



Title- To study the process flow of the departments assigned.

Introduction

Each and every department has its own place in a hospital. A smooth running of a hospital is not possible without a combined effort of all the departments. These departments not only deal with patients but also have the responsibility to take care of all other services . A hospital has clinical and non clinical Departments. Support services are departments within our hospital which carry out much of the “behind the scenes” work. They help to support the work carried out by our frontline departments but are just as crucial. Without them, the hospital would simply not run. The work carried out by these support services ranges from providing food to patients, to maintaining a clean and safe hospital, to providing support to our staff.

Objectives

To prepare the process flow of departments assigned and to figure out the discrepancies and issues in their process flow.

Research Question

How effective is the process flow of these departments and how efficiently they are contributing in the smooth working of hospital?

Research Methodology

Type of study : A Descriptive and exploratory study

Study area– Manipal Hospitals Vidyadharnagar Jaipur.

Duration of Study– 1 month

Type of Data- Quantitative

Technique– Direct Observation.

Sampling technique for departments – purposive sampling.

Sample Size – 50 Samples

LINEN AND LAUNDARY

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken
1.	Collection of soiled linen from dept.	GDA	1 hour
2	Segregation of linen	GDA	30 min
3	55-60 kg linen at a time in washer	Dept staff	30 min
4	Steam Drying -40-45 kg at a time	Dept staff	25 min
5	Separation of linen	Dept Staff	30 min
6	Ironing the linen	Dept staff and GDA	3 hours
7	Storage of separate linen into racks according to dept. Codes	Dept staff and GDA	1 hour
8	Verification of count and distribution of linen from laundry to other departments	Dept staff	After 3 pm

Average Time that should be taken according to standard operating policies of hospital = 24 Hours
Time that is being taken = Within 24 Hours

ISSUES

Machine maintenance not on time.

RECOMMENDATION

Planned preventive maintenance program for laundry equipments.

PHARMACY

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken
1.	Greeting the patient and collecting prescriptions from patients and asking patient for Quantity	Pharmacist	1 min
2	Finding the medicines in store area	Pharmacist	5-7 min
3	Verification of medicines both quantity and whether exact same brand written on	Pharmacist	1 min
4	In case if prescribed medicine is not available then ask the doctor for Substitute medicine	Pharmacist	5-7 min
5	Entry into the system - CRN	Pharmacist	1 min
6	Billing of the medicines	Pharmacist	1 min
7	Receiving the money	Pharmacist	1 min
8	Giving suggestions to patient regarding how to consume the medicines	Pharmacist	1 min

erage Time that should be taken according to standard operating policies of hospital = 10- 15 min
Time that is being taken = 25 min

ISSUES

Patients are not coming in queue.

- 1.No proper storage method implemented.
- 2.Many times exact brands not available.
- 3.Doctors many time not pick up the call.
- 4.System slow down some times

RECOMMENDATION

- 1.Proper storage of the medicine should be maintained and implemented.
2. Branded medicines or the alternative of the prescribed medicine should be available in the store.

OPD ADMISSIONS

Steps	Activity	Involved by Staff Designation/ Name of Equipment/ Patient	Avg. Time taken
1.	Patient Registration	Admission coordinator	2 min
2	Documentation	Admission coordinator	13 min
3	Information to Nursing Station	Admission coordinator	2 min
4	Information to patient	Admission coordinator	4 min
5	Cash received & Documents Signed	Patient	4 min
6	GDA Took patient to the ward	GDA	5 min
7	GDA handover patient file to the ward	GDA/Nursing Staff	2 min

Average Time that should be taken according to standard operating procedures of Hospital = 15-20 minutes
Time that is being taken = 30 minutes

ISSUES

Coordinator was equally involved in answering the phone calls.

RECOMMENDATION

Proper staffing should be done according to the requirement that is there should be another staff for answering the call so that receptionist can take care of the patient.

BILLING

Steps	Activity	Average time taken
1	Ip billing starts. Admission and bed charges are picked automatically	10:00 AM
2	Daily billing sheets arrives and bills are updated as per the entries in billing activity sheet	5 mins
3	Updating of OT and cath procedures billing	10 mins
4	Posting the IP packages in IP bill as per applicability of different categories	15 mins
5	Keeping record of all received billing activity sheets , OT and Cathlab	5 mins
6	Updating the other charges or billing entries	5 mins

Average Time that should be taken according to standard operating Procedures of hospital =30minutes
Time that is being taken = 40minutes

RECOMMENDATION

Stickers should used in spite of writing to avoid the inconvenience to identify the patient

ISSUES

- 1.Patients stickers are not placed, increases the chances of billing error because of hand written name and IP number
2. Date of Operation not entered
3. IT errors
4. No proper and timely mail communication

Presented By:-
Dr. Shubhra
HM Batch 21