

A study of financial counselling in self-pay and estimation of variance between the estimated bill and final bill of surgical patients at CK Birla Hospital, Jaipur

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HOSPITAL PROFILE

BRIEF HISTORY

- ❖ It was the first private hospital with the cutting-edge facility in healthcare in Kolkata.
- ❖ It is the first hospital in India to receive the National Accreditation Board of Hospital award.
- ❖ The group launched the most progressive center of the clinical care at Jaipur-The Rukmani Birla Hospital in 2016.

BRIEF DISCRIPTION

The CK Birla group has different chains which include hospitals in Gurugram (CK Birla), Jaipur (RBH), Kolkata (CMRI), and Kolkata (BM Birla Heart Research Centre).CK Birla Hospital is a 230-bedded multi-specialty hospital in Jaipur. RBH has 24-hour specialized healthcare departments with highly trained doctors and nurses.

VISION

- ❖ To provide the highest level of patient care and clinical excellence

MISSION

- ❖ To create Clinical Centres of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

METHODOLOGY

The study was conducted from secondary data.

- ❖ **Research Design:** Descriptive Study
- ❖ **Sample Population:** Surgeries of last 6 Months.
- ❖ **Sampling Method:** Convenience sampling
- ❖ **Sample Size:** 475 Surgical Patients
- ❖ **Study Area:** Financial Counselling Department.
- ❖ **Inclusion criteria:** Patients who are advised to undergo Surgical Procedure and financial counselling for estimation cost in self-pay.
- ❖ **Exclusion criteria:** Duplicate entries are excluded from the project, errors in documentation, and incomplete data.

SWOT ANALYSIS

STRENGTH

- Experienced, Skilled staff
- Efficient Workflow & turnaround time.
- Dynamic data management software.

THREAT

- Technical glitches
- Documentation and Data Error
- Insufficient flow-ups.
- Insurance dispute

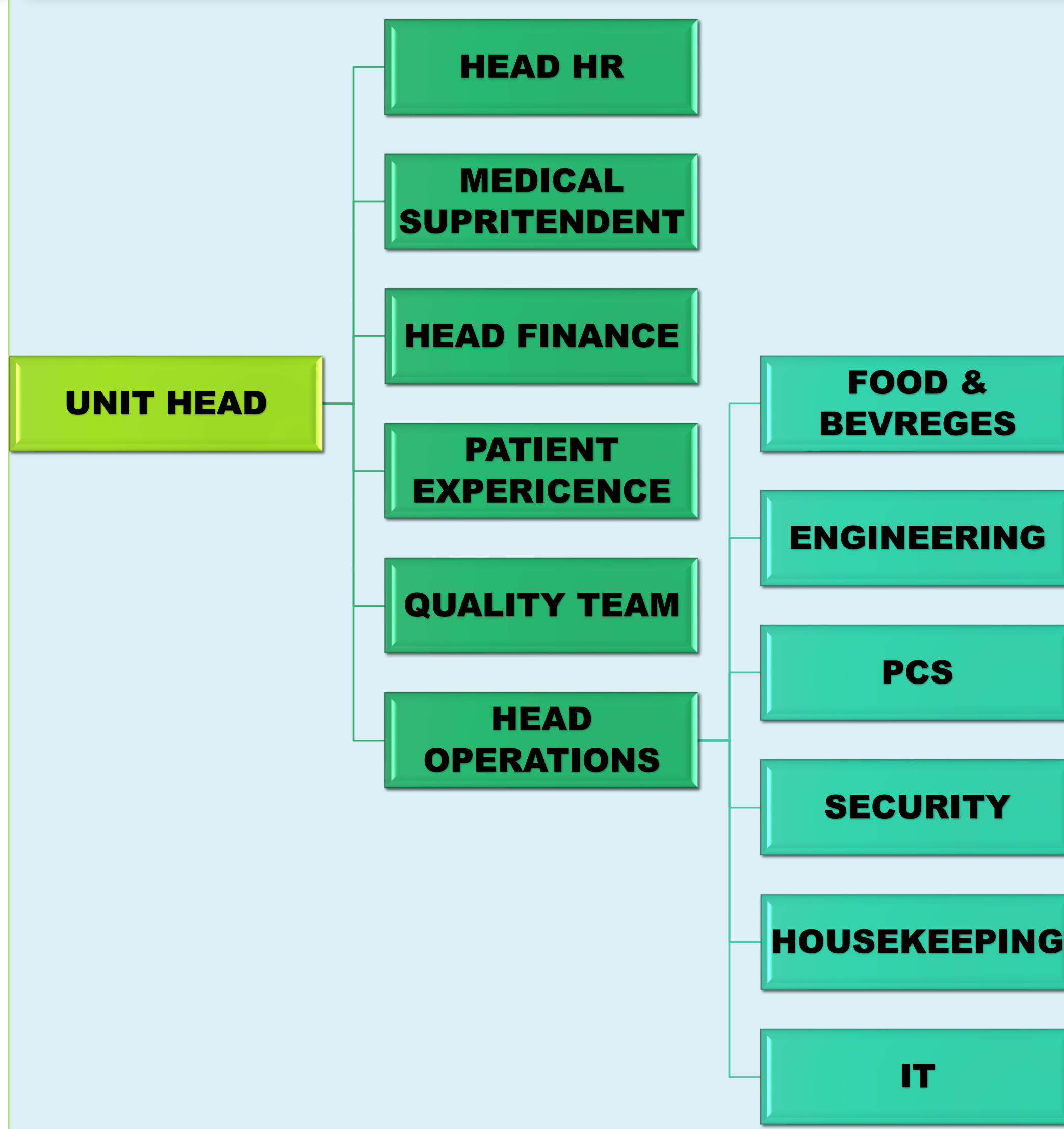
OPPORTUNITIES

- Collaboration and interdisciplinary care.
- Comprehensive application for patient care.

THREAT

- Data privacy and security.
- Rising patient expectations.
- Economical Downfall.

ORGANIZATION STRUCTURE



OBJECTIVES

- To assess the accuracy of estimated healthcare costs compared to actual expenses incurred by these patients.
- To find in which type of surgery the maximum deviation is present.
- To find the variation in the financial estimation to the final bill.

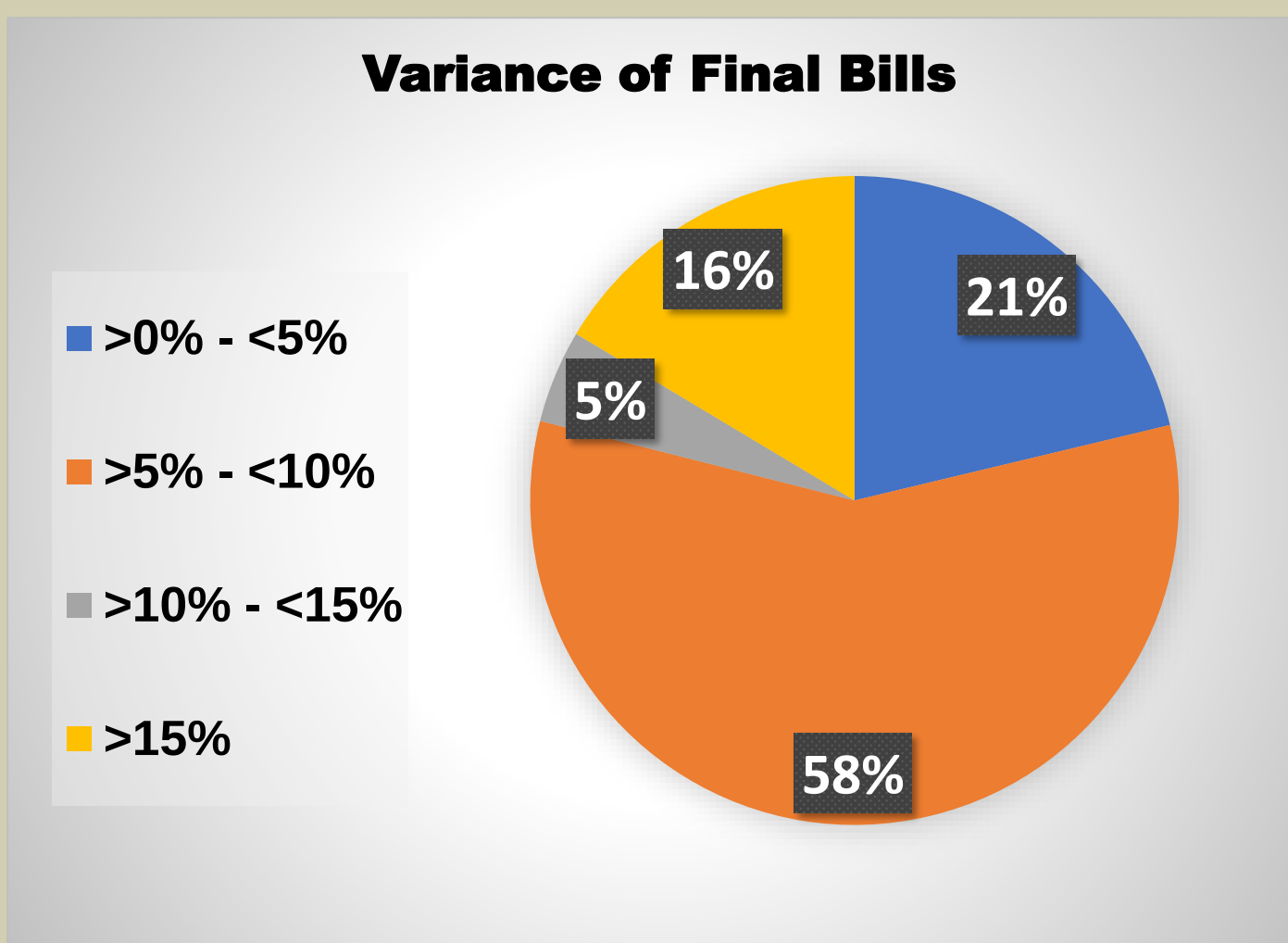
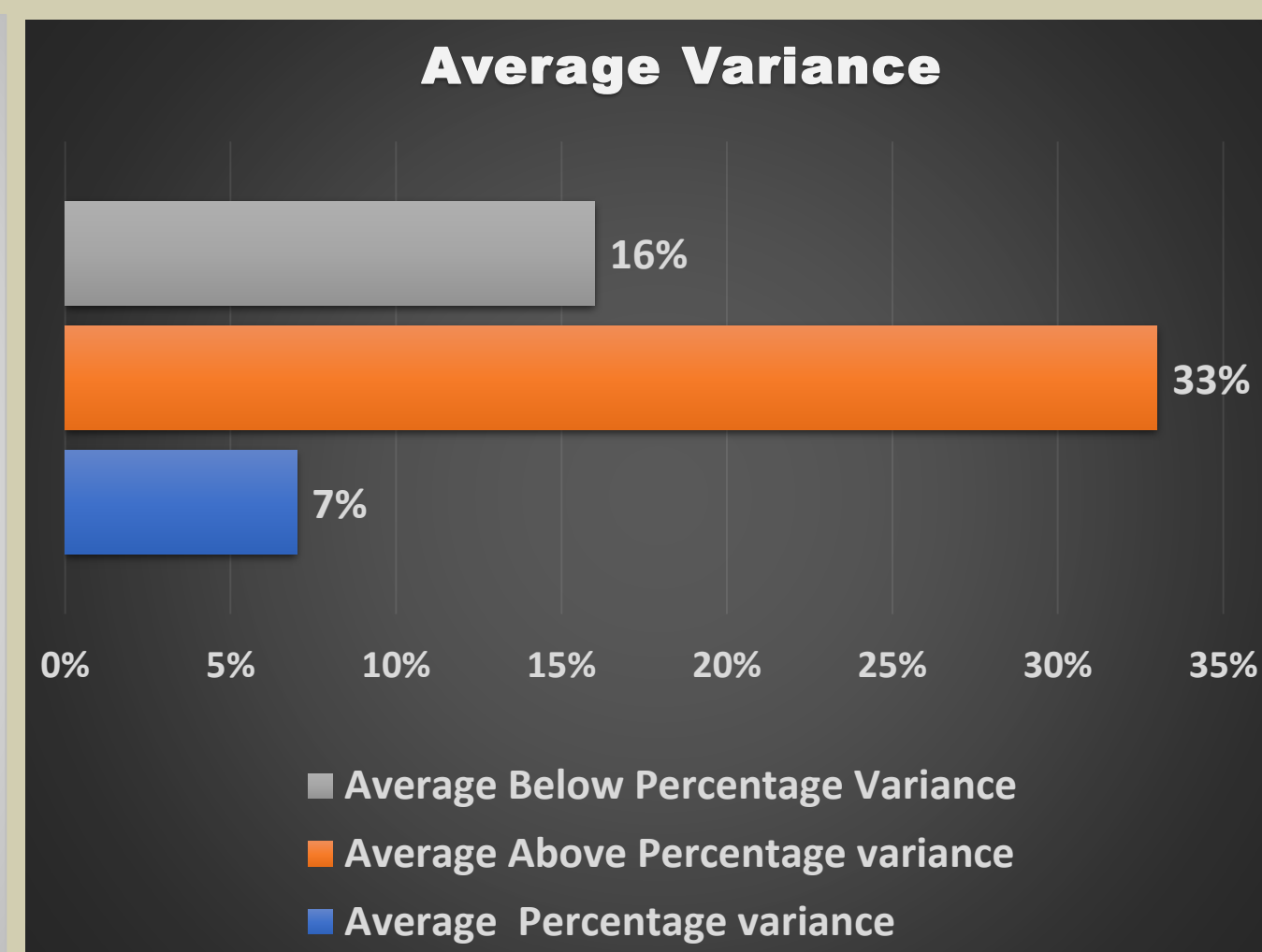
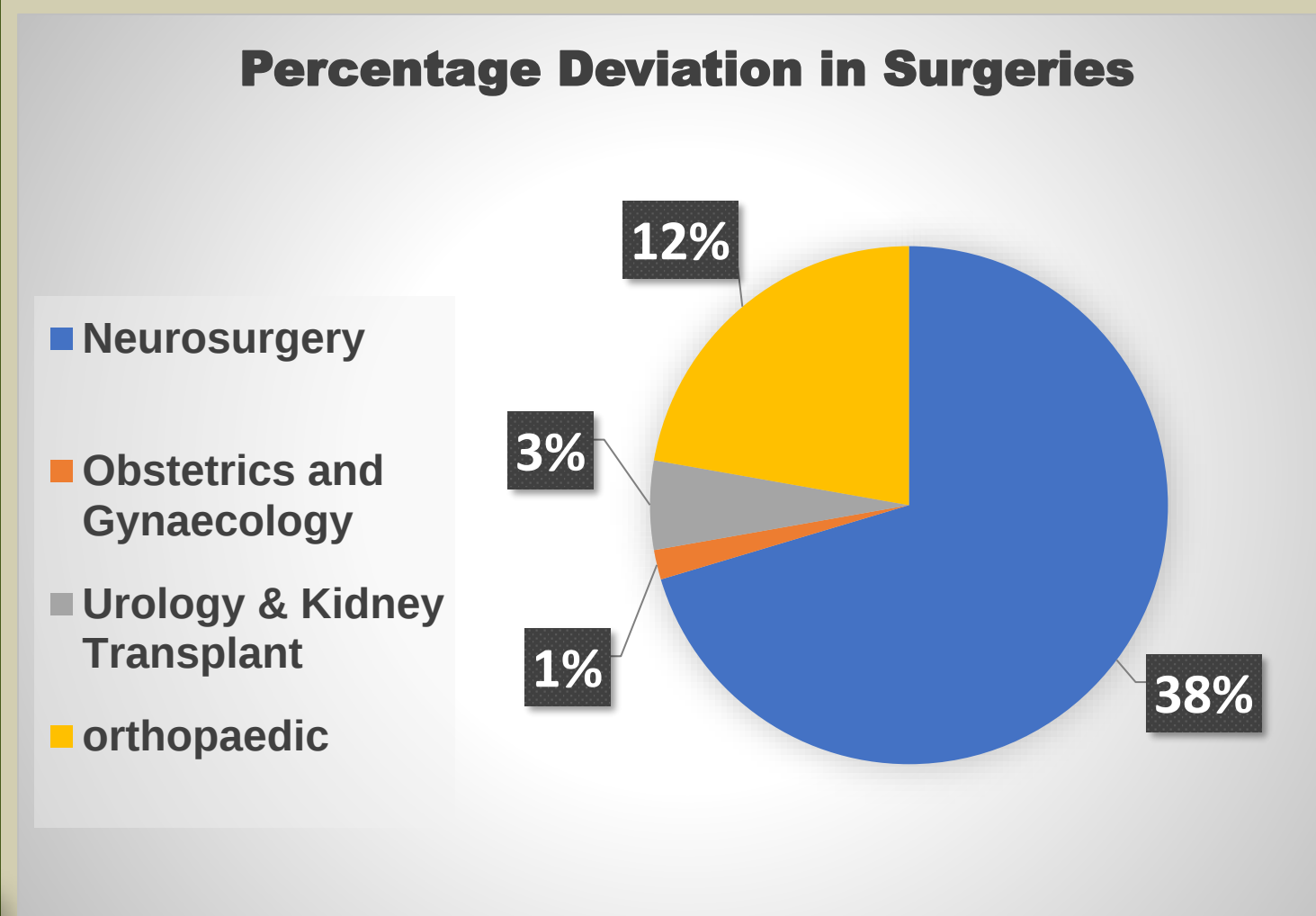
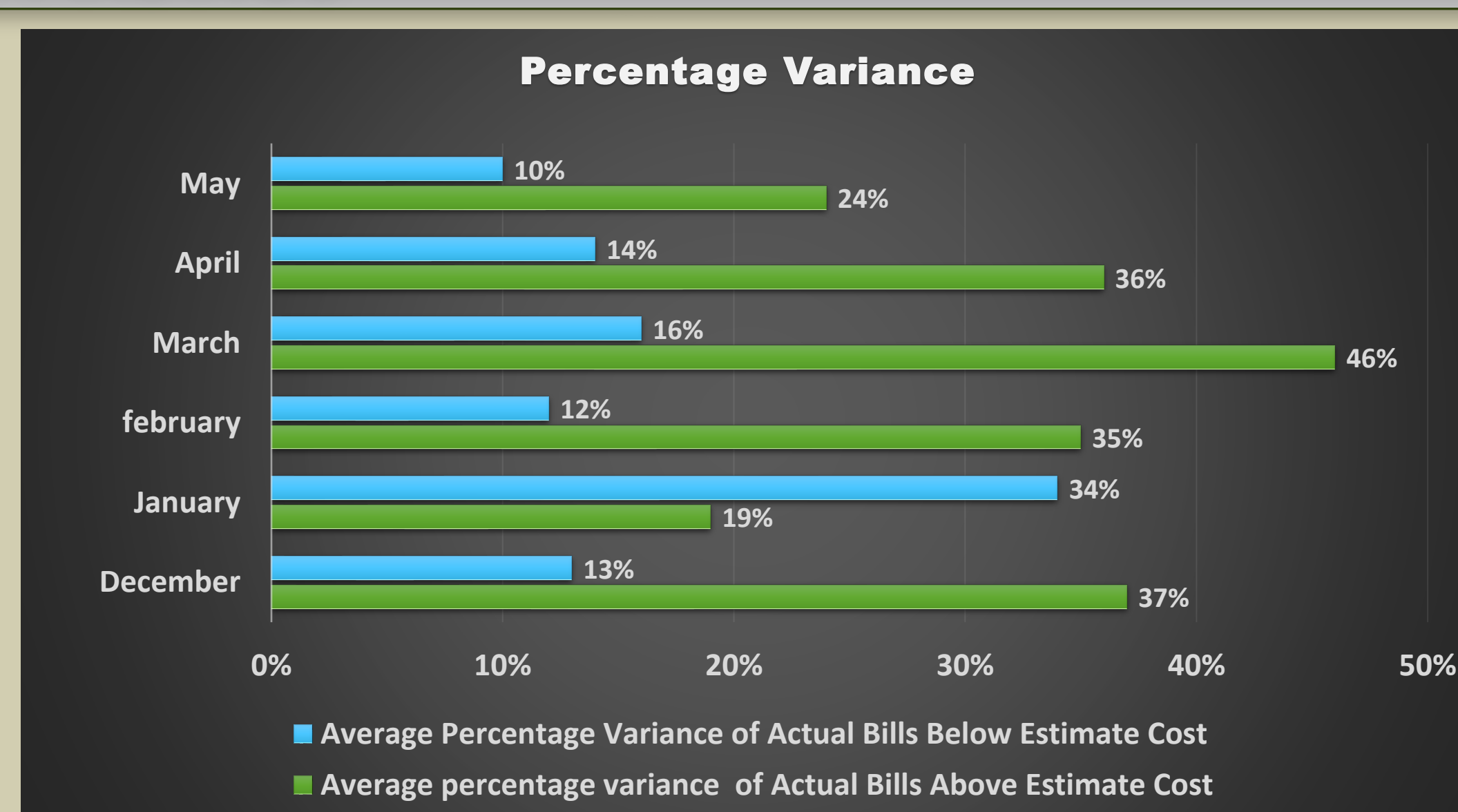
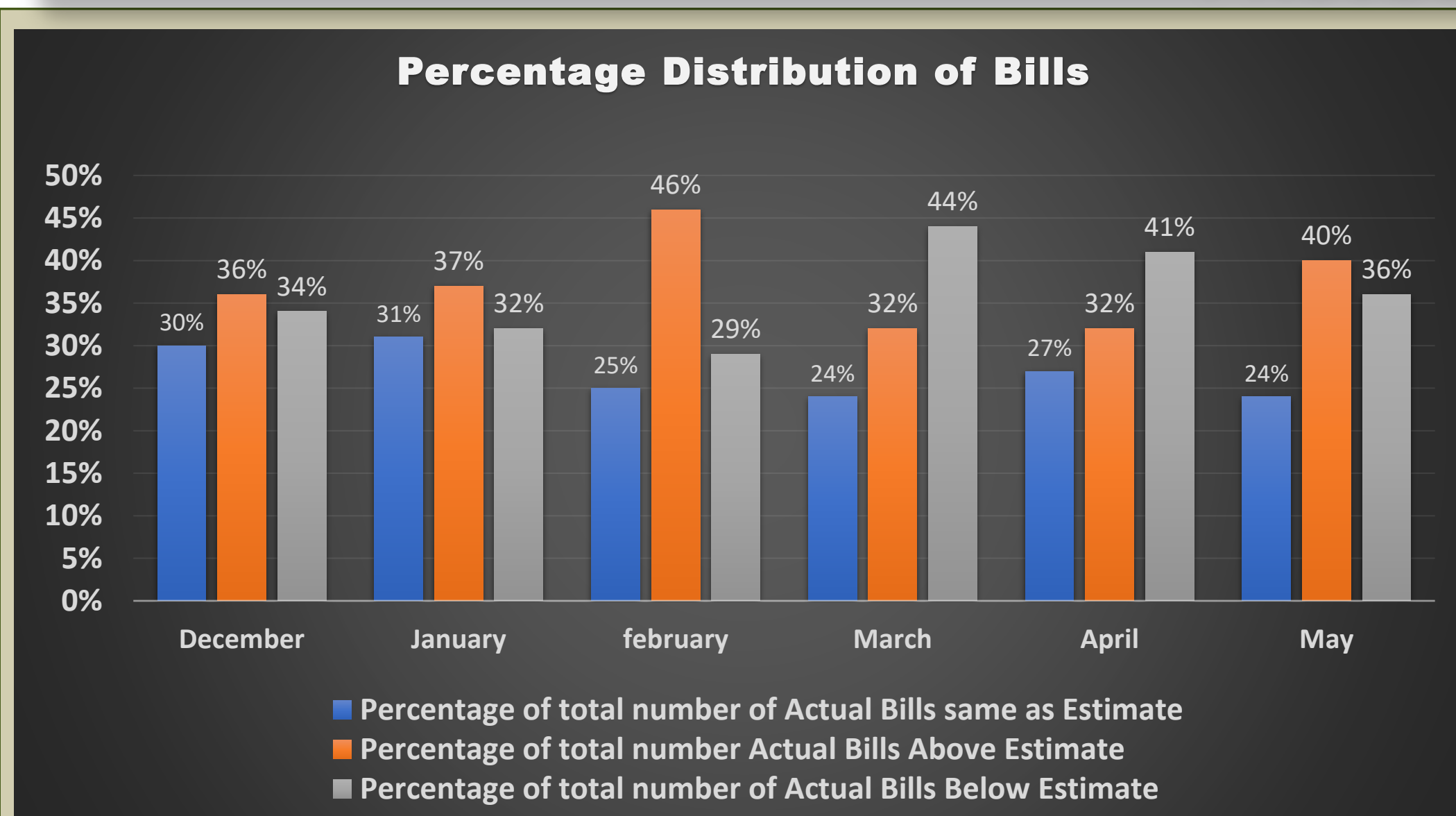
THEORETICAL VS PRACTICAL EXPOSURE

- Theoretical knowledge is more abstract and conceptual While practical knowledge is focused on real-world application.
- Theoretical knowledge enhances understanding, and analytical skills while practical knowledge develops skills such as problem-solving, decision-making, and teamwork.
- Theoretical knowledge helps in understanding the concepts, quality management principles, and industry standards, while practical knowledge helps me be more confident in implementing the theoretical concepts in my work.

LEARNING

- ❖ Developed the understanding about hospital management system.
- ❖ Emergency codes(STEMI, RRT) and its importance.
- ❖ Functioning of Departments (Patient care services - OPD & IPD, Engineering, F&B.
- ❖ Daily Internal assessments.
- ❖ Discharge process of cash and insurance patient.
- ❖ Learnt project management, patient coordination, task management, resolving problem.

PROJECT FINDINGS



SUGGESTIONS

- Defined length of stay packages surgery wise for key specialties to prevent variance.
- Consumables should be used in appropriate numbers and extra usage of consumables can be reduced.
- Recounselling should be updated on real time basis.

USEFULNESS

- Hospital industry exposure.
- Opportunity to conduct research in hospital.
- Helps to create networking with hospital member.
- Opportunities to improve communication skills.

CHALLENGES

- Adjusting to Dynamic Hospital environment.
- Data Privacy and Confidentiality.
- Communication and Teamwork.

