

SUMMER TRAINING PRESENTATION



JAIPUR

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PART - 1

Comparative Assessment of Discharge Procedure Based on NABH Guidelines

INTRODUCTION

NABH defines discharge as a process by which a patient is shifted out from the hospital with all concerned medical summaries ensuring stability. The discharge process in the hospital is one of the protracted procedures. Time taken in discharge procedure by various hospitals is an important indicator of quality of care and patient satisfaction.

A limit or any extent of which the patient is happy with the treatment or healthcare system is the patient satisfaction. It is an important indicator to measures the quality of healthcare.

If there is any delay in the procedure related to patient treatment protocol, they will feel uncomfortable, get angry, and also have effect in their health as well.

OBJECTIVE

1. To study the concept of the system of the discharge process of patients.
2. To compare the process with the NABH standard and evaluate it.
3. To recommend suitable suggestion for improving patient satisfaction.

METHODOLOGY

Study design

Study 1 - Type of study is observational

Study 2 - Cross-sectional descriptive

Study 3 - Observational type of

Period of study

Study 1 – 3 month

Study 2 – 1 month

Study 3 – May –June 2017

Sampling (N represent sample size)

Study 1 – N = 700

Study 2 – N = 300

Study 3 – N = 270

Data Collection

Study 1 – Qualitative and quantitative data

Study 2 – Quantitative data

Study 3 – Quantitative data

FINDINGS

Analysis of "qualitative" information (Study 1)

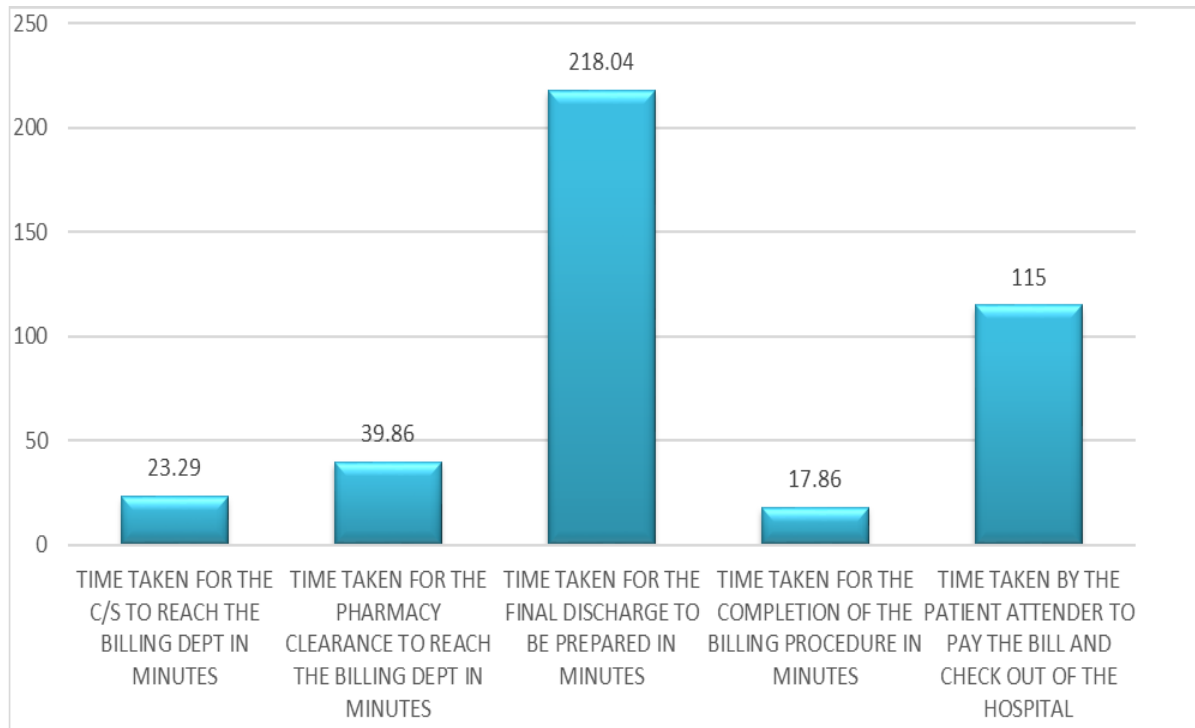


Figure 1: Time taken for various department for the patient with self-payment

Analysis of "qualitative" information (Study 1)

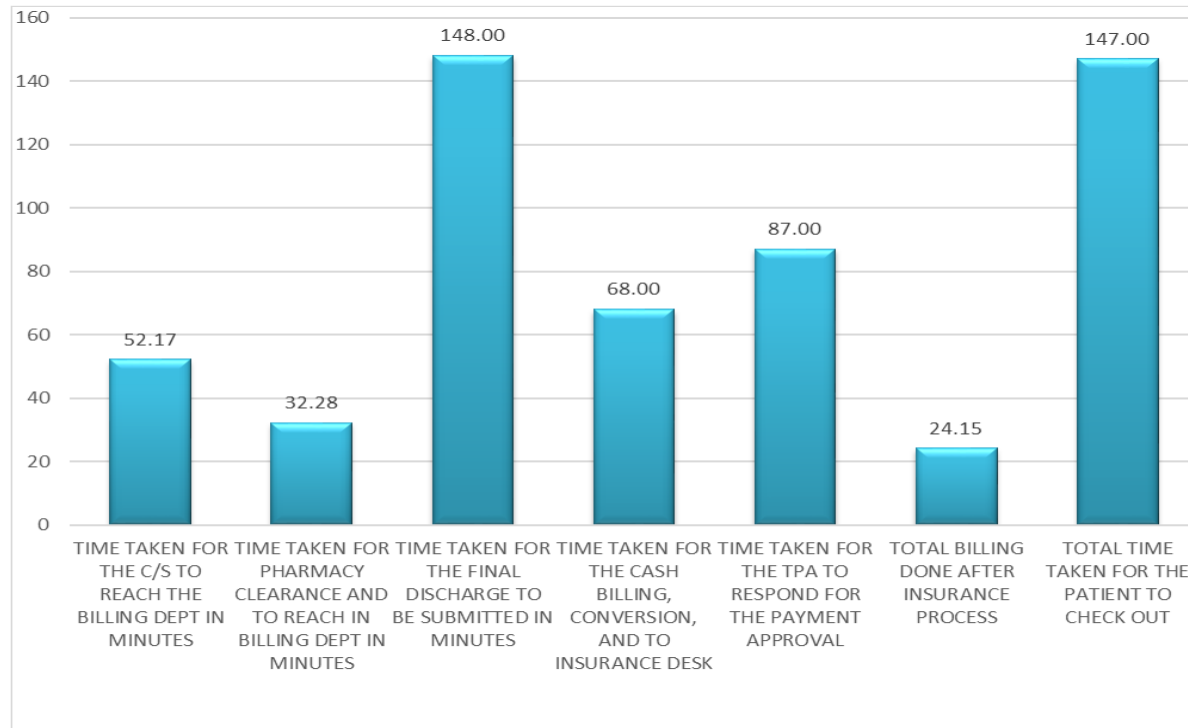


Figure 2: Time taken by the insured patient in the process of discharge process

Analysis of "quantitative" information (Study 2)

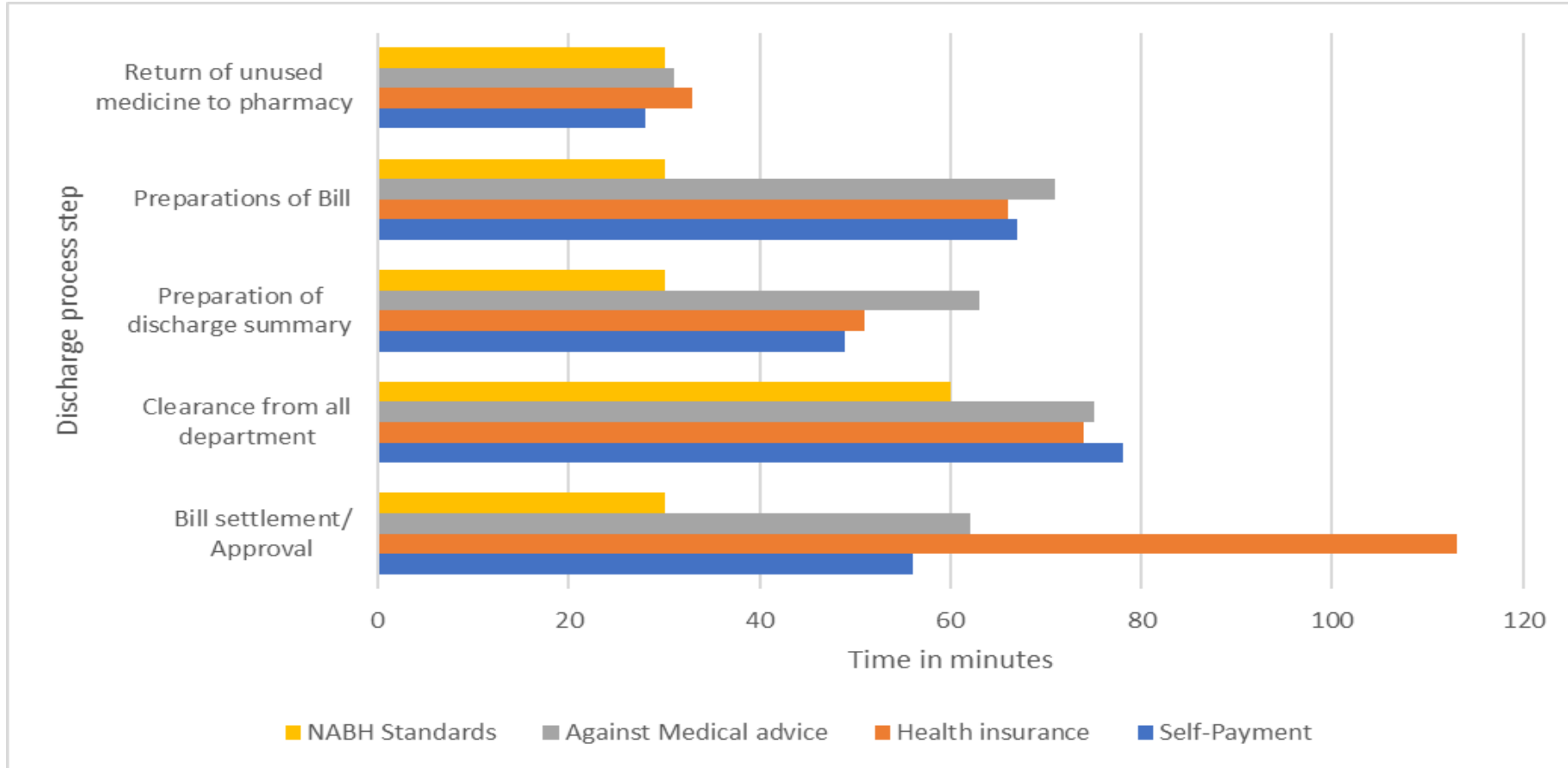


Figure 3: Showing time taken with 3 types of patients in the discharge process.

Analysis of "quantitative" information (Study 3)

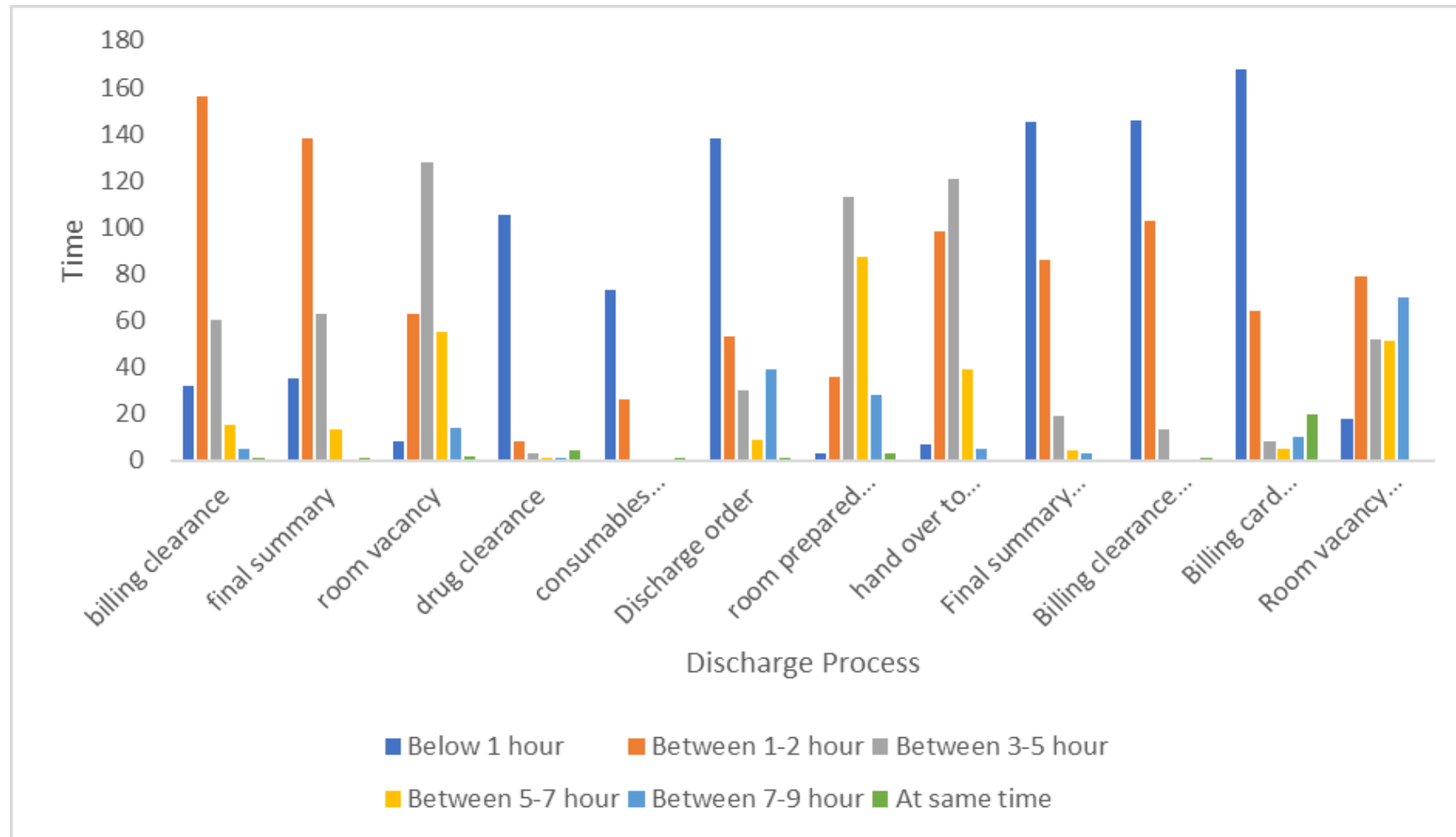


Figure 4: showing the time taken in the discharge process

DATA ANALYSIS

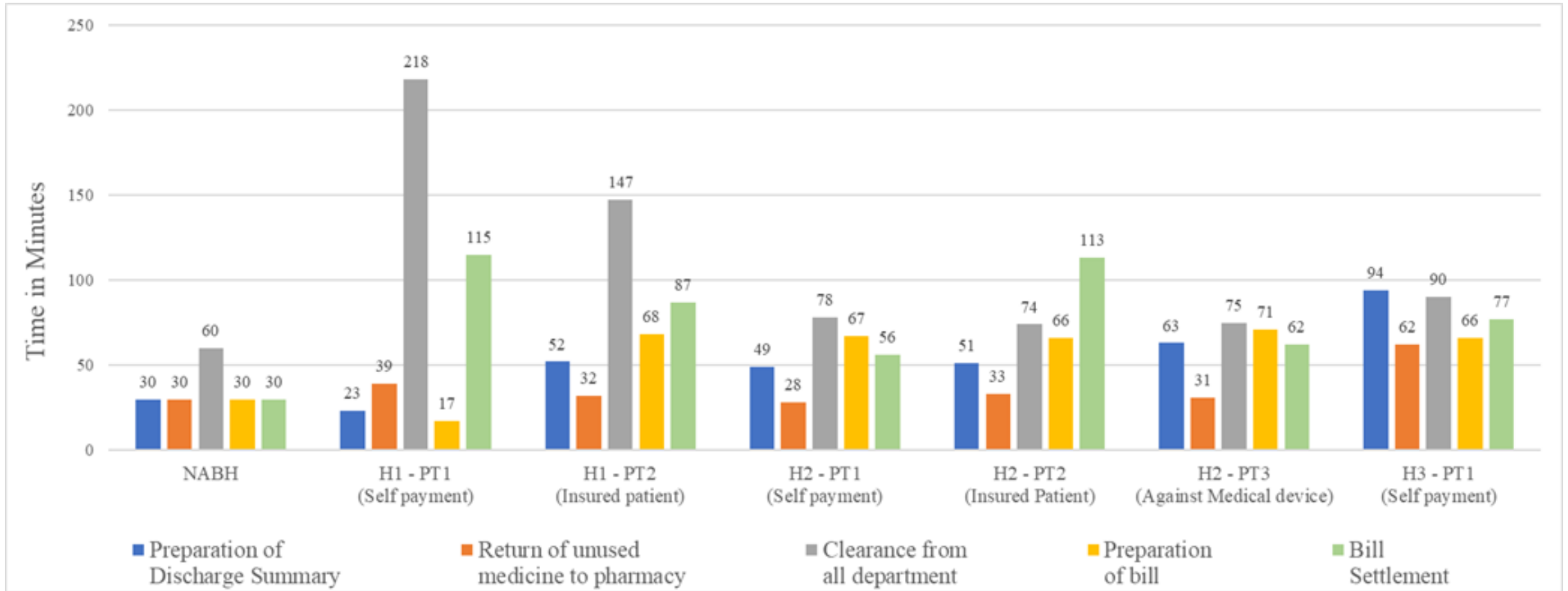


Figure 5: showing a comparison of all three studies with NABH Standard.

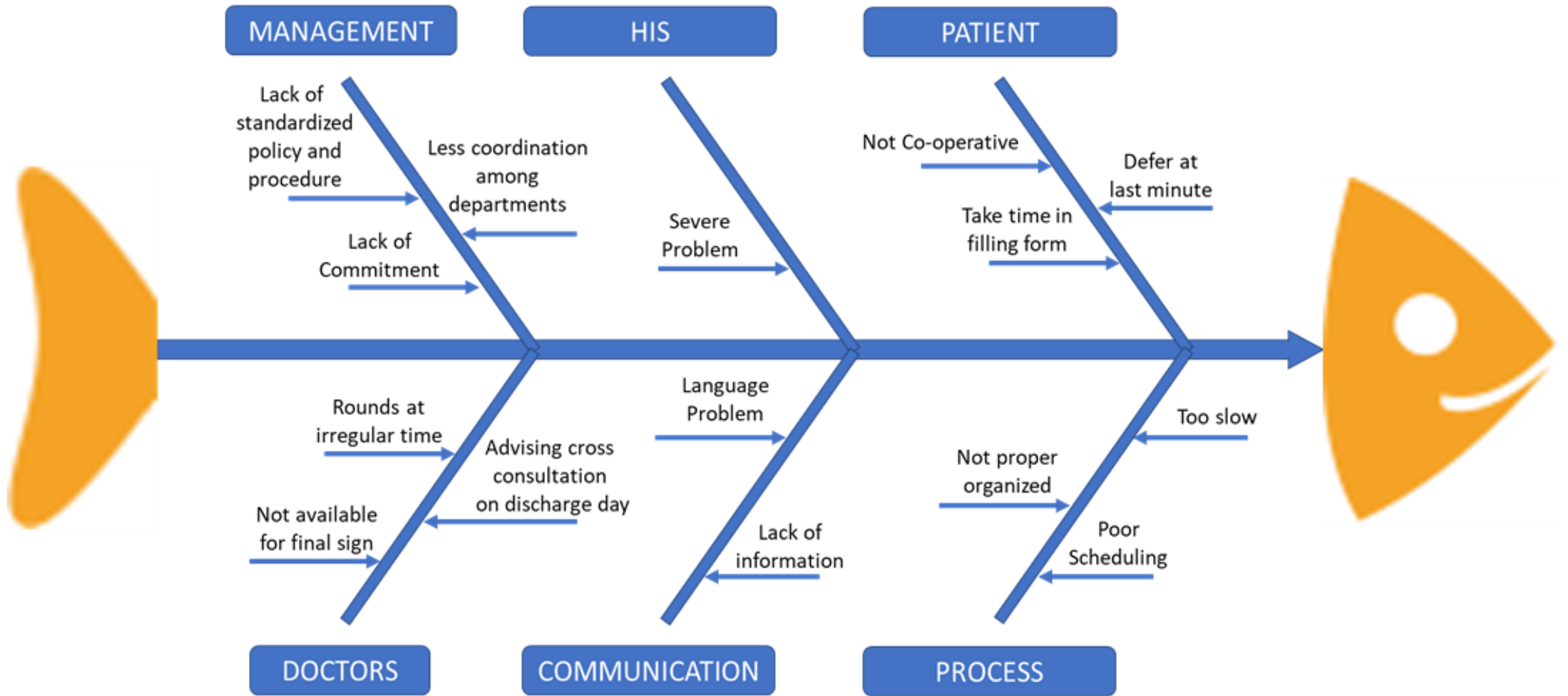


Figure 6 : Ishikawa diagram

Result and Discussion

- The studies intelligible give indication delay in all steps of the procedure of discharging especially in the Billing process, room preparation with a type of insured patient when compared to NABH standards.
- This is important to note for healthcare since a well monotonous with proper time in the process of discharging have a great role in reducing patient dissatisfaction and improve the hospital's future business.
- Delay in the process of discharging has also a direct effect on increasing the risk of hospital-acquired infection for patients. So, it is important to take a step forward for solving all these types of issues.
- As we know, the National Accreditation Board for Hospitals and Health Care Industry and Quality council of India has set a standard of 180 minutes for the completion of the process of discharging. Only by following NABH standards, we can achieve the goal of the hospital that is always a Patient satisfaction.

SUGGESTIONS AND RECOMMENDATION

1. All departments of the hospital should make a well-organized plan for the distribution of the staff-patient ratio.
2. All the members must be aware of NABH standards.
3. There should be enough strict environment for following the NABH standards.
4. All the healthcare should make an organized way plan for the training of all the health workers.
5. Should take patient feedback, their family member feedback and then go through the issue.
6. An administrator of the hospital themselves undergone with the time-motion study to understand, implement the procedure for further improvement.

PART - 2.1

**eHealth- More than just an Electronic
Record**

OBJECTIVE

For Society, Policy
maker

- To Increased quality of care
- Provide Transparency of treatment

For Patient

- Simplification of treatment
- Improve flexibility and access to medical knowledge

For Doctors

- Transparency of information
- Save time

METHODOLOGY

- Duration of Course - Course is of 16.5 Hours duration.
- Source of Course - Video from Udemy.
- Task - It contains various exercise file to do and quiz that should be passed to move for further section.
- Content - This course helps to learn eHealth, use of eHealth. And also share the experience of using this app in Australia.

INTRODUCTION

eHealth

e-health is an emerging field in the intersection of medical informatics, public health and business, referring to health services and information delivered or enhanced through the Internet and related technologies. In a broader sense, the term characterizes not only a technical development, but also a state-of-mind, a way of thinking, an attitude, and a commitment for networked, global thinking, to improve health care locally, regionally, and worldwide by using information and communication technology

10 e's in "e - health"

1. Efficiency
2. Enhancing quality of care
3. Evidence based
4. Empowerment of consumers and patients
5. Encouragement of a new relationship
6. Enabling information
7. Extending the scope of health care beyond its conventional boundaries
8. Ethics
9. Equity
10. Education

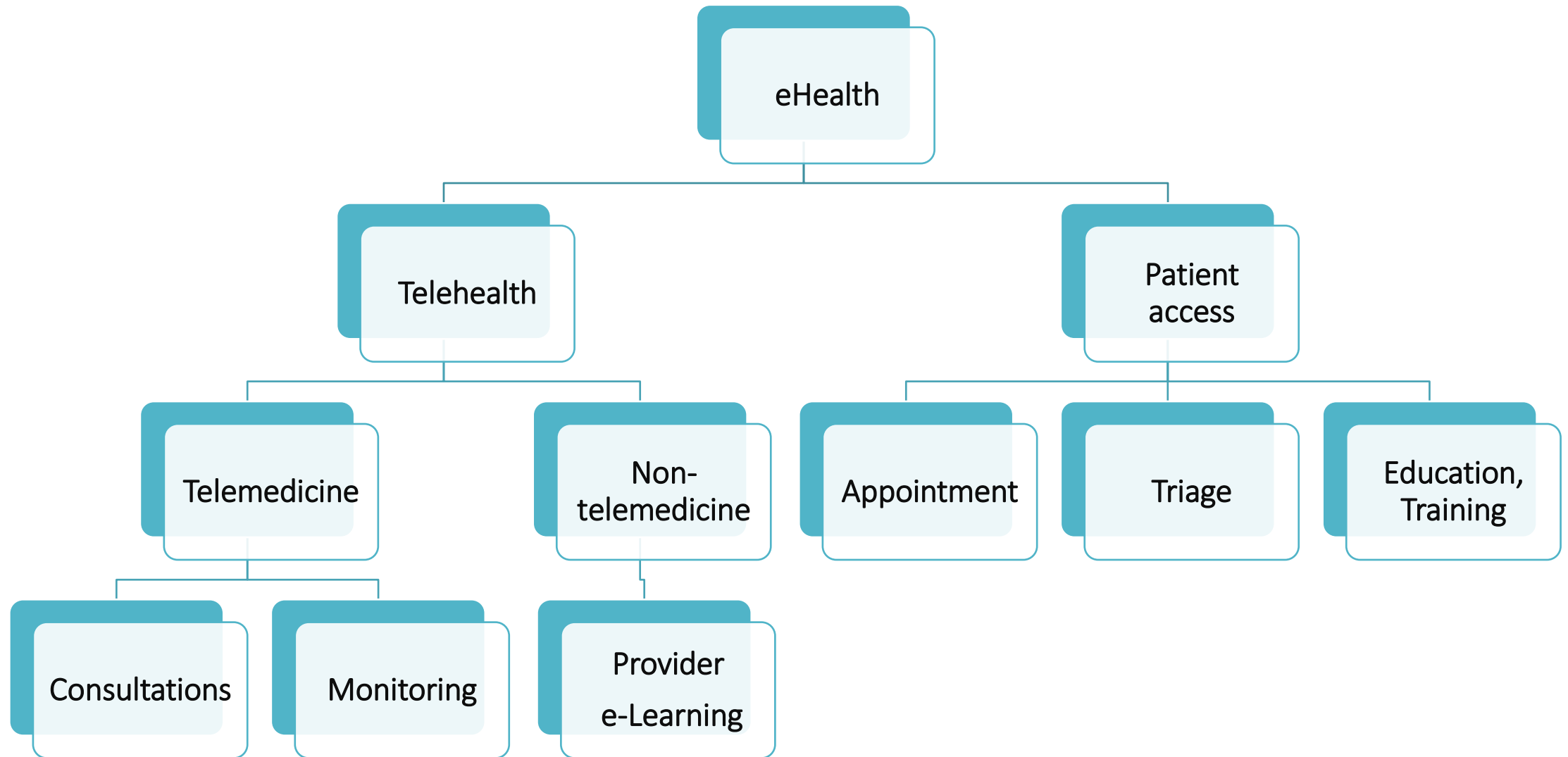
Why e - Health?

Direct access to the information related to health to the public through various call centres, query box through text.

Help in providing training to the professionals, give information about any new invention relate to health.

For the person with low skill, it helps in providing mobile diagnosis thermometer, heart or pulse rate, ultrasounds, fatal monitor.

e - Health classified as



e - Health includes

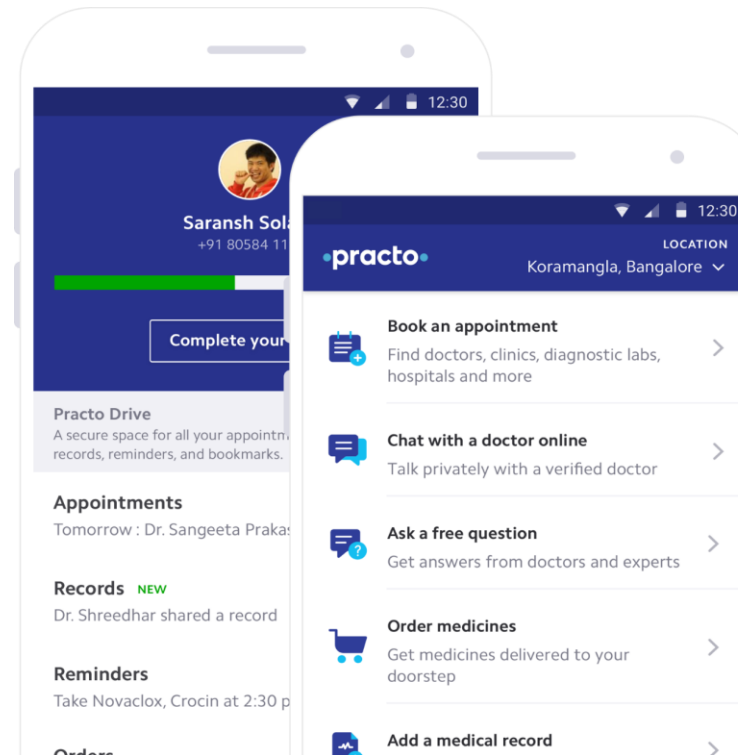
- Telemedicine
- Surgery – assisted by Robot
- Healthcare devices those are self-monitored
- Electronic health record
- Services provided information
- m-Health
- e-Pharmacies
- e-Learnings

Telemedicine, Surgery – assisted by Robot, m-Health, e-Pharmacies



Various apps of eHealth

- MedHarbour
- MediMetry
- Continuous care
- Practo
- NetMeds
- Portea
- MedGenome
- Lybrate
- Attune
- WelcomeCure
- 1mg
- **Aarogya setu** (app for COVID)



eHealth advantages

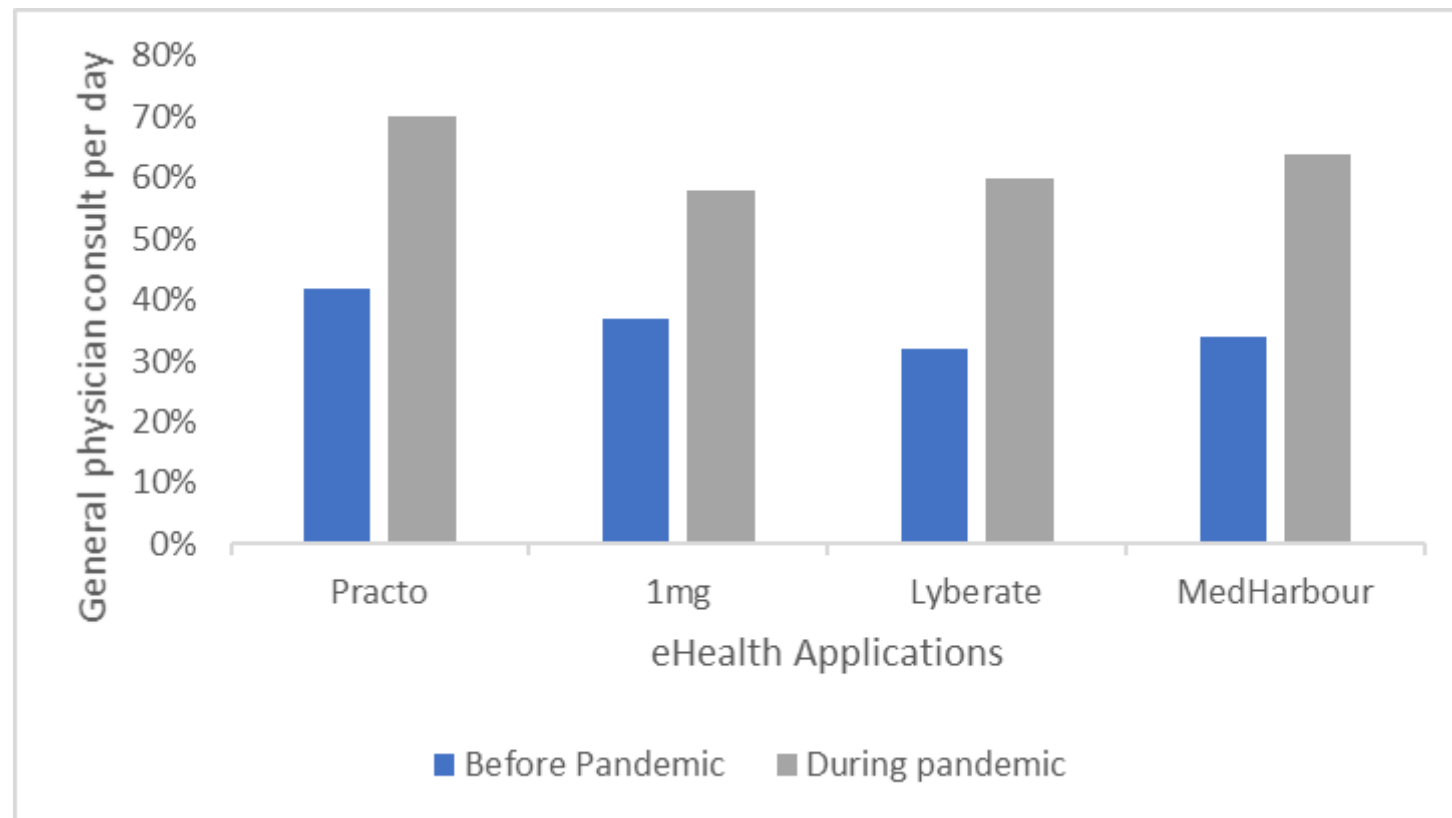
- Improved consumer access
- Care stays local
- Benefits smaller centres
- Expands provider reach
- Diagnosis on the move
- More services delivery options
- Fast track diagnosis
- Integrates care and daily life
- Supports professional development
- Offers professional flexibility.

Challenges Faced By e-Health

- Development funding
- Problem-related to internet infrastructure
- Lack of guidance
- Low digital literacy level
- Incentivisation
- Cost-effective

Affect of COVID-19 on e-Health

In India an online doctor consultation are in rush of about 50 million that is approx. 500% as the lockdown start in India due to pandemic crisis (since March). According to Practo out of telemedicine 80% are first users and 44% are from the non-metric cities. And the doctor patient visit are approx. dropped by 67%.





Excel

PART - 2.2

OBJECTIVE

To increase
productivity by saving
a lot of time

To become proficient
in worksheet
management

To learn about
developing charts and
tables

For data analysis

To avoid career
threatening errors

Able to work with
safety and security

To achieve high
performance

METHODOLOGY

- Duration of Course

Course is of 16.5 Hours duration.

- Source of Course

Video from Udemy

- Task

It contains various exercise file to do and quiz that should be attempted

- Content

This course helps to learn Excel from beginner to advance

TOPICS IN COURSE

- What is Excel
- The Workbook Window
- Printing Workbooks
- Formulas and Functions
- Data Analysis
- Insert Headers and Footers
- Cell References
- Library of Functions
- Important Excel Formulas
- Working with Data
- Working with Charts
- Cell Basics
- Worksheet Organizations
- Conditional Formatting
- Pivot Tables
- Pivot Charts

LEARNINGS FROM COURSE

1. Help in saving time and productivity
2. Knowledge about charts, tables
3. Proficient in spreadsheet
4. Ability to work with safety and security
5. Handle a large data
6. Gain knowledge about basic to advance excel
7. Learn about conditional formatting, designing
8. Learn pivot tables and charts
9. Data analysis by learn about functions and formulas

A large, multi-story brick building with a green lawn and trees in the foreground. The building has a curved facade and many windows. The text "Thank You" is overlaid in the center in a large, dark red, serif font.

Thank You