



PROCESS MAPPING AND IDENTIFICATION OF BOTTLENECKS IN DAY CARE of RGC I & RC

RATIONALE

- This study is to understand the process flow, identify the delays. In order to maximize the utilization of day care, it is essential to know the process flow and reasons leading to its underutilization. The study also focuses on identifying of bottlenecks in the current process with appropriate suggestions for improvement.

OBJECTIVES

- To observe and analyse the process flow of day care oncology at RGC I.
- Identification of bottlenecks and delays in the process.
- To give recommendation for further improvement in the process and minimise the patient waiting time.

RESEARCH METHODOLOGY

STUDY DESIGN: Descriptive cross-sectional

SAMPLING: Convenience Sampling

SAMPLE SIZE: 100 patients in day care.

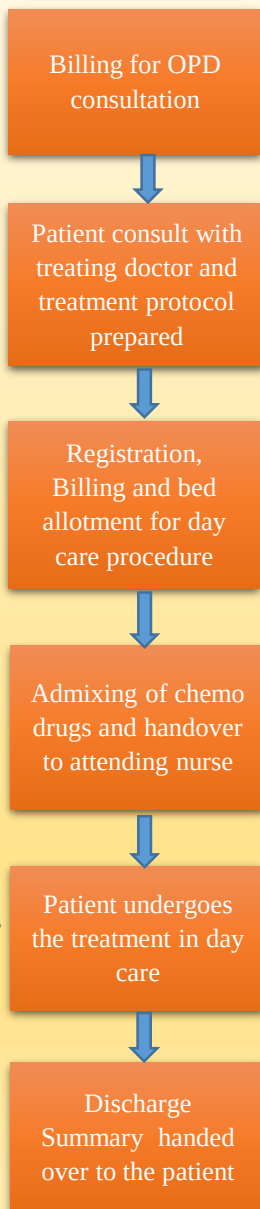
STUDY POPULATION: Day care patients

DURATION OF STUDY: 8 weeks

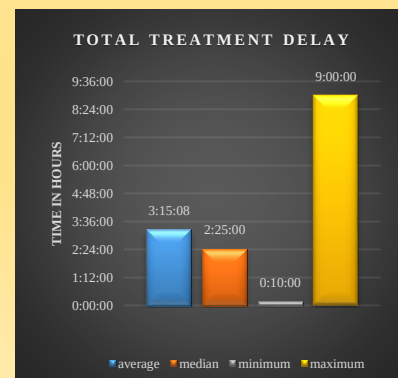
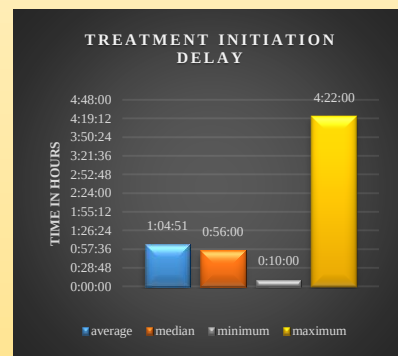
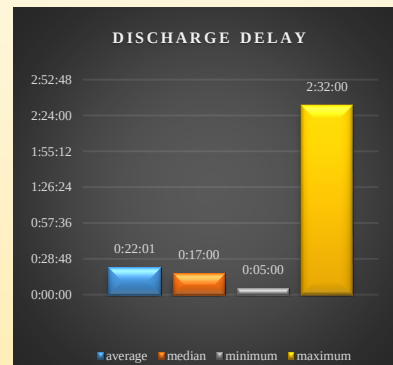
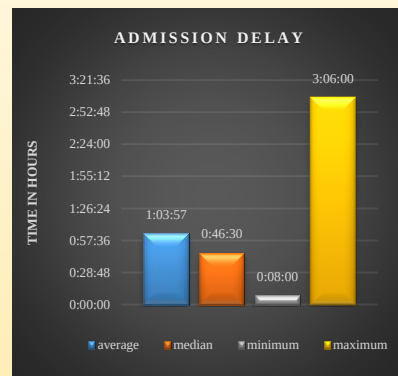
SOURCES OF DATA:

- Primary data: semi structured questionnaire
- Secondary data: medical records, website of the hospital, journals

PROCESS FLOW



DATA ANALYSIS



OBSERVATIONS

A. Reasons behind delays in admissions

- Improper planning of patients.
- Choice/requirement of bed by the patients.
- Non availability of beds in the day care.
- Patients not turning up on the intimated time for bed allocation after the billing is done.

B. Reasons behind treatment initiation delay

- Required lab/radiology tests not being done by patients.
- Fluctuation in patient blood counts/lab reports.

- Delay in medicine to reach at the desired patient's bed.
- Change of drug/drugs dosage for the patient.
- Ongoing concurrent radiation of the patient.

C. Delay in total treatment

- Nurses attending to many patients.
- Some adverse drug reaction of the patient.
- Patient not coping well with the drug and showing symptoms.
- Delay in mixing of the chemotherapy drugs.

D. Delay in patient discharge

- Delay in clearance from pharmacy.
- Delay in preparation of discharge summary. (doctor on duty)
- Delay in corporate and insurance clearance.
- Patient having food or rest after the treatment.

RECOMMENDATIONS

A. Solutions for delay in patient admission

- Registration, billing and bed allotment for day care can be done at same place which will decrease patient waiting time.
- Proper communication to the patient regarding registration, billing and allotment of bed can help in decreasing the patient dissatisfaction at the time of admission and allotment.

B. Solutions for delay in initiation of treatment

- Preplanning of the chemo drug with the consultant one day prior the appointment day would smoothen the whole process.
- Reducing the time taken by pharmacy staff to deliver medicines at patient's bed can initiate the treatment early.

C. Solutions for the delay in total treatment

- Proper planning of the attending nurse to the patient ratio depending on the footfall of the patient in the day care.
- Reducing the time taken in mixing of chemotherapy drugs and bringing back to the attending nurse.

D. Solutions for delays in discharge of the patient

- Billing for day care can be done after the treatment is finished and can be done for the time taken by the patient in whole procedure, this will reduce the unnecessary time like patient having rest or food after the procedure.
- The discharge process should start in the admission point itself, as it is the mismatch between demand and supply of beds that promotes delays and bottlenecks in the system.