

METHODOLOGY

SWOT ANALYSIS

To create a patient-centric, tertiary healthcare organization focused on non-intrusive quality care utilizing leading edge technology with a human touch

MISSION

- Quality care to all patients
- Ensure care Ethics
- Push frontiers of care through Research and Education
- Adhere to National and Global Standards in healthcare

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- | | Opportunities | Threats |
|------------|--|--|
| Strengths | <ul style="list-style-type: none">• Strong brand• Super specialist talent pool & expertise• Comprehensive service lines• Accreditation• Technology advantage | <ul style="list-style-type: none">• Over dependence on current markets• Limited geographical reach• Credit earnings to cash ratio is imbalanced |
| Weaknesses | <ul style="list-style-type: none">• Expansion into new healthcare segments or specialties.• Introduction of innovative healthcare technologies or treatment methods.• Targeting medical tourism to attract patients from abroad. | <ul style="list-style-type: none">• Intense competition from other hospitals in the region.• Public health crises or epidemics leading to increased demand and strain on resources. |

CHALLENGES

- There was limited access to resources and tools.
- Adapting to the organizational culture in a short time was challenging.
- Understanding the complex hierarchy was difficult.
- Accessing data was not allowed.
- Some staff members were non-cooperative.

LEARNINGS

- Visited departments: OPD, IPD, ICU, TPA, IPD billing, dispatch, pharmacy, CSSD, and emergency and supported the process
- Assisted the floor manager during rounds to ensure patient satisfaction and care
- Became familiar with hospital systems such as EHR and HIS.
- Worked on TPA PROJECT and analyse the major causes in delay of initial approval

AIM

Analyzing the primary source of delays in the preauthorization process with Third Party Administrators (TPAs)

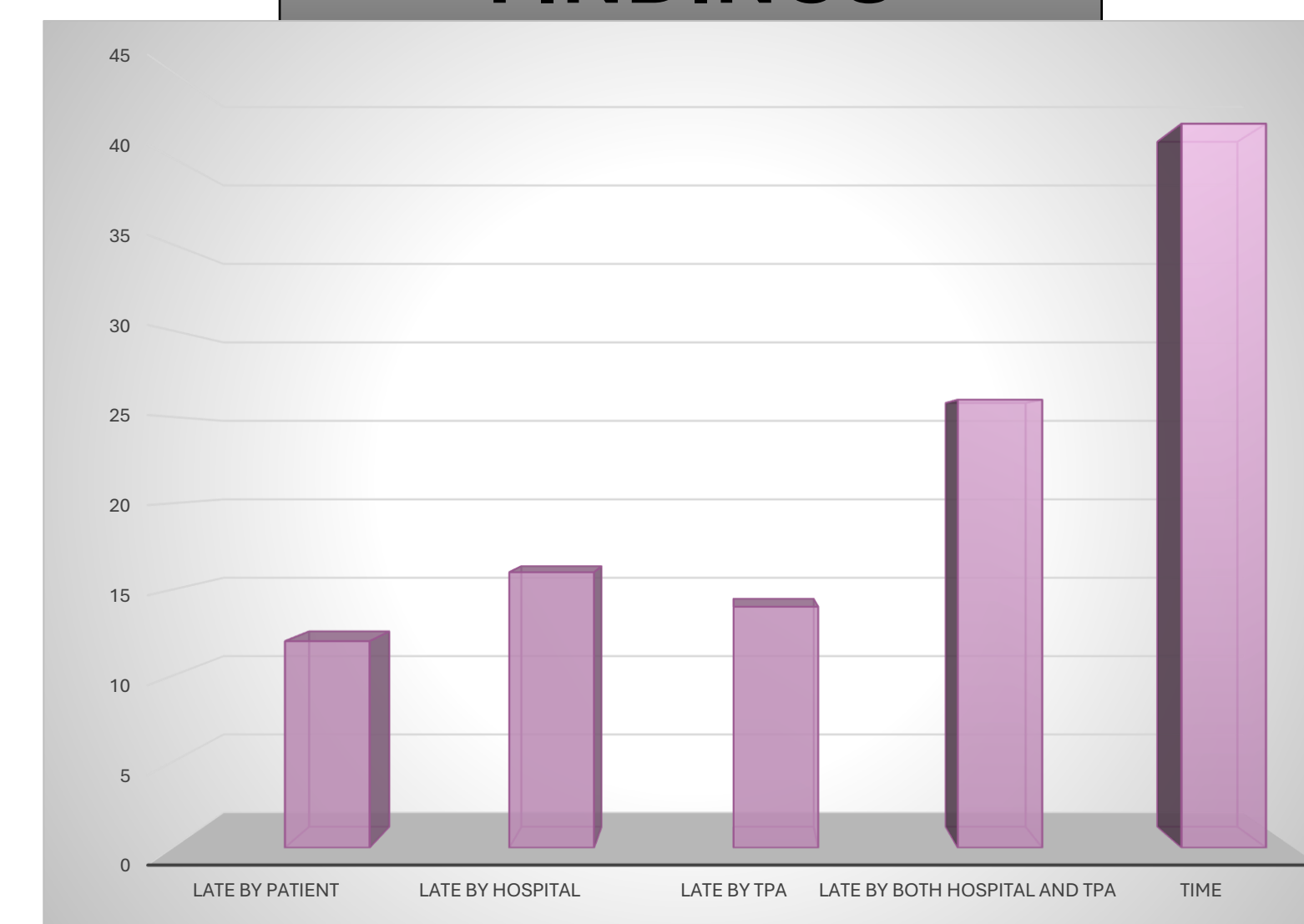
PRACTICAL EXPOSURE

- I get practical experience in healthcare settings in medical
- I faced real-time issues, learning to think quickly and solve problems in hospital

THEORETICAL KNOWLEDGE

- I gained a deep understanding of healthcare management through courses and lectures.
- I improved my analytical and critical skills by studying case studies, research papers

FINDINGS



INTERPRETATION

40% of cases received their initial approval responses on time, typically within 3-4 hours. However, 10% of cases experienced delays due to patients' late submission of pre-authorization forms. 12% of cases were delayed because the hospital was slow in sending the initial approval request. 13% of cases were delayed due to the TPA company's slow response. Finally, 23% of cases were delayed due to combined delays from both the hospital and the TPA.

USEFULNESS

- Provided a comprehensive understanding of hospital operations.
- Offered knowledge about the functioning of IPD, ICU, OPD, and TPA.
- Enhanced communication and coordination skills by interacting with healthcare professionals and staff.

SUGGESTIONS

Color-Coded Charts: Display charts with color-coded steps and required documents at key locations to help patients understand the process.

Digital Preauthorization: Digitize the preauthorization process to reduce paperwork delays and waiting times

Increase Manpower: Hire more staff to manage workload effectively.
Dedicated Query Staff: Assign personnel to handle queries and emails for faster claim approvals.

Authorize Junior Doctors: Allow junior doctors to sign preauthorization forms when senior doctors are busy.

First-Come, First-Served: Process preauthorization forms in order of arrival to avoid backlogs, especially during lunch breaks.

Continuous TPA Desk Presence: Ensure staff are always available at the TPA desk, even during lunch breaks.

Patient Tracking Portal: Create a portal for patients to track their preauthorization and claims status.

Access to Reports: Grant TPA staff access to investigation reports to quickly resolve queries, saving patients time

ORGANIZATIONAL STRUCTURE

