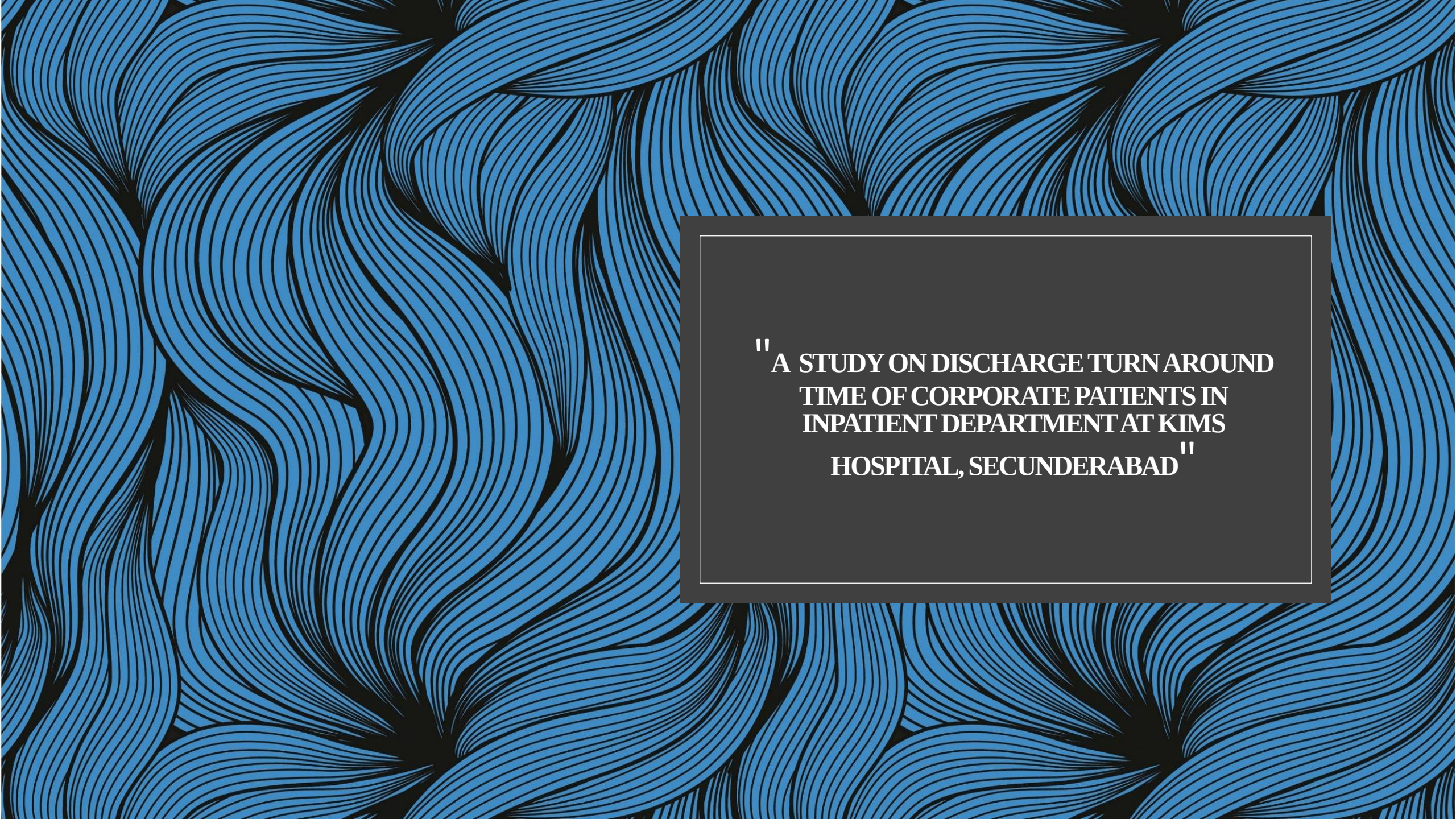




**"A STUDY ON DISCHARGE TURN AROUND
TIME OF CORPORATE PATIENTS IN
INPATIENT DEPARTMENT AT KIMS
HOSPITAL, SECUNDERABAD"**

INTRODUCTION

AIM: To understand the discharge process of KIMS hospital secunderabad and reduce the discharge TAT by identifying the factors causing delays and streamlining the corporate discharge process

OBJECTIVES:

Objective 1st - To Map The Process Of Corporate Discharge In Order To Understand If There Are Any Gaps In The Process

Objective 2nd - To identify all those factors that significantly contribute to the delay in corporate discharge.

Objective 3rd - Design and implement an intervention that reduces corporate discharge TAT

Objective 4th - Identify the effectiveness of the intervention in reducing the Corporate discharge TAT in inpatient departments.

This study was carried out in KIMS Hospital Secunderabad Telangana which is a NABH accredited tertiary care Multi-speciality hospital one of the biggest private establishments in India. Many different private sector and public sector corporations as well as government entities have formed partnerships with KIMS in order to guarantee top-quality healthcare services are available to all employees. They have collaborated with total 55 corporate organization..

The purpose of this study is to assess and improve the efficiency of discharging corporate patients. The aim of this project was to identify any potential issues in the discharge workflow processes so as to implement appropriate interventions that could streamline it effectively. Consequently, this helped reduce turnaround times while enhancing overall patient satisfaction.

Corporate discharge is a process of releasing a patient from a corporate hospital or healthcare facility once their treatment is over and doctor has advised discharge.

METHODOLOGY

Study Design: Time- motion Study

Study Duration: 3 Months (February 27th , 2023 to May 26th , 2023)

Study Sample: 200 Corporate Inpatients

Sampling Technique: Selective sampling

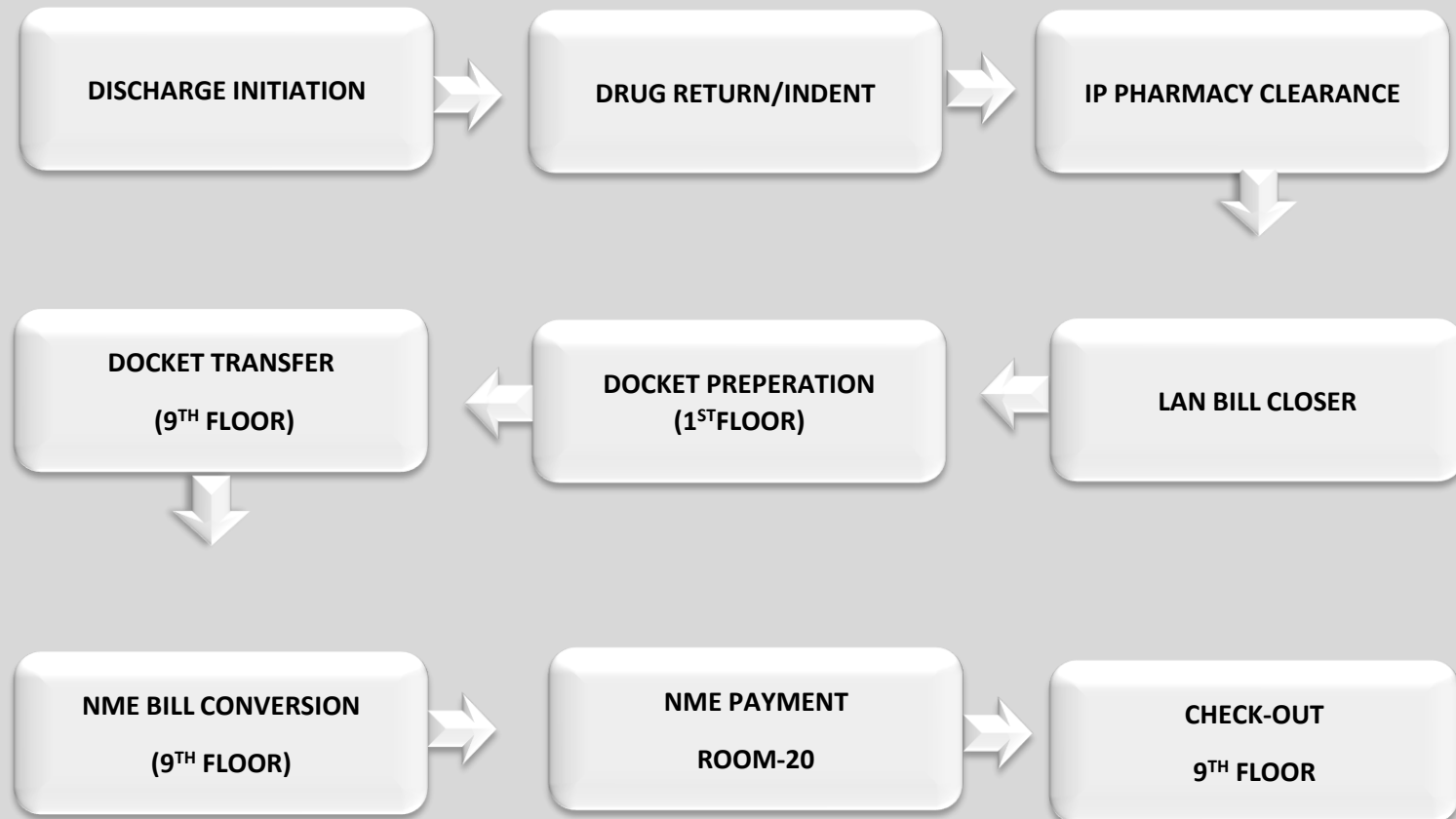
Study Tool: Real time tracking and data documented in MS Excel

Inclusion Criteria: All corporate patients discharge initiated between working hours (9:30 am – 5:00pm) from inpatient ward, chemotherapy ward, maternity ward, general ward, ICU, OT, dialysis

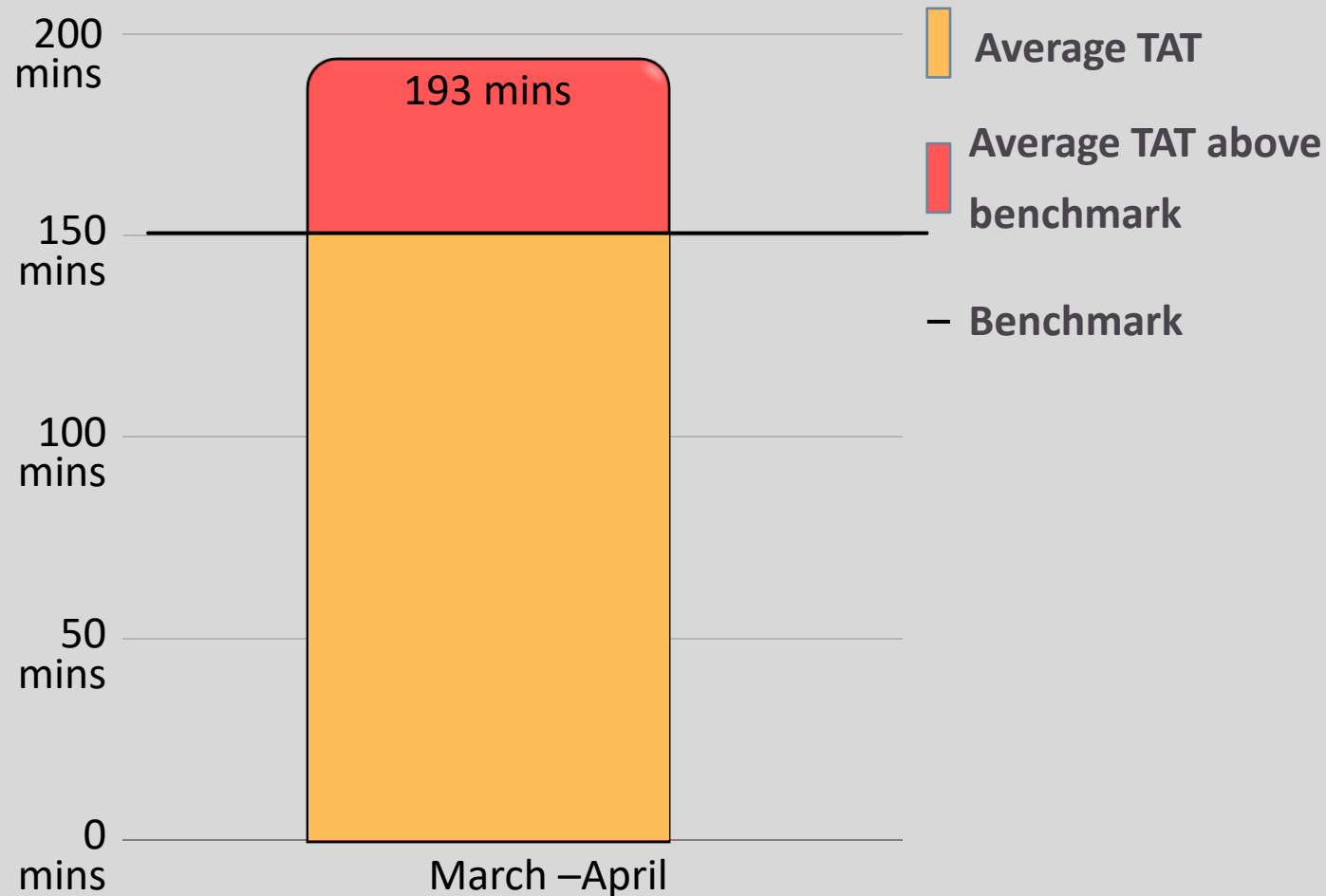
Exclusion Criteria: Cash patient & Insurance patient (discharge initiated after 5pm was not included)

PROCESS FLOW CHART (CORPORATE DISCHARGE)

1. Docket Preparation (1st floor) :
Avg TAT 28 minutes
2. Transportation of Patient Docket:
Avg TAT 1 hour 13 minutes
3. NME conversion: **Avg TAT 1 hour 12 minutes**
4. NME Payment: **1 hour 7 minutes**



AVG TAT(Docket preparation – NME Payment)



- Average TAT for March and April, based on a sample size of 100 patients, was 3 hours and 13 minutes (193 minutes).
- This exceeds the benchmark of 2 hours and 30 minutes by 43 minutes
- The delay in TAT was primarily caused by a delay in transferring the docket from the 1st floor to the 9th floor.
- Identifying and addressing the docket transfer delay is crucial to improve TAT.

Problems identified

Manpower

1. There's no provision for referral staff
2. It was noted that proper counseling of patients regarding NME payment was not done by the FC.

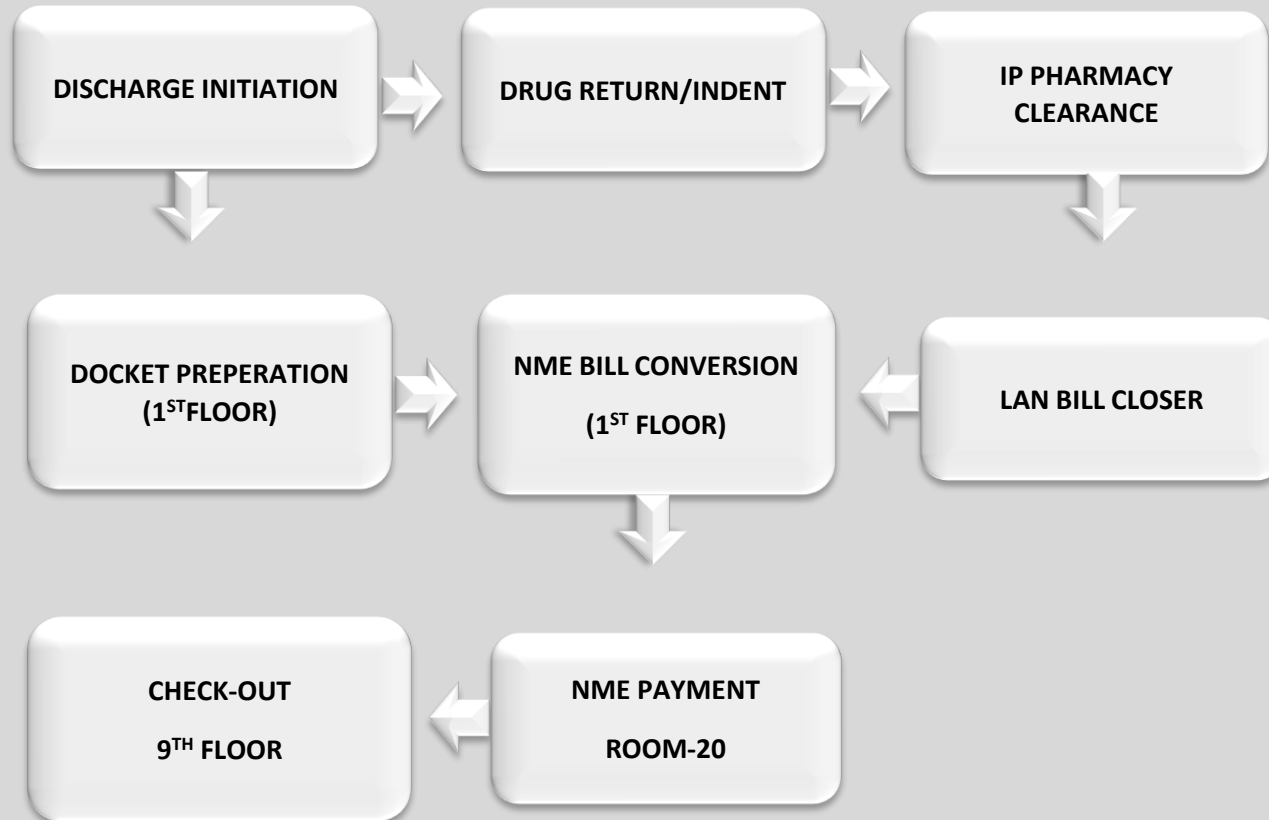
Material

1. The department lacks barricades to control the flow of patients.
2. There is a no suitable space available to effectively organize the documents on 9th floor

Method

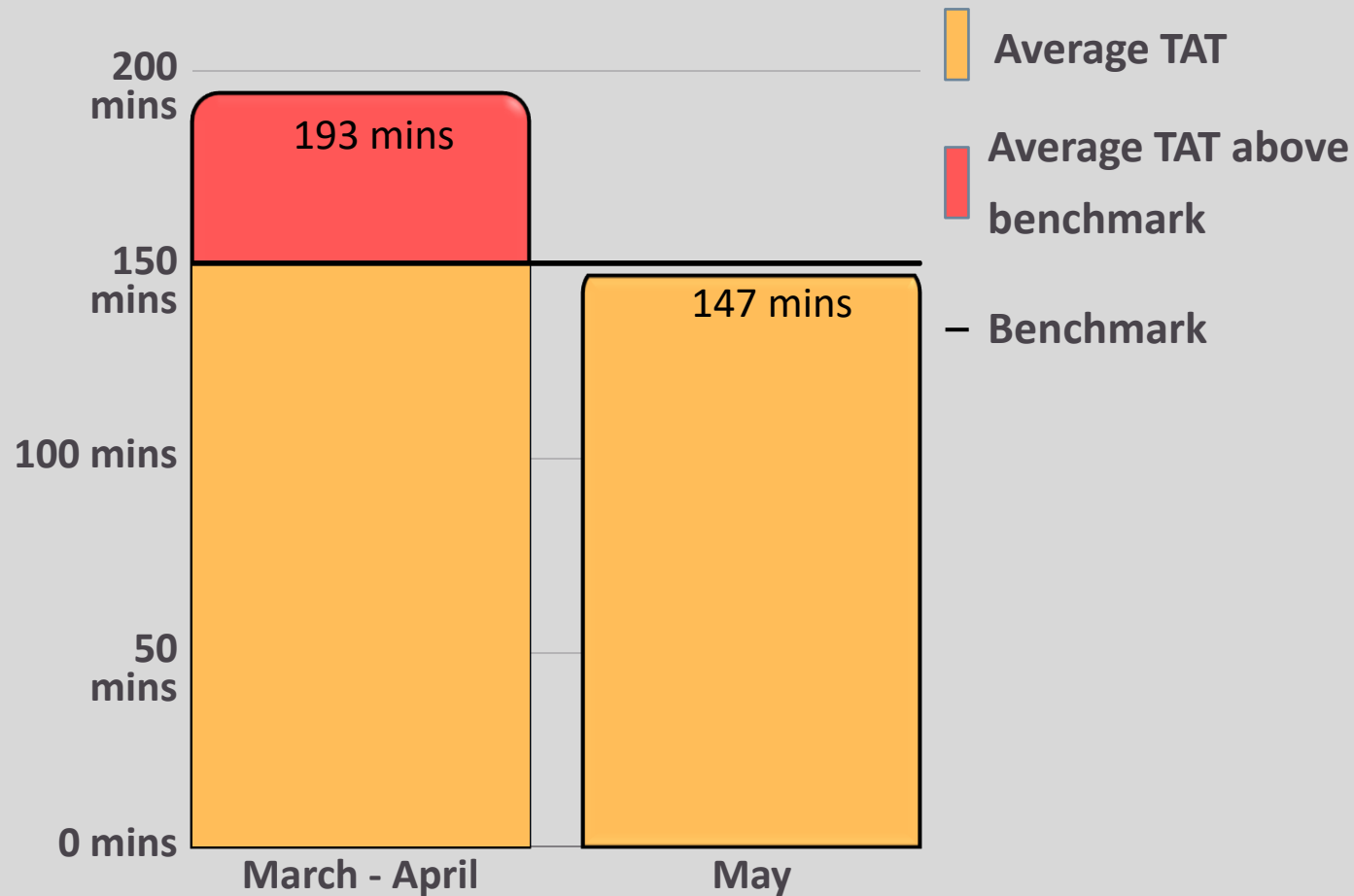
1. The preparation of NME bills experienced delays due to the late arrival of the required docket in the corporate discharge department.
2. Payment after 6 pm does not happen on the 9th floor. Patients have to go to the first floor for payment and then again to the 9th floor for checkout.

REVISED PROCESS FLOW CHART (CORPORATE DISCHARGE)



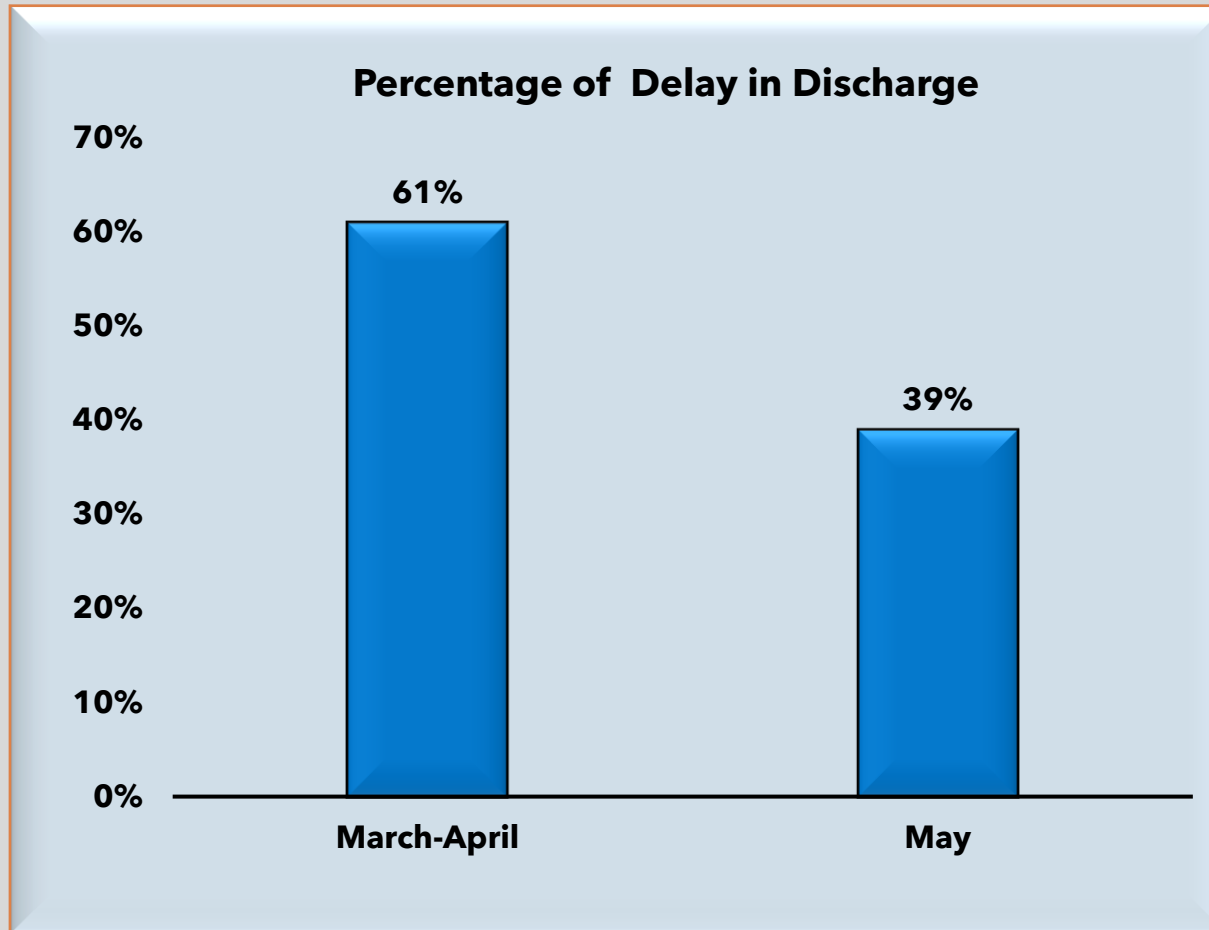
1. Docket preparation: **Average TAT 23 minutes**
2. NME Bill Conversion: **Average TAT 32 minutes.**
3. NME Payment **Average TAT 52 minutes**

AVG TAT(Docket preparation – NME Payment)



- Comparison between Average TAT for March-April & Average TAT for May , based on a sample size of 200 patients
- The Average TAT for the months march & April was 3hr 13 minutes (193 minutes).
- This exceeds the benchmark of 3hr 30 minutes by 43 minutes
- The Average TAT for the month of May was 2 hr. 27 minutes (147 minutes).
- The delay in TAT was primarily caused by a delay in transferring the docket from the 1st floor to the 9th floor , which was solved by shifting the biller from 9th floor to 1st floor

PERCENTAGE OF DELAY



- Comparison between percentage of delay for March-April with May, based on a sample size of 200 patients
- The Percentage of delay for the months March & April was 61%
- The Percentage of delay for the month of May is 39% which indicated significant improvement delays are reduced by 22%

CONCLUSION

- Lastly, in order to enhance efficiency and provide a high level of care for its patients, it is necessary to simplify the corporate discharge procedure. In particular, patient and staff experiences can be greatly enhanced by careful consideration and implementation of a variety of strategies. A seamless communication and collaboration is ensured by placing the Corporate Discharge and Corporate Admissions departments on the same floor.
- Finally, it is necessary to streamline the company's discharge process in order to improve its efficiency and provide patients with an appropriate level of care. Careful consideration and implementation of a variety of strategies can, in particular, enhance the experiences of patients and staff. The same floor shall be allocated for Corporate Discharges and Corporate Admissions to ensure a seamless communication and cooperation.

SUGGESTIONS

- To streamline the process the corporate discharge and corporate admissions department should be situated on the same floor.
- Shift the NME conversion biller to corporate admission department
- Extend the operating hours of the payment desk so that patients do not have to go downstairs.
- A suitable replacement must be made available when the biller goes for lunch breaks/on leave
- EHR access must be made available to the staff dealing directly with the corporate companies.
- Proper cabinets must be provide to organize the documents and process efficiently.
- Provide comprehensive training to the staff members who directly interact with patients in the morning ,Train them on effectively handling patient queries, providing accurate payment information, and managing crowded situations with patience



THANK YOU