



DELAY IN THE DISCHARGE PROCESS OF INPATIENTS AT CARE HOSPITAL BANJARA HILLS



1. INTRODUCTION

Discharge of the patient is a complex multi stage process requiring integrated communication among in-patient care team. Any delay in the discharge process leads to delay in the patient admission process, thus disturbing smooth in patient flow of hospital. From A Patient's Perspective, It can lead to an Extended Feeling of Physical and Psychological Dependability Along With a Feeling of Uneasiness and Discomfort. Hence, Discharge Delay Is A Process Which, In Ideal Circumstances, Should Not Exist.

2. RATIONALE

The study is required as not many studies have been conducted on discharge delay related to in patients at Care Hospital in last few years. this study was performed to identify the factors causing delay in discharge process.

3. OBJECTIVES

- 1.To Find Out the Various Factors Leading to Delay in The Discharge Process.
- 2.To Provide Suggestions to Decrease the Time Taken for The Discharge Process.
- 3.To Help the Organization Provide a Customer Satisfactory Service.
4. To Help the Organization Have a Leaner Management (Work Force).

4. METHODOLOGY

STUDY DESIGN:

An Observational Study was conducted in the Inpatient Department of CARE Hospitals, Banjara Hills which included insurance, cash and corporate patients.

PERIOD OF STUDY:

3 WEEKS

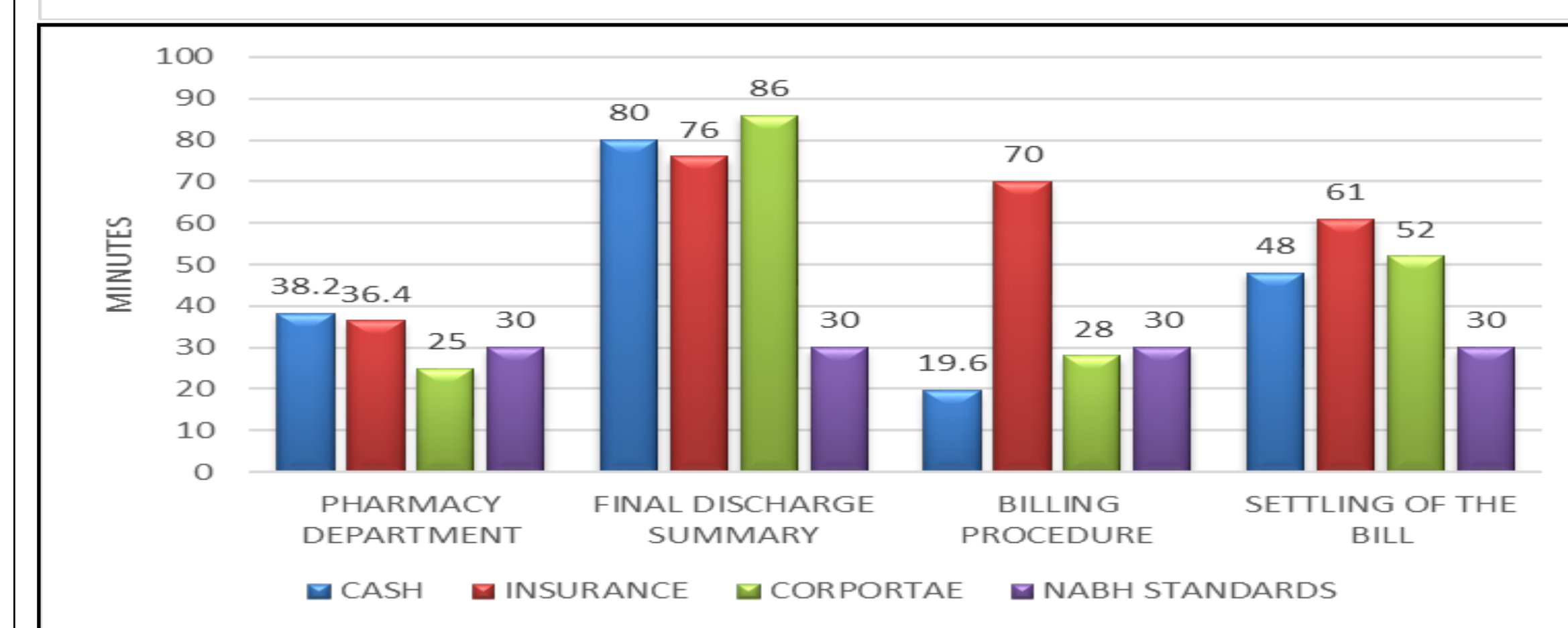
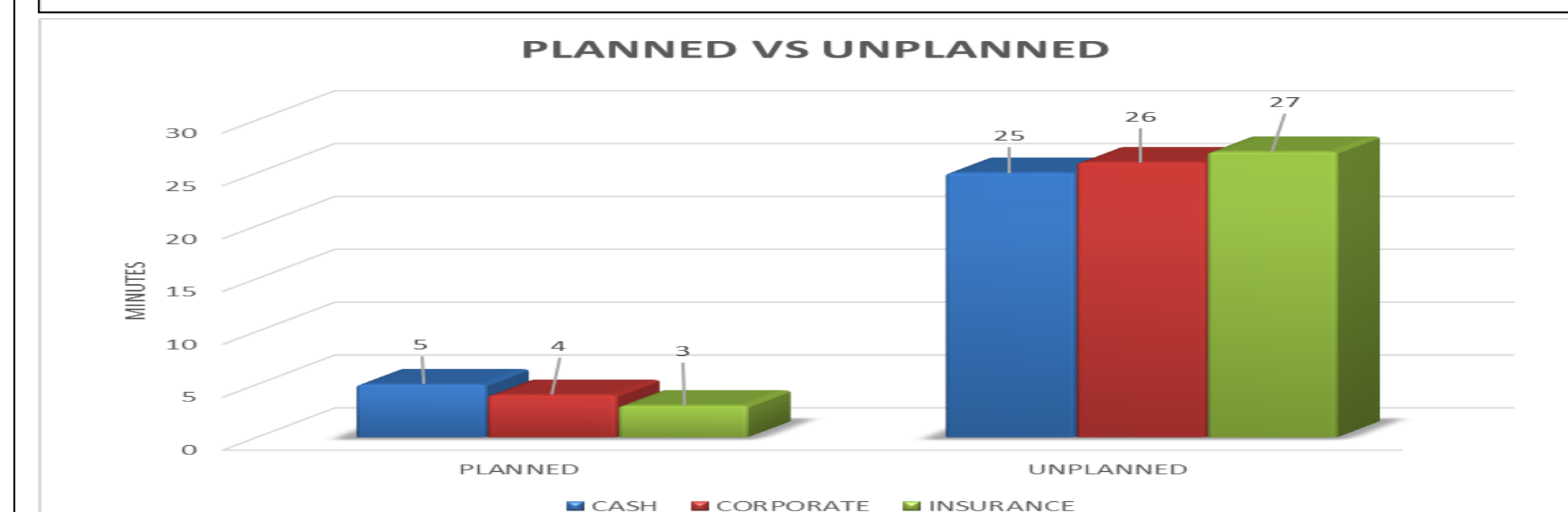
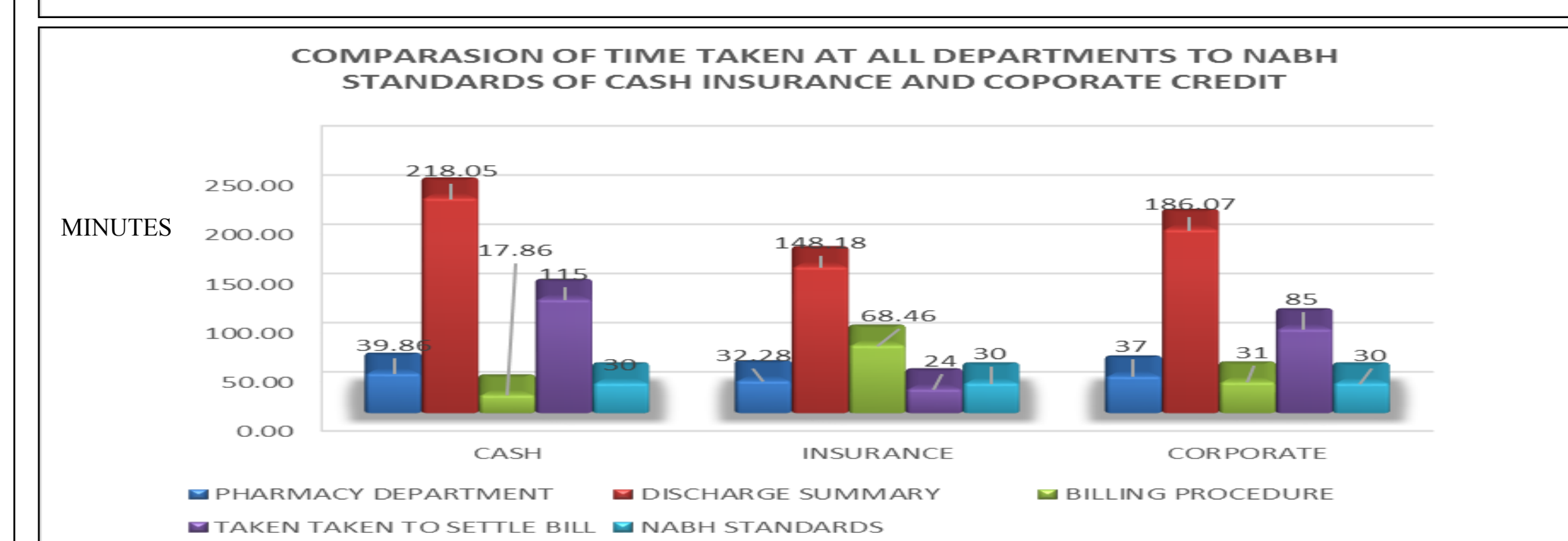
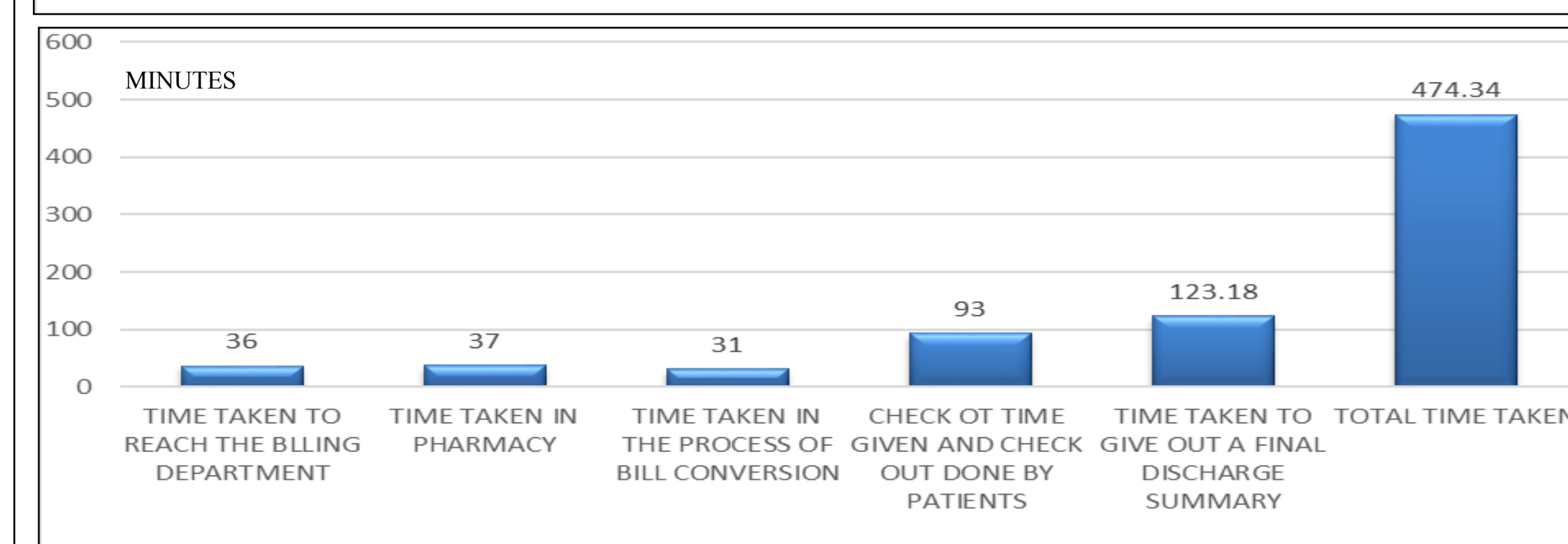
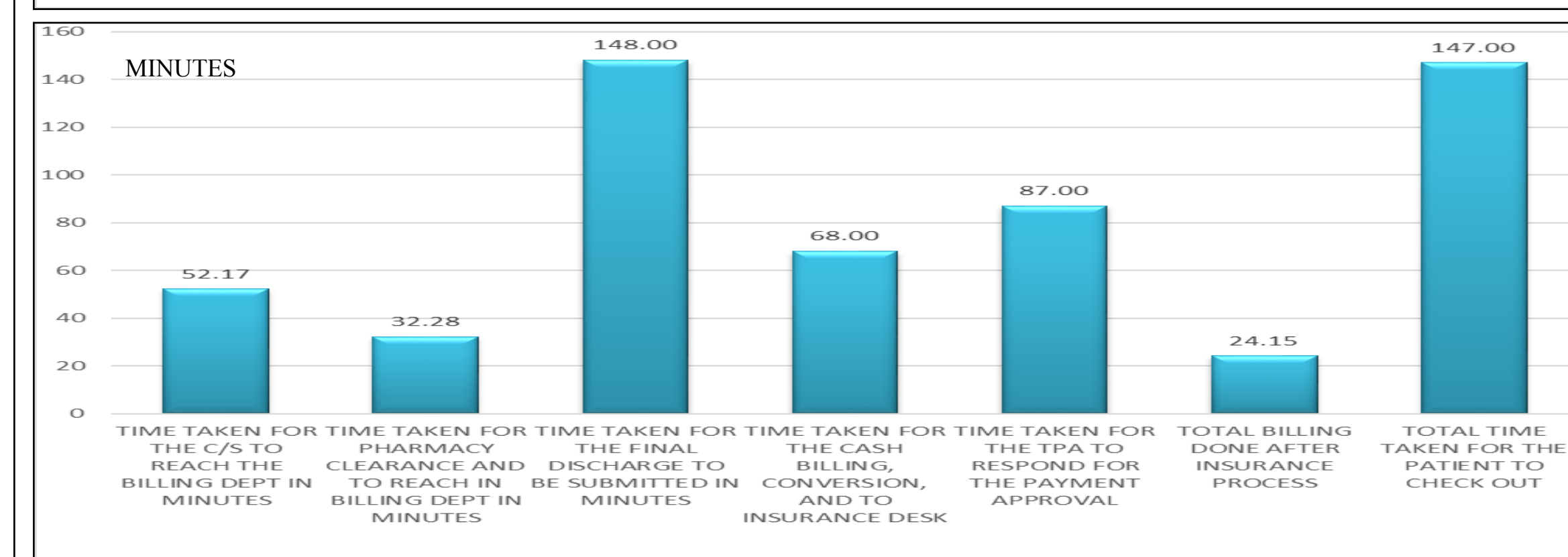
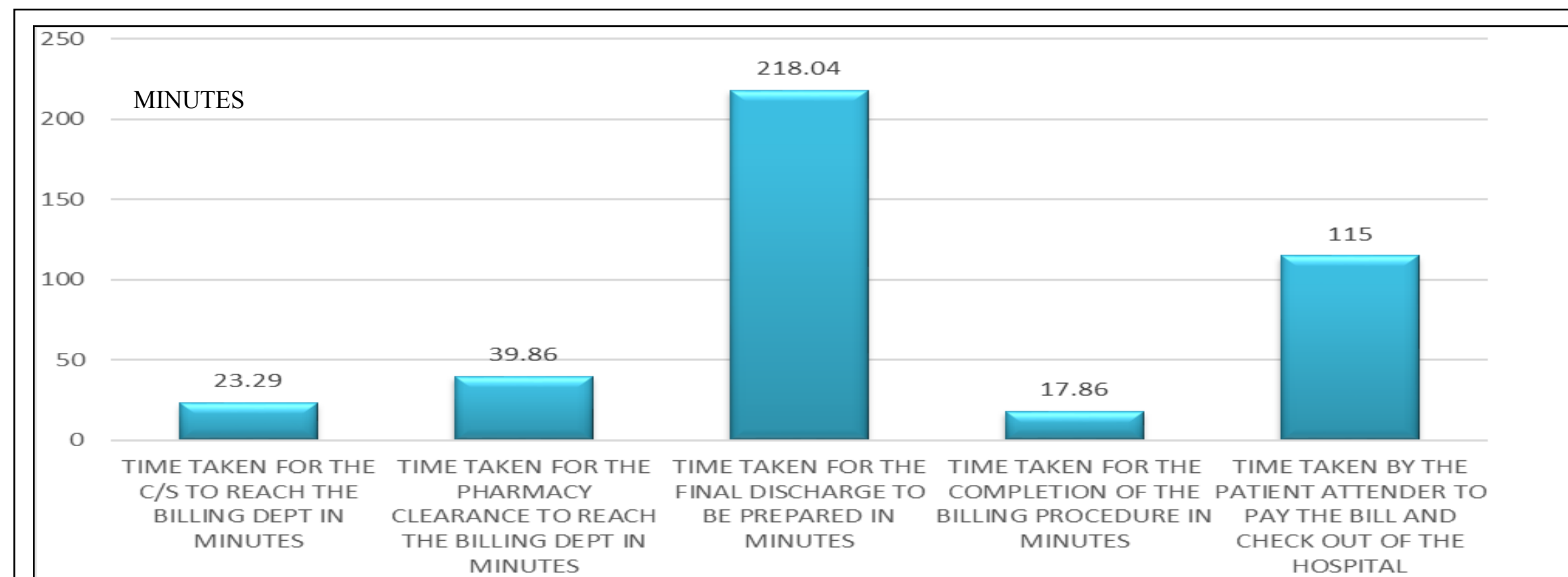
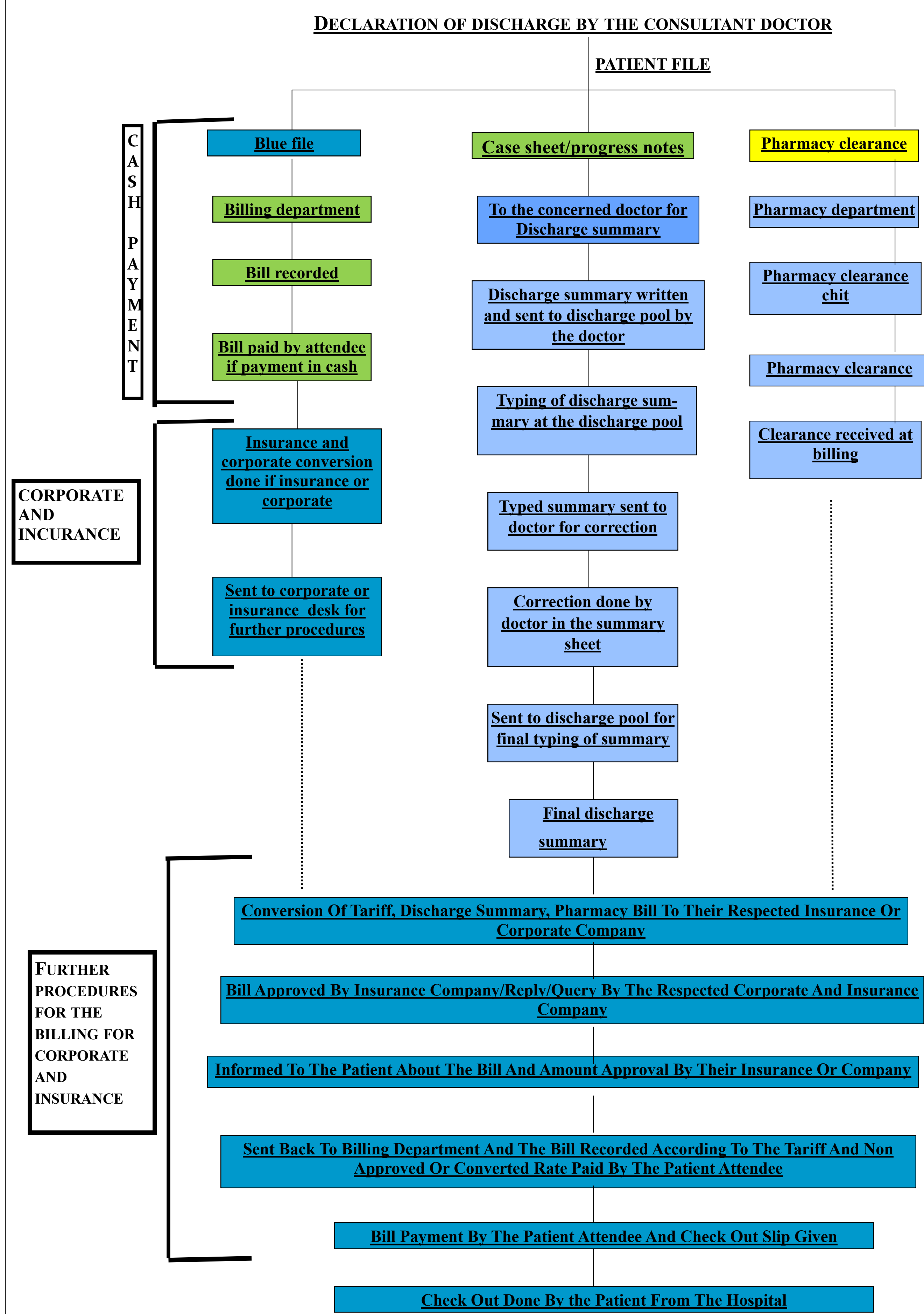
SAMPLING:

A sample of 30 patients each from Insurance, Cash and Corporate was selected randomly.

DATA COLLECTION

The timings of various processes starting from the declaration of discharge by the doctor; time taken by the case sheet to reach the billing department, time taken for pharmacy clearance and the time taken for the preparation of the draft and final discharge summary were noted down. These

DISCHARGE PROCESS FOR DIFFERENT TYPE OF PAYMENT (CASH, INSURANCE, CORPORATE CREDIT)



CASH DATA ANALYSIS

Analysis of the time taken at various department for the patient attendee paying through cash

INSURANCE DATA ANALYSIS

Analysis of the time taken at various department for the patient who are insured

CORPORATE DATA ANALYSIS

Data analysis of payments done by their respective organization or rate tariff according to pre decided Rates by the organization only for the employees working with the organization or retired

COMPARASION WITH NABH STANDARDS

Comparing the various payments to the NABH standards

PLANNED DISCHARGES V/S UNPLANNED

ONLY 13.95 % OF CASES ARE PLANNED FOR A DISCHARGE AND THE REST 86.05 % ARE UNPLANNED .

GRAPH SHOWING THE TIME TAKEN IN VARIOUS DEPARTMENTS AT THE HOSPITAL OF PLANNED

OBSERVATIONS/ GAPS

- Delay In Giving Out Final Discharge Summary By The Concerned Consultant Of The Patient.
- Delay In Paying The Billed Amount By The Patient Attendee
- Delay Due To Problems Or Errors In The Billed Amount.
- Delay Due To Queries Raised By The TPA/Insurance Company
- Delay Due To Shortage Of Staff.
- Delay At Billing Due To Software Problems.
- Delay At The Discharge Pool .
- Delay In Transferring The File.
- Delay Because Changes In The Billing Had To Be Done Which Was To Be Instructed By The Concerned Doctor Of A Patient But Doctor On Rounds
- Delay Caused By The Organization To Give Out Approval Letter For The Billed Amount.

SUGGESTIONS

1. Writing down the discharge summary one day prior to discharge.
2. Day to day bill Updation by the billing department.
3. Increasing the number of planned discharges.
4. Every floor should have its own billing pool
5. Software problem or code errors should be solved Permanently.

CONCLUSION

By This Study It Has Been Observed That Due To Delay In The Discharge Process There Is Disruption In Smooth Inflow Of The In Patients, There Is Also Bed Blocking By The Patients Due To Delay In Discharge Process And Also A Possible Revenue Loss To The Hospital.