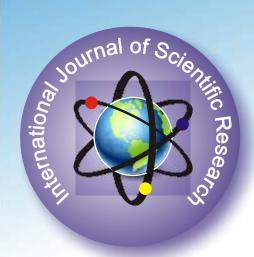
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ISSN No. 2277 - 8179

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To Study the working conditions Level in Rajasthan Healthcare Department

* Dr. Ashwin G. Modi ** Sushman Sharma

June, 2012

Abstract

The health situation in Rajasthan is far from encouraging despite an extensive physical infrastructure and large health manpower engaged in the delivery of health services. The MMR and IMR are also higher than the National Average. In the view of the above, the Government has launched on 24th August 2004, the World Bank assisted ambitious five-year Project to streamline and strengthen its health sector by providing a high quality, responsiveness, affordable, and accountable healthcare system.

Keywords: Healthcare, Rajasthan, Working Condition

Introduction:

According to the Project aims at:

- Improving performance of health care through improvement in quality, effectiveness and coverage.
- 2. Narrowing the current coverage gap by facilitating access to health care particularly by women.
- Achieving better efficiency in the allocation & utilization of health care resources through policy and institutional development.

The Project is assisting the state the Rajasthan's Health Vision -2025:

- Reducing IMR to less than 30 per 1,000 live births by 2025 (65 per 1,000 live births in 2005-06)
- Reducing MMR to less than 100 per 100,000 live births by 2025 (445 per 100,000 live births in 2006)
- Increasing assistance at delivery by qualified attendants to 85% by 2010 (21% in 1999 and 32% in 2006)

The Project consists of three components:

Component-1: Policy Development and Project Management

In this component mainly the management structure of the project is established. The investment cost for this component is 56.41 crores, recurrent cost is 31.15 crores thus the baseline cost is 87.56 crores. It has following sub components:

- Improving Institutional framework for policy development
- Establishment of the project management structure
- Training and capacity building
- Strengthening HMIS

Component-2: Improving Quality of Public Health Care Services at the Primary & Secondary Levels

Improvement of referral mechanisms and BMWM are the main tasks under this component. The investment cost for this component is 216.63 crores, recurrent cost is 27.50 crores thus the baseline cost is 244.13 crores. It includes the following sub components:

- Physical renovation and up-gradation of facilities
- Improving Health care waste management system
- Upgrading Quality of Clinical management and support services
- Improving Referral mechanisms

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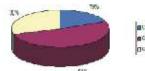
Component 3: Improving Access to Health Care Services for the Poor Population

The investment cost for this component is 124.89 crores, recurrent cost is 15.99 crores thus the baseline cost is 140.88 crores. Following components are:

- Improving Health Seeking Behavior Behaviour Change Communication, Information, Education and Communication
- Enhancing Access to Care- Community based health initiatives
- Public Private Partnership

Overall distribution of the cost mentioned above:

Three Main Components of RHSDP



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Facilities included in the project:

RHSDP has identified 238 health care facilities (one in each block) in the project; these facilities will be strengthened through various measures. These include 28 District Hospitals, 23 Sub-Divisional Hospitals, 113 Community Health Centers, 72 CHCs and 2 Block Primary Health Centers. Selected facilities in Table 1:

Table 1: Distribution of the selected facilities under RHSDP by the selected indicators

S.No.	Category	No. of Beds	No. of Facilities	No. of Facilities
				under project
			such No. of	With such No. of
			Beds	Beds
1	ı	300-300+	08	08
2	II	150-299	20	20
3	III	100-149	12	10
4	IV	50-99	81	62
5	V	30-49	222	138
	Total		343	238

*

Findings:

Based on the discussions held with the RHSDP officials and review of various reports, the researcher could understand the following:

State level

- The Project was supposed to make necessary arrangements for providing training to the staff. Training included: managerial, clinical, technical, quality improvement, referral mechanism, rational use of drugs, BCC, and health care waste management. It was reported that 75% of the proposed training finished. Capacity building of a total of 50% nursing/ paramedical staff followed by 25% doctors, and 24% support staff was done.
- In order to improve the quality and effectiveness of the hospital services, and medical personnel, regular inservice trainings of medical personnel are designed to upgrade their clinical, professional and managerial skills. Approximately 2072 trainings are under procedure.
- 3. HMIS is done manually at the district hospitals.

Component-2

- Civil work is completed at all 343 facilities, and additional works planned to facilitate CTF operations. A total of 74 health facilities were updated. PHC were upgraded as BPHCs and 72 BPHCs were upgraded as CHCs
- Sensitization workshops have been conducted for improving health care waste management system at every level. Besides sensitization, guidelines, protocols and formats have been developed and supply to various facilities
- To lower down the heavy pressure and overcrowding, the Referral protocols are developed and disseminated, for this workshops and trainings completed at state and district level.

Component-3

- To improve health seeking behavior the Information Education and Communication (IEC) and Behavior Change Communication (BCC) activities such as television campaigns, walls painting, slogan writings, posters with slogans and pictures etc. are used.
- To improve the access to health care to the poor the government interventions are strengthened through
 - Chief Minister's Jeevan Raksha Kosh (Life Saving Fund)
 - BPL Card Scheme
 - Rajasthan Medicare Relief Society
 - Reproductive and Child Health Camps
- 3. Public Private Partnership

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It was observed in the hospital visits that Laundry and Security services are outsourced.

District Level

To know the component wise findings at district level, a meeting with District Project Coordinator (DPC) was arranged and after the meeting a permission letter to visit the district hospital was issued.

To Study the working conditions Level in Rajasthan Healthcare Department

Introduction:

In any health services system, it is health workers professionals, technicians, and auxiliaries who in the final analysis determine what services will be offered; when, where, and to what extent they will be utilized; and as a result, what impact the services will have on the health status of individuals. The success of health activities depends largely

on the effectiveness and quality with which these resources are managed. At the same time, problems can be observed in the performance of the health systems due to lack of policies and technical definitions in the field of human resources, which limits the possibility of meeting the objectives.

It was decided in consultation with the RHSDP officials that the study would include the following major area of HR:

Working Conditions

Study objectives:

The study aims at understanding HR issues in public health system in Rajasthan are to

- Study the staffing pattern against the IPHS norms at various facility levels.
- Assess the working conditions provided by the Govt. of Rajasthan.

Methodology

For having feasibility of above mentioned issues Additional Director (HR, training) suggested to visit the facilities under project in the state. For the study purpose the study team divided the state into three zones: Desert, Tribal and Plain. In each zone, one district was selected.

Study respondents:

A total of 30 respondents / health care functionaries have been interviewed in each district and therefore 90 respondents were included in the study. The respondents included all kind of staff. In each the study team could interview the following:

Methods of data collections

The following methods were used for data collection:

- Interview
- Review of records and reports/ documents etc.
- Informal discussion
- Observation.

Data collection tools:

- Interview schedule
- Data sheet
- Web Sites

Methods/ process: The data were collected during May 4th,2008- May 20th, 2008. The following steps were taken:

- Permission letter from Project Director of RHSDP for field visit
- Developing Interview schedule.
- Information collection
- 1. Interviews
 - i. Discussion with staff
 - ii. Observations and self assessment
 - iii. Literature review
- . Documentation
 - i. Description of departmental study
 - ii. Critical Analysis
 - iii. Conclusion

Findings

The study reveals the following findings:

- Working Conditions
 - a. No cleanliness in Toilets was observed.
 - b. Communication gap between the Superiors and Subordinates.
 - Diagnostic examination takes more time due to this it directly affects the quality of healthcare system.

Conclusion

Human resource management ensures effectiveness and quality in staff performance to meet the health related objectives. It can be concluded that Human resources for health is a significant resource to run the system, moreover we would like to add that human resource of health must get the good facilities & working conditions so that they can perform their duty properly & can provide the better quality services. The issues like working condition are the basic one.

Recommendations:

- 1. There should be a HR policy.
- 2. Number of staff must be appropriate in the every facility.
- 3. Nominations to the Training must be on the basis of training needs assessment, proper selection.
- 4. Reallocation of staff must be there according to their skills.
- 5. Infrastructure of Hospital with a good manager.

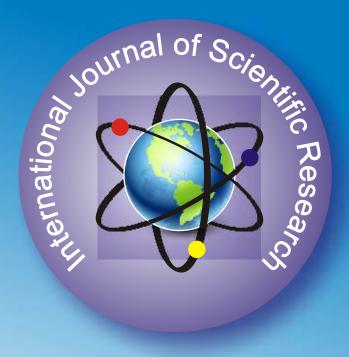
Annex B Findings of Staffing:

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DISTT.	Staff							
	Sanctioned	Positioned	Sanctioned	Positioned	Sanctioned	Positioned	Sanctioned	Positioned
	at DH/	at DH/	at CHC	at CHC	at PHC	at PHC	at SC	at SC
	SDH	SDH						
Jodhpur	58	46	46	32	33	24	2/3	1
	(50		(50		(30			
	bedded)		bedded)		bedded)			
Ajmer	250	183	94	76	15	9	2/3	1
	(305		(100					
	bedded)		bedded)					
Udaipur	94	83	33	28	15	10	2/3	1
	(100		(30					
	bedded)		bedded)					

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