



Strategy to reduce waiting time in OPD at Cloudnine Hospital, Bengaluru.



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About hospital

Cloudnine Hospital, headquartered in Bengaluru, is a premier healthcare provider specializing in maternity, childcare, and fertility services. Established in 2007, Cloudnine has rapidly grown to become one of India's leading hospital networks, renowned for its high standards of care and patient-centric approach. It provides compassionate care that respects the dignity and individuality of every patient.

SWOT Analysis

Strength 1. Expert radiologist. 2. Patient-centric care / services 3. Specialized care. 4. Strong brand image.	Weakness 1. Over all services are good in OPD but few services has moderately high waiting time. 2. High costs. 3. Limited services.
Opportunities 1. Access good exposure. 2. Technological advancement. 3. Quality improvement initiatives	Threats 1.Competition to other hospitals. 2.Patient satisfaction and safety.

Objectives Of Study

- . Assess overall OPD performance, including the number of visits and test prescribed.
- . To understand different determinants and factors which are causing delay to patient service delivery in OPD.
- . Analyze flow of patient related to OPD services like consultation, follow up, scan or lab. Focusing on different aspects such as waiting times, quality of care, and overall experience.

Methodology

RESEARCH DESIGN
Descriptive type

RESEARCH TYPE
Qualitative

SAMPLE SIZE
224 Patients

Data source:-
Hospital Records: Analyse historical data of patient arrivals, consultation durations, check-out and resource allocation.

Learning during Internship

- **Clinical Skills:** Hands-on experience in patient care, diagnostics, and treatment procedures.
- **Medical knowledge:** Exposure to various medical conditions, treatments, and best practices in maternity, fertility, and childcare.
- **Patient Interaction:** Improved communication skills through interactions with patients and their families.
- **Quality and Patient Safety:** Learned about importance of quality management & patient safety in health service delivery.
- Developed the understanding about hospital management system.
- Understanding the hospital organization working culture.

Challenges Faced

Workload Management: Balancing multiple tasks and duties.
High-Pressure Environment: Dealing with critical medical situations and emergencies.
Challenges in patients data collection due to multiple rescheduling of patients.

Usefulness of Internship

- . Exposure to diverse medical cases.
- . Hospital industry exposure.
- . Networking with Hospital industry member.
- . Hands-on clinical experience.
- . Learning from experienced healthcare Professionals.

Suggestion

- . The proper appointment should be followed for patients amongst radiology OPD patients.
- . Reduce Lab Test and Scan Costs.
- . Establish proper space for canteen.

Conclusion

The project has demonstrated with targeted interventions and a strategic approach, OPD waiting times can be significantly reduced, leading to a more efficient healthcare delivery system. Continuous improvement and adaptation to emerging technologies and patient needs will ensure that benefits are sustained over time. By implementing these measures, Cloudnine Hospital in Bengaluru, can continue to provide high-quality care while maintaining operational efficiency and patient satisfaction.

