

SUMMER INTERNSHIP PROGRAM

IIHMR UNIVERSITY, JAIPUR

ANALYSE GAPS IN DISCHARGE TURNAROUND TIME TO IMPROVE HOSPITAL EFFICIENCY

FORTIS ESCORTS, JAIPUR



University Mentor- Dr Tripti Biswa

BRIEF HISTORY



Fortis Escorts Hospital Jaipur is the first Hospital accredited in Rajasthan since July 2008 from the National Accreditation Board for Hospitals & Healthcare Providers [NABH].

This hospital is the most advanced Heart Care Centre in Rajasthan and enhances the health condition of several patients. In 2006, it also received Nursing Excellence from NABH. Fortis Escorts Jaipur received National award for 5 consecutive years and in 2012 FICCI Healthcare Excellence Award. In 2013, this hospital received awards for the best hospital in Patient Care, the best hospital for Patient Safety & Quality Initiatives. The purpose of Fortis is "Saving & enriching Lives".

VISION



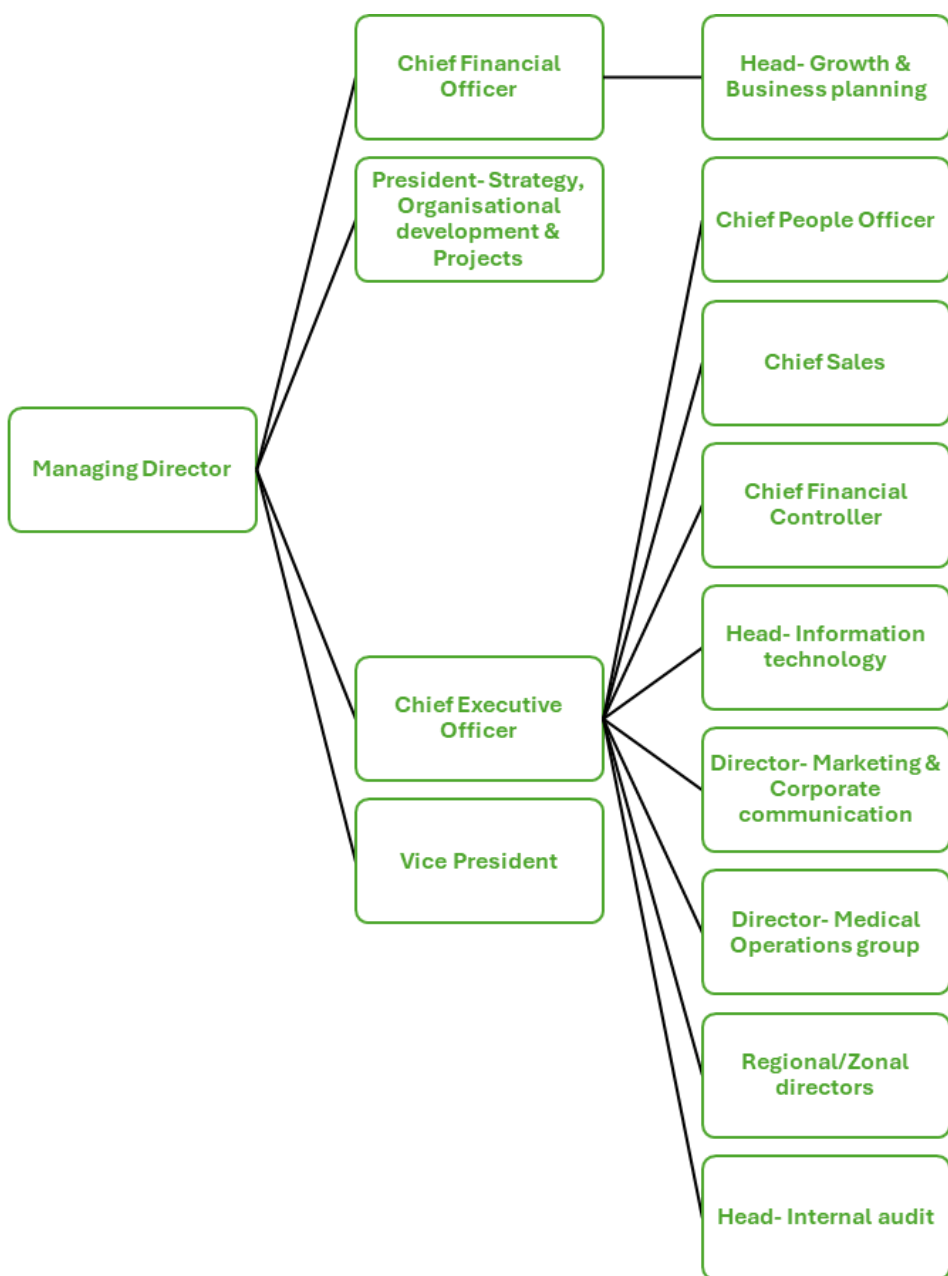
To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

MISSION



To be a globally respected healthcare organisation known for Clinical Excellence and Distinctive Patient Care.

ORGANISATION STRUCTURE



LEARNINGS DURING INTERNSHIP

- Witnessed the Quality Department's role in maintaining high hospital standards
- Explored NABH audits, from preparation to action, ensuring top-notch quality
- Learned about various audits aimed at improving healthcare standards
- Analysed gaps of different TAT (admission, consultation, discharge)
- Assisted in different mock drills (Code Red, Code blue, Code Pink)

PROJECT ON DISCHARGE TURNAROUND TIME

“

AIM- To analyse and optimize hospital discharge processes to reduce turnaround time, thereby enhancing patient flow, operational efficiency, and potentially increasing revenue through improved bed turnover and resource utilization

”

METHODOLOGY



Study Design- Descriptive Study as it aims to describe the current state of discharge TAT within the hospital



Sampling Type- Convenience Sampling



Sample size- For cash patients: 106 cases



For TPA patients: 109 cases

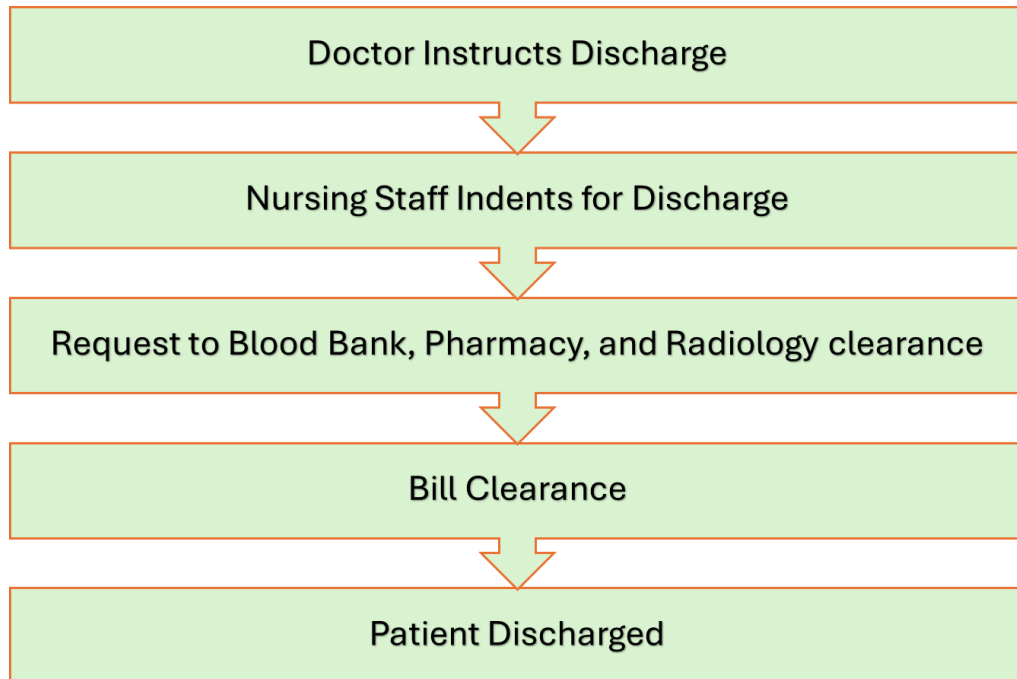


Inclusion criteria- Patients admitted in the hospital



Exclusion criteria- OPD Consultations

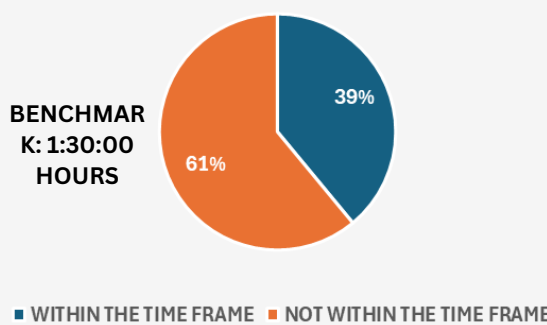
Process flow



DISCHARGE TAT FOR CASH PATIENTS

The average discharge TAT for cash payments was found to be 2:10:24 hours, with 61% of discharges experiencing delays beyond the standard TAT

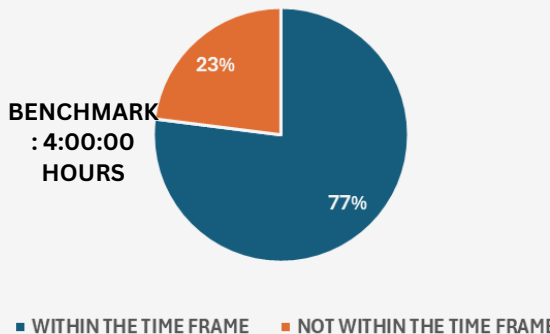
BENCHMARK: 1:30:00 HOURS



DISCHARGE TAT FOR TPA PATIENTS

The average discharge TAT for TPA payments was significantly higher at 3:29:40 hours, with 23% of discharges facing delays

BENCHMARK: 4:00:00 HOURS



THEORETICAL

- ✓ Regulatory Standards
- ✓ Quality Improvement (QI) Theories
- ✓ Healthcare Accreditation

PRACTICAL

- ✓ Conducting Audits
- ✓ Implementing QI Projects
- ✓ Data Collection and Analysis
- ✓ Problem-Solving



STRENGTHS

- Quality of care
- Experienced doctors
- Robotic orthopaedic surgery
- Tie-up with govt. schemes



WEAKNESSES

- Infrastructure planning.
- Expensive services
- Less social media engagement



OPPORTUNITIES

- Increasing healthcare market
- Medical tourism



THREATS

- Aggressive competition expansion
- Prohibitive healthcare costs
- Slow adaptation of IT

USEFULNESS OF INTERNSHIP

- The internship provided practical experience to apply academic knowledge in real-world settings
- Skills such as communication, teamwork, problem-solving, and time management were honed through hands-on tasks
- Exposure to industry practices allowed for exploration of career interests and networking with professionals
- Contributed to personal growth, fostering confidence and readiness for future endeavors

CHALLENGES FACED



- Balancing multiple tasks and deadlines, often without a clear sense of priority
- To tackle uncooperative staff
- Staying motivated during repetitive or less engaging tasks.

SUGGESTIONS FOR IMPROVEMENT

- Evaluate the need to augment human resources to meet increasing demands, ensuring adequate support for all hospital functions
- Implement Electronic Medical Records (EMR)/Electronic Health Records (EHR) systems to modernize patient data management
- Introducing evening OPD services to accommodate patients' schedules and enhance accessibility to healthcare services