

A STUDY ON DISCHARGE PROCESS AMONG CASH, PANEL & TPA PATIENTS

at

Sharma Hospital

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PURPOSE:

- Discharge planning ensure rapid, safe and smooth transition from hospital to another care environment; it involves Counselling, locating and arranging resources, consultation, patient & family education, patient.
 - It is a complex activity requiring a wide range of clinical and organizational skills to address needs of patient, family and health care system, to promote the optimum functioning of patients, families and support systems.
 - Delay factors may be **internal** (waiting for discharge summaries; waiting for clearance from billing department, transfer between nursing staff; lack of documentation of discharge plan, **external** (lack/delay of access to rehabilitation, home care resources, long term care facility, and **psychosocial** (waiting for family adjustment to illness, waiting for patient condition to improve, realistic expectations of patient/family and social isolation of patient.
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AIM & OBJECTIVE

Aim:

- To study on discharge process among cash, panel & TPA patients

Objectives:

- To observe the average discharge TAT for Cash, Panel and TPA patients.
 - To identify the actual cause of delay in the discharge process.
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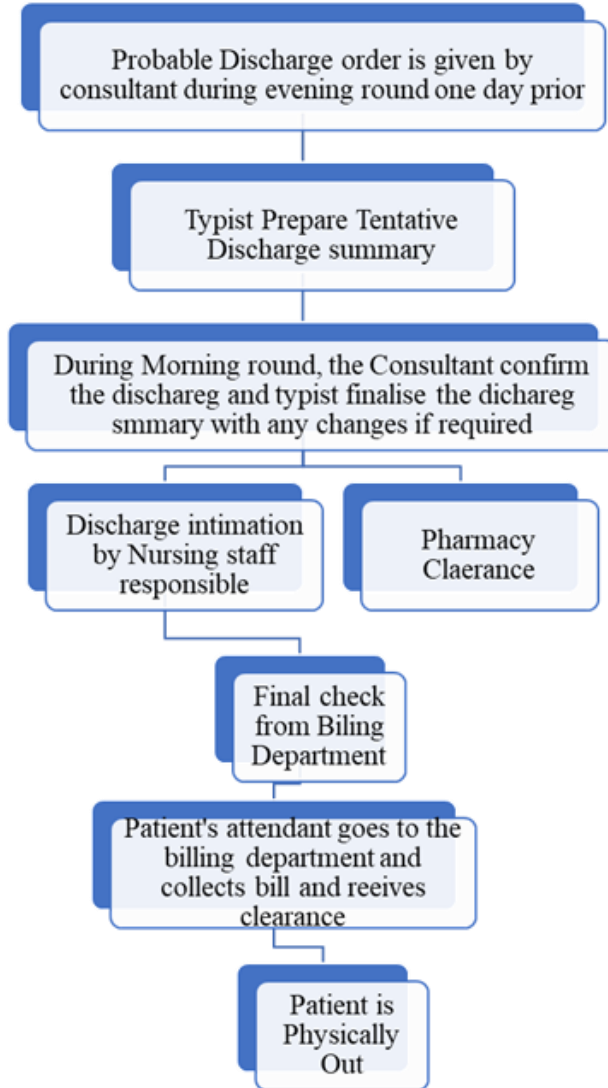
METHODOLOGY

- **Study Type:** Descriptive Study
- **Data Source:** checklist, Admission discharge register, HIS
- **Study Period:** 1st April to 31st May 2024
- **Sample Methodology:**
- Inclusion Criteria:

Data collected of all the Non-critical wards, namely ward 1,2,3 and general ward with Patients going for discharges in working hours (9:00 AM to 6:00PM).

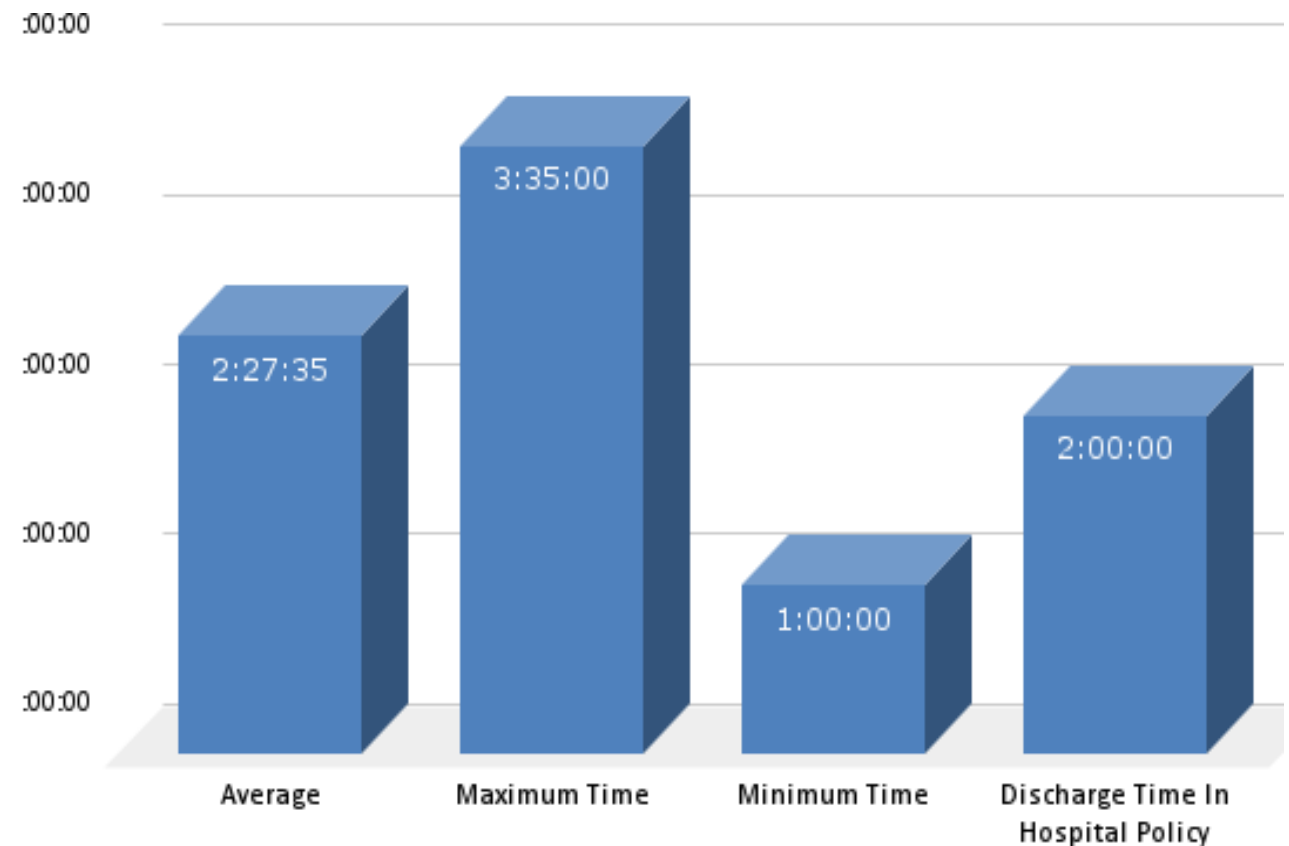
AUDIT TOOL: AUDIT CHECKLIST

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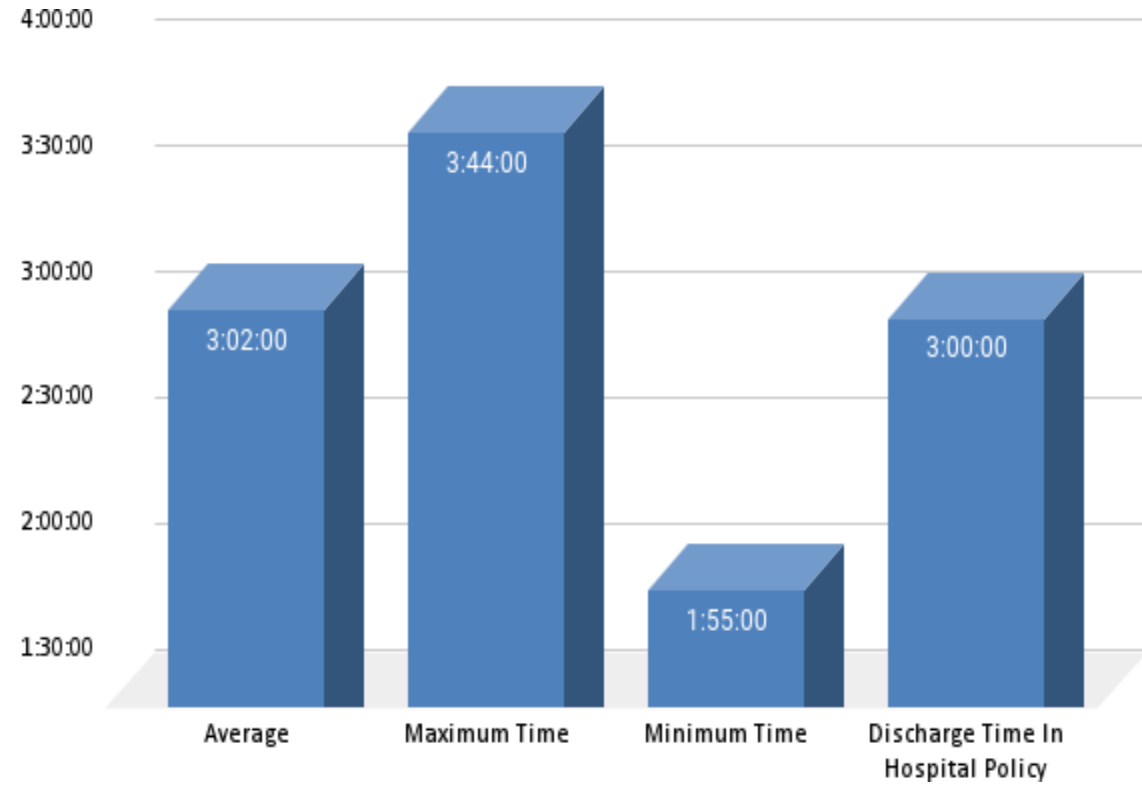


DISCHARGE PROCESS MAP

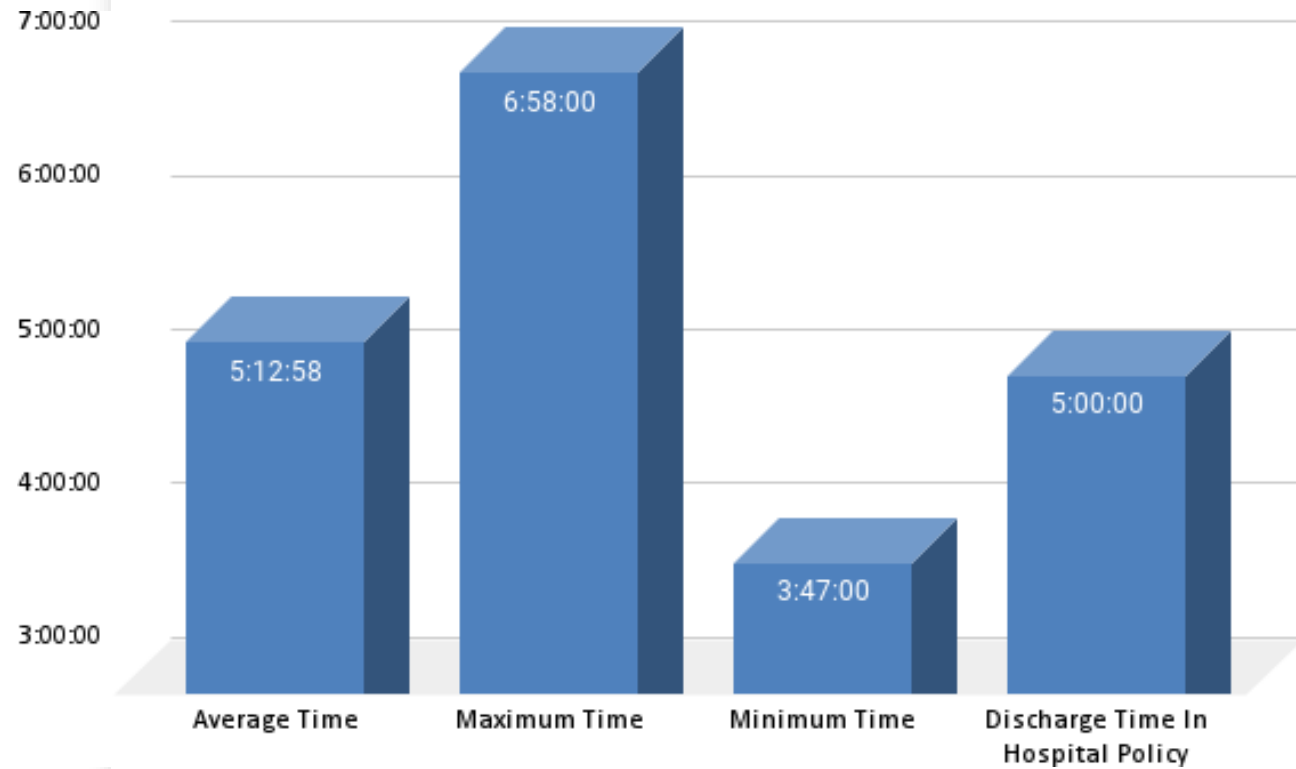
- DISCHARGE
TAT FOR CASH
PATIENTS

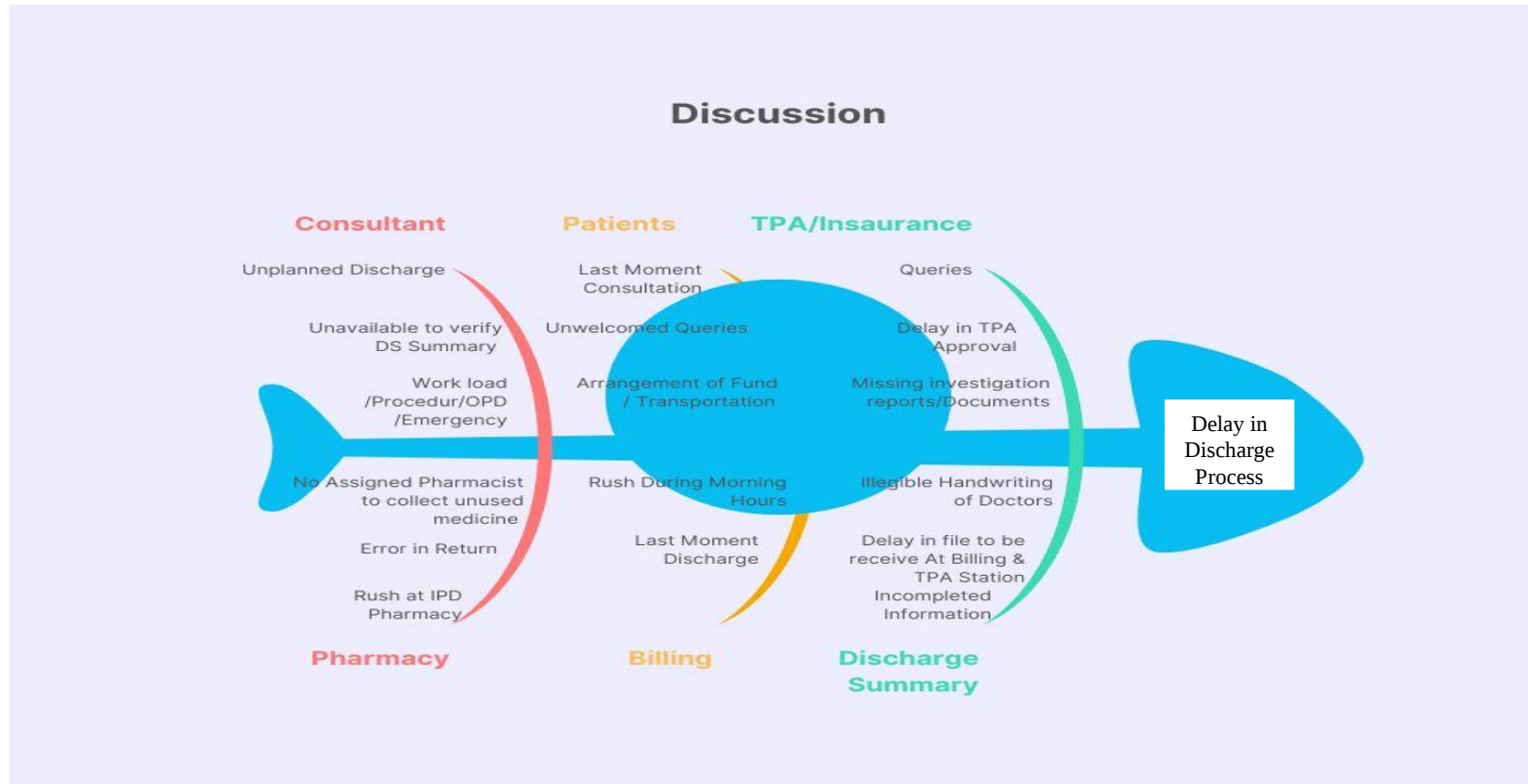


DISCHARGE TAT FOR PANEL PATIENTS



DISCHARGE TAT FOR TPA PATIENT





REASONS FOR DELAY IN DISCHARGE PATIENTS



CONCLUSION

- Discharging patients in an appropriate way is complicated. Effective and well-timed Discharge can be attained by interdepartmental coordination and proper communication between all involved in the process of Discharge.
 - In this study, the time taken for Discharge of Cash, TPA and Panel patients at Sharma Hospital and Research Centre has been analyzed. It has been found that the Time taken for discharge of Cash patients is delayed by 27 Minutes compared to time mentioned in Hospital Policy. For Panel patients, it is nearly the same. And for TPA patients, delay of 12 minutes has been found. The various reasons associated with the delay in the process have been identified and will be worked upon.
 - Unplanned Discharges are the main reason for the chaos in the Discharge Process. In NABH Chapter 1, AAC 13 clearly mentions that the Discharge should be planned in advance in consultation with patient/ family. Two non-compliances have been found in the internal audit for which necessary action is taken.
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REFERENCES

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An aerial photograph of a multi-lane highway bridge spanning a body of turquoise water. The bridge has several lanes in each direction, with white lane markings. A few vehicles, including a green truck and a white car, are visible on the bridge. The water is a vibrant turquoise color with visible ripples. The bridge extends from the left side of the frame towards the right.

Thank You