



## **A STUDY ON IDENTIFICATION OF CAUSE OF DELAY IN INPATIENT DISCHARGE AND TO INCREASE PATIENT SATISFACTION**

**A Abiramalakshmi\*<sup>1</sup>, Dr. SN Soundara Rajan<sup>2</sup>**

<sup>1</sup>Student, Saveetha School of Management, India.

<sup>2</sup>Professor, Saveetha School of Management, India.

### **ABSTRACT**

The aim of the study is to find the cause of delay in inpatient discharge and to increase the patient satisfaction. Objective of the study is to identify the cause of delay in inpatient discharge and to suggest some valuable information related to it to rectify the problem. Due to Discharge summary, Pharmacy, Nurses delay and Allied services the discharge of inpatients is getting delayed and this may lead to dissatisfaction in inpatients. The study is being done in order to find out the cause and to provide suggestion related to the findings.

**Keywords:** Patient Satisfaction, Inpatients Discharge, Allied Services.