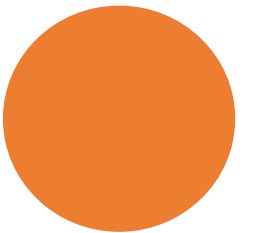


What are the major reasons that causes delay in Discharge process and provide the appropriate suggestions to it.



Objective

To identify the reasons for delay in discharge at Amrita Hospital by process mapping of the whole discharge process, using appropriate tools.



Methodology

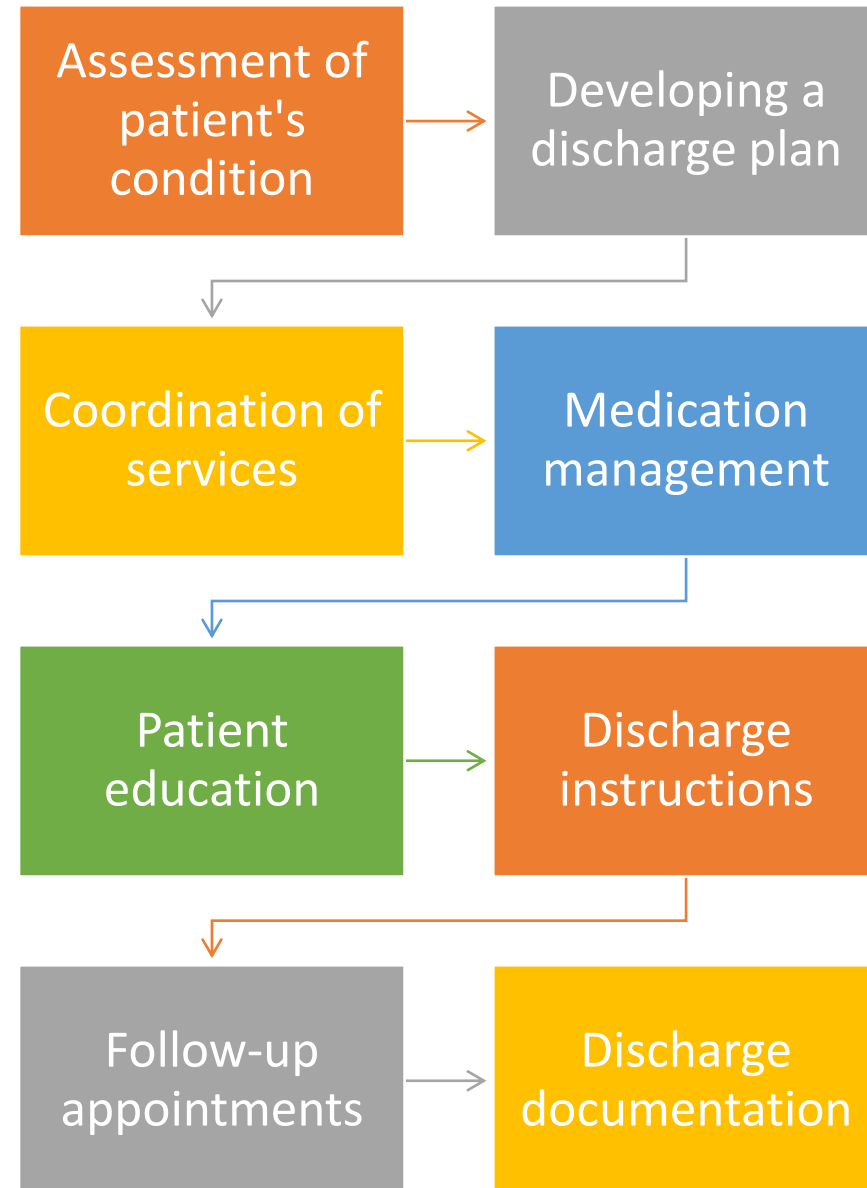
- **Type of study:** Observational
- **Location of study:** IPD Patients of 4 major departments named, Internal Medicine, Medical Oncology, Nephrology, OBGY Surgery of Amrita Hospital, Faridabad.
- **Duration of study:** Period of 1 month (01.03.2023 - 31.03.2023)
- **Methods Employed** - Data was collected from the Patient Records and Hospital Information Management System to identify the time taken from the time, the physician on rounds gave the discharge orders, till time the patient physically left the room.



Discharge in Hospital

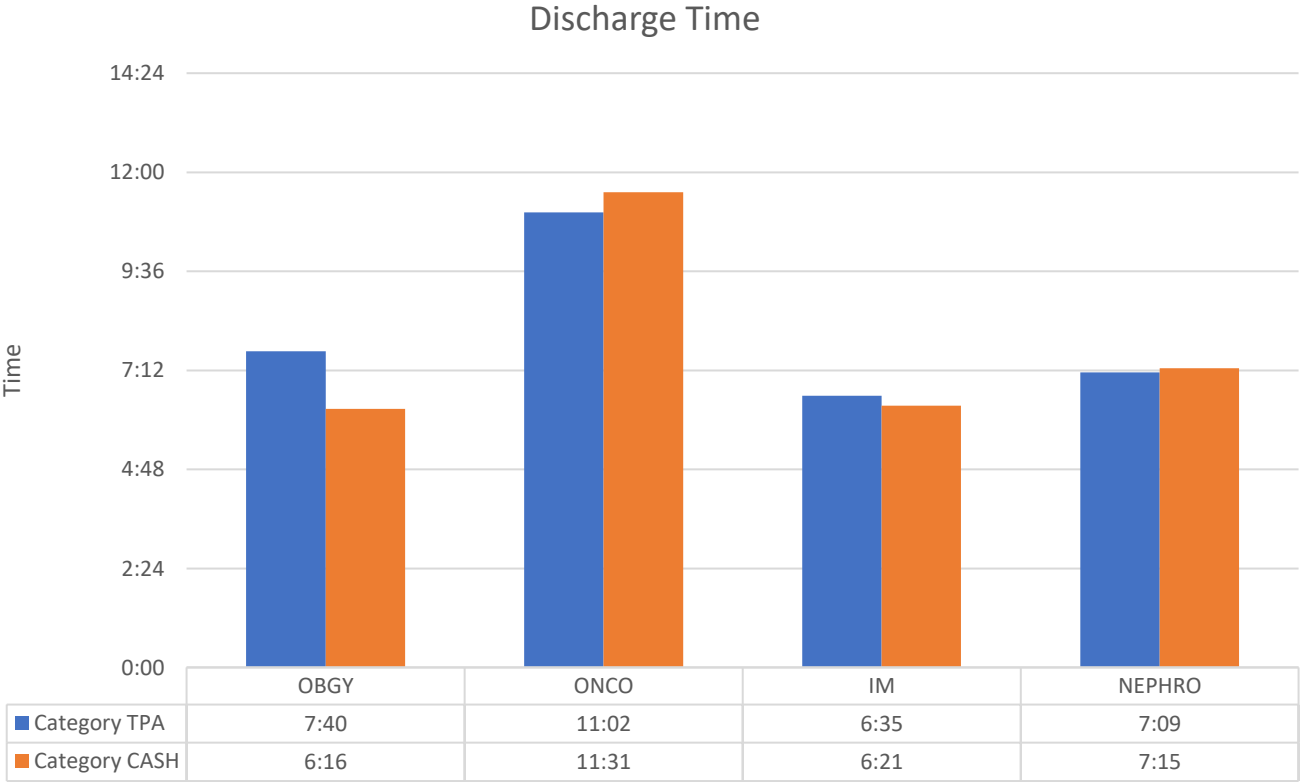
- A discharge from hospital is the formal release of a patient from a hospital after a procedure or course of treatment. A discharge occurs whenever a patient leaves hospital upon completion of treatment, signing out against medical advice, transferring to another healthcare institution, or on death.

Discharge Process in Amrita Hospital, Faridabad



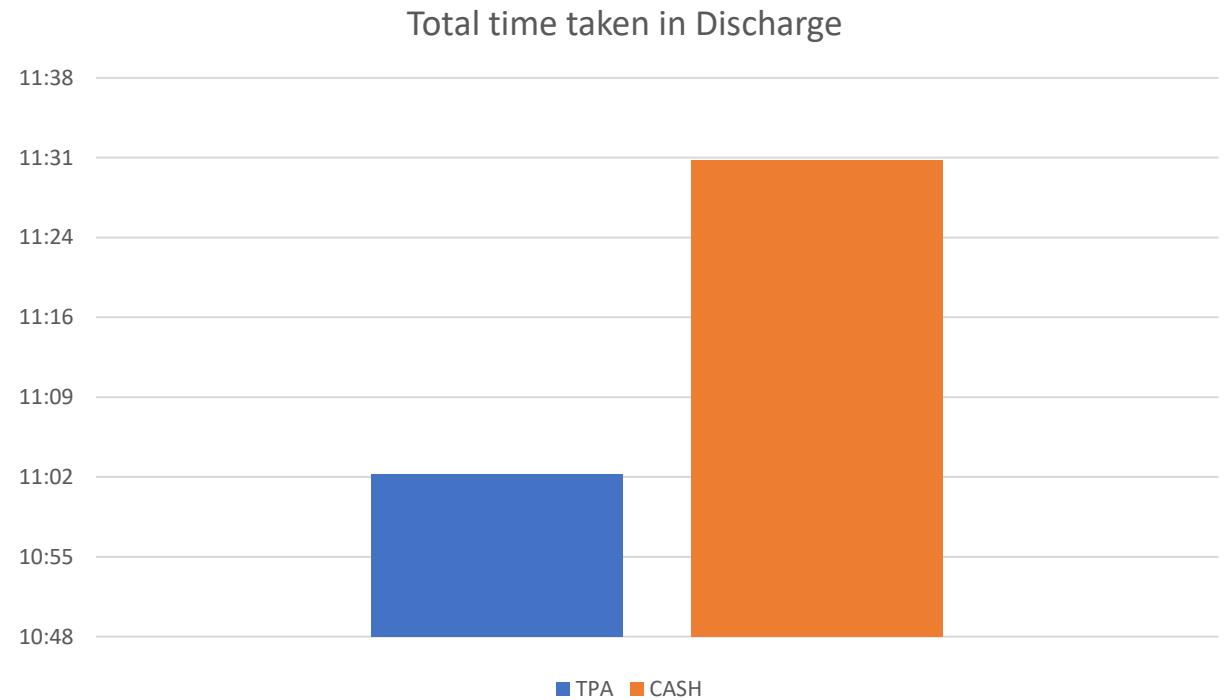
Analysis on Average Discharge Time Specialty Wise

Department	Category	
	TPA	CASH
OBGY	7:40	6:16
ONCO	11:02	11:31
IM	6:35	6:21
NEPHRO	7:09	7:15



It has been analyzed that the maximum discharge time is taken by Oncology in-patients i.e.

Total time taken in Discharge (ONCOLOGY)	
TPA	11:02
CASH	11:31



Interpretation –

The average discharge time for self-payment oncology patients has been recorded as **11 hours, 02 minutes**. While the time taken for cash patient is some what like the **cash patients with 11 hours, 31 minutes**.



Delay in preparing discharge summary - It has been noted that the main reason for this delay is that even after the duty doctor marks a patient for discharge, Junior doctors still fail to finish the discharge statement the following day.



Post-treatment monitoring - Oncology patients may require close monitoring after treatment, such as chemotherapy or radiation therapy, to ensure that they are recovering well and not experiencing any adverse side effects. The hospital may need to monitor the patient's blood counts, vital signs, or other parameters before determining that they are stable enough for discharge.



Home care arrangements - Oncology patients may require specialized equipment or home care services, such as a nurse or a caregiver, after discharge. Coordinating these arrangements can sometimes take time and may cause a delay in the discharge process.



Medication management - Oncology patients may require complex medication regimens, and the hospital may need to ensure that the patient and their family members understand how to take the medications properly. This may require additional education and counseling before the patient can be safely discharged.

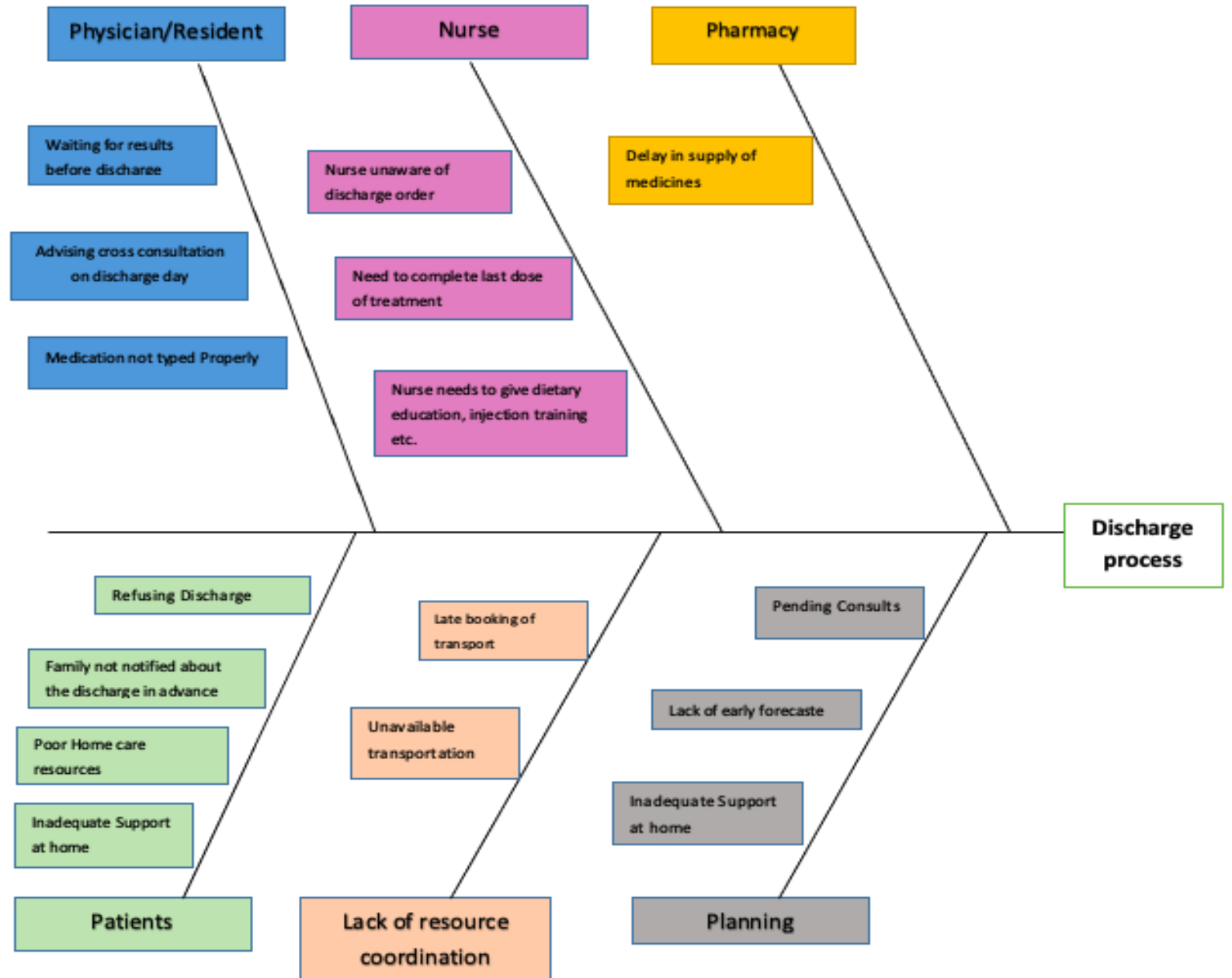


Social support - Oncology patients may require emotional or social support after treatment, and the hospital may need to coordinate with social workers, chaplains, or other support personnel to ensure that the patient has the necessary resources after discharge.



Insurance coverage - Oncology treatments can be expensive, and the hospital may need to coordinate with insurance providers to ensure that the patient's treatments are covered. This can sometimes cause delays in the discharge process.

Cause and Effect Analysis



Suggestions



Training of staff - The correct training should be given to the staff regarding patients' rights and responsibilities as well as staff responsibilities as a result of the fact that the staff was uninformed of the responsibilities and the procedure due to a communication gap.



Efficient billing system - Having a centralized billing system between the various departments and facilities will allow easy real-time billing, making this process much easier



Electronic charts and medical records - One way to automate this step is to maintain central electronic patient charts and adopt an efficient EMR system. This will allow the medical staff to update observations, medication, treatment plans etc. directly to the chart making the discharge summary process much easier.



Improve care coordination - The discharge process is lengthy and requires clearance from several departments once the consultant approves the patient for discharge. This is usually the longest step in the process and on an average takes well over 2 hours. Instead of running from pillar to post getting approval, one way to ensure all teams process discharge fast is to automate



Better bed management - establish a central management system that triggers bed cleaning notice during discharge itself

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**Key activities
undertaken
other than
dissertation:**

**Updated the organisation's
current policies**

**Conducted FMEA for incidence
reporting**

**Organised and conducted
emergency Mock drills**

Started Safety and facility rounds

Conducted meetings for NABH



THANKYOU

Presented By –

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IIHMR-U/01/2021-23/1405

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