



**COLLECTIONS AND  
PROCESSING DATA**

# **CHAPTER - IV**

## ***COLLECTING AND PROCESSING DATA***

- 4.1 Profile of Doctors.
- 4.2 Profile of Nurses.
- 4.3 Collection and Processing Data of patient.

Matrumandir Maternity Home is owned and run by Dr. A.V. Yadav. His cousin Dr. Rajshekhar Yadav assists him. Dr. Khot is visiting doctor who is invited as and when the need arises.

All the three doctors were personally interview with pre structured schedule. A copy of the schedule is attached in the appendix. The responses and the replies enable us to get the following information and data.

#### 4.1 PROFILE OF DOCTORS

##### 1) PERSONAL DATA :

Name : Anand V. Yadav  
Age : 50 years  
Educational Qualifications : M.B.B.S., M.D. D.G.O.  
Date of joining the hospital :1978  
Present designation of the hospital : Owner of the hospital.

##### 2) TRAINING :

In order to get proficiency and skill of high order it is necessary to under go training of various medical discipline Doctor A. V. Yadav is quite aware of this & it is observed that he has completed following types of studies.

a) OBSTETRICS :- He was managing A N C Clinical and labour rooms at college during the time of Internship. They were exposed to various kinds of diseases regarding the obstetrics.

b) Gynecology : - He attained O.P.D & in that they were consulting about 20.30 patients per alternate day of gynecology problem and they were having posting in pediatrics. During that period they have worked in pediatrics department and they had to manage neonatal units.

c) CHILD CARE - Intensive Care Units : In Intensive Care Units the training like Immunization Programme, OPD of pediatrics and pediatrics ward, M C H Programme (Maternity and Child Health Care programme).

In this they were exposed to various malnutrition conditions regarding Indian Child Health and their management.

**3. DURATION OF TRAINING :**

Duration of the course was totally Eight and half years, Four and half years for M.B.B.S. course one year. Internship with rural and urban area and than post – graduate training in next there years in same obst & Gyne subject.

**4. INSTITUTION OF TRAINING :**

the institution's name is B.J.Medical college, pune.

**5. Seminars, Lectures :**

He had attended various seminars as following subjects.

<i>SUBJECT</i>	<i>DATE OF SEMINAR</i>
Anaemia in Pregnancy	15-01-1970
Obstetrics Labour	15-01-1970
Post – Partum Haemorrhage	16-01-1970
Complication of Fibre	17-01-1970
<i>Particulars</i>	<i>Date of Lectures</i>
Diagnosis of Pregnancy	14-02-1970
Abnormal Uterine Action	15-02-1970
Placcuta Previa	16-02-1970

**6. BENEFITS OF TRAINING SEMINARS, WORKSHOP ETC :**

He told that by lectures and seminars the knowledge was refreshed. Training in seminars and workshops was useful in building bridge between what they do in wards and at operations and what is in the books. Newer technique of treating the patient, newer medical machinery among in medical field.

It is beneficial to attend training, refresher course, seminar, workshops and lectures because training is basic need of practice. It is improvement occupation proficiency as described below.

**7. Ways and means of improvement of occupation proficiency.**

1. Adequate training about disease and diagnostic.
2. Well experience about work
3. Practical exposure
4. Improvement in physical & mental condition of patient.
5. Application of newer diagnostic method.
6. Correct knowledge about diagnosis.

**8. Improvement in medication**

Improvement in the medication is by adequate knowledge about disease and adequate diagnostic skill. There is an improvement by upto date knowledge about pharmaceutical drugs and their application to the particular patient.

**9. Improvement in Operation skills.**

Operation skill improve with each forthcoming operation because one gets additional knowledge in each operation. One should be enough aware about standard operative procedures and technique.

**10. SUGGESTION FOR FURTHER IMPROVEMENT**

The doctor are aware of the need to improve their professional skill further , following of the suggestions made by the doctors. In this regard.

1. By way of working hard to get the practical inside. It is also necessary to get upto date information from the other sources.
2. By referring current literature from journal of obstetrics and gynecology and other magazine.
3. By participating in conference, seminars and workshops held in various cities and various subjects.
4. By visiting medical college library in order to intensively studies the books periodicals reports etc.
5. By carefully attending the programmes on medical science telecustral by various channels of T.V.

**1) PERSONAL DATA**

Name Dr. Rajshekhar K. Yadav.  
Age 29 years  
Education M.B.B.S. M.D.  
Qualification Obstetrics and gynuecology  
Data of joining the hospital 23.02.1995  
Present Designation in the hospital – clinical assistant.

**2) Training**

**a) Type**

Doctor Rajshekhar K. Yadav has completed training in obstetrics & gynecology at medical college. In their college he was handling labour duties. Labour duties means specifically attending the labour in Government Hospital at night times. Therefore he got knowledge of various complications in emergency cases at night. He got training about obstetrics in the OPD as well as in IPD. They were given 24 hours duties in wards and attend OPD gynecology case and obstetrics cases.

Child Care

In this course he attend pediatrics ward, MCH programme.  
(Maternal and Child Health care programme), OPD of pediatrics.

**3) Duration of training**

Duration of the course was totally Eight and half years. Four and Half Years for M.B.B.S. course one year internship with rural and urban area. Then post graduation 3 years.

**4) INSTITUTION OF TRAINING :**

The institutions name is Wanless Hospital, Miraj.  
Government Medical College, Miraj.

**5) SEMINARS & LECTURES :**

The Doctor had atenttended various seminars of their department. There is regular programme of seminars to present paper by the post

graduate students in the department. The doctor himself present about five seminar as follow.

SUBJECT OF SEMINARS	DATE OF SEMINAR
1. Foetal Distrest	2-3-1991
2. Complications of duration pregnancy	2-3-1991
3. complications o first stage of labour	3-3-1991
4. contraception	4-3-1991
5. Elective, ceserian section	4-3-1991

The organizer was Doctor Mr. Jadhav who was head of Gynecology Department of Wanless Hospital, Miraj. The Doctor has also attended conference at Kolhapur as follows.

SUBJECT OF CONFERENCE	DATE OF CONFERENCE
Obstetric and	18-2-1994
Gynecology Conference	19-2-1994

- 6) Benefit of training seminar workshop etc. It is beneficial to attend training, refresher course, seminars; workshop and lectures. The training is basic need in practice of medical profession. A doctor can not get any experience without training.

Refresher courses are good for the getting knowledge and new invention and new therapies are made known to participants throw seminars. Almost all topic covered in seminars and the participation helps to make the knowledge perfect. Doctor attended workshop at Satara, by attending workshop he got knowledge about ways and styles of practice that are going on in various parts of the country. Participants can see and handle new instruments can known about new methods of operations, new materials, new drug, etc. can be studied at refresher course.

## 7) IMPROVEMENT IN OCCUPATIONAL PROFICIENCY

- a) ways and means of improvement of occupational proficiency
- 1) The first and most important way of improving occupational proficiency is the reading books and journal. The doctor while taking

training in government hospital, he could get various journals and clinical books for his study. He could get the knowledge of latest development in the field of medical education.

- 2) The second important way is investigation in the laboratory infact in the field of medical education "practice makes man perfect". Investigation includes radiological diagnosis where enough precaution is to be taken while diagnosing the patient.
- 3) It is also necessary to maintain diagnosis instrument upto date the doctor is observe to be aware of this because the instrument like ultrasonography laproscope were found to be upto date. This instruments is use for diagnosis of pregnancy.
- 4) There is a need of MRI or CT Scanning. The Doctor should have skill and it can be obtain only through experience Dr. R. K. Yadav has already aquire the skill of MRI or CT scanning.

#### **8) Improvement in Medication**

The improvement in medication is possible by adequate knowledge about disease and adequate diagnosis skill. It is important to keep upto date knowledge about pharmaceutical drugs Dr. Yadav is aware of this he is also successful of that the task of interaction with the patient.

#### **9. Improvement in Operation skills.**

Operation skill improve with each forthcoming operation because one gets additional knowledge in each operation. One should be enough aware about standard operative procedures and techniques.

#### **10. SUGGESTION FOR FURTHER IMPROVEMENT**

Further improvement in occupation profiency and made by following as suggested by Dr.Khot.

1. Participating in conference held in various cities on various subjects
2. Attending clinical meetings.
3. Reading magazine and journals.
4. Attending Child health care programme.



**1. PERSONAL DATA**

Name of Doctor	Dr. Satish A. Khot
Age	40 years
Educational Qualifications	M.B.B.S. D.C.H.
Date of joining the hospital	11-1-1995
Present Designation in the hospital	Visiting Doctor

**2. TRAINING**

He got training in Diploma of child health. (D.C.H.)

**3. DURATION OF TRAINING**

Duration of the course was totally Eight and half years, Four and half year for M.B.B.S. course. One years internship with rural and urban area. Than post graduate in next three years. The Doctor has completed Maternal and Child Health Care programme.

**4. INSTITUTION OF TRAINING**

The institution name was B. J. Medical college, Pune.

**5. SEMINARS & LECTURES**

The doctor attendant various seminars in his department. There is a programme of seminars to present paper by P.G. students in the department.

Name of Conference he has attended are as below;

Subject of Conference	Date of Conference
Various disease of Children	18 <sup>th</sup> February, 1994
Vaccination Programme	19 <sup>th</sup> February, 1994
Neonatal Care	20 <sup>th</sup> February, 1994

The doctor attended conference at Pune. The conference was organised by Association of Maharashtra State Child Health Care society.

**6. BENEFIT OF TRAINING, SEMINARS, WORKSHOP ETC.**

Attending seminar, training course or workshops provides opportunities for the doctor to improve there occupational proficiency Doctor Khot is aware of this he has attending various training course, seminar and

workshops. From the training he could get the basic knowledge but practical knowledge in seminar. There is presentation of papers followed by discussed so new invensation, new therapy, are made known to participation, Dr. Khot has commented that almost all important topic are covered in seminars.

#### **7. IMPROVEMENT IN OCCUPATIONAL PROFICIENCY**

In addition to the above following are the significant the ways adopted by Dr. Khot.

- a) Reading of journals and books.
- b) Laboratory Investigation
- c) Using the latest radiological diagnosis practice and instrument.

#### **8. IMPROVEMENT IN MEDICATION**

The Improvement in medication is possible by adequate knowledge about disease and adequate diagnostic skill. It is important to keep upto date knowledge about pharmaceutical drugs. Dr.Khot is aware of this. He is also successful to the task of interaction with the patient.

#### **9. IMPROVEMENT IN OPERATION SKILL**

As for as possible Dr. Khot being visiting. Dr. is not require to operate the patient, therefore he doesn't have the knowledge of operation process in this hospital. however the necessary skills about same surgical processes mainly vanisection I V application I V canula lumber puncture as piration various cuvitia and fluids etc. are acquired by Dr. Khot.

#### **10. SUGGESTION FOR FURTHER IMPROVEMENT**

Further improvement in occupation proficiency and being made by following as suggested Doctor Khot.

1. Participating conference held in various cities on various subjects.
2. Attending clinical meetings.
3. Reading magazine and journals.
4. Attending child health care programme.

A scrutiny of the replies given to the queries help as to draw a few conclusions.

Both of the doctors – uncles and the cousin are well versed in their art medicine. They have carefully developed skill of diagnosis and surgery and or medication. They have tried to improve their performance by referring to latest books, by reading journals and by negotiating with fellow doctors.

It has been better that the doctors have attended subject conferences and seminars which have helped them to sharpen. Their skills visiting doctor has also attended a few conferences which in his opinion has benefited him.

#### 4.2 STAFF AT THE HOSPITAL

The hospital is manned by four nurses, one compounder and one laboratory technician, out of them three nurses and the technician were interviewed. The following data and information are collected through this exercise.

##### 1) PERSONAL DATA

Name : Anna D. John.  
Age : 32  
Education : Bsc. Nursing general with specialization in operation theater technician  
Sex : Female  
Experience : 5 years  
Date of joining serves : 11- 02 – 1995  
Designation : Incharge of General Nursing

##### 2) TRAINING :

She is a qualified nurse, she attended training programme and refresher course. After her B.Sc she has done two years course of the general nursing and 6 months training of operation room technician in Krishna Hospital, Karad.

SUBJECT	DURATION	ORGANISATION INSTITUTION
Operation Theater Technician	18 Jan. 1994 to 31 June 1994	Krishna Hospital, KARAD.

**3) A) SEMINARS LECTURES :**

She has attended various seminars like seminars on –

- a) Hospital Nursing Service
- b) Research Nursing
- c) The Nurses and Law.

In addition to seminar she has also attended lectures on :

- i) Management -planning and importance of planning characteristics of good plan, types of plans, rules, policies, procedures, manual budget, forecasting and decision making.
- ii) Organization – Importance of organization general principles of organization span of control.
- iii) Staffing – manpower planning, Direction – its importance and factors contributing to effective direction.
- iv) Motivation – Leadership – its importance, its theory, desirable qualities of leader.
- v) Communication – Communication process – its importance and its classification effective communication.

**B) Nursing Administration in Hospital :**

This includes ward management, management of patients admission and patient care. Assignment of personnel for patients care, reports and records, ward rounds, management of emergency patients.

**4. Benefits of Training, refresher course, seminar, workshop, conference.**

- a) Training is important – It's is about 3 years training the professional training is basic for their job. It provides experience and practice of the requirement of their jobs.

- b) Refresher Course – Refresher course is necessary for introducing the new things and new methods that are used in the field.
- c) Seminars : seminar help us to get experiences to Intration with the student of places the suggestions help made during the seminars to improve of work.
- d) Workshop – Through workshop she got variety of work to do so her experience increase .
- e) Conference – helped her to get in touch with the seniors, the refresh knowledge.

5. Suggestion for further improvement

- 1) Hard working and strong desire interest in job.
- 2) Completing the work with minimum possible mistake.
- 3) Listening and obey the senior Doctor
- 4) Not showing any kind of smartness while dealing with the patient.
- 5) Understanding the problem clearly & completely.

1. **PERSONAL DATA**

Name : Rekha I. Chachavani.  
 Age : 25 years  
 Sex : Female  
 Education : General nursing Course.  
 Experience : 2 yrs worked in Wanless Hospital, Miraj.  
 Date of joining the service :10 – 1 –1994 Staff Nurse.

2 Training : After completion of her 12<sup>th</sup> standard she had a training for course of 3 years for general nursing at Wanless Hospital, Miraj. In training there way no special subject for two years, but there was one special subject in last year, she choose “midwifery”. In the beginning on 1-1-1992 and transferred to at maternity on 31.6.1992.

3 Seminars , Workshops and Lectures : She has attend seminars, lectures and workshops in her college which is attached to Wanless Hospital, Miraj. A

specific seminar on patient care was also conducted. The important subject of seminar

- 1) Ward Teaching
- 2) Personal development
- 3) Professional ethics
- 4) ESI scheme
- 5) Workshop on standardization of routine and procedure and on hospital organization was conducted.

Lectures the following were attended

- 1) What is nursing Function of nurses including functions and purpose of hospital in various section. Of hospital.
- 2) Management of Hospital – including organization, administration, problem solving organizing admission of the patient, functions of nursing superintendent, function of ward sisters.
- 3) Assignment – This includes Nursing care to the patient, supplies and equipment, social environments, upto date record, plan for patient care etc.
- 4) Benefits of training refresher courses, seminar, workshop & conference –
  - a) Training – training is basic for her jobs. It gives experience and practice at hand. Training also is useful for knowing the exact requirement of job.
  - b) Refresher Course – Introduces with the new things and new methods which are useful in their field.
  - c) Seminars – Seminars help us to get experiences, interaction with the student of colleges of different places. The suggestions made during the seminars help us to improve standards of work.
  - d) Workshop – During the workshop various of work completed. The experience of such work helped us to understand their work better.
  - e) Lectures – Lectures help us to get the requirement knowledge from their senior. This refreshes our knowledge. And sort out their difficulties.

## **5) Suggestions for further improvement**

- 1) Hard Working and strong desire interest in job
- 2) Completing the work with minimum possible mistake
- 3) Listen and obey the senior doctors
- 4) Not showing any kind of smartness while dealing with the patient
- 5) Understanding the problem clearly & completely.

### **1. PERSONAL DATA**

Name : Sou. Sushila Jadhav  
Age : 35 years  
Sex : Female  
Education : 10<sup>th</sup> standard and general nursing course  
Experience : 10 years worked in Hospital  
Date of joining the service : 10-01-1989 - 95 Staff Nurse

### **2. TRAINING**

After completion of her 10<sup>th</sup> standard, she had done a training course for general nursing at Sangli. There are many ways of conducting training programme. There may be lectures and demonstrations by doctors. New findings and practices in medical, surgical treatment of patient are recorded. Nursing personnel may be invited from other departments to introduce new methods they are adopting and any changes in nursing practice that have taken place.

There may be films, discussions and demonstrations of new techniques or equipments. The clinical conferences are held which create good learning situations and are interesting to the staff.

Ward meetings make a very important contribution to education. The interested head nurse should plan for such meetings at regular intervals. Such meetings can be used to give information of new treatments.

### **3. SEMINARS LECTURES :**

She has attending seminars, lectures and workshop, in their college which is attached to Civil Hospital, Sangli. The seminar were arranged on patient

care by the nursing staff. The lectures were also arranged on various topics such as Hospital Organization management of Hospital, problem solving. The workshop on standardization of routine procedures and on hospital organization was attended.

4. Benefits of Training Refresher Course, Seminar, Workshop, Conference.
  - a) Training - Training is basic for the job.
  - b) Refresher Course – Introduces with the new things and new methods which are useful in the field.
  - c) Seminars – Seminars help us to get experience interaction with the student of colleges from different places the suggestions help mode during the seminars help us to improve work.
  - d) Workshop – During the workshop various to work completed. The experience of such work helped us to understand our work better.
  - e) Conference – Helped us to get new knowledge refreshed and difficulties solved.

**5) SUGGESTION FOR FURTHER IMPROVEMENT**

- 1) Hard working and strong desire interest in job.
- 2) Completing the work with minimum possible mistake.
- 3) Listening and obeying the senior doctors.
- 4) Not showing any kind of smartness while dealing with the patients.
- 5) Understanding the problem clearly and completely.

**1. PERSONAL DATA**

Name	:Sou. Kavita Satish Shitole
Age	: 29 years
Education	: BSc. Laboratory Technician, DMLT.
Sex	: Female
Experience	: 6 months
Date of joining the service	:15 - 08 – 1990
Designation	: Laboratory Technician



## **2. TRAINING :**

She is a Laboratory Technician. She attended training programme after her B.Sc. as follows.

<b>Name</b>	<b>Duration</b>	<b>Institution</b>
Diploma of Laboratory Technician (DMLT)	2 years	Birnale College, Sangli.

The changes in Medical Science and other science are taking place at a first rate. Everyday, some new knowledge, new discoveries and inventions are made in many branches of science. This changes in medical and nursing practice are necessary. These changes are so rapid that it is difficult to keep pace with them unless there is a definite organized plan to conduct continued training programme. The continuous training programme increase the knowledge and improving the performance of the nurses. Professional growth and development will improve the nurse's opportunity for higher promotion. The continuous training programme helps to keep nurses alert and Interested in her profession.

## **3. PRACTICALS, LECTURES :**

She attend various practicals and lectures of her college that is on various subject as follows.

Arterial Blood Gas Analyser

Pulmonary function test

C.B.C.

Blood Sugar Test.

Urine Sugar Test.

Glucose Tolerance Test.

Calories test.

Normal Value / Blood & other body fluid.

Pregnancy Diagnosis.

Blood Group Test.

Augumented Histamine Test.

4. **Benefits of Training, Refresher course, seminar and workshop and conference.**

a) **Training**

Training is basic for jobs. It gives experience and practice at hand. Training also is useful for knowing the exact requirement of job.

b) **Refresher Courses**

Introduced with the new things and new methods which are useful in their field.

c) **Seminar**

Seminars help us to get experience, interaction with student of college of different place. The suggestion made during the seminar help us to improve standard of work.

d) **Workshop**

During the workshop various work was completed. The experience of such work helped us to understand their work better.

e) **Lectures**

Lecture helps us to get the required knowledge from their senior. This refreshes our knowledge. And sort out their difficulties.

5) **Suggest for further improvement**

- 1) Hard working and strong desire interest in job.
- 2) Completing the work with minimum possible mistake.
- 3) Listing and obeying the senior doctors.
- 4) Not showing any kind of smartness while dealing with the patients.
- 5) Understanding the problem clearly and completely.

It appears that the supporting staff in the hospital is fully qualified and experienced. They are well versed not only in assisting operations, administering medicines and taking post natal and post operative care, but also in various aspects of the hospital management and administration. Such staff is an asset for the hospital and has helped to improved the performance of the doctors.

#### 4.3 COLLECTING AND PROCESSING DATA OF PATIENT'S

The second phase of the present study include the investigation of the patients. After investigation of the staff i.e. doctors nurses and other para-medical staff it is considered necessary to see the responses of the patient. the real worth of medical services depends upon the quality of patient care, if the patients are happy with the treatment the quality can be said to be satisfactory for the purpose of investigation of the view and opinion of the patient. The sample of hundred patient . The sample of hundred patient is selected from the various category of medical treatment as shown below,-

Sr.No.	Category	No. of Cases
1.	MTP	12
2.	Hysterectomy	12
3.	Tubectomy	12
4.	Sonography	12
5.	Caesarian	12
6.	Laproscopy	12
7.	Infertility	12
8.	Delivery	16
	TOTAL	100

**TABLE NO. 1**  
**TYPES OF TREATMENT – MTP**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
2.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
3.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
4.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
5.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
6.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
7.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
8.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
9.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
10.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
11.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
12.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Maximum	High

**TABLE NO. 2**  
**TYPES OF TREATMENT – HYSTERECTOMY**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
2.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
3.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
4.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
5.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
6.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
7.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
8.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
9.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
10.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
11.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
12.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High

**TABLE NO. 3**  
**TYPES OF TREATMENT – TUBECTOMY**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
2.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
3.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
4.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
5.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
6.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
7.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
8.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
9.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
10.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
11.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
12.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High

**TABLE NO. 4**  
**TYPES OF TREATMENT – SONOGRAPHY**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
2.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
3.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
4.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
5.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
6.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
7.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
8.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
9.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
10.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
11.	Convenient	satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
12.	Convenient	Not satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High

**TABLE NO. 5**  
**TYPES OF TREATMENT – CAESARIAN**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
2.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
3.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
4.	Convenient	Satisfactory	Yes	Explains reasons	Courteous	Too often	Reasonable	High
5.	Convenient	Satisfactory	Yes	Explains reasons	Courteous	Too often	More money	High
6.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
7.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
8.	Convenient	Satisfactory	Yes	Explains reasons	Courteous	Minimum	Reasonable	High
9.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
10.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
11.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
12.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High



**TABLE NO. 6**  
**TYPES OF TREATMENT – LAPROSCOPY**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
2.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
3.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
4.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
5.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
6.	Convenient	Not Satisfactory	Yes	Explains reasons	Courteous	Too often	Reasonable	High
7.	Convenient	Not Satisfactory	Yes	Explains reasons	Courteous	Too often	Reasonable	High
8.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
9.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	More money	High
10.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
11.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
12.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High

**TABLE NO. 7**  
**TYPES OF TREATMENT – INFERTILITY**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance in emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
2.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
3.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	More money	High
4.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
5.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
6.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Maximum	High
7.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
8.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
9.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
10.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	High
11.	Convenient	Not Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
12.	Convenient	Not Satisfactory	Yes	Explains reasons	So – so	Minimum	More money	High

**TABLE NO. 8**  
**TYPES OF TREATMENT – DELIVERY**  
**ANSWER GIVEN BY PATIENT**

Patient No.	Doctor's Attendance emergency	Medical technology	Interest in patient	Explaining reasons for test	Behaviour Of hospital staff	Level of medication & lab-test	Fee charges	Level of satisfaction
1.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
2.	Convenient	Satisfactory	Yes	Explains reasons	So – so	Minimum	Reasonable	High
3.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
4.	Convenient	Satisfactory	Yes	Explains reasons	So – so	Too often	Reasonable	High
5.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
6.	Convenient	Satisfactory	Yes	Explains reasons	So – so	Too often	Maximum	So – so
7.	Convenient	Satisfactory	Yes	Explains reasons	So – so	Too often	Maximum	So – so
8.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Too often	Reasonable	So – so
9.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	So – so
10.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
11.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
12.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
13.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
14.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Reasonable	High
15.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High
16.	Convenient	Satisfactory	Yes	Explains reasons	Friendly & co-operative	Minimum	Maximum	High

TABLE NO. 9

SUMMARY OF RESPONSES

No of cases	Pts	Attendance	Technology	Interest	Explain reasons	Behaviour	Test	Fees	Satisfaction
MTP	12	12	6 6	12	12	12	8 4	9 3	12
Hysterctomy	12	12	9 3	12	12	12	5 7	7 5	12
Tubectomy	12	12	12	12	12	12	8 4	5 7	12
Sonography	12	12	10 2	12	12	12	12	6 6	12
Caesarian	12	12	10 2	12	12	9 3	7 5	5 7	12
Laproscopy	12	12	8 4	12	12	10 2	9 3	7 5	12
Infertility	12	12	3 9	12	12	12	6 6	8 4	12
Delivery	16	16	16	16	16	12 4	12 4	8 8	16
TOTAL	100	100	74 26	100	100	91 9	67 33	55 45	100

The responds of the patients are invited on the various points of the medical treatment and care. The main points of this inquiry are as follows,-

- 1) Doctor Attendance
- 2) Medical Technology
- 3) Interest in patient
- 4) Explaining reasons for test with reference
- 5) Behaviour
- 6) Level of medication
- 7) Fee charges
- 8) Satisfaction

With reference to above points their responses were solicited in the form of appropriate answer such as,-

- 1) Convenient / Inconvenient
- 2) Satisfactory / Not satisfactory
- 3) Yes / No
- 4) Explain reasons / Not explains
- 5) Friendly / Co-operative / courteous
- 6) Minimum / Maximum
- 7) Reasonable / Maximum
- 8) High / Low

The important observation with regard to the responses on points of briefly described below. In all twelve cases are investigated in this category the responses of received are of both types positive and negative. The points of enquires and the responses received on such points are described in brief as follows,-

1) **MTP Patients**

MTP means Medical Termination of Pregnancy. It can be observed from Table 9 that 12 patients were included in the sample from this group. At the level of various points of Enquirer the responses of these patients disclose that the attendance of doctors and other medical staff is satisfactory. In case of emergency

additional visits are paid whenever it is necessary. None of the patients have any complaint about the attendance. The level of medical technology used in the hospital is reported to be not very satisfactory. It is observed that few sophisticated equipments particularly to measure the infertility levels are not available with the hospital. About 26% of the patients have shown their responses as not satisfactory. It is reported by all the patients that the doctors take adequate interest in patients. They explain the reasons of various test the patients are required to undergo to the satisfaction of the patients. The Behaviour of the staff with the patients is co-operative and courteous. All the patients have given very positive response. It is however noted that few of the (33%) patients consider the laboratory tests are taken too often. They have expressed the doubt about the real necessity of such tests. With reference to fees charged 45% of the patients have said that the fees are high while 55% of the patients have said that the fees charged are reasonable. Finally the overall satisfaction is reported to be higher by all the patients.

2) **Hysterectomy Patients** :-

This is procedure in which uterus is removed totally. It is usually requires in old patients having gynecology problems.

In all twelve patients were included in the sample from this category. It is interesting to note that the responses shown by the patients in this category broadly correspond to that of the previous category. the attendance of staff including doctors is reported used in the hospital is not reported as satisfactory by all the patients. There are three patients who have reported the level of technology levels are not satisfactory. It is also reported that the doctors take adequate interest. Whenever asked they explain the reasons of the tests to the satisfaction of patients. The Behaviour of medical staff is also reported as co-operative and sympathetic by all patients. The responses regarding number of tests are found to be mixed. There are five patients who have said that the tests are minimum, however there are seven patients who have said that the tests are too often. Mixed responses are also received on fees charged. Seven patients consider that the

fees are reasonable while 5 patients consider that the fees are higher. The overall level of satisfaction is reported as higher by all the patients.

### **3) TUBECTOMY PATIENTS:-**

This is the procedure in which the continuity of fallopian tube is broken for birth control.

Again 12 patients were included in the sample of this category. It is observed that out of eight points of investigation, the responses were all positive on six points. These are attendance, medical Technology, interest, explanation of reasons of tests Behaviour and level of satisfaction. It is however noticeable that there are two points of investigation on which the responses are mixed one is number of tests and the other is fees charged. There are 4 patients who have reported that the number of tests are too often. There are also seven patients who consider that the fees charged are higher.

### **4) SONOGRAPHY OF PATIENTS**

Sonography is a diagnostic procedure in which ultrasound waves are used to detect internal pathology.

There are 12 patients included in the sample enquiry. It is observed that on all the points of Enquirer except two i.e. Medical technology and fees charged the responses from all the patients are positive. In case of medical technology two patients have shown their dissatisfaction. In case of fees charged it is observed that six patients have considered the fees as higher.

### **5) CAESARIAN PATIENTS**

This is the procedure in which baby is removed by operating the abdomen.

The responses received from their group is found to be more of mixed type out of eight enquiry points all the patients have given positive responses. These are attendance, interest, explanation of reasons of tests and overall satisfaction. However in case of other points of enquiry the opinions seem to be divided. In case of medical technology two patients have reported it as not satisfactory. In case of Behaviour of medical staff three patients are found to be

not satisfied. Five patients have considered the tests are taken too often. Seven patients have considered the fees charged are higher.

6) **LAPROSCOPY PATIENTS** :

It is the diagnostic procedure in which scope is used to see inside organs and also used to treat the disease and also for operation.

The responses received from their group of patients are all favorable in case of attendance interest explanation of tests and overall satisfaction. On the remaining points of enquiry the responses are mixed 4 patients have said that the medical technology is not upto date; The Behaviour of medical staff is reported to be not co-operative by two patients. There are 3 patients who consider that the tests are taken too often and there are 5 patients who regard the fees are higher.

7) **INFERTILITY** :

All the patients in this group have shown positive responses an attendance, interest taken in patients, explanation of reasons of tests and overall satisfaction. However it is noticeable that on the remaining points of enquiry the responses are of mixed types. As to the medical technology quite good number of patients. i.e. 9 have expressed their dissatisfaction. In the same manner in case of number of tests 6 patients have expressed the doubt and have considered the tests are taken too often. In case of fees 4 patients have given their opinions that the fees are higher.

8) **DELIVERY PATIENTS** :

There are 16 patients of this category which are included in the sample. The positive responses from all the patients are received on the points of attendance, medical technology interest taken in patients, explanation of reasons of tests, and overall level of satisfaction. The responses are found to be mixed in case of remaining points of enquiry. In case of Behaviour of medical staff it is reported as not that co-operative by four patients. There are 4 patient who consider that the test are taken too often and there are eight patients (50%) who have expressed their opinions that the fees are high.



If we consider the patients of all the categories the position of responses covers to as under,-

1. Attendance - All positive
2. Medical Technology - 74% positive, 26 negative
3. Interest taken in patients - All positive
4. Explanation of resources of tests -All positive
5. Behaviour with patients - 91% positive 9% negative
6. Number of tests - 67% positive 33% negative
7. Fees charged - 55 positive 45 negative
8. Overall satisfaction - All positive.