

Make a recommendation to Mr. Henderson, Dr. Warren, and Dr. Jones for how to deal with the ED problem.

CMC CEO Richard Reynolds has met with Dr. John Warren, the central clinical official, and Dr. Debra Jones, the head of the CMC crisis division (ED). They talked about the information remembered for the accompanying two tables. They additionally examined a responsibility report of the ED administration volume for as long as a year. The information shows high ED usage. (The normal charge for an emergency clinic ED visit is \$1,000 in addition to \$500 in subordinate charges like a research facility, radiology, and drug store.) However, the numbers additionally recommend that the level of ED patients leaving without being seen is multiple times the state or public normal. Mr. Henderson, Dr. Warren, and Dr. Jones are worried about lost income since emergency clinic information shows that, notwithstanding the ED charges, patients create a normal of \$100 in benefit each ongoing day assuming they are conceded to the clinic.

Make a recommendation to Mr. Henderson, Dr. Warren, and Dr. Jones for how to deal with the ED problem.

- Based on the evaluation of ED data, the central issue is with respect to the number of patients served in the emergency division. The quantity of patients who go to treatment is not exactly the number of patients who left treatment. And I see that the potential lost revenue is the amount of money lost due to a decreased number of patients receiving treatment.
- What I can recommend to the doctors is to the patient's more comfortable and give them facilities like for example number of beds and so forth including privacy and confidentiality with the goal that patients joyfully take the treatment and convey their opinion in regards to the service given by the clinic to others taking into account fulfillment.
- Because I believe that in all businesses, not just hospitals we have to accept the fact I mean feedback of our clients/customers because it will show that you value their opinions. You involve them in shaping your business so they feel more attached to your company. Listening to their voice helps you create stronger relations with them.