"MASSACHUSETTS GENERAL HOSPITAL'S PRE-ADMISSION TESTING AREA (PATA) HARVARD CASE"
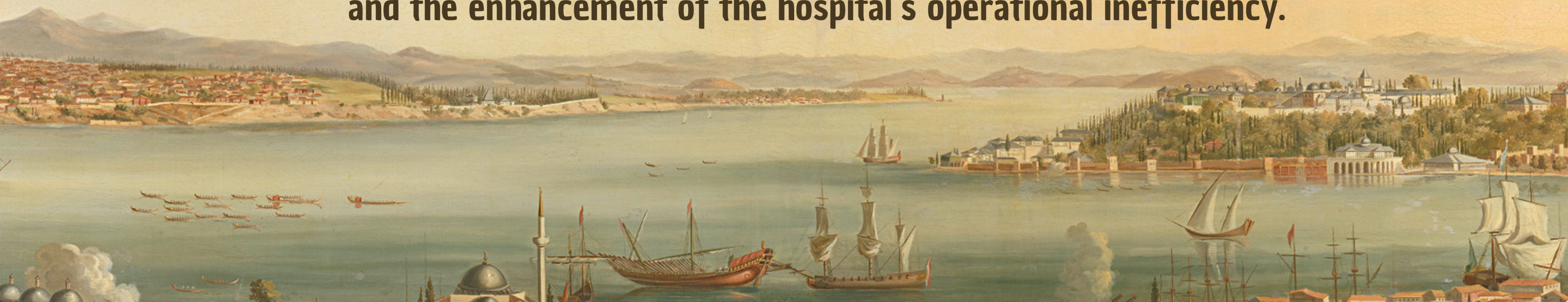
Introduction

MA: The Harvard case study at <u>Massachusetts General Hospital Pre-Admission Testing Area</u> (<u>PATA</u>) revolves around the roots of service delivery problems that influence patient flow in the execution of pre-surgery procedures at the hospital. This article presents a case analysis to help enhance operational workflow and get the maximum value for resources in PATA.

Key Issues in PATA

The major issues of concern for PATA are; A marked long time waiting list for patients, poor utilization of medical staff and a work flow that is not well attuned to the needs of the patient. These problems are mostly brought about by Unsuitable planning and organizing tools, lack of integration and coordination between departments and departments, and variations in patient traffic. Its effects include the decline of the patient's satisfaction, and the enhancement of the hospital's operational inefficiency.

Enhancing Patient Experience

Another area under PATA that should be enhanced with regard to the provision of patient centered care is... Greater patient awareness of the waiting list will be supported by clearer discussions of anticipated wait times and improved organization of tests, which will add to the efficiency of pre-admission. Also, there are feedback mechanisms that can be used by the hospital to refine its services to reader's satisfaction.

Conclusion

Therefore, through Lean Methodologies, technological advance, and Patient-Centered care Massachusetts General Hospital's PATA has the potential to improve on operation and patient satisfaction to deliver value to the end-user.

RESOURCE

This is just a sample partial case solution. Please place the order on the website to order your own originally done case solution.