

DISSERTATION SYNOPSIS

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TITLE:

Time-Motion study to streamline process flow in Healthcheck department of a multispecialty hospital in Mumbai

INTRODUCTION:

Long wait times and patient dissatisfaction are concerning trends impacting the quality of care. The study is undertaken to enhance health check departments efficiency by reducing the waiting time to enhance quality patient care. By employing strategic analysis and thorough root cause evaluation, the study aims to implement targeted improvements.

RESEARCH QUESTION:

What are the factors leading to increased waiting time in the health check department?

OBJECTIVES:

1. To evaluate department wise process time and waiting time
2. To evaluate health package wise waiting time
3. To analyse staff survey to identify administrative factors leading to prolonged waiting time

HYPOTHESIS:

Null Hypothesis (H_0):

There are no significant factors leading to increased waiting time in the health check department

Alternate Hypothesis (H_1):

There are significant factors leading to increased waiting time in the health check department

MATERIALS AND METHODS:

Study design: Cross sectional Observational Study

Study Setting: Health check departments of a multispecialty hospital in mumbai

Study tool:

1. Recording of patient details and activities across health check departments
2. Structured questionnaire for staff survey

Study population: 450 (Average 20 patients/day on week days + 50 on Saturdays
=150 x 3weeks)

Sample size: 50

Duration of study: 5 weeks

DATA COLLECTION PROCEDURE: Data will be collected manually by tracking patients under study in the health check department

DATA ANALYSIS PLAN:

1. Advance MS Excel functions for data analysis
 - i. Statistical tools for calculating Mean, Median
 - ii. Data visualization tools like Bar graphs, Pie chart, Box and Whisker, and Pareto Chart
2. Structured questionnaire for Health check staff survey
3. Value Stream Mapping
4. Root cause analysis

ETHICAL CONSIDERATIONS:

1. Maintaining patient privacy and confidentiality
2. Staff consent before staff survey
3. Ensure all data is stored securely with access restricted to authorized personnel

IMPLICATIONS OF RESEARCH:

1. Informed decision making
2. Framework for future research
3. Model for other departments
4. Enhanced quality of care
5. Operational efficiency through streamlined processes and resource utilization
6. Patient care and satisfaction through reduced waiting time