



Infomerics

Analytics & Research

HEALTHCARE GRADING

Health care expenses have become prohibitive for a common man in India with dependency on private hospitals showing upward trend. Only 14% of rural and 19% of the urban population are covered by proper health insurance which translates to spending the hard-earned money towards hospital treatments. With nearly sixty five percent of the population paying for medical expenses from their own pocket, analysis of correctness, effectiveness and efficacy of care becomes important.

There exist a few hospitals with no clinically proven protocol, some of which continue to charge exorbitant amounts for ICU and hospitalization, as against other well managed hospitals who have proven track record and follow ethical practices.

The consumer feels that hospitalization is entering a blind alley not knowing the doctors, their credentials, competency, past history, likely costs, accountability amongst other factors. More often than not, the consumers decision is influenced by reaching the nearest hospital, big brands, marketing strategy, references of known people or experiences of third party with no proven document available for reference. There is hence a need to make the people and process of healthcare more accountable in order to maintain transparency.

Infomerics Rating and Research Pvt Ltd, have evolved a framework for grading various hospitals based on inputs collated after interacting with all the stakeholders with emphasis on patient's feedback. This grading, an unbiased opinion by an independent agency, available on public domain will not only help the consumer take a conscious decision but also would make hospital more accountable and improve their services overall.

BENEFITS OF HOSPITAL GRADING

- Availability of an opinion of independent agency about the wherewithal of the Hospital.
- Availability of authentic record about the hospital helps patients make the right choice in selecting health care unit, doctor, diagnostic etc. and not get carried away by hearsay and intuitions.
- Patients can choose right hospital / diagnostic lab / doctor and pharmacy which can deliver high quality of care and patient safety.
- Benchmarking with peers of their operational capability to garner more business.
- Central / State Government can use the data to assess the control and release grants as applicable.
- Helps staff, doctors and other paramedical for their evaluating job options in health care sector.
- Insurance companies can use grading to structure their rate cards.
- Management expertise of healthcare provider which will distinguish himself with peer group.

CRITERIA - SPECTER SYSTEM



PROCESS FLOW



GRADING SCALE



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