

Assessment of turnaround time in dialysis services and its impact on patient throughput and satisfaction in Dialysis

ABOUT THE ORGANISATION

Jay Prabha Medanta super Speciality Hospital located in Patna ,Bihar is a 500+ bedded hospital which serves as an holistic healthcare facilities at an affordable cost with. its exceptional medical professionals , advanced technologies& comprehensive range of specialties.since it is well equipped .it holds the capacity to cater a diverse range of medical needs, ensuring that patient receives comprehensive and specialised treatment under one roof

HISTORY

In 2021, Medanta inaugurated the 500-bed Jay Prabha Medanta Super Speciality Hospital in Patna ,In November 2022, Medanta launched its initial public offering



AIM

To evaluate administrative TAT in dialysis and its effect on operational performance and patient satisfaction.

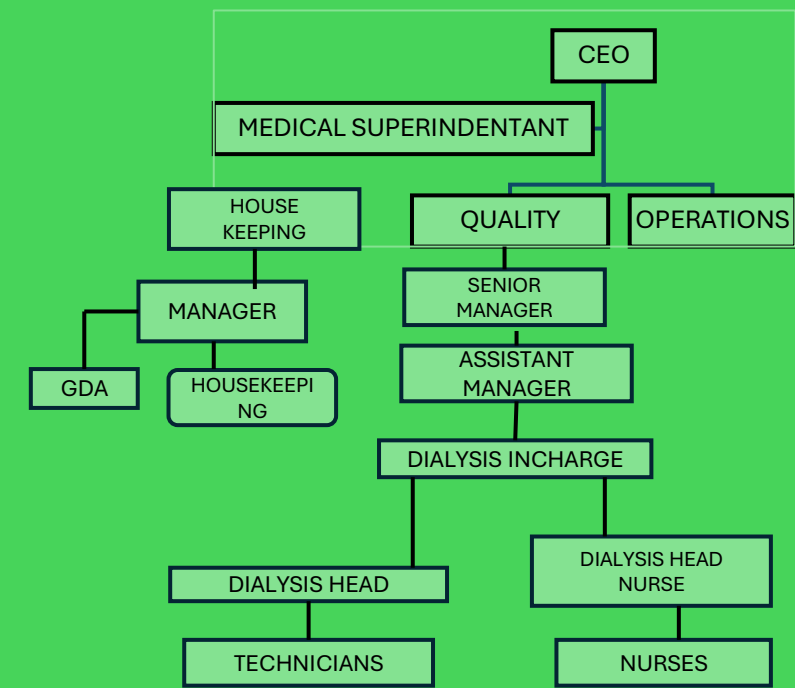
VISION

- To be leading provider of world –class ,holistic and affordable healthcare.
- To establish a dynamic institution that fosters the development of people and knowledge.

MISSION

- To deliver advanced medical services
- To focus on patient–centric ,integrated and affordable healthcare
- To continuously improve and innovate in healthcare delivery

ORGANISATIONAL STRUCTURE



CHALLENGES FACED

- Lack of interoperability of IPD & OPD department Busy staff leading to less interaction with them
 - Lack of role clarity
- Exposure to complete new clinical domain
 - Lack of feedback system

STRENGTH

Enough staffs with well maintained process flow
Comprehensive & well structured facilities

WEAKNESS

High workload on nurses with strict performance targets leading to nurse burnout
Patient sometimes feel impersonal due to hospital's high patient volume especially during peak hours

Swot analysis

OPPORTUNITIES

Investment in specialised services
Developing centres in specialised care like cardiology, nephrology, organ transplant etc
High potential to set up new branches in even Tier 2 cities

THREAT

Shortage of skilled healthcare professional , especially nurse
Even one unusual case can spread negative publicity

OBJECTIVES

- To measure the average turnaround administrative time for patients.
- To identify operational bottlenecks or delays affecting the flow of dialysis procedures (e.g., staff availability, equipment turnover, cleaning time).
- To suggest actionable strategies to reduce TAT and improve both patient flow and satisfaction.

THEORETICAL LEARNING

- 1.Studied about all the departments of a hospital (ICU,OPD,IPD,OT,EMERGENCY)
- Had learnt the role of manager in hospital setup which includes overseeing the day to day operations while maintain the quality
- Maintain the staff coordination by resolving the conflict
- Enhance patient satisfaction while maintaining proper communication skills.

PRACTICAL UNDERSTANDING

- Hospital involves clinical as well as non clinical department like housekeeping, transport team , canteen, linen and laundry etc which forms the baseline of patient satisfaction
- A real manager should have proper knowledge of each and every domain of any hospital like the working of machine, doctor prescription, MRD&EMR and doctor advise and prescription.
- Along with having decent communication a manager needs to have proper sense of counselling to patient in every field (financial counselling, medicine counselling , procedure a counselling

KEY LEARNINGS

- Learnt how to ensure smooth operability with scarce resources
- Learnt patient interaction and communication along with professional counselling.
- Understood the workflow and work role of different staffs and the gaps associated due to their lack of inter-communication.
- Learnt how to coordinate with all the staffs to ensure smooth operability.

SUGGESTIONS

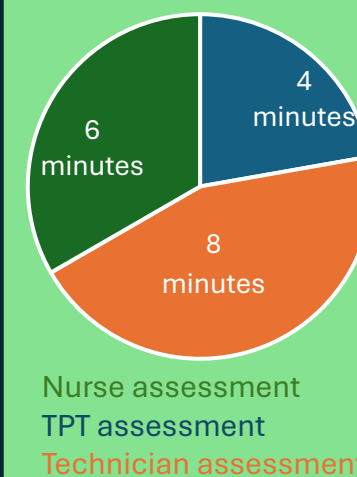
- Nurse task should be pre defined and fixed by TL for which only they are accountable
- Each nurse should counsel their respective bed's patient about their BP, appointments, their health status
- Each technician should be assigned with one TPT
- Each technician should be assigned fixed number of non consecutive bed for which they are accountable

METHODOLOGY

- Type of study: Observational & time-motion
- Setting:-Dialysis unit of the hospital
- Sample:232 OPD patients
- Data Collection Tools:Observation sheets for time logging ;observation of patient centric problem & Staff interviews



Administrative role distribution



DIALYSIS SESSION TIMELINE- On-time vs Delayed case

Graph in

- Nurse assessment
- Technician assessment
- TPT assessment
- TOTAL LOS

