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A STUDY ON DISCHARGE PROCESS AT THE SUPER-SPECIALTY TERTIARY CARE HEALTH CENTRE, KOCHI

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Objective Of the study

- ❖ To study the time taken in discharge process to minimize pressure on hospital beds.
- ❖ To provide recommendations to reduce unwanted delay, if required
- ❖ To study what causes delayed discharge and investigate impediments in the discharge.



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STUDY DESIGN

A descriptive study was conducted in In-patient department of Amrita Hospital and Research center, Kochi, Kerala.



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METHODOLOGY

- The study was carried out at the In-patient unit of the hospital.
- A sample of 130 in-patients and their discharge files were assessed.
- The study was carried out in three phases.
- First phase was the observational phase, 20th may – 25th may, 2022 to understand the whole discharge process.
- second phase, 26th may – 28th June 2022 data was collected
- last phase of the study evaluation was done according to the NABH guidelines, all the parameters were thoroughly checked, and analysis was done, and interpretation was given to the department authorized personnel (Floor Coordinators).

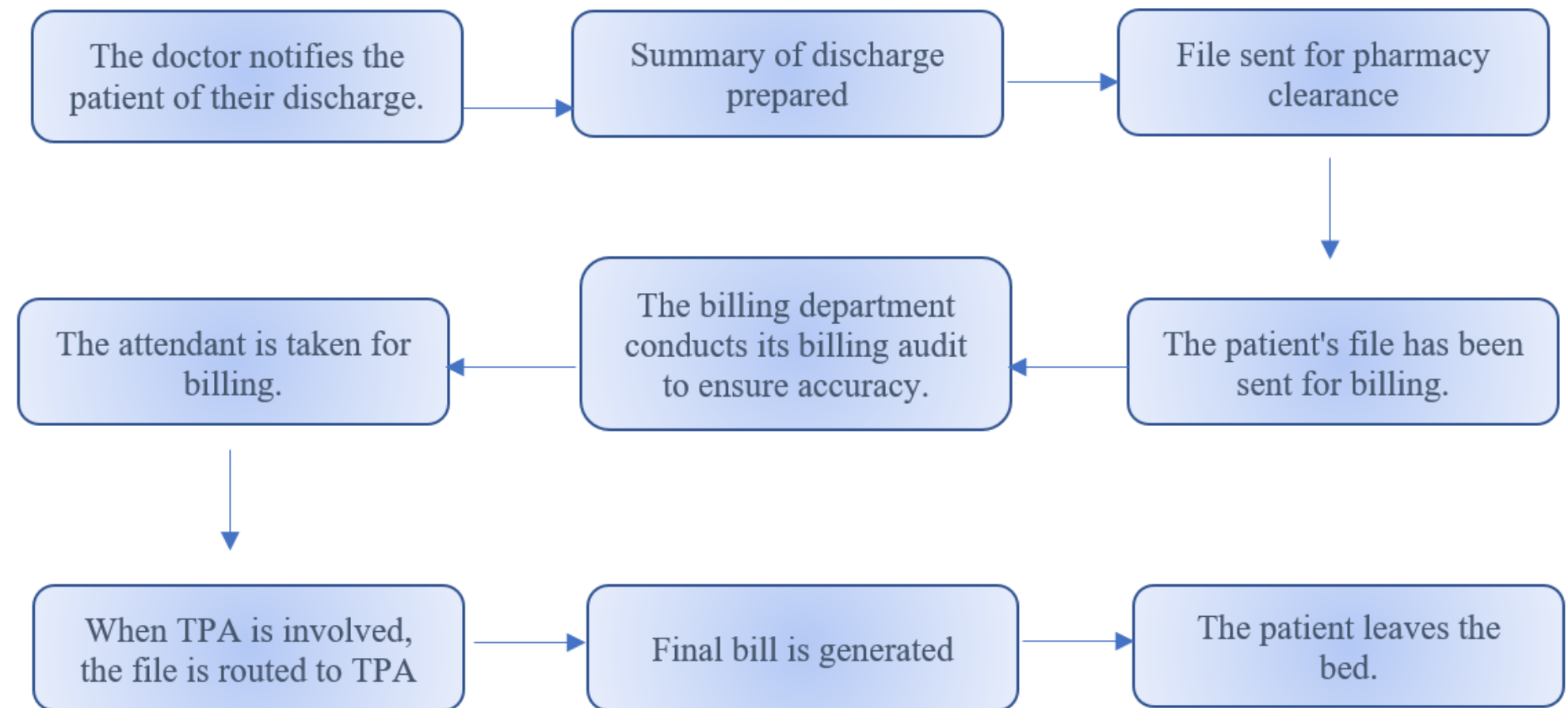


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RESULTS

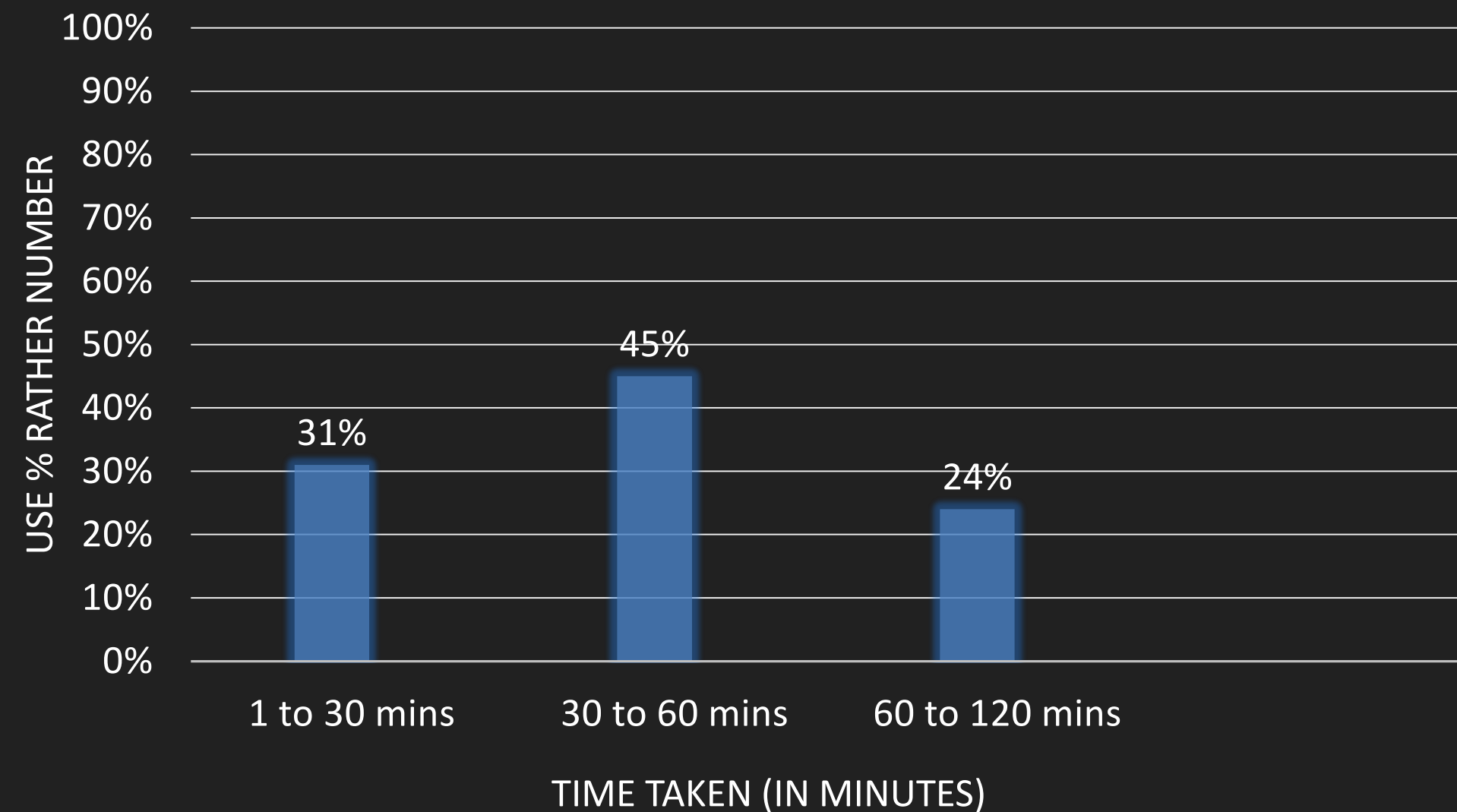
The step-by-step discharge process of In-patient was mapped by the observation of the whole process. Fig. illustrating the entire process of flow of patient's discharge in the hospital.

BILLING AND DISCHARGING PROCESS

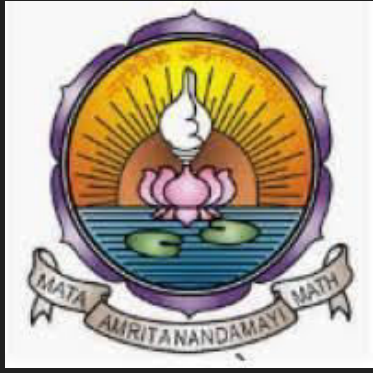




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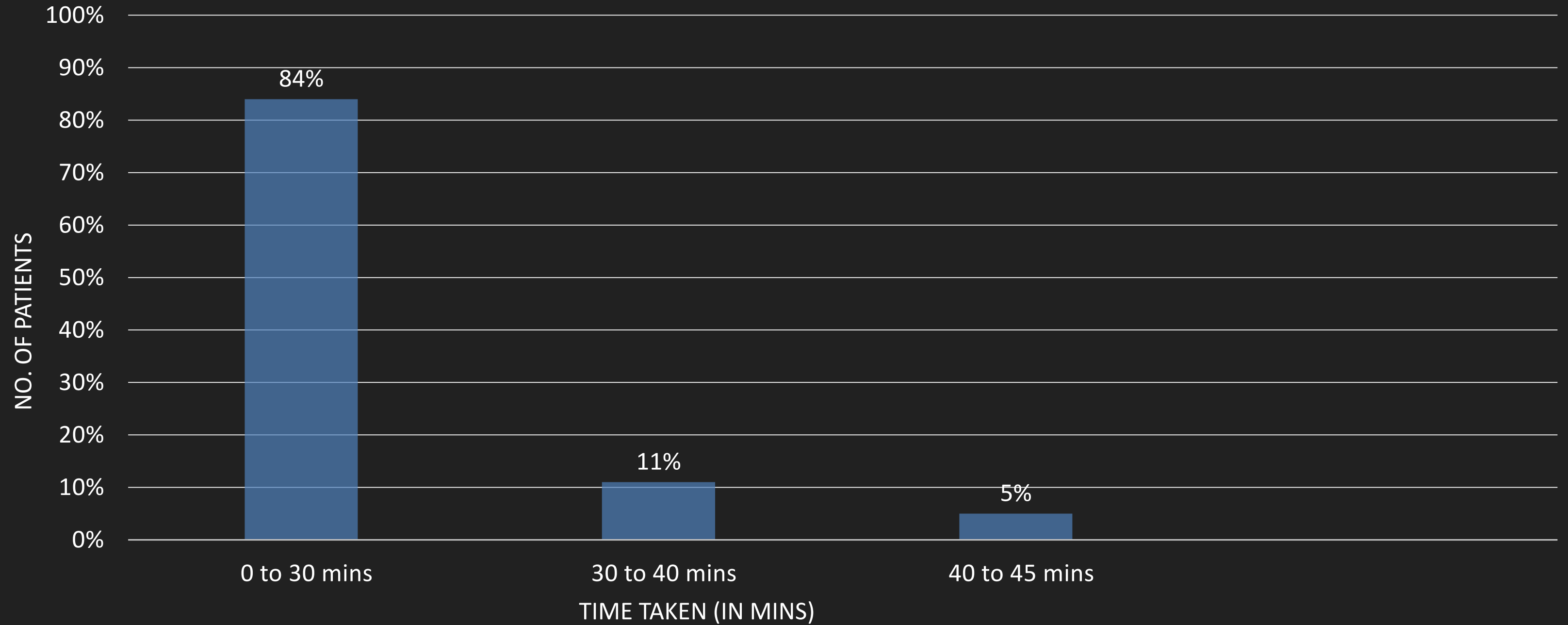


Assessment of the
time taken to prepare
a patient's discharge
summary.



Assessment of length of time recorded to clear the pharmacy

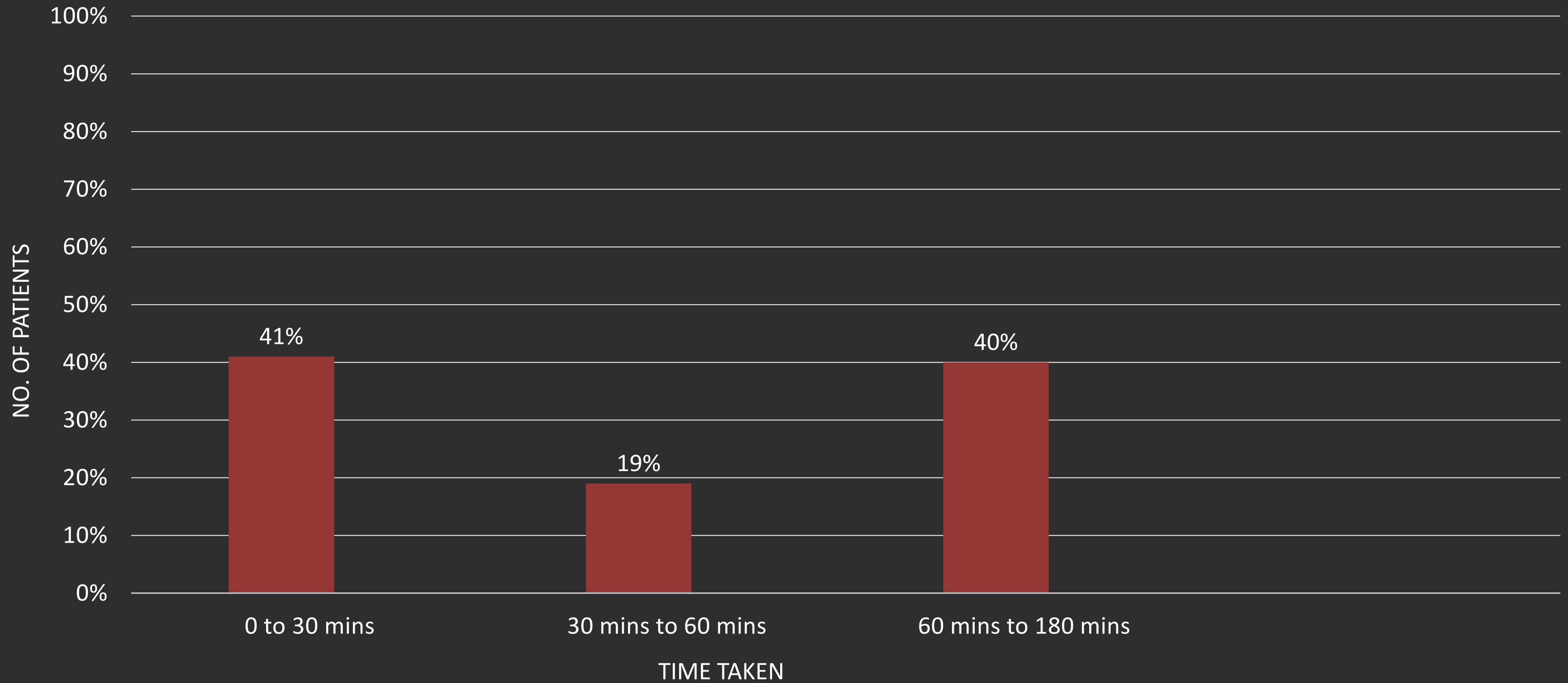
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Overall time taken for billing clearance

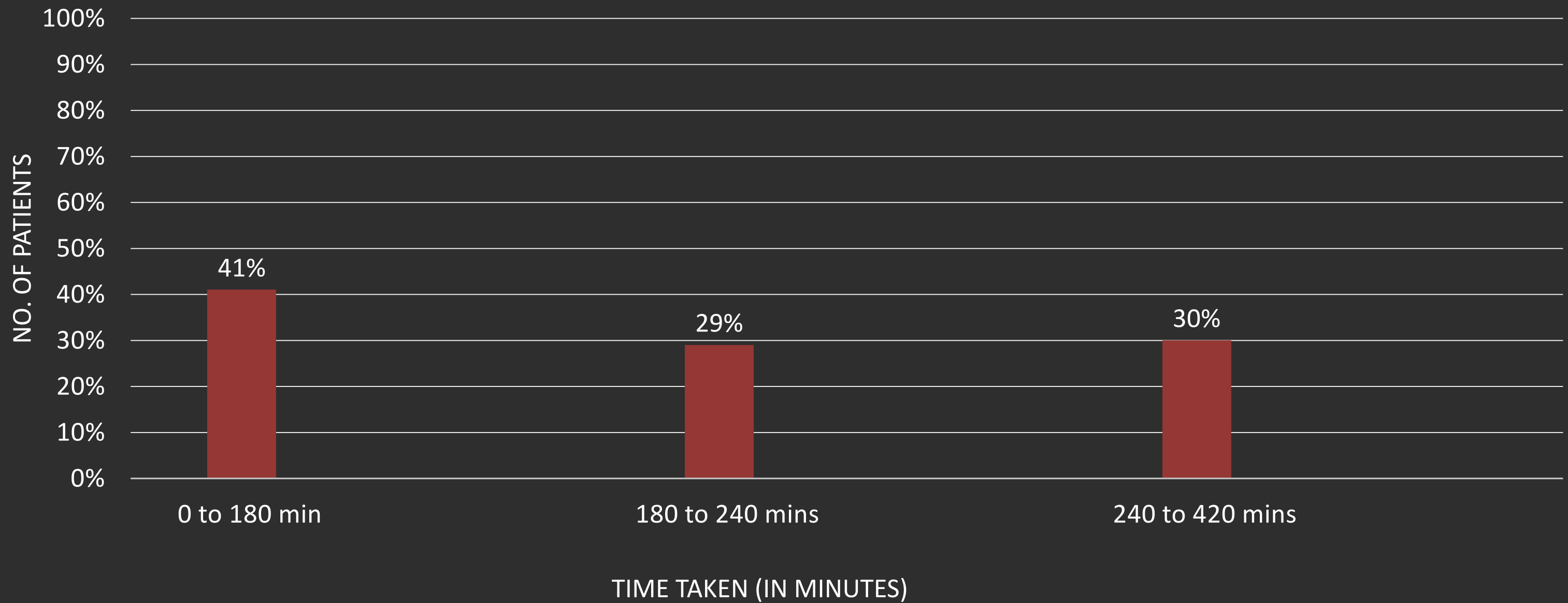
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Total time taken during discharge intimation to room vacancy

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Assessment of an average time taken in different processes of discharge

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Variables	Percentage	Time	Standard Time as per NABH
Discharge intimation to room vacancy	33.33%	3 hours 55 minutes	180 minutes
Discharge Summary	33.32%	53 minutes	30 minutes
Pharmacy Clearance	33.32%	16 minutes	30 minutes
Billing Clearance	33.58%	1 hour 14 minutes	60 minutes



Recommendations:

1. Provide advance notification of scheduled discharges so that nursing personnel can make the necessary arrangements. A discharge report of all planned patients must be generated the day before night.
2. Daily updating of bills: All invoices are audited and updated every night to guarantee that the day of discharge comes as quickly as possible. These speeds up the billing process and ensures a speedy turnaround of final bills. All discharges must be completed before 11 a.m. daily to free up the same beds for future admissions.
3. To shorten the duration of the process, a floor coordinator must be appointed to supervise discharge dedicatedly.
4. There should be dedicated pharmacy on each floor in In-patient department and a dedicated GDA staff should be appointed to cater the pharmacy load.

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A BIG THANK
YOU



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