

# Reimagining Patient Experience



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Narayana Health- Bangalore

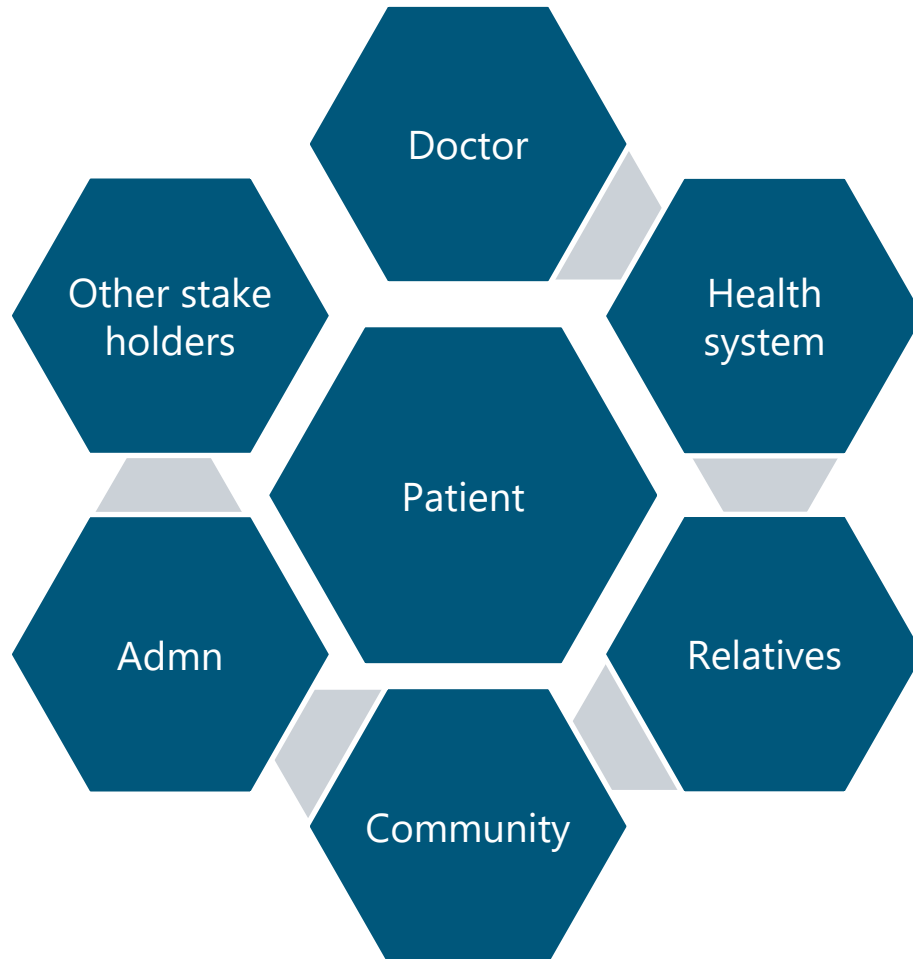
## **A tool to leverage and enhance customer loyalty, experience & clinical outcome**

### **Patient engagement & experience across service delivery**



**Health care focused on End point & Outcome  
rather than Journey itself!**

## Communication is the Pivot



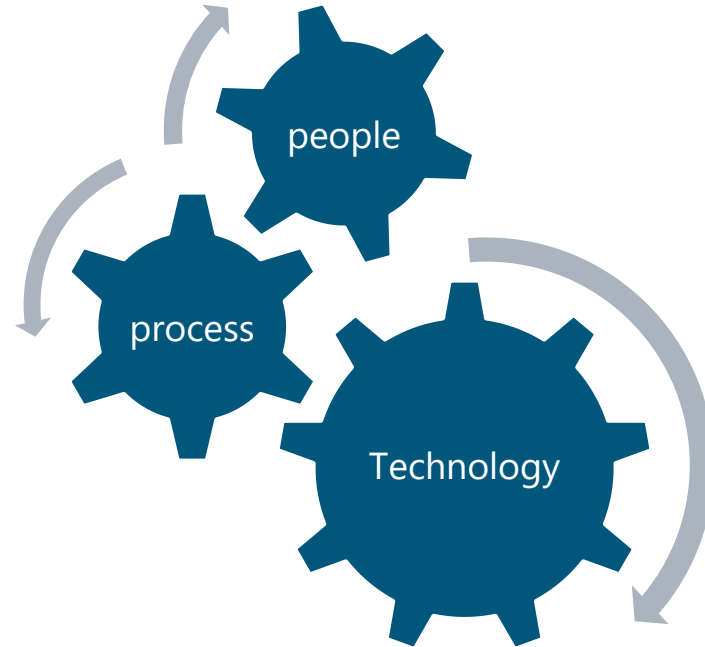
**Connected Patient**

**Connected Journey**

**Connected World**

**Doctor as unrefuted icon..... Barrier of multi dimensional communication**

## Technology & social evolution is part of Engagement



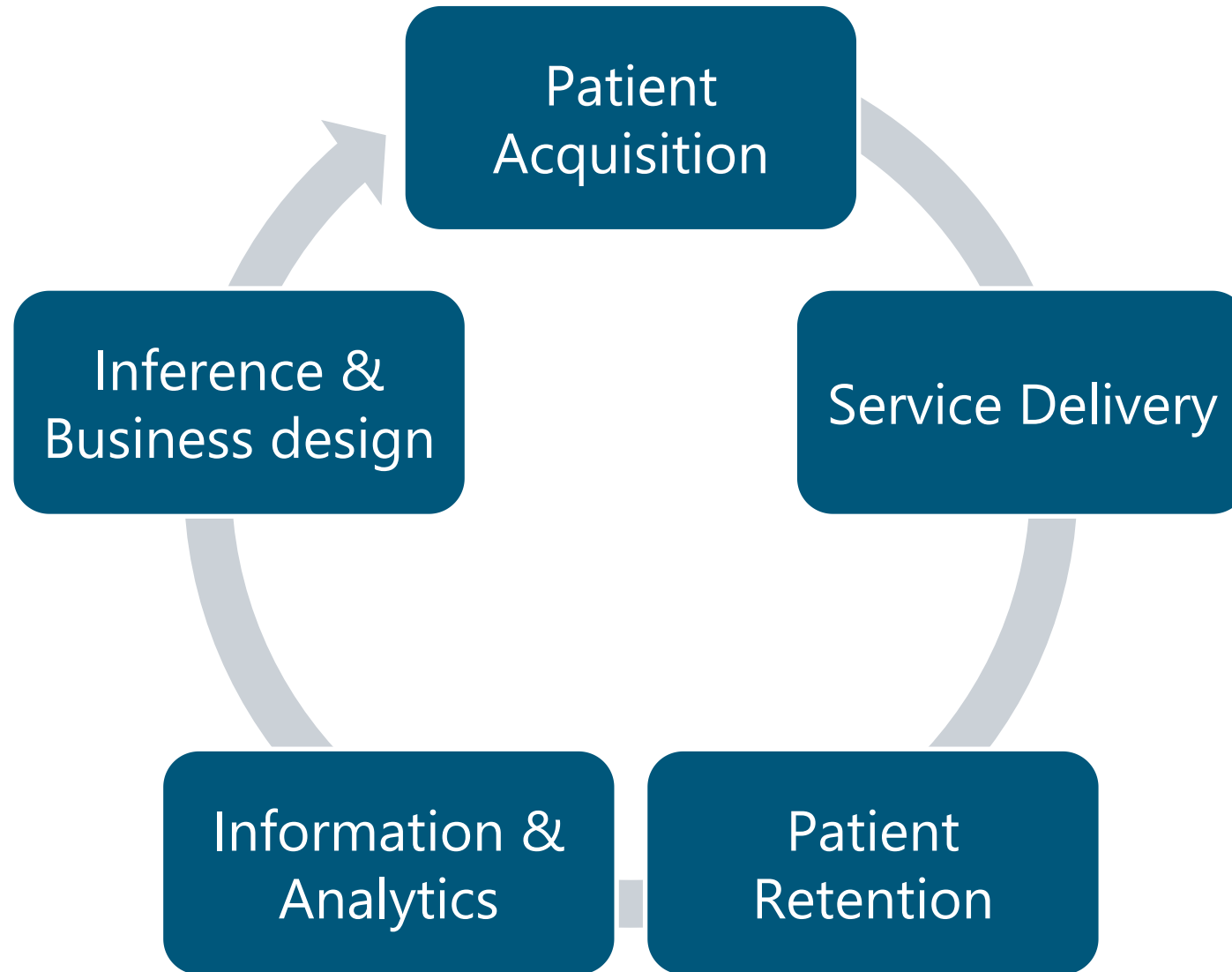
**“I was happy that I answered all the questions.  
But Alas!! They changed the question paper itself!”**

## **Inclusive Engagement Key to evolving Health care needs**

**“The block buster drug of the century”**

**A broad term &**

**Liquid enough to take the shape of any definition**



**“Patients Actively Involved in gathering information and become part of discussion, making decisions about their symptoms, diseases, alternates, treatment protocols and outcomes. A multi dimensional vibrant partnership between patients, families, representatives, health care team extending to organisational governance and policy making, transforming it to a learning organisation”**

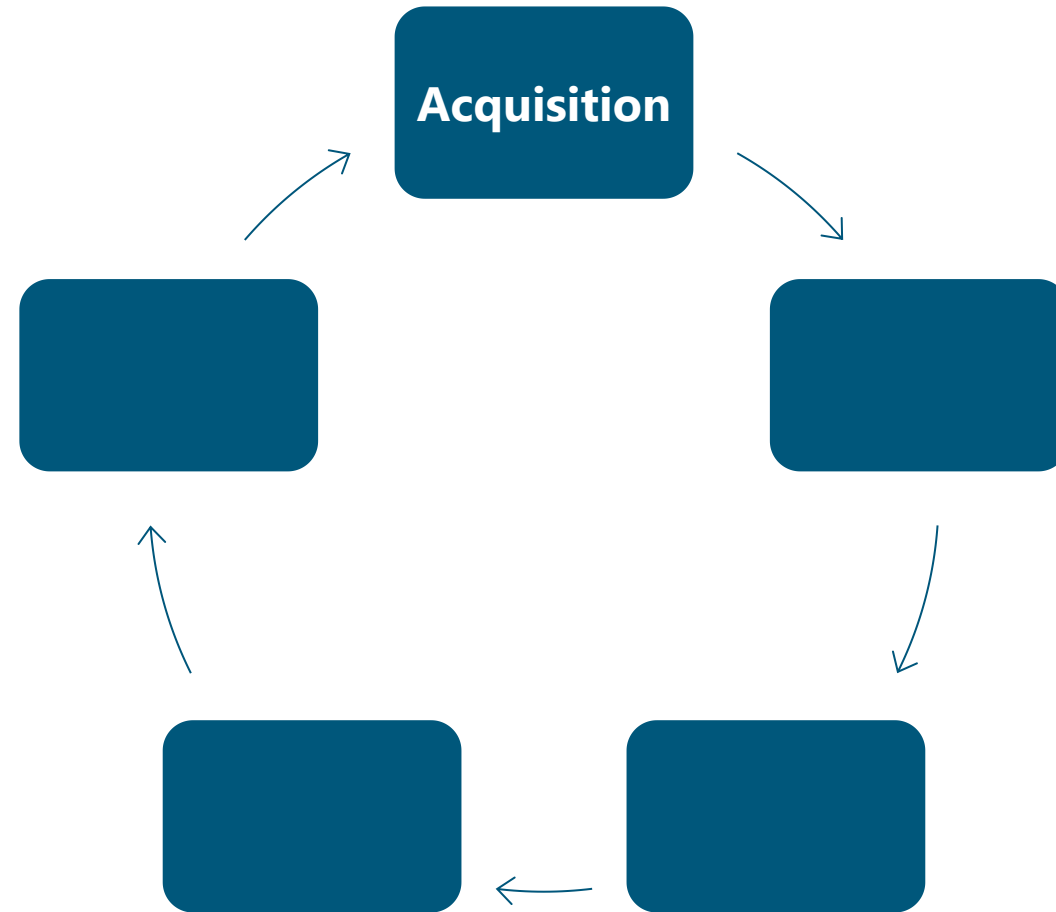
## ▪ **Benefits to Patient:**

- **Improved conformances**
- **Better Clinical Outcomes**
- **Reduced ER visits & admission**
- **Reduced Surgical Intervention**
- **Better Quality of Life**

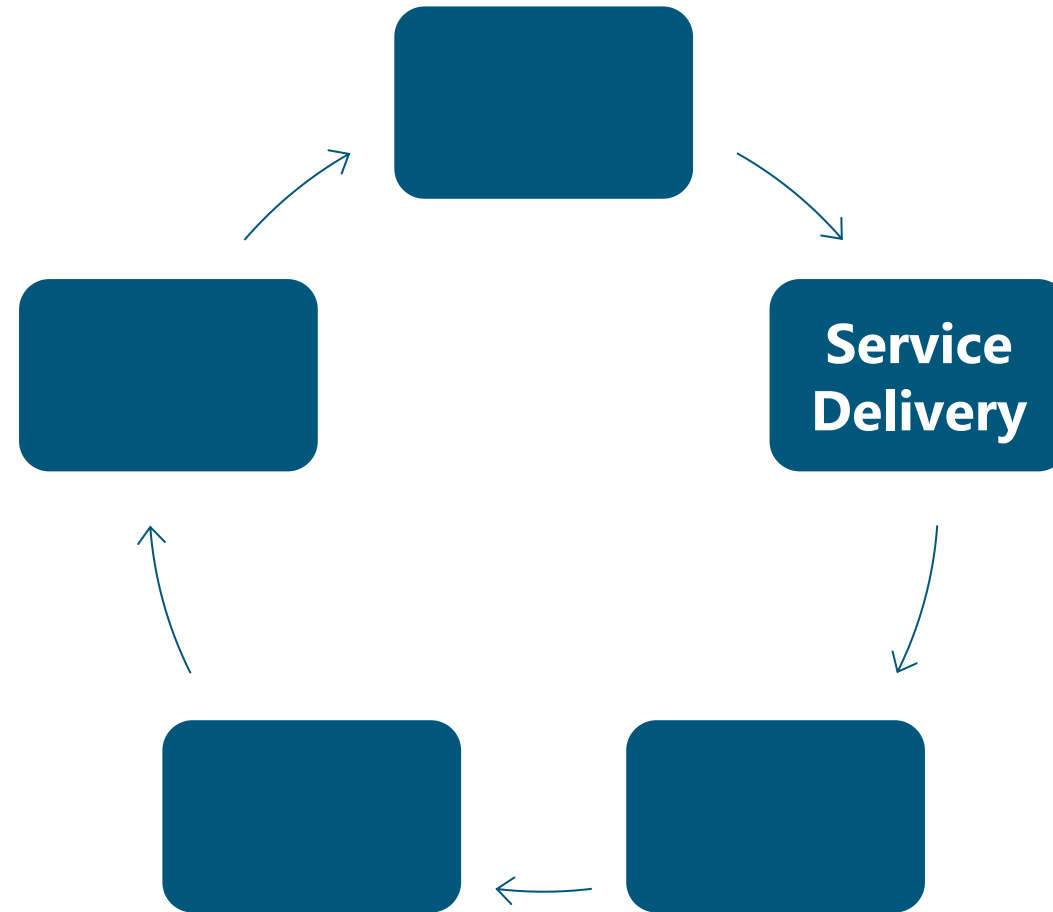
## ▪ **Benefits to Hospital:**

- **Better scheduling & predictability**
- **Enhanced efficiency & cost effectiveness**
- **Better data management**  
**Reduced No shows**
- **Improved patient relationship & loyalty**
- **Support strategic business decisions**
- **Better brand visibility**



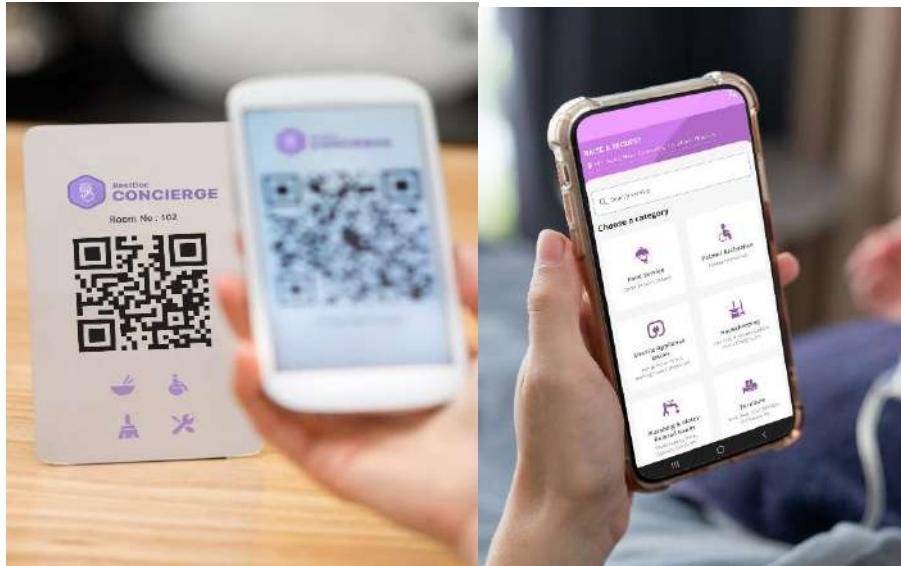


- Website & PHR
- **Call center & AMS**
- NH care app
- **CRM**
- WhatsApp, Instagram, YouTube, Facebook, Twitter
- Search Engine Optimisation & Key words
- Geographical prioritisation
- Lead Management tools
- BI predictions.



Narayana Health + BestDoc

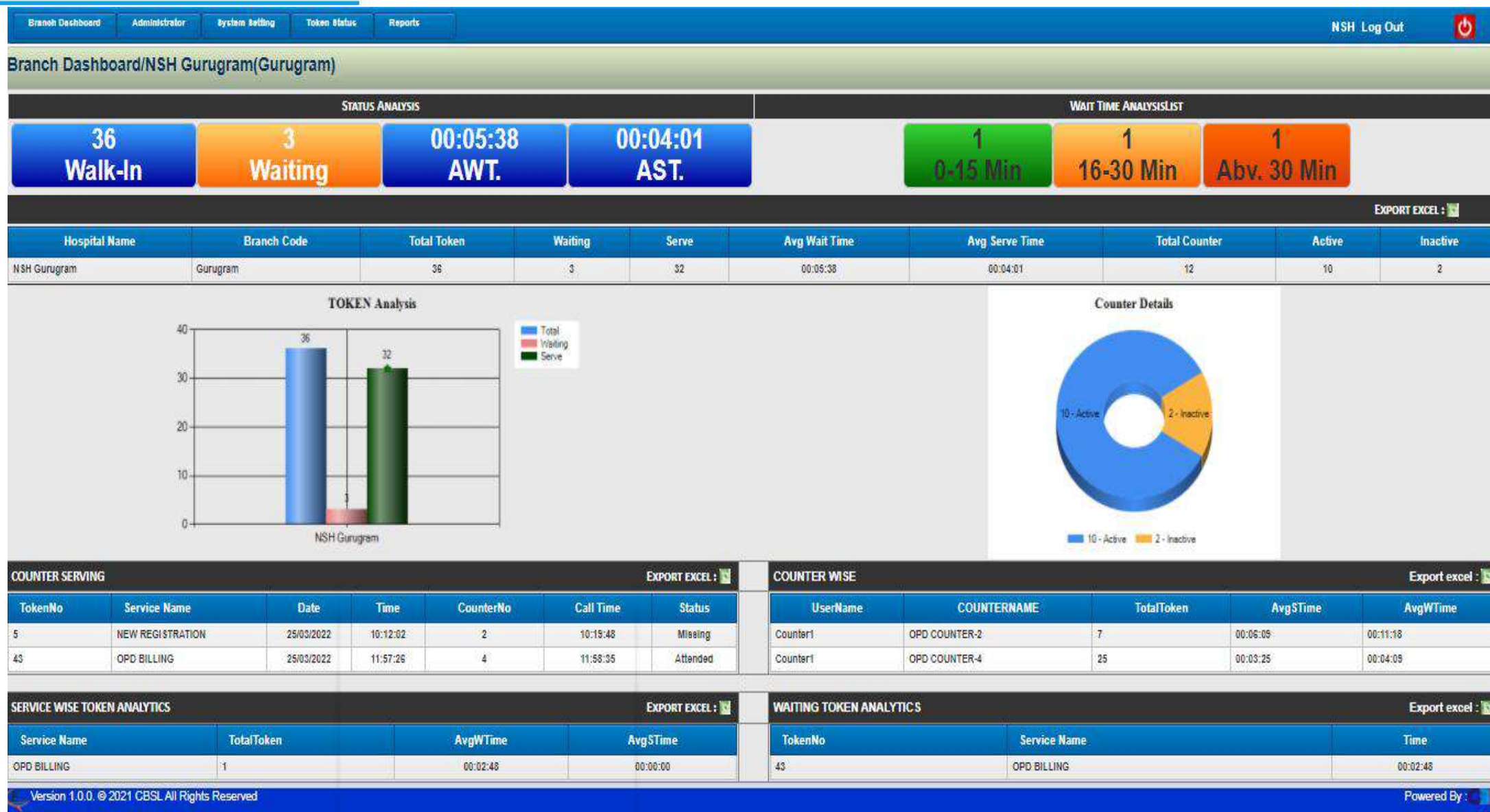
*Bringing more Patient-Centric Solutions*



QR-based Digital Request Management for  
Non-clinical In-Patient Needs



Self-Serve System for Patient Registration,  
Appointment Booking, Payment, and more



## Queue Management Screen for Doctors

Doctor:  ▼

02:23 pm, 11 April, 2012

Current consultation

06:39

NEXT

Queue running: 13  
Last queue: 24

Registrations today: 32

Patients seen today: 12

Queue	Patient's Name	Visit type	Arrived at	Waiting since
14	Mr M	First visit	01:13 pm	1 hrs : 10 mins
15	Mrs	Follow up	01:22 pm	1 hrs : 01 mins
16	Mr F	Follow up	01:35 pm	0 hrs : 48 mins
17	Mr A	First visit	01:49 pm	0 hrs : 34 mins
18	Mr C	Revisit	02:01 pm	0 hrs : 22 mins

A screen like this may be used for the doctors to manage their own queues. A color-coded list of waiting patients will help them monitor waiting times.





*pre-consultation history*

QUESTIONNAIRE STEPS

- 01. Visit Details
- 02. Chief Complaint
- 03. Current Medications
- 04. Cardiology Scores
- 05. Comorbidities
- 06. Cardiac Health
- 07. Family History
- 08. Past Surgical History
- 09. Vitals
- 10. Alcohol, Tobacco, Substance Abuse
- 11. Diet & Exercise
- 12. Stress & Occupation
- 13. External Labs
- 14. NH Investigations
- 15. External Investigations

8. Past Surgical History

**DONE**

1. Did you undergo any major surgeries in the past? Yes No

× PTCA - Percutaneous Transluminal Coronary - Angioplasty, 3 years 5 months ago (08 Mar 2018)  
Cardiologist

× CAG - Coronary Angiogram, 3 years 5 months ago (07 Mar 2018)  
Cardiologist

2. Are you wearing an Implantable Medical Device (Pacemaker, ICD, Stent, PEG tube, LVAD)? Yes No

× STNT- Stents, 3 years 5 months ago (08 Mar 2018). Active / Currently Using

9. Vitals

10 30



Doctor entry during consultation

Copyright © 2021 Cura Technologies Inc. All rights reserved. Good Morning Dr Devi Prasad Shetty

BACK

EDIT PROFILE

**Mrs Female2Test Mahi 27 Y**

VISIT PROFILE TEAM

MRN Number 100100004766 59

Purpose of Visit

Number of Visits 54

Last Visit 02 Jul 2021

Upcoming Surgeries + ADD

FTP - Fontan procedure 03 Dec 2021

Patient Fit By Dr BAGIRATH RAGHURAMAN

Symptoms with HPI + ADD

Other Symptoms + ADD

Fertility History + ADD

**Cardiovascular Health**

CAD HLP 11 y 1 m 4 y 3 m

Devices, Implants, Transplants

STNT - for 3y 5m (08 Mar 2018)

Stents

Cardiovascular Surgeries

PTCA - 3y 5m ago (08 Mar 2018)

Percutaneous Transluminal Coronary

**History**

DETAILS SURGERIES

OBES ASTH DM THY Obese - 2 y 3 m 19 y 4 m 20 y 5 m

**Physical Exam**

No Physical Exam recorded + Add

**Medications**

Coronary Arterial Disease

CAP - CLOPILET A 75MG+75MG

EVERYDAY AF0-1-0-0

Hypertension

TAB - minipren xl 2.5mg

EVERYDAY AF1-0-1-0

TAB - REVELOL XL 50MG

EVERYDAY AF1-0-0-0

Hyperlipidemia

TAB - AZTOR 40MG

EVERYDAY AF0-0-1-0

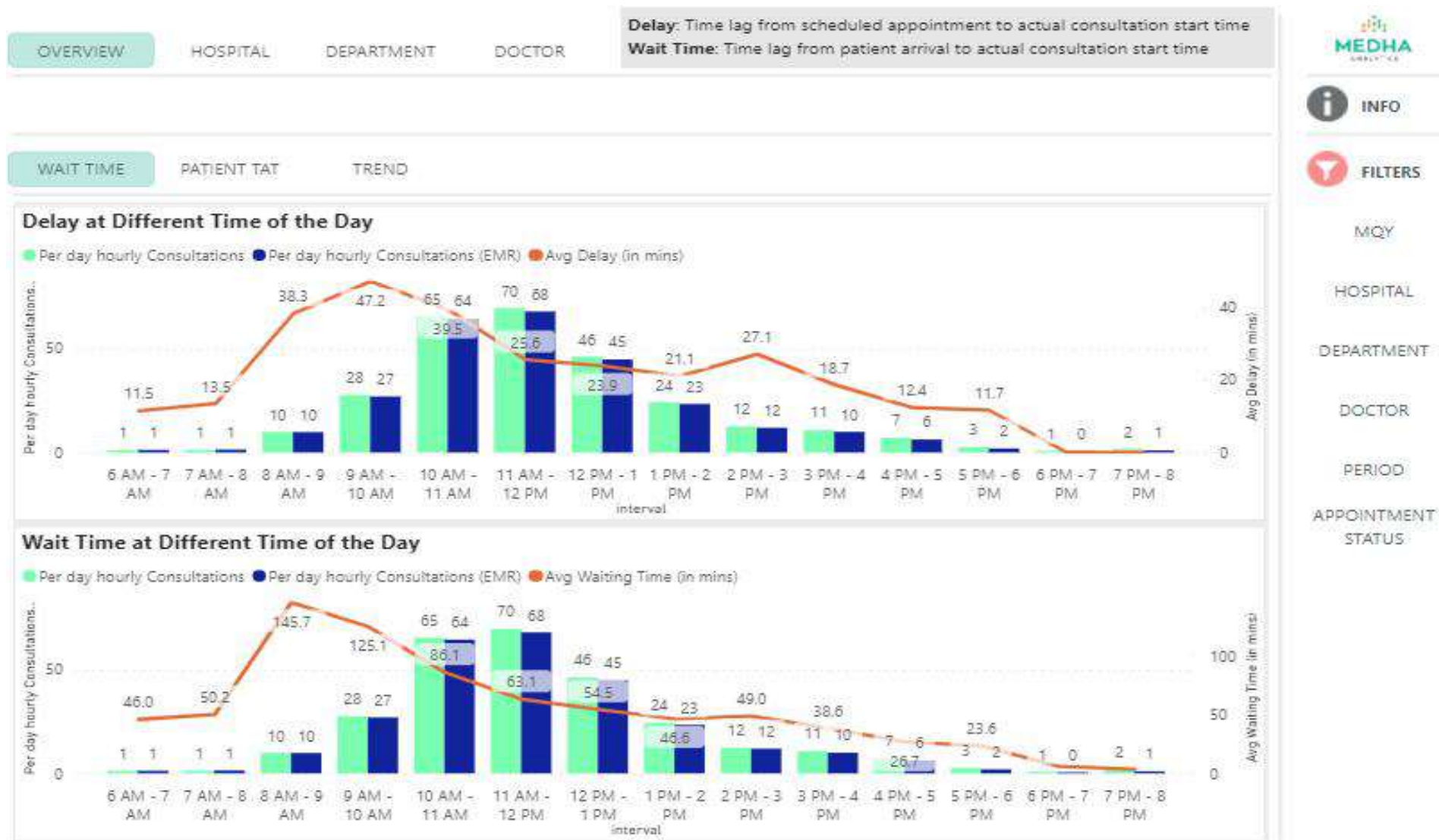
LABS TRENDS INVESTIGATIONS

Last 7 Investigations

- 08 Mar 2021 Ext HOLTEN MONITORING
- 08 Mar 2021 Ext CT ANGIOGRAPHY CORONARY...
- 13 Feb 2021 Ext DOUBUTAMINE STRESS ECHO...
- 13 Feb 2021 Ext ECHO 2D
- 13 Feb 2021 Ext ECHO
- 03 Feb 2021 Ext ECHO

PLAN PRESCRIBE INVESTIGATE





[OVERVIEW](#)
[HOSPITAL](#)
[DEPARTMENT](#)
[DOCTOR](#)

**Delay:** Time lag from scheduled appointment to actual consultation start time

**Wait Time:** Time lag from patient arrival to actual consultation start time



**INFO**

**FILTERS**

MOY

HOSPITAL

DEPARTMENT

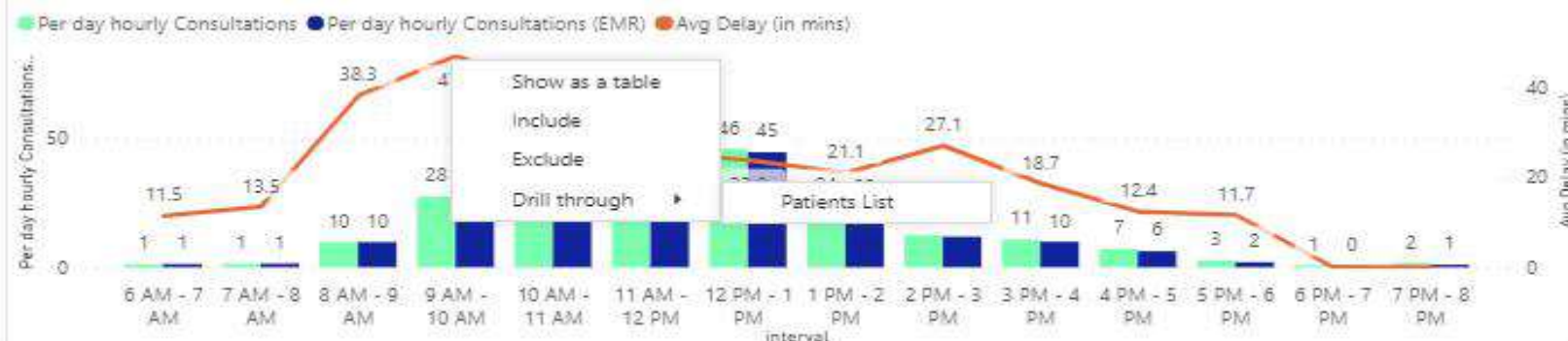
DOCTOR

PERIOD

APPOINTMENT

[WAIT TIME](#)
[PATIENT TAT](#)
[TREND](#)

## Delay at Different Time of the Day



[Back to report](#)

DELAY TAT

Period	16-03-2022		17-03-2022		18-03-2022		19-03-2022		21-03-2022		22-03-2022		23-03-2022	
Delay Bucket	% Consultations	Consultation (EMR)	% Consultations	Consultation (EMR)	% Consultations	Consultation (EMR)	% Consultations	Consultation (EMR)	% Consultations	Consultation (EMR)	% Consultations	Consultation (EMR)	% Consultations	Consultation (EMR)
<30 mins	65.4%	202	77.7%	138	68.0%	194	79.5%	266	74.1%	161	65.7%	179	70.5%	
>= 30 mins & <1 hour	12.4%	26	10.0%	25	12.3%	17	7.0%	45	12.5%	28	11.4%	23	9.1%	
>= 1hour & <2 hour	10.2%	19	7.3%	26	12.8%	23	9.4%	32	8.9%	32	13.1%	32	12.6%	
>= 2hour & <3 hour	7.4%	8	3.1%	11	5.4%	4	1.6%	11	3.1%	11	4.5%	11	4.3%	
>= 3hour	4.6%	5	1.9%	3	1.5%	6	2.5%	5	1.4%	13	5.3%	9	3.5%	
Total	100.0%	260	100.0%	203	100.0%	244	100.0%	359	100.0%	245	100.0%	254	100.0%	

Nationwide WhatsApp No

**70\*\*\*\*2222**



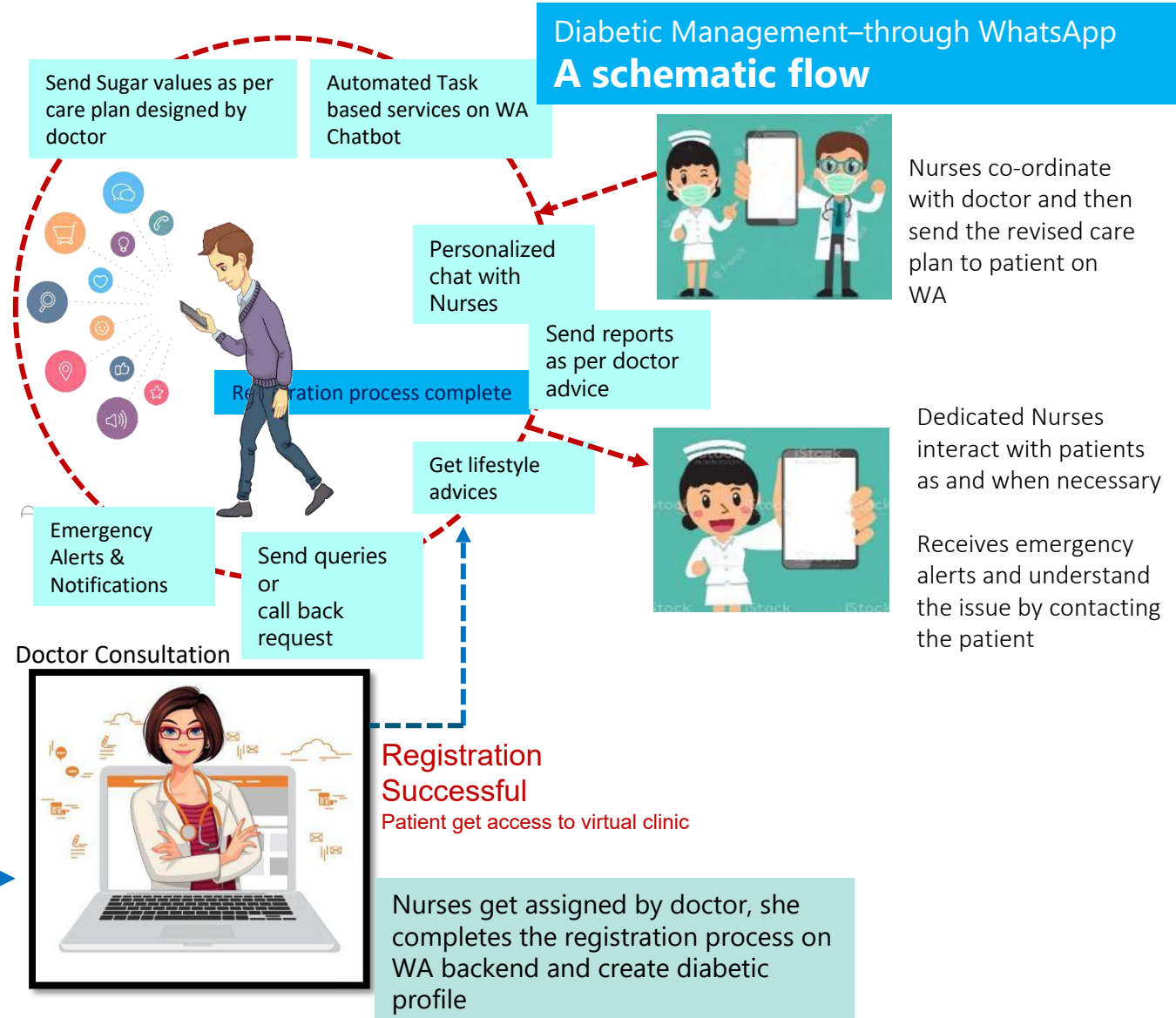
Interaction with WhatsApp Chatbot, Receives package details on WA and accepts the payment & Legal Consent



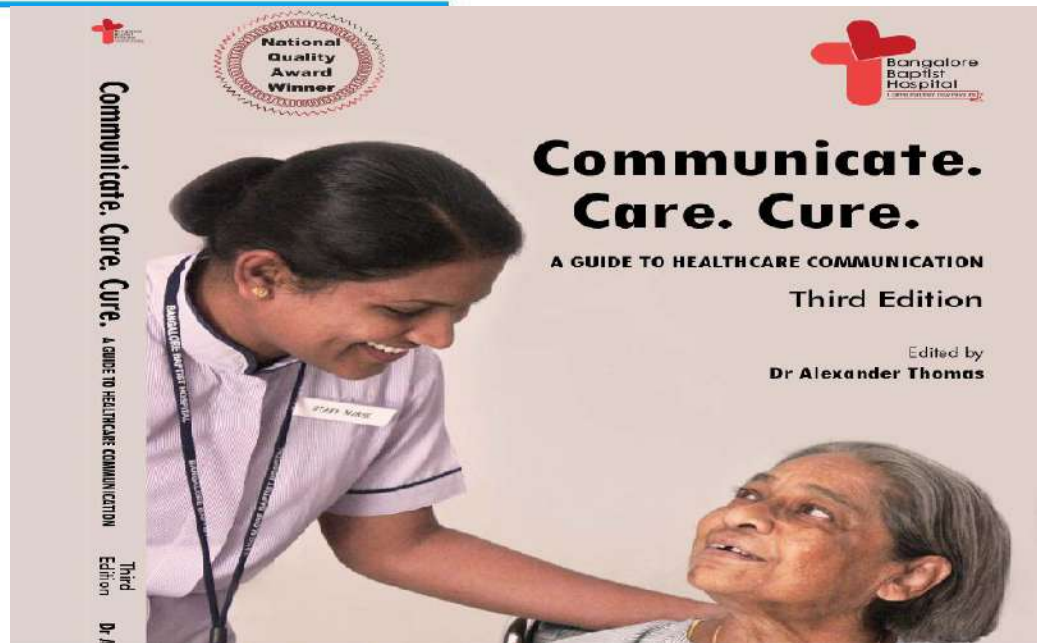
Legal Consent



Online Payment

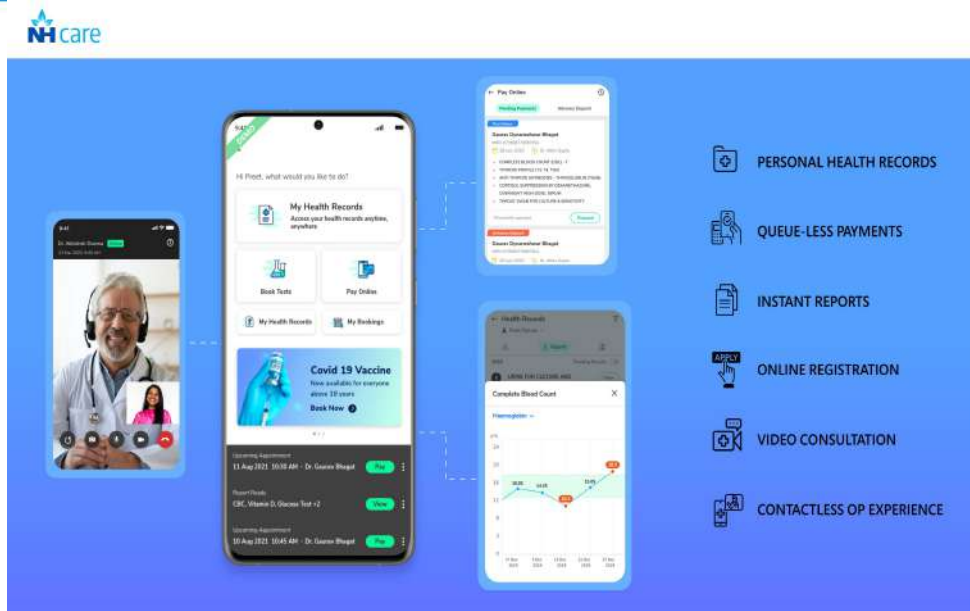












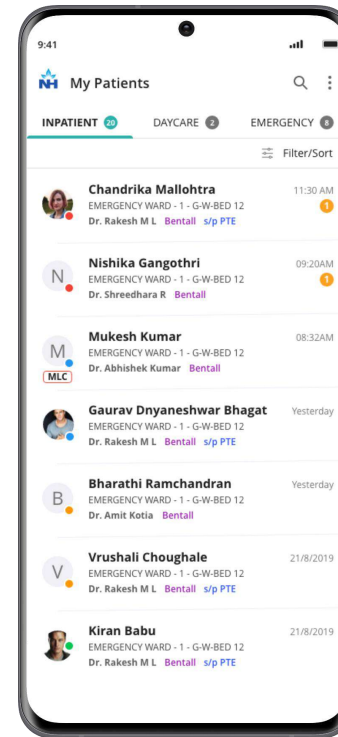
Real time Updates

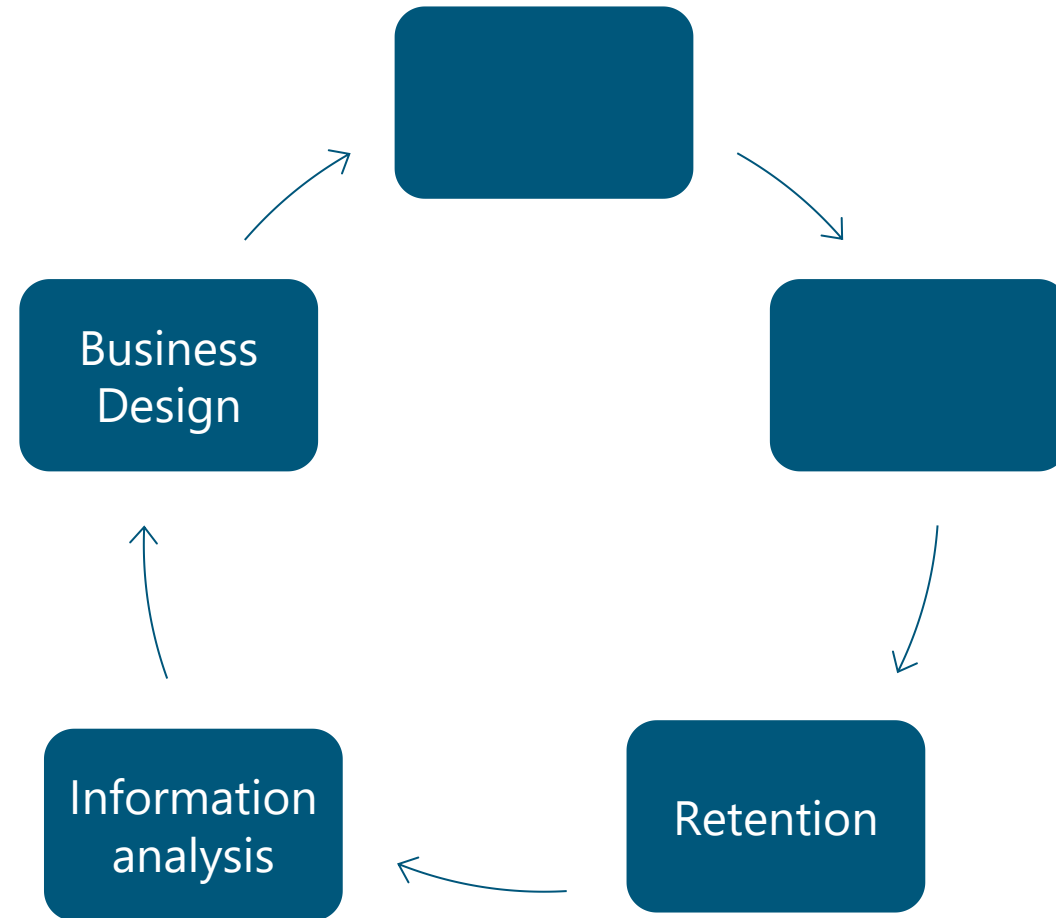


Analytics & AI



Remote Monitoring





71

Category User

Feedback Tickets

Ticket list based on user feedback

Ticket Number

Search

Category
1 Lab services #VVM64670
2 Registration #JJ164644
3 Billing #WWL64645

Feedback Details

VEE

UHIL

Mob : 9986967691

Patient has given the consent to be contacted.

☐ Patient is contacted

☐ Only Negative Feedback

Lab services

Sample collection waiting time

Staff courteousness

Report delay

2

Mar 25, 2022 08:42 am.

View

update

Re-Open

OPEN



## Department rating trends

Start Date  
23-02-2022

End Date  
25-03-2022

Last 30 days

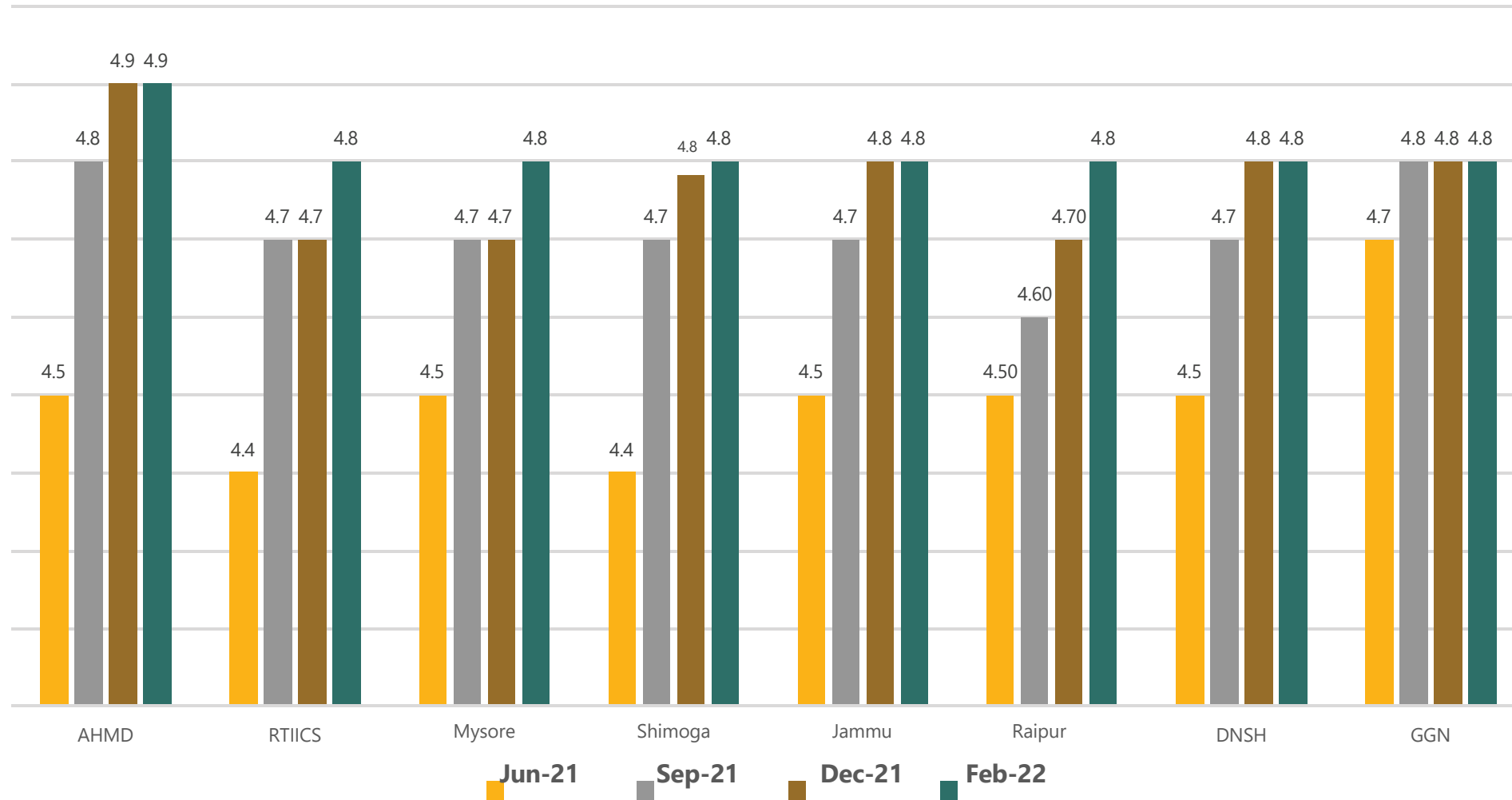
day

Billing

1 Location Selected

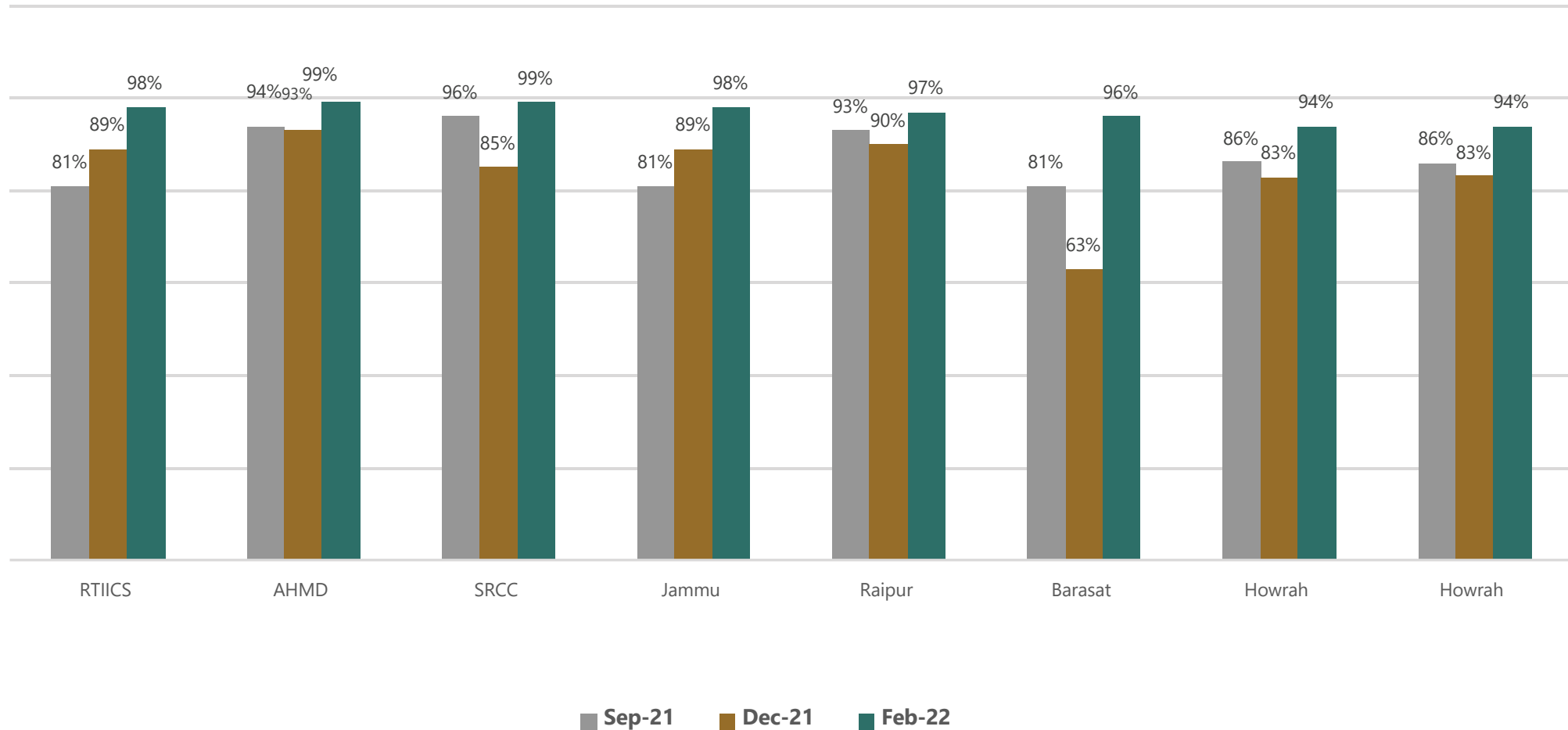


## Google Score

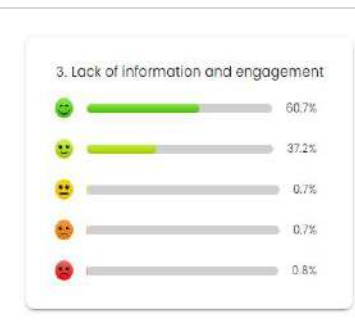
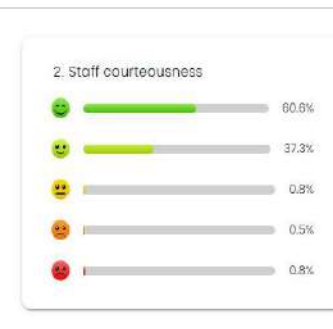
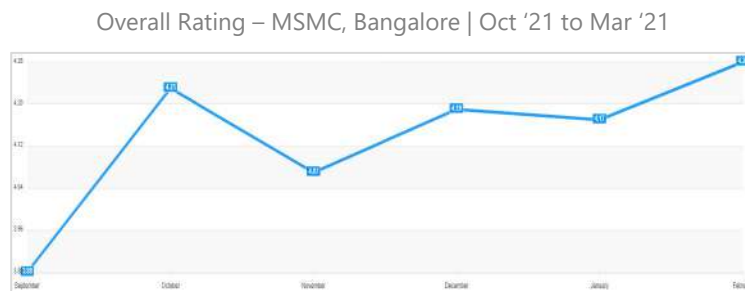
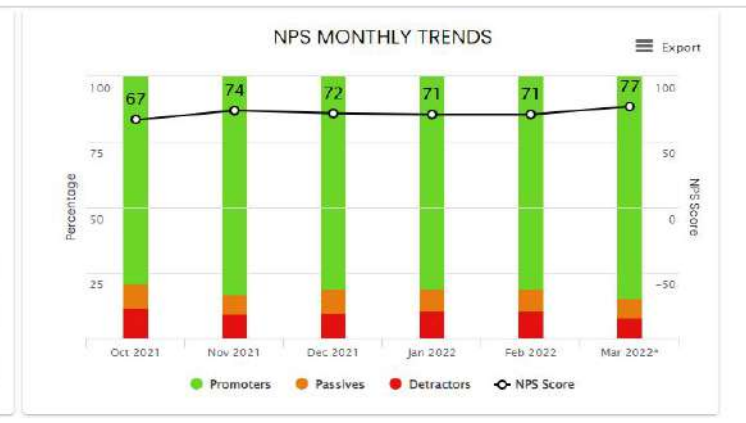
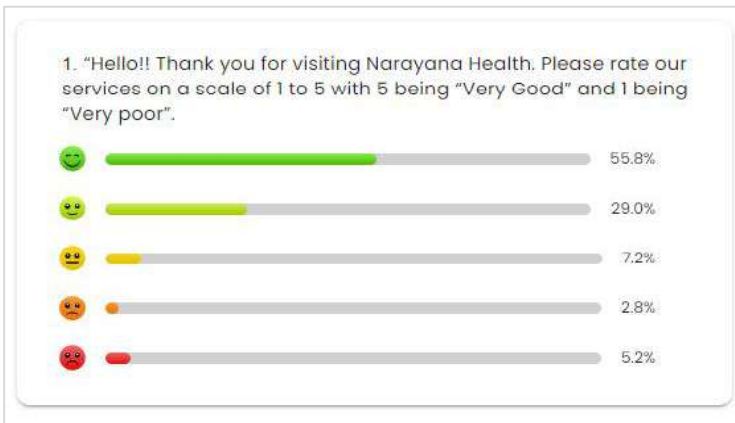


## Service Excellence

NP Score



## Narayana Health + BestDoc Successes with Patient Feedback



## Narayana Health + BestDoc *Successes with Patient Feedback*



**26 Centres across India | IP + OP Feedback via WhatsApp**



**300%**  
Feedback Conversion Rate

**3.3%**  
Average Rating of All Three  
Locations Combined

### Decrease in Daily Tickets Raised at Individual Locations



**50%**  
Pharmacy department

**49%**  
Casualty department

### Decrease in Daily Tickets Raised at all Three Locations Combined

**41%**  
Radiology department

**34%**  
Lab services and pharmacy  
departments

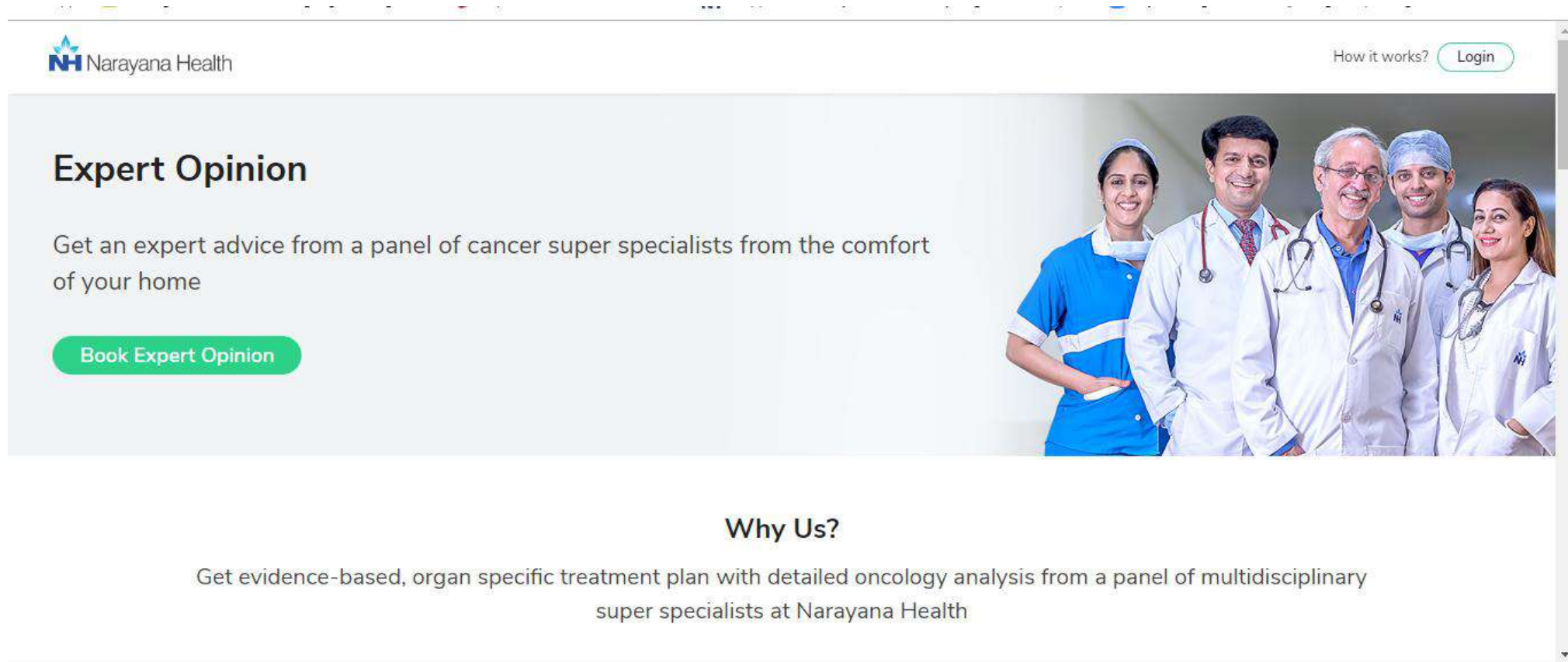
**31%**  
Registration department

**29%**  
Billing department

**29%**  
Overall tickets raised

*Ref: BestDoc Case Study | Dec '21*

## PHR Portal for Expert Opinion



The screenshot shows a web browser window displaying the Narayana Health PHR Portal. The header includes the Narayana Health logo and a 'Login' button. The main content area features a large banner with the title 'Expert Opinion' and a description: 'Get an expert advice from a panel of cancer super specialists from the comfort of your home'. A green button labeled 'Book Expert Opinion' is positioned below the text. To the right of the text is a photograph of five healthcare professionals (three men and two women) in white lab coats and stethoscopes, standing together. Below the banner, the section 'Why Us?' is visible, followed by the text: 'Get evidence-based, organ specific treatment plan with detailed oncology analysis from a panel of multidisciplinary super specialists at Narayana Health'.

**Expert Opinion**

Get an expert advice from a panel of cancer super specialists from the comfort of your home

[Book Expert Opinion](#)

**Why Us?**

Get evidence-based, organ specific treatment plan with detailed oncology analysis from a panel of multidisciplinary super specialists at Narayana Health



# Media skimming & Sentiment analysis

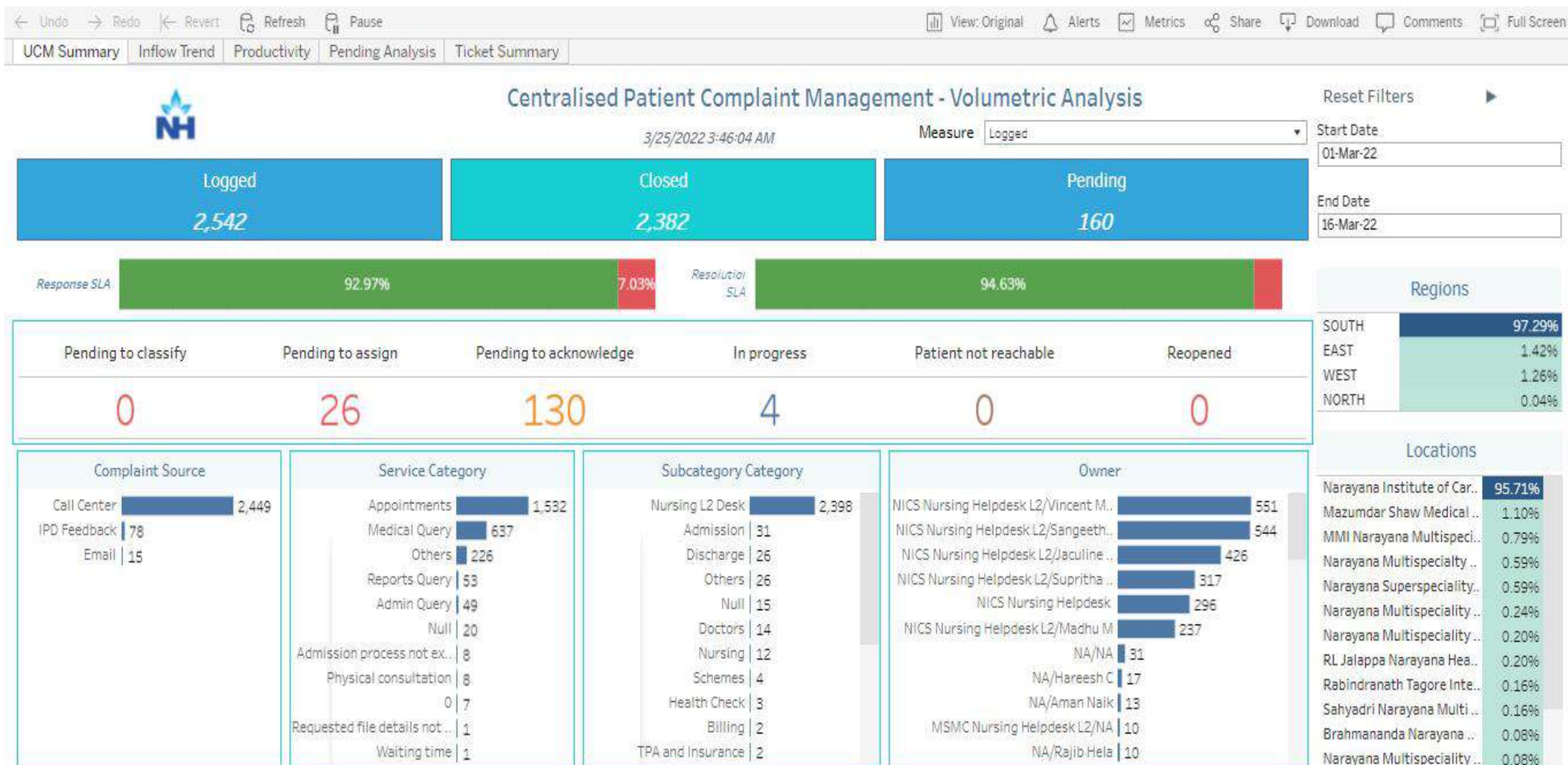
**OD**  
Reports  
Ticket Dashboard  
Tickets Overview NH

**Insights Report - Narayana Health-Ticket Dashboard**  
Tickets Overview NH | Analysis Of Tickets NH | Hospital Wise Ticket over...  
Date: Last 30 Days | Location: All | Hospital: All | Category: All | subCategory: All | Issue\_Types: All | Any\_other\_issue: All  

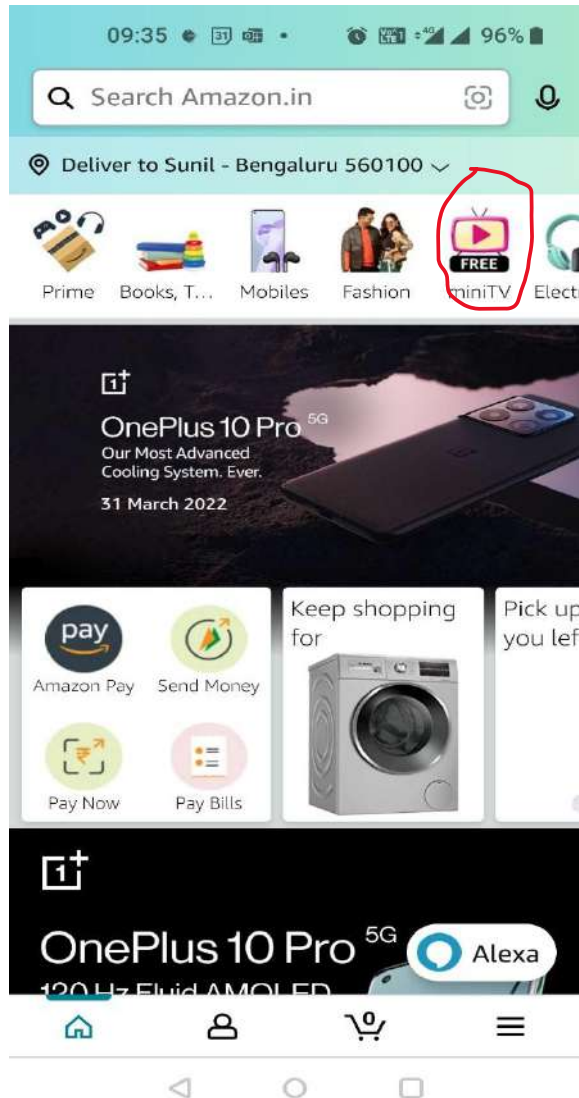
Open Tickets <b>5</b>	Pending Tickets <b>141</b>	Resolved Tickets <b>1101</b>	Closed Tickets <b>14414</b>
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Average FRT,Average RT and Average Response Time are for Escalated Cases

Average FRT BH(MINS) <b>59.43</b>	Average RT Business Hours(min) <b>3346.71</b>	Average Response Time BH(min) <b>66.89</b>
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- **One of the most popular OTT platform**
- **Still listening to the VOC**
- **Striving to engage with customer**

**“Patient engagement learning might lead to transformational business designs”**

(Cloudphysician, Prystine care, Even care)

**“It’s the time of disrupting business innovations & tail spins”**

**❑ “Uberisation” in Transport**

**❑ “Teslisation” in Automobiles**

**❑ “Zomatisation” in Restaurants**

**❑ “Airbnb-isation” in stay & accommodation**

**❑ “?????—isation” in Health care**

**❑ A business of future community**

**“A business of healing to a business of healthy living.”**

