



Study on delay in patient discharge process in a hospital



Introduction

Discharge from the hospital is the process by which the patient leaves the hospital and either returns home or is moved to another facility such as rehabilitation/therapy or nursing home. Discharge of the patient from hospital is a complex, multi-stage process requiring integrated communication among the inpatient care team. Any delay in discharge process leads to delay in patient admission process, thus disturbing smooth in-patient flow of hospital. Overdue stay of patient in hospital increases the utilization of hospital resources. This also effects the patient satisfaction level during hospital stay.

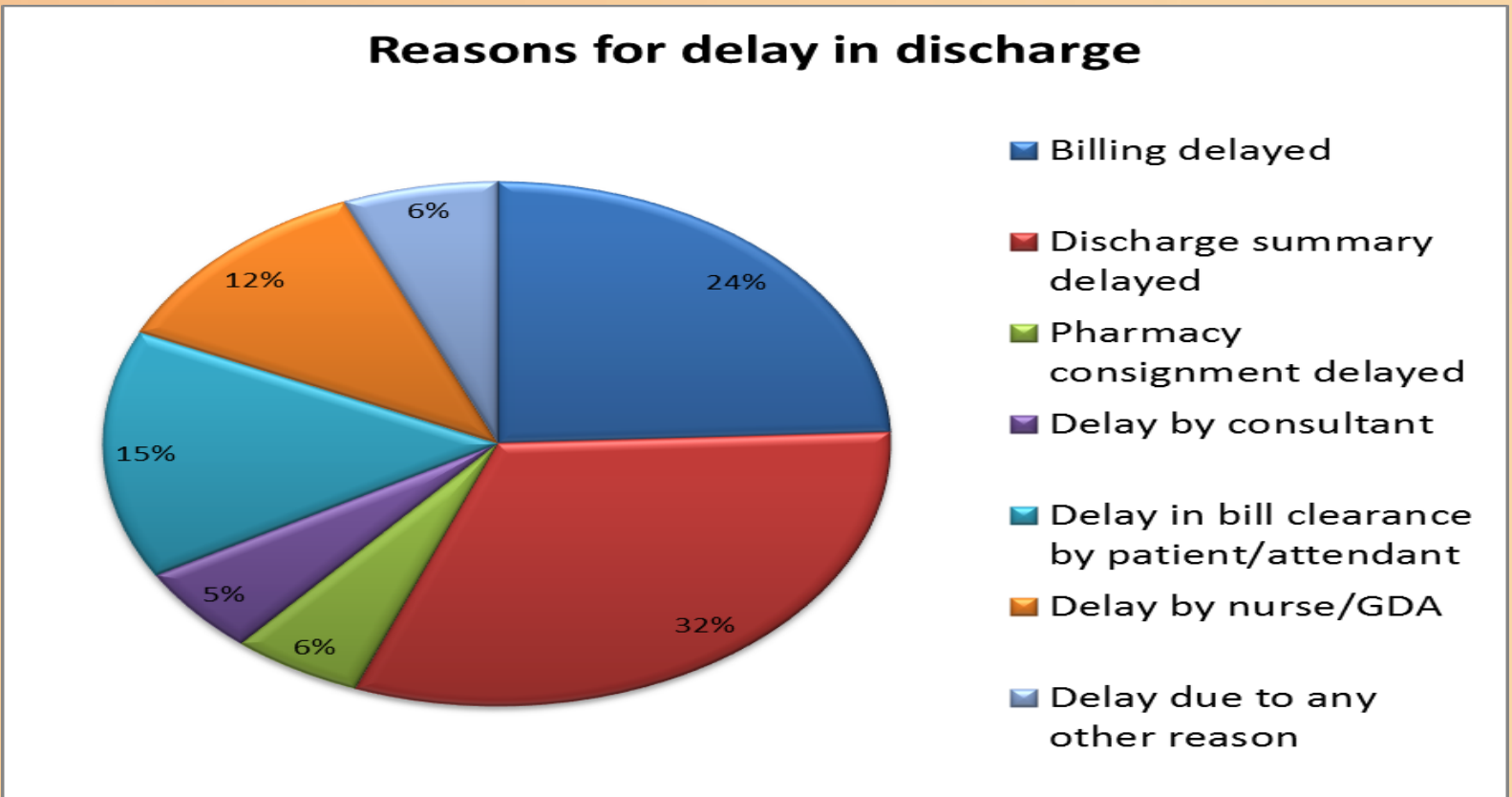
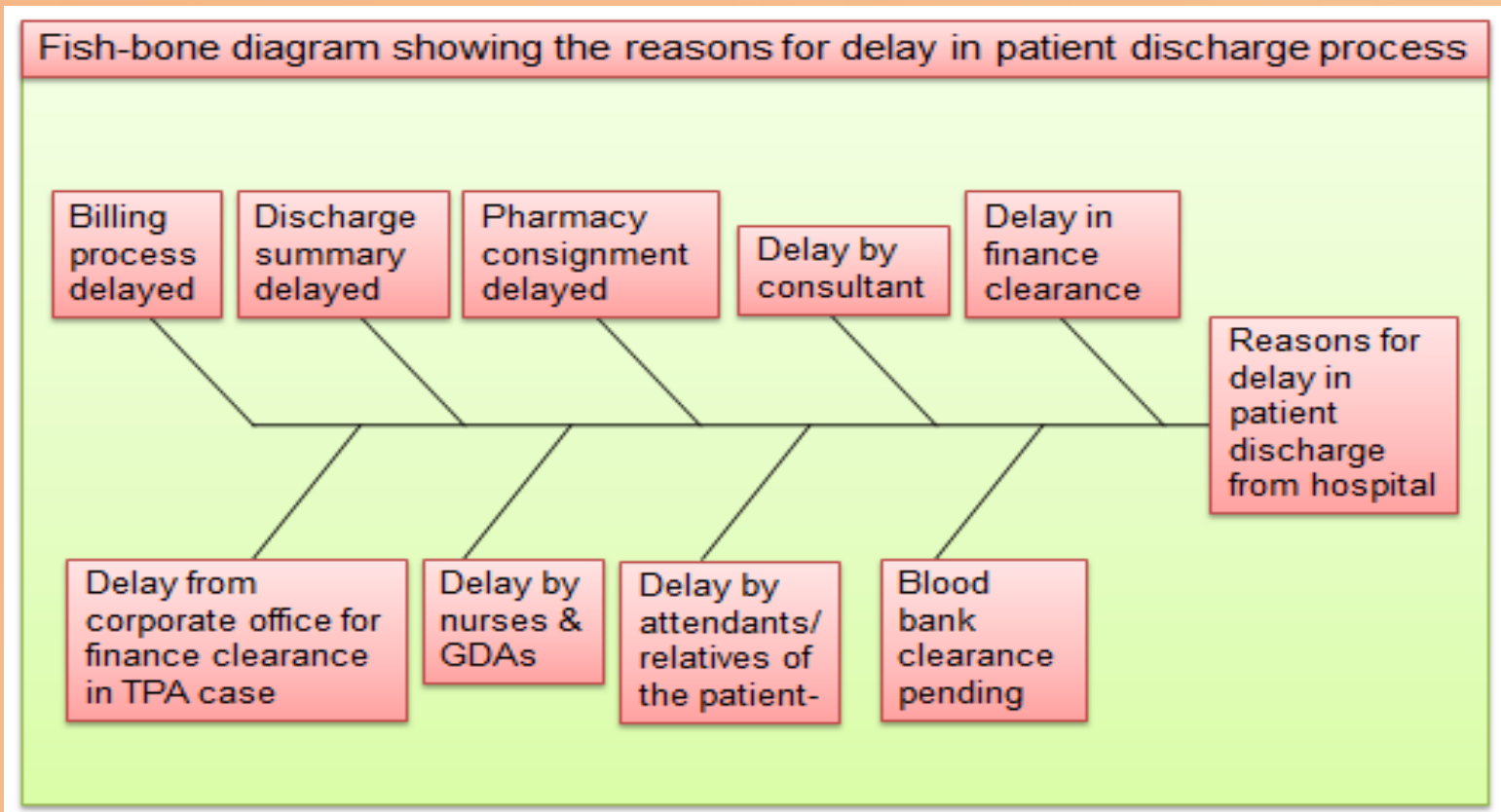
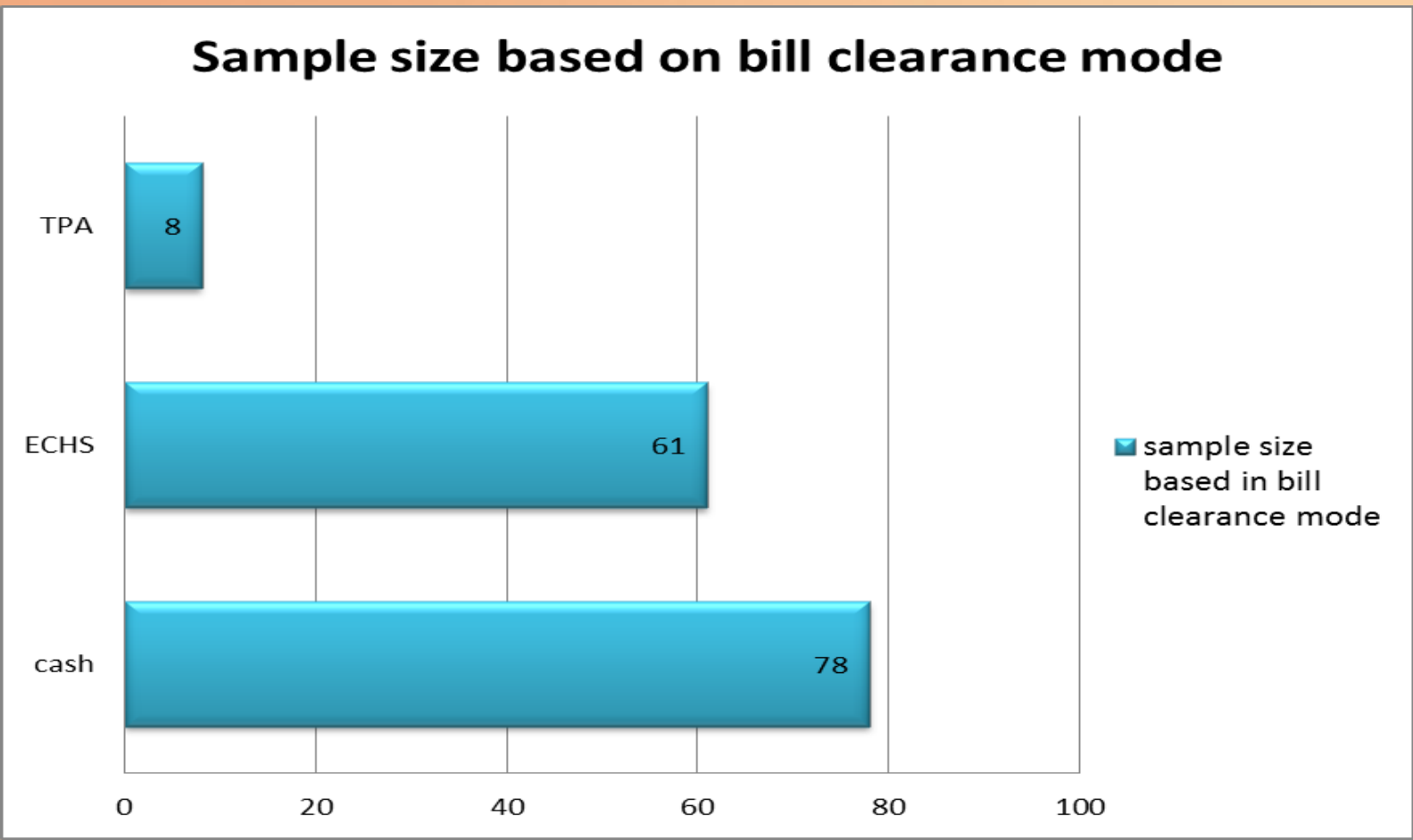
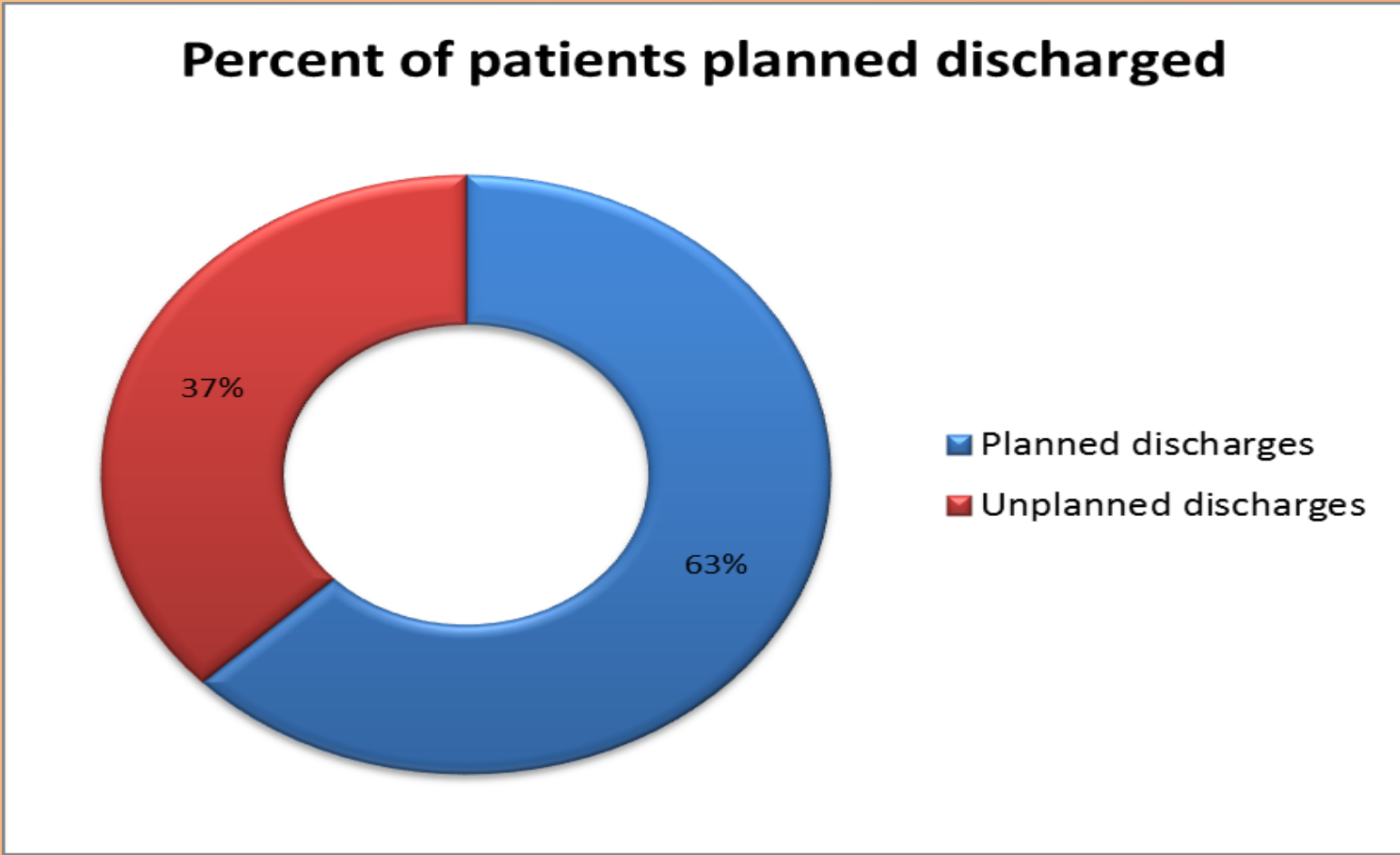
Objective

- . To study the steps involved in discharge process with reference to time.
- . To identify the reasons leading to delay in discharge process

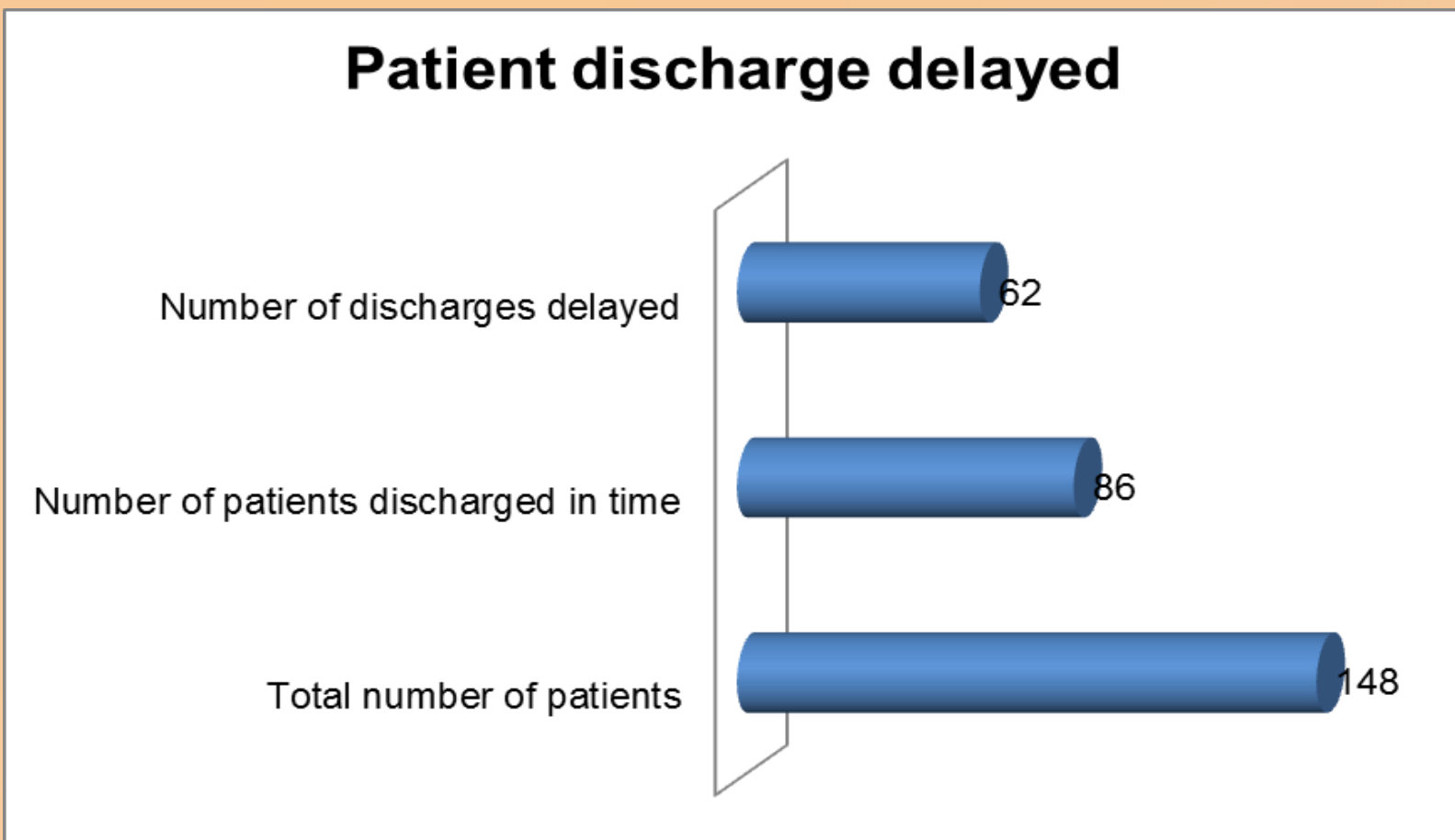
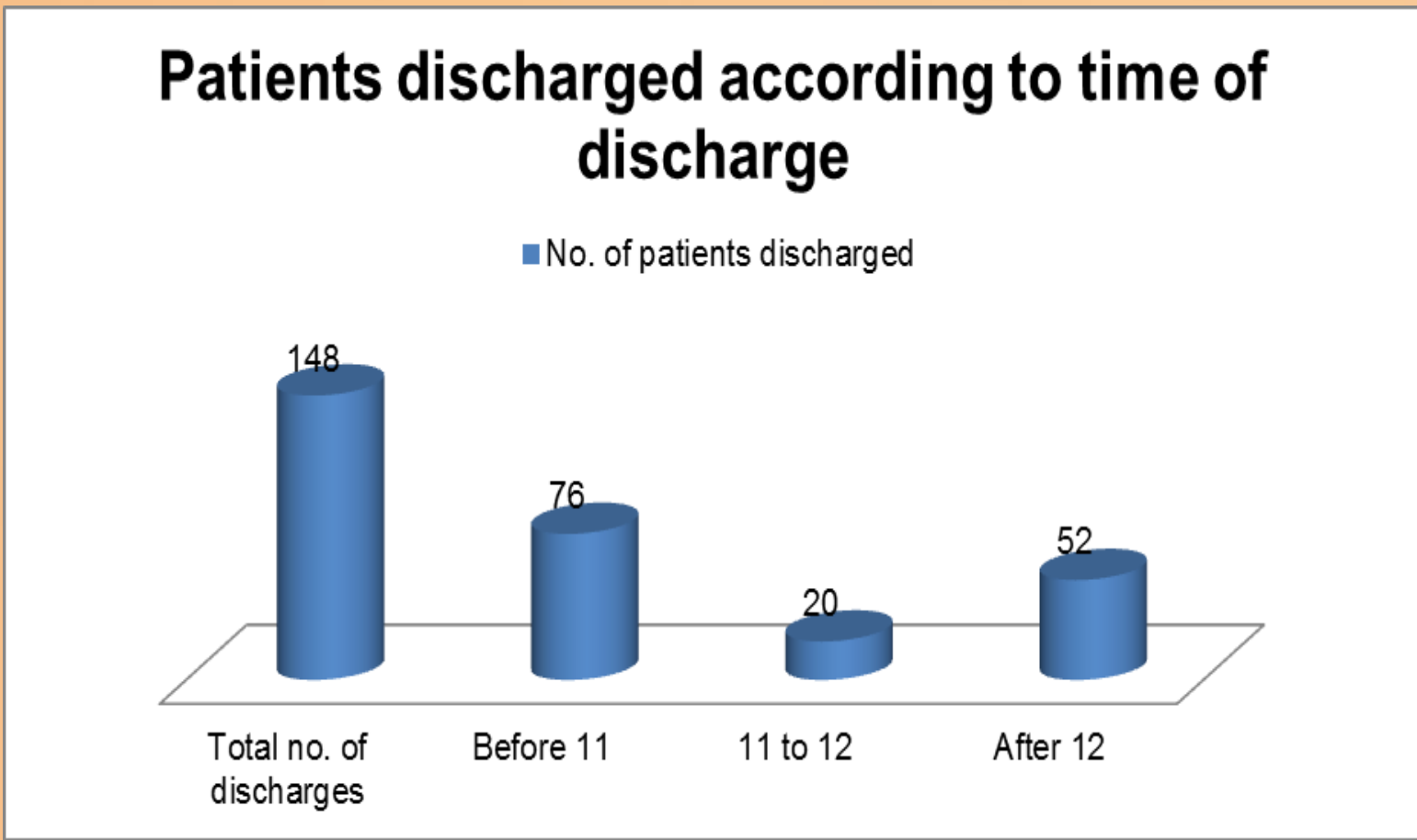
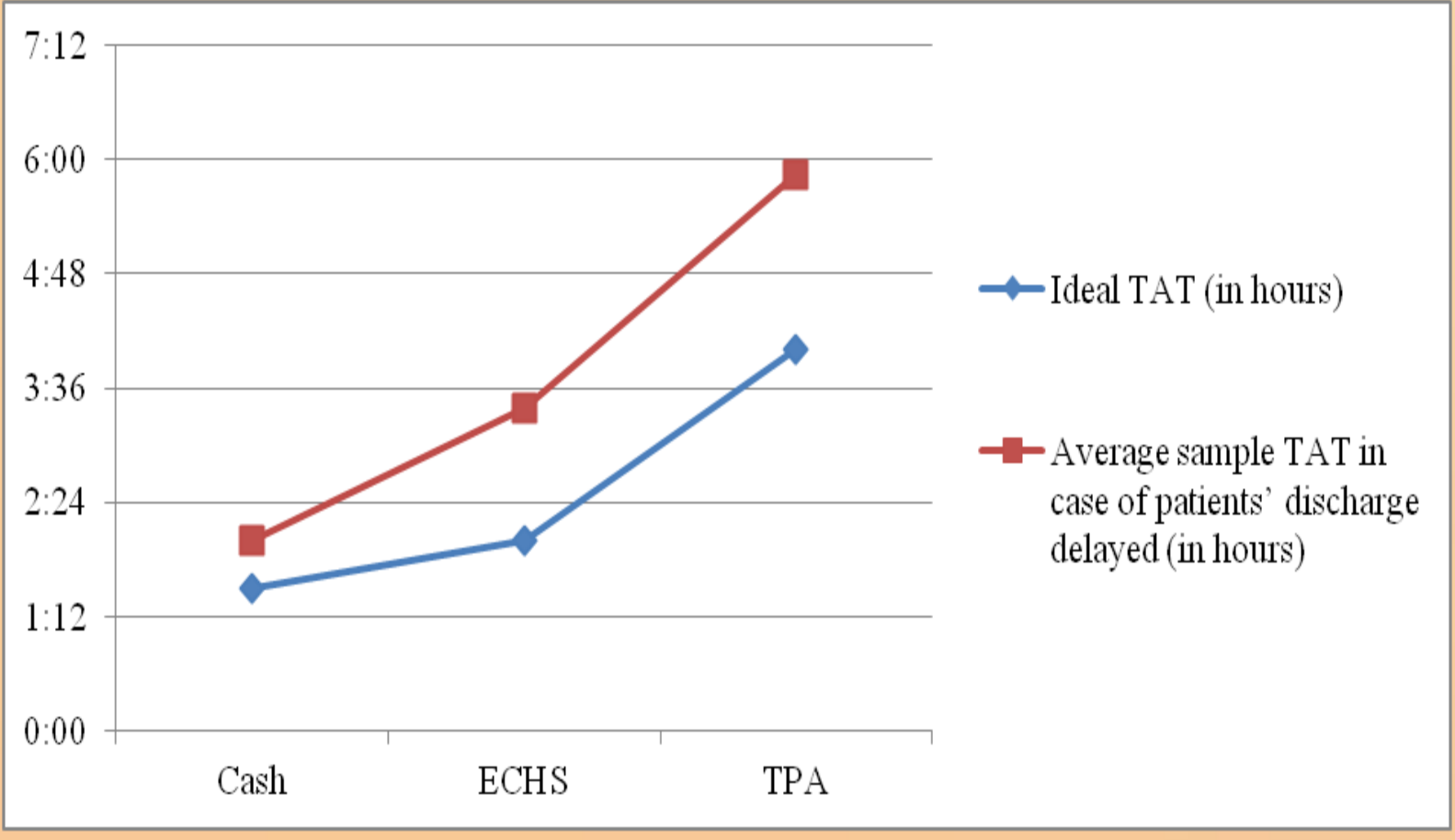
Methodology

Study design: Descriptive study
Study time: April 4th ,2016 to May 21st ,2016
Sample size: 148
Sampling technique: Convenience sampling
Department: In-patient department
Place of study: Fortis hospital, Ludhiana

Findings



	Ideal TAT (in hours, as per Fortis Hospital SOP)	Average sample TAT in case of patients' discharge delayed (in hours)
Cash	1:30	2:00
ECHS	2:00	3:23
TPA	4:00	5:50



Conclusion

From study, it is concluded that there were few gaps analyzed in discharge process. The patients to be discharge consisted of maximum number of cash payment patients, followed by ECHS and then TPA payment mode. More than half of the patients were discharged before 11:00am. Major reason for delay in discharge process was due to delay in discharge summary and billing. The average turn around time for discharge of patients remained higher than the required/ideal time.

Suggestions

Although the hospital has been performing well, but few gaps found is discharge process can be minimized. The quality of the discharge summaries made one night before can be improved by appointing a senior resident who can check all discharge summaries for any correction prior to consultant. On time delivery of billing activity sheet to billing counter can reduce the delay due to billing. Timely updating of EDOD (expected day of discharge) chart and making patient's attendants aware of it can help the attendants to arrange for money on time.