

Patient Process Flow and Turn Around Time (TAT) of Outpatient Department



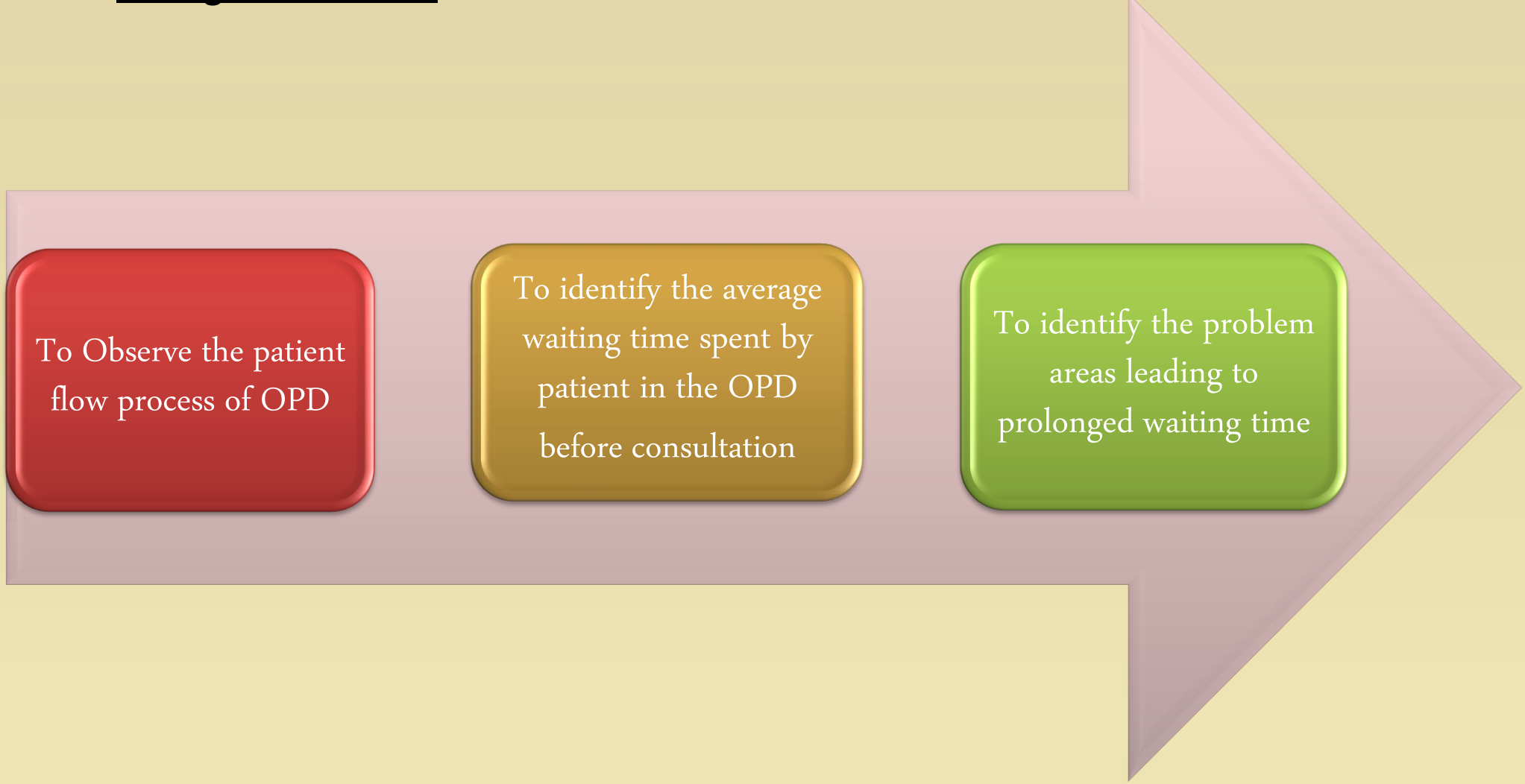
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Introduction-

In this study it is the total time from the time patient enters the hospital till he meets the consultant.

Objectives-



Research Methodology-

Study Design-Cross-sectional Descriptive Study
Sampling Technique-Convenient Sampling Method (Non-Probability)
Sample Size-278
Sample Population-Patients visiting the hospital for Consultation.
Sample consists of patients of only 4 specialists-
Gynaecologist from OPD-A
Orthopaedic Surgeon, Paediatrician and Urologist from OPD-B
Sample Area-Out-Patient Department

Reasons for delay at various steps



- At Reception**
- Human Variation in filling up the Registration form due to Demographic profile of the patients.
 - Time Spent on Searching for Pen/Pencil.
 - Registration of IPD patients at the reception.
 - Illegible Handwriting of the patients.

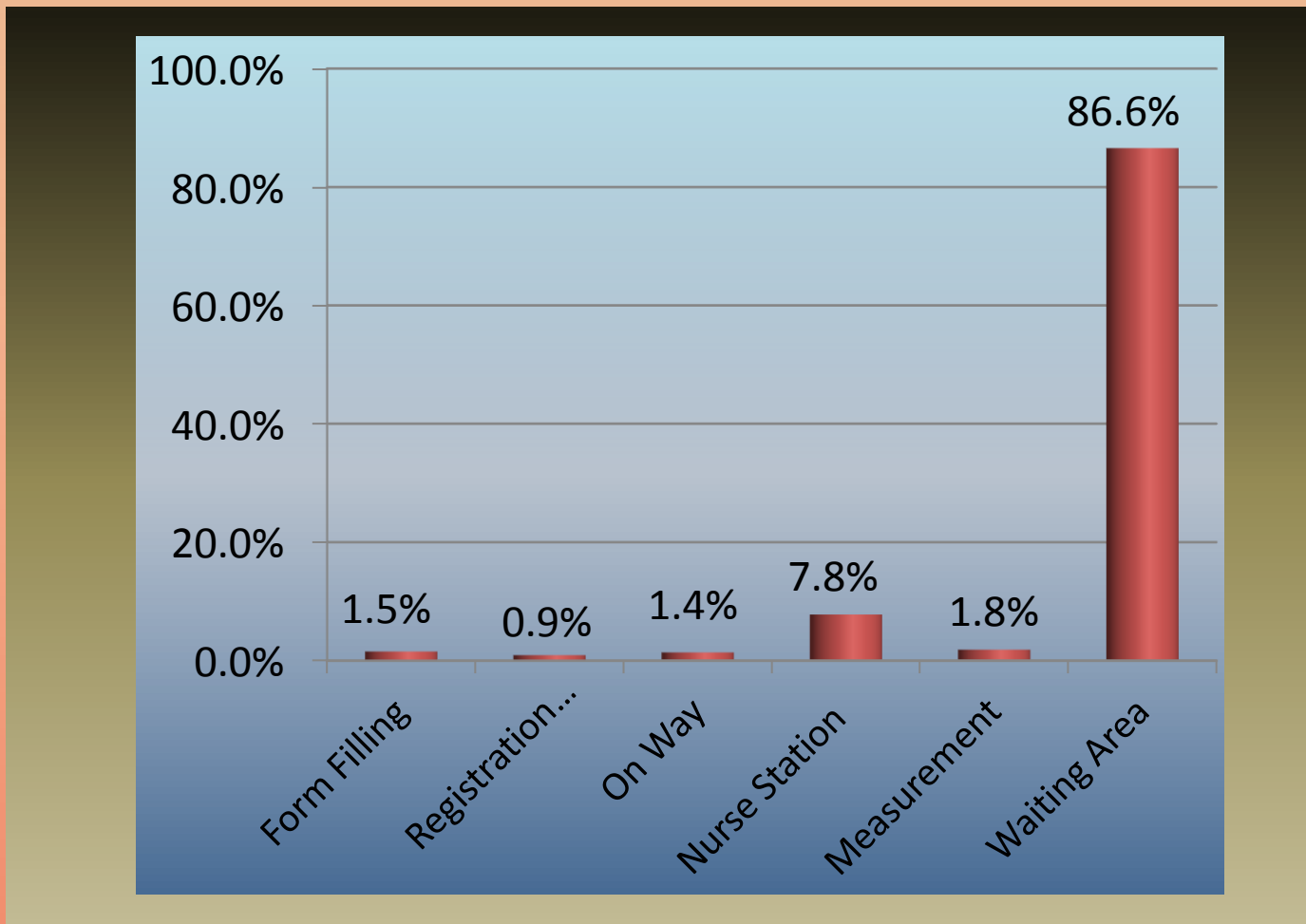


- At the Nurse Station**
- Equipment Error such as non-working of Computer, defect in MRN slip generating Machine, Faulty Readings on weighing machine.
 - Human Variation in Visit Activation and Billing at the Nurse Station.
 - Unavailability of Nurse at the nurse station due to work in Procedure Room.
 - Multiple Work at one Station- Visit Activation and billing for Diagnostic services like for radiology and laboratory at Nurse station-B.

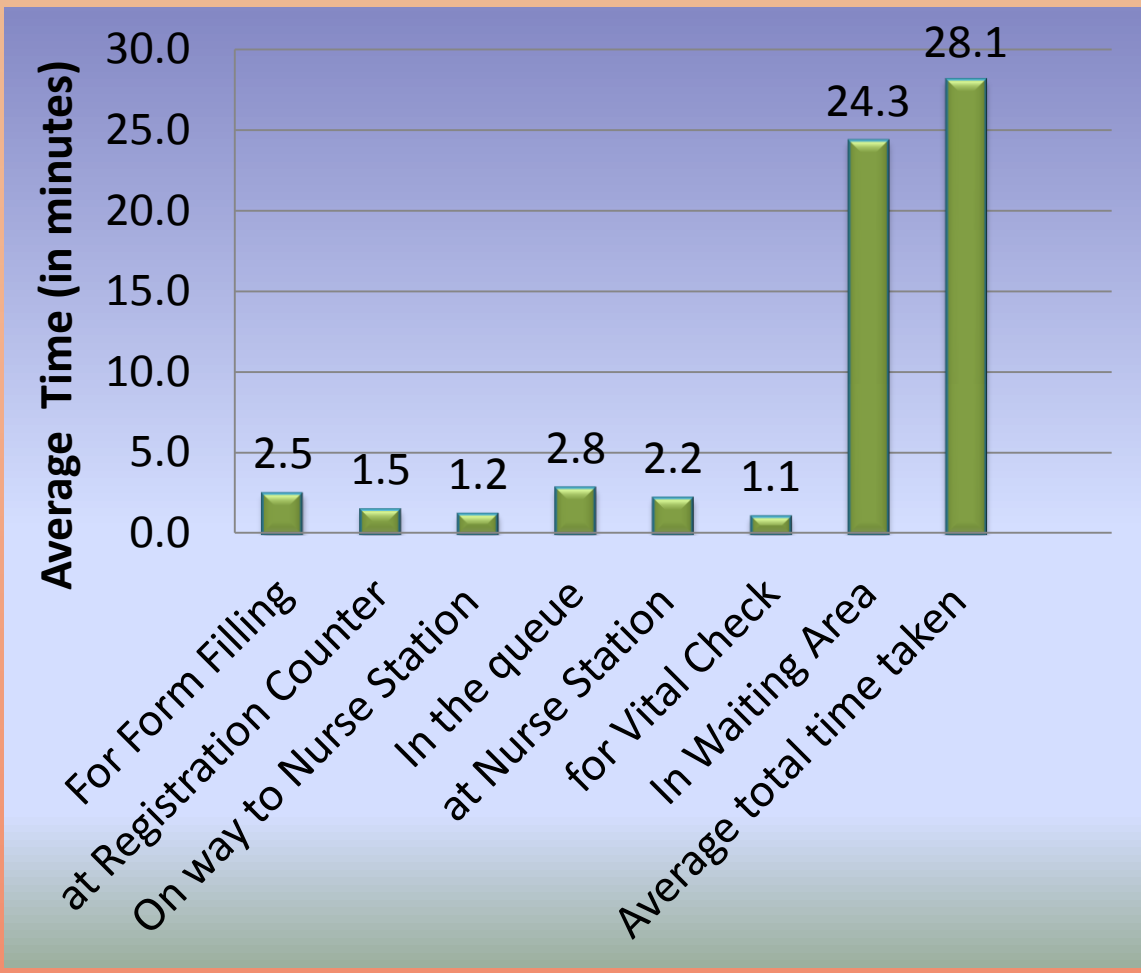


- In The Waiting**
- Doctor late for Duty.
 - Doctor on rounds during OPD hours or in OT.
 - Extended Consultation Time for some of the patients.
 - Unavailability of room for Consultant.
 - Double visit by patients due to unavailability of vaccination in the OPD-B on regular basis.
 - Sometimes doctor is not communicated about the arrival of the patients due to unknown reasons.

Findings-



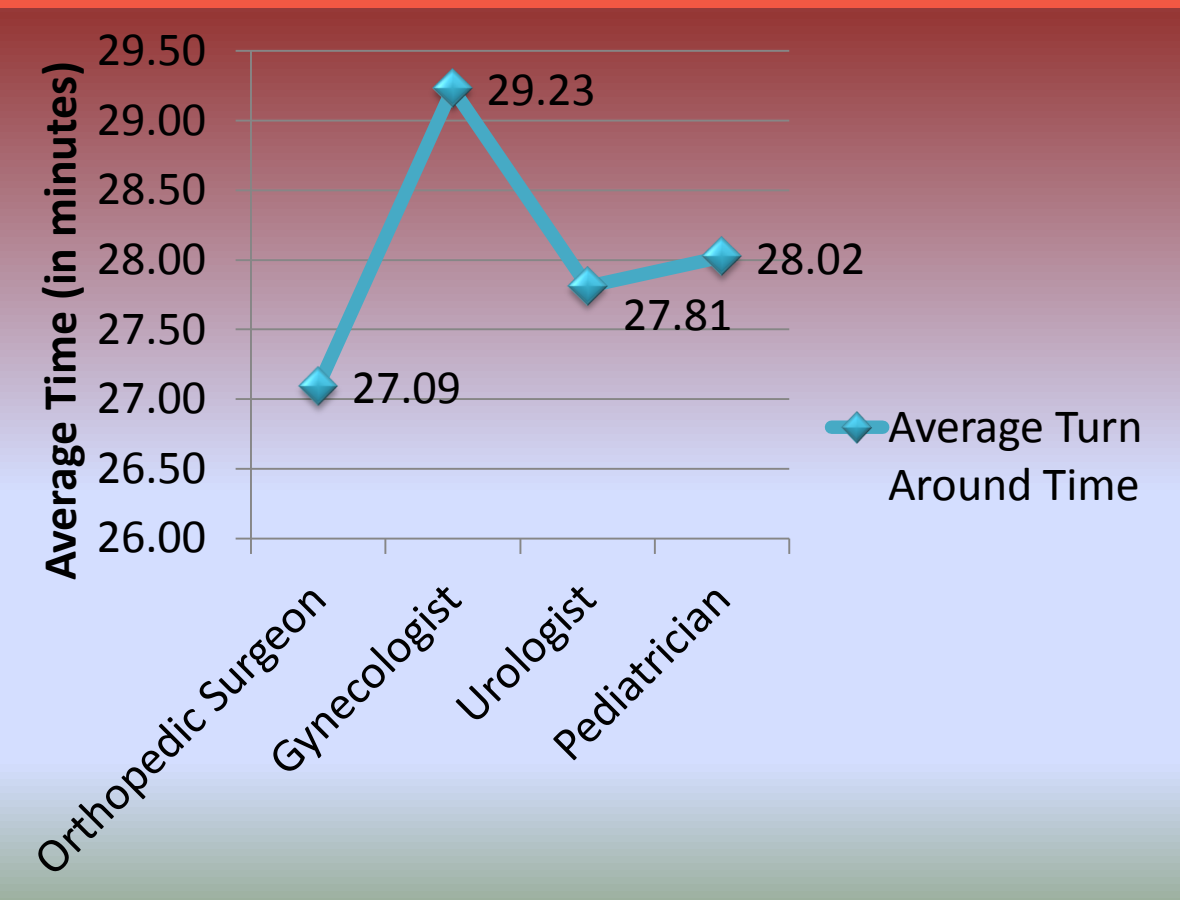
Time at various steps as a percentage of Total Time



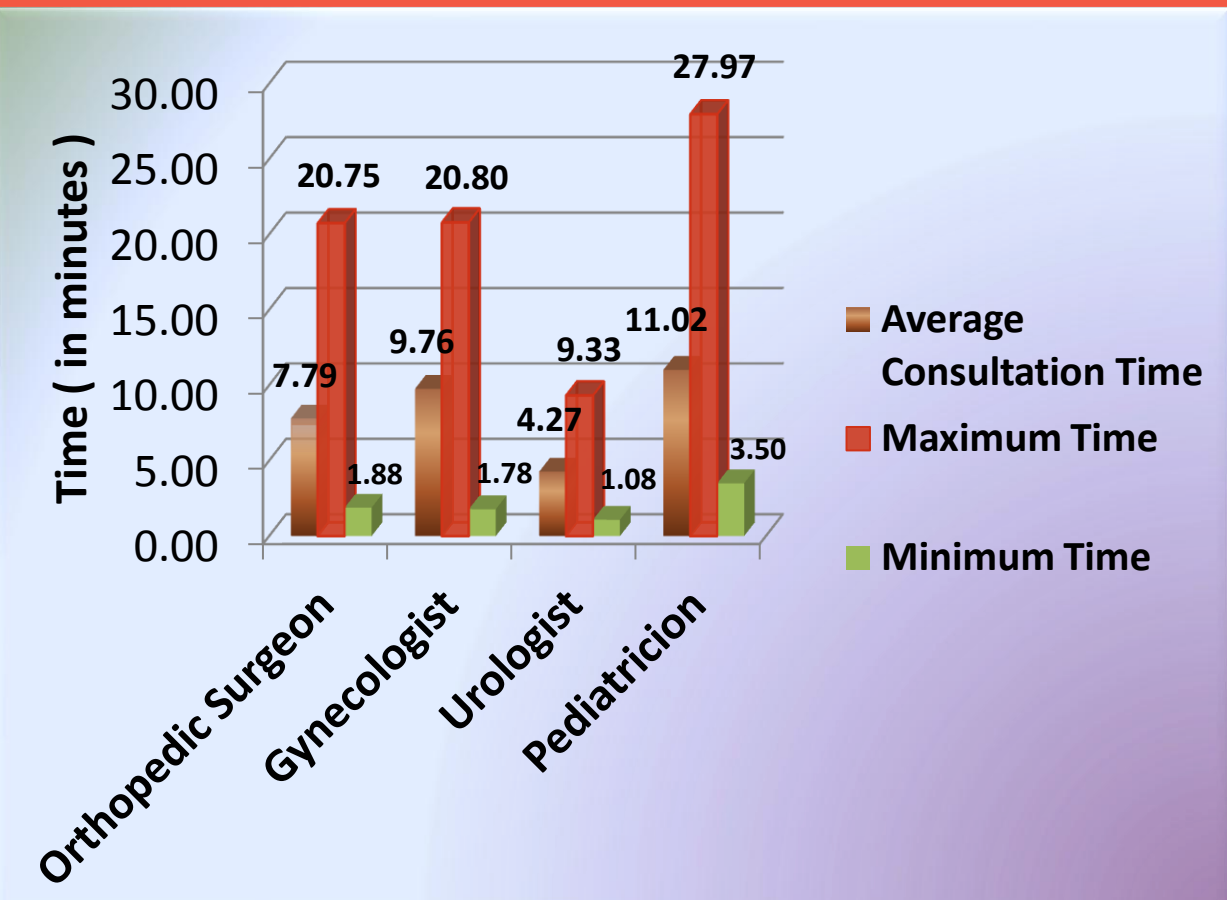
Average Time of a patient at each step when coming for consultation

Specialisation	Sample Size	Waiting Time (in minutes)					Maximum Time	Minimum Time
		<=20	20-40	40-60	60-80	>80	(in minutes)	(in minutes)
Orthopaedic Surgeon	83	35 (42.2%)	29 (34.9%)	14 (16.9%)	4 (4.8%)	1 (1.2%)	91.01	1.72
Gynaecologist	87	40 (46.0%)	28 (32.2%)	12 (13.8%)	5 (5.7%)	2 (2.3%)	150.77	2.17
Urologist	42	19 (45.2%)	15 (35.7%)	3 (7.1%)	5 (11.9%)	0 (0.0%)	79.48	3.5
Paediatrician	66	29 (43.9%)	22 (33.3%)	8 (12.1%)	7 (10.6%)	0 (0.0%)	77.89	2.89

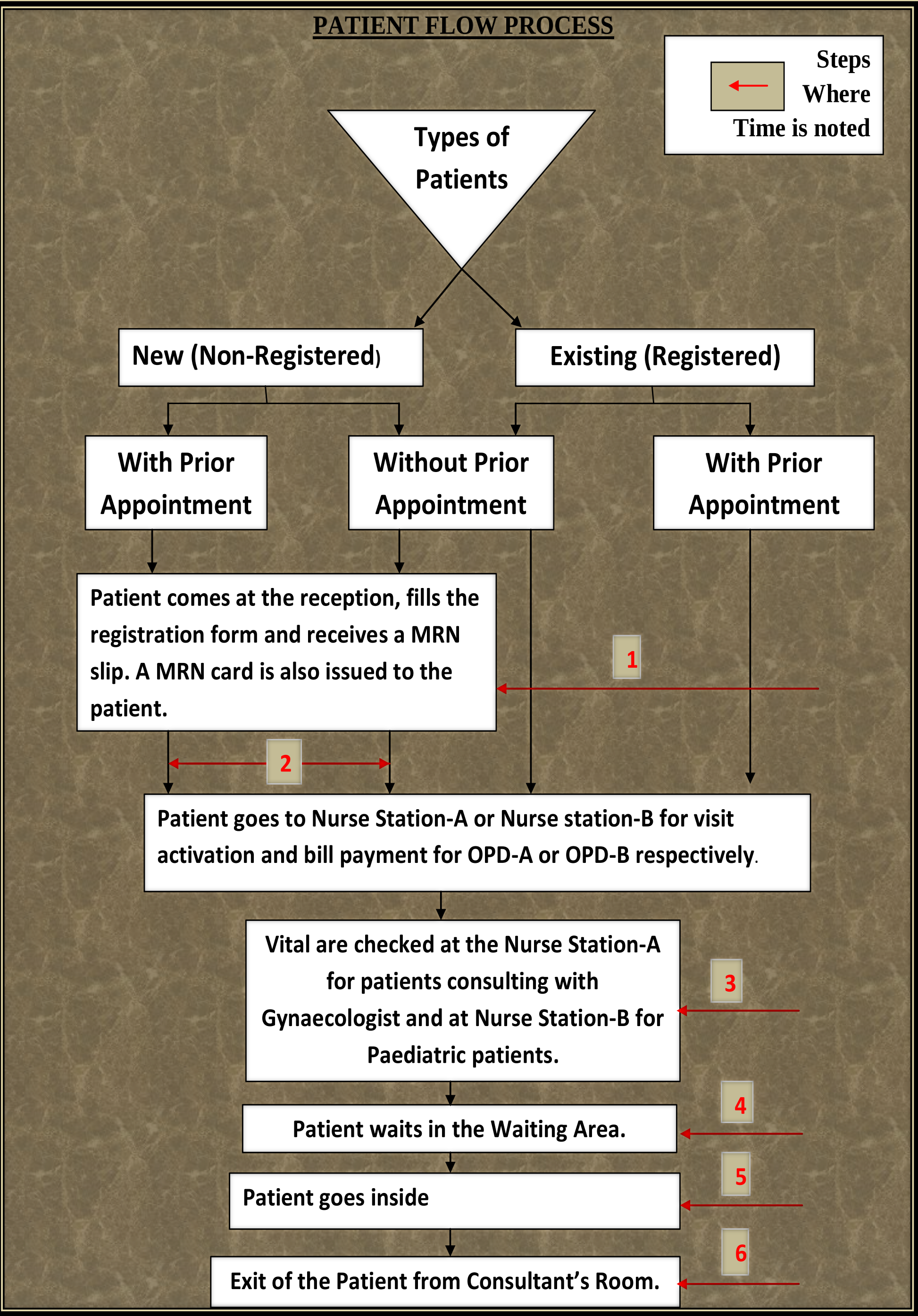
Percentage Distribution of Patients in terms of waiting time of corresponding doctors and the maximum and minimum waiting time for each doctor



Average Turn Around Time of Each Doctor



Maximum, Minimum and Mean Consultation Time for each doctor



Recommendations-

- Centralisation of Registration and accessibility of MRN card in all branches of Columbia Asia Hospital.
- More Concise Registration Form or mark-up the columns that must be filled by patients.
- Patients should be informed to fill up the registration form in Bold letters.
- Connecting MRN Card with Pre-payment Facilities.
- Setting Up of KIOSK for Patients with prior appointments.
- Training of staff on regular basis.
- Equipment should be checked on daily basis to avoid equipment error.
- Separate nurses for procedure rooms should be appointed.
- Billing of radiology and laboratory services at all the counters as mentioned in their SOPs should be implemented.
- Time other than OPD should be allotted for doctors to go on rounds.
- Motivating the doctors to be punctual.