

# TIME MOTION STUDY TO IDENTIFY DELAYS IN DISCHARGE PROCESS AT FORTIS HOSPITAL, JAIPUR

**Vision :** Saving and enriching lives

**Mission :** To become globally respected healthcare organization known for clinical excellence and distinctive patient care.

## Description

- Fortis Escorts Jaipur is the First NABH accredited hospital in Rajasthan with 275 beds and all type of specialties available.
- It offers higher procedure such as kidney transplant , total knee replacement and has first generation cathlab.
- The hospital solely offers sophisticated robotic surgery, which enhances client experience and minimizes disability limitations.

## Learnings

- Learned how to manage and clarify issues in various processes in hospitals like Admission and Discharges .
- Learned about importance of file auditing and ,Medicolegal cases.
- Learned how to analyse the data regarding the discharge of patient.
- During my project learned the importance of timely discharge and patient satisfaction.



## USEFULNESS OF INTERNSHIP

Gained the basic knowledge of different departments of hospital  
Gained the good clarity of how different departments in a hospital works in an effective way.  
Developed team working skills  
Developed professional communication skills  
Developed self organization skills  
Developed time management skills

## CHALLENGES FACED DURING THE INTERNSHIP

Running behind the staff to get exact documents of discharge timing was a quite challenging task.  
Interaction with the nurses and staff was quite tough.

## PROPOSED SUGGESTION

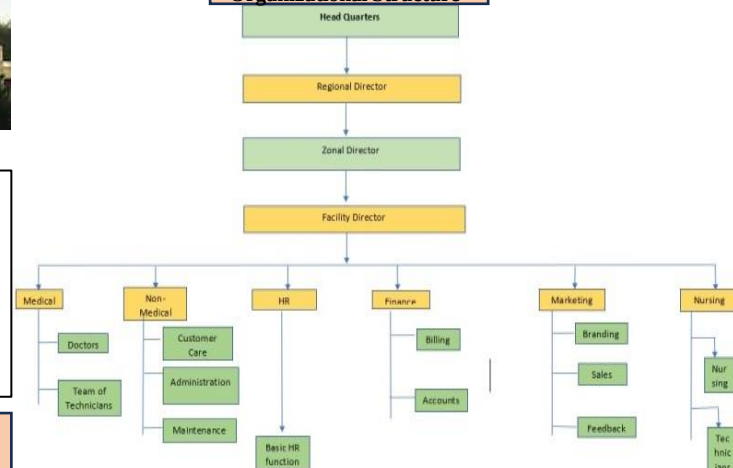
- Early Discharge Planning: Start discharge planning as early as possible during the patient's hospital stay
- Number of porter GDA and nursing GDA should be increased for more speedy work efficiency.
- For planned discharge summary should be prepared before the day of discharge
- Patient and Caregiver Education
- Multidisciplinary Approach

**NAME-NISHI SHARMA,ROLL NO 1557**  
**ORGANIZATION MENTOR-DR.PARUL DUTT**  
**COLLEGE MENTOR-ASHISH BANDHU**

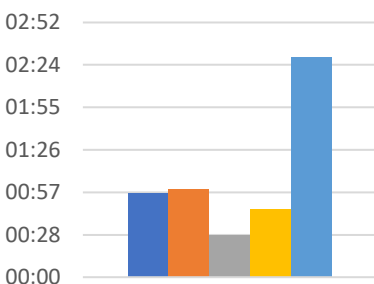
## Brief History

- Set up in 1996 (fortis Jaipur launched in 2007)
- Founder: Shivinder Mohan Singh and Malvinder Mohan Singh .
- Parent company is IHH .
- It has a total of 36 healthcare facilities with 4000 operational beds

## Organizational Structure



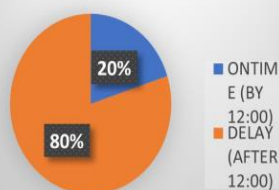
## Average time taken on each step



## Methodology

Study - Observational  
Sampling- Purposive sampling  
Sample size - 60 patient  
Data type – Quantitative data.

## Average delays



## STRENGTH

- Experienced and skilled workforce.
- Regular training to nurses, doctors and other staff.
- Brand name
- NABH Accrediation
- Experienced business units.
- It has first generation Cathlab and offers advance robotic surgery

## WEAKNESS-

- Some departments are under staffed ,and some OPD staff and nurses are lacking in experience.
- Not have presence in suburban area.
- Admission process of patient is done on 5 floor.

## SWOT ANALYSIS

### OPPORTUNITIES

- Medical tourism ( Medical treatment at cheaper rates for international patients)
- Increasing demand (due to growing health concern, awareness and diseases)

**THREATS :** 1 When compared to its competitor such as Narayana Hospital, EHCC, and Manipal Hospital, surgery packages are much more expensive

## THEORITICAL AND PRACTICAL OBSERVATIONS

Biomedical wastes were dumped in different color bins , which we studied theoretically

Admission department was on 5 floor which should be preferably on ground floor

Location of ICU – Located on ground floor ( MICU ) theoretically upper floors are preferable to prevent risk of infections.