



Draft Impact Assessment Report
**Strengthening the Health
Infrastructure of Sri Venkateswara
Institute of Medical Sciences by
Providing Medical Equipment**

Project Code: C109-22

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Chapter 1: Project Background and Overview



This section presents an overview of the funding organisation, the project fundamentals, and the detailed interventions.

1.1 CSR Initiatives of HDFC Bank

HDFC Bank is actively contributing to the improvement of the lives of millions of Indians through its social initiatives. These endeavours, collectively known as 'Parivartan,' are designed with the objective of fostering sustainable empowerment within communities, thereby making significant contributions to the economic and social development of the nation. HDFC Bank has a long-standing commitment to corporate social responsibility (CSR), and healthcare is one of its key focus areas. The bank has undertaken several CSR initiatives in the healthcare sector, aiming to enhance access to quality healthcare for marginalised communities.

The themes of HDFC's CSR project include:



Rural Development

HDFC Bank team believes in including villages in economic progress for overall development. The Bank's Holistic Rural Development Programme (HRDP) addresses the specific needs of each village through carefully planned interventions developed in consultation with the community and stakeholders.



Skill Development and Livelihood Enhancement

In the realm of Skill training and livelihood enhancement, Parivartan provides backing for numerous projects. This initiative encompasses capacity building, the promotion of financial literacy, credit and entrepreneurial endeavours, along with enhancing skills for agricultural and related practices.



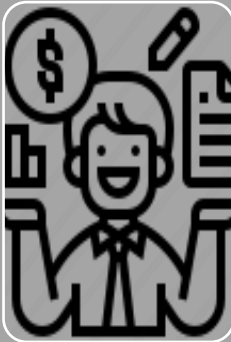
Promotion of Education

The bank's educational initiatives are designed to foster learning by establishing a conducive and efficient learning atmosphere in schools. Within the second pillar of education in Parivartan, the interventions concentrate on teacher training, incorporating alternative methods, promoting innovation, and enhancing school infrastructure through refurbishment. HDFC Bank Parivartan has introduced smart classes in various states, aiming to integrate technology with education.



Healthcare and Hygiene

In the area of Healthcare and Hygiene, primary efforts revolve around supporting the Indian Government's Swachh Bharat Abhiyan through initiatives that raise awareness, induce behavioural change, and construct toilets. Additionally, to foster healthcare and hygiene, the Bank regularly conducts health camps, raises awareness about nutrition, ensures access to clean drinking water, and organises blood donation drives. Moreover, the Bank provided 100 additional beds and essential hospital equipment to Sri Venkateswara hospital to strengthen its capacity.



Financial Literacy and Inclusion

They hold the belief that the initial stride toward financial inclusion involves fostering financial literacy. Through HDFC Bank's extensive network of over 5,400 branches, millions have gained insights into fundamental concepts like savings, investment, and accessing organised financial resources via financial literacy camps conducted nationwide. Moreover, their branches emphasize delivering basic financial services and implementing capacity-building programmes

HDFC Bank, guided by its CSR policy, is dedicated to empowering marginalised communities. The bank's CSR strategy aims to integrate efforts in community development, social responsibility, and environmental responsibility. Through various interventions, the bank endeavours to bring economically, physically, and socially challenged groups into the cycle of growth, development, and empowerment.

As part of the Parivartan initiative, HDFC Bank is committed to enhancing access to medical services for all individuals. [Through the augmentation of the Sri Venkateswara Institute of Medical Sciences \(SVIMS\) in Tirupati, HDFC Bank added 100 additional beds and essential hospital equipment, thereby strengthening the capabilities of departments such as Nephrology, Radiology, Cardiology, Urology, and Paediatrics. This support also extended to departments like Surgical Oncology, Neurosurgery, CT Surgery, Emergency Medical Department ICU, General Surgery, and Medical Oncology. The equipment provided by HDFC Bank as part of this initiative included:](#)

Multipara monitors high end (10)	Multipara monitors mid-range(20)	Ventilators (10)	Pulse Oximeter (50)
Dialysis machine (25)	Fowler-cut Automatic with mattresses (100)	Syringe pumps (30)	Neo-natal Ventilator (1)
Ultra-sound machine	Holter Monitor (1)	Diathermy Machine (1)	Lithotripsy Machine (1)

1.2 Alignment with CSR Policy

Schedule VII (Section 135) of the Companies Act, 2013 specifies the list of the activities that can be included by the company in its CSR policy. The below-mentioned table shows the alignments of the intervention with the approved activities by the Ministry of Corporate Affairs.

Sub-Section	Activities as per Schedule VII	Alignment
(i)	Eradicating hunger, poverty, and malnutrition (Promoting health care, including preventive Health) and sanitation (Including contribution to the Swacch Bharat Kosh set up by the Central Government for the promotion of sanitation) and making available safe drinking water;	Completely
(viii)	Contribution to the Prime Minister's National Relief Fund or [Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM CARES Fund) or] any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women;	Partially

Table 1: Alignment with schedule VII

1.3 Alignment with ESG Principle

The project's intervention also aligns with the ESG Sustainability Report of the corporate. Particularly, concerning the Business Responsibility & Sustainability Reporting Format (BRSR) shared by the Securities & Exchange Board of India (SEBI), the project aligns with the principle mentioned below:

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe.

1.4 Alignment with SDGs

The Sustainable Development Goals (SDGs), also known as the Global Goals, were adopted by the United Nations in 2016 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity.




Sustainable Development Goal	Target	Alignment
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Goal 3: Good Health and Well-being</p> <p>3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases.</p>	Completely
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Goal 9: Industry, Innovation and Infrastructure</p> <p>9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</p>	Completely
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>Goal 17: Partnership for the goals</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships</p>	Completely

Table 2: Alignment with SDGs

Chapter 2: Design and Approach for Impact Assessment

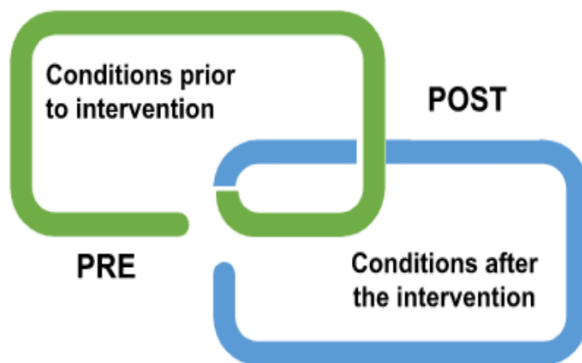


This section offers an overview of the study's objectives, the adopted research methodology, and other pertinent details concerning the investigation.

2.1 Objectives of the project

- To assess the effectiveness of installation of medical equipment.
- To evaluate what extent installation has benefitted the patients and doctors.
- To assess the level of reach and geographical coverage by the equipment.
- To assess the mechanism adopted for the maintenance to sustain the functioning of the equipment.

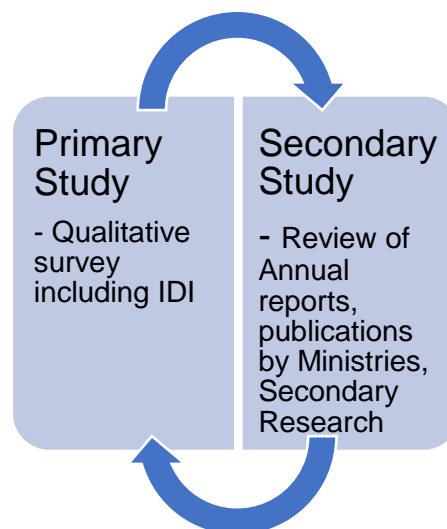
2.2 Evaluation approach, methodology and framework



In line with the study's objectives and key areas of investigation, the evaluation's design prioritised learning as its primary goal. This section outlines our strategy for developing and implementing a robust, dynamic, outcome-focused evaluation framework/design. To gauge the impact, the study proposed a pre-post programme evaluation approach, relying on the recall capacity of the respondents. Under this method, stakeholders were surveyed about their conditions before and after the programme intervention. Analysing the difference helps to discern

the programme's contribution to enhancing the intended condition of the stakeholders. While this approach can effectively comment on the programme's role in improving living standards, it may not entirely attribute all changes to the programme.

For the assessment of the programme, the team employed a two-pronged approach to data collection and review that included secondary data sources and literature, as well as primary data obtained through qualitative methods of data collection. The figure below illustrates the study approach used in data collection and review. The secondary study involved a review of the functioning of the equipments and other studies and research by renowned organisations available in the public domain for drawing insights into the situation of the area.



The primary study comprised a qualitative approach to data collection and analysis. The qualitative aspects involved in-depth interviews (IDIs) with the Doctors, Nurses, Medical Superintendent and Key machine operator.

In addition to primary data collection, the consultants studied various project documents like Project Proposals, Project log-frame (Logical Framework Analysis), and other relevant reports/literature related to the projects.

OECD-DAC Framework

To evaluate the project's Relevance, Coherence, Effectiveness, Efficiency, Impact, and Sustainability, the assessment employed the OECD-DAC framework. By leveraging the logic model and OECD-DAC criteria, the evaluation gauged the HDFC team's role in achieving outcomes, considering diverse influencing factors. Social impact assessment focused on the following pillars:

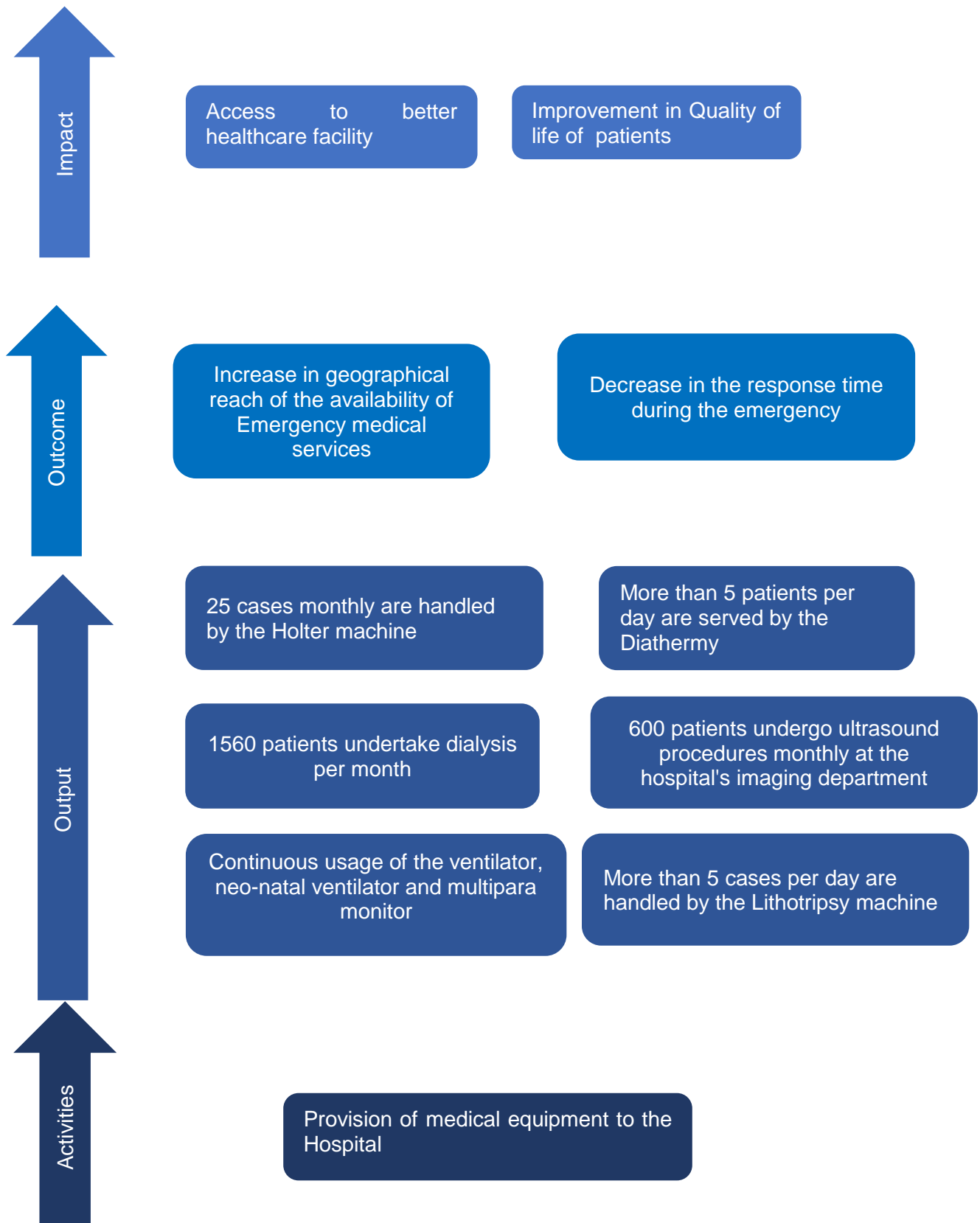


2.3 Stakeholder mapping

S No.	Stakeholder	Method of Data Collection	Sample
1.	Medical Superintendent	IDI	1
2.	Doctors (Cardiologist, Paediatrician, Nephrologist, Oncologist)	IDI	1
3.	Nurse	FGD	1
4.	Patient/ Caretaker	IDI	1
5.	HDFC Project team	KII	1
6.	Implementing partner	KII	1
		Total	6

Table 3: Qualitative Sampling

2.4 Theory of change



Chapter 3: Impact Assessment Findings



The following section of the report indicates the key findings and insights drawn from the impact assessment study based on the OECD-DAC framework's standard parameters as outlined. The insights have been drawn adopting a 360-degree approach to data collection by gathering data through qualitative methods from multiple stakeholders involved in the programme.

3.1 Relevance

Beneficiary Profile

The medical superintendent of SVIMS suggested that the hospital, catering to around **2.5 crore population**, primarily serves beneficiaries hailing from middle-class backgrounds, with a notable percentage—ranging between **90-95%**—living **below the poverty line**. Their occupations vary, reflecting the diversity of the community served. Being one of the major hospitals in the vicinity, patients travel from long distances, including outstation patients, to avail services in SVIMS.

Challenges faced by the beneficiaries

Challenges faced by patients accessing healthcare services before the intervention were noted from qualitative interviews with hospital staff.

Patients encountered challenges primarily due to limited access to medical resources and facilities.

Before the establishment of the ICU, individuals experienced prolonged waiting times for treatment due to equipment shortages and the hospital's inability to address emergency cases promptly.

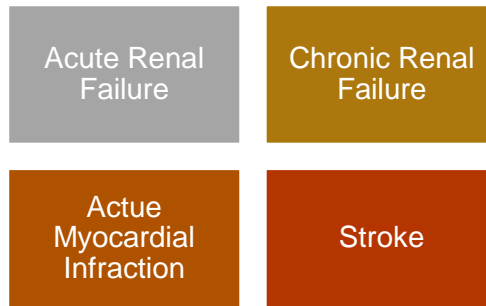
Many patients, particularly those from remote areas, faced the additional burden of having to travel long distances to receive medical care, exacerbating their already precarious health conditions.

The facility suffered from a shortage of trained staff and essential life-saving equipment, resulting in the referral of many patients to other hospitals.

Before the intervention, the ICU beds were incomplete in terms of functionality.

These challenges underscored the critical need for improved healthcare infrastructure and the implementation of essential medical facilities to ensure equitable access to healthcare services for all individuals within the community. HDFC's initiative aimed to address these challenges by enhancing the hospital's capacity through the provision of critical care equipment.

Prevalent diseases among the beneficiaries



Alternative/Additional healthcare facility in vicinity

Based on interactions with hospital staff and the implementation agency, Sri Venkateshwara Hospital stands out as a major super speciality institution in the neighbourhood, attracting patients from distant areas for medical care. Additionally, [Sri Venkateswara Ramnarayan Ruia Government General Hospital](#), located at a distance of 1 kilometre, also serves as a referral point when needed. Since the referral hospital is government-run, there are minimal differences in the costs incurred by patients. In emergencies, patients are referred to this appropriate facility for intervention.

3.2 Effectiveness

Increase in accessibility of emergency services

The establishment of the nearby ICU facility has notably increased the accessibility of emergency services for patients within the community. Previously, individuals faced challenges accessing timely medical care due to the scarcity of equipped medical facilities in the vicinity. However, with the introduction of the ICU, patients can now receive critical care closer to home, reducing the need to travel long distances to seek emergency treatment. This accessibility ensures that patients can promptly access lifesaving medical interventions during critical situations, thereby enhancing their chances of recovery and minimising potential complications. Moreover, the proximity of the ICU facility facilitates quicker response times during emergencies, as medical personnel can swiftly attend to patients in need, further contributing to improved healthcare outcomes within the community.

Increase in the footfall

HDFC supported the hospital in enhancing its existing facilities, making healthcare access easier and more efficient for patients. As per the discussions with the doctors, this has contributed to a [15-20% increase](#) in hospital footfall.



Figure 1: SVIMS Facility

3.2 Efficiency

The addition of several upgraded medical equipment and **100-bed ICU facility** has enhanced the hospital's functioning. It has facilitated quicker responses during emergencies, enabling the prompt treatment of more **critical patients, such as those requiring dialysis**. Furthermore, with the availability of critical care facilities, patients no longer need to seek treatment elsewhere, **reducing their financial burden**. The hospital encountered no obstacles in obtaining permission to establish the ICU despite the absence of direct involvement from top government officials.

The establishment of the new ICU has had a significant impact, improving patient care and outcomes. Numerous patients have benefited from its services. The hospital ensures the ICU's safety and quality through regular maintenance. **Maintenance of most of the critical equipment is done on half yearly or yearly basis**. With the increased availability of ICU beds, the hospital can now handle emergencies and critical cases more effectively, reducing the need for patient referrals to other hospitals.





Figure 2: Medical equipment at SVIMS

3.3 Coherence

The HDFC initiative aimed at strengthening the capacity of SVIMS is in convergence with the following national priorities:




Mission	Objectives
<p>National Rural Health Mission (NRHM)</p> 	<p>Improving healthcare services in rural areas, including the establishment and upgradation of healthcare facilities.</p>
<p>National Urban Health Mission (NUHM)</p> 	<p>Enhancing healthcare infrastructure and services in urban areas, including the development of critical care facilities such as ICUs in government hospitals.</p>
<p>Ayushman Bharat Pradhan Mantri - Jan Arogya Yojana (AB PM-JAY)</p> 	<p>Providing health insurance coverage to economically vulnerable families for secondary and tertiary hospitalisation, encompassing critical care services among its objectives.</p>

Table 4: Convergence with national priorities

3.4 Impact

With the implementation of this project, beneficiaries now have easier access to emergency services. The process and quality of the emergency services have also improved. Patients no longer need to be referred to other hospitals; they can avail all services within the facility itself. Furthermore, the hospital is expanding its services and has opened an additional ward facility in the ICU, allowing a greater number of people to access the services.

"Thanks for the donation of haemodialysis machine to our institute in right time to help poor and needy patients."

- Dr. Nagraj, Sr. Medical Officer,
Sri Venkateshawara Institute of Medical Science, Tirupati

Reduction in cost of treatment

The initiative undertaken by HDFC has significantly contributed to reducing the burden of healthcare expenditure on patients while maintaining the quality of care at SVIMS, a government facility dedicated to providing [multi-speciality care to economically disadvantaged patients](#). Through interactions with the hospital staff, it became evident that HDFC's intervention facilitated the expansion of the hospital's capacity by providing state-of-the-art equipment for the benefit of patients. With the provision of high-end equipment such as dialysis machines, ultrasound machines, ventilators, and multipara monitors at subsidised rates, patients now have access to essential medical services at considerably lower costs. For instance, as reported by the hospital staff, [dialysis sessions are priced at Rs 1700/-](#), [ultrasound services at Rs 560/-](#), and ventilator usage [at Rs 4320/- per day](#), making critical treatments more affordable. These prices are notably lower compared to those charged by private hospitals for similar services.

The table below presents a comparison of service costs at SVIMS with those of another facility. The costs of the services in other private facilities are based on secondary research.

Service	Cost at SVIMS	Cost at Other Private Facility
Dialysis Machine	Rs1700/- per session of dialysis	Rs 2000/- per session of dialysis
Ultra Sound Machine	Rs 560/- per ultrasound	Rs 600/- per ultrasound
Ventilator	Rs 4320/- per day	Rs 5000/- per day
Multipara high end monitor	Rs 1000/- per day	Rs 1200/- per day
Multipara mid-range monitor	Rs 1000/- per day	Rs 1100/- per day

Table 5: Treatment cost comparison

Observational checklist-

The detailed table below presents a comprehensive overview of the vital medical equipment provided by HDFC. This equipment plays a crucial role in facilitating efficient healthcare services at SVIMS. (Please note that the checklist below is based on verbal data collection and has not been cross-checked with any documents.)

List of Equipment	Monthly Patients Treated	Utilisation time of the machine	Condition of equipment	Date of Previous Service	Next Scheduled service	Frequency of calibration	Per patient cost
Dialysis Machine	1569	24 hours	Functional	Jan-24	Jun-24	6 month	Rs 1700/-

							per session of dialysis
Ultra Sound Machine	1000	25 hours	Functional	Feb-24	May-24	NA	Rs 560/- per ultra sound
Holter Machine (cardiac patient treated)	monthly 25 cases	26 hours	Functional	Dec-23	May-24	yearly	Data not available
Diathermy Machine	More than 5 cases/day	27 hours	Functional	Jan-24	May-24	Done (Frequency not mentioned)	Data not available
Lithotripsy Machine (patient treated for kidney stone removal)	More than 5 cases/day	28 hours	Functional	Feb-24	May-24	NA	Data not available
Ventilator	Continuous usage	29 hours	Functional	Jan-24	May-24	NA	Rs 4320/- per day
Neo natal Ventilator	Continuous usage	30 hours	Functional	Jan-24	May-24	NA	Data not available
Multipara monitor high end	Continuous usage	31 hours	Functional	NA	NA	NA	Rs 1000/- per day
Multipara monitor mid-range	Continuous usage	32 hours	Functional	Jan-24	May-24	Done (Frequency not mentioned)	Rs 1000/- per day

Table 6; Checklist

3.5 Sustainability

The project's sustainability relies on maintaining the machines to keep them functional and ensure their longevity. Qualitative feedback shows that the hospital now has a dedicated technical team for equipment maintenance. Typically, critical care devices are designed to be used for 10-15 years, but their longevity can be prolonged through diligent maintenance and regular calibration. Implementing routine check-ups allows for the assessment of the devices' shelf life, safeguarding the investment made in facility improvements and fostering a culture of reliability and efficiency in hospital operations. The HDFC Banks project can further be made sustainable by:

Implementing a robust data collection system: Develop a robust data collection system to track relevant metrics before and after the implementation of the donated equipment. This system should capture quantitative data such as footfall changes, patient demographics, and utilisation rates of the equipment.

Maintaining detailed records: It is essential to maintain detailed records of all data collected throughout the project implementation phase. This includes documenting any challenges faced, lessons learned, and unexpected outcomes. Having comprehensive records will facilitate the evaluation process and enable stakeholders to learn from the experience for future initiatives.

Expanding the services: During the interactions with various stakeholders, a notable suggestion arose concerning the expansion of services at the hospital. One proposal was to increase the number of ICU cots, which aligns with the hospital's ongoing expansion of its ICU setup.

