

INTRODUCTION:

This study describes the turn around time of discharge process in Kokilaben Dhirubhai Ambani Hospital. The importance of discharge planning lies in its potential for reducing readmission. Hospital needs clearer, well designed discharge processes for patients as it is directly related to the patient satisfaction level.

OBJECTIVES:

1. To understand the process flow of discharge.
2. To identify the gap in discharge process.
3. To find out the areas of improvement in the discharge process.

METHODOLOGY:

Study Design:

Prospective cross sectional study

Study Area:

Kokilaben Dhirubhai Ambani Hospital ,Mumbai

Sample Criteria: A sample of 200 patients were collected

Inclusion Criteria: cash patients of planned and unplanned discharge.

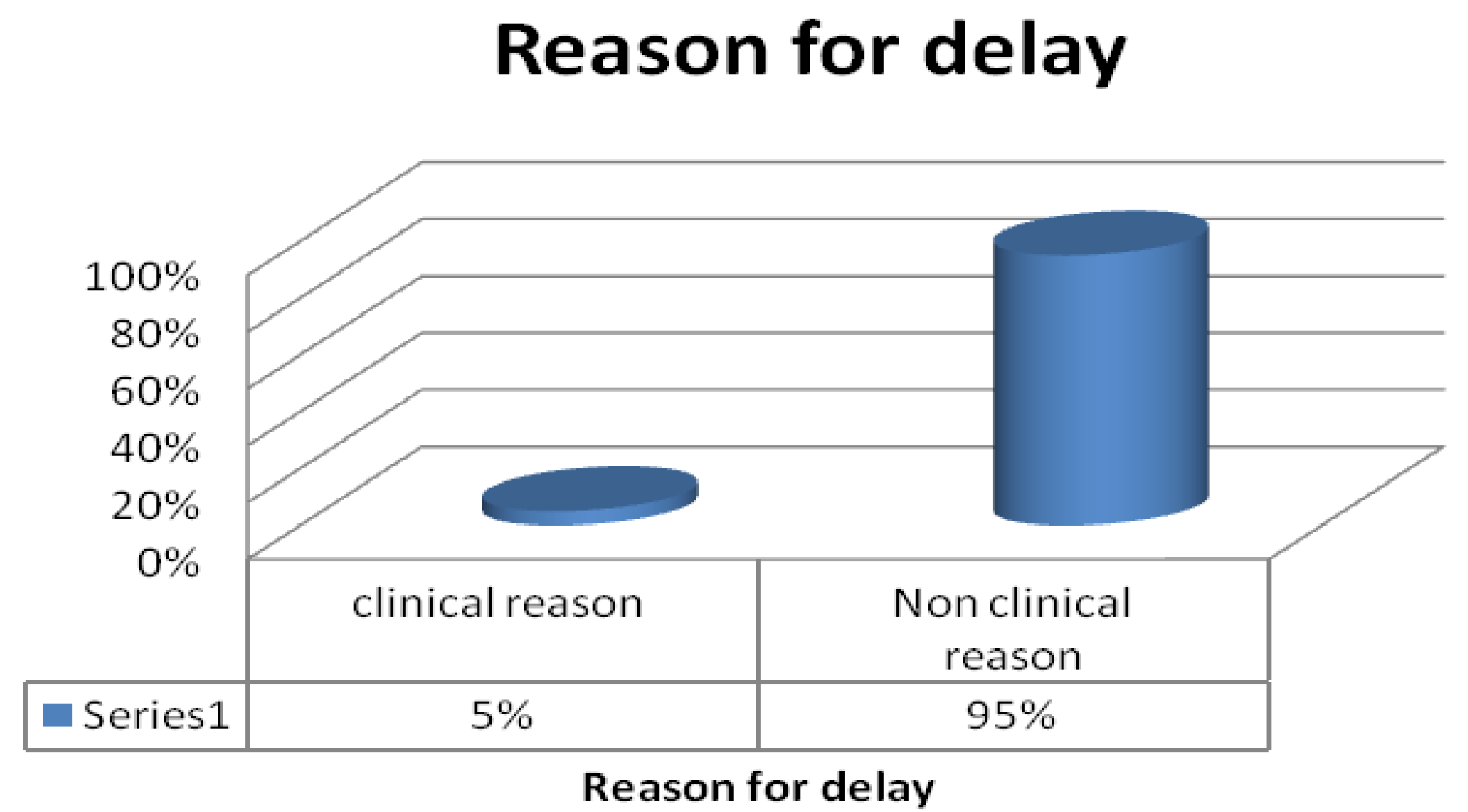
Exclusion Criteria: TPA/Corporate, DAMA, Sleep study patient discharges.

Tools: The tool used for data collection was self-administered Tabulated format.

Sample Size: 200

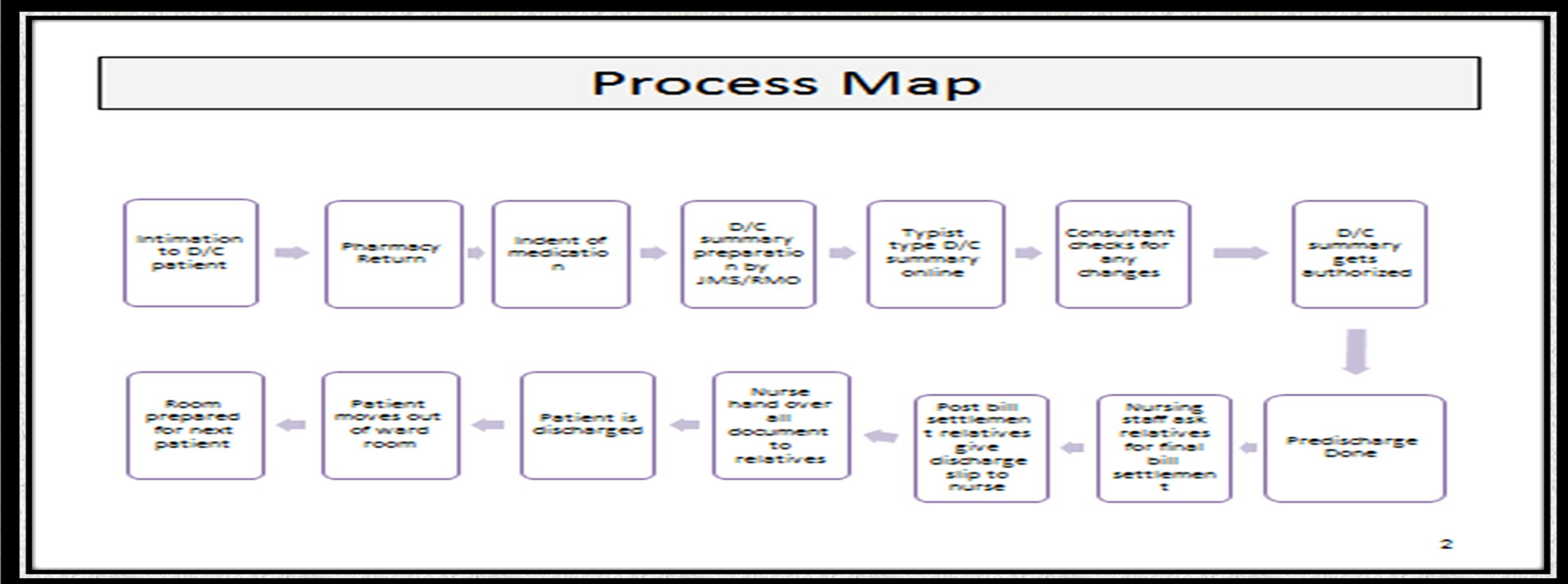
Department: Inpatient department

Sampling Technique : The technique used to collect data was non probability ,purposive sampling.



Clinical Reasons	Non- Clinical Reasons
Diagnostics test needed to be done before discharged	Doctor came late for visit
Waited for dressing and ointments which causes delay in discharge	Summary was not authorized on time
Waited for other treatment, so delayed in discharge	Confusion and queries in final billing
More time is required for drip which delayed discharge	Delay in pharmacy indentation

RESULTS

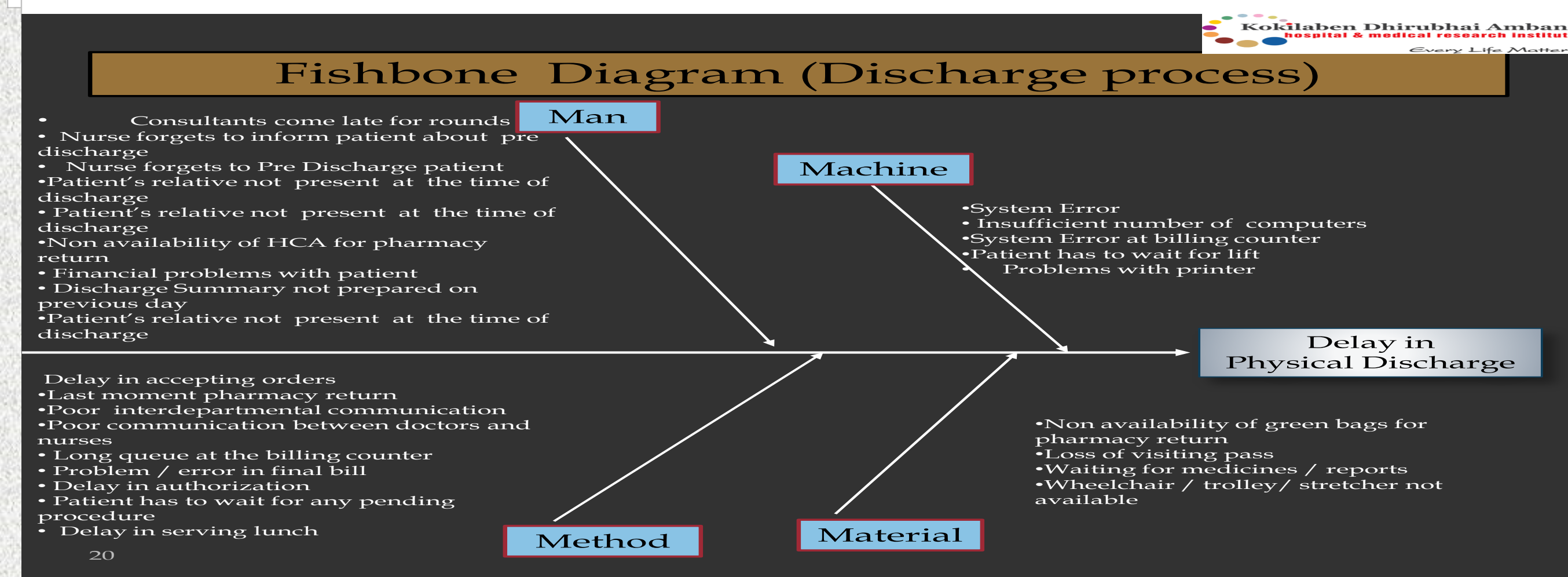
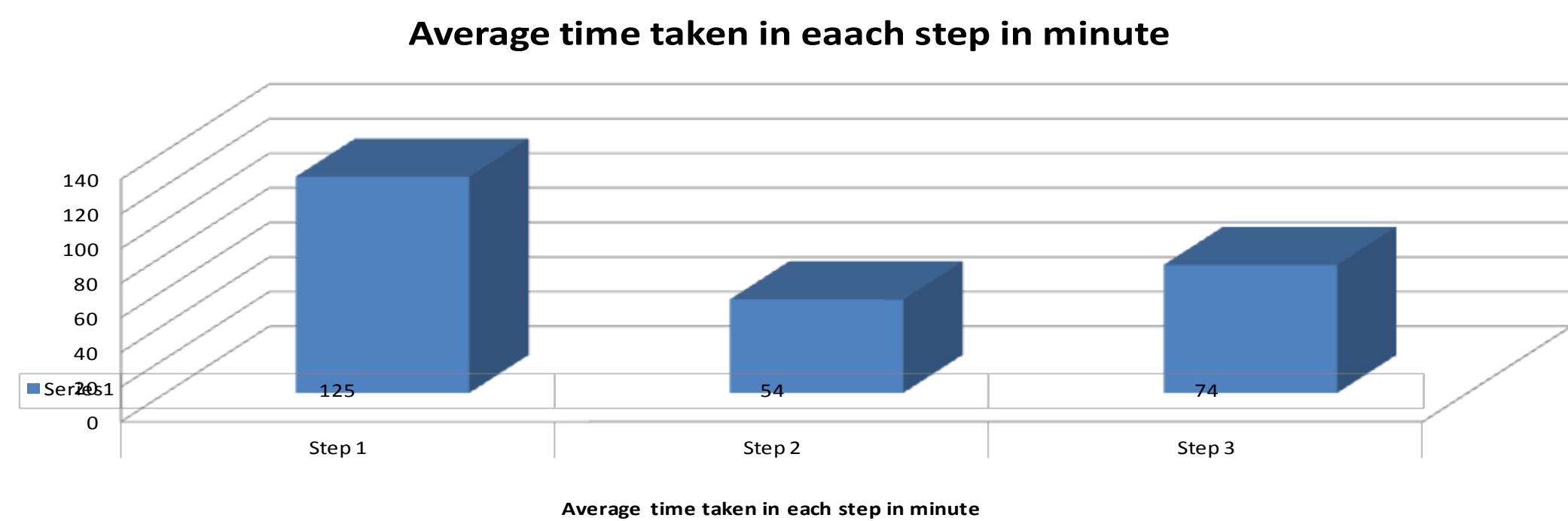


1.The analysis is done by dividing the whole process into three steps.

Step 1: Doctor recommendation to pre discharge of patients.(90 minutes)

Step 2:Pre discharge to final bill settlement. (45 minutes)

Step 3:Final bill settlement to physical discharge.(45 minutes)



CONCLUSION:-

1. Study conclude that most of the delays in discharge process is due to the discharge summary.
2. Some of the nursing staff were untrained as well as unaware about the proper process of discharge.
3. Most of the delays were also happened due to late rounds of doctor even after 12pm.
4. Maximum time taken for discharge process was 10 hours which creates huge dissatisfaction among the patients.