

SUMMER INTERNSHIP PROGRAME

IIHMR UNIVERSITY JAIPUR

SUBMITTED BY: SALONI DHAKA

STUDY ON PROCESS MAPPING AND TAT OF DISCHARGE AT MAX HOSPITAL
ORGANISATION: MAX SUPER SPECIALITY HOSPITAL

IIHMR UNIVERSITY



BRIEF HISTORY

The Shalimar Bagh branch of Max Super Specialty hospital was founded in 2011 and the center was honored with the First Global Green OT accreditation besides being accredited by NABH as well as NABL concerning its super-specialty facility. Earlier 250, now is a 402 bedded hospital offering services across all major medical disciplines including Cardiology, Oncology, Neurosciences, Nephrology, Bariatric Surgery, Orthopaedics, Kidney Transplant, and Urology.

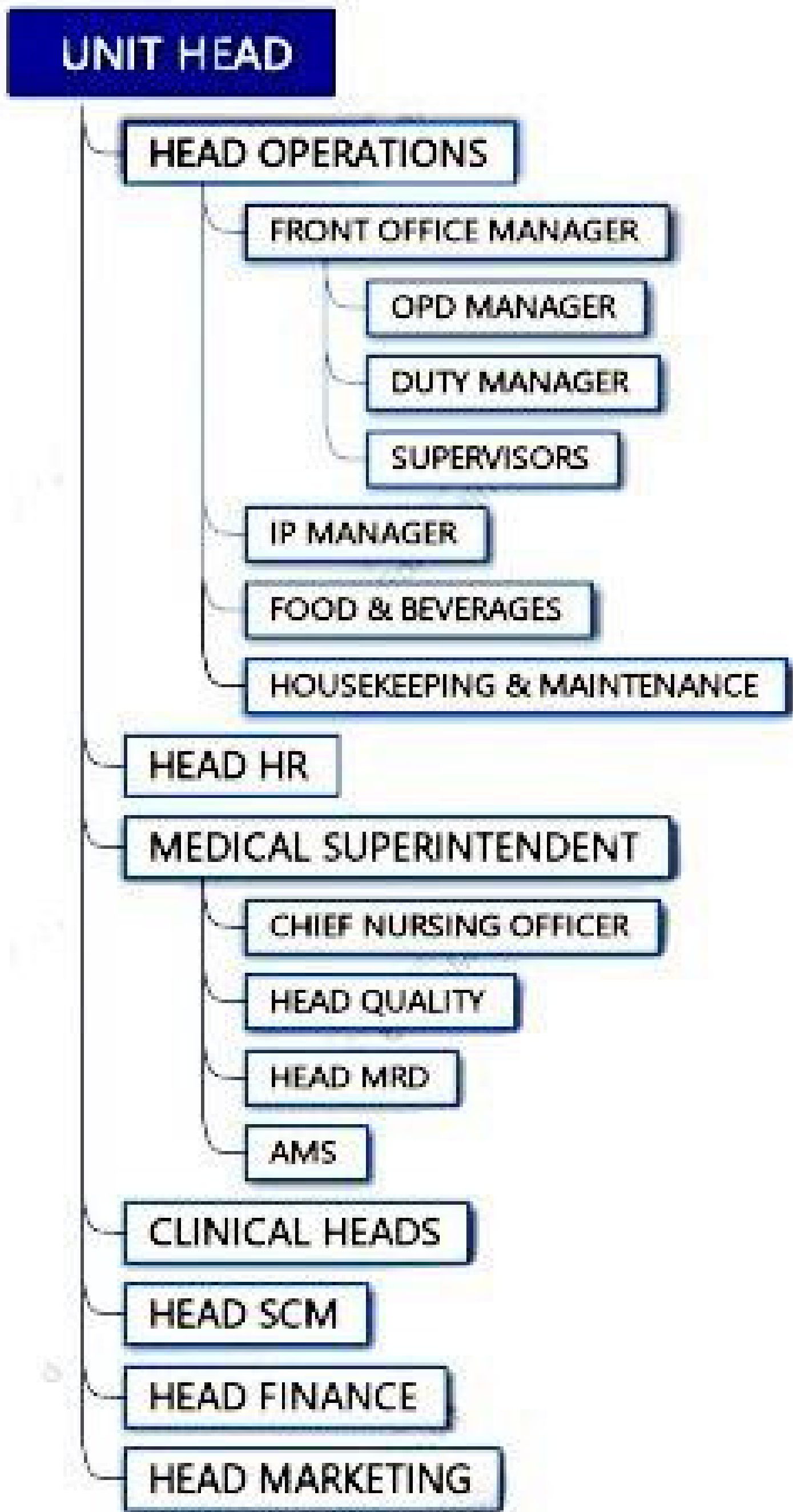
MISSION

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.

METHODOLOGY

- Time period- 1 Month (June 2024)
- Study- Observational Study
- Number of patients – 117
- INCLUSION CRITERIA- IPD patients of tower 1
- EXCLUSION CRITERIA- Day Care Patients and tower 2 patients.

DISCHARGE PROCESS

- Discharge intimation by doctor
- Indentations by nursing staff
- Nursing clearance
- Pharmacy clearance
- IP billing: Bill prepared
- Final summary is signed by the doctor
- Bill settlement & discharge slip given
- Discharge summary, medications, precautions explained
- Patient vacates the room

CHALLENGES

- Communication with the staff.
- Coordinating with other departments.

USEFULLNESS

- Exposure of various department in a hospital and their interdependency.
- Teamwork Skills and work experience.
- Networking with experienced people.
- Data analysis and management skills.

THEORETICAL

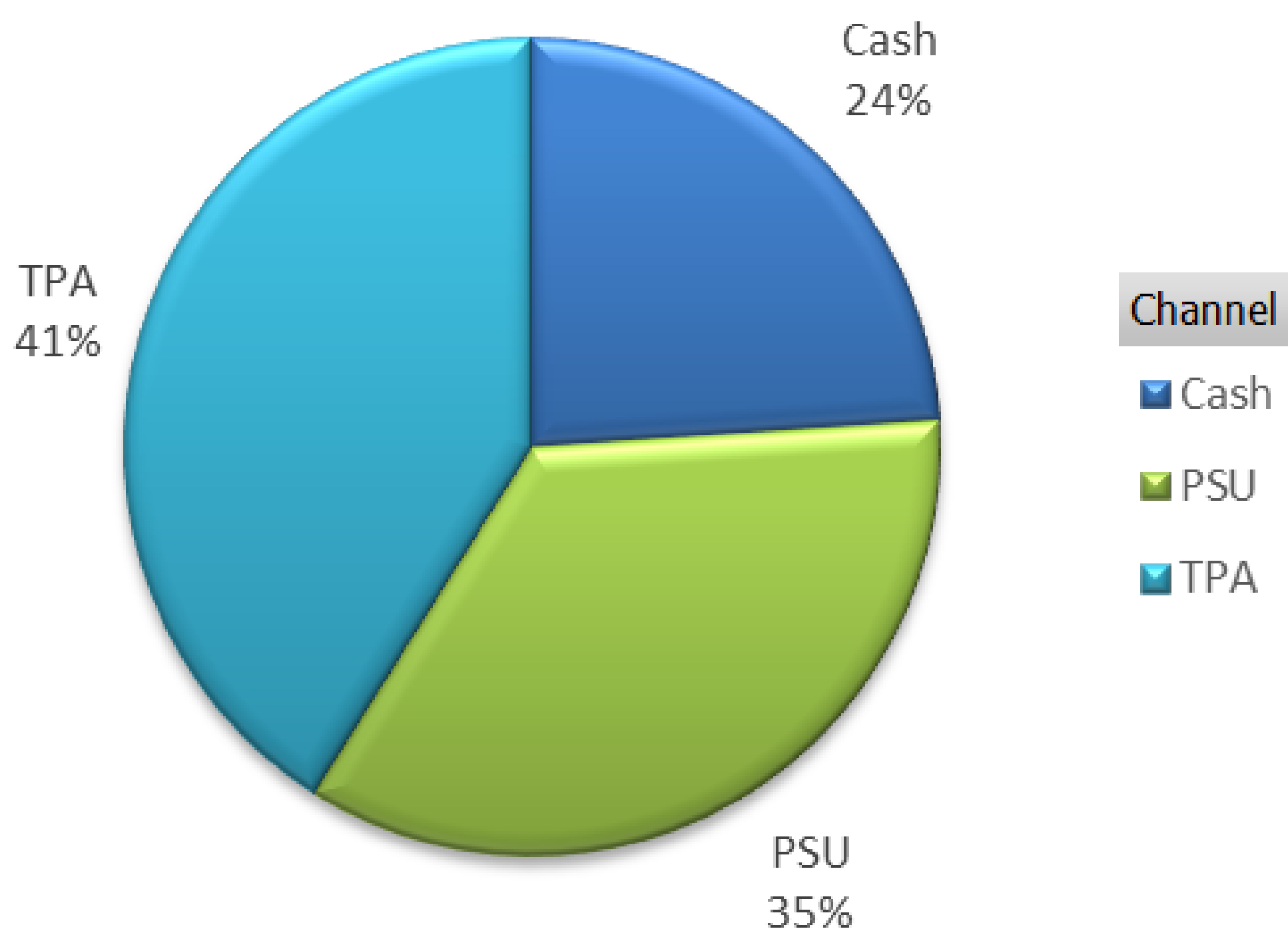
- Theoretical concepts of essentials in hospital.
- Hospital codes.
- Documentation of file.
- Structured coursework on fundamentals.

PRACTICAL

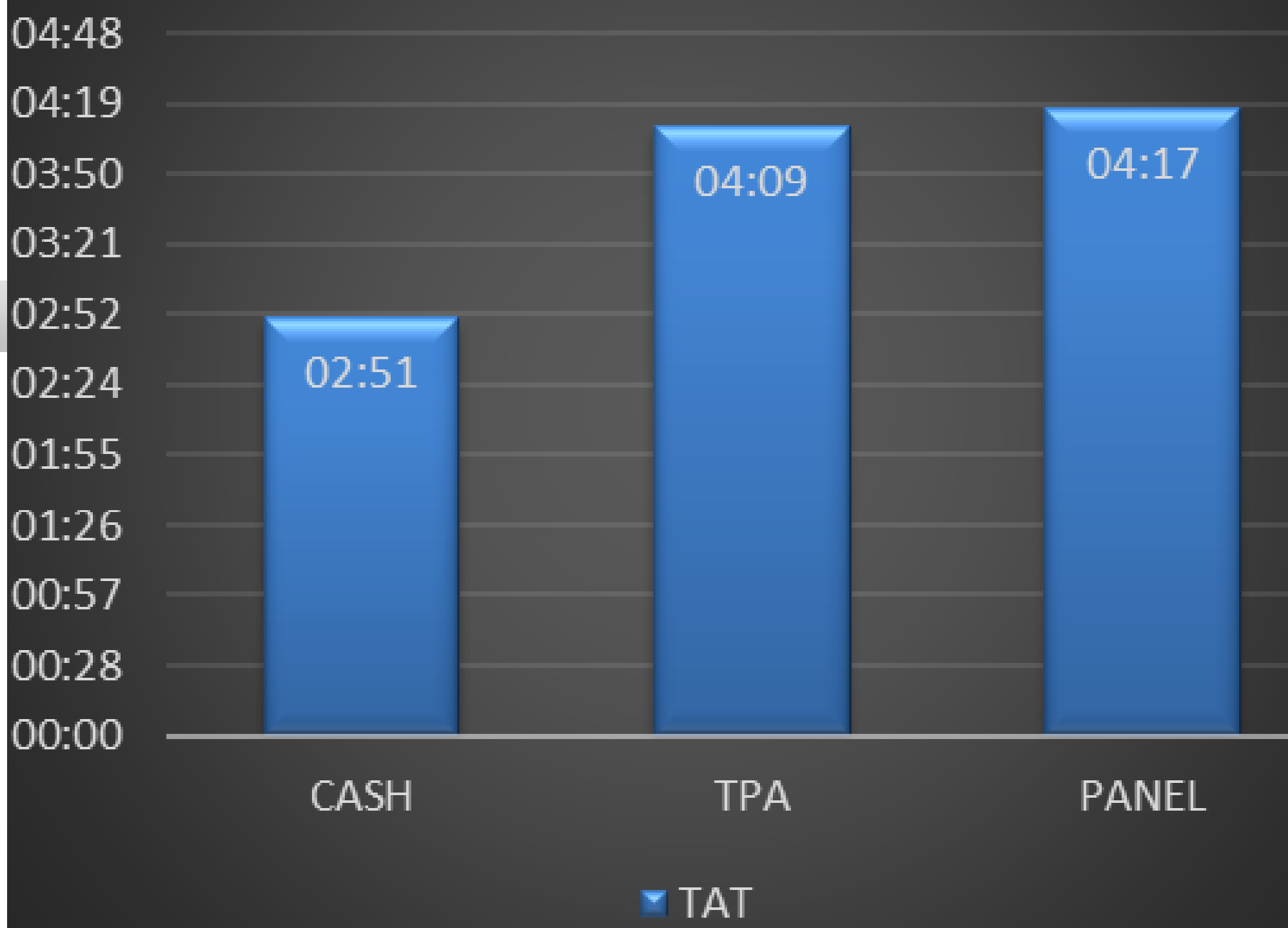
- Real world hospital operations.
- Addressing miscommunication and staff issues.
- Collaborated to solve problems.



NUMBER OF PATIENT



TAT



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

- Separate porter system for tower 1 and tower 2.
- 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 sign boards for Tower 2.