

Healthcare Industry Case Study



“Enhancing Customer Experience”

Introduction

iTalent's **BizGrow** solution is highly effective approach to help its client reach their business goals by focusing on what's most important for business to grow. This solution is aimed at bringing sense of focus & awareness towards reaching organisation's true potential. We reach our aim by ensuring individual employee performance contributes in achieving business objective.

Take a look at our work in helping companies achieve more.



Healthcare Industry

iTalent helped a leading charitable Eye Care hospital with standardisation of its processes to improve efficiency & help in accreditations.



Client's Challenge

- Inconsistent administrative processes
- Improve Patient experience

iTalent Solutions:

- Through iTalent extensive audit we assessed existing practices to identify where efficiency gains can be made.
- Redesigned business model
- Redesigned business process, specific to administrative process to improve patient experience.
- Providing governance structures and service-level metrics along with organisational metrics

Impact on Client's Business:

- Standardised process boosted consistency & efficiency
- Overall customer experience improved
- Client now in process of getting major accreditation

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