



ANALYSING IMACT OF PROCESS INTERVENTIONS ON OPD TAT & WAITING TIME

Cutting-Edge Solutions for Improving Efficiency and Patient Satisfaction



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AIM

To persuade hospital administrators and executives to invest in resources and technology that can streamline the OPD process and improve overall efficiency.

OBJECTIVES

- To observe and collect data on the current OPD transaction turn-around time and waiting time.
- To analyze and interpret the data collected over the study period of 2 months.
- To determine the impact of process interventions on OPD turn-around time and waiting time.
- To recommend certain methods/processes that might reduce the current turn-around time and waiting time.

ABOUT NH

MISSION -

To deliver high quality, affordable healthcare services to the broader population in India

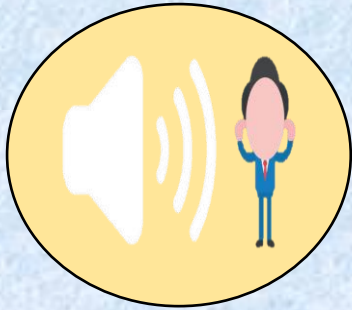
CORE VALUES -

- i** Innovation and Efficiency
- C** Compassionate Care
- A** Accountability
- R** Respect for all
- E** Excellence as a culture

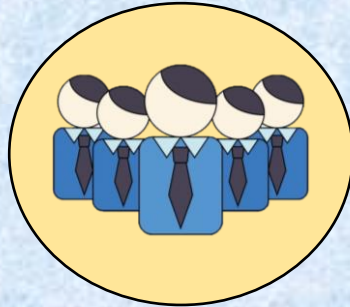


FACTORS AFFECTING OPD TAT AND WAITING TIME

To identify and discuss the primary factors that affect OPD TAT and Waiting Time



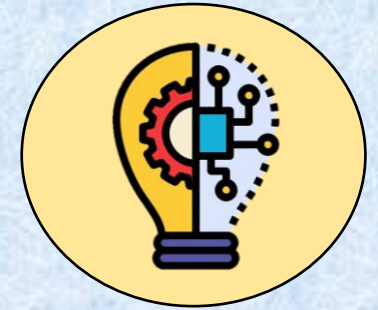
High patient volume
may lead to longer
wait times and slower
TAT



Inadequate staffing
levels may lead to
longer wait times and
slower TAT



Inefficient operational
processes may lead to
longer wait times and
slower TAT



Outdated or
insufficient technology
may lead to longer
wait times and slower
TAT

METHODOLOGY USED FOR THE RESEARCH



RESEARCH QUESTIONS -

- How can we analyze the Admission Time, Transaction turn-around time and Waiting time for outpatient services in a hospital?
- What are the barriers and facilitators of effective and efficient process interventions to reducing OPD TAT and Waiting time?
- What is the current time-motion status of the OPD department in hospital?
- How can technology and automation be perceived to streamline patient flow in ODP?

METHODOLOGY USED FOR THE RESEARCH

INCLUSION CRITERIA-

All the patients visiting the OPD for consultation and investigations have been included for the study, however, the consultation and investigation must be conducted on the same day. Stratified random sampling will be employed to sample patients to include a variety of demographic and medical conditions.



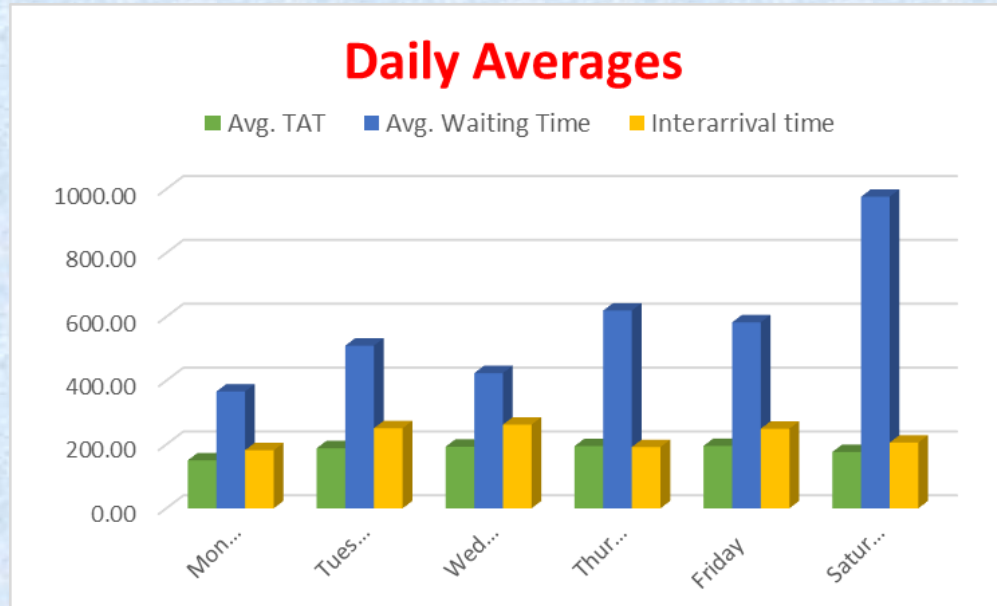
EXCLUSION CRITERIA -

The patients who visit the front desk only to get the investigations done or to receive the test reports and the patients who have already availed health packages from the hospital have been excluded from the study to remove extremities from the data.

ANAYSIS METRICS

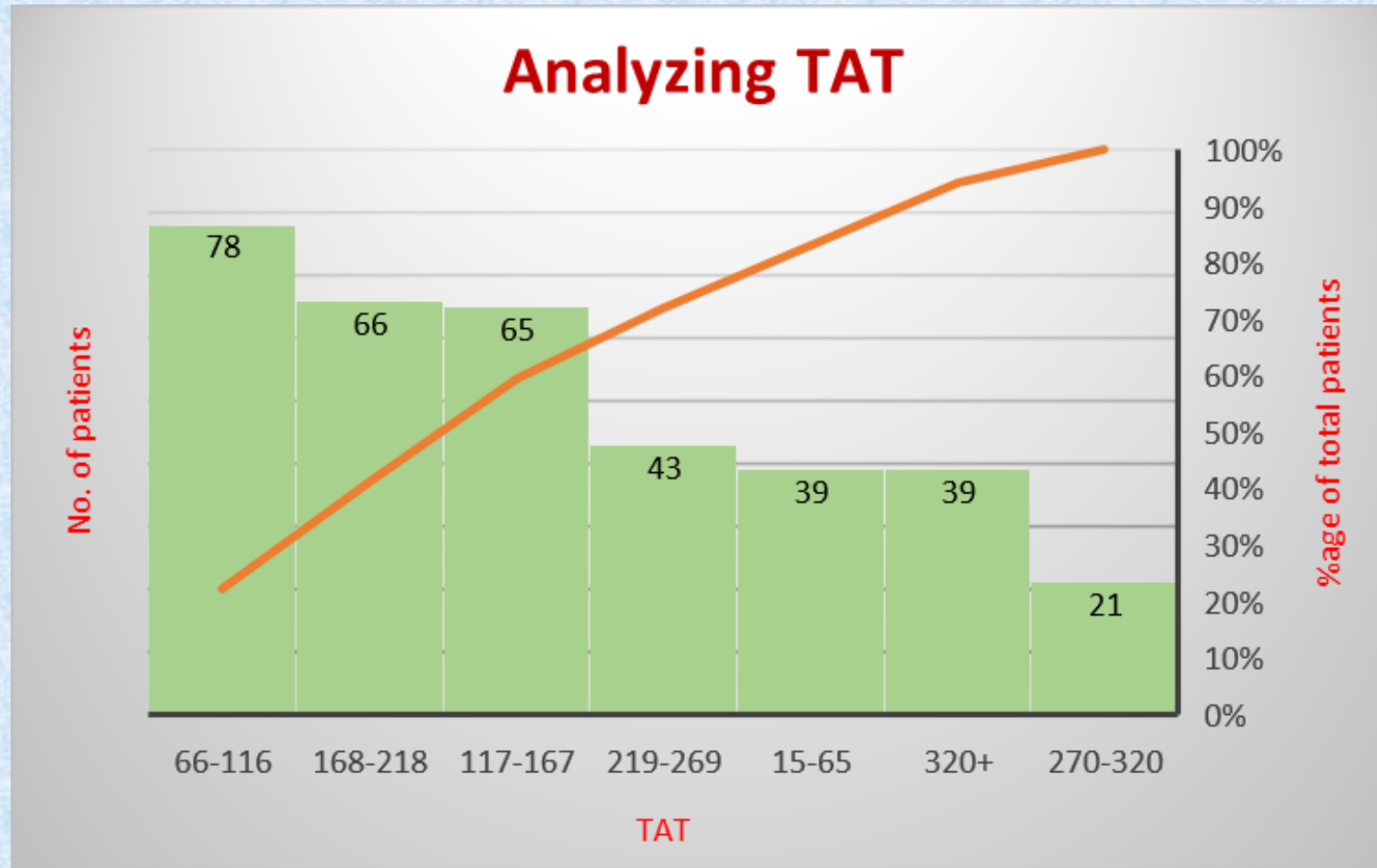
Total number of patients	350
Minimum Transaction TAT	19 sec
Maximum Transaction TAT	713 sec/12 min
Minimum Waiting Time	25 sec
Maximum Waiting Time	2723 sec/45 min
Average Transaction TAT	179 sec/3 min
Average Waiting Time	566 sec/9 min

DAILY AVERAGES

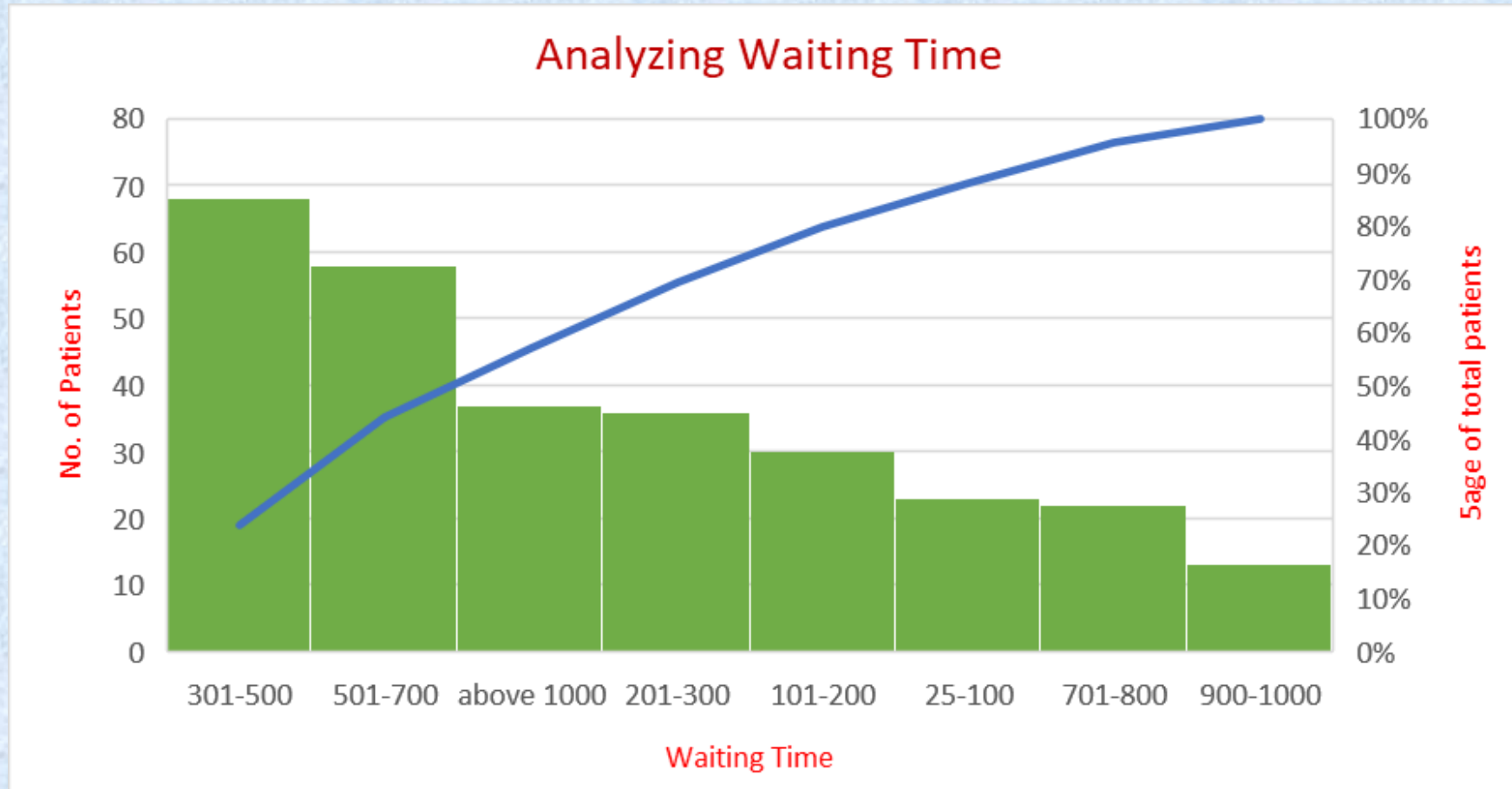


DAILY AVERAGES						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Avg. TAT	150.29	188.36	193.16	194.80	195.45	176.60
Avg. Waiting Time	365.92	509.67	423.51	619.52	582.57	975.93
Interarrival time	182.00	250.93	262.26	191.78	249.29	205.85

ANALYZING TAT



ANALYZING WAITING TIME



SUGGESTIONS

Optimize Appointment Scheduling -

Scheduling appointments based on available resources and predicted patient volume in order to reduce waiting time and increase efficiency.

Digitization of Medical Records -

Electronic Medical Records (EMRs) can streamline the process by reducing paperwork and digitizing patient records, making it easier to access and share information.

Telemedicine -

Telemedicine can reduce physical visits and waiting time, providing access to healthcare professionals remotely and improving overall efficiency.

SUGGESTIONS

Train Staff on Effective Communication and Customer Service -

Improving communication skills and customer service can help reduce patient anxiety and improve patient satisfaction, ultimately leading to a better patient experience.

Frequent review and Performance Meetings -

Regular reviews and analysis can help identify areas for improvement, leading to a more efficient and effective process flow.

Technology -

Technological improvements such as self-registration bots and digitized prescriptions can also improve patient satisfaction and reduce waiting times in long OPD queues.

Thank You!