

A Holistic Assessment of Faridabad's Healthcare System"

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ABSTRACT

This paper on healthcare in India specific to Faridabad presents a comprehensive overview of the healthcare landscape, focusing on key aspects such as demographics, infrastructure, quality of care, public health initiative, challenges, and future directions.

Through gathering and analyzing the latest data, the paper highlights the critical role of healthcare in regional development and emphasizes the need for continuous improvements to address existing challenges and meet evolving healthcare needs.

By structuring the content effectively with clear objectives, engaging visuals, and real-life case studies, the paper aims to provide valuable insights to enhance healthcare delivery and promote better health outcomes specific to Faridabad region.

INTRODUCTION

Health Infrastructure is an important indicator to understand the healthcare delivery provisions and mechanisms in any country. Wherein Faridabad stands as a pivotal city for its developing healthcare sector. As the largest city in the state of Haryana, Faridabad has undergone a transformative journey, evolving into a key healthcare destination that caters to the diverse medical needs of its population and beyond.

Likewise, Delhi is an area of relatively better availability of health infrastructure in comparison to Faridabad, which is another reason why (in addition to employment opportunities) population continues to be attracted towards Delhi. Strategically seen Faridabad located, close to the national capital, Delhi, Faridabad benefits from its accessibility and connectivity.

This advantageous position has facilitated the city's growth, including the expansion of its healthcare infrastructure. With a dynamic population that continues to grow, the demand for quality healthcare services in Faridabad has been on the rise, driving the development of its medical sector. The city is home to some of the region's most reputable hospitals, including Fortis Escorts Hospital, Sarvodaya Hospital, and Asian Institute of Medical Sciences.

Health care delivery in India is structured in three levels namely primary, secondary and tertiary based on population norms. The present review is aimed to delineate the past and present healthcare scenarios in India, health-care policies, and other initiatives for achieving universal health coverage (UHC).

Research Problems

To study the Health sector in Faridabad we have identify the following on which are research is mainly based:

1. What is the healthcare infrastructure in Faridabad, and how does it meet the health needs of its population?
2. What impact government policies have on healthcare initiatives in improving public health in Faridabad
3. What are the gaps in the current policy and how it can be improved up to the level of developed countries?

RESEARCH AND METHODOLOGY

Primary Research - The primary research carried through indirect interviews and in form of questionnaires with the hospitals which included Doctors, Patients, nurses, and general public was undertaken in this Task.

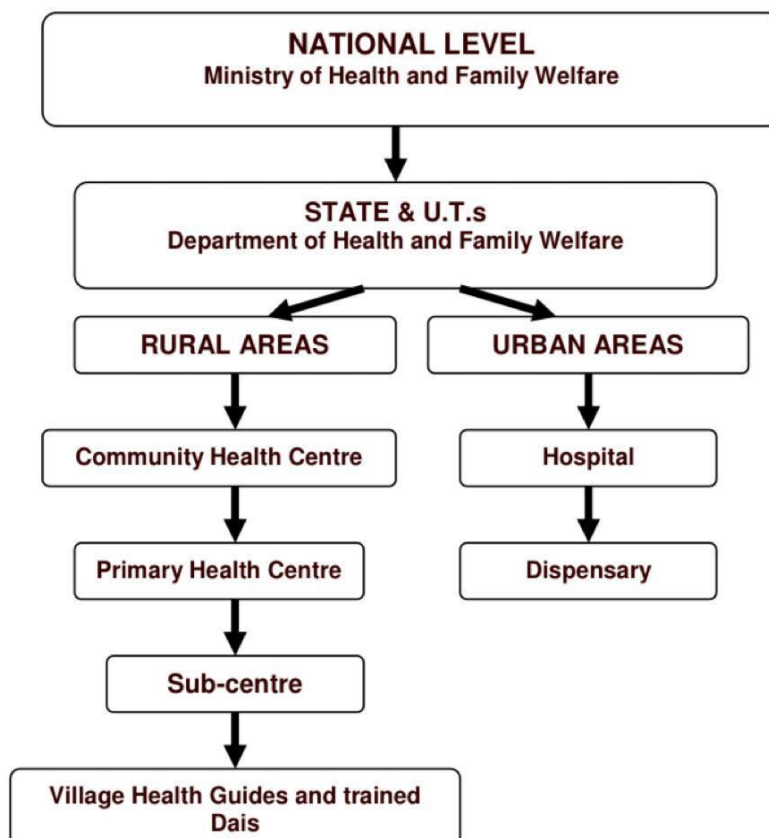
A part of the study involves mapping of health infrastructure facility being visited and information was collected regarding the available facilities like beds, doctors, operation theatres etc.

After mapping, the infrastructure has been categorized in different hierarchical levels in government sector like primary health center, community health center, sub-divisional / district hospital etc. and non-Government sector, like nursing homes, hospitals and referral facilities in both government and private sector.

Secondary Research – is been done through online available secondary data/ information, relevant to the study was collected. We further reviewed secondary documents which enabled us to have better understanding of the present health scenario and structure in NCR and Faridabad. We had also collected the available list of registered hospitals (Government and private) in are study area.

Health System Infrastructure in India

Health in India is the responsibility of the State Governments under the policy framework and guidelines of the National Health Policy. The Central Council of Health and Family Welfare formulate the various health care projects and Health Department reform policies. The administration of health industry in India as well as the technical needs of the health sector is the responsibility of the Ministry of Health and Family Welfare, Government of India.



Importance of Healthcare in Regional Development

The significance of healthcare in the regional development of Faridabad, a prominent city in Haryana, India, encompasses both economic and social dimensions. As one of the largest industrial zones in the state, Faridabad's development of healthcare infrastructure is vital for fostering a healthy workforce, which in turn, drives economic growth and productivity.

The establishment and enhancement of healthcare facilities not only create a plenty of employment opportunities across various levels, from medical professionals to administrative staff, but also ensure a healthier community.

A direct consequence of improved healthcare is a significant uplift in the quality of life for the residents, as effective treatment and preventive care become readily accessible. This leads to a reduction in absenteeism due to health issues among the workforce, thus enhancing overall productivity.

Moreover, a strong healthcare system in Faridabad can serve as a model for public health in semi-urban and rural areas, demonstrating the value of investing in health services for regional development.

Additionally, by addressing health disparities and ensuring equitable access to medical care, Faridabad can make significant strides towards comprehensive social development, setting a precedent for neighboring regions to follow.

Population Statistics In Faridabad Region

1. Faridabad, located in the Indian state of Haryana, is one of the major cities in the National Capital Region (NCR).
2. According to the latest available census data (Census 2011), Faridabad had a population of approximately 1.4 million people.
3. Since then, there has been steady population growth, and it is estimated that the current population of Faridabad exceeds 2.0 million.

Key Health Demographics

Birth Rate: The birth rate in Faridabad is approximately 16.750 births per 1,000 people per year. This rate reflects the number of births in the population over a specific period.

Death Rate: The death rate in Faridabad is 9.1 approximately deaths per 1,000 people per year. This rate indicates the number of deaths occurring in the population over a specific period.

Life Expectancy: The average life expectancy in Faridabad is around 70.62 years. Life expectancy is a crucial indicator of overall health and well-being in a population.

The current infant mortality rate for India in 2024 is 25.799 deaths per 1000 live births, a 3.08% decline from 2023.

The current fertility rate for India in 2024 is 2.122 births per woman, a 0.79% decline from 2023.

Number of Government Facilities

District / SD hospital	1
CHC	2
PHC	12
ESI hospital & Dispensaries	1
Others	1
Total	17

District hospitals		CHC		PHC		OTHERS		TOTAL	
No. of beds	In percentage	No. of beds	In percentage	No. of beds	In percentage	No. of beds	In percentage	No. of beds	In percentage
200	30	36	60	36	63	150	30	422	58

Number of Private Facilities

Multi sp. / specialty hospital	2
General hospital	31
Nursing home	13
Others	0
Total	46

Multi spec. Hosp.		General hos.		Nursing home		OTHERS		TOTAL	
No. of beds	In percentage	No. of beds	In percentage	No. of beds	In percentage	No. of beds	In percentage	No. of beds	In percentage
225	50	683	23	290	33			1198	27

Inpatient Facility Available

Government	17
Private	46
Total	63

Ambulance Available

Government		Private		Total	
General	Trauma	General	Trauma	General	Trauma
19	7	58	23	77	30

Medical Facilities Available

Operational facilities	Government – 5 Private – 44 Total – 49
Emergency care facilities	Government – 3 Private – 32 Total – 35
Blood storage facilities	Government – 0 Private – 17 Total – 17
Blood bank facilities with component	Government – 0 Private – 1 Total – 1
Blood bank facilities without component	Government – 0 Private – 2 Total – 2

Ratio of Healthcare Professionals to Population

1. Doctors

- Faridabad Ratio: 1 doctor per 1,500 residents
- WHO Recommendation: The WHO suggests a minimum of 1 doctor per 1,000 people for adequate healthcare coverage in a community.

COMPARISON: Faridabad's ratio falls slightly below the WHO recommendation, indicating a potential shortage of doctors relative to population size.

2. Nurses

- Faridabad Ratio: 1 nurse per 600 residents
- WHO Recommendation: The WHO does not have a specific recommendation for nurse-to-population ratios, but various studies and guidelines suggest ratios ranging from 1 nurse per 200 to 1 nurse per 1,000 people, depending on the context and healthcare needs.

Comparison: Faridabad's ratio appears to be within or slightly above the range of recommended nurse-to-population ratios, indicating relatively better availability of nurses compared to doctors.

3. Healthcare Technicians

- Faridabad Ratio: 1 technician per 2,000 residents
- WHO Recommendation: The WHO does not provide specific recommendations for healthcare technician-to-population ratios, as this can vary significantly based on the types of services provided, healthcare system structure, and community needs

Constitutional Provisions

Article 21 (Right to Life and Personal Liberty): This fundamental right enshrined in the Indian Constitution, guaranteeing the right to life and personal liberty to every citizen. Over the years, the judiciary has interpreted the right to life expansively to include the right to health and medical care. This interpretation places an obligation on the State to ensure access to healthcare services for all citizens, as healthcare is essential for the preservation and enjoyment of life and personal liberty.

Articles 39(e) and 39(f): These articles emphasize the State's responsibility to ensure that the health and strength of workers, men, and women are not abused and that citizens are not forced by economic necessity to enter occupations unsuited to their age or strength. This implies a commitment to providing adequate healthcare and working conditions.

Article 47: It directs the State to regard the improvement of public health as among its primary duties. It emphasizes the importance of public health interventions and policies to raise the level of nutrition and the standard of living of its people. This includes measures such as disease prevention, sanitation, and healthcare access.

Article 15(3): This article empowers the State to make special provisions for women and children, including in matters related to healthcare and education. It enables affirmative action to address gender disparities in healthcare access and promote the health and well-being of women and children.

Article 25-28: These articles guarantee the right to freedom of religion, indirectly impacting healthcare practices and access to healthcare services. They ensure that individuals have the freedom to practice their religion, including seeking healthcare services aligned with their religious beliefs.

Article 41: This article directs the State to provide public assistance in cases of unemployment, old age, sickness, and disablement, and in other cases of undeserved want.

Schedule 7 of the Constitution

In the Indian Constitution, the division of powers between the central (Union) government and the state governments is outlined in three lists: the Union List, the State List, and the Concurrent List. The health sector and health promotion fall under the purview of both the central and state governments, as specified below:

Union List (List I): This list includes subjects on which only the central government has the authority to legislate. While healthcare is not explicitly mentioned in the Union List, certain aspects related to health promotion and regulation of healthcare institutions are covered such as:

1. Entry 6: Public health and sanitation; hospitals and dispensaries.
2. Entry 81: Inter-State migration (which may have implications for public health).

State List (List II): This list includes subjects on which only the state governments can legislate. Health is primarily a state subject in India, and several aspects related to healthcare and health promotion are covered such as:

1. Entry 6: Public health and sanitation; hospitals and dispensaries.
2. Entry 7: Water, that is to say, water supplies, irrigation, and canals, drainage, and embankments, water storage, and water power subject to the provisions of entry 56 of List I.

Concurrent List (List III): This list includes subjects on which both the central and state governments can legislate. Certain aspects related to healthcare, including health promotion, are covered such as:

1. Entry 17: Prevention of the extension from one State to another of infectious or contagious diseases; measures for the protection of livestock from disease.
2. Entry 29: Prevention of the extension of infectious or contagious diseases from one State to another.

Legal Framework

Haryana Clinical Establishments (Registration and Regulation) Act, 2010: This act regulates the registration and functioning of clinical establishments in Haryana. It aims to ensure quality healthcare services and patient safety.

Haryana Government Health Department Rules: These rules encompass various aspects of healthcare administration, including the management of government hospitals, staffing requirements, procurement procedures, and service delivery standards.

Haryana State Health Policy: The state health policy outlines the government's vision, goals, and strategies for improving healthcare delivery, infrastructure development, human resource management, and disease prevention in Haryana.

Haryana Nursing Council Act: This legislation governs the registration and regulation of nursing professionals in the state, ensuring standards of education, training, and practice in the nursing profession.

Haryana Mental Healthcare Act, 2003: This act provides for the treatment and care of persons with mental illness in Haryana and protects their rights. It establishes mechanisms for the registration and regulation of mental health establishments.

Haryana Public Health Engineering Department Rules: These rules govern water supply, sanitation, and hygiene standards to ensure public health and prevent waterborne diseases in the state.

National Statutes And Policies

The Indian Medical Council Act, 1956 - This act establishes guidelines for the standards of medical education in India, ensuring that medical practitioners have the necessary qualifications and adhere to professional ethics. It aims to create a uniform standard of medical education and practice across the country.

The Drugs and Cosmetics Act, 1940 - Critical for ensuring the safety, efficacy, and quality of drugs and cosmetics, this act lays down the standards and regulatory control over the manufacture, sale, and distribution

of drugs and cosmetics. It plays a pivotal role in safeguarding public health by preventing the use of substandard or unsafe pharmaceuticals and cosmetics.

The Pharmacy Act, 1948 - By regulating the profession of pharmacy, this act ensures that only qualified individuals are involved in the dispensing of medicines. It establishes the Pharmacy Council of India and the state pharmacy councils, which are responsible for the registration and regulation of pharmacists' practice.

The Consumer Protection Act, 2019 - This act is essential for patients seeking redress for grievances related to healthcare services. It offers a legal framework for consumers, including patients, to file complaints against deficiencies in services provided by healthcare establishments and seek compensation.

The Clinical Establishments (Registration and Regulation) Act, 2010 - Aimed at improving the quality of health services by mandating the registration and regulation of all clinical establishments. This legislation prescribes minimum standards of facilities and services, aiming to ensure accountability and quality in healthcare services.

The National Health Policy, 2017 - Although not a legislative act, this policy sets the vision for the future of healthcare in India. It prioritizes the achievement of universal health coverage, enhancing the quality of healthcare delivery, and focuses on the preventive and promotive aspects of health.

Initiatives

Ayushman Bharat - Haryana Health Protection Scheme (AB-HHPSS):

- The state government has implemented the Ayushman Bharat scheme, providing health insurance coverage to economically vulnerable families.
- Under this scheme, beneficiaries can avail of cashless treatment at empaneled hospitals for specified secondary and tertiary healthcare services.

National Health Mission (NHM) Haryana:

- NHM Haryana focuses on strengthening healthcare infrastructure, including primary health centers and community health centers, to provide essential healthcare services.
- The mission also emphasizes maternal and child health, immunization programs, and disease control measures.

Mukhyamantri Muft Ilaaj Yojana (MMIY):

- The state government launched MMIY to provide free healthcare services to all residents of Haryana.
- Under this scheme, eligible individuals can avail of free treatment and medicines at government hospitals and dispensaries.

Haryana Swasthya Vaahan Sewa:

- This initiative focuses on providing healthcare services to rural and remote areas through mobile medical units.
- These mobile units are equipped with medical professionals and necessary medical equipment to deliver primary healthcare services to underserved communities.

Rural Health Mission Haryana (RHM):

- RHM aims to improve rural healthcare delivery by strengthening primary healthcare infrastructure and services.

- The mission focuses on reducing maternal and infant mortality rates, improving nutrition, and addressing communicable diseases in rural areas.

Telemedicine Services:

- The government has initiated telemedicine services to provide remote healthcare consultations and advice to patients, especially in rural and remote areas.
- Telemedicine helps bridge the gap between patients and healthcare providers, particularly in areas with limited access to healthcare facilities.

COVID-19 Response:

- During the COVID-19 pandemic, the government launched various initiatives to combat the spread of the virus and provide healthcare support to affected individuals.
- This includes setting up COVID care centers, vaccination drives, and awareness campaigns to promote public health measures.

Sustainable Development Goals



GOOD HEALTH AND WELL- BEING

SDG 3 aims to ensure healthy lives and promote well-being for all at all ages. This includes targets such as reducing maternal mortality, ending preventable deaths of newborns and children under 5 years of age, combating communicable diseases, and achieving universal health coverage.

Existing healthcare facilities and services in India related to SDG 3:

Primary Healthcare Infrastructure: India has an extensive network of primary healthcare centers (PHCs) and sub-centers, aiming to provide basic healthcare services to rural and underserved populations.

Immunization Programs: India has made significant strides in immunization coverage, particularly through programs like the Universal Immunization Program (UIP), aimed at reducing child mortality and morbidity from vaccine-preventable diseases.

Disease Control Programs: India has implemented various disease control programs targeting diseases like tuberculosis, HIV/AIDS, malaria, and others to reduce their prevalence and impact.

Maternal and Child Health Services: Initiatives like the Janani Suraksha Yojana (JSY) aim to reduce maternal and infant mortality by promoting institutional deliveries and providing financial assistance to pregnant women.

Telemedicine and e-Health Initiatives: India has been leveraging technology to improve healthcare access, especially in remote areas, through telemedicine services and electronic health records.

Achievements:

- Significant progress has been made in reducing maternal and child mortality rates.

- The expansion of healthcare infrastructure, including the provision of essential medicines and skilled healthcare professionals, has improved access to healthcare services.
- Various public health programs have contributed to the control of communicable diseases.

Challenges:

- Disparities in healthcare access persist, with rural and marginalized populations often having limited access to quality healthcare services.
- Non-communicable diseases (NCDs) like cardiovascular diseases, diabetes, and cancer are emerging as significant health challenges.
- India still faces challenges in achieving universal health coverage, with issues related to affordability, availability, and quality of healthcare services.



QUALITY EDUCATION

SDG 4 aims to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

Existing healthcare facilities and services in India related to SDG 4:

Medical Education: India has a vast network of medical colleges and institutions providing education and training to healthcare professionals.

Continuing Medical Education (CME): Continuing education programs ensure healthcare professionals stay updated with the latest medical advancements and practices.

Health Education Initiatives: Various health education programs are implemented to raise awareness about preventive healthcare practices, nutrition, hygiene, and disease management among the general population.

Achievements:

- India has made significant progress in expanding medical education and training facilities, producing a large pool of healthcare professionals.
- Health education initiatives have contributed to increased awareness about preventive healthcare measures and disease management.

Challenges:

- Disparities in access to quality medical education persist, with rural areas often lacking adequate educational infrastructure and faculty.
- There is a need for continuous improvement in the quality and relevance of medical education to meet evolving healthcare needs.

- Limited focus on interdisciplinary education and training, which is essential for addressing complex healthcare challenges.



CLEAN WATER AND SANITATION

SDG 6 aims to ensure availability and sustainable management of water and sanitation for all.

Existing healthcare facilities and services in India related to SDG 6:

Water and Sanitation Infrastructure: Hospitals and healthcare facilities in India are required to have proper water supply and sanitation facilities to maintain hygiene and prevent healthcare-associated infections.

Community Health Programs: Many healthcare programs include components focused on promoting safe water, sanitation, and hygiene (WASH) practices in communities to prevent waterborne diseases.

Achievements:

- Significant progress has been made in improving access to clean water and sanitation facilities in healthcare settings, contributing to better infection control and patient outcomes.
- Various government initiatives and community health programs have helped raise awareness about the importance of WASH practices.

Challenges:

- Access to clean water and sanitation remains a challenge in many parts of rural India, particularly in healthcare facilities serving marginalized communities.
- Ensuring sustainable management of water resources and sanitation infrastructure in healthcare settings requires continued investment and maintenance efforts.



INDUSTRY, INNOVATION AND INFRASTRUCTURE

SDG 9 aims to build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.

Existing healthcare facilities and services in India related to SDG 9:

Healthcare Infrastructure Development: India has been investing in the development of healthcare infrastructure, including hospitals, clinics, diagnostic facilities, and medical research institutions.

Technology Adoption: Adoption of innovative technologies in healthcare delivery, such as telemedicine, electronic health records, and medical devices, is improving access to healthcare services and enhancing patient care.

Achievements:

- India has witnessed significant growth in healthcare infrastructure development, with the establishment of new hospitals and healthcare facilities across the country.
- The adoption of innovative technologies has improved healthcare access and delivery, particularly in remote and underserved areas.

Challenges:

- Ensuring equitable access to quality healthcare infrastructure remains a challenge, with disparities existing between urban and rural areas and across different socioeconomic groups.
- Adequate investment in research and development is needed to address emerging healthcare challenges and promote indigenous innovation in the healthcare sector.



PARTNERSHIPS FOR THE GOAL

SDG 17 aims to strengthen the means of implementation and revitalize the global partnership for sustainable development.

Existing healthcare facilities and services in India related to SDG 17:

Public-Private Partnerships (PPPs): India has been leveraging partnerships between the government, private sector, civil society organizations, and international agencies to improve healthcare access and service delivery.

International Collaboration: India collaborates with various international organizations and donor agencies to access resources, technical expertise, and best practices in healthcare.

Achievements:

- Public-private partnerships have played a crucial role in expanding healthcare infrastructure, improving service delivery, and addressing healthcare challenges in India.
- International collaboration has facilitated knowledge exchange, capacity building, and resource mobilization for healthcare development initiatives in India.

Challenges:

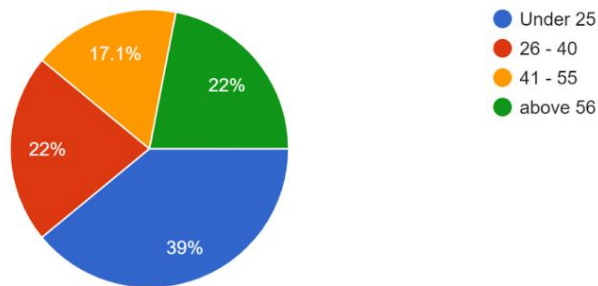
- Ensuring effective coordination and collaboration among stakeholders remains a challenge, particularly in resource allocation, program implementation and monitoring and evaluation.
- Building sustainable partnerships that prioritize long-term goals and mutual benefit requires continued efforts in governance, transparency, and accountability.

Questioner's Responses

Health Care Facilities Survey for General Public

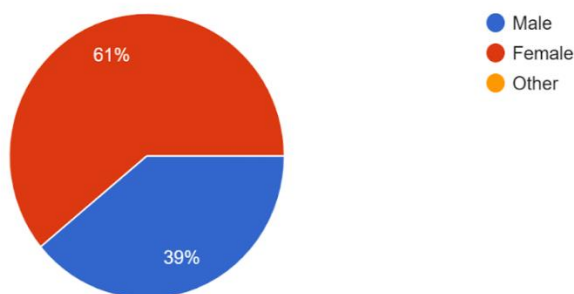
Age:

41 responses



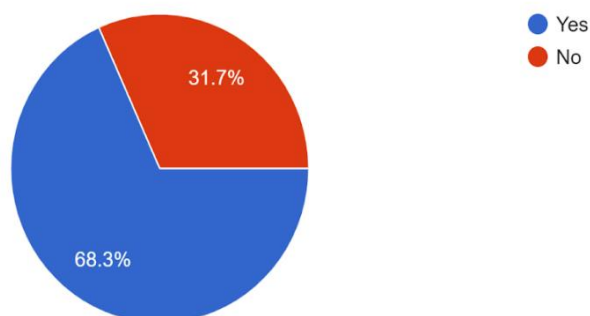
Gender

41 responses



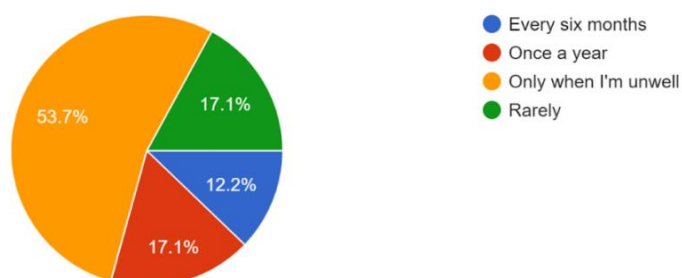
Do you have medical insurance?

41 responses



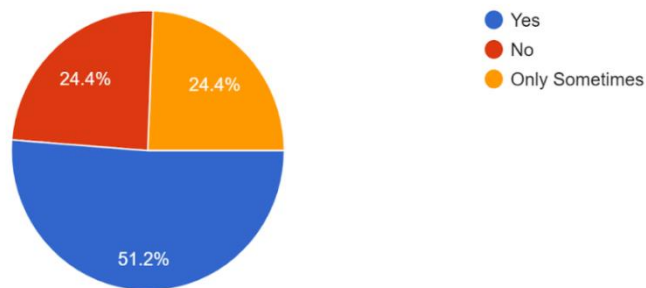
How often do you get a health checkup?

41 responses



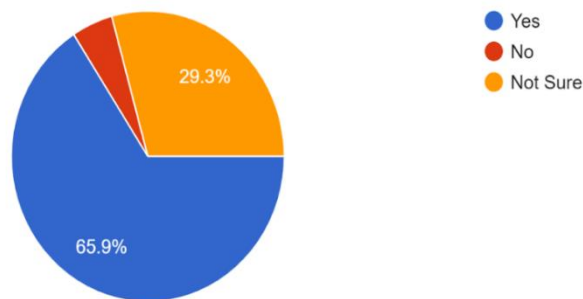
Do you receive complain from other people of bad healthcare facilities in Faridabad?

41 responses



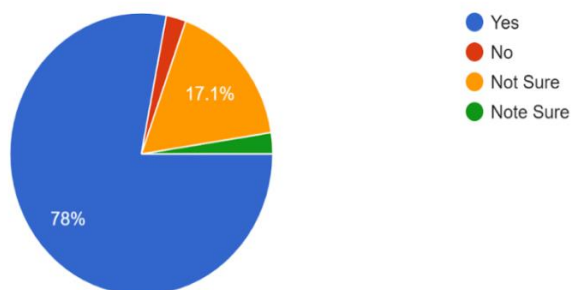
Is there a difference between in performance of available hospitals in Faridabad region?

41 responses



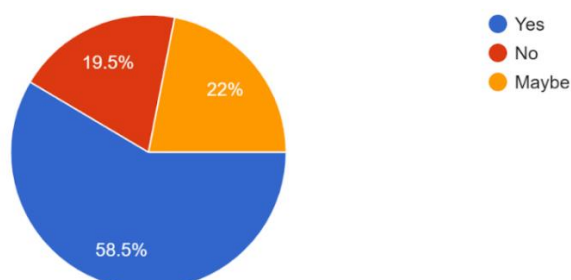
Is there a difference in the cost of the hospitals in Faridabad region?

41 responses



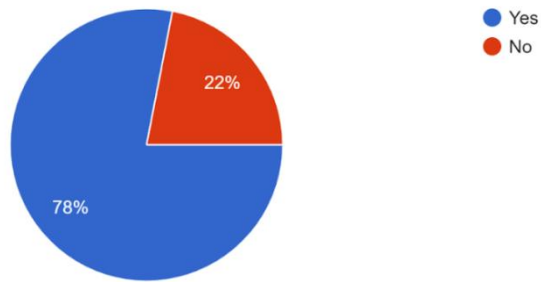
Does the hospital you visit regularly have equipment for modern diagnosis and treatment?

41 responses



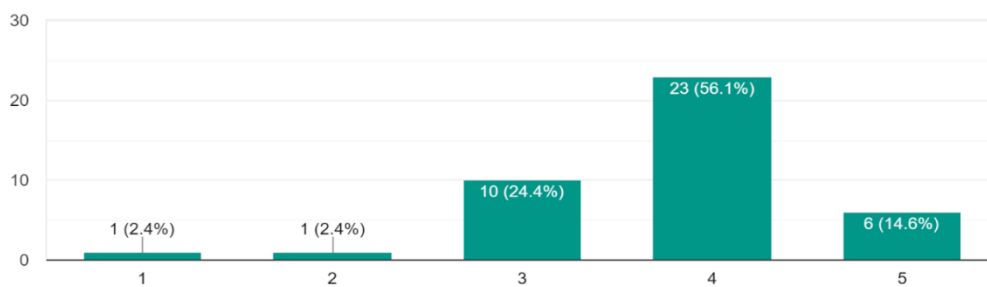
In your opinion, is there adequate medical infrastructure in Faridabad (e.g., hospitals, clinics, labs)?

41 responses



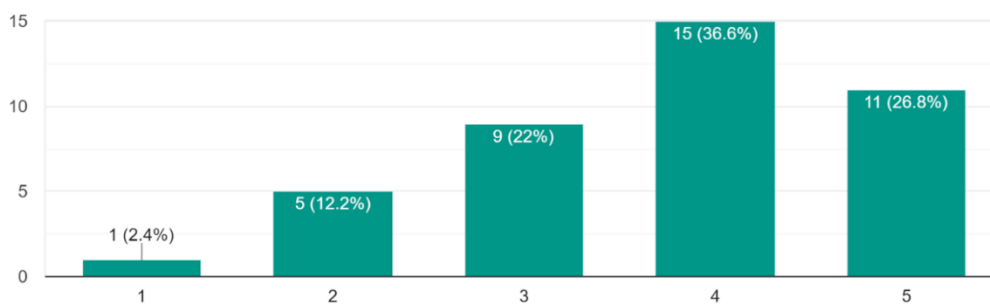
How would you rate HealthCare availability on Faridabad?

41 responses



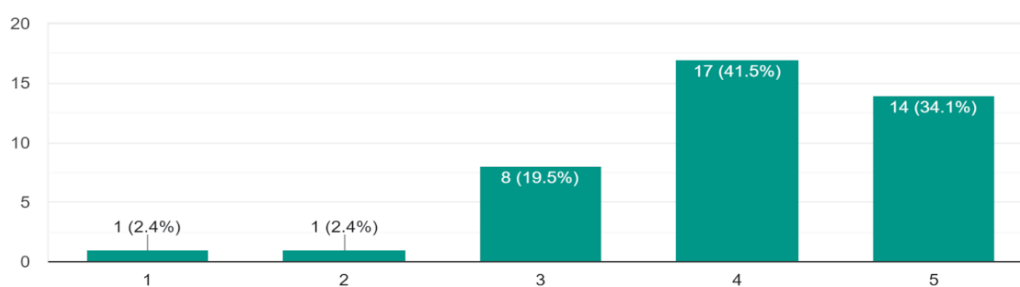
How do you find the professionalism and attitude of the healthcare staff (doctors, nurses, support staff) in Faridabad?

41 responses



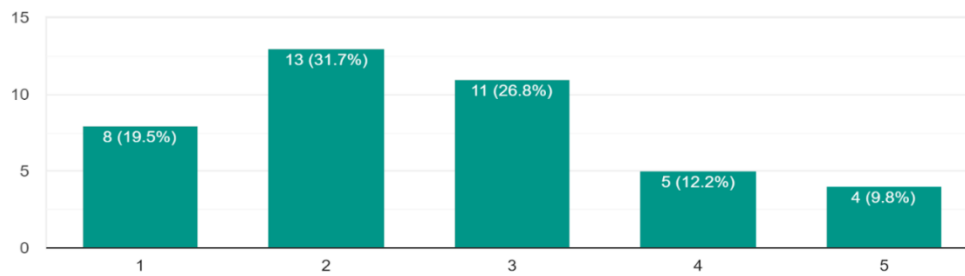
Convenience of location for you ?

41 responses



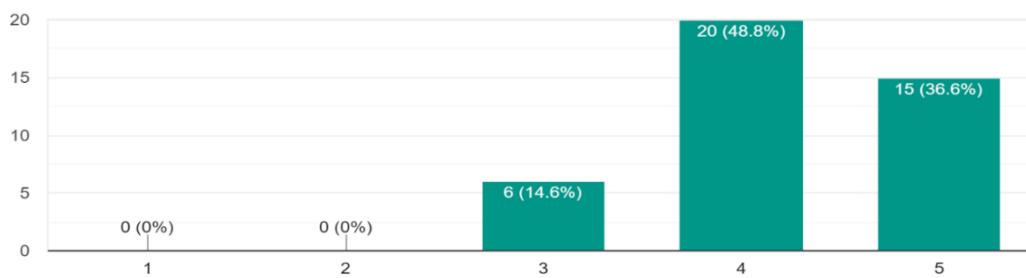
How satisfied are you with the health care cost you are charged?

41 responses



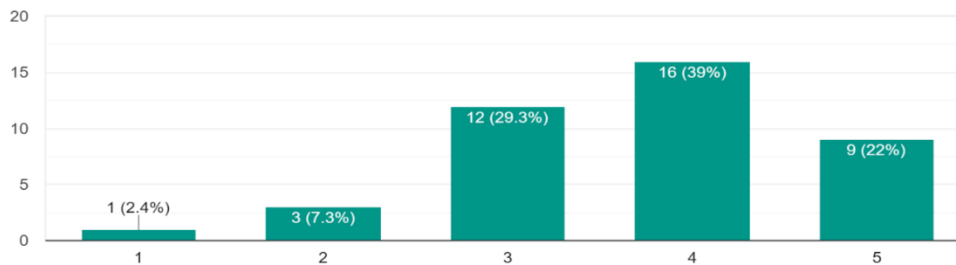
How would you rate overall cleanliness of the hospital you regularly visit on a scale 1 - 5 ?

41 responses



How would you rate the availability of emergency medical services in Faridabad?

41 responses



What are the major healthcare challenges in Faridabad ?

15 responses

- 1) No
- 2) Yes
- 3) There is none
- 4) Availability of doctors is less
- 5) Faridabad lacks sufficient specialty medical centers, forcing residents to travel to Delhi or other cities for specialized treatment.
- 6) The existing public healthcare facilities are often overcrowded, leading to long waiting times and reduced quality of patient care.

- 7) There is a significant shortage of skilled healthcare professionals, including doctors, nurses, and technicians, affecting the service quality.
- 8) The availability and response time of emergency medical services are not up to the mark, affecting critical care outcomes.
- 9) Many healthcare facilities suffer from poor maintenance and hygiene standards, increasing the risk of infections.
- 10) The high levels of pollution in Faridabad contribute to respiratory and waterborne diseases, increasing the demand for healthcare services.
- 11) there is a notable lack of mental health services, including counseling and psychiatric care, which are essential in addressing the overall well-being of the population.
- 12) Rural areas around Faridabad have limited access to healthcare, leading to delayed diagnoses and treatment of illnesses.
- 13) Significant disparities exist between private and public healthcare sectors in terms of quality and availability of services.
- 14) There is a general lack of health education among the population, leading to preventable diseases being more prevalent.

What improvements can you suggest?

18 responses

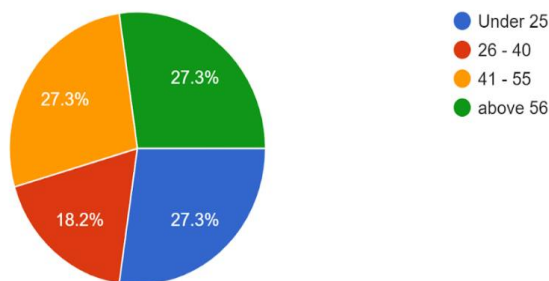
- 1) Nothing
- 2) No
- 3) Yes
- 4) Yes, there is always need for improvement
- 5) Availability of doctors should be more
- 6) Government should invest in building more hospitals and clinics, especially in underserved areas.
- 7) Improve the availability and efficiency of ambulance services and emergency care.
- 8) Attract more healthcare professionals to Faridabad and provide ongoing training to enhance their skills and knowledge.
- 9) Improve to accessibility in efficiencies healthcare service delivery and infrastructure development.
- 10) Health awareness campaigns should be there to educate the public on preventive healthcare, hygiene practices, and the importance of regular health check-ups.
- 11) Promote telemedicine to remote consultations, especially in areas where access to healthcare professionals is limited.
- 12) Measures to control high cost of healthcare services and make them more affordable for the general population.
- 13) Ensure high standards of cleanliness, patient care, and service delivery in healthcare facilities.

- 14) Develop healthcare infrastructure in rural and remote areas, ensuring healthcare services are accessible to everyone.
- 15) Strict pollution control measures and promote environmental health policies to reduce pollution-related diseases.
- 16) There should be more doctors with skilled labour and trained staff,
- 17) Invest in improving the quality of services in public hospitals by upgrading facilities, training staff.
- 18) Public health campaigns and education programs to raise awareness about healthcare, nutrition, hygiene, and the importance of regular medical check-ups.

Healthcare Service Survey for Patients

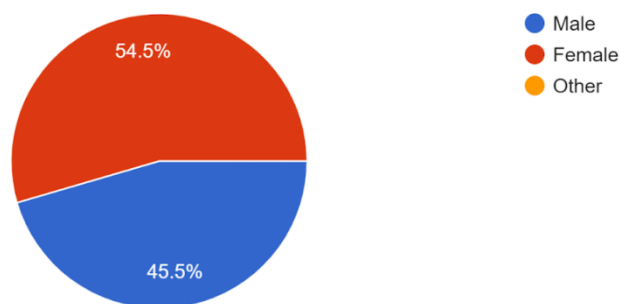
Age:

11 responses



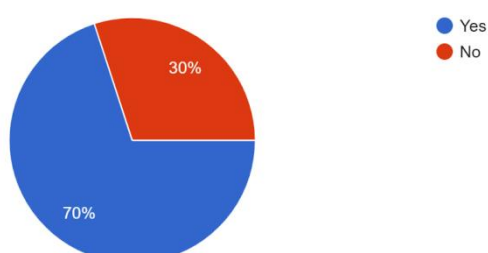
Gender

11 responses



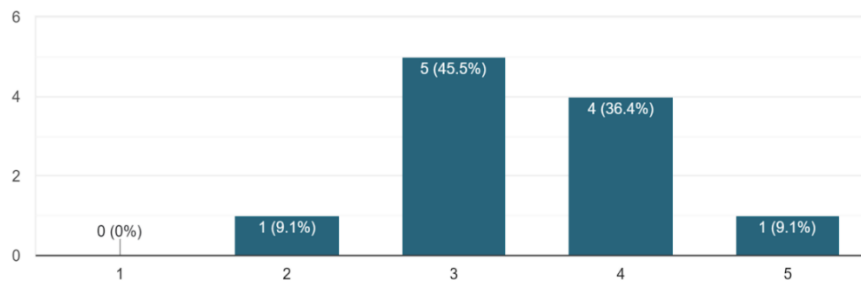
Do you have medical insurance?

10 responses



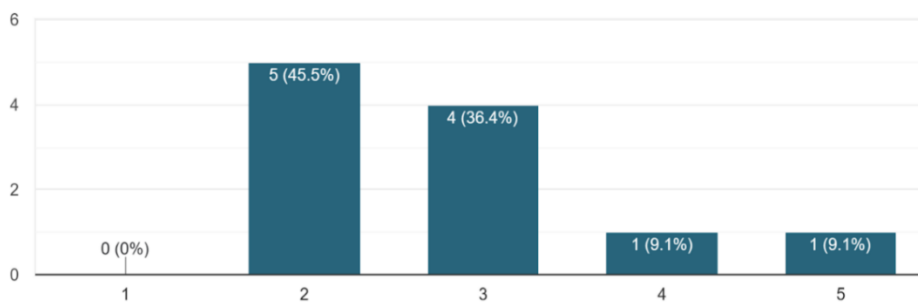
How well do you feel after the doctors listened to your health concerns?

11 responses



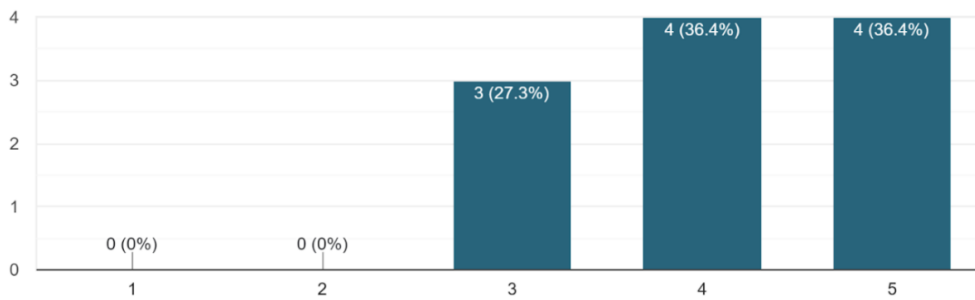
How would you rate the overall care you received?

11 responses



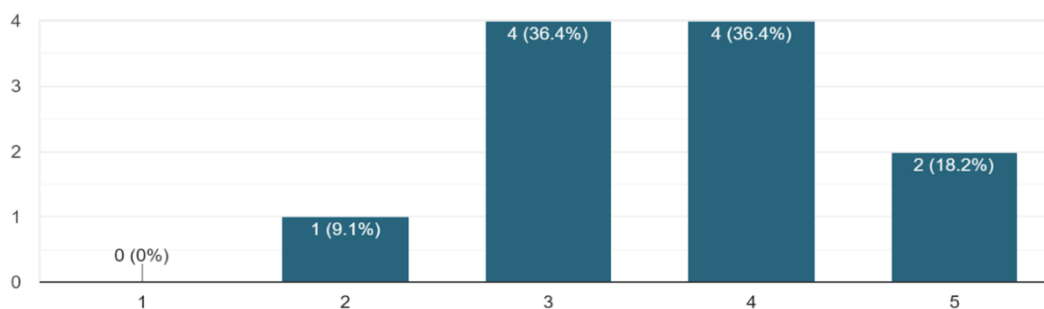
How satisfied are you with the cleanliness facility?

11 responses



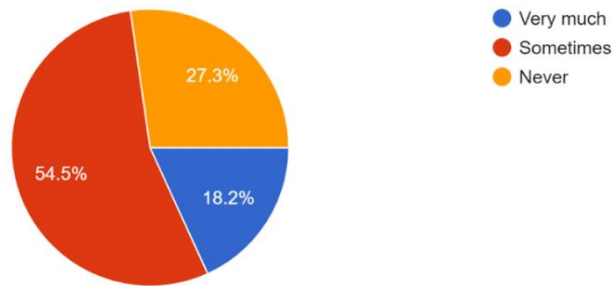
How would you rate the diagnosis process that you experienced?

11 responses



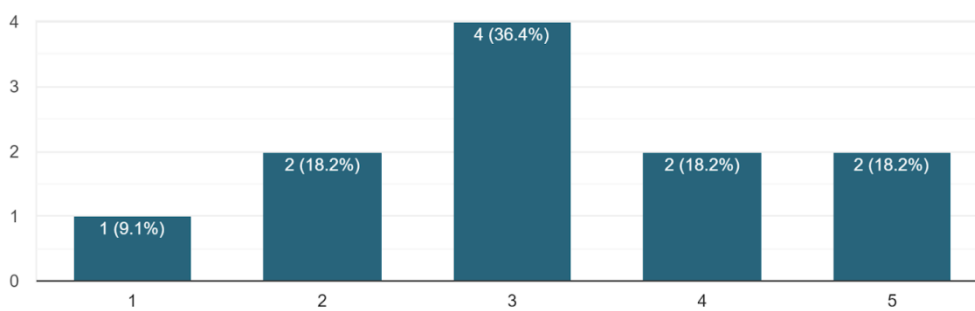
How often did you receive conflicting information from different professionals of same diagnose?

11 responses



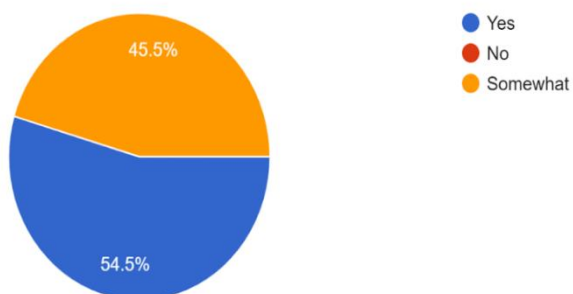
How easy is it to schedule an appointment?

11 responses



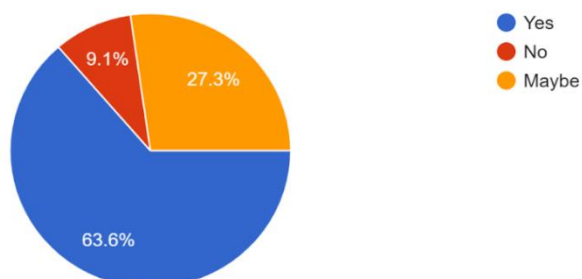
Were staff empathetic to your needs?

11 responses



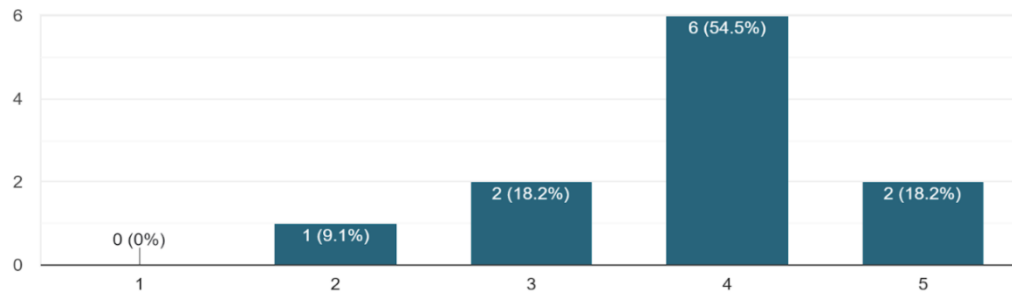
Do you feel there can be more improvement in this facility?

11 responses



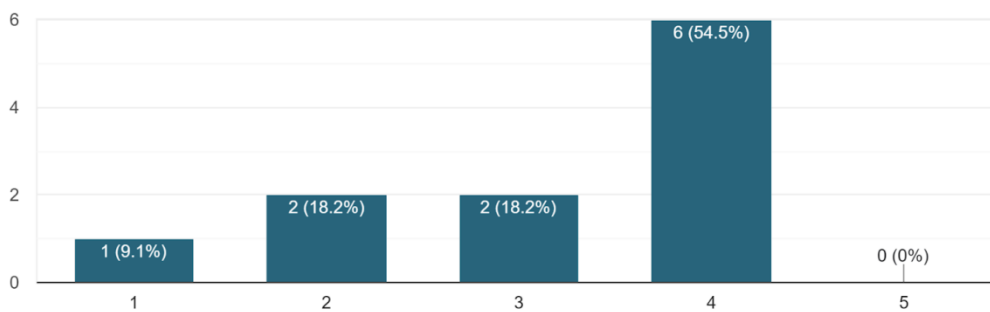
Overall, how do you rate this hospital as compared to other local hospitals in your area?

11 responses



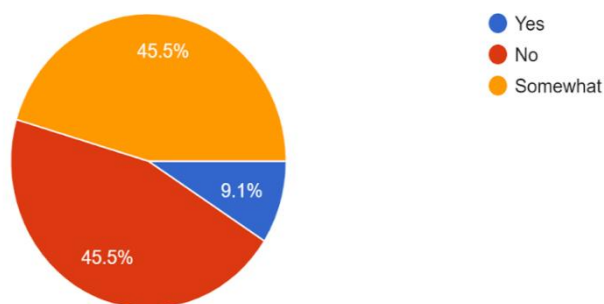
How likely are you to recommend this faculty to your friends and family?

11 responses



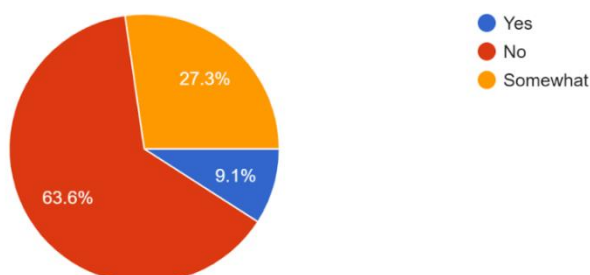
Do you find Faridabad medical services are equal as compared to Delhi?

11 responses



Do you find cost of your treatment charged is satisfactory according to your expenses ?

11 responses



What are the major healthcare challenges in Faridabad?

4 responses

- 1) Lack of specialized healthcare services
- 2) Long waiting times for appointments
- 3) Insufficient availability of medical facilities in rural areas
- 4) Inadequate infrastructure to handle medical emergencies, leading to delays in treatment

What improvements can you suggest?

5 responses

- 1) More trained medical staff
- 2) Better hygiene maintenance in the facility
- 3) Increase the number of healthcare centers
- 4) Invest in upgrading existing healthcare facilities with modern equipment and technology
- 5) Provide specialized training to medical professionals to enhance their skills and knowledge

Issues Faced By Respondents

High Consultation Fees: The cost for a short appointment, even for just 5 minutes, ranges from 1600 to 2000, which is often deemed excessively high for many individuals.

Limited Access to Mediclaim for Older Individuals: Obtaining Mediclaim or health insurance coverage for elderly individuals can be challenging, leaving them vulnerable to high out-of-pocket expenses.

Delay in Meeting Scheduled Appointments: Despite pre-booking appointments, patients often experience significant delays in meeting their healthcare providers, leading to frustration and wasted time.

Extended Waiting Periods: Patients frequently endure waiting periods of 2 to 3 hours or even longer before their turn for consultation or treatment, which can be physically and emotionally taxing, especially for those with urgent medical needs.

Costly Medications: The high prices of prescribed medications further burden patients, particularly those with chronic illnesses who require long-term medication regimens.

LIMITATION FACED IN PRIMARY RESEARCH

Low Response Rates, Encouraging participation in surveys was challenging, especially if individuals are busy or not motivated to respond, which has somehow affected the representativeness of the data collected.

Inaccurate Responses, Respondents have provided biased or socially desirable responses, due to societal norms and expectations. Which has led to less honest feedback.

Limited Access, during the survey we were limit to have access in the facilities without appointments or medical concerns, meeting / communication with the patients, doctors and staff due to facilities regulations.

Incomplete Responses, Participants have provided incomplete responses, either intentionally or unintentionally, which has compromise the quality of the data collected.

Conclusion of the Study

Through the analysis of these questionnaires among the general public and patients regarding healthcare and facilities, several key insights have emerged.

Firstly, it is evident that there is a significant level of awareness and concern regarding healthcare services among both the general public and patients. Participants have expressed a range of opinions, from satisfaction with the existing healthcare facilities to frustrations over accessibility, affordability, and quality of care.

Secondly, the findings highlight the importance of addressing the existing gaps and challenges in the healthcare system. While some respondents have reported positive experiences with healthcare services, others have highlighted issues such as long waiting times, inadequate infrastructure, and disparities in healthcare access.

Thirdly, there is a notable demand for improvements in various aspects of healthcare delivery, including lacking facilities, increased availability of specialists, enhanced doctor-patient time efficient communication, and more affordable healthcare services, especially for marginalized communities.

Common Health Challenges in the Region

Rapid Urbanization and Population Growth - The rapid urbanization and population growth in Faridabad put a strain on the existing healthcare infrastructure. With more people moving to the city for employment opportunities, there is an increased demand for healthcare services, leading to overcrowding in hospitals, longer wait times, and stretched resources.

Air Pollution and Environmental Health Issues - Faridabad, like many other parts of the NCR, grapples with high levels of air pollution. Industrial emissions, vehicular exhaust, and construction dust contribute to poor air quality, leading to respiratory problems, cardiovascular diseases, and other pollution-related health issues among the population.

Inequitable Access to Healthcare - There is a disparity in healthcare access between different socio-economic groups and between urban and rural areas within the Faridabad district. People from lower socio-economic backgrounds or rural areas might not have the same access to quality healthcare services as those in more affluent or urbanized regions.

Non-communicable Diseases (NCDs) - The rise in non-communicable diseases such as diabetes, hypertension, cardiovascular diseases, and cancers poses a significant healthcare challenge. Lifestyle factors, including poor diet, physical inactivity, and tobacco use, contribute to the prevalence of these conditions.

Healthcare Infrastructure and Human Resources - Although Faridabad has seen significant improvements in healthcare infrastructure, there is still a need for more hospitals, clinics, and healthcare providers, especially in rural and underserved areas. The city requires more medical professionals, including doctors, nurses, and allied health workers, to meet the healthcare needs of its growing population.

Public Health and Sanitation - Issues related to water quality, sanitation, and waste management directly impact public health. Access to clean drinking water and proper sanitation facilities remains a challenge in some parts of Faridabad, contributing to waterborne diseases.

Suggestions to Improvement

Strengthening the institutional framework by establishing specialized units: Dedicated separate and specialized units within the system should be set up immediately which will look at the four activities:

a) Planning

b) Implementation

c) Monitoring

d) Financial Management

This activity will definitely enable to strengthen the existing institutional framework for efficient service delivery.

Strengthening the Monitoring & Evaluation System: The Monitoring unit would need to take up specific action including:

- a) Strengthening HMIS by developing software & reporting formats
- b) Conducting frequent Review Meetings preferably on monthly basis
- c) Physical verification of hospitals to verify the quality and efficiency of services provided to the patients.

Spread of Health Infrastructure and related projects: It is observed that adequate number of health infrastructure is not available in NCR and more health facilities are required. Many developing countries have significantly increased investment in healthcare infrastructure, Countries like Germany and Japan have well-developed healthcare infrastructure with modern hospitals, advanced medical technology, and extensive primary care networks. India could benefit from increasing public and private investment in healthcare infrastructure to expand access to quality healthcare services, particularly in rural and underserved areas.

Extending Telemedicine: Information Technology can be used for making health care provision accessible to remote areas. Many doctors are not willing to serve in the rural areas due to lack of facilities even if they are paid high salaries. However, as telecom network is spreading swiftly and the Government is keen to provide broadband connectivity to all parts of the country, information technology can effectively be harnessed to improve the delivery of health services.

Healthcare Access and Affordability: Countries like Canada and the United Kingdom have implemented universal healthcare systems, providing all citizens with access to healthcare services free at the point of use. By implemented universal healthcare systems or health insurance schemes to all citizens. India could explore similar initiatives to ensure that healthcare services are affordable and accessible to all, regardless of socio-economic status.

Primary Healthcare and Preventive Medicine: Emphasizing primary healthcare and preventive medicine is crucial for reducing the burden of diseases and promoting population health. India could strengthen its primary healthcare system by investing in community health centers, training healthcare workers, and promoting health education and awareness programs like Norway and Sweden have strong primary healthcare systems with a focus on preventive medicine, health promotion, and community-based care.

Health Information Systems: Countries like Australia and Singapore have advanced health information systems and digital health technologies, facilitating to improve healthcare delivery, data collection, and monitoring. Similarly India could also enhance its health information systems to facilitate better health planning, resource allocation, and monitoring of healthcare outcomes.

Human Resources for Health: Switzerland and the Netherlands have well-trained healthcare professionals, supported by robust education and training programs, competitive salaries, and favorable working conditions. Strengthening the healthcare workforce is essential for delivering quality healthcare services. India could invest in training and retaining healthcare professionals, especially in rural and remote areas, through incentives, career development opportunities, and supportive working environments.

Public Health Initiatives: Countries like New Zealand and Finland have implemented successful public health initiatives targeting various health challenges, such as smoking cessation, mental health promotion, immunization campaigns, disease control programs, and maternal and child health interventions. India could

prioritize and scale up public health initiatives to address prevalent health issues, such as malnutrition, infectious diseases, and non-communicable diseases.

Partnerships and Collaboration: Collaborating with international organizations, like the United States and European countries and other developed countries can provide valuable support and resources for strengthening the healthcare sector to India, leverage partnerships and collaboration to access funding, technical expertise, and best practices for healthcare improvement initiatives, will contribute funding and expertise to support healthcare improvement initiatives in the country.

CONCLUSION

In the end, this research conducted on the healthcare sector in Faridabad, has provided valuable insights into the region progress towards achieving (SDGs) related to healthcare. Through surveys encompassing public demographics, various initiatives, challenges, and policy frameworks have been scrutinized, offering a comprehensive understanding of the state of healthcare in the region.

The findings indicate both advancements and areas requiring further attention. Efforts have been made to align healthcare initiatives with SDG goals, emphasizing accessibility, affordability, and quality of healthcare services. Additionally, the surveys shed light on demographic-specific healthcare needs, aiding in the formulation of targeted interventions.

However, significant challenges persist, these challenges underscore the necessity for strong policy frameworks that prioritize equitable healthcare distribution and infrastructure development by addressing the identified challenges and building upon existing initiatives, Faridabad can advance towards achieving SDG targets, ultimately ensuring universal access to quality healthcare for all its residents.

This research is carried out by Payal Taver, Puneet Singla and Neha Kumari students of Manav Rachna University. The submission paper focuses on the various aspects of healthcare services, facilities, outcomes and challenges specific to the region of Faridabad and broadly of India.

Statement of Purpose

As a 4th-year law students we conducted a comprehensive research study on “Evaluating the Framework of Healthcare Services in Faridabad: Challenges, Opportunities, Initiatives, Existing policies, etc.” This research is motivated by the critical role that healthcare law plays in ensuring the delivery of equitable, accessible, and high-quality healthcare services, and the challenges faced by the healthcare sector at present.

By analyzing existing government policies, we aim to assess their efficacy and identify critical gaps that hinder their successful implementation.

Furthermore, will delve into the existing primary healthcare infrastructure in Faridabad, scrutinizing its capacity to meet the diverse health needs of the community. Through fieldwork and engagement with local healthcare providers and residents, we aspire to gain firsthand insights into the challenges faced by the primary healthcare system.

In summary, this research not only aligns with our academics but also underscores our commitment in looking at how government rules/efforts impact, to make people healthier in Faridabad and figure out what's missing in these rules. Also, check out on the basic healthcare services and if they're meeting everyone's needs. We have used articles and government plans related to health and SDG goals to guide this research.

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4. Health Systems Strengthening Resource Center (HSS) - Official website: <https://www.hfgproject.org/>

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5. Lancet Global Health - Official website: <https://www.thelancet.com/journals/langlo/issue/current>
 6. Visit the official SDG website: <https://sdgs.un.org/>
 7. WHO's resources on SDG 3: <https://www.who.int/sdg/targets/en/>
 8. Specific targets and initiatives related to healthcare in Faridabad, Haryana: Check reports and publications from the Ministry of Health and Family Welfare, Government of India and Look for studies or articles on healthcare initiatives in Faridabad on academic databases like PubMed or Google Scholar.
 9. Refer to the United Nations Development Programme (UNDP) website for information on SDGs: <https://www.undp.org/sustainable-development-goals>
 10. Explore reports and publications from international organizations focusing on health and development.