

Synopsis For Dissertation – Dr Nitish Chaudhri (MBA HM 28, Roll No: 1768)

"Management Practices in Dental Clinics: A Descriptive Study on Operational Efficiency at Crystal Dental Clinic, Bareilly, Uttar Pradesh"

Introduction

Dental clinics, like other healthcare facilities, require efficient management practices to ensure optimal patient care and resource utilization. Operational efficiency—encompassing appointment scheduling, staff coordination, equipment usage, and patient flow—directly impacts service quality and profitability. This study focuses on a **dental clinic in Bareilly, Uttar Pradesh**, with **2 dental chairs and an average of 15 daily patients**, to evaluate its management practices. The findings will help identify gaps and suggest improvements, contributing to better clinic performance and patient satisfaction.

Research Question

"How do current management practices influence operational efficiency in a mid-sized dental clinic in Bareilly?"

Objectives

1. **To describe** the existing management practices (appointment systems, staff roles, equipment usage).
2. **To assess** patient flow and waiting time efficiency.
3. **To identify** challenges in resource allocation (dental chairs, consumables, staff).
4. **To suggest** measures for improving operational efficiency based on findings.

Material and Methods

Study Design: Descriptive cross-sectional study.

Setting: A private dental clinic in Bareilly, UP, with 2 dental chairs and ~15 patients/day.

Study Population:

- **Inclusion Criteria:**
 - Clinic staff (dentists, assistants, receptionists).
 - Patients visiting during the study period.
- **Exclusion Criteria:**
 - Patients unwilling to participate.
 - Staff employed for less than 3 months.

Study Tools:

- **Structured questionnaires** for staff (management practices).
- **Patient feedback forms** (waiting time, service quality).

- **Observational checklist** (equipment usage, appointment adherence).

Duration of Study: March 2025 - May 2025

Sample Size:

- **Staff:** All 5–6 employees.
- **Patients:** 30–40 (convenience sampling).

Sampling Technique: Convenience sampling (due to limited clinic size).

Data Collection Procedure

Staff Interviews: Questions on roles, scheduling, and challenges.

1. **Patient Surveys:** Feedback on waiting time and satisfaction.
2. **Direct Observation:** Time-motion study for patient flow and chair utilization.

Operational Definitions:

- **Operational Efficiency:** Measured via patient wait time, chair turnover rate, and staff productivity.
- **Management Practices:** Policies for appointments, inventory, and staff coordination.

Data Analysis Plan

- **Software:** Microsoft Excel (descriptive statistics).
- **Analysis:**
 - Frequency distribution (categorical variables like staff roles).
 - Mean/median (continuous variables like waiting time).
 - Thematic analysis of open-ended feedback.

Ethical Considerations

- Written consent from staff and patients.
- Anonymity of responses ensured.
- Data stored securely; no personal identifiers collected.

Implications of Research

- **Clinic Level:** Improved workflows, reduced patient wait times, better resource use.
- **Industry Level:** Insights for small/mid-sized dental clinics in tier-2 cities.

References

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