

An Analysis of Problems faced by Patients in Government and Private Hospitals with Special reference to Tirunelveli District

S.Glady EswaraRaj

Research Scholar, Dept. of Commerce, Rani Anna Govt. College for Women
(affiliated to Manonmaniam Sundaranar University), Tirunelveli, TN, India
Dr.S.Mabel Latha Rani

Associate Professor, Dept. of Commerce, Rani Anna Govt. College for Women
(affiliated to Manonmaniam Sundaranar University), Tirunelveli, TN, India

ABSTRACT: In the recent era the people struggling with life threatening diseases and life survival become big issue. They are searching the solution during the entire life period. The health facility is the key role in meeting all kind of health needs and to facilitate the people in all demands. The Government and Private Hospital sectors fulfil all the health needs of the public. The burdens of communicable and non communicable diseases are significantly increased due to the life style pattern and social economical status of human. It is very necessary to maintain good health system in preventing, screening and treatment of all kind of diseases in the general public. Understanding the key aspect of the health system and its lacking portions in all level plays a vital role to carry out the better health outcome and quality of life of individuals in the public. In this research, empirical survey has been taken from the patients of private and government hospitals in Tirunelveli district of Tamilnadu. The main objective of this analysis is to find out the problems faced by the patients in the Government and Private Hospitals and to provide the suggestions for the improvement.

KEYWORDS: Problems, Health care services, Private Hospital, Government Hospital, Tirunelveli District.

Date of Submission: 20-04-2019

Date of acceptance: 05-05-2019

I. INTRODUCTION

Hospital is the base component of effective health system. It is providing services for the community in regular, emergency and complicated health needs. In India the primary health care remains a major role in meeting the basic requirements. India has a long established hospital system but there is a difference in quality and obtain services in between rural and urban areas as well as between public and private hospitals. In India, Ministry of Health and Family welfare was established in 1947. The government has concentrated much priority in health plans [1]. In India, central government is exhibiting administrative and technical services to the concern state, the state government directly administrating the health care system. There is great disparity in the quality and coverage of medical treatment in India. Healthcare between Government hospitals and Private hospitals also be differed vastly. Government hospitals suffer from shortage of physician, staff, medicine infrastructure and latest equipment. The private hospitals are providing high tech facilities but the problem in high cost of treatment, medicine not affordable by all the community.

Understanding the system and problems in Government and private hospitals is a crucial study which helps the improvement in the field for the future healthy generation. This study is emphasis on the patient facing problems at the private and the Government hospitals in Tirunelveli District. The abnormal growth of population and the wide development in city needs more health facilities to fulfil the expectation from the people. The basic health concerns are the prevention part and treatment part from the communicable diseases like malaria, tuberculosis, and diarrhoea, dengue. In addition children under five years should be cared from the issues like underweight, malnutrition, neonatal death and maternal death. The essence of primary health care is basic care to promote and protect the physical, mental, and social health of human as well as the entire society.

1.1 Objectives

The main objectives of this research are to explore and rank the problems in health care services in Private hospitals in Tirunelveli District and to explore and rank the problems in health care services in government hospitals in Tirunelveli District.

1.2 Scope

The study is confined to the problems faced by the patients of the health care sectors in Tirunelveli district. The patients of private and government hospitals are taken for the analysis. The frequent occurred

problems of the patients in government and private hospitals are ranked in this study. The study covers only the hospitals situated in Tirunelveli district.

II. REVIEW OF LITERATURE

Suhasini B. Arya and Dr.Vibhuti Patel[2] compared the availability and utilisation Pattern of Public and Private Health Services in Mumbai Region. They discussed that in the existing system urban area need more concentration due to rising in population. The Government spending on health care is less. Further the authors trying to say that the Government has to raise the health expenditure for the better growth and development. Then the infrastructure should be used in an innovative and better manner. The revised plan and methods required in all levels to improve the existing health system to meet the appropriate health care.

Sanjay Tripathi and Prof. A.K. Sengupta[3] discussed an Evaluation of Health Care Policies in India by comparing inter states. This study explained the poor functional status of the system. The authors said that the most of the personnel and infrastructure areas are not matching with needs. The Continuing Medical Education (CME) programmes for orientation and skill up gradation of the personnel need to be improved. There is lack in functional referral health system. There is gap in established health system.

S. M. Irfan, A. Ijaz [4] compare the Service Quality between Private and Public Hospitals with the empirical evidences from Pakistan. They conclude that the private hospital are depends the patients to meet the profit of the hospital and so they provide better service. But in the public hospitals is service base and so the quality of service compromise. Arzoo Saeed, Hajra Ibrahim [5] provides reasons for the problems faced by patients in Government Hospitals by analysing the results of a survey in a government hospital in Karachi, Pakistan.

Ravali and M. Dhanasekar [6] discussed the attitude of poor people towards Government Hospital in Tamil Nadu. In their survey, they conclude that there is no proper sanitation in Government hospitals. Also the Government hospitals are not providing hygienic medicine due to the corruption and they suggested that the employees of the Government hospitals are not rendering quality medical facility to the general public.

III. METHODOLOGY

3.1 Sampling

The multistage stratified sampling technique was adapted to select the sample of this study. The population was classified into ten blocks as clusters. From the ten blocks three blocks were selected randomly. The selected three blocks were stratified in to urban, semi-urban and rural and every stratum was given equal weight in the participation of the sample.

3.2 Data Collection

Data were collected through interview schedule. The well designed and structured interview schedule was prepared and the researcher personally met the respondents and collects the needed data.

3.3 Garrett Ranking Tool

To find out the most significant factor which influences the respondent, Garrett's ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcome of such ranking have been converted into score value with the help of the following formula:

$$\text{Percent position} = 100 (R_{ij} - 0.5) / N_j$$

Where R_{ij} = Rank given for the i^{th} variable by j^{th} respondents

N_j = Number of variable ranked by j^{th} respondents

With the help of Garrett's Table, the percent position estimated is converted into scores. Then for each factor, the scores of each individual are added and then total value of scores and mean values of score is calculated. The factors having highest mean value is considered to be the most important factor.

3.4 Profile of the Patients

The research survey has been taken from the patients of private and government hospitals in Tirunelveli District. Table 1 shows the profile of the patients in this survey.

Table 1: Profile of Patients under Survey

		Hospital services availed				Total
		Private		Public		
		N	Table %	N	Table %	
Age	Below 25 Years	36	12.00%	4	1.33%	40
	25 to 35 Years	10	3.33%	71	23.67%	81
	36 to 45 Years	61	20.33%	4	1.33%	65
	46 to 55 Years	3	1.00%	54	18.00%	57

	Above 55 Years	2	0.67%	55	18.34%	57
	Total	112	37.33%	188	62.67%	304
Marital Status	Married	57	19.00%	155	51.67%	212
	Unmarried	55	18.33%	33	11.00%	88
	Total	112	37.33%	188	62.67%	300
Educational Qualification	Illiterate	1	0.33%	3	1.00%	4
	Primary	5	1.67%	52	17.33%	57
	SSLC	4	1.33%	13	4.33%	17
	Higher Secondary	3	1.00%	12	4.00%	15
	Diploma	35	11.67%	2	0.67%	37
	Graduate	2	0.67%	100	33.34%	102
	Post Graduate	51	17.00%	2	0.67%	53
	Professional	11	3.66%	4	1.33%	15
	Total	112	37.33%	188	62.67%	300
Monthly Income of the Patients	Below Rs. 5000	1	0.33%	2	0.67%	3
	Rs. 5000 to Rs. 10,000	1	0.33%	12	4.00%	13
	Rs. 10,001 to Rs. 15,000	4	1.33%	71	23.67%	75
	Rs. 15,001 to Rs. 20,000	2	0.67%	55	18.33%	57
	Rs. 20,001 to Rs. 25,000	65	21.67%	44	14.67%	109
	Above Rs. 25,000	39	13.00%	4	1.33%	43
Total	112	37.33%	188	62.67%	300	
Area of Residence of the Patients	Rural	55	18.33%	58	19.33%	113
	Urban	50	16.67%	55	18.33%	105
	Semi Urban	7	2.33%	75	25.00%	82
	Total	112	37.33%	188	62.67%	300

IV. ANALYSIS OF PROBLEMS FACED BY PATIENTS

4.1 Analysis of Problems in Health care services in Government Hospital

The frequent problems faced by the patients in the government hospital are listed below and the responses of the patients are fit in the Garrett ranking method. The least in rank consider as the major problem and vice versa.

Table 2: Garrett Ranking of problems in Government Hospital

Problems	Garrett Mean Score	Rank
Unhygienic environment	37.98	9
Lack of new technology and equipment and lab facility	36.78	10
Poor relationship with patients	56.98	4
No proper consulting time	60.67	3
Poor quality of service	44.32	7
Inadequate staff for emergency	65.34	2
Tips money demanded by sub-staff	50.49	6
No quick process in paying bill	52.65	5
No personal attention	68.34	1
Lack of facilities (Canteen, Parking, Stretcher etc.)	42.21	8

The table 2 show that no personal attention is given to the patients by the government hospital employees is the major problem among the patients who avail services in the government hospitals. And that is followed by inadequate staff for emergency services, no proper consulting time, poor relationship with patients, no quick process in paying bills, tips money demanded by sub-staff, poor quality of service, lack of facilities, unhygienic environment and lack of new technology and equipment and lab facility.

4.2 Analysis of Problems in Health care services in Private Hospital

The frequent problems faced by the patients in the private hospital are listed below and the responses of the patients are fit in the Garrett ranking method. The least in rank consider as the major problem and vice versa.

Table 3: Garrett Ranking of problems in Private Hospital

Problems	Garrett Mean Score	Rank
High fees	55.83	1
Long waiting time	43.17	3
Poor hygienic conditions	28.55	10
No operation theatre	42.63	4
Poor relationship with patients	29.42	9
Poor pre consultancy services	38.34	5
Lack of new technology and equipment and lab facilities	33.78	7
Discrimination in fixing fees	47.80	2
Discrimination in providing quality services	32.21	8
Lack of facilities (canteen, ambulance services, parking, structures, etc.,	34.68	6

It is understood from the Table 3 that the high fee is the major problem for the patients who avail health services in the private hospitals and that is followed by discrimination in fixing fees, long waiting time, no operation theatre, poor pre-consultancy services, lack of facilities like canteen, ambulance services, parking, structures, etc., lack of new technology, equipment and lab facilities, discrimination in providing quality services, poor relationship with patients and poor hygienic conditions.

4.3 Findings

In the Government Hospitals, the patient feels the personal attention is lacking more. There is an inadequate man power in the entire setup. The consulting time needs to be rearranged. The relationship with the patient and other staff needs to be in attention. The documentation part is very slow in the system it may be a bill or reports. Overall the infrastructure like parking, canteen as well as stay for the patient attendees needs to be improved.

In the Private Hospitals, the patients are dissatisfied in the fees structure and in the fixing fees in all kind of treatment and medicine as there is no standard practice. The patients suffer the long waiting period of booking appointments and treatments. Operation theatre and the equipment handling technical assistants and supporting physician's services are being availed by the private hospital in the case basis or the need basis for reducing the hospital running cost. These kind of practicing systems are lacking the service quality of private hospitals.

4.4 Suggestions

Personal attention is the basic expectation of every human in sick. The Government hospital needs to improve the personal attention with the patients. Plan and fulfil the Patients care takers' or patient attendees' basic needs like stay, canteen facility in all hours. It has to plan proper utilization of the available human resources for the documentation, billing, and laboratory system.

Private hospitals have to fix the nominal and affordable fee structure in a transparent method. It has to deploy the technical persons and supporting physicians in routine basis for the normal and smooth running of system.

V. CONCLUSION

There is a drastic improvement in Government Hospital and Private Hospital health care system, especially the awareness of patients in seeking health facility is improving day by day. Health education and media growth is playing a vital role in the general public as well as health system. The Government hospitals services are much better and changed in the different level of its treatment. Now a day the Government hospital has provide best treatment in the causality, maternal, paediatric and General health care. The best credits of the Government Hospital are the experienced physicians and technical and nursing staffs are available in the system. This analysis shows that the government hospitals provide better health care with affordable cost while comparing with private hospitals. But the major drawback of government hospitals is inadequate staff which

leads to poor personal attention to the patients. The government hospital will play the leading role in health care when it addresses those challenges in a satisfied manner.

REFERENCES

- [1]. Suhasini B. Arya&Dr.Vibhuti Patel, (2009) A Comparative Study of Public and Private Health Services in Mumbai Region – Availability and Utilisation Pattern.
- [2]. Sanjay Tripathi , An Evaluation of Health Care Policies in India: An Inter State Comparison
- [3]. Irfan, S.M., & Ijaz, A. (2011) Comparison of service quality between private and public hospitals: Empirical evidences from Pakistan. *Journal of Quality and Technology Management*, 4(1), 1-22.
- [4]. Arzoo Saeed, Hajra Ibrahim (2005) Reasons for the Problems faced by Patients in Government Hospitals: results of a survey in a government hospital in Karachi, Pakistan, *Journal of the Pakistan Medical Association* 55(1):45-7.
- [5]. Rafael Almeida, Jaime Benrey, Jon Freimark, Meredith Houck, Lance Liu, Marian Messing, Amanda Tan, Alexa Weiss (2017) The Role of Government in the Indian Hospital System, Woodrow Wilson School Graduate Policy Workshop Report.
- [6]. Ravali, M. Dhanasekar (2018) Attitude of Poor People towards Government Hospital in Tamil Nadu: An Analysis, *International Journal of Pure and Applied Mathematics*, Vo. 120 (5), 4363-4380.