

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 966
TO BE ANSWERED ON 08TH FEBRUARY, 2019**

RANKING OF HOSPITALS

966. DR. BANSHILAL MAHATO:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether as per a survey conducted by the Government, the All India Institute of Medical Sciences (AIIMS) in Delhi is not included in the top 10 hospitals of the country in the ranking of the hospital in the country;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) whether 25 per cent patients are not satisfied with the hospitals in the country as per the findings of the said survey which was based on the feedback of the patients;
- (d) if so, the details thereof and the reasons therefor; and
- (e) the remedial steps taken/proposed to be taken by the Government in this regard including removing the shortcomings and correcting the system in the hospitals?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI ASHWINI KUMAR CHOUBEY)**

(a) & (b): Government has not conducted any survey for ranking of Hospitals in the country. However, there is one IT based 'Mera Aspataal application' to collect patients' feedback about their experiences in public health facilities including AIIMS Delhi.

As per patient feedback results analyzed in Mera Aspataal Application in December 2018, AIIMS Delhi is ranked 14th among 22 Central Govt. of Hospitals integrated with Mera Aspataal application in the country.

The ranking in the Mera Aspataal Application for the facilities is done on the basis of Patient Satisfaction Score (PSS). The PSS is calculated as weighted average of number of satisfied and dissatisfied patients based on the feedback collected in a particular facility. The ranking keeps changing every month based on the feedback received from the patients.

Contd.....

However, as per National Institute Ranking Framework of Ministry of Human Resource Development, AIIMS, Delhi has been ranked as number one institute.

The Mera Aspataal Initiative was launched precisely to find a mechanism to gauge patient reaction to the services offered in the hospital and help improve the services by taking corrective measures.

(c) & (d): As per performance analysis report of Mera Aspataal for period Sept-2016 to Jan-2019, 24 per cent of patients were dissatisfied with the services offered at the public health facilities. Major Reasons for dissatisfaction were staff behavior, cost of treatment & cleanliness issues and other reasons like, long waiting time, overcrowding, inadequate information, lack of amenities, etc.

(e): The patients' feedback including, areas requiring improvement are shared with the respective State Govts. and Central Govt. hospitals for ensuring remedial follow-up actions.

As reported by some of the hospitals, they are reviewing the feedback regularly with the concerned HODs and senior Administrators and taking corrective steps like sensitizing staff to be polite towards patients and give a patient hearing to their problems, maintain cleanliness in the hospital premises, prescribe drugs available in the pharmacy and investigations available in the hospitals. They are also taking steps to ensure minimum waiting time for patients for accessing various services.

.....