

INTRODUCTION :

The medical record is a clinical, scientific, administrative, and legal document relating to patient care in which are recorded sufficient data, written in sequence of events to justify the diagnosis, warrant the treatment and the results.

The medical records department maintains all inpatient records. Among a host of activities, its main functions involve filing, storing, indexing & coding of medical records for easy retrieval & future reference & also as a backup.

Hospitals collect data for both inpatients and outpatients on a daily basis. They use these statistics to monitor the bulk of patients treated daily, weekly, monthly, or within some other specified time of frame.

Hospital statistics represents the activities in connection with hospital events i.e **admissions, duration of stay, bed occupancy, bed turnover rate and discharges or death** and are calculated in rates or percentages. These statistics are the indicators of utilization of hospital services and operational efficiency.

These statistics give health care administrators the information they need to plan facilities and to keep eye on inpatient and outpatient revenue streams.

RESEARCH QUESTIONS

- How effective is the process flow of medical record department in a tertiary care hospital?
- Role of medical record department in obtaining monthly hospital statistics?

OBJECTIVE

To study the process flow of medical record department and its role in obtaining monthly hospital statistics in a tertiary care hospital.

RESEARCH METHODOLOGY

It was a descriptive cross sectional study of one month duration from 1st of april to 31st of april 2016. It was carried out in Sir Gangaram hospital which is a tertiary care hospital situated in delhi, provided with 675 beds and it caters a huge population of delhi and other cities.

A quantitative approach was used while collecting the data. A qualitative approach was used for form content analysis, direct observation by data collectors, and in-depth interviews.

SELECTION OF SITES

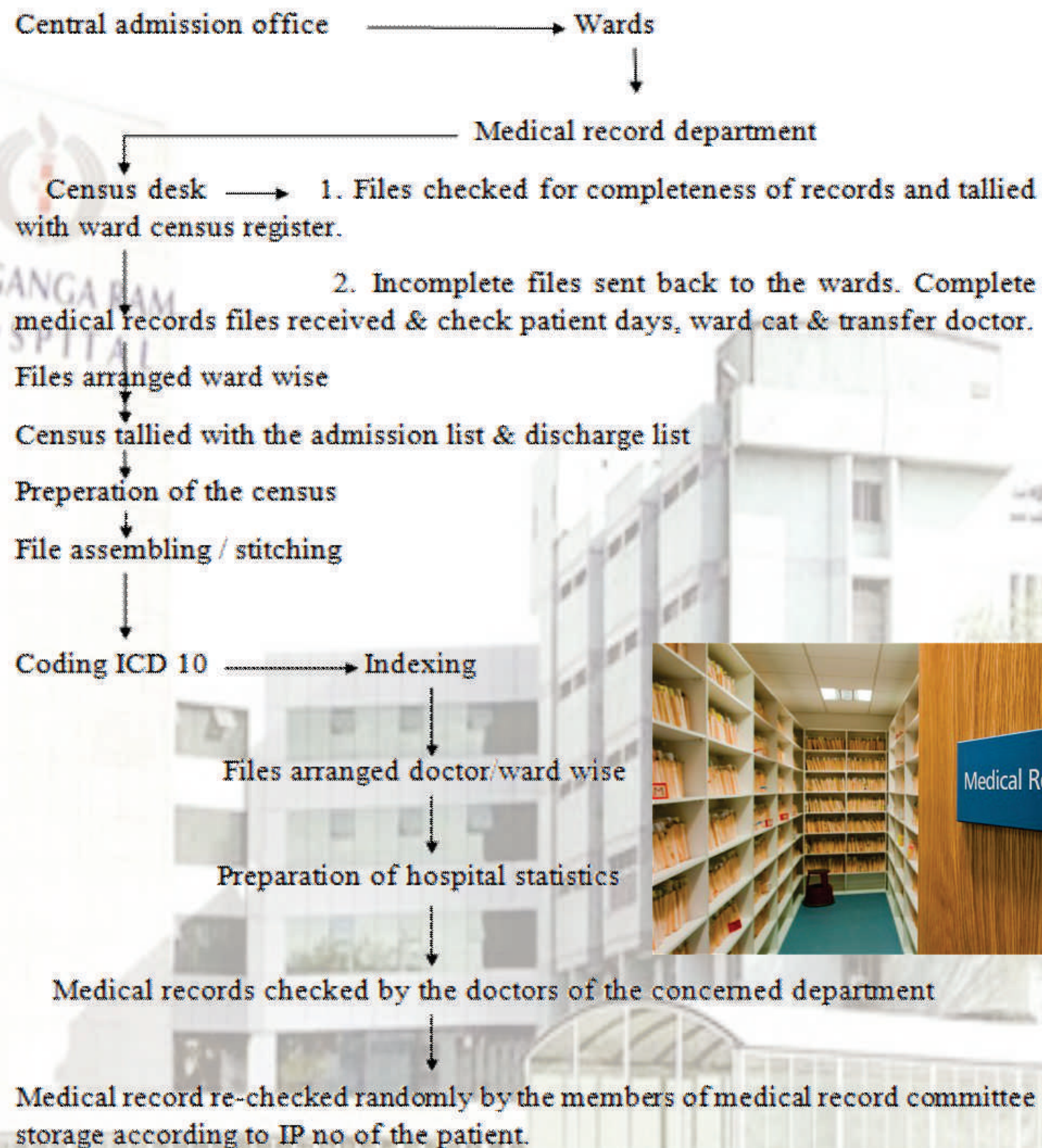
Medical record department of Sir Gangaram hospital was selected and five categories of hospital were selected for the estimation of hospital statistics.

DATA SOURCES

Data were obtained from the following sources:

- Review of the available written documents related to the topics assessed.
- Medical records, log books, ward census report, hospital census report, and daily admissions and discharges list
- Direct observations
- Structured interview with the head of the MR department

PROCESS FLOW OF MEDICAL RECORD DEPARTMENT



FINDINGS

STRUCTURE OF MR DEPARTMENT

Physical structure

It was found that the MR department was appropriately located to allow users accessibility and was quite impressive.

Also the space allocated to the MR department was adequate.

Equipments

Well equipped (PC's, printers, photo copying machine, office furnitures etc.)

Personnel

Staff members in MR department were sufficient to perform smooth functioning of the department.

Management: Organizational Structure, Policies, Administration

Department had organizational charts and written policies and procedures manuals and job descriptions.

Medical Records Content and Documentation

The contents of the records were arranged and they were complete. The basic and special forms were available.

Coding, Indexing, and Discharge Analysis

They have been using the ICD- 10 for coding and classification of diseases and operations.

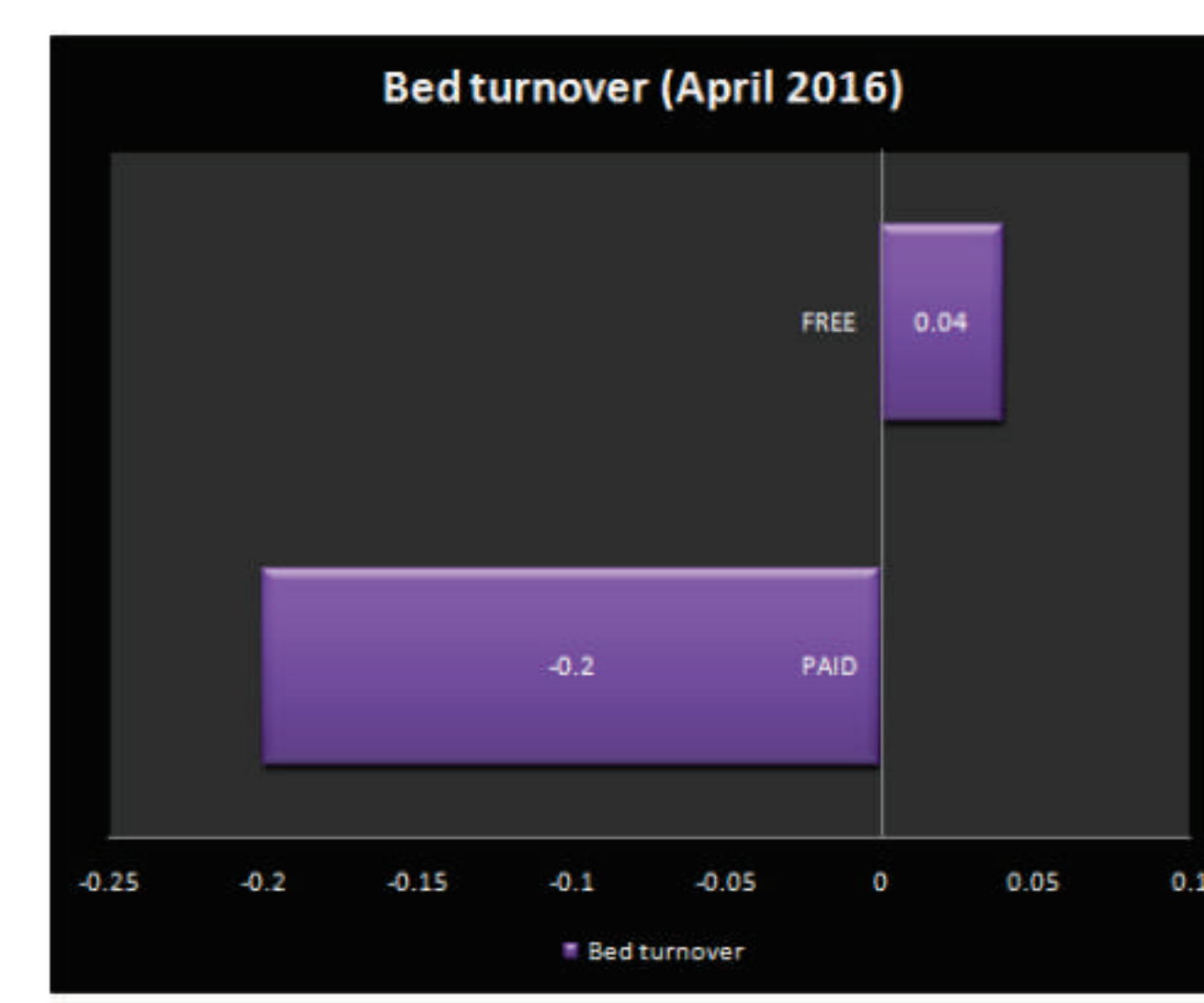
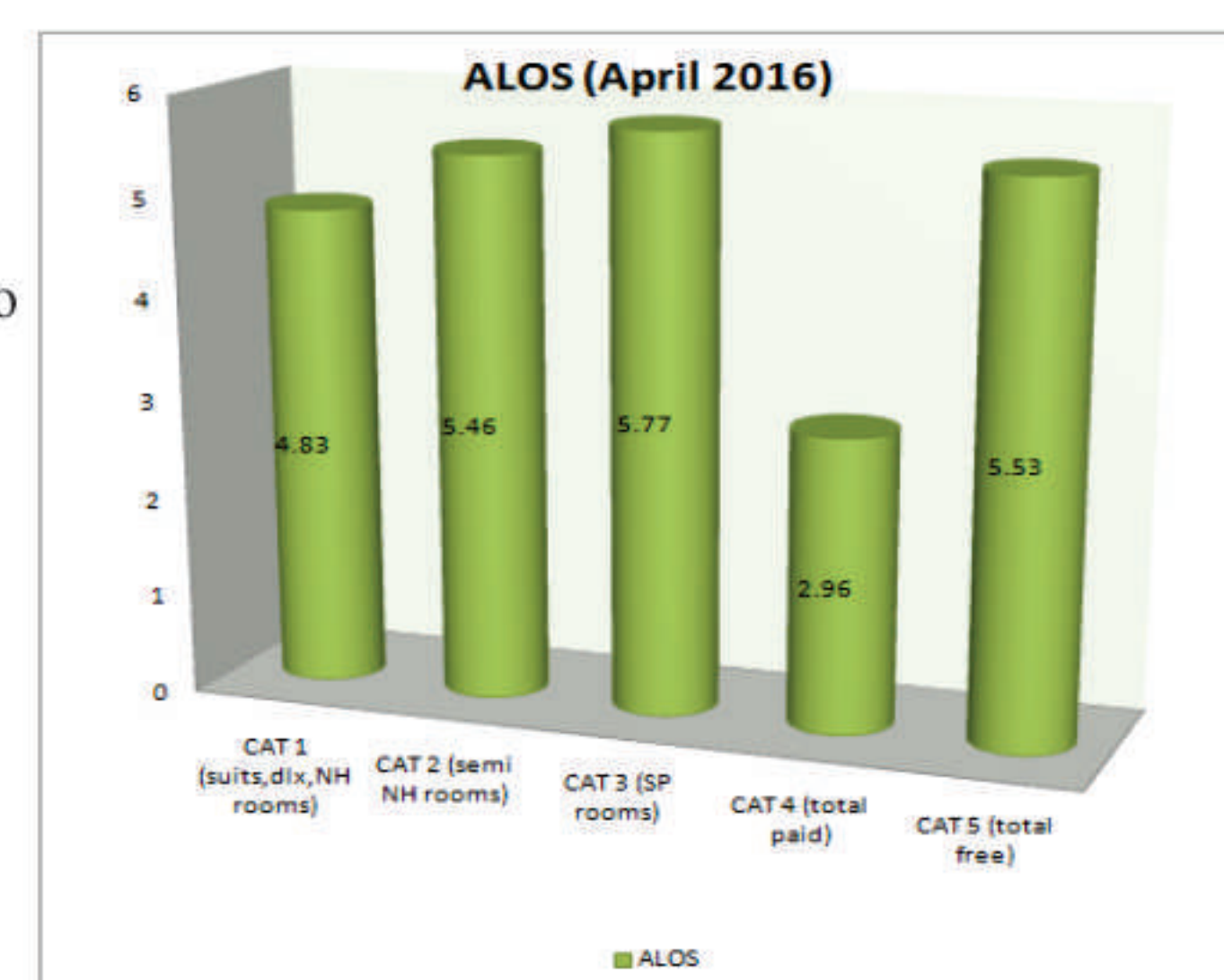
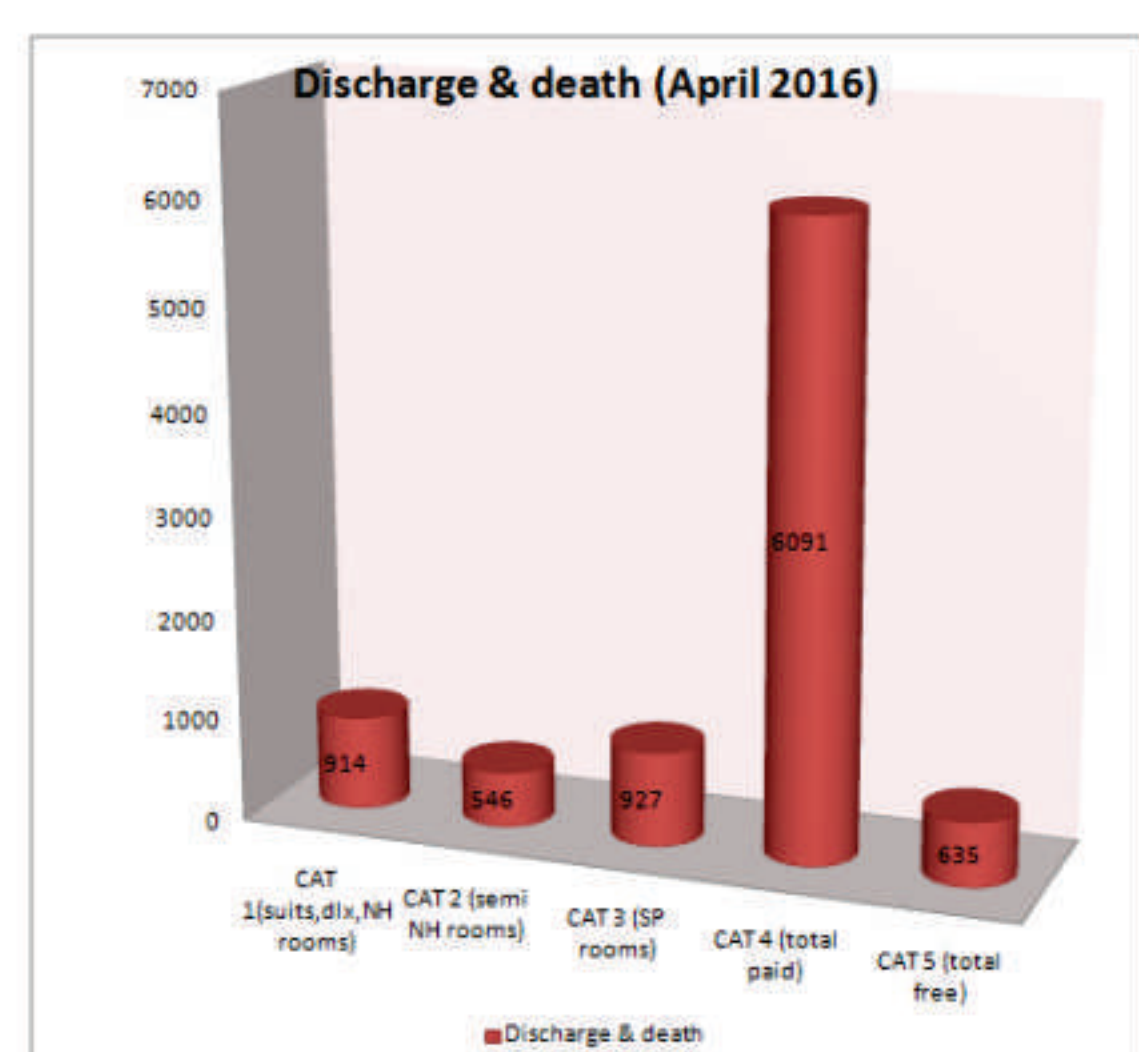
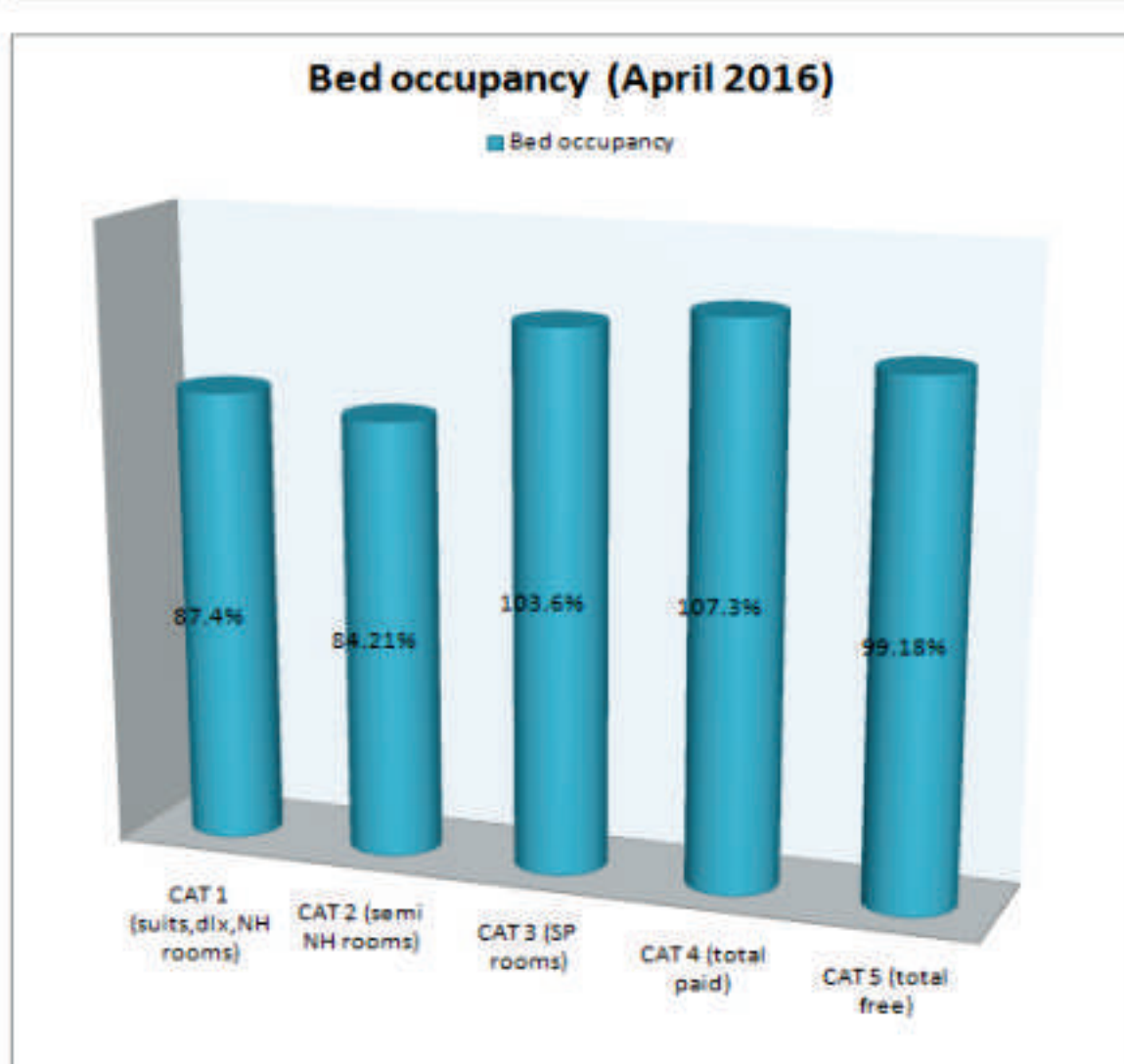
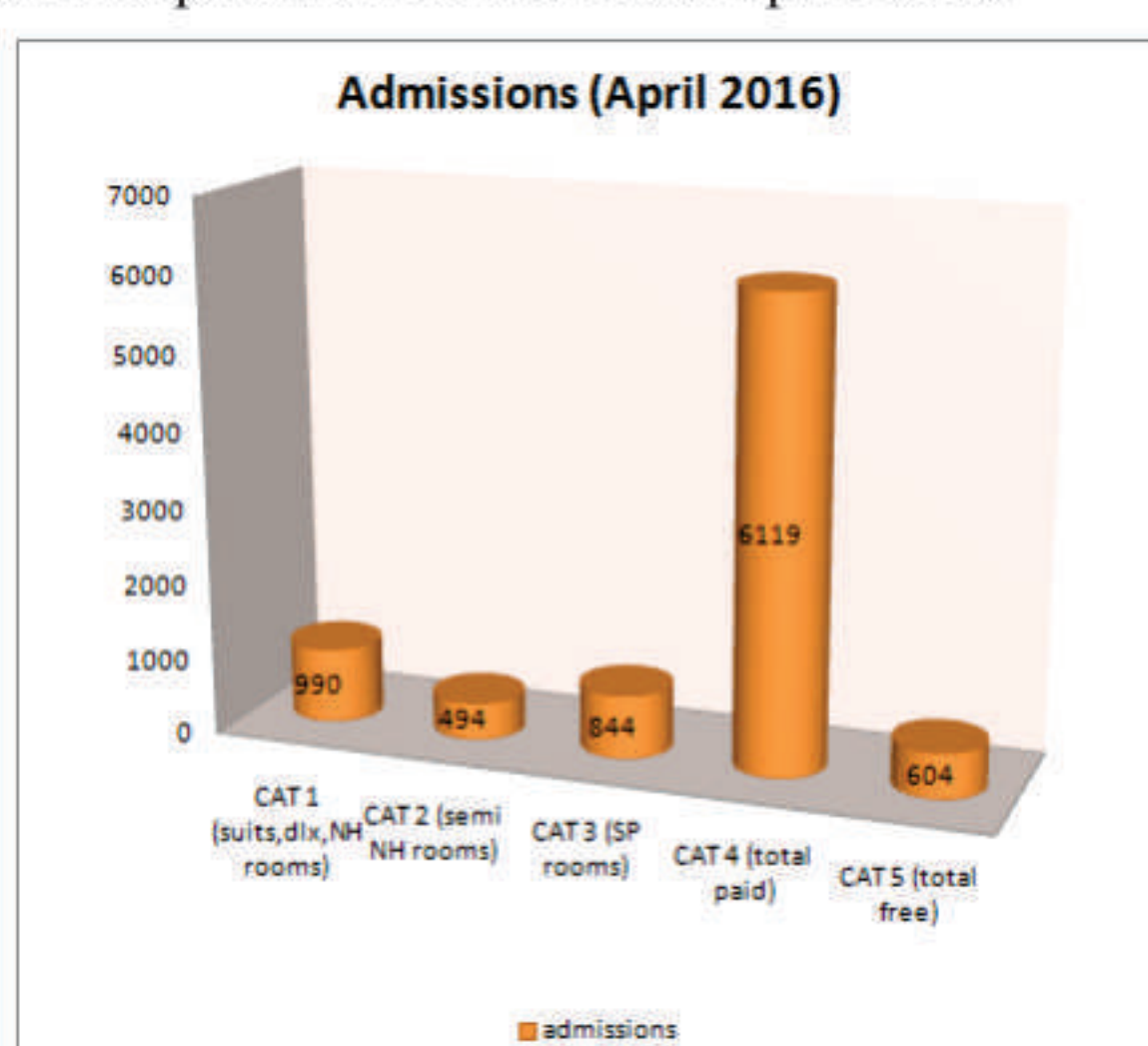
Support of Hospital Administration to the MR Department and Its Relationships with Other Hospital Departments

MRO reported that the hospital administration frequently appreciate the importance of the MR department, enforce department rules, or provide the department with adequate personnel and supplies. Rarely they have experienced problems with medical staff, head nurses, patient accounts, and outpatient clinics.

HOSPITAL STATISTICS

Hospital statistics were observed and carried out on a daily basis and the daily data was compiled together to obtain the monthly hospital statistics of Sir Ganga Ram Hospital for the month of april 2016.

S.NO	PARTICULARS	CAT1	CAT2	CAT3	CAT4	CAT5	OVERALL
1	ADMISSION	990	494	844	6119	604	6723
2	ADMISSION PER DAY	33	16.47	28.13	203.97	20.13	224.10
3	DISCHARGE	898	535	897	6034	615	6649
4	DISCHARGE PER DAY	30	17.83	29.90	201.13	20.30	221.63
5	DEATH	16	11	30	57	20	77
6	DEATH PER DAY	0.53	0.37	1.00	1.90	0.67	2.37
7	PATIENT DAYS	5349	2981	5346	18058	6511	21569
8	BED DAYS	6120	3540	5160	16830	3540	20370
9	BED OCCUPANCY	87.40	84.21	103.60	107.30	99.18	105.89
10	PATIENT DAYS/DAY	178.29	99.37	178.20	601.93	117.03	718.97
11	BED DAYS/DAY	204	118	172	561	118	679
12	ALOS	4.83	5.46	5.77	2.96	5.53	3.21
13	DISCHARGE & DEATH	914	546	927	6091	635	6726



RECOMMENDATIONS

- Complete electronic medical record system is recommended.
- - EMR's are a digital version of the paper charts in the clinicians office. An EMR contains the medical and treatment history of the patient in one practice.
- With regards to the coding and indexing of diseases and operations, the application of computerized system for admissions, patient index and disease index, and hospital statistics should be promoted.
- Hospital administration should enforce MR regulations and provide the MR department with adequate, space, staff, and equipment.

CONCLUSION

- Medical record department is an integral part of a hospital and plays a very important role in maintaining the function of a tertiary care hospital.
- Without MRD it is impossible to carry out accurate hospital statistics
- Hospital statistics is very important for any hospital as it represents the vital statistics of the hospital which in turn represents the growth or recession of the hospital.
- Hospital-based rates are used for a variety of purposes. First, they describe the general characteristics of the patients treated at the facility. Hospital administrators use the data to monitor the volume of patients treated monthly, weekly, or within some other specified time frame. The statistics give health care decision makers the information they need to plan facilities and to monitor inpatient and outpatient revenue streams. With the knowledge of how clinical data are collected and analyzed, the HIM professional can become an invaluable member of the health care team.