

Synopsis Study

Assessing Hospital Performance through Process Optimization and Patient Feedback: A Strategic Analysis at WHC Amar Jain Hospital

Introduction

Hospital performance is increasingly being evaluated through operational efficiency and patient-centric metrics. While clinical outcomes remain essential, modern healthcare organizations are focusing equally on process optimization, service coordination, and feedback management. This study is based on WHC Amar Jain Hospital, a 150-bedded multispecialty facility in Jaipur, which is striving for excellence in hospital operations and patient satisfaction.

Research Question

How can process optimization and structured patient feedback mechanisms improve hospital performance in mid-sized multispecialty hospitals like WHC Amar Jain Hospital?

Statement of the Problem

Despite adequate infrastructure, WHC Amar Jain Hospital, like many mid-sized hospitals in India, faces operational delays, coordination lapses, and underutilization of internal data. Issues such as prolonged waiting times, poor discharge communication, and inconsistent audit documentation reduce service quality and patient satisfaction. The lack of structured process evaluation and feedback implementation creates inefficiencies that need strategic redressal.

Objectives of the Study

To evaluate the turnaround time (TAT) in OPD and IPD

To assess the quality and compliance of housekeeping audits

- To examine the utility and gaps in MIS reporting
- To study coordination practices across departments
- To analyze patient feedback and suggest data-driven improvements

Methodology

The study adopted an observational and descriptive research design during an 8-week internship at WHC Amar Jain Hospital. Primary data was collected through time tracking sheets, housekeeping audit forms, daily MIS reports, and feedback forms. Staff discussions and coordination logs supplemented qualitative insights. Data was analyzed using both quantitative averages and qualitative thematic methods.

Hypothesis

It is expected that the study will reveal operational gaps such as long TAT, documentation lapses, ineffective MIS use, and poor inter-department coordination. Feedback will highlight areas for service improvement. The study aims to recommend strategic measures such as digital queue systems, real-time MIS dashboards, and improved discharge protocols to enhance hospital performance.

Implications Of the Research

1) Operational Efficiency:

- Identifying and addressing delays in OPD/IPD turnaround time can lead to faster patient throughput, reduced congestion, and better resource utilization.

2) Quality Assurance:

- Regular auditing of housekeeping and documentation practices can improve hygiene standards, patient safety, and NABH compliance.

3) Data-Driven Management:

- Enhanced MIS (Management Information System) reporting and dashboard tools can enable real-time decision-making and performance monitoring.

4) Interdepartmental Coordination:

- Streamlining coordination protocols may reduce communication gaps, leading to more synchronized patient care delivery.

5) Patient-Centric Care:

- Systematic analysis and implementation of patient feedback help prioritize patient expectations, leading to higher satisfaction and better public trust.

6) Strategic Planning:

- Findings can support policy formulation, training programs, and investment decisions for hospital administrators aiming at continuous quality improvement.

Significance of the Study

The study offers practical insights for hospital administrators and quality improvement teams to streamline operations and improve patient experience. It aligns with national healthcare standards like NABH and supports hospitals in building a sustainable quality framework. The findings will help WHC Amar Jain Hospital adopt proactive, data-driven strategies for operational excellence.

Keywords

Hospital Performance, Turnaround Time (TAT), Housekeeping Audit, MIS, Patient Feedback, Hospital Coordination, Quality Improvement, WHC Amar Jain Hospital