

STUDY ON TURN AROUND TIME OF DISCHARGE PROCESS

Discharge process is defined as the process of activities that involves the patient and the team of individuals from various discipline working together to facilitate the transfer of patient from one environment to another. If discharge planning is delayed, patient's stay can be unnecessarily extended. Therefore this time management study on discharge process is undertaken with the aim of giving better services for the patient satisfaction within the minimum time. This can be done only with the help of thorough study of time taken for the whole discharge process beginning from Discharge order time till the patient leaves the Hospital.

OBJECTIVES:

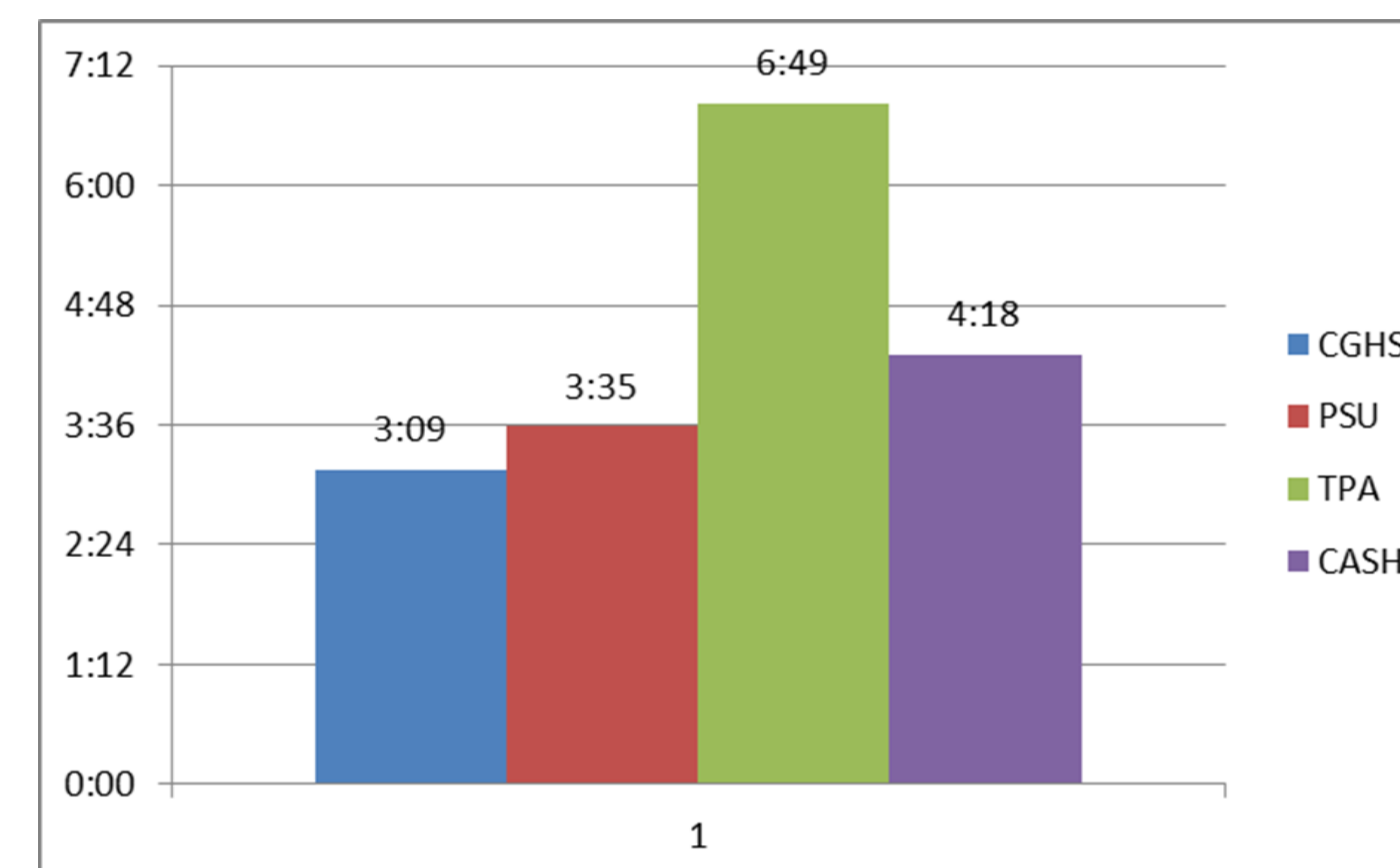
- To analyze the current turnaround time for discharge process.
- Identify the various factors that leads to increase the turnaround time of discharges.
- To suggest the solutions and methods that could be adopted to reduce the turnaround time.

METHODOLOGY:

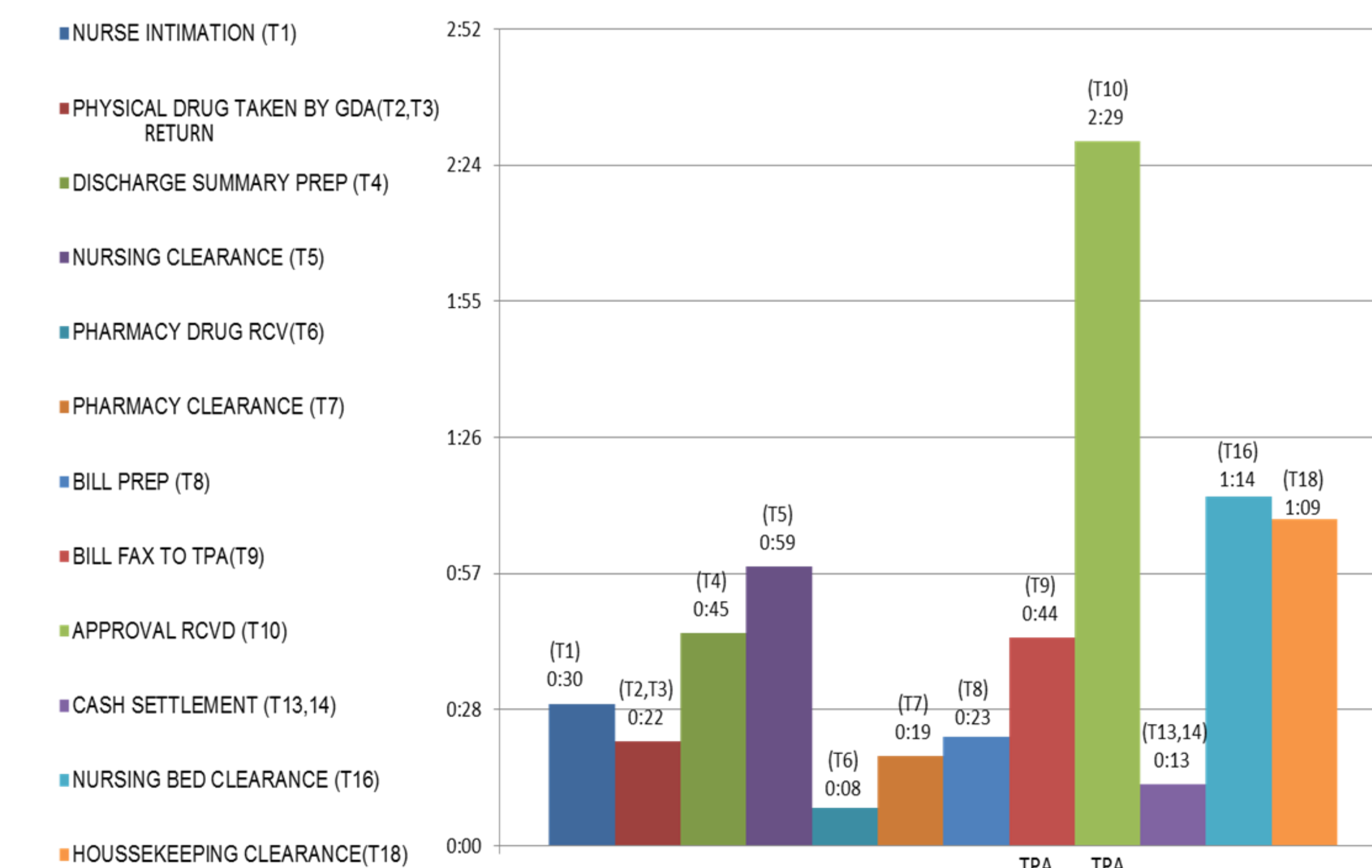
- STUDY TYPE:
OBSERVATIONAL STUDY.
- SAMPLE TYPE:
SELECTIVE SAMPLING
- STUDY POPULATION:
PATIENTS OF VARIOUS INPATIENT WARDS OF MAX SHALIMAR BAGH.
- SAMPLE SIZE:
100 PATIENTS (INCLUDING ONLY CASES WHERE DELAY WAS SEEN)
- SOURCES OF DATA
PRIMARY DATA: DIRECT OBSERVATION
SECONDARY DATA: FROM HIS.
- METHODS OF DATA COLLECTION :
DIRECT OBSERVATION

FINDINGS:

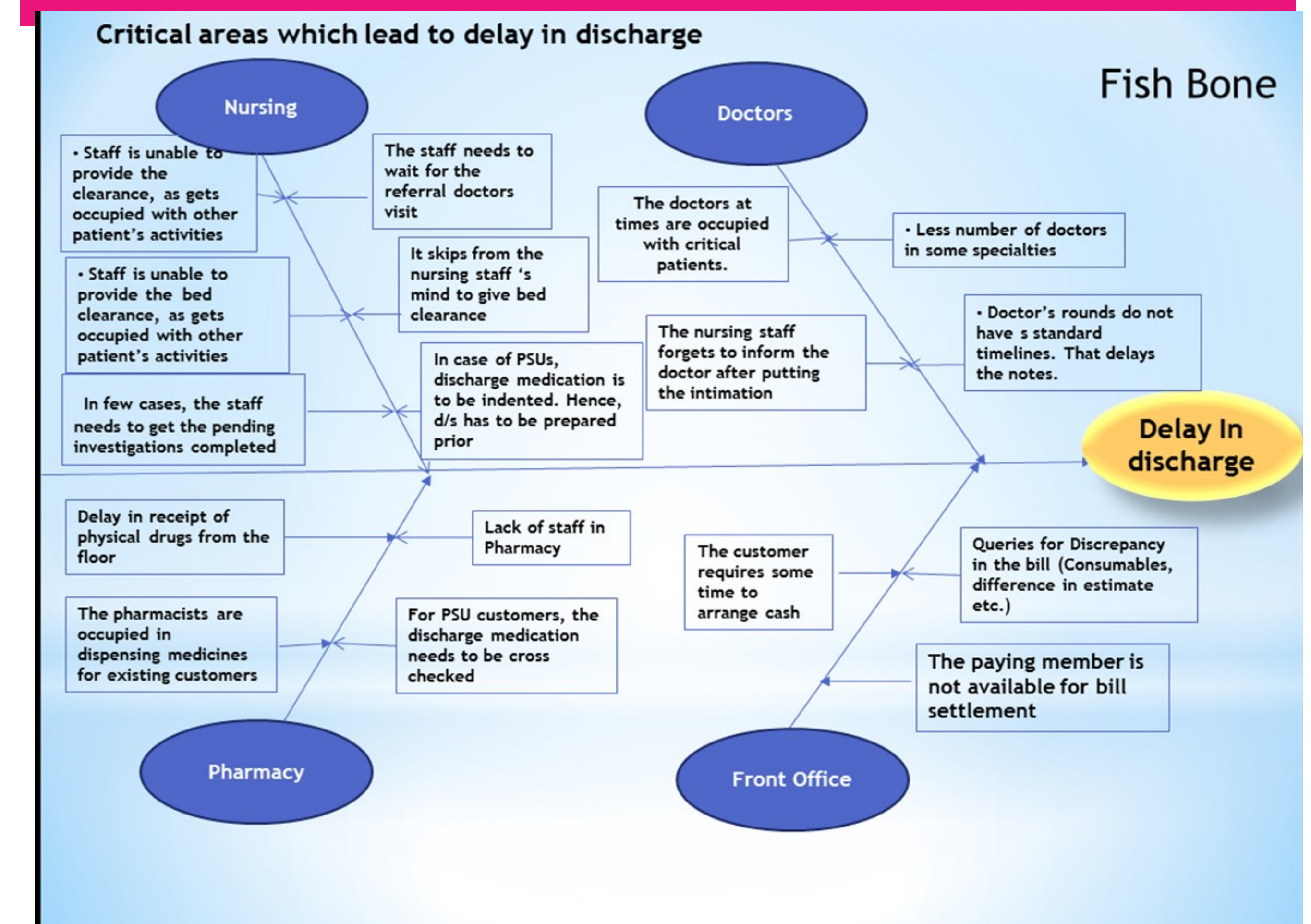
DISCHARGE TIME (IN HRS) BY TYPE OF DISCHARGES:



STEPS IN DISCHARGE PROCESS



FISH BONE ANALYSIS:



RECOMMENDATIONS:

- A nodal person should be deployed on the floor to coordinate among various departments regarding various activities involved in the discharge process.
- Increase the number of Planned discharges, and to be seen in the system.(Planned discharges: these are the discharges that are pre planned a night before the discharge. It includes discharge summary preparation, doctor's notes to be put in system, and the physical drugs are returned to the pharmacy, financial counselling regarding the final bill a day prior to the discharge.)
- Nurses can stick a hard copy of the ongoing activities per patient getting discharged at their work station, and keep striking off all the activities completed.