

Internship Report

Submitted



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Pharmaceutical Management

By

Shreya Sikdar

2024

DISCHARGE CONVERSION REPORT

Introduction-

Discharge conversion report depends on OPD and IPD. Discharge conversion means IPD patient on OPD medications after their discharge and post discharge treatment of medication taken from hospital OPD is called as discharge conversion. Both OPD and IPD pharmacies play crucial roles in discharging patient with proper medications.

OPD stands for Outpatient Department. This is the area of a hospital or clinic dedicated to treating patients who don't need to stay overnight. OPD visits are usually made by patients for consultations check-ups, diagnoses, minor operations/procedures, prescription and doctor.

An **OPD pharmacy** is a pharmacy located within the outpatient department of a hospital or clinic. Here, patients can purchase their prescribed medicines after seeing a doctor in the OPD.

OPD pharmacies usually provide prescriptions for common ailments, chronic drug refills, and post-op medications for minor procedures performed in the OPD.

The main functions of an OPD pharmacy are:

- **Dispensing medications prescribed by doctors in the OPD:** This is the core function of an OPD pharmacy. Pharmacists at the OPD receive prescriptions from doctors who have consulted patients in the outpatient department and dispense the medications accordingly.
- **Providing consultation on medication use:** Pharmacists play a vital role in ensuring patients understand how to take their medications safely and effectively. This includes explaining dosage instructions, potential side effects, and possible interactions with other medications.
- **Offering medication refills for chronic conditions:** Many patients with chronic conditions require ongoing medication. OPD pharmacies can dispense refills for these medications, ensuring patients have a consistent supply.
- **Maintaining medication inventory for OPD needs:** The OPD pharmacy needs to have a sufficient stock of medications commonly prescribed by doctors in the outpatient department. Pharmacists manage inventory levels and ensure timely restocking when needed.

IPD stands for Inpatient Department. This refers to the section of a hospital where patients are admitted for a stay of more than 24 hours. These patients typically require closer monitoring and more intensive medical care for conditions that can't be managed on an outpatient basis.

An **IPD pharmacy** is specifically designed to serve the needs of inpatients. An IPD pharmacy, short for Inpatient Department pharmacy, is a specialized pharmacy within a hospital that serves patients admitted for extended stays, typically exceeding 24 hours.

The main functions of an IPD pharmacy are:

- **Dispensing medications for inpatients:** This is the core function, similar to OPD pharmacies. IPD pharmacists dispense medications to inpatients based on doctor's orders, ensuring accuracy and following safety protocols. They handle a wider range of medications compared to OPD pharmacies, including medications for complex conditions, intravenous (IV) medications, and pain management medications.
- **Collaborating on patient care with doctors and nurses:** IPD pharmacists actively collaborate with the healthcare team to optimize patient care. They work with doctors to ensure patients receive the right medications at the appropriate dosages throughout their hospital stay. They also communicate with nurses to provide medication administration guidance and address any medication-related concerns.
- **Monitoring patients for medication interactions and side effects:** Close monitoring is essential to ensure patient safety. IPD pharmacists proactively monitor patients for potential medication interactions and side effects. If any issues arise, they promptly alert doctors and recommend necessary adjustments to the medication regimen.
- **Maintaining medication inventory for IPD needs:** IPD pharmacies maintain a specific inventory to cater to the needs of inpatients. This may include medications less commonly used in OPD settings, along with a stock of frequently used medications for inpatients. Pharmacists manage inventory levels, anticipate needs based on patient admissions and treatment plans, and ensure timely restocking to avoid medication shortages.

Objective-

- to make prescribed medicine available to the patient after discharge
- to convert IPD patient to take medication from OPD pharmacy

Procedure-

Discharged patient data is received by the pharmacist one day before the final discharge



Doctor prescribed the final medication and treatment before the discharge of the patient (final discharge summary)



Pharmacy assistant Cross check it whether it is final summary or not



Then the pharmacy assistant collects the final summary from the floor coordinator



Then pharmacy assistant reached to the patient by identify their bed numbers



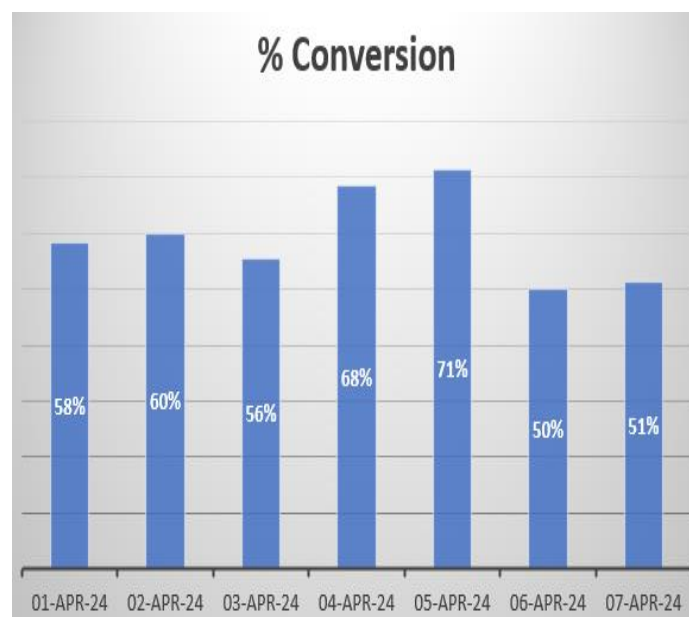
They convince the patient to purchase the medicines from the OPD pharmacy after their discharge

Data Analysis-

Last one week (01-Apr-24 to 07-Apr-24) patient conversion data is collected.

Patient conversion Percentage is calculated for each day from the ratio between total number of Converted Patients and number of discharged patients:

Date	No. of Discharged patients	No. of Converted Patients	% Conversion
01-Apr-24	24	14	58%
02-Apr-24	20	12	60%
03-Apr-24	27	15	56%
04-Apr-24	19	13	68%
05-Apr-24	14	10	71%
06-Apr-24	10	5	50%
07-Apr-24	41	21	51%



Percentage of conversion is calculated by categorising each patient based on their sponsors with the proper reason behind Non conversion:

Date	Payor	Discharged patient	Converted Patient	% Conversion	Reason for Non conversion
Monday, April 1, 2024	Cash	6	3	50%	3 patients have some medicine
	TPA	3	1	33%	2 there is no medicine in pharmacy
	RGHS	7	5	71%	2 RGHS
	NWR	1	0	0%	IPD pharmacy gives
	Other Govt. & Corporate	7	5	71%	1 patient have some medicine /1 patient discount15%
	Total	24	14	58%	
	Cash	5	4	80%	1 patient has his own pharmacy

Tuesday, April 2, 2024	TPA	5	3	60%	there is no medicine in opd pharmacy
	RGHS	8	3	38%	5 RGHS
	NWR	0	0	0%	IPD pharmacy gives
	Other Govt. & Corporate	3	2	67%	1 patient have some medicine
	Total	20	12	60%	
Wednesday, April 3, 2024	Cash	6	4	67%	2 patients have some medicine
	TPA	5	3	60%	there is no medicine in pharmacy
	RGHS	6	4	67%	due to RGHS
	NWR	3	0	0%	IPD pharmacy gives
	Other Govt. & Corporate	7	4	57%	1 patient have some medicine - Another 2 patients discount15%
	Total	27	15	56%	
Thursday, April 4, 2024	Cash	5	3	60%	2 patients have some medicine
	TPA	3	2	67%	there is no medicine in pharmacy
	RGHS	6	6	100%	
	NWR	0	0	0%	IPD pharmacy gives
	Other Govt. & Corporate	5	2	40%	1 patient have some medicine - another patient wants discount15%
	Total	19	13	68%	
Friday, April 5, 2024	Cash	3	2	67%	1 patient have some medicine - For another1 there is no medicine in pharmacy
	TPA	7	5	71%	2 patients have some medicine
	RGHS	1	1	100%	
	NWR	0	0	0%	IPD pharmacy gives
	Other Govt. & Corporate	3	2	67%	1 patient wants 15% discount
	Total	14	10	71%	
	Cash	1	1	100%	

Saturday, April 6, 2024	TPA	2	0	0%	1 there is no medicine in pharmacy - another 1 patient discount 15%
	RGHS	4	3	75%	RGHS
	NWR	0	0	0%	IPD pharmacy gives
	Other Govt. & Corporate	5	1	20%	2 patients have some medicine - for another 2, there is no medicine in pharmacy
	Total	10	5	50%	

Challenges-

- Collect final discharge summary on time.
- Patient left the hospital before pharmacy assistant reached.
- Patient or their attendant not present in room when pharmacy assistant reached.
- Major challenge is to convince or convert the patient to take medication from OPD pharmacy. (due to insurance, govt policies)
- Communication gap between pharmacy assistant and patient regarding medications available.
- Medications are not reached on proper time to the patient.
- Change in medications and substitute is provided by pharmacy or improper availability of medication in OPD
- Patients are not switch on substitute because they are rigid on that particular prescribed medicines or brand.

Gap analysis-

- Sufficient employees not available
- High cost of medications and less or no discount
- Not better coordination between different departments
- Improper time management and management system
- Delayed in receiving final discharge summary from floor coordinator
- Difficult to convince specific RGHS and NWR sponsors group patients
- Don't have sufficient stock of prescribed medicines.

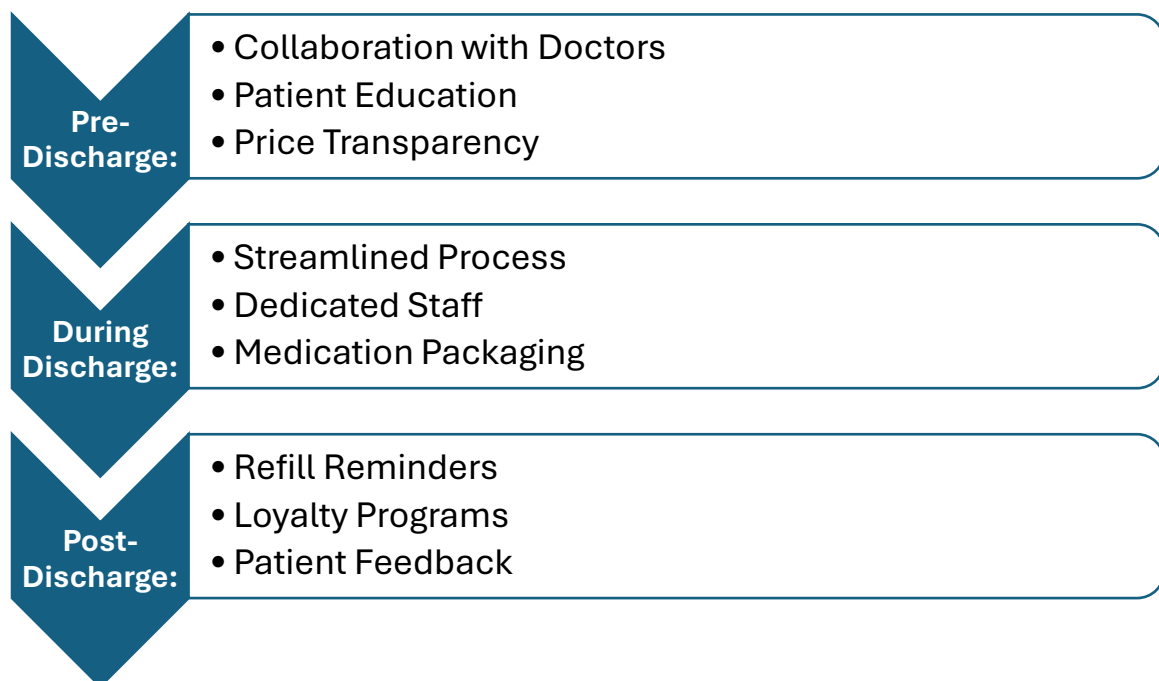
Suggestion-

- Ensure sufficient and dedicated pharmacy staffs.
- Do not overcommunicate with patient and their relatives.
- Maintain the data confidentiality.
- Good communication must be there among patient and all the management system
- Proper time management should be followed by the various departments from collecting discharge summary data to deliver the medications by pharmacy assistant to the patient

- There must be a priority billing counter in OPD pharmacy for discharged patients so that they can get the medications on time.
- At first focus on cash and TPA category patient before their discharge as RGHS can get medications by government of rajasthan and NWR can get medications from IPD.
- Payment should be done after convincing them so that they would wait for the medication before they left the hospital

Strategy to enhance the performance of OPD pharmacy for discharged patient:

Increase efficiency and effectiveness by implementing proper strategy to enhance the performance of the OPD pharmacy for discharged patients, focusing on both attracting them and improving their experience.



Pre-Discharge:

Collaboration with Doctors: Establish a strong connection with hospital doctors. Encourage them to directly include a recommendation in discharge instructions to use the OPD pharmacy.

Patient Education: Develop informative handouts explaining the benefits of using the OPD pharmacy (convenience, quality). Place the informative brochures or handouts in patient waiting areas or distribute them during the time of pre-discharge.

Price Transparency: Display medication prices prominently both physically and virtually. Consider offering pricing and discounts after purchasing specific amount for discharged patients.

During Discharge:

Streamlined Process: Ensure a smooth and efficient discharge process with minimal waiting time at the OPD pharmacy.

Dedicated Staff: Train pharmacists and pharmacy technicians and pharmacy assistant on effective communication and patient education. They should be able to explain medication use, answer questions clearly and address any concerns.

Medication Packaging: Offer convenient medication packaging options with clear dosing instructions and potential side effects listed.

Post-Discharge:

Refill Reminders: Implement a refill reminder system (phone calls, texts, emails) to ensure patients don't run out of medication.

Loyalty Programs: Consider a loyalty program that rewards patients for using the OPD pharmacy consistently. This could involve discounts or free consultations.

Patient Feedback: Actively seek feedback from discharged patients about their experience at the OPD pharmacy. Use this information to identify areas for improvement.

Thank you

by Shreya Sikdar