

RATIONALE

This study is to identify reasons for longer waiting time in OPD and to give suggestions to reduce waiting time in OPD.

OBJECTIVES

To determine the flow of patient and the average time spent in OPD in RGC I & RC.
To identify the reasons responsible for waiting time in OPD in RGC I & RC.
To recommend appropriate suggestions to reduce the waiting time in OPD in RGC I & RC.

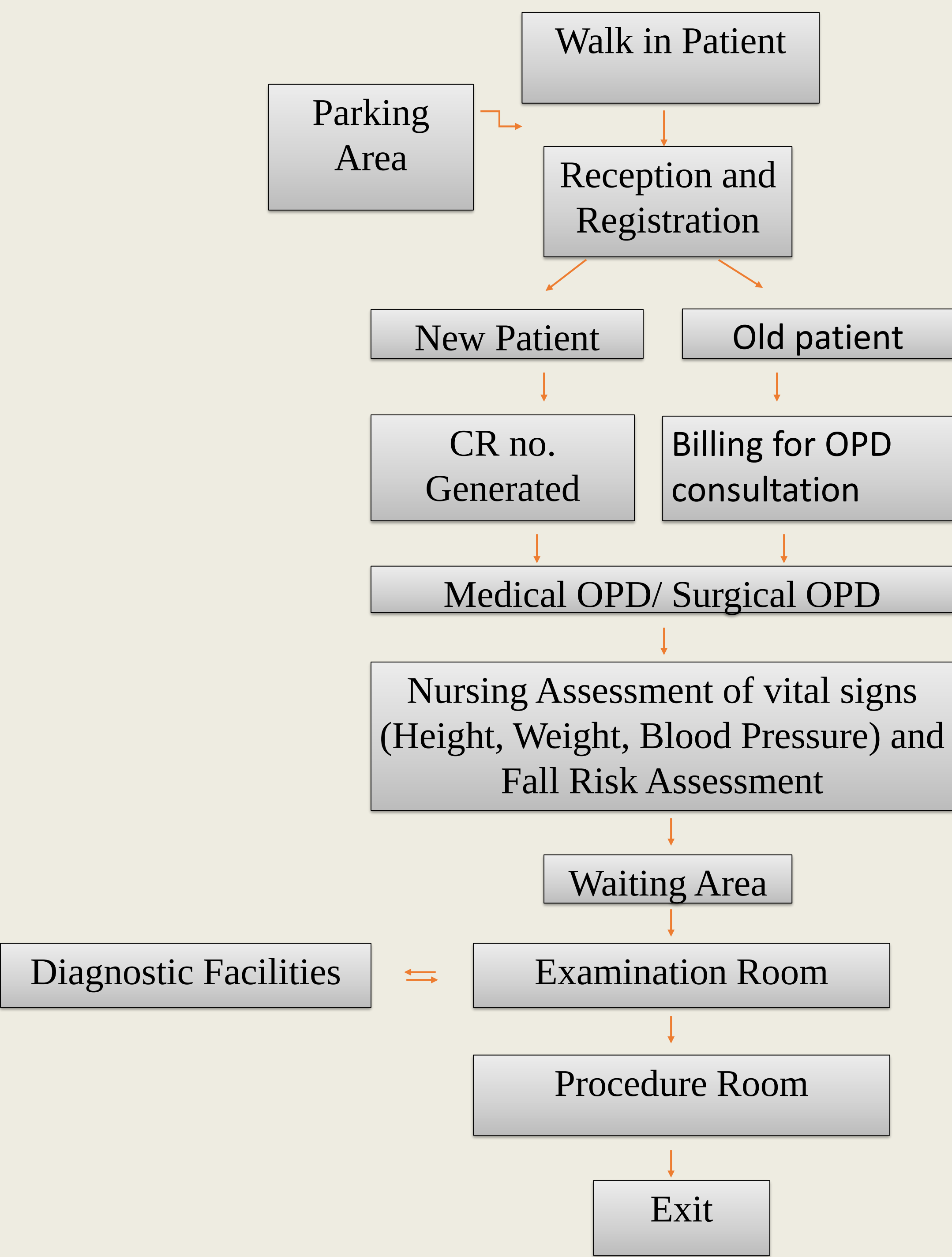
RESEARCH METHODOLOGY

STUDY DESIGN: Observational and Analytical.
SAMPLING: A Non- Probability Sampling technique
SAMPLE SIZE: 100 patients in out patient department.
STUDY POPULATION: OPD patients of RGC I & RC.
DURATION OF STUDY: 8 weeks

SOURCES OF DATA:

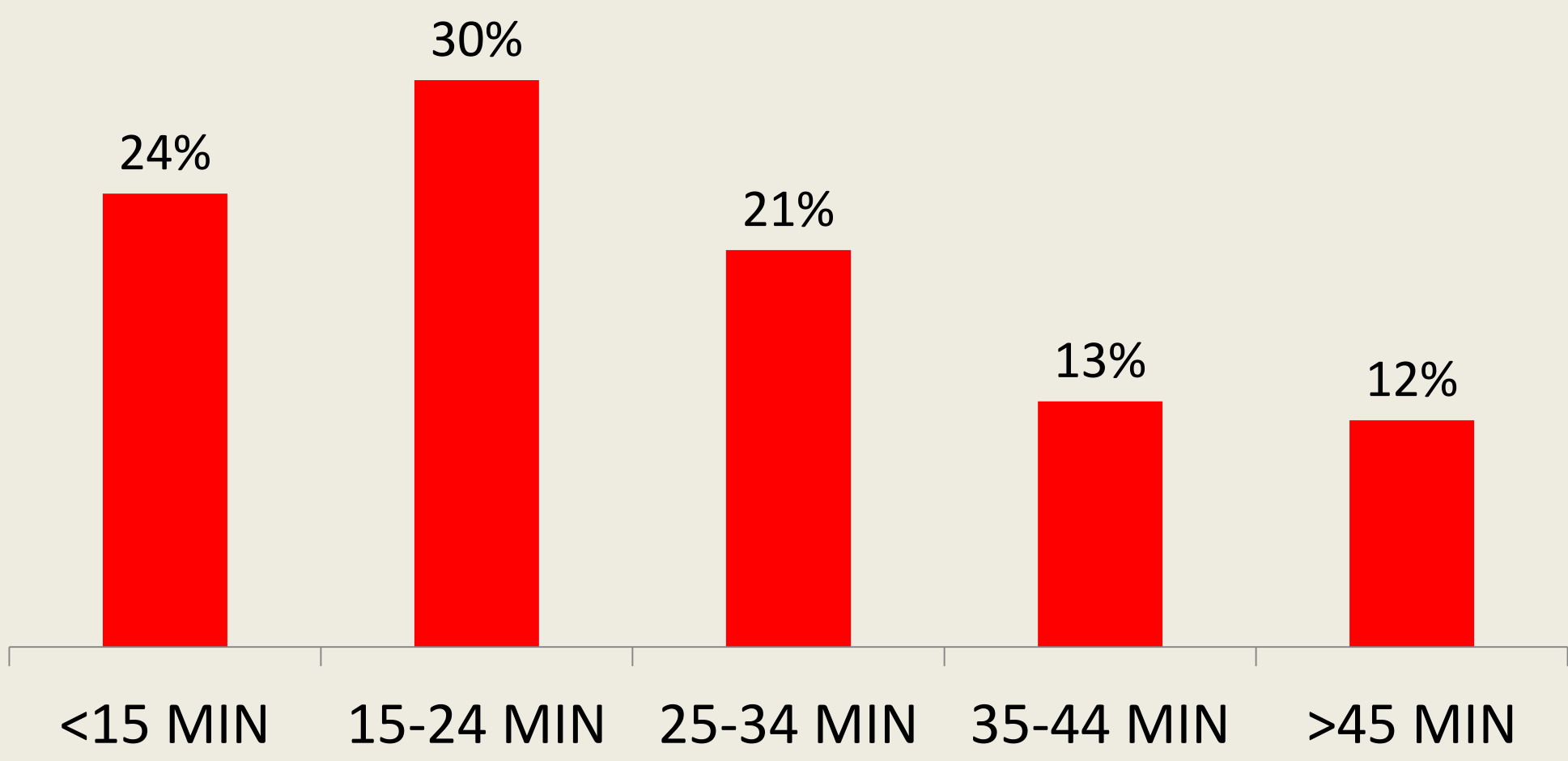
Primary data: Interview using a semi structured questionnaire
Secondary data: medical records, website of the hospital.

PATIENT FLOW IN OPD

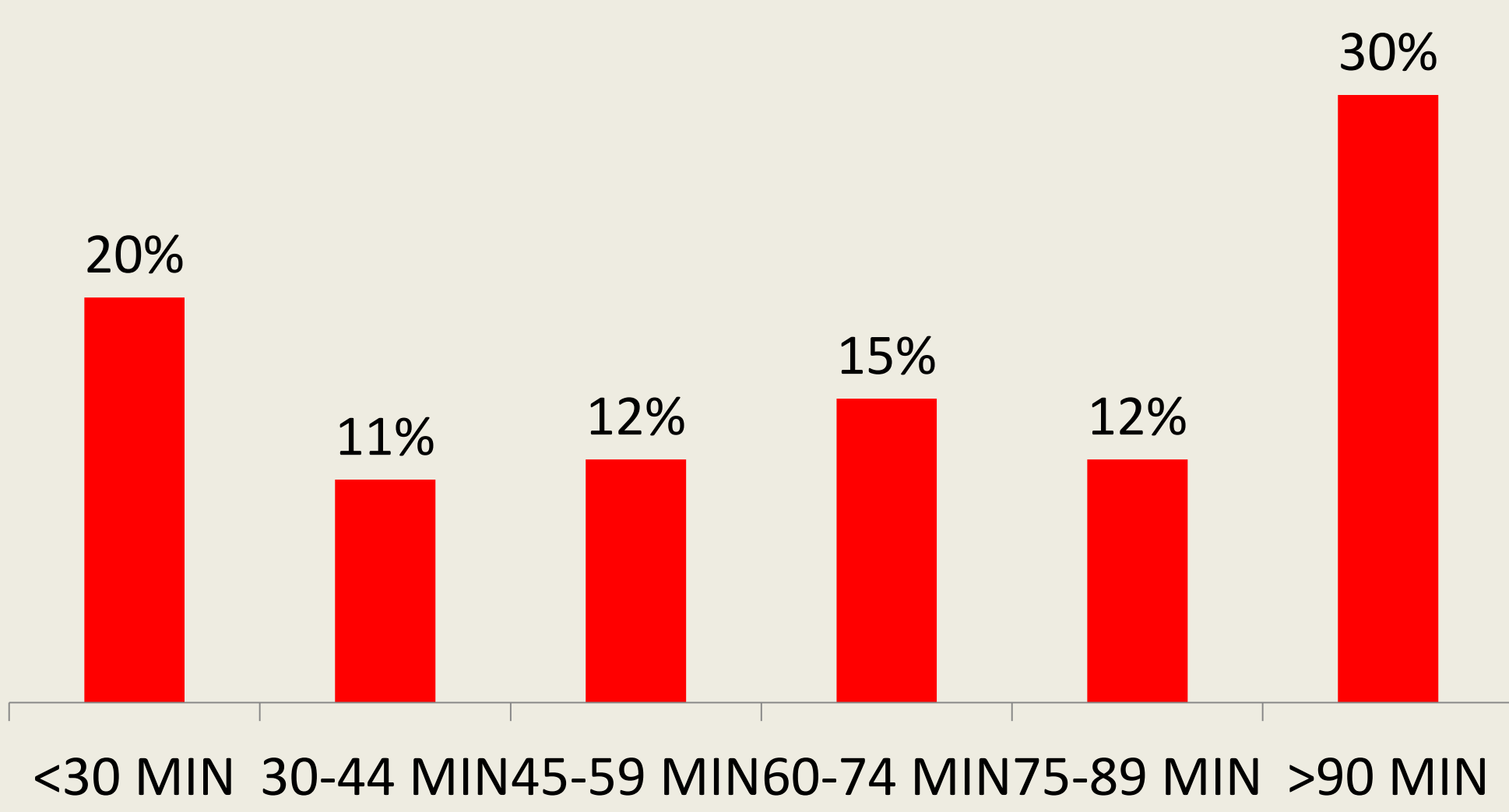


ANALYSIS AND INTERPRETATION

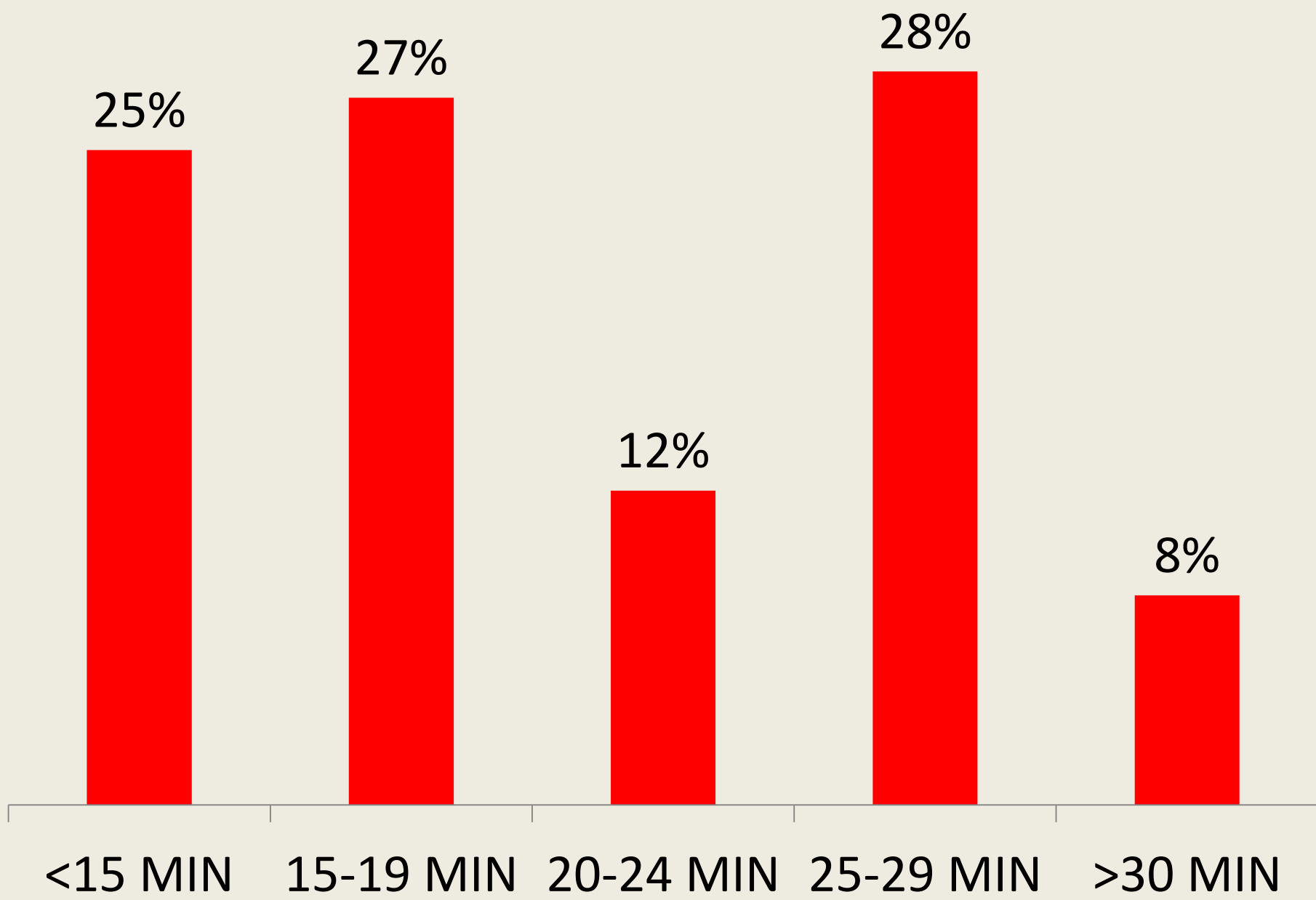
1) Waiting time spent in reception for registration:



2) Waiting time for consultation:



3) Time spent for consultation:

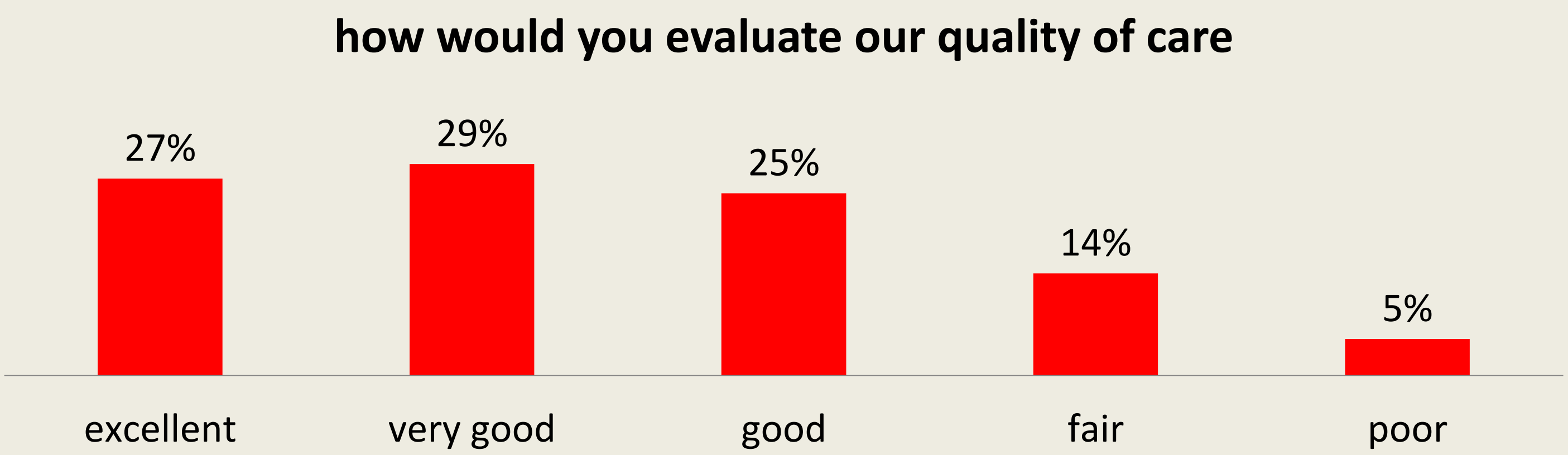


4) What is your perception about waiting time

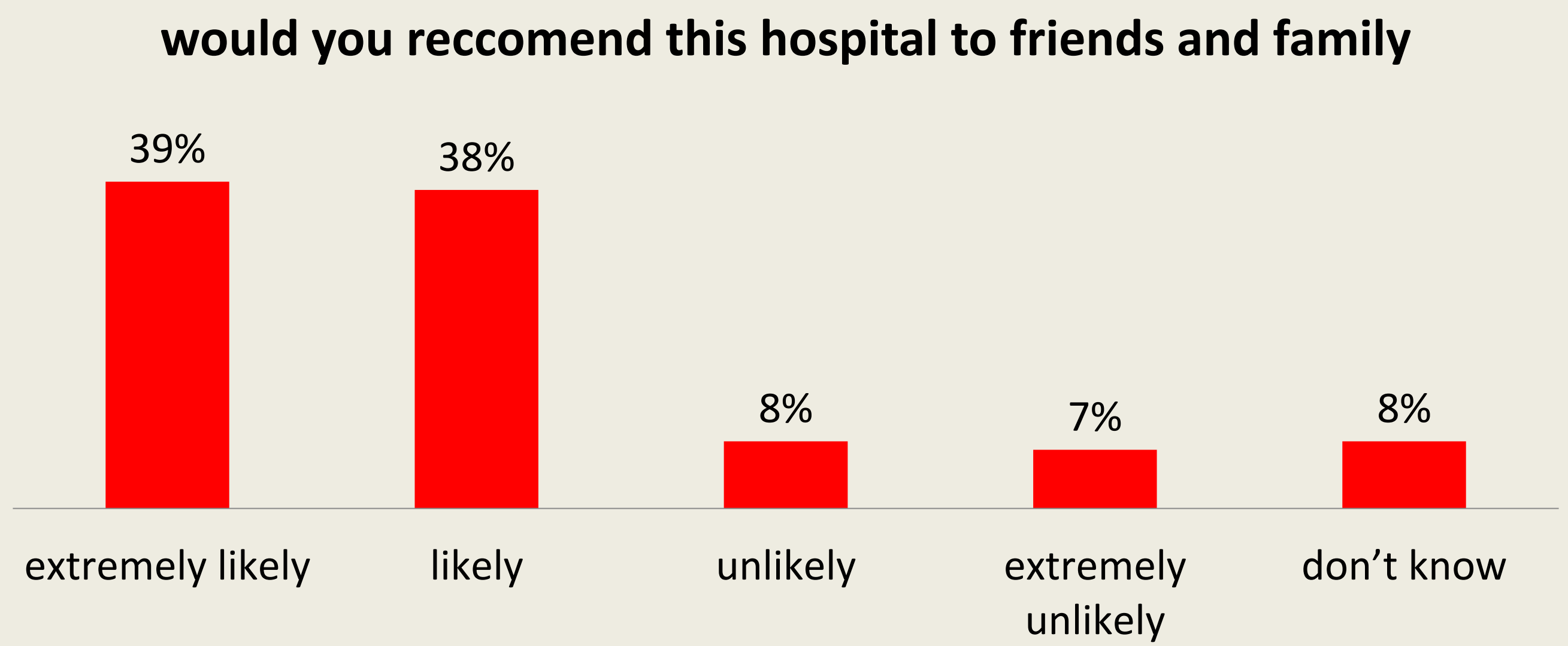
perception on waiting time in the hospital



5) How would you evaluate quality of care for this hospital?



6) How likely a patient recommends this hospital to friends and family:



REASONS FOR LONGER WAITING TIMES:

- Doctors going on IPD rounds in between OPD hours.
- Doctors coming late in the OPD.
- OPD time is 8 hours so doctors need to be in the OPD but they were called for meetings, feedbacks etc. by the management department.

RECOMMENDATIONS

- Some suggestion to improve the OPD facilities are as follows:-
- Patients should be encouraged to take appointments before their visit.
- Number of counters and staffs in billing must be increased to avoid long waiting time for the patients.
- Number of doctors should be increased in the depts., with large no. of patients.
- Number of registration counters should be increased because during the peak hours it may result in the negative image of the hospital in the mind of the patients.
- The waiting area should be more spacious.
- Medical OPD should also be on same floor as of registration desk and surgical OPD.
- Doctors should be available during working hours of the OPD.