

ABOUT THE HOSPITAL



- Lead by the vision of Late. Dr. Prabhath Kumar of establishing state of the art treatment facility in Bihar. Dr Prabhath memorial hiramati hospital initiated by Alumni of AIIMS, New Delhi is a boon for patients seeking medical help.
- The hospital is committed to provide the highest possible standard of care and treatment in a professional and compassionate manner to every person who avails of our services.
- We believe in building a first class patient focused service based on high quality and evidence based practice throughout the organization



Mission

TO provide ethical compassionate and affordable healthcare to all.

Vision

Treat the sick with passion and compassion encompassing all peoples and advancements.

STRENGTHS

- Dedicated consultant for emergency trauma and critical care 24*7
- Easily accessible top management
- Public relation activity through education and awareness
- infrastructure
- Empathetic caring environment
- Empaneled with PM-JAY with maximum surgical procedure

WEAKNESS

- Less brand recognition in the market
- Information bottleneck in middle management level
- The hospital is away from the Patna city
- Horticulture is not present

SWOT

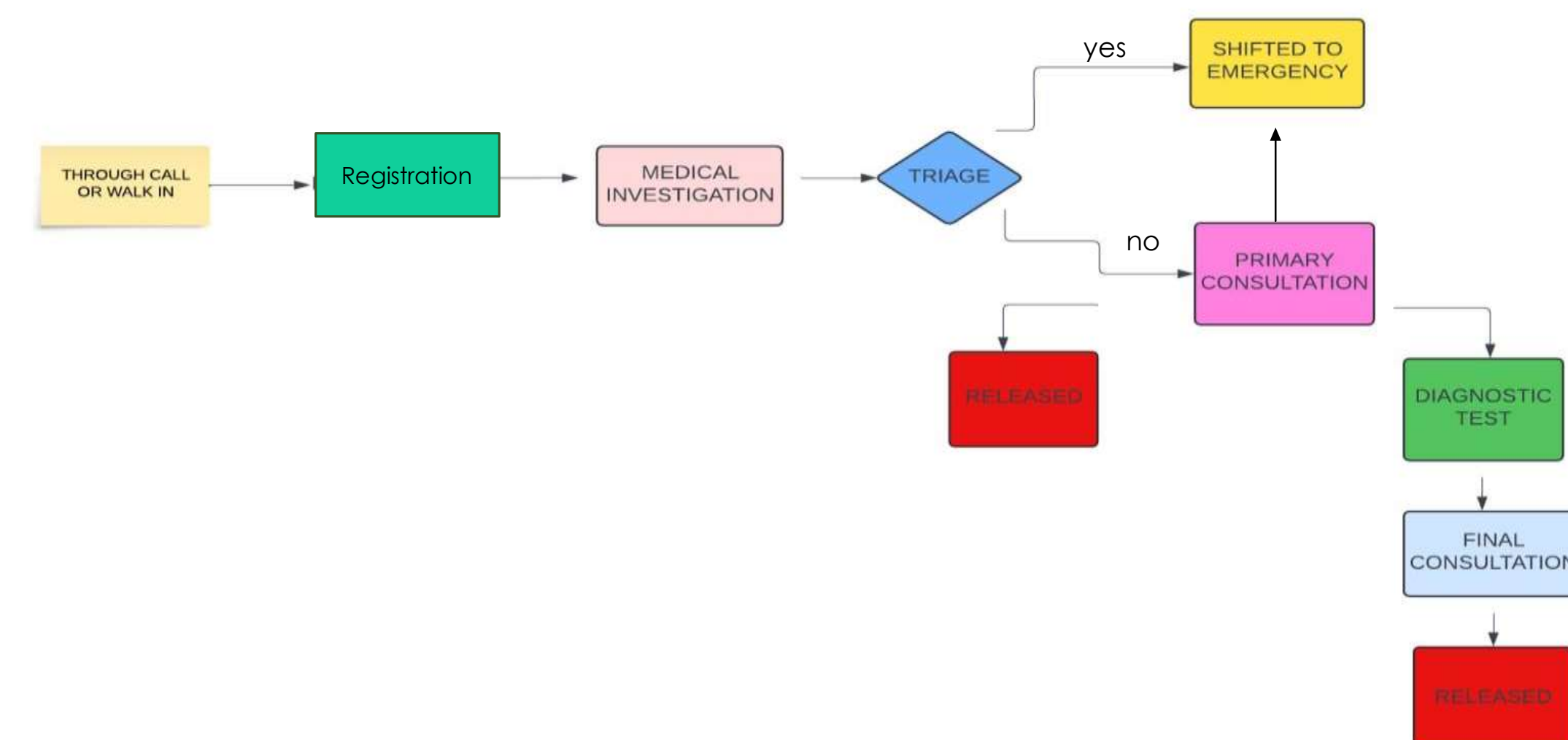
OPPORTUNITIES

- Availability of dedicated consultant around the clock 24*7
- Accessibility and affordable for everyone
- Very few hospital for this type of specialty in near by area
- Growing population and healthcare awareness
- Investing in advance healthcare technology

THREATS

- Changing insurance policies in the healthcare sectors
- Increasing competition in the market
- Changes in medical practices, government regulation can impact the hospital

OUTPATIENT CONSULTATION PROCESS IN DR PRABHAT MEMORIAL HIRAMATI HOSPITAL



ORGANISATION STRUCTURE



FOUNDER

DIRECTORS (6)

QUALITY AND IT HEAD HR TEAM NURSING SUPERINTENDENT FACULTY HEAD FINANCE HEAD SALES AND MARKETING OPERATIONS MEDICAL SUPERINTENDENT

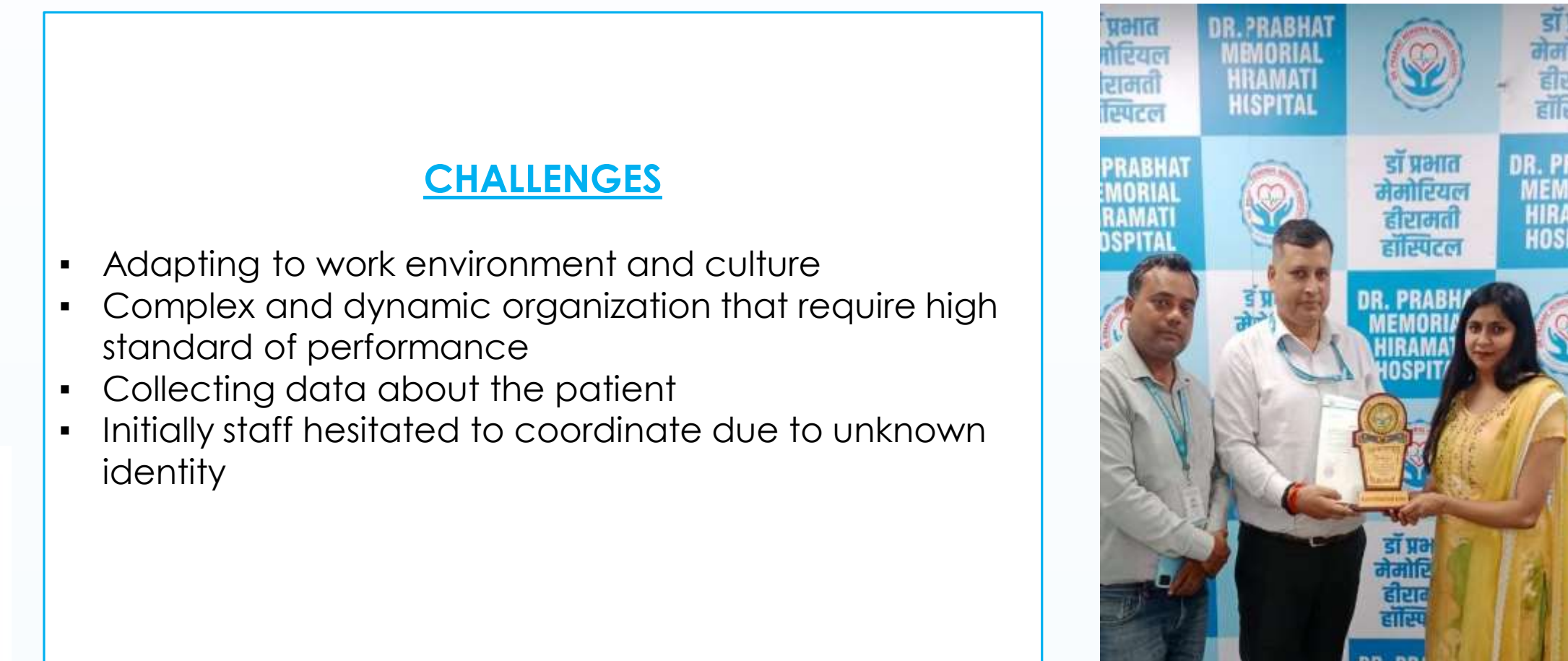
IT TEAM NURSES FINANCE TEAM MARKETING CONSULTANT

GDA

SECURITY

HOUSEKEEPING

OUTPATIENT CONSULTATION PROCESS.



CHALLENGES

- Adapting to work environment and culture
- Complex and dynamic organization that require high standard of performance
- Collecting data about the patient
- Initially staff hesitated to coordinate due to unknown identity

LEARNING

- Learn about the outpatient consultation process
- learn how different department are interrelated
- Learn about various different terminology, and different diagnostic test and what is the approximate tat of the test.
- Gap in the outpatient department
- Communication skill also become better

THEORETICAL INSIGHTS AND PRACTICAL OBSERVATIONS

- Theoretical works helps to understand the fundamental concepts and helps to know how the somethings works
- Practical knowledge helps us to face critical and complex situation
- Theoretical gained knowledge about each and every departments practically how each departments works in a coordinated way
- Theoretical gained knowledge about the disaster management and different safety codes practically attended the training and explained what to do if any mishappening occurs
- Theoretical gained knowledge about communication skill verbal and non verbal practically able to communicate well

OBJECTIVES

- To study the outpatient consultation process
- To study the factors involved in the process of outpatient consultation
- To find out the factors effecting delay of outpatient consultation
- To study the role and responsibilities of opd personnel during the outpatient consultation.

METHODOLOGY

An observational study was done on opd consultant process

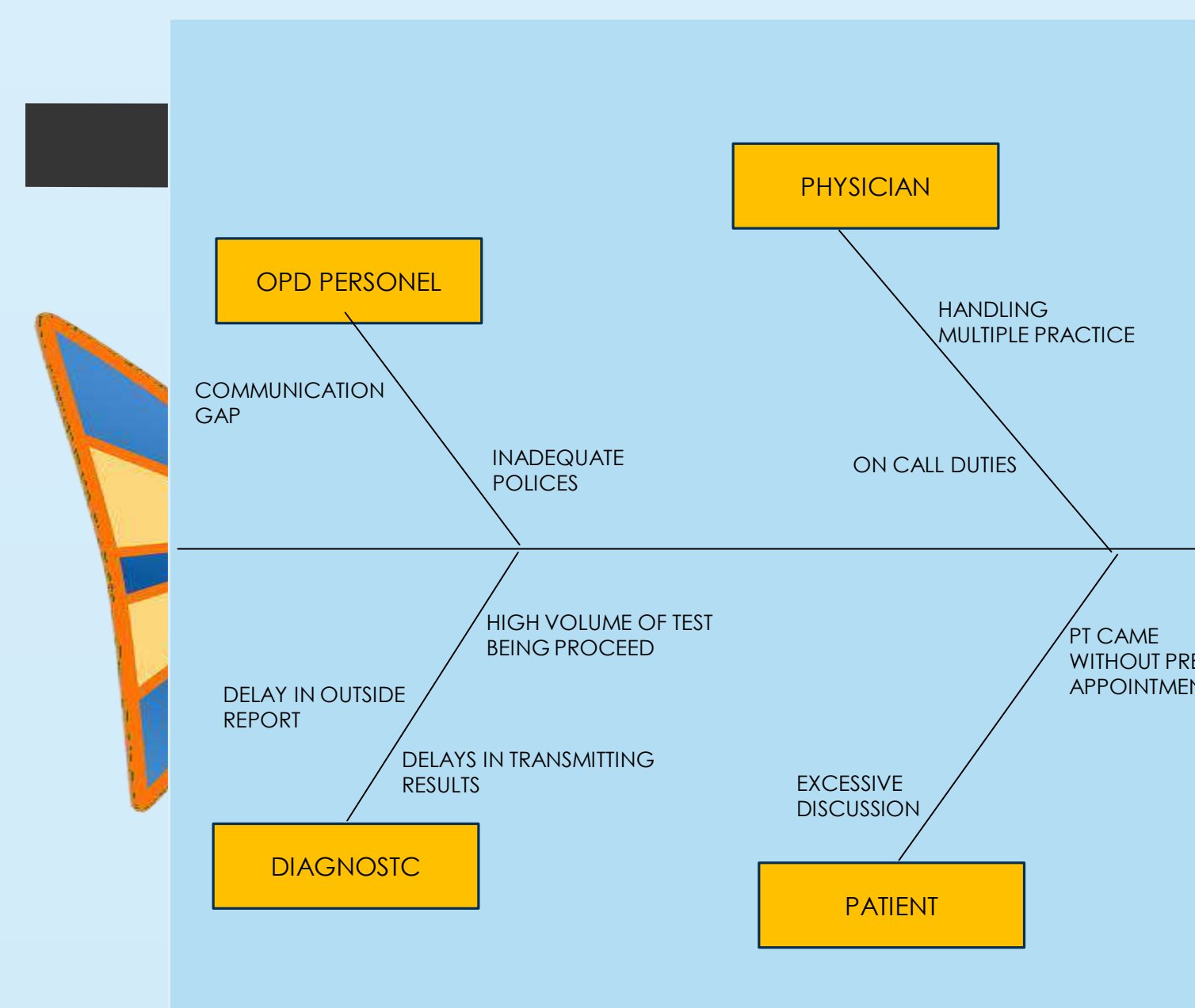
An observational study of workflow was done from 25.06.2024 to 11.07.2024

The patient were track during various phases of opd consultant registration -MI -PRIMARY CONSULTATION - DIAGNOSTIC - FINAL CONSULTATION

Time was noted for each phase and remarks were noted for reasons which delays the consultation process

Data analysis - data was analyzed with the help of MS-excel

FISH BONE DIAGRAM FOR OUT PATIENT CONSULTANT DELAY



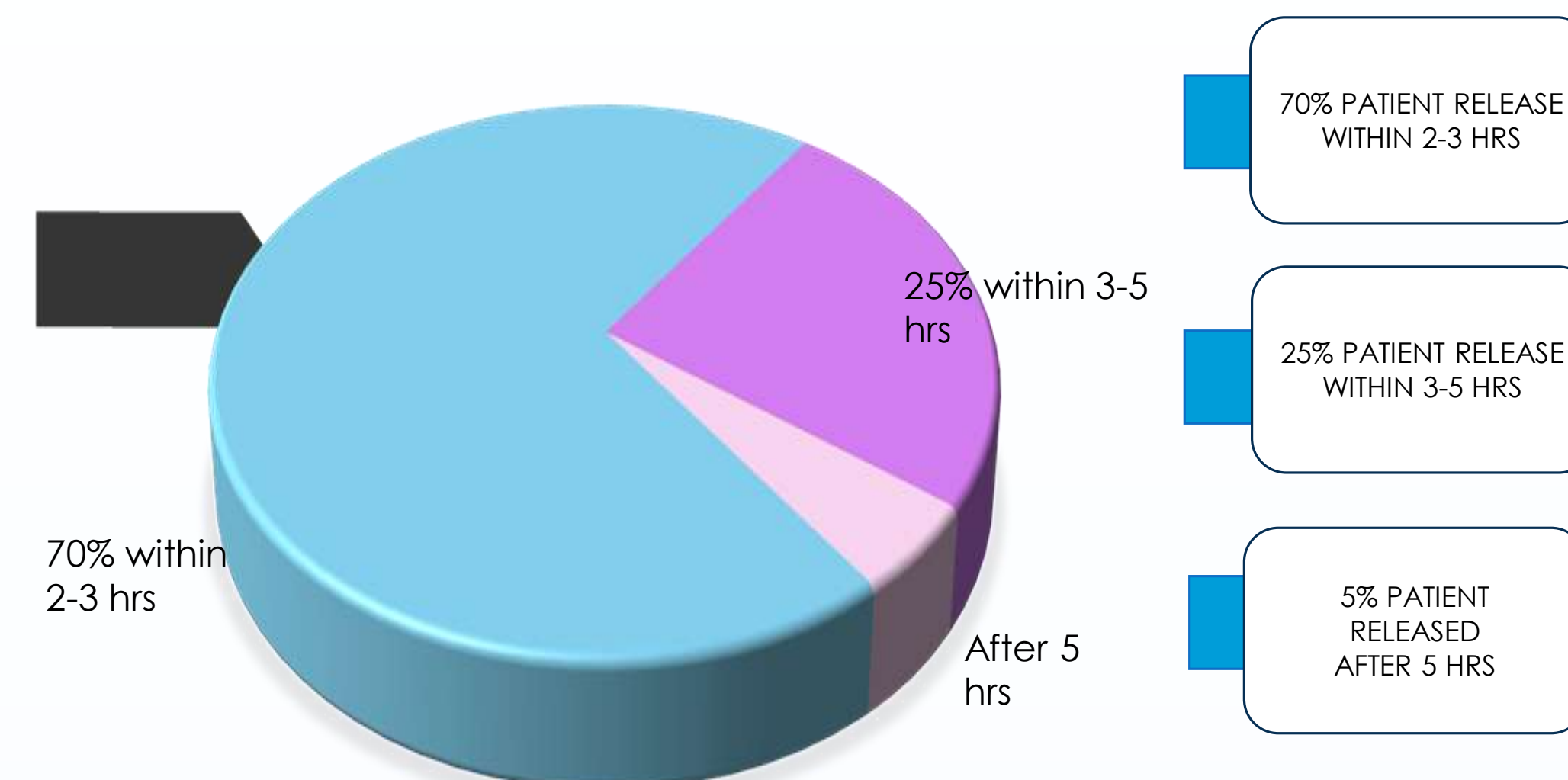
ANALYSIS

The analysis of the outpatient consultation process is slightly high to the ideal time. It is should be approximately in between 2-3 hrs. The 100 sample size is selected. 70 patients released within 2-3 hrs, 30 patient released after 3 hrs. The reason found out to be maximum delay is not following opd matrix 27%. Waiting for the reports is the reason of 26.66% delays. No prior appointments can be the reason of 21% delays

Consultant time due to handling multiple practices and on call duties can be the reason of 14% delays Inadequate polices and miscommunication can cause delays of 10% patient.

It was found out that main delays is due to outside report and not following opd matrix. It effect older patient as well as newer patient.

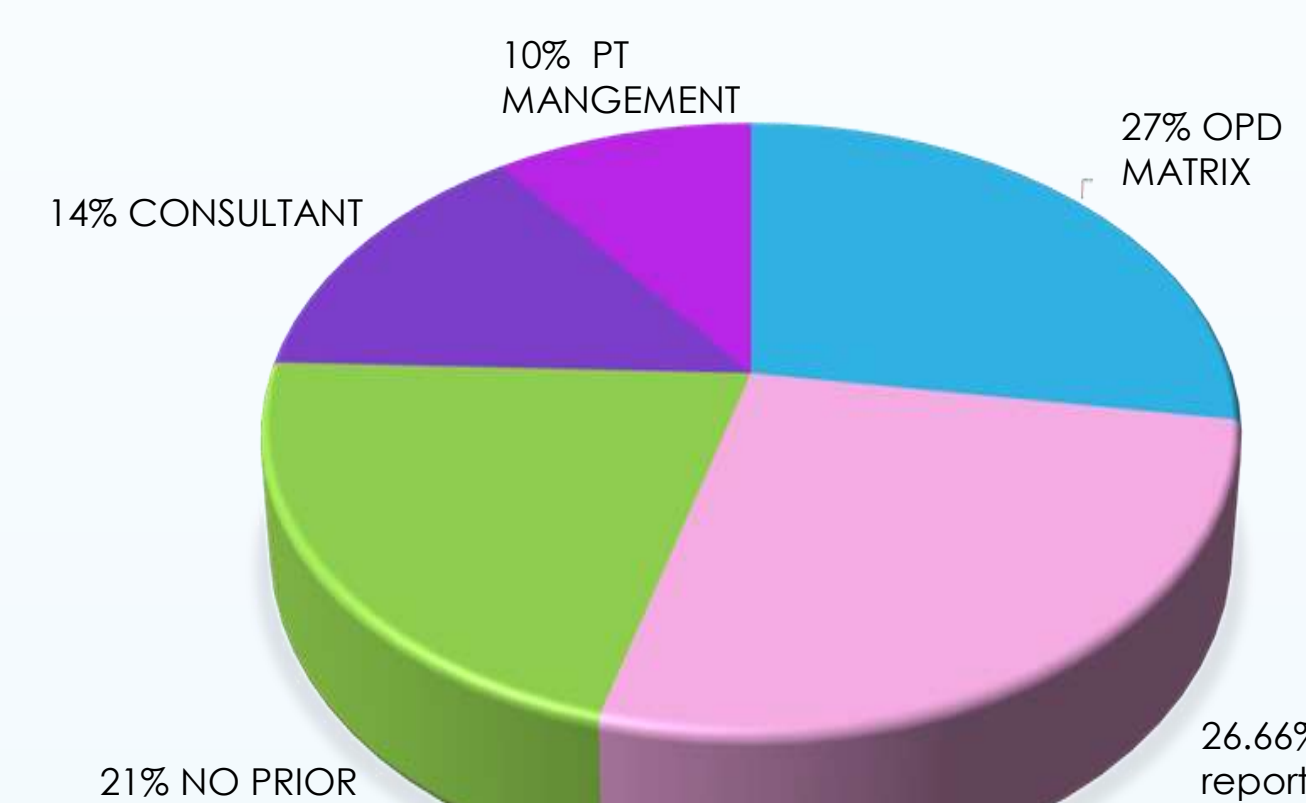
OPD consultation time taking the data of 100 patient



DELAY REASON IN OPD

CAUSE	PERCENTAGE
OPD MATRIX	27%
REPORTS	26.33%
NO PRIOR APPOINT.	21%
CONSULTANT TIME	14%
PT. MANAGEMENT	10%

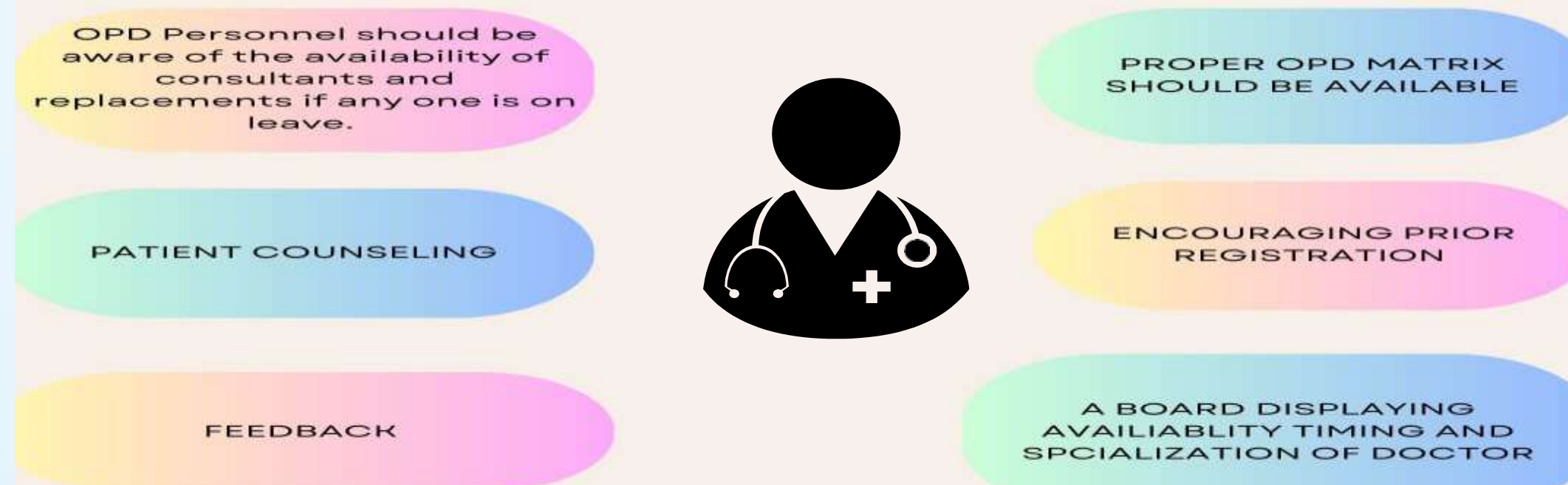
In some cases delays has been observed due to multiple reasons
Mainly in those cases were delays exceed more than 4 hrs



Older patient delay mainly due to not following opd matrix
Newer patient delay due to no prior registration



Recommendation



Doctor Name	Available days	Available Time	Replacem ent Needed?	Replaceme ni Doctor	Notes
Dr. Raju Ranjan	Mon, Wed, Sat	10:00 am - 4:00 pm	No	N/A	Regular schedule
Dr. Satish Kr.	Mon-sat	10:00 am - 4:00 pm	Yes	Dr. Atul	Dr. Satish attending a conference
Dr. Atul Tiwari	Fri- Wed	10:00 am- 5:00 pm	no	N/A	Regular schedule
Dr. Shiraaz	Mon - Thurs	10:00 pm -6:00 pm	Yes	Dr. Ranjeet	Dr. Shiraaz is in surgery
Dr. Syed	Mon -Thurs	12:00pm- 5:00 pm	Yes	Dr. Raju Ranjan	Dr. Syed is on leave

RECOMMENDATION OF OPD MATRIX DESIGN

- Opd personnel knows the availability of doctors.
- Leading to boosting advance registration
- Reducing waiting time in opd that increase patient satisfaction and fewer walkaways
- Helps clear communication between patient and healthcare staff
- Provides patient with a clear follow-up schedule
- Equal distribution of time for each patient
- Leading to increase ipd admissions

BENEFITS OF PROPER OPD MATRIX

USEFULNESS OF INTERNSHIP

- Practical exposure about the hospital and hospital management system
- Enhanced learning on hospital management system
- Building professional network
- Learning public relation
- Improved my skills like time management, working as a team, coordination

