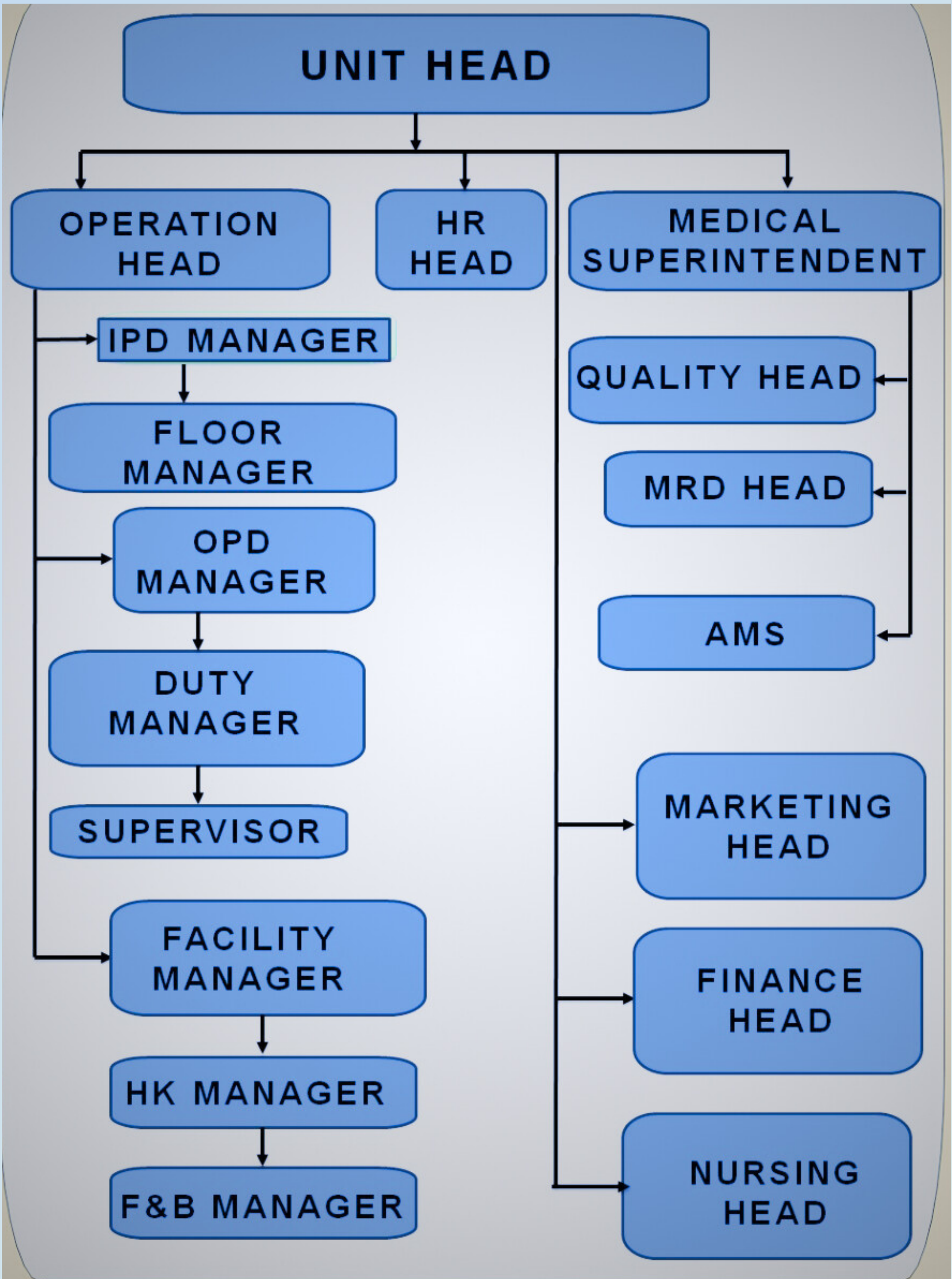
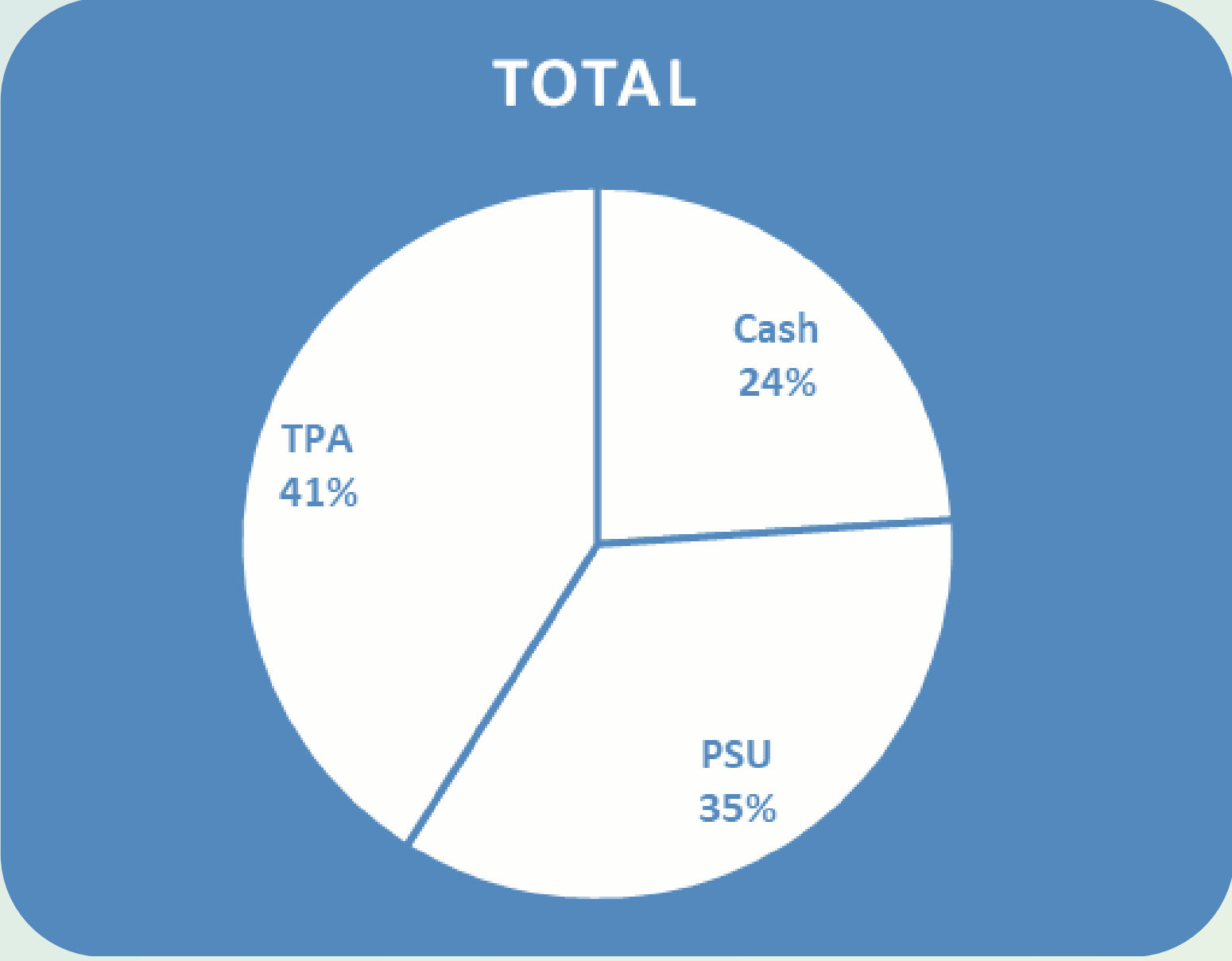
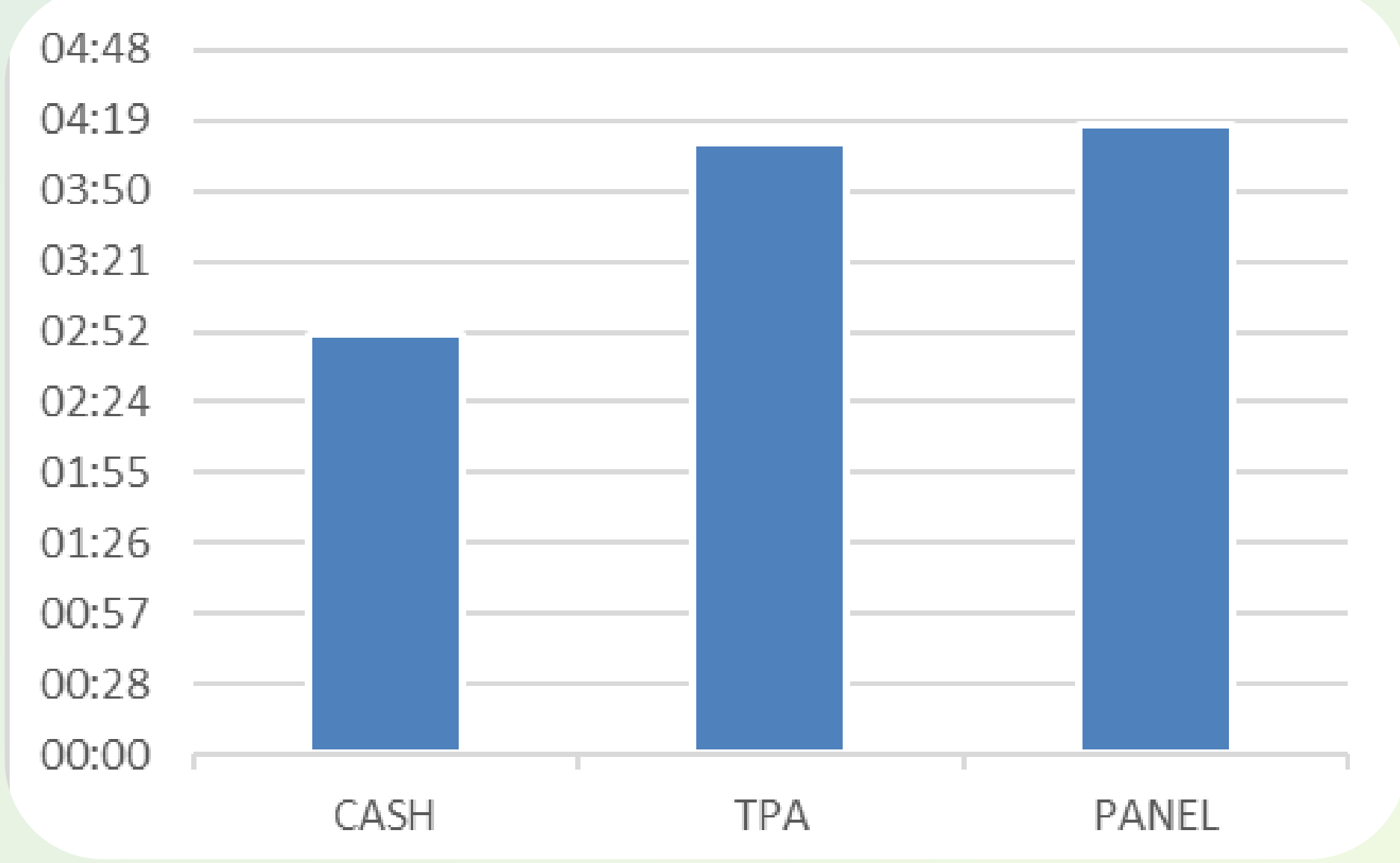


IIMR UNIVERSITY		A STUDY ON <u>TURN AROUND TIME FOR DISCHARGE</u> AT MAX HOSPITAL, SHALIMAR BAGH, NEW DELHI.		MAX Healthcare
University Mentor Dr. Jagjeet Prasad Singh		Presented By- Shobhit Adhikari, MBA HM 28 Roll No. 1836		Organization Mentor Dr. Gurpreet Kaur
ORGANIZATION HISTORY AND DESCRIPTION The Shalimar Bagh branch of Max Super Specialty Hospital, established in 2011, has received prestigious accreditations, including the First Global Green OT accreditation, as well as recognition from NABH and NABL. Originally a 250-bed facility, it has now expanded to 402 beds. The hospital offers comprehensive medical services across various specialties, including Cardiology, Oncology, Neurosciences, Nephrology, Bariatric Surgery, Orthopaedics, Kidney Transplant, and Urology.				
MISSION To provide advanced, affordable medical services meeting global standards in India, with a patient-centric focus ensuring unmatched quality and excellence in healthcare outcomes.		VISION To be the most regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care supported by the latest technology and cutting-edge research.		
ORGANISATIONAL STRUCTURE 		OBJECTIVE - Study the process of discharge in the hospital. - Calculate discharge TAT of different category of patient. - Study the factors leading to delay in the process.		Experienced doctors. Staff sufficiency Structured hospital policies. Robotic treatment. S Inter-department miscoordination Communication gaps. Employee turnover. W Patient dissatisfaction. Hesitant staff mindset. Competition. Shortage of logistics. T Expansion Possibilities. Staff training programmes and development. Collaborative partnership. O
		METHODOLOGY - Study- Observational Study - Time period- 1 Month - Number of patients – 121 - Inclusion Criteria- IPD patients of Tower 1 - Exclusion Criteria- Day Care Patients and Tower 2 patients.		USEFULNESS - Exposure of various department in the hospital and their interdependency. - Teamwork Skills and work experience. - Soft Skills - Data analysis and management skills.
				CHALLENGES - Communication gap within the staff. - Misuse of allocated resources by employees. - Miscoordination with other departments.
THEORETICAL UNDERSTANDING - Theoretical concepts of essentials in hospital. - Hospital codes. - Documentation of file. - Structured coursework on fundamentals.	PRACTICAL EXPOSURTE - Real world hospital operations. - Addressing miscommunication and staff issues. - Collaborated with managers to solve problems.	DISTRIBUTION OF PATIENTS IN DIFFERENT CATEGORIES 		TURN AROUND TIME FOR DISCHARGE OF DIFFERENT CATEGORIES OF PATIENTS 
DISCHARGE PROCESS - Discharge intimation by doctor. - Indentations by nursing staff - Nursing clearance - Pharmacy clearance - IP billing: Bill prepared - Bill freeze - Bill settlement & discharge slip given - Discharge summary, medications, precautions explained - Patient vacates the room		LEARNINGS - About working cultures of organization. - Gained hands-on experience in various hospital departments including OPD, ER,TPA, IPD, and call center. - Understanding workflow dynamics in hospital department. - Importance of data-driven decision making. - Practical exposure. - Communication Skills.		SUGGESTIONS - Nurses should keep a checklist of patients to be discharged and start with the nursing clearance immediately after the doctor's approval to avoid delays. - Discharge summary needs to be finalized one day before the day of discharge. - Avoid in-patient rounds during OPD hours unless there's an emergency. - Clear and separate sign boards for both the towers