TRACKING THE REFERRAL TIME TAKEN BY DOCTORS TO VISIT THE PATIENTS IN A TERTIARY CARE CENTRE OF METROPOLITAN CITIES

IIHMR UNIVERSITY

MAX HEALTHCARE Care for life

MAX SUPER SPECIALITY HOSPITAL, SAKET

1 OBJECTIVES

To Track the referral time taken by the doctors to visit the patient & provide care to the patient at right time at Max Hospital, Saket.

- To re-design the referral process at Max Hospital, Saket.
- To identify problems in existing Referral process

2 METHODOLOGY

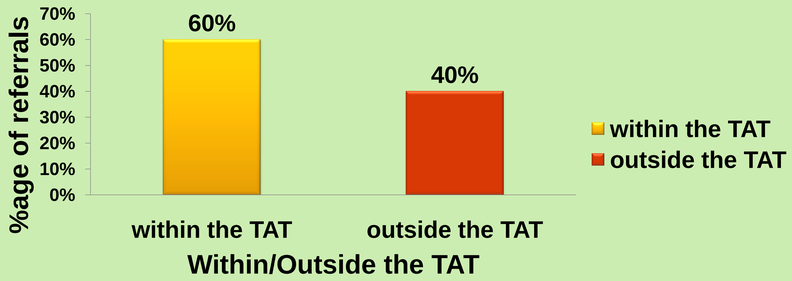
Type of study *:* Analytical cross-sectional
Study population : Referral Doctors at Max Super Speciality Hospital, Saket, Delhi
Study area–6th Floor, West wing, Nephrology Department & Medical ICU Max Super Speciality Hospital, Saket, Delhi
Data collection-Primary and Quantitative using Referral Index given by the Hospital .

	INDEX	
A1	Referred by Senior consultant	To be seen within 1 Hour
A2	Referred by Resident Doctor	To be seen within 1-2 Hours
B1	Referred by Senior consultant	To be seen within 4 hours
B2	Referred by Resident Doctor	To be seen within 4-6 hours
C	Referred by The Junior Resident	To be seen within 24 hours

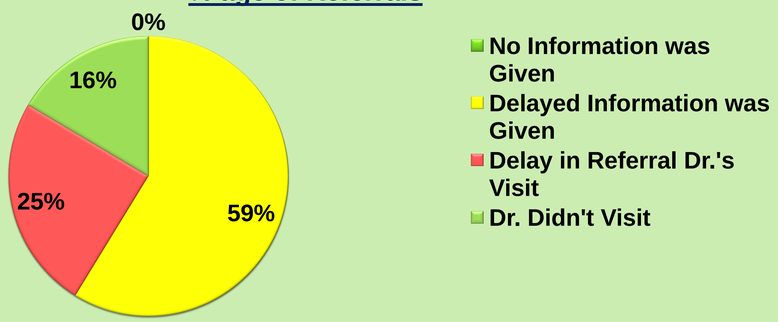
Data entry- Manually using MS- Excel
Data Analysis- Using bar charts, pie charts in Microsoft Excel
Duration of Study– 3 Weeks (April- May'16)
Technique– Direct Observation of Operations
Sample size – 100 Patients
Sampling technique- Consecutive Non probability sampling

3 OBSERVATIONS

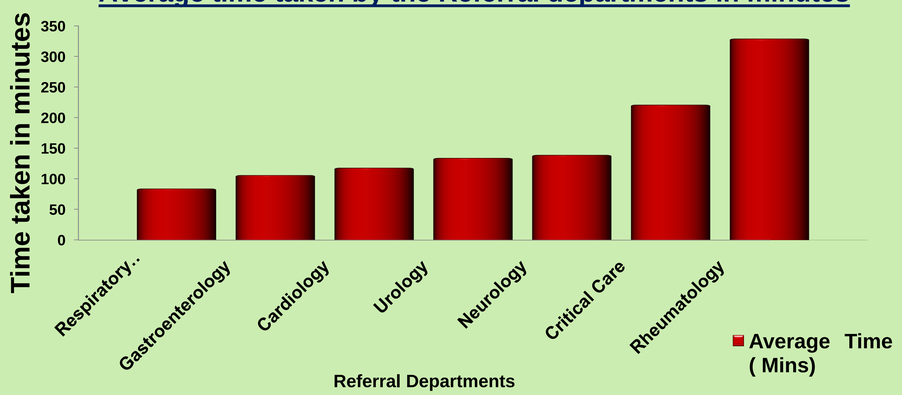
% age of Referrals Within/ Outside TAT



% age of Referrals



Average time taken by the Referral departments in minutes



4 RESULTS

•60% of the Referral doctors visited the patients within Turn Around Time whereas 40% of the Referral doctors didn't visit the patients at the right time.
•The major reason for the delay in visiting of Referral Doctor is the Delay in giving the information to the Referral Doctor.
• Nurses were unaware of what was advised by the referral doctors until the doctor puts the notes in the CPRS.
•At times, Poor Communication was observed between the PCP & Nursing Practitioner
•A re-designed referral process has been made after tracking the flaws in the current Referral system.

5 RE-DESIGNED REFERRAL PROCESS

- A new Referral System should include the system of categorizing the Patient's referral & should be implemented depending upon the current health condition of the patient.
- The proposed categorization should be –

Priority Level	Should be referred by	To be seen within
A1	Senior Consultant/ Consultant	1 hour
A2	Senior Consultant/ Consultant/ Resident Doctor	1-2 Hours
B1	Resident Doctor	4 Hours
B2	Nursing Practitioner	4-6 Hours
C	Nursing Practitioner/ Staff Nurse	24 Hours

•Referral information to the doctors should be provided within 10 minutes of seeking the referral that should include priority level of the case.
•A separate "Referral Sheet" should be in the patient's file , it should have Doctor's name.
•After the visit, the referral doctor should send a confirmation text message to the concerned doctor who sought for referral.

Made by:
Bhavya Arora
MBA HM
20th Batch