APPENDICES
APPENDIX – I

PROFILE OF THE SELECT HOSPITALS

1. GOVERNMENT GENERAL HOSPITAL

Government General Hospital (GGH) was established as a District Head quarters Hospital in 1848 in a rented tiled house over the Madras Trunk Road. It grew in stages, changed location and in 1954 was upgraded to a Teaching Hospital and named Government General Hospital, Guntur occupying an area of 10.85 acres. The bed strength was 12 in 1861 and over the years it has been increased to the present strength of 1177. On an average more than 1300 patients stay in the hospital as in patients including the floor patients, about 1-2 thousand people throng the O.P department daily for medical relief. It is said the clinical material that one gets here is of the highest order.

The college works in conjunction with Government General Hospital-Guntur - a round the clock tertiary hospital with 1200 beds. The Hospital caters to the health needs of the public of the entire coastal belt of Andhra Pradesh, INDIA.

The hospital though located in a busy center opposite Railway Station (300m), Railpet, Guntur City, Andhra Pradesh, provides a very calm environment inside. The numerous trees and gardens help achieve this serenity. The hospital has a wide popularity. Even people from far off districts visit it for treatment.

The hospital is adequately equipped with nine surgical theatres and delivery rooms. There are on the whole 24 functioning departments. Although the departments are adequately equipped, there remains much to be done to upgrade them to the changing trends in medical care.

A diet canteen has been functioning since 1987 for the benefit of patients and doctors. A generator to meet the frequent load shedding and an incinerator are available. The Central Sterilization Department is functioning to meet the demands of all departments. A blood bank
The historic, 162 years old Government General Hospital, is one institution in the entire Guntur District, of Andhra Pradesh which stand as premier medical centre rendering yeomen Medicare. This hospital has qualified staff with top medical attention not only to the entire population of Guntur but also to the suffering poor converging from various districts of Andhra Pradesh. It is to be noted here that there is no modern diagnostic centre in the Government Sector in the entire state which caters to the poor and needy in line with its commitment to social objectives. In pursuit of this, the hospital authorities have been striving to improve the diagnostic services by acquiring advanced medical equipment to serve the economically weaker and less privileged sections of the people. Fortunately, this centre is able to take the present shape with grants from Government of Andhra Pradesh and the old students of Government General Hospital / Government Medical College, Guntur.

To overcome these financial constraints, authorities have approached the Government of to secure ultra modern equipment for various departments such as Bio-chemistry, Pathology, Immunology and to all other super-specialties. Authorities have requested for important instruments such as whole body C.T. Scanner, M.R.I., Gamma Camera, Blood gas analyzer, Laser Litho-Tripter (stone crusher), electron microscope, digital substraction, angiography etc.

**Mission Statement of the Hospital:**

The hospital is started with the attainable mission of providing “better patient care to the needy and poor people at free cost.”
With the above said mission, the poor, sick and wounded persons of Guntur district and other neighboring districts will be very much benefited.

**Objectives of the Hospital:**

To reach the above mentioned mission the authorities framed the following objectives. It is proposed

1) To start super-specialty Departments those are not available now.
2) To extend the facilities those are not available now.
3) To achieve better patient care by optimizing the resources.
4) To help the medical students, to improve their experience.

**Vision of Philosophy:**

1. Government General Hospital philosophy is an attempt to conceive and present medical and surgical, special specific departments towards client extended services.
2. Inclusive and systematic view of the Universe and its main place in it. Eg: Clients admission to till discharge care.
3. A philosophy for Government General Hospital is department commitments or programmes which were rendered for individuals or particulars groups in the achievement of their purpose i.e. towards preventive, promotive, curative and rehabilitative.
4. Philosophy is science which is concerned with casualty i.e. cause care and effect i.e. scientifically diagnosed for treatment purpose.
5. By this institution we believe that client care is a close relation between order of plan and order of action.
6. We believe that through this institution health education to the clients, in service education to the medical, nursing paramedical staff.
7. Acquire and acceptable philosophy of both education and life and research activities for existing health problems.
8. Institution believes that every client has been satisfy by service provided regarding Bio-psychological and Spiritual needs.
9. Medical services for individuals who are in need, as the right to receive optimum are regardless of race, religion or social status.
10. We believe that administrative nursing, medical care are dynamic evolving from changing in health care and advice in medical science and technology.

Functions of Government General Hospital:

2. Diagnosis and treatment of the disease.
3. Elevation of communicable diseases by immunization schedule at OPD basis
4. Promotion of Health by conducting Health Education in different needed aspects at various dept eg: AIDS, TB, Medical & Surgical diseases.
5. Rehabilitative services.
6. Vocational Training for the following
   a) Medical Education
   b) Nursing Education
   c) Paramedical Training
7. Medical and Nursing Research.
8. All out patient departments services for various specialties.
9. Extended services for inpatient in various departments.
10. Provision of extended community programme Eg. Arogya Sri Serves to all categories of patients whoever comes to hospital.

Different Departments available at Government General Hospital

1. a. Casualty
   b. Medical Department : I - VI (6 units) Male & Female
2. Surgical Department : I - IV (6 units) Male & Female
3. Plastic Surgery Department
4. Cardiology Department
5. Orthopedic Department
6. Dermatology Department
7. Psychiatry Department
8. Ear Nose Throat (ENT) Department
9. Venereal Diseases (VD) Department
10. Radiology Department
11. Radiotherapy Department
12. Gynecology & Obstetrics Department
13. Neurology Department
14. Neuro Surgery Department
15. Cardio Thoracic Department
16. Intensive Care Unit (ICU)
17. Pediatric Department
   a. Neonatal Intensive Care Unit (NICU)
   b. Pediatric Intensive Care Unit (PICU)
   c. Pediatric Ward
   d. Pediatric Out Patient Department (OPD)
18. Central Sterilization Section Department (CSSD)
19. Family Planning Department
20. Urology Department
21. Pediatric Surgery Department
22. Dialysis Department
23. Gastroenterology Department

**BUDGET**

For the financial year 2010-2011 from April 1st to March 31.

Various schemes under this Budget

➢ Water and Electricity
➢ Other office expenses (OOE)
Hospital Development Society (HDS)

The collector of Guntur is the chair person of HDS. Hospital Superintendent and all the departmental Heads are the members of the society.

Source of Income for HDS

NRI Lab, Telephone Booths, Milk Booths, Cycle Stand & Scooter stand, Mineral Water Plant and Medical Stores. The money collected from all these sources is used for hospital development by HDS.

Staff Pattern of the G.G.H.:

Medical staff, Nursing Staff, Paramedical staff, Ministerial staff.

1. Medical Staff – Professor: There are six medical departments FM1 to FM6, MM1 to MM6 for each department one HOD four Asst. Professors. Total staff of the department is (6+24) 30.
2. Surgical Staff – Professor: The total staff of the department is 30.
3. Various Specialties: NST – 4 (3+1), ENT – 4 (3+1),
4. Dermatology and Venereal disease (VD) – 10 (5+5)
5. Psychiatry – 4
6. Ophthalmic – 6
7. Radiology – 4
8. Orthopedic – 10
9. Pediatric – 10
10. Plastic Surgery – 3
11. Family Planning & Gynecology – 8 (6+2)
12. Causality Medical Officers – 8
13. Superintendent - 1
14. RMOs – 4
15. House Surgeons – 115
16. Post Graduates – 34 (24+10), Specialties - 20

Nursing Staff: Total – 174, Nursing Superintendent -02, Grade II, Sr. Office - Sisters – 04, Head Nurses 52 and Staff Nurses – 53. To fill the vacancies 63 Staff Nurses need to be recruited.

Ministerial Staff: Additional Director of Administrator-1, Manager – 1, Senior Assistants – 10 and Junior Assistants – 30.

Class IV Employees: Total Female Nursing Orderly (FNO) – 37, Total Male Nursing Orderly (MNO) – 50, Total Female Sweepers – 15, Total Scavengers – 36, Table Women – 3, Water Women – 02, Sergeant – 01, Sanitary Inspector – 02,

Recruitment procedure

➢ For Doctors recruitment by Directorate of Medical Education (DME), Hyderabad.
➢ For Nurses Rural Development Office of Guntur zone.
➢ For Class IV employees from Employment scheme.
➢ Contract basic by Hospital Development Society (HDS)
➢ Arogya Sri by authoritative special department

Procedure: After the preparation of policies for admission is should be notified through local / national dailies

Sanctioned beds: Total 1177 beds, Medical - 230, Surgical - 230, OBG&FP-140 (100+40), Cardiology – 36, Neurology – 18, Paediatric – 90, Paediatric surgery – 18, Orthopedic &


The institution has grown to gigantic proposition with the sanctioned bed strength of 1,177 which include 160 belonging to superspecialities like Cardiology, Nephrology, Urology, Endocrinology, and Gastroenterology. 60 beds are solely allotted to acute emergency services and the rest are general beds. The out patient attendance, on an average, is more than 1500 per day.

The hospital has out patient services, emergency diagnostic services, in addition to emergency services of casualty, acute medical care, acute surgical care, surgical observation ward, medical observation ward, emergency operation theatre. Various measures have been initiated to bring in the much needed improvements in the delivery of Medicare though the hospital is under severe financial constraints. It is to be noted that the budgetary allocation was Rs.6000 per bed/year in 1995 and it is increased to Rs.10,500 per bed/year in 1998. Though it is increased considerably, it is absolutely insufficient to give satisfactory services to the suffering poor. The annual sanctioned budget is Rs.1.25 crores in 1992-93, it is Rs.1.50 crores and it was increased considerably in subsequent years. Accepted norms for superspeciality beds is Rs.60,000 per annum, for acute medical care beds is Rs.30,000 per annum and for general beds is Rs.15,000 per annum per bed. This amount is not sufficient to meet the expenditure.

Because of these severe budgetary constraints, the priorities were defined and instituted such as the priority has been given for the emergency services such as – casualty, Accute Medical Care, Accute Surgical Care, Surgical Observation Ward, Medical
Observation Ward, emergency operation theatres, where all the necessary drugs, disposables and other required items are supplied by the hospital during any part of the day or night. The remaining amount is spent in the remaining areas wherever elective services are rendered. As far as staff pattern is concerned there are more than 75 pay Officers, 250 Doctors come from outside they are called as NMCs. There are 60 Professors, 190 Civil Asst.Surgeons, with more than 530 nursing staff. There are 1377 non-gazette and class-IV employees and 300 house surgeons and 240 student nurses working in the hospital every year.

Necessary steps are being initiated to improve superspeciality departments by increasing diagnostic services through the purchase of equipment as mentioned below:

a) **Cardiology:** Echo Cardiogram, Treadmill, Holter Monitor have been procured to augment and improve diagnostic services.

b) **Neurology:** EEG and EMG Machines have been made available.

c) **Nephrology:** Ultra sound machine has been added.

An air conditioned auditorium with audio visual facility was made possible by the benevolent donation of Rs.7 lakhs by the old students of Medical College, Hyderabad. Outside blood purchased from various blood banks is stopped for fear of contamination of hepatitis and HIV disease. Steps are being initiated to hold blood donation camps at various places to encourage donors for blood donation. While involving in the developments and improvements in the hospital, authorities have taken care of our employees in every possible manner such as:

a) Hospital Development Committee was started in the year 1998 with an objective to develop hospital functioning. For this a 6 man committee was constituted.

b) Constitution of joint council of hospital staff advisory committee consisting of two representatives from each of the categories of Class-IV, Class-III, Ministerial Staff, Nurses, Junior Doctors, Civil Asst.Surgeons and Civil Surgeons. Periodical meetings are held in which various hospital problems arising out of their services are sorted out and solutions are agreed.
c) Government permitted the institute to utilize the receipts received by the hospital for development.

d) For purchase of medicines, one purchase commissionerate is constituted with one IAS Officer. It is now totally centralized.

Separate beds are allocated for the benefit of hospital employees and their families. Necessary medicines are provided to the employees and their dependent family members. A separate cell has been created under the charge of civil surgeon R.M.O. so that all necessary formalities are completed by the day the employee attains superannuation by initiating measures 6 months in advance. The delay of any sort at the hospital level is taken away. All class-IV employees have been provided with identification cards and pass books giving all the details of service particulars free of cost. Top priority is given for keeping the hospital premises clean. Chewing and spitting pan is banned. Now steps are being initiated to privatize the sanitation activity. To render proper care to the sick and maintain ideal hospital atmosphere, the entry of attendants has been strictly regulated by adhering to hospital visiting hours i.e. between 4:00 p.m and 6:00 p.m. and children below 12 years are not allowed at any time. This has been made possible by the introduction of hospital security system. 5 complaint boxes have been put at various points in the hospital. The complaints are collected every week and attended to immediately. Punitive measures have been taken against the erring employees of all categories whenever it was brought to their notice. Punctuality is insisted upon strictly and thereby instilling a sense of discipline.

2. NRI ACADEMY OF SCIENCES (NRI General Hospital)

The city of Vijayawada has a population of close to 1 million and a drawing area of close of 2 million people. N.R.I General hospital & Academy of Sciences is promoted by a small consortium of 32 N.R.I doctors from USA, Non-Resident Telugu physicians who were all born and brought up in Guntur and Krishna Districts that is from the coastal districts of Andhra Pradesh are acutely aware of the need to establish a modern specialty and general hospital in Vijayawada to serve the people of this region. The Government of Andhra
Pradesh has made a policy decision to give an Essentiality Certificate to establish at least one medical college in each district of Andhra Pradesh. By this impetus, a group of NRI Physicians purchased 50 acres (10,00,000 sq. ft) of land and established a NRI General Hospital and NRI Academy of Science Medical College in Chinna Kakani, between Guntur and Vijayawada in Andhra Pradesh, India. The campus consists of 8 buildings. The entire necessary infrastructure is composed of fully-equipped laboratories, air-conditioned lecture halls attached with a 750-bed Teaching hospital as per MCI norms. The teaching staff consists of many renowned professionals from all over India.

Several of the NRI promoters are very well known in USA for their professional commitment and community dedication activities. There are academicians, philanthropists and leaders both in Indian and mainstream American organizations like American Medical Association, State Medical Societies, Ethnic Medical Organization and several medical specialty societies. These physicians are the founding members, founding trustees and are mainly responsible for construction of temples in Chicago, Flint, Atlanta, Houston etc. All of them have in the past, invested into several start-up ventures in Andhra Pradesh to help the industrial growth. Some of these physicians are founding members and past presidents of Telugu Association of North America (TANA), American Association of Physicians of Indian Origin (AAP) and TANA Foundation, Telugu Development Fund, various Telugu Associations etc. These groups of physicians have collectively decided to establish the NRI Academy of Sciences with great enthusiasm, commitment and a determination to make this a premier institution.

Mission

- Educating the physician and medical scientist workforce
- Discovering new medical knowledge
- Developing innovative technologies for prevention, diagnosis and treatment of disease.
- Providing health care services in academic settings at an affordable cost.
Goals and Objectives

- To produce physicians who are prepared to serve the fundamental purpose of medicine.

- To this end, our graduates will possess the attitudes that are necessary to meet their individual and collective responsibilities to society.

Philosophy

Our repay developments in the fields of science and technology, liberalization of trade and economy and a vision to gift a peaceful and prosperous global village to our future generations has necessitated exchange of knowledge, infrastructure and culture across the world. To relish the above, several young and talented India’s have left to foreign lands leaving behind their Mother Land and the loved ones to excel in their professional career. Many of them are acclaimed globally for their expertise and achievements in different fields making their country proud. But their pursuit has never ended there. The enduring words of Swami Vivekananda in their mind and their soul in the Motherland always reminded them of their need to be partners in the progress of their nation. This zeal and commitment to do something for their fellow country men has motivated a group of NRI medical professionals to establish the NRI Academy of Sciences, with an objective –

- To provide affordable and the best Health Services to the ailing thousands
- To promote among the younger generations Medical and Para Medical Education
- To produce competent Medical Professional second to none to take up the worlds top ten best-paid job opportunities and self-employment
- To provide direct and indirect employment opportunities to the unemployed in the Medical College and Hospitals.
• To introduce new technologies and create research facilities in the field of medical science.

Departments

General services, General medicine, Ophthalmology, Diagnostic imaging, Psychiatry, TB and Chest, Dermatology, Gynaecology, General surgery Orthopaedics, Anaesthesia, E.N.T., Emergency, Paediatrics, Physiotherapy Transfusion medicine & immunohaematology, Dental Labs, M.B.A. Program in Hospital Administration, Medical camps and Contact us

Super Speciality Departments

Cardiology, Cardiothoracic Surgery, Neurology, Neurosurgery, astroenterology, Surgical Gastroenterology, Urology, Nephrology, Oncology, Endocrinology, Pediatric Surgery, ENT (Head & Neck), Rheumatology, Plastic Surgery and Joint Replacement.

M.B.A. Program in HOSPITAL ADMINISTRATION

(A Collaborative venture of Acharya Nagarjuna University and Dr. N.T.R. University of Health Sciences)

There has been a phenomenal growth in hospital services in India in terms of increase in the number of hospitals, doctors, nursing and paramedical staff. Recognizing the importance of hospital service, as an economic service, even the corporate sector is entering into this segment investing huge amount of money and in conformity with the mindset of the private enterprise. It has become vital to think of effective utilization of this resource, with a view to provide better service to the users and to make a reasonable rate of return on the investment for the investors.

The need for professionally trained hospital managers is being increasingly felt in Indians hospitals, whether private or public, new or old, large or small metropolitan or not. This is largely due to growing recognition that performance levels of hospitals in various
managerial and functional areas are falling short of standards that are known to be achievable.

Recognizing this need for excellence in hospital Administration, the Acharya Nagarjuna University in association with N.T.R. University of Health Sciences has developed a Post-graduate M.B.A. in Hospital Administration (MBA HA) to meet international standards of quality in health management education.