

AntharDhwani

Vol-X, July 2023, Gurupurnima Edition



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EDITORIAL

This is the tenth issue of Anthar Dhwani, the voice of the Counselling Department, blessed by Swami. Patients needing tertiary care in cardiac and neuro illnesses come to our hospital seeking help. Their innate faith in God during such traumatic times intensifies their prayers, their sole source of solace. SAI Counsellors provide emotional support, listening with love and empathy to their travails as they seek medical help. The illness is what the patient and family experience which creates a panic in their search for timely medical help. This is compounded by the fact that majority of our patient demographic live in remote rural areas with very poor medical facilities for treating tertiary level illnesses. A better understanding of the patient experiences is the focus of the SAI Counsellors.

Some very significant changes have been implemented. Admitted patients of all categories, sent daily from the respective wards, assemble in the shrine room of the Counselling Department to be taught the BRMC therapy which the patients say make them feel totally relaxed. Pre-surgery patients who are awaiting surgery lose their fear of it. Caregivers of these patients are particularly benefited since they wait for long hours while their loved ones are undergoing surgery. Parents of young children undergoing surgery find this waiting period especially traumatic. Sai Counsellors are aware of this and provide timely personal and emotional support to them during these critical periods for the caregivers. There is increased bonding and the caregiver and family feel secure to know that they can always reach out to the Counsellor for any problem even after they return home and can communicate comfortably in their own mother tongue.

The patients and caregivers after the BRMC therapy are allowed to spend some time alone in the shrine room to pray to their Gods, which invariably has a cathartic effect on the patients. Every day at least 25 - 30 patients are benefitted from the BRMC therapy. Additionally the Counsellors visit the cardiac patients at bedside daily which invariably cheers up the patients. Another innovation introduced in the Neurosurgery ward since 1st March 2023 for Neurosurgery patients and caregivers soon after admission is the Group BRMC therapy and asking them to pray to their Gods silently as often as possible. This is very helpful in diverting their minds from negative thoughts. All of this bedside counselling support is not possible without the active cooperation of the ward sisters and nurses. It is indeed a miracle wrought by Swami's Love and Grace on His patients who have come to Him to be healed. It is this Divine Love that has brought together Doctors, Nurses, Sisters, Counsellors and other support staff at SSSIHMS, Whitefield, Swami's unique Hospital to work towards a common purpose of alleviating the suffering in a fellow human being.

This issue of AntharDhwani carries Patient stories that reflect the above integrative care provided in our hospital here in Whitefield.

Jai Sai Ram

The Editorial Team

(Contact person: Umesh Rao <counsellingblr@sssihms.org.in>)



Anthar Dhwani

God is the Divine Guru

God represents the concretised Divine principle that is imminent in the Universe, that moves the dew to drop, the lotus to bloom, the butterfly to flit and the sun to rise, that is all the power, all the wisdom, all the love, all the miracle that ever was, is and will be.

What you need to cross the 'sea (of Samsara)' is the boat of bhakthi (Faith), the assurance of Grace, the surrender to His Will. Throw off all burdens, become light, and you can trip across, with one step on one crest and another on the next. God will take you through. You have no need to bother at all. For when He does everything, who is concerned about what?

Love Alone Can Alleviate Anxiety

The spark of Love in you has to be cherished and fed so that it may reach God; then, every being will be God, every act will be Divine; every reaction you get from the outside world will be charged with Prema and sweetened with that nectar. You love the God in all beings and the God in all beings responds with love. Love God, though tribulation may be your lot, love Him though you are refused and rebuked; for, it is only in the crucible of travail that the metal is purified and cleared of blemish. Adoration of God has to be through one name and one form; but, that should not limit your loyalty to that particular province only.

Develop a due sense of Values, develop a sense of Proportion. Love the things of the world with the love that is their due, and not more.

There Is Nothing More Precious Than Prema

The Atma, when it is believed to be in the core of everyone, will produce sympathetic vibrations in you, so that when the other is happy, you are happy and when he is in misery, you feel it to the same extent. That is Prema, love at its highest and sincerest. This Prema, when you cultivate it, will remove the weeds of anger and of malice. It will blossom into peace and calm. My teaching is Prema, my message is Prema, my activity is Prema, my way of living is Prema. There is nothing more precious than love within human grasp.

Try To Sense The Commands Of God

Do not entangle yourselves in inquiries about the caste, creed, custom and convictions of others whom you may meet in the Nilayam or on your way to this place and back. It is not a profitable habit. Look at your aim and your gains. Leave the rest alone. Let each one seek the fulfillment of his desire and leave it to Me to correct their course. Give up this search among others, among objects of the outer world, for peace and joy, satisfaction and wisdom. Develop the inner eye, not the exterior sight. Try to sense the commands of God, which will set your feet on the path of silence and steady sadhana. Grow in faith; that will make you an iron ball that cannot be lifted by any gust of wind. So too, be so firmly fixed in faith that a gust of grief or a puff of pain cannot agitate you and make you lose hold of God.

Foster, Feed And Fertilise Dharma

I have come for "Dharmasamsthapanarthaya" - for the restoration of Dharma - the Right that sustains the earth, that ensures peace among men and among nations. Live in Dharma, promote Dharma by your acts, thoughts and words - that is the puja I appreciate, for that is paying reverence to the task which I have set before Myself. Foster Dharma, feed Dharma, fertilise Dharma, encourage Dharma - it is My Work and I will be pleased.

Extracts from Swami's Discourse on 18th July 1970 at Prasanthi Nilayam on Gurupurnima day.
Source: Sri Sathya Sai Speaks, Vol 10 (1970)

Om Sri Sai Ram



DIRECTOR'S MESSAGE - Dr D C Sundaresh

REDEFINING COUNSELLING

It is my privilege to write about the Counselling services at the Sathya Sai Institute of Higher Medical. The definition of counselling is varied & has a different understanding depending on the purpose for which it is being given. The common understanding is that Counselling helps people who are at cross roads for decision making for various reasons.

An interesting definition of counselling is

"The activity of a trained person listening to someone who has a problem and giving them advice on how to deal with it".

Counselling in the environment of a hospital in its true sense is meant to help the patient in Physical or mental stress to cope up with the situation. The fundamental requirement for this is the ability of a counsellor to 'Listen' to the patient uninterrupted. Half the problem being faced is alleviated, if not completely eliminated, by someone listening to you. The medical care giver is always concerned with the acute care of the patient & rightfully so. This fundamental need of Listening is often unmet by the medical care giver – doctor / nurse since they are overwhelmed by the volume & nature of work especially at the Sri Sathya Sai Institute of Higher Medical Sciences.

An important aspect of counselling is that it sets the platform for the successful recovery of the patient by preparing the mind. In preparing the mind of the patient the technique of counselling is of prime importance.

The Sai Counselling has redefined the way counselling is done. The team of counsellors are all voluntary coming from long distances to serve the patients of the hospital. They also have the capacity to interact with patients in the language of the patient. This gives immense joy to the patient & he/she becomes very receptive. The process of counselling has a deep touch of spirituality without making it obvious, the aspect of Sarvadharmas being followed at all times.

The end result of all this effort is that patients have the courage to endure the proposed surgical procedure, thereby resulting in a better outcome of the treatment done. The doctors & paramedical team on the one hand & the counselling team on the other hand result in a treatment outcome of international standards.

My gratitude to the entire team of counsellors lead by Smt. Gita Umesh & Sri Umesh Rao for serving the patients of this Temple of Healing in a dedicated manner.

Jai Sai Ram

*"See all work as spiritual exercise, as an offering.
Then, work is transformed into worship."
- Sri Sathya Sai Baba*



God - The Divine Guru

GURUPURNIMA is sacred for many reasons. With the oncoming of Gurupurnami the human heart is bathed in peace and security. Gurupurnima is not just one day in the year, marked out in the calendar. It is all days when the Mind of Man (whose presiding deity is the Moon) becomes full of pleasant coolness, fully illumined with the light from the Sun, (intelligence, discrimination).

Gu means darkness and ru means light. Guru scatters darkness through light; he imparts wisdom which roots out ignorance. Render unto him as much homage as he deserves, but, not more. You repeat the shloka

***Guru Brahma gurur Vishnu,
Gurur dhevo Maheswara
Gurussaakshaath Parabrahma
Thasmai Shri Gurave namah***

Pray to the God within you, the Maheshwara, the Vishnu, the Brahma, or Parabrahma Principle to reveal Itself. Accept that as the Guru and you will be illumined.

Subordinate the mind to the pure intelligence. The Gaayathri manthra is a prayer for the progressive upsurge of intelligence so that Truth may be grasped by the seeker. Subordinate the mind to the pure intelligence which is but a reflection of the God within. Then, you have the Guru of Gurus, as Guide.

Extracts from Swami's Discourse on 18th July 1970 at Prasanthi Nilāyam on Gurupurnima day.
Source: SSSBPT - Sri Sathya Sai Speaks, Vol 10 (1970)]

KAKALI MAL'S STORY - A STORY OF COURAGE, RESILIENCE AND FAITH

Patient Kakali Mal, a 29 years old woman, hails from Birbhum District, West Bengal. She came to our hospital accompanied by her father Prabhath as caretaker. She was admitted on 9th May 2023 and was diagnosed with Severe Mitral Valve Regurgitation stemming from Rheumatic Valvular Heart Disease. A MV Repair procedure to correct the MV Regurgitation was successfully done on 17th May 2023 and Patient Kakali Mal was discharged on 20th May 2023.

During the admission counselling Pt. Kakali shared the history of her illness. Her illness was diagnosed, when she was a 10 years old student at the primary school. In her Vth standard, during play time, her class-mate pushed her and she fell unconscious. Her parents were called and she was taken to the local government Hospital in Birbhum. The doctors diagnosed that, she had a heart problem. As she grew up, she experienced severe pain in the joints, fatigue, frequent fever and cold, shortness of breath. Kakali's parents showed her to many Hospitals in West Bengal, In Kolkata at one of the Hospitals they got the information about Swami's hospital SSSIHSMS in Whitefield, Bangalore and promptly came here. She has been visiting Swami's hospital since 2005, every year till 2010 and was on RHD prophylaxis injections and she felt well.

In May 2023 when she came to our hospital seeking treatment, during admission tele-counselling, the Counsellor and Patient Kakali bonded well. At this point, the Counsellor taught her the BRMC (Body Relaxation and Mind Cleansing) therapy which was accompanied by the soothing flute music in the background. She said that, this completely relaxed her and confident that she was in safe hands in our hospital. She was no longer afraid of the major surgery she would be undergoing. She told the Counsellor that she felt that speaking to her was like speaking to her Mother - BRMC had brought a shift in her, she felt totally relaxed.

She was now wanting to share the story of her illness with the Counsellor with whom she had bonded so well. The Counsellor welcomed her with love, empathy silent active listening and helped her unburden her story and venting her feelings. Kakali said that, *"her's was a sad story, as her husband does not stay with her"*. She was married in the year 2010.

During this time she also appeared for and passed the Xth standard exam and could not continue her studies, as her in-laws did not support. It so happened that she stopped taking her injections for six months post marriage. Her parents also could not help her with the medications, due to their own financial constraint.

As a result of which, Kakali's RHD symptoms started to reappear. She was unable to walk due to extreme pain in her legs. It was so bad that she had to be carried to the Government hospital. There the doctors advised the same injections for her heart condition and she was stabilized. In the year 2011 she was blessed with a baby boy, whom she named as Deep Mal. During this phase her condition worsened as she was asked to do all the household chores. They did not allow her to come to SSSIHSMS for an operation as they felt she would not be able to do the house-hold chores anymore.

Kakali was unable to bear the ill-treatment of her husband and in-laws and she was forced to leave her home and return to her parents' home with her 7 year old son Deep three years ago. Her parents welcomed her whole heartedly inspite of their poor financial condition. She has a brother who is married and works in the rice mill in the town. He stays with his family and is a great support to his parents and Kakali. By occupation the family is into farming.



From then on began her journey of hope, self love and courage. Her only goal was to stand on her own feet and become financially independent. She wanted to give herself and her child the best Life possible and also look after her aged parents. Fighting all odds, since the last three years, she completed an 18 months course in Nursing from Rampurhat Hospital and parallelly she also completed a Diploma course in computers.

This inner strength of Kakali comes from her steadfast Faith in her Ishta Devata Maa Manasa whom she has been worshipping since childhood. Her offering of Pooja to the Goddess in the morning and evening gives her joy and peace. She describes her immense Faith in Swami as, “আমার এক মাতৃ ভরসা” meaning “My Only Refuge”.

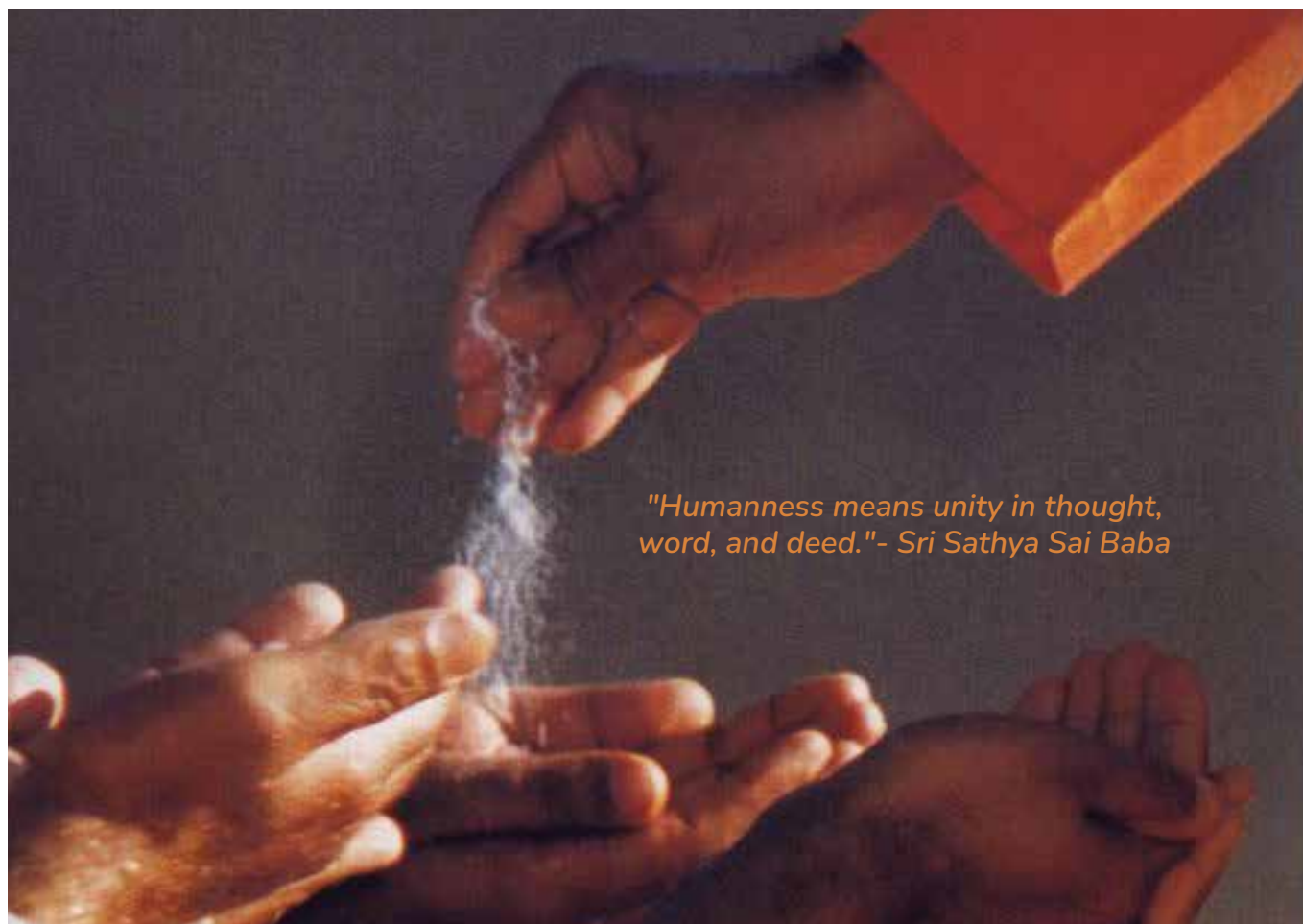
Kakali's faith and conviction in Swami is so innate and so strong, that she said, “It is only Swami's Krupa that has brought her here and her treatment would be successful”.

When asked about the experience at the hospital, she says *“After coming here, she realized God resides in everyone”*. The Love and Care received here from the ICU sisters is inexpressible. She narrated that the sisters in ICU gave her so much reassurance and told her not to worry and that she was not alone, they were all there for her as a family. This helped her to heal faster and that she has got a new Lease of Life. She feels this has become her Home.

Her Courage, Faith, Surrender and Resilience all attribute to her Purity in **Thought, Word** and **Deed!** Kakali is truly an Inspiration!

Jai Sai Ram.....

Contributor - Sai Counsellor Sharda Gopinath, Department of Counselling SSSIHMS, Whitefield.



*"Humanness means unity in thought,
word, and deed."- Sri Sathya Sai Baba*

PATIENT GOURI DEVI'S STORY - GOD'S GRACE HELPING HER FIGHT RHD

Patient Gouri Devi, a 45 years old woman comes from Phakurganj village in Krishnaganj Dt of Bihar. The patient's family comprised of her husband who worked as a school teacher and three young children, two daughters and a son. Patient also worked as a school teacher, she has no addictions and was busy at home looking after the family. They eat non-vegetarian food but not regularly. They are a very traditional spiritually oriented family and worshipped all their Gods

Patients health issues started in 1999. She was newly married and a big theft took place at her home. She panicked and since then with fear she started feeling breathless. Then gradually she started getting slight chest pain. They first sought medical help from the nearby small town Purnia.

First check up was done at Purnia and second one at Patna where they found out that she has heart problem and may require surgery. They did not have the financial means to afford the surgery. They prayed fervently to their Gods and surely their sincere prayers were answered when Gouri Devi's father told them about the Puttaparthi Hospital. They went there, where Gouri Devi was examined and directed to our hospital in Whitefield.

She was admitted at our Hospital in 2003 diagnosed as having chronic Rheumatic Heart Disease and accordingly a PTMC was done successfully. She followed the Discharge Advice meticulously, adopted a disciplined lifestyle which enabled her to lead a normal life for twelve years. However the nature of the disease being such a second PTMC was necessary and done again at our hospital in 2015. The patient returned home, followed the Discharge Advice as before and continued with her disciplined lifestyle as before. Swami had come into their lives and a source of spiritual strength along with their other Gods.

Life went on as usual for this small contented family when a major tragedy struck in 2018. Patient Gouri Devi's husband who was generally healthy and leading a normal life as a school teacher became ill and before it could be diagnosed and treated properly by the local doctors he passed away due to kidney failure. This was a huge shock for the family since he was the main breadwinner for the family. Understandably this became a big source of worry to Patient Gouri Devi; she neglected her health and stopped taking medicines. Her husband had lost his parents earlier and now with his passing away Gouri Devi had lost all ties with her husband's family.

Her faith in their family Gods and Swami gave her the spiritual strength to face the adversities she would encounter in bringing up her family - seeing them well settled and educated. With her parents' support and her small job as a school teacher she managed to bring her children up. She performed her elder daughter's marriage and twins are studying in college! All her faith in God and Swami had helped her achieve this, which had been her husband and her dream.

But in this process she neglected her health. Since 2023, she started getting the same symptoms of breathlessness and her children brought her to our Hospital and she was admitted on 3rd May 2023.

The Counsellor did online counselling when patient was in OT and spoke to her daughter and son. Patient's children both son and daughter were sitting outside the OT when counsellors called them. Patient's daughter Muskan spoke very softly. Counsellor also gently reassured them and assured them that patient is in good hands and Swamy is looking after their Mother. Muskan started to cry and said she lost her Father and what if something happens to her Mother.

The Counsellor silently listened to her concerns and gently told her to take deep breaths, assuring her that her Mother would be fine. She calmed down and told the counsellor that she will be brave. In the evening the children called the Counsellor to tell that there is no news from OT and they felt very anxious. The Counsellor pacified them and with empathy and love reassured them that it would take time being a major surgery. Late in the evening children called to tell the Counsellor that surgery was over and patient was in the ICU.

They said, at that crucial moment the SAI Counsellor's support to them emotionally was extremely helpful. They were very much relieved when they learnt that they could reach out to the Counsellor and keep in touch with the Counsellor whenever needed. The patient was discharged on 10th May 2023 and as is customary in our hospital, Patient Gouri Devi and her caretaker were taken to the Counselling Department where they spent quality time praying to their Gods and were taught the BRMC therapy to be practiced at least twice daily. They benefitted from the session immensely and left our hospital in a happy frame of mind.



When they reached their home in Phakurganj, the children called the counsellor, who realising the importance of aftercare for MVR patients, explained to them how important it is to follow doctors advise strictly, and not to miss monthly blood check-ups, and follow the Discharge Advice strictly Patient Gouri's daughter assured the Counsellor that she is also following BRMC with her Mother twice every day and she will look after her mother according to doctors advise, and if any doubt would call the counsellor.

Counsellor is in touch with patient once in while and spoke to the patient. Patient Gouri Devi is very happy and gaining strength. Patient said she had two Procedures and a major surgery at Swami's Hospital and is extremely grateful she prays to Swami and her other Gods everyday with gratitude.

Jai Sai Ram.....

Contributor - Sai Counsellor Aparna Hoskote, Department of Counselling SSSIHMS, Whitefield.



*"Do not ever think that you and God are separate. Think always,
**"God is with me; He is inside me; He is around me. All there is, Is God. I
 myself am God. I am the Infinite, the Eternal. I am not two; I am one, only
 one. There is no one else besides me. I and God are one and the same."**
 To realize this Unity, the first step is to develop Self-confidence. It comes
 when you realize that God is not outside of you."*

Sri Sathya Sai Baba

PATIENT HARSHINI'S STORY - A CAREGIVER'S FAITH AND TRUST



Five year old Patient Harshini, hailing from Rayakottai village in Hosur District close to Bangalore, accompanied by her father Shivashankar came to our hospital seeking treatment for the heart disease, as diagnosed by their local doctor. The Patient was admitted on 31st May 2023 with her father as caretaker. Being the first time he had come to our hospital he experienced a feeling of peace within and felt secure when he entered Swami's hospital in Whitefield. Swami's all-pervading Divine Energy was palpable which reassured Shivashankar that his precious child Harshini was in safe hands at our hospital.

The various tests revealed the Patient was suffering from Acyanotic Congenital Heart Disease and the doctors performed a PDA Device Closure on 1st June 2023. The operation was successful and Patient Harshini was discharged on 2nd June 2023. The Counsellor traced the history of the illness from the patient's perspective and understood more about the family background.

The father Shivashankar has a graduate degree but chose to be a farmer and made a comfortable livelihood from their ancestral farmland close to their home raising rice, ragi, vegetables etc.

They had two other children besides Harshini. They had faith in God, their family deity being Lord Muruga whom they worshipped daily with a special puja being performed every Friday. The Counsellor learnt from Harshini that her favourite deities were Muruga, Vinayaka and Shiva. The father Shivashankar also remembered having seen Swami in person when he was a child and being a devotee for sometime.

The Counsellor then asked the father Shivashankar about how and when the illness started. When Harshini was one and half years old, she started developing symptoms like fever, cold, breathing trouble, breathlessness. The parents took her to a local doctor nearby who did some tests, scan and xray and diagnosed heart condition. They were referred to a hospital in Bangalore where they went in 2019 and got the treatment for cold and fever and were told by the doctors that later in future a PDA closure surgery should be done. The child was fine and they went back home.

After few months the father started visiting hospitals in Royakottai and Dharmapuri for further treatment. The doctors told that surgery had to be done but the hospitals did not have the facilities. As a God send, a friend told him about our hospital for the best treatment. So immediately the father applied for appointment.

The mother of the child did not accompany them to Bengaluru and stayed back at home as she had to take care of the other daughter and son.

On the day of admission, when the counsellor spoke to the mother, she was sad that she couldn't go with them and worried about the welfare of her child and about the treatment. The counsellor listened to her with empathy and then gave the mother reassurance to calm her. The counsellor gently assured that her faith in her God would be the guiding force. Abdominal breathing along with chanting her God's name helped her to relax.

On the day of discharge, the counsellor met the father and the patient in the shrine in the counselling department, who were very happy that all went well and grateful for receiving Swami's blessings. The father relaxed while listening to the flute music and doing the BRMC. He prayed to his Lord Muruga and Swami expressing his and the family's gratitude for having taken care of their precious child. Later he said that the hospital experience was wonderful and he was very happy with doctors, nurses and all the other supportive staff. He was grateful to the hospital, truly a Temple of Healing and above all to being reconnected to Swami.

Jai Sai Ram.....

Contributor - Sai Counsellor Subha Srinivasan, Department of Counselling SSSIHMS, Whitefield.

PATIENT CHANDRAKALA'S STORY - STRONG FAITH IN HER GOD AND A STRONG WILL HELP COMBAT CAD

Patient Chandrakala N is thirty six years old and is a resident of Bangalore. She came to our hospital in October 2021 accompanied by her niece as caretaker, seeking treatment for her cardiac illness. She was admitted on 28th October 2021. The doctors diagnosed the illness to be Coronary Arterial Disease, a PTCA performed successfully on 29th October 2021 and the patient discharged on 31st October 2021.

Due to the prevailing COVID conditions and as per our hospital protocol only Telecounselling services were being provided. Accordingly the Sai Counsellor contacted Patient Chandrakala on 28th October 2021 and had a telecounselling session with her and her caretaker. The loving and soothing tone, full of empathy of the Counsellor helped establish a trusting rapport between the Counsellor and Patient Chandrakala. Her family Deity was Nanjundeshwara in Whom she had total faith. She was a very independent person, preferred living separately from the rest of her family including her mother, her father whom she loved dearly having passed away. She supported herself by working as a housemaid in a few households and lived in a separate rented house. Because of this there was constant friction between her and her family.



Tragedy had struck Patient Chandrakala's life early on twelve years ago. A year after her marriage she lost her husband and also her only child. She was devastated, life had lost its meaning and she was irked by the other family members trying to control her life. Putting all her faith in her Lord Nanjundeshwara she decided to be independent, truly a strong willed woman! But of course all of these happenings took a toll on her health and her cardiac illness started. Three years back she got diabetes which increased her cardiac risk. A year back she suffered a heart attack and went to Jayadeva hospital where she was put on medical management. However a year later she again developed chest pain and upon the recommendation of her employer she came to our hospital - The Temple of Healing. The healing truly began when the Counsellor taught her the BRMC therapy from which she immensely benefited, her journey towards her Well-Being had begun.

The Divine Love pervading our hospital had a subtle healing effect on the entire family. The familial bonds became stronger, there was more of empathy and understanding. The family's attitude softened up; from not having visited her at the hospital even once, they readily welcomed her home to spend the time of rest and recuperation with them. They respected her independence of wanting to live separately.

The Patient Chandrakala felt totally rejuvenated as though a second life had been given to her. She follows the hospital Discharge Advice, enjoys doing the BRMC therapy daily and goes for walks daily. She has softened up in her attitude. Loving and Forgiving others comes more readily. She is extremely grateful to Swami for all that He has done. She is extremely happy at finding a new friend, the SAI Counsellor, to whom she can reach out in times of need.

Recently she called the Counsellor to share the good news of her marrying again; he is an auto driver and a good person it seems. She had come with him to the hospital for her check up and review. Her husband was amazed seeing our hospital, thankful to Swami, the doctors, nurses and all the staff members of our hospital. He was thrilled to donate his blood for the noble cause during both his visits to our hospital.

Swami has indeed brought a lot of joy into the life of this strong brave woman with a steadfast faith in her Lord Nanjundeshwara and Swami.

Jai Sai Ram.....

Contributor - Sai Counsellor Sadhana Rao, Department of Counselling SSSIHMS, Whitefield.

HUMAN WELL-BEING - THE GOAL OF MODERN MEDICAL CARE

Modern medicine today acknowledges the importance of addressing the body, mind and spirit for the well-being of patients since bodily health alone is inadequate unless mental and spiritual health are also ensured. Addressing the mental health issues in patients requires trained Counsellors having the skills for Active listening with empathy and love. This empowers the Counsellor to help understand the perspective of the patient, a fellow human being in suffering in dire need of therapy. Recognizing the feelings and emotions of another person and communicating the same, so often in the sacred space of silence can initiate the healing process. It helps in establishing a psychological contact for a trusting relationship between the Counsellor and patient. The Rogerian Person Centred Counselling pioneered this process emphasizing on creating the right environment for healing and growth.

Dr Herbert Benson of Harvard Medical School was the pioneer of the relaxation response and later remembered wellness. He laid down a simple step by step process to elicit the remembered wellness.

1. Pick a focus word or short phrase that is firmly rooted in your belief system.
2. Sit quietly in a comfortable position.
3. Close your eyes.
4. Relax your muscles.
5. Breathe slowly and naturally, as you do repeat your focus word, phrase, or prayer silently to yourself as you exhale.
6. Assume a passive attitude when other thoughts appear gently return to the repetition
7. Continue for ten to twenty minutes.
8. Do not stand immediately. Continue sitting for a minute or so allowing other thoughts to return.
9. Open your eyes gently and sit for a few seconds with eyes open before rising.

"Practice this technique once or twice daily." Dr. Herbert Benson



SAI counselling at SSSIHMS is a dynamic programme of Active empathetic listening combined with BRMC. So often people wonder at the term BRMC (*Body Relaxation and Mind Cleansing*)



How does an empathetic counsellor help an individual perceive and transform the conditioned mind with the BRMC combined with the relaxation response and remembered wellness. This is illustrated in the case of Patient Bhargavi, a young mother heal from the painful experience of grief over the loss of her new born baby. The counselling session helped her navigate from misery towards courage and acceptance and she experienced a sense of wellbeing despite her loss.

Bhargavi, her husband Mahesh and their three year old daughter Hamsika were eagerly looking forward to the birth of their second child. Unfortunately during the second trimester they were devastated with the scan report and medical advice suggesting the need for Bhargavi to terminate the pregnancy due to multiple congenital abnormalities found in the development of the foetus leading to growth lag. The young working mother visited the Lepakshi temple in Andhra Pradesh and took refuge in prayers. The couple jointly took the decision against terminating the pregnancy and felt the need for nature to take its course.

They were blessed with a baby girl on June 3rd 2022 and with the immense support of the doctors nurses and paramedical staff at SSSIHMS, Whitefield, the baby survived for fifty days in the incubator.

After the loss of her infant, Bhargavi put up a brave front to avoid breaking down in the presence of her older child Hamsika. She held back her tears of pain, loss, suffering and grief and it was during the counselling session that she had an opportunity to cleanse her mind and spirit for the first time since her loss in the sacred space of silence, experiencing Swami's Divine Love and protection.

Active empathetic listening involves the ability to remain genuinely concerned and connected with the person in need, keeping the channels of communication open, recognizing the main source and cause of pain as experienced by the individual in a non judgemental way, devoid of being judged. The baby's condition was critical since birth and it was purely due to the medical support at SSSIHMS that the baby survived for that length of time. As a mother Bhargavi longed to hold her baby in her arms but realized the futility of this strong desire. During the counselling session she unburdened her pent up feelings and emotions and her cry of despair over the loss of her baby welled up from deep within cleansing and healing her spirit and mind.



SAI Counselling enables patients and caregivers to explore and accurately define and understand their feelings and emotions. The BRMC therapy with the integrated therapy of relaxation response and remembered wellness helps them cleanse their mind and spirit and reconnects them to their source of spiritual strength. Helping them apply their prayers, faith, beliefs and values they learn to rebuild themselves by accepting that which cannot be changed.

"The reality is that you will grieve forever. You will not "get over" the loss of a loved one - you will learn to live with it. You will heal, and you will rebuild yourself around the loss you have suffered. You will be whole again, but you will never be the same. Nor should you be the same, nor would you want to." - Elizabeth Kubler Ross.

Jai Sai Ram.....

Contributor - Sai Counsellor Gita Umesh, HOD, Department of Counselling SSSIHMS, Whitefield.

PATIENT BHIM CHUDURY'S STORY - GOD'S GRACE AND LOVE

Patient Bhim Chudury, a thirty four year old man, hailing from Malda, West Bengal, accompanied by his wife Puja as his caregiver came to our hospital seeking treatment for a severe back pain with numbness in both legs making it difficult to walk. He was admitted on 17th February 2023 and diagnosed as suffering from Lumbar PIVD. He was successfully operated upon and discharged on 24th February 2023.

The day after their admission the Sai Counsellor met with them to learn about how the illness started. Around December 2022 the Patient was at work as usual loading and unloading heavy sacks of paddy from an auto. That same evening he experienced severe back pain with a numb feeling in both legs making it difficult to walk. Further there was blood in his urine. They naturally panicked and instinctively reached out to their family deity Bholanath. The next day they went to the local hospital where they were referred to SSKM Kolkata and an MRI was done. Based on this the doctors advised that he needed a spinal surgery.

They could not afford the costs of a spinal surgery, which stressed them considerably; they prayed earnestly to their Bholanath. Their prayers were answered when some local people told them about Sai Baba's Hospital in Bangalore. Expressing their gratitude they rushed to Bangalore and came straight to our hospital and Patient Bhim Chudury was admitted on 17th February 2023. The next day the Counsellor met with both Bhim Chudury and his wife Puja to learn about the history of the illness as experienced by the patient and the family. Although they were well settled in our hospital the couple still seemed to be in distress. Upon enquiry they both expressed their concern about the future.

The following day the Sai Counsellor contacted them. Spoke to Bhim and Puja. Both were stressed about their uncertain future. Counselor spoke to them with lots of love and empathy, reassuring them treatment in Baba's hospital was of a high quality and there was nothing to worry about. She taught them the BRMC, which helped to relax both the Patient Bhim Chudury and his wife Puja. A bond of loving trust seemed to have quickly built up between the Counsellor and this couple, enhanced by their common language.

On the day of Bhim's surgery Puja came to the shrine for prayer. Counselor observed a sad look on Puja's face. Counselor started enquiring with Puja in a loving tone, when Puja broke down and tears rolled down from her eyes. She disclosed that she felt very helpless and lonely. She had come to know her father had met with an accident and fractured his leg and was admitted at Sathya Sai Hospital in Puttaparthi. Her mother being a great supporter of her daughter Puja in any crisis, was unable to come here leaving her father alone there in the hospital. Counselor asked Puja to pray to her own Deity Bholanath, and Sai Baba in this crisis and surrender to them. Puja prayed and left the shrine. Meanwhile the doctors had successfully performed the Lumbar PIVD surgery for Patient Bhim. A wave of relief swept over Puja and saying a quick prayer to her God Bholanath and Swami she relaxed for the first time in a long while with a smile on her face.



Patient Bhim's recovery was normal and he was discharged from the hospital on 24th February 2023. Both the Patient and his wife were very happy when the doctors reassured them that Bhim can lead normal life after a rest for few months and practice exercises advised by hospital Physiotherapist. Both Bhim and Puja came to the Counselling Department shrine on the day of discharge for showing their gratitude to Swami. They were very grateful to all the hospital staff for providing so much love and care on them. They are in touch with the Counsellor. Bhim is doing well, and slowly getting back to work. The family was totally healed in body, mind and spirit at the Temple of Healing in Whitefield.

Jai Sai Ram.....

Contributor - Sai Counsellor Sukanya Chattopadhyay, Department of Counselling SSSIHMS, Whitefield.

Anthar Dhwani : THE INNER VOICE OF THE PATIENTS



Swami in His Divine Wisdom founded the SSSIHMS, Whitefield hospital to treat all cardiac and neuro patients seeking tertiary level treatment for their illnesses addressing the body, mind and spirit for true healing and well-being of the patients. He set up the SAI Counselling Department to address the mind and spirit, which helped the patients immensely. Virtually all patients leaving the hospital when discharged are in a happy frame of mind, full of gratitude to Swami, the doctors, nurses and the supporting staff. They share these feelings with the SAI Counsellors with whom they have established a trusting relationship.

Swami in His Divine Wisdom also guided the SAI Counselling Department to follow Carl Roger's Person-Centred Counselling as the academic model since in essence it advocated Swami's teachings. Rogers' person-centered theory emphasizes on the concept of "*self-actualization*." This concept implies that there is an internal, biological force to develop one's capacities and talents to the fullest. The individual's central motivation is to learn and to grow. Growth occurs when individuals confront problems, struggle to master them, and through that struggle develop new aspects of their skills, capacities, views about life. Life, therefore, is an endless process of creatively moving forward, even if only in small ways.

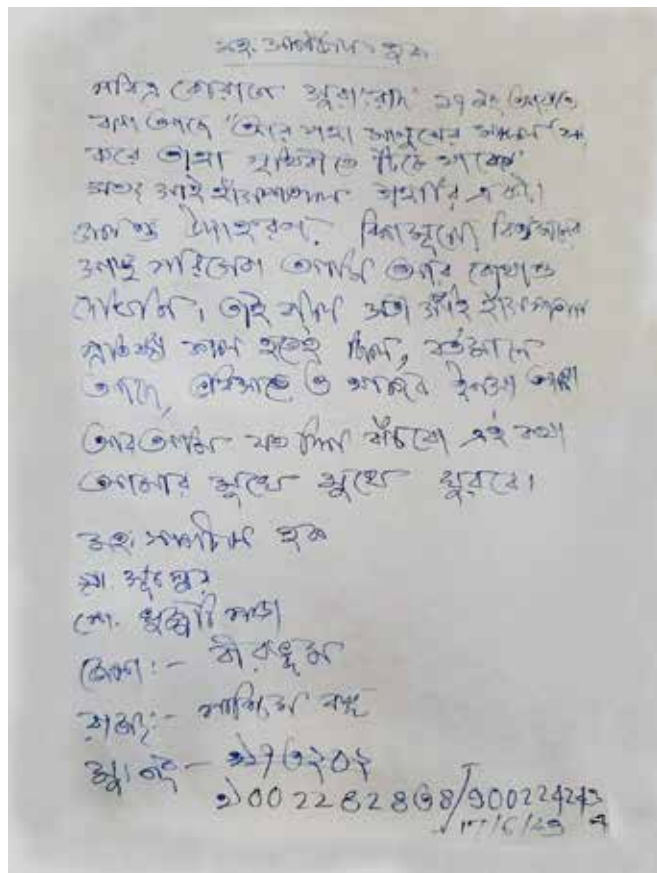
Rogers' basic premise is that human beings, as well as all living beings, are driven to grow and to strive for optimal health, and this requires resiliency in the face of adversity. Rogers held to the strict criteria that Congruence, Empathy and Unconditional Positive Regard are essential on the part of the therapist if the client is to be healed and "*self-actualize*." Rogers' experience led him to the conclusion that the individual has within himself the capacity and the tendency, latent if not evident, to move forward toward maturity. In a suitable psychological climate this tendency is released, and becomes actual rather than potential. The Counsellor is the key to providing the right environment to enable change in the mindset.

This is where Swami's unique treatise the Mind and its Mysteries lucidly explains the functioning of the human mind. Here are some excerpts.

- Mind alone is the cause for either bondage or liberation.
- The mind has no form. It assumes the forms of the objects it contemplates on.
- The mind has a dual role. It is responsible for happiness or sorrow, good or bad and positive or negative attitudes.
- The Intellect, a God given gift to all human beings, with its power of discrimination should always be used to control the Mind.
- The easiest and best way to control the mind is through LOVE.
- Train the mind to gain control over inner and outer senses by turning it towards God (through BRMC-Prayer).
- Thoughts, feelings and impulses (good or bad) arise and are contemplated upon in the mind, and retained as Vasanas (tendencies) Cultivate only the good thoughts, feelings and impulses, which will lead to peace and security in future.
- Never be a slave of the mind. All worldly relationships are only transitory and never permanent.
- When Dharma is protected, Dharma in turn will protect us.
- Do everything in a spirit of dedication to God, realising that all are Embodiments of Divine Atma.
- Names are different; yet the underlying meaning and the undercurrent of love are one in all the religions. Faith in one's own religion and religious practices and pure, selfless love are very essential for a human being. Be like a rock in the matter of faith in God - attained by a steady mind.

Anthar Dhwani : THE INNER VOICE OF THE PATIENTS

Counsellor Sukanya's Patient - Md Sanaul Haque



In the Holy Quran Surah Number 17 Ayat, it is written that **"Which does welfare to the humanity can only survive in this World "**

“ Sathya Sai Hospital, Whitefield, is the living example of this. Here World class health treatment is provided without charging any money. I have not seen this type of treatment anywhere else. Sathya Sai Hospital has provided the same treatment in the past and even now also.

I will pray to almighty God that let Sathya Sai Hospital provide the same services for human welfare in the future also. I am so grateful to them to receive their loving services. As long I survive I will spread the word of their noble work all around. ”

INFORMATION TAG

Patient name : Md Sanaul Haque
Hospital number : WS00706493
Age : 53yrs, Male
DOA : 15.06.23
DO Procedure : 16.06.23 (EPS/RFA)
DOD : 17.06.23.
From : West Bengal, Birbhum



Counsellor Gita's Patient - Bhargavi



“ I feel a sense of deep relief. Ever since I lost the baby I could not cry especially due to my older child observing me, I could not cry out openly. She observes me and feels disturbed and concerned if I remain dull or sad. She keeps constantly asking me if something is bothering me. If at all I had an opportunity to shed tears it was possible for the first time to unburden my pain it was here during the counselling session at SSSIHMS, Whitefield. It has given me immense relief. ”

A very poignant story featured in 'Human Well-being - The Goal of Modern Medical Care'. The Patient expresses her feelings very candidly of how the SAI counselling session at our hospital in Whitefield helped her navigate from misery towards courage and acceptance and she experienced a sense of wellbeing despite her loss. SAI Counselling enables patients and caregivers to explore and accurately define and understand their feelings and emotions. The Body Relaxation Mind Cleansing (BRMC) therapy with the integrated therapy of relaxation response and remembered wellness helps them cleanse their mind and spirit and reconnects them to their source of spiritual strength. Helping them apply their prayers, faith, beliefs and values they learn to rebuild themselves by accepting with equanimity and peace that which cannot be changed.

Swami's words "Life is a challenge. Meet it." brings to my mind the young couple, Rajitha and Niteesh, who weathered many a storm with courage, faith and hope. Their ability to face life despite challenges was deeply rooted in their belief in Shiva, their family deity. While facing adversities in their life, they chose to remain positive and focused on the omnipresent divine force within, which helped them evolve towards unfolding their inner potential exploring unknown possibilities.

Rajitha hails from Kollengode, a major town in Palakkad district of Kerala. In the year 2009 she moved to the lush, forested region of the rural district of Wayanad in Kerala and lived with her husband Niteesh, his parents, and his younger brother Ajeesh. The family owned a house with agricultural land and a successful business managing a dairy with thirty cows. In the year 2011, Rajitha and Niteesh were blessed with a son Niranjana. She enjoyed good health and led a happy and contented life. In 2015 during her second pregnancy she experienced breathlessness, frequent fever, cold, congestion, and weakness. Despite her failing health, she and the family were overjoyed when she delivered a healthy baby boy and they named him Neeraj.

Rajitha and Niteesh consulted their family doctor when her symptoms persisted and were referred to consult Dr. Cherian for his expert opinion. After the initial tests Rajitha was diagnosed with RHD. She was treated conservatively with medicines and regular follow up consultations at the government hospital. Till the year 2020 she was on medical management. Around this period the family faced many hardships. Their business suffered a heavy loss when they lost their livestock on the farm. Niteesh's mother was diagnosed with cancer of the pancreas and Rajitha health too started deteriorating.



The family managed to accept the sudden decline in family fortune with courage and faith in Lord Shiva. They prayed together which helped them navigate through their challenges in life. Niteesh, Ajeesh and their father decided to sell their business and property and acquire new skills to sustain their family. Niteesh and Ajeesh took up jobs as drivers while their father purchased a modest house and a small piece of land where he cultivated and developed a banana plantation. They remained courageous and resilient despite heavy odds.

Rajitha's health deteriorated further, and she needed immediate medical attention which their family could ill afford. It is during this phase of time in their life that they learnt about the free treatment offered at SSSIHMS, Whitefield through friends and well-wishers of the family. Friends and relatives provided financial support for the couple to travel and for the mother's treatment at home.

On the 11th of January 2021, thirty one year old Rajitha entered the sacred portals of the temple of healing SSSIHMS, Whitefield with her husband Niteesh. At the hospital she was diagnosed with CRHD. She underwent an emergency cardiac surgery on January 20th 2021 for MVR. She enjoyed good health and resumed her activities a few months after her surgery.

In March 2022 she visited the hospital and was treated again at SSSIHMS, Whitefield, for severe anaemia, secondary to excessive menstrual bleeding and was cured of a well-defined soft tissue lesion (ovarian dermoid)

On January 12th 2023 Niteesh lost his mother and the family were still grieving over this immense loss when Rajitha who was of delicate health had a fall and needed immediate medical care. This was the most difficult period in their lives and immediate tertiary care medical attention was needed to save her life. With presence of mind Niteesh reached out for help and support from SSSIHMS. They travelled in an ambulance all the way from Wayanad to Whitefield in this critical state.

On January 20th 2023 she was admitted at SSSIHMS for an emergency neuro surgery performed successfully by the team of neurosurgeons. Their faith, sincere prayers and Swamis Divine grace merged together and a remarkable feat was performed by the team of Neurosurgeons and support staff at SSSIHMS. She suffered from sub-acute subdural haematoma and considering her history of MVR, anticoagulants and anaemia it was nothing less than divine grace, a miracle and timely intervention by the medical team at SSSIHMS that saved her life. Life had not been easy for this young couple yet they remained calm despite the raging storm.

During his entire stay of twenty days at the hospital Niteesh remained stoic and calm. His voice trembled only once, when he spoke about his concern for his two young sons. Having lost his own mother recently he did not want his children to go through the pain of losing their mother.

After she was discharged from SSSIHMS on February 10th 2023 Rajitha stopped by at the counselling department to offer prayers of gratitude to Swami. There was a gentle smile on her face which spoke volumes, she had been touched by the grace of God and given a new lease of life not once, not twice but thrice - once by the cardiac team, later the OBG team and finally the Neurosurgery team. She was cured and healed at SSSIHMS and returned home to Wayanad deeply moved by her experience of battle between life and death.



To express her gratitude she has shared her thoughts in the form of a letter in Malayalam along with pictures of her family. In the letter she has expressed her gratitude to all the individuals who have helped her regain her life. Above all her sincere and heartfelt gratitude to the divine force Bhagawan Sri Sathya Sai Baba for blessing her with good health and the gift of life. The family own a home now and the gift amount received from friends and extended family members has helped them stabilise their family income.

“ I am indebted and grateful to all the good souls who supported us during the most challenging part of our life and above all I offer my salutations at the Divine feet of Baba for returning my life. ” Rajitha

Reflecting upon the manner in which this young couple handled their challenges in life certainly invokes a feeling of deep respect and admiration at their ability to remain calm in the midst of a storm with faith and hope. To rise above life's challenges is possible only with spiritual strength. Rajitha and Niteesh's story is a story of resilience arising from spiritual strength.

“Resilience is the attitude of making every change positive, life-enhancing and evolutionary no matter what happens or befalls you in life's ups and downs.” - Deepak Chopra.

Jai Sai Ram.....

SAI SANKALPA AND GRACE



"COUNSELING THE SAI WAY"

Umesh Rao and Gita Umesh, SSSIHM, Wfd.

2010 Mayo Spiritual Care Research Conference

Spirituality and Health Across the Life Span: Investigation and Application

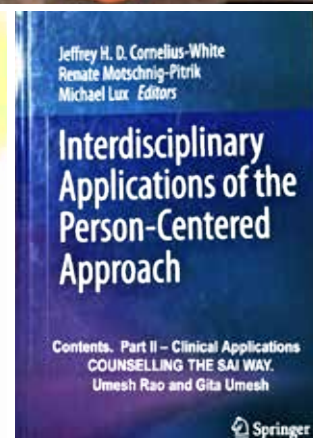
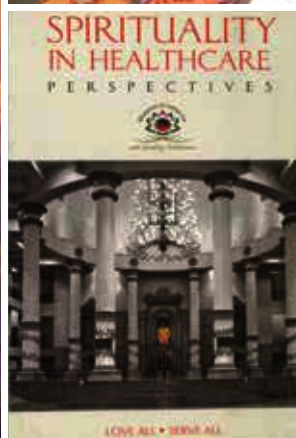
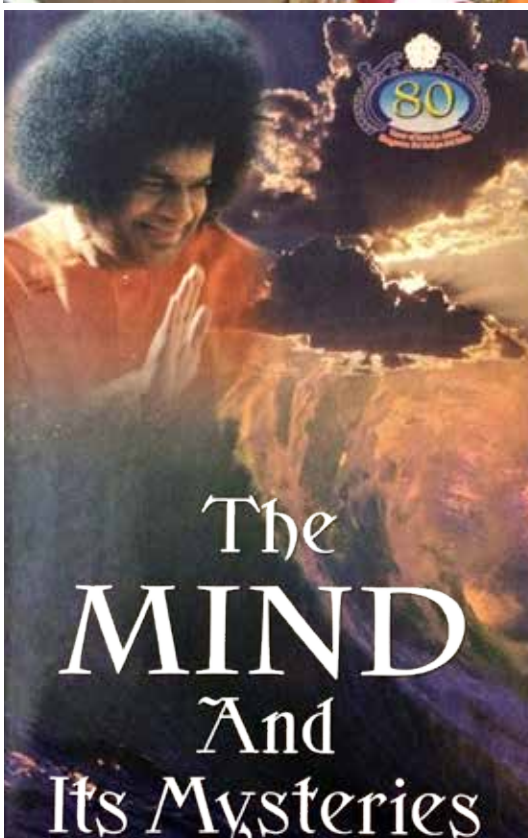


5 November 2010



2010 MAYO SPIRITUAL CARE RESEARCH CONFERENCE- Comments about the presentation from the session participants.

- Was very nice to have the depth of a different culture than we usually get and found their work very inspiring.
- Loved hearing about how spirituality is incorporated into patients' hospitalization.
- Extremely interesting. Truly, if the mind is at ease, the body can be.
- My favorite session. I also believe that the holistic approach to healing is far more effective than just the medical aspect. This seminar was especially helpful and enlightening.
- Good Material. It was interesting to learn about their SAI counseling.
- We can learn much from what they are doing at their hospital in India.
- Thank you! At last, the mind, body and spirit approach I believe in. I loved the comment they made, "Let's open our minds". PS I love Sai Baba!
- Very interesting philosophy, we need to do more health care like that!
- They were amazing, as is this facility and the teachings of Sai Baba.
- Great example of a refreshingly different model of spiritual care.



Layout design- Sailatha Bopanna Aiyappa

" There is only one religion, the religion of love.
There is only one caste, the caste of humanity.
There is only one language, the language of the heart.
There is only one God, and He is omnipresent."
- Sathya Sai Baba.

