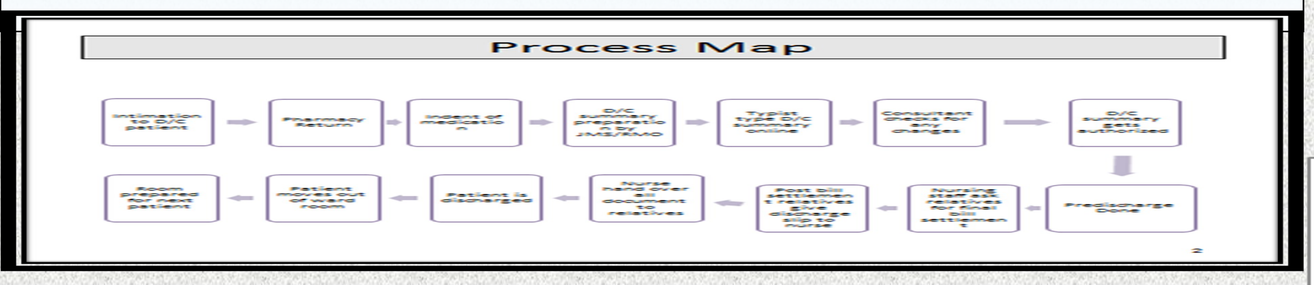
Study on Turn Around Time of Discharge Process

INTRODUCTION:

This study describes the turn around time of discharge process in Kokilaben Dhirubhai Ambani Hospital. The importance of discharge planning lies in its potential for reducing readmission. Hospital needs clearer, well designed discharge processes for patients as it is directly related to the patient satisfaction level. The purpose of this study was to examine the process of discharge and move away from the snapshot study of discharge outcomes.

OBJECTIVES:

1. To understand the process flow of discharge.
2. To identify the gaps that leads to delay in the discharge process.
3. To find out the areas of improvement in the discharge process.



METHODOLOGY:

Study Design:
Prospective cross sectional study

Study Area:
Kokilaben Dhirubhai Ambani Hospital ,Mumbai

Sample Criteria: A sample of 200 patients were collected

Inclusion Criteria: cash patients of planned and unplanned discharge.

Exclusion Criteria: TPA/Corporate, DAMA, Sleep study patient discharges.

Tools: The tool used for data collection was self-administered Tabulated format.

Sample Size: 200

Department: Inpatient department

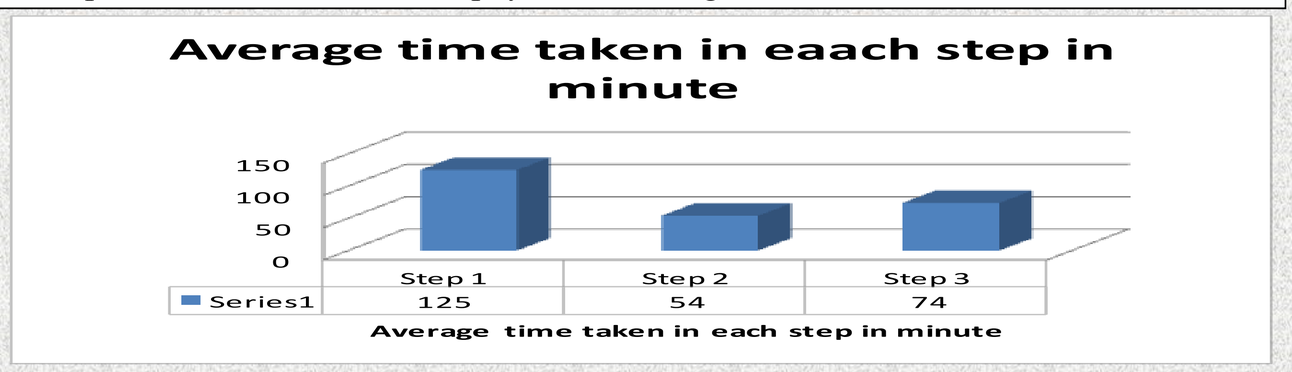
Sampling Technique : The technique used to collect data was non probability sampling

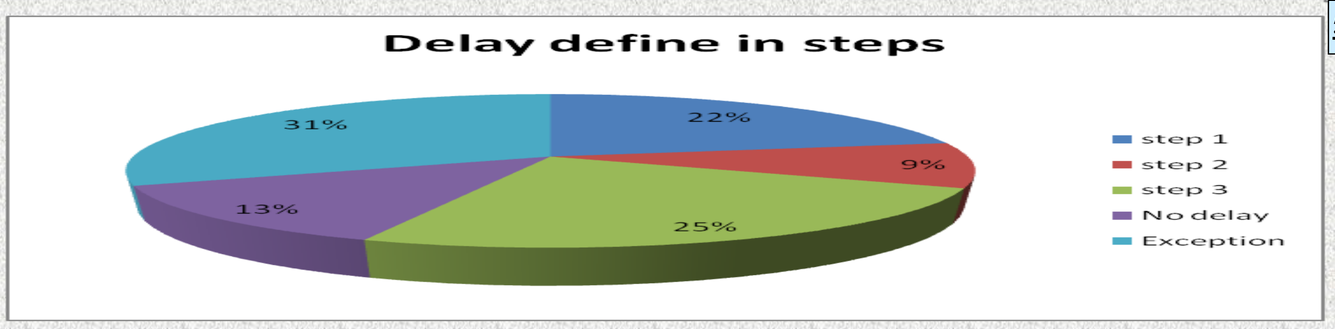
FINDINGS :-

1.The analysis is done by dividing the whole process into three steps. These steps were divided to get an area of focus and to standardize the time for every steps.

1. Average time taken in each steps of discharge process of 200 patients:-

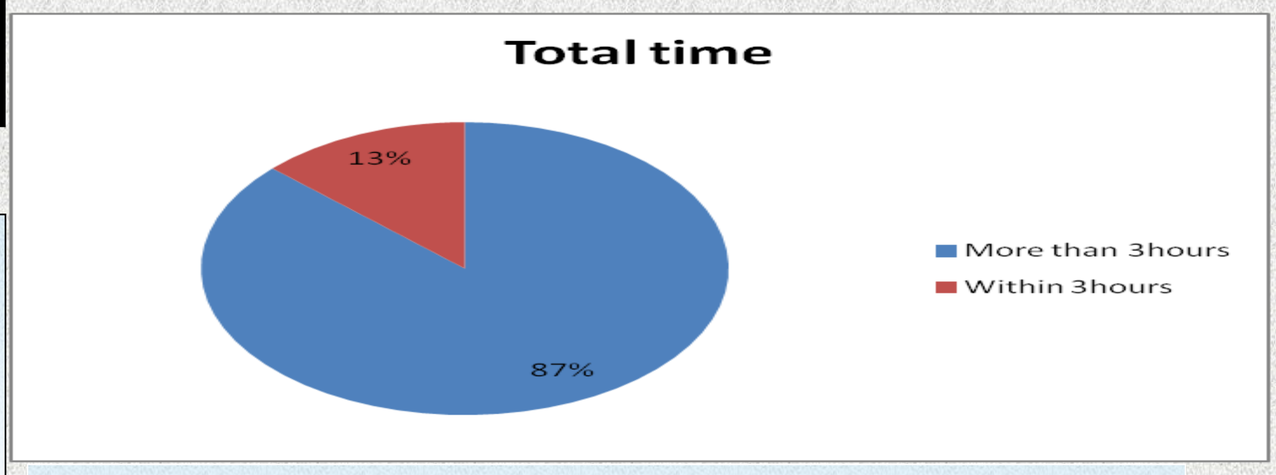
Step 1: Doctor recommendation to pre discharge of patients.
Step 2:Pre discharge to final bill settlement.
Step 3:Final bill settlement to physical discharge.



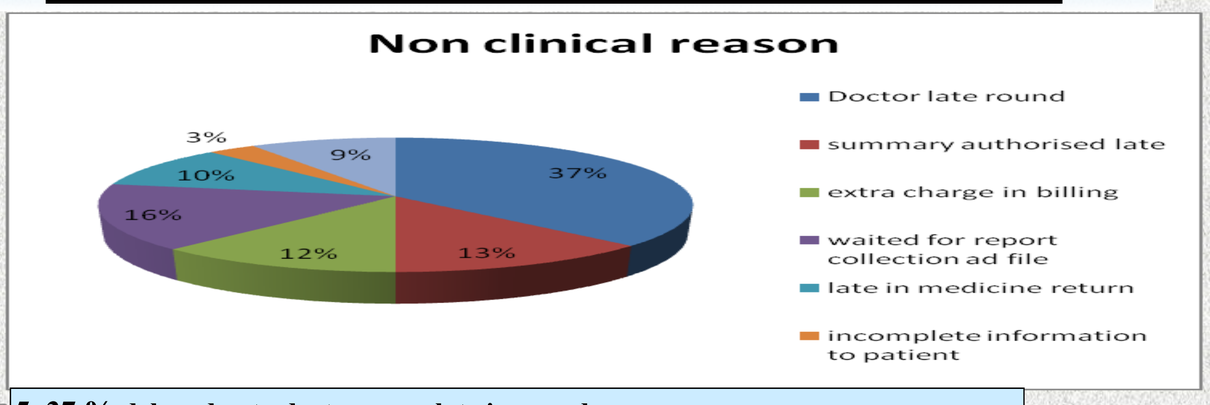


3. Maximum delay in Step 3, which is the duration between billing and physical discharge and billing

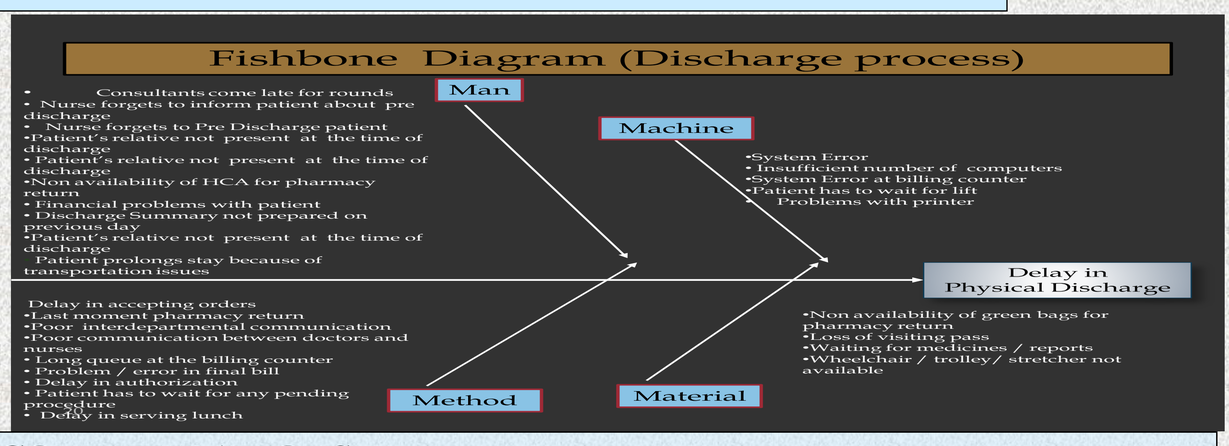
4. 95% delay due to non clinical reason



2. 87% cases took more than three hours which need to be reduced



5. 37 % delay due to doctor come late in round



CONCLUSION:-

1. Study conclude that most of the delays in discharge process is due to the discharge summary.
2. Some of the nursing staff were untrained as well as unaware about the proper process of discharge.
3. Most of the delays were also happened due to late rounds of doctor even after 12pm.
4. Maximum time taken for discharge process was 10 hours which creates huge dissatisfy action among patients and their

RECOMMENDATIONS:

1. For the discharge of patient there should be minimum allotted time of them in advance.
2. Patient for discharge should be prioritized to be seen first during morning round of consultant.
3. Pharmacy indent time should be fixed.
4. One HCA head should always be there at one counter at every floor of inpatients.
5. There should be a coordinator in every floor who can manage the overall discharge process.
6. Early identification of patient for possible discharge at least 24 hours in advance.
7. It should be made mandatory to write the discharge summary one day prior if it is planned discharge.

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