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INTRODUCTION,MISSION&VISION

HEAPS is a pioneering care coordination platform that aims to deliver more efficient and effective healthcare. HEAPS was founded by Dr.Suman Katragadda in the year 2020 .The platform sources, analyzes, and summarizes complex data points into actionable insights that help insurers and hospitals make better decisions to save more lives.

By constructing a "Healthcare Network" and a "Value-Based Care" model, HEAPS which is a health technology platform and Software as a Service (SaaS) provider is revolutionizing the way that healthcare is delivered and paid for.It is making inroads into the North American market and plans to enter Europe and the MENA region this year.

Mission

Empower our clients by providing them with revolutionary technology solutions that are designed to:

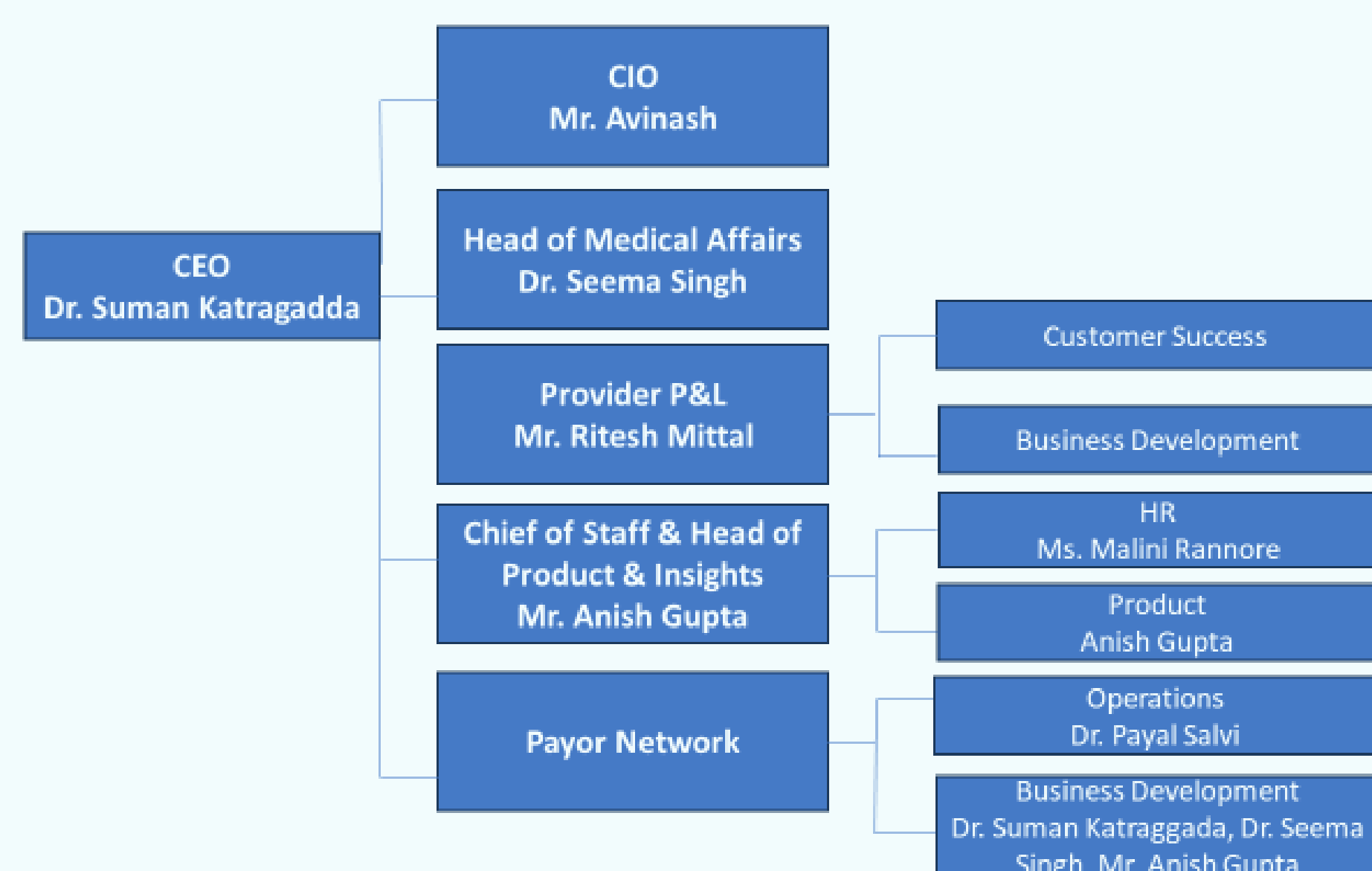
- Accelerate their growth,
- Enhance patient outcomes,
- Foster value-based networks,
- Effectively manage population health.

Through our comprehensive approach, we are dedicated to supporting our clients in achieving their goals and driving positive change within the healthcare landscape.

Vision

To save more lives a cross the globe through the network of our clients.

ORGANOGRAM



THEORETICAL VERSUS PRACTICAL

- Theoretical knowledge is based on concepts and ideas whereas Practical exposure gave me Hands-on experience.
- Practical knowledge helped in solving the real-time problems.
- Theoretical knowledge was a stepping stone for my practical exposure and resulted in a deeper grasp of the concepts.

CHALLENGES

- Difficulty in understanding platform/Product in first few weeks.
- Difficulty in adapting to dynamic changes like changing priorities, evolving project requirements in the first few weeks.
- Time constraints with the mentor.

ABOUT THE PROJECT

Title : "Revamping the patient satisfaction dashboard for PDCM"

Problem statement The patient satisfaction dashboard composed of two components: the rating section and the complaint section. However, since the feedback was collected over phone calls, the customer success team encountered certain challenges like callers not covering all parameters, Patients getting impatient while rating etc. There was also a need for a clearer definition of the metrics used in the dashboard.

Objectives

- Modifying the existing Patient feedback system.
- Developing a questionnaire for the feedback system.
- Redefining the metrics for the patient satisfaction dashboard.



1. ADMISSION PROCESS		2.DOCTOR			
Waiting time for Admission		Rude behaviour			
Staff Behaviour		Quality Of time spent by doctor			
No formal Bill estimate Given		Dissatisfaction with line of treatment			
3. NURSE		4.BILLING			
Rude Behaviour		Final bill significantly more than estim			
Delayed response		Billing time of discharge too long			
Discharge advice and medication not explained		Staff behaviour			
5.DISCHARGE PROCESS		6. CLEANLINESS AND HYGIENE		7.FACILITIES	
Convieneince of discharge process		Patient room		food and cafeteria facilities	
Discharge counselling		restroom and toilets		Car parking facilities	
Delay in Discharge process		Linen		Staff behaviour	

METRIC	Hospital	Speciality	Doctor	Patient	Age	Gender	Outliers	Formula	Current System
• NPS	Yes	Yes	Yes	Yes	Yes	Yes		%Promoters-%Detractors	N/A
• Overall Rating	Yes	Yes	Yes	Yes	Yes	Yes		Sum of overall rating/ Total no.of ratings	Calculated from the Overall Rating Bucket
• Admission Process	Yes	No	No	Yes	Yes	Yes		Sum of ratings/Total no.of ratings	N/A
• Doctor	Yes	Yes	Yes	Yes	Yes	Yes	LAMA/DAMA	Sum of ratings/Total no.of ratings	Sum of ratings/Total no.of ratings
• Nurse	Yes	No	No	Yes	Yes	Yes	PATIENTS ON DIALYSIS	Sum of ratings/Total no.of ratings	Sum of ratings/Total no.of ratings
• Billing	Yes	No	No	Yes	Yes	Yes		Sum of ratings/Total no.of ratings	N/A
• Discharge Process	Yes	No	No	Yes	Yes	Yes		Sum of ratings/Total no.of ratings	N/A
• Cleanliness and hygiene	Yes	No	No	Yes	Yes	Yes		Sum of ratings/Total no.of ratings	Sum of ratings/Total no.of ratings
• Facilities	Yes	No	No	Yes	Yes	Yes		Sum of ratings/Total no.of ratings	N/A

SWOT ANALYSIS

S trength	• Innovative Technology • First mover advantage in Care coordination • Visionary Team • Well established Value Proposition for insurance and providers
W eakness	• Products teams limited medical knowledge • People bandwidth spent on analysis rather than automation • Lack of interdepartmental coordination • Unstructured Process
O pportunities	• Digital transformation • Partnership and collaboration with established healthcare providers • Population health management with the government
T hreats	• Extremely long-sale cycle • Competitors • Confidentiality of data

LEARNINGS

- Learned about fresh perspective on how healthcare can be benefited through technology
- Understanding the dynamics of care coordination.
- Learned about key metrics for patient satisfaction dashboard
- Learned how to fill a range of responsibilities in an organisation
- Brainstorming different ideas for proposed project.

VALUE ADDITION

- Proposed Geriatric care model for HEAPS
- Performed due diligence for public health gaps for Government of Nagaland

USEFULNESS

- Insight into startup culture.
- Hands on experience and enhanced soft skills like team work, collaborations, time management.
- Exposure to industry trends and emerging healthcare innovations.
- Networking with professionals.

SUGGESTIONS

- Ease of access of the PDCM paltform.
- Establish clear communication channel.
- Recruit Human resources with medical background.

