Summer Training Report

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MBA (Hospital and Health Management)

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PART-A

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ACKNOWLEDGEMENTS:

The success and final outcome of this project required a lot of guidance and assistance from many people and I am extremely privileged to have got this all along the completion of my project. All that I have done is only due to such supervision and assistance and I would not forget to thank them. I respect and thank Mrs. Monika Chaudhary, associate professor, IIHMR University for providing me an opportunity to do the project work in care hospital and giving me all support and guidance, which made me complete the project duly. I am extremely thankful to her for providing such a nice support and guidance, although he had busy schedule managing the corporate affairs.

Regards,

Batchu Sai Sravani,

HM-24th batch

IIHMR University

ABBREVIATIONS:

GDP: Gross Domestic Product

IPD: Inpatient Department

PPE: Personal Protective Equipment

SARS: Severe Acute Respiratory Syndrome

OPD: Outpatient Department

CHAPTER-I

REPORT REGARDING RESEARCH WORK

EFFECTIVENESS OF PRIVATE HOSPITALS DURING CORONA VIRUS PANDEMIC AND FUTURE POLICIES

Introduction:

Corona virus is the pandemic situation which is responsible for millions of infectious globally causing hundreds of thousands of death. During this time Hospitals play a major role in treating the disease. Private hospitals accounts around 80% GDP in the health system. Situation like lock down made many private hospitals to shut down due lack of facilities and many other reasons. During this time government should ensure that they provide all the support to the private hospitals to work even during these pandemic situations.

Private hospitals should frame polices and recommendations in order to work in situations like these. They should provide all the support to the patients in order that the hospital doesn't undergo any kind of crisis. Public should follow some protocols and should support the private hospitals in order to function in pandemic situations. The private hospitals could provide some services like Telemedicine in order to maintain patient and doctor interaction which would certainly lead to control of patients vists to hospital during these situations.

Finally there are some recommendations that how can the private hospitals can work even during these pandemic situation in future. Private hospitals should come with some protocols and Policies so that they can provide their support in pandemic situations like corona virus. Its responsibility of Public, Government and whole ecosystem to increase the effectiveness of private hospitals during these pandemic situations which may occur in future

Objective:

- To determine the extent of effectiveness of private hospitals during corona virus pandemic
- To recommend appropriate suggestions regarding the framing of future polices during occurrence of Pandemic situation.

Methodology:

Research question:

What is the effectiveness of private hospitals during corona virus pandemic situation and what are the future polices to be framed by the hospitals in regards of future pandemic situation?

STUDY AREA: All the working doctors, nurses and staff members of private hospitals.

SAMPLE SIZE: 80

SAMPLING TECHNIQUE: The technique used for conducting study is Convenience Sampling Technique because it's a non probability sampling method where the sample is taken from a group of people easy to contact or easy to reach.

REASEARCH DESIGN: The research design used in study is Descriptive Study. It mainly aims to the accuracy and systematically describing a situation, population or phenomenon. Descriptive research design can use a wide variety of quantitative and qualitative method to investigate one or more variables.

DATA COLLECTION TYPE:

Primary Data : Online survey. Questionnaire form is mainly used because it helps to connect with various officials working in private hospital across the India. This would help in developing a very good amount of data to proceed the research in more accurate way.

Secondary data : Academic papers and articles, System based. These are sources used to collect for secondary data which mainly helps in providing data and comparison with that of present data that obtained through survey.

DATA COLLECTION METHOD:

A complete survey was done by contacting the doctors , nurses and staff members of the hospital for the information through Google Questionnaire and suggestions regarding future polices are mainly done by referring the academic papers and articles and some internet based information.

Analysis:

The data was analysed by using simple MS Excel.

CHAPTER-II

LITERATURE REVIEW:

Before starting my research work on **Effectiveness of private hospitals during corona virus pandemic** these are the literature review I had taken with most Pandemic diseases that were taken place in whole world for years and these are the following summary report regarding the literature review that I had taken for reference for my work.

1. **The general practice experience of the swine flu epidemic in Victoria — lessons from the front line:**

   Peter Eizenberg the author has briefly described in his article regarding the difficulties faced by frontline workers during Swine flu epidemic that mainly include implementation of certain plans, including resource failure, time consuming administrative burdens, and a lack of clear communication about policy changes as the situation progressed. So he clearly cited that to make some changes in administrative during this epidemic situation the
   lessons are needed to be learn from from Frontline line workers. So this article clearly insights the same situation regarding corona virus pandemic and future steps to be taken in order to prevent the same loss again.

   Link of the Article: https://doi.org/10.5694/j.1326-5377.2009.tb02725.x

2. **Effects of the West Africa Ebola Virus Disease on Health-Care Utilization – A Systematic Review:**

   Kim J Brolin Ribacke, Dell D.Saulnier and Co authors clearly cited in this article regarding the situation faced by West Africa during Ebola virus pandemic mainly by health care organizations which includes decreased maternal health service utilization, change in neonatal and postnatal care, decrease in major hospital surgeries, decrease in general hospital admissions etc. The review mainly highlights the support needed to maintain the health service return to routine and also highlights the steps to be taken by organization in

order to return back to routine during disaster times. In same way during corona virus pandemic as we can see in the news there are many deaths taken place as there is Unavailability of doctors during emergency situation which may lead to severe loss to the health system and to the hospital also. Specific protocols to be framed in order to provide the service to the people in all emergency cases even its during pandemic.

Link of Article: https://doi.org/10.3389/fpubh.2016.00222

3. The Impact of the SARS Epidemic on the Utilization of Medical Services: SARS and the Fear of SARS:

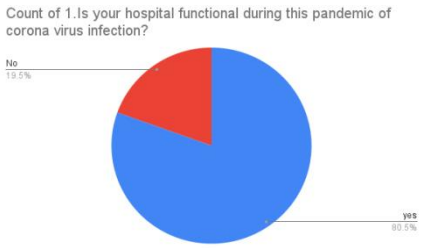
Hong-Jen chang, Nicole Huang are the authors where they clearly cited the impact of SARS on utilization of medical services which mainly include decrease in ambulatory care, impatient care, dental care. They also included adverse health outcome resulting from accessibility barriers posed by the fear of SARS. They clearly cited the preventive measures needed to be taken by medical service to get rid of fear and barriers imposed in people and make everything return to routine. Pandemic situations may also occur in future so During SARS we can see failure of many service may be due to fear of people and also the hospital but one administration should think that closing off the hospital or stop functioning in the middle could lead to heavy loss to both public and government. So future protocols should be framed in order to not occur the same situation in future..

Link of Article: https://doi.org/10.2105/AJPH.94.4.562

Results:

Keeping in mind the objectives of the study, the data has being collected & following interpretation were being drawn:

1.Is the hospital working during corona virus pandemic:

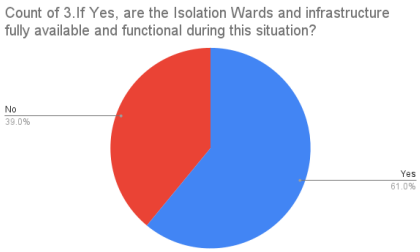


80% of hospitals are working during corona virus where as 19.5% are completely closed.

2.Is the hospital taking corona virus patients:

Only 50% of hospitals are taking patients with corona virus

3.Are isolation wards and infrastructure fully available:



Only 60% of working private hospitals have fully equipped infrastructure and isolation wards

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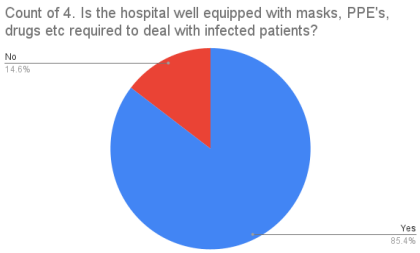
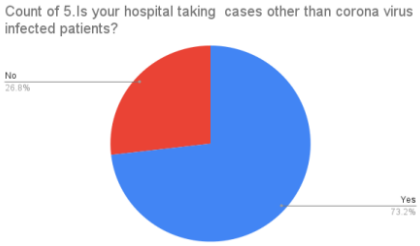
4.Is the hospital provided with masks and PPE kits:



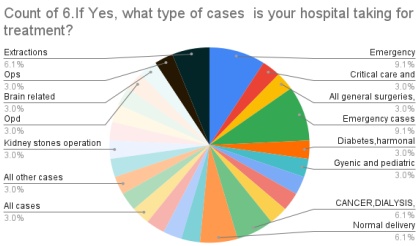
85% of hospitals of those working during pandemic situations are provided with masks and PPE kits.

5.Is the hospital taking patients other than corona virus:



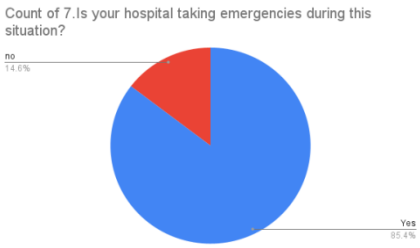
73% of private hospitals are taking patients other than corona virus infection.

6.Type of cases the hospital is undertaking other than corona



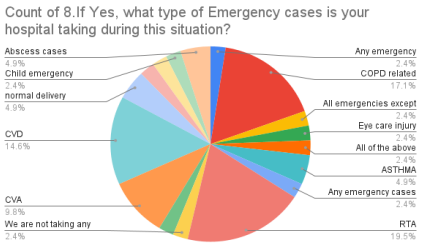
Majority of hospitals are taking all cases and most of them include Emergency

7.Percentage of hospitals taking emergency cases:



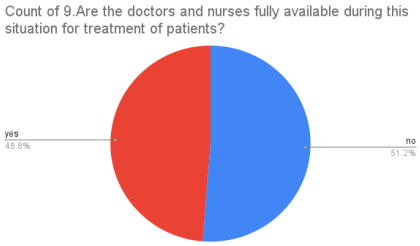
85% of hospitals are taking emergency cases.

8.Type of emergency cases hospitals are taking:



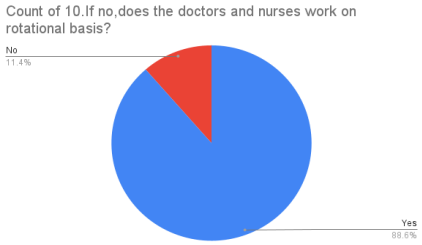
Most of the hospitals are taking all types of emergency cases which mainly include RTA, CVD, COPD related.

9.Doctors and Nurses are available during this situation:



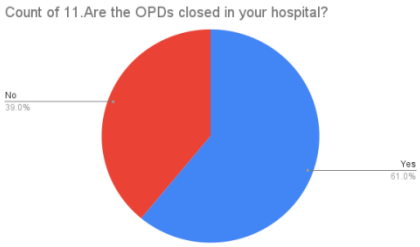
Only 50% of doctors and nurses are available in hospitals during this pandemic situation.

10.Are the doctors and nurses are working on rotational basis:



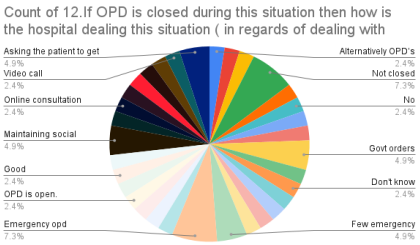
Out of availability of doctors and nurses 50% of hospitals are providing them to work on rotational basis.

11. OPD closed during this situation:



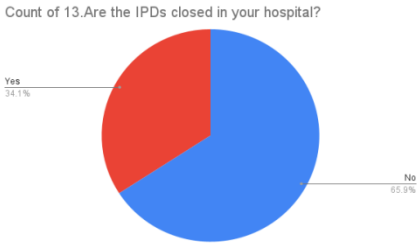
60% of hospitals closed their OPDs where as 40% of hospitals are still running their OPDs.

12.how the hospitals dealing with closed OPDs to treat patients:



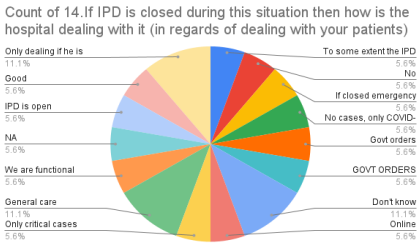
Many hospitals found many ways to treat patients with closed OPDs like Online consultation, taking only emergency.

13. IPDs closed during this situation:



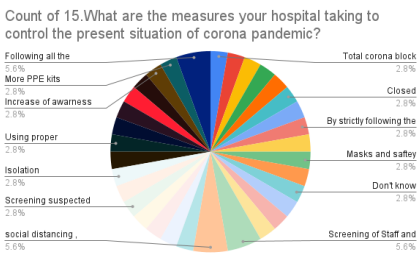
Almost 65% of hospitals are working with IPDs open even during this situation where as 35% of hospitals are with closed IPDs.

14. If IPDs are closed then how the hospitals are dealing:



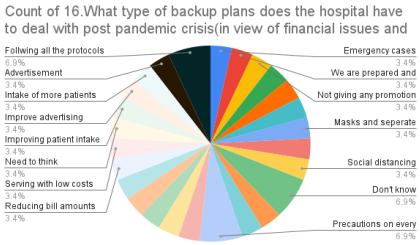
Many alternatives are found to overcome the situation of closed IPDs which mainly include taking emergency and general care.

15. Measures taken by hospitals to control present situation:



Many steps are taken by the hospitals to overcome this situation which mainly include screening suspected, Increase awareness, Social distancing etc.

16.Back up plans by the hospitals:



Hospitals have many back up plans to overcome this situations which majorly include advertising, following protocols, Intake of more oatients etc.

Disscussion:

I had collected some Quality data of my research work through Google Forms where certain question been asked and following responses are collected which certainly include that almost 80% of hospitals are still functional even during this crisis and where 50% of hospitals are taking patients with corona virus in which 60% of hospitals have full fledged infrastructure and isolation wards and 80% of them have all PPE kits and masks to deal with infected patients. Almost 80% of hospitals are still taking cases other than corona virus in which many are Emergency cases. The hospitals are working in shift duties and rotational bases of doctors and nurses. All of the above 40% of hospitals are working with OPD open and 65% of hospitals with IPD open.

80% of hospitals are taking cases related to Emergency(RTA), brain related, kidney stones, all general surgeries, delivery, cancer, diabetic related etc. As only 40% of OPD are working remaining they are coping up the situation by online consultation, video calling and by taking only emergency OPD.75% of hospitals are taking certain measure in order to control present corona virus situation mainly by following all the rules, using more PPE kits, Isolation and social distancing, having proper safety and wearing masks and mostly by screening all the staffs and workers.

The backup plans are well defined by most of the hospitals where 70% has planned to follow all the protocols, advertising, improve patient intake, serving with low costs, masks and separate wards, Social distancing etc where remaining 30% were still in dilemma how to cope up with the situation and mostly they are waiting for the financial support from government.

CHAPTER-III

Recommendations and Conclusion:

India ranks top 20 in private sector hospital from all over the world which contains almost 60% where as hospitals under government are only 40%.India spends almost 4.2% of GDP on private health sector. So its very clearly understood that Private health sector plays a very crucial role in public health

My research work clearly produces the detailed information regarding the role of private hospitals during corona virus virus pandemic where almost only 50% of hospitals are taking cases with corona virus and many of the hospitals are delaying the cases like emergency situation. Corona virus may be the most threatening situation now in India but there are situation like emergency, Pregnancy, RTA where the government to be taught of off and should plan necessary steps and frame necessary policies to never repeat the same situation in future or upcoming pandemics.

Private health sector hospitals need to come with certain back up plans in order to function the hospitals back to normality. From my research work it is that only 50% of hospitals are working with corona virus patients. India having account of 80% of private hospitals only 50% are working under corona virus this is only due to lack of PPE kits, Isolation wards and proper safety to doctors and staff. Government should take future step of production of more PPE kits so that it would me very possible for each and every hospitals to work in future pandemics.

As we all know IPD and OPD are most important for working of an hospitals where during corona virus pandemic most of IPD and OPD are closed which would effect the public health badly. So instead of just closing the IPD and OPD just make an alternative choice so that they can function effectively.

Each and every hospital need to come upon their back up plans in order to function the hospitals during this pandemic situation instead of just stopping the functioning of hospitals. No hospital can stop their work in the middle because it adversely effect the patients and it would also take down the reputation of the hospital. So its responsible for each and every private sector hospitals to come up with their back up plans in order to work the hospital successfully.

From my research work I would like to make some recommendations in order not to repeat the same situation for future pandemic like

- The hospitals from now should frame specific protocols in order to cope up with pandemic situations,
- It should consider the costing during these situations so that no individual would back off to take treatment in private hospitals,

- Every hospitals should take all necessary steps in order facilitate doctors, nurses and other staff members to work coordinately.
- Every hospital should take necessary steps to ensure the safety of doctors and staff members by providing safety kits, PPE kits.
- Instead of closing the hospital just in middle every hospital should think of providing public with all essential services so that reputation of the hospital couldn't back down.
- Each and every hospital should concentrate on pulling out of this situation and mainly concentrate on public health by increasing the patient intake by following some social distancing rule, having separate wards during this pandemic situation.
- Economic stability should be maintained by every hospital in order to cope up with this situation.
- Situation like pandemic diseases, lockdown, curfew may occur in future also so the hospitals should be ready to cope with this situation by opening of IPD and OPD with proper protocols.
- Online consultation like Telecommunication should be strictly encouraged in the premises of hospital so that doctors can easily can contact with their patients when ever its necessary.
- Emergency cases like RTA, cardio, pregnancy should be able to handle by the hospital by ensuring proper belief and proper safety to patients and by providing full fledged services to the patients.

Government should take necessary steps in order to encourage the individuals to take treatment in private hospitals even during pandemic situation. Government should make some specific protocols for the functioning of the hospitals instead of stopping in the middle. As we know during corona virus pandemic many hospitals are shut during corona virus pandemic so the government should provide necessary financial support.

Many hospitals are not ready for providing corona virus situation due to lack of masks, PPE kits in market. So the government should take necessary steps in order to manufacture necessary PPE kits and provide seperate isolation wards in order not to repeat the same mistake in future pandemic. One fourth of economy from health sector is provided by health sector itself so by closing the hospitals in the middle due to this situation would effect the economy of India very badly. Proper national polices are need to build to overcome situation of future pandemic, curfew or lockdown.

So, by this I conclude that its responsibility of every private sector organaisation to come up with specific protocol and policies in order to overcome this situation but not just by closing the hospitals all of a sudden and Government should provide support in order not to repeat the same mistake again even during pandemic situation.

As we all know more than 80% of GDP is from private hospital itself to the health system, So its responsible for both public and government to take necessary actions in order private hospital can function fully even during these pandemic situations. Public should follow proper guidelines while visiting to the hospital during these situation. Proper appointment should be made even during these time in order to avoid risk of spreading disease. Telemedicine should be encouraged by the patients so that the doctors in private hospitals wouldn't feel much difficult even during these times and monitoring of patients could be easy for hospitals. Government should support the hospital in every possible way during these pandemic times by providing schemes and policies so that the hospital can work even during pandemic times. Government should be able to enlighten the people that the treatment in private hospitals is affordable by fixing the cost of treatment so that it can reach every people in the country. It should support the hospital by providing all the necessary equipments to the doctors and staff. Private hospitals should find a way to provide their service even during these pandemic situation by framing proper rules and polices.

So its responsible Public, Government and whole ecosystem should support during this pandemic situation so that the private hospital could ensure to provide all the services. It's the responsibility of the private hospital to support the people during this situation by reducing the cost of the treatment so its affordable for every member to come to private hospital for the treatment.

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PART-B

e-health: More than just an Electronic record

COURSE DESCRIPTION:

e-health: More than just an electronic record is multidisciplinary in nature, and aims to equip the global audience of health clinicians, students, managers, administrators, and researchers to reflect on the overall impact of e-health on the integration of care.

e-health from this course mainly describes the importance and challenges regarding the myths and reach of technology to the patients and health clinicians. This course mainly explains the fundamentals of e-health and where is heading to. It also explains the kind of health data we are currently collecting and how it will transform health care in the future.

e-health mainly explains that how the new technologies mainly helping the health consumers to participate in their own health. It also helps in improve the coordination and efficiency of health care and barriers they are facing in order to reach the patients and health clinicians more effectively.

e-health from this course mainly explains the three domains that are regarding the e-health which mainly contains health in our hands, data and quantified self and interacting with health professionals using technologies. This course mainly explains the importance of enabling to provide the best care to the patient by accessing the members of the team with the patient information.

e-health from this course mainly explains the evaluation criteria for the health apps which is mainly based on accuracy. It also explains the concept of MARS(Mobile App Rating Scale) which is mainly used to assess the quality of apps. This course also explains the “My Physio” app which mainly used to control all activities regarding patient welfare and wellbeing.

Overall this course mainly explains the importance of e-health which helps in enhancing the health of patients using technology.

Objectives:

The main objective of the course are:

- What is e-health and how can we use e- health in managing the health of patients
- What kind of health data we are currently collecting and how it will transform healthcare in the future
- How new technologies are helping health consumers participate in their own healthcare
- How e-Health can improve the coordination and efficiency of healthcare and what the barriers might be

COURSE CONTENTS:

Chapter:1 What is e-health?

- Introduction
- Importance
- Challenges

Chapter:2 Domains of e-health

- Health in your hands
- Data and Qualified self
- Interacting with health profession

Chapter:3

- My Physio App
- Barriers

Learning methodology:

The course e-health: More than just a electronic record was opted from coursera. The learning methodology that mainly provided by them are lectures, PPTs and videos.

This would help to understand course easily and they also provide week assignments to complete the course and get the certificate of corresponding course.

Key Learning:

Chapter 1:

What is e-health?

e-health is that how we are using technology to support communication between health care providers and health care consumers. e-health is exciting because it enables us to provide the very best care to our patients by enabling all the members of the care team to access patient information. e-health is using technology to enhance health. e-health is patient data when the data are needed.

e-health mainly contain 3 Domains where they must be concentrated. They are of mainly 3 types:

1. Health in your hands
2. Data and Qualified self
3. Interacting with Health Professionals

CHALLENGES:

e-health mainly faces many challenges in health system.

- Biggest challenges is taking what Patients expect, seamless, connected, coordinated, care and really delivering that.
- The next challenge is probably concerned with the privacy and also considering the personal data.
- The third challenge is by accessibility and speed of internet.

Chapter:2

Domains of e-health

1) Health in our hands:

Health in our hands includes capturing and displaying personal health data, plotting data to monitor and track progress. It is mainly through Fit bits etc and monitor their everyday life. Health in our hands was got into patients so that they have data about what they are doing.

Misfit is one the most wearable device that is used for clinical use of personal health data. m-health is one of the basic tool that would help in providing assessment and treatment support for remote monitoring and data collection. Evaluation of the health apps mainly done on Level of Accuracy. Attempts to develop mobile health evaluation criteria are often too general, complex, or specific to a particular health domain.

Assessment of app quality were mainly done by MARS:

- Engagement
- Functionality
- Aesthetics
- Information Quality

2) Data and Quantified data:

The use of health data has massive implications for how healthcare is delivered and how we can our health. Digitizing paper record enables patients medical history to be tracked over time. The Australian Government choose to develop a thing that is called as PCEHR (Personal Controlled Electronic Health Record) also known as My Health Record.

Digitizing Paper records enables a patient medical history to be tracked overtime and to improve quality care. The major challenge for digital health records is its critical in terms of safety and quality that we have information at finger tips for clinicians and increasingly for patients.

Even using E-health records there are some questions that cannot be asked directly that is Anxiety, Level of symptoms, Severity etc. The main challenge of digital health record is to build interfaces so that people can really control that data.

3) Interacting with health professionals using new technology:

The technology ranges from biometric devices, Apps, Gaming. Its not about the technology its about using tools to do what we do better, faster, safer, more patient centric, broadening horizons that's e-health.

Chapter 3:

My Physio App:

My Physio app is one of the most profoundingly used app in order to control all the activities regarding patient welfare and take necessary steps for patient well being. The importance of real time monitoring is because you don't need to wait for the patient to comeback to the clinic, but you can intervence.

Barriers:

The barriers mainly include for the use of e- health records are mainly:

- ✓ Patients and clinicians need to be updated with the technology and should know how to use the e- health record in proper and systematic way.
- ✓ The confidentiality of the Patient may be causing discomfort to the Particular member who are reciving the treatment.
- ✓ Even e- health has many benefits the main question arises is that clinicians cannot the symptoms, level of severity of the disease of particular patient.
- ✓ The main barrier of e-health is that people can truly control their data and manage their record in a right way or not.