

SAHARA HOSPITAL

Curing Through Care

Improvement in discharge process in TPA & Cash paying patients in Sahara Hospital, Lucknow - An Analysis

Sahara Hospital- A brief history

SAHARA HOSPITAL

Curing Through Care

- Sahara Hospital was the project of Sahara India Medical Institute Limited, having it's registered office at Sahara India Point in Goregaon West , Mumbai. The company is wholly owned subsidiary of Sahara Prime City Limited, a public limited company having its registered office at Sahara India Centre, Aliganj Lucknow.
- It sits on a 27 acre campus at Viraj Khand, Gomtinagar in Lucknow, Uttar Pradesh
- The hospital was designed by Mumbai-based architect Hafeez Contractor.
- The construction contract (US\$6.4 million) was given to Larsen & TuoBro.
- The total cost of the project was (US\$52 million), which also included cost of medical equipment .
- Rising at 70 meters (230ft) and with 19 floors , it was the tallest building in Lucknow when it opened.
- The hospital was inaugurated on 12 February 2009 by Chhabi Roy, mother of founder and chairman of the Sahara India Parivar, Hon'ble Shri Subrata Roy Sahara.



Organization Vision & Mission

- VISION**
To set a benchmark of excellence in advanced , hi tech and multidisciplinary medical services in Asia, offering high quality healthcare and tertiary care facilities
- MISSION**
 - The mission of the Sahara hospital is to provide quality healthcare with compassion and efficiency
 - To apply and share new knowledge
 - To promote an environment in the hospital that facilitates protection of patient's rights and commitment towards patient care.
 - To include preventive healthcare practices in addition to the treatment applications without discrimination of religion , language, race and gender.



Organization Structure

- Sahara Hospital is a state of the art, tertiary care hospital providing quality and world class facilities , with more than 350 beds .
- The hospital organization comprises of a board of directors, administration, clinical services, laboratory services, diagnostic services, transfusion services, pharmacy, allied medical departments, support service, information services , catering services and banking outlets.
- The hospital is tightly and securely invigilated by a troop of efficient security system and personells comprising of security guards and bouncers.

Brief Industrial description

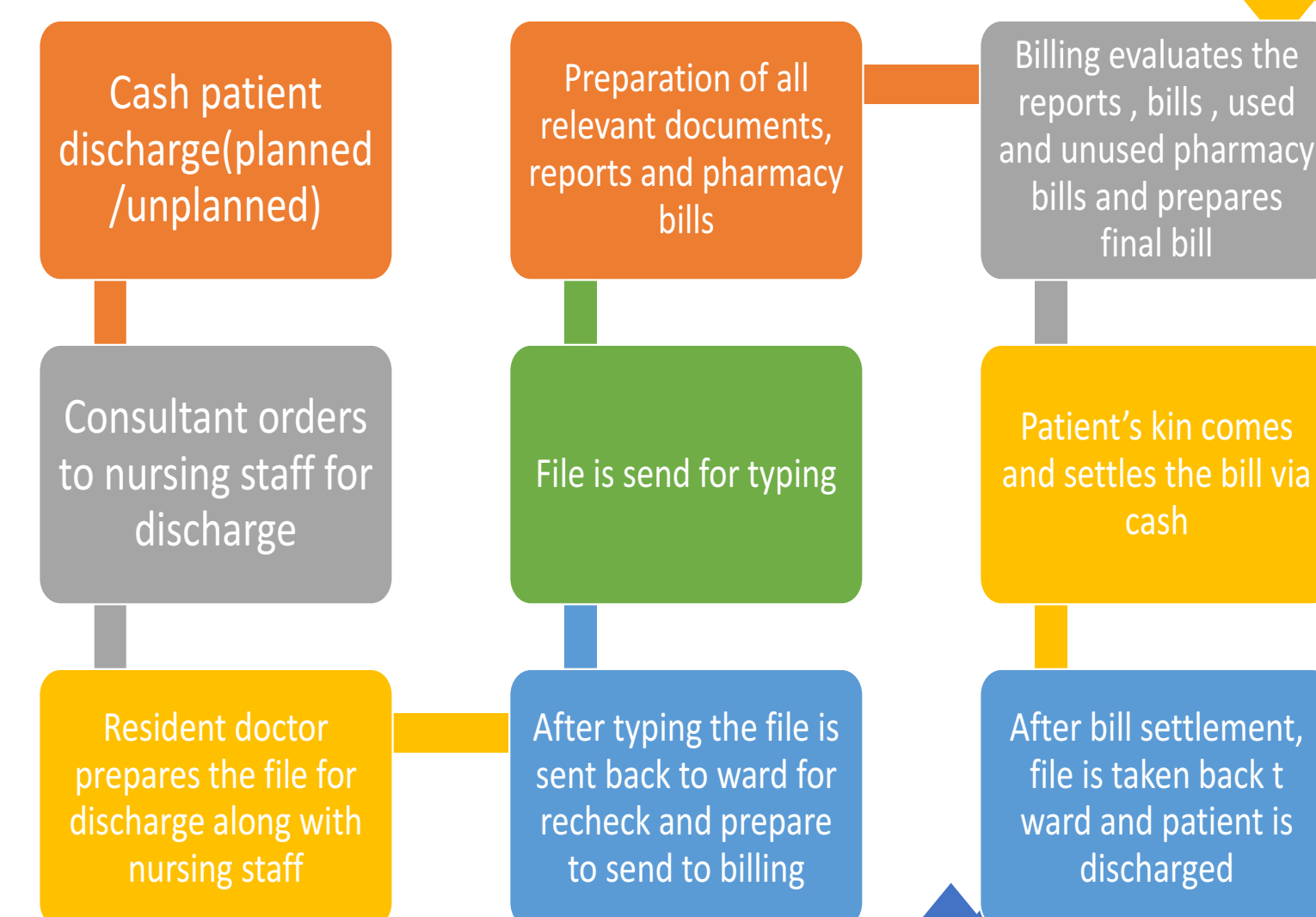
- Sahara hospital is a dedication to healthcare needs of the people with the comprehensive and well devised health check up programmes, internationally accepted protocols and treatment modalities.
- The hospital boasts of expert consultation & management by highly qualified , experienced specialists & super specialists .
- The hospital's hallmark is the affordability of these high end medical services to all strata of the society.



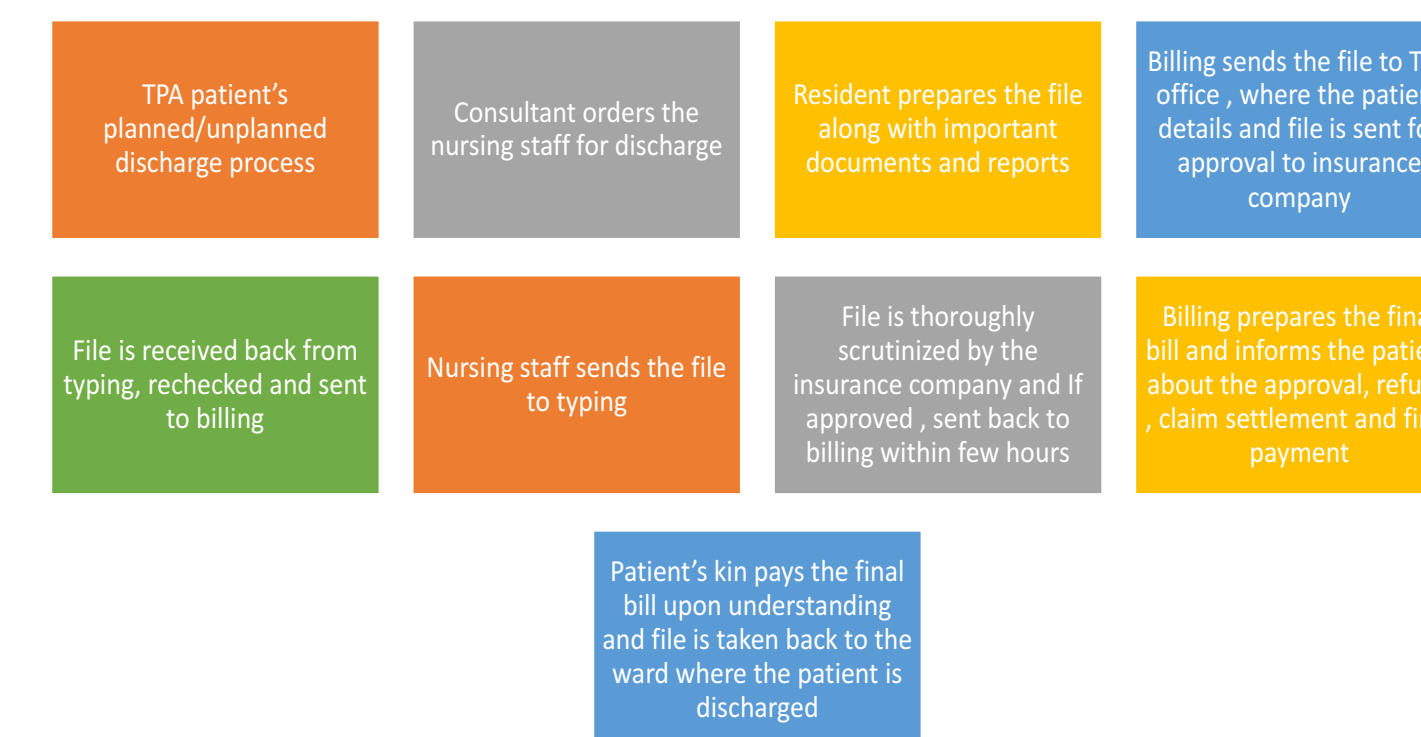
What is discharge process in a hospital?

- NABH defines discharge as a **process by which a patient is shifted out from the hospital with all concerned medical summaries ensuring stability**. The discharge process is deemed to have started when the consultant formally approves discharge and ends with the patient leaving the clinical unit.
- Time taken for the completion of discharge process is an important indicator of quality of care. As per NABH, the
- time taken for completion of the discharge process should not exceed 180 minutes. Discharge process is the last stage of the
- patient journey in the hospital and is more likely to be remembered by the patient. So delay in the discharge process can be
- depressing to the patients and also increases the pressure on hospital beds.

How is discharge carried out in hospitals?



For TPA patients

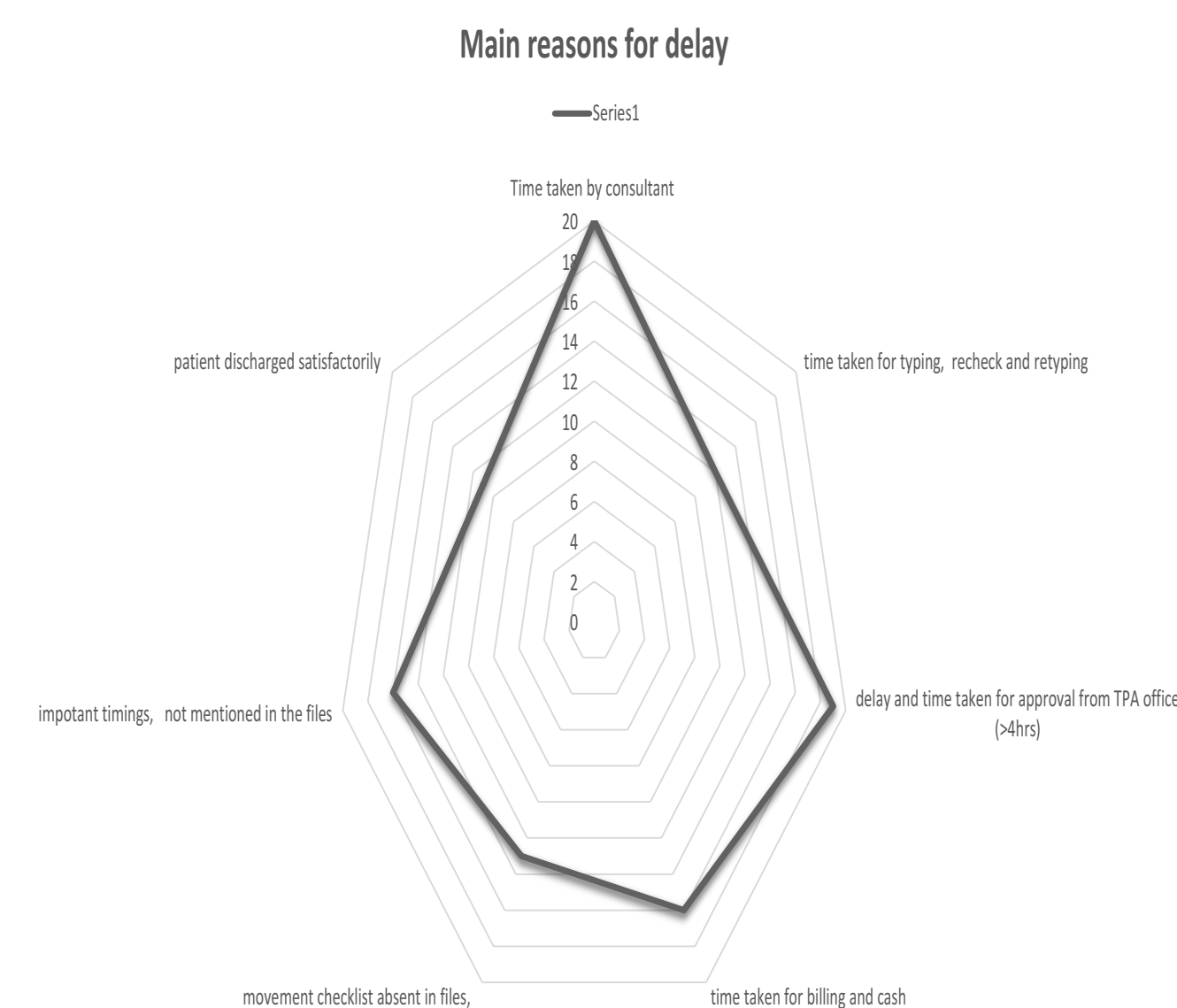


Analysis of discharge process in sahara hospital

Row Labels	Count of Type
CASH	88
TPA	37
CASH/LAMA	2
CASH	1
TPA/Cash	1
CASH	1
Cash/DOPR (blank)	1
Grand Total	131

- A total of 131 patients were evaluated over a period of two months
- Data collection from wards like Emergency, gynaecology, private , general , ccu, shdu were taken.
- Analysis of discharge of cash paying patients and TPA patients were done

Main reasons for delay in discharge



Average time of discharge

- For Cash paying patient was : 03:30:00 hrs
- For TPA/Insured patient : 06:00:00 hrs
- In general discharge process of TPA patients took approximately 210 mins more than the cash patient
 - Some suggestions for improvement in this regard**
- A record should be maintained by wards and ICU's , in which the timings of when the discharge files are sent to the TPA from the billing and also when they came back from the TPA , after the claim approval (it would provide a better transparent flow of timings, to create better clarity for both the patient's relatives , hospital staff and also in terms of better maintenance of the records
- One suggestion to improve this situation would be to bring all the TPAs and the insurance companies to work in close conjunction with each other, along with the hospital system to provide faster intimation whenever the insured patient is admitted in the hospital, signalling a faster pre-approval of the claim.

Learning and value additions done during SIP

- Observation of day to day operations of the hospital through a administrator point of view.
- Everyday functioning of wards, ICU's , HDU's by daily visitation and rounds.
- Getting to know the work, duties of the resident doctors, consultants, Medical Superintendent, nursing staff ,managers, cashiers, human resource department, security and other staff who are an inevitable part of the hospital work ecosystem.
- Understanding the responsibility of work as future hospital manager to effectively run and manage various aspects of hospital modus operandi.

- Summer internship in Sahara hospital helped in deeper understanding of the inner workings of the hospital, from administration point of view.
- Helped in better understanding of the discharge process in the hospital.
- Better understanding of the insurance process and TPA role in bills and claim settlements .
- Establishment of communication between various medical and non medical staff of the hospital.
- Gained wider respect from and for every professional in the hospital who make everyday

