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ABSTRACT

In today's era of knowledge sharing and increased transparency patients coming to health facility being run by government are showing their dissatisfaction in various ways like social media, print media and sometimes venting out their anger on the hapless doctor working. Feedback mechanism is an important tool for participation of the community along with its empowerment thus enabling them to take their health more seriously. Study tries to document the existing status of the feedback mechanism in the government facility with doctor being run across the district.

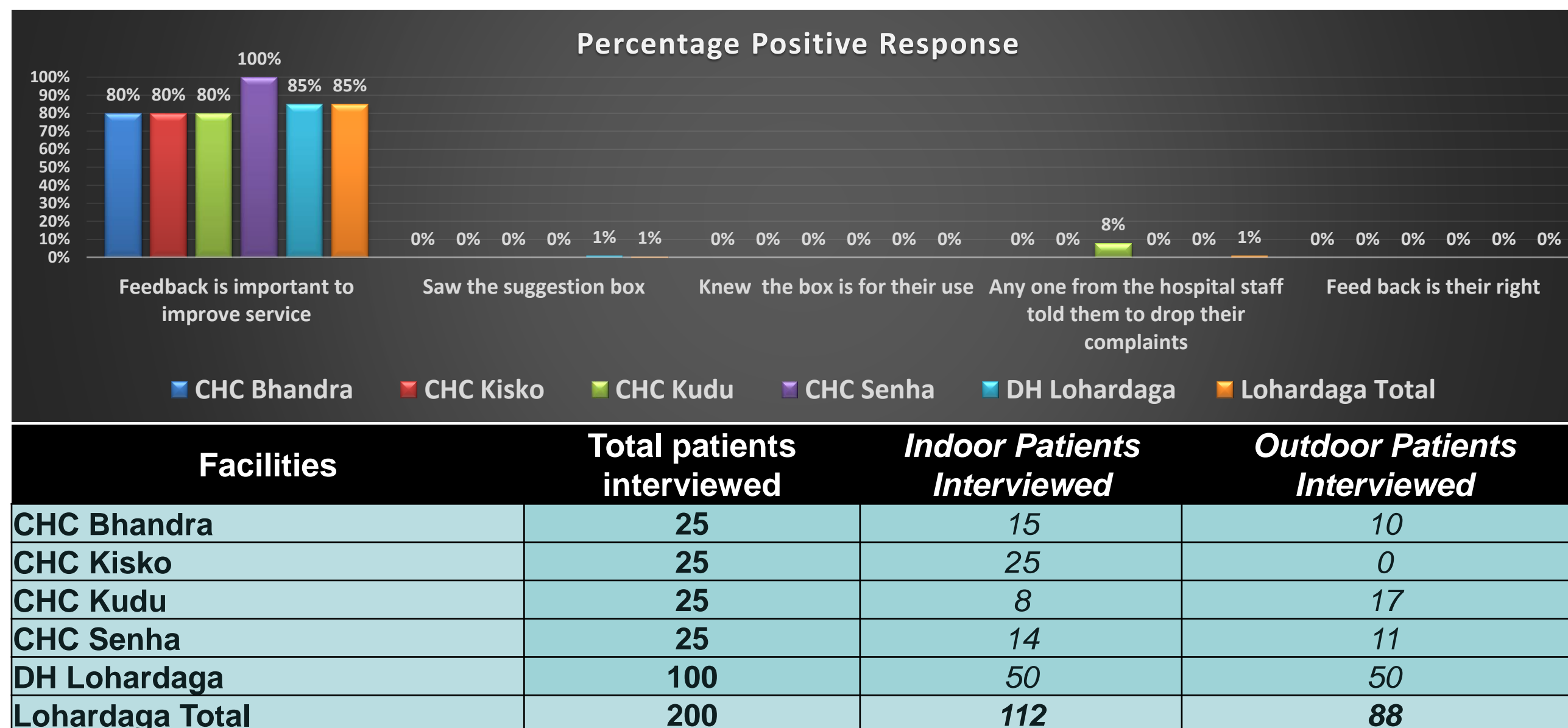
OBJECTIVES

To document the existing Feedback mechanism if present in the Government Health facilities in the District of Lohardaga.

METHODS

A simple easy to understand questionnaire and questions from Supportive Supervision checklist were clubbed together to interview both indoor and outdoor patients attending the 5 different government facilities in the district. The facility based cross sectional observational study was done from March 16 to Nov 16. Quantitative and qualitative data were thus collected using structured questionnaire. Data was analyzed using excel version 2016.

RESULTS



Most of the Beneficiaries interviewed in the indoor of government facilities were for Maternal Care services, while in the District Hospital other than maternal health services, beneficiaries sought other treatment also.

85% respondents agreed that feedback is important in improving the services, only 2% of the respondents saw the suggestion box, only 1% of the respondents knew that the box is for their use, 0% of the respondents told that someone from the hospital told them to make their formal complaints in the suggestion box, only 2% of the suggestion boxes were opened in last three months, and there was no line listing of the received complaints or their solutions being done. The beneficiaries were unsure about their rights of feedback as none gave an affirmative answer.

CONCLUSIONS

The beneficiaries were unsure about their rights of feedback as none gave an affirmative answer. As a developing society its important to have our beneficiaries understand what is needed for them, which are their rights and what suits them best? The Best way to achieve all this is to have feedback from the beneficiaries. The government officials also need to understand the importance of this. Government on its part is having JANSAMWAD but a strong Grievance Redressal Mechanism built in the facilities, will be a step closer to understand our people and make them healthy.

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