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**"Analysing Delay Factors in the Pre Authorization of Insured Patients:
Insights from a Multi-Specialty Hospital and Recommendations for
Enhanced Turnaround Time"**

Problem Statement:

The pre-authorization process in healthcare facilities is a critical phase that directly impacts, resource utilization, and overall operational efficiency. Despite its significance, delays in the process persist, leading to increased costs, overcrowding, and potential adverse effects on patient outcomes. This study aims to identify the underlying causes of these delays within a large multi-specialty hospital setting and propose recommendations to streamline the pre authorization process, ultimately improving turnaround times and enhancing overall healthcare delivery.

Research Question:

- "What are the key bottlenecks within the pre-authorization of insured patients in a large multi-specialty hospital, as evidenced by the Total Turnaround Time (TAT) calculation, and how do these bottlenecks impact overall efficiency?"
- "What patterns or trends exist in the queries received from external Third-Party Administrators (TPAs) regarding insured patient pre-authorization process over a three-month period, and how can analysis of these queries inform strategies to minimize query volume, thereby saving time and resources for in-house executives?"

Objective:

- The first objective is to calculate the TAT of overall pre authorization of insured patients and to find out the bottlenecks in the sub process.
- The second one is to collect and analyse the queries sent by external TPA for a period of three months to suggest measures that are needed to be taken to reduce the number of queries, - which would result in savings of time and efforts of in-house executives.

Material and methods**Study Design:**

This study is cross sectional and prospective, carried out in a 118 bedded. super speciality hospital in Nagpur, Maharashtra during the period from March 2024 to June 2024.

Setting:

TPA Insurance Department at Wockhardt Hospitals, Nagpur.

Duration:

The duration will be 3 months.

Inclusion criteria:

Patient coming in for treatment were included who opted for Insurance cashless facility.

Exclusion criteria:

Patient whose Pre Authorization was denied.

Data Collection Tools and Technique Used:

Turn Around Time	Elaboration	Data Collection Tool	Technique
TAT 1	Time pre-authorization form filled by billing executive	Observation	Observation
TAT 2	Time RMO filled the medical history form	Observation	Observation
TAT 3	Time TPA reverted	Email timing	Email timing
TAT 4	Time taken for reverting back queries to TPA	Email timing	Email timing
TAT 5	TAT for Initial Approval (Total TAT)	Addition of TAT 1, TAT 2, TAT 3, TAT 4,	

Ethical Consideration:

- Participant anonymity and confidentiality will be ensured throughout the study.
- Data will be securely stored and accessed only by authorized researchers.
- The study will adhere to ethical guidelines set forth by institutional review boards and regulatory authorities.