

**Summer Training at
Narayana Multi-Specialty Hospital, Jaipur
(April 1–May 31, 2014)**

Time Motion Study on Preventive Health Care

**By
Surbhi Vaishnav**

**Under the guidance of
Dr. Gautam Sadhu**

**MBA- Hospital & Health Management (MBA-HM)
2013-2015**



**The IIHMR University, Jaipur
2014**

**INSTITUTE OF HEALTH
MANAGEMENT RESEARCH**

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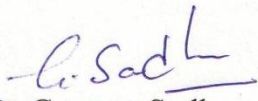
CERTIFICATE

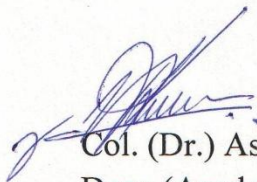
This is to certify that **Ms Surbhi Vaishnav** has undergone her summer training at **Narayana Multispecialty Hospital, Jaipur** from 1st April, 2014 to 31st May, 2014.

The candidate has successfully carried out the project "**Time motion study on preventive healthcare**" assigned to her during summer training and her approach to the study has been scientific and analytical.

The summer training is partial fulfilment of the course requirement.

I wish her success in all her future endeavours.


Dr Goutam Sadhu
Associate Professor
IIHMR Jaipur


Col. (Dr.) Ashok Kaushik
Dean (Academic & Student Affairs)
IIHMR Jaipur

NH/HRD-Off/2014/249

Date: 4th June, 2014

TO WHOM SO EVER IT MAY CONCERN

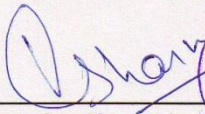
This is to certify that **Ms. Surbhi Vaishnav** from Institute of Health Management Research, Jaipur has completed her Summer Training Successfully in Narayana Multispecialty Hospital, Jaipur from 1st April, 2014 to 31st May, 2014.

Her Work during the Period was Commendable and appreciable. Her character and conduct was good.

The project was on "Time motion study on preventive health care"

We wish her success in her future endeavors.

For Narayana Multispecialty Hospital, Jaipur



Vishnupriya Sharma
Sr. Manager-Human Resources

Now, Narayana Hrudayalaya Hospital, Jaipur will be known as Narayana Multispecialty Hospital, Jaipur and this change is supported by a new logo. However, all legal agreements will continue to be in the name of Narayana Hrudayalaya Pvt. Ltd. The legal entity has not changed. This is only a brand change.



Narayana Hrudayalaya Pvt. Ltd.

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PREFACE

One of the important thing as a PGDHM student is to implement the knowledge whatever they get from practical survey and suggestions activity. This summer internship is one of the examples of that type of implementation by applying some standard for this to know various departments and get the valuable knowledge regarding hospital grant policies and various norms.

It reminds a good experience on our part as we are able to understand some real life situations in this globalization.

The summer internship is forward as a requirement of subject as an aim of studying the quality of various departments.

Our basic objective as for the summer training is departmental study as well as “Assessment of SCM process and quality indicators of main store according to JCI “ At Narayana Hrudayalaya Hospital, Jaipur and to get knowledge of medical, administrative and financial functions of the hospital.

ACKNOWLEDGEMENT

Undertaking a project is never a one-person job. It's always involves help from other person who are either reviewing your work or teaching your things. It would have never been completed without the co-operation and sincere efforts of all the staff members of hospital who guided me throughout this project.

I feel deeply privileged in expressing our deep sense of gratitude to **Dr. Devi Shetty** (CMD NARAYANA GROUP), **Dr. Ashutosh Raghuvanshi** (Vice Chairman NARAYANA GROUP), **Dr. Mala Airun** (Medical Superintendent),**Mr. Arunesh Punetha** (Facility director), **Mr. Subasis Bhattacharya** (Operations Head) ,**Ms.Vishnupriya** (HR Head) Narayana Hrudayalaya for their expert guidance and encouragement which immensely helped in the process of making this report. Without their support, exploring such a vast organization could not have been possible.

I am extremely thankful and grateful to **Ms Neeta Singh, Dr Manikant Jain** who always spared time from her busy schedule to enlighten with her valuable suggestions and guidance, also motivated me.

I would like to special thank to **Ms Reenu Pareek and Ms Gargi Consul** for guiding me throughout my stay and providing me the required facilities.

I hereby thank **Mr Goutam Sadhu** for his guidance and moral support throughout the tenure of 2 months of internship. It is impossible for me to carry out this project without them.

Surbhi Vaishnav

EXECUTIVE SUMMARY

This is a time motion study to access the turnaround time in the preventive health care department. This department is generally visited by patients for preventive health checkup through the outpatient department. The package is either referred by the consulting doctor or the walk-in patient takes a self package. The preventive health checkup consists of different packages involving diagnostic tests with majority of patients having cardiac checkup and health checkup.

The study is divided into two parts. The first part is mainly focused on the diagnostic tests consisting of the turnaround time of the patients starting from the time the billing was done to the time all the reports were ready. The second half consists of the start of the billing of the package to the time the patient was taken in for consultation.

This study also analyses the time for processing of the laboratory reports and the average time taken by reports taken as bench mark. It also helped us to evaluate the type of packages as referred and self and the distribution of the package that the doctor referred. Even the past records were analyzed month wise from January till May.

Organization Profile

Narayana Health, one of India's largest and World's most economical healthcare service providers is set to emerge as a global industry model for its ability to reconcile quality, affordability, scale, transparency, credibility and sustainable profitability. Equipped with all super-specialty and tertiary care facilities that the medical world has to offer, it is now a one-stop destination for any healthcare requirement a common man needs. No one is refused treatment due to lack of funds. From a humble beginning of a 300 beds hospital in 2001, Narayana Health has grown to a 6000 beds health care conglomerate in 2013 with 17 hospitals present in 13 locations within the country.

Famous for its cost-cutting approach in many ingenious ways, NH has been ranked 36th among "WORLD'S 50 MOST INNOVATIVE COMPANIES" by Fast Companies in 2012.

In India, where accessibility to good healthcare facility still depends on one's economic status Dr Devi Shetty founder of Narayana Health bring a revolution in the health sector.

Vision-

To provide high quality healthcare, with care and compassion, at an affordable cost, on a large scale.

Values-

Narayana Health's Core Values are defined by **I – CARE**

Innovation and efficiency – to continuously reduce cost of delivery of high quality health care and improve reach

Compassionate Care – in providing accessible care that makes a difference to our patients

Accountability – to honor our commitments with integrity and transparency to our patients, employees and investors

Respect for all – recognize the contribution of every employee and respect rights and dignity of every patient and employee

Excellence – create a culture of individually excelling to collectively ensuring highest quality of consistent, reliable service to our patients and sustainable value to all our stakeholders

Brand.....

Narayana Health:

NARAYANA in sanskrit means the preserver of the universe which matches with the NH ethos of being committed to the health of every life

Colour:

BLUE is the colour of calm, peace and cure... Leaf is a symbol of life

NH:

NH does not have any gaps in between as there is no space for discrimination while catering to the health needs of every individual

3 Leaves:

The THREE LEAVES three core values of NH – Compassion, Quality, Affordability

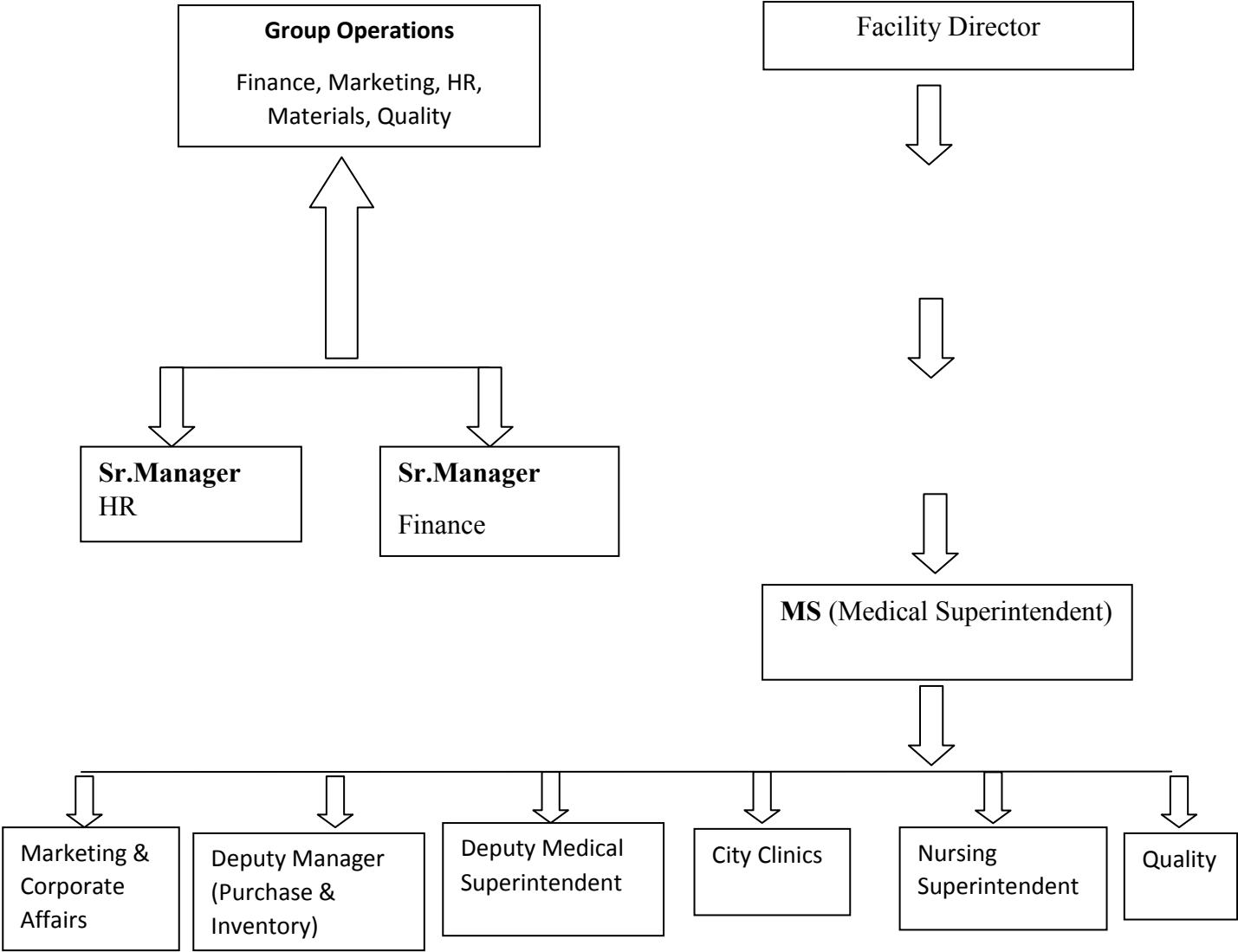
Sunrise:

The SUNRISE behind the letters NH marks a new dawn in healthcare that Narayana Health is trying to bring about

Narayana Multispecialty Hospital, Jaipur

Narayana Multispecialty Hospital, Jaipur was commissioned on 29th of January 2011. In 26 July 2012, the hospital was awarded the international accreditation from Joint Commission International (JCI) making it the first hospital in Rajasthan to receive this prestigious recognition. The 200 bed multispecialty tertiary care hospital is located at Pratap Nagar within a sprawling campus of 4.7 acres. Specialties at the hospital include both adult and pediatric cardiac services, orthopedics, obstetrics & gynecology, neurosciences, nephrology, urology and gastroenterology offering advanced treatment procedures including Laparoscopic and Minimally Invasive surgeries. Hospital has in-house Radiology, Laboratory and Blood Bank services offering Emergency and Trauma care.

ORGANIZATIONAL STRUCTURE



DEPARTMENTS & SERVICES :-

CARDIOLOGY AND CARDIAC SURGERY

Narayana Hrudayalaya Hospital, Jaipur has put together a team of experts for achieving excellence in cardiac treatment .The cardiac operation theatre is equipped for cardiac bypass and off pump beating heart surgery, exclusive cardiac surgical ICU recovery, new top of the line cath lab and a advanced heart command centre with latest monitoring system which provides comprehensive invasive and non invasive services by highly trained and skilled medical and para-medical staff.

NEUROSCIENCES

The Department of Neurosciences at Narayana Hrudayalaya Hospital, Jaipur offers evaluation and care of patients with Stroke, Backache, Spinal disorders, Neuro Oncology, Epilepsy, Facial Pain and Headache etc in specialty clinics. The Hospital offers state-of-the-art surgical facilities for Microscopic Neurosurgery as well.

The department is backed by most advanced Neuro-Imaging for accurate diagnosis like 64 Slice CT Scan & Magnetic Resonance Imaging.(MRI) and treatment of most Neurological disorders, and Electrophysiological tests.

NEPHROLOGY AND UROLOGY

At our dedicated Nephrology unit, there is a dialysis centre equipped with state-of-the art dialysis machines and a dedicated RO (reverse osmosis) water plant. Acute & chronic renal failure cases would be accepted. Two CRRT machines would be available to enhance the dialysis repertoire.

GASTROENTEROLOGY

The specialized teams of doctors conduct advanced treatment for disorders of the liver, biliary tract, pancreas, and other GI endoscopy and ERCP, sclerotherapy, banding, stenting polypectomy, and so on. Bariatric surgery would also be undertaken.

ORTHOPAEDICS AND JOINT REPLACEMENT

The Narayana Hrudayalaya Hospital is fully equipped for joint replacement surgery (knee, hip, ankle and shoulder). Two dedicated Operation Theatres of International level where high-end procedures and minimally invasive surgeries (arthroscopy) are performed. They are equipped with-

- Laminar flow systems
- State of the art implants
- Infection free post operative care
- State of Art Physiotherapy & rehabilitation Centre

TRAUMA CARE AND EMERGENCY SERVICES

The Narayana Hrudayalaya Hospital, Jaipur has well-equipped seven bedded triage and an emergency Operation Theatre supported by ICU where Critically ill and polytrauma patients are attended in an integrated manner and supported round the clock by team of physician, Radiologist, Anesthesiologist, General, Orthopedic and Neurosurgeon and specially trained nursing staff.

The Hospital has Code Blue team comprises a team of a emergency Physician, Cardiologist, Anesthetist and a Nurse who responds to all such Emergencies.

The distance between emergency –Triage- Operation Theatre- Cath lab has been kept minimal for the speedy approach of facilities and medical staff.

CRITICAL CARE

The patients who require acute advanced care are taken to Critical Care unit which does round the clock observation. The Critical Care Unit facilitates:-

- Forty Three bedded Critical care unit with nurse to patient ratio of 1:1 having advanced ventilators and monitoring systems.
- Bedside arterial blood gas analysis & Imaging i.e. X-ray, ultrasonography, echocardiography, peripheral Doppler
- Bedside Haemodialysis, endoscopy and bronchoscopy.
- Microprocessor controlled capable of providing ventilatory support to adults and children

MOTHER AND CHILD CARE

The Narayana Hrudayalaya Hospital provides ideal set-up both for mother and child alike. A dedicated LDR complements the other labour rooms and state-of-the-art foetal monitoring system for complete safety of both mother and child are available. Laparoscopic as well as other gynecological surgeries are undertaken. The labour rooms can well facilitate all emergency cases round the clock. For Child health care the hospital is equipped with:

- Implementation of clinical contemporary protocols of resuscitation at birth,
- Timely immunization, feeding advice and health ante-natal & post natal checkups.
- Special clinics for asthma, epilepsy, adolescent health, child psychology and high-risk newborns.

PULMONARY MEDICINE

The centre offers an integrated approach for the treatment and management of Pulmonary diseases as well as respiratory problems. Procedures like broncho-alveolar lavage, brush cytology, bronchial / transbronchial biopsy, needle aspiration cytology and interventional bronchoscopy are performed.

PLASTIC SURGERY, COSMETIC & RECONSTRUCTIVE SURGERY

Specialized corrective procedures for congenital anomalies, facial injuries, scars and reconstructive work are undertaken..

INTERNAL MEDICINE

Protocols for evidence-based medicine are followed in the treatment of general medical disorders including infections, degenerative and metabolic disorders and clinical immunology etc.

DIABETES & ENDOCRINOLOGY

With the change in lifestyles, advanced therapeutic modalities for complicated disorders of thyroid, pituitary and other metabolic diseases like diabetes, hormonal and growth disorders are thoroughly investigated here.

- Adult & Childhood Diabetes
- Adult and Childhood Obesity
- Metabolic and Lipid disorders
- Thyroid disorders

PHYSIOTHERAPY & REHABILITATION CENTRE

Chest Physiotherapy (CTVS) and rehabilitation for joint diseases, stroke, backache, trauma and so on is provided by well trained staff and facilitated by ADVANCED MODALITIES

NUTRITION

Professionally managed Dietetics Department supervise all meals with special emphasis on disease specific menu, and Nutritional requirements.

Preventive Health Check Unit

Well designed comprehensive and preventive health packages for executives as well as for general population, including an array of blood tests, X-rays, Ultrasound, TMT, ECG, Pulmonary Function test, Echocardiography, Eye and Dental check up.

RADIO DIAGNOSIS AND IMAGING

The Narayana Hrudayalaya Hospital Jaipur is equipped with,

- Highly advanced 64 slice CT scan machine
- 1.5 tesla MRI machine.
- 500 MA X ray machines

"The World Class Dialysis Program supported by ARCS, USA, enhances the delivery with reducing variability in delivery of care for patients undergoing Dialysis."

Sonography unit caters for multifaceted services for abdomen, small part and Obstetric mapping round the clock. Equipment consists of colour & power Doppler and interventional ultrasound.

PATHOLOGY & MICROBIOLOGY

Pathology services include biochemistry, microbiology and histopathology & Range of tests offered exceeds 3000 from routine to rare ones. It strictly follows the protocols of the college of American Pathologists (CAP). The result is cutting edge accuracy and speed in investigation, enabled by the high-tech procedures and state of the art equipment.

COMFORT, SAFETY AND SUPPORTIVE CARE

Total environment control with proper treatment of air and water, well-provided waiting space, sophisticated and well stocked pharmacy and facilities for communication and refreshment enhance patient comfort.

The hospital is networked for global connectivity and supported by state-of-the –art medical gas system, central sterile supply, laundry and full backup power generation.

Solar Water Heater System

Renewable energy systems are our most effective strategy for preventing air, water and land pollution. They also help our economy and national security by reducing our huge dependency on imported fossil fuels. Thus, to help preserve our natural supplies and decrease air pollution locally, the hospital has implanted solar water heater system in its infrastructure which would conserve not only electricity but also natural resources.

Support Services

- 24 Hour Chemist shop
- Patient attendant rest area
- 24 HRS CAFETARIA

NARAYANA MULTI SPECIALITY DEPARTMENT LOCATIONS:

The hospital has 4 floors including Basement & is divided into 3 Blocks- A Block, B Block, C Block.

BASEMENT

Block A:

- Physiotherapy Department
- HR department
- Administration Department
- Marketing Department
- Biomedical Engineering Department
- Food Court for Staff & Attendants & Visitors
- Dialysis Unit: 21 Bedded

Block B:

- Male General ward: 34 Bedded

Block C:

- CSSD
- Main Store
- Mortuary :4 Unit
- Linen Room
- MRI
- CT Scan
- X Rays
- Mammography
- Console Room
- Diagnostic Waiting Area
- Emergency Department :7 Bedded

GROUND FLOOR

Block A:

- Front Office
- Centralized OPD Wing
- Billing Section Finance Department
- TPA cell
- Pharmacy Outlet
- Food Counter

Block B:

- Blood Bank
- Laboratory Medicine
- Cardiac Diagnostics (Ecg, Echo, TMT, Holter Monitor)
- Ultrasound
- VIP Waiting Lounge
- OPD Procedure

Block C:

- Cardiac OPD
- CCU: 40 Bedded
- Catheterization Lab
- MRD Department
- VIP Waiting Area

FIRST FLOOR

Block A:

- Obstetrics & Gynecology Department
- Septic Labor room
- NICU

Block B:

- Female General ward
- Private & Semi Private Wards

Block C:

- OT: 5 in No
- ITU:40 Bedded

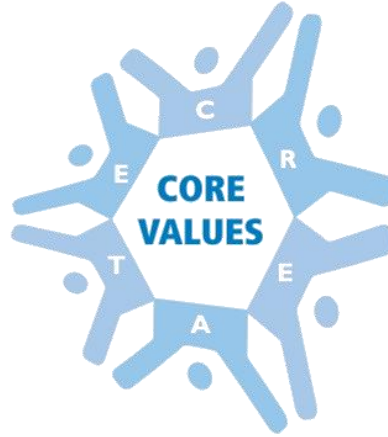
SECOND FLOOR:

- CTVS
- Neurosurgery ward
- Orthopaedics ward
- OT 2 in no

Some call Narayana Hrudayalaya a temple, Some chose to call it the abode of saints who heal. To some, it's a last chance of survival. But to no one, is this just a hospital. In its genre, Narayana Hrudayalaya, Bangalore may well be one of the biggest hospitals in the world, but the fact that it's one of the biggest hospitals, with a heart, is becoming legendary. It is intended to replicate this concept in Jaipur.

Values & Beliefs:

ICARE



Quality Policy:

- Deliver world class patient care through medical excellence.
- Create a patient-centric environment:
- Ensure high standards and safety of treatment during the patient's stay
- Continuous Quality Improvement through implementation of robust clinical and non-clinical process and protocols
- Having world-class infrastructure and cutting edge technology utilized by highly skilled employees.
- Complying with statutory regulations

INTRODUCTION

Preventive health care must be planned and executed ahead of time, even when illness is absent. You must build healthy habits even when it's not convenient. You must believe that maintaining a health lifestyle is important enough to make a few sacrifices. Eating right, getting exercise and avoiding destructive substances like tobacco, alcohol and excessive amounts of sugar and salt are crucial, as is getting enough sleep each night. Healthy habits are an “automatic” defense against most illnesses and can provide us a long, healthy – and thus happy – life.

Another aspect of preventive healthcare is finding and treating disease as soon as possible. Some sort of illness hits everyone eventually, but many, many diseases – when caught early – can be nipped in the bud and full health returned quickly. So it is important to become educated about illness and their symptoms, and what it takes to maintain good health overall. Moreover, it is also important to visit your doctor on a regular schedule – at least annually or possibly more often as you get older – in order to stay healthy and catch any disease early. If detected soon enough, a full cure is much more likely.

The mission of the prevention and care management portfolio is to improve the quality, safety, efficiency, and effectiveness of the delivery of evidence-based preventive services and chronic care management in ambulatory care settings.

NARAYANA MULTI SPECIALITY- PHC

Narayana believes in giving quality services at a minimum cost. The preventive healthcare unit has various packages that are very cost effective. There are special packages for cardiac check-up, health check-up, diabetes check-up, etc. Packages that are commonly taken up are as follows:-

- **BASIC CARDIAC CHECKUP:**

CBC(Complete Blood Check Up)

Blood Glucose Fasting (Disbetes Check)

Post Prandial Glucose (Diabetes Check)

Lipid Profile (All Cholestrol Levels)

S.Cretinine

Urine Routine (Urine Infection)

X-Ray Chest PA View (Infection in chest)

ECG (Heart Condition Check)

Tread Mill Test or 2D Echo (Heart Functioning Test)

Consultation By Cardiologist

Consultation By Dietician

- **ADVANCE CARDIAC CHECKUP:**

CBC(Complete Blood Check Up)

Blood Glucose Fasting (Disbetes Check)

Post PrandialGlucose (Diabetes Check)

Lipid Profile (All Cholestrol Levels)

Kidney Function Test

2D Echo (Heart Condition Check)

Tread Mill Test (Heart Functioning Test)

S.Calcium (Bone Strenght)

Urine Routine (Urine Infection)

X-Ray Chest PA View (Infection in chest)

ECG (Heart Condition Check)

S.G.P.T

Consultation By Cardiologist

Consultation By Dietician

- **ADVANCE HEALTH PACKAGE (MALE):**

CBC(Complete Blood Check Up)

Blood Glucose Fasting (Disbetes Check)

Post PrandialGlucose (Diabetes Check)

Lipid Profile (All Cholestrol Levels)

Liver Function Test (Liver Function)

S.Cretinine(Kindey Function)

Blood Urea Nitrogen (Kidney Function Test)

Ultrasound Whole Abdomen

Urine Routine (Urine Infection)

X-Ray Chest PA View (Infection in chest)

ECG (Heart Condition Check)

PSA (Diagnosis Of Prostate Cancer)

Consultation By Internal Medicine

Consultation By Dietician

- **ADVANCE HEALTH CHECKUP (FEMALE):**

CBC(Complete Blood Check Up)

Blood Glucose Fasting (Disbetes Check)

Post PrandialGlucose (Diabetes Check)

Lipid Profile (All Cholestrol Levels)

Liver Function Test (Liver Function)

S.TSH(Thyroid Disorder)

S.Cretinine(Kindey Function)

Pap Smear(screening of cervical cancer)

Blood Urea Nitrogen (Kidney Function Test)

S. Calcium(bone Strength)

Ultrasound Whole Abdomen

Mamography(screening of breast cancer)

Urine Routine (Urine Infection)

X-Ray Chest PA View (Infection in chest)

ECG (Heart Condition Check)

Consultation By Internal Medicine

Consultation By Dietician

Consultation By Gynecologist

- **MASTER HEALTH CHECKUP (MALE):**

CBC(Complete Blood Check Up)

Blood Glucose Fasting (Disbetes Check)

Post PrandialGlucose (Diabetes Check)

Lipid Profile (All Cholestrol Levels)

Liver Function Test (Liver Function)

S.Cretinine(Kindey Function)

Blood Urea Nitrogen (Kidney Function Test)

B Urea Kidney Function

Hbs Ag (Card Method)

S.Uric Acid (daignosis of arthritis)

Ultrasound Whole Abdomen

Tread Mill Test (Heart Functioning Test) OR 2DEcho

Urine Routine (Urine Infection)

X-Ray Chest PA View (Infection in chest)

ECG (Heart Condition Check)

TSH

PSA (Diagnosis Of Prostate Cancer)

Consultation By Internal Medicine

Consultation By Dietician

- **MASTER HEALTH CHECKUP (FEMALE):**

CBC(Complete Blood Check Up)

Blood Glucose Fasting (Disbetes Check)

Post PrandialGlucose (Diabetes Check)

Lipid Profile (All Cholestrol Levels)

Liver Function Test (Liver Function)

S.TSH(Thyroid Disorder)

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S.Cretinine(Kindey Function)

Pap Smear(screening of cervical cancer)

Blood Urea Nitrogen (Kidney Function Test)

B.Urea Kidney Function

Ultrasound Whole Abdomen

Tread Mill Test (Heart Functioning Test)OR 2D Echo

Mamography(screening of breast cancer)

Urine Routine (Urine Infection)

X-Ray Chest PA View (Infection in chest)

ECG (Heart Condition Check)

Consultation By Internal Medicine

Consultation By Dietician

Consultation By Gynecologist

- **CELEBRATION @ Rs. 2222:**

Complete blood counts

Glucose-fasting with urine fasting

Glucose-post prandial with urine pp

Coronary risk profile

Esr

Blood group

Urea

Urine routine

Stool examination

Serum creatinine

Uric acid

Sgot

Sgpt

Tsh

Pap smear(for female),psa(for male)

Alkeline phosphatase

Chest x-ray

Ecg

Usg- whole abdomen

Tmt or 2d-echo

Internal medicine consult

Surgical/gyne consult for female

Dietary consult

- **CELEBRATION @ Rs 1111:**

Complete blood counts

Glucose-fasting with furine

Fasting

Glucose-post prandial with urine

Pp

Esr

Blood group

Total cholesterol

Serum creatinine

Sgot

Sgpt

Urine routine examination

Stool examination

Chest x-ray

Usg- whole abdomen

Ecg

Internal medicine consult

Surgical/gyne consult for female
dietary consult

- **DIABETES PANEL-2:**

Complete blood counts

Glucose-fasting with urine
Fasting

Glucose-post prandial

Blood urea nitrogen(bun)

Cholesterol/hdl

Cholesterol total

Hdl cholesterol

Ldl cholesterol

Serum creatinine

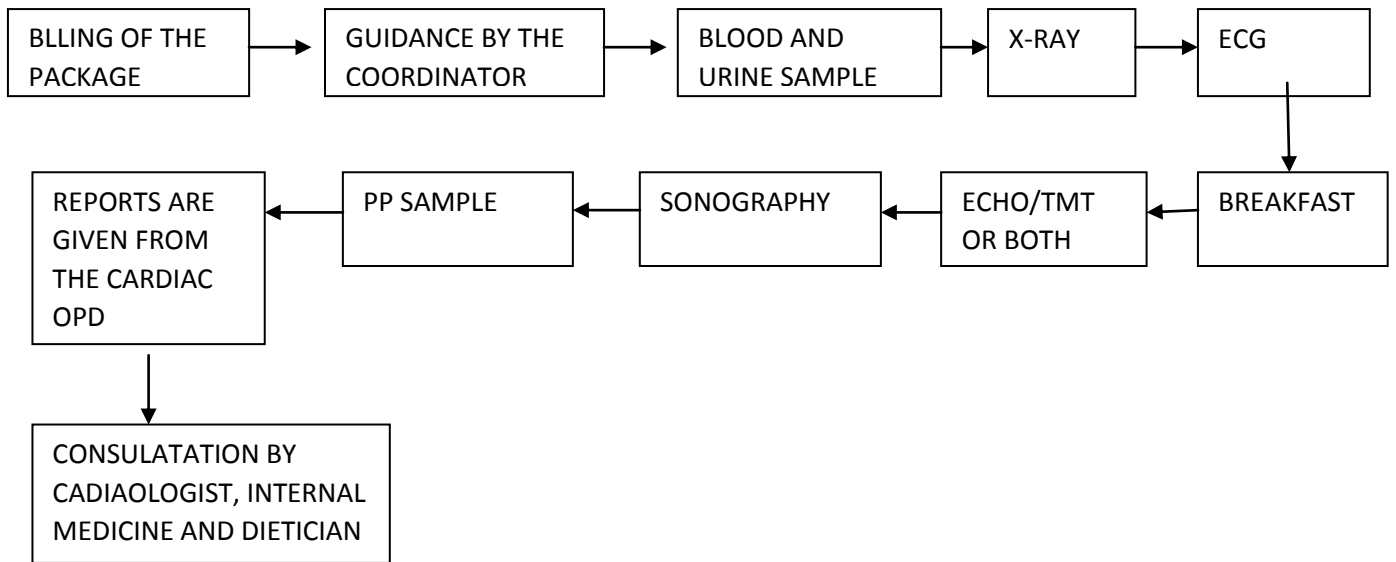
Vldl cholesterol

Triglycerides

Hba1c

Urine for micro-albumin

PROCESS FLOW OF PHC-



There is no definite process flow for PHC. It depends on the type of package and the diagnostic tests included in it. The basic flow for any package is followed as show in the above flow chart.

AIM/OBJECTIVE

- To analyze and evaluate the TAT in the health check up department and to assess the various reasons for delay.
- To assess the past records and categorize them package wise and doctor-wise using graphs and excel

METHODOLOGY

Data collection period: 15th April 14 to 16th May 14 from 9:00am to 5:00pm

Sample collection method: Simple Random Sampling

Sample Size: 104

Study design: Analytical study was done based on observations

Data Collection Tool: Prepared data sheet for recording observations.

The observations were done on the basis of noting the in time of the patient that were coming to taken the health package. The time of each diagnostic test was noted down to analyze the waiting time. After all the reports were ready and given to the patient the consultation time was noted. Thus the overall TAT was calculated by taking the in time of the patient and the consultation time. An average of 5 patients were tracked each day.

RESULTS/ANALYSIS:

TAT FOR PATHOLOGICAL REPORTS:

Figure 1

TAT FOR THE PATIENTS TAKEN FOR STUDY	APRIL (hours)	MAY (hours)
CLINICAL	2:22	2:22
HAEMATOLOGY	0:58	1:26
SEROLOGY	2:20	2:27
BIOCHEMISTRY	1:47 (RANDOM) 1:06 (FASTING)	1:59 (RANDOM) 1:27 (FASTING)

Figure 1 shows that the serology department took 2:20 minutes in the month of April and 2:27 in the month of May for diagnostic reports whereas the Hematology department took the least amount of time of 0:58 in April and 1:26 in the month of May.

DISTURBUTION FOR REFERRED CASES DOCTORWISE

Figure 2

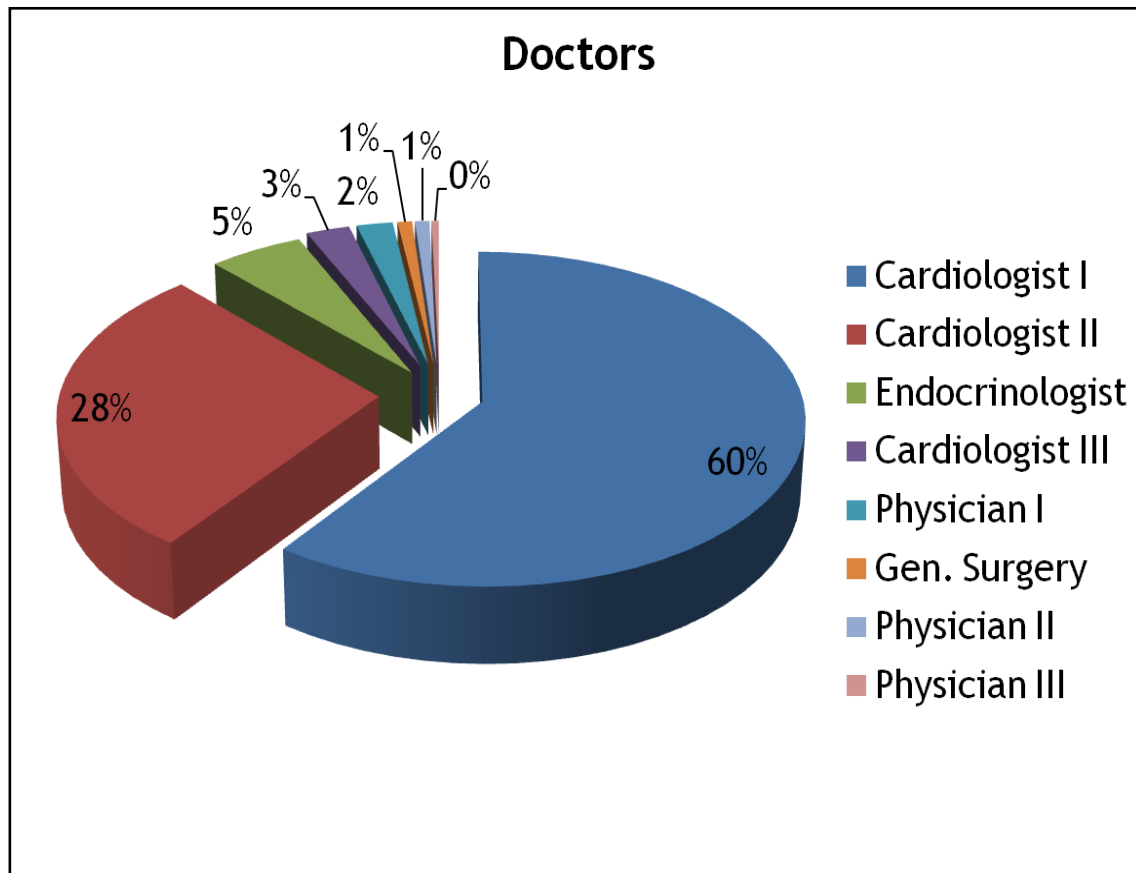


Figure 2 shows that the maximum cases referred was by cardiologist I with 60% in the month of April.

DISTURBUTION FOR REFERRED CASES DOCTORWISE

Figure 3

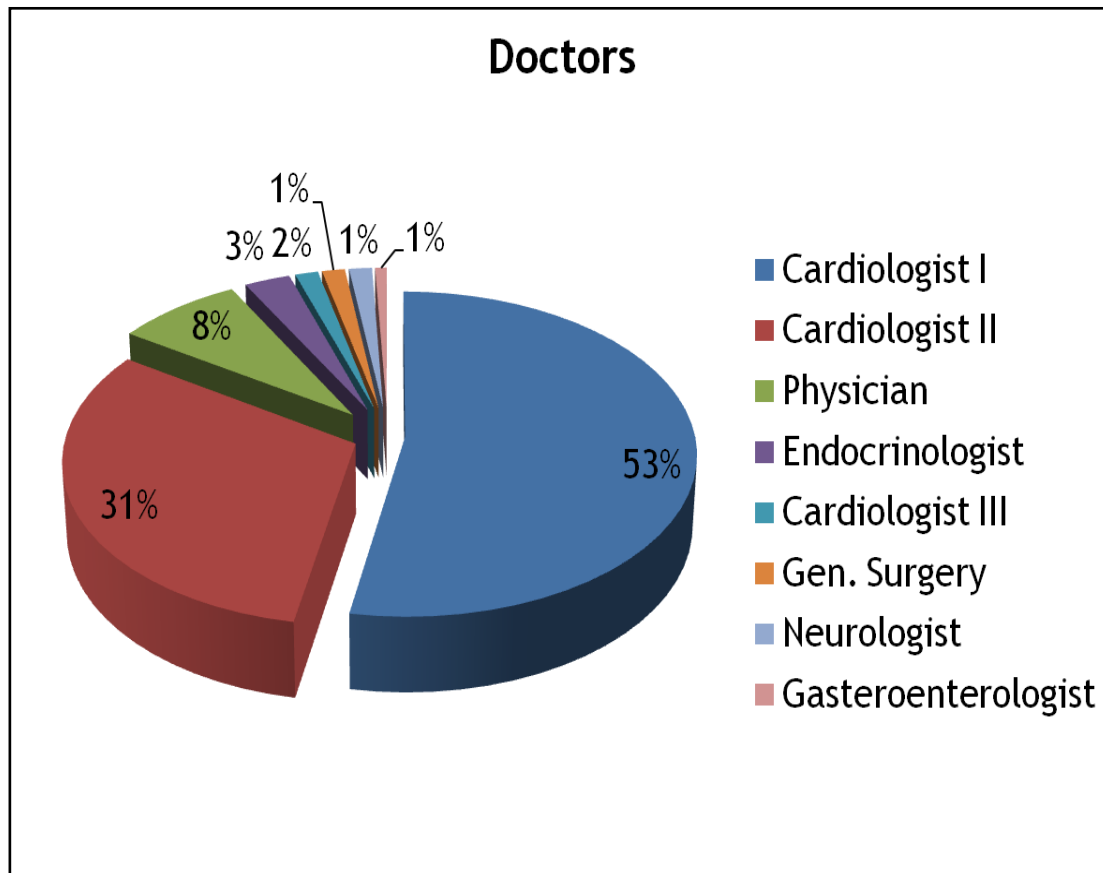


Figure 3 shows that the maximum cases referred by cardiologist I with 53% in the month of May.

PACKAGE-WISE DISTRIBUTION

Figure 4

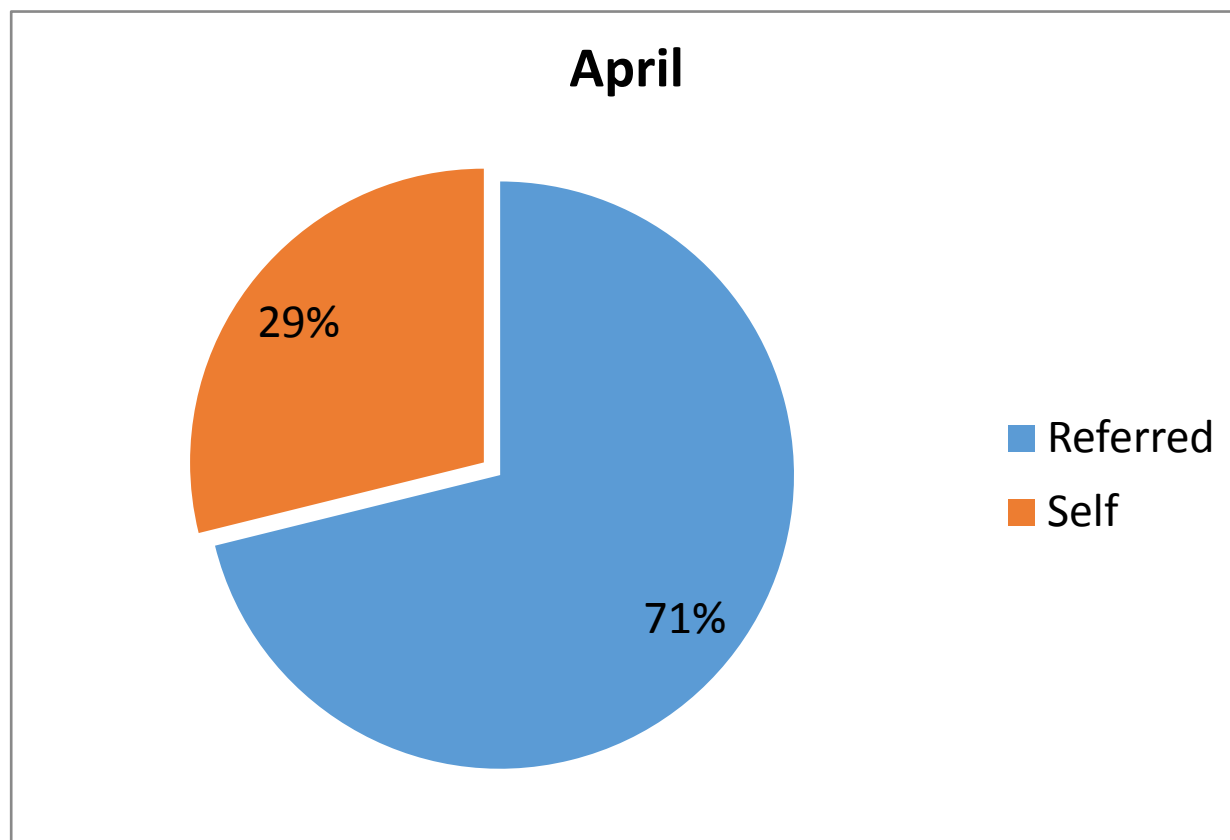


Figure 4 shows that there were 71% cases referred by doctors and only 29% cases were self taken packages by the customers.

PACKAGE-WISE DISTRIBUTION

Figure 5

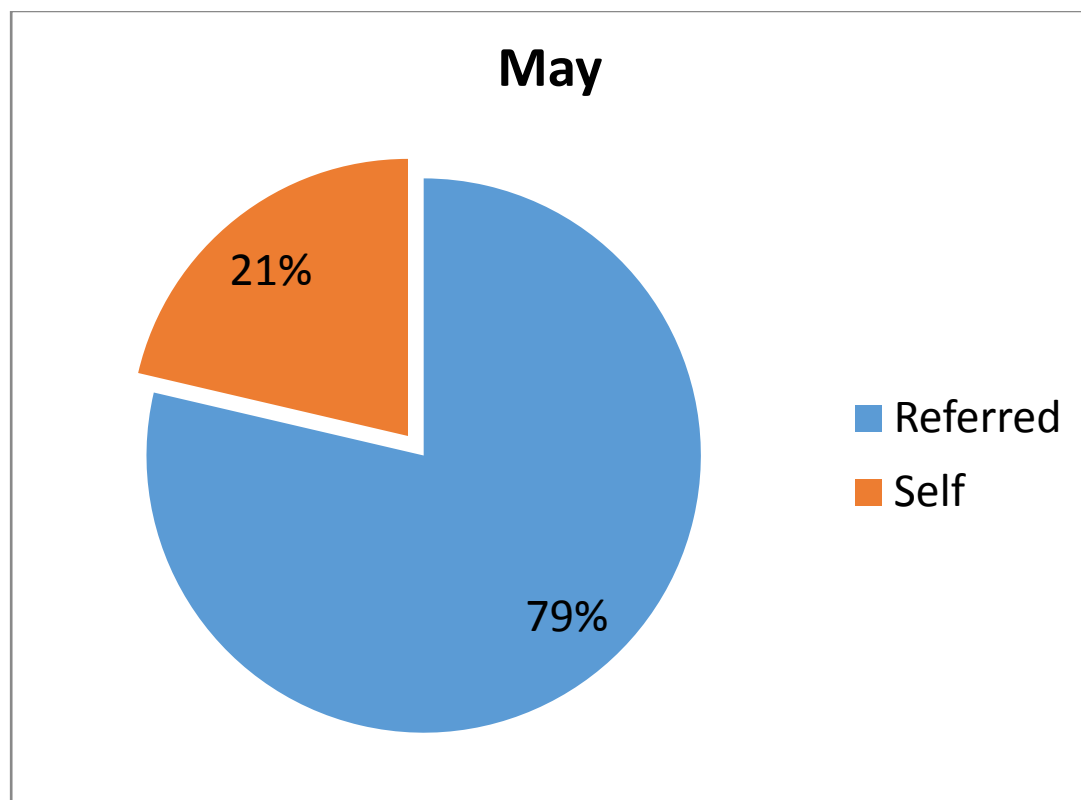
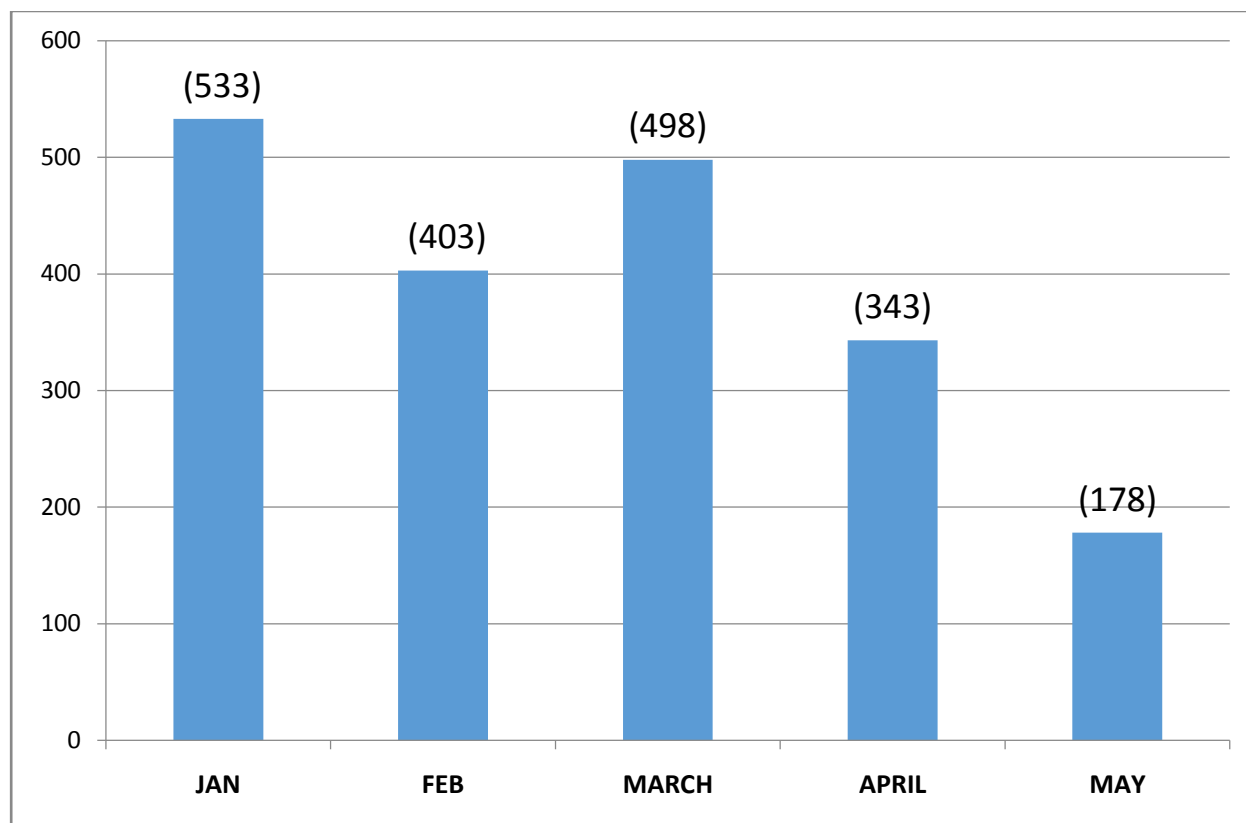


Figure 5 shows that there were 79% cases referred by the doctor and only 21% cases self taken by the customers.

PAST RECORDS FROM JANUARY TO MAY (till 16th)



The past records were assessed and it was found out that maximum patients had opted for preventive health checkup in the month of January.

TYPES OF PACKAGES

Figure 6

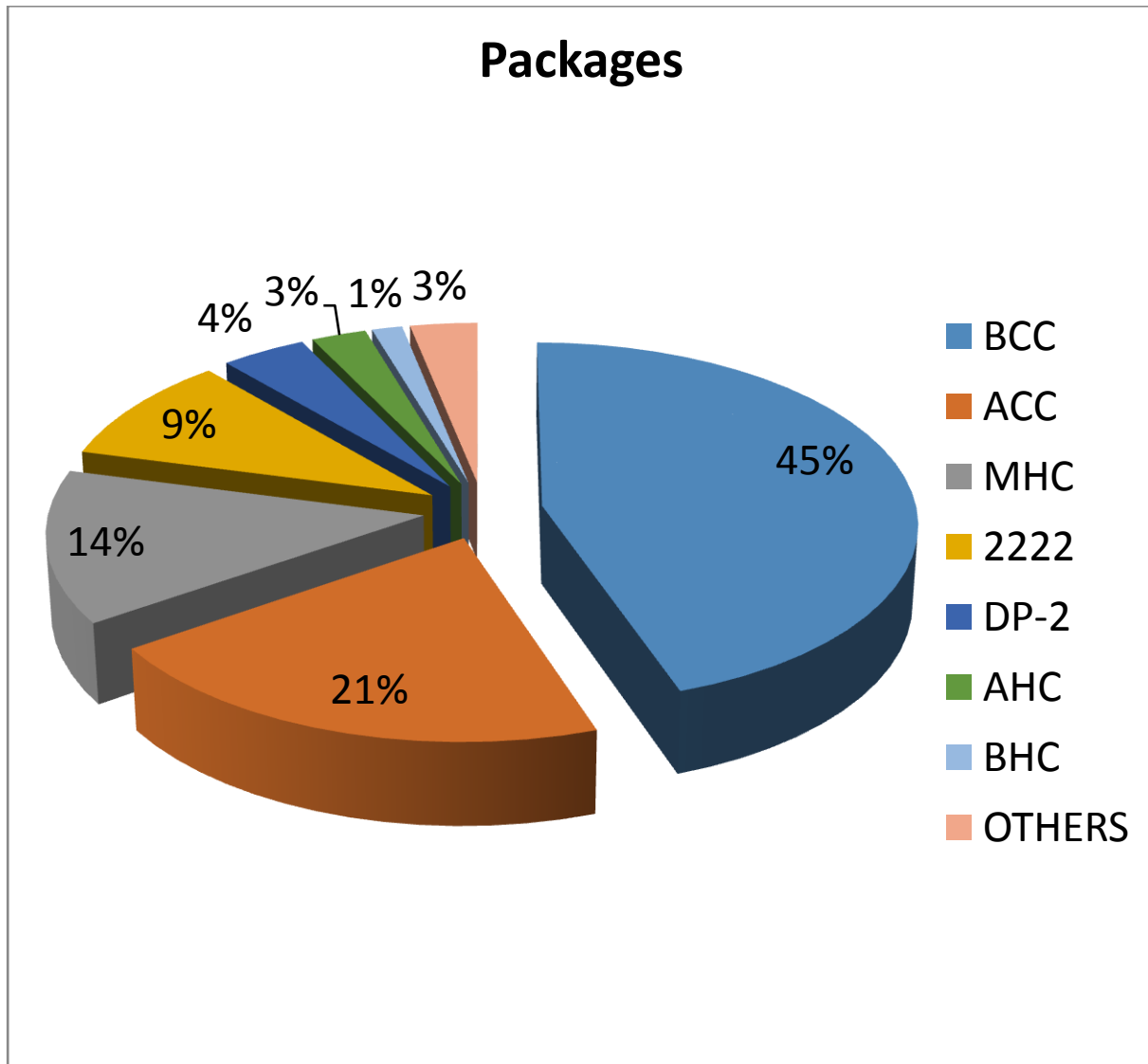


Figure 6 shows that the basic cardiac check-up were the maximum with 45% and basic health check-up being the minimum with 1% in the month of April.

TYPES OF PACKAGES

Figure 7

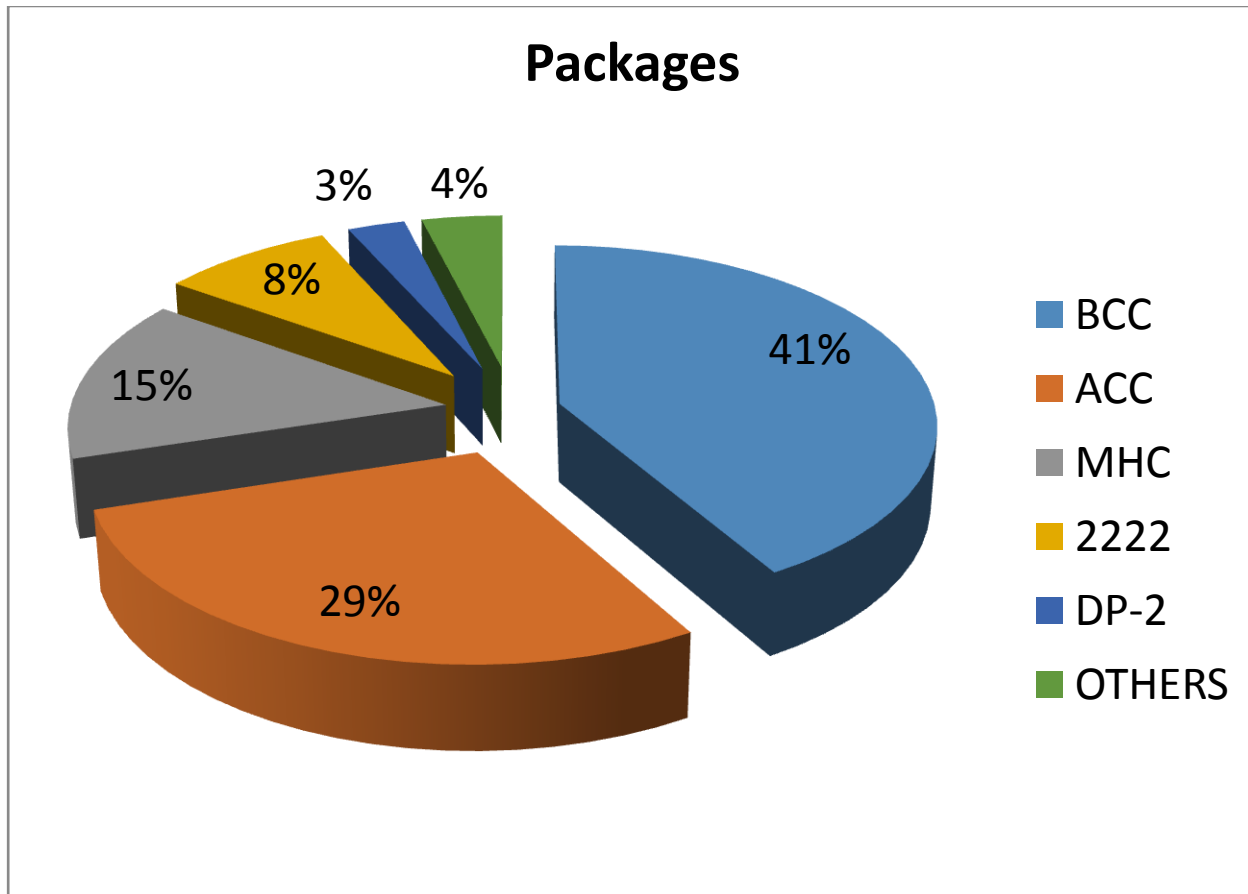


Figure 7 shows that the maximum check-ups done were of basic cardiac check-up with 41% and minimum being the diabetes panel-2 with 3% in the month of May.

Average TAT time with the sample size considered

Figure 8

TOTAL NO OF PATIENTS IN THE MONTH	165 (from 15 th april)	178 (as of 16 th may)
TOTAL NO OF PATIENTS TAKEN FOR THE STUDY	52	53
% OF PATIENTS TAKEN FOR STUDY	31%	30%
TAT OF PHC	3:42 (hours)	3:45 (hours)

Figure 8 shows the average TAT of preventive health check up department for the month of April was found out to be 3 hours 42 minutes excluding the consultation time and for the month of May 3 hours 45 minutes excluding the consultation time.

RECOMMENDATION/SUGGESTION:

- PHC should be open on Sunday also to bring in more walk-in patients.
- To increase the staff in lab (sample collection area) or to have a separate technician for PHC sample collection. This would eliminate the delays as maximum patients come during the rush hours. This would also help the reports to come early.
- The dietician timings should be more flexible as the OPD timing is 3pm to 5pm and majority of the patients do not wait for dietician consultation.
- To have more corporate tie-ups. As observed in the table of past records april shows a very low number of patients. More corporate tie-ups would increase that number and also spread the word of mouth regarding the preventive health care services provided by the hospital.
- It was observed that sometimes due to doctor's occupancy for the angiography or angioplasty cases the patients have to wait for a longer time for his/her ECHO test. This creates delay in the entire process of the package. Thus some time management could reduce the waiting time.
- There is need for giving more premium services to the preventive healthcare patients to create a brand name, only then we can attract the patients from the town also. Location issue can only be resolved if you create a brand name for PHC services.
- The packages in the hospital are very cost effective but this should be spread among the people. Thus using more attractive marketing schemes would increase the walk-in patients. A team should be formed who would conduct short presentation in various colleges, corporate, etc and also making people aware of how important is preventive healthcare.