

## Kriti Social Initiatives

### Kriti Arogya Kendram – Performance update for the month of September 2009

The health center in Film Nagar has completed its first month of operation in the independent premises within the basti. The main performance highlights for the month of September are:

- **Training:** The four Kriti Community Health Workers attended the first contact event of training program run by Healing Field Foundation. The training covered introduction to health and ailments, ways to building rapport with the community, and conducting effective field research.
- **Staffing:** Mr Sudheer, a college student living in the basti near the clinic has been appointed as the doctor's assistant and data entry operator. Sudheer has worked with Kriti during the early market research.
- **Services:**
  - Minor surgeries (such as suturing, incision and drainage) and provision of intra-venous medicines have now been made available at the centre.
  - Diagnostic services have been put on temporary hold because of low demand and also difficulty in sourcing trained staff.
- **Baseline survey:** Baseline survey has been completed for over 250 households to identify basic socio-economic profiling data. Data entry and analysis is underway.
- **Community events:** Kriti organized the following events in the community during September:
  - Free Children's check up and deworming. This event was conducted with the objective of building an early awareness about our services, after shifting to the new premises. Over 50 children were tested and prescribed free medicines.
  - Free Eye Camp with L V Prasad Eye Institute. As the first step towards building a multi-level engagement with LV Prasad Eye Institute, we organized a one day, community eye screening camp in Film Nagar. The camp was very successful, as reflected in the numbers below:

Screening particulars	No	%
Total no. of people screened	321	100%
Prescribed spectacles	72	22%
Spectacles and sunglasses distributed free of cost	221	69%
Referred to LVPEI for further management (cataract, glaucoma, other issues)	121	38%
Counseled self eye care	124	39%

Patients registering at the Eye Camp



- **Patient outreach:** Patient footfall during the month has averaged around 3-4 per day, which is lower than expected. We have initiated an exercise to gather patient feedback, and evaluate their level of satisfaction with the services provided by the health center. Simultaneously, we are in the process of evaluating our pricing and communication strategy to ensure relevance to the target population.