

9 *Recommendations*

District hospitals being the pivotal point of the public health system in Jharkhand, influence the performance of the entire healthcare system. Despite a considerable increase in public health expenditure in the State during 2014-19, the test-checked district hospitals (DHs) did not fare well on the outcome indicators relating to efficiency, service quality and clinical care capabilities.

In order to provide the right care at the right time in district hospitals, the State Government may consider implementing the following recommendations:

Policy framework for healthcare services

- The State Government should ensure that the existing standards and norms for provisioning of services and resources for the district hospitals are strictly followed. Punitive action should be taken against officials for intentional violation of norms or negligence in services.

Out-Patient services

- Consultation time should be reviewed and sufficient doctors may be deployed in identified OPDs with low consultation time to ensure satisfaction of patients with the consultation process.
- The inequities in the number of registration counters *vis-à-vis* the rising patient demand should be addressed to reduce waiting time for patients and seating/ toilet facilities should be improved.
- The grievance redressal mechanism should be revamped and activated in all DHs to improve their performance by pre-defined interventions to address the issues related to patient satisfaction.

Diagnostic services

- The availability of essential radiological and pathological equipment, all types of pathological investigations and required manpower as per existing standards and norms should be ensured at DHs.

In-Patient services

- Government should proactively synergise availability of specialised in-patient services along with the essential drugs, equipment and human resources in DHs to ensure access to quality medical care.

- All essential IPD services including ICU and Burn Ward facilities should be ensured at all DHs with appropriate resources so that critical patients may get immediate treatment.
- Quality standard should be ensured in respect of diets provided to in-patients.

Maternity services

- Prescribed intra-partum and post-partum care should be ensured towards minimising adverse pregnancy outcomes.
- SNCUs should be made functional in all DHs.
- Payments of cash assistance under JSY should be ensured prior to discharge of beneficiary from the hospital.

Infection control

- Detailed SOPs for infection control and cleaning activities should be framed by all DHs and their implementation and monitoring should be ensured by District Infection Control Committees.
- Prescribed disinfection and sterilisation of equipment should be ensured with proper documentation of the process.
- Disposal of liquid chemical waste should be ensured as per the provisions of Bio-Medical Waste Management Rules 2016.

Drug management


- The Department should set clear timelines for procurement and testing of essential drugs and ensure adherence to these timelines, failing which responsibility should be fixed and action taken against erring officials.
- Storage of drugs under proper conditions as prescribed in the Drugs and Cosmetics Rules, 1945 to maintain their efficacy should be ensured.

Building infrastructure

- The Department should plan to upgrade the bed capacity of DHs, commensurate with the increase of population in the districts as per IPHS norms.


- The Department should review all incomplete hospital buildings and address the bottlenecks that are causing delays. Idle buildings should be operationalised by deploying adequate equipment and manpower.
- Responsibility should be fixed for negligence/lapses leading to inordinate delays in construction of hospital buildings and equipment lying idle.

Ranchi
The 10 December 2021


(INDU AGRAWAL)
Principal Accountant General (Audit)
Jharkhand

Countersigned

New Delhi
The 15 December 2021


(GIRISH CHANDRA MURMU)
Comptroller and Auditor General of India

