

TIME MOTION STUDY TO EVALUATE & REDUCE AVERAGE WAITING TIME FOR OUTPATIENT DEPARTMENT IN SUPER SPECIALITY HOSPITAL

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MBA - Hospital & Health Management (2021-23)

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INTRODUCTION

- OPD acts as the first point of contact between the hospital and patients and OPD is where patients form their opinions of the hospital
- The quality and efficacy of treatment at the hospital can be evaluated by the patient's outcomes and their waiting time.
- Prolonged waiting time has a significant association with patient's dissatisfaction.
- The time-motion study is a business efficiency system that studies involve the collection of data regarding the amount of time necessary to perform a specific movement or task.

RESEARCH QUESTION ?

Measure and assess the average time taken by an outdoor patient during each visit in various OPDs and to find out areas where delay takes place and suggest measures.

OBJECTIVES

- To evaluate and reduce average waiting time in OPD in Max Vaishali Hospital to improve patient satisfaction.
- A rigorous time motion study, to contribute to the body of knowledge surrounding OPD workflow optimization, ultimately benefiting both healthcare professionals and patients.

AIM

- The study aims to identify bottlenecks, inefficiencies, and areas for improvement in the OPD workflow

METHODOLOGY

STUDY DESIGN: Systematic Random Sampling

SETTING: Max Hospital, Vaishali, Ghaziabad (370+ bedded)

STUDY POPULATION: Orthopaedic OPD, Oncology OPD, Gynaecology & Obstetrics OPD, Gastroenterology OPD, Neurology OPD.

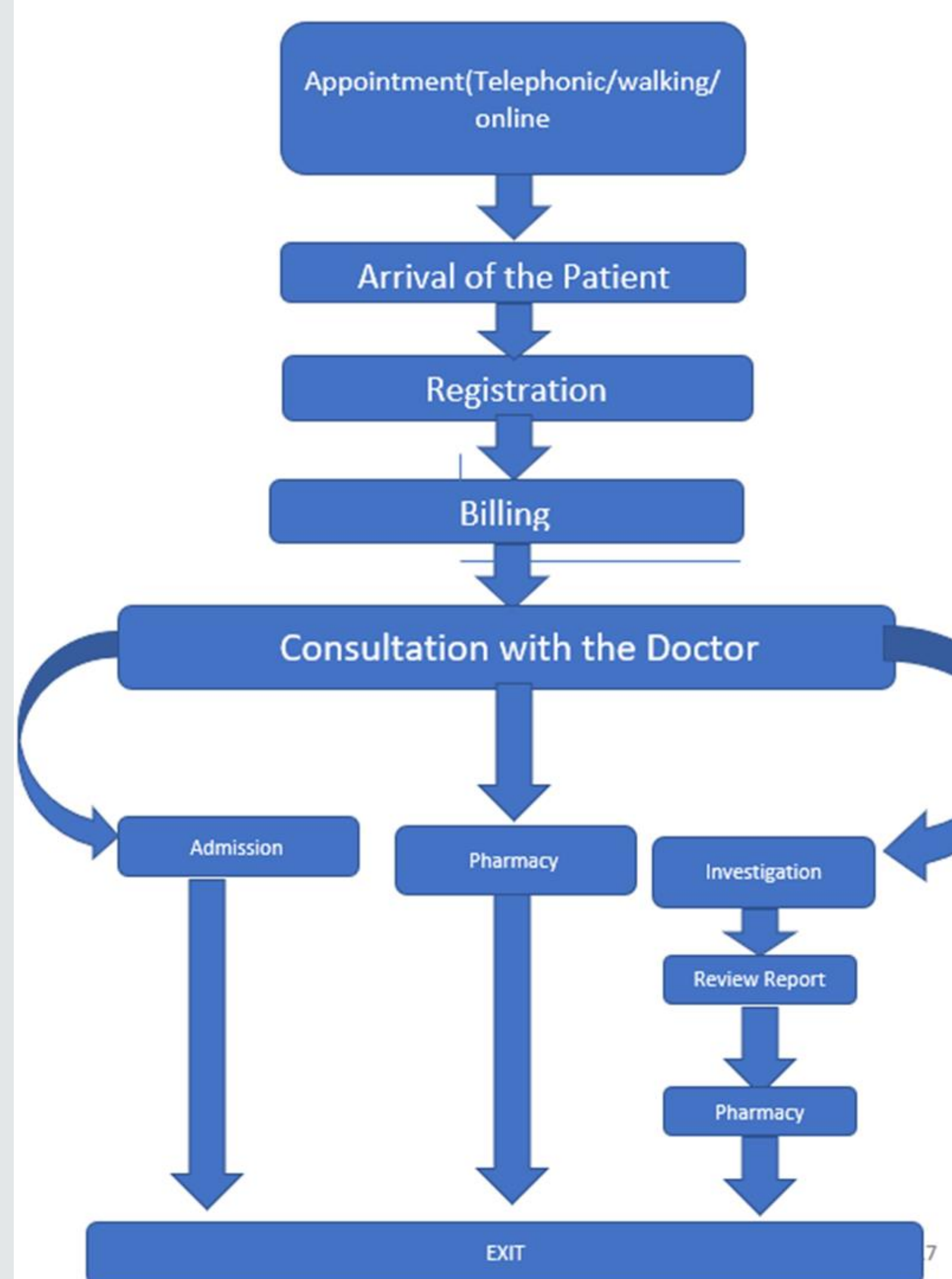
DURATION OF STUDY: 6th March to 19th May

SAMPLE SIZE: 100 patients.

DATA COLLECTION: Direct and Primary Data collection.

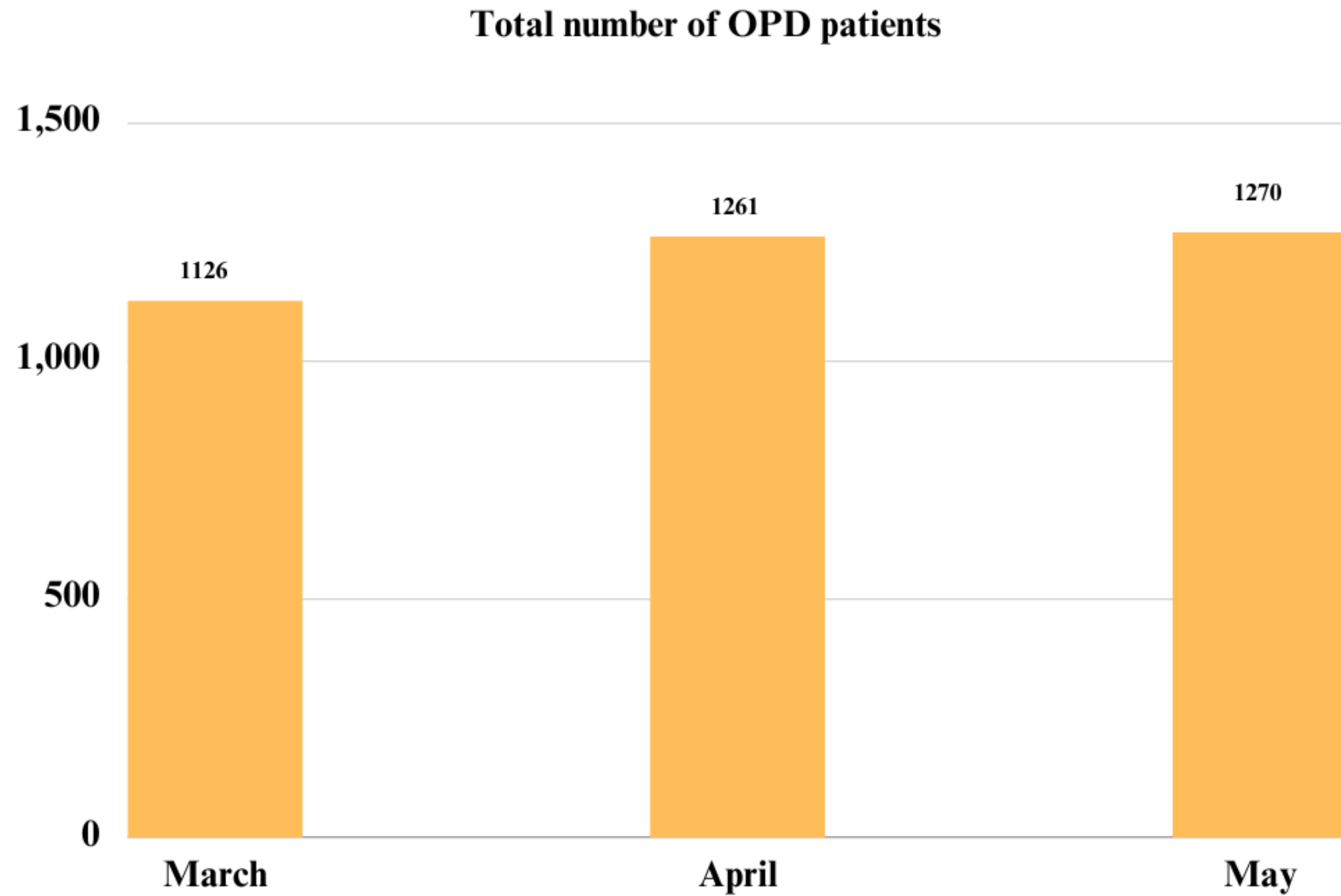
DATA COLLECTION PROCEDURE: Direct observation and department wise appointment list (Qikwell software).

PROCESS FLOW OF OPD

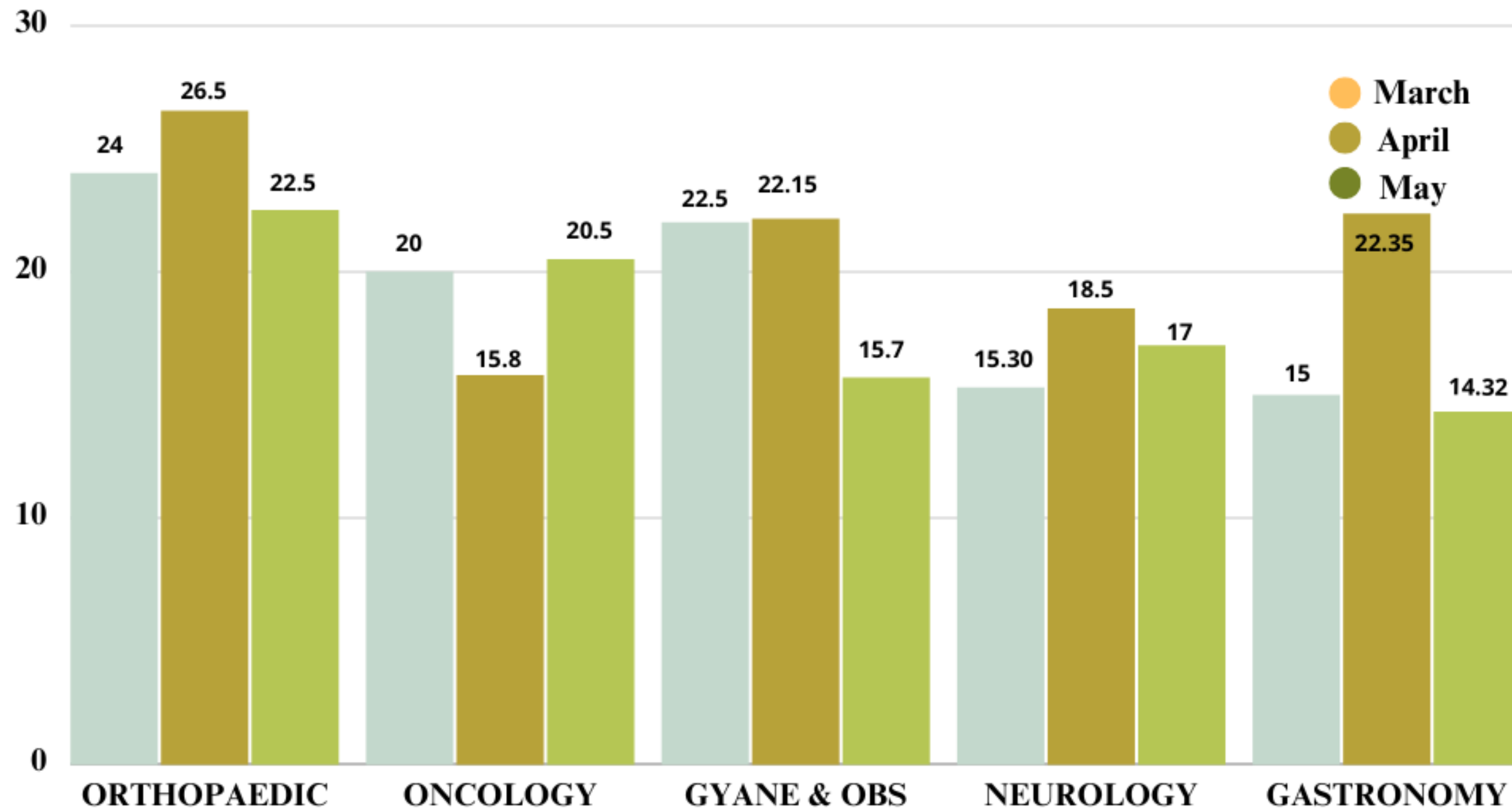


Total number of OPD patients

March	1126
April	1261
May	1270

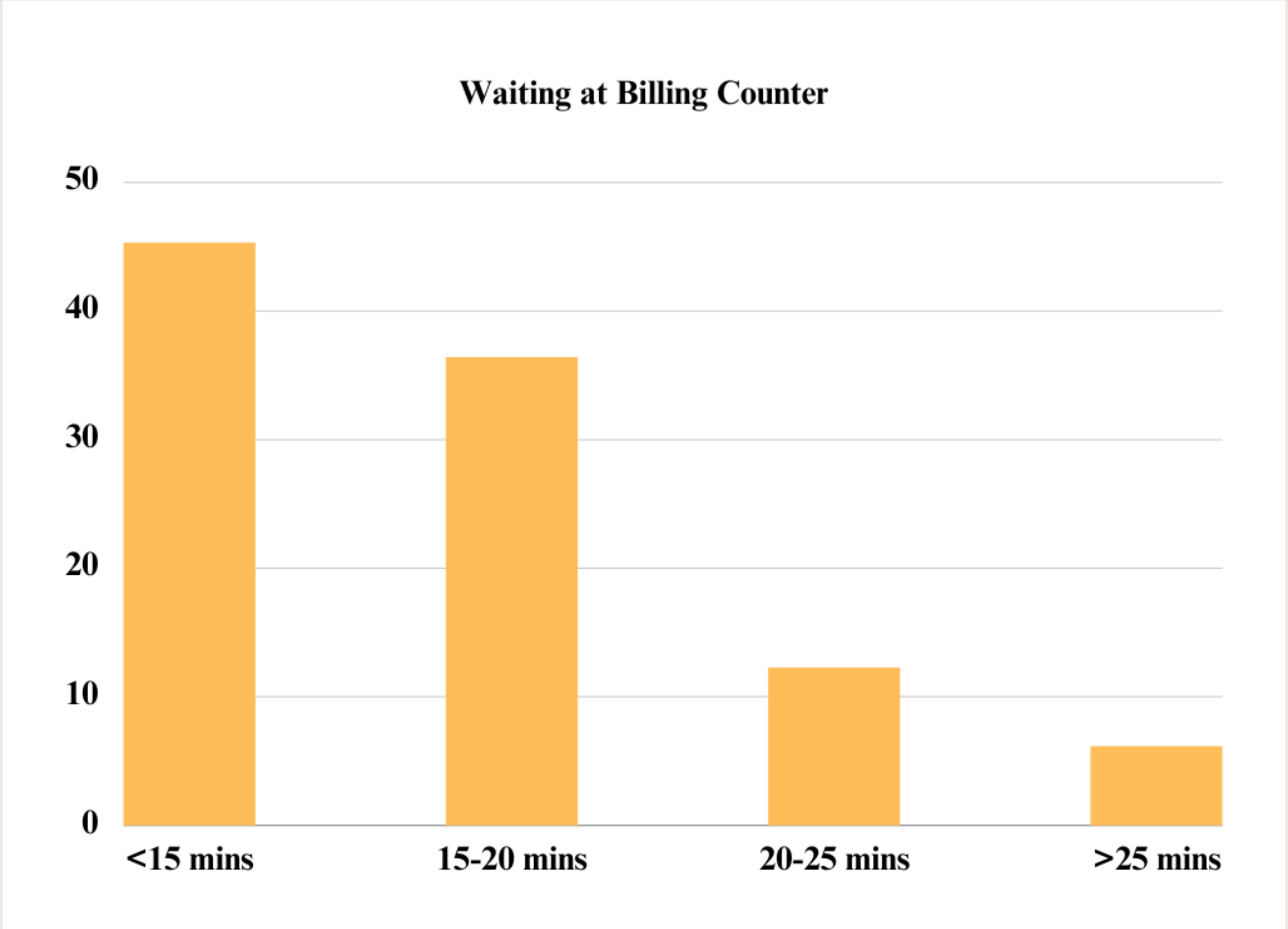


Waiting time in different departments



Waiting at Billing Counter

Criteria	Percentage
<15 mins	45.27
15-20 mins	36.37
20-25 mins	12.24
>25 mins	6.12

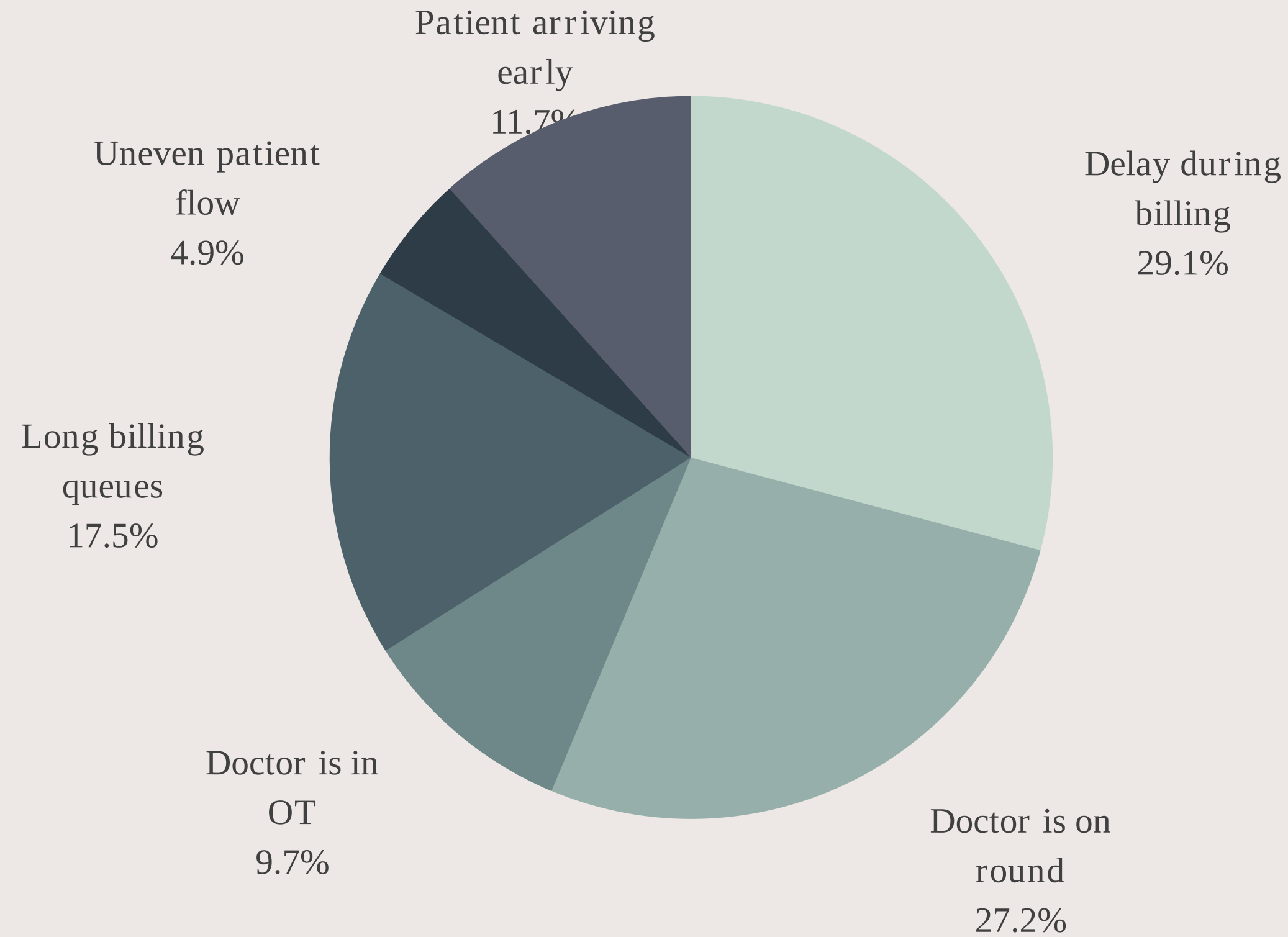


Waiting after Billing for consultation

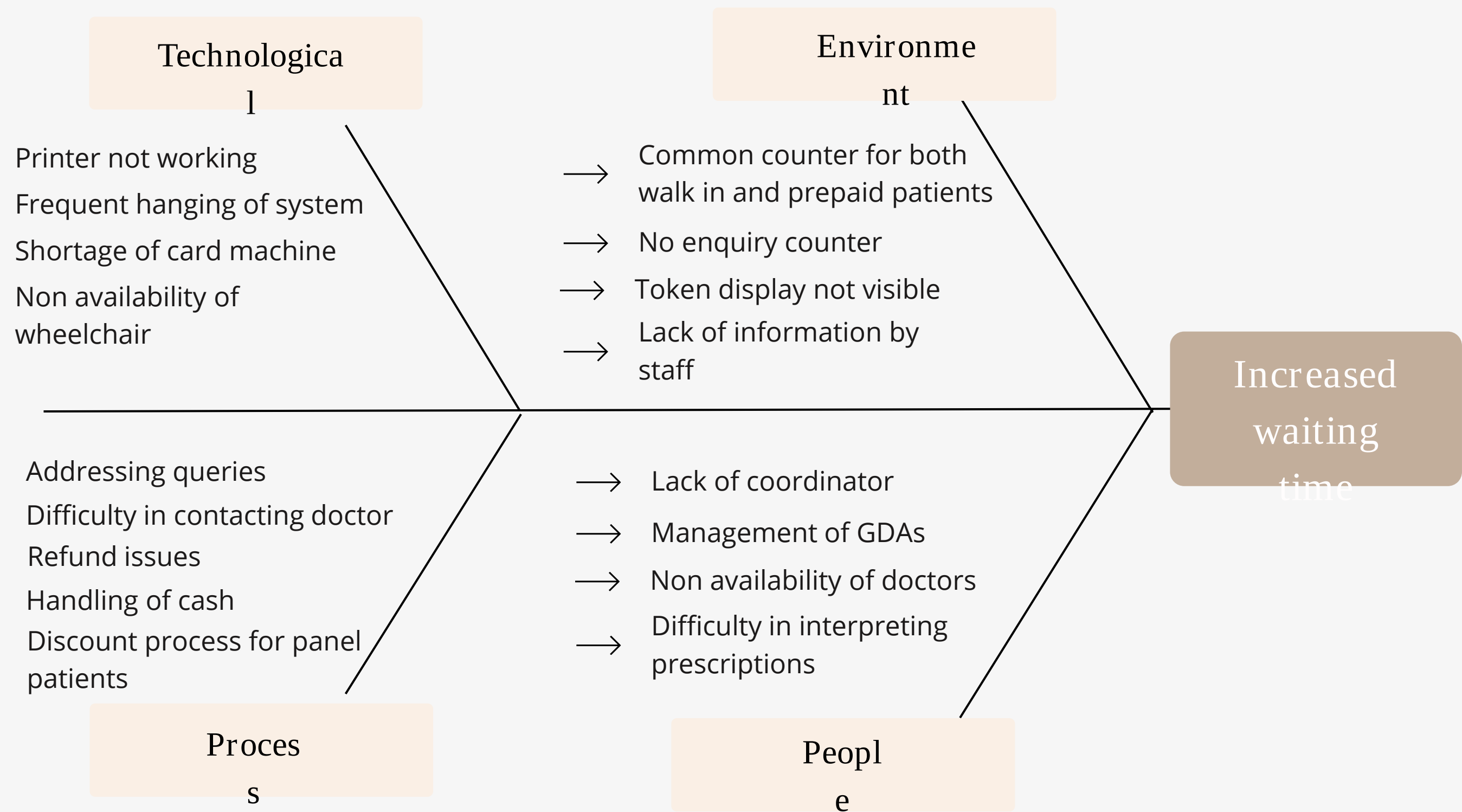
Criteria	Percentage
<15 mins	42
15-20 mins	29.1
20-25 mins	18.3
>25 mins	11.22



Reasons for increase in OPD waiting time

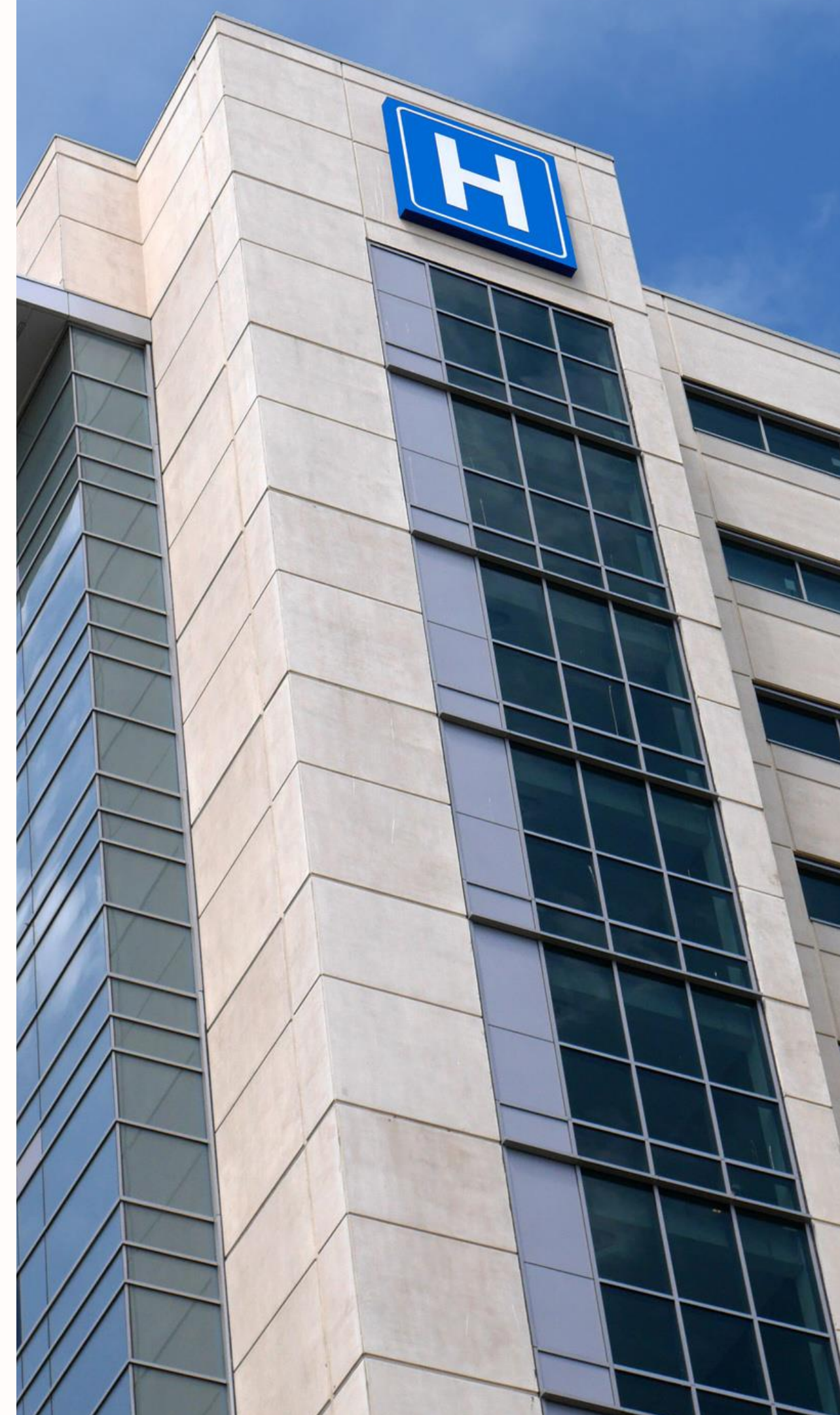


FISHBONE ANALYSIS



RECOMMENDATIONS

- Doctors should take rounds before or after OPD hours and coordination between OPD and OT timing
- Doctor's appointment slot can be arranged according to the average time taken for consultation in visiting one OPD patient
- There should be more stations for billing and registration.
- Better queue management system in case of rush.
- Registration billing and registration forms for new patients.
- Clash of premium patients with normal cash patients/Prepaid and normal patients' line is same in some departments.
- There should be a well-trained nurse/other staff present in the OPD during the peak hours.
- Token counter system which is there, if made operational, then it will reduce the inconvenience and will make easy for the patient to wait.



CONCLUSION

The present study has brought to the surface certain gray areas to which the hospital needs to pay attention. Patient satisfaction is an important indicator that reflects the quality at any level of health services. Many factors are responsible for patient dis- satisfaction, such as queuing time, waiting time, physical facility available at OPD registration counter area, and lack of proper signage system. The study was conducted to see the waiting time in all the parts of an OPD Overall, the study showed that the waiting time is on the higher end, recommendations are given to reduce the waiting time.



**Thank
You**