



A Composite study and Gap analysis of waiting time in Out-Patient Departments



Parul V Garg (Student of IIHMR UNIVERSITY, Jaipur)

Introduction

Fortis Hospital, Shalimar Bagh, New Delhi, is a multi-super specialty Hospital offering super specializations within departments, with the mission of providing quality medical care. It commenced its operations in 2010 and serves the residents of North, West and North-West Delhi, and the neighboring states. The hospital is equipped with 262 beds and is spread over an area of 7.34 acre with built up area of 3.87 lakh sq. ft.

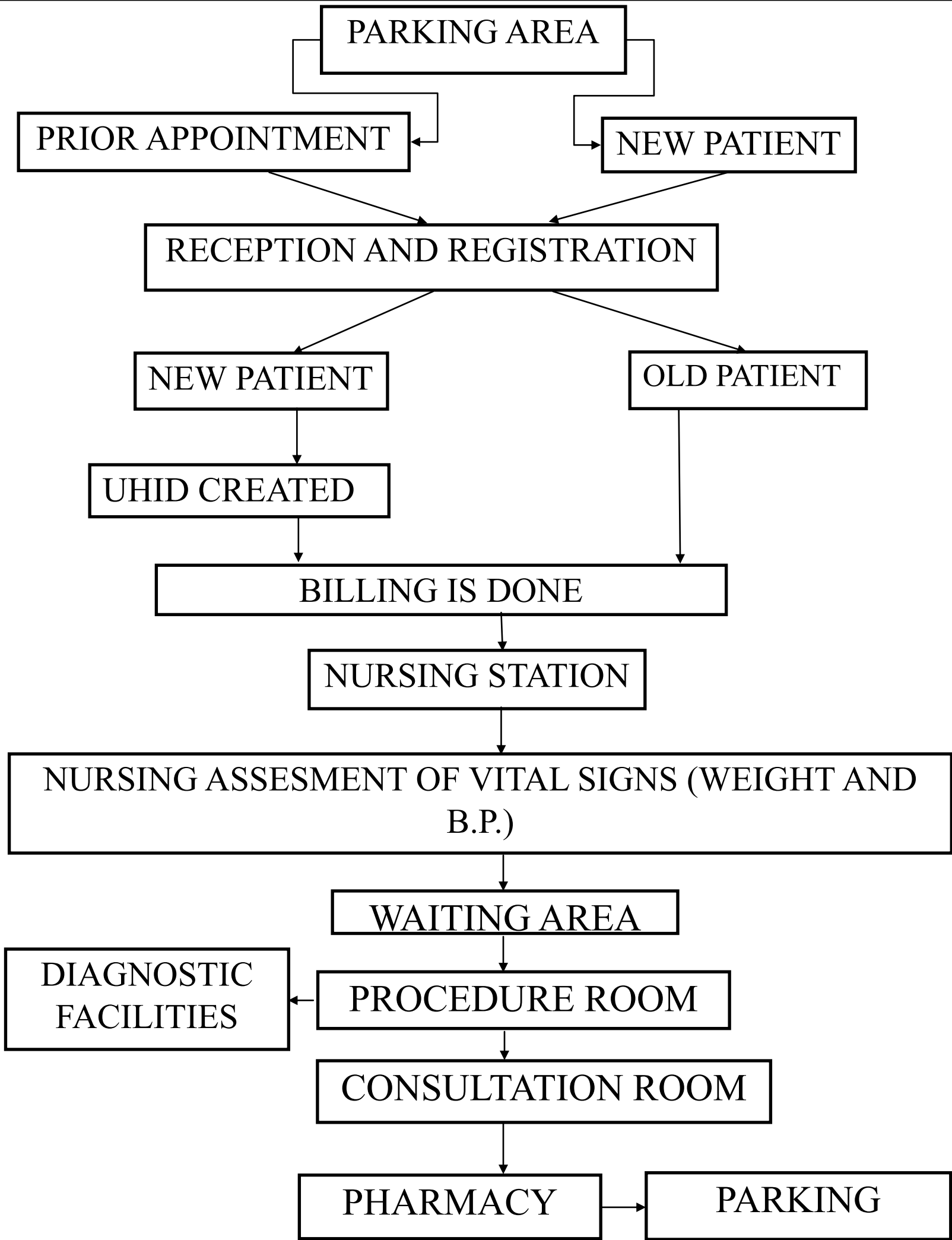
Vision : “Saving and Enriching Lives”

Mission : "To be globally respected healthcare organization known for Clinical Excellence and Distinctive Patient Care”

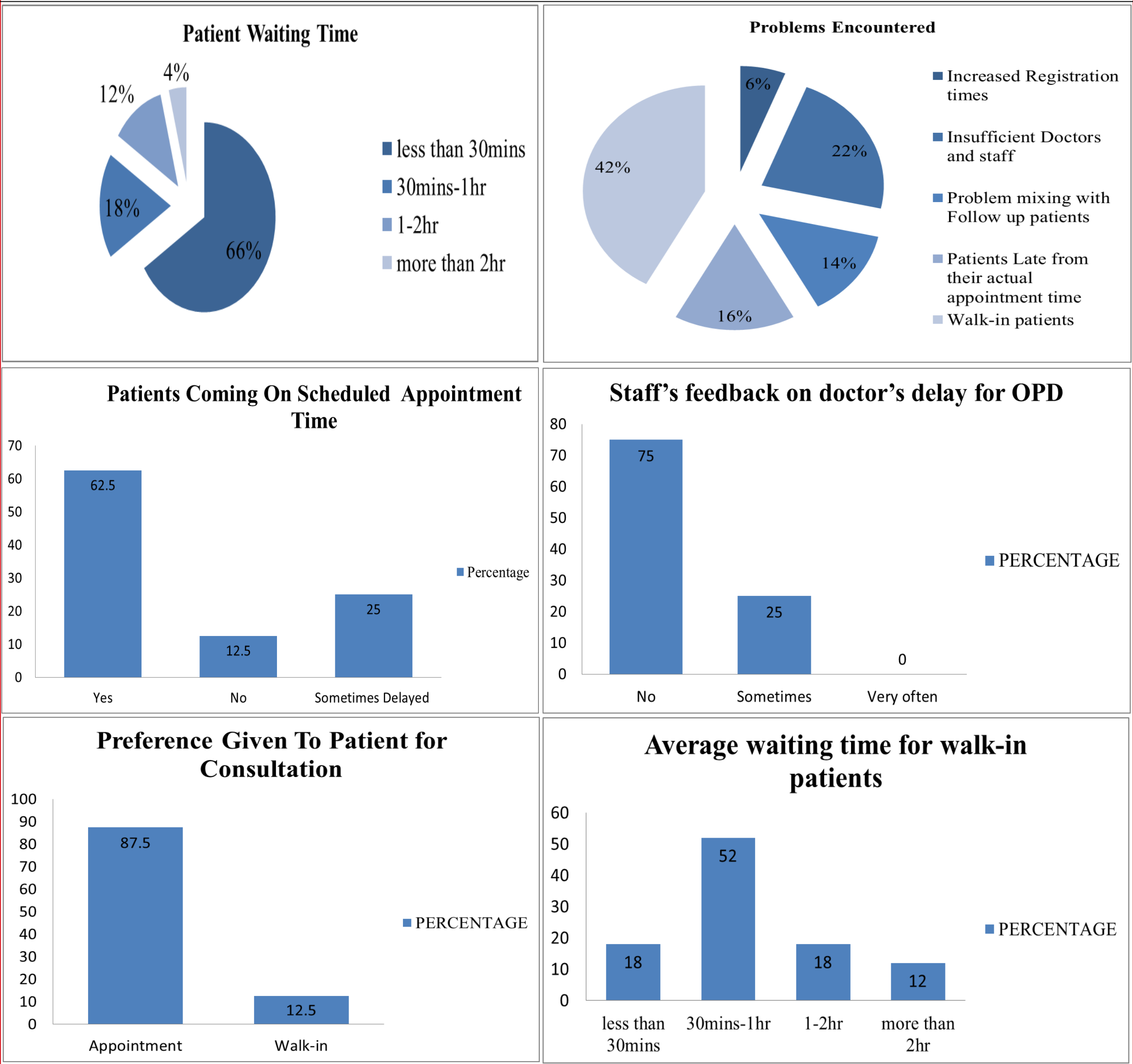
Objective

1. To identify the average time spent by the patient in the OPD.
2. To analyze the factors that are responsible for high waiting time in the OPD.
3. To recommend appropriate suggestions to reduce the waiting time in OPD.

Process Flow



Findings



Summary

The waiting time spent by the patients in reception for registration is much less in case of maximum no. of patients compared to lesser no. of patients whose waiting time exceeded more than 30min. This represents the efficiency of the registration process in the OPD.

Study depicts that the average waiting time spent in OPD for consultation and time taken during consultation satisfactory which states that OPD of the hospital functions satisfactorily. suggestion box for patients and make sure to respond to the suggestion satisfactorily. Study depicts that OPD always starts on time and the doctors mostly comes on time. Patients also come on scheduled appointment time sometimes getting delayed. Preference for consultation is always given to the appointment patients.

Recommendations

- Optimize Physician’s appointment scheduling.
- Improving workflow and communication with staff.
- Out-patient Appointment Reminder System
- Follow-up patients should be attended by team doctors and if there’s something major or critical only then it should be discussed with senior doctors.
- Increase resources at key bottle necks.
- Use an ordered number system assigned to patients who come without appointment (emergency and non-emergency).
- Do not schedule patients during staff meetings.
- Punctual start of the OPD

Research Methodology

Research approach

Phase I- Descriptive (cross sectional) research

Phase II- Analytical

Study Setting:- Fortis Hospital, situated in the Shalimar Bagh, North Delhi for 5 weeks (20th April - 31st May)

Type of Sampling

Non Probability Sampling

Study Sample

Patients visiting in month of April and May

Total Patients: 1250

Inclusion criterion: Patients coming for checkup and follow ups.

Exclusion Criterion: Patients came in only for reports.

Data Collection

A MS Excel based data-collection by observing the patient from entry to exit.