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Industry Sector Profile

Brief history of organization

Eternal hospital, a multi-specialty hospital and unit of Eternal Heart Care Centre and Research Institute is a state-of-the-art tertiary care hospital in Jaipur (Rajasthan). It is a renowned hospital which delivers multispecialty treatment. Hospital with capacity of 250 bedded hospital focusing on the specialties like Cardiology, Cardiac Surgery, Neurology, Neurosurgery, Orthopedic & Joint Replacement and others.

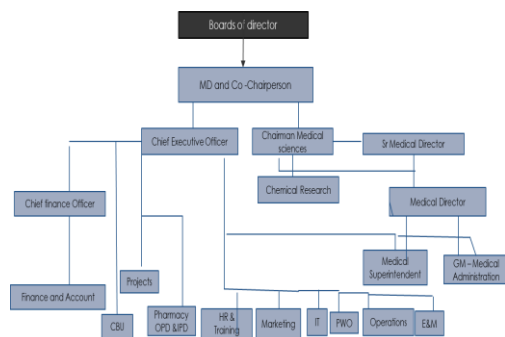
Vision

A center of excellence in area of medicine with highest international standard at affordable cost for the community around the globe.

Mission

To redefine healthcare by improving outcomes and experience of patients through cutting edge research and personalized clinical care including innovative, preventive, diagnostic, therapeutic, and rehabilitation services.

Organogram



Learning & Value Addition

Difference between practical exposure & theoretical understanding

- Theoretically learnt about IPD Department in the hospitals and their discharge processes and conflicts occur in the organisation
- But practically experienced the working of the IPD department, discharge processes and how the conflicts occur between them and being resolved

Learnings during internship

Background

Discharge from the hospital is the point at which the patient leaves the hospital and go back to home or move to another facility for rehabilitation or at nursing home. Improving the quality of discharge process leads to increase in patient satisfaction, faster hospital bed turnover rate which will reduce waiting time for admission

SWOT ANALYSIS



Objectives

To Understand the process of cashless discharge and insurance claims

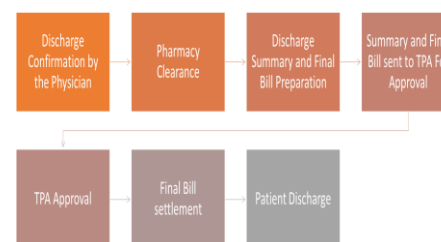
To analyze the reason for delays in cashless discharge process

To Calculate the Turn Around Time for cashless discharge

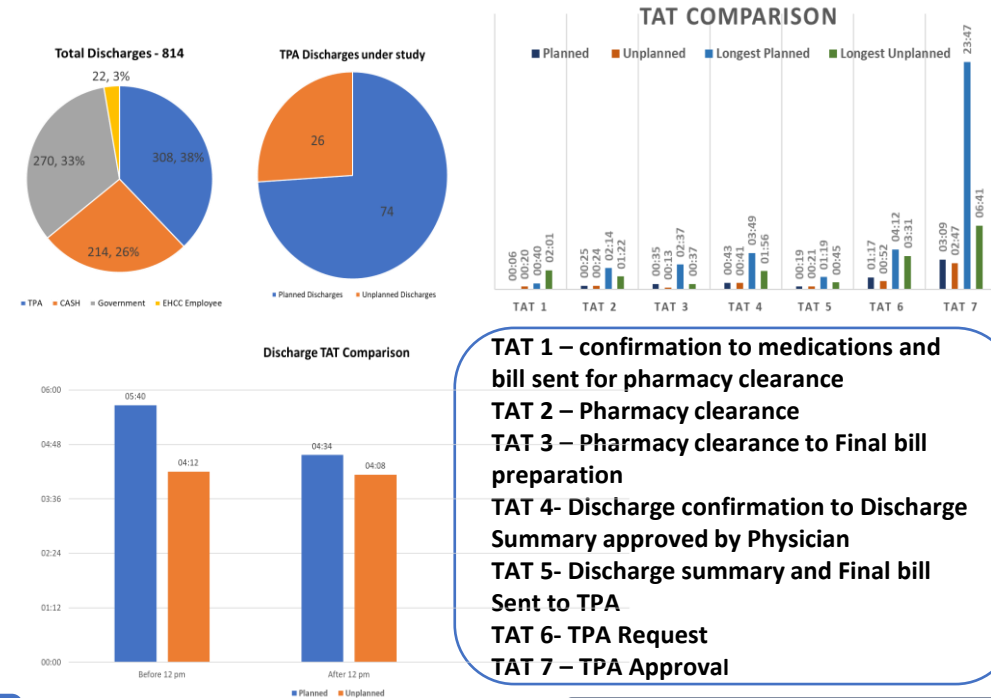
Methodology

- Area of Study:** The study was conducted on patients admitted in IP Floors
- Study Design:** Descriptive and Observational study
- Duration of Study:** 2 month.
- Sample Size:** 100 Patients.
- Sample Technique:** Convenient sampling
- Inclusion Criteria:** TPA patients, planned and unplanned discharges of 3rd, 4th and 5th Floor
- Data collection method-**
- Primary data collection through observation
- Secondary data collection through claim portal - TAT For discharge process in cashless patients

Discharge process steps



Analysis



Conclusion

- The Quickest Time for TAT 1 = 0 mins
- The Quickest Time for TAT 2 = 2 mins
- The Quickest Time for TAT 3 = 5 mins
- The Quickest Time for TAT 4 = 5 mins
- The Quickest Time for TAT 5 = 3 mins
- The Quickest Time for TAT 6 = 5 mins
- The Quickest Time for TAT 7 = 27 mins
- Considering all the quickest time, the minimum time to get claim approval in the hospital for cashless patient could have been 42 mins but the quickest was 1 hour 53 mins

Observed Reasons for Delay

- Lack of Preparation of discharge documents for Planned discharges
- Delayed consultant Round times .
- Manual Documentation leading to delay in Discharge summary preparation and documentation errors in TPA approval
- Delay In TPA approval due to Missing Documents(Reports, ID) , History related queries and past treatment papers

Suggestions

- Discharge summary could be prepared the day before discharge and can be preapproved on the previous day itself
- Early consultation Rounds Can Lead to patient getting discharged Earlier in the day which may reduce waiting time for admissions

Key learnings

- Learned to adapt to new situations, tasks, and environments
- Learned how to deal with coworkers and work with them
- Learned how to collect the data and its analysis

Usefulness of internship

- Networking with the professionals
- Gain the confidence to work
- Improved the communication skill

