

Title: Enhancing Quality Assurance and Patient-Centric Care: A Study of Query Resolution and Deductions in the Ayushman Bharat Insurance Department at Shri Mata Vaishno Devi Narayana Super Specialty Hospital, Jammu

Submitted by –

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Roll number – IIHMR-U/01/2022-24/1649

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Introduction:

The Ayushman Bharat insurance scheme has revolutionized healthcare accessibility in India, aiming to provide quality healthcare services to all. Shri Mata Vaishno Devi Narayana Super Specialty Hospital, Jammu, plays a crucial role in delivering healthcare services under this scheme. However, ensuring seamless query resolution and minimizing deductions are imperative not only for financial sustainability but also for upholding patient-centric care and ensuring the highest standards of quality assurance. This study endeavours to delve into the intricacies of query resolution and deductions within the Ayushman Bharat insurance department to enhance overall quality assurance and patient satisfaction.

Research Question:

How can the Ayushman Bharat insurance department at Shri Mata Vaishno Devi Narayana Super Specialty Hospital optimize query resolution processes to reduce resolution time and deduction rates thereby enhancing quality assurance and patient-centric care?

Objectives:

1. To study the existing query resolution mechanisms and identify bottlenecks and challenges that had occurred and provide strategies for them.
2. To analysis technological and procedural improvements that reduce query resolution time and deduction rates.
3. To assess the impact of these improvements on patient satisfaction.

Hypothesis:

Null Hypothesis (H₀): There is no significant association between the quality of query resolution processes and patient satisfaction within the Ayushman Bharat insurance department.

Alternative Hypothesis (H₁): Improving the quality of query resolution processes will lead to higher patient satisfaction levels within the Ayushman Bharat insurance department.

Material and Methods:

Study Design: Mixed-methods study comprising qualitative interviews and quantitative analysis.

Setting: Shri Mata Vaishno Devi Narayana Super Specialty Hospital, Jammu.

Study Population: Patients enrolled under the Ayushman Bharat insurance scheme.

Inclusion Criteria: Patients receiving healthcare services covered under the Ayushman Bharat insurance scheme.

Exclusion Criteria: Patients not covered under the Ayushman Bharat insurance scheme.

Study Tools: Structured interviews, query resolution logs, patient satisfaction surveys.

Duration of Study: 3 months march'24 to june'24

Sample Size: 300 patients.

Sampling Technique: Random sampling.

Data Collection Procedure: Interviews with hospital staff, review of query resolution logs.

Data Analysis Plan:

Descriptive statistics, regression analysis, thematic analysis for qualitative data.

Ethical Considerations:

Informed consent will be obtained from all participants.

Measures will be taken to ensure data confidentiality and privacy.

Implications of Research:

This study's findings will offer insights into enhancing quality assurance and patient-centric care within the Ayushman Bharat insurance department, thereby contributing to improved healthcare outcomes and patient satisfaction.

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