

UNVEILING HEALTHCARE PROVIDERS'S CHALLENGES IN DISCHARGE PROCESS: A STAKEHOLDER ANALYSIS IN FMRI, GURGAON

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ABOUT FMRI

Fortis Memorial Research Institute (FMRI) is a 311-bed multisuper-speciality, quaternary care hospital with advanced Centers of Excellence in Robotic Surgery, Oncology, Cardiology, and more. It boasts a team of reputed clinicians, super-specialists, and specialty nurses, supported by cutting-edge technology. The hospital specializes in areas including Gastroenterology, Neurology, Orthopedics, and Pediatric.

OUR VISION

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

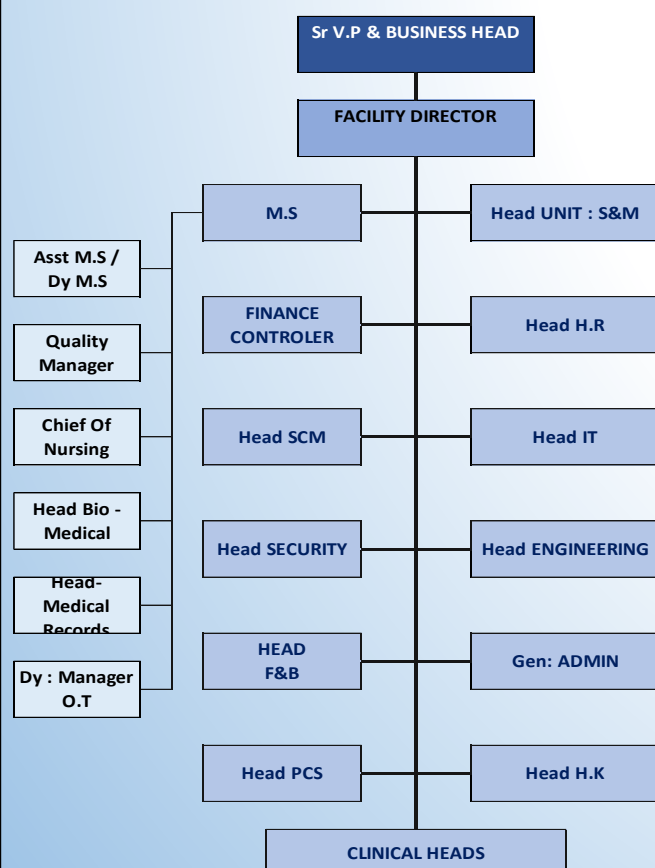
OUR MISSION

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

METHODOLOGY & SAMPLE

Study Design: Descriptive Cross-sectional study. From **7th May till 20th June** with Convenience Sampling Technique.

ORGANIZATION STRUCTURE



USEFULLNESS OF INTERNSHIP

- Gained hands-on experience in the operations and quality management of a hospital, bridging the gap between theoretical knowledge and real-world application.
- Building a network of professional contacts, including mentors, colleagues, and senior staff, which will be valuable for future career opportunities and professional growth.

OBJECTIVES

The ultimate objective is to promote a culture of continuous improvement, where stakeholders work collaboratively to improve the efficiency, effectiveness, and quality of the discharge process.

Discharge Process flow & TAT



THEORY

- Planning and road map is important before execution.
- Theory knowledge of various functions & work is very crucial.
- Roles and responsibilities vary and should be understood.

PRACTICAL

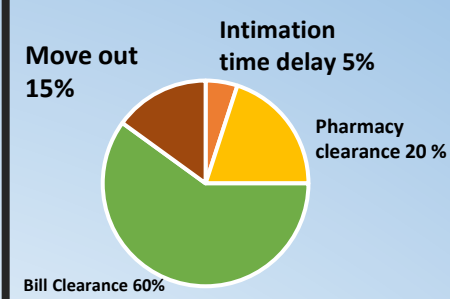
- Planning differs during implementation due to practical experience outside of the text book.
- Practical exposure supported by knowledge but the roles & responsibilities change according to the diversity of work.

CHALLENGES FACED

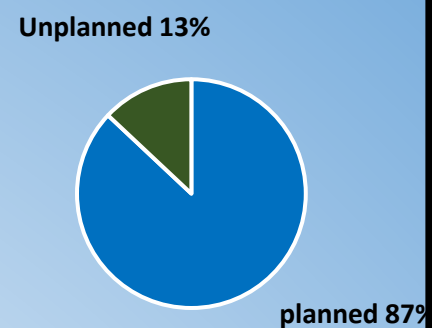
- Facilitating effective communication and inter-department coordination to maintain operational efficiency.
- Conducting thorough and accurate audits for crash cart, doctor's and nurse's rounds, bed fall, bed sore, hand-hygiene and initial assessment.
- Balancing multiple responsibilities, including presentations and audits, within tight deadlines.



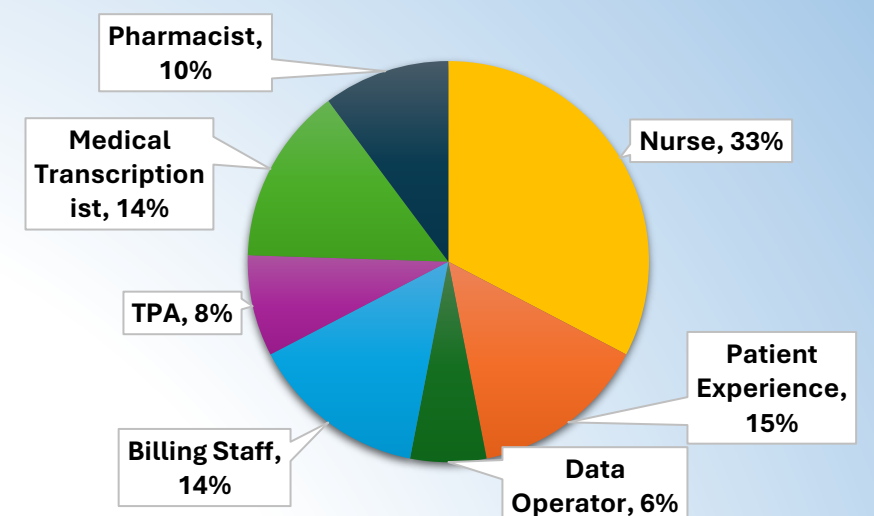
% Reason of Delay



Planned & Unplanned Cases



Stakeholder's role in discharge process



STRENGTH

- Multiple Super-Speciality diagnostics and treatments.
- Fast admissions and discharge process
- Advanced hospital information system

WEAKNESS

- 320 beds can't facilitate heavy patient flow for admission
- Slow TPA and Discharge summary process.

OPPORTUNITY

- Potential for expanding services and specialties
- Technological advancements & further improvement in hospital information system.

THREATS

- Competition with higher capacity hospitals.
- Losing patients due to delay in bed clearance.

LEARNINGS DURING THE INTERNSHIP

- Developing the ability to quickly identify problems and implement effective solutions in a dynamic healthcare environment.
- Understood healthcare regulations, ensuring compliance with legal and ethical standards in hospital operations.

SUGGESTIONS

- Dedicated team & training for discharge
- Improvement in HIS system
- Increase patient education
- Improve planned discharge.

