



ASSESSMENT OF FACTORS AFFECTING AVERAGE LENGTH OF STAY & PATIENT FLOW MANAGEMENT IN OUT-PATIENT DEPARTMENT



AVERAGE LENGTH OF STAY

INTRODUCTION-Average Length of Stay is an important performance indicator for hospital management and a key measure of efficiency in healthcare. It refers to the average number of days that patients spends in the hospital.

OBJECTIVES-To study factors contributing towards prolonged stay of patients
To provide suitable recommendations to reduce subsequent length of stay of patients

METHODOLOGY

STUDY AREA-Apollo Hospitals Enterprises Limited, Bilaspur

SAMPLE SIZE- 3625 (No. of In-patients from 3rd April to 5th May)

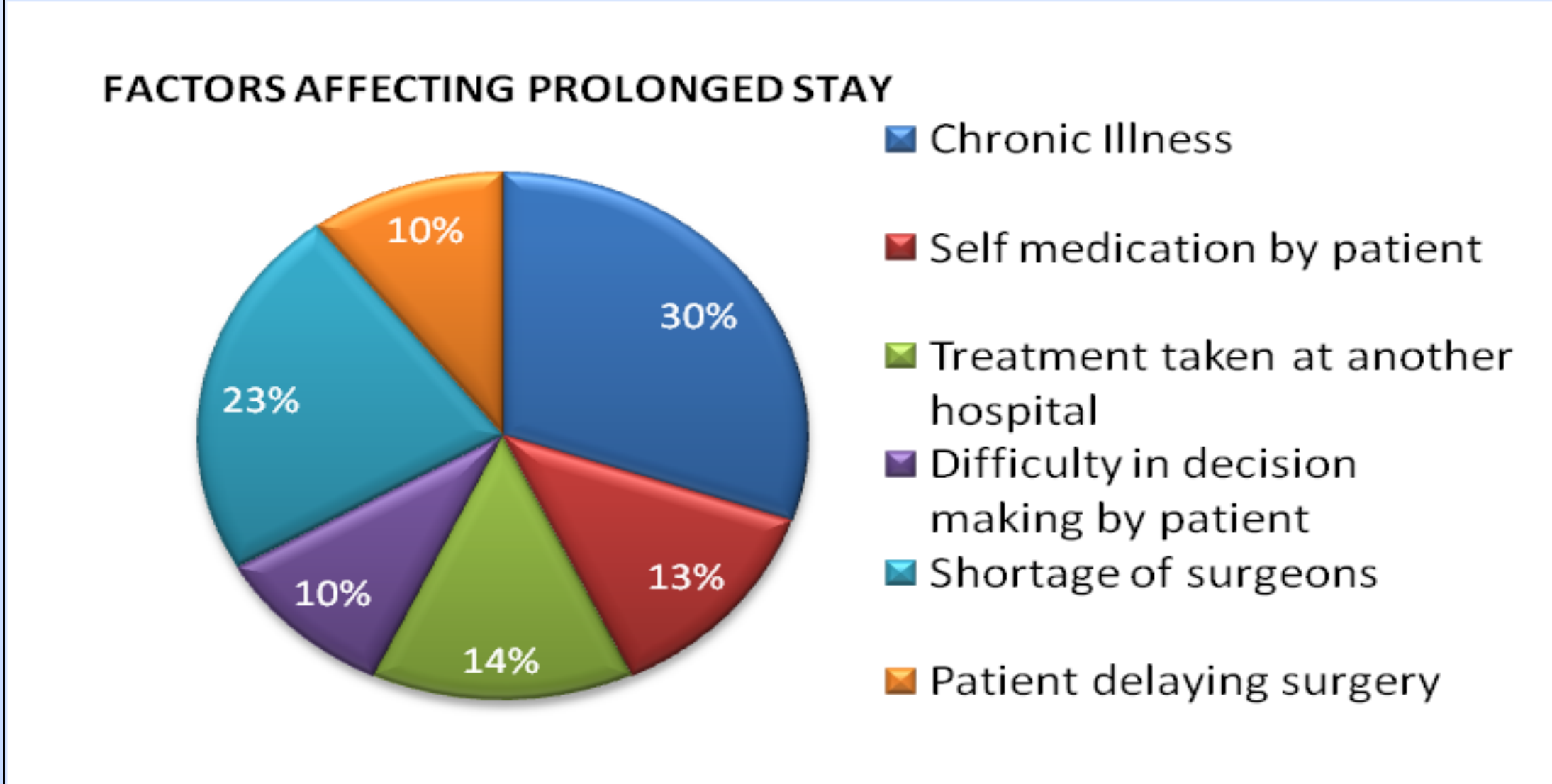
DATA COLLECTION TECHNIQUE-Interview Scheduled Guidelines (Done with doctors, staff & patients.)
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DATA ANALYSIS- It is done with aid of MS Excel sheets.

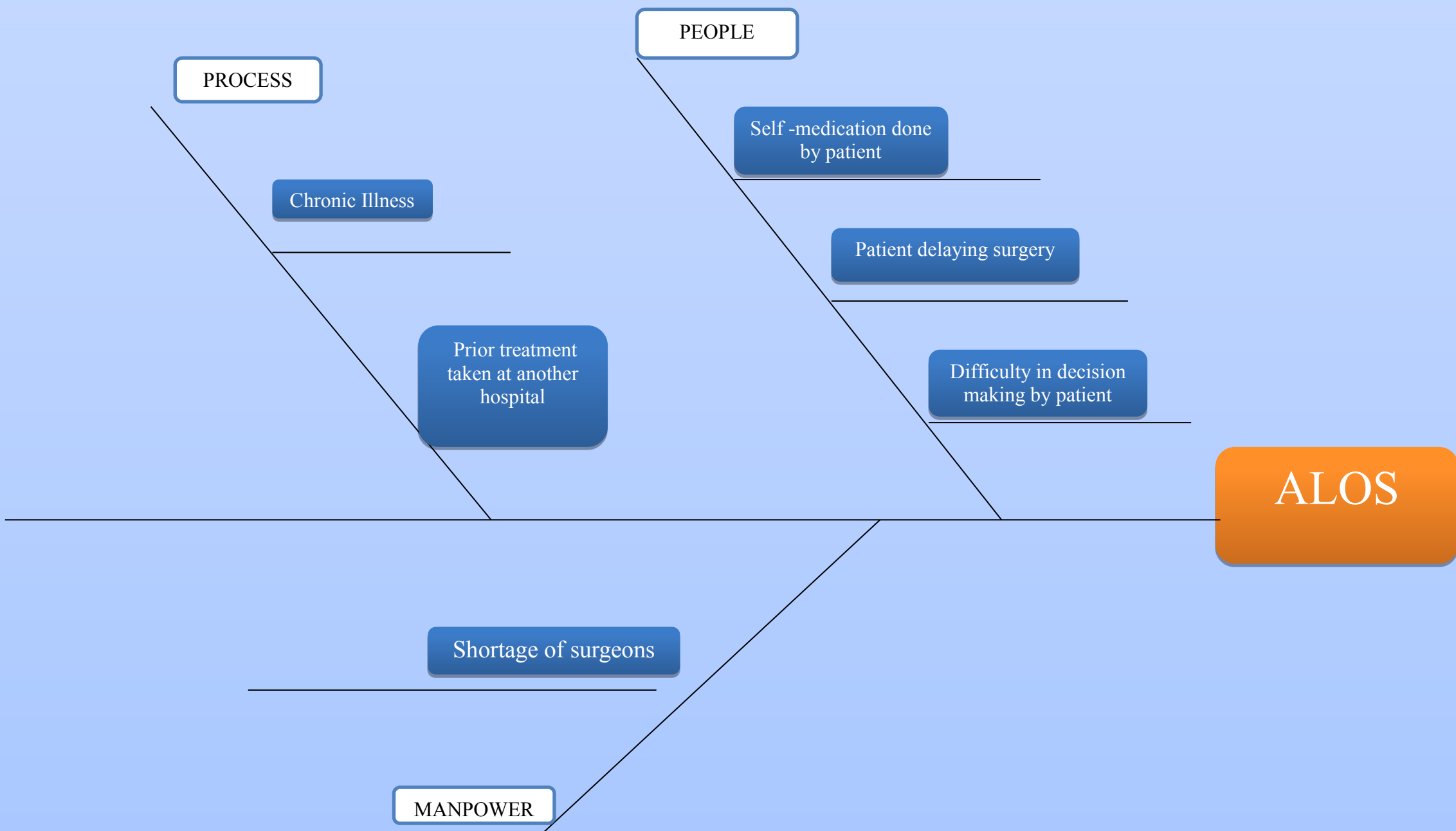
FINDINGS AND ANALYSIS-

ALOS=
$$\frac{\text{Total no. of Discharged In-patients Days}}{\text{Total no. of Discharged In-patients}}$$

By calculating ALOS by the formula we get
ALOS=5.89



FISH BONE ANALYSIS



CONCLUSION & RECOMMENDATION-After analysis of the data and evaluation of cause of prolonged length of stay of patients in the hospital we come to a conclusion that the major cause is Chronic Illness. For such cases, complete evaluation should be done that regarding history of diseases of patient whether the patient has taken earlier treatment.
For the patients delaying surgery and for those who have difficulty in decision-making, counselling is recommended
Ensure availability of more than one surgeon in every department.

PATIENT FLOW MANAGEMENT IN OPD

INTRODUCTION-The flow of patients between staff, departments and organizations along a pathway of care.

It represents ability of healthcare system to serve patients quickly and efficiently as they move through stages of care.

OBJECTIVES- To study factors contributing in patient flow.
To reduce delays and ensure hassle- free patient flow management

METHODOLOGY

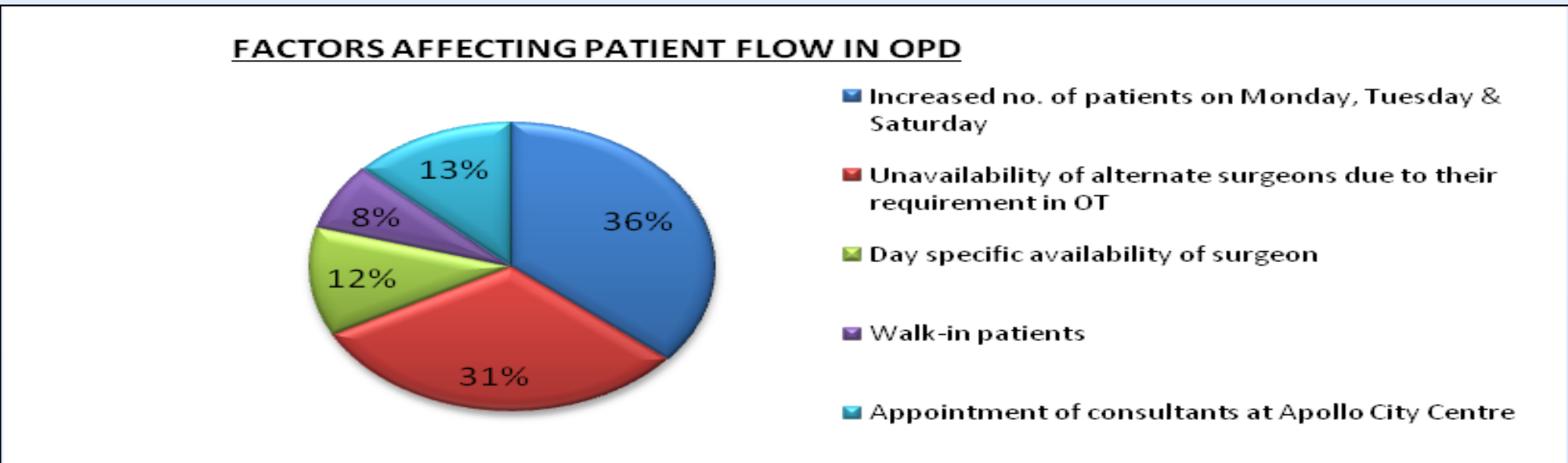
STUDY AREA- Apollo Hospitals Enterprises Limited, Bilaspur

SAMPLE SIZE-6153 (No. of Out-patients from 3rd April to 5th May)

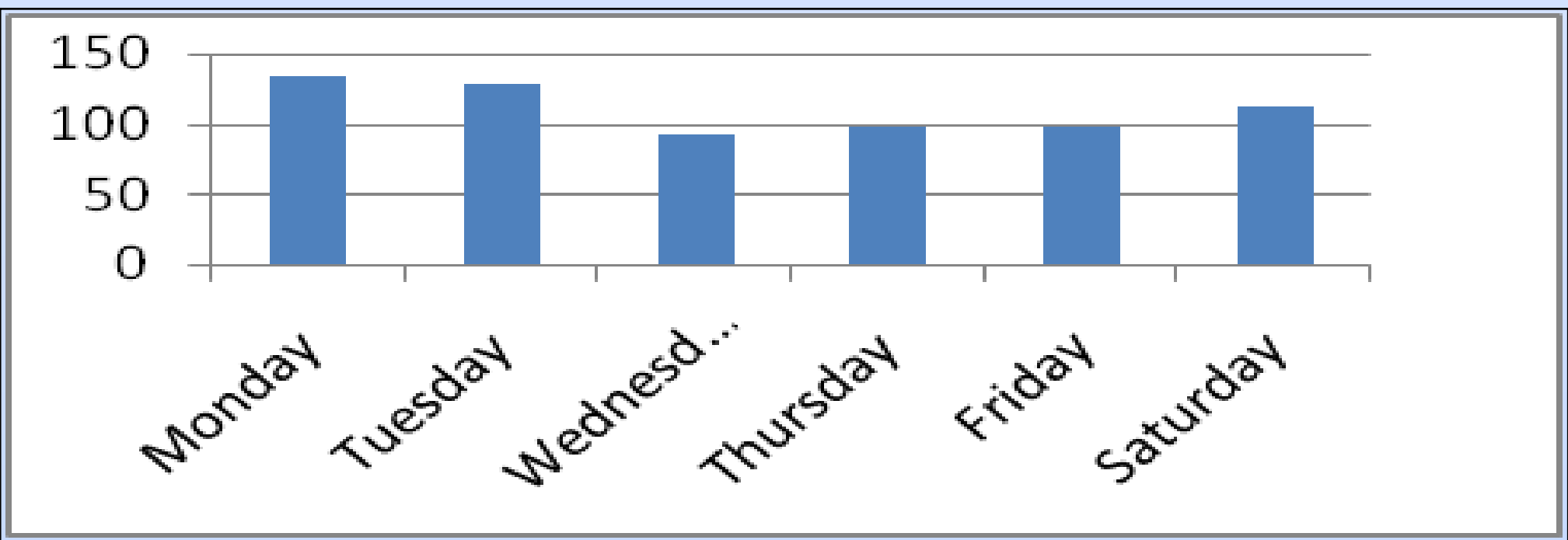
DATA COLLECTION TECHNIQUE-Interview Scheduled Guidelines (Done with doctors, staff & patients.)

EXCLUSION CRITERIA-Patients coming after OPD hour's i.e. 09:00AM to 05:30PM
DATA ANALYSIS- It is done with aid of MS Excel sheets.

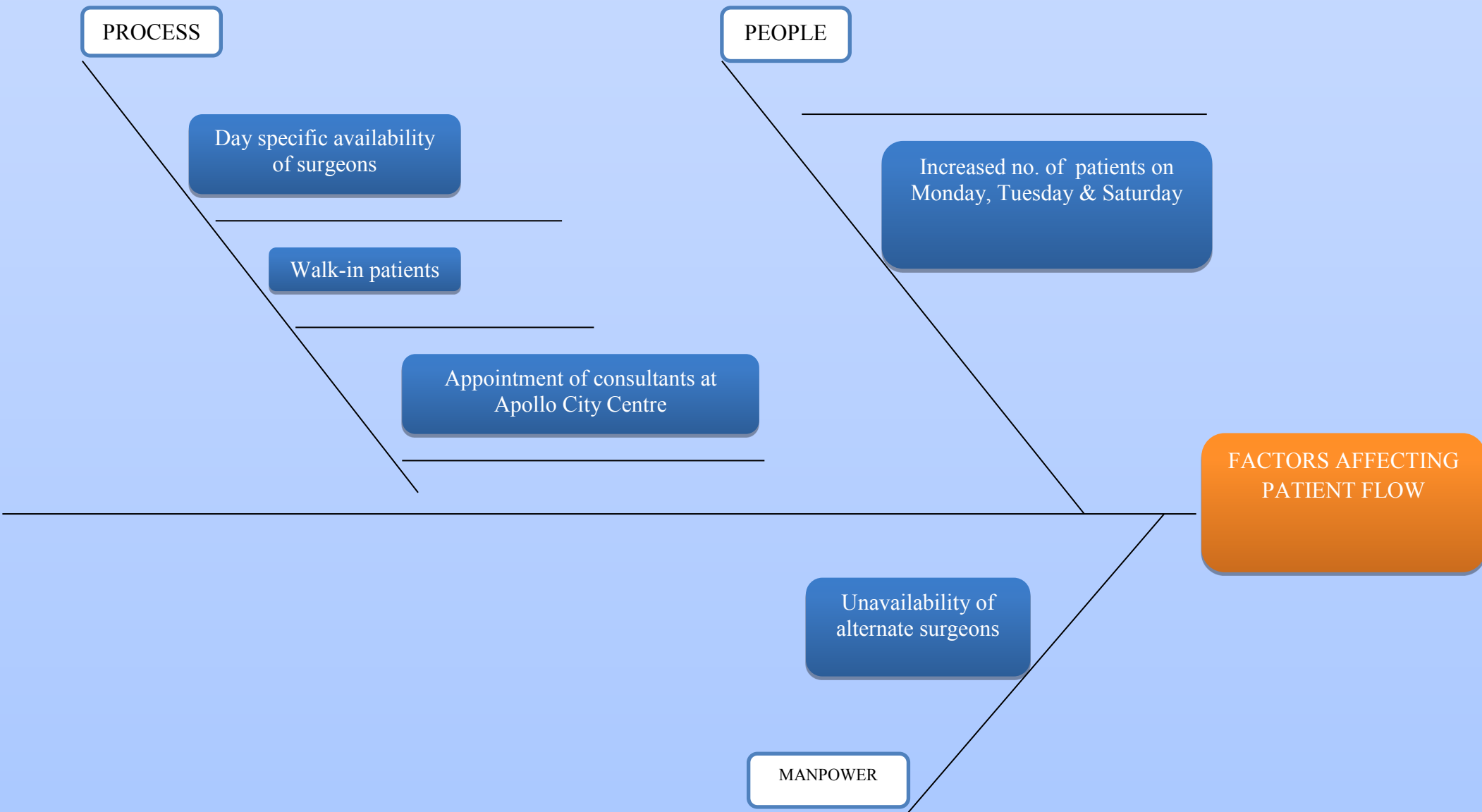
FINDINGS & ANALYSIS



DAY WISE LIST OF PATIENTS



FISH BONE ANALYSIS



CONCLUSION & RECOMMENDATIONS- After analysis of data we come to a conclusion that there is day wise increase in no. of patients due to availability of consultants. Ensure availability of alternate surgeons and consultants on each day.