

DISSERTATION

**REDUCING WAIT TIMES IN THE OUTPATIENT DEPARTMENT AND
IMPROVING CONSULTATION TURNAROUND IN A MULTISPECIALITY
HOSPITAL**

Presentation by-

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OVERVIEW



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Introduction

Analyzing patient waiting and consultation time in an OPD is crucial for improving the efficiency and quality of healthcare services. Excessive waiting times can lead to patient dissatisfaction and frustration, negatively impacting the overall patient experience.

The goal of analyzing OPD services feedback is to identify areas of improvement. Patient feedback often highlights specific aspects, such as waiting times, staff behavior, appointment scheduling, cleanliness, or communication.

RESEARCH QUESTIONS



- **What is the average wait time for patients in the OPD, and where do they suffer delays in the continuum of care during assessments?**
- **What is the average consultation time the consultant is taking?**
- **What are the factors affecting the patient dissatisfaction in OPD?**

Objectives

Objective 1

To quantify the waiting time and identify the factors associated with waiting time for services offered at outpatient department of KIMS hospital Secundrabad.

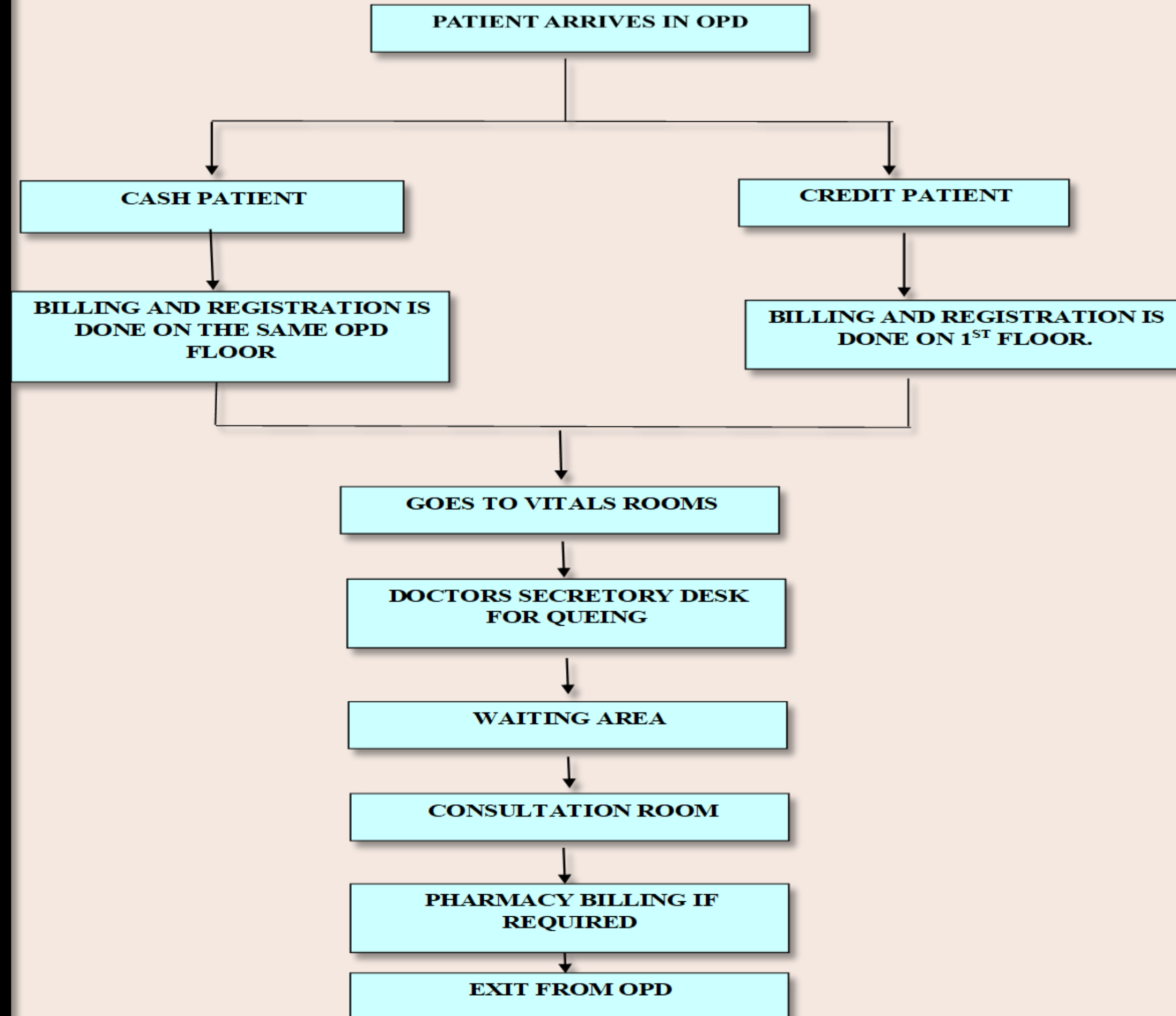
Objective 2

To find out average consultation TAT of various departments (internal medicine, pulmonology, and ENT).

Objective 3

To improve the overall patient experience by taking feedbacks from OPD patients.

1.6 PROCESS FLOW IN OPD



LITRATURE REVIEW

AUTHOR	TITLE	METHODOLOGY	FINDINGS
Farah Naaz, Idris Mohammed	A time motion study to evaluate the average waiting time in OPD with reference to patient satisfaction in the setting of state-level AYUSH Hospital (India)	descriptive cross-sectional study	According to the research, a patient typically spent close to two hours in the OPD from arrival to departure. The consultation period, which lasted one hour and ten minutes, as well as the nearly 16 minutes spent at the pharmacy, were the main causes of this lengthy wait time. Additionally, a patient's consultation with a doctor lasted an average of 3 minutes.
Mensur Biya, Matebu Gezahagn, Bezawit Birhanu, Kiddus Yitbarek, Nigusu Getachew 25 January 2022	Waiting time and its associated factors in patients presenting to outpatient departments at Public Hospitals of Jimma Zone, Southwest Ethiopia	cross-sectional study design	The total amount of time patients waited in hospitals before receiving care ranged from 41 to 185 minutes. When compared to patients who came from the hospital's neighborhood, those who travelled a greater distance were 1.93 times more likely to experience lengthier wait times.

MO Oche and H Adamu 2013 Oct-Dec	Determinant of Patient Waiting Time in the General Outpatient Department of a Tertiary Health Institution in North Western Nigeria	descriptive cross- sectional study	Sixty-one percent (59/96) of the respondents waited in the clinic for 90–180 minutes, and 36.1% (35/96) of the patients saw the doctor for less than 5 minutes. The GOPD had a high patient to staff ratio, which was frequently to blame for the lengthy wait times.
Dr. (Brig)Anil Pandit, Er Lalit Varma, Dr.Amruta. P August 2016	Impact of OPD waiting time on patient satisfaction.	Descriptive and Exploratory	It was discovered that a patient spends an average of 60 minutes in the OPD. The consultation wait time, which was 40 minutes on average, was identified as the main bottleneck contributing to this high waiting time. The survey's data also showed that 33% of patients waited between 30 and 60 minutes for the doctor, while 32% waited longer than an hour.
Anshu Kumar Singh 20 december,2021	A study on waiting time of the OPD Patient in Multispecialty Hospital	prospective cohort study	135 patients were treated, and 62 (45.93%) of them registered within 10 minutes, while the remaining 54.07% did so 20 minutes after joining the waiting list. The number of registration counters, the number of patients being seen at the hospital, and other factors all affect how long it takes to register. While 40 patients (29.63%) waited outside the OPD for longer than 20 minutes, the majority of patient 95 (70.37%) only waited up to 10 minutes. The patient's pleasure may suffer if there is a lengthier wait time at the OPD.

Methodology

Study Design: Observational cross sectional descriptive study.

Setting: Outpatient Department of KIMS Hospital, Secundrabad.

Duration of Study: 3 months (from 27th February 2023 to 27th may, 2023)

Sample Size:

- 110 Patients visiting OPD for consultation.
- 100 patients for feedback collection that are waiting in OPD.

Data analysis tools:

- MS Excel
- Google forms



ANALYSIS AND INTERPRETATION

Data of 8 consultants were taken from 2nd floor OPD of Pulmonology, Internal Medicine, and ENT. 15 samples per doctor was taken and total sample size is 110. By manually computing the patient's check-in and check-out times, the consultation TAT is determined.

CONSULTATION TIME	TIME IN MINUTES
Maximum Consultation Time	26 minutes
Minimum consultation time	01 minute

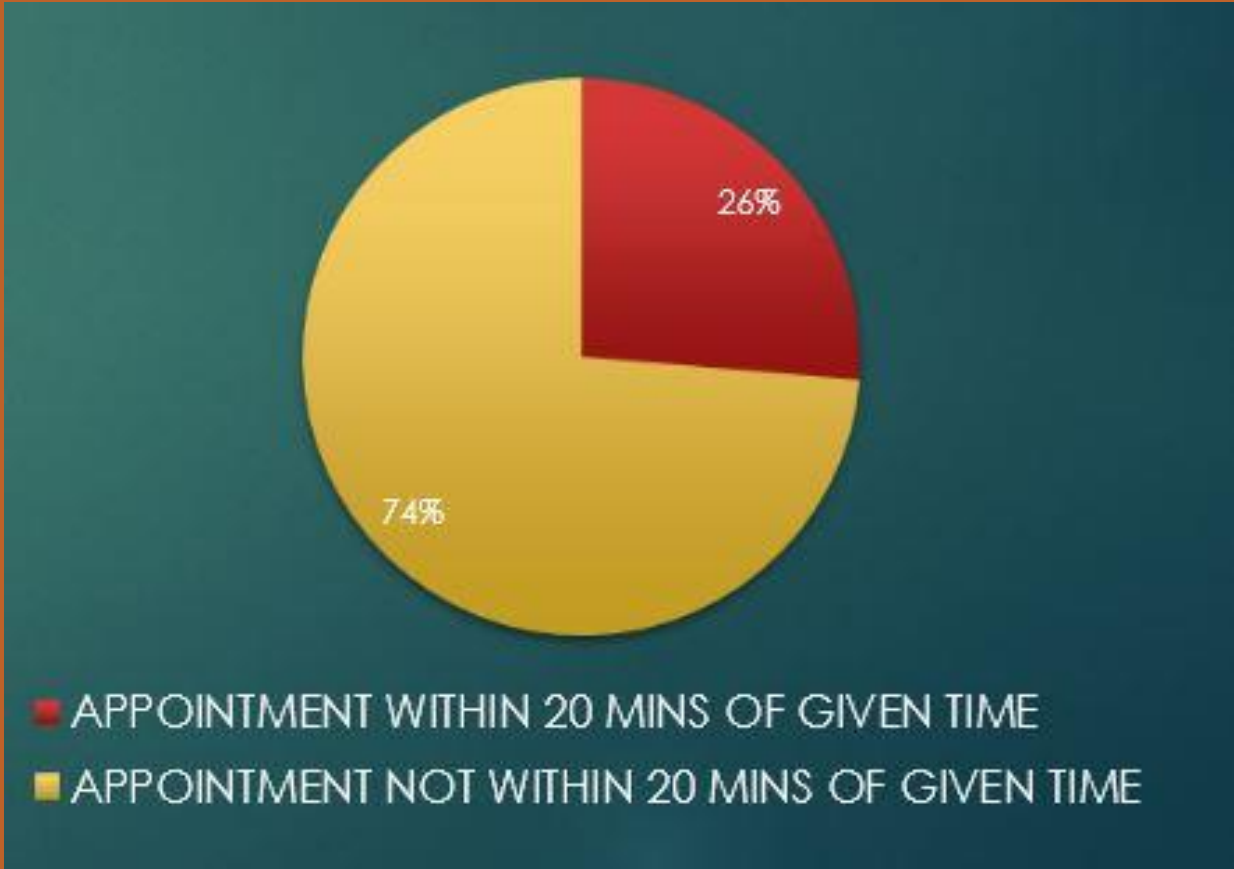
From the point of billing till the patient checks in for a consultation, the waiting time (TAT) is calculated.

WAITING TIME	TIME IN MINUTES
Maximum Waiting Time	344 minutes
Minimum Waiting Time	04 minutes

With 110 patients as the sample size, the average is determined.

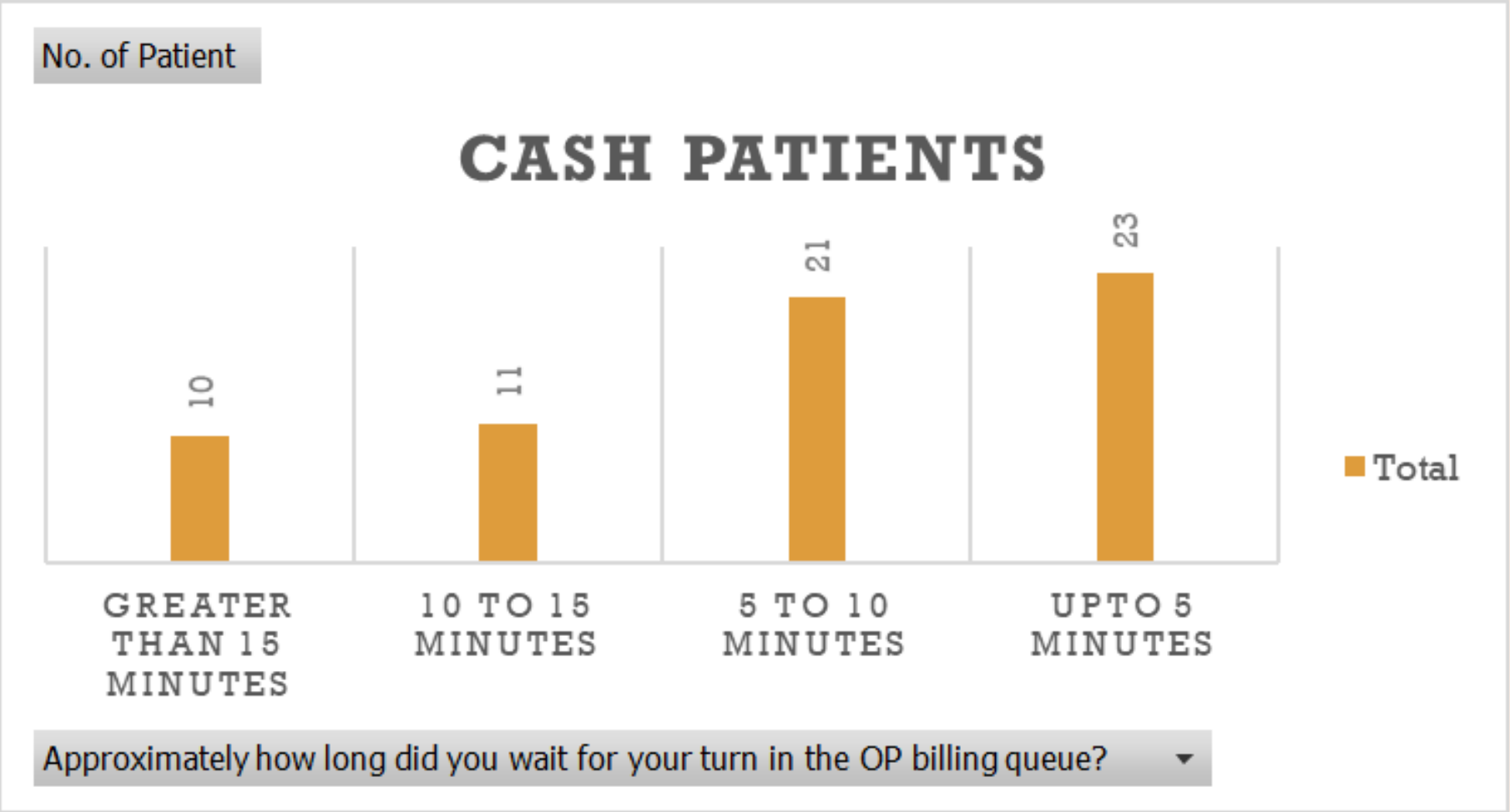
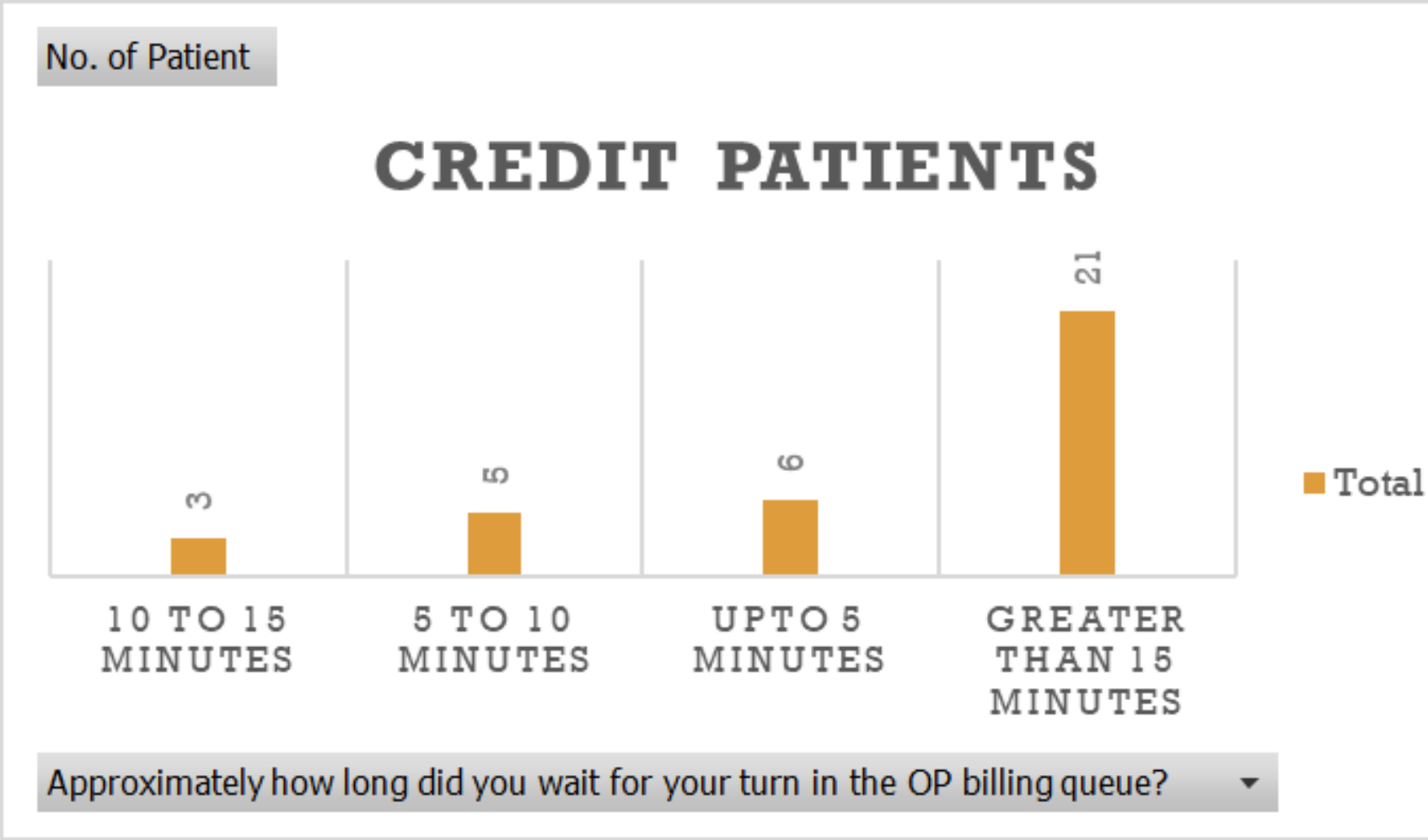
AVERAGE	TIME IN MINUTES
Average Consultation Time	08 minutes
Average Waiting Time	78 minutes

The pie chart below shows the appointment discrepancies-



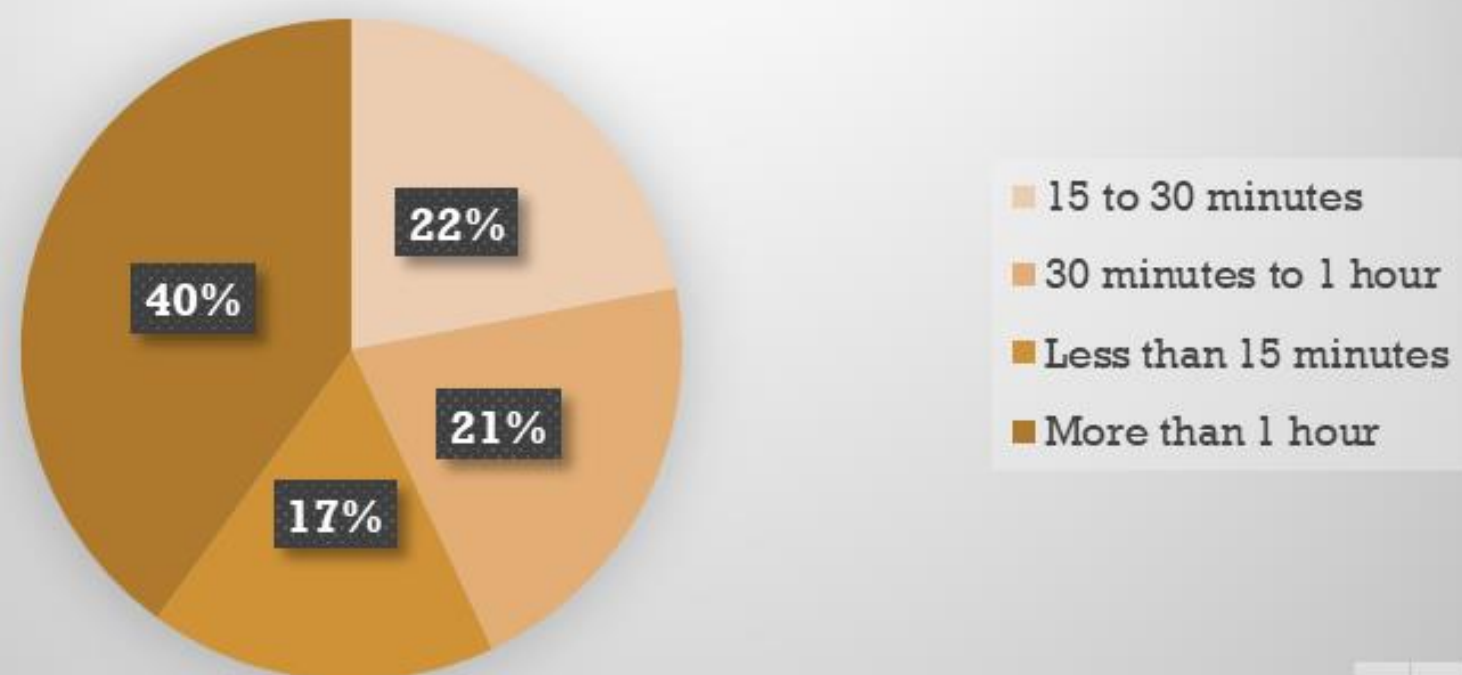
ANALYSIS AND INTERPRETATION OF FEEDBACKS

It was observed that 35% patients were credit patients rest 65% were cash patients. Graphs below shows the billing time of cash and credit patients.

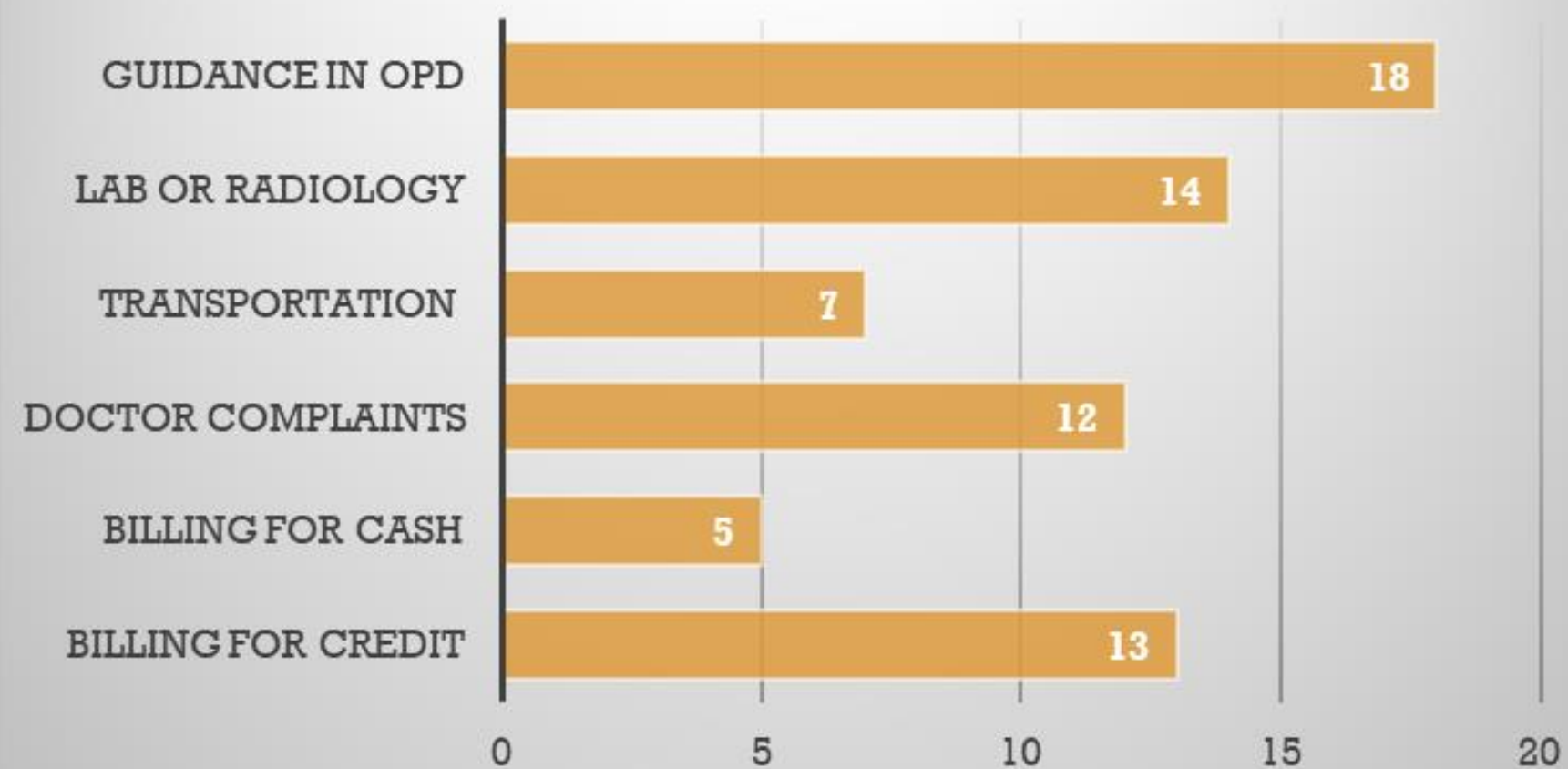


WAITING TIME FOR CONSULTANT

Total



COMPLAINTS IN OPD



MOST COMMON COMPLAINTS OF THE PATIENTS-

- **Too much rush and waiting time in the credit billing counters.**
- **Rude behavior of the staff at credit billing counters.**
- **Staff is not guiding patients properly in OPD.**
- **Long waiting time for consultants.**
- **Waiting time in radiology. After appointment also there is long waiting time.**
- **Not getting reports on time in radiology.**
- **Delay in transportation services like wheelchair, stature.**

OBSERVATIONS

Long waiting for consultations, as consultants are either on IP or emergency rounds.

OP Biller is not guiding patients to vitals room.

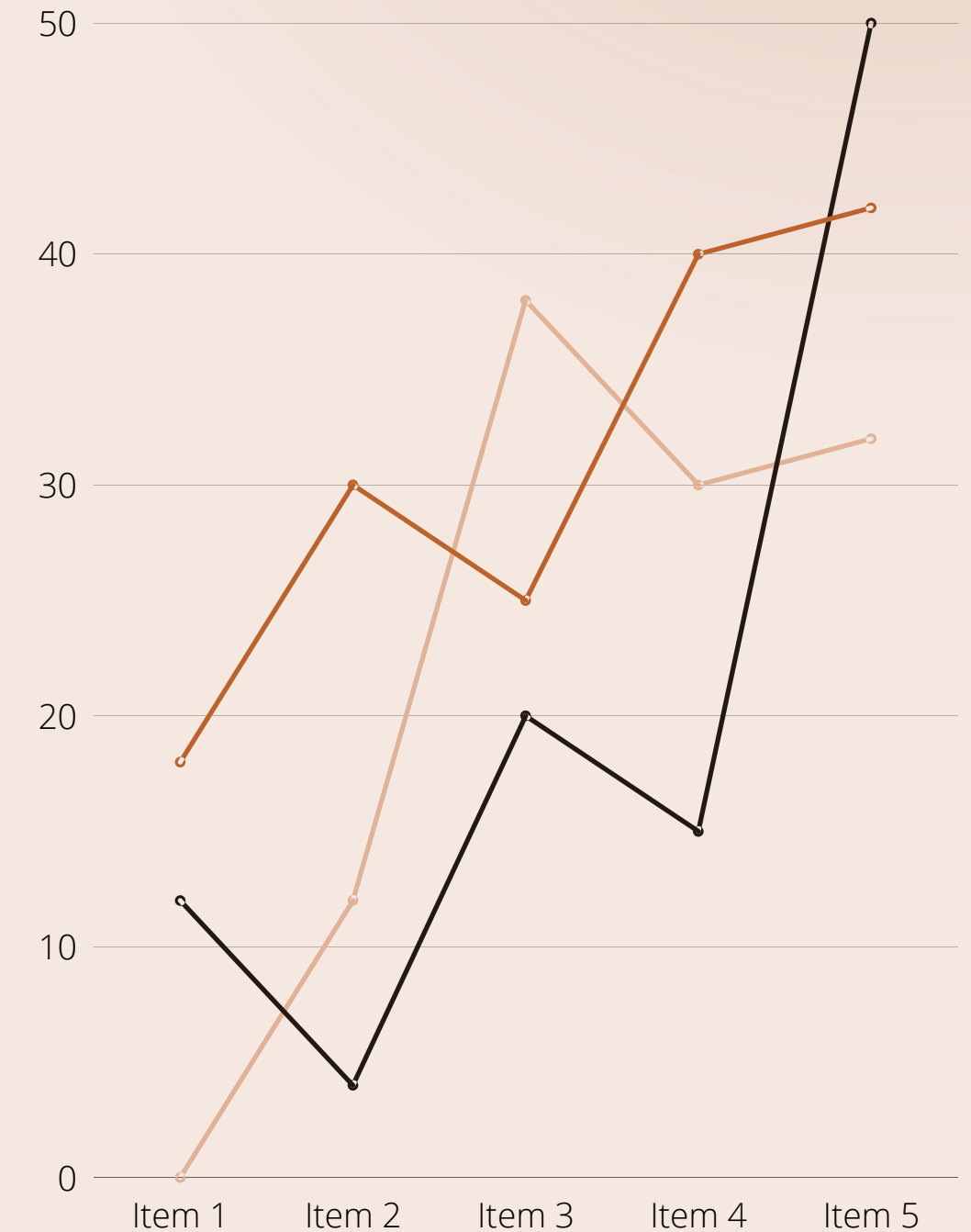
Billing is done when consultant was on leave.

Proper QMS not being followed.

Long waiting even after taking appointments.

Long queue and waiting in credit billing counters.

Long waiting in radiology department.



DISCUSSION

- It was observed that the maximum waiting time is of doctor A with 5 hours 44 minutes. The minimum consultation time is also recorded for the same consultant that is 1 minute.
- The minimum waiting time is calculated for doctor D with 35 minutes.
- The ideal TAT of consultation is 10 minutes. Doctor H have average consultation time of 10 minutes.
- Also appointment discrepancies are seen, only 26% of the patient consulted around actual appointment time.
- The feedbacks form analysis shows higher billing waiting time for credit patients.
- More than 40% of the patients have to wait in the OPD for consultation for more than 1 hour.

SUGGESTIONS



Fixed allotted time for rounds of consultants.



If consultant is on leave, no billing or appointment should be done.



More staff or counters should be provided in credit billing.



Proper information should be provided to the patient regarding rounds time and waiting time.



QMS should be followed by doctors secretory.