CHAPTER - VII

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Orissa is geographically vulnerable to natural disasters. Floods, cyclone, drought, earthquake are encountered frequently. This gives rise to communicable diseases. But it deserves a special mention that the principal diseases of the State are malaria, diarrhoea and other infective diseases. With the growth of population and advancement of medical science there is need of better health care management with a special attention to its health personnel and infrastructure. Age of privatization has ushered the ideology of self-financing health institutions.

The interior districts having inaccessible rural tribal areas, hilly and the forest areas, does not have dependable diagnostic medical centres. The young doctors posted fall sick due to inadequate and timely medical treatment. Thus special incentive and other packages needs to be provided to the doctors. In addition to this development of dependable medical facilities in all these areas are very much necessary. The health related problems of these areas need serious attention for solution.

The doctors are not interested to be posted in the deserted medical centres. Because the basic infrastructure like housing, communication, safe drinking water are not available in such areas. These areas also infested with law and order problems and organized violence. These problems can be addressed by having separate Health and Medical cadres exclusively for some selected rural tribal
and hilly areas by creating hospital building, staff quarters, provisions for vehicles and ambulance, supply of electricity and safe drinking water to medical colonies and the like.

Further, the District Collector and the Chief District Medical Officer (CDMO) needs to be empowered to take suitable measures to run hospitals in these areas with reasonable efficiency, for which they should have the sufficient power and funds to meet the situation.

The Missionaries have been able to solve the health care problem, of the nomadic tribes, the secluded dwindling and progressively vanishing tribes by locating their hospitals in the interiors, by living in their midst and by evolving satisfactory communication methods with these tribals. The "Mobile Health Units" which provide an occasional touch-and-go system is never really adequate. The dedicated medical NGOs will be a solution to the problem.

Since the real India live in the villages and most of the people are under the below poverty line, efforts required to open up subsidised fair price shops in government hospitals. In order to solve the accommodation problem the hospitals and medical centres in rural areas should have a separate but near enough place for the accompanying villagers to stay. It may be a waiting hall, or a rest house, or a hostel, or a sponsored hotel with availability of minimum short stay facilities at a affordable cost.

In order to absorb the mental patients, STD, HIV/AIDS patients in the mental hospitals and asylums, the bed strength needs
to be suitably increased. The said institution should be adequately equipped in modern lines to be able to effectively handle the cases.

On a close look, one would find a number of serious gaps and problem areas in the World Bank assisted project. The areas like human resource development, man power planning in the health care system need special attention. Another important aspect that needs special attention is the need to create awareness among the health administration, health care personnel, other stakeholders and the people at large regarding the relevance as well as use of information and communication technology in the health sector.

To upgrade the knowledge in the health sector, the key staff in the health centre should be trained from time to time about the latest techniques which they need to know about. For any system to be effective, one has to be aware of the progress, the constraints and way forward. This is possible only when there is clear system of monitoring and evaluation at all levels. For the convenience of the people, care should be taken to provide different components of the health package in an integrated manner.

The specialized health problems like heart, lungs and kidney disease and such other problems should be left to private sector in partnership with government.

There is another strategy to tackle the health problem in a large scale i.e. to encourage alternative medicines like homeopathy, ayurved, herbal medicines, etc. To improve our health scenario along with assistance from WHO, UNICEF and other world bodies, we need
more manpower, medicine, equipment, more attention, more
dedication and more responsive administration.

Realistic measures needs to be taken to fix the number of
attendants and visitors per patient to enforce it properly through a
visitors pass system in order to control crowd. Suitable waiting places,
waiting halls should be provided for the service-seeking patients and
public to use the same.

Similarly parking areas for parking the means of transport like
cars, scooters, cycles, etc should be suitably planned and operated.

Regularity and uninterrupted electricity supply to the hospitals
and dispensaries is very eventual when there are indoor patients and
operation theatres. Similarly regularity of safe water supply to the
medical institutions is very important. Sale of bottled mineral water for
potable purpose has become a good business in hospitals and health
centres. But even here, caution must be exercised, to check and
examine the water quality and see their ISI or other mark, in order to
ensure the quality and reliability of the bottled water.

Our study reveals that the patients between the age group of 30-
50 years, turn up to the hospitals for treatment in large numbers.

It is learnt, more number of male patients come to this hospital
to avail the facilities. The survey confirms sizable majority of patients
are married who visit for availing the medical facilities.
Centrally located hospital in the city of Bhubaneswar attracts the urban dwellers more in number. In addition being a government hospital the patients are assured of a noble standard of treatment.

Majority of the patients are literate having passed out matriculation, intermediate (+2), graduation and P.G. degree. A microscopic number of patients are post-graduate degree holders.

More than three-fourth patients have already availed the service of this hospital. They have been satisfied by the available service pattern. So they continue their flow of visit.

The findings of the study confirmed that a significant majority of the out-door patients preferred this hospital as because this is a government hospital. Being a government hospital, it is a dependable one and sincerely safeguards the interest of the patients. Moreover, the sense of responsibility of the staff members in this hospital is significantly high. However, more than three-fourth of the surveyed members selected this hospital in view of easy conveyance and nearer to their residence.

More than three-fourth of the studied out-patients are not impressed with the waiting space. Hence the waiting space should be free from congestion and be made environment friendly.

During our interview a little more than three-fourth of the patients complained that long time is taken for completion of the entire treatment process because the doctors are more interested in attending VIP patients and relatives of hospital staffs even if they are not in queue.
It is found that the hospital provided facilities like drinking water, fans, toilet, etc. appears to be insufficient. This requires early improvement.

This government hospital collects user's fee from the patients and more than three-fourth of the respondents stated, the price charged for different tests are costly. So the basic objective of the hospital is not pro-people and it has poor linkage with the community and the family, so far as collection of user's fee is concerned.

Studying the rating of the service in the hospital in the OPD it was found that less than three-fourth of the patients agreed the facilities in the registration counter and on the doctor's table is satisfactory. Similarly less than three-fifth of the outdoor patients are satisfied with the service provided in the laboratory. Besides, more than two-fourth of the patients were satisfied about the performance in the drug distribution centre. Significantly a very less percent of out-patient viewed the service offered by the hospital is either good or poor. The improvement of the hospital services is an area of high concern and needs to be addressed immediately.

The patients complained that some doctors even the nurses do private practice illegally. Also the doctors recommend to laboratory for tests either owned or shared by them. This needs to be discouraged by the government through legal means and awareness generating campaign.

Among the in-patients, more than three-fourth of the inside respondents viewed they purchased medicine from out-side, as the hospital does not have the required stock for the prescribed medicines.
Thus, it is needed that good quality medicines adequately to be supplied to the patients.

Further, more than three-fourth in-patients complained the condition of the toilets are dirty. A little less than half of the in-patients expressed their displeasure on linen facilities provided in the hospital and a little more than one-third complained for the un-clean condition of the wards.

A little more than three-fourth of the in-patient told doctors ratio is inadequate for the treatment of patients and thus more number of doctors suggested to be employed in the interest of the patients.

A little less than two-third of the in-patients were of the opinion that there is discriminating treatment of the patients in the hospital.

The study found more than one-third of the out-patients and less than one-third were positive enough to recommend their friends or relations for treatment in this hospital. Also a little more than three-fourth of the in-patients reacted not to recommend the patients to visit this hospital and it is suggested for the improvement in infrastructural facilities of the hospital.

Lastly it may be said that with the introduction of more curative measures for the patients greater emphasis should be given on treating seek patients. For this along with the liberal policies of the government the hospital administration, the social scientists, voluntary organizations and responsible citizens of the community should join hands so that we may hope for the better environment friendly social atmosphere with less diseases.