

Comprehensive Study on Service Quality of Hospitals in India

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Abstract

The hospitals in India are government based, semi government or private hospitals. The doctors, nurses, compounders, technicians' staff are meant to manage the complete patient league. Service quality in government hospitals is poor and staff getting easy pay scale per month is not much bothered about the maintenance of patients. Many patients are seen sitting on floors, due to lack of space, and poor gentry is mostly seen due to low-cost provision of services. The hospital waste is also seen accumulating which is mostly made of syringes, plastic, glass, rubber etc. This hospital discharge is sent for recycling much later. Private hospitals take lump sum money and expenditure of patients is increased due to provision of added facilities like better quality bed, lunch, dinner, and somewhat luxurious hotel like appearance where patient relatives can stay in rooms, can have foodies by high expenditure.

Keywords: hospitals, India, Service, quality, comprehensive, expenditure, government, private

Introduction

It's high time to know about the maximum population of India which is poor and requires low cost treatment of patients, which should be supplied by every hospital. Reserved quota patients below the poverty line [1, 2] should be provided free medicines. But many private hospitals take advantage and do not consider for patients taking high amount of fees. Provision of even a bed is a problem for newly admitted patient.

In government hospitals there is no sanitation and many immunocompromised diseases spread easily in patients in addition to their own disease. Thus, many cases are seen dying due to aspergillosis or fungal infections in lungs etc. due to immunocompromised conditions. [3, 4]

Doctors and medical staff are more concerned making money nowadays rather than well-being of patients. Many normal deliveries are made caesarian for obtaining high fees. Patients are made to stay for long for per day income advantage.

The number of beds is more in a room than a limit and patients also go through mental trauma. Slow treatment by medical staff, is another problem and the hospital waste collected is not thrown or discarded at proper time. [5, 6]

Discussion

Public hospitals consumed more investment on the infrastructural facilities and provision of free medical services. The people living with poor standard of living prefer the medical services from the public hospitals because of their poor financial conditions. The feeling of free services among the patients is generating social responsibility and the responsibility to safeguard the public properties. On the other side, [7, 8] the staff working in the public hospitals is becoming more lethargic in their duties because of mismanagement of all resources at the government hospitals. Hence, the public hospitals are losing their images and value in public minds. [9]

The private hospitals in India are growing at a faster rate on par with the international standards. India is becoming one of the important countries which provide the quality medical services at cheaper rate. It attracts many foreign patients to India. Even, it is not at a reachable level to the people living in India especially peopling with lower middle income and poor people. Some private hospitals are not following any ethical values in the medical profession. They are running only for profit motive. Both these incidents namely reluctance of public hospitals and higher service charges of private hospitals influence the patients' attitude towards the hospitals in a negative way. The service quality at public hospital is declining whereas the service quality in private hospital is increasing. But the problem is whether these are at the expected level of the patients or not. It was felt that the services of public sector hospitals have not given any regard for the quality of services. [10, 11]

Results

Satisfaction is basically when the expectations of a person are met and the needs that were arising in a human are also fulfilled. In a hospital if the patients' expectations about the treatment are fulfilled, he is satisfied but if they are not then he is dissatisfied. Everyone's main objective today is to satisfy its own customer to sustain and to grow. [12, 13] Patients that are highly satisfied create a very personal connect with the healthcare providers. Satisfaction is a complex area to understand because it is personal area of thought and emotions. Also, the patients' judge the significant indicators of the quality of care, accuracy of diagnoses and the effectiveness of treatment. So, satisfaction could broadly mean the ability to identify what a person wants and then giving it to that person. Patients or the customer satisfaction has been defined as „the customer's overall feeling of contentment with a customer interaction“ [14]

Reliability refers to a providers' ability to perform the promised service dependably and accurately. Perceptions of reliability are also lessened with doctors

who do not provide correct treatment at the first time (accusation that doctors recommend unnecessary medical tests, irregular supervision of patients by care providers and specialists are unavailable). Patients expect hospital staff to respond promptly when needed. It is the willingness and promptness of responding to the patients. They also expect the experts and required equipment to be available, functional and able to provide quick diagnoses of diseases. [15]

Conclusions

Quality is an important part of our lives in each and every aspect. People and consumer keep looking for the quality of services and products that they consume. Due to these changing demands, quality has become an extremely important factor to be considered by the product and services provider both in terms of production and delivery. Quality is what provides the competitive advantage to the service provider. Paying attention to quality by improving it, results in reducing waste, rework, delays, lower costs, higher market share, and brand image which ultimately leads to productivity and profits. That is why, it is very important to define, measure and improve quality of healthcare services. Definitions of Quality, due its nature and intangible characteristics; vary depending on whose perspective is taken and within which context it is considered. No single universally accepted definition exists. Quality, therefore, has been defined in simplest of terms as, the degree of excellence of something. [16]

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