

ANALYSIS OF DIAGNOSTIC SERVICES RESPECTIVE TO OPD FOOT FALL IN CARE OUTPATIENT CENTRE ,HYDERABAD.

INTRODUCTION

- The CARE Hospitals is a multispecialty healthcare provider, with 14 hospitals serving 6 cities across India.
- CARE Hospitals delivers service in more than 30 specialties.
- CARE Hospitals has diagnostic services which includes laboratory and radiology.
- Diagnostic services are required for providing effective diagnosis of the disease suffered by patient.
- Diagnostic services creates a picture of the health status of a patient at a single point of time.
- It will address tests and evaluation that aid in the detection, diagnosis and treatment of disease.

OBJECTIVES

1.

- To know what percent of patients were not utilizing diagnostic services.

2.

- To know the reasons for not opting laboratory and radiology services.

3.

- To improve the utilization of laboratory and radiology services.

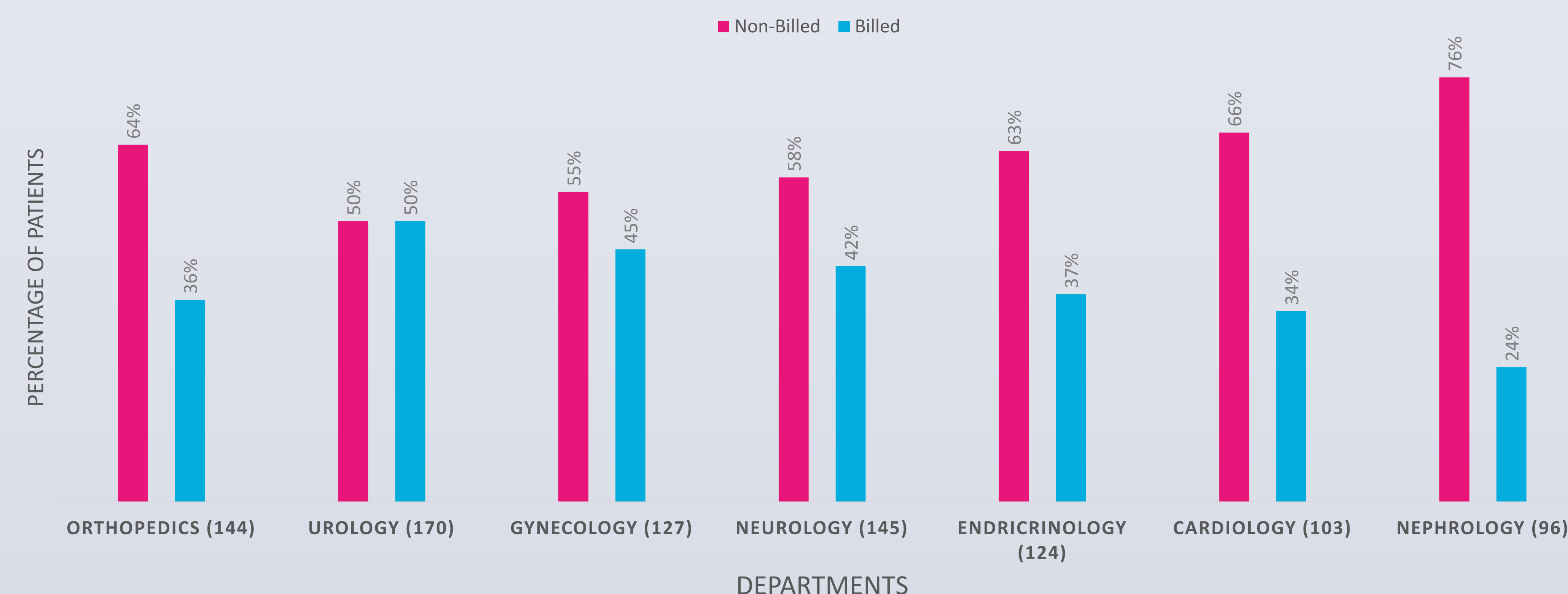
METHODOLOGY

- ❖ **Study design-** Observational and Cross Sectional study.
- ❖ **Study area:** Care outpatient center, Hyderabad.
- ❖ **Sample population:** 896
- ❖ **Study sample:** 540
- ❖ **Sampling technique:** convenient sampling
- ❖ **Study duration:** 2 months
- ❖ **Data collection method:** Data is collected from patient records containing such as patient ID no, patient name and details of diagnostic services.

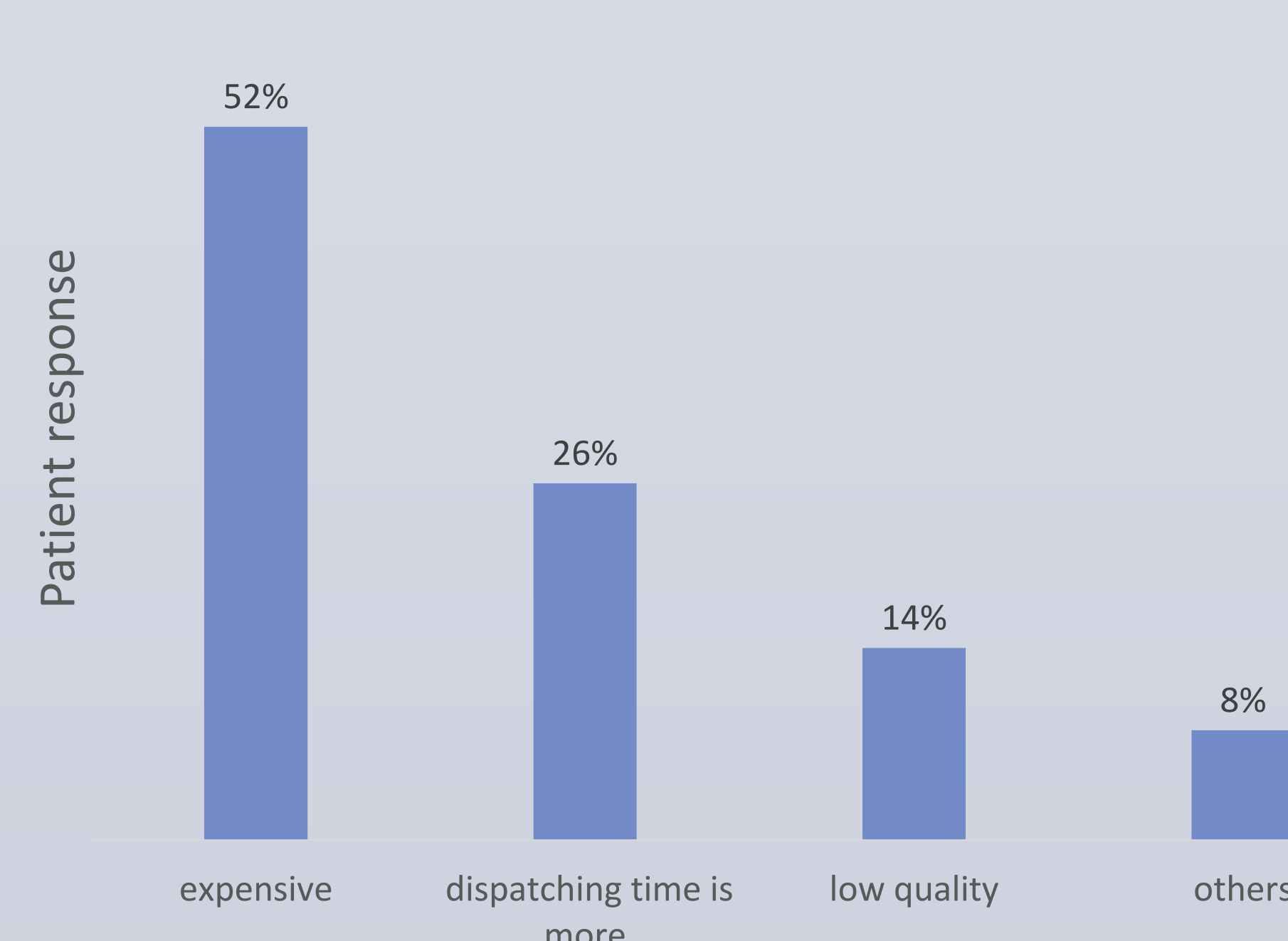
ANALYSIS

- Total study sample of 896 out patients were taken in which 540 were non billed out patients.
- Various departments were considered for analysis of billed and non billed patients.

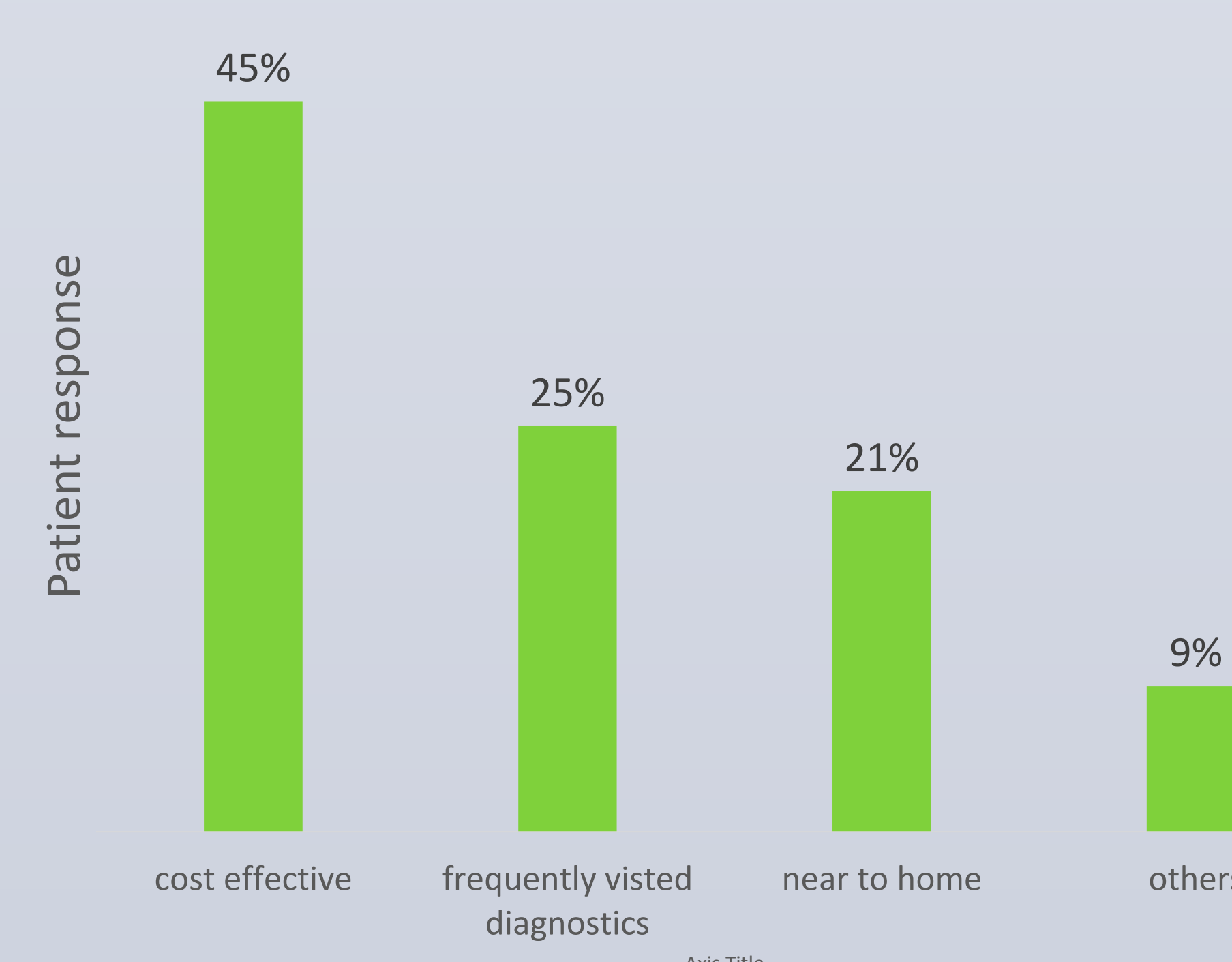
TOTAL PERCENTAGE OF BILLED AND NON BILLED OUT PATIENTS



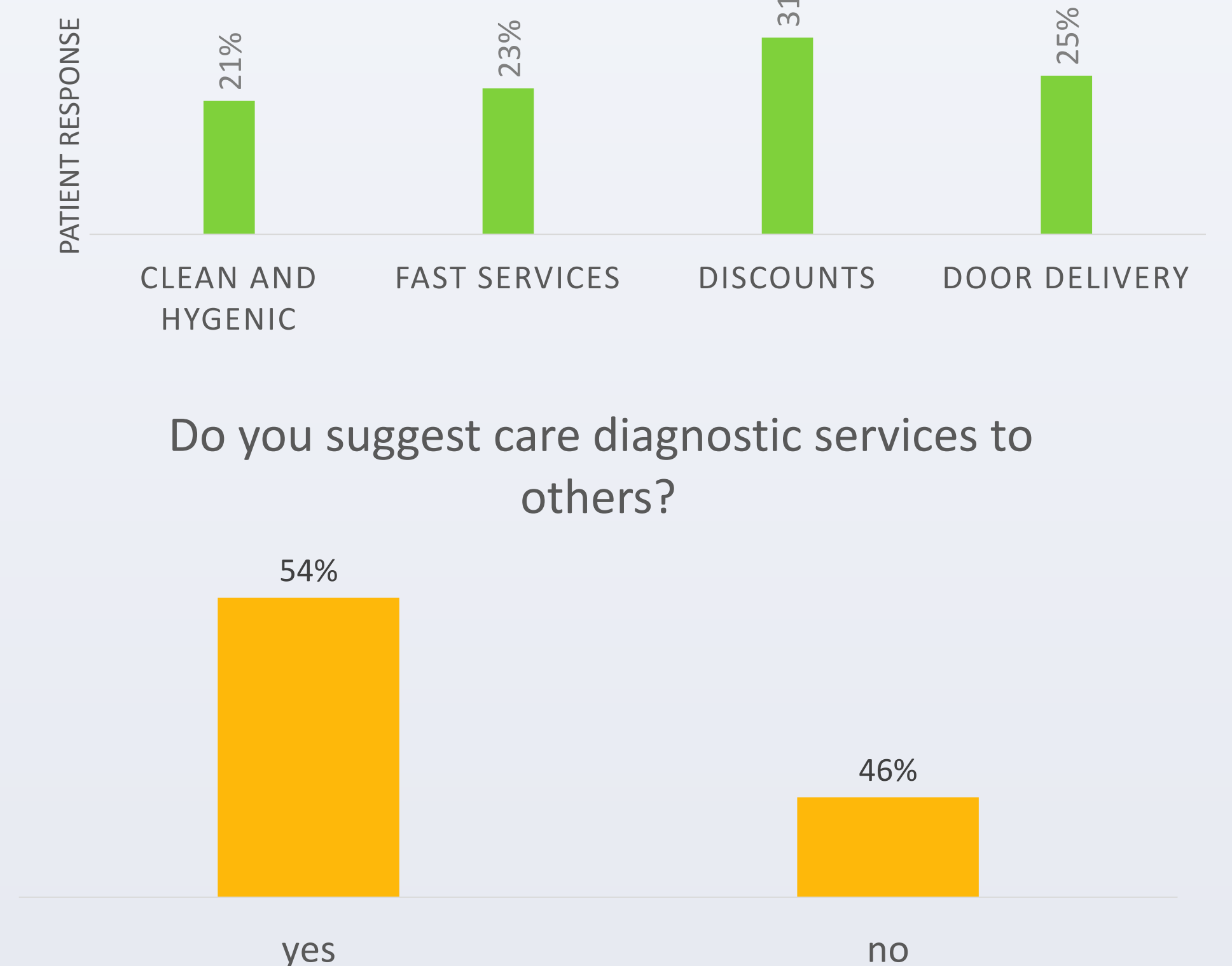
What are the reasons for not opting diagnostic services in our hospital?



Why are you choosing other diagnostics centers



WHICH DIAGNOSTIC CENTERS WILL YOU PREFER?



- From above interpretation of responses from patients these are the analysis:

- Cost factor was found to be more.
- Waiting time of reports is high.
- Most people are non-local so they opt for local diagnostics.
- Some of the diagnostic centers giving discount for laboratory and radiology investigations.
- Some Diagnostic centers provide door delivery services.

RECOMMENDATIONS

- Time for dispatching reports can be reduced by increasing skilled technical staff in diagnostic department.
- Increase services to door steps.
- Notify to patients for follow up investigations to be done.
- Occasional discounts for specific investigations.
- Mobile care services to patients.
- Discounts to frequently visited patients.