

INTERNSHIP REPORT

INTRODUCTION:

The TPA clearance process in hospitals is an integral part of ensuring that patient care is smoothly carried out and that the financial flow of the pharmacies with related insurance companies is uninterrupted. This impacts the whole quality of health care, operational effectiveness, and patient happiness. A smooth TPA approval procedure, however, is often hindered by various obstacles.

The key challenge is the communication between patients, TPAs, and healthcare professionals which can result in miscommunication, leading to problems related to claims and pre-authorizations. In addition, poor file management and documentation at the initial stages can result in incomplete or inaccurate submissions that then complicate the process of approval. Inconsistencies and inefficiencies can also be instituted by the lack of standard operating procedures and variation in the rules and regulations of the third-party administrator.

In contrast, some facilitators may maximize the TPA approval process. Effective communication among stakeholders ensures smoother interactions and quicker results with timely, clear information about the progress of claims and pre-authorizations. Adequate training regarding TPA policy and the elements to be included in the documentation can significantly minimize errors and facilitate procedures for both the clinical and administrative staff. In other words, technology, such as TPA management software and EHRs, may expedite information exchange and improve the accuracy of paperwork.

This would also bring uniformity and lesser variability by introducing standardized processes for the receipt of files, documentation, billing, and claiming. It serves focused attention through a dedicated staff for TPA-related activities, leading to better processing efficiency for approvals and claims; regular reviews with feedback mechanisms identify areas for development.

OBJECTIVE OF INTERNSHIP:

Understanding Hospital Operations: Gain comprehensive insights into the day-to-day operations and administrative functions of the hospital, including patient flow, resource management, and healthcare policies.

Interdisciplinary Collaboration: Develop teamwork and communication skills by working with diverse healthcare teams, including doctors, nurses, and allied health professionals, to deliver integrated patient care.

Patient Interaction: Improve patient interaction and communication skills by engaging directly with patients and their families, understanding their needs, and providing support and education.

Understanding the workflow of the TPA department: To analyse the timely nature of the processing of claims and approvals

Research and Data Collection: Conduct research and collect data relevant to the dissertation topic, using hospital resources and real-world scenarios to gather practical and applicable insights.

Problem-Solving and Critical Thinking: Apply problem-solving and critical thinking skills to address clinical challenges, make informed decisions, and contribute to quality improvement initiatives within the hospital setting.

Ethical and Professional Standards: Adhere to ethical guidelines and professional standards, understanding the importance of confidentiality, patient rights, and ethical decision-making in healthcare,

Personal and Professional Growth: Reflect on personal and professional growth through self-assessment and feedback, identifying areas for improvement and setting goals for future career development in healthcare.

ORGANIZATIONAL PROFILE:

Rukmani Birla Hospital (RBH) is a multi-speciality hospital in Jaipur with a world-class infrastructure that offers comprehensive in-patient and out-patient services. Since its founding RBH has been providing its patients with full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopaedics & Joint Replacement and more.

Patient-Centric High-Quality Care:

- Each department ensures that patients receive optimal care, aimed at achieving the best possible outcomes.
- Patient comfort and convenience are prioritized throughout their entire healthcare journey.
- Implement strategies to provide a seamless patient experience, from scheduling appointments to discharge.
- Provide patients and their families with comprehensive information to facilitate quick and informed decision-making.

Art Technology:

- Employ advanced testing equipment known for its precision and reliability, ensuring accurate results for our patients.
- Utilize state-of-the-art technology and superior equipment to provide our patients with optimal treatment and promote swift recovery.
- Embrace innovation in medical technology, continuously seeking newer advancements to enhance patient care and achieve superior outcomes.

Best Treatments by Qualified Doctors:

- Team of highly skilled and experienced doctors guarantees that patients receive exceptional care and treatment.
- Offer comprehensive information to patients and their families regarding our doctors, facilities, and treatment options.
- Staff is extensively trained to deliver compassionate care and support to all patients.
- Doctors and hospital staff uphold the highest standards of care, ensuring optimal treatment outcomes.

- Visionary leadership enhances hospital management and departmental efficiency, contributing to achieving quality improvement goals effectively.

Value For Money:

- Patient satisfaction is top priority and ensure transparency by clearly communicating policies, facilities, and pricing details.
- The hospital provides a straightforward pricing model that builds trust and assures patients when choosing us for their healthcare needs.
- Uphold uncompromising standards in healthcare quality while maintaining affordability for all patients.
- Transparency is key in the approach, ensuring patients have a seamless and confident experience from start to finish.

Services provided By Organization:

Critical Care Medicine	Physiotherapy
Emergency Medicine	Plastic, Cosmetic and Reconstructive Surgery
Anaesthesiology	Radiology
Dental Sciences	Robotic Surgery
Paediatrics	Renal Sciences
Pulmonology	Neurosciences
Anaesthesiology	Orthopaedics and Joint Replacement
Dermatology	Cardiac Sciences
Diabetes and Endocrine Sciences	Obstetrics and Gynaecology
Dietetics	Gastro Sciences
ENT-Otolaryngology	Ophthalmology
General Surgery	Osteology
Immunology and Rheumatology	Laboratory Medicine
Internal Medicine	

KEY ACTIVITIES UNDERTAKEN OTHER THAN DISSERTATION:

- Conducted analyses and daily audits, emphasizing coordination among departments such as TPA and Billing.
- Maintained daily records of planned and unplanned patient cases, noting consultant involvement and discharge delays.
- Conducted audits on physical and financial clearances for discharged patients daily.
- Participated in on-call bell audits and received orientation from floor coordinators on respective floors.
- Simultaneously initiated data collection for individual projects.

- Presented findings, interpretations, gap analyses, and solutions to the unit head through a comprehensive PowerPoint presentation.
- Compiled planned discharge schedules for the upcoming day.
- Identified daily gaps in the discharge process for continuous improvement.
- Tracked real-time bill sharing and TPA bill sharing times for planned discharges.
- Dr. Saket and Dr. Surbhi (Assistant Medical Superintendent) provided comprehensive orientation on day one, covering all hospital departments including ICU, OT, CCU, NICU, MICU, general ward, IPD, OPD, billing, TPA, dialysis, and pharmacy.
- Introduced to floor coordinators and staff on IPD floors to familiarize them with hospital operations.
- Engaged daily with floor coordinators, observing and assisting in their responsibilities.
- Observed daily activities across floors, focusing on admission and discharge processes.
- Participated in rounds with Dr. Surbhi across different floors, gaining practical insights.
- Thoroughly examined each aspect of the discharge process, including documentation, TPA handling, billing procedures, and pharmacy interactions.

KEY LEARNING FROM THE DISSERTATION:

- **Third-Party Administration Department:** Process flow learning from scratch.
- **Data Collection and Analysis:** Initiated data collection for individual projects, performed daily audits, and maintained records to monitor patient care standards and operational efficiency.
- **Interdisciplinary Collaboration:** Collaborated with various departments to enhance coordination, streamline processes, and ensure seamless patient care from admission to discharge.
- **Presentation and Problem-Solving:** Presented findings, gap analyses, and proposed solutions to hospital management, demonstrating the ability to analyse complex data and suggest actionable improvements.
- **Continuous Improvement and Accountability:** Identified and addressed operational loopholes daily, contributing to ongoing quality improvement initiatives and ensuring timely patient care and financial clearances.
- **Comprehensive Departmental Orientation:** Acquired in-depth knowledge through extensive orientation across critical departments like ICU, OT, CCU, NICU, MICU, general ward, IPD, OPD, billing, TPA, dialysis, and pharmacy.
- **Hands-On Experience with Floor Coordinators:** Engaged daily with floor coordinators, learning first-hand about patient management, coordination, and administrative tasks on IPD floors.
- **Observation and Participation:** Observed daily hospital operations, including admission and discharge processes, and actively assisted in floor activities under the guidance of senior doctors.
- **Discharge Process Management:** Thoroughly analysed and improved discharge processes, focusing on documentation accuracy, TPA handling, billing efficiency, and pharmacy coordination.

