

SUMMER TRAINING PROGRAMME AT KOKILABEN DHIRUBHAI AMBANI HOSPITAL, MUMBAI

MBA HOSPITAL AND HEALTH MANAGEMENT

2015-2017



TURNAROUND TIME OF PATIENTS IN OPD WITH FOCUSED STUDY ON PAEDIATRICS



Introduction:

Patients' waiting time has been defined as "the length of time from when the patient entered the outpatient clinic to the time the patient actually leaves the OPD". Whether it's a time used for registration of patient, routine doctor's appointment, emergency room treatment, laboratory/diagnostic test, procedures, receiving the results of various tests, waiting happens to just about everyone seeking medical care! It's often one of the most frustrating parts about healthcare delivery system. Waiting times for elective care have been considered a serious problem in many health care systems since it acts as a barriers to efficient patient flows.

RATIONALE:

To study and analyse the current turnaround time of the patients in the OPD and suggest the recommendation to reduce the waiting time of the patients.

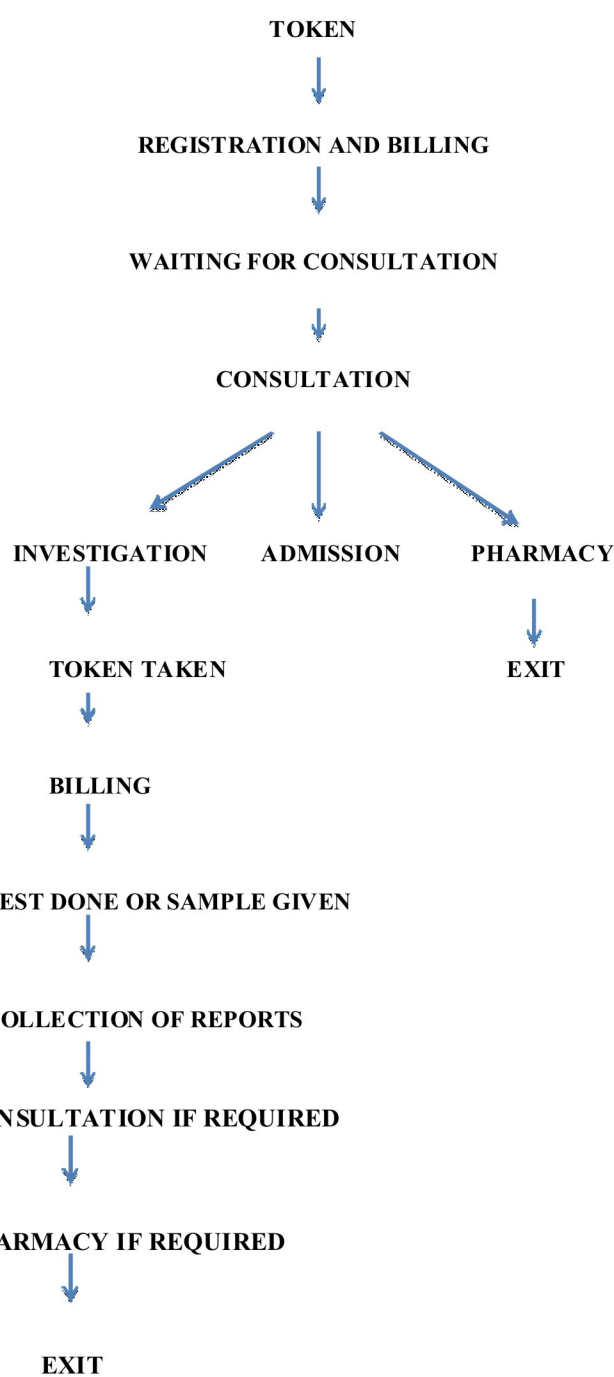
OBJECTIVES:

- To study and analyze the current turnaround time for OPD and identify the key factors in the delay which lead to increase the turnaround time in the departments.
- To suggest the solutions and methods that could be adopted to reduce the waiting time of patient.
- To change the health seeking behavior of the patient and their caretakers during waiting.

METHODOLOGY:

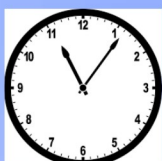
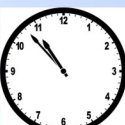
- Cross sectional prospective study is carried out
- Quantitative method was used and patients were taken randomly
- The details of patients and time of his/her entry, the time for which the patient moves through various departments till either exit of the patient is noted.
- Tracer method is used in which the patients were traced from their entry into the hospital till their exit.
- After the data collection is done the data is analysed and evaluated to calculate the turnaround time of the patients and their waiting time in different departments.
- Sample size of 300 patients were taken and these patients were followed and observed. The sample were taken randomly and the sample represents the entire OPD flow.

PROCESS OF OPD

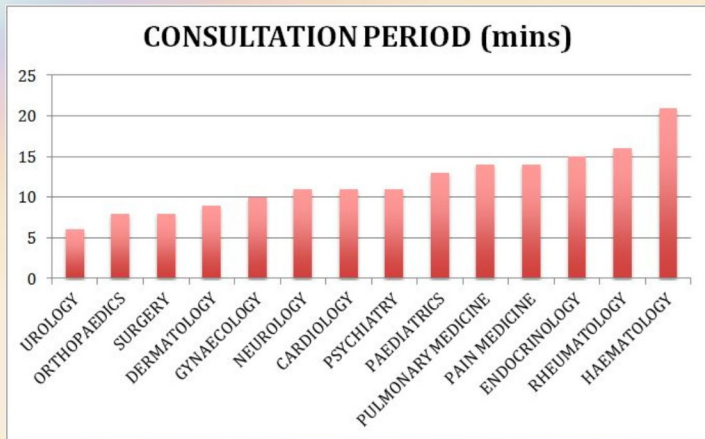
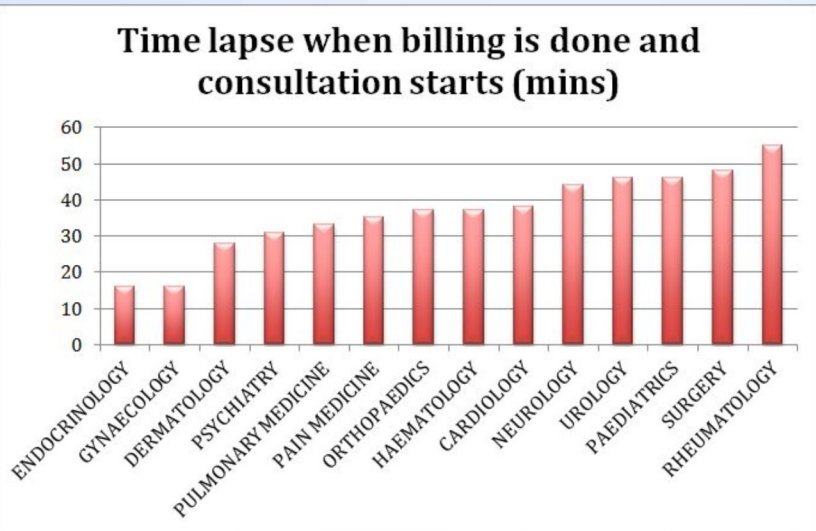


FINDINGS

	TIME (hr : min)
ARRIVAL V/S BILLING	0.11
BILLING V/S CONSULTATION	0.41
APPOINTMENT V/S CONSULTATION	0.39
TOTAL CONSULTATION	0.12
INVESTIGATION TIME	0.13
PHARMACY	0.11



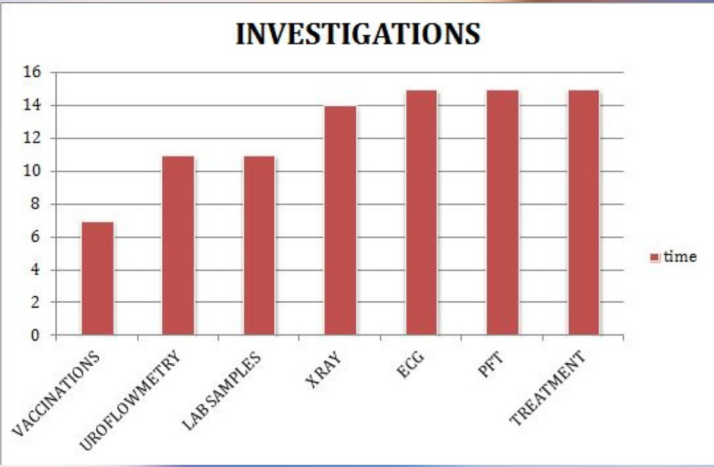
DEPARTMENT WISE FINDINGS



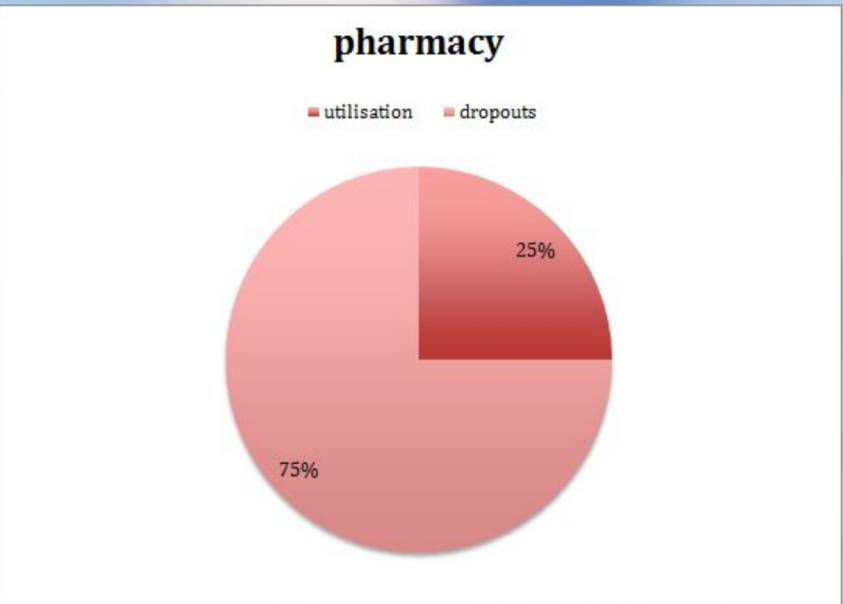
INVESTIGATION

Out of 300 patients 106 patients had undergone the investigations on the same day and 11 patients did not went for it. so 11 were the drop out i.e.,

- 3.6 % - dropouts and
- 35.3% -went for investigations



PHARMACY UTILIZATION:



SUGGESTIONS

- By the data it has been observed that It takes 11 mins for the billing. So to reduce the waiting time, the patient should be asked to come 10 mins prior to their appointment instead of 15 mins.
- Doctor's ward round time should be kept fixed and at that duration, no appointment must be given.
- The patient waiting time at OPD can be utilised, if not reduced by engaging the patient and its relatives in IEC activities about health related issues that can be delivered through a health educator. For this, the already existing facilities like LED screens can be put into use.



- A monitor can be placed in which the patient's number should be visible according to the consultation turn so that they get the information directly without troubling CCO.

The monitor will be of 12*6.

3 digit number monitor will cost Rs. 5000

4 digit number monitor will cost Rs. 6000



- As per the data reveals, the pharmacy utilization can be increased by :

After consultation, one prescription can be sent directly to the pharmacy and their packet can be made ready to pick. This can make the patient to just pick the packet. They do not have to wait at the pharmacy.

This can help to increase its utilization.

FOR PAEDIATRICS

- For the analysis made, we recommend that a tracking system capturing the timings of the doctors should be devised and formulated
- During waiting for the consultation, health educator can help people to tell the basic health related issues to the mothers or the caretakers like about growth pattern, dietary chart etc.

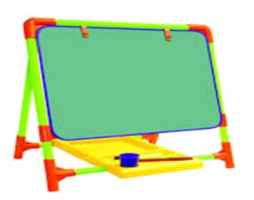


- Toys like punching bag, white n black boards with markers attached to the wall or by a string as the toys kept earlier were taken by the patients unknowingly.

cost of punching bag: 300 Rs.

white board: 600 Rs.

black board: 200 Rs.



- Kids entertainment channels can be played in the LED as it makes the child busy watching it.

Aquarium can be put in the department as it fascinates the child and make the child busy in it

