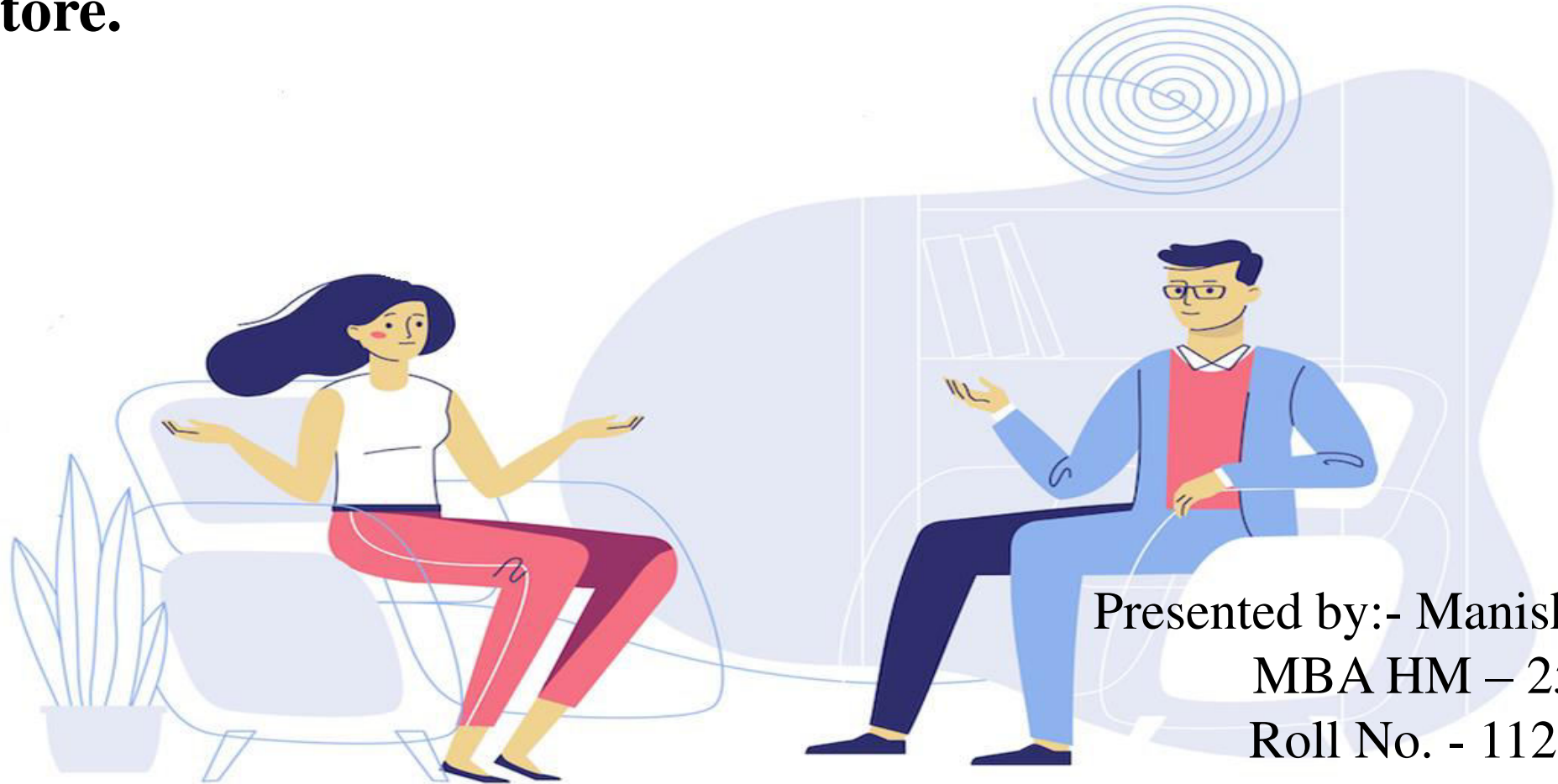


An observational study to analyze & develop a tool to track general unfit surgery patient at Sankara Eye Hospital, Coimbatore.



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Under guidance
Of
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Introduction

- In an ophthalmic setting of care, the counselling department is quite important and plays a significant role. This department serves as a vital pillar for both the organization (in terms of communicating with and delivering services to a large vulnerable population) and the beneficiaries (to ensure that they realise the importance of human eye and necessity of its care by accepting the required treatment as per the required time).
- The statistics of the conversion rate are essential in determining the organization's revenue generation numbers. And, for an organization like SEFI, where the 20 percent contribution of beneficiaries serves as one of the supporting pillars for the 80 percent of beneficiaries, one's attention is naturally drawn to converting those 20 percent for the corresponding treatment to the largest feasible numbers.



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Literature review

- Haripriya et al (2015) studied counseling's effect on patient's knowledge suffering from cataract, decisional factors and satisfaction level. The conclusion drawn was that the counseling improves related knowledge and reduces the factors enabling to opt for cataract surgery. Increased use of proper counseling would help further in reducing the global burden of cataract and associated risks.
- Ayme et al (2014) did a population-based study on factors of genetic counseling uptake and its impact on breast cancer outcome. The conclusion was a big difference was observed in its use over long time and observed that breast cancer patients with genetic factors had more often genetic counseling than those with moderate familial risk. A more thorough evaluation of socio-demographic and clinical predictors to attend the cancer genetic would help to improve the use of services of genetic counseling for risk prone individuals at a population level.
- Rao et al (2014) did a study on barriers to follow-up for pediatric cataract surgery in Maharashtra, India and how regular follow-up is important for good outcome. They came up with the results that there is a need for a more active follow-up after pediatric cataract surgery. This could be done by patient education, subsidizing follow-up visits, and networking with other eye care practitioners. The end result would be a child with better visual acuity after pediatric cataract surgery.
- Jin et al (2012) studied on a randomized, controlled trial of an intervention increasing the cataract surgery acceptance in rural regions of China. They concluded that the proper education can help for imparting the knowledge that cataract can be only treated surgically may be more effective in increasing uptake in this setting.

Objective of the study-

- ❖ To check general unfit patient in duration period Jan 2022 to March 2022.
- ❖ To analyze revenue loss.
- ❖ To suggest and implement a tool to track general unfit patient at SEFI

- **Study type-** Observational Study
- **Sample size-** 43 Non-converted general unfit patient
- **Inclusion Criteria-** Patients visited counseling department from January 2022-March 2022
- **Exclusion Criteria-** Patients not referred to counseling department

Existing process followed by counselling team



unfit patient sheet
collected by
counsellor



They do 1st
follow up after
a week

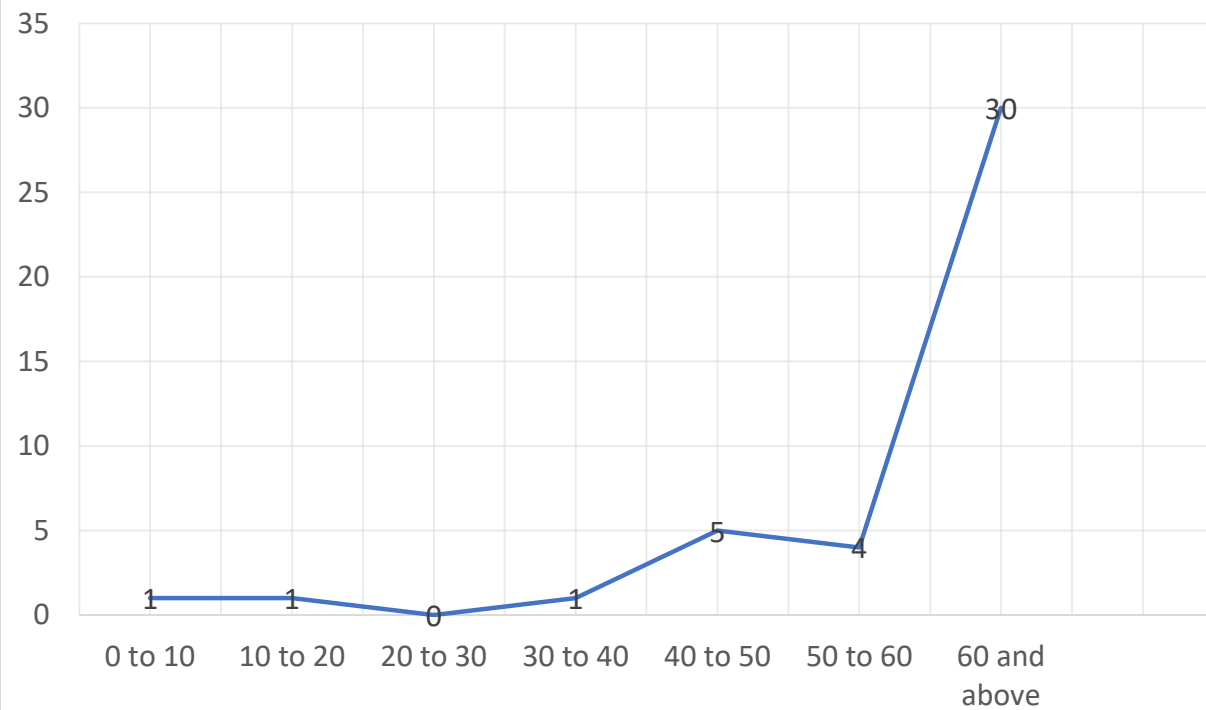
Observation

The following gaps were identified:-

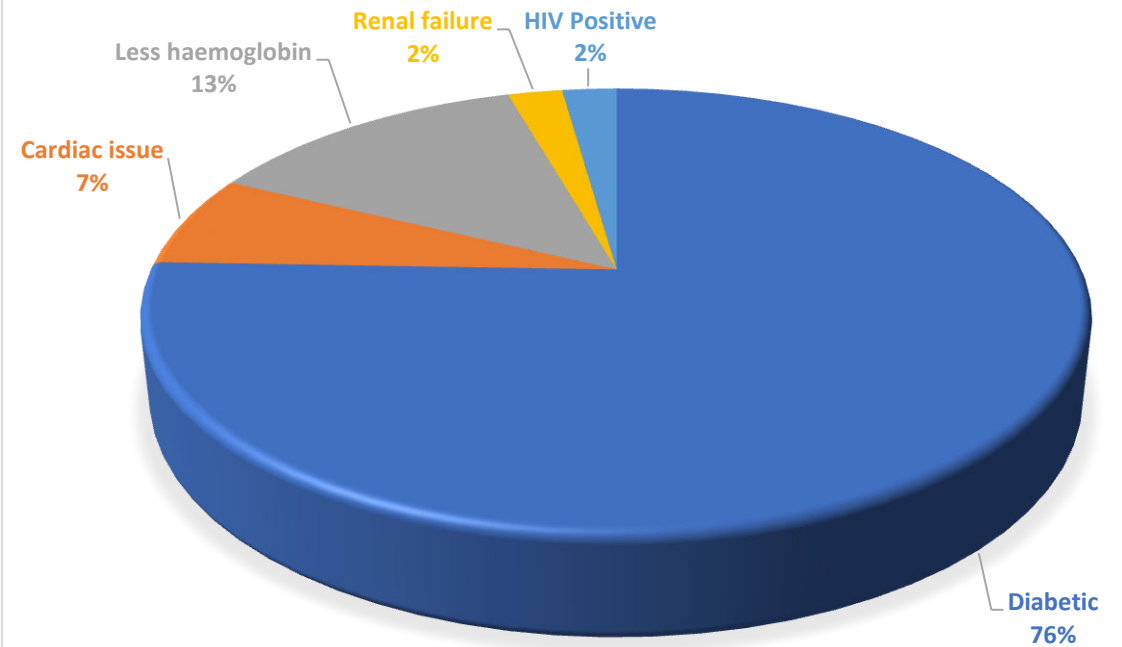
- Inappropriate record keeping of the general unfit patients
- No-follow ups record was maintained

Findings of the study:-

Age group categorization

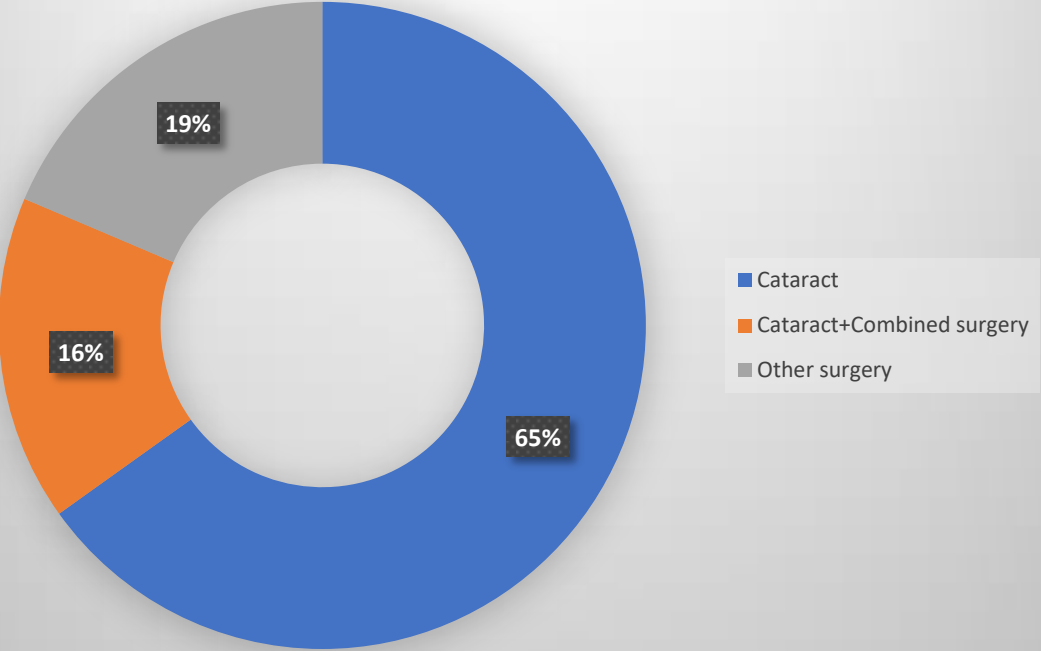


REASONS FOR UNFIT

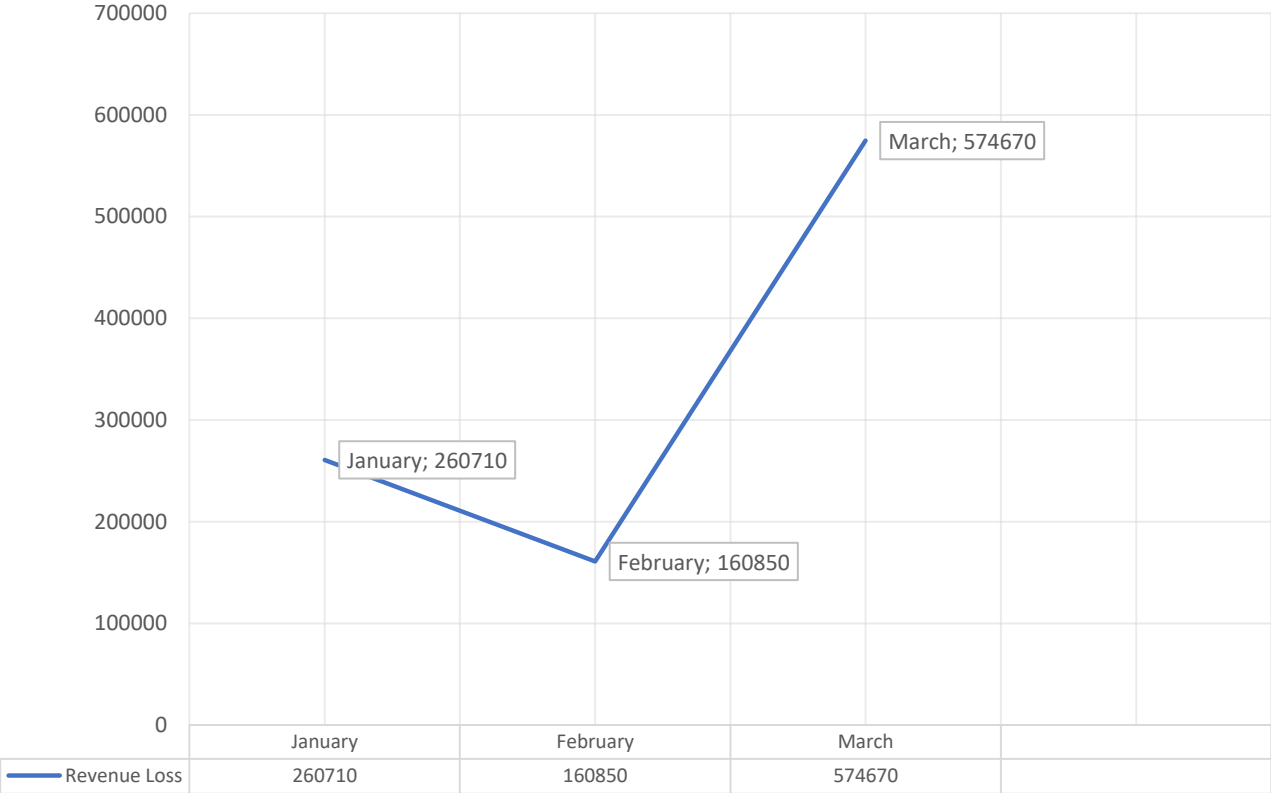


Findings:-

Surgery Advised



Revenue Loss



Impact



The total revenue loss in three months is 10,71,490

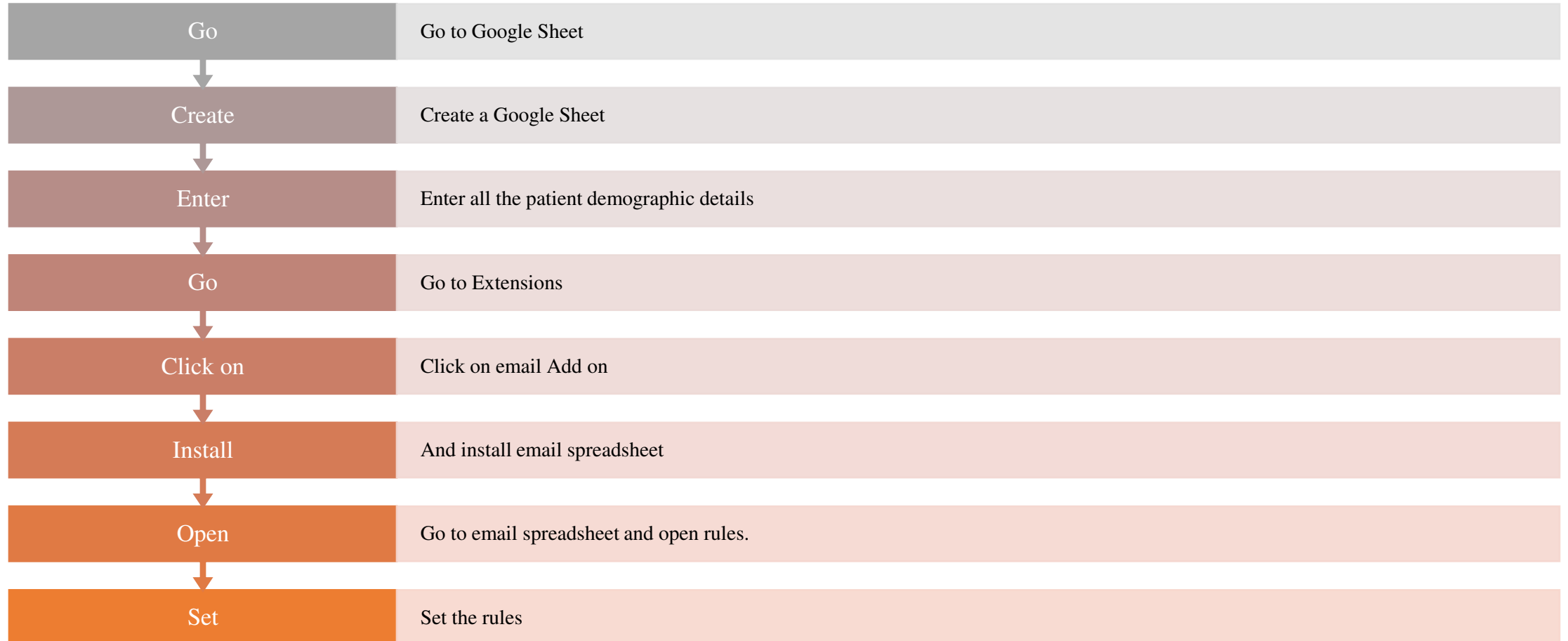


There are highest number of general unfit patient in the month of march and approximate loss of revenue in month of march is 5,74,670



Alone in cataract section there is revenue loss of 7,25,800

STEPS FOR DEVELOPING A TOOL



Tool:-

They will be able to monitor these patients on a frequent basis with the use of a Google Sheet, for example:-

- First follow up after one week
- second follow-up after 10 days
- Third follow-up 20 days later

[illegible]

Reminder list ☆ ☰ ☱
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	A	B	C	D	E	F	G	H	I	J
	S. No.	Name	Age	MRN No.	Gender	Date of Visit	Doctor consultant name	General Doctor Name	Reason for unfit	Surgery Advised
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3										
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+ Sheet1 Explore

Solution & outcomes



With the help of google sheet counselling team can track & follow all general unfit patients.



Included automatic reminder in google sheet with the help of add-on so that a daily mail can also help them remind of pending counselling cases.



OP to IP Conversion rate will increase when we do regular follow up on time and proper suggestion to the patient whenever they need.

THANK YOU
