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**“MASSACHUSETTS GENERAL
HOSPITAL’S PRE-ADMISSION TESTING
AREA (PATA) HARVARD CASE”**



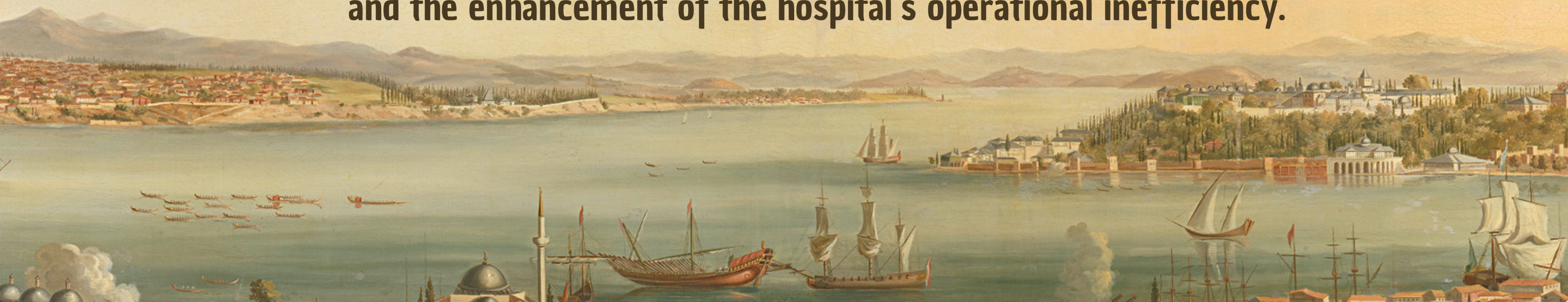


Introduction

MA: The Harvard case study at Massachusetts General Hospital Pre-Admission Testing Area (PATA) 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.

The background of the slide is a historical painting of a harbor scene. In the foreground, several large wooden sailing ships with multiple masts and white sails are visible. To the left, a group of smaller, rowing vessels is on the water. The middle ground shows a wide expanse of water with more ships. In the background, a city with red-roofed buildings is built on a hillside, and a large, white, domed building, possibly a church or a government building, is prominent. The sky is filled with soft, golden clouds, suggesting a sunset or sunrise. The overall style is that of a 17th or 18th-century landscape painting.

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

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