Appendice A2

Code: Q2 Questionnaire

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1 Name of the institute/hospital : 

5 Name of the Authority : 

3 Who are the promoters of this hospital : 

4. In which year the hospital commenced its operation:

5. What all kind of treatments are offered in the hospital

   a Medical

   b Surgical

   c Both

155
6. Which all departments are working in your Eye Hospital?

- Cataract
- Retina
- Glaucoma
- Cornea
- All

7. How many doctors are working in your hospital?  

8. Where are the doctors of your hospital staying?
   - xii) near to the hospital
   - xiii) away from the hospital
   - xiv) inside the hospital campus

9. How many staffs are working in your hospital?  

10. Where are the staffs of your hospital staying?
   - i) Near to the hospital
   - ii) Away from the hospital
   - iii) Inside the hospital campus

11. What are the average outpatients per day?

12. What are the average inpatients per day?
13 What are the average surgery patients per day? 

14 What are the major surgeries performed
   i) Cataract
   ii) Glaucoma
   iii) Retina
   iv) Cornea
   v) Others

15 Where are your majority patients from?
   i. Cities
   ii. Semi urban areas
   iii. Village

16 Which are the specific places – Cities from where patients come here for treatment?

17 Which are the specific places – Semi urban areas from where patients come here for treatment?

18 Which are the specific places – Village from where patients come here for treatment?

19. How do people come to the hospital for specific treatments?
   f) Own transport
   g) Transport arranged by hospital
   h) other means
<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Statements</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>DA</th>
<th>SDA</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>The hospital works on principles of service, value addition and medical ethics</td>
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<td>B</td>
<td>The progress and development of the hospital is highly related to the quality service offered since inception</td>
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<td>C</td>
<td>The hospital has been able to continuously create richness in working environment among the employees since commencement of its operations</td>
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<td>D</td>
<td>The management has taken adequate measures (in the form of training and development) to improve the interpersonal relations among employees and this has helped the hospital to grow</td>
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<td>E</td>
<td>The hospital has been able to built a system for Total Quality Management and the hospital has been recognised internally and externally</td>
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<td>F</td>
<td>All employees feel that the ambience of working in the hospital is very positive and this has established a feel of togetherness among the employees for achieving the mission emphasised</td>
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<td>G</td>
<td>There has been a steady, consistent increase of outpatients to the hospital each year and there have been equal representations from various places (irrespective of towns or villages)</td>
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<td>H</td>
<td>It is noted that more than 60% of the patients come from villages</td>
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<td>I</td>
<td>The hospital has been able to provide financial assistance to poor patients through the steady increase of its patients from upper income group and middle income group</td>
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<td>J</td>
<td>There has been a consistent increase of revenue generation, every year for the hospital, which has helped</td>
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</table>
the hospital to generate profit

K  The hospital has been able to purchase all important latest equipments used for medical and surgical measures

L  The hospital has been able to offer all medical and surgical treatments at affordable rates to the society

M  The hospital has been able to invest on buildings and all major infrastructural requirements, on a consistent basis

N  The hospital offers many benefits to its employees apart from the salary in terms of allowances, concessions for relatives and dependants, education for children etc.

O  The hospital has been able to expand its operations into many places in terms of creating referral and nodal centres, thus improving the employability indices

P  The hospital has developed an excellent structure and hierarchical system, and this has helped to professionally focus on the vision

Q  The intellectual capital with the hospital has been given full freedom to contribute to the maximum for the benefit of society

R  The hospital has been able to uphold core values, systems and has been able to evolve great organisational culture

S  The management of the hospital supports the organisation staff by ensuring development oriented training programs in a phased manner and on requirements

T  The hospital has been able to built in an excellent system of transparency, professionalism in running the hospital

V

N.B: (SA- Strongly agree, A-Agree, N-No opinion, DA – Disagree, SDA-Strongly Disagree)
21 Are patients coming for treatment to your hospital, offered any kind of support by a third party – YES/NO

22. YES, what kind of support is offered?
   a) Financial
   b) Travel
   c) others

23 What kind of eye ailments is commonly found in the patients of your hospital?

---------------------------------------------------------------------------------------------------------------------

24 In your opinion, what could be the reasons for patients coming to your hospital for treatment

   i) Doctor's name
   ii) Hospital name
   iii) Third party support and awareness
   iv) Treatment – Service and facilities
   v) Financial support

25 What type of people come to your hospital?

   i) Government employees
   ii) Private sector employees
   iii) Villagers
   iv) Tribal’s
   v) others (specify)
   vi)

26 What is the income level of patients (per month) ?

   i) 35,000 and above
   ii) 25,000 – 35,000
   iii) 15,000 – 25,000
   iv) 5000 – 15000
   v) Below 5000

27 How many times a patient comes to your hospital?

28 Do they refer other people to your hospital? YES/NO
29 What could be the reasons for their referrals?

i) Accessibility
ii) Low cost
iii) Name of the hospital
iv) Good medical treatment
v) Service
vi) Well known doctors
vii) any other (specify)

30 Do you conduct Medical eye camps? YES/NO

31 How do you conduct Medical eye camps?

i) Through government support
ii) Through the support of government machineries like Corporation, Municipality, Panchayat
iii) Through the support of NGO's, Clubs or other Social organisations
iv) any other (specify)

32 Whether you conduct regular eye camps - YES/NO

33 If yes, how many Medical eye camps have you undertaken since commencement of your hospital?

34 How many patients from Medical eye camps come for treatment to your hospital on a monthly basis? 

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<tbody>
<tr>
<td>A</td>
<td>The hospital has conducted many health awareness campaigns and medical eye camps in many places, predominantly in rural areas</td>
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<td>B</td>
<td>The hospital has undertaken almost all health awareness campaigns and medical eye camps with the help of social clubs and NGO’s</td>
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<td>C</td>
<td>The improved flow of patients to the hospital has happened because of large amount of referral centers opened at various places</td>
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<td>D</td>
<td>The medical eye camps undertaken by the hospital in a</td>
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</table>
locality has helped to improve the eye sight of more than 99% people of that locality

The health consciousness in people have improved a lot in the society due to the hospital’s social initiatives

All social initiatives undertaken by the hospital were through the participation of all sectors of community

The health awareness initiatives undertaken by the hospital has not only created awareness regarding eye, but also has helped in improving the hygiene and other social aspects of a place

The medical awareness camps undertaken by the hospital has helped in bringing confidence among people with respect to health

The hospital has been able to identify very critical eye diseases in villages (which was not cured earlier), which has helped the villagers to lift their health status

The medical eye camps undertaken have improved the eye sight of children in specific and has created a positive impact in the society, in the form of improvements in basic education

The hospital has been able to continuously cater to the relevance of community participation

Majority of employees working in the hospital are more or less staying near to the hospital

The income level of employees (of a specified location) has improved, henceforth helping in improving the standard of living of people

The hospital has been able to cater to certain extra social needs (like education, poverty alleviation plans, sanitary aspects, drinking problems) rather than health aspects alone

There has been a remarkable improvement of social support systems through the consistent and continuous
value associations by the hospital

P

There are large number of specified places, where the improvements in the standard of living of people have improved because of hospital’s initiatives

N.B: (SA - Strongly agree, A - Agree, N - No opinion, DA - Disagree, SDA - Strongly Disagree)

36 Do you feel that the hospital sustains because of the continuous and consistent flow of patients from the medical eye camps? YES/NO

37 When did the hospital commence Medical eye camps?
   i) Before the start of hospital as an institution
   ii) Immediately After the commencement of hospital operations
   iii) After few years of commencement of hospital operations
   iv) any other (specify)

38 Do you have specific places of conducting Medical eye camps? YES/NO

39 Do you feel that Medical eye camps conducted by you had great participation from the people of that specific place? YES/NO

40 How do you generally rate the importance of “People participation” in your Medical eye camps?
   i) Very high
   ii) High
   iii) Low
   iv) Very low
   v) No comment

41 Do you feel that “People participation” is a pre requisite for the success of your Medical eye camp? YES/NO

42 Has any Medical eye camp organised been a failure? YES/NO

43 Have you been able to open your nodal centres at those places where Medical eye camps were held? YES/NO

44 What have been the major disease/ailments found in places of “Medical eye camps”?
   i) Cataract

163
ii) Corneal problems
iii) Diabetic Retinopathy
iv) Injuries
v) Others (specify)

45 What has been the success rate of treatments (Medical and Surgical) addressed on patients from the Medical eye camp?

i) Very high
ii) High
iii) Low
iv) Very low
v) No comment

46 Has any kind of value additions or interventions happened after conduct of Medical eye camps?

YES/NO

47 Please give details of such value interventions

48 How do you rate the progress and development of your hospital because of your social initiatives?

i) Very good
ii) Good
iii) Bad
iv) Very bad
v) No comments

49 Do you feel that the above development has happened because of all social initiatives undertaken by the hospital?

YES/NO

Anything more.............