



Synopsis

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Title: A Study on the Patient Conversion Rate from Outpatient Department to Inpatient Department and the Factors Impacting It at Artemis Hospital

In the dynamic landscape of healthcare, optimizing patient admissions from the Outpatient Department (OPD) to the Inpatient Department (IPD) is crucial for enhancing operational efficiency and improving patient outcomes. Effective management of this conversion process can significantly impact the overall performance of a hospital, ensuring timely and appropriate care for patients while optimizing resource utilization.

The primary purpose of this research is to analyse and improve the conversion rates from the Outpatient Department (OPD) to the Inpatient Department (IPD) of some selected department at Artemis Hospital. This study aims to the factors influencing patient admissions and provide mitigation to enhance the conversion rate, ultimately improving patient care and hospital efficiency.

Research Question

1. What are the current OPD to IPD conversion rates at Artemis Hospital, and how do they compare with national averages?
2. What are some ways to improve the conversion rate from OPD to IPD while keeping patient care high-quality?

Objectives

1. To compare the OPD to IPD conversion rates at Artemis Hospital with national averages.
2. To compare the OPD to IPD conversion rate in Top 9 Departments of Artemis Hospital
3. To analyse the factors influencing the conversion rate of the hospital
4. To suggest potential mitigation methods to improve the OPD to IPD conversion rates

Materials and methods

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Study design- Mixed method approach

Study setting - This study takes place at Artemis Hospital in Gurugram, a 500+ bed multispecialty facility. It focuses on the OPD and IPD departments, examining the current OPD to IPD conversion rate, and existing challenges in patient flow to enhance hospital performance and patient care.

Study Population

•Inclusion Criteria:

- Patients visiting the OPD and those being admitted to the IPD.
- Only 9 departments were included in the research

•Exclusion Criteria:

- Follow-up patients and patients admitted from the emergency department.
- Patient of the other department which is not included in the study

Duration of the study – 2 months

Sampling techniques- Convenience sampling

Data collection for this study involved a detailed and systematic approach using Artemis Hospital's Hospital Information System (HIS) and interviews with hospital staff. Initially, the total number of patients visiting the Outpatient Department (OPD) for the past three months (February, March, and April) was extracted from the HIS, along with the total number of admissions to the Inpatient Department (IPD) during the same period. Additionally, interviews were conducted with coordinators, doctors, and nurses to gather information on the follow-up percentages for different specialties, which helped identify the proportion of repeat visits versus new patient visits in the OPD. The follow-up percentages were subtracted from the total number of OPD visits to focus on new patient visits for each specialty. The total number of admissions was analyzed, and the percentage of patients admitted from the emergency department was subtracted from the total admissions to ensure that only admissions originating from the OPD were considered. Finally, the conversion rate for each specialty was calculated using the formula:

Conversion Rate - $\frac{\text{Number of patients admitted through OPD in a period}}{\text{Total number of OPD patients}} \times 100$

Total number of OPD patients

This calculation provided the conversion rate for each specialty by considering the number of OPD patients admitted to the IPD and the total number of new OPD patients.

Ethical Considerations

Patient details will be highly confidential and will not be displayed. This study will be following the guidelines and regulations for the hospital

Implication of the research

The research implications include enhancing operational efficiency, improving the quality of care and resource utilization, benchmarking against industry standards, and informing strategic planning at Artemis Hospital. These findings can drive positive change, benefiting both patient care and overall hospital management