

A study of Administrative Problems in the Private Hospitals with reference to Nashik District

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Healthcare is one of the most important areas of focus for all the countries all over the world. Every country whether it is developed or developing needs to make certain healthcare policies, plans and guidelines for the betterment of its population. In the current scenario the importance of health care has increased a lot. As it is correctly said Health is Wealth. Private sector hospitals in Nashik District face administrative challenges and problems. The focus of this research paper is on identifying those problems and challenges. It is studied by the researcher that this administrative problems and challenges affect the efficiency of the private hospitals and also adversely affect the quality of services provided to the patients and general people in these private hospitals. So, the researcher has found out these administrative problems and challenges in private hospitals and have provided appropriate solutions to solve and overcome these problems and challenges in administration of private hospitals in Nashik District. The researcher has done her total research design on the basis of this statement of research problem

Key Words : Hospitals, Healthcare, Private Hospitals, Administrative Problems, Doctors, Management

Introduction

Worldwide the importance of a healthy lifestyle has increased. The need to focus on the healthcare sector has increased a lot. We all are witnessing a need for research and development and advancement in technology on various fronts. As there are new developments in this field it has also posed various challenges. In past decades the funding to the hospitals has increased but as the population is increasing the public hospitals in India are not able to cope with the needs of the people. So, the responsibility of Private Hospitals has increased.

Hospital as an organisation requires lot of administrative efforts to function smoothly. Proper administrative strategies and practices ensure the efficient delivery of services. Administration of hospitals involves management of people, resources and formulation and implementation of plans, policies, procedures, etc. In today's competitive world hospitals face administrative problems and challenges. These problems can be regarding human resource management, advancement of technology, infrastructure, legal and regulatory formalities and local issues. The focus of this research paper is on the administrative challenges and problems faced by private sector hospitals in Nashik District.

Nashik is one of the fastest growing cities in India. Nashik district is witnessing an increase in population. It can be due to migration. There are 1674 private hospitals in

Nashik District as per the Annual report of Nashik Zilla Parishad, 2018. The research has helped to identify the challenges and problems faced by them

Objectives

- i) To study the administrative Problems and Challenges faced by Private Hospitals in the Nashik District.
- ii) To study whether administrative problems affect the quality of hospital services

Research Methodology

The paper adopts a descriptive and analytical research design. Primary data was collected through questionnaire, interviews and observations from 93 hospitals in Nashik District to understand real-world practices. Secondary data was collected from journals, government health reports, websites and hospital case studies.

Literature Review

- **Asha. R.(2017)**, in her PhD thesis titled, "A Study on Administration of Private Hospitals in Kanyakumari District, Tamilnadu" have studied about private sector hospitals. The research gives a detailed study about the locality, infrastructure and the services provided by the private hospitals in Kanyakumari District. As per the evaluation, 68.70Per cent of the private hospitals are in urban area and 31.30Per cent are in rural area of kanyakumari district. It has been seen that 71.70Per cent of Private hospitals in kanyakumari district does not have any defined mission and objective while 28.30Per cent have clearly defined their mission statement and objectives. Only 1Per cent of Private hospitals in Kanyakumari District have NABH accreditation. it has been found that 76.80Per cent of Private Hospitals in kanyakumari district are not empanelled under CHIS (Comprehensive health insurance scheme). Likewise many such factors are been studied by the researcher.¹
- **Aakriti Grover and RB Singh, (2019)**, in their paper on "Health Policy, Programmes and initiatives" have focused on the government's initiative and plans regarding the health policies. This includes the landmark policies and decisions taken by the government of India to promote good health and wellbeing. The detail of five-year plans, health programmes and initiatives taken by the government was mentioned in the paper.²
- **Pooja Dubey, Dr. Poonam Chand, (2021)**, in their paper titled "COVID-19 AND MENTAL HEALTH AN OVER VIEW", has focused on the mental health of the people in India during the pandemic situation of COVID 19. Due to this many people had faced anxiety, stress, fear and depression. Some important factors have been written by the author like how people had to cope with this pandemic viz. People must follow the social distancing, wash hands frequently, wear masks, etc. This has affected the mental health of many people as there was social disturbance in the society.³

Data Collection and Analysis

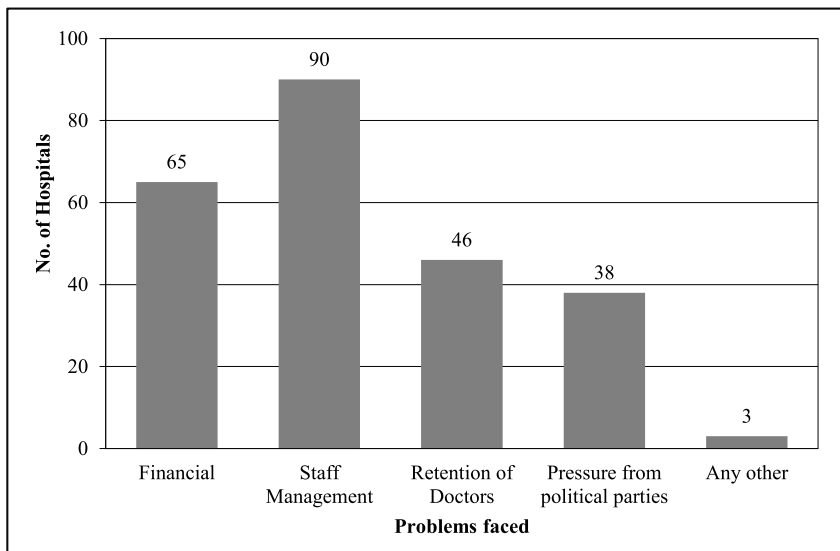
Private hospitals face various problems in the administration. Data was collected through questionnaire. 93 private hospitals were studied during the research study.

Following table shows the problems faced by the hospitals management.

Problems faced by the Hospitals Management

Problem	No. of Hospitals	Per cent out of 93
Financial	65	69.89
Staff Management	90	96.77
Retention of Doctors	46	49.46
Pressure from political parties	38	40.86
Any other	3	3.23

Source: Primary Data



Problems faced by Hospital Management

Interpretation

1. Financial Problems (69.89%):

- A large majority of hospitals (65 out of 93) report facing financial issues. These challenges could stem from limited funding, low reimbursement rates, high operational costs, or delayed payments from insurance companies.
- Financial instability can affect hospital operations, staffing, and the ability to invest in infrastructure or technology.

2. Staff Management Issues (96.77%):

- Nearly all hospitals (90 out of 93) report challenges in staff management. This could encompass a range of issues, such as high turnover rates, inadequate staffing, low morale, or insufficient training.
- Effective staff management is crucial for maintaining high-quality patient care and efficient operations. These challenges may lead to burnout, reduced productivity, and high turnover costs.

3. Retention of Doctors (49.46%):

- Nearly half of the hospitals (46 out of 93) face difficulties in retaining doctors. This could be due to factors like low salaries, lack of professional development opportunities, high workload, or better opportunities elsewhere.
- Retaining skilled medical professionals is essential for maintaining quality care and reducing recruitment and training costs.

4. Pressure from Political Parties (40.86%):

- A significant portion of hospitals (38 out of 93) report facing external pressure from political parties. This could manifest as undue interference in hospital management, resource allocation, or policy decisions.
- Such external pressure can divert attention from healthcare priorities and undermine the hospital's operational independence.

5. Other Problems (3.23%):

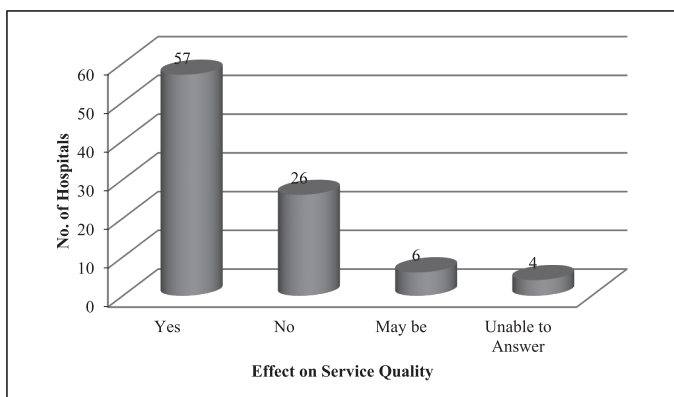
- A small number of hospitals (3 out of 93) report other unspecified problems. These could include issues like infrastructure inadequacies, outdated technology, or challenges in patient care management.

One of the objectives of the paper was to verify whether the administrative problems affect the quality of hospital services. Following table shows the effect of administrative problems on the quality of hospital services,

Effect of Administrative problems on the quality of hospital services

Response	No. of Hospitals	Percentage
Yes	57	61.29%
No	26	27.96%
May be	6	6.45%
Unable to Answer	4	4.30%
Total	93	100%

Source: Primary Data



Effect of Administrative problems on the quality of hospital services

Interpretation:

1. Hospitals Reporting Negative Effect (61.29%):

- A majority of hospitals (57 out of 93) report that administrative problems have a negative impact on the quality of hospital services.
- Administrative issues such as poor management practices, inefficiency, miscommunication, and delays in decision-making can directly affect patient care, staff performance, and overall hospital operations.
- The high percentage suggests that administrative problems are a significant challenge in many hospitals, potentially leading to poor patient satisfaction, increased errors, and resource mismanagement.

2. Hospitals Reporting No Effect (27.96%):

- A smaller percentage (26 out of 93) believes that administrative problems do not affect the quality of hospital services.
- This could indicate that these hospitals have strong administrative structures in place or have found ways to mitigate the impact of administrative issues on service quality.

3. Hospitals with Uncertain Impact (6.45%):

- A few hospitals (6 out of 93) are unsure whether administrative problems affect service quality, suggesting that they may not have sufficient data or analysis on the matter, or they may not have noticed any direct correlation.

4. Hospitals Unable to Answer (4.30%):

- A small percentage (4 hospitals) is unable to answer the question. This may indicate a lack of awareness, insufficient feedback mechanisms, or a reluctance to acknowledge administrative shortcomings.

Findings

1. A large majority of hospitals (65 out of 93) report facing financial issues, nearly all hospitals (90 out of 93) report challenges in staff management, nearly half of the hospitals (46 out of 93) face difficulties in retaining doctors, a significant portion of hospitals (38 out of 93) report facing external pressure from political parties and a small number of hospitals (3 out of 93) report other unspecified problems.
2. A majority of hospitals (57 out of 93) report that administrative problems have a negative impact on the quality of hospital services. The high percentage suggests that administrative problems are a significant challenge in many hospitals, potentially leading to poor patient satisfaction, increased errors, and resource mismanagement. A smaller percentage (26 out of 93) believes that administrative problems do not affect the quality of hospital services, a few hospitals (6 out of 93) are unsure whether administrative problems affect service quality and a small percentage (4 hospitals) is unable to answer the question.

Recommendations

1. Cost control measures should be adopted in order to improve financial performance. Internal control system should be strengthened to improve financial management.

2. Implement structured staff management strategies, such as better workforce planning, clear career progression, and recognition programs. Provide regular training, development opportunities, and wellness programs to prevent burnout and boost job satisfaction. Introduce flexible work schedules or part-time options to enhance work-life balance.
3. Offer competitive salaries, benefits, and opportunities for professional development to retain doctors. Foster a positive work environment by reducing workload pressure and ensuring adequate support staff. Develop mentorship programs or collaborations with medical institutions to create growth opportunities for doctors.
4. External pressures from political parties should be handled tactfully. Care has to be taken to ensure that the conflicts do not escalate. Standard policies and procedures should be followed while dealing with political interference.
5. Invest in hospital management software to automate administrative tasks such as patient registration, billing, staff scheduling, and inventory management. Use data analytics to monitor hospital performance and identify inefficiencies or areas requiring improvement.
6. Use key performance indicators (KPIs) to monitor the quality of services and the effectiveness of administrative functions. Set specific, measurable goals for improvement and track progress regularly to ensure continuous enhancements.

In conclusion, private hospitals play a pivotal role in delivering healthcare services; however, they face numerous challenges that impact their efficiency and sustainability. Issues such as rising operational costs, inadequate government support, workforce shortages, and regulatory hurdles significantly strain their ability to provide affordable and high-quality care. Additionally, competition, ethical concerns, and the need to balance profit with patient welfare further complicate their operations. Addressing these challenges requires a collaborative approach involving government policies, public-private partnerships, enhanced financial support, and investments in infrastructure and workforce development. By tackling these problems effectively, private hospitals can continue to bridge gaps in healthcare delivery, ensuring better outcomes for communities they serve.

References:

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