

# **A Study On The Transportation Wing In A Tertiary Care Teaching Institute In Hyderabad And Associated Suggestions Based On A Comparative Study Between Purchase And Rental Of Vehicles.**

Dr.K.V.Krishna Reddy<sup>1</sup> Dr.M.S.Siddarth Sai<sup>2</sup> Dr.P.Rakesh Prabhu<sup>3</sup>

*1 Associate Professor, Dept of Hospital Administration, NIMS*

*2 Senior Resident, Dept of Hospital Administration, KIMS*

*3 Senior Resident, Dept of Hospital Administration, NIMS*

*Corresponding author: Dr.K.V.Krishna Reddy*

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## **I. Introduction:**

The purpose and sustainability of every hospital depends on treating the maximum number of patients but the mode of arrival of the patients is usually ignored. Transport in Health care facilities is a very crucial but at the same time is also an underrated department. Transport to and fro from the hospital and within various blocks of the hospital plays an important role in Patient satisfaction.

## **II. Objectives of the Study:**

1. To study the transport wing and give suggestions for any lacunae in the dept
2. To do a comparative study between purchase and rental of vehicles.

## **III. Methodology:**

- A broad based general study was done in the second half of 2016, on the ambulances and transport vehicles available at Nizam's Institute of Medical Sciences, a 1300 bedded tertiary care teaching institute located at Hyderabad.
- A study was also done on the no of drivers and other workers attached to each vehicle.
- Personal interviews were conducted with the various personnel concerned.
- A comparative analysis was done on the purchase of vehicles and renting.

## **IV. Observations:**

NIMS has an average bed occupancy of above 80%. The institute is spread over many acres of land and consists of 4 main buildings, OP block, Millenium Block, Speciality block and Emergency block. The departments are spread across these buildings and each building has Outpatient rooms and ICU s of the respective departments. Travel time by walk from one building to the other takes around 10 to 12 mins of time.

Though there is a separate transport wing in NIMS, there is no separate allotted budget for the same. The transport wing has a dedicated space where the vehicles are parked with a room for the drivers to rest. This wing is under the control of Medical Superintendent. An Asst Medical Superintendent is placed as an incharge on a rotational basis.

NIMS does not provide any pick up or drop facility for the patients. Patients come to NIMS emergency or OP by private vehicles or ambulances. Many private ambulances are parked in NIMS and generally one of these is contacted during discharge of the patients.

The vehicles presently available in NIMS are:

Ambulances:

NIMS presently has 4 ambulances of which one is functioning for 24 hours, one ambulance functions till 4 pm and the remaining 2 are not functioning.

- 1) Donated by National Highways Dept, Govt of India in 2013.
  - Used for internal transport of Patients from Trauma block to old block and vice versa.
  - Vehicle is operational for 24 hrs.
  - 3 Drivers are allotted for this vehicle, one in each shift.
- 2) Ramakrishna Mutt Ambulance

- Vehicle is run from 10 am to 4 pm as a free service.
- Used for internal transport of Patients from Trauma block to old block and vice versa.
- Driver is also provided by Ramakrishna Mutt.
- Vehicle returns to the Mutt after 4 pm.
- 3) Two ambulances donated by State govt in 2002.
- These ambulances were used in Afro Asian Games before being donated to NIMS.
- One ambulance is from Eicher company and another one of Hindustan Motors.
- They are presently not functioning.
- Quotations were called for repairs, and it is costing approximately Rs 1 lakh each. Repairs were not done due to the high costs.

**Buses:**

- Two buses are available and functioning.
- 40 seater
- 20 seater
- Used by college of Nursing for transport of nursing students to various hospitals( Niloufer for pediatrics, Maternity hospital etc.,
- Both the buses are functioning but only one bus is being used presently as only one driver is allotted for the buses.

**Director's Car:**

- Chevrolet Optra Petrol Car was purchased in the year 2008.
- Vehicle has run more than 1 Lakh Kms till date. Car mileage is around 8 km/ltr
- 1 driver is allotted for this vehicle

**Maruti Omni:**

- Petrol vehicle was purchased in the year 2008.
- 3 drivers are allotted for this vehicle, one in each shift.
- Vehicle has run more than 1 lakh Kms till date. Car Mileage is around 10 kms/ ltr
- Vehicle is having frequent breakdowns.
- Used for the following
- LV Prasad Eye Hospital for transport of Ophthalmologist - Avg of 15 times in a month
- Secretariat – Avg of once per day.
- Call duty (transport of doctors in the night for emergencies and Jeevandan cases ) - Avg of 15 times in a month
- Airport - 4 times a month ( every Saturday)
- ESI,RTC,CGHS offices – Avg of 15 times a month
- Any other administrative work.

**Staff:**

- 9 drivers ( 8 of them are permanent Staff and 1 is a worker)
- Drivers are employed on a permanent basis and the worker is a contract employee.
- The permanent drivers draw an average monthly salary of Rs 45,000 to Rs 55,000.
- The worker draws a salary of approximately 11000 - 12000 per month

**Comparative Analysis of Purchase of Vehicles Vs Rental of Cars (with drivers):**

**Cost of purchasing a new car:**

- Purchase of new vehicle: Rs 5 lakhs to 6 lakhs.
- Avg salary of permanent driver: Rs 40,000 to Rs 50,000/ month
- Avg salary of Fessy worker ( 2 workers as the time includes 2 shifts): Rs 18000/ month(for both)
- Fuel Expenditure: Approx Rs 10,000/month
- Maintenance costs: Approx Rs 1500/month.

**Cost of car rental (including driver) of a Tata Vista Car:**

- Timings - 8:00 am to 7:00 pm per day for 26 working days.
- Kms: 2000 kms/ month, additional cost of Rs 10/kms
- Cost: Rs 30,000/ month

Recommendations & Suggestions:

**Ambulances:**

**External Transport:**

- Since NIMS is a premier tertiary care institute in Hyderabad, it is preferable to have ambulances for the transport of patients from their homes or primary care centers.
- Every corporate hospital in Hyderabad, ranging from 50 bedded to 1000 bedded, have their own ambulances.
- If required the ambulances can also be used for the discharge of patients on a priority basis within a certain radius.
- On enquiring with emergency doctors it was learnt that many patients enquire about the availability of ambulances in NIMS and patients also suggest that the hospital should have its own ambulances.
- External transport of patients can be used for revenue generation and also at the same time can be used for free transport of the needy patients.
- It is suggested that external transport of patients be tried on a trial basis with a couple of ambulances.

**Internal transport:**

- Internal transport is required in NIMS owing to its large area and the facilities being spread across various buildings.
- Majority of the diagnostic facilities are concentrated in one building. And any in patient requiring these facilities have to be transported. It has been learnt that diagnostic tests of patients are being delayed as there is a delay in the transportation of the patients. On some instances patients are being transported on a stretcher with a worker, this leads to reduced patient satisfaction.
- It is suggested that one additional ambulance is required on an urgent basis
- This is required as the shifting of patients from trauma and specialty block to old block and vice versa is a continuous process.
- One ambulance is presently being used but this is not sufficient as each shifting takes time for loading and unloading of the patients.
- Ramakrishna Mutt Ambulance runs from 10 am to 4 pm as a free service. It is also not available on Sundays and holidays. The service is beneficial to the institute but should be used as an additional service and not as a primary one.

**Condemnation of Old ambulances:**

- Two ambulances are presently under break down and its repair is costing around Rs 1 lakh each. The vehicles are of the year 2002 and so 13 years old. It is suggested that the vehicles be condemned and money not be wasted on their repair.

Ambulances can also be used for the transfer of doctors to Trauma block in emergency situations. This ambulance can also be utilized for medical and blood donation camps. It is suggested that a Maruti EECO ambulance vehicle be purchased as Maruti is known for its low maintenance costs.

**Director's Car:**

- It is suggested that the old car be condemned and new vehicle be purchased. The reasons are,
- The car is 7 years old and has run more than 1 lakh Kms.
- The vehicle also has a poor mileage of 8 Km/ltr which leads to increased fuel expenditure.
- The maintenance of the vehicle is presently costing Rs 25,000 per annum will increase with time.
- Alternatively a new car be purchased for this purpose and the old vehicle be used for other administrative work. This can be done till the car suffers from further breakdowns and that at time it can be condemned.

**Vehicle for Medical Superintendent and Dean:**

- In Govt Hospitals and medical colleges, a separate vehicle is provided to the Medical Superintendent and to the Principal of the college
- Medical Superintendent and Dean of NIMS hold the same rank, it is suggested that a separate vehicle be provided to them.
- A separate vehicle may be purchased for use by the Medical Superintendent and Dean.
- It has been observed that the Maruti Omni is always busy and on several instances vehicle is not available to go for meetings and to the secretariat.
- A separate vehicle will be helpful in solving the above problem.

**Maruti Omni:**

- It is suggested that the vehicle be condemned and a new vehicle be purchased.
- It is having frequent breakdowns.
- The vehicle has run more than 1lakh kms and is 7 yrs old.
- The vehicle has a poor mileage and its maintenance is costing Rs 50,000/ yr.

**Vehicle for CCU staff:**

- It is suggested that a separate fuel efficient vehicle be provided to the CCU staff.
- They frequently keep travelling to ESI, CGHS, RTC offices for collection of dues.

**Fessy workers:**

- One Fessy worker in each shift should be allotted to each ambulance.
- He will help in co ordination of shifting of the patients and also speed up the process of shifting.This will help in improving the utilization of the ambulance.

**Purchase vs Rental:**

- Based on the above comparison it is seen that vehicles taken on rental basis are cheaper than purchasing. Hence it is suggested that vehicles used for administrative purpose be taken on a rental basis.
- The vehicles that are being presently used may be continued and additional vehicles be taken on rental basis.
- Ambulance needs to be purchased and cannot be taken on rental basis as the vehicle is used for 24 hours a day.
- If vehicles are taken on a rental basis, then all the drivers presently available can be utilized for the ambulance and no new recruitment of drivers will be needed.
- This system of vehicle rentals is being practiced in many State Govt Health Departments.

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