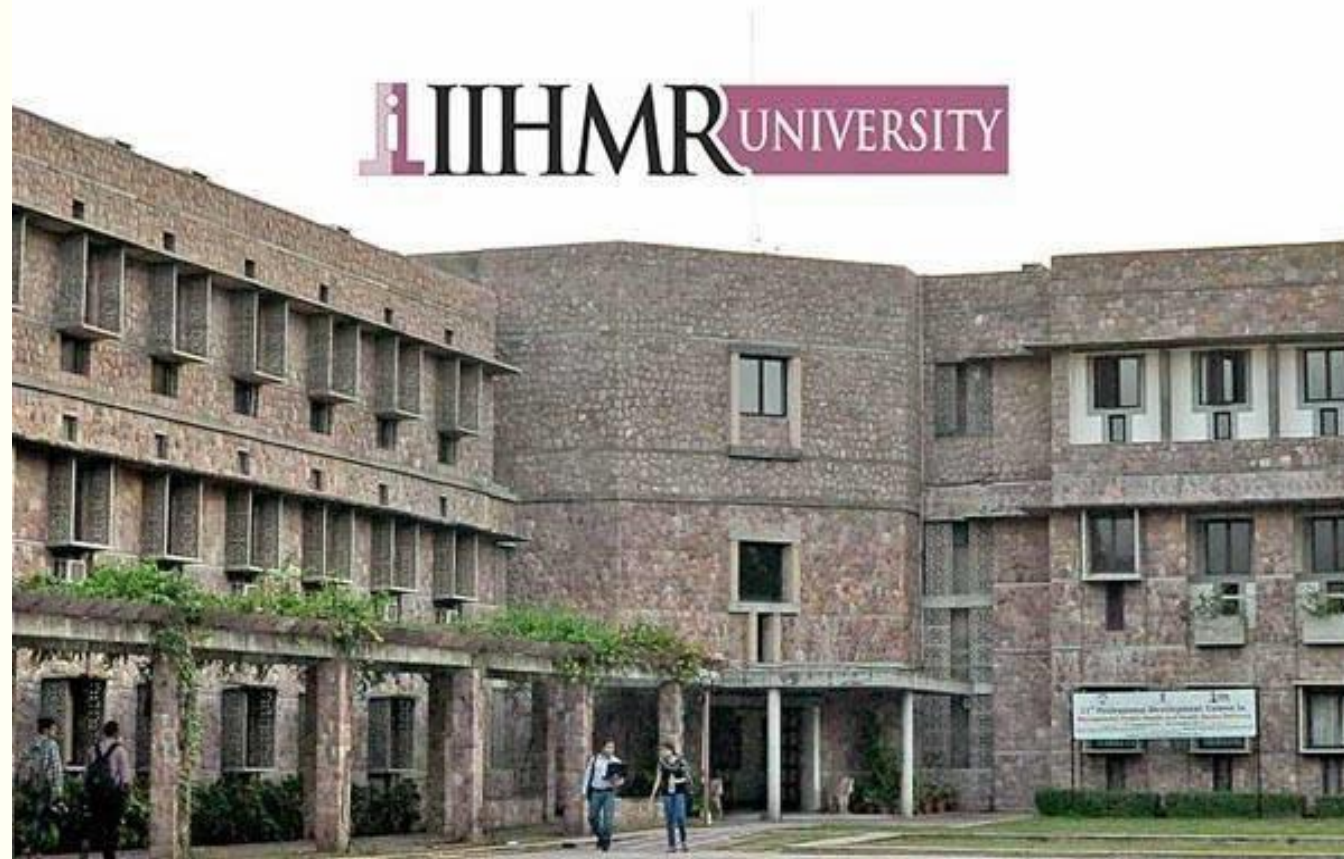
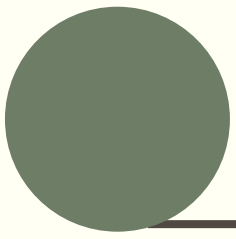


Process Mapping in Dialysis Department for Improving Patient Satisfaction at KIMS Hospital Secunderabad



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INTRODUCTION

Krishna Institute of Medical Sciences (KIMS) is one of the biggest corporate healthcare groups in India. Hospitals offers primary, secondary, tertiary, and quaternary healthcare at a reasonable price through its branches in Telangana, Andhra Pradesh, and Maharashtra. It was established in the city of Nellore in 2000 by heart surgeon Dr. Bhaskar Rao Bollineni.

KIMS Secunderabad has received NABH and NABL accreditation. With 1000 beds right now, it has been in existence since 2004 and is the KIMS group's flagship hospital. The organization expanded over the span of the next ten years to several other towns in Andhra Pradesh and Maharashtra, totaling 4000 beds.



INTRODUCTION

- TITLE:

Process Mapping in Dialysis Department for
Improving Patient Satisfaction at KIMS Hospital
Secunderabad

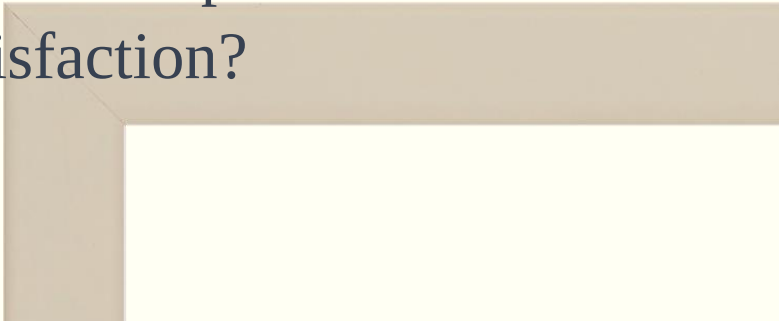
OBJECTIVE

1.

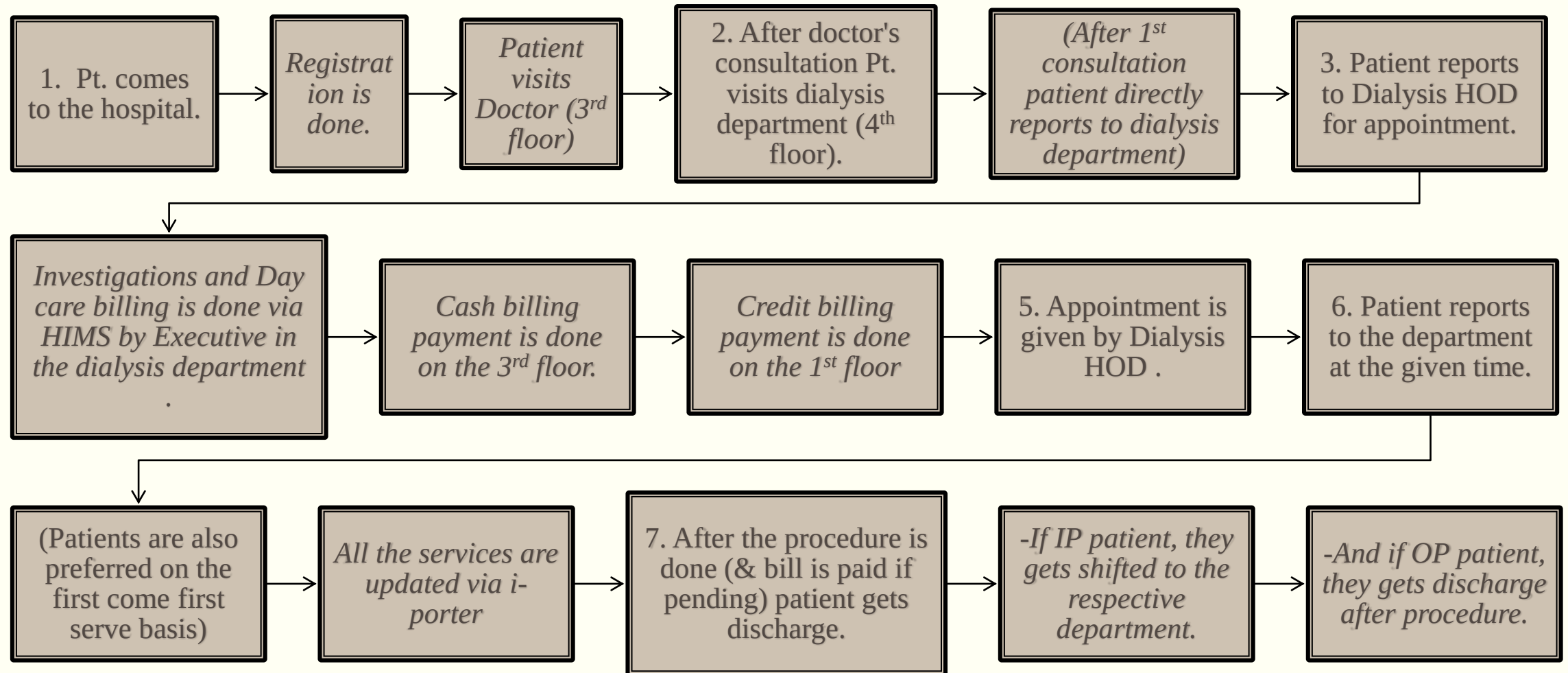
The objective of this study is to use process mapping to identify and address areas of inefficiency in a dialysis department, with the goal of improving patient satisfaction.



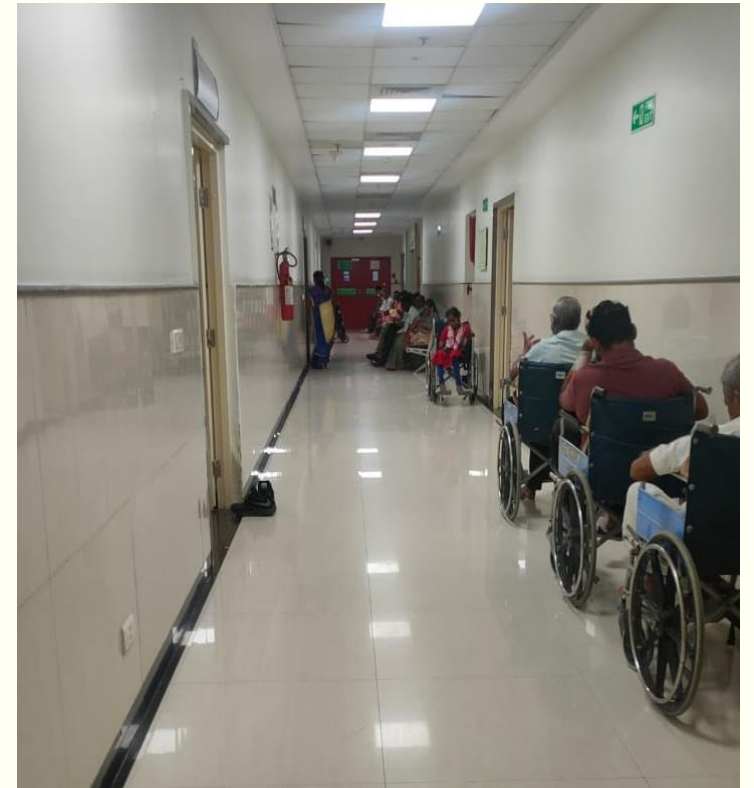
RESEARCH QUESTION

- What are the key steps in the patient care process for dialysis in the hospital?
 - How can process mapping be used to identify areas of inefficiency in a dialysis department, and what impact will this have on patient satisfaction?
 - Are the patients satisfied with Care at dialysis unit?
 - How can the process be improved to enhance patient satisfaction?
- 

1. PROCESS MAPPING OF DIALYSIS DEPARTMENT



DIALYSIS DEPARTMENT



SUMMARY

1. Dialysis Process Maps

Steps from the patient's arrival at the hospital → discharge during dialysis procedure ensuring efficient management of appointments, billing, and transportation involved in the process.

3. Manpower & Infrastructure

Machines, Manpower, Compartments, Beds, Ip pharmacy, Waiting area.

4. Patient flow & shift timings

Average Patients, Patient Flow, Peak Timings, Shift Timings.

2. Dialysis Procedure

Steps involved in the dialysis procedure, considering activities such as bed cleaning, weight checks, medication requirements, blood pressure monitoring, and meals provided to the patients.

5. Billing process

Cash Billing & Credit Billing

They Maintain case sheet for both IP and OP patients, record details of procedures, generate bills based on appointment schedules, and ensure the accuracy and completeness of the billing records.

METHODOLOGY: Materials and Methods:

Study Design

This study will use a mixed research design, with pre- and post-intervention measures of patient satisfaction.

Method

This mixed research was conducted from Feb 27th to May 27th, to investigate the viewpoints of the patients, their families and health care providers about improving quality of care in dialysis unit.

Setting

The study approach was adopted to investigate the patient care process for dialysis department in KIMS hospital Secunderabad.

METHODOLOGY

STUDY POPULATION

The study population will include all attendants and patients receiving dialysis treatment at the department.

INCLUSION CRITERIA

Attendants and patients receiving dialysis treatment at the department during the study period.

Patients aged between 20-80 years were taken into consideration.

Male, as well as female patients, were included. The treatment undergone period ranged from 6 months to 10 years.

EXCLUSION CRITERIA

Patients who are unable to provide informed consent or who are receiving treatment for conditions other than kidney disease.

Patients below 20 years of age were excluded.

METHODOLOGY

Sample Size:

100 samples were taken into consideration including patients as well attendants

Sampling Technique:

Convenience sampling will be used to recruit patients for the study.

Data Collection Procedure:

The data collected included process maps, patient flowcharts, interviews with staff, and patient feedback surveys. Data will be collected using patient satisfaction surveys. Data were collected through direct observation of the patient care process for dialysis. Surveys will be administered to patients/attendants during/at the end of each dialysis session.

2. Staff:

- a. On a scale of 1-5, how courteous, friendly and respectful were the staff members?
- b. Did the staff members explain the treatment and procedure to you clearly? (for new patients)
- c. Were the staff members attentive to your needs during the treatment?
- d. Did you ever feel if the staff was rude or impolite with you? If yes please elaborate.
- e. Was the consent explained to you clearly?

3. Treatment:

- a., Did you experience any discomfort during the treatment?
- b. If yes, then what was the discomfort that you have experienced?
- c. Were you provided with adequate information on how to care for yourself after the treatment?

Feedback form:

1. Appointment:

- a. Was it easy to get the appointment scheduled?
- b. Were you informed of the date and time of the appointment in advance?
- c. Did you get the bed at the informed time?
- d. Were you attended on time by technician/doctor?
- e. Rate your check in process (1 being the worst and 5 being the best)
- f. Will it be comfortable for you to book appointments/ scheduling online?

4. Facility:

- a. How clean and well-maintained was the facility? (1 being the worst and 5 being the best)
- b. If any, what were the parts you found were not clean?
- c. How seamless was the billing process? (1 being the worst and 5 being the best)

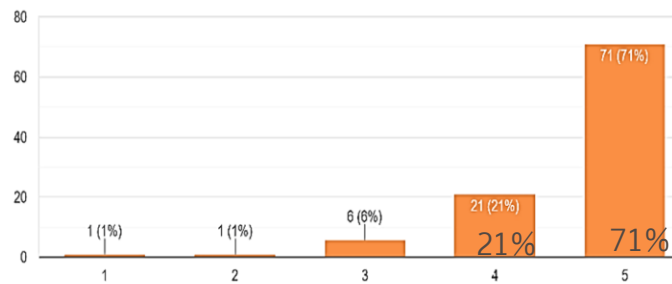
5. Overall experience:

- a. How would you rate your overall experience at our dialysis Department? (1 being the worst and 5 being the best)
- b. Do you have any suggestions for improving the quality of care we provide?
- c. What would you like to change to have better care services?

ANALYSIS AND INTERPRETATION

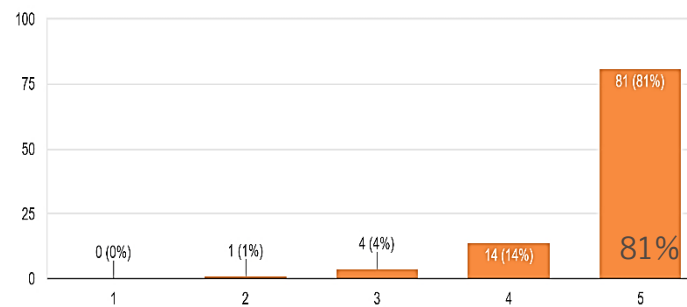
e. Rate your check in process (1 being the worst and 5 being the best)

100 responses



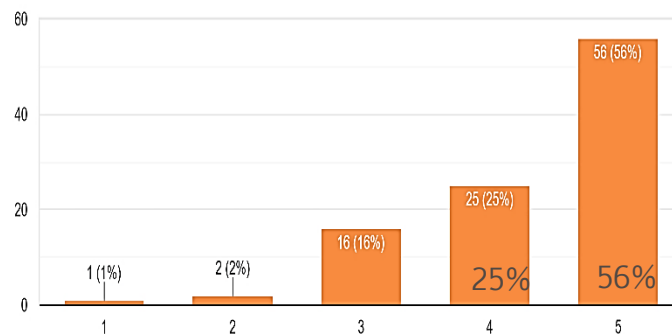
a. On a scale of 1-5, how courteous, friendly and respectful were the staff members?

100 responses



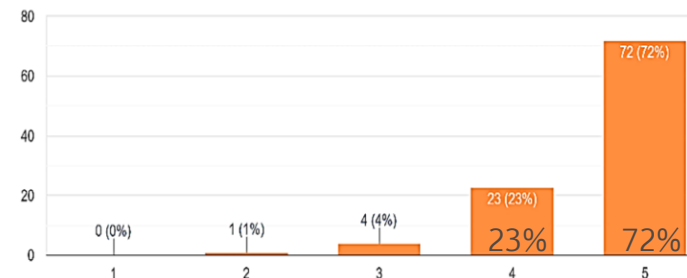
c. How seamless was the billing process? (1 being the worst and 5 being the best)

100 responses



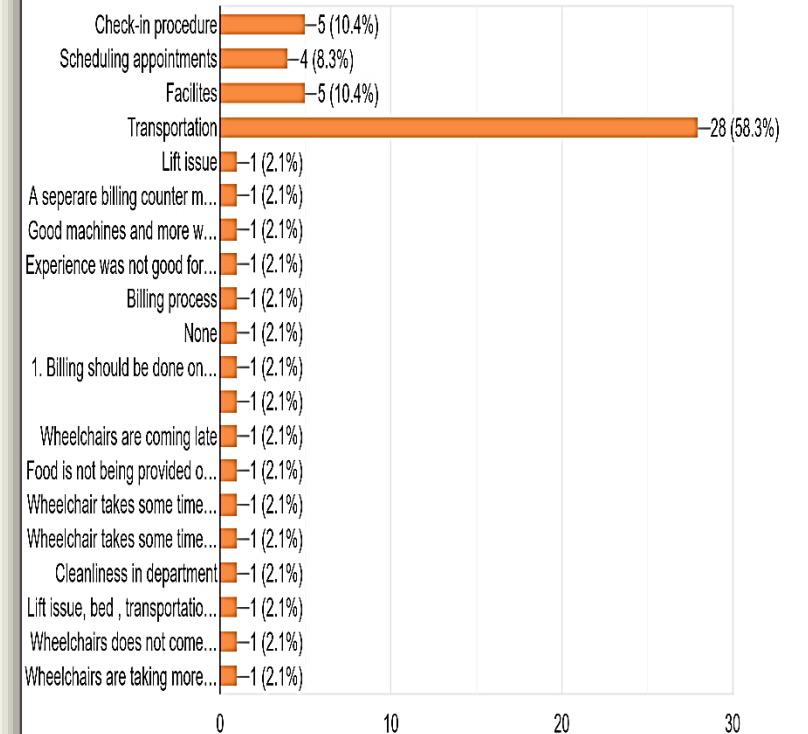
a. How would you rate your overall experience at our dialysis Department? (1 being the worst and 5 being the best)

100 responses



c. What would you like to change to have better care services?

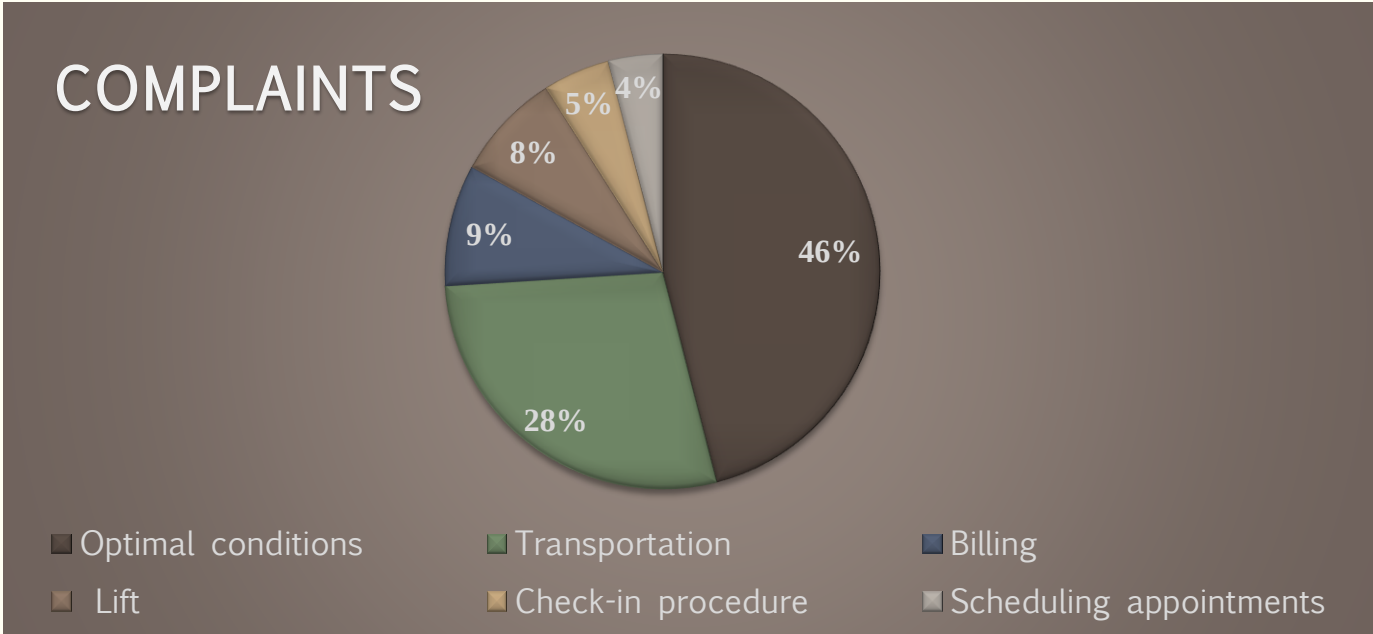
48 responses



Major complaints:

- 1. Transportation:** Porters are not arriving on time, resulting in patients having to wait for approximately half an hour for a wheelchair.
- 2. Billing:** It would be more convenient for dialysis patient if billing is done in a separate queue or if it could be done in the dialysis department. Some patients come alone, making it difficult for them to stand in queues. Even if attendants accompany patients, they will still have to wait in line for billing and then wait for a bed in the dialysis department.
- 3. Lifts:** The waiting time for lifts is more.

	Percentage
Optimal conditions	46%
Transportation	28%
Billing	9%
Lift	8%
Check-in procedure	5%
Scheduling appointments	4%

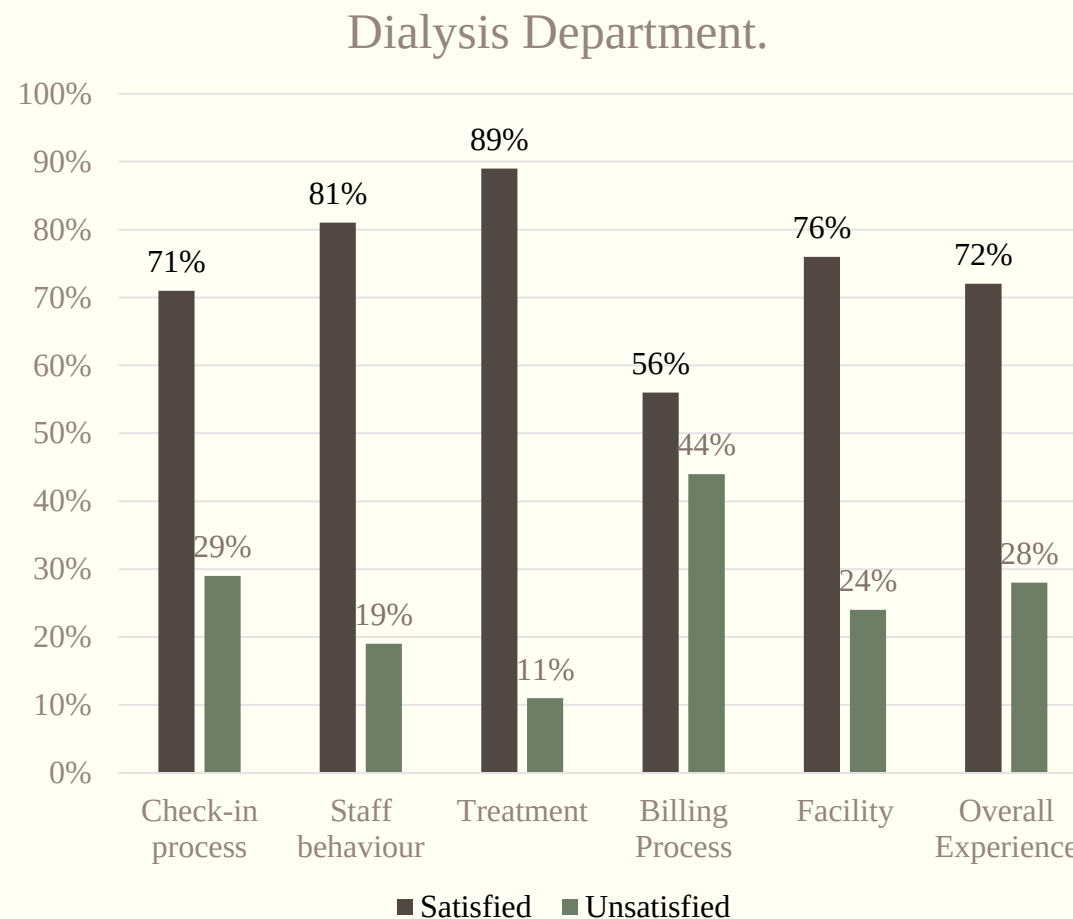


Interpretation:

1. Check-in process: 71% of patients expressed satisfaction with the check-in process, giving it a 5-star rating, while 21% were satisfied with a 4-star rating.
2. Staff behaviour: 81% patients were satisfied with the staff behaviour. According to the patients and attendants' staff was very friendly, respectful and was attentive to their needs.
3. Treatment: A significant majority of 89% of patients reported satisfaction with the treatment provided in the dialysis department.
4. Billing Process: Only 56% of patients expressed satisfaction with the billing process, while the remaining 44% were dissatisfied due to long waiting times, especially for patients who come alone and find it difficult to stand in queues.
5. Facility: 76% patients rated 5-star for clean and well-maintained facility. Rest 24% rated 3-4 stars, citing occasional unclean floors.
6. Overall Experience: A majority of 72% of patients rated their overall experience in the dialysis department as 5 stars, with 23% giving it a 4-star rating.
7. Porters are not arriving on time, resulting in patients having to wait for approximately half an hour for a wheelchair.
8. The waiting time for lifts is more.

ANALYSIS AND INTERPRETATION

	Satisfied	Unsatisfied
Check-in process	71%	29%
Staff behaviour	81%	19%
Treatment	89%	11%
Billing Process	56%	44%
Facility	76%	24%
Overall Experience	72%	28%



OBSERVATIONS

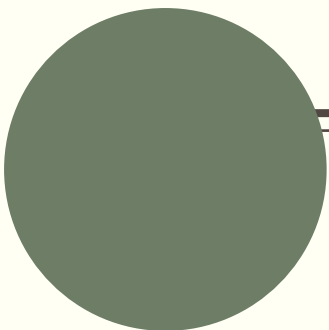
1. No QMS.
2. Appointments are given manually.
3. Register is maintained manually for calling out patients.
4. Entry and Bill register are maintained manually.
5. Reprocessing area was not clean most of the times.
6. Transportation Problem: wheelchairs are not coming on time.
7. For credit billing, if patients are coming alone, they are unable to wait in a queue as they are already weak.
8. Waiting time is more for lifts.
9. No display in waiting area.
10. Few patients were complaining about dialysis machines for not working properly.
11. Patients used to have access to free food facilities, but unfortunately, it was discontinued during the COVID-19 pandemic.

Recommendations:

1. More staff/wheelchairs for transportation/Well trained staff for transportation who knows how to operate I-porter.
2. Also, in I-Porter names of both the patient and the transport staff should be mentioned.
3. Separate billing queue for dialysis credit patients.
4. Segregation of lifts can be done.
5. Provision of pharmacy for OP patients in the dialysis department.
6. Display in waiting area for attendants.
7. Patients can have access to free food facilities, which was discontinued during the COVID-19 pandemic.
8. Appointments can be given over system.
9. Patient portal- The portal can allow patients to schedule appointments online, choose their preferred date and time, and receive confirmation and reminder messages.
10. The portal can also allow patients to cancel or reschedule appointments as needed, also they can track follow ups
11. Some seminars and discussions can be done periodically for patients about dealing with situations during or after dialysis.

CONCLUSION

- ❑ The process mapping conducted in the dialysis department at KIMS Hospital, Secunderabad, utilizing observations, feedback forms, and interviews, has played a crucial role in identifying and rectifying existing loopholes.
- ❑ The comprehensive analysis of the gathered data and insights has contributed to significant improvements in the department's operations.
- ❑ By closely examining the feedback obtained from patients, staff, and other stakeholders, valuable insights were gained into the strengths and weaknesses of the existing processes.
- ❑ The incorporation of qualitative interviews further provided a deeper understanding of the underlying reasons behind the feedback, enabling targeted interventions.
- ❑ The lessons learned from this research can be applied to further refine and enhance the processes in the dialysis department and serve as a foundation for ongoing quality improvement efforts.
- ❑ By fostering a culture of process evaluation and adaptation, Kims Hospital, Secunderabad, can continue to deliver high-quality care and maintain patient satisfaction in the long run.



THANK YOU

