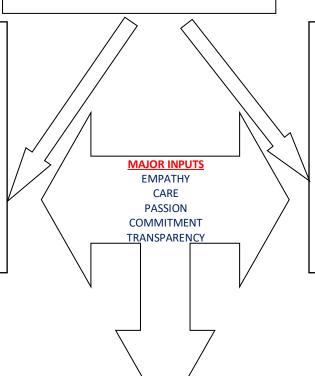
BIHER'S STRATEGY FOR ENHANCING HEALTHCARE

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.
- Cost Effectiveness.
- 5. Attitude of staff.
- Reduced Waiting Period.
- 7. Proximity of Facility
- Popularity of Hospital.
- 9. Basic Infrastructure.
- 10. Insurance acceptability

1. Increased Patient Loyalty

SPECIFIC OUTCOMES

- 2. Doctor Patient Relationship
- 3. Branding
- 4. Hospital Customer Relationship
- 5. Wellness & Cure

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