

STREAMLINING THE OPD SERVICES: A STEP TOWARDS REDUCING PATIENT WAIT TIME IN CHOITRAM HOSPITAL & RESEARCH CENTRE INDORE

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INTRODUCTION

OPDs are the mirror through which hospital services reflect and a patient's opinion of the hospital starts at the OPD. This opinion is generally the major factor that decides whether a patient will be sensitive and gentle with the hospital, hence, it is imperative that the services at the Out-Patient Department should be of the best quality, ensuring the total satisfaction of the customers. It is also well accepted that 8-10 % of OPD patients are hospitalized.

STAKEHOLDERS' COMME

- "How am I given a slot at 11:00 am and my Doctor's arrival time has not been heeded and the doctors haven't started their work?" -patient voice.
- 'Why nobody be there when I go with an appointment?' - patient voice.
- However each time I face such a situation probably I got a few slots left for the day of the appearance in a stand in queue on the front of the door right before the day is over and each time giving you a weakness before the time of the next day's shot. If a walk-in patient doesn't have an appointment with Doctor, how much time does he/she have to wait to be served? - walk-in patient
- I am the one who answers the questions by saying why it prolongs. so last time every client stands in front of the nurse for their diagnosis detailed cause of delay came about. Nurse counter; -nurse

RATIONALE

The objective of study was to identify and analyze the patient flow process of the OPD and then suggest for some reforms that would decrease the overall duration of patient waiting time and then assess the impact of the reforms put in place. They are OPD complaints where it was ascertained that 92 percent of patient complaints were due to long waiting times. 50. Thus while 06% of OPD patients were recorded to have visited the hospital as walk-in, there was no incorporation of such patients in the appointment schedule. Thus, long hours taken to attend to walk-in patients was one of the major issues. Since it serves as the first contact point for the majority of its patients, how they are attended to at the OPD influences their attitude towards the other services at the hospital.

AIM

To Reduce Patient Wait Time



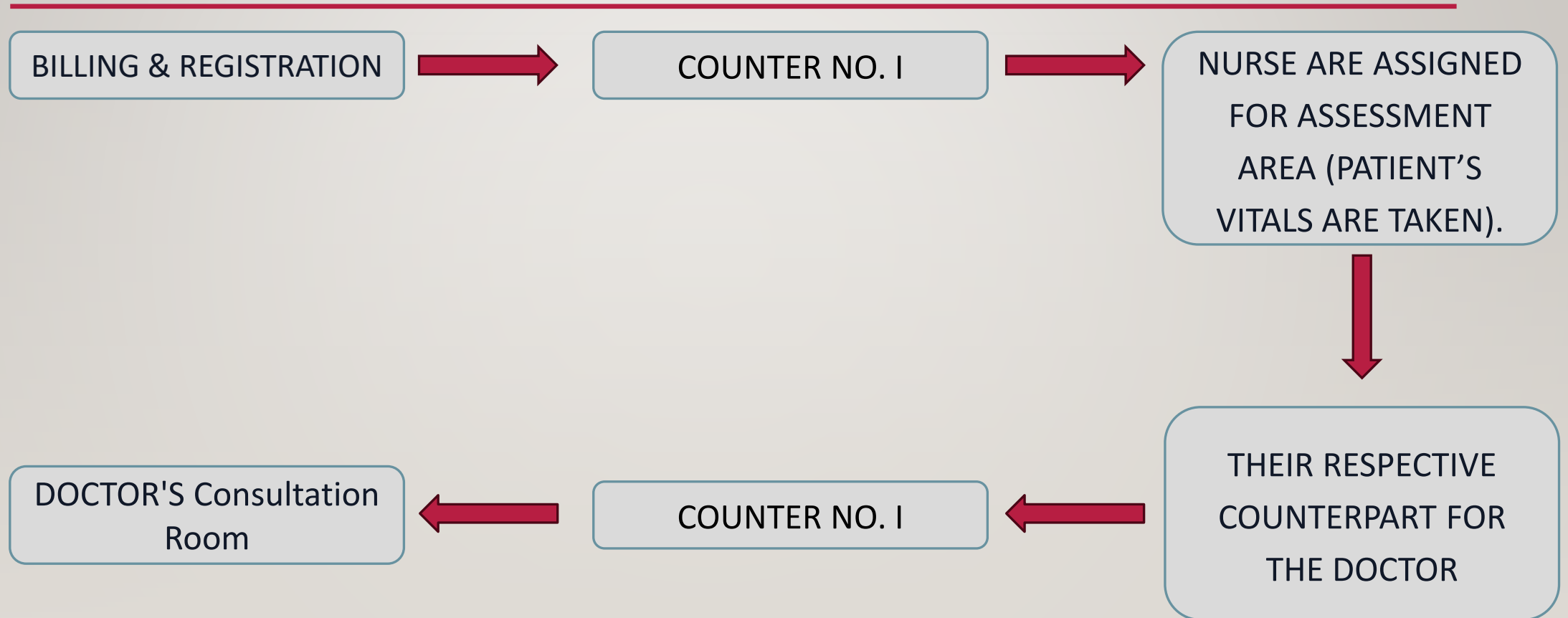
OBJECTIVES

- To find out the extent of the waiting time both for appointment and walk-in patients.
- Thus, the following research question was formulated to test the hypothesis: What is the correlation between waiting time and number of walk-in patients?
- To evaluate if there is any rationale to add more slots in the existing schedule, if at all.
- To compare the waiting time before and after the slot redesigning process.

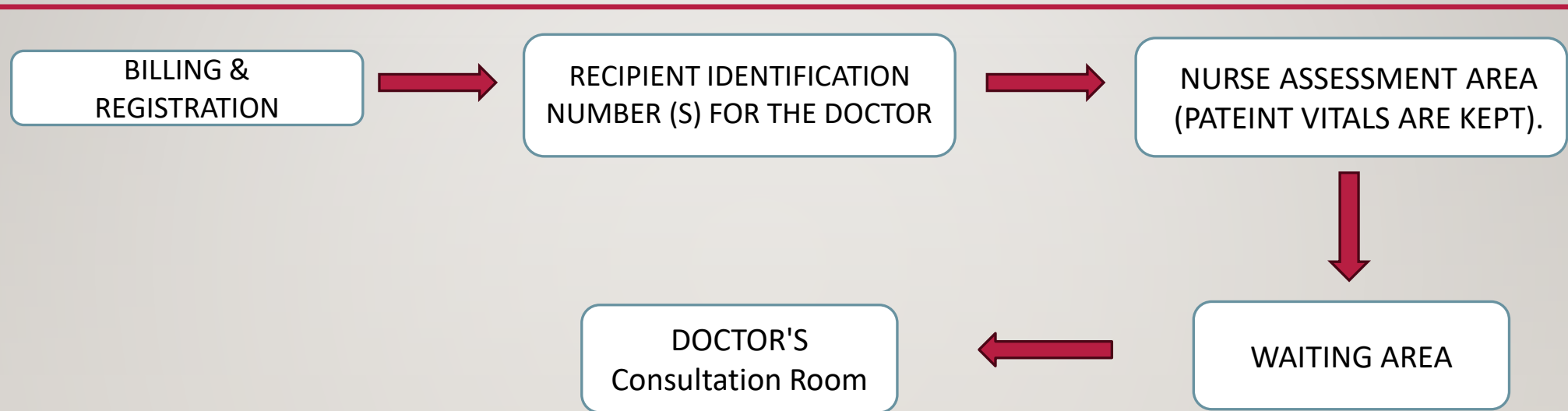
METHODOLOGY

- Sampling method: it was done by systematic stratified sampling method.
- Sample size: Followed patients of all doctors were only 6 percent.
- Study design: The research design adopted for this study is a cross sectional analytical study.
- Study area & duration: Choitram Hospital has out-patient department of 350 new beds multispecialty hospital and medical research center.
- Period of the study April '24 to June '24.

PATIENT FLOW - EARLIER



PATIENT FLOW NOW



AS A RESULT

- Simpler patient flow.
- Utilization of nurse at counter no. 1 was 104.16% whereas utilization of nurses at respective counters for doctors was 43.02%.
- Due to this new patient flow process, the need for nurses at counter no. 1 was eliminated and utilization of other nurses increased to 67.41%.
- Thus leading to better manpower utilization.

MAJOR CAUSES OF LONG WAITING TIME

- Delay in OPD start time.
- Uneven patient flow during the week.
- Large number of walk-in patient and no provision in appointment schedule for them.

SUGGESTIONS

- Redesigning the appointment slots.
 - a) Increasing number of appointment slots.
 - b) Introducing buffer slots among appointment slots.
- Educating patients about booking an appointment before coming for consultation. (Bilingual Leaflets for OPD patients)
- Designated 'On call' Gastro-Physician for walk- in patients.

THANK YOU

