

BM BIRLA HOSPITAL (CK BIRLA GROUP)

- **NAME-SHREYA SUMAN**
- **HHM (2020-22)**

ROLL- 1205

Guidance of Dr. VINOD

KUMAR

DURATION- APRIL 21ST to

16th JUNE



BM BIRLA Heart Research Centre

- The BM Birla Heart Research Centre (BMBHRC) was laid on the foundations of late BM Birla's vision for providing super specialty cardiac care to the city of Kolkata. The exclusivity of BM Birla Heart Research Centre lies in the fact that it is the only hospital offering super specialty cardiac care in entire eastern India
- BM Birla Heart Research Centre is the first NABH accredited hospital in India. The hospital has been a symbol of ethical practice and trust and has earned the distinctive reputation of being a safe destination in providing comprehensive cardiac treatments
- **Vision**-To provide the best of Patient Service & Clinical Excellence.
- **Mission**-To create Clinical Centers of Excellence on a strong backbone of research, academics and evidence-based medicine for best clinical and patient outcomes.
- **Key Principles**-The foundation of BMB has been laid on 3 key principles that define the ethos of our hospital



Click to add text

24 HOURS SERVICE

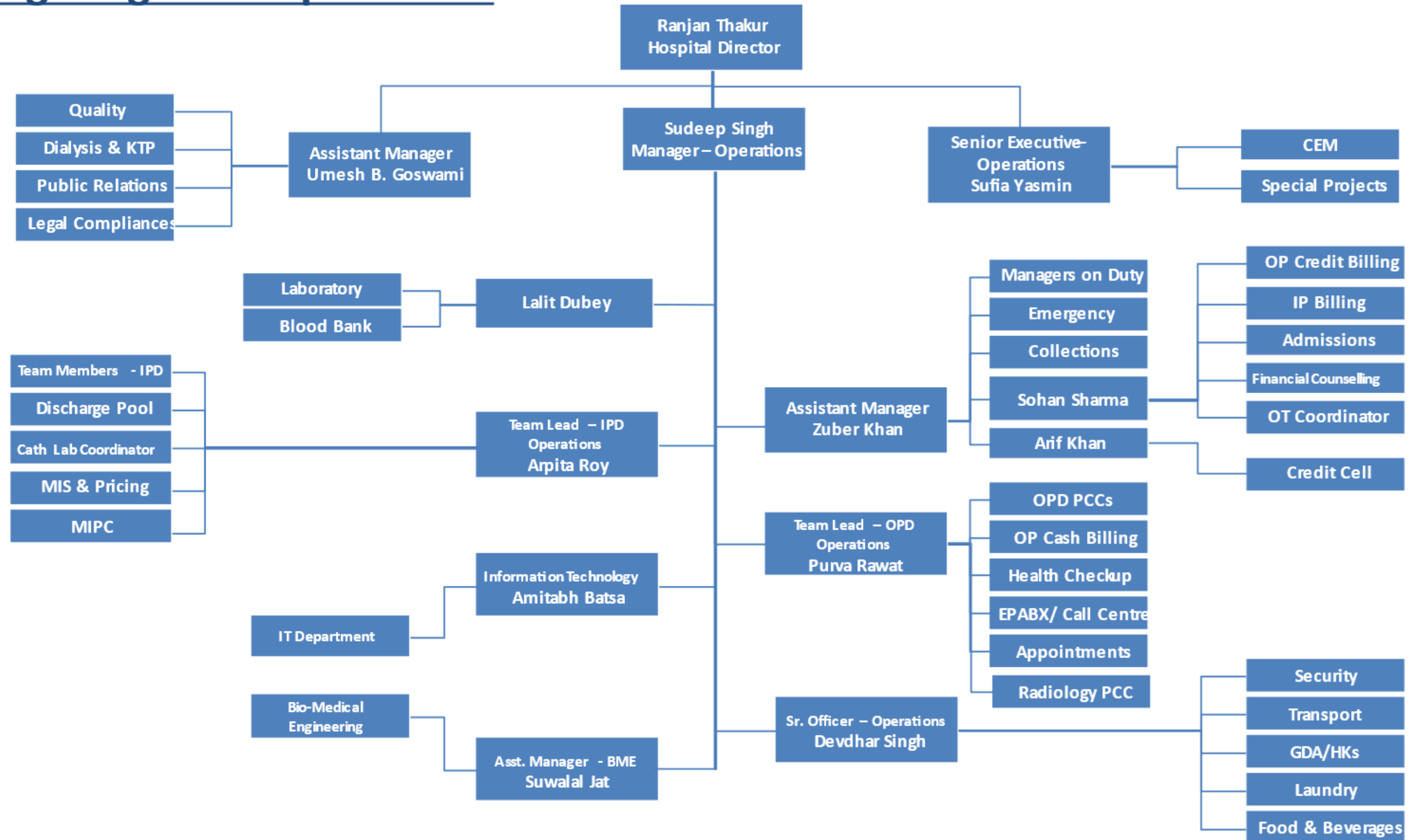
Ambulance
Blood Bank
Dialysis
Emergency
Intensive Care Unit
Laboratory
Pharmacy
Radio Diagnosis & Imaging

ROLE OF HOSPITAL ADMINISTRATOR

Role towards patients
Role towards organization
Role towards personal management
Role towards hospital information system.



Organogram - Operations



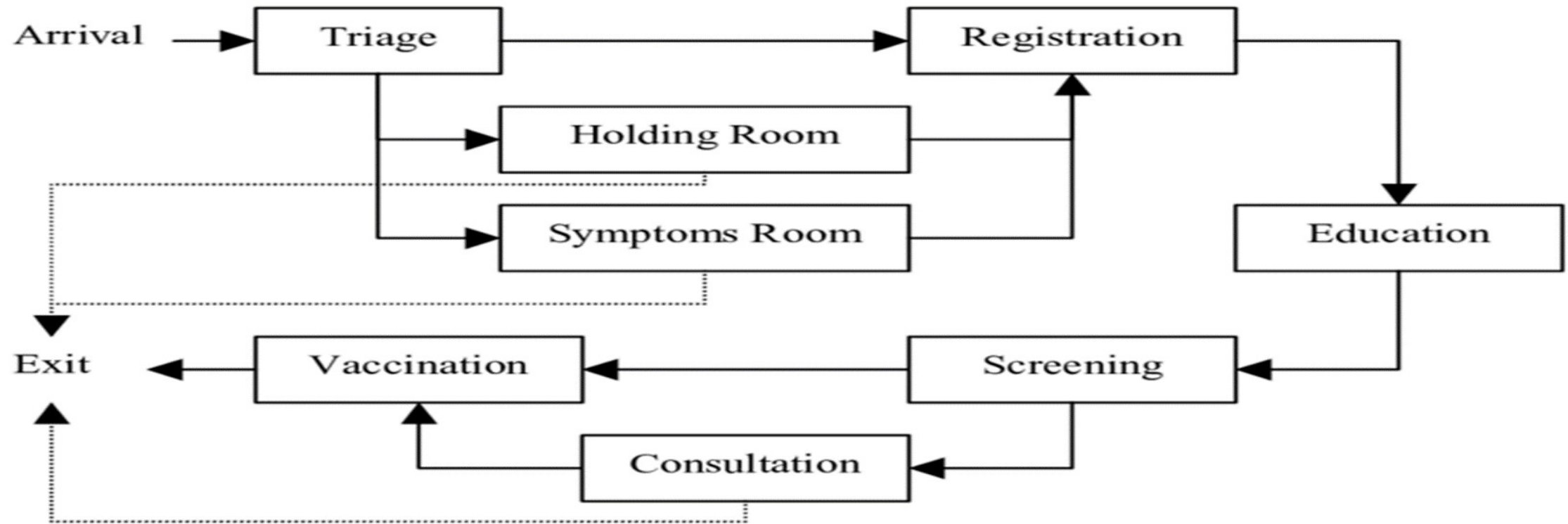
PATIENT FLOW MANAGEMENT

A. Smart appointment scheduling.

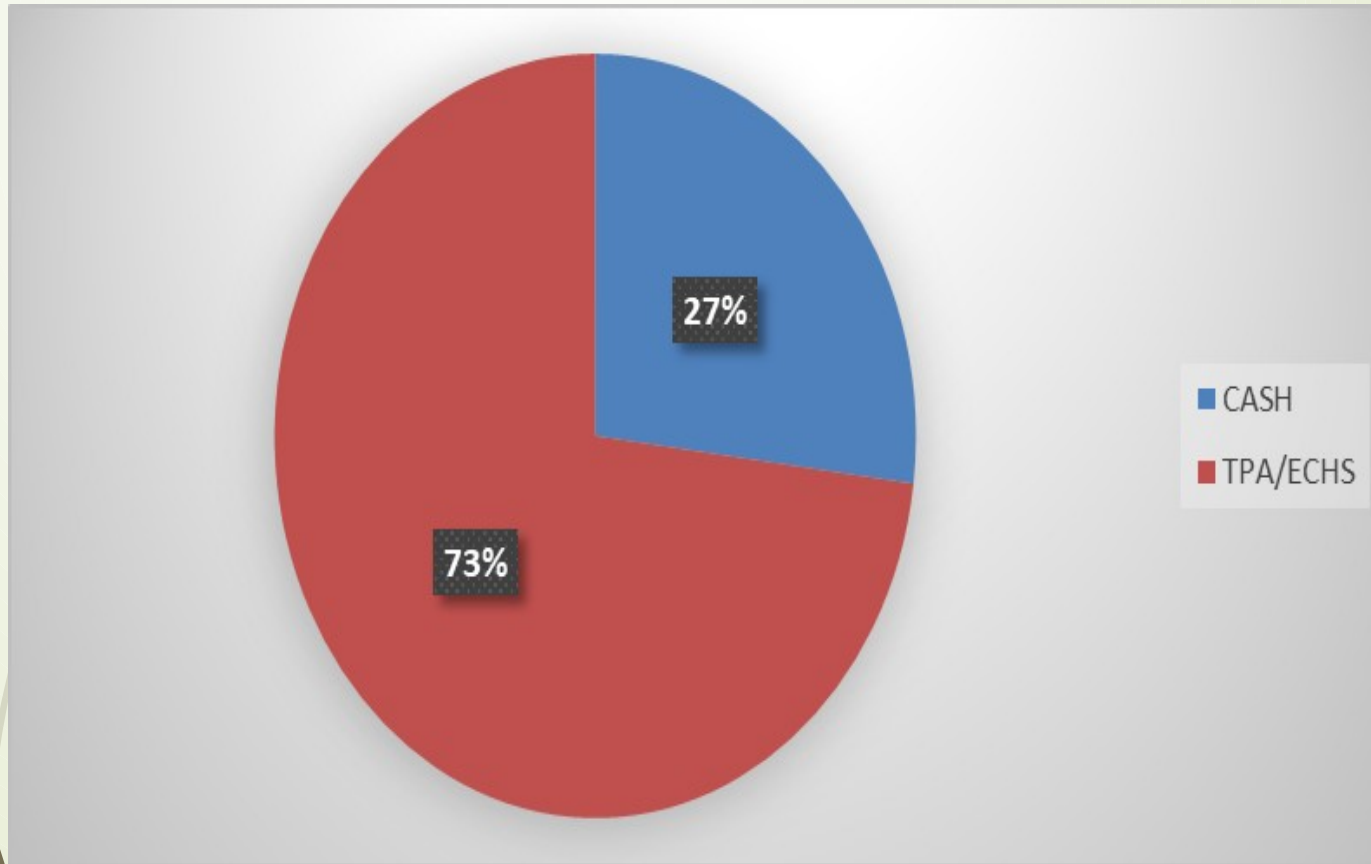
B. Arrival & Registration management : The key to efficient patient flow management.

1. Clear information & update
2. Manage registration efficiently
 - A. Consent form filling
 - B. On-site registration

Flowchart of Patient flow

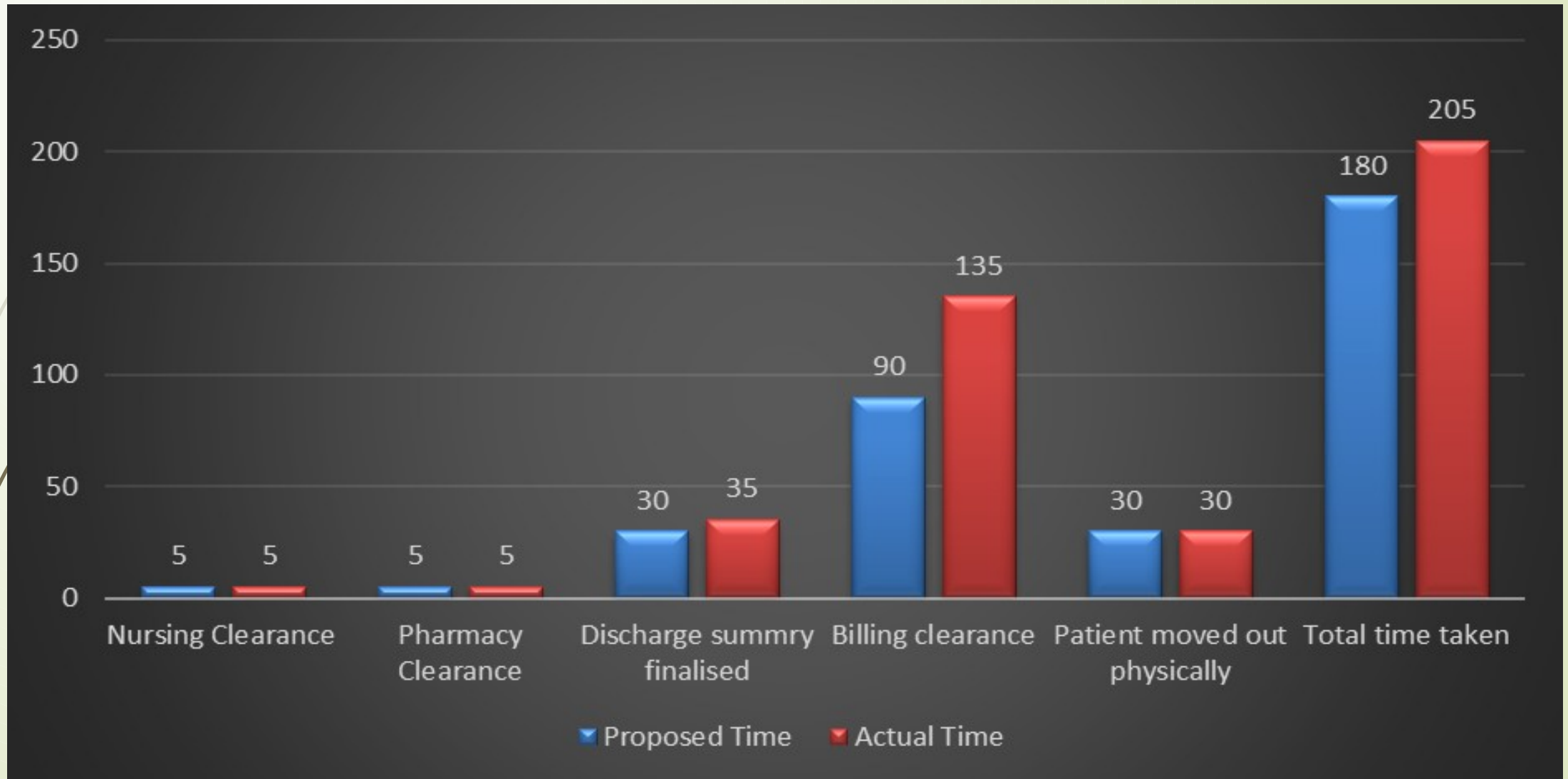


Distribution of Cash & TPA patients

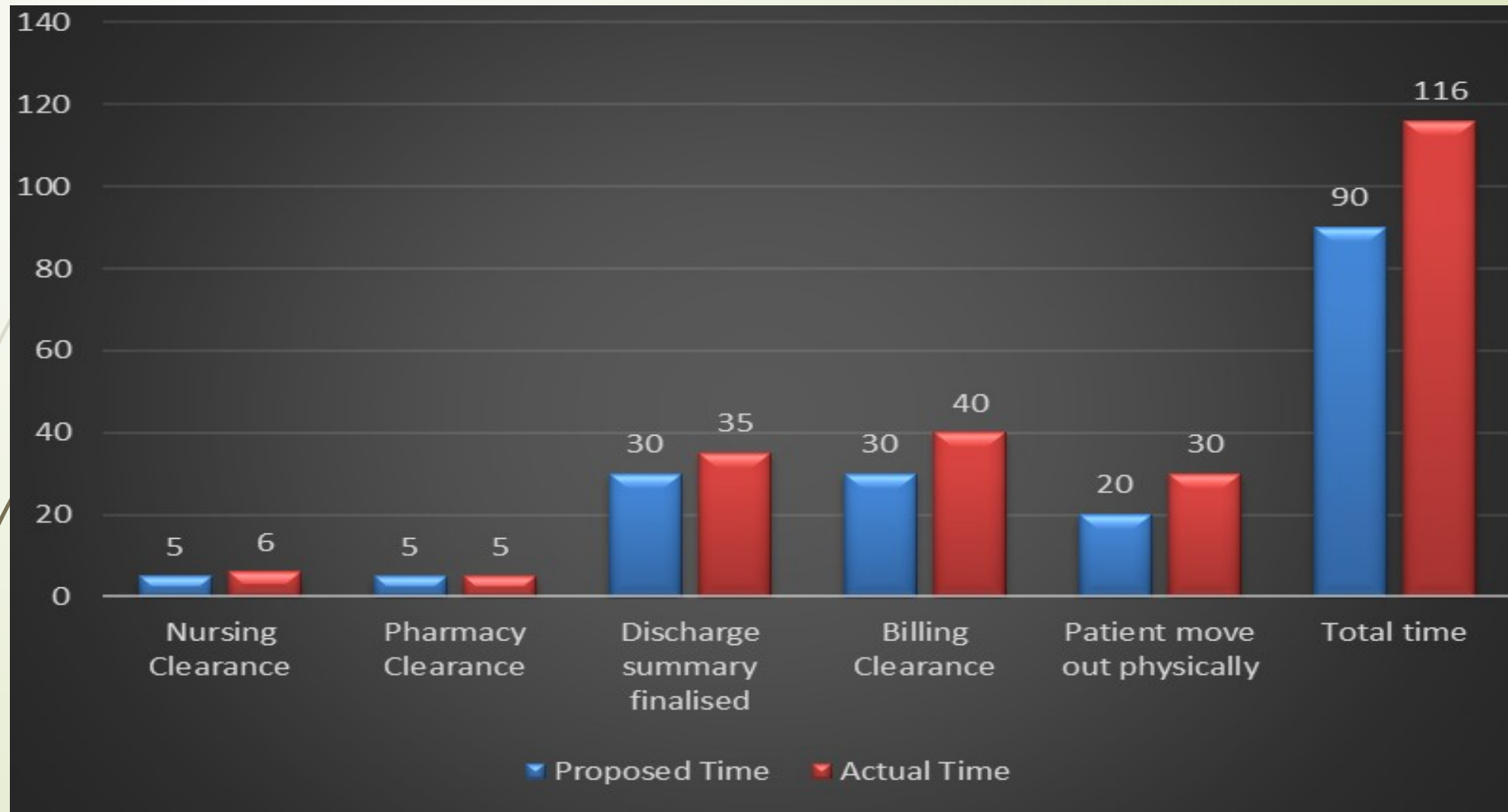


From the sample of 100 patients 27% were cash and rest 73% were TPA patients.

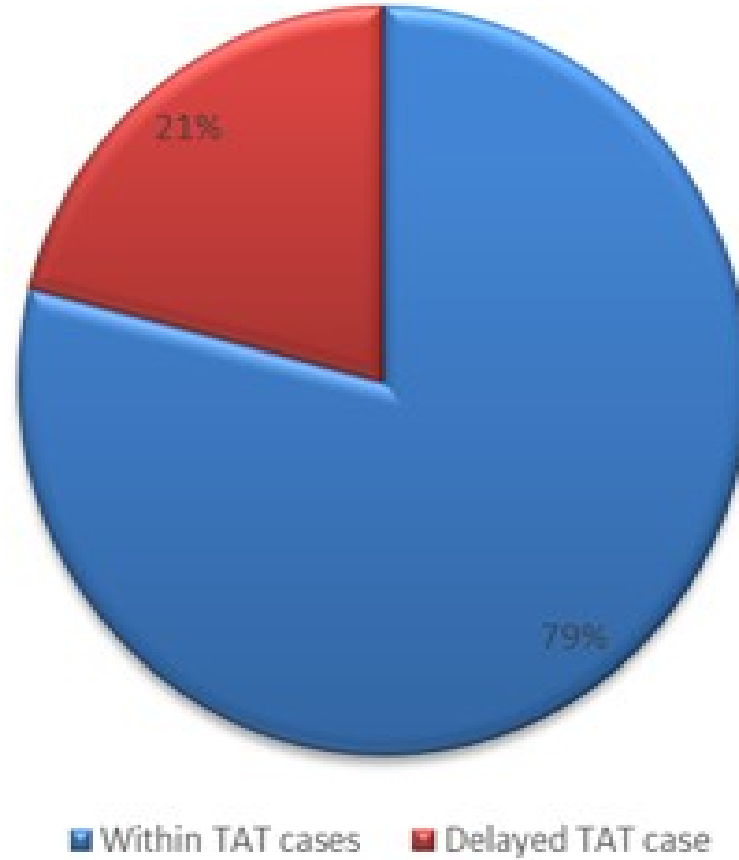
Average time taken in the process of discharge in TPA patients



Average time taken in the process of discharge in CASH patients



Distribution of TPA patients based on average TAT



Recommendations

- ▶ Billing is a major area in discharge process. Time taken for bill generation can be reduced by closing all the pending bills before discharge intimation to billing department and proper communication between departments to close the bills.
- ▶ Another area of delay is discharge summary preparation and signature by consultant. Discharge when preplanned, ward secretaries should ensure that all the summaries are ready by the next day for signature and correction by consultant.
- ▶ For Insurance patients discharge, the approval time takes about 4-5 hrs. In order to optimize the delay, the hospital can hire major TPA's and complete the approval process quicker for faster discharge of insurance patients.
- ▶ Cash patients are not informed about the bill amount in prior which causes delay in payment of cash. The ward secretary/cash counter should track the patients bill and ask their attenders to pay all the outstanding bills from time to time.
- ▶ Another reason for vacating delay is due to lack of central transport system in hospital which can be rectified by providing adequate wheelchairs in each floor and a ward boy to help the patients during vacating.
- ▶ Almost 75% of patients discharge time takes about more than 4hrs which is not according to prescribed NABH standards. All ward secretaries should be provided with guidelines in discharge procedures to reduce the delay in time taken for discharge process. Staffs should also be trained in proper communication skills to carry out the process.

CONCLUSION

- Discharge of patients is one of the important areas that needs improvement in hospital.
- In order to reduce the delay in discharge, the hospital needs proper cooperation and coordination of other department staffs.
- Through this study the time taken for both cash and insurance patients were analyzed and compared with NABH standards.
- The factors for delay were identified and recommendations were given which will decrease the time taken for the discharge and help improve the patient satisfaction and efficiency of the hospital services.

THANK YOU