

Study on Discharge Process at SRCC **Children's Hospital** **(A Unit of Narayana Hrudayalaya Ltd.)** **Mumbai.**

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Roll No: 0323

Stream: Hospital Management

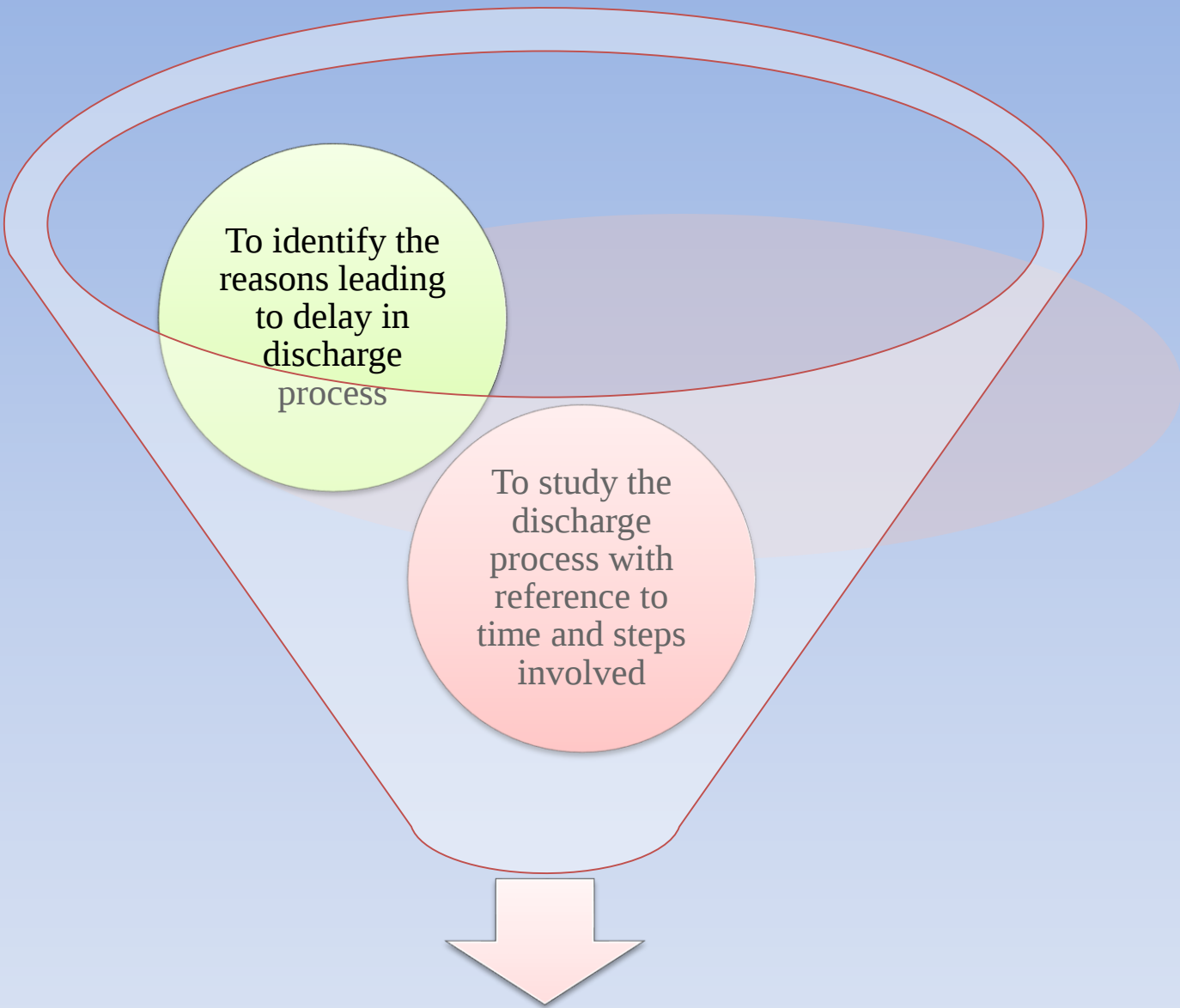
Course: MBA Hospital and Health Management
(Batch20)



Institute of Health Management Research, Jaipur

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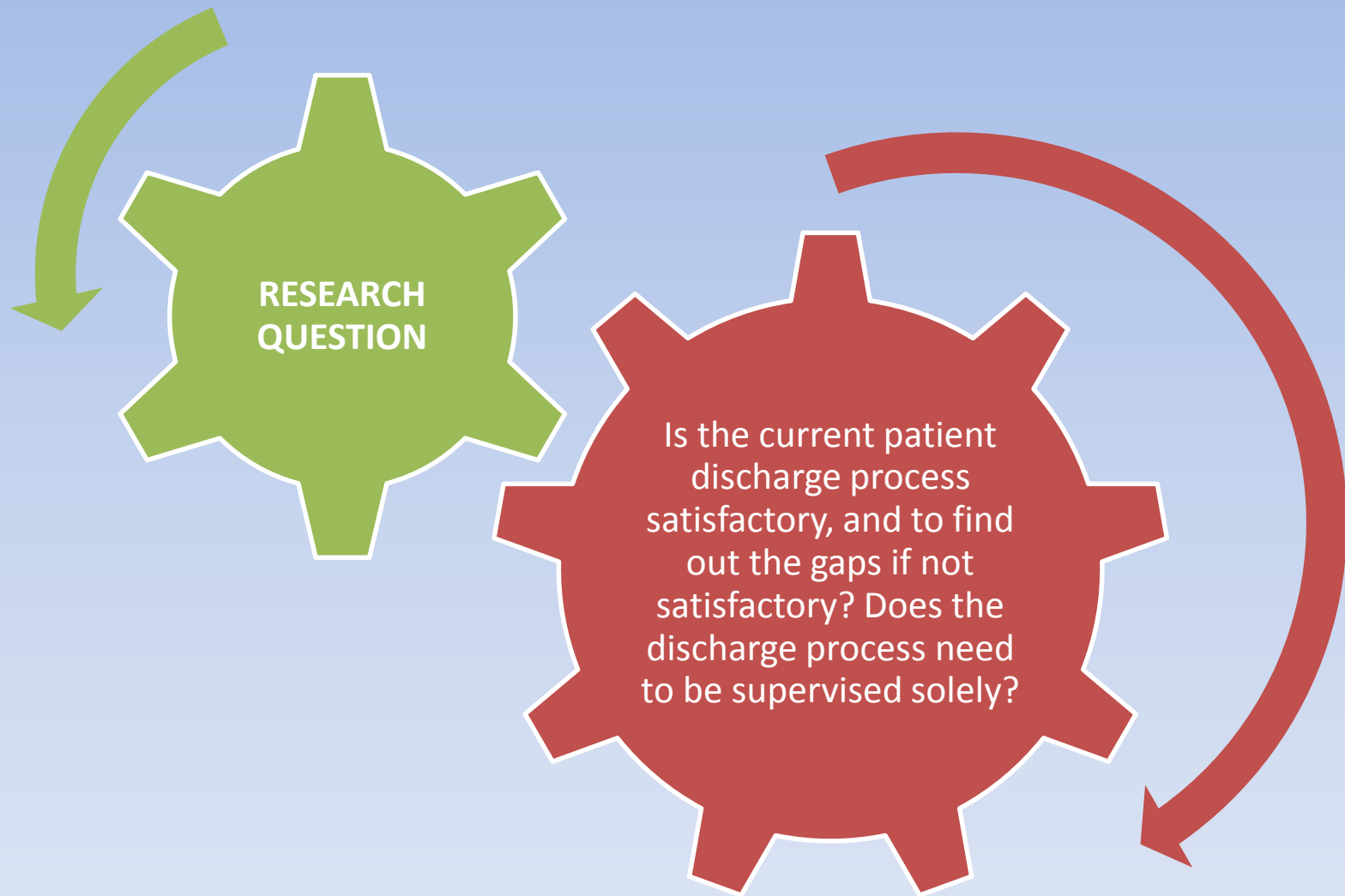
- Objectives
- Research Question
- Methodology
- Problem Justification
- Discharge Process
- Analysis of reasons resulting in delayed discharges
- Result
- Conclusion
- Suggestion



To identify the
reasons leading
to delay in
discharge
process

To study the
discharge
process with
reference to
time and steps
involved

OBJECTIVES



METHODOLOGY

Study design

- Descriptive

Sample size

- 60

Department

- In-patient department

Place of study

- SRCC Children's Hospital(A Unit of Narayana Hrudayalaya Ltd.),Mumbai

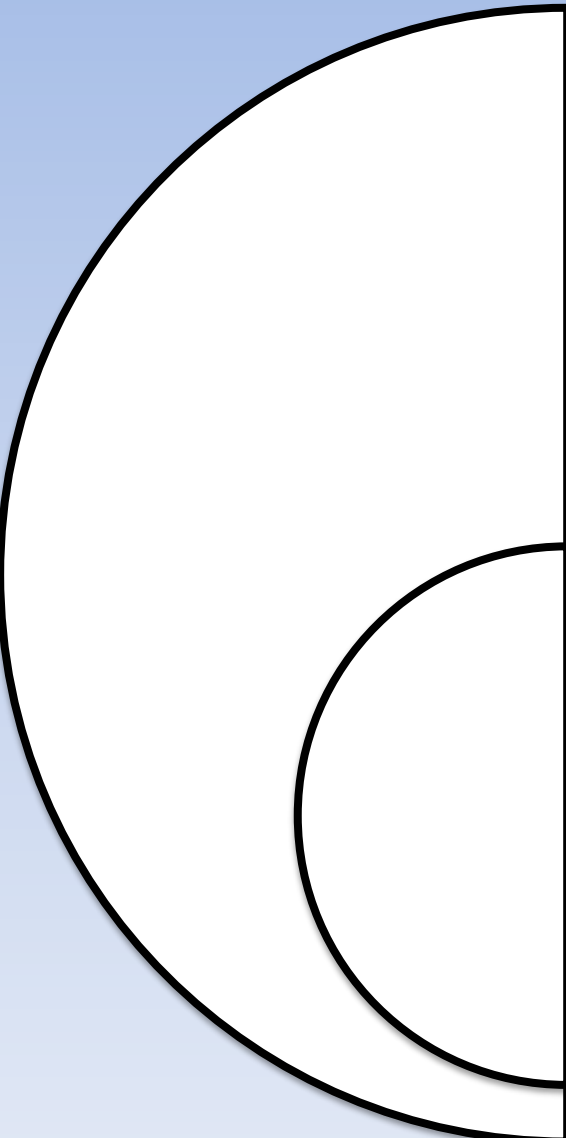
Study Type

- Prospective study

Study time

- 13 February,2017-13th May, 2017

PROBLEM JUSTIFICATION

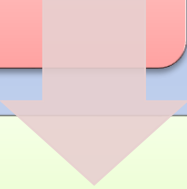


Delay in discharge process further results in delay admission of new patient thus results in displeasing the patient on the very first day and results in over all disturbance in Inpatient movement. Delay in discharge results in operational increase cost to the hospital by increase utilization.

Delay in patient discharge also increases the operational cost to the hospital by utilizing the hospital resources.

DAY BEFORE DISCHARGE

Consultant plans for discharge of patient and resident writes the order in the file.



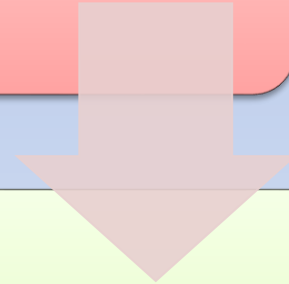
Nurse collects pending report, if any from pathology, blood bank etc.



Nurses inform discharge intimation to floor manager and billing department. Discharge checklist is checked.

DAY BEFORE DISCHARGE CONTI.

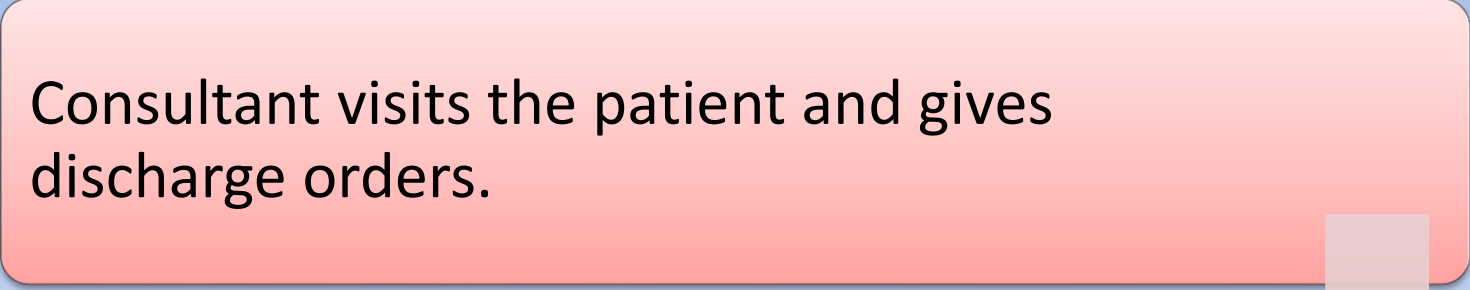
Billing department prepares the bill and this information is given to patient relative so as to help them arrange for bill payment



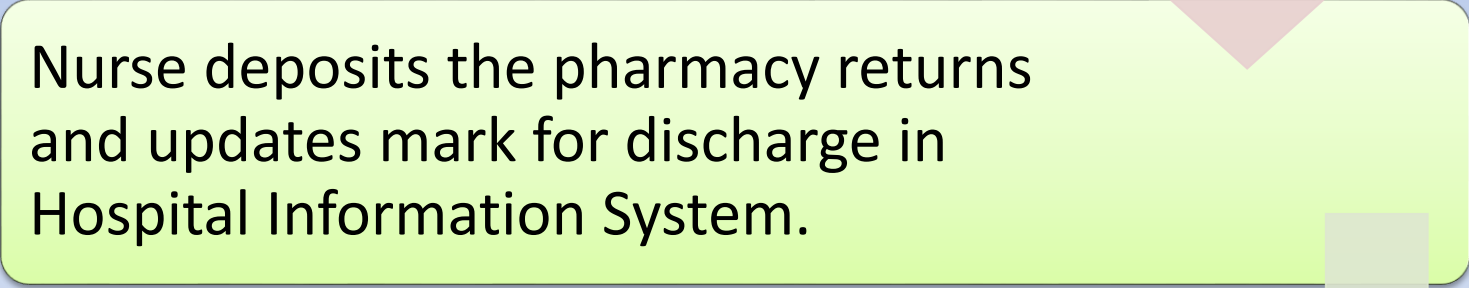
Dietician and Physiotherapist advises the patient on daily rounds and prepare him/her for discharge

ON DAY OF DISCHARGE

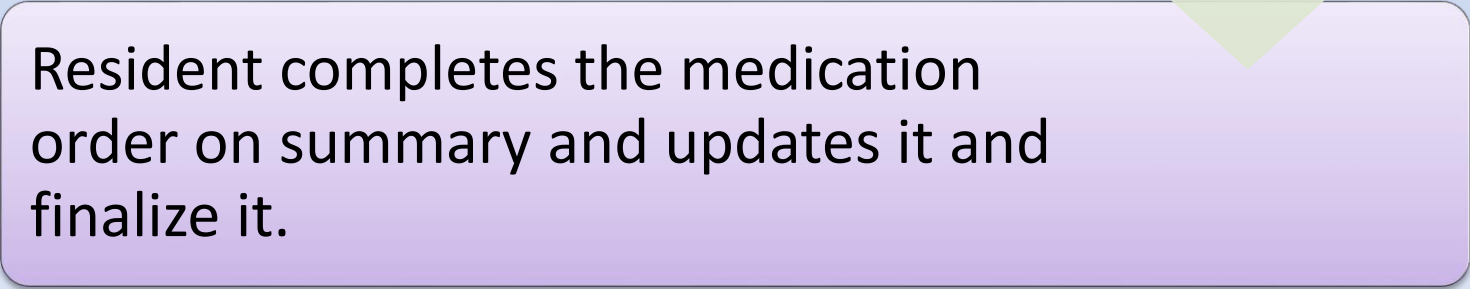
Consultant visits the patient and gives discharge orders.

A red rectangular box with rounded corners containing the text 'Consultant visits the patient and gives discharge orders.' A large, semi-transparent red arrow points downwards from the bottom right corner of this box towards the top right corner of the box below it.

Nurse deposits the pharmacy returns and updates mark for discharge in Hospital Information System.

A green rectangular box with rounded corners containing the text 'Nurse deposits the pharmacy returns and updates mark for discharge in Hospital Information System.' A large, semi-transparent green arrow points downwards from the bottom right corner of this box towards the top right corner of the box below it.

Resident completes the medication order on summary and updates it and finalize it.

A purple rectangular box with rounded corners containing the text 'Resident completes the medication order on summary and updates it and finalize it.' A large, semi-transparent purple arrow points downwards from the bottom right corner of this box towards the bottom right corner of the slide.

ON DAY OF DISCHARGE

Conti.

Nurse collects the billing sheet and other reports. The list of pharmacy return is made and all the return is collected.



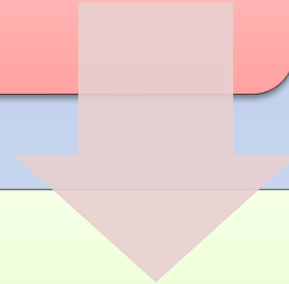
Housekeeping delivers the billing sheet to billing desk with patient file.



Billing department updates the bill

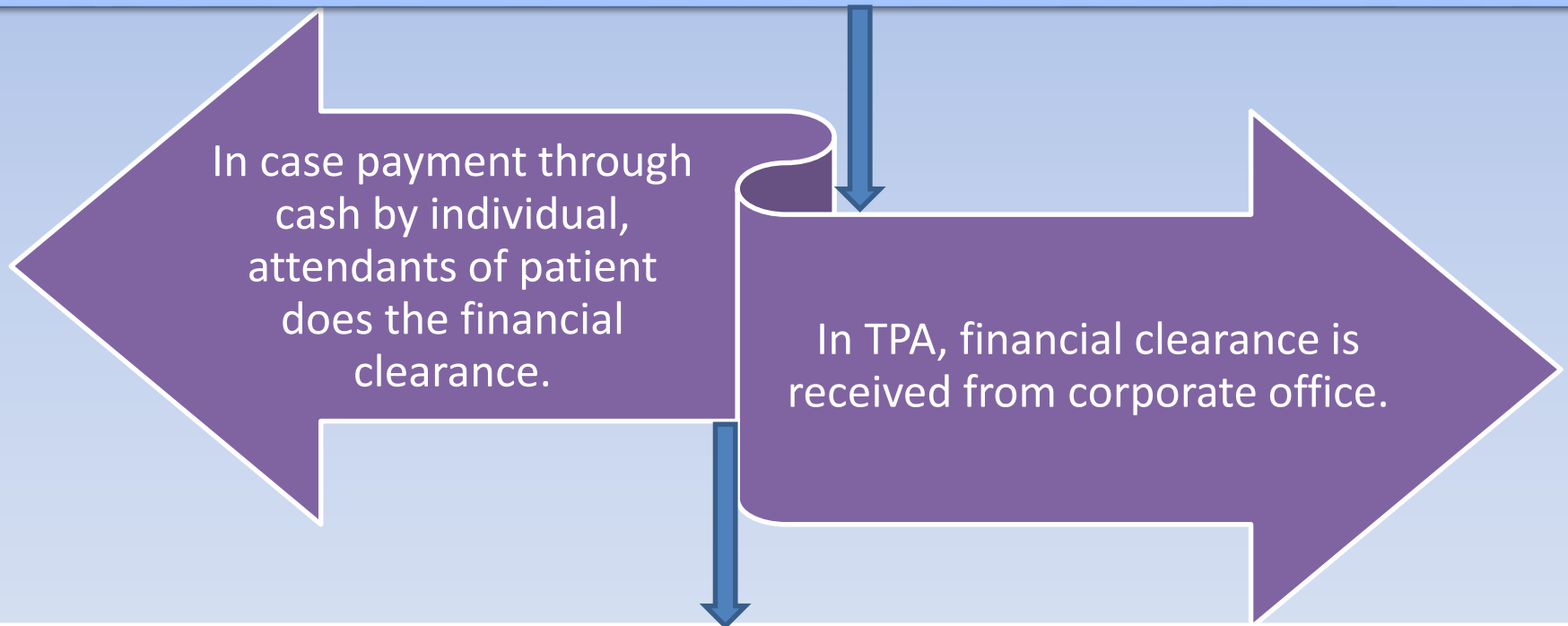
ON DAY OF DISCHARGE CONTI.

Clearance slip is collected by patient's attendants and a copy is given to nurse-in-charge



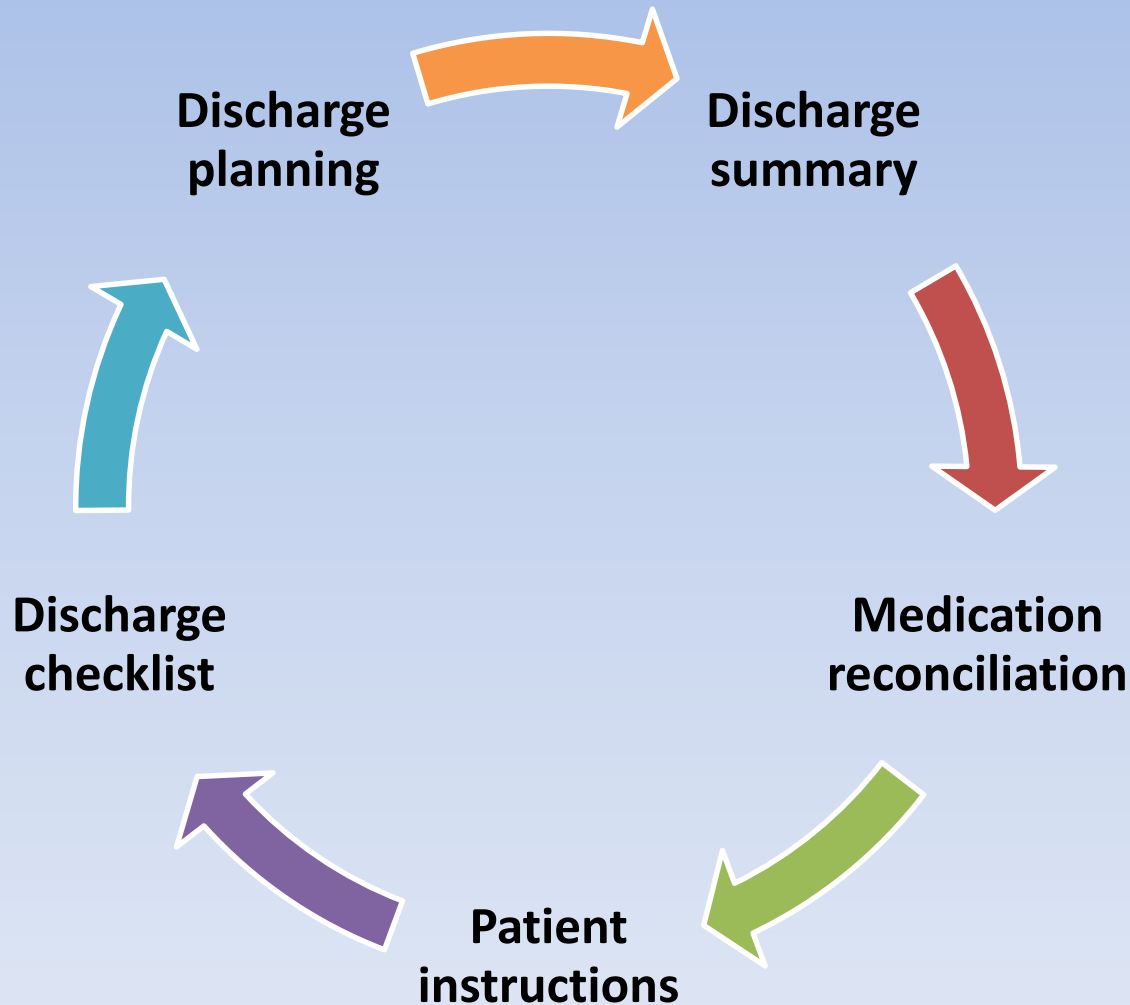
A copy of clearance slip is given at the exit gate.
Patient is discharged from hospital

Nurse-in-charge hands over discharge summary, reports and gives discharge instructions to patient.



Housekeeping accompanies the patient for discharge and patient is physically moved from room/ward by nurse.

ELEMENTS OF DISCHARGE PROCESS



Type of discharges



- Planned discharge



- Unplanned discharge



- Discharge Against Medical Advice

BASED ON PAYMENT MODE

A red trapezoidal box with a white border, tilted slightly to the right. It contains the text 'Individual cash payment' in white.

Individual
cash payment

A green trapezoidal box with a white border, tilted slightly to the right. It contains the text 'Third party administrator (TPA)' in white.

Third party
administrator
(TPA)

TURN AROUND TIME (TAT) FOR DISCHARGE PROCESS

•90 minutes
or 1 ½
hour

Cash

•240
minutes
or 4 hours

TPA

SAMPLE SIZE BASED IN BILL CLEARANCE MODE

	Sample size based in bill clearance mode	Percentage of sample size
Cash	48	80%
TPA	12	20%

DELAY DUE TO?

[illegible]

PLANNED AND UNPLANNED DISCHARGES IN THE SAMPLE.

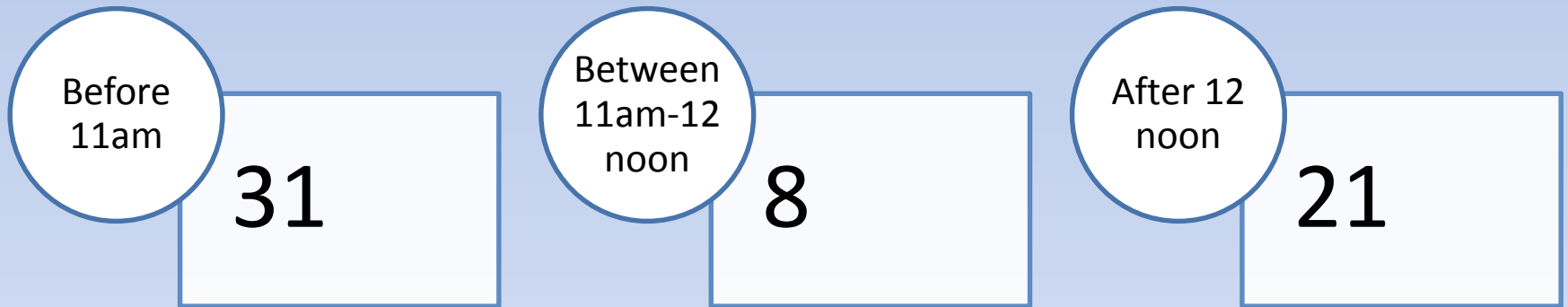
Planned
discharges

38

Unplanned
discharges

22

TIMINGS OF DISCHARGES



AVERAGE TAT

Cash

- 1 hour 36 mins

TPA

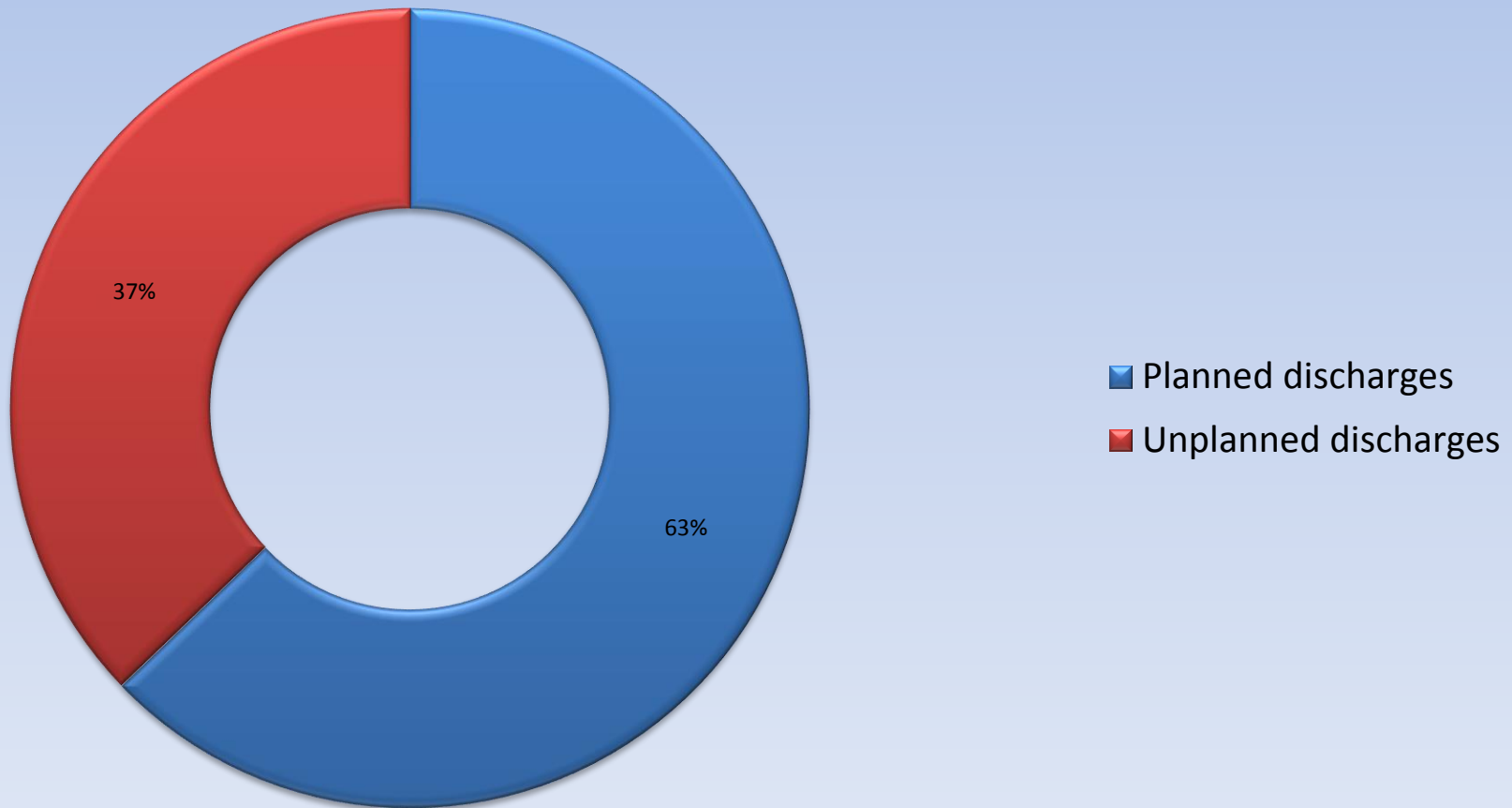
- 4 hours 15 mins

REASONS FOR DELAY IN DISCHARGE OF THE PATIENTS

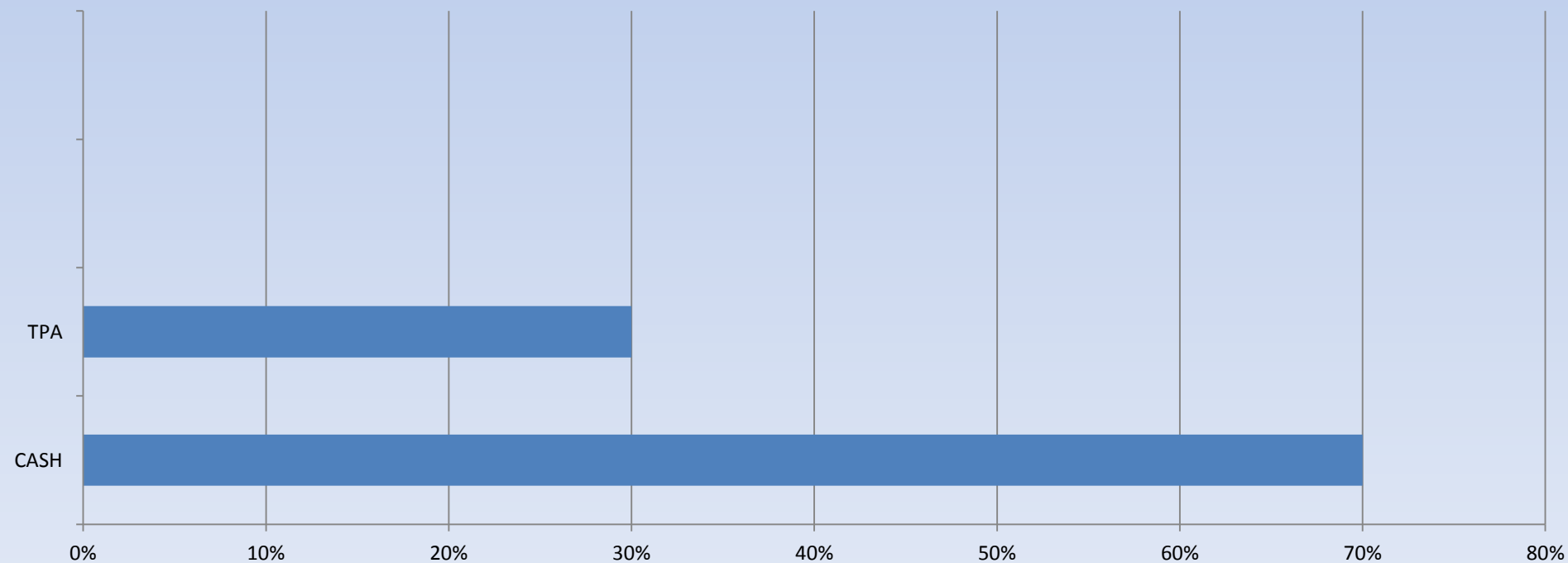
Patient discharged on time	35
Billing delayed	6
Discharge summary delayed	8
Pharmacy consignment delayed	1
Delay by consultant	1
Delay in bill clearance by patient/attendant	3
Delay by nurse/GDA	3
Delay due to any other reason	3

RESULTS

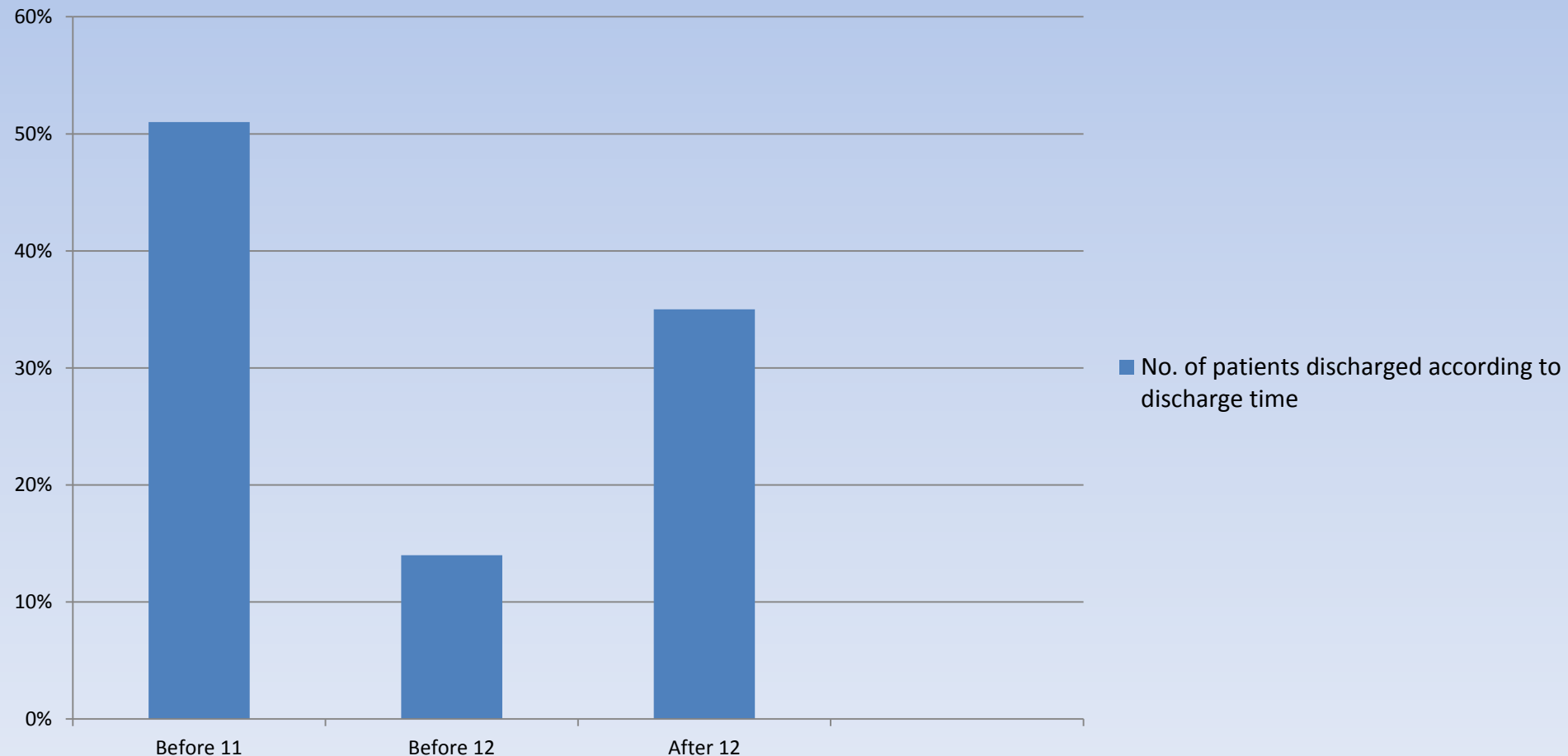
No. of patients



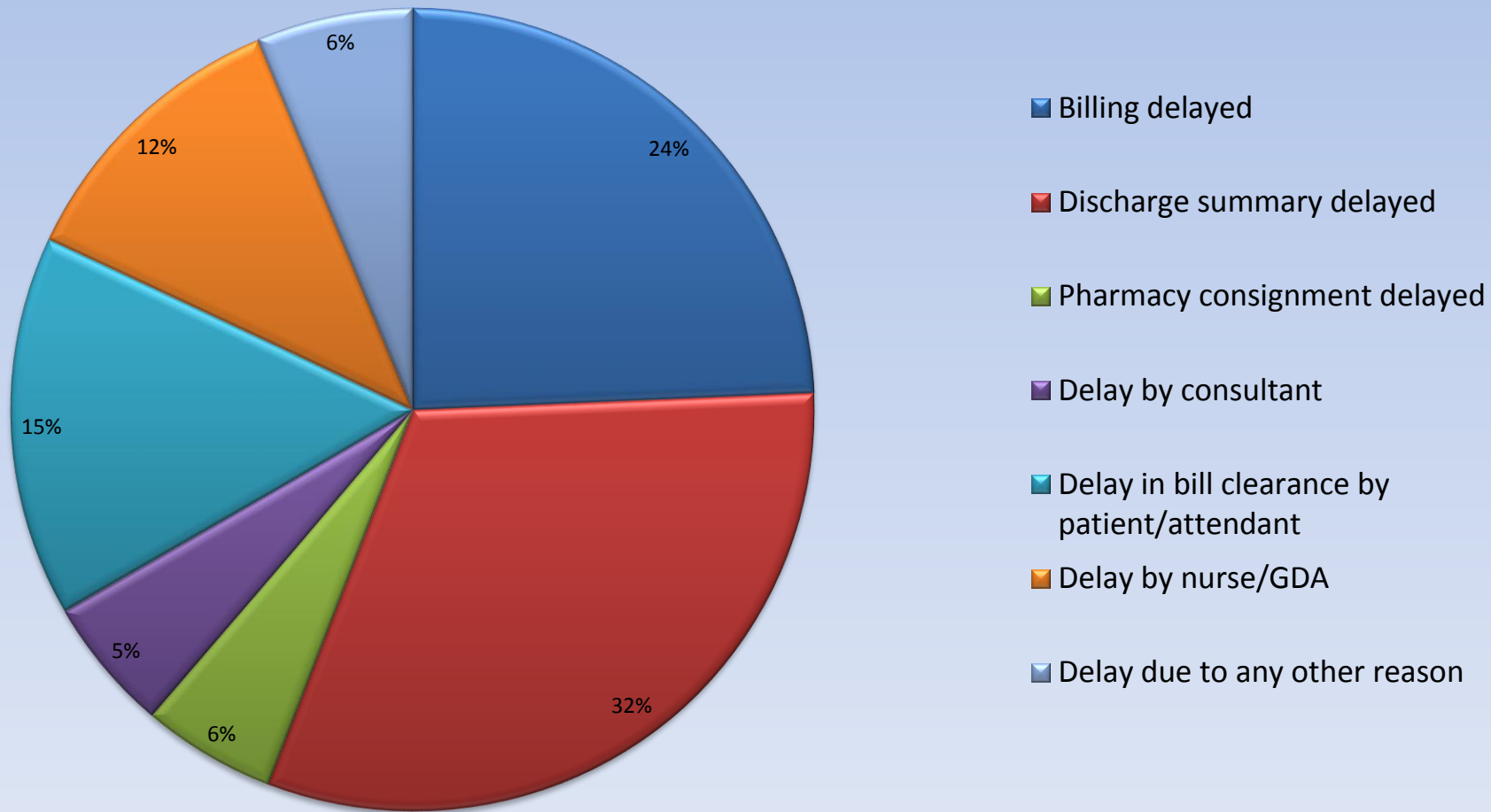
NO. OF PATIENTS DISCHARGED ACCORDING TO BILL CLEARANCE MODE



NO. OF PATIENTS DISCHARGED ACCORDING TO DISCHARGE TIME



REASONS FOR DELAY IN DISCHARGE



CONCLUSION

From study, it is concluded that there were few gaps analyzed in discharge process. The patients to be discharge consisted of maximum number of cash payment patients, followed by TPA payment mode. More than half of the patients were discharged before 11:00am. Major reason for delay in discharge process was due to delay in discharge summary and billing. The average turn around time for discharge of patients remained slightly higher than the required time.

SUGGESTIONS

EDOD chart

EDOD (expected day of discharge) chart- As the name suggests, EDOD chart gives the information about the anticipated discharge day of the patient. EDOD chart is placed on the wall near the patient. It consists of the Name of the patient, Name of the clinician/doctor and expected day of discharge column. All these are to be filled in by nurse after consulting from the doctor. This chart is very helpful in planning the discharge process as it prior gives an idea about the discharge time, thus helping both the hospital staff and the relatives/ attendants of the patient.

DISCHARGE CHECKLIST

Discharge Checklist

Patient's Name: _____

UHID: _____

IPID: _____

Age: _____

Sex: _____

D.O.A.: _____

Unit: _____

Patients own responsibilities for elements of discharge such as transport, requirements can be clarified, discussed and agreed in advance

Date		Name of Patient/Attendant	Patient / Attendant Signature (Relationship)	Name of the Counsellor with Emp.ID	Time of Counselling	To be done by
	Please keep arrangements for your patient's clothing, footwear conveyance and Finance before discharge. In case the room/bed is not cleared by 11 am, half day rent will be charged in addition to the total billing amount. (In case you require ambulance for transferring patients, please inform the IPD reception one day prior)					Nursing
	Patient is being discharged, once bill is finalised, the bed/room would have to be vacated. (Facility of Discharge Lounge can be availed). In case the room/ bed is not cleared by 11 am, half day rent will be charged.					Nursing
	Physiotherapy Discharge advice given					Physiotherapist
	Diet Discharge advice given					Dietician
	Medication and Discharge instructions given					Patient Educator/Nurse

REFERENCE

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