

# Study on Healthcare and Facilities Provided By Nursing Homes

\*Mr. Amol P. Kadu

## Abstract

*Development of any country is depending upon the efficient manpower of the country, and the generation of efficient manpower is depending on the health of the manpower. Healthcare system is the backbone for the development of any country. Despite 64 years of independence we have been able to provide health care to almost citizens. Government hospitals not fulfilling the actual requirement of the patients in any aspects, because there are inadequate funds, under staffing, lack of medicines, overcrowding of patients. So as compare to government hospitals private nursing homes offer more medical facilities and these nursing homes spread all over the India and becomes major part of the Indian Health Care System. The purpose of this study is to identify how well the nursing homes are equipped with proper patient care facility. The research is conducted among the nursing homes (secondary healthcare) in Navi Mumbai healthcare market identifying the Speciality of nursing home, its capacity to serve patient, Facility to treat patient.*

**Keywords:** Nursing Home, Medical Facilities, capacity.

## Introduction

The Indian healthcare has progressed at an impressive pace over the past few years. The private sector has emerged as a vibrant force in the industry. It's a huge and growing sector in India and in which there is small nursing home is in growth in this sector. To study the Facilities provided by the Nursing Homes in NaviMumbai. The city like Navi Mumbai is the developing area and with the growth of infrastructure in terms of residency and commercial there is a inflow of people in NaviMumbai throughout the India. Health care facility is to be developed and improved in such developing areas in India. The Study of Nursing Homes in Navi Mumbai will help to analysis the healthcare Facilities provided by the nursing homes in growing cities like Navi Mumbai. The project will also help to analysis that what facilities should be included by the Nursing Homes. The study gives the general ideas of how many bedded nursing homes are there in Navi Mumbai, how much percentage of facilities are provided by the nursing homes in terms Operation Theatre, I.C.U. , N.I.C.U., P.I.C.U. and Cath Lab and which are the areas are to be improved. The need of the project is to get knowledge about the Healthcare market in Navi Mumbai as in terms of business and career.

## Review of Literature

On this topic not so much work has been done in this respect. Some decades back, it was considered that providing healthcare is primary responsibility of the state, this view has changed now. This is an attempt to review related studies. **Aparna Sinha (2005)** has analyzed that "Public health infrastructure are those basic services without which primary, secondary and territory health care services can't function. It has been much realized the importance of adequate infrastructure service in achieving a higher rate of growth and improving the overall quality of life in a highly competitive and globalize world both sector public and private individually can't be relied upon fully for adequate provision of health care infrastructural services because of their own restrictions and reservations. The solution to this complex problem could probably life in a symbolic

---

\*MMS (Marketing), YMT College of Management

relationship between two sectors usually have distinctive but potentially complementary roles to play. Such partnerships have the potential to enable the delivery of high quality infrastructural the delivery of high quality infrastructural services.

**Goel SL and Kumar R (2004)** in the new millennium, the hospital should attend to maintenance of building equipment, dietary services, security services etc to maintain to prestige and dignity of the hospitals as well as to ensure quality health care in new millennium. In this great venture, hospital authorities may seek the involvement and cooperation at the people to make the medical services patients oriented. Hospital in the new millennium should provide and environment of extended family where the patients can get professional and expert medical care and homely environment. Patients should be welcomed in these extended family type hospital services, rather than exposed to sullen or greedy or indifferent faces.

**Vincent CA and Coulter A (2002)** have explained plans for improving safety in medical care after ignore the patient's perspective. The active role of patients in their care should be recognized and encouraged patients have a key role to, play in helping to reach an accurate diagnosis, in deciding about appropriate treatment, in ensuring that treatment, in choosing an experienced and safe provider, in ensuring that treatment is appropriately administered, monitored and adhered to, and in identifying adverse events and taking appropriate action. They may experience considerable psychological trauma both as a result of an adverse outcome and through the way the incident is managed. It is medical injury occurs it is important to listed to the patient and/or the family acknowledge the damage, give an honest and open explanation and an apology, ask about emotional trauma and anxieties about future treatment and provide practical and financial help quickly.

**Hardeep Chahel (2002)** has emphasized that patients, health care service product, delivery of service quality and outcome quality factors require deep attention in health care providers to improve patient prevailing condition in the public health care sector. So the key to successful social marketing approach to health care services depends on patient satisfaction and quality of service providers need to continuously assess their health care services and make necessary changes to meet the consumer preferences and expectations through the use of COPE (Client Oriented Provider Efficient Service Methodology)

**Milosevic Drogan and Mette Bayyigit (1999)** have brought out that the improvement of health care service has a great effect on patient satisfaction. During the service delivery, the health care organization attempts to answer the reasonable expectations of patients. The expectations relate to many service dimensions, among them the phone system, appointment, availability and waiting times. The findings show that the improvements of the quality initiative significantly improve patient satisfaction with the appointment availability and waiting time on the other hand, the implementation of the quality initiative did not improve patient's satisfaction with the phone system.

**Nilaya Varma, Partner, Health & Public Services, Accenture India (2013)** The healthcare ecosystem in India is at an inflection point. While the outlook for the healthcare industry is optimistic, there is a need to move towards an integrated healthcare delivery system, which leverages technology and has the patient at its centre.

## Objective

The main purpose of the research is to investigate the facilities provided by the Nursing Homes in Navi Mumbai. The study also examines the quantity service of the facilities provided by the Nursing homes in Navi Mumbai, speciality areas of patient care served by the nursing homes. To find the areas to be improved and the increasing facilities.

## Research Methodology

For a research study to be perfect the sample size selected should be optimal i.e. it should neither be excessively large nor too small. Here the sample size was bounded to 50 units of Nursing Homes in Navi Mumbai. Questionnaire method is used to collect the data. Percentage analysis method is used to analyse the collected data of general facilities terms of Operation Theatre, I.C.U., N.I.C.U., P.I.C.U. and Cath Lab and which are the areas are to be improved or introduced in Navi Mumbai.

## Result and Analyses

The sample size for the survey was 50 Nursing Homes of Navi Mumbai. The bed capacity of the hospitals is to be measure. So the hospitals are segmented into 4 categories which are 00-20bedded are the hospitals who are new in the market or not grown or expended further and mostly having single speciality like Paediatric hospital for children's, 21-40bedded are the hospitals are mostly having two speciality fixed and if any facility is there the doctor for that particular speciality will be a visiting Doctor, 41-60bedded are the hospitals mostly having all speciality and have critical care facility in them, 60bedded and above are hospitals which are highly equipped with all the speciality and a quality service also. This is segment by capacity will also give a general idea about ability to give healthcare facility provided by the nursing homes in Navi Mumbai.

There are 38 Nursing Homes which have 00 – 20 Beds capacity in there hospital i.e. 78%; 5 Nursing Homes which have 21- 40 Beds capacity in there hospital i.e. 10%; 3 Nursing Homes which have 41 – 60 Beds capacity in there hospital i.e. 6%; 4 Nursing Homes which have 60 and above beds capacity in there hospital i.e. 8% **Refer the table 1.1**

**Table 1.1 Beds capacity of Nursing Homes in Navi Mumbai**

Capacity of Nursing Home (Bed Capacity)	Zero to 20 Bedded	21 to 40 Bedded	41 to 60 Bedded	60 Bedded and Above
Unit	38	5	3	4
Percentage	76%	10%	6%	8%

## The facility provided by the Nursing homes of Navi Mumbai

There are 56% of I.C.U., 8% of N.I.C.U.(I.C.U. for New Born Babies) , 6% of P.I.C.U. (Paediatric I.C.U.) , 92% of O.T. (operation theatre), 12% of Cath Lab (Cardio & Diabetic) facilities are provided by the Nursing Homes in Navi Mumbai. **Refer the table 1.2**

**Table 1.2 Facilities in Nursing Homes of Navi Mumbai**

Facilities	Yes		No	
	Percentage	Unit	Percentage	Unit
I.C.U.	56%	28	44%	22
N.I.C.U.	8%	4	92%	46
P.I.C.U.	6%	3	94%	47
O.T. (Operation Theatre)	92%	46	8%	4
Cath Lab	12%	6	88%	44

**Suggestions**

1. Indian Private Healthcare system must operate more transparently and reassure the public that they are getting the best value for their money.
2. The private medical professionals may eventually have little choice but have to acknowledge the supremacy of the consumer. As doctors in Indian Private Healthcare system become increasingly involved in the financial aspects of healthcare, patients will inevitably challenge their position as the guardians of healthcare system.
3. India is a home to reliable alternate medicine system. But our Government and society has been giving thrust to Allopathic medicine system only. Developed countries are experimenting and successively adopting integrated healthcare system, which is yet in infancy stage in the country of their origin. If large number of private medical doctors takes part in integrated healthcare system. It will a real incentive for them as well as for society.
4. The private healthcare system should not loose sight of their primary reason for their existence; they must remain the focus of healthcare services. Private Nursing Homes must have the compassionate and dedicated professionals.
5. More importantly there should be nurses and paramedical staff that should be able to provide tender loving care unlike many developed countries. It has been proven that a well treated patient in both ways medically and behaviorally, recovers much faster.
6. Enter into Public Private Partnerships with the government for various health / subsidiary services and improve the overall quality of care—such as ambulance services, facilities management, diagnostics, urban health facilities, mobile medical units for rural areas.
7. Indian providers have world class quality. They are also cost efficient as compared to developed countries. However, Indian providers need to improve their understanding of cultural sensitivities of people of different countries to serve them better. Providers can also use this knowledge to become more responsive to patient needs.
8. Healthcare providers can Use technology extensively for Telemedicine, medical call centers, mobile phones in healthcare delivery, E-learning solutions and medical simulation to improve quality of training, Electronic Medical Records for coordinated care, Computerized Physician Order Entry and RFID to improve safety of care.