



African Journal of Biological Sciences



An inter-district comparative analysis of KPI of Public health care services disparities in the Union Territory of Jammu and Kashmir.

Asmat Parveen¹, Kirandeep Dhaliwal², Imtiyaz Ali³, Jyoti Sarin⁴

¹Ph.D. Scholar MMCON, Maharishi Markandeshwar Deemed to be University, Mullana, India.

asmat.parveen@islamicuniversity.edu.in

² Principal MM Institute of Nursing & Research, Maharishi Markandeshwar Deemed to be University, Sadopur-Ambala, India. drdhaliwalkd@gmail.com

³ Former Dean Medical faculty & head, department of community medicine –S. K institute of Medical Sciences Soura Kashmir J&K 190011. imtiyazalibaht@gmail.com

⁴ Dean/Principal MMCON, Maharishi Markandeshwar Deemed to be University, Mullana, India.

directormmcn@mmumullana.org

Corresponding Author email: asmat.parveen@islamicuniversity.edu.in

CTRI/2021/11/037966 [Registered on: 11/11/2021].

Abstract:

Introduction: Research regarding specific Key Performance Indicators (KPIs) related to healthcare utilization is lacking, particularly in assessing district hospitals across central, north, and south Kashmir. This research aims to fill this gap by focusing on KPI analysis, providing insights into healthcare delivery in the region. The ultimate goal is to facilitate informed decision-making and drive improvements in service delivery.

Methodology: This study explores healthcare dynamics in Kashmir's district hospitals, using selected Key Performance Indicators (KPIs) to assess utilization performance. Rooted in the Donabedian model, the research employs a quantitative approach, combining cross-sectional surveys and retrospective data analysis.

Results: Findings highlight disparities in meeting IPHS-2012 standards, revealing fluctuating bed occupancy, admission rates, and disparities in outpatient consultations, surgeries, and patient referrals. Notable observations include Pulwama extended patient stays, Bandipora's. The study identifies areas for targeted interventions to enhance service quality and satisfaction levels, guiding healthcare resource allocation and policy development.

Conclusion: The study highlighted changing healthcare demand and service utilization across different hospitals of the valley. Discrepancies were observed in various aspects of services provided by these hospitals emphasizing a need of improvements in delivering quality and timely services to the patients.

Keywords: Kashmir, district hospitals, healthcare utilization, Key Performance Indicators (KPIs), Donabedian model, IPHS-2012, disparities, healthcare delivery, resource allocation, targeted interventions.

Article History

Volume 6, Issue 5, 2024

Received: 15 May 2024

Accepted: 21 May 2024

doi: [10.33472/AFJBS.6.5.2024.5178-5193](https://doi.org/10.33472/AFJBS.6.5.2024.5178-5193)