

Reducing Turn-around Time In Admission Process at Eternal Hospital

BY-

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PREVIEW

- ❑ Introduction

- ❑ Research question

- ❑ Objectives

- ❑ Methodology

- ❖ **Study Setting-** Admission desk at Eternal hospital.

- ❖ **Study Design-**A descriptive cross-sectional study will be carried out to understand the admission process and to find out the bottlenecks related to the process.

- ❖ **Type of study-** A combination of qualitative and quantitative data is collected through self-structured format of time motion study

Methodology(cont.)

- ❖ **Type of data-** A primary data is collected by following the patients who seek admission.
- ❖ **Data collection method-** By observation of the admission process at the IPD admission desk. The time motion study starts from the point where patient reached the admission desk till the patient escorted to the ward.
- ❖ **Sample Size-** The sample size of 315 admissions were taken which constitutes the 10% of the total admissions (800-850 per month).
- ❖ **Sampling Technique-** Non-probability convenience sampling technique will be used.

INTRODUCTION

- After the out-patient , where the patient encounter time with hospital is less as compared to the in-patient .
- Before the taking treatment from hospital , the patient has to go through the a process called “Admissions Formalities” which is taking much time as expected by the hospital management.
- The study was done to know about the TAT and the reasons of delay because as time for formalities increases , increases the patient frustration and decreases the satisfaction for the services and thus their loyalty.



FOR PATIENTS-

The most frustrating
for patient to wait
than informed.



FOR HOSPITAL-

- As a barrier for patient flow
- Influences the patient impression about the hospital image.

Research question

What is turn-around time(TAT)
for admission process



What are the reasons of the
delay?

OBJECTIVES



To give suggestions
to reduce TAT



To assess bottleneck
in the process

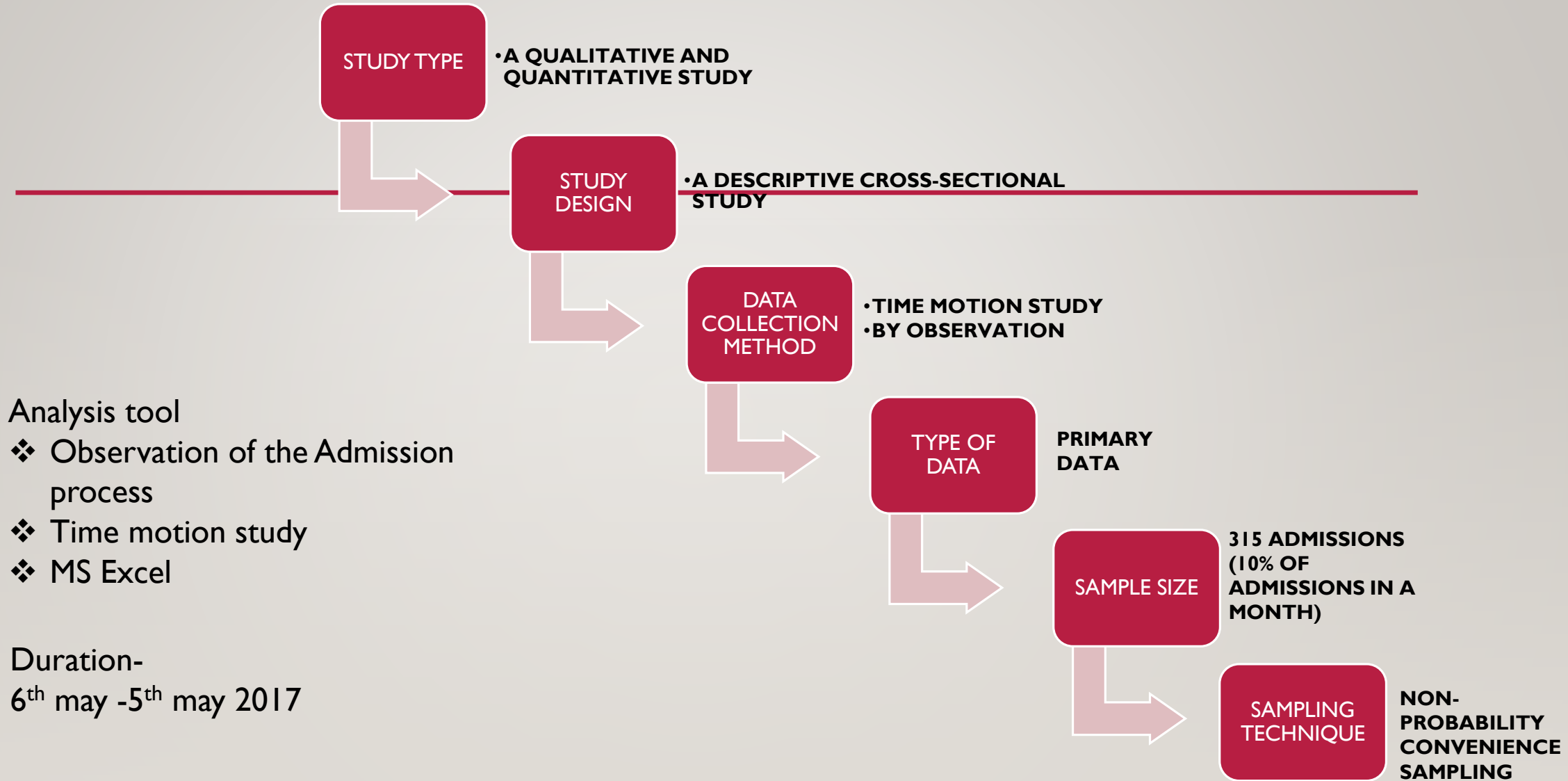


To determine TAT in
the process



To study admission
process

METHODOLOGY



ANALYSIS & INTERPRETATION

After observing the admission process, the analysis was done to know about the admissions which were according to the SOP time(30 min)

- This figure shows that only 30 % of admissions were within the set time frame .
- The main concern was to know about the reasons for the increased time in the remaining 80% cases.

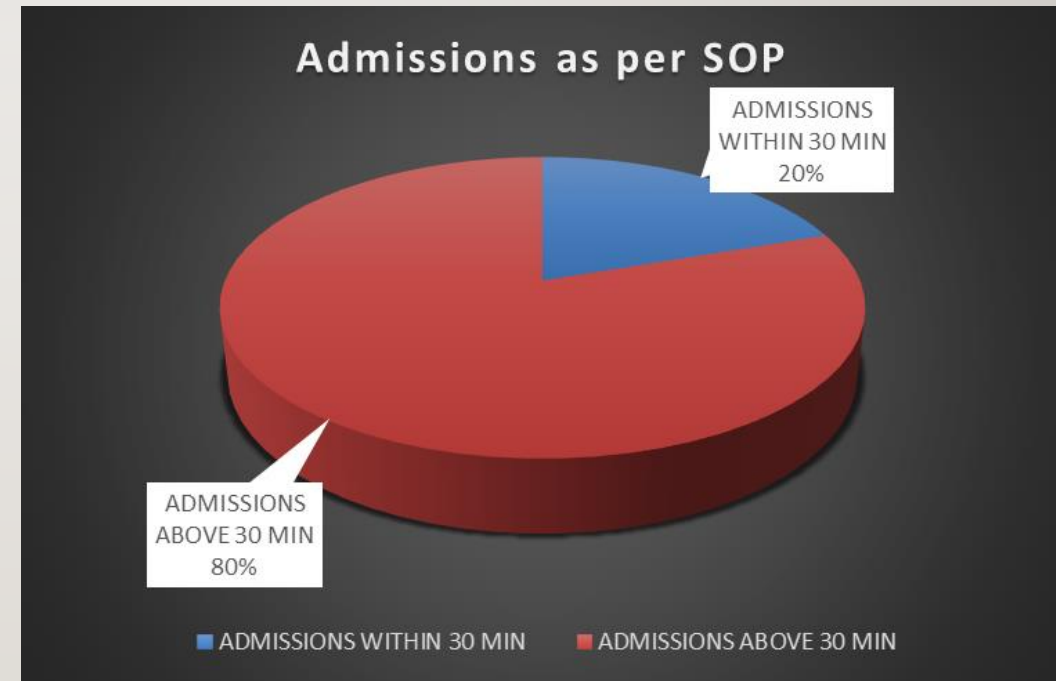


Fig-1.1-Compliance level of admission according to SOP

Further analysis was done to find out the time in which maximum admissions happened.

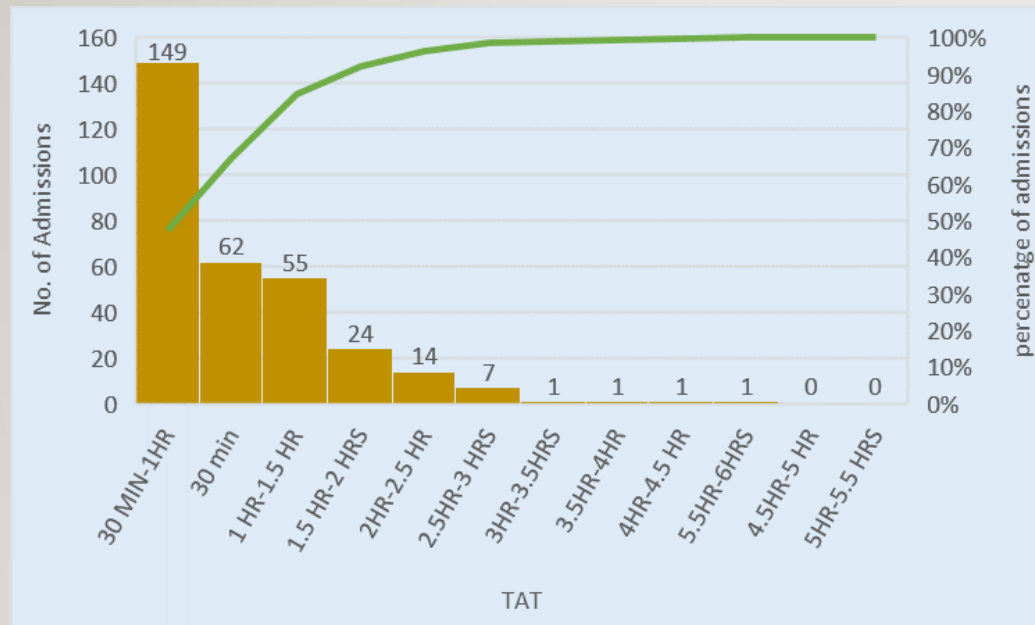


Fig-1.2-Number of admissions according to their TAT

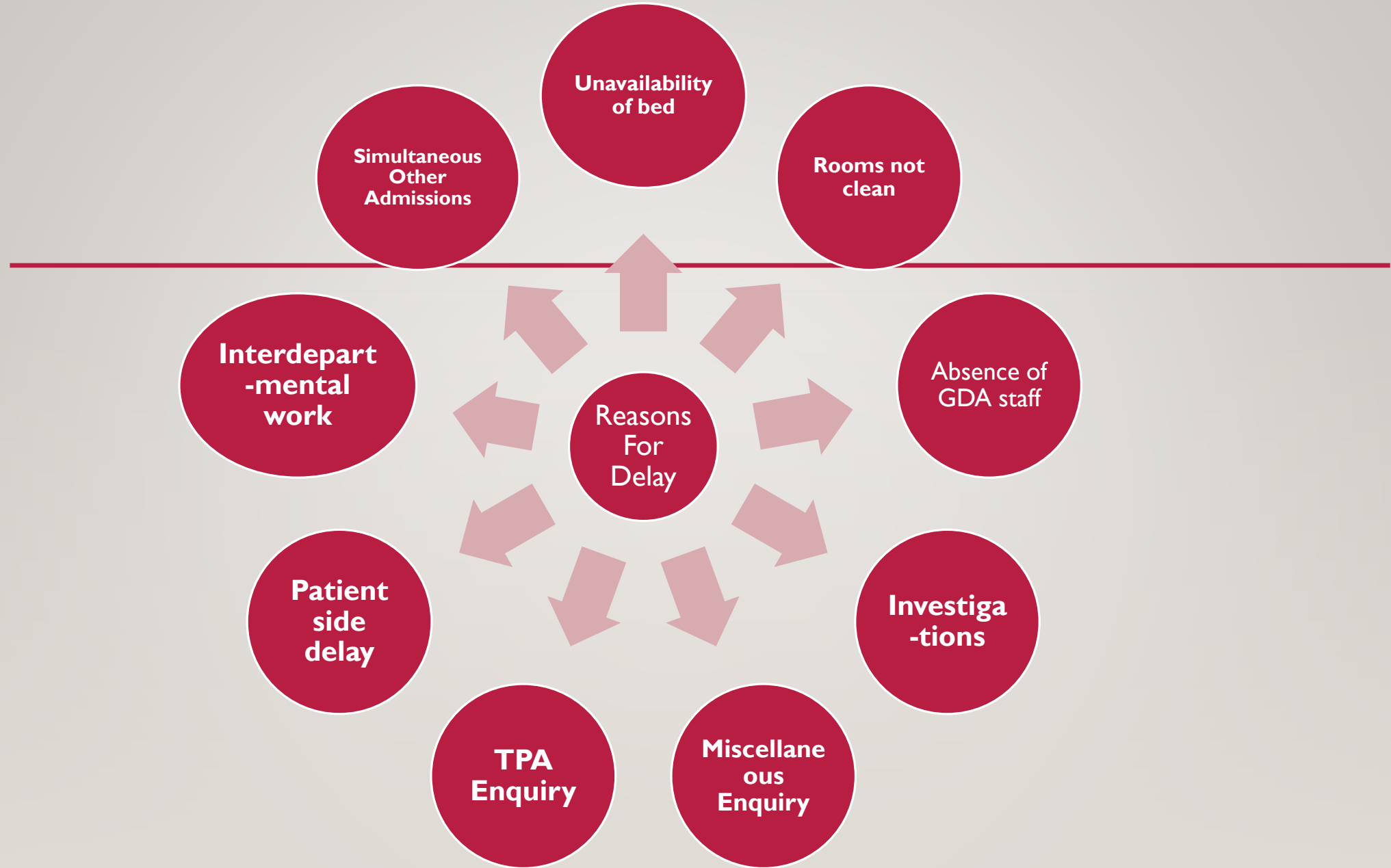
- The Pareto chart shows around 92% of the admissions taking 30 minutes to 1 hour to complete the admission process. From the graph, it is also cleared that only 62 admissions were under the protocol i.e. 30 minutes' admission which constitutes only 40% of the total admissions.

Further the admission process is segregated in steps and time for each activity is observed with the time motion study format

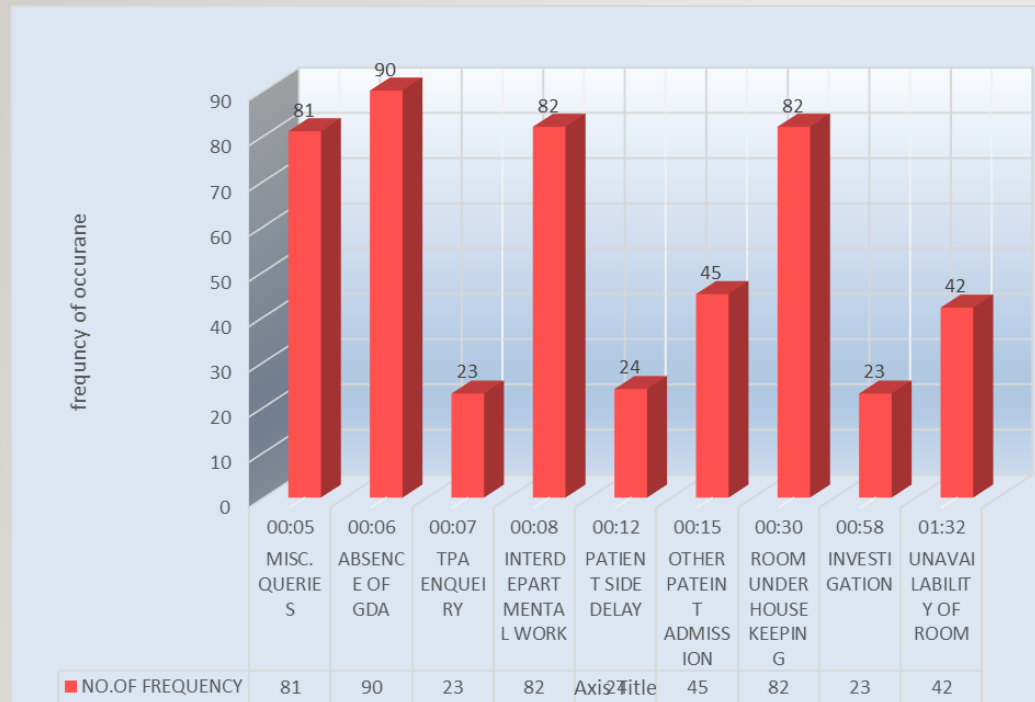
STEPS	AVERAGE TIME (hh:mm)
Filling of Financial counselling form	00.03
Explanation of details	00.07
Consent form by patient	00.00
Coordinate with bed management	00.00
Entry of details in the HIS	00.02
Print of admission sheet and labels	00.00
Initial payment by patient	00.02
Completion of admission documents	00.03
Escort to ward	00.07
Average TAT	00:24
Overall Average TAT	00.58

After comparing the total activity TAT (24 minutes) and overall TAT (58 minutes), it was found that on an average 34 minutes were lost in waiting for admissions by patients.

Table showing activity wise average TAT



The reasons of delay and their time for delay along with their frequency of occurrence.



- It was found that the maximum delay in admissions is due to the unavailability of bed followed by investigation time.
- But the frequency of delay which occurred the most is absence of GDA staff at the time of escorting patients to wards as compared to room under housekeeping.

The admission with 30 minutes or less were excluded in analysis.

Fig-I.3 Time of delays with their average time and their frequency of occurrence.

Recommendation/Suggestions-

- ☐ The patient should be informed pre-hand about the unavailability of bed before getting proceed for the admission formalities by staff , the admission formalities should be done and inform about the bed vacancy status.
- ☐ The investigation time can be reduced if that was done from the inpatient department rather than before getting admitted.
- ☐ The wait due to housekeeping can be reduced if there is proper monitoring , and simultaneously updating the system about the clearance.
- ☐ There should be an enquiry counter for patient other than who seek admissions and thus reduces the load from the IPD counter.
- ☐ There should be proper display of signage's, which should be easily visible from distance, helps patient to reach their destination without any assistance.

cont.

- ❑ The admission process can be improved if the Admission desk is away from the hospital waiting area.
- ❑ There should to be display of admission formalities.
- ❑ Introduction of “one stop shop” for admissions by bringing all the counter related to admission at one place, to prevent the unnecessary movement of patients.
- ❑ The financial counselling should be done in keep and calm place for better two-way communication between care provider and seeker.
- ❑ The number of GDA's should be according to the admission load and provided with a wireless pager-system.
- ❑ A separate module in HMIS should be incorporated for all interdepartmental work as a dashboard system to prevent miscommunication between them and to smoothen the admission process.
- ❑ All the documents related to admission should be prepared pre-hand to fasten the admission process and within reach of PCS staff.

CONCLUSION

After the study, it was found that there are many areas which needed improvement to streamline the admission process. The study revealed that the avg. tat for admission process is around 58 minutes which is much more than hospital SOP of 30 minutes for admissions, which needs attention as it is directly related to patient satisfaction and loyalty.

The process involves many stakeholders and their responsibility to reduce the wait from patient side by keeping them as minimum as possible.



Thank
you!!