

DENIALS ON PRE-AUTH AND FINAL-AUTH



INCREASED CASES OF DENIALS

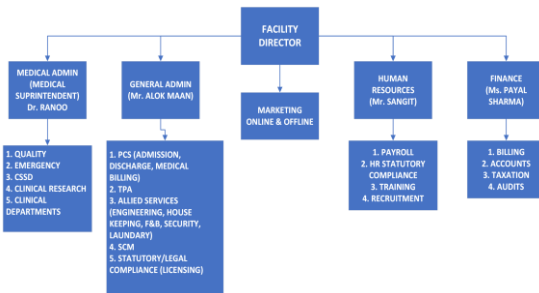
ABOUT THE ORGANIZATION

Fortis Escorts Hospital Faridabad is a 210-bed multi-specialty hospital providing primary and tertiary medical care in all major specialties. It was the first hospital in the city to be accredited (NABH) certification. The hospital offers everything from preventive health, emergency, and trauma services to super-specialties and sophisticated state-of-the-art health technology.

MISSION- To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

VISION- To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

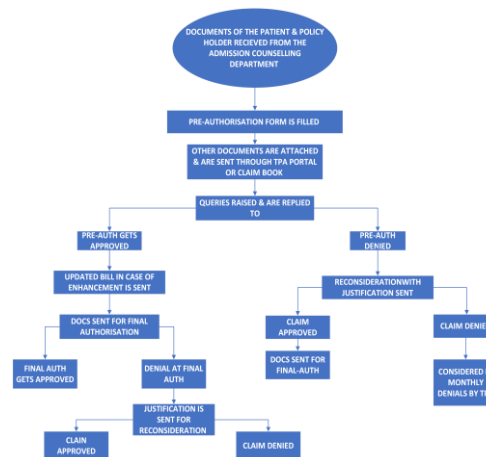
ORGANIZATION STRUCTURE



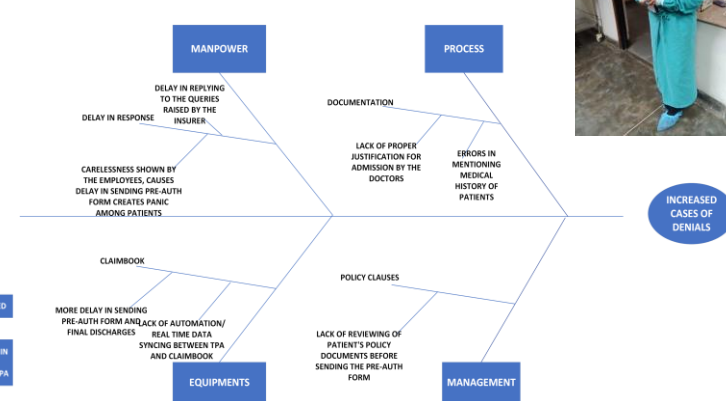
SWOT ANALYSIS

STRENGTH	WEAKNESS
1. PROFESSIONAL TIE UP WITH A LOT OF TPA COMPANIES 2. WELL CONNECTED HIS FOR EASY DATA RETRIEVING 3. MORE THAN 50% OF HOSPITAL REVENUE IS GENERATED FROM TPA PATIENTS IN IPD	1. MANUAL RECORDING OF DATA 2. DATA AUTHENTICITY 3. DATA ANALYSIS 4. LACK OF JUSTIFICATION FOR ADMISSION 5. DELAY IN PROCESSING TPA DOCUMENTS
OPPORTUNITY	THREAT
1. CLAIMBOOK CAN MAKE PROCESS EASY AND TIME-SAVING 2. CLAIMBOOK CAN HELP PROVIDE REAL TIME DATA WHICH CAN BE USED FOR PROPER ANALYSIS 3. MORE REVENUE CAN BE GENERATED ON MAKING IMPROVEMENTS IN PROCESS FLOW	1. DENIALS 2. PATIENT DISSATISFACTION 3. OUT OF POCKET EXPENDITURE OF PATIENTS

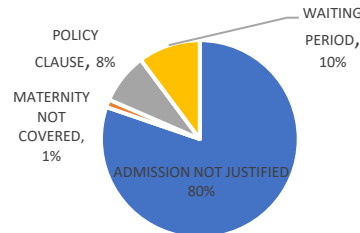
PROCESS FLOW



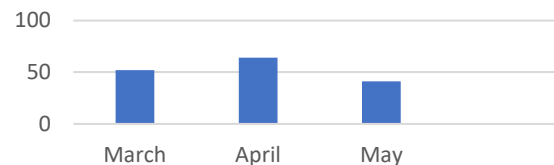
ROOT CAUSE ANALYSIS OF DENIALS



CONSOLIDATED REASONS OF DENIALS



MONTHLY ANALYSIS OF THE TOTAL NUMBER OF DENIALS



THEORETICAL VS PRACTICAL

THEORETICAL Knowledge gained at IIHMR, cleared my basics which helped me to understand the hospital functioning easily during the internship
PRACTICAL exposure at the hospital helped me understand the real time problems and how as a team these problems are tackled. This also showed me the importance of maintaining authentic data, its analysis & bringing about improvements on its basis.



SUGGESTIONS

1. Pre-authorization forms must be mandatorily filled by the clinicians.
2. Doctors should write a proper statement to justify the admissions of patients to avoid cases of denials.
3. Admission counseling team should review and confirm the insurance records of patients to avoid any problems in the future. They should properly ask and even check the terms and conditions of the policies of patients.
4. Currently the software in use, CLAIMBOOK has technical glitches which need to be resolved at the earliest. The software should have a way of real-time syncing of data that can be easily accessed from the other end by the TPA so that delays in processing could be avoided and a lot of time could be saved.
5. Claimbook could be efficiently used to maintain real-time data and avoid manual recording of data. This will help reduce errors and keep the data authenticated making it an efficient process for data analysts. A proper analysis of real-time data will bring out actual problems which could be worked upon and improvements can be made further.

CHALLENGES FACED DURING THE INTERNSHIP-

- Unavailability of authentic data
- Errors in data

LEARNINGS DURING INTERNSHIP-

- Understood the operations of various departments of the hospital
- Understood the role of quality dept. & various aspects of NABH

USEFULNESS OF INTERNSHIP-

- Exposure to the corporate world
- Interactions & learnings from the industry experts.
- Understanding of real-world problems