

A Case Study :

Management and medical facilities available in some selected hospitals at Patna: A critical evaluation

RANJU KUSHWAHA

Received : August, 2010; Accepted : October, 2010

ABSTRACT

Correspondence to:

RANJU KUSHWAHA

Department of Home
Science, Juhari Devi Girls
(P.G.) College, KANPUR
(U.P.) INDIA

In a big city like Patna, hospitals are an integral part of the society. There are big hospitals as well as small ones, which are providing teaching facilities (known as medical colleges) as well as private hospitals run by missionary societies. The study was conducted with an objective to evaluate some selected government and private hospitals of Patna town in the context of available facilities claimed by them and at the same time actually provided by them. The result of the study was that there is a great need to improve the managerial process and medical facilities in hospitals.

Kushwaha, Ranju (2010). Management and medical facilities available in some selected hospitals at Patna : A Critical Evaluation, *Asian J. Home Sci.*, 5 (2) : 344-346.

Key words : Hospital management, Medical facilities, Availability of medical facilities.

WH.O. definition of health goes as follows “Health is a state of complete physical, mental and social wellbeing and not merely an absence of disease or infirmity .” The health of people is strongly influenced by the quality and availability of health services. By health services is meant all those personal and community services, including medical care, directed towards the protection and promotion of health of the community.

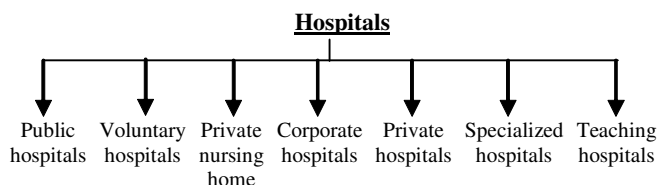
Human being makes society. Healthy human beings make a healthy society. However, every society has its share of unhealthy human beings. Illness, disease and invalidity may be a curse of society, but their victims certainly are not. They are as much a part of society as the healthiest of individuals.

In the past, an individual afflicted by a wound or disease was condemned to suffer and fend for him. In those primitive days, the healthy never assisted or looked after the afflicted. The practice was to consider such an afflicted person a spent force and no longer useful to society. Thus, complete isolation from society was the tragic lot of one who fell ill. No attempt was made to ascertain the causes and suggest cures for ailments. The belief then was that illness was caused either by evil spirit or was a punishment for one’s misdeeds. Later, the tribe assumed responsibility of looking after the sick who were considered victims of a magic spell, by appearing or searing away the evil spirit with a counter curse.

As civilization advanced from the individual, from family to the tribe and finally to organized community, society acknowledged a common responsibility towards

the sick. It was only when civilization progressed that man sought to provide for the welfare of his fellow beings.

Illness creates dependency. The sick needs medical treatment, nursing care and shelter. With the advent of the modern society, the institution developed to cater to the needs of the sick was the “hospital” The term hospital means an establishment for temporary occupation by the sick and the injured. Today, hospital means an institution in which sick or injured persons are treated. Historically, in India, a systematic hospitals care with different kinds of hospitals, treatment and teaching hospitals has been planned, established and developed only after independence. Hospitals have been classified in many ways such as -



Management :

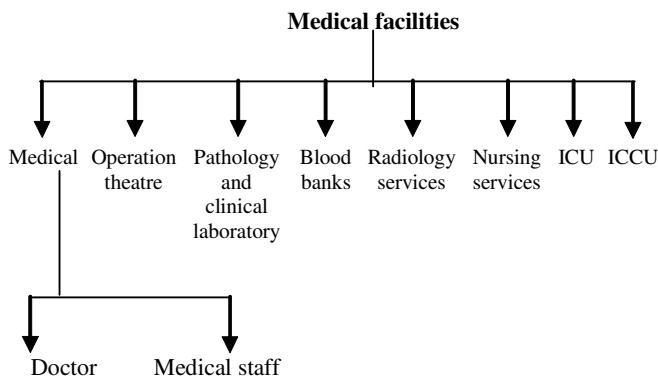
In the present day, society and human needs are largely satisfied through the economic activities of organised groups and associations. Because of biological and other limitation, no individual or group can effort to be self sufficient and yet attain a high level of prosperity. It is therefore in their own interest that man should join together and accomplish goals through co-operation. However, to be effective with minimum of adverse

consequences, it is essential that group efforts should be properly organized, directed and coordinated *i.e.* there is need for management.

Science of management applies not only to industry and commerce but to all areas of employment. The hospitals are no exception. Medical science is developing very fast and more and more specialisation and sophisticated instruments are being introduced in our public hospitals.

Medical facilities:

A hospital is an institution for medical treatment facility primarily intended, appropriately staffed and equipped to provide diagnostic and therapeutic services in general medicine and surgery on in some circumscribed field or field of restorative medical care, together with bed care and dietic service to patients requiring such care and treatment. The main objective of a hospital is to provide medical facilities to the patients. Medical care is based on availability of medical facilities in a hospital organization. Important medical facilities of a hospital are:



The study was conducted at Patna, the capital of Bihar State. For the study of management and medical facilities, the different hospitals were selected at Patna. The hospitals were IGIMS, Kurji Holy Family, Jayprabha Hospital, IGIC, PMCH, NMCH, Tirpalia hospital, Padri Ki Haveli, Rajendra Nagar Hospitals. The purpose of this study was to evaluate some selected hospitals of Patna town in the context of available facilities claimed by them and at the same time actually provided by them.

The selection of Hospitals was made by incidental cu-purposive technique. General survey methodology was adapted to carry out the collection of facts and figure.

The obtaining result of the study in terms of the management facilities provided and available and patient’s response are summerised below :

Kurji Holi Family:

KURJI is run by a missionary of sister doing a good

service to sick. Its main notion is to cure by serving them better. It has acquired a great expertise and only one solution to medical problem to people in western region. People in the area usually prefer to visit Kurji due to its cleanliness, better care and cure and lower cost as compared to other private nursing homes. Every facility is available below one roof. However, Kurji does not undertake case of burn and head injury as it clearly says the lack of treatment at their centre in such cases. It is not a govt. run subsidized hospital neither charitable organisation providing free services. Actually it charges fee for every service but it provides quality service and that quality attracts people from far-flung areas to Kurji. It would be much better if it will also provide treatment for burn and head injury.

IGIMS:

With its great campus and expert doctors, IGIMS is unique in Patna in own kinds of hospital. Big building, huge OPD with great number of doctors and helpful staffs IGIMS is serving thousands of people daily. Almost every kind of medical test is available in IGIMS at cheaper cost. IGIMS is best known for radiotherapy, kidney transplant, eye, gastrointestinal problems. However, doctors from all streams of medicine are available here. But even such facility is not sufficient due to huge numbers of patients coming not only from Patna but also from adjoining districts. IGIMS is expanding but expansion is again marred by lack of fund. Management at IGIMS is more or less sufficient. Security guards are provided at each place to maintain discipline. IGIMS will work better if some people from administrative field come to managment.

Jayprabha hospital:

Jayprabha hospital is basically meant for treatment of diseases of eyes. It provides a good service but it lacks in expertise as compared to the private nursing homes in the area. General people prefer more to visit private doctors for their vital eyes. However, Jayprabha Hospital is well known in its past now regaining its glory from a long period of renaissance. Now, fund are available to raise new buildings and experts are also recruited and acquired to serve. It is providing a good service at very low cost and in the south region is coming once again as brand in eye.

Tripolia hospital:

Tripolia hospital in Patna city (Eastern area) provides general kinds of medical services including child birth. As a general kind of hospital it is providing a good service to sufferers. However, situation could be much better if

the management thinks to expand in larger interest in public.

IGIC:

Indira Gandhi Institute of Cardiology (IGIC) is an excellent hospital for heart diseases. It provides best services in Bihar and has a name in India in the field of cardiology. With great expertise in heart ailments, it provides facility from simple ECG, ECHO, and TMT to PACEMAKER implantation and Angiography, By Pass Surgery (CABG) etc. In the extended portion of PMCH, IGIC is one of pillar in medicine.

Padri Ki Haveli:

It is a Christian missionary hospital opened with charity purpose by nuns. It is working good in eastern region but almost all kind of treatments are available here. Basically it provides services of gynae related problems. However, good in service and infrastructure for the available services, it is fulfilling its objective to serve people. Actually the quality management makes such hospital best.

Rajendra Nagar Hospital:

Rajendra Nagar hospital is now not a good choice to sick. They prefer PMCH in place of Rajendra Nagar hospital. The unhygienic situation and lack of doctors is not a good indication as global awareness of health care services. However, since the olden days the hospital was one of famous hospitals now-a-days struggling for survival.

NMCH:

Situated on old bypass connecting Patna to outside, NMCH is also a government run hospital with great resource. Different supporting facilities are also available there and its name comes at next to PMCH. But the structures are becoming old, needs rejuvenation and proper management. Due to lack of maintenance, most apparatus are out of order. Since a college is attached, it would be a great hospital when management is kept sharp with proper funding and manpower. At present even with everything, NMCH is lacking man power and people now thinking to switch from going to NMCh to private nursing homes.

PMCH:

PMCH as mentioned is big hospitals run by government providing services to almost every kind of disease. It has an array of senior doctors in different

disciplines of medicine and some of them are renowned all over India. With a big campus and unmatched infrastructure, it was a good institution fulfilling the medical need of people. But now the infrastructure is in critical stage due to lack of proper maintenance. PMCH is suffering from red tapism and lack of fund like problems. It lacks also in manpower however with present capacity it is trying its best to serve people.

Conclusion:

It can be concluded that India is going through a major revolution in health care services and given that the country has one fifth of the world's population, the challenges and responsibility of our hospitals will have global significance. While a nation is still finding its optimum solution to the health care needs of its people. In India, both the public and private sectors must network in the larger societal good of improving the health status of our citizens. The purpose of a hospital is to make risk people well. The procedures and working style of most of the hospitals are inflexible. Hospitals overlook the cultural aspects of illness. In most hospitals, diseases are treated without treating the patient. Most of the population feels bad that treatment provided by hospitals is unsatisfactory. Head of the patient – treating personal relationship is almost absent in the hospitals. Sanitation and drinking water facilities are totally out of question in government run hospitals. The medical facilities which providing the hospitals, are below than they claimed. At present, our public hospitals are run by the senior physician or surgeon known as either civil surgeon or superintendent with the help of tiny office staff. He has no idea about management science. It is important to note that good doctors may not always be good administrators. Now, hospital organization requires a separate cadre for the management of hospitals.

Therefore, there is a great need to improve the functioning of health care management techniques. A modern management system is one which is designed to make the existing health care delivery process effective and efficient by adapting modern techniques for improving the process by marking it more reliable.

