

Faculty Mentor: Dr. Sarthak Sengupta

Name of the Organization: MAX super specialty Nagpur

Roll No: 0008

Organization mentor: Dr. Bhavna ramaiya

Student Name: Gaurav Nasare

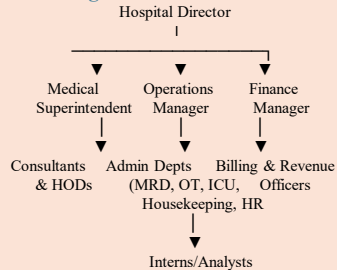
Strem: MBA in Healthcare analytics-1

About MAX: Established in 2016 (formerly Alexis Hospital), this 200-bed JCI-accredited facility was acquired by Max Healthcare in Feb 2024 for ₹412 crore. Now part of a national network, it offers advanced services like robotic surgery (Da Vinci Xi), stroke care, and movement disorder clinics. Expansion to 340 beds is underway, positioning it as a key tertiary care center in Central India.

Mission: To deliver patient-centric, high-quality, and experience. ethical healthcare through advanced technology and compassionate care.

Vision: To be Central India's leading center of excellence in multi-specialty healthcare, setting benchmarks in clinical outcomes and patient

Organization Structure:



Key Learnings:

- Gained hands-on experience in medical record audits (SOFA, SICU, IP/OP).
- Understood doctor payout models (Gross Contribution & Notional) and financial analysis.
- Applied Excel tools for OT utilization and revenue tracking.
- Learned to prepare Monthly Business Review (MBR) reports using real hospital data.csv

Monthly Business Review (MBR):

- Analyzed bed occupancy, OT use, and OP/IP consultations
- Reviewed financial KPIs: Gross/Net Revenue, Contribution, EBITA
- Tracked YoY revenue trends to highlight growth & gaps

Unbilled Revenue Analysis:

- Monitored asset vs. liability trends in unbilled revenue
- Identified billing delays affecting revenue flow
- Built daily/monthly comparison & projection models
- Recommended automation for timely financial updates

Medical Records Audits:

- Audited patient files for accuracy and completeness
- Reviewed SOFA scores, SICU notes, and counseling forms
- Checked compliance: documentation, signatures, timestamps
- Classified records as Compliant (C) or Non-Compliant (NC)

Doctor Payout Analysis:

- Evaluated Gross Contribution & Notional payout models
- Checked service mapping to align payouts with specialization
- Flagged base amount errors & IP/OP mismatches.

OT Utilization Tracking:

- Compared nursing & admin OT data to spot mismatches
- Identified missing patient IDs & procedural gaps
- Analyzed delays across OT workflow
- Recommended steps to reduce Turnaround Time (TAT)

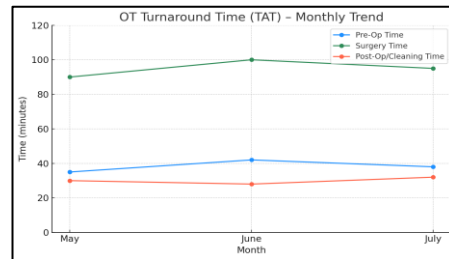
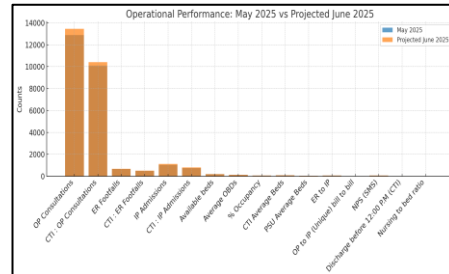
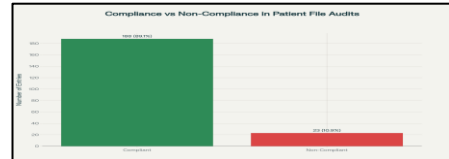
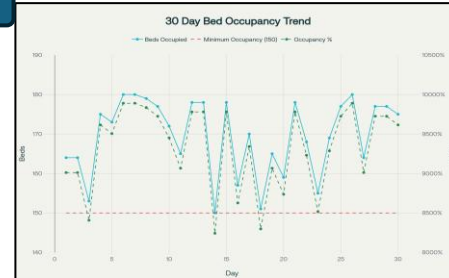
SWOT ANALYSIS

Strengths: Hands-on audits, real-time data analysis, and strong understanding of EHR.

Weaknesses: incomplete documentation, manual processes

Opportunities: Automation of systems, data-driven efficiency improvements.

Threats: Compliance risks, patient dissatisfaction



Challenges Faced:

- Incomplete documentation and missing signatures in MRD and OT records.
- Discrepancies between physical files and Electronic Health Records (EHR).
- Errors in doctor payouts due to misclassification and manual reconciliation.
- OT delays and inflated unbilled revenue due to billing backlogs.

Suggestions:

- Use checklist-based documentation & digital audit tools
- Automate payouts & billing to minimize errors
- Train staff regularly on compliance & data entry
- Involve interns in strategic discussions for learning