A COMPARATIVE STUDY ON PERFORMANCE OF SELECTED GOVERNMENT HOSPITALS, PRIVATE HOSPITALS AND TRUST HOSPITALS IN GUJARAT

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ABSTRACT
Health Care Industry is the largest service industry in the world. Health is very important and vital factor for the prosperity of a country. Health is one of the most significant indicators for socio-economic development of a nation. Hospitals provide different type of services to their patients. Efficiency of Management of the hospitals patients’ satisfaction and utilisation of resources reflected in performance of hospitals. In this paper an attempt is made to study performance of selected Government Hospitals, Private Hospitals and Trust Hospitals functioning in Gujarat state. Data has been collected through Schedule for Hospitals. Average Doctors to Bed Ratio, Average Nurses to Bed Ratio, Average Paramedical Staff to Bed Ratio, Average Non-Technical Staff and Clerical Staff to Bed Ratio, Average Length of Stay for In Patients, Average Number of Patients Treated in OPD per Day, Average Number of Patients Admitted per Day, Average Number of Patient Discharge per Day, Average Number of Patients attended during Emergency per Day and Average Number of Investigations Conducted per Day have been used as a performance indicators of the hospitals. The study revealed that there is no significant difference in the performance of Government Hospitals, Private Hospitals and Trust Hospitals. Government should increased Human resources in the Hospitals for quick and quality services to the patients. Government should make compulsory for new doctor to give their service to society five years full time and one day in a week for next five years with reasonable remuneration through Government Hospitals.

KEY WORDS: Health Care Industry, Government Hospitals, Private Hospitals, Trust Hospitals, Performance Indicators.