



In-Patient And out-Patient Evaluation on the Performance of Sri Venkateswara Institute of Medical Sciences, Tirupati

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ABSTRACT

Increase in population will have great stress on economy, providing nutrition and will also affect overall health status of the country. Increase in the number of hospitals, both in urban and rural sectors is needed urgently. A reduced price of essential drugs, medical equipment and tests, and operations is also necessary. Superspeciality hospitals have been mushrooming in all the major cities with meager facilities. The T.T.D. Sri Venkateswara Institute of Medical Sciences was established with a view to providing Super Specialty facilities with nominal cost to the poor. Around 70 per cent of inpatient and outpatient respondents satisfied that doctors are extremely cordial and 63 per cent of inpatient satisfied that nurses are extremely cordial and 64 per cent of the outpatient respondents opined that the nurses are very cordial. Majority of the respondents of all the categories opined that the drugs are excellent. Majority of the inpatient, nurse and doctor respondents opined that that the regarding the food served in the hospital is good. It is concluded that 98 per cent of the inpatient respondents and 86 per cent of the outpatient respondents satisfied regarding overall services at hospital.

Keywords : Inpatients, Outpatients, Evaluation of Performance

1. INTRODUCTION

India is the 7th largest country in the world and the 2nd most populous country after China. A large part of its population lives on less than \$2 a day. The standards of living and hygiene is very unsatisfactory, especially in rural areas. All these reasons, coupled with a sub tropical climate, make India a hotbed for diseased people. And it's not just the poor who suffer, the rich suffers too. The health infrastructure and the health scenario in India are very bleak. The Government has to take some concrete measures and implement them immediately. Increase in the number of hospitals, both in urban and rural sectors is needed urgently. A reduced price of essential drugs, medical equipment and tests, and operations is also necessary. India is 2nd most populous country in the world shares 17.5% of the world population and has increased its population to 181 million in a decade. By 2030 India will overtake china in population. Increase in population will have great stress on economy, providing nutrition and will also affect overall health status of the country.[1] India is witnessing a radical positive change in the healthcare sector. Commercialisation of healthcare facilities is on the downhill and a holistic approach is on the rise. This process of evolution has developed a new ilk of hospitals termed as 'Super-speciality Hospital'. However, all of them do not succeed to live up to the concept. The T.T.D. has launched a monument, a blessing from the Lord by opening Sri Venkateswara Institute of Medical Sciences, a sophisticated super specialty hospital at Tirupati. SVIMS was conceived in the year 1986 on the lines of AIIMS, New Delhi and the foundation stone was laid on 18.4.86 by late Sri N.T.Rama Rao, the Hon'ble Chief Minister of Andhra Pradesh in the world famous pilgrim town Tirupati. It was established with a view to providing Super Specialty facilities with nominal cost to the poor. The hospital started functioning from 26.2.93. by an Act of A.P. State Legislature.

2. METHODOLOGY

Chi-square Analysis has been computed to elicit good results. The chi square test is one of the simplest and most widely used non-parametric tests in statistical work. As a non-parametric test it can be used to determine if categorical data shows dependency or the two classifications are independent. It can also be used to make comparisons between theoretical population and actual data when categories are used.

$$\chi^2 = \sum_{i=1}^n \frac{(O-E)^2}{E}$$

Where, O= observed frequency

3. RESULTS AND DISCUSSION

Inpatients' and Outpatients' Responses have been elicited on Satisfaction regarding Doctors, Nurses, Paramedical Staff, administrative staff, security staff and sub staff, overall services at Hospital, monetary charges for treatment, drugs, surgical equipment, food, changing bed sheets, cleaning of floor and toilets and availability of sufficient dressing rooms.

3.1 Satisfaction regarding Doctor

The information on satisfaction regarding doctors has been elicited and presented in Table 1.

Table 1
Satisfaction regarding Doctor

Chi-square value	p-value	Respondent		Total
		Inpatient	Outpatient	
0.262 NS	0.877			
Satisfaction regarding Doctor	Not at all cordial	1	1	2
		1.0%	2.0%	1.3%
		29	14	43
Satisfaction regarding Doctor	Very cordial	29	14	43
		29.0%	28.0%	28.7%
Satisfaction regarding Doctor	Extremely cordial	70	35	105
		70.0%	70.0%	70.0%
Total		100	50	150
		100.0%	100.0%	100.0%

NS indicates non significant

Table presents that 70 inpatient respondents(70 %) and 35 outpatient respondents(70 %) satisfied that doctors are extremely cordial, 29 inpatient respondents(29 %) and 14 outpatient respondents(28 %) satisfied that doctors are very cordial and mere 1 inpatient(1 %) and outpatient(1 %) opined that doctors are not at all cordial. By and large, it is concluded that 70 per cent of inpatient and outpatient respondents satisfied that doctors are extremely cordial. The Chi-square value is insignificant and infers that the opinion of the inpatient and outpatient respondents that satisfaction regarding doctors is not significant.

3.2 Satisfaction regarding Nurses

The information on satisfaction regarding nurses has been elicited and presented in the table 2.

Table 2
Satisfaction regarding Nurse

Chi-square value	p-value	Respondent		Total
		Inpatient	Outpatient	
16.99**	0.001			
Satisfaction regarding Nurse	Not at all cordial	1 1.0%	1 2.0%	2 1.3%
	Just cordial	0 0.0%	2 4.0%	2 1.3%
	Very cordial	36 36.0%	32 64.0%	68 45.3%
	Extremely cordial	63 63.0%	15 30.0%	78 52.0%
Total		100 100.0%	50 100.0%	150 100.0%

Table 2 presents that 63 inpatient respondents(63 %) and 15 outpatient respondents(30 %) satisfied that nurses are extremely cordial, 36 inpatient respondents(72 %) and 32 outpatient respondents(64 %) satisfied that nurses are very cordial, 2 respondents (4 %) satisfied just cordial and mere 1 inpatient(1 %) and outpatient(1 %) opined that the nurses are not at all cordial. By and large, it is concluded that 63 per cent of inpatient satisfied that nurses are extremely cordial and 64 per cent of the outpatient respondents opined that the nurses are very cordial. The Chi-square value is significant at 1 per cent level and infers that the opinion of the inpatient and outpatient respondents that satisfaction regarding nurses is very significant.

3.3 Satisfaction regarding Paramedical Staff

The information on satisfaction regarding paramedical staff has been elicited and presented in Table 3.

Table 3
Satisfaction regarding Paramedical Staff

Chi-square value	p-value	Respondent		Total
		Inpatients	Outpatients	
10.116 NS	0.072			
Satisfaction Regarding Paramedical	Don't know/Not mentioned	1 1.0%	2 4.0%	3 2.0%
	Not at all cordial	0 0.0%	1 2.0%	1 0.7%
	Just cordial	0 0.0%	1 2.0%	1 0.7%
	Not very cordial	5 5.0%	7 14.0%	12 8.0%
	Very cordial	68 68.0%	30 60.0%	98 65.3%
	Extremely cordial	26 26.0%	9 18.0%	35 23.3%
	Total		100 100.0%	50 100.0%

NS indicates non significant

The table denotes that 68 inpatient respondents(68 %) and 30 outpatient respondents(60 %) satisfied that the paramedical staff is very cordial, 26 inpatient respondents(26 %) and 9 outpatient respondents(18 %) satisfied that paramedical staff is extremely cordial, mere 1 outpatient respondent (2 %) satisfied just cordial and mere one inpatient(1 %) and outpatient(1 %) opined that the nurses are not at all cordial. It

is quite interesting to note that 1 inpatient respondent(1 %) and 2 outpatient respondents(4 %) did not mention. By and large, it is concluded that 68 per cent of inpatient and 60 per cent of the outpatient respondents opined that the paramedical staff is very cordial. The Chi-square value is insignificant and infers that the opinion of the inpatient and outpatient respondents that satisfaction regarding the paramedical staff is not significant.

3.4 Satisfaction regarding overall services at Hospital

The information regarding overall serviced available at hospital has been elicited from the respondents and presented in Table 4. Table 4 portrays that 98 inpatient respondents (98 %) and 43 out-patient respondents (86 %) satisfied regarding overall services at hospital and mere 2 inpatient respondents (2 %) and 7 out-patient respondents (14 %) did not satisfy regarding overall services at hospital. It is concluded that 98 per cent of the inpatient respondents and 86 per cent of the out-patient respondents satisfied regarding overall services at hospital.

Table 4
Satisfaction regarding overall services at Hospital

Chi-square value	p-value	Respondent		Total
		Inpatient	Outpatient	
8.510**	0.004			
Satisfaction regarding overall services at Hospital	No	2 2.0%	7 14.0%	9 6.0%
	Yes	98 98.0%	43 86.0%	141 94.0%
Total		100 100.0%	50 100.0%	150 100.0%

** indicates 1 % level of significance

The Chi-square value is significant at 1 per cent level and hence it can be inferred that the opinion of the in-patient and out -patient respondents on the satisfaction regarding overall services at hospital is highly significant.

CONCLUSION

Around 70 per cent of inpatient and outpatient respondents satisfied that doctors are extremely cordial and 63 per cent of inpatient satisfied that nurses are extremely cordial and 64 per cent of the outpatient respondents opined that the nurses are very cordial and is significant at 1 per cent level. Moreover, 68 per cent of inpatient and 60 per cent of the outpatient respondents opined that the paramedical staff is very cordial and 68 per cent of inpatient and 60 per cent of the outpatient respondents opined that the paramedical staff is very cordial and is significant at 1 per cent level. It is concluded that 98 per cent of the inpatient respondents and 86 per cent of the out-patient respondents satisfied regarding overall services at hospital and is significant at 1 per cent level. It is concluded that majority of the respondents of all the categories opined that the drugs are excellent. Majority of the inpatient, nurse and doctor respondents opined that that the regarding the food served in the hospital is good. The Chi-square value is significant at 1 per cent level. Majority of the inpatient, outpatient, nurse and doctor respondents opined that that the regarding the food served in the hospital is good. It is concluded that majority of the outpatients, nurses and doctors opined that the dressing rooms are clean. The Chi-square value is significant at 1 per cent level and hence infers that the opinion that the dressing rooms are clean is highly significant.

REFERENCES

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