

Dissertation at Burjeel hospital, Abu Dhabi

*Reducing the waiting time in
dermatology clinic-
A step towards Patient Satisfaction*

*Submitted by:
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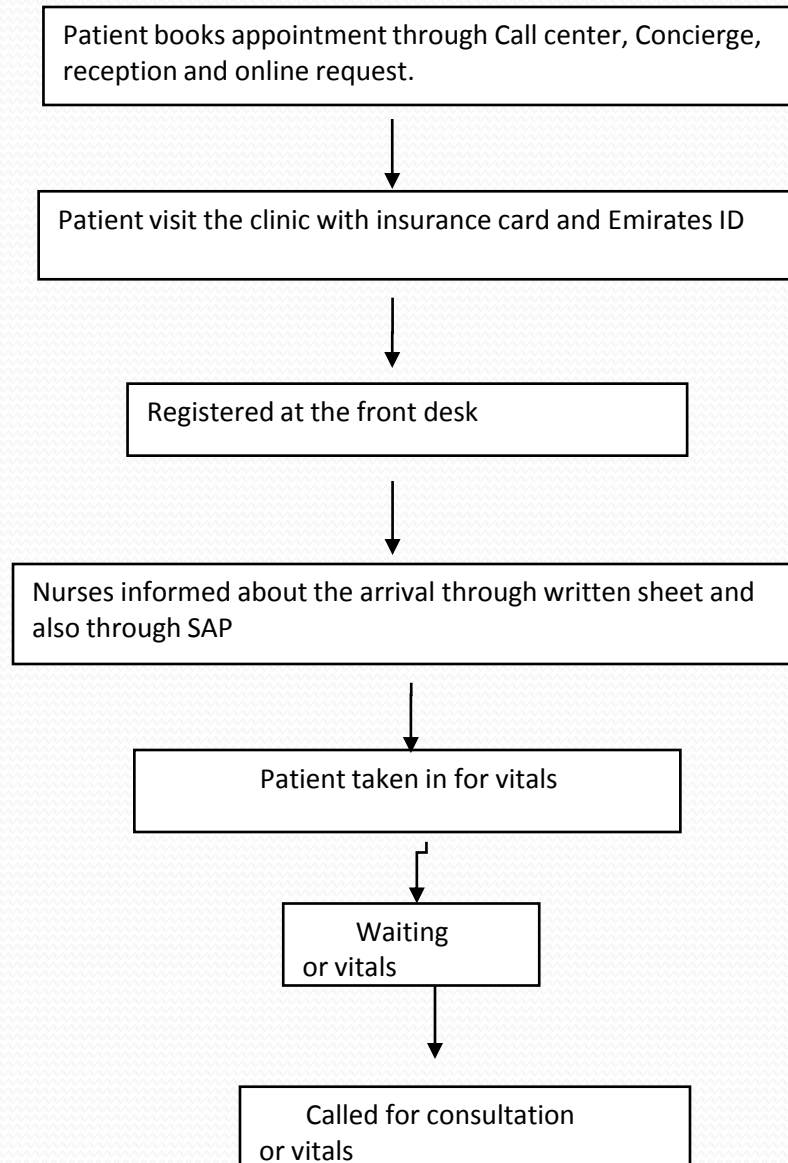
Overview

- First and largest private tertiary care hospital with 7 Star healing environments
- Part of VPS Healthcare
- JCI accredited hospital
- 206 beds
- 14 ICU beds, including 7 CCU beds
- 5 Labor and Delivery Suites /12 Neonatal beds
- 10 OT
- 42 Day care Beds
 - 13 for Dialysis
 - 3 for Endoscopy
 - 12 for IVF
- 21 for General Day Care
- 13 Emergency Beds

Accreditations and Licenses/ Milestones

- JCI Accreditation in 2013
- CAP Accredited Laboratory
- Alliance with Universitaire Ziekenhuis Brussels
- Licenses –HAAD for health

Process mapping of Dermatology Clinic :



Aim

- To reduce the waiting time in dermatology clinic in burjeel hospital and increase the patient satisfaction

Research Questions:

- Do the patients experience long waiting time at Dermatology Clinic in Burjeel hospital?
- What is the average waiting time?
- What are the key factors delaying the appointments of patients?
- How can we streamline the process to reduce the waiting time?

Hypothesis:

- The scheduling of appointments in dermatology clinic can be streamlined to reduce the waiting time and eventually increase patient satisfaction

Objectives:

- To analyze the current waiting time in dermatology clinic
- To identify the key factors in the delay which leads to increased waiting time and delay in appointments.
- To assess the patient satisfaction due to long waiting time.
- To suggest the solutions and methods that could be adopted to reduce the waiting time.
- To test the hypothesis that the scheduling of appointments in dermatology clinic can be streamlined to reduce the waiting time

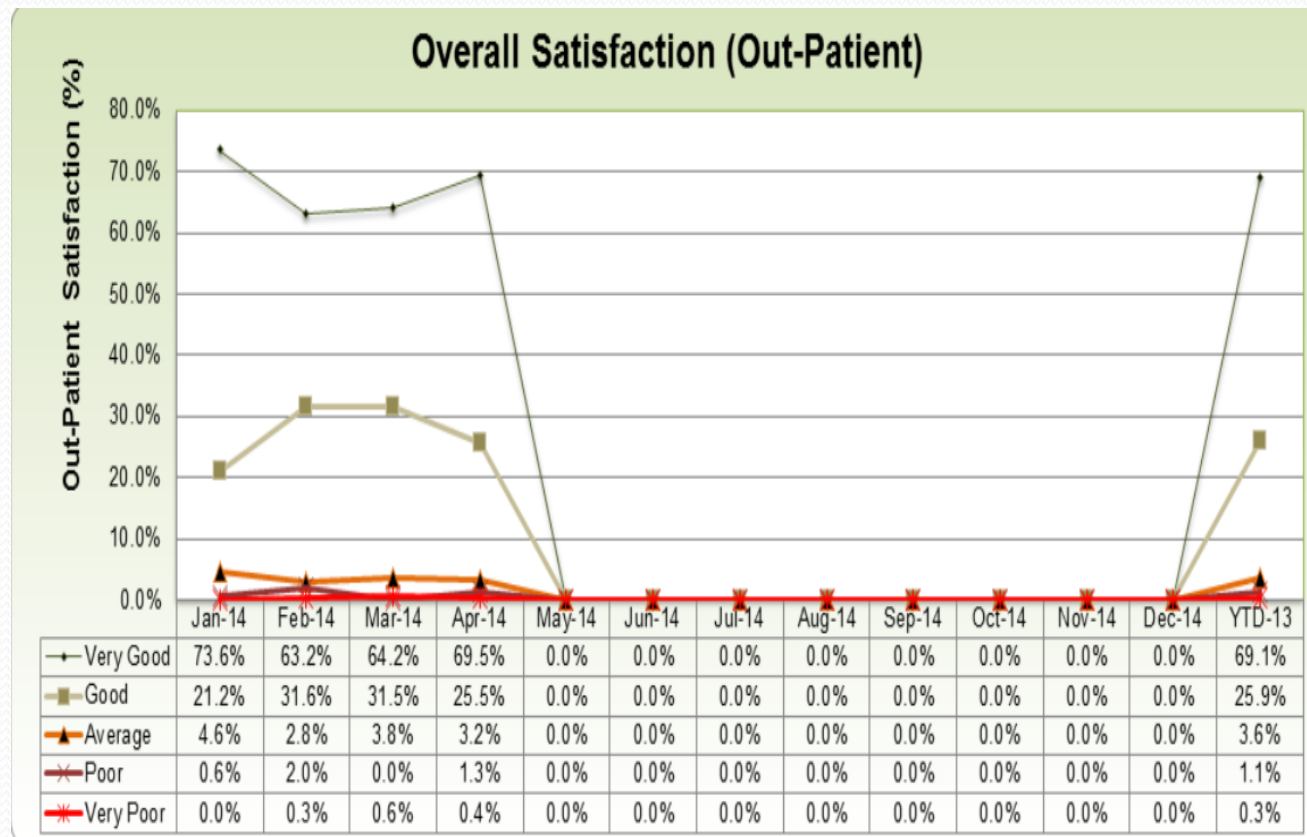
Research Methodology:

- **Study Area:** Burjeel Hospital, Abu Dhabi
- **Study Design** Cross sectional Study
- **Sample Unit:** Patients of Burjeel Hospital, Abu Dhabi
- **Research Design:** Descriptive Study
- **Method of data collection:** Through direct observations

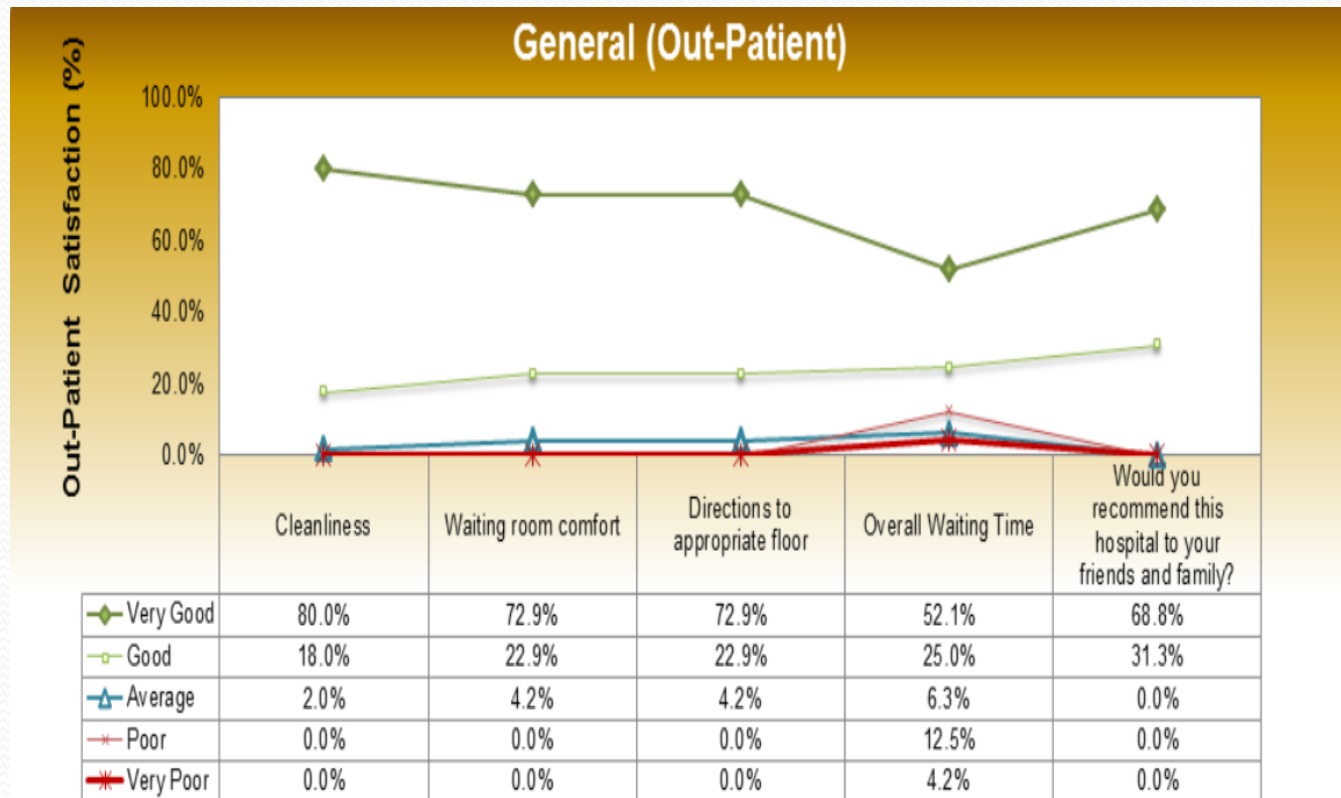
Sampling design

- Total Patients (April) – 2452
- Doctor A (with maximum patients) - 824
- Based on 20% sampling
- Sample Size – 165
- Actual Sample size - 193
- Sample Design: Convenient Sampling
- Duration- 3 weeks
- Retrospective- 1 Month

Patient Satisfaction-month wise



Patient Satisfaction- Parameter wise



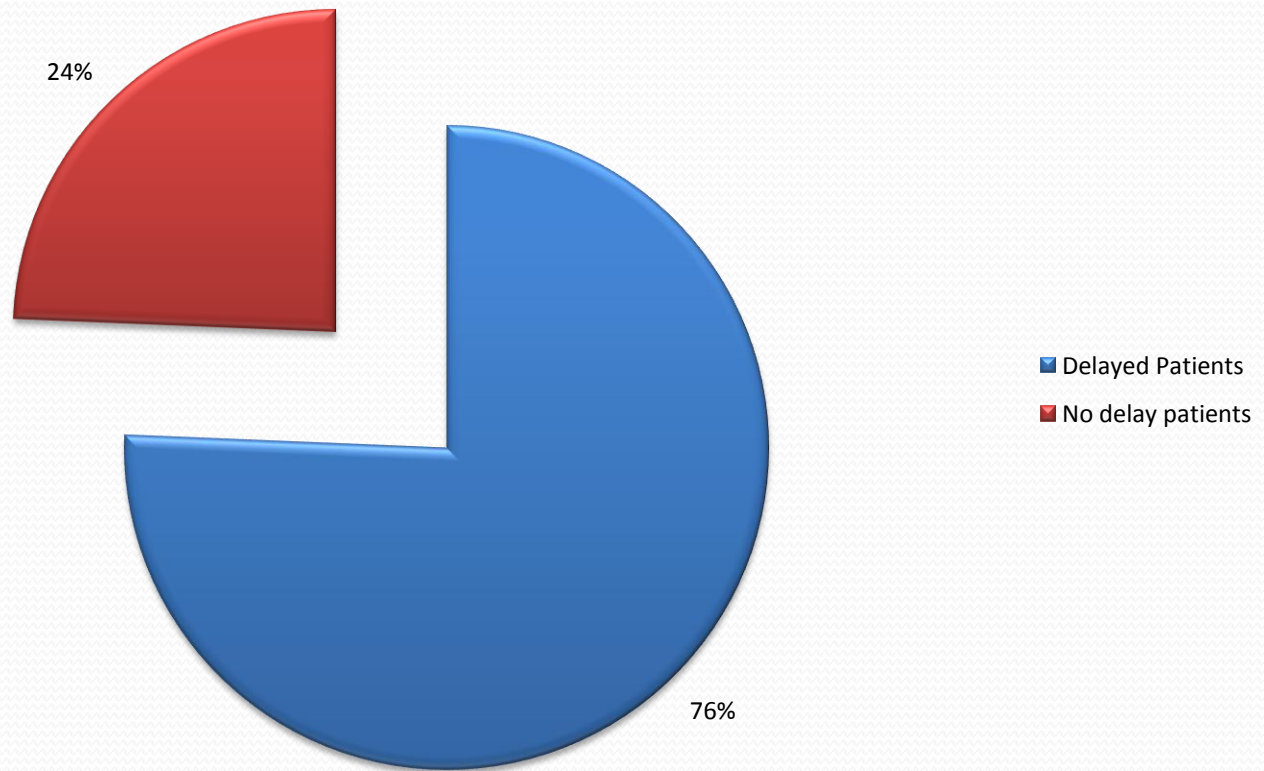
Waiting time analysis -March

Total Number of patients :

Number of patients – March	
Doctor on duty	Count of Registration Date
A	823
B	779
C	481
D	369
Grand Total	2452

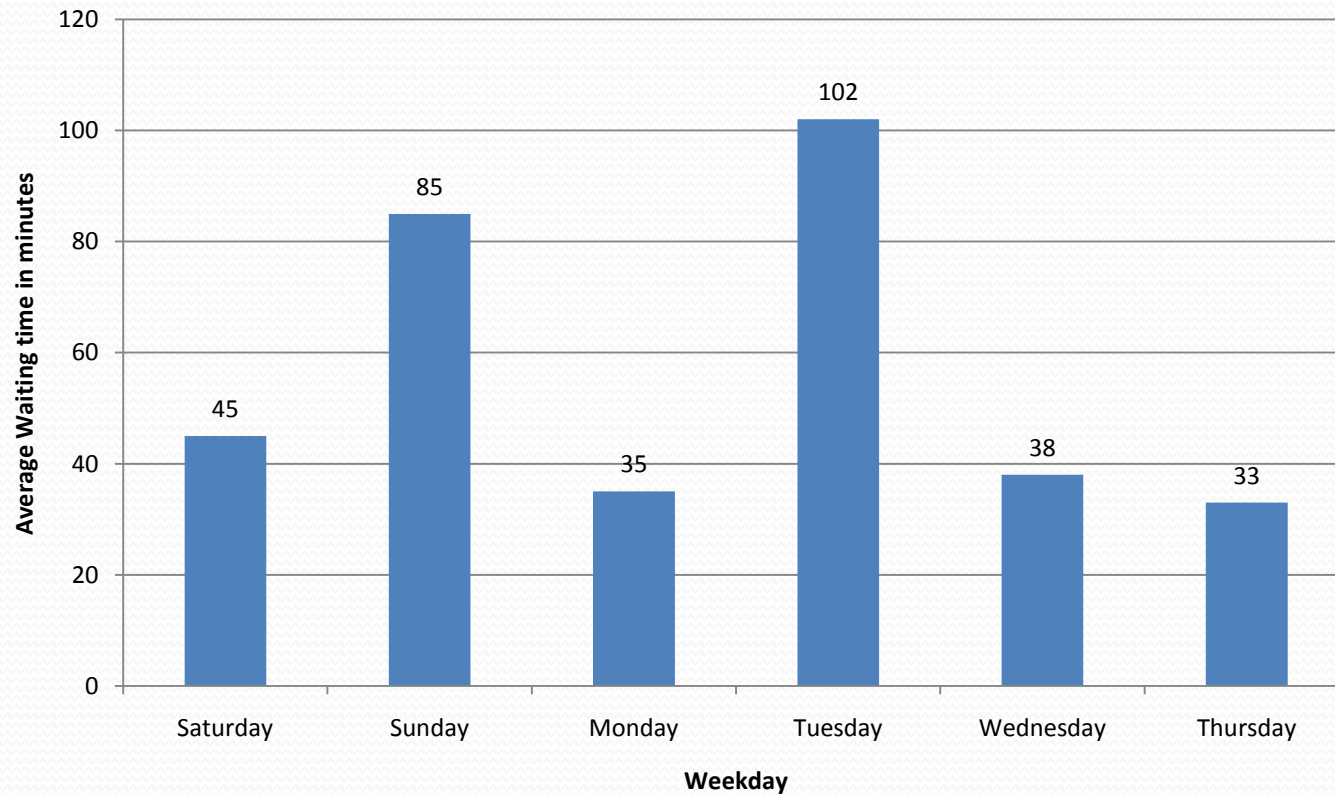
Delayed Vs No Delayed

Delayed vs Non delayed patients



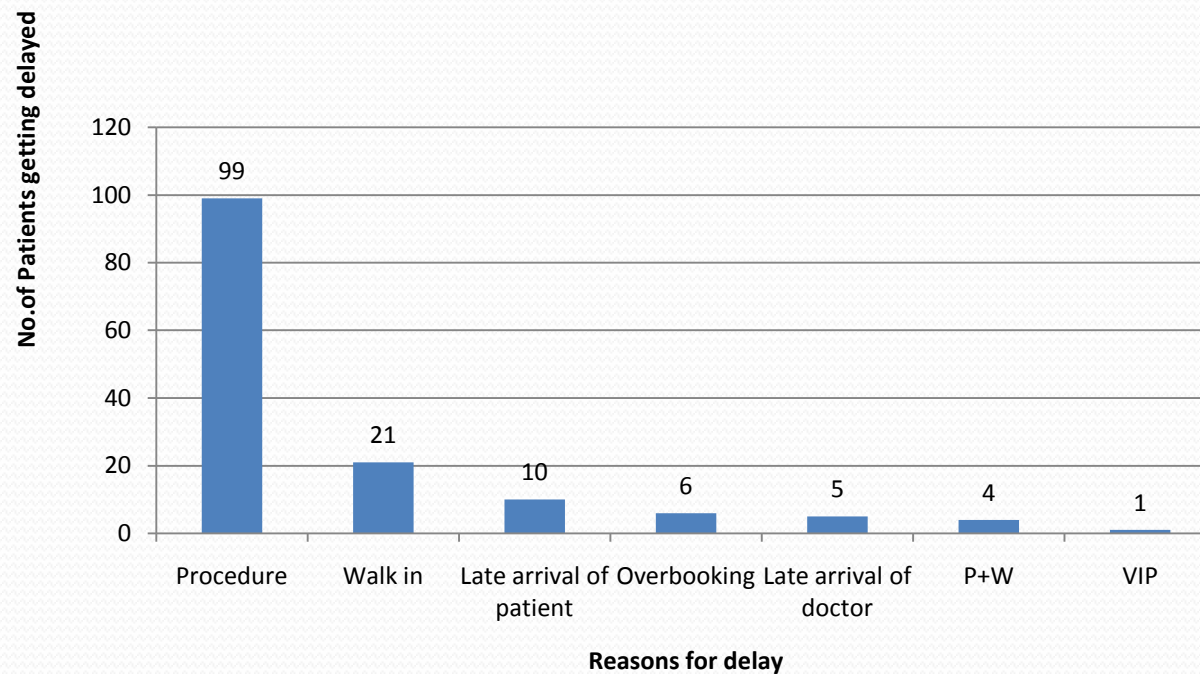
April –day Wise

Average Waiting Time by day of the week



Reasons for delay

Reasons for delay in consultation



Booked Appointments on 28.05.2014

	30		
	45		
10	00	Al Hosani, Maimouna Hasan	
	15	procedure dont overbook 30 min	
	30	Consultation Consultant	
	45	Moufid, Suha	
		Khalifa, Khaled	
11	00	Al Marzooqi, Samar Saleh	
	15	Ramajayam, Anuradha	
	30	block for proced untill 12:15 pm	
	45	Consultation Consultant	
12	00	Consultation	
	15	SABIT, RAISA MUBARAK SAQER	
	30	Al Housani, Maryam Mohammed	
	45	Al Housani, Asma Mohammed	
13	00	ABDULLAH, SAVSAN KHAMIS	
	15	Zahid, Mariam Hassan Sayed Hassan	
	30	AL MUFLAHI, HOOREYA ABDUL HAKEEM	13:15
	45	procedure dont over book	Zahid, Mariam t
		Consultation Consultant	Consultation
14	00	Ali Hammadi, Budour Mohamed	
	15	procedure dont overbook for 30 mins	
	30	Follow up	
	45	Al Bataineh, Asala Mahmoud	
		procedure dont overbook 30 min	
		Consultation Consultant	
15	00	AL Ameri, Abdulrahman	
	15	procedure dont overbook 30 min	
	30	Consultation Consultant	
	45	Said, Nourhan Mohamed	
		for procedure dont over book	
		Consultation Consultant	
16	00	BIN JADNAN, NAEEMA	Asim, Yasmin
	15	procedure dont overbook for	MOHAMMAD, SHAMMA
	30	20 mins as per dr elia	
	45	Al Zeyoudi, Fatmah Ali	
		Consultation Consultant	MOHAMED, MAHASSIN
		Consultation	
17	00	EL-RIFAI, TAHANIE ISAM	
	15	procedure dont overbook 30 min	
	30	Follow up	
	45	ALSHAMSI, EBRAHIM	
		procedure dont overbook 30 min	
		Follow up	
18	00		

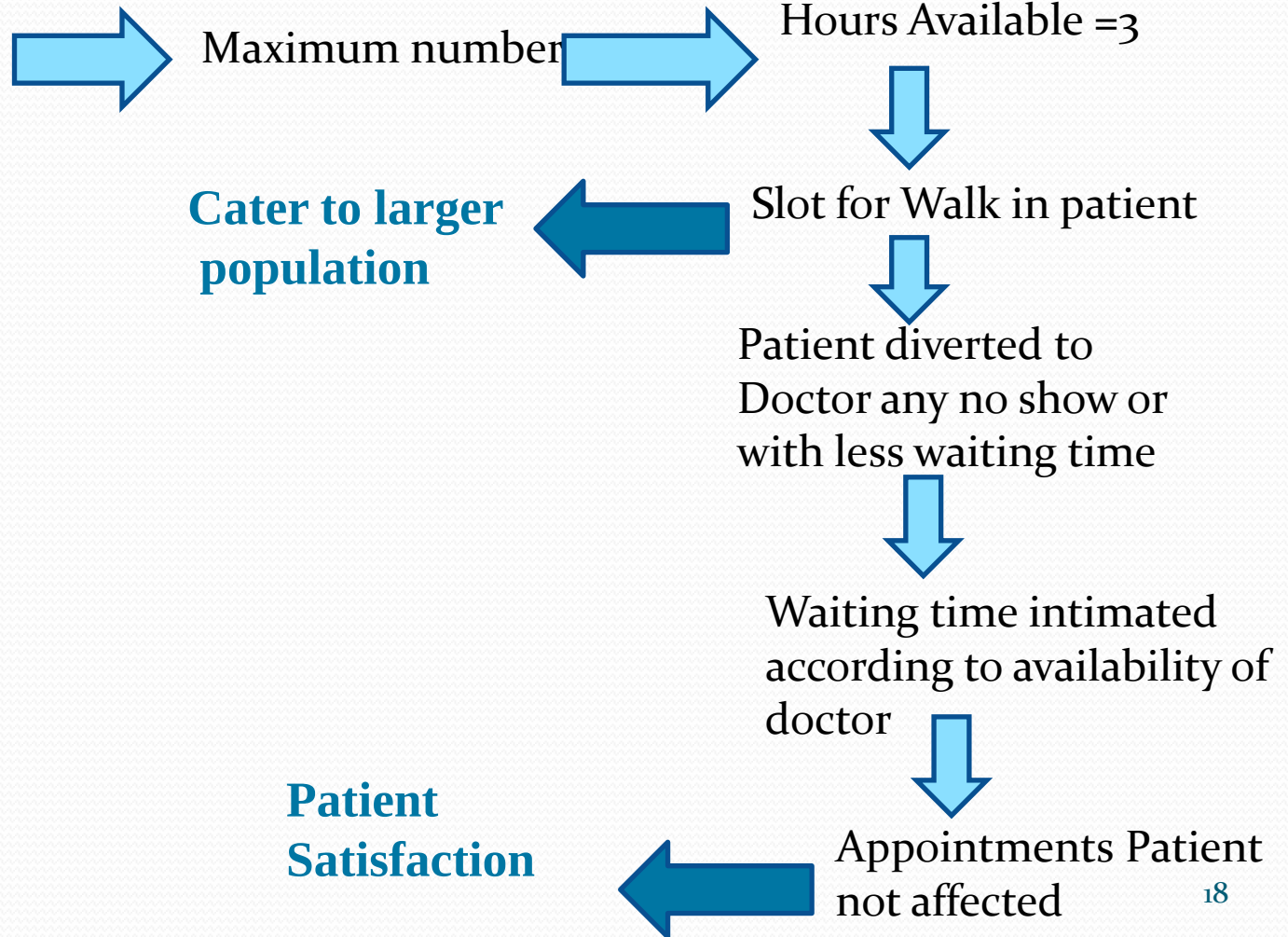
Suggestions-

a) Scheduling Appointments

8:00	Consultation
8:15	Consultation
8:30	Consultation
8:45	Consultation
9:00	Block
9:15	Block
9:30	Block
9:45	Consultation
10:00	Consultation
10:15	Consultation
10:30	Block
10:45	Block
11:00	Block
11:15	Consultation
11:30	Consultation
11:45	Consultation
12:00	Consultation
12:15	Consultation
12:30	Consultation
12:45	Consultation
13:00	Consultation
13:15	Consultation
13:30	Consultation
13:45	Consultation
14:00	Block
14:15	Block
14:30	Block
14:45	Consultation
15:00	Consultation
15:15	Consultation
15:30	Block
15:45	Block

Walk in slot

Timin gs	Docto rs
8-10	2
10-13	3
13-16	4
16-18	3
18-21	1



.....continued

- d) Also **2 Doctors are needed to support the clinic in the evening** instead 2 in the morning from 8:00-10:00 hrs because of less footfall of patients in these hours.
- e) A **technician** to be hired to perform the procedures like laser etc so doctor spends more time on direct patient care.
- f) A **second nurse** for the doctor who is doing a procedure, so consultations can be carried out smoothly while preparation of another procedure patient.



Thank you