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## Health Care Facilities in Karachi's Hospital

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### ABSTRACT

Health care is the basic need of human being and it is the responsibility of a state to provide all facilities through health care units to improve the health care system and to prevent from diseases. We have done survey in different hospitals and had evaluated the following parameters and calculated the percentages of them in both public and private hospitals: facility environment (sign boards and accessibility), cleanliness of the premises, management information system, diagnostic services (surgical services, lab services etc.), specialized services (child nutrition services, family planning centre, immunization centre, and diagnostic centre), emergency services, ambulance service and working time of facilities. Our result indicates that Karachi's health care system is inadequate and inefficient. Most of the private hospitals meet the standard but is expensive and cannot be accessed by poor peoples. In public sector, these facilities are not properly provided and needs improvements. Among them cleanliness and availability of different services like equipment and medicine supply are the major factors which are not satisfactory in public hospitals. These conditions in the health sector may be attributed to a number of factors like poverty like unequal access to health facilities. For equity, efficiency and effectiveness of the health sectors inputs from both the public and private sector is necessary.

**Keywords:** Health, facilities, hospitals, services

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## INTRODUCTION

Health plays the key role in determining the human capital. Enhanced health can improve the efficiency and the output of the labour strength, which ultimately contributes to the economic development that leads to human welfare<sup>1</sup>. The quality services in health care facilities provides a framework to access the quality of care provided in public and private health facilities and to improve quality in a well-defined manner. The standards for quality services in health care facilities depend on the following parameters: Management, Service Delivery, Auxiliary Services, Infection control, Hygiene and waste management, Safe and Appropriate Environment. Laboratory services should be effective to maximize the accuracy of testing and minimize the risks to patients. In pharmacy services, storage and stock management should be appropriate, prescribing, dispensing and administration of medications is effective that promotes best possible outcomes. In health care facilities, hospitals play a wide role in controlling infections, maintain hygienic conditions. Hospitals should adopt a safe and appropriate environment for avoidance to risk of human life. The equipment which is used that should be safe and records of that are kept including equipment defects and failure, maintenance, repair and disposal. This has been apparent now above a episode of many years that the public sector in Pakistan is lacking in capacity in the framework of delivery and management of health services that should be provided to general public<sup>2,3</sup>. Additionally, there are certain issues in the quality and effectiveness of these services<sup>4</sup>. The dynamics of health planning in the history of Pakistan have been principally predisposed by poor governance<sup>5</sup>. A report has documented that the frequency of the informal payments to the public care providers (which should be free of cost) amongst the users of services is 96% in Pakistan; most of these are demands from the providers at the healthcare facilities<sup>6</sup>. Transfer of health care providers may lead to worsening of health care system<sup>7</sup>. To manage better, more skillful and proficient human capital resources, governments should subsidise the health care facilities for its people<sup>1</sup>. Public sector pays whole or some part of the cost of utilizing health care facilities. The public sector networks has been established over a long period of time and most of the facilities needs improvement in terms of physical infrastructure ,supply of drugs, equipment, provision of health care providers ,especially female staff and their capacity building for delivery of services to the patients especially to (mother and children)<sup>8</sup>. Pakistan's health care system is insufficient, incompetent, and expensive; and comprises an under funded and ineffective public sector along with expensive and unregulated private sector. These conditions in the health sector

may accredited to a number of factors like poverty, malnutrition, uneven access to health facilities, insufficient distribution for health, and high population growth and infant mortality rate. For equality and efficacy of the health sector, inputs from both the public and private division are required. In the developing countries, the people have no access to health service due to very high cost<sup>9</sup>. The research from low and middle income countries shows a significant difference between quality of healthcare services delivered by public and private health sectors. This variation in quality of care is more noticeable at the level of facility management<sup>10</sup>. A review of private and public health care services in low and middle income countries suggests that private sector is performing better in term of drug availability and drug delivery with responsibility<sup>11</sup>.

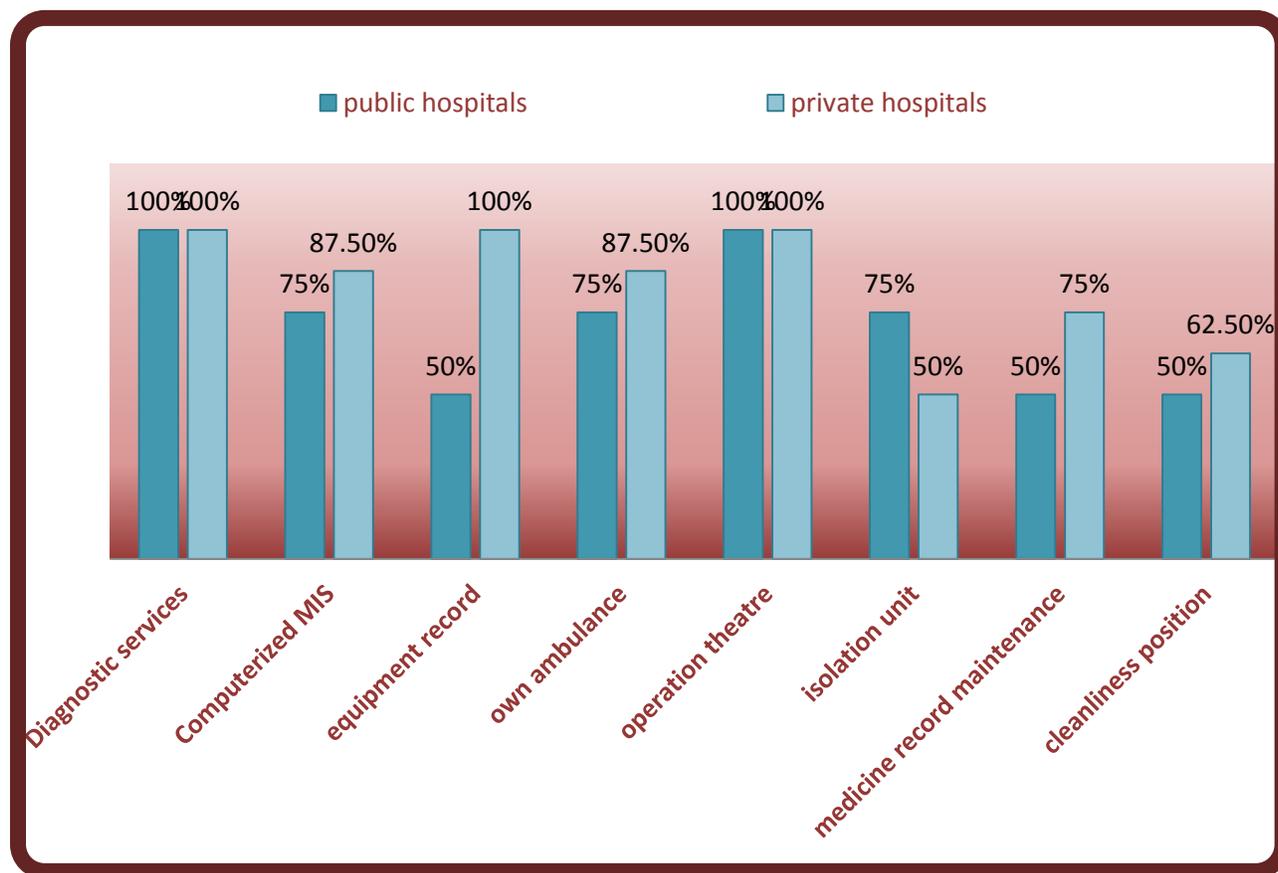
## MATERIALS AND METHOD

This was the survey based study. The survey was based on general observation, examination of facility records and interviews with facility personnel. A cross sectional quantitative study was conducted and data collection was done using detailed questionnaire with multiple modules. The study has done between August 2014- December 2014. A total of 19 hospitals were recruited for the study .The data were recorded by hand on to the excel work sheet by the investigators and then analyzed.

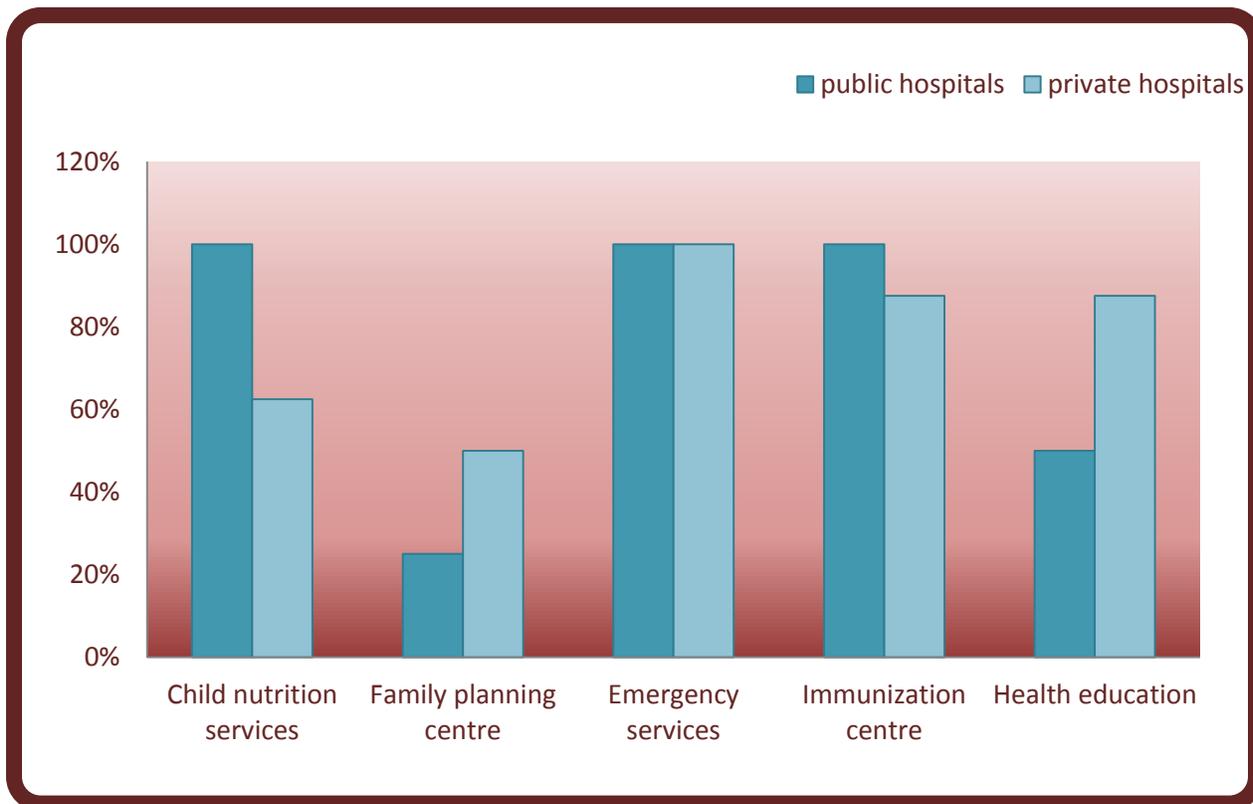
## RESULTS AND DISCUSSION

In this study, we have done the survey on different hospitals in Karachi including public and the private hospitals and have analyzed the health care facilities provided by these hospitals. (Figure:1) The following are our result specifications; the sign board accessibilities including the sign board at main gate which is 100% in private as well as in public hospitals and internal sign boards are present in 75% of public and 87% of private hospitals. Diagnostic services involve general emergency services; advanced laboratory diagnosis, surgical services, specialist services all of these facilities are present in 100% of private and public hospitals. Specialized services which includes child nutrition services are present in 100% of public and 62.5% of private sector, family planning center which is present in 25% of public and in 50% of private sector, emergency services which is found 100% in both sectors, Immunization center which is 100% in public and 87% in private sector , health education program which is 50% in public and 87.5% in private sector.(figure:2) Computerized Management information system is available in 75% of public and 87.5 % of private hospitals. 50% of public and 100% of private hospitals maintain equipment record and 50% public and 75% private hospitals maintain medicine record. 75% public and 87.5% private hospitals has the facility of ambulance. 100% of public and 87% of private hospitals

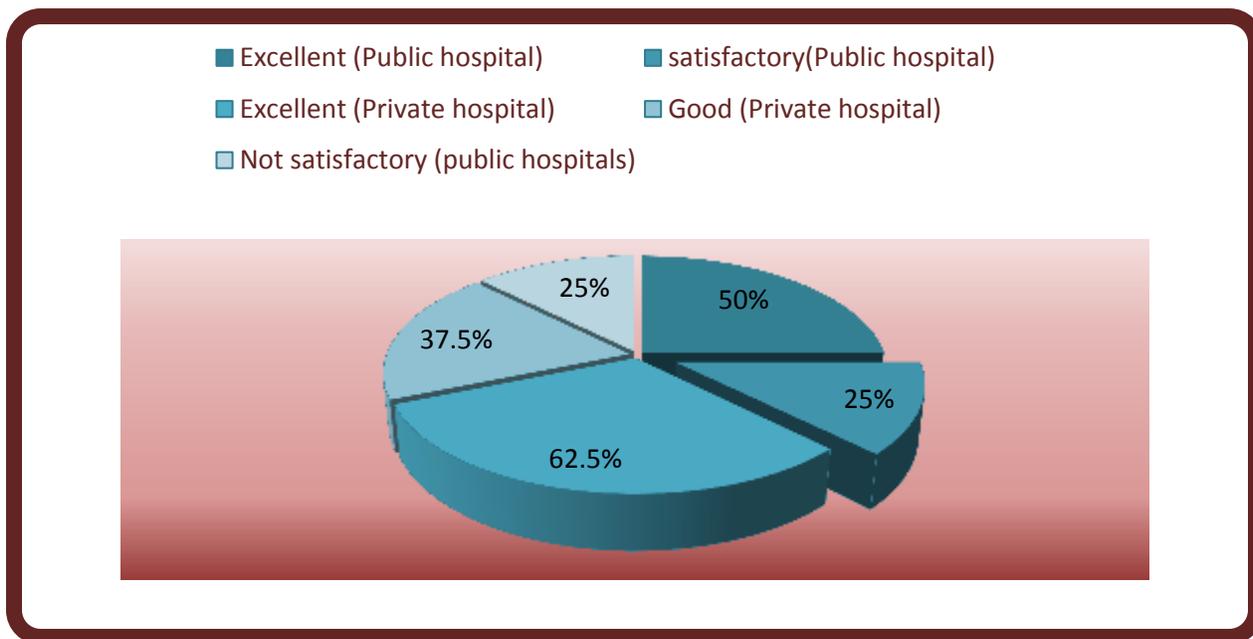
are planning to upgrade these facilities. Cleanliness which is the major factor is found Excellent 50%, Satisfactory: 25%, and Not satisfactory:25% in public sectors where as in private it was Excellent:62.5% and Good:37.5%(Figure:3). Another facility is Source of electricity which is Excellent: 75%, Satisfactory: 25% in public and in private it was Excellent: 75% Satisfactory: 25%. Majority of hospitals including both public and private hospitals are working seven days. 25% of public and 50% of private hospital have one general emergency and 75% public and 50% private hospitals have separate emergency unit for patients. Surgical instruments sterilization done by autoclave is 100% in both private and public hospitals but few private hospitals (25%) are also doing sterilization by using chemical. Comparison between the services provided by public and private hospitals are shown in table 1,2.



**Figure:1. Comparison of services offered by private and public hospitals**



**Figure:2. Specialized services**



**Figure:3 . Cleanliness position of the main building**

The healthcare system of Pakistan has always been inadequate and incompetent in meeting the requirements of the general public<sup>12</sup>. Complex or no access to health care services, poverty, and least awareness regarding maintenance of the health among the population are the factors which attribute to worsen the condition. Insufficient resources and their inefficient and ineffective use,

leading to an unequal provision of quality health care services<sup>13</sup>. Due to the huge number of reasons, the primary health care is under utilized and slightest dynamic in terms of its functions and achievement of its goals<sup>14</sup>. Since our results have shown that private sectors are working to meet the standards but there is a lot of improvement require for both public and private sectors. Due to poverty most of the people prefer public health sectors but they get insufficient treatment. Cleanliness and maintenance of infrastructure is another issue, our results have shown that public hospitals does not meet the standard. Maintenance of the infrastructure and other resources within the public sector is an additional issue that has been influencing its functioning. Furthermore, the public health sector has shown the inability to provide the emerging requirements for health care due to the population growth and the increasing anticipation on the quality of care they provide<sup>4</sup>.

#### CONCLUSION:

In a nut shell, we have observed that Karachi's health care system is inadequate and inefficient. Most of the private hospitals meet the standard but is expensive and cannot be accessed by poor peoples. In public sector, these facilities are not properly provided and needs improvements. Among them cleanliness and availability of different services like equipment and medicine supply are the major factors which are not satisfactory in public hospitals. Some specialized services are not available in majority of private hospitals. These conditions in the health sector may be attributed to a number of factors like poverty and unequal access to health facilities. For equity, efficiency and effectiveness of the health sectors inputs from both the public and private sector is necessary. There is a need of a proper health care setup and Government should develop a plan to provide proper health care services.

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