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Identifying the nature of patient victimization in the government hospital: An empirical study on Tangail General Hospital, Tangail

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Abstract

Patient victimization in the govt. hospital has become a common phenomenon in the health sector of Bangladesh. The main objectives of the study were to explore the nature, causes and types of patient victimization in the govt. hospital. The study area of this research was Tangail general hospital. Using non-probability sampling method was used to collect data from 50 respondents of three categories: released patient, hospitalized patients and their relatives through survey method. The findings of the study indicate that the doctor was not sincere about treatment due to corruption, irresponsible, greedy, negligence and they did not get available medicine from the govt. hospital. This study found that majority of the patient being victim in the pathology sector for more test and most of the victim's social class are low and have no knowledge about the medicine and test report. Victimization of patient have a wide range of psychological impact such as panic, anger, depression and even death. So as soon as possible govt. should take necessary steps to reduce patient victimization and strictly prohibit doctor negligence and illegal practice of medical service.

Keywords: Victimization, doctor negligence, corruption, pathology

Introduction

The Hospital is globally known to be a place where sick or injured people receive medical treatment. Most of the patient is victimized in government hospital in any situation. Patient victimized by doctors, physicians, nurses, health assistants and other health professionals has become a common phenomenon in health sector of Bangladesh that received a record level of attention from all (Islam, M. R., & Farid, S. 2015) [6]. Health is a fundamental human right and a universal social goal and health service is a basic human requirement for every human being. It is, therefore, the responsibility of the government of any country to secure health for its citizens. The patients are regularly being victim of the health facilities due to a number of irregularities, corrupt practices, limited resources, shortage of necessary equipment's medicines and disproportionate ratio of doctors and nurses against patients (Vian, T. 2008) [18]. These are real scenario in the context of medical services in Bangladesh. Medical sector corruption is a pervasive problem that affecting the health sector and victimized the patient in different way. Corruption in the government hospital is seen in every sector (such as, medicine, pathology etc.) (Haque, A. U.2010) [4]. Patients who enter hospitals for healthcare do not expect to be victimized by others. In Bangladesh, one of the leading human rights organizations Ain- o- Salish Kendra (ASK) discovered 504 victimization cases which indicate medical negligence from June 1995 to September 2008 in the government Hospital. Those who are related with medical service negligence they are strongly remain unpunished which is a serious threat to right to health care. Negligence in health setting does not only threaten to people's right to health care but also to life and also diminish the overall standards of professionalism of doctors and patient being victim highly. As a result, the relationship between doctor and patient are changing day by day. For this reason, patient victimization by govt. hospital service system is increased day by day and violates trust upon them. In our society, government registered doctors are involved in some illegal acts like, they taken a share from clinic for unnecessary medical test. According to Corruption in Service Sectors: National Household Survey 2012 conducted by Transparency International Bangladesh (TIB), 40.2 percent of surveyed people fell victim to various irregularities and corruption in receiving services in public hospitals, compared to 33.2 percent in 2010. Tangail general hospital was established in 1974. But it is a matter of sorrow that the treatment system of this hospital is not well.

In this hospital the government treatment facilities are broken down now. As the lacking of sufficient doctors, nurse, ward boy, the patients are hampered. That is why there is no end point of the patients complains. On the other hand, as the result of provoked of the brokers and the private clinic's business the treatment system is still or spoil now of this hospital. But it is illegal because they don't work properly in the government hospital but spend more time in the clinic. As a result, the patients don't get nursing and regular treatment. When any emergency patients came into hospital for treatment then the broker provoked them to go the private clinic where the government doctors spend more time to earn money but illegally. The common people are being victimized here in a large scale and so the law and order situation is deteriorating day by day. The number of victims by medical service negligence is very much high in the government hospital and their harassment condition are not less. For this above fact, these papers represent and find out causes of patient victimization in govt. hospital, various strata of victimization and negligence, what are most responsible to victimized patient in the hospital service system, socio-economic background of victims and patient's confidence and trust upon doctor in the govt. hospital. So, different point of view the research has bears a great importance in the contemporary age as it is a very much common problem which needs to be studied deeply to identify the problem in order to make a proper solution outline to eradicate the problem. Thus, this study is fully problem oriented research which is very much time demanding in the present age.

Objective of the Study

The study is conducted on the following objectives:

Specific objective

The main objective of the study is to explore nature of patient victimization in the govt. hospital.

Additional objective

1. To find out socio-demographic and socio-economic condition of patient.
2. To know responsible person to engage in patient victimization.
3. To identify liable sector of patient victimization.

Methodology of the study

Quantitative method has been selected for this study. The study is based on victimization of patient in government hospital management system specifically in Tangail General Hospital. The research area of this study was Tangail general hospital which is situated in the Centre point of Tangail town. For the purpose of the study, data have been collected directly from the patient. The population under the study is all the hospitalized persons and released patients. That's why, the sampling units have been selected through purposively or non-probability sampling and the sample size of the study was 50. The data has been collected through interviewing technique and survey methods through a questionnaire which included all essential questions those are relevant to the study. Data has been collected directly from the respondents who were the released patients and hospitalized persons and surrounding mass peoples nearby the hospital. The data have been collected very carefully as the research findings largely depends on the collected information. Some open ended and closed ended questions were included in the questionnaire and the answers which have been collected are free from biasness. The analysis of data started after completing the collection of

the data. At first all collecting data were being edited carefully and then tabulated on the basis of their own characteristics. The data had been put to the contingency table and structured accordingly. As the questionnaire was recorded, so the SPSS software had been used for the analysis of data. Findings have been analyzed using both descriptive and inferential statistics. The results have been presented by statistical method in tabular form, as percentage and graphics. Mean, median, mode, measures of dispersion, correlation and regression has been used to show the causal relationship of the variables.

Results and Discussion

Socio-Demographic Characteristics of the Respondent

Socio-demographic character (age, sex, religion, educational qualification, marital status, income, occupation) represent the source of victimization of the respondent in the govt. hospital.

Table 1: Socio-demographic Characteristics of Respondent

Age group	Frequency	Percent
01-20	11	22
20-40	28	56
40-60	9	18
above 60	2	4
Total	50	100
Sex	Frequency	Percent
Male	31	62
Female	19	38
Total	50	100
Religion	Frequency	Percent
Islam	39	78
Hindu	11	22
Total	50	100
Residence Area	Frequency	Percent
Urban	11	22
Rural	39	78
Total	50	100

(Source: Data have been collected from the current study, 2019)

The above frequency table demonstrates the socio demographic information of the respondents. The highest number (56%) of the respondent belongs to the age group 20-40 years, while the lowest number (4%) of the respondents belongs to the age group above 60. From the above frequency table, we can see that there are 22% respondents belonging the age of 01-20 and 56% responds belonging the age of 20-40 and 18% respondents belonging the age of 40-60 and lastly 4% respondents belonging the age of above 60. That means the maximum respondents are existing in 20-40 year which is identified 56% out of 50 respondents and minimum respondents exist in above 60 years. From the above table show that 31 respondents are male and 19 respondents are female who are suffer various diseases but not get proper treatment from govt. hospital. In case of religion we have found that 50 respondents that mean 78% respondents are Muslim and 22% respondents are Hindu. That means maximum respondents are Muslim and lived in this area. Above the frequency table show that 11 respondents living in urban area and 39 respondents live in the rural area whose are victimized by the govt. hospital service system. The effect of victimization varies by the type of victimization (violent or property), the age of the victim, and the measure of health and physical well-being was negatively affected by victimization experiences, socio- demographic characteristics was negatively affected by a combination of age, violent or property victimization of patient in the hospital (Britt, C. L. 2001) [3].

Socio-economic Status of the Respondents



Fig 1: Socio-economic Status of the Respondents

From the above figure 1 analyze that there are 30% respondent’s income level is 1000-3000; 34% respondent income level is 3000-5000; 12% respondent’s income level is 5000-7000; 24% respondent income level is more than 7000. From this graph it is clear that maximum respondents are victimized whose income range is 3000-5000 taka. People choose govt. hospital health facilities due to low cost and closeness to home and specialist doctor also available here. The study finds out the economic status of the respondent and makes a relationship between the service of govt. hospital and economic condition. It indicates that, the lower income people went to the govt. hospital in Bangladesh and they being victimized for their economic condition. But low-income

range people cannot get proper treatment from the govt. hospital due to their economic class and social status. (Kamra V. Singh H. & Kumar De, K. 2016) [9].

Nature of Patient Victimization in Govt. Hospital

The Hospital is globally known to be a place where sick or injured people receive medical treatment. It is a place where qualified physicians and nurses apply knowledge and medicine to ensure that the sick and the injured are cured so that they can contribute fully to national development. It is very surprising to see or hear some of the worst forms of patient abuse or victimized happening in the hospital.

Table 2: Nature of Patient Victimization

Nature of patient victimization	Frequency	Percent
Lack of Sincerity of the Doctor	23	46
Sexual harassment	4	8
Lack of medicine	21	42
Unnecessary and Wrong test	17	34
Shortage of equipment’s	5	10
Arbitrary levying of medicine fees	11	22
Taking bribes	10	20
Inappropriate drug promotion	13	26
Unavailability of food, seat and other facilities	20	40
Brokers force to private clinic	20	40
Maltreatment from ward boy	24	48
Misbehavior from Nurses	23	46
Misbehavior by other employees	20	40
Nepotism	18	36
Unavailability of Doctor and Nurses	19	38
Lack of ambulance service	20	40

(Source: Data have been collected from the current study, 2019)

From the above table 2 shows that 46% patient said that the doctors are insincere about the treatment and they neglect their duty. Only 8% respondents respond about sexual harassment. 42% respondent said that, when they went to the govt. general hospital they need to buy the medicine from outside and they don't get any support from the hospital authority. Sometime doctors give them unnecessary and wrong test (42%). For such the patient suffer a lot. 26% of the patient said that doctors are engaged with the inappropriate drug promotion. 20% respondent give bribes to the employee of the hospital to get the service from the govt. hospital. Majority about 40% of the general hospital patient claimed that there were unavailability of food, seat and other facilities. When they admit in the hospital the patient don't get seat and for getting seat in the hospital the patient need to pay to the ward boy or the other employees. But, majority of the patient belongs to the lower class. So, it is too burden for them to

arrange a seat by illegal payments. There are numerous allegations against the nurses. 33% of the patients did not receive good behavior and 46% of them did not get regular services from the nurses. 48% of the indoor patients reported about maltreatment from the ward boys, 40% of the outdoor patients also mentioned about the misbehavior of these employees. Employees of the outdoor are also alleged for breaking of the serial of the patients waiting for the doctors in exchange of bribes. 29% of the patients gave as bribe for visiting doctors breaking the serial. Widespread corruption and nepotism are persistent challenges to good governance also. 36% patient faced nepotism problem when they came to the hospital for treatment. The study identified the unavailability of doctors and nurses as well as their negative attitudes and behaviors including the lack of drugs, long travel and waiting times as the major nature of victimizing in the govt. hospital.

Lack of Sincerity about Treatment of the Doctor

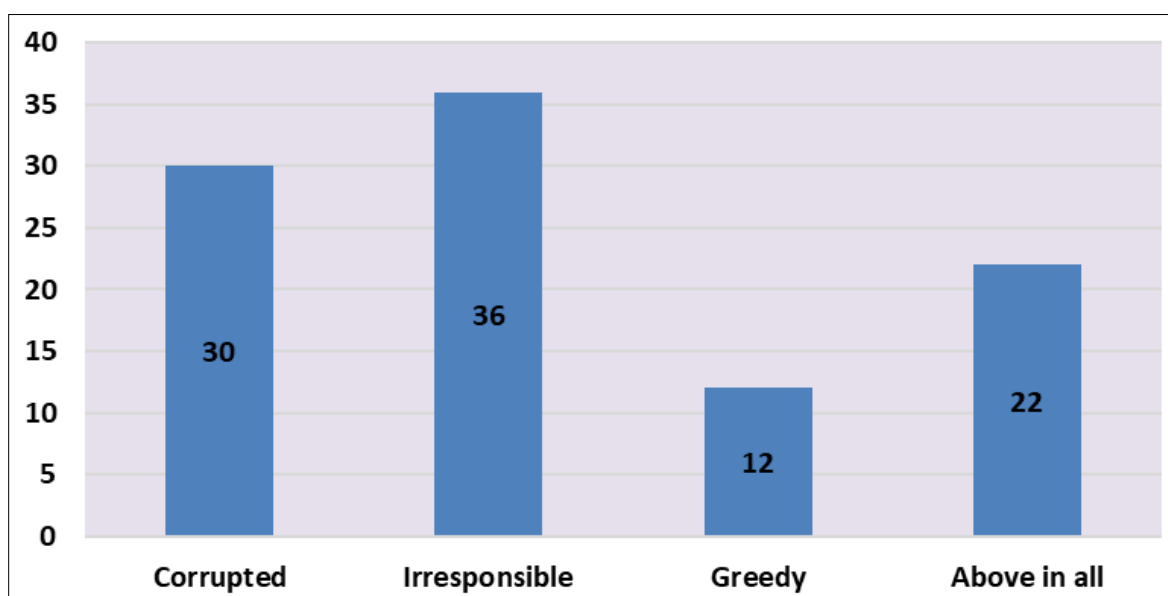


Fig 2: Lack of Sincerity about Treatment of the Doctor

From the above figure we can say that why doctor is not sincere to treatment as 30% respondents said doctor is corrupted and 36% respondent said doctor is irresponsible and 12% respondents said doctor is greedy and 22% respondent said doctor is not sincere because they are corrupted, irresponsible and greedy also. The study reveals that sometimes the behavior pattern of health providers e.g. the doctors and nurses and other workers in the hospital causes a feeling of dissatisfaction and sense of grievances among the patients. Identified factor of doctor's insincerity is corruption, irresponsible, greedy and above all issues in the figure.

hospital that means 34% patient know about the availability of medicine and 66% respondents do not aware about the availability of medicine in the govt. hospital and they also victimized from the hospital authority for the medicine.

Unavailability of Medicine

Table 3: Unavailability of Medicine

Get available medicine	Frequency	Percent
Yes	17	34
No	33	66
Total	50	100

(Source: Data have been collected from the current study, 2019)

From the above frequency table, it may said that there are 17 respondents said about the availability of medicine in govt.

Sector of Patient Victimization in Govt. Hospital

Table 4: Sector of Patient Victimization in Govt. Hospital

Sector of Patient Victimization	Frequency	Percent
Pathology	20	40
Medicine	19	38
Both	11	22
Total	50	100

(Source: Data have been collected from the current study, 2019)

Pathology and medicine sector are important sector in the hospital. Most of the patients are being victimized in this both sector when they came to the treatment in the govt. hospital. This table shows that 40% patients are being victimized in the pathology sector and 38% patients are being victim in the medicine sector. And 22% patients are being victim in the both sector.

Corrupted Person in the Govt. Hospital Service System

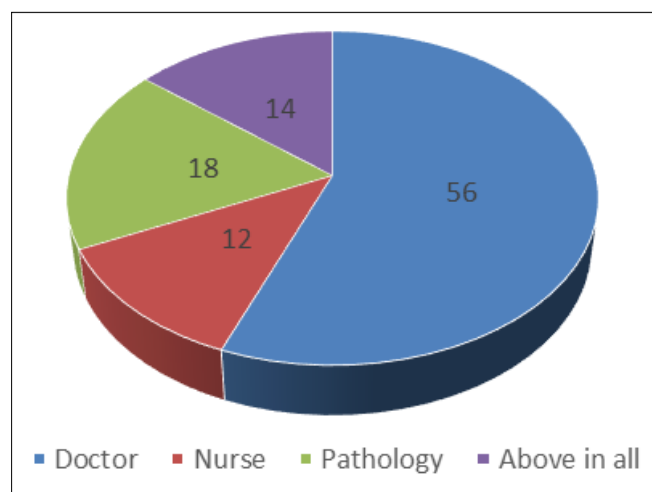


Fig 3: Corrupted Person in the Govt. Hospital Service System

Figure 3 shows that patient think that in the govt. hospital service system 56% respondent said doctor is more corrupted and 12% respondent said nurse is corrupted in the medical service system 18% think pathologist is more corrupted and 14% said above in all person is corrupted in the medical service system and causes patient victimization. Studies have shown that these interactions can lead to non-rational prescribing (Wazana, 2000) [20], and increased costs with little or no additional health benefit. The medicines which should have been failed on any quality control checks and should have been rejected are allowed to be sold in the Government Hospitals. With active conniving of the corrupt pharmacology companies and the corrupt elements in the hospital's administration substandard medicines, equipment's, reagents and other stuff are supplied. Patients' health can be endangered as some doctors register unqualified patients in trials or prescribe unnecessary or potentially harmful treatments, in order to maximize profit (Kassirer, 2005) [8].

Relationship between Occupation of Patient and Doctor's Sincerity of Treatment

Table 5: Relationship between Occupation of patient and doctor's sincerity of treatment

		Doctor sincerity of treatment		Total	
		Yes	No		
Occupation of Respondent	Student	Count	12	11	23
		% within Occupation of Respondent	52.2%	47.8%	100.0%
	Labor	Count	4	1	5
		% within Occupation of Respondent	80.0%	20.0%	100.0%
	Housewife	Count	4	9	13
		% within Occupation of Respondent	30.8%	69.2%	100.0%
	service	Count	3	6	9
		% within Occupation of Respondent	33.3%	66.7%	100.0%
Total		Count	23	27	50
		% within Occupation of Respondent	46.0%	54.0%	100.0%

(Source: Data have been collected from the current study, 2019)

From the above cross tabulation demonstrates that total out of 50 respondents among students, labor, housewife and service respondents 4 labor respondent (80%) said doctor is sincere of proper treatment and 9 housewife respondents (69.2%) said

doctor is not sincere during treatment service in the govt. hospital. Besides 6 respondent of service holder (66.7%) said doctor is not sincere of treatment during govt. hospital working hour.

Relationship between Gender and Nature of Victimization

Table 6: Relationship between gender and nature of victimization

		Nature of victimization					Total	
		Doctor negligence	Sexual harassment	Lack of medicine	Wrong test	Shortage of equipment's		
Sex of Respondent	Male	Count	15	0	11	2	3	31
		% within Sex of Respondent	48.4%	0.0%	35.5%	6.5%	9.7%	100.0%
	Female	Count	8	4	0	5	2	19
		% within Sex of Respondent	42.1%	21.1%	0.0%	26.3%	10.5%	100.0%
Total		Count	23	4	11	7	5	50
		% within Sex of Respondent	46.0%	8.0%	22.0%	14.0%	10.0%	100.0%

(Source: Data have been collected from the current study, 2019)

From the above cross tabulation, we may explain that total out of 50 respondent's male 31 respondents and female 19 respondents express their facing victimization in the govt. hospital. Total 50 respondents among 15 male respondents (48.4%) said doctor negligence and 11 respondents said victim of lack of medicine. Among female 8 respondents (42.1%) said victim of doctor negligence and 4 respondents (21.1%) said victim of sexual harassment and 5 respondents (26.3%) also said victimized of wrong test.

Discussion

The main aim of our study was to explain the nature of patient victimization in the medical hospital. The first objective was to know the socio-demographic and socio economic condition of the Govt. general hospital in Bangladesh. The findings indicate that the 56% of the respondent belong to the age group 20- 40 years, while the lowest number 4% of the respondents belongs to the age group above 60. That means the maximum respondents were exist in 20-40 year which was

identified 56% out of 50 respondents and minimum respondents existed in above 60 years. The nature of victimization was related with the age factor. The 20-40 years patient faced more victimization than others. This findings support previous results comparing victimisation of adult ill patients with that of the young ill people (Silver, 2002) ^[16]. The study findings indicate that maximum respondents whose income range were from 3000-5000 taka they were being easily victimized in the govt. general hospital than other economic condition people. These people choose govt. hospital health facilities due to low cost. But low-income range people cannot get proper treatment in the govt. hospital due to their economic class and social status. (Kamra V. Singh H. & Kumar De, K. 2016) ^[9]. 54% respondent said doctor was insincere about treatment in the govt. hospital during duty time. Some doctors came very late and leave in the hospital very early. In the case of why doctor is not sincere to treatment as 30% respondents said doctor were corrupted and 36% respondent said doctor were irresponsible and 12% respondents said doctor were greedy. This study indicates that 20% of the respondents provide bribes to the general hospital authority for taking treatment services from the hospital. This findings support the other study. Other study reveals that, govt. hospitals have also aggressively taken bribes from the pharmaceutical and medical equipment companies during the procurement process. The National Audit Office found that 10 public hospitals in Beijing accepted 300 million Yuan of bribes between 2001 and 2004. Bribery has become wider and more involved a larger amount of money. Hospital staffs at all levels, ranging from hospital directors to pharmacy cashiers, have been involved in bribery-taking. The study reveals that sometimes the behaviour pattern of health providers e.g. the doctors and nurses and other workers in the hospital causes a feeling of dissatisfaction. It was clear that 24% respondent refers that doctor was unavailable in the govt. hospital service and 12% respondent said nurse were not sincere and irresponsible about their duty and 32% respondent said administrative body and instrument and govt. hospital culture was also responsible for lacking govt. hospital management system. 12% nurse was corrupted in the medical service system where 18% pathologist was corrupted. Unethical drug promotion and conflict of interest among physicians can have negative effects on health outcomes as well. Studies have shown that these interactions can lead to non-rational prescribing (Wazana, 2000) ^[10], and increased costs with little or no additional health benefit. The medicines which should have been failed on any quality control checks and should have been rejected are allowed to be sold in the Government Hospitals. Patients' health can be endangered as some doctors register unqualified patients in trials or prescribe unnecessary or potentially harmful treatments, in order to maximize profit (Kassirer, 2005) ^[8]. In the govt. hospital service system, food, seat and others resources are limited. Enormous people come to govt. hospital for better treatment but the real scenario of hospital service system is opposite. Due to lack of food, seat, medicine and other facilities, most of the people become victim. Unnecessary test is another cause for earning kickbacks and commissions from the laboratories. It is big process where most of the people fall victimized in the govt. medical service system. Patient satisfaction depends on namely quality of nursing care, cleanliness of the hospital, waiting time, physician's quality, staff kindness, advancement in technology and availability of medicines (Al-Omar, 2000)

^[2]. Few greedy doctors, nurse and staffs get benefits and earning illegal money. Due to this above reason people become easily victim through this process. One of the most remarkable areas of hospital services is pathological test. Almost all the patients are referred to some tests for diagnosis purpose. Unfortunately, the situation of negligence in the area of services is very crucial and appears to be worsening and it is in pathological test where most patients and their attendants accused to be experienced negligence in. (Islam, M. R., & Farid, S.2015) ^[6].

Conclusion

Patient victimization in the government hospital is a big problem in Bangladesh. Hospital is a place where qualified physicians and nurses apply knowledge and medicine to ensure that the sick and the injured are cured so that they can contribute fully to national development. It is very surprising to see or hear some of the worst forms of patient abuse or victimized happening in the hospital. Being sick or injured does not in any way take away one's fundamental human rights. However, hardly will a week pass without one hearing or reading from the mass media about right abuse at a hospital in our country. Moreover, the general peoples have to suffer more to get free service and proper treatment from the government hospital but they don't get to that because the doctors, nurse and others staff are not sincere and responsible in their duty. On the other hand, there is a lacking in government as like as doctors, nurse, instruments evenly seat or bead in the hospital. On the others way, sometimes the patients are also provoked by brokers. Exploitation of patient's rights can have a wide range of psychological effects on them. The short-term impact can include symptoms such as panic, lack of concentration, phobias, and anger. Long-term consequences that may occur include psychological problems such as anxiety or depression, mental symptoms such as unexplainable maladies, suicide, death, and further victimization. Proper steps by our government can decrease the problem and corruption of hospital. In this case to establish the hospital management system by administrative advancement because this factor that means the corruption and the government hospital management system is very sophisticated. As a government hospital the treatment system should be better whereas everything is provided by government but who are dutiful, they are not sincere, regular, dutiful and also corrupted. It should be mention that the environmental condition of the government hospital is very unaccepted because those are not clear and healthful.

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