CHAPTER - V

THE SETTING
VIEW OF CAPITAL HOSPITAL, BHUBANESWAR
CHAPTER - V

THE SETTING

Bhubaneswar is the Capital of Orissa. Once the capital of ancient Kalinga, the city has a long history. However, the modern city of Bhubaneswar was designed by the German architect Otto Konigsberger in the year 1946. It became the modern capital of the State of Orissa in the year 1948, a year after India gained its independence from Britain. With its vast variety of Hindu temples, Bhubaneswar is often referred to as the temple city of India.

Bhubaneswar is situated between 21°15' North Latitude 85°15' Longitude and at an altitude of 45 meters above sea level. Geographically, Bhubaneswar is situated in the eastern coastal plains of Orissa and South-west of the river Mahanadi. The city has a tropical wet and dry climate, the average temperatures range between a minimum of around 10°C in the winter to a maximum of 40°C to 45°C in the summer. The south-east monsoons appear in June. The average annual rainfall is 150 cm. Bhubaneswar has air and rail linkages with most major cities in India. In addition, the National Highway 5, connecting Kolkata and Chennai passess through the city and is one of India's premier highways being part of the 'Golden Quadrilateral' network. As of India's 2001 census, Bhubaneswar has a population of 647,302. Males constitute 56% of the population and females 44%.

The Capital Hospital, Bhubaneswar is established in November 1954 and located in the Forest Park area to the Southern side of
Bhubaneswar city, just opposite side of Biju Pattanaik Park. This Hospital is spread over an area of 20 acres. It has got four spacious iron gates for the purpose of entrance as well as exist and surrounded by high protective walls from all sides.

**Functioning of Departments**

This hospital caters public service through twenty departments. These are specified below:

1. Medicine
2. Surgery
3. Obstetric and Gynaecology
4. Paediatric
5. Orthopedic
6. Cardiology
7. Eye
8. ENT
9. TB and Chest
10. Psychiatry
11. Biochemistry
12. Microbiology
13. Radiology
14. IDH
15. Skin and V.D.
16. Dental
17. Pathology
18. Emergency (Casualty)
19. Anesthesiology
20. Super specialist (Only OPD)

**Staffing Pattern (Gazetted, Non-Gazetted and Class IV)**

The officers / doctors and staff working in the Capital Hospital, Bhubaneswar are five hundred forty nine in number. Their categories, sanctioned strength, men in position and vacancy are presented below.
<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Category of Post</th>
<th>Sanctioned Strength</th>
<th>In position</th>
<th>Vacancy</th>
<th>Remarks</th>
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<tr>
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<td>Dy. C.M.O.</td>
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<tr>
<td>3</td>
<td>Sr. Class-I</td>
<td></td>
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<tr>
<td>4</td>
<td>Jr. Class-I</td>
<td></td>
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<tr>
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<td>Class-II (Specialist)</td>
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<td>Asst. Surgeon</td>
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<tr>
<td>7</td>
<td>Asst. Surgeon (contractual)</td>
<td></td>
<td>05</td>
<td>02</td>
<td>03 G.O. No.28097 H dt. 9.9.03</td>
</tr>
<tr>
<td>8</td>
<td>Audiologist-cum-Speech pathologist</td>
<td></td>
<td>01</td>
<td>1</td>
<td>Nil</td>
</tr>
<tr>
<td>(a)</td>
<td>Total</td>
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<td>109</td>
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<tr>
<td>1</td>
<td>Head Clerk</td>
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<tr>
<td>4</td>
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<td>5</td>
<td>Sr. Steno</td>
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<td>Jr. Lab. Tech.</td>
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<td>06</td>
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<td>10</td>
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<td>11</td>
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<tr>
<td>14</td>
<td>Pharmacist</td>
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<td>26</td>
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<td>15</td>
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<td>2</td>
<td>1</td>
<td>01</td>
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<tr>
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<td>Asst. Matron</td>
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<td>Nil</td>
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<td>Nursing sister</td>
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<td>7</td>
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<tr>
<td>25.</td>
<td>Detal Tech.</td>
<td>Class - IV</td>
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<tr>
<td>26.</td>
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<td>27.</td>
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<td>2</td>
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<td>28.</td>
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<td>32.</td>
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<td>34.</td>
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**Class - IV**

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<td>Dhai</td>
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<td>4.</td>
<td>Cook</td>
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<td>5</td>
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<tr>
<td>5.</td>
<td>Zamadar</td>
<td>Class - IV</td>
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<td>Peon</td>
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<td>3</td>
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<td>10.</td>
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<td>01</td>
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<td>11.</td>
<td>Class-IV</td>
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<td>13.</td>
<td>Dhobi</td>
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<td>Dresser</td>
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<td>Nil</td>
<td>01</td>
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<td>17.</td>
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<tr>
<td>18.</td>
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<td>TOTAL</td>
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<td>166</td>
<td>33</td>
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</tbody>
</table>

G.O. No.28097/H dt. 9.9.03
Peripheral Institutions

It is found that 18 peripheral institutions are functioning under the agencies of Capital Hospital. These institutions provide health care facilities with OPD, emergency and national programme facilities etc. They are listed below:

1) Unit – IV Hospital
2) N.P.F Hospital (Sishu Bhawan)
3) Unit III Dispensary
4) Unit VIII Dispensary
5) Unit-IX Dispensary
6) Unit-IX Flat Dispensary
7) Unit-XIII Dispensary
8) Satya Nagar Dispensary
9) I.R.C. Dispensary
10) Baramunda Dispensary
11) DumDuma Dispensary
12) Chandrasekharpur Dispensary
13) TBMAC (Jharpada) Dispensary
14) Secretariat Dispensary
15) OLA Dispensary
16) M.C.H. Centre Unit-III & PPC
17) Revamping

18) Saheed Nagar Dispensary

Bed Strength

This hospital is equipped with bed facilities in different departments keeping in view the patients condition. Only patients requiring admission are hospitalised. This is a factor contributes to as well as a measure of, the quality of care. The strength of bed in different departments is presented below:

1) O&G - 100
2) Paediatrics - 150
3) Male Medicine - 56
4) Female Medicine - 32
5) Male surgery - 42
6) Female surgery - 30
7) Cardiology - 14
8) Eye - 20
9) Orthopedic - 26
10) IDH - 21

11) Nursing Home / Special cabin – 27

12) New Special Cabin – 13

13) Observation – 11

14) Laproscopic Unit – 05

Total 547

Source: Capital Hospital Bhubaneswar

Service Rendered

The capital Hospital renders the following services:

a) Casualty (emergency) - 24 hours

b) Three tier specialty services

c) Ambulance service - 24 hours

d) Operation Theatre - 24 hours

e) X-ray (emergency) - 24 hours

f) CT scan -

g) Hospital Delivery - 24 hours

h) Laboratory service

i) Blood Bank Service - 24 hours

j) ECG

k) VVIP duty
l) VIP duty

m) Hospital waste management (by M/s Sani Clean)

**Super Specialist Service**

Once in a week the faculty from S.C.B. Medical College, Hospital visit this hospital to provide super specialist service in the following discipline:

a) Neurology

b) Endocrinology

c) Neurosurgery

d) Cardiology

e) Nephrology

f) Gasteroentrology

g) Urology

h) ENT

**Diagnostic Facilities**

Besides, this hospital provides a variety of diagnostic facilities. They are:

a) CT Scan

b) X-ray

c) Ultrasound
d) 2D Echo and Colour Doppler

e) Holter Monitoring

f) Well equipped lab in
   i) Pathology
   ii) Microbiology
   iii) Biochemistry

h) Dental RVG System

i) Endoscopy

j) Cystoscopy

Baby unit components are also been provided. They are Phototherapy, Baby warmer and Incubators.

Hospital Services

The Capital Hospital, Bhubaneswar performs a variety of services. Broadly, we can classify these services into three categories i.e. Line services, Staff services and Auxiliary services. These are explained with help of a flow Chart-VI given below. Let us discuss some of these services in order to understand the mechanics of capital hospital.
CHART - VI

Procedure in an Emergency Service

RECEPTION AND ENQUIRY

REGISTRATION

EXAMINATION

ADMISSION

KEEPING UNDER OBSERVATION

DRESSING

DISCHARGED
i.e RESTORED TO NORMAL HEALTH OR DEATH

Line Services
(a) Emergency Service (Casualty)

This hospital provides casualty service to the patients. This service is available round-the-clock for immediate diagnosis, treatment for illness of an urgent nature, and injuries from accidents. In this hospital, simple cases after administering preliminary treatment are discharged with instructions to attend OPD as a follow-up measure. Further, immediate medical care is provided to the cases of serious
nature after having admitted in the emergency wards. Such patients, usually, are either discharged within a period of 2-3 days or permanently transferred to the in-patient ward of this headquarter hospital.

(b) Out-patient service

The out-patient department of this hospital plays an anchor role in rendering health care facilities to the patients. It is seen that the patients suffering from diseases of minor, serious, acute and chronic nature are checked and examined in this department. The waiting space of this department is free from congestion. The patients of all ages and classes flowing for treatment enroll their names in the registration counter and consult the concerned doctor. The out-patient department provides diagnostic, curative, preventive and rehabilitative service. This is presented in the flow chart VII.
CHART – VII
Procedure of an OPD

REGISTRATION

WAITING AND EXAMINATION

Prescription of Medicines

Investigation

Dressing and Treatment

Admission to in-patient and Treatment

X-ray

Laboratory

Report of Tests

Discharged
(c) In-patient Services

The patients may be advised or referred for admission in the wards after having properly examined in the OPD or the emergency area. The wards are comprised of different types – open general wards (the beds arranged in rows in a big area), 4-5 bed units (small room), nursing home or special cabin. Each ward has generally doctor's duty room, dressing room, nursing staff room and other essential items room.

(d) Intensive Care Unit

This hospital provides Intensive Care Unit of patients. The patients admitted to this hospital require acute multidisciplinary and intensive observation and treatment, take the help of the Intensive Care Unit till restoration of normal health.

(e) Operation Theatres

The Operation Theatres of this hospital consist of pre-anesthesia room and sterilization room and a scrub room for nurses and the doctors. This means to provide simple laboratory facilities within the operating area to serve the purpose during the emergency.

Supportive Services

(a) Central Sterile Supply Service

This hospital has a central sterile supply department is supposed to store, sterilize, maintain and issue those instruments, materials and garments which are required to be sterile. This Central Sterile Department have direct linkage / communication with all wards, operation theatres, out-patient and casualty departments, X-ray and pathology departments.
(b) **Kitchen and Diet Management Service**

The catering department, which comprises the kitchen, bulk food stores, and dining rooms, supplies all meals throughout the hospital. This is being managed by one dietician, three cooks and four attendants. The wards have direct and easy access from main kitchen. This apart the kitchen of the hospital is equipped with a refrigerator, hot-case, cooking materials, facilities for hot water, crockery and cutlery items. This department provides; i) general diet, ii) special diet for patients suffering from certain diseases. The foods are transported in trolleys. The following diet are available.

a) Diabetic diet

b) Full diet

c) Mixed diet

d) Salt free diet

e) Milk diet

f) Milk, biscuit diet

The patients are offered food thrice in a day i.e. morning, lunch and dinner. The menu are shown in following Tables.
Table V.1
Morning Diet

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
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<tr>
<td>Egg</td>
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</tr>
<tr>
<td>Bread</td>
<td>One packet</td>
</tr>
<tr>
<td>Milk</td>
<td>500 ml</td>
</tr>
<tr>
<td>Biscuit</td>
<td>10 gm</td>
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</table>

Source: Capital Hospital, Bhubaneswar

Table V.2.
Lunch and Dinner

<table>
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<th>Item</th>
<th>Quantity</th>
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<tr>
<td>Rice</td>
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</tr>
<tr>
<td>Dal</td>
<td>60 gm</td>
</tr>
<tr>
<td>Vegetable</td>
<td>150 gm</td>
</tr>
<tr>
<td>Potato</td>
<td>150 gm</td>
</tr>
<tr>
<td>Egg</td>
<td>One</td>
</tr>
<tr>
<td>Fish</td>
<td>50 gm</td>
</tr>
</tbody>
</table>

Source: Capital Hospital, Bhubaneswar

The same kind of diet is served in both lunch and dinner as shown in Table V.2. The egg and fish are supplied alternatively. In a week egg and fish are served thrice and twice respectively.
(c) Pharmaceutical Service Management

This cell of the hospital represent the function of procurement and distribution of medicaments by medical store and compounding and dispensing of medicines on doctor's prescription by persons known as compounders under the control of medical officers. Keeping in view the supply and stock of the medicines drugs are distributed in OPD as well as in wards on the basis of prescription.

(d) Linen

The aim is to make available to the patients clean and disinfected linen. This section supplies mattress, bed sheet to the indoor patients.

(e) Laboratory and X-ray facilities

Laboratory and x-ray facilities are provided in this hospital. Laboratories for blood, urine, X-ray, microbiology, etc. are provided.

(f) Nursing Service

Nursing services managed by a matron who is assisted by a sister-in-charge of the wards and staff nurses. Practically the nursing sisters control and run the ward and arrange the leave day off of nurses. So these nurses are deployed on duty on rotation basis for a period of 8 hours in a day. The position of nurses and their strength in this hospital is presented below:

Auxiliary Services

(a) Registration and Indoor case records

Registration is done in this hospital with a view to enroll new patients with proper entry in OPD cards and keep track of the re-visits of the patients. The medical records help in regulating the admission of patients. It also provides statistics of stay of patients in the hospital that is admission, discharge, average stay, disease, etc. for future
planning and management. This concept of the hospital complements and confirms to the view given by Calender that the patient's first introduction to the hospital should be a pleasant one and patient is made to feel welcome and secure.²

(b) Storage Facility

This hospital provides storage facility. It is managed by a competent stores officer. The stores are of different type – general stores, drug stores and linen stores.

(c) Transport

The transport requirements for the carriage of supplies and patients are met in the following ways;

a) Trolleys
b) Stretchers
c) Wheel chairs.

(d) Mortuary

This hospital has a cold storage area or mortuary to keep the dead bodies before they are claimed by the relations. Sometimes post-mortems are needed to be done for medico-legal reasons. Unclaimed bodies are disposed off according to rules.

(e) Bathrooms, toilets and water supply

This hospital provides the basic amenities to life like bathrooms, toilets, water supply and wash basins. The patients visitors and relatives accompanying patients are benefited of these units. However, it is found the bathrooms and toilets are provided separately for the staff member of the hospitals.

(f) Hospital Waste Management

The Capital hospital, Bhubaneswar, since considered at par with District Headquarter Hospital provides quality health care by properly managing the hospital wastes. This hospital avoids the risk of improper disposal of hospital wastes by introducing privatization of clinic services. A private agency namely M/s Sani Clean has been assigned the cleaning services of this hospital.

Programmes

This hospital has taken up a number of National Programmes. They are Family Welfare Programme, Blindness Control Programme, Leprosy Control Programme, Filaria Control Programme, Pancha Byadhi Service, DOT, Immunisation, ARV, Tele Medicine, etc.

Conference Hall:

This hospital is well-equipped with a conference hall. The workshops, seminars, symposiums, training programmes and other medical related academic activities are conducted in this conference hall. The doctors and the staffs up-date their knowledge both on preventive and curative medical facilities by sharing with the resource persons. Besides the tele-medicine provides an opportunity to discuss and make an indepth analysis on a particular disease or a problem through the conference by directly interacting with the physicians in the other parts of the country.

Facilities available in the campus

Besides the aforesaid facilities, this hospital campus provides some other essential services to the visitors. They are 24 hours medicine shop inside the campus, pure and cool drinking water supply in different units, patient's attendant rest shed at nominal charges, ATM counter, PCO, STD and Telephone booth.