

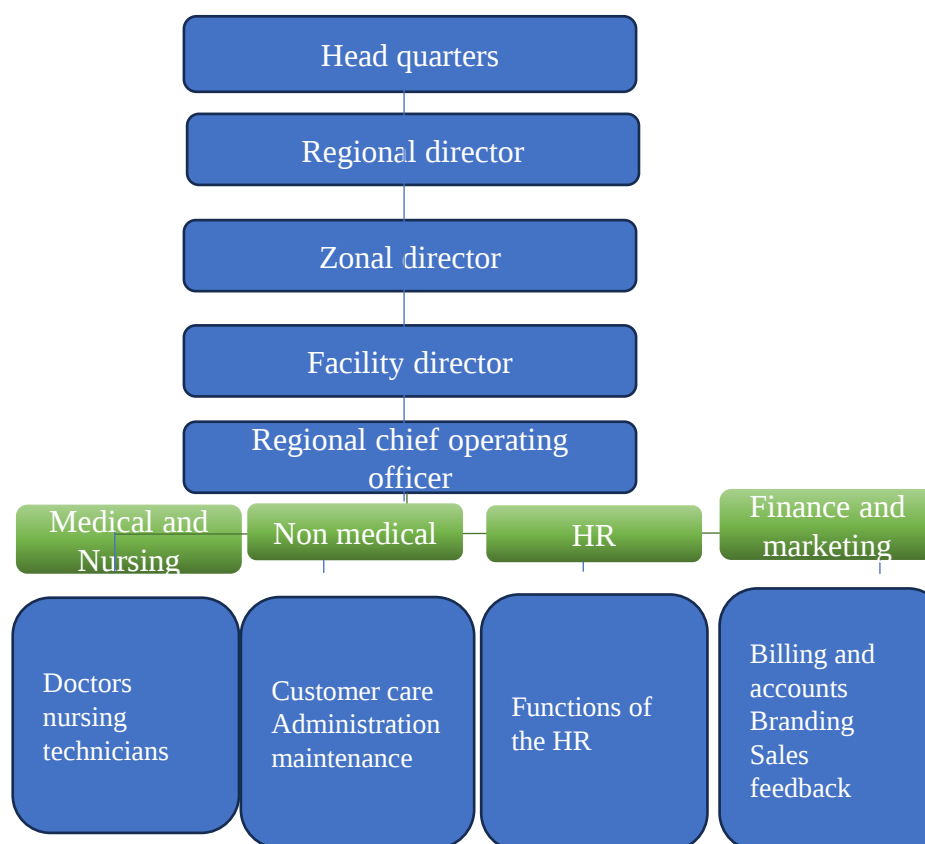
ABOUT THE ORGANISATION:

Krishna Institute of Medical Sciences Is an Indian hospital chain based in Telangana. Founded by Dr. Bhaskar Rao Bollineni in 2000 in Nellore. Currently, 12 hospitals in Andhra Pradesh, Telangana and Madhya Pradesh. The hospital group is certified in NABH and NABL. Kims Gachibowli started its journey in 2018 with 250 operational beds offering therapeutic, invasive and non-invasive procedures in all specialities and 24/7 emergency care

VISION: To be the most preferred healthcare services brand by providing affordable care and the best clinical outcomes to patients. And to be the best place to work for doctors and employees.

MISION: Providing affordable quality care to our patients with patient-centric systems and processes.

• Enable clinical outcome-driven excellence by engaging modern medical technology & provide a strong impetus for doctors to pursue academics and medical research

ORGANISATION STRUCTURE:**LEARNINGS:**

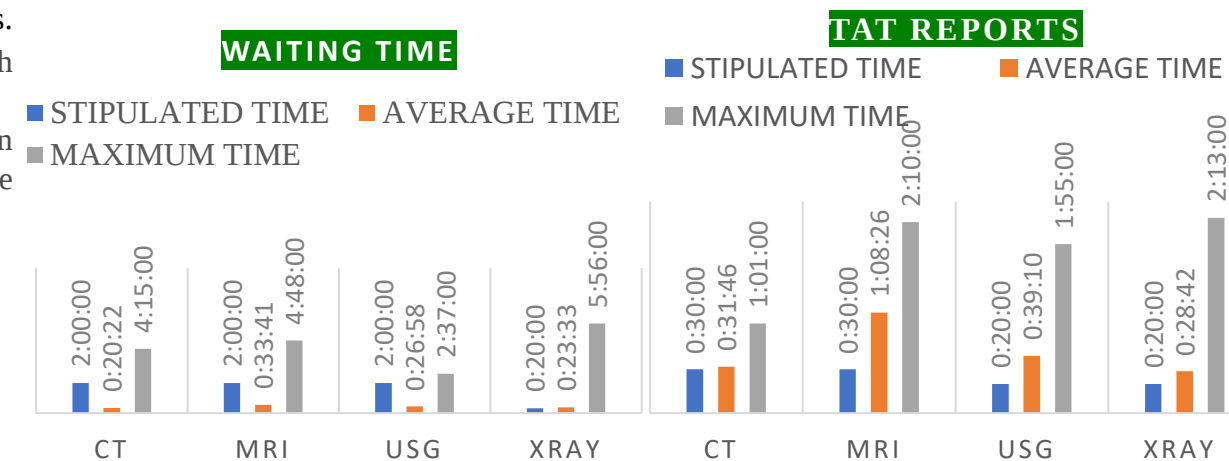
- Turnaround time and waiting time are different metrics that measure different aspects of workflow. TAT is from the time the patient has checked out from the procedure room till the report has been generated
- Waiting time is from when the patient enters the department until check-in into the procedure room.

OBJECTIVE:

- To calculate the turnaround time and waiting time in the radiology department

METHODOLOGY:

- Study design: time-motion study
- Study location hospital, Hyderabad, radiology department
- Sample size: 207 patients(outpatients)
- Sampling technique: Convenient sampling
- Data source: observation and hospital information management system(HIMS)
- Inclusion criteria: OPD patients
- Exclusion criteria: IPD and emergency patients, procedures done post 5:00 PM
- Data analysis: Microsoft Excel

**ANALYSIS FOR TAT REPORTS**

With the above graph, we can see that the stipulated times for all the procedures are generally exceeded. MRI and USG show the greatest discrepancies of 1hr:08mins and 39 mins. X-ray has the closest average time with notable outliers. The maximum time indicates that there is a need for potential areas for process improvement.

ANALYSIS FOR WAITING TIME:

With the graph, we can see that MRI shows the greatest discrepancy, with USG having a small difference between the average and stipulated time which indicates consistency. X-ray has a very close average but also has significant outliers with very long waiting time.

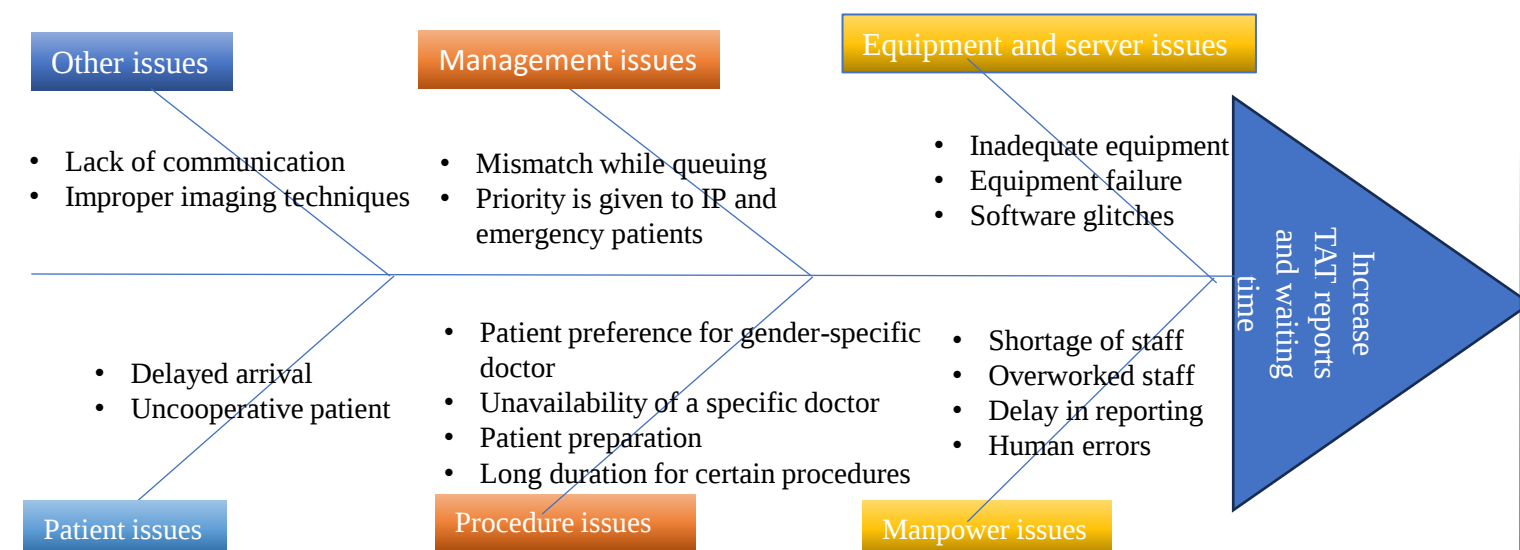
Overall there is room for improvement in reducing the waiting time.

CHALLENGES FACED:

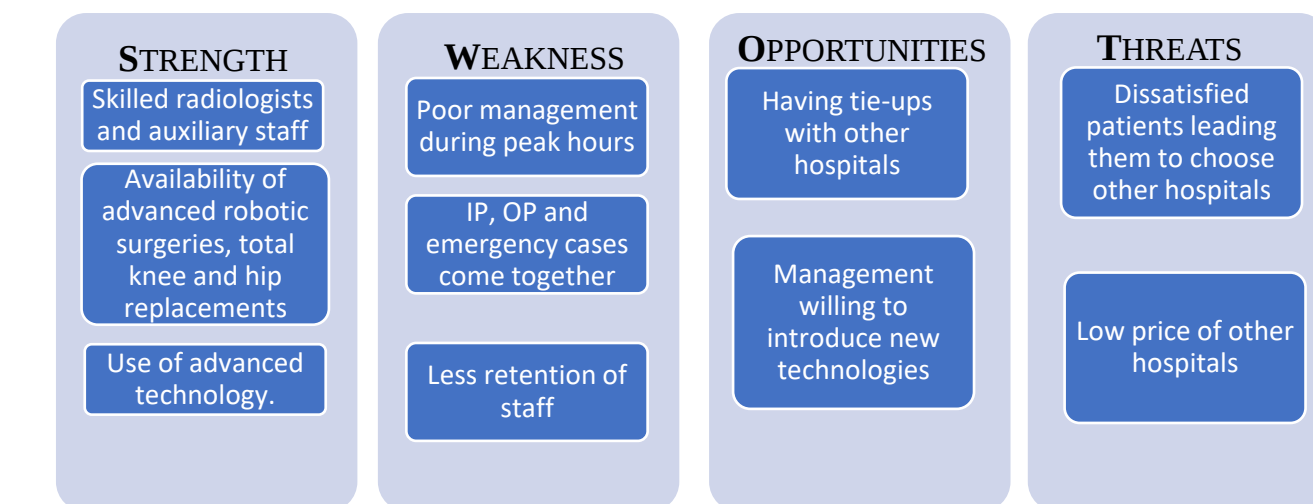
- It was a challenge to monitor the TAT and waiting time during high patient flow
- TAT for reports is more due to a lack of manpower
- Mismatch while quelling the patients causing delay
- Late arrival of patients when called upon leads to delay
- Equipment breakdown leading to increased waiting time

USEFULNESS OF THE INTERNSHIP:

- Helped to understand the different aspects of administration in a hospital
- I have learned to apply theoretical knowledge in practical situations
- It gave me confidence in decision-making and analysis

FISHBONE/ISHIKAWA DIAGRAM:**RECOMMENDATIONS:**

- An increase in manpower is necessary
- correction of malfunctioning equipment as early as possible to reduce waiting time
- Recording of the radiologist's notes to avoid delays in the report delivery
- Proper counselling of the patient before the procedure to avoid errors and movement
- Dedicated X-RAY and USG machines for IP and emergency patients
- Use of a token system to prevent the confusion and misplacements of bills during heavy patient flow
- Increase in auxiliary staff during specific days with high patient flow

**CONCLUSION:**

- With this project, I was able to identify the various factors contributing to increased waiting time and delays in report delivery, and have devised strategies to overcome and improve these services
- Reducing the TAT for reports and waiting time for patients enables better decision-making by healthcare providers and faster responses.
- This has a crucial impact on patient outcomes and the quality of care delivered.
- Shorter waiting times lead to improved customer satisfaction and maintain trust in the organization
- Additionally reducing TAT helps in cost savings by minimizing delays