

Internship at
Punjab Health Systems Corporation, Punjab

By

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Internship Report
***A Study to Measure Patient Satisfaction in Outpatient department & Inpatient
Department at Subdistrict Hospital Dasuya, Punjab.***

The Corporation has been incorporated through legislative measures by the state Govt. of Punjab to bring more administrative flexibility for implementation of the "**Second State Health Systems Development Project**" with World Bank assistance to upgrade Health Services at secondary level. The Corporation has taken over 150 Institutions which includes District Hospitals, Sub-Divisional Hospitals and Community Health Centres. The 86 Medical Institutions are situated in rural areas and 64 are in Urban areas.

Constitution of the Corporation

1. The Corporation shall be a body corporate having perpetual succession and a common seal, with power, subject to the provisions of the Punjab Health Systems Corporation Act, 1996, and the regulations made thereunder, to acquire, hold and dispose of property and to enter into contracts, and shall by the said name sue and be sued.
2. The Corporation shall consist of
 - (a) The Chairman of the Corporation who shall be the Secretary to the Government of Punjab in the Department of Health and Family Welfare OR a distinguished and eminent medical person;
 - (b) the Managing Director , who shall be an officer of the Indian Administrative Service;
 - (c) a Board of Directors; and such other employees, as may be determined by the Board of Directors.
3. The salary and other terms and conditions of the Service of the Managing Director and those of the other employees of the Corporation shall be such , as may be specified by regularities.

Functions of the Corporation

The functions of the Corporation shall be as follows, namely:-

- To formulate and implement the schemes for the comprehensive development of the dispensaries and hospitals;
- To construct and maintain dispensaries and hospitals and maintenance of cleanliness therein;

- To implement National Health Programs as per the directions of the State. The State Government and Central Government shall make available funds for this purpose;
- To purchase, maintain and allocate quality equipment to various dispensaries and hospital;
- To procure , stock and distribute drugs, diet , linen and other consumable among the dispensaries and hospital;
- To provide services of specialists and super-specialist in various hospitals;
- To enter into collaboration for super specialties with health institutions both within the country or abroad to provide better medical care;
- To receive donations, funds and the like from the general public and institutions from both within and outside India;
- To receive grants or contributions which may be made by the Government on such conditions as it may impose;
- To provide for construction of houses to the employees of the dispensaries and hospital, and the maintenance thereof by mobilizing resources for financing institutions;
- To plan, construct and maintain commercial complexes, paying wards and providing diagnostic services and treatment on payment basis and to utilize the receipts for the improvement of the hospital and dispensaries ;
- To run public utility service and undertake any other activity of commercial nature for the delivery of health care within or without the hospital premises directly or in collaboration with private or voluntary agency on contracts basis ;
- To engage specialized agencies or individuals in the relevant disciplines, directly or from external sources for the efficient and expeditious conduct of any of the functions detailed above; and
- To provide immediate treatment in case of emergency and for unaccompanied patients.

CIVIL HOSPITAL SDH DASUYA, DIST. HOSHIARPUR, PUNJAB

The study was conducted in Civil Hospital Dasuya, Hoshiarpur.

The 150 bedded Civil Hospital Dasuya is located in Hoshiarpur Dist. of Punjab. The hospital is located near the residential area with available modes of transportation.

The area of the hospital is approximately 21 acres. The hospital has a total of 7 wards with 150 numbers of indoor beds. In the hospital campus, residential facilities are available only for the trainee nurses. Parking place inside the hospital campus is also available.

The table below shows the distribution of beds in various wards and departments of the hospital.

Table: Distribution of Beds at SDH DASUYA, PUNJAB

Medical	20
Surgical	20
Ortho ward	20
ANC	10
Maternity	36
Pediatrics	10
Emergency	14
De Addiction	10
NBSU	06
Pvt Rooms	08
Others	02

DEPARTMENTS AND THEIR MANPOWER

1. Accident & Emergency Services	Dr D P singh
2. OPD Department	Dr Jagjit Kaur
3. Labour Room	Dr Rajwant kaur
4. Maternity ward	Dr savita Rana
5. NBSU Unit	Dr Rajwant Kaur
6. Labortory	Dr Namrata Puri
7. In Patient Department	Dr Didar singh
8. OT	Dr Anil Dhawan
9. Radiology	Dr Davinder K Puri
10. Blood Bank	Dr Namrata Puri
11. Laundry management	Dr S P singh
12. House Keeping services	Dr S P singh
13. Pharmacy & stores	Dr Saurabh Sharma
14. P.P Unit	Dr Savita Rana
15. Mortuary	Dr Shalinder singh
16. General administration	Dr Saurabh Sharma
17. Hospital Waste Management	Dr Namrata Puri
18. MRD Services	Dr Ranjit singh
19. Dietary Services	Dr S P singh
20. Pediatric Ward	Dr Anil