



Role of Government in Maintaining the public health of Jammu and Kashmir (A study of two District hospitals, one sub- District hospital, one Primary health centre and one State Hospital of Jammu and Kashmir)

Irm Jalali Bodha¹ and Majid Amin²

¹Research Scholar, Guru Nanak Dev University Amritsar (Punjab), India

²Islamic University of Science and Technology, Jammu and Kashmir, India

(Corresponding author: Irm Jalali Bodha)

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ABSTRACT: Patient satisfaction is a useful measure to provide an indicator of quality in healthcare and thus needs to be measured frequently. It is about the promotion and protection of the health of people by following the approach of wellness and encouragement of the basic and healthy behaviours. In order to conduct the scientific research to educate about the health, people in the field of public health should work to assure the conditions in which people can be healthy. Therefore the study is about patient satisfaction which determines about the health standards of public health in Jammu and Kashmir. A survey was conducted in 2 District hospitals, 1 sub- District hospital, 1 Primary health centre and 1 state hospital. The study obtained feedback from patients and analyzes and compares the level of satisfaction of patients at various levels of government hospitals.

I. INTRODUCTION ABOUT PUBLIC HEALTH

Public health is the science and art of preventing disease, prolonging life and promoting human health through organized efforts and informed choices of society, organizations, public and private, communities and individuals. It is about the vaccinating up of children and adults in order to prevent them from the spread of disease. Manjunath (2010) says that Public health can also be discussed in terms of educating people about the risks of wrong health practices which include the drug addiction, obesity and carelessness towards health. It is about the setting up of safety standards in order to protect workers and involves the practice of focussing on the school nutrition programs to ensure kids have access to healthy food [5]. Turnock (2011) about Public health states that it is more about working on the track of disease outbreaks, prevention of the injuries and shedding up of the light on the poor health problems and issues. The concept of public health also includes speaking out for laws and promotion of the healthy and giving science-based solutions to problems which are disastrous to human health [3]. Schneider (2010) says that the public health is more of the improvement of the life quality and over coming up the human suffering by the prevention and the treatment of diseases. The concept of the public is more interdisciplinary in nature as it includes health services, environmental health, community health, behavioural health and the mental health as well. Public health is the science of protecting

and improving the health of people and their communities [2].

The public health care subsystem in India is a three-tier structure comprising primary, secondary and tertiary facilities and managed by the Ministry of Health & Family Welfare of the government of India with state-owned health care facilities. The primary tier includes three types of institutions, namely: a sub-centre for populations of 3000–5000 people; a primary health centre (PHC) for 20 000–30 000 people; and a community health centre (CHC), which acts as a referral centre, covering populations of 80 000–120 000 people. District hospitals function in turn as the secondary tier for rural health care and as the primary tier for the urban population. Tertiary health care is provided by institutions in urban areas and is equipped with sophisticated diagnostic and therapeutic facilities. Though the primary- to tertiary-level facilities. Green and Tones (2010) mention that main aim of public health intervention is to prevent and manage the diseases, injuries and other health conditions through surveillance of cases and the promotion of healthy behaviours, communities and environments. However an access to health care and public health initiatives are extremely difficult challenges in developing nations as the Public health infrastructure is still in a formative stage. Studies show that simple activities like hand washing, face washing, avoiding dust by using mask, and keeping surroundings clean can prevent the spread of many contagious diseases by controlling pathogens [4].

Raymond *et.al* (2014) finds out that Public health communications programs, vaccination programs and distribution of condoms are examples of common preventive public health measures which contribute greatly to the health of populations and increases in life expectancy. This work is achieved by promoting healthy lifestyles, researching disease and injury prevention, and detecting, preventing and responding to infectious diseases [1]. Sodani (2014) says that Public health professionals try to prevent problems from happening or recurring through implementing educational programs, recommending policies, administering services and conducting research and focus primarily on treating individuals after they become sick or injured. Public health also works to limit health disparities. A large part of public health is promoting healthcare equity, quality and accessibility [6].

II. METHODOLOGY

The study was carried out in five government hospitals namely SMHS, District Hospital Anantnag, District

Hospital Pulwama, Sub-district Hospital Bijbehara, and Primary health centre Awantipora. A 19 item pre-tested and pre-structured questionnaire was given to the patients or their attendants of the mentioned government hospitals and a total of 150 patients, 30 from each hospital, were selected at random. The items in the questionnaire referred to the particulars of the patient such as age, sex, occupation, the concerned department, availability of medicines, easiness in reaching the hospital, behavior of medical staff. The questionnaire included choices like, satisfactory/unsatisfactory, poor/average/good/excellent. Informed consent was obtained from the patient. Therefore the technique of purposive sampling was used to collect the data.

Objectives of the Study

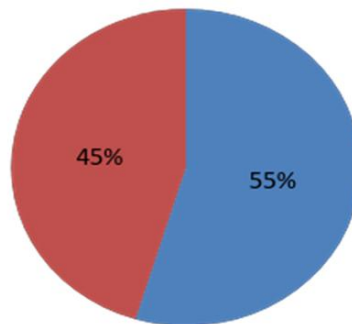
1. To study the level of patient satisfaction at government hospitals.
2. To study the different factors affecting patient satisfaction

III. DATA INTERPRETATION

Table 1: Number of Patients.

Number of Male Patient	Number of Female Patient	Total
82	68	150
54.66%	45.33%	100

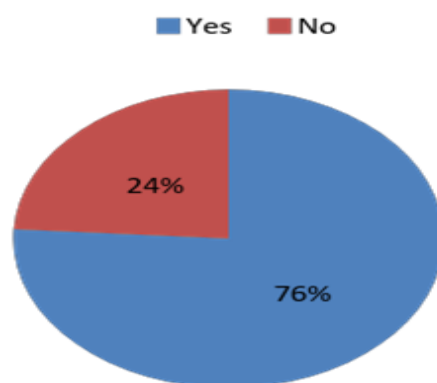
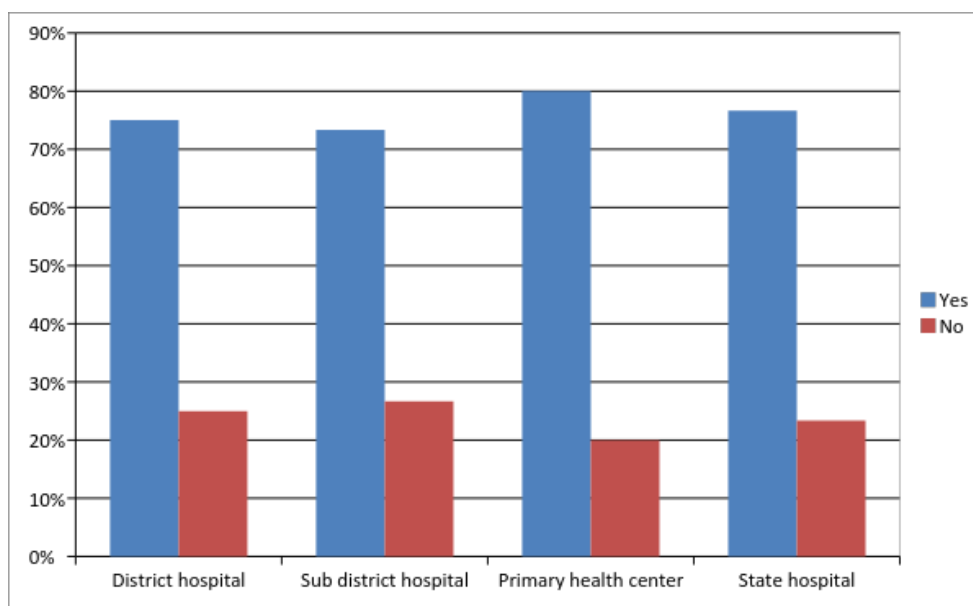
■ Number of male patients ■ Number of female patients



Interpretation: From the above chart, it is clear that 55% respondents are male Patient and 45% female Patient.

Table 2: Is Distance an issue for you to reach to the hospital/Is hospital too far to reach.

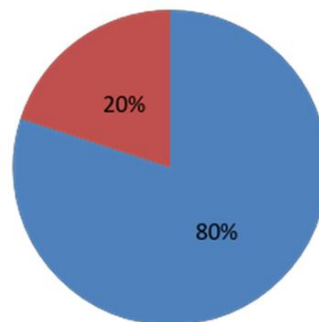
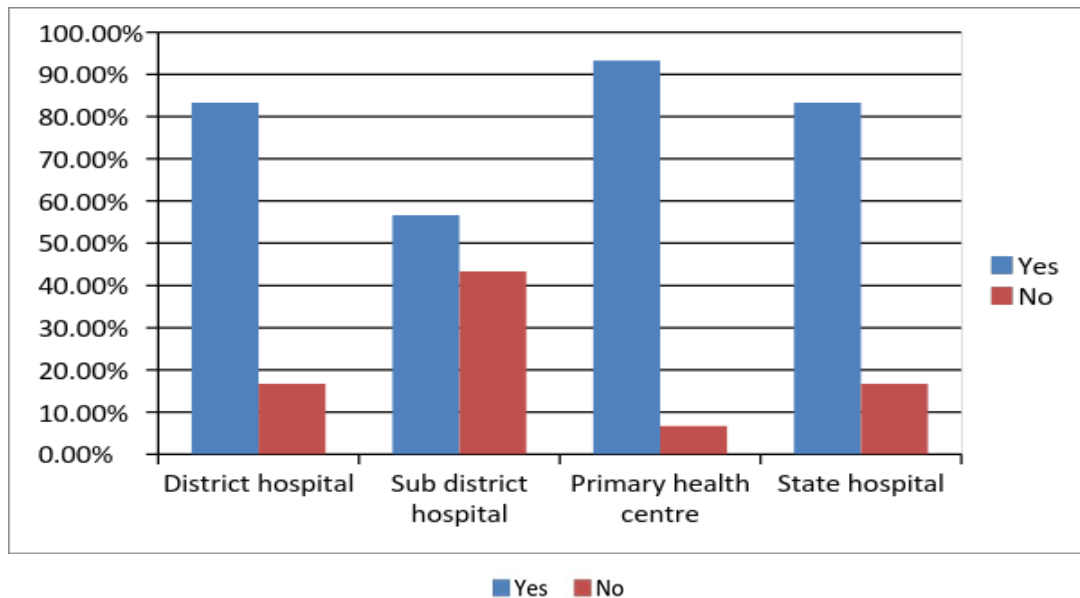
	District hospital	Sub district hospital	Primary health centre	State hospital	Total
Yes	45	22	24	23	114
Yes	75%	73.33%	80%	76.66%	76%
No	15	8	6	7	36
No	25%	26.66%	20%	23.33%	24%



Interpretation: The above graph shows that 76% of patients are able to reach the hospital easily where as 24% of patients are not able to reach the hospital easily.

Table 3: Doctors Accessibility.

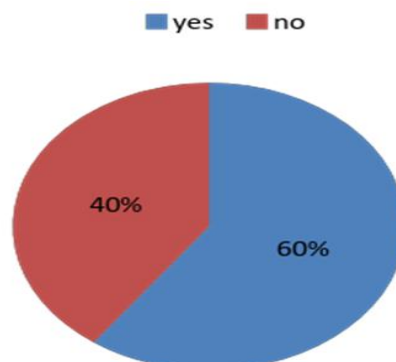
	District hospital	Sub district hospital	Primary health centre	State hospital	Total
Yes	50	17	28	25	120
Yes	83.33%	56.66%	93.33%	83.33%	80%
No	10	13	2	5	30
No	16.66%	43.33%	6.66%	16.66%	20%



Interpretation: The above graph shows that it is easy for the 80% of patients to contact the Doctor where as 20% of patients say it is not easy for them to contact the Doctor.

Table 4: Are all the prescribed medicines available in the Hospital.

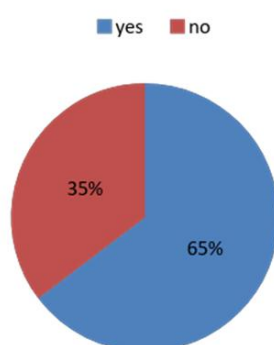
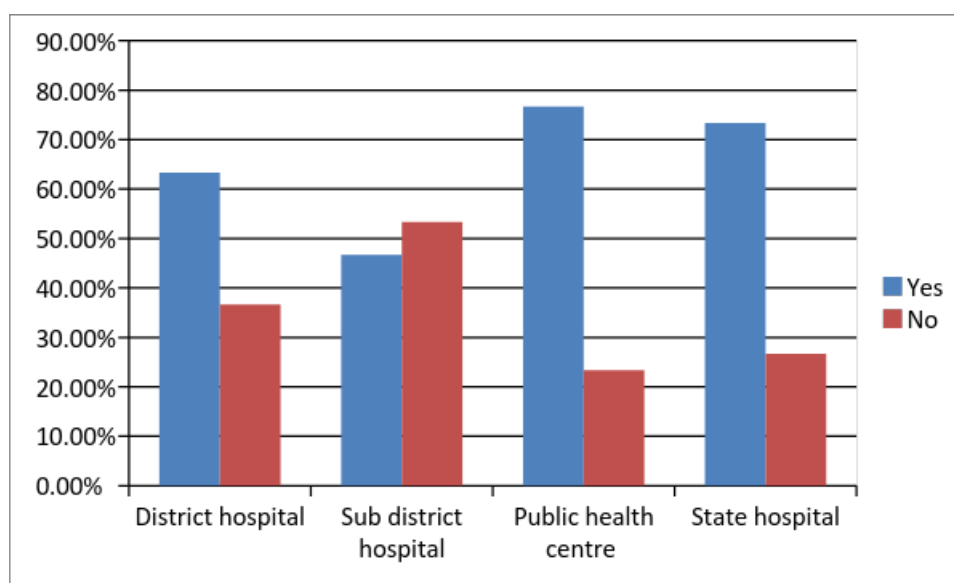
Yes	40	9	29	12	90
Yes	66.66%	30%	96.66%	40%	60%
No	20	21	1	18	60
No	33.33%	70	33.33	60	40



Interpretation: The above graph shows that 60% of prescribed medicines are available in the hospital where as 40% of prescribed medicines are not available in the hospital

Table 5: Are you satisfied with the security and safety provided by the Hospital.

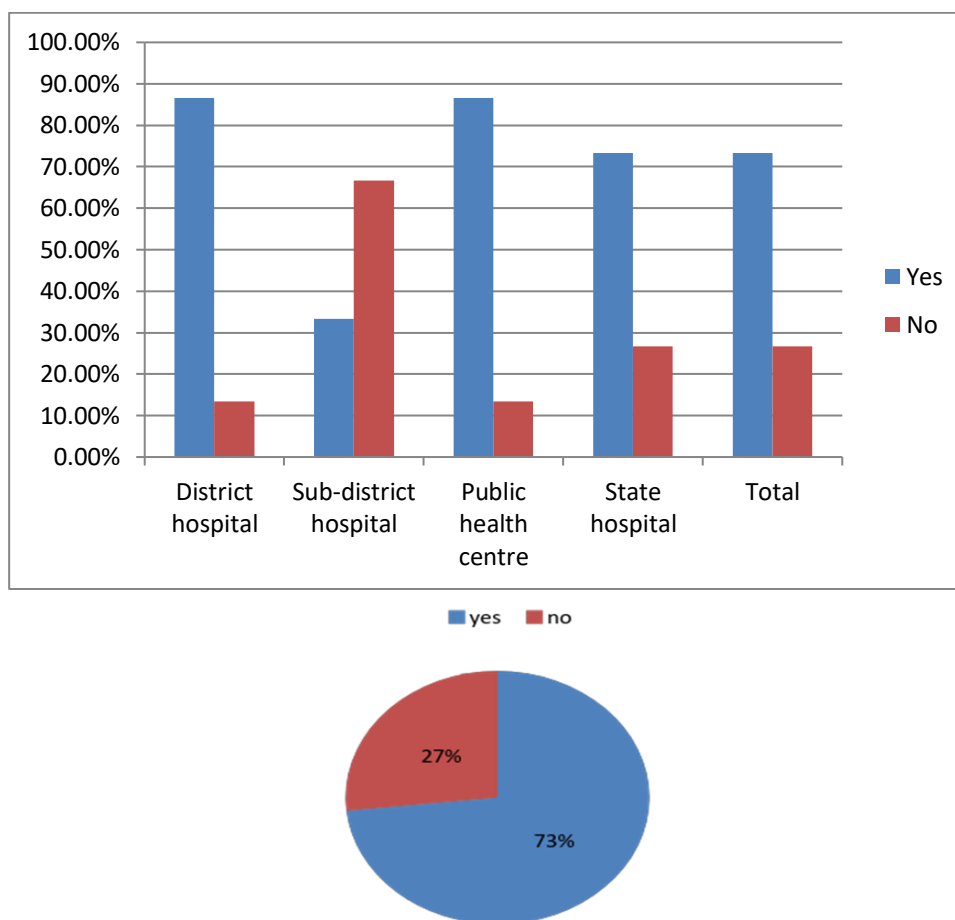
	District hospital	Sub district hospital	Public health centre	State hospital	Total
Yes	38	14	23	22	97
Yes	63.33%	46.66%	76.66%	73.33%	64.66%
No	22	16	7	8	53
No	36.66%	53.33%	23.33%	26.66%	35.33%



Interpretation: The above graph shows that 65% of patients are satisfied with the security and safety provided by the hospital while as 35% of patients are not satisfied.

Table 6: Are you satisfied with the service and behavior of the Medical staff.

	District hospital	Sub-district hospital	Public health centre	State hospital	Total
Yes	52	10	26	22	110
Yes	86.66%	33.33%	86.66%	73.33%	73.33%
No	8	20	4	8	40
No	13.33%	66.66%	13.33%	26.66%	26.66%



Interpretation: The above graph that 73% of patients are satisfied with the service and behavior of the medical staff while as 27% of patients are not satisfied.

Table 7: Statistical Analysis of the Data.

Are you satisfied with the service and behavior of the Medical staff	District hospital		Sub-district hospital		Public health centre		State hospital		Total
	0	52	0	10	0	26	0	22	110
	E	44	E	22	E	22	E	22	
	0	8	0	20	0	4	0	8	40
	E	16	E	18	E	8	E	8	
Total	60		30		30		30		150

$$\chi^2_{\text{CAL}} = \sum [(O-E)^2 \div E] = 32.72$$

Degree of freedom (df) = (number of columns -1)
(number of rows -1) = (4-1) (2-1) = 3

The tabulated value of chi-square is 7.82 at 5% level of significance for 3 df.

H₀ is Rejected since the chi-square calculated is greater than the chi-square tabulated. Therefore we can say

Patients are inequally satisfied with the services and behavior of the medical staff at all levels of the hospital.

H₀: Patients are equally satisfied with the security and safety provided at all levels of the Hospital.

H₁: Patients are not equally satisfied with the security and safety provided at all levels of the Hospital

Table 8

Are you Satisfied with the security and safety provided by the Hospital	District hospital		Sub district hospital		Public health centre		State hospital		Total
Yes	0	38	0	14	0	23	0	22	97
No	E	38.8	E	19.4	E	19.4	E	19.4	
	0	22	0	16	0	7	0	8	53
	E	21.2	E	10.6	E	10.6	E	10.6	
Total	60		30		30		30		150

$$\chi^2_{\text{CAL}} = \sum[(O-E)^2 \div E] = 7.17$$

Degree of freedom (df) = (number of columns -1)
(number of rows -1)

$$= (4-1) (2-1) = 3$$

The tabulated value of chi-square is 7.82 at 5% level of significance for 3 df.

H₀ is accepted, since the chi-square calculated is less than the chi-square tabulated. Therefore we can say Patients are equally satisfied with the security and safety provided at all levels of the Hospital.

IV. CONCLUSION

Human satisfaction is a complex concept affected by a number of factors like lifestyle, past experience, future expectation, the values of individual and society in terms of ethical and economical standings. Therefore the satisfaction of patients coming to hospitals depends on the structure and function of the medical care system. The functioning of medical care system is based on the various social, technical and physical aspects. The quality of service in health means an inexpensive type of service with minimum side effects that can cure or relieve the health problems of the patients. Patient satisfaction with the healthcare services largely determines their compliance with the

treatment and thus contributes to the positive influence on health care system. The study reveals that although the issue of distance or medicine availability is not there in the hospitals and the required services are available too with a good satisfaction of patients but still the system is in the need of some change and growth. Moreover the health care system of Jammu and Kashmir Government must take measures to ensure that the hospitals not only provide cost effective treatment but also provide better care and facilities to the ailing patients.

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