



RESEARCH PROJECT


PATIENT SATISFACTION BASED ON TPA SERVICE

NAME: PARAS ARORA

ROLLNO: PG/21/136

MENTOR: Dr. MUKESH RAVI RAUSHAN

MENTOR APPROVAL

 Dr. Mukesh Ravi Raushan Yesterday
To You and Mr.Tarun Kumar Nagpal ...



Dear Paras,

The work could be improved further. You may, however, choose presentation at this time. Take note of the suggestions and comments to improve the work and include them before submitting the final version.

Next time, try to keep the academic in the loop for easy reference and visibility.

Best,
Mukesh

With Regards,
MUKESH RAVI RAUSHAN | Ph.D.
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About eExpedise

eExpedise Healthcare is a NABH & ISO 9001:2015 & ISO 27001:2013 Certified Company having its healthcare network spread in 45 countries. The company has designed innovative healthcare solutions to build a strong healthcare & Insurance ecosystem for both domestic and international clients.

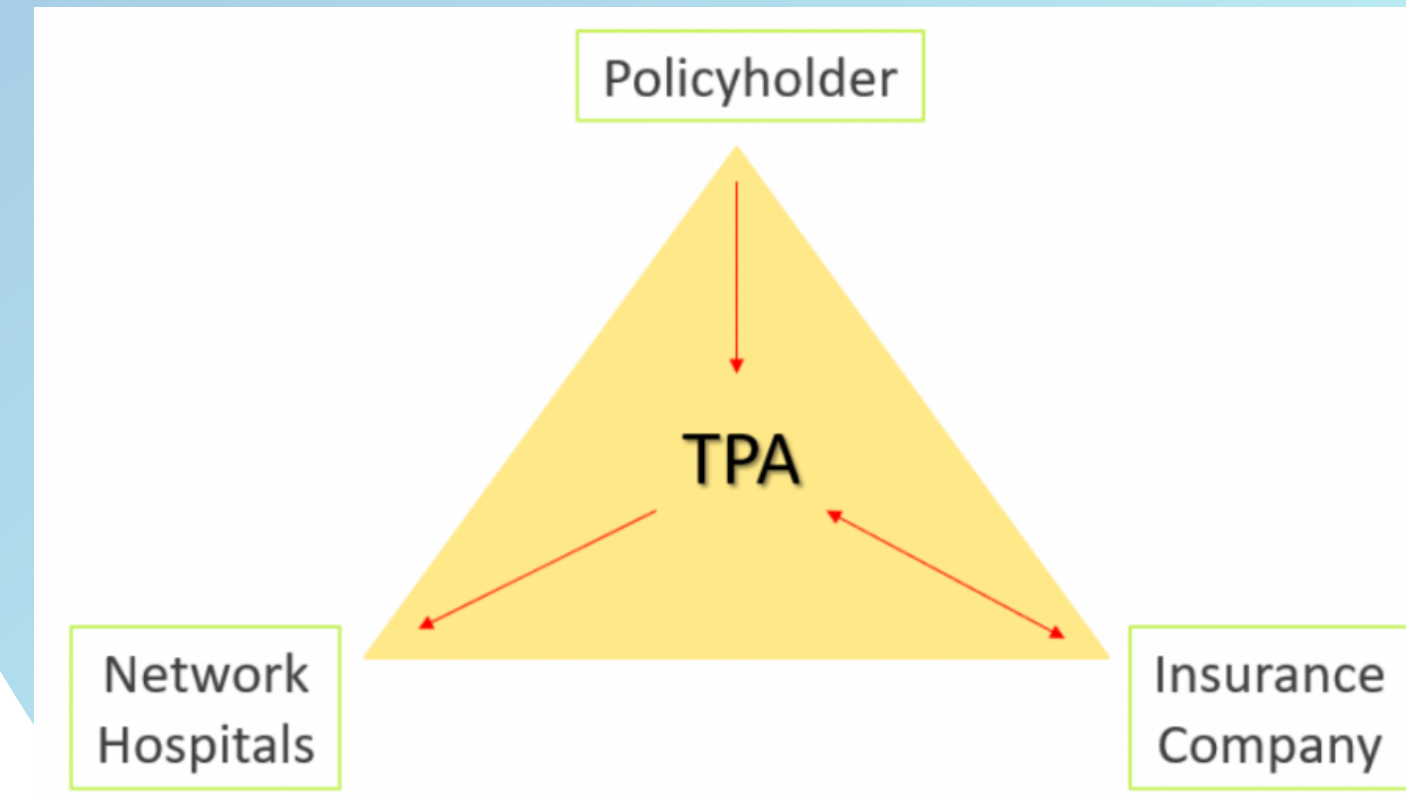
Led by a team of experienced management and skilled professionals across diverse verticals such as IT, health insurance and medical assistance, among others. The Company has a strong background of managing various portfolios for Insurance companies, Third Party Administrator (TPA) and Government agencies – Health Ministries of various countries.



BACKGROUND

Third-Party Administrators (TPAs) are responsible for managing the medical insurance claims of patients on behalf of hospitals. Patient satisfaction with TPA services is essential to ensure that hospitals provide quality healthcare services. Therefore, it is important to investigate patient satisfaction with TPA services at different stages in the hospital.

The aim of this study is to investigate patient satisfaction with TPA services in the hospital, including assistance at the help desk, preadmission authorization, assistance during discharge, response during claim intimation, promptness in settlement of claim.



RATIONAL OF STUDY

The study of patient satisfaction at TPA services was essential for several reasons:

Improving the quality of care: Understanding patient satisfaction can help identify areas for improvement in the quality of care provided by TPA services. By addressing patient concerns and meeting their needs, TPA services can improve patient outcomes and increase patient loyalty.

Enhancing patient engagement: Patient satisfaction surveys can help engage patients in their healthcare and encourage them to take an active role in their treatment. Patients who feel valued and heard are more likely to adhere to treatment plans and engage in their healthcare.

Benchmarking against competitors: Patient satisfaction surveys can be used to benchmark TPA services against other healthcare providers. This can help identify strengths and weaknesses relative to competitors and guide strategic decision-making.

OBJECTIVES

The objectives of the study are:

- To evaluate patient satisfaction with TPA services provided at the help desk.
- To assess patient satisfaction with the preadmission authorization process.
- To investigate patient satisfaction with assistance during discharge.
- To analyse patient satisfaction with response during claim intimation.
- To examine patient satisfaction with promptness in settlement of claim.

METHODOLOGY

Design: A cross-sectional study design is employed, using a survey questionnaire to collect data from patients who have recently used TPA services. This study has use a mixed-methods approach, including both quantitative and qualitative methods. This research has collect data from primary sources.

Sample: The sample size was 196 patients who have used TPA services through eExpedise healthcare. The participants were selected through convenience sampling.

Data Collection: Data was collected using a structured questionnaire and semi-structured interviews. The questionnaire was designed to assess patient satisfaction with TPA services at different stages, including assistance at the help desk, preadmission authorization, assistance during discharge, response during claim intimation, promptness in settlement of claim. The questionnaire has used Likert scale ranging from 1 to 5, with 1 representing "very dissatisfied" and 5 representing "very satisfied."

Data collection tools: The data collection tools consisted of interviews, questionnaire, MS-EXCEL, Google Forms.

INCLUSION CRITERIA ✓

- Patients who have used TPA services within the past three months.
- Patients who are 18 years old or above.
- Patients who are able to read and write in the language of the questionnaire.
- Patients who are willing to participate in the study and provide informed consent.

EXCLUSION CRITERIA ✗

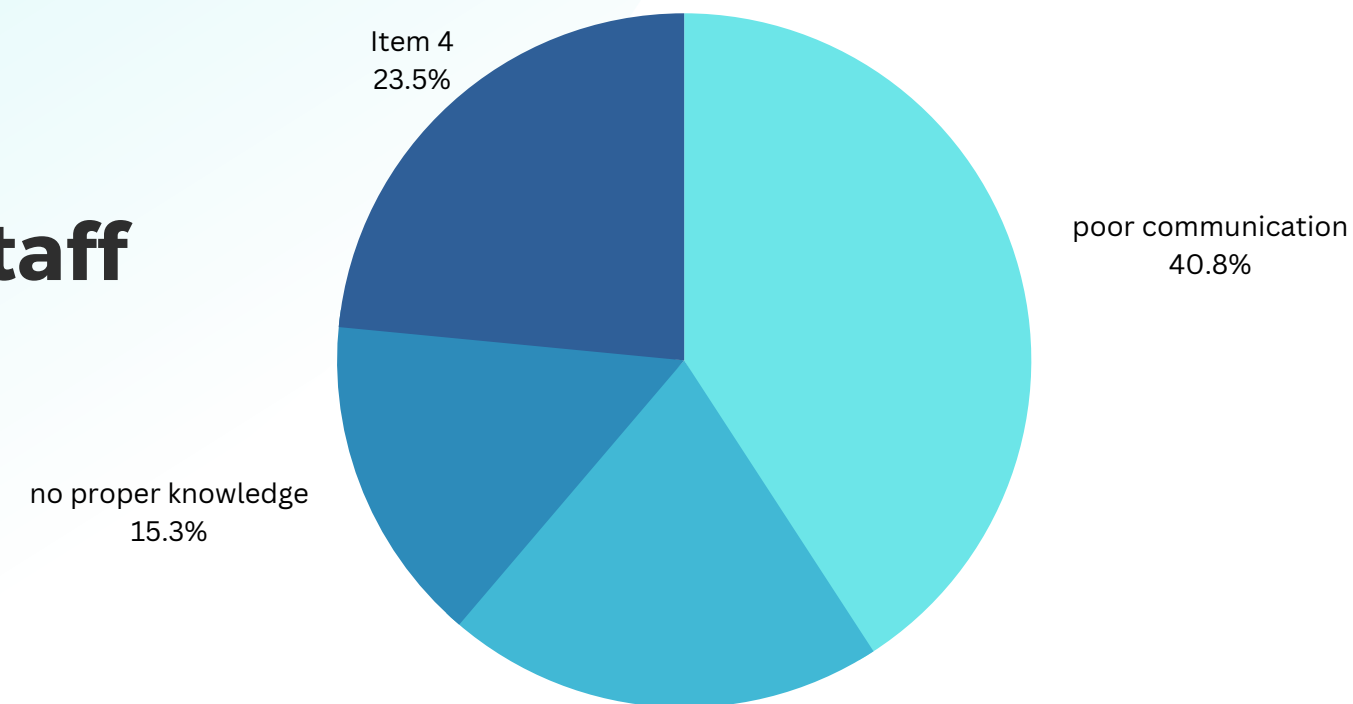
- Patients who have cognitive or mental impairments that would prevent them from completing the questionnaire.
- Patients who have language barriers that would prevent them from understanding the questionnaire.
- Patients who have a serious medical condition or are undergoing treatment that would make it difficult for them to complete the questionnaire.

RESULT

- To evaluate patient satisfaction with TPA services provided at the help desk

Factors affecting:

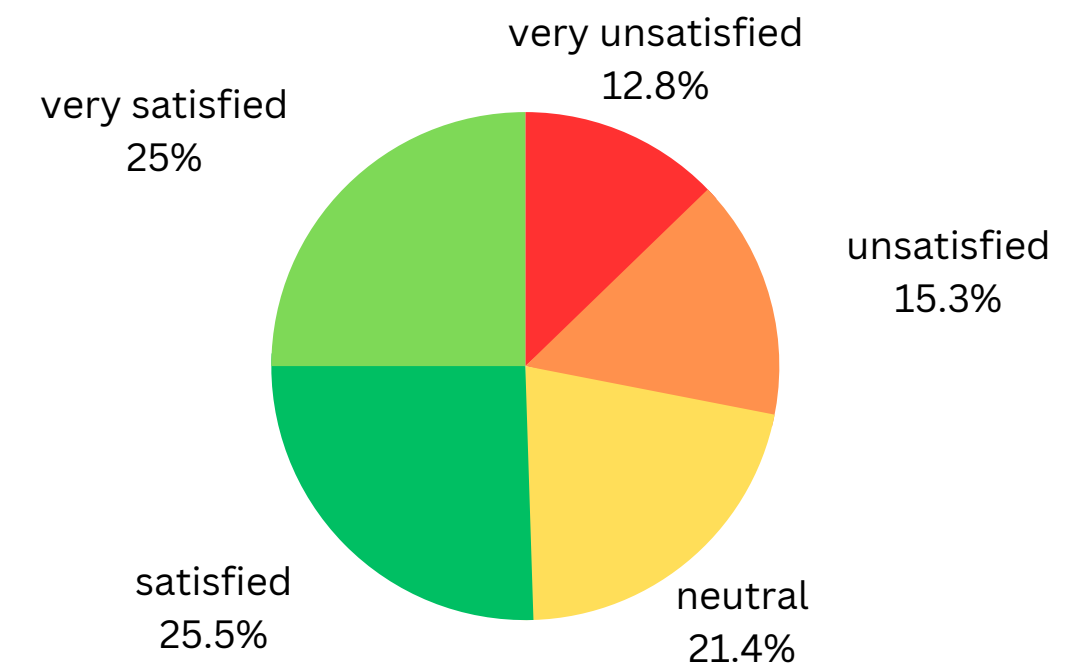
- Poor communication
- lack of dedication of staff
- no proper knowledge
- lack of training



1.
2.

most significant factor:
poor communication
lack of training

TPA SERVICES	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED
N = 196	25	30	42	50	49

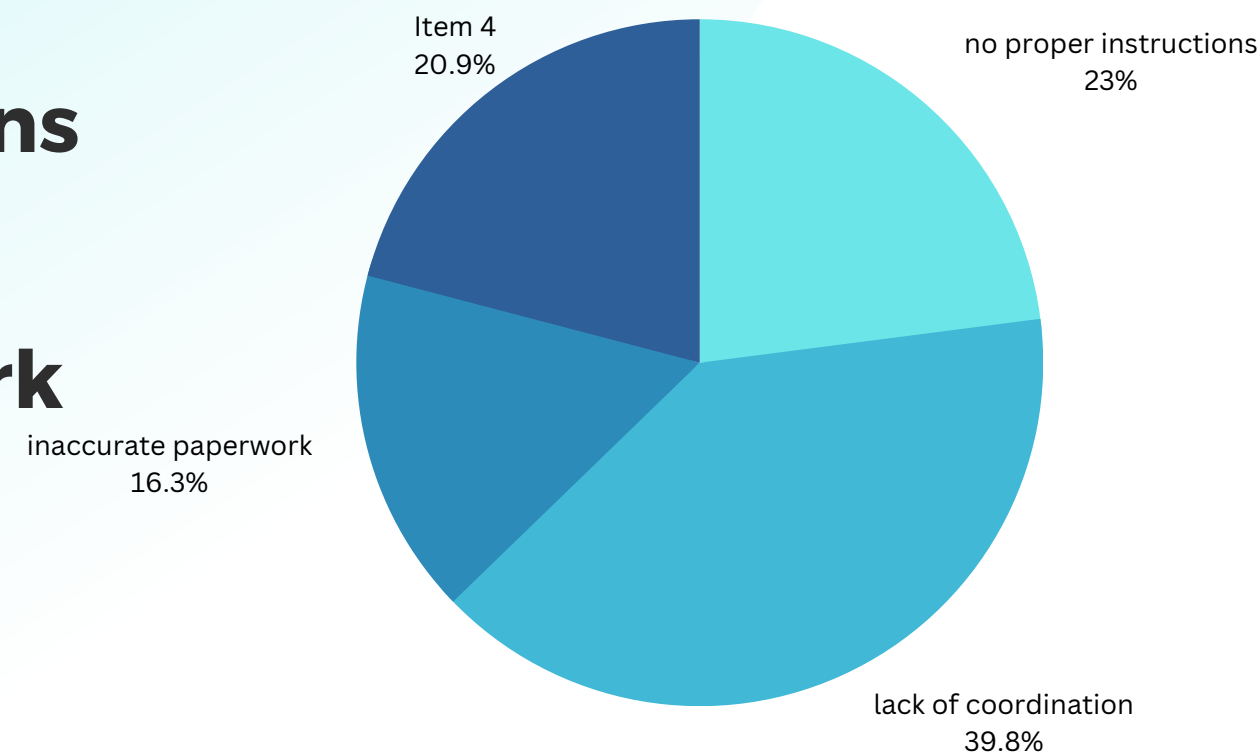


RESULT

- To assess patient satisfaction with the preadmission authorization process

Factors affecting:

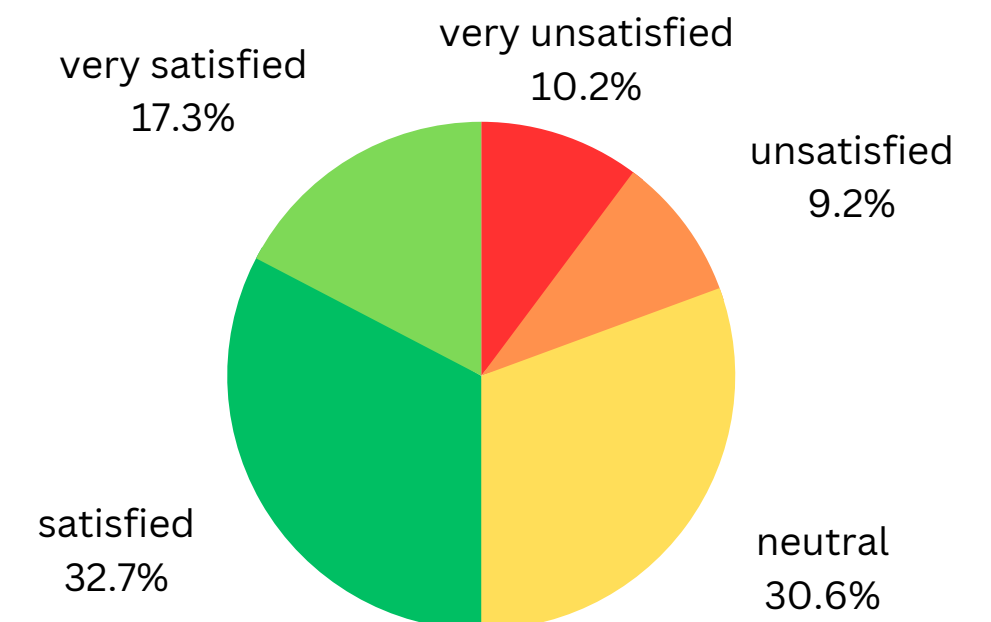
- 1.No proper instructions
- 2.lack of coordination
- 3.inaccurate paperwork
- 4.training



most significant factor:

- 1.no proper instructions
2. lack of coordination

TPA SERVICES	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED
N = 196	20	18	60	64	34

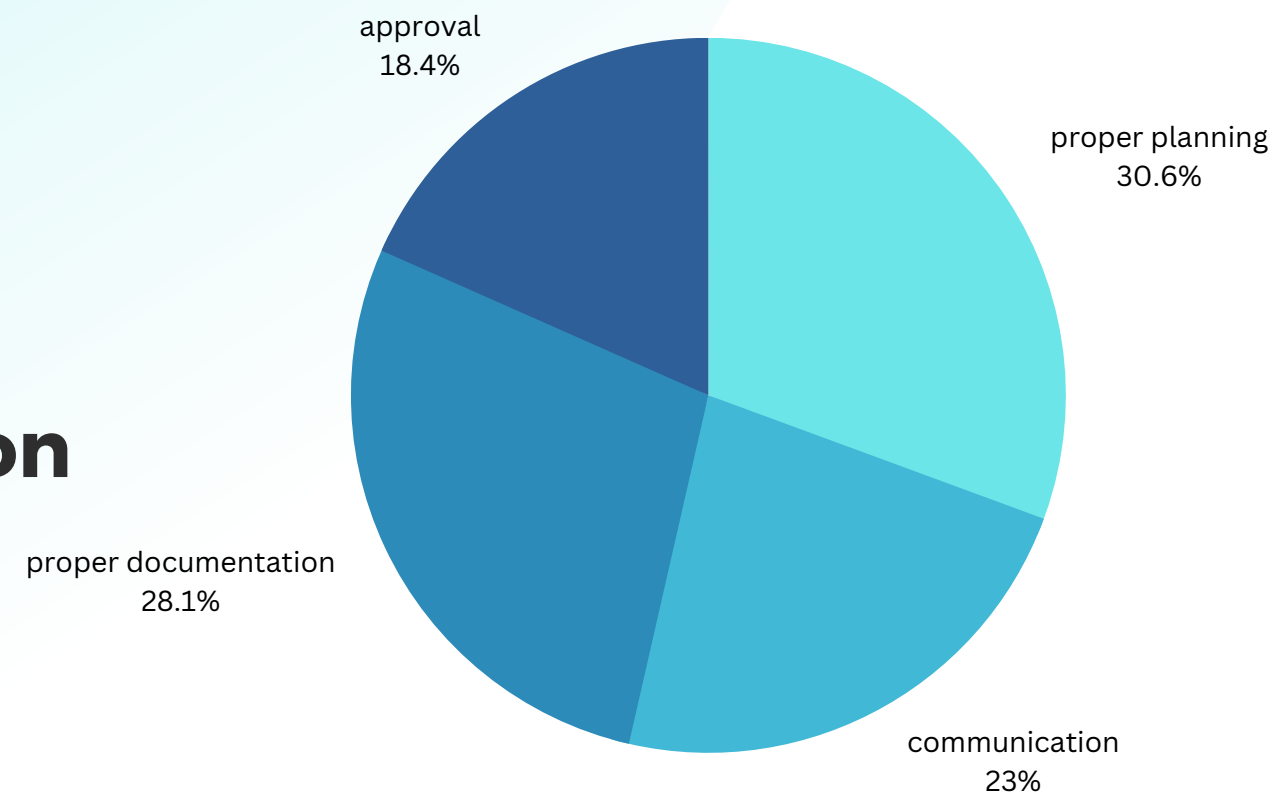


RESULT

- To investigate patient satisfaction with assistance during discharge

Factors affecting:

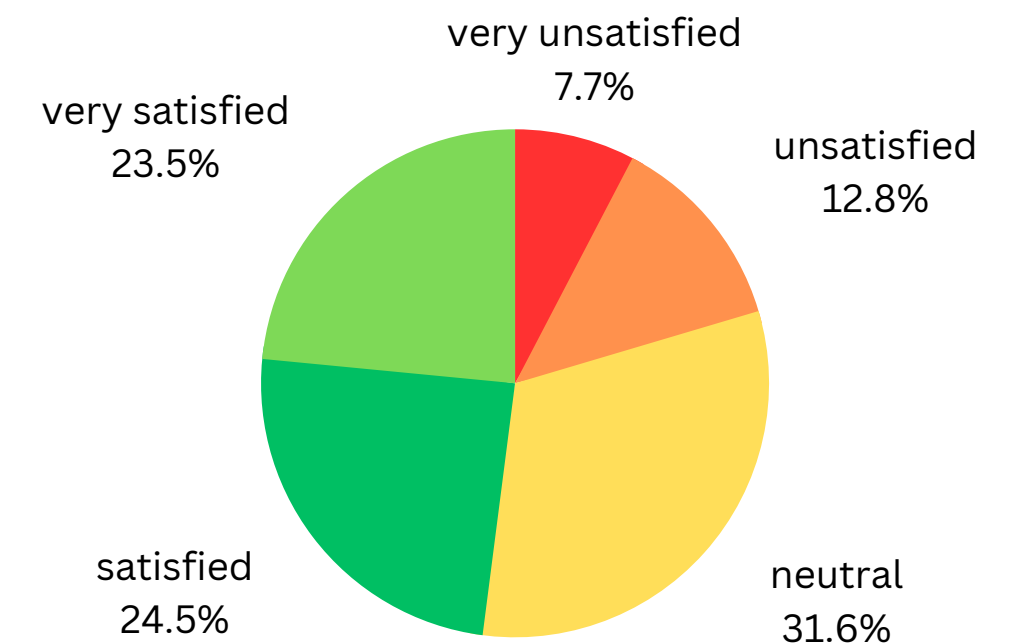
1. proper planning
2. communication
3. proper documentation
4. approval



most significant factor:

1. proper planning
2. proper documentation

TPA SERVICES	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED
N = 196	15	25	62	48	46

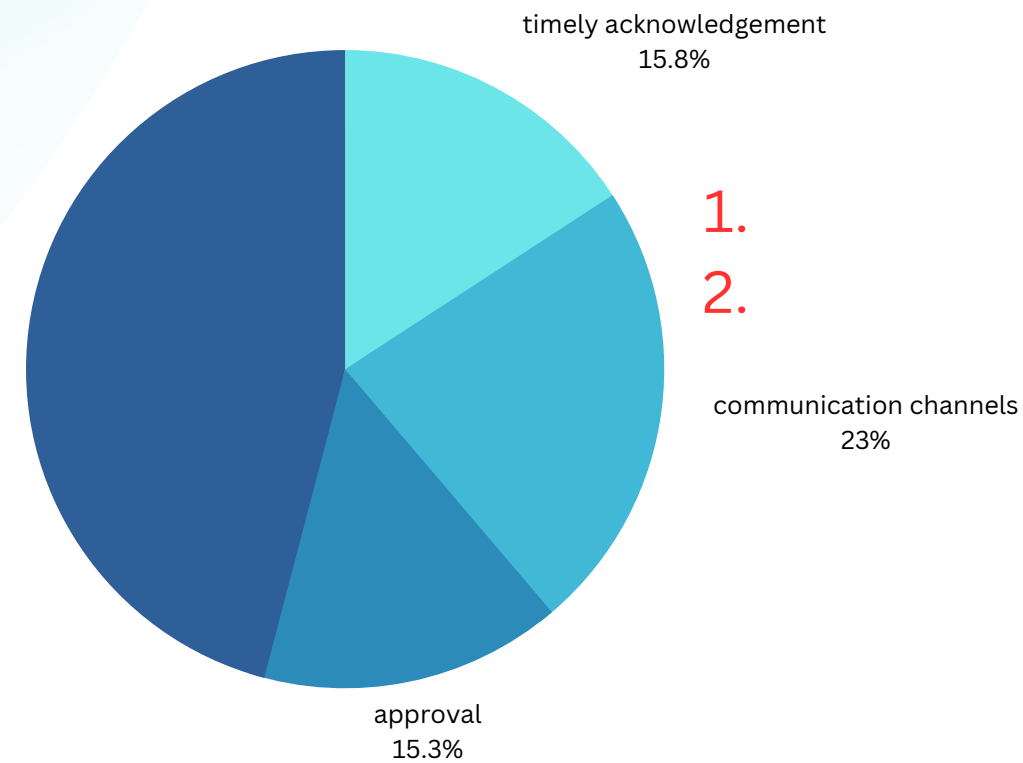


RESULT

- To analyse patient satisfaction with response during claim intimation

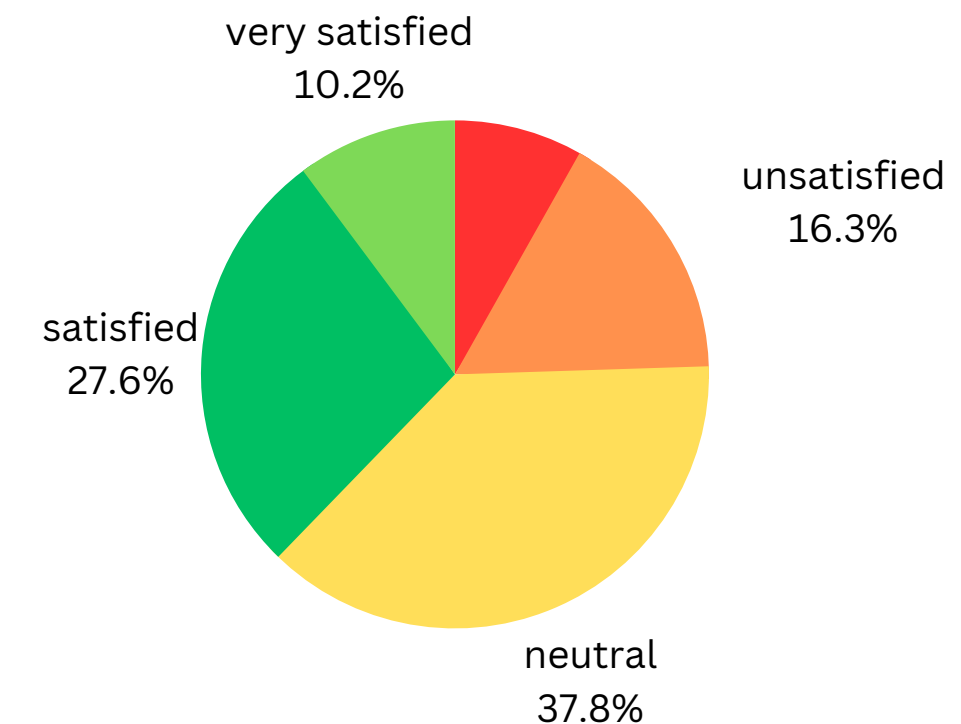
Factors affecting:

1. **timely acknowledgement**
2. **communication channels**
3. **approvals**
4. **ease of claim intimation process**



most significant factor:
ease of claim intimation process
communication channels

TPA SERVICES	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED
N = 196	16	32	74	54	20

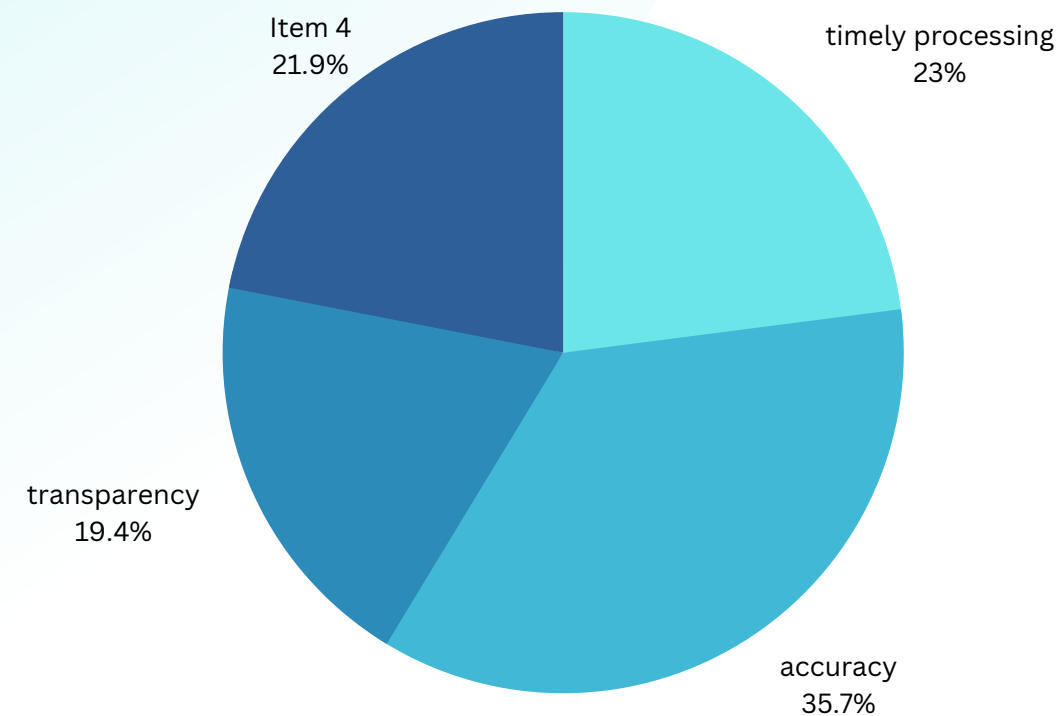


RESULT

- To examine patient satisfaction with promptness in settlement of claim

Factors affecting:

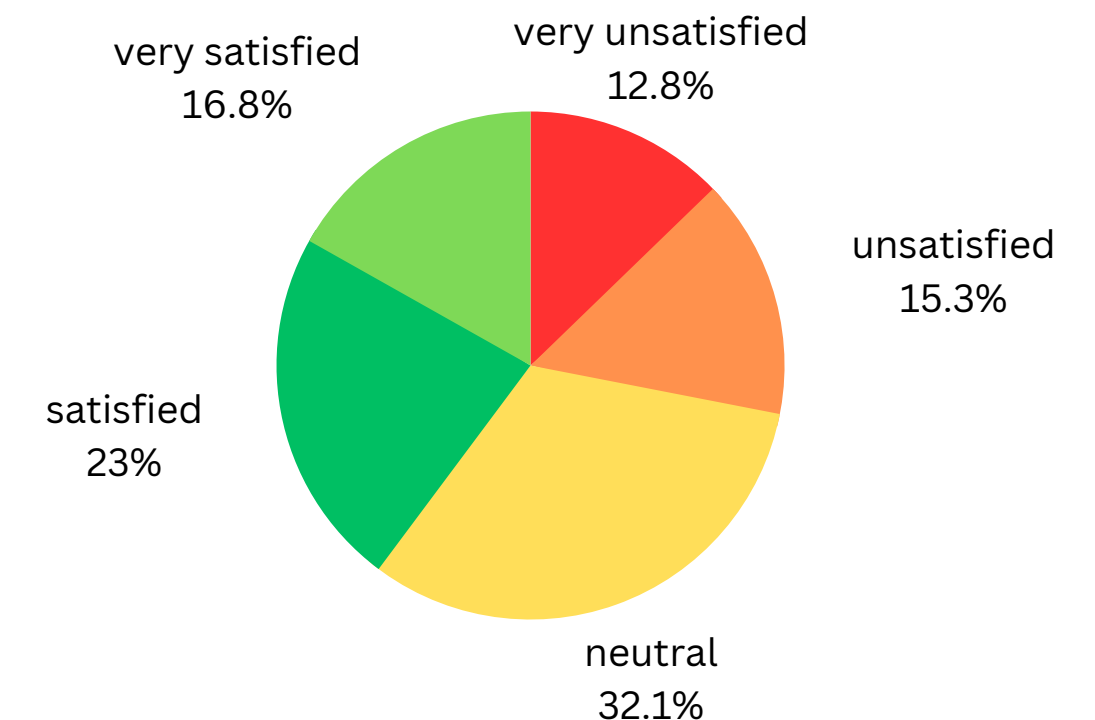
1. **timely processing**
2. **accuracy**
3. **transparency**
4. **delay of approval**



- 1.
- 2.

most significant factor:
timely processing
accuracy

TPA SERVICES	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED
N = 196	25	30	63	45	33



DISCUSSION

To evaluate patient satisfaction with TPA services provided at the help desk :-

Most of the TPA service providers were found to have very prompt and efficient customer care representatives. Majority (50.5%) of the policy holders were found to be satisfied with the services.

To assess patient satisfaction with the preadmission authorization process :-

All instructions were properly given to the patients as well as patient relatives regarding the preadmission authorization by the TPA desk. They were provided with a guideline of the hospital protocol. (50%) of the patients were found to be satisfied.

To investigate patient satisfaction with assistance during discharge :-

(48%) of the cases patients were found to be satisfied, because staffs from the TPA were seen to visit the patients during discharge to assist them and take feedback from them regarding any complain during their stay in the hospital.

To analyse patient satisfaction with response during claim intimation :-

(37.8%) policy holders were satisfied by the response they got during their claim intimation. Most of them were thankful for the quick response they received. Rest were unsatisfied.

DISCUSSION

To examine patient satisfaction with promptness in settlement of claim :-

With this parameter a mixed response was obtained. (39.8%) patients were satisfied, whereas in some other cases the patients were dissatisfied.

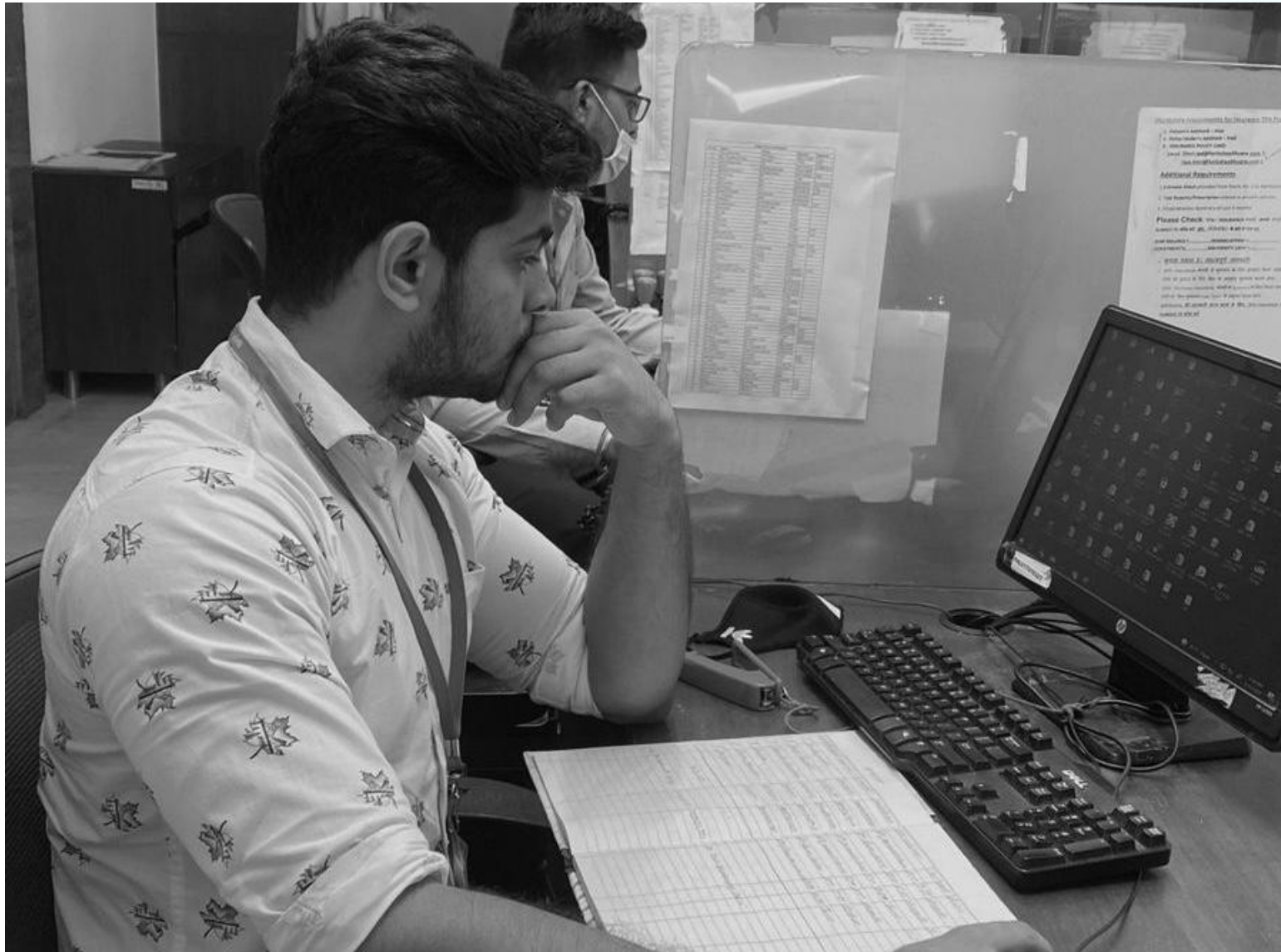
CONCLUSION

This study aimed to assess patient satisfaction with various aspects of TPA services, including the help desk, preadmission authorization process, assistance during discharge, claim intimation response, promptness in claim settlement. By analyzing patient feedback and experiences, valuable insights were gained regarding the strengths and areas for improvement within the TPA services. The findings of this study indicated that patient satisfaction with the TPA services was generally positive, suggesting that the provided services were effective in addressing patient concerns and inquiries. The availability of knowledgeable and empathetic staff members likely contributed to this positive perception. However, it is important to continually monitor and enhance the services to ensure sustained patient satisfaction.

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PICTORIAL JOURNEY



A background image showing a group of people in a meeting room. A woman is standing and presenting to a group of people seated around a table. A large corkboard with many sticky notes is visible in the background. The image is overlaid with a semi-transparent blue circle and a decorative blue wavy line pattern on the right side.

THANK-YOU