



History:

PSRI Hospital was established in the year 1996 as South East Asia's first and India's foremost institute providing advanced and comprehensive medical and surgical treatment for digestion-related diseases. Since its inception, many more specialties have been added and presently it is a multi-specialty Hospital. Promoted by the JK Group one of the leading business houses in India, PSRI Hospital was established in 1996 to provide curative and preventive medical care through a caring environment.

Description:

Pushpawati Singhania Hospital & Research Institute (PSRI Hospital) is a multi-specialty institute of national & international repute with 201 beds. PSRI hospital is famous for its ambience, quality of care and high-level patient satisfaction. The state-of-the-art facilities coupled with latest equipment's and renowned consultants ensure that patients from NCR, various states of India and foreign countries come for highly specialized tertiary level treatment.

Vision:

- To achieve excellence in health care delivery system through hard work & human touch.

Mission:

- Aim to be the leaders in our chosen specialties through excellence, dedication, teamwork and quality
- Not to compromise with the values we cherish and standards we laid down for ourselves
- Devote ourselves to professional excellence through original research and academic activities of highest standard
- Helping the ailing people through our chosen specialties by providing best possible preventive, curative and promotive services for restoring their health and personal productivity

Third - Party Administration

In a hospital, TPA stands for Third-Party Administrator. TPA is department that handle various administrative functions for patients. The functions are - claims processing, cashless facility, network management and pre - authorization. Overall, TPA department act as intermediaries between insurance companies and policyholders, ensuring smooth and efficient administration of health insurance policies.

Difference between theoretical and practical understanding:

Practical exposure in hospital management focuses on real world application, skill development and learning from experience, while theoretical understanding provides a foundation of knowledge, frameworks and analytical tools.

Challenges faced during internship:

- Communication and teamwork
- Data privacy and confidentiality
- Interdepartmental collaboration
- Data analysis

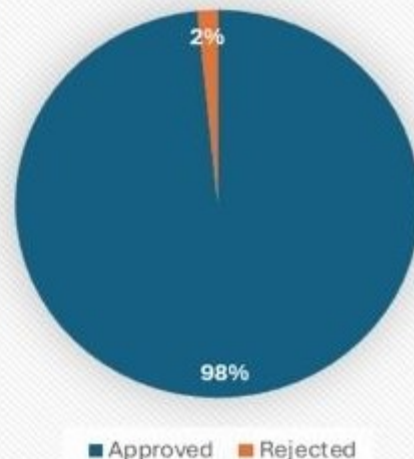
Learning during internship:

- Registration process and HMS systems
- Tackling patients and attendants
- Codes of hospital
- OSHA training
- TPA process
- Discharge process for all the type of patients
- On boarding process of employee
- Recruitment process
- Resignation process

Purpose of project :

- Evaluate Current TPA Processes
- Identify Bottlenecks and Pain Points
- Reduce Turnaround Times

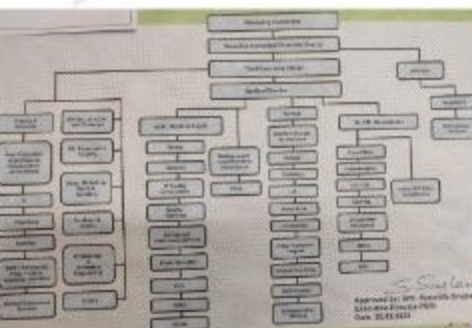
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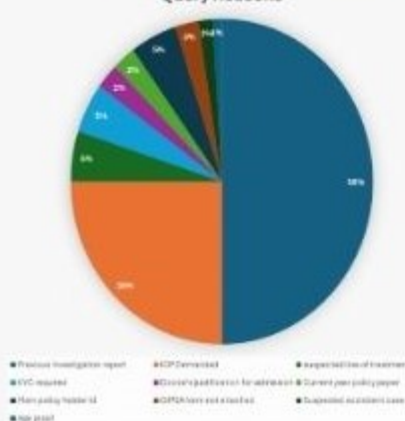
Usefulness of internship:

- Helped gaining practical knowledge of daily operations in a hospital
- Gained knowledge about strategic planning
- Gave understanding of patient grievance handling
- Gained knowledge about broad aspect in operations

Organization Structure



Query Reasons



Strengths

The denial ratio is 2%
Patient centric approach
Competent employees

Weaknesses

Interdepartmental communication
Communication with the TPA representatives
Inefficient documentation practices
Lack of real time tracking and monitoring
Employee burnout due to overwork

Opportunities

Training and development
Technology upgradation
Improved communication channels
HMS upgradations

Threats

Advanced TPA services in other hospitals
Stiff competition
Dissatisfied patients
Employee turnover

Suggestions:

Staff recruitment to avoid employee burnout
HMS needs to be upgraded
IHX needs upgradation
TPA communication should be improved
Training sessions about consistent documentation practices
A patient handbook of TPA desk

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