

A Study On Kapil Vastu Hospital Government Hospital At Nepal With Specific Reference To Administration department.

- 1.Ashutosh Raman**,MBA Sem-3 Kalinga University,Naya Raipur
ashu.raman38@gmail.com
- 2.Akanksha Shukla**, MBA Sem-3 Kalinga University,Naya Raipur
aakanshashukla370@gmail.com
- 3.Saurabh Singh**, MBA Sem-3 Kalinga University,Naya Raipur
saurabhsinghsaicollege@gmail.com
- 4.Prabin Pandey**, MBA Sem-3 Kalinga University,Naya Raipur
Prabinpandey8186@gmil.com
- 5. Jasmine Joshi**,Assistant Professor,Kalinga University,Naya Raipur
jasmine.joshi@kalingauniversity.ac.in

ABSTRACT

This study entitled “A Study on Government Hospital with respect to administration department” is basically done in the city of Nepal at Kapilvastu Hspital. In this study Interaction and observation method has been used to explore the types of administration work and the mechanism used to mitigate the problems by the hospital. As we all know in recent years, administration work has given rise to widespread concern in the hospital industry. The study is based on the activities and services involved in multi specialty based hospital which not only enriched professionally but also helped employees to grow personally as well. The studies and findings during the study at kapilvastu hospital were very fruitful and informative for the research work undertaken.The findings will definitely help in improving the administration and working of hospitals.

Keywords:administration observation services hospital

INTRODUCTION

Nepal is an underdeveloped country and its economic growth and performance rely on the performance of the upcoming human resources. The quality of these human resources depends upon the knowledge and skills they have obtained from their academic background. Internship is first step of work environment experience and learning of students and interns.

The internship program is designed with a view of developing student's skill in object-oriented business management, capable of understanding and solving real- life business-related problems. Internship is an on the job training method that helps the scholars to experience the real working environment. Internship also helps to implement and check the validity of the theoretical knowledge that the scholar attains during the college hours. It provides practical exposure and help students to understand corporate world.

Internship in such institutions provides an opportunity to learn about the operations, work values, and overall work atmosphere. Hospitals have been in existence from long time in different forms. They are crucial to mobilize the health (needs) for need fulfillment and development. This report is prepared on the basis of two months of internship at Kapilvastu Hospital. Taulihawa -01 Kapilvastu. Kapilvastu Hospital is established with main aim of serving the people of Taulihawa. Since the internship is completed in Kapilvastu Hospital, this report is the outcome of the valuable real-life experiences obtained during the internship in that organization.

The internship program not only helps students to experiment their theoretical knowledge but also acquire the practical experience in real work place. This report provides information about

Kapilvastu Hospital regarding its working environment and organizational culture. It helps to know about how internship program supports the students to understand, identify and analyze the importance of organizational process, business environment and real work environment problems.

Objectives of the study

The main objective is to

- Study the activities of administration department.
- Study their risk management techniques carried out in Kapilvastu Hospital.
- To Understand the components of customer service in hospital

Significance of the Study

This study will help me to know the real working conditions bridging to the theoretical concepts that have been learned in college. Administration management is very critical issue in hospital so this study would help how hospital manage such work.

“Halo to Hydro or from Plough to Power” is the slogan which drives the Kapilvastu hospital

Team in furthering healthcare services.

The hospital has 08 specialized departments, labs, ICU OT OPD IPD Pharmacy ambulance and all the healthcare services provided by the government of Nepal in its campus area. Organizational structure at Kapilvastu Hospital

HEAD OF THE

HOSPITAL

CHIEF

MEDICAL

OFFICER

ALL THE MEDICAL DEPARTMENT

DEPARTMENT

PARA

MEDICAL

CHIEF

OFFICER

EXECUTIVE

3

Concept of healthcare at Kapilvastu Hospital –

The concept of healthcare can be discussed in three points –

Healthcare providers -

This part contains all the providers of health like medical college, Private nursing home, Clinic primary health centre, multispecialty hospital, the administration department, the paramedical department, the research performed on the hospital, the operation theatre, all kinds of surgery, the inpatient and outpatient departments are the parts of health care providers.

The healthcare financier

These agencies which take care of funding of the hospital are known as healthcare financier.

a) Government and private banking institutions

b) The government funding agencies

c) The financial investors

d) The insurance company - are the part of health care financier.

Life science

Under this segment all the pharmaceutical companies, drugs; chemist, pharmacist, new drugs, R and D in drugs, surgical medical equipment, biotechnology, fund and diagnostic instrument are the third concept of health care industry (John B., 2012).

Facilities of Kapilvastu Hospital

Kapilvastu hospital provides various facilities to its customer/patient. The hospital is always forward in maintaining better relationship with its patients. Kapilvastu hospitals like all other government hospitals generate its revenue mainly from its government fundings

and helps from different NGOs across the country.

Different departments in Kapilvastu Hospital –

Below given are the details of different departments in the hospital –4

• Outpatient department (OPD), Surgical department, Inpatient service (IP), Nursing department, Physical department, physical medicine, paramedical department and Rehabilitation department, Dietary department, Pharmacy department, Operation theatre, Radiology department (X-ray), and Non- professional services are some of the departments located in hospitals.

• Nursing department led by a director of nursing or a chief nursing officer might exist in a hospital.

Such a department has the responsibility of overseeing the hospital's clinical nursing practice research and regulation

• Numerous units also nursing as well as a medical director who also acts as a supervisor for their subject areas. A medical director for instance is in charge of doctors and medical treatment in an intensive care nursery whereas the nursing manager is in charge of both nurses and nursing healthcare

• Health records technical support disclosure of information, facilities management clinical engineering dining services and plant operations are examples of support units.

Hospital services –

Hospital services at Kapilvastu Hospital refers to the clinical services provided by the hospital as well as the operational activities that support those clinical services

–

Below mentioned are some of the hospital services –

- Emergency room services
- Short term hospitalization
- X-ray/ radiology services
- General and specialty surgical services
- Blood services
- Laboratory services

Some of the auxiliary services provided by Kapilvastu hospital –

5

- Pediatric specialty care
- Prescription services
- Good access to surgical specialists
- Rehabilitation services and physical therapy
- Home nursing services
- Mental health care
- Nutritional counseling
- Family supportive services
- Financial services
- Case management or social work services

Functions of Kapilvastu Hospital –

Below mentioned are some of the functions of hospital –

- It includes the treatment and management of patients by a team of well qualified doctors
- Patient support provides nursing, nutritional diagnostic counseling pharmacy and medical supplies all of which are directly related to patient care.
- Administrative responsibilities include carrying out the hospital's guidelines and directives regulating the release of support services in the areas of finance staff housekeeping materials and property laundry protection transportation engineering and board as well as several other maintenance
- The hospital's financial activities must be planned guided and coordinated for • Patients in a hospital as well as the employees working there
- Prepare a job and financial plan for services and initiatives as well as funding projections

- To keep track of cash receipts and disbursements

6

- To manage personnel development plans procedures and standards to provide guidance on policy implementation and administration of laws rules and regulations
- The quality efficacy and outcomes of health services for various groups and populations are shaped by the structure and dynamics of healthcare organizations the policy repercussions for future health care reform initiatives and patients in the hospitals.

MANAGERIAL ROLE IN HEALTH SECTOR –

The managerial role in healthcare sector differs from other usual industry as a manager in hospital as a industry a manager may be placed in any department the ultimate role of the manager to offer the service to the end customer the role of manager hospital sector revolve around the patient. All the job function of the manager will be directed towards the patient however the major role of healthcare managers is as follow –

Policy and program development –

All the manager right from the top level to the ground level is responsible for framing the policy developing the program for the department employees as well as the patients it is not only the responsibility of the corporate manager even the middle level or ground level manager will also responsible for implementation of the policy and program for the development of the organization.

Some of the policy and programs are –

- a) Raising the finances for the smooth functioning of the hospital
- b) Stocking of regular and life saving medicine
- c) Purchase of Hi-tech machinery for diagnosis

Financial planning –

As discussed above the hospital needs huge financial resources in the short run as well as in the long run the major financial needs are –

- a) Paying salary to all the official
- b) Funds require for the maintenance of the hospital
- c) Funds require for the purchase of medicine
- d) Funds require for the purchase of diagnostic instrument
- e) Regular purchase of pathological reagents
- f) Purchase and maintenance of automobile

All above components needs the generation of fund from various financial resources. A manager must have indirect planning to generate fund at minimal interest rate.

7

HR management –

Hospital is the leading industry where the HR management needs more efficient and effective managers. As a manager of hospital has to deal with the different layers of employees like senior physicians, surgeon doctors with super specialization, doctors with rare specialty like MD in physiology, MD in pharmacology. Similarly various level of non medicos' Para medicos' senior nursing staff senior technicians' senior pharmacist senior lab technician senior management of different department to ward boys to cab drivers and Housekeeping etc.

Data Documentation –

The regulatory authorities of healthcare sector are serious about the documentation procedure of a hospital as per the WHO rules the hospital with more than 100 beds should act as a disease preventive centre not a curative center. It means the hospital must be inclined towards research orientation rather than curative or project making centre. The major data documentation refers the following field –

- a) No of outpatient and No of Inpatient
- b) No of patient in emergency ward
- c) No of patient in OT- surgery
- d) Patient admitted in ICU

e) Depending upon the specialization of the hospital No of patient in various segment f) The initiative taken by the hospital to spread the awareness about locally prevailing diseases. g) No of medical camps organized in rural areas.

h) Detail about the medicine purchase, medical instrument purchased like a manager has to document various data to be submitted to various department.

Compliance management –

The hospital sector needs compliance on day to day basis like enforcement of hospital related rules and regulation to ensure minimum safety standard and to ensure prescribed level of hygiene in the hospital. So every hospital managers needs to take care of compliance management.

To ensure insurance reimbursement –

There are number of health insurance Company from private and public sector are in operation every company operates as per their procedure and policies. There are number of transaction methodologies like cashless cards, online payment, payment after the approval and inspection etc.

The manager must be well aware about the complex network operation of the health insurance companies and must ensure the payment from these companies within the given time.

The marketing responsibility –

In modern days of hospital management the marketing of hospital as a product plays a significant role this is the responsibility of a manager to plan number of promotional activities to improve the

8

image of the hospital and at the same time to improve the number of patient to generate more revenue for hospital number of marketing activities like advertisement recruitment of effective marketing professionals various medical camp and event. To chalk out referral policies to get the referral cases from other doctor on day to day basis are some of the important marketing functions of the manager.

Education and awareness of regarding the prevailing diseases –

The manager has to arrange number of medical awareness camp for e.g. on obesity for pregnant mother for healthy hearts for diabetics' routine eye checkups free distribution of calcium and iron tablets. To spread awareness about pandemics, epidemics and other local contagious diseases and all these activities must be well documented by the managers

Admission process

Admission of patient means allowing and facilitating a patient to stay in the hospital unit or ward for observation, investigations and treatment of the diseases he or she is suffering from.

A person can be admitted to a health care facility with several reasons including:

- Therapeutic aspect for treatment of any acute or chronic disease
- For observation of the status of client
- For diagnostic need
- For surgical interventions
- On an emergency basis
- For conditions requiring expert care

Purposes of admission:

- To receive the patient in the ward for admission according to his condition
- To welcome the patient
- To provide comfort and safety to the patient
- To provide immediate care
- To be ready for any emergency
- To assist the patient in adjusting to hospital environment
- To establish a nurse patient relationship

➤ o obtain discharge summary, medical certificate and drugs

Limitations of the study-

9

Despite lots of opportunities prevailing for the study, there were few limitations which restricted the study and they are:

- It was difficult to have in-depth study of all the departments due to the time constraints
- Limited availability of annual reports, office records, and other published and unpublished source of data.
- This study report is prepared mainly focusing on administration management, thus other works which would affect on hospital performance have not been included.
- Only descriptive method of research design has been followed.

Result and conclusion –

The first cause of discharge delay is discharge planning by the consultant that is done on the day of discharge which delays further process. The consultant may be asked to take rounds for likely discharge patients first and then to others or preplan the discharge on the previous day. Major delay in discharge is vacating the room that takes about 5-6 hrs after the payment of insurance approval which can be optimized by framing a discharge policy for vacating the room within an hour after insurance approval.

Almost 74% of patients discharge time takes about more than 4hrs which is not according to prescribed NABH standards. All ward coordinators should be provided with guidelines in discharge procedures to reduce the delay in time taken for discharge process. Staffs should also be trained in proper communication skills to carry out the process.

Another area of delay is pharmacy clearance which takes about 1-2 hrs due to lack of manpower to carry out the process. In order to fasten it, adequate pharmacist should be allotted for each

ward to carry out the clearance process.

- Billing is a major area in discharge process. The time taken for bill generation can be reduced by closing all the pending bills before discharge intimation to the billing department and proper communication between departments to close the bill.
- Another area of delay is discharge summary preparation and signature by consultant.
- Discharge when preplanned, ward coordinators should ensure that all the summaries are ready by the next day for signature and correction by consultant.
- For Insurance patients discharge, the approval time takes about 4-5 hrs due to too many queries and approval by TPA. In order to optimize the delay, the hospital can hire major TPA's and complete the approval process quicker for faster discharge of insurance patients.

10

Cash patients are not informed about the bill amount in prior which causes delay in payment of cash. The ward coordinator/cash counter should track the patients bill and ask their attenders to pay all the outstanding bills from time to time.

Reason for delay in bed allotment is due to fail in closing the discharge status in ward.

The staffs and coordinators should be properly trained in every details of discharge process.

In order to reduce the delay in vacating, the hospital must have a discharge waiting area where the patients can wait after their discharge for their vehicle/attenders/doctor opinion which will reduce the time taken for assigning bed to the next patient.

Hospital discharge process is one of the very lengthy procedures. Discharge time taken by hospitals is one of the quality indicators. Hence, maintaining an acceptable level of discharge time provides competitive edge to the organisation. Hospital discharge plan includes clearance from all departments, bill settlement and inform patient regarding appropriate post-hospital treatment as per standard documentation.

Discharge of patients is one of the important area that needs improvement in hospital. In order to reduce the delay in discharge, the hospital needs proper cooperation and coordination of other department staffs. Through this study the time taken for both cash and insurance patients

were analysed and compared with NABH standards. The factors for delay were identified and suggestions were given which will decrease the time taken for bed allotment for next patient which eventually increase the reputation of the hospital and reduce the patients waitingtime.

Reference &Bibliography

Alrashidi, A., & Baakeel, O. (2012). The impact of operational risk management on the financial development and economic growth. *European journal of business and management* .

Jasmine Joshi and Dr.Umesh Gupta 2020. “COVID 19 and Public Distribution system in Chhattisgarh:AStudy” in *Journal of Critical Reviews*, Vol 7, 2394-5125

11

Bodur, Z. (2012). Operational risk and operational risk related firms scandals/large incidents. *Maliye Finans Yazilari* .

Dionne, G. (2013). Risk management :History,Definition and critique. *CIRRELT* .

Hao, X., & Han, S. (2014). Measurement and control of operational risk of banking industry based on complex network. *Journal of software* .

Mazankova, V., & Nemas, M. (2007). Operational risk and its impact on financial stability.

NRB. (2002). *NRB Act*.

Tripathi, A. (2014). Globalization and Downsizing in India. *International Journal of Multidisciplinary and Current Research*, 2, 932-939.

Tripathi, A. (2019). Profit Maximization Theory and Value Maximization Theory.

International Journal of Scientific Development and Research, 4(6), 284-289.