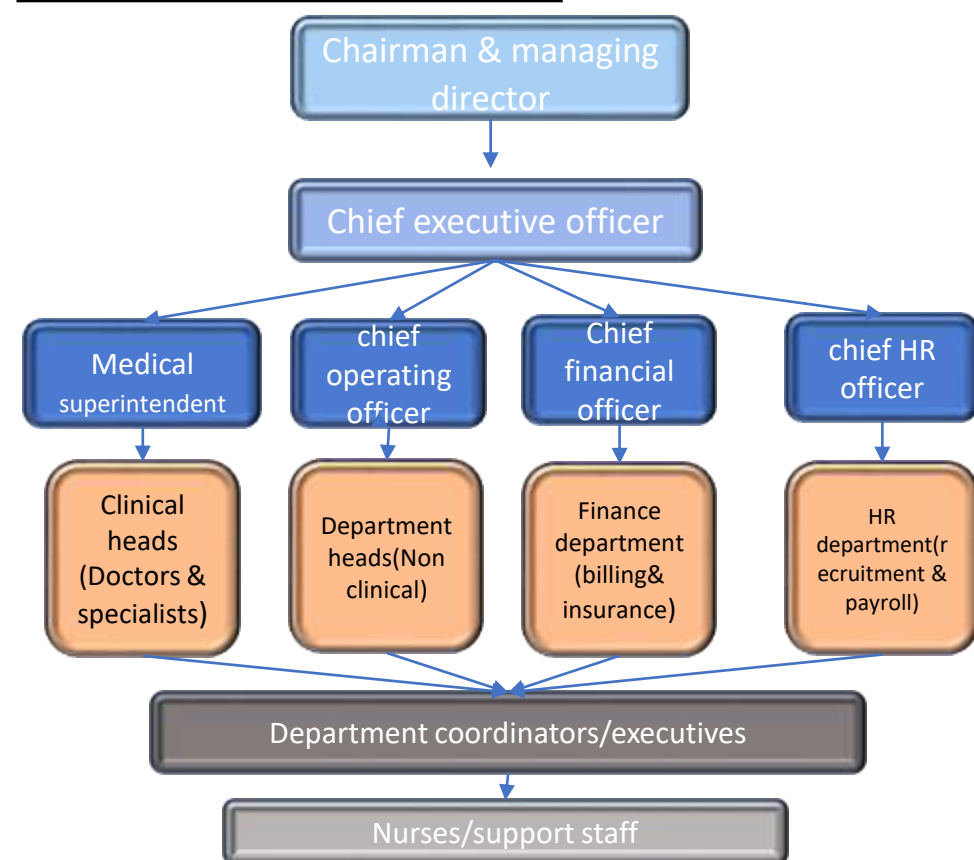


ABOUT THE ORGANISATION:

Apollo revolutionized healthcare when Dr. Pratap Reddy opened the first hospital in Chennai in 1983. today Apollo is the worlds largest integrated healthcare platform with over 10,000 beds across 73 hospitals as well as 500+ telemedicine centers. Since its inception, Apollo has emerged as one of the worlds premier cardiac center. Apollo continues to invest in research to bring the most cutting-edge technologies, equipment and treatment protocols to ensure patients have the best available care in the world. Apollo's 100,000 family members are dedicated to bringing you the best care and leaving the world better than we found it.

VISION: Apollo's vision is to touch a billion lives.

MISSION: Bringing healthcare of international standards within reach of every individual. Committed to the achievement and maintenance of excellence in education, research and healthcare for benefit of humanity.

ORGANISATION STRUCTURE:**LEARNINGS:**

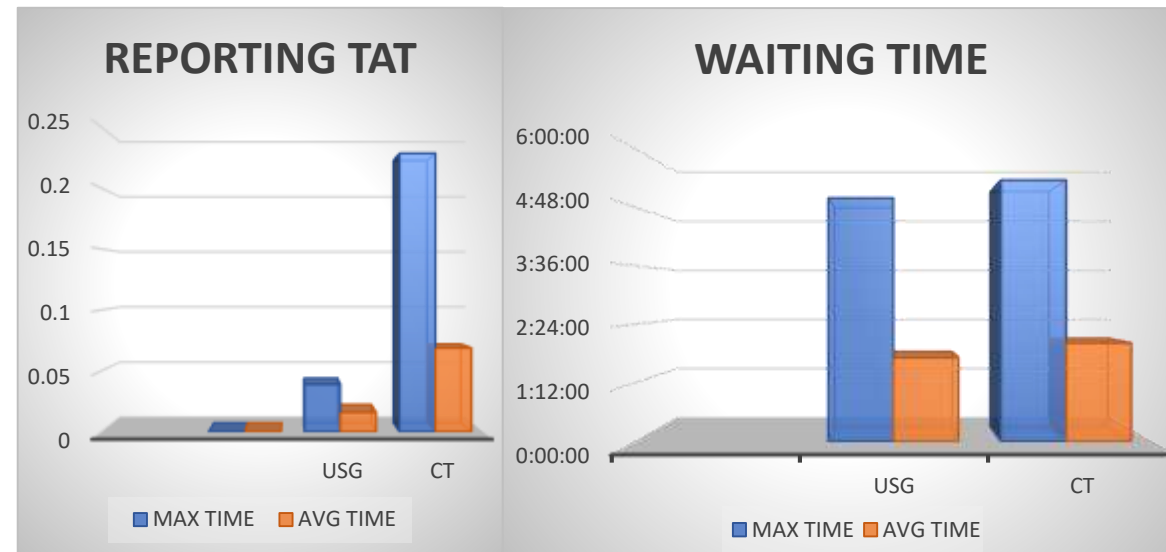
- Turnaround time and waiting time are different metrics that measure different aspects of operational workflow. TAT is from the time the patient has checked out from the scan room till the report has been generated.
- Waiting time is the time between the arrival of patient into the department until check-in into the scan room.

OBJECTIVE:

- To study and measure the turnaround time and waiting time at CT scan & ultrasound procedures in the radiology department.

METHODOLOGY:

- Study design: time-motion study
- Study location: Radiology department.
- Sample size: 174 patients(outpatients)
- Sampling technique: Convenient sampling
- Data source: Real-time observation and hospital information system(HIS)
- Inclusion criteria: OPD patients
- Exclusion criteria: IPD and emergency patients, procedures done post 5:30 PM
- Data analysis: Microsoft Excel

**ANALYSIS FOR TAT REPORTS**

- With the above graph, we can see that the stipulated times for all the procedures are generally exceeded.
- CT scan shows the greatest discrepancy of 2hrs 01min. Ultrasound has the closest average time with notable outliers. The maximum time indicates that there is a need for potential areas for process improvement.

ANALYSIS FOR WAITING TIME:

With the graph, we can see that ultrasound shows the greatest discrepancy, with CT scan having a small difference between the average and stipulated time which indicates consistency and focused improvement. Significant outliers are present in both the modalities.

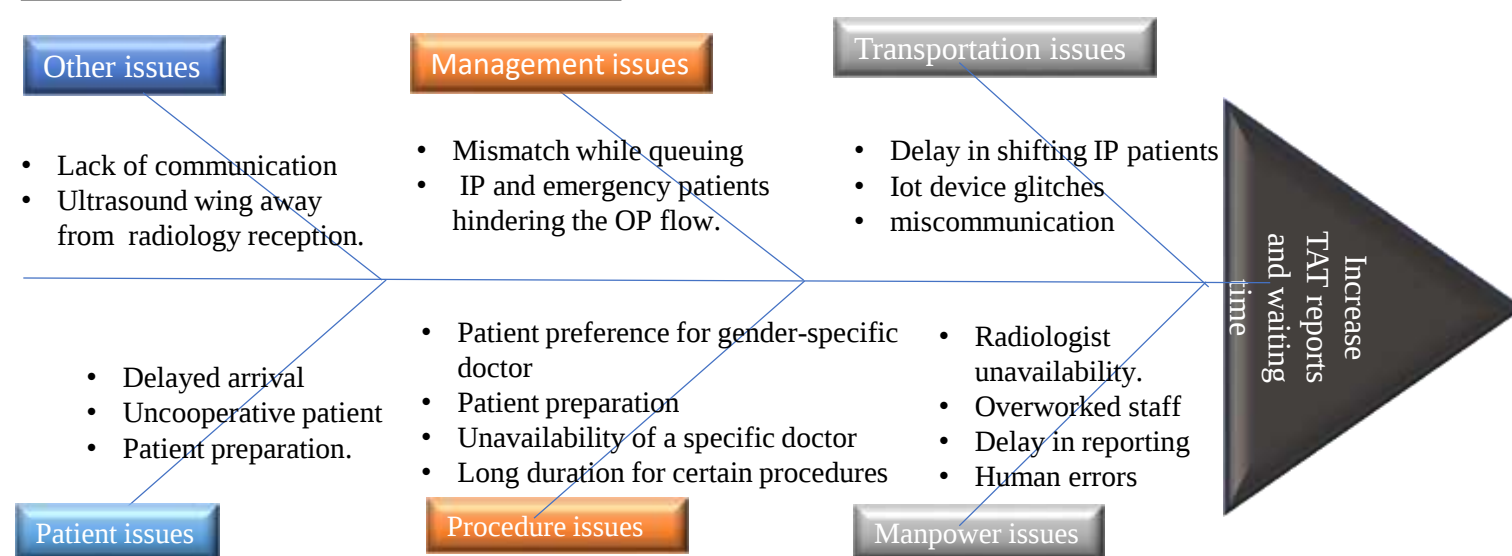
Overall, there is need for improvement in reducing the waiting time.

CHALLENGES FACED:

- It was a challenge to monitor the real-time TAT and waiting time during the peak hours when the patient flow is high.
- TAT for reports is more due to improper queueing and absence of old reports.
- Late arrival of appointments and hinderance of IP & emergencies.
- Software glitches leading to increased waiting time and delayed reports.

USEFULNESS OF THE INTERNSHIP:

- Helped to understand the importance of operational management at a hospital.
- I have learned to apply theoretical knowledge in practical situations.
- It made me gain insights on conducting a study and analysis.
- Made me confident about my ability of decision making.

FISHBONE/ISHIKAWA DIAGRAM:**RECOMMENDATIONS:**

- Efficient utilization of manpower is necessary.
- Correction software malfunction as early as possible to reduce reporting TAT.
- Prior collection of old scans and reports for reference to avoid delays in the report delivery.
- Proper counselling of the patient before the procedure to avoid errors and movement
- Dedicated USG machines for IP and emergency patients.
- Application of triage protocol to prioritize scans and report generation based on emergency.
- Manage staff schedules during peak hours with high patient flow.

**CONCLUSION:**

- With this project, I was able to identify the various factors contributing to increased waiting time and delays in report delivery, and have devised strategies to overcome and improve these services
- Reducing the TAT for reports and waiting time for patients enables quick decision-making by healthcare providers and faster responses.
- This has a crucial impact on patient outcomes and the quality of care delivered.
- Shorter waiting times lead to improved customer satisfaction and maintain trust in the organization.
- Additionally reducing TAT helps in cost savings by minimizing delays.