

ABOUT HOSPITAL

PSRI is a multi-specialty institute of national & international repute. PSRI hospital is famous for its ambience, quality of care & high-level patient satisfaction. PSRI has consistently grown vertically as well as horizontally. Now it is a prestigious multi-specialty 200+ bed super speciality institute having all major super specialities viz.

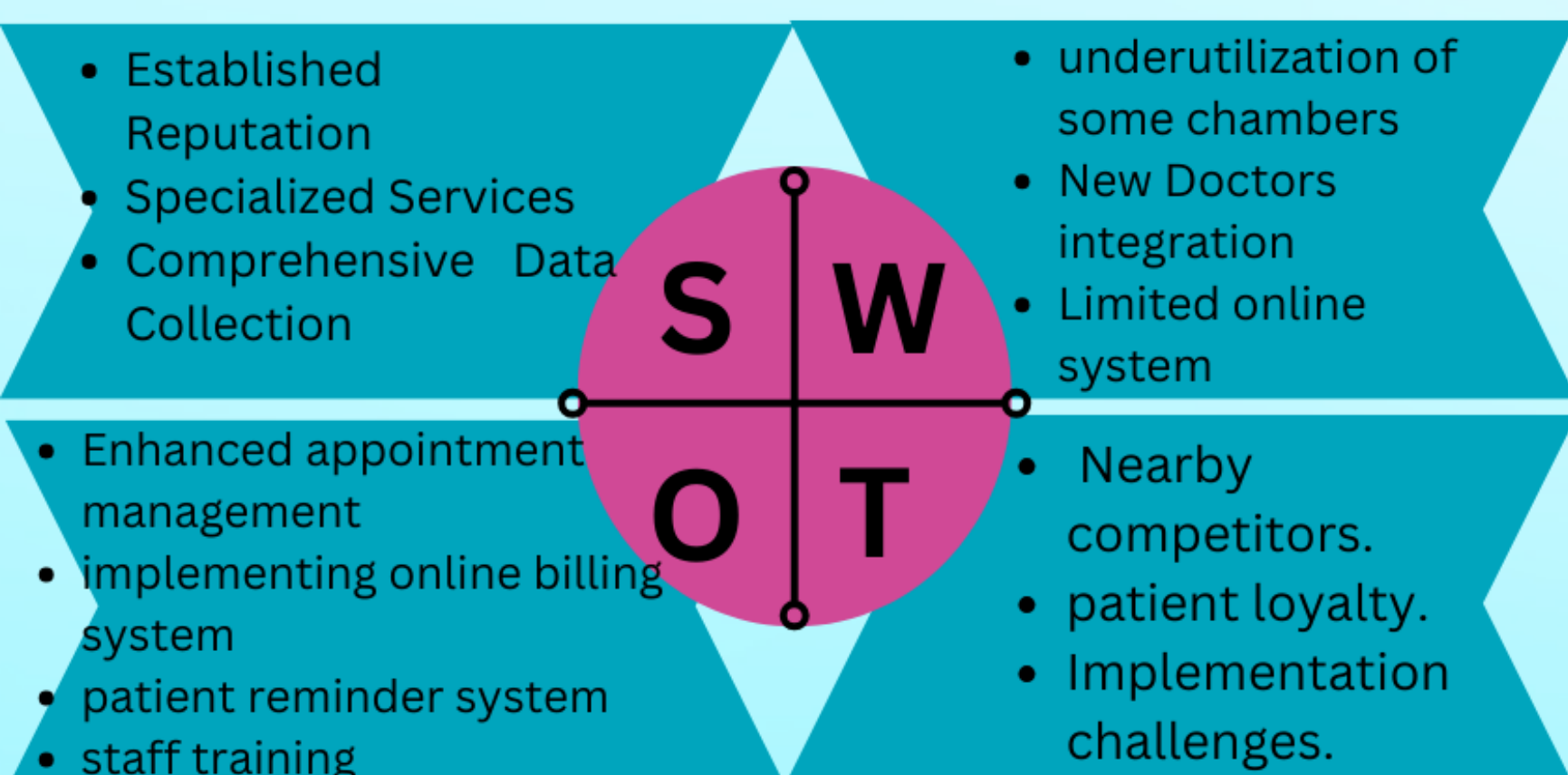
VISION & MISSION

Vision - To achieve excellence in health care delivery system through hard work & human touch.

Mission - To help the ailing people through our chosen specialties. Devote ourselves to professional excellence through original research and academic activities. To work in a team to provide quality services at the most affordable cost.

OBJECTIVES

- Assess OPD chamber utilization rates.
- Analyze factors influencing utilization.
- Provide recommendations for enhancement.



METHODOLOGY

- **Research study design:**
- Observational study.
- **Method of data collection:**
- Real time data is collected from OPD chambers of PSRI HOSPITAL for the period of 31 days from 1 May to 31 May, 2024.
- **Place and duration of study:**
- 'A' BLOCK and 'B' BLOCK OPD chamber of PSRI HOSPITAL.
- **Sample size:**
- 18 OPD chambers.

CHALLENGES FACED DURING INTERNSHIP

- Lack of cooperation from OPD staff during data collection.
- Restricted Access to Information.
- Limited Opportunities for hands-on experience.

LEARNING DURING INTERNSHIP

- Team work and collaboration
- Patients admission, and consultation process
- Data collection and analysis.
- compliance understanding.
- patient interaction and communication skill.



HOSPITAL OPD CHAMBER UTILIZATION

LEARNING DIFFERENCE

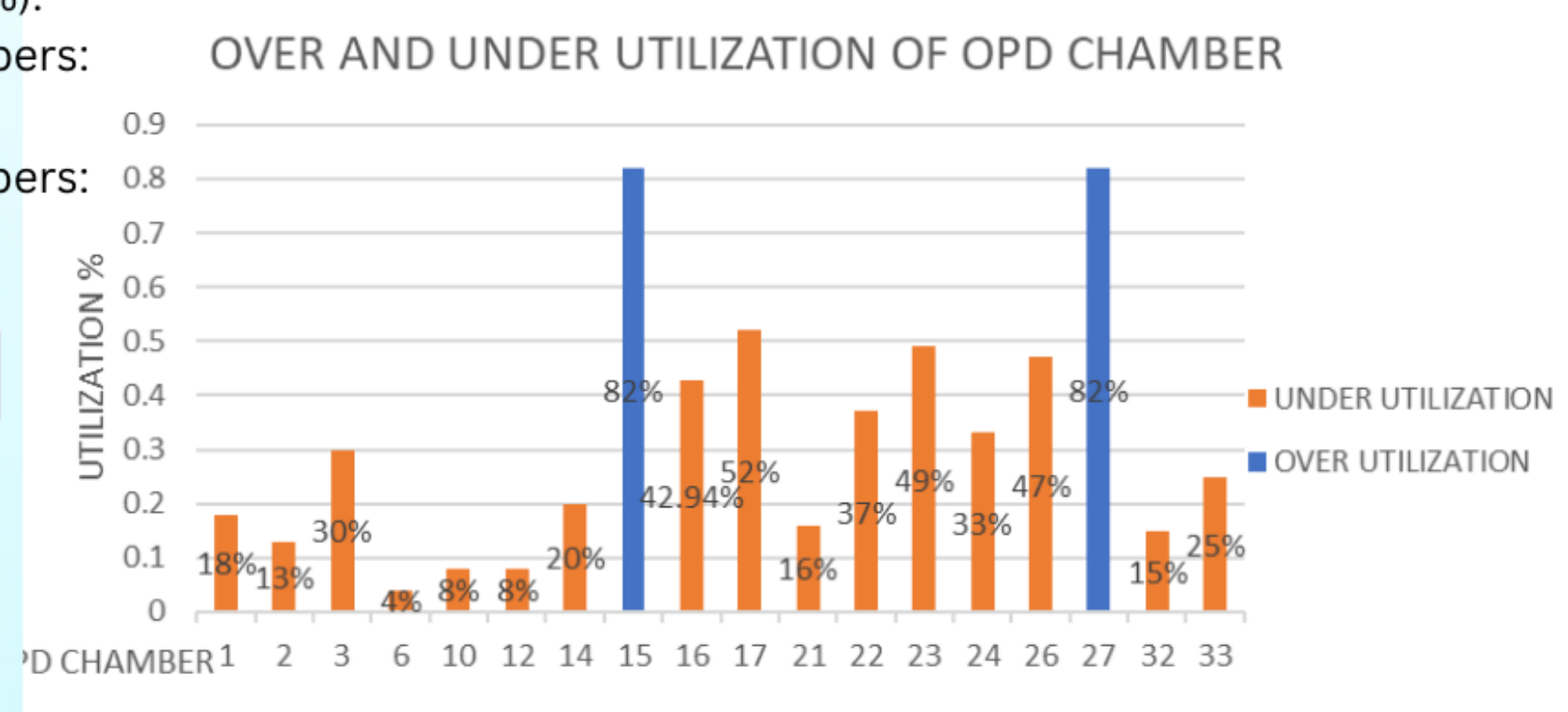
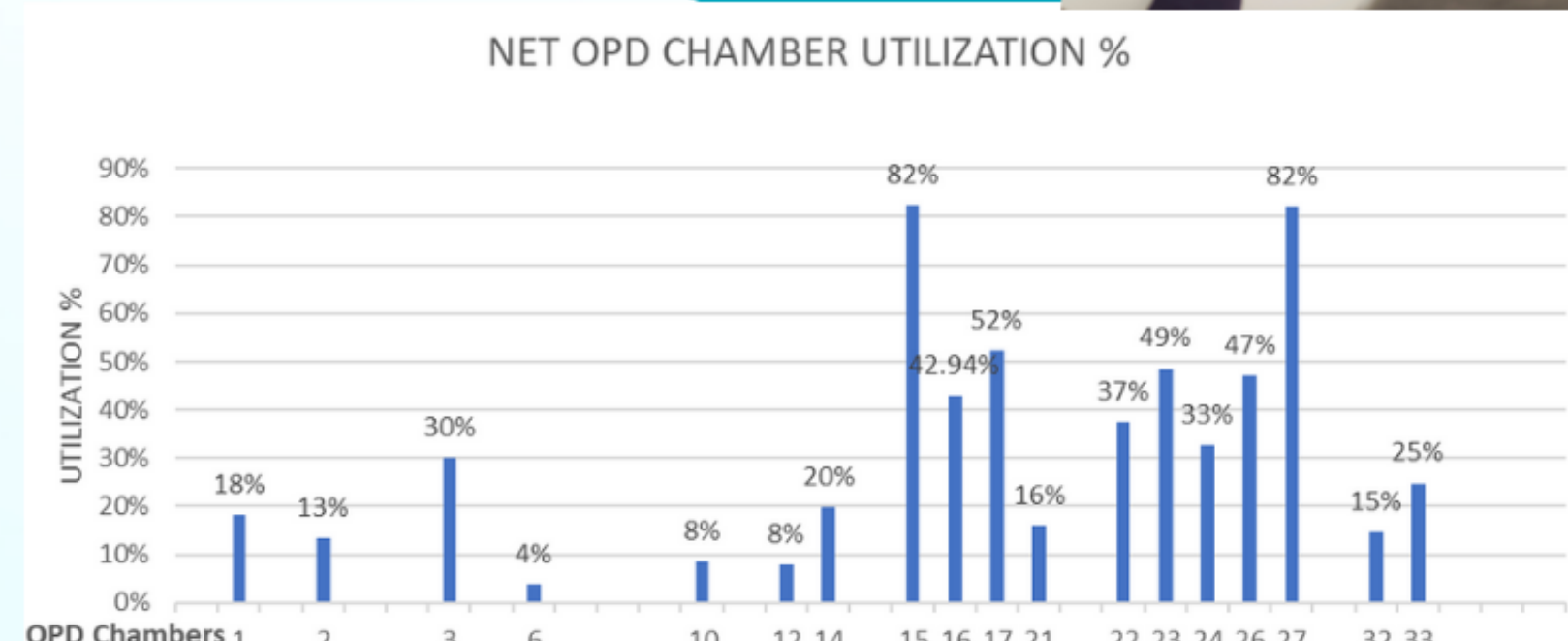
- Theoretical knowledge provides a foundation for understanding the world, integrates into hospital operations, & develops critical thinking & problem-solving skill.
- Practical exposure offers insight into healthcare operations, implements theoretical concepts, enhances communication, teamwork, empathy, coordination, and cooperation.

FINDINGS

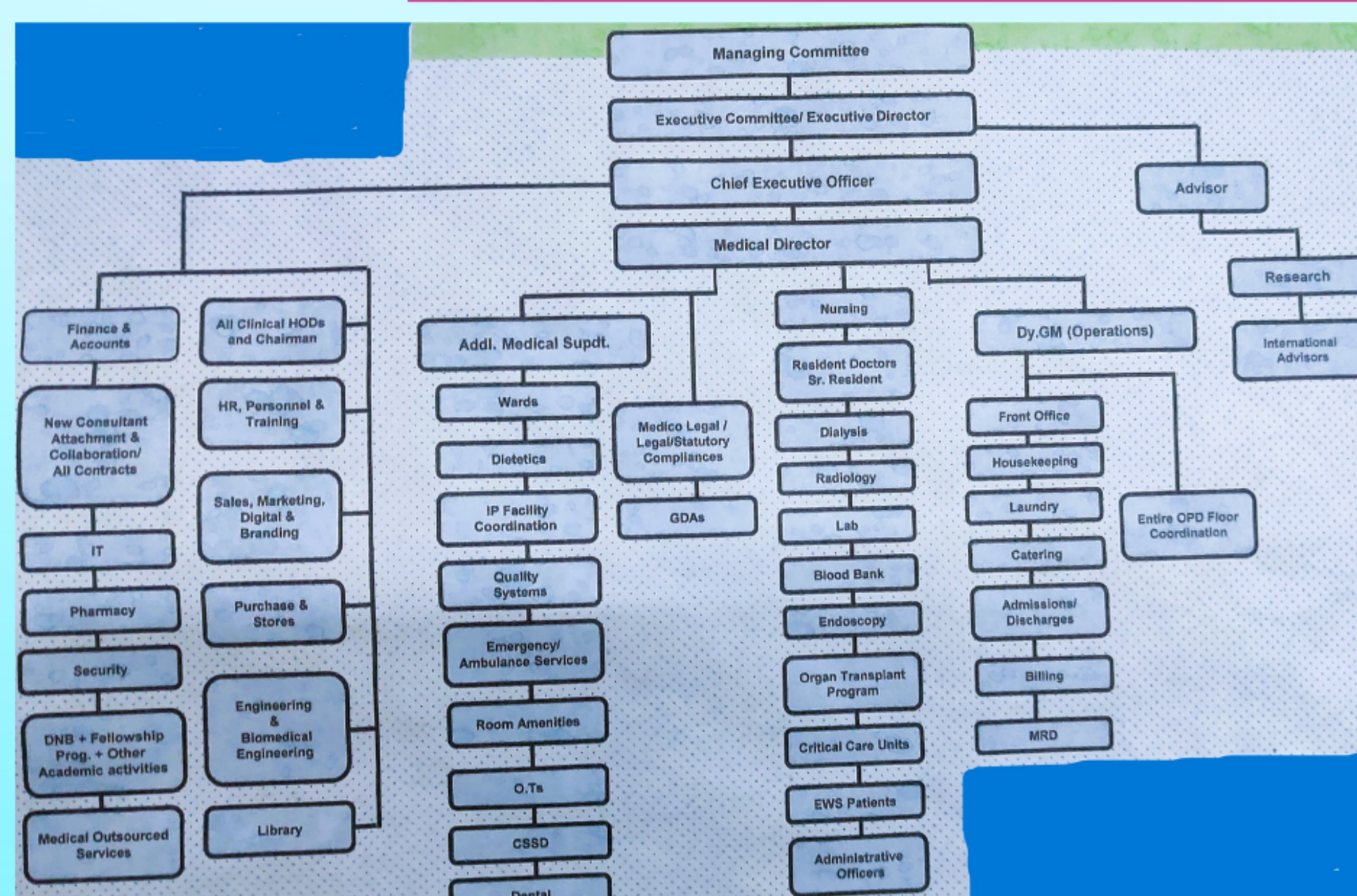
- Range of utilization rates (4% to 82%).
- High utilization rate chambers: Chambers 15 and 27.
- Low utilization rate chambers: Chambers 1, 2, 6, 10 and 12.
- Benchmark evaluation.

FACTORS INFLUENCING

- Operational hours
- Service specialization
- Appointment scheduling



ORGANISATION STRUCTURE



DATA CALCULATION

OPD time – 9am to 5 pm (8 hrs.)
 Total working hrs. = total days * hours (27*8 = 216 hrs)
 Each patient requires - 15 min
 Convert working hours to min. (216*60 = 12960min.)
 Total min./each patient requires min. (12960/15 = 864 total slots available)
 Actual number of patients Doctor seen in one month - 450
Calculate utilization rate:
 Actual patients seen / maximum capacity *100
 450/864*100 = 52%
 OPD chamber 17 total utilization rates 52% (one month)



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USEFULLNESS OF INTERNSHIP

- Real world experience
- Understanding of hospital dynamic
- Skill development such as communication, time management, data analysis etc.
- Professional Networking.
- Improved ability to interact with patients.

SUGGESTION

- **Analysis Appointment Cancellations**
- **Optimize Appointment Scheduling:** Schedule appointments at different times to avoid overcrowding and keep things running smoothly.
- **Reminder System for Patients**
- **Efficient Use of OPD Rooms:** Monitor room use in real-time and adjust schedules as needed to keep rooms busy all day.
- Online Appointment scheduling with billing.