

BACKGROUND

TAT (Turn around time) is one of the important measures to understand whether the performance of hospital. Turnaround time can be defined as the time when the order is given and the result comes out. Efficiency of the process relies on good communication and alertness of staff. The better the tat of the hospital, better is the quality provided by it.

OPERATIONAL DEFINITION

Quality: Quality can be defined as the ability of a product or service to satisfy the needs and expectations of the customer.”

Turn-around Time :

The time it takes to process an order, carry it out, and report the results, e.g., the time between ordering and reporting laboratory test results.”

OBJECTIVES OF STUDY

To determine turnaround time for the clinical services at Asian institute of medical sciences, Faridabad for a period of two months, from April 03, 2017, to June 03, 2017.

METHODOLOGY

Study Design : descriptive analytical study

Study Setting : The study is conducted in ASIAN INSTITUTE OF MEDICAL SCIENCES, Faridabad

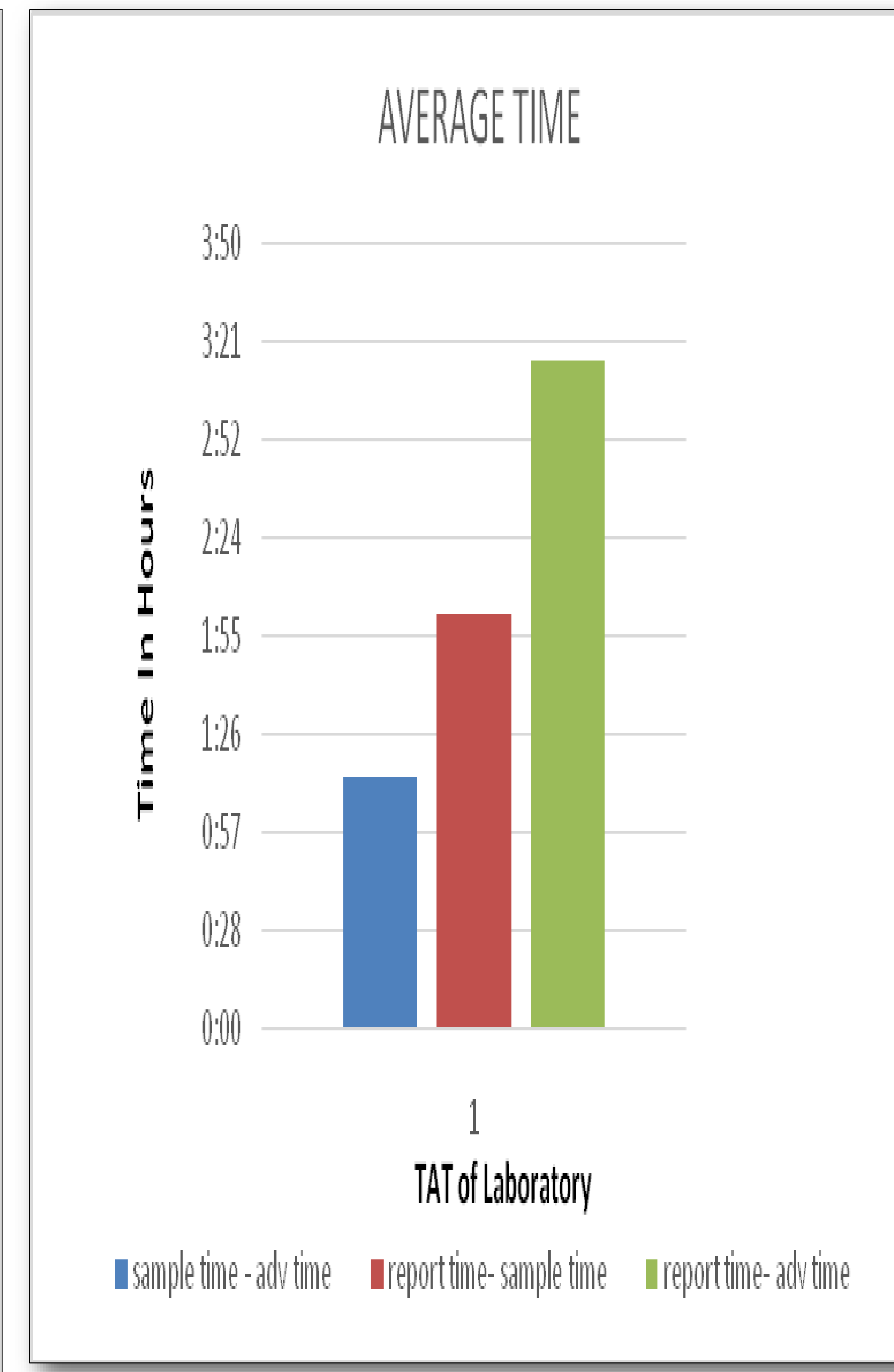
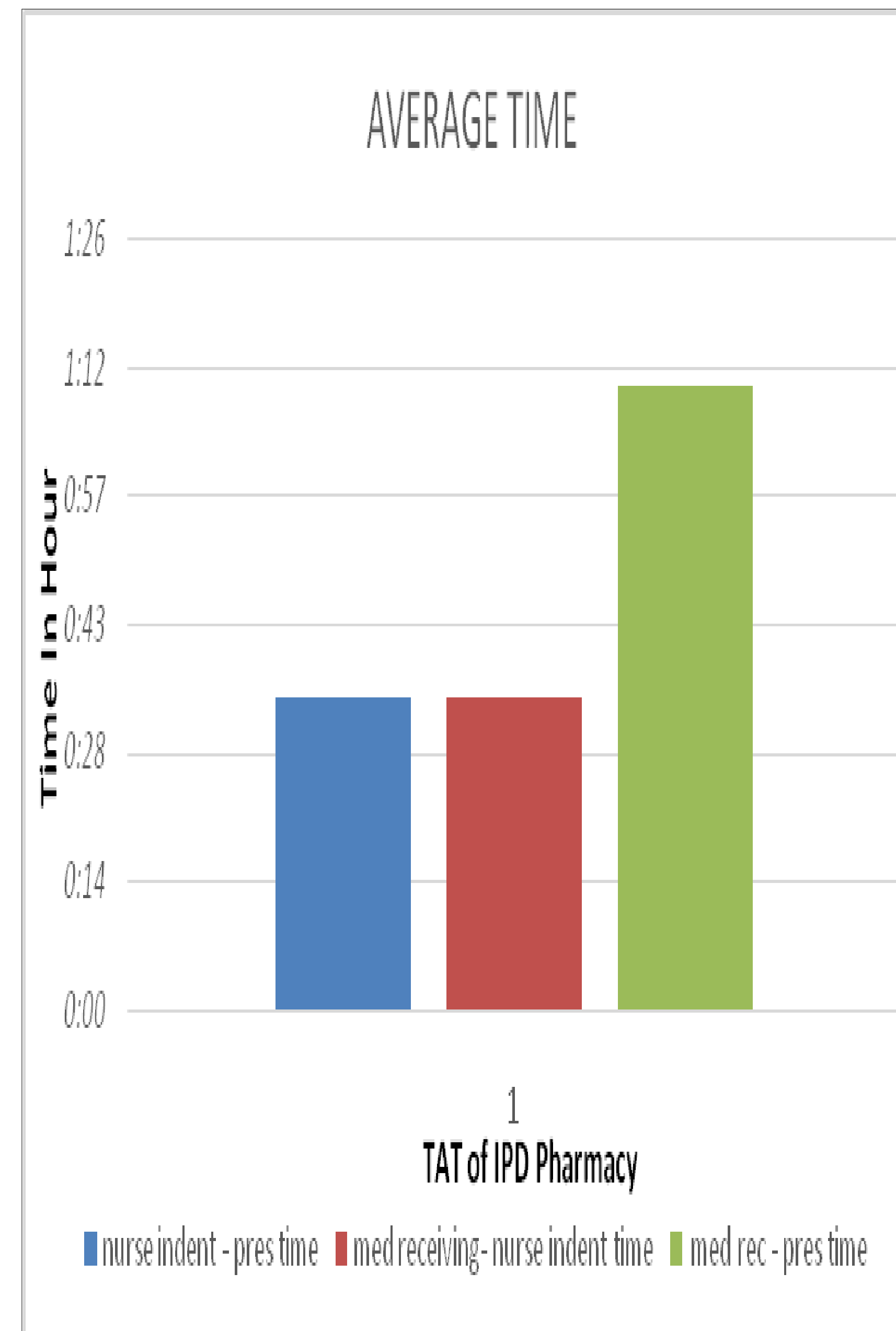
Duration of Study: The study is conducted for a period of 30 days (one month), from April 11th, 2017 to May 11th 2017.

Study subjects: Laboratory, IPD pharmacy

Sampling Technique: Details of all the areas has been calculated like, indenting time, receiving time of indented medicine and report generation time. The calculated sample size are total no. of patients.

Sample size: Total sample size is-105

Data collection: Data was collected on every day basis and a template is formed which is attached in the annexure. All the cases were followed individually and the indenting time of medicine, report generation time has been closely ob-



DATA ANALYSIS PLAN

Based on primary data Data was collected and cross checked through registers and patients files maintained on a daily basis by the staff for any incomplete or partial filling. Using Microsoft Excel 2013, the collected data was then edited, coded, and calculated into various frequency distribution and graphs.

FINDINGS

- For ipd pharmacy services it has been observed that the average time between medicine receiving time and nurse indenting time was much more than the average time of the others.
- For laboratory services the average time between report receiving time and advice time of in-

LIMITATIONS

- Limitation for the study is that only new patients have been taken.
- Secondly, GDA travel time was not calculated.
- Due to lack of time for the study period around 30 patients which were same for both the ip and laboratory services

RECOMMENDATIONS

- The average time taken from indenting till receiving of items (medicines and consumables) in wards was found to be 1hr 10 minutes which is nearly same as the hospital standard of 1hr.
- The reason which we found for the delay is sudden rushes of indent in pharmacy at a particular time and delay in registration of indents through hospital software.
- The nursing staff ordering drugs for patient should indent the complete order at once, instead of indenting numerous incomplete orders again and again.
- Training sessions should be undertaken for the nurses and staff and proper dispensing of medication was tried to maintain.
- The reason which we found for the delay in receiving laboratory report are Re-dos, sampling errors like taking insufficient amount of the sample, wrong labelling.
- Training sessions arrange for the technicians and staff for taking adequate amount of sample and labelling of the vials.

CONCLUSION

Patient safety needs to be ensured in every step of the process, from choosing the medication, to writing prescription, to dispensing the medication. On a management level, the results of this study can be used to improve and strengthen administration and nursing, physician support. From this study, we can obtain information about management of in-patient pharmacy and in laboratory.

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