

# AntharDhwani

Vol-XI, January 19<sup>th</sup> 2024, Hospital Anniversary Edition



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## EDITORIAL

This is the eleventh edition of AntharDhwani reflecting the Inner Voice of our patients, the thousands who pass through the portals of this unique Hospital 'The Temple of Healing' every year. These patients regardless of religion, caste, creed or socio-economic status, suffering from cardiac and neuro illnesses come from all over India and elsewhere to benefit from the high quality loving medical treatment provided free of cost. Our patients are the most important persons for us, they give us an opportunity for Seva, to serve them when they are in distress and most importantly they provide a meaning to our lives. Who can be better qualified than our patients to narrate to us their hospital experience? From this eleventh edition onwards we will be focussing on this aspect in future.

Swami in His Divine Message in this issue has provided some very interesting insights about the functioning of the human heart. ***"The heart is the most important part of the body. If the heart goes on strike, the body becomes lifeless. What is the role of the heart in the human body? It pumps blood to the lungs where it gets purified and then it is supplied to all parts of the body. The blood travels 12000 miles in the body every day! Who has endowed the heart with such a capacity? It is only the Divine power that is the basis for all this"***. Swami goes on to say - ***"Fill your hearts with compassion and serve the poor and needy with love. Our aim is to cure the patients of their ailments and send them home happy and healthy. Develop a spiritual outlook and treat the patients with love and care to make them happy and healthy"***. ***"In life health is wealth" literally for our patients and their families.***

The Counselling Department has been training the teachers in the Nursing College about the academic aspects of mind and spiritual care. Recently experiential learning has been added wherein the teachers interact with the patients, teach them the importance of 'listening' to the patients and record, with their consent, their narration of their hospital experience. All the teaching staff are very happy acquiring this new skill. We have included in this issue the experience of one of the teachers.

The patient stories contributed by our SAI Counsellors include a broad variety of patients ranging from those who can express their thoughts in writing to patients who just narrate their experiences and request the counsellor to record their voices. The patients' narration of their Hospital experience are all very touching showing their spiritual strength and their faith in God and gratitude to Swami for giving them a new life

Jai Sai Ram.....

The Editorial Team

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# Anthar Dhwani

## Hospitals Are Meant To Serve The Poor And Needy

*In life, Health is the greatest wealth.*

*The heart is the most important part in the body. If the heart goes on strike, the body becomes lifeless. What is the role of the heart in the human body? It pumps blood to the lungs where it gets purified and then it is supplied to all parts of the body. The blood travels 12000 miles in the body every day. Who has endowed the heart with such a capacity? It is only the Divine power that is the basis for all this.*

*Fill your hearts with compassion and serve the poor and needy with love. Our aim is to cure the patients of their ailments and send them home happy and healthy. We don't have any distinction of caste, creed, religion and nationality. We offer free treatment to everybody. Develop a spiritual outlook and treat the patients with love and care to make them happy and healthy.*

*Medicines on their own cannot cure diseases; it is Divine grace that cures. Without God's grace, even the pulse cannot beat. Medicine and Divine grace are like negative and positive, respectively. Diseases can be cured only when both these come together. So, along with taking medicines, one should also pray for Divine grace.*

*Come and see for yourself the work that is being done here with the spirit of sacrifice, and experience bliss. Here you will find the poor with happiness and joy on their faces. You should see to it that the poor lead a healthy and happy life. That should be your aim in life. This establishment will serve the poor forever. Some may have a mistaken notion that it will only be a temporary one. All the institutions established by Sai are eternal.*

*I bless you all so that you may attain the deservedness to see the happiness of the poor.*

**From Swami's discourse, with extracts and edits, on the occasion of the inauguration of SSSIHMS, Whitefield on 19<sup>th</sup> January 2001.**



*Om Sri Sai Ram*



**DIRECTOR'S MESSAGE - Dr D C Sundaresh**

*“The secret of perfect health lies in keeping the mind always cheerful – never worried, never hurried, never borne down by any fear, thought or anxiety.” – Baba*

The health care system created by Bhagwan Sri Sathya Sai Baba is meant to alleviate the suffering of those afflicted with physical discomfort due to disease. In addition to the physical discomfort these patients are also having a lot of mental stress due to anxiety. The anxiety of the patients especially children is reflected in the parents as well.

The team from the counselling department offers relief to this aspect of the health care delivery which is a very important factor for the recovery of the patients from their physical problems. In the medical profession it is common knowledge that the ends of the chronological age are considered to be “vulnerable” patients. To this is added third category of patients who are in the lower socio-economic status who will accept anything offered by the doctors as a relief to their physical illness. Mental and spiritual counselling as done by the team of counsellors has proved to be of immense benefit, as is seen in the rapid recovery of these patients who have undergone major life-threatening surgical procedures.

I offer my gratitude to the entire team of Counsellors for being there to help the patients.

*Jai Sai Ram*







## **Listening to Patients**

*It all started with a seemingly simple directive from Swami - “Go and take care of My patients at the Hospital” - during the morning darshan at Brindavan on Thursday 21<sup>st</sup> December 2000. His Divinely ordained words, the compassionate tone expressing concern for the patients and His matching body language while speaking to me still remain clearly etched in my mind. Accordingly I went to the Hospital, SSSIHMS Whitefield under construction, which was being readied to be inaugurated on the 19<sup>th</sup> of January 2001. I was charged up with Swami’s Divine Energy and yearned to reach out and reassure the patients and their families. I wanted to listen to them narrating their travails and helping them overcome their fear and anxiety.*

*“Aamee Gareeb Manush” was the opening statement by the first patient I interacted with; his wife had tears in her eyes. I instinctively touched her arm to reassure her. The touch of compassion helped them unburden their fears and I could relate to their feelings and understood their native language. It was the language of the heart that bonded us to each other though we were total strangers. Their faces lit up when they realised they could keep their spirits lifted through prayers to the God of their choice. They felt reassured that at Swami’s hospital every patient would receive not only free but also the best treatment regardless of caste, creed, religion or nationality.*

*Even to this day, I marvel at the transformation that unfolded within all three of us when we prayed together as one family. There was a remarkable shift in the patient’s perception, his wife regained her composure and I was awestruck when their faces lit up with a smile. I realized with joy the value of opening my heart to love and compassion.*

**Jai Sai Ram.....**

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

## SURRENDER TO GOD'S WILL AND GOD'S GRACE - Patient Premanand Bera and wife Sujata Bera's

This is the story of Sujata's journey. Sujata Bera is the wife of the late Patient Premamand Bera who was admitted at the SSSIMS on 3<sup>rd</sup> June 2023 and successfully underwent MVR and TV repair surgery. He was discharged on the 5<sup>th</sup> of July 2023. When the patient was about to come for his first review, he passed away on October 2<sup>nd</sup> 2023 in his home town in Howrah District West Bengal. Premanand was thirty four years old and Sujatha twenty seven. They were married in 2012 and have a ten year old daughter Supriya.

The Counsellor connected on the DOA 3<sup>rd</sup> of June 2023 and spoke to the patient and Caregiver Sujata Bera, his wife. She shared with the Counsellor that his condition was diagnosed in the year 2008, before her marriage. In the year 2008, patient Premanand was working in Bangalore when he felt ill and was admitted at SSSIHMS Whitefield. He was very impressed with the hospital and felt connected to Sai Baba as his new found God! He was diagnosed with Rheumatic Heart Disease. In the year 2009, a PTMC procedure was performed successfully and he was discharged with thorough Discharge advice from the SSSIHMS doctors. He was advised to follow the medication and come for regular reviews. He returned to his hometown and started a small business, mainly selling beauty products and cosmetics. He got married to Sujata in 2012 and she too would help him take care of the shop besides being a housewife. It so happened that due to financial constraints, patient could not visit the Hospital for reviews regularly and also was unable to take proper medication regularly and towards 2023 the patient's condition deteriorated. Because of his earlier connection with our Hospital and Sai Baba he and his wife came to our Hospital in Whitefield and was admitted on 3<sup>rd</sup> June 29 2023.

On DOA through Tele-Counselling BRMC with flute music was taught by the Counselor to the patient and caregiver, both felt very relaxed. Their Ishta Devata is Lord Shiva and Sai Baba.

On the 6<sup>th</sup> of June, while conversing with Sujata about the patients well being, she shared that, after the surgery on 5<sup>th</sup> June, Doctor's said that the surgery was successful and she could go and rest and come in the morning to the ICU. Sujata retired for the day, but all of a sudden she received a call at about 12 a.m. from ICU, saying that the patient Premanand has had a medical emergency and she needs to come right away. After a while Doctors said that Premanand's condition was better and that he was on Ventilator support. She reached out to the Counsellor, who after hearing this reassured her everything would be alright and prayed with her.

Premanand was in the ICU for a month and then was shifted to the post-OP ward. During this period, Sujata would come regularly to the Counselling department shrine and attend the morning prayers and she prayed silently in our shrine which gave her a lot of solace and strength. What was amazing about Sujatha was her resilience. She was very composed, calm and poised, focused, alert and always with a smile during the entire stay at the hospital.





One day during the morning prayers, Sujatha met the counselor and confided to the Counsellor that she was three months pregnant and was due for the compulsory 1<sup>st</sup> trimester injection. She said she would take it in her home town when she returned home. The Counsellor said, that she should take care of herself also and take regular meals, as she was an expectant mother.

On the 4<sup>th</sup> of July, when the patient Parmanand was in the post-OP ward, Sujata called out to the counsellor. The counsellor was touched to see Sujatha with her husband, comforting him as he was crying with pain. The Counsellor's loving presence and soothing words calmed him. It was heartening to witness Sujata, the sole caregiver of the Patient, compassionately caring and comforting Premanand, in spite of her discomforts as an expectant mother.

Patient Premanand was discharged on 5<sup>th</sup> of July. Sujata was very clear with the Discharge advice given by the sisters and the Counsellor. On reaching home she located a cardiac doctor for the patient's monthly checkup. During a follow up call with the Counsellor, Premanand expressed his gratitude to the Doctors, Nurses, Counsellor and other Staff of our Hospital for the loving care and support. He recognized the Counsellor's voice and said that he was doing the BRMC daily and could walk to his shop slowly and sit a while. He was all praise for his wife Sujata, who was expecting their second child and took care of the home and shop. Their elder daughter Supriya was 10 years old and studying in the 4<sup>th</sup> std. Sujata was very happy to connect with the Counsellor from her home.

They had barely settled down for a couple of months when calamity struck them like a bolt out of the blue! On 1<sup>st</sup> Oct the Counselor got a panic call from Sujata in a state of shock saying Premanand suddenly took ill and was admitted to a local hospital. The doctors said there was fluid accumulation in the abdomen and it was an emergency condition. The Counsellor consoled and calmed her and asked her to pray to her Gods, Shiva and Sai Baba; she would call her the next day. When the Counsellor called the next day a shocked and grief stricken Sujata told her in a choked voice that Parmanand had passed away that morning. The Counsellor silently listened to her heart rending sobbing and wailing. When she finally paused, the Counsellor told her that it was God's Will but the same loving God would take care of her, her daughter Supriya and the child she was expecting. Now Sujata with her children has moved to her parents' home for good. Her parents are her major support and moral strength. She has three sisters who are married and a younger brother who is studying.



The loving God did not disappoint her. In the last week of November, the counsellor received a message in Bengali from Sujata's ten year old daughter Supriya saying, “এই দেখো আমার ভাই, আমার ভাই হয়েছে দেখেছো!” দেখলে বলবে (I have got a brother do you see! Tell us, how he looks). There was a beautiful photo of a new born baby boy.

When the Counsellor contacted Sujata she sounded so happy and overwhelmed that Sai Baba had bestowed on her the most precious gift of Motherhood for the second time, and ‘her son was born on Thursday, the 23<sup>rd</sup> of November 2023 coinciding with Swami's birthday’. Sujata had tears of gratitude and joy. Yes, she was blessed with a healthy baby boy. It has come during Sujata's toughest phase. In her words “It is Swami's Ashirwad and Prasad”.

Sujata's story is one of immense courage and resilience, and shows the presence of Swami's ever compassionate and loving hand in her journey of life. She moves on confidently knowing that Swami is always there to take care, and looks forward to taking care of her children, who are her world and everything now.

Jai Sai Ram.....

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



*"The secret of perfect health lies in keeping the mind always cheerful - never worried, never hurried, never borne down by any fear, thought or anxiety." - Sri Sathya Sai Baba*

## FAITH IN THE DIVINE - The story of Patient Pruthvi Kumar



Patient Pruthvi Kumar a twelve year old boy was admitted to our Hospital on 8<sup>th</sup> August 2023 suffering from a congenital heart disease and operated successfully and discharged on 28<sup>th</sup> August 2023. His mother, Pallavi was his caretaker. They hail from Bellary, Karnataka where Pruthvi Kumar is studying in the 7<sup>th</sup> Standard. He has an older brother Eshwar.

When Pruthvi Kumar was a three month baby he used to cry a lot and turn blue. His parents took him to Government hospitals in Bellary and Davangere where the doctors found that he had a hole in the heart and advised an operation that should be done in Bangalore because of better facilities. The concerned parents took him to Bangalore where he was operated successfully in 2015 and told further surgery would be required. His father had a BPL card which entitled them for free medical treatment. He was the only breadwinner for the family and his mother Pallavi had to look after the ailing Pruthvi Kumar and also the housework. Their family deity Lord Veerabhadra was her source of spiritual strength and her husband took care of the family needs.

When Pallavi lost her husband to asthma in 2017, she suddenly found that now she had to look after the family with support only from her parents. Being a courageous woman and with faith in their family deity Lord Veerabhadra she decided to move on, her main concern being the health of Pruthvi Kumar. She did not get any support from her in-laws family and she moved in with her parents. She works along with her mother in the local Panchayat school canteen. Her father works as a pump operator and her elder son has quit school and works to support the family. Pruthvi Kumar continues with school. With her husband having passed away his BPL card was cancelled which weighed heavily in her mind knowing that another surgery was required. She surrendered to Lord Veerabhadra and knew He would take care.

In 2023 Pruthvi Kumar's heart problems resurfaced, he would become breathless and turn blue. By God's Grace Pallavi's brother knew about our Hospital, where he learnt free treatment of high quality was provided and informed Pallavi. Another incident of Swami's love and compassion! It brought them to our hospital where Pruthvi's surgery was successfully treated. They spent about three weeks in our hospital and benefitted immensely from the counselling they received in the Counselling Department. Pallavi bonded very well with the Counsellor and knew she could always reach out to the Counsellor for help.





Pallavi was extremely moved by the loving service of all the staff. Expressing her inability to read and write and knowing only Kannada she narrated to the Counsellor her feelings, the translation of which is included here.



Om Sri Sairam.

*I am Pruthvi's mother Palavi. This is a very good Hospital. I have brought my son here for cardiac surgery. In spite of leaving my family members back in my hometown, I got love and care for my son from the extended family in the hospital - the doctors, nurses and the Counsellor from the Counselling department. I feel truly blessed to get the right treatment for my son. I felt that the hospital is a temple of healing. I could feel the fragrance of Swami's vibhuti everywhere in the hospital. I am very fond of Swami's healing vibhuti.*

*Here, Kannada is very less. I am very proud of this hospital being in the state of Karnataka. Praying for more Kannada spoken staff here.*

*This Hospital is so good for poor people like me to get treatment here. This is really a Temple of healing. Food served here is very good. My son was served good food here, whatever he wanted he was given.*

*We feel Swami's omni presence here. Swami's miraculous power is seen here. Everywhere here, I could sense the fragrance of Swami's vibhuti. Myself and my son are very fond of Swami's healing vibhuti. The counsellor from the Counselling department gave me a lot of courage and energy. Here we can feel the form of Swami. The doctors and nurses have taken a lot of care of my son. There is a lot of compassion and love here.*

Jai Sai Ram.....

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



*"One should cultivate human values for healthy living. This calls for harmony in thought, word and deed. When you cultivate this harmony you will be free from desires and fears."*  
*Sri Sathya Sai Baba*



## GRATITUDE TO GOD -Patient Puja Kumari's story

Patient Puja Kumari, a twenty five old young woman is from a small town Aadampur in Bihar and has completed her eighth standard. She comes from a large family, besides her parents she has four brothers and a sister. Her father is a farmer and her mother looks after the family.

Their family deity is Devi Ma whom they worship regularly. Puja Kumari's illness started in 2012 feeling tired, pain in her legs - could not stand for a long time, palpitations and also had varicose veins. Her parents took her to a local hospital in Aadampur for treatment. She underwent a valve replacement surgery and a pacemaker implanted in December 2013.

She came to our hospital and was admitted on 5<sup>th</sup> August 2023, her father was her caretaker and Puja Kumari was diagnosed with a congenital heart disease. A second valve replacement surgery was performed and a new pulse generator implanted. The treatment was successful and Patient Puja Kumari was discharged on 15<sup>th</sup> September 2023 and returned home. Unfortunately she had to come back and readmitted on 23<sup>rd</sup> October 2023 to treat a valve block which was rectified and the patient discharged on 8<sup>th</sup> November 2023.

After returning home the patient Puja Kumari and her father reconnected with the Counsellor to express their profound gratitude to Swami and our hospital doctors and staff, an English translation is included herewith of their Hospital experience and their feelings as narrated to the Counsellor in their language.

The patient's father said *"Swami's Hospital is very good. Doctors as well as the Seva Dals and all have given us so much respect. I will never forget Baba. From now on, everyday I shall light the incense sticks and do Aarthi every evening for Baba. The food was also very good. All by Baba's Grace.*



Continuing patient Puja said *"I got so much of Love here. I have become Baba's devotee now. The nursing sisters and the doctors are like God to me. Baba has given me another lease of life. I am extremely thankful and grateful to Baba and am praying to Baba to be with me always. I am Baba's daughter now and shall always do Sai Baba's Seva.*

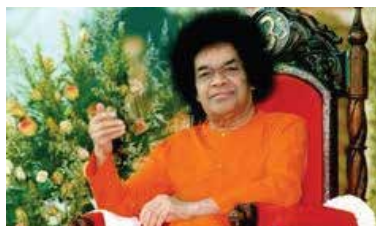
*I want to always be happy with my parents, brothers and sisters. Praying to Baba to bless all of us."* Both father and daughter became very emotional - sobbing and crying - during their narration.

[Click here to listen to the audio recording](#)

Patient Puja Kumari and her parents have been living and taking care of their daughter for more than a decade with parental love and providing whatever medical treatment they could access in the world they knew. Their faith in Devi Ma was their source of spiritual strength until Sai Baba entered their lives, brought them to our Hospital and healed them in body, mind and spirit. They are so overwhelmed by their Hospital experience that they consider both Devi Ma and Sai Baba as their Divine Gods. Words are not adequate to describe their deep gratitude to Baba and our Hospital.

Jai Sai Ram.....

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



*"For the mansion of life,  
Self-confidence is the foundation,  
Self-satisfaction the wall, Self-sacrifice the roof,  
Self-Realisation is the life."- Sathya Sai Baba.*



### **'FAITH VERSUS FEAR'**

*So often, there are moments when a counselling session organically steers towards total stillness and silence. The counsellor provides an opportunity to the counselee to clear space and navigate gently towards establishing deeper spiritual connection. Their reconnection to their belief and faith in the infinite has the potential of bringing about a sea change and an inner transformation.*

*It is during these sacred moments of the counselling session that a counsellor witnesses a great shift in the counselee as faith and courage replaces stress and fear. The following two patient stories bear testimony to this.*

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

## **A DIVINE EXPERIENCE - Patient Indira's story**

23<sup>rd</sup> November being Swami's birthday, my wife Indira, sister Shobha and myself, were proceeding for Swami's Darshan at Sai Darshan Mandir in Indiranagar. While crossing the road about twenty five meters from the Mandir, Indira suddenly fell down on the road. We helped her to get up, assisted by passersby. She recovered in a few minutes, we proceeded to Sai Mandir, had Swami's Darshan, prayed and returned home.



Indira was being treated for bouts of vertigo for the past eight months, but the morning's incident shook me up and we decided to consult our family doctor again the same evening. After the consultation our doctor advised us to take an MRI brain scan and also consult an ENT specialist. On the 24<sup>th</sup> morning, we had the MRI scan done, the report of which we were to collect at 08:00 a.m. After consulting the ENT doctor in the evening, we collected the MRI report and sent it to our doctor. She called back and said that the report was bad. There was a large tumour in the brain, for which immediate hospitalization was required. We did not know any recommended neurologists, but we had heard a lot about Sathya Sai Hospital in Whitefield and that there were excellent doctors there. So we decided to try for admission there. I took help from my sister Jayashree, who along with her husband Ravindran was an ardent devotee of Swami, and actively involved in Seva activities. She had done a stint at the hospital as a counsellor and had told us various incidents, and the importance of counselling to patients and attenders. She was familiar with the hospital layout too. She consulted Mrs. Gita for the procedure for getting admission.

On 25<sup>th</sup> morning we reached the hospital gate at 08:45 a.m. At 09:00 a.m. I made a call to the helpline number given to book admission for Indira. To my disappointment I was told that the earliest admission would only be on 19<sup>th</sup> Dec. I informed my sister who consulted Mrs. Gita regarding our condition.

After some time Mrs. Gita called back saying they would admit Indira for check up being an emergency case. We said Swami has heard our prayers and silently thanked Him. It was only through Him that we could get this early admission.

We entered the hospital and were first led to the counselling room. We met Mrs Gita there and sat down in the room. In the silence we prayed. The feeling of calmness pervaded, and the mind became relaxed, tension seemed so much less in these surroundings. After doing paada namaskar we were taken to the emergency ward. The duty doctor took our history and scan report and various tests were done including a rescan of the MRI of the brain. The doctor called me aside once the MRI Scan report came and said the tumour was large, Surgery was to be done, followed by chemotherapy and radiation. I accepted with a heavy heart. I surrendered to Swami, prayed and left Indira completely in His hands, and prepared for any eventuality that Swami would decide.



We were told that surgery would be on 28<sup>th</sup> or 29<sup>th</sup> and we would be intimated accordingly. We did not get any call on the expected dates and started getting tense again. Went to the hospital on the 29<sup>th</sup> to various counters. At the end of the day I was told to come alone on 30<sup>th</sup> at 02:00 p.m. for confirmation of surgery date. Around noon on the 30<sup>th</sup> I got a call from the hospital to come immediately with the patient for admission. We finished admission formalities but on going to the neuro ward the nurse said the operation was scheduled for 26<sup>th</sup> Dec. This was a setback as I thought Indira's was an emergency case. The nurse soon verified that the operation was preponed to 30<sup>th</sup> Nov.

Swami had helped us again.

On 1<sup>st</sup> Dec, Indira was taken to the OT for surgery. I prayed to Swami to take care of Indira for successful surgery and everything thereafter. All our near and dear ones also prayed and special poojas were done at various temples.

After a long, suspenseful and tense wait, late evening, the doctor informed that the surgery was successfully completed and the heartening news that the tumour appeared benign, but confirmation only after a full biopsy report. I was in tears of happiness and once again knew Swami had taken care of everything.

On 2<sup>nd</sup> Dec around noon Indira was shifted from ICU to the ward. I was informed to attend counselling daily with other attendants. The music and mantras thereafter had a calming and peaceful effect on the mind, tension released during the breathing cycle. Indira recovered well and on 6<sup>th</sup> Dec we returned home as advised by the doctor and told to return on 9<sup>th</sup> for stitch removal. On the 9<sup>th</sup> morning stitches were removed and we received another miraculous news. The biopsy report said the tumour was totally benign, being only grade one category. There was no need for radiation or chemotherapy which we had feared.

We prayed and thanked Swami for this wonderful miracle. We met Mrs. Gita and conveyed the news. She said it was indeed a great miracle and it was all Swami's doing all the way from day one. We were both taken for counselling to the room we were taken to on the first day the recorded music was played, which had the effect of calming the mind and releasing pent up tensions. Then Mrs. Gita took us to Swami's room. The atmosphere inside was serene and we had the feeling of actually having Swami's darshan in the room. We felt really privileged to get this unforgettable experience in Swami's room.

Throughout our stay at the hospital we noticed the sincerity of the Seva staff, nurses, doctors and all other staff. The counselling staff were doing so much to calm the patients and attenders, reassuring them, comforting them. All this and much more is being done by Swami through the doctors, nurses, seva dal, counsellors and all other staff in this hospital. All are taken care of equally irrespective of caste, religion or status.

OM SAI RAM  
Indira & Chandran

**Jai Sai Ram.....**

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



## FEAR TRANSFORMED TO FAITH - Patient Litan Mondal's Story

My name is Litan Mondal, my wife's name is Chandra Mondal, my father's name is Gaurango Mondal, my mother's name is Anita Mondal, my elder sister's name is Beauty Mondal and my brother's name is Paltu Mondal. This is our family. I am twenty-nine years old and work as a Biology lecturer in a Coaching Centre.

I would like to share my heartfelt feelings. I was a small boy in 2008 when my mother was diagnosed with a tumour below the ear. She was being treated in West Bengal, but there was no improvement in her condition. Then my parents decided to go to Sai Baba Hospital in Bangalore for her treatment. They confirmed the diagnosis but with the surgery facility not being available she got the treatment done in another hospital. After my mother's treatment, when they returned home, I heard about Sai Baba Hospital. As I was very young then and in my limited understanding and ignorance, I was unable to picture this wonder.

Just during the COVID-19 phase in 2021, I became seriously ill. On consulting a doctor in West- Bengal I was told that I had a heart problem. My physical condition was so bad that I was unable to even walk properly. Immediately, along with my brother and mother, we started our journey to Sai Baba Hospital in Bangalore. A thought which disturbed me a lot was that I may have to undergo a heart surgery. I was admitted to Sai Baba Hospital on 23<sup>rd</sup> May 2022 with my brother as my caretaker. As per hospital procedure I was to be counselled; I was very nervous and scared. But the Counsellor who met me spoke so reassuringly, and full of mother-like love that my low level of self confidence and nervousness completely disappeared. She showed me and my brother how to practice the BRMC therapy - deep breathing to cleanse my body, shed all my negative thoughts of fear, and asking me to pray to God with faith which empowered me for the medical treatment. We had several sessions with her. My mother and I along with my brother also had a session with her.

I was operated successfully on 26<sup>th</sup> May 2022. The problem in my heart was corrected by the dedicated team of doctors, nurses and other supporting staff. I experienced a beautiful connection with them, thanks to the Counsellor having empowered me earlier. I am extremely grateful to the treatment and services rendered here in Sai Baba Hospital, right from the housekeeping staff, Sevadals to the highly qualified doctors, nurses and the supporting staff.

The highly qualified doctors and their well-mannered behaviour is very humbling. Their love and care is like a Mother's Love and Care towards her child and how caringly the mother raises her child - timely feeding the child and putting it to sleep. In the same way, the patient here is taken care of, in a methodical and systematic way. This helps the patient to recover faster. I was discharged on 30<sup>th</sup> May 2022 and returned home. It has indeed been a very good learning experience for me. Today 30<sup>th</sup> December 2023 marks a year and seven months from the date of completion of my surgery. Now I am leading a normal life continuing my job in a Coaching Centre as a Biology lecturer.

Since two to three months I have been experiencing slight pain in my chest. Hence, I came again to Sai Baba Hospital on 26<sup>th</sup> December 2023 with my brother. I met the doctors who advised me about my pain. We also met my Counsellor. I have very quickly returned to normalcy. I am confident that I will be able to lead a very normal and healthy life, like any other normal person. I offer my humble pranam's (obeisance) to Sai Baba and to His Sai Baba Hospital.



Jai Sai Ram.....

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

## GRATITUDE TO SWAMI & OUR HOSPITAL - Patient Munira Khatun's story



Patient Munira Khatun is a nine and half year old girl from Rajshahi district of Bangladesh studying in the 3<sup>rd</sup> Standard. Accompanied by her father Siraj she came to our Hospital seeking medical treatment for a congenital heart problem. She was admitted on 19<sup>th</sup> October 2023 and was diagnosed as having a rare type of congenital heart disease called Aorto Pulmonary Window.

A major surgery was performed, which by Swami's Grace was successful and the patient was discharged on 25<sup>th</sup> October 2023.

Patient Munira is a very talented and precocious child. The Counsellor on the Day of Admission called them and was amazed that Munira answered very calmly that her father had gone to the canteen for dinner but she could help the Counsellor with any information she sought! When asked regarding the family, she replied, "They stay in a joint family along with her grandparents, parents, two uncles and a younger brother who is three and a half years old. She said that her mother could not accompany as there was a Medical Visa problem and also her mother has a younger child to take care". She was so understanding with regard to her mothers' situation and the need. Being devout Muslims the family would pray to Allah regularly.

When asked about her school, she said "She is in the 3<sup>rd</sup> Standard and loves going to school. She is taught English, Maths, Painting and to recite the Holy Quran etc and mentioned her friends names at school too. She enjoyed drawing, painting, poetry, playing badminton and loved the food cooked by her mother and grandmother! She bonded well with the Counsellor and addressed her as 'Didaa' (grandmother in Bengali) and was very happy when the Counsellor reassured her that she would be fine and Allah was there and protecting her always.

Munira's father Siraj shared with the Counsellor that when she was two and half months old she would have fever frequently, cough, no appetite and did not gain weight. She would have palpitations. The concerned parents took her to Rajshahi Medical Government Hospital in their district and she was prescribed medication. They would take her to the hospital promptly whenever she fell sick. When Munira turned 9 years, the Cardiac Doctor advised that a surgery was required and this was the right time for getting it done. They came to know about Swami's Hospital through a relative and with a medical visa Munira and her Father came to SSSIHMS Bangalore for her treatment.

Upon admission as per normal procedure the Counsellor taught them the BRMC therapy while playing the Adhan-The Call for Prayer in the background. They are devout Muslims and pray to Allah.

Munira was operated successfully on 20<sup>th</sup> October and she was shifted to Post-OP ward on 21<sup>st</sup> October. During the bedside counseling visit, the Counselor was a witness to the Love and care provided by her Father Siraj towards Munira. He was his daughter's sole caregiver since her mother could not accompany them. Munira's father attended to her lovingly like a mother, by making her comfortable when she was shifted to the ward. He wetted a towel and rubbed her feet gently which gave her quite a bit of relief. He said he had boosted her strength, confidence and morale by showing other children younger than her facing and recovering bravely.





Munira was discharged on 25<sup>th</sup> October. The loving care and support of her father and the home cooked food cooked by the father, helped Munira to recover soon.

Munira and her father had come on 6<sup>th</sup> of November to meet the doctor for a check up and they also visited the Counseling Department shrine to offer their gratitude and pray in the shrine. Munira was very happy to see the Counselor. Munira's face lit up with a smile, which came naturally to her. She received color crayons thoughtfully provided for the children. It was heartening to see the joy in Munira's eyes after receiving the crayons since loved to draw and paint. Spontaneously she said 'thank you' for the crayons. Later in the week, she was happy to share her landscape sketches and drawings.

Sharing her thoughts on Gratitude to Sai Baba , the doctors and the sisters, Munira says:

“সাইরাম কে আমার তোরফ থেকে ওনেক ধোনবাদ  
এইতো বডো মেডিকাল তোয়রি কোরার জোনে  
আপনকে ওনেক শুভেছা আমকে শেবা দেবার জোনে ”

Translating to English ,

“With a lot of Gratitude I thank Sairam for gifting such a big medical hospital.  
Thank you for the dedicated service (Seva) provided to us”

০৮১৩৩ ! আল্লাহ তার ক্ষাপ্তিশান !  
তাই বাবা প্রমত্ততা না করে পাঠিনা  
আমাদেরকে খুব ত্রুটা দিচ্ছে।  
আলেক ওআলেক কুমেচ্চা বইলে !  
♥ SRI SATHYA SAI ♥!  
প্রমত্ত করে কে বা কারা ?  
তাই বাবা দূরে ঝায়ে !  
প্রমত্ত করে কি বা কারা  
উত্তর দূরে কর্তা তাকে।  
কি দিচ্ছে বা কীত্তের দ্বারা  
তাই বাবার জ্ঞানব ত্রুবা দিচ্ছে তারা !  
কর্তা যদি হয় গো দান, অত্তবেই হতে  
অত্তপ্রদান। কোহা হতে প্রমত্ত হলে,  
আমাদামটা আমাশ চলে।  
প্রমত্তবাদ।

\*\*\* বাক বাক্স পায়া \*\*\*  
০১ অক্টোবরে অপারেশন পায়া  
০২ অক্টোবরে হাসি,  
০৫ অক্টোবরে খুশি,  
দিদা আমি তোমার জন্য নিঃশ্বাস ছন্দে  
বাংলাদেশে হয়ে যাবে কথা বন্ধ।  
আমার জন্য দুয়া রাখবে।  
শেদাফকোভে।

Young Munira, barely ten years old, shared these pure thoughts and her gratitude with a lot of respect, confidence, happiness and love in her voice. Her maturity is beyond her age. This reflects her upbringing and values which she has imbibed from her loving and close knit family. While praying to Allah she chants “Allah is the most powerful”.

Munira and her father returned to their native village. Now with the loving care of the family, the natural environment and successful treatment, medication and advice, Munira is healing and is healthy. She shared with the Counsellor that she has fared well in her exam and has scored 86% in English.

Munira is truly a loving child full of gratitude for Swami and our Hospital.

Jai Sai Ram.....

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

## COUNSELLING DEPARTMENT'S TRAINING PROGRAM FOR NURSING COLLEGE TEACHING FACULTY

Every patient who comes to our Hospital seeking medical treatment for a cardiac or neuro illness has a unique experience of the illness which the patient would like to share. In hospitals nurses spend the maximum time with the patients, hence it is of paramount importance that they are sensitised to listening to the patients through proper training. Read the Nursing College teaching faculty narrate the training they underwent in the Department of Counselling and of their interactions with patients.

### A Blissful BRMC Training Session- Experience

I express my heartfelt appreciation for the outstanding BRMC training counselling session at the Department of Counselling. The experience was truly enlightening and left a lasting impression on me. The professionalism and expertise demonstrated by Smt. Gita Umesh, Smt. Anuradha and the entire counselling team were commendable. The sessions were not only informative but also created a warm and supportive environment, making it easy for me to engage and learn effectively. The structured approach to BRMC (Body Relaxation, Mind Cleansing followed by prayer therapy) training, coupled with the depth of knowledge and live experiences shared, significantly enhanced my understanding of effective counselling techniques for students, patients and care-givers. The practical insights provided by Smt. Gita Umesh and the team were invaluable and have already proven beneficial in my professional practice.

We, the Nursing faculties were trained by an epitome Smt. Gita Umesh on BRMC training. We were introduced to Eugene Gendlin's Focusing theory, Carl Rogers Person Centered approach to Counselling, Dr. Herbert Benson's Relaxation Response and Dr. Mia Leijssen's Existential Well Being to help us relax our body and mind and experience peace. The patients and care-givers from Neuro ward and CTVS ward were brought to the Shrine of Counselling department, for BRMC and prayers. Soothing flute music helped them relax during BRMC. A few care-givers were in tears, expressing their emotions and thanking the Counselling department for easing their heart and mind. They were spiritually connected during the silent prayer session and expressed their gratitude to Bhagawan. Meeting the patients in the ward and sharing the practice of BRMC with them had a profound sense of calm and it was a transformative experience.



I wish to extend my sincere gratitude to the entire Counselling department for providing such a great opportunity for us to develop personally, professionally and develop a strong inner-connect with our family members as SAI family. Thank you for the dedication to our well-being and for providing invaluable tools for maintaining a healthy balance in body, mind and spirit. The dedication and passion displayed by the team members were truly inspiring, contributing to an overall positive and blissful training experience. I look forward to applying the skills and knowledge gained in my role.

We humbly pray to Bhagawan for His blessings upon the Counselling department to grant them strength to continue their noble service of healing. May their efforts bring comfort, solace, and hope to those in need.

Jai Sai Ram.....

Contributor - Dr. Pritha. L, Vice-Principal, SSSIHMS-College of Nursing, SSSIHMS, Whitefield.

## **LISTENING TO PATIENTS**

### **Patient Master Korikana Prem Story as narrated by his Father Korikana Naresh**



My name is Korikana Naresh and I have come here with my son Korikana Prem who is five years old. We hail from Visakhapatnam in Andhra Pradesh, and I work in the Army. My son was diagnosed with a cardiac ailment (Hole in the Heart) six months back in a private hospital close to my hometown. The cost for the open heart surgery would be around Rs.7 lakhs which I could not afford. Being desperate to get the operation done to save our child, I was contemplating upon selling my properties to bear the cost. During this turmoil by God's Grace, a friend of mine said he knew a staff nurse working in Sathya Sai Hospital, Bangalore. We contacted her who explained and assured us that at Baba's Hospital all medical treatment including surgeries for cardiac ailments is done free of cost. Immediately we started our journey and reached Bangalore on 17<sup>th</sup> Dec 2023.

Korikana Prem was admitted to the Hospital on 23<sup>rd</sup> December 2023 and as per the normal practice we were counselled and taught the BRMC therapy which relieved us of our stress and anxiety. My son Prem's open heart surgery was done successfully on 26<sup>th</sup> December 2023 and is being discharged today, 29<sup>th</sup> December 2023 in a happy frame of mind.

The BRMC therapy sessions we did in the Hospital relieved us of our stress and gave us happiness. We would like to continue this back at home too. As I am in the Army being deputed to various States but I haven't seen a hospital like this anywhere in my lifetime. I am very happy with the facilities, care given and food provided. I came here with a heavy heart but we are going back happily. Truly God has come in Swami's form and cured my son of his heart problem and given us the divine gift of spiritual strength.

**Jai Sai Ram**.....

Contributor - Mrs. Niveditha K.N. - Associate Professor, Nursing College, SSSIHMS, Whitefield.



### **Patient Rama Biswas Story as narrated by her Son Kinkar Biswas**

My name is Kinkar Biswas and my mother's name is Rama Biswas, she is fifty seven years old. We came to Sathya Sai Hospital on 4<sup>th</sup> Dec 2023. My father brought my mother in 2008 to Sathya Sai Hospital where she was operated for Brain Aneurysm. Fifteen years have gone by; she was fine and now she's back with similar complaints and has also been suffering from hypertension and diabetes. Evaluation was done in one of the renowned hospitals in Calcutta, but the cost of over Rs.5 lakhs for the surgery was beyond our means. We contacted Sathya Sai Hospital and were immediately given an appointment on priority basis. We have completed the course of treatment successfully and we are very happy.



At the Hospital we were taught the BRMC therapy by the Counsellor from the Counselling Department. As we practiced we could feel the reduction in our stress and tension; we felt relaxed and peaceful. We are carrying with us the happiness and the comfort which was given to us and we are going back with a smile. We are very happy that we have come to Sai Baba's Temple of Healing and been healed in body, mind and spirit.

**Jai Sai Ram**.....

Contributor - Mrs. Niveditha K.N. - Associate Professor, Nursing College, SSSIHMS, Whitefield.



### Patient Baby P.Varshika's Story narrated by her mother Alang Meenakshi



My husband and I, Alang Meenakshi, along with our baby daughter Varshika live in Coimbatore, Tamil Nadu. My daughter has a congenital cardiac problem, a hole in the heart. We sought medical treatment in Coimbatore but we could not afford the cost. My uncle referred us to Sai Baba Hospital in Bangalore where treatment is free. So we came here. The follow-up here in Sai Baba Hospital is very nice while we waited for admission. Our baby daughter was admitted as Patient Varshika with my husband and I as the caretakers on 25<sup>th</sup> November 2023. Several tests were done and our baby was operated successfully on 5<sup>th</sup> December 2023. Baby was in the ICU for twenty days in view of the baby's weak condition and low weight; daily feedback on patient's condition was given to us by the staff of Sai Baba Hospital. We waited patiently and let Sai Baba take care of everything.

After admission we were taken to the Counselling department where we were taught the BRMC Therapy, a breathing exercise to cleanse our body, reduce negative emotions and prayer to God. Baba's Vibhuthi was given. We were practicing BRMC daily while waiting for our baby to be discharged; our stress/tension levels and negative emotions have decreased. We have learnt to think positively, are extremely happy with our Baby's progress and our overall well being enhanced. Every day we have been applying Baba's vibhuti for Baby and praying constantly for her quick recovery. My daughter has fully recovered and getting discharged today 29<sup>th</sup> December 2023. We look forward to returning home with a great sense of relief and will continue daily the BRMC therapy, which has helped us immensely.

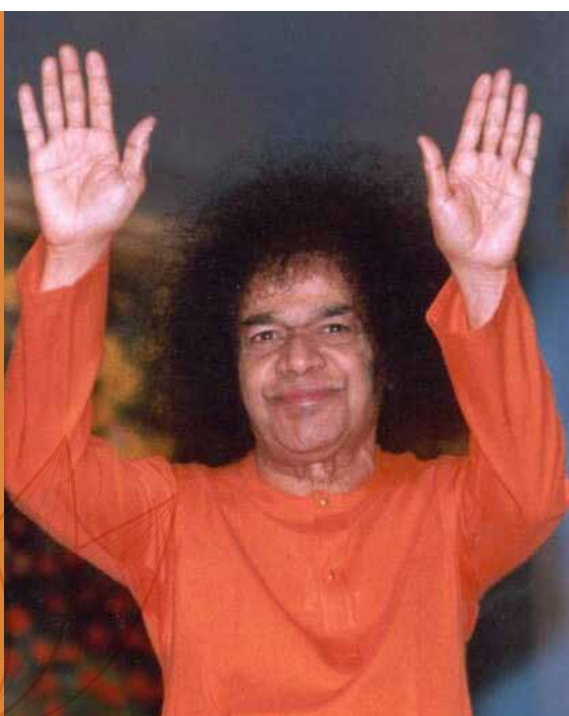
**Jai Sai Ram**.....

Contributor - Mrs. Niveditha K.N. - Associate Professor, Nursing College, SSSIHMS, Whitefield.



*It is only when the mind is transformed  
and brought under the control  
of the Soul (Atma) that the body  
experiences Divine Bliss (Ananda).*

*~ Sri Sathya Sai Baba ~*



## 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*

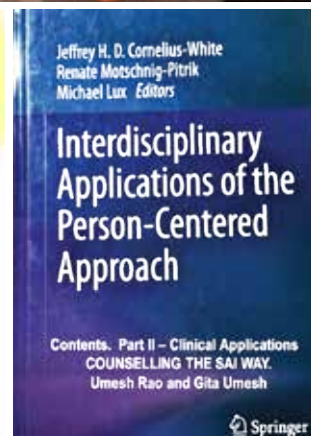
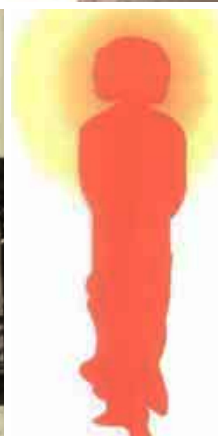
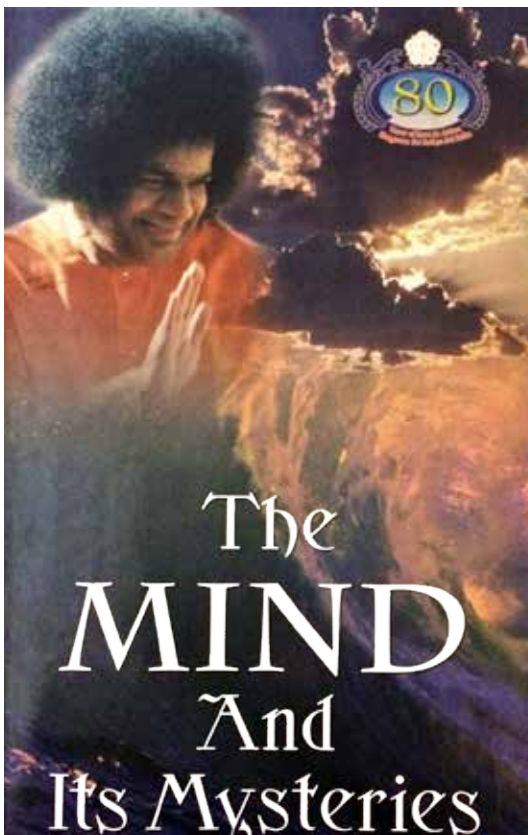


5 November 2010



**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.

