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HOSPITAL MANAGEMENT

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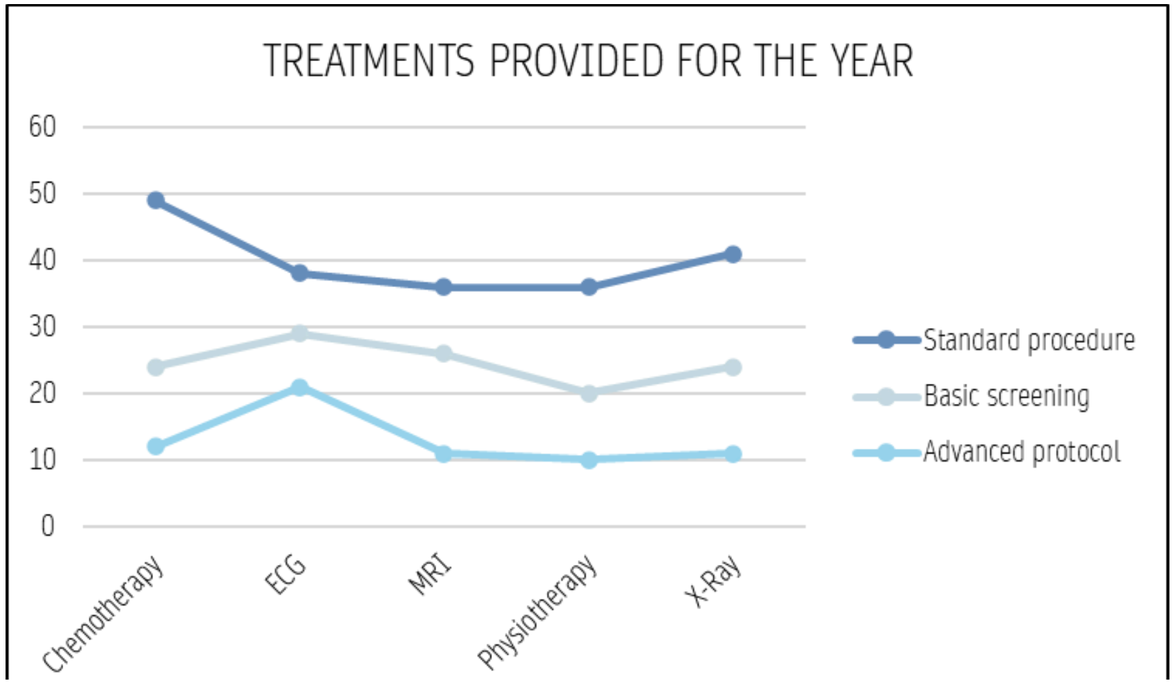
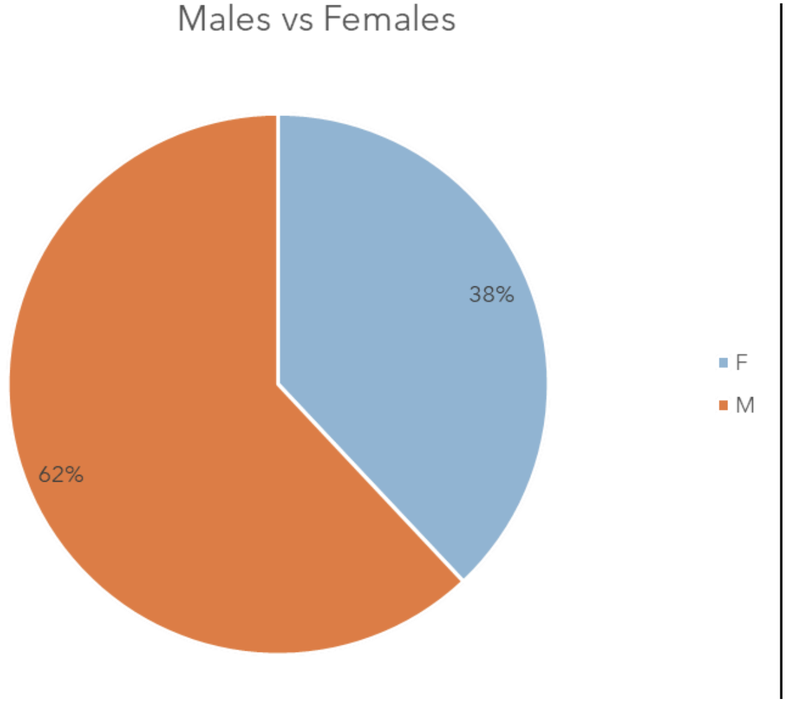
HOSPITAL MANAGEMENT ANALYSIS FOR THE PERIOD OF 01 JAN 2023 – 31 DEC 2023

TYPES OF TREATMENTS PROVIDED IN THE HOSPITAL JAN 2023 -JAN 2024 AND PATIENT SEGMENTATION



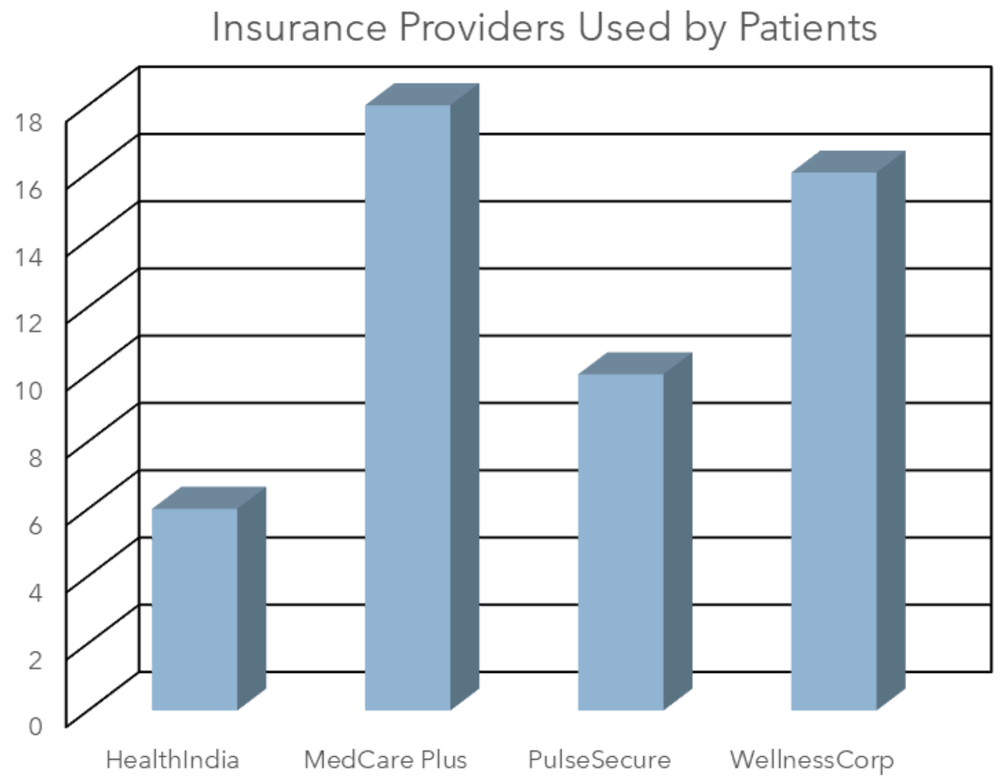


- Numbers show chemotherapy as the most common type of treatment.
- In terms of the levels of treatments, most patients are doing standard procedures across all the different types of treatments.
- The majority of our patients are male, representing 62% of the total, while females accounting for 38%. This indicates a notable gender imbalance in patient distribution.

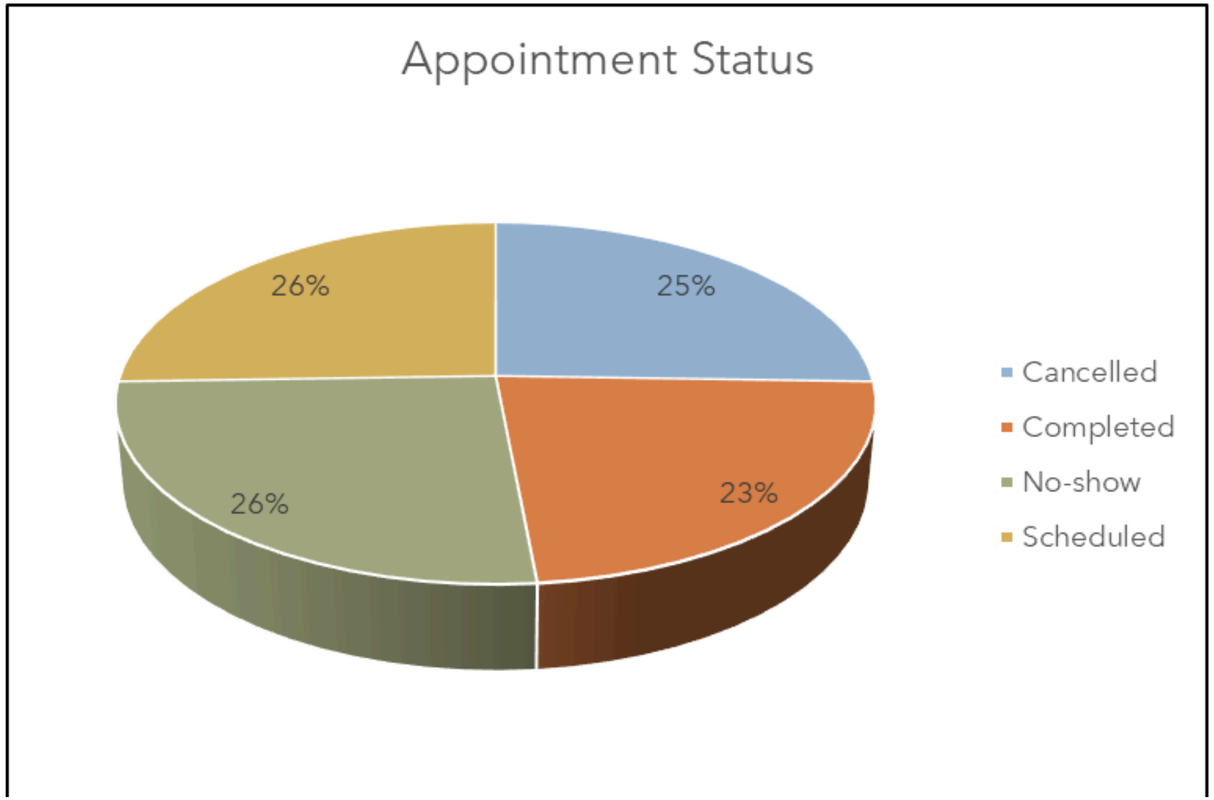
INSURANCE PROVIDERS

- MedCare Plus leads as the top insurance provider among patients, chosen by more than 18 individuals. This suggests a strong preference or broader coverage compared to other insurers

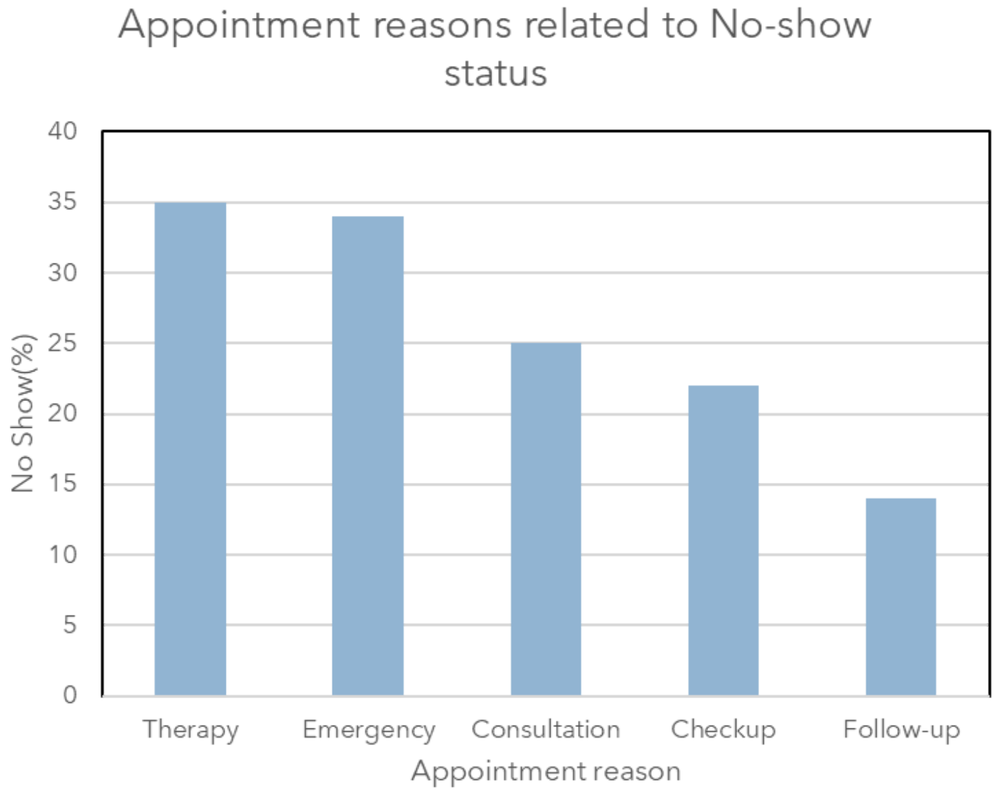
- The least utilized insurance provider is HealthIndia with only 6 patients opting for it.



APPOINTMENT STATUS EVALUATION



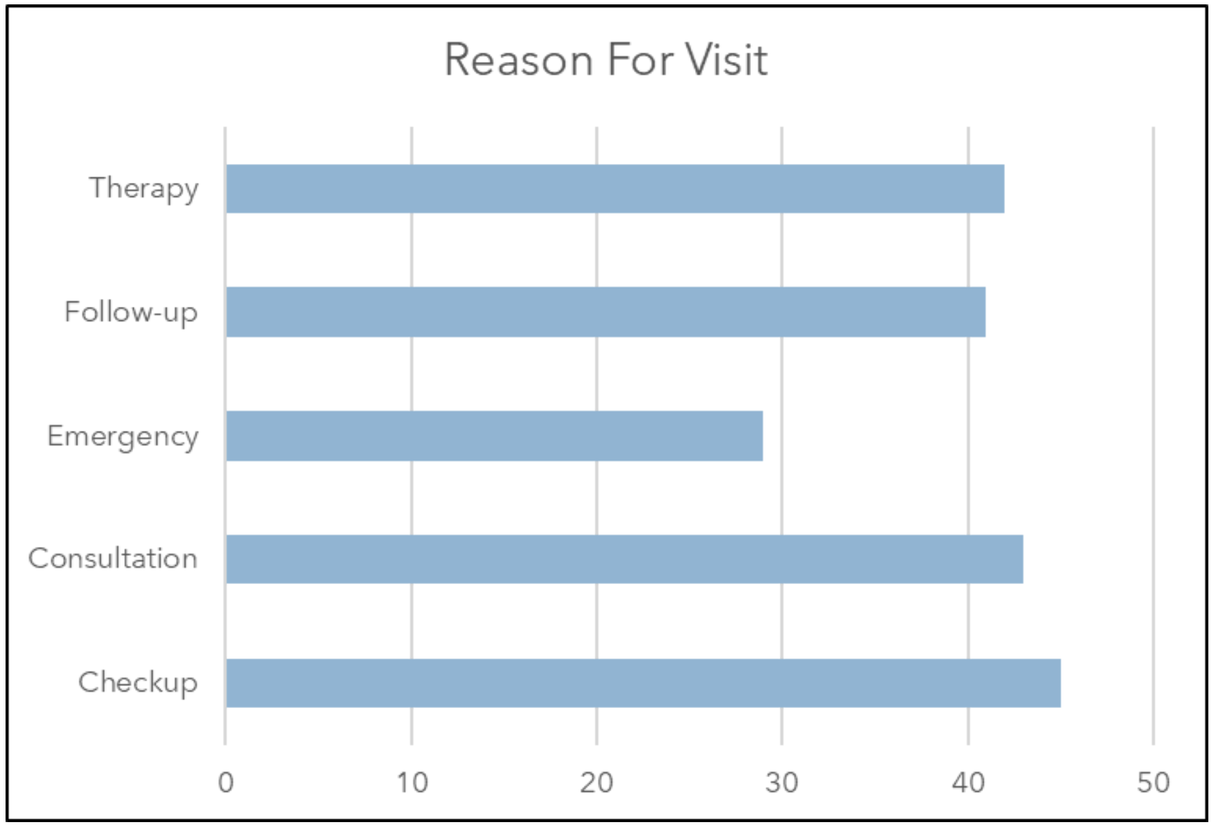
- 26% of appointments were written off as No-Show compared to 23% of completed appointments which is a worrying factor that we have more No-show appointments than completed ones.
- Scheduled appointments make up 26% of total bookings, representing an opportunity to retain and engage more patients. On the other hand, 25% of appointments were cancelled, indicating a potential area of loss that may need further investigation and mitigation strategies.



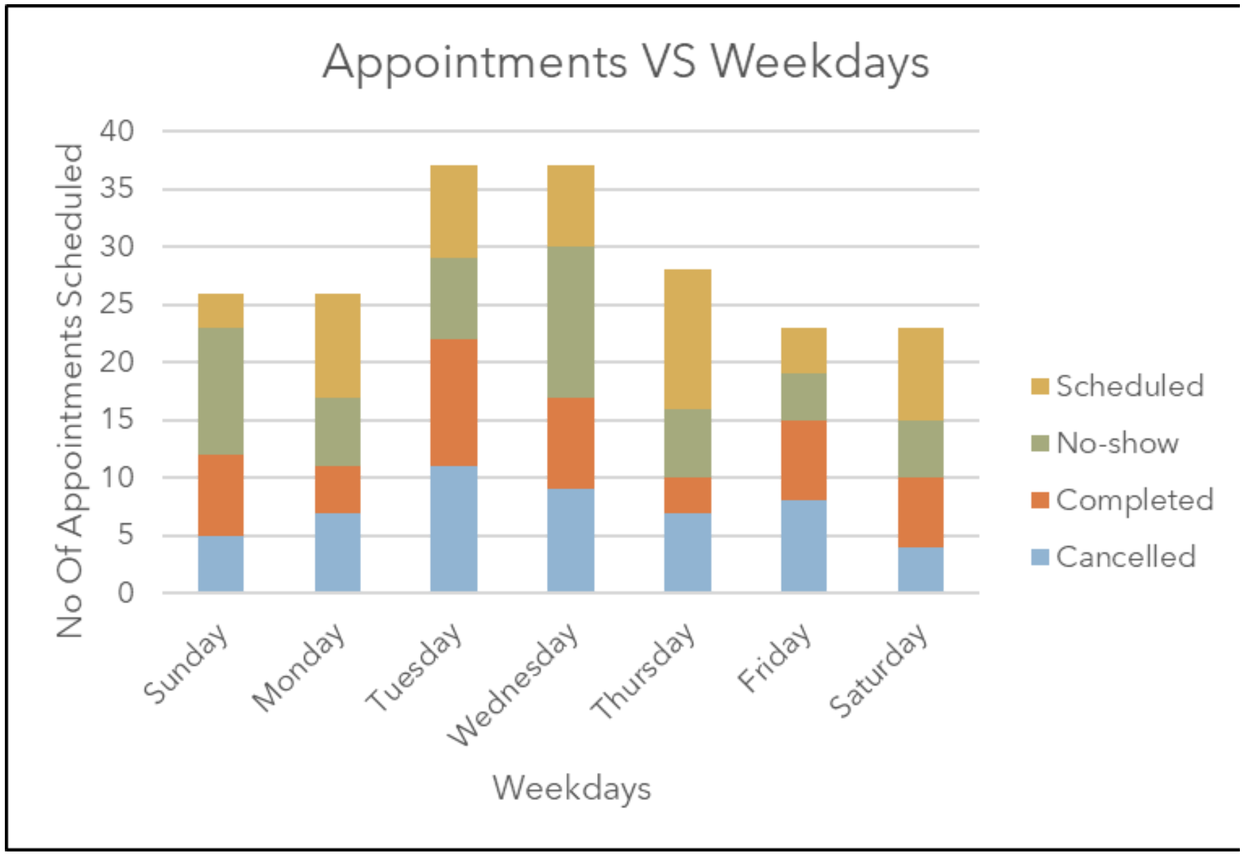
- The highest reason related to no-show for appointments is therapy at 35% followed by emergency at 34%.
- This is expected as most people are skeptical towards therapy.

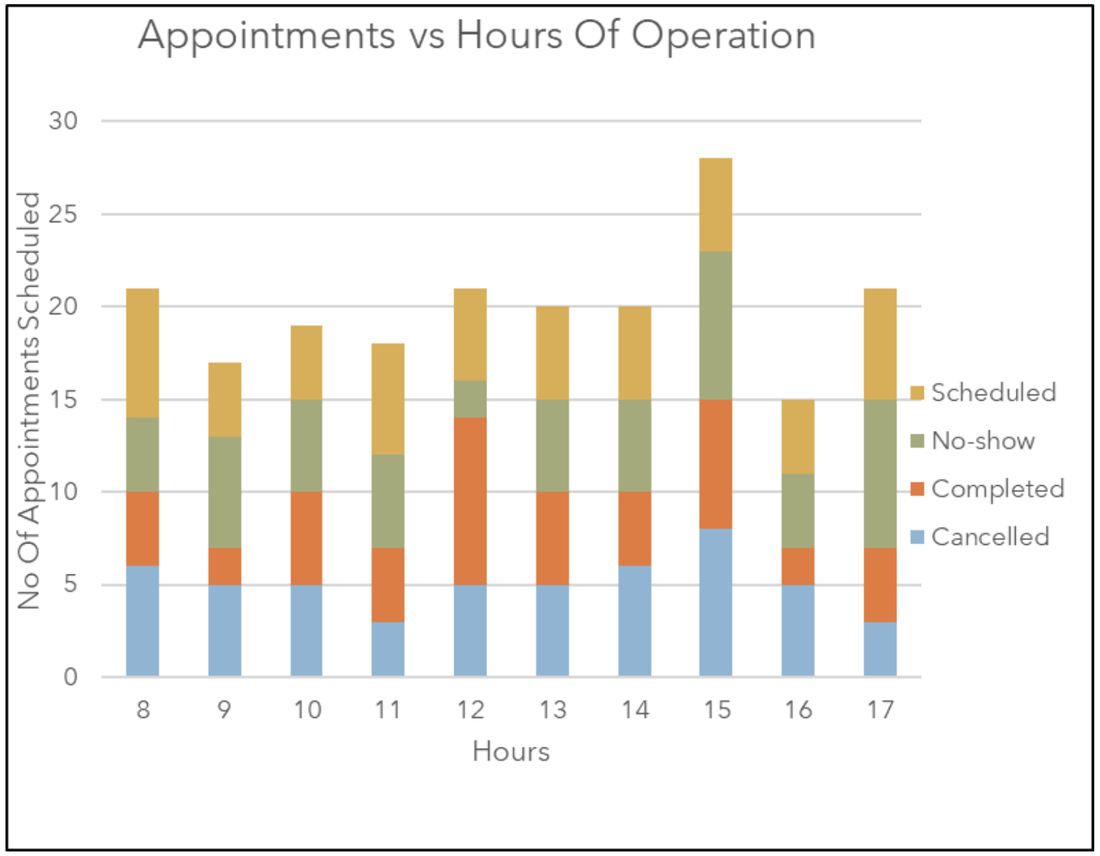
REASON FOR VISIT ANALYSIS

- Most Patients visit the Hospital for checkups.
- Emergency visits have the lowest number.



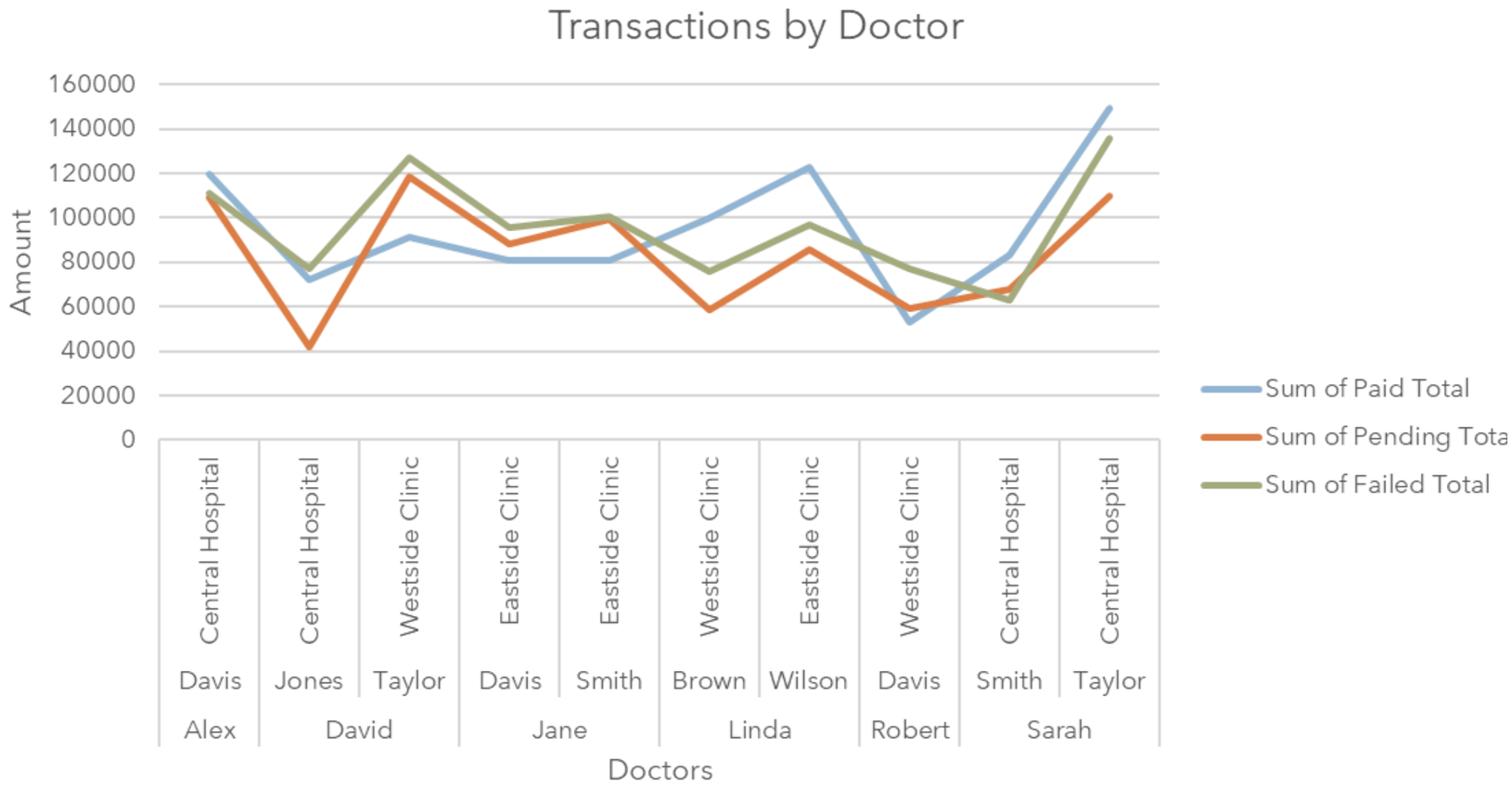
TIME ANALYSIS





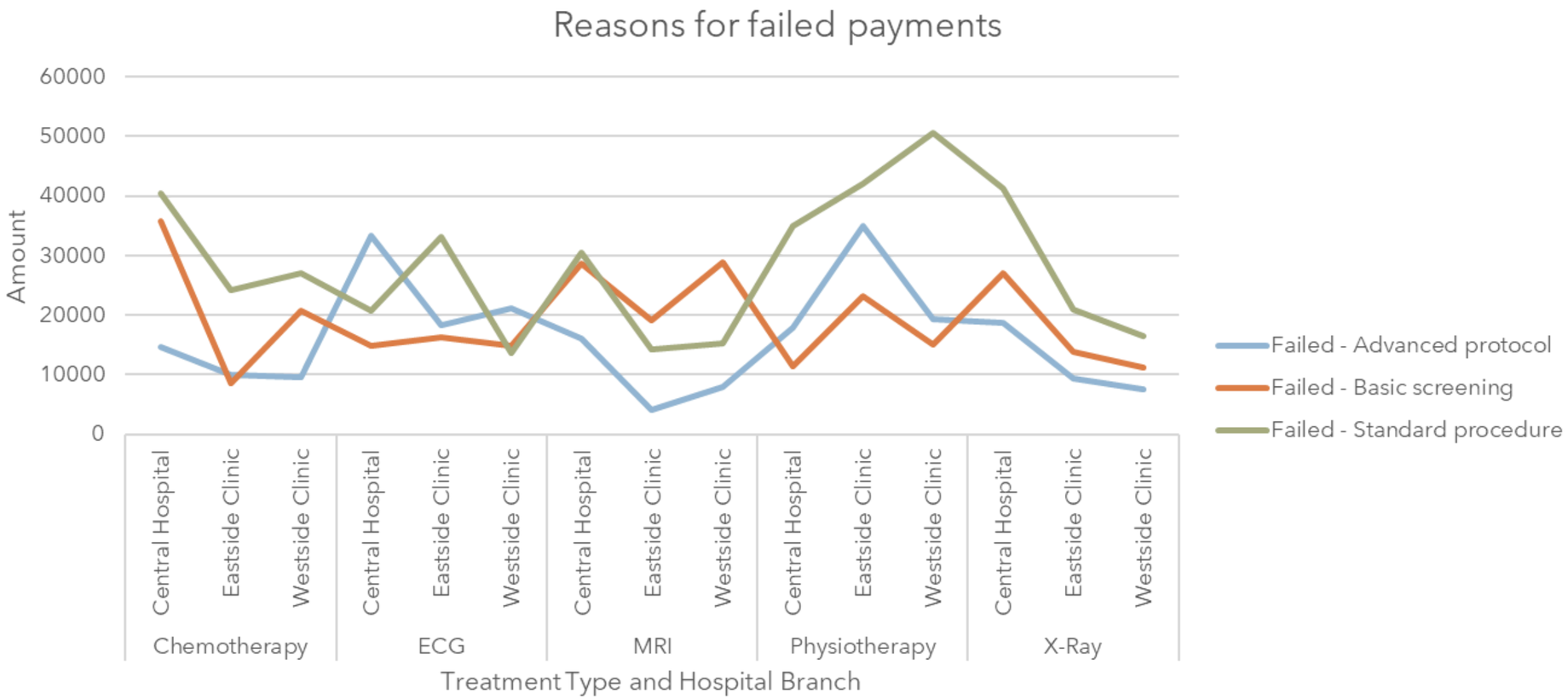
- Tuesday is the busiest day.
- The most appointments are arranged for 15H00 Hours.
- Cancelled and no-show appointments occur consistently across all days and hours, indicating a persistent issue that may impact operational efficiency and resource planning.

REVENUE ANALYSIS



- Sarah Taylor from Central Hospital accumulated the highest revenue.
- Some doctors show a higher total value of failed payments compared to paid payments. This raises a significant concern, as it indicates that certain services may be delivered without revenue recovery, potentially putting the hospital at financial risk or operating at a loss in those areas.

REVENUE ANALYSIS



- The Standard Procedure - Physiotherapy treatment category has recorded a disproportionately high number of failed payments compared to other treatment types. According to the billing data, this trend is contributing to revenue loss and inefficient use of hospital resources.

RECOMMENDATIONS

- The busiest hour is 3 O’clock, to reduce the workload on this hour management can establish a booking limit per hour to avoid overworking the staff.
- Therapy no-shows are quite high, to avoid this issue awareness campaigns on the importance of therapy can be introduced to encourage patients to attend therapy appointments.
- A 26% no-show rate is considerably high; therefore, implementing automated appointment reminders is essential to improve patient attendance.
- The hospital is facing a growing challenge with failed payments, which poses a serious threat to financial sustainability. To mitigate this issue, it is essential that hospital management implements a robust payment assurance strategy. This should include requiring patients to either pay upfront or provide verified proof of ability to settle their bills prior to receiving non-emergency services. Such measures will help reduce revenue losses, optimize resource allocation, and ensure operational stability.

Thank You!!!