

INTRODUCTION

Quality Department of Manipal Hospital Jaipur, monitor the appropriateness, effectiveness, and quality of care provided to Medi-care beneficiaries

Manipal hospital in order to ensure Quality uses 18 commandments (18 C's) as a tool.

18 Commandments involves 18 process. Each process includes the following indicators to improve the overall Quality of the hospital.

The 18 processes are Registration, Appointment, Pharmacy, Patient education, Patient grievances, Radiology, Admission , Bill Estimation, Discharge, Emergency, Cleanliness, Signages, Pressure Sore, Medication Error, Fire Safety, customer satisfaction, Laboratory, Patient safety in operation theater.

OBJECTIVE

- To Estimate Turnaround Time for Cash, Insurance, Non-Insurance Patients
- To identify the gap in Discharge Process.
- To estimate the appointment turnaround time for the cases which are attendant within 15 minutes.
- To estimate the number of walk-in patients and to estimate number of walk in patients given appointment/ slot time.

METHODOLOGY

Study type: Descriptive and Analytical study.

Study Site: Soni Manipal Hospital, sikar Road, Jaipur

Sample collection method: Non probability convenience

sampling

Sample size:

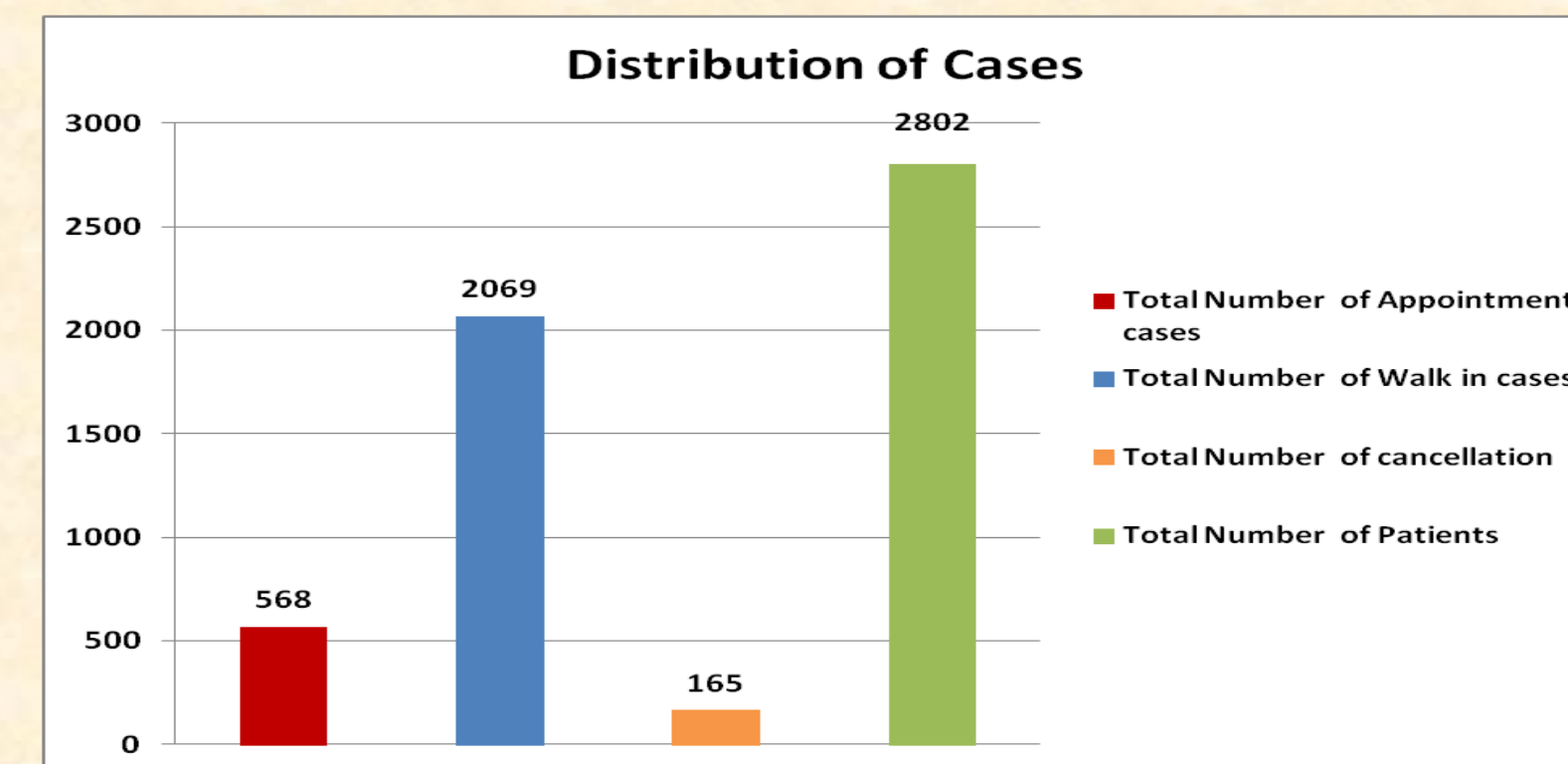
Total sample of 140 patients for discharge process.

Total number of patients for the month of April for appointment process.

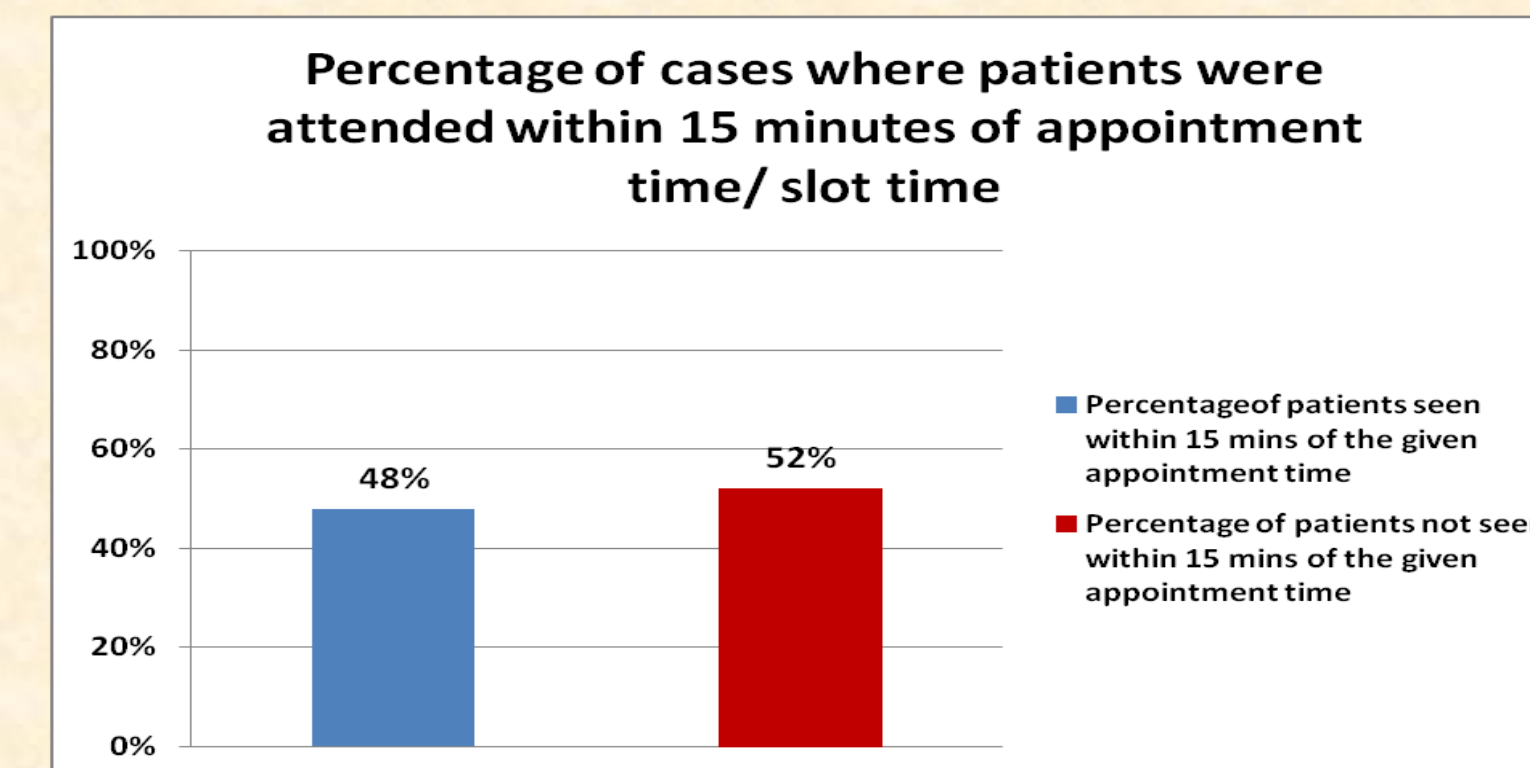
Duration for data collection:

51 days (13th April, 2013 to 2nd June, 2013)

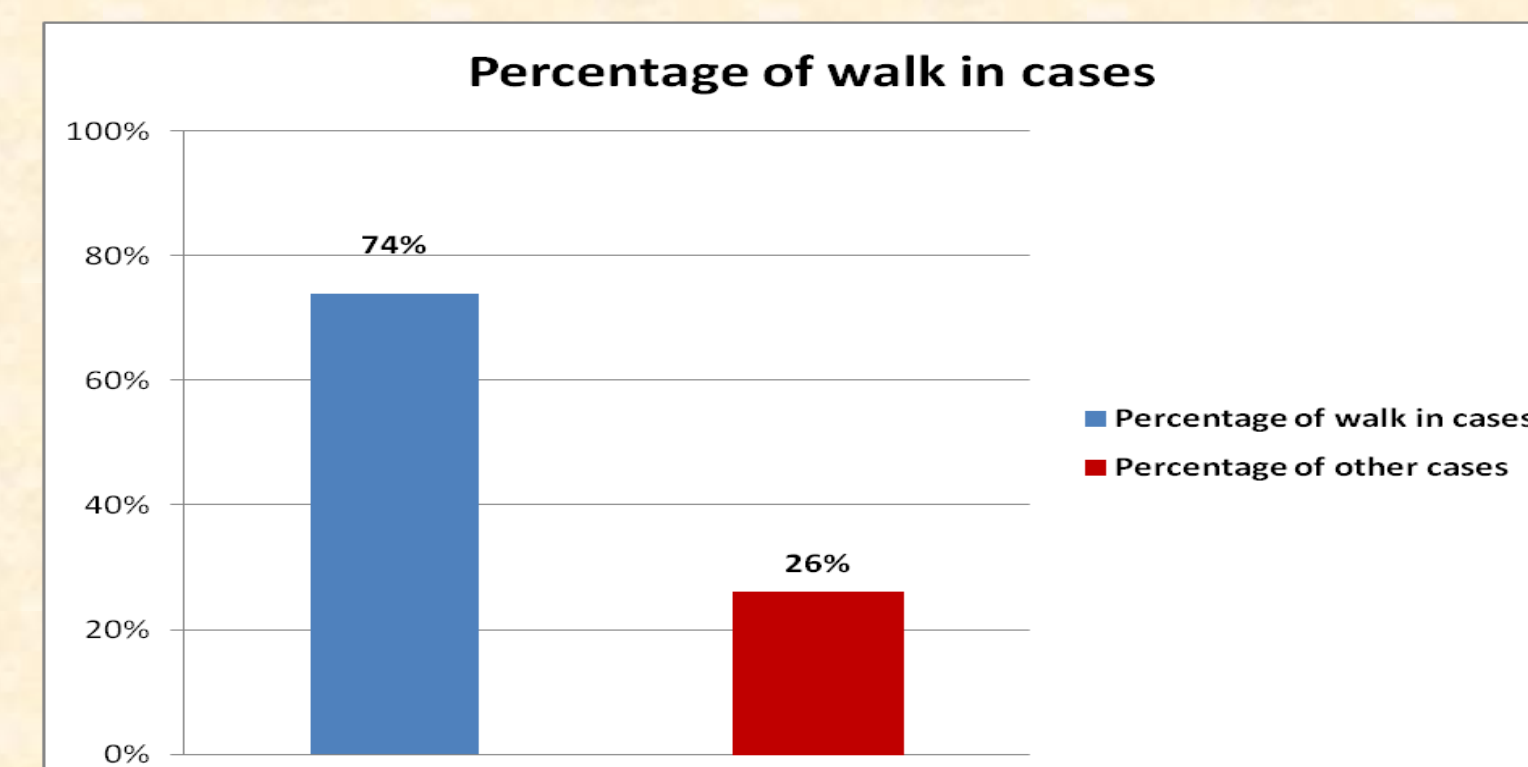
FINDINGS



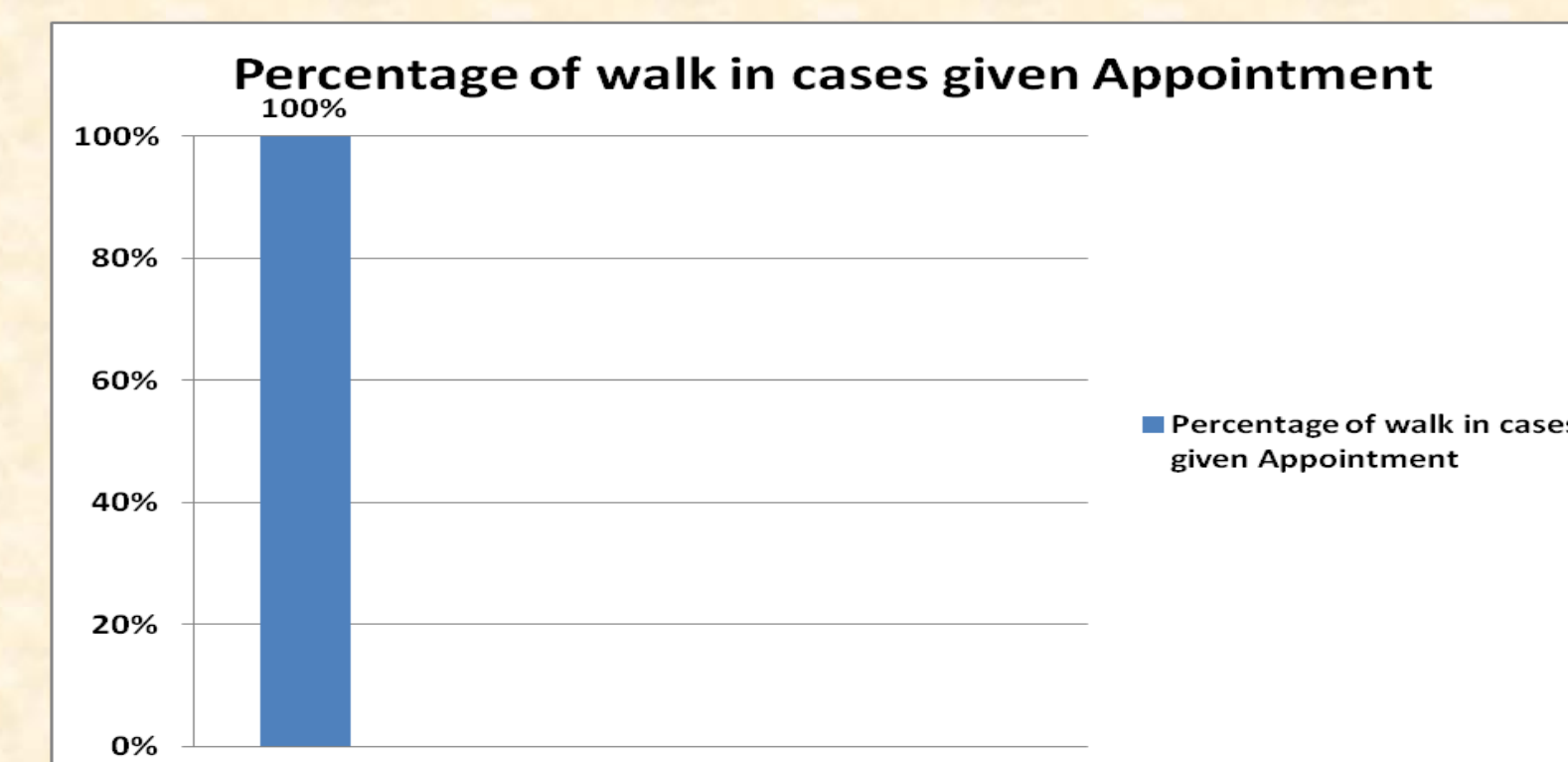
TOTAL NUMBER OF APPOINTMENT CASES: 2802



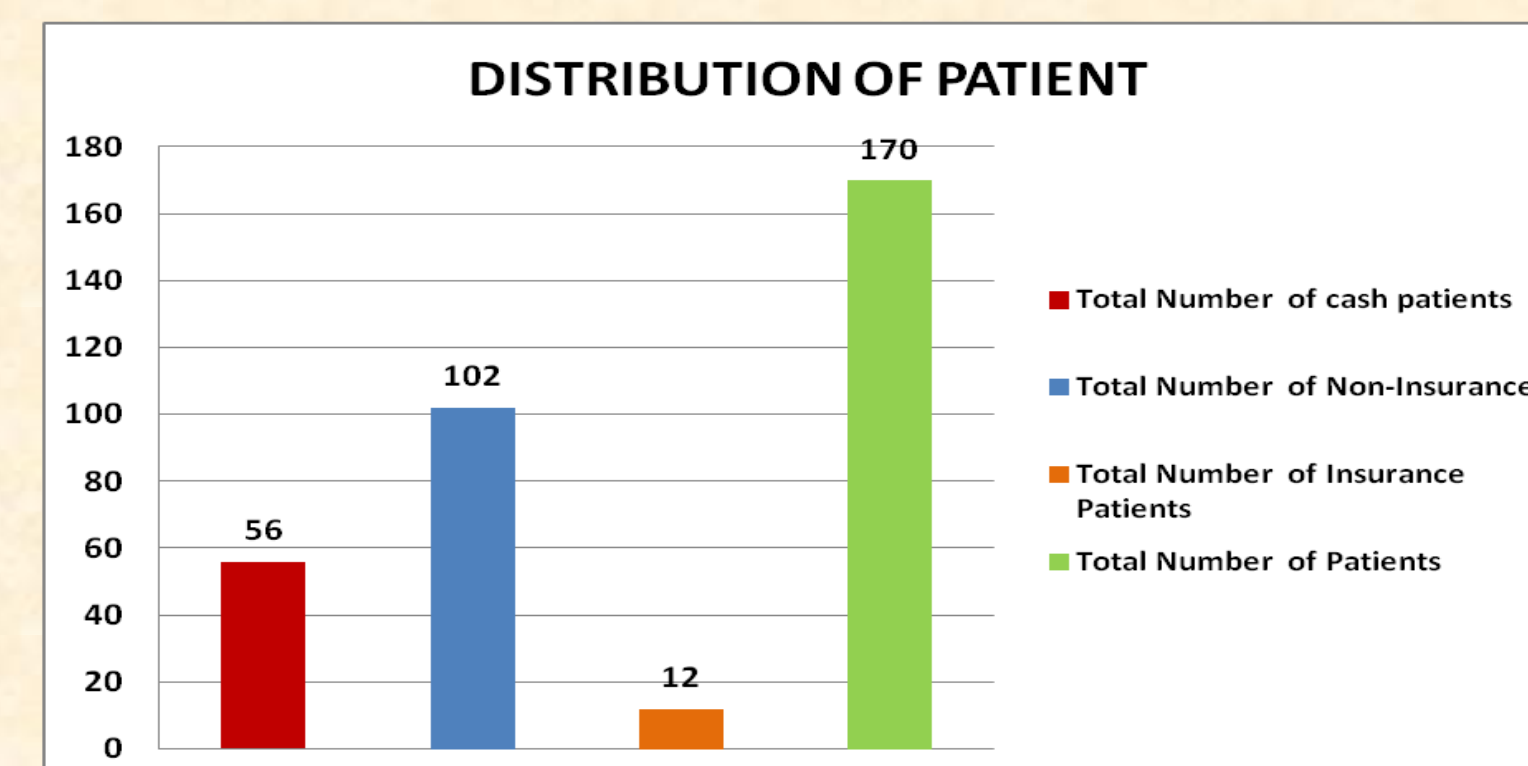
TOTAL NUMBER OF APPOINTMENT CASES: 568



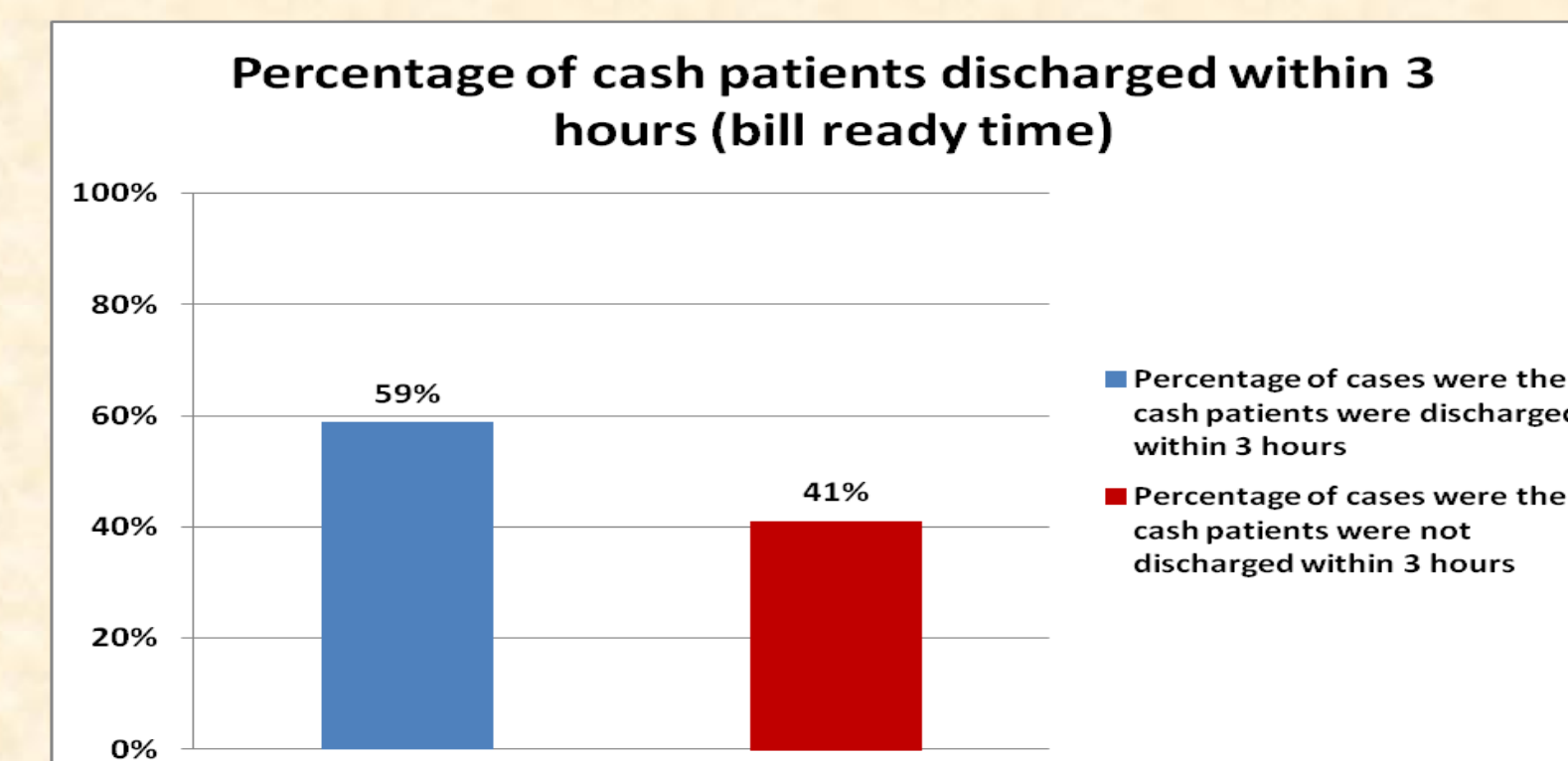
TOTAL WALK IN PATIENTS : 2,069



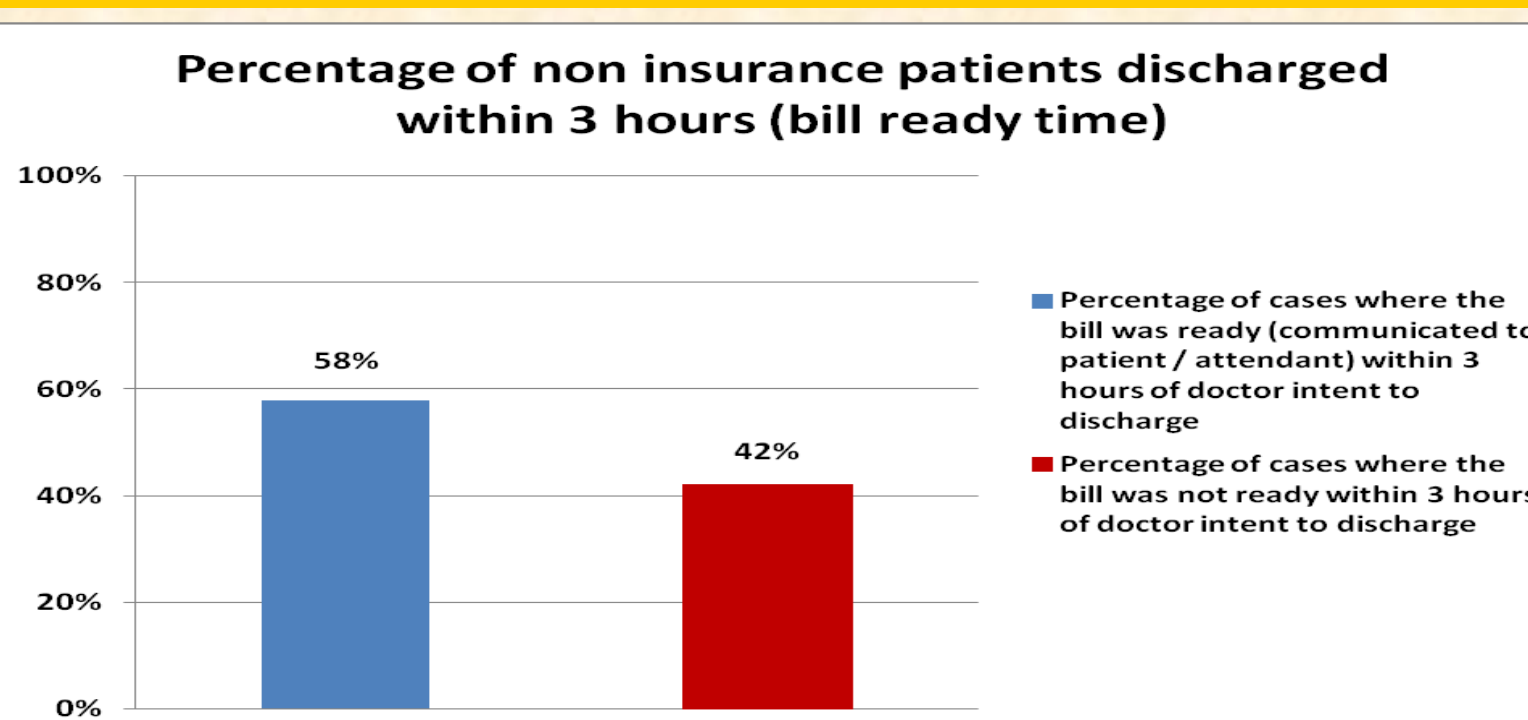
TOTAL WALK IN PATIENTS GIVEN APPOINTMENT 2069



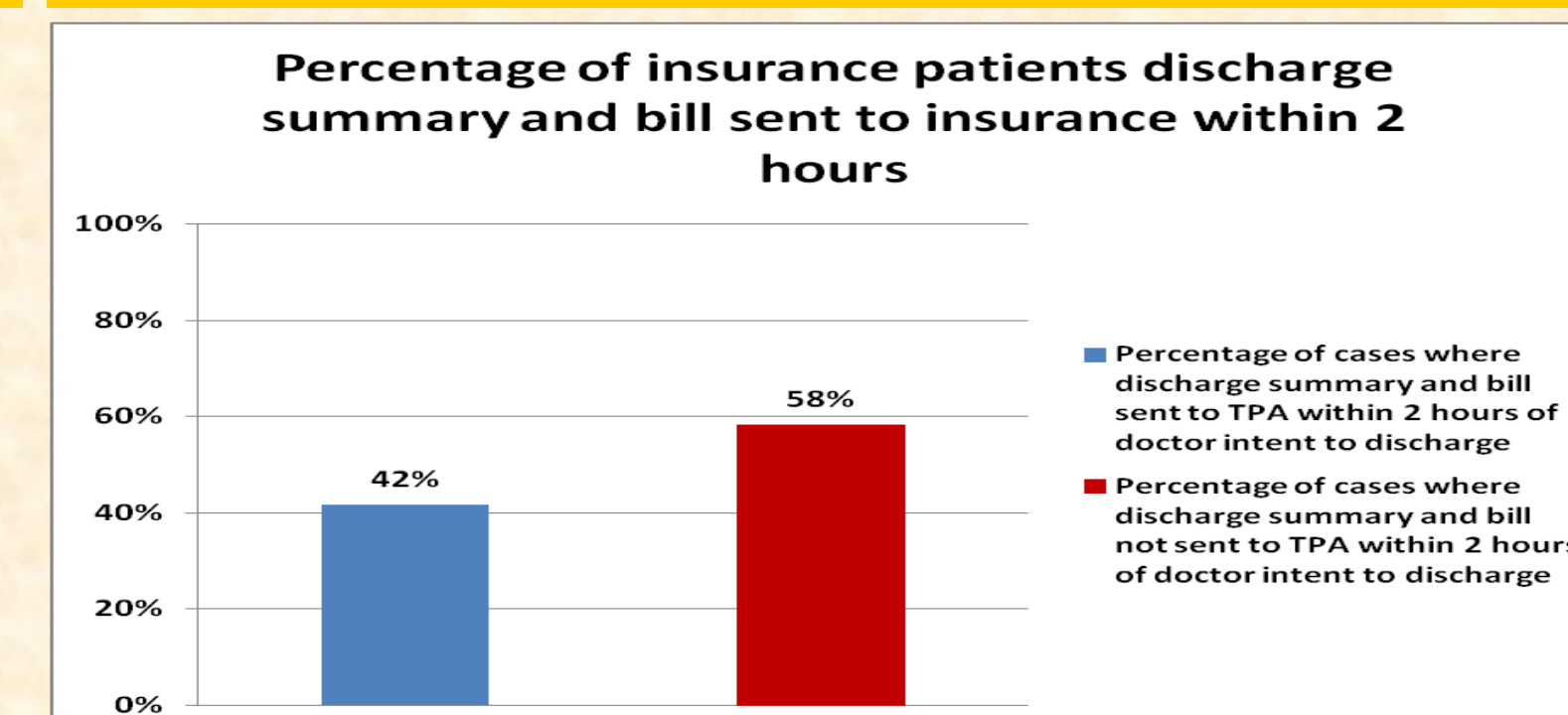
TOTAL NUMBER OF DISCHARGE CASES : 170



TOTAL CASH PATIENTS : 56



TOTAL NON-INSURANCE PATIENTS : 102



TOTAL INSURANCE PATIENTS : 12

OBSERVATION

- No proper co-ordination among the staff.
- One ward boy required at the discharge summary room for the purpose of movement of file to different department.
- Doctors not coming on time for their rounds.
- Staff required at billing counter.
- Some doctors not giving the tentative discharge that creates the burden on nursing staff.
- Patient's attendant not present sometimes for clearing the dues at counter.

RECOMMENDATION

- Resident doctor at the summary room can solve the queries.
- Two staff at the billing counters.
- Fixing the time for doctors round in the morning Patient's attendant.



PRESENTED BY:

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