This project is undertaken aiming at Service excellence and Operational Excellence, by identifying the causes for the delays in discharges and working towards expediting planned discharges.

**AIM**

**THE ANALYSIS AND THE APPLIED METHODOLOGY HAS RESULTED IN ACHIEVING A DECREASING TRENDS IN DISCHARGE TAT AS SHOWN IN THE GRAPH BELOW**

**DEFINES**

**MEASURES**

**ANALYSIS**

**IMPROVE**

**CONTROL**

**SUMMARY**

The project commenced in June 2018 is Ongoing with better and improved results. Achieved discharge TAT of 1 hour 10 mins for cash payers and 1.53 mins for Insured patients (November 2018) Approximately 2.2% of IP revenue was saved of the total IP revenue, during the period of June to November 2018.

**PROJECT TEAM**

**CHIEF OPERATING OFFICER**

**PHYSICIAN**

**QUALITY**

**WARD CLERK**

**BILLING**

**INSURANCE**

**PHARMACY**

**DUTY MANAGER**

**NURSES**