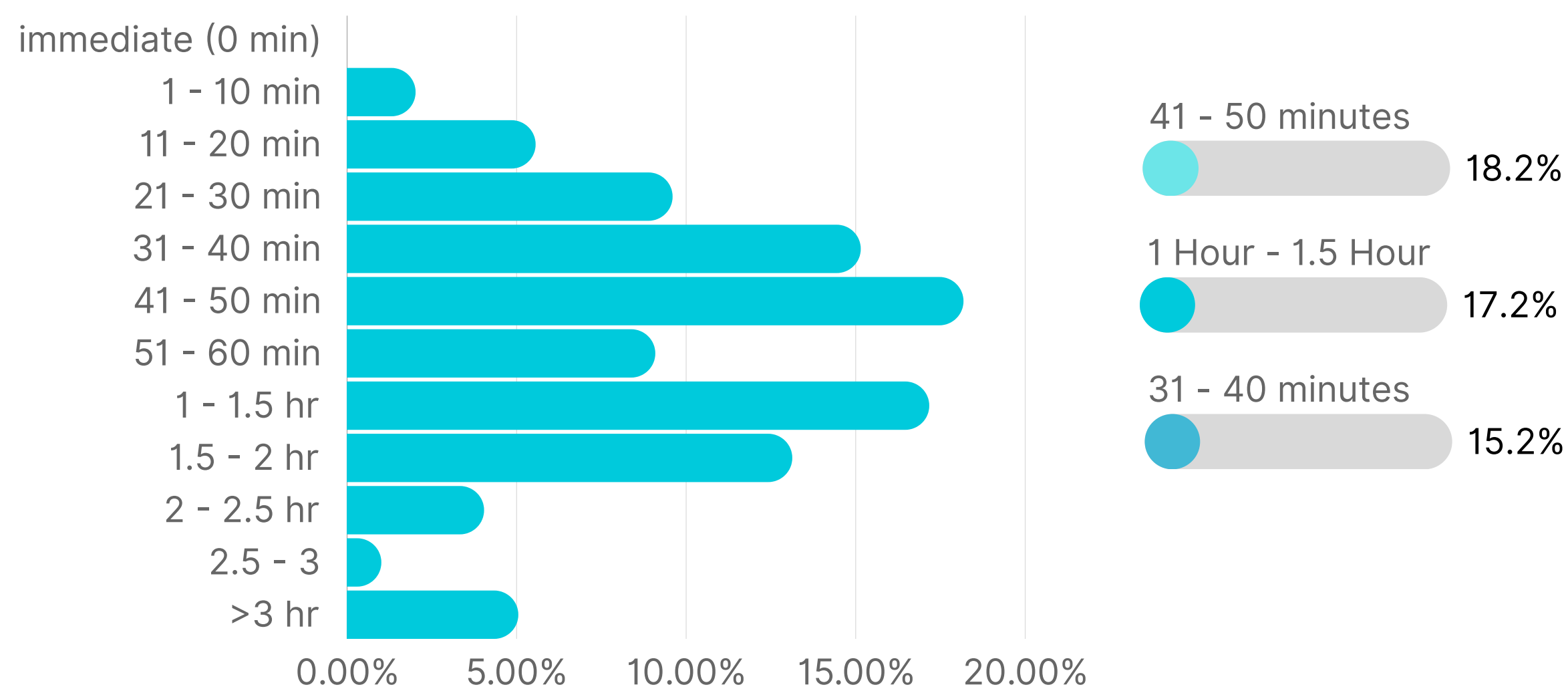


# QLL 134 | REDUCING NURSING DISCHARGE TIME FOR INPATIENT IN HOSPITAL WARDS

Rozita T, Yap PL, Saza Asyikin Z, Sharifah Zaharah SA, Norhayati D, Aishaton Hana I  
Columbia Asia Hospital Cheras, Selangor

Percentage of Nursing Discharge Completed Based on Time Range  
Pre Data February 2024 with an Average of 1 Hour 8 Minutes

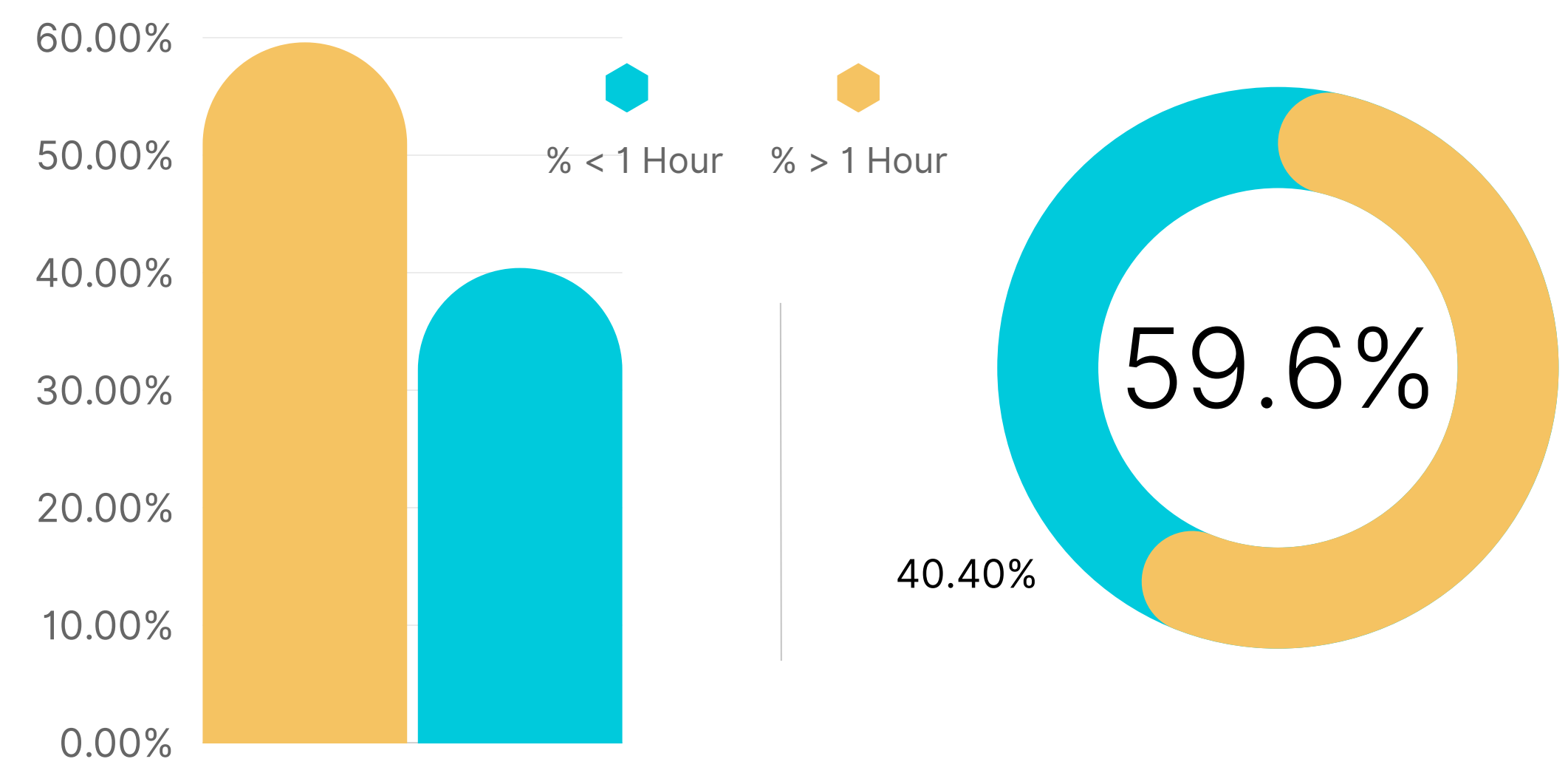


## SELECTION OF OPPORTUNITIES FOR IMPROVEMENT

1

- The current inefficient discharge process, which involves multiple steps like medical clearance, paperwork and nursing discharge, results in prolonged wait times, and hospital efficiency in bed allocation.
- Our goal is to reduce the average nursing discharge from 1 hour and 8 minutes to under 50 minutes.

Percentage of Nursing Discharge Completed Within 1 Hour and Above 1 Hour  
Pre Data February 2024



## KEY MEASURES FOR IMPROVEMENT

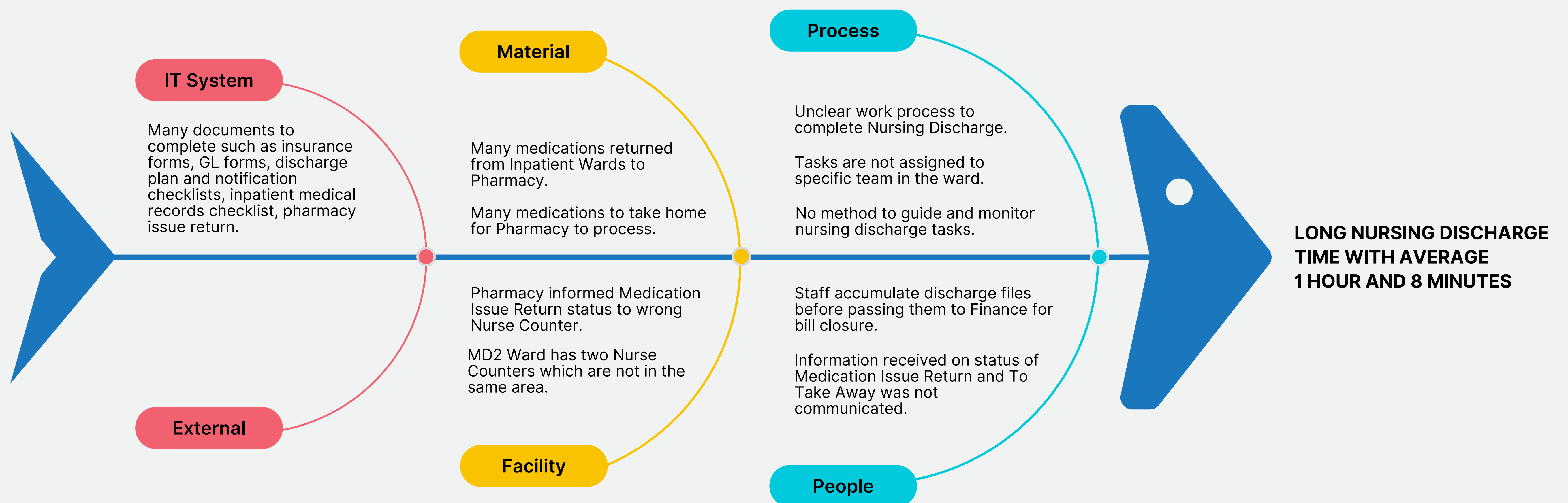
2

- The study aimed to achieve a 28% reduction in nursing discharge time.
- By measuring discharge times over a set period and identifying contributing factors via a checklist, we gathered data indicating delay in nursing discharge of 1 hour and 8 minutes.
- This supports the necessity of the project to enhance overall efficiency in bed allocation.

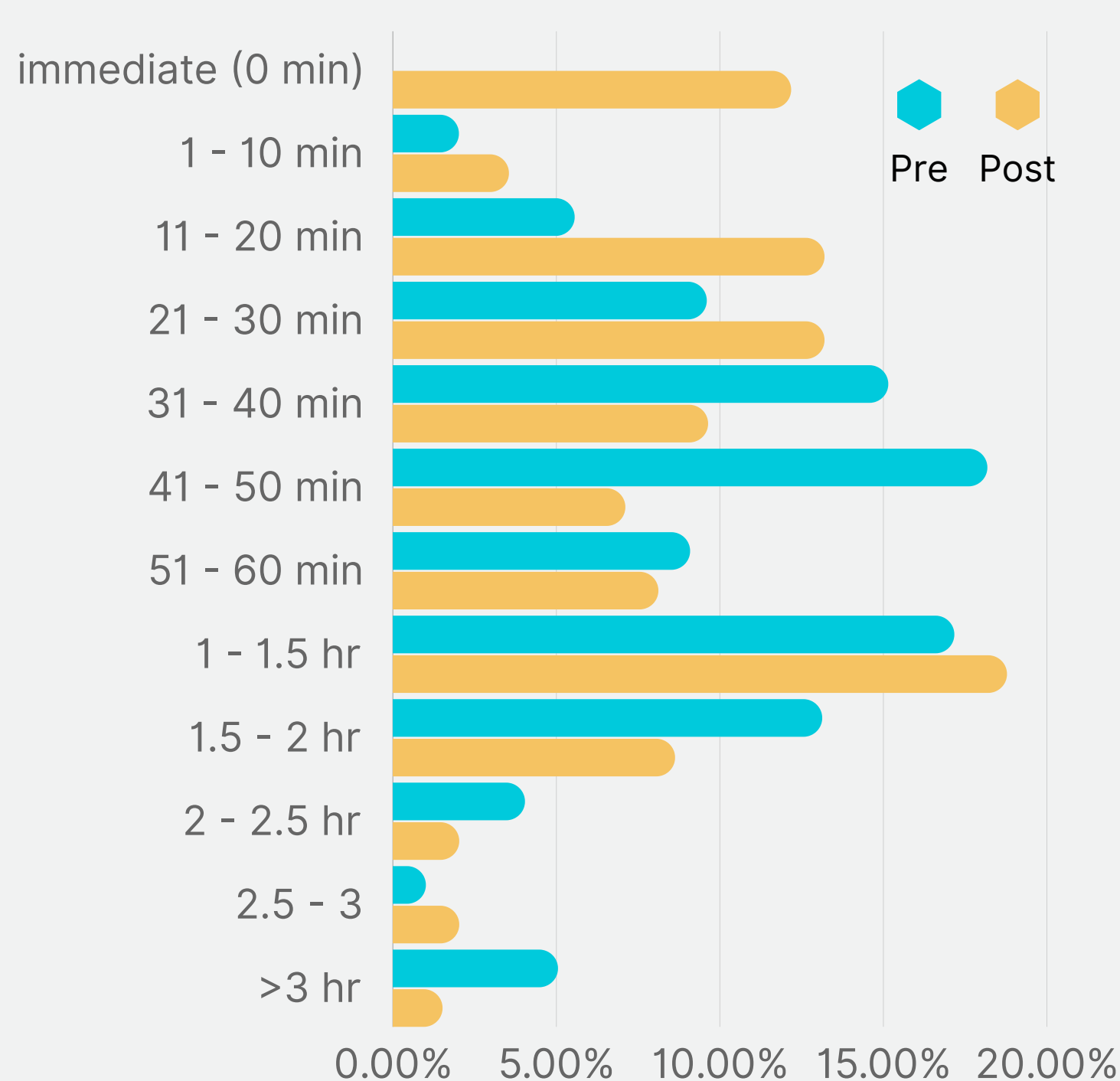
## PROCESS FOR GATHERING INFORMATION

3

We collected three months of data from multidisciplinary wards for analysis, using a checklist to identify delays and bottlenecks in the discharge process.

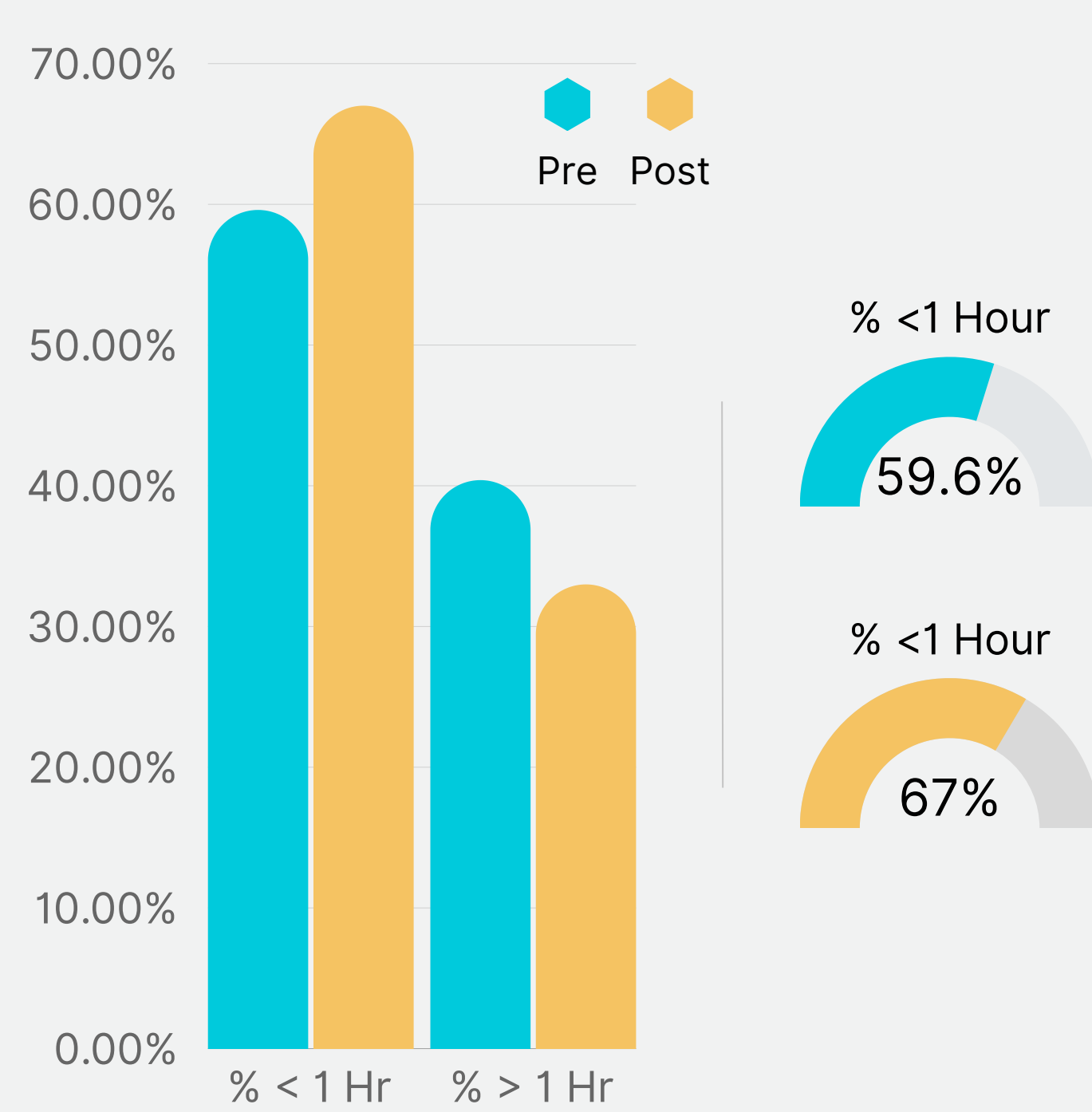


Percentage of Nursing Discharge Completed Based on Time Range  
Pre Data February 2024 with an Average of 1 Hour 8 Minutes and Post Data March 2024 with an Average of 49 Minutes 37 Seconds

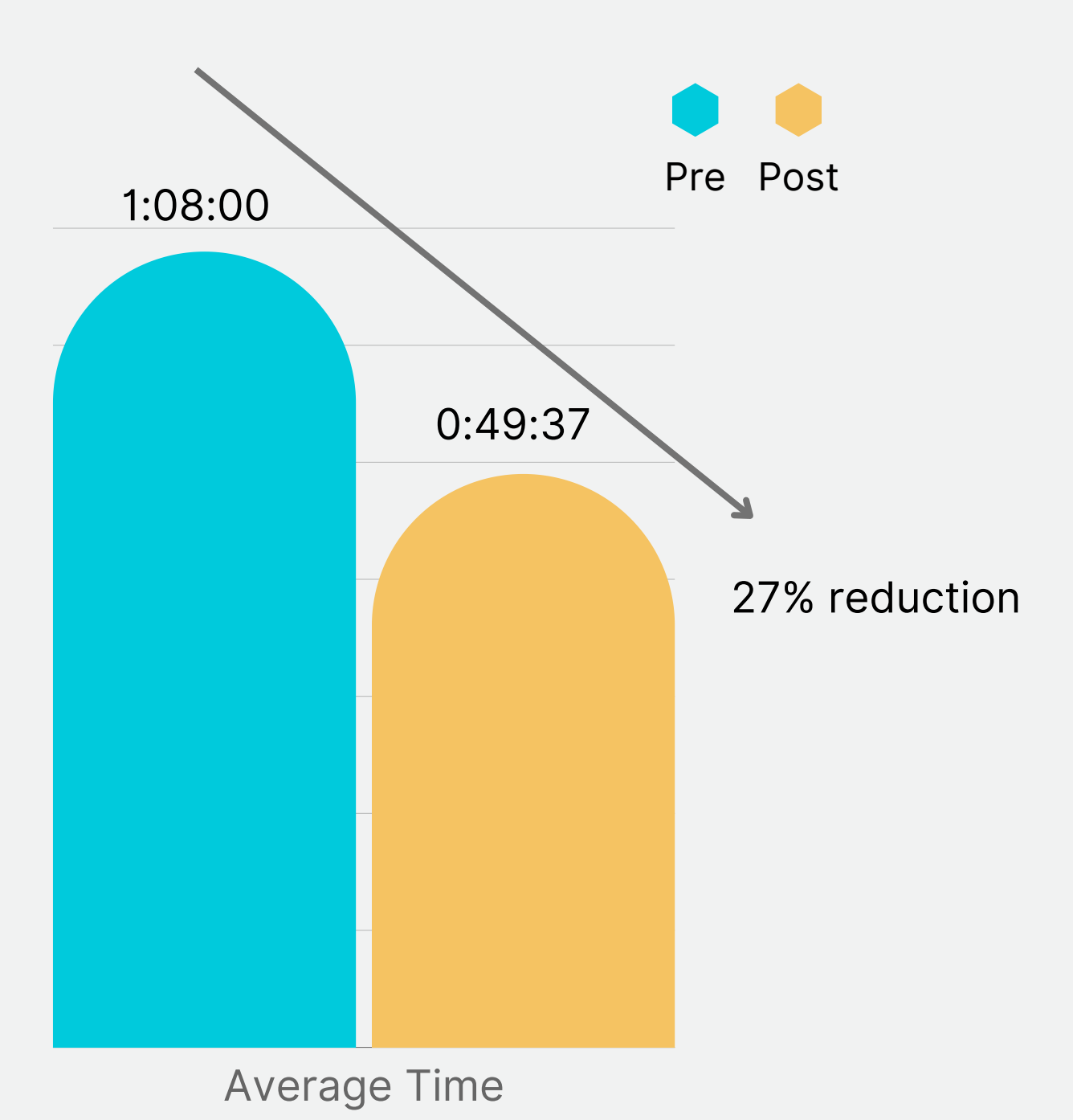


	Pre	Post
immediate (0 min)	0.00%	12.18%
1 - 10 min	2.02%	3.55%
11 - 20 min	5.56%	13.20%
21 - 30 min	9.60%	13.20%
31 - 40 min	15.15%	9.64%
41 - 50 min	18.18%	7.11%
51 - 60 min	9.09%	8.12%
1 - 1.5 hr	17.17%	18.78%
1.5 - 2 hr	13.13%	8.63%
2 - 2.5 hr	4.04%	2.03%
2.5 - 3 hr	1.01%	2.03%
>3 hr	5.05%	1.52%

Percentage of Nursing Discharge Completed Within 1 Hour and Above 1 Hour  
Pre Data February 2024 and Post Data March 2024



Average Time of Nursing Discharge Completed Based on Pre Data February 2024 and Post Data March 2024



## ANALYSIS AND INTERPRETATION

4

- Our analysis identified several key issues contributing to inefficiencies in the discharge process, including insufficient staffing, unclear procedures, and paperwork delays.
- The major delay was pinpointed in the nursing discharge step, averaging 1 hour and 8 minutes.
- To address this, we rostered and allocated designated staff to oversee the discharge process, and deployed a tracking checklist to ensure compliance with the streamlined nursing discharge procedure.

## STRATEGIES FOR CHANGE

5

- We implemented a revised discharged protocol with dedicated personnel and checklist.
- Post-implementation measurements showed reduced discharge times, demonstrating the effectiveness of these changes.
- The success of this initiative involved close collaboration among nursing staff and administrative personnel.

## EFFECT OF CHANGE

6

- After implementing the revised protocol, we successfully reduced discharge times to an average of 49 minutes and 37 seconds, significantly improving patient turnover and hospital efficiency.
- This demonstrates streamlined procedures can significantly enhance hospital efficiency.

## THE NEXT STEP

7

- We will continuously monitor the new discharge process for a period of 6 months, making further refinements as needed.
- If successful, we will apply similar improvements to other departments to enhance overall hospital efficiency.

Acknowledgement: Puan Engku Marina Engku Hatim (Project Sponsor), Dr. James Chong (Advisor) & Syaziela Sadiron (Designer)