

Transforming Healthcare Delivery

Sai Sparsh

Sri Sathya Sai Preventive and Rehabilitative Services for Health and Healing

The Genesis of Sai Sparsh

In healthcare, technology achieves its greatest impact when it extends compassion beyond the walls of the hospital. While hospitals remain centres of excellence for diagnosis, treatment, and specialized clinical care, an individual's health journey is shaped long before illness ever brings them to a hospital bed. Supporting this journey requires a different approach — one that reaches communities before disease takes hold, through timely education, structured screening, and sustained engagement.

This philosophy forms the foundation of ***Sai Sparsh*** — *Sri Sathya Sai Preventive and Rehabilitative Services for Health and Healing* — a preventive and rehabilitative healthcare initiative of the Sri Sathya Sai Institute of Higher Medical Sciences (SSSIHMS).

In this initiative, born from SSSIHMS's founding philosophy of prevention and holistic healing, Frugal Scientific has played a supporting role as technology partner, for creating the digital foundation — on the Frappe Framework and ERPNext — that allows SSSIHMS to document, deliver and monitor this work at scale. That the platform carries the same name, *Sai Sparsh*, is deliberate: it is not a separate product sitting alongside the Institute's initiative, but the digital expression of that same, single effort.

The initiative draws its inspiration from the vision of the Founder of SSSIHMS, Sri Sathya Sai Baba, who consistently emphasized that the highest form of healthcare is one in which individuals remain healthy and never need to come to the hospital. This profound philosophy challenges healthcare institutions to look beyond treating disease and instead create systems that promote wellness, encourage prevention, and empower individuals to take charge of their own health.

The name ***Sai Sparsh*** — literally, “the touch of Sai” — reflects this intent: to carry the Institute's healing presence beyond its walls and into the everyday lives of the communities it serves, through prevention, structured screening, and rehabilitative care.

Reaching Out Through Caregivers

Sai Sparsh begins its outreach to individuals and the wider community through a deliberate starting point: the **caregiver**.

When a family member is admitted to hospital, it is almost always a caregiver — a spouse, parent, child, or close relative — who is present, attentive, and, often for the first time, receptive to thinking seriously about health. The hospitalization of a loved one is a uniquely teachable moment. Caregivers frequently experience considerable physical strain, emotional stress, financial pressure, and unhealthy lifestyle changes while placing the needs of others ahead of their own, and over time these pressures contribute significantly to the growing burden of chronic lifestyle diseases, including cardiac illness.

Sri Sathya Sai Baba aptly described these contributors as the “Hurry, Worry, and Curry” of modern living. These simple yet profound words continue to resonate in an era where cardio-metabolic disorders have become increasingly prevalent across society.

Sai Sparsh therefore engages the caregiver first — through education, screening, and structured follow-up — encouraging self-care not as an act of self-interest, but as an essential responsibility towards one's own family and community. Through this caregiver-first approach, the initiative reaches outward from the hospital bedside into households and communities, extending its focus beyond treating illness to fostering long-term wellness, resilience, and healing well beyond the individual patient.

Why Prevention: The Case for Cardiac Health

Cardiovascular disease remains one of the leading causes of illness and mortality, both in India and globally. Much of this burden is preventable: risk factors such as elevated blood pressure, poor nutrition, physical inactivity, tobacco use, chronic stress, and delayed detection of early warning signs contribute disproportionately to the toll that cardiac illness takes on individuals and families.

Unlike acute emergencies, cardiac risk typically builds silently over years. Structured education, regular screening, and sustained monitoring of risk factors can identify concerns early — well before they progress to a cardiac event — and meaningfully change the trajectory of a person's health. It is this understanding that has shaped SSSIHMS's decision to commence *Sai Sparsh* with its current pilot: a dedicated, time-bound programme on cardiac preventive health, engaging caregivers and at-risk individuals through structured screening, documenting risk indicators over time, and supporting structured rehabilitative follow-up within the community.

A Humble Beginning: Enter Frappe

Every transformative journey begins with a simple idea.

For *Sai Sparsh*, it began as a modest Proof of Concept intended to address a practical operational need — creating an efficient way to document and coordinate community preventive health screening and follow-up, starting with caregivers and at-risk individuals connected to the hospital.

Frugal Scientific selected the Frappe Framework together with ERPNext to rapidly develop and validate the concept, as the chosen technology partner supporting SSSIHMS's initiative. The initial objective was intentionally focused: simplify the documentation of preventive health screening encounters, improve coordination among volunteers, clinicians, and hospital staff engaged in community outreach, and establish a flexible digital foundation capable of adapting to evolving institutional needs.

Although the first implementation addressed only a limited set of workflows, it revealed something much more significant. Open-source technologies offered a level of flexibility and responsiveness rarely seen in conventional enterprise healthcare systems. Workflows could be refined rapidly, ideas could be translated into working solutions within days rather than months, and the platform could evolve alongside the institution instead of constraining it.

What began as a small operational improvement gradually revealed the potential to become the digital backbone of *Sai Sparsh* as it stands today — a platform enabling SSSIHMS to extend preventive and rehabilitative healthcare beyond the traditional boundaries of the hospital.

Earning Trust Through Agility

Healthcare institutions demand technology that is dependable, secure, and capable of adapting to continually evolving clinical and operational workflows. Equally important, technology must remain intuitive for the people who use it every day.

As the proof of concept was introduced to teams at SSSIHMS, the flexibility of the Frappe ecosystem became immediately evident. During the initial weeks of collaborative evaluation and hands-on testing, clinicians, volunteers, administrators, and technical teams observed how rapidly workflows could be refined to reflect real operational requirements of preventive health screening and monitoring.

Rather than requiring lengthy redevelopment cycles, the *Sai Sparsh* platform evolved iteratively through close collaboration with end users. This responsiveness built confidence that the technology could support not only immediate operational needs but also SSSIHMS's broader vision of extending preventive and rehabilitative healthcare beyond the physical boundaries of the hospital.

It was this combination of agility, openness, and collaborative development that transformed a simple proof of concept into the foundation for a much larger initiative.

Breaking Barriers with the Cloud

With the concept successfully validated, attention shifted towards creating a robust, scalable platform capable of supporting future growth.

To avoid the traditional constraints associated with maintaining large on-premise infrastructure, the solution was hosted on private cloud and accessed through our website. This provided a secure, reliable, and highly available environment while allowing continuous enhancement of the platform without disrupting on-going operations.

Equally important, the cloud-based architecture enables the *Sai Sparsh* platform to evolve independently. As SSSIHMS extends its preventive and rehabilitative health programmes over time, new modules can be incorporated without affecting the stability of the hospital's clinical operations.

This architectural flexibility ensures that innovation can continue at the pace demanded by healthcare while preserving the reliability expected of mission-critical hospital systems.

The Launch: A New Model for Preventive and Rehabilitative Care

Following months of collaborative design, iterative refinement, and continuous feedback from clinicians, volunteers, and technical teams, *Sai Sparsh* evolved from a proof of concept into an operational digital ecosystem.

Its launch marked more than the deployment of a software application. It represented the introduction of a new model of healthcare delivery — one that recognizes that quality healthcare extends well beyond consultations, procedures, and hospital admissions, and continues through education, early screening, risk-factor monitoring, rehabilitative support, and sustained engagement that begins with the caregiver and extends into the community.

Designed as a natural extension of the hospital's digital ecosystem, *Sai Sparsh* supports preventive and rehabilitative health activities that occur outside the walls of the hospital, before illness ever requires

admission and after treatment has concluded. In doing so, it strengthens the connection between the hospital, caregivers, community members, volunteers, and local healthcare providers, creating a seamless continuum of prevention and healing.

Most importantly, *Sai Sparsh* has been designed around people rather than technology. Its purpose is not merely to digitize processes but to strengthen relationships, improve accessibility, and ensure that preventive, rehabilitative, and compassionate healthcare remains continuous rather than episodic.

Extending Prevention and Healing Beyond the Hospital

The Hospital Information Management System remains the digital backbone of care delivered within the hospital, supporting clinical documentation, investigations, procedures, admissions, and treatment workflows.

However, many important determinants of health lie outside the hospital.

Caregivers and individuals require guidance before illness develops. Those recovering from treatment require structured rehabilitative support. Communities benefit from preventive health programmes that encourage healthier lifestyles and early detection of disease. Families caring for their own wellbeing often need structured education and sustained engagement long before, or well after, any hospital visit.

Sai Sparsh has therefore been conceived to complement hospital-based care by enabling sustained preventive and rehabilitative engagement that begins with the caregiver and extends throughout an individual's health journey. Whether through structured screening, preventive health education, risk-factor monitoring, rehabilitative follow-up, or coordinated community outreach, the objective remains the same — to ensure that fewer people ever need to come to the hospital in the first place, and that those who do are supported well beyond discharge.

This approach reflects a shift from episodic healthcare towards continuous, preventive and rehabilitative healthcare, where prevention, early intervention, and healing after treatment become as important as treatment itself.

The Road Ahead

The present pilot of *Sai Sparsh* is deliberately scoped to cardiac preventive health. This focus reflects the scale and urgency of cardiovascular disease as a preventable cause of illness, and allows SSSIHMS and Frugal Scientific to validate the caregiver-first outreach model, the screening workflows, and the monitoring architecture within a defined and manageable trial duration.

Women's health is recognized as an important direction for the future of *Sai Sparsh*. Women's health across the lifespan — from adolescence through reproductive years and into later life — remains an area where preventive screening, timely awareness, and early intervention can substantially change outcomes, and conditions in this space are frequently detected late due to limited access to structured screening and follow-up. This makes it a natural and important extension of SSSIHMS's preventive and rehabilitative mission.

Accordingly, women's health — along with other preventive health domains that may follow — is envisioned as a subsequent phase of *Sai Sparsh*, to be taken up once the cardiac pilot has run its course and been evaluated, and only upon a separate decision by SSSIHMS to extend the initiative in that direction.

Looking Ahead

Sai Sparsh represents more than the launch of a digital solution. It reflects a broader vision of healthcare delivery in which hospitals continue to provide world-class clinical care while actively working, through their caregivers and communities, to reduce the need for it — and to support healing long after treatment ends.

The collaboration between SSSIHMS and Frugal Scientific demonstrates how open technologies can be harnessed to create innovative, scalable, and compassionate models of preventive and rehabilitative healthcare that complement existing hospital information systems while extending SSSIHMS's reach into the community it serves, one caregiver at a time.

Ultimately, *Sai Sparsh* — *Sri Sathya Sai Preventive and Rehabilitative Services for Health and Healing* — is an expression of a simple yet profound vision: that healthcare should strive not only to cure disease but also to prevent it, and to heal not only the body but the whole person. By extending the continuum of prevention and healing beyond hospital walls, SSSIHMS's initiative, digitally supported by Frugal Scientific, seeks to help build healthier individuals, stronger families, and more resilient communities, advancing a future where fewer people need hospital care because disease itself has been prevented.