

TURN AROUND TIME OF OPD PATIENTS



FOS (FORTIS OPERATING SYSTEM)

By

Dr Savin Yadav MBA HM 20



Objectives

- To minimize turnaround time for OPD patients and make OPD flow swift.
- To maintain authentic FOS data in all OPD's of hospital.
- To analyse and improve hurdles in OPD flow

Introduction

After analysing the feedback forms filled by patients in OPD it has been found that major dissatisfying reason was long queue for billing and waiting for doctor's consultation. In spite of Having prior appointments patient's average waiting time was more than 15 minutes. This study is based on how to reduce OPD turnaround time and to find out what all others factors causing delay in OPD flow.

Methods

Study Type- Retrospective study

Settings-Fortis Memorial Research Institute, Gurgaon

Duration of Study – 2 months (4 april-2ndjune)

Sampling Technique-

Simple Random Sample

Sample size- 500

Data Source- Observation

Data Interpretation

Technique- Percentage method and following tool is used for data interpretation.

Tool Used:

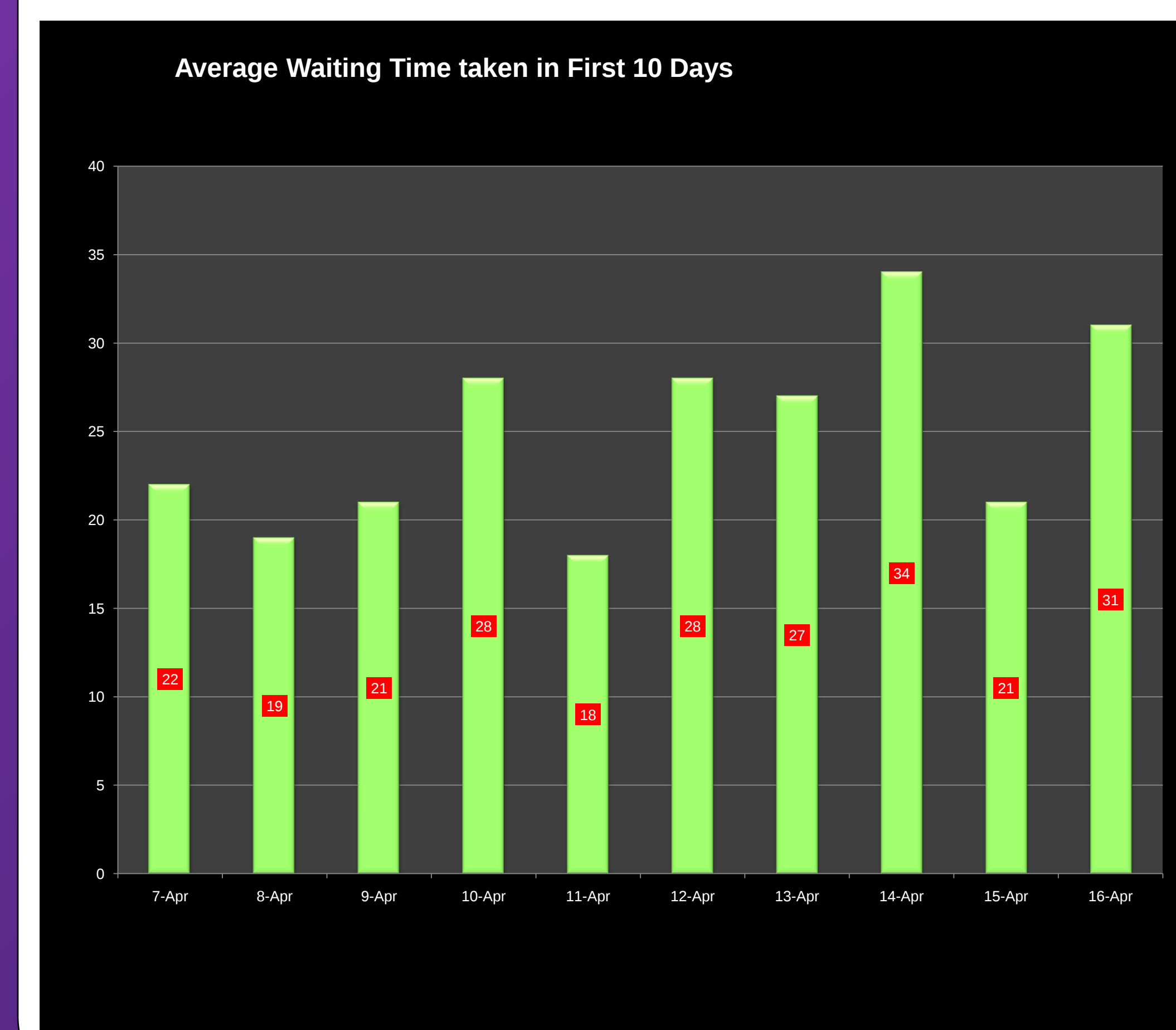
- Total number of consults.
- New consult for the week
- Average waiting time
- Maximum waiting time
- Minimum waiting time
- Number of patients for which data was captured
- Number of patients waiting beyond 15 minutes.
- Percentage of patients waiting beyond 15 minutes.
- Percentage of patients for which data was captured
- Total number of consultants for who data was captured
- Total number of consultants for the day
- Number of consultants delay beyond 15 minutes.
- Percentage of consultant delayed beyond 15 minutes
- Percentage of consultant for which data was captured
- Number of consultants delayed beyond 15 minutes for first consultation
- Percentage of consultant delayed beyond 15 minutes consultation for 1st consultation.

Findings

Other common factors

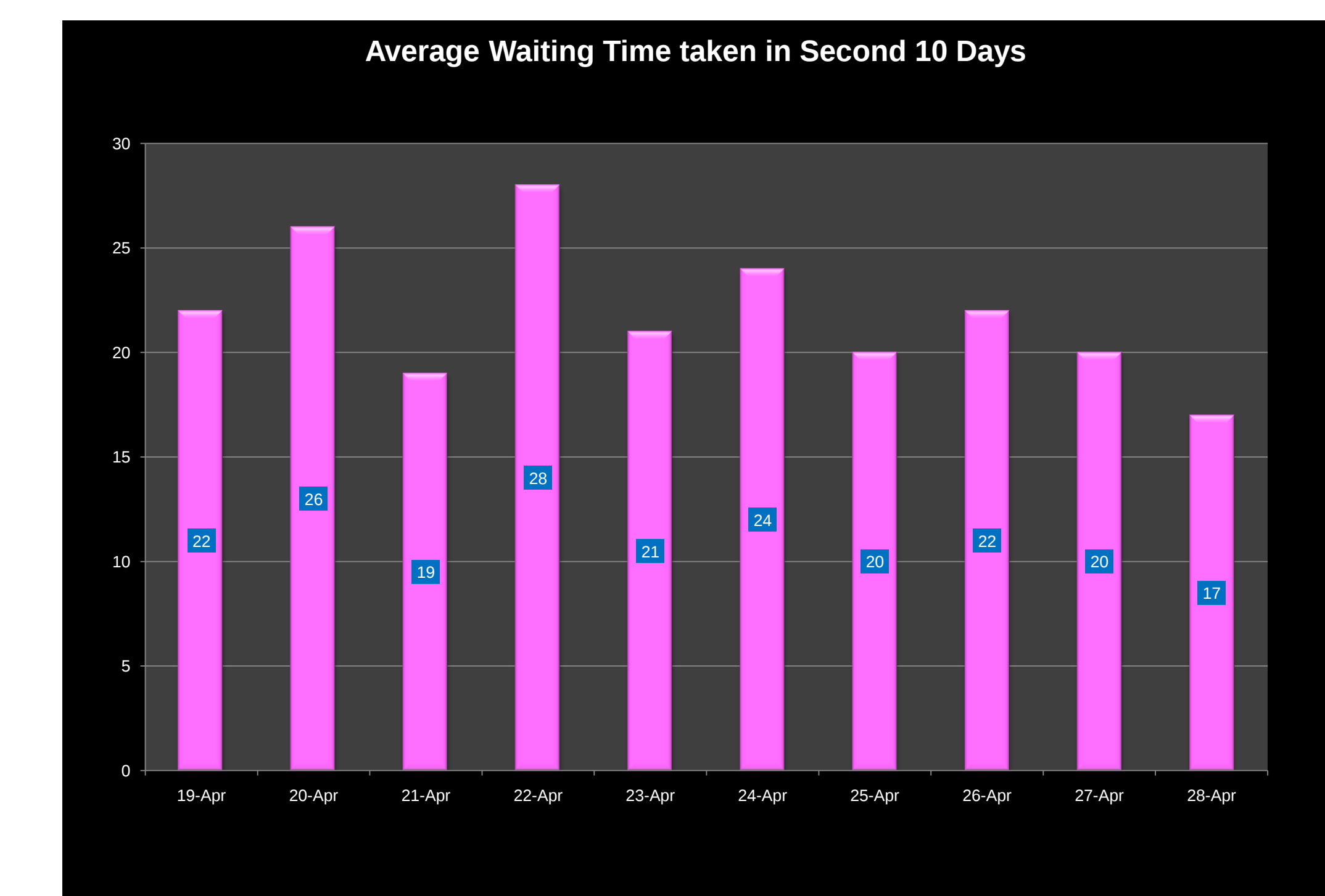
responsible for OPD delay are :

- IPD rounds during OPD hours
- billing delay in case of international patients
- follow ups and reports without appointments
- walk in patients and appointment patients given equal importance
- wheel chair , stretcher unavailability
- Staff absent, for example – coordinator, interpreter, nurses in vital sign room.
- Sign boards with directions should be placed in appropriate areas.



Implementations

- Separate desk created for international patient billing.
- 5 wheelchairs allotted to OPD department .
- Patients are motivated to use myfortis app for appointment.
- Evening shift kept for reports and follow ups
- OPD flow chart attached with bill to guide patient.



Result

Noticeable reduced average waiting time after implementation of few changes in OPD.