

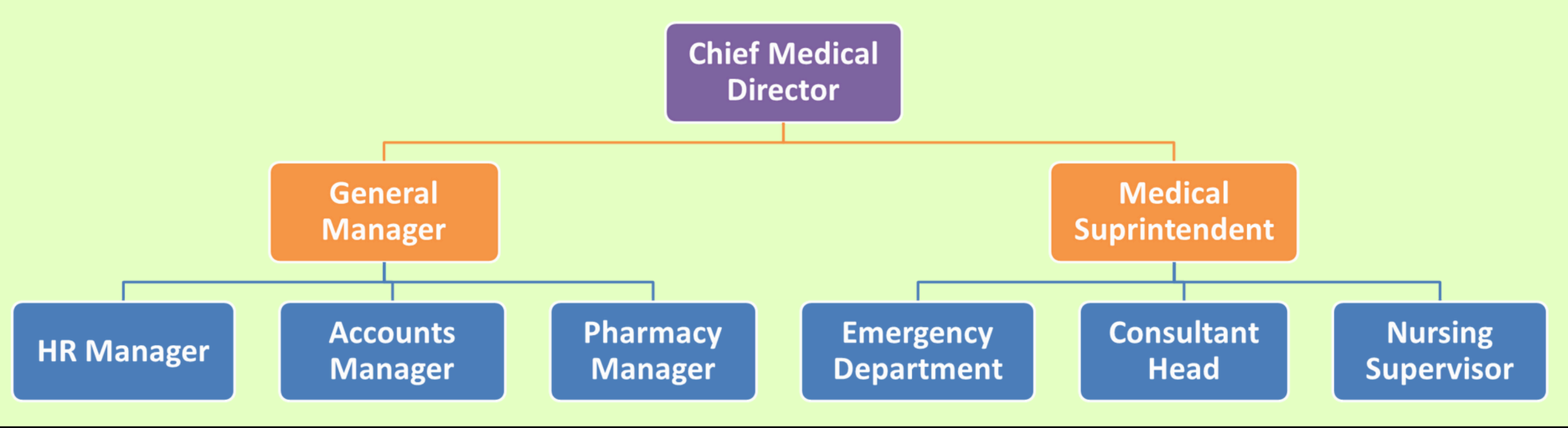
HISTORY OF ORGANISATION

- Vasundhara Hospital was established in the year 1996 with a focus on Mother and Child Care.
- Initially it was a 10-bedded hospital providing only IVF treatment.
- Gradually expanded to a 50-bedded hospital, including Heart care along with IVF treatment.
- Currently Vasundhara Hospital is a 100-bedded hospital offering multiple specialities.

VISION AND MISSION

- Vission -
(सर्वे भवन्तु सुखिनः सर्वे सन्तु निरामया)
- A compassionate healthcare for Enriching lives with Consistent qualitative services.
- Mission -
- Restore Health! Providing healing touch by caring, compassionate, committed and competent team. With the aid of state-of-art leading edge facilities for ensuring effective delivery at affordable and sustainable cost for the collective community welfare.

ORGANISATION STRUCTURE



THEORETICAL LEARNING

- Understanding the complete RCM cycle: from patient registration to final payment settlement.
- Concepts of cashless vs reimbursement claims in insurance

PRACTICAL LEARNING

- Identified common bottlenecks in pre-auth and claim processes.
- Gained hands-on experience in TPA portal usage and uploading claim files
- Understand Communication skills

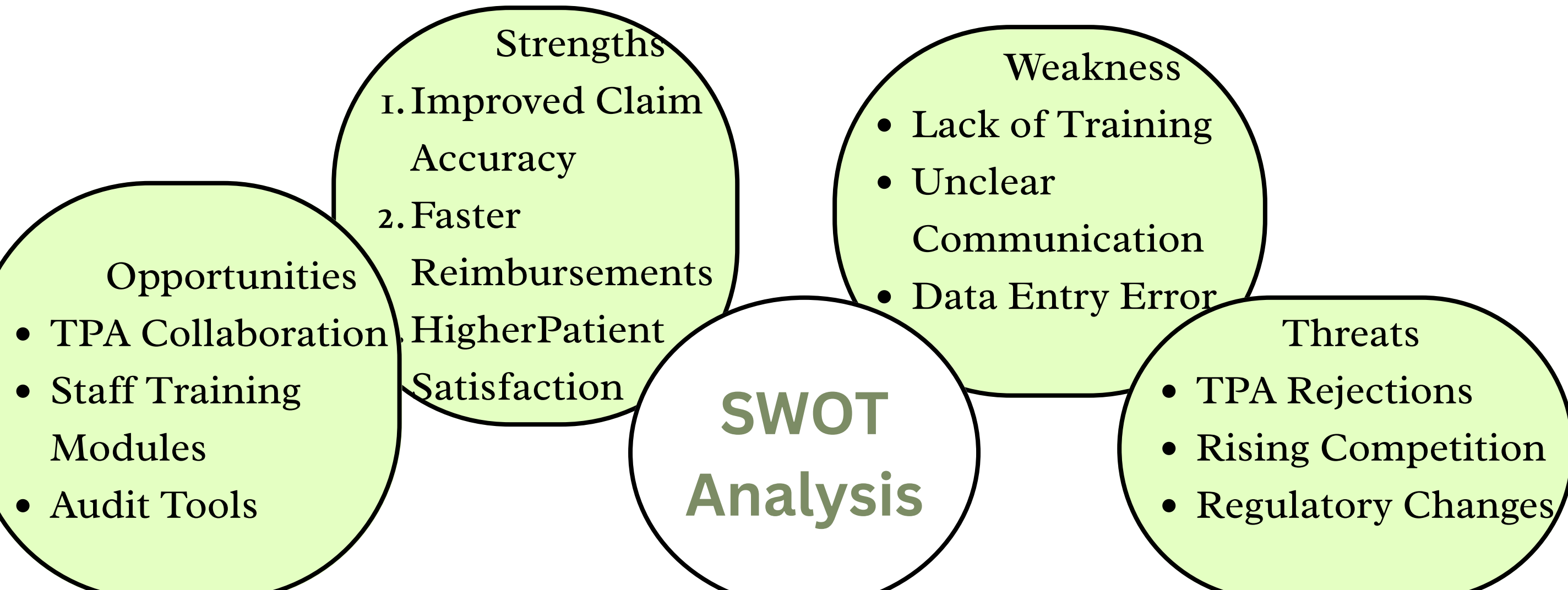
CHALLENGES DURING INTERNSHIP

- ncomplete documentation in patient files, leading to claim delays and rejections
- In initial days .Language barrier is major problem
- i.Lack of cordination between doctors, nurses, and billing staff during discharge
- Inappropriate behavior from nursing staff in initial days of projec

LEARNING DURING INTERNSHIP

- Understood the detailed process of:
- Pre-authorization , Interim approvals ,Final billing , Claim submission and follow-up
- File Auditing and Data Analysis Skills
- Problem-Solving and Critical Thinking
- Better Understanding of Hospital Operation

SWOT Analysis



SUMMER INTERNSHIP PROJECT

Research Problem -Incomplete or inaccurate documents during pre-auth and billing stages delay claim processing in the TPA department. This study aims to improve efficiency by analyzing document quality and identifying process bottlenecks.

Objective -

- To evaluate the accuracy and completeness of documentation submitted to the TPA department for claim processing
- To identify the key challenges and bottlenecks in the TPA claim process, including pre-authorization, documentation, billing, and claim settlement.

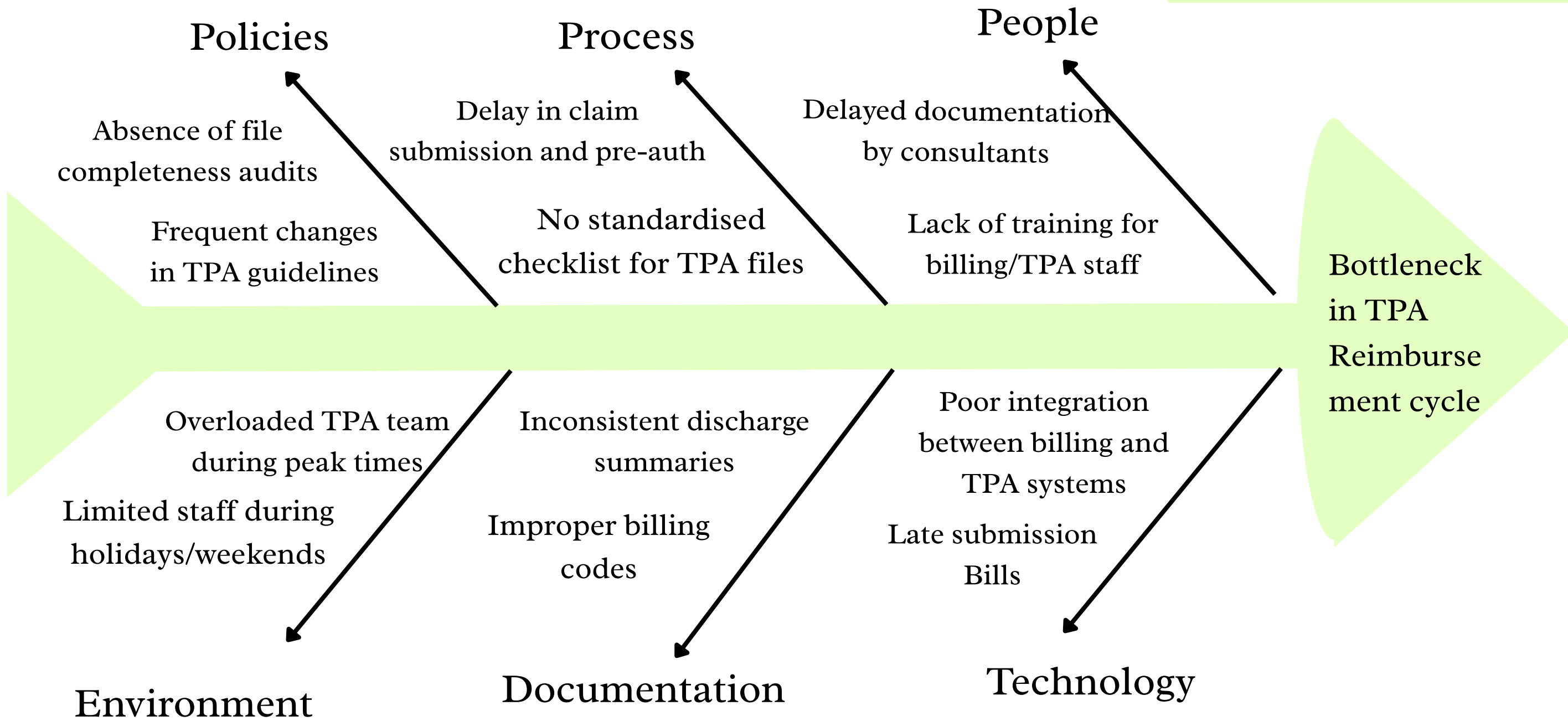
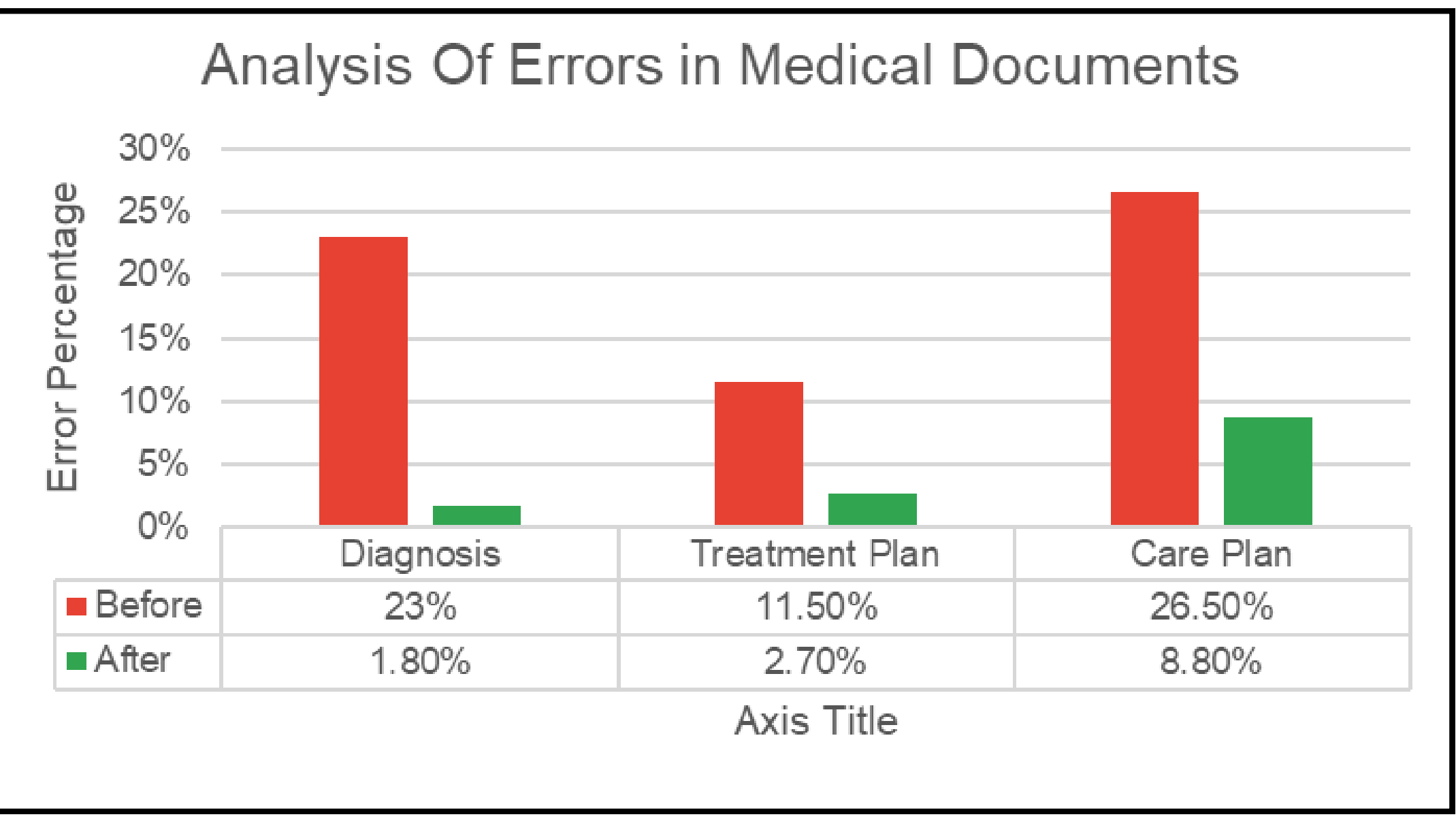
Methodology

- Study setting- TPA Dept. Vasundhara hospital, jodhpur.
- Study Design :Cross sectional And Descriptive research
- Sampling type-Purposive Sampling
- Sample size- 300 files
- Duration- 12thMay to 19thJuly
- Inclusion Criteria-Patients admitted to hospital between 12th May and 10th July.
- Data Collection-
- 1. File Analysis - Reviewed physical and digital files submitted to TPAs.
- 2. Observation - Tracked workflow from patient admission to claim settlement.
- 3. Interviews - Conducted informal interviews with TPA staff, billing team, and nursing supervisors.
- 4. Checklists - Developed and used checklists to verify file completeness.
- 5. Daily Log - Maintained a record of issues, gaps, and outcomes during the internship.

Analysis of errors in medical documents:

	Before	
	Yes	No
Diagnosis	77%	23%
Treatment	88.50%	11.50%
Care Plan	73.50%	26.50%
Reports	86.70%	13.30%
PAC	36.28%	20.35%
RMO	81.40%	18.60%

	After	
	Yes	No
Diagnosis	98.20%	1.80%
Treatment Plan	97.30%	2.70%
Care Plan	91.20%	8.80%
Reports	97.30%	2.70%
PAC	43.36%	7.08%
RMO	98.20%	1.80%



Key Interventions

- Checklist Implementaion
- Pre Discharge Planning
- Daily co-ordination meeting with doctors ,Staffs etc..
- File review Training

SUGGESTIONS

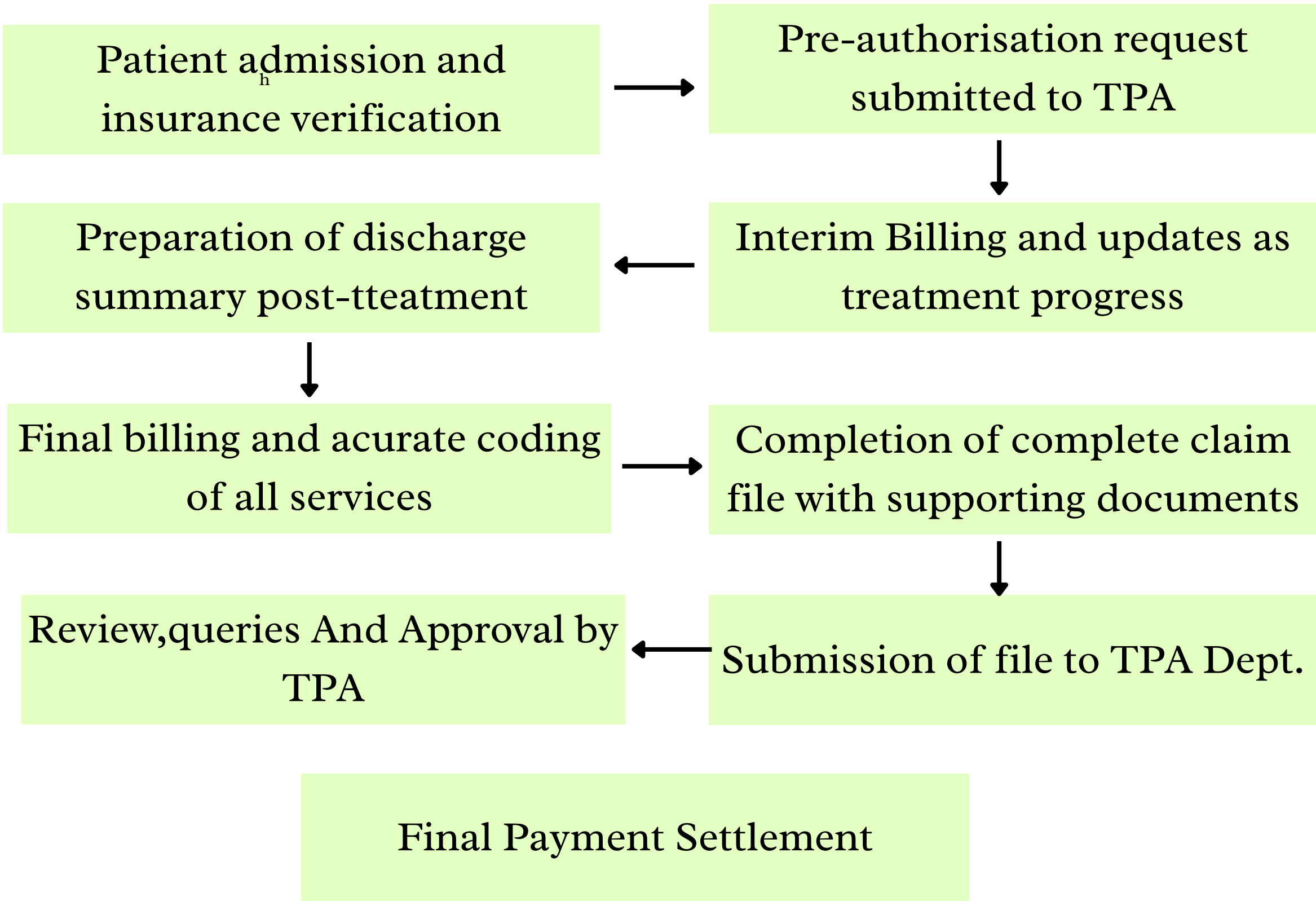
- Digitize the Entire TPA Workflow
- Create a Pre-discharge Checklist
- Train Clinical & Billing Staff Regularly
- Standardize File Formats
- Daily File Review Meetings

Other Projects

- Discharge TAT Audits :
- Nursing Audit
- Antibiotic Audit
- Clinical Audit in Cardiac Department



PROCESS FLOW MAP



Common Pitfalls in TPA Documentation

- Incomplete Documentation
- Delayed File Preparation
- Missing Documents
- Delayed pre-Authorisat ion and Queries

