

DISCHARGE TAT: KIMS SUNSHINE PARADISE

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Discharge TAT:

This term is the Turn around time between D/S initiation by nurse to LAN bill (total current bill) preparation by floor biller.

Ideal time for the preparation of LAN bill is 1 hour. Several stakeholders are involved in this process. Because of some of the hurdles discharge TAT may get delayed.

During the internship tenure, these hurdles and delay reasons were tracked in details, and summarized here.

SUMMARY

- ✓ Organization introduction
- ✓ Research objective
- ✓ Discharge flow
- ✓ Brief discharge flow on floors
- ✓ Research methodology
- ✓ Analysis and interpretation
- ✓ Cause and effect fishbone diagram
- ✓ Suggestions
- ✓ Conclusion

AGENDA

	
Cardiac Sciences	Dental Science
	
Gastroenterology and Hepatology	Heart and Lung Transplantation
	
Neurosciences	Oncological Sciences
	
Organ Transplantation	Orthopaedic Sciences
	
Paediatrics	Renal Sciences
	
Reproductive Sciences	Robotic Sciences

**Services
provided**

RESEARCH OBJECTIVE

What are the hospital discharge times-to-discharge (TATs) factors?

What effects do these variables have on hospital performance and patient outcomes?

What are some tactics that might be used to streamline the discharge procedure and shorten the discharge TATs?

Initiate & follow up with discharge process after doctor's advice. This includes:

Both medical and surgical management.

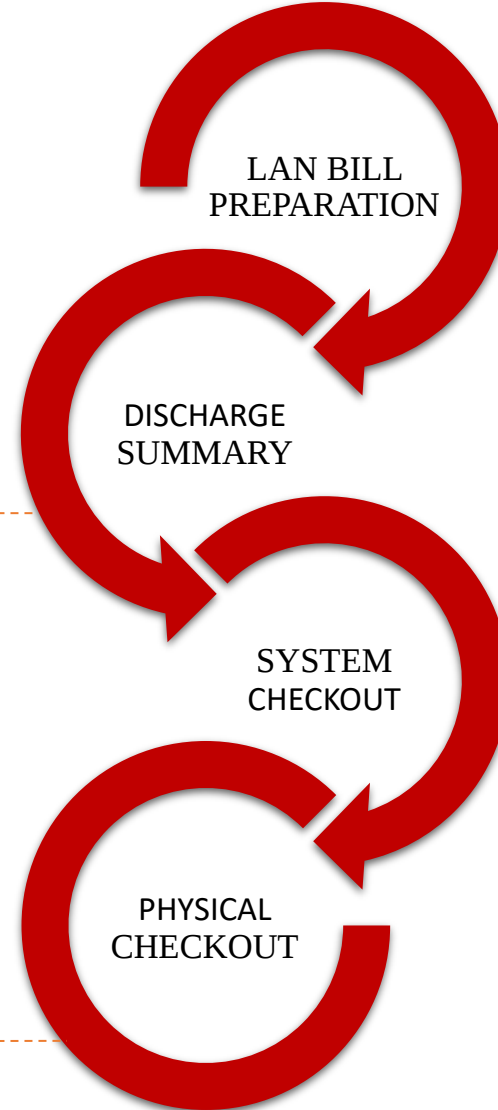
Self-paid (cash), Insurance, Corporate and Government Schemes (Arogya Shree) where applicable

Planned, Unplanned

DISCHARGE FLOW:

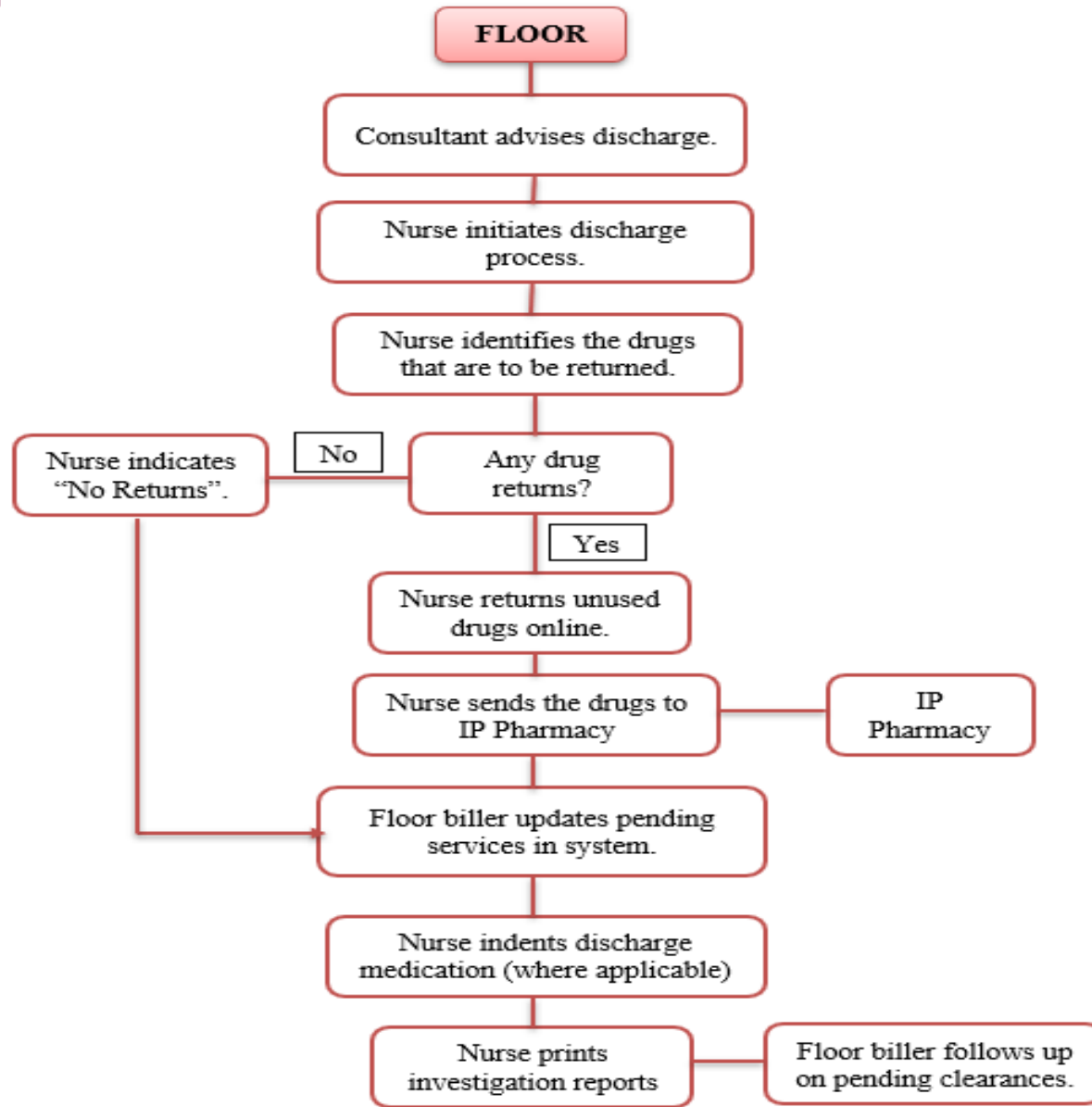
- Discharge initiated
- Summary approved (by consultant)

- System checkout (FC module)
- Physical checkout (updated by nurse)
- HK indent (by nurse)



- Discharge initiation (by nurse)
- Drug returns (by nurse)
- Pharmacy clearance (IP Pharmacy)
- Professional fees entry (by FB)
- Service call off (FB)
- Billing audit (auditors)
- LAN bill closure (FB)

- LAN bill closed (FB)
- Cash bill handed over to patient (by FB)
- Ins/Corp bill conversions
- Converted Bill submitted to company (by backend team)
- Discharge token raised (FC-Module)
- System checkout (Payment)



Brief Discharge Flow on floors

RESEARCH METHODOLOGY

Study Design: Based on the research questions and data available in KIMS for the 3-month period from February 27, 2023, to May 26, 2023, this study could be designed to conduct a cross-sectional or retrospective study at Sunshine Paradise Hospital.

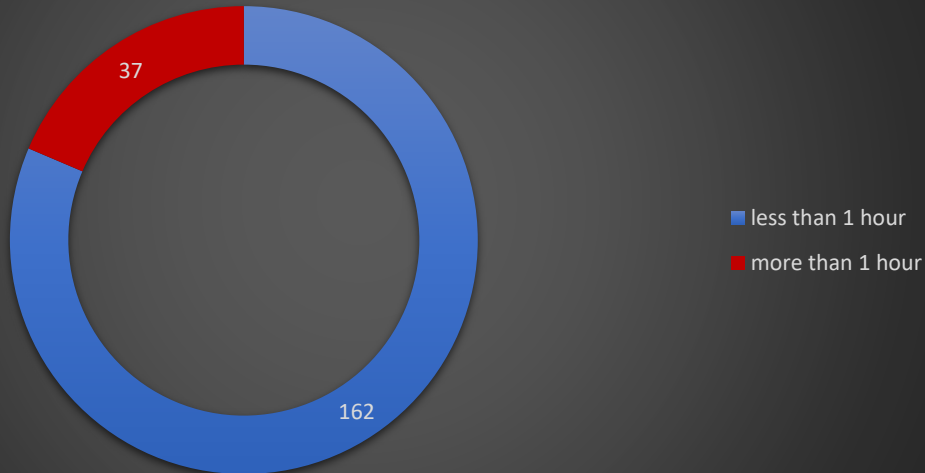
Data collection: Data is collected through questionnaires and a combination of qualitative and quantitative methods such as EHS/EHR, HIMS, I-PORTER, REMEDINET.

Study population: Emissions captured in detail at 200 random times.

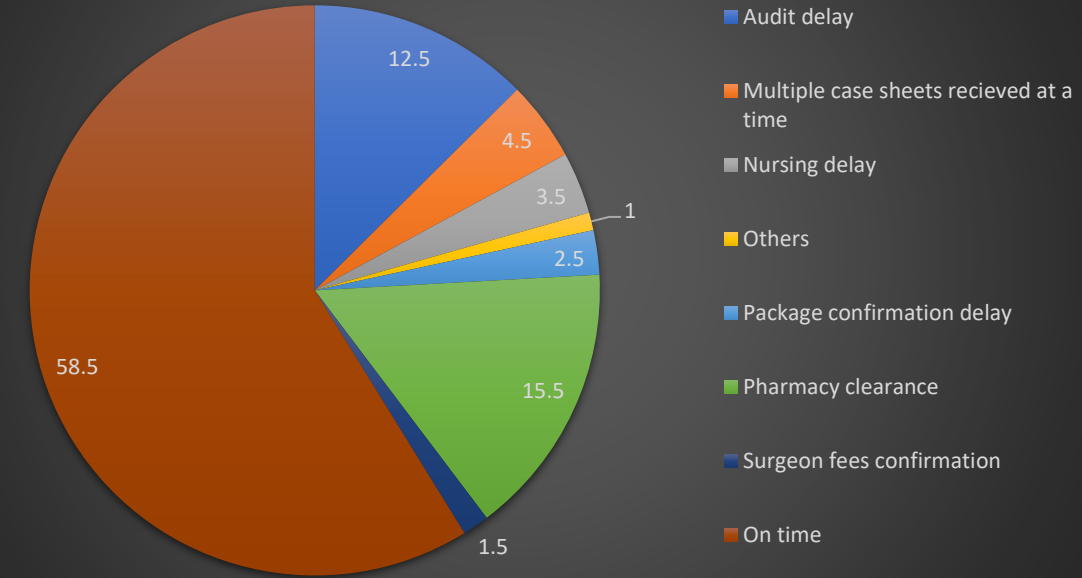
Analysis and interpretation

Average Discharge TAT
01:08

1. Discharge TAT '<1 / >1'.



2. Delay reason %



1. (81%) discharge cases were able to complete within an hour, (18.5%) discharges failed to complete within TAT.
2. Various delay reasons were observed.

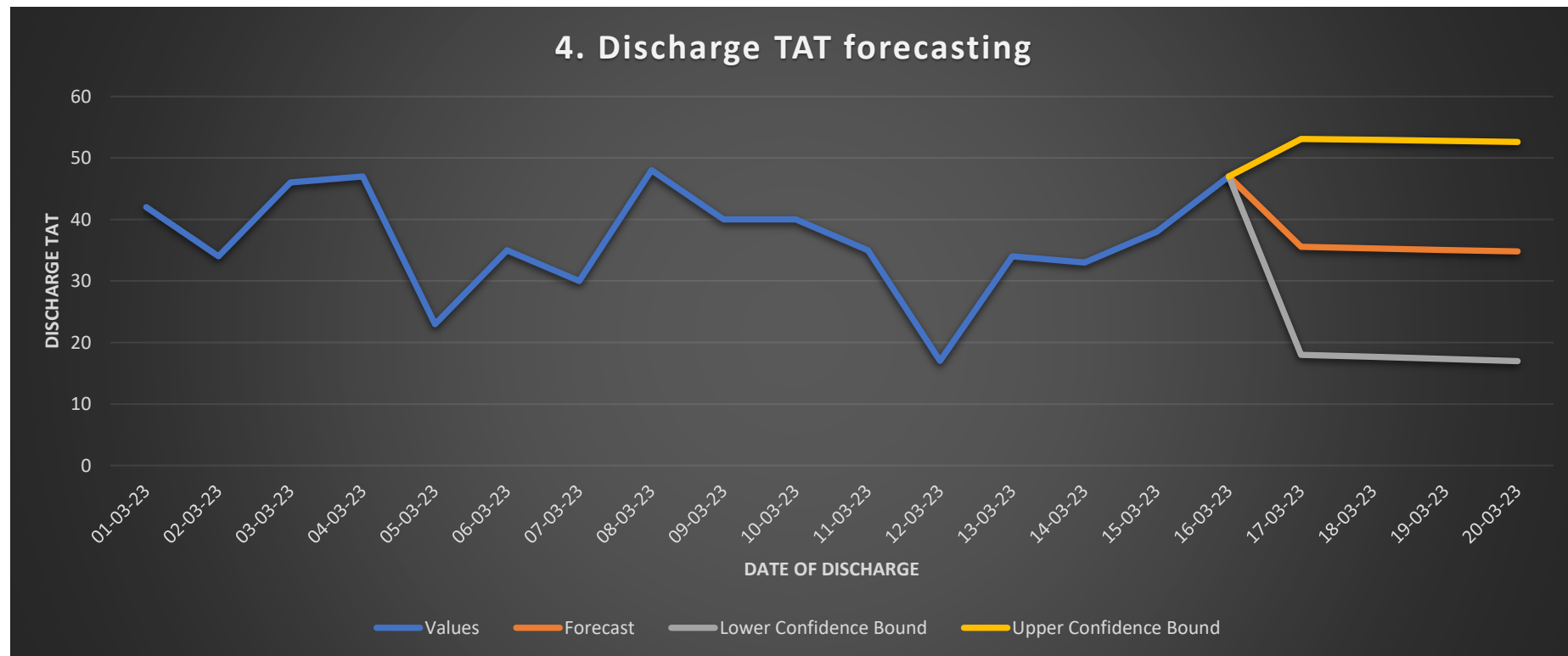
Average Discharge TAT
01:08

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Analysis and interpretation

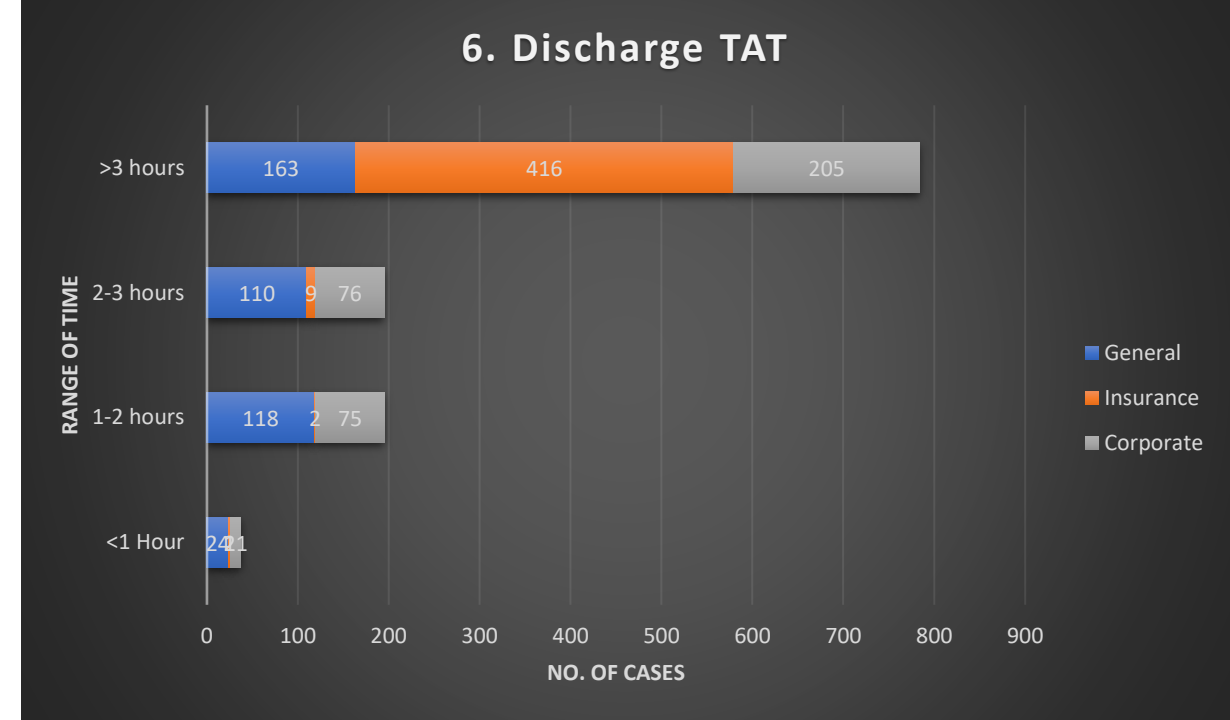
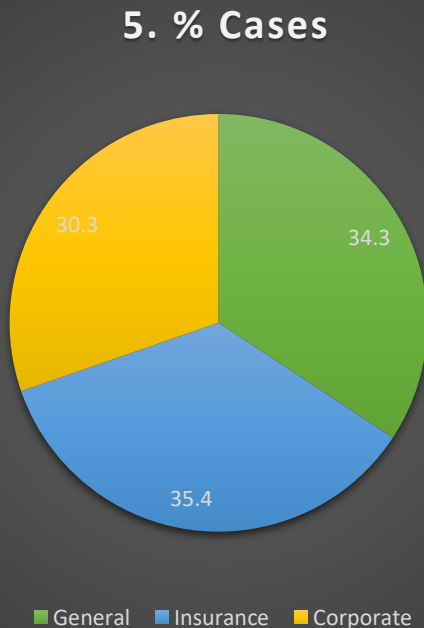
(Monthly report)

4. The graph depicts discharge TAT forecasting for upcoming week on the basis of past trends. forecast shows discharge TAT will be maintained within an hour for the week.



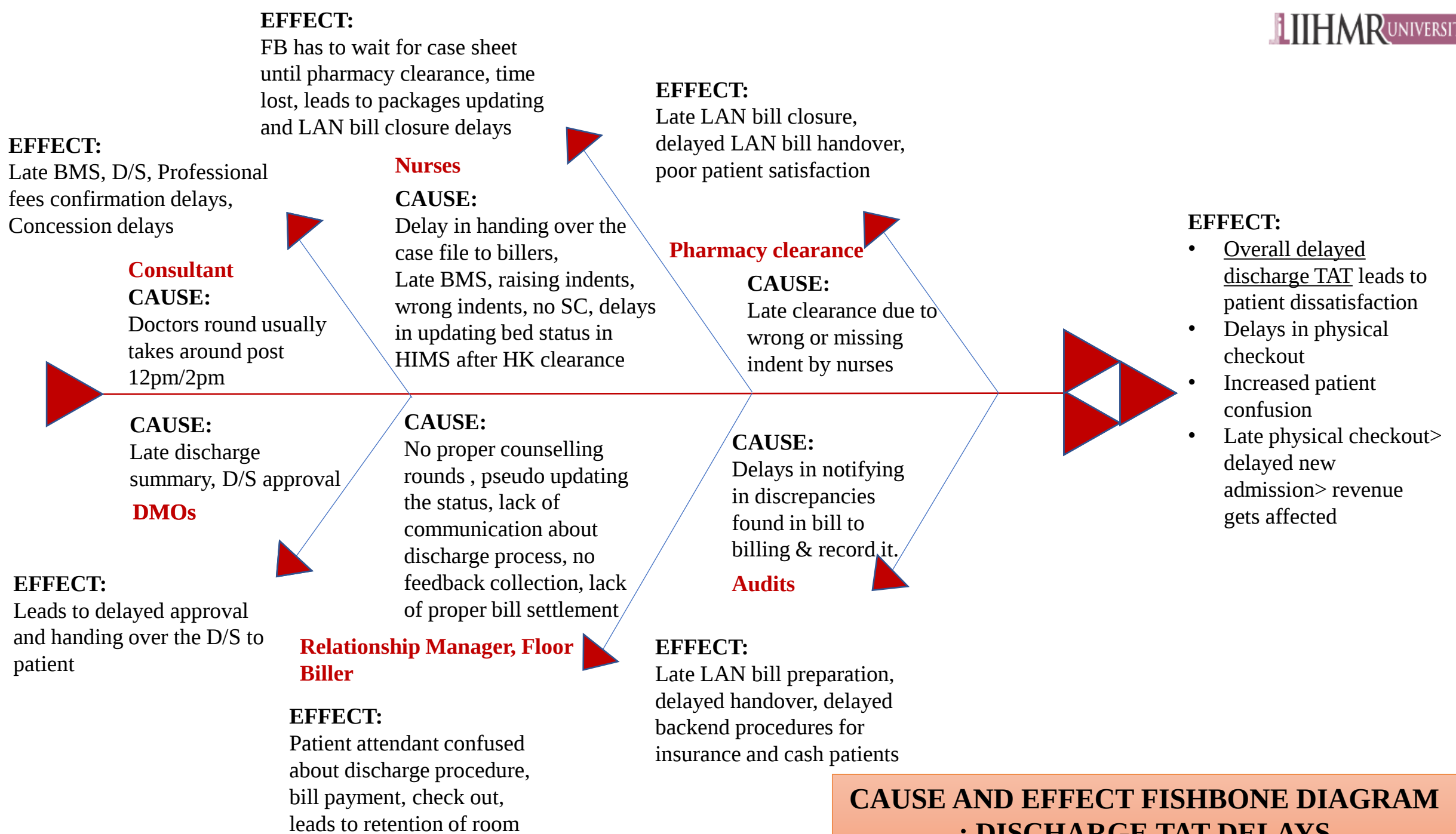
Analysis and interpretation

(Monthly report)



5. The graph depicts % wise mode of payment cases for the entire month. (34.3%)General/cash, (35.4%) Insurance, (30.3%)Corporate respectively.

6. Discharge TAT graph depicts Range of time vs No. of cases.



SUGGESTIONS:

- For planned discharges, D/S should be approved prior a day
- For professional fees, consultant should made clear about %
- Rounds may take place earlier < early discharge

SUGGESTIONS:

- Discharge advised < immediate D/S initiation < handover case sheet to floor biller without waiting for pharmacy clearance
- Drug return indent to be done cautiously < less error < faster pharmacy clearance

SUGGESTIONS:

- Thoroughly go through the drug returned < less errors < faster pharmacy clearance
- Without drug return package received pharmacy clearance not to be given

RESULT:

- ✓ **Reduced discharge TAT delays**
- ✓ **On time physical checkout**
- ✓ **Increased frequency of new admission < Increased revenue**

SUGGESTIONS :

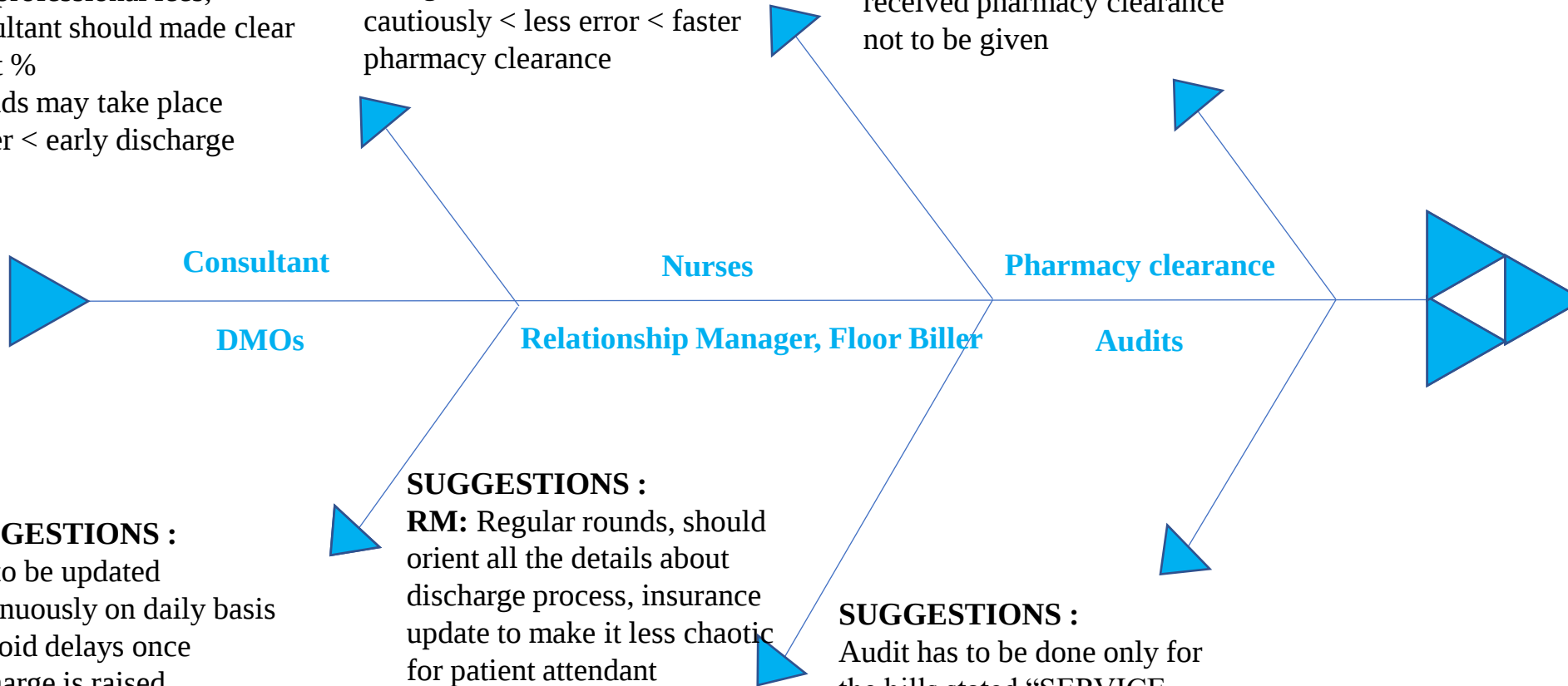
- D/S to be updated continuously on daily basis to avoid delays once discharge is raised

SUGGESTIONS :

- RM:** Regular rounds, should orient all the details about discharge process, insurance update to make it less chaotic for patient attendant
- FB:** Update all the case sheets on daily basis to avoid last minute rush
- For professional fees confirmation, can confirm with doctor secretary

SUGGESTIONS :

- Audit has to be done only for the bills stated "SERVICE CALL OFF"



SUGGESTIONS TO REDUCE DISCHARGE TAT DELAYS

In conclusion, travel time (TAT) is an important aspect of patient care and hospital performance. However, release delays can occur for a variety of reasons.

Cause: Late doctor round, professional fees confirmation, discharge summary approval, pharmacy clearance are some of the major delay reasons.

Effect: Increased TAT, Patient dissatisfaction

Solution: Billing automation, discharge summary automation.

CONCLUSION

THANK YOU!