



2023 MID YEAR REPORT

Ragat Chahiyo Hotline

+977 9801230045



hamrolifebank.org



team@hamrolifebank.org



Sanepa, Lalitpur



Prepared by: *Hamro* LifeBank
June, 2023

HAMRO LIFEBANK

TABLE OF CONTENTS

Ragat Chahiyo Hotline - Background

Blood Demand Management

Ragat Chahiyo Hotline - Statistics

Testimonial

Conclusion



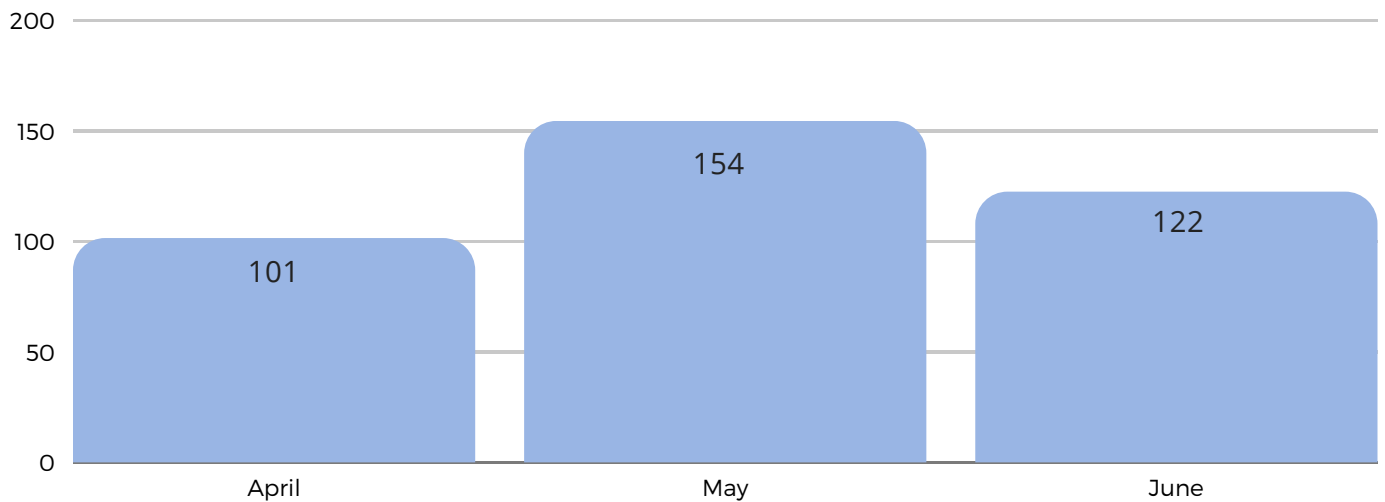
RAGAT CHAHIYO HOTLINE - BACKGROUND

Hamro Life Bank (HLB) is a non-profit which aims to minimize patients' stress with digital intervention in the blood banking sector in Nepal. Ragat Chahiyo Hotline, initiated in 2020, enables people to access blood and crucial information, streamlining the management process. In 2020-2021 with support from the American Nepal Medical Foundation (ANMF), HLB's data-centric Blood Information Dispatch System (BIDS) empowers efficient hotline functioning.

Hamro LifeBank tackles the challenging task of blood management during emergencies in Nepal, where demand consistently surpasses donation levels. By synergizing efforts and leveraging the power of the Ragat Chahiyo Hotline, Hamro LifeBank inspires and mobilizes donors, ensuring individuals find blood in critical situations. Through their cohesive approach, they alleviate the stress faced by patient families, delivering timely assistance when it matters most.

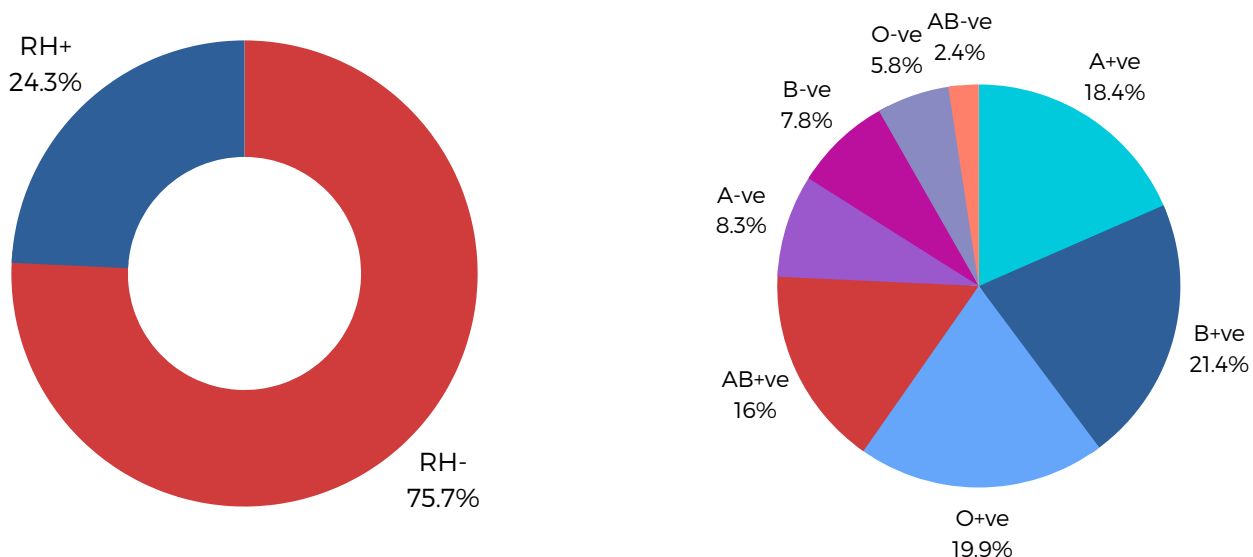
BLOOD DEMAND MANAGEMENT

Blood Request Pattern



In May, we experienced the highest volume of blood request, but our blood banks successfully fulfilled most of them. Recent blood donation camps have significantly replenished the stock levels and allow us to meet a larger portion of the requests through our Ragat Chahiyo hotline. This achievement demonstrates our effective collective efforts in ensuring a steady and ample blood supply for those in need.

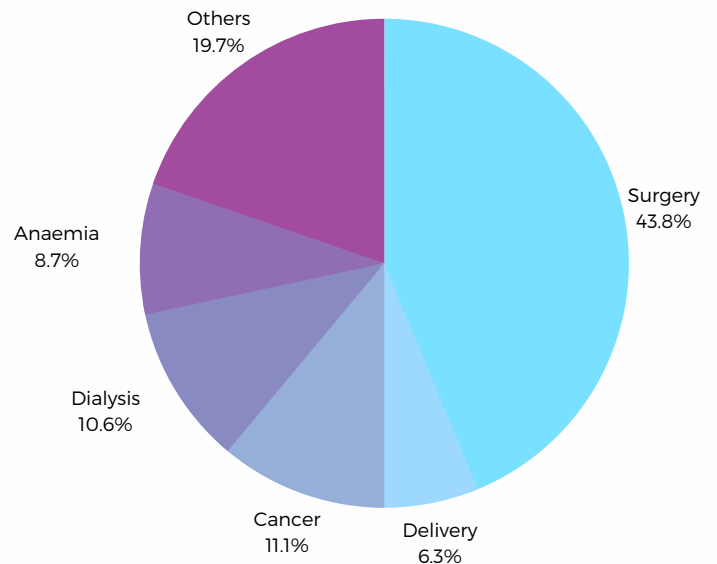
Requested Blood Type



The demand for blood groups follows a clear pattern, with 75.7% of requests being for Rh+ blood types. Given the higher prevalence of Rh+ individuals, it is natural that the demand for the positive blood group is also higher. Among the different blood types, B+ requests were the highest, followed by O+, A+, AB+, A-, B-, O-, and AB-.

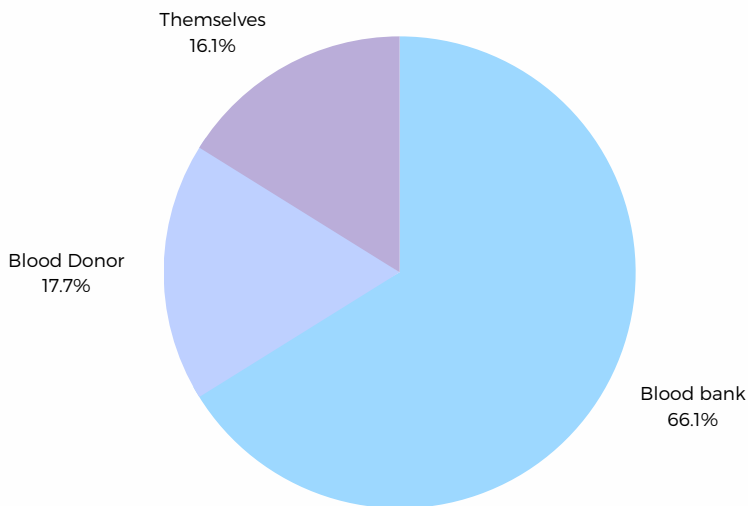
Diagnosis

In the second quarter of 2023, the hotline received a high volume of blood requests. The majority of callers were for surgery patients, followed by cancer patients, women in maternity, dialysis patients, anemia patients, and others with various diagnoses.



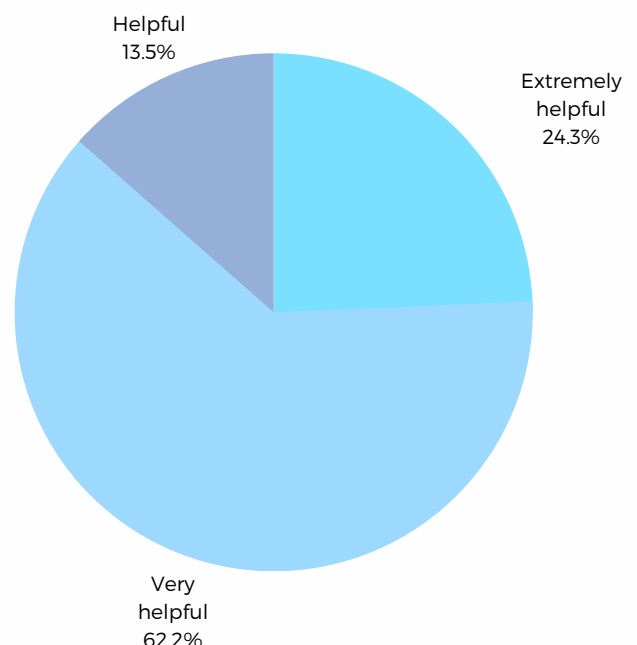
How was the blood managed at that time?

Our Blood Information Dispatch System securely manages our donor database, ensuring efficient access to blood stock information when needed. Through effective coordination with blood banks, we were able to fulfill 66.1% of blood demands by calling them directly. For 17.7% of demands, we successfully managed to mobilize donors. Additionally, requestors themselves obtained blood from blood banks (16.1%). Overall, the majority of blood requests are fulfilled through blood banks, enabling us to provide accurate and timely information to patients' families.

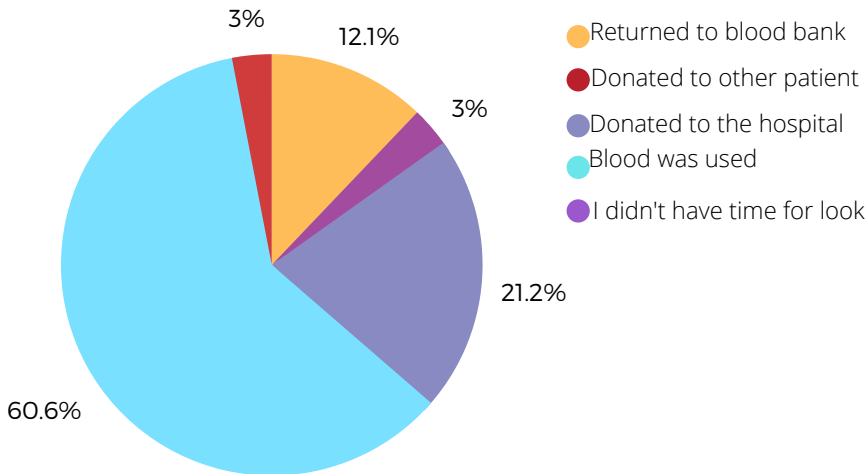


How help was HLB during blood need?

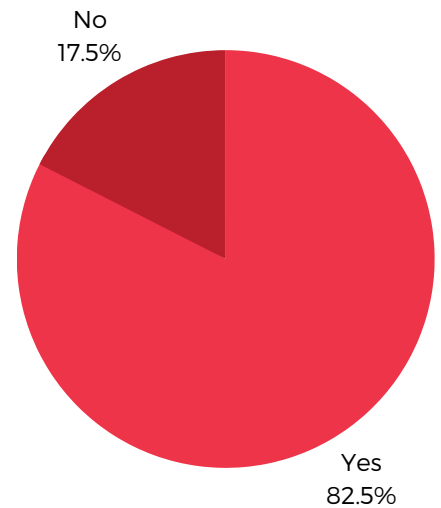
Most of the people are satisfied, 62.2% to be specific found the hotline very helpful during the blood needs. The hotline not only helps people manage blood but also provides blood related information like donation protocols, event updates, blood bank details etc. to the requesters, donors and any interested individual.



What did you do with the unused blood?

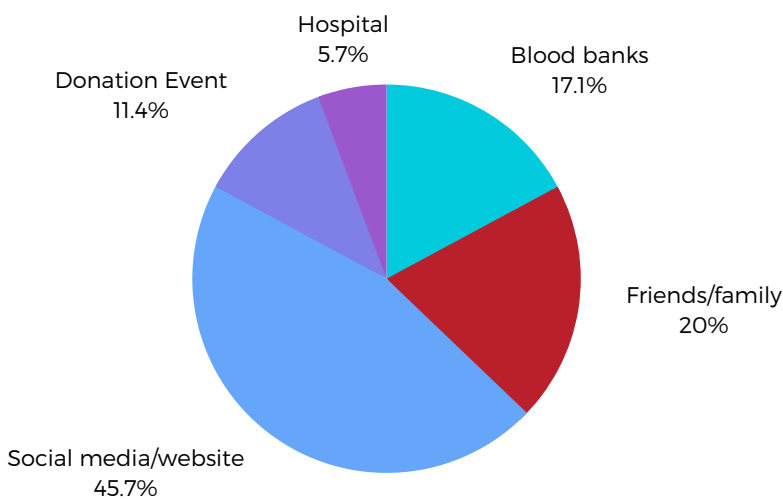


Blood Usage, Was that Blood used?



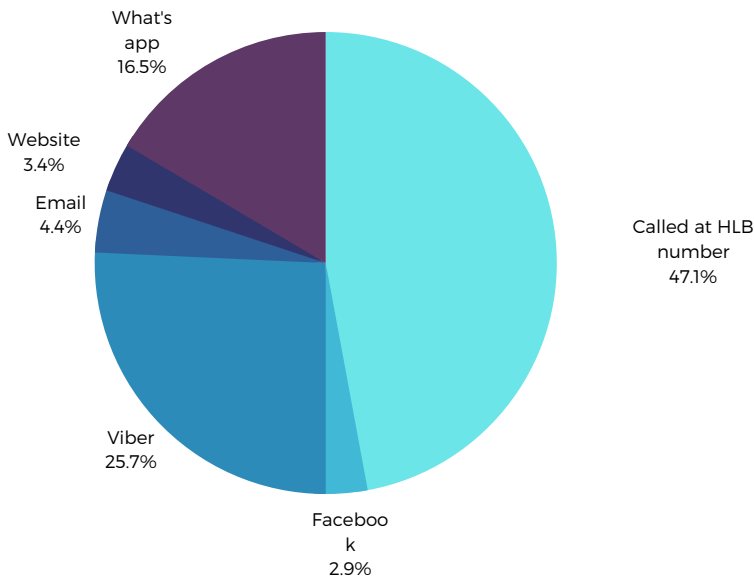
Based on collected feedback from blood requesters, 82.5% of blood requests resulted in actual usage, while 17.5% went unused. Unused blood was often donated to hospitals (21.2%), returned to the blood bank (12.1%), or given to other patients (3%). Some families did not inquire about managed blood for personal reasons (3%). To improve coordination, establishing direct bloodstock management between blood banks and hospitals could reduce standby blood demands. Further research is needed to understand blood utilization and potential waste in hospitals.

How did you know about Hamro LifeBank?



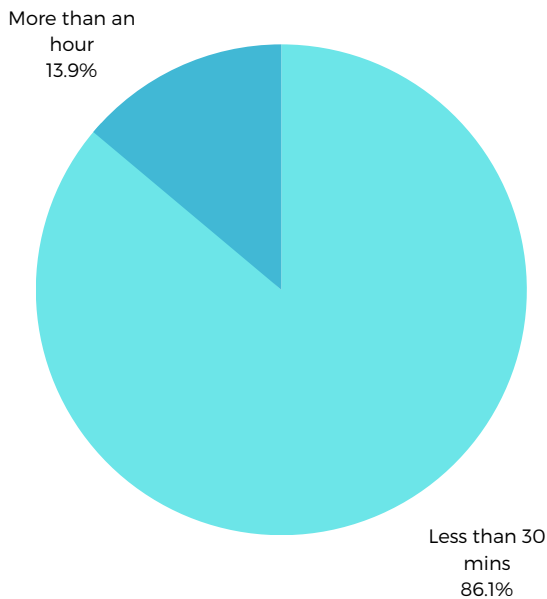
Most of the requesters knew about the hotline service through their social media handles of HLB (45.7%), friends and family (20%), and by the hospital referrals (15.7%). HLB has been active on social media platforms including Facebook, Instagram and Twitter to make people aware of the importance of blood donation, share blood stories, blood related facts, upcoming blood donation drives etc. Some blood banks (17.1%) share the hotline number to patient's families to help people find blood. 11.4% knew about us through blood donation event.

How did you reach out to HLB mostly?

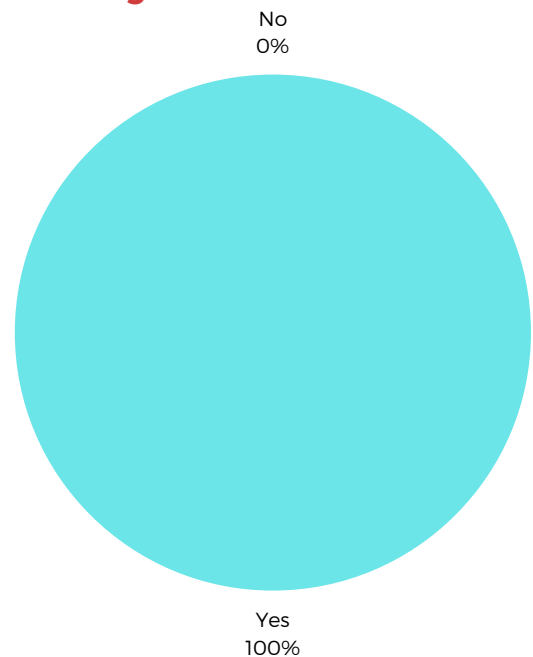


Most of the requesters reached out to the hotline through direct phone calls (47.1%). 2.9% of people reached out through Facebook messages,, 3.4% through websites, 4.4% through Email, 16.5% through What's App and 25.7% through Viber.

How much time did it take to get a response from HLB mostly?

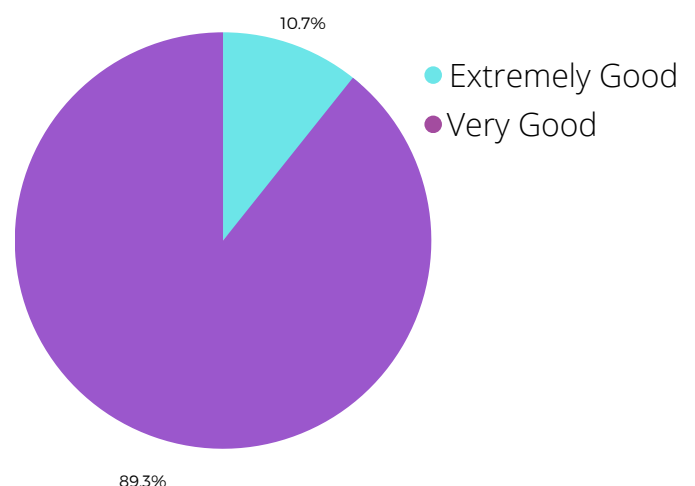


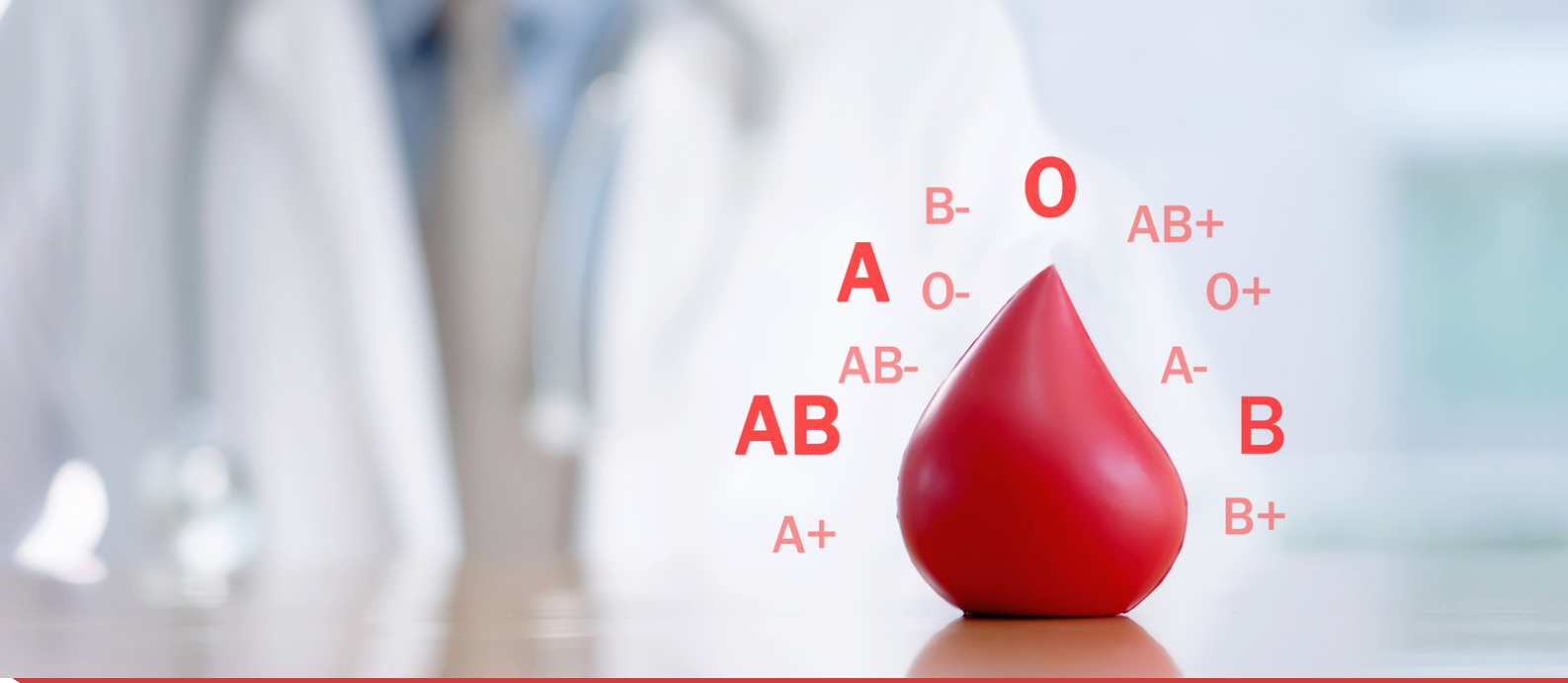
In future, would you recommend HLB to others to manage blood?



An overwhelming majority of requesters (100%) express their willingness to recommend the hotline, recognizing its potential to alleviate the pain and stress associated with finding blood. Donors managed through the hotline are effectively communicated about the patient's condition and donation process. Feedback shows that 89.3% responded extremely well, 10.7% responded very well to the families of patients in need.

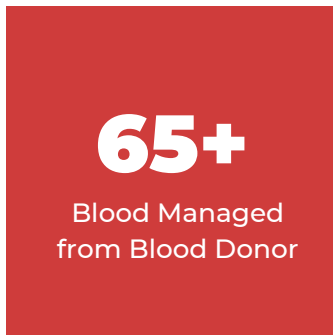
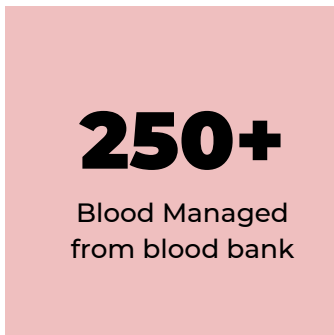
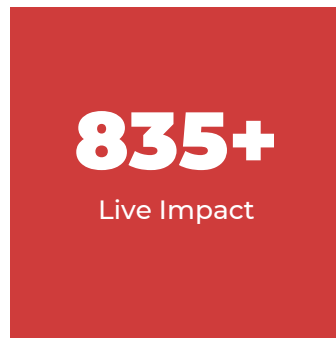
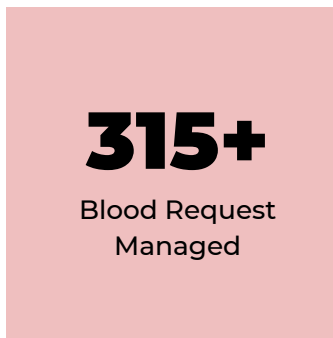
How was the response from the donor?





Ragat Chahiyo Hotline, Stats

Quater 2, Impact Number



TESTIMONIAL



Nirmaan Shrestha, Patient Story

I have had the privilege of being connected with Hamro Life Bank three times so far, and without fail, they have done an excellent job - helping me find the relevant blood I needed. They were always responsive and quick - and if they could not find the blood in any blood bank, they would find volunteers to donate blood. I am so glad that this exists and will use it again in the future whenever I need it.

Pawan Kumar Thapa, Donor Story

Donating blood is a life-saving act that can make a significant difference. Every drop or bag of blood counts and can help someone in need. By being prepared to donate blood, you have the power to save lives and provide essential support to those in critical situations. Your contribution can bring hope and healing to those who require it most.

Aman Mahaseth, Patient Story

I would like to thank the blood hotline for their exceptional support during a critical time when my family member needed blood. Their swift response in arranging for PBRC within a matter of minutes was truly remarkable. I would like to make a humble suggestion to the blood hotline to consider sharing their contact information across various platforms that reach a wide audience. By doing so, they can ensure that a large number of people have access to their contact details and can save this valuable information for future use.

Utkrista Pradhan, Volunteer Story

Volunteering at Hamro LifeBank has been eye-opening and enjoyable. Each call fills me with responsibility and enthusiasm to help. It shows me the firsthand need for blood and the challenges without Hamro LifeBank. Despite initial stress, I now know where to call and what to say. The stress turned into excitement, making me outspoken and confident. Overall, this experience has improved me in many ways.

CONCLUSION

Ragat Chahiyo Hotline receives blood demands through various channels and collects necessary details from the patient's family. Availability of the required blood type is checked with the blood banks, and if found, the requestor is notified to collect it. In case of the unavailability of the required blood type in the blood banks, the blood donor search is carried out and the process starts by using the available donor database. Help from other volunteer organizations and groups is also taken when needed. Feedback from requestors is collected to improve the hotline service. All processes are supported by the BIDS system, developed with the help of ANMF, which tracks requests and maintains donor and patient information.

Ragat Chahiyo Hotline provides valuable support to patients' families in need of blood, making their blood management journey more manageable. Our dedicated team, particularly the hotline operators, have been on an emotional roller coaster throughout this journey. Handling numerous blood requests and gathering feedback from patients, donors, and stakeholders has been instrumental in our growth and increased efficiency.

THANK YOU