

Evaluation of USG TAT in radiology department: A DMAIC study



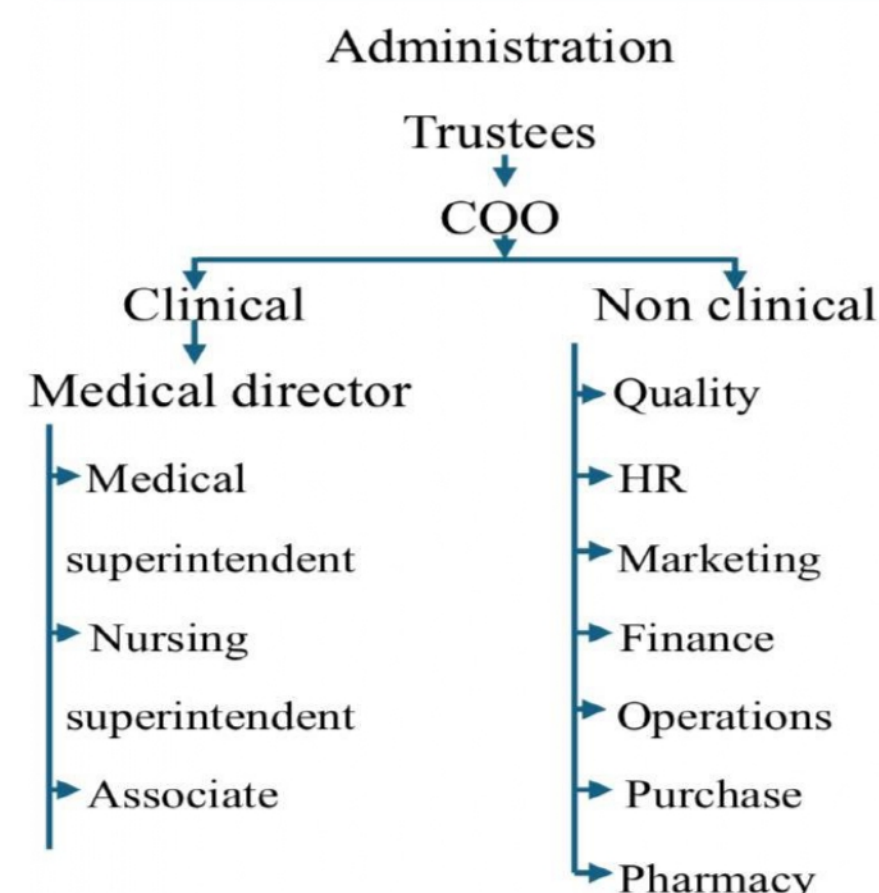
Introduction:

- Aditya Birla Memorial Hospital (ABMH) is a multi-specialty medical centre located at Pimpri-Chinchwad, Pune. The quaternary healthcare centre provides high quality and cost-effective medical services
- It is Maharashtra's First Joint Commission International and National Accreditation Board for Hospital accredited hospital, and also India's first HACCP and ISO: 22000:2005 certified hospital.
- It is a private limited organization and Mrs. Rajashree Birla, chairperson of the Aditya Birla Foundation.

Vision: Excellence first and always

Mission: Compassionate quality care

ORGANISATION STRUCTURE



Difference between practical exposure and theoretical experience -

- Practical** exposure involved hands-on experience with the operational aspects, such as observing procedures, understanding equipment functionality, and interacting with hospital staff and patients.
- Theoretical** understanding helped in making informed management decisions, ensuring compliance with regulations, implementing best practices and enhanced knowledge of hospital principles.

By: DR. SAKSHI TOSHNIWAL HM-28 ROLL NO.: 1876
FACULTY MENTOR: VARSHA TANU
ORGANISATION MENTOR: DR. ASHUTOSH SRIVASTAVA

SWOT ANALYSIS

Strengths - Advanced Technology - Highly trained hospital staff - High standards of care and trust	Weaknesses - Constant need to update and maintain cutting-edge technology, can be financially demanding. - High demand lead to longer wait times
Opportunities - Introducing new technologies and services - Reaching underserved and rural locations by utilising tele services..	Threats - Growing number of private hospitals offering similar services - Modifications in policies and regulations could impact daily operations

Methodology :

- Study type: observational study
- Sample size: 200 patients
- Inclusion criteria: All OPD patients entering radiology department for USG procedure .
- Exclusion criteria: IPD patients for USG procedures, other radiological tests

Learnings:

- Observed the flow of accident and emergency department, IPD, OPD and radiology department
- Got familiar with Hospital information system and radiology hospital information system
- Got to learn how to communicate with staff and patients

Findings:

- Target TAT: 2 hours from order to report completion.
- Current percentage of patients exceeding TAT: $81/200 \times 100 = 40.5\%$
- Current percentage of patients within TAT: $119/200 \times 100 = 59.5\%$

Usefulness of internship:

- Better exposure to hospital work and culture
- Understanding working of various aspects of hospital including accident and emergency department, IPD and radiology department along with interaction with organisation experts
- Gained confidence and valuable work experience

Challenges faced during internship:

- Took time to adapt to organisation's work culture
- Uncooperative behaviour of some staff

Recommendations for improvement:

- Revise scheduling protocols to minimize conflicts and reduce wait times. Improve interdepartmental communication to prioritize urgent cases efficiently.
- Allocate resources based on real-time demand and patient load.
- Upgrade IT systems to facilitate faster order entry, image processing, and report generation to simplify the documentation process.
- Implement patient reminder systems to ensure timely arrival and preparation. Develop protocols to handle complex cases more efficiently.