

Synopsis for Dissertation Submitted



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Master of Business Administration (MBA)
in
Hospital and Health Management

By

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Synopsis Topic : A Study on Turn around time of Discharge process for cash and insurance patient

Introduction:

The Discharge process in hospital is a critical aspect of patient care, influencing hospital efficiency and patient satisfaction. This study investigates the impact of different payment methods specifically cash payments and insurance coverage on the turnaround time of discharge process. understanding these dynamics is essential for improving hospital operations and patient flow management

Research Question:

How do different payment methods (cash vs. insurance) affect the turnaround time of the discharge process in a hospital setting?

Objectives:

- To study the process of discharge at Fortis memorial research institute hospital.
- To identify factors contributing to difference in discharge time across these payment categories
- To compare the discharge turnaround times between cash paying patients and those covered by insurance.

Hypothesis:

Null Hypothesis (H0): There is no significant association between administrative delays and prolonged discharge times in the hospital setting. Alternative Hypothesis (H1): Administrative delays significantly contribute to prolonged discharge times in the hospital setting.

Material and Methods:

- **Study Design:** Observational study

- **Setting:** Fortis memorial research institute Hospital, located in [Gurugram, India].
- **Study Population:**
 - **Inclusion Criteria:** Patients discharged from Fortis memorial research institute Hospital during the study period.
 - **Exclusion Criteria:** Patients transferred to other facilities or deceased during hospitalization.
- **Study Tools:** Observation checklists, and Discharges tracked through HMIS
- **Duration of Study:** From 15 April 2024 to 15 June 2024.
- **Sample Size:** Approximately 80 discharged patients.
- **Sampling Technique:** Convenience sampling.
- **Data Collection Procedure:** Data will be collected by reviewing of discharge records
- **Operational Definitions:** Delays in discharge defined as any extension beyond medically cleared timeframes due to administrative, , or patient-related factors.
- **Data Analysis Plan: Using fishbone analysis**
- Fishbone analysis also known as ishikawa or cause and effect- analysis ,is a tool used to identify potential causes of a specific problem or outcome .this method will be applied to analyze the factors affecting the discharge turnaround time for cash and insurance patients.

8. Ethical Considerations:

- Measures will be taken to ensure that patients data security, privacy, and confidentiality in accordance with hospital policies and ethical guidelines will be maintained.

9. Implications of Research:

- This research aims to provide insights into improving discharge processes, thereby enhancing patient satisfaction, optimizing hospital resources, and potentially reducing healthcare costs.
- Findings will inform hospital administrators about areas needing improvement in discharge protocols.

10. References:

- [//www.ncbi.nlm.nih.gov/pmc/articles/PMC927860](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC927860)
- **Impact of patients' healthcare payment methods on hospital discharge process: evidence from India - PubMed (nih.gov)**
- <https://www.nabh.co/images/Standards/1.3205th9620Edition%20Haspita195205d9620>