

SYNOPSIS

Dissertation Topic:

**A Study on ER to IPD Conversion Rates and Patient Attrition (LAMA)
in a Tertiary Care Hospital (Max Super Speciality Hospital, Shalimar
Bagh)**

Guided By:

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Dr. Alok Mathur

Retired Associate Professor

IIHMR UNIVERSITY, JAIPUR

MR. Arvind Pahwa

Unit Head

Max Super Speciality Hospital, Shalimar Bagh, New Delhi

Dr. Girija Ruge Yadav

General Manager - Operations

Max Super Speciality Hospital, Shalimar Bagh, New Delhi

Submitted by:

Dr. Nimeshika Sharma

Roll Number: 1766



1. TITLE

A Study on ER to IPD Conversion Rates and Patient Attrition (LAMA) in a Tertiary Care Hospital (Max Super Speciality Hospital, Shalimar Bagh)

2. INTRODUCTION

In modern healthcare delivery, Emergency Rooms (ERs) serve as gateways for urgent care, requiring swift decision-making for patient admissions. Efficient conversion from ER to the Inpatient Department (IPD) reflects the operational capacity and clinical preparedness of a hospital. However, challenges such as limited bed availability, delays in diagnostics, administrative procedures, and financial concerns often hinder this process.

In some cases, patients choose to leave Against Medical Advice (LAMA), disrupting continuity of care and compromising health outcomes. Understanding the reasons behind such attrition and the effectiveness of ER to IPD conversions is vital for process improvement. Understanding the patterns and reasons behind both successful conversions and LAMA cases provides crucial insights into the hospital's emergency care dynamics. By analyzing retrospective data, this study seeks to determine the efficiency of ER to IPD conversions and uncover operational gaps. The results aim to inform strategies that enhance patient retention, optimize bed usage, and strengthen emergency care processes.

This study, using retrospective secondary data, aims to analyze ER to IPD conversion patterns, patient attrition, specially identify LAMA cases, categorize their reasons, and provide actionable recommendations for enhancing hospital operations.

About Max Super Speciality Hospital, Shalimar Bagh

Max Super Speciality Hospital, Shalimar Bagh, part of the Max Healthcare network, is a leading tertiary care center located in North West Delhi. Accredited by NABH and NABL, it offers comprehensive and specialized medical services across over 35 specialties, including Cardiology, Neurology, Oncology, Orthopaedics, and Internal Medicine. The hospital is known for its state-of-the-art infrastructure, advanced diagnostic facilities, and patient-centric approach. With an emphasis on quality care and clinical excellence, Max Shalimar Bagh provides a robust platform for multidisciplinary treatment pathways where interdepartmental collaboration is key to holistic patient management.

Through this study, Max Hospital aims to leverage data-driven insights to strengthen its internal referral systems and promote a more synchronized approach to diagnostics and therapeutics—ultimately contributing to enhanced patient care delivery.

REVIEW OF LITERATURE

S. No.	Author(s) & Year	Study Focus	Key Findings	Relevance to Current Study
1	Mason et al., 2022	ER admission delays and outcomes in	Delays in IPD admissions increased	Highlights operational inefficiencies as

		tertiary hospitals	LAMA cases and patient dissatisfaction.	a driver of LAMA.
2	Kapoor S., 2023	Reasons behind LAMA decisions in emergency departments	Top causes: financial constraints, dissatisfaction with care, and lack of trust in treatment.	Supports inclusion of patient-centric LAMA reasons in current study.
3	WHO Report, 2021	Hospital care standards and patient flow	Suggested real-time dashboards and triage protocols to reduce ER crowding and improve admissions.	Justifies need for operational interventions post-analysis.
4	Rao et al., 2020	Tertiary hospital audit of LAMA patients	65% of LAMA decisions were influenced by perceived clinical improvement and lack of family consensus.	Reinforces patient/family perceptions as key factors.
5	Singh & Verma, 2019	Retrospective study on ER utilization patterns	Found that high ER load without proportionate IPD expansion increased LAMA risk.	Validates systemic stress on conversion infrastructure.
6	Kaur et al., 2021	Barriers to admission in urban hospitals	Non-cooperation of relatives and preference for alternate care were frequently reported in LAMA cases.	Supports inclusion of social factors in LAMA categorization.
7	MoHFW (India), 2020	Operational guidelines for emergency care	Emphasized importance of triage, bed availability monitoring, and communication	Framework aligns with suggested recommendations of current project.

			to reduce LAMA and delays.	
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3. RESEARCH QUESTION

What are the patterns of patient conversion from the Emergency Room (ER) to the Inpatient Department (IPD), and what are the key reasons contributing to patient attrition (LAMA) in a tertiary care hospital setting?

4. OBJECTIVES

- To analyze the monthly conversion patterns from the Emergency Room (ER) to the Inpatient Department (IPD).
 - To determine the proportion of patients who left Against Medical Advice (LAMA).
 - To categorize and examine the key reasons for patient attrition (LAMA).
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5. HYPOTHESIS

H₁ (Alternative Hypothesis):

There is a significant association between ER to IPD conversion rates and the frequency of patient attrition (LAMA) in the tertiary care hospital.

H₀ (Null Hypothesis):

There is no significant association between ER to IPD conversion rates and the frequency of patient attrition (LAMA) in the tertiary care hospital.

6. MATERIAL AND METHODS

Study Type: Cross- sectional descriptive study

Setting: A tertiary care hospital (Max Super Speciality Hospital, Shalimar Bagh, Delhi)

Study Duration: January to March 2025

Study Population: All ER patients evaluated for IPD admission during the study period

Inclusion Criteria:

- All ER patients considered for IPD admission from January to March 2025

- Cash / Corporate Patients, TPA Patients

Exclusion Criteria:

- OPD walk-ins or patients referred elsewhere before the admission decision
- PSU Patients, EWS Patients

Study Tools:

- Secondary Excel datasets of ER logs and LAMA reasons

Sample Size: 1,692 ER cases

- January: 570
- February: 520
- March: 602

Sampling Technique: Total enumeration (entire dataset used)**Data Collection Procedure:**

Data was extracted from hospital ER logs. IPD conversion status and reasons for LAMA were compiled, grouped, and quantified.

Operational Definitions:

- **Converted Patient:** A patient who was admitted to the IPD from the ER
- **LAMA:** A patient who left the ER before admission, against medical advice.
- **Patient Attrition:**
The premature discontinuation or withdrawal of a patient from the hospital care process, including LAMA, which disrupts the continuity of care.

7. DATA ANALYSIS PLAN

- **Software:** Microsoft Excel
- **Descriptive Statistics:** Frequencies, percentages, monthly trends

8. ETHICAL CONSIDERATIONS

- No human contact or intervention occurred; only de-identified secondary data was used
- Patient confidentiality was maintained

- Data was accessed for internal quality improvement purposes
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9. IMPLICATIONS OF RESEARCH

The findings can help hospital administrators and policymakers improve ER operations by addressing key barriers to IPD admission. Reducing LAMA rates and optimizing patient transitions can significantly improve patient safety, satisfaction, and hospital performance metrics.

10. REFERENCES

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