

SYNOPSIS FOR DISSERTATION REPORT

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1744

MBA – HEM 28

1. TITLE:

Assessing initial assessment time and determining causes of delays at NH MMI Narayana Super speciality Hospital, Raipur.

2. INTRODUCTION:

The efficiency of patient assessment in emergency and outpatient departments plays a crucial role in determining hospital workflow and patient outcomes. Delays in initial assessment can lead to prolonged waiting times, dissatisfaction, and potential health risks. This study aims to evaluate the average initial assessment time at NH MMI Raipur and identify the factors contributing to delays, which can guide process improvements.

3. LITERATURE REVIEW:

Year	Article Name	Author(s)	Sample Size	Study Location	Sampling Technique	Conclusion
2013	How much diagnostic safety can we afford, and how should we decide? A health economics perspective	Newman-Toker DE, McDonald KM, Meltzer DO	Not specified (Review study)	USA	Not applicable	Economic constraints, poor communication , and policy gaps contribute to delays in diagnosis and treatment.

2021	What contributes to diagnostic error or delay? A qualitative exploration across diverse acute care settings in the United States	Barwise A, Leppin A, Dong Y, Huang C, Pinevich Y, Herasevich S, Soleimani J, Gajic O, Pickering B, Kumbamu A	50 healthcare professionals	USA	Purposive sampling	Identifies system inefficiencies, communication failures, and clinician workload as key contributors to diagnostic errors and delays.
2016	Clinician-identified problems and solutions for delayed diagnosis in primary care: A PRIORITIZE study	Car LT, Papachristou N, Bull A, Majeed A, Gallagher J, El-Khatib M, Aylin P, Rudan I, Atun R, Car J, Vincent C	100 clinicians and patients	UK	Convenience sampling	Highlights primary care inefficiencies, including miscommunication, lack of resources, and delays in specialist referrals.

2024	The impact of whole of patient nursing assessment frameworks on hospital inpatients: A scoping literature review	Wiseman T, Kourouche S, Jones T, Kennedy B, Curtis K	30 studies reviewed	Global	Systematic review	Concludes that structured nursing assessment frameworks improve patient outcomes, reduce assessment delays, and enhance workflow efficiency.
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4. RESEARCH QUESTION:

- 1) What is the average initial assessment time in emergency department of the hospital?
- 2) What are the key factors contributing to delays in initial assessment time at NH MMI Raipur?

5. OBJECTIVES:

- To assess the average initial assessment time in emergency department of NH MMI Raipur.
- To identify the primary causes of delays in patient assessment.
- To suggest measures for improving the efficiency of initial assessment.

6. MATERIAL AND METHODS:

STUDY DESIGN:

A cross-sectional observational study.

SETTING:

NH MMI Narayana Super speciality, Raipur.

STUDY POPULATION:

- **Inclusion Criteria:** Patients visiting emergency department for initial assessment.
- **Exclusion Criteria:** Patients with pre-scheduled appointments or direct admissions.

STUDY TOOLS:

- Electronic Medical Record (EMR) time stamps.
- Patient records

DURATION OF STUDY: 3 months (from 10th March 2025 – 31st May 2025)

SAMPLING TECHNIQUE:

Purposive sampling.

DATA COLLECTION PROCEDURE:

- Analyzing data from hospital records.
- Identifying reasons for delays through interviews and observation.

OPERATIONAL DEFINITIONS:

- **Initial Assessment Time:** Time from patient arrival to the first consultation.
- **Delay:** Any assessment time exceeding the standard threshold set by NH MMI Raipur.

DATA ANALYSIS PLAN:

- Data will be analyzed using **Excel**.

7. ETHICAL CONSIDERATIONS:

Data confidentiality and anonymity will be maintained.

8. IMPLICATIONS OF RESEARCH:

This study will help NH MMI Raipur optimize assessment procedures, improve patient satisfaction, and enhance overall hospital efficiency. Findings will guide policy changes to reduce delays in patient care.

9. REFERENCES:

- [1]. Newman-Toker DE, McDonald KM, Meltzer DO. How much diagnostic safety can we afford, and how should we decide? A health economics perspective. *BMJ Qual Saf*. 2013;22(Suppl 2):ii11-ii20. DOI: 10.1136/bmjqs-2012-001616.
- [2]. Barwise A, Leppin A, Dong Y, Huang C, Pinevich Y, Herasevich S, Soleimani J, Gajic O, Pickering B, Kumbamu A. What contributes to diagnostic error or delay? A qualitative exploration across diverse acute care settings in the United States. *Journal of patient safety*. 2021 Jun 1;17(4):239-48.
- [3]. Car LT, Papachristou N, Bull A, Majeed A, Gallagher J, El-Khatib M, Aylin P, Rudan I, Atun R, Car J, Vincent C. Clinician-identified problems and solutions for delayed diagnosis in primary care: a PRIORITIZE study. *BMC family practice*. 2016 Dec;17:1-9.

[4]. Wiseman T, Kourouche S, Jones T, Kennedy B, Curtis K. The impact of whole of patient nursing assessment frameworks on hospital inpatients: A scoping literature review. *Journal of Advanced Nursing*. 2024 Sep;80(9):3448-63.