

NAME – SHUBHANGI THAKUR,  
1617 , HM-27

BRIEF HISTORY.

Rukmani Birla Hospital (RBH) is a multi-specialty hospital in Jaipur with world-class infrastructure which offers comprehensive in-patient and out-patient services. RBH has been providing its patients with the full medical care, encompassing outpatient services, Neurosciences, Gastro Science, Renal Science, Cardiology, Orthopedics & Joint Replacement and more.

VISION & MISSION

To provide best of Patient Service & Clinical Excellence, to create Clinical Centers of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcome.

CORE VALUES

1. Clinical Excellence

2. Ethical Conduct

3. Patient Centric

SWOT

STRENGTH

- Strong brand name
- Skilled doctor
- High success rate
- Excellent patient base
- Prime location
- Personalized care

WEAKNESS

- Patient wait times
- Limited number of ip billing counters
- Poor floor management
- Readmission risks
- Insufficient patient counselling

OPPORTUNITIES

- . Collaborate with various medical institution to share information
- . organisation and technology development
- . standardized process for discharge
- . strong referral system

THREATS

- With expansion, you may face challenges with patient experience and efficient communication
- Increasing competition
- Staff dissatisfaction
- Dissatisfied patients.

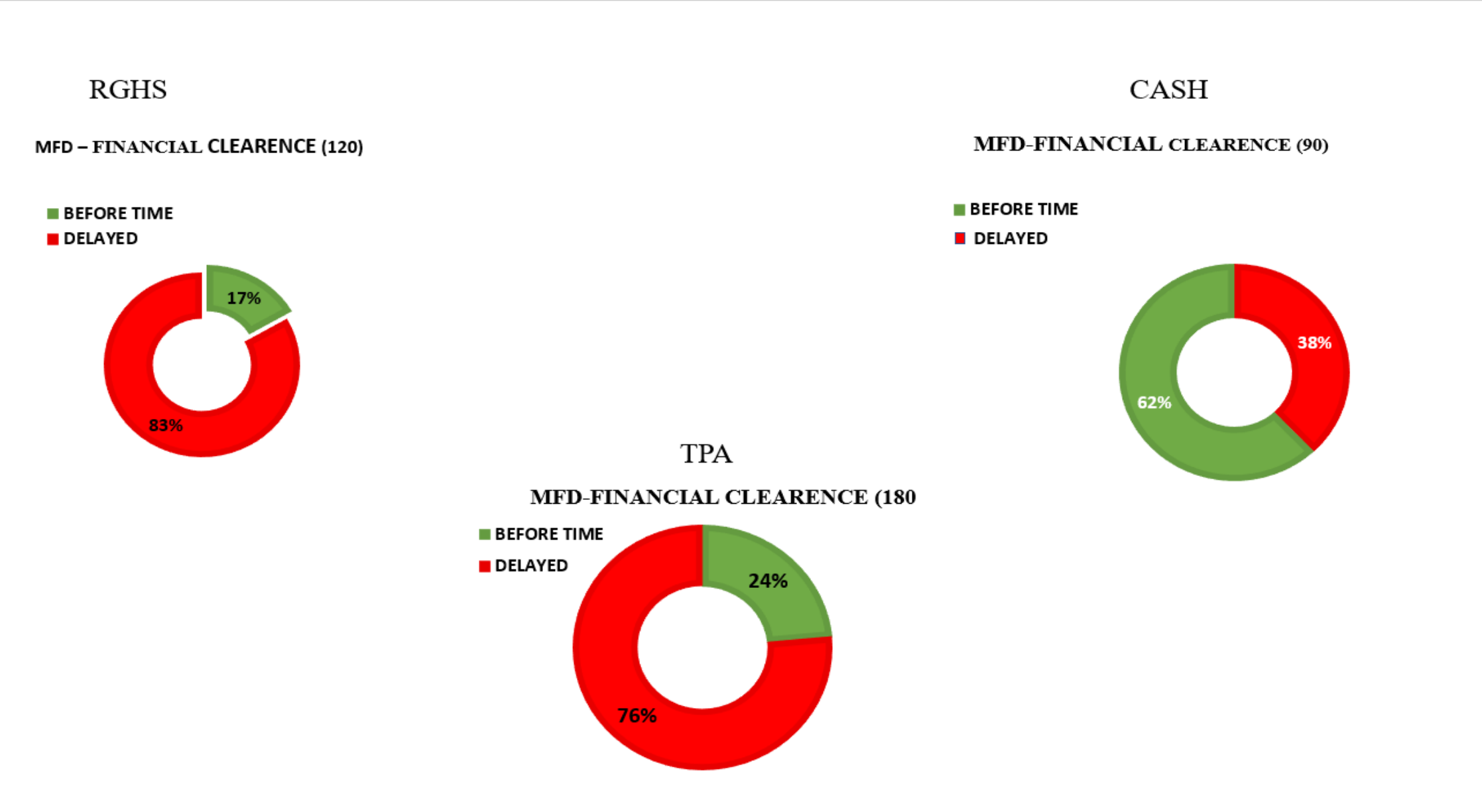
RECOMMANDATION

- The hospital should make a single counter for all the queries regarding the discharge process.
- The billing file ,reports ,explanations of the medications and follow up should be done at one place as it saves time, and the patients attendant also does not get irritated.
- The GDA should be available and attentive to leave the patient till ground floor with the help of wheelchair so that the patients do not complain about the delay from the hospital side.
- Patient and family should adequately inform about the discharge date

A IM & OBJECTIVE

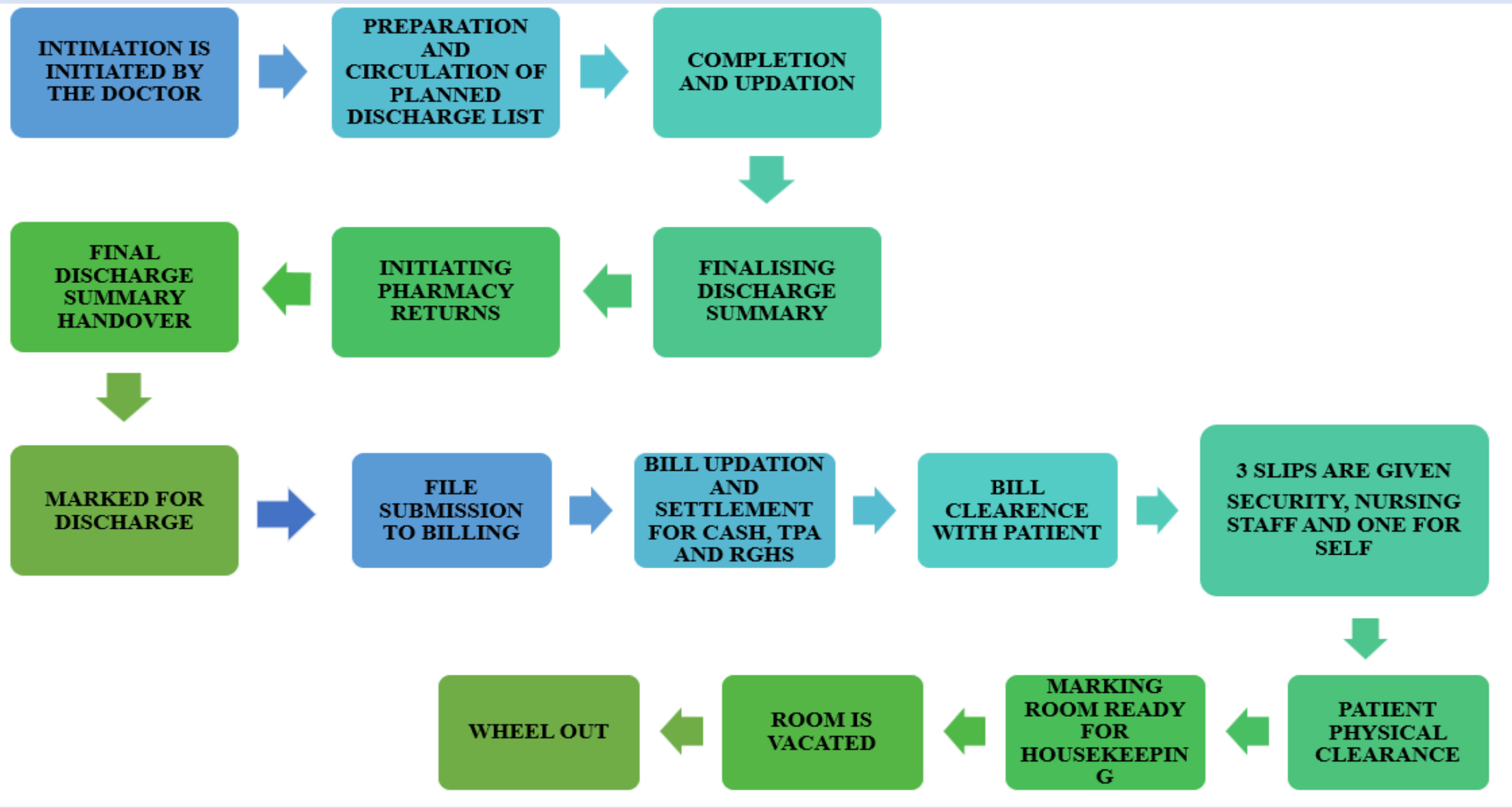
**PROJECT TITLE** – Analysis of time taken during discharge process from intimation to wheel out.

PROJECT COHORORT

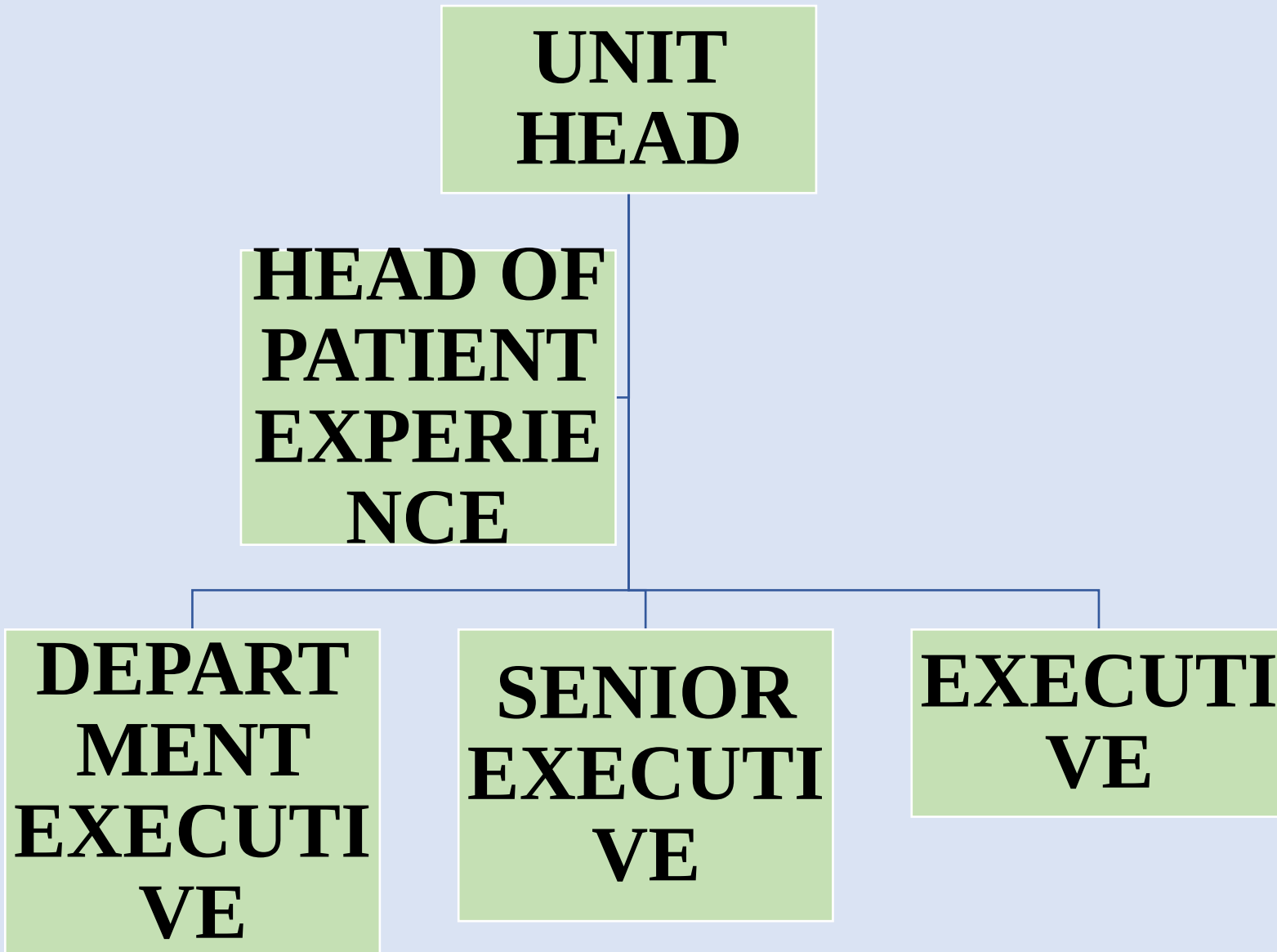


|      |    |
|------|----|
| RGHS | 30 |
| TPA  | 17 |
| CASH | 29 |

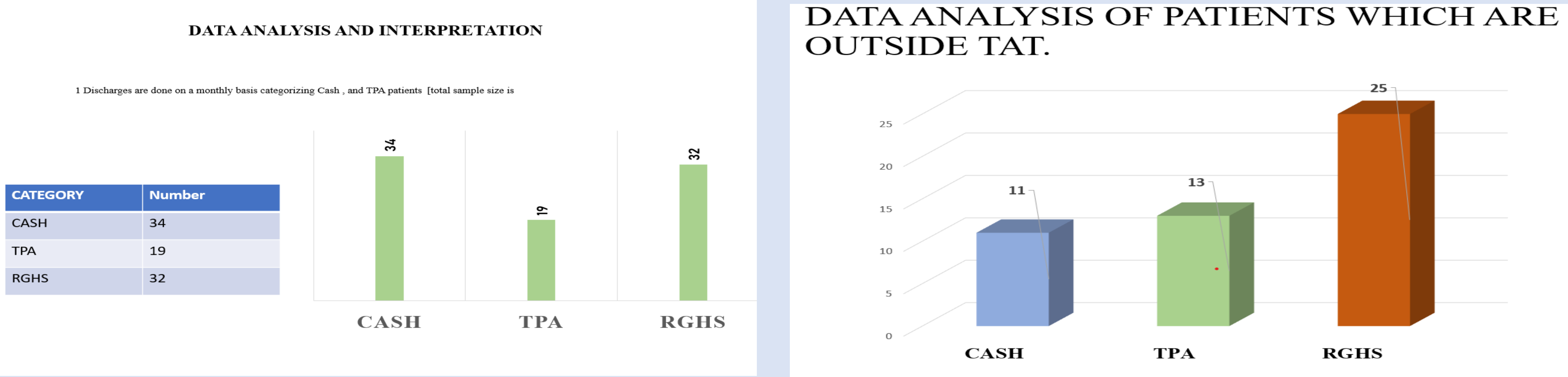
DISCHARGE PROCESS



DEPARTMENT STRUCTURE



PROJECT FINDING



Key reasons for delayed discharges.

