

**Internship
at
Punjab Health Systems Corporation
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ACRONYMS / ABBREVIATIONS

AERB	Atomic Energy Regulatory Board
CMO	Chief Medical Officer
CS	Civil Surgeon
DHS	District Health Society
DMC	Deputy Medical Commissioner
HR	Human Recourses
IPD	Inpatient Department
IPHS	Indian Public Health Standard
ISO	International Organization for Standardization
JBSY	Janani Bal Suraksha Yojana
MIS	Management Information System
MO	Medical Officer
MOIC	Medical Officer In charge
NRHM	National Rural Health Mission
OPD	Out Patient Department
PHSC	Punjab Health Systems Corporation
RKS	Rogi Kalyan Samiti
SMO	Senior Medical Officer

PART I:

INTERNSHIP REPORT

1.1 PUNJAB HEALTH SYSTEMS CORPORATION (PUNJAB GOVERNMENT)



The Punjab Health Systems Corporation was incorporated by the State Govt. in the year 1996 through enactment of Legislative Act, “The Punjab Health Systems Corporation Act, 1996” (Punjab Act No.6 of 1996), with the main objective of implementation of a World Bank assisted Health Systems Development Project for revamping of existing secondary level health care services. Under this project modernization and updating of 157 hospitals was envisaged through systems supports such as Computerization, HMIS, Disease Surveillance, Training of Personnel, Quality Assurance, Bio-waste Management, Strengthening of Physical Infrastructure (Buildings & Equipments) etc.

Now the Corporation has taken over 166 Institutions which includes District Hospitals, Sub-Divisional Hospitals and Community Health Centers. The 86 Medical Institutions are situated in rural areas and 80 are in Urban areas. In addition, two Training Institutes viz. State Institute of Health and Family Welfare, Mohali, Distt. Ropar and State Institute of Nursing and Paramedical Sciences, Badal, Distt. Mukatsar as well as the Institute of Mental Health Amritsar have also come under the control of the Corporation.

Brief History of the Punjab Health Systems Corporation -

Hospital Services at the Secondary level play a vital and complementary role. After prevention, the cure is only remedy. The Government sector is mainly taking care of preventive measures and insignificant sum of the total is being spent on curative part. It was noticed that district Hospitals, Sub-Divisional Hospitals and Community Health Centres lack the basic medical equipment, and having critical gaps in buildings and unable to provide the

required diagnostic services. To revamp the whole system, a proposal was drafted seeking aid from the World Bank. The TEAM visited Punjab in March 1995, held discussions with His Excellency the Governor, the then Chief Minister, the then Health Minister, the then Chief Secretary and the then Secretaries of the Finance & Planning Department and visited a number of medical institutions. As per recommendations, a workshop was held to ascertain kinds of improvement required for providing better health care facilities to the people of the State.

Objectives of PHSC

- Formulate and implement the schemes for the comprehensive development of the dispensaries and hospitals.
- Construct and maintain dispensaries and hospitals and maintenance of cleanliness therein.
- Implement National Health Programmes as per the directions of the State. The State Government and Central Government shall make available funds for this purpose.
- Purchase, maintain and allocate quality equipment to various dispensaries and hospitals.
- Procure stock and distribute drugs, diet, linen and other consumables among the dispensaries and hospitals.
- Provide services of specialists and super specialists in various hospitals.
- Enter into collaboration for super specialties with health institutions both within the country or abroad to provide better medical care.
- Receive donations, funds and the like from the general public and institutions from both within and outside India and receive grants or contributions, this may be made by Government on such conditions as it may impose.

- Provide for construction of houses to the employees of the dispensaries and hospitals and the maintenance thereof by mobilizing resources for financing institutions.
- 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 hospitals and dispensaries

1.2 DISTRICT/CIVIL HOSPITAL SANGRUR (PUNJAB) – PLACE OF INTERNSHIP.



District Hospital Sangrur caters to the people living in urban and rural people in district. District hospital system is required to work not only as a curative centre but at the same time should be able to build interface with the institutions external to it including those controlled by non-government and private voluntary health organization. This hospital is situated in Sangrur (Punjab). It is referral hospital for Primary Health Centre & Sub- centres.. It covers the population of 1,655,169. The number of beds available in Hospital is 100. The Hospital compound is good and enough area for patients cares. Environment is good surrounding of the hospital. Availability of all departments is the positive point of the hospital but not in good quality and needs proper maintenance. Transporting facility is good. Patient comes easily in the hospital.

Table 1:1

1	No. of District Hospital	1
2	No. of PHC/Referral Hospitals	4
3	No. of Sub-Divisional Hospitals	4
4	No. of MPHC	25
5	No. of Health Sub Centre	194

FACT SHEET OF CIVIL HOSPITAL, SANGRUR**Table 1:2**

S. No	Area	Number
1.	Total Population covered	1,655,169
2.	Total Area	8 acres
3.	Total beds	100
4.	Total functional bed	100
5.	Total doctors	25
6.	Total nurses	36
7.	Total pharmacist	5
8.	Total Indoor patient / month	14550
9.	Total Outdoor patient / month	305451
10.	Total user charges collection / Month	17,39,023
11.	Total emergency patient/month	811
12.	Total referred patient/month	15
13.	Total operation family planning	18
14.	N.S.V	0
15.	General Operation (Major) / Month	326
16.	General Operation (minor) / month	915
17.	Total still birth / month	250
18.	Total caesarean / month	127
19.	L.S.C.S death child /month	0
20.	Delivery normal / month	153
21.	Total delivery /month	298
22.	No. of X- Rays done	2109
23.	No. of ECGs done	550
24.	No.of Ultrasounds done	151
25.	No.of Lab –Tests	15,798

The Departments and Services available in hospital are:

Services available in the hospital

Table 1:3

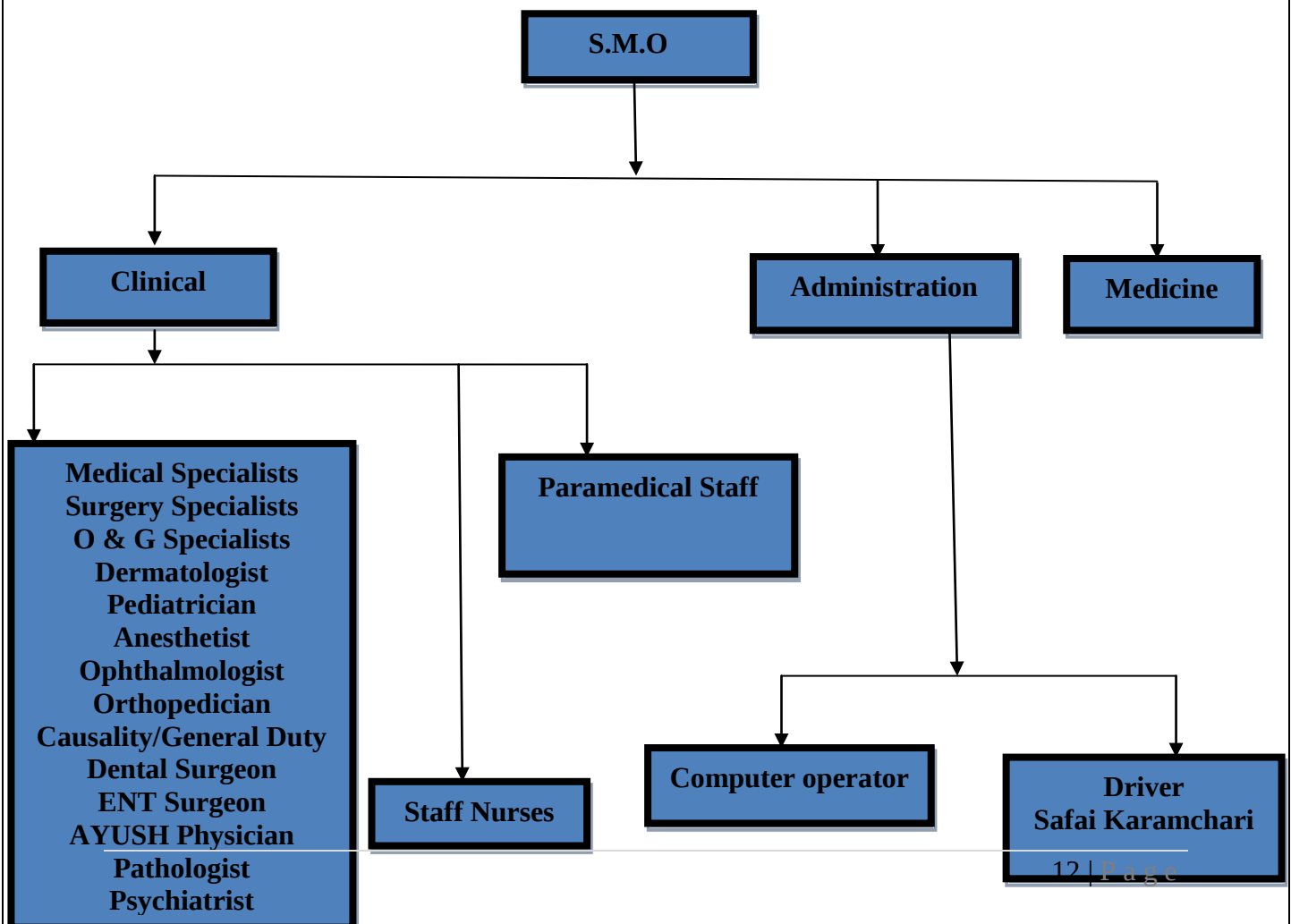
Sl. No.	Services Available	Remarks
A.	Indicative list of Clinical Services	
1	General Medicine	Yes
2	General Surgery	Yes
3	Accident & Emergency including Poisoning and Trauma care	Yes
4	Ophthalmology /Eye	Yes
5	Dentistry	Yes
6	Orthopedics including Physiotherapy	Yes
7	Dermatology and Venereology (skin & VD) RTI/STI	Yes
8	Anesthesia	Yes
9	ICU	Yes
10	ENT	Yes
11	Gynecology & Obstetrics	Yes
12	FP services like IUCD, NSV, Minilap, lap Sterilization	Yes
13	Pediatrics	Yes
14	DOT Centre	Yes
15	Designated Microscopy Centre	Yes
16	AYUSH	Yes
17	Integrated Counseling and Testing Centre	Yes
18	Disability Certification	Yes
19	Services provided under National Health Programmes including Lifestyle Disorders	Yes
20	Diagnostic Services	Yes
21	Laboratory Services ,X-ray, Ultrasound, ECG and Therapy	Yes
22	Blood Transfusion & Storage	Yes
B.	Administrative Services	
1	Hospital Transportation	Yes
2	Hospital Security Services	No
3	Housekeeping Services	Yes
4	Dietary Services	No
5	Laundry Service	Yes
6	Hospital Waste Management	Yes
7	Telemedicine	Yes

National Health program

- Universal Immunization Program
- Janani Bal Suraksha Yojana
- Revised National Tuberculosis Control Program
- National AIDS Control Program
- National Leprosy Eradication Program
- National Program for Control of Blindness
- Integrated Disease Surveillance Project (IDSP)
- National Vector Borne Disease Control Programme (NVBDCP)
- National Programme for Prevention and Control of Deafness (NPPCD)
- National Cancer Control Programme (NCCP)
- National Mental Health Programme (NMHP)
- National Programme on Prevention and Control of Diabetes, CVD and Stroke (NPDCS)
- National Iodine Deficiency Disorders Control Programme (NIDDCP)
- National Tobacco Control Programme (NTCP)
- National Program for Health Care of Elderly

Organization Structure Civil Hospital Sangrur

Table 1:4



1.3 OBSERVATION DURING INTERNSHIP PERIOD

Strengths

- The hospital is located in the centre of the city and easily approachable. The hospital is in close proximity to railway station and bus stand.
- Care at low cost.
- The hospital serves as a referral centre for the whole district and caters a large population.
- The hospital has all the major specialties and trained manpower to deliver the services.
- Involvement of private sector in the hospital functioning is working very efficiently and effectively.

Weaknesses

- Doctors and nurses requirements are not filled as per Patient load and IPHS standard
- Weak peripheral health care system needs to increased patient load and hence departments have not been developed as per the district hospital standards.
- Centralized decision making at state level leads to delay in approval and implementation.
- Less staff nurses to handle large number of patients.
- No visitor timing maintained which leads to more person per patient resulting in poor maintenance of ward
- More no. of patients per doctor (OPD) so he/she cannot give proper time and attention to the patients.

Opportunities

- Proper planning and coordination with PHSC, NRHM can lead to development of services and better delivery of health care in an integrated way.
- The centre can be developed to serve as a training centre for junior doctors and paramedical staff.
- Willingness of Government to Empower the Leadership.
- Devolution of powers at local level for smooth functioning.

Threats

- Interference by politicians
- Public nuisance
- Vicinity nursing homes (30-40%)

List of Perceived Challenges By Leadership Team

- Decentralization of decision making at the Hospital level.
- Following all legal requirements such as AERB, BARC, etc.
- Adherence to Biomedical Waste Management rules 1998
- Following infection control practices.
- Upkeep and Sanitation of Hospital building and environment.
- Rearrangement of the various facilities as per the flow of the patient.
- Provision of lift services in the OT and Labour room