



## RATIONALE

Reduction in discharge delay improves client satisfaction and hospital efficiency. The study was conducted to address the steps under standard delay.

## OBJECTIVES.

1. To study patients discharge process in the hospital to identify main reasons of discharge delay and the root causes of these delays.
2. To suggest strategies to overcome the delay in discharge process.

## RESEARCH METHODOLOGY

**STUDY DESIGN:** Observational and Analytical.

**SAMPLING:** A convenience Non- Probability Sampling technique

**SAMPLE SIZE:** 100 patients in day care..

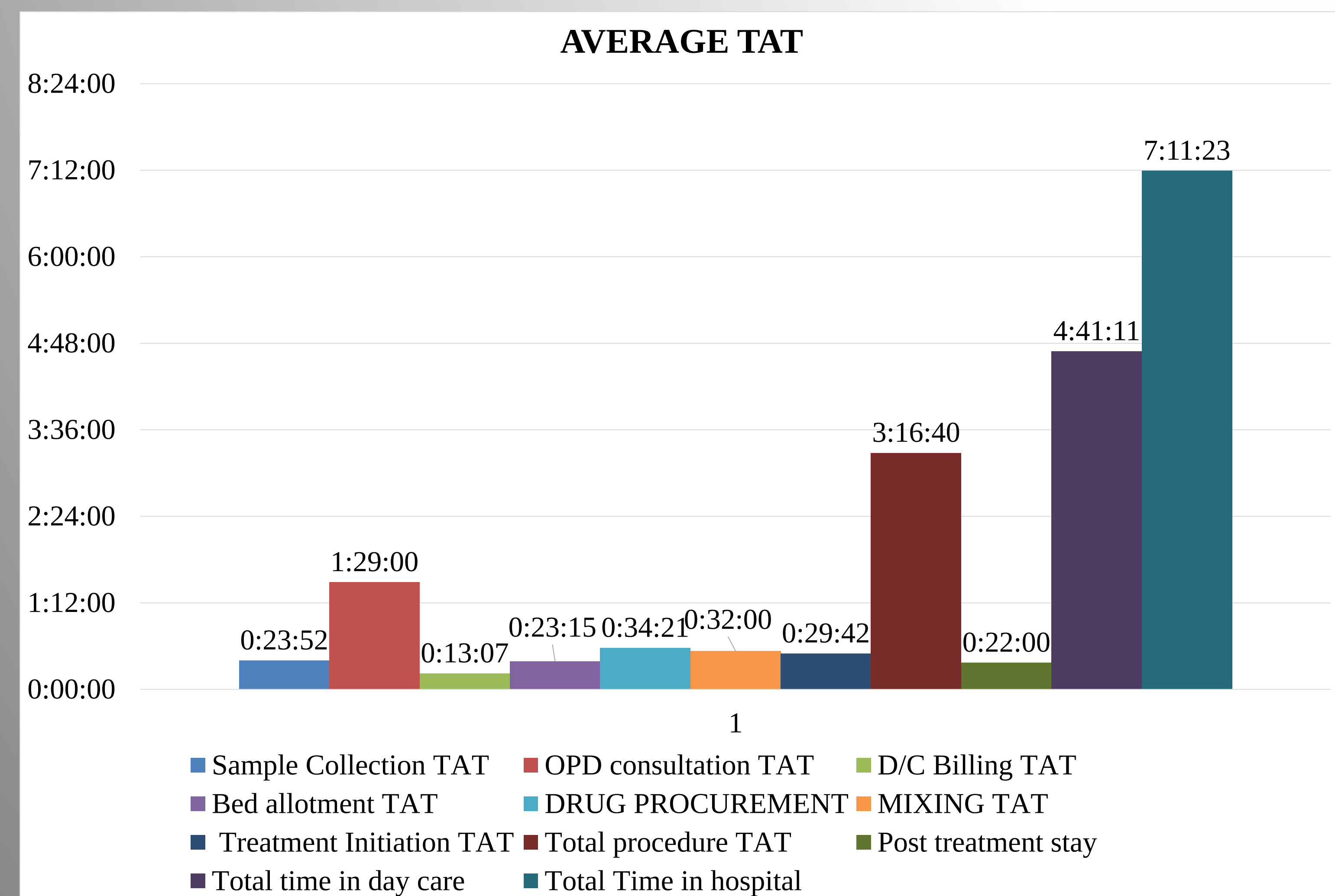
**STUDY POPULATION:** Day care patients of RGC I & RC.

**DURATION OF STUDY:** 8 weeks

## SOURCES OF DATA

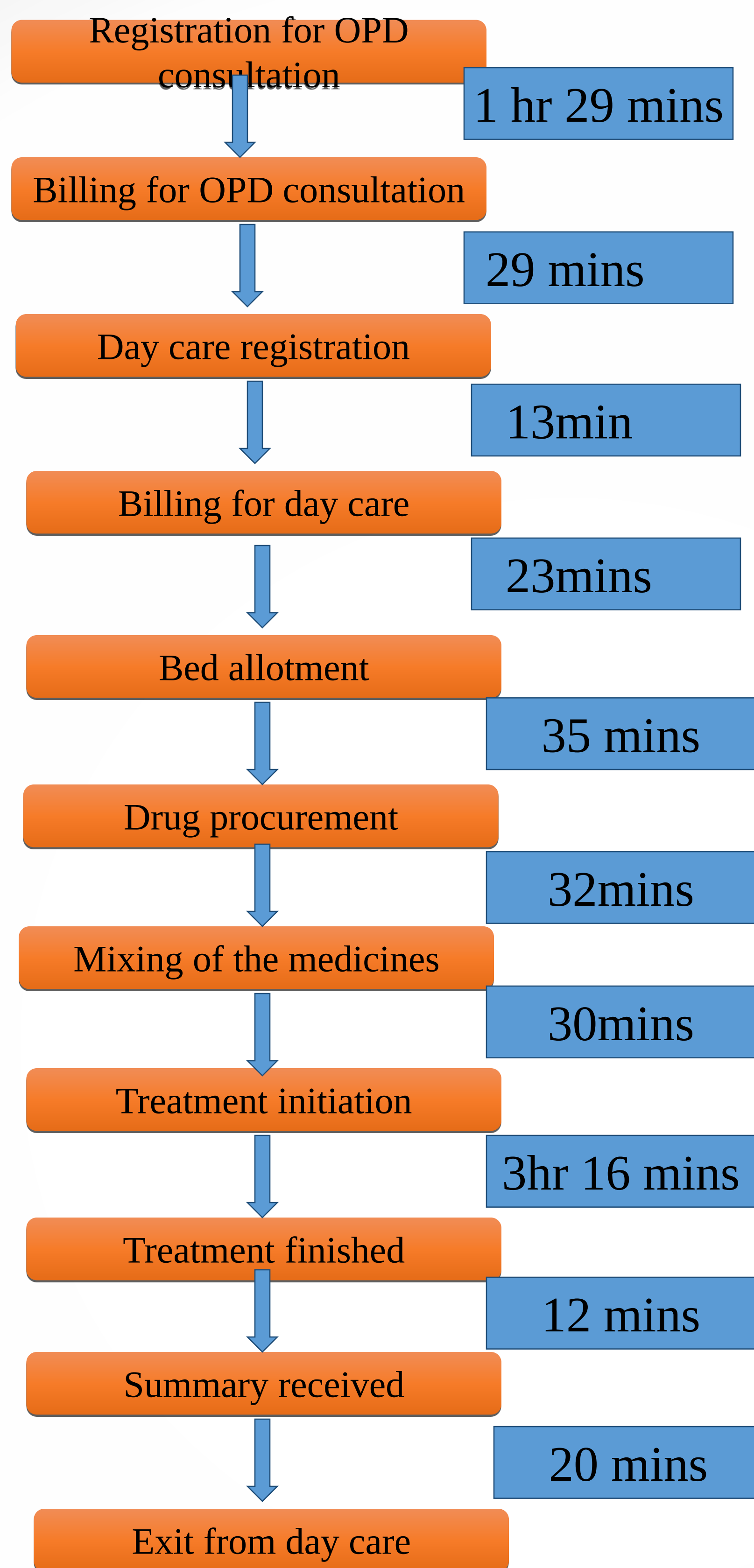
- Primary data: Direct Observation, interview using a questionnaire
- Secondary data: medical records, website of the hospital, medical journals

## 2. Average turn around time of total procedures

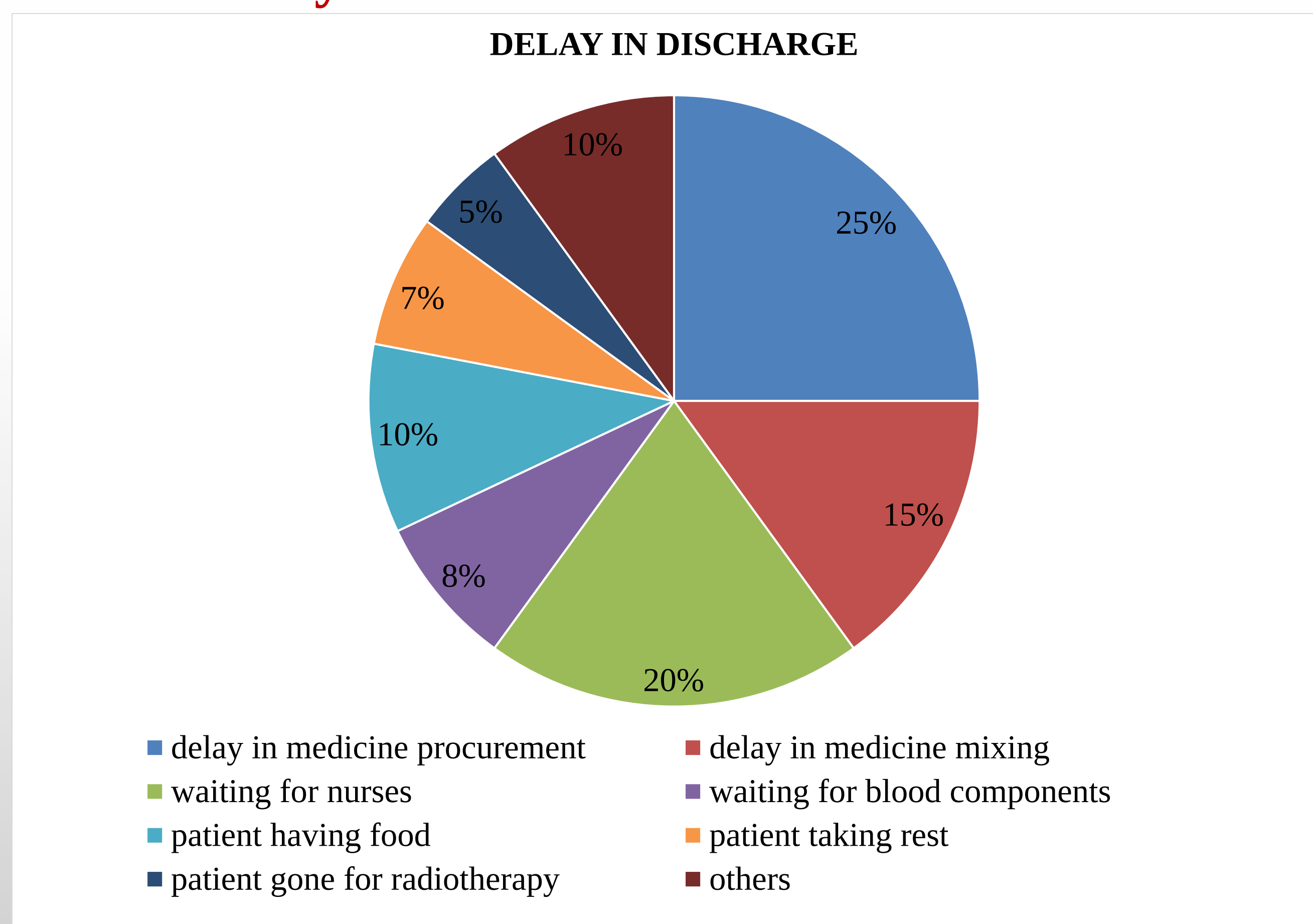


## ANALYSIS AND INTERPRETATION

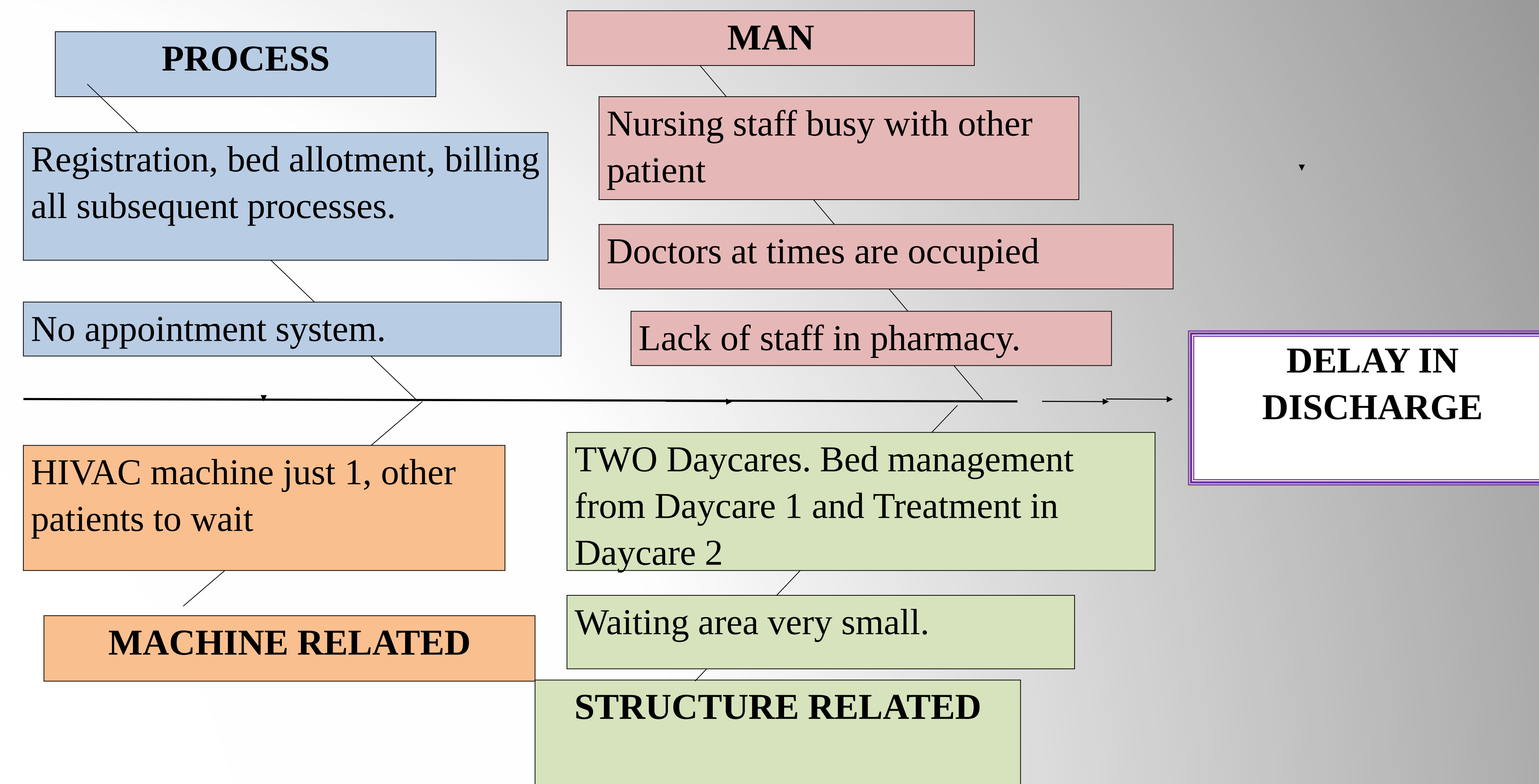
### 1. Process flow showing average time taken between the steps is as follows:



### 3. Causes of delay and its contribution to overall delays



### 4. Fish bone analysis



## RECOMMENDATIONS

- Proper plan of discharge process would ensure an early discharge for a better bed assignment which will improve the efficiency of day care department.
- Reduce time span for reaching out to the concerned consultant by making a prior appointment.
- Proper staff planning and nurse patient ratio depending on the footfall of the patient in the day care.
- Reduce the time taken in mixing of chemotherapy drugs in cyto admixture unit and bringing back to the attending nurse.

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