

### 4.5.1 Introduction

Health institution is one of the important components in livelihood of human. Health facility is necessary to recover illness while suffering from diseases. Health facility is considered one of the basic services in city, town or rural life. Health institutions influence surrounding land use regarding its establishment and act as part of economic activity of that periphery. Health institutions play an important role at response stage after occurrence of any types of disaster.

### 4.5.2 Methodology

Necessary information of health facility has been collected through questionnaire survey. Two types of questionnaires has been formatted; one for health institution authority and another for patients in different health institutions. Within the study area a total of 11 health institutions and 55 patients from different health institutions have been surveyed. Locations of health institutions have been identified using physical feature map of MSDP. For this study, a total number of 66 questionnaires have been surveyed using random sampling technique.

The study has collected primary data by interviewing authority and patients of the corresponding health institutions. The location map and questionnaire format of the health institutions' study is attached in the annex section.

### 4.5.3 Survey Result

#### 4.5.3.1 Personnel information of health institutions

Almost all types of medical checkup and minor operation are served by different health institutions of Mymensingh. Average number of patient found maximum 30 to 40 per day in some large level private health institution and minimum 5 patients in average are found in some small level health institution. (Table 1)

Both full time and part-time doctors work in different Health institutions of Mymensingh. Each health institution has been found with part-time doctors, but not all institution is served by full time doctors. There are a number of institutions which are served by only part time doctors.

Table 1: Number of doctor and patient in different Health institutions

Name of Health inst.	Average no. of patient	No. of doctor		No. of Nurse
		Full time	Part-time	
Alpha Hospital	10	5	6	5
Al razi Clinic	10	1	3	6
Save Aid	10	1	3	5
Mary stops	40	1	2	3
City hospital PVT	5	1	1	6
Surokha nursing home	8		4	3
Reza diagnostic center	5	1	5	3
Sathi hospital	10	-	1	3
The sun diagnostic center	30	-	6	8
Grameen hospital	6	-	10	4

Renesa PVT hospital	5	-	10	3
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Table 1 displays, Number of part time doctor found more than full time doctors in different health institutions of Mymensingh. Maximum number of nurse is 8 and minimum number of nurse is 3 among surveyed health institutions.

#### 4.5.3.2 Facilities

82 % of total hospitals or clinics do not include pharmacy facility. Hospitals or clinics including pharmacy facility have maximum 2 pharmacies. The condition of pharmacies is found very high and high.

In case of testing lab, 55% of total health institutions include facility of testing lab. Among them, 83% of these testing lab's condition is high and rest of the testing lab's condition is very high (17%). No testing lab is found with moderate, low and very low condition (Figure 1). Health institutions including testing lab have one testing lab.

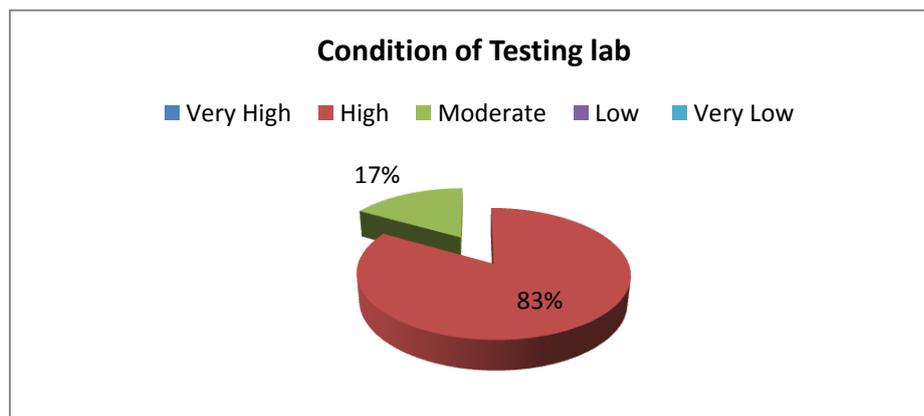


Figure 1: Percentage of condition of testing lab in different health institutions

Each surveyed health institution includes clinical waste management to dispose waste outside their premises and keep interior environment clean. Clinical waste management condition is not similar for all. Figure 2 displays, 37%, 36% and 27% of total surveyed health institutions clinical waste management condition is Very high, high and moderate respectively.

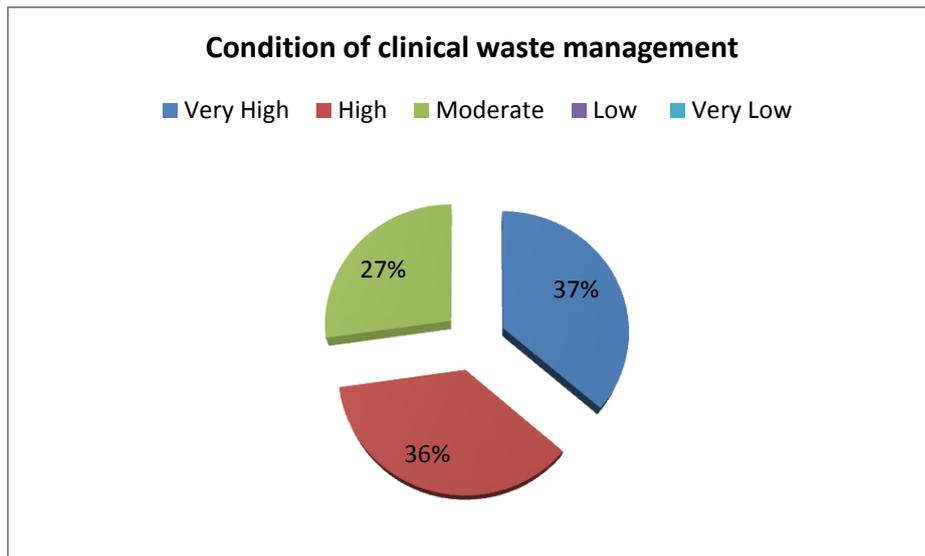


Figure 2: Percentage of condition of Waste management in different health institutions

Own power source is urgent during load shedding for health institutions. Each health institutions is found with own power source system. Condition of power source system is satisfactory. Figure 3 shows, 60% and 40% of total health institution’s own power source system condition is high and very high respectively.

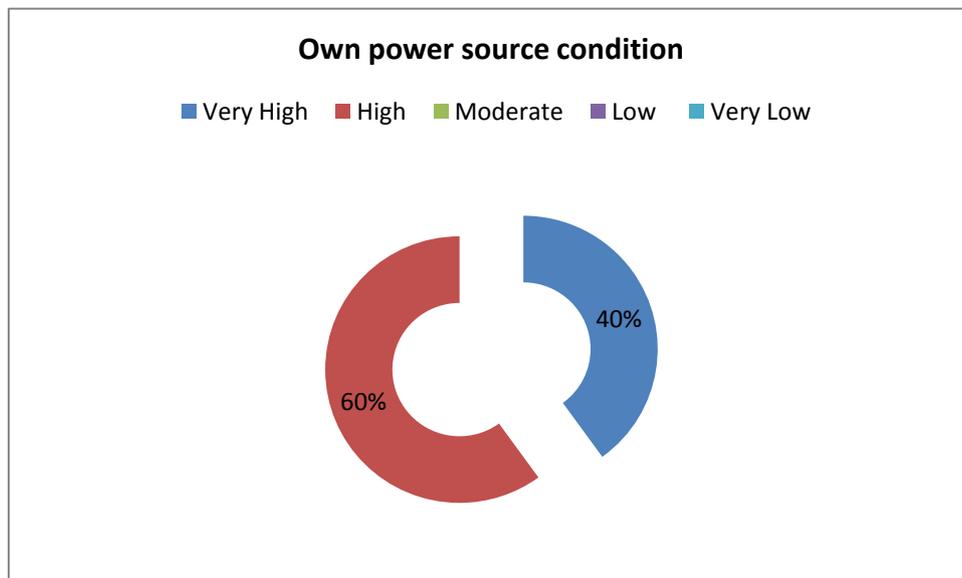


Figure 3: Percentage of condition of own power source in different health institutions

Other facilities such as food and ambulance have not been found in a single one among surveyed health institutions of Mymensingh.

**4.5.3.3 Area of service**

People from both Mymensingh and outside Mymensingh come to take medical service in different health institution of Mymensingh. Mymensingh Pourashava, surrounding union, nearest district is main regional health service providing area of different health institutions of Mymensingh Pourashava. Figure 4 displays percentage of patient come from different area to take health facility.

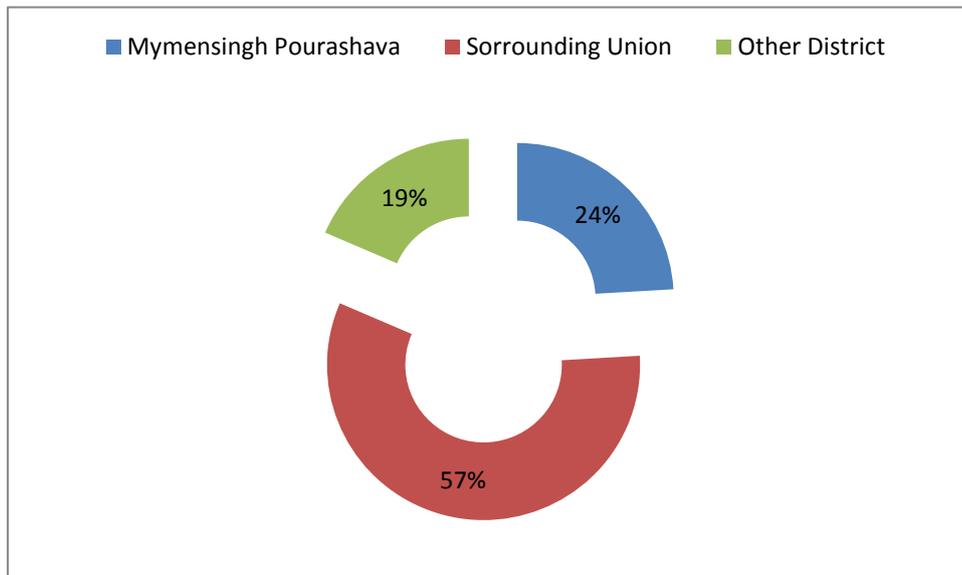


Figure 4: Percentage of origin of patient

According to figure 4, most of the patients are from surrounding unions around Mymensingh Pourashava. 57 % of total surveyed patients come from surrounding unions around Mymensingh Pourashava to take medical service by different health institutions located in Mymensingh town. 24% of total patients are from Mymensingh town or Pourashava area. Another 19% of total patients come to different health institutions of Mymensingh town from outside Mymensingh district.

**4.5.3.4 Level of satisfaction on services of health facilities**

Patient’s perception on service of doctors, nurses and environment are important parameter to identify level of service of health institutions. Figure 5, 6 and 7 displays level of patients’ satisfaction on doctors, nurses and cleanliness of different health institutions of Mymensingh respectively.

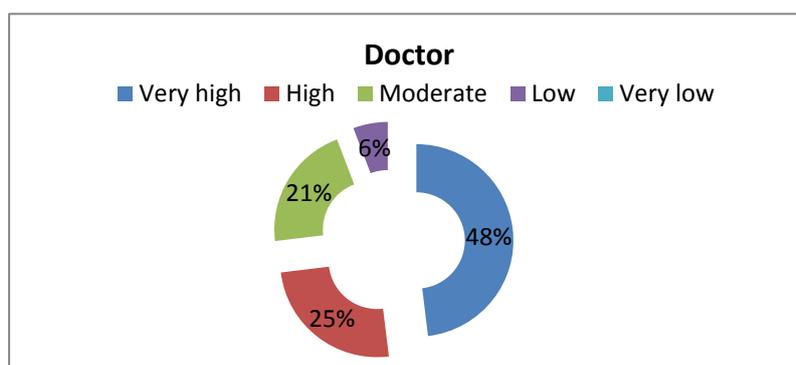


Figure 5: Percentage of level of satisfaction on Doctor

Figure 5 displays most of the patients' level of satisfaction on doctors is very high and high which is 48% and 25% of total surveyed patients. 21% of total patients say about moderate level of satisfaction. A few patient (6% of total) responses low level of satisfaction.

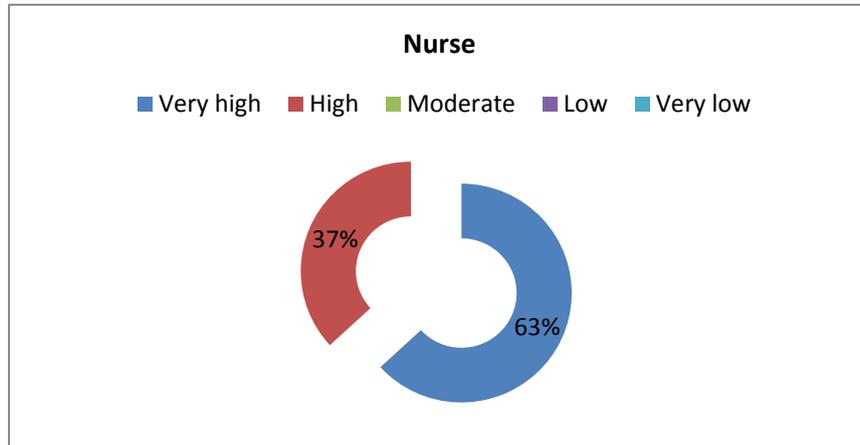


Figure 6

Figure 6: Percentage of level of satisfaction on Nurse

Figure 6 shows patient's perception on nurses is confined within very high and high level of satisfaction. 63% and 37% of total patients are very highly and highly satisfied with service of nurses respectively.

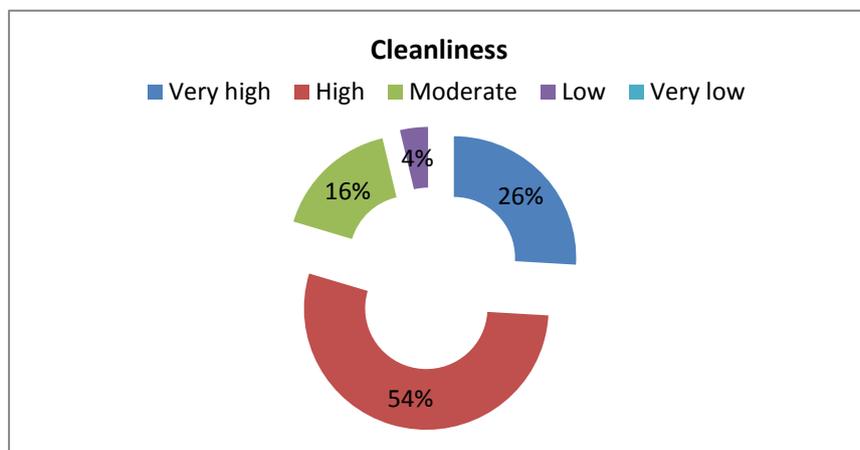


Figure 7

Figure 7: Percentage of level of satisfaction on Nurse

A variety of level of satisfaction on cleanliness in different health institutions has been found by patients. Most of the patients (54% of total) commented on cleanliness status of hospitals or clinic with high satisfaction. 26% of total patients are very highly satisfied on cleanliness situation. 16% of total patients answered that, cleanliness condition of different hospitals and clinic is moderate. Only 4% of total surveyed patients are found with low level of satisfaction on cleanliness.

#### **4.5.4 Remark**

Facilities provided by different health institutions are limited in number; even ambulance is absent to some extent. However, Quality of providing facility is satisfactory on patient's perception. Most of the patients are from surrounding unions around Mymensingh town. Most of the health institutions in Mymensingh depend on part time doctors rather than full time.

#### **4.5.5 Conclusion**

Health institution should be in such manner that it can be sufficient in serving health facility to inhabitants of that area and surrounding as well as easily accessible; considering population and location. Better environment of health facility should be ensured for safety of human being to live in a better civic life.