

SYNOPSIS FOR DISSERTATION

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Batch 27

1. **TITLE:** A STUDY ON QUALITY OF SERVICES AT EMERGENCY DEPARTMENT

2. **INTRODUCTION:** The Emergency Department in a Hospital is the first point of Contact for a Patient seeking acute care at a hospital. Emergency Department plays a crucial role in ensuring People's Health and saving lives in disasters and accidents. Considering the importance of Emergency Departments in Healthcare System and the high mortality rate of patients referred to these departments, it is crucial to provide Quality Services in Emergency Departments, with the aim to encourage healthcare Organisation to join quality Journey, NABH has developed Certification programme for Emergency Department in consultation with various stakeholders in the country.

3. **RESEARCH QUESTION:**

- (i) Does higher quality of service in the emergency department lead to better patient outcomes (reduced length of stay, fewer readmissions)?
- (ii) What factors most influence patient satisfaction with care received in the emergency department?
- (iii) Is there a relationship between wait times and patient perception of the quality of care in the emergency department?
- (iv) Does the physical environment of the emergency department (cleanliness, noise level, etc.) impact patient perception of care quality?

4. **OBJECTIVES:**

The objectives of the study include: (i) to assess the quality of service at the Emergency Department using NABH Standards. (ii) To find out the facilitating and hindering factors of the quality of services at the Emergency Department. (iii) identify the key performance indicators for quality of care in the ED.

5. **HYPOTHESIS:** A study will be conducted through survey, collection of data and document review to understand the patient satisfaction levels, Waiting times, Resource allocation, Triage Acuity, undergoing treatment..

6. **MATERIAL AND METHODS:**

- **Study Design:** systematic reviews, Cross sectional surveys, Patient surveys, Medical record review, staff interviews Retrospective reviews

- **Settings:** The research work is to be conducted with Ayushmi Healthcare Consultancy, located in pink city (Jaipur).
- **Duration of Study:** 3 months
- **Inclusion criteria:** Adult patients (18 years and older)
- **Exclusion criteria:** Patient with cognitive impairment or those deemed too ill to complete the survey

7. **DATA ANALYSIS PLAN:** Data Analysis Plan is Summarize key variables with descriptive statistics (e.g., mean, median, standard deviation).

Visualize data trends with charts and graphs (e.g., histograms, scatter plots).

Identify potential outliers and investigate their causes.

8. **ETHICAL CONSIDERATIONS:** Ethical considerations play a crucial role in ensuring the integrity of such endeavours. Firstly I ensure patient anonymity throughout the study. I don't use identifiable information in data collection or reporting.

Obtain informed consent from patients or their authorized representatives, explaining how their data will be used.

9. **IMPLICATIONS OF RESEARCH:** Research on the quality of services in emergency departments (EDs) can have several important implications,

Improved patient experience

Enhanced patient outcomes

Resource allocation the study can help identify areas where ED resources are strained, such as staffing shortages or inefficient use of equipment. This information can be used to optimize resource allocation and improve departmental efficiency.

10. **REFERENCES:**

- (i) <https://www.healthcatalyst.com/insights/emergency-department-quality-improvement-transforming-delivery-care>
- (ii) <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9885566/>