

Bombay Hospital “Wellness Clinic”: A Holistic Concept in a Tertiary Care Multi Specialty Hospital for Promoting “Global Wellness and Global Health” A Scientific Study on “The Holistic Physiotherapy Approach” In Rehabilitating Geriatric Community of Indore - India

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ABSTRACT: Background: Holistic concepts combined with Physiotherapy in treating lifestyle disorders are of immense importance in promoting healthy, happy and independent Living. Method: A perfect combination of Physiotherapy, Vedic chants, and “Anti stress Head Stream Holistic Biofeedback wellness Therapy” was given to patients at Multi-specialty Department of Physiotherapy, Bombay Hospital- Indore- India Results: Data for the Year 2013, 2014 & 2015 was evaluated with emphasis on geriatric patients from the age group 50-80 years. Significant increase in the physiotherapy sessions & patient Satisfaction level was achieved between 2013 to 2014 and 2014 to 2015 (2013<2014<2015). Overall more than 96 % respondents of questionnaire were satisfied with the high quality holistic care. Conclusion: We conclude that, ideal combination of Vedic holistic concepts and advanced Physiotherapeutic technology can provide complete value of money for individuals searching for Ideal rehabilitative services and Independent geriatric health.

Keywords: Geriatric, Holistic Physiotherapy, Rehabilitation, Wellness concept, Music therapy & Vedic Chants

I. INTRODUCTION

Vedic philosophical concepts in treating lifestyle disorders with specific emphasis on holistic remedies are of immense importance in today’s healthcare delivery system. Enormous amount of exposure to highly advanced technologies in daily living has emphasized, that an immediate and effective implementation of holistic principles is the need of an hour in preventing rather than curing the life style diseases. This fundamental Vedic concept of Global Health motivated us to combine principles of physical therapy and holistic Vedic medicine in promoting healthy, happy and independent living among our patients.

We started a complete luxury retreat in form of wellness clinic in adjunct with Multi-specialty Department of Physiotherapy-BHI. The philosophy, under which the Department functions, is purely based upon the fundamental principles of holistic health. Therapies are meant for all those individuals who are aiming towards perfect health and excellent health care delivery system. . We initiated a thorough research to evaluate the effects of our holistic approaches while treating various patients entering Multi-specialty Department of Physiotherapy-Bombay Hospital Indore. Our findings emphasized the importance of combining “Holistic health concepts” and scientifically most advanced Physiotherapeutic technology in achieving complete patient satisfaction.

1.1 Holistic Health

Health as defined in the “*SushrutSamhita*”, “*Samadosha, Samagnischa, Samadhatumalkriyah, Prasannatmendriyamanah, Swasthairyabhidyate*”. (SusrutaSutrasthana 15, 41)

It means the person whose doshas are in balance, whose appetite is good, whose dhatus [tissue transformations] are functioning normally, whose malas [sweat, urine, stool] are in balance, and whose body, mind and senses remain full of bliss, is called a healthy person.¹ The human constitution is made up of the combination of consciousness and matter (Vata, Pitta, and Kapha). When the relationship of consciousness and matter is in balance, a state of total balance and perfect health is created.² Thus; optimal health is a dynamic balance of physical, emotional, social, spiritual, and intellectual health.³

It is not only the internal environment or internal homeostasis mechanism which is responsible for perfect health but the external environment in which the individual dwells, socialize and interacts in the community also plays a vital role in inducing wellness and well-being among individuals demanding perfect health, as described by WHO that physical environment is an important determinant of health and wellness.⁴ It has been said that the key to wellness is balance among the dimensions of health and their interaction with the environment.⁵

Holism derived from the Greek word 'Holos' which means "all, whole, entire". Holism is the idea that natural systems (physical, biological, chemical, social, economic, mental, linguistic, etc.) and their properties should be viewed as wholes, not as collections of parts. This often includes the view that systems function as wholes and that their functioning cannot be fully understood solely in terms of their component parts.⁶⁻⁷

Thus, Holistic health is actually an approach to life rather than focusing on illness or specific parts of the body and it emphasizes the connection of mind, body and spirit⁸ and holistic care is the care that considers the physical, emotional, social, economic, and spiritual needs of the person his or her response to illness and the effect of the illness on the ability to meet self-care needs also called comprehensive care.⁹

American Holistic Medicine Association (2005) gave the fundamental principles of holistic medicine, which are as follows:¹⁰

***Optimal health:** is the primary goal of holistic medicine. It is the conscious pursuit of the highest level of functioning and balance of the physical, environmental, mental, emotional, social and spiritual aspects of human experience, resulting in a dynamic state of being fully alive. This creates a condition of well being regardless of the presence or absence of disease.

***The Healing Power of Love:** as love is life's most powerful healer the Holistic health care practitioners strive to meet the patient with grace, kindness, acceptance, and spirit without condition.

***Whole Person:** encompasses the connection of mind, body and spirit.

***Prevention and Treatment:** preventing illness as preferable to managing diseases.

***Recognizes Dynamism:** between lifestyle, environment and health

***Innate healing power:** all people have innate power of healing in their body, mind and spirits. Holistic approach evokes and help patients utilizes these powers.

***Integration of healing systems:** holistic approach strives towards early intervention, emphasizing timely diagnosis and treatment of functional, reversible condition.

***Individuality:** holistic approach focuses on unique needs and nature of the person who has illness rather than the illness that has the person.

1.2 Healthcare Environment and Healing

Physical environment is also a key component in healthcare setting for achieving maximum patient satisfaction and healing. The physical environment affects the processes of care or the task, the people performing or receiving this care, and the tools and technology being used in the specific care organization.¹¹ Florence Nightingale gave the five essential points in securing the health in houses- pure air, pure water, efficient drainage, cleanliness and light.¹² The importance of environment or context of care on the body function was key in Nightingale's schema such as the provision of clean, warm, well-ventilated, predictable environment for sick and also focuses on light and aesthetically pleasing spaces in which sick could heal.¹³ Music therapy also plays a important role in creating healing environment. Research has shown that music has a profound effect on your body and psyche.¹⁴ Music therapy has the potential for multidimensional influence on the physical, psychological, social and spiritual aspects of a patient's life. Physically it promotes muscular relaxation, helps to relieve pain and facilitates physical participation. Psychologically it can alter the patient's mood including the easing of anxiety and the lessening of depression. It provides a nonverbal means of expressing feelings.¹⁵ Thus; a healthcare environment is therapeutic when it supports clinical excellence in the treatment of the physical body, supports the psycho-social and spiritual needs of the patients, family and staff, and produces measurable positive effects on patient's clinical outcomes and staff effectiveness.¹⁶

1.3 Spirituality and Healing

Spirituality is an integral part of the health and well being of every individual.¹⁷ Benor defined the word spirituality as "transpersonal awareness arising spontaneously or through meditative and other practices, beyond ordinary explanation, and to which are attributed an inspiring and guiding meaningfulness, often attributed to a Deity."¹⁸ Spiritual care is a part of holistic care¹⁹ and Spiritual care, as well as physical care and psycho-social care are not implemented in isolation from each other 'but integrated within the total package of care.'²⁰ Micozzi noted that the blending of spirituality with the tenets of alternative, complementary and integrative therapies provides individuals with a means of understanding how they contribute to the creation of their illness and to their healing.²¹ Many other researchers had demonstrated that spiritual beliefs and practices are beneficial to health and can help reduce the risk of developing a number of serious illnesses.²²

Thus, we motivated enough to undertake a thorough study on the importance of holistic health and well-being by providing holistic care in form of creating holistic environment, practicing holistic principles of medicine and providing complete holistic faith among the ailing individuals in demand of optimal health and awareness among the community for prevention and management of mental and physical illnesses through practicing holistic principles of health and wellness in the Multi specialty Department of Physiotherapy in Bombay Hospital-Indore.

1.4 Physiotherapy Department-Bombay Hospital Indore

Physiotherapy Department at Bombay Hospital is a fully equipped Multi Specialty Clinical Physiotherapy Department with Provision of services in all-clinical Branches of Modern Medical Science. The Physiotherapy Department of B.H.I is Located in the Central Medical Block- Basement floor of Bombay Hospital-Indore-M.P- India.

Entrance is designed with a small area turned into a complete Gait Training and Gait Analysis zone. Physiotherapy Department also runs a New Holistic Clinic named as **"The Wellness Clinic"** for complete Anti stress and Pain management treatment.



Figure 1.1: Holistically designed Multi-specialty Department of Physiotherapy-BHI- INDIA

1.4.1 Quality Objective and Holistic vision:

- We firmly believe that each patient entering our department is an angel sent by God, to serve him by our small and tender efforts.
- Quick recovery with aim towards long term physical fitness and complete Rehabilitation.
- We firmly believe that service to humanity is service to God.
- We firmly believe that healthy body gives healthy mind and healthy mind helps realize healthy and peaceful soul. Let's take the first step towards "The Ultimate", by taking care of "One's own self".
- Putting the patient first is our main aim.
- Our Idea is to aim for a complete reduction of the ailing and quick recovery to normality and functional independence.

Quality Indicator:

- Total Rehabilitation within minimum time and minimum cost.
- Treatment available is of "International standard –"Physiotherapy care"
- Quick and scientific research oriented Physiotherapy treatment Protocol.



Figure 1.2: Indicating aims and objectives of the department, Along with daily functioning data reports: It also displays daily changing motivational proverbs and inspiring quotes.

1.4.2 Equipments and working pattern:

Our multispecialty Department is fully equipped with largest, modern and scientific equipments. Electrotherapy equipments range from low frequency modalities to medium frequency to high frequency modalities. Exercise Therapy unit is area fully equipped with most efficient and durable exercise therapy

machines in form of complete body exercise program. We also conduct Anti stress Wellness sessions. We have an independent Gait Training Zone



Figure 1.3: Ideal Setup of Ergonomically Designed Compact Physiotherapy Treatment Room and Professionally Maintained Technologically Advanced Equipments on Movable Trolleys

1.4.3 Techniques used for inducing holistic effect on patients and therapist entering the Department at Physiotherapy BHI-

The ideal parameters of holistic health care approach in view of holistic health to every individual entering in the department for achieving highest levels of well being have been practiced in form of:

1. Cleanliness maintained in the Department-
 - a. Cleanliness in the overall Department: Floorings, walls, linens etc.
 - b. Cleanliness of Equipments used for rendering the physiotherapy services
 - c. Self-Hygiene and cleanliness exhibited by the therapist executing the services



Figure 1.4: Holistic Concepts in Practical Use. (Clean Floorings and Clean Equipments at Multispecialty Department Of Physiotherapy-BHI)

2. Department ergonomics and environmental holistic approaches-
 - a) Ideal, safe and easy sitting arrangements
 - b) Easy and safe transfer arrangements for patients from bed to wheelchair, bed to stretcher and others.
 - c) Safe floorings and safe equipments
 - d) Soothing wall colors
 - e) Soothing soft music was used to facilitate holistic music therapy effect. Indian Vedic chants “ The Ram Rakshra Stotra” songs and Shlokas were used.
 - f) Quality of fragrance, lighting and thermal conditioning for providing holistically therapeutic effect on patients. Especially use of herbal fragrance by incense sticks, herbal perfumes, flowers and fragrant linen with specific herbal aromas. Bright white lighting to the entire department facilitating freshness, delightfulness and sense of clarity and clear visibility for all.



Figure 1.5: Music in Form of Vedic Chants, Songs and Vedic Shlokas for Inducing Holistic Wellness Effect at Multi-specialty Department of Physiotherapy BHI - INDIA



Figure 1.6: Light Arrangement for Brighter and Better Visibility With, Soothing Colors Clean Linen and Clean Equipments on Movable Trolley for Easy Ergo Mobility and quick therapy sessions for the Patients.

3. Therapist rendering the services-

- a. Highly qualified, competent and skilled therapist for providing the services
- b. Therapists possessing excellent personal hygiene in form of clean aprons sharpened cut nails and use of herbal aroma for oozing soft fragrance.
- c. Slow soft and humble body language with a sense of gratitude and service while delivering physiotherapy commands and consultation.
- d. Continuous use of verbal holistic chants in therapy sessions to incorporate spiritual care towards each and every patient. Complete concentration on the practice of self chanting simultaneously concentrating on music played in the department
- e. Therapist also encourages the patients to concentrate and practice the music therapy used in the department during the physiotherapy sessions.



Figure-1.7: Holistically Maintained Doctor's Consultation Room. A Clearly Visible Creation of Positivity and Optimism through Clean and Devotional Aura for Inducing Therapeutic and Healing Effects on Patients



Figure 1.8: Fully Qualified and Holistically Trained-Competent Physiotherapy Team at BHI

4. Quality of Services in the Department-

- a. Well-planned, organized and individualized therapy sessions with sufficient time duration for the patients entering in the department, which includes high quality of constantly monitored electrotherapeutic modalities and exercise therapy regime.
- b. Wellness session at Wellness Clinic- Each and every patients of the department received wellness sessions for inducing complete physical and mental relaxation & accelerating the healing process by rendering Head Stream therapy with mental imagery, therapeutic massage, herbal steam therapies in form of Baths and inhalations.
- c. During treatment sessions respect for the privacy of patient is taken care of by keeping Curtains closed for each and every patient.



Figure 1.9: Holistically Designed "Wellness Clinic" at Multi-specialty Department of Physiotherapy-BHI- India



Figure 1.10: Fragrance Induced By Utilization of Herbal Incense Sticks and Dhoop Stick of Sandalwood



Figure 1.11: Anti-Stress Therapeutic Chair with the Provision of Soft Instrumental Music on Earphones for Relaxation at Multispecialty Department of Physiotherapy-BHI



Figure 1.12:-Holistically Designed Anti-Stress Head Stream Therapy at Multispecialty Department Of Physiotherapy-BHI. Inclusion of Ringing Bell for Inducing Holistic Sound Therapy for Relaxation at the End of Head Stream Therapy Meditation Process



Figure 1.13: Herbal Steam Bath for Detoxification and Purification as an Integral Part of Holistic Rejuvenation Therapy at Multispecialty Department of Physiotherapy-BHI- India

II. METHOD AND MATERIALS

A combination of holistic concepts, physical therapy exercises, and physical evaluation with Holistic Counseling; specifically based on lifestyle, body type and musculoskeletal fitness was given to patients entering "The Wellness Clinic" of Multi-specialty Department of Physiotherapy, Bombay Hospital-Indore. Feedback given by the patients was evaluated by analyzing the questionnaire provided by the patients who received the treatment in 2013, 2014 and 2015. Specifically geriatric patients of age group 50-80 years were evaluated separately. All the patients received a perfect combination of Physiotherapy treatment for various problems as per the Physiotherapy protocol while garnishing it with Holistic concepts which included: Holistically nurtured ergonomic modifications, Therapeutic Vedic Chants, Therapeutic exercises with breathing awareness, Holistically groomed staff and finally "Anti stress Head Stream Holistic Biofeedback wellness Therapy" for all the patients.

To evaluate the satisfaction of geriatric patients a proper well-structured questionnaire was developed. The Questionnaire covered the information related to holistic approach carried out in Multispecialty Department of Physiotherapy Bombay Hospital, Indore, in form of holistic environment e.g. soft soothing vedic music, soothing wall colors & lighting, ambience, fragrance, cleanliness, behavior of staff/therapists delivering care, equipments, quality of services, and Doctor's consultation. Questionnaire evaluated the satisfaction levels of the patients. Satisfaction levels were ranked as 5= Very satisfied, 4= Satisfied, 3= Neutral, 2= Dissatisfied, 1= Very Dissatisfied.

Data collection:

Data collected was the overall Physiotherapy sessions in the Multispecialty Department of Physiotherapy, Bombay Hospital Indore, in the year 2013, 2014 and 2015. Tool for data collection was structured Questionnaire. The structured Questionnaire was given to the patients, specifically geriatric patients for evaluation of their satisfaction levels. All the data collected was then subjected to statistical analysis and a thorough observation of all the data was done.

III. RESULTS

It has been observed that there was gross increase in the Physiotherapy sessions from 2013 to 2014 and 2014 to 2015 (2013<2014<2015). As compared to the year 2013 (3%), physiotherapy sessions increased to 7%(2014) whereas in 2015 the physiotherapy sessions increased to 10%.

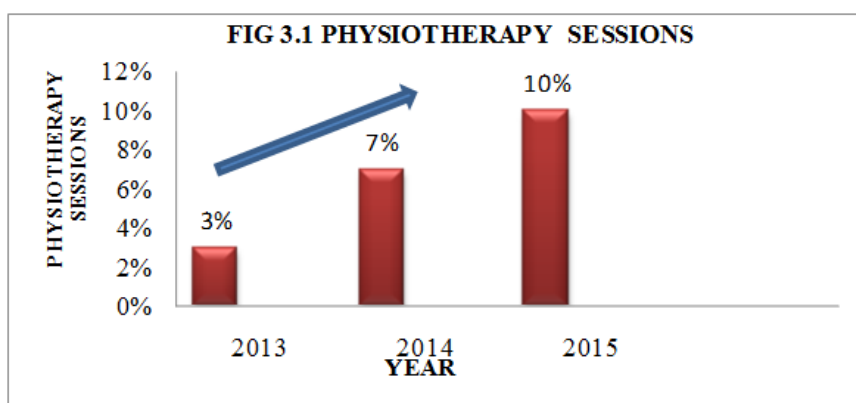


Figure 3.1: Physiotherapy Sessions

The patient satisfaction specifically among the geriatric group patients showed enormous improvement by evaluating the comment of the patients on scale of 0-10.

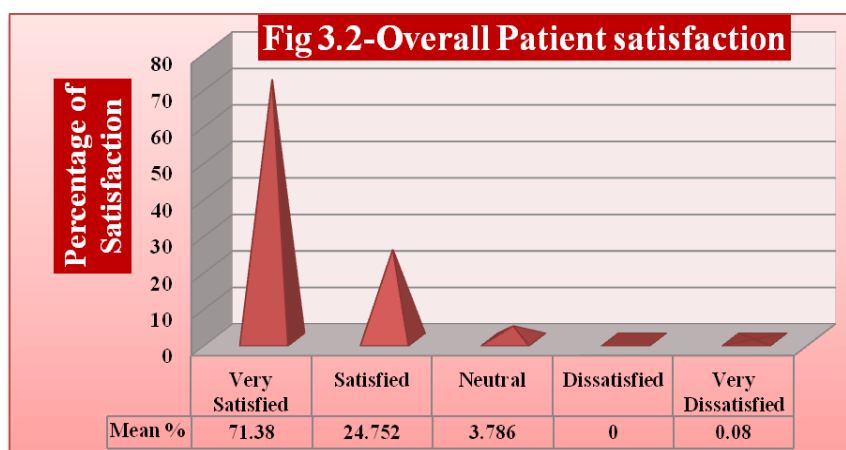


Figure 3.2: Overall Patient Satisfaction

Most of the respondents rated the overall Holistic Approach positively. 71.38% of respondents reported feeling "very satisfied" and 24.75% were "satisfied" with all the parameters of Holistic Environment. 96% of respondents were satisfied with the music played in form of vedic Chants and Shlokas. Overall more than 96% of the respondents were satisfied with the combination of Physiotherapy, Vedic chants and Anti Stress Heads stream Holistic Biofeedback Wellness Therapy.

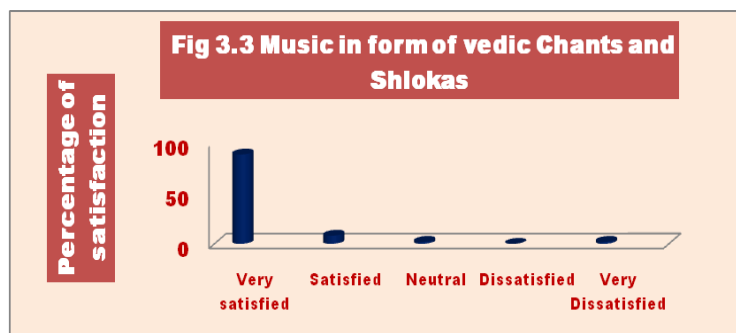


Figure 3.3: Music in form of Vedic Chants and Shlokas

IV. DISCUSSION

In this study, all the questions utilized in the questionnaire were completely answered by all the respondents. This shows that they gave equal importance to all the parameters included in the questionnaire. All the parameters of Holistic Approach were ranked very satisfactory by majority of the respondents. At the end of the entire research when we evaluated the response gathered from the questionnaires we found that more than 95% of the patients were immensely satisfied with a deep sense of gratitude and appreciation for providing them such a high quality of holistic care. We advocate such type of Combination of holistic concepts and holistic management principles to be utilized in all the Physiotherapy and Rehabilitation departments across the globe. Enumerable researches have proved the effects of music therapy in form of different ragas and songs to create a deep sense of relaxation and therapeutic effects on ailing individuals.¹⁴⁻¹⁵ Many other studies revealed that practicing prayer and 'OM' meditation increases the galvanic skin response and hence decreases the stress levels of the individual²⁴ and listening to Gayatri Mantra reduces the reaction time and music at work area reduces distraction, helps increase concentration and delays fatigue.²⁵ These researches today stand behind us when we proclaim in our study the therapeutic effects of music therapy utilized in our department in form of slow rhythmic Vedic chants and songs. Our results have shown that more than 95% respondents encouraged us for continuing the ongoing music therapy as an adjunct with physiotherapy in eliminating pain and discomfort. Enumerable studies have also been conducted on effects of soft and soothing fragrance, cleanliness and state of art ergonomic ambience for inducing complete therapeutic effect on an ailing individual.¹³ This concept was simultaneously utilized in our department settings for which each respondent entering in the department gave a complete positive affirmation and motivated us to continue the same. Bright lighting is said to have a positive and energizing impact on the psyche of an individual. Bright colors in combination with clean equipments highly sophisticated electrotherapeutic devices and techniques accompanied with Vedic Chants became the main tool for our holistic therapy. We concentrated mainly on the core competence of the Physiotherapists providing this holistic management. Each Therapist was initially given a thorough counseling on the importance of holistic behavior, holistic attitude, and use of holistic principles in providing Physiotherapy. Each and every treating physiotherapist was motivated for listening and practicing audio-verbal holistic chants while delivering holistic physiotherapy. Similar results were observed in one of the recent study, which showed that Mutual collaboration between Physician & patients, fosters greater patient satisfaction, reduces the risks of non-adherence, and improves patients' healthcare outcomes.²³

V. CONCLUSION

It is our immense pleasure to document today a wonderful research conducted at the Multi-specialty Department of Physiotherapy-BHI. - India. It is the untiring efforts of the entire Physiotherapy team striving towards provision of Holistic Health care and Holistic Physiotherapy Management to various patients attending Physiotherapy sessions in the Department. Our Holistic efforts justify our Department's continued progress and performance. We firmly conclude from the results that, by an ideal combination of- a) Holistic ergonomic concepts, b) Use of scientifically most advanced therapeutic technology, c) Highly skilled, highly qualified and holistically groomed staff shall provide most satisfactory value of money for individuals searching for excellent rehabilitative services. We suggest that utilizing perfect combination of- a) The most advanced technological devices, b) Professionally mastered & technically accurate Physiotherapy skills and c) Holistically nurtured Vedic music therapy and spiritually designed Wellness setup, shall prove to be a boon in successfully implementing healthcare delivery entrepreneurship projects for Global health and Global Wellness. I am also on the verge of completing my PhD research Project on the Importance of Body composition analysis, Diet and Physiotherapeutic Interventions combined with exercises on Geriatric Population of Indore- District. Our Holistic setup, The "Wellness Clinic" has proved to be an added advantage for quick recovery of all the patients specifically the Geriatric Patients receiving treatments at our Multi Specialty Department at Bombay Hospital- Indore- India.

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