

Synopsis for Dissertation Submitted



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By

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Synopsis

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Title: OUT-PATIENT SERVICES: A STEP TOWARDS REDUCING PATIENT WAITING TIME AND IMPROVING CONSULTATION TURNAROUND IN A CHOITRAM HOSPITAL & RESEARCH CENTRE INDORE

1. Introduction:

The phrase OPD in a hospital setting is a general term for specialized medical treatment given to patients who may not necessarily be admitted or stay overnight. An outpatient diagnosis entails the management and treatment of various illnesses. There can be seen the point that all the patients visiting the Out-Patient Departments within hospitals have to wait for an unusually long time before they can actually receive professional medical treatment or advice. What can be seen taking place is that patients kept waiting for very long periods within a hospital come to get irritated with their situations. Long durations of waiting for a patient in an OPD lower the ability of the concerned hospital to attract significant business in the competitive health care industry.

2. Research Questions

1. What is the average waiting time for OPD's patients, and at what point do they go through the assessment, and where it gets more cumbersome?
2. How long does consultant take for a consultation on average?
3. What are the key issues that contribute to patient dissatisfaction in OPD?

3. Objectives:

- To assess the waiting time for patients across the continuum of availing OPD services.
- To compare the average consultation time for various departments in the Hospital and suggest measures for improvement.
- To document the quality improvement initiative of the emergency department of Choitram Hospital, Indore

4. Methodology

- **Study Design:**

An observational cross-sectional descriptive study was carried out to present data on the characteristics of people with and those without diabetes based on anthropometric measurements, blood pressure, and cholesterol lipid profiles.

Setting: First, the condition wrapping around a patient returning the outpatient department in cold weather or being displaced from home is scanned. The patient then is seen in the examination and then the process happens.

- **Study Population:**

- Inclusion Criteria- All of the patients who visit outpatient department and the patients who visit radiology and laboratory every other time, packages of which come in one after another.
- Exclusion Criteria with poor quality of image as identified by the automated LUS system and due to the logistical difficulties, the patients did not have an echocardiogram performed. Finally, one of the patients did not consent to the LUS exam.
- Study Tools- Data gathering of the main type is through direct observation of the time when they are inside the room, that is, during in time (patient entering the consultation room) and also time with the help of MS Excel.

The next step involves data collection, specifically the use of outpatients at the clinic's OPD.

Google form and data analysis are done by using Google Forms and MS Excel as tools, respectively in patient feedback.

- **Duration of the Study:**

- From the beginning of April, 2024 to the end of June, 2023(3 months)

- **Sample Size:**

- They were 110 Patients visiting the hospital who were diagnosed here.
- This total of 100 patients is advised to be completed of the ones that are in OPD waiting room for collection of their feedback.

- **Data analysis tools used**

- MS EXCEL
- Google Forms

8. **Operational Definition**

- The data show the maximum waiting, minimum waiting, maximum consultation, minimum consultation, average waiting, and average consultation time of 8 consultants.
- Doctor A is the one who has the longest waiting time with 5 hours 44 minutes, and the shortest consultation time is also delegated for this doctor, which is 1 minute.
- Doctor D the one with the longest waiting time, has 35 minutes to wait.

- The recommendation for the time of consultation is 10 minutes. The have a consultation time of 10 minutes.
- Furthermore, a very irregular appointment is only for 26% of the patients who come to an appointment time.
- Feedback analysis form suggests the number of patients who are getting health service on loan basis is 35% and the rest of the percentage i.e. 65% are cash patients.
- A↑ The feedbacks form analysis shows higher ledger waiting time for credit patients.
- Over 40% of the patients are waiting in the OPD for their consultation for more than an hour.
- 95% of the patients are either very satisfied or satisfied with the consultation delivered to them.
- 14.3% of the patients are not getting the reports on time, mainly the delay comes from the radiology department.
- More than 93% of the patient are ready to recommend CHOITRAM hospital to friends and family

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