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SPECIALIZATION: HEALTH MANAGEMENT

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RESEARCH PROPOSAL SYNOPSIS

Title: Analysis of Claim Processing Efficiency and Patient Satisfaction: A Comparative Study of Insurance and Government Scheme Beneficiaries at S.R. Kalla Hospital, Jaipur

Introduction: In the evolving healthcare landscape, efficient claim processing and high patient satisfaction are crucial for hospital operations. This study aims to evaluate claim processing times and patient satisfaction levels for insurance policyholders and beneficiaries of government schemes (CGHS and RGHS) at S.R. Kalla Hospital, Jaipur. By identifying areas for improvement, the study seeks to enhance operational efficiency and patient experience.

Research Question

The major research question targets three areas of interest, namely,

- 1) What are the current practices of claim processing ?
- 2) What are the Patient satisfaction levels of the policyholders at S.R Kalla Hospital?
- 3) How Patient satisfaction can be improved?

Objectives:

The Major objective is to understand the claim processing aspects and patient satisfaction in SR Kalla Hospital Jaipur.

Three specific objectives are as follows:

1. Claim processing to different policyholder' registered under general insurance, CGHS, RGHS.
2. Satisfaction level of the policyholders at SR Kalla Hospital. .
3. Identifying issues to improve performance levels of the hospital and make the patient's stay more satisfying.

Hypothesis: The study hypothesizes that there are opportunities to reduce claim processing times and increase satisfaction levels among policyholders at SR Kalla Hospital through systematic improvements in operational processes.

Material and Methods:

- **Study Design:** This is a cross-sectional study conducted over a period of 3 months.
- **Setting:** SR Kalla Hospital, Jaipur, India.
- **Study Population:** Policyholders (general insurance, CGHS, RGHS) visiting SR Kalla Hospital during the study period.
- **Duration of Study:** 3 months.
- **Sample Size:** 100 policy holder 110 survey forms
- **Sample Technique:** Convenience sampling method will be employed.
- **Data Collection Procedure:**
 - Claim processing times: Data will be collected from hospital records and insurance claims databases.
 - Satisfaction surveys: Structured questionnaires will be administered to policyholders post-visit or via email/phone.
- **Operational Definition:**
 - Claim processing time: Time interval from claim submission to final approval.
 - Satisfaction levels: Degree of satisfaction reported by policyholders based on predefined survey questions.

Data Analysis Plan: Quantitative data on claim processing times will be analyzed using descriptive statistics (mean, median, standard deviation). Satisfaction survey responses will be analyzed using statistical methods to identify trends and correlations.

Ethical Considerations:

- Informed consent will be obtained from all participants.
- Confidentiality of patient information and survey responses will be strictly maintained.
- The study will adhere to ethical guidelines and protocols set forth by SR Kalla Hospital and relevant regulatory bodies.

Implication of Research for SR Kalla Hospital, Jaipur: This Study aims to provide actionable insights into improving operational efficiency and enhancing patient satisfaction at SR Kalla Hospital. By identifying and addressing bottlenecks in claim processing and understanding policyholder satisfaction levels, the hospital can implement targeted improvements to enhance overall service delivery and patient experience
