



INTRODUCTION OF PROJECT:

"To deliver the best clinical outcomes in the most effective, efficient and caring environment"

This project is about the detailed study of Analyzing Turnaround Time in Discharge Process of OPD at Columbia Asia Hospital, Patiala and suggesting measures to reduce the Turnaround Time for a better patient service and satisfaction. **Columbia Asia Hospital – Patiala**, a multi specialty healthcare facility is situated in heart of the city. It opened in December 2009 and is one of the best hospitals in Punjab. With 90 beds manned by highly qualified medical faculty and supported by international quality infrastructure, it provides the best possible care for a wide range of medical and surgical specialties.

Reasons for the study of the Project:

- Many people admitted to Hospital fear the experience of hospitalization and of losing their autonomy, they want to rerun to living their previous lives as soon as possible and every effort should be made to help them do so.
- Discharge from a hospital is a process and not an isolated event. It should involve the development and implementation of a plan to facilitate the transfer of an individual from hospital to an appropriate setting.

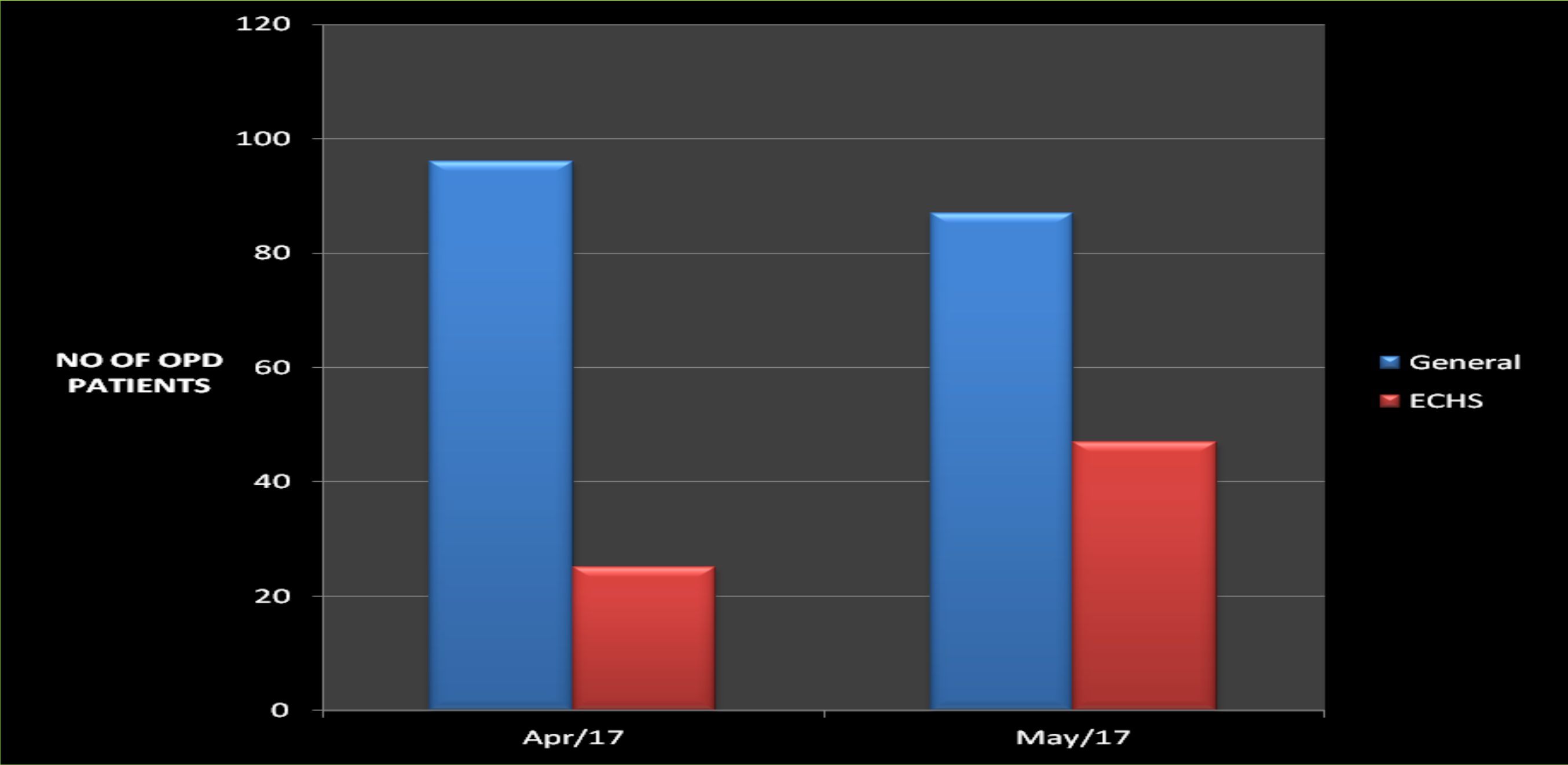
OBJECTIVE OF THE STUDY:

- The objective of the study is to know the amount of time taken for discharge process in the OPD at Columbia Asia Hospital, Patiala and to analyse the factors affecting the Turnaround time.
- Since Discharge process is a time consuming process in every hospital and it becomes an important area for improvement thus objective of the study is to suggest measures to reduce the discharge time in OPD which would lead to patient and attendant satisfaction level and thus improving the quality of

DATA ANALYSIS & FINDINGS

1) Number of OPD Patients OPD wings wise

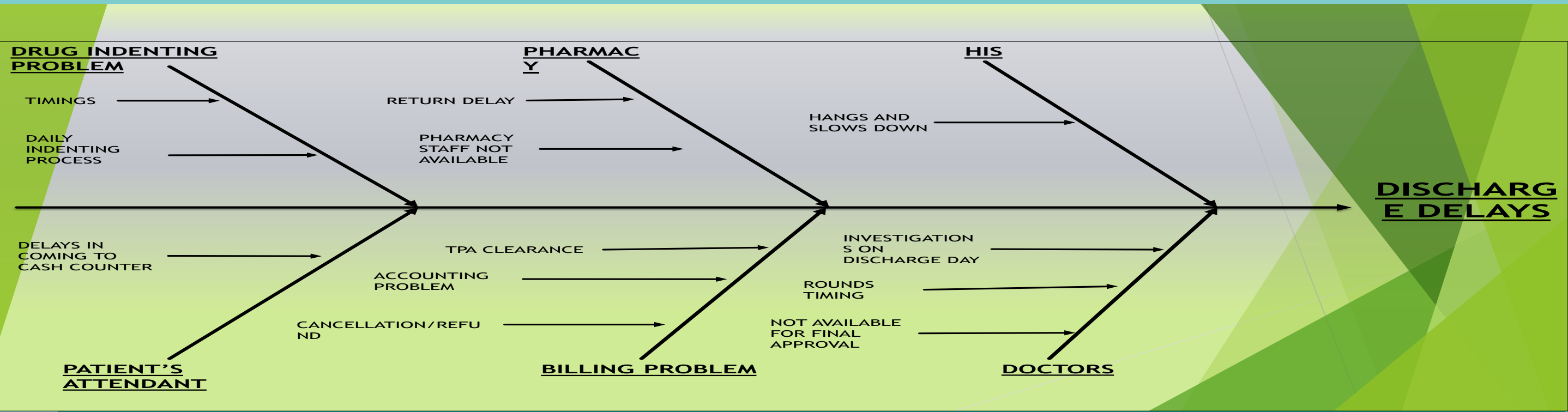
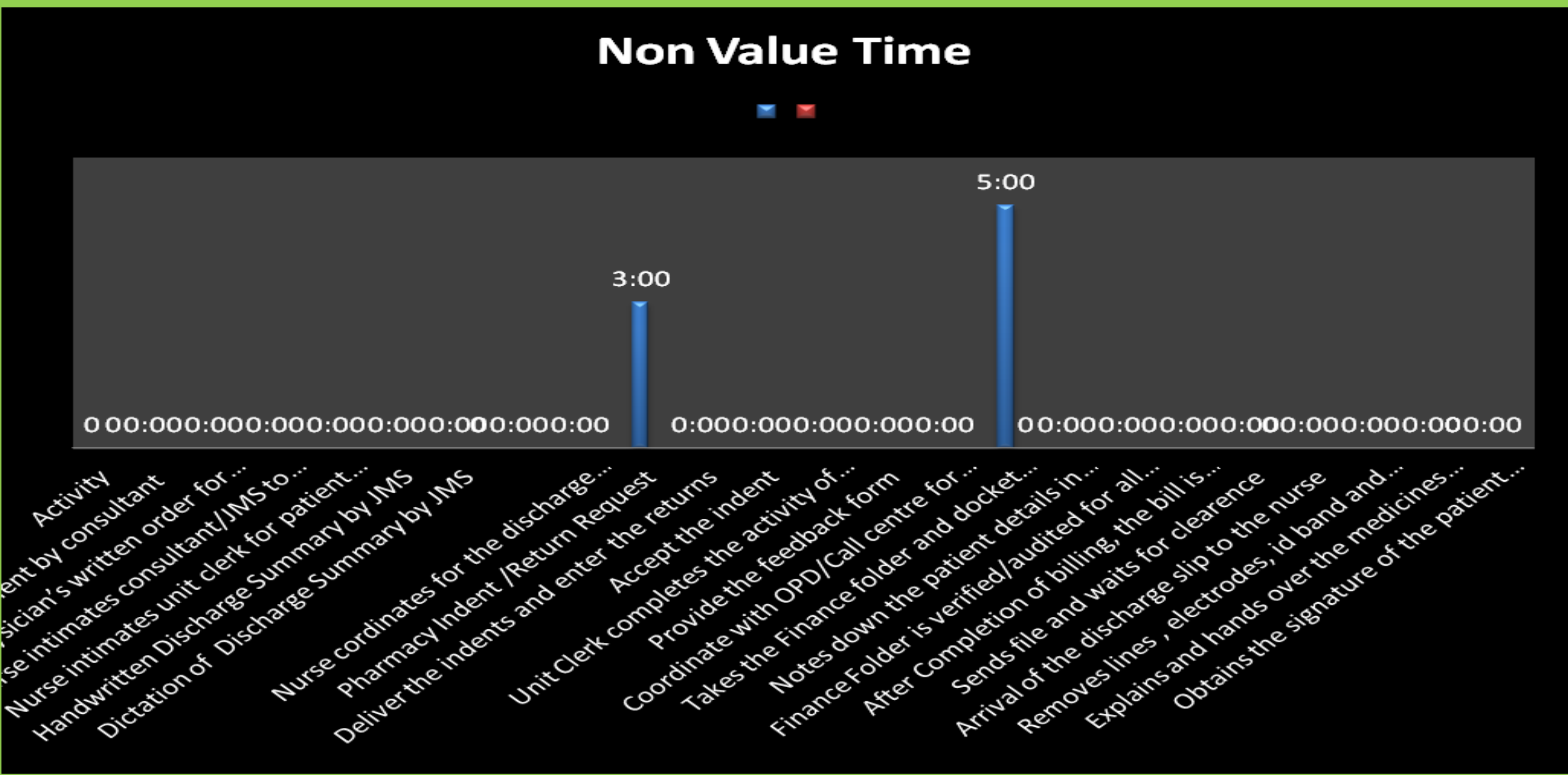
	Month	General	ECHS
No.	April -17		
1		96	25
2	May -17	87	47



- 183 patients were from the General OPD and 72 from ECHS OPD. The Collection of data started from the point of final discharge process of patient.
- Timing of discharge intimation by doctor was taken into account.
- The data collection was over, once the final sign of the patient was taken on the discharge slip.
- Physical leaving of patient from the ward was not accounted.

2) Non Value Time:

- The blue bar denotes the Non Value Time.



RESEARCH METHODOLOGY:

Study design:- Prospective Observational Study

Study duration:- 3rd April to 2nd June 2017

Study site:- The subject study was conducted at Columbia Asia Hospital, Patiala

Study Tool:- Quantitative

- By Observation of patients flow for two OPD sections at Columbia Asia Hospital, Patiala and noting with the help of Checklist
- By tabulating in excel and graphical studies

Sampling Method: Simple Random Sampling

Sample size: Inclusive of two OPD sections of the hospitals which included the General OPD and Ex-servicemen Contributory Health Scheme (ECHS) OPD sections.

A total of 255 patient discharge processes were studied including 8 TPA patient discharge.

Audit and analysis was done with the help of prepared Checklist.

Types of Data:- only Primary source

Primary Data:

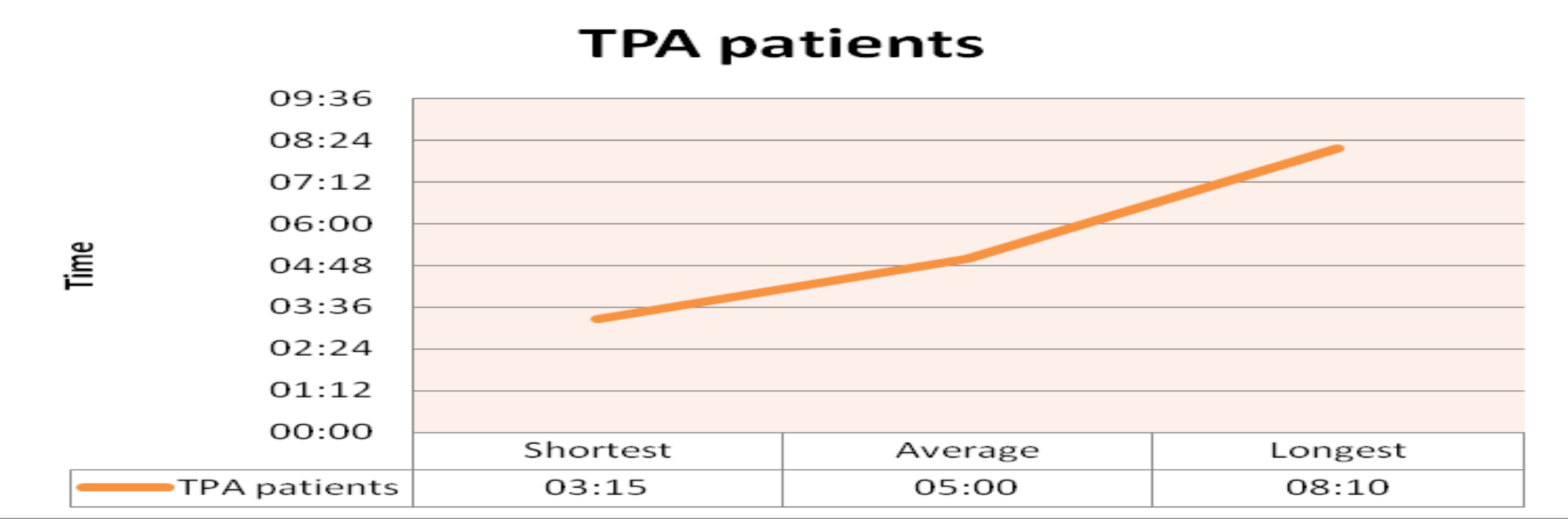
- Self-Observation

Processes which were noted were:

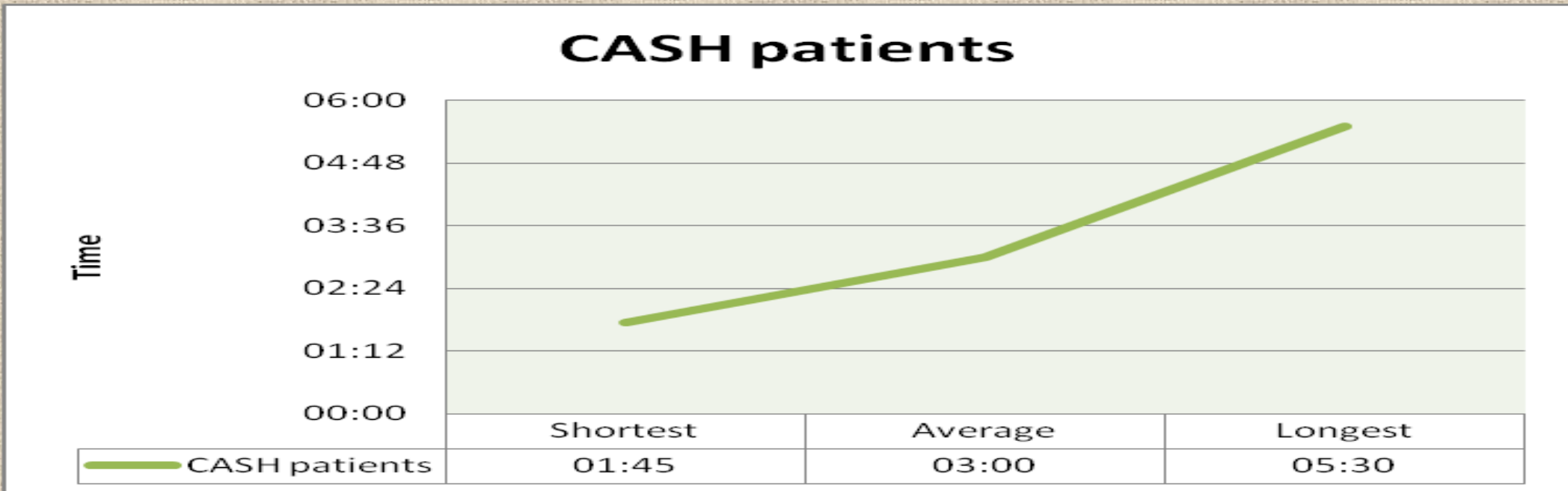
- ⇒ Verbal Intimation from the doctors
- ⇒ Filing and checking of documents.
- ⇒ Drug return/indent.
- ⇒ Checking all the reports and finance folder.
- ⇒ Taking the folder to billing department.
- ⇒ Writing the timings and details on register by unit clerk.
- ⇒ Auditing of accounts and folder by billing department.
- ⇒ Giving the folder to TPA clearance.
- ⇒ Transfer to cash counter.
- ⇒ Patient attendant's arrival.
- ⇒ Bill clearance at bank.
- ⇒ Giving discharge slip to nurse.
- ⇒ Final signature taken by nurse.

Observations & Interpretations:

The average time taken for the discharge of the 8 TPA patients was seen to be approximately 5 hrs, while the longest stretched up to 8 hrs.



The average time taken for the discharge of the 247 CASH patients was seen to be approximately 3 hrs, while the longest stretched up to 5 ½ hrs.



RECOMMENDATIONS

- ⇒ Patient attendant should be informed prior to billing as they are held up in making arrangements of funds, taking up to 30 mins in some cases.
- ⇒ Files related to TPA process should be complete in all manners. E.g. Signature of discharge summary, Correct and proper updating of patient details.
- ⇒ A common standard format for all TPA's should be made as all TPA's have different clauses which result in delayed response from their side.
- ⇒ Pharmacy indenting time and discharge time should be coordinated as their difference causes a lot of loss in time. E.g Discharge ordered at 8:30 but pharmacy staff starts working at 9:30, creating a gap of an hour.
- ⇒ All pending reports and documents related to billing should be updated a day before.

CONCLUSION

The discharge process of Columbia Asia Hospital, Patiala is quite smooth and hassle free, taking an average of 2 hrs for Cash based patients, while 5 hrs in TPA based cases.

This can be further reduced by better involvement of the patients' attendant in the process, and allocating time for the pharmacy indent and return.