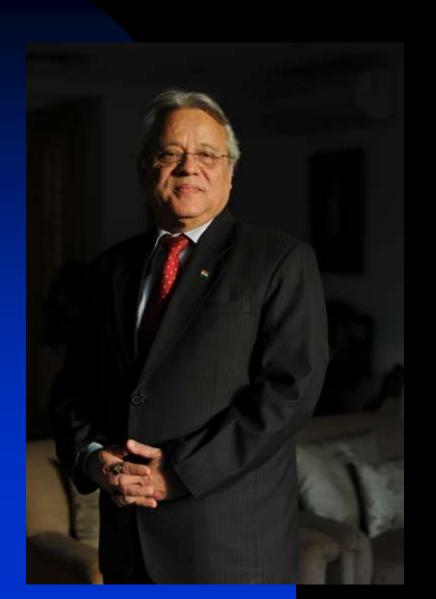
Transforming Patient Experience: User Focus



By

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at the
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Management Series
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Healthcare – Value Based Delivery

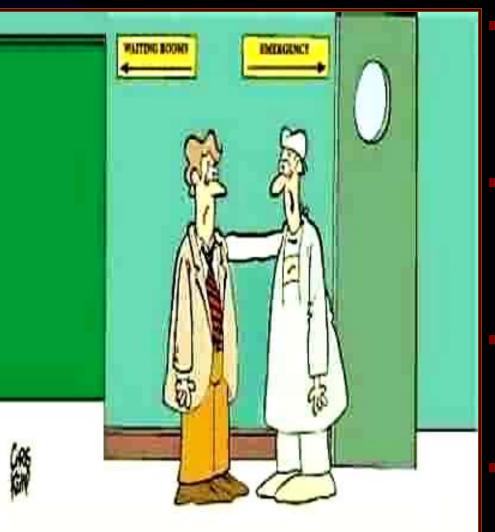
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Introduction



- Working with Public & Private Healthcare Value Based Delivery: Redefining Healthcare
- Institutionalising User's Involvement in the Quality Management System
- Moving towards World's Best Healthcare Delivery Standards in India

Topics of Discussion



- Benchmarking User's
 Satisfaction as perceived by the
 Patients and consumers on the
 various dimensions of QoS
- Creating tools and its implementation to ensure services are transparent and accountable to the Users
- How to Institutionalise User's Perspective within the Indian Health Care delivery System
- Learn How to Incentivise and motivate the key players in the Indian Healthcare delivery system and make is sustainable

Healthcare is a Human Right Issue



Standards Choice Accessibility Non-discrimination Transparency Accountability Information Quality of service

User Satisfaction Survey as perceived by the citizens



- Q1. Quality of object the technical quality, what patient receives.
- Q2. Quality of processes the functional quality, how the health care provider provides the core service.
- Q3. Quality of infrastructure the basic resources which are needed to perform the health care services.
- Q4. Quality of interaction the quality of information exchange, financial exchange and social exchange.
- Q5. Quality of atmosphere the relationship and interaction process between the parties are influenced by the quality of the atmosphere in a specific environment where they cooperate and operate

Creating effective tools to ensure services are transparent & accountable to the Users



- Develop & Finalise a User's Charter through a consultative process
- Design an efficient complaint redressal mechanism
- Regular exit interviews with the users and using the feedback for innovation & creativity
- Making the User Feedback mechanism friendly and easily accessible to all
- Communicating tools like posters, audio & video messages for the users on rights and responsibilities

Institutionalising User Focus in the QMS



- Identify the User Groups and support regular consultations based on economic and education profile and needs
- Document all the inputs while using the tools and share the outcomes with the stakeholders every month
- Make all outcomes public and involve media in a responsible manner
- Reward and recognise the allies and the support groups and individuals involved with the Quality Management system 7

Patient's Rights & Responsibilities

- Right to privacy & confidentiality
- Right of respect for the patient's time
- Right to the observance of quality standards
- Right to safety
- Right to avoid unnecessary suffering & pain
- Right to complain
- Right to compensation

Responsibilities

- Patients should be courteous and transparent
- Never get carried over by emotions and misinformation
- Must share all anxieties with the Doctor to resolve any kind of complaints or sub-standard treatment
- Should never become violent and unlawful at any time
- User Groups should also develop a code for patients and never support any illegal activities

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Next Steps



- Agree on the User Satisfaction
 Design and methodology for
 Hospitals
- Identify the key players within the User Groups to initiate a dialogue between the various stakeholders
- Evolve responsibilities on the proposed plan for bringing User Focus within the QMS of the Bangladesh healthcare delivery system
- Provide leadership to build awareness on Quality healthcare and its benefits to the poor and voiceless patients

What is the Healthcare bottom line



- Awareness
- Willingness to improve
- Attitude
- Knowledge
- Resources
- Culture
 Thank You