



INTRODUCING AN EFFECTIVE APPOINTMENT SYSTEM FOR BETTER PATIENT MANAGEMENT AT OPD

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INTRODUCTION

There are 34 OPD's in Mazumdar Shaw Medical Center catering to around 30,000 to 35,000 out patients in a month. To manage such a huge amount of patients the hospital used the integrated information system Hinai for maintaining a patient queue. This system was ineffective as an appointment system and hence there arose a need for Qikwell, an appointment software that would manage the OPD patients efficiently.

RESEARCH METHODOLOGY

OBJECTIVE OF THE STUDY:-

PRIMARY:

To assess why Hinai could not be an effective appointment system, and had to be ultimately replaced by Qikwell.

SECONDARY:

Smooth operational functioning of Qikwell at the OPD's it was implemented and further scaling it to other OPD's through regular monitoring.

RESEARCH DESIGN:-

The Study Design used for this Project is Descriptive and Exploratory

DURATION:-

This Study was carried out from 1st April– 30th May 2015

STUDY POPULATION:-

- Hinai assessment, data was collected from 25 Front staff members from OPD where only Hinai is functionally.
- Qikwell assessment was studied for 134 patients in a day from 5 OPD's.

SAMPLE SIZE:

- Hinai assessment study: 25 OPD staff, using Hinai.
- Qikwell assessment study, 100 patients from Qikwell operated OPD's were included.

SAMPLING TECHNIQUE:

Non-Probability, Purposive Sampling

DATA COLLECTION:

PRIMARY DATA:

- The problems faced by Hinai as an appointment system was analyzed by conducting a questionnaire survey on where the OPD staff was asked to fill the questionnaire form.
- Qikwell assessment survey was done on patients from 5 Qikwell OPD's

SECONDARY DATA:

- Information about Hinai was obtained and analyzed through the Bay Management Report of March 2015.
- Information about Qikwell was analyzed with the help of Qikwell monthly and daily generated report, provided by Qikwell

Plan of Execution:

D.M.A.I.C. TOOL

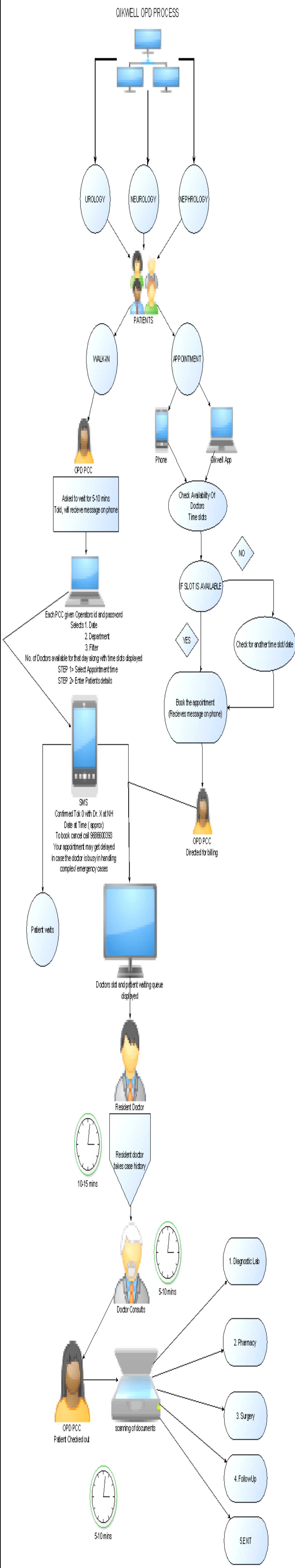
Define Measure Analyze Improve and Control

Six sigma DMAIC tool has been used for the study.

An effective appointment system Qikwell is chosen for better management of patients at OPD. The software was initially launched at 3 major OPD's of MSMC (April):

1. NEUROLOGY
2. NEPHROLOGY
3. UROLOGY

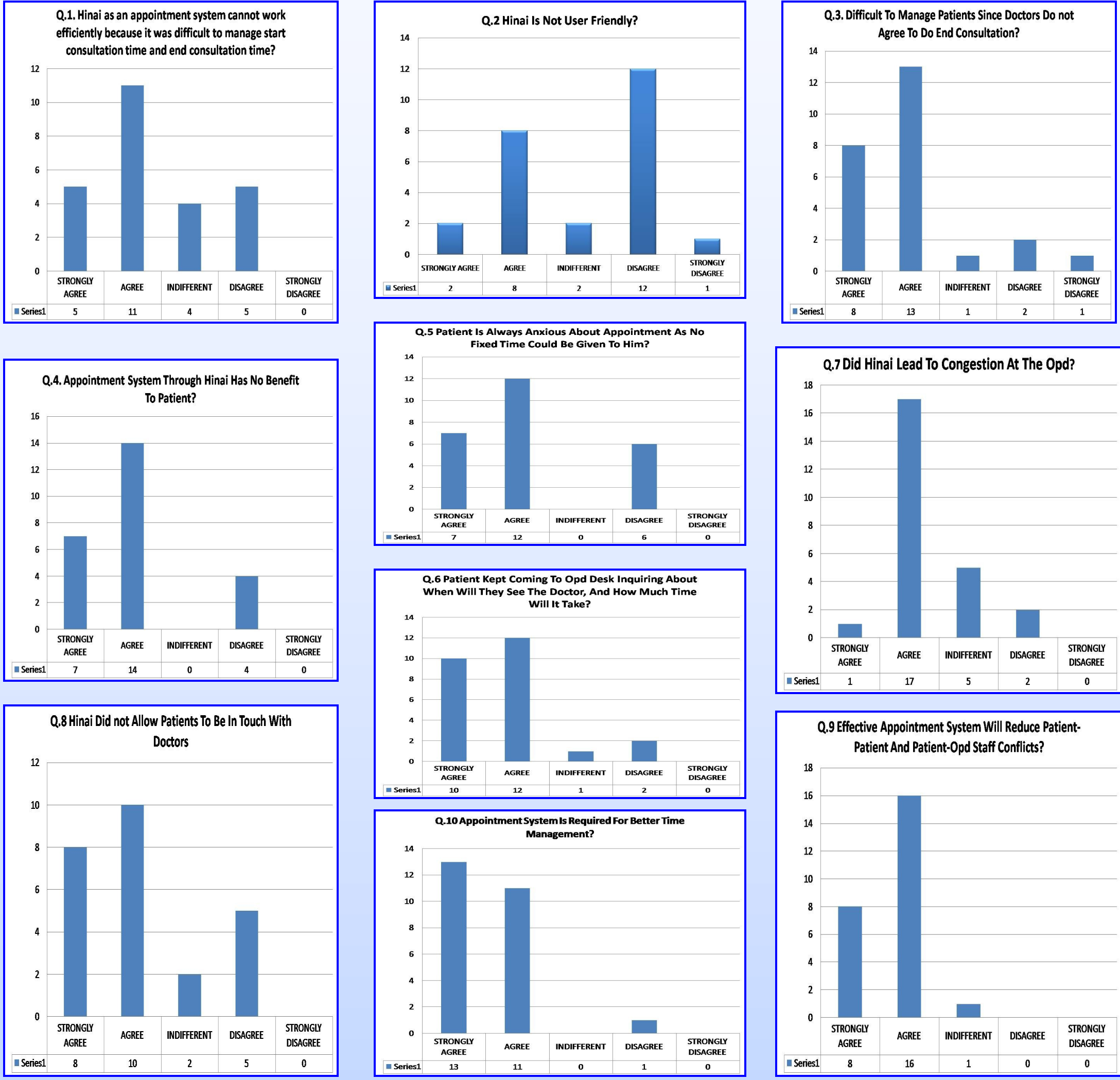
These OPD's were monitored operationally to make sure the smooth working of the entire system and later the software was up-scaled to other OPD's.



STEP 1

D- DEFINE:

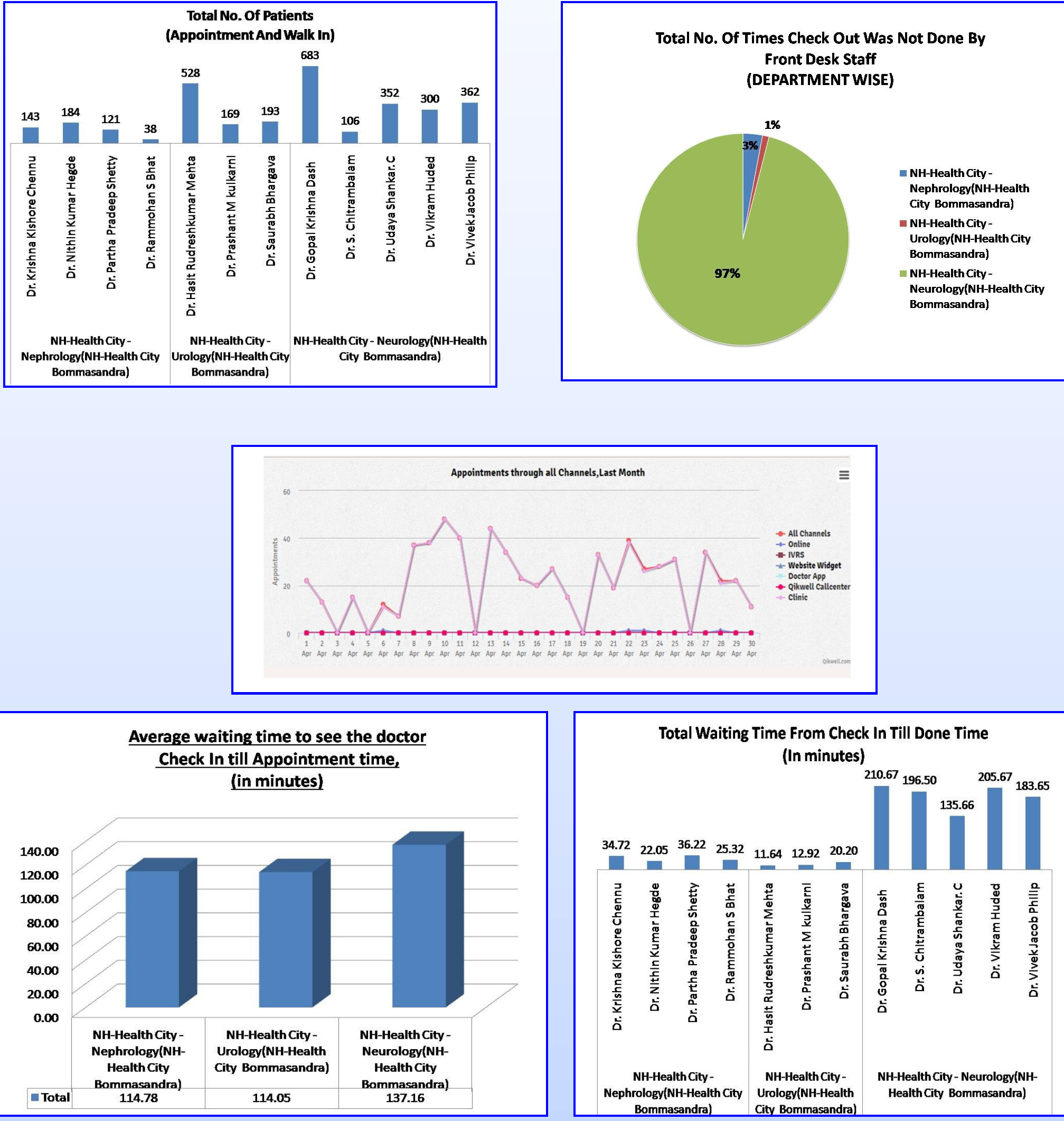
To assess why Hinai could not be an effective appointment system, and had to be ultimately replaced by Qikwell.
A qualitative analysis showing gaps in Hinai system.



STEP 2

M- Measure:

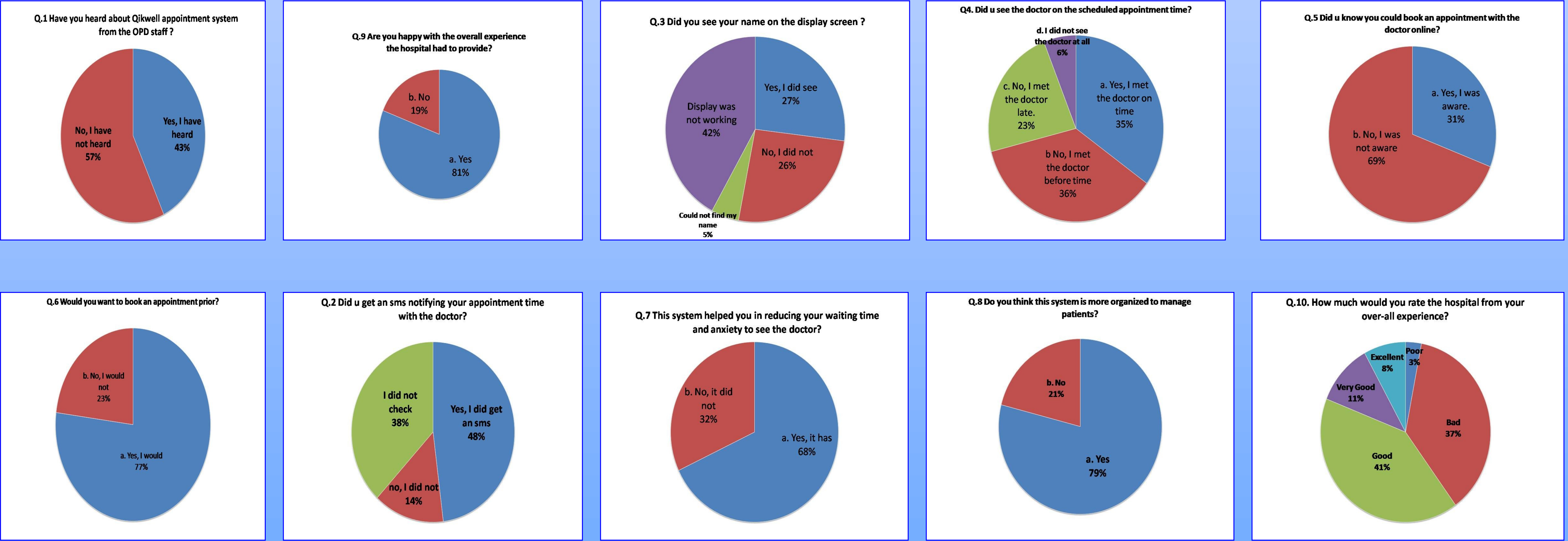
A Qikwell monthly report for April was measured for different parameters to check for its proper functioning and efficiency.



STEP 3

A- ANALYZE:

A qualitative analysis of the Qikwell assessment was conducted on 100 patients from Qikwell operated OPD's. The study was conducted with the sole purpose of finding the short-coming's in Qikwell software operationally and otherwise.



STEP 4

I- IMPROVE:

Various steps were taken for proper functioning of Qikwell. These were:

1. Re-Training of Front Desk staff
2. The slot timing for Dr. GopalKrishna Dash, of Neurology has been
3. Mobile application of Qikwell has been installed for almost all doctors
4. A staff sister has been appointed for doing the check out for patients of Dr. Gopal-Krishna Dash which has reduced the work load on front desk staff.
5. The TV displays have been connected with proper wifi (router) connection.
6. The system timing of all computers on OPD has been checked.

STEP 5

C-CONTROL:

Following are the recommendations for proper working of the Qikwell system

1. Before scaling to other OPD's first it should be stabilized and monitored in the existing ones.
2. Stand outs and leaflets at OPD's have been requested to be installed and given to patients.
3. A timely check through the dashboard can be done by the higher management or the OPD in charge.
4. A monthly report of Qikwell should be analyzed on a regular bases.
5. The front desk staff should be rewarded with moral encouragement through certificates of appreciation.

