

Introduction

Hospital discharge process is one of the very lengthy procedures. Discharge time taken by hospitals is one of the quality indicators. Hospital discharge plan includes clearance from all departments i.e. nursing, pharmacy, bill settlement, and inform patient regarding appropriate post-hospital treatment as per standard documentation. Time study is a direct and continuous observation of a task to record the time taken to accomplish a task.

Objectives

- To observe and record time needed at each interface for completion of discharge process for planned discharges.
- To analyze TAT (turn around time) difference between TPA and cash/corporate patient discharges.

Methodology

Study Design: Cross-sectional observational

Study population: Patients admitted in Max hospital Saket

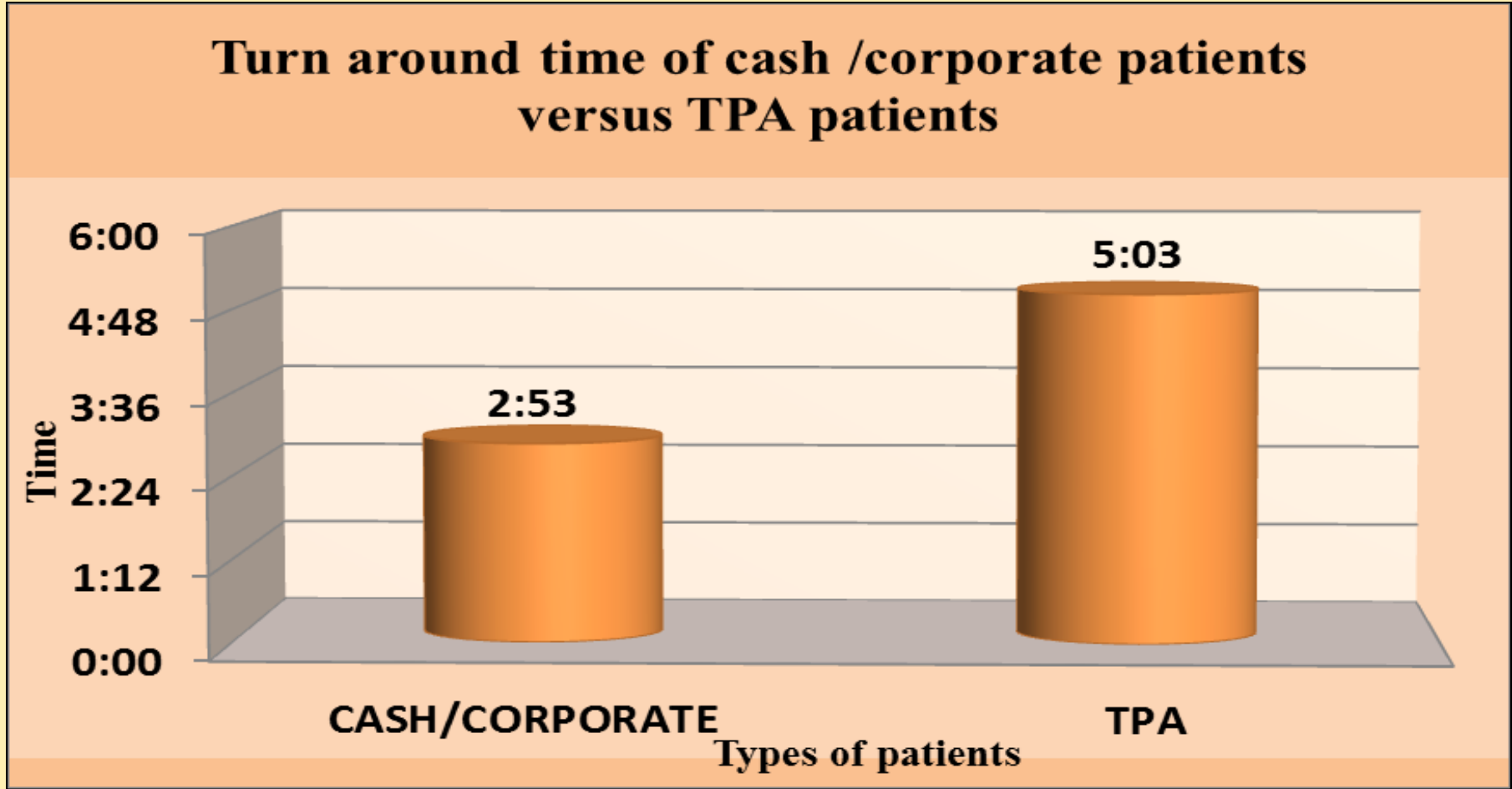
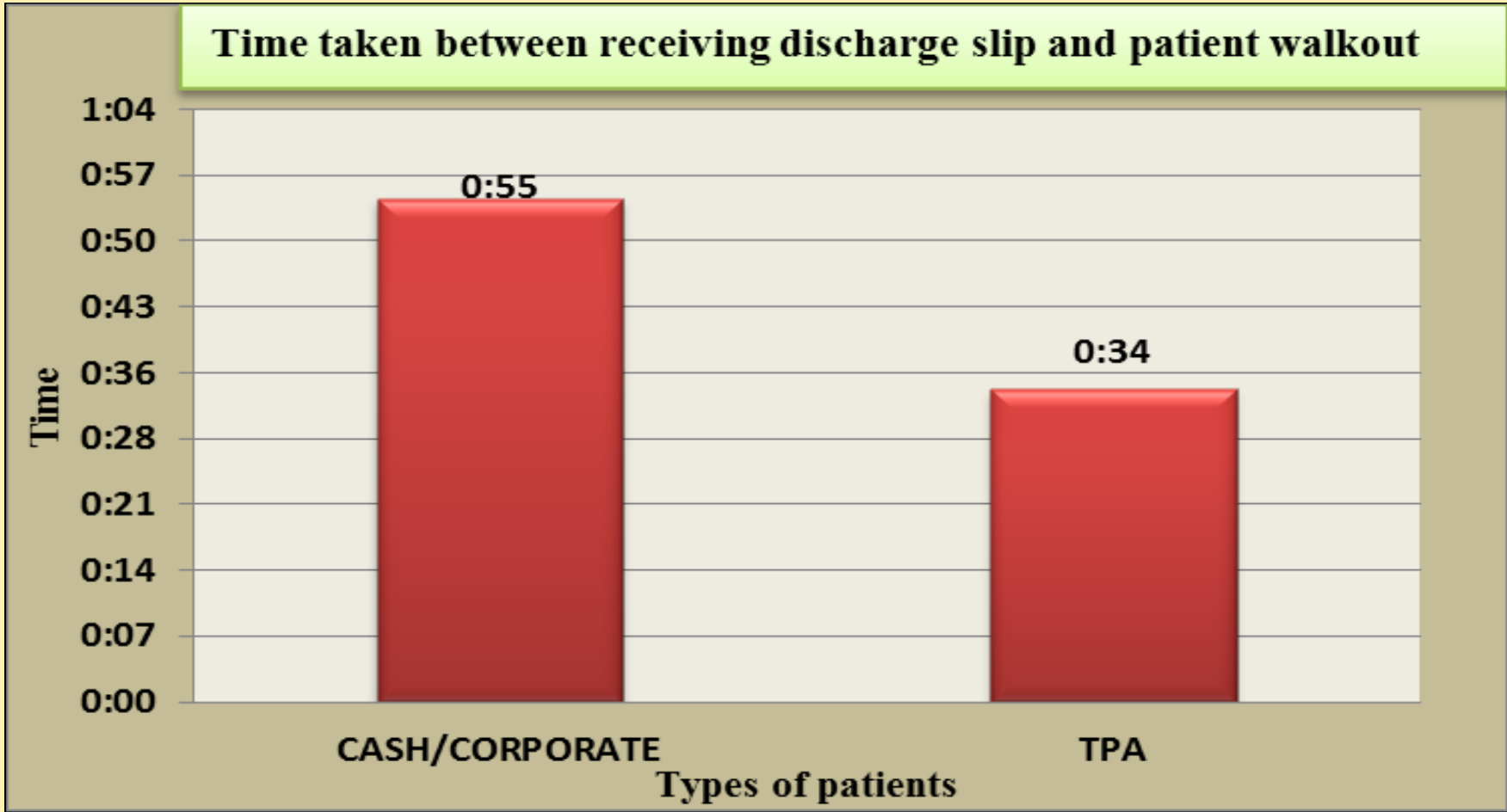
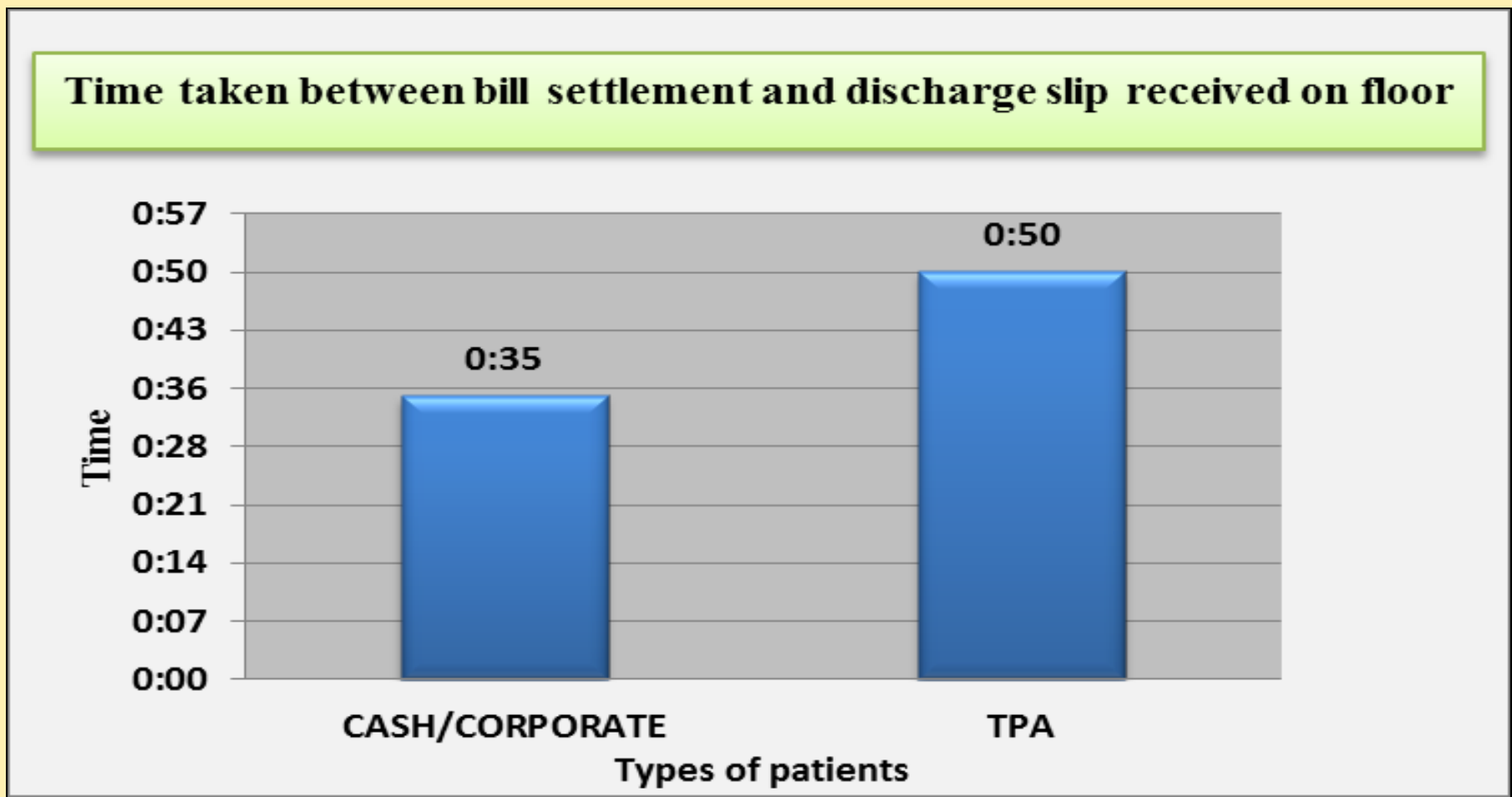
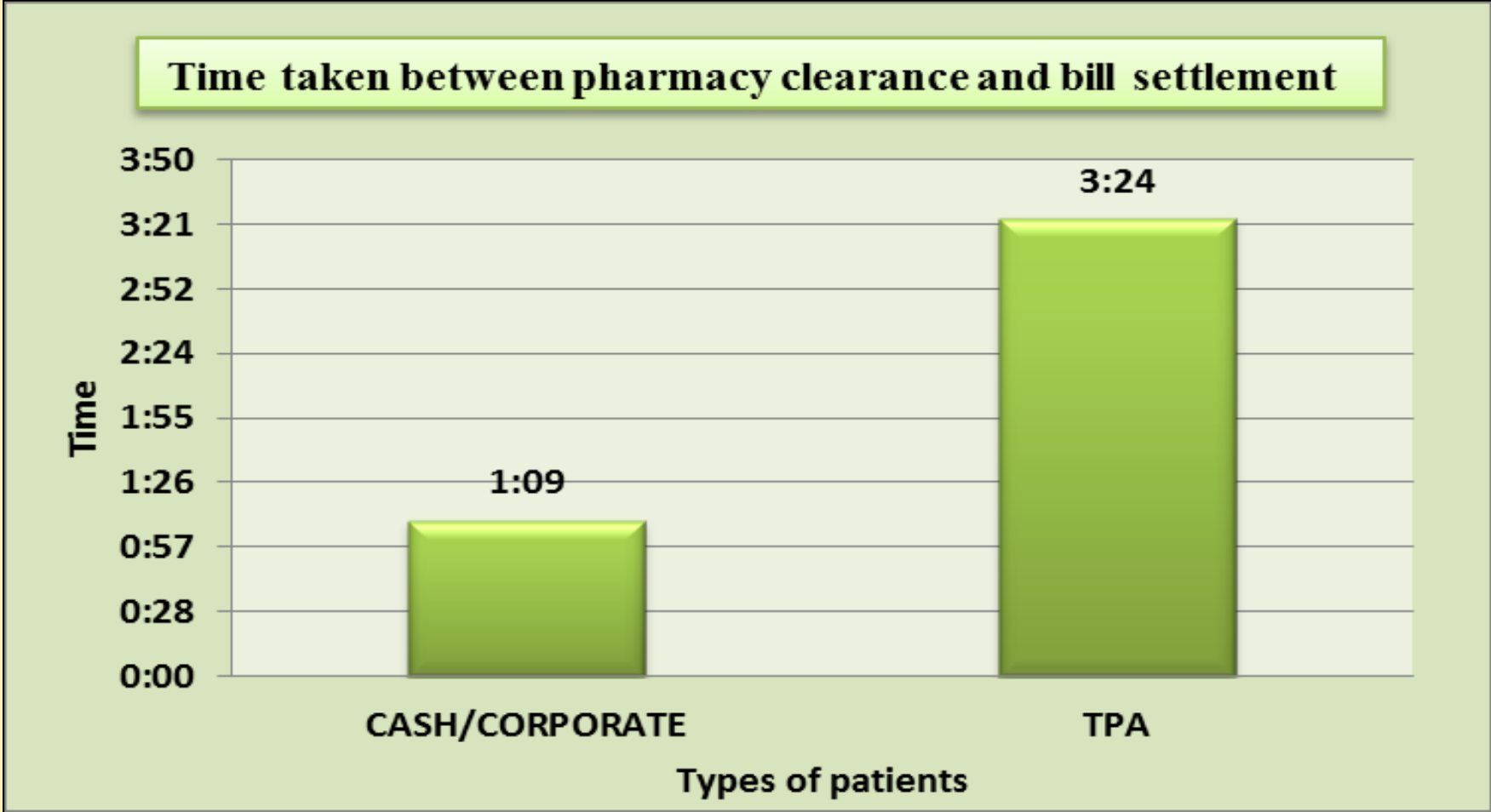
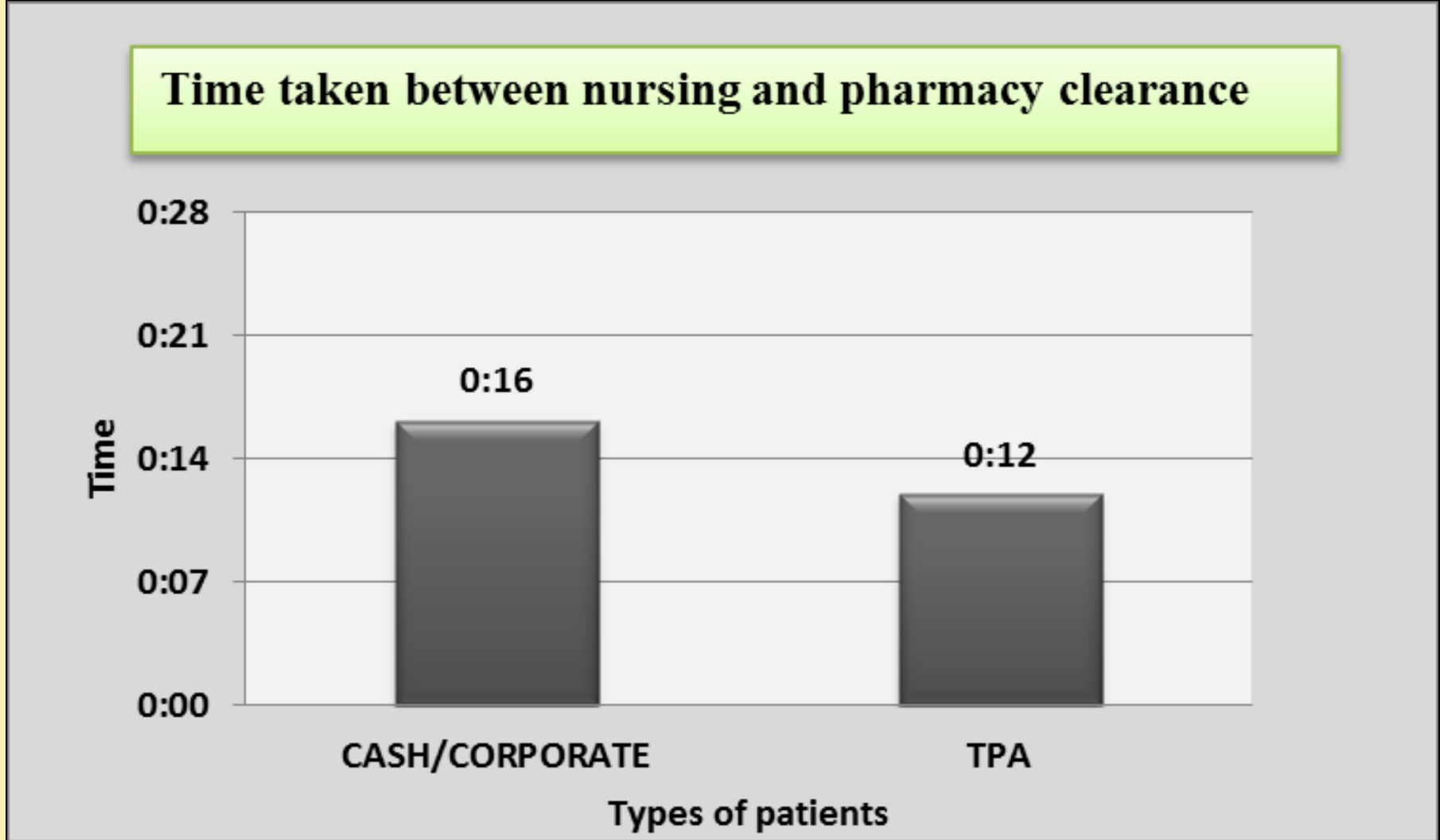
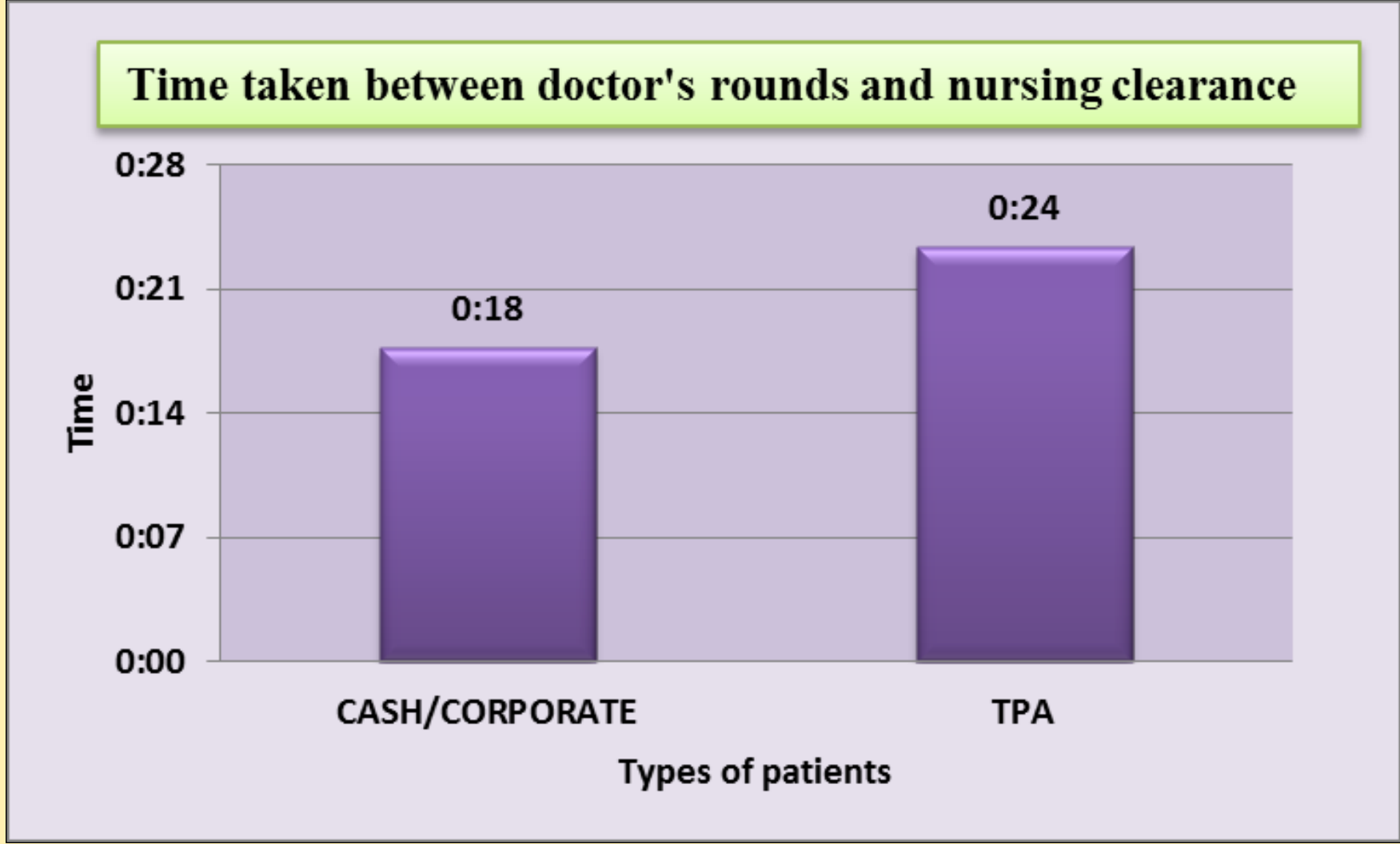
Study time: 3 weeks from April 20, 2016-May 10, 2016

Study Tool: Discharge format

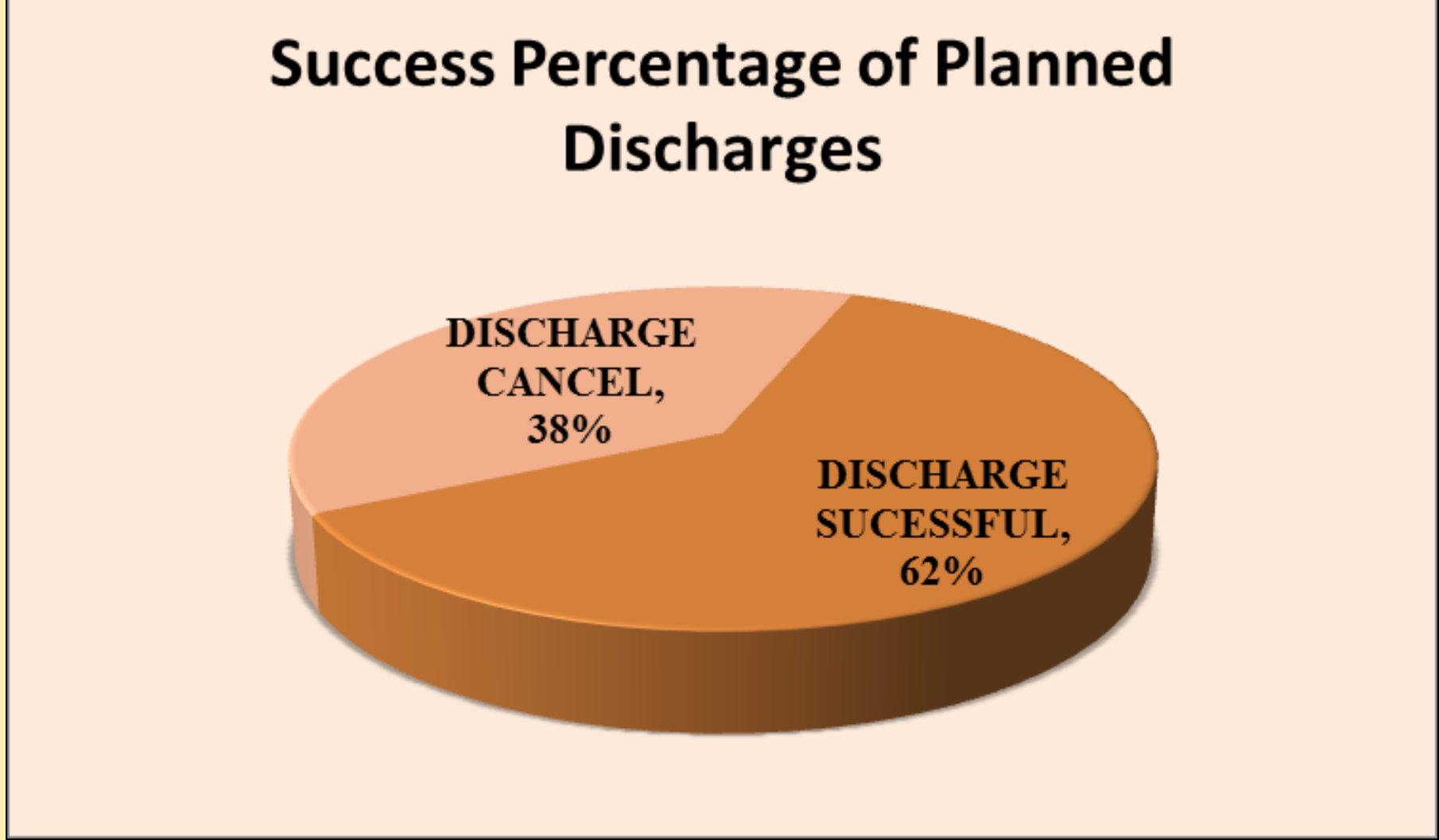
Study area: 3rd floor Max hospital East wing, Saket

No. of patients tracked: All Planned discharges from April 20 to May 10, 2016 –164 patients

Key Findings



PLANNED	164
CANCELLED	63
DISCHARGE	101
DISCHARGE SUCESSFUL (%)	62
DISCHARGE CANCEL (%)	38



Suggestions

- Positive points of timely discharges should be explained to doctors, nursing, pharmacy and billing desk.
- Effective communication should be there between doctors, nurses and patient’s attendants.
- In case of TPA patients the non-payable items should be clarified by the TPA department to the attendant as these items will be charged so that the delay in billing of TPA patients can be avoided.
- Billing should send constant reminders to patient’s attendants for the clearance of any outstanding sum on a daily basis.

Conclusion

- The study revealed that the Turnaround time for discharge was higher in the case of TPA patients than in the case of cash/corporate patients.
- It revealed that the area of maximum delay was billing.
- The planning of discharges can be improved further by incorporating new ideas and creating awareness among the staff about how it affects patient satisfaction thus acting as a quality indicator for organization.
- Better communication between the doctors, nursing and floor mentor can further improve the TAT for planned discharges.