

Patient-Centric Efficiency: Accelerating Discharge Processes for Enhanced Healthcare Satisfaction

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ABOUT EVERCARE HOSPITAL LAHORE

- Started Journey in November 2019.
- First LEED (Leadership Energy and Environmental Design) Certified Hospital in Pakistan
- Evolved into a 124 Specialty Tertiary Care Hospital.
- 600+ Employees including Doctors, Nurses, and other healthcare staff.
- Touched thousands of lives since its inception.

1. INTRODUCTION AND BACKGROUND

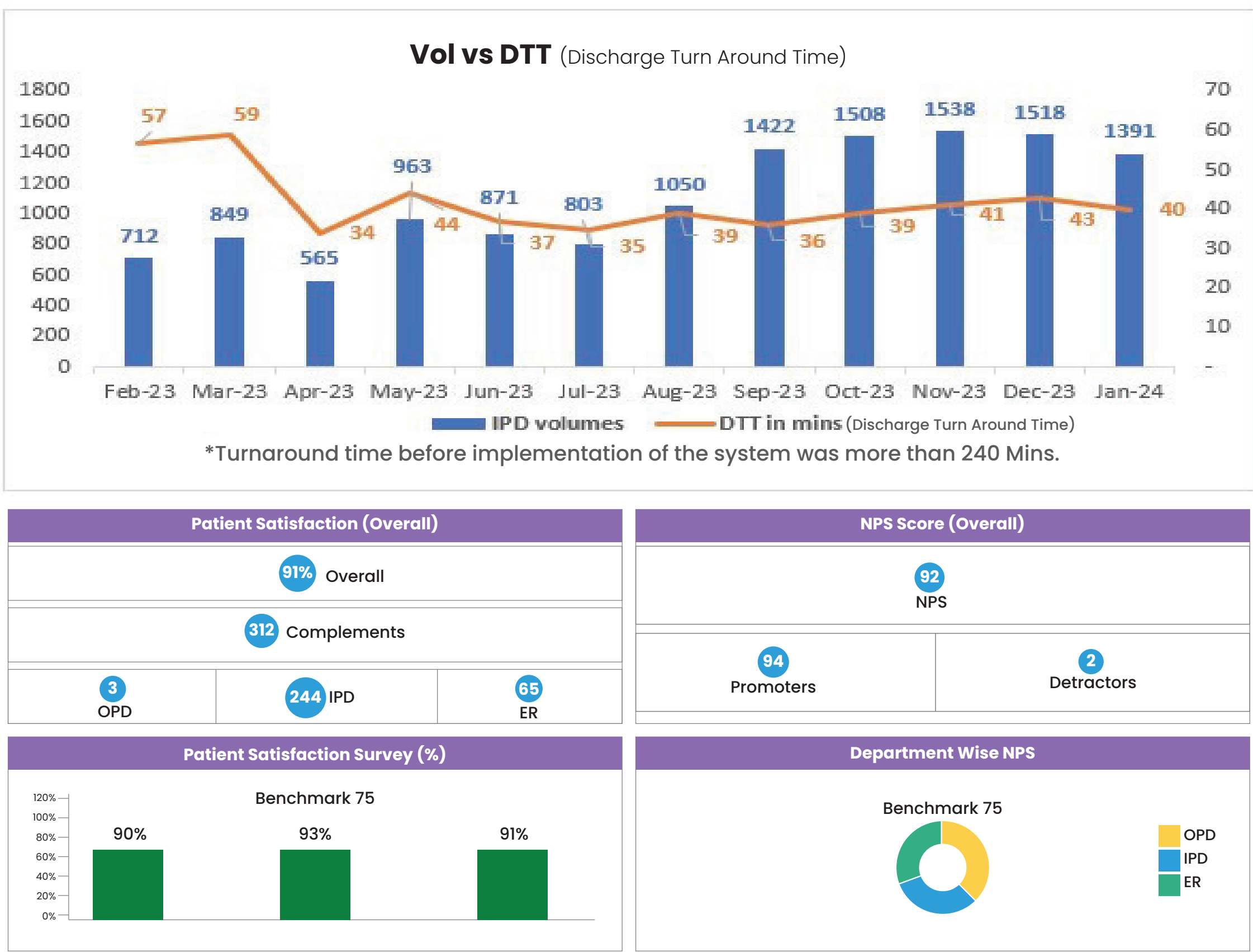
Efficient discharge processes are crucial for hospital operations and patient satisfaction. At Evercare Hospital Lahore, discharge procedures were delayed, averaging over 150 minutes per patient. These delays were caused by of following inefficiencies.

1. Manual orders for initiation of discharge by doctors.
2. Time-consuming manual clearances from various departments Including Nursing, Pharmacy, Operating rooms, Blood bank, and Food Services.
3. Delays due to the unavailability of porters.
4. Lengthy manual billing processes.
5. Resulting low patient satisfaction due to prolonged waiting times.

This project examines the above-mentioned bottlenecks to identify trends and propose solutions for streamlining discharge processes, aiming to enhance efficiency and better patient experiences.

3. RESULTS

With the system implementation, the discharge turnaround was successfully minimized from up to 2.5 hours to under 45 minutes. This significant change resulted in more than 88% of patient satisfaction in the hospital's discharge process. Eventually, the impact can be seen from the increase in the number of inpatient admissions.



2. METHODOLOGY (PDCA)

PLAN

For Bringing Efficiency and Better Patient Experience, an automated module was planned to develop with the following features.

1. Systematic Discharge
2. Automate clearances through the system.
3. Systematic billing.

DO

In January 2023, the Admission and Discharge Module was implemented with the following Digital transformation features.

1. Systematic Discharge request.
2. Digital documentation by Doctors and Nursing.
3. Systematic Billing of medical and surgical Items.
4. Systematic clearance from various departments.
5. Automation for finalizing bills.

CHECK

Evaluating the process implemented and following are the areas of improvement that were identified. AS the departmental services-related billing was automated, therefore following clearances were excluded.

- A. Food Services.

B. Labs and Radiology.

C. Operating room.

D. Blood Bank.
2. Process flow changes in discharge initiation.
 3. Inaccuracy in Operating Room charging.
 4. Inaccuracy in pharmacy charging.
 5. Resulting in Inaccuracy in overall billing.

ACT

Consistent Rectification of areas of improvement in the system led to impressive results: after the automation of processes, KPIs were consistently monitored through dashboards, enhancing patient satisfaction and reducing complaints.

4. CONCLUSION

Conclusion: Significant improvements in various key areas were seen after the successful implementation of the Admission and discharge Module. The integration had a positive impact on discharge turnaround time and improved patient satisfaction levels. This was one of the initiatives which resulted in a substantial increase in inpatient admissions and discharges. As this project was concluding the next phase was to develop a system to project discharges to further enhance the patient experience and overall patient satisfaction. In Phase Two the focus is more on having a patient-centered process as per JCIA standards.

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