Comparative Study on Private and Government Hospitals Working In Hyderabad

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Abstract

The concept of an informal/unorganized sector began to receive world–wide attention. In India, however, the term informal sector is of recent origin, and has been in use only during the last two decades. The present paper intends to study the needs and requirement of the services towards peoples in government hospital. The study focuses on how private hospitals manage to meet the needs and requirement of the people compare with the government hospitals. A structured questionnaire is used to collect the data required for the study. Basing on variation and other statistical method sampling 6 hospitals 3 private and 3 government hospitals are considered for the present study.

The environment and the services of government hospital slighter compare with the private hospital though immense hospitals, medical equipment medicines are available still proper services are not provided to the public which leads to high risk on the health. The Government healthcare providers have to realize that they cannot serve same services to the people but a proper hygiene and effective service need to be provided on all segments of population.

Key Words: government hospital, unorganized, private hospitals and changes required.

Background

The health care industry, or medical industry, is an aggregation of sectors within the economic system that provides goods and services to treat patients with curative, preventive, rehabilitative, and palliative care. The modern health care industry is divided into many sectors and depends on interdisciplinary teams of trained professionals and paraprofessionals to meet health needs of individuals and populations.
The health care industry is one of the world's largest and fastest-growing industries. Consuming over 10 percent of gross domestic product (GDP) of most developed nations, health care can form an enormous part of a country's economy.

For purpose of finance and management, the health care industry is typically divided into several areas. As a basic framework for defining the sector, the United Nations International Standard Industrial Classification (ISIC) categorizes the health care industry as generally consisting of:

1. hospital activities;
2. medical and dental practice activities;
3. "Other human health activities".

As this is comparative study on government and private hospital in Hyderabad. We have seen lot of differences in both private and public in many terms no dough with the data collected has shown more response towards private hospitals then public hospitals.

Private sector seems to be much more effective in influencing policy making, satisfying the public at the local or national levels then the Public sector. One reason for this is that issues of concern to governments such as the condition of Government schools in Hyderabad, and hospitals—are less complex than those dealt with by private the election of a given official.

Service to Mankind Is Service to God

Expanding healthcare access is a critical priority for the Government of India and the private sector. Efforts to date have addressed numerous issues and much progress can be reported. Yet the gap between the aspiration - of providing quality healthcare on an equitable, accessible and affordable basis across all regions and communities of the country - and today’s reality is all too apparent. The extent of change and improvement in India’s healthcare system over the past decade is remarkable. The Government of India’s initiatives, as well as private sector actions and public-private-partnership programs, have all contributed to this progress. Yet much more remains to be done. Understanding the current state of healthcare access is one important and foundational element for determining priorities, resource allocations and goals for the future.

Need For the Study

Some studies conducted in the recent years have made attempts to develop multi-dimensional scales and measure quality of healthcare services in the developing nations. The current study seeks to assess the perception of patients, public towards quality Hospitals that is Private and services in Hyderabad.

Objectives of the Study

- To compare and contrast the differences in healthcare standards and facilities in private and public sector hospitals in Hyderabad.
- To draw attention of policy makers of healthcare system and make suggestions for the betterment with the help of public advices.
To identify key problem solving and carrying out root cause

Public Perceived Difference in Public and Private Hospital at Hyderabad

Cost: Cost of treatment at a public healthcare facility is more affordable than that available at a private healthcare facility, and is dependent on the nature of treatment. The economic burden of a treatment is significant for both poor and affording class of people. However, due to lack of physical reach, availability of quality treatment, and other practices, people are forced to use more expensive private hospitals.

Quality of Services: The standard of something as measured against other things of a similar kind; the degree of excellence of something.

Patient Satisfaction: The study shows that the first important factor that influences the overall service quality as perceived by people is satisfaction. Hospitals need to focus on patient giving them personal attention, providing in correct help and suggestion easy in and out service, doctor availability, behavior of doctors and staff emergency service and ensuring the accuracy of billing system etc as per the study and the feedback taken this was effectively practices in private then the public hospitals.

Timeliness: It includes observation of patients according to appointment, availability of the doctors according to promised time, and delivery of reports according to promised time. These three items were measured against four point Like ranging from 1= Excellent to 4 poor.

Behaviors of Staff and Doctors: Importance of understanding the high need for discipline professionalism empathy towards individual is very important this is high requirement both in private and public hospitals.

Methodology

The present study intends to focus work structure of private and Government health services in Hyderabad, for this study three private hospital and three government hospitals comparative feedback has been taken from 100 general public and patients. This study answers many structured problems that the public faces. This study has been done through primary data and secondary data, the statistical pie charts, bar charts graphs, scatter diagram has been used.

Analysis of the Study

The data was analyzed by simple statistical way to present the study in a meaningful way. The analysis reveals that there is more positive feedback from the public on private working hospitals then the government. Based on the study some suggestion has been outlined on the way of working and management of hospitals.

The below table No 1: Illustrates the study on government and private hospitals and the experience and feedback of people with the same.
Table No: 1

<table>
<thead>
<tr>
<th>Hospitals</th>
<th>Name of Hospital</th>
<th>Number of people</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Private Apollo/Care/Kamineni</td>
<td>50</td>
</tr>
<tr>
<td>3</td>
<td>Government Osmania/ Nilofer/Gandhi</td>
<td>50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6</td>
<td>100</td>
</tr>
</tbody>
</table>

The below chart 2: illustrated on the basis of suitable visiting times either in Government or private hospital.

![SUITABLE VISITING TIME](chart2)

The below chart 3: illustrate accommodation rate on the ward with regard to private and Government hospital in Hyderabad:

![accommodation_chart](chart3)
Chart 4: Rate the cleanliness in private or Government Hospital?

Chart 5: Rate of the bathroom facilities at Government and private hospital in Hyderabad
Chart 6: pain management treated in a sympathetic manner in comparison with Government and Private hospitals.

Chart 7: How would you rate the quality of the food and canteen facility in Public and Private hospitals.

Chart 8: Prefer hospital in public Government or private
Chart 9: How would you rate the Space of private hospital or Government Hospital?

Chart 10: Time Management in Government and Private Hospitals
Based on the above study and outcome some specifications have been outlined on basis of work environment and internal management of both the hospitals in consideration.

Specific Suggestions

1. **Staff Behavior**: Employees are the important asset of the organization. Small but significant number of health-care workers show disrespect for colleagues, dole out verbal abuse and engage in other unacceptable behavior. Now a new report suggests this kind of poor workplace communication can also contribute to medical errors, even if other preventive steps are being taken.

2. **Executing Quality Improvement Programs**: Quality is one of the main ingredients of all successful organization it includes everything in the organization work environment as. Especially for hospitals as 10% of GDP comes from this industry and there is a history of revelation of hospital worldwide.

3. **Hospital Hygiene**: As hygiene is one of the fundamental rights of every human being. That’s why the World Health Organization (WHO) has chosen May 5 as Save Lives: Clean Your Hands Day, its annual campaign to get health workers to practice better hygiene. The WHO has a simple five-step framework for getting health care workers to ensure they keep their hands clean, but it won’t worker until hospitals get serious about pushing hand washing, before and after a worker sees a patient.

4. **Food Arrangements Needed To Be Strengthen**: There are various factors which influence customer’s expectations of services. They include efficiency, confidence, helpfulness, personal interest reliability. The dietary units stand as the second major department of a hospital from the point of view of expenditure. Except the well-established hospitals, patients are not happy with the quality of food supplied to them. That is why most of them get food from their houses or from relatives. There is a problem of excess diet consumption when compared to the number of in-patients in the hospital resulting huge expenditure.

5. **Personnel**: Delegating the responsibility with authority to the personnel and establishing interpersonal relationship for the purpose of co-ordination of work, so as to get the work done together effectively, and in accomplishing the objectives of the organization.

6. **Strong Policies and Practice**: There are both excellent and poor performing hospitals worldwide. To promote greater use of practices and policies that enhance quality in hospitals, this study identifies and describes the key ingredients that have contributed to the success of hospitals that are sets as an example of many high-performing hospitals to those who do not have or practice the policies.

The key elements of a successful strategy can be organized into the following categories:

1. Developing the right culture for quality;
2. Attracting and retaining the right people to promote working environment;
3. Updating the right in-house processes for improvement; and
4. Giving staff the right tools to do the job.

7. **More Attention to Patients**: Efforts should be made to reduce the patients load at the higher level facilities that doctors and other staff can give more attention to the patients.
8. **Hospital Infrastructure:** The efforts also needed to strengthen infrastructure and human resources.

9. **Medicine Availability:** Patients in are suffering due to non-availability of emergency drugs/life saving drugs. The emergency drugs/life saving drugs are defined as drugs which require immediate administration within minutes post or during a medical emergency. These medicines have the potential to sustain life and/or prevent further complications and are prescribed for both out-patients and in-patients. The non-availability of these drugs in government hospitals has posed serious problems forcing patients to buy these drugs from outside.

10. **Regular Patient Feedback and Implementation:** Data need to be collected within or at the end of a visit, usually with a very brief written or even verbal question. It is used to find out patients’ experience when it is fresh in the mind, and usually focuses either on a specific area of interest to the team, or on the general experience of the patient during the visit. In our example of visit preparation, the medical assistant might give the patient a form asking their preferences when they begin the visit. It is helpful if the form is introduced by a team member. It is very important to set realistic expectations for the amount of time and effort needed to see results in this work once feedback of the patient is generated.

11. **Public Hospitals Have Access To Safety Funds And Grants:** Many public hospitals have reimbursed more suppliers then the private.

**Suggestions**

The present study indicates that there has been an extensive development in health care services in public and private hospital. However still there are many changes need to be acquired to reach the services to the public from government hospital. The cost of treatment at a public healthcare facility is much more affordable than at a private centre. However, due to lack of physical reach, availability of quality treatment and other practices, patients are forced to use more expensive private facilities, thus exacerbating affordability challenges. The majority of out of pocket expenses are due to medicines, though they have not increased their share of the affordability burden.

**Summary and Conclusion:**

Private hospitals are making better efforts as compared to the public hospitals. As the private hospitals have to depend on customers in order to meet the financial constraints and gain profitability. As results of this study shows that private hospitals like the other service organizations are focusing on their patients demands and developing themselves in order to provide maximum healthcare facilities to their patients. All these efforts led these hospitals towards continuous improvement in the processes, system and provide continuously quality of healthcare service to their patients. It can be concluded from the analysis and the responses of data collected that in private hospitals where compare to the government hospital are very satisfactory. Public health care system is very good in terms of space and operational equipment however services towards patient are inadequate in providing the good services, government hospitals must select a strategy that gives highest “healthcare access” benefit to the people. Quality services need to be provided to the patient in order for quick recovery. Whereas the poor quality of healthcare services delivered to
patients by public hospitals as compare to the private hospitals are due to the many factor. These factors include: government funding, lack of government interest in development of new healthcare projects and overburdened public hospitals due to rapid growth in population and Comparison of Service Quality between Private and Public Hospitals.

References