APPENDICES
QUESTIONNAIRES
Appendix – 1

ADMINISTRATOR’S QUESTIONNAIRE SCHEDULE

A. PARTICULARS OF THE RESPONDENT

1. Name of the Respondent: _______________________________

2. Gender:  
   1) Male  
   2) Female

3. Age:  
   1) 15-30 yrs  
   2) 31- 45yr  
   3) 46 - 60yrs  
   4) Above 61yrs

4. Qualification:

5. Present Designation:

6. A) Work experience in present capacities:

   B) Previous capacity :

B. ADMINISTRATIVE ASPECTS:

1. Status of the Hospital :  
   1) Government  
   2) Private/Corporate  
   3) Charity

2. Bed strength At present:

3. Name of the supervisory/controlling institution/Board:

4. What type of administrative system is followed by the hospital?  
   a) Centralized  
   b) Decentralized  
   c) Combined  
   d) Any other- specify
5. Does the hospital have an advisory committee/Board of Directors?
   a) Yes   b) No   c) Don’t know

6. If yes, how many times does the committee/Board meet in an year?
   a) once   b) twice   c) thrice   d) whenever needed

7. Do you participate in decision making proces?
   a) Yes   b) No

B. If yes at what level?

8. Are you accountable to the board for the decision making?
   a) Yes   b) No   c) Rarely   d) Can’t say

9. Does the staff involve in the Board meetings?
   a) Yes   b) No   c) Rarely   d) Can’t say

10. Do you consider suggestions from staff side while making decisions?
   a) Yes   b) No   c) Rarely   d) Can’t say

11. How is the official information circulated to the departments/units?
    a) Through proper channel   b) Formal ways   c) Informal ways

12. Have you gone through any formal course in the Hospital administration before you joined here?
    a) Yes   b) No

13. If yes, kindly mention the name of the institution and the duration of the course?
    Ans.

14. How often inter departmental meetings are held to bring co-ordination to avoid communication gaps?
    a) Monthly   b) Quarterly   c) Half yearly   d) Whenever needed
15. Is the hospital using Information System to maintain the data and strengthen the quality of supervision?
   a) Yes       b) No       c) Rarely       d) Can’t say

16. Do you believe that doctors should restrict themselves to clinical practices and leave administration to management professionals?
   a) Yes       b) No       c) Rarely       d) Can’t say

17. Does the administration conduct any refresher courses/CME programme to the staff to update their skills?
   a) Yes       b) No       c) Can’t say

18. If yes, how often these programmes are conducted?
   a) monthly  b) quarterly  c) half yearly  d) whenever needed

C. HUMAN RESOURCE ASPECTS

19. What are the prescribed duty hours of the employees?
   a) 6 hrs   b) 8 hrs   c) 10 hrs   d) 12 hrs

20. How often are the employees performances reviewed?
   a) Annually   b) Six months   c) Rarely   d) Whenever needed

21. How often pay scales are revised?
   a) Annually   b) Six months   c) 5yrs   d) Whenever needed

22. Do you find difficulty to retain the health care professionals?
   a) Yes       b) No       c) Rarely       d) Can’t say

23. If yes, can you mention two reasons?
   1.          2.
24. Do you have an e-appointment facility in your hospital?
   a) Yes   b) No   c) Rarely   d) Can’t say

25. Do the hospital have an ambulance provision?
   a) Yes   b) No   c) Rarely   d) Can’t say

26. Do your ambulances equip with essential life saving devices?
   a) Yes   b) No   c) Rarely   d) Can’t say

27. Do you have plan for disaster management in the time of emergency?
   a) Yes   b) No   c) Rarely   d) Can’t say

28. Kindly mention community/social oriented projects your hospital take Part?

D. FINANCIAL-INSURANCE ISSUES

29. Do you get sufficient funds to maintain the hospital?
   a) Yes   b) No   c) Can’t say

30. Where does your hospital get funds?
   a) By Treatment   b) by Government   c) by Charities   d) Any other

31. Do the Hospital collect User charges?
   a) Yes   b) No   c) Rarely   d) Can’t say

32. What is the consultation fee the hospital charges?
   Ans.

33. Kindly opine your views about user charges?
   Ans.

34. Do you admit the health insured cases?
   a) Yes   b) No   c) Rarely   d) Can’t say
35. Is *Arogya Sree Programme* implemented in your hospital?
   a) Yes       b) No

36. Would you mind expressing your views about this programme?
   1. 
   2. 

37. What are the major administration problems that you experience? Mention in order.
   1. 
   2. 
   3. 

38. Your suggestions for the effective administration and to overcome the problems.
   1. 
   2. 
   3. 

DATE: 

PLACE:
STAFF QUESTIONNAIRE SCHEDULE

A. PARTICULARS OF THE RESPONDENT

1. Name of the Respondent :- ________________________________

2. Sex :- 1) Male 2) Female

3. Age (Yrs) :- 1) 15-30 2) 31-45 3) 46-60 4) Above 61

4. Designation & Qualification

5. Work experience :- 1) Previous:

2) Present:

6. Nature of present employment

1) Full time 2) Part Time

B. ADMINISTRATIVE ASPECTS

7. Status of the Hospital

1) Government 2) Corporate/Private 3) Charity

8. Is the hospital administration accessible to the staff?

a) Yes  b) No  c) Rarely  d) Can’t say

9. How do you bring the work related problems to the administration?

a) Through proper channel  b) Directly

10. Do the staff take part in decision making process?

a) Yes  b) No

11. If yes, does the administration consider your suggestions?

a) Yes  b) No  c) Rarely  d) Can’t say
12. Do you have the liberty to take decisions in your purview?
   a) Never  b) Frequently  c) Rarely  d) Can’t say

13. Do you under-take the equipment maintenance regularly?
   a) Yes  b) No

14. How often do your superiors make rounds in a day?
   a) Once  b) Twice  c) Whenever needed

15. Does the administration organize Refresher course/CME programmes to staff?
   a) Yes  b) No

16. If yes, how often do they conduct?

17. Are you satisfied with quality control?
   a) Yes  b) No

18. If No, mention any two reasons.

19. Where does your hospital get funds?
   a) By Treatment b) by Government  c) by Charities  d) Any other

C: HUMAN RESOURCE ASPECTS

20. Does the hospital consist of adequate staff?
   a) Yes  b) No  c) Can’t say

21. Are you satisfied with the existing duty hours?
   a) Not satisfied  b) Somewhat Satisfied  c) Satisfied  d) Highly Satisfied

22. Do you have trade unions/Associations?
   a) Yes  b) No
23. Does the Unions/Associations function actively?
   a) Yes  b) No  c) Rarely  d) Can’t say

24. Is your remuneration on par with work load?
   a) Yes  b) No

25. How often performance reviews are conducted?
   a) Annual  b) Half yearly  c) Rarely  d) Whenever needed

26. Are you able to deliver the total patient care?
   a) Yes  b) No

27. If No, can you mention the reasons

28. Do you feel the medical equipment and man power up to the desired level?
   a) Yes  b) No

29. Are you allowed for private practice?
   a) Fully Restricted  b) Restricted but with flexible  c) Flexible  d) Can’t say

30. Do you have opportunities for advanced studies/research programmes?
   a) Yes  b) No

31. If yes, does the institution pay salary during study period?
   a) Yes  b) No

32. Are all the prescribed medicines available in pharmacy?
   a) Yes  b) No  c) Rarely

33. How often staff clean the floor and toilets in a Day?
   a) 3 times  b) 4 times  c) 6 times  d) As and when required

34. Do your hospital have sufficient sub-staff to maintain sanitation?
   a) Yes  b) No
35. How the sub staff recruited?
   a) Permanent    b) Contract    c) Out sourcing

36. Does the administration provide necessary protective items such as gloves
    masks and shoes to wear?
   a) Yes    b) No

37. Are you protected with vaccines against the contagious diseases?
   a) Yes    b) No

38. Are the patients co-operative?
   a) Yes    b) No    c) Can’t say

39. Can you kindly express the pros & cons of *Arogya Sree* Programme?

40. What are the major administrative problems in your hospital?
    1. 
    2. 
    3. 

41. Your suggestions for effective administration and improvement of hospital.
    1. 
    2. 
    3. 

Remarks and observations of the investigator:

Date: 

Place:
# Patient’s Interview Schedule

## A. Particulars of the Respondent

1. **Name of the Respondent:** ________________________________

2. **Gender**
   - 1) Male
   - 2) Female

3. **Education Status:**
   - 1) Illiterate
   - 2) Literate
   - 3) Primary
   - 4) Secondary
   - 5) Collegiate
   - 6) Technical
   - 7) Any Other

4. **Occupational Status:**
   - 1) Labour
   - 2) Cultivation
   - 3) Caste Occupation / Handicraft
   - 4) Business / Trade
   - 5) Services
   - 6) Any Others

5. **Status of the House:**
   - 1) Own
   - 2) Rent
   - 3) Shared
   - 4) Others

6. **Status of land holding:**
   - 1) No land
   - 2) 1 - 2.19 acres
3) 2.2. – 4.39 acres  
4) 5 – 9.39 acres  
5) 10 & above

7. Monthly income:

8. Source of income:

**B. OPINION ON HOSPITAL SERVICES**

9. How many times did you visit this hospital?  
   1) Once or Twice  
   2) 3 – 4 Times  
   3) 5 – 8 times  
   4) 9 – 12 times  
   5) 13 & above times

10. How you were treated by the reception?  
    a) Excellent  
    b) Good  
    c) Average  
    d) Poor

14. How do you think about admission procedure of the hospital?  
    a) Simple  
    b) Difficult  
    c) Very difficult

15. Does the hospital collect user charges?  
    a) Yes  
    b) No

16. If yes, how are the charges?  
    a) No charges  
    b) Affordable  
    c) High

17. How do you feel about diagnostic and pharmacy services?  
    a) Excellent  
    b) Good  
    c) Average  
    d) Poor

18. Do the hospital provide prescribed medicines?  
    a) Yes  
    b) No
19. If No, where could you get those?
   1.
   2.

20. Whether diet is being provided by hospital?
   a) Yes      b) No

21. If yes, what is your opinion about the quality?
   a) Excellent       b) Good       c) Average       d) Poor

22. How are the sanitary conditions in the ward?
   a) Excellent       b) Good       c) Average       d) Poor

23. Are you satisfied with the security services of the hospital?
   a) Excellent       b) Good       c) Average       d) Poor

24. Do the Doctors spend enough time to examine & explain your illness?
   a) Yes      b) No

25. If No, What are the reasons?
   1.
   2.

26. Does the hospital staff respond timely in the need?
   a) Yes       b) No       c) Rarely       d) Can’t say

C. OPINION ON PPP SCHEMES

27. By what means you reach the Hospital?
   a) Own vehicle       b) Bus       c) Auto       d) 108 Ambulance

28. How do you feel about the 108 Ambulance services?
   a) Excellent       b) Good       c) Average       d) Poor
29. Are you aware of the Aarogya Sri Programme?
   a) Yes  b) No

30. If yes, how you come to know of it?
   a) Aarogya mitra staff b) Medical camp c) Neighbors d) Media

31. Are you covered under Aarogya Sri Scheme?
   a) Yes  b) No

32. Are you receiving treatment as per the norms of Aarogya Sri Programme?
   a) Yes  b) No

33. Can you express your views about Aarogya Sri Programme?
   1. 
   2. 
   3. 

34. Are you satisfied with the over all health care provided by the hospital?
   a) No satisfied  b) Somewhat Satisfied  c) Satisfied  d) Highly satisfied

35. Will you recommend this hospital to your friends and neighbors if necessary?
   a)Yes  b) No  c) Rarely  d) Can’t say

36. Will you prefer to visit this hospital in need next time?
   a)Yes  b) No  c) Rarely  d) Can’t say

37. As a patient what kind of administrative problems you experienced in this hospital?

38. Suggestions and Recommendations for improvement:
   1. 
   2. 
   3. 
   4. 

DATE: 
PLACE:
REVENUE SPENT ON HEALTH BY GOVERNMENT OF ANDHRA PRADESH
Appendix – 2

Revenue spent on Health by Government of Andhra Pradesh:

<table>
<thead>
<tr>
<th>MTHS</th>
<th>Rs in Crores</th>
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<tr>
<td></td>
<td>2010-11</td>
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<tr>
<td>Primary Care Services</td>
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<td>Sub Center</td>
<td>88.65</td>
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<tr>
<td>Creation of New PHC</td>
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<tr>
<td>Strengthening PHC</td>
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<td>Sukhibhava</td>
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<td>Sub-Total</td>
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<td>Secondary Care Services</td>
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<td>Creation of New CHCs</td>
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<tr>
<td>Upgrading of PHCs</td>
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<td>Strengthening of beds</td>
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<td>Strengthening of Infra and equip</td>
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<td>Tertiary Care Services</td>
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<td>National Accreditation Bureau</td>
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<td>Capital Cost</td>
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<td>Sub-Total</td>
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<td>Trauma Care</td>
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<td>Arogyasri</td>
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<td>Sub-Total</td>
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<td>National Disease Surveillance Network</td>
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<td>Sub-Total</td>
<td>45.33</td>
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<td>Total Additional Resources</td>
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- Source: [http://www.health.apnic.in](http://www.health.apnic.in) Accesssed on 9th January 2013
DIAGNOSTICS’-PRICE LIST OF CORPORATE HOSPITALS
# Price list of Diagnosis Services in Corporate Hospital

<table>
<thead>
<tr>
<th>Lab Investigations</th>
<th>Rates in Rupees</th>
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<td>Complete Haemogram</td>
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<td>Hb , TC, DC, ESR</td>
<td>280</td>
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<tr>
<td>Blood Sugar - Fasting/PP/Random</td>
<td>110</td>
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<tr>
<td>Lipid Profile</td>
<td>1000</td>
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<tr>
<td>Liver Function Test</td>
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<td>Blood Urea</td>
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<td>Uric Acid</td>
<td>210</td>
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<td>Serum Creatinine</td>
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<td>Thyroid Profile (T3, T4, TSH)</td>
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<td>Pap Smear</td>
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<td>Urine Pregnancy Test</td>
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<td>Urine Routine Examination</td>
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<td>Stool Routine Examination</td>
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<td><strong>Cardiology</strong></td>
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<td>ECG</td>
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<td>TMT</td>
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<td>Holter Monitoring 24 hours</td>
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<td><strong>Radiology and Imaging</strong></td>
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<tr>
<td>Chest X Ray P/A - Digital</td>
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<tr>
<td>BMD Lumber Spine</td>
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<td>BMD Dual Fermur</td>
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<td>Mammogram - Both Breasts</td>
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<tr>
<td>Orthopantamogram (OPG) - Digital</td>
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<td>USG - Whole Abdomen</td>
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<td>USG Lower/Upper Abdomen</td>
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<td><strong>Others</strong></td>
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<td>PFT</td>
<td>800</td>
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<tr>
<td><strong>Health Checks</strong></td>
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<td>Apollo Master Health Check up</td>
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<td>Apollo Executive Health Check</td>
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<td>Apollo Whole Body Check Up-Female</td>
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HEALTH INFRASTRUCTURE OF ANDHRA PRADESH
## Health Infrastructure of Andhra Pradesh:

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<th>Department</th>
<th>Agencies (Heads of Department)</th>
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<tr>
<td>Health, Medical and Family Welfare</td>
<td>Directorate of Health</td>
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<td></td>
<td>Commissionerate of APVVP</td>
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<td>Commissionerate of AYUSH</td>
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<td></td>
<td>Directorate of Institute of Preventive Medicine</td>
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<td></td>
<td>Drug Control Administration</td>
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<td>AP Health Medical Infrastructure Development Corporation</td>
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<td></td>
<td>(APHMIDC)</td>
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<td></td>
<td>State AIDS Control Society</td>
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<td></td>
<td>Rajiv Arogyasri Health Trust</td>
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<td></td>
<td>State Health Society</td>
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<td></td>
<td>Strategic Planning and Innovation Unit</td>
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<td></td>
<td>Secretariat</td>
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<td>Tribal Welfare</td>
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<td>Labour and Employment</td>
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<td>Women Child and Disabled Welfare</td>
<td>Directorate of Women and Child Welfare for ICDS schemes</td>
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Source: RHS Bulletin, March 2008, M/O Health & F.W., GOI
## HEALTH INDICATORS OF ANDHRA PRADESH

### Table II: Health Infrastructure of Andhra Pradesh

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Required</th>
<th>In position</th>
<th>shortfall</th>
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<tbody>
<tr>
<td>Sub-centre</td>
<td>11699</td>
<td>12522</td>
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<tr>
<td>Primary Health Centre</td>
<td>1924</td>
<td>1570</td>
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<td>Community Health Centre</td>
<td>481</td>
<td>167</td>
<td>314</td>
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<td>Multipurpose worker (Female)/ANM at Sub Centres &amp; PHCs</td>
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<td>22140</td>
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<td>Health Worker (Male) MPW(M) at Sub Centres</td>
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<td>6127</td>
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<td>Health Assistants (Female)/LHV at PHCs</td>
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<td>Doctor at PHCs</td>
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<td>Obstetricians &amp; Gynaecologists at CHCs</td>
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<td>260</td>
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<td>Total specialists at CHCs</td>
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<tr>
<td>Radiographers</td>
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<td>Laboratory Technicians</td>
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<tr>
<td>Nurse/Midwife</td>
<td>2739</td>
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(Source: RHS Bulletin, March 2008, M/O Health & F.W., GOI)
Health Institutions of Andhra Pradesh:

a) Number of Sub-centres:
   - Rural.........12230
   - Urban.........292
   - Total.........12,522

   - Number Primary Health Centres....1570
   - Number Primary Health Centres functioning as 24 hours MCH centres..800

b) Urban Area:
   - Post Partum Units   82
   - Urban Family Welfare Centres ..131
   - Urban Health Centres (State Govt.)..192
   - Urban Health Centres under RCH-II  48
   - Community Health Centres under APVVP ..120
   - Community Health Centres under Director of Health 47
   - Total Community Health Centres ..167
   - District Hospital under APVVP 19
   - Area Hospital under APVVP59
   - Comprehensive Emergency Obstetric & Neonatal
     Care Centres (CEMONC) ..154
   - Teaching General Hospitals ..14
   - Mobil Medical Units .92.

Source: RHS Bulletin, March 2008, M/O Health & F.W., GOI