



Impact Assessment Detailed Report  
Paediatric Equipment Support extended to  
Rajasthan Medicare Relief Society Mother and Child  
Helath Institute, Jaipur

Submitted to: SBI Cards and Payment Services Limited



March, 2022

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## 1. Introduction

SBI Cards and Payment Services Limited (herein referred to as SBI Card), through its Corporate Social Responsibility (CSR) initiatives, is working towards building an equitable healthcare system and making quality healthcare accessible and available to underserved populations in India. This report focuses on the paediatric equipment support given by SBI Card to Rajasthan Medicare Relief Society Mother and Child Health Institute, and utilised at the JK Lon Hospital, Jaipur, in the State of Rajasthan.



Figure 1 Sawai Man Singh College and affiliated hospital, Jaipur

## 2. About the Programme

SBI Card entered into a CSR agreement effective from 20 February, 2020 with Rajasthan Medicare Relief Society Mother and Child Health Institute (RMRS), a society registered under the Societies Registration Act. SBI Card funded paediatric equipment support worth INR 1,79,50,000 (One Crore Seventy-Nine Lakhs and Fifty Thousand only) to be utilised at the JK Lon Paediatric Hospital, Jaipur. The hospital requested paediatric laparoscopy and endoscopy set with accessories for the betterment of patient care and for academic purposes. After an internal assessment, SBI Card had agreed to extend their support as a contribution to

providing quality healthcare for patients from socio-economically underserved communities. The project aims to improve access to healthcare by providing equipment support to JK Lon Hospital. This support has majorly enabled multiple procedures performed through the high-end equipment, which otherwise were beyond the reach of families below the poverty line due to the high cost charged by private hospitals.

#### **JK Lon Hospital:**

- There are approximately 800 paediatric beds in the hospital
- 150-200 beds out of that are for children less than 1 month (who require neonatal care).
- Apart from the above, the beds are distributed between the paediatric ICU and general wards.
- In 2020-2021, more than 100 beds were dedicated as COVID-19 ICU beds during the pandemic emergency period.
- 10 resident doctors remain every year in the hospital and around 6000 surgeries are performed in the paediatric surgery department in one year.

This report attempts to present the salient points of the working, efficacy and impact of the intervention, through in-person interviews conducted with the primary and secondary stakeholders involved<sup>1</sup>. The following is the list of high-end equipment purchased with the support of SBI Card.

- Laparoscope
- Paediatric Neuro Endoscope (Ventriculoscope)
- Compact Paediatric Cystoscope
- Intubation Flexible Video Endoscope
- Neo-natal Ventilator
- Nellcor Bedside Spo2 Monitor

Apart from the above equipment support, the operation theatre waiting area was furnished with chairs; and renovation of the paediatric wing was carried out with the support of SBI Card funds.

### **3. Research Methodology**

Samhita Social Ventures was engaged by SBI Card to conduct an impact assessment of the CSR support to RMRS, Jaipur, Rajasthan, to assess the outcomes and impact of the paediatric support on the community.

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<sup>1</sup> All the COVID-19 safety protocols were strictly adhered to during the in-person visit

### 3.1 Research objectives

The overall aim of Samhita's approach to the impact assessment is to 'prove and improve',



#### Prove

1. The **efficiency of processes** used to deliver interventions and create impact.
2. The **effectiveness of programmes** in terms of programme impact, social outcomes and improvements in lives of end beneficiaries.



#### Improve

1. By providing actionable suggestions and recommendations for improving programme design and implementation, thereby strengthening the social impact

### 3.2 Methodology

The study adopted a mixed methodology approach to collect primary data using quantitative and qualitative methods. The primary data was collected on the field in the community around the JK Lon Hospital in Jaipur. The demography selection was based on parents or guardians who required paediatric attention for their wards in addition to interacting with stakeholders at the JK Lon Hospital. All the COVID-19-related safety protocols and guidelines were followed by the enumerators during the data collection.

### 3.3 Research tools

The study covered the following stakeholders, using various research tools –

- **Key Informant Interviews (KII):** In-person interviews were conducted in February and March 2022 with individuals who hold specific positions at the hospital regarding the paediatric support SBI Card has extended, to get a holistic perspective about the intervention.
  - Accounts Department Head, Sawai Man Singh Hospital<sup>2</sup>
  - Assistant Accounts Officer, Sawai Man Singh Hospital
  - Head of Paediatric Department, JK Lon Hospital
  - Assistant Head of Paediatric Department, JK Lon Hospital
  - Paediatric Doctor and Specialists, JK Lon Hospital

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<sup>2</sup> The management of accounts and finance of the JK Lon Paediatric hospital is undertaken by the nodal Sawai Man Singh Hospital

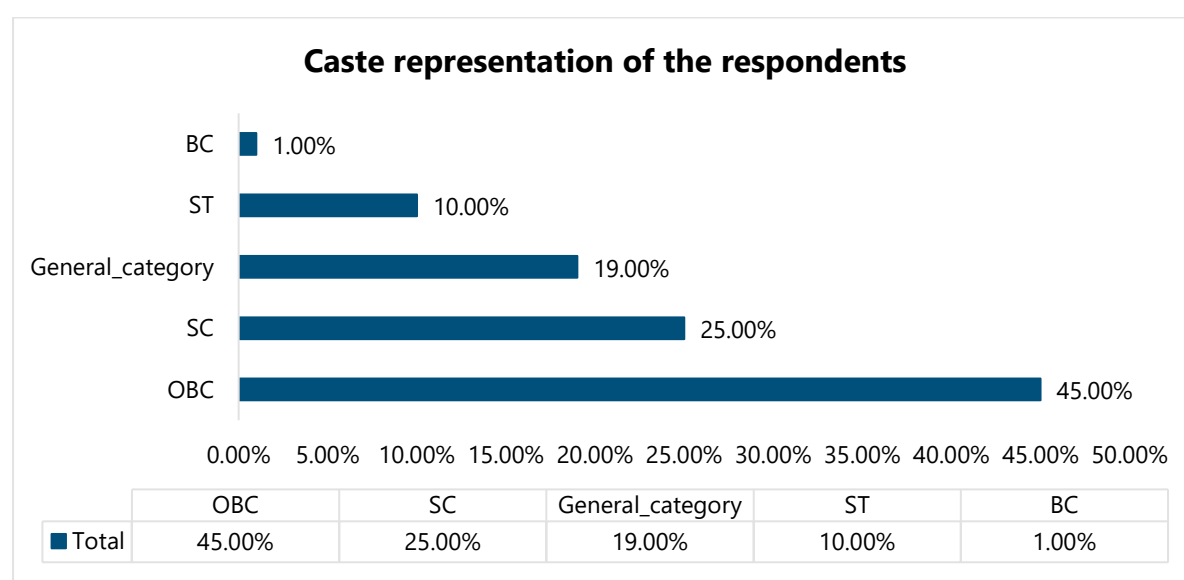
- Paediatric Operation Theatre Nurse, JK Lon Hospital
- Doctors and Technicians using the equipment
- Families of patients benefitted from the support
- **Surveys with community members:** Quantitative surveys with community members were conducted to gather demographic particulars, socio-economic information, and changes in programme-specific indicators. These members were the primary stakeholders who benefitted from the medical equipment support in the paediatric department given by SBI Card. The survey has been conducted among people who have visited JK Lon Hospital and parents/guardians who have accessed the hospital's paediatric treatment facilities.

- **Out of 100 community members randomly selected, 82% of them have visited the JK Lon Hospital for treatment of their child (from consultation, to surgery)**

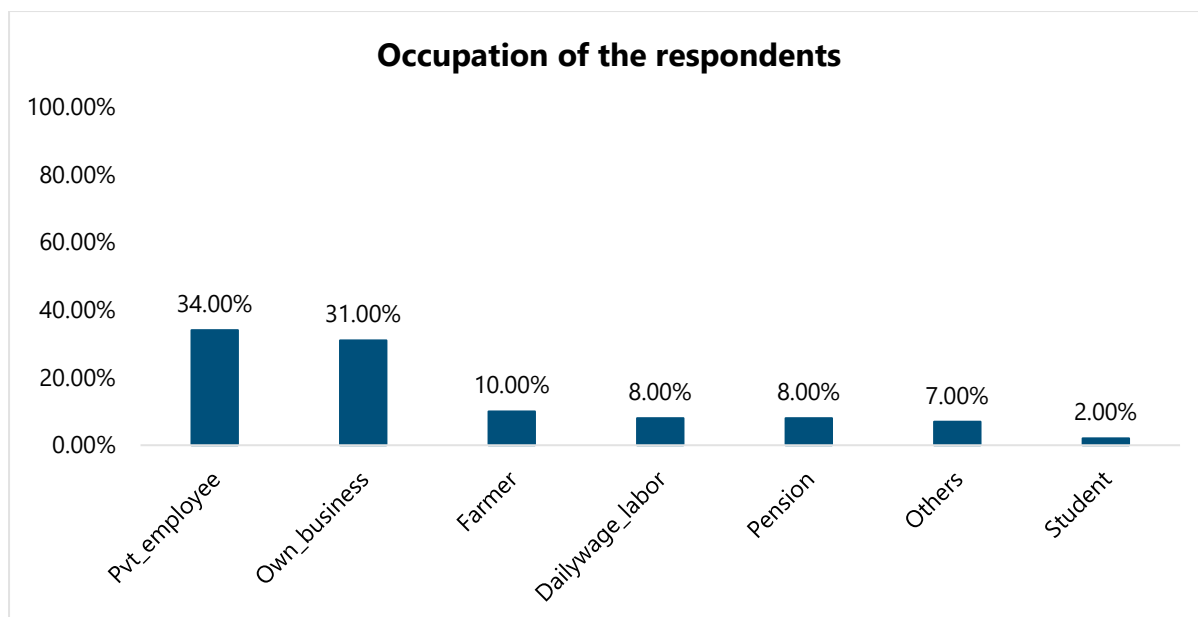
## 4. Background of the respondents

### 4.1 Socio-demographic profile

As part of the quantitative survey administered to the community members with a random sampling approach, 100 community members were surveyed (in the nearby communities of Jaipur and at the JK Lon Hospital) and 82% of the respondents had visited the JK Lon Hospital for treatment. Below is the social and economic profile of the respondents who visited the hospital.

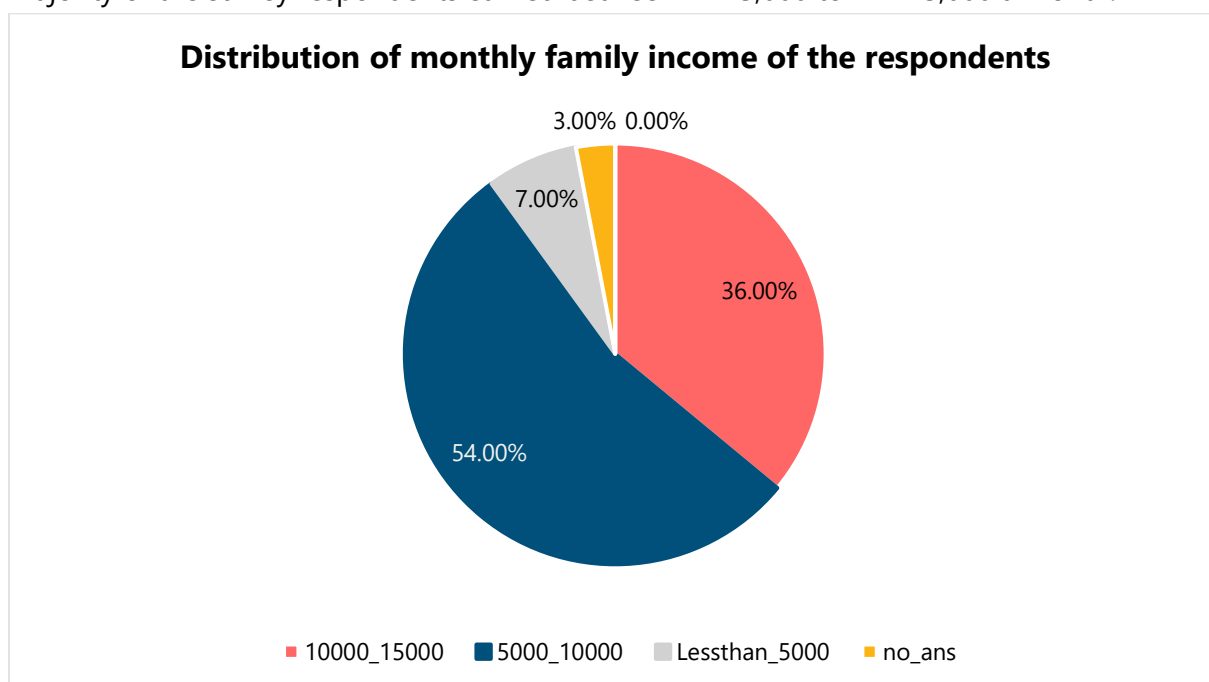


Most of the respondents were either working in a private company or were running small businesses or were street vendors.



- The average family size of the respondents was 6 members and it ranged from a minimum of 3 members to a maximum of 12
- The average number of children (below the age of 18) was 2.4
- The average health expenditure of the respondents over the last 3 months (from January 2022 to March 2022) was INR 3,155.
- More than 95% of the respondents were aware of the public health insurance schemes and had the insurance card / had availed it. However, insurance most often did not cover any emergencies for the newly born.

The below graph highlights the income distribution of the respondents; it can be seen that a majority of the survey respondents earned between INR 5,000 to INR 15,000 a month.



## 5. Key findings

The impact of medical equipment support was measured in terms of efficiency indicators such as the process of needs assessment, equipment procurement, maintenance of accounts, and equipment supervision; and effectiveness indicators such as the quality of care and treatment, and overall benefit to the community in terms of improved access to public health support. The detailed indicators and the rating criteria have been outlined in the [Annexure](#).




Overall rating	Interpretation	Inference
	All objectives met; key indicators present & well-executed	Programme well designed, methodically executed, created good societal impact: <b>Extremely Satisfactory</b>
	Few programme indicators partially present; needs improvement	Programme well designed; however, some indicators need improvement: <b>Satisfactory</b>
	Programme indicators not met	Need to rework on programme goal, objective and implementation model: <b>Not Satisfactory</b>

Table 1 Assessment metrics for rating outcome indicators









Indicators	Rating
<b>Efficiency Indicators</b>	
Process-driven approach	
Condition and maintenance of the equipment	
Bookkeeping of equipment usage record	
<b>Effectiveness Indicators</b>	
Improved access to quality treatment	
Improved access to affordable health services	
Positive Contribution to innovation in medicine	
Improved facility at the hospital	
Quality of care at the hospital	

Table 2 Outcome indicators and their corresponding rating

## 6. Efficiency Indicators

### 6.1 Process-driven approach

#### Proposal from RMRS

The process was initiated by assessing the needs of the 12 hospitals associated with Sawai Man Singh Hospital, Jaipur, as listed below.

1. Sawai Man Singh Hospital, Multispecialty
2. Janana Hospital, Multispecialty for women
3. Chest and TB, Super Specialty (Institute of Respiratory Diseases)
4. Isolation Hospital
5. JK Lon Hospital, Paediatric Care
6. Psychiatry Centre
7. Mahila Chikitsalay, Multispecialty Hospital for Women
8. Gangogir Hospital, Multispecialty Hospital
9. Satellite Banipark, Multispecialty Hospital
10. S R Goyal, Satellite Hospital, Sethi Colony
11. Haribux Kanwatia Multispecialty Hospital
12. Physiotherapy Hospital, Spine Centre

After the needs of the different specialty hospitals were presented, a thorough review of the needs was carried out by the SBI Card team by taking up in-person visit to the JK Lon Hospital. In order to ensure an aggregated impact, SBI Card supported equipment purchase in one hospital – JK Lon Hospital, a highly renowned paediatric care hospital in Rajasthan.

#### Tendering process for procurement of equipment

The procurement of the equipment followed a detailed process-driven approach in adherence to the government tendering process. As per this, the hospital released a tendering notice to which local and international vendors submitted quotations. As a first step, the technical appropriateness, efficacy, calibration, etc., of the equipment were assessed and vendors were shortlisted to compare financial quotes. The vendor with the lowest quote from the technically qualified vendors was awarded the contract. This careful consideration of the selection of vendors ensured the quality of the equipment procured. The purchase of equipment was accompanied by a 3-year warranty, post which the hospital would be taking an annual maintenance care plan for the equipment. Additionally, a delivery date is agreed upon mutually and if the vendor does not deliver within the promised period, a late delivery fee is charged where 2-5% of the equipment cost was not paid to the vendors. In the case of the support extended by SBI Card, it was observed in that there was one equipment delivered late due to challenges associated with COVID-19, and the penalty cost charged to the vendor was used for the betterment of the paediatric ward.

#### Process of disbursal and receipt of funds

Rajasthan Medicare Relief Society (RMRS) is the receiving entity for the funds disbursed by SBI Card. RMRS has been established by the government of Rajasthan for each of the

aforementioned hospitals. The entity is responsible for fund management, disbursal, and data management of the utilised funds. The Samhita team visited the RMRS office to discuss with the key stakeholders their role in managing the funds of SBI Card. The funds given by SBI Card have been received in this account and have been used for the purchase of equipment. The account record of RMRS at JK Lon Hospital, Jaipur reflected this transaction.

## 6.2 Condition and maintenance of the equipment and infrastructure



Infrastructure checks of all the equipment were carried out including the equipment used at the operation theatres. (Prescribed dresses were worn and all COVID-19 protocols were taken during the operation theatre visit). The equipment was found to be in good condition and was covered when not in use. The equipment was stored in a safe stock room and was managed by a dedicated staff when not in use. The branding of SBI Card was also available in all the equipment.

SBI Card also supported the beautification and maintenance of the main paediatric block at the JK Lon Hospital and the newly painted premise was maintained in a good condition. Additionally, the government had constructed a new Paediatric Intensive Care Unit (PICU) and a Neonatal Intensive Care Unit (NICU) which were all maintained in good condition. However, since the waiting area and the discharge area had a large number of people, deep cleaning on a regular basis was found to be a challenge.



Figure 2 Equipment Supported by SBI Card



*Figure 3 ICU bed and bed side equipment*

### **6.3 Bookkeeping of equipment usage record**

The records of the usage of the equipment were not found at the hospital. While the fund utilisation, disbursement period, and the associated data were maintained well, it would be helpful if a record of the usage of the equipment – in terms of the number of times used, major scenarios when it was used most, number of surgeries, etc., would be useful data to measure.

## 7. Effectiveness Indicators

### 7.1 Improved access to quality treatment



Figure 4 Equipment supported by SBI Card

Multiple areas of support for children from oncology to the treatment of low birth weight, to cardiac care were provided at the hospital. During interaction with the people who had brought their children to the hospital seeking care, it was observed that the parents of the children were highly satisfied with the quality of treatment. Patients were referred from all over the State of Rajasthan and had visited the hospital due to the specialised care, and availability of high-end equipment for treatment. The comparable charges for the services provided at private hospitals were not considered to be affordable for the socio-economically underserved communities who majorly sought care from public hospitals.

- The respondents rated the quality of doctors and the treatment provided at the hospital at an average rating of 4.8 out of 5

The below table is a curation of the purpose, need and benefits of the equipment supported by SBI Card.

Name of the equipment	Use of the equipment	Reason for need of the equipment	Benefits of the equipment
Laparoscope in Paediatric Surgery	The equipment is used in Laparoscopic surgeries which is a type of surgical procedure that allows a surgeon to access the inside of the abdomen and pelvis without having to make large incisions in the skin	<ul style="list-style-type: none"><li>• The earlier machine at the hospital was more than 15 years' old</li><li>• The earlier machine did not have the latest updated technology and the precision was low</li><li>• Patients were referred to other hospitals when the equipment was not available at JK Lon Hospital</li></ul>	<ul style="list-style-type: none"><li>• Now with the latest machine the doctors confirmed that they were able to conveniently perform surgeries</li><li>• Families from socio-economically backward communities were benefitted from high-end equipment availability (which would otherwise be a high expenditure)</li></ul>

Paediatric Neuro Endoscope (Ventriculoscope)	An equipment used to perform an operation to release excess water from the brain of the child (to pass it through the stomach). The excess water is eventually passed out with urine	<ul style="list-style-type: none"> <li>• Prior to the equipment support, the procedure was performed manually by the doctors</li> <li>• The rate of failure was high</li> </ul>	<ul style="list-style-type: none"> <li>• Ease of performing the operation with high precision</li> <li>• High success rate and survival rate</li> </ul>
Compact Paediatric Cystoscope	An equipment used to treat paediatric prostate conditions in infants less than 1 month old	<ul style="list-style-type: none"> <li>• Compact paediatric cystoscope equipment was available at the hospital that could be used for children of 5-6 months only (and not less than 1 month)</li> <li>• The families were asked to wait until the child grows a few months</li> </ul>	<ul style="list-style-type: none"> <li>• With the new equipment the surgery for 1-month child was possible</li> <li>• It improved access to timely treatment of the illness</li> </ul>
Intubation flexible video endoscope	Intubation was used to keep the airway open to administer drugs or anaesthesia for the child under care	<ul style="list-style-type: none"> <li>• Without the equipment, it was difficult to manage intubation</li> <li>• Expert surgeons were requested to visit the hospital earlier</li> <li>• In case of emergencies, intubation flexible video endoscope was borrowed from other hospitals</li> </ul>	<ul style="list-style-type: none"> <li>• The precision has improved</li> <li>• Timely and seamless treatment enabled</li> <li>• Improved access to quality care</li> </ul>
Neo-natal ventilator	Ventilator support to preterm and critically ill infants who suffer from respiratory failure	<ul style="list-style-type: none"> <li>• Number of ventilators was less and was shared</li> <li>• More number of ventilators were needed during ICU expansion</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in number of beds and dedicated monitors for the beds</li> </ul>

Nellcor bedside Spo2 monitor (Pulse Oximeter)	<p>For monitoring of pulse of children with heart issues</p> <p>The Nellcor™ bedside SpO2 patient monitoring system incorporates the latest digital signal processing technology for accurate, reliable readings</p>	<ul style="list-style-type: none"> <li>• More number of ventilators were needed during ICU expansion</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in number of beds and dedicated monitors for the beds</li> </ul>
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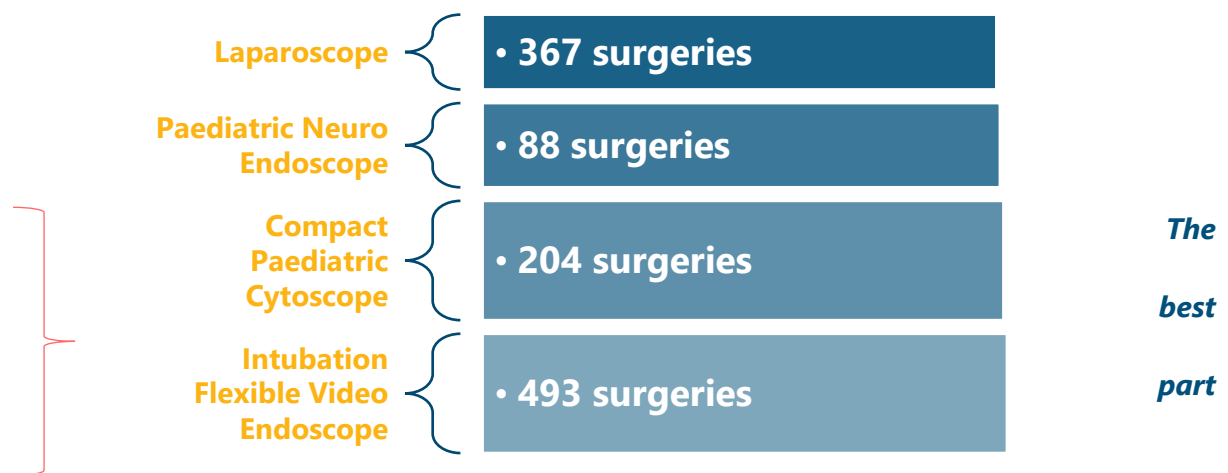
***Apart from benefits to the nearby community members, the high-end equipment has helped our medical students gain first-hand experience of its usage and benefits. Without such practice, it would be difficult for them to utilise it.***

***Paediatric doctor, JK Lon Hospital, Jaipur***

## **7.2 Improved access to affordable healthcare services**

Samhita team got in touch with doctors and physicians working at different hospitals and found that the average surgery cost when the supported equipment was used in a surgery was between INR 50,000 and INR 1,00,000. An average difference in the cost of surgery of INR 20,000 to INR 40,000 can be seen when a laparoscope, endoscope, or a cystoscope is used in the paediatric surgery. This is a considerably heavy amount for families with average monthly income of INR 5,000 to INR 15,000 as seen from the community survey.

Additionally, the following are the number of paediatric surgeries undertaken by the JK Lon Hospital utilising the equipment support provided by SBI Card from Mid-2020 to March 2022.



*about the support received from SBI Card is the benefit it gives to the hospital to carry out better surgeries; and the benefits it gives to the patients and their families by improving the quality of treatment*

*Paediatric doctor, JK Lon Hospital, Jaipur*

### 7.3 Positive contribution to innovation in medicine

The equipment supported by SBI Card was known to be effective in:

- Improving the precision in diagnostics and surgical procedures
- Minimal incision, leading to low blood loss, rapid healing and recovery
- Reduced risk of errors in surgeries

The equipment supported by SBI Card was high-end, advanced, and was not found in many public hospitals. Earlier, due to lack of such equipment provision, hospitals referred patients to other locations leading to loss of time, increased cost of surgeries, and loss of livelihood of the caretakers of the children. The equipment support has not only benefitted people seeking JK Lon Hospital's services medically, but has also resulted in faster healing, leading to reduced time spent on childcare for parents. It has also helped children get back to their normal lives faster.

#### 7.4 Improved facility at the hospital

The JK Lon Hospital facility had areas for parents to wait and rest during the course of the treatment. However, the waiting area outside the paediatric operation theatre did not have enough seating area. With the support of SBI Card, the seating area was refurbished and good quality chairs were placed. All the care takers qualitatively interviewed at the JK Lon Hospital



Figure 5 Waiting area for caretakers outside Operation theatres

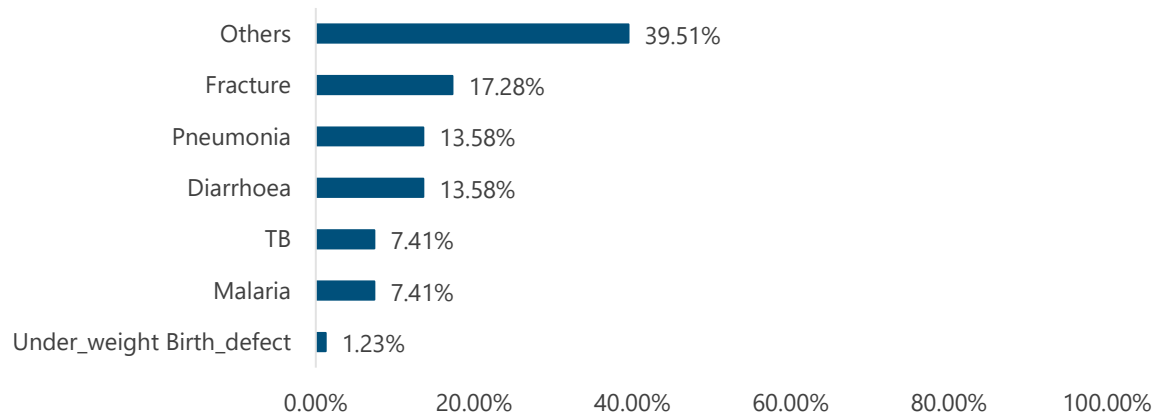
acknowledged the benefit of the chairs in the waiting area outside the operation theatre

#### 7.5 Quality of care at the hospital

- **The respondents rated the quality of care provided at the hospital at 4.6 out of 5**
- **100% of the respondents mentioned that they saw improvement in the health of the child post treatment at JK Lon Hospital**

Some of the major illnesses for which community members visited the hospital were fracture, neonatal care, emergency surgeries, pneumonia, and diarrhoea. The other illnesses included fever, eye pain, neuro disorders, and body development disorders. The average age of children seeking treatment at the hospital (based on the 82 respondents) was 7. The paediatric head of JK Lon Hospital shared that children from all over Rajasthan were referred to the JK Lon Hospital for treatment.

### Reasons for seeking medical care at JK Lon Hospital



*We are daily wage labourer, and being out of work for too long is difficult. The JK Lon Hospital staff were courteous and helpful. My 2-year-old child got a rare illness and we never thought we could get out of it; but he is healthy now.*

*Caretaker of a child treated at JK Lon Hospital, Jaipur*





*Figure 6 Caretakers along with their children after successful treatment*

## 8. Recommendations

### 8.1 To continue to focus on strengthening public health infrastructure in India

As evident from the findings of the report, the support extended by SBI Card has benefitted JK Lon Hospital in enhancing the quality of treatment and care provided to people from the marginalised communities. The high-end equipment support has reduced the financial burden of families by breaking their barriers to accessing quality treatment. As an initiative, SBI Card should continue working with public hospitals and charitable health institutions to support and enhance their infrastructure. This would help a large number of people in India who access public health institutions to receive quality treatment. Based on the current assessment, it was observed that JK Lon Hospital has exhibited an extremely satisfactory execution of the support provided by SBI Card. Hence, it is recommended that SBI Card considers this partnership for future support as well.

## 9. Annexure

The scale used for assessment is as following:

The below indicators have been used to rank the programme (weightage of 1 for each indicator)

- **0** indicates that the outcome indicator is not present (low)
- **0.5** indicates that the outcome indicator has been partially met, but needs improvement (medium)
- **1** indicates that the outcome indicator is present and well-executed (high)












Overall rating	Interpretation	Inference
	All objectives met; key indicators present & well-executed	Programme well designed, methodically executed, created good societal impact: <b>Extremely Satisfactory</b>
	Few programme indicators partially present; needs improvement	Programme well designed; however, some indicators need improvement: <b>Satisfactory</b>
	Programme indicators not met	Need to rework on programme goal, objective and implementation model: <b>Not Satisfactory</b>

Table 3 Assessment metrics for rating outcome indicators

Indicators	Sub-Indicators	Score (out of 1)	Insights
Efficiency Indicators			
<div>Process-driven approach</div> <div></div>	The processes followed to procure equipment	1	The processes followed were structured and well-executed
	Seamless communication between stakeholders	1	
	Documentation of the processes and progress	1	
<div>Condition and maintenance of equipment</div> <div></div>	Condition of the equipment maintained during the visit	1	The equipment was found to be maintained in a good condition. During the visit, the equipment warranty covered the annual maintenance of the equipment.
	Steps taken to ensure continued maintenance of equipment	1	
<div>Bookkeeping of equipment usage</div> <div></div>	Observation of books / digital data on equipment usage, any maintenance challenges, etc.	1	The equipment was used in the operation theatres and during emergencies. Hence, a book of records or digital records of the usage of the equipment was not found. However, hospital had data on the number of surgeries conducted with the support of the equipment.
Effectiveness Indicators			
Improved access to quality treatment	Perception and experience of community members on the quality of treatment provided at the hospital	1	Community members (as part of the survey conducted) rated the quality

	Ease of process followed for availing quality treatment from the hospital	1	of treatment provided at the hospital to be very high
Improved access to affordable healthcare services 	Income of people supported by the hospital	1	The average income of people supported was between INR 5,000 and INR 15,000. The treatment cost without the support of SBI Card was very high (which was offered at no cost)
	Affordability of the services and treatment (no cost in this case)	1	
Positive contribution to innovation in medicine 	Investment in high-end equipment	1	The equipment support has enabled quality treatment
	Benefits of the availability of the equipment in the hospital	1	
Improved facility at the hospital 	Observation of the facility of the hospital (areas renovated based on SBI Card support)	1	Community members (as part of the survey conducted) rated the cleanliness at the hospital to be very high. It was also observed that the facility was renovated and maintained well
	Perception of community members on the hospital facility	1	
Quality of care at the hospital 	Perception and experience of community members on the quality of care provided	1	Community members (as part of the survey conducted) rated the quality of care provided at the hospital to be very high
	Observation of the quality of care provided during hospital visit	1	



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## 1. Introduction

SBI Cards and Payment Services Limited (herein referred to as SBI Card), through its Corporate Social Responsibility (CSR) initiatives, is working towards building an equitable healthcare system and making quality healthcare accessible and available to the underserved populations in India. This report focuses on the support extended by SBI Card to the Rajasthan Medicare Relief Society Mother and Child Health Institute, Jaipur, to ramp up the purchase of COVID-19 RT-PCR testing kits to enable early detection of COVID-19. The goal of the support provided was to impact the communities by enabling access to COVID-19 testing kits at public testing labs to detect and curb the spread of COVID-19.



Figure 1 Sawai Man Singh College and affiliated hospital, Jaipur

## 2. About the Programme

SBI Card entered into a Corporate Social Responsibility (CSR) Agreement effective from 30 April, 2020 with Rajasthan Medicare Relief Society Mother and Child Health Institute, Jaipur (RMRS), a society registered under the Societies Registration Act. SBI Card funded a total amount of INR 2,68,00,000 (Two Crores and Sixty-Eight Lakhs only) in the year 2020 to procure SARS-CoV-2 RT-PCR kits. A total of **49,960** testing kits were procured.

This report presents the salient points of the working, efficacy, and impact of the intervention through in-person interviews conducted with the primary and secondary stakeholders involved<sup>1</sup>.

### 3. Research Methodology

Samhita Social Ventures was engaged by SBI Card to conduct an impact assessment of the CSR support extended to RMRS, Jaipur, to assess the outcomes and impact of the programme on the community.

#### 3.1 Research objectives

The overall aim of Samhita's approach to the impact assessment is to 'prove and improve',



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##### Improve

1. By providing actionable suggestions and recommendations for improving programme design and implementation, thereby strengthening the social impact.

#### 3.2 Methodology

The study adopted a mixed methodology approach to collect primary data using quantitative and qualitative methods. All the COVID-19-related safety protocols and guidelines were followed by the enumerators during the data collection.

#### 3.3 Research tools

The study covered the following stakeholders, using various research tools –

- **Key Informant Interview (KII):** In-person interviews were conducted with individuals who held specific positions at the hospital managing the procurement and usage of COVID-19 testing kits.

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<sup>1</sup> All the COVID-19-related safety protocols were strictly adhered to during the in-person visit

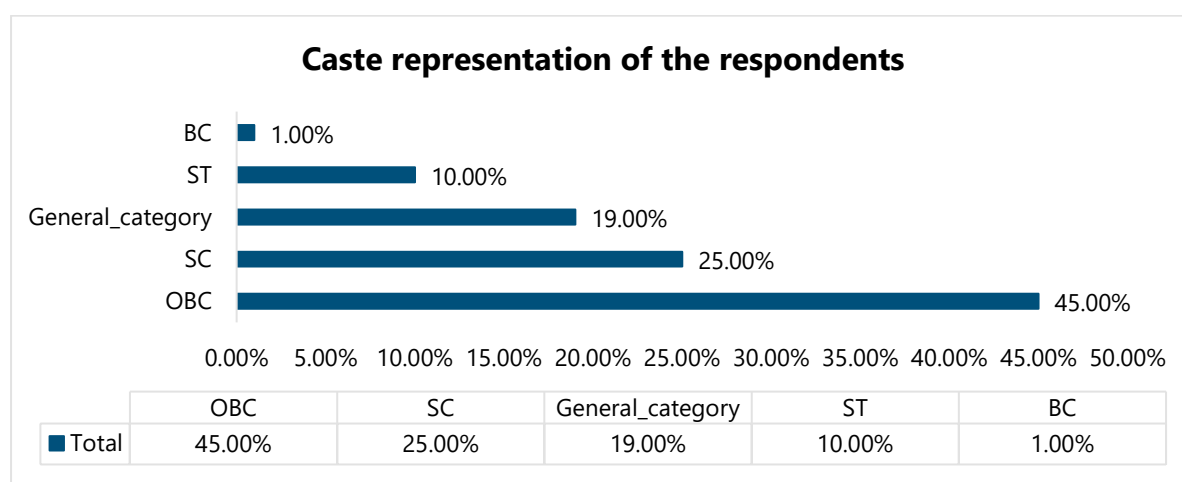
- Accounts Department Head, Sawai Man Singh Hospital
  - Assistant Accounts Officer, Sawai Man Singh Hospital
  - RMRS Management
  - Head of Department, Biomedical Department, Sawai Man Singh Hospital
  - 3 Lab Technicians working at the COVID-19 testing labs in Bikaner and Jaipur
- **Surveys with community members:** Quantitative surveys with community members were conducted to gather demographic particulars and socio-economic information to assess changes in the programme-specific indicators. The survey was conducted with people who visited the Sawai Man Singh Hospital, and communities living in and around the hospital.

- **Out of 100 community members randomly selected, 60% of them had contracted COVID-19 in the last two years (2020 and 2021)**
- **Out of this, 82% received treatment or medical support for COVID-19 from the Sawai Man Singh Hospital, Jaipur**

## 4. Background of the respondents

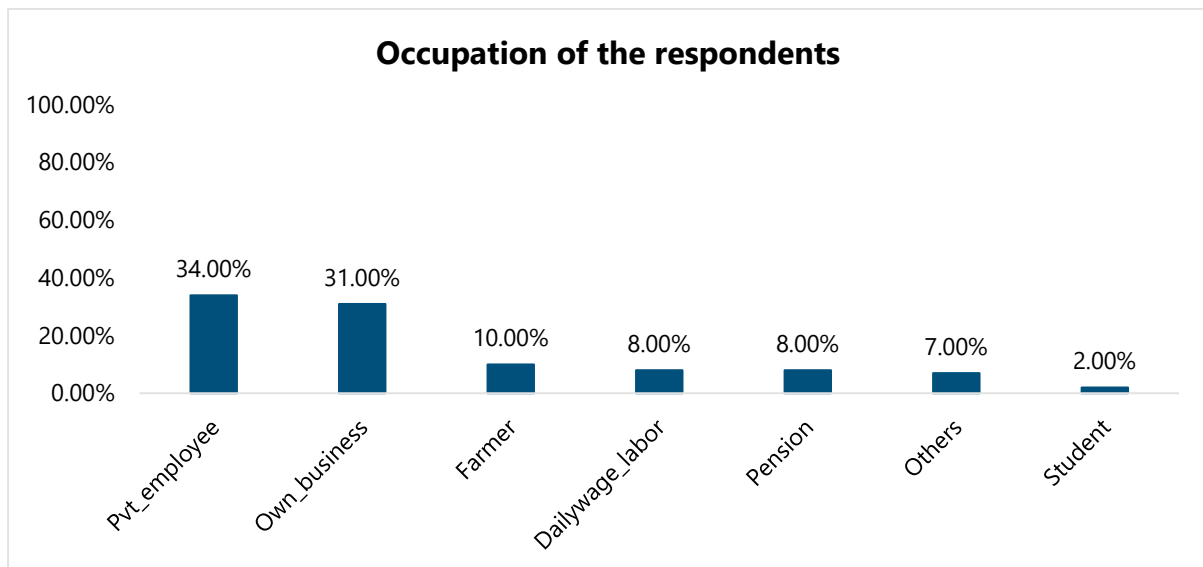
### 4.1 Socio-demographic profile

As part of the quantitative survey administered to the community members with a random sampling approach, 100 community members were surveyed. 82% of the respondents had visited the Sawai Man Singh Hospital<sup>2</sup> for treatment. Below is the social and economic profile of the respondents who visited the hospital.



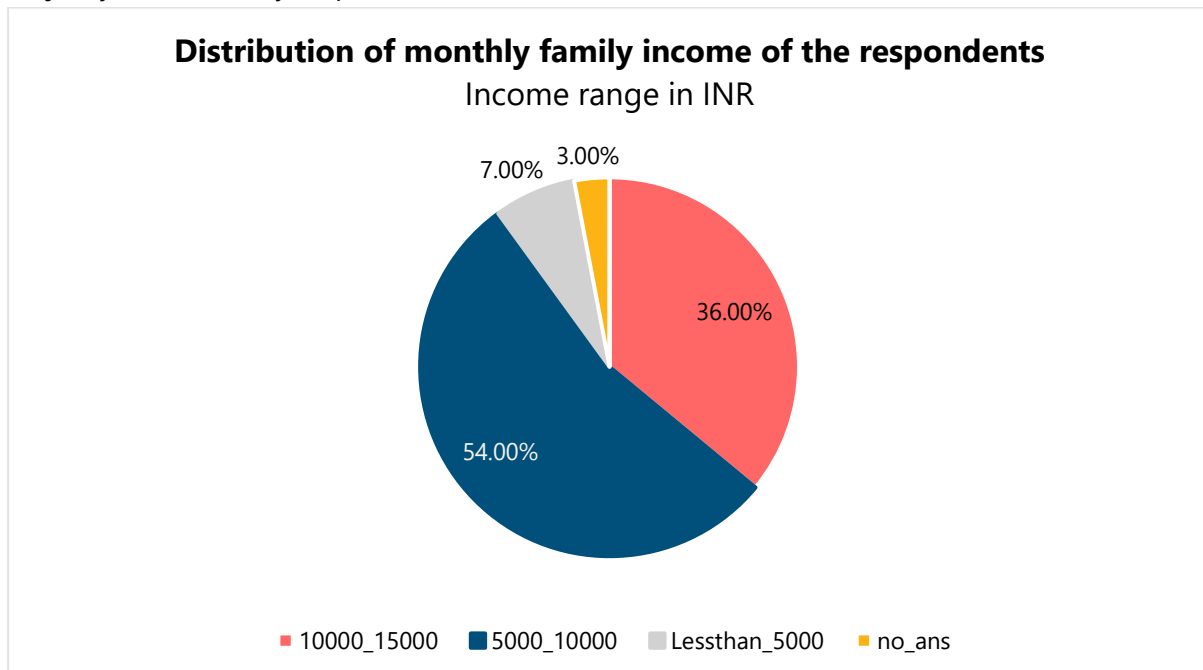
Most of the respondents were either working in a private company or were running small businesses or were street vendors.

<sup>2</sup> In this context, while the funding was received and monitored by RMRS, Sawai Man Singh Hospital was the public health facility that managed the tendering, procurement, and distribution of testing kits.



- The average family size of the respondents was 6 members and it ranged from a minimum of 3 members to a maximum of 12
- The average health expenditure of the respondents over 3 months (from January 2022 to March 2022) was INR 3,155.

The below graph highlights the income distribution of the respondents; it can be seen that a majority of the survey respondents earned between INR 5,000 to INR 15,000 a month.



## 5. Key findings

The benefits of testing kits support were measured in terms of efficiency indicators such as process of needs assessment, testing kits procurement, and maintenance of accounts; and effectiveness indicators such as quality assurance and overall benefit to the community in terms of improved access to public health support. The detailed indicators and the rating criteria have been outlined in the [Annexure](#).




Overall rating	Interpretation	Inference
	All objectives met; key indicators present & well-executed	Programme well designed, methodically executed, created good societal impact: <b>Extremely Satisfactory</b>
	Few programme indicators partially present; needs improvement	Programme well designed; however, some indicators need improvement: <b>Satisfactory</b>
	Programme indicators not met	Need to rework on programme goal, objective and implementation model: <b>Not Satisfactory</b>

Table 1 Assessment metrics for rating outcome indicators





Indicators	Rating
<b>Efficiency Indicators</b>	
Process-driven approach	
Centralised procurement process	
<b>Effectiveness Indicators</b>	
Improved access to rapid COVID-19 testing	
Impact on communities by enabling early detection of COVID-19	

Table 2 Outcome indicators and their corresponding rating

## 6. Efficiency Indicators

### 6.1 Process-driven approach

#### Proposal from RMRS

The process was initiated by assessing the needs of the 12 hospitals associated with Sawai Man Singh Hospital, Jaipur, as listed below.

1. Sawai Man Singh Hospital, Multispecialty
2. Janana Hospital, Multispecialty for women
3. Chest and TB, Super Specialty (Institute of Respiratory Diseases)
4. Isolation Hospital

5. JK Lon Hospital, Paediatric Care
6. Psychiatry Centre
7. Mahila Chikitsalay, Multispecialty Hospital for Women
8. Gangogir Hospital, Multispecialty Hospital
9. Satellite Banipark, Multispecialty Hospital
10. S R Goyal, Satellite Hospital, Sethi Colony
11. Haribux Kanwatia Multispecialty Hospital
12. Physiotherapy Hospital, Spine Centre

After the needs of the different hospitals were presented, a thorough review of the needs proposed was carried out by the SBI Card team. In consideration of the COVID-19 situation in Rajasthan and India in 2020, SBI Card expedited the support required to assist in rapid COVID-19 testing.

### Tendering process for procurement of COVID-19 testing kits

The procurement of the testing kits followed a detailed process-driven approach in adherence to the government tendering process. As per this, the hospital released a tendering notice to which local and international vendors submitted quotations. As a first step, the technical appropriateness, efficacy, calibration, etc., of the testing kits were assessed and vendors were shortlisted to compare financial quotes. The vendor with the lowest quote from the technically qualified vendors was awarded the contract. However, considering the importance of continuous availability of testing kits, multiple vendors with good quality testing kits were selected and were offered the lowest financial quote as the final cost.

While the cost of testing kits was initially high, it drastically reduced over time, due to which RMRS was able to purchase nearly twice the amount of testing kits as compared to what was planned and proposed during the agreement period. Furthermore, based on Samhita team's interaction with the lab technicians and microbiologists at testing centres in Rajasthan, it was reported that the quality of testing kits received by the labs was good. They have also verified that the testing kits procured from vendors adhered to the ICMR authorised list of approved testing kits.

**OFFICE OF THE PRINCIPAL SMS MEDICAL COLLEGE  
& CONTROLLER OF THE ATTACHED HOSPITALS JAIPUR**

Global Biomedical  
4<sup>th</sup> Floor, Okay Plus Spaces  
Industrial Area, Malviya Nagar, Jaipur-302017

Date: 11/05/2020

Subject: Supply of Real Time PCR Kit for Covid-19 Test  
Our Request for Proposal No. 1057 Dated 28/04/2020.


Please arrange to supply this office Real Time PCR Kit for Covid-19 Test Mentioned below required for the of Advance Research Lab Microbiology Department Jaipur-10000 Test of this Institution and send your in triplicate for payment:-

NO.	Name of Items	Pack Size	Qty.	Rate Per Units	Total Amount Rs
	<b>Real Time PCR Kit for Covid1- 19 Test</b> <b>Allplex 2019-nCoV Assay</b> <b>Make:- SEEGENE KOREA</b> <b>Pack Size 100 reaction</b>	100 rxn	10000 Test	718-00 Per Test	Rs. 71,80,000-00
	1. Kit should be approved by DGCI, India/NIV Pune/ICMR. 2. US FDA, EUA/CC approved (after due approval by DGCI and intimation to ICMR). 3. Compatible with all real time PCR systems of ABI, Bio-Rad, Qiagen and Roche. 4. Master Mix, Primer Probes for Screening and Confirmation of SARS-COV2. 5. Multiplex kit will be preferred as than large mandatory sample can be processed in one plus the validity of run. 6. To have internal control/housekeeping gene to know the validity of run. 7. To have positive control. 8. PCR Tube and Caps. 9. To quote for all pack sizes available 100 reactions.				
				<b>Total Amount</b>	<b>Rs. 71,80,000-00</b>

GST:- Extra as per applicable  
Budget Head: DMR

Figure 2 Purchase Order Request for Testing Kits

For instance, below are two types of testing kits purchased with the support of the funds from SBI Card. It has been verified that ICMR has approved the usage of these kits for RT-PCR testing purposes<sup>3</sup>.



Promea Therapeutics, Telangana	ProPCR COVID-19 RT-qPCR	TRCV 2001	Domestic
QRX Private Limited, Delhi	SaralTest SARS-CoV-2-RT LAMP Kit	COVLAMP0621001A	Domestic
QuantuMdx, United Kingdom (Ally-Bio Private Limited)	QuantuMDx SARS-CoV-2 RT PCR Detection Assay	P01090	Imported
Reliance Industries Limited, India	'R-Green Kit (SARS CoV-2 realtime PCR)	44228	Domestic
Reliance Industries Limited, India	R-Green PRO-one: Taqman based real-time PCR Kit	44201	Domestic
Roche Diagnostics, Switzerland	Light Mix Modular SARS-CoV-2 (COVID19) RdRp	48492015	Imported
Sansure Biotech Inc., Changsha, China	Novel Coronavirus(2019-nCoV) Nucleic Acid Diagnostic Kit (PCR-Fluorescence Probing)	2020029/S3102E	Imported
SD Biosensor, South Korea	nCoV Real-Time Detection kit	MNCO 0120004 MNCO0120009	Imported
Seegene, South Korea	Allplex 2019-nCoV assay	RP4520A01 RP4520D34 RP4520D47 RP4520D50 RP4520D51 RP4529D70	Imported
SeegeneInc, South Korea	Allplex SARS-CoV-2 Master Assay	RVA321C02	Imported

Figure 3 Listed as evaluated and validated testing kit on the ICMR Website

Similarly, COVIDsure Multiplex Realtime RTPCR kit, Quantiplus Multiplex COVID-19 detection kit, and Meril COVID-19 One-step RT-PCR Kit, were purchased with the support of SBI Card funds and were found to be listed in the evaluated and recommended list of testing kits released by ICMR.

### Process of disbursal and receipt of funds

RMRS was the receiving entity for the funds disbursed by SBI Card. RMRS has been established by the government of Rajasthan for each of the aforementioned hospitals. The entity is responsible for fund management, disbursal, and data management of the utilised funds. The Samhita team visited the RMRS office to discuss with the key stakeholders their role in managing the funds of SBI Card. The funds given by SBI Card have been received in their account and have been used for the purchase of testing kits from time to time.

<sup>3</sup> [https://www.icmr.gov.in/pdf/covid/kits/RT\\_PCR\\_Tests\\_Kits\\_Evaluation\\_Summ\\_17022022.pdf](https://www.icmr.gov.in/pdf/covid/kits/RT_PCR_Tests_Kits_Evaluation_Summ_17022022.pdf)

## 6.2 Centralised quality control process

When COVID-19 cases were rapidly escalating in 2020, there was only one centralised testing lab stationed at the Sawai Man Singh Hospital, Jaipur, for the entire State of Rajasthan. Some of the testing labs for HIV, TB, etc., at the Sawai Man Singh Hospital, were converted into COVID-19 testing labs. As a response to the alarming need for rapid testing, the number of labs in Rajasthan was scaled and as of early 2022, there were approximately 38 labs in the State. The procurement of testing kits for all these labs in Rajasthan was centrally managed by the nodal biomedical department and lab at the Sawai Man Singh Hospital, Jaipur. The requirements of all the individual labs were gathered, orders were placed (after the tendering process), and batch testing was undertaken to ensure quality control. This reduced the unit cost of testing kits due to the scale of testing kit requirements. The distribution of testing kits was initially taken up by the nodal lab and is being carried out by the vendors in recent times.

## 7. Effectiveness Indicators

### 7.1 Improved access to COVID-19 testing kits

As of March 2022, the cumulative positive record of COVID-19 cases in the state of Rajasthan was 12,81,460 and the data of cumulative recovered/discharge was 12,69,270<sup>4</sup>. The support extended by SBI Card to purchase **49,960 testing kits** was reported by RMRS as one of the most essential support areas when the State was ramping up the number of COVID-19 testing undertaken per day<sup>5</sup>. In 2020, when the illness was rapidly spreading, it was vital for the testing kits to be accessible and available for active tracing and containing the spread of COVID-19. The lack of access to testing kits overwhelmed medical facilities in Rajasthan<sup>6</sup>, and financial support for the purchase of testing kits was considered to be very important.

*In 2020, the situation of COVID-19 was very difficult to manage, and we (Sawai Man Singh Hospital) were the only testing lab for the entire Rajasthan. As we ramped up our testing facilities, we had to increase the supply of testing kits as well. The support extended by SBI Card came at the right time when we needed the maximum support for purchase of COVID-19 RT-PCR testing kits.*

**Biomedical Head, COVID-19 Testing Department, Sawai Man Singh Hospital**

<sup>4</sup> The cumulative number of COVID-19 vaccine doses administered across states and union territories in India as of February 28, 2022 (in 1,000s) features Rajasthan to have administered 98,760,64 doses of vaccines.

<sup>5</sup> <https://www.thehindu.com/news/national/other-states/rajasthan-government-sets-target-of-40000-covid-tests-daily/article31786975.ece>

<sup>6</sup> <https://indianexpress.com/article/india/rajasthan-has-reached-target-of-10000-covid-tests-a-day-6390994/>

The below table highlights the distribution of the testing kits purchased and the cost associated with it.

Order and sanction statement which is issued against SBI CSR Fund						
Allotted Amount – RS. 2,68,00,000.00						
SR. No.	Order No./ Date	Firm Name	Test Kit Quantity	Amount (in Rs.)	Sanction No./ Date	Amount (in Rs.)
1.	11637-41/11-05-2020	M/s Labasia Bio-Medicals Pvt. Ltd. Jaipur	9960 Test	80,31,744.00	12804-809/ 31-05-2020	76,73,184.00
					20578-584/ 08-09-2020	3,58,560.00
2.	19130-34/ 17-08-2020	M/s Yes Associates, Jaipur	20000 Test	74,74,880.00	19694-700/ 29-08-2020	74,74,880.00
3.	3027-31/ 27-07-2020	M/s Balaji Pharma Jaipur.	5000 Test	18,68,720.00	19708-714/ 29-08-2020	18,68,720.00
4.	11648-53/ 11-05-2020	M/s Global Biomedical Jaipur.	10000 Test	80,41,600.00	12797-803/ 31-05-2020	76,82,600.00
					20565-570/ 08-09-2020	3,59,000.00
5.	19920-26/ 29-08-2020	M/s Global Biomedical Jaipur.	5000 Test	13,83,056.00	21261-267 / 19-09-2020	13,83,056.00
<b>Total</b>				<b>2,68,00,000.00</b>		<b>2,68,00,000.00</b>

Table 3 Details of testing kits purchased

Further to this, it was reported by the community members surveyed that the quality of care provided at the Sawai Man Singh Hospital for COVID-19 treatment was good. Furthermore, the average turnaround time during the peak COVID-19 period, for the COVID-19 test results to reach the people was reported to be 1.5 days.

- **The community members who were treated / tested at the Sawai Man Singh Hospital rated the quality of COVID-19 treatment, on an average, to be 4.8 out of 5**

The major impact of supporting government testing labs with testing kits was improving access to affordable testing. As of September 2020, the cost of testing at private testing labs in Rajasthan was reported to be INR 2,200 per test, and over a period of time, due to reduction in the cost of testing kits and transportation, the cost was around INR 1,200 per test from October 2020 onwards<sup>7</sup>. However, this cost would have been very high for people with an average income of around INR 5,000 to INR 15,000 per month (as per our survey data). Hence,

<sup>7</sup> <https://www.hindustantimes.com/cities/covid-19-rajasthan-slashes-rate-of-rt-pcr-test-at-private-labs/story-flt4IUc3W5dV87BQjYR8SM.html>

it was essential for the people to have free testing facility available for timely detection of COVID-19. This was achieved to a great extent through the support of SBI Card.

## **7.2 Impact on communities by enabling early detection of COVID-19**

As of October 2020, the total number of COVID-19 tests undertaken in Rajasthan was 37,47,267 out of which around 1,98,773 had tested positive<sup>8</sup>. With this assumption of 5% positivity rate, the total number of people supported by SBI Card for early detection of COVID-19 could be estimated at approximately 2,650 people. With an average income of INR 5,000 to INR 15,000 per month, it would have been challenging for communities to access private testing centres that charge INR 1,200 – INR 2,200 per test. It was also evident that testing was imperative to detect and subsequently treat COVID-19. Thus, the support to procure testing kits positively impacted the communities in need, and it enabled early detection and treatment of COVID-19.

## **8. Recommendations**

### **8.1 To extend support to similar initiatives in collaboration with public health institutions**

The support extended by SBI Card to purchase testing kits to detect COVID-19 utilised at public labs in Rajasthan, has been greatly appreciated by the authorities at the Sawai Man Singh Hospital. The funding support has enabled the labs to ramp up testing in the year 2020. The feedback from the institution, in general, can be used to draw attention to the acute shortage of funding support available to health institutions supporting marginalised communities to test and detect illnesses promptly<sup>9</sup>. SBI Card should consider supporting institutions to subsidise testing and detection cost for illnesses that need immediate attention. This early detection could curb any subsequent delays in the treatment required. The approach could also be to allocate emergency funds for healthcare support every year as part of the company's CSR initiatives. Based on the current assessment, Sawai Man Singh Hospital has exhibited an extremely satisfactory execution of the support provided by SBI Card. Hence, it is recommended that SBI Card considers this partnership for future support as well.

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<sup>8</sup> <https://www.covid19india.org/state/RJ>

<sup>9</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4537276/>

## 9. Annexure

The scale used for assessment is as follows:

The below indicators have been used to rank the programme (weightage of 1 for each indicator)

- **0** indicates that the indicator is not present (low)
- **0.5** indicates that the indicator has been partially met, but needs improvement (medium)
- **1** indicates that it is present and well-executed (high)








Overall rating	Interpretation	Inference
	All objectives met; key indicators present & well-executed	Programme well designed, methodically executed, created good societal impact: <b>Extremely Satisfactory</b>
	Few programme indicators partially present; needs improvement	Programme well designed; however, some indicators need improvement: <b>Satisfactory</b>
	Programme indicators not met	Need to rework on programme goal, objective and implementation model: <b>Not Satisfactory</b>

Table 4 Assessment metrics for rating outcome indicators

Indicators	Sub-Indicators	Score (out of 1)	Insights
Efficiency Indicators			
Process-driven approach 	The processes followed to procure testing kits	1	The processes followed were structured and well-executed
	Seamless communication between stakeholders	1	
	Documentation of the processes and progress	1	
Centralised procurement process 	Centralised tendering process to ensure quality control	1	There was a centralised procurement process for all the public labs authorised for testing in Rajasthan. The testing kits purchased were found to be aligned to the ICMR guidelines
	Adherence to ICMR guidelines for purchase of COVID-19 testing kits	1	
Effectiveness Indicators			
Improved access to COVID-19 testing 	Perception and experience of community members on access to testing kits	1	Community members (as part of the survey conducted) and other stakeholders verified the access to free COVID-19 testing at Sawai Man Singh Hospital and other public labs in Rajasthan
	Feedback from other stakeholders (such as lab technicians, and microbiologists) on the improved access to testing kits	1	
Impact on communities by enabling early detection of COVID-19 	Turnaround time for COVID-19 test results	1	The support of SBI Card has impacted nearly 2,650 people to detect COVID-19 promptly
	Number of people impacted (and supported) to detect COVID-19 promptly	1	