

# A Study on Private Hospitals Services in Tamilnadu

<sup>1</sup>ALAGUMURUGAN V, <sup>2</sup>Dr. K. UMA

<sup>1</sup>RUSA Project Assistant Ph.D Full Time Research Scholar, <sup>2</sup>Assistant Professor

<sup>1,2</sup>Department of Commerce, Madurai Kamaraj University Madurai-625 021.

**Abstract:** “To keep the body in good health is a duty otherwise we shall not be able to keep our mind strong and clear” this statement outcome the importance of good health for living things in the world. In Tamilnadu private and government, hospitals are offering quality health care services to own state people and neighborhood state peoples also. Chennai, Coimbatore, Trichy, and Madurai cities have many multi-specialty and super-specialty hospitals with well-experienced doctors and nurses. They, maintain their hospital with a hygienic environment, and they offer unique health service which is not available in a government hospital. And the private sector does not reach among economically and socially weaker sections of society. The present study will be focused on private hospital services in Tamilnadu and their unreached area. The government creates awareness about Prime Minister’s National Relief Fund and Chief minister comprehensive health insurance scheme.

**Keywords:** Private hospitals, Prime Minister’s National Relief Fund, Chief Minister Comprehensive health insurance scheme, Economically weaker section of the society, Government awareness programs.

## Introduction:

“Health is the greatest gift, contentment the greatest wealth, faithfulness the best relationship”. This statement outcome the importance of health for living things in the world. A healthy body and mind are not only important for a human being, but it also much needed for other living like animals. Now a day’s aged people and young people have also faced too many healthcare issues like heart attack, kidney failure, high blood sugar, high blood pressure, accidental issues, and other major issues.

20 years before the parents saved their portion of income for their child's economic growth in the future but today this statement will be a failure. Because, today parents must want to save and invest in insurance for their child's medical treatment purpose. Many families are coming into a financial crisis due to this kind of medical expense. So, the government and private hospitals are offering numerous services to people who are suffering from diseases. The government offers free services to the economically and socially back grounded people in India. At the same time, the private hospital is offering enriched services, and time their services have not reached that much to poor back grounded people. The present study will be focused on private hospital services to the public and people in India.

## Objectives of the study:

1. To list out the private hospital's services to the patients
2. To study the accessibility of the private hospitals
3. To offer suitable suggestions based on the findings of the study

## Data Collection:

The required data is collected from various official private sector and government web sites.

## Methodology of the study:

The research paper works on findings and suggestions based on descriptive methods.

## UNIQUE SERVICES & FEATURES AVAILABLE THROUGH PRIVATE HOSPITALS

### 1. Hygienic environment:

In Tamilnadu various multi-facility hospitals are delivering their services in major cities like Chennai, Coimbatore, Trichy, and Madurai. And they are offering good services to the general public in a hygienic environment. If we go to some private hospital in Coimbatore city means we can see a hygienic environment maintained by the private hospital management. So, that the disease spread is controlled. But some government hospitals' environment is not clean when compared to private hospitals. Some people are ready to pay a high amount for their treatment but they are only quality services from the hospitals. The private hospital meets their demand.

### 2. New technology, Equipments and Lab facility:

Tamilnadu is a supreme state in medical treatments. Many patients from other countries and other states come to Chennai and Coimbatore for their medical injuries due to the availability of new technology in Tamilnadu private hospitals. For example, a private hospital in Coimbatore has the first hospital in Asia to install 128 slice CT scanner so, that 2,00,000 people are scanned, First time in India, Awake open heart surgery was performed and for the first time in India, a 2 day old baby was dialyzed. In this regard, too many Tamilnadu and other bordered state peoples also benefited.

### 3. High relationship with patients:

The private hospitals have maintained good relationships with their patients. From the initial stage to the recovery stage when the patients enter the private hospitals the private hospital management and employees, especially nurses are working with viewpoint patients' satisfaction. After getting treatments the private hospitals are getting feedback from every individual patient. It is very helpful to measure the variations between patients' expected service and what they are actually rendered service it further helps to further improvement also. And they are giving a respectful answer to the patient's queries.

### 4. Highly motivated staffs are working:

Most private hospitals have their own pharmacy and nursing colleges so, they easily fill their vacancy by own campus interviews with a minimum cost of recruitment and manpower cost. This is the biggest advantage of private hospital management. But the government hospital does not have this type of feature. So, the government does not have to pay more for recruiting and training cost. Some private management hospitals are providing performance-based salary so, it highly motivated the workers with more involvement with their work. And, some hospitals in Coimbatore and Chennai offer free food.

### 5. Quality of service:

In Tamilnadu, some peoples are ready to pay with compensation for high-quality services. Most of the private hospitals in Tamilnadu offer high-quality services to their patients. And they are offering enriched services for post-discharge also. Some private hospitals are offering unique services like in Coimbatore specializing in cardiology, Neurology, and Nephrology and some have specialized quality services in Urology, oncology, and ophthalmology. Few private hospitals offer rare service that is not available in government hospitals.

### ACCESSABILITY OF PRIVATE HOSPITALS

#### 1. Unreached the Economically weaker sections of the society:

In Tamilnadu total population the middle income and lower income people's portion high. So, they are not able pay the treatment fees fixed by private hospitals. For kidney transplant surgery, they charging up to rupees in lakhs and dialysis purpose they are charging in rupees thousands per sitting. Some economically and socially back grounded peoples are not able to that much, but they are expecting this kind of service quality. Here the private hospital services are not reaching economically section society people.

#### 2. Not reached private hospital services to tribal area people:

The private hospital running their hospitals with the aim of making of profit so, that they are not ready Tamilnadu many of districts located in the hills area. For example Nilgiri district has a more interior forest area in their place the multi speciality hospitals are not ready to start their hospital. The government only concentrates and established more number of PHC and government hospitals. So, the private hospital quality services haven't reached that much to Nilgiri district peoples.

#### 3. Charging High Fees:

Private hospital in Tamilnadu charging high fee for medical treatments. This much of the cost is not easy to pay by the economically weaker sections of the society. So, the poor peoples' not getting quality healthcare services from a private hospital. In other hand government hospital offering services to the peoples with free of cost. But anyway the private hospital services not reached among that kind of people.

### Findings of the Study:

- The private hospital, maintaining their hospital with hygienic environment in Tamilnadu
- The private hospitals in Tamilnadu have new technology, equipments and lab facility.
- Some peoples are ready to pay high medical fees for high enriched quality services offered by private hospitals.
- The private hospital not reached among the socially and economically back grounded peoples.
- The private hospital management not ready start their hospitals in hill areas.

### Suggestions of the Study:

- ❖ The government and private hospital make an awareness program about Prime Minister's National Relief fund and Chief Minister's Comprehensive Health Insurance Scheme.
- ❖ The private hospitals may ready to start the hospitals in the hills area especially in Nilgiri district.
- ❖ The private hospitals may to give the fee concession to economically back grounded peoples means; It creates a strong mindset among the weaker sections of the society and benefit quality services may be reached that people.
- ❖ Some high income group people's ready pay what is fixed by private management, So, the private may continue their quality services to the high income group peoples.
- ❖ Some private hospitals, hospital treating patients as an income earning machine so, they want their attitude towards patients. And in future treat the patients as a human being.
- ❖ The private hospital can conduct awareness programs to prevent the diseases. So, it helps to know the youngster's mind in the impact of various diseases.

### Conclusion:

The good health condition is too much important for human being and animals. Today the private hospitals enriched by health services to the patients with the compensation of highest fee structure. The private services haven't reached economically back grounded and village peoples. Their starting services with the aim of making profit only. When compared to government hospital the private hospitals offering good quality services and maintaining hygienic environment. The private hospitals in Tamilnadu offering their services neighbour state also. The government want to strict the fees structure it helps the poor peoples and uneducated people.

**Note:** This paper forms part of a Major research project funded by the Rashtriya Uchchar Shiksha Abhiyan (MKU - RUSA), New Delhi, entitled "Comparative Study on Public and Private Health Care in Tamilnadu". The authors are graceful to the RUSA for financial support. The usual disclaimers apply.

### References:

1. Awina Amosh Adongo and Joh Orzaberigu Nactinaah, "A Comparative study of quality of health care services of public and private hospitals in Ghana", *Journal of Public Health: From Theory to Practice*, January 2021.
2. Pushkar Dubey and Satish Kumar Sahu, "Public and Private Healthcare Services of Selected Hospitals: A Comparative Study", *Test Engineering & Management*, Vol. 83, May-June 2020, pp 12614-12626.
3. Sarit Kumar Rout, "Utilization of Outpatient Care Services in Odisha: Factors Determining the Choice of Public or Private Health Care Facility", *Journal of Health Management*, Vol. 17(3), 2015, pp 381-393.

4. Abolfazl Khosravi and Ali Anvari, “ A comparative study of factors affecting customer satisfaction in private and public sector hospitals in Tehran”, *European Online Journal of Natural and Social Sciences*, Vol. 2(3), pp. 1088-1093.
5. <https://pmnrf.gov.in/>
6. <https://www.cmchistn.com/>