



Patient Experience Conversational Bot

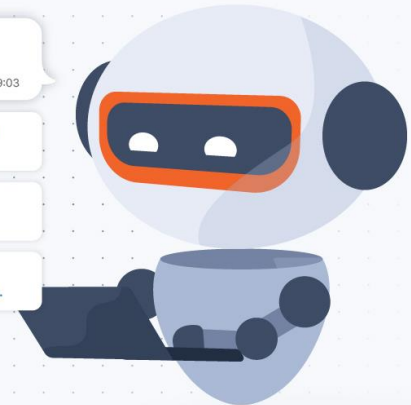
Business Transformation at Narayana Health

Hi! I'm a Gov Virtual Assistant!
How can I help you? 09:03

I want to know where the closest
polling station is.

I would like to know if I am
eligible to vote.

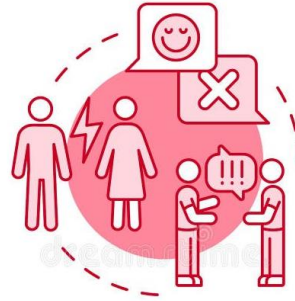
I want to know about voting
procedures and upcoming dates.





Manual and Inefficient Complaint Process

- Patients rely on nurses to raise non-clinical complaints (e.g., cleanliness, facilities, meal service).
- Nurses are diverted from their primary clinical responsibilities.
- The manual process causes delays and inefficiencies.



Communication Breakdowns and Misrouting

- Complaint details are often communicated inaccurately.
- Issues are misrouted to the wrong departments, further delaying resolution.
- Patients experience frustration due to lack of timely action on their concerns.



Lack of Accountability and Escalation

- No proper tracking or escalation system in place to ensure complaints are resolved.
- Unresolved issues negatively impact patient satisfaction and hospital reputation.



Automated Complaint Handling

- Upon patient admission, a conversational bot initiates communication, allowing patients to raise non-clinical complaints.
- The bot uses AI to categorize the issue and route it to the appropriate department, reducing reliance on nurses and ensuring efficient complaint management.



Real Time Notification and Escalation

- Once a complaint is submitted, it is assigned to a specific staff member who receives the details via SMS and email.
- The patient is kept informed about the complaint status, and if the issue is not resolved in a timely manner, the system automatically escalates it through several levels until it's addressed.



Data Driven Insights and History Tracking

- Complaint history is stored, allowing hospitals to track recurring issues and patient concerns.
- This data helps improve service quality and provides personalized care for returning patients by addressing previously raised issues.



Relevance & Impact



Improved Patient Satisfaction:

Faster resolution of complaints ensures that patient concerns are addressed promptly, leading to higher satisfaction levels and a better overall experience during their hospital stay



Increased Operational Efficiency:

By automating the complaint process and reducing the dependency on nurses for non-clinical issues, the hospital staff can focus more on their primary responsibilities, optimizing workflow and resource allocation.



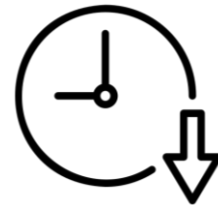
Enhanced Accountability:

The built-in escalation mechanism ensures that every complaint is tracked and handled, fostering a culture of accountability and responsibility within hospital departments



Data-Driven Improvements:

The system collects and stores complaint data, enabling the hospital to identify recurring issues and take proactive measures to improve services and prevent future problems.



Reduction in Complaint Resolution Time:

Real-time notifications and automated routing minimize delays in addressing issues, significantly reducing the time it takes to resolve complaints compared to manual processes.



Scalability and Future Adaptation:

The solution can be easily scaled across multiple departments or hospital branches and can integrate future AI advancements for more personalized and automated patient interactions, further improving service delivery.



Scalability

Integration with Existing Systems:

- The solution integrates with current hospital management systems, making it easy to deploy without requiring extensive changes to infrastructure.

Multi-Department Application:

- The bot's AI can be adapted for use in various hospital departments (e.g., housekeeping, food services, maintenance), making it scalable across different non-clinical functions.

Expandable Across Multiple Locations:

- The solution can be rolled out to multiple hospital branches or healthcare facilities, regardless of their size, due to its cloud-based infrastructure.

Low Maintenance with AI Learning:

- Once deployed, the system continuously learns and improves through AI, requiring minimal manual intervention for updates or scaling, making it highly sustainable for long-term use.

Usefulness

Reduces Nurse Workload:

- By handling non-clinical complaints, the bot allows nurses to focus more on patient care, improving the efficiency of hospital staff.

Enhances Patient Experience:

- Patients can raise complaints directly through an intuitive interface, reducing frustration and ensuring quick resolution, which enhances their overall hospital experience.

Real-Time Complaint Tracking:

- Both patients and staff can track the status of complaints in real-time, ensuring transparency and swift action, which improves operational efficiency.

Data-Driven Improvements:

- The system stores and analyses complaint data, providing actionable insights to identify recurring issues, allowing hospitals to make informed decisions for service improvement.



Take Care