

Bill Estimation Process & Quality Analysis

Introduction:

To study Bill estimation Process given at the time of admission and the process of re-estimation in **Manipal Hospital,Jaipur.**

Bill Estimation Process : Approximate Cost of care during hospitalization of a patient given by Hospital.

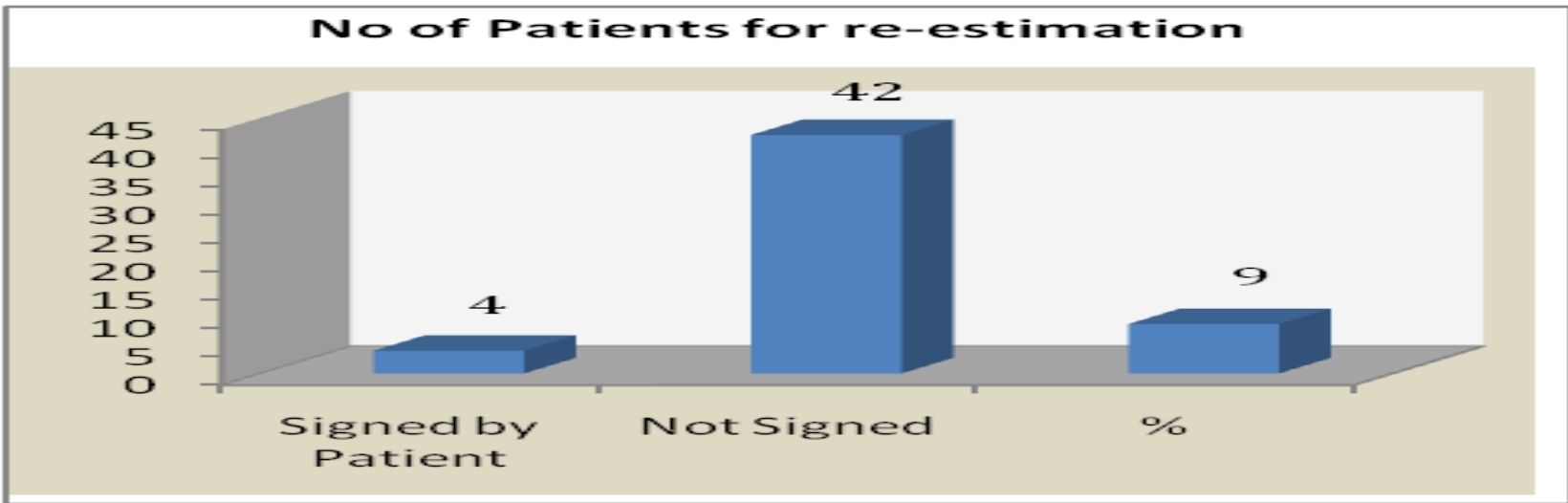


BILL ESTIMATION POLICY

- An Initial estimate of bill to the patient based on category of room and treatment plan is given & entered in the admission form.
- Patient is clearly explained that this is initial estimation and there is a possibility of cost change due to change in Ward Category, treatment plan, patient complication.
- Patient consent is taken for the Admission and initial estimation and collect the payment.
- During stay patient is been informed about running bill periodically on daily basis
- Re estimated cost has to be communicated to the patient when the running bill crosses 90% of the Initial estimate and expected to cross 100% of initial estimate

POOR PERFORMING QUALITY INDICATORS

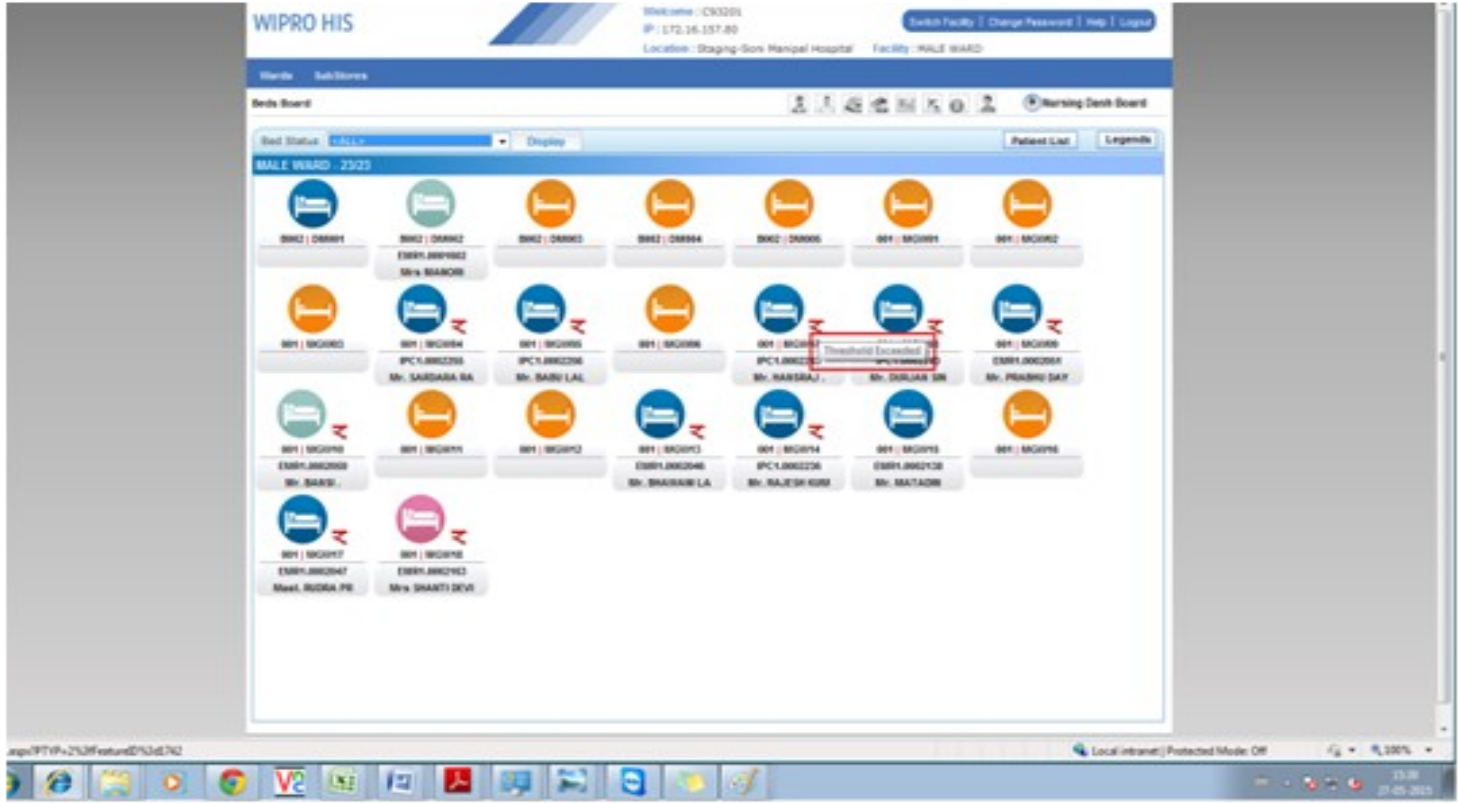
1)Percentage of cases where re-estimation given, financial consent was taken, documented and signed



REASONS

In complete coverage of patients for estimation and re-estimation by financial desk (Negligence).
Lack of knowledge and Training of WIPRO HIS Software by Admission Staff for accurate tracking and monitoring of bill estimation process.
Lack of Communication between Financial Desk and patient’s attendant

TRAINING INTERVENTION PROGRAMME

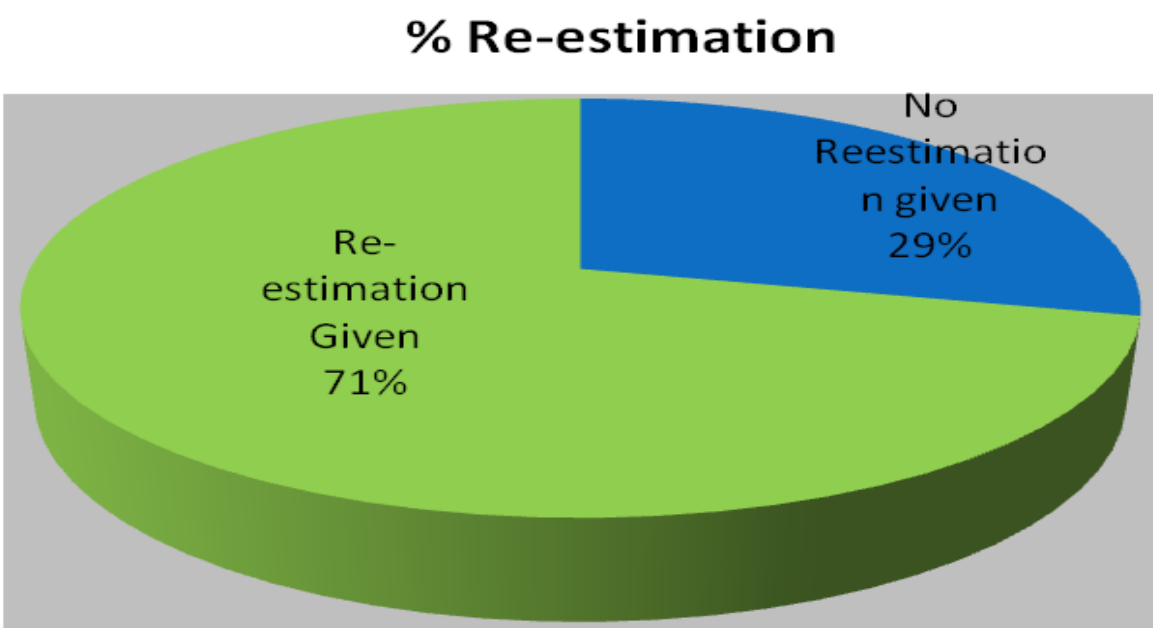
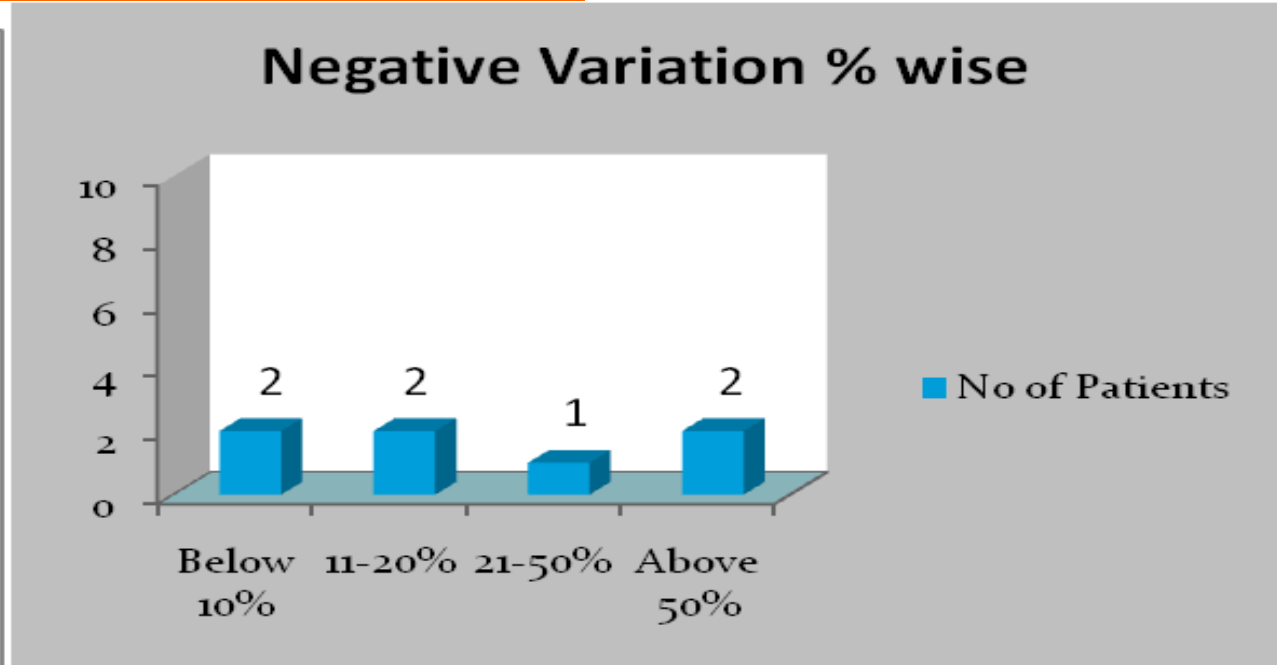
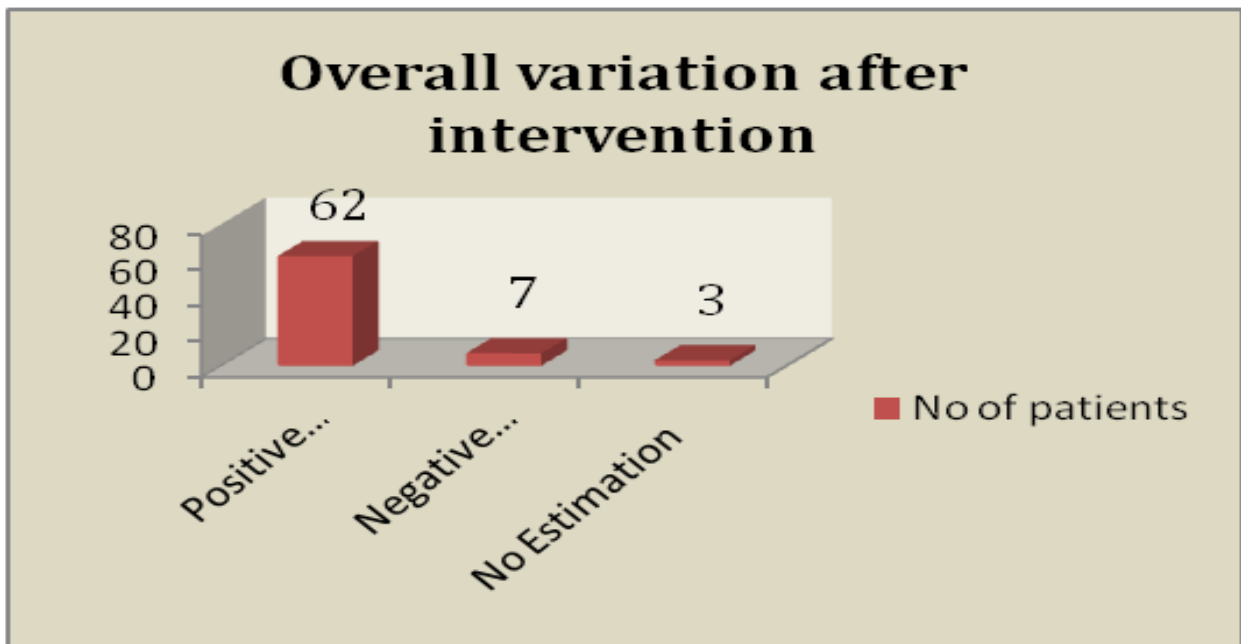


Tracking of patients in nursing dash board of all wards on daily basis by financial desk.

Appearance of Rupee Logo on patients bed when their bill amount crosses 80% of estimated amount (Threshold Exceeded)

Recounselling and re – estimation given to Threshold exceeded patients on daily basis.

POST INTERVENTION ANALYSIS



Post Intervention Analysis show marked improvement in overall variation, Decrease in negative variation cases & Increase in coverage of re-estimation cases.

LEARNINGS

- For Efficient performance of various processes in Hospital periodic Training of HIS for all staff members is mandatory .
- If any of Quality indicators are not performing well this should be discussed with IT department first to check how efficiently process is running in HIS and by any modification how can we improve performance like Training, addition of new user friendly methods in HIS for better coverage.
- Perform Project on Bed Utilization In Dialysis Department Given by Organization To estimate the efficiency of Dialysis Departments and, reasons for delay and methods to improve efficiency of Department.
- Avail opportunity to work Department wise (Quality) Perform various day to day work like prepare MOM For monthly Quality Control Committee meetings Auditing Of various Departments on the basis of 18 Commandments of Quality In Mnaipal Hospital.
- Attended Various meetings like staff meeting in presence of Zonal Head and got the opportunity how High Authority interact with all staff and how employees can keep their issues in front of high authority.