

A STUDY ON DELAYS IN SURGERY OF SCHEDULED PATIENT IN OPERATION THEATRE AT APOLLO HOSPITALS, NAVI MUMBAI

BRIEF ORGANIZATIONS HISTORY

Apollo Hospitals, Navi Mumbai is one of the most advanced Multi-Specialty Quaternary Care hospitals in Bombay hospitals. The hospital offers comprehensive and integrated super specialty services under one roof. Apollo Hospitals was established in 1983 by Dr. Prathap C Reddy, renowned as the architect of modern healthcare in India. As the nation's first corporate hospital, Apollo Hospitals is acclaimed for pioneering the private healthcare revolution in the country.

BRIEF DESCRIPTION

Apollo Hospitals at Navi Mumbai has put together a team of renowned expert consultants to provide people easy accessibility to advanced technologies for precise diagnosis and treatment. The facility is accredited by Joint Commission International (JCI). It is a 500 bedded facility and has access to world-class technologies, 13 state-of-the-operation theatres, advanced laboratory and medical diagnostics, and 120 ultra-modern I.C.U. beds including N.I.C.U. & P.I.C.U. manned round the clock by critical care specialists

VISION : 'Touch a Billion Lives'

MISSION : "To bring healthcare of international standards within the reach of every individual. They are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity"

LEARNING AND VALUE ADDITIONS

- Improved communication skills
- Learnt day today managerial work in hospital
- Handling various managerial issues related to various department in the organization
- Learnt about coordination, cooperation, time management and their importance.
- Practically implementation of managerial knowledge and skills
- Platform to use research concepts and understanding
- Learnt the working management of quality and operational team
- Identified the problems related to particular department
- Learnt various process in operation theatre

PRACTICAL WORK VS THEORETICAL WORK

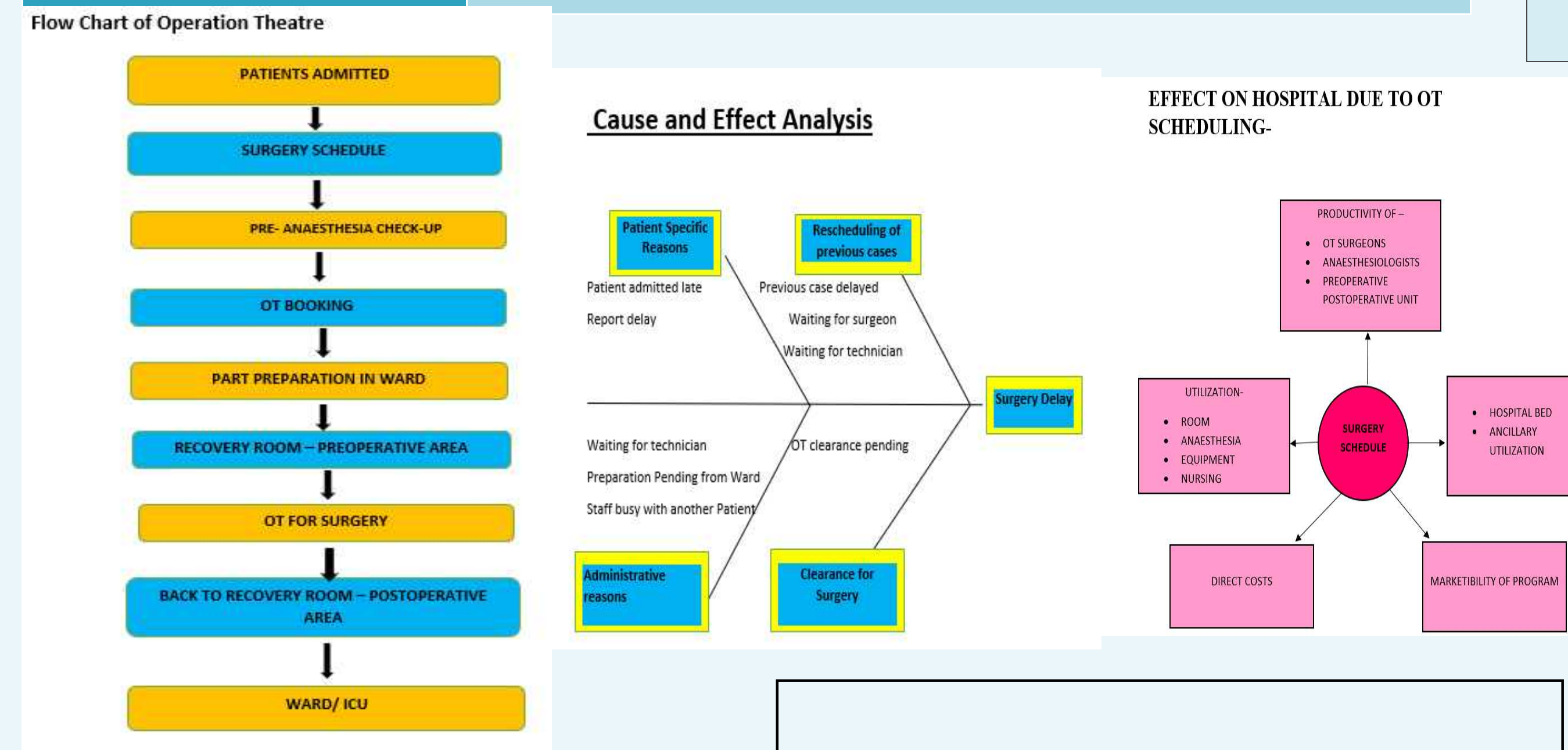
- Learnt day to day micro level operations and management of it practically.
- Theoretical work helped understands why one technique is useful while the other fails.
- Improved basic knowledge practically on managerial aspect of the hospital
- Practical task is best exposure of learnings with own experiences

OBJECTIVES

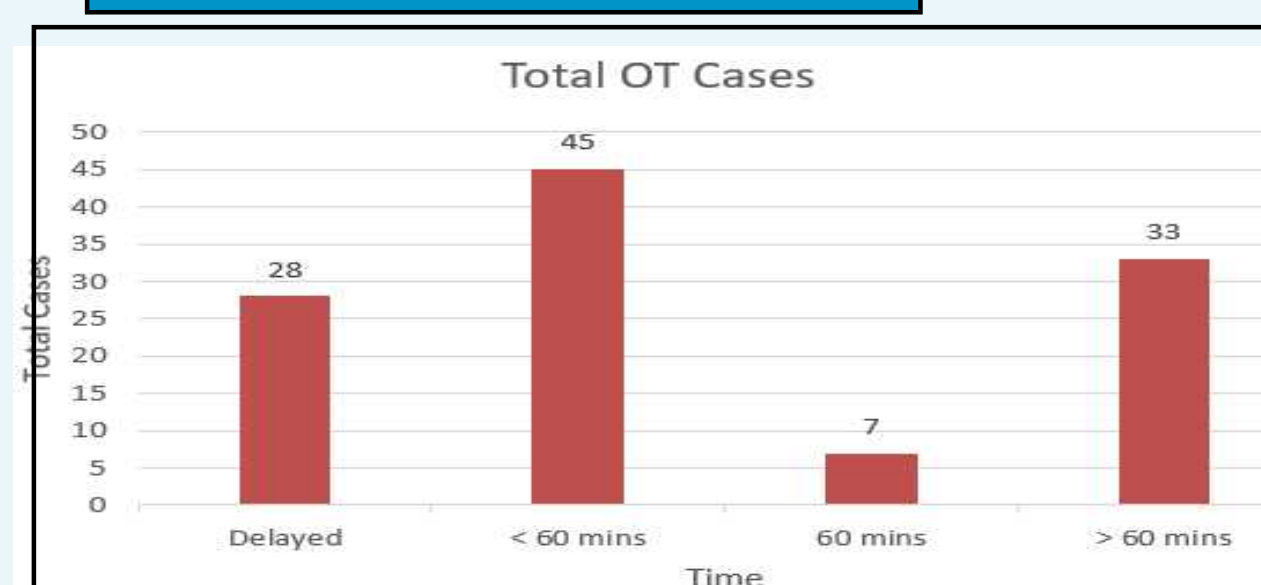
- 1.To analyze the OT patient process flow during various phases of Operation theatre.
- 2.To identify reasons for delays in each phase of patient process flow.
- 3.To provide recommendation to improve the OT scheduling and reducing the delay in surgeries leading to more patient satisfaction.

METHODOLOGY

Study Designs	Observational study
Sample Size	113 Patients
Study Tool	Fish bone analysis, bar chart and MS excel
Sample Technique	Non-Probability Convenience sampling



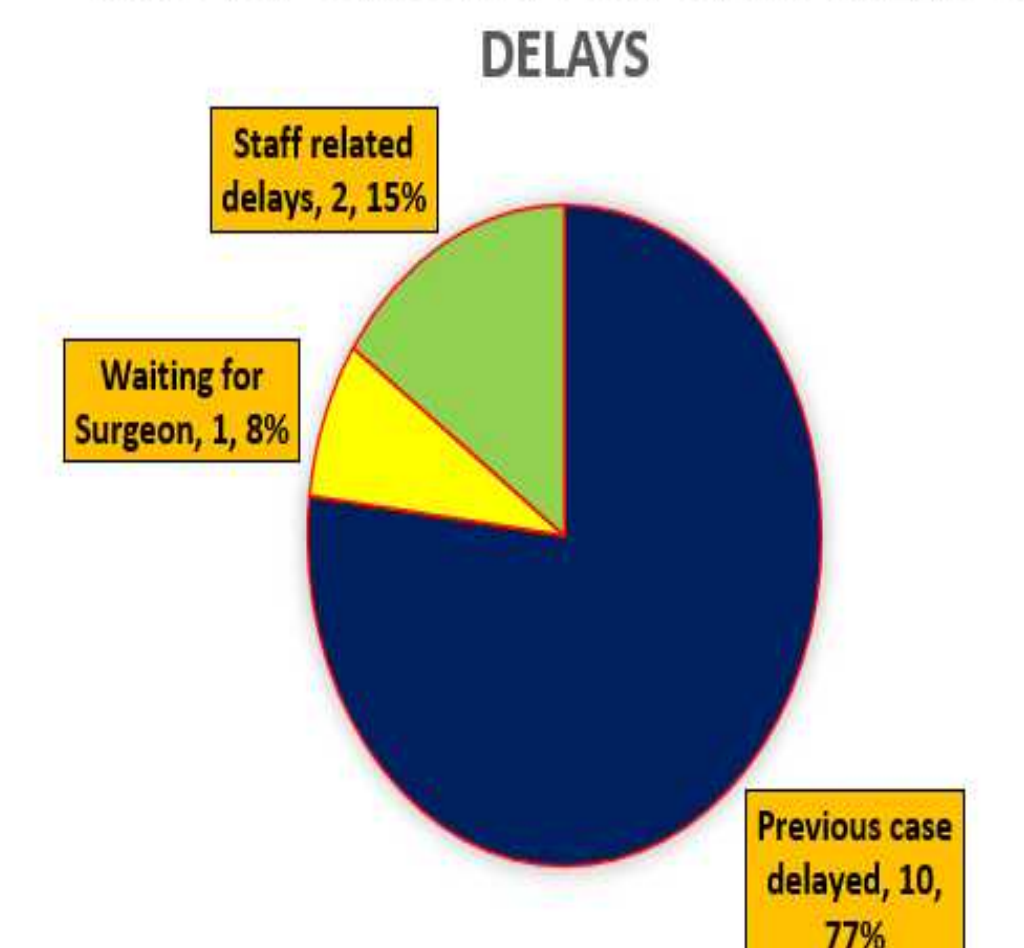
ANALYSIS



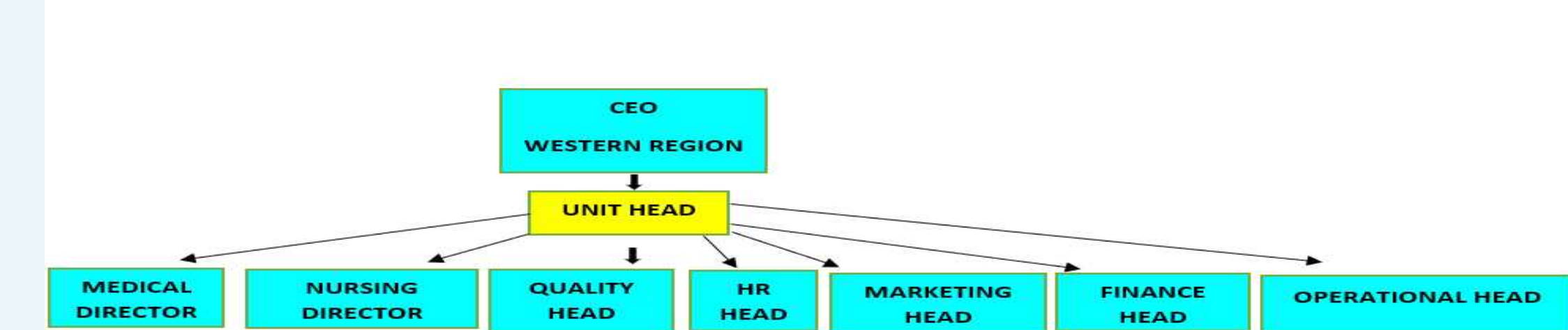
CONCLUSION

Preparation of patient for OT cases must be done before reaching OT. Improved coordination between OT staff should be maintained to smooth flow of the process. Coordination between surgeons, anaesthesiologists and OT staff should be ensured. Delays affect patient flows and utilization of OT, thus audits and documentations should be done to keep check on it.

ANALYSIS OF SURGEON / STAFF RELATED DELAYS



ORGANIZATON STRUCTURE



STRENGTHS

- Excellent medical professionals
- Greatest involvement of healthcare professionals
- Big Brand Name
- Well defined clinical pathways and service protocols

WEAKNESSES

- The rising costs of healthcare delivery makes it expensive for a normal middle-class family.

OPPORTUNITIES

- Minimizing services Turn Around Time
- Expansion to underserved areas

THREATS

- The migration of skilled nursing personnel to developed countries
- Rising Competitors

CHALLENGES FACED DURING INTERNSHIP

- Less allowance of work at the beginning
- Difficulty to cope up with the organization culture
- Hesitated in asking questions
- Difficult to manage things and adapt the work initially

USEFULNESS OF INTERNSHIP

- Chance to work in professional environment.
- Understand work-culture, leadership, teamwork and time management.
- Building professional relationships and connecting with different staffs and faculties.
- Gaining valuable experiences in the organization

SUGGESTIONS

- Operation Theatre scheduled list should be planned and followed properly instead of changing it on time which will reduce the preponed and rescheduling cases on the day of surgery.
- Long duration cases should not be scheduled one after other to avoid delay.
- The Hospital OT Committee can have a consensus on regular basis and display of records of wheel in time which will change the organizational culture of the correctable and preventable cause and improve coordination.
- RMO should check patients details, consent multiple times to avoid last minute delays.
- Patients are advised to do all the formalities and admissions before the day of surgery.
- Preparation of patient which include medications, investigations should be done in ward prior to avoid on time delays.

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