

SYNOPSIS

Title - A study on discharge process delays and bottleneck in Surat multispeciality

Introduction

In India, managing the discharge process in multispecialty hospitals is critical yet challenging due to various factors like consultant order times, RMO discharge preparations, and departmental clearances from labs and pharmacies. This complexity is compounded by the involvement of Third-Party Administrators (TPAs) for insurance claims and the cashless billing process. Delays in discharges not only affect patient satisfaction but also impede operational efficiency, bed turnover, and hospital revenue. This study examines the discharge process at a multispecialty hospital in Surat, using chart reviews of patients MRD reports to identify common stages of delay. By focusing on parameters such as consultant order times, discharge preparation times, and departmental clearance times, the research aims to pinpoint specific bottlenecks. The findings offer insights for hospital administrators and policymakers, suggesting targeted interventions to streamline discharge processes, improve patient care outcomes, and enhance overall operational efficiency in Indian hospitals.

Objective:

- To understand the average time taken for the entire discharge process for both self-payment patients and insurance patients
- To study the delay points in the discharge process

Methodology

- **Study Population:** Indoor patients discharged from a multispecialty hospital in Surat (1st March 2024 - 31st March 2024).
- **Sampling Method:** Purposive sampling.
- **Duration of Study:** Three months; data reviewed from 17th March 2024 to 17th June 2024.
- **Study Design:** Descriptive cross-sectional study.
- **Data Collection:** From the Medical Records Department (MRD) at the hospital.

Ethical Consideration:

Ethical considerations will be paramount throughout the research process. Confidentiality and anonymity of patient data will be strictly maintained, and all procedures will adhere to ethical guidelines and institutional regulations governing research involving human subjects.

Implication of Research:

The findings of this research are expected to have significant implications for hospital management and healthcare delivery. By identifying factors affecting discharge timeliness and proposing strategies for improvement, this study aims to contribute to patient care, improved operational efficiency, and overall quality improvement within the healthcare facility.

References:

- <https://www.jrfhha.com/doi/JRFHHA/pdf/10.5005/jp-journals-10035-1113>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6451602/>
- <http://182.74.47.252:8080/jspui/bitstream/123456789/1290/4/Dissertation%20Report-%20Amaan%20Hasan.pdf>