

INTRODUCTION

- Whether it's a time used for registration of patient, routine doctor's appointment, emergency room treatment, laboratory/diagnostic test, procedures, receiving the results of various tests, waiting happens to just about everyone seeking medical care.

METHODOLOGY

Study Design	: Cross-sectional Analytical
Study Approach	: Mixed (Qualitative and Quantitative)
Sampling Technique	: Purposive Sampling
Sample Size	: 106
Sample Population	: Patient visiting MRI Department
Place of study	: P.D. Hinduja Hospital and Medical Research Centre

Duration of study : 2 weeks

2 technicians 2 receptionist and 1JMS were also interviewed to Understand how they perceive the waiting time of the patients.

STUDY TOOL

PRIMARY DATA:

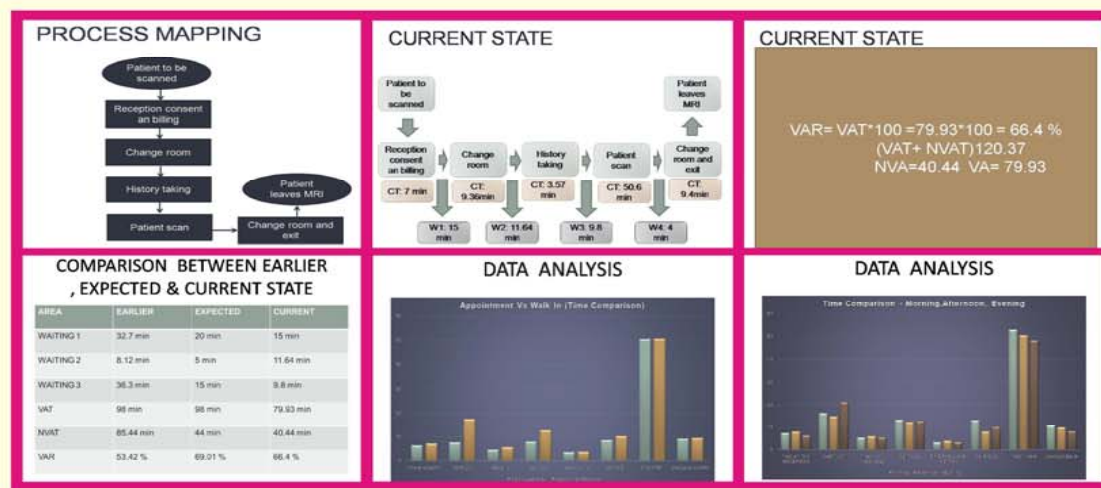
- Process mapping
- Value stream mapping
- Real time monitoring and analysis study of patient movement through the department. •Brainstorming •Interview of the technicians and receptionist.

SECONDARY DATA:

- Base study conducted last year
- Articles and journals on waiting time of patients in MRI.

OBJECTIVE

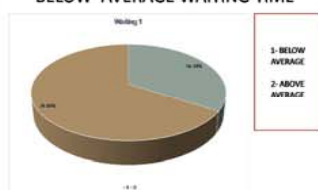
- To determine the average waiting time of the patients(OPD, Walk-In,Casualty, IPD) in MRI department of the hospital
- To improve the overall process by reducing the waiting time of the patient
- To improve the overall experience of the patients in the department and increased patient satisfaction
- To provide insight into other outside factors that could delay the MRI process



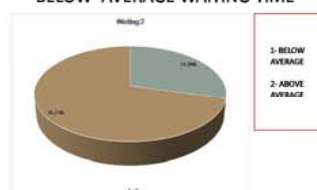
RECOMMENDATIONS

- The scheduling practices in the MRI department must be optimized in order to reduce this type of delay and decrease non-value added time in the process.
- Appointment schedule of the IPD patients should also be provided to the receptionist so that they can manage the appointments along with the OPD appointments.
- To improve communication in the short term, the MRI department should organize a small team to pilot different communication options.
- In the long term, the department should automate and standardize communication both within and between departments(IPD, Accidents & Emergency, OT, ICU) and update the patients with changed timings.
- Proper availability of clothes within the department and a prior check regarding the availability should be taken into account.

PERCENTAGE OF PATIENTS ABOVE AND BELOW AVERAGE WAITING TIME



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