

Introduction

Discharge Planning is “the process used to decide what a patient needs for a smooth move from the hospital to home or to other level of care.” Discharge process is a complex process because as the final step in the hospital experience, that process is likely to be well remembered by the patient. Even if everything else went satisfactorily, a slow, frustrating discharge process can result in low patient satisfaction. If there is delay in discharge process it leads to dissatisfaction and affects the image of the hospital. The elements of effective discharge process are discharge planning, medical reconciliation, discharge summary and patient instructions.

The time taken for the whole discharge process vary according to the payment mode of patients:

- 1) CREDIT
- 2) CASH
- 3) TPA

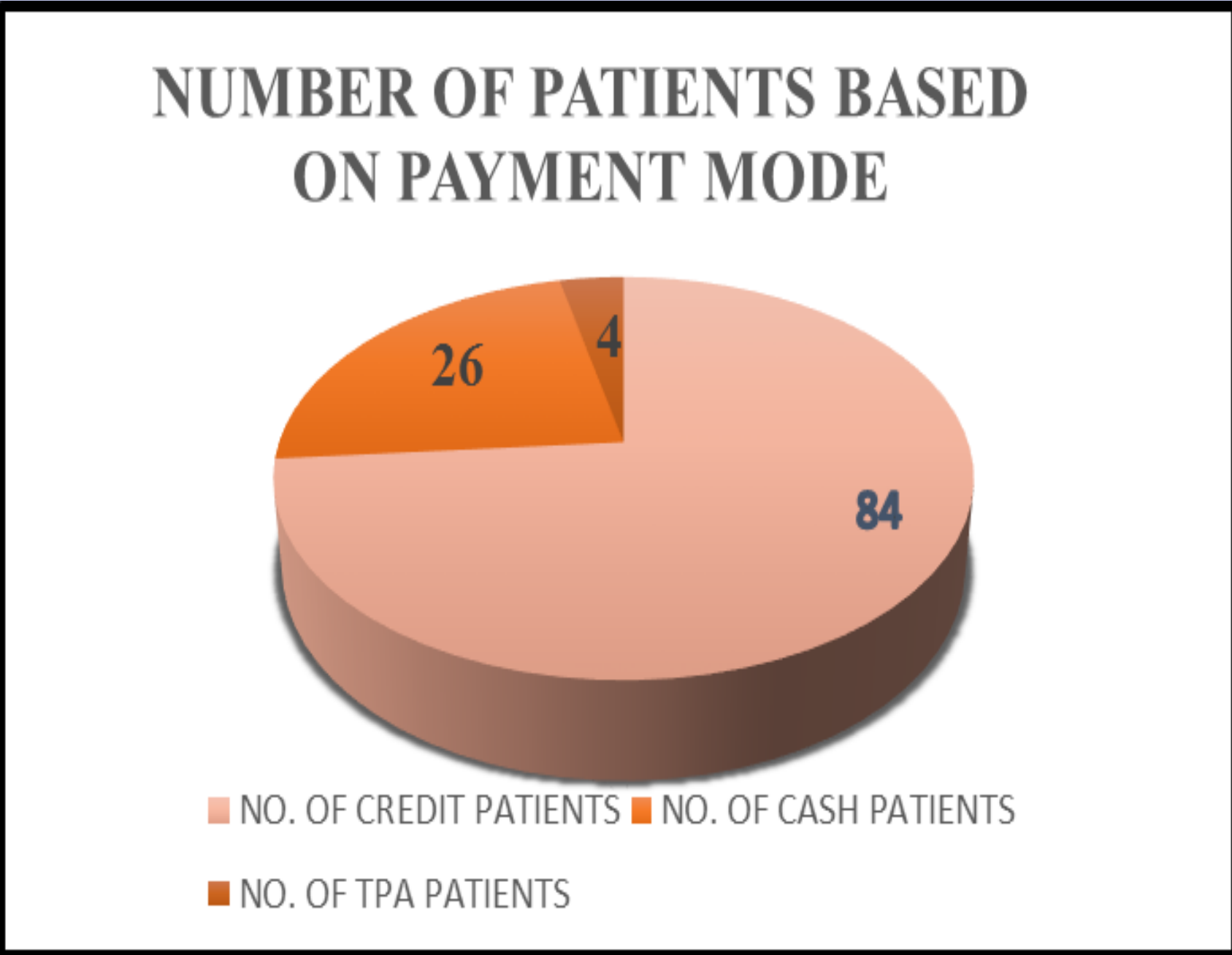
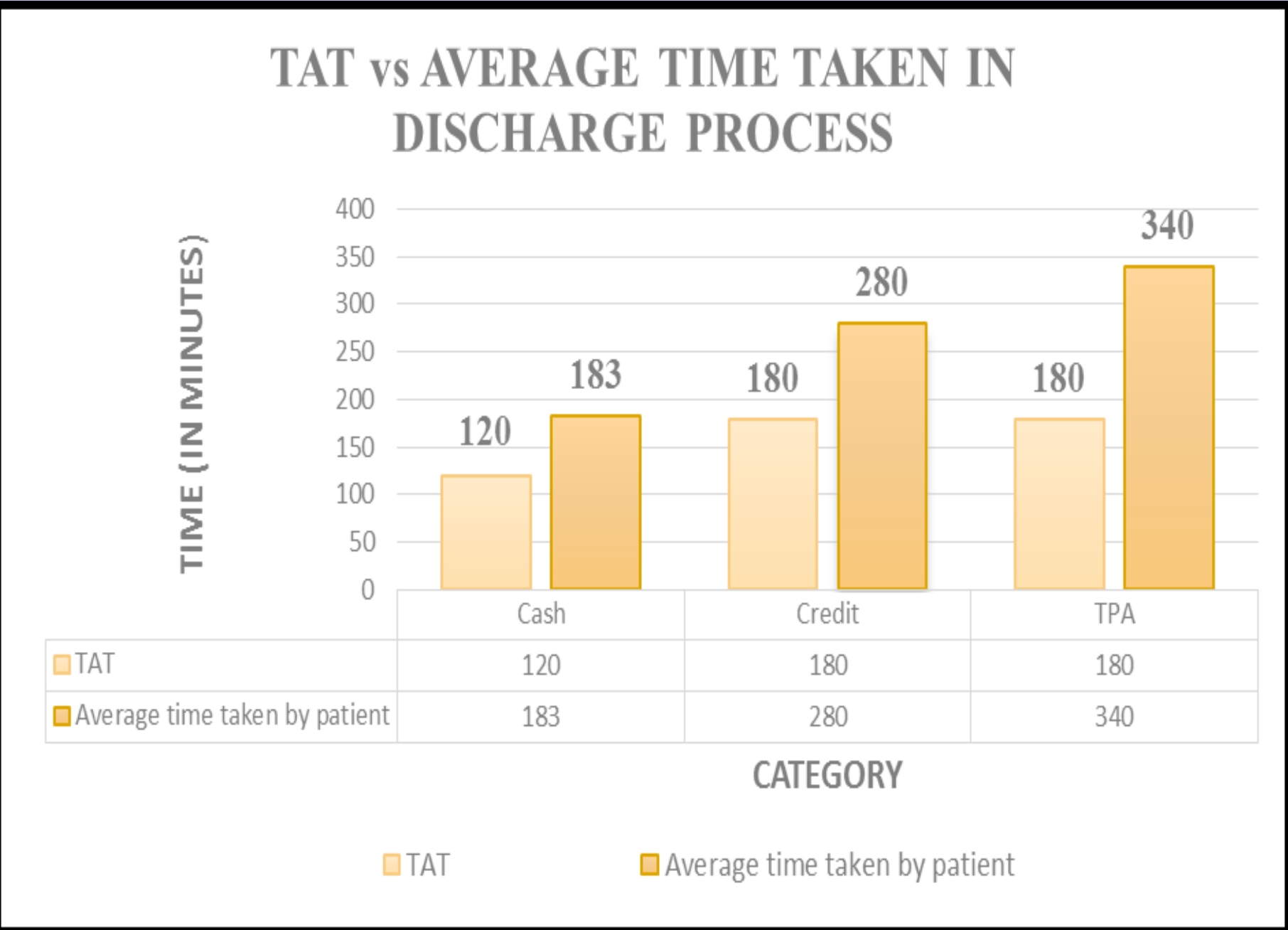
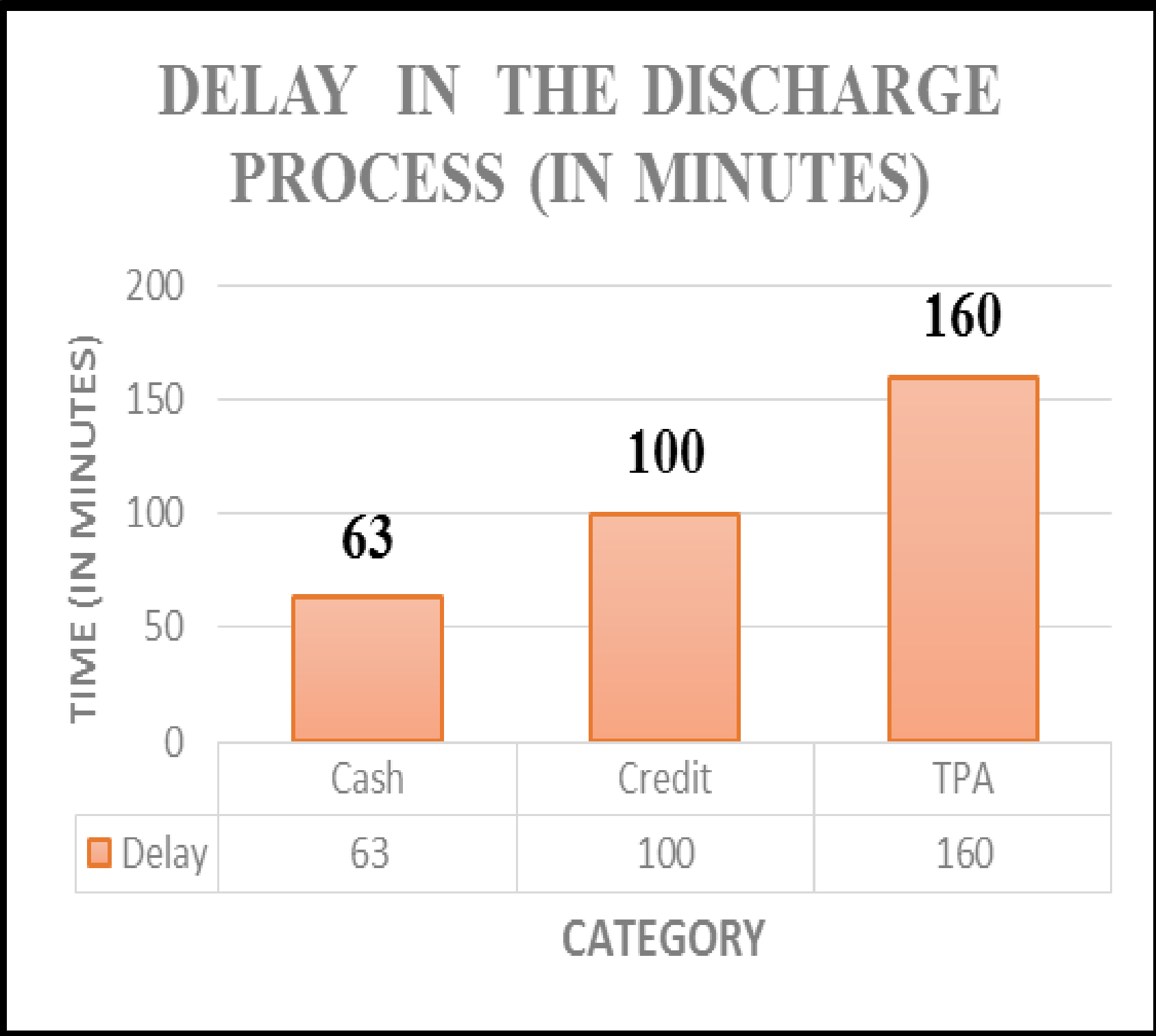
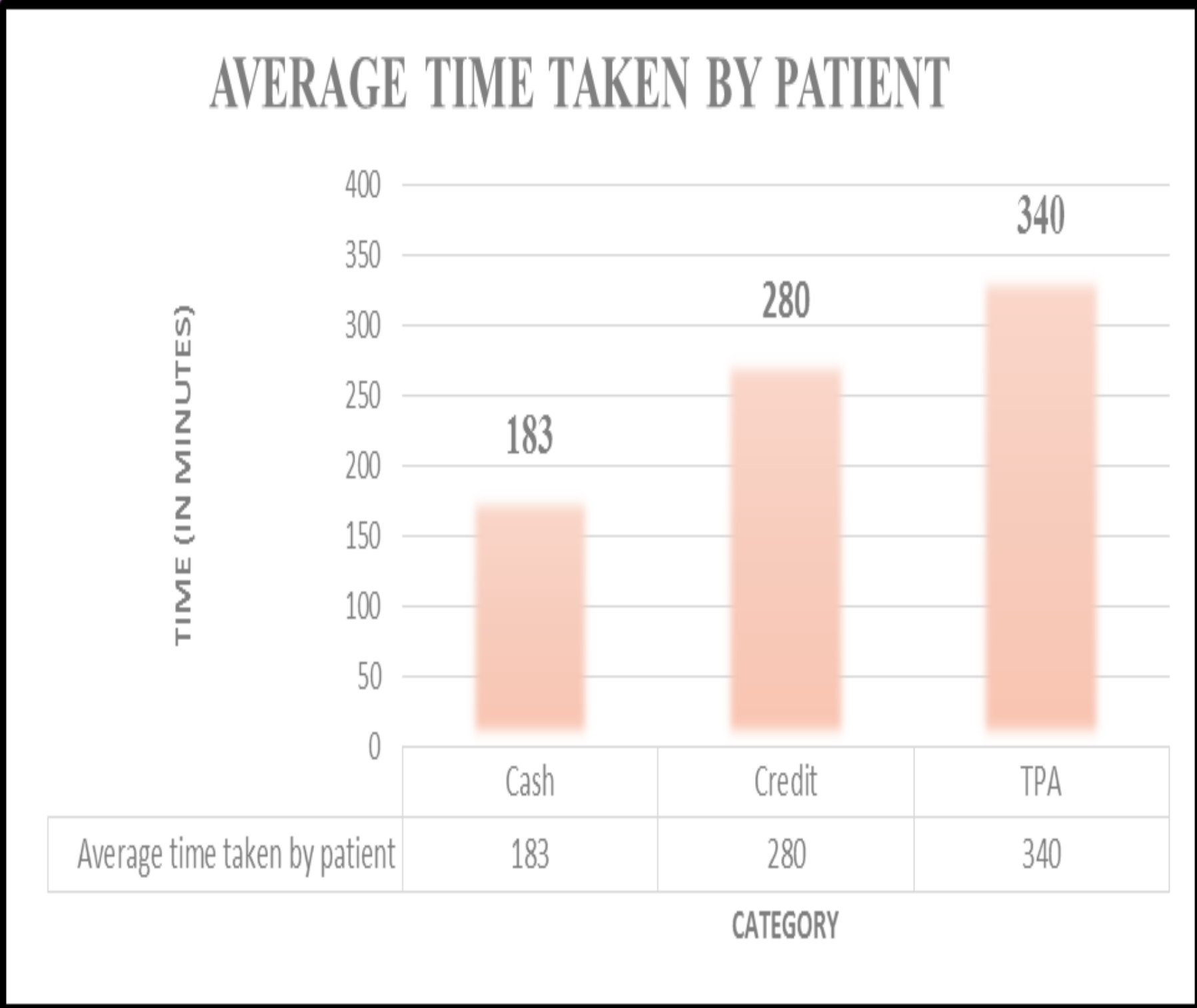
Objectives

- ◆ To study the in-patient discharge process at Manipal Hospital, Jaipur.
- ◆ To analyze the steps involved in the discharge process.
- ◆ To know average time consumed in the whole discharge process.
- ◆ To root out the significant reasons of delay

Methodology

- ◆ **Study Design-** Observational and Descriptive
- ◆ **Study Duration-** 5th May to 31st May
- ◆ **Study Location–** Manipal Hospital, Jaipur
- ◆ **Sampling Method–** Convenience Sampling
- ◆ **Sample Size-** 114 In-Patients
- ◆ **Data Collection Tool-** Discharge Tracker Sheet and Billing TAT Sheet
- ◆ **Data Type–** Secondary Data

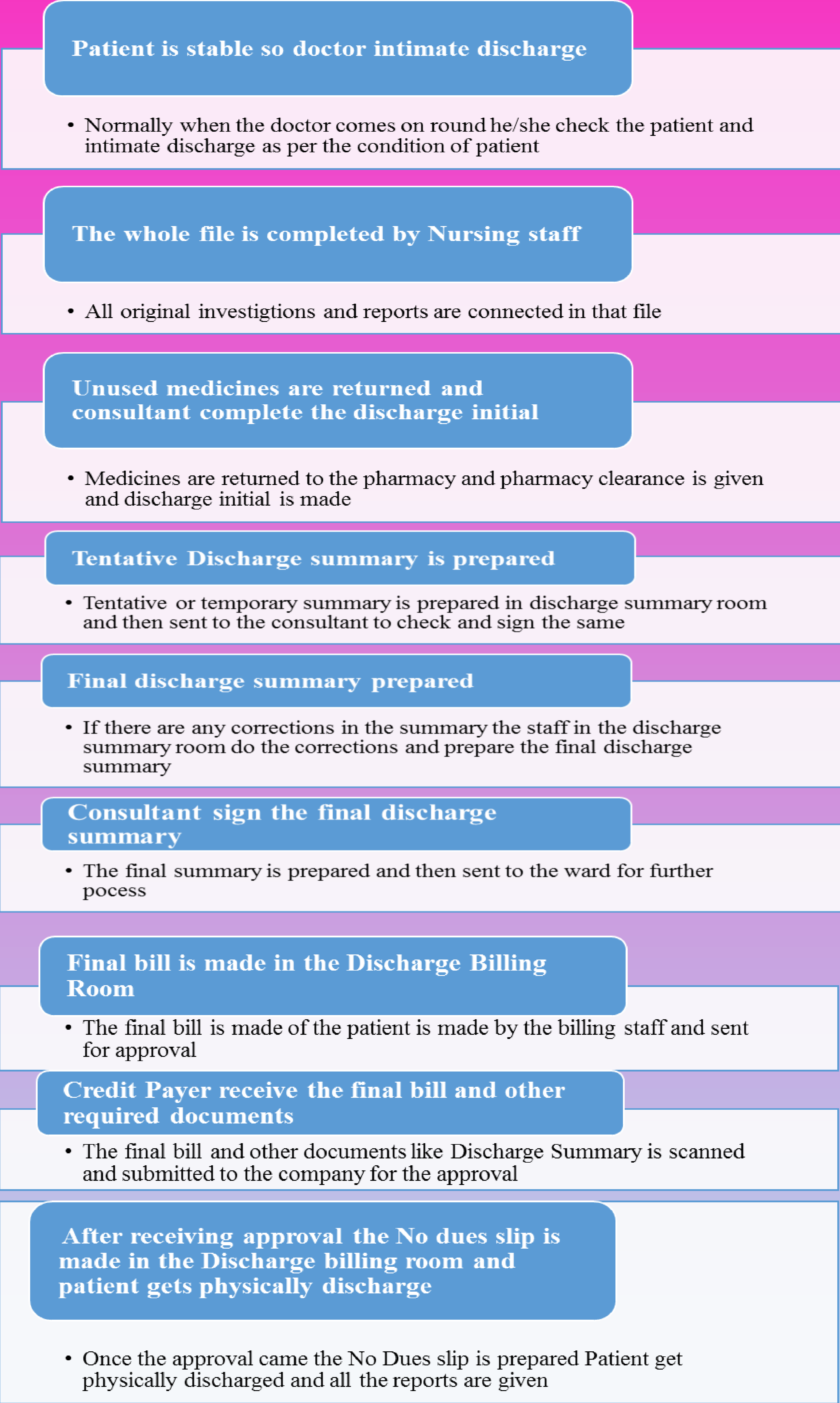
Findings



Suggestions

- ◆ Advanced preparation of the activities to be done for the planned discharges
- ◆ GDA Staff should be there
- ◆ Increasing Planned Discharges
- ◆ Lab Reports should be prepared early
- ◆ Live audits of files

DISCHARGE PROCESS FLOW FOR CREDIT & TPA PATIENTS



PROCESS FLOW FOR CASH PATIENTS

