Study on Turnaround Time of Discharge Process for Cash and Insurance Patients

Presented By-Dr. Rajat Rakesh Dewan

MBA-HM27

1577

Under the guidance- Asst. Prof. Ashish Bandhu

IIHMR UNIVERSITY

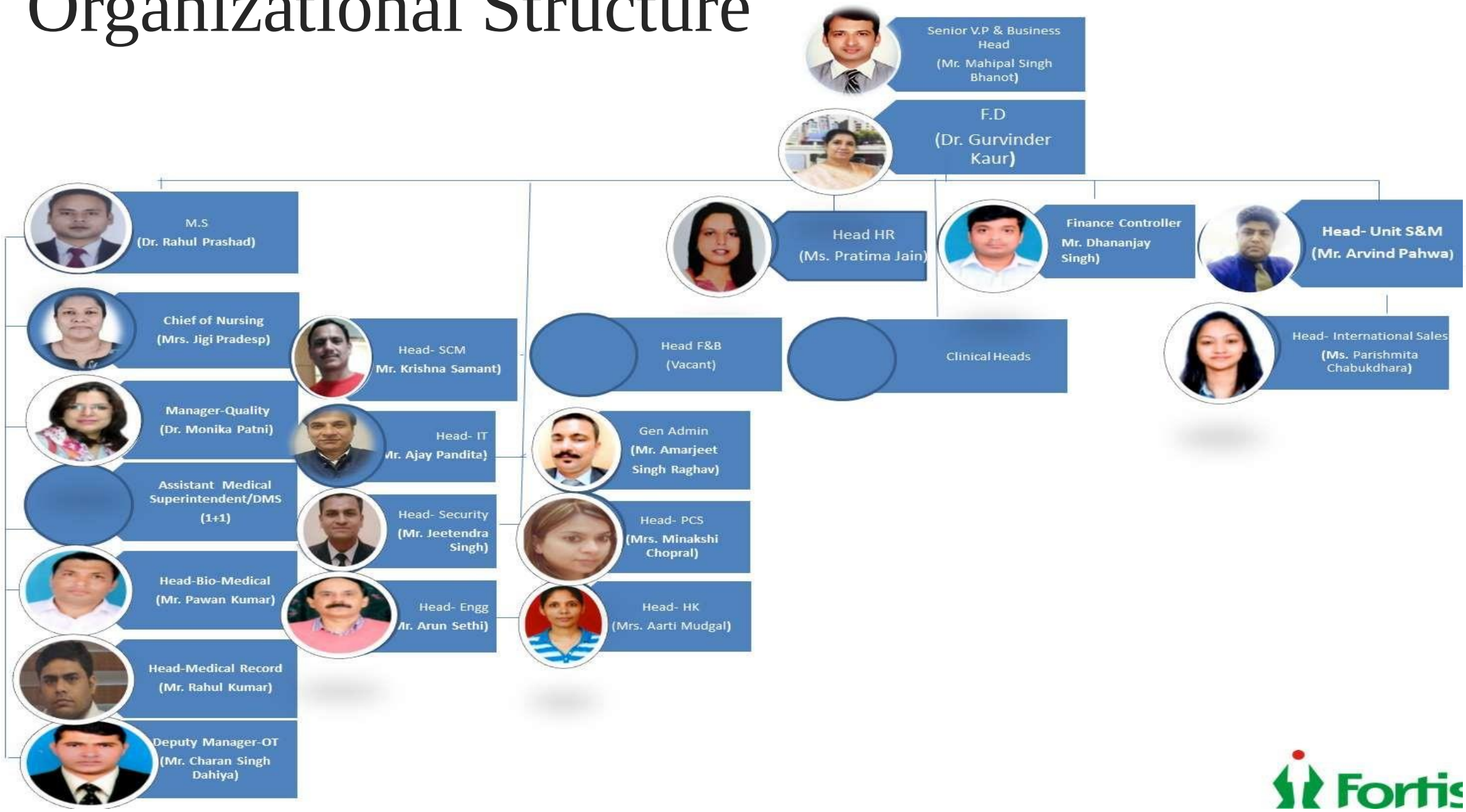
Organization Introduction

Fortis Memorial Research Institute (FMRI) in Gurugram is a leading multi-specialty quaternary care hospital renowned for its advanced medical technology and comprehensive healthcare services. Located in the bustling city of Gurugram, it serves patients from the National Capital Region (NCR) and beyond. FMRI is a 310 bedded hospital. The hospital offers specialized treatments across various fields, including Cardiology, Oncology, Neurology, and Orthopedics. Equipped with cutting-edge technology and staffed by a team of experienced medical professionals, Fortis Gurugram is dedicated to providing high-quality, patient-centric care.

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

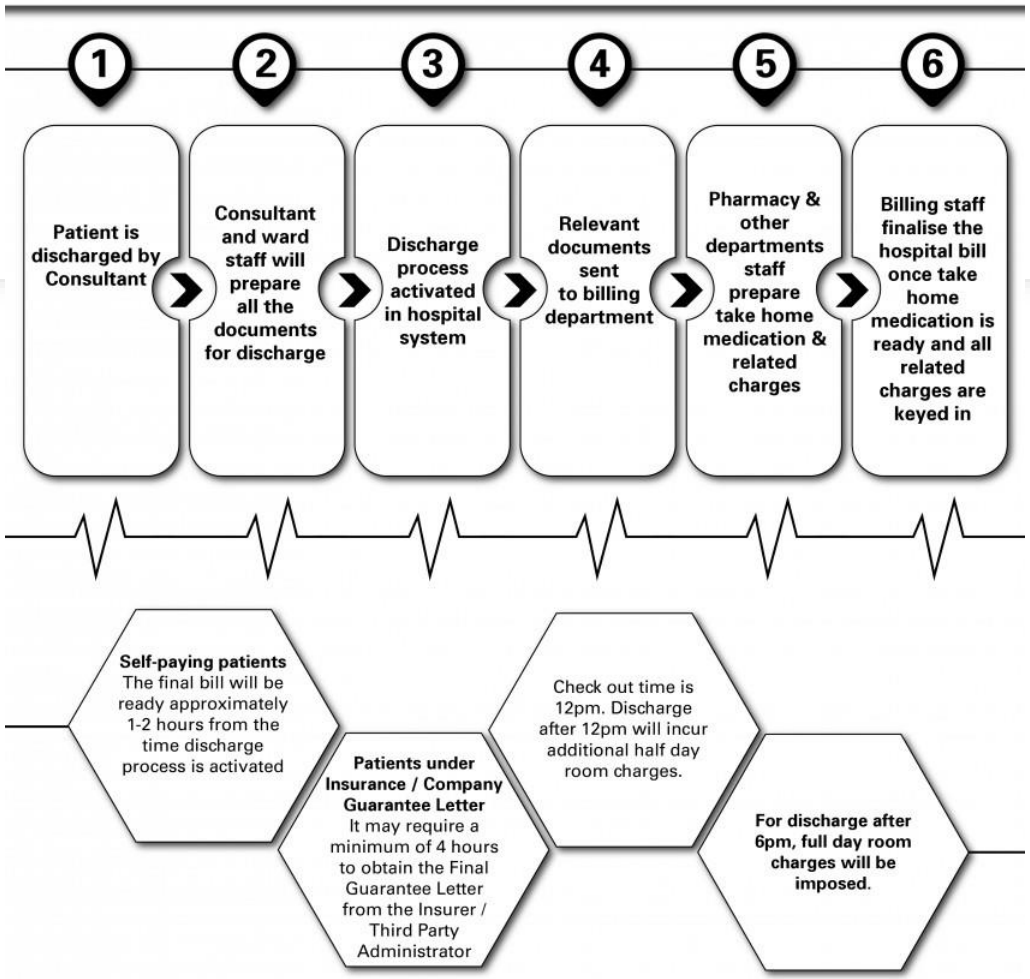
Mission- To be a globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care.

Organizational Structure



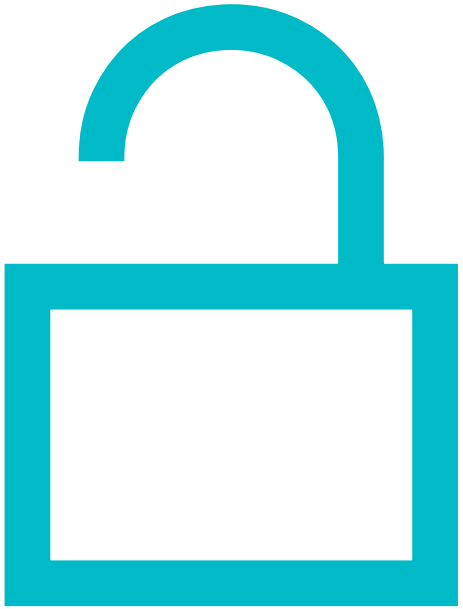
SUNWAY
MEDICAL CENTRE

DISCHARGE PROCESS WORK FLOW



A deposit of RM500.00 is required for patients wishing to leave the hospital before receiving the final Guarantee Letter.

Key Findings



Quantitative analysis revealed a notable reduction in average discharge times following the implementation of streamlined discharge protocols and enhanced staff training initiatives

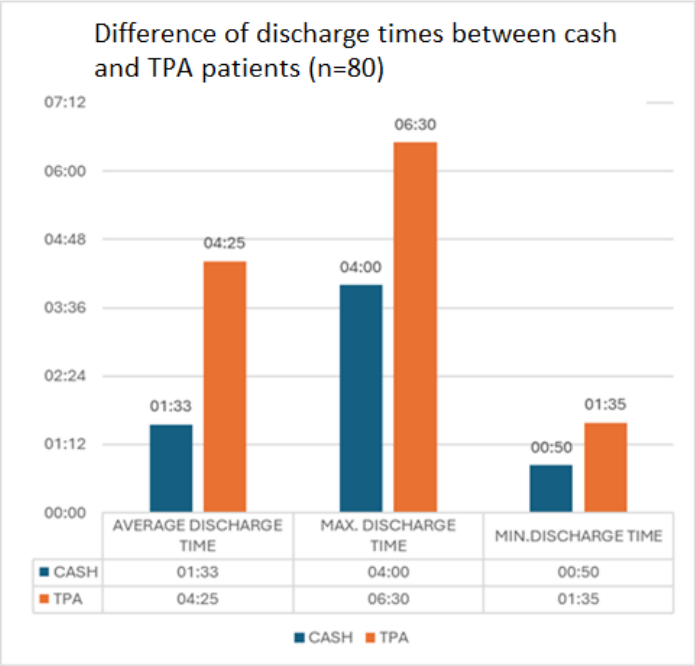
Moreover, there was a marked decrease in 30-day readmission rates, indicating enhanced discharge planning and patient education efforts that effectively mitigate post-discharge complications and improve continuity of care

The average discharge time for cash-payment patients was 1 hour and 33 minutes, compared to the TPA patients, it was 4 hours and 25 minutes.

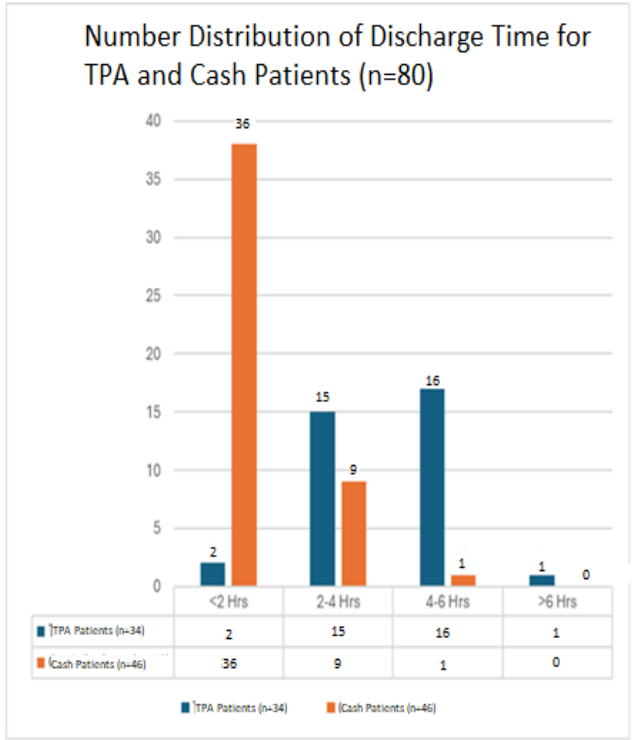
The specific delay points during the process, includes preparation of discharge summaries, return of unused medicines, and obtaining clearance from pharmacy, billing and getting approval from TPA.

The most significant delay was observed in the bill settlement and approval process, with TPA patients spending an average of approx, 4 hours compared to around 1 hr for cash-payment patients.

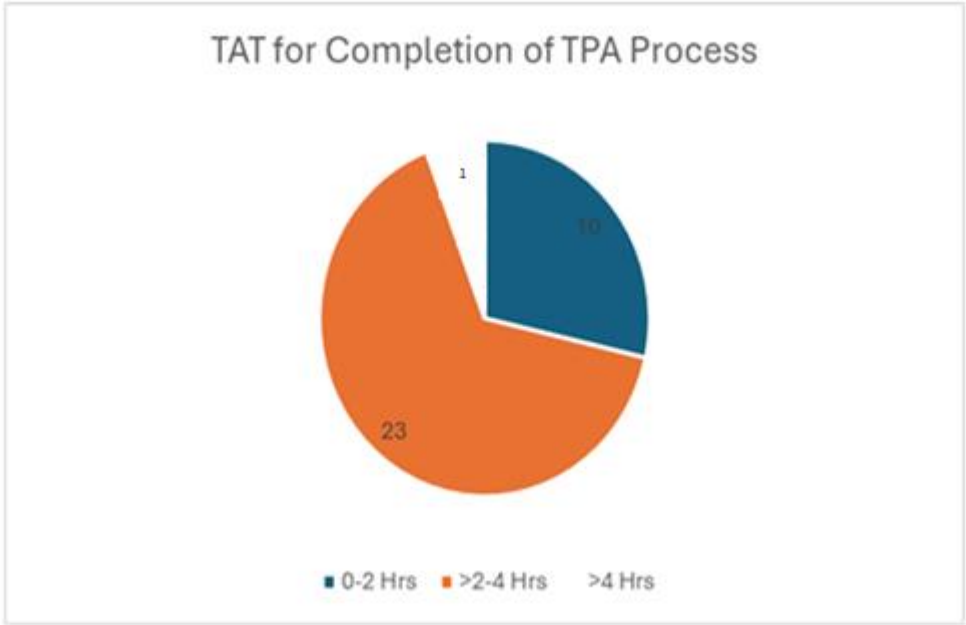
Results of Findings



Cash payment patients had an average discharge time of 1 hour and 33 minutes, with a range from 50 minutes to 4 hours. If we compare it with TPA patients experienced a much longer waiting discharge time of 4 hours and 25 minutes, with a range from 1 hour and 35 minutes to 6 hours and 30 minutes.



This comparison shows that TPA patients tend to have longer treatment durations, which required almost 4 hours. If we compare with the Cash patients predominantly have shorter treatment time, with most of patient being treated in less than 2 hours



The efficiency of TPA processes varies notably. A relatively small proportion (28.6%) of TPA processes are completed efficiently within 2 hours, indicating that only a minority of patients receive quick treatment. Most TPA processes (65.7%) fall within the 2 to 4-hour range

Delay’s in Discharge Process

1

Preparation of Discharge Summaries

Additional documents requirements like adding medications, after rounds can lead to minor delays in preparing discharge summaries for TPA patients.

2

Returning Unused Medicines to the Pharmacy

Due to shortage of GDA staff, I have seen delay in returning unused medicines to the pharmacies that leads to the delay process of the patients and the pharmacy must ensure all the returned drugs are documented.

3

Departmental Clearances

Clearances from various departments, such as billing, pharmacies and TPA, can be delayed due to inefficiencies in inter-departmental communication and co-ordination.

4

Bill Preparation and Approval

The preparation and approval of the bill, especially for TPA patients, is a time-consuming process because it needs to get verified against policy coverage, and multiple levels of approval.

5

Documentation and Verification Processes

Extensive documentation and verification processes for insurance claims are a significant contributor to delays for TPA patients and there discharge process.

Recommendations

Hospital administrators can enhance discharge processes by implementing evidence-based strategies tailored to improve operational efficiency and patient outcomes. Firstly, it is crucial to establish standardized discharge protocols that outline clear procedures for discharge planning, medication reconciliation, and patient education

Secondly, investing in health information technology (HIT), such as electronic health records (EHRs) and discharge planning software, can streamline communication among healthcare teams, facilitate real-time updates on patient progress, and automate documentation processes

Thirdly, enhancing staff training programs focused on communication skills, patient engagement techniques, and discharge planning strategies is essential to ensure consistent delivery of high-quality care

Conclusion

- The study on optimizing discharge processes in multispecialty hospitals yielded several key findings that underscored significant improvements in both operational efficiency and patient care outcomes.
- Quantitative analysis revealed a notable reduction in average discharge times following the implementation of streamlined discharge protocols and enhanced staff training initiatives
- This reduction not only reflects improved workflow management but also contributes to cost savings and resource optimization within healthcare settings

Thank You