

TRACKING , MONITORING AND PLANNING OF THE DISCHARGE PROCESS IN GLOBAL HOSPITAL ,MUMBAI



HOSPITAL OBSERVATIONS

Department of Medical operations and services plays a vital role in providing excellence in health care services

India's premier tertiary healthcare provider with multi specialty & multi organ transplant center.

Cutting edge procedure, state of the art infrastructure, renowned doctors provide comprehensive treatment

Telemedicine-a blooming flower in the hospital to harness advantage of telecommunication system.

A pioneer for Renal transplant both in liver related and cadaveric donor programme .

one of the top liver hospitals housing expert liver transplant surgeons providing end to end liver care.

INTRODUCTION

The discharge process is the last step during a patient's length of stay. A planned and timely discharge of a patient after completion of treatment is not just a matter of convenience for the patient and his family but also beneficial for the hospital .

OBJECTIVES

- To identify a complete and efficient patient discharge process .
- To track and monitor the entire discharge process of the hospital in order to capture the requirements of process and thereby efficient planning of the discharges.

METHODOLOGY

- Study design: Descriptive study .
- Sampling: Convenient method sampling
- Sample area: Global hospital, Mumbai
- Tool: MS Excel sheet prepared
- Method: Observational

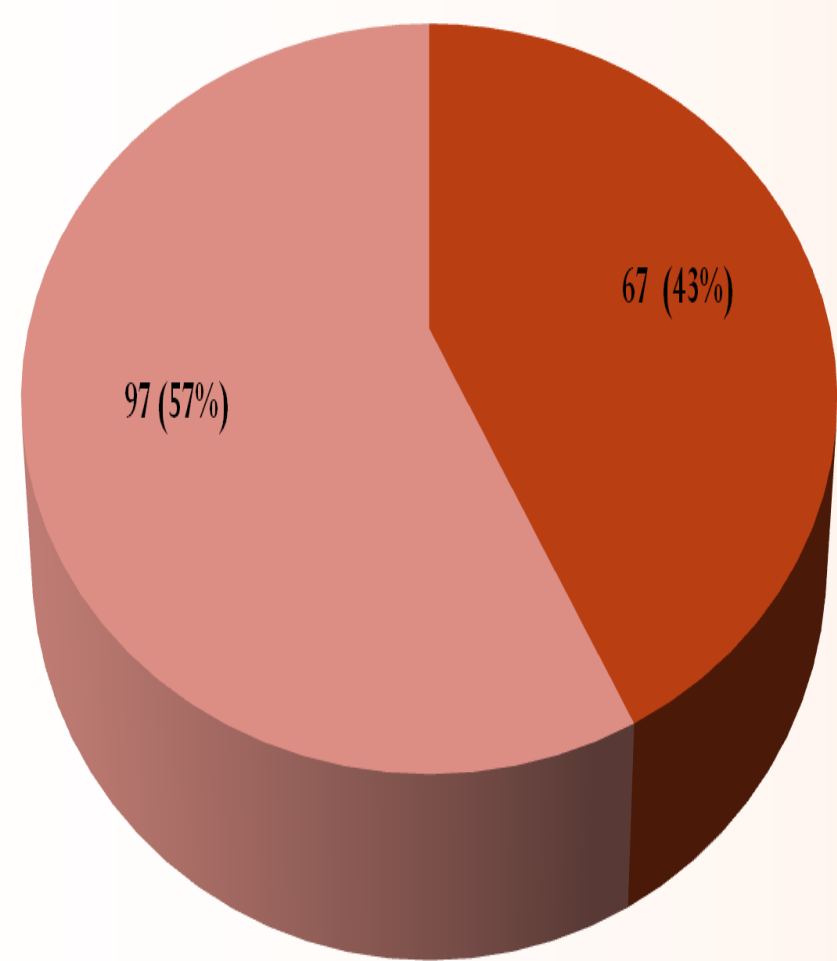
RATIONALE

- To monitor and track the discharge process and observe the problem areas suggesting the recommendations for the same in the discharge process

DATA ANALYSIS

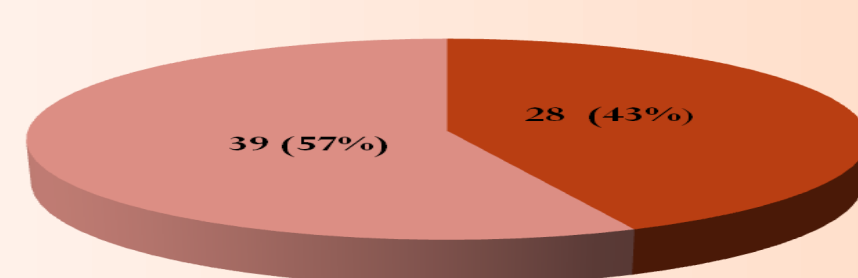
TOTAL DISCHARGES (164)

PLAN UNPLAN



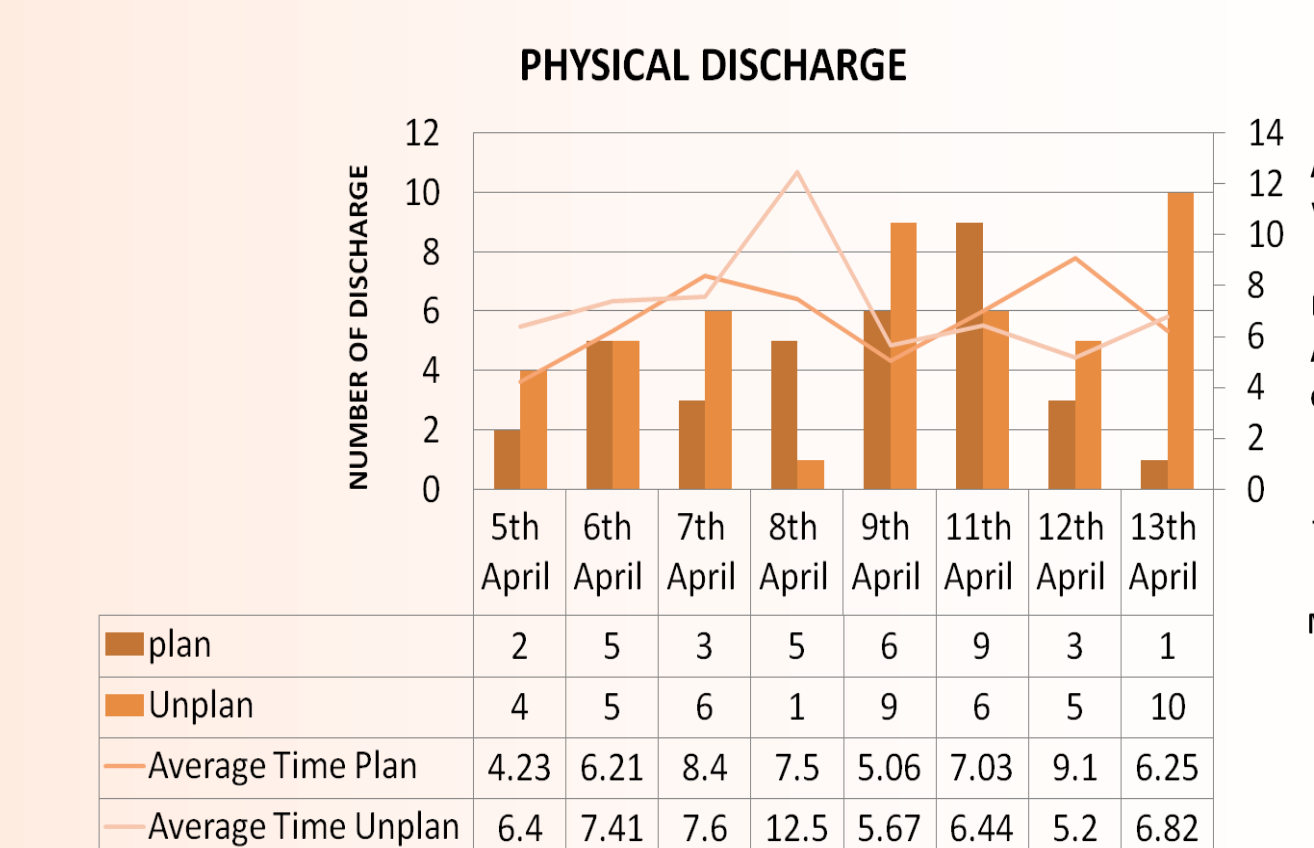
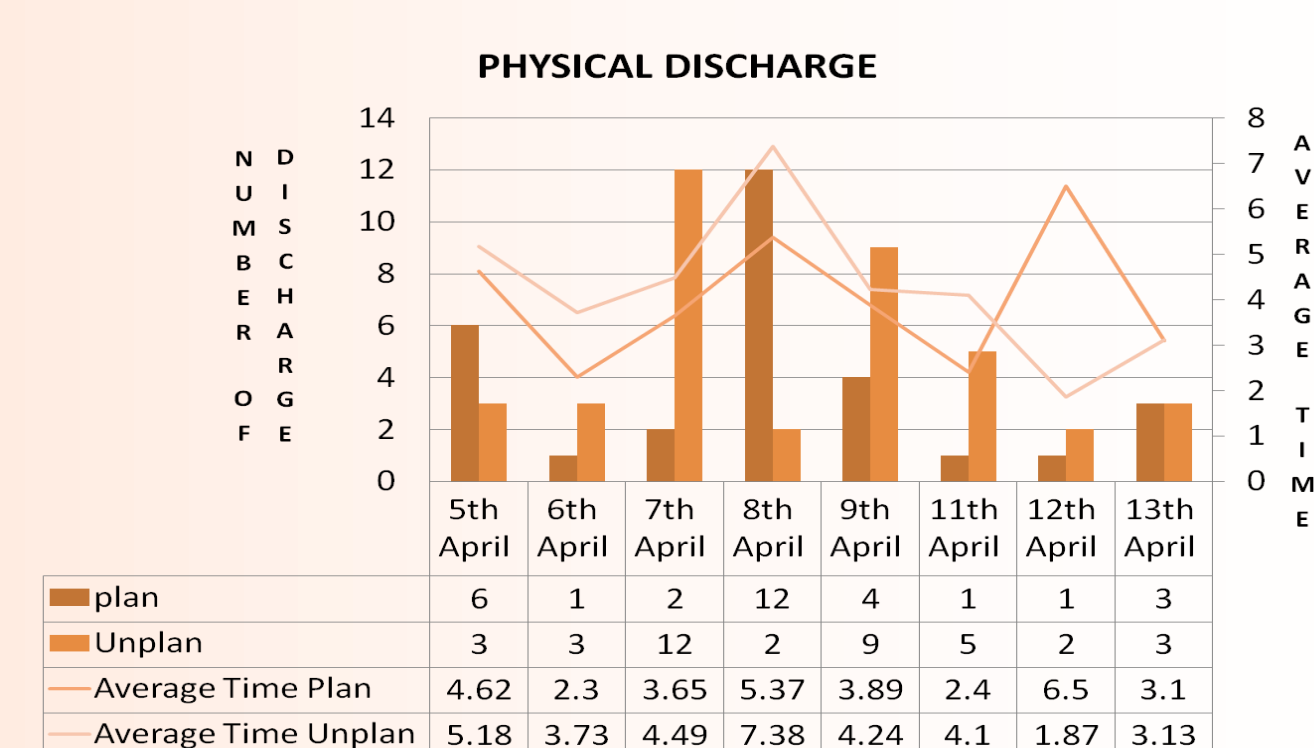
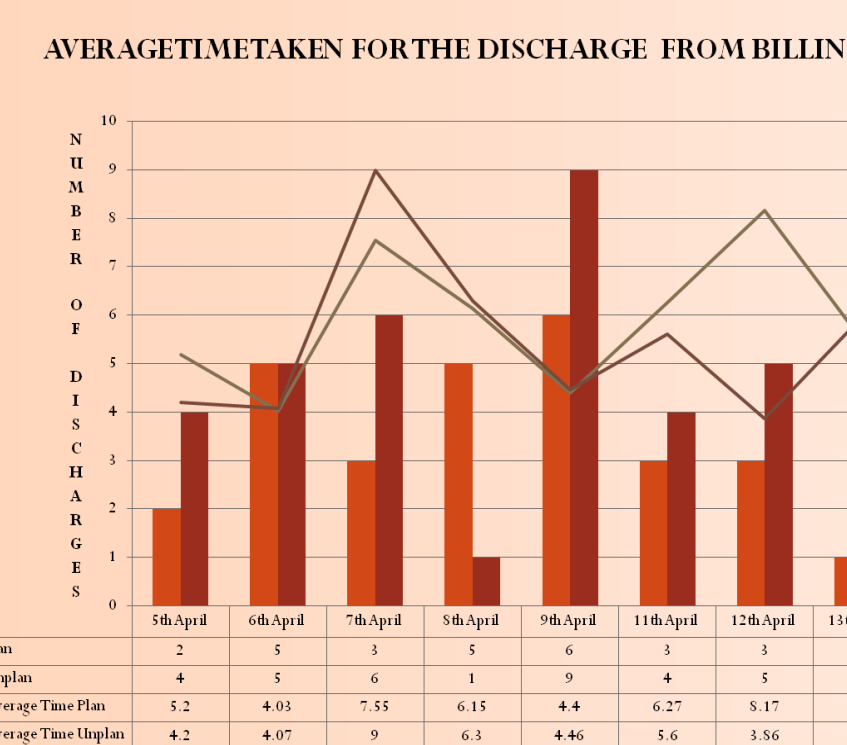
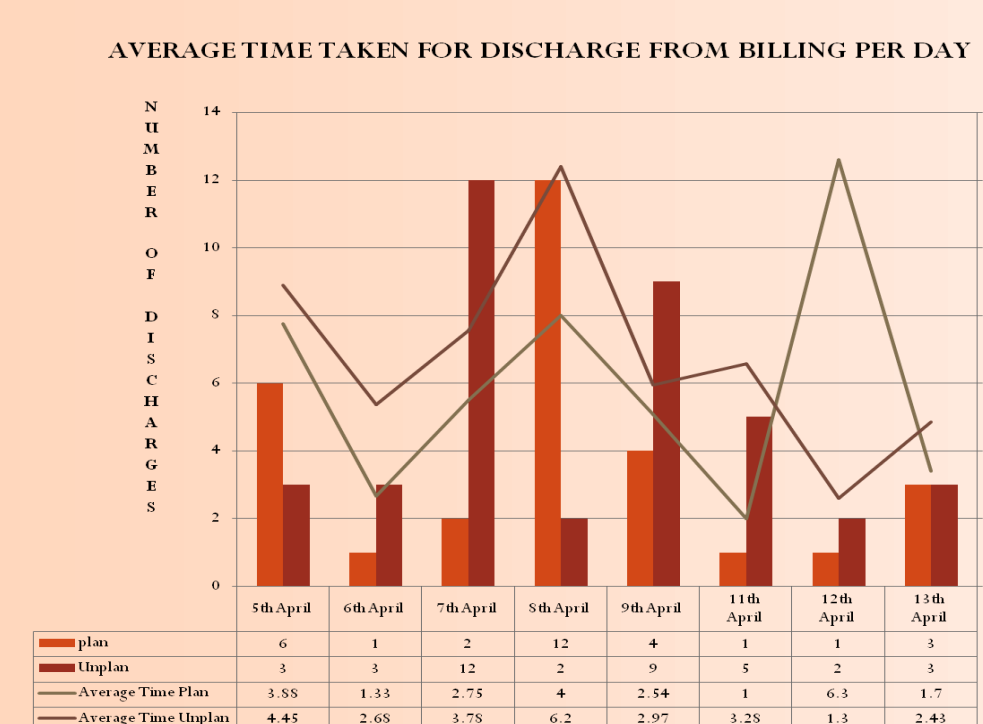
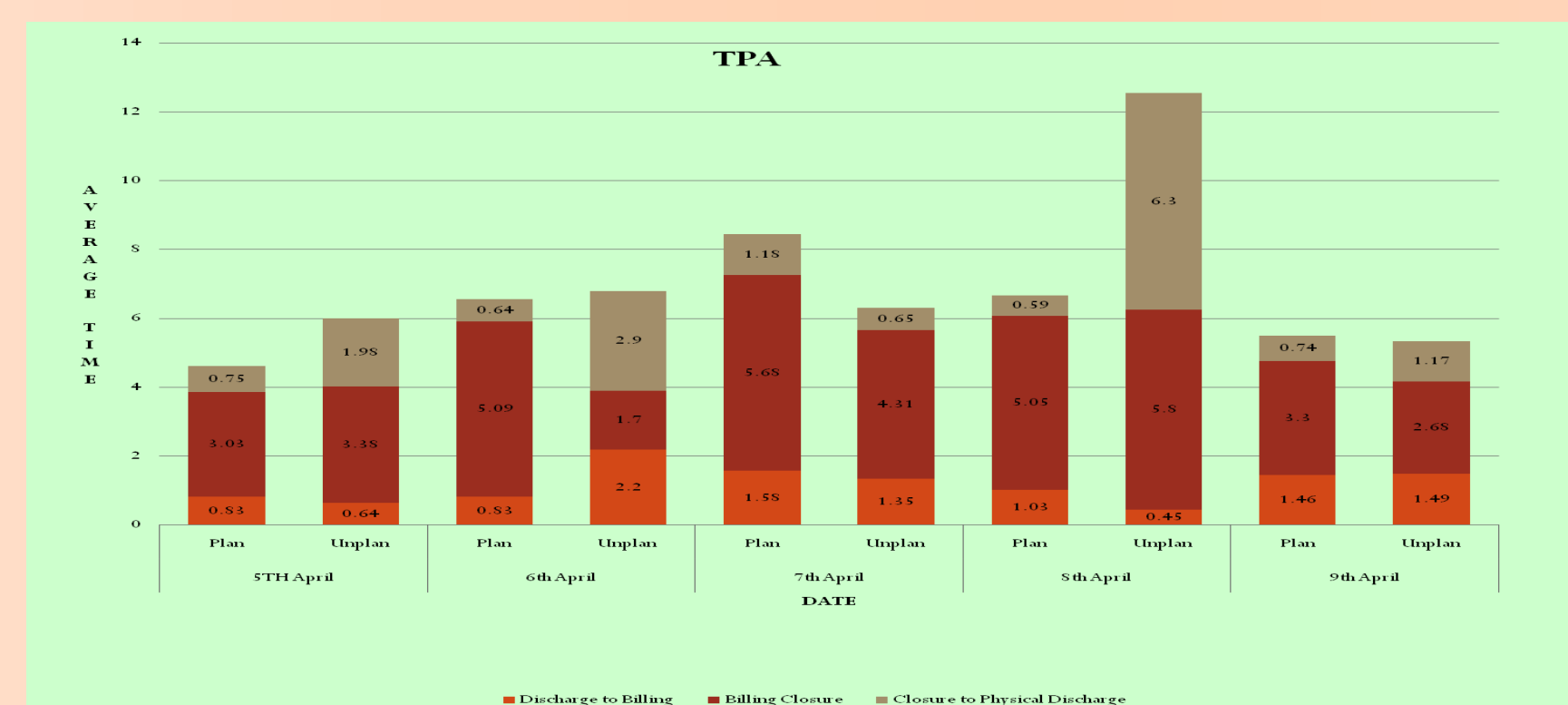
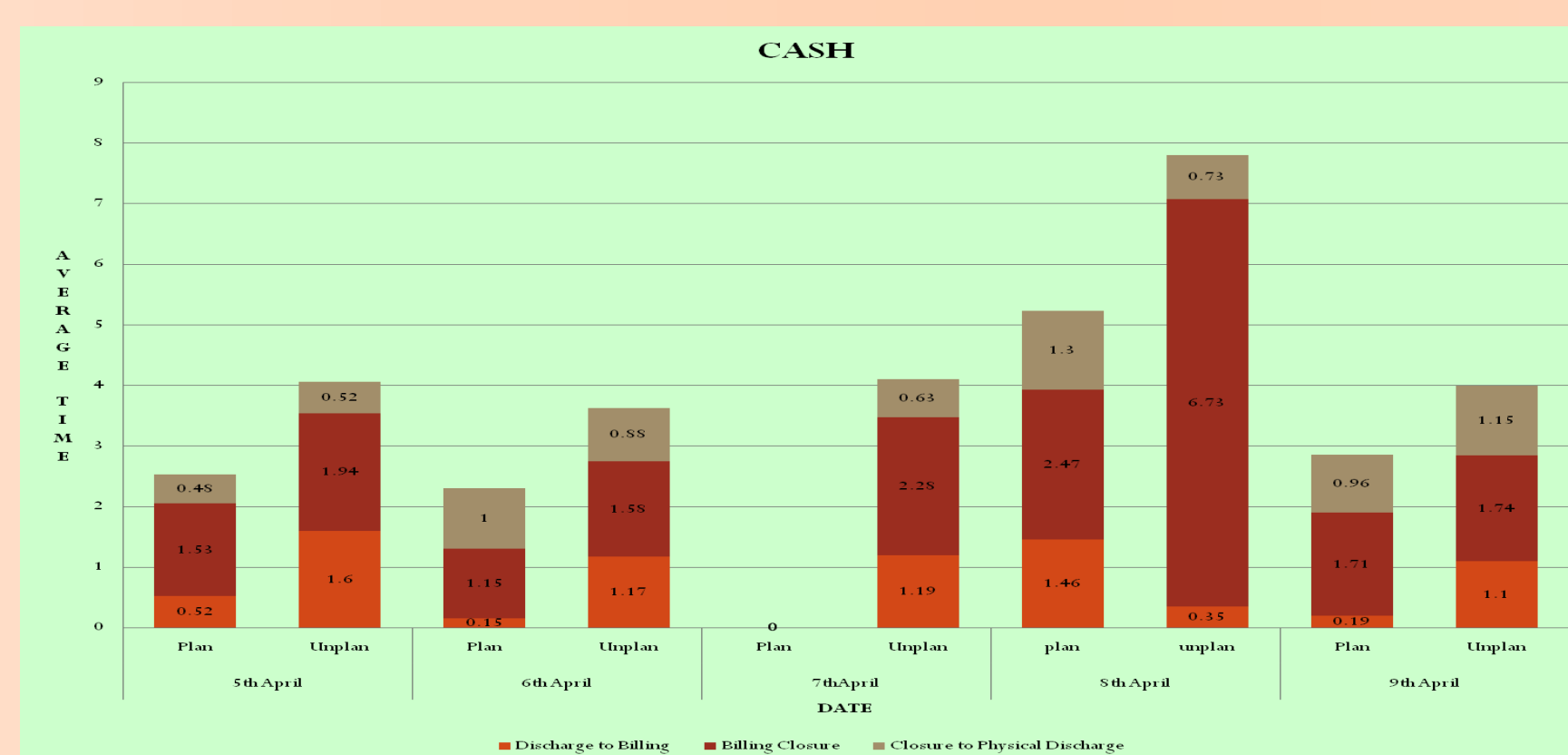
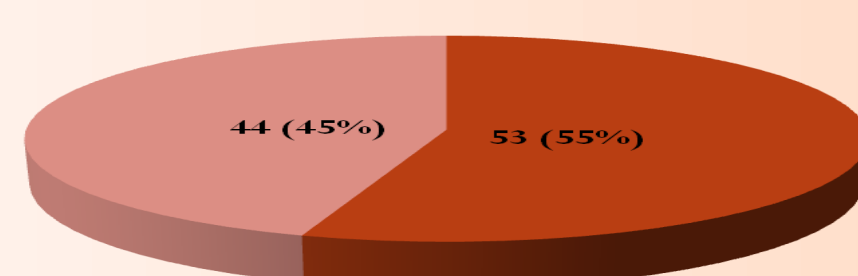
TOTAL PLAN (67)

CASH



TOTAL UNPLAN (97)

CASH



CONCLUSION

- 1.Due to huge numbers of unplanned discharges the whole process of discharge is delayed.
- 2.Reasons for bottleneck in the process as observed : lack of standardization, lack of preparation and miscommunication between the staff.
- 3.Loopholes are seen in the HIS system which makes it difficult to intimate all the departments together which are concerned, at the time of initiation of discharge.
- 4.For the improvements and maintenance of improvement, if any, we must equip our staff with the knowledge to adequately track and analyze our discharge data in real time. This can be accomplished using daily run charts for each floor that will be monitored by the Head nurse manager for each floor.

RECOMENDATIONS

- A standard procedure of discharge should be implemented and staff should be made aware of the same.
- Discharges should be planed and also confirmed a day prior to the actual date of discharge.
- HIS system upgradation should be done in order to reduce paperwork and total time.
- A proper reporting protocol should be set for the discharge team and staff should be made aware of the same.
- Adequate manpower should be available on the floors.
- For the improvements and maintenance of improvement ,if any ,we must equip our staff with the knowledge to adequately track and analyze our discharge data in real time

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