

TITLE: Gaps and Issues Faced by Patients During the Overall Admission Process and how it can impact patient satisfaction in Fortis Memorial Research Institute

INTRODUCTION:

The inpatient department (IPD) admissions area is responsible for processing patients' admissions to the hospital. It is crucial to ensure a smooth admission process with minimal gaps between steps to avoid inconvenience to patients or attendants and maintain high patient satisfaction levels. IPD admissions are a major income source for hospitals, making it essential to identify and address any issues or gaps in the process.

RESEARCH QUESTION:

What are the common issues patients face while trying to get admitted to the IPD department in a hospital? What is the overall turnaround time for a patient to get admitted, and what are the reasons for any gaps in the admission procedure?

OBJECTIVES:

1. To determine the overall turnaround time a patient undergoes during each step of the admission process.
2. To investigate the issues and gaps during each step of the admission process.
3. To suggest potential improvements or changes to enhance performance or mitigate identified problems.

HYPOTHESIS:

Communication gaps between nursing staff and the front office assistant (FOA) or bed manager can cause delays. Lack of prior knowledge regarding required documents for admission formalities and lack of bed availability for prolonged periods can further contribute to delays.

OPERATIONAL DEFINITIONS:

IPD (In-Patient Department): The department responsible for the care of patients admitted to the hospital for treatment requiring at least one overnight stay.

Admissions: The process by which patients are formally accepted into the hospital for medical care and treatment, including registering the patient, assigning a hospital bed, and beginning medical care under healthcare professionals' supervision.

ARF (Admission Request Form): The form received by the patient from the doctor or coordinator, indicating that the consulting doctor has suggested or advised the patient for admission.

Estimate Counselling: A form of counseling where patients are provided with an approximate estimate of their admission-related expenses, which may vary based on the preferred room type or payment method (cash or cashless insurance).

MATERIAL AND METHODS:

Study Design: Cross-sectional observational study

Setting: Fortis Memorial Research Institute, Gurugram

Study Population

Inclusion Criteria: Patients admitted to the IPD department during the study period.

Exclusion Criteria: Patients admitted through the emergency department or directly to specialized units (e.g., ICU, NICU).

Study Tools: Patient admission records, observation checklists, and structured interviews with patients and staff.

Duration of Study: 3 months

Sample Size: A convenience sample of 150 patients will be included.

Sampling Technique: Convenience sampling

Data Collection Procedure: Observational data will be collected on the admission process steps and turnaround times. Patient interviews will be conducted to gather information on issues faced during admission. Staff interviews will be conducted to understand the challenges and potential areas for improvement.

DATA ANALYSIS PLAN:

The data will be analyzed using Microsoft Excel. Descriptive statistics such as frequencies, percentages, and averages will be calculated to summarize the turnaround times and identify common issues faced by patients during the admission process. Graphical representations like bar charts and pie charts will be used to visualize the data and identify patterns or trends. If required, the data will be further analyzed using basic statistical tests like t-tests or chi-square tests to compare turnaround times between different groups or to determine the association between specific factors and delays or issues in the admission process.

ETHICAL CONSIDERATIONS:

Informed consent will be obtained from all study participants. Appropriate measures will be taken to ensure data security, privacy, and confidentiality. The study will adhere to ethical principles of analysis, respect for people, beneficence, and justice.

IMPLICATIONS OF RESEARCH:

This study will lead to a better understanding of any gaps or issues in the overall admission process at Fortis Memorial Research Institute. The findings will contribute to reducing turnaround times, increasing the overall efficiency of the admission process, and lessening communication gaps between employees, ultimately leading to more efficient performance and higher patient satisfaction.