

# Evaluation of Government hospitals in Sonitpur District

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**Abstract:** The government Hospital plays a very important role in some cases where most of the individuals are health conscious, i.e. those whose fundamental goal is the preservation of their bodily system towards longevity. The Objective is to study the medical facilities with particular reference to Sonitpur District. The problem associated with government hospitals & remedial measures. Also To compare the public sector and private sector Hospital in Sonitpur District.

**Keywords:** government Hospital, Sonitpur District.

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## 1. INTRODUCTION

Health is one of the most important interventions in the Economic and Social development and improved quality of Life of the citizen. Health has become a rising commodity among consumers now- a-days. Public health services are included in the Government's annual budget. The budgetary scope of Public Health extends to the following maintenance of hospitals, creation of new hospitals and health centers, salaries of doctors, nurses, medical staff and other employees, purchase of new drugs, research and development of the same.

The government Hospital plays a very important role in some cases where most of the individuals are health conscious, i.e, those whose fundamental goal is the preservation of their bodily system towards longevity. People who are low in income will have greater burden of medical fees than those with high income. However the Government Hospitals has positive externalities. A good Medical system can contribute to a successful economy. An economy will be improved by people being treated efficiently. In free market system, this positive externality is ignored and therefore the health care market fails.

The private sector hospitals aimed to make profit out of medical services and hence they charge its patients higher than Government owned hospitals. The Government of India has taken certain steps for upgrading the medical facility of the Government hospitals in order to enhance the level of patient's satisfaction.

### 1.1 OBJECTIVES OF THE STUDY

1. To study the medical facilities with particular reference to Sonitpur District.
2. To study the problem associated with government hospitals & remedial measures.
3. To compare the public sector and private sector Hospital in Sonitpur District.

### 1.2 SCOPE OF THE STUDY

- The scope of the study is limited to the time frame 2 months (Jan-Feb) 2013.
- The present study is to evaluate the problem faced by the patient of the Government Hospitals.
- Sample size is 100 (comprising of 30 officials and 70 patients).
- The population size is 809946 (source:www.nrhm.in).

The study covers the environmental condition of the Government hospital, PHC's, timely and regular distribution of free medicines by the public health service provided to the patient of the hospital, it also includes doctors and nurses timely visit to the patients room, supply of beds according to the capacity of the hospital, adopting new techniques for the growth of the Government hospital.

## 2. RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. Why a research study has been undertaken how the research problem has been defined, in what way and why the hypothesis has been formulated, what data have been collected and particular method has been adopted, why particular technique of analyzing data been used and a host of similar other question are usually answered when we talk of research methodology concerning a research problem or study.

### 2.1 SOURCES OF DATA

1. SOURCE OF DATA	PRIMARY AND SECONDARY DATA
2. RESEARCH DESIGN	DESCRIPTIVE RESEARCH
3. DATA COLLECTION METHOD	QUESTIONNAIRE (STRUCTURE & MULTI CHOICE QUESTION)
4. SAMPLING UNIT	INDIVIDUAL CUSTOMERS
5. SIZE OF SAMPLES	100 (size of 1 <sup>st</sup> stratum=30 & size of 2 <sup>nd</sup> stratum=70)
6. SAMPLING TECHNIQUE	CONVENIENCE SAMPLING
7. DATA ANALYSIS TECHNIQUE	PERCENTAGE ANALYSIS & TABLES
8. STATISTICAL TOOL FOR DATA ANALYSIS	BAR DIAGRAM
9. PERIOD OF THE STUDY	2 MONTHS

### ***DISTRICT PROFILE:***

There are 27 districts in the state of Assam out of these Districts only one district viz. Sonitpur District was selected for the study. The study has two parts of questionnaires part –A deals with questionnaires for health care officials and part–B deals with the questionnaire for patients of the District hospital i.e, the Kanaklata Civil Hospital situated at district head quarter Tezpur.

### ***FINANCIAL MECHANISM:***

In connection with the financial matters management some questions were asked to the District Programmed Manager who stated the following responses.

- (i) For all programmed in the District Health society have a common bank account.
- (ii) District has prepared District Action plan for the current year, and the plans are approved by the District health society.
- (iii) It is reported that the funds from the state are received by the District on the basis of the Annual Action plans. The funds are transferred electronically.

## 3. HEALTH FACILITY AT THE DISTRICT

### ***HOSPITAL COVERED***

The District hospital of Sonitpur is named as Kanaklata Civil Hospital which is situated at the heart of the Tezpur town. The distance to the nearest community health centre (CHC) in the coverage area is about 28 km. and the farthest CHC is situated within 165 km. The distance from the bus stop to the district hospital is below 5 km.

The area of the hospital is approximately 680 sq. The hospital is located near residential area with 216 numbers of indoor beds. No environmental clearance certificate is obtained from Pollution Control Board by the hospital. It is reported that the hospital building is disable friendly as per provisions of Disability Act. As the building is of Assam type with only ground floor no lift is available and wheel chair movement is provided.

Waiting space adjacent to only some consultation and treatment room is available. Registration counter is also available; Blood Bank / Blood storage unit, doctor's duty room, treatment room pharmacy (dispensary) are available. There are no isolation room and Intensive care unit (ICU) in the hospital. The high dependency wards, critical care area (Emergency Service), examination and preparation room are available.

The following hospital service such as hospital kitchen, medical and general stores ,ventilation in the wards , round the clock water supply , overhead water storage tank with pumping & boosting arrangement and proper drainage & sanitation system for waste water, surface water, sub soil water and sewerage are available .Some important facilities like central sterile and supply department ( CSSD ), hospital laundry, engineering service backup, water cooler/refrigerators and provision for fire fighting in the hospital are nonexistent.

It is strange to know that there are no residential quarters available for medical staff and paramedical staff in the district hospital.

#### ***COVERAGE AND FACILITY OF P.H.C***

Primary Health center (P HC) IS the most important health service center situated at the sub – Urban and Rural areas of the state India. As per norms one PHC is to cover at least 30,000 people under its jurisdictions. Surveys of 4 numbers of PHC are selected for assessment. They are (i) Balipara P H C. (II) Jamuguri PHC. (iii) Bihaguri PHC. (iv) Dhekiajuli PHC are selected. It is seen that all the selected .It is Seen that all the selected PHC's cover very big area and population with larger number of sub- center under them.

The Balipara and Jamuguri PHC have their nearest sub center at a distance of 4 km & 3 km from their camps. Bihaguri and Dhekiajuli PHC'S have their nearest sub –center at a distance of 2 and 5 km. respectively.

There are 6 beds for patients in Balipara , 4 in Jamuguri ,3 in Bihaguri & 6 in Dhekiajuli PHC staff in the district hospital. Infrastructural facility like MEN, Materials, Building connecting with Electricity, Water, Cleanliness of Building and compound are considered.

In the PHC area generally rural people are living under BPL . Many of them could not afford the cost of their treatment of illness. To eradicate this problems Government provides drugs for the patients who undertake treatments in Government health centers.

#### ***DATA ANALYSIS***

Analysis is an answer to the question what message is conveyed by each group of the data which are otherwise raw facts and unable to give meaning full information. A raw data become information only when they are processed.

#### ***INTERPRETATION***

Interpretation is the process of relating various bit of information to existing information's. This only through interpretation that the researcher can expose relation and processes that underlines his findings. Interpretation attempt to answer well what relation existing between the findings to research objective and hypothesis framed for the study in the beginning.

### **4. REPRESANTATION AND INTERPRETATION**

The responses of the employees are interpreted in percentage for better understanding The data are represented in tables and column chart to get the details in a glance. The formula used to calculate the percentage of the respondents is stated below-

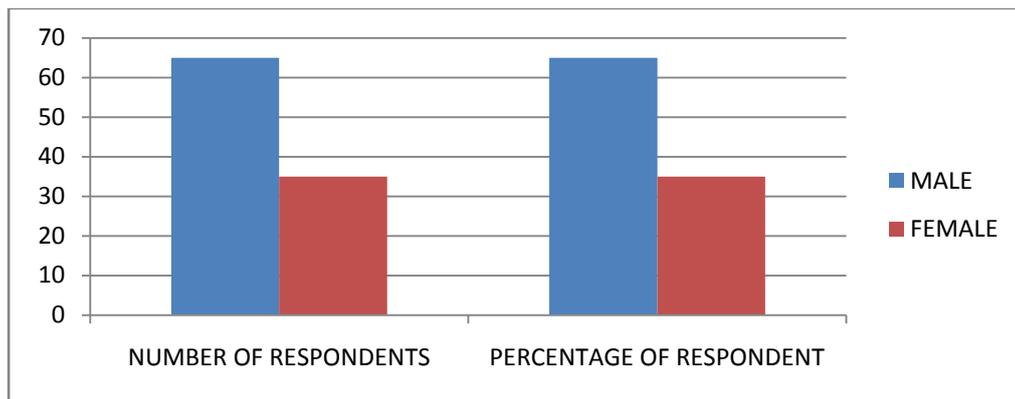
Percentage = (Number of respondents/Total number of respondents) x 100

Total number of respondents in the present study is 100.

Table showing the percentage of male and female respondents –

ATTRIBUTES	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENT
MALE	65	65
FEMALE	35	35

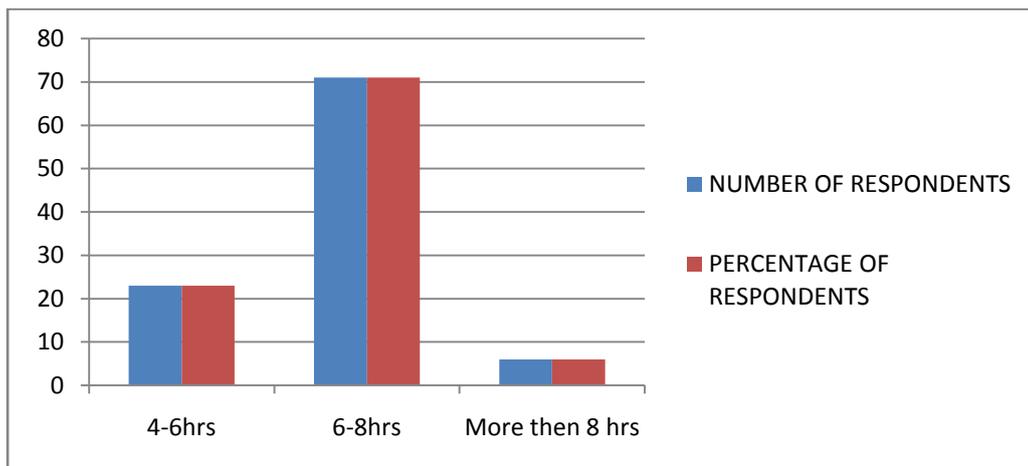
Column chart representing the number and percentage of male and female respondents working in health care office.



**Interpretation:**

The table and chart shows that the 65% of respondents are male and 35% of respondents are female working in the health care office.

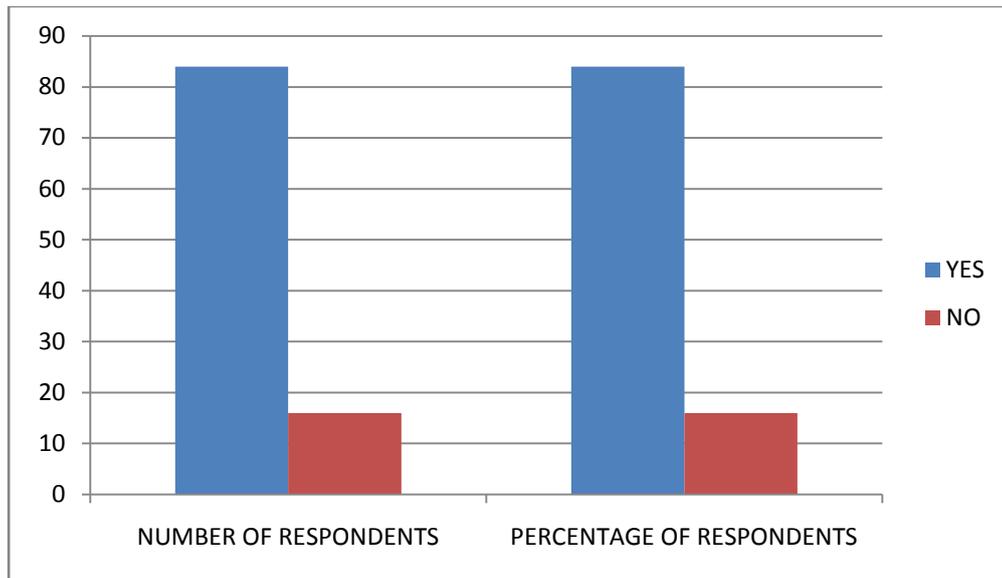
Column chart representing the number and percentage of the total working hours of the respondents.



**INTERPRETATION:**

The table and chart shows that the 23 % of respondents work 4 to 6 hours,71% of the respondents work 6 to 8 hours and 6% respondents work more than 8 hours.

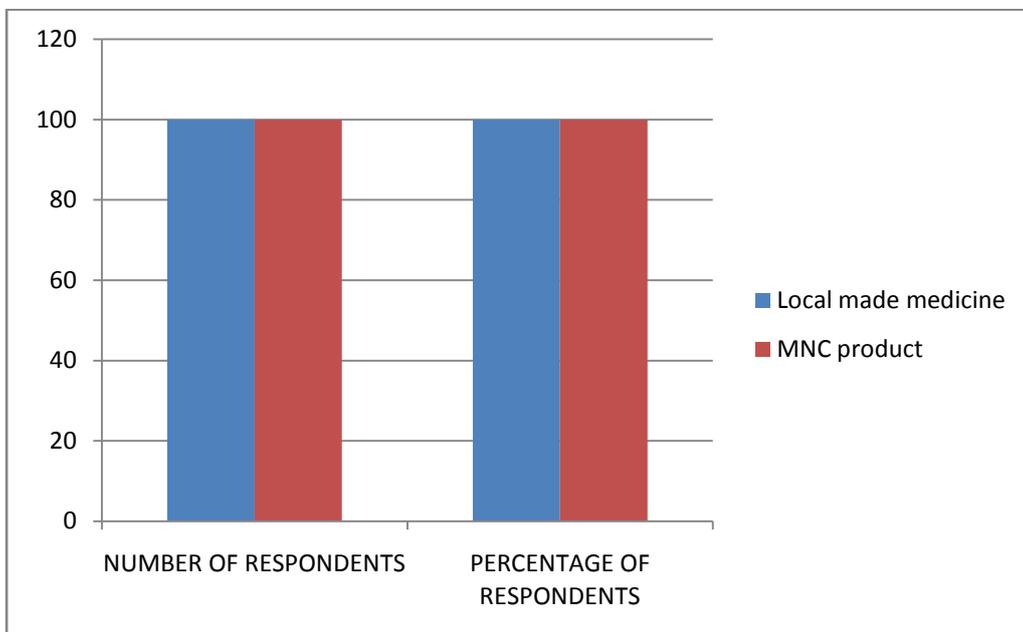
Column chart representing the number and percentage of whether the respondents received the required amount of medicines from the government.



**INTERPRETATION:**

The table and the column chart shows that 84% of respondents agree and 16% do not agree with the required amount of medicine received from the government.

Column chart representing the number and percentage of the kind of medicines government provide.

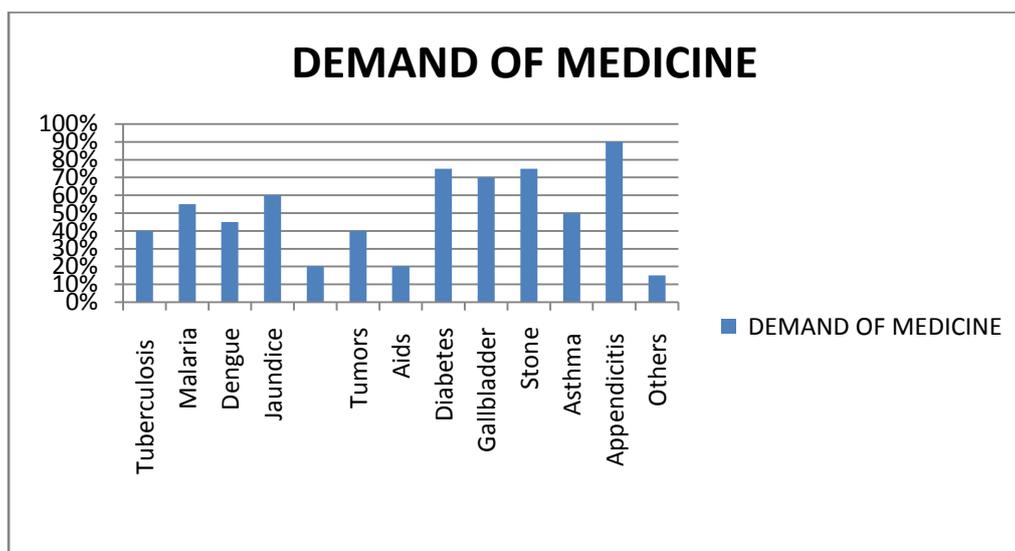


**INTERPRETATION:**

The table and the column chart shows that 100% of the respondents agree that the government provide both kind of medicines.

Table showing the percentage of the disease for which the demand for medicine is very high.

LIST OF DISEASE	DEMAND OF MEDICINE
Tuberculosis	40%
Malaria	55%
Dengue	45%
Jaundice	60%
Cholera	20%
Tumors	40%
Aids	20%
Diabetes	75%
Gallbladder	70%
Stone	75%
Asthma	50%
Appendicitis	90%
Others	15%



#### INTERPRETATION:

The table and the column chart shows that the demand of medicine is highest for Appendicitis that is 90% , for Diabetes it is 75%, Gallbladder it is 70%, Jaundice 65%,Malaria 55%, Dengue 45%, Cholera 20%, Aids 20 % and the demand of medicine for other diseases is 15%.

#### 5. MAJOR FINDINGS OF THE STUDY

Shortage of essential medicine is hitting the services in all government hospitals in Assam. The authorities of the government hospital says that the crisis is due to the laxity on the part of the State Government. Dishpur is launching various populist schemes and sanctioning cores of rupees for the same, but it has so far failed to improve the availability of essential medicines in the government hospitals and dispensaries. Sources say that though the supply of medicines to the patients admitted in the government hospital and dispensaries is not mandatory, but it is the government morale duty to make the essential medicine available in its health institutions so that the poor patients can get some life-saving drugs free of cost.

It may be mentioned that though the State Government uses Central funds to build the hospitals and other healthcare infrastructure in the State, the supply of essential medicines to its health institutions is being exclusively funded by the State Government to make the life saving and essential drugs available in government hospital throughout the year.

Sources said that the shortage of life-saving drugs in government health institutions had become acute due to increase in patient inflow over the last few years. According to the sources, the State drugs and the amount was merely increased to Rs.42 core in 2011. The Health Department got an additional amount of Rs.12 core from the 12<sup>th</sup> Finance Commission to buy essential medicines for its health institutions. The government hospital authorities say that they have failed to provide free of cost medicines to the patients due to fund crunch. Government sanctioned Rs.36 core in 2006 for its health institutions to buy essential

### ***GENERAL FINDINGS OF THE STUDY***

This hospital based study showed that the causes were related mainly to hospital management, doctor's attitude and responsibility and also to patient's illiteracy and poverty. Hence we found various problems related to the hospital, doctors and also due to the patients. Some of them are as follows:

1. Insufficient lab facilities including working equipments in comparison to number of beds.
2. Lack of facility and security of doctors.
3. Late admission of patient in a ward/hospital due to limited number of beds.
4. Inferiority complex in patients due to poverty make them feel that they are not treated properly.
5. Illiteracy and poverty of patients (major population in government hospital) are factors that create problem for them in Government hospital.

Secondly it is found that after making a comparison between the public sector hospitals and the private sector hospitals many advantages and disadvantages were noticed. Some of them are as follows:

1. With private healthcare we often have the option of choosing when we will be treated. Whereas in case of government controlled healthcare often have the problem of long waiting lists for doctors depending upon the treatment that is needed.
2. With private healthcare, there is a greater choice and variety of specialists and hospitals but with public healthcare the decision is not in the hands of the patient as there are often rules and regulations governing.
3. Private healthcare patients normally get their own room when being treated, allowing them to keep their privacy. Whereas in case of government hospitals people are placed in hospital rooms that have other patients without being able to request private rooms.

### ***ENVIROMENTAL CONDITION OF THE HOSPITAL***

The district hospital of Sonitpur is named as Kanaklata Civil Hospital which is situate at the heart of the Tezpur town. No environmental clearance certificate is obtained from Pollution Control Board by the hospital. The hospital building is of Assam type with only ground floor, no lift is available and wheel chair movement is provided. Patients to some extent are satisfied with the environmental condition of the hospital. As per the survey it has been clear that only few of them are concerned about the hygienety, sanitation and other environmental condition of the government hospital. The following hospital service such as hospital kitchen(Dietary Service), medical and general stores, ventilation in the wards, round the clock water supply, water storage tank with pumping and boosting arrangement and proper drainage, sanitation system, for waste water surface water, sub soil water and sewerage are available. It is strange to know that there are no residential quarters available for medical staff and paramedical staff in the district hospital. Parking place inside the hospital campus is available.

Infrastructural facilities like men, material, buildings connecting with electricity, water, cleanliness of buildings and compound are considered. To render the effective health services in the health facilities sufficient manpower is most essential in the institutions. The staff's should be well trained and should have sufficient knowledge.

## 6. RECOMMENDATION

Patient's satisfaction has been important for health care manager. The main aim of a hospital is to provide the proper services to its patients. The doctors and nurses should attend the patients of the hospital timely to provide better service to the patient.

In the field study I found a serious problem due to lacking of management structure. An effective and efficient management structure needs to be put in place at the village, block, and district levels. Most importantly, there is a need for a Health Coordination to manage the specific problem.

Increased supply of doctors, specialists, pharmacists, technicians, trained nurses and midwives etc. has to be ensured for the success of the scaling up effort. This requires large scale training and specialized education.

In the field study it is found that the environmental condition of the hospital is. Comparing with the private hospitals it is found that in case of government hospital people (patients) are placed in hospital rooms that have other patients without being able to request private rooms. In such cases the government should supply fund to the District Program Manager for construction of more rooms and building so that the patients may get adequate space specially in the time of emergency.

It is strange to know that there are no residential quarters available for the Medical staff in the district hospital. Certain plans should be taken by the government for the construction of buildings for residential purpose in the nearby area.

Recently it is found that a government new medical college is under construction near the Tezpur town which will be named as Tezpur Medical College and which is going to be started very shortly. But the transportation facility presently is not at par which needs to be implemented soon after the establishment of the college. Medical stores, labs, hotels, guest house etc are to be set up in the nearby area of the vicinity.

There should not be any shortage in medicines and other operational equipments.

## 7. CONCLUSION

The success of the hospital is highly depend on the hospital's managerial capability. A hospital performance is difficult to measure because of the high degree of subjectivity. Hospital performance will be measured through indicator of such as the death rate and patients satisfaction for quality, liquidity and profitability for its financing viability. Government hospitals are operating under budgetary constraints that prevent them from providing their patients the necessary drugs and medicines and from purchasing sufficient quantities of medical and surgical supplies to functioning sanitarly. Thus autonomy in budgeting and finding would also help the government hospital economize on scarce financial resources. One however, has to keep in mind that the government is mandated to provide health care to those who cannot afford, thus the creation of government hospital.

To succeed in attaining the stated objectives of the government hospital under severe resources constraints requires heavy grounding in the essential tools of management coupled with the excellent leadership skills and the appropriate attitude towards the job. The result of the study indicates the urgent needs for government hospital managers to undergo intensive management training. The training program should be carefully designed taking into account the training needs of the participating government hospital administrators.

Overall availability of basis infrastructural facilities like , Blood Storage facility, proper sanitation conditions, doctor's duty room, Pharmacy, telephone, fax machine, etc seem to be available in the District hospital of the Sonitpur. But the ICU facility and the isolation room are still not available. Thus the government and various association such as NHRM has taken certain steps in order to improve the performance of their public health facility and to provide operational information for better service delivery, monitoring and policy formulation. An effective and efficient management structure for the health facilities at the village, block are made available

The health conditions, of course, cannot be studied in isolation. The shortfalls in health, education, and population control among others are mutually interactive.

Finally it is found that much higher level of spending is needed for higher salaries to be paid to the doctors working in remote areas. In terms of human resources in the health centre, state governments need to appoint more nurses midwives, trained birth attendants, technicians, pharmacists, doctors and specialists. Thus it is cleared that the hospitals are very important institutions for the economic and social well-being of the society.

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### Questionnaire for Health Care Officials

(Please tick in the space provided for the most appropriate answer as per choice)

1. Name .....
2. Sex  
a) Female [ ] b) Male [ ]
3. EDUCATIONAL QUALIFICATION  
a) Matric Pass [ ] b) H.S Pass [ ] c) Graduate [ ] d) Post Graduate [ ]
4. TOTAL WORKING HOURS  
a) 4-6 hrs [ ] b) 6-8 hrs [ ] c) More than 8 hrs [ ]
5. YEAR OF SERVICE : .....
6. SALARY EARNED: .....
7. DO YOU THINK THAT YOU ARE SATISFIRD WITH YOUR WORK?  
a) Yes [ ] b) No [ ]
8. Do you supply the required amount of beds according to the capacity of the hospitals ?  
a) Yes [ ] b) No [ ]
9. Do you get the required amount of medicine from the government?  
a) Yes [ ] b) No [ ]

10. Do you supply the required amount of medicine to the hospital timely?

a) Yes [ ] b) No [ ]

11. Do you face any problem at the time of distributing medicines to the Government hospitals ?

a) Yes [ ] b) No [ ]

12. What type of problem specify.....

13. Do you give importance to the expiry date of the supplied medicine?

a)Yes [ ] b)No [ ]

14. Are the medicines well packed ?

a) Yes [ ] b)No [ ]

15. Which type or kind of medicines Government provide?

a) Local made medicine [ ] b)Mnc product [ ]

16. Which type of medicine are frequently used by the people?

a) Syrup [ ] b) Tablet [ ]

17. Which are the diseases for which the demand of medicine is very high ?

**LIST OF DISEASES DEMAND OF MEDICINES:**

Tuberculosis :

MALARIA :

DENGUE :

JAUNDICE :

CHOLERA :

TUMOURS :

AIDS :

DIABETES :

GALLBLADDER :

STONE

ASTHMA :

APPENDICITICS :

OTHERS: SPECIFY.....

18. Are you concerned about the hygienity, sanitation and other environment conditions of the Government hospitals?

a) Yes [ ] b) No [ ]

**QUESTIONNAIRE FOR HEALTH CARE PATIENTS:**

Please [ ] in the space provided for the most appropriate answer as per choice.

1. Name: .....
2. Sex  
a) Female [ ] b) Male [ ]
3. Age  
a) Less than 14 years [ ] b) 14-18 years c) 18-30 years [ ] d) 30-58 [ ]
4. Are you satisfied with the services provided by the government hospitals?  
a) Yes [ ] b) No [ ]
5. Are you aware of the free medicine provided by the government?  
a) Yes [ ] b) No [ ]
6. Are you aware of the free health check-ups facility implemented by the government hospital in your local area?  
a) Yes [ ] b) No [ ]
7. Are you aware of the expiry date of the medicines?  
a) Yes [ ] b) No [ ]
8. Are you satisfied with the environment condition of the hospital?  
a) Yes [ ] b) No [ ]
9. What type of problem do you face?  
Specify.....
10. Do you think that the number of doctors and nurses are sufficient for attention to the total number of patients every day?  
a) Yes [ ] b) No [ ]
11. What suggestions can you give for improvement of health facilities in your area?
  - 1.
  - 2.