

INTRODUCTION

Patients' waiting time in the OPD has been defined as "the length of time from when the patient entered the outpatient clinic to the time the patient actually leaves the OPD". It's often one of the most frustrating parts about healthcare delivery system. This project is undertaking to find out the reasons for delay in the OPD of KDAH and to find ways to effectively and efficiently reduce the waiting time in OPD

OBJECTIVES

- To study the process flow of Out Patient Department.
- To determine the average delay in OPD of 4 departments of KDAH.
- To study the determinants of patient's waiting time in OPD of KDAH.
- To analyse and prioritize the causes which are leading to increase in waiting time of patients in OPD at KDAH.
- Based on the analysis using six sigma approach, suggesting measures to reduce the waiting time of OPD patients which are economically viable, environmentally sound and socially responsible.

METHODOLOGY

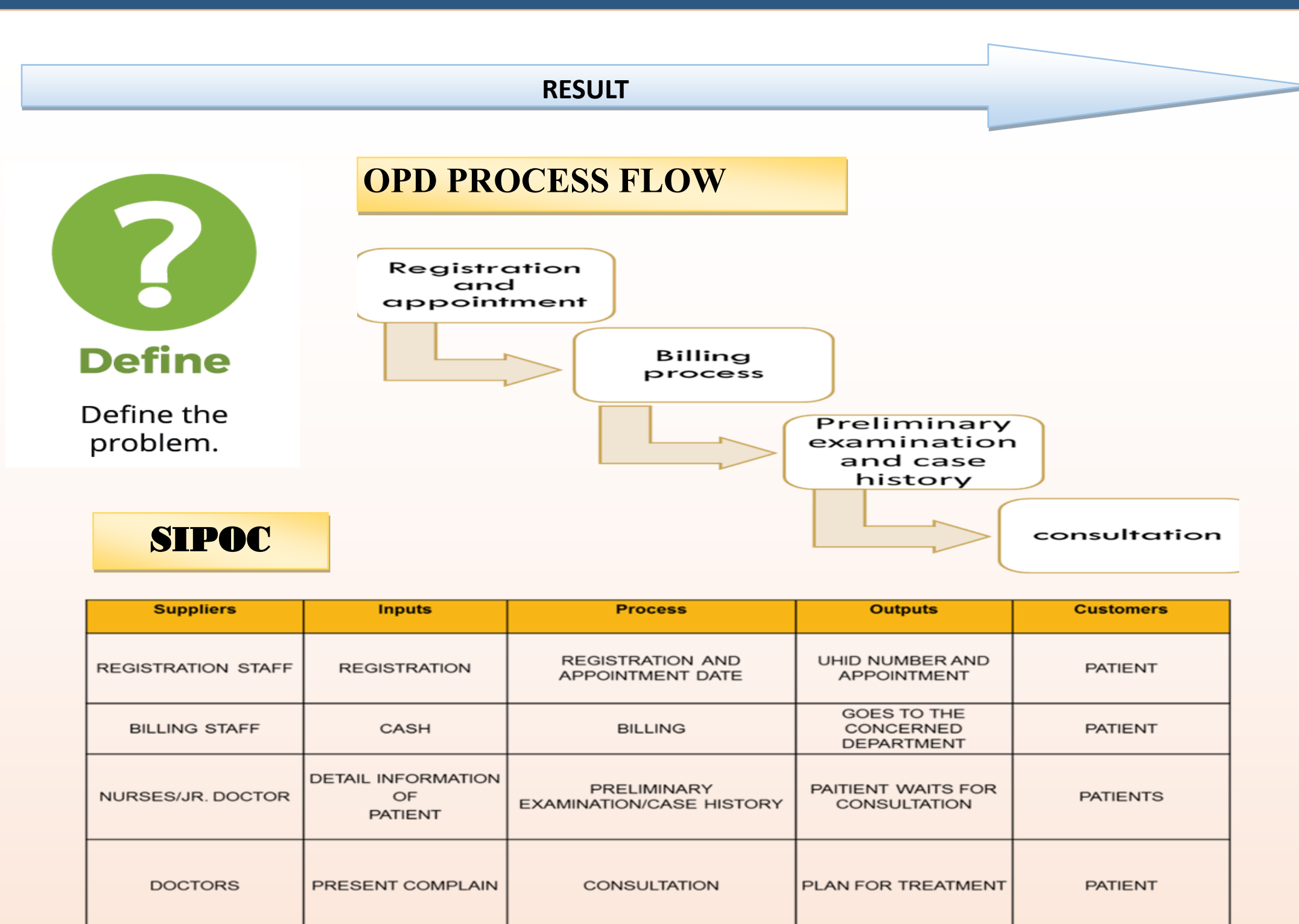
STUDY DESIGN: Cross sectional study with convenience sampling

STUDY SETTINGS: The study was conducted in the OPD of 4 different departments of Kokilaben Dhirubhai Ambani Hospital, Mumbai. The departments in which the study was conducted were as follows:

- 1) Endocrinology Department
- 2) Orthopaedics Department
- 3) Oncology Department
- 4) General OPD Department

SAMPLE SIZE: A sample size of 2000 from 4 different departments were used during the study.

Duration: 1 month



Define

Define the problem.

SIPOC

Suppliers	Inputs	Process	Outputs	Customers
REGISTRATION STAFF	REGISTRATION	REGISTRATION AND APPOINTMENT DATE	UHID NUMBER AND APPOINTMENT	PATIENT
BILLING STAFF	CASH	BILLING	GOES TO THE CONCERNED DEPARTMENT	PATIENT
NURSES/JR. DOCTOR	DETAIL INFORMATION OF PATIENT	PRELIMINARY EXAMINATION/CASE HISTORY	PATIENT WAITS FOR CONSULTATION	PATIENTS
DOCTORS	PRESENT COMPLAIN	CONSULTATION	PLAN FOR TREATMENT	PATIENT

RECOMMENDATIONS BASED ON OVER STUDY FINDINGS

DOCTORS

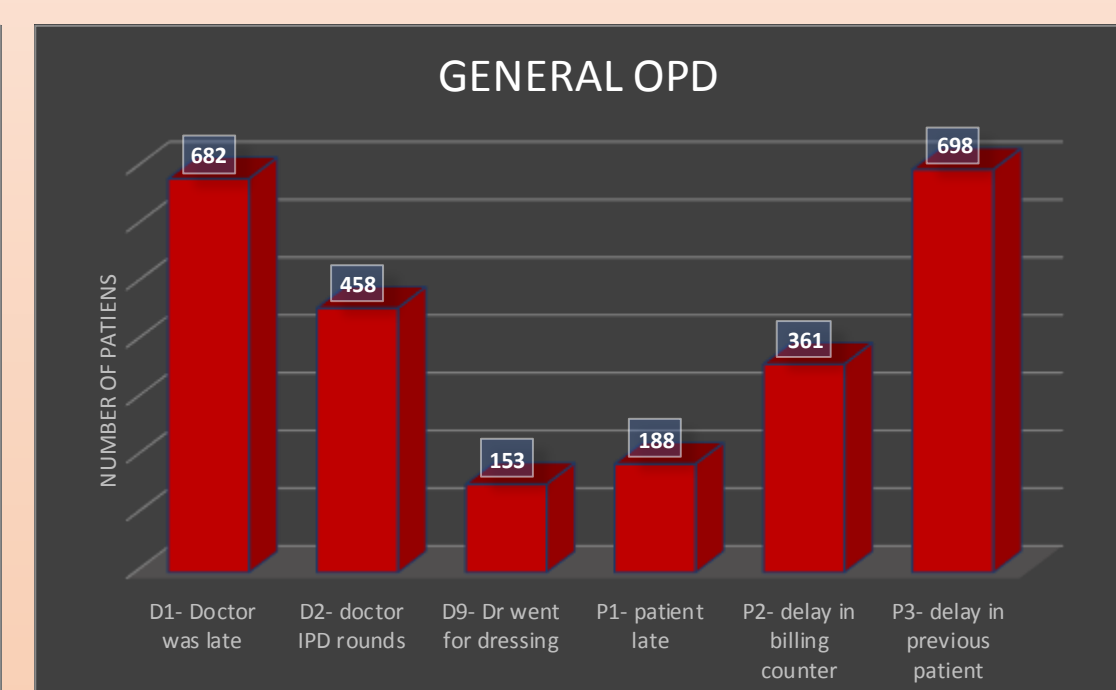
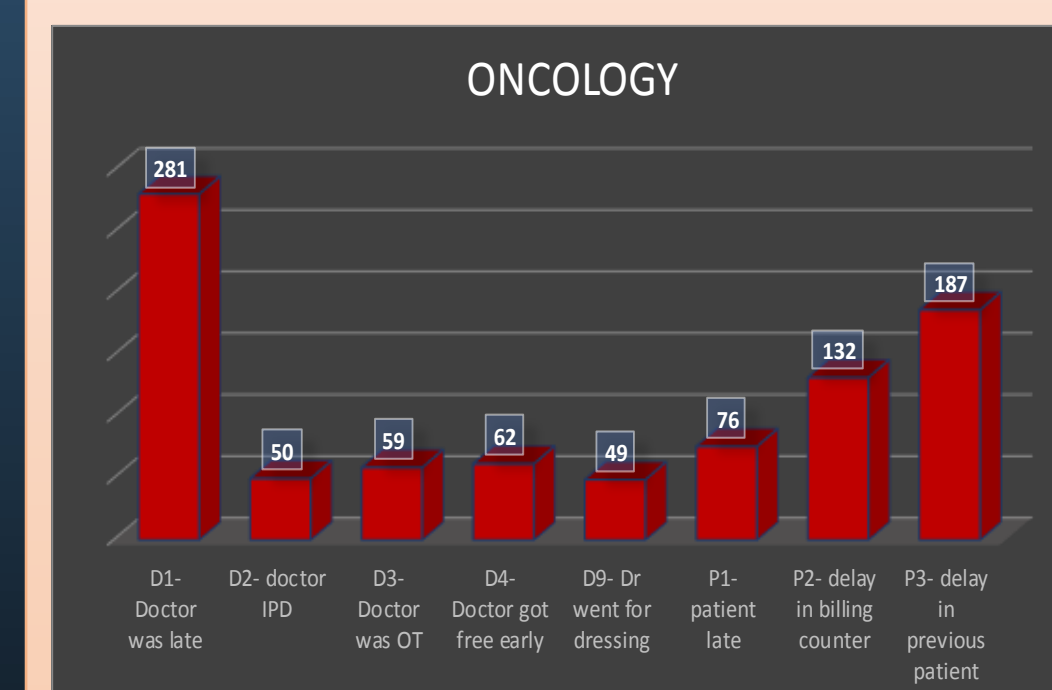
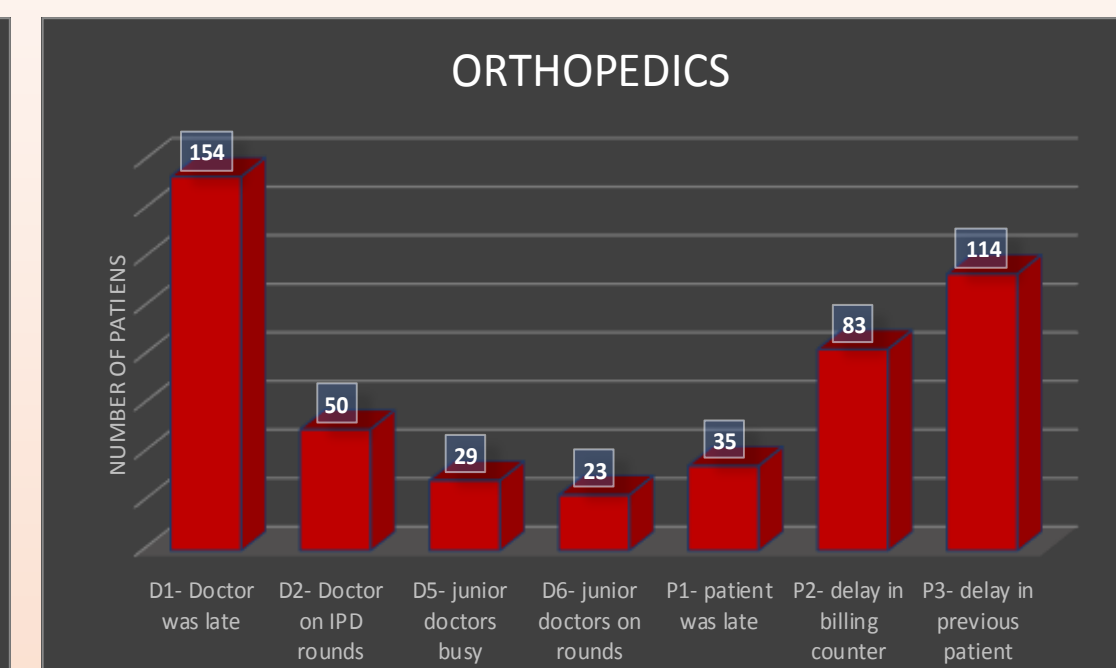
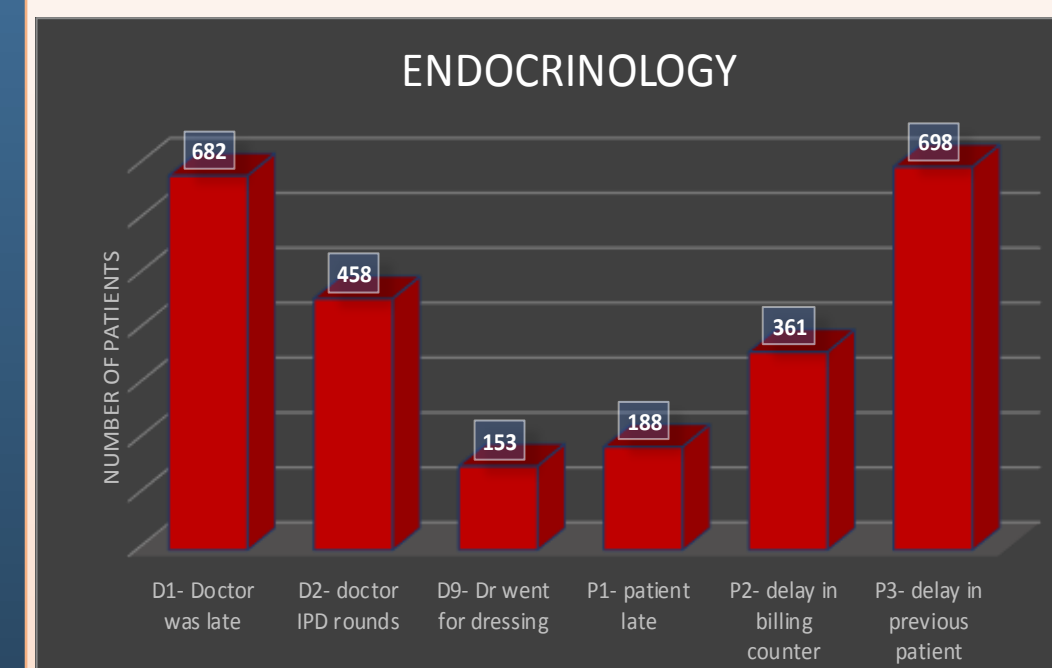
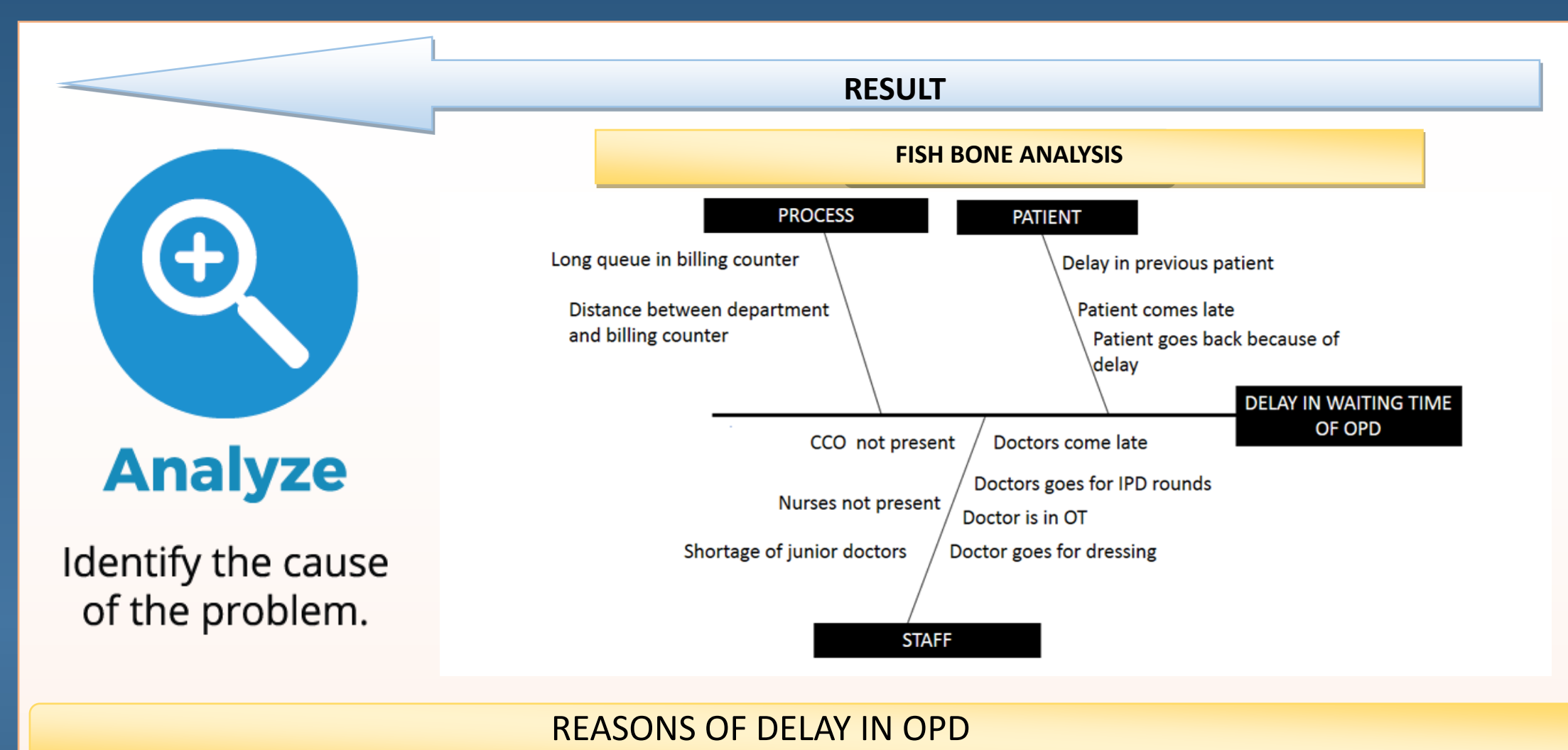
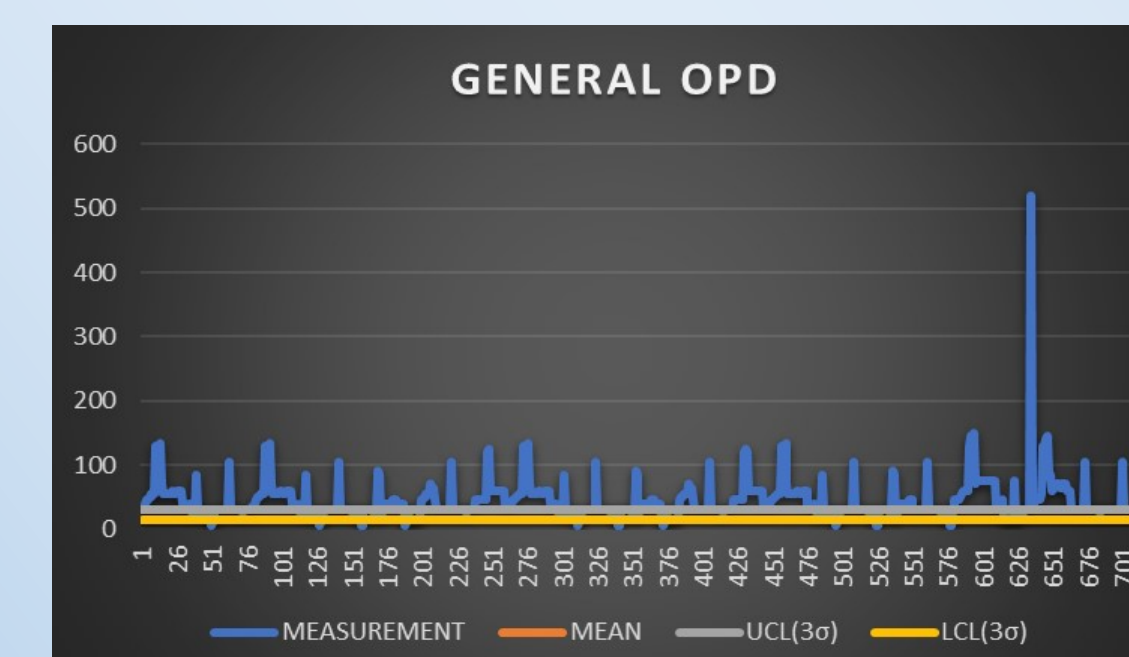
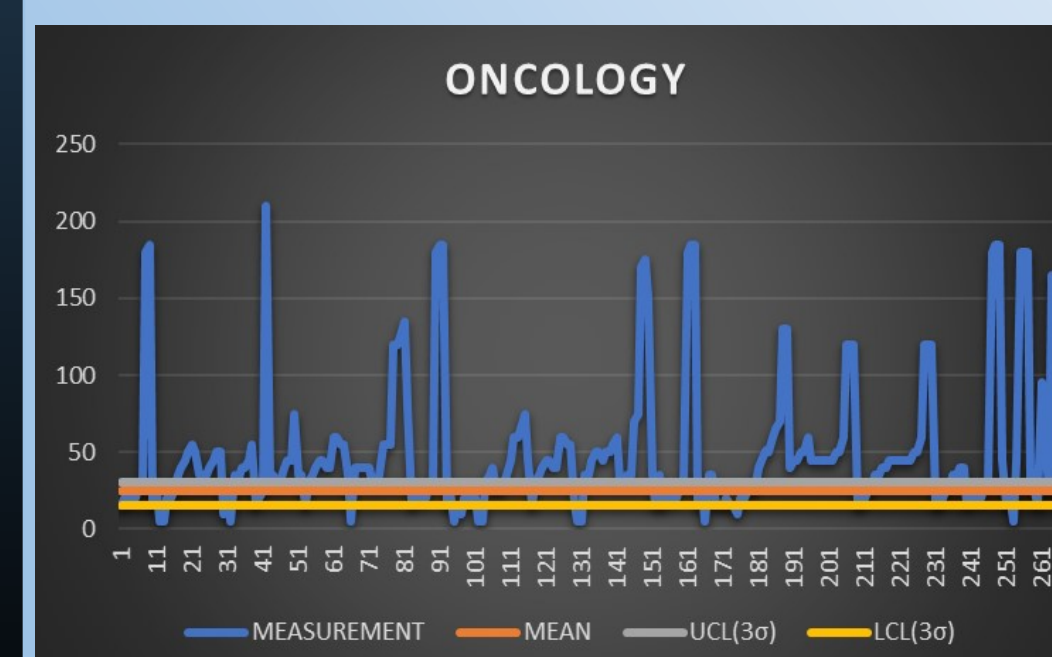
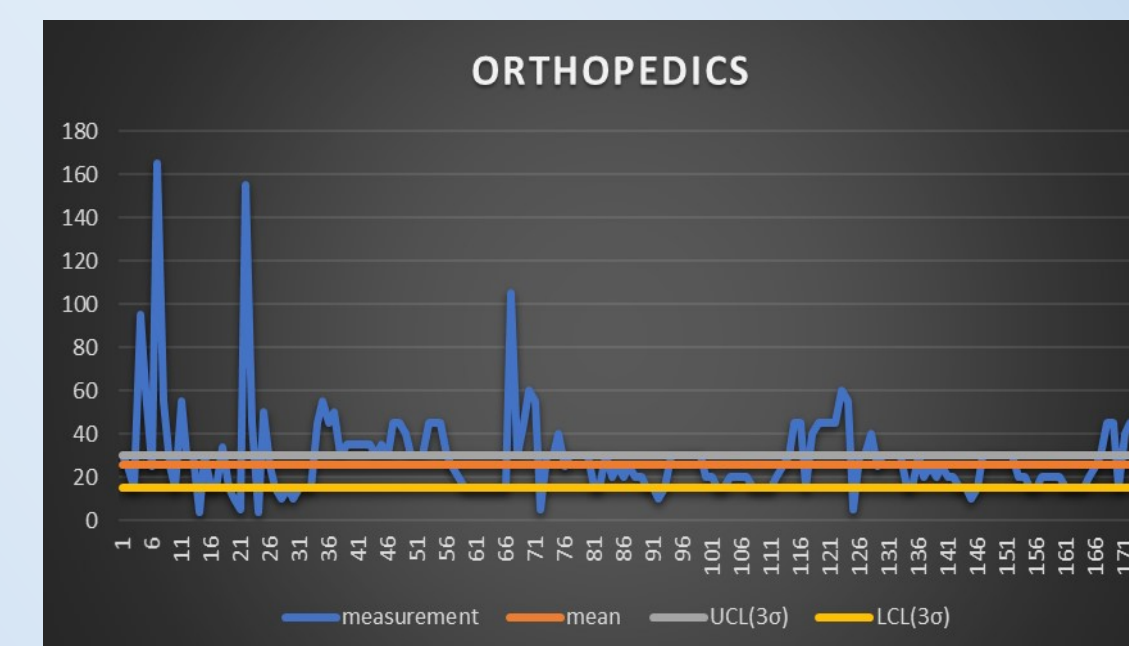
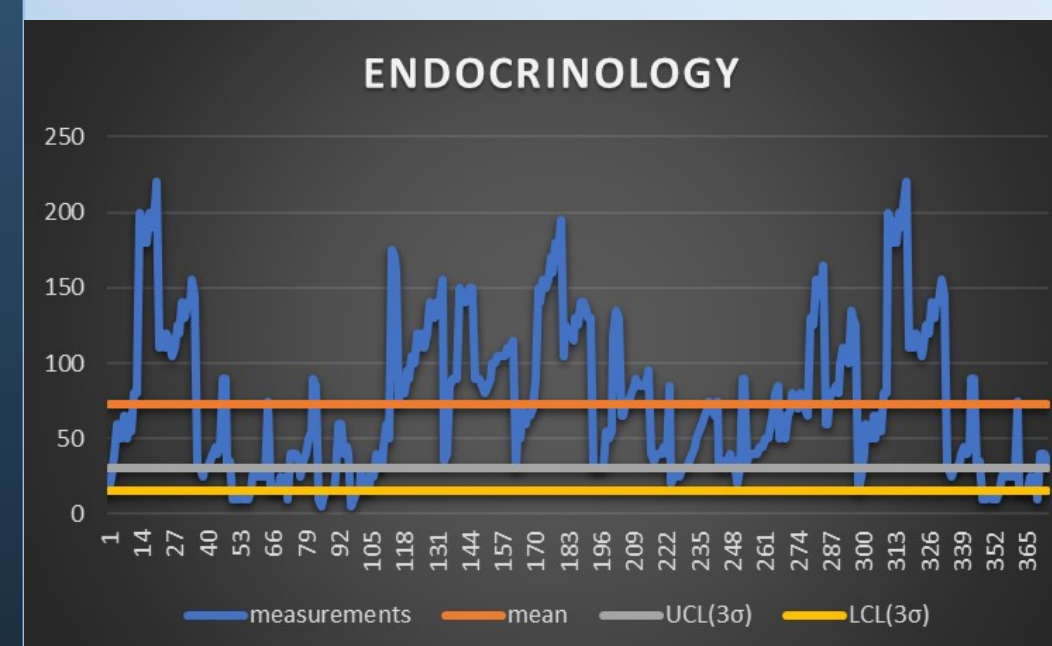
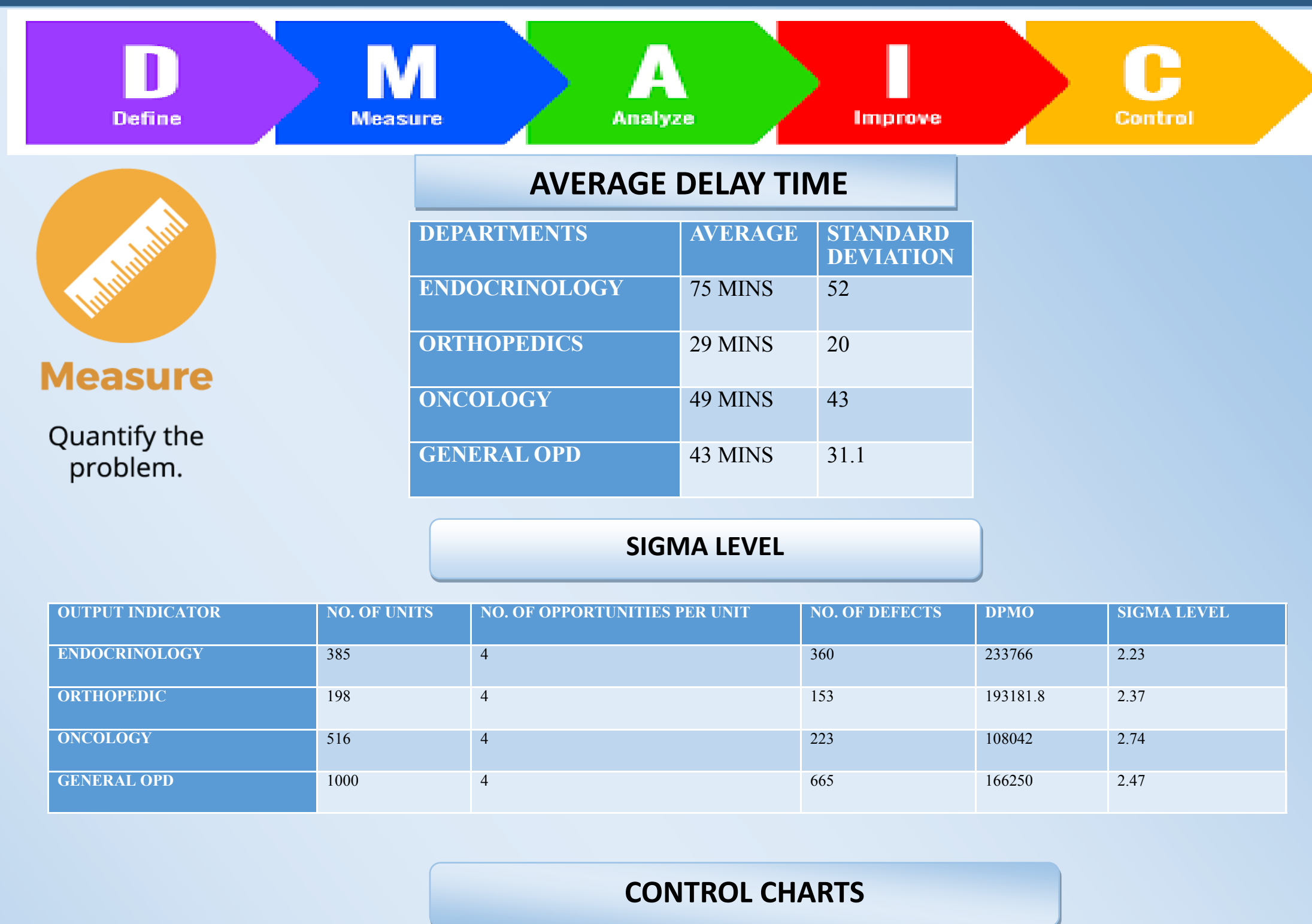
- Doctors need to be made aware of the problems occurring in the department because of their daily delay in reporting to hospital
- Specific timings should be scheduled for IPD rounds (except for emergency), no OPD appointments should be scheduled during that time.
- More number of Junior doctors need to be posted in departments like Endocrinology where taking case history is an important part of OPD process.

PATIENTS

- Reminder calls and messages** should be sent to patients one day before their appointments. If a patient is more than 30 minutes late, let them know you'll need to reschedule.
- Making the Patient's waiting time more comfortable by introducing **charging stations in OPDs**, **adding games like sudoku, crossword puzzles etc. along with magazines and brochures**.
- Television** is also an effective way of passing time during the waiting hour.

PROCESS

- Need of **more billing counter** on 1st and 2nd floor to avoid long waiting queue for billing.
- The billing counters should be closer to the OPD departments to reduce patient's time.
- Mobile queue tools** example applications like **Qless** give projected wait times and allow patients to let your staff know if they're running behind
- LED electronic display boards** can be displayed in the OPD areas to avoid repeated inquiry about patient's turn at the reception.



CONCLUSION

The study has brought to surface certain grey areas mentioned above which need improvement to increase the efficiency of the system and cater more and more to patient's satisfaction. Time wastage reduction by elimination of certain unnecessary movement scan greatly improve the services of the OPD at KDAH