

STUDENTS' GYMKHANA

Health Center: Review and Recommendations

IIT Kanpur

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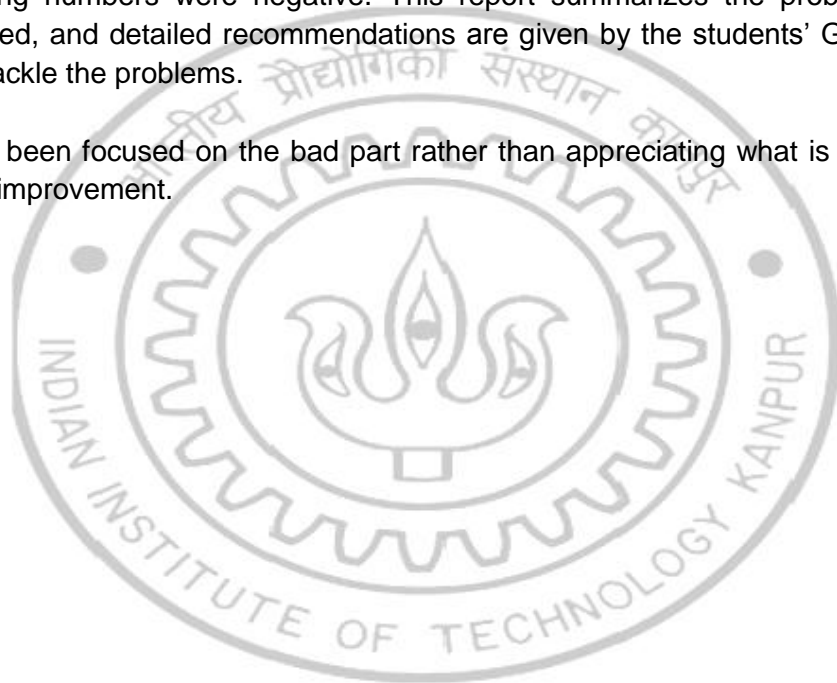
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Introduction

The Health Center, IIT Kanpur, is responsible for providing emergency and healthcare facilities to the faculty, students and employees at IIT Kanpur. Many students have shown their discontent at various platforms towards the services provided by the health center.

To look into the matter further, and to identify the main areas of satisfaction and dissatisfaction of the students towards the HC, a survey of the entire student body was carried out by the Students' Gymkhana in June 2012. Of the large number of responses recorded, unfortunately, an overwhelming numbers were negative. This report summarizes the problems which the students reported, and detailed recommendations are given by the students' Gymkhana which would help to tackle the problems.

The report has been focused on the bad part rather than appreciating what is good to provide opportunity for improvement.



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SUMMARY OF THE FEEDBACK
COLLECTED

The issues have been categorised as:

- Doctors
- Facilities
- Support Staff

Doctors

A number of responses provided a negative feedback towards the doctors and the fact that doctors do not check the patients to their satisfaction. There were also an unnatural number of complaints regarding wrong diagnosis. The main areas of concern were:

1 Lack of thorough check up

Students feel that doctors do not spend adequate time conducting a check-up during OPD & Emergency timings. There have been cases where such students were later diagnosed with a serious disease elsewhere (which had been previously been overlooked by the HC doctors).

In a number of cases, students have complained that just on behalf of what disease was suggested by the student, medicines were prescribed without even diagnosing the patient.

During emergency hours, no check-up at all is done and the student is admitted for no reason on the face value.

2 Wrong Diagnosis

There have been several instances where even after looking at all the reports, the diagnosis made by the HC doctors was wrong, and the condition was correctly diagnosed by doctors elsewhere, and hence, the resulting delay has, in some cases, even resulted in side effects and surgeries.

3 Over Medication/Unnecessary admittance

Some doctors prescribe extremely heavy dosages of antibiotics and painkillers for minor fevers; cold etc which may lead to further deterioration of health. Many students also felt that doctors sometimes admit patients unnecessarily even if the disease can be easily cured with simple medication.

Students have also complained saying that medicines like Calpol are always prescribed, irrespective of the disease.

4 Inhospitable treatment

There were a large number of complaints about Doctors behaving in a inhospitable manner, especially during emergency timings and creating problems during admitting and discharge. Many students also have trouble getting medical certificates for genuine problems.

Cases have been reported in which student with serious injury was not given help on first call because of non-availability of HC booklet.

Facilities

A few issues raised are:

1 **Ambulance.**

There were instances of unavailability of ambulances due to petty reasons like a sleeping driver etc. The facilities are still better within the campus but there have been cases where the ambulance didn't pick the sick student back up after taking him to a hospital outside the campus. Moreover, it is a regular observation that Ambulance facility is never provided to drop the student within the campus itself

2 **Hygiene**

Certain necessary hygiene practices are lacking such as availability of soaps, clean towels, buckets or other toiletries in the wards. Some areas have damp walls as well.

3 **Under stocked Dispensary/Costly Medicines**

More often than not, doctors prescribe medicines which are not available in the dispensary and are (usually) very expensive even though cheaper alternatives with the same composition are available. The sick student has to himself arrange for the medication, which at times (especially during exams) proves difficult, thus delaying treatment and deteriorating health further.

Support Staff

There were some complaints regarding the attitude of the support staff.

1 **X-Ray Professionals**

There have been instances where the X-Ray was wrongly done wasting valuable time and delaying diagnosis. There were also many instances where the doctors diagnosed X-Ray reports wrongly.

Instances were reported where the patient (or some acquaintance) has to go multiple times to HC just to collect the report because of the report being within the x-ray room and the facility having restricted timings.

2 **Nurses**

Though the response was mostly positive, there were one or two cases where about the inhospitable and inept nurses.

3 **Reception**

Major section of students has complained about the fact that priority queue is not strictly followed or maintained by the Reception staff.

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Recommendations

Doctors

- Regular sessions of CMO with the doctor to motivate them towards their work. May be tea sessions can be organised.
- Doctors should **ONCE** be told to prescribe medicines only after proper diagnosis. The summary of the responses might be shared in an appropriate manner with them.
- More doctors should be recruited to maintain a better ration among the doctors and campus residents
- **Emergency Wards:** Proper inquiry should be done to see why such behaviour has been reported during the emergency hours. No patient should be admitted without diagnosis. If the job is less preferred than some perks can be provided to take those duty hours.
- An eye specialist should be appointed given the huge number of people having weak eye sight.

Medicines

- Chemist Shop near HC: It is suggested to open a chemist shop adjacent to the health center to facilitate the patient. This will help in avoiding unnecessary problems caused to the patient (or acquaintance) for getting the alternative/ unavailable medicines.

Ambulance Service

- Number of drivers and ambulances should increase. When an ambulance has to go outside the campus, shortage of ambulance can be avoided if there are more ambulances with the health center.
- Ambulance should also be provided to leave the patient and not just for picking him up and taking to health center.

Hygiene /Facilities

- The washrooms and toilets should be properly maintained and must be equipped with soap dispensers, dustbins, clean towels, room fresheners, toilet papers, buckets, mugs, etc.
- Regular cleaning of out of sight areas like fans, behind the almirahs etc should be done. If needed, the cleaning and maintenance can be outsourced as well.
- Better lighting should be done in the wards.
- Air cleaner should be provided in all rooms and common areas.
- Heaters/blowers should be provided for winters.
- Care should be taken to put the patient's appropriately. For eg: patient suffering from fever etc should not be put with someone who might want to use AC in summers..
- All the patients' attires, blankets, towels, bed sheets etc should be changed regularly only after proper dry cleaning/ disinfecting rather than the use of local washer man.
- Water point should be increased from one to two atleast.

- Jugs/thermos should be provided to the patients who are admitted.
- Hot water bag, steamer, eye washer, etc should be made available.
- Shoe racks to remove shoes etc outside the wards. Separate slippers to be provided to the patient, which are to be disinfected before allotting them to the new patient.
- OPD timings should be increased to facilitate the timings of classes etc.
- Facilities like X-rays etc should be speeded up to help the patient in pain.
- Affiliated hospitals (within Kanpur) should be considered where the patient can directly go to get the check up or treatment
- Refund rules and reimbursement rules should be clearly written and available on website
- Opportunities like affiliation with pharmaceutical companies should be establish to reduce cost of medicines.
- Regular training camps and ability checks to be organized for improving the overall quality of the supporting staff such as nurses, ward attending, receptionist, etc
- Proper discharge mechanism should be in place, even in condition where the admitting doctor is not available or during off duty time.
- Bedside charts with admitted patients should be made available for avoiding unforeseen incidents due to the admitting doctor being off duty.

Reception

- For proper queue to be maintained token system for appointment with the doctor should be followed.
- All the reports, including x-rays, should be available at the reception for collection
- Better trained staff should be appointed and no other person other than the appointed one should be allowed to sit at the reception area.
- A feedback/suggestion box should be kept at the reception along with some papers and pen.

Alternate Medical Facilities

- Facility like Hall Dispensary started in Hall 10 is highly appreciated as well as throughout accepted. It is suggested that similar facility should be extended to atleast two other halls as well. Other halls may be Hall 12 (Under Construction) where space for this purpose is in design and GH2. Dispensary in Hall 12 will be center for Halls 1, 2, 3, 5, 12 while that in GH2 will be center for GH1, SBRA, Hall 4 and 1. Existing Dispensary in Hall 10 will then be for Hall 7, 8, 9, 10 and 11. This distribution of dispensaries in various halls will be very supportive and efficient
- A first – aid kit along with emergency medicines should be provided in each Hall at a suitable place. Along with this, a staff member of the hall and couple of students should be trained to give first aid in case of emergency by the well qualified doctors.
- Thus, this three tier system comprising of Health center, Hall Dispensaries in selected halls and First aid facility in the respective halls will be there in health facilities for the students.

Automation

An Automation system is proposed for smooth functioning of Health check-up and facility dispensing process. This automation system will be an aid to doctors as well as students to keep track with medical history, reimbursements, dues etc. Moreover, this system will ensure paperless work for the hospital. The Automation will work in following manner

STEP 1 Patient will report at the reception and tells his roll number/ name. After checking the details, the receptionist books an appointment, creates a new prescription form for the patient and hands the token for a particular doctor.

STEP 2 Patient sees the doctor and doctor prescribe the medicines or necessary action.

STEP 3 Patient goes to either some support facility or dispensary. In case of support facility, the action can be closed by pressing action completed or action in progress if dressing or any such thing has to be completed in near future. In case of dispensary, either the medicines prescribed are provided or a printout of the unavailable prescriptions is provided to the patient after stamping.

Personal profiles of each student will be maintained. The profile should contain the following aspects:

- Medical History
- Medicine/prescription history
- Personal Details (Including Photograph)
- Pending Reimbursements
- Outstanding dues (because of SHMC or guest)
- List of Reports to be collected
- Appointment Details

Only few aspects will be revealed to different functionaries

For patient:

All of the above mentioned

For Doctor:

- Person details (including Photograph)
- Initial medical check up details
- Prescription history

Reception:

- Person details(including Photograph)

- Details of any reports etc. to be collected
- Appointments details

Dispensary:

- Person details (including Photograph)
- Prescribed medicines

Other functionaries like X-ray, dressing room, nurse cabin (for admitting):

- Person details (including Photograph)
- Prescribed action

