

STREAMLINING THE PROCESS OF ADMISSIONS AND COUNSELLING THROUGH ONE STOP SHOP

DISSERTATION DONE AT
FORTIS ESCORTS HEART INSTITUTE
NEW DELHI

By

NAMITA BHAT

ROLL NO.1466

ONE STOP SHOP

- A new concept introduced first time in India by **Fortis Escorts** new Delhi.
- It's a blend of hospitality and healthcare services.
- This concept helps in improving the service excellence of the organization.
- It not only helps in streamlining the process in PCS (PATIENT CARE SERVICE) but also in other departments.
- Earlier the patient had to run from one pillar to another to get the paper work done but now everything is done within one cubicle.
- Patients are made to sit comfortably in the cubicle until everything is done for them.

SERVICES COMING UNDER ONE STOP SHOP

- Getting registered for the first time.(one time registration)
- Taking approval from corporate billing desk in case of corporate patients.
- Submitting the documents for the medical insurance at the TPA desk.
- Allocation of rooms for the patients from the bed manager.
- Financial counseling for the patients for the procedure patient would undergo.
- Admission of the patient.
- Money deposition for the admission and the procedure.
- Discharge of the patient.

NEW DIMENSIONS COMING UP WITH THIS CONCEPT

- Paperless organization.(The concept is making it a paperless organization)
- Centralization.
- Reduction in patient waiting time
- Providing comfort to the patients.
- Addressing to their concerns.
- Handholding of the patients by the facilitators
- Accepting hospitality as part of the culture of the organization.
- Cutting down the costs incurred .
- Achieving the turnaround time of various processes.
- Avoid overcrowding to minimize infection rate

- **RESEARCH QUESTION**

How is the newer concept of one stop shop going to impact the service excellence of the hospital (**FORTIS ESCORTS HEART INSTITUTE NEW DELHI**) than the traditional concept for admissions and counseling?

STANDARD OPERATING PROCEDURES

In IPD there are four standard operating procedures-

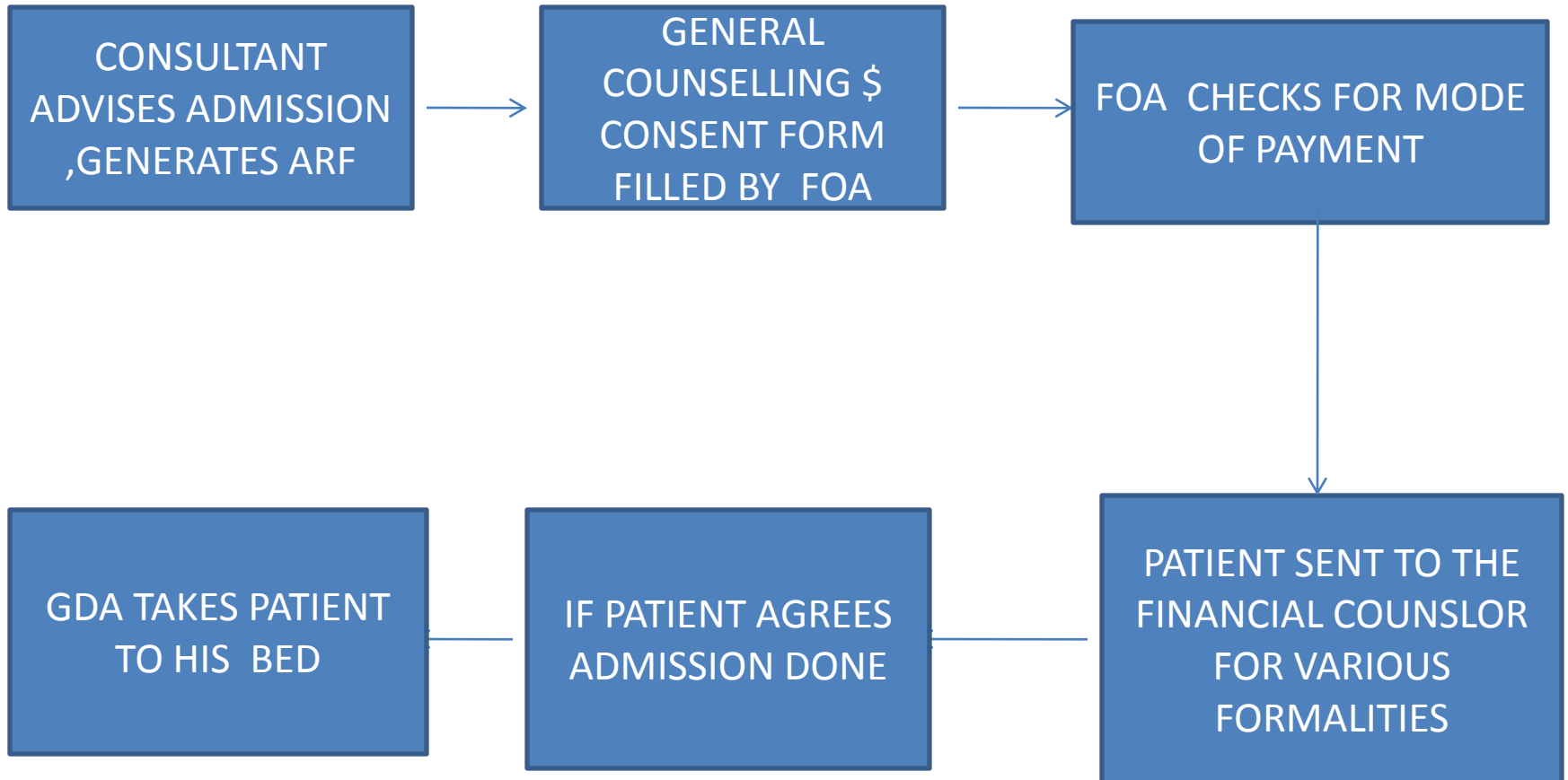
☐ ADMISSIONS

☐ COUNSELLING

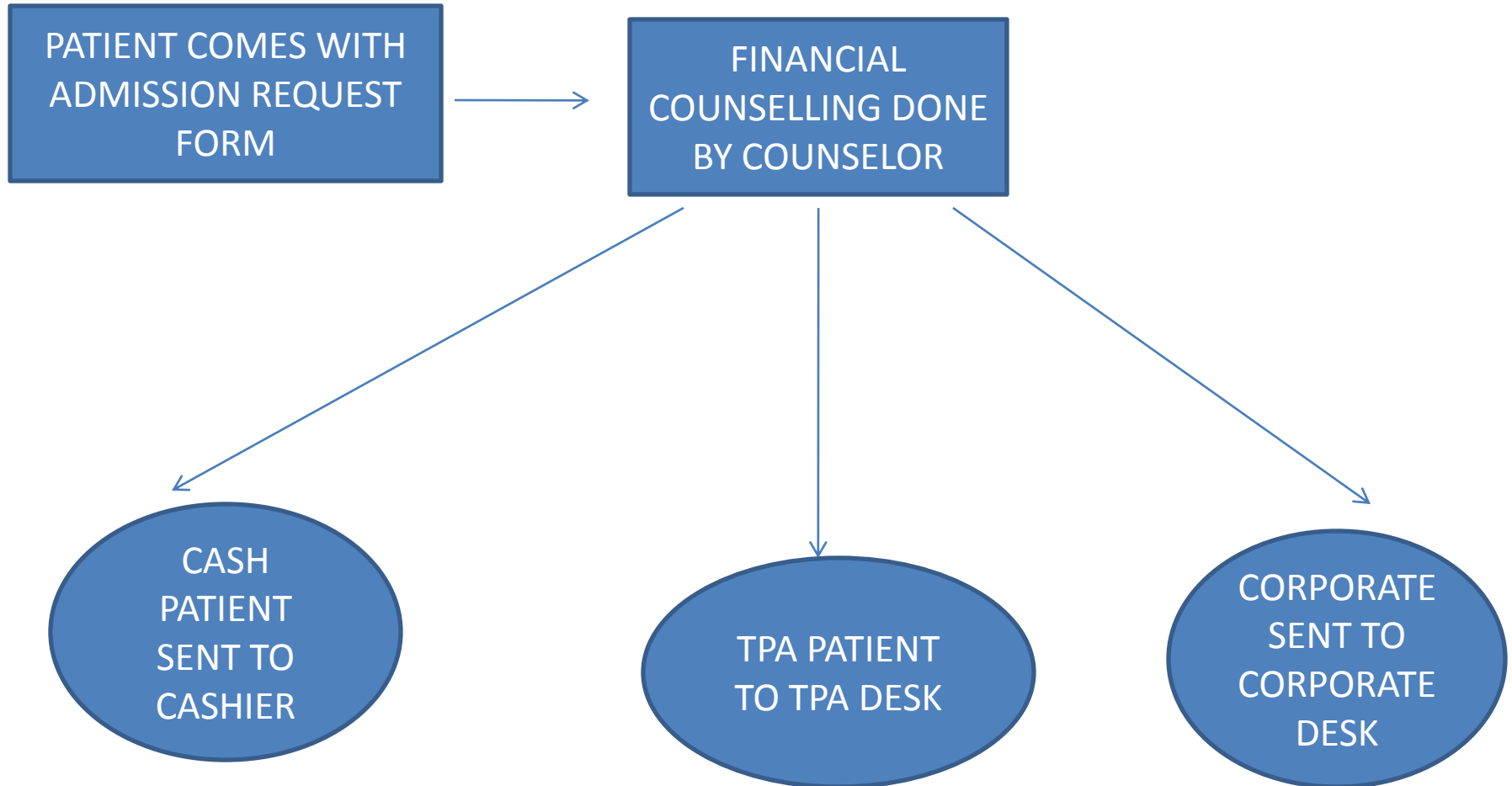
☐ BED MANAGEMENT

☐ PASS ALLOCATION

SOP FOR ADMISSIONS



SOP FOR COUNSELLING



OBJECTIVES OF THE STUDY

- Identify the gaps in the processes of admissions and counseling in the traditional (older) system till now.
- Assess the service excellence, the concept of one stop shop would provide to the hospital in near future.

METHODOLOGY

- **Study area:** PATIENT CARE SERVICES DEPARTMENT
- **Study design:** ANALYTIC STUDY DESIGN
- **Study period:** 20TH FEB TO 30TH APRIL
- **Study tool:** MICROSOFT EXCEL
- **Sampling Technique:** RANDOM SAMPLING
- **Study population:** INPATIENTS
- **Sample size:** 200 INPATIENTS
- **Data collection method:**
 - **Primary data-**DIRECT OBSERVATION
 - **Secondary data-** THROUGH HMIS

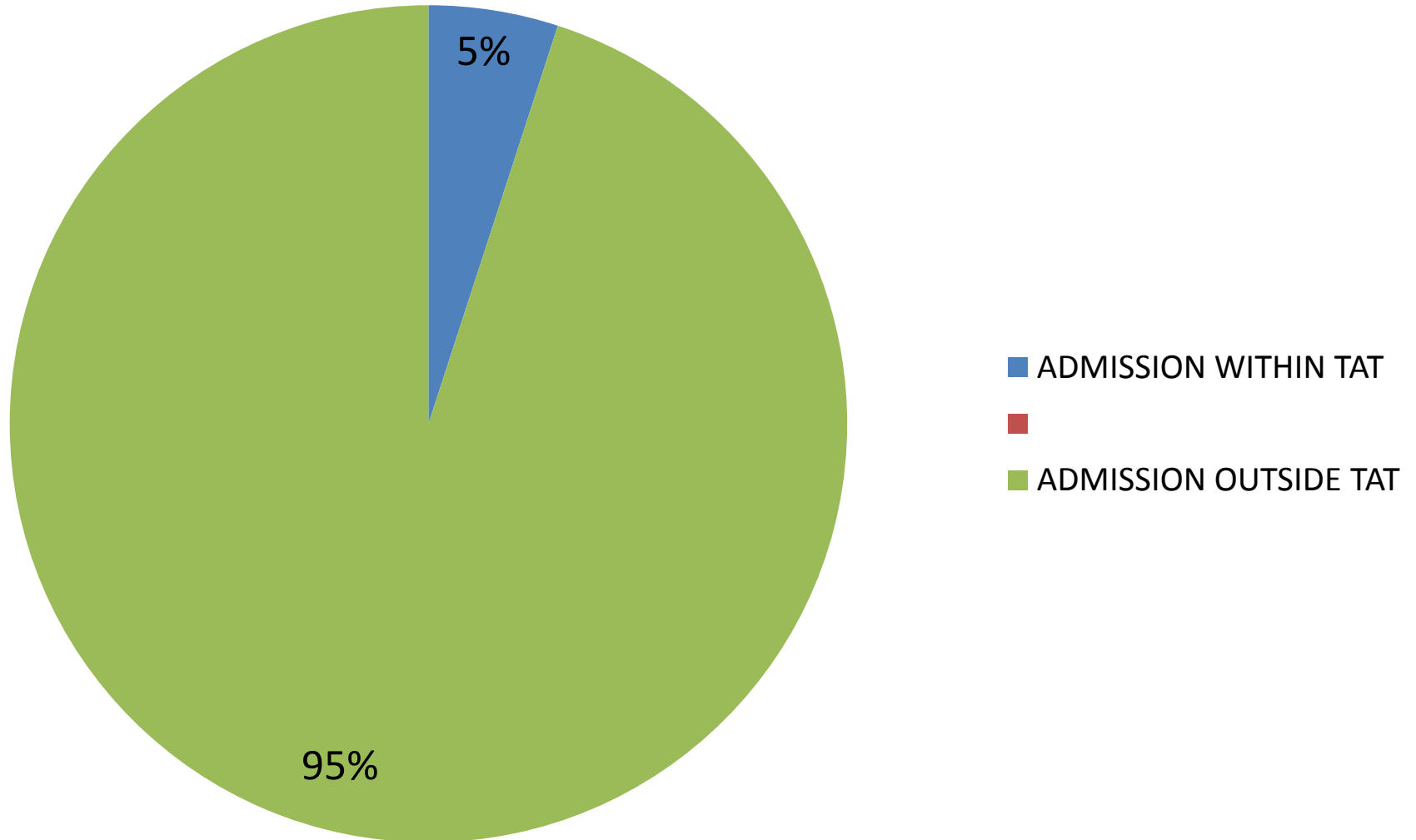
ANALYSIS

- The data was collected for 100 patients (in patients) from the old lobby i.e the area where the admissions and counseling used to take place earlier. The in time i.e the time the patient enters to the admission desk was noted, their waiting time and exit time was also noted.
- Same was done for 100 patients in the new lobby that is the area where cubicles were made and everything was done within one cubicle.
- Then the two data sets were compared with each other and a final analysis was done based on the same.

OLD LOBBY(DATA INTERPRETATION)

TOTAL NO. OF PATIENTS TAKEN	100
NO . OF PATIENTS WHOSE ADMISSION IS DONE WITHIN TAT (TURN AROUND TIME)	5
NO. OF PATIENTS WHOSE ADMISSION WAS NOT DONE WITHIN TAT	95
AVERAGE WAITING TIME OF PATIENTS FOR ADMISSION	34 MINUTES
AVERAGE PROCESSING TIME FOR ADMISSIONS	15 MINUTES

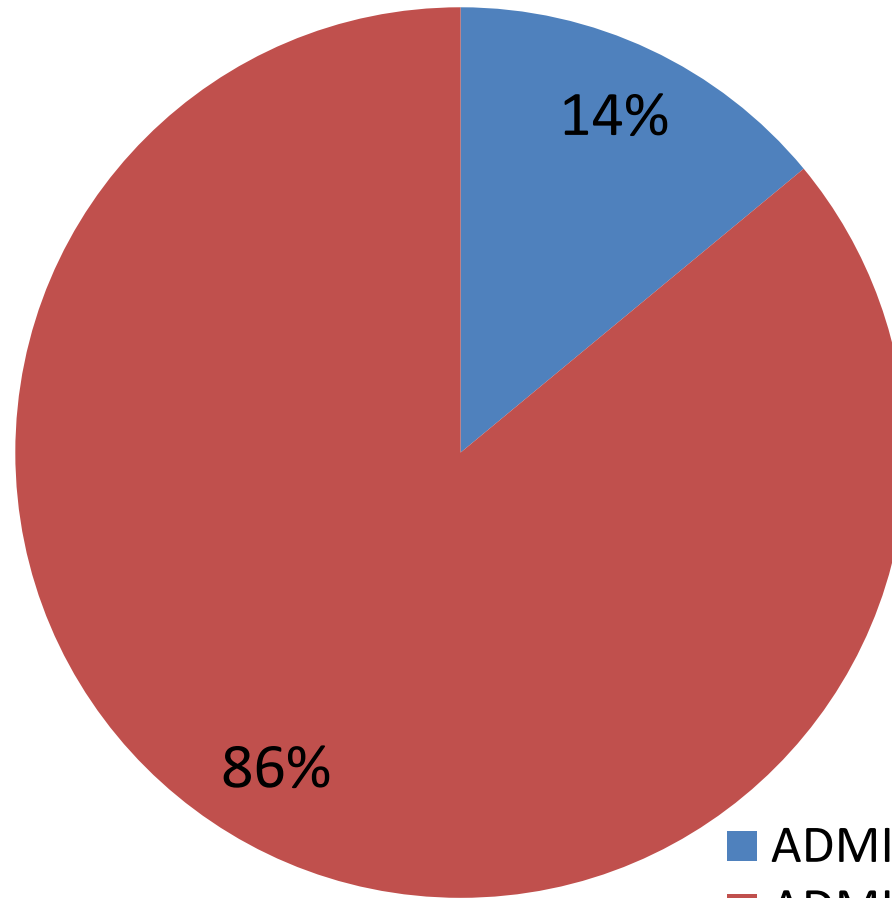
PIE CHART SHOWING PERCENTAGE DISTRIBUTION IN OLD LOBBY



NEW LOBBY

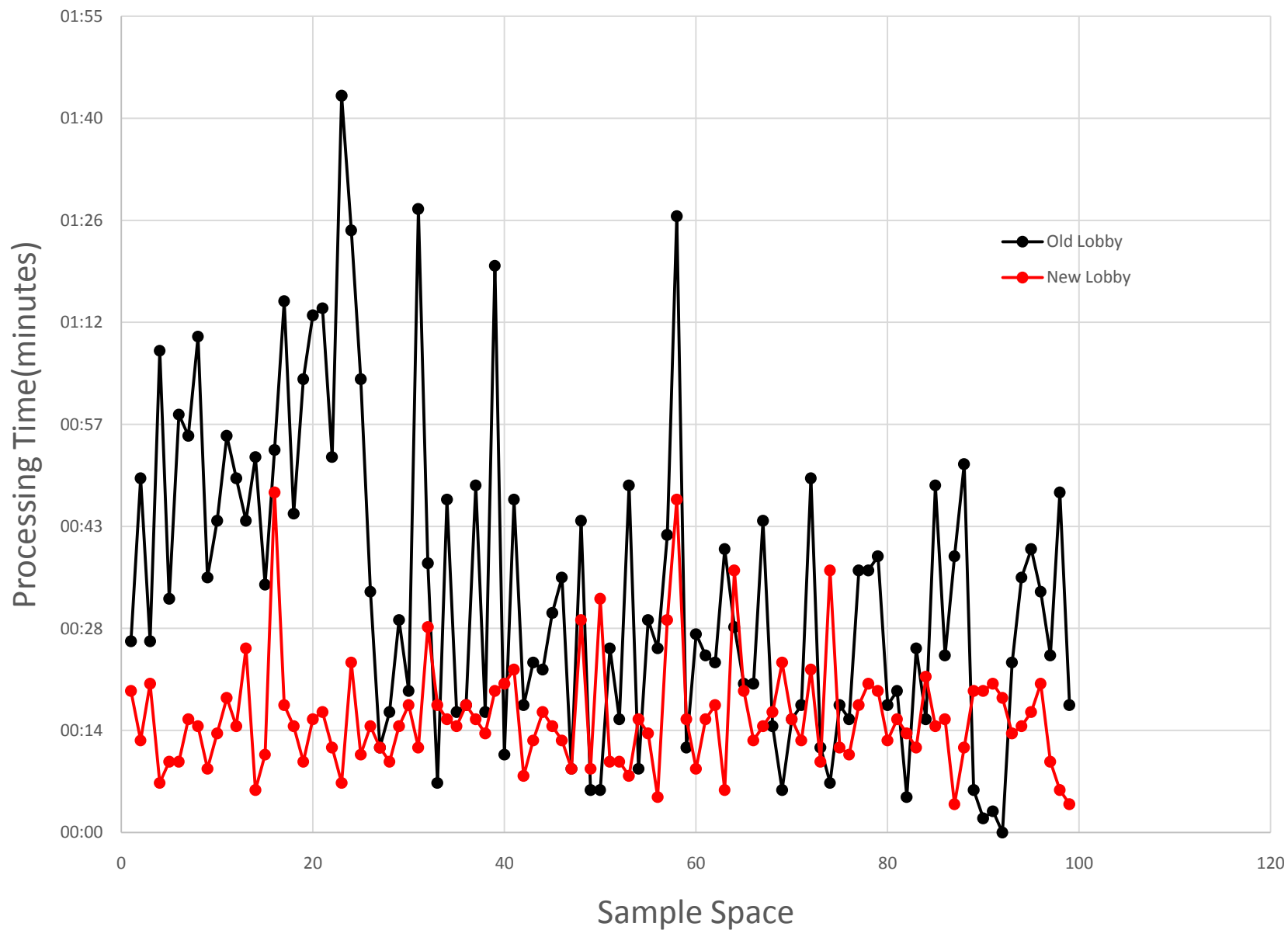
TOTAL NO. OF PATIENTS TAKEN	100
NO . OF PATIENTS WHOSE ADMISSION IS DONE WITHIN TAT	14
NO. OF PATIENTS WHOSE ADMISSIONS WAS NOT DONE WITHIN TAT	86
AVERAGE WAITING TIME OUTSIDE THE CUBICLE	21MINUTES
AVERAGE PROCESSING TIME FOR ADMISSIONS	16 MINUTES

PIE CHART SHOWING PERCENTAGE DISTRIBUTION IN NEW LOBBY



■ ADMISSION DONE WITHIN...
■ ADMISSION OUTSIDE TAT

Old Lobby Vs New Lobby



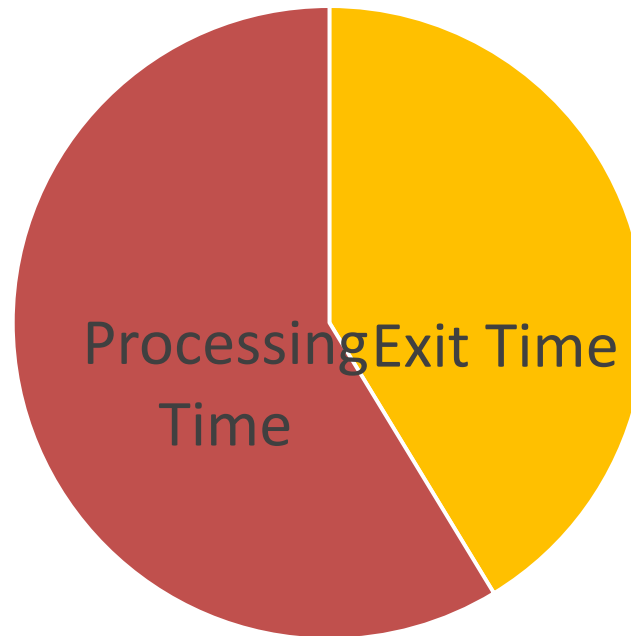
INTERPRETATION OF GRAPH

- The plot depicts comparison between processing times for two processes structures named "Old lobby" and "new lobby". The X axis comprises of data entries collected both for the old and the new lobby. While the Y axis comprises of processing time for each entry point. The graph clearly indicates that the amount of time required for each data entry point is significantly high for the old lobby compared to the new lobby. The processes incorporated for the new lobby has reduced the processing time by a significant amount clearly indicating that the new lobby structure is more efficient compared to the old lobby. The graph has been plotted for all the sample space points to clearly indicate the difference for each sample space point.

•

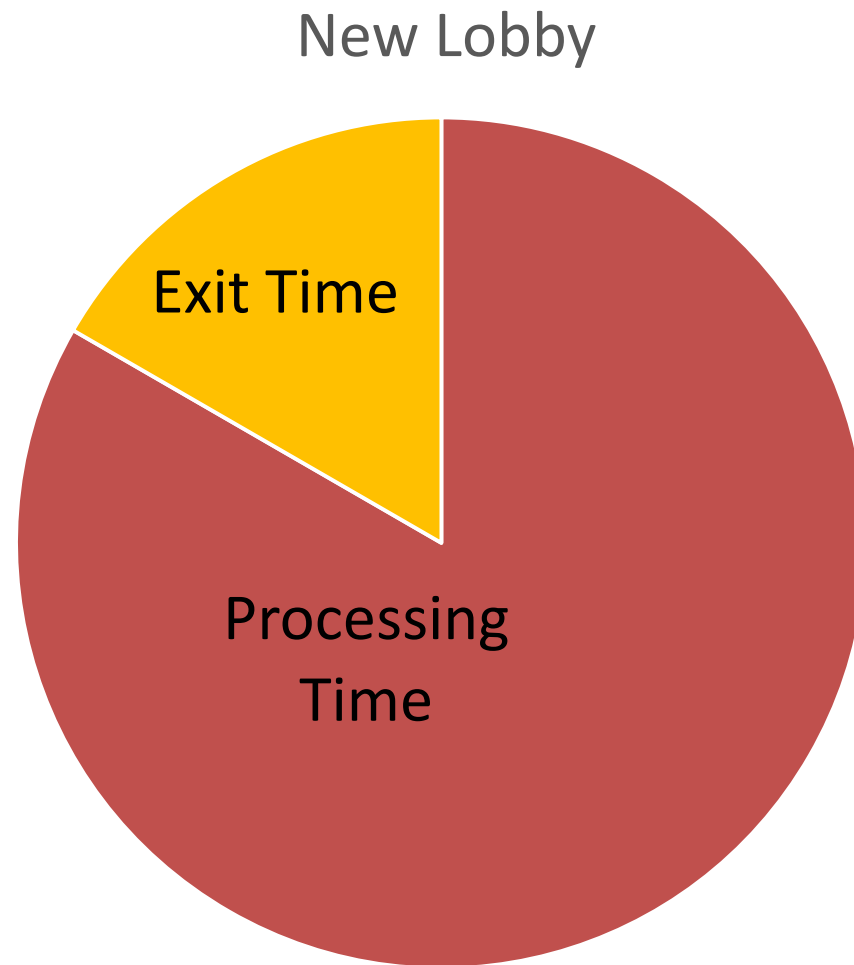
OLD LOBBY

Old Lobby



INTERPRETATION

- Graph4:
This graph depicts the percentage of processing time and the exit time . It clearly indicates that the majority of time is spent in the processing times rather than the exit time.



INTERPRETATION

Graph5:

- This graph depicts the percentage of processing time and exit time. It also clearly indicates that the majority of time spent is in the processing times rather than the exit times. However the exit times included in the "new lobby " process structure is at a slightly lower end compared to the "old lobby" process structure.

FINDINGS

- The one stop shop concept has reduced the average waiting time the patients used to spend for getting the admissions done.
- The number of patients whose admissions are falling within turn around time that is 20 minutes is increasing in new lobby.
- Although the processing time for admissions is more in new lobby even then the service excellence has increased.
- All the admission and counseling processes are getting streamlined.
- Patients are appreciating the handholding concept and enjoying the hospitality .
- Patients now have not to move from pillar to post to get their work done

RECOMMENDATIONS

- The admission request form should be complete ,legible and self explanatory
- Proper signage's indicating directions and name in new lobby so that patients need not run here and there
- Token system with digital display outside the cubical for the convenience of patients in order of queue management
- TPA formalities to be processed prior to admissions
- Speedy, complete and accurate process within the cubicles

CONTINUED-

- Complete admission ,counseling and TPA docket to be made itself in cubicles
- Proper estimated amount to be prepared by the counselors while giving the estimates
- Proper channel of communication between the counselors, TPA and corporate desk
- Bed should be allotted prior to admissions & counseling
- Proper communication and transparency measures to be adopted to avoid restlessness in patients for eg cubicles could be made transparent so that patient waiting outside do not panic and he is aware of the admission process inside the cubical.

CONTINUED-

- Proper identification tag and docket for proper tracking of patients till he reaches his room and final destination
- Proper feedback from each patient after his process is completed so to enhance the process with appropriate suggestions

THANK YOU

