

## Cost of Healthcare

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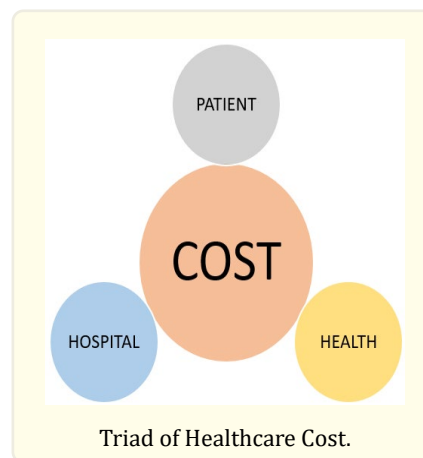
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As per IMCA London, Cost Accounting is defined as "the process of accounting of cost from the point the expenditure is incurred or committed or committed to the establishment of its ultimate relationship with cost center & cost unit".



Best practices of hospital, efficient leadership in healthcare, appropriate delivery of services to the patient at right time/pace and empowered patient are the scenario of win-win. The grapes not only appear sour but also bitter! Countries, companies and organisations are all striving to contain cost but the tug of war is highly imbalanced.

**What is the solution?**

A techie / IT professional is much well paid, doctor is always on the receiving end, nurse is never polite and what not. Despite all Care of the infirm is a priority. Let us strive and make the system better. Pleasant interactions at a hospital are possible with these

- Patient centric management.
- Responsible reception desk.
- Well oriented progressive signages.
- Concerted team management of HR.
- Individualised billing priority.
- Incentivised feedback.

- Universal coverage.



To err is human, agreed. But amidst these humans exist the divine species of healthcare workers. Governments, policy makers and the general masses need to realise this and implement this in day to day lives.