



TIME MOTION STUDY OF THE HOSPITAL OPD

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INTRODUCTION

NEED FOR STUDY:

As the patient flow increases there may be increase in bottlenecks, which gives a poor overall impression for the patient. So to avoid this, reasons for increase in waiting time is analyzed to enhance patient satisfaction.

SIGNIFICANCE OF THE PROJECT:

Significance of the project is to analyse the inefficiencies and bottlenecks to improve patient care delivery.

RESEARCH QUESTION:

What is the turn around time for the hospital out patient department for new patients of any age group from 9 am to 1 pm from 15 April 2016 to 2 may 2016.

OBJECTIVES

- To identify the various steps in the process flow of the registration counter during registration.
- To identify the time taken at each step and also the total registration time.
- To identify the causes of delay at the registration counter
- To identify the various steps in the process flow during the OPD waiting area.
- To identify the time taken at each step of registration and the total time taken by in the OPD waiting area.
- To identify the causes of delay in the OPD waiting area.

RESEARCH METHODOLOGY

Observational prospective study.

Non probability convenient sampling technique is followed.

Duration of study is 15 days.

The details of patients and time of his/her entry, the time for which the patient moves through various departments till exit of the patient is noted. After the data collection is done the data was analyzed for any delays in patient flow

process and they are resolved.

SAMPLING:

The total monthly new OPD is 1500-1550 between 9 am to 1 pm. A sample of 150 patients is selected which is 20% of the whole population. The sample is selected by convenient sampling technique.

TOOLS AND TECHNIQUES OF ANALYSIS:

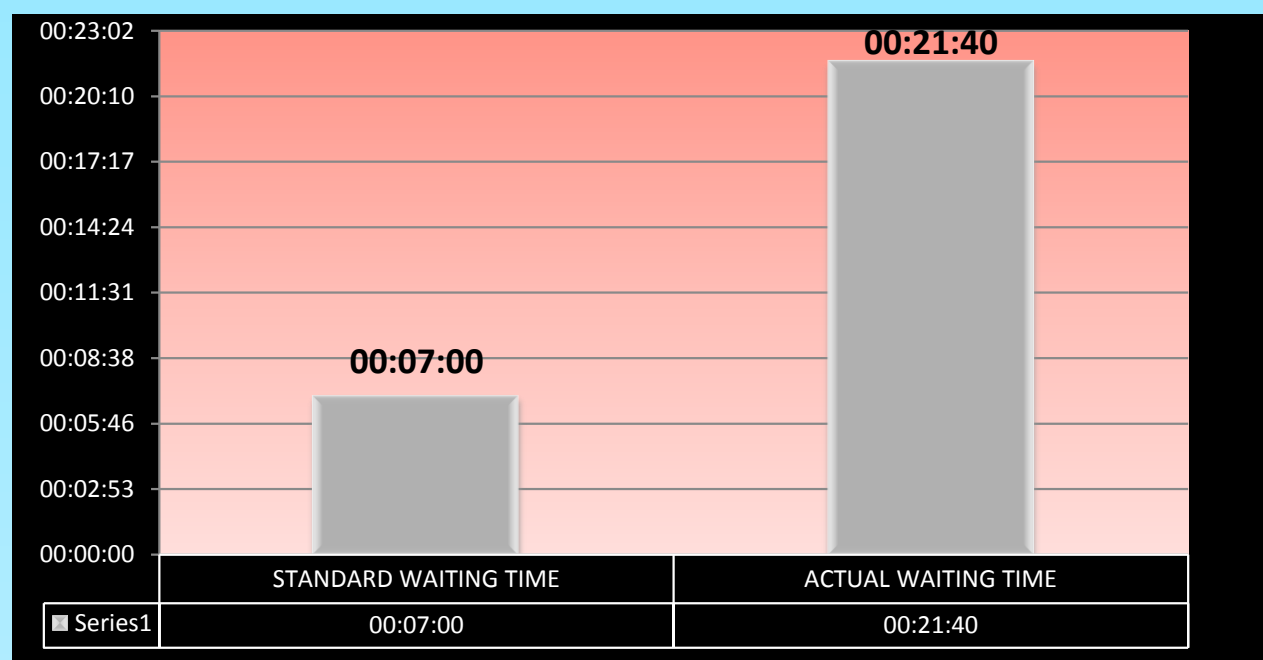
For data collection:

Personal observation

For data analysis:

Mean.

DATA ANALYSIS



AVERAGE TOTAL TIME TAKEN BY PATIENT IN VARIOUS DEPARTMENTS OF OPD WAITING AREA

