



A STUDY ON SMOOTHENING OF PROCESS FLOW IN OUTPATIENT DEPARTMENT AND TO IMPROVE PATIENT WAITING TIME IN MISSION HOSPITAL, DURGAPUR

- ▶ **PRESENTED BY:-**
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INTRODUCTION- OPD

- ▶ An **outpatient department** or **outpatient clinic** is the part of a hospital designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment
- ▶ Do not require a bed or to be admitted for overnight care
- ▶ Integrated with the in-patient services and manned by Consultant Physicians and Surgeons

▶ **RESEARCH QUESTION**

- ▶ What are the factors leading in increasing of turn-around time in OPD?

:- OBJECTIVES:-

- To find the turnaround time of out-patient department.
- To identify the determinants which causes delay in consultation process.
- To smoothen the flow of patients in OPD.

:- METHODOLOGY:-

Mode of Data Collection:-

Primary data - Collected from records of each OPD consultants.(interaction with patient)

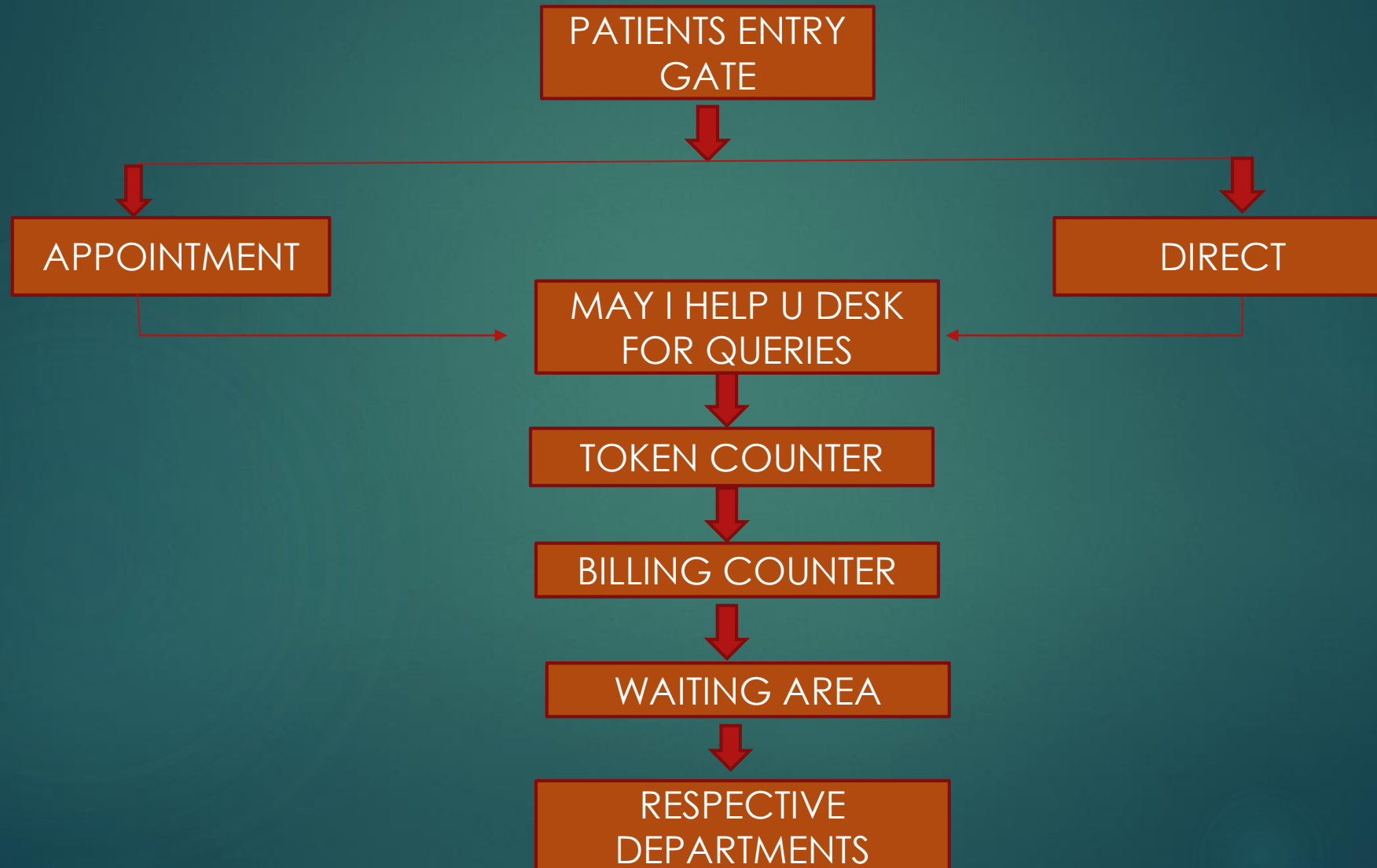
- ***Secondary data*** – Collected from Hospital Records

- ***STUDY DESIGN*** – Descriptive and Observational Study.

- **SAMPLING TECHNIQUE** – Simple Random Sampling.(11 patient per day)

- **SAMPLE SIZE** – 600 patients

OUTPATIENT DEPARTMENT FLOW PROCESS



TOTAL CONSULTS/MONTH

▶ **(11/02/19 –28 /02/19)**

- ▶ Total consults – 7885 patients
- ▶ Number of new patients – 7623 patients
- ▶ Revisits within 7 days – 262 patients.

▶ **(1/03/19-31/03/19)**

- ▶ Total consults – 8421 patients
- ▶ Number of new patients – 8113 patients
- ▶ Revisits within 7 days – 308patients.

▶ **(1/03/19-15/03/19)**

- ▶ Total consults – patients-4124
- ▶ Number of new patients – 3983 patient
- ▶ Revisits within 7 days – 141 patients



▶ QUEUING TIME FOR BILLING

- ▶ Average queuing time for billing is 6 minutes

▶ **NUMBERS OF REFUNDS DUE TO ERROR IN BILL:**

- ▶ 4 refund – patient wants to consult another doctor

% OF CALLS DROPPED

February – 9%

March- 7%

April-6%

▶ **NUMBER OF APPOINTMENT CANCELLED:-**

▶ **97 appointment cancelled (11/02/19 -28/02/19)-**



▶ 77appointments cancelled (**01/03/19 – 30/03/19**)

▶ **34 appointments cancelled (1/04/19- 15/03/19)**



-wrong bill



- patient does not want to wait

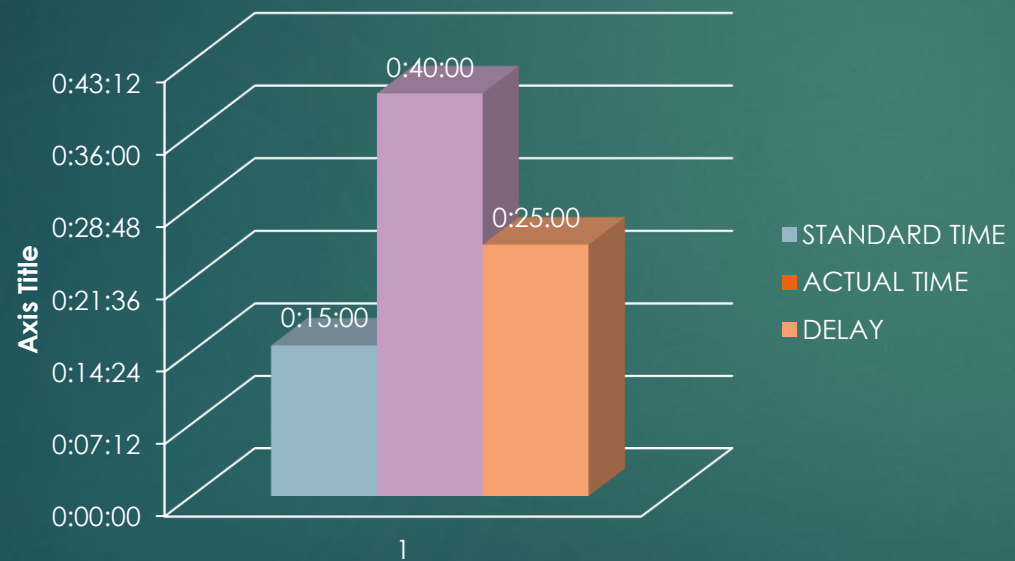


- as per doctor advise

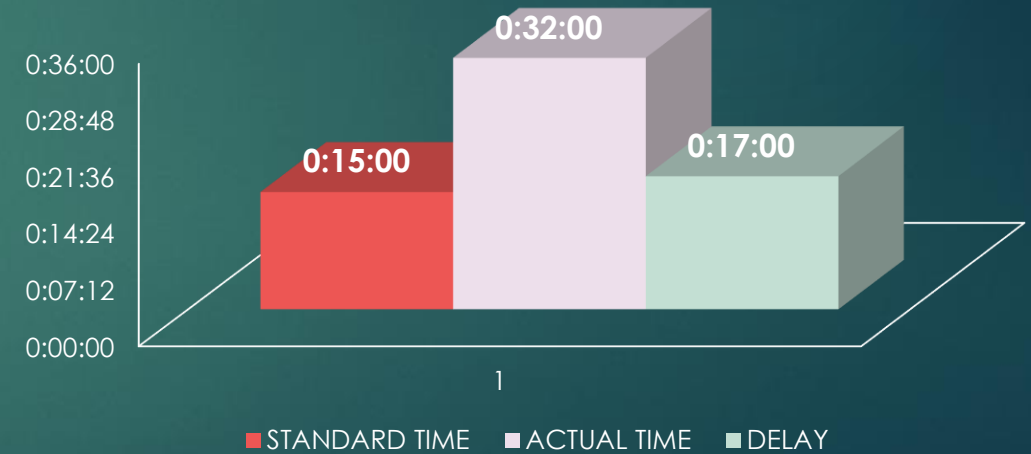


- wrong information given by patients

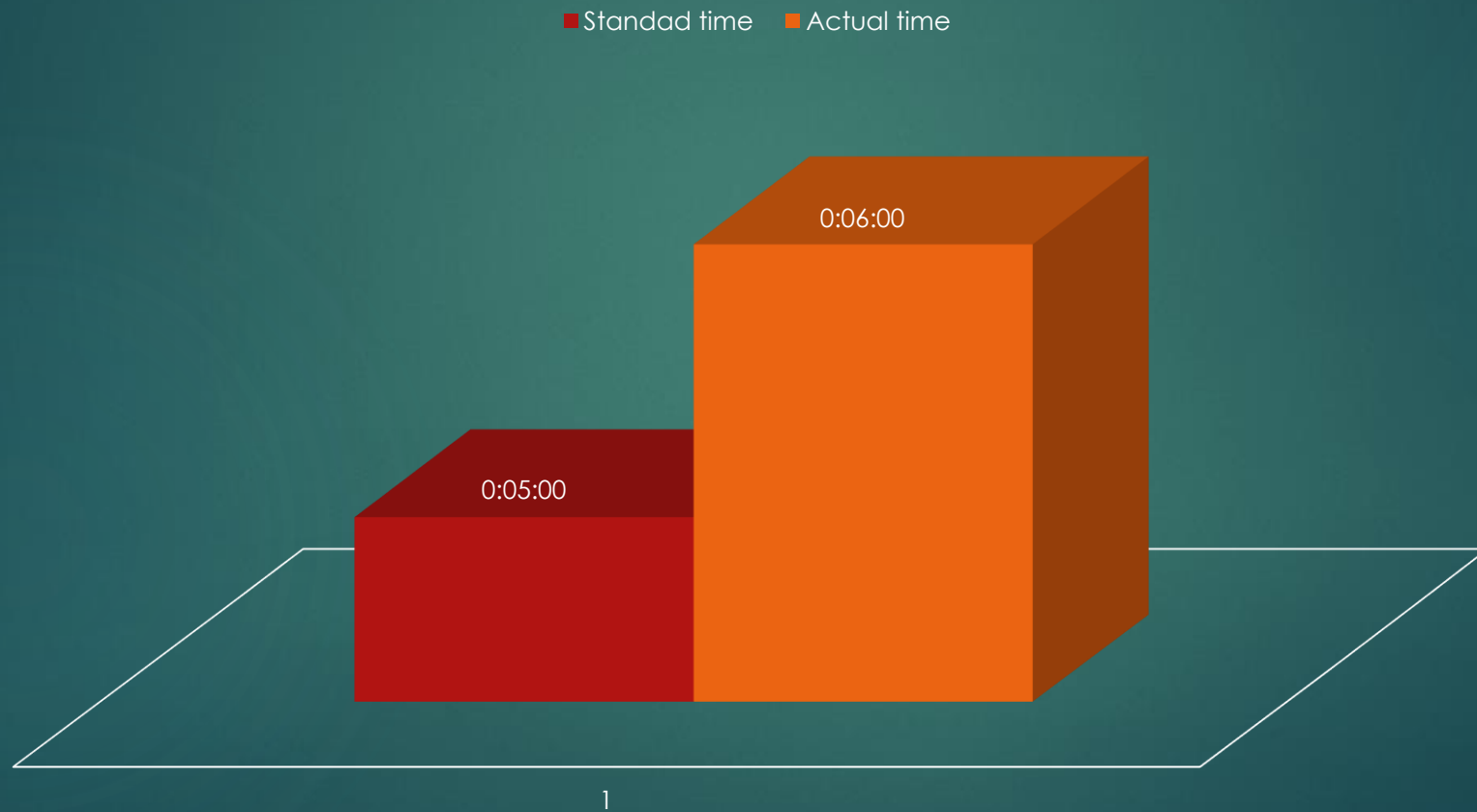
Before Recommendation of TAT in OPD



After Recommendation of TAT IN OPD



Average queuing time for billing



Project Findings

- ▶ TAT of the OPD patient – 40min before recommendation&32 after recommendation(Average waiting time)
- ▶ Average quiening time for billing in OPD-6min
- ▶ % of call drop which is greater than <5%

REASONS FOR DELAY

- ▶ Consultants arriving beyond the scheduled OPD time.
- ▶ Patient take two consultants appointment at the same day which results in the delay of either department.
- ▶ Patients arriving before or after their appointment time.

▶ RECOMMENDATIONS

- ▶ Systems at billing section should be updated.
- ▶ Segregation of billing counter should be there.
- ▶ In case patients want to consult two doctors on the same day then there should be gap of at least 2 hours between the two appointments.
- ▶ Proper signage should be present.
- ▶ First line doctors consultation time should be from 12:00pm – 5:00 pm.
and second line doctors consultation time should be from 8:00 am – 11:00 am.

CONCLUSION

- It was observed that the staff was sincere” towards their work and dedicated to the patient care but there was lack of coordination in the patient flow . “The staff was not well groomed in soft skill and in handling patient quarries and the OPD was not well organized .Also the new patient attending the OPD were followed through each of the process they underwent to calculate the TAT for the patient and the average delay of the patient is 36min. .

Thank you