



## A COMPARATIVE STUDY ON PUBLIC AND PRIVATE HOSPITALS IN CUDDALORE DISTRICT

Dr. R. SANKARAKUMAR<sup>1</sup> & Dr. R. LATHA<sup>2</sup>,

<sup>1</sup>Assistant Professor, Economics Wing, Directorate of Distance Education, Annamalai University, Chidambaram, Tamilnadu.

<sup>2</sup>Assistant Professor, Economics Wing, Directorate of Distance Education, Annamalai University, Chidambaram, Tamilnadu.

### Abstract

*This study is based on following objectives: (a) To find out the reasons behind responders are receiving treatment from these hospitals. (b) To suggest suitable to measure to improve these hospitals. This research is supported by primary and secondary data. Primary data is contains 150 samples. This sample includes 72 samples from those who are avail treatment from public hospitals and remaining respondents from those who receives treatment from private hospitals. This data obtained directly from respondents (in and out patients) and this activity was done by researcher. This information is collected on the basis of simple random sample. It is collected from Cuddalore district and it is analysed by percentile analysis. The secondary data are collected from the publication, documents, reports, journals, magazines and books.*

**Keywords:** Health Care Institutions, Hospital-acquired infections (HAIs), Treatments.

### INTRODUCTION

Each and every health care institution or hospital is providing treatment to patient (Goel, 1980). Most important duty of government has to ensure and provide the medical facilities to all citizens and it is one of the basic duties of every government. It should provide on balanced or equal treatment for people or the rich and poor must be the same when they comes to medical treatment (Chaudhary, S. 2013).

A hospital is an institution for health care providing patient treatment by specialised staff and equipment, and often but not always providing for longer-term patient stays (Kumar Goel, 2007). A hospital today is a centre for professional health care provided by physicians and nurses. During the Middle Ages it could serve other functions, such as almshouse for the poor, or hostel for pilgrims. The name comes from Latin hospes (host), which is also the root for the words hotel and hospitality. Hospital-acquired infections (HAIs), also known as health-care-associated infections, encompass almost all clinically evident infections that do not originate from a patient's original admitting diagnosis.

### OBJECTIVE OF THE STUDY

Main Objective of this study is

- (a) To find out the reasons behind responders are receiving treatment from these hospitals.
- (b) To suggest suitable to measure to improve these hospitals.

### METHODOLOGY

This research is based by primary and secondary data. For the Primary data, totally 150 samples are collected. This sample includes 72 samples from those who are avail treatment from public hospitals and remaining respondents from those who receives treatment from private hospitals. This data obtained directly from respondents (in and out patients) and this activity was done by researcher. This information is collected on the basis of simple random sample. It is collected from Cuddalore district and it is analysed by percentile analysis. The secondary data are collected from the publication, documents, reports, journals, magazines and books.

### REASON TO GET TREATMENT FROM THIS CENTRE

Public wants to go for hospitals some of inevitable reasons like health related issues. Mostly, they wants to go for avoid physical harm and to maintain their body conditions for long life. In this reason, they are expecting some of adequate and necessary facilities in hospitals. In this section, various reasons are told by respondents and it is analysed by percentile analysis. It helps to compare the advantages and disadvantages of these hospitals in this study area. This study is classified into three categories (a) Hospital Working style and Environmental (b) Hospital Treatment and finally (c) Other Reasons. These three categories are discussing about the following matters.

**TABLE 1**  
**REASON TO CHOICE HOSPITALS**

SL. No.	Reason		Health Care Centre				
			Public		Private		
			Yes	No	Yes	No	
4.1.	Hospital Working Style & Environment	4.1.1. Good Appointment System	Freq.	4	68	72	6
			%	5.6	94.4	96.2	3.8
		4.1.2. Easy Admission Procedure	Freq.	2	70	78	0
			%	2.8	97.2	100.0	0.0
		4.1.3. Good Infrastructure	Freq.	69	3	75	3
			%	95.8	4.2	96.2	3.8
		4.1.4. Maintenance of Medical Records	Freq.	12	60	23	55
			%	16.7	83.3	29.5	70.5
4.2.	Treatment	4.2.1. Special Caring	Freq.	5	67	53	25
			%	6.9	93.1	67.9	32.1
		4.2.2. Low Cost of Treatment or Free of Cost	Freq.	72	0	8	70
			%	100.0	0.0	10.3	89.7
		4.2.3. Medical Equipment and diagnosis facilities	Freq.	70	2	26	52
			%	97.2	2.8	33.3	66.7
		4.2.4. Behaviour of Doctors and Hospital Personnel	Freq.	5	67	74	4
			%	6.9	93.1	94.9	5.1
		4.2.5. Options to Select Doctors and Hospital Personnel and timings	Freq.	0	72	52	26
			%	0.0	100.0	66.7	33.3
4.3.	Others	4.3.1. Easy to Avail Government Welfare Schemes	Freq.	50	22	22	56
			%	69.4	30.6	28.2	71.2

Source: Primary Data

#### HOSPITAL WORKING STYLE AND ENVIRONMENTAL

According to Respondents opinion on **Good Appointment Systems in Hospitals for Patients:** More than 90 per cent of respondents those who are availing treatment from public sector hospitals (94.4 per cent) felt that there is no proper appointment system maintaining in public health centres and these respondents are low income groups. This problem is based on lack or scarcity of doctors, nursing and medical assistance and hospital personnel. In this reason, always heavy crowds are available in this hospital. They cannot maintain proper appointment system.

But this system is just opposite in private health centres. If respondents want to seek treatment at a government hospital, they should go directly there and sit in line. But if respondents plan to go to private hospital for treatment, they can choose the appropriate treatment time, either by phone or by electronic communications.

**Easy Admission Procedure for Patients:** Respondents are felt that hard or lengthy modus operandi is followed by public sector hospitals (in case of emergency or accident cases). But in private hospitals' procedures are mainly based on payments or advance payments.

**Good Infrastructural Facilities:** According to respondents view on Government Hospital, it has large size and quantity of rooms with good ventilation. In Tamilnadu, government hospital is generally called as

'Periya Aaspaththiri' and it means that big hospital in their places. But, it has poor maintenance and cleanliness and most of this place is occupied by debris. Because of there is no systematic waste management process and no proper places for dumping debris and wastages. It creates stink in this place. It is also one of the main causes for spreading and emerging new diseases.

About 96 per cent of respondents are accepted that Private Hospitals are providing better qualitative and quantitative rooms and it is providing proper room maintenance and services for their patients.

**Maintenance of Medical Records:** More than 70 - 80 per cent of the respondents said that those who are availing treatment from private hospital and public hospital respectively and they are accepted that there is no proper medical records maintenance in both health centres. Keeping on patients' medical records is most important for hospitals. Because, this record helps mostly on doctors for know about patients' history of health related issues. From the point of view of those who availing treatment from government hospitals, this record are not properly maintaining. Most of the patients have their personal note book and it contains personal medical records. It includes wide variety of information about the nature of the disease, which doctor gave treatment to patients? What types of drugs are consumed by patients? What types of anatomical testing are being done and it results. Multispecialty private hospitals (Corporate Model Hospitals) have separate department to

maintain the patients' medical records. This type of records is not properly preserve in private nursing home (Small Sized Private Hospitals).

### TREATMENT

**Special Caring and Treatment:** According to view on 93 per cent of respondents who receiving treatment at the government hospitals felt that there is no special care from here and all patients are not equally caring and treated by doctors, nurses and administrative personals. Some doctors at government hospitals recommend treating patients in private hospitals or for their own hospital to receive because, to collect payment from patients. Less than 10 per cent (6.9 per cent) of this respondent said just opposite to above statements. Out of 78 respondents are availing treatments from private hospitals, 53 respondents reported that special caring and treatment is avail in this hospitals.

**Low Cost of Treatment or Free of Cost:** All the respondents who availing treatment from government hospitals is accepted that this hospital did not charging higher cost. It is providing almost all types of treatments, drugs and medicines on the basis of 100 per cent of free of cost or charging lowest cost for all patients. About 90 per cent of samples those who taking treatment from private hospitals are agreed that this type of hospitals are charging higher cost to compare with public sector hospitals and remaining respondents said that treatment cost are low. Because of these respondents are availing treatments from charitable hospitals like Arvind Eye Hospitals.

All the respondents (both hospitals) acknowledged that treatment from private sector may be varying on basis of money. But there is no difference in public sector hospitals. For example, most of the hospitals are doing whole body checkups for patients, government hospitals are charging ₹ 250 to ₹ 500 per patients. But in another sector hospitals are charging minimum ₹ 2500 per patients. Charging for medical health checkups are based on packages. This package is called different names and they are follows: Whole Body Check-up, Executive Master Health Care, Comprehensive Diabetic and Heart Check up, Senior Citizen Health Check up and etc. These packages are varied on the basis of medical and haematology testing, Magnetic Resonance Imaging (MRI), Computerised Tomography (CT), Computerises Axial Tomography (CAT), radiological diagnosis and number of medical consulting departments and specialisation doctors.

Hence, respondents are felt that monetary is a main factor determines to avail the qualitative treatment from hospitals.

**Medical Equipment and diagnosis Facilities:** About 97 per cent of government hospital treatment receivers are felt that almost type of medical tools and diagnosis services are available in government hospitals. These hospice centres are charging fees at minimal rate or free of cost and it here, most of these facilities do not maintain properly or not functioning. Because, lack of

skilled personnel to handle this type of equipments. In this reason, most of doctors are suggested that private hospitals or diagnosis centres. Some of the government hospital doctors are recommended to get health related medical remedy from their own hospitals.

About one-third of private hospital care beneficiaries are said that complete life saves and emergency aiding equipments and facilities like Intensive Care Units (ICU), breathing apparatus and Oxygen equipments exist in corporate model private hospitals or multispecialty private hospitals. Remaining samples are accepted that most of private hospitals or small dispensaries or nursing homes recommend availing above mentioned facilities from multispecialty hospitals.

**Behaviour of Doctors and Hospital Personnel:** Doctors and hospital personnel's well behaviours like meek talk and gentleness of is most important psychological factors to recover from health problems About 93 per cent of respondents are viewed that above mentioned good manners are not possible expect from public health centres and additionally, they said that above mentioned personnel's method of speech and activities are very harsh. Biggest problems in public health centre are inadequate of doctors and hospital personnel and it creates excessive workload. In this reason, they cannot able to maintain good relationship and cannot provide balanced, good and proper treatment for their patients. Almost 95 per cent of respondents from private hospitals are happy about medical practitioner and infirmary staffs.

**Options to Select Doctors and Hospital Personnel and timings:** According to respondents who are benefited through public hospitals and they acknowledged the following points: (a) they have no right to choose doctors and hospital personnel like nursing assistant and treatment timings. (b) Respondents are agreed that they can use only hospital personnel who work at that time when they are receiving treatment in this hospital. (c) If they want to get treatment from some specified or specialised doctors and they must wait for particular days and timing.

About 95 per cent of respondents those who are receiving treatment from private hospitals said that this hospital have offered many facilities for their patients and these facilities are following: (a) Patient's desiring time and hospital location, physician appointments, scanning, diagnostic and medical tests and other facilities can be determined by hospital's phone, email address and web sites.

### OTHER REASONS

**Easy to Avail Government Welfare Schemes (Insurance & Maternity):** Nearly 70 per cent of the respondents who are availed treatment from public health centres has been obtained insurance and welfare scheme benefits from central and state governments. Less than 30 percent of private hospital patients has benefited from the government's welfare program.

## **FINDING AND CONCLUSIONS**

Generally, respondents those who are receiving treatment from private hospitals are felt that they must take treatment from this hospital only; because of they want to show their richness and prosperity in front of their friends and relatives. These respondents are accepted that in these hospitals are charging higher fees. In government hospitals, doctors and it personnel wants to give proper and qualitative treatment to their patients. But, they are facing variety of problems in their working environment. The following factors are main reason to spoil this hospital's reputation from public. (a) Almost all patients who come to this hospital are undergoing emergency treatment and all types of treatment. They are very poor in income and education level and they cannot understand the practical problems like scarcity of physicians and staff in this hospital. (b) Government provided lot of funds to this hospitals and it was not reached gross-root level. Most of the government did not allocate adequate fund or it is not utilised properly (c) Some doctors from this sector hospital are recommended

to get treatment from private hospitals or his/her own hospitals. (d) Life saving important machines, equipments and drugs is not available. And these tools are not functioning properly. Both respondents are acknowledged that private hospital keeps cleanliness and way of employees' behaviour is good.

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