

DISSERTATION REPORT

ADMISSION RECORDS AUDITING AND PATIENT SATISFACTION BASED ON TPA SERVICES

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INTRODUCTION

- Admission records are technically valid records which must provide an overall correct description of each patient's details of care or contact with hospital personnel.
- Admission records form a very important and critical document in hospital. These records are vital for legal purposes and for future planning of the hospital medical care.
- The importance of the medical records also be communicated to all staff. Periodic audits of the admission records at HMIS will help to determine the possible deficiency in keeping records, which can be improved and worked upon by the hospital.
- A proper set of admission records will help the patient and the hospital with smooth conduct of the process starting from admission to the discharge.

- The insurance industry in India has experienced a sudden boom since emergence of private partnerships.
- To manage the problems arising out of increasing health care costs, the health insurance industry had assumed a new dimension of professionalism with TPA.
- The core service of a TPA is to ensure better services to policyholders. Their basic function is to act as an intermediary between the insurer and the insured and facilitate cash less service at the time of hospitalization.
- The participation in this project gave me a better understanding of how the admission and TPA departments works in a hospital.
- A Third-Party Administrator will take care of the hospital bills and other expenses. While you are distressed with the illness of a family member or friend, you can just take care of them. The rest will be handled by the TPA.
- Every insurance company appoints a TPA for your service. You do not have to pay directly to the administrator. A TPA can either approve of a cashless claim settlement or reimburse it later. But in no case of complaint or query, will the health policyholder directly connect with the TPA.

LITERATURE REVIEW

- According to Jha (2001) the innovations in the field of medical science have considerably transformed the perception of quality expected by many patients and attendants. The development of InfoTech and its transformation into knowledge technology has played a positive role in increasing and aggravating the levels of expectations.
- BantiKumar & SudhinderSingh (2019) in their study stated that hospitals have evolved from being an isolated sanatorium to a place with five-star facilities. The patients and their relatives coming to the hospital not only expect world class treatment, but also other facilities to make their stay comfortable in as a commercialization and improvement the facilities.
- According to Kotler (2003) satisfaction is a person's feelings of pleasure or disappointment resulting from comparing a product's perceived performance or (outcome) in relation to his or her expectations.

LITERATURE REVIEW continued....

- Shivani Naiyar May 2013: Since the introduction of private participation, the insurance business in India has seen a radical transformation. Health insurance is a means of helping people pay for their medical requirements. To manage the problems arising out of increasing health care costs, the health insurance industry had assumed a new dimension of professionalism with TPA. The core service of a TPA is to ensure better services to policyholders. They primarily serve as a point of contact between the insurer and the insured, facilitating cashless services during hospitalization.
- Vincent Drucker, Bob Karen 2005: A method and business technique for reviewing medical service provider bills, recalculating, and providing payment recommendation to a paying party for the bills. The method includes analyzing medical bills and determining erroneous and inappropriate charges on bills. The method provides a payment recommendation using multiple databases and sophisticated mathematical modeling that includes one or more of the following: a medical service provider's actual cost of delivering the medical services provided; the average profit-margin of that provider, an average profit margin of comparable medical providers in an area, other industry-specific profit-margin benchmarks; an average acceptable payment by medical service providers in the area for comparable services; payment rates negotiated by large health insurers and managed care organizations; and other industry benchmarks for reasonable payment for comparable services.

RESEARCH QUESTION

1. Whether the staff of admission department doing their work in terms of documentations?
2. How well does the TPA service satisfy patient needs?

OBJECTIVES

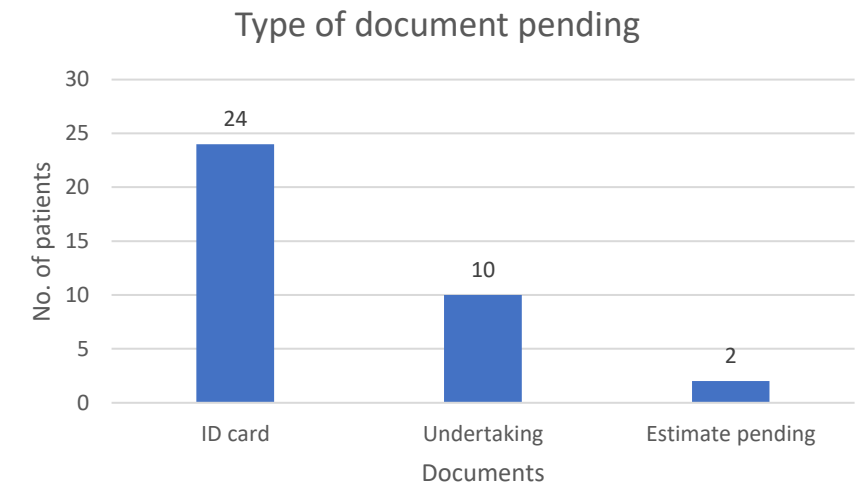
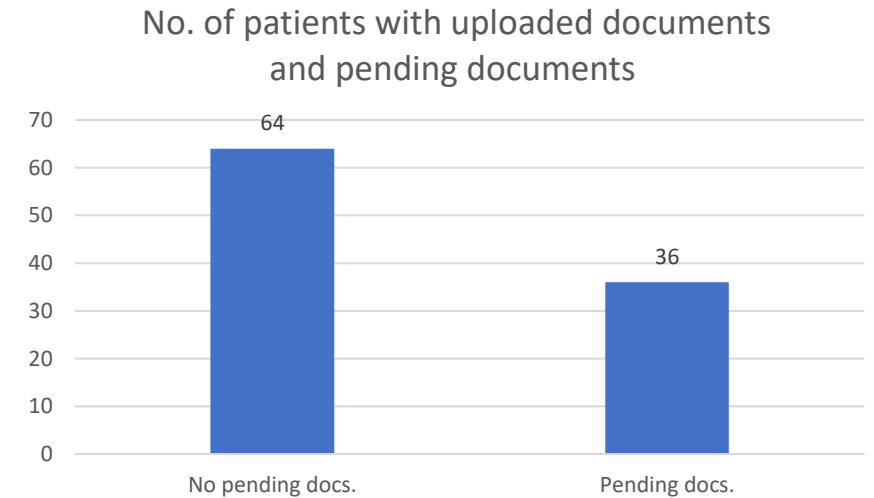
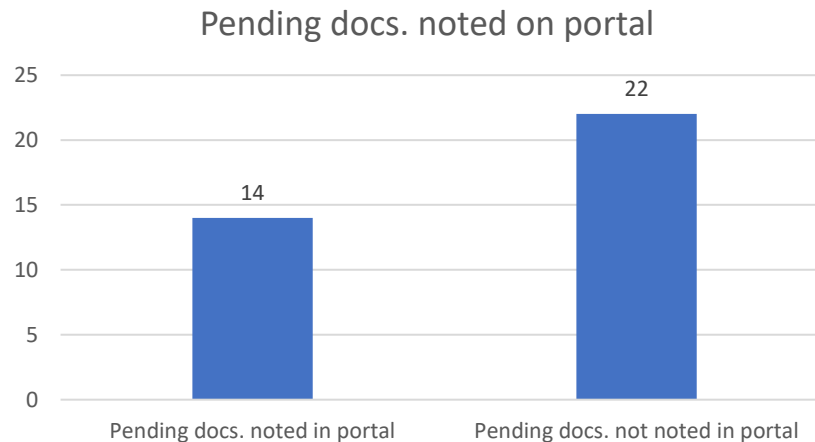
1. To audit the admission record and documentation in the portal, check the type of documents pending or missing from the portal and observe whether the notes for the missing or pending documents are made on the portal or not.
2. To study the satisfaction level of patients based on TPA services and observe the efficiency of the TPA department in providing services to the patient.

METHODOLOGY

- **Sample Size-** 200 Patients
- **Sampling Method-** Systemic Random Sampling (For objective 1). The method involve following steps-
 - Determine and set the sampling interval first. (The population's total number of elements divided by the sample's actual number of elements.)
 - Between 1 and the sampling interval, pick a random beginning point.
 - The sampling interval should then be repeated to select the following elements.
- **Study location-** Sarvodaya Hospital, Faridabad
- **Duration of study-** 90 Days
- **Study design-** Cross- Sectional, Descriptive Study (For Objective 2)
- **Data Collection-** Secondary Data (For objective 1), Survey (For Objective 2)
- **Ethical consideration-** The respondents were informed about the objectives and that the participation in the study is voluntary and that they can opt out from the study at any point of time. The preamble also ensured that no questions would seek their direct personal identification, confidentiality about the identity of respondent and data will be maintained.

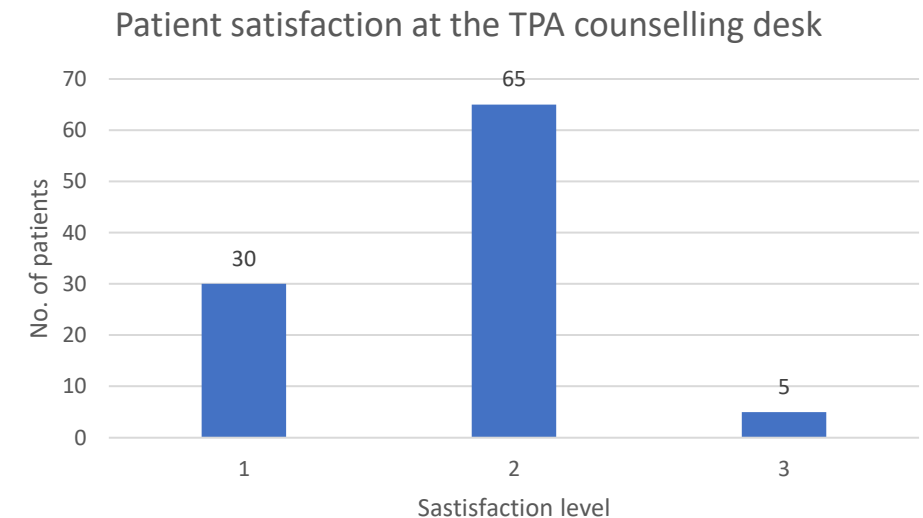
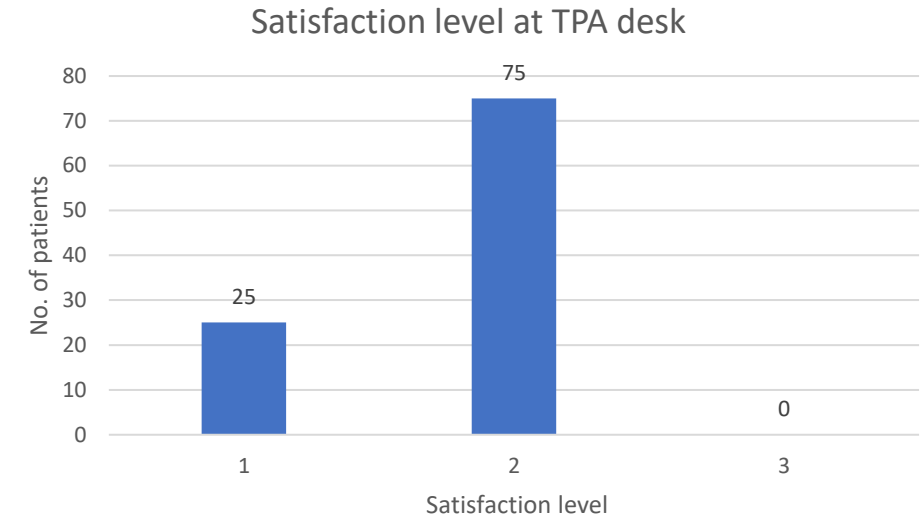
RESULTS

- Out of 100 patients, 36 patient's documents are pending to be uploaded on portal.
- Further categorising the documents which was found to be missing from the portal, it was observed that 24% of the patient's data were having ID Cards missing.
- 10% of the patients were having undertaking missing.
- 2% of the patients were having estimate missing from the portal which gives an idea about the approximate expenses which might be there during the treatment.
- It was observed that out of 36 patients, the notes were made of only 14 patients. It is a big gap as notes were not made for 22 patients which is a large number



RESULTS continued

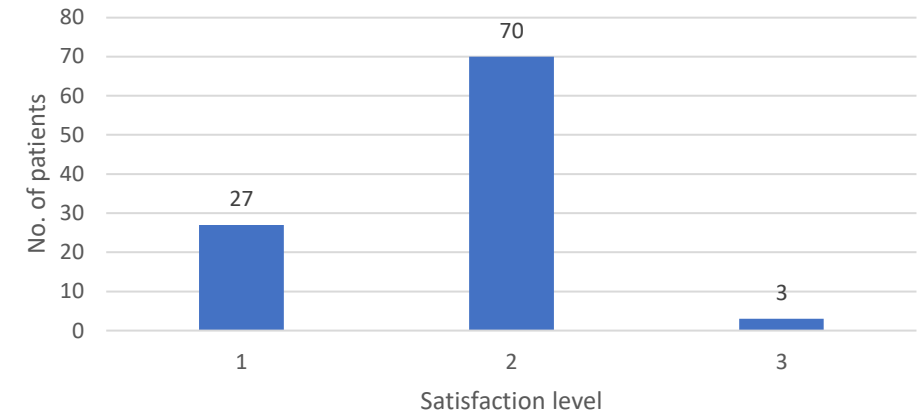
- All patients were found to be satisfied with the response at TPA desk.
- All instructions were given to the patients regarding TPA admissions and most of the patients were satisfied with the counselling process.
- Satisfaction level of majority of the patients (65%) were found to be good or average because they felt that they had to wait for a long time to get their admission done.



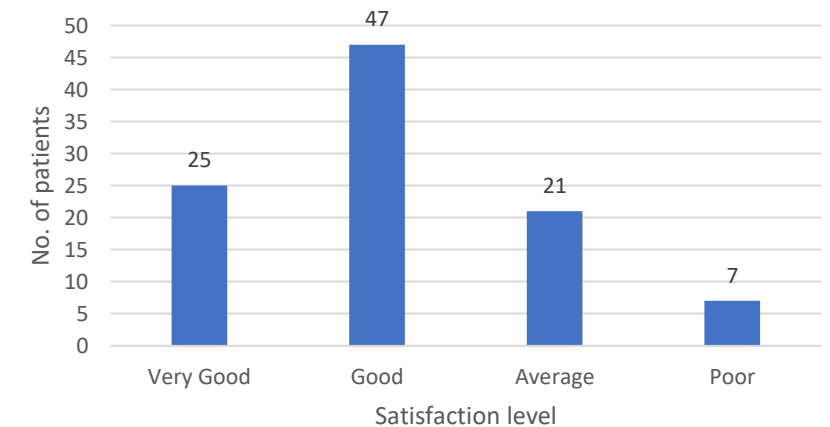
RESULTS continued

- Patient felt that there was a delay in movement of the file from the floor to the billing and then to the TPA therefore their satisfaction level is found to be good or average.
- Most of the policy holders (85%) were found to be satisfied with the quick response on claim intimation by the TPA desk.
- Most of the patients (72%) were found to be satisfied with the overall TPA services.

Patient satisfaction level by response during claim intimation



Patient satisfaction level on overall TPA services



RECOMMENDATIONS

- The checklist of documents must be displayed in the waiting area so that the patient can be ready with all the required beforehand so that the admission can be done within the TAT time and no documents is missing.
- The software should be updated which will notify the staff member regarding the pending documents in the checklist.
- The staff must be given proper training so that they don't miss to write the notes in the portal.
- The quarterly auditing of the documents should be done quarterly to check whether the staff is working efficiently or not.
- Rewards and Recognition must be given to the employees who are working efficiently so that they are motivated to work ever better.
- By providing appropriate counselling and notifying the TPA in advance so that the discharge is not postponed, the patient's happiness can be increased.
- The job should be divided up at the TPA desk so that each employee is clear on their specific responsibilities.
- At the time of admission or discharge, the patient must receive the help.

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Thank you