Executive Summary

Health is multi factorial. It is a state of complete physical, mental and social well being not merely the absence of disease or infirmity and also recent years include socially and economically productive. Health services have been moved from mere services to human rights. The present study analyses the exiting patterns of Integral health care network service system in rural and urban Tamil
Nadu on the ground of satisfaction, the network system in Emergency medical care situation, comprehensive medical insurance and integration of health care service system, Innovations in the fields and functioning and non functioning of integral health care system.

The researcher have developed a conceptual framework for the integral health care service system by utilizing the major developmental theories particularly the resource based approach with the assistance of cost basis, knowledge based and information based approaches. 400 samples were analyzed and testified appropriately using the relevant methods especially the PSQ. Tools such as inferential, factor analysis, ANOVA and Hypothesis testing were properly made use.

Integral Health care (IHC) Information System integrates all stakeholders involved in health care business processes that have influence on the quality of national health care system. The list of stakeholders includes the Ministry of Health, health insurance companies, public health institutions, health care providers, hospitals, pharmacies and citizens. It delivers the benefits of Transparent access to medical and administrative patient data, high quality patient medical data management, effective gathering of medical information for health care business process planning and optimization, cost-effectiveness of health care practices, knowledge sharing based on best practices and scientific knowledge, open platform that can integrate and enable collaboration among all stakeholders involved in health care, active participation of patients in health care processes,
improvement in the quality of current health care business processes, security and confidentiality of medical data, health care business processes and information workflow control, highly reliable and secure health care business transactions management, cost, cash flow and health care resources controlling and management, highly efficient collection and sharing of clinical information with respect to the security and authorization policies, automated information processing resulting in substantial errors reduction, communication platform for enhanced patient and clinician communication, health care terminology and vocabulary management, availability of health care and administrative information independent of time of access and terminal in use, security, privacy and data confidentiality services provisioning, medical data management in support of evidence-based medicine, scientific and statistical research purposes, integration capabilities based on open health care standards and business processes modeling.

This study has immensely contributed to the present theory about integral health care systems. On the patient side the current study gives the factors that are important for satisfaction namely General medical care, Technical Quality, Interpersonal Aspects, Communication, Financial Aspects, The Time Spent with Doctor, Access/Availability/Convenience. This contribution helps the health care service providers to understand the factors causing satisfaction to the health care users.
Contributions are made to policy makers both in private and government by bringing out the opinion of the respondents. Many of the respondents worry that they have to pay a large bill for medical care. So, the health care providers both in private and Government side should do the necessary steps to bring down the medical care bills. They feel that the Health care centers have to be open for long hours to serve them. The health service providers must see that the working hours are enhanced to reach the final objective of 24 hour care. Many of the respondents also feel they have to wait for a long time for emergency treatment the health care providers should see that there is zero waiting time.

This study has contributed to the study of health care providers needs to equip the facilities, Ambulance facilities and Clinical aspects of emergencies and emergency care and EMS Doctors strength.

Innovation in health care integration factor analysis shows that factors that important are Supportive supervision and software to monitor ambulance usage, Tele clinic and link workers, IT system for patient records and administrative report generation system, and Rural initiatives of FMCG companies in rural India. These innovations in health care integration can provide rich benefits for the health care system integration.

The research has contributed to the Health insurance industry by identifying the factors Individualism of insurance and sustainable distribution and pricing of medical products, Lack of fitness, non comprehensiveness and lack of
child coverage of medical insurance. Non possibility for reinsurance and non integration of many health care services with insurance and Options to enlarge the list of attractive cost/benefit ratio.

The first factor relates to providing health insurance at an affordable price. The second factor illustrates the comprehensive coverage factor of the health insurance. The third point highlights the inadequacies in the present health insurance industry that does not allow for reinsurance and the last factor deals with enlarging options.

Through this study the researcher establishes that there is a need to enhance the quality of Integral Health care service system to achieve the aim of health for all by integrating the information health care system, IT technology, Insurance schemes, and innovations in the health scenario. In order to realize these findings and suggestions the researcher recommends a high level integration to provide a health service of appropriate, comprehensive, adequate, easily available, accessible and feasible.

1.1 Introduction:
Health delivery practices are shifting towards home care. The reasons behind can be the better possibilities for managing chronic care, controlling health delivery costs, increasing quality of life, quality of health services and the distinct possibility of predicting and avoiding serious complications. To achieve the above mentioned goals and to become routine to the concept, information technology (IT) solutions need to be implemented and integrated in the health