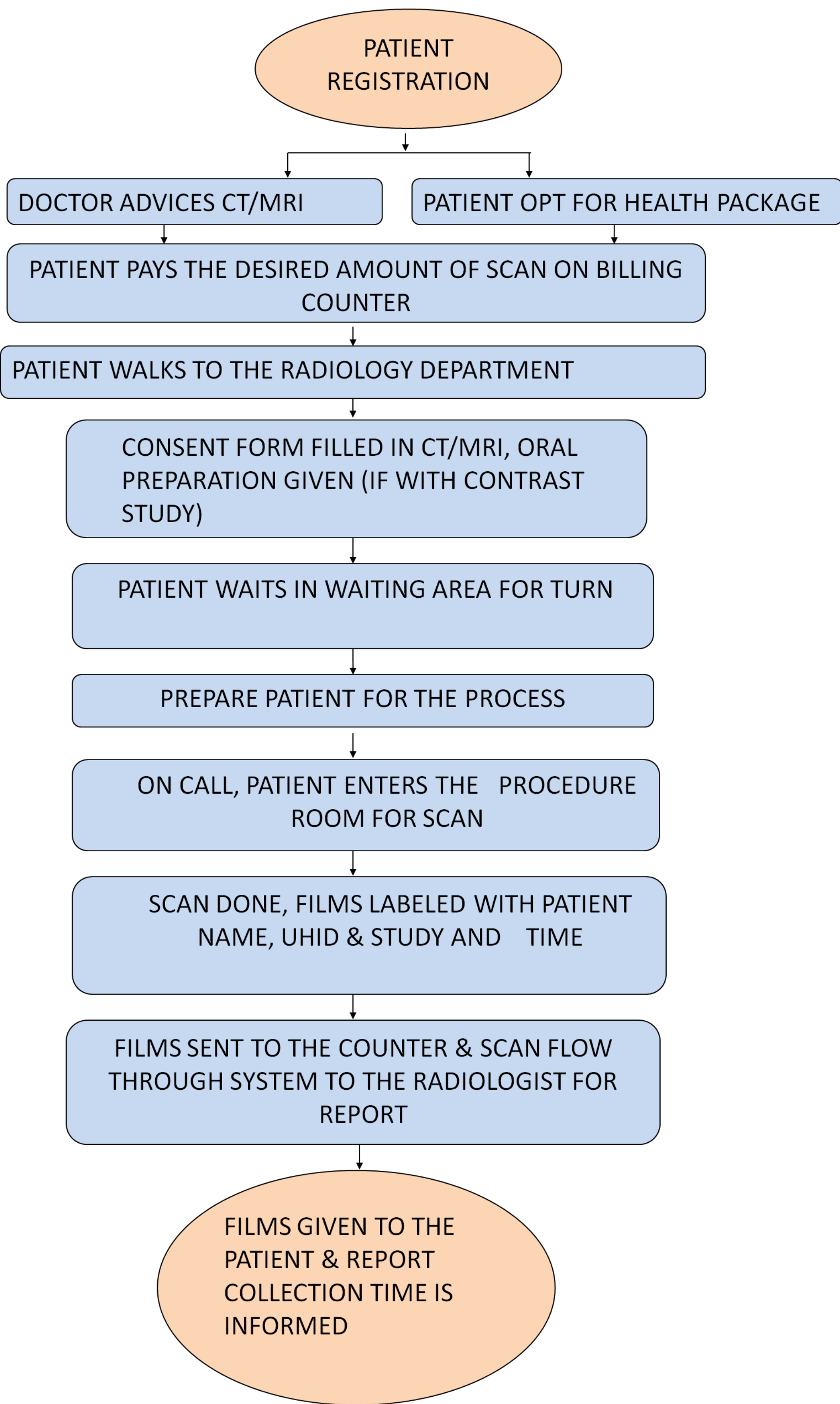


INTRODUCTION

One of the hallmarks of a well managed radiology department is the short length of time patients spend before accessing a radiology service. Lengthy patient waiting times have been figured as the major cause of dissatisfaction with health care services.

PATIENT PROCESS FLOW



AIM:

To study the process flow of CT & MRI Department and find out the average waiting hours.

OBJECTIVES OF THE STUDY:

- The objectives of the study are as follows:
1. To assess the average waiting time from the arrival in the department to get the process done and further report collection.
 2. To give recommendations to reduce the waiting time, if required.

RESEARCH DESIGN:

A prospective analytical design was the methodology used to conduct this study.

Sample Size: CT-100 patients, MRI-80 patients

Sampling Units: Patients in FORTIS HOSPITAL, Mohali

DATA COLLECTION

Primary Data:

The primary data regarding various time variables was collected for 1 week. It includes recording the time of billing, arrival in the department, in and out process time & report time.

The responses for each OPD/IPD patients was taken and recorded accordingly for each parameter. The filled up information was later analyzed to obtain the required interpretation and the findings.

Secondary Data:

In order to have a proper understanding of effective process flow, data was also collected from the official system (FOS and IT data) and staff of Fortis Hospital Mohali.

What is TAT (turnaround time):

TAT for the process is the time when patient arrives in the department till the time patient enters the procedure room.

TAT for the report is the time taken for the execution of reports after the completion of procedure.

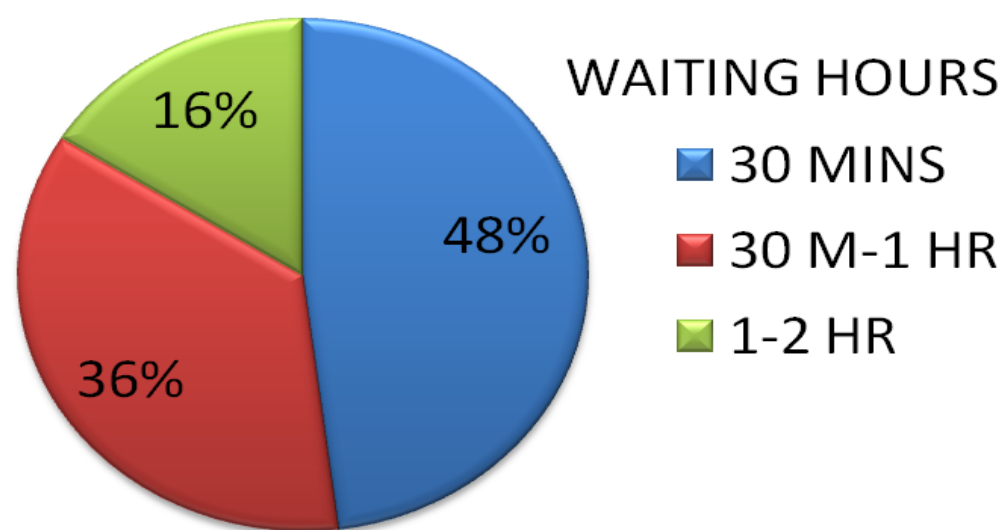
According to Fortis Hospital Mohali: TAT (Turn around Time) for CT/MRI is:

TURN AROUND TIME		
	PROCESS	REPORTS
CT	30 MINS	4 HR
MRI	1 HR	4 HR

WAITING HOURS FOR THE PROCESS

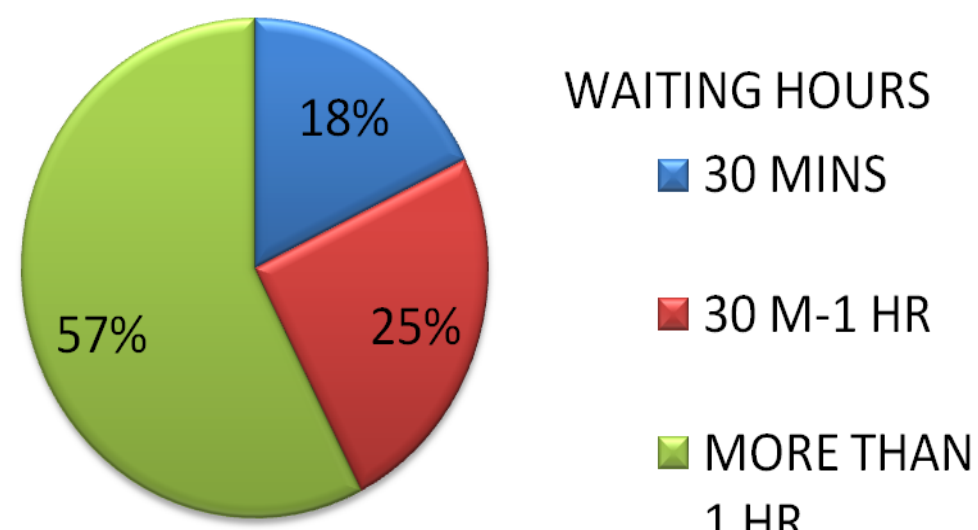
CT Scan

PERCENTAGE OF CASES



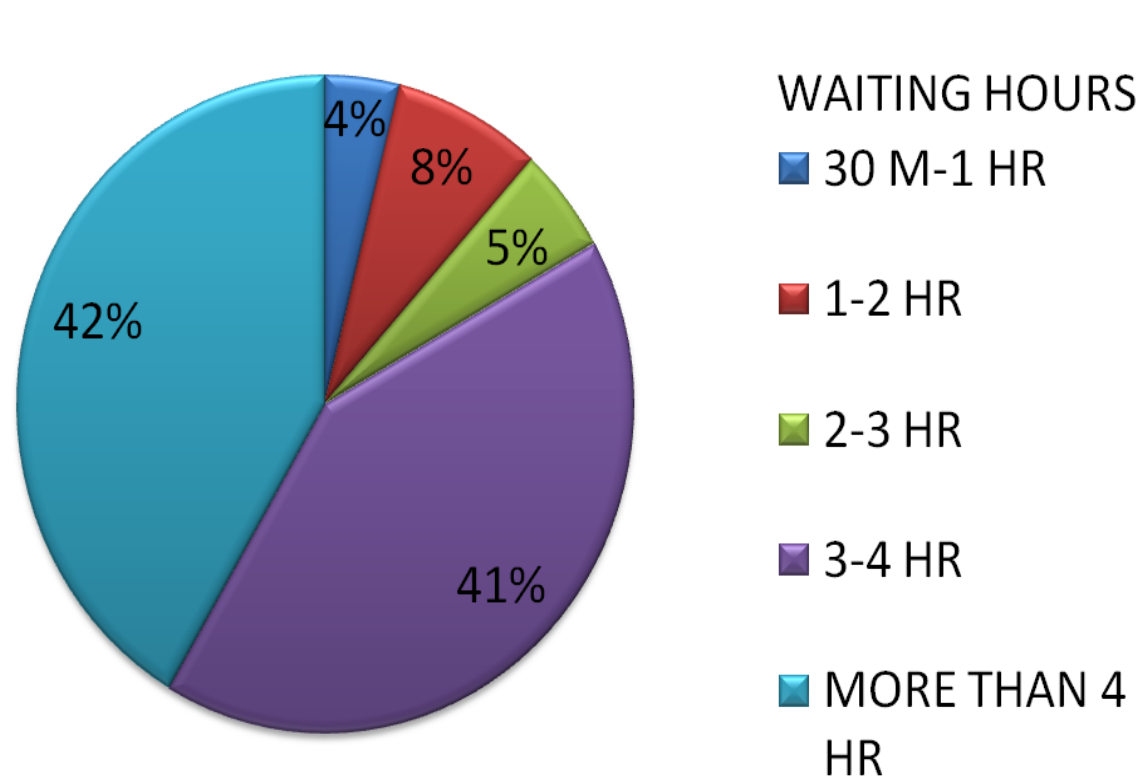
MRI

PERCENTAGE OF CASES

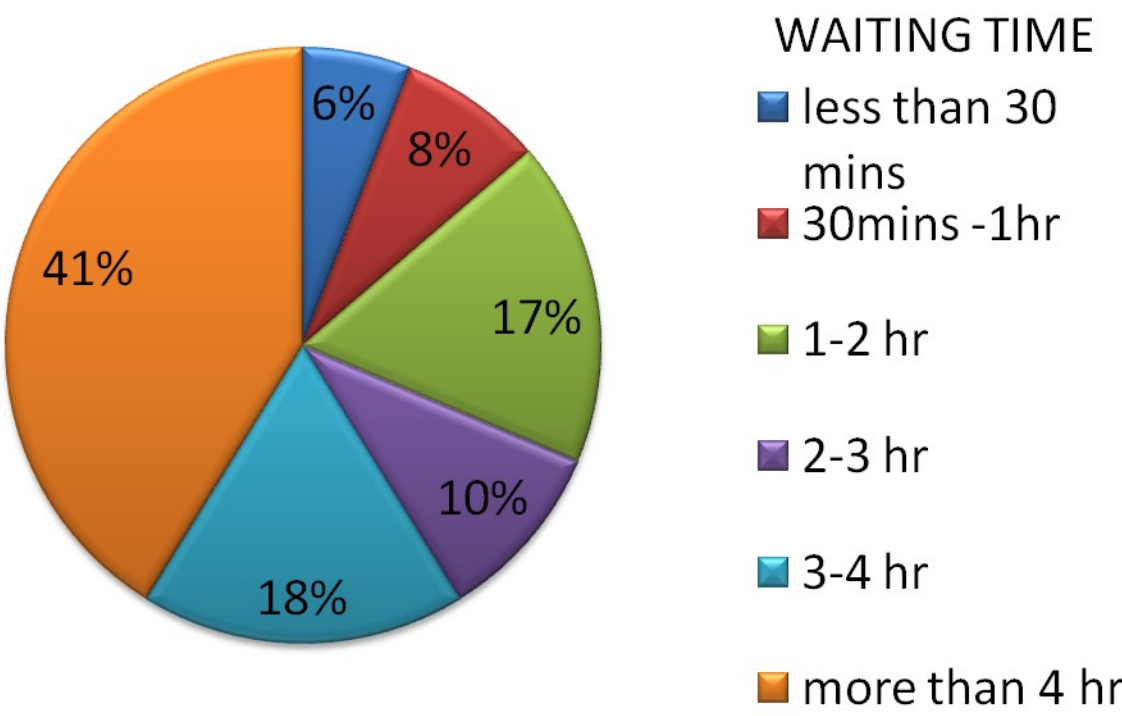


WAITING FROM SCAN COMPLETION TO FINAL REPORT

PERCENTAGE OF CASES



PERCENTAGE OF CASES



REASONS FOR DELAY

- Communication gap between Reception staff & staff inside CT & MRI room.
- No crosscheck of appointments. Even if the appointments are late they are adjusted in between OPD patients which disturb the whole schedule
- Patients need to have other investigations done.
- Common counter for registration, billing and report dispatch of CT/MRI area which cause hustle .
- IPD/ emergency patients need to be adjusted in between OPD patients which increase waiting for OPD patients.
- Only 1 CT & MRI machine while number of patients advised for scan are more.
- In some case, patient factors such as claustrophobia, movement by the patient during scan increase

RECOMMENDATIONS IN SHORT RUN

- In cases if possible, email the reports to patient to reduce the waiting time for report collection.
- Slots of patients process wise i.e. lengthy patients either early in morning or late evening.
- Report system can be changed to common format, with space for special findings of the scanned area.
- While giving Appointment it should be informed to the patient that in case of delay, they should inform prior to coming whether they will be adjusted or not.
- On observation, Saturday is less busy day. So appointments can be adjusted according to that..

RECOMMENDATIONS IN LONG RUN

- A separate counter can be there for report collection in front of reporting room so that patients asking for report can be guided better.
- In future, waiting area of CT/MRI can be extended to accommodate the patient demand.
- In case of MRI, if possible department can be made 24 hrs open with night shift which can take the load of IPD/ Emergency patients so that they need not have to be adjusted in busy hours.
- At last if feasible, new MRI machine can be installed according to increasing demand of MRI.