



VISION 2020: The Right to Sight – INDIA

Excellence in Eye Care : Learnings & Practices

6th & 7th June, 2015

Hosted by

CL Gupta Eye Institute, Moradabad, Uttar Pradesh

11TH ANNUAL CONFERENCE REPORT

CONFERENCE TRACKS

- **Leadership & Service Excellence**
- **Eye Care Delivery to the Unreached**
- **Quality Assurance**
- **Skill Enhancement for Optometry/Ophthalmic Assistant**



VISION FOR ALL



A Report

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SUMMARY

VISION 2020: The Right to Sight - INDIA, successfully organised its 11th Annual Conference 'Excellence in Eye Care: Learning & Practices' on 6 & 7 June 2015 at C L Gupta Eye Institute, Moradabad, Uttar Pradesh.

Nearly 400 delegates from a total of 70 organisations from across the country participated in the conference.



Over the years, VISION 2020: The Right to Sight – INDIA's annual conference has created a niche for itself as one of its kind of conference in community ophthalmology. It offers an excellent platform for discussion, networking and contributing towards improving the eye care in the country. With the innovative design of the conference tracks, the delegates have developed certain expectations from the conference.

"It was really a wonderful time at Moradabad. You people have made the conference ever so memorable and we were truly gratified with the wonderful programme

The sessions were well organized and interesting. Appreciable work by all. Wishing all the very best for the future endeavours."

**Dr BK Jain
Director and
Trustee
Shri Sadguru**

The three member scientific committee comprising of: Dr DRD Ravindran, Dr Umang Mathur and Dr Ashi Khurana had their task cut out for them as they had to meet the expectations and also blend the latest developments and the requirement of the sector. The designed sessions took into consideration the constructive feedback received from the previous annual conferences.

This year, the tracks were limited to four along with the now regular common session. In a new approach, speakers from outside eye care were invited to allow for a broader spectrum of experience sharing, which was welcomed by the delegates, especially in the Leadership track. The popularity of which can be determined by the packed room of the session.

We were fortunate to have participation from NABH; IIM Bangalore; Rane Groups; GE; Bosch India; Tanishq; McLead and Medtronic India.

We had an overwhelming response for Free Paper and Poster. The Scientific Committee selected three Free Papers from the 25 submitted and 15 posters were displayed.

We had an encouraging participation from the government: Dr NK Agarwal, DDG, National Programme for Control of Blindness, Government of India; Dr D Bachani, Deputy Commissioner, Non Communicable Diseases, Government of India; Dr Dipali Deka, RIO Guwahati; DPM's Kamrup and Tinsukia, Assam, Dr Praveen Vashist and Dr Suraj from RP Centre, AIIMS.

“Congrats to the entire team at CL Gupta for successfully organising the annual conference.

It was very well attended.”

Dr. Satanshu Mathur, CEO, Disha Foundation

The North East region was well represented at the conference.

Almost all the INGOs working in the country: CBM, Orbis, Operation Eyesight Universal, Mission for Vision, Sightsavers, Help Me See in the eye sector made a strong presence at the conference and shared their experiences.

“Kudos for a very well organised event..... thoroughly brilliant.”

Dr Pankaj Bhattacharyya, Senior Consultant, Sri Sankaradeva Nethralaya

INTRODUCTION

The annual conference is the flagship event of VISION 2020 – INDIA. It was established as a platform for sharing experiences and networking and continues to flow in that direction. The broad aim of the conference is:

- increasing the capacity of eye care fraternity towards meeting the goal of reducing visual impairment
- creating networking opportunities and overall atmosphere of upgrading knowledge and technology use
- share experiences and good practices in the area of eye health for better planning and implementation of eye care services

The tracks for this year were:

Leadership & Service Excellence

Eye care delivery to the unreached

Quality Assurance

Skill enhancement for Optometrist/ Ophthalmic Assistants

The conference also serves as a platform for advocacy. It offers an interface with the government officials where the government can outline in detail its policies and the members can seek clarifications if any, pertaining to issues related to government policies.

VISION 2020 – INDIA has constituted two awards to recognise the exemplary work by organisations: Shri Dharamsey Nansey Oman Award for Outstanding High Quality High Volume Comprehensive Eye Care Service Delivery instituted in 2012 and Shri SN Shah Award for Equitable Eye Care initiated in 2013. The selected organisations are presented the awards at the conference.

INAUGURATION

The inauguration of the 11th annual conference was packed with a number of ancillary programmes. Held on the evening of the first day of the conference, the inauguration was held in the well manicured lawns of the hospital.



The chief guest for the inauguration was Dr N K Agarwal, Deputy Director General (ophthalmology), National Programme for Control of Blindness, Government of India and Mr AK Dwivedi, Commissioner, Moradabad Uttar Pradesh was the special guest for the evening. The other guests sharing the dais on the inaugural evening were: Mrs Shikha Gupta, Vice-Chairman, C L Gupta Charitable Foundation, Dr Sara Varughese, President, VISION 2020 – INDIA; Dr Ashi Khurana, Vice Chair, CL Gupta Eye Institute; Mr Gupta, Chair, C L Gupta Charitable Foundation; Dr Jennifer B Vaid, Vice President, VISION 2020 – INDIA and Mr Phanindra Babu Nukella, CEO, VISION 2020 – INDIA.



Welcoming the delegates to the 11th annual conference Dr Sara said that the conference had grown to be great platform where several "islands of excellence" converged to learn and share their experiences. "I have learnt so much from what is happening across the country," said Dr Sara referring to the sessions at the conference.



Talking about the annual conference few years back when it was designed differently and the attendance was thin, Dr Sara expressed her happiness that now more numbers were able to benefit from the conference sessions. In fact this was also as the members of VISION 2020 – INDIA had grown in volume.

To the regular query from members as to what VISION 2020 INDIA was offering to the members, Dr Sara referred to the quote from the famous speech by Winston Churchill during the IIInd World War 'ask not what your country can do for you – ask what you can do for your country' and tweaked it to say "I put this to you. What can you do to make a difference to the blindness scenario in the country."



Dr Sara took the opportunity to request the government regarding certain issues. She highlighted the crores of money that was pending in the DBSC and requested government's intervention in this matter.

She also brought forth the issue regarding HMIS. Dr Sara said that NGO organisations were facing difficulty in entering the data and that VISION 2020 – INDIA was willing to help in sorting out the issue. She also spoke about incidences where doctors were arrested following incidence of infection. She assured that government that efforts were being taken to move towards quality eye care.



As is the ritual, VISION 2020 – INDIA honoured its past president & zonal representatives and also to the Scientific Committee of the conference.



Orbis India developed a School Children screening manual for school teachers. The manual was released by Mr AK Dwivedi, Commissioner, Moradabad, Uttar Pradesh in presence of Dr Rahul Ali, Country Director, Orbis India. The manual is available in both English and Hindi.



A vote of thanks was given by Mr Gurbinder Singh, Secretary, CL Gupta Eye Institute.

Awards

Two awards instituted by VISION 2020 – INDIA were presented at the inaugural. This year's Dharamsey Nansey Award was given to Sitapur Eye Hospital, Sitapur, Uttar Pradesh and the SN Shah Award to Velemegna Good News Society, Bidar Karnataka. The awards were selected by three member jury: Mr NP Pandya, Mr R D Thulasiraj, Dr Chandrasekhar Shetty and Mr Nagarajan.



The Dharamsey Nansey award carries a cash award of rupees one lakh and SN Shah award carries a cash award of rupees ten thousand.

Cultural Event

A colourful cultural event marked the culmination of the hour long inaugural function. The staff from CL Gupta Eye Institute gave a magnificent performance. A singing group, most of whose members were visually challenged from Delhi gave a wonderful performance.



SCIENTIFIC PROGRAMME

Led by a stellar roster of renowned speakers, the two-day program of the 11th annual conference offered four tracks and a common session. The topics were a balanced mix of both clinical and non clinical. All the sessions were designed by the expert scientific committee to be highly practical and focus on drawing learnings and best practices from eye care institutions and other related organisations that implemented community ophthalmology programmes successfully across the country.

The sessions were led by some of stalwarts in eye care. To name a few: Dr D Bachani, Dr NK Agarwal, Mr Thulasiraj, Mr AK Arora, Dr RD Ravindran, Dr Umang Mathur, Dr DVR Sheshadri, Mr D Nagarajan, Dr BK Rana and other speakers belonging to the government, corporate, INGOs and NGOs representatives from all major eye care institutions in India. The scientific programmes included four tracks and one common session.

Common Session

Based on the last positive feedback received from the participants for common session, the common session was continued this year and now has become a regular feature for at the conference. This was a good platform to learn best practices and policies in eye care presented by national and international stalwarts.

Track 1: Leadership & Service Excellence

Leadership is central to the success of an organisation and to maintain a leading edge. Eye care in India has been extremely fortunate in having great leaders. The importance of leadership and the skills and tools required for grooming the next generation of doctors and managers to lead organizations to fight against needless blindness was the focus of this track.

Track 2: Eye care delivery to the unreached

Many service delivery models facilitate the process of reaching out into the community in different parts of the country. Most are customized to suit different conditions – the geography, culture, logistics, population density, rural-urban divide, disease and age distribution, ability to pay etc. We are also witnessing the emergence of information technology and the opportunities it offers for remote diagnosis and consultations.

This session aims at improving our understanding of these different models and discusses challenges of demand generation, improving access, delivery of service for different eye diseases, human resource development. This emphasized on emerging practices on reaching to vulnerable and marginalized population.

Track 3: Quality Assurance

'Quality is doing the right thing, the right way, right away'. This workshop focused on quality, steps to set up a quality improvement system, its tools and implementing changes in eye care. The workshop based sessions were a starter kit for hospitals and institutions to initiate quality assurance systems in their organization.

Track 4: Skill enhancement for Optometrist/ Ophthalmic Assistants

The availability of well trained ophthalmic paramedics cannot be over-emphasised. Their numbers as well as skill determines the quality of care, efficiency in delivery of eye care and access to patients. The five parallel workshops at the conference gave an opportunity to ophthalmic personnels to improve their skills and up-grade their knowledge.

Common Session

The Common Session was held on day II of the conference (7th June 2015). The speakers of this session were some of the well known persons from the eye care fraternity: Dr D Bachani, Dr NK Agarwal, Mr R D Thulasiraj, and Mr AK Arora. The common session was designed to throw light on blindness prevention efforts, current status of eye care India and required future actions, Universal eye health and road map for eye care services in the country.

Dr NK Agarwal focused on the current issues of NPCB while Dr D Bachani spoke on the convergence of NCD & eye care services. Mr Thulasiraj highlighted the 'Key to Universal Coverage- Vision Centres & Technology' and Mr A K Arora highlighted 'System Development in Eye Care Institutions'.



Leadership - Building Blocks in Organisational Development



The leadership track was well attended by the executives of various eye care institutions and the government officials. The track was designed to clearly demonstrate role of leadership in building blocks of an organisation (Demand; Systems for efficiency; Quality; HR capacity; Organisation's Value System) and also to map the core challenges to steer the organisation towards growth path. The six sessions were designed to have more discussion rather than only presentations. Each session included a speaker from outside eye care/health care; two presentations each from eye care and a panel discussion. Summing the sessions, the six 'C's for an effective leadership were highlighted: Competence, Commitment, Communicate for Success, Compliance, Commandeering and Compassion.

Quality Assurance

Quality is one the main component for a strict adherence in any organisation. Productivity, growth and sustainability of the organisation are linked on the quality of services. If the quality is good, productivity and growth will be good and if bad, no one can sustain the organisation. Quality is a major aspect which also effects the demand generation. It can't be done once for the entire tenure as it needs a continuous improvement.

This track focused on the different aspects of quality such as; Hospital Infection Control: Emerging Trends, Quality Assurance in Eye care, Step by step approach to Accreditation, Continuous Quality Improvement and Moving towards Safer Eye care: Turning on the safety button. The session was



specially designed to focus more on the discussions. The sessions had panel discussions followed by the presentations. During the discussion the point came that, you don't need to be the best even a good can meet the needs of Pt. & provide the quality Service and also any indicator can't be good or bad it should be measurable/quantifiable. It was also suggested during the discussion that Senior Optometrist should take the lead in becoming Eye Bank Technician.

Eye Care Delivery to the Unreached

This track had a very encouraging participation. Almost all of the VISION 2020 - INDIA members are involved in outreach activities and are reaching to the unreached population to serve them. Some members face problems in the outreach activities because of the local issues. The session was well designed by focussing on various current issues. The sessions were designed to support the organisations to understand how comprehensive and cost effective eye care through outreach can be done. This track also focused on the eye care for 'Vulnerable Community'. Children are the future of our nation. Therefore a dedicated session was organised on 'School Children Screening and Low Vision Screening Initiatives'. 'Primary Eye Care Services towards accomplishing the goal of Vision 2020' was discussed to strengthen the organisations to achieve our common goal. There was a dedicated session aspects of Eye Donation and Eye Banking Services. The sessions were highly appreciated by the participants.



Skill up-gradation workshops & session for Optometrists & Ophthalmic Assistants



This year the optometry track was innovatively designed to provide maximum benefits to the delegates. Five workshops and a common session were designed by the experts in the field to provide hands on training. The workshops were conducted on both the days to enabling all the participants to avail participating in all the workshops.



The workshops were based on the hands on training and were focused on 'Quest for Unaided 2020-Biometry Techniques', 'Tips & Traps- Pearls in Paediatric Refractions', 'Beautiful Eyes'-Contact Lens Fitting', 'Double Vision, Double Trouble'-Orthoptics' and 'Small Intervention, BIG impact'-Low Vision Aids'. The common session's focus was on broadening the scope of paramedics practice. Around 150 Optometrists attended the sessions. Optometry students appreciated the workshops where they could get hands on training.

GRATITUDE

- VISION 2020 - INDIA is highly grateful to CL Gupta Eye Institute, Moradabad for hosting the 11th Annual Conference. We strongly feel that along with us, our members and other participants appreciated the careful planning and warm hospitality and arrangements made by CL Gupta Eye Institute during the conference.
- Our special thanks to Mrs & Mr Gupta for giving us the opportunity to organise the conference at their hospital.
- Our sincere thanks to Dr Ashi Khurana and the entire team of CLGEI for their extensive support.
- We thank Dr N K Agarwal for being the Chief Guest at the conference.
- Our sincere thanks to the members of Scientific Committee (Dr RD Ravindran, Dr Umang Mathur and Dr Ashi Khurana) for developing the scientific programme and to all resource persons for their time, effort & valuable inputs to make the conference a success.
- Our special thanks to Help Age India for supporting VISION 2020 INDIA's Annual Conference, 2015 and also to Indian Optometry Association for supporting the Optometry Sessions.
- We are thankful to all our member organisations and also to other participants for their participation to make the event successful.
- Our sincere thanks to all the medical and optometry students for their participation.
- We are thankful to Govt. of India and state Governments for their participation.
- We are grateful to each and every one who contributed their time & effort to make the event a grand success.

Quantitative Feedback

Of 405 participants, 285 submitted feedback forms. A four point rating scale is used to assess the feedback.

Conference Related – Overall (N=285)

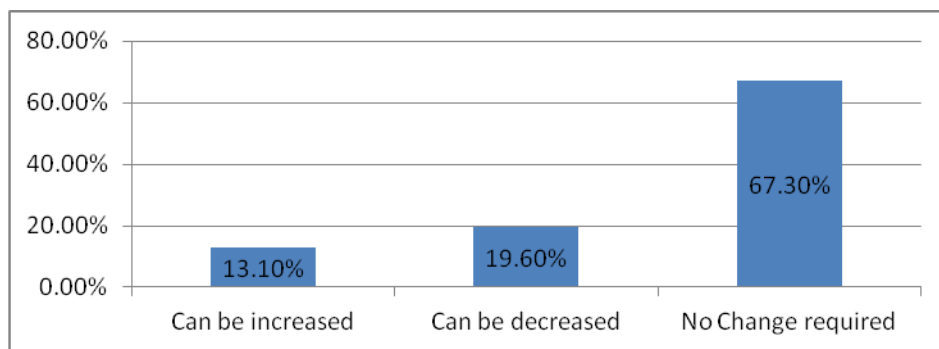
S. No	Parameter	Good/Very Good (%)
1	How were the conference facilities?	98.0
2	Knowledge/Information that you gained at the exhibition/stalls is	95.4
3	How well do you think the conference would influence your work?	97.0
4	How well do you think your expectations have been met?	96.4
5	Help that you might have sought, during the conference, is attended	96.3
6	Sessions executed/managed are	96.4
7	How well did you like the food?	98.0
8	How well did you like the Speakers and Panelists overall in their delivery?	96.9
9	How do you rate satisfaction regarding overall design of scientific program?	96.8
10	How do you rate satisfaction regarding overall quality of conference?	94.7

Participation for both days (N=285):

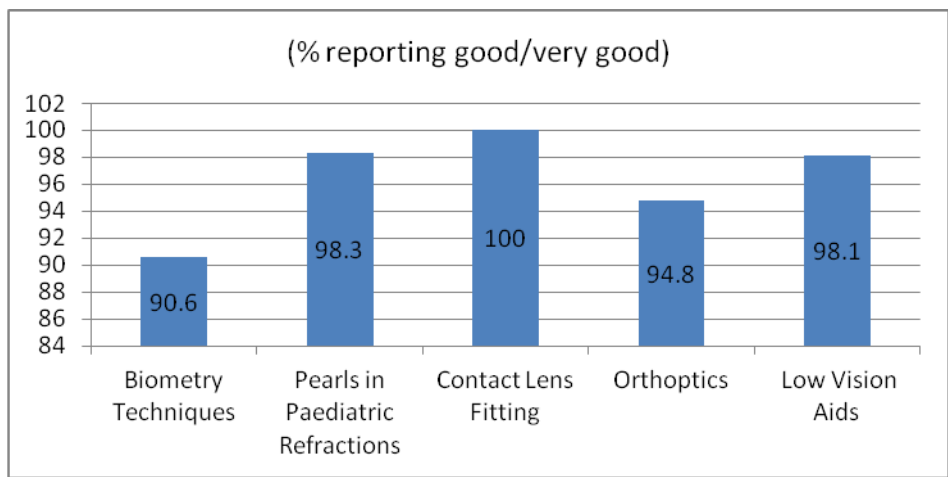
93% of participants reported they had attended the conference for both the days.

Registration Fee (N=285):

We also sought feedback on registration fee for future conferences



Satisfaction of skill building workshops in Optometry (N=143)



Conference Related – Tracks specific

	Track Name					
	(% reporting good/very good)					
	Leadership and Service Excellence	Eye Care Delivery to the Unreached	Quality Assurance	Skill Enhancement for Optometrists/Ophthalmic Assistants	Common Session for Optometry on 6 th May morning	Common Session on 7 th May morning
Knowledge that you gained in technical sessions	96.7	90.9	90.0	96.9	96.6	100.0
Quality of technical content of presentations	98.3	88.3	90.5	100	96.7	100
Quality of panel discussions	88.5	90.0	85.7	96.9	NA	NA
Expectations have been met	91.7	96.4	90.5	100	100	100

ANNEXURE

MEDIA COVERAGE



A curtain raiser press conference was held on 5th July 2015 at CL Gupta Eye Institute.

The media proactively reported on the conference covering a wide ranging aspect of the conference.

