



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. The purpose of this study was to examine the process of discharge and move away from the snapshot study of discharge outcomes

OBJECTIVES:

- To understand the process flow of discharge.
- To understand the gaps that leads to delay in the discharge process.
- To find out the areas of improvement in the discharge process.

METHODOLOGY:

Study Design:

Primary Cross Sectional study

Study Area:

Kokilaben Dhirubhai Ambani hospital, Mumbai

Sample Criteria:

A sample of 300 patients were collected.

Inclusion Criteria– cash patients of planned and unplanned discharges.

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

Category of respondents-

Patients, relative of patients to be discharged, sisters, typists, billing staff, HCA staff.

Data collection Tools:

Data collection was based on a structured questionnaire with close and open ended questions.

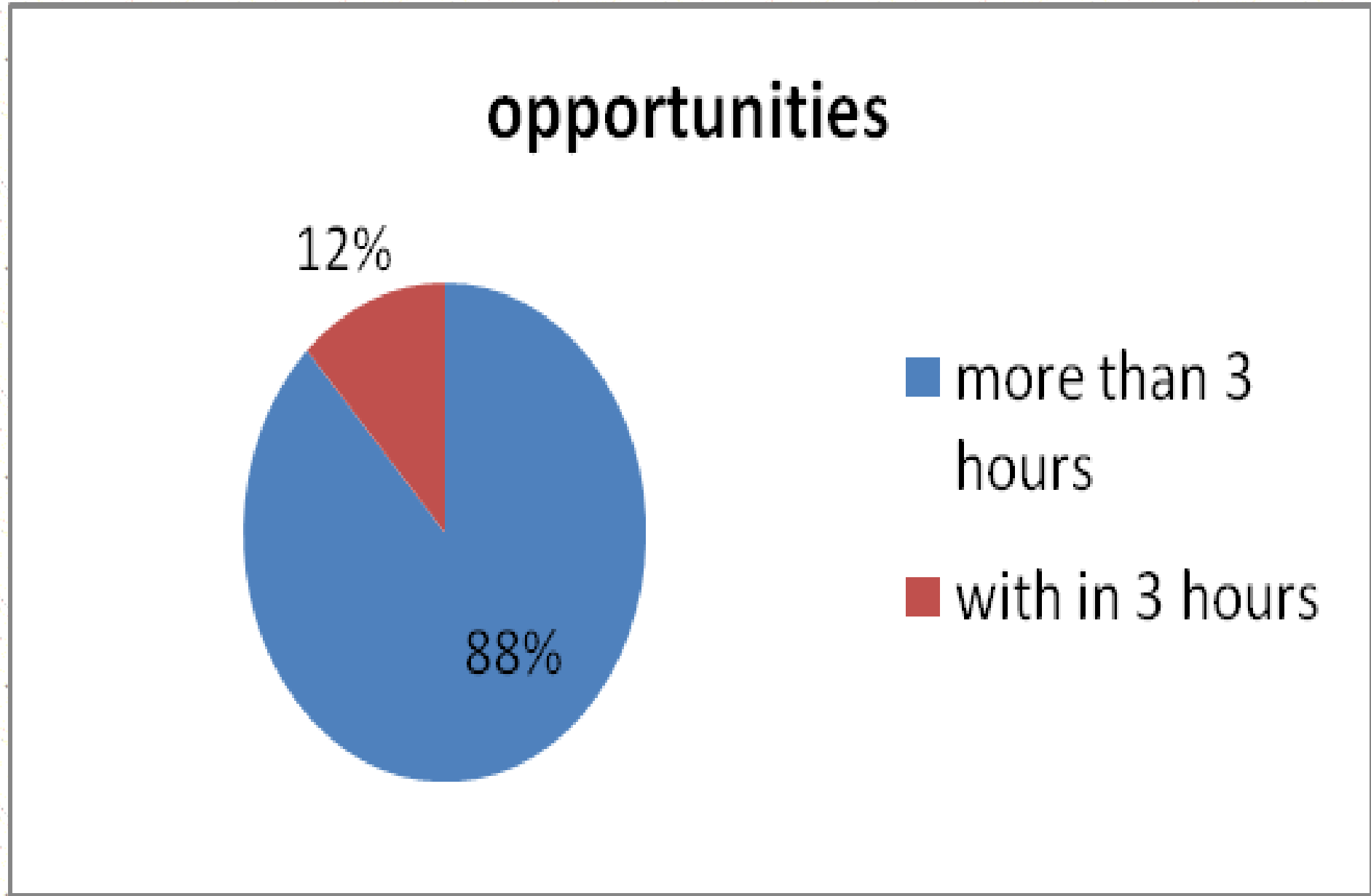
Sample Size:

Target– Patients to be discharge
Sample size: 300

Sampling Technique:

Simple Random sampling

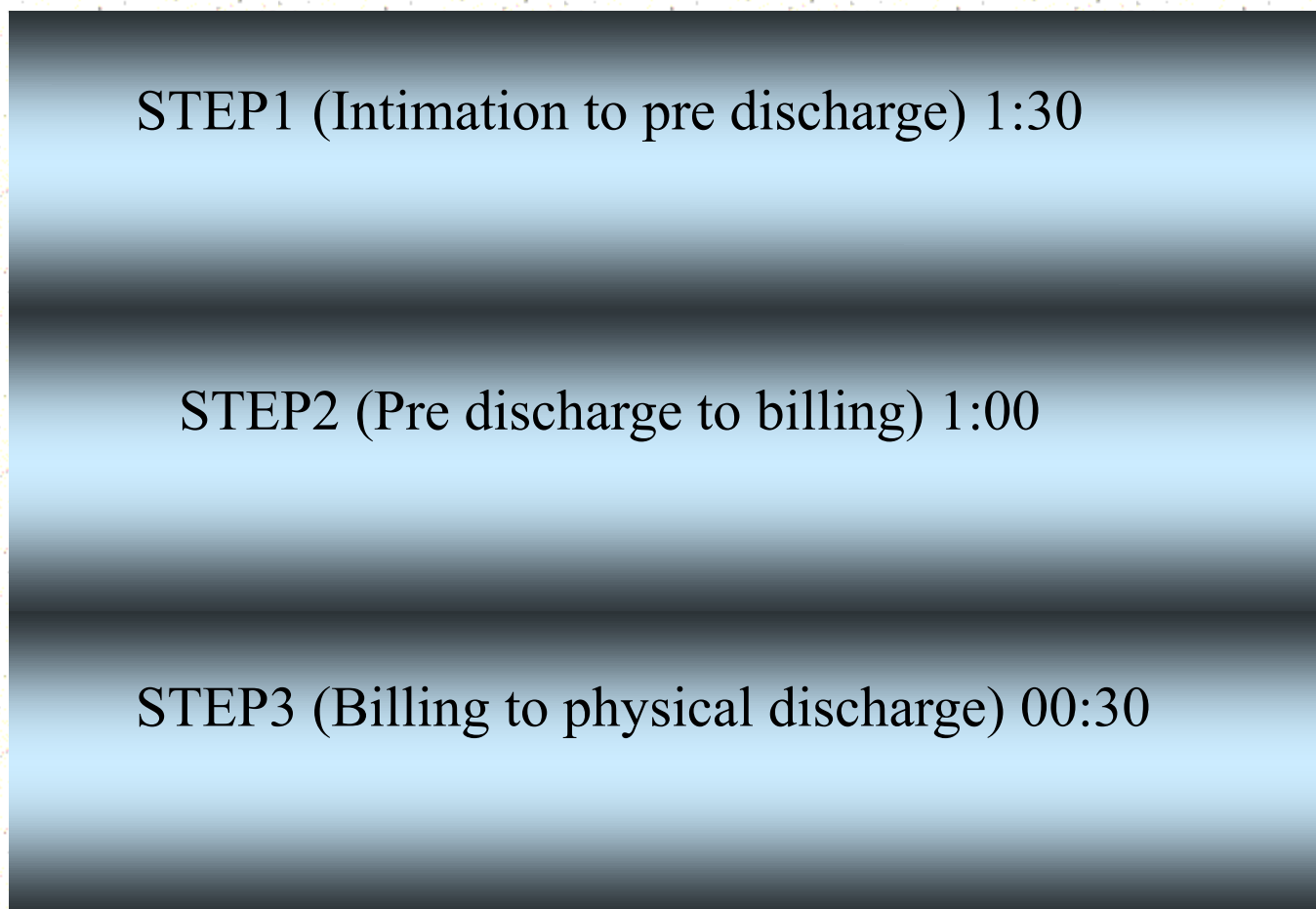
Analysis-



88% cases took more than three hours which is a very high percentage and needed to be reduced.

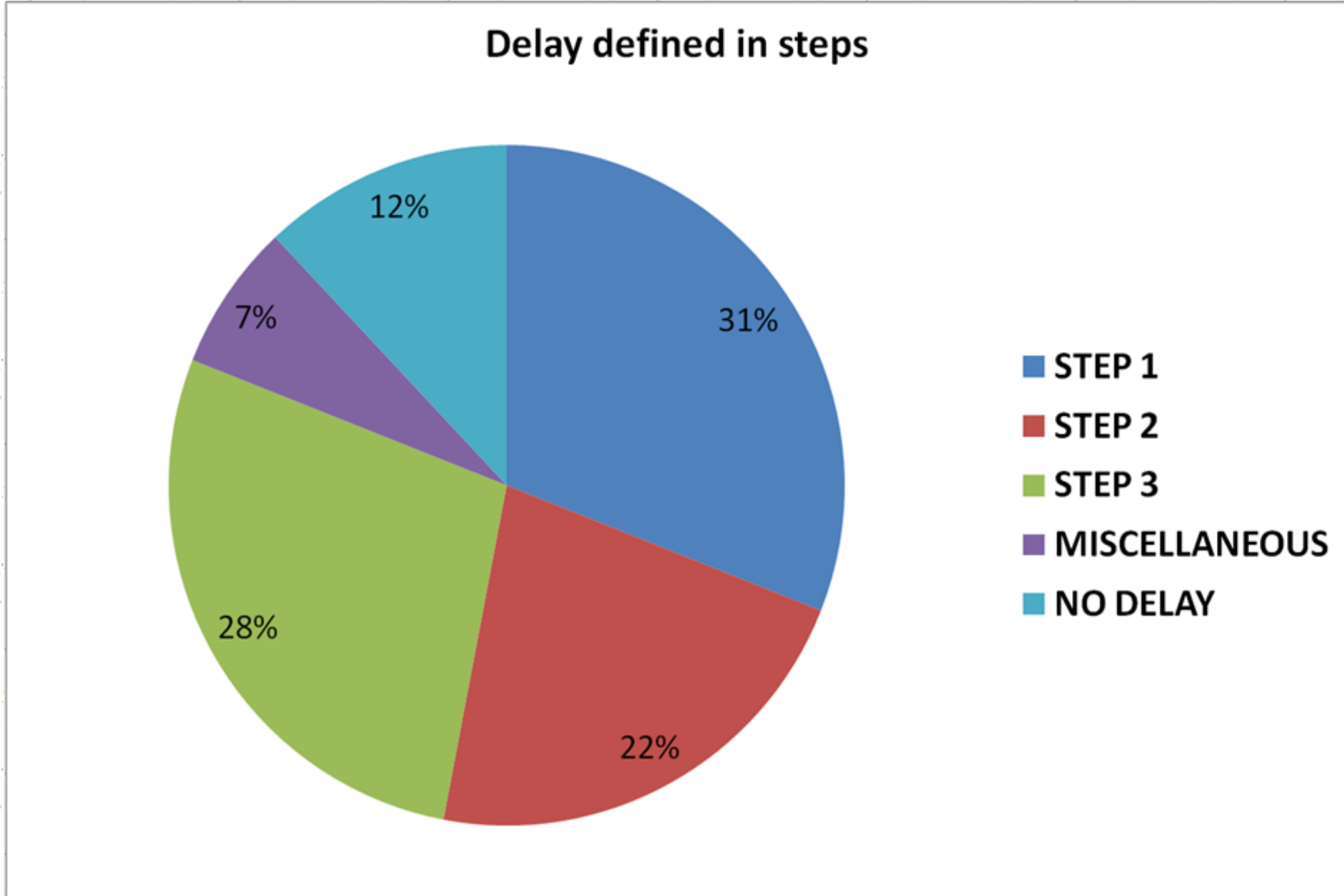
Steps for the analysis-

Analysis is done by dividing the whole process into three steps



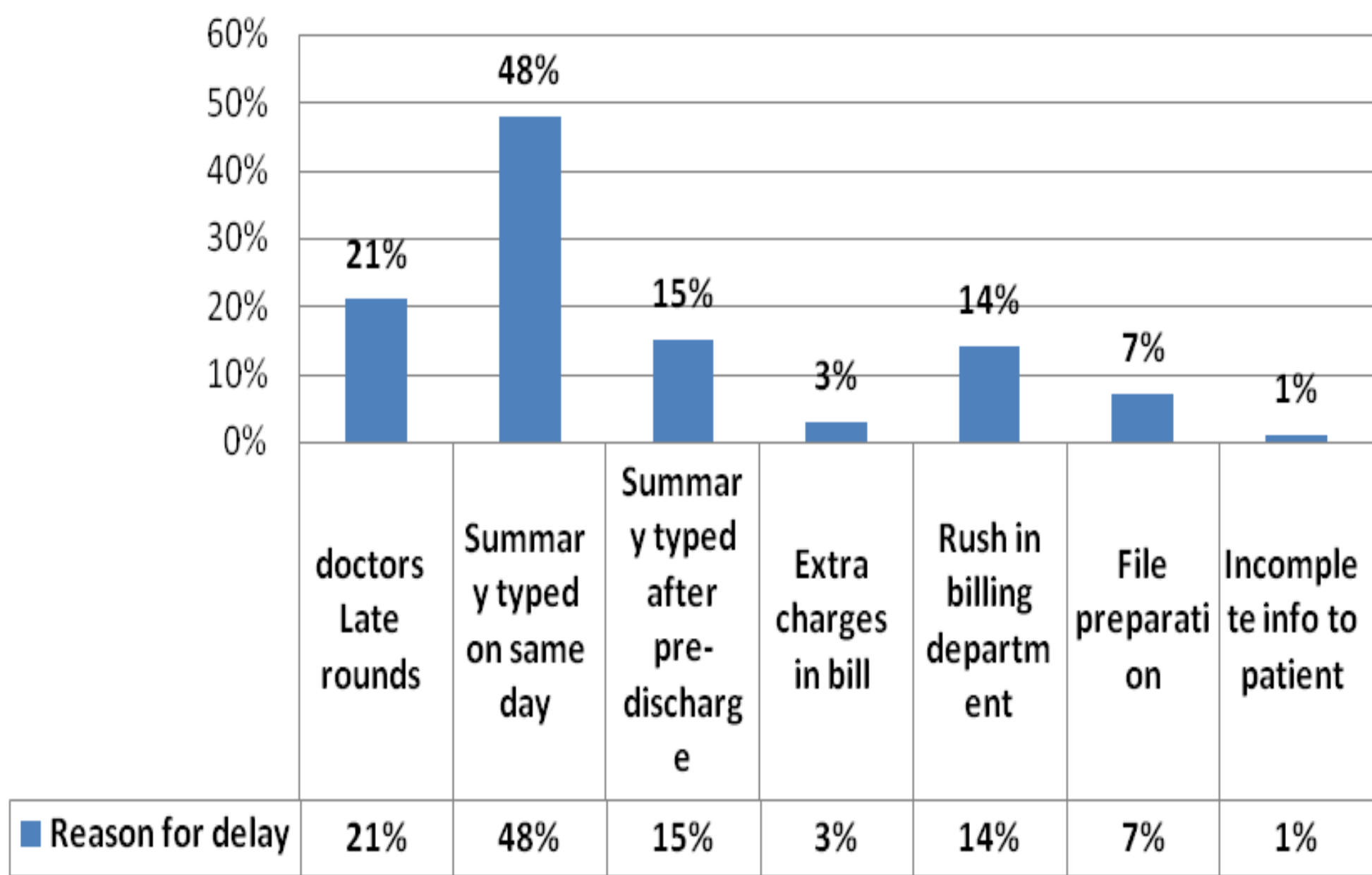
These steps were divided to get an area of focus and to standardise the time for every step.

Analysis



Maximum delay is in step 1, which is the time duration between intimation for discharge and the pre discharge of patient (intimation for billing)

Reason for delay



Step 1– In 63% of cases the delay occurred because of summary.

RECOMMENDATIONS:

- ⇒ Pharmacy indent time should be fixed (9am– 12pm).
- ⇒ One HCA head should always be there at central counter at every inpatient floor.
- ⇒ There should be a call made by the IPD pharmacy for the confirmation of return as HCA are busy.
- ⇒ A discharge register should be maintained
- ⇒ It should made mandatory to write the discharge summary on the same day it is planned.

Format of register

Bed No.	Patient Name	UHID	Pre discharge	Medical/ Surgical	TPA / Self	Planned/ unplanned	Remark
12023	Xyz	453159	10:40am	M	Cash	P	-
12009	Abc	72156		S	Cash	P	After X-ray
12041	123	452940	12:05	M	TPA	P	-
12090	xyz	426563		M	Cash	U/P	

CONCLUSION:

Study conclude that most of the delays in discharge process is due to the discharge summary.

Some of the nursing staff were untrained as well as unaware about the proper process of discharge.

Most of the delays were also happened due to late rounds of doctor even after 12pm

Maximum time taken for discharge process was 10 hours which creates huge dissatisfaction among patients and their relative

Presented by:
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