ABSTRACT

The healthcare institutions in India are incorporating necessary changes in accordance with the development in socio-economic and political environment. The global changes have brought many driving forces in health care market, which are compelling the Indian Hospitals for maintaining the similar standards prevalent globally. It has emphasized for designing the patients’ care according to their needs by way offering quality services in a safe environment with the help of qualified and skilled staff. Teaching hospitals are apex body of Indian hospital system, which is catering to much desired needs of the large populations including not only rural but also poor urban society.

This study examines the status of Indian Teaching Hospitals, both Government and private in the changing global scenario by assessing their management practices based on three core parameters i.e. (i) Human Resource Management, (ii) Quality Improvement & Patient Safety; and (iii) Communication & patient Relation through their adherence to documentation/policy, practices and services. The standards for above parameters were chosen from Joint Commission of International Accreditations (JCIA) in comparison with standards of National Accreditation Board for Hospital and Healthcare providers (NABH) to ensure comprehensiveness and appropriateness with Indian environment.

A total of 11 teaching hospitals were selected from each 6 divisions of Maharashtra state, considering atleast 1 from smaller division and 2 or above from larger divisions. The permission was taken from Directorate of Medical Education and Research (DMER) and private teaching hospitals. The requisite data for study purposes were collected through personal interview based on a structured standards questionnaire from medical superintendents, employees consisting of health and allied personnel as well as patients. For analysis purposes, the responses were given scores such as; 10 (full compliance), 5 (Partial Compliance) and 0 (No compliance).

The study reveals that the teaching hospitals have to work harder to match with international standards due to significant gap in the compliances (less than 50 %) for the above stated parameters. It has been concluded that these hospitals are complying mandatory
standards sincerely but they were registered poorly for having good standards. Based on the individual scores against each standard, a model has been conceptualised for empowering these hospitals for self accreditation, NABH or JCIA certification by including changes in policy, practices and services. The emphasis has been given for training and development because as the gap noticed significantly in the area of practices and services.

The study culminates that the existing healthcare services should be monitored and evaluated properly from time to time in order to optimise them to meet patients’ need according to the changing healthcare global scenario. It is justified that these teaching hospitals can go ahead of the Indian corporate hospitals, provided they make some changes in their operational efforts in the light of the global scenario. Therefore, their adaptability for the changing global scenario is must for uplifting the overall health care in India.

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