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SYNOPSIS

TITLE

Topic for dissertation

A Study on OPD Waiting Time in the Gastroenterology Department and Recommendations for Its Reduction

INTRODUCTION

I have been assigned to the OPD Department at Medanta Hospital from April 1, 2025, to April 20, 2025. During this period, I observed certain areas within the OPD experiencing prolonged waiting times. Based on these observations, I selected the Gastroenterology department for an in-depth study. The study focuses on two consulting doctors, whose OPD timings are from 9:30 AM to 4:00 PM.

RESEARCH QUESTION

1. What is the average OPD waiting time for patients in the Gastroenterology department at Medanta Hospital?
2. What are the key factors contributing to extended waiting times in the Gastroenterology OPD?

OBJECTIVES

- To determine the waiting time in the Gastroenterology OPD
- To understand the possible reasons resulting in increased patient waiting time
- To suggest evidence-based solutions to reduce the problem of long waiting time

HYPOTHESIS

Patients with prior appointments experience significantly shorter waiting times compared to the walk in patients

Follow-up patients require less consultation time compared to first-time visitors.

MATERIAL AND METHODS

STUDY DESIGN

Observational Study, cross sectional study

The study is conducted in the gastroenterology department

Primary Data is being collected for a period of 3 months from March 2025 to May 2025 for the patients visiting the OPD of gastroenterology

STUDY POPULATION

The study includes all patients visiting the Gastroenterology OPD, categorized as follows:

Walk-in patients (consultation or follow-up without prior appointments)

Appointment-based patients (scheduled consultation or follow-up)

All patients are included regardless of age or gender.

DURATION OF STUDY

The study commenced from 15/03/2025 and the study will be till 31/05/2025

SAMPLE SIZE

The study includes a total of 92 participants from both categories—walk-ins and appointment-based patients.

SAMPLING TECHNIQUE

Simple Random Sampling is used to collect information about the samples involved in the study

DATA COLLECTION PROCEDURE -

The study is being conducted in the Gastroenterology OPD located on the 11 th floor. Primary Data is being collected over a period of 3 months from March 2025 to May 2025 for the patients visiting the Gastroenterology OPD.

The following key time points are recorded for each patient:

- Completion of billing
- Entry into the consultation room
- Exit from the consultation room

Waiting time is defined as the duration between the completion of billing and the moment the patient enters the doctor's consultation room

IMPLICATIONS OF RESEARCH

- Reducing waiting time can significantly enhance the patient experience and satisfaction and build trust in the healthcare services.
- The study aims to identify root causes of delays and propose actionable solutions to improve overall efficiency in the OPD workflow.