

ABOUT HOSPITAL

Apex Hospitals is a chain of multi-specialty hospitals in Rajasthan with facilities in Jaipur & Ranthambore, at present. NABH accredited Apex Hospitals are amongst the fastest growing hospitals in Rajasthan. It is an experienced team of doctors, state-of-the-art infrastructure, best of advanced medical technology and unwavering compassion that has made Apex Hospital provide top-quality and patient-focused healthcare services since 1994.

OUR VISION & MISSION

Vision

To deliver quality conscious and technology driven contemporary healthcare across segments, in an environment that is oriented towards patients and staff needs with all endeavors to ensure continuous education and training for a multi-faceted personal and linear organizational growth.

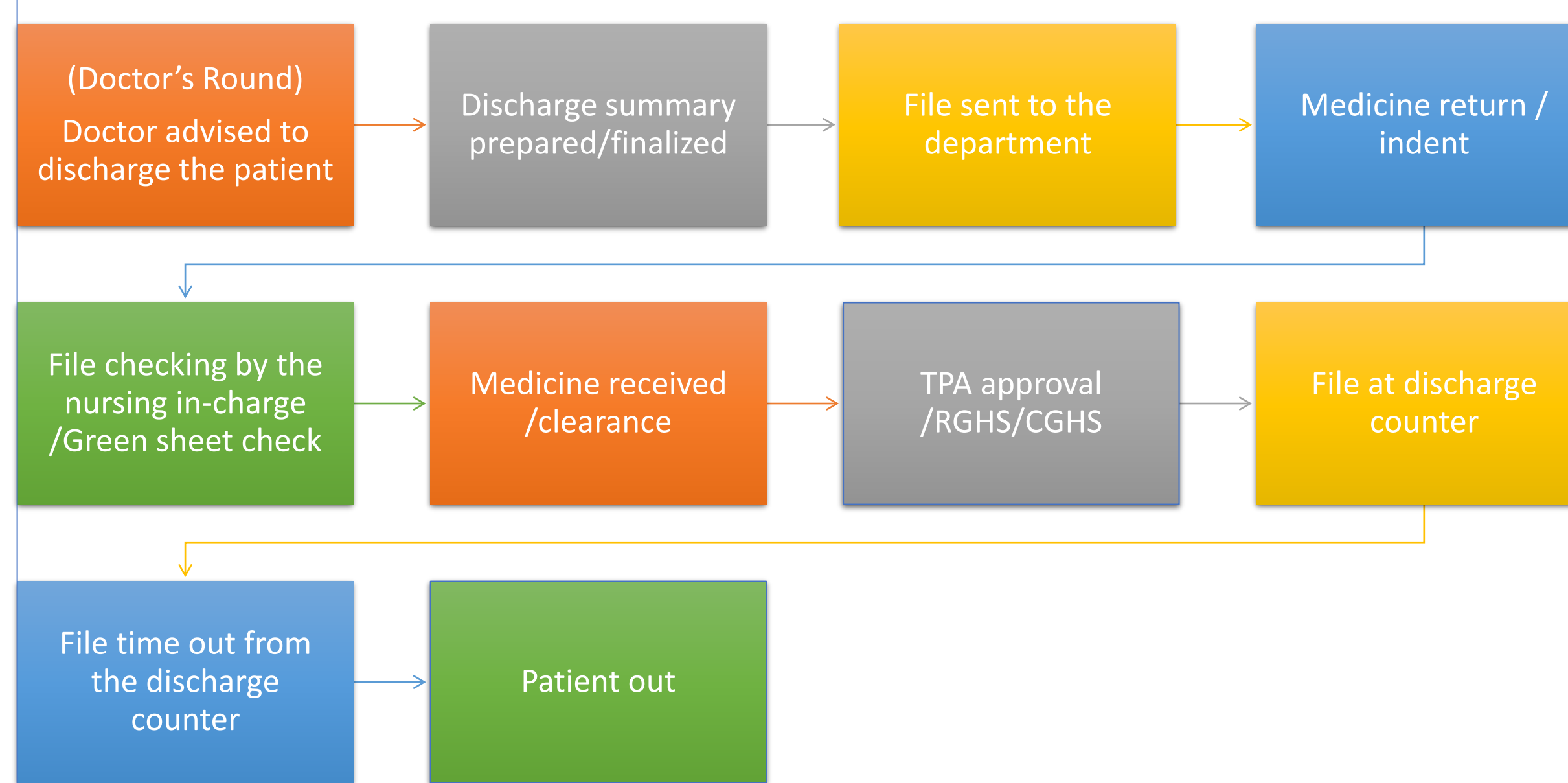
Mission

To provide holistic quality care at a minimal cost in a hygienic environment with perseverance, dedication and compassion.

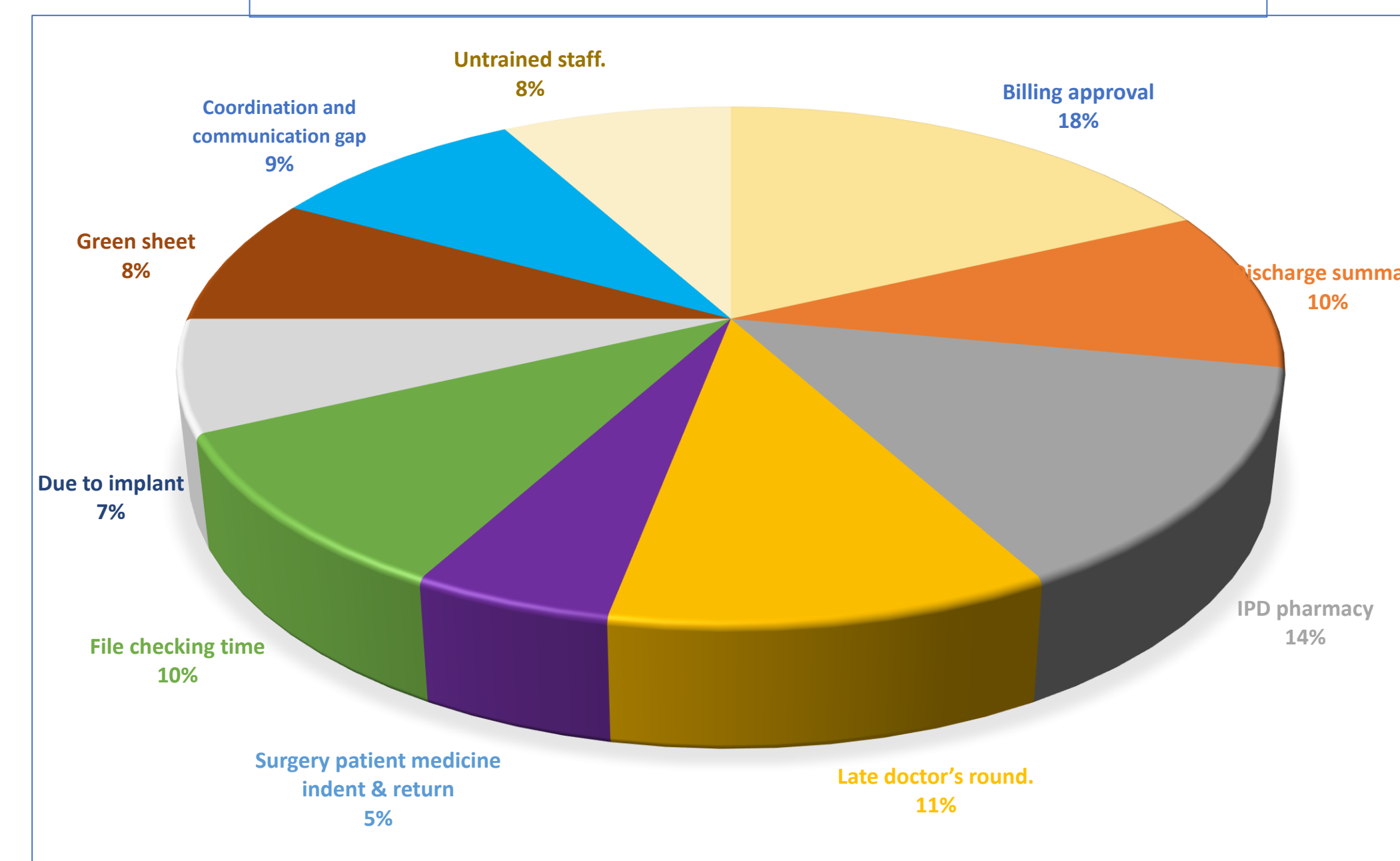
OBJECTIVES

- ❖ To study the process of discharge of patients from hospital
- ❖ To study the factors involved in the process of discharge
- ❖ To find out the factors leading to delay of discharge
- ❖ To study the role and responsibilities involved in the hospital during the discharge process.

Discharge Process flow in Apex Hospital



REASONS FOR DELAYING IN DISCHARGE



LEARNINGS

- Met all the inpatients and ensured that they stay comfortably and made sure they have tended to minimum problems with respect to hospitality.
 - Noting down complains from the patients was part of the everyday routine. Coordinate with each Hod on patient complaints, ensure the issue has been sorted out.
 - Checked for planned and unplanned discharges, following up with the consultants for the finalization of discharge summary on time was part of the process as well.
- Ensured that the ICU shift outs to ward were hassle free.
- The communication skill also became better after working in the hospital.

SWOT ANALYSIS

STRENGTH	WEAKNESS
- Modern Infrastructure: Apex Hospital boasts a state-of-the-art infrastructure with advanced medical technology, well-equipped operation theaters, and specialized departments. - Skilled Healthcare Professionals - Comprehensive Medical Services - Preventive Healthcare Focus - Patient-Centric Approach	Limited Capacity - Depending on the size and demand, Apex Hospital may have a limitation in terms of the number of patients it can accommodate or the availability of certain specialized services. Geographic Scope - Being in Malviya Nagar, the hospital may have limited accessibility for patients residing in distant areas of Jaipur.
OPPORTUNITIES	THREATS
- Growing Demand: The increasing population and rising healthcare awareness present an opportunity for Apex Hospital to cater to the growing demand for quality healthcare services in Jaipur. - Partnerships and Collaborations - Technology Integration: Investing in advanced healthcare technology and digital solutions can enhance patient care, streamline operations, and improve efficiency.	- Competition: The healthcare industry in Jaipur is competitive, and Apex Hospital may face competition from other hospitals, clinics, and healthcare providers in the region. - Regulatory Compliance: Adhering to various regulations and compliance standards in the healthcare sector can pose challenges for the hospital. - Changing Healthcare Landscape: changes in medical practices, insurance policies, or government regulations, can impact the operations and financial aspects of the hospital.

ORGANIZATION STRUCTURE

TAT OF MAY & JUNE

A sample size of 100 patients are taken to study the TAT.

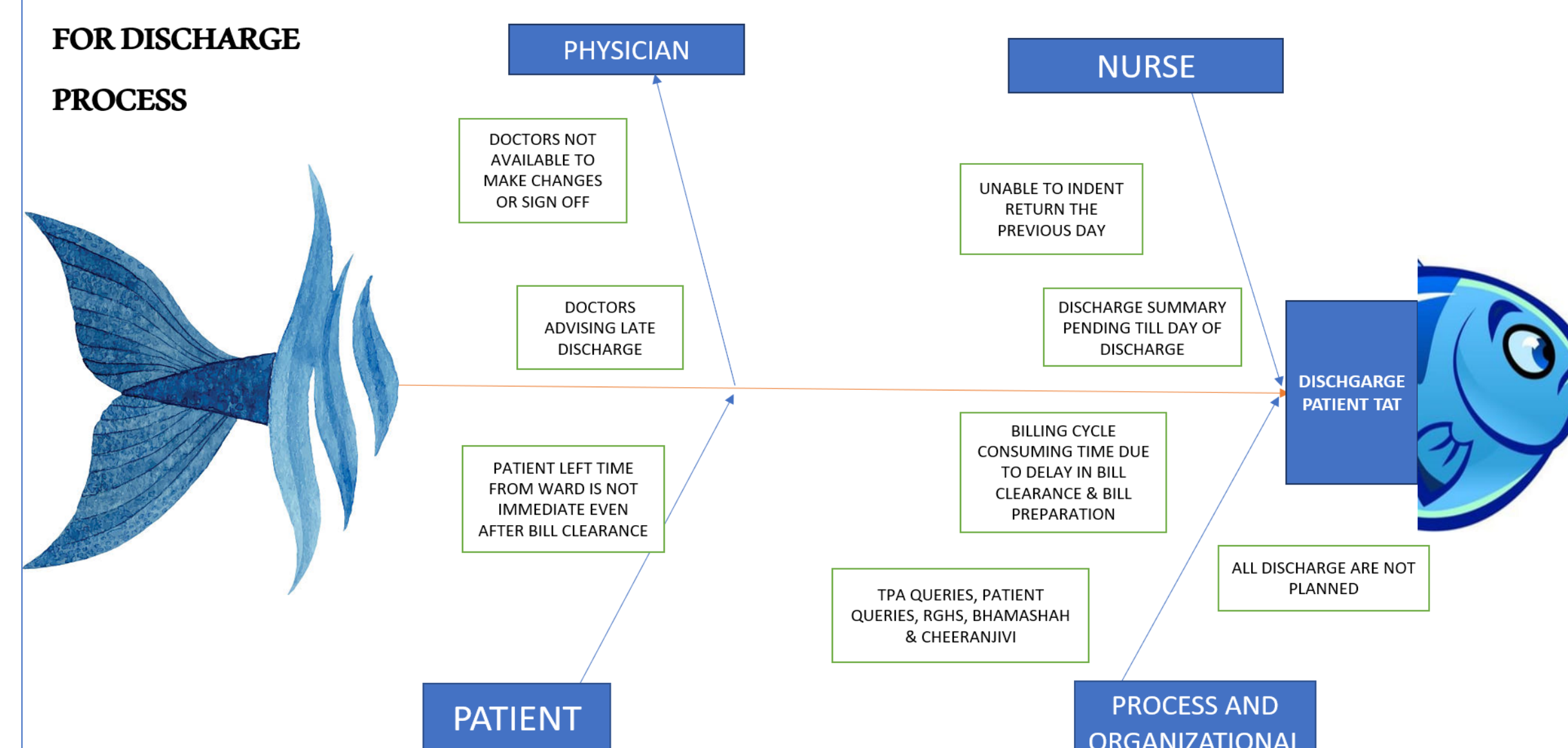
TAT OF MAY

Payer Type	No. of patients	Average TAT
Cash	26	03:17:00
TPA	70	06:25:00
Corporate	4	03:42:00

TAT OF JUNE

Payer Type	No. of patients	Average TAT
Cash	26	02:05:09
TPA	70	05:05:00
Corporate	4	03:32:00

FISH BONE DIAGRAM FOR DISCHARGE PROCESS



CHALLENGES

- Adapting to the work environment and culture
- Complex and dynamic organizations that require high standards of performance, safety and ethics
- Have to acquire technical skills, such as using software or equipment, or conducting research or analysis

SUGESTIONS

- Coordinated teamwork is the key to reduce the timings of delaying in discharge
- Proper training to the nursing staff so they are well versed with the system.
- Doctors round on time.
- Need to begin the billing process much earlier
- Manage per bed inventory efficiently
- Automate discharge process
- Early discharge planning
- For all planned discharges discharge summary will be already prepared.
- Delay in receiving the medicines from IPD pharmacy.
- Only cash patient discharge after 2:00PM.CREDIT Billing will be stop
- We would work on separate counter for cash billing.
- Checklist for night staff duties

