

Introduction

Max Super Speciality Hospital, Mohali is a unit of Hometrail Buildtech Pvt. Ltd., offering services across medical disciplines of Neurosciences, Cardiac Sciences, Cancer Care, Orthopaedics, Obstetrics, and Gynaecology among several others. Mohali is also equipped with NABL accredited Max Labs and blood banks and is a NABH accredited hospital.

VISION: The most well regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting edge research.

Introduction

As per NABH, "Discharge is a process by which a patient is shifted out from the hospital with all concerned medical summaries ensuring stability".

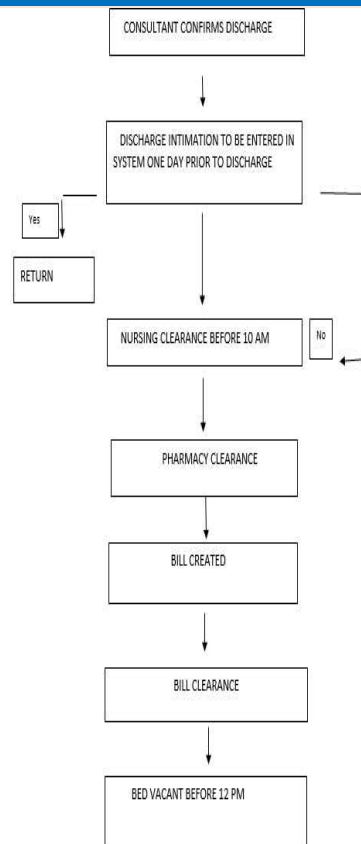
Objectives

- To study the process of discharge of patients in the selected hospital.
- To find out the time taken at each step of the discharge process.
- To identify the factors leading to delay in the discharge of Patients and suggest solutions to reduce the discharge time

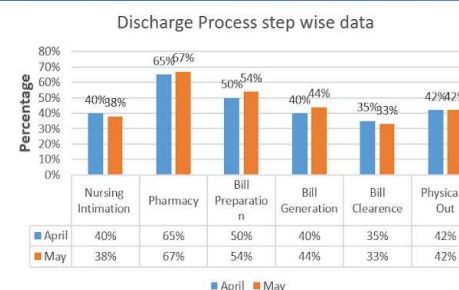
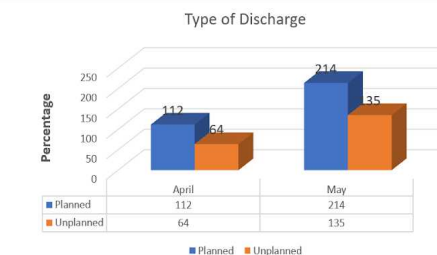
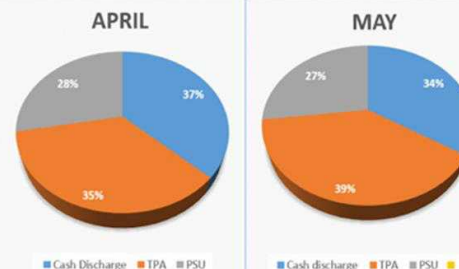
Methodology

Study Area: Max Super Speciality hospital Mohali
Study Design: Cross- Sectional and Observational and analytical
Study Period: 11th April,2022 – 30th May,2022
Sampling Approach: Quantitative
Sample Size: 1510 Patients in month of April and May

Discharge Process Mapping



Findings



Conclusion

It can be concluded that most of the discharges took time greater than the time proposed by the Hospital. It is due to number of reasons like delay in discharge summary preparation, delay in patient getting physically out, delay in billing process of T.P.A. patients whereas delay in charge sheet sending by nurses, some patients were waiting for final consultation with doctor.

Suggestions

- Proper planning is needed for discharge process.
- Steps need to be taken for consultant round on time.
- The discharge summary needs to be finalized one day before the day of discharge.
- The new recruiters should be given proper training
- Appropriate and common guidelines for the staff involved in the discharge process.
- The staff should be trained in the discharge procedure

References

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