

Waiting time in physiotherapy approvals

GMC HOSPITAL AJMAN(UAE)

- **Presented by:**
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Rationale

Delays in approval processing leads to delay in the services delivery to the insured patients. This leads to:

- ❖ Patient dissatisfaction.
- ❖ Patient paying for generation of new request – financial burden on the patient.
- ❖ Frequent queries arise for Cases of physiotherapy from insurance companies.
- ❖ Delay in approvals is directly proportional to morbidity in cases of physiotherapy.

Research problem

- ❖ Turn around time (TAT) of physiotherapy approval process is very high.

Research Question

What is the average duration of :

- ❖ Service request to service delivery ?
- ❖ Service request to submission of service request ?
- ❖ Submission of service request to approval by insurance company?
- ❖ Approval of service request to informing the insured patient?
- ❖ Informing the insured patient to service delivery?

Objective

To reduce the waiting time in physiotherapy service delivery.

- ❖ Service request to service delivery
- ❖ Service request to submission of service request.
- ❖ Submission of service request to approval by insurance company.
- ❖ Approval of service request to informing the insured patient.
- ❖ Informing the insured patient to service delivery.

RESEARCH METHODOLOGY

Research Design

- ❖ **Study Design:-** Quantitative.
- ❖ **location of study:-** GMC HOSPITAL AJMAN (U.A.E.)
- ❖ **Study Period :-** 04 Apr 2015 to 12 May 2015
- ❖ **Sample size:-** All physiotherapy patients in the month of April 2015.

Data Collection

- ❖ **Data Collection type:-** Secondary data through HMIS & Physiotherapy Records
- ❖ **Method of DATA Collection**—Review of Secondary data through Records.
- ❖ **Data collection period:-** 15 Apr 2015 to 05 May 2015
- ❖ **Total no. of cases:-** 162

DATA - ANALYSIS

Analysis inference

- ❖ **Average time taken between :**
- ❖ Submission of service request by patient and sending for approval to insurance company is 3 days (65.9 hrs).
- ❖ Sending the service request and getting the approval by insurance company is 2 days(47.3 hrs)
- ❖ Approvals and inform to the patient 1 day (28.1 hrs)

Analysis inference

- ❖ Inform to the patient and start the procedure is 1 day (24.4 hrs)
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- ❖ **Total average time taken between :**
- ❖ Submission of service request and start the procedure is 7 days(165.7 hours)

Analysis inference

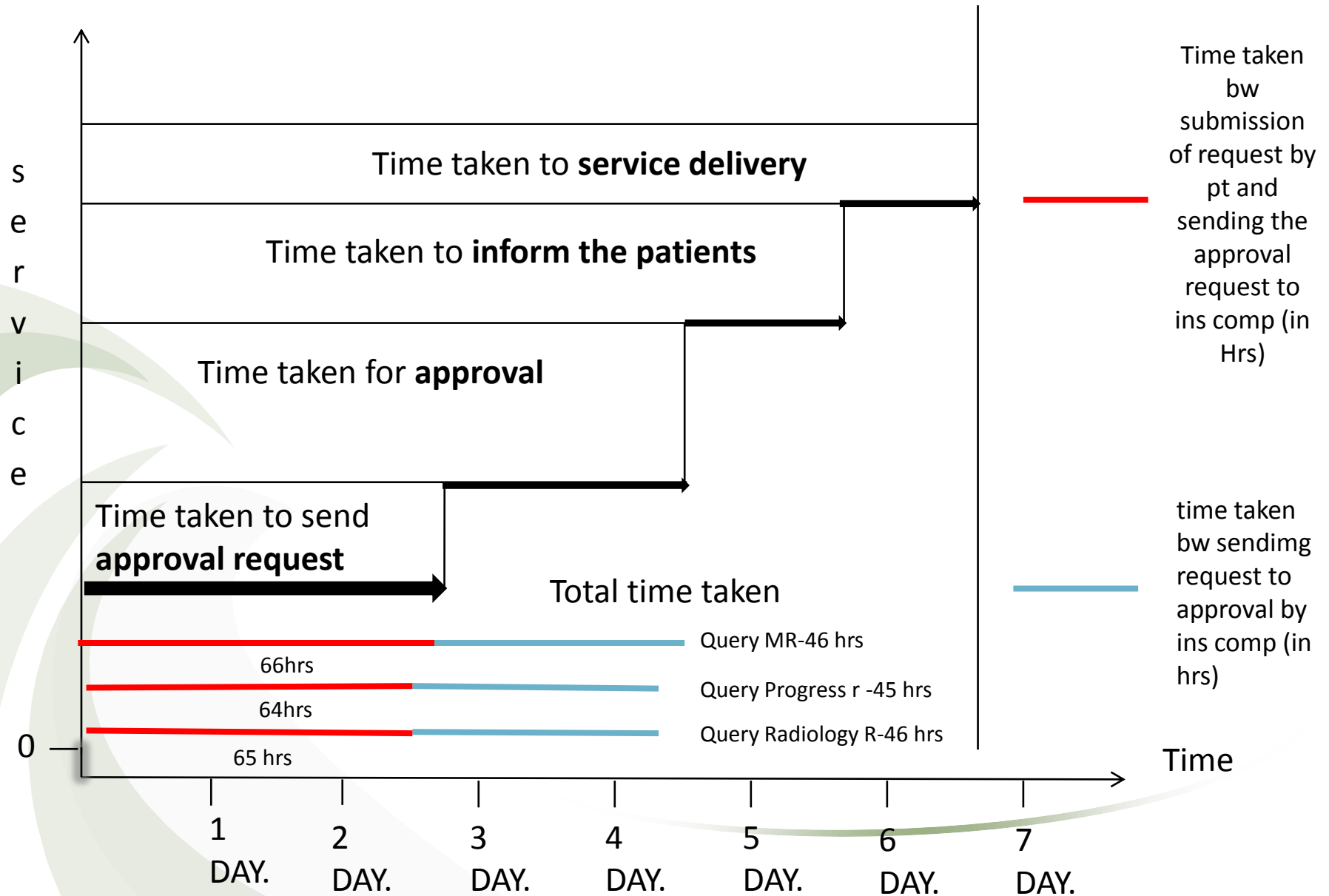
❖ **Average time taken to respond-**

Medical queries -10 days

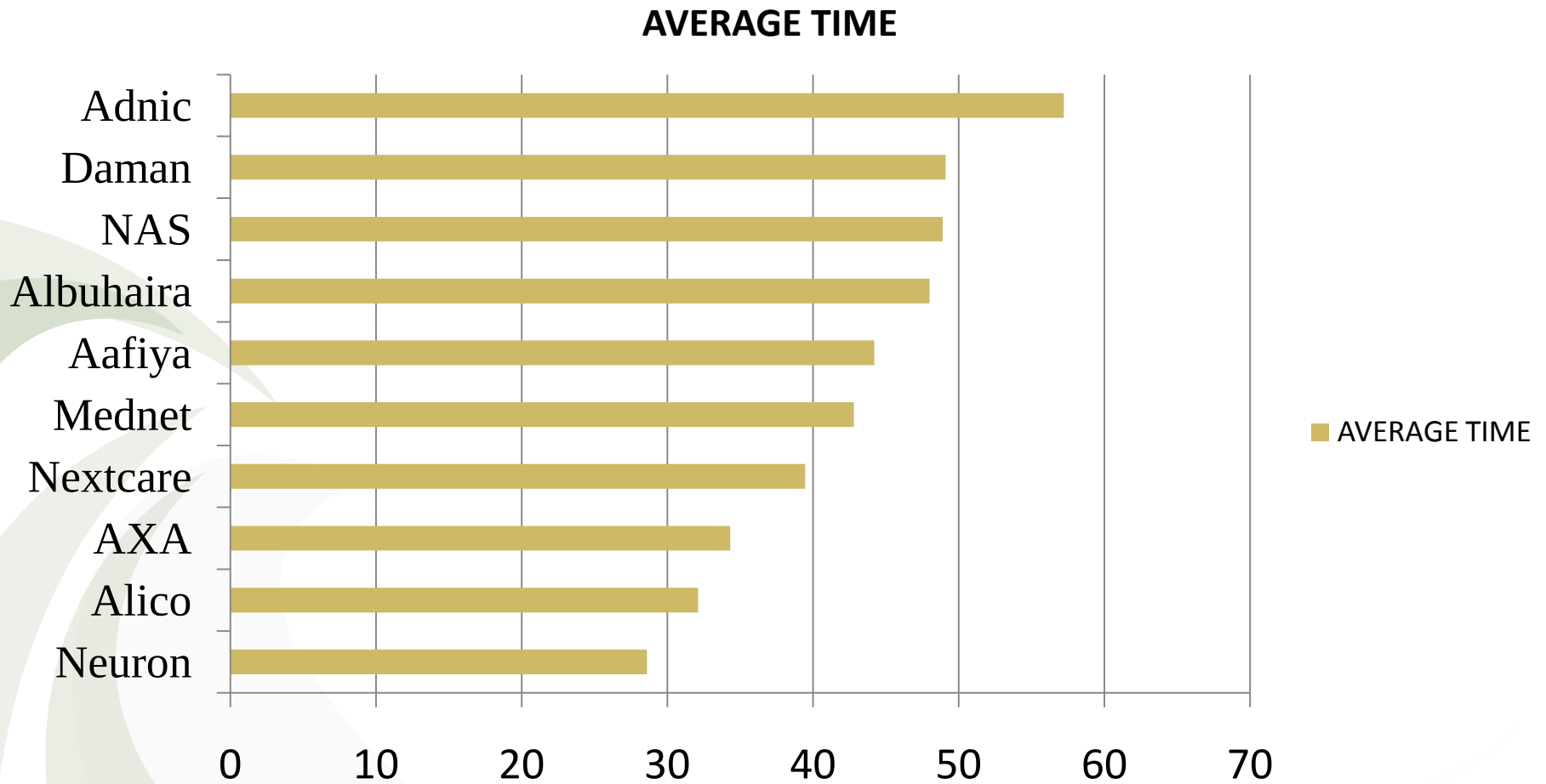
Progress report -7 days

Radiology report -6 days

Average time Queries reflecting TAT of Physiotherapy



AVERAGE TAT TIME OF INSURANCE COMPANIES



Analysis inference

Insurance companies taking maximum time for approval:

ADNIC - 57.1 hours

DAMAN - 49.1 hours

NAS - 48.9 hours

Insurance companies taking minimum time for approval:

NEURON - 28.6 hours

ALICO - 32.1 hours

AXA - 34.3 hours

Reasons

- ❖ Average flow of insured out patient is very high.
- ❖ Shortage of manpower
- ❖ Out patient approval team have to attend the phone calls of:

Patients

Departments

Initiate verbal approvals

follow up

Reasons

❖ Delay in update of :

Medical reports

Progress report

Radiology report

❖ Delay in follow up of queries.

Recommendations

- ❖ Queue/token system.
- ❖ Training of staff on insurance mainly :

Reception

- ❖ Online phone calls to insurance companies.
- ❖ Update of medical records ,progress report, radiology report on the same day of service delivery.

Recommendations

- ❖ Notification reminder to doctors through online system.
- ❖ online system for submission of progress report and medical reports.
- ❖ Separate file should be maintained for service request.

THANK
YOU!



Analysis inference

