

SYNOPSIS

TITLE : OPTIMIZING THE FLOW OF PATIENTS AND REDUCING THEIR WAITING TIME IN OPD

INTRODUCTION : The study will aim to optimize and channelize the flow of patients' journey at the center. This will help to reduce the waiting time and lead to patient satisfaction.

RESEARCH QUESTION : 1) Why are patients waiting for so long?

2) What is the reason for their visit?

3) Do the patients know where to go next ?

OBJECTIVES : 1) To determine the areas where the waiting is more than the benchmark time.

2) To identify the reasons of delay of processes.

HYPOTHESIS : Relation between waiting time and patient satisfaction.

MATERIAL AND METHODS :

STUDY DESIGN – Observational study (cross sectional)

SETTING – Birla Fertility and IVF Center, Bhubaneswar, Odisha.

STUDY POPULATION :

Inclusion criteria – All new patients visiting the center, All follow up patients for the treatment of IVF, OPD patients.

Exclusion criteria – DONORS, patients taking any treatment except ivf, IPD patients.

Study Tools – Time tracking of patients through HIS, manual noting.

DURATION OF STUDY : 5-April-24 to 5-June-24

SAMPLE SIZE : 100

SAMPLE TECHNIQUE : Simple random sampling

DATA COLLECTION PROCEDURE : By collecting the patient data from GRE, Security, Nurses. Through observation.

OPERATIONAL DEFINITIONS.

DATA ANALYSIS PLAN.

ETHICAL CONSIDERATIONS : Consent

IMPLICATIONS OF RESEARCH : Inference will help is to come up with plans to reduce the waiting time for patients and enhance their experience.

REFERENCES.

Synopsis for Dissertation Submitted



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

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