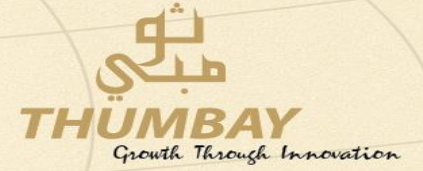




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Patient Discharge Process in the inpatient department of thumbay hospital

By :

Dr. Dilip Varma

Management trainee

Thumbay Hospital New Life, Hyderabad



Introduction

- Discharge planning is “a process used to decide what a patient needs for a smooth move from one level of care to another.”
- The discharge process runs parallel along with some departments as Pharmacy, Billing, Insurance and Nursing.
- In general, the basics of a discharge plan are:
 - Evaluation** of the patient by qualified personnel
 - Discussion** with the patient or his/her attendant
 - Planning** for homecoming or transfer to another care facility
 - Determining** whether caregiver training or other support is needed
 - Referrals** to a home care agency and/or appropriate support organizations in the community
 - Arranging** for follow-up appointments or tests



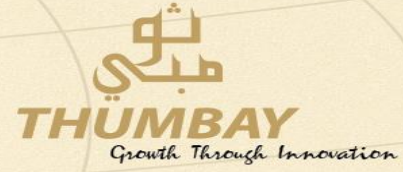
Objectives

- To study the process of discharge at Thumbay Hospital
- To assess the turn around time at the time of discharge
- To identify the cause of delay in discharging patients from the Inpatient Department
- To propose recommendations based on the study findings



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Documents Required & studied



- Discharge summary Prepared, Stamped and Signed
- Clearance from Pharmacy
- Clearance from laboratory
- Approval From Patient affairs department
- Approval from billing
- Justification in case required



- **Type of Study:** Descriptive / Observational
- Study Type: Non- Interventional
- **Study Population:**
- Inpatient department Patients at General Ward, cubicle, sharing and deluxe ward.
- **Study area-**
- In-patient department
- **Sampling Method:**
- Convenience Sampling
- Only Inpatient Cash Patients are taken and the indents are taken in day time. The night indents are not monitored.
- **Sample size:**
- Total 322 Samples

- **Inclusion Criteria:**

- Cash Patients
- Patients from inpatient wards

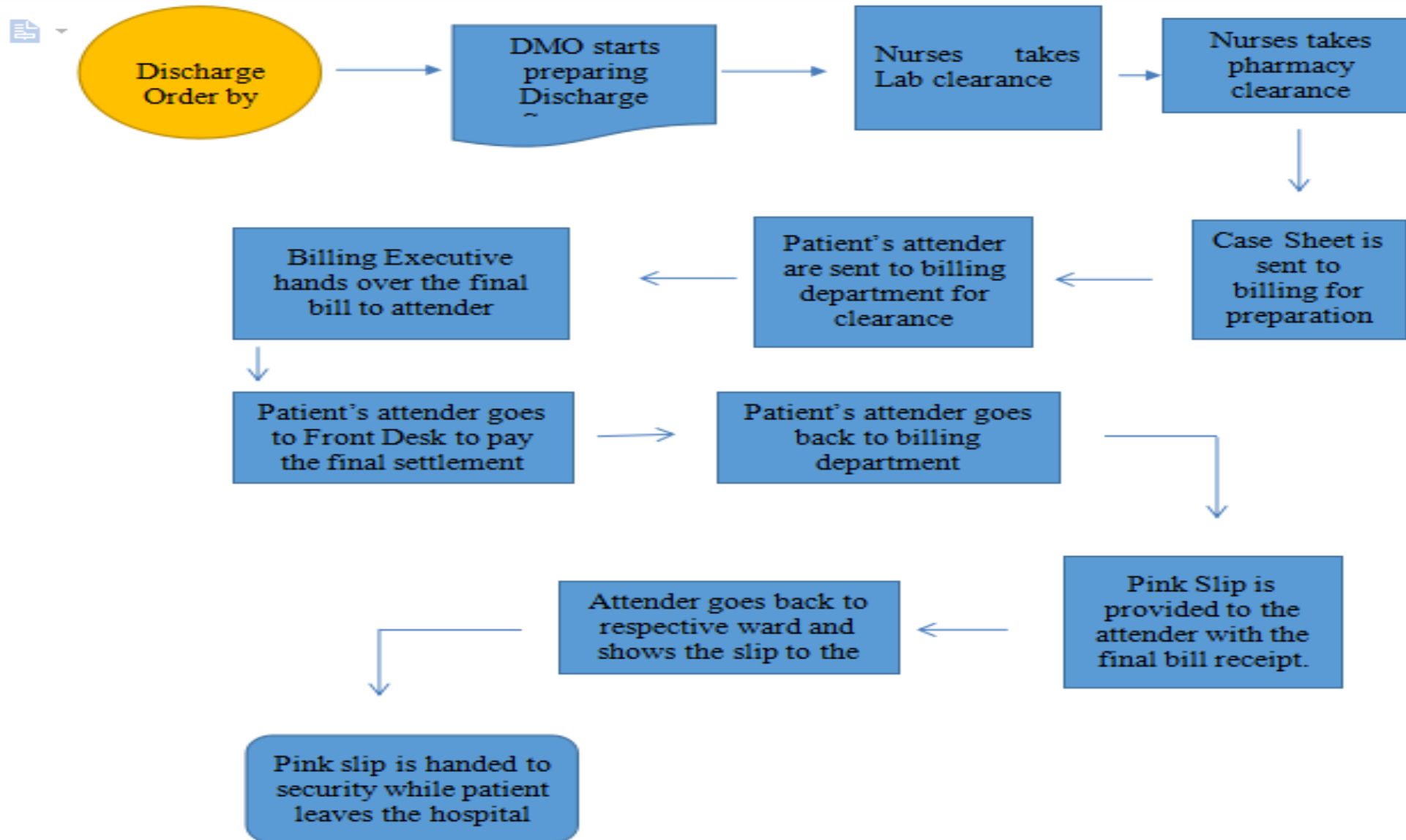
- **Exclusion Criteria:**

- Insurance and Arogyasri patient

Research Question: what is the cause of delay in the discharge process ?



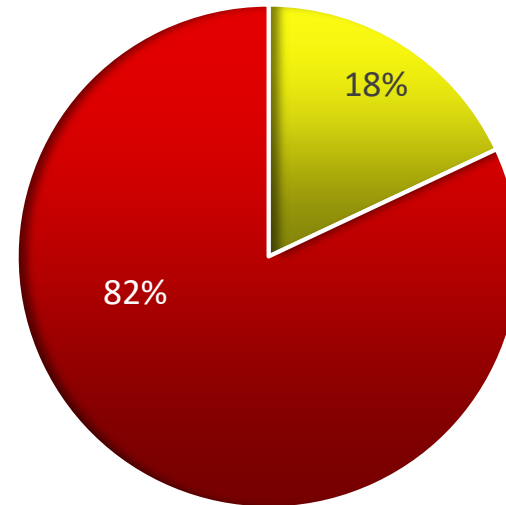
Discharge Process Flow





Data Analysis

Turn around time less than 3 hours and more than 3 hours (N=322)



■ Discharge TAT within 3 hours

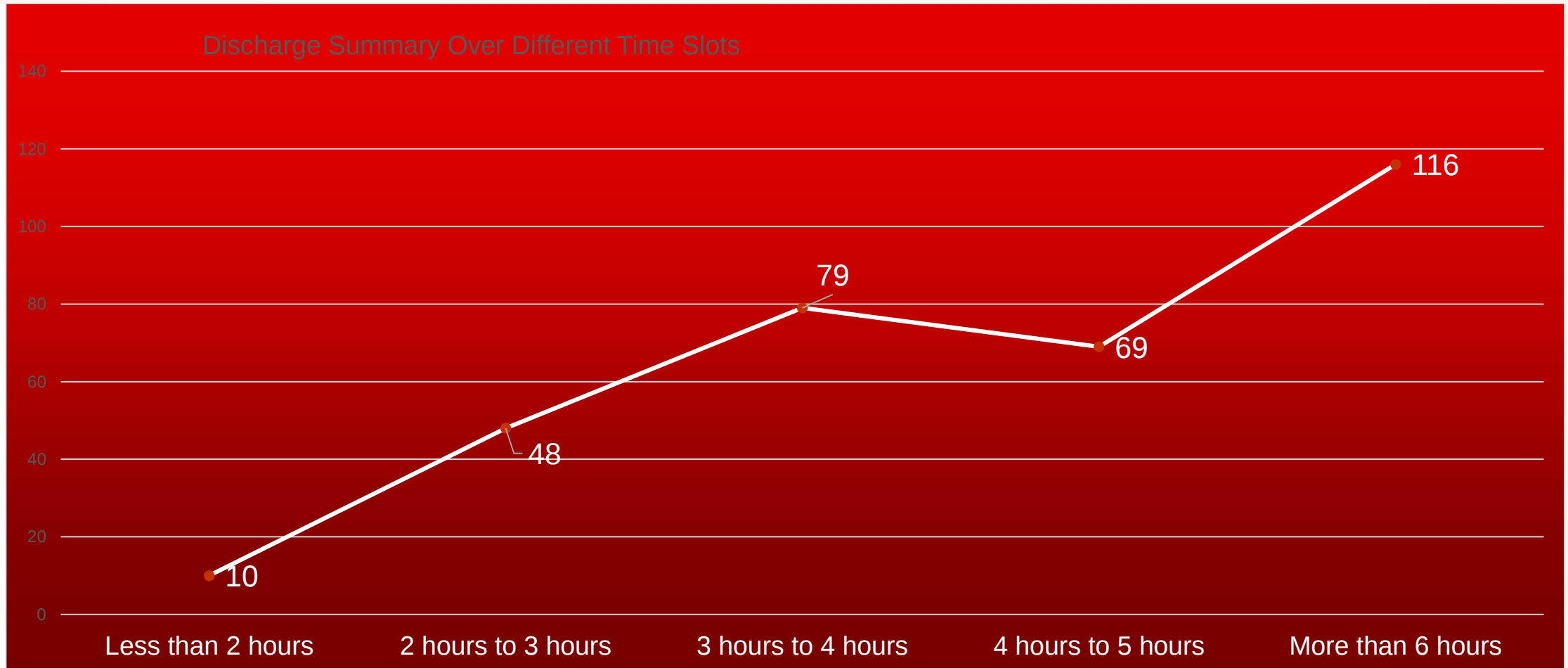
■ Discharge TAT more than 3 hours

TAT ANALYSIS

- A pie chart showing Turn around time less than 3 hours and more than 3
- Here N refers to total sample size
- From the above pie chart in Fig. we can infer that out of 322 patients 82% (264) of the patient's discharge time was more than 3 hours and only 18%(58) of the patient's discharge time was less than 3 hours. As we all know patient satisfaction is directly related to waiting time. Therefore, there is a need to reduce Thumbay Hospital's TAT.



Discharge Summary Over Different Time Slots



TAT DETAILS

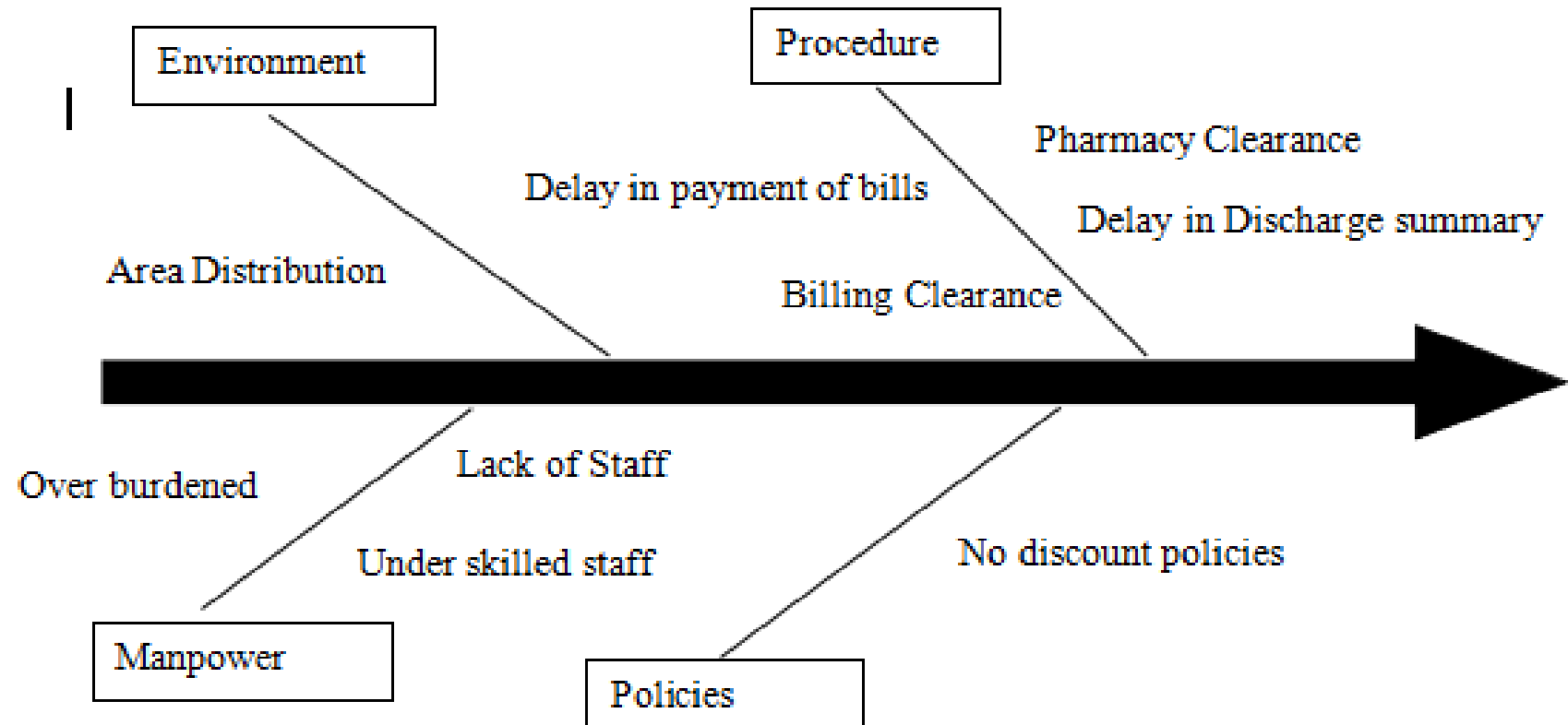
- The above graph depicts that out of 322 discharges 116 patients (36%) discharge time was more than 6 hours.
 - 69 patients(21.5%)discharge time was between 4 hours to 5 hours.
 - 79 patients(25.4%) discharge time was between 3 to 4 hours.
 - 48 patients(15%) discharges was done between 2 to 3 hours.
 - 10 patients(3%) discharge process was completed within 2 hours from the time primary consultant ordered for discharge.
- 

Three major Reasons for delay in discharge for the highest number of patients i.e (116)

- Insufficient cash available at the time of discharge among the attendants.
 - Expecting discounts on the final bill settlement.
 - Pharmacy returns of few medicines which can't be returned such as Insulin.
- 



Observed Reasons Of Delay



fish bone analysis - factors

- Area distribution - as we have billing and pharmacy on two different floors it consumes a lot of time for clearances and causes confusion for the patients attendants moving multiple times.
 - Manpower - Nursing department is the most overburdened staff as hospitals nurse to patient ratio is less and shows lacking.
 - Nursing staff is underskilled where the basic training was not given and simple procedures like cannulation were not done well.
- 



Data Analysis

- The Average turn around time for discharge process is 4 hours and 28 minutes.
- Out of 322 patients 82% of the patient's discharge time was more than 3 hours and only 18% of the patient's discharge time was less than 3 hours.
- Out of 322 discharges 116 patients discharge time was more than 6 hours, 69 patient's discharge time was between 4 hours to 5 hours. 48 patients discharges was done between 2 to 3 hours and only 10 patients discharge process was completed within 2 hours from the time primary consultant ordered for discharge.



Problems identified

- Delay by nursing staff in handing over the patient file to the billing desk
- Delay because of pharmacy clearance and returns.
- Delay in preparation of discharge summary.
- Delay in payment of bills by the attender/expecting discounts when final bill is to be paid.
- Patient's attender movement.
- Miscommunications / Gaps.



Recommendations

- Time of completion of discharge summary should be captured in the system.
- Billing Desk and cash collection should be on the same floor for patient ease.
- Provisional discharge summary should be made by DMO and sent to billing desk for a better outcome
- A discharge summary template should be already prepared for planned discharges.
- The problem of understaffing should be solved by appointment of more professional staff
- PAD department should be prepared to collect the pending cash in advance for planned discharges
- Training sessions should be organized for regular updating of expertise among the employees of all the supporting departments.
- installation of a lcd screen which shows the patient discharge details for a better information and avoiding disturbnace by attendant at nursing station.

QUESTIONNAIRE WHICH CAN BE IMPLEMENTED FOR IMPROVEMENT OF DISCHARGE PROCESS (FEEDBACK)

- **01.**Did you feel you were involved in decisions about your discharge from hospital?
 - 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 I did not want to be involved
 - **02.**Were you given enough notice about when you were going to be discharged?
 - 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - **03.**On the day you left hospital, was your discharge delayed for any reason?
 - 1 Yes
 - 2 No
- 

- **04.**What was the MAIN reason for the delay? (Cross ONE box only)
 - 1 I had to wait for medicines
 - 2 I had to wait to see the doctor
 - 3 I had to wait for an ambulance
 - 4 Something else
 - **05.** How long was the delay?
 - 1 Up to 1 hour
 - 2 Longer than 1 hour but no longer than 2 hours
 - 3 Longer than 2 hours but no longer than 4 hours
 - 4 Longer than 4 hours
 - **06.** Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital? 1 † Yes
 - 2 No
- 

- **07.** Were you told how to take your medication in a way you could understand?
 - 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 I did not need to be told how to take my medication
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THANK YOU

