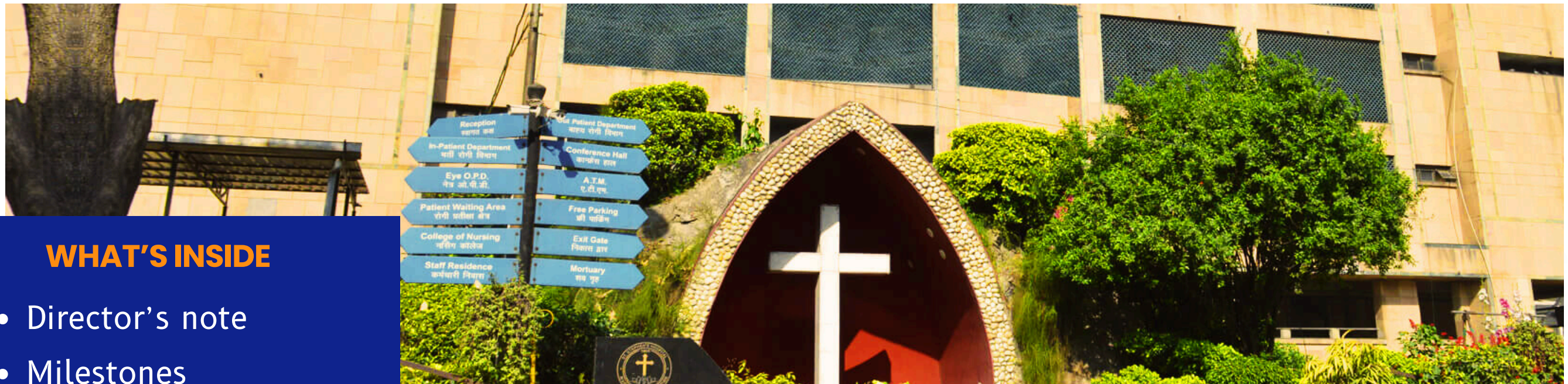


ST.STEPHEN'S HOSPITAL

SERVING HUMANITY IN THE SERVICE OF CHRIST

Care Connect

Quarterly Newsletter : Stories and Updates



WHAT'S INSIDE

- Director's note
- Milestones
- Department Spotlight
- Highlights, Achievements
- "In their shoes"
- Upcoming events
- Health and Wellness Corner
- Snapshot Corner
- Pulse of Creativity
- Update on SSH family

From the Director's Desk



To,
All the members of St. Stephen's Hospital family,

I am immensely pleased to be addressing you through our hospital newsletter, which is being published for the first time since the COVID pandemic.

A lot has happened since then. The world has changed in many ways. COVID caused not just a medical but also a societal upheaval. While it brought the medical fraternity together in its fight against the disease, it also separated people from each other through isolation.

It showed us the best of human nature, when many people risked their lives for others. It also showed the worst, when some capitalized on others' misery by black-marketing life-saving drugs and making exorbitant profits by putting lives at risk. History tells us this has always been the case.

St. Stephen's Hospital's history is different. When a young woman in her teens decided to reach out to those in need and dreamt of the hospital to follow, she also laid the foundation on which this hospital is built—selflessness, love, and their progeny—ethical care. This has been the hospital's calling card for the last 140 years. Patients have come to us with the trust that this institution will serve them in their best interest, not that of the hospital or its staff. This has resulted in a sacred relationship between us and the community we serve. The Hippocratic oath tells us: "Above all, do no harm."

St. Stephen's version of the oath is: **"We shall only do good for others"**. The first is a negative statement; the second resounds with positivity.

Therefore, friends, let us be of one mind in our service of mankind. St. Stephen's Hospital will never ask you to do anything even remotely unethical. We do not set targets of patient numbers; we set targets of patient satisfaction. We do not work to fill our pockets; instead, we work only to gain the blessings of the healed, the satisfaction of seeing worried patients leave with a smile. This is **St. Stephen's Hospital's way of practising medicine**.

MILESTONES



H-2025-1514

- **St. Stephen's Hospital received NABH certificate of Accreditation (5th Edition Standards) on 27th February 2025.**
- Since then, the Quality Office has conducted regular training sessions to ensure compliance and has supported three mission hospitals—CMC Ludhiana, Padhar Hospital (Madhya Pradesh), and The Leprosy Mission Community Hospital (Delhi)—by sharing the Apex Manual, assisting in closure of non-conformities, and offering guidance in related areas.

DEPARTMENT SPOTLIGHT

DEPARTMENT OF RADIOLOGY

Precision, Compassion and 24x7 Dedication

Dr. Elishaeba Patras
Senior Consultant, Head of the Department

The Heart of Modern Medicine

Radiology is a cornerstone of modern medicine, playing a vital role in accurate diagnosis and patient care. At St. Stephen's Hospital, the Radiology Department has long been recognised for providing affordable and high-quality diagnostic services that continue to evolve with time and technology. Conveniently located on the ground floor of the OPD complex, the department is thoughtfully designed with well-arranged workstations for doctors and patients, and a spacious waiting area that remains lively throughout the day.

Journey of Growth

"The department has always kept pace with the times," shares Dr. Elisheba Patras,HOD,Radiology. From starting with a simple X-ray machine, SSH has expanded to fluoroscopy with image intensifier, ultrasound with color doppler, mammography, DEXA, CT Scan (128-slice), and most recently, an upgraded 1.5 Tesla MRI. Interventional procedures have also become a regular part of care.

A Unique Team Spirit

"We are blessed with a robust team of consultants, senior and postgraduate residents, excellent technical and clerical staff, and supportive attendants who all work cohesively. Many times, we go the extra mile with multi-modality correlation to ensure accurate diagnosis.Critical results are conveyed immediately to clinicians so that patients receive timely treatment."

This team-first approach, rooted in collaboration, is what makes Radiology at SSH special.

Advanced Technology for Better Care

The recent upgrade of the MRI from an 8-channel to a 16-channel system has transformed patient imaging:

- Faster scans, especially for sick or paediatric and claustrophobic patients.
- Newer sequences that reduce artefacts considerably, enabling scan patients with implants also.
- Improved imaging of musculoskeletal system, breasts, prostate, pituitary, cardiac and peripheral nerves.
- Better detection of small or subtle pathologies.

"With the new MRI, we are able to deliver faster and more detailed scans, improving both diagnosis and patient comfort," notes the team.



RADIOLOGY DEPARTMENT

Real Impact: Recent Patient Stories

- MRI of the dorsal spine for a paraplegic patient whose clinical diagnosis of either infection or inflammation or mass of spinal cord revealed Arachnoid Web/ Arachnoid Cyst significantly compressing the spinal cord with no intramedullary changes thus helping in the correct management of the patient.
- A young woman with visual complaints had her brain and orbit MRI, leading to the diagnosis of a suprasellar mass (craniopharyngioma).

These are not just diagnoses—they are life-changing moments enabled by advanced technology.

A Day in the Department

"Our day begins with prayer and Bible reading, followed by academic sessions twice a week. The team works across Radiology, Ultrasound, CT, and MRI, while portable X-rays and ultrasounds are done daily. Challenging night cases are reviewed together each morning, ensuring learning and patient safety." Alongside patient care, Allied Health students are trained and mentored, making the department a hub of both service and education.

Commitment to Learning

To keep pace with rapid advances, the team regularly attends CMEs, conferences, and journal clubs, staying updated with global innovations.

Vision for the Future

"We aspire to expand the department with the latest DR systems and ultrasound machines, and to incorporate Integrated Radiology Services. This will make imaging faster, more precise, and more accessible for patients."

Rooted in SSH's heritage and service ethos, the Radiology Department continues to blend technology, teamwork, and compassion—ensuring every scan tells a story of healing.



RECENT EVENTS



- International Patient Safety Day- 17th Sept 2025: Workshop on "Together for Safer Care" by the Quality Department
- World Suicide Prevention Day- 10th Sept 2025: Awareness program by Psychiatry Department with College of Nursing
- POSH Act: Workshop conducted 18th July 2025
- Needle Stick Injury prevention & World Hepatitis day was celebrated on 28th July 2025
- 6th Infection Control Workshop held from 14-17th May 2025



ACHIEVEMENTS



- Dr. Gaurav Kumar Mittal, co-authored a multicenter study published in the international journal Cerebrovascular Diseases (April 2025):"Comparing Stroke Profiles and Outcomes between Urban and Rural India: A Secondary Analysis of the SPRINT INDIA Trial"[PubMed ID: 40239637 | DOI: 10.1159/000545675].
- Dermatology paper on "Systemic Amyloidosis with Scleroderma-like Cutaneous Manifestations and Palmoplantar Hyperkeratosis - A Rare and Complex Conundrum", selected at European Academy of Dermatology Venereology Congress (EADV), Paris 2025.
- Dr. Sameer Tawakley co-authored "Assessment of Knowledge and Self-Reported Practices Regarding Self-Care of Arteriovenous (AV) Fistula among Patients Undergoing Hemodialysis",published in the International Journal of Science and Research (IJSR, ISSN: 2319-7064)

" IN THEIR SHOES " *Spotlight on Our Caregivers*

Every interaction you have with a patient matters." These words capture the spirit of our hospital's unsung heroes. They work quietly behind the scenes, embodying compassion, sincerity, and dedication, ensuring patients receive not just medical care but also comfort and dignity.



Ms. Sapna Robinson
Staff Nurse
&
Diabetic Educator

25 Years of Care, Commitment and Compassion at St. Stephen's Hospital

Her Journey into Nursing

"During school, I realised I wanted to be of service to others. Helping the elderly gave me immense satisfaction, and nursing felt like the right path."

For the last 25 years, Sister Sapna Robinson has grown from a student nurse to a respected staff member at St. Stephen's Hospital. She fondly calls SSH her second home and feels blessed to be part of its legacy. With a warm smile she adds, *"Today I can say I am proud to be a nurse and a part of SSH."*

A Day in Her Life

"I begin my day with a prayer at the hospital cross, asking for strength to guide me in service and for prosperity to our hospital." She then heads to the Endocrine OPD, where she says, *"Each day brings new experiences and opportunities to serve patients with care and compassion."*

The Rewards of Nursing

"Seeing patients, especially the elderly, recover and get discharged—their blessings and smiles are priceless." She recalls her MICU days, when as a young nurse she helped revive a collapsed patient. That moment became a turning point, reaffirming the life-saving importance of teamwork and quick action.

Facing Difficult Situations

Instead of viewing challenges as setbacks, she sees them as opportunities to listen: *"When patients are upset, I try to listen calmly and resolve their concerns. Most issues arise from poor communication, and being a good listener often eases the situation."*

The Heart of Compassion

- Comforting families: *"Sometimes just being present is enough."*
- Nursing values: *"Compassion, sincerity, patience, humility, teamwork, and continuous learning."*

Teamwork in Action

"Teamwork is everything." For her, nursing is part of a greater purpose: *"We are all part of something bigger—a mission to improve health and well-being. The work we do embodies our organization's values, and our dedication to patients is a testament to our character."*

She highlights how respect and shared knowledge strengthen care:

- Learning bedside skills from senior aides in her early days.
- Today, learning computer skills from younger colleagues.
- Always staying open to learn from anyone whose skills add value.

Looking to the Future

- To aspiring nurses: *"It is a wonderful profession—the joy of serving others brings deep satisfaction."*
- For SSH: *"To strengthen practical training alongside theory, and to introduce new methods like AI-based learning."*

Nursing is not just about medical care—it is about giving hope, comfort, and a smile when patients need it most.



सुश्री सुनीता प्रेमपाल
हाउसकीपिंग स्टाफ

30 वर्षों की सेवा, समर्पण और स्नेह परिचय

"हर बार जब आप किसी मरीज से मिलते हैं, वह एक मायने रखता है।"

यह पंक्तियाँ हमारे अस्पताल के उन अनसुनेनायकों का सार बताती हैं - हाउसकीपिंग स्टाफ। ये लोग चुपचाप पृष्ठभूमि में रहकर करुणा, ईमानदारी और समर्पण का परिचय देते हैं, ताकि मरीजों को सिर्फ चिकित्सा ही नहीं, बल्कि आराम और गरिमा भी मिले।

उनकी यात्रा

52 वर्षीय सुनीता प्रेमपाल पिछले 30 वर्षों से सेंट स्टीफेंस हॉस्पिटल का हिस्सा हैं।

अपने परिवार की चौथी पीढ़ी हैं जो यहाँ कार्यरत है। उनकी शादी के केवल एक वर्ष बाद ही उनके पति का देहांत हो गया, उस समय वे गर्भवती थी। प्रसव के बाद अस्पताल ने उन्हें नौकरी दी। जब उनका बच्चा तीन महीने का था, तब उन्होंने नौकरी जॉइन की और बहन ने बच्चे की ज़िम्मेदारी संभाली।

उन्होंने नर्सिंग मेस, पी.एम.आर. (फिजिकल मेडिसिन व रिहैबिलिटेशन), और फीमेल सर्जिकल वार्ड में कार्य किया। "पी.एम.आर. में मरीज 2-3 महीनों तक रहते थे और उनके साथ ऐसा जुड़ाव होता था मानो परिवार का हिस्सा हों।"

"जब मैं यहाँ आई थी तो बहुत छोटी थी और घर से बाहर निकलकर काम करना कैसा होता है, यह पता नहीं था। यहाँ लोगों ने मुझे खुले दिल से अपनाया, कार्य सिखाया और जीवन जीने का तरीका भी।"

कार्य और प्रेरणा

- "मेरे लिए सबसे बड़ी खुशी है कि अस्पताल में हर कोई प्यार और अपनापन देता है। यहाँ काम करने में थकान कभी महसूस नहीं होती। ईमानदारी और ज़िम्मेदारी के साथ काम करती हूँ, और मुझे लगता है की ईश्वर सब देख रहे हैं।"
- "मेरे लिए प्यार सबसे बड़ी चीज़ है, पैसा बाद में आता है।"
- "मेरी प्रेरणा यही है कि मैं अच्छा काम करके अस्पताल को वह स्नेह लौटा सकूँ, जो मुझे यहाँ प्रचुर मात्रा में मिला है।"

मूल्य और सिद्धांत

"हमेशा स्पष्ट, ईमानदार, समय पर, और विनम्र रहना चाहिए।" उनके लिए सफाई सिर्फ काम नहीं, बल्कि मरीजों की सुविधा और आराम से जुड़ा हुआ है।

"अगर सफाई नहीं होगी, तो मरीज कैसे ठीक महसूस करेंगे? हमें ऐसा बढ़िया काम करना चाहिए कि लोग पूछें—यह काम किसने किया है? यही सच्ची पहचान है।"

टीम भावना और सहयोग

"मुझे गर्व है कि मेरे साथ मेहनती सहकर्मी हैं। हम मिलकर अस्पताल को स्वच्छ, सुरक्षित और स्वागतपूर्ण बना पाते हैं।"

वह मानती हैं कि सहयोग ही ताकत है: "सफलता का आधार है आपसी समझ और सहानुभूति। जब हम एक-दूसरे का साथ देते हैं तभी सब कुछ सही चलता है।"

उनका विश्वास

"मैं मानती हूँ कि जब आप अपना दिन ईश्वर को सौंप देते हैं तो हर काम सही दिशा में आगे बढ़ता है।"

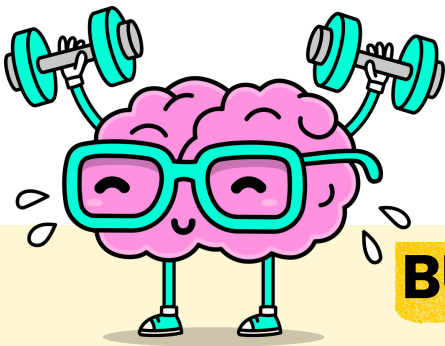
UPCOMING EVENTS

- St. Luke's Day - 18th October 2025
- Talent Nite - Tentatively on 25.10.2025
- 48th CMAI Biennial Conference from 06th to 08th November'2025 at Kochi, Kerala
- Sports activities have started-watch out notice board for details
- 1STEver Nursing Scientific & Research conference- 17.10.25

FOR DETAILS ON ANY OF THE ABOVE. CONTACT HRD.

HEALTH AND WELLNESS

corner



BURNOUT: Let’s Talk About It

Burnout happens when long stretches of stress leave us physically, emotionally, and mentally drained. It’s more than just being tired — it can make you lose interest in work, feel distant from others, or struggle to find motivation.

How It Shows Up

You might notice burnout as:

- Feeling exhausted all the time, even after rest
- Getting easily irritated or feeling emotionally “numb”,
- Pulling back from colleagues or patients, with reduced empathy
- Frequent headaches, appetite changes, sleep issues, or falling sick often
- Losing motivation or hope, declining job performance

Why It Matters in Healthcare

In our line of work, burnout doesn't just affect us — it can also affect our patients. It can lead to mistakes, absenteeism, or simply not being able to give your best. Recognizing it early means we can take care of ourselves, and by doing that, we take better care of those who depend on us.

What Can Help

Here are some small but powerful ways to protect yourself:

- Take care of your basics: eat well, rest properly, and exercise regularly
- Set boundaries: set specific time for each task and honor it
- Breathe & pause: simple things like mindfulness or a quiet cup of tea can reset you
- Take breaks: even short pauses matter — they give your mind a chance to reset
- Reach out: talk to people around you — friends, colleagues, family. You'll be surprised how many care and are ready to listen
- Be realistic: use time management tools and set realistic goals. Focus on what truly matters

A Gentle Reminder

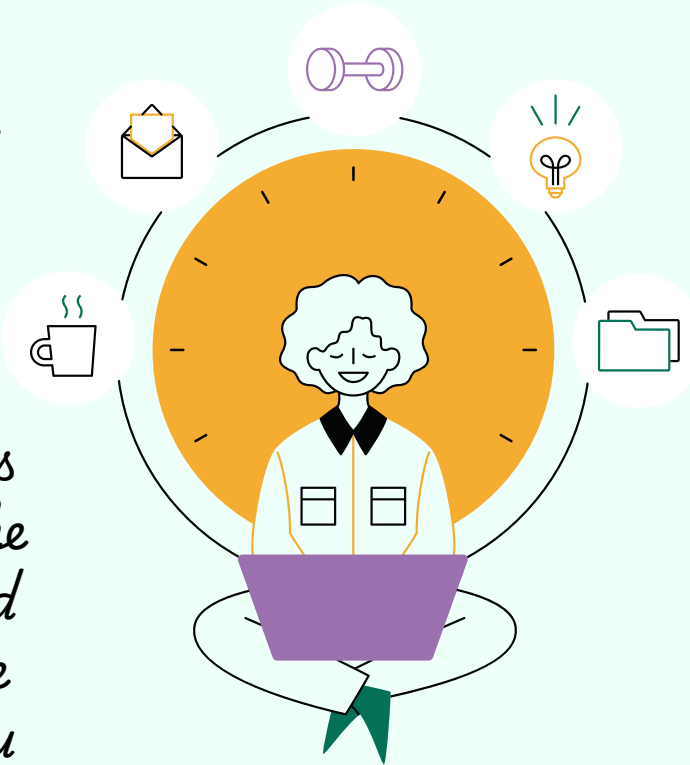
Burnout can happen to anyone, it doesn't define you and its manageable. Take a step back, breathe, and remember: caring for yourself is also caring for people around you. Sometimes we all need extra help — don't hesitate in seeking guidance from mental health professional.

Department of Psychiatry

What is Mindfulness?

Mindfulness simply means being present in the moment. It doesn't need anything fancy — just a few calm minutes in your day.

Take a few slow, deep breaths and notice them. Focus on the taste of your tea or the sound around you. Put your phone aside and just notice how you feel.



“STAY RADIANT THIS SEASON” Seasonal Skin & Hair care Guide



- **Cleanse right:** Wash your face twice a day and shampoo at least thrice weekly. Got drenched/sweaty? Hop in for a lukewarm shower with a gentle cleanser and shampoo—don't wait.
- **Beat the sweat:** Use a 2% ketoconazole or 5% benzoyl peroxide wash on body folds.
- **Frizz patrol:** Skip the oil. Use a leave-in conditioner or serum, air-dry your hair, and grab a wide-tooth wooden comb for less breakage.
- **Lip care:** Slather on Boroline overnight for soft, chap-free lips.
- **Sunscreen alert:** Clouds don't block UV. Wear your sunscreen daily.
- **Dress smart:** Stick to loose, cotton-wear and ditch damp clothes fast. And,as it gets colder- layer with breathable fabrics; avoid wool directly on skin.
- **Footcare tip:** Use antifungal powder if you're in shoes all day —especially if diabetic.
- **Pillow talk:** Pillow covers may be changed once to twice a week. Your skin and scalp will thank you.
- **Say no to fake bling**—moisture + metal = rashes.
- **Phone fix:** Clean your screen once a day with a microfibre cloth and alcohol rub to avoid breakouts.
- **Bug off:** Use insect repellent (20–30% DEET) and dress appropriately when stepping out.

Department of Dermatology



DIETARY TIPS AND RECEIPES

Small daily choices in food, mind, and skin care can make a big difference in how we feel. In this section, we'll share quick, practical tips each month — simple enough to try right away, yet powerful for long-term well-being.

October – Energy for the Festive Season

Tip of the Month: Stay hydrated! Even mild dehydration can cause fatigue and headaches during long shifts. Keep a water bottle at your desk (yes, even when trays of sweets are calling!).

Quick Recipe: Fruit & Nut Yogurt Bowl – Mix curd with diced apple, banana, and a handful of roasted nuts/seeds.

Myth: Eating rice at night always causes weight gain.

Fact: Rice in moderate portions can be part of a balanced dinner. Weight gain depends on overall diet and activity, not one food.

November – Warm & Nourishing

Tip of the Month: Keep a healthy snack handy — roasted chana, makhana, or nuts. They'll help you say “maybe later” to the leftover Diwali laddoos.

Quick Recipe: Vegetable Soup Mug – Boil mixed veggies with a pinch of pepper and salt; sip warm during evening shifts.

Myth: Ghee makes you fat.

Fact: In moderation, ghee is rich in healthy fats and vitamins. Portion size is the key.

December – Comfort & Balance

Tip of the Month: During the holiday season, enjoy festive foods but balance them with lighter meals in the day.

Quick Recipe: Quick Sprout Salad – Toss boiled sprouts with tomato, onion, lemon, and coriander.

Myth: Skipping meals helps with weight control.

Fact: Skipping meals often leads to overeating later. Regular, balanced meals support energy and health.

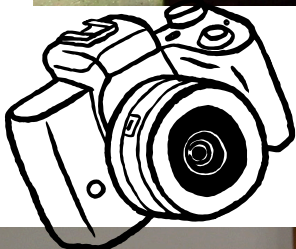
- We know you won't listen and will party the whole of December! Just remember — small mindful choices (like a lighter lunch or an extra glass of water) can help balance out the fun.



Summarised from reliable online references.



SNAPSHOT CORNER



Prevention of Needle Stick Injury and Hepatitis Day Workshop



6th Infection Control and Prevention Workshop



Lung Health Matters: Empowering Nurses for Better Respiratory Care

SNAPSHOT CORNER



Onam Celebration, Nursing Department



"Seekers of the Heart"
Hospital Choir Concert



Poster Making Competition
World Hepatitis Day



Prevention of Needle Stick Injury and
Hepatitis Day Workshop

Pulse of creativity



मेरा समंदर

एक समंदर लेकर चलता हूँ मैं अपने भीतर
जो अपनी गहराई में बहुत कुछ समेटे है

इसमें तूफ़ान भी चलते हैं
चाँद भी चमकता है
बिजली भी कड़कती है
और सूरज भी ढलता है

जो रूकती नहीं है, वो है इसकी गति
जो झुकती नहीं है, वो है इसकी लहरें
मैं कहता हूँ इस तेज़ लहर में डूब जायेगा सब
समंदर कहता है, जो गोते मारे, वही तैरे

मैं फिर भी डरता हूँ इसकी सुनामी से
क्योंकि ऊँची लहरें आँखों से छलक कर आँसू बन जाती हैं
फिर मैं रोक नहीं पाता समंदर के इस सैलाब को
और बन जाने देता हूँ इसे एक आपदा
जो समंदर की नहीं मेरी है

Dr. Shreyas Aneja
Senior Resident,
Department of Psychiatry



Ms. Tenzin Choeying
Staff Nurse



सेहत के मित्र

सेहत है अनमोल खजाना
पर नहीं है आसान ये ताना बाना।
करते हैं इसकी जो फ़िक्र
वो ही तो हैं इसके मित्र।

पहली मित्र तो होती है माँ,
नहीं कर सकते जिसको शब्दों में बयां।
रखता है सारा परिवार भी ख्याल,
जब भी हो जाती है सेहत बेहाल।

डॉक्टर, नर्स और स्वास्थ्य कर्मियों का तो क्या ही कहना,
मुश्किल है इनके बिना सेहत को बरकरार रख पाना।

फिर आते हैं मित्र और जीवनसाथी,
ये रिश्ता तो यूँ है, ज्यों दिया और बाती।

पर क्या कभी सोचा है,
इन सबसे भी ऊपर है कोई,
जिसके हाथों में है जीवन की डाल,
कर सकता है वो भी बड़े बड़े कमाल।

पर क्या वाकई कोई ऐसा है,
क्या है इसका जवाब,
जी हाँ, परमपिता के बाद वो
शरुख आप स्वयं हैं जनाब।

अपनी सेहत के बनें स्वयं ज़िम्मेदार,
रखें स्वयं का भरपूर ख्याल।
करें नियमित व्यायाम,
लें संतुलित पोषक आहार।

नींद भी पर्याप्त लेना है ज़रूरी,
सभी नशों से बनाये रखें दूरी।
हँसते मुस्कुराते करें सभी कार्य,
तन के संग मन को भी खुश रखना है अनिवार्य।

हम स्वयं हैं अपनी सेहत के परम मित्र,
जैसा चाहे वैसा खींच सकते हैं चित्र।

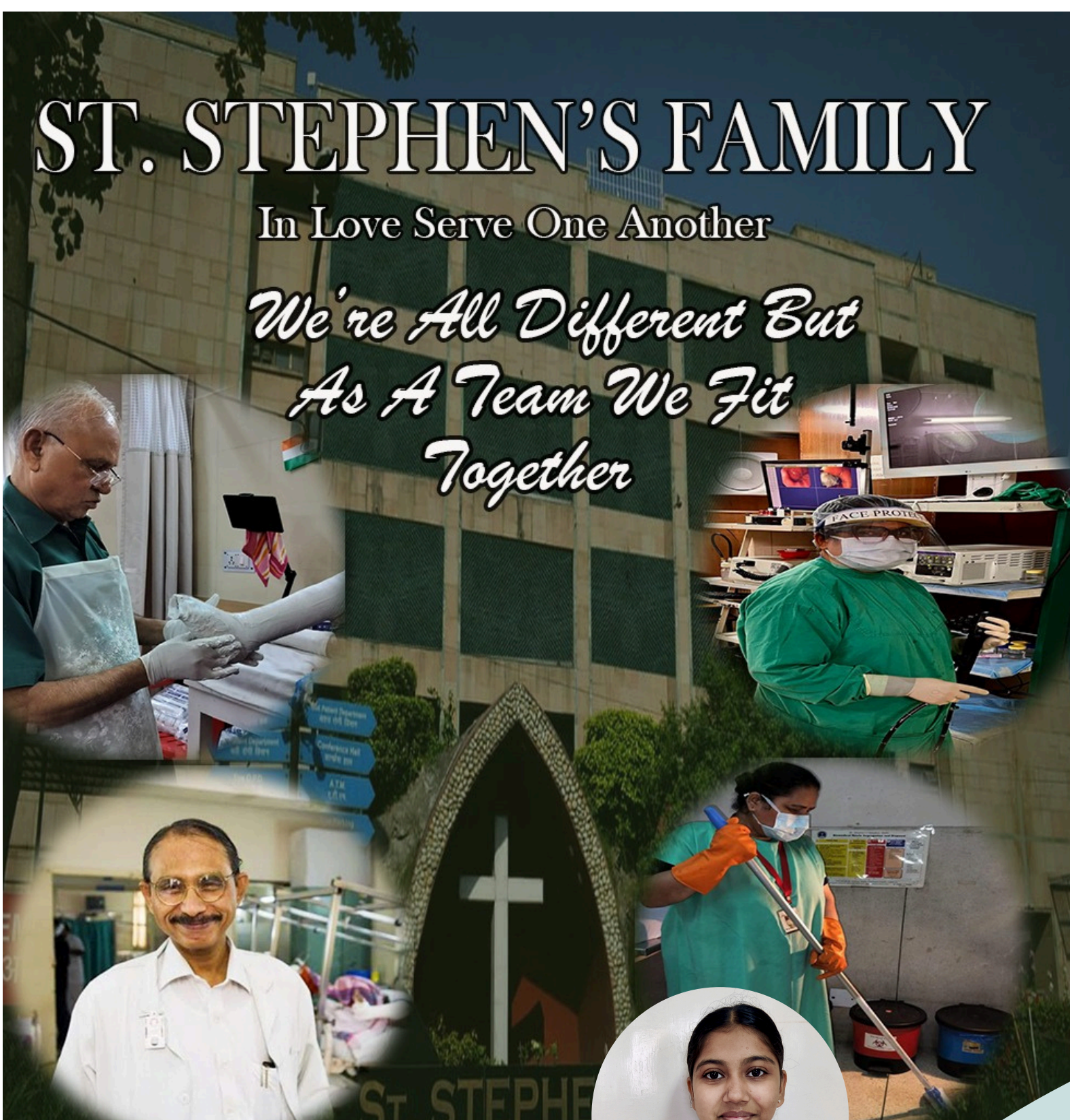
Dr. Vinita Gupta
Senior GDMO, Community Med



ST. STEPHEN'S FAMILY

In Love Serve One Another

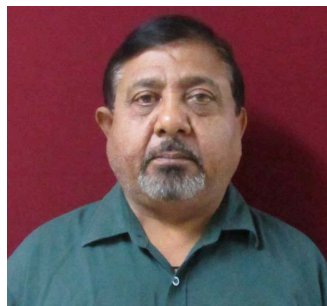
*We're All Different But
As A Team We Fit
Together*



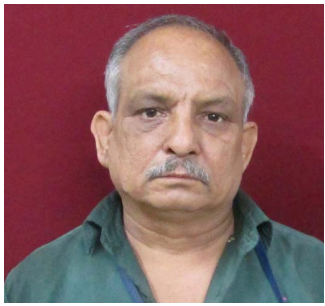
Ms. Prachi Thakur
ANM, ANC OPD



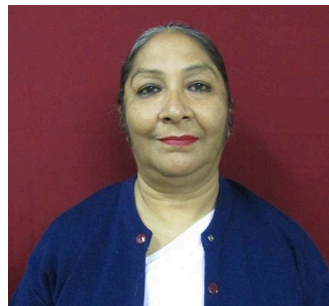
RETIRED STAFF



Mr. Kuwar Pal
Attendant
Linen and Laundry
(44 years of service)



Mr. Shivender Kumar Sharma
Helper
Air Conditioning
(27 years of service)



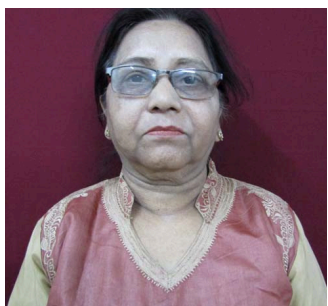
Ms. Sunita Eric
Ayah
(30 years of service)



Mr. Bimal Mishra
Helper
Pharmacy
(17 years of service)



Mr. Vikram Singh
Bearer
Dietary
(46 years of service)



Ms. Amita Yadav
Creche Teacher Cum
Supervisor
Community Health Dept.
(39 years of service)



Mr. Surjeet Singh Agroyia
Admn Asst. To Director
Administration
(59 years of service)



Dr. A. K. Adhikari
Chief Pharmacist
Pharmacy
(39 years of service)

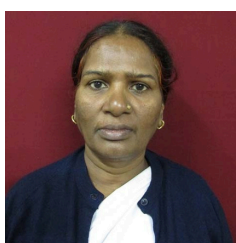
THE DEPARTED SOULS



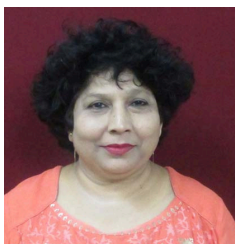
Ms. Mary Sanadh
Retired Ayah



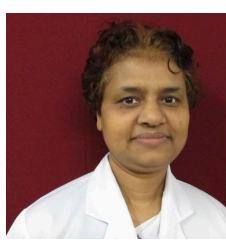
Mr. Bhagwan Dass
Safaiwala



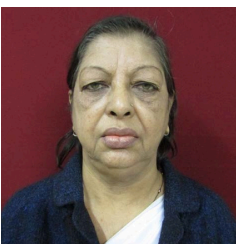
Ms. Kamakshi,
Retired Nurse's Aid



Ms. Honey
Sr. Receptionist
cum Telephone
Operator



Sr. Aleyamma Thomas
Ward Sister



Ms. Mariam Kumar,
Retired Ayah

NEW MEMBERS



Dr. Arnold Bhatti
GDMO,
Endocrinology



Dr. Manoj Pal
Consultant,
Oncology



Dr. Vipin Rathee
Consultant,
Radiology



Dr. Kunal Suri
Consultant,
Ophthalmology



Dr. Archit Goyal
Consultant,
Orthopedics



Ms. Riya Vishal
Clerk,
Pharmacy Department



Mr. Vivek Swami,
Clerk,
Purchase Department



Ms. Rebecca Masih
Clerk,
Radiology



Mr. Mohd Suhail
Web Executive,
Administration



Ms. Sneha
Technician,
Cardiology



Ms. Mansi Malik
Junior Dietician,
Dietary



Ms. Kavita
Hospitality Executive,
Administration



Ms. Gurmeet Kaur
Rec. cum Telephone
Operator, Reception



Ms. Joys Samuel
Junior Creche Teacher,
Community Medicine,
Nandnagri



Mr. Bhopal Pal
Rec. cum Telephone
Operator, Reception



**Ms. Mahima Mayee
Tripathy**
Physiotherapist

From the CareConnect Editors

We hope you enjoy this edition as much as we enjoyed compiling it. To join the editorial team, or to share inputs, feedback, and submissions for the next issue, write to newsletterofssh@gmail.com
— Dr. Nidhi Sharma, Ms. Shinon Ashley Samuel & Prof. (Dr.) Feba Geevarghese