Turn Around time in Radiology department in Fortis Hospital, Jaipur

RATIONALE:

Our aim for doing turnaround time studies is to establish rules of turnaround time that guaranteed optimal performance during a given time period and reduces the waiting time for needed to get work accomplished so that such time can be used to increase the staff reporting time efficiency in providing reports to patients. Turnaround time studies have been done in many ways both to ascertain how long it takes to do a given job and to improve it through setting production goals and reducing unnecessary steps in a process. Our turnaround time study is entirely focused on the time aspect of work, or how long it takes to do a job, and is critical in getting fundamental information on how a process is working.

OBJECTIVE

- To study the gap analysis in turnaround time in radiology department.
- To study the time consumed at every step during the radiological investigation procedure.

METHODOLOGY

SAMPLE SIZE: Total no of 102 OPD patients were traced.

SAMPLE DESIGN: random convenience sampling

TYPE OF STUDY: descriptive and exploratory

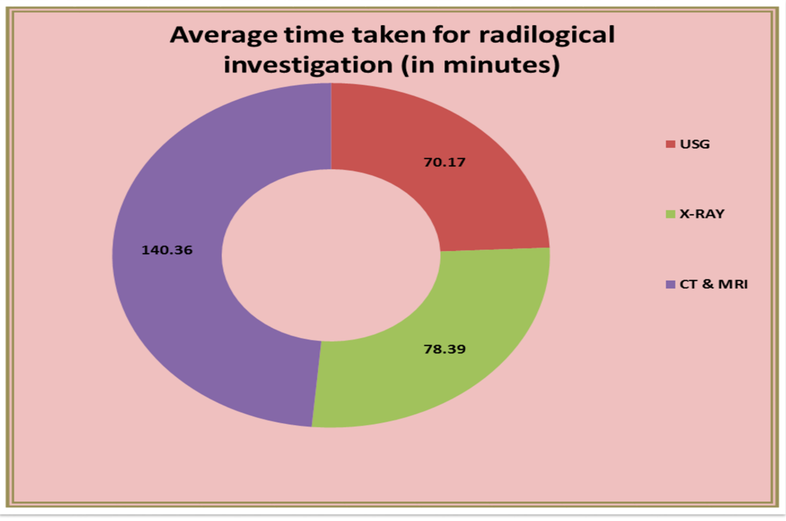
STUDY HOURS: 32hrs

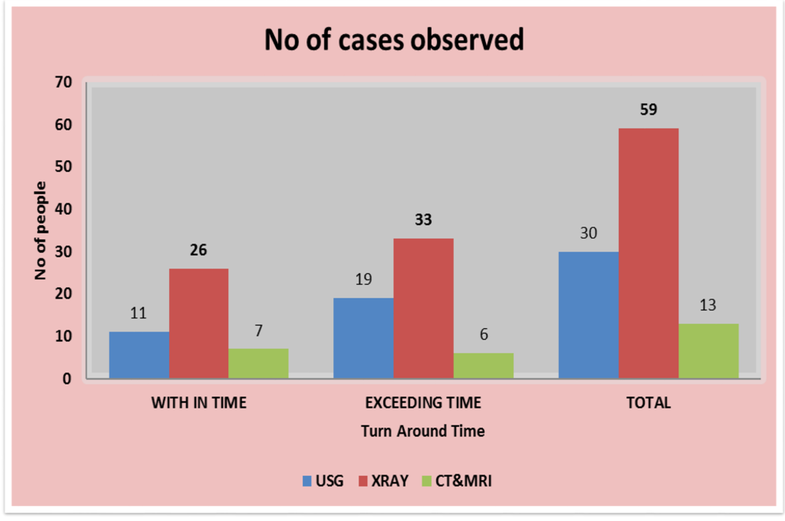
TAT IN RADIOLOGY:for USG tat is 15 min, for X-RAY tat is 30 min, for CT & MRI is 2 hrs.

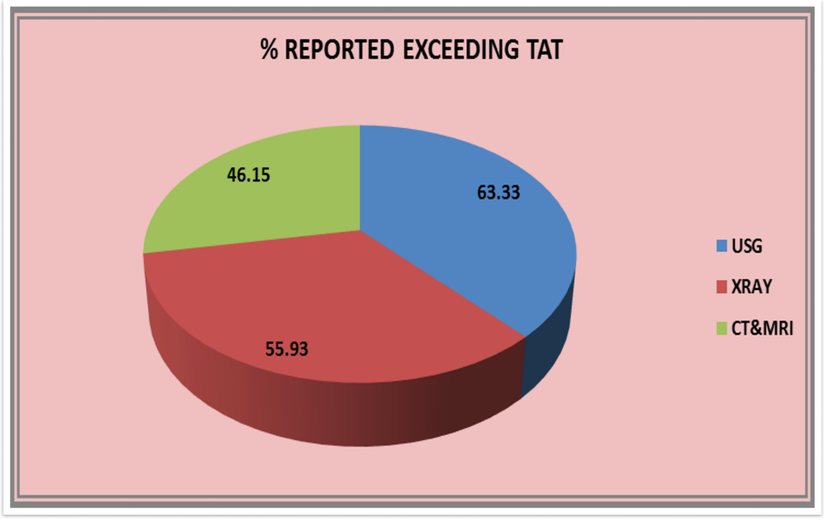
Data Collection Tool

SN	UHID	BILLING TIME	REPORTING TIME	GAP OBSERVED	INVESTIGATION	INVESTIGATION TIME	REPORT READY	GAP OBSERVED	DATE

Analysis







OBSERVATION:

- Insufficient waiting area for patients which results in chaos near the examination room.
- Both the machines (portable also) of USG and x-ray are used at the time of heavy rush.
- Duty staff provide proper instructions for prior preparation of the procedure.
- Transferring of films from reception to the department leads to delay in final reporting.
- Lack of staff motivation was observed ,decreasing the job effectiveness and efficiency.
- Children walk easily in prohibited corridors and staff not give instructions for this to their parents.
- No proper sequencing of the IPD patients for the procedure.
- Sometimes changing gowns were not available.

RECOMMENDATION:

- Procedure room should be optimized fully, room should not left empty..
- Staff should be more responsible towards their tasks.
- Shortage of staff was observed, appointment of more staff can rectify the problem.
- IPD and OPD either should be separated or There should be proper sequencing of IPD patients in between the OPD patients to meet the turnaround time and avoid chaos as it will lead to effective working of both the departments

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