BILLING OF CONSUMABLES IN WARDS & ICUs

By:- Neha Sardana
MBA-HOSPITAL MANAGEMENT

Contents

INTRODUCTION

- **Medical Consumables:** A product used for therapeutic purpose that:
  - Is not pharmaceutical
  - Is not reusable
  - Is used to assist is restoring the patient’s health
  - Is cost-effective

- Billing plays an important role for both the hospital and the patients. It generates revenue for the hospital. From patients perspective it leads to patient satisfaction, firm belief in the organization and loyalty towards it.

- Any process has two parts to it:-
  - Value Add- Direct patient care
  - Non- value Add but necessary – indirect patient care ie. services given to the patient but not charged for it.

AIM

- To study the accountability of billing of consumables in wards & ICUs

OBJECTIVES

- To map the process of billing of consumables in wards & ICUs and to identify any deviations in the process.
- To find the proportion of consumables used in wards specialty wise.
- Recommend strategies- methods or ways to streamline the process.

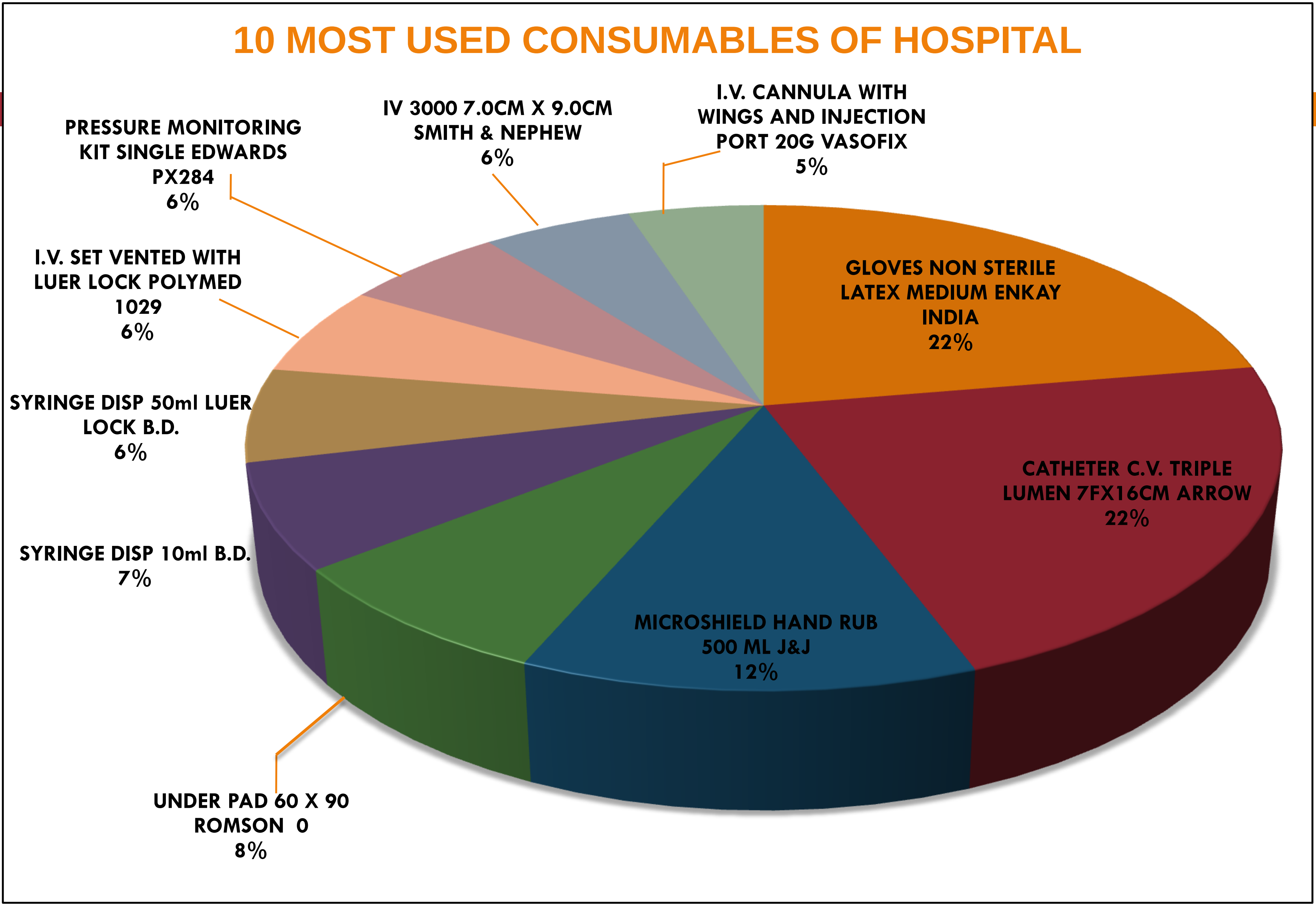
METHODOLOGY

- **Study design:-** Descriptive in nature.
- **Study Area:-** Nursing station's (ns1, ns2),multibeds (cardiac & 1st floor multibed) & ICUs (SICU, MICU, CCU)
- **Sample size:-** A sample of 132 patients was taken to study the billing of consumables in wards.
- **Data Type:- Primary:-**Direct observation, IP issues through HIS.
  Secondary:- Retrospective data of past 4 months was taken to identify the most used consumables of the hospital (wards & ICUs) and the proportion of consumables used specialty wise.
- **Inclusion criteria:-** Patient's admitted in wards for more than 24 hours.
- **Exclusion criteria:-** All day care i.e.. Chemotherapy, dialysis , emergency & cathlab patients, OPD patients.

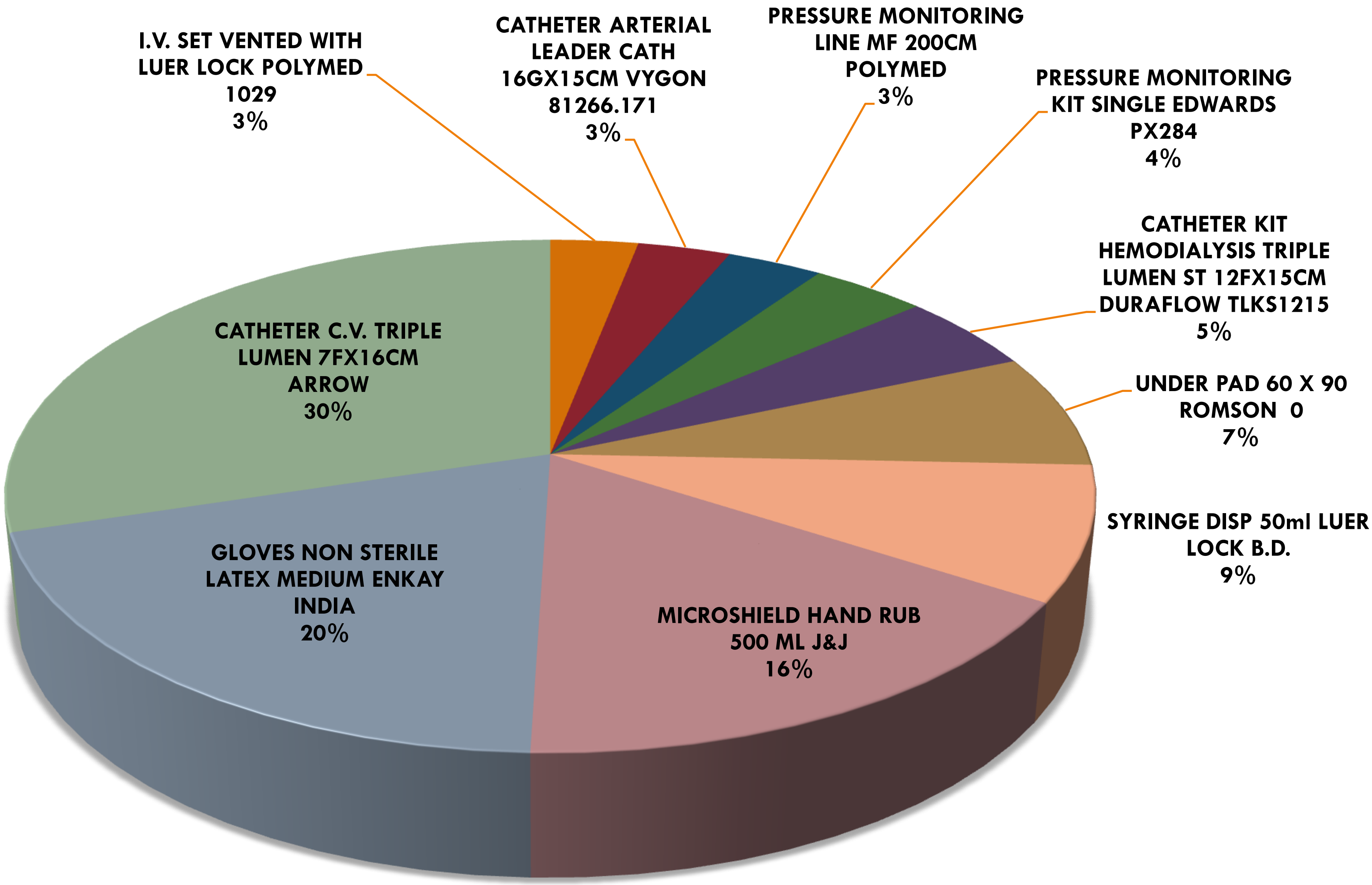
PROCESS MAPPING

- Process mapping.docx

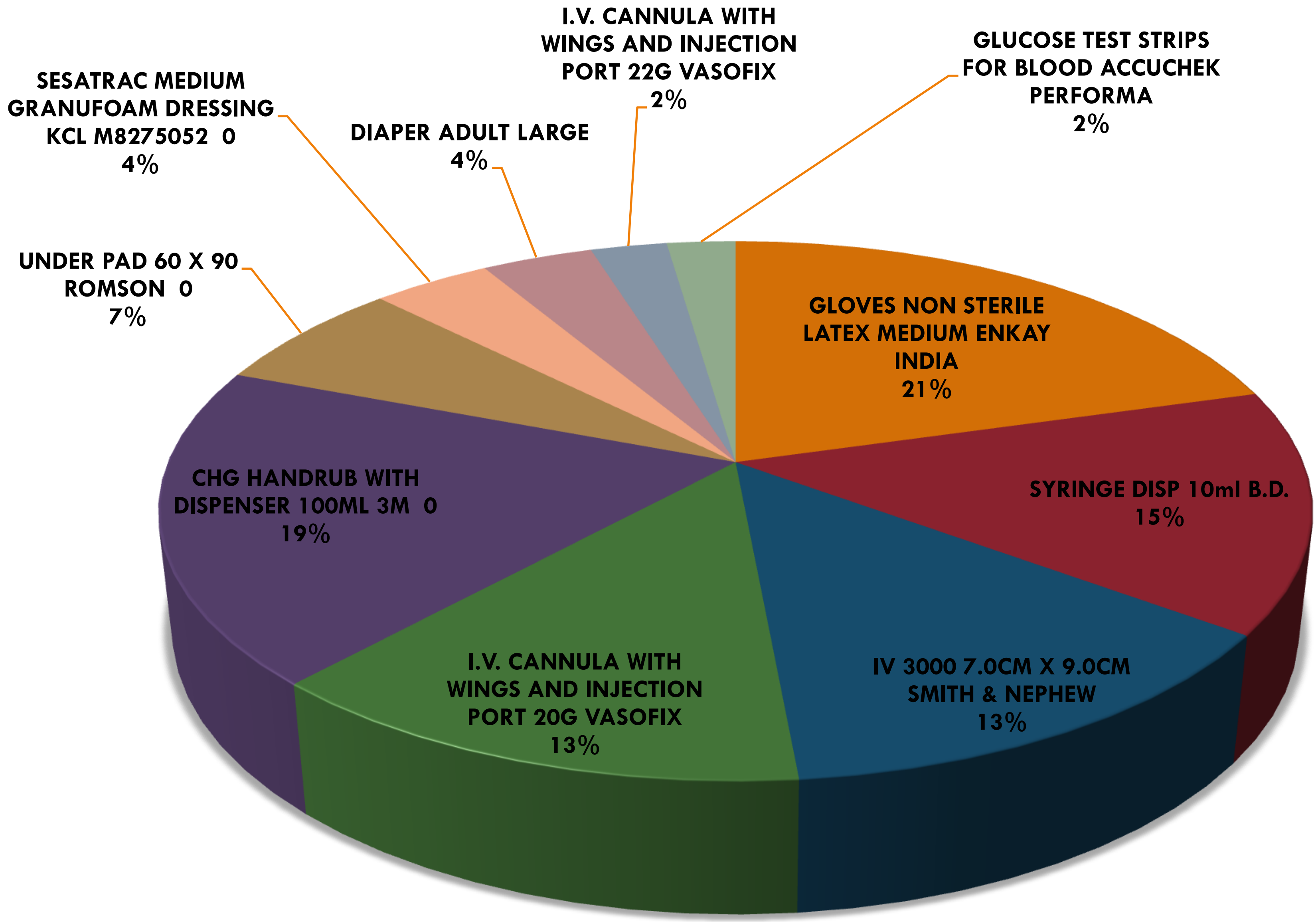
NUMBERS


10 MOST USED CONSUMABLES OF HOSPITAL
PRESSURE MONITORING KIT SINGLE EDWARDS PX284 6%
IV 3000 7.0CM X 9.0CM SMITH & NEPHEW 6%
I.V. CANNULA WITH WINGS AND INJECTION PORT 20G VASOFIX 5%
GLOVES NON STERILE LATEX MEDIUM ENKAY INDIA 22%
I.V. SET VENTED WITH LUER LOCK POLYMED 1029 6%
SYRINGE DISP 50ml LUER LOCK B.D. 6%
CATHETER C.V. TRIPLE LUMEN 7FX16CM ARROW 22%
SYRINGE DISP 10ml B.D. 7%
MICROSHIELD HAND RUB 500 ML J&J 12%
UNDER PAD 60 X 90 ROMSON 0 8%

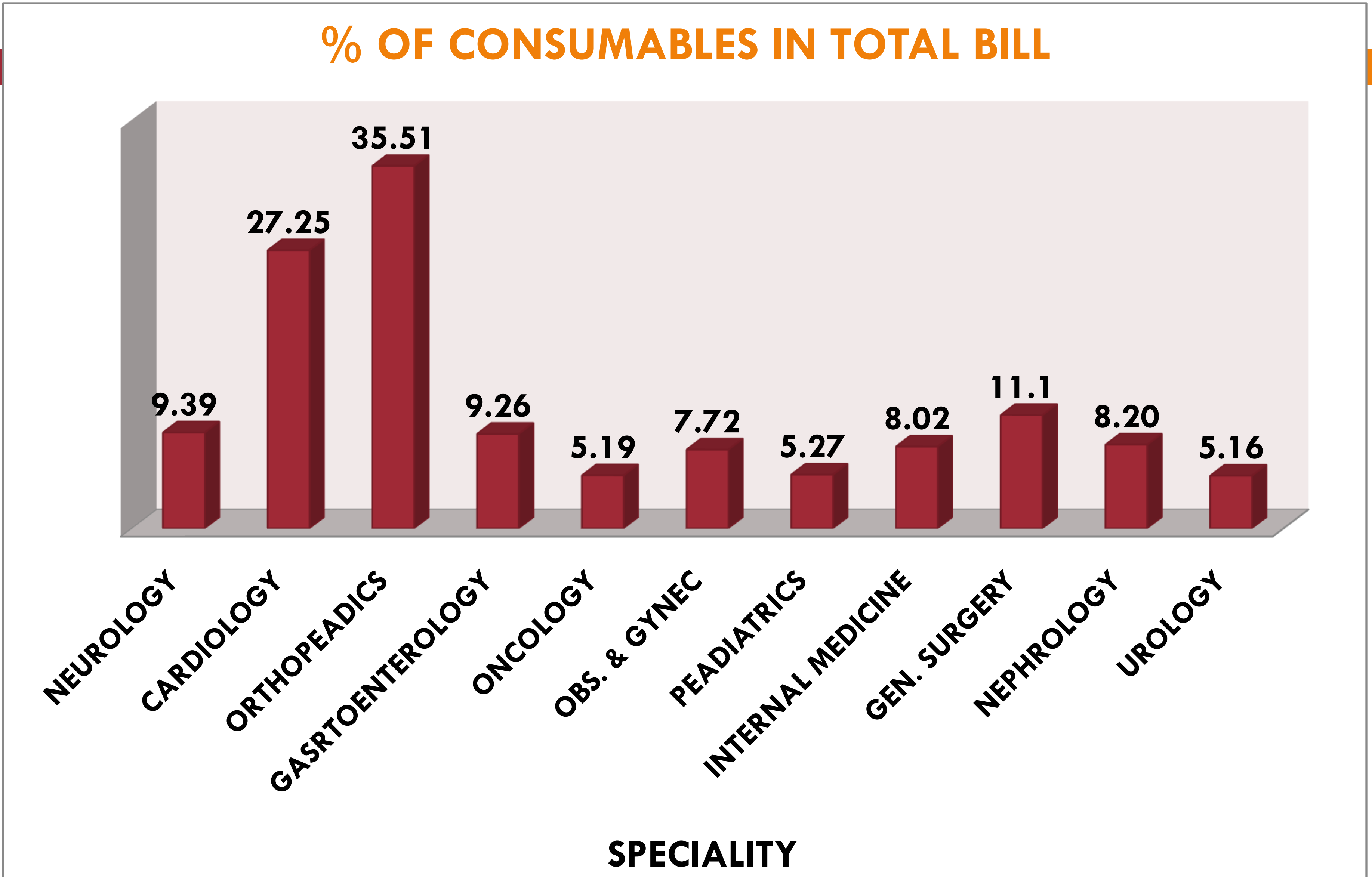
TOP 10 CONSUMABLES FOR ICU'S



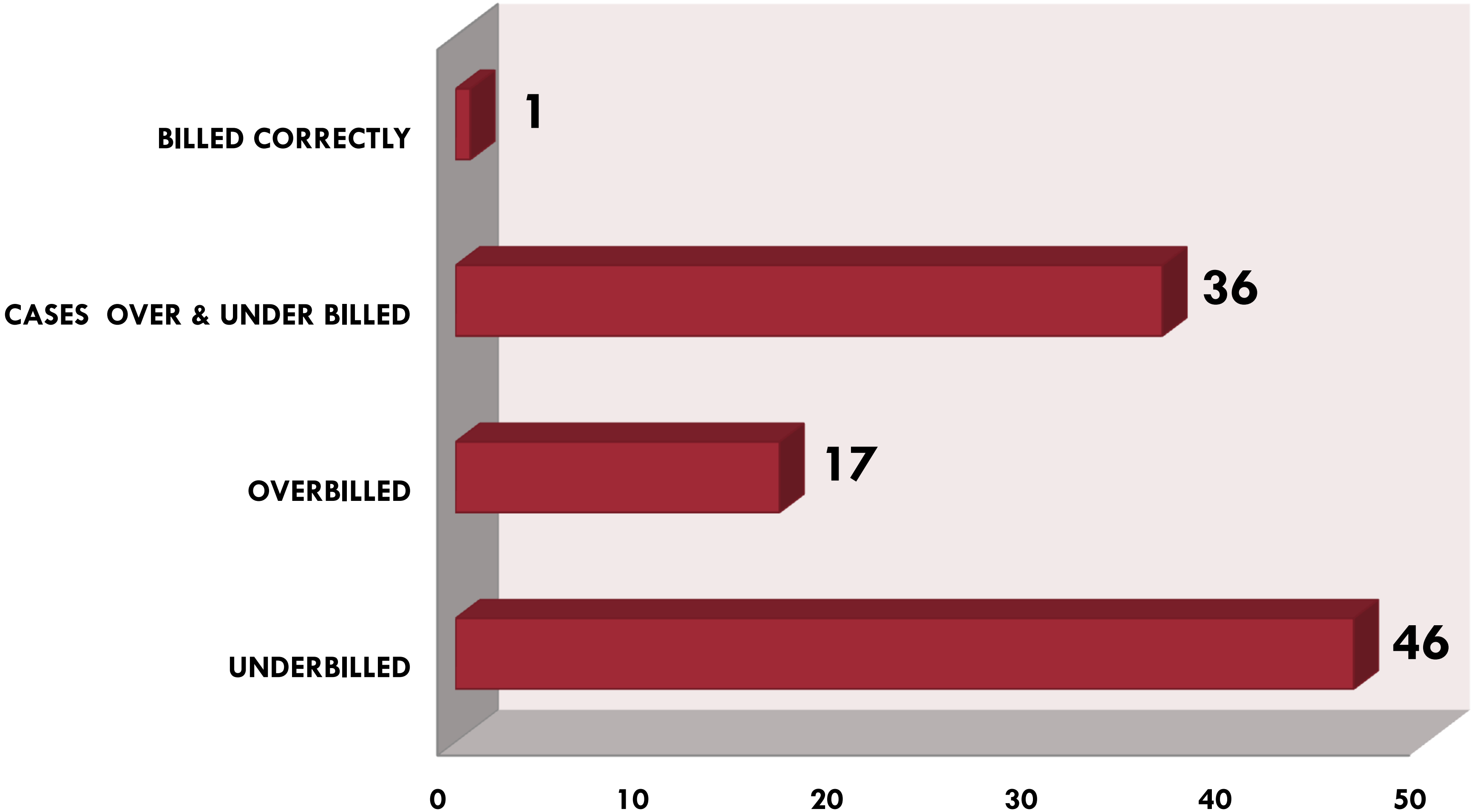
TOP CONSUMABLES OF WARDS



PROPORTION OF CONSUMABLES USAGE SPECIALITY WISE

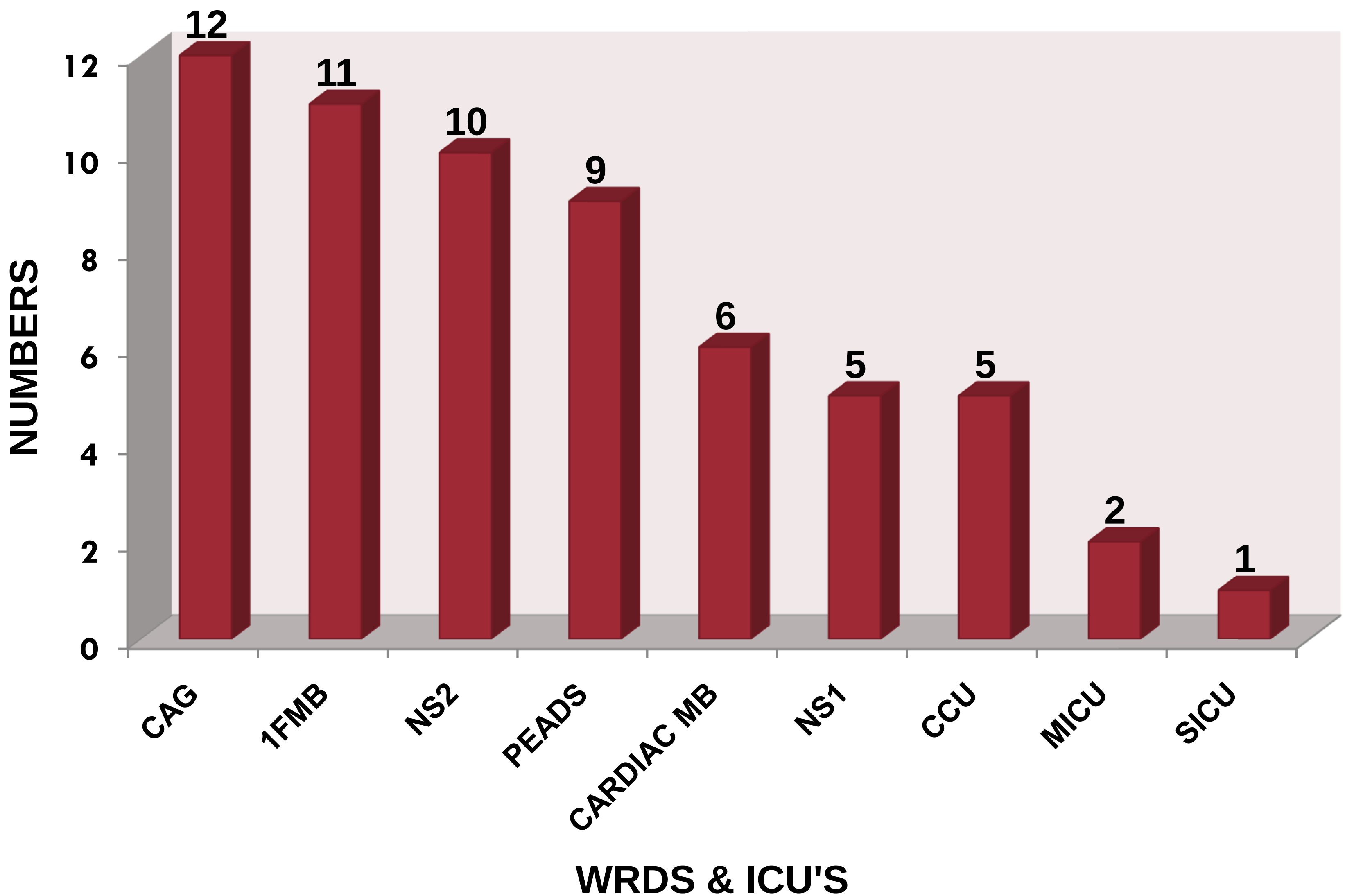


CHARGING ERRORS

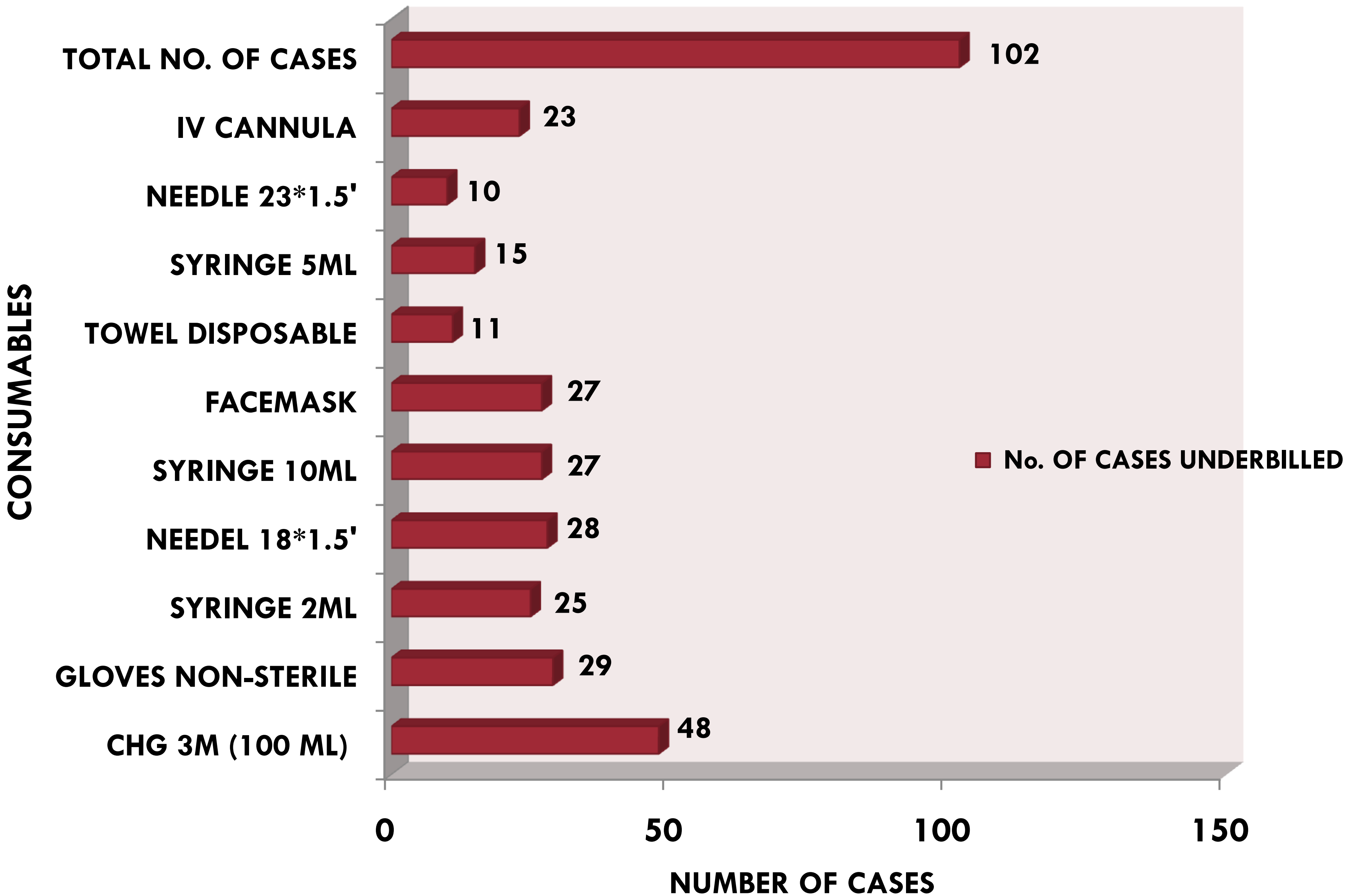


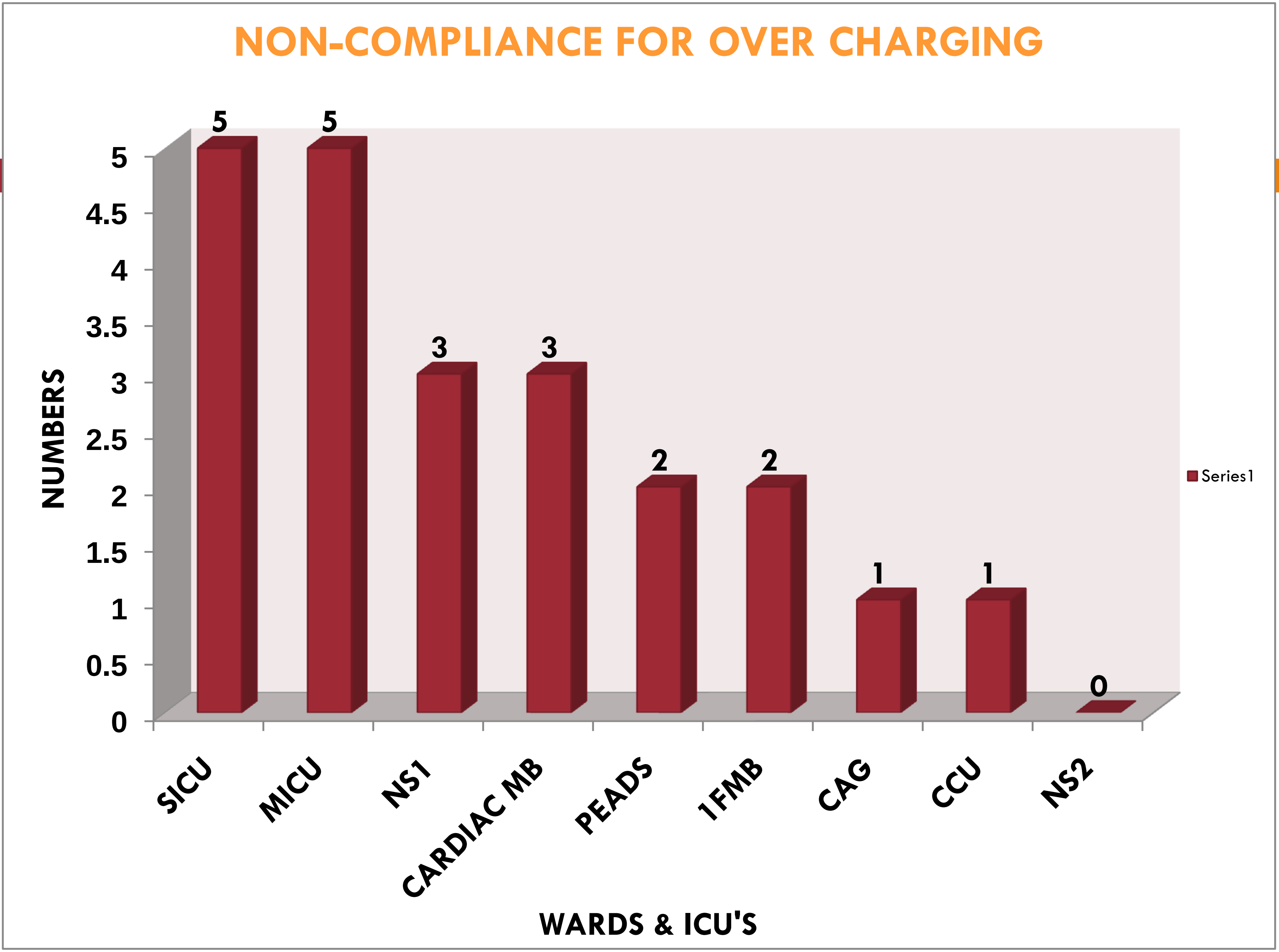
	UNDERBILLED	OVERBILLED	CASES OVER & UNDER BILLED	BILLED CORRECTLY
%	46	17	36	1

NON-COMPLIANCE FOR UNDER CHARGING

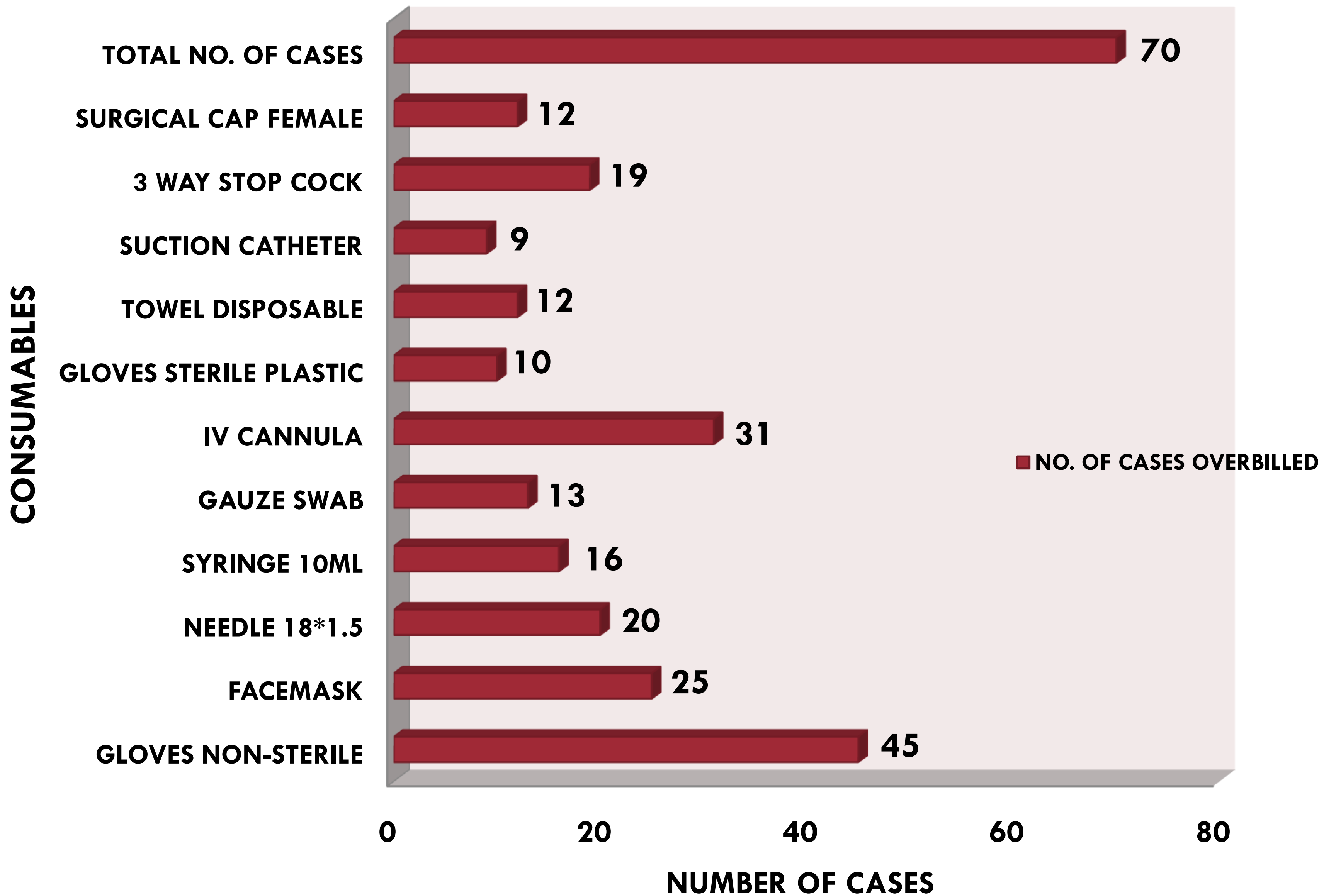


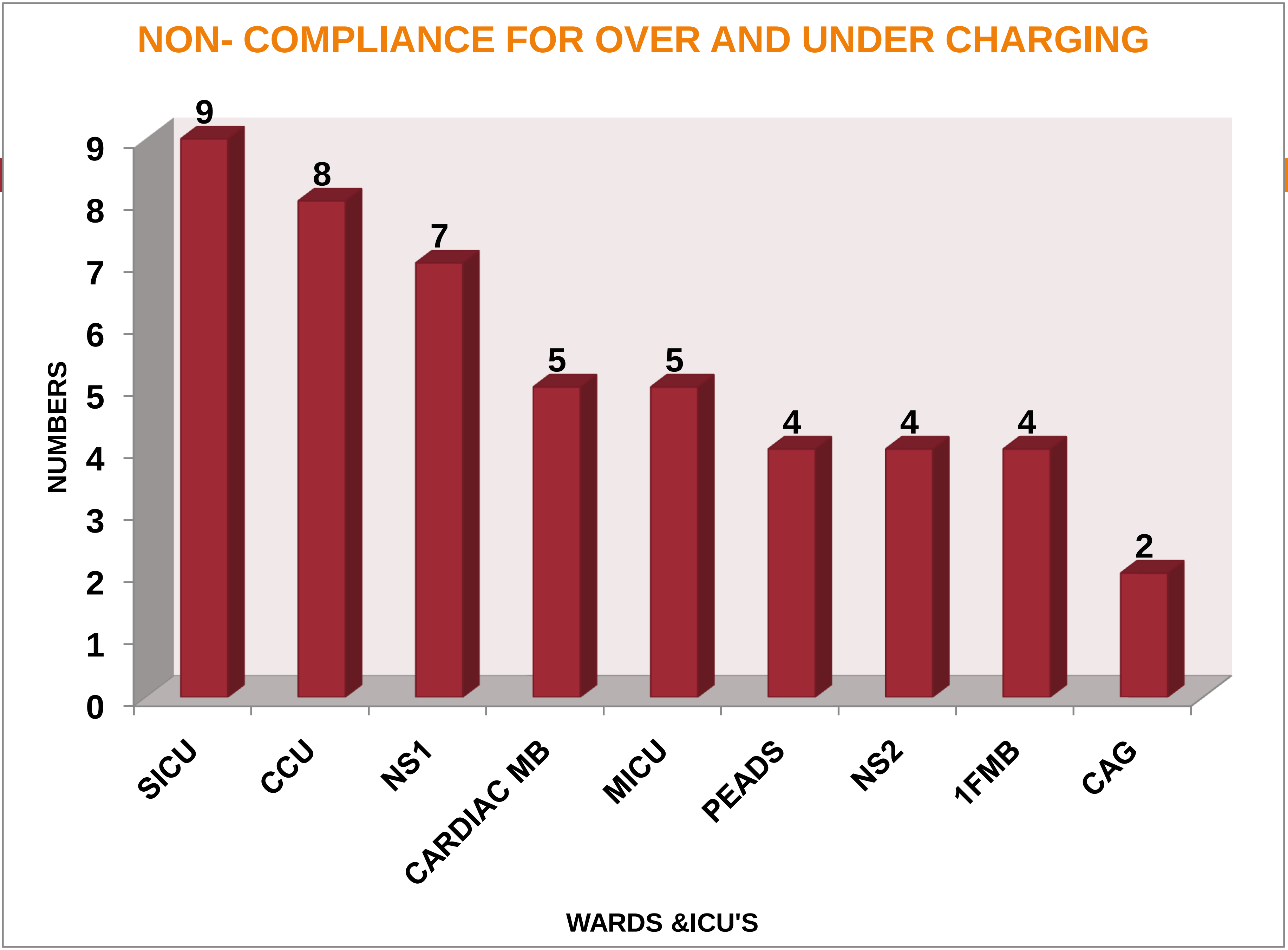
MAJOR CONSUMABLES UNDERCHARGED



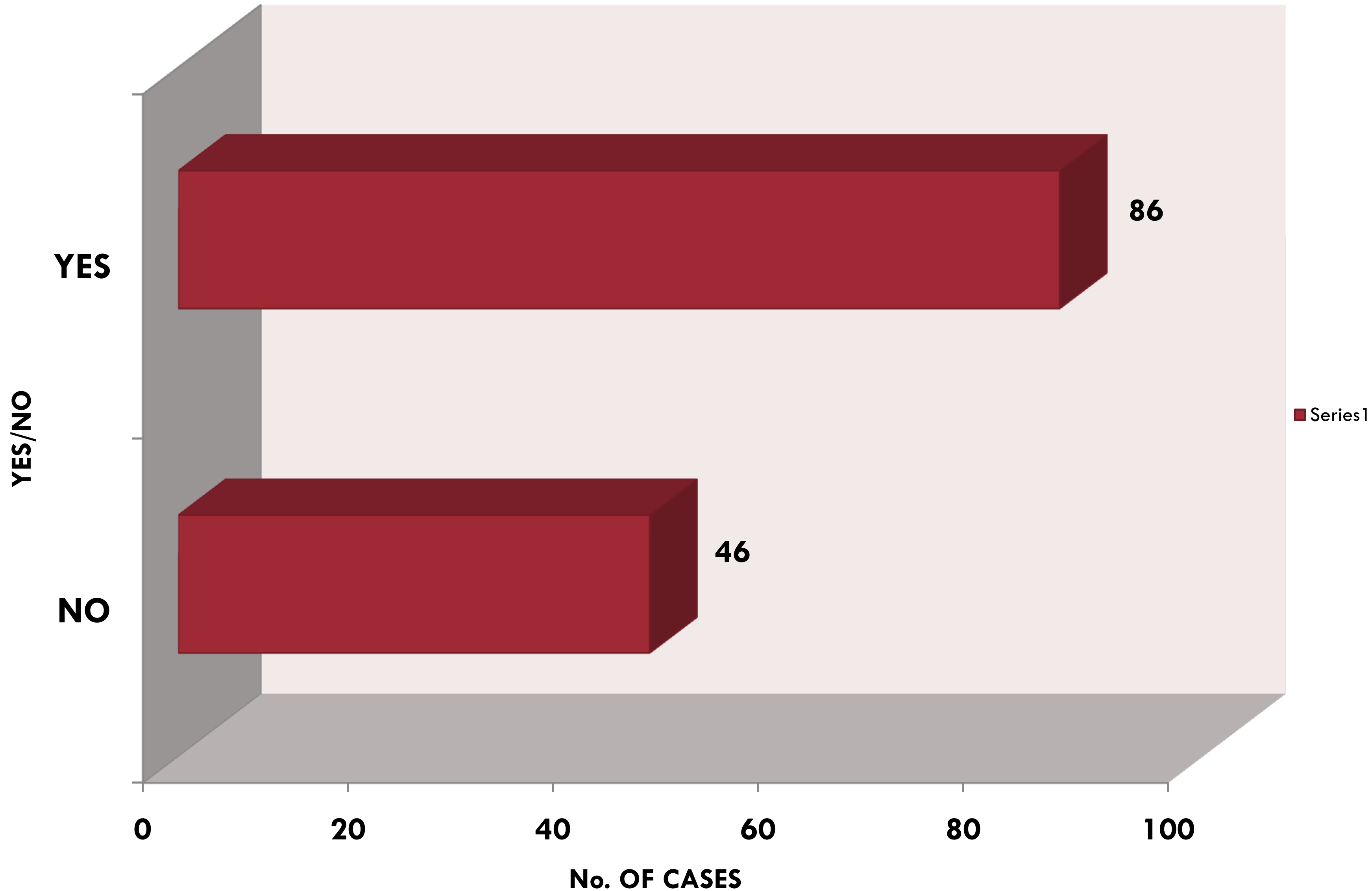

NON-COMPLIANCE FOR OVER CHARGING
NUMBERS
5
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
5
5
3
3
2
2
1
1
0
SICU
MICU
NS1
CARDIAC MB
PEADS
1FMB
CAG
CCU
NS2
WARDS & ICU'S
Series1

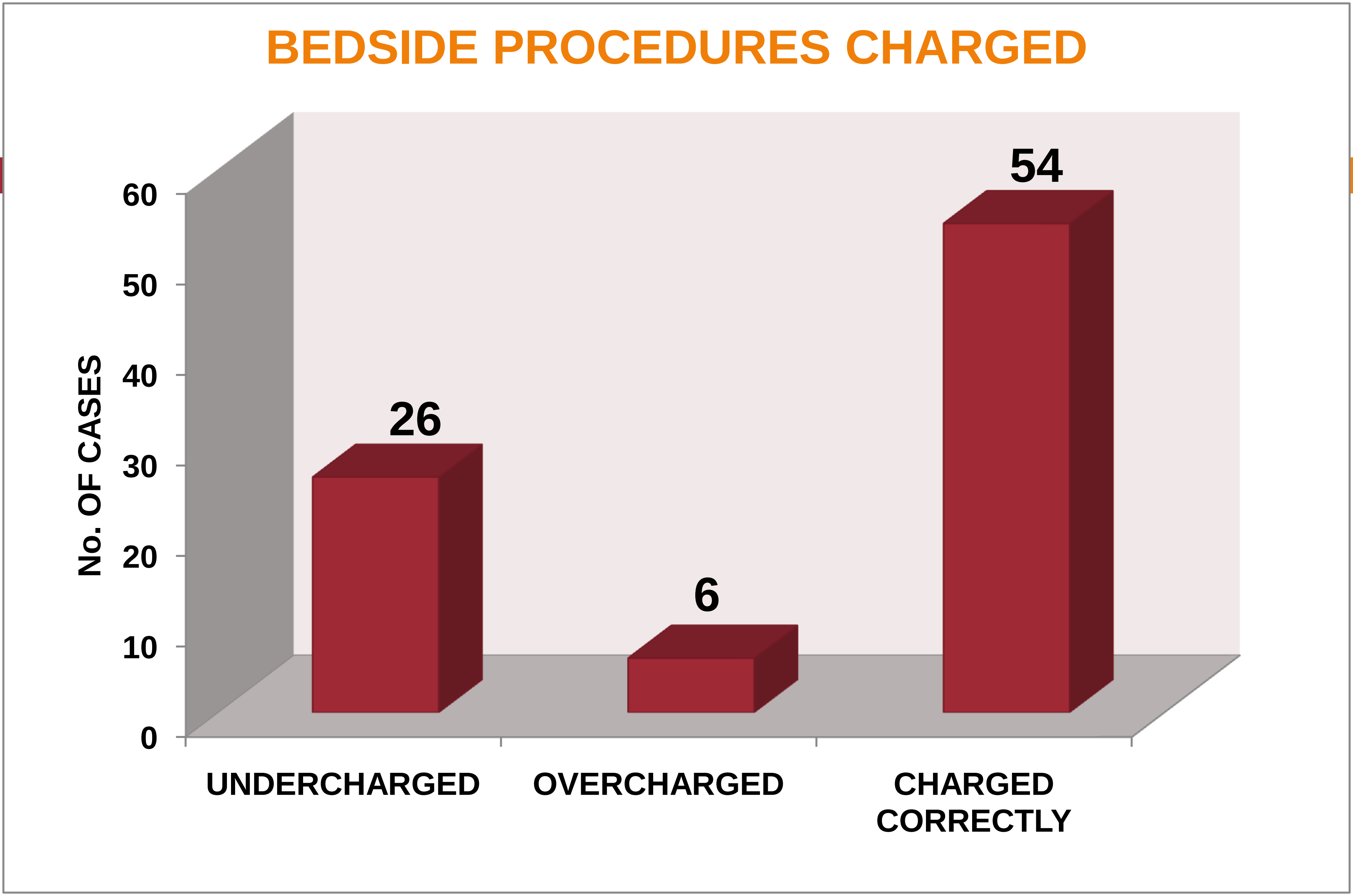
MAJOR CONSUMABLES OVERCHARGED




NON- COMPLIANCE FOR OVER AND UNDER CHARGING
NUMBERS
0
1
2
3
4
5
6
7
8
9
9
8
7
5
5
4
4
4
2
SICU
CCU
NS1
CARDIAC MB
MICU
PEADS
NS2
1FMB
CAG
WARDS &ICU'S

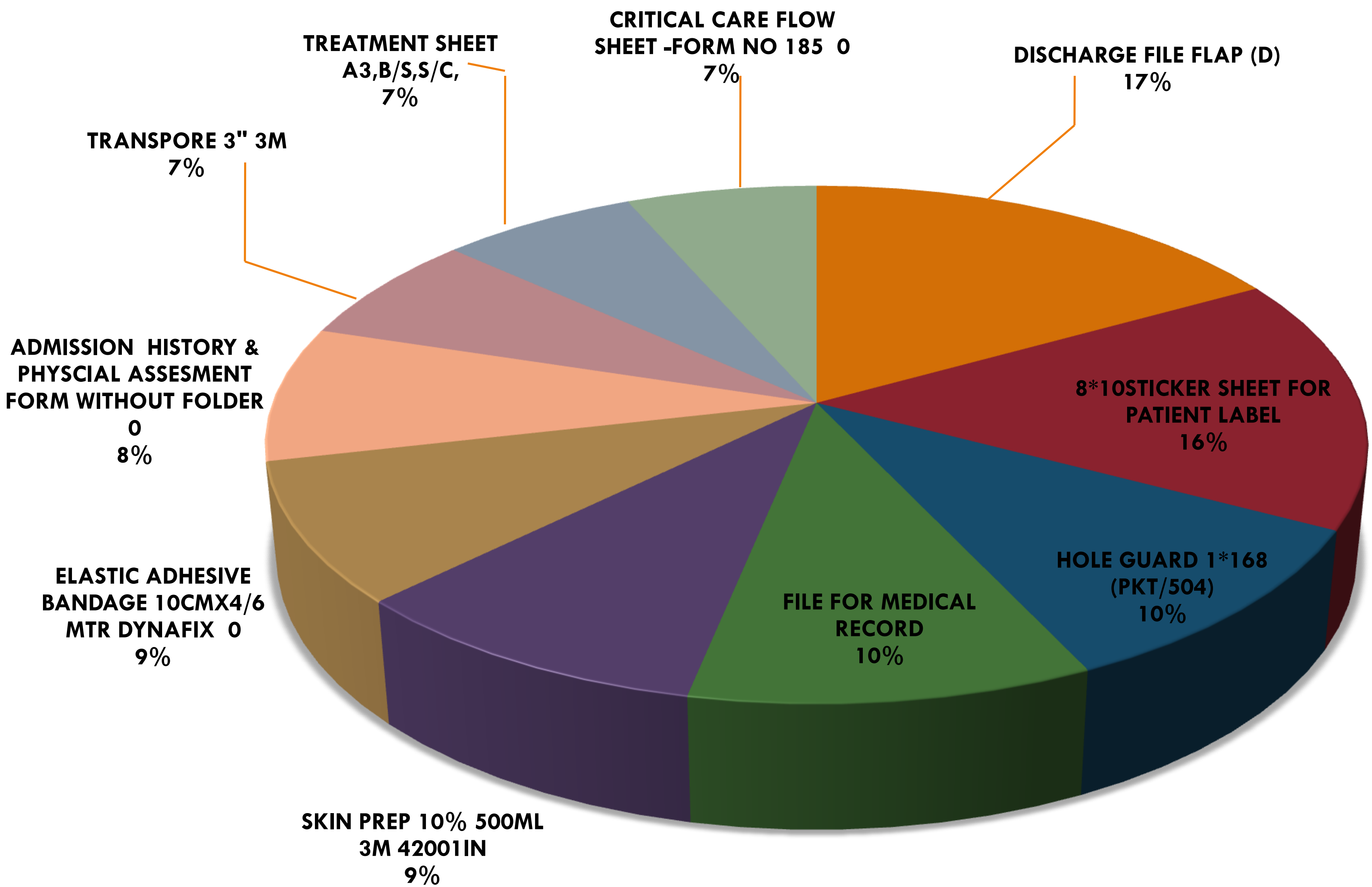
BEDSIDE PROCEDURES PERFORMED





BEDSIDE PROCEDURES INCLUDE : Random Blood Sugar , Electrocardiogram

WARD CONSUMPTION



FINDINGS

- The study gives us the majorly used consumables of the hospital both for the wards & the ICUs i.e. gloves non-sterile latex medium and catheter c v triple lumen approx 22%, followed by microsheild hand rub 500ml 12% and others.
- Out of all the specialties observed, orthopedics(35.5%) consume most of the consumables followed by cardiology (27.25%) and others.
- **For billing errors :** 46% of cases were found to be under charged, out of the total observed cases, of these 46% of the cases about 74% were cash payments & 26% third party payments.
- From the study it was found that these 46% cases which under charged was from wards, with major non-compliance from CAG (20%), followed by 1st floor multibed (18%) and others.
- **Bedside errors:** bedside errors accounted in 26 cases out of total bedside procedures performed.
- Revenue loss incurred for the 46% of cases which were underbilled is Revenue Loss incurred sheet.xlsx

SUGGESTIONS

- Central IP consumable store for all the consumables of the hospital can help in streamling the process.

- A consumables track sheet can be introduced ward wise which can keep an account of the quantity of consumables used on patient, consumables track sheet.xlsx .

- Standard documentation charges can be applied for all the non-medical items, documents e.g.. 8*10 sticker sheet for patient label, treatment sheet etc. used on patients, which is not charged currently.

- Certain medical consumables i.e. elastic adhesive bandage and skin prep which are used for routine patient care and are not charged by the patient can be charged to the patient according to the usage of the consumable.

LIMITATIONS

- The study was done between 9:30 am – 8pm everyday for 3 months; but consumables are used 24 hours, so the consumables used in night by the ward staff was excluded from the study.

THANK YOU