

# Business Service Plan

## Why physiotherapy

Physiotherapy helps to restore movement and function when someone is affected by injury, illness or disability. It can also help to reduce your risk of injury or illness in the future by;

- Reduce or eliminate pain
- Avoid surgery.
- Improve mobility.
- Recover from a stroke.
- Recover from or prevent a sports injury.
- Improve your balance and prevent falls.
- Manage diabetes and vascular conditions.
- Manage age-related issues

## Provide service to who (main type of patients / customers)

- Children with congenital and clonic disabilities
- Patients with clonic illnesses
- Patients with back and joints pain
- Stroke patients
- Head and spinal cord injury patients
- Injuries from sports
- Aging disorders
- Bed leded patients

## Main (type of ) service

- Strengthening exercises Building muscle matters
- Aerobic Training
- Balance and Stability Training
- Coordination and Agility Training
- Flexibility and Mobility Training

## Professional interests and ambition

- Interested in helping people with difficultis in improving quality of their lives without use of drugs or surgery and help them achieve their personal highest standard of living
- My ambition is to become a fully qualified Physiotherapist
- Reaching out patients in deferent places especially those who can not reach our canter in working hours as well as those home bounds

# External analysis

## Competition in our region

- Maweni referral hospital

(Description of their services)

Provide all physiotherapy services with the aid of therapeutic equipment's.

Have enough space for provision of treatment.

## General trends physio services

- Neurological physiotherapy
- Back pain management services
- Joint pain and stiffness physiotherapy
- Neuromuscular mobilization

## Insurance coverage and claims

Information or guidelines needed to understand when insurance covers treatment and when not

# What (1/2)

## Treatments / Activities you expect to provide to most

- Sciatica
- Stroke
- Piriformis syndrome
- Muscle spasm
- Low back pain
- Cerebral palsy
- Arthritis and joint stiffness
- Radiculopathy
- Contractures and burn injuries
- Fractures and dislocation

## Prices

	Cash	Local insurance	Foreign insurance	NHIF
Consultation	Not set	Not set	not set	not set
Physiotherapy (session)	TZS 10.000	TZS 20.000	TZS 20.000	TZS 10.000
Materials	unknown	unknown	unknown	unknown

## #Patients and Turnover

Date Month	billingCategory	Count of customer	Sum of amount
Sep	Cash	24	TZS 240.000
	Children - Under One Year	1	TZS 10.000
	Elders - Above 60 years	1	TZS 10.000
	NHIF	1	TZS 10.000
	NHIF 1001 - Standard	8	TZS 80.000
Sep Total		35	TZS 350.000
Oct	Cash	10	TZS 100.000
	NHIF 1001 - Standard	17	TZS 170.000
Oct Total		27	TZS 270.000
Grand Total		62	TZS 620.000

Turnover on materials is unknown

## Return On Investment

- Budget TZS 21.500.000
- Required physio sessions 2.150 sessions = +/- 2.150 patients
- Operating costs not included

# What (2/2)

## Budget

Original budget TZS 23.000.000

Excl. 5% project mgt = +/-TZS 21.500.000

## Procurement

- Quotations received from 1st supplier are very expensive
- Currently looking for other suppliers
- Visit to Maweni hospital to see their inventory and supplier

## Required equipment

ID	Items	Required to start service	Price
1	Goniometers	Required	10.000
8	Mat table	Required	650.000
9	Stair case (if expensive, we'll make it ourselves)	Required	850.000
10	U pillows	Yes	80.000
11	Hydro collator with hot packs	Required	4.200.000
14	Massage cream / ultrasound jelly	Mostly required	30.000
15	Stockings; graston	Required	450.000
16	Traction unit, table and accessories(belts) Multiple mode electrical devices/traction machine	Required	5.300.000
17	TENS	Required	
18	Muscle vibrating machine / therapeutic massage gun / body massager	Required	
20	Dumbbells; 0,5, 1, 2, 3, 4, 5	Required	450.000
21	Cuff weights	Required	35.000
22	Resistive tubing / Bands / Thera bands	Required	150.000
24	Knee strengthen machine	Required	3.900.000
26	Shoulder wheel (if expensive, we'll make it ourselves)	Mostly required	850.000
27	Treadmill	No	3.200.000
28	Stationary bike	Required	850.000
31	Computer	Required	
	Tilting table – manual or electric		1.5 mil – 8 mil

Total = 22.500.000 (manual tilting table)

Excludes: computer, TENS, massage gun

Potential saving by home made (excl. costs) = 2.350.000

# How – operations plan

## **Patient processes**

- OPD -> Physio
- Scheduling appointments.
- Treatment reports.

## **Internal processes**

- Internal referrals
- Wardrounds
- Documentation in Inaya

## **Communication**

- During morning report
- On notice boards
- Documentation in Inaya

## **What do you need**

- To provide awareness to medical staffs on physiotherapy services
- Providing education as well as announcement to the society on presence of physiotherapy management at our hospital
- Adding important therapeutic equipment at least for startup