



“Improving the state of AIIMS in Delhi”

Collective inputs from over 25,000 Delhi Citizens in

“Citizen Oriented Healthcare in Delhi”

(Current state, Issues, Root Causes and Proposed Solutions)

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Improving the state of AIIMS in Delhi

Executive Summary

AIIMS is undoubtedly one of the best Government hospitals of the country and has the best resources – from doctors to latest and costly equipment. Having mentioned this, AIIMS is always under criticism for the way it operates and the way the Government handles it. From registration to patient experience and from customer service to discharge, there are hassles involved at every step.

The 25,000 strong “Citizen Oriented Healthcare In Delhi” online community has come together to collectively identify the key issues, root causes and solutions for Improving the State of AIIMS in Delhi and the community expects that the Government will work towards implementing the identified solutions.

Issues Identified:

1. No provision for booking appointment online
2. Long queues for registration/appointment
3. The staff members are very lazy and slow
4. Staff is usually very rude with the patients
5. Hospital premises is very dirty
6. Waiting time to see a Doctor is too much
7. Seating arrangements for patients are insufficient
8. There is shortage of Doctors
9. No special arrangements for senior citizens
10. Number of beds are not enough for the patients
11. Parking facilities are really poor and people have to walk almost a kilometre to get to the main building
12. Test reports take a long time to reach patients
13. In OPD, most of the senior Doctors always come late
14. The behaviour of most of the Doctors, particularly junior ones is not service oriented
15. Most of the days, there is a shortage of medicines at AIIMS

Root Causes Identified:

1. The number of patients that visit AIIMS is very, very high

2. AIIMS offers free consultation and medicines due to which people visit unnecessarily
3. There are limited number of registration counters at the hospital
4. The staff is not held accountable for their work
5. There is a lack of proper supervision
6. Staff lacks customer service etiquette
7. The Doctor to patient ratio is not proportionate
8. Number of visiting patients keep increasing but the infrastructure remains the same
9. The online appointment system is not up to the mark.
10. Doctors don't want to work with AIIMS as the remuneration is not at par with the private hospitals
11. There is not enough space inside the hospital to cater to the growing car parking demand
12. Many rackets have surfaced where the medicines meant for the patients at AIIMS are being sold outside in black
13. Corruption and leakages in procurement, medicines and admissions impacts resources, service and delivery.

Solutions Identified:

1. Internet and phone booking of appointments should be quickly put in place
2. The number of registration counters should be increased during peak timings
3. Automated appointment machines should be installed at AIIMS like in private banks
4. The staff should be trained on customer service at regular intervals
5. The cleaning services should be outsourced to private vendors who must be held accountable
6. Number of Doctors in the OPD should be increased
7. The remuneration of doctors should be made at-par with the private hospitals
8. Waiting area should be improved and more sitting arrangements should be made
9. Senior citizens should be given preferential treatment
10. A free shuttle service should be started from the parking to the main building
11. Staff should be held accountable for their work
12. Supervisors should be appointed to oversee the smooth working of different departments of AIIMS
13. Employees involved in selling medicines outside should be caught and immediately dismissed from service
14. AIIMS should sign a MOU with international institutes like Penn and Hopkins to elevate itself to the next level
15. AIIMS should be strictly made a referral hospital
16. Systems, processes, controls and hotline must be put in place to fight corruption.

Improving the State of AIIMS in Delhi – a few Citizen quotes:

1. Not only appointment but registration should also be online. Like a typical Government department you will still like to make the process long and harassing to public. Why can the public not input the detail of registration online just like it is done standing at the counter? – **Prabhat Kumar**
2. The system should be more transparent at AIMS where poor come from whole India, all around the country – **Bhagat Singh**
3. Long Q for registration is a cause of panic into the minds of patient at the first instance. The rude behaviour of staff is an added feature. Enquiry Counter misguides the patient. No body to see the harassment of patient – **Tapan Kumar Dutta**
4. Hospital next door Safadurjung need to augment AIIMS. AIIMS is only a referral hospital but working as general hospital. Buildings in AIIMS are old but being renovated. AIIMS is a better place now but the crowd has increased. The other corner having Government Housing can also be converted into a more systematic Hospital. Non-functional Janakpuri and Tiharpur Super specialty can be converted to AIIMS in their area – **Rakesh Kumar Jain**
5. It is very important to recall that AIIMS in Delhi was conceived primarily as an institution for training excellent medical teaching faculty for growing needs of expanding medical education in India. AIIMS was not designed to serve as a speciality hospital to cater to the needs of the community. The faculty at AIIMS is expected to mainly consist of scholars devoted to Research and Development of medical science and teaching. Many medical experts that want to become rich and famous prefer to become professionals. Only very dedicated few prefer to go in for R&D as a matter of choice – **Subodh Kumar**
6. Computerisation of registration and records is must. Institution of such scale can be run smoothly only with extensive computerisation.
Let us visualize a situation where a patient sends a request for registration to AIIMS through e-mail or Mobile App. He registers on the app or mail the same information as is done on the counter and allotted a time slot at a particular clinic/doctor. He may upload his previous record also through scan. If not it can be done at the hospital 1/2 an hr before appointment – **Prabhat Kumar**