

A STUDY ON THE IDENTIFICATION OF THE CAUSES OF DELAYS IN CASHLESS HOSPITALIZATION AND SUGGEST RECOMMENDATIONS TO REDUCE TIME LAG

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Objectives:

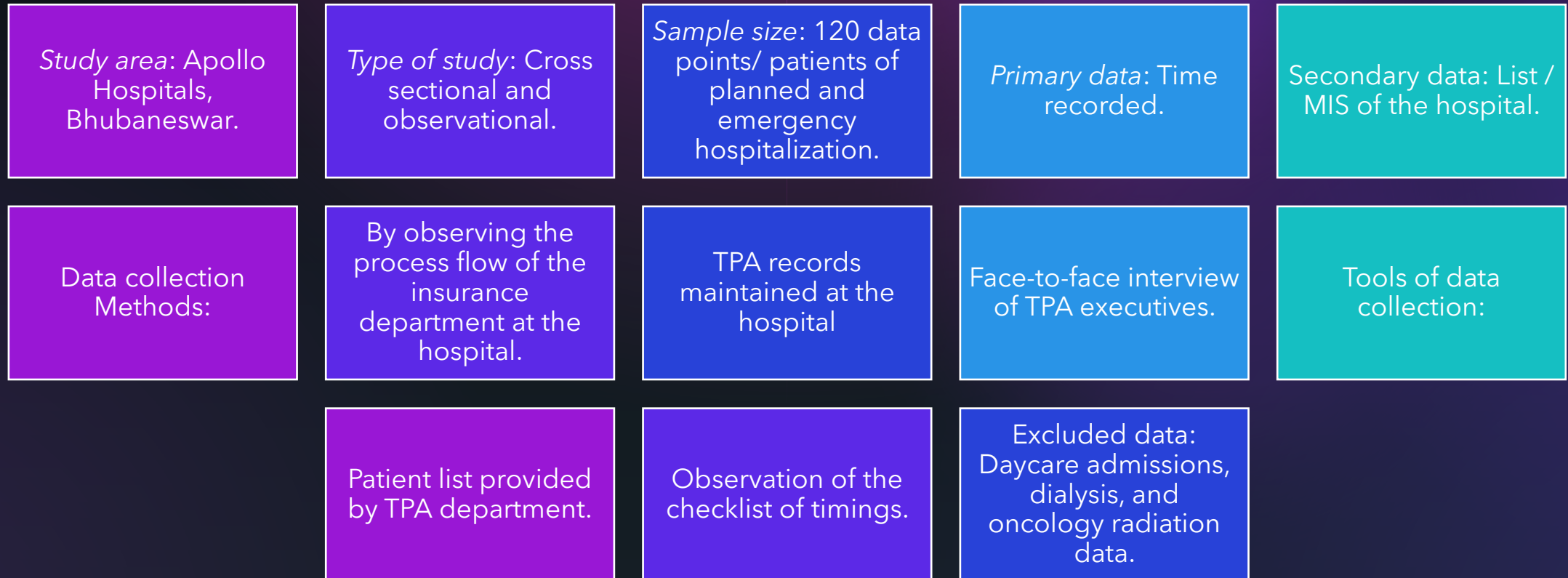
Review the process and delay of cashless hospitalization

Monitoring the turn-around-time (TAT) of admission and discharge process in a cashless hospitalization.

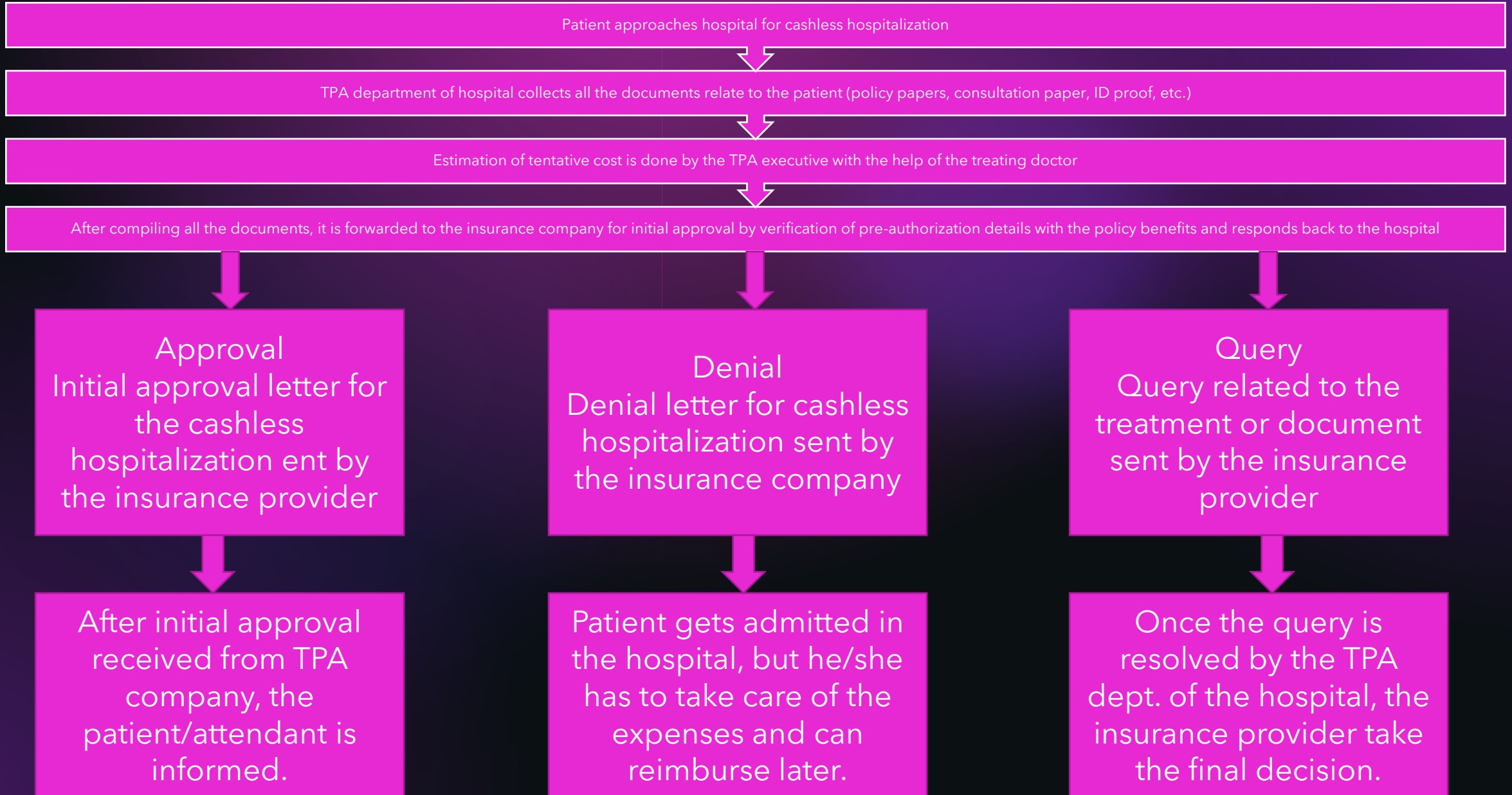
Analysis of the gap of TAT in whole TPA process during cashless hospitalization.

To provide with recommendations in improving the delivery of cashless hospitalization facilities.

Methodology:



Admission Process:



Discharge Process:

Patient discharge information is notified to the TPA department



Discharge summary along with final bill is submitted at the TPA department

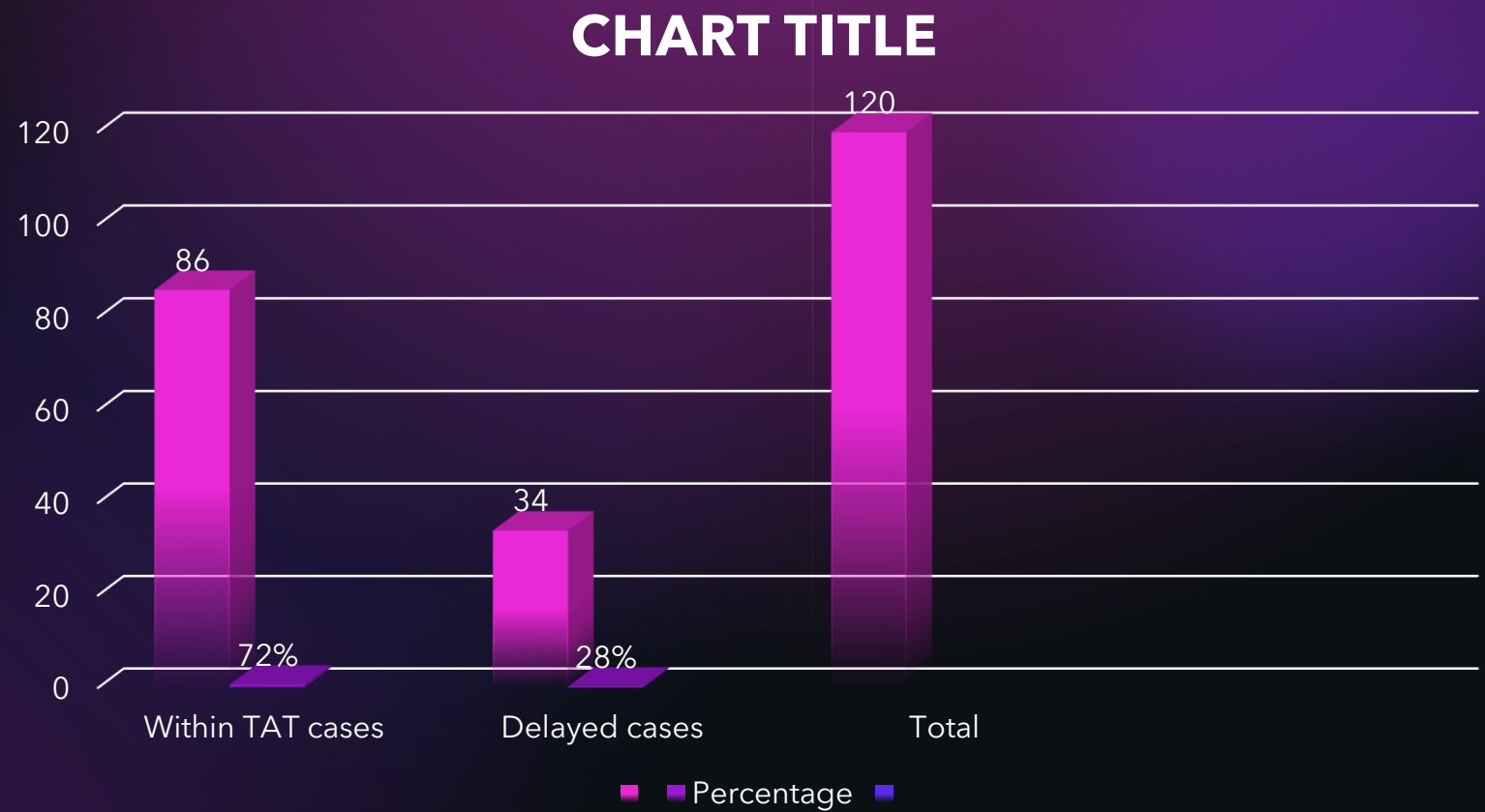


The discharge summary and final bill documents are forwarded to Insurance provider for the final approval

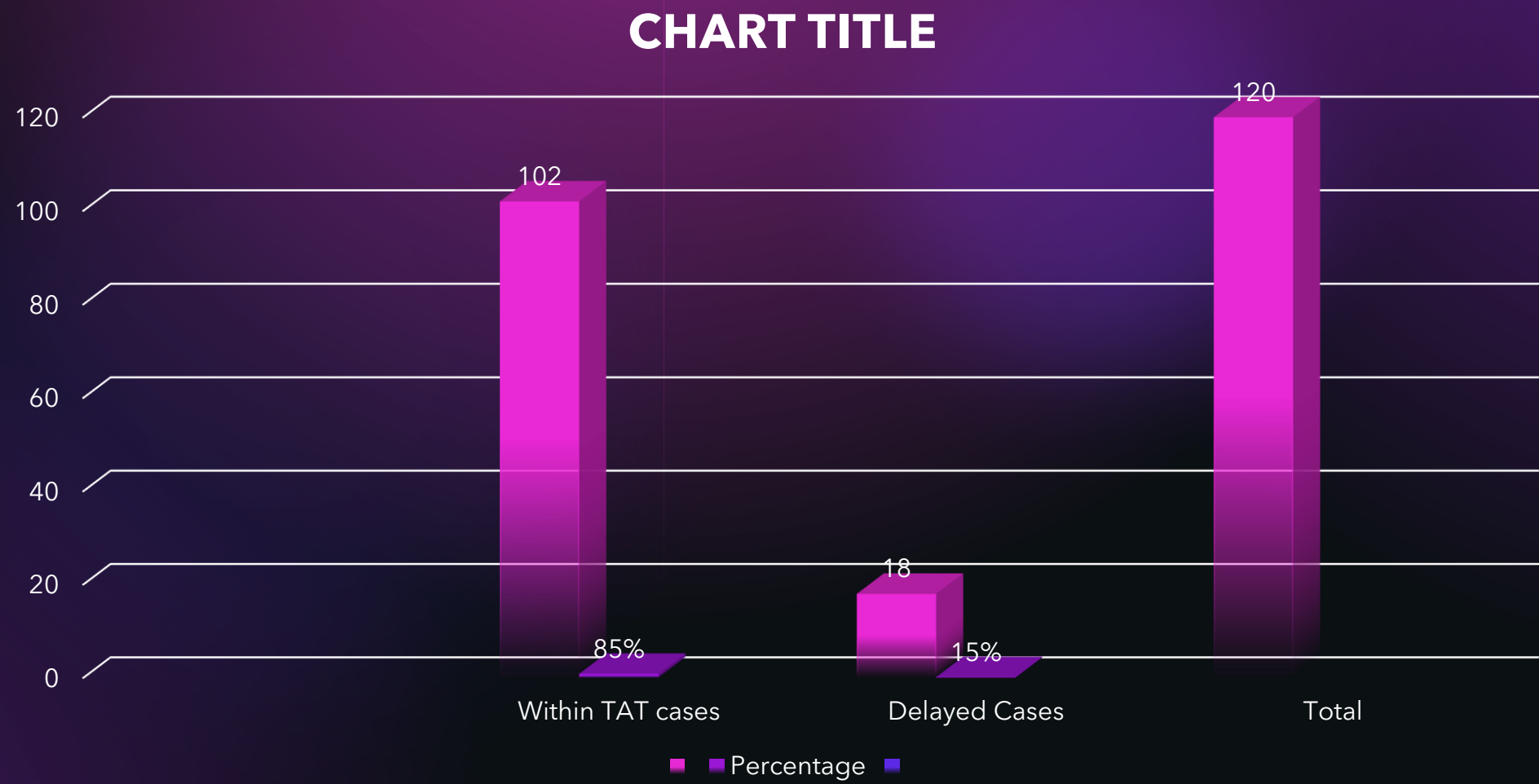


Remanining amount or the difference amount is settles by the insurance company

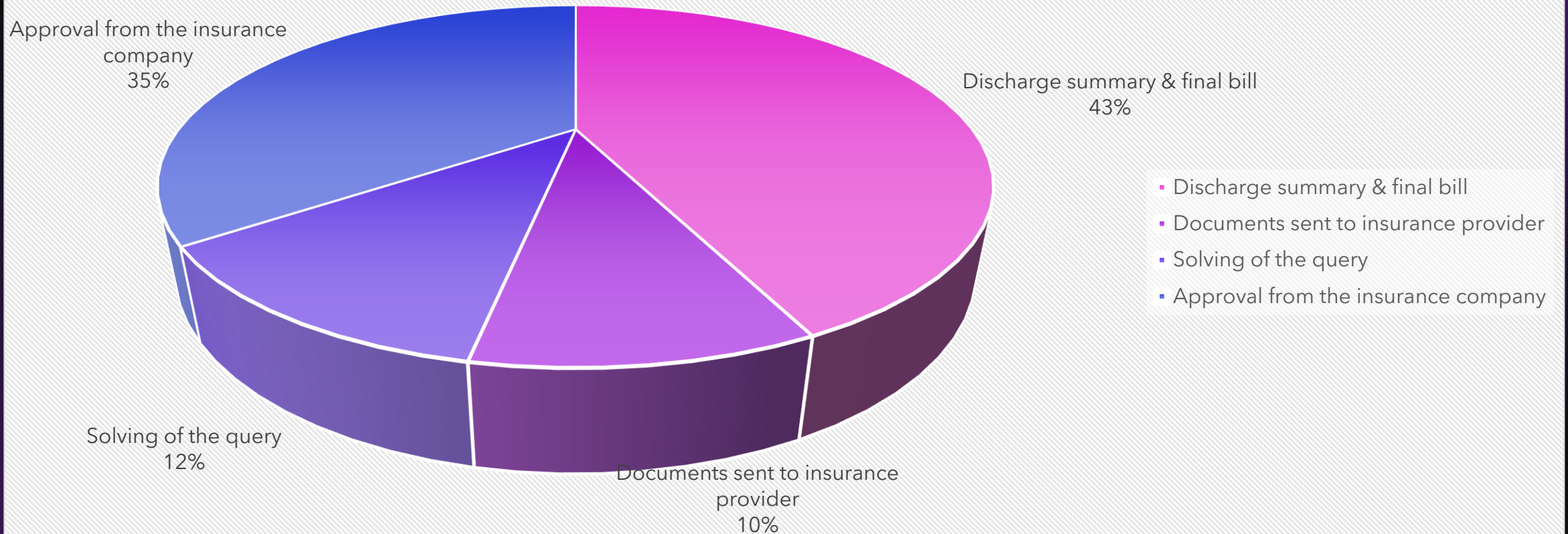
Distribution of admission TAT regard to hospital



TAT analysis of cashless Discharge



Reasons for Delay:



GAP Analysis in Admission Process:

- Delay on doctor's part in signing the pre- authorization letter.
- Incomplete documents.
- Miscommunication
- Delay in response from the insurance company
- No flyers/posters (lack of display)
- No token system

Suggestions:

- Posters/Flyers and video tutorial need to be displayed for patients' awareness regarding cashless process.
- - A token system need to be developed.
- - Increase in admission desk to manage workload.
- - Regular feedback should be sent to the insurance companies to improve the timings from TPA companies

GAP Analysis for Discharge Process

- Delay caused by the doctor in typing the discharge summary or authorizing the document or in planning of discharge.
- Delay in vacating the room.
- Receiving a greater number of discharge documents at a time.
- Issue in the TPA process of the insurance company.
- Lack of coordination among the nursing staff, pharmacy and ward secretaries.

SUGGESTION:

- Regular training sessions.
- Planned discharge.
- Proper system to provide discharge documents and bills.

A stethoscope with a black chest piece and silver tubing is positioned diagonally across the lower half of the frame. It lies on a white surface, with a portion of a laptop keyboard visible in the upper left corner. The background is a dark purple gradient.

Conclusion:

- Filing for the claim on time and in an organized manner will be beneficial for the TPA department of the hospital as well as the policy holder.
- TPA ensures smooth, easy and settlement of insurance claims. Hence, it is important to monitor the TAT of the TPA department of the hospital.
- The GAP analysis in the report suggested that there are few reasons causing delay in the process which needs to be intervened.