
SUMMARY OF INDEPENDENT IMPACT ASSESSMENT STUDIES CONDUCTED IN PURSUANCE OF RULE 8(3) OF THE COMPANIES (CORPORATE SOCIAL RESPONSIBILITY POLICY) RULES, 2014.

1. CSR initiatives in Health: Sir H. N. Reliance Foundation Hospital

Sir H. N. Reliance Foundation Hospital (RFH), located in Mumbai, is a state-of-the-art multi specialty healthcare institution renowned for its clinical excellence, innovation, and commitment to patient-centered care. With a robust focus on advanced medical technologies, outreach initiatives, and holistic health services, RFH continues to set benchmarks in the Indian healthcare landscape. In FY 2022-23, the CSR initiatives carried out by the hospital demonstrated outstanding achievements across clinical, operational, academic, and social domains, reaffirming its position as a healthcare leader nationally and internationally. These CSR health initiatives aimed at enabling the hospital to acquire advanced diagnostic tools and medical equipment, improving health care quality and ensuring access to economically weaker patients.

Methodology

This report is based on a comprehensive review of existing reports, presentations, and datasets pertaining to the CSR healthcare initiatives implemented by Sir H. N. Reliance Foundation Hospital (RFH) during the fiscal year 2022-23. Key performance indicators, patient outcomes, clinical success stories, and outreach data were systematically analyzed and collated to understand the tangible impact of the clinical and community health programs. The report synthesizes qualitative narratives and quantitative metrics to provide a holistic overview of CSR contributions to healthcare advancement.

Summary of key impact areas:

Clinical Excellence and Outcomes

The health initiatives of the hospital led to achievement of exceptional outcomes in critical and high-risk procedures. Cardiovascular surgeries like CABG reported a 99% success rate, while PTCA and TAVI procedures achieved 98% and 100% success rates respectively. The hospital performed successful organ transplants including kidney (97% success, 95% I-year survival), liver (84%), lung (86%, surpassing global average), and heart (75% in high-risk cases). Pediatric cardiac surgeries demonstrated a 95% success rate and shorter hospital stays than global averages (with half the average global length of stay (10.3 vs 19 days). RFH also managed complex neurological, cardiac, and oncological cases with a focus on personalized medicine and precision diagnostics as given below:

- Complex neuro cases such as autoimmune encephalitis with endocrinal involvement and late-window mechanical thrombectomy.
- Rare pediatric cardiac surgeries, including one of India's youngest coronary bypass recipients.
- Precision oncology cases with targeted therapy, immunotherapy, and advanced genetic diagnostics.

Some of the Robotic and Minimally Invasive Surgery successfully managed are given below:

- 191 robotic knee replacements.
- 162 robotic urology and onco surgeries.
- First gastric bypass on a 19-year-old with BMI 72.3 in Western India.
- Laparoscopic anti-reflux surgery post-lung transplant under epidural-a first global case series.

Centers of Excellence and Research

The hospital expanded its Centers of Excellence (COE) in areas such as Transplant Medicine, Robotic Surgery, Women's Health, and Sports Medicine.

- **Transplant Medicine:** Six organs transplanted in 24 hours, including combined heart- lung.
- **Robotic Surgery:** Key to early recovery and reduced hospital stays.
- **Sports Medicine:** Supported multiple 2022 Commonwealth Games medallists.
- **Women's Centre:** New IVF and wellness facilities launched, with international collaborations.

Over 350 robot-assisted surgeries were conducted, and RFH introduced new services including IVF and international collaborations. RFH also established an ICMR-recognized Clinical Trial Unit, furthering its contribution to evidence-based medicine.

In academics, over 80 DNB students were trained and participated in 23 clinical research projects, including international trials.

- 80 DNB students; 52 postgrad seats.
- 36 national/international publications and 21 case presentations.
- 23 ongoing clinical research projects; 16 completed in FY23.
- Participation in two global clinical trials (Roche, MSD).
- Establishment of ICMR-recognized Clinical Trial Unit.

Service Excellence and Patient-Centered Care

The hospital emphasized superior patient experience, achieving a Net Promoter Score of 92.7 and 89% inpatient satisfaction. Operational efficiencies were improved, including discharge turnaround times. Over 2,100 high-end outreach consultations were provided across Maharashtra and Gujarat. Specialized nursing services and state-of-the-art lab technologies enhanced diagnostic accuracy and care delivery.

- Achieved NABH Nursing Excellence.
- Implemented John Hopkins-led process reviews.
- Specialized nursing across 9 departments.
- Genetic and HLA Labs established, with NABL accreditation.
- Automated haematology diagnostics for improved turnaround.

Advanced imaging solutions and tele-radiology services extended diagnostic reach and efficiency.

- Wider bore Siemens MRI operational.
- Open MR installation in progress.
- Tele-radiology and centralized lab analytics enabled.

Social Impact and Outreach

These health initiatives impacted over 6.7 lakh individuals through consultations and screenings, saving over ₹ 10.1 crore in out-of-pocket costs. RFH supported 1,129 below-poverty-line patients for complex procedures. Through the Karkinos platform, over 35,000 cancer risk assessments and 6,000 clinical screenings were conducted. High-end surgical services were extended to pediatric endocrinology, orthopaedics, hepatology, cardiac and onco-surgery in cities including Nashik, Surat, Rajkot, and Baroda through RFH's outreach and telemedicine initiatives. Over 250 high-end procedures delivered to up-country patients.

Brand Recognition and Awards

This has led RFH to receive numerous awards in this reporting period as given below:

- **ET Healthcare Brand Awards** – Best Healthcare Brand.
- **India Today Top Doctors 2022:** 50 doctors featured.
- **Navbharat Healthcare Awards:** Best in Oncology, Cardiology, Neurology and Urology.
- **Midday Maharashtra Gaurav Awards:** Best Multi-Organ Transplant Hospital in India.
- **Times of India Hospital Survey 2023:**
 - o #1 in Mumbai & Western India.
 - o #2 nationally.

Strategic Focus: FY 2023-24

In the upcoming fiscal year, the health interventions will be directed towards enhancing digitization through Smart Hospital initiatives, expanding home healthcare, expansion of cancer screening and outreach programs and emphasis on mental wellbeing. It will continue to strengthen asset utilization and clinical excellence while launching new projects such as day care centers and medical malls. RFH also aims to implement remote healthcare through e-clinics and tele-ICU support.

Conclusion

The CSR health interventions through Sir H. N. Reliance Foundation Hospital reflect a powerful combination of medical expertise, technological advancement, and an unwavering commitment to community health. Through its Centres of Excellence, outreach programs, and innovative approaches to patient care, RFH has consistently delivered superior clinical outcomes and contributed meaningfully to the broader healthcare ecosystem. The hospital remains steadfast in its vision to pioneer transformative healthcare services, expand equitable access, and uphold the highest standards of quality and compassion—cementing its place as a healthcare leader in India.