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Editorial

Dear Readers,

The birth of any Institution is always special, and more so when the Institution turns twenty; it is when the Institution crosses the teens and comes of age. It is another moment to take stock and express our collective gratitude to Bhagawan Sri Sathya Sai Baba for setting up this Temple of Healing and allowing all who are associated with it, to contribute in alleviating the pain and suffering of our fellow human beings.

Be prepared to enjoy a veritable feast of information and stories of transformation through this issue. Go back in time to cherish the highlights in the journey through the time-line.

We carry a healthy overdose of patient stories this year; prepare to be moved by the touching stories of patients, who benefited from the high-quality healthcare delivered with love and compassion. Also, find out how 20 patients, who underwent their heart surgeries in 2001, are faring now.

2020 has been a challenging year for humanity as a whole. While parts of the world continue to reel under the impact of the pandemic, read how the Institute took

upon the challenge of serving patients and their families during the lockdown and the initiatives taken up to serve the community at large. Learn about how a dedicated band of Sai volunteers working from home got together from across the country and the world to help patients avail the hospital services through the Helpdesk Seva.

In this issue, we shine the spot-light on the Cardiology department, which has grown in the scope of service over the years, due in part to the generous support from many committed individuals. Read also about the genesis of the Counseling department and the vital role it continues to play in having patients undergo the trauma of surgery, with positivity and hope.

While the celebrations of the 20th Anniversary of SSIHMS-Whitefield may be subdued, the spirit of service continues to be the undercurrent of all its activities.

We thank the readers for the constant support and encouragement as the Institute prepares to serve the country for many more decades to come.

– The Editors





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Front cover:

Night shot of the Hospital.

Back cover:

Ganesha artwork in the hospital foyer by Ellore Venkatesh.



Excerpts from the Director's speech delivered on the occasion of the 20th Anniversary Celebrations



Aum Sri Sai Ram. It is a great honour, responsibility and privilege for me to give a brief overview of our Institution on the significant occasion of completion of 20 years of service, in the areas of super-specialty & broad-specialty medical services, rendered to a wide cross-section of the people of our country, completely free of cost, at the most modern level of

technology and treatment protocols, and in a stress-free atmosphere, suffused with love and spirituality.

My very first thought is that of immense gratitude and admiration for Bhagawan Sri Sathya Sai Baba, who envisioned a project of this magnitude and made it a reality, with the firm conviction it would have a very important role to play in our society. I thank Him for blessing us, the people He has charged with the responsibility to do the work and take care of these institutions and pray to Him to give us the energy and inspiration to do so for an infinite time to come.

I bow down to Bhagawan's feet with feelings of gratitude, love, respect, admiration and prayer and ask Him to continue to be with us, to give us the strength, right thoughts, inspiration, to guide us and keep us together as a strong team, so that we not only achieve the goals that we aspire to, which are desirable and expected of us, but we do so in a manner that we make our lives sublime and blissful, as He always wished us to work and live.

My second great feeling of gratitude is to all our staff, be they doctors, administrators, sevadal volunteers, managers, nurses, technicians, ward boys, helpers, security staff, dietary staff and all else, who participate in patient care and whose role is vital to make such a large multi-disciplinary effort run efficiently throughout the year.

To have done this for the last twenty years and arrive at a point where we can look back with pride at some of the records that the hospital has achieved is very fulfilling. To give a few examples, more than 14 lakh patients have been seen in the outpatient departments, and more than 60,000 operations have been performed, whether they be cardiac or neuro surgeries or from the other medical specialties like orthopedics, general surgeries, ophthalmology, gynecology, ENT, and so on.

This is further embellished by loving care given by means of counseling, telemedicine and the Sai Rehabilitation Program. The volunteer force drawn from the Sri Sathya Sai Seva Organisation, alumni and other well-wishers play a major role in contributing to the loving follow-up of patients, who look back at the twenty years of healthy lives as the grace of Bhagawan, through the medium of the hospital. Truly, there can be no greater source of satisfaction than experiencing the thoughts and love expressed by such patients and their families.

The importance of total care of the individuals, who are in need of help, has often been emphasized by Bhagawan through the example of a handkerchief, where He used to show only a portion of it and say, "See, if you look at it, you would say it is a cloth, but only when I open My hand and show it fully would you realize it is a handkerchief. Similarly, you should always look at a person, who seeks relief as a whole person and treat the whole individual and not merely an organ or a disease." This example has been followed and has been a living reality at our Institute after twenty years, thanks to all the people, who have played a vital role in the care of these patients.



It is heartening to see young boys and girls, treated at our Institute for serious ailments, go on to complete their education, earn viable livelihoods and have their own families; it is fulfilling to see people in their prime to be restored to a condition where they could go back to work, take care of their families and fulfill their responsibilities; it is also satisfying to have senior citizens be cared for in a loving atmosphere, where they feel that their contributions to the society during their prime are valued and the next generation is available to take care of them and draw upon their wisdom and feel a sense of security that comes from having sound advice from elders. Many of these senior citizens continue to render service and set an example to the younger generation as to how to conduct their lives in the years to come.

The development of the departments has been one of steady progress. The types of cases that have been handled successfully have grown in complexity and the amount of involvement of human skills, technological advances, expensive biomedical equipment and disposables, modern medication, newer methods of investigation, advanced imaging modalities like MRI, or echocardiography by the latest techniques, interventions - be they in the Cathlab or the neuro radiological laboratory - provide a wholesome environment, where life-changing, life-saving or life-restoring interventions could be provided. Absence of any of these factors would have meant a lesser quality of life, lesser capacity to function as independent individuals or being faced with life-threatening conditions.

Further, to be restored to wholeness in a way that did not create a great deal of stress or anxiety because of the way in which the treatment was provided and the atmosphere in which it was given, makes for a beautiful combination of the use of modern technology in a unique way that has been taught to us by Bhagawan Sri Sathya Sai Baba. I remember the time when almost on a regular basis, Swami used to ask how many operations were performed that day or about the details of the operations, how many grafts were done or whether it was about closing a hole in the heart, or whether it was a 'blue baby' operation and encourage us and emphasize the need to constantly strive to expand our services, to stay contemporary and to be more all encompassing in our treatment. One day, He asked, "What new operation did you do today?" emphasizing the word new, thereby highlighting that in this marvelous, in-depth facility that He has created, we should use our energies to provide the benefit of what we have to as many people as possible, in the most loving and fulfilling manner.

Needless to say that along with the above, the professional progress of each of the departments has been steady, remarkable, contemporary and satisfying to the professionals involved, and they have a great sense of achievement in growing their skills and making those skills useful to those who need it. Bhagawan has given us the platform to put our learning and God-given abilities to tangible use in the society.

As there is so much good work both in quality & volume, there is also a chance to teach the future generations, to



play a mentorship role, either through the national board or through the fellowship programs, which have been run successfully in the hospital for several years now, where many of the graduating students stood on top of their class and have gone on to become successful both within the services of our hospital and outside. A large part of our institutional culture becomes an indelible part of their daily work for the rest of their lives, as they tell us when they come back during the alumni meets.

The last year threw up special challenges once the Covid pandemic started. It became necessary to provide treatment not only for those primarily afflicted with this condition, but also patients who have simultaneous cardiological, neurological and other problems, who needed treatment and could not wait till the era of restrictions with imposed by the pandemic passed. It became necessary to create protocols and methods by which staff would be protected to the extent possible; patients needed to be protected at a time, when the costs escalated due to the need to follow several extra precautions. The entire institution, rose to the challenge and saw us through the worst of this period. There was a very short period where the work declined but soon picked up and came back to nearly where it used to be before the pandemic. The entire team, including all support staff, deserve to be commended and recognised for their willingness for their devotion to duty and for their cooperation for abiding by the directions given to them from time to time.

Going forward, it is a great opportunity to be on the threshold of a very significant milestone on the 20th anniversary of our Hospital, to think about how we can create a vision for the immediate future, the intermediate future and the long term future, based on what we have learnt so far and what we perceive to be our strengths and limitations. In this domain, we are lucky that the entire team functions as one; it is easy to communicate as one, and understand each other. Whatever observations and criticism might come are always constructive and contribute towards making changes small and big, that will enable us to not only continue but also maintain constant improvement and be of great satisfaction to all the people who look up to this Hospital.

As part of this effort, lot of measures are underway to maintain, strengthen and foster the manpower in each of the departments, to make every department as complete as possible and run with energy, vitality and vigour to match the contemporary levels of excellence manifest at the best institutions around the world, and above all to

fulfill Swami's vision that this excellence should reach the very deserving people.

The steadiness and dedication to this task has been emphasized so beautifully in a short statement from Swami. At a time when I had an opportunity to thank Him and express my wish that I would follow all the teachings that we have heard from Swami, He responded with a friendly admonishment: "You will never be able to follow everything that I say; you remember one thing and follow. That would be enough."

When Swami created this oasis of excellence, and wanted us to manifest that excellence in all the facets of excellence in thought, word and deed, we will do well to follow this single important teaching of Swami - remember one teaching and follow it.

Our hospital is an example of a large, national mission of empowering people with no means to gain access to the highest quality of treatment, in an atmosphere that is soothing and relieves them of fear and suffering. It is nothing but a great blessing for the nation that Swami has bestowed on us.

For those of us who have been privileged to be a part of this experience, it has been a feeling of wonderment, of experiencing grace for being part of this great effort. And positioned as we are, to contribute to, to guide and energise the future, there is a sense of great optimism, a happiness at the road travelled so far and an excitement, an expectation and joy about the journey yet to unfold. As Swami used to exhort us, it is our duty to apply ourselves to this task, to continue to cooperate with each other, to feel happy for what we have and what we have achieved so far, to clearly define all the things that can be further improved and where we would like to go in the years to come and in the fulfilment of all these, to find a sense of satisfaction, a sense of a life well lived, in the proximity to Bhagawan and a sense of happiness and bliss which we share and distribute all around us.

I pray to Bhagawan that He continue to show physical signs of His grace on us, as He continues to show from time to time and provide us with the highest level of energy and inspiration so that we can lead ideal lives, make our ideal efforts that He would approve of, live together like a family and achieve together something remarkable that will stand testimony as one of the best efforts of mankind. I thank you all for this opportunity. Jai Sai Ram. Jai Hind.





Sri Sathya Sai Institute of Higher Medical Sciences Whitefield, Bangalore

Cumulative Statistics - Jan 2001 to Dec 2020

Outpatient Visits		Laboratory Tests	
Cardiology	9,25,658	Biochemistry	42,84,750
Neurosurgery	3,76,693	Blood Bank	5,66,866
Neurology	2,34,992	Haematology	62,73,558
Total	15,37,343	Histopathology	20,113
Telemedicine Consultations		Microbiology	88,681
Cardiology	10,864	Serology	5,27,164
Neurosurgery	13,461	Total	1,17,61,132
Total	24,325	Radiology Exams	
Cardiac Catheterization Procedures		CT Scan	84,701
Diagnosics	29,059	MRI	1,73,445
Interventions	37,957	Neurocathlab	2,709
Pacemaker Implantations	1,569	Ultrasound	62,089
Total	68,585	X-Ray	3,01,014
Total	68,585	Total	6,24,320
Surgeries			
Cardiac Surgeries	26,827		
Neurosurgeries	30,288		
Total	57,115		

Sri Sathya Sai General Hospital Whitefield, Bangalore

Statistics for the period Jan-Dec-2020

Outpatient Visits		Inpatients	
Dentistry	1,538	General Medicine	12
Dermatology	340	Pediatrics	-
Otolaryngology (ENT)	2,345	Pediatrics (new borns)	353
Endocrinology	300	Gynec Day Care	49
Gastroenterology	-	Normal Deliveries	188
General Medicine	10,798	Total	602
General Surgery	1,498	Surgeries	
Obstetrics	8,548	Gynecology	89
Ophthalmology	4,452	Ceasarean Surgeries	165
Orthopedics	3,655	General surgery	45
Pediatrics	2,244	Urology	42
Psychiatry	178	Ophthalmology	185
Urology	346	Orthopedics	98
Wellness Clinic	308	Otolaryngology (ENT)	109
Total Outpatient visits	36,550	Total	733
Tele Consultations			
Orthopedics	336		
ENT	151		
Total	487		

TIME

2-Sep-99

Bhoomi Puja



19-Jan-01

Inauguration



19-Jan-02

First Anniversary
& Health Meet



22-Jan-10

SSSIHMS-Whitefield
Seva Samithi



24-Oct-09

International Conference in
Spirituality & Healthcare



11-Nov-08

Telemedicine services



2010

Staff Parthi Yatras & Installation
of Siemens Aera MRI



19-Jan-11

10th Anniversary & inauguration of
Prema Vaibhavam exhibition



Nov-15

90th Birthday - renovation of
Bhagawan's room



LINE

26-Jan-02

Swami's address to hospital staff



2002

DNB programs in Cardiology, CTVS & Neurosurgery



2004

Sai Rehabilitation Program



4-Oct-08

SSSIHMS College of Nursing & Allied Health Sciences



7-Jun-08

Sai Veda Venkatrama Health & Fitness Centre



9-Mar-05

Sai GD Salarpuria Patient Attendant Block



6-Jul-16

SSSGH moves to SSSIHMS premises



19-Jan-17

100 kWp solar power plant



22-Jun-18

Sai Ramachandra - Gents' Sevadal Block



RESEARCH ACTIVITIES

Anaesthesia

1. Ongoing projects in collaboration with GE healthcare in CTVS critical care entitled "Current (high-fidelity) monitoring and innovative predictive algorithms to reduce length of ICU stay, morbidity, mortality rates in the cardiac surgical intensive care unit".
2. A prospective randomized comparative study of pharmacoeconomics, safety and efficacy of general anaesthesia with desflurane utilizing low fresh gas flow (0.75 lit/min) versus medium fresh gas flow (2 lit/min) in neurosurgical patients undergoing elective craniotomy for tumour resection.
3. A prospective randomized study of pharmacoeconomics, safety and efficacy of general anaesthesia with sevoflurane utilizing low fresh gas flow (0.75 lit/min) versus medium fresh gas flow (2 lit/min) in neurosurgical patients undergoing elective craniotomy for tumour resection.
4. Multi modal monitoring of depth of anesthesia to evaluate anaesthetic consumption and incidence of postoperative delirium in patients undergoing cardiac surgery under cardiopulmonary bypass a prospective randomised comparative study, 2020.

CONFERENCES / WORKSHOPS

Organized at SSSIHMS-WFD

Radiology

UPenn-SSSIHMS Hands-on Cardiac MR Course (A collaboration between SSSIHMS and University of Pennsylvania, Philadelphia, USA) was conducted at the institution between 7-10 Mar-2020. This course was endorsed by the **Society for Cardiovascular Magnetic Resonance (SCMR) and Indian Association of Cardiac Imaging (IACI)**. The faculty from the University included Dr. Yuchi Han, Associate Professor of Medicine in the Department of Medicine, University of Pennsylvania & Director of Cardiac MRI. Dr. Ron Jacob, Director of Cardiac Magnetic Resonance Imaging at Lancaster General Hospital/PENN Medicine. Dr. Tiffany Chen, Assistant Professor of Clinical Medicine, University of Pennsylvania.

CTVS

Workshops coordinated by Dr Hiremath, HoD, CTVS

1. J&J Hands-On Workshop on Vascular Anastomosis conducted in January 2020.
2. SCALPEL (c) Hands-On Workshop on Vascular & Coronary Anastomosis conducted in SSSIHMS Whitefield.
3. Workshop on Valve Replacement, Root Replacement & Coronary Anastomosis by Young-CATS in Chennai.
4. Morphology of Right Atrium & Hands-On Dissection during Xth Cardiac Morphology Course in MMM Chennai.

In an effort to maintain an active teaching program during the months that were overshadowed with impasse with the ensuing coronavirus pandemic, the **IACTS Masterclasses** were conducted that ran for a duration of 219 days that covered a gamut of topics in cardiothoracic and vascular surgery ranging from surgical management, critical care, research and residency.

In an unprecedented global effort, a total of 244 webinars were conducted with leading experts from cardiothoracic surgery across the globe, including collaborations with Harvard University, University of Texas Southwestern, University of Minnesota, among others. The sessions also included series on research presentations, lung, heart and heart-lung transplantation, minimal access surgery, morphology bootcamps with Dr. Anderson and thoracic topics.

A viewership across 35 nations was the result of this effort curated by C.S. Hiremath, Krishna Iyer, Aditya N.D., Ali Zamir Khan & V.V. Bashi.

Cardiology

SPEED 2020 – National level DNB/DM training program for exam-going Cardiology postgraduates, attended by more than 250 students and eminent National Faculty in the field of Cardiology.

Anaesthesia

The 5th Annual critical care nursing Conference (2020) was held on 5-Jan-2020. With inspiration, support and guidance from the Director, Dr. Kolli Chalam, HoD, Anesthesia and team organized an in-service nurse training program. A total of 40 nursing staff and 10 MLT students participated in the program.

As on 31-Dec-2020, a total of 700 members have been trained in basic life support (BLS), affiliated to Phoenix Institute of CPR & Defibrillation. All trainees received BLS certificates / AHA cards.

EXTERNAL CONFERENCE / WORKSHOP-PAPER / POSTER / LECTURE PRESENTATION

Anaesthesia

ISA Karnataka, Virtucon 2020 held on 12-13 Dec., 2020.

1. Dr. Harshitha Naidu, presented a poster "Perioperative management of VSD with PDA in a child with congenital lobar emphysema – an anaesthetic challenge".
2. Dr. Manjuvani presented a poster "Pectoralis plans block for permanent pacemaker insertion in a patient with limited respiratory reserve".
3. Dr. Chaitra presented a poster "Incidental placement of central venous catheter into persistent left superior vena cava Award".
4. Dr. Pasha M. presented a poster "Successful use of high flow nasal oxygen in anticipated difficult airway in non-operating room anaesthesia".

5. Dr. Sirisha presented a poster "Airway management in an unstable cervical spine fracture - videolaryngoscope to the rescue".

Cardiology

Dr. Reeta Varyani was

1. Faculty at the 12th Annual Women in Cardiac Care (WCC) 220, Ludhiana.
2. Faculty at SCAI TCT South Asia - July 2020 – presented Cathlab nightmare - a gratifying save.
3. Non examiner Coordinator for the DNB Practical exam in cardiology conducted by National Board of Examinations, Ministry of Health, Government of India, New Delhi on 27th August, 2020.
4. Examiner for DNB practical in Pediatric Cardiology conducted by National Board Examinations, Ministry of Health, Govt. of India in October, 2020.

Dr. Prayaag Kini

1. Organiser and Faculty for SPEED 2020 – National level DNB/DM training program for exam-going Cardiology postgraduates.
2. Oral presentation on "Determinants of in-hospital mortality in primary PCI v/s Pharmacoinvasive PCI – a tertiary care centre experience" selected for award paper session, India Live interventional conference 2020, New Delhi.
3. Presented case on "Revascularization of LAD CTO with recurrent stent thrombosis – survival decisions in dire straits " – selected among top 100 cases presented nation-wide.
4. Faculty for Cardiology Society of India National "Metaphysical" Hybrid Web-based Conference 2020, relayed from Ahmedabad; oral paper on Mortality Predictors in Primary PCI selected for faculty presentation. Awarded the best paper and accepted for publication on 13-Dec-2020.
5. Faculty and presenter for interdepartmental cardiology meet at SSSIHMS in Feb. 2020.

CTVS

Dr. C.S. Hiremath was co-chair at

1. C.S. Sadasivan, P.K. Sen, M.P. Mehta, K.N. Dastur & G. Karai Memorial Orations at IACTSCON 2020, Ahmedabad.
2. Keynote lectures by Dr. K.M. Cherian & Dr. D.K. Satsangi at IACTS Techno College CME, Rohtak.
3. Masterclass on Ross Procedure in India by Dr. K.M. Cherian.
4. Masterclass on Surgical Management of Borderline Single Ventricle by Dr. Rajesh Sharma.
5. Masterclass on Root Translocation Procedures by Dr. Hisashi Nikaidoh.

Dr. Dinesh Kumar

1. Twenty Year Single-Center Experience of Partial Anomalous Pulmonary Venous Drainage & Sinus Venosus Defects (Award paper presentation).

2. Tackling Myasthenia Gravis: Outcomes of Twenty Years.
3. Aortic Valve Replacement with Dual Root Enlargement.
4. Double Valve Replacement with Aortic Root Enlargement.

Dr. Utkarsh Sanghavi

1. Outcome of Total Pericardiectomy for Constrictive Pericarditis - A single centre experience of 19 years. (Award paper presentation).
2. Annular Constrictive Pericarditis causing hour-glass contracture of the right ventricle.
3. Cor-triatriatum Dextrum, atrial septal defect and partial anomalous pulmonary venous connection in a 35-year-old woman.
4. Primary intrathymic lymphangioma: A rare case report.

PUBLICATIONS

Neurosurgery

1. Microsurgical Clipping of Eight Intracranial Aneurysms in a Patient. *Neurol India*. 2020 Nov-Dec;68(6):1481-1483. doi: 10.4103/0028-3886.304102. PMID: 33342899.
2. Outcome of Surgery for Congenital Craniovertebral Junction Anomalies with Atlantoaxial Dislocation/ Basilar Invagination: A Retrospective Study of 94 Patients. *World Neurosurg*. 2020 Oct 20;S1878-8750(20)32274-9. doi: 10.1016/j.wneu.2020.10.082. Epub ahead of print. PMID: 33096283.
3. Fatal holocord recurrence of a pregnancy-related, low-grade spinal ependymoma: case report and review of an unusual clinical phenomenon. *Spinal Cord Ser Cases*. 2020 Oct 2;6(1):93. doi:10.1038/s41394-020-00343-9. PMID: 33009374; PMCID: PMC7532531.
4. Far lateral approach without occipital condylar resection for intradural ventral/ventrolateral foramen magnum tumors and aneurysms of V4 segment of vertebral artery: Review of surgical results. *Clin Neurol Neurosurg*. 2020 Oct;197:106163. doi: 10.1016/j.clineuro.2020.106163. Epub 2020 Aug 22. PMID: 32916393.
5. Microsurgery for Spetzler-Martin Grade I-III Arteriovenous Malformations: Analysis of Surgical Results and Correlation of Lawton-Young Supplementary Grade and Supplemented Spetzler-Martin Score with Functional Outcome. *World Neurosurg*. 2020 Dec;144:e227-e236. doi: 10.1016/j.wneu.2020.08.101. Epub 2020 Aug 20. PMID: 32827741.
6. Outcome of Microsurgical Clipping for Multiple Versus Single Intracranial Aneurysms: A Single-Institution Retrospective Comparative Cohort Study. *World Neurosurg*. 2020 Nov;143:e590-e603. doi: 10.1016/j.wneu.2020.08.019. Epub 2020 Aug 8. PMID: 32781147.

7. Adenosine-Induced transient asystole during surgical treatment of basilar artery aneurysms. *Neurol India*. 2020 Mar-Apr;68(2):419-426. doi: 10.4103/0028-3886.284353. PMID: 32415018.
8. Sellar-Suprasellar Paraganglioma: Report of 2 Cases and Review of Literature. *World Neurosurg*. 2020 Aug;140:293-300. doi: 10.1016/j.wneu.2020.04.157. Epub 2020 May 13. PMID: 32413561.
9. Intradural "limited drill" technique of anterior clinoidectomy and optic canal unroofing for microneurosurgical management of ophthalmic segment and PCOM aneurysms-review of surgical results. *Neurosurg Rev*. 2020 Apr;43(2):555-564. doi: 10.1007/s10143-018-1054-x. Epub 2018 Nov 27. PMID: 30483973.

Radiology

1. 2020, Jahnvi Gaduputi, Archita Goel, Shaik Ismail, Rahul Sharma, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *And the Plot Thickens: Common and Critical Variants of Paranasal Sinuses*- Educational Exhibit-RSNA 2020.
2. 2020, Jahnvi Gaduputi, Archita Goel, Shaik Ismail, Rahul Sharma, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *A Method to the Madness! Systematic Approach to Imaging of Valvular Heart Disease*- Educational Exhibit-RSNA 2020.
3. 2020, Archita Goel, Neelam Bipinchandra Desai, Chavali Praveen; Jahnvi Gaduputi,; Shaik Ismail, Prashanth Reddy, et al.- *Demystifying the Mysteries of Aorto-Atrial Tunnels*- Educational Exhibit-RSNA 2020.
4. 2020, Archita Goel, Shaik Ismail, Jahnvi Gaduputi, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *Two is a Company Three is a Crowd: Computed Tomography Evaluation of Cor Triatriatum*- Educational Exhibit-RSNA 2020.
5. 2020, Archita Goel, Parul Jain; Nanditha Ghosal, Shaik Ismail, Jahnvi Gaduputi, Prashanth Reddy, et al.- *Maladies of Cavernous Sinus: Are We Diagnosing Them Right?*- Educational Exhibit-RSNA 2020.
6. 2020, Archita Goel, Shaik Ismail, Jahnvi Gaduputi, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra, et al.- *Being the Black Sheep- Extra-axial T2 Hypointense Non-tumoral Lesions of the Brain*- Educational Exhibit-RSNA 2020.
7. 2020, Archita Goel, Akkamahadevi C Hiremath, Jahnvi Gaduputi, Shaik Ismail, Prashanth Reddy, Bhavana Nagabhushana Reddy, et al.- *There is More to This Than Meets the Eye- Imaging in Abnormal Uterine Bleeding*- Educational Exhibit-RSNA 2020.
8. 2020, Archita Goel, Jahnvi Gaduputi, Shaik Ismail, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *Art (Ifacts) of Imaging - Physics*

and Solutions for Artifacts in Cardiac Computed Tomography- Educational Exhibit-RSNA 2020.

9. 2020, Archita Goel, Bhavana Nagabhushana Reddy, Shaik Ismail, Jahnvi Gaduputi, P Reddy, Sanjaya Viswamitra- *Problems With the Pulse of Life: Imaging in Congenital and Hereditary Thoracic Aortic Conditions*- Educational Exhibit-RSNA 2020.
10. 2020, Shaik Ismail, Archita Goel, Jahnvi Gaduputi, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *Perplexed and Confused Answering the Age Old Conundrum - Algorithmic Approach to T2 Hyperintense Cord Signal*- Educational exhibit-RSNA 2020.
11. 2020, Shaik Ismail, Archita Goel, Jahnvi Gaduputi, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *The Horse that kicks the cart- Imaging in RV dysfunction*- Educational Exhibit-RSNA 2020.
12. 2020, Shaik Ismail, Archita Goel, Jahnvi Gaduputi, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *The Radiological sieve -Imaging Algorithm and approach to Pediatric hip pain*- Educational Exhibit-RSNA 2020.
13. 2020, Shaik Ismail, Archita Goel, Jahnvi Gaduputi, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *I am screwed up- Radiological Evaluation of Post-Operative Spine Complications*- Educational Exhibit-RSNA 2020.
14. 2020, Bhavana Nagabhushana Reddy, Jahnvi Gaduputi, Archita Goel, Shaik Ismail, Sanjaya Viswamitra - *The Game Changer: Cardiac MR Imaging(CMR) in Myocarditis and Its Utility From Diagnosis to Prognosis*- Educational Exhibit-RSNA 2020.
15. 2020, Gayatri Yeduvaka, Bharath B. Das, Prashanth Reddy, Bhavana Nagabhushana Reddy, Sanjaya Viswamitra- *Meet the outliers- Rare fat containing lesions in Brain*- Educational Exhibit-RSNA 2020.
16. 2020, Sowrabha M.C., Rahul Sharma, Gayatri Yeduvaka, Shaik Ismail, Bhavana Nagabhushana Reddy, Prashanth Reddy- *Think beyond the box- Imaging of vertebral bone tumors and tumor mimics*- Educational Exhibit-RSNA 2020.
17. 2020, Bhavana Nagabhushana Reddy, Yuchi Han, Ron Jacob, Prayaag Kini, Jahnvi Gaduputi, Archita Goel, Shaik Ismail, Sanjaya Viswamitra- *Serum N-terminal pro- Brain Natriuretic Peptide Level and Its Implications in RV and LV Dysfunction in Patients with Rheumatic Heart Disease*- Scientific Presentation-RSNA 2020.

Anaesthesia

Dr. Anuradha Kamath A., Dr. Pankaj Punetha, Dr. Doddamane A.N., Dr. Chalam K.S., Dr. Hiremath C.S. Airway anomalies in cases of anomalous pulmonary venous connection—A single-centre experience. *Annals of Cardiac Anaesthesia*. 2020 Jan; 23(1):14.

CTVS

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ACHIEVEMENTS & AWARDS:

CTVS

Dr. Dinesh Kumar (Fifth-year CTVS resident) was part of the team that won the First Prize in Residents' Quiz during IACTSCON 2020, Ahmedabad.

Cardiology

1. Dr. Reeta Varyani & Dr. Prayaag Kini were both awarded Fellow of the Society for Cardiovascular Angiography and Interventions in Feb, 2020.
2. Dr. Prayag Kini was awarded best oral abstract on "Estimation of mortality in Primary PCI v/s non- acute PCI- development of a predictive model " - and Best Moderated E Poster – RV dysfunction estimation by AFI in postoperative TOF patients on follow up: Cardiologial Society of India National Conference 2019, New Delhi.

Anaesthesia

1. Dr. Anuradha Kamath won 1st prize for original research for her study, "A prospective comparative study of procedural sedation using high flow humidified nasal oxygen versus Hudson oxygen mask for ICD and CRTD insertion in cardiac catheterisation lab, IACTACON, 2020, Goa.
2. Dr. A.C. Haridath secured 3rd place in poster presentation titled "TOF with absent pulmonary valve and right bronchial compression - successful postoperative course with HFNA", ISA, Tumkur, during ISA Karnataka, Virtucon 2020 held on 12-13 Dec-2020.



We are happy to share that Sri C. Subramaniam, SSS Consultants & 3S Green, and honorary HVAC consultant to the Sri Sathya Sai Central Trust, has been awarded LEED Fellow by the Green Business Certification Inc., USA. It is a highly prestigious award, and in 2020, only 25 individuals from around the world have received the honour, after a very rigorous process of nomination and review of their work over a decade, keeping in line with the LEED methodology.

Sri C. Subramaniam has been a longtime devotee of Bhagawan and has been supporting SSSIHMS-Whitefield, in various HVAC related projects and energy conservation efforts.

LEED (Leadership in Energy and Environmental Design) is the most widely used green building rating system in the world. Available for virtually all building types, LEED provides a framework for healthy, highly efficient, and cost-saving green buildings.

Well respected in the HVAC industry, Sri Subramaniam has been the president of the Indian Society for Heating, Refrigerating and Air Conditioning Engineers (ISHRAE) during the year 2018-19.

We pray to Bhawagan to bless him with success in all his future endeavours.





Dr. Dilip Mohan hails from Tamilnadu. After his MBBS and MS from Kasturba Medical College, Manipal, Karnataka, he completed his neurosurgery residency and one-year post-doctoral fellowship in Sri Chitra Tirunal Institute, Trivandrum and joined SSSIHMS-Whitefield in 2009. Over the last 12 years of serving at SSSIHMS-Whitefield, Dr. Dilip Mohan is now a Sr. Consultant and Head of Department of Neurosurgery.

In order to pursue other growth and learning opportunities, Dr. Dilip Mohan will be moving on from the Institute in February, 2021.

In an interview with Mano Hriday, he shared his experiences working at SSSIHMS-Whitefield:

Mano Hriday (MH): Could you please share how you happened to join SSSIHMS? Did you know of Baba before you joined the Institute?

Dr. Dilip Mohan (DM): I only knew of Swami through what I had read in magazines or newspapers and from what my wife had told me about Him. My wife's family have been Swami's devotees since a long time. I did not know about our hospital. I had finished my neurosurgery residency and a one-year post-doctoral fellowship in Sri Chitra Tirunal Institute, Trivandrum in Dec., 2008. Since I was from Bangalore, I was looking to join a reputed institute like NIMHANS or St. John's Hospital. It was then that my mentor told me about Dr. A.S. Hegde, this hospital and the great work that was being done here. Also, Dr. Sunil Furtado, who was my senior, was working at the time at SSSIHMS.

MH: What were your first impressions of SSSIHMS?

DM: They say first impressions matter a lot and SSSIHMS did not disappoint. Right from its physically aesthetic structure and construction, to its extremely neat clinical wards, OT complex and ICUs, everything was so impressive. All the people were very welcoming to me as a new addition and were eager to make me feel comfortable. Mr. Raghuram & Mr. Mohandas from HR and Mr. Ravikiran, the neurosurgery manager were extremely helpful, showed me around the campus and made me feel at home. Within the first two weeks itself, I had observed that all the employees, be it doctors, nurses, managers, or sevadals, everyone was patient, diligent and always working calmly without raising their voices. Usually, at other places, neurosurgery and cardiac surgery wards or OTs always have that supercharged, nervous energy and tension. There was a serenity at work here and I felt this was similar to how I wanted to work. Also, I was amazed at how the sevadals worked very hard and selflessly, even though they were doing volunteer work.

MH: It would be almost 12 years since your journey with SSSIHMS. Could you please highlight your experiences working at the Institute?

DM: I joined SSSIHMS in 2009 as a senior resident and since then I have been promoted to various grades and now am leaving the Institute as a senior consultant and HOD of the dept. This in itself is a rewarding experience. I am thankful to all my seniors and the hospital administration, who have kept their faith in me and encouraged me all the way.

Along the way I have learnt the techniques of doing almost all the surgical procedures done in neurosurgery, from minor to all major surgeries. I also had the privilege of learning from my seniors who may be counted as one of the best surgeons in India working here like Dr. Hegde, Dr. Ganesh Murthy, Dr. Furtado, Dr. Saikiran and Dr. Ravi Dadlani. I consider myself lucky to have worked alongside excellent peers in Dr. Saritha and Dr. Sumit and I have learnt a lot from them.

I am also proud to be a part of a team, which has trained some of the best DNB residents in Neurosurgery, who have become confident neurosurgeons in their own right, some of whom continue to work here.

MH: Could you share any experiences you may have had with Baba, in the physical form or otherwise?

DM: I had Darshan of Swami in 2009, when all doctors were taken to Parthi. At the time, we were expecting the birth of our child and we felt truly blessed to have had His darshan.

MH: How do you feel working at the Institute has helped you hone your skills as a surgeon, as a team member and as the head of a clinical department?

DM: As I had mentioned before I have learnt the techniques of doing almost all the surgical procedures done in Neurosurgery, from minor to all major surgeries. As a team member, I learnt how to see from the other person's perspective and give respect to their opinions, whether the person is a junior or senior. I considered it an honour and privilege to be made in charge of the department. It was a whole new experience for me because for the first time I had some administrative responsibilities over and above that of patient care and I felt that I gradually became comfortable discharging them.

MH: How do you feel working at the Institute has helped you develop as a human being?

DM: Working in SSSIHMS has made me realise that with teamwork and having a good camaraderie with your colleagues we can achieve much more and being a team player is an important part of your character building.

MH: As a doctor, what do you think is different about your role here, compared to other Centres where you worked?

DM: Honestly, I cannot answer this question because working here was my first job after I completed my medical education. I must use the wonderful experience which I have got from here and use it in my future workplace.

MH: Were there any aspirations, which you feel were fulfilled as a surgeon? Were there any, which you felt were left unfulfilled?

DM: As a resident, whatever aspiration I had, I feel I fulfilled them here. Probably not learning endovascular neurosurgery as much I wanted to is something I missed here.

MH: In your opinion, how has SAI counselling impacted the overall experience of the patient? How has it affected the surgeon in pre- or post-op management of the patient?

DM: SAI counselling definitely helps provide a holistic healing experience, involving both the mind and body. After counselling, we find our patients are prepared mentally for the difficult and potentially morbid procedure that they are going to undergo, and I feel it definitely reduces the mental trauma that they feel in case something untoward happens and they have the courage to face these difficult times and cooperate during

the post-op rehabilitation, which may, in some cases, be prolonged, even lasting for more than six months.

MH: There have been many staff like you who have had the opportunity to work here and many more will do so in the coming years. How do you think they can stay connected with this Institution and contribute in their own ways?

DM: They could volunteer to fill in when some regular doctors go on long leave like a sabbatical or a fellowship. They could also take up teaching residents during spare time through online classes, seminars etc. Further, they could demonstrate new techniques in surgery to the present team, which they have learnt after leaving the Institute.

MH: What attributes do you think you have developed or gained working at the Institute, which you think would be carrying with you, while you prepare to work elsewhere?

DM: I would rate patience at the top, then working in a team and respecting others opinions and to always keep the patient's benefit and interests as the centre of attention, whenever a new action or policy is considered.

We wish Dr. Dilip Mohan the very best in his future endeavours.



Dr. Dilip Mohan with the neurosurgery team at SSSIHMS-Whitefield

Counseling is provided as a complementary therapy to patients through all the stages of the treatment process, pre- and post-surgery. It is a very unique and critical component of the medical treatment provided at SSSIHMS-Whitefield.

*In this issue of Mano Hriday, we get to interact with the couple, **Gita Umesh & Umesh Rao**, who were charged with the responsibility of conceptualizing the department and growing it to the stage, where it is recognised as **"Counseling the SAI way"** across the world.*

MH: Could you please share how the Counseling department came into existence. How were you drawn to set it up?

Gita Umesh (GU): We were fortunate to have been under Baba's protective umbrella since the 1960's and I was an active Sevadal in the Brindavan ashram during 2000. The conception of the Counseling department was the result of a direct instruction from Swami. One day, during darshan, almost a month before SSSIHMS-Whitefield hospital's inauguration, He gave me this cryptic instruction, "Go and take care of My patients."

It was total surrender to His Will and without questioning His instruction that I came down to the hospital, with the sole intention of following His command. I felt strange walking into the hospital site, still under construction, to find everyone busy executing assigned tasks, whereas I had no clue what my role was to be.

With the instruction I had from Him, my first task was to locate the patients and their families. Having heard of the upcoming facility, patients had travelled from far and were anxious and disturbed by the uncertainty of finding a cure for their illness. My first interaction was with a Bengali patient and his wife, who were unable to communicate in any other language. I realized for the first time that I could communicate in their mother tongue, and there was a spark of hope in their eyes, as they found someone to whom they could unburden their concerns and anxieties.

All I did from my side was to give them a patient hearing, speak to them in the language of the heart, and assure them they would be well taken care of. From the relief they felt hearing my words, I found my calling and purpose within the hospital.

MH: Sir, how did you come to be involved in the counseling, especially with your background of being an electrical engineer by training.

Umesh Rao (UR): It is purely Swami's Grace and His inimitable timing. It was two years prior to the conception of SSSIHMS that I underwent a heart surgery, requiring a mitral valve replacement. It was a brush with death, overcome purely by His Grace and our total surrender. It was a real life patient experience, which qualified me to be Swami's instrument and be a small part in His Divine Mission to make SSSIHMS, Whitefield, truly a Temple of Healing.

As a couple, and as a family, we had just been through the times of anxiety that patients coming to Swami's hospital, also went through.

Soon after Gita started the counseling services, Swami blessed me to join her and I used to come once a week. With His grace, we were joined by Usha Punja and Ramani Suryanarayana, who volunteered to join us in offering their services.



Swami used to bless us with frequent guidance and words of encouragement, which nurtured and inspired us to offer our best. Looking back, my engineering background acquired here at IISc and in the US has contributed immensely to help develop a very robust and thoroughly researched spirituality based counselling program that has successfully fused Swami's teachings with western psychotherapy. It has gained acceptance in the West and is currently being pursued by INSEAD, the internationally reputed business school, to develop it as a replicable model for the corporate healthcare sector.

MH: What was the schedule within the counseling department in the beginning?

GU: During one of Swami's early visits to the hospital, He blessed the department by lighting a lamp. Our work and involvement from then on increased significantly. Our day would start at 8 30 am with morning prayers at the altar in the department. We met patients in the wards and waited post lunch to counsel the patients discharged from the hospital and meet the fresh admissions at bedside. We were allotted an open space opposite the Director's office and were given some



partitions for privacy. Patients treated and discharged from the hospital were counselled at the department. We concluded the day by performing aarthi.

The space where Swami lit the lamp is referred to as the shrine or healing space, and is the sanctum sanctorum of the department and continues to vibrate with the energy of peace and love. The tradition of morning prayers in the department and concluding the day's work with aarthi continues even to this day in the same space where Swami lit the lamp.

At present we have a full-fledged department which can accommodate thirty people.

MH: How was the response of the patients to the counseling services?

GU: It was a very deeply rewarding experience to interact with patients and be able to help them unburden their anxieties. A lot of undealt emotions used to come to the fore, which, through His grace, compassion and empathy, we were able to help them deal with and go through the surgery.

MH: How did the clinicians respond to the counseling department and its services?

UR: We enjoy a very good relationship with the clinical departments, especially after knowing about our real life experience as a patient and caregivers. Modern medicine keeps doctors busy studying diagnostics and planning procedures for the medical treatment, they do not have much time to 'listen' to the patient. The counselors complement the doctors and pay close attention to the mental state of the patients and the family members. We are able to help relieve the anxiety and help them prepare for the surgery. Working closely together and also with the other clinical and support departments, the results are successful patient outcomes.

One of the neurologists, Dr. Joshy mentioned that such spirituality-based counselling should become an indispensable part of any multi-speciality healthcare institution.

MH: What prompted you to look to the West and integrate Western thought with Swami's teachings.

GU: Having streamlined the flow of activities at the department we were ready to embark on the next phase of our expansion. A quest for knowledge and learning was awakened in us. Swami was pleased and blessed us in our endeavour to travel abroad and learn from others who had contributed immensely in the field of integrative and holistic approach. We were introduced to the work of Dr. Carl R Rogers Person Centred Counselling by a friend through a book on Person Centred Counselling.

In 2003, with Swami's Blessings we left for the USA to explore learning from the West. We visited the Mayo Clinic at Rochester, and at St Paul Minneapolis were introduced to Dr. Laurence A Savett MD, who authored 'The Human side of Medicine', wherein he highlighted the need for the practice of value-based medicine. This resonated in us and this helped us design a teaching course for aspiring counsellors.

Dr. Herbert Benson's relaxation response and diaphragmatic breathing technique, was taught as therapy, It helped patients calm their mind. The mind cleansing process was introduced based on Swami's teachings and positive psychology. Counselling the SAI WAY (Spirituality Awareness Integration) program evolved further. The therapy was referred to as Body Relaxation and Mind Cleansing. BRMC. All our sessions had the underlying energy of Love, which enriched and energized not only the patients but the counsellors as well.

Other notable people in the field we met as part of our learning were Dr. Mia Leijssen, Dr. Briane Thorne, Dr. Judy Moore.

MH: How did the department grow to the level it is at today? We understand you had a very rigorous selection and training process to induct new trainees.

UR: It was the combination of learnings from Drs. Carl Rogers, Laurence Savett and Mia Leijssen work that gave us the inspiration and strength to develop the department and expand on the work we were doing. The first batch of counsellors were selected partially from the Spiritual Wing of the Sri Sathya Sai Seva Organisation, Karnataka, and we also reached out to other Sai devotees and like-minded individuals, who had the potential to be moulded into Sai Counsellors.

The primary requirement in selection was the applicant should have personally experienced a major illness or have been a caregiver to a family member, close relative or friend who suffered a major illness. Most important was their learning from that experience.

They underwent training in both theory and practice, including a basic knowledge of the illnesses treated in our hospital. Interspersed were hands-on sessions, counselling patients under the supervision of the senior counsellors. A formal inauguration by the then Director Dr. A.N. Safaya and the State President of SSSSO, Karnataka was organized at the hospital to induct the new batch of counsellors.

'Counselling the SAI Way' has three core elements - faith in the 'God of your choice' and prayer, awareness of the omnipotence of God's Grace in curing and healing, and surrender to the Divine Will. Fundamental to the training in this program was the inner transformation in the Sai Counsellor, to become one of His chosen instruments, so as to be able to facilitate inner transformation in the patient and caregiver.

All the volunteers feel so enriched through their interactions with the patients and it is a win-win for all involved. All of them look forward to their time at the hospital.

We were also fortunate to have been involved with developing the curriculum for Counseling the SAI Way to the nursing college students in 2008, which is still continuing to be taught.

MH: The pandemic and closure of the department would have been a disappointment for the volunteers. How did you all cope with it?

GU: 2020 brought in its wake unexpected changes triggered by the pandemic. Since many of the counsellors were senior citizens, and needed to be taken care of, we had to relocate from the hospital and work from home. This involved training our counsellors to adapt themselves to counselling patients over the phone, collecting data from the hospital on time to help patients admitted at the hospital and supporting caregivers over the phone.

A new training program was designed in April, 2020. At present, we are a team of twenty trained counsellors addressing the needs of the patients. Each counsellor is accountable for maintaining the voice recordings of her counselling sessions. These become a source of learning and help us reflect, learn and improve upon our quality of communication with patients and their caregivers.

During the pandemic, we also formed the Counsellors bhajan group Sai Aradhana and initiated Svadhyaya to learn Veda from trained tutors. These initiatives helped the counsellors stay connected, though we were physically unable to meet each other or the patients.



Testimonials from SAI Counsellors

I thank Swami for giving me this opportunity to be an instrument to serve as a counsellor in SSSIHMS which I will cherish throughout my life.

- **Susheela**

My dream was to become a doctor and serve in rural India. Swami, my dream became a reality when I joined the Temple of Healing as a Counsellor. You have made this hospital my seva kshetra.

- **Nirmala**

Swami's hospital is known for its care and free treatment of patients. What is not known so easily is the satisfaction one gets from working here.

- **Rajalakshmi**

In all these years of counseling Seva, my growth as a human being was tremendous...where I have learnt so much... I have experienced complete transformation in my personality.

- **Aparna Hoskote**

I learnt to think positively and be calm in any matter or situation. As a counselor, I tried to think of placing myself in the patient's shoes to understand their problem better.

- **Uma Giridhar**

Transforming sympathy to empathy is the foremost thing to be learnt in this new seva. Listening to patients with calmness and cheer, while encouraging self-confidence and self-respect. The relief, joy and cheer on the faces of the patients is thrilling.

- **Premila**

...before I got to know of this counseling Seva, I had a dream of Swami. In the dream, Swami blesses me in Brindavan and the scene shifts to SSSIHMS, Whitefield, where I heard Him say, "From now on if you want to see me, you have to see me through patients".

- **Sharada Gopinath**

Counseling has made me a confident woman. It has given me the strength and courage to walk through life. During difficult times, You discreetly made me realise that You are with me....

- **Meenakshi**

It is an overwhelming feeling for me to do seva in Swami's hospital. It is an amazing experience when we touch someone's heart through counselling.

- **Sumana**

In Sai Counselling, Swami's teachings are followed, practised and nurtured. The relaxation techniques integrate body, mind and spirit to bring out the transformation in the patient as well as in us...

- **Sadhana**

Counselling has helped me take the most arduous journey of my life, from head to heart! It helped me count my blessings...

- **Ishita**

As a child, my parents had instilled the seva bhava in me... when I was given the opportunity to join the Counseling Department in 2006 at the hospital, I was thrilled beyond imagination as it gave me an opportunity for seva.

- **Radhika**

I enjoy Counselling. I do not think I have the skill to execute the session without Swami working through me. Attitude and perception of each individual can be changed when one gets attached to the source within, that is you, Dearest Swami...

- Mala

In order to be a Sai Counselor, the most important criteria we learnt was to bring about harmony in thoughts, words and deed, which led to the beginning of the process of internal chiselling for me. Sai Awareness Integration was not just a philosophy, but a way of life.

- Shumal

I am ever grateful to Swami for I am able to bring in hope, happiness and acceptance in people, in troubled situations. I have experienced the therapeutic effect of counselling.

- Manimeghalai

...being a SAI counsellor is a constant journey of reflection. Learning to be non-judgmental, watchful of my words and body language, and practicing unconditional positive regard are some of the valuable lessons I learnt through SAI counselling.

- Ahladhini Rao Dugar

Seva in this form gives me a strong sense of purpose. I believe that I am not the doer, but an instrument for our most benevolent benefactor. This feeling has instilled in me a deep sense of humility and gratitude.

- Anuradha

...I was conducting a group counselling session... and as it was being done, I felt Swami's presence and saw Swami bless each of the patients. At the end of the session all the patients were in tears and expressed their gratitude for the calmness and peace they experienced...

- Ashalata

I personally feel strongly about making a difference in others lives, as I believe that making others happy will in turn give us tremendous happiness.

- Parvathy

I was introduced to Sri Sathya Sai Baba's philosophy through the counselling program. Swami's teachings on love, service, purpose of one's life and human values struck a chord in me. I got to see first-hand how His teachings reflected in the workings of the hospital...

- Jaya

I am ever grateful to Swami for giving me this opportunity to be part of this dedicated Counseling family. We truly function as one, and are indeed blessed to be part of this unique selfless service.

- Jayashree

This magnificent hospital vibrates with divine energy and grace...I have been experiencing this palpable energy in the counselling department.

- Manisha Bardoloi

After a personal tragedy in my life, I was looking for a meaning and purpose in my life. It was then in a most unexpected way Swami gently took me into His fold. I was convinced the time was just right for me to join this seva.

- Mallika

Being a part of the department and an integral part of such a reputed institution, is a precious gift for me and I have enhanced my own personality and quality of life with each and every session.

- Lalitha

During my initial days of counselling, the sadness of each story was like wringing a wet cloth. Slowly I learnt to transform this emotion into true compassion...our energy came from Swami helping us through each interaction.

- Vimala

I did not have any knowledge or experience in counselling, hence I was apprehensive about what "I" will contribute. Over the years I have realised that contribution does not happen when there is an "I". It happens when one completely relaxes and prays to Swami to take over.

- Haritha

Where do you find a loving hug, a charming smile, a shoulder to lean on and above all a patient listener? In the Counselling Department of the Sri Sathya Sai Hospital at Whitefield!

- Rama

By Swami's grace, my involvement with Sai counselling department enriched my life in many ways and made me think about my own issues differently.

- Sukanya

Anyone who enters the 'hospital' is awestruck – because it is a Temple for Healing and not a hospital. I was amazed with the atmosphere and functioning. Coming to the Counselling department was a whole new experience for me. There is so much love, respect and faith.

- Subha Srinivasan

...I found my personality had changed, selfless thinking, and an empathetic curve, which were dormant till late, prominently seeped into my personality. All this gave me an adrenal rush as I found myself being an instrument to carry out Swami's service to humanity...

- Saroo Annaiah

The journey in counseling at SSSIHMS has educated me not only on the medical aspects of an illness but has taken me forward in my spiritual journey of my life too. As Swami says, "It is not important what service you do; what is important is what the service does to you".

- Lata

Unique Opportunity to Serve

I wish to share the unique opportunity given to us by our Loving Lord to serve the needy patients during the Coronavirus pandemic.

During the lockdown between March-Jun, 2020 all public transport services had completely stopped, and discharged patients had no means to return to their homes.

Patients from Karnataka and Andhra Pradesh made arrangements by taxis and private cars to return home; however, patients from the distant states including West Bengal, Orissa and so on had no means to return home.

Needs of the admitted patients until their discharge is looked after by the hospital. In normal times, after discharge, patients and their attendants would leave for their hometowns. However, due to the lockdown, the discharged patients and their attendants from different States were stranded. As days went by, they ran out of money. In total, there were 49 people, including 2 infants, who needed to be looked after.

Some staff looked upon this as a God-sent opportunity to serve the needy, and contributed voluntarily to take care of the needs of these people for about three months, until their departure to their hometowns in June and July.

The joy of having done something good is treasured in the heart and cannot be put in words.

Ashok Shirale
Senior Admin Officer

SSSIHMS-Whitefield Samithi performs Narayana Seva



In response to the pandemic, the Samithi on campus took part in community service and distributed 760 amrutha kalashams amongst the needy, around the hospital. Each amrutha

kalasham would contain a month's worth of ration for one family.

As part of Bhagawan's 95th Birthday Celebrations, the Samithi also took part in community service through distribution of 180 blankets to the homeless and old age homes.

Also, during the lockdown, when there were no sevadals, samithi members (staff & their relations) volunteered in the dietary department in the washing of vessels after the regular working hours.

Mano Hridaya Sai - video satsang series

During the peak of the lockdown period, to keep up the spirit of service, the Institute initiated an online video satsang series, featuring staff and volunteers serving at SSSIHMS-Whitefield to share their experiences with Bhagawan and in working at the hospital. The series started airing on 7-May-2020. As on 19-Jan-2021, 38 satsang sessions have been aired and are available on the hospital's YouTube channel.

Serving during the Pandemic - A Gynecologist's Perspective

Covid -19 has caused unexpected difficulties in every aspect of life, and no one was spared from its effects. During this stressful period, health workers played a vital role, risking their lives to protect patients.

The birth of a newborn is a part of nature. We obstetricians, along with the labour ward staff, were blessed to play a significant role, dealing with expectant women during the pandemic. The whole team got involved in delivering patient care without fear. Our collective motto was, "Protect yourself adequately, do your duty with utmost care and leave the rest to God!"

Every time we donned the mask and PPE, we felt like soldiers wearing our armour and going into war against a global calamity, with only the welfare of patients being topmost on our minds. All attachments to our near and dear ones were kept aside till we reached home after work. The Hippocratic oath we took kept flashing in our inner minds and gave us the courage to press on amidst challenges.

Many changes were implemented during the pandemic, the first step being to reduce the number of antenatal visits, to avoid another hospital visit and exposure to potential Covid patients. Patients were informed about their blood reports over the phone. Routine obstetric scans were avoided. Patients with unknown Covid status were received in a

separate observation ward and ensured no mix-up with patients with confirmed Covid negative cases. A dedicated nurse was arranged to care for patients with unknown status. Never once did our team feel the need to refer a case in labour outside if it was of an unknown Covid status. We thank Swami immensely for the courage He instilled in us during this time.

Constant use of N-95 masks along with PPE in the OPD and labour room was challenging. We felt suffocated and by the end of the day, we were very tired and most had a headache. Despite these challenges, we continued providing patient care, reflecting positively on the perceptions of the clinical profession.

Throughout the pandemic, the management provided us adequate protective gear. Our Director, colleagues, friends and managers have been a source of constant encouragement. They were alongside, encouraging us to take Swami's name and see Him in all patients.

Keeping this in mind, we continued to do our duty, reminding ourselves of how Lord Krishna handed over a leaf to Pandavas during their tough times, on which were inscribed the words, "This Too Shall Pass..."

Dr. Akkamahadevi C. Hiremath
Sr. Consultant-Obstetrics & Gynecology

Volunteering Helpdesk Seva from Home

Owing to the ongoing pandemic, Work from Home has become commonplace. However, here is a team of Sai volunteers who have come together to render Seva from Home.

The super-speciality hospitals established by Bhagawan Baba are unique in numerous ways and their model will always remind mankind the true ideals of society. These are perfect examples of institutions run for the society, by collective participation of the society. Just like every bee in the beehive makes its unique contribution towards the hive and in turn gets benefited, the model created by Bhagawan is one which benefits anyone with disease, with no socio-economic distinctions. It is the collective responsibility of the society to ensure its continued success for aeons to come.

It is in this spirit that alumni of Sri Sathya Sai Educational Institutions and Sai devotees from across the country and overseas came together to form the SSSIHMS-WFD Patient Help Desk. This team receives and makes calls to answer the patient queries that come to the hospital from across the country. Cloud Telephony technology through Exotel has been leveraged to enable the team render this seva right from their homes, using their mobile phones. The Patient Helpdesk number 080-47104600 is open to receive calls 6 days of the week from 10 am to 4 pm. Every call is answered by a Sai volunteer in a loving voice that starts, "Sai Ram, How may I help you?"



One month Call volume of Helpdesk Seva

About 200-300 calls are answered by this team daily. Volunteers who opt for this seva are onboarded through an induction process involving signing a non disclosure agreement, an overview session, individualised 1-1 training via Zoom, practice listening to calls, updating summary notes and so on.

Over the last month, the team strength has grown to 70 active volunteers, committed to specific 3 hour slots during the week. There are 4-5 volunteers with diverse language familiarity, who receive calls and 1-2 volunteers who provide back-end support and interface with the Hospital. Every call is recorded and then exported to an online portal health4all.online, anchored by an SSSIHL alumnus led NGO, United Care Development Services (You See). Here, the volunteers update notes and track queries from patients and mark cases for followup action.

The team is energetic and their commitment is very high. To be responsive and understood by patients, the team

has learnt basic phrases in Hindi, Bengali, Odia, and other regional languages.

While receiving and answering to patient queries is one part of their seva, they also make outbound calls to the patient. Every patient desirous of availing the services from the Hospital can either come down physically and make a visit for consultation or remotely share their reports to the Hospital and await a response. The IT department of the Hospital has streamlined patient correspondence through an online platform. Cardiology, cardiac surgery, neurology, neurosurgery, ENT, orthopaedics and ophthalmology departments are using this platform to review online submissions made by patients and capture their responses to the same. These responses are conveyed to the patients through outbound calls made by the volunteers.

The training team provides coaching to all volunteers every Saturday, during which they learn about various healthcare topics, listen to Swami's messages on healthcare, and make suggestions for process improvement. In addition to this, weekly quizzes and "Question-a-day" events are conducted that sees lively participation from members.

Quality is the hallmark of any Seva activity. A sub-team of volunteers constantly review and monitor the participation and quality of conversations and accordingly mentor and guide the volunteers towards continuous improvement.

Above all, this unique seva has enabled many devoted volunteers to continue to stay connected with Swami's Mission despite restrictions due to the pandemic. The team has leveraged technology to make this unique arrangement possible where volunteers from both India and overseas are able to participate and stay connected to Swami through Seva.

Volunteer testimonials:

"...the Helpdesk Seva is a huge blessing. Having had to leave my job at SSSIHMS-Whitefield due to family circumstances...my constant thought was, 'How can I give back to my temple of healing?'. This Seva fulfilled my yearning to continue contributing to Swami's hospital again...." -

- **Saraswati**, London, UK.

"I feel happy doing this service. It feels like I have spent my time doing something meaningful. I could learn a lot during this period and at every step I feel that this seva brings me one step closer to Bhagwan.

- **Sneha Vipin**, Kerala

“Your heart is My home”, says Bhagawan Sri Sathya Sai Baba. While He meant the spiritual heart, the physical heart is its representation. With concern for the physical heart, Bhagawan established the first super-specialty hospital in Puttaparthi in 1991, with cardiac sciences as the first specialty. He expanded His mission through the second super-specialty hospital with cardiac and neuro sciences at Bangalore on 19-Jan-2001.

The heart is an intricate marvel of engineering in God’s creation. It is the first major organ formed after conception and works continuously during the lifetime of the person. It is a complex mechanism, performing consistently and persistently without our notice, but seamlessly adjusting itself to the body requirements.

Due to various factors, this engineering marvel develops problems during the life of a human being. Unlike other organs of the body, treating heart ailments is a complex affair, requiring skills and resources. It is no wonder Swami chose to provide succor to the poor and needy, with heart ailments.

Since the first day of inception i.e, 19-Jan-2001, SSSIHMS-Whitefield has been catering to patients with heart attack, due to narrowing in blood vessels supplying blood to the heart muscle. Angioplasty, involving ballooning and stenting, is performed to widen the narrowing blood vessels. The complexity lies in performing the procedure on a narrow vessel measuring 2-4 mm diameter, inside a moving heart, without opening the chest.

As diseases became more complex, the doctors kept pace with the required skills and the Institute provided necessary tools like the rotablator, intravascular ultrasound, drug eluting stents, specialized catheters, specialty wires, contrast agents, pharmacological supplies and so on. In the last 20 years of the hospital, our cardiologists have performed more than 15,000 angioplasties including multivessel bifurcations, chronic total occlusions, calcified lesions, left main and many more variations.

The department also addressed needs of patients affected by blocks to blood flow in other parts of the body, including the carotid, aorta, thighs, hands, lower limbs, lungs, kidneys and so on. Till date, the hospital has performed 1000 such procedures.

Another disease that ravages the poor is valvular disease. Due to rheumatic fever, the valves in the heart get affected and do not open enough to allow adequate blood flow. Our cardiologists have helped more than 20,000 patients, by opening valves in their heart using special balloons and relieving symptoms. Women and children especially benefit by this procedure. While ballooning might appear simple, the complexity is in reaching the balloons to various valves in the fist-sized heart. While the valves are opened in these procedures, in some patients the valves refuse to close. Until recently surgery was the only option. With the latest technological advances, the department aspires to provide valve replacement without surgery in the coming decade.

The department also caters to patients with abnormalities in their electrical circuit, leading to pacing issues, treated by implanting a pacemaker and leads inside the heart to transmit these impulses. 1500 patients have benefited from these implants in the past 20 years.

This volume of work indicated above excludes diagnostic tests like angiogram, catheterization studies and so on.

Since inception, the Sri Sathya Sai Central Trust has ensured the Institute is equipped with the best infrastructure that the market and technology could provide for the benefit of patients, who need not think of their affordability in accessing such care. Various inspired individuals have been part of expanding the reach of the department, catering to varied categories of patients, over the past two decades.

Captured below are the milestones in the growth of the Cardiology department:

- 2002** - First intra cardiac defibrillator (ICD) implanted. This has been a regular offering to needy patients.
- 2002** - DNB program in cardiology commences. As of Jan, 2021, 5 gold medals have been awarded to the students from the Institute, underscoring that academic excellence and patient care go hand in hand at the Institute.
- 2003** - First electrophysiology system with ablator procured to address arrhythmias. Starting with 40 patients in the first year, more than 4000 patients have benefited in the last 17 years.

In the same year cardiac resynchronization therapy started being offered. More than 200 patients have been benefited by this procedure.
- 2008** - ASD & VSD device closures started being performed, as an alternative to open-heart surgery. More than 4000 patients have benefited from these devices. The Institute has been a training centre in this area to equip other cardiologists across the country to develop their skills in this area.
- 2009** - Fellowship in Interventional Cardiology commences under aegis of Rajiv Gandhi University of Health Sciences.
- 2011** - Advanced cardiac ultrasound machines with live 3D view procured.
 - Installation of 3D mapping system for treating advanced arrhythmias.
 - Installation of flat-panel ceiling suspended Cathlab with reduced radiation exposure.
- 2013** - Procurement of rotablator & intravascular ultrasound.
- 2014** - American Society of Echocardiography Foundation (ASEF) conducted Valvular Assessment Leading to Unexplored Echocardiographic Stratagems (VALUES) program at SSSIHMS-Whitefield.

- Availability of cardiac MRI and coronary CT to aid cardiologists.

2015 - Digitization of ECG, TMT & holter in the outpatient department.

Acknowledgements:

Hospital staff:

The department expresses its gratitude to Dr. Somnath, who initiated the departmental activities in 2001.

The baton was then passed on to Dr. P.K. Dash, ably supported by Dr. Barooah, Dr. Madhu Sreedharan, Dr. Srikanth Sola, Dr. Reeta Varyani, Dr. Sanjay K. Shah and Dr. Prayaag Kini.

The fledgling specialty has grown in variety and volume as detailed above due to initiative and commitment of Dr. P.K. Dash and firmly established itself among its peers in all facets of cardiology.

In 2019, the baton was passed on to Dr. Reeta, ably supported by Dr. Prayaag Kini & Dr. Barooah.

Dr. Srikanth Sola, an erstwhile consultant of the Institute, contributed to the various training programs in ultrasound, cardiac MRI & coronary CT. We also acknowledge Dr. Ashwin V., erstwhile Sr. Manager-Cardiology and presently carrying out post-doctoral research at the Karolinska Institute, Sweden, who has personally trained the sonographers of the Institute.

Special mention is to be made of N. Srinivas, Sr. Manager-Cardiology for his efforts in driving the growth of the department since inception.

The contributions of the junior consultants and residents, technicians and nurses in monitoring and helping in the treatment and cure of the thousands of patients are gratefully acknowledged.

Honorary staff:

We acknowledge the following well-wishers for their constant support in the growth and development of the department since its inception.

Dr. Sivaraman Yegya-Raman and Dr. Ashok Garg are two individuals who have been involved with the electrophysiology work and training of the staff from 2002. They have consistently come twice a year on their own and spent time, energy to make the above happen.

Dr. Sanjay K. Shah facilitated a visit by the team of University of Utah, USA under the leadership of Dr. Roger Freedman, who returned multiple times to our Institute. Many alumni of the University of Utah visited us and Dr. Kelly Jane Airey's report from one such visit to the Institute was published online in EP Digest.

We acknowledge the support provided by Dr. Keshav Nayak from USA for sharing his skills and support provided by Kamath Foundation, USA during his visits.

Also, Dr. Shravan Nosib is another cardiologist, who has consistently visited us every January from 2012.

Dr. Uma Srivatsa from UC Davis USA, is another individual, who contributed to the department by spending her precious sabbatical with us in 2011 and introduced the hospital to many electrophysiologists and device implanters. Key among them are Dr. UB Green and Dr. Gregory Feld who visited the Institute multiple times. Drs. Green & Uma introduced the Institute to the American Heart Rhythm Society. Dr. Moeen Abedin from Texas, USA also visited us many times and introduced the hospital to different groups.

Dr. Keshav R. Nayak had first come with Dr. Colin Cowley, then Dr. Vijay Krishnamoorthy introduced one of his professors, Dr. Jon Donnelly to the Institute. Dr. Donnelly visited us many times and later Dr. David Nykin from Florida followed, along with Dr. Sanjay Shah. Drs. Vijay and Sanjay have been the pillars for the development of the device program that benefitted children. Sunil Teotia has also been a source of support, in addition to Dr. Keshav Nayak.

David Adams, Sonographer Emeritus at Duke University has been a source of great support in cardiac ultrasound training. He has visited us multiple times with teams of sonographers.

We also acknowledge the following for their visits and support to the department:

Dr. Abhiram Prasad, Dr. Arvin Narula, Dr. Mehul Patel, Dr. Sudhekar Mitra Nayak, Dr. Udaya Shankar Swarna, Dr. Madhu Reddy, Dr. Scott Wall, Dr. Sunil Agarwal, Dr. Nischala Nannapaneni, Dr. Mevon Wijetunga, Dr. Satish Goel, Dr. Sijetlana Tisma-Dupanovic, Dr. Jeanny K. Park, Dr. Sanket S. Shah, Dr. K.S. Srivathsan, Kathol Melanie, Brock Gandill, Dr. Sai Leela Dhanekula, Dr. Hari P. Chaliki, Dr. Brahmajee K. Nallamotheu, Dr. Eric J. Nordsieck, Brittany Byrd, Silvia Scansani, Brett Mastella.

There are many more, whose names are not mentioned here, who have come as part of the teams led by the above and have been touched by the wonderful activity done here.

The march towards improving patient diagnosis, expanding the reach of the latest in treatment, skill development is a continual process.

Home is the place where each one lives for the other and all live for God. Home is the place where one finds love and peace. It is not dependent on the infrastructure at home but on the occupants. It is not dependent on how much volume and variety of work we do, but depends on how we do it. This is aptly demonstrated by patient experiences and staff experiences in the hospital, shared in this magazine. No wonder Swami said, "The heart which beats for others is My home."





Many spiritual teachers have walked the earth, leaving behind a legacy of their invaluable teachings aimed at helping us find the

divine within us. In creating medical and educational institutions, Bhagawan Sri Sathya Sai Baba has also exemplified that the basic foundation of human care and medical ethics should be love for the fellow being. As a team associated with this Institute in Cardiology for more than two decades and handling critically ill patients at their physical and emotional nadir in life, we have had the unique opportunity to understand the difference between offering **medical care** the way books have taught us, and **human care** the way Swami wants us to practice.

Swami has taught us the core principles of life in a simple and direct manner. He has stressed that there is only one fundamental basis of every religion – the religion of Love. His statement goes to the very core of religion. All that really counts for Him is how much we love God and our fellowmen.

Spiritual gurus have discussed love, equality, humanity and compassion. Swami has put them in practice first and talked about the theory later. His teachings should serve as a beacon to all doctors to practice medicine in a sublime and wholesome way.

Let us reappraise ourselves of some of His teachings which have been practiced in our great Institution and have served as a life-changing experience for not only the patients, but also physicians, nurses and staff. These are guiding principles of Life itself, transforming us and preparing us for a higher dimension.

Teaching 1: Love all, Serve all

For Swami there has never been “our people” and “other people”. Our team will always remember the 12-year old child brought in from a remote village in Bangladesh for the closure of a hole in the heart. The family was so poor that they had to sell their house and land just to generate finances to make the trip to SSSIHMS. Finally, we found out that his heart was twisted so badly from birth (a congenital defect) that even reaching the hole for it to be sutured was nearly impossible for the surgeon. It was then that a world-class first-in-man hybrid operation was done by the joint team of cardiologists (Dr. P.K. Dash and our team actually did a cardiology procedure in the cardiac OT) along with the anaesthesia team and the cardiac surgeons’ team led by Dr. Krishna Manohar. Over the next fifteen or so stormy days we thought we lost the patient to renal failure, anemia, liver damage etc. on multiple occasions, which was expected with this level of complexity. Finally however, we performed another procedure for a similar

second hole, which resulted in an excellent outcome. The child came through everything in a sterling manner and walked out of the CCU on his feet after a month.

The complexity of the situation and the “medical victory” for our joint teams was obvious. Praise and appreciation poured in from all across the world in print and social media for the exemplary effort and execution of the case.

However, Swami ended up touching a different dimension that our scientific mind could not comprehend, that of simply reaching out to help the parents of a child, who had lost hope, and who probably had never heard of Him or known about the organization and its service till a month before they landed here in Bangalore. It did not matter to Swami what their economic background was or whether the parents or the child could not speak one word of any Indian language (even their Bengali was different!). We can never forget those tears of gratitude in the eyes of the parents of that child as we discharged him. That emotion is a larger gratification for any doctor more than what a medical degree or award can provide. Saving one life helps preserve the feeling of humanity in the world.

Another incident was recounted by a patient in 2015, who was to undergo a very complex angioplasty, and was ‘visited’ by Swami the previous night in the ward. When we explained the procedure to him the next day, he seemed completely at ease. He had already heard all this the previous night by an orange-robed gentleman who walked by him.

Surprisingly, he did not even know about the physical demise of Swami in 2011 and having seen the framed photographs and pictures in the hospital corridors, he believed throughout that it was Swami’s routine to visit the hospital frequently and casually see the patients admitted. No wonder they say that our eyes and mind make us wander from “seeing” the Truth and that as staff we all should still strive to make that transition from the form to the formless, searching for Him inwards rather than outwards – *a Journey I have come to believe that patients make much more smoothly, because of their unending faith in Him.*

These incidents also clearly show the love of a Mother that Swami bears towards His children. As a team, we have repeatedly experienced this **Assurance to the doctors and Divine Insurance to the patient** in many incidents over the past 20 years.

Teaching 2: Health should be available to humankind just for the asking

Swami has always stressed that if disease does not differentiate between humans, then why should medicine and medical facilities differentiate? A 50 year-old brick-layer (the sole support of a poor family) who had never heard of our organisation or of Swami had a massive heart attack following which there formed a large clot in the heart with poor cardiac function. He was referred to us from Andhra Pradesh in late 2019 via a telemedicine call and planned for a special pacemaker (called ICD).

He was given the mandatory drugs to allow the clot to dissolve slowly and also injections to keep his rhythm disturbances down. Despite all the care that continued right from Andhra and here, his condition suddenly deteriorated on a Sunday afternoon and he developed a massive stroke paralyzing his right side which precluded him from even talking. An emergency heroic procedure to dissolve the clot in his brain was successful. However, the MRI picture after the same still showed significant damage to a large part of the left side of the brain (his dominant side). The neurologists, anaesthetists and neurosurgeons were all on standby (even on a Sunday afternoon) within 15 mins of activating the cath lab. Every available state-of-the-art device was put to use for this complex procedure. Yet, despite the initial recovery, there were doubts about his condition. The patient belied all available medical literature and science, and actually spoke to us on Monday to thank us. He even walked on Tuesday with the MRI of the brain still showing half the brain having a massive stroke. He went home by the weekend and continues to be actively working one year down the line. Can we explain this medically? No.

For Swami, a person is more than an angiogram image or MRI image or a CT scan film or a telemedicine consult. Swami's miracles, His 'visiting cards', do not have to be lockets and rings and idols; these incidents are miracles. For Swami every human being is important. Every medical professional should question oneself if such a facility would ever be available anywhere in the world where a needy just walks in, gets a complex life-saving procedure done and walks out without any questions asked. Truly a role model hospital!

The other very comforting fact in this case also is the encouragement and guidance offered by Swami's hand in the treatment and eventual recovery of this gentleman. The teaching to us doctors is simple yet profound: "Do your duty the best you can and leave the rest to Me". Time and again from the anecdotes of Sri Bhagwantam et al and many more in the days bygone, He has proven to us that science stems *from Him* rather than us trying to explain His leelas using props of sciences. This fact has given our medical teams a lot of solace and peace while working at this hallowed Institution in many difficult clinical scenarios.

Teaching 3: Love – the basis of all religions

All religions are different paths leading to the same destination. All religions proclaim the oneness of divinity and preach the cultivation of universal love without regard to caste, creed, country or colour.

Nothing has been more apt to exemplify this teaching than the story of Haji AS who underwent a complex combined mitral valve replacement and coronary bypass surgery at our hospital. The usual worldwide mortality for this procedure is quite high, but this patient went through it very smoothly. After three months, when he returned to us for customary follow-up OPD for his clinical and

echo tests, he was in tears, when he was told that both his heart pumping and valve were perfect. When I asked him why he was shedding tears, he spoke a sentence that would make any doctor's day. He said, "**Main paanch baar Haj gaya hoon sirji, mera Allah maine idhar Bangalore mein paaya**" ("I have been to Haj five times, but I found my Allah here in Bangalore"). This statement is a stark example of how Swami has put His dictums into practice, and how love transcends religions, creed, caste, social and financial status, with the only thing a doctor should ever strive to see before him is the human being in question. After all, the tenets of every religion lead us to the same divine, don't they? If the Creator Himself did not make a difference in our bodily constitution, who are we mortals to differentiate on basis of religion?

Teaching 4: Anything in Life can be Achieved with Faith in God

There is always a pervading sense that if Swami is God, then why does He not cure everyone of their suffering? Why did He have to create a hospital to cure them? After all, one wave of hand and a scoop of vibhuti would have been that panacea that we all look for, in the same manner Lord Rama could have destroyed Lanka and King Ravana, without having to lift an arrow to shoot. However, there is a larger purpose. Just as the entire vanara sena (monkey army) and Sri Hanuman were given a chance at redemption simply by their association with the Lord, we too are given such an opportunity. Both for the patients who seek treatment here and the staff that provides them with it, the higher objective of transformation is met subtly. A majority of our patients have changed their ill-habits, meat-eating and drinking tendencies and have come through their surgeries and treatments as more mature, responsible individuals who understand the importance of good health, and taking care of themselves. Inasmuch we pride upon our medical prowess as a medical unit, in the past two decades, we have also come to realise the importance of that ultimate healing touch that He has provided to every patient we treat here; the understanding that we can exercise our little medical learning only to a certain extent that our medical knowledge comprehends, beyond which a higher power takes over and helps make the transition from cure to healing. We have learnt to grow with the patients and they with us, physically, spiritually and emotionally.

Swami created this temple of healing and guided it based on the above mentioned principles of health care. It is meant to serve as a role model for other governmental and nongovernmental organisations and create their own centres to provide medical facilities to the common man. Swami always felt disappointed when doctors used to refer to the hospital as "your hospital, Swami". He preferred we call it "our hospital". He has always wanted us to put our heart and soul in our work, for such yeoman service is God's work itself, and in the process redefine with word MAGIC - Man & God in Continuum!

Dr. Prayaag Kini
Sr. Consultant-Dept. of Cardiology



In the year 2004, the Sai Rehabilitation Program (SRP) was envisioned, where follow-up care of heart patients from SSSIHMS Whitefield and Prasanthigram started. The target audience of this program were those who received prosthetic valves, where regular monitoring of the anti-coagulant medication is required.

The Sri Sathya Sai Seva Organisation carries out the coordination between the patient and a volunteer doctor, who monitors the patient parameters periodically. Every district in the state has a SRP coordinator, who ensures the patient-doctor interactions happen periodically. Through the state SRP coordinators, regular feedback is received by the SRP coordinators in each hospital, regarding the health of the patients. They also conduct regular district-wise patient gatherings, where patients come together for sharing educational content and participate in Sai bhajans.

The program was launched in Karnataka to begin with and over the years to presently serve patients in six states - Karnataka, Kerala, Tamil Nadu, Orissa, Andhra Pradesh and West Bengal.

On the occasion of the 20th Anniversary of SSSIHMS-Whitefield, we reached out to the SRP coordinators in each State with a request to let us know the health of

patients, who were operated in the year 2001, when SSSIHMS-Whitefield came into being.

The responses were numerous and overwhelming. We received very heartening stories about how little girls have now gone on to get educated and become nurses, how little boys have gone on to become software engineers, and how people who were operated in their prime were able to live a full life, actively participating in serving the society. It is heartwarming to also note that many of the patients are now active workers in the Sai organisation themselves.

Following are snippets of 20 patients operated in 2001, with their "then" and "now" pictures to help readers appreciate the value of the continued followup of patients and the immense sense of fulfillment the Institute receives from learning that patients operated two decades ago at the hospital are doing well, with Swami's grace.

The SRP coordinators who approached the patients specifically mentioned that the gratitude patients expressed towards Swami and the Institution were really moving.

We acknowledge the support of the Sri Sathya Sai Seva Organisation and specifically the SRP coordinators in all the States for the successful running of this program.



As a 10-year old **Supreetha** was operated for a septal defect and after her education, she chose to become a nurse and is currently serving in Mangalore.



Monish Rosary was 6 year old, when he underwent the heart surgery. He has completed his engineering and is working as an application engineer in Chennai.



Venugopal was 7 years old when he was operated. He is earning his livelihood as a skilled labourer.



Sudheer was 18 years old in 2001, when he underwent a heartsurgery. He went on to complete his B. Tech and working as a software engineer.



Pratibha was 10 years old when she was operated in 2001. She completed her BA and got married recently and 5 months ago gave birth to a child. Her father became a Sevadal volunteer after her surgery and served at the hospital.



Prema was 28 years when she underwent an open heart surgery. She is doing well now and is able to take care of her family.





Shantala was 24 years old at the time of her heart surgery. She got married soon after and is reported to be doing well.



Rajesh Priyan was 22 years old when he underwent a valve replacement. He is under regular followup checkup by the local doctors. He runs his own hair cutting saloon.



Shaik Zaheba Begum was 26 years old in 2001, when she was operated upon.. Her health is normal and she is leading a satisfied life with her family.



Mini was 30 years old when she was operated on. She got married soon after and her son is now completing his intermediate education. She is working part-time in a packaging firm.

Mohd. Rafi was 28 years old, when he was operated upon. He is doing well now and he earns his livelihood as a tailor.



Balaji was 9 years old when operated on. He is now educated and has a business as a mobile service technician.



Kumari V. was 22 old, at the time of surgery. She is now married and is living a healthy life.



Arati was less than a year old, when she underwent the surgery. The child of tea estate workers in the Nilgiris, she is now in her final year B.Com and aspiring to become a Chartered Accountant.



Fazal Bellary was 48 years old when he underwent a bypass surgery. He is doing well and recalls Swami had spoken with him before surgery.



Sujatha was 40 years in 2001, when she underwent a valve repair surgery. Her health continues to be normal. Post-surgery, she has been a regular visitor to both Prasanthi Nilayam and Brindavan for Baba's darshan.



Ajit Kumar Mahapatra was 25 year old when he underwent a valve replacement surgery. He is well now, taking medications as per doctor's advice.



Sivaranjani was 6 years old when she underwent surgery at SSSIHMS. She has completed her college education and is preparing for competitive exams.



Jagannath Swain was 8 years old at the time of surgery. He is working a private company and is keeping well now.



Santosh Biswal was less than a year old when he was operated on. He is due to complete his studies shortly. He is hale and hearty.



Nursing College Reports January - December 2020

The Nursing & Allied Health Sciences - Sports & Cultural Meet

11th January

70th Republic Day

26th January

World Down's Syndrome Day

21st March

Theme: We Decide

Breast Feeding Week

1-7th August

Theme: Support breast feeding for a healthier planet

In-Service Education Programme (Webinar)

25th August

Topic: Lifestyle Revamping during COVID-19 Pandemic

Sai Samskruthi Vaibhavam, (The Glory of Sai Culture)

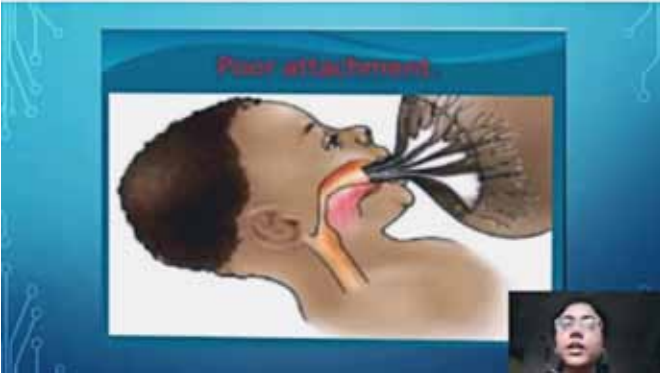
8th & 9th October

Gita Jayanthi

24th December



- ✓ Baby's body is well supported.
- ✓ Baby is held close to the mother.
- ✓ The entire body of the baby is turned towards the mother (But not only the head).
- ✓ Baby's head is in close contact with the mother with good attachment to the nipple and areola.
- ✓ Baby's abdomen is in close contact with the abdomen of the mother.
- ✓ With this the baby's mouth, chin and the umbilicus will come in straight line





Rajul Sheikh hails from West Bengal and was working as a laborer in the Durgapur Steel Plant. Over a year ago, when he had gone out in the hot sun, he fell

down unconscious. Soon after, when his son took him to a hospital, after some preliminary investigations he was diagnosed as having had a heart attack. Though he was only 53 years old, he had to stop working and his son, Munirul, working as a sales manager in a fertiliser company, took over supporting his father.

The heart specialists whom they visited put Rajul on medication, and told he would need to undergo a surgery. Preliminary investigations indicated he had multiple blocks in his heart - a case of severe coronary artery disease. Though Munirul had an ESI card and was eligible for obtaining free treatment in his hometown, he decided to bring his father to the Sri Sathya Sai hospital in Bengaluru, where he heard many patients have benefited from the free treatment being provided at this Institute.

After visiting the Institute and interacting with the cardiologists & the cardiac surgeons, both son & father felt an inner assurance they came to the right place. The doctors confirmed the need to undergo a heart surgery. While performing a peripheral vascular doppler the surgeons picked up a vital fact that along with coronary artery disease, Rajul had another life-threatening condition, where the vessels feeding blood to Rajul's brain and right arm were also blocked. Missing out this vital information and proceeding with the surgery could have increased the risks of the surgery manifold.

Knowing the risks involved, the cardiac surgery team planned a bold procedure, involving a coronary artery bypass and also a bypass of the blocked vessels feeding the brain.

Munirul recalls this moment, "The doctors explained my father's surgery would involve both cardiac and neuro specialties. They informed us of the risks involved but with the confidence and trust we had, we did not hesitate in giving our consent.

Dr. Hiremath recalls, "Rajul's surgery involved not only coronary artery bypass grafting but also using additional grafts to re-establish blood flow to the brain and his right upper limb. Coronary artery bypass grafting is, by itself, a high-risk surgery with the risks of stroke and renal failure. With an added blockage in the blood vessels to the brain, the risk of stroke is multiplied about five times."

The unique situation required real-time monitoring of Rajul's neurological responses during surgery. With the

neurosurgery team's support in this regard, the surgery was planned. It went on over seven hours and was successful, with adequate blood flow to Rajul's heart, brain and right arm. The intra-operative neuromonitoring done during the surgery was able to guide the surgical team about the normal functioning of the brain and spinal cord. However, Vishalakshi, the neurophysiology technician, was alarmed when the signals became weak all of a sudden at the end of the procedure. The whole anaesthesiology and surgical team waited for the patient to wake up after surgery. To their dismay, the patient could not move one side of the body, as predicted by the neuromonitoring equipment.

Dr. Hiremath elaborates, "We knew this type of surgery is fraught with high risk of stroke, even if everything went according to plan. Sadly, Rajul developed a stroke immediately after the grafts were placed, leading to a weakness in the left half of his body. It was a humbling experience for the surgical team, and an opportunity to reflect for all of us."

Dr. Anuradha, the Anaesthetist, who attended to Rajul during and after surgery recalls, "Considering the precarious condition of the patient, we had a few challenges during surgery and also post-op, when he had a stroke. It was difficult weaning him off the ventilator and he spent a longer time on the ventilator and in the ICU due to the stroke."

It was disheartening for Rajul Sheikh that he was unable to move his left hand and leg after surgery. But it is when the going gets tough that the tough get going. Instead of giving in to despondency, the intensive care nursing team, supported by the physiotherapists, initiated an aggressive rehabilitation program to improve Rajul's muscle power and bring him back to normalcy.

Within days, Rajul gradually started moving his left lower limb. In a period of two weeks there was a gradual improvement in his left upper limb movements.

Dr. Hiremath recounts, "This came as a relief to all of us. Over a period of twenty days, the patient went from being bedridden to a near-normal ambulatory state. Nature does know its way out. All we did was to facilitate it."

By the time of discharge Rajul was independent in all his activities, and was walking about in the ward with only a little help from his son. His never-say-die attitude was appreciable and inspiring.

Getting ready to leave for home, Munirul, packing up his father's belongings says, "I have no words to express our gratitude to this Hospital and the staff. The atmosphere here is so wonderful. It does not look like anyone is receiving free treatment here. The level of service being provided by people top to bottom is unbelievable. We are deeply touched by the commitment shown by the staff of the hospital."



"Why is this happening to me?" was the question plaguing Satyabhama as she was wheeled into the Cathlab for the fourth time in one month.

She had a problem with breathing as long as she could remember, but it did not trouble her till she turned 59, when she went for a consultation to a local doctor. Her husband, Narasimhacharyulu,

was a retired employee of the Food Corporation of India. They consulted a few hospitals in Hyderabad, who suggested approaching a larger centre. Through a relation, they reached out to SSSIHMS-Prasanthigram.

Narasimhacharyulu knew about Baba and recalls, "I had Baba's darshan and received pada namaskar seven times, during my tenure in the FCI, when I was posted near Puttaparthi. I still have vivid memories of my visits there and it developed my faith in Him over the years.

"We were disappointed to learn SSSIHMS Prasanthigram had temporarily paused cardiology cases, as they were busy with the Covid hospital. We were told to approach SSSIHMS-Whitefield. At the time, we did not know Baba had established a hospital in Bangalore.

"It was not an easy period for us and our faith in Him was tested. We did not want to take any risks elsewhere and completely relied only on SSSIHMS and the doctors here to take care of her. We were clear to get her treated here only, come what may."

When both husband and wife visited the hospital for the first time, they were awe-struck by the Institute, the facilities and more so by the kind-hearted doctors.

Dr. Prayaag, who saw Satyabhama on her first visit, explains her condition: "...her heart was functioning only 25% due to electrical imbalances. Her ECG indicated she needed a CRT device."

Soon, Satyabhama was admitted, and was scheduled for the CRT implant. Dr. Prayaag continues, "When we were carrying out the procedure, we found her anatomy was different from what we expected and we spent 3-4 hours trying to implant the device. After many attempts to implant a critical lead, we called off the procedure.

"In the interest of treating her, we reached out to one of India's premier electro-physiologists to help us. We

presented over tele-conference her scans and having implanted hundreds of such devices, he agreed the anatomy was indeed uncommon. He was kind enough to come down to our Institute and he too attempted to implant the device, but after 2-3 hours, we were unsuccessful."

Dr. Reeta Varyani, HoD, Cardiology recalls, "Satyabhama's anatomy is very rare and we did not face such a challenge in the over 250 devices we implanted so far. As we kept looking for options on how to handle her case, we planned on trying a relatively new technique in India called LBBB pacing, where instead of a CRT, we could implant a conventional pacemaker. We had tried it in a couple of cases earlier, but there was more anecdotal data about it now from across the world.

"We reached out to a local electrophysiology specialist, who agreed to assist us in with this procedure. With his support, within thirty minutes the pacemaker was installed! It seemed a miracle that it was successful in such a short-time. But that was not to be the happy ending, which we were looking forward to.

"While we were basking in the success of this procedure, we noticed some changes in her ECG and when we investigated, we found the leadwire screwed into her heart to generate electrical activity had somehow come off. This is unheard of in literature. The EP specialist came back again the next day and was able to fix the lead wire securely. It was only when Satyabhama was wheeled out of the cathlab and continued to be stable for a couple of hours that we could finally heave a sigh of relief."

Dr. Prayaag adds, "Within a few hours of the successful completion of the procedure, Satyabhama's heart started pumping normally, as the electrical abnormalities had been corrected. Within four to six weeks, all her symptoms of difficulty in breathing and walking should disappear, thanks to the normal pumping of the heart."

"Both the patient and her husband have been stoic and very cooperative," he adds. "It was due to their faith and determination and of course Swami's unending Grace that we were able to help her. With the learning from this case, we are confident to extend this new technique to many more patients requiring it."

Satyabhama recalls herself, "We are deeply grateful to the treatment we have received at the Institute.

Narasimhacharyulu adds, "Drs. Reeta and Prayaag were especially supportive and gave us hope and confidence that she would be cured completely. That is what gave us the strength to undergo the procedures without any doubts in our minds. We knew that Baba had her best interest in mind."

"While at the hospital, we were very fortunate to participate in Baba's Birthday Celebrations" both said, shedding tears of gratitude.



Anil was a mason from Penukonda in Anantapur district. A simpleton at heart, he lived a contented life with his family - wife and two children - going about his work. Sadly, with the pandemic, the construction activity had reduced significantly, affecting his income. It was a blessing that he was still earning something from a building construction he was engaged in.

One fateful day in October, 2020 while working at a height of 20 feet from a bamboo scaffolding at a construction site, the ropes holding the bamboo poles gave way and Anil slipped and landed on the ground on his head. It was a tremendous impact and he sustained a few visible bruises. The onlookers noticed that while he slipped into unconsciousness, there was no movement in his right leg and hand.

His wife was informed of his accident and along with her neighbours, she rushed him to Hindupur, where after an X-ray, the doctors provided him first aid and referred him to a larger hospital in Anantapur. At Anantapur, he was admitted in a private hospital and his wife exhausted all their savings to get the relevant diagnostic tests and scans done. After studying the extent of damage to his cervical spine, the doctors confirmed he needs to get operated soon and he should be prepared to spend up Rs. 5 lakh for getting the treatment. This came as a rude shock, even more hurting than the original impact from the fall.

With the meagre income he earned as a mason and his wife as a tailor, there was no way they could muster this amount to get himself treated, especially with two children to take care of. The expensive treatment was out of reach for Anil, but his whole family depended on it.

It was at this crucial time they reached out to Anil's brother-in-law, who was working at SSSIHMS-Whitefield and sent the reports and scans over phone. The

neurosurgeons took a look at his reports and asked him to be brought over. Within two days of the fall, Anil reached the portals of SSSIHMS-Whitefield. He was fully bed-bound at the time and could not move his limbs.

Dr Vidyasagar, who saw Anil after the tests and scanning explains his condition, "Anil had extensive fractures in the cervical spine because of which he was completely bed-bound with weakness. Soon after his tests and scanning, he was operated upon and we carried out a 360-degree fusion during surgery. The surgery was uneventful and Anil recovered very soon after. He gained the use of his hands and legs within 3-4 days of the accident. His initial surviving the impact was itself a miracle, and it was very fulfilling for us to see him walking in a very short time post-surgery."

Though he was geographically closer to Puttaparthi, Anil never had the opportunity to see Baba or experience His love, but he did have a chance to offer Him his masonry skills during the construction of the railway station at Puttaparthi. Looking back at his experience of receiving treatment at His Hospital, he feels Baba has more than paid for his services by providing him free treatment at His Institute.

Within ten days of admission, Anil was fit enough to walk back home. It will take another six months before he can resume work but both he and his wife are ever so grateful that he will be able to be a working member of the family once again.





Ayush Das was a typical 10-year old boy, growing up in Kolkata. His father was a contract electrician and did not have a permanent job. His mother was a housewife and used to adore their only child. He was a good student, getting good grades in school. He was a fast runner and

could outrun all the kids in the neighbourhood. However, it was ironic that though his name translated to “long-lived”, he had a life-threatening condition in his brain.

One day, while participating in a running race, he tripped over a stone, fell down and had a fall. He did not seem to have any trouble at the time, but after a while he developed a severe headache, which would not respond to the usual headache medication. After a week or so, the parents took him to a hospital. The tests done by the doctors confirmed that it was a congenital AVM (arteriovenous malformation) which was causing the headaches. The doctors said Ayush needed to undergo a neurosurgery and they added that the surgery was very risky, and none of the local hospitals were competent to carry it out.

Arteriovenous malformation is an abnormal connection between arteries and veins, bypassing the capillary system. This vascular anomaly is widely known because of its occurrence in the central nervous system (usually cerebral AVM), but can appear in any location. Although many AVMs are asymptomatic, they can cause intense pain or bleeding or lead to other serious medical problems.

It was a bolt out of the blue for Ayush’s parents. They were dumbstruck with the diagnosis and the risks involved. They had already spent a considerable amount of their savings on the CT and MRI scans, which the local doctors had ordered. Their future appeared bleak and without hope.

It was at this time Ayush’s uncle came to the family’s rescue. He had been to the Sri Sathya Sai Hospital in Bangalore, where he underwent a leg surgery. He was aware of the services being provided by the Sai Institute and after his surgery he developed faith in Baba. Now, when he heard about the condition his nephew was

in, he proposed that they immediately rush to the Sai Hospital and volunteered to accompany Ayush and his parents to Bangalore.

Once they entered the portals of the Sai Institution, Ayush and his family could feel the grace of Bhagawan. What happened next caught everyone unawares. While he was being evaluated in the OPD by the neurosurgeon, the ticking time bomb in his brain ruptured and Ayush fell down unconscious.

He was immediately rushed to the Cathlab, where an emergency endovascular embolisation was performed to arrest the rupture and control the blood loss. It was a very crucial time and every second counted to improve his chances of survival; it appears Ayush had Grace on his side, because had he been even just outside the hospital gate when the AVM ruptured, his chances of survival would have been greatly reduced.

Dr. Dilip, the surgeon, who saw Ayush in the OPD explains, “We had originally evaluated Ayush’s AVM and had planned a surgery to excise the lesion; however, the rupture required the AVM to be embolised, and we had to perform another surgery on Ayush to deal with the secondary complications due to the rupture.

“As part of the surgery, he required a shunt to drain CSF to relieve the intra-cranial pressure. Because of the rupture, he developed weakness of his right limbs and developed speech issues. He was unable to talk through most of his stay at the hospital.

“The surgery to deal with the AVM went smoothly and we were able to deal with the complications, which arose soon after surgery and we were happy to discharge him within four months from the date of admission,” he adds.

A few months after surgery, in a tragic twist of fate, Ayush’s father passed away, and he and his mother are now being looked after by his uncle, who had originally referred them to the hospital.

His mother, gathering courage in spite of the personal tragedy which struck the family maintains a stoic presence and says, “We are so grateful for the care my Ayush received from all the sections of the hospital, right from the doctors to the ward boys. We are happy he has fully regained his speech. Presently Ayush is having normal food and we are doing all the physio exercises as guided by the doctors there. We are hopeful that Ayush will be able to walk by himself soon.”

All of us at SSSIHMS pray that Ayush Das, true to his name, is blessed with a long life and a healthy life.





“What the hospital has done for my Brishti, through the doctors, the nurses, the counsellors, I can never forget my whole life. Even now I keep wondering how were the hospital staff able to devote so

many resources to take care of my daughter,” reminisce Anup and Eeshani Ghosh, parents of Brishti, on the day of their child’s discharge.

Anup Ghosh is a farmer hailing from West Bengal and it was a joyful moment, when his wife Eeshani Ghosh delivered a baby girl. With a lot of affection, they named her Brishti, meaning sight. Little did they realize that through this child, they would witness the miracle of unconditional love.

As Brishti grew, the parents were concerned she was delayed in her milestones and started walking only when she was 1.5 years old. They also saw that her growth was not normal and that she used to often lose her balance and fall down. She also started losing strength in her limbs. She was unable to play with children of her age.

“We took her to local doctors in Kolkata on multiple occasions. On one such visit, a local doctor said she would need to undergo a surgery, but there is a risk to her life. It was our good fortune that we came to know of someone in our locality whose child underwent a heart surgery at the Bangalore Sai hospital and they suggested we go there for Bristi’s treatment,” recounts her mother.

At the first visit to the hospital we met Dr. Saritha, who examined Brishti and told the family she would be fit again. Dr. Saritha explains, “Brishti had a congenital deformity at the base of the cranio vertebral junction, known as basilar invagination, and she came to us with breathing difficulties, weakness of all four limbs, and needing support to walk. We planned to correct this deformity by performing a posterior fusion and transoral odontoidectomy. These are highly specialised neurosurgical procedures, which are performed in very few centres in the country.

“She was in a very malnourished state and she needed a lot of physiological improvement, before she was fit for surgery. She also had some thyroid imbalance, which needed to be addressed too. After the initial consultation, we advised them to go back home and return in two months for the surgery.

“The surgery was performed as scheduled and Brishti cooperated very well. We did the surgery in two phases

on two consecutive days. Though the surgery went well, due to her malnourished state, the post-op course was very stormy, continues Dr. Saritha.

“Brishti continued to remain in the hospital for, believe it or not, for a whole year post surgery. The first three months were spent exclusively in the ICU and after this, she was being shifted between the ward and the ICU for the next nine months, before she was fit enough to be discharged.

“It was a real challenge for all of us, and it needed a lot of disciplines to come together in order to help Brishti through. During the ICU stay, she underwent a percutaneous endoscopic gastrostomy (PEG) to supplement the oral food intake. To attend to a pneumothorax she developed, the cardiac surgeons pitched in and supported us. She also had frequent bouts of urinary tract infection during her ICU stay, due to her compromised physical condition.

“The greatest challenge we faced was in weaning her off the ventilator. Because of her poor health before surgery, she needed a lot of special nourishment in order to develop the strength to be able to breathe on her own and wean her off the ventilator. Dr. Chalam, the head of department, anaesthesia, had arranged an inspirometer to help in this process. Apart from the in-house team, he also invited an external intensivist and involved other visiting faculty too, who provided valuable inputs in her recovery. The physiotherapy department helped in mobilising her and the Counseling department played a very important role in helping the family accept the condition and provide them with hope and comfort during this trying time. The dietary department consulted with the mother and provided food, to suit her taste and reduce the boredom of eating hospital meals for a full year. At times, Brishti’s mother was invited to the dietary to cook the food herself for her child.

“I was constantly praying that Brishti should be alright and I wanted to take her back only after she turns completely alright. The doctors and Counseling staff also used to encourage us a lot and give us a lot of hope,” says Eeshani Ghosh, recalling her experiences at the hospital.

At this point Brishti is back home in Kolkata with her younger sister.

“Walking is still a challenge for Brishti, but it is one she takes up daily and walks for a few minutes. The doctors have assured us that in some more time she would be able to walk completely alright again. I am not very skilled in expressing my feelings, but the kind of help I received from all departments of the hospital is something incredible,” she says.

Brishti Ghosh’s case is a testimony to the high quality of multi-disciplinary care, provided in a spirit of love and compassion, which leads to remarkable and in some cases miraculous surgical outcomes.



It was just another day in the life of Mahadev. The strict lockdown had been lifted and life was slowly starting to return to normalcy. He felt the urge to get back to the company of his classmates,

with whom he had bonded for more than 25 years and decided to attend his friend's birthday celebration in Bangalore. Little did Mahadev realize the significance of this drive.

Mahadev was an alumnus of Sri Sathya Sai Institute of Higher Learning, Prasanthi Nilayam and was working as a professor in Marketing in a private university in Bangalore.

Mahadev was accompanied in his car by his wife and daughter. He was accompanied by another car with his friends, with their families. After driving about 19 km, they stopped at a signal and were waiting for it to turn green. It was another 6 km left to his friend's house. The moment the signal turned green, Mahadev's mind turned blank. His brain didn't respond to the green signal. His driving continued and he came back to his senses in a minute. He realized his car was in the middle of the road and stopped to the left side. There was an auto behind him that had been smashed all over. He saw the auto driver and a group of people around him.

He was told by his wife that he rammed into the auto, in spite of all her shouting. Mahadev called up his friends to help, as, in the state of shock he was in, he couldn't speak to the people. Their friends came to his rescue and dealt with the people around. Soon after, and to his utter shock, Mahadev learnt he met with an accident and it was purely God's grace that there were no injuries to him, his family or the auto driver. His friends drove him back to the safety of his home, though he was very shaken up by the episode.

Soon after, Mahadev started inquiring into the reasons for such a black-out. This was the first time he had such an episode in his 46 years of life. Since he was a known diabetic, he conferred with a doctor in his residential complex, who felt the high dosage of his diabetes medication could be a cause for the blackout and suggested he consult the diabetologist. The diabetologist said the dosage was just as per his need and ruled out that the diabetes medication could cause the blackout.

With a combination of both frustration and the determination to get to the bottom of this, Mahadev consulted an endocrinologist, who suggested getting a few more investigations done, to rule out any underlying cardiac and neuro conditions, which could have led to the black-out.

It was his good fortune and God's grace that one of the friends accompanying him in the drive was working at SSSIHMS, Bangalore. With his help, Mahadev came for a consultation with the doctors. The cardiologist examined his heart and ruled out any heart-related ailments. The neuro team examined him and ordered an MRI scan, which revealed something abnormal. To double-check, they repeated the MRI with contrast and this scan confirmed there was a tumor in the left lobe of the brain, which was exerting pressure on the right lobe.

Dr. Dilip, the neurosurgeon, who saw the scan explains, "The tumour was approximately the size of a tennis ball, and we suspect it was at least ten years old, though he did not have any symptoms of the same. We advised him to get the surgery done at the earliest."

Though his family expressed some concerns about the outcomes and whether they should get a second opinion, Mahadev, being a student in Baba's university, expressed no doubts and immediately gave his consent for the surgery.

His wife, Madhavi was very anxious about his well-being, when the all-knowing Baba chose to show His presence to her during this difficult time. While at the hospital, she was very nervous and was praying outside Baba's room in the Mandir area of the hospital. One of the hospital staff, sensing her anxiety, suggested she write a letter to Baba and offer it on the altar. She did as suggested and she was surprised and overwhelmed to find the letter blessed with vibhuti on the day of his admission. It was a confirmation to her that her husband will be completely alright.

Soon after, Mahadev got admitted at SSSIHMS and underwent a surgery which took over six hours, during which the tumor was excised and safely removed. After a couple of weeks of recovery in the hospital, Mahadev returned home.

Madhavi says, "It was not a typical hospital environment. After my husband went through the surgery, none of the people wanted any favour in return to the services they had done. Truly "self-less"!! Though no visitors were allowed to visit Mahadev, due to the Covid protocols, I felt comfortable as I could see Swami's picture blessing me with both His hands help up."

A month after surgery, Mahadev is back to leading a normal life. He can carry out all his regular activities except for driving, which he has been advised against for a year.

A few months post-surgery, Mahadev recalls, "My belief in the Sri Sathya Sai system, which has nurtured me and made me, who I am today, is what prompted me to just go ahead with the surgery, without going in for a second opinion elsewhere. That is what gave me the willingness and confidence to subject myself to the surgery and get cured. All were my brothers, with unification in our beliefs and values."



"He is doing so, so well! It is as if my husband received a second lease of life. We will never forget the services we received at the hospital till our last breath," says Rekha Bhat referring to her husband, Sheshadri Bhat, who was treated at SSSIHMS-Whitefield. Here is his story:

56-year old Bhat was a diploma holder in

electrical and electronics and was serving in the private sector, when after a lot of soul-searching, he gave in to his ancestral calling, and he resigned from his post and took up the role of a priest. He had been serving in the Panduranga temple on Commercial street for five years.

Rekha Bhat explains what happened, needing to come to the Sai Hospital, "It was on Ganesha festival day that my husband showed the first signs of the ailment, when he had a bout of sleeplessness. Soon after, he was unable to eat or drink. Very soon, he was unable to balance himself. From then on, it was a rapid deterioration, which had us worry what was going on. During the Covid time, we visited seventeen hospitals including NIMHANS and many other private hospitals. They all said he needs a surgery, but not one doctor explained to us what was happening to him and why the surgery was needed. We were growing frustrated with the lack of clarity on what is needed to be done."

It was perhaps Panduranga, whom Bhat used to worship, who guided him to the medical shop close to the temple seeking help! The medical shop owner who knew the troubles the family was undergoing suggested they visit the Sai Baba hospital. He forewarned the family however that, since the demand of the services provided by the hospital is very high, they need to have luck on their side to get treated there.

Rekha continues, "My twelve and a half year old daughter Anwithaa checked online and got us the appointment. On 18th Sept., we visited the Sri Sathya Sai Hospital (the 18th hospital) in the hope of a cure. We were wonderstruck by the facilities and the speed at which the consultation was carried out. On the same day, my husband underwent all the diagnostic tests and a food pipe was inserted so he could continue to be fed. Almost immediately he was admitted and surgery was planned.

Dr. Saritha who saw Bhat explains, "The condition Sheshadri Bhat had is called Rotatory Atlantoaxial dislocation with Chiari 1 malformation, where he had weakness in all four limbs and breathing and swallowing difficulties. He needed to undergo a surgery where we used titanium screws and rods to correct the dislocation.

Post surgery he developed some lung infection and his condition turned quite serious.

Dr. Saritha continues, "He was in a critical stage and had developed deep vein thrombosis."

Dr. Vrushali, the consultant anaesthetist, who was attending on Sheshadri Bhat mentions, "The lung infection required tracheostomy and he was under ventilatory support. He required a lot of close and careful monitoring at the time."

Rekha Bhat adds, "The doctors at the Institute started to prepare me for any eventuality. However, my faith was strong and I told them to continue to do whatever they were doing and that I would continue to pray to our family deity. Honestly, it was the doctors who provided the best possible treatment to my husband and after 21 days in the ICU, he came out of danger and was shifted to the ward. In total, we stayed at the hospital for one and half months.

"Now he is not just back to his old self, he seems to be better than his old self! He had a feeble voice earlier and now, post surgery, his voice has improved and he is able to chant the shlokas with even more vigor.

We are extremely grateful to the hospital for having provided the necessary care to see him back to normal," she adds, her eyes echoing the gratitude she expressed in words.





Manjamma and Veerappa are both daily wage labourers hailing from a remote village near Kolar, earning a combined income of Rs. 5000 a month,

barely sufficient for paying their house rent and sending their 12-year old daughter, Nagashri, to school.

When they were blessed with a boy one and a half years ago, their joy knew no bounds. He was the apple of their eye; however, at the age of five months, he started developing frequent bouts of cough and cold. The parents took him to the local village doctor who referred them to a higher centre in Kolar. There a thorough physical examination was done, which revealed a hole in the child's heart.

From Kolar, they were referred to another hospital in Bangalore, where the child developed pneumonia and breathing difficulty. The doctors had to perform a tracheostomy to help the child breathe normally. They were in the hospital for over a month, while planning to undergo a surgery. By this time, they had spent what little savings they had and at the time of discharge the doctors told them the heart surgery would cost them over Rs.2 lakh.

It was the fateful time when the Covid pandemic struck and they were sent home from the hospital. Shree Charan still had the tracheostomy tube at the time of discharge. With the pandemic and subsequent closing down of the economy, they were without work and income. With disappointment writ large on their faces, they returned to their village and she spent time doing her best to take care of Shree Charan.

Soon after she returned home, their neighbour, a BMTC bus driver, Ramesh, noticed her crying and inquired after her. When she shared her story, Ramesh told them about the Sri Sathya Sai super specialty hospital and took the reports personally and showed them to the doctors. Once cleared for consultation, he accompanied the parents and brought them to the Hospital. After examining Shree Charan, the cardiac surgery team confirmed that the baby required an early surgery, to save the child.

Dr. Hiremath, who heads the CTVS team explains, "When we saw the child for the first time with a tracheostomy tube, we were pleasantly surprised to see him still very playful and responsive. Going through the history, we noted he had repeated episodes of pneumonia, leading to a tracheostomy, to help his breathing. He had been on mechanical ventilation, unable to be weaned off the ventilator due to his heart ailment. The oxygen saturation levels were also very low."

After running a battery of diagnostic tests, the surgical team found the child fit to be operated on. Dr. Shekhar Rao, who operated on the child later on, explains, "His condition permitted only a limited time window for correction. Like other VSDs with pulmonary hypertension, some of the children with the condition become inoperable, ultimately needing a heart-lung transplant, which is out of reach for many people with means, let alone people like the daily wage labourers such as Veerappa. It is quite incredible that the mother learnt how to manage the tracheostomy tube and keep it from getting infected, which would have hampered his chances of survival during and post surgery."

In the sacred portals of the Sri Sathya Sai Institute, Shree Charan was first treated for the lung infection and soon after, the surgery was performed and the hole in the heart was successfully closed.

Dr. Pankaj, the Anaesthetist, who attended on Shree Charan adds, "Post-operative management of such cases can be complicated, but Shree Charan did very well in the ICU and tolerated removal of the tracheostomy tube. Our Nursing team and Physiotherapists worked tirelessly to enable his complete recovery. He gradually put on weight and looked like any other happy child of his age. The Sisters in the ICU helped the family with everything they needed – even clothes for the child and money for the parents who had to leave their elder daughter with their neighbor while they were in the hospital."

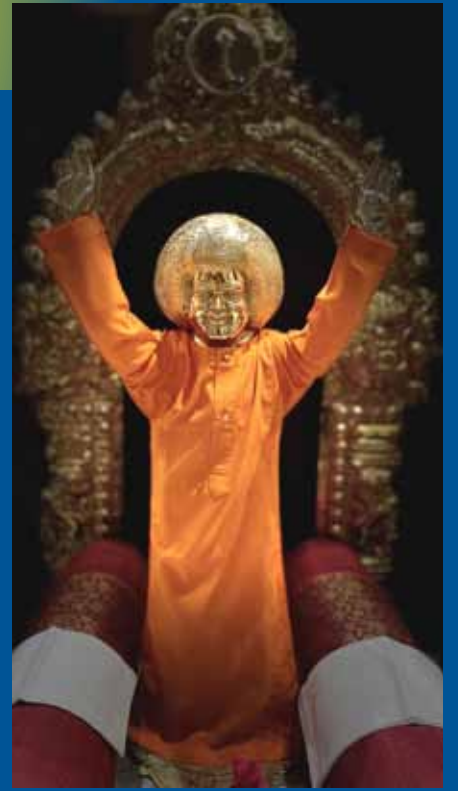
A few days after the surgery, Manjamma shed copious tears as she held Shree Charan in her arms, now returned to her whole and complete. She was so thrilled, when after a couple of days; he called out to her "Amma" (mother).

"When we came to the hospital, we were so scared that we would not even take food regularly. We can't express enough our gratitude to the doctors, nurses and all staff who took such good care of us during the pandemic and ensured that our baby grows up to be a normal child," echo both the parents as they leave the hospital after discharge.



Festivals & Campus Activities

Glimpses from the festivals celebrated and Balvikas events conducted by SSSIHMS Whitefield Samithi during the calender year 2020



Vibhuti manifestations at the hospital





Samithi events in 2020





SRI means Wealth of wisdom to be used selflessly in serving society



SATHYA as the Head means that you are shouldering the Truth



SAI is Blessing us



INSTITUTE represents the stomach as we normally work for the sake of the stomach to feed ourselves



OF is shown as a negative based on the other letters i.e. We should Offer or surrender all our negative qualities to God and opt for the **HIGHER** values of life which HE teaches



MEDICAL SCIENCES is represented by the legs as there is progress of this discipline in this esteemed organisation



BABA is represented by the mouse or Vaahan, in other words we ride on Baba's teachings to progress in life spiritually or otherwise

SRI SATHYA SAI INSTITUTE OF HIGHER MEDICAL SCIENCES

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