
SYNOPSIS

Dissertation Topic:

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TITLE

“An Analysis of the Process Flow Improvement in Outdoor Patient Handling by the Online Slot Booking System”

Abstract:

The healthcare industry is undergoing significant changes due to technological advancements, and one notable innovation is the Online Slot Booking System (OSBS). This system aims to streamline the process of handling outpatients. This dissertation explores how OSBS can enhance the efficiency and effectiveness of outpatient services. The research employs a mixed-methods approach, integrating both quantitative and qualitative data. Quantitative data, gathered through surveys and statistical analysis, is used to assess improvements in waiting times, resource utilization, and patient satisfaction. Meanwhile, qualitative data, obtained via interviews and observations, provides insights into the implementation challenges and the perceived benefits of OSBS.

Introduction:

This study aims to evaluate how implementing an online slot booking system affects the process flow of handling outpatients in healthcare facilities. By examining the key elements of the online booking system and how it integrates with existing healthcare processes, this research seeks to offer insights into the system's effectiveness in enhancing patient flow and overall operational efficiency. Common issues such as long waiting times, inefficient processes, and overcrowded clinics have led to patient dissatisfaction and reduced operational efficiency. To address these problems, healthcare providers are increasingly adopting digital solutions like online slot booking systems.

Literature Review:

- Research indicates that online systems can markedly decrease waiting times, boost patient satisfaction, and enhance operational efficiency. Additionally, these systems have been found to improve resource utilization and simplify administrative tasks. However, concerns persist regarding the digital divide and privacy issues. The literature overall highlights the significance of online slot booking systems in modernizing healthcare delivery and enhancing patient outcomes. Further investigation is necessary to understand the long-term effects and best practices for implementing these systems in hospital environments.

Aim & Objective:

1. Aim:

- The aim of this study is to analyse the effectiveness of an online slot booking system in improving the process flow of outdoor patient handling in healthcare facilities.

2. Objectives:

- To review the current process flow of outdoor patient handling in healthcare facilities.
- To analyse the challenges and inefficiencies in the current process flow.
- To design and implement an online slot booking system for outdoor patient appointments.
- To evaluate the impact of the online slot booking system on reducing wait times.

Research Methodology:

1. Research Design:

- **Type of Study:** This research will utilize a quantitative design.
- **Study Setting:** The study will take place in a hospital environment.
- **Duration of Study:** The research will span three months.
- **Sampling Technique:** Participants will be selected using a convenient sampling method.

2. Data Collection:

- **Primary Data:** Information will be obtained through surveys and interviews involving patients, healthcare providers, and administrative staff.
- **Secondary Data:** Data will be sourced from hospital records and existing literature.
 - **Data Collection Tools:** The data collection process will utilize structured questionnaires and interview guides.

2. Data Analysis:

- **Quantitative Analysis:** The data will be analysed using statistical techniques such as descriptive statistics, regression analysis, and correlation analysis.
- **Qualitative Analysis:** Qualitative data from interviews will be examined using thematic analysis.

Conclusion:

In summary, this dissertation has examined the implementation and impact of an online slot booking system on enhancing the process flow of outpatient management in a hospital setting. The research began by addressing the challenges associated with traditional patient scheduling methods, highlighting the critical role of efficient scheduling in improving patient experiences and operational efficiency.

- The study then explored the design and development of the online slot booking system, detailing its key features and functionalities. The implementation process was discussed, including integration with existing hospital systems and staff training procedures.
- Through a thorough analysis of data collected before and after the system's implementation, this study has shown the significant improvements resulting from the online slot booking system.

References:

1. Websites:

- <https://www.himss.org/> - Healthcare Information and Management Systems Society (HIMSS)
- <https://www.ahrq.gov/> - Agency for Healthcare Research and Quality (AHRQ)
- <https://www.ama-assn.org/> - American Medical Association (AMA)