Optimizing Patient Discharge Workflows for Improved Experience and Continuity of Care

IIHMR UNIVERSITY

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medanta

ABOUT THE ORGANISATION

Jay Prabha Medanta Super Specialty Hospital in Patna offers world-class, affordable healthcare with 29 super specialties. Covering 1 million sq. ft, it is equipped with more than 500 beds, over 300 experienced doctors and 1600+ trained staff. The hospital has significantly transformed healthcare access across Bihar and nearby regions.

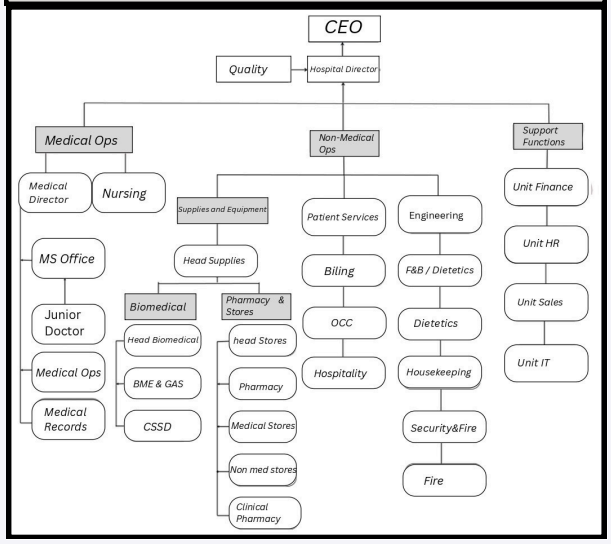
MISSION

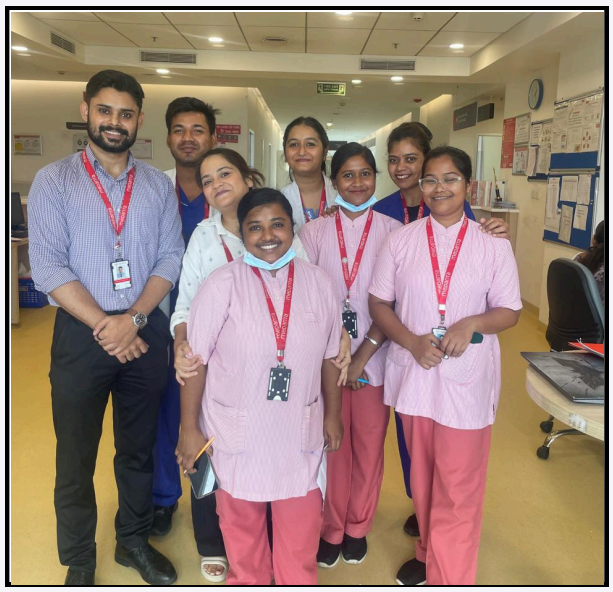
Our mission is to deliver world-class health care services by creating institute of excellence by integreted medica care, teaching and research. We aspire to create an ethical and safe environment to treat all with respect and dignity.

VISION AND VALUES

The institute is governed under the guiding principles of providing affordable medical services to patients with care, compassion and commitment.

ORGANOGRAM





Theoretical Learning	Practical Observation
• Understood discharge workflow,SOPs and interdepartmental coordination in Essential of hospital services. • Learned teamwork, communication gaps and staff behavior impacting patient satisfaction in organizational behavior. • Learned observational study design in Research Methods. • Understood importance of clear, patient-friendly communication and reinforcement drive habit formation in Behaviour change communication.	• The hospital followed a structured discharge process with defined SOPs. however, occasional delays were observed. • Staff showed good teamwork during routine hours. during peak times, communication sometimes became rushed. • Conducted a real-time observational feedback rounds among discharge patients. • Observed improvement in communication between staff and patients especially related time period explanation after targeted training.

SWOT ANALYSIS

Strength

- Advanced infrastructure and technology.
- Comprehensive specialty care and expertise
- Strong government support and community mission.

Weakness

- New infrastructure is still trying to attain excellence.
- Staff education, especially in nursing, needs to be more elaborate.
- Still facing an affordability gap for middle-class patients.

Opportunity

- Expansion of services and capacity building.
- Community engagement and preventive care.
- Leveraging government health initiatives.

Threats

- Reputation and operational risk.
- Economic and demographic constrains.
- Regulatory and concession risk.

OBJECTIVE OF THE PROJECT

- To asses the compliance for discharge process information provided to patients.
- Identify parameters with low compliance.
- Highlight gaps in discharge communication.
- Suggest targeted quality improvement.

RESEARCH METHODOLOGY

- Study type- Cross-sectional
- Sample size- 250
- Tool used- PREM- based discharge checklist by CAHO
- Sampling method- Convenience Sampling
- Data analysis- Responses compiled in Excel, "yes' response percentage calculated, low-scoring parameters identified for intervention.
- Duration- 1 Month

DISCHARGE COMPLIANCE

PARAMETERS	%	PARAMETERS	%
Health Condition	94	Overall Process	92
Family Involveme	92	Tentative Discharge	79
Medicine Return	99	Insurance Approval	88
Discharge Summary	97	Languague Understan	88
Post Discharge	96	Discharge Time	69
Follow Update	95	Insurance Amount	61

FINDINGS

- 7 Parameters had >90% compliance
- 3 parameters were in the moderate range(70%-89%)
- 2 parameters showed low compliance(<70%)
- Lowest compliance(61%): staff didn't explain insurance non-covered amount.
- Communication gaps mainly observed in insurance and discharge timelines.

SUGGESTIONS FOR IMPROVEMENT

- Share discharge instructions in handouts in both English and Hindi (or local language) so that all patients and families can easily understand the process.
- Co-ordinators can be available for explaining the discharge time in case the consultant is not available.
- Create a basic insurance summary leaflet that explains covered vs non-covered items with visuals.

MAJOR LEARNINGS

- Understood how patient discharge is a critical operational touchpoint that directly affects patient satisfaction and bed management.
- Realized the importance of interdepartmental coordination(nursing,pharmacy,billing,TPA) for timely and smooth discharges.
- Developed skills in patient interaction, communication, and observation, especially while collecting real-time data.
- Strengthened my confidence in working with hospital staff and patients, reinforcing my decision to pursue a career in hospital operations and quality.

CHALLENGES FACED

- Time constrains and fast-paced ward activities made it challenging to observe every step of the discharge process.
- Communicating with elderly or less literate patients required extra time, patience, and adaptation of questioning methods.
- Some patients and attendants hesitated to share honest feedback due to fear of affecting their care of treatment.
- Difficulty in meeting the discharge time targets set by the HOD due to delays in GDA(General Duty Assistant) response- especially for medicine returns and activity sheet collection.