

NIHFW Newsletter

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Editorial

Empathetic Listening: A Casualty of the Indian Health Care System

Mind-Body Medicine is an invincible approach. This is a revolutionary transition from the reductionist perspective to the holistic one. How do we get sick? How do we heal? The candid answers to these pertinent questions are that developed nations no longer follow the classical model of medicine. Modern scientific medicine has experienced an evolution in the last couple of decades. Focus has changed from 'materialistic medicine' to the 'mind-body medicine'. The traditional mechanistic view, focusing only on the physical factors contributing to disease, wellness and healing has seen a transition to the role of cognitive maps like attitudes and perceptual frames, and psycho-social factors like belief-value system and social empowerment which is, indeed, a glaring paradigm shift.

This shift has certainly been evidence-based. Mind-body medicine has been corroborated by empirical work on psychosomatic and behavioural perspectives. Selye, way back in 1936, had already contended that adrenal exhaustion is caused by emotions like frustration or suppressed rage. Mind modulation of the autonomic nervous, endocrine,

immune and neuro-peptide systems to mind-body healing. 'Emotional subvert our well-being. From cuttingas psycho-physiology and psycholearned that emotions are hardwired endocrine and immune systems. As affect the physiological functioning

The era of mind-body medicine, genuine interpersonal transactions patient. Indian health delivery this context. There is an abundant medical care interaction between often is disappointing which can



and their complex interactions lead mind traps' have been reported to edge research in new fields such neuro-immunology, we have into our autonomic nervous, a consequence, what we feel can of our bodies.

clearly suggests the strong role of between the healer and the system poses a mega challenge in evidence that the quality of patient and health care-giver even lead to client's/patient's non-

adherence to the medical advice. One of the glaring reasons is that clients do not get enough and authentic attention and responding pattern. What is absolutely necessary is the highest form of listening, Empathy, by the health caregiver, not only with patients manifesting psycho-somatic symptoms but with the other patients too. Empathy is the soul of effective interpersonal communication in health care. It works as an antibiotic for changing cognitions, feelings and behaviour. The health professional's response to help and assist the patient has a significant role in treatment compliance, treatment outcome and prognosis. Genuineness or authenticity of a health worker or a health professional facilitates not only the treatment plan but also helps the patients develop penetrating insights to his diagnosis and problem-solving.

Empathy and sympathy stand apart. Sympathy is superficial and makes a client dependent, taking rescue in the learned helplessness behavioural paradigm. But empathy involves entering into the psychological and emotional frame of reference of the needy or patient to look at the situations, events, diseases and problem-manifestation form his or her perceptual context. What a patient says is important but how he says is absolutely important for empathetic listening on the part of the health delivery agent. Listening to internal cues through overt manifestations facilitates the process of listening with empathy. Responding to and reflecting on the feelings and meaning of the patient is a core skill of empathetic listening with the intent to understand the other. "The essence of empathetic listening is not that you agree with someone; it's that you fully, deeply, understand that person, emotionally as well as intellectually-it's deeply

therapeutic and healing because it gives a person, psychological air." This subtle process leads to an insight for the health care-giver paving the way for the real cause of the disease, the treatment plan and the adherence of the client.

The formidable role of empathy in health delivery services and healing is something that we cannot compromise with. In order to carry on with the body-mind paradigm of modern medicine, it is imperative for the health professionals to empower themselves with a repertoire of listening skills, empathy, being the core skill. They need to internalize

the fact that what they do active listening. Hence, the at the body or physical level. much beyond that. We listen In order to have an integrated to be trained in listening with physical parameters of the healing. Doctors and other to identify the root of the symptoms while the patient It must be remembered that body; he has a mind too."



is only hearing and not intervention remains only Listening is not hearing. It is to with our eyes and heart. intervention, healers need empathy to reach to the nondisease and the consequent health care givers may fail problem. "He may treat the remains without treatment. the patient is not merely the

Influence is overwhelming. still be accepted as a casualty Can empathetic listening in the Indian health care

services? This is the high time for integrating clinical intervention with behavioural medicine and creating health care personnel with high emotional and spiritual intelligence. In the context of large number of patients, we need to take a prudent approach and evolve the out of box solutions.

But certainly it is a priority task for health managers, planners and health professionals to have a fresh look at the orthodox approach to medical science and integrate treatment with emotional healing.

(The Director thanks Prof. Neera Dhar, Acting Head, Department of Communication, for writing this piece.)

Policy Unit Meeting

The Policy Unit on Health, Nutrition and Population Development, is a policy project funded by the United States' Agency for International Development (USAID), and supported by the Futures Group International, Washington D.C. This project is under the administrative control of the Department of Planning and Evaluation, NIHFW. The Unit organized a pre-final meeting to share the salient features of the advocacy document prepared by the Technical Committee headed by Dr. S.Y. Quraishi, Former Chief Election Commissioner of India on 15 May 2014. The advocacy document scientifically establishes the synergic linkage between population growth and various development indicators. The trends and projections of population in India, specially in U.P., Bihar, Rajasthan India, putting his points on the advocacy document while and M.P. as deliberated in the document; aptly alarms the urgency Prof. Jayanta K. Das, Director, NIHFW, looks on. for action in family planning in the wake of the country's desire



Dr. S. Y. Quraishi (right), Ex Chief Election Commissioner of



to achieve the various development indicators. Besides Dr. Quraishi and Prof. Jayanta K. Das, experts from MoHFW, Citizens' Alliance and civil society members also actively discoursed on the draft document. Various experts attending the meeting gave some additional inputs and they requested the Technical Committee to incorporate these inputs in the final document.

Events

123rd Birth Anniversary of Dr. B. R. Ambedkar **Observed**

NIHFW observed the 123rd Birth Anniversary of Bharat Ratna Dr. Bhim Rao Ambedkar on 17 April 2014 as his birth day i.e. 14 April was declared a holiday. On 14 April 2014, Director, NIHFW, Prof. Jayanta K. Das offered floral tributes to the chief architect of the Indian Constitution, at the Administrative Block of the Institute. On 17 April, various staff members reminisced the great man and his great deeds for the nation. Dr. Kiran Rangari spoke on the influence of Buddhism on Dr. Ambedkar.



Prof. Jayanta K. Das, Director (background); Prof. A. K. Sood, Dean of Studies (L); and Prof. T. Bir offering floral tributes to Dr. B. R. Ambedkar.

XIV Veda Prakasha Memorial Oration Delivered

The XIV Veda Prakasha Memorial Oration was organised on 22 May 2014 in the auditorium of NIHFW. Prof. P. P. Talwar, former faculty of NIHFW, delivered the oration on Population Policy and Programme: India's Story. Among the very important points, he lucidly discussed the inception of family planning programme in India, short and long-term results of fertility reduction, how 'the emergency period' affected the family planning programme and its aftereffects, International Conference on Population and Development (ICPD-Cairo), target-free approach, Community Needs Assessment Approach (CNAA), National Population Policy (NPP-2000), Millennium Development Goals (MDGs), National Health Mission (NHM), and current levels of population parameters and goals.



Presiding over the oration, Mr. Lov Verma, Union Secretary, Health and Family Welfare, Ministry of Health and Family Welfare, stated that life expectancy has been increased from 32 years at the time of India's independence to 65 years in the census 2011 while the current infant mortality rate (IMR) of 50 deaths per 1000 births still remains among the highest in the world. Mr. Verma stressed on how information, education and communication (IEC) are



indispensable for stabilizing the spiraling population of India. He stated that it had become imperative to stabilize the Indian population for the country's overall development. The Chief Guest felicitated Prof. Talwar with a medal, a cash award of rupees ten thousand and a memento.

At the outset, Director, Prof. Jayanta K. Das; Dean of Studies, Prof. A. K. Sood; Mr. Verma and Prof. Talwar offered floral tributes to late Shri Veda Prakasha, Prof. Sood briefed the audience about the life and times of late Shri Veda Prakasha. Prof. K. Kalaivani, HOD, Reproductive and Biomedicine; presented the vote of thanks.

Training Courses/Workshops/Meetings Organised

Sl. No.	Dates	Title	Coordinator	No. of Participants
1	1 – 3 April 2014 22 – 24 April 2014 19 – 21 May 2014 2 – 4 June 2014	Training for Survey Team of AHS- CAB	Prof. K. Kalaivani	14 15 15 15
2	1 – 7 April 2014	Joint Regional Training of Trainers for Integrated Biological and Behavioural Surveillance (IBBS)	Prof. M. Bhattacharya	57
3	21 – 25 April 2014	Second Contact Programme of Diploma in Health and Family Welfare Manage- ment through Distance Learning (Session 2013-'14)	Dr. Sanjay Gupta	39
4	28 April – 2 May 2014	Second Contact Programme of Diploma in Health Promotion through Distance Learning (Session 2013-'14)	Prof. Neera Dhar	34
5	29 April 2014	The Expert Group Consultative Meeting for Human Resource in Health (HRH) for Universal Health Coverage (UHC)	Prof. A.K. Sood	34
6	12-16 May 2014	Second Contact Programme of Diploma in Hospital Management through Distance Learning (Session 2013-'14)	Prof. Jayanta K. Das and Prof. A. K. Sood	162
7	26 – 30 May 2014	Training Course on Capacity Building of Health Personnel in Health Promotion	Dr. Poonam Khattar	9
8	2 – 6 June 2014	Training Course on Curriculum Design and Evaluation for Faculty of Training Institutions	Prof. A. K. Sood	19
9	16 – 17 June 2014	SIHFW Review Meeting and Dissemination Workshop of ITS	Prof. M. Bhattacharya	72
10	18 – 20 June 2014	Training of State Trainers on National Cold Chain MIS (Batch-VII)	Prof. M. Bhattacharya	17



Activities of Director

In addition to his involvement in the activities of the Institute; Prof. Jayanta K. Das, Director, NIHFW, being an expert in the field of Public Health, Health Management and Hospital Administration, took active part in the meetings, discussions, workshops, etc. in various capacities in different organizations of which a few significant activities are listed below:

International

 Participated in the 'Making it Happen Conference', hosted by Liverpool School of Tropical Medicine (LSTM), London, UK, from June 9-11, 2014.

National

- World Health Day 2014 celebration, jointly organised by the Ministry of Health and Family Welfare, Government of India and World Health Organisation, New Delhi, at Hotel Taj Palace, New Delhi, on April 4, 2014.
- Eighth Forum of Government Sponsored Health Insurance Schemes in India: Encouraging Participation of Public Hospitals, in collaboration with the Ministry of Health and Family Welfare, Government of India, at Taj Mahal Hotel, New Delhi April 24, 2014.
- World Malaria Day 2014 themed 'Invest in the future. Defeat Malaria', organised by the National Vector Borne
 Disease Control Programme (NVBDCP), Ministry of Health and Family Welfare, Government of India, National
 Institute of Malaria Research (ICMR) and Caritas India at Hotel Claridges, New Delhi, on April 25, 2014.
- Group Consultative Meeting on Human Resource in Health (HRH) for Universal Health Coverage (UHC), in NIHFW, April 29, 2014.
- Wrap-up Meeting of Technical Committee under the Chairmanship of Dr. S.Y. Quraishi, Ex-Chief Election Commissioner, in NIHFW, on May 15, 2014.
- Consultation for Development of National Multi-sectoral Action Plan for Prevention and Control of Noncommunicable Diseases, organised by the World Health Organisation in collaboration with the Ministry of Health and Family Welfare, Government of India, at the Oberoi, New Delhi, on May 22, 2014.
- World No Tobacco Day 2014 Commemoration, organised by the Ministry of Health and Family Welfare, in collaboration with WHO Country Office for India and Public Health Foundation of India (PHFI), at Jacaranda Hall-2, India Habitat Centre, New Delhi, on May 29, 2014.
- Meeting of Board of Studies of University School of Medicine and Para-Medical Health Sciences, Guru Gobind Singh Indraprastha University, at IP University, Dwarka, New Delhi, on June 27, 2014.

Prof. Das chaired the following meetings:

- Technical Resource Group (TRG) Meeting regarding the Household Survey for Malaria in endemic districts of 7 North-East States under Global Fund supported Integrated Malaria Control Project –II (IMCP-II), at NIHFW, on May 15, 2014.
- Fourth Meeting of Institutional Review Board (IRB) of National Institute of Public Cooperation and Child Development (NIPCCD) to review the Research Studies proposed for the year 2014-15 with respect to ethical and academic issues, in New Delhi, on May 17, 2014.
- End of Project Dissemination Meeting, organised by Institutional and Technical Support Project (ITS) funded by the European Union and is implemented in collaboration with the National Institute of Health and Family Welfare, at NIHFW, New Delhi, on June 17, 2014.

Prof. Das delivered lectures on 'Future of Public Health Education in India', at Kalinga Institute of Medical Sciences (KIMS), Bhubaneswar, on June 29, 2014; and 'Safe Drinking Water and Sanitation for Health', Symposium on Impact of Environment on Health, organised by the Ministry of Health and Family Welfare, Government of India, on the occasion of 'World Environment Day 2014', at Vigyan Bhawan, New Delhi, on June 05, 2014. He also made presentation on 'Contribution of Training Institutes for Capacity Building of Service Providers in RMNHA+A Approach at India Habitat Centre, on May 5, 2014.

Prof. Das served as an Examiner for the MD in Hospital Admn. Examination at Sher-i-Kashmir Institute of Medical Sciences, Srinagar, from May 23-27, 2014.

He also conducted the Second Contact Programme of Hospital Management at Institute of Health and Family Welfare (IHFW), Kolkata, on April 11, 2014.

Besides, Prof. Das visited Manipur in connection with MCTS Monitoring from May 6-8, 2014; and Kolkata as a Board Member for the interview of Consultant (Medical) for RCH Training under NHM, Child in Need Institute (CNI), on May 19, 2014, and June 20, 2014.



RCH-II/NHM Project

National Institute of Health and Family Welfare being the Nodal Institute for training under NHM/RCH-II, has been coordinating and monitoring the trainings under NHM with the support of 22 Collaborating Training Institutes (CTIs) in various parts of the Country.

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The RCH unit is in the process of reviewing and preparing the comments on the training component of the draft/revised PIPs of the States/UTs for the year 2014-

'15 for finalisation followed by its submission to the MoHFW. Till date, comments have been sent for six States/UTs' PIPs.

The Assistant Nodal Officer of the RCH project-II, Dr. Nanthini Subbiah and consultants attended the National Programme Coordination Committee (NPCC) meeting at MoHFW for finalising the budget for four State PIPs for the year 2014-'15. Simultaneously, quarterly progress report (QPR) for the last quarter of the financial year 2014-'15 carrying the state-wise, level-wise, thematic-wise and category-wise analysis of training achievements has been submitted to the MoHFW. The ten-week duration Professional Development Course in Management, Public Health and Health Sector Reforms for DMOs is continued at 17 Institutes including NIHFW.

Taking into consideration of the State PIPs and ROPs, the RCH-II project is conceptualising a comprehensive Training Plan in six thematic areas including Maternal Health, Child Health, Family Planning, Adolescent Health, National Programmes for Control of Diseases and other programmes under NHM for each State/UT.

Forthcoming Training Courses/Workshops/Meetings

SI. No.	Proposed Dates	No. of Course (s)	Coordinator/s
1	1 – 2 July 2014	Workshop to Review and Finalise the Contents on Health Education Material for Classes III to X	Dr. Poonam Khattar
2	7– 25 July 2014	Training Course on Hospital Administration for Senior Hospital Administrators	Prof. A. K. Sood
3	21–26 July 2014 25–30 August 2014	Training of Cold Chain Technicians in Repair and Maintenance of ILR and DF	Prof. M. Bhattacharya and Dr. Sanjay Gupta
4	14-19 July 2014 4–9 August 2014 8–13 September 2014	Training of Cold Chain Technicians in Repair and Maintenance of Walk-In-Coolers (WICs) and Walk-In-Freezers (WIFs) (Extra-mural)	
5	4-8 August, 2014	Training Course on Enhancement of Training Skills (Micro Teaching and Training AIDS) for Faculty Members of Training Institutions	Prof. Neera Dhar
6	27 August and 24 September 2014	Sensitization Workshop on Longevity and Healthy Ageing: Networking with Universities and Professional Organization in Three Regions	Prof. T. Bir
7	1-6 September 2014	Training Course on Nursing Administration and Management for Senior Level Nursing Professionals	Dr. Nanthini Subbiah
8	22-26 September 2014	5th Training Course on Data Analysis using SPSS for Health and Demographic Research	Dr. Pushpanjali Swain

Papers Published

- Nishant Kumar, Vijay Kumar Tiwari, Kuldeep Kumar, Kesavan Sreekantan Nair, Sherin Raj and Deoki Nandan. Evolving Social Health Scheme for Workers in Unorganized Sector: Key Evidences from Study of Cycle Rickshaw Pullers in Delhi, India, The International Journal of Health Planning and Management (2014), Published online in Wiley Online Library, (wileyonlinelibrary.com) DOI: 10.1002/hpm.2244.
- Puneet Bhagat, Vijay Kumar Tiwari, Sherin Raj, K. S. Nair, Lam Khan Piang. Convergence of PPTCT with RCH Services in a District Hospital, Haryana, Indian Journal of Community Health, Vol. 26, Issue No. 01, January–March 2014.

Guest Lectures

During April – June 2014, the following dignitaries delivered the Guest Lectures:



Dr. Prema Ramachandran, Director, Nutrition Foundation of India, New Delhi; delivered a lecture on **Evolution of National Programmes** to Improve Food Security on 4 April 2014.



Dr. Vijay Kumar Ramteke, Former D.G. of Indian Railways, delivered a lecture on An Experience in Operationalising an Integrated Occupational Health Service in Indian Railways on 2 May 2014.



Dr. Abhay Bang, Director, SEARCH (Society for Education, Action and Research in Community Health), delivered a lecture on Aarogya Swaraj on 6 June 2014.

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सरकारी कामकाज में राजभाषा हिंदी के प्रगामी प्रयोग की दृष्टि से एवं राजभाषा के प्रति सम्मान की भावना को ध्यान में रखते हुए प्रत्येक वर्ष भारत सरकार के सरकारी कार्यालयों में हिंदी पखवाड़ा / हिंदी सप्ताह एवं उसके अनुक्रम में 'हिंदी दिवस समारोह' का आयोजन किया जाता है। हमारे संस्थान में भी इस वर्ष 1–15 सितम्बर, 2014 की अवधि में हिंदी पखवाडा मनाया जाएगा, जिसके अंतर्गत विभिन्न प्रतियोगिताओं का आयोजन किया जाएगा। पखवाड़े की शुरूआत 1 सितम्बर 2014 को निदेशक महोदय की अपील के साथ की जाएगी, इस अपील के माध्यम से वे संस्थान के सभी सदस्यों को अपने दैनिक सरकारी कामकाज में हिंदी भाषा का अधिक से अधिक प्रयोग करने हेतु प्रेरित करेंगे। हिंदी दिवस समारोह से पूर्व जिन प्रमुख ज्ञानवर्धक एवं रचनात्मक प्रतियोगिताओं का आयोजन किया जाएगा उनमें प्रमुख हैं: निबंध प्रतियोगिता, टिप्पण एवं प्रारूपण प्रतियोगिता, वाक प्रतियोगिता, लिखित प्रश्नोत्तरी प्रतियोगिता, इत्यादि। इन प्रतियोगिताओं में संस्थान के सभी सदस्य नियमानुसार भाग ले सकेंगे। प्रतियोगिता में भाग लेने सम्बन्धी परिपत्र समयानुसार जारी किए जाएंगे।

हिंदी में कार्य करने में झिझक को दूर करने की दृष्टि से एवं अधिकारियों / कर्मचारियों को हिंदी के सही प्रयोगों की जानकारी देने हेतू पखवाडे की अवधि के दौरान दो-दिवसीय हिंदी कार्यशाला आयोजित की जाएगी, जिसमें आमंत्रित विद्वान राजभाषा हिंदी की संवैधानिक स्थिति की जानकारी प्रदान करेंगे एवं राजभाषा के प्रयोजन मूलक पक्षों पर गहन विचार-विमर्श करेंगे।

14 सितम्बर 1949 से हिंदी भाषा को 'राजभाषा' होने की संवैधानिक स्थिति प्राप्त है अतः प्रत्येक वर्ष 14 सितम्बर को हिंदी दिवस के रूप में मनाया जाता है। इस वर्ष 14 सितम्बर 2014 को अवकाश दिवस (रविवार) होने के कारण हमारे संस्थान में 12 सितम्बर 2014 को हिंदी दिवस समारोह का आयोजन किया जाएगा। समारोह में संस्थान में हो रहे हिंदी के कुशल प्रयोगों और आगे की संभावनाओं पर विचार व्यक्त किए जाएंगे। इस अवसर पर निदेशक महोदय सभी सदस्यों को संबोधित करेंगे एवं हिंदी पखवाडे के दौरान सम्पन्न हुईं विभिन्न प्रतियोगिताओं के विजेताओं को पुरस्कृत किया जाएगा।

विचार वाक्य

पहले वे आप पर ध्यान नहीं देंगे, फिर वे आप पर हंसेंगे, फिर वे आपसे लड़ेगें, और अंततः आप जीत जाएंगे। – राष्ट्रपिता महात्मा गांधी।



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16 मई 2014 को संस्थान के बोर्ड कक्ष में निदेशक महोदय प्रोफेसर जयंत दास की अध्यक्षता में 'राजभाषा कार्यान्वयन समिति' की बैठक का आयोजन किया गया। बैठक में श्री आर. एन. शुक्ल, उप—िनदेशक (राजभाषा), स्वास्थ्य और परिवार कल्याण मंत्रालय, भारत सरकार ने भी भाग लिया। बैठक में सदस्य—सचिव श्री अरविन्द कुमार द्वारा संस्थान के सरकारी कामकाज में हिंदी के प्रगामी प्रयोग के लिए वर्ष 2014—15 का वार्षिक कार्यक्रम प्रस्तुत किया गया, जिसे समिति ने अनुमोदित कर दिया।

समिति द्वारा 31 मार्च 2014 को समाप्त तिमाही की अविध में संस्थान के सरकारी कामकाज में हिंदी के प्रयोग संबंधी प्रगति की समीक्षा की गई। समिति द्वारा हिंदी पत्राचार की प्रतिशतता में वृद्धि के प्रयासों की सराहना की गयी। श्री आर. एन. शुक्ल, उप–िनदेशक (राजभाषा), स्वास्थ्य और परिवार कल्याण मंत्रालय द्वारा संस्थान से प्रकाशित हिंदी पत्रिका 'धारणा' के उत्कृष्ट संपादन और गुणवत्ता की सराहना की गई।

mijidr ç'il igu ; "tukdsvaxZ eli; idu mi&l fefr dhcBd

संस्थान के सरकारी कामकाज में हिंदी के प्रयोग को बढ़ावा देने के लिए वित्तीय वर्ष के आधार पर संस्थान में एक उदारीकृत प्रोत्साहन योजना लागू की गई है, जिसके अंतर्गत हिंदी में उत्कृष्ट कार्य करने वाले कर्मचारियों को नगद राशि देकर पुरस्कृत किया जाता है। उक्त प्रयोजन हेतु वित्तीय वर्ष 2013—14 के पुरस्कारों की सिफारिश के लिए प्रोफेसर टी. बीर, कार्यवाहक उप—िनदेशक (प्रशा.) की अध्यक्षता में 28 मई 2014 को मूल्यांकन उप—समिति की बैठक आयोजित हुई। समिति के अन्य सदस्य डा. अंकुर यादव, श्री एस. के. भट्टाचार्य, डा. गणेश शंकर श्रीवास्तव एवं सदस्य—सचिव श्री अरविंद कुमार भी बैठक में उपस्थित थे।

मूल्यांकन उप—समिति की सिफारिशों के आधार पर श्री एडमण्ड कुजूर (अवर श्रेणी लिपिक—तदर्थ) एवं श्री सुनील गौतम (अवर श्रेणी लिपिक) को प्रथम पुरस्कार हेतु; श्री जगदीश सिंह रावत (सहायक), श्री वी. एस. रावत (अवर श्रेणी लिपिक) एवं श्री मुकेश कुमार कौशिक (अवर श्रेणी लिपिक) को द्वितीय पुरस्कार हेतु; और श्रीमती लितिका मेहरा (आशुलिपिक ग्रेड –2), श्री यशवंत सिंह (सहायक), श्री सोम दत्त (उच्च श्रेणी लिपिक) एवं श्रीमती बीना शर्मा (अवर श्रेणी लिपिक) को तृतीय पुरस्कार हेतु चयनित किया गया।

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