



CanSupport – New Delhi

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What is CanSupport?



- ❧ CanSupport is a NGO situated in New Delhi, India. It provides palliative care to patients who lack access to resources and equipment for their medical needs
- ❧ More importantly, CanSupport developed several teams, consisting of doctors, nurses, and counselors, in order to care for cancer patients
- ❧ In doing so, they provide medical, psychological, and social comfort for people within their own homes

Working at CanSupport

- ❧ During my time with the organization, I had tasks that were both writing-based and technical.
- ❧ My major goal for the internship was to create an online database for CanSupport's patient records, which up until now have been stored as physical files.
 - ❧ This allowed me to work with the organization's engineer in developing an accessible, inexpensive method of maintaining patient information.
- ❧ Since the service is currently expanding into different parts of India, it has become vital for the home-care teams to retrieve medical histories for all of their patients.

Working at CanSupport



- ✧ There were two major papers that CanSupport sought to develop and publish: a research paper on the role of volunteerism at their local daycare center, and a comprehensive case study on the history of the organization.
- ✧ For the first paper, I worked with Nadira Chaturvedi, a CanSupport associate, and the CanSupport daycare center, which is run for volunteers for sick adults and children. Nadira had developed
- ✧ Dr. Ambika Rajvanshi, the CEO of CanSupport, and Harmala Gupta, the founder, were interested in assessing how the organization's background could pave the way for its future. I worked with another Princeton intern and created a draft for a CanSupport case study.



The CanSupport Daycare and Main Office in New Delhi

Most Rewarding Experience



- ❧ The most rewarding part of my experience at CanSupport was certainly accompanying home care teams during their visits to patients, as well as experiencing the outpatient clinic.
- ❧ The home care teams traveled to a lot of different parts of Delhi, so I was able to see firsthand the varied lifestyles of the people. No matter what the background of the patient was, it was clear that they needed the help that CanSupport provided.
- ❧ I recall one patient who was doing well physically after receiving treatment for his cancer. However, he suffered from depression and other mentally-debilitating issues that severely complicated his recovery—the extent that he refused to even speak to his family and his doctors.
- ❧ The home-care team, staffed with a nurse and counselor, were able to communicate with him on an intimate, spiritual level. He responded well to psychological counseling and began to open up, just a little.



From home visits...



...to a telephone helpline...

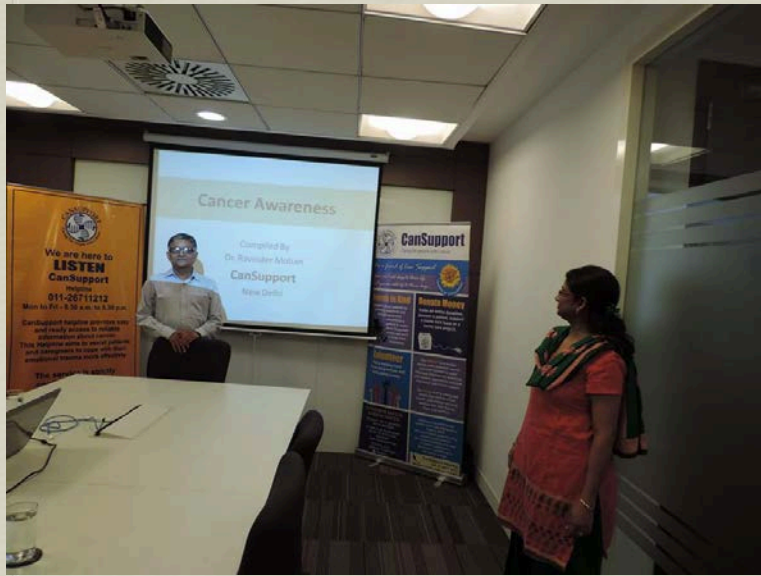


...CanSupport's work has truly impacted individuals as well as families. I loved interacting with both CanSupport's staff members and the patients they serviced.

It was incredible to see some of the difficult, sometimes tragic, circumstances, but I was impressed by how much the organization gave back to its patients.

How My Work Impacted CanSupport

- ❧ As CanSupport continues to grow, I hope that the organization will be able to effectively monitor its teams and patients, without the burdensome use of paper files. By transferring much of its data online, the teams can hopefully accommodate increasing numbers of patients.
- ❧ The organization has a lot of additional documents in hard-copy form, such as administrative details, patient death records, etc. They hope to use the online patient database as a starting point for digitizing other information as well.
- ❧ CanSupport intends to submit the research paper to published journal, and the case study will likely be used as a template for the continued expansion of the organization. These will also increase overall awareness of CanSupport as an NGO in the Delhi region.



CanSupport staff provide presentations to raise awareness about cancer, as well as the organization itself. They also held “Walk for Life” and more recently, the “CanSupport Futsal Challenge”; these community events aim to spread CanSupport’s mission and values, and have been very successful.

Impact on My Academic and Career Plans

- ✧ As an ORFE major, my future goals seem to be based in the field of finance, and I anticipated working in a conventional office setting down the road. However, having worked with a non-profit and spent a summer abroad in India, I would like explore some of the options that might be a little more adventurous. Although I'm not sure how to tie my interests together, it would be interesting to return to an organization like CanSupport.



Having never really traveled extensively before, I wasn't sure what to expect when I arrived in Delhi this summer. Yet, the people and the places made this experience truly unforgettable; on a cultural, intellectual, and personal level, I learned so many new ideas. Indeed, I had some of the most engaging conversations with individuals at work and sometimes, even strangers I had met while traveling!

CanSupport is full of incredible people, who welcomed me on the very first day and taught me a great deal about their work. I have seen the effect that these people have on their patients, and I know that they are truly committed to their work, regardless of the obstacles or the reward. They have done so much for their patients, and I'm sure they will continue to do so.

