

Summer training report on

**Study on the importance of home care and its
existence as a separate vertical**

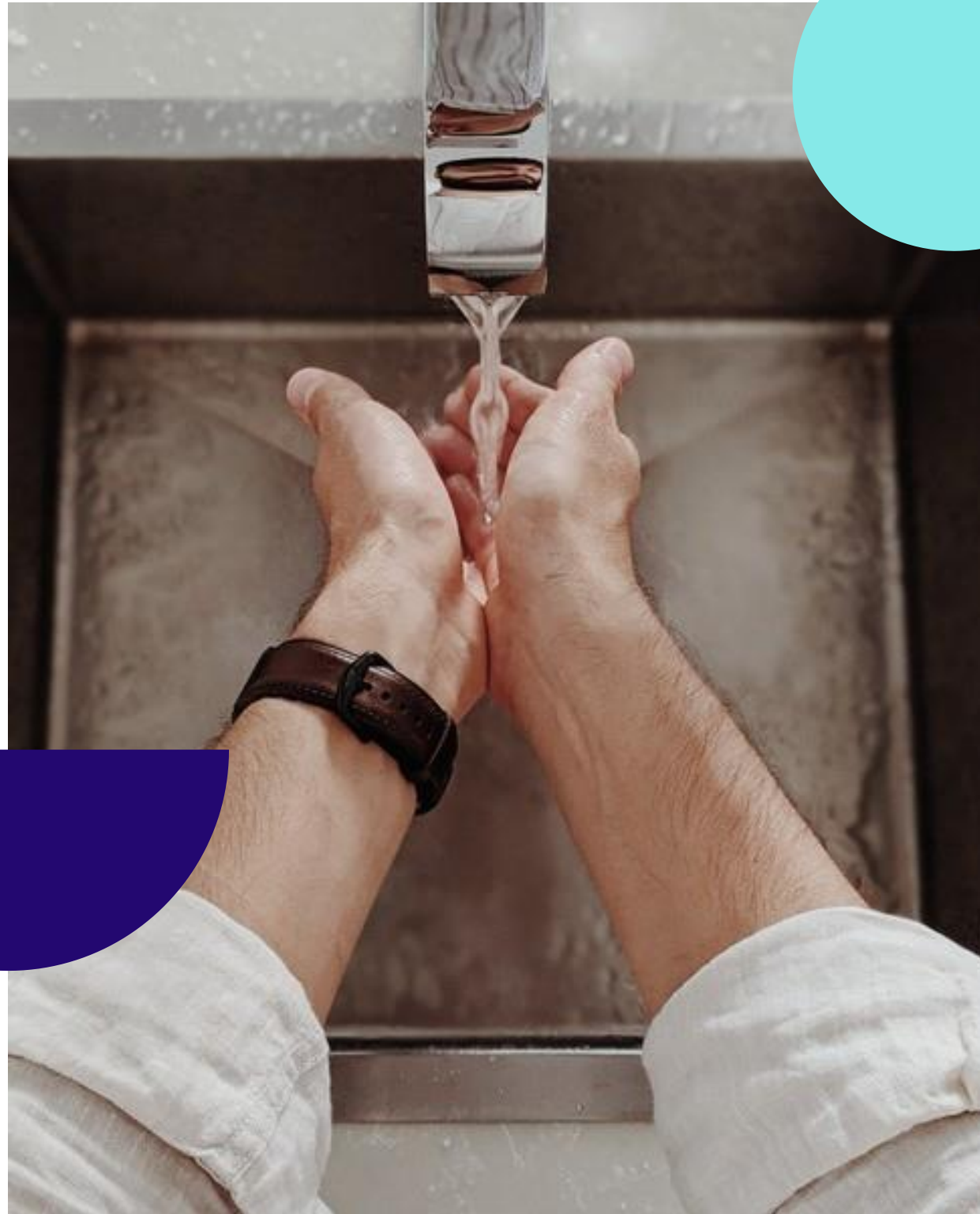


BY TUSHAR CHAUDHARY

Specific Objectives

- To assess the market size and relevance in today's scenario.
- Provide some specific solution for specific problem that we had in that area.
- To understand and the learn day to day micro level operations of management.





Methodology

Sample size- 40

For patient satisfaction conduct a survey that sample size is 40.

Sampling procedure

-Simple probability was used wherein, conduct patient satisfaction survey through google form. We had collected data from shalby home care department.

Mode of data collection-

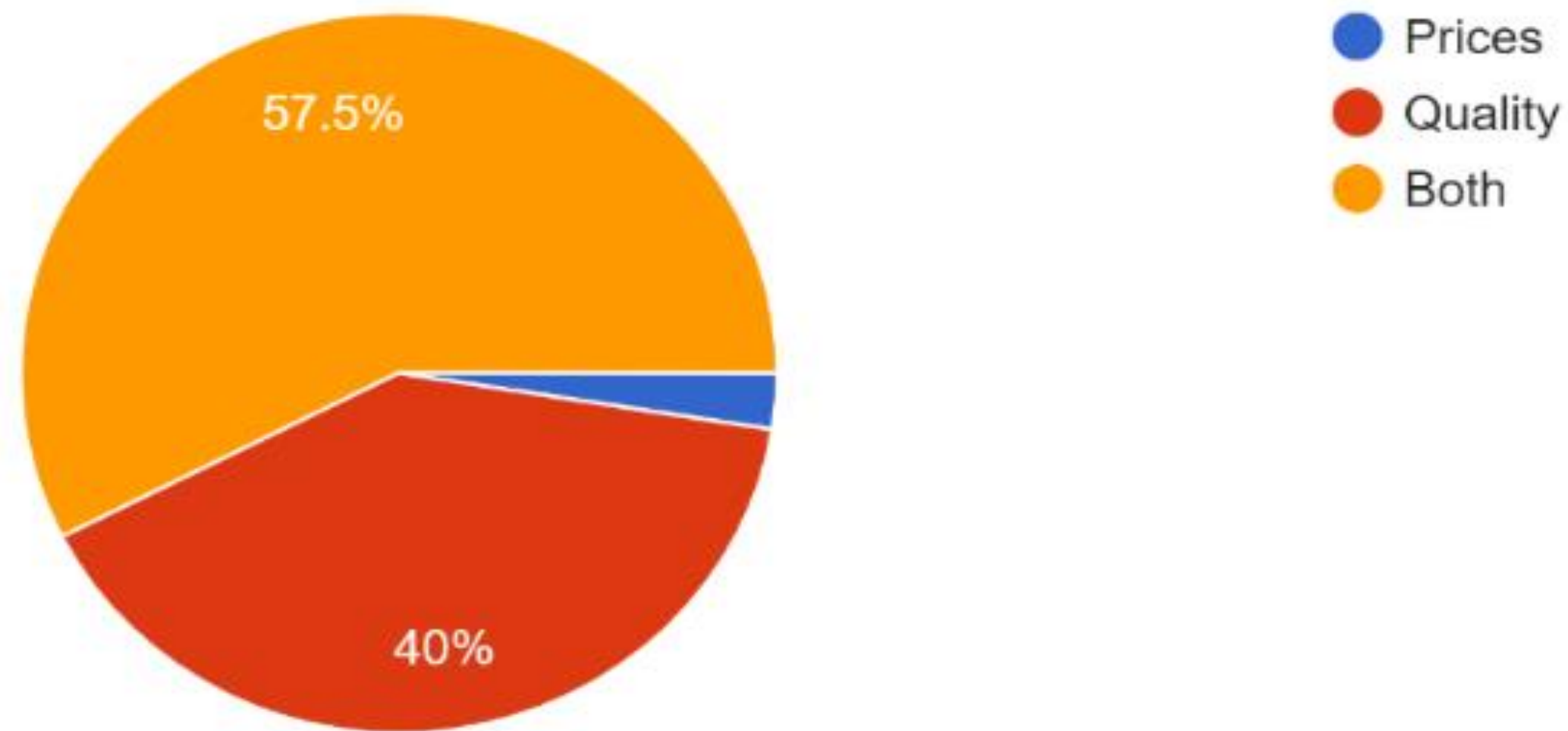
The primary data was collected by questionnaires which were approved by the concerned department.

The data was collected in person by visiting and through calling and message or email broadcasting.

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While booking Homecare services what will you prefer?

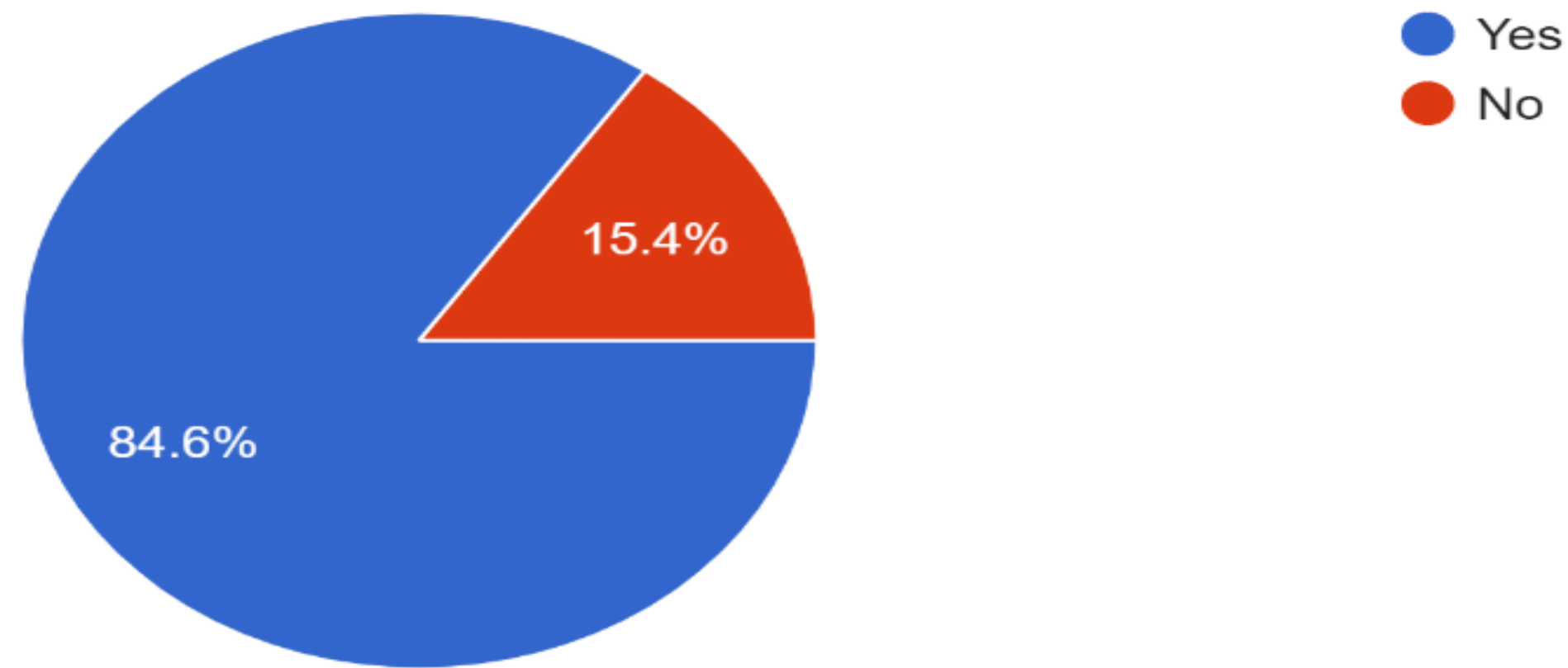
40 responses



Interpretation- With a high demand of homecare services, organization have to provide the quality services at an affordable price. 40% of the respondents require quality services. Mostly patient prefer quality services over the cost

Would you prefer reminder services for regular medicines supply at your doorstep?

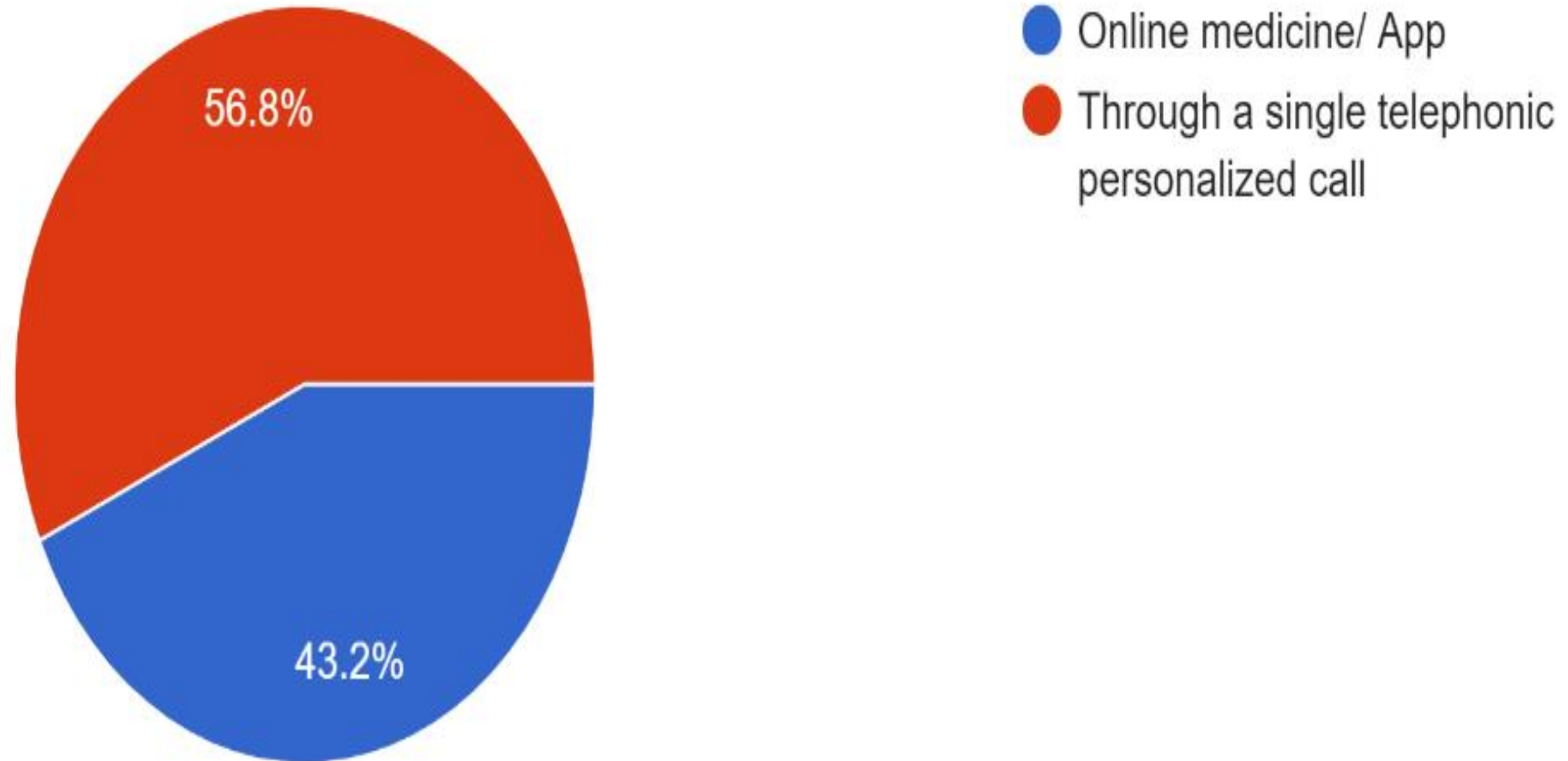
39 responses



Interpretation- 84.6% of the patients require reminder services for their regular medicine needs. Mostly patients have to take their medicines regularly and they want to get a reminder when their medicines is over.

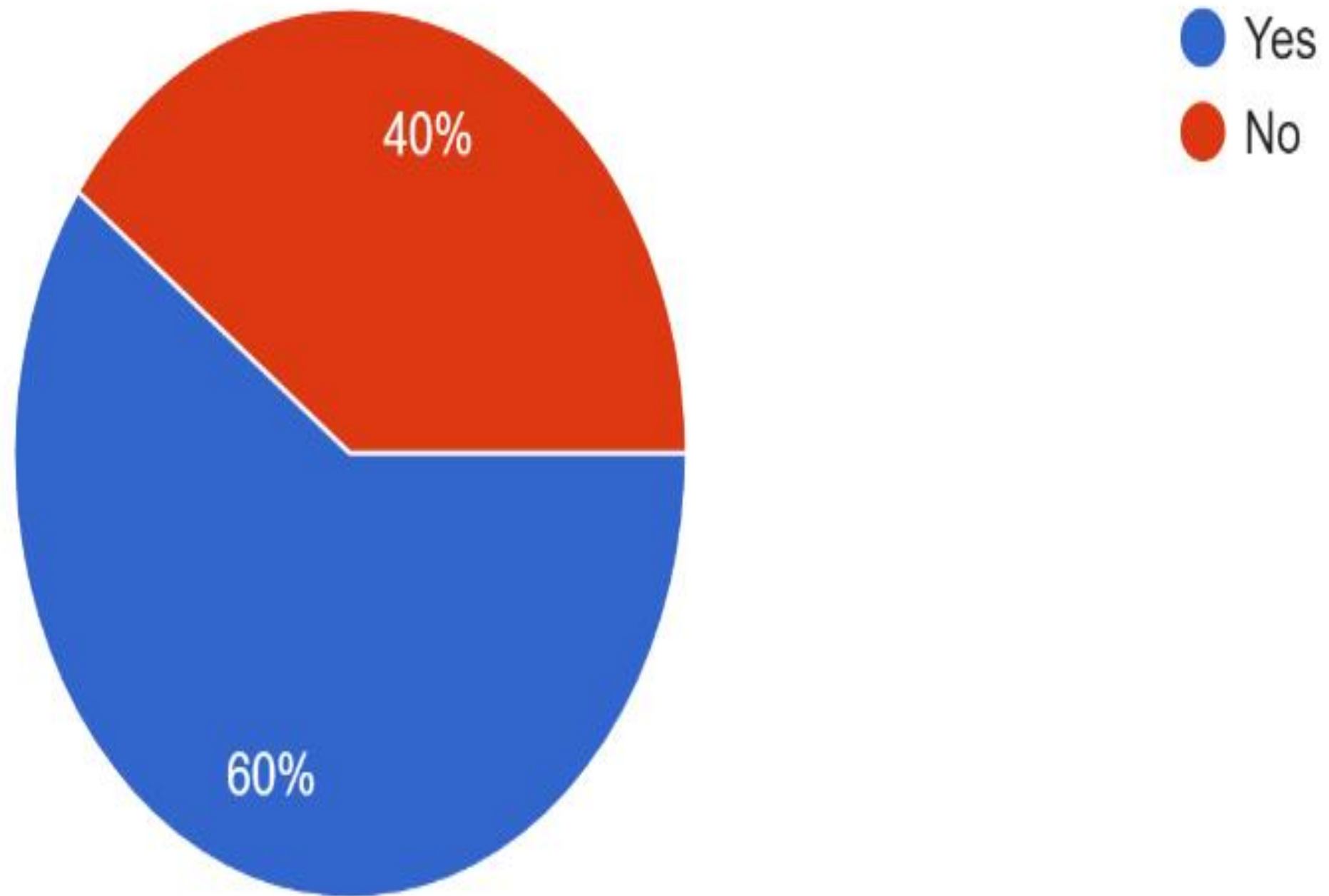
Which mode for availing the services would you prefer ?

37 responses



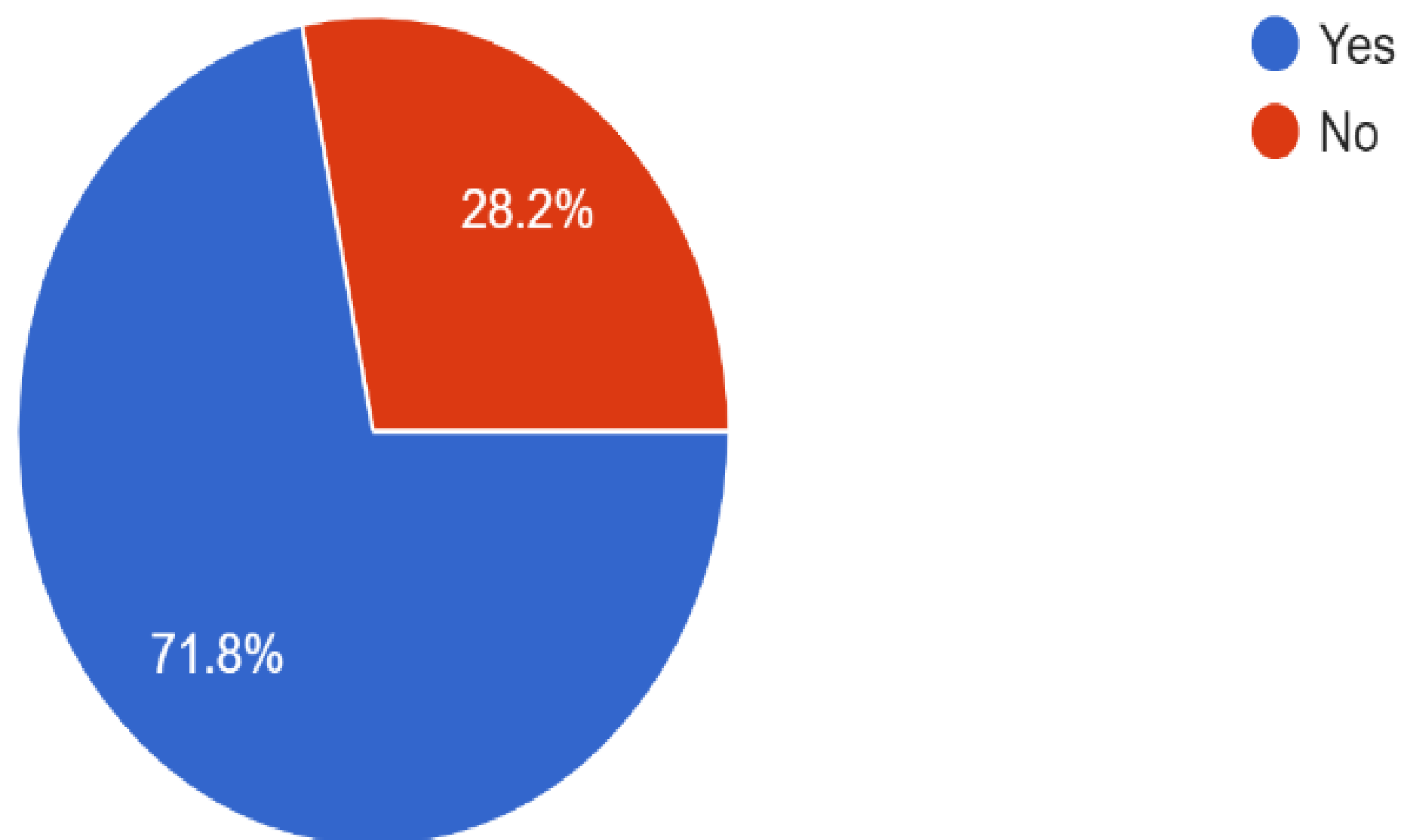
Do you prefer video consultation at home?

40 responses



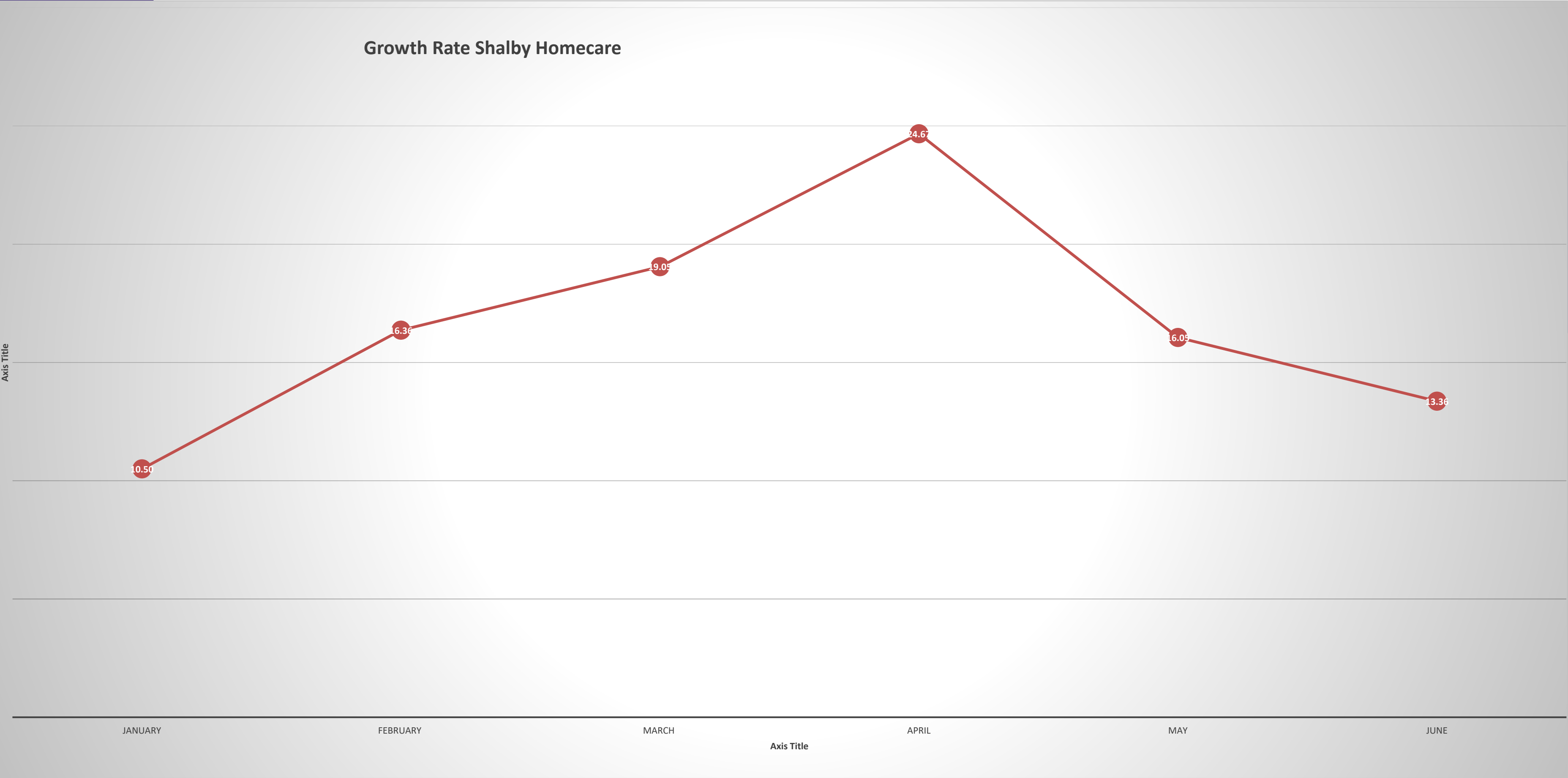
How soon you expect services once booked 2 hours, 4 hours, 8 hours, 24 hours does this effect your decision like sample collection or medicine delivery?

39 responses



Data Analysis

Growth Rate Shalby Homecare



Conclusion

Home health care is predicted to increase at a higher rate than practically any other industry. Increased population ageing, increased incidence of chronic diseases, and the demand for personal medical care expenditures are some of the primary factors driving the expansion of the home health care market size, as well as employee friendly behaviour.

According to survey conducted for shalby home care it is clear that most people want to take the home care services and their buying decision depends on quality of care, nursing and pharmacy services, quick response to their problems and they want these services as it saves time.

They also prefer telephonic or personalised communication with doctors through video conferencing as well as with staff of home care. They also likely to advice their friend and relatives for home care services.

Therefore home care services are also patient centric that hospital needs to take care off as it leads to mouth publicity of hospital as well.

However from this survey the key concern that came across that aroused was lack of communities.

If we go by revenue generation also the 6 months revenue data shows that revenue generated by home care services is sustained and it has the potential to flourish more in future as shalby home care is in its niche state.

Recommendations-

- Shalby hospital Jaipur should implement good system.
- Set goals and commit to ongoing evaluation.
- Collect data and Analyse patient outcomes.
- We should Focus on patient engagement.
- Connect and collaborate with other Organizations. (B to B)
- Focus on the patient satisfaction report.
- Increase man power in the home care department.
- Increased monitoring of the employee and ask for daily leads.

Thank you

