

LEARNINGS & VALUE ADDITIONS

- How the department works and what are the issues and challenges faced.
- How the issues are resolved which helps to achieve patient satisfaction.
- Learned how to calculate TAT for the department and why is it necessary.
- Analysed why the waiting time was more and what causes delay in processes.
- Came up with recommendations and strategies that could solve the issues for better and smooth functioning of the department.
- Interacted with the patients to find out how their overall experience was in the organization.
- Observed whether the patients were happy with the services or not and were there any concerns or complaints.



PROJECT: TIME MOTION STUDY

INTRODUCTION: Radiology is the branch of medicine which uses radiation energy and imaging technology for diagnosis and treatment of diseases. It is of two major types – interventional radiology and diagnostic radiology.

Services Provided: CT Scan, MRI, USG, CXR, DXR, DEXA Scan, Mammography, Digital Fluoroscopy, Doppler.

OBJECTIVE: To calculate TAT (Turn Around Time) of IPD, OPD and Emergency patients.

METHODOLOGY:

- **Research area** - Radiology department of Fortis Escorts Hospital, Jaipur.
- **Research Design** - Descriptive cross sectional study.
- **Study Period** - 3 weeks.
- **Mode of data collection** - Primary data through observation.
- **Sample Design** - Convenience Sampling Technique.

SAMPLE SIZE:

- Total 300 patients of IPD, OPD and Emergency.
- MRI – 100, USG – 100, CT Scan - 100

TAT is calculated from the registration time till the time of report generation.

Waiting time is calculated from the time of arrival till the patient goes for the procedure

ISSUES AND CHALLENGES FACED IN RADIOLOGY

- Delay in registration when less staff is present at the billing desk.
- Waiting time is more when IPD, OPD and emergency patients arrive at the same time without following their respective time slots.
- OPD patients are not present during the time of their appointment which causes delay.
- Delay in appointments of IPD patients as they arrive late than the scheduled time.
- Poor coordination and mismanagement between IPD and radiology department is observed.
- Slow HIS and system issues are observed while booking appointments of IPD patients.
- Mistakes in billing as wrong procedure or name of patient is printed.
- Token number is not updated on time.
- Consent forms are not filled by IPD patients before going to the procedure room.

SWOT ANALYSIS OF RADIOLOGY

Strengths:

- Highly skilled and experienced doctors.
- Advanced procedures.
- Latest equipment.
- Sufficient staff available.

Weakness:

- Separate timings not followed for IPD and OPD patients with leads to over crowding.
- Insufficient waiting area.
- Poor coordination and mismanagement between departments.
- Delay in delivery of services.

Opportunities:

- New Patients are attracted because of advanced quality services.
- Expansion of existing branch can be taken up as number of patients is very high.

Threats:

- Patient satisfaction is affected due to improper time management and delay of services.
- Dissatisfaction of patients may benefit the competitors in the market.

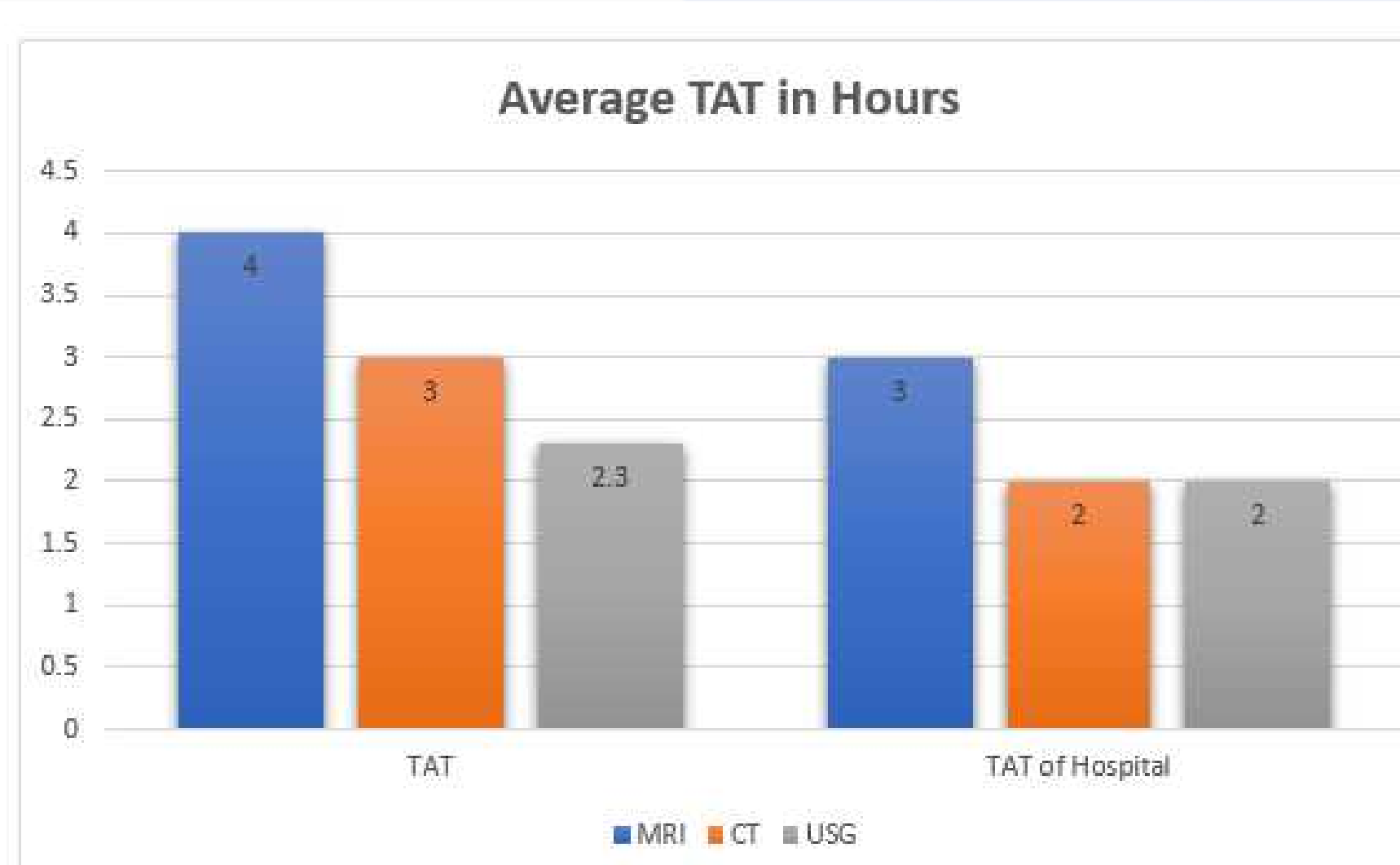
SUGGESTIONS FOR THE DEPARTMENT

- Bridge the communication gap between departments.
- Collection of feedback from patients to improve the quality and provide better services to increase patient satisfaction.
- Guard can restrict entry of people before entering the department when attendants are more than one to reduce the crowd.
- GDA and helpers in changing rooms must be present.
- Shelves or cupboards should be present in changing rooms to keep patient's belongings.
- Patients can have a separate waiting area as they can track their token number.

Difference between practical exposure and theoretical work

- Consent forms were not filled by some IPD patients before the procedure.
- No supervision and training for new staff.
- Gap in inter department communication.
- Handing over work to the respective department was not seen.
- Departments should be managed efficiently and effectively.

OBSERVATIONS IN RADIOLOGY



Inference:

- From the observations made I have come to the conclusion that the maximum TAT is in MRI procedure.
- Reasons behind the delay could be because separate time slots are not followed for IPD and OPD patients.
- Lowest TAT is observed in USG and the reason could be because there are two procedure rooms for cash and credit/TPA patients respectively.
- Monday and Saturday has the highest number of patients while Friday has the lowest number of patients.

Procedure	Time between billing and arrival Time	Waiting Time	Procedure Time	Reports Dispatch	TAT in mins	TAT in hrs	TAT of Hospital
MRI	5 mins	57 mins	20 mins	158 mins	240 mins	4 hrs	3 hrs
CT Scan	5 mins	46 mins	10 mins	120 mins	181 mins	3 hrs	2 hrs
USG	5 mins	60 mins	15 mins	60 mins	140 mins	2.3 hrs	2 hrs

USEFULLNESS OF INTERNSHIP

- Learned how to apply theoretical knowledge in practical situations.
- Built confidence, enhancement of communication skills and decision making.
- Helped to create a professional network.

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