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A Study on Operational Problems of Hospitals in Gujarat

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ABSTRACT

Health Care Industry is the largest service industry in the world. Health is very important and vital factor for the prosperity of a country. Hospitals provide different type of services to their patients. Hospitals have operational problems in functioning day to day work. So it is important to study and identify the operational problems of the Hospitals. In this paper an attempt is made to study operational problems of selected Government Hospitals, Private Hospitals and Trust Hospitals functioning in Gujarat state. Data has been collected through Schedule for Hospitals. Operational problems identify in the main area of hospital services like Casualty and Emergency Services, Out Patient Services, In Patient Services, Diagnostic Services, Nursing Services, Pharmacy Services, Medical Records and Dietary Services. Ranks are given to problems faced by Hospitals. Police cases, overcrowding of patients, high turnover ratio of manpower, commission of doctors, lack of trained staff, lack of proper infrastructure facilities etc. problems faced by Hospitals functioning in Gujarat state. Hospitals should try to remove all this problems for the benefit of patients' health. Government should provide trained staff to Trust Hospitals. Government should arrange special training programmes for medical, paramedical staff and office staff for all type of hospitals without any fees. Gujarat government should provide more infrastructure facilities in Government Hospitals and sanction special loan at lower interest rate to Trust and Private Hospitals

KEYWORDS : Health Care Industry, Government Hospitals, Private Hospitals, Trust Hospitals, Operational Problems.

SECTION -I

INTRODUCTION

Health Care Industry is the largest service industry in the world. Health is very important and vital factor for the prosperity of a country. The main aim of the hospitals is to provide best possible patient care. In order to achieve this goal, hospitals offer a wide variety of services to the patients. Patients also give importance to services provided by the hospitals. But Hospitals have operational problems in functioning day to day work. So it is important to study and identify the operational problems of the Hospitals. In this paper an attempt is made to study operational problems of selected Government Hospitals, Private Hospitals and Trust Hospitals functioning in Gujarat state.

The rest of the paper has been divided into six sections. Section II provides a brief outline of available literature on Hospital performance. The main objectives of this study are described in section III. The methodological aspects are given in section IV. Section V describes the results of data analysis and the conclusions are given in section VI.

SECTION-II

LITERATURE REVIEW

Numbers of studies on patient satisfaction, hospital management, human resource management, health status of the states and country have been done. But very few study on the Operational Problems of hospitals. Nair; Pillai (2009) studied about the operational problems of Government hospitals, Private Hospitals and Co-operative Hospitals functioning in the state of Kerala. They found considerable different in operational problems of Government, Private and Trust Hospitals functioning in the Kerala state.

SECTION-III

OBJECTIVES OF THE STUDY

Various hospitals services occupy prime position among the various aspects of working of the hospitals. Services available in the hospitals are very important for the benefit of patients. Services of Hospital and Performance of hospital are important for the evaluation of working of Hospitals. Services and performance of hospitals depends on their day to day problems. If minimum problems faced by the hospitals than better services and better performance of the hospitals. Therefore, it is necessary to conduct a comparative study on operational problems of hospitals functioning in Government, Private and Trust in the Gujarat state. The main objective of this is to study the operational problems of selected hospitals functioning in Government, Private and Trust in the Gujarat state.

SECTION-IV

METHODOLOGY

Primary data has been used for the study. The primary data has been used to review the operational problems faced by hospitals functioning in Government, Private and Trust in the Gujarat state**.** Total 9 hospitals have been selected from Ahmedabad, Rajkot and Bhuj city of Gujarat state to identify the operational problems of hospitals in the state. One Government Hospital, One Private Hospitals and One Trust Hospital from each sample city. List of sample Hospitals is given in Annexure 1. Scheduled for hospitals has been used for data collection from hospitals. Sample size was only 9 hospitals and most of the hospitals did not have any problems as per primary data collected. Therefore we did not analyze problems on the basis of Hospital Type. We have asked the hospital for giving rank first to most important problems. Therefore lowest mean revealed the most important problem. SPSS 21 software has been used for data analysis.

SECTION V

DATA ANALYSIS

In order to gain a better insight into working of hospital, it is necessary to identify the operational problems of hospital. Operational problems of hospital can be done with help of various areas of working of hospitals where hospitals may be problems. The following areas of working have been used to identify the operational problems of sample hospitals.

1. Casualty and Emergency Services
2. Out Patient Services (Out Patient Department-OPD)
3. In Patient Services (In Patient Department-IPD)
4. Diagnostic Services

Table 1 Classification of sample Hospitals Facing Operational Problems in Working Areas

Sr No.	Working Areas of Hospitals	Whether Problems or Not	Type of Hospitals			Total
			Government Hospitals	Private Hospitals	Trust Hospitals	
1	Casualty and Emergency Department	Yes	2 (66.67%)	2 (66.67%)	1 (33.33%)	5 (55.56%)
		No	1 (33.33%)	1 (33.33%)	2 (66.67%)	4 (44.44%)
		Total	3 (100.00%)	3 (100.00%)	3 (100.00%)	9 (100.00%)

Table 1 Continue

Sr No.	Working Areas of Hospitals	Whether Problems or Not	Type of Hospitals			Total
			Government Hospitals	Private Hospitals	Trust Hospitals	
2	Out Patient Department	Yes	2 (66.67%)	2 (66.67%)	1 (33.33%)	5 (55.56%)
		No	1 (33.33%)	1 (33.33%)	2 (66.67%)	4 (44.44%)
		Total	3 (100.00%)	3 (100.00%)	3 (100.00%)	9 (100.00%)
3	IN Patient Department	Yes	2 (66.67%)	2 (66.67%)	0 (0.00%)	4 (44.44%)
		No	1 (33.33%)	1 (33.33%)	3 (100.00%)	5 (55.56%)
		Total	3 (100.00%)	3 (100.00%)	3 (100.00%)	9 (100.00%)
4	Nursing Services	Yes	2 (66.67%)	2 (66.67%)	0 (0.00%)	4 (50.00%)
		No	1 (33.33%)	1 (33.33%)	2 (100.00%)	4 (50.00%)
		Total	3 (100.00%)	3 (100.00%)	2 (100.00%)	8 (100.00%)
5	Pharmacy Services	Yes	1 (33.33%)	0 (0.00%)	0 (0.00%)	1 (11.11%)
		No	2 (66.67%)	3 (100.00%)	3 (100.00%)	8 (88.89%)
		Total	3 (100.00%)	3 (100.00%)	3 (100.00%)	9 (100.00%)
6	Medical Record	Yes	2 (66.67%)	0 (0.00%)	0 (0.00%)	2 (25.00%)
		No	1 (33.33%)	2 (100.00%)	3 (100.00%)	6 (75.00%)
		Total	3 (100.00%)	2 (100.00%)	3 (100.00%)	8 (100.00%)
7	Dietary Services	Yes	2 (66.67%)	1 (33.33%)	1 (33.33%)	4 (44.44%)
		No	1 (33.33%)	2 (66.67%)	2 (66.67%)	5 (55.56%)
		Total	3 (100.00%)	3 (100.00%)	3 (100.00%)	9 (100.00%)

Source: Survey Data

5. Nursing Services
6. Pharmacy Services
7. Medical Records
8. Dietary Services

The Problems of sample hospitals were identified from the primary survey in the above mentioned areas are presented in the following tables.

Whether any operational problems or not in sample hospitals has been shown in Table 1. Table 1 show that most of the sample hospitals have operational problems in the different areas of working of Hospitals. Area wise operational problems identify and analyze below.

(1) Problems in Casualty and Emergency Services

Hospitals maintain separate casualty section for the patients who need immediate medical attention. It provides treatment to the patients who are subjected to accidents and need immediate treatment. The important problems identified in the casualty section of the sample hospitals and arranged them in average mean of rank given by the sample hospitals and depicted in Table2. As per Table 2, Police complain and shortages of proper medicines are the main problems facing by the sample hospitals in Gujarat.

Table 2 Problems in Emergency

Sr No.	Problems	Mean Score	Rank
1	Police Complain	1.0000	1
2	Shortage of Medicines	1.0000	1
3	Shortage of Patients	1.6667	3
4	Low Rate of Return	2.3333	4
5	High Cost of Maintenance	2.6667	5
6	Lack of Sufficient Equipments	2.6667	5
7	Overcrowding of Relatives	3.2000	7
8	Overcrowding of Patients	3.2500	8
9	Non Co-operation from Patients	3.2500	8
10	Shortage of Staff	3.2500	8

Source: Survey Data

(2) Problems in Out Patient Services

Hospitals are functioning with separate system for providing the Out Patient services. From the survey it is found that the hospitals were facing problems in the Out Patient section. Table 3 shows the problems of Out Patient Section and rank mean given by the sample hospitals.

As per Table 3 Police complain and Overcrowding of Patients was main problems in the OPD section.

Table 3 Problems in OPD

Sr No.	Problems	Mean Score	Rank
1	Police Complain Cases	1.0000	1
2	Overcrowding of Patients	1.0000	1
3	Overcrowding of Patients relatives	1.2000	3
4	Restlessness of Doctors	2.0000	4
5	Lack of Sufficient Equipments	2.0000	4
6	Non Co-operations from Patients	2.5000	6
7	Shortage of Adequate Staff	3.0000	7
8	Manhandling by the People	3.0000	7
9	Lack of Sufficient Qualified Doctors	3.3333	9
10	Shortage of Medicines	3.6667	10

Source: Survey Data

(3) Problems of In Patient Service

In patient department is an inevitable part of a hospital. Generally 2 to 7 inpatient wards are functioning in a hospital. Survey data show that sample hospitals face problems in the functioning of In Patient department. Problems regarding In Patient Department by the sample hospitals were shown in Table 4.

As per Table 4 main problems in IPD were Overcrowding of Patients and commission of doctors in each and every transaction of medicines.

Table 4 Problems of In Patients Department

Sr No.	Problems	Mean Score	Rank
1	Overcrowding of Patients	1.0000	1
2	Commission of Doctors	1.0000	1
3	Smoking by Patients and Visitors	1.7500	3
4	Non-Availability of Staff	2.0000	4
5	Lack of Funds with patients	2.0000	4
6	Violence of Hospital's Rules by Patients	2.3333	6
7	High Cost of Maintenance	2.6667	7
8	Disturbance by the Visitors	3.0000	8

Source: Survey Data

(4) Problems In Diagnosis Services

Only two Hospitals mentioned that they have problems in Diagnosis services. They have mentioned that main problem was shortage of adequate staff.

(5) Problems of Nursing Staff

The core of the supportive services is nursing services. The important problems facing by the sample hospitals were shown in Table 5.

As per Table 5 main problems was High Rate of Nursing Staff Turn Over and followed by In sufficient infrastructure facilities for Nursing Staff in the sample Hospitals. Misbehaviour of staff was the last number problems in the sample hospitals.

Table 5 Nursing Staff Problems

Sr No	Problems	Mean Score	Rank
1	High Rate of Turn Over	1.0000	1
2	In sufficient Infrastructure	1.5000	2
3	Non-Availability of Staff	2.0000	3
4	Non Co-operate of Staff	2.2500	4
5	Misbehaviour of Staff	3.0000	5

Source: Survey Data

(6) Problems of Pharmacy Services

Pharmacy services constitute the second major supportive service of a hospital. Out of nine sample hospitals only one hospital has mentioned that they have problems regarding pharmacy service. One Government Hospital mentioned that absence of scientific method of operation, shortage of facilities and non-availability of certain medicines were the main problems in pharmacy service.

(7) Problems of Medical Records

Hospitals are operating separate department for systematic storage and retrieval of medical records about the patients. Out of nine sample hospital only two hospitals mentioned the problems regarding Medical Records. Problems related to Medical Records in sample hospitals were shown Table 6.

As per Table 6 High Staff Turnover Ratio was the main problem in the sample hospitals. Due to High Turnover Ratio of Staff, Hospitals have incurred high cost of training. Shortage of Adequate space was the last problem in keeping Medical Records of the patients.

Table 6 Problems of Medical Record

Sr No	Problems	Mean Score	Rank
1	High Staff Turn Over Ratio	2.0000	1
2	Shortage of Adequate qualified staff	2.5000	2
3	High Cost of maintain Medical Records	2.5000	2
4	Shortage of Adequate Space	3.5000	4

Source: Survey Data

(8) Problems of Dietary Service

Dietary service is another supportive service of hospitals. The problems experienced by the sample hospitals regarding dietary services were shown in Table 7

Table 7 Problems of Dietary Service

Sr No.	Problems	Mean Score	Rank
1	Non-Availability of Adequate Trained Staff	1.0000	1
2	Non-Availability of Adequate Space	1.3333	2
3	Misbehaviour of Staff	3.0000	3
4	Untimely Supply of Milk and other items	3.0000	3
5	High Cost of Maintain Dietary Services	3.6667	5

Source: Survey Data

As per table 7 main problem faced by the sample hospital was non-availability of adequate trained staff. It is very important to maintain quality of food for patients. Therefore, trained staff is the key for Dietary services in the hospital.

9. Other Problems (Laundry, Transportation, CSSD etc.,

Other problems like Laundry services, Transportation service were also faced by one or two sample hospitals. Problems related to CSSD faced by the sample hospitals were shown in Table 8

As per Table 8 Dereliction of duty on the part of employee was the first problem amongst the other problems.

Table 8 Problems of CSSD

Sr No	Problems	Mean Score	Rank
1	Dereliction of duty on the part of employee	1.0000	1
2	Disruption of power supply	1.5000	2
3	Absence of sufficient equipments	3.3333	3

Source: Survey Data

SECTION V

CONCLUSION

On the basis of primary data analysis of problems of sample hospitals regarding to render their services in different areas of services, it was revealed that most of the hospitals facing similar problems in services. Though, number of hospitals had not mentioned their problems due to several reasons. Police complain cases, overcrowding of patients and their relatives, high rate of employee turnover ratio, lack of trained staff in dietary service etc. problems were facing by the sample hospitals in Gujarat. Hospitals should try to remove all this problems for the benefit of patients' health. Government should provide trained staff to Trust Hospitals. Government should arrange special training programmes for medical, paramedical staff and office staff for all type of hospitals without any fees. Gujarat government should provide more infrastructure facilities in Government Hospitals and sanction special loan at lower interest rate to Trust and Private Hospitals. Gujarat Government should establish more and more Government Hospitals in small city with latest equipment and trained qualified doctors and supportive staff.

Annexture-1
List of Sample Hospitals

Sr No.	Name of the Hospitals	Name of the City	Type of Hospital
1	Civil Hospital	Ahmedabad	Government
2	Body Line Hospital	Ahmedabad	Private
3	Rajasthan Hospital	Ahmedabad	Trust
4	Civil Hospital-PDU	Rajkot	Government
5	Sadbhavna Hospital	Rajkot	Private
6	Dosi Hospital	Rajkot	Trust
7	Civil Hospital	Bhuj	Government
8	Nanavati Hospital	Bhuj	Private
9	Kutchha Leva Patel Seva Samaj Trust	Bhuj	Trust

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