

## SN Superspeciality Hospital, Sri Ganganagar

### About the Organization

- S.N. Super specialty Hospital, Sri Ganganagar
- Tertiary Care Super-Specialty Hospital
- NABH Accredited Hospital
- Developed an in-house AI-enabled Digital to-end discharge management.

### Problem Statement / Digital Challenge

- Fragmented discharge workflow involving multiple departments.
- Lack of real-time visibility into discharge progress.
- Manual coordination through phone calls and follow-ups.
- No stage-wise timestamp tracking or accountability.
- Delayed patient discharge affecting bed availability and patient satisfaction.
- Absence of predictive analytics and automated root cause analysis.

### Why was a digital solution required

- To enable real-time monitoring of discharge activities.
- To automatically capture stage-wise timestamps.
- To identify bottlenecks instantly.
- To improve interdepartmental coordination.
- To integrate with HIS for automatic patient capture.
- To generate predictive analytics and automated RCA.
- To improve discharge TAT and patient experience

### Digital Tool / Solution Implemented

- AI-enabled Digital Discharge Intelligence Platform.
- In-house web-based application.
- HIS integrated.
- Real-time discharge tracking.
- Automated benchmark monitoring.
- AI-based Root Cause Analysis.
- Predictive discharge completion time.
- Executive dashboards.

### Digital Impact

- Real-time discharge visibility.
- Reduced discharge delays.
- Improved coordination among departments.
- Faster patient discharge.
- Earlier bed availability.
- Improved patient satisfaction.
- Increased operational efficiency.
- Predictive analytics for stakeholders.
- Automated RCA and accountability.
- Foundation for future Agentic AI-based hospital operations.

### Key Enablers

- In-house software development.
- Multidisciplinary process mapping.
- Role-based access control.
- Staff training and change management.
- Automated benchmarking.
- Executive dashboard monitoring.

### Challenges

- Initial manual patient entry causing missed cases.
- Human errors during data entry.
- Staff adaptation to the new workflow.

### Lessons Learned / Replicability

- Digital workflow tracking significantly improves discharge efficiency.
- HIS integration eliminates manual data entry errors.
- AI-enabled analytics supports proactive decision-making.
- Structured timestamp tracking improves accountability.
- Role-based governance ensures process ownership.
- The platform is scalable, cloud-ready, and can be replicated across hospitals with minimal customization