

ENHANCING DISCHARGE PROCESS: EVALUATING DISCHARGE TURNAROUND TIME IN HOSPITAL SETTING

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ABOUT

Wockhardt Hospitals is a leading chain of super-specialty hospitals in India, committed to delivering high-quality, patient-centric healthcare. A part of the Wockhardt Group, a global pharmaceutical and healthcare enterprise, the hospital network has a legacy of over 50 years in the healthcare sector.

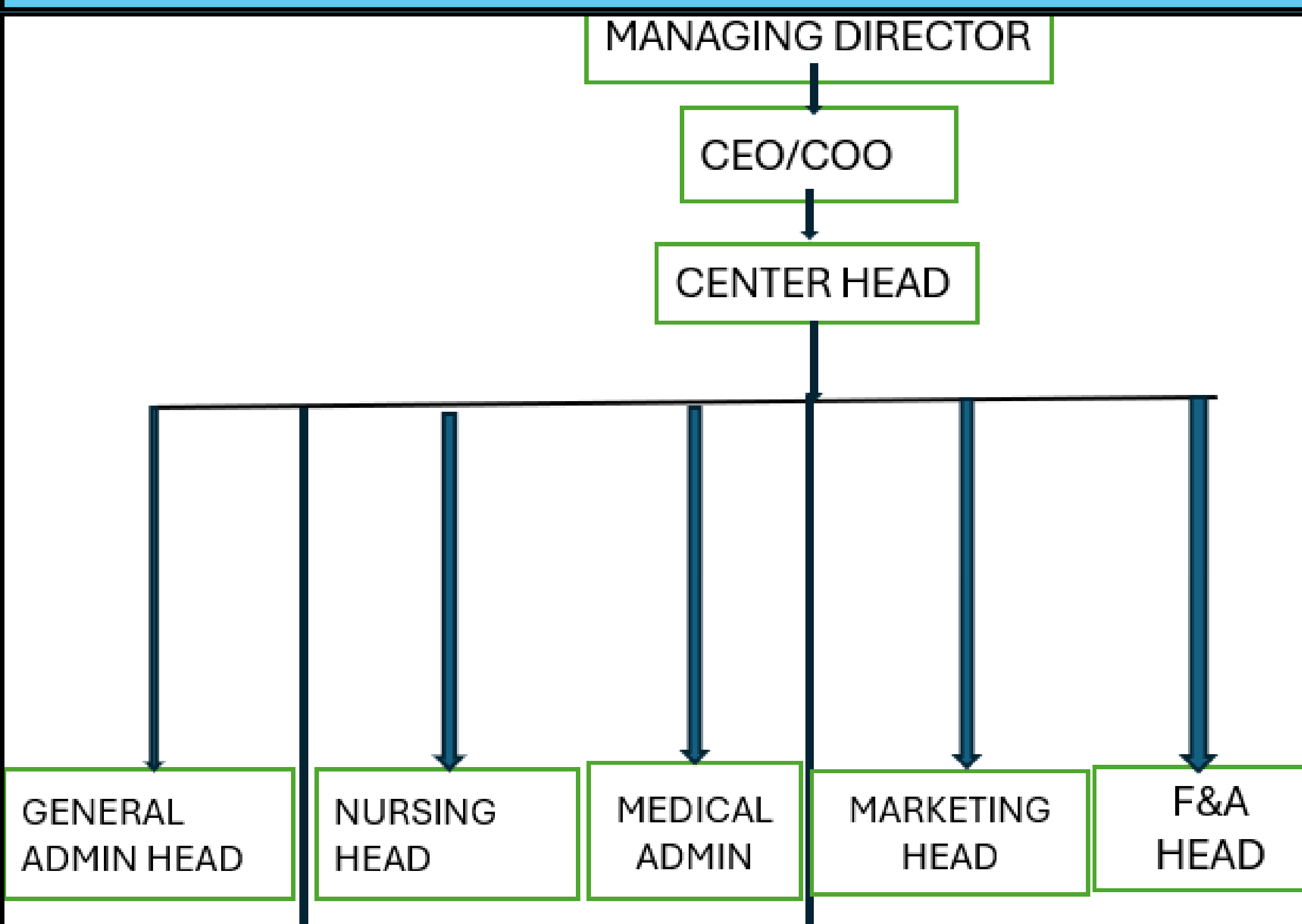
VISION

“Wockhardt hospitals will thrive with excellence to fulfill the needs of the community in its chosen field of medical treatment”

MISSION

“To serve and enrich the quality of life of patients suffering from diseases, through the efficient deployment of technology and human expertise , in a caring and nurturing environment with the greatest respect for human dignity and life”

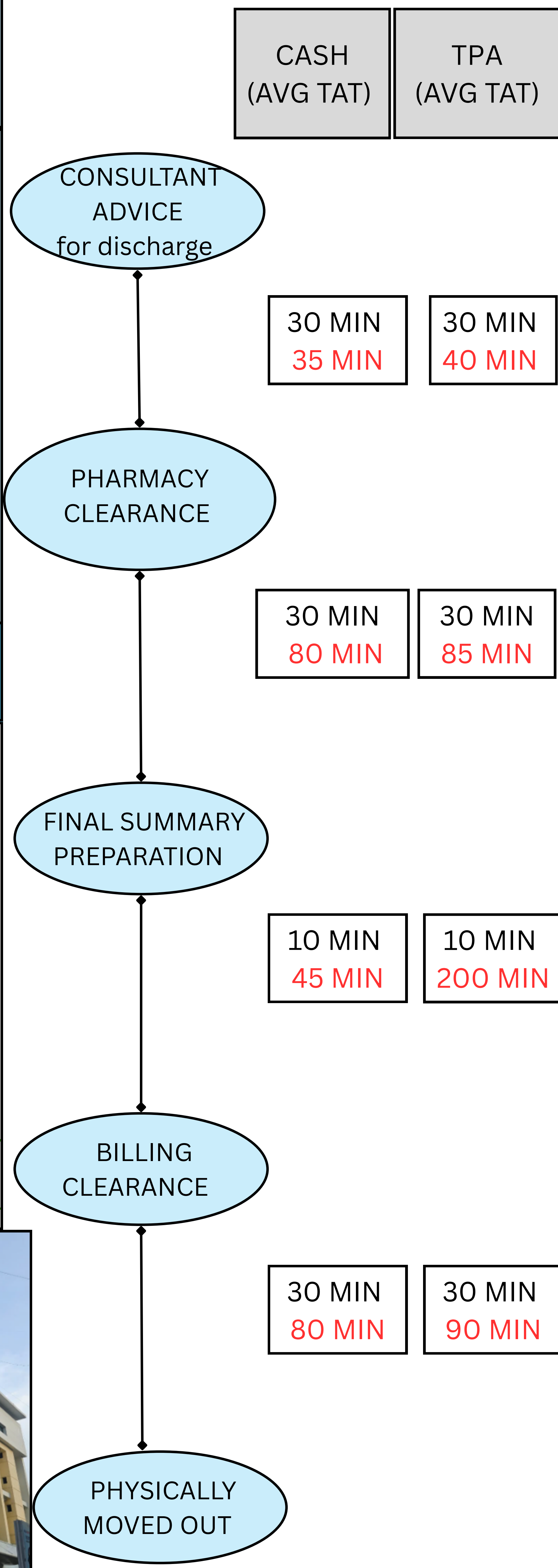
ORGANOGRAM



OBJECTIVE

To evaluate discharge turnaround time (TAT) and improving workflow efficiency.

DISCHARGE PROCESS FLOW



THEORETICAL	PRACTICAL EXPOSURE
COORDINATION (PRINCIPLES OF MANAGEMENT)	FOUND INTERDEPARTMENTAL DEPENDENCIES AND IMPROPER COORDINATION.
STANDARD SOPS (ESSENTIALS OF HOSPITAL SERVICES)	SOPS ARE NOT FOLLOWED PROPERLY
TEAMWORK (PRINCIPLES OF MANAGEMENT)	DEPARTMENT LACKS PROPER COORDINATION LEADING TO DELAYS IN DISCHARGES.
TRAINING AND REINFORCEMENT (MANAGEMENT PRINCIPLES)	TRAINING IS NOT THAT REGULAR LEADING TO INEFFICIENCY

Strengths	Weakness
1.Proper sops are established 2.Roles and responsibilities are defined 3.Use of HIS (in documentation) 4.Regular audits by quality department	1.Delay in discharge summaries preparation 2.Interdepartmental coordination disturbed 3.Delay in approval of TPA 4.Incomplete documentation

Opportunities	Threats
1.Cross functional team for discharge 2.A dashboard to track discharge on every floor 3.Adopt EHR system	1.Patient dissatisfaction 2.Negative public review 3.Changes in health policy

TOWS	
Strengths 1. Proper sops are established 2. Roles and responsibilities are defined 3. Use of HIS (in documentation) 4. Regular audits by quality department	Weakness 1. Delay in discharge summaries preparation 2. Interdepartmental coordination disturbed 3. Delay in approval of TPA 4. Incomplete documentation
Opportunities 1. Cross functional team for discharge 2. A dashboard to track discharge on every floor 3. Adopt EHR system	W.O Strategies Automate discharge summary preparation and regular meetings between departments
Threats 1. Patient dissatisfaction 2. Negative public review 3. Changes in health policy	W.T Strategies Implement proper documentation protocol and training of the staff
S.O Strategies Build a multi-disciplinary team and discharge dashboard on every floor	S.T Strategies Reinforce SOPS Introduce a dedicated discharge team

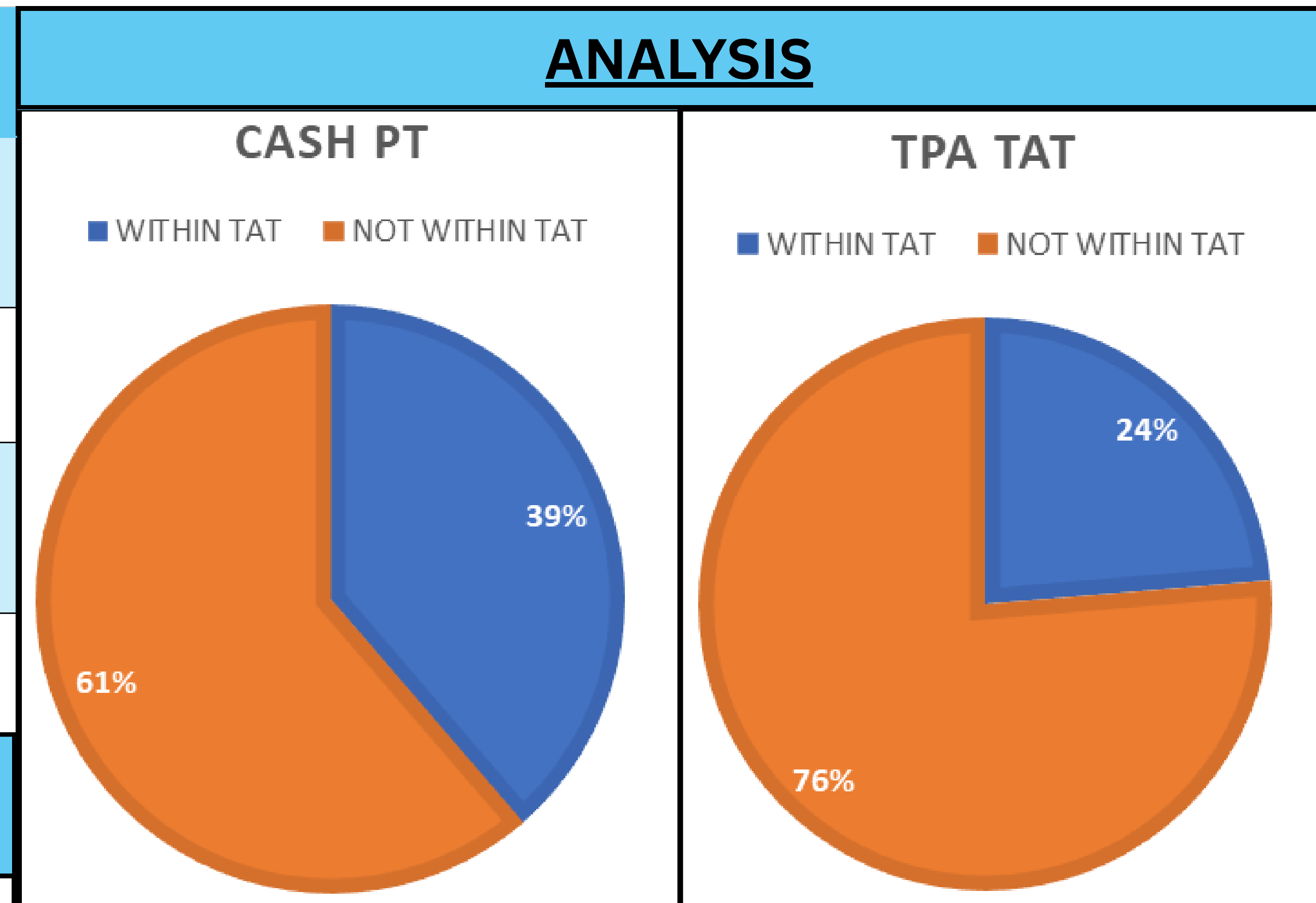


FIG 1 - CASH PT TAT		
CATEGORY	WITHIN TAT	NOT WITHIN TAT
CASH	12	19
TPA	9	29

MAJOR LEARNINGS IN INTERNSHIP

- Monitoring and analyzing Discharge TAT (Turnaround Time)
- Understanding TPA discharges and its challenges
- Coordination with multi-disciplinary teams
- Learning interdepartmental communication and workflow
- Identification and correction of documentation gaps
- Exposure to MRD (Medical Records Department) audits
- Observation and evaluation of hand hygiene compliance
- Understanding audit tools and checklist preparation
- Linking classroom theory to hospital practice

CHALLENGES FACED

- UNDERSTANDING COMPLEX PROCESSES OF HOSPITAL
- COMMUNICATION ISSUES
- COORDINATING BETWEEN TWO DEPARTMENTS

SUGGESTIONS

- INTEGRATE A QUALITY MONITORING DASHBOARD
- REGULAR TRAINING AND SENSITIZATION PROGRAMS
- STRENGTHEN INTERDEPARTMENTAL COMMUNICATION & REINFORCE SOPS REGULARLY