

ABOUT MAX

At Max Healthcare, our vision is to be 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.

We ask more of ourselves, so we can give more to our patients. We push the boundaries of excellence in everything we do, so we can deliver the highest standards in patient centred care. Every day we come to honour a higher purpose - To serve. To excel.

OUR VALUES

COMPASSION

We have a deeper level of patient understanding and are always empathetic to their needs. This encourages a culture of providing a higher standard of patient-centred care. We respect each other and our patients, and ensure that their needs are met with dignity.

EXCELLENCE

We ask more of ourselves and are always passionate about achieving the highest standards of medical expertise and patient care. We understand that being the best is a continuous journey of becoming better versions of ourselves every day.

EFFICIENCY

We create a responsive healing environment, by being nimble to the needs of our patients and delivering what they really need with precision and timing. We are focused yet fast, personal yet practical, advanced yet seamless in delivering the exact care our patients need.

CONSISTENCY

We always deliver on our commitment and ensure the highest level of patient care is met at every stage, every time. We believe that only through consistency can we achieve our patients' trust and fulfil our goals.

DISCHARGE PROCESS AT MAX MOHALI

1. The discharge process begins with the consultant ordering discharge and may take a few hours to complete.
2. Once the patient is confirmed for discharge the on-duty doctors at night enters the discharge intimation on the system before 12 PM.
3. In the morning after the doctor's round nursing clearance is given before 10 am followed by the pharmacy clearance.
4. The final bill is generated and is indicated in pink colour on the system and later the patient's attendant is asked to check the bill
5. A nurse assists the patient's attendants through the process for early and smooth discharge of the patient
6. The discharge summary and other belongings are handed over to the patient or the attendants.
7. The medications and other follow up instructions are explained, an ambulance is arranged if requested

DEFINITION

According to NABH, discharge is a process by which a patient is shifted out from the hospital with all concerned medical summaries ensuring stability.

PROBLEM STATEMENT

Discharge from the hospital is a very important indicator of the quality of care and patient satisfaction. There has been continuously striving to reduce the time of discharge to optimize the bed capacity and cut organizational costs besides achieving patient delight. It is, thus, an important area of research to identify the bottlenecks in the discharge process and suggest ways to resolve the issues

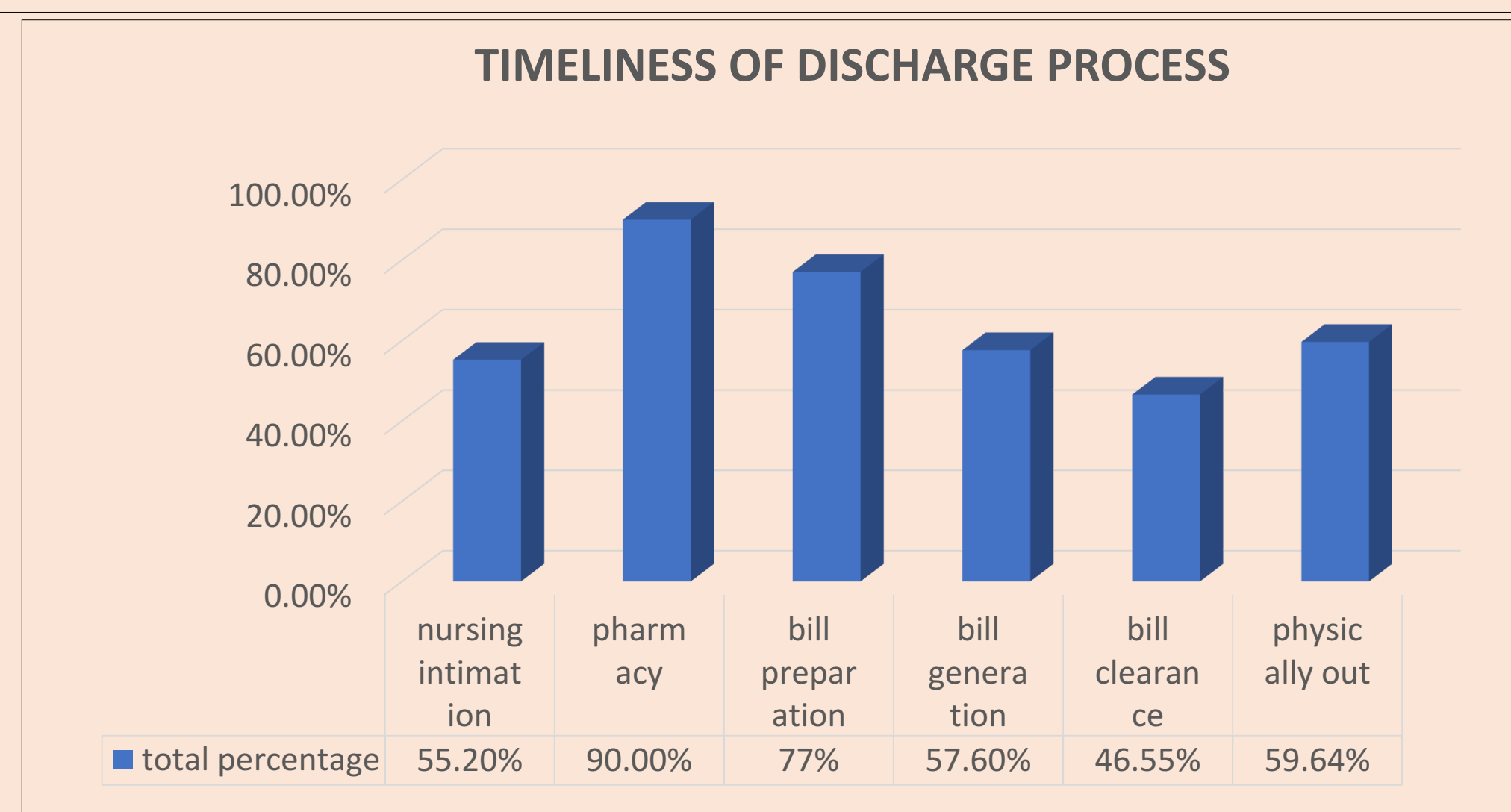
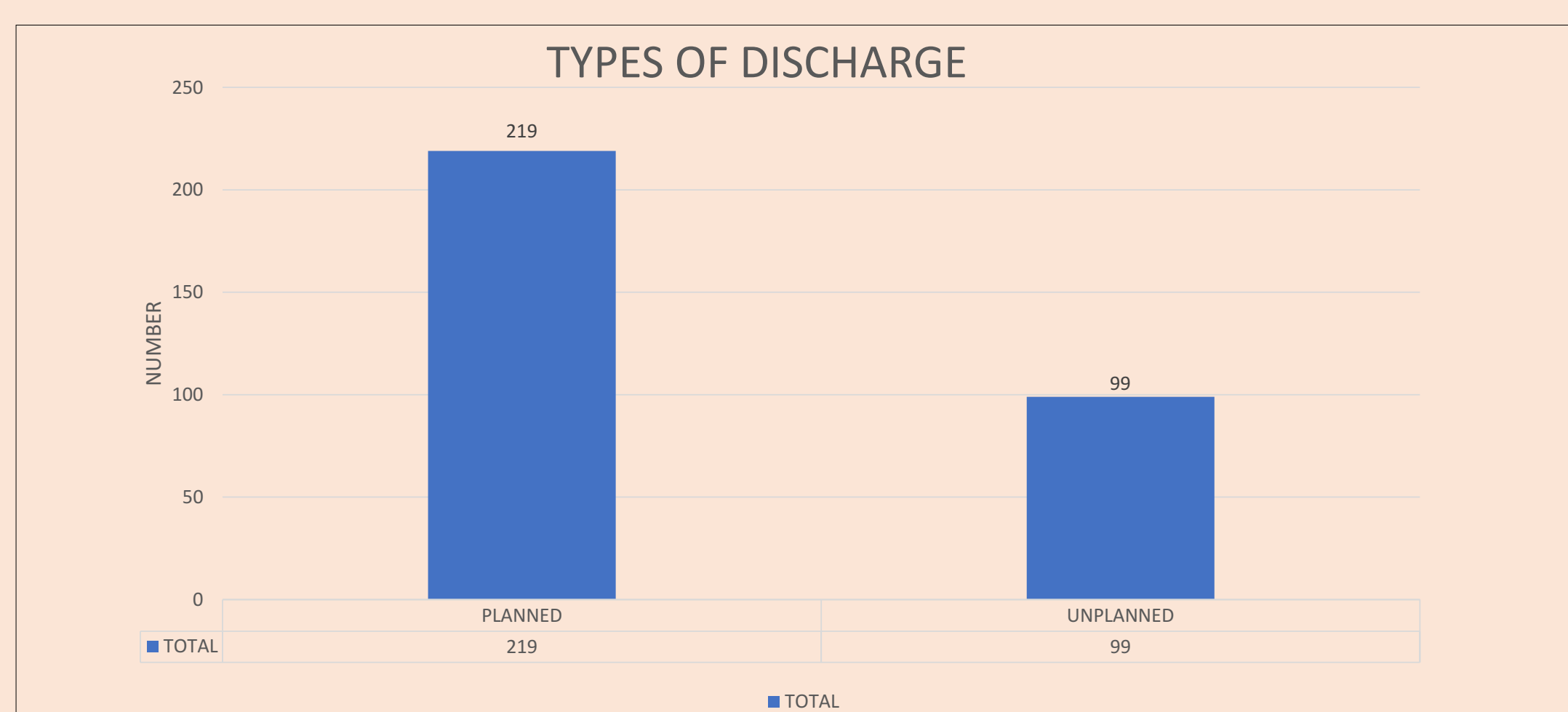
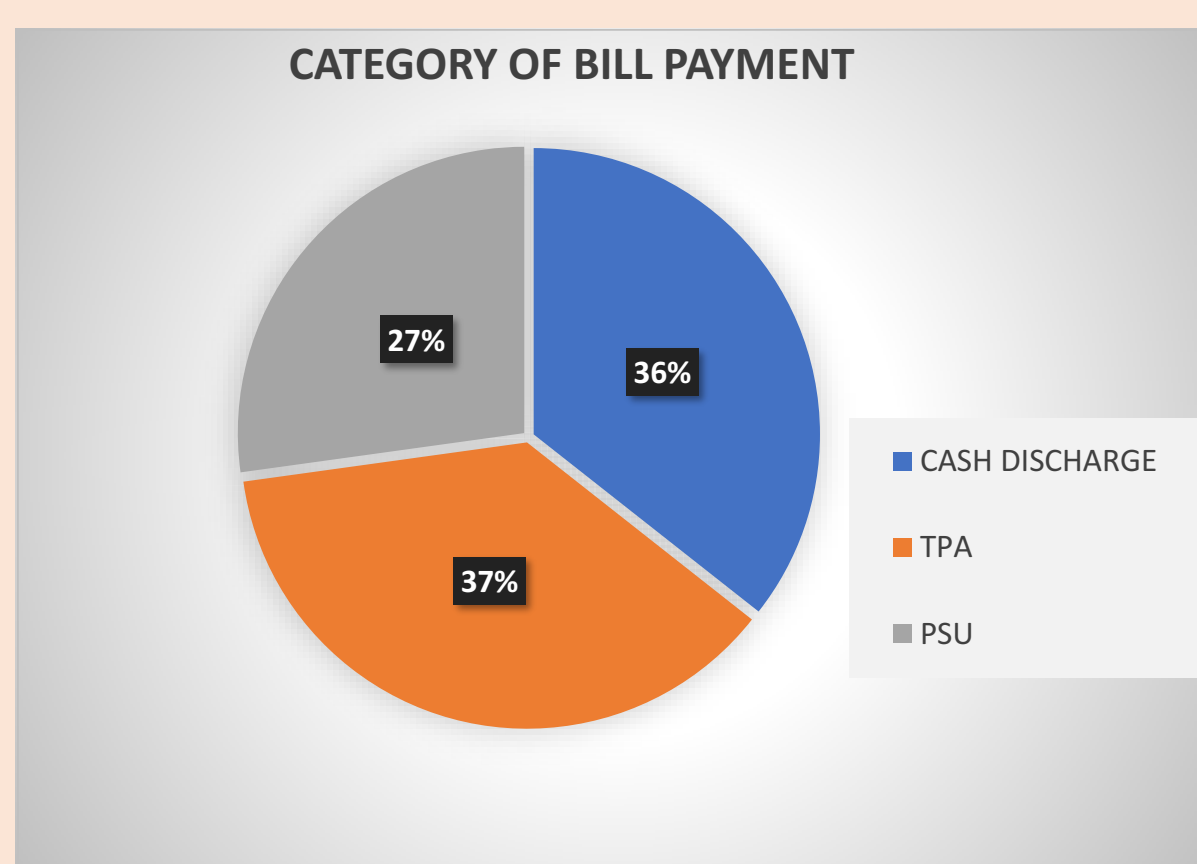
METHODOLOGY

Study place- Max Hospital Mohali
Study Population- All patients in wards
Study period- 2 months
Sampling technique- Quantitative technique
Inclusion Criteria- cash and TPA patients
Exclusion criteria- Day care/ outpatients

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.

DATA ANALYSIS



RECOMMENDATIONS

- One of the major cause in delay was the late round of the consultants leading to delay in the initiation of the discharge process. Steps need to be taken to ensure consultants round on time.
 - The last-minute editing in the discharge summary had also reflected the delay in discharge process. The discharge summary needs to be finalised one day before the day of discharge.
 - The clearance from main consignment store and medical consumables delayed the subsequent stages in the discharge process. The process needs to be realigned on the lines of in house pharmacy, which was found to be efficient, to expedite the clearances.
 - The main hurdle in the discharge of TPA patients was the delay in approval of the bills by third party. Steps must be taken to ensure early approvals by discussing workable solutions with the stakeholders.
- There should be appropriate and common guidelines for the staff , the staff should be trained in the discharge procedures to handle the work more efficiently