

STUDY FOR DISSERTATION

Reducing Patient Waiting Time: A Comprehensive Analysis of OPD Turnaround Time

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HIGHLIGHTS

WHAT IS OPD?

OBJECTIVES

METHODOLOGY OF STUDY

RESULT OF STUDY

CONCLUSION

RECOMMENDATION

WHAT IS OPD?

The Outpatient Department (OPD) plays a critical role in delivering healthcare services, providing essential medical care to patients without requiring overnight hospital stays.

Patients waiting time has been defined as, the length of time from when the patient enters the out-patient clinic to the time patient actually leaves the OPD.

OBJECTIVES



To study the process flow for OPD consultation as it exists



To calculate the patient waiting time at different touch points



To study the factors influencing the delayed services, if any



To propose probable solutions for the same

METHODOLOGY OF STUDY

01

Study Area –
Outpatient
Department (OPD),
Eternal Hospital,
Jaipur

02

Study Design –
Descriptive Cross-
sectional Study

03

Study Period – 2
Months

04

Study Population
– Patients visiting
the OPD for
consultation

METHODOLOGY OF STUDY

05

Sample Size – 200 patients (50 each from Internal Medicine, Obstetrics & Gynaecology, Cardiology, and Neuromedicine)

06

Sampling Method – Non-probability purposive sampling

07

Data Collection Method – Direct observation method (shadowing patients from entry to end of consultation)

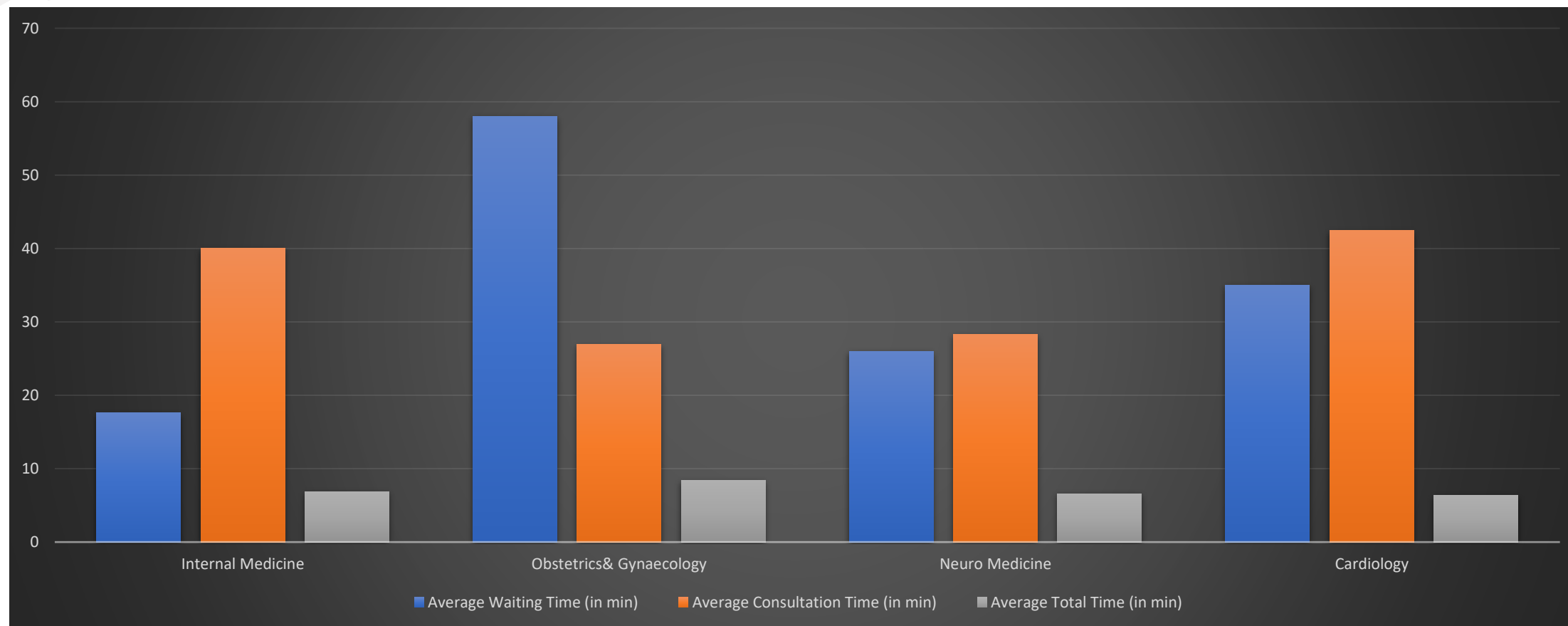
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Data Analysis Tool – Microsoft Excel

RESULT OF STUDY

- Data Analysis:
- The average waiting time for each department was calculated below:

Department	Average Waiting Time (in min)	Average Consultation Time (in min)	Average Total Time (in min)
Internal Medicine	17.63	40	6.9
Obstetrics& Gynecology	58	26.92	8.43
Neuro Medicine	26	28.28	6.57
Cardiology	35	42.43	6.38



Reasons Behind the long Waiting Time are:

- Some patients are not available when their names are called for consultation, causing disruptions and delays in the appointment schedule.
- Doctors may need to attend to emergency cases, requiring them to leave the OPD temporarily, which contributes to longer waiting times.
- Participation in medical grand rounds occasionally pulls doctors away from OPD consultations, increasing patient wait times.

CONCLUSION

After analyzing the data, we can conclude that the avg waiting time(min) for each department is Internal Medicine (17.63), Neuro (26), Cardio (36), Gynae (58) among which we can see Neuro has the highest waiting time.

By identifying the factors contributing to waiting time and providing recommendations for improvement, this study aims to enhance the patient experience in OPD department. By implementing given recommendation can reduce waiting time, increase patient satisfaction and can optimize healthcare delivery

RECOMMENDATION:

Timings for IPD round should be clearly defined which would gradually result in reduced waiting time for OPD patients.

For the patients who arrive too early in hospital, they should be well informed about their concerned doctor's OPD timings.

Patients should be well informed about their turn for consultation so that they will be present when their names are announced.

There should be proper communication with full information to avoid the communication gap.

Timings of doctors should be properly scheduled to prevent long waiting time of patients

Improve operational waiting time that identify and address operational bottlenecks that contribute to prolonged waiting time.

THANK YOU