



A COMPARATIVE STUDY OF REVENUE GENERATION BY DIFFERENT DEPARTMENTS IN A HOSPITAL USING DASHBOARDS

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INTRODUCTION: NEED FOR HOSPITAL DASHBOARDS

- ▶ Link between administration and other hospital departments
- ▶ Facilitate real time monitoring
- ▶ Aid in supply related strategic decision making
- ▶ Help in efficient allocation of resources
- ▶ Transparency and digitization
- ▶ Improve productivity by reducing waste

KEY RESEARCH QUESTIONS



What were the highest and lowest revenue generating departments of RMC for January, 2020?

What key patterns and trends of hospital revenue generation were observed?

What strengths and shortcomings of dashboard as a tool for revenue analysis were found during the course of this study?

METHODOLOGY



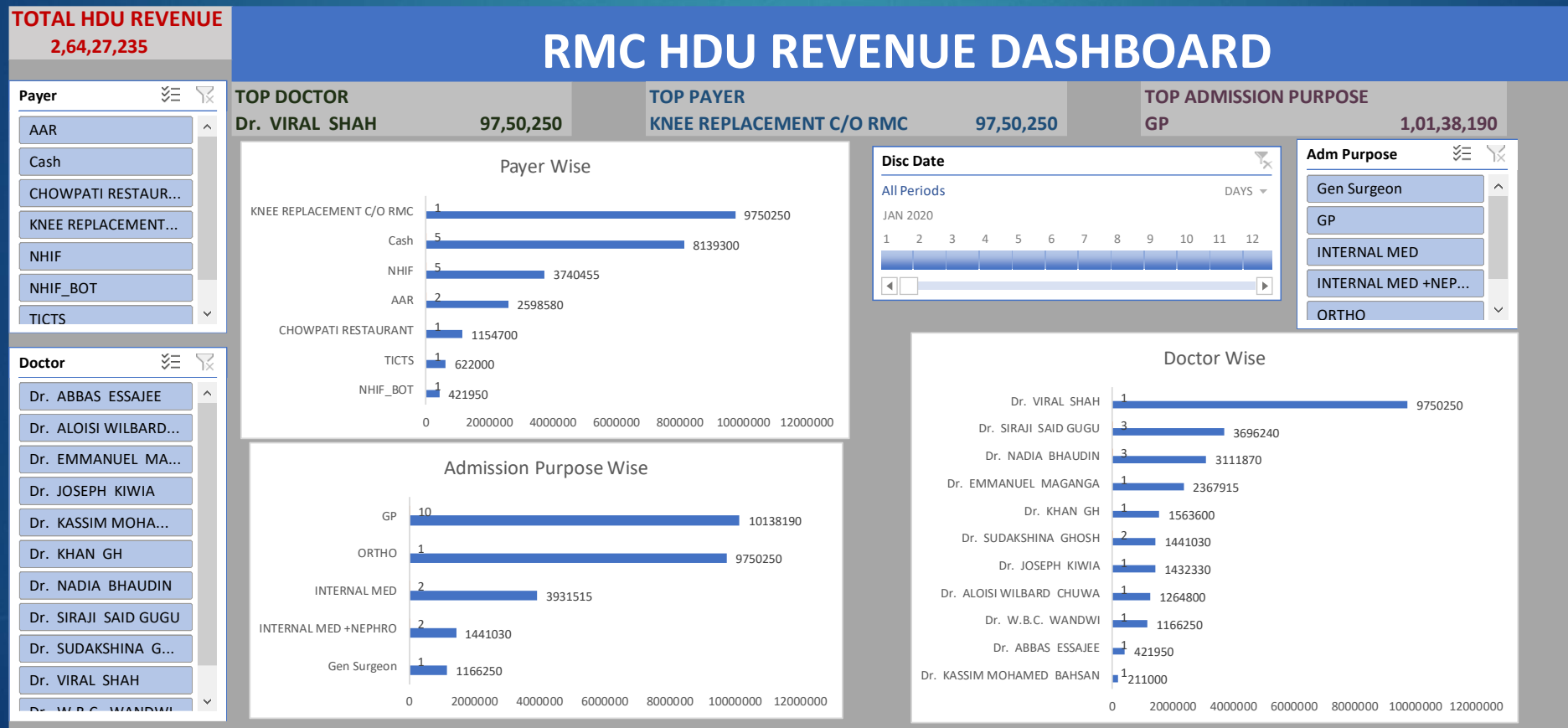
- ▶ Research Design- Descriptive Observational
- ▶ Study Setting- Regency Medical Centre, Dar es Salaam, Tanzania
- ▶ Study Duration- January, 2020
- ▶ Research Instruments- Microsoft Excel, Pivot Table, Pivot Charts, VBA Coding, Interactive Dashboards
- ▶ Statistical Methods- Bar graphs, Pie charts, Tabular representation of data
- ▶ Departments chosen- HDU, ICU, Radiology, ENT, Physiotherapy, Laboratory

RESULTS

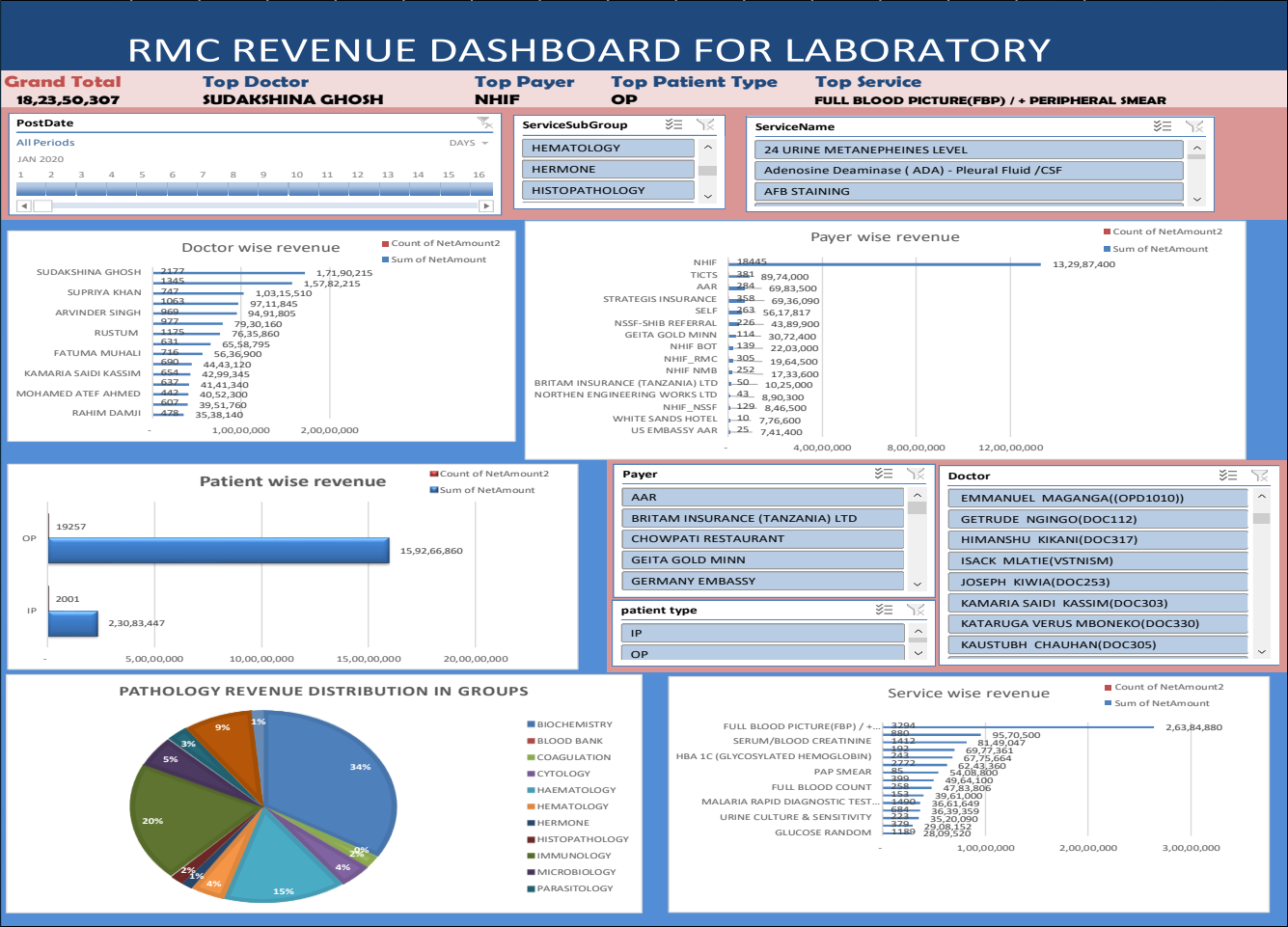


- ▶ Most revenue generating- Laboratory, Radiology, HDU
- ▶ Least revenue generating- Physiotherapy, ICU, ENT
- ▶ Diagnostic departments found most lucrative
- ▶ Outpatients generated more revenue than inpatients
- ▶ More patients opting for health insurance as opposed to cash payments

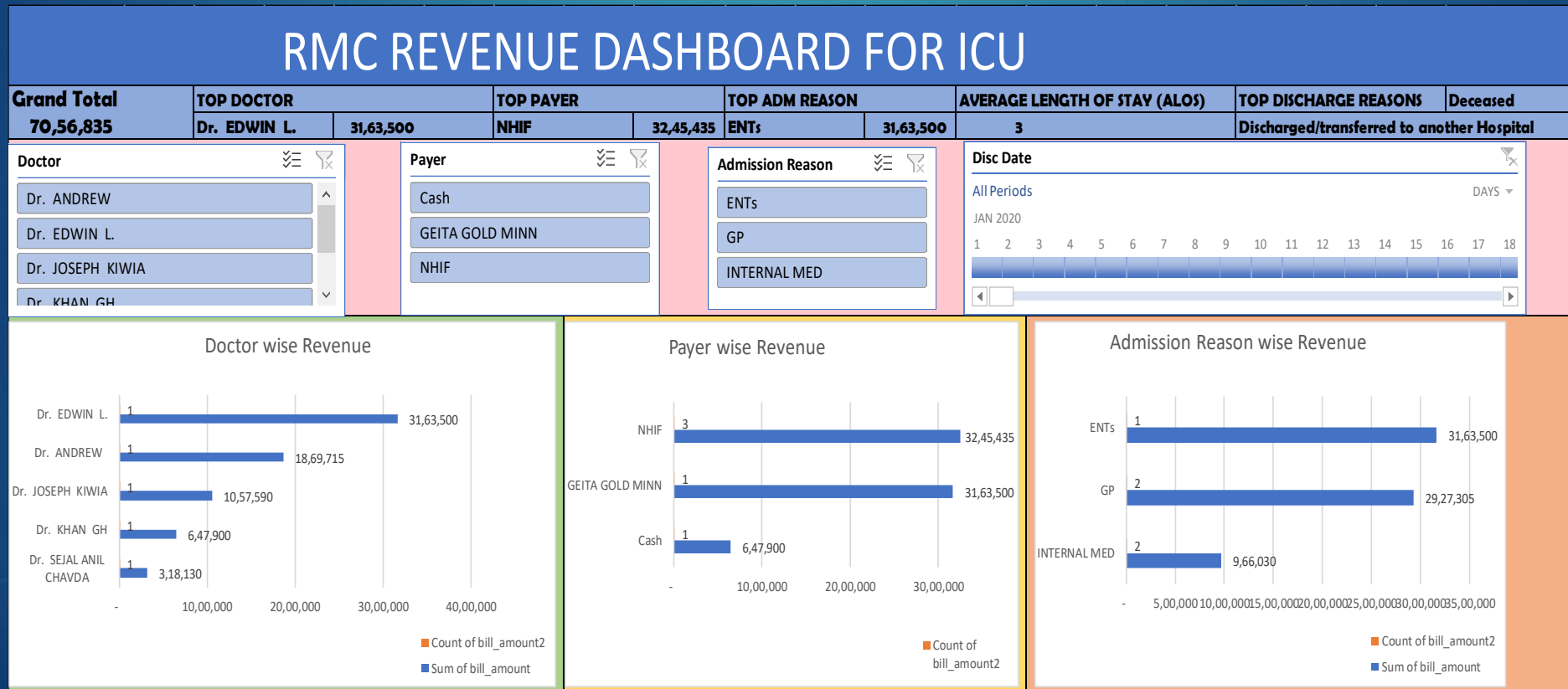
REVENUE DASHBOARD FOR HDU



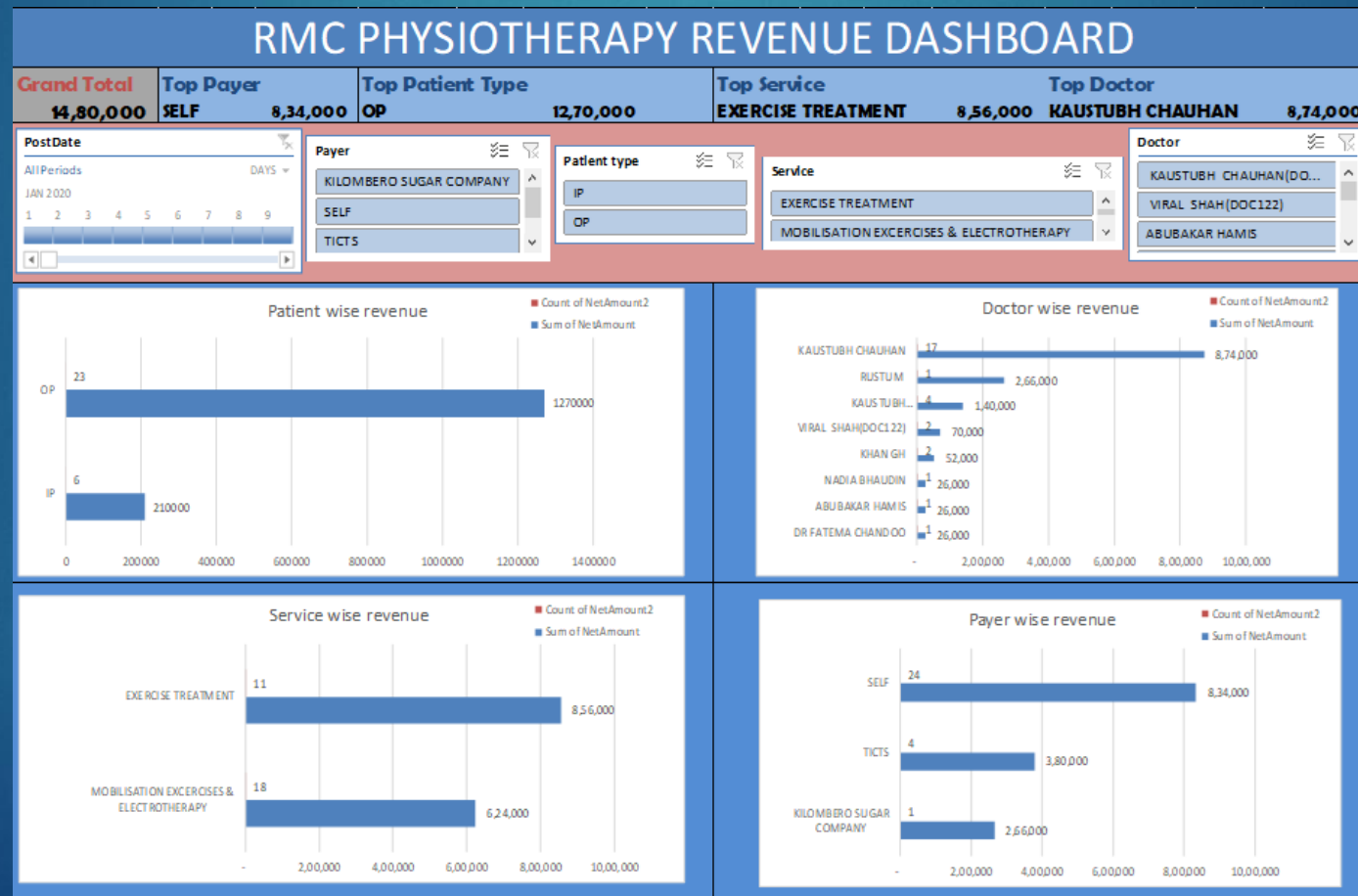
REVENUE DASHBOARD FOR LABORATORY



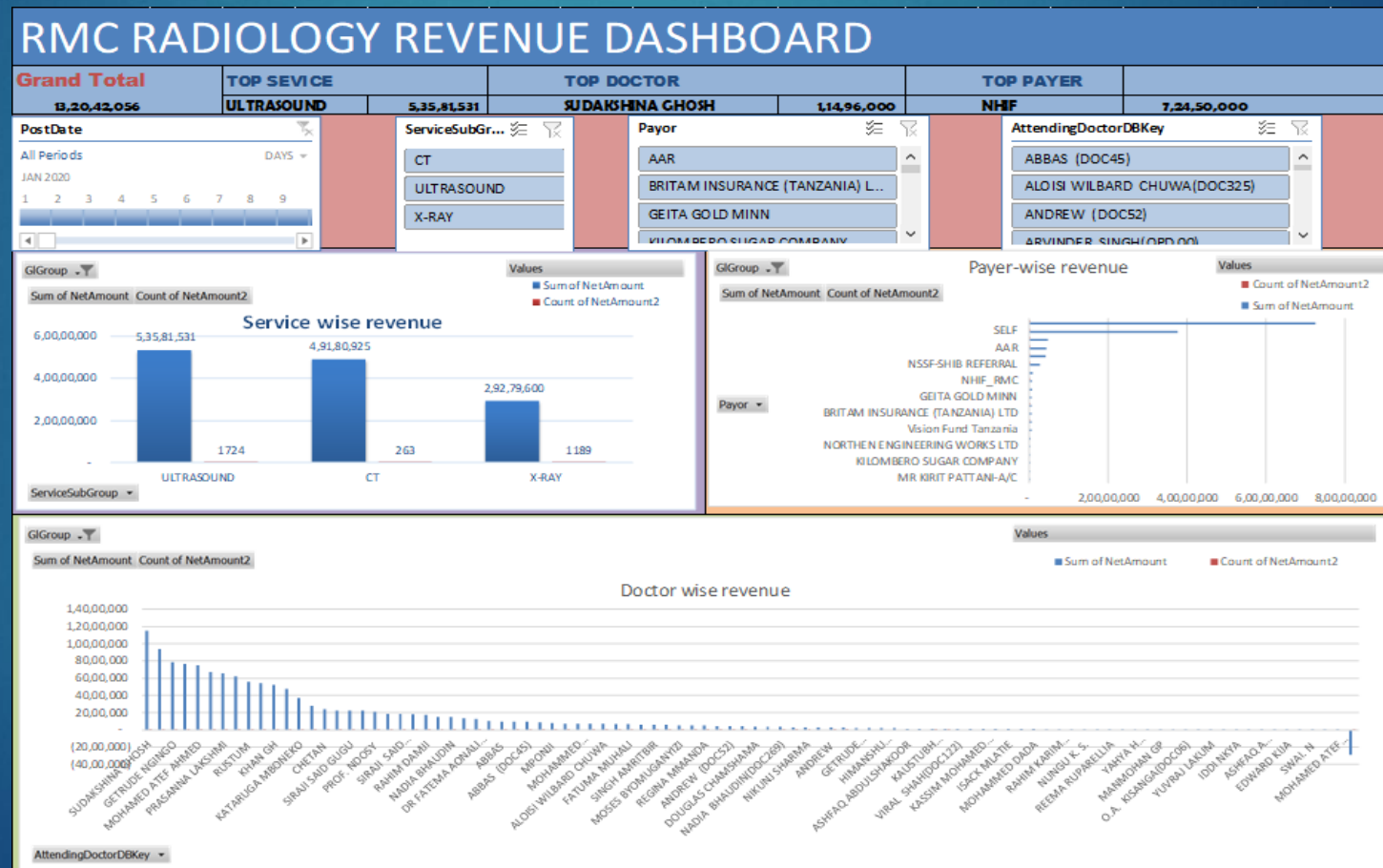
REVENUE DASHBOARD FOR ICU



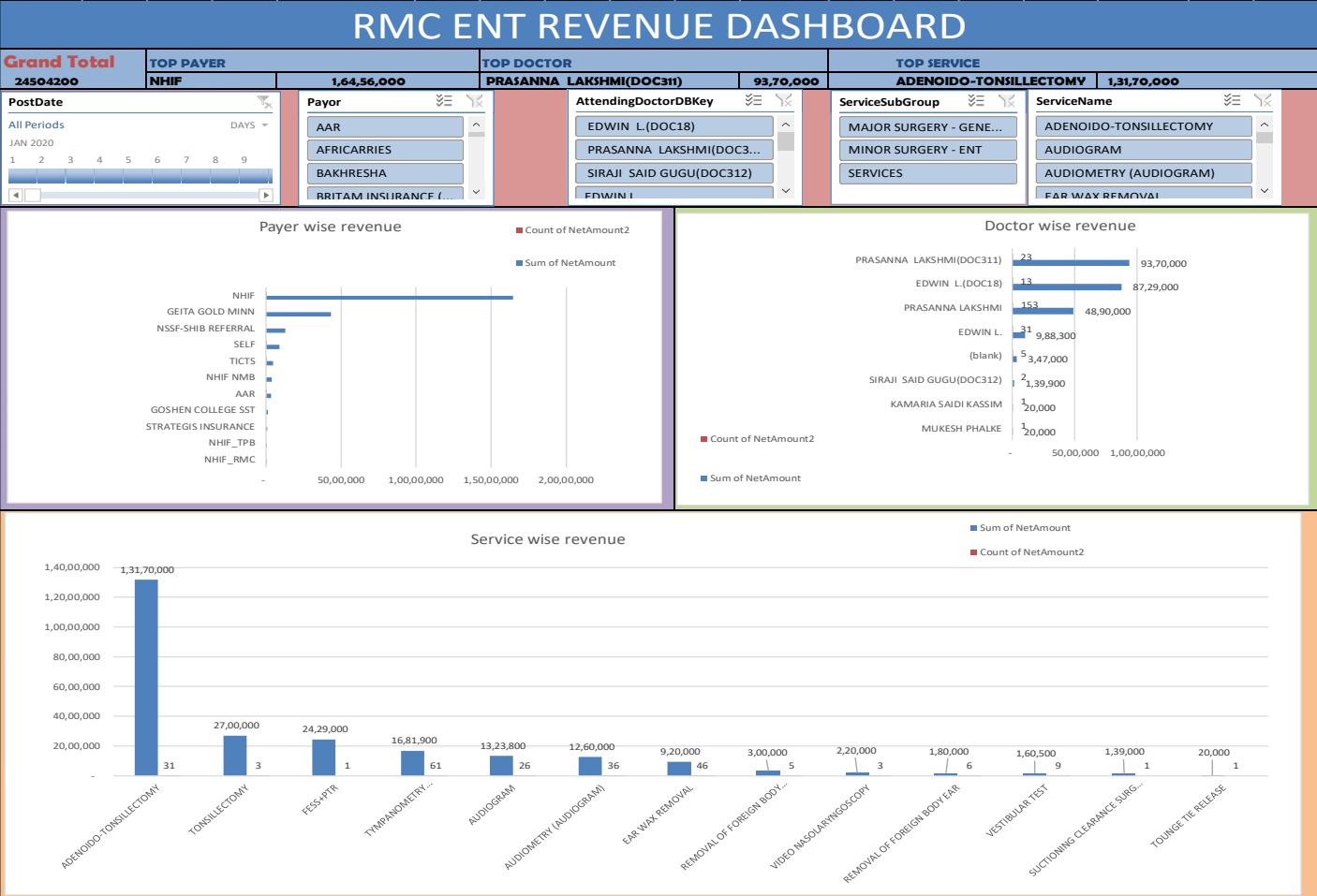
REVENUE DASHBOARD FOR PHYSIOTHERAPY



REVENUE DASHBOARD FOR RADIOLOGY



REVENUE DASHBOARD FOR ENT



STRENGTHS



Ease of use

Scalability

Comparability

Affordability

Accessibility

LIMITATIONS



Blending
multiple
datasets not
possible

Forecasting not
possible

Results not
generalizable

Data accuracy
not a given

Incapable of
performing
complex
functions



THANK YOU

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