

Aster CMI HOSPITAL



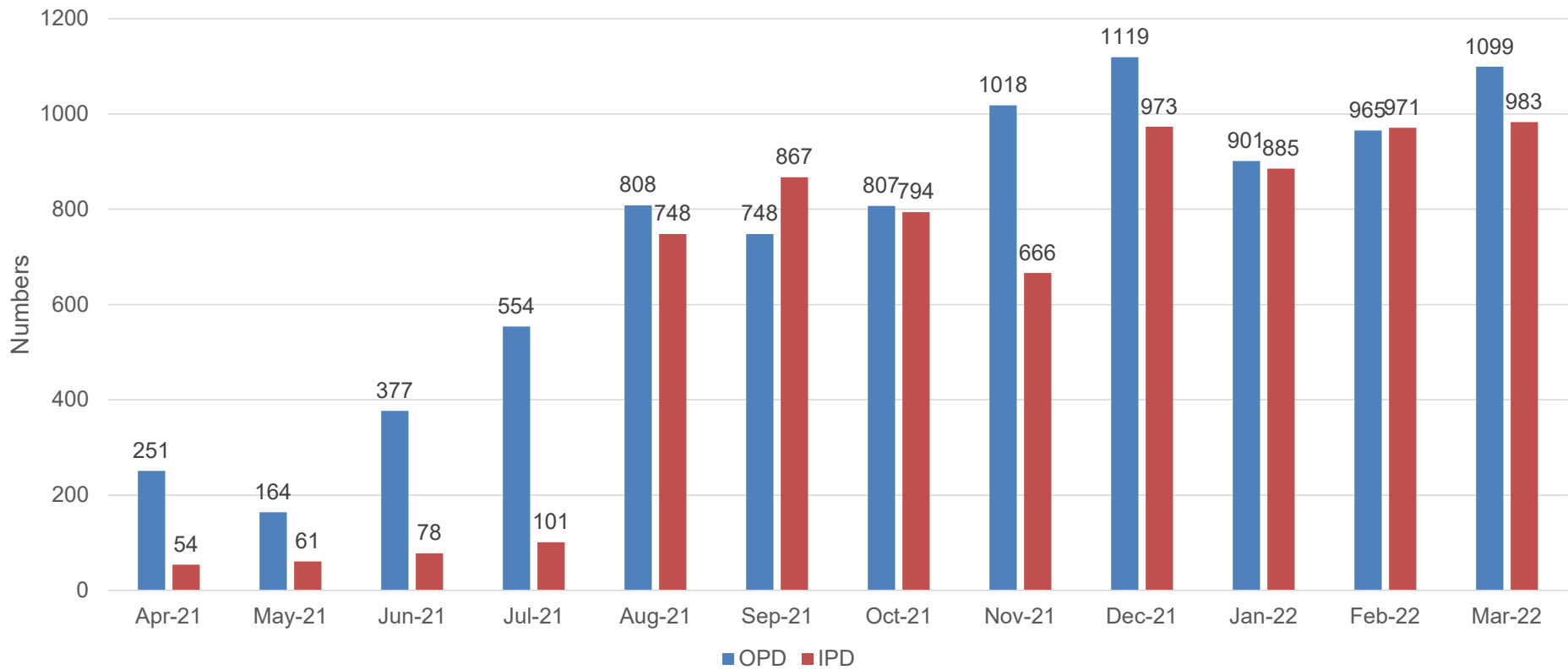
SERVICE EXCELLENCE - ASTER INSIGHT

*ASTER CMI HOSPITAL
No. 43/2, New Airport Road, NH-7,
Outer Ring Road, Sahakarnagar,
Bengaluru, Karnataka - 560092
INDIA*



FEEDBACK COUNT AWARENESS

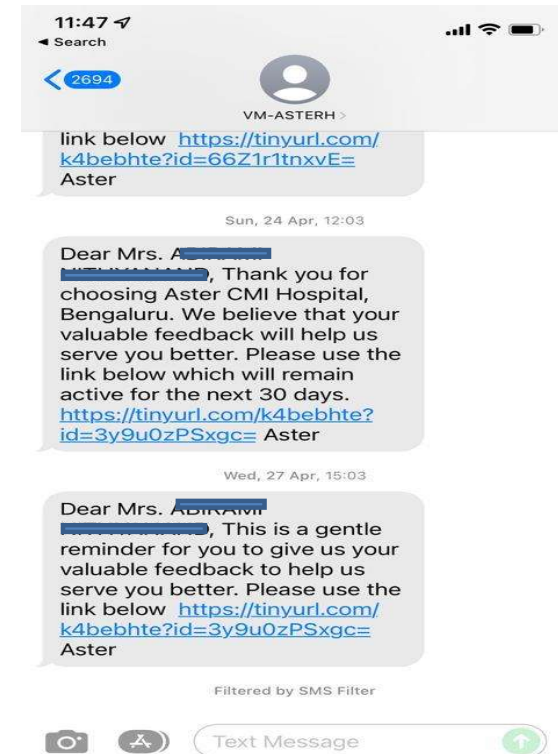
Feedback Count



ASTER INSIGHT AWARENESS

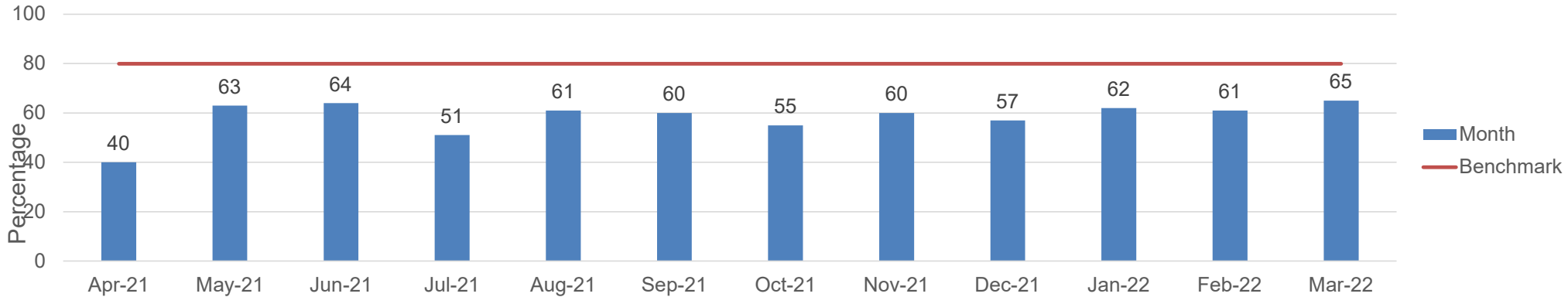


BAR CODE DISPLAY

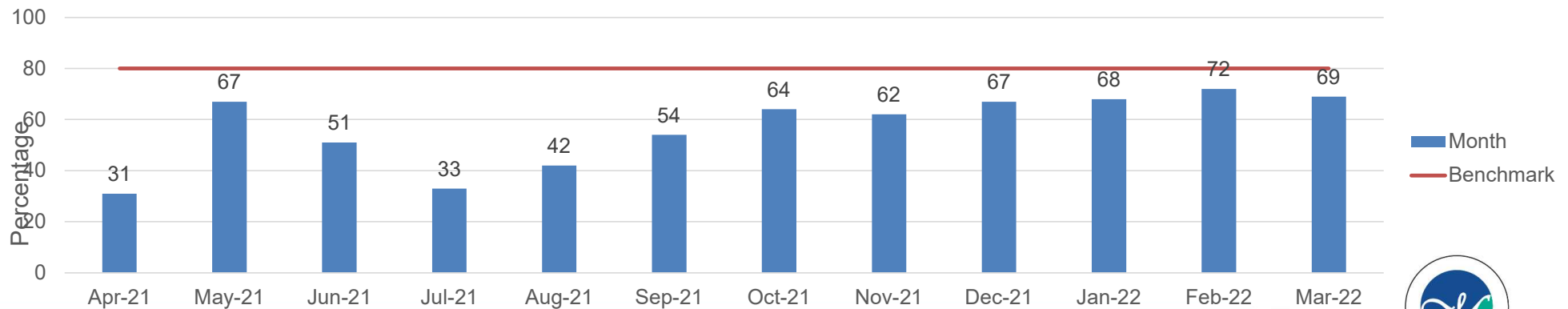


NET PROMOTER SCORE (NPS)

NPS (Hospital) - OP



NPS (Hospital) - IP



TOP 10 FEEDBACK ANALYSIS

	TOP 10 FEEDBACKS/COMPLAINTS	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
1	Not courteous and responsive (Front office)	30	3	7	7	27	28	20	15	14	14	24
2	Waiting time for appointment(Front office)	42	NC	28	28	3	NC	38	71	25	23	30
3	Doctor not responsive and courteous (Clinician OPD)	20	NC	9	9	25	24	27	NC	32	25	38
4	Condition of parking area (Security)	38	NC	NC	NC	25	24	91	85	NC	15	23
5	High Pricing- OP (Marketing)	19	NC	NC	NC	24	NC	21	25	25	19	3
6	Poor quality and taste of food (Food and Beverage)	NC	5	16	16	NC	NC	NC	21	17	18	19
7	Not courteous and responsive (Nursing IPD)	22	NC	9	9	29	20	20	NC	NC	NC	NC
8	Delay in Billing (Financial Counselling & IP Billing)	19	4	NC	NC	23	20	NC	NC	NC	NC	26
9	Delay in sending documents for insurance approval (Insurance IPD)	NC	NC	8	8	NC	27	22	NC	NC	NC	19
10	Delay in processing bill (Billing(OPD))	22	NC	NC	NC	20	NC	29	17	NC	NC	NC

Color Code	Count of complaints	Meter reading
NC	NC	No complaints
Green	0 - 20	Scope for improvement
Yellow	21-30	Watch out
Red	31 & above	Act immediately

Note: Top 10 reasons listed based on the frequency of complaints



PARKING - BEFORE AND AFTER



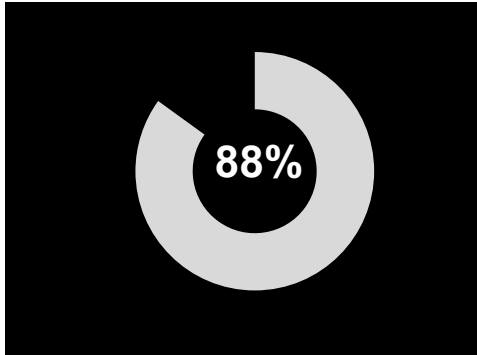
TOP 10 COMPLAINTS FY 21-22



Parking complaint that was at 4th is now the 10th complaint, stating improvement and reduced complaints

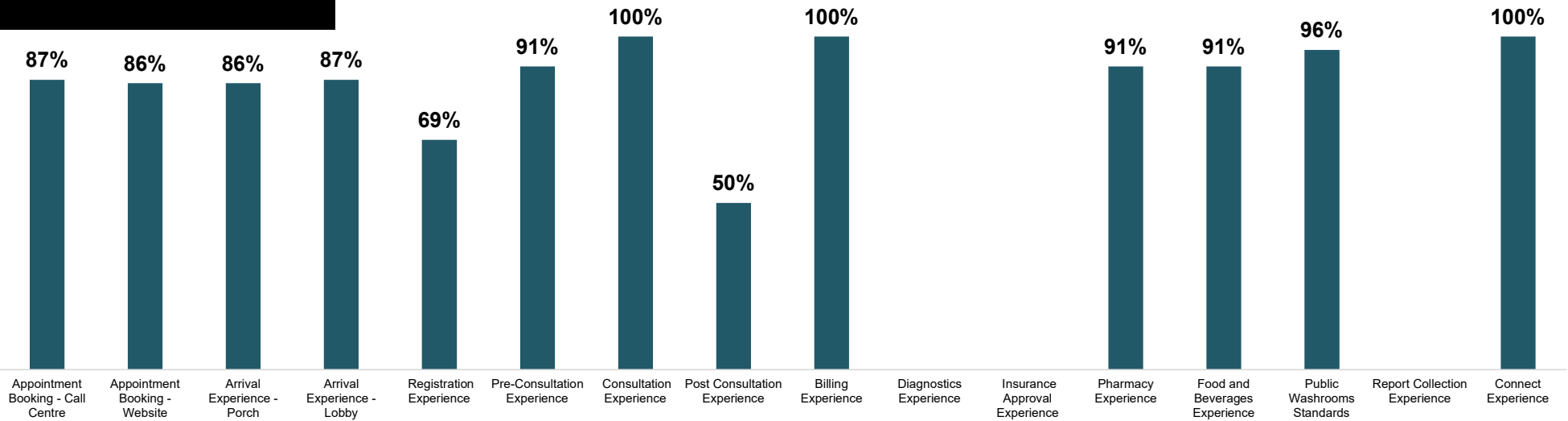


Gallup Audit



Hospital Name	Aster CMI Hospital – Bangalore
Date of Visit	18th March 2022
Time of Visit	12 Noon
Department Audited	Internal Medicine
Doctor Name	Dr. Brunda. M.S

Service Standards



Score	13	6	12	13	9	10	7	2	8	-	-	10	10	22	-	1
Points	15	7	14	15	13	11	7	4	8	-	-	11	11	23	-	1



Thank
you

