collection was performed through in-depth interviews, focus group discussions, and structured surveys using a mobile application platform created by SoulAce. This platform facilitated real-time data entry and GPS tagging of responses ensuring efficient and precise data collection.

STAKEHOLDERS

Key stakeholders involved in the study include Impact India Foundation project staff, healthcare professionals on Lifeline Express, Nursing Staff, Volunteers. Their participation and perspectives are crucial to understanding the project's effectiveness and identifying areas for improvement.

COMMITMENT TO RESEARCH ETHICS

The research team followed strict ethical guidelines throughout the study, ensuring participants' confidentiality, safety, transparency, anonymity, and informed consent. Open communication and ethical behavior were essential to maintaining the integrity and validity of the research.

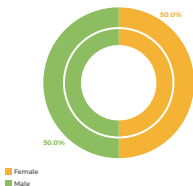


DENTAL SURGERY ON THE LIFE LINE EXPRESS

CHAPTER 4

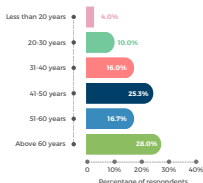
KEY FINDINGS

CHART 1: GENDER-WISE DISTRIBUTION OF PATIENTS



The study covered an equal number of female and male patients indicating balanced representation of beneficiaries utilizing healthcare services through Lifeline Express. This also suggests that healthcare access is equitable between men and women in this setting.

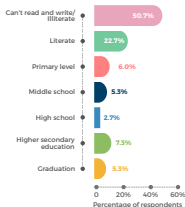
CHART 2: AGE-WISE DISTRIBUTION OF PATIENTS



The study revealed that patients above 50 years of age constitute the majority in this healthcare setting, with significant numbers also in the 31-40 years age group.

This suggests a predominant presence of older patients accessing healthcare services, indicating a need for targeted healthcare provisions catering to the needs of elderly patients, potentially focusing on geriatric care and age-related health concerns.

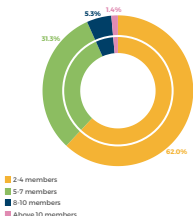
CHART 3: EDUCATIONAL BACKGROUND



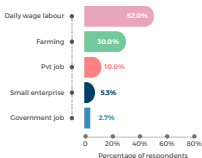
A substantial portion of patients are categorized as illiterate, constituting the majority in this healthcare setting. This states the importance of providing accessible healthcare information and services tailored to individuals with varying levels of education, ensuring equitable access and understanding across all patient demographics.



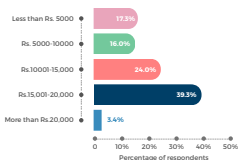
**EAR SURGERY ON THE
LIFE LINE EXPRESS**

CHART 4: TOTAL NUMBERS OF FAMILY MEMBERS

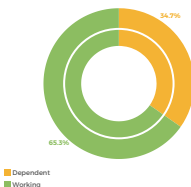
The majority of patients in this healthcare setting belong to families with 2-4 members, indicating that a significant proportion of patients are from smaller household units.

CHART 5: FAMILY'S OCCUPATION

The data suggests that a majority of patients in this healthcare setting are engaged in daily wage labor, indicating that a significant proportion of patients rely on daily wage income for their livelihoods. This states the importance of ensuring healthcare services are accessible and potentially focusing on affordability and flexibility in service delivery.

CHART 6: AVERAGE MONTHLY INCOME OF THE FAMILY

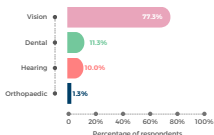
It is evident that the majority of patients belong to the income bracket of Rs. 15,001 to Rs. 20,000 per month, indicating a predominantly middle-income group accessing healthcare services. Nevertheless, the findings highlight the diverse economic backgrounds of patients seeking healthcare services through LLE.

CHART 7: PRESENT EMPLOYMENT STATUS OF THE BENEFICIARY

The majority of patients in this healthcare setting are currently employed, indicating a significant portion of the patient population is actively working.

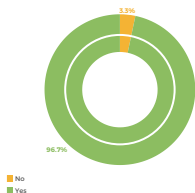
Additionally, there is a notable portion of patients who are dependent, highlighting varied support needs within the patient population.

CHART 8: TYPE OF SCREENINGS THE PATIENTS UNDERWENT FROM THE LIFELINE EXPRESS



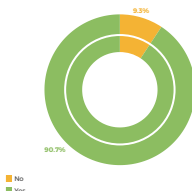
The study highlights the healthcare priorities addressed by Lifeline Express, a commendable initiative. Vision screenings constitute the majority of interventions, emphasizing the importance of eye health. Dental and hearing screenings follow, albeit less frequently. Interestingly, orthopedic screenings are the least common. Lifeline Express caters to a diverse range of needs, including eye care, ear health, bone deformities, burns, oral health, cervical and breast cancer, and dental and gynecological issues.

CHART 9: WHETHER IT WAS THE FIRST TIME THE PATIENTS UNDERWENT THE SPECIFIC SCREENING



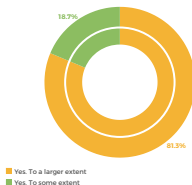
The majority of patients accessed the specific screening for the first time through the Lifeline Express, emphasizing the initiative's role in providing initial healthcare access to these essential services.

CHART 10: WHETHER DIAGNOSED WITH SOME CONDITIONS/ILLNESSES DURING THE SCREENING



A large majority of patients were diagnosed with some conditions or illnesses during the screening conducted by the Lifeline Express. This highlights the effectiveness of these screenings in identifying health issues early on, which is crucial for timely medical intervention and improving overall health outcomes for the patients/beneficiaries involved.

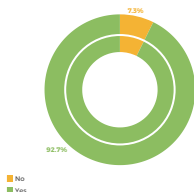
CHART 11: EXTENT TO WHICH THE DIAGNOSIS WAS MADE POSSIBLE ONLY DUE TO THE SCREENING AT LLE



The majority of patients in this healthcare setting are currently employed, indicating a significant portion of the patient population is actively working.

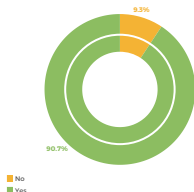
Additionally, there is a notable portion of patients who are dependent, highlighting varied support needs within the patient population.

CHART 12: WHETHER VISITED THE LLE FOR FURTHER APPOINTMENTS AND TREATMENT



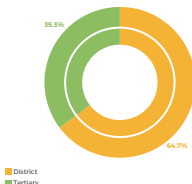
A large majority of patients visited the Lifeline Express for further appointments and treatment, indicating a strong engagement with the services provided. This suggests that patients found the initial screenings and diagnoses valuable enough to continue seeking medical care through Lifeline Express.

CHART 13: WHETHER REFERRED TO FOR FURTHER TREATMENT



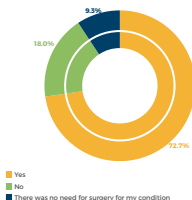
A significant majority of patients were referred for further treatment through Lifeline Express, indicating the initiative's role in facilitating access to necessary medical care following initial screenings.

CHART 14: PLACE WHERE REFERRED FOR FURTHER TREATMENT



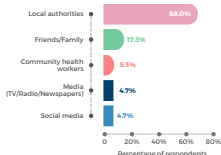
Most patients referred for further treatment through Lifeline Express were directed within the district, with a significant portion also referred to tertiary care facilities. This distribution highlights the initiative's strategy in ensuring accessible healthcare locally while also addressing specialized medical needs through tertiary referrals.

CHART 15: WHETHER UNDERGONE ANY SURGERY FOR THE HEALTH CONDITION



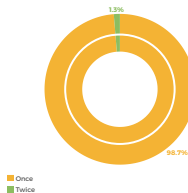
Most patients underwent surgery for their health condition, while a smaller group did not require surgery, and a few patients did not need surgery for their condition.

CHART 16: SOURCE OF KNOWLEDGE ABOUT THE SERVICES OFFERED BY LIFELINE EXPRESS



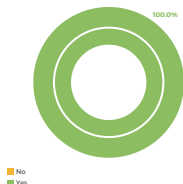
Patients predominantly learned about the services offered by Lifeline Express through local authorities, which served as the primary source of information. Friends or family, community health workers, media (TV/Radio/Newspapers), and social media constituted the minority sources through which patients became aware of LLE's services.

CHART 17: NO. OF TIMES AVOIDED SERVICES FROM LIFELINE EXPRESS IN THE PAST ONE YEAR



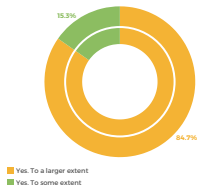
This distribution states the frequency of service utilization among patients, highlighting the predominance of single-time service utilization within the surveyed group.

CHART 18: WHETHER RECEIVED FREE MEDICINES FROM THE LLE



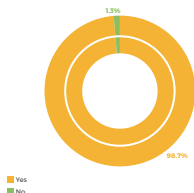
The study reveals that the initiative provides medication at no cost to all patients served. This highlights programs commitment to providing essential healthcare resources without financial burden to the recipients, ensuring access to necessary medications for all who require them.

CHART 19: EXTENT OF REDUCTION IN FINANCIAL BURDEN ON ACCOUNT OF TREATMENT BECAUSE OF THE SERVICES OF LLE



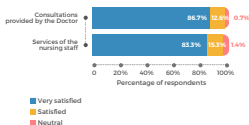
Based on the data, most patients reported experiencing a significant reduction in their financial burden due to offered services, with a smaller number noting a reduction to some extent.

CHART 20: WHETHER INFORMED OF THE DAYS AND TIMINGS OF THE LLE IN ADVANCE



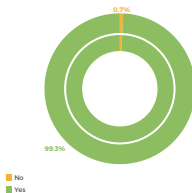
The vast majority of patients were informed of the days and timings of Lifeline Express in advance, while a few reported not being informed in advance. This indicates effective communication practices by the program staff.

CHART 21: LEVEL OF SATISFACTION WITH THE SERVICES OF DOCTORS AND NURSING STAFFS



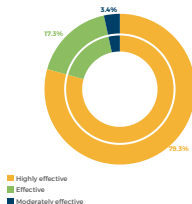
Majority of patients expressed high satisfaction with the services provided by both doctors and nursing staff. Specifically, a large percentage reported being very satisfied with consultations provided by doctors and services rendered by nursing staff. A smaller portion indicated satisfaction or neutrality. This indicates a generally positive reception of healthcare services.

CHART 22: WHETHER EXPLAINED OF THE DOSAGES AND DIET TO BE FOLLOWED



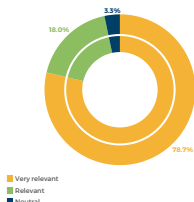
Almost all patients were explained about the dosages and diet to be followed by the staff, indicating effective communication regarding medical prescriptions and dietary guidelines. Only a small minority reported not receiving such an explanation.

CHART 23: EXTENT TO WHICH THE TREATMENT WAS EFFECTIVE IN IMPROVING THE HEALTH CONDITION



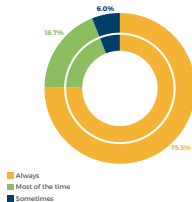
The treatment provided by Lifeline Express was reported to be highly effective in improving the health condition of a significant majority of patients. A smaller proportion found the treatment effective, while a few of them reported moderate effectiveness.

CHART 24: EXTENT TO WHICH THE SERVICES PROVIDED TO THE MEDICAL NEEDS WERE RELEVANT



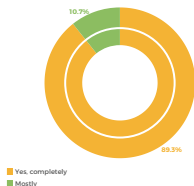
The services offered were reported as highly relevant for the medical needs of the majority of patients, with a significant number finding them exceptionally fitting. A smaller group considered the services suitable, while a few expressed neutrality.

CHART 26: WHETHER THE SERVICES WERE PROVIDED IN A TIMELY MANNER



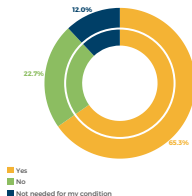
Consistent and prompt delivery services were observed and reported for the large majority of patients. A significant number of patients reported reliable and timely service delivery most of the time, while a smaller group experienced occasional delays.

CHART 25: WHETHER THE SERVICES ADDRESS ALL THE HEALTH CONCERNS



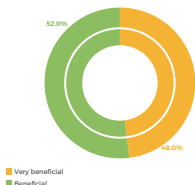
Lifeline Express effectively addressed all health concerns for the majority of patients, with a significant number reporting complete satisfaction. A smaller group indicated that most of their concerns were addressed, reflecting a high level of satisfaction with the comprehensive healthcare services provided by Lifeline Express.

CHART 27: WHETHER RECEIVED ANY ASSISTIVE DEVICES AS PART OF THE TREATMENT



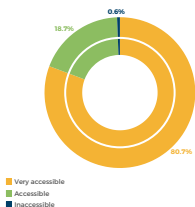
A significant number of patients received assistive devices as part of their treatment such as hearing aids, crutches, eye glasses etc. Some patients indicated that such devices were not needed for their condition, while a smaller proportion did not receive any assistive devices.

CHART 28: EXTENT TO WHICH THESE ASSISTIVE DEVICES ARE BENEFICIAL IN DAILY LIFE OF THE PATIENTS



The assistive devices provided were reported to be beneficial or very beneficial in the daily lives of the patients who received them with marginal differences of opinion on their effectiveness. This indicates that the majority of recipients found these devices to be helpful in improving their daily functionality and quality of life.

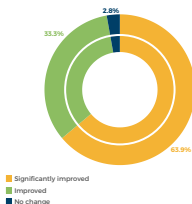
CHART 29: EXTENT TO WHICH THE SERVICES PROVIDED BY LIFELINE EXPRESS WERE ACCESSIBLE



The majority of the patients reported that the services were highly accessible. Many patients found the services very easy to access, with others describing them as generally accessible.

A very small number of patients found the services difficult to access. Moreover, all patients receiving treatment from orthopedics reported significant improvements in their mobility following orthopedic surgery.

CHART 30: LEVEL OF IMPROVEMENT IN VISION AFTER CATARACT SURGERY

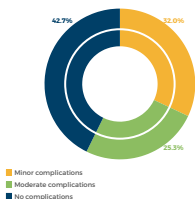


A substantial number of patients experienced significant improvements in their vision, while others reported noticeable improvements. A few of them reported no change in their vision post-surgery. After receiving hearing aids from Lifeline Express, many patients reported significant improvements in their hearing ability.



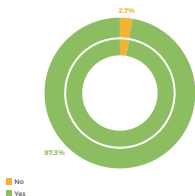
ENT PRE SCREENING

CHART 31: WHETHER EXPERIENCED ANY COMPLICATIONS FOLLOWING THE TREATMENT



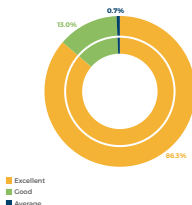
Following treatment, some patients reported experiencing minor or moderate complications, while a significant majority did not encounter any complications. This indicates that while a portion of patients faced challenges post-treatment, a substantial number had smooth recoveries without complications.

CHART 32: WHETHER PROVIDED WITH FOLLOW UP CARE AFTER THE INITIAL TREATMENT



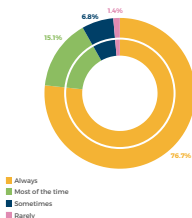
Following initial treatment, the majority of beneficiaries received follow-up care, ensuring ongoing support and monitoring. A small number did not receive follow-up care.

CHART 33: RATING OF THE FOLLOW UP CARE PROVIDED



Patients who received follow-up care rated the quality highly, with a significant majority describing it as excellent. A smaller number rated it as good, while very few found it average. This feedback states the provision of exceptional ongoing care and support to its patients.

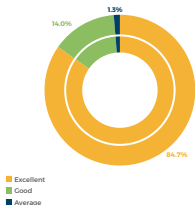
CHART 34: FREQUENCY OF ATTENDING FOLLOW UP APPOINTMENTS



Patients who received follow-up care from Lifeline Express generally attended their appointments regularly, with a significant majority reporting always attending. Some patients attended most of the time, while a smaller proportion attended occasionally or rarely.

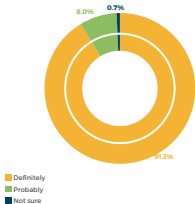
This indicates a positive adherence to follow-up schedules among the majority of patients beneficiaries, ensuring consistent monitoring and continuity of care.

CHART 35: RATING OF THE EXPERIENCE WITH LIFELINE EXPRESS



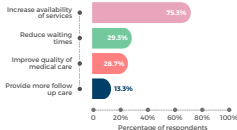
Patients overwhelmingly rated their experience with Lifeline Express as excellent, indicating a high level of satisfaction with the services provided. A smaller number rated their experience as good, while a very small minority found it average. This feedback highlights the positive impact and quality of care in meeting the healthcare needs of its patients.

CHART 36: WHETHER WOULD RECOMMEND LIFELINE EXPRESS SERVICES TO OTHERS



A vast majority of patients expressed a strong likelihood of recommending LLE services to others, with a significant number stating they would definitely recommend. A smaller proportion indicated they would probably recommend it, while very few were unsure. This indicates a high level of satisfaction and confidence among patients in recommending Lifeline Express for its healthcare services.

CHART 37: WAYS OF IMPROVEMENT IN SERVICES OF LIFELINE EXPRESS



Patients provided valuable feedback on ways LLE can improve its services. The majority suggested increasing the availability of services, highlighting the demand for expanded access. Additionally, patients expressed a need to reduce waiting times and improve the quality of medical care, emphasizing efficiency and effectiveness. Some patients also mentioned the importance of providing more follow-up care to enhance ongoing support. These insights indicate areas where Lifeline Express can focus to further enhance patient satisfaction and healthcare delivery.



HONOURABLE CHIEF GUEST MLA SHRI KONERU KONAPPA AT THE LLE



Case Study 1

Nazia, A 42-year-old woman from Sirpur, Telangana, works as a daily wage laborer. She supports her large family on a small income and has only completed primary education. When she heard about the Lifeline Express (LLE) through local health workers, she saw an opportunity to address her health issues without incurring heavy medical expenses.

During her first visit to LLE, Nazia received a dental screening, which led to the diagnosis of a condition that had been troubling her. She is confident that without this screening, her condition would have remained undetected. Although she did not need surgery, she was provided with follow-up appointments and free medications, greatly easing her financial burden. The doctors and nursing staff at LLE were attentive and thorough, ensuring that she understood her treatment plan and dietary requirements, which significantly improved her health.

The impact of LLE's services on Nazia's life has been profound. The timely and relevant medical care addressed her health needs comprehensively. Observing the benefits other patients received from surgeries and assistive devices, she felt reassured about the quality and accessibility of LLE's services. Nazia regularly attended her follow-up appointments and consistently received excellent care. Her overall satisfaction with LLE is high, and she eagerly recommends their services to others. Reflecting on her experience, Nazia suggests that expanding the range of services, particularly adding treatments for heart conditions, would further enhance the program's value to the community. This story highlights the critical role of accessible healthcare in improving the lives of individuals in underserved areas.





Case Study 2

Abdul, A 56-year-old daily wage laborer from Sai Nagar Colony in Telangana, relies on his modest income to support his family. He cannot read or write, which makes it difficult for him to access many services. When he heard about the Lifeline Express (LLE) through the media, he saw it as an opportunity to address his vision problems.

During his visit to the LLE, Abdul underwent an eye screening and was diagnosed with a condition that required further treatment. He received a referral for surgery at the district hospital, which significantly improved his vision. The free medicines he received from LLE helped him save on medical expenses, making the treatment more affordable. Abdul found the medical staff at LLE to be very supportive, and they explained his treatment plan and medication clearly. His overall health condition improved as a result of the treatment, although he did experience some moderate complications.

Abdul's experience with the LLE has been mostly positive. He is satisfied with the care he received and believes that his diagnosis and subsequent treatment were only possible because of the LLE. He appreciates the accessibility of the services but feels that the quality of medical care could be improved further. Abdul suggests that having available blood banks would greatly benefit the community. His story emphasizes the vital role of accessible healthcare services and the ongoing need for improvements to meet the needs of people in underserved areas.





Case Study 3

Arfin, A 27-year-old woman from Kagaz Nagar in Komarambheem Asifabad, works in a government job and supports her family on a modest income. She heard about the Lifeline Express (LLE) through local authorities and decided to visit the LLE for a hearing screening. This was her first time undergoing such a screening, and it revealed a condition that needed further attention.

At the LLE, Arfin received a comprehensive examination and was referred to the district hospital for further treatment. The LLE provided her with free medicines, saving her around Rs. 5000 on medical expenses. Arfin appreciated the detailed explanations from the medical staff regarding her treatment and medication. Although she experienced minor complications, her hearing improved significantly after the treatment, and she found the assistive devices very beneficial in her daily life.

Arfin is extremely satisfied with her experience at the LLE, noting the high effectiveness and relevance of the services provided. She believes the diagnosis and treatment were crucial in addressing her hearing issues. Arfin suggests that increasing the availability of services would benefit more people in her community. Her story emphasizes the need for continuous support and expansion of medical services to ensure that more individuals can receive timely and effective care.





Case Study 4 FGD with Doctor

Dr. Kartik Narkhede, a dedicated physician with five years of experience, has been instrumental in Lifeline Express for the past three years, where he oversees medical care provided to underserved communities across India. Operating from a stationary train, the Lifeline Express offers a streamlined patient workflow, starting with outpatient consultations and screenings, followed by immediate treatments or surgeries. This process ensures that patients receive prompt care, with surgeries conducted onboard for efficiency and accessibility.

Challenges such as logistical constraints and varying medical needs are managed through meticulous planning and local collaborations. Each location presents unique logistical hurdles, including transportation and staffing, which require adaptable solutions. Despite these challenges, the Lifeline Express remains determined in its commitment to delivering essential healthcare services where they are most needed.

Dr. Narkhede highlights the strain on experienced medical staff due to uneven surgical loads, suggesting a more equitable distribution of responsibilities among doctors. He advocates for enhanced medical equipment and technology to improve surgical outcomes and patient care. Additionally, he emphasizes the importance of post-surgery follow-up sessions to gather patient feedback and ensure continued support, reflecting Lifeline Express's dedication to holistic patient care.

In conclusion, Lifeline Express continues to play a crucial role in addressing healthcare disparities by providing free-of-cost medical services in remote and underserved regions. Dr. Narkhede's insights emphasize the ongoing efforts to improve operational efficiency and expand healthcare access, reflecting a commitment to enhancing the quality of life for marginalized communities across India.



CHAPTER 5

RECOMMENDATIONS



INCREASE AVAILABILITY OF SERVICES

- Expand the frequency and reach of Lifeline Express visits to more remote and underserved areas.
- Additional coaches or trains to cover a larger geographical area and reduce the gap between visits.
- Extend the duration of stays in each location to cater to more patients.



REDUCE WAITING TIMES

- Implement a more efficient appointment system to manage patient flow and reduce waiting periods.
- Increase the number of medical staff and volunteers to handle a higher volume of patients more effectively.
- Introduce a pre-screening process to expedite patient evaluations and prioritize urgent cases.



IMPROVE QUALITY OF MEDICAL CARE

- Invest in better medical equipment and technology to provide advanced diagnostic and treatment options.
- Establish partnerships with top hospitals and specialists to offer expert consultations and treatments.



PROVIDE MORE FOLLOW-UP CARE

- Develop a robust follow-up care system with regular check-ins via phone or telemedicine.
- Collaborate with local healthcare providers to ensure continuity of care after the Lifeline Express leaves.
- Provide detailed care plans and support materials to patients for post-treatment care.



INTRODUCE ADDITIONAL SERVICES

- Add neuro and cardiac diagnostic services to address a wider range of health issues.
- Set up counseling centers to offer mental health support and guidance.
- Establish mobile blood banks and nutrition awareness programs to enhance overall community health.

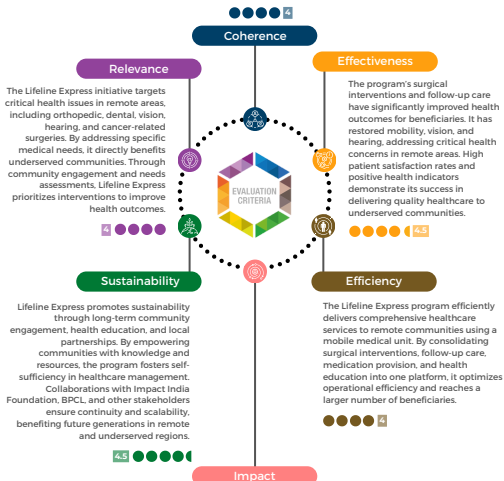


SUSTAINABILITY AND SCALABILITY

- Encourage community engagement and training to build local capacity for healthcare delivery.
- Seek long-term funding and partnerships with government and private sectors to sustain and expand the program.
- Regularly evaluate and adapt the program based on feedback and emerging healthcare needs.

06. OECD FRAMEWORK

The Lifeline Express program, operated by Impact India Foundation and supported by BPCL, demonstrates coherence by strategically integrating medical services into remote and underserved communities. By using a mobile train equipped for surgical interventions and medical camps, the program ensures that essential healthcare reaches areas where access is limited. This approach aligns with local needs and effectively targets areas with the highest demand for medical interventions, maintaining a coherent strategy that maximizes outreach and impact.



The Lifeline Express program significantly improves health outcomes in remote and underserved communities. Through mobile surgical interventions and medical camps, it enhances mobility, restores vision and hearing, and effectively treats various health conditions. By providing free medical services and medications, Lifeline Express alleviates financial burdens and ensures high patient satisfaction. Community engagement and ongoing service improvements continue to make a lasting impact on beneficiaries' lives, promoting equitable access to quality healthcare.



CHAPTER 7

CONCLUSION

The Lifeline Express program, operated by Impact India Foundation and supported by BPCL, engages in essential healthcare activities using a mobile train hospital. This initiative stands out because it brings critical surgeries, such as for bones, teeth, eyes, ears, and cancer, directly to remote regions lacking medical facilities. This approach has proven highly effective, significantly improving the health of numerous individuals. The program reaches widely, providing vital care to many who would otherwise go without. Patients experience improved mobility, restored vision and hearing, and reduced post-surgery complications. To enhance its impact, improvements in speed of service delivery, quality of care, and frequency of outreach are essential.

Sustainability is a key focus, achieved through community involvement, ongoing health education, and collaborative partnerships. These efforts ensure that healthcare remains accessible and impactful over the long term. Scaling up the Lifeline Express is not only possible but also necessary to extend its benefits to more underserved communities across India. The program's success lies in its ability to unite people toward a common goal of better health for all. This comprehensive approach, combining medical expertise with community engagement and sustainable practices, demonstrates how targeted interventions can transform healthcare delivery in remote and marginalized areas.

STUDY TOOLS

TOOLS FOR THE STAKEHOLDERS (TRAIN)

Sr. No	Item	Response options
1	Name of the respondent	
2	Designation	
3	Contact Number	
4	Name of the Train	
5	How have you been involved with this project?	
6	What type of service do you provide on the Train	
7	How are the Beneficiaries mobilized?	
8	What kinds of documents do you need to provide for selection?	
9	How are the Doctors Mobilized for the Program	
10	Do they undergo any screening?	
11	Can you describe the Journey of the Patient during a particular program?	
12	How is the Pre-Op diagnosis taken care of?	
13	How many operation cases take place in a month? (Also mention the type of surgery)	
14	How are the Patients follow up post-surgery/ treatment	
15	How do you report to the NGO?	
16	What challenges did you face in delivering the services?	

Sr. No	Item	Response options
17	How have you placed the logo of BPCL?	
18	How many patients regularly/monthly visit the Trains after the intervention?	
19	How has the BPCL Project Helped	
20	Do you have any recommendations for the betterment of the project?	

ANNEXURES

LIST OF FIGURES

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- Chart 2- Age of the participants
- Chart 3- Educational Background of the Participants
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- Chart 5- Family's Occupation of the participants
- Chart 6- Average monthly income of the family
- Chart 7- Present employment status of the beneficiary
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- Chart 9- Whether it was the first time the beneficiaries underwent the specific screening
- Chart 10- Whether diagnosed with some conditions/illnesses during the screening
- Chart 11- Extent to which the diagnosis was made possible only due to the screening at LLE
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- Chart 13- Whether referred to for further treatment
- Chart 14- Place where referred for further treatment
- Chart 15- Whether undergone any surgery for the health condition
- Chart 16- Source of knowledge about the services offered by Lifeline Express
- Chart 17- No. of times availed services from Lifeline Express in the past one year
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- Chart 20- Whether informed of the days and timings of the LLE in advance
- Chart 21- Level of satisfaction with the services of doctors and nursing staffs
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- Chart 23- Extent to which the treatment was effective in improving the Health condition
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- Chart 25- Whether the services address all the health concerns
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- Chart 30- Level of improvement in vision after cataract surgery
- Chart 31- Whether experienced any complications following the treatment
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- Chart 33- Rating of the follow up care provided
- Chart 34- Frequency of attending follow up appointments
- Chart 35- Rating of the experience with Lifeline Express
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- Chart 37- Ways of improvement in services of Lifeline Express

ABBREVIATIONS

SDGS	Sustainable Development Goals
NGO	Non-Governmental Organization
BPCL	Bharat Petroleum Corporation Ltd.
IIF	Impact India Foundation
LLE	Lifeline Express
GNM	General Nursing and Midwifery
DMHO	District Medical Health Officer
CSR	Corporate Social Responsibility
LABS	Laboratories
FY	Financial Year
ANM	Auxiliary Nurse Midwife
ASHA	Accredited Social Health Activists
AWW	Anganwadi Workers
MPW	Multi Purpose Workers
CME	Continuous Medical Education
ENT	Eyes, Nose, Throat
IIF	Impact India Foundation