



CARE
HOSPITALS

Ganga Care Hospital

LIHMR UNIVERSITY

DISCHARGE PROCESS IN HOSPITAL PRESENTED BY – DIVYA PARAG BHANDARKAR MBA 1ST YEAR (HM)

ABOUT HOSPITAL

Care Hospitals Nagpur, is one of the best hospital in Nagpur, Maharashtra. The hospital was established on 19th November 2006 with an aim of providing the best medical facilities to the citizens of the state. Ganga Care Hospital is Multi Super Specialty facility including 105 beds dedicated to critical care and 4 dedicated operation theatres, offering seamlessly integrated health care service to patients and became the youngest in India to achieve the prestigious NABH accreditations.

VISION

To be a trusted, people-centric integrated healthcare system as a model for global healthcare.

MISSION & VALUES

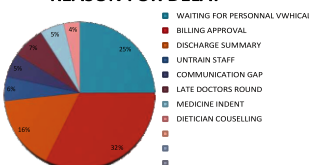
To provide the best and cost-effective care, accessible to every patient through integrated clinical practice, education and research.

Values: Transparency, Teamwork, Empathy & compassion, Excellence, Education, Equity, Mutual trust and respect

USEFULNESS OF INTERNSHIP

- It helped me in understanding how the hospital as a system works.
- It helped me gain knowledge about the functioning of the various departments of the hospital.
- It helped me to put my theoretical knowledge into practice. It helped me to understand the importance of audits in improvement of quality of services

REASON FOR DELAY



ANALYSIS DATA

- A total of 60 samples were taken for the study during the period of study 25-05-2024 to 8-06-2024. During the period of study there was a total of 260 discharges in out of which 60 were taken for the study
- Out of the 60 samples 43 were Planned discharges and 17 were unplanned discharges
- Oncology and nephrology department had the highest recorded number of cases with 24 out of the samples
- The average consultation time was 9:30 am even in case of planned discharges
- TAT - discharge confirmation to claim approval was calculated it was observed that it took on an average of **5 hours 25 minutes**
- Most of the patients got discharged post 4pm even in case of planned or unplanned discharges
- There was not much of a difference in between the time taken in planned and unplanned discharges

OBJECTIVE

- To study the process of discharge of patients from hospital
- To study the factors involved in the process of discharge
- To find out the factors leading to delay of discharge
- To study the role and responsibilities involved in the hospital during the discharge process

METHODOLOGY:-

The study was based on the observations made of the discharge processes and gathering the feedback from patients the sample size was 60 patients for the period two WEEK for making recommendations, several guidelines were referred.

STRENGTHS

- Making the well-planned schedule and sticking to it.
- Ability to handle large number of workers.
- Being able to form a picture of the project in your mind in order to work efficiently.
- Being able to manage the supply and workforce efficiently.

OPPORTUNITIES

- Technological advancement in healthcare sector.
- Adequate research facilities.
- Academic growth
- Covering international market

WEAKNESSES

Lack of EMR and Digitalization in consultants, Long OPD wait times

THREATS

Seasonal variation affects the potential patient volume Hospital has comply with highway authority rules & regulations

LEARNING

- The communication skill also became better after working in the HOSPITAL
- Nothing down complaints from the patients was part of the everyday routine. Coordinate with each HOD regarding patient complaints, ensure the issue has been sort
- Learned how to manage and clarify issues in various processes in hospitals like Admission and Discharges
- Learned about importance of file auditing and Medico legal cases.
- Learned how to analyze the data regarding the discharge of patient.
- During my project learned the importance of timely discharge and patient satisfaction.

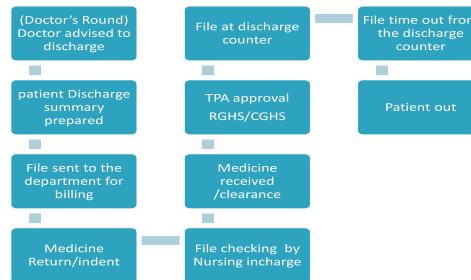
SUGGESTION

- Establishing a specialized group to handle the "discharge of IPD patients working closely or from the same point of assessment (or area)"
- Increased teamwork is necessary to decrease the frequency of discharge delays.
- Appropriate training to ensure that the nursing staff is proficient in using the system.
- The doctors should arrive on schedule.
- The billing process has to start much earlier.
- Effectively manage the inventory of beds
- Automate the process of discharging
- For Early discharge planning: A discharge summary should be ready for every scheduled discharge.

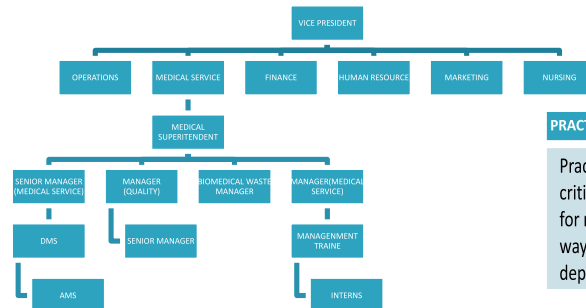
CHALLENGES

- It was difficult to keep track of so many things and to stick to a daily schedule.
- It was difficult to coordinate and collaborate with different departments, like finance and nursing.
- Juggling many priorities and tasks was difficult and called for excellent organizational abilities.
- Running behind the staff to get exact documents of discharge timing was a quite challenging task.

DISCHARGE PROCESS FLOW



ORGANISATION STRUCTURE



PRACTICAL EXPOSURE

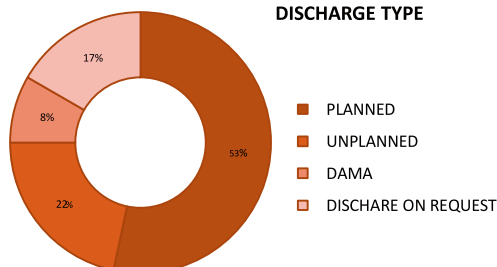
Practical knowledge helps us face the critical and complexity of the situation for real and deal it with your own ways which helps us understand the depth of the situation.

THEROTICAL KNOWLEDGE

Theoretical work is important to understand the fundamental concepts and have know-how about how something works and its mechanism.



DISCHARGE TYPE



Under the guidance of Mentor

Dr. Kunal Rawal

(University Mentor) &

Dr. Ashish Kindarle (Organization Mentor)