

DEFINE	MEASURE	ANALYZE	IMPROVE	CONTROL

INTRODUCTION

Out Patient Department (OPD)
Mirror of the hospital
Shop Window for patients
First point of contact between the patient and the hospital staff

Front Office
contains reception, admissions, billing, diagnostics billing, also includes a reception desk

Time and Motion Study
Time study was developed by F. W. Taylor and Motion Study developed by Gilberth. Concerned with increasing performance and minimizing time taken to perform various activities without compromising on quality.

Turnaround Time (TAT)
Standard time is the time allowed to an operator/employee to carry out a specified task under specified conditions and defined level of performance or amount of time required to complete a unit of work.

The DMAIC Methodology

DEFINE

OBJECTIVE

- To determine the average waiting time for patients consumed in queuing at registration, billing, radiology and pharmacy.
- To identify various factors and activities contributing to delay.
- To suggest measures for reducing the waiting time of patients in outpatient billing department

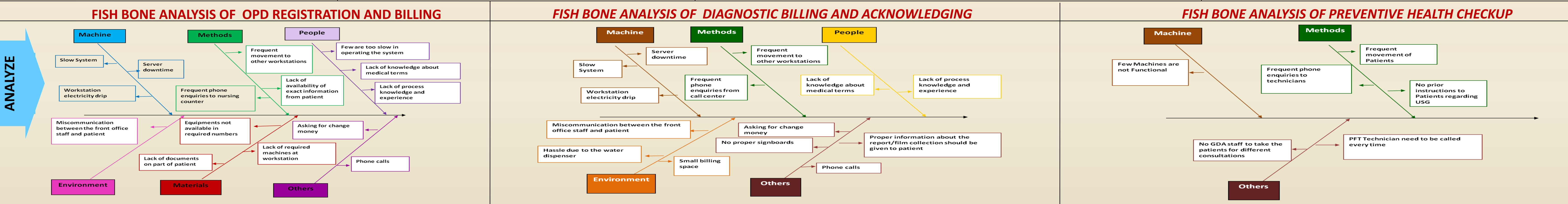
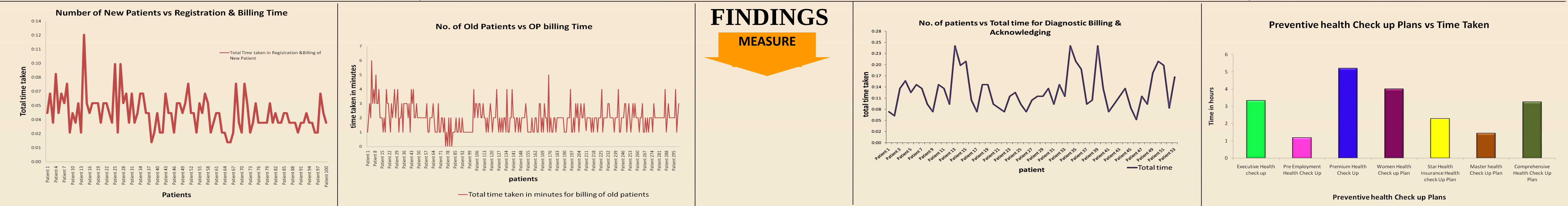
RESEARCH METHODODLOGY

Research Design
Dirct Observational Cross Sectional Study

Study Setting
Out Patient Department of Paras Hospitals, Gurgaon

Sampling
Convenience Sampling Technique

Sample Size
460 (covers all the OPD Counters)



SUGGESTIONS

- Establishment of help desk at the OPD Front Office to cater the confused and helpless patient to direct them to different counters.
- Adequate training and hands on for staff on workstation.
- Proper display of detailed information regarding the required documents and the schemes available.
- Proper administration of the queuing system for patients.
- Provision of email ids in the form itself so that reports can be mailed to the patient to avoid unnecessary hassle near the counter.
- Signboard for the report/film dispatch counter.
- Issuing of numbers to patients after billing is done to avoid rush at acknowledgement counter.
- The number display board should be working to avoid confusions and to reduce patients' apprehension regarding the wait time.
- Bookmarks/flags should be used in the record books to make it convenient and appear more organized and professional.

CONCLUSION

The study has brought to surface certain grey areas, where the improvements can be done to enhance the efficiency of the system and cater more and more to patients' satisfaction

Time wastage reduction by elimination of certain factors and unnecessary movements can greatly improve the services of the hospital