

Report relating to the visit of Baruipur Sub-Divisional Hospital on 27th December, 2023.

West Bengal Human Rights Commission headed by Justice (Retd.) Jyotirmay Bhattacharya, Chairperson along with Justice (Retd.) Madhumati Mitra, Judicial Member and Mr. Pratul Kumar Bose, Joint Secretary visited Baruipur Sub-divisional Hospital, South 24 Parganas on 27th December, 2023 at about 10.15 a.m. and inspected the Hospital Premises in the presence of Sub-Divisional Officer, Baruipur, and with his active co-operation. On reaching the hospital premises, Hospital Superintendent could not be found in his Chamber located in the first floor of the hospital premises till 10.35 a.m. One retired employee introducing himself as Facility Manager met the Inspecting Team and then proceeded towards General OPD in the ground floor of the hospital premises. There was a long queue of patients who were attended by one doctor, Dr. Tapash Mondal in the General OPD. On enquiry, the said doctor reported that he has joined the hospital very recently. The Inspecting Team was informed that apart from the General OPD, there are many OPDS, such as one Medicine OPD, one Surgery OPD, one Orthopedic OPD, one ENT OPD, one Eye OPD, one Skin OPD, one Thalassemia OPD, one Day Care Unit, one Gyanecological OPD, one Pediatric OPD. The above OPDs are all functional.

On enquiry, the Inspecting Team was reported by Dr. Mondal that there is one 24x7 dedicated blood testing lab where Hemoglobin, Malaria, Typhoid, Sugar, Thalassemia etc. of both indoor patients and outdoor patients, are tested. There is another dedicated 24x7 lab where ECG, X-ray, City Scan are done regularly on indoor patients, outdoor patients and referred patients.

There is one Blood Center in the hospital which is functional for 24x7.

It was reported by Dr. Mondal that there is no Oncology Department in the hospital.

The Inspecting Team, thereafter, visited the Emergency Department where one Medical Officer Dr. Subhrashree Ghosh, one PGT Deboleena Ghosh and two Interns namely, Saifali Usman and Rajdeep Das were found attending the emergency patients. Though, Dr. Viveka Roy Srivastab Medical Officer was on duty in the Emergency Department but she could not be found there during the period of inspection.

The Inspecting Team took exception as none of the doctors in the hospital was in uniform. Wearing of apron by the doctors is necessary to identify them as doctors by the patients so that the patients may be rest assured that they are attended by doctors.

The Inspecting Team was also reported that there are three channels through which the patients are admitted in the hospital; viz. 1.

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Patients referred by Emergency Department for admission, 2. Patients referred by OPD for admission and 3. Patients referred by other rural health centers for admission.

It was reported that 30 pregnant women got admitted from 25th December, 2023 (Midnight) to 26th December, 2023 (Midnight) in the hospital. It was also reported that altogether 101 patients were admitted during the period from 25th December, 2023 (Midnight) to 26th December, 2023 (Midnight). Out of those 101 patients, 39 patients were admitted as referred by OPD and 62 patients were admitted on reference from Emergency Department. That apart, four referred patients were also admitted in the hospital during the period from 25th December, 2023 (Midnight) to 26th December, 2023 (Midnight).

General Wards both for male and female were inspected by the Inspecting Team. Though the accommodation available in the female ward is to some extent satisfactory as per the requirement but the accommodation available in the male ward is so small in size which is quite insufficient to accommodate the male patients in the ward. Even two patients were found, to have been accommodated in one bed. It is reported by the patient that sometimes one bed is allotted to three patients also. One elderly patient was found lying on the floor for want of bed in the male ward.

It is reported that the size of the male ward had to be reduced to accommodate ailing under-trial prisoners / convicts from Baruiapur

Correctional Home. The said ward has not yet been made functional. It is still under preparation.

It is reported that one two storied building is now being constructed by Zilla Parishad to accommodate the male patients there. The said building has also been inspected by the Inspecting Team. Basic structure of the said building including brick walls are completed. However, finishing works are yet to be completed. Sub-Divisional Officer, Baruipur is requested to see that the said building is completed with utmost expeditiously.

It is also reported that the two elderly patients IPD registration No. 31403 and 16080 are admitted in the female medicine ward in this hospital. It is further reported that those two patients are clinically fit for discharge but they could not be discharged due to non-availability of the family members of those patients.

Immediate steps should be taken by the Hospital authority to take steps to send them to their respective residences and if necessary, to take the help of the Officer-in-Charge of local Police Station.

Hospital Superintendent met Chairman and Member of the Commission at about 11.20 a.m. in front of the maternity ward during inspection. On request, the Superintendent provided certain information. He informs the Members of the Inspecting Team that presently 42 doctors are posted there. However, considering the pressure of the patients, as reported by the Hospital Superintendent, it

is felt by the Inspecting Team that existing staff strength is required to be increased in the following manners:-

1. Trained Medical Officer, technical and supporting staff for upcoming 24 bedded hybrid CCU.
2. Appointment of another Assistant Superintendent of this hospital.
3. Additional security staffs for SDH building

List of manpower at Baruipur SD and SS Hospital has also been provided by the Hospital Superintendent which runs as follows:-

Sl. No.	Name of the Post	Sanctioned	In position
1.	MEDICAL OFFICER		
a)	G.D.M.O.	12	09
b)	Spl. M.O.	39	29
c)	M.O. (Blood Bank)	02	00
d)	M.O. (Dental)	02	02
e)	M.O. (HDU)	05	02
f)	M.O. (SNCU)	06	04

Sl. No.	Name of the Post	Sanctioned	In position
2	Asstt. Superintendent	03	02

Sl. No.	Name of the Post	Sanctioned	In position
3.	NURSING		
a)	Nursing Superintendent	01	01
b)	Dy. Nursing Superintendent	03	02
c)	Sister-in-Charge	26	26
d)	Staff Nurse	228	157

Sl. No.	Name of the Post	Sanctioned	In position
4.	Other clinical Staff		
a)	M.T. (Lab)	09	09

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b)	Pharmacist	11	11
c)	M.T. (CCU)	05	05
d)	Physiotherapist	04	04
e)	M.T. (O.T.)	02	02
f)	G.D.A.	39	09
g)	Sweeper	10	00

It is reported that the diet rate approved by the Government per patient is Rs. 56.64p for adult and Rs. 34.15p is for pediatric patient which according to the Inspecting Team is substantially low and is required to be increased immediately. Considering the facts and figures as mentioned hereinabove, following recommendations are made by the Commission:-

1. Doctors on duty must be in uniform to identify themselves as doctors so that the patients can feel that they are attended and/or treated by doctors. The doctors must follow this instruction to strengthen the patients' confidence on the attending doctors. Hospital Superintendent should issue necessary instructions in this regard immediately and also see that these instructions are being followed strictly.
2. Construction of the proposed male ward should be completed as expeditiously as possible to cater the need of the male patients.
3. Since it is a Super Speciality Hospital, facilities for MRI should be made available in the hospital.
4. One full fledged Cardiology Department should be set up with all modern facilities.

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5. Dresses or uniforms should be provided to the indoor patients so that the patient can be identified and differentiated from the other attending family members or friends.
6. Practice of allowing the family members to attend the patients in the ward day and night should be discontinued to maintain health and hygiene of the patient and the hospital. Arrangement should be made to attend the patients by the Hospital Staff.
7. All vacant posts should be filled up immediately to improve the standard of treatment of the patients in the hospital.
8. Diet rate both for adult and the pediatric patients should be increased at least to Rs. 200/- per day so that proper healthy and nutritious diet can be provided to the indoor patients.
9. Test reports should be made available to the patient and/or patient parties and the doctors attending the patient in the ward online so that requisite treatment is not delayed.
10. Huge garbage was found scattered on the open ground. Steps should be taken to clear the garbage every day and if necessary to take this help of the local Municipality. A vat may be provided for storing the garbage temporarily so that the garbage can be cleared from the vat every day and vat should be kept covered.

11. To cater the need of the patients and to improve the standard of treatment, additional staff should be employed on creation of post in the following manner:-
 - i) Trained Medical Officer, technical and supporting staff for upcoming 24 bedded hybrid CCU.
 - ii) Appointment of another Assistant Superintendent of this hospital.
 - iii) Additional security staffs for SDH building.
12. Hospital Authority should take the help of police to find out the whereabouts of the family members of the patients who are fit to be discharged but could not be discharged for want of the address particulars of the admitted patients staying in the hospital for a long time and send them to their respective family members; alternatively find out availability of Government seat in any old-age home where they can be accommodated and shift them there as expeditiously as possible.
13. Completion of the ward for treatment of the ailing under-trial prisoners and/or convicts should be made as expeditiously as possible to prevent any untoward incident of custodial death.
14. A Critical Care Ambulance should be allotted to the Hospital by the Government for shifting the critical patients to the City Hospitals, in case of urgent necessary.

15. No separate ward for treatment of transgender in the Hospital is available. Setting up of separate ward exclusively for the treatment of the transgender is highly recommended.

Joint Secretary, WBHRC is directed to send an authenticated copy of this report to Principal Secretary, Health and Family Welfare Deptt., Govt. of West Bengal with copy to Superintendent, Baruipur Sub-Divisional Hospital for information and necessary action. Principal Secretary, Health & Family Welfare Deptt., Govt. of West Bengal is directed to submit action taken report within three months of receipt of this report.

Jyotirmay Bhattacharya
(Justice Jyotirmay Bhattacharya)
Chairman
08.01.2024

Madhumati Mitra
(Justice Madhumati Mitra)
Member
08.01.2024