

OPTIMIZING RADIOLOGY PATIENT WAITING TIMES : ENHANCING EFFICIENCY, EFFECTIVENESS AND PATIENT SATISFACTION



ABOUT THE ORGANIZATION

PSRI is a 201 bed multi-specialty hospital with world class infrastructure which is offering comprehensive inpatient and outpatient services in Delhi.



FINDINGS

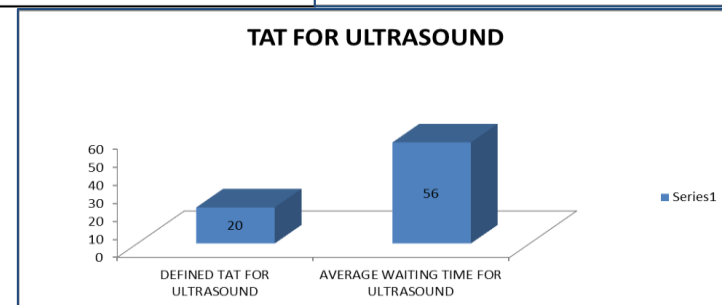
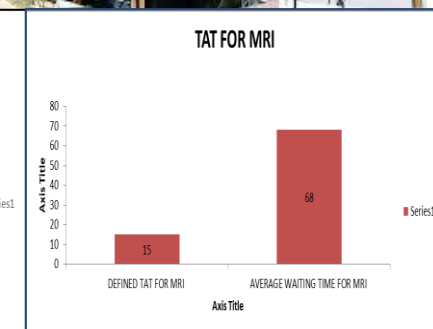
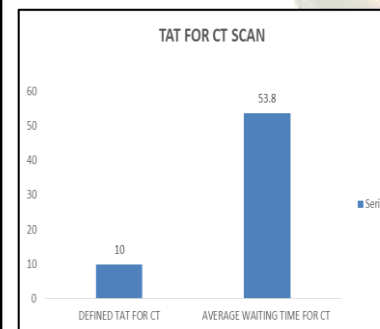
- More Investigation Machines are required
- Effective utilization of investigation machines
- Long waiting time especially for OPD patients
- Time clashes of IPD and OPD patients which delays investigation procedures
- Long pre-scan time preparations of patients and equipment

METHODOLOGY

It was a observational study and the data was collected around the period of 1 month from Department of Radiology for Ultrasound, MRI and CT In PSRI Hospital the overall waiting time in Radiology Department identified was based on observational study and by calculating the total number of minutes from billing done for Radiology Investigation to scan time.

Data Collection Method

Patients Consent Form and Billing receipt, Personal Observation and Records of Radiology Department



RECOMMENDATIONS

- Hire additional radiologists and technologists and ensure their presence during peak hours
- Schedule routine and non-urgent cases during off-peak hours

Turn Around Time (TAT) of Radiology
Difference or Time Gap between Billing time and Scan time of Patient in minutes

Average Waiting Time of Radiology
Total waiting time in minutes / Total number of patients

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