

Case Study on Transformation of Govt Rani Durgavati Lady Hospital Jabalpur

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Introduction

Rani Durgavati University Hospital was established in 1896. It was named as Lady Elgin wife of viceroy and Governor General of India. The Hospital was the center of teaching for students in Obstetric and Gynecology. The Hospital has served the lady patients for decades that were not able to afford Private sector.

The hospital was renamed as Rani Durgavati Hospital in 1986 by state Govt. of M.P . The Hospital was caring the lady patient with the available resources. The Hospital has become quite popular for Maternity and Ladies Health. The Hospital had become known medical center not only for Jabalpur patients but for the patient from entire Mahakonshal area's other Districts live seoni, Mandla, Balaghat , Chindwara, Dindori, Narsingpur etc. Hospital has been also doing good work as First Referral unit (FRU). Chopra has published the satisfaction of outdoor patients. The research had concluded that satisfaction that was of his degree as first referral unit.

The Hospital has become center for implementing Govt. Health programmes to implement family planning and Nutritional programmes in all the decades.

Trivedi (2013) had published the success of copper-T-380-A implanted with good satisfaction Ratio in patients Kumar(2014) has published about one more successful program throes hospital. Hospital had the pressure of dealing many patients in a day but still it was serving its best to deal with the issues coming before.

The Hospital had also conducted various health related works like following.

- Family schedule
- Individual schedule
- Nutritional Assessment schedule
- Hemoglobin Test

- Bose (1977) had published the report that this Govt. Hospital done good work for rural patients.

The hospital required to perform not only with medical services but with management also strong management required to support the clinical necessities of organization

Organizational structure

The Hospital has following Departments

Obstetrics and Gynecology

- Radiology
- Pharmacy
- Pediatrician
- Pathology
- Radiology

The Doctors has been caring to the patients with all the sincerity and honesty. The Doctors had been very honest to their professional duties. They were giving the treatment which was totally free or nominal as per Govt policy but comparatively very low to the private sector hospital.

Private Charges	RKS	MPTC	Total Amount
Admission Fee	30	0	30
Room Charges	500	6	506
operation	600	200	800
Normal delievery	250	50	300
DNC	300	100	400

General Ward

Charges	RKS	MPTC	Total Amount
Normal delievery with EPI	325	75	400
Hysterotomy operation	600	200	800

Source-Hospital website

The patients are given all the necessary services. Under the Diagnostic and emergency treatment they are given the free emergency treatment the Ambulance 108 is available on 24*7*365.

Hospital has the OPD Medical Appointment system. The Doctors remain available from 9am to 4pm. The Doctors afford all the patients who visit OPD. The hospital has a mission statement as “Devotion to care for women prior during a post pregnancy period and make the journey of motherhood a very pleasurable and safe experience for the peasants. The patients belong to lower economical class or lower educated class. The following to medical process is same time difficult so nursing staff take care of these duties very efficiently.

Sonography services are available to patients freely . The quality doctors give the service of prescribe and as well as on demanded times. Four times free food service are available. This is the unique services of this hospital where hospital from . Its budget and through donors run those service for mother and newly born baby .The hospital has all types of diagnostic laboratory test are available on 24*7 basis. This is totally free. The Hospital has 24 hrs free blood bank facility. This is totally free. The patients got benefited by this on any time requirement. The hospital works with donor agency and Red Cross in this regard. To manage the resources Hospital has stated the paying ward services. This way hospital gave rate same funds to manage the express. 24 hr free pathology is also available as on under required for any treatment .The patients feel relieved under ever they face any problem. The hospital charges very nominal as per govt policy. Following charges are being taken through patients. Most of these are also exempted on basis of prescribed schemes These charges are very meager in comparison to private sector hospital.

Organizational Behavior and Response

The Hospital Doctors and staff have to be courteous and dedicate. They try to performers for required approach The patients many time create problems. The Doctors had to face attacks, physical arming and abusive behavior. The Nursing g staff also come across the behavior many time. The Hospital staff had been under stress.

The Commitment of these staff members are always keep then on working. The Hospital managed on all these time. The media and political pressures are always on Doctors and Hospital T he Govt had started Doctor Protection law to safeguard the Doctor on duty hours. The staff members have not gone on leave or strike for any such incident.

Govt and Hospital administration had resolved for transformation of this Hospital. The Govt had been supporting through infrastructure, medicine and equipment support? Hospital administration had also decided plans and designed projects for the up gradation of Hospital. The work was not without challenges. The paramedical and supervisory staff was having problematic attitude. They had resistance in various issues for the work.

The Govt had implemented Hospital mission programme. The different teams have been created for this purpose. The main purpose was to promote quality and hygiene . The District administration had also supported this purpose. The Doctors and Paramedical staff had also contributed with motivation.

Result and Achievement

The hospital received **KAYAKALP AWARD**. The Hospital had Shield and certificate. This was an achievement that Hospital can be run on a mission mode. The Hospital had a very clean and hygiene situation which can be only seen at private hospitals

Patient Response

Researchers have communicated with response sheet and Focus Group discussion. The sample size was 345 patients

Following observations have emerged

Staff communication rate – 70%

Staff Behavior cordial rate-60%

Problem solving attitude-76%

Motivational sprit -74%

Hospital Hygiene satisfaction-88%

Conclusion

This can be concluded that Public Hospital can be upgrade in competition with Private Hospital with the proper use of Management strategy and Tools.