



Background of the organisation -

Max super speciality hospital, Vaishali was established in 2009. Max hospital Vaishali has five key institutes in its premises-Max Institute of Neurosciences, Max Institute of Renal Sciences, Max Institute of Cancer Care, Max Institute of Cardiac Sciences and Max Trauma Centre. The hospital has a good international patient services department for the management of international patients coming to the hospital department.

Vision and Mission of the Hospital-

“To deliver International Class healthcare with a total service focus, by creating an Institution committed to the highest standards of medical & service excellence, patient care, scientific knowledge and medical education.”



SWOT

STRENGTH	WEAKNESS
1.Well known for delivering quality patient care 3.High success rate 4.Certified with NABH and NABL	1.Longer patient wait time in admission of new patients. 2. lack of proper training/staff development
OPPORUNITY	THREAT
1.Partnership with diverse groups 2. Expanding services to other regions as well 3. Availability of competent healthcare workers	1. Other super speciality hospitals providing similar services at lesser price

DISCHARGE PROCESS IN MAX SUPER SPECIALITY HOSPITAL, VAISHALI



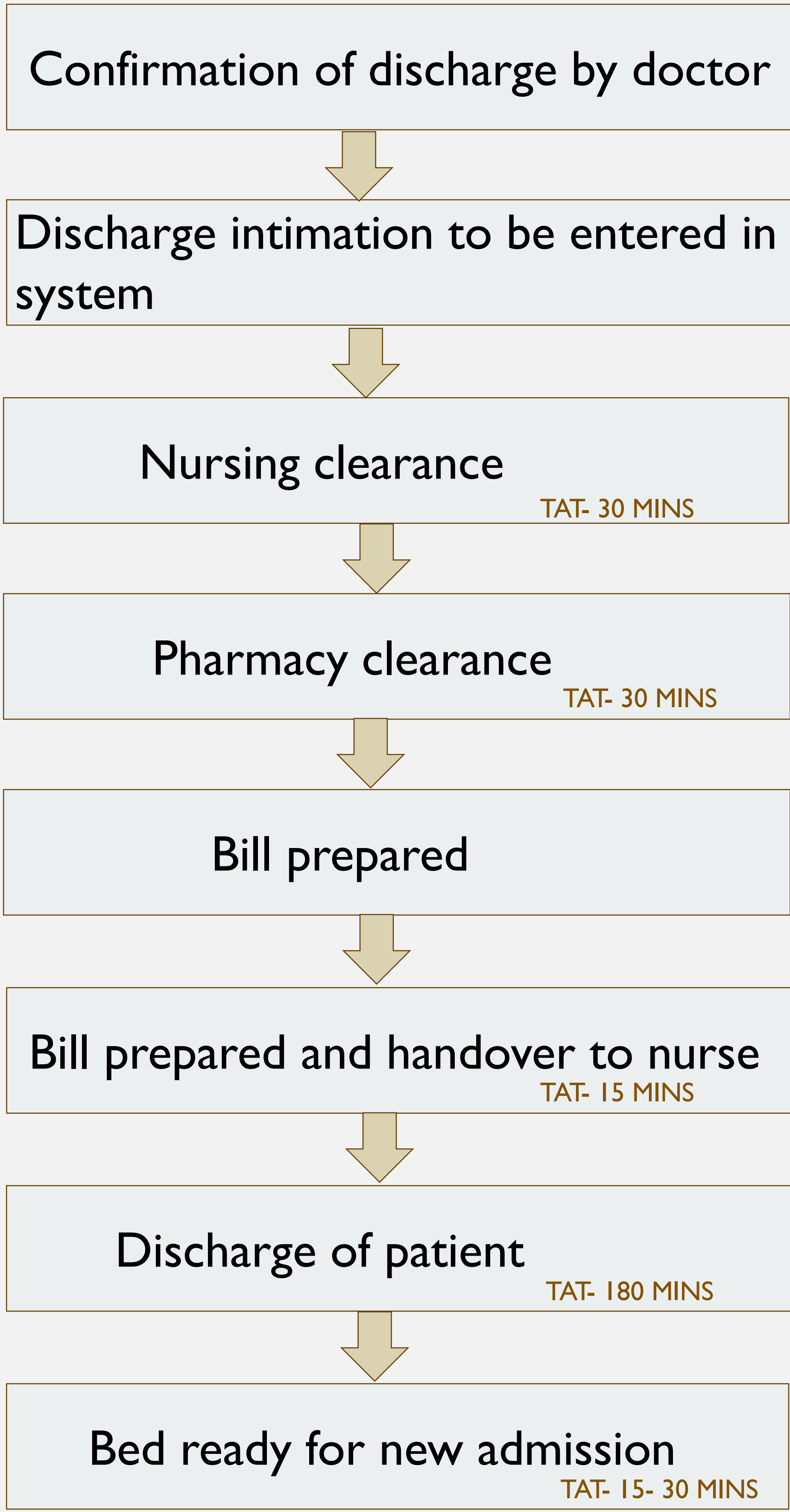
Objective-

- To study the discharge process in max Hospital.
- To study the TAT for the discharges in the max hospital

Methodology

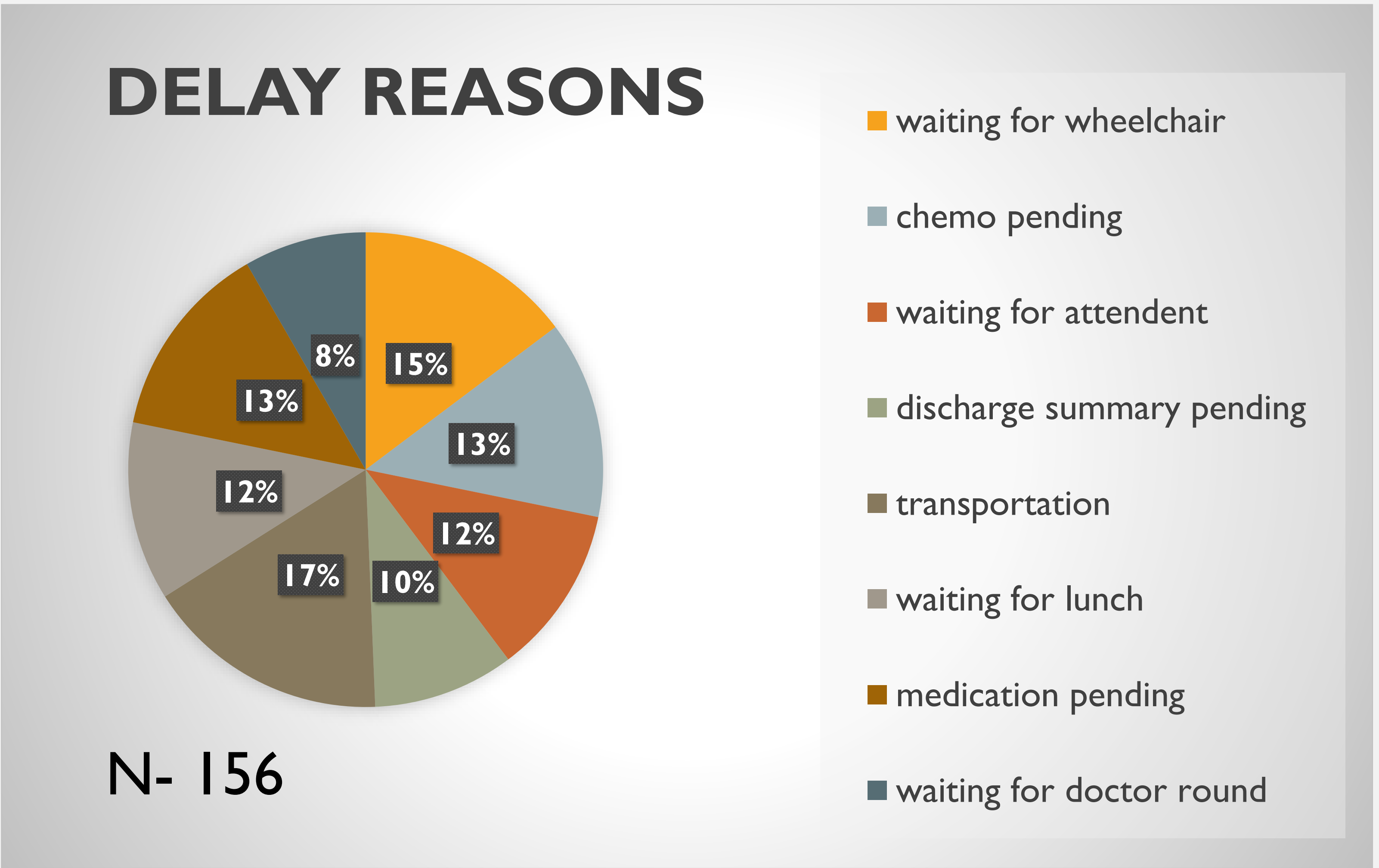
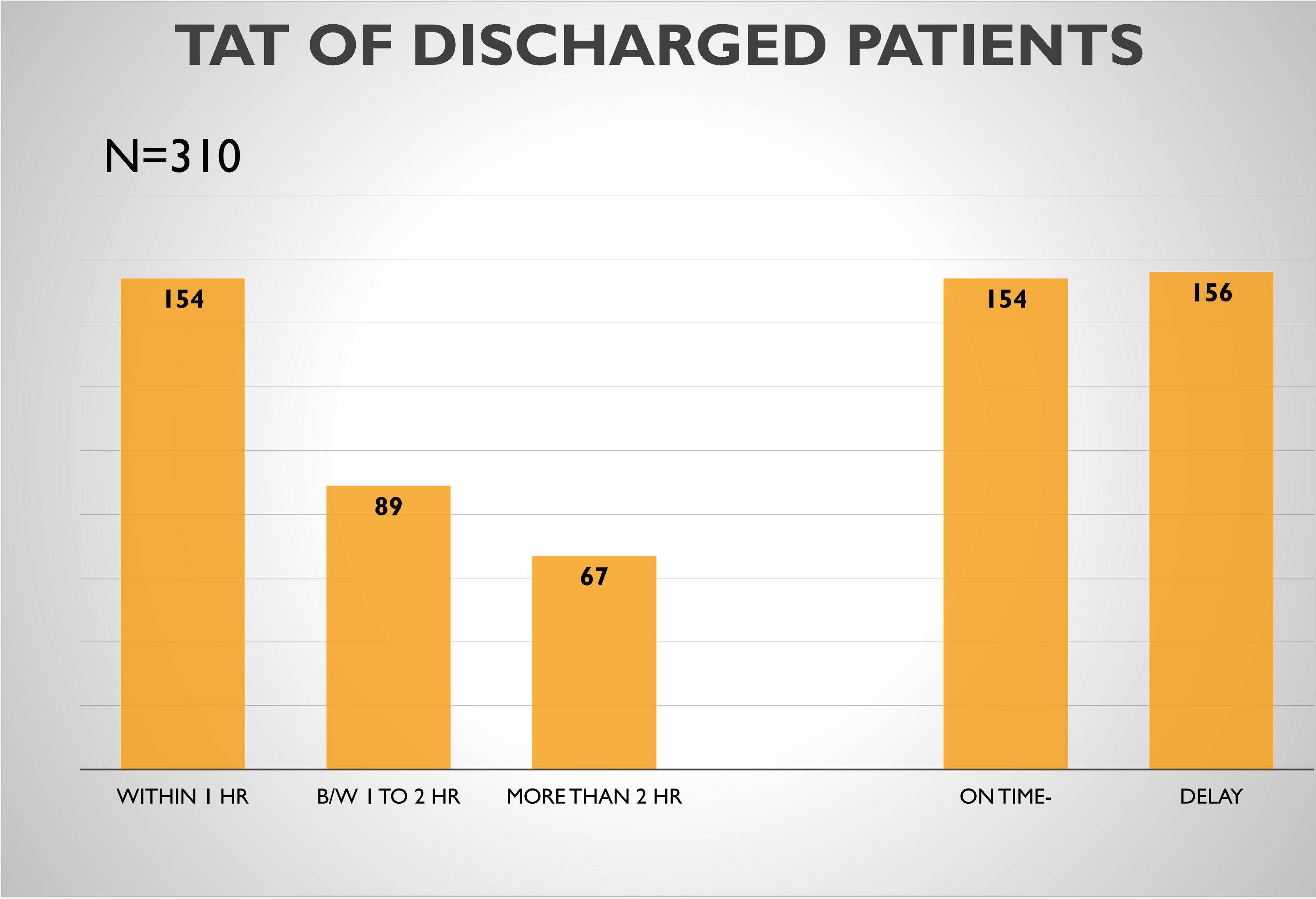
- Study place- Max Super Speciality Hospital, Vaishali, Ghaziabad
- Study design- Observational
- Study period- 2 months
- Sampling approach- Quantitative
- Sampling method- Random
- Sample size-310

Discharge process mapping



The present study has been carried out on 310 discharged patients from 15TH May to 30th June different wards of different departments to study the discharge process timings in a max super specialty hospital, Vaishali. Time taken from discharge by system to physically vacant was recorded to study the main causes of delay in discharge process.

15TH MAY TO 30TH JUNE RESULT



Conclusion-

It is observed that the main reason for delay in discharge is patient waiting for transportation and wheelchair which is 17% and 15% respectively. Patient waiting for completion of medication is 13%. Some patients was found to be waiting for lunch and meeting to doctor before discharge which is 20% of total delay. And lastly patient waiting for discharge summary is 10%. Apart from above delay reasons, it is observed that new recruiters are not provided with proper training. Hence which leads to delay in discharge and patient dissatisfaction.

SUGGESTIONS-

1. Patient attendants need to be informed timely so that they can arrange their transport accordingly
2. There could be a portal system where nurses can request for a wheelchair.
3. The new recruiters who all are handling discharged process should be given proper training.
4. One person should be a point of contact who will be aware of all bill issues and should be coordinating with nurses and try to solve the issue as soon as possible

By implementing the above changes in the process and automating a large part of the hospital systems, it is possible to reduce delays and bring down the entire discharge process to a bare minimum.

Learnings

1. Learned about how hospital system works
2. Learned discharge process in a hospital
3. Learned the hierarchy of hospital