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A Study on E- Governance Scenario in Karaikudi Region- with Reference to Healthcare Sector in IT

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Abstract- Current e-Governance scenario in healthcare sector in India is disappointing. Public health service run by Government is overburdened and collapsing. Large geographical size, increase population density, inaccessibility, illiteracy, poverty, poor nutritional status, diversity of food habit and life style are various impediments. Government priorities for providing food,
safe water and school education are yet to be fulfilled. At this stage low budget for health, lack of funds and coordination have triggered down trend in health services. E-governance is the use of ICT (Information and Communication technology) by the government to deliver faster and better services to the masses. The results are discussed in terms of implications for higher learning institutes and future research.

Keywords:
e-governance, Healthcare, ICT, tele-refral.

Meaning of E-governance:

Electronic governance or **e-governance** is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-customer (G2C), government-to-business (G2B), government-to-government (G2G) as well as back office processes and interactions within the entire government framework.

The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. In e-governance there are no distinct boundaries.

Definition:

E-Governance Although the term 'e-Governance' has gained currency in recent years, there is no standard definition of this term. Different governments and organizations define this term to suit their own aims and objectives. Sometimes, the term 'e-government' is also used instead of 'e-Governance'. Some widely used definitions are listed below:

i.**According to the World Bank,**

"E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can

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serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/ or cost reductions."

The Indian Healthcare Scenario:

The Indian healthcare scenario Inspire of much stated growth in this sector there is a lot to be done. The key statistical indicators as Infant mortality, longevity, infectious disease rates and provision of health services indicate that there is a lot to be done in this sector. India's healthcare infrastructure has not kept pace with the economies and sectorial growth. The number of healthcare facilities is inadequate. For instance India needs 74,150 community health centers per million populations but has less than half that number. More than 8 states do not have labs for testing drugs and more than half of existing labs are not properly equipped or staffed.

The growth of a nation is not just about tallying its industrial, agricultural and services balance sheets. It is equally about tallying its performance on the human development indices. The state of its healthcare is one of the critical measures of how a nation state is performing. For a country the size of India, that is even more important.

Thus there is total uncertainty in processes, results and thus the impact on the patients. There are administrative, diagnostic and therapeutic delays or errors to add to patient's trauma. Due to the aforesaid problems there is lack of proactive information and thus lack of adequate counseling. There are tie-ups with foreign medical institutes which are leading to a better quality of healthcare being provided. But most of the investment which is done in the healthcare industry is concentrated in the metropolitan areas thus leaving the tier 2 cities non-benefited with this development. The per capita spend on the healthcare is less than 1% which is very-very low for a country like India with a booming population.

The growth of a nation is not just about tallying its industrial, agricultural and services balance sheets. It is equally about tallying its performance on the human development indices. The state of its healthcare is one of the critical measures of how a nation state is performing. For a country the size of India, that is even more important. The Indian healthcare industry is all set to grow to over USD 280 billion by 2020, which is a growth of over ten times from 2005. This growth has been driven by several factors, including demographics, increase in awareness levels and availability of medical care in India.

Analysis of Data:

Research Methodology:

The present study is based on both primary and Secondary data

Primary Data:

Primary data have been collected from IT in karaikudi region with help of interview schedule.

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Secondary Data:

Theortical background of the present study was collected from various sources, which include books, Magazine, Journals website and other related research work.

WHO's Ranking of the India's Healthcare Systems

In its latest study of the healthcare systems in the world, the WHO has ranked India at 112th out of 190 countries it had taken up for a detailed survey. This poor show is not surprising as the country allots just 4.2% of its GDP for healthcare spends, of which public health spending is a mere 1.2% compared to 3 per cent in China and 8.3 per cent in the United States.

The Union Budget (2015) allocation of Rs 33,150 crore to the healthcare sector is no different earlier outlays. And this amount is too short of expectation of much needed increase in public health funding from the present 1.2% of GDP to 2% which was the target of the draft policy on healthcare.

Global Rank	Country/Region	Q2 '11 Avg. Mbps	QoQ Change	YoY Change
1	South Korea	13.8	-4.2%	-17%
2	Hong Kong	10.3	12%	21%
3	Japan	8.9	10%	11%
29	Singapore	4.5	8.5%	47%
35	Taiwan	4.2	0.2%	1.9%
40	New Zealand	3.8	9.6%	18%
43	Australia	3.5	4.6%	24%
49	Thailand	3.2	11%	9.1%
73	Malaysia	1.9	23%	60%
103	Philippines	1.2	4.5%	31%
105	China	1.1	13%	33%
112	India	0.8	7.1%	3.2%

Just to match up to WHO benchmark, India has to add 1.7 million beds, double its medical workforce and raise its paramedical staff three-fold. This is no easy task. What is most worrisome is that healthcare delivery is not matching up to the population growth in recent times.

The connected health ecosystem

This approach to healthcare delivery leverages the systematic application of healthcare information technology to facilitate the accessing and sharing of information, as well as to allow subsequent analysis of health data across systems. The ambition of connected health is to connect all parts of a healthcare delivery system, seamlessly, through interoperable health information processes and technologies so that critical health information is available when and where it is needed.

By structuring and exchanging healthcare information to center care delivery around the patient or a defined population, connected health facilitates improved care coordination, disease management, and the use of clinical practice guidance to help reduce errors and improve care.

The journey to connected health

There are three milestones on the journey to connected health:

1. Healthcare IT adoption: The planning, construction and use of a digital infrastructure.
2. Health information exchange: The exchange of captured health information between clinicians, across administrative groups and with patients.
3. Insight driven healthcare: The use of advanced analysis of data to better inform clinical decision making, population health management and the creation of new care delivery models.

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As the functionality and adoption of connected health increases across the health system, so does the potential for increased benefits and the creation of greater levels of value.

Clinical efficiency: Early benefits from healthcare IT adoption and Health Information Exchange (HIE) include reduction in duplicate tests, quicker access to vital patient information and reduced costs.

Shared knowledge: Deepening connectivity can help reduce medical errors and improve care quality, for example through drug interaction alerts, greater use of evidence-based care protocols and new capabilities in managing population care, which increase the potential for preventive and low cost care for chronic conditions.

Care transformation: Advanced analysis of data captured and exchanged in the first two stages informs clinical decision-making population health management and the creation of new care delivery models, including patient self-management and better care coordination across settings.

Although there is close alignment between the stages of the journey, the groups of connected health functionalities and the levels of value creation, each demands careful, dedicated planning, management and expertise if the benefits of connected healthcare to serve the interests of clinicians, healthcare organizations, patients and society as whole.

It is advocated that organizations or systems that are embarking on the connected health journey begin with a clear assessment of their own current healthcare IT functionalities as well as their own capabilities and external factors that will influence their journey. We believe that the six dynamics of connected health success provide a solid basis for such analysis.

Conclusion:

To conclude e-governance in healthcare in its infancy in majority of the hospitals and efforts have to be taken to increase the accessibility to the Employees.

2. It calls for the attitudinal changes in the mindset of general people and healthcare professionals to make it more effective.

3. There is very less awareness of the importance of electronic health record management.

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