



Patient Discharge Journey - An Enigma Decoded!

Discharge process has always been a pain point in all modern healthcare delivery systems, primarily because of the sheer number of personnel involved in the process. An ideal discharge process should be quick and seamless with accurate and detailed clinical and non-clinical advice.

Authors

- Gaurav Loria
- Yogamaya Nayak
- Nishant Nishit

Introduction

The patient discharge process is vital for post-hospital care but often faces delays, errors, and miscommunication. Our project transforms it into a two-way conversation with patients and families, aiming for a quick, seamless discharge that meets all needs.



Objective

- Key objectives include:
- Achieving discharge times under 2 hours for self-pay and 4.5 hours for insured patients
 - Providing detailed discharge counseling
 - Completing paperwork at the bedside
 - Planning paramedical support
 - Appraising patients of the expected bill
 - Scheduling and explaining post-discharge treatment
 - Ensuring a fond farewell with moments of genuine care

Methodology

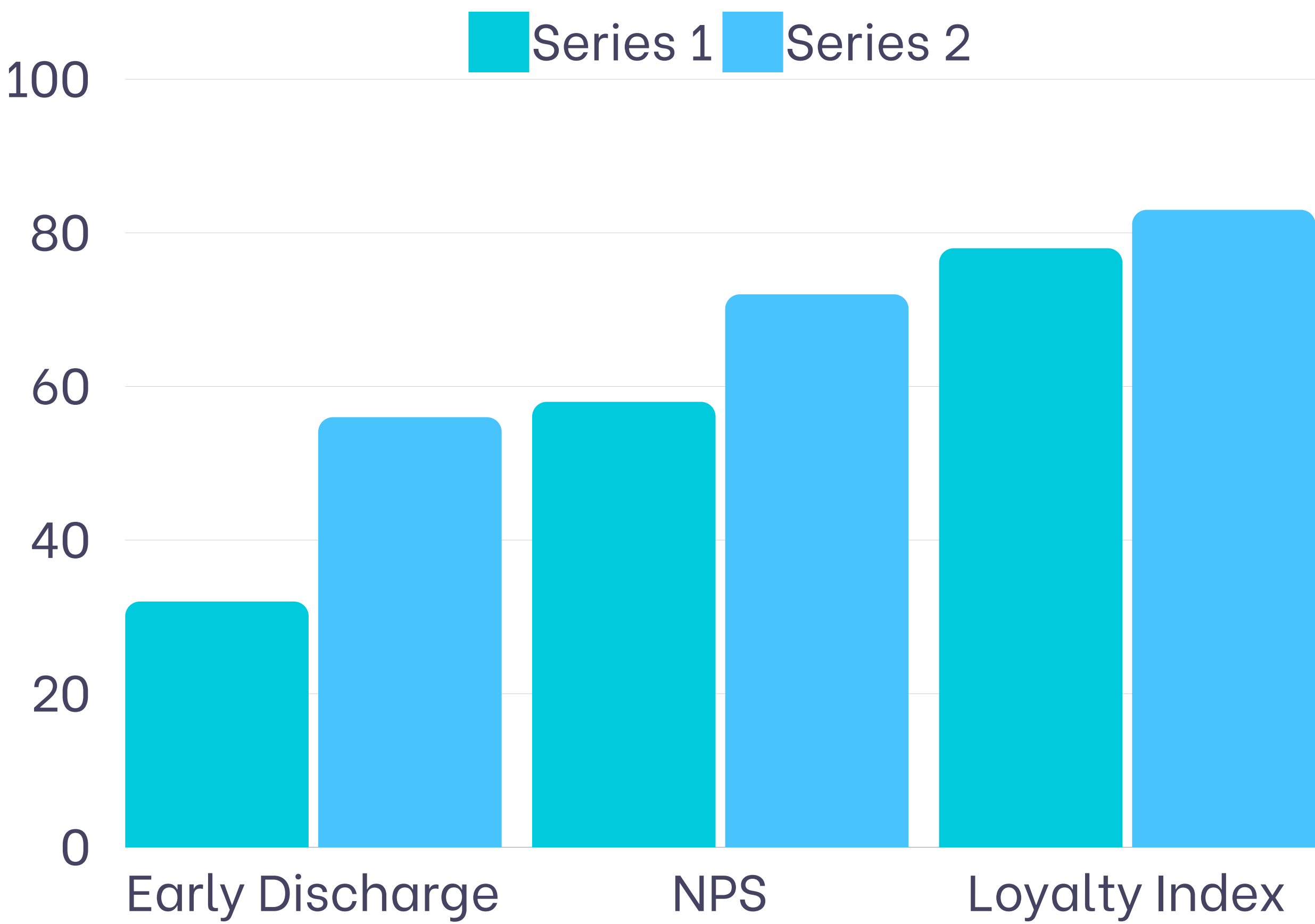
- Design: Observational study across 40 units.
- Gap Analysis: Identified discharge inefficiencies.
- Digital Integration: Implemented EMR; trained staff.
- Planning: Started discharge planning from day one.
- Efficiency Boosters: Added mobile billing counters.
- Monitoring: Tracked KPIs like turnaround time, satisfaction.
- Continuous Improvement: Used feedback and weekly huddles.

Results

- Initiative implemented across all 40 Apollo units with 76% compliance.
- Early discharges (before 1 PM) rose from 32% (Apr '22) to 56% (May '23).
- Billing queries at discharge dropped by 53%.
- Patient satisfaction (NPS) improved from 58 to 72.
- Patient loyalty increased from 78% to 83%.
- Discounts/non-payables reduced by 13% (Apr '22 to May '23).

Analysis

- The analysis shows strong results:
- 76% compliance across 40 units, indicating successful implementation.
 - Early discharges improved from 32% to 56%, enhancing efficiency.
 - Billing queries reduced by 53%, streamlining the discharge process.
 - NPS increased from 58 to 72, boosting patient satisfaction.
 - Loyalty rose from 78% to 83%, reinforcing patient trust.
 - Discounts/non-payables decreased by 13%, positively impacting finances.



Conclusion

In conclusion, the initiative to enhance the patient discharge journey through a comprehensive and patient-centric approach has yielded significant and sustainable improvements. The combination of a thorough gap analysis, digital transformation, and a disciplined training program has resulted in a cultural shift towards proactive and compassionate patient care. Continuous improvement remains at the forefront, as evidenced by the rewards system, weekly huddles, and adaptive strategies based on feedback and statistical insights. This not only sustains the progress made but also fosters a culture of ongoing excellence and patient-centered care. In essence, the initiative to decode the enigma of the patient discharge journey has not only met but exceeded expectations. The positive impact on patient engagement, satisfaction, and loyalty reflects the success of the project in creating a more efficient, compassionate, and patient-friendly healthcare environment.