

Project- A Study on Patient Satisfaction With Clinical Laboratory Services

INDUSTRY PROFILE

BRIEF HISTORY

21 Hospitals+1 Cayman Islands & 6 Heart Centers.

VISION

Our vision is to provide high quality healthcare, with care and compassion, at an affordable cost, on a large scale.

MISSION

The core values represented as care which encompasses Innovation and Efficiency, Compassionate care, Accountability, Respect for all, and Excellence as a culture.

BRIEF DESCRIPTION

250 in patient beds. 26 bed dialysis unit, Fully equipped ICU facility, Cath lab, speciality clinics, Diagnostic services & cardiac ambulances

ORGANISATION STRUCTURE

Chairman & Executive Director

Executive Vice Chairman

Managing Director and Group CEO

Non-Executive Director

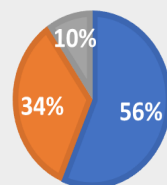
Director's

Management Team

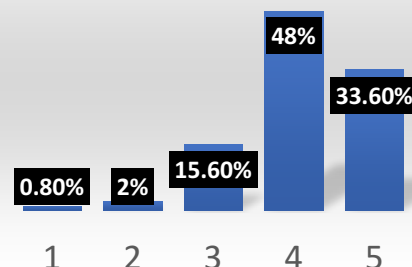
Quality Team

WAITING TIME FOR SAMPLE COLLECTION

■ 5-10 minutes ■ 10-30 minutes ■ More than 30 minutes



Overall Satisfaction with Laboratory Services



LEARNING AND VALUE ADDITIONS

Questionnaire item:	YES	NO
Were you informed about how long each test takes to get the result?	91.2%	8.8%
Were you informed where you can collect the lab test report?	85.2%	14.8%
Did you receive the lab test result within the set turn-around-time?	73.6%	26.4%
Are you satisfied with the cost of laboratory services?	71.2%	28.8%
Did you receive all the test reports?	99.6%	0.4%
Adequate seating arrangement near sample collection area	82%	18%

Challenge

Fewer tasks given due to confidentiality issues of the Organization.

STRENGTHS

- Coordinators and support workers available.
- Well known for delivering quality patient care
- Highly experienced Physicians.

WEAKNESS

- Unskilled management staff
- Longer patient's waiting time
- High cost as compared to other hospitals

SWOT ANALYSIS

OPPORTUNITIES

- Technological advances (app for booking appointments and video consultations)
- Few competitors in the area

THREATS

- Expensive charges for in-patients.
- Disappointed patients.
- Complex infrastructure of the hospital.

SUGGESTIONS

- Proper counselling of patients
- Reduce the waiting time of patients to collect reports
- Separate seating arrangement and washroom facilities for patients at high risk of infection
- Reduce over-crowding at phlebotomist area
- Cost cutting on charges of laboratory tests