

Enhancing Hospital Responsiveness: A Study on Clearance Turnaround Time (TAT) Optimization and Patient satisfaction in In Patient Department (IPD)

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Brief and history of hospital

Brief & History

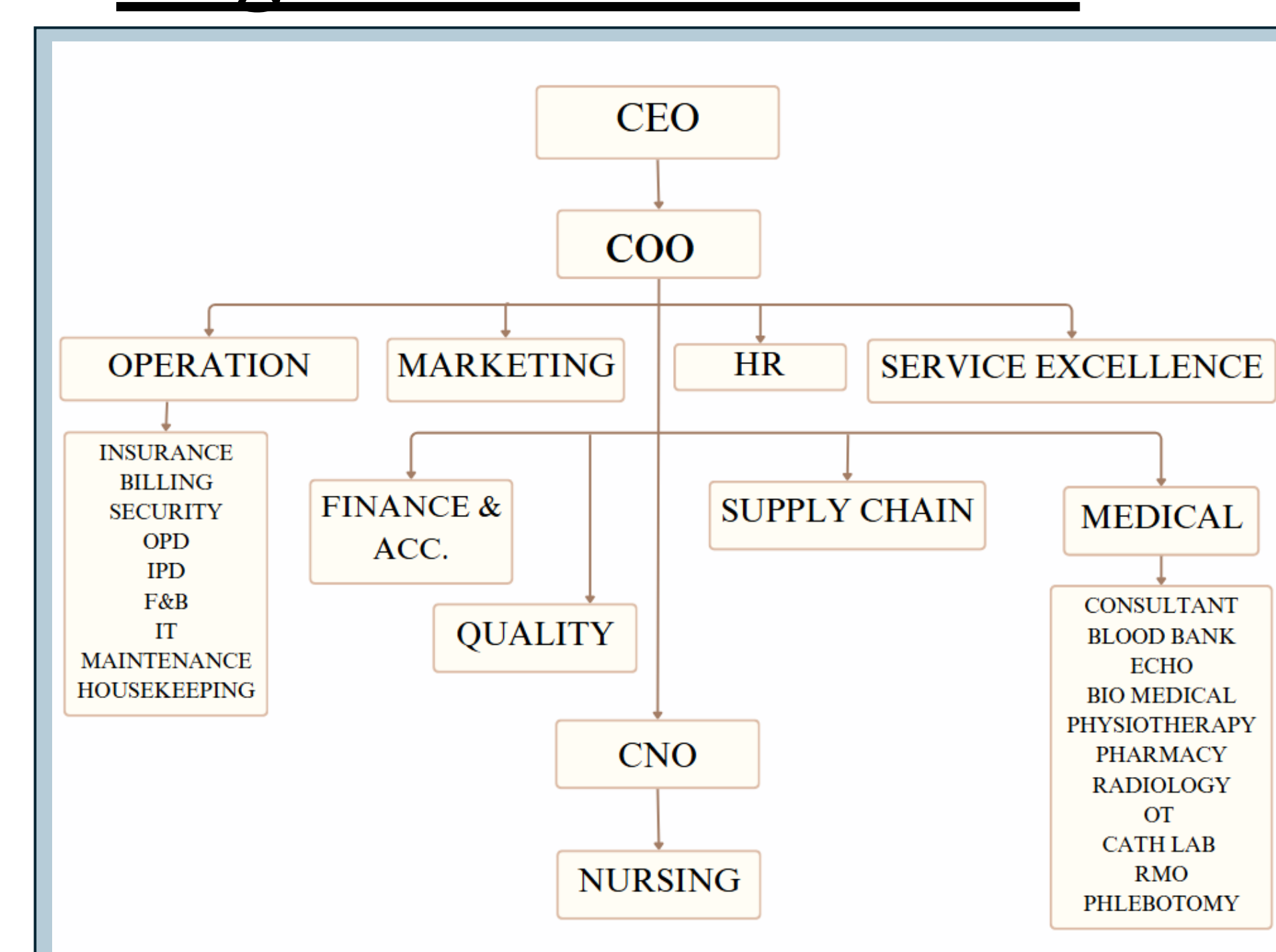
Apollo Hospitals is a pioneering healthcare institution in India, founded in 1983 by Dr. Prathap C. Reddy in Chennai. It was the nation's first corporate hospital, marking a significant shift in the Indian healthcare landscape by introducing private sector participation in providing world-class medical services. Dr. Reddy, motivated by personal experiences and the lack of advanced medical facilities in India, envisioned a system where high-quality healthcare would be accessible and affordable to all Indians

Vision & Mission

Vision: Apollo Hospitals envisions its next phase of development as an endeavor to “Touch a Billion Lives”, aiming to extend its healthcare services to a vast population.

Mission: The mission of Apollo Hospitals is to “bring healthcare of international standards within the reach of every individual.”

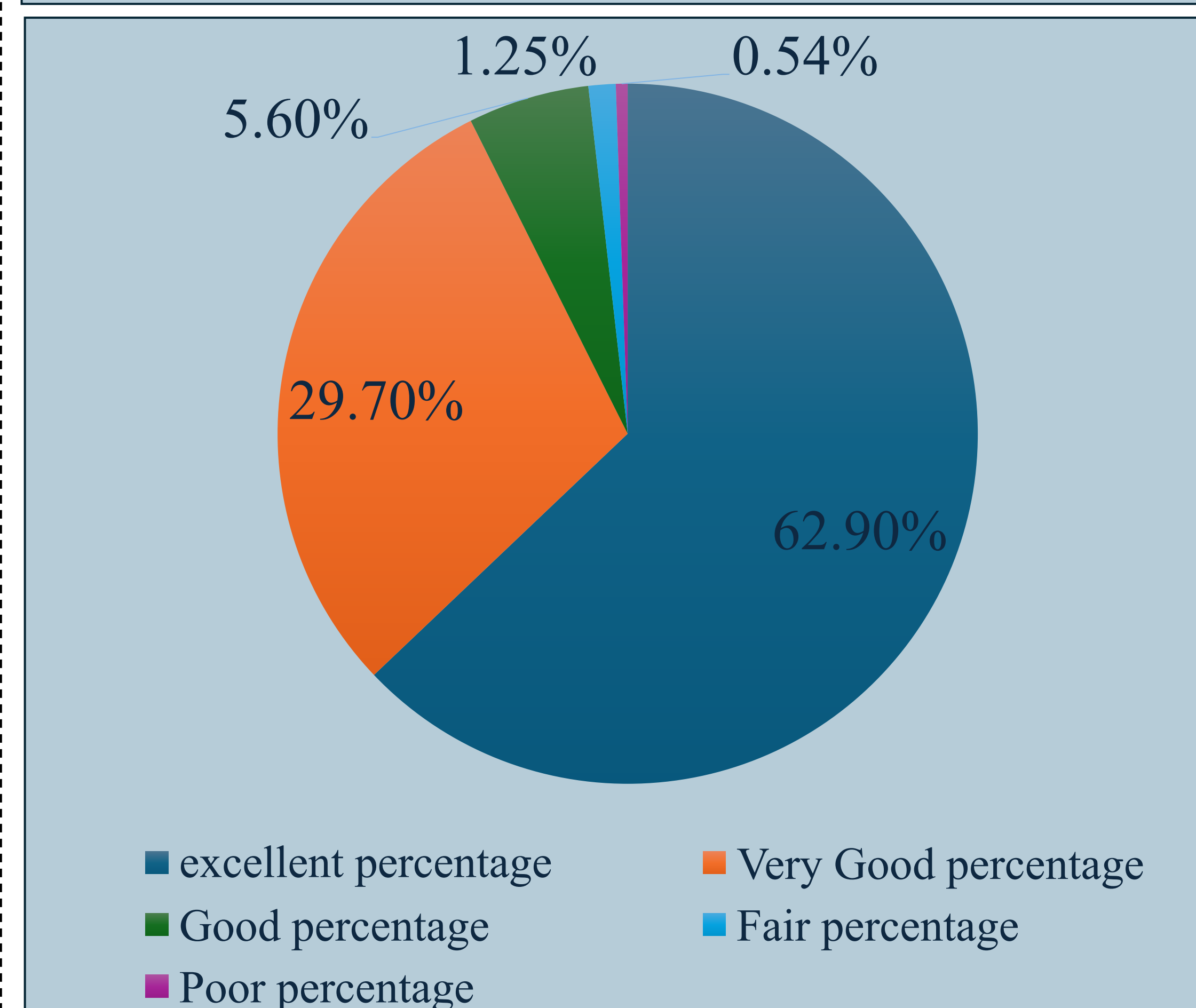
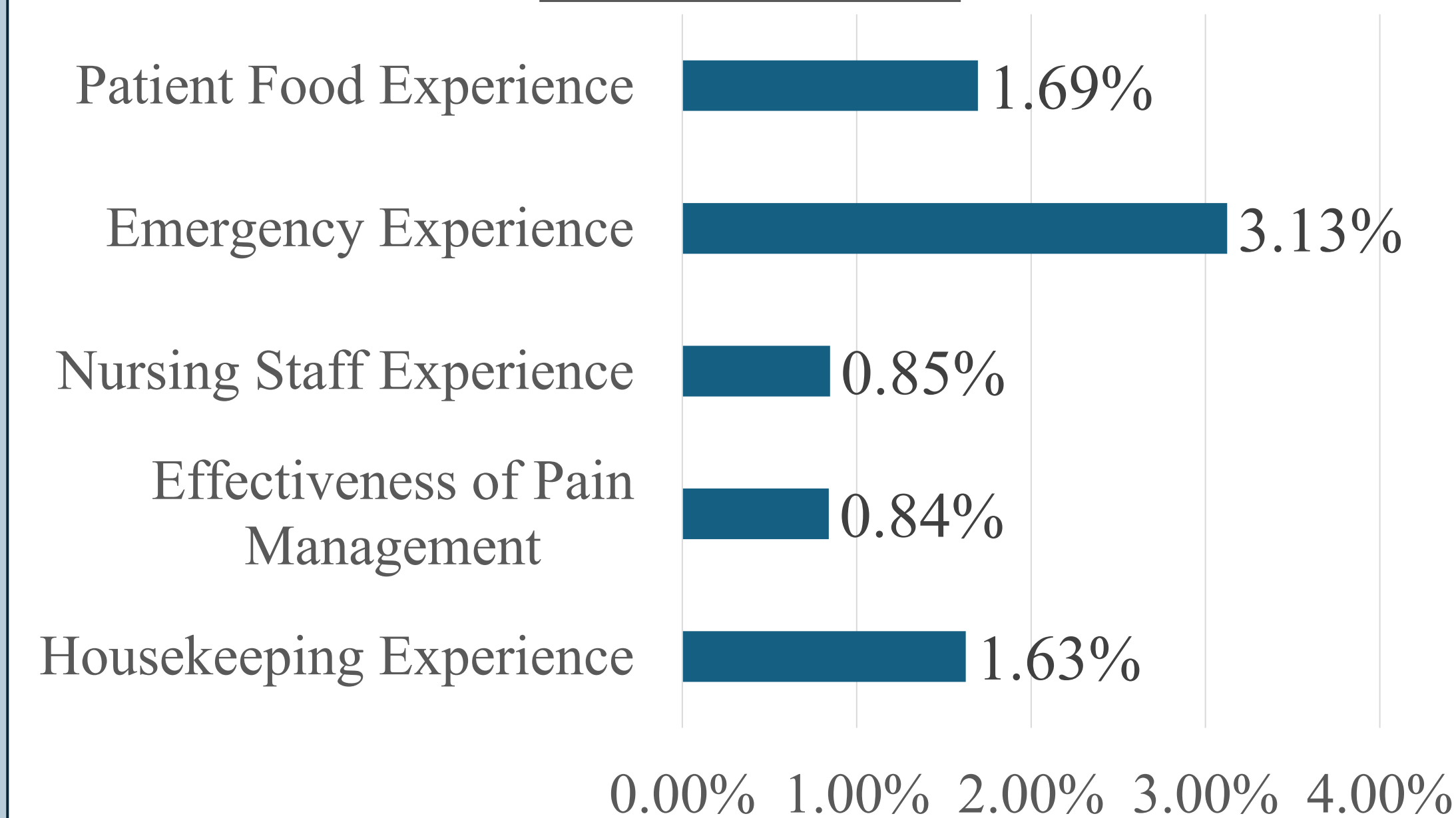
Organization Structure



About the project

- This project focused on analyzing the Turnaround Time (TAT) for discharge clearance in the IPD, covering steps like **nursing, pharmacy, lab/reports, and summary finalization.**
- The project focused on evaluating patient satisfaction in the Inpatient Department (IPD) by identifying service gaps through direct feedback and recommending improvements to enhance the overall patient experience.

POOR RATING



❖ TAT TIME According to hospital for clearance is 20 Minutes

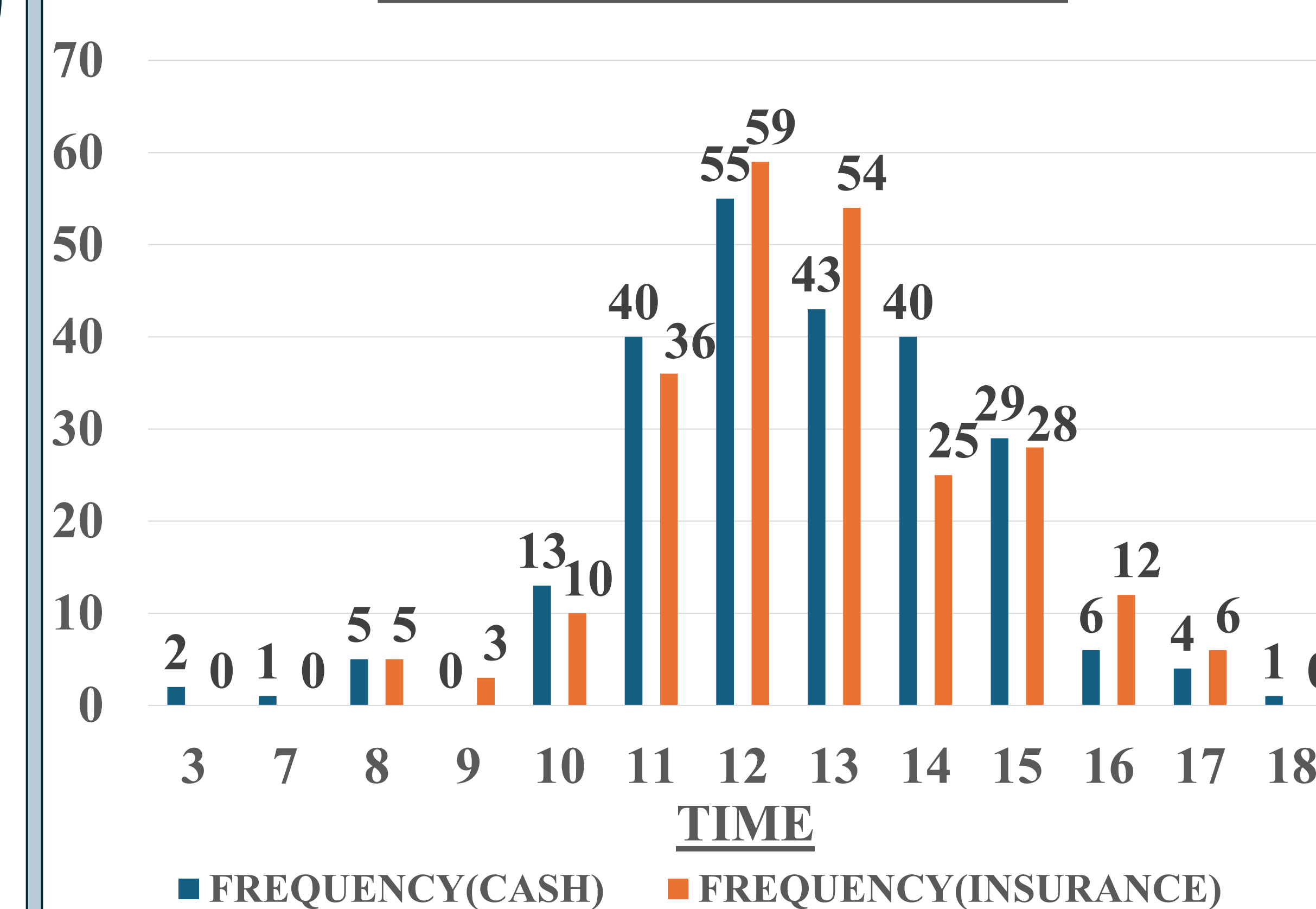
Result

- The **Emergency Department** is the **highest contributor** to poor satisfaction
- **Support services** like food and housekeeping also significantly impact the patient experience

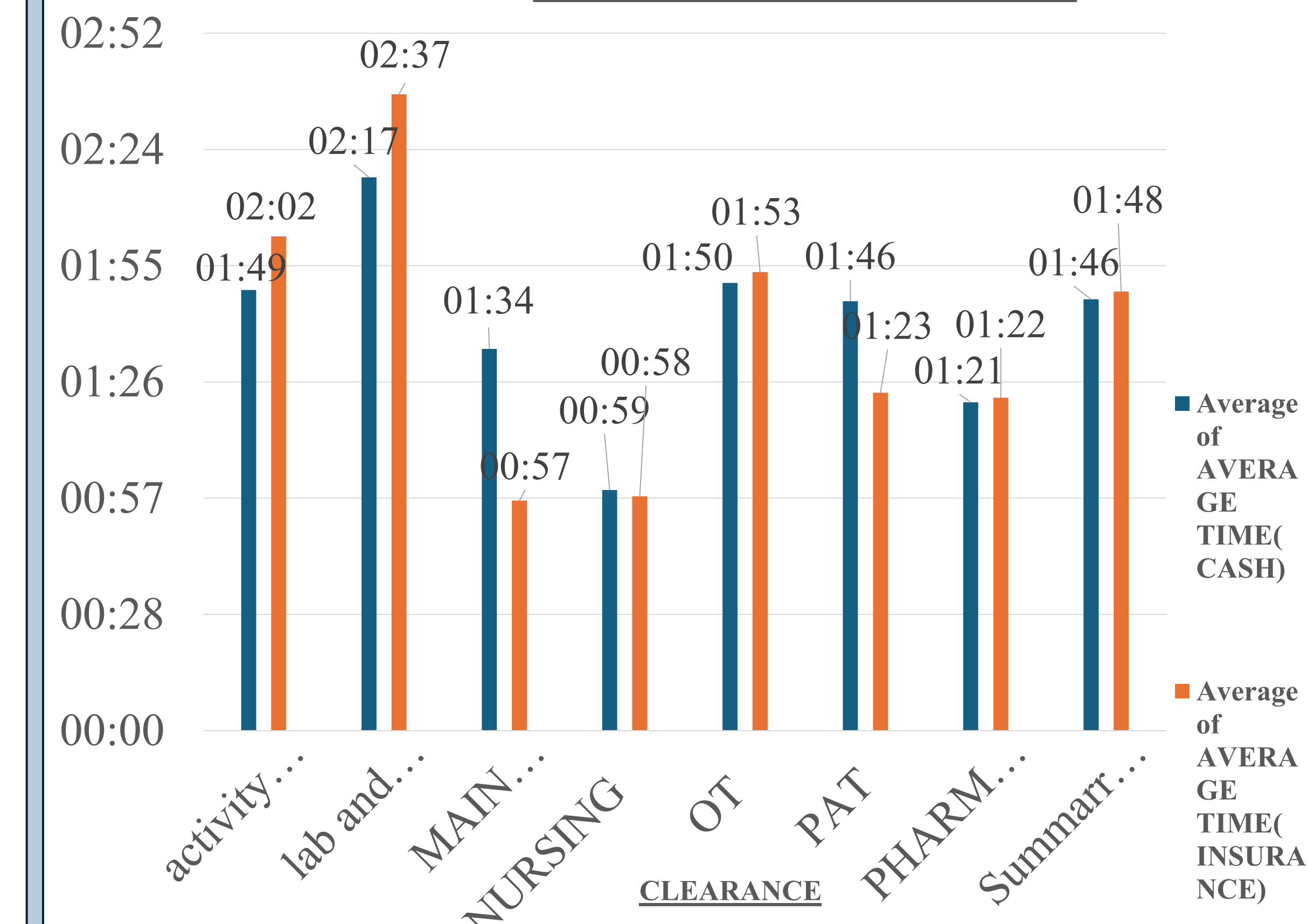
Learning

- **Understood hospital discharge workflow** and the impact of departmental delays on TAT
- **Enhanced communication and patient handling abilities** through real-time interaction
- Strengthened values like **responsibility, teamwork, and empathy** in a real healthcare setting.

FREQUENCY OF DISCHARGE



AVG. CLEARANCE TIME



❖ No. of feedback = 530
❖ No. of discharge = 452

❖ Type of study = Descriptive

- The **lab/radiology** department shows the highest clearance time and **nursing and pharmacy** are the most efficient.
- There's a general trend of slightly longer clearance times for **insurance** patients compared to cash patients.

STRENGTHS

- Well-defined SOP, Audit & Feedback systems
- Technology Integration (HIS)

WEAKNESSES

- Poor Inter-Department Coordination.
- Delay tracking for clearance is not automated.
- Food & Beverages Service Gaps

SWOT ANALYSIS

OPPORTUNITIES

- Use more automation
- Staff Behavior & Soft Skills Training

THEREATS

- Mismatch Between Expectations and Delivery
- Tech Failures or Cybersecurity Risk

CHALLENGES

- Manual tracking of clearance timings
- Language barrier impacted effective feedback collection
- Faced difficulty in communication with nursing staff
- Managing data collection, patient interaction, and reporting within limited time was challenging.
- Patient reluctance affected the accuracy of feedback data.

Theoretical learning

- planning is crucial prior to implementation
- Effective communication ensures better coordination.
- Clearly defined roles ensure accountability and clarity of responsibilities.

Practical learning

- Situational changes can create significant challenges
- The effectiveness of communication methods directly influences outcomes.

Suggestion

- Initiate medicine indents early based on discharge advice to avoid delays.
- Discharge summaries should be finalized as soon as discharge is planned.
- F&B services should enhance food quality and taste to reduce patient dissatisfaction.

