Appendix-VIII

QUESTIONNAIRE FOR IN-PATIENTS SURVEY

SHARE YOUR OPINIONS

You are requested to answer the following questions which will be important of the present study in assessing the patient's satisfaction in respect of services provided by the hospital during your stay as in-patient. The information you provide will be completely anonymous. Kindly spare a few minutes to complete this survey.

DEMOGRAPHIC DATA

1. Name of the Hospital : 
2. Name of the Patient : 
3. Gender : (a) Male ( ) (b) Female ( )
4. Age in years : (a) Below 30 Years ( ) (b) 31-60 years ( ) (c) 61 and above ( )
5. Area of Residence : (a) Urban ( ) (b) Rural ( )
6. Education : (a) No Formal Education ( ) (b) Below 12th class ( ) (c) Degree or above ( )
7. Yearly Income : (a) Below Rs. 50,000 (b) Rs.50,001-1,00,000 ( ) (c) Above Rs. 1,00,000 ( )
8. Marital Status : (a) Married ( ) (b) Unmarried ( )
### IN-PATIENT SATISFACTION SURVEY

#### a. ADMISSION PROCEDURE

<table>
<thead>
<tr>
<th>SL No</th>
<th>Particulars</th>
<th>Yes</th>
<th>Can't Say</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reception services are good</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Adequate information is available at reception counter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Counters provided at reception are enough</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Waiting time at registration counter is reasonable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Paper work and other formalities are completed in time during admission</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Do you find delay in admission</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Are you happy the way you are shifted to your room</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>On the whole registration procedure is good</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
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</tbody>
</table>

Do you propose any changes? Kindly give your valuable suggestions

<p>| |</p>
<table>
<thead>
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<th></th>
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<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>
### b. Discharge Services

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Particulars</th>
<th>Yes</th>
<th>Can't Say</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proper discharge instructions are given in time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>There is clarity and understandability of hospital payments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Staff in billing section are helpful</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>On the whole the billing process is easy and not much time consuming</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Good health counselling is provided on discharge</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:

________________________________________________________________________

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Do you propose any changes, kindly give your valuable suggestions

________________________________________________________________________

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### c. Diagnostic Services

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Particulars</th>
<th>Yes</th>
<th>Can't Say</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sophisticated equipment is used in diagnostic process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Adequate facilities are provided in Laboratory, Radiology and other investigating departments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Investigations are done in time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Test results are given in time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The attitude and general behaviour of the Paramedical and technical staff is impressive (or) courteous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The behaviour of the transport (escort) personnel Is satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:

___________________________________________________________

___________________________________________________________

___________________________________________________________

Do you propose any changes? Kindly give your valuable suggestions

___________________________________________________________

___________________________________________________________

___________________________________________________________
### d. PHYSICIAN SERVICES

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Particulars</th>
<th>Yes</th>
<th>Can’t Say</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Doctor gives enough time to narrate your illness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Doctor’s explanation about illness, tests conducted are satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Physician is responsive to the patient’s queries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Daily rounds by the doctor are satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The doctor has required skill and ability in diagnosing the ailment and treating the condition</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Are you happy with the courtesy and respect shown towards you</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>After care instructions are comfortable?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:

__________________________________________________________________________

__________________________________________________________________________

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Do you propose any changes, kindly give your valuable suggestions

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
### e. NURSING SERVICES

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Particulars</th>
<th>Yes</th>
<th>Can't Say</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Nursing staff is attentive and responsive to the needs of the patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Timely administration of medication is satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Are you satisfied with explanation of tests, procedures and treatment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Nursing staff impresses with information regarding daily progress</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The wait time on the call light for the nursing services is satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>The frequency with which the nurses checked on the patient is satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>The frequency with which the nurses checked on the patient is satisfactory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Nursing staff have made the hospital stay as pleasant and possible</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:

________________________________________________________________________

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________________________________________________________________________

Do you propose any changes, kindly give your valuable suggestions

________________________________________________________________________

________________________________________________________________________
### f. DIETARY SERVICES

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Particulars</th>
<th>Yes</th>
<th>Can't Say</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The diet served is of good quality</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The temperature of the food served is moderate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Diet served is palatable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Diet is supply is well timed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Adequate dietary counselling is provided</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Do you propose any changes? Kindly give your valuable suggestions

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
<table>
<thead>
<tr>
<th></th>
<th>ACCOMMODATION/ PHYSICAL FACILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Do you find the hospital attractive?</td>
</tr>
<tr>
<td>2.</td>
<td>Are you comfortable with the quietness of the hospital</td>
</tr>
<tr>
<td>3.</td>
<td>Are you satisfied with accommodation facilities provided</td>
</tr>
<tr>
<td>4.</td>
<td>Are you satisfied with hygiene and sanitation aspects of wards, corridors, stair ways and toilets etc</td>
</tr>
<tr>
<td>5.</td>
<td>There is sufficient supply of water and electricity</td>
</tr>
<tr>
<td>6.</td>
<td>Facilities are also available for attendants/visitors</td>
</tr>
<tr>
<td>7.</td>
<td>Hospital provides adequate facilities for parking</td>
</tr>
<tr>
<td>8.</td>
<td>Safety and security arrangements are satisfactory</td>
</tr>
<tr>
<td>9.</td>
<td>Pharmacy services are available round the clock</td>
</tr>
<tr>
<td>10.</td>
<td>Entertainment facilities provided are satisfactory</td>
</tr>
<tr>
<td>11.</td>
<td>Effective Communication facilities are existing in the hospital</td>
</tr>
<tr>
<td>12.</td>
<td>Hospital canteen provides hygienic food items at reasonable rates</td>
</tr>
<tr>
<td>13.</td>
<td>Are you impressed with the working of Class IV Employees</td>
</tr>
<tr>
<td>14.</td>
<td>Linen / laundry services are satisfactory</td>
</tr>
<tr>
<td>15.</td>
<td>Sound inter-departmental coordination exists in the hospital</td>
</tr>
</tbody>
</table>
16 Does the prayer room in the hospital help you to experience the peace of mind

If you were somewhat or completely dissatisfied with any of the above items, please tell us why:


Do you propose any changes? Kindly give your valuable suggestions


Thank you for your co-operation and assistance.
PROFILE OF THE SELECTED HOSPITALS

1. KING GEORGE HOSPITAL, VISAKHAPATNAM

King George Hospital (shortly KGH) is one of the oldest Government General Hospitals located in Visakhapatnam, Andhra Pradesh, India and proudly taken care of the health needs of North coastal Andhra adjacent Godavari Districts and the states of Orissa and Chhattisgarh for more than 150 years.

The existing King George Hospital had its origin in a Civil Hospital in Vizagapatnam in 1845 at the present Anatomy / Physiology block of Andhra Medical College. It was mainly supported by the Rajah of Vizainagaram and local Zamindars. In 1914 the Government selected a site on a hill nearly by one mile away, but the construction was delayed by the First World War, and could be completed only by 1923.

The new hospital with 192 beds was opened by the then Chief Minister of Madras state the Rajah of Panagal and christened as King George Hospital after the reigning King. By 1931-32 the King George Hospital had 270 beds in the Medicine, Surgery, Gynaecology, Ophthalmology, Maternity, Venerology and infectious diseases department. A new Gynaec and Children Block (1928) an Ophthalmic (ENT later) Block (1932), an Ebden OP block (1940) with an extension (1958) the Administrative Block, the twin Operation Theaters and Special Wards (1951) Medicine Wards (1949 & 1955) and Paediatric ward (1956) were added subsequently.

The need for expansion of the Hospital gave rise to construction of the Bhavanagar Ward which was later inaugurated by the then Governor of Madras state Shri.Krishna Kumar Sinhji of Bhavnagar on December 1949. The Rajendera Prasad Ward was inaugurated by Dr. Babu Rajendra Prasad the then President of India in Aug,1955 and the Amrit Kaur Paediatric Block was inaugurated by Rajakuri Amari Amrit Kaur the then Union Minister of Health in January, 1956.

(1987) STD OP Block (2000) are recent additions. The present bed strength is 1037 but often the occupancy is more than 100%.

Rapid advance in medicine and diversification of subject have paved the way for a separation of certain departments to other places - thus the Psychiatry, Chest diseases, Infectious diseases, Ophthalmology and ENT Department have moved to hospital outside the King George Hospital campus through they continue to run OP day in the King George Hospital, Visakhapatnam.

A blend of the past stone architecture with the modern concrete marvels, King George Hospital will soon have a new Superspeciality Block, a new 24 hour Clinical Lab and extension to the Medicine and Surgery Blocks. Attached to Andhra Medical College, King George Hospital provides round the Clock, quality Medicare to the needy people of this region of the country. It has state-of -art equipment like CT Scanner, Cath Lab and fully equipped Operation theaters, Intensive care units and 24 hours Clinical Lab. The Hospital is proud that all the Departments are manned by qualified faculty members and a strong rendering system, serving the sick with sincerity and commitment. Aware of the rich tradition that the hospital is steeped in King George Hospital and its staff looks forward to providing quality Health care with dedication and kindness.

**Different Departments Available at King George Hospital, Visakhapatnam**

1. Anesthesiology
2. Anatomy
3. Cardiology
4. Cardio Thoracic Department
5. Central Sterilization Section Department (CSSD)
6. Clinical Pharmacology
7. Chest Clinic
8. Dental
9. Dental Surgery
10. Dermatology
11. Dialysis
12. Endocrinology
13. Ear Nose Throat (ENT Department)
14. Forensic Medicine
15. Gastroenterology Department
16. General Medicine
17. General Surgery
18. Gynecology
19. Intensive Care Unit (ICU)
20. Medical Oncology
21. Nephrology
22. Neurology Department
23. Neuro Surgery Department
24. Trauma Care Centre
25. Ophthalmology
26. Orthopedic Department
27. Pediatric Surgery Department
28. Pediatric Department—Neonatal Intensive Care Unit (NICU); Pediatric Intensive Care Unit (PICU); Pediatric Ward; pediatric Out-Patient Department (OPD)
29. Pharmacology
30. Physiology
31. Physio Therapy
32. Plastic Surgery Department
33. Psychiatry Department
34. 539

**BED STRENGTH:**

The following is the beds distribution under different specialties.

<table>
<thead>
<tr>
<th>SL.NO.</th>
<th>SPECIALTY</th>
<th>NO.OF. BEDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General medicine</td>
<td>178</td>
</tr>
<tr>
<td>2</td>
<td>Nephrology</td>
<td>16</td>
</tr>
<tr>
<td>3</td>
<td>Neurology</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>Gastroenterology</td>
<td>16</td>
</tr>
<tr>
<td>5</td>
<td>Endocrinology</td>
<td>17</td>
</tr>
<tr>
<td>6</td>
<td>General Surgery</td>
<td>172</td>
</tr>
<tr>
<td>7</td>
<td>Plastic surgery</td>
<td>17</td>
</tr>
<tr>
<td>8</td>
<td>Obst. &amp; Gynaecology</td>
<td>140</td>
</tr>
<tr>
<td>9</td>
<td>Cardiology</td>
<td>30</td>
</tr>
<tr>
<td>10</td>
<td>Peadiatric Medical</td>
<td>60</td>
</tr>
<tr>
<td>11</td>
<td>Orthopeadics</td>
<td>60</td>
</tr>
<tr>
<td>12</td>
<td>Peadiatric Surgery</td>
<td>25</td>
</tr>
<tr>
<td>13</td>
<td>ENT Diseases</td>
<td>30</td>
</tr>
<tr>
<td>14</td>
<td>Skin</td>
<td>15</td>
</tr>
<tr>
<td>15</td>
<td>STD</td>
<td>15</td>
</tr>
<tr>
<td>16</td>
<td>Neuro Surgery</td>
<td>29</td>
</tr>
<tr>
<td>17</td>
<td>Dental Surgery</td>
<td>10</td>
</tr>
<tr>
<td>18</td>
<td>Genito Urinary surgery</td>
<td>28</td>
</tr>
<tr>
<td>19</td>
<td>Thoracic Surgery</td>
<td>28</td>
</tr>
<tr>
<td>20</td>
<td>Radiology</td>
<td>34</td>
</tr>
<tr>
<td>21</td>
<td>Family Welfare</td>
<td>32</td>
</tr>
<tr>
<td>22</td>
<td>Nurses sick room</td>
<td>8</td>
</tr>
<tr>
<td>23</td>
<td>Convicts sick room</td>
<td>3</td>
</tr>
<tr>
<td>24</td>
<td>B Class room special</td>
<td>28</td>
</tr>
<tr>
<td>25</td>
<td>A Class room special</td>
<td>1</td>
</tr>
<tr>
<td>26</td>
<td>C Class room special</td>
<td>23</td>
</tr>
<tr>
<td>27</td>
<td>Cardiology special</td>
<td>6</td>
</tr>
</tbody>
</table>

**FACILITIES AVAILABLE:**

a). **BLOOD BANKS AVAILABLE TRAINED PERSONNEL:**

Blood banks available : There is one Blood bank available in KGH

Trained Personnel : 1. Medical Officer ... 1
FUNCTIONING OF CASUALTY DEPARTMENT: The casualty department is providing 24 hours service by attending Medical and Surgical emergencies. There are 20 beds (10 beds for COT and 10 beds for Traumatology) to keep the patients on observation.

EMERGENCY DEPARTMENT (A.M.C. FACILITIES AND ICCU):

- AMC facilities 22 beds provided
- Emergencies are attended round the clock
- All emergency drugs are made available

ACCOMMODATION I.C.C.U: There are 10 beds in ICCU. It is one of the good units in this state with modern equipment. At the moment this facility caters to the population of Visakhapatnam, Vizianagaram and Srikakulam and part of Orissa.

DIET TO PATIENTS: The Government enhanced the diet for patients charges to Rs.20/- and as per the Government orders and menu prescribed for all teaching hospitals. This hospital is observing and supplying the diet as per the menu.

POWER SUPPLY POSITION: We are getting power from A.P.TRANSCO through 2 Nos. 250 KV Transformer 2 Nos. 100 KVA Transformer.

AVAILABILITY OF GENERATORS: We have two generators of 75 KVA capacities. These generators are providing power to the Casualty operation Theatres, Labour rooms etc., during the failure of regular power supply or power cut periods.

PAYING ROOMS: Availability of Special Rooms-A Type: 01; B type: 29; C type: 23 and Cardiology:06.

NUMBER OF OPERATION THEATRES AVAILABLE

11 (Eleven) (Including Emergency Theatre)
**J) SANITATION:** The Government issued instructions for privatization of sanitation and as per the Government instructions an sanitation work was entrusted to private agency from 1-11-2006 in four wards. Sanitation in other wards is by KGH employees.

Recurring Expenditure: Rs.1, 50,740-00 PM (Wages, consumables etc.) The recurring expenditure is met from the 020 wages released by the Director of Medical Education, Andhra Pradesh, Hyderabad.

**k) VEHICLES:**

<table>
<thead>
<tr>
<th>SANCTIONED</th>
<th>ROAD WORTHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance</td>
<td>4</td>
</tr>
<tr>
<td>Support Vehicle</td>
<td>1</td>
</tr>
</tbody>
</table>

**AMENITIES PROVIDED**

This Hospital is having the following facilities:

1. C.T.Scan Unit was established with the funds of Government of A.P. with a cost of Rs.2.77 crores and started functioning from 7.2.2002. So far 15,000 investigations were done.

2. Cobalt therapy was established with the funds of Government of India with a cost of Rs.2.00 crores and started functioning from 9.4.2002. So far 12,642/- patients were treated.

3. IRC Unit was started in the hospital with 4 beds with two ventilators. So far 124 cases were treated in this unit

4. 24 Hours Clinical Laboratory was started in this hospital for emergency as well as routine investigations without any delay for the investigations to the patients.

5. The equipment for the various departments received by this hospital worth of Rs.2.5 crores Under 11th Finance commission through the APHMHIDC, Hyderabad for the better patient Care.

6. The proposals have already been submitted to the Director of Medical Education, AP,
7. Hyderabad for the release of budget towards the annual maintenance contract for the hospital equipment worth of Rs.62,02,707

8. This hospital is running ARV clinic for the dog bite patients and the daily average attendance to ARV clinic is 100 at present we are administering ARV supplied by Pasteur Institute of India, Coonoor and they informed that they can supply up to 31.12.04 as per the guidelines of Government of India. After that we have to administer ABHAYARUB OR RABIPUR.

9. With the strenuous efforts of the Hon'ble Minister of Commercial Taxes and the Chairman, HDS and District Collector, Visakhapatnam a pilot project with an estimate cost of Rs.4,04,50,000/- towards renovation and Improvements to Maternity block, RP ward, Cardiology Ward, ground floor East wing of S1 and S4 wards, Orthopedic operation theatre, providing new electrical wiring and accessories in Administrative block, Mens Spl, CSSD, IRCU, Bhavanagar ward, Improvements to the S3 Surgical wards, family planning operation theatre, Artificial Limb Centre, S5 Ortho ward, OP Gynaec, Paediatric, ENT block, Dormetory, AOT, Urology, S2, Septic wards, Diet canteen, and Men's Special rooms over Administrative block.

2. PROFILE OF QUEEN'S NRI HOSPITAL

QUEEN'S NRI HOSPITAL has been build in the honour of Mrs. SITAMMA mother of the Chairman Dr.Ranga Rao Chalasani. This hospital was conceptualized by his wife Dr. (Mrs)Vojayalakshmi Chalasani and their two illustrious children, Dr. G.Hima Bindu and Dr.Sailesh Chalasani and son-in-law Dr.G.Kishore. This marks Queen's NRI group entry into health care. The foundation stone was laid down in 1994. Queen's NRI Hospital was commissioned on 18.02.1995. Queens NRI Hospital was started as 24 bed hospitals in the first phase in 1995 and in the second phase it was extended up to 110 bed multi-super specialty hospitals in 2007. Presently, the hospital has production capacity of 200 beds out of which only 150 beds are being installed and only 130 beds are actually utilized of which 22 beds were dedicated to critical care (ICU, ICCU & NICU) with front line life support system having 100% backup.
The rooms are spacious bright with natural daylight and an efficient ventilation system. The hospital has large Day Space on each floor that permits convalescing patients to sit and enjoy the city view. A large OPD area provides for fifteen consulting chambers. The hospital has 110 eminent doctors and 80 Nurses on board. The Nursing Staff Training included modules in empathy and leadership skills along with nursing care. Queen’s NRI Hospital recognized by Medical Council of India as Teaching and Clinical Training hospital for Manish College of Nursing and 660 Nursing students undergoing training in the hospital.

The major specialties include medicine, surgery, obstetrics and gynecology, pediatrics, dentistry, anesthesiology and complementary medicine. In each of the major specialties there are sub specialties—to illustrate the department of medicine supported by Medical Oncology, Non-invasive and Invasive, Cardiology, Endocrinology, Gastroenterology, Psychiatry, Dermatology, Pulmonology, Neurology, Nephrology, Rheumatology, Immunology and Gerontology. All the other major specialties are similarly supported by sub specialties.

The hospital has state-of-the-art facilities in different areas in surgeries like reconstructive surgery, Oncology, Orthopedics, Urology, Obstetrics, Pediatrics, Surgery, Gynecology, ENT, Ophthalmology and minimally invasive Endoscope surgery and Gastroenterology. Gynecology facilities include high risk pregnancy café, reproductive medicine, micro vascular surgery and gynec-oncology.

The Radiology & Imaging Sciences facility comprises of X-ray, Ultrasoundography, Color Dopper Study CT Scan, Advanced Clinical Laboratory, Cardiac diagnostics-2D-echo, Stress test, and pulmonary test.

A spacious centrally air conditioned Conference Hall which can accommodate large gathering is available for CME programmes & Teaching classes for affiliated nursing students. The conference hall equipped with Dias for lectures, online CCTV monitoring for surgeries conducted in Major Theatres, LCD projector for conducting demonstration/presentation of articles.

State-of-the-Art Diagnostic Equipment include

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• Blood Cell Counter.
• Biochemical Analyser.
• Blood Gas & Electrolytes Analyser.
• Hormonal essays.
• Diabetic profile study including Hb A1c.
• X-ray.
• Ultrasound.
• Spiral C.T Scan.
• Image Intensifier.
• Ultrasound with various kinds of probes.
• Sophisticated Microscopes.
• Electrolyte Analyser.
• Video Gastroduodenoscope.
• Colonoscope, sigmoidoscope.
• Laparoscope.
• Nasal Endoscope.
• Audiometry.
• Colour Doppler with all kinds of probes, Peripheral Vascular Study, Dynamic Stress Echo, Computerised Stress Test.
• E.C.G.
• E.E.G.
• Lung Function Study.
• Ophthalmological Equipment.

Hospital services include

• Internal medicine.
• General surgery
• Obstetrics/Gynaecology
• Neonatology
• Orthopaedics (all major orthopaedic procedures including joint replacements)
• ENT,
• Ophthalmology,
• Neurology, Neurosurgery
• Urology
• Nephrology, Renal Dialysis
• Laparoscopic Surgery
• Gastroenterology
• Facio maxillary surgery
• Emergency & Trauma care
• Intensive care
• Plastic surgery and Cosmetic Surgery
• Dermatology
• Dental
• Psychiatry
• Urology
• T.B and Chest Diseases etc.,

OUT-PATIENT SERVICES
• Queens NRI Hospital is committed to provide quality health care, ethical practice, international expertise, with competitive pricing.

• Full time morning and evening clinics in all disciplines of medicine and surgery.

• Caring patient relations executives on site to take care of the needs of the patients.

IN-PATIENT SERVICES
Single and Sharing rooms with facilities for one patient attendant

- **Non-Air conditioned rooms** - General wards: single and sharing rooms with facilities for one patient attendant.

- **Air conditioned rooms** - single and sharing rooms with facilities for one patient attendant.

- **Executive Rooms** - Air conditioned rooms with attendant cot, TV, and phone

- **Deluxe Rooms** - Spacious Air conditioned rooms with one attendant cot, sofa, TV and phone.

**EMERGENCY CARE SERVICES**

- Queens NRI Hospital has a 5 bedded emergency room equipped with monitors and life saving devices like defibrillator, oxygen, suction and facilities for intubation and resuscitation.

- Accidents, Trauma, any type of injury, heart attack, poisoning, stroke, fits, asthmatic attacks, any abdominal pain, Chest pain, fever, vomiting and diarrhea and any other emergencies are treated by qualified and well trained doctors.

- A fully equipped ambulance service and 24 hour medical shop facility are available.

**INTENSIVE CARE SERVICES:** The intensive care units at Queens NRI Hospital are operating 24hrs a day, 365 days of the year and designed to provide comprehensive skills, equipment, and facilities for specialized medical and nursing care for the critically ill patient. A multidisciplinary team approach is used in treating the patient.

**Queens NRI Hospital’s Clientage:** At present is running with 90% occupancy rate. With present scenario, the clientage includes most of the corporate sector and Government undertaking organizations. It is recognized as empanelled hospital for the health care of employees and their families of various organizations listed below.

- AP STATE GOVERNMENT organizations
Central government organizations like ONGC (oil & Natural Gas Commission)
NTPC, HAL (Hindustan Aeronautics Ltd.,)
State Government sponsored health program "Rajiv Aarogyasri Health Scheme"
DCI (Dredging Corporation of India)
HPCL (Hindustan Petroleum Corporation Ltd.)
MMTC (Metal & Mineral trading Corporation Ltd)
National Aluminium Company,
BSNL (Bharat Sanchar Nigam Ltd)
FSNL (Ferro Scrap Nigam Ltd)
NMDC (National Mineral Development Corporation)
SAIL (Steel Authority of India Ltd)
IT & BPO Organizations

Thus the hospital has clientele from all Insurance Companies directly or through Third Party Administrators like New India Assurance co ltd, Oriental Insurance co., United India Insurance co., National Insurance Co Ltd, ICICI Lombard, HDFC, Bajaj Alliance, Aviva Insurance, Royal Sundaram, Birla Sun Life, Family Health Plan Ltd., Paramount Healthcare Services, Med Asist, Medicare Ltd, Star health & Alliance Insurance co Ltd., TTK Health care ltd., etc.

FACILITIES AVAILABLE AT QUEEN'S NRI HOSPITAL

1. ACCOMMODATION: A/C Deluxe Non -A/C Single rooms for Higher income groups, Sharing Rooms, General wards with very reasonable tariff for economy group.

2. CASUALTY & TRAUMA SERVICES: Five bed Trauma & emergency centers is available 24 Hrs. Round the clock emergency service is available in casualty attended by efficient Medical Officers and Trained Nursing staff followed by Specialists and Super Specialist.
3. INTENSIVE CARE UNIT: Centralized Air Conditioned 12 bed ICU is equipped with cardiac monitors, Defibrillator, Ventilators to manage any kind of medical emergencies.

4. OPERATON THEATRE COMPLEX: Provided with SIX centralized A/C operation theaters equipped with modern surgical tables, ETO Sterilizers Modern Anesthesia machines, Surgical Microscopes for Neurology and Urology surgeries, Ophthalmology OT, C-arm image intensifier, Laparoscopy unit.

5. DIALYSIS UNIT: SIX Dialysis Machines monitored by trained technician.

6. SONOGRAFFHY: Color Doppler study, Ultra Sound Scan with multiple probes

7. RADIOLOGY: 300 mas X-ray Unit provides all types of Radiological investigations

8. LABORATORY SERVICES with all latest modern equipment

9. PHYSIOTHERAPY: equipped with Muscle stimulator, short wave diathermy Ultra Sound, Electrical Traction and is well manned with a physiotherapist having master's degree in the concerned subject.

10. SPECIAL CLINICS: for asthma, diabetes, hypertension and immunization.

Medical shop: 24 hours pharmacy facility is available in the hospital premise for the convenience of in-patient and outpatient.

11. COFFEE SHOP: Inpatient diet meals, refreshments for patients and attendants available.

12. RECREATION: Piped music, T.V. recreation material & green lawns to relax.

3. PROFILE OF KRISHI TRUST HOSPITAL

The Milk Producer's & Employees Educational, Health & Medical Welfare Trust; more often referred to as the M.P & E.E.H & M.W Trust. Known to many as the Visakha Dairy Trust, the silent revolution that is transforming the social and cultural landscape,
helping the lives of several villagers. The trust is driven by the dedicated workmanship of Mr. Adari Tulasi Rao and other trust members and volunteers.

Service is the very purpose of life; and not just something doing in spare time this remains as the core ideology and guides the trust in its activities as envisioned on foundation. The trust believes in the power of knowledge and community work at grassroots level to transform society and pave a path for development of rural India. The members who contribute five paise from the sale of every liter of milk to Visakha Dairy contribute the funds. This is a unique financial discipline unseen of at any other place across the country.

At present healthcare has become very expensive, is out of reach for the poor. The hard working farmers, laborers and milk man have to suffer a lot if they fall sick. Further the medical infrastructure is very meager in most rural areas. and the economic slump would affect a family when one of its members fall sick or have to stay away from work due to medical reasons. Not only is that, most critical diseases being detected at a very late stage due to lack of proper medical facilities. In order to overcome these troubles and provide quality health care to villager, Visakha Dairy Trust has opened Krishi Turst Hospital with 50 beds capacity on 18’September, 1998 with 4 Duty Doctors and 30 Paramedical Staff.

Lime line of the Hospital

1999 ------- ENT, Orthopedic, General Surgery, Pediatrics Departments with specialist doctor's Availability

2000 ------- Cardiology, Neurology and ICU Units opened

2002 ------- 100-bed extension

2003 ------- General Surgery, General Medicine, Gynecology, Orthopedic and ENT get full time specialist doctors Upto 2007-100 Cardio Surgeries, 50 Pediatric Hearth Surgeries done successfully
2008 --------- 150 bed extension of capacity and Government sponsored Arogya Sri Scheme is extended to patients through the hospital.

Thus the Trust provides medical and health care to the village people not only through its Multi Specialty Hospital but also organizes Medical Camps for Eye, Orthopedic, Cardiac, Dental ailments and or. quality health, hygiene & sanitation subjects in the surrounding villages of Visakhapatnam.

Services Offered: KTH being the Super Specialty Hospital offers specialist services in Gynecology, Pediatrics, Dermatology, Ophthalmology, General Surgery Dental, Urology, Neurology, Surgery, Endoscope, UT Scan, Orthopedics, ENT and Cardiology as well as Ayurveda. The other Services provided are Ambulance, Housekeeping, Arogyasree, Stores & Purchases, Dialysis, Pharmacy, etc.

Staff Pattern of the KTH

1. Chief Executive 01
2. Departmental Heads 24
3. Doctors 52
4. Nursing Staff 85
5. Paramedical Staff 30
6. Class IV Employees 80
7. Ministerial/Adm. staff 14
8. Security Personnel 30
9. No. of Operation Theatres 05
10. No.of Beds 200
11. Out-patients treated per day (app) 400-500
12. Bed occupancy Rate 95%

Beds

The Number of Beds in KTH are 200, which is proposed to increase to 500 very soon. Its proposal is to make the hospital a competitive with corporate hospitals. The service provided with the hospital is to serve the 1 lakh milk producers and their family members with very nominal rates in addition to yearly insurance scheme. It also serves dairy employees and their families. It also serves the outsiders.

The following amenities available and every department has all the state-of-the-art-equipment required
1. An *air-conditioned operation theater* complex comprising of 5 theatres. There are two big theaters one of which is primarily used for orthopedic surgeries and hence has a C-ARM which is a very special equipment for doing closed orthopedic surgery and urosurgery under vision. Both theaters have the latest Boyle's anesthesia machine, cardiac monitors and pulse oximeters. The three smaller theaters are for ENT, Ophthalmology and septic surgeries. There is also an air-conditioned dress changing room for the surgeons.

2. A fully equipped *modern ICU* with two ventilators, one of which is the latest Puritan Bennett variety. It has multiple monitors and infusion pumps. There is a defibrillator and a multi-parameter monitor along with other necessary equipment. There is an in-house anesthetist.

3. A fully equipped modern level II *NICU* with 5 warmers, pulse-oximeters, infusion pumps. It is run continuously by available pediatricians and with trained nurses.

4. A *haemodialysis unit* with two latest machines, which are managed by an expert technician. A visiting nephrologists guides the unit.

5. A *labour room* with all the latest equipment like an ultra modern delivery table and foetal monitor. We have a resident gynecologist to attend to emergency cases.

6. A *fully equipped endoscopy unit* with a noted gastroenterologist coming to do the endoscopies on three days a week is also available. Colonoscopy is also available.

7. The *scan department* consists of the latest scan machine on which an echocardiogram and color Doppler can also be done. In addition to this, there is a bedside scanner for patients who can both move. A sinologist comes to do scan thrice a week. We also have a tie up with Dolphin medical centre and Vijay scans to do MRI and CT scans at a concessional rate.

8. The radiology department has a 300 MA X-RAY machine, for beside X-Rays. Technicians are available round the clock.

9. The laboratory wing has two departments-clinical pathology and biochemistry. The laboratory has fully automated equipment with expert technicians to handle it.

10. The casualty works 24 hours to attend on all serious patients and has well equipped infrastructure to handle such situations.
11. There is dental wing, which is open on all days except Sundays. The wing has the whole spectrum of equipment which is efficiently handled by a fully competent dentist.

12. The hospital has an ophthalmology wing run by eminent doctors who come conduct refractory tests and the necessary surgeries. It also has an operative microscope for the eye wing.

13. The general OP runs 24 hours and has a chief medical officer who is a general physician at the helms of affairs. The specialist OP runs from 2pm to 5pm on weekdays.

14. A physiotherapy unit houses the whole range of physiotherapy gadgets that is required for rehabilitation of paralytic and orthopedic patients. A physiotherapist comes every day to attend on them.

15. There is a medical shop within the hospital premises for the convenience of the patients.

The hospital has a working arrangement with A.S. Raja Voluntary blood bank and rotary blood bank for the requirement of blood for the patient in emergency. The hospital has conducted many blood donation camps and stored the donor card for emergencies.

Other services

Hygiene: A lot of effort has been made to maintain absolute hygiene since it is mandatory to proper recovery of the patient. The hospital has an automatic scrubber and wipe out to clean the floor regularly. The theater is maintained by a huge auto-clave fumigators and ultra violet lamps. Even the general wards are also fumigated once in 15 days. Water supply to the patient is filtered through Acqua-guard.

Food: The hospital is catering simple and nutritious food to patients at very reasonable prices.

Transport: There is 24 hours availability of ambulance services for the patients.

Communication: There is S.T.D booth open for 24 hours for communication.
Various social welfare activities have also been taken up by the Trust Board of the hospital. It provides drinking water to rural poor by digging bore wells in villages and arranges water channels for farmers by constructing reservoirs and also builds bridges on rivers, where crossing rivers becomes impossible for rural people in rainy seasons.

The major task of the trust is identifying, training, providing employment to weaker sections who are not having any support from the Government of society. Hither, the Trust has provided employment directly or indirectly to 300 people. Providing employment to physically challenged persons and also to women who are physically abused is also one of the important social service activities of the Trust. It also provides hearing aids to the deserving people after thorough check-up by the concerned physician. The Trust also provides wheel chairs to physically handicapped persons. Thus, the Krishi Trust Hospital has been rendering yeomen service in the healthcare and upliftment of the rural poor in Visakhapatnam region.