

Problems faced by Patients in Private Hospitals with special reference to Hospitals in Tirunelveli City

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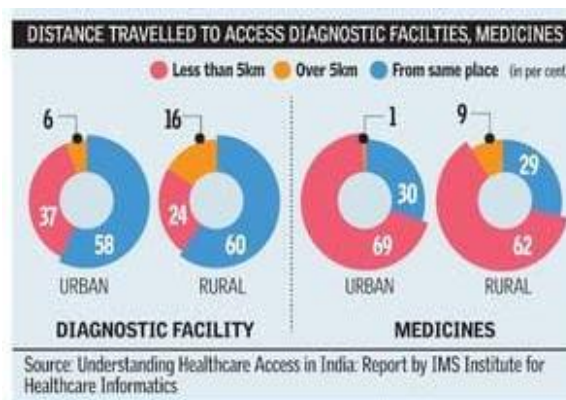
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ABSTRACT

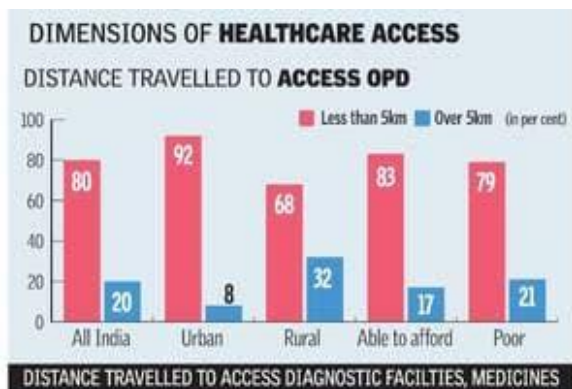
This research study investigates various problems that are faced by patients in Private Hospitals, Tirunelveli city. The study aims to identify the lack of facilities in private hospitals that adversely affect a patient's physical and mental health. A comprehensive survey was made in the hospitals situated at the research area through structured interview schedule in order to record the problems faced by the patients regarding private healthcare hospitals. The sample respondents of 75 patients were randomly selected from four Private hospitals situated in Tirunelveli City. The study has been found that the problem faced by the patients in private hospitals on the basis of facilities and treatment provided by the health sector. This study suggests that the proper attention of provision on sound infrastructure, usage of medical equipment and cost consumed by the private hospitals.

1. Introduction

Hospital is an integral part of a social and medical organization. The function of a hospital is to provide complete healthcare, both curative and preventive. The healthcare industry in India is becoming increasingly more competitive. There are different types of hospitals like the government hospital, private hospital, and single and multi-specialty hospital, trust hospital which provide different kinds of facilities to the patients. This has necessitated each hospital to identify the functions or services which could provide a competitive edge. The products or the services in one hospital differ from another hospital [1]. Due to an increasing proportion of people are using private health care facilities, rather than public, though the costs in the latter are much more affordable [2]. The patients preferred to go to private hospitals because there more number of private health care centers near to their home. The distance travelled by the patients to access healthcare service in India. The statistics information on understanding the healthcare access in India is given below:



The usage of private healthcare facilities over the last 25 years for both Out Patient and In Patient services, across rural and urban areas are increasing tremendously. In 1986 – 1987, the choice for patients in both rural and urban centres was tilted in favour of public hospitals over private hospitals (60 to 40). In 2012, 61 per cent in urban areas had chosen the private sector over the public, and in rural areas, nearly 69 per cent had put their faith in the private sector [3]. Even though patients preferred to access private hospitals they are facing problems while availing health care services. This paper evaluates the problems faced by the patients availing healthcare services from private hospitals.



2. Objectives of the study

The main objective of the study is to identify the problems faced by patients while availing services from private hospitals in healthcare sector.

3. Methodology

A quantitative survey design was employed, with a self-administered questionnaire being the data collection technique

using descriptive and inferential analysis. Data were analysed using percentage analysis and Weighted Average Score. The patients were selected as sample respondents from four hospitals located in Palayamkottai of Tirunelveli City. Twenty patients were selected from four hospitals for the study. 75 patients were selected as sample respondents. Five samples were rejected due to incomplete data.

4. Analysis and interpretation

From the study, the major findings of descriptive analysis are described below.

- Majority of 39.17 per cent of the respondents are in the age group between 31-40 years.
- 82.50 per cent of the respondents are married.
- Majority of 49.50 per cent of the respondents are graduates.
- 43 per cent of the respondents are earning Rs. 10001-15000

- Majority of 43 per cent of the respondents are having 2-3 children.
- 88 per cent of the respondents are living near /little far away from the hospital.
- 61.67 per cent of the respondents are in patients staying in hospital for treatment.
- Majority of 53.33 per cent of the respondents are visiting the same hospital for treatment for more than 10 times.
- 60.83 per cent of the respondents are visiting the hospital frequently.
- 58.90 per cent of the respondents are feeling that the fees for in patients are too costly.
- 71 per cent of the respondents opined that healthcare sector become a profit making organization.
- 66 per cent of the respondents opined that private healthcare sector is not service oriented.

Table No. 1
PROBLEMS FACED BY PATIENTS AVAILING HEALTHCARE

Factors	SA	A	N	DA	SDA	TOTAL	WAS	Rank
High Fees	17 (85)	53 (212)	3 (9)	2 (4)	0 (0)	310	4.13	I
Lack of New technology and equipment	6 (30)	23 (92)	31 (93)	7 (14)	8 (8)	237	3.16	XV
Absence of lab facilities	14 (70)	27 (108)	19 (57)	15 (30)	0 (0)	265	3.53	X
No operation theatre	9 (45)	11 (44)	29 (87)	15 (30)	11 (11)	217	2.89	XVII
Unhygienic Environment	7 (35)	15 (60)	31 (93)	15 (30)	7 (7)	225	3.0	XVI
Poor relationship with patient	24 (120)	22 (88)	15 (45)	10 (20)	4 (4)	277	3.69	VII
No proper consulting time	5 (25)	48 (192)	22 (66)	0 (0)	0 (0)	283	3.77	IV
Poor Diagnosis	14 (70)	39 (156)	16 (48)	6 (12)	0 (0)	286	3.81	III
Lack of canteen Facilities	5 (25)	19 (76)	17 (51)	24 (48)	10 (10)	210	2.8	
No proper token system	26 (130)	34 (136)	8 (24)	2 (4)	5 (5)	299	3.98	II
No quick process in paying bill	20 (100)	26 (104)	19 (57)	3 (6)	7 (7)	274	3.65	IX
More waiting time	30 (150)	12 (48)	15 (45)	9 (18)	9 (18)	279	3.72	V
Duty Doctors are available but not experience and expertise	11 (55)	37 (148)	6 (18)	21 (42)	0 (0)	263	3.50	XI
More diagnosis process i.e tests and scan	7 (35)	34 (136)	16 (48)	16 (32)	2 (2)	253	3.37	XIII
Referral Scan Centers and Doctors is also kind of business	18 (90)	21 (84)	30 (90)	6 (12)	0 (0)	276	3.68	VIII
Late admission of patients in a ward.	18 (90)	19 (76)	23 (69)	8 (16)	7 (7)	258	3.44	XII
limited number of beds	17 (85)	19 (76)	14 (42)	13 (26)	12 (12)	241	3.21	XIV
Partiality between patients i.e Preference to rich class than middle income group patients	19 (95)	28 (112)	18 (54)	7 (14)	3 (3)	278	3.70	VI

From the above table it is clear that High Fees stands first due to their highest score. Also they are the most influential factors followed by no proper token system, Lack of New

technology and equipment, No proper consulting time, Poor relationship with patient, Unhygienic Environment, Absence of lab facilities, Poor Diagnosis, No proper Consulting time, Lack

of canteen Facilities, No operation theatre and No quick process in paying bill.

5. Conclusion

To conclude this study, it reveals that people generally prefer private hospitals because of availability of doctors, good, infrastructure, 24x7 service availability, special care, advance equipments, healthy and clean environment etc. Today healthcare sector plays a vibrant role in making the welfare of the public. Doctors come second after the God. Some even consider doctors as God. So, healthcare sector is having highest social responsibility to take care of the patients towards the society instead of focusing on earning profit like other organization. Healthcare sector is moving increasingly into the home often and involving a mixture of people, a variety of tasks, and a broad diversity of devices and technologies; it also

occurring in a range of residential environments. The factors driving this migration include the rising costs of providing health care; the growing numbers of older adults; the increasing prevalence of chronic disease; improved survival rates of various diseases, injuries, and other conditions including fragile newborns; large numbers of veterans returning from war with serious injuries; and a wide range of technological innovations. The healthcare that results varies considerably in its safety, effectiveness, and efficiency, as well as its quality and cost. The primary reason, the study goes on to prove, is the absence of doctors and a dissatisfaction with quality standards at state-run, or public hospitals. However, it did add that between 85 per cent and 90 per cent of the patients are willing to shift from the private sector if the situation improved in the public health care facilities.

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