

ENHANCING OPERATIONAL EFFICIENCY AND PATIENT SATISFACTION IN THE INTERVENTIONAL RADIOLOGY

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Enrollment No.: 1468

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MEDANTA-THE MEDICITY

- Established in 2009, Medanta has had 5 branches over the last 15 years. The hospital combines cutting-edge technology, world-class infrastructure, and renowned medical professionals to provide exceptional healthcare services.
- It is a 1,391 bed multi-specialty, tertiary care healthcare organisation.
- It is a NABH, NABL, and JCI accredited organisation.
- Medanta has a renowned organ transplant program, including heart, kidney, liver, lung, and bone marrow transplants.



OUR PHILOSOPHY



Vision

Our organization is governed under the guiding principles of providing affordable medical services to patients.



Mission

Our mission is to deliver world class, patient centric, integrated and affordable healthcare through a dynamic institution that focuses on the development of people and knowledge

SPECIALITIES			
Musculoskeletal Disorders and Orthopaedics	Clinical and Preventive Cardiology	Emergency and Trauma Care	Chest Surgery-Chest Onco Surgery and Lung Transplantation
Cancer Institute	Cardiac Surgery	Endocrinology and Diabetology	Heart Hospital
Breast Cancer	Urology and Andrology	Gynaecology and Gynae Oncology	Obstetrics and Gynaecology
Head and Neck: Oncology	Neurosciences	Internal Medicine	Electrophysiology and Pacing
Medical and Haematoma Oncology	Liver Transplantation and Regenerative Medicine	ENT, Head & Neck Surgery Hospital	Dental Sciences
Radiation Oncology	Ayurvedic Medicine	Paediatrics	Dermatology
Critical Care and Anaesthesiology	Kidney and Urology Institute	Ophthalmology	Laboratory Medicine. Pathology and Blood Bank
Digestive and Hepatobiliary Sciences	Nephrology	Radiology and Imaging	Peripheral Vascular and Endovascular Sciences
Gastroenterology	Clinical Immunology and Rheumatology	Respiratory and Sleep Medicine	
GI Surgery, GI Oncology and Bariatric Surgery	Interventional Cardiology	Plastic, Aesthetic and Reconstructive Surgery	

INTRODUCTION

Interventional radiology is a medical specialty that uses image-guided treatments to diagnose and treat a wide range of illnesses.

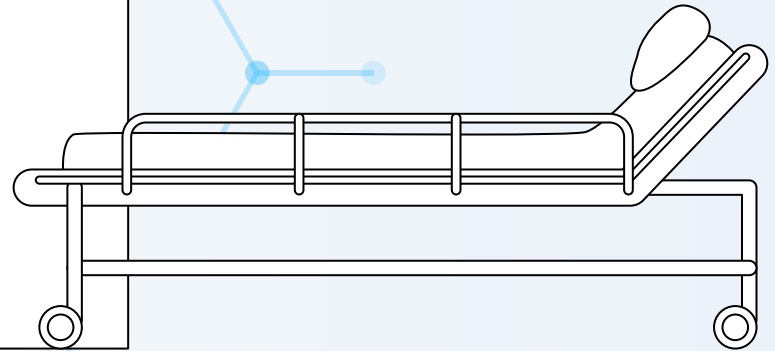
It is essentially a less invasive method of performing procedures or administering treatments that uses medical imaging for guiding.

Interventional radiologists visualize internal organs and tissues using computed tomography scans, ultrasound, magnetic resonance imaging, fluoroscopy, and X-rays. This minimizes damage to nearby healthy tissues and enables them to precisely target the therapy location.



RESEARCH PROBLEM

How can operational efficiency and patient satisfaction be improved in the Interventional Radiology Department at Medanta Gurugram?



OBJECTIVES

To assess the current scheduling processes for procedures in the IR department.

01

To evaluate the financial clearance process for procedures.

02

To analyse the utilization of checklists for procedures.

03

To ensure patients' NPO status is maintained as required for procedures.

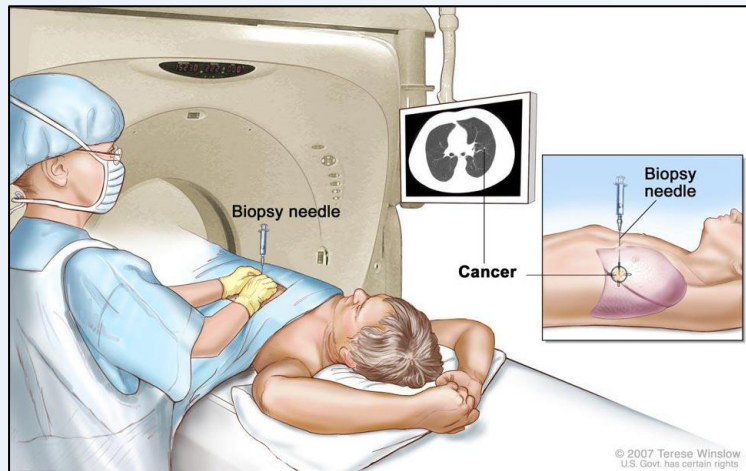
04

To identify areas for improvement and propose actionable recommendations to enhance operational efficiency and patient satisfaction.

05



METHODOLOGY



Study design

Cross-sectional

Study setting

IR Department at
Medanta Gurgaon

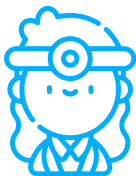
Study duration

25 days, from April 5 to
April 30

Data collection & analysis

Microsoft Excel.

Study Population



Inclusion Criteria

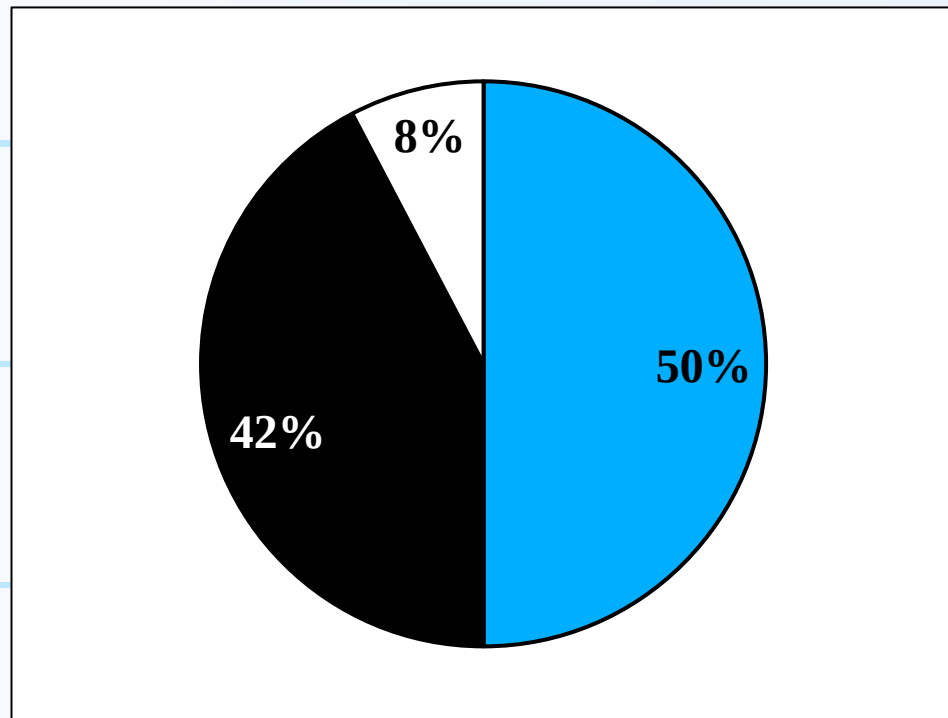
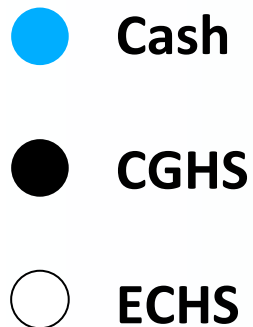
Scheduled patients

Exclusion Criteria

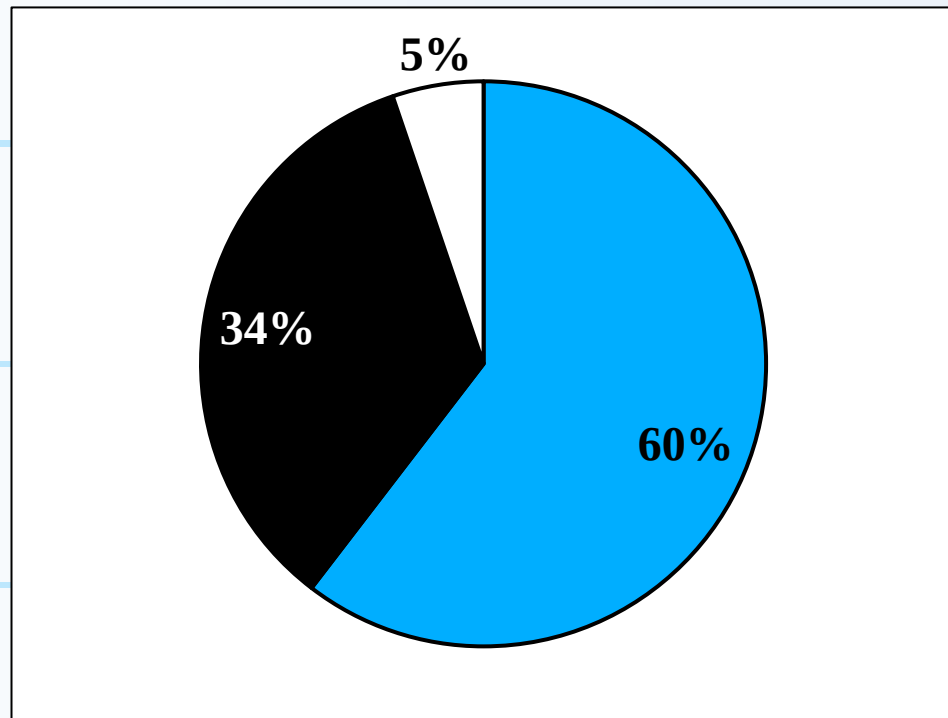
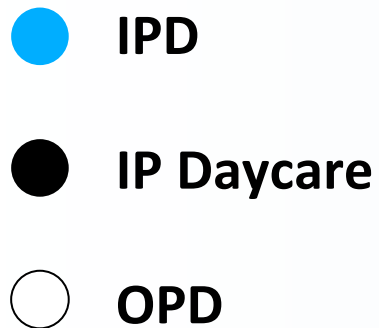
Unscheduled patients



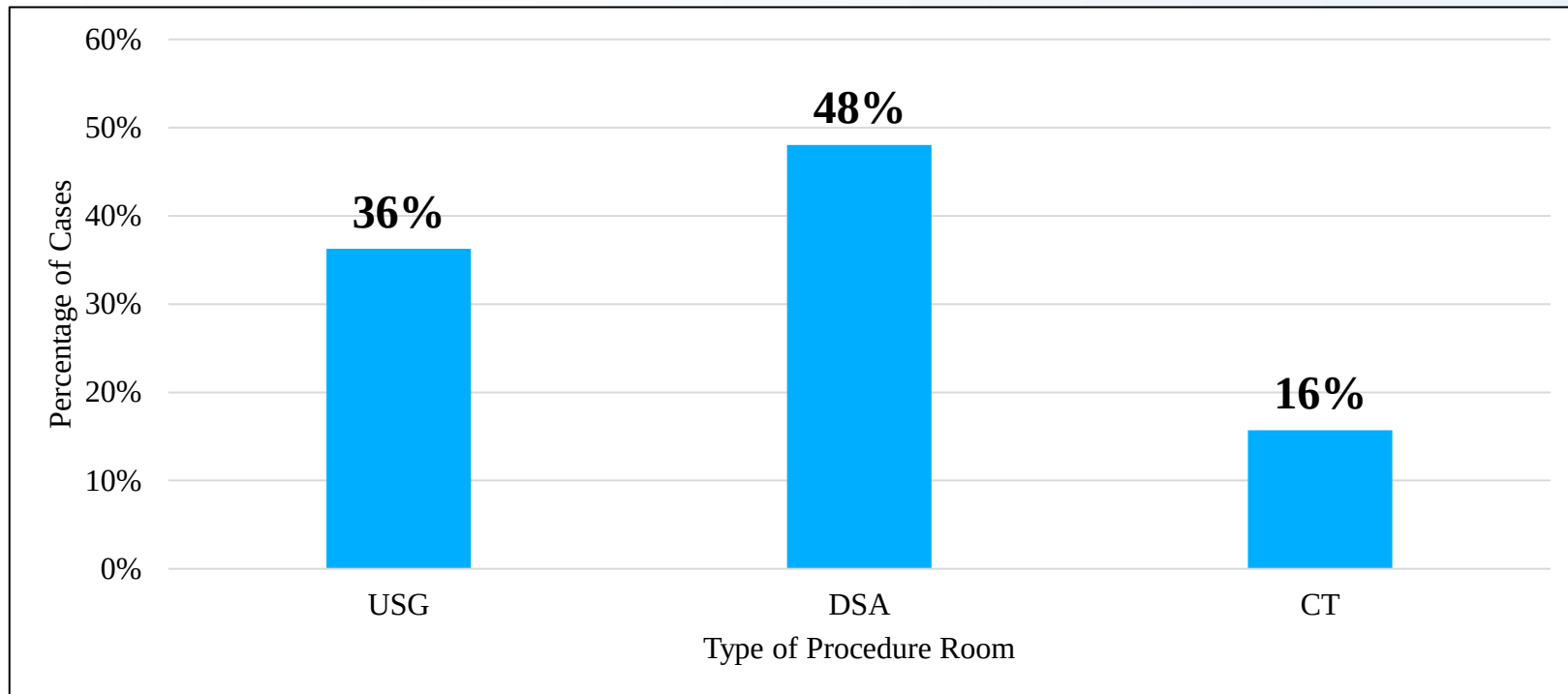
Distribution of Cases by Billing Category



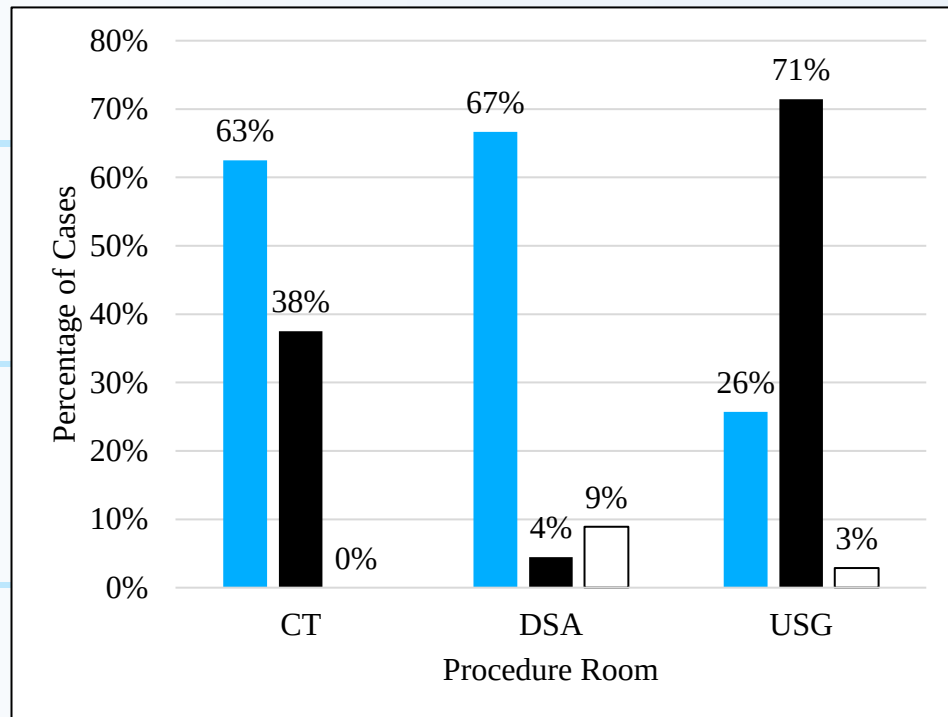
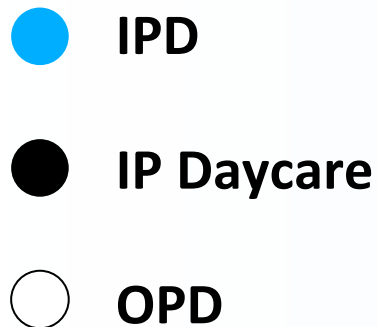
Distribution of Cases by Patient Source



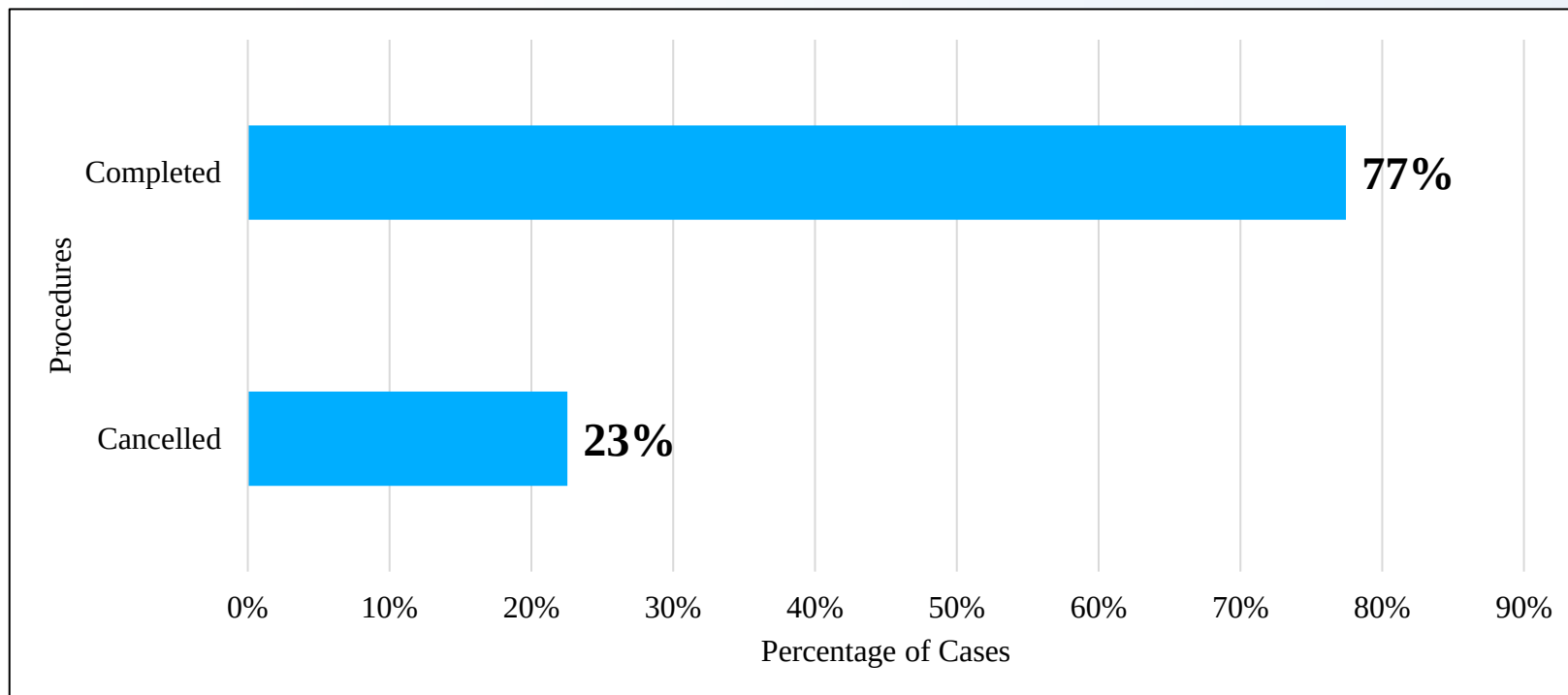
Procedure Room Distribution



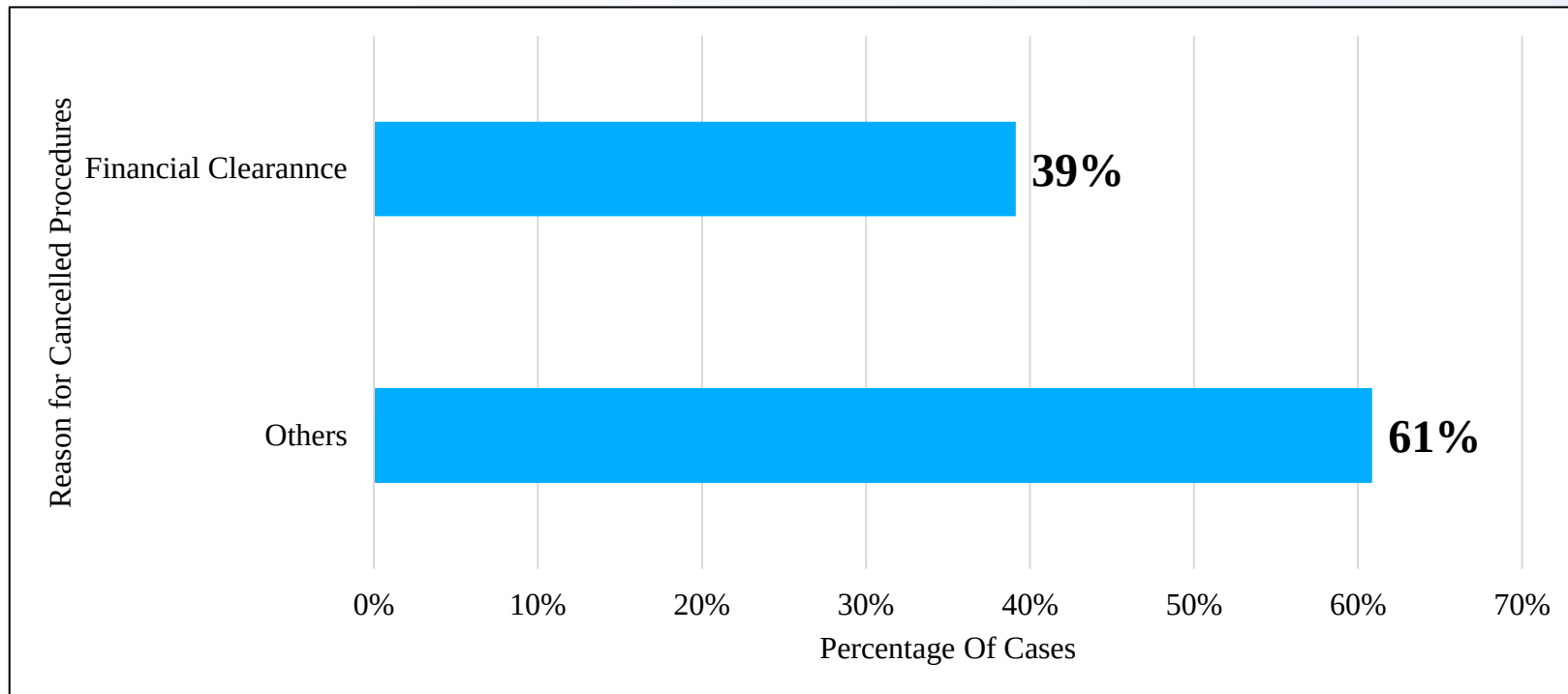
Utilization Patterns of Procedure Rooms by Patient Source



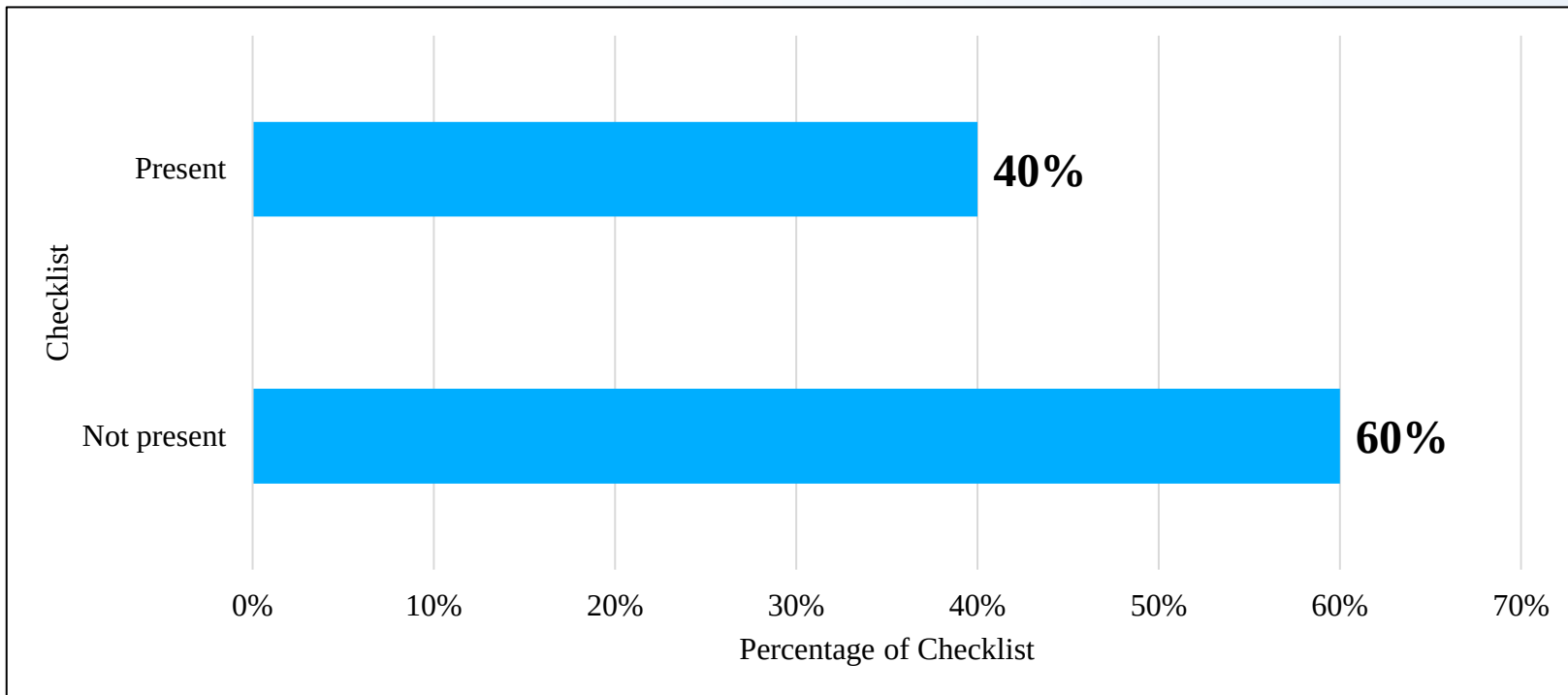
Procedure Completion Rates and Reason for Cancellation



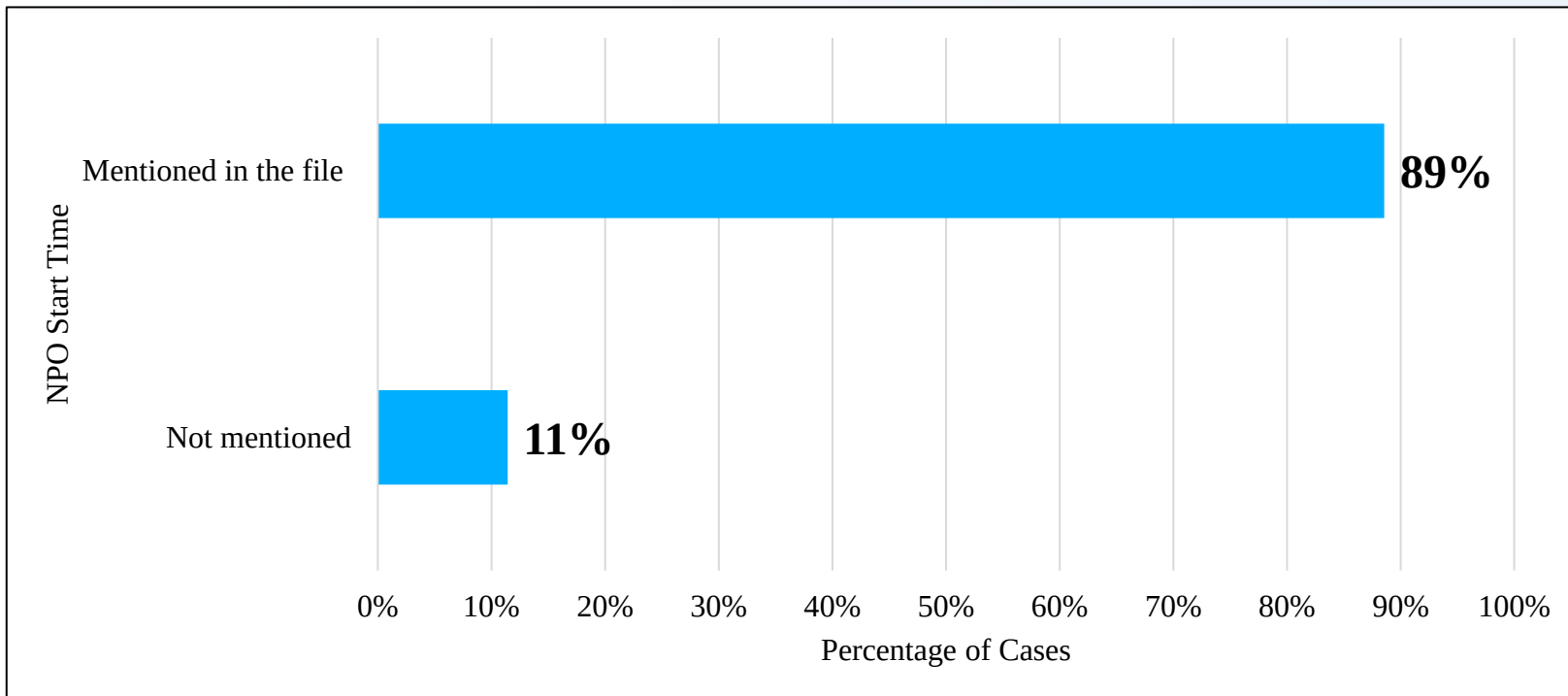
Procedure Completion Rates and Reason for Cancellation



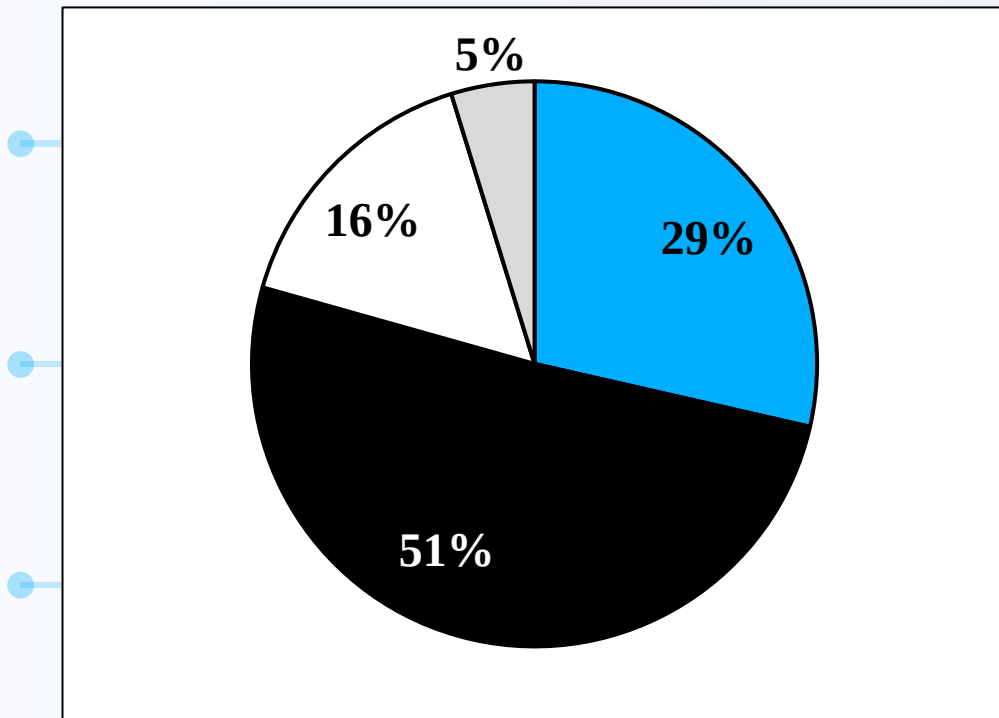
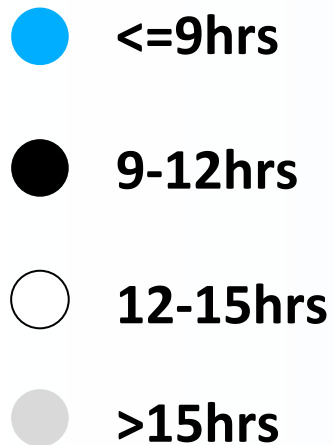
Checklist Compliance



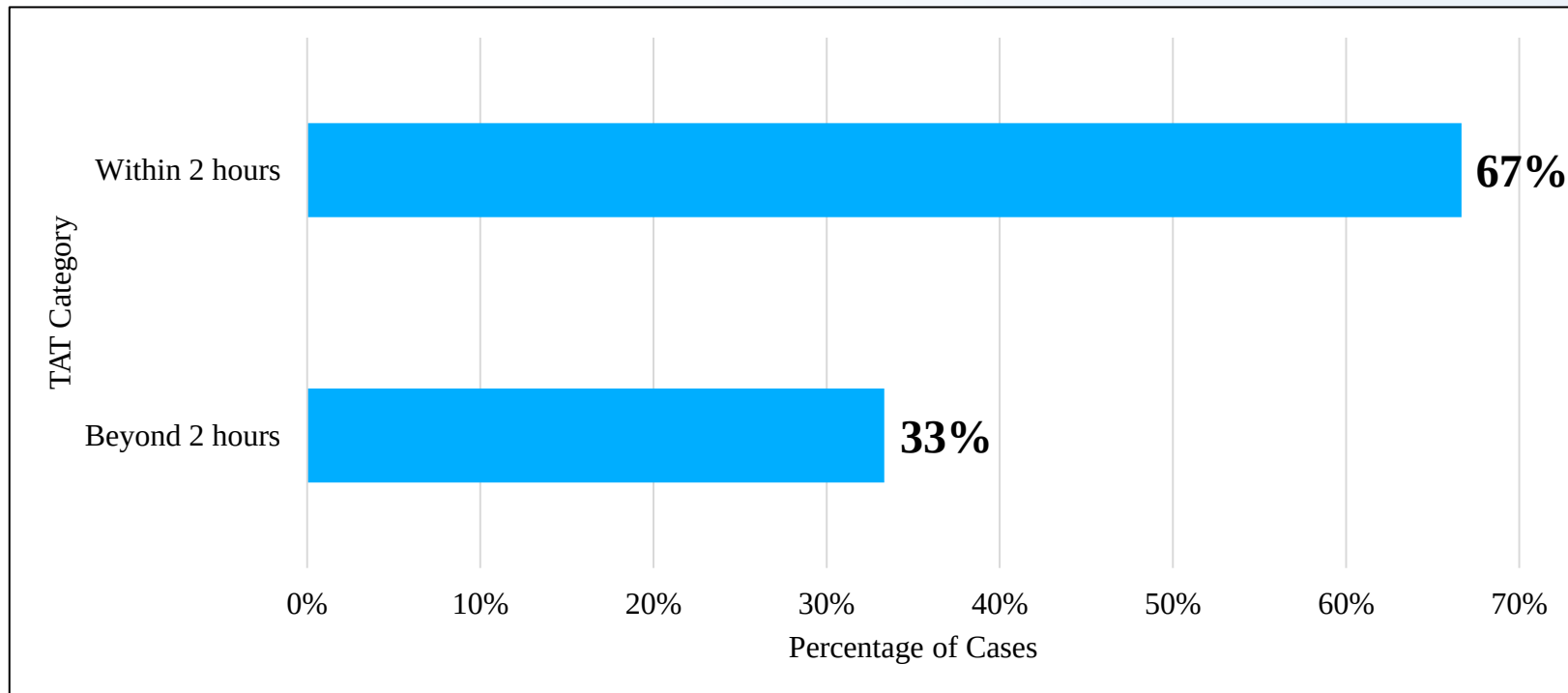
Compliance with Mentioning NPO Time on Patient Files



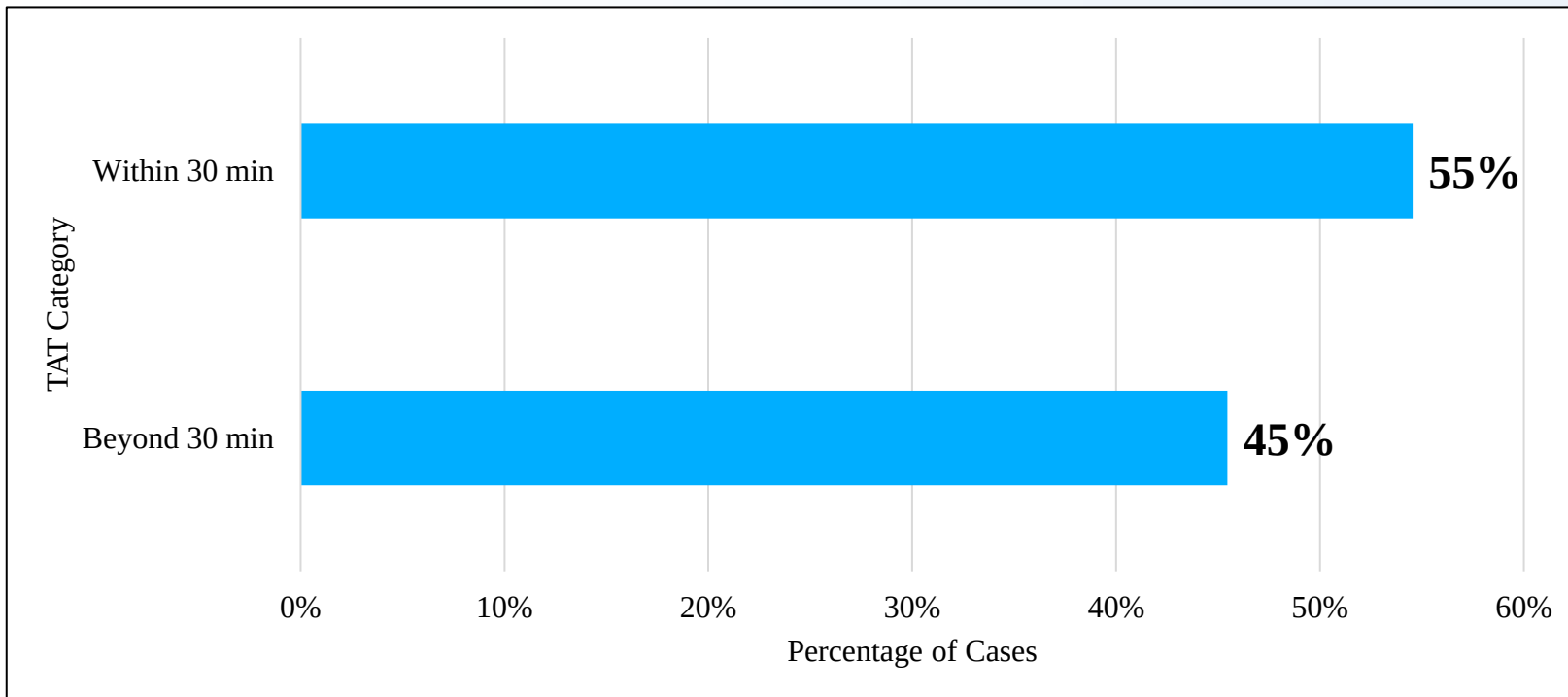
NPO Status



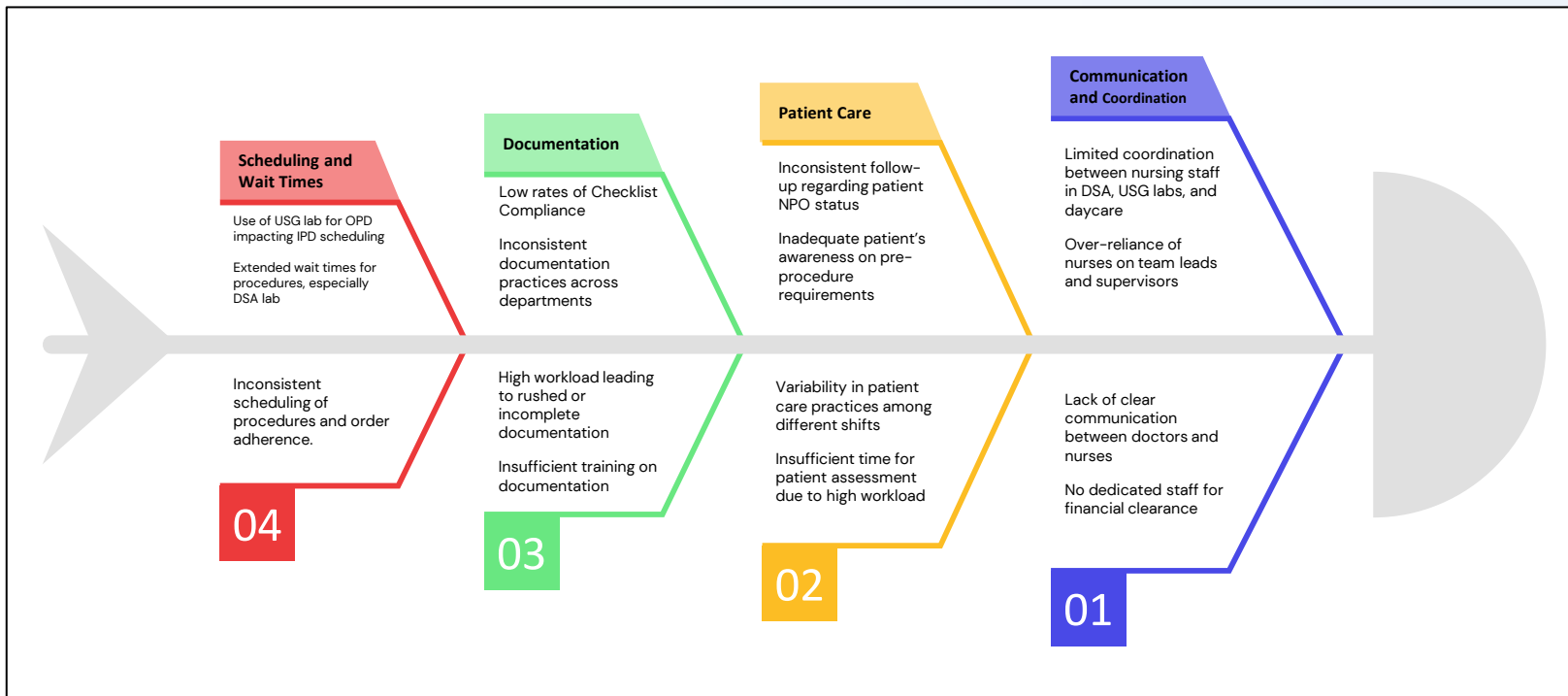
Preoperative Wait Time Compliance for IR Daycare Patients



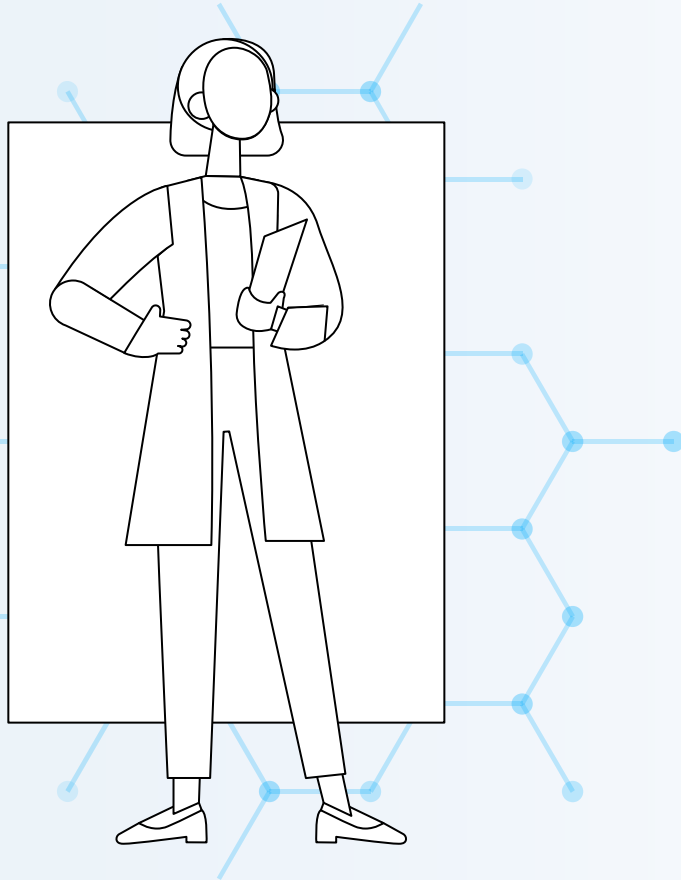
Preoperative Wait Time Compliance for IPD Patients



Fish-Bone Analysis of Operational Inefficiency & Patient Dissatisfaction



Recommendations



- ❑ **Communication and Coordination**
 - Assign individuals from each lab to act as communication bridges between different departments, including daycare nurses, lab staff, and doctors
 - Have OPD nurses coordinate with TLs to stagger patient calls from the floor, minimizing wait times for IPD patients
- ❑ **Financial Clearance**
 - Appoint a dedicated staff member to facilitate financial clearance coordination with patients and doctors, ensuring timely scheduling and orderly procedures

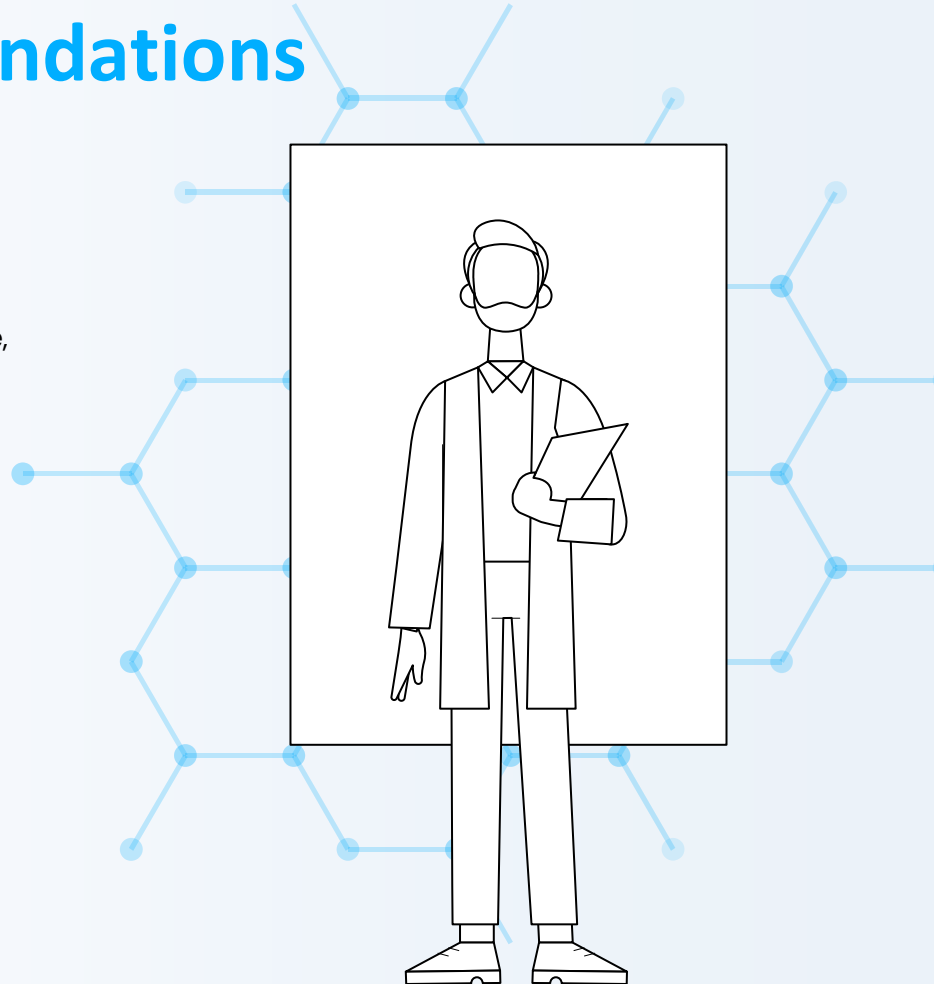
Recommendations

□ Streamlined Patient Care:

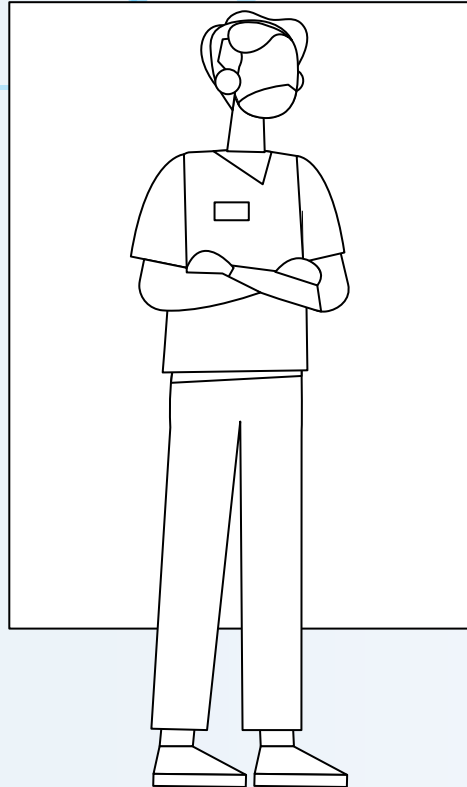
- Assign a specific doctor for OPD-based cases within the OPD area to streamline patient care and reduce wait times for IPD procedures
- Establish a team comprising a TL, one USG nurse, one DSA nurse, and the nursing supervisor to coordinate with doctors regarding NPO status and ensure proper patient preparation

□ Operational Continuity:

- Limit the number of daycare nurses fetching patients to three at a time, while ensuring two nurses remain in the daycare to maintain operational continuity.
- Task DSA staff with notifying the TL approximately 30 minutes before procedure completion to facilitate timely patient transitions



Recommendations



- ❑ **Checklist and Protocols:**
 - Implement a protocol for OPD nurses to verify checklist attachment with prescriptions and for TLs to ensure checklist attachment with doctor's progress sheets
 - Recommend scheduling the first patient of the day from the cash category, as their financial clearance process tends to be faster
- ❑ **Training and Skill Development:**
 - Provide training sessions to enhance communication and teamwork skills among nursing staff and doctors
 - Implement skill development programs to empower nurses with the necessary expertise for efficient patient care

Thank You