

CASE STUDIES

Appolo Hospital

Customer Complaints Resolution



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Data Analysis plan template				
Person Conducting Analsis	Dinesh Yadav		Date : 18 May'2020	
Mentor	Mr. Bose			
Overview - The City Appolo hospital located in Sion, Mumbai serve to the Mumbai people from 1990. This is general hospital with 50 bed capacity and well known for the cardiac special treatment		Problematic Area - Recently we have received lots of complaint from the patients and their relatives		
Project Methodology – Qualitative analysis		Project Cost		
		Description	Duration	Amount
		Customer survey	35 Hours	52500
		Data preparation	10 Hours	15000
Analysis - Customers Survey & Pareto		Analyzing data	18 Hours	27000
		Visualization	12 Hours	18000
		Devolvement	15 Hours	22500
		Grand Total	90 Hours	135000

3.1 Appolo hospital Complaint details

Category	No of complaints
Information provided	210
Time Table	60
Received Treatment	92
Forms missing	13
Solving Time	320
Too many formalities	75
Personal Skill	18
Waiting line time	53
other	4
Grand total	845

Summary:

- We have received total 845 complaints forms, starting from the complaint form filled in by the medical service beneficiaries
- We have classify this complaints into different categories

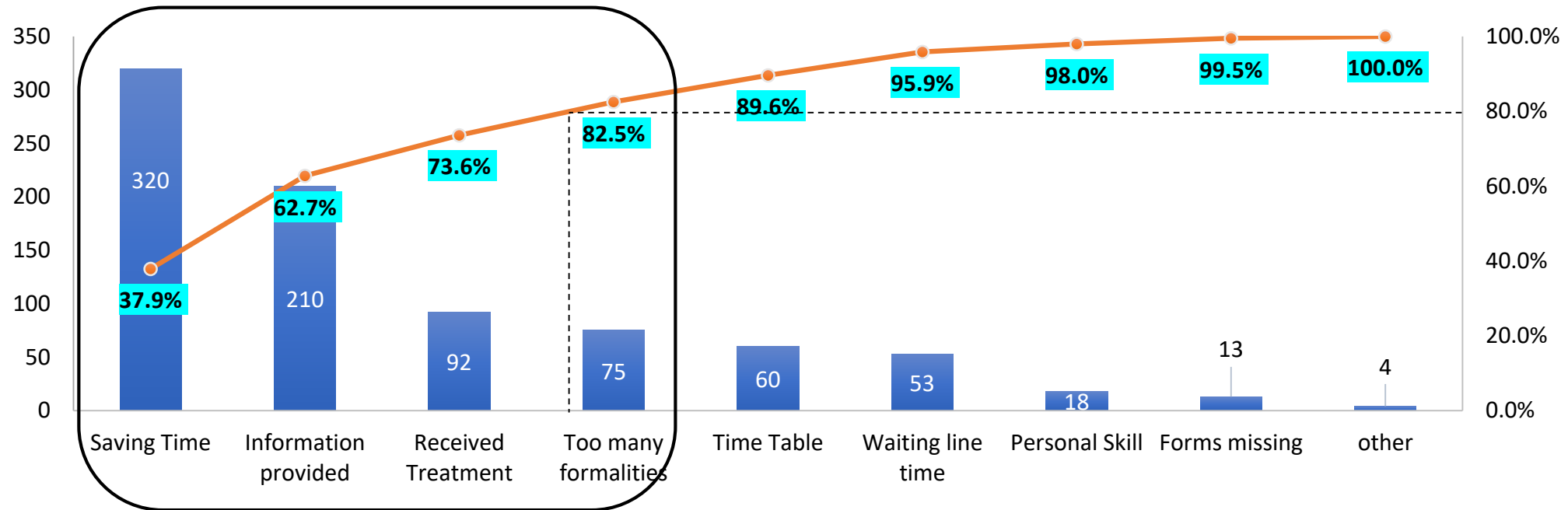
Top Reasons

Category	Frequency	Cumulative Frequency	Cumulative Frequency %
Saving Time	320	320	37.9%
Information provided	210	530	62.7%
Received Treatment	92	622	73.6%
Too many formalities	75	697	82.5%
Time Table	60	757	89.6%
Waiting line time	53	810	95.9%
Personal Skill	18	828	98.0%
Forms missing	13	841	99.5%
other	4	845	100.0%
Grand total	845		

Analysis:

- Re-arrange all the category in ascending order as per the their frequency
- Calculate cumulative frequency and their contribution

Pareto - Complaint Category



Conclusion:

- Solving time is the top most complaint where as personal skill & missing forms has low numbers
- Solving time, Information provided, received treatment & Too many formalities are contributing 82.5% of overall complaints

Recommendation

- Special task team can be assigned for quick diagnostic of the problem
- Introduction of experienced staff for reducing treatment solving time
- Need to Update procedure manual for providing treatment information to the patient and their relatives
- LEAN project need to initiated to eliminate unnecessary procedures and formalities
- Audit team needs to be appointed for monitoring activity of all the staff

Impact

- Diagnostic time can be improved with a special task team
- Treatment solving time will be reduced due to experience staff
- Patient can be well verse with their diagnostic, diseased and treatment with the new guideline
- LEAN project will help to eliminate unwanted steps and formalities during patients admission and their treatment
- Audit on regular interval will help to diagnose the problem on real time and we can fix those problem before it get escalated

Any Questions

Thanks