



L J Eye Institute

www.ljeyeinstitute.org

MAY' 2026 EDITION

LJEI MAY'26 EDITION

MONDAY, 15TH JUN 2026.

LJ NEWSLETTER

*"Closing
one chapter,
beginning
another"*



*"Beyond
cities,
beyond
boundaries
, beyond
barriers—
bringing
sight where
it is needed
most."*

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"Beyond cities, beyond boundaries, beyond barriers — bringing sight where it is needed most."



EDITORIAL

Editorial: LJ Eye Institute Newsletter – MAY' 2026

From the Desk of the Medical Director

- May 2026 marks a season of milestones, learning, and forward momentum for the LJ family.
- This edition captures stories of resilience, recognition, and the values that define who we are.

This Month's Theme: Transitions & Growth

- We bid farewell to Mr. Yashanjot Singh — our Advanced Contact Lens fellow — whose journey exemplifies purposeful learning.
- Mrs. Manju's story reminds us: great careers begin with the courage to return after a difficult first day.
- Dr. Kritika's Gold Medal at PGIMS, Rohtak, is proof that dedication forged here at LJEI echoes far beyond our walls.

Beyond Clinics, Into Communities

- Our Vision Centre in rural Punjab saved a patient's sight through early detection of angle-closure glaucoma.
- Training a professional eight years ago made this possible — that is the true ROI of education.
- Every trained hand in our network is a lifeline we extend into communities before crisis strikes.

Living Our PEPCO Values

- Interdepartmental communication is not a courtesy — it is a commitment to every patient who walks through our doors.
- Work ethics is not a policy. It is the person we choose to be — even when no one is watching.
- Listening with intent to understand, not just to reply, is the most powerful skill we must practise daily.

Dr. Vikas Mittal

Medical Director, LJ Eye Institute
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Every Journey of Learning Leaves a
Lasting Impact

FACES OF LJ



Some journeys may be short in duration, yet profound in the lessons they leave behind.

Recently, LJ Eye Institute bid farewell to Mr. Yashanjot Singh, who successfully completed his Three-Month Short-Term Fellowship in Advanced Contact Lenses. During his time with us, he immersed himself in a learning environment that emphasized not only clinical excellence but also the values that shape a competent and compassionate healthcare professional.

The fellowship provided hands-on exposure to specialty contact lens practice, patient care, and clinical decision-making. More importantly, it reinforced the understanding that meaningful growth in healthcare comes through continuous learning, openness to feedback, and the willingness to embrace challenges with determination.

What made this journey particularly rewarding was the spirit of mentorship and collaboration that defined the experience. Knowledge shared between mentors and fellows creates a ripple effect, extending far beyond the walls of an institution and ultimately benefiting countless patients in the future. Every question asked, every case discussed, and every skill refined contributes to building confidence, competence, and professional integrity.

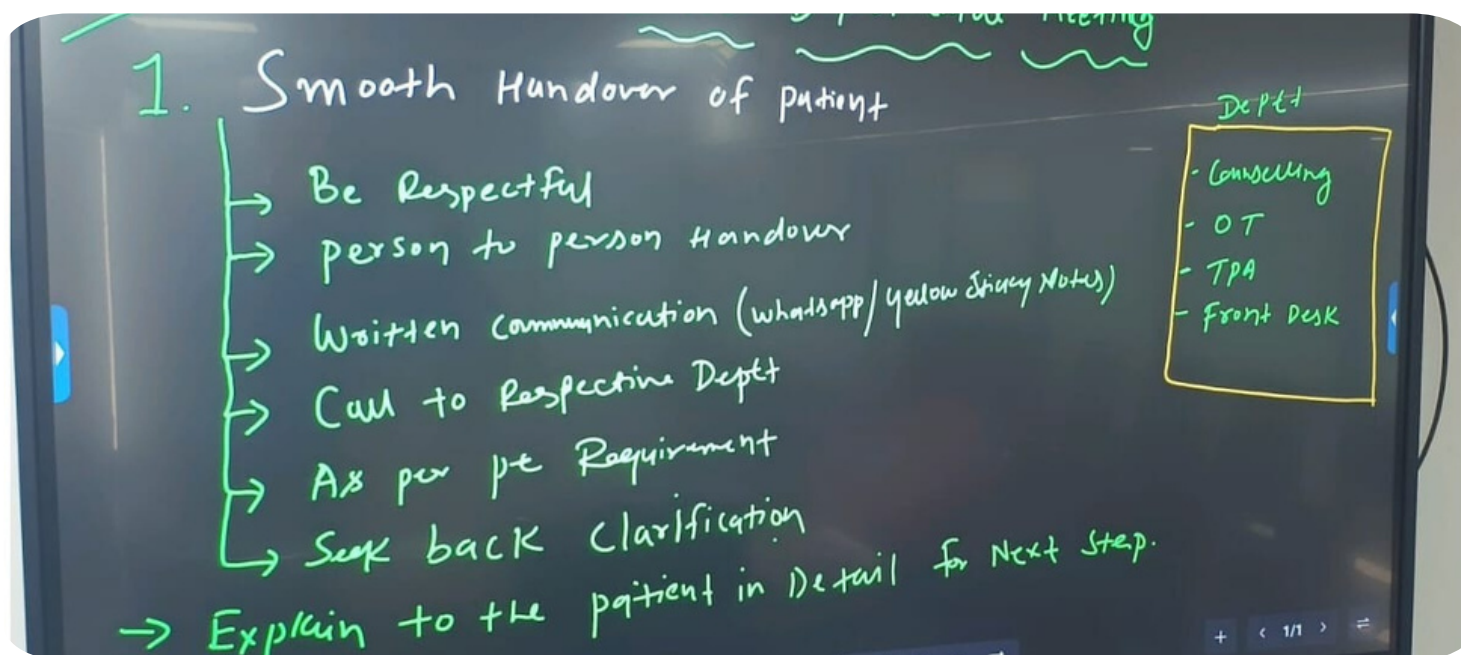
As Yashanjot embarks on the next chapter of his professional journey, we celebrate not just the completion of a fellowship but the beginning of a promising future shaped by dedication and purposeful learning.

At LJ Eye Institute, we take pride in nurturing young professionals who carry forward the values of ethical practice, lifelong learning, teamwork, and patient-centered care. We extend our heartfelt best wishes to Yashanjot Singh and look forward to witnessing his continued growth and contributions to the field of eye care.

The true success of mentorship is not measured by the time spent together, but by the impact that continues long after the journey ends.

The Strongest Link in Any Institution Is Not a Process—It Is Communication.

HIGHLIGHTS



In every successful institution, outstanding outcomes are rarely the result of individual effort alone. They emerge when people, departments, and processes work together with clarity, trust, and a shared purpose.

This month's Thursday Meeting once again highlighted an important truth: effective interdepartmental communication is not merely an operational necessity—it is a commitment to delivering a seamless experience for every patient who walks through our doors.

Whether it is accurately categorising patients at the Front Desk, verifying referral and insurance documentation at the right stage, ensuring policy compliance, coordinating post-operative services, or managing OT files and IOL materials, each step depends on one department communicating effectively with another. A delay, assumption, or misunderstanding at any point can create confusion that ultimately affects the patient experience. Conversely, when information flows smoothly, care becomes more efficient, timely, and reassuring.

Strong communication is built on simple but powerful practices: sharing information proactively, respecting established systems, clarifying responsibilities, and supporting one another with professionalism and mutual respect. It requires us to move beyond departmental boundaries and view every process through the eyes of the patient.

The discussions and decisions taken during the meeting reinforce an important principle: excellence is not achieved through isolated performance but through coordinated effort. Every phone call returned, every document verified, every handover completed accurately, and every commitment honoured contributes to a culture of trust and reliability.

As we continue striving for higher standards, let us remember that communication is more than the exchange of information—it is the bridge that connects people, processes, and purpose.

Great institutions are not built by departments working separately; they are built by teams moving forward together

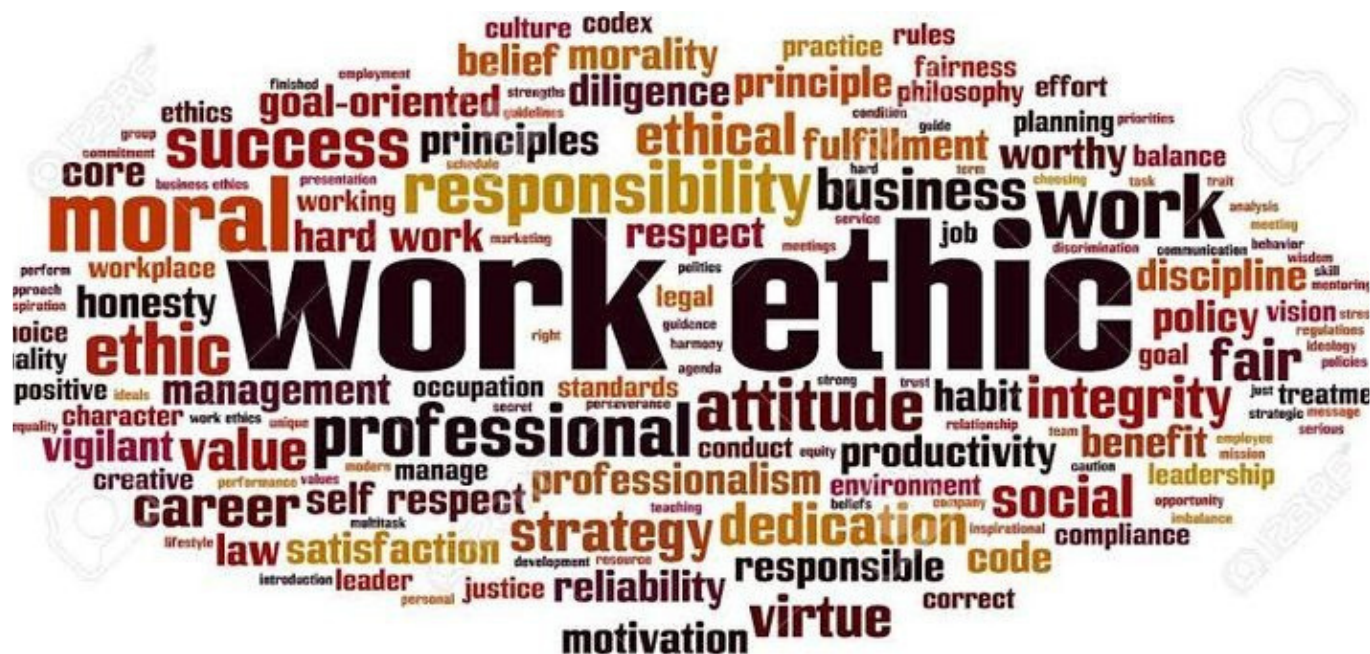


INSTITUTIONAL VALUES • THE LJI PULSE

Work Ethics: The Invisible Foundation of Excellence

"Every institution has policies. Only the great ones have character."

HIGHLIGHTS



At LJ Eye Institute, excellence is measured not only in surgical outcomes or advanced technology — but equally in the quiet moments in between. The follow-up call that was promised and kept. The report that arrived on time. The reception that made a nervous patient feel seen.

That is work ethics. Not a policy. An identity.

Ethics goes far beyond not lying or showing up on time. It is the quality of our choices when no one is watching — the counselor who follows up anyway, the team member who flags a checklist gap, the colleague who owns a mistake before being asked to.

"Ethics is doing the right thing consistently — even when nobody is watching."

In healthcare, every touch point matters. A delayed report, an outstanding callback, a mis-communication between departments — these are not just operational lapses. They are ethical ones, quietly eroding the trust patients place in us.

Poor work ethics carry a cost we rarely speak of openly: patients lost, reputations chipped, teams quietly disengaged. Carelessness is not neutral. It is a choice.

But ethics also builds. It shapes character, earns trust, and creates the kind of professionals others rely on — not because of their title, but because of their word.

"When skill meets ethics, trust is created. And where trust exists, excellence naturally follows."

As members of the LJEI family, let us carry our PEPCO values not as words on a wall, but as commitments lived one interaction at a time.

Ethics is not the rule we follow. It is the person we choose to be.

Every act of care begins with a simple choice: To help, to support, and to stand beside someone in their moment of need.

HIGHLIGHTS



World Red Cross Day serves as a powerful reminder that humanity is at its best when service rises above self-interest. Celebrated across the globe, this day honours the enduring values of compassion, dignity, and selfless service that have guided humanitarian efforts for generations.

At LJ Eye Institute, we marked the occasion by reflecting on a principle that resonates deeply with healthcare: every individual deserves care, respect, and hope, regardless of their circumstances. While medical expertise and advanced technology are essential, it is kindness, empathy, and a genuine commitment to serving others that transform treatment into healing.

The celebration provided an opportunity for our team to reaffirm the importance of extending support beyond clinical responsibilities. Whether it is assisting a patient through anxiety, guiding a family during a difficult decision, or offering reassurance during recovery, small acts of compassion often leave the most lasting impact.

World Red Cross Day also reminds us that meaningful change is created through collective effort. When individuals come together with a shared purpose, challenges become opportunities, and obstacles become stepping stones toward progress. The spirit of service encourages us to remain steadfast in our commitment to those who depend on us, even when the path is demanding.

As healthcare professionals, we are privileged to witness the difference that compassion can make in a person's life. Let this occasion inspire us to continue serving with empathy, integrity, and dedication, ensuring that every interaction reflects the trust placed in us.

The greatest legacy we leave behind is not measured by what we achieve, but by the lives we touch along the way.



The Most Powerful Skill We Often Forget to Practice

HIGHLIGHTS

In a world where everyone wants to be heard, few take the time to truly listen.

We spend years learning how to read, write, speak, and present our ideas. Yet one of the most transformative skills—both in healthcare and in life — is often overlooked: listening with the genuine intent to understand.

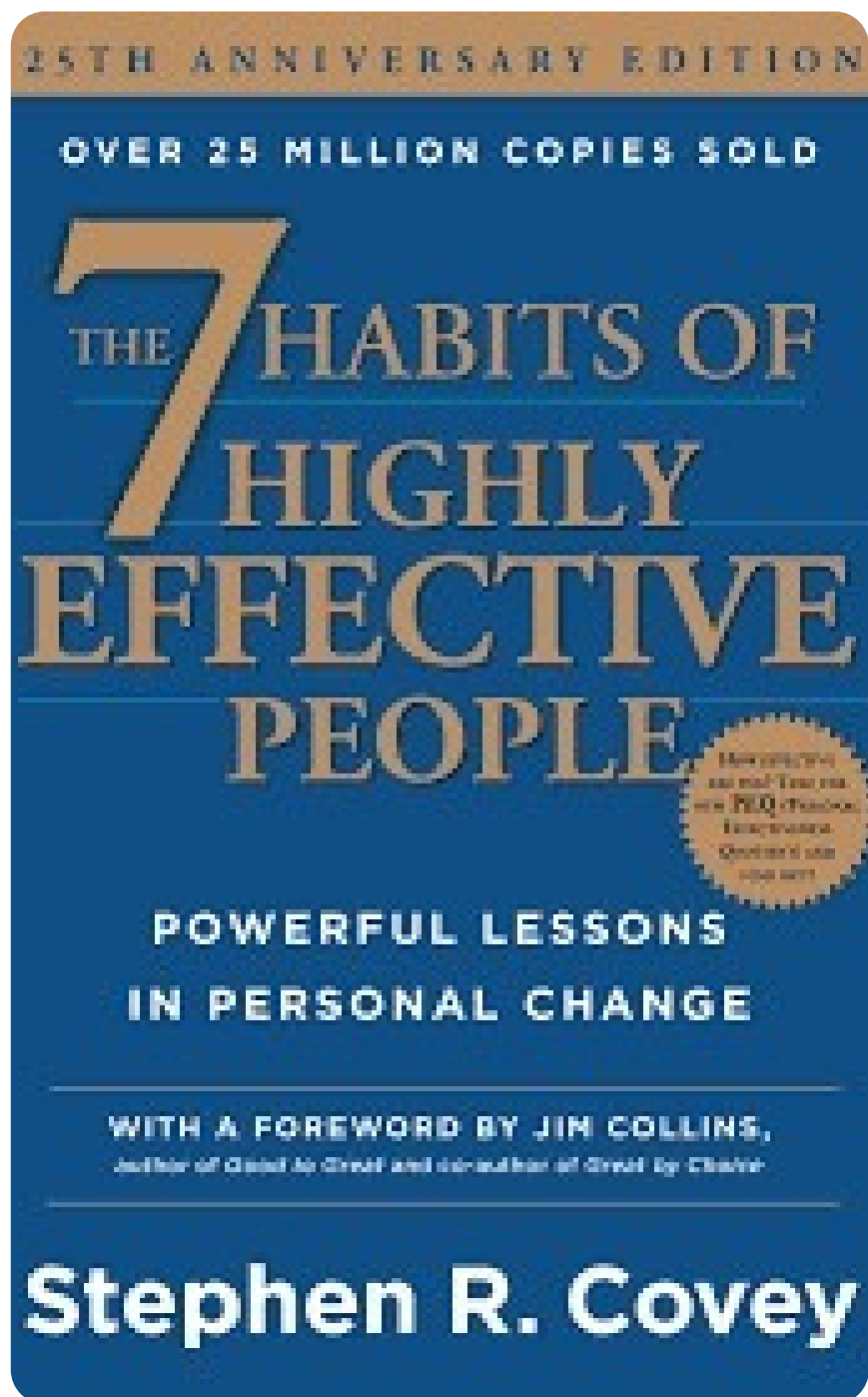
Most of us listen to reply. We listen to offer advice, provide solutions, or share our own experiences. But meaningful connections are built when we first seek to understand another person's perspective before expecting them to understand ours.

In healthcare, this principle carries even greater significance. Patients may arrive with symptoms, but behind those symptoms are concerns, fears, expectations, and emotions that often remain unspoken. When a patient feels genuinely heard, trust develops. When trust develops, communication improves. And when communication improves, care becomes more effective.

The same holds true within teams, families, and communities. Taking a moment to listen without interrupting, judging, or assuming creates an environment where people feel valued, heard, and respected. It transforms conversations into meaningful connections and everyday interactions into lasting relationships. When people know their voices matter, trust grows, collaboration flourishes, and stronger bonds are built. True listening is more than hearing words—it is an act of empathy, understanding, and genuine care that strengthens every relationship and creates a culture of mutual respect and belonging.

As we continue our journey of growth, let us remember that every meaningful relationship begins with a simple gift: our full attention.

The deepest impact is often made not by the words we speak, but by the understanding we offer.



When Care Arrives Before Crisis

Sometimes, saving sight begins long before a patient reaches a specialist.

Recently, a 40-year-old gentleman from rural Punjab had been struggling with persistent headaches for over two weeks. Despite seeking medical attention elsewhere and using prescribed treatment, his discomfort continued, and his vision began to decline.

When he visited one of our recently established Vision Centres, a routine consultation quickly became something far more significant.

During the examination, our optometrist, Deepak Waliya—trained at LJ Eye Institute nearly eight years ago—recognized warning signs that demanded immediate action. Reduced vision, eye congestion, and elevated eye pressure pointed towards angle-closure glaucoma, a sight-threatening emergency where every passing hour matters.

Acting swiftly, he initiated treatment, coordinated with our clinical team, and ensured the patient was referred without delay to our tertiary centre in Ambala. Later that evening, the diagnosis was confirmed, and the necessary laser procedure was performed.

The result was more than successful treatment.

It was a reminder of what becomes possible when quality eye care is available close to home, when skilled professionals are empowered to make critical decisions, and when every level of care works together seamlessly.

What makes this story particularly meaningful is that its impact began years ago—with training. The knowledge and clinical judgment imparted to a young professional nearly a decade earlier helped protect the vision of a patient he had never met before.

This is the true strength of community-based eye care: creating a network where expertise reaches people before preventable blindness does.

Because every trained hand, every timely decision, and every connected step in the care pathway has the power to change a life.

✨ **The greatest victories in eye care are often the ones that prevent a patient from ever knowing how close they came to losing their sight.**

CASE STUDY



INSIDE HEROES

EVERY LEADER HAS A BEGINNING

"The people who inspire us most are rarely the ones who never struggled — they are the ones who struggled and stayed."



When we admire someone in a leadership role, we tend to see the polished version — the confidence, the composure, the quiet authority. What we rarely see are the uncertain first steps that made that journey possible.

This is one of those stories.

In 2010, a young woman joined Sanjivni Eye Hospital in the Medical Records Department. Her responsibility was straightforward: arranging patient files. Quiet by nature, hesitant in conversation, and still finding her footing in the professional world, she arrived with more determination than certainty.

On her very first day, after completing her work, she set out for home alone. Unfamiliar with the route, she soon found herself lost. Her phone had died. Fatigue had set in. What should have been a simple commute became an hours-long ordeal — navigating unfamiliar streets, seeking help from strangers, and eventually finding her way home with the kindness of two young boys she had never met.

She reached home exhausted and in tears. That evening, she wanted to quit.

"Growth often begins exactly where comfort ends."

Fortunately, her family saw beyond that difficult day. They encouraged her to return — not with grand promises, but with a simple truth: that hard days do not define us, and that the decision to go back is often the most important one we make.

She went back.

What followed was not an overnight transformation. It was years of consistent, quiet effort. She moved from Medical Records to the front desk — a more visible, more demanding role. She learned patiently. She adapted continuously. With every new responsibility she grew.

In 2017, she joined LJ Eye Institute.

Today, the same person who once struggled to find her way home leads the very front desk she once joined as a learner. She does not carry the weight of those early years as a burden. She carries them as proof.

"Confidence is not something we are born with. It is something we build — one challenge, one lesson, and one courageous step at a time."

Her journey is a reminder that great careers are rarely linear, rarely comfortable, and rarely certain at the start. They are shaped by the moments we choose to return — to the desk, to the challenge, to ourselves.

**The path did not get easier. She got stronger.
And that made all the difference.**

ALUMNI CONSTELLATION

When Dedication Meets Excellence, Success Becomes Inevitable



Every remarkable achievement begins with a journey marked by commitment, resilience, and a passion for continuous growth. This year, we are delighted to celebrate an inspiring milestone from our extended LJ Eye Institute family.

Dr. Kritika, a former Phaco Fellow at LJ Eye Institute, has been awarded the prestigious Gold Medal at PGIMS, Rohtak, emerging as the University Topper. This accomplishment reflects far more than academic excellence—it represents years of hard work, disciplined learning, and an unwavering commitment to becoming a better clinician and caregiver.

During her fellowship, Dr. Kritika consistently demonstrated qualities that distinguish exceptional healthcare professionals: curiosity, humility, diligence, and a deep sense of responsibility toward patient care. Her journey reminds us that meaningful success is built through perseverance, continuous learning, and the determination to keep striving even when challenges arise.

For young doctors and trainees, her achievement offers an important lesson: excellence is not a destination reserved for a selected few. It is the outcome of staying committed to growth, embracing every opportunity to learn, and remaining focused on one's purpose.

At LJ Eye Institute, we take immense pride in celebrating the accomplishments of our alumni, whose achievements continue to inspire future generations of eye care professionals. Dr. Kritika's success is a shining example of how dedication and purpose can translate into lasting impact.

Today's achievement is a medal; tomorrow's impact will be measured in the countless lives illuminated through her care.



SMILES THAT INSPIRE OUR PURPOSE

HAPPY PATIENTS



A Happy patient from Germany, who underwent ICL at LJ Eye Institute, Ambala City.

She expressed her gratitude through a video testimonial on google.





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**Thank you for
being with us**



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