

**MEASURING
OPERATIONAL
EXCELLENCE OF
THE HOSPITAL
USING BUSINESS
ANALYTICS
TOOLS**

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PART 3: DIAGNOSIS, INSIGHT, ACTIONS

- **Presentation**
- **Decision Making**

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PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS

1.0 CRITICAL FACTORS

- **Quality**
- **Marketing management**
- **Process efficiency**
- **Capacity utilization**
- **Waste management**
- **Continuous improvements**
- **Demonstrated People Capability**
- **Organization Structure**

PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS (Cont.)...

1.0 CRITICAL FACTORS (Cont.)

- **Systems & Processes**
- **Relationship management**
- **Joyous people at work**
- **Operating expenses**
- **Equipment Utilization**
- **Organization Vision**
- **Organization Mission**
- **Organization Goals & Strategies**

PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS (Cont.)...

2.0 COST MANAGEMENT FACTORS

- **Energy management**
- **Human Resource Utilization**
- **Finance management**
- **Materials management**
- **Administration efficiency**
- **Supply chain management**
- **Operating expenses**
- **Maintenance of resources**

PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS (Cont.)...

3.0 OPERATIONAL EXCELLENCE FACTORS

- **Resource Utilization & Maintenance**
- **SOP adherence**
- **Asset utilization**
- **Planning & Control - Outpatient, Inhouse, Emergencies**
- **Quality tools**
- **Process debottlenecking**
- **Crisis management**
- **Going beyond the call of duty**
- **Equipment maintenance practices**
- **Safety Standards**
- **Digitalization**
- **Ethics**

PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS (Cont.)...

4.0 TECHNIQUES & TOOLS USED

- **Responsible care**
- **Process safety management**
- **ISO Standards**
- **Six Sigma**
- **Continuous Improvements**
- **Technological Innovation**
- **Marketing management**
- **Audits**
- **Statistical Tools**

PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS (Cont.)...

5.0 HUMAN RESOURCE MANAGEMENT FACTORS

- **Building Corporate Personality**
- **Due diligence of Human Resource Functions & Practices**
- **Human Resource Planning**
- **HR Utilization**
- **Talent Acquisition**
- **Competency Mapping & Identification of Fast Trackers**
- **People Inclusiveness**
- **Building Joyous teams & Leadership Pipeline**

PART 1: DIAGNOSIS – IDENTIFICATION OF FACTORS (Cont.)...

5.0 HUMAN RESOURCE MANAGEMENT FACTORS (Cont.)...

- **Use of Psychometric Testing for Selection & Development**
- **Performance Development Centre**
- **Productivity Enhancement Centre**
- **People Competency Development for Succession Planning, Promotion, Reward**
- **Creating great place of work**

PART II: DATA COLLECTION & TABULATION

Data Collection through

- **Structured questionnaire**
- **Secondary data**
- **Focus group interaction**
- **Observations**
- **Data Tabulation**

PART 3: DIAGNOSIS, INSIGHT, ACTIONS

- **Presentation**
- **Decision Making**

PART 4: IMPLEMENTATION PLANS