

UNDERSTANDING CHALLENGES IN THE DISCHARGE PROCESS OF A SUPERSPECIALITY HOSPITAL



ORGANISATION HISTORY , VISION AND MISSION

History : Sri Balaji Action Medical Institute is a hospital in Delhi, India founded in 2005. Sri Balaji Action Medical Institute has been established with a mission to provide world class integrated healthcare facilities to all sections of the society with a humanitarian touch, while maintaining a high standard of ethical practice and professional competency with emphasis on training and education leading to research.

"The Logo of the Institute portrays its philosophy; it consists of a hand embracing the flame of life with a sphere in the background. The Human Hand represents the healing touch and health care our dedicated teams of professional provide to brighten the lives of those who come to us. The Flame denotes the traditional values of honesty and selfless service towards our patients. The Sphere in the background reflects our commitment to maintain international standards of excellence.

Vision : To become the largest healthcare provider NGO in the country with a human touch.

Mission : Sri Balaji Action Medical Institute has been established with a mission to provide world class affordable health care facilities to all sections of the society with a humanitarian touch, whilst maintaining high standards of ethical practices and professional competency with emphasis on training and education leading to research

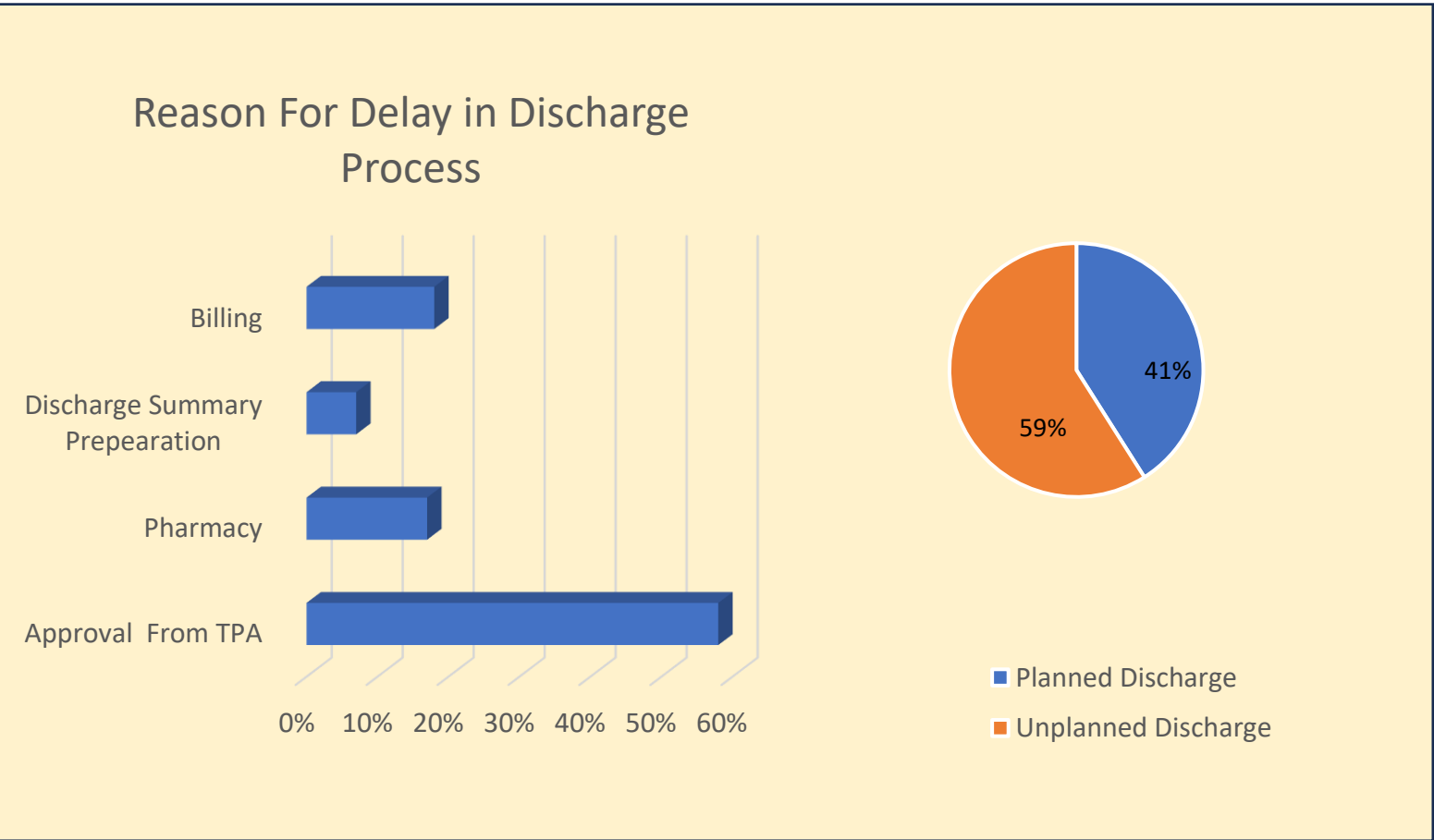
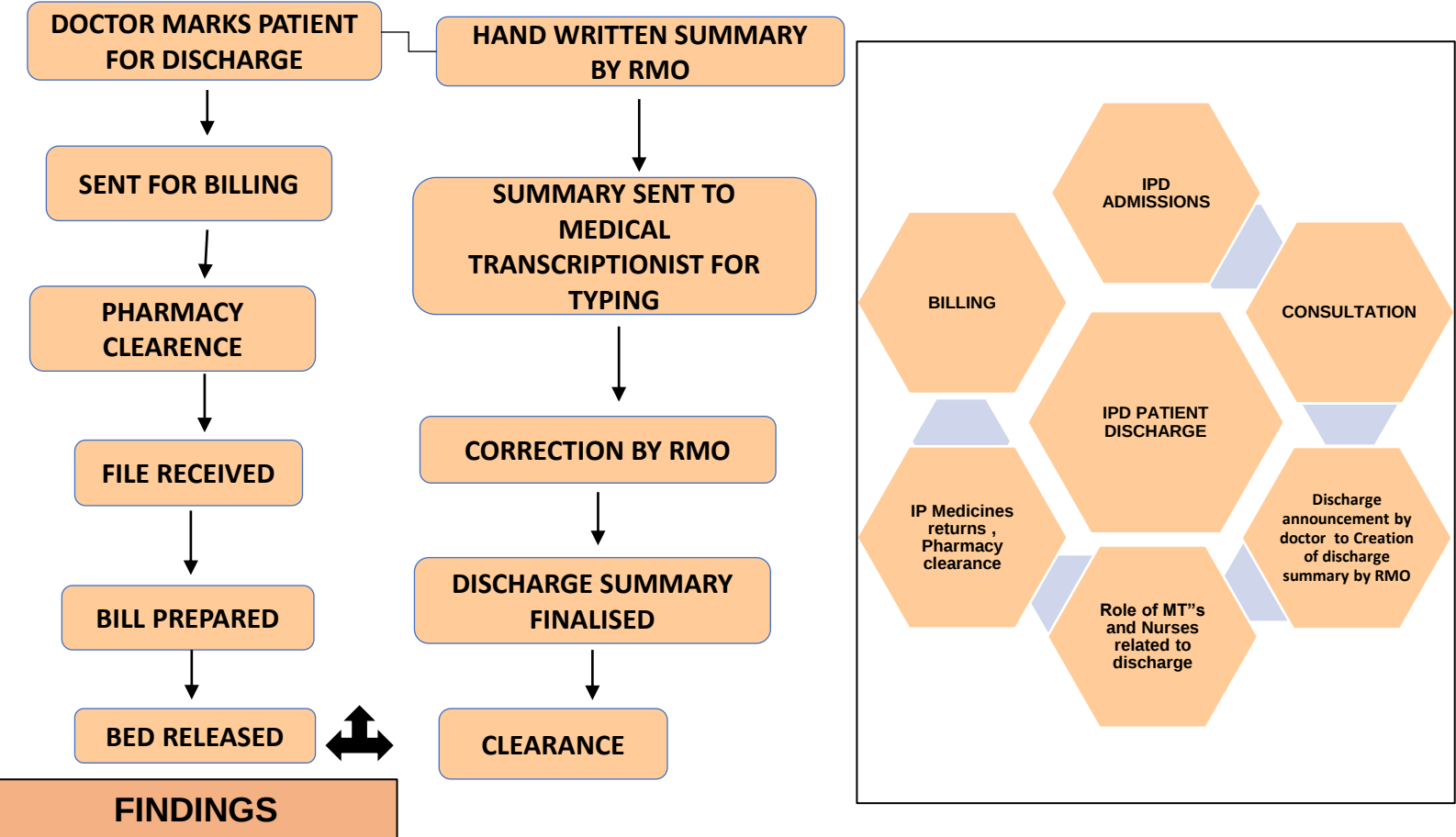
OBJECTIVE

- To study the process of discharge in SBAMI
- To identify different steps involved in the discharge process.
- To identify measures that can contribute to the reduction of TAT of discharge process.
- To have a look at all of the elements worried in Discharge Process.
- The core objective of the project is to find appropriate solutions for the delay and provide good services to our patients.

RESEARCH METHODOLOGY

- Study Design – Small scale descriptive study
- Total sample size – 40 patients
- Study Area – Sri Balaji Action Medical Institute
- Data Collection Method - Data collection through observation and patient discharge checklist.
- Inclusion Criteria : General patients and TPA patients
- Exclusion Criteria : Panel patients

STEPS USED FOR DISCHARGE PROCESS AND TOUCHPOINTS



REASONS FOR DELAY

- File revoke process took longer time.
- Clearance from the TPA taking longer time.
- Lack of communication gap between the GDA's while transferring file from one desk to another.
- Delay in sending files to the billing department.
- Many discharges on the same day also a reason for delay in discharges.
- Delay from the attendant's side because of financial issue in cash patient.
- There is also noticed lack of accountability taken by the house keeping regarding bed release.
- TPA Approval takes a lot of time
- Several time waiting for reports like MRI also contributed in delay of discharges

THEORY

- We are mostly provided with a hypothetical problem , so the solutions are based on secondary search .
- Guidelines
- Theoretical conceptions do not last in our minds until they are revised .

THEORY VS PRACTICAL

PRACTICAL

- Identify the case /need /problem that exists in real time
- Strategies and provide solutions based on the present resources .
- On Ground situation
- When theoretical conceptions are put in practice it stays with us for a long time
- Analyse , Condense and filter out the collected data

SWOT ANALYSIS

STRENGTH

- Gives an overview of the roles and responsibilities of the floor operations .
- Core process of the hospital related to IPD patients .
- Gives an opportunity to live experience the obstacles and measures to avoid them
- Opportunity to interact with patients , different departments , nursing staff and management

OPPURTUNITIES

- Getting to know the patient aspect of discharge process
- Opportunity to work with on ground workers
- Understand the Challenges of the employees while working on discharges

WEAKNESS

- Multiple portals for data and their convergence is a big challenge.
- Making observations is time consuming.
- Faults can not be conveyed to the employee directly.

THREATS

- Information will not be shared readily
- Other hospitals with better and shorter process of discharge

LEARNINGS

- Hospital Operations: Gained a comprehensive understanding of the hospital's operations, including departments, workflows, and processes. Learn about patient admission and discharge procedures, scheduling, billing.
- Understood the roles and responsibility of a floor manager from :
- Ensuring that discharges are completed on time in the system
- Resolving Issues related to Bed Management
- Addresses patient problems
- Provides information in case of any queries
- Checking completeness of Medical Record File
- Ensures that ward secretaries are placing doctor visits, bedside procedures like bedside ECHO, ECG /any other procedure, equipment used, discharge advice
- Ensuring customer satisfaction as it is the primary goal of the floor manager.
- Learnt about discharge process through TPA and also did a live project on that
- Understood the working of CSSD dept , importance of CSSD dept

USEFULLNESS

- Practical Exposure
- Exposure to Diverse Patient Populations
- Career Exploration and Decision-Making
- Professional Etiquette and Ethical Considerations

RECCOMENDATIONS AND SUGGESTIONS

- Financial counselling should be done with patient and facilitator a day prior to discharge so there is no confusion regarding the billing..
- Proper communication between all the concerned departments related to discharge.
- Control on the flow of the activities of all the concerned staffs.

CHALLENGES

- Timeline tracking of the project milestones was difficult
- Collection of data from different platforms was difficult



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