

BIHER'S STRATEGY FOR ENHANCING HEALTHCARE

ESSENTIAL FACTORS TO ENHANCE HEALTHCARE SATISFACTION

1. Basic Infrastructure.
2. Professionalism in Treatment
3. Approachability & Compassion of Staff.
4. MRTBF (Mean Repair Time Between Failures).
5. Hygiene & Cleanliness.
6. Patient Management.
7. Facility Management.
8. Cost Effectiveness.
9. Reduced rate of Nosocomial infection.
10. Proficiency & Reliability

FACTORS INFLUENCING SELECTION OF HOSPITALS FOR TREATMENT

1. Quality & Professionalism of Doctors.
2. Reliability & Efficiency in Treatment
3. Integrated Facilities.
4. Cost Effectiveness.
5. Attitude of staff.
6. Reduced Waiting Period.
7. Proximity of Facility
8. Popularity of Hospital.
9. Basic Infrastructure.
10. Insurance acceptability

MAJOR INPUTS

EMPATHY
CARE
PASSION
COMMITMENT
TRANSPARENCY

MAJOR OUTCOMES OF HOLISTIC HEALTHCARE MANAGEMENT

1. Enhanced Quality of Treatment
2. Better Level of Awareness
3. Augment Happiness Quotient
4. Improved Mortality Rate
5. Supplement Community Health Index
6. Boost Satisfaction and Containment Level
7. Physical & Mental wellness
8. Increased Morbidity Rate
9. Comprehensive Insurance Cover
10. Resource Management on Medical Emergency

SPECIFIC OUTCOMES

1. Increased Patient Loyalty
2. Doctor – Patient Relationship
3. Branding
4. Hospital Customer Relationship
5. Wellness & Cure