

**A STUDY ON WAITING TIME IN OPD &
RECOMMENDATIONS TO DECREASE THE WAITING TIME**

Dissertation submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

SHIVANI GUPTA

Under the Supervision and Guidance of

Dr. VARSHA TANU

**Associate Professor
IIHMR University, Jaipur**

2023

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DECLARATION BY STUDENT

I hereby declare that this dissertation titled, “A Study On Waiting Time In OPD Departments and Recommendations To Decrease the Waiting Time” is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others throughout has been duly acknowledged in the text.

SHIVANI GUPTA

Dated:

CERTIFICATE BY ORGANISATION

This is to certify that SHIVANI GUPTA in partial fulfilment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur has successfully completed his internship at Continental Hospital, Hyderabad during March 01- May 31, 2023.

Place:

Date:

**Mr. Arun Kumar Patlola
Assistant General Manager
Continental Hospital**

CERTIFICATE BY INSTITUTION

This is to certify that SHIVANI GUPTA in partial fulfilment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur has successfully completed his internship at Continental Hospital, Hyderabad during March 01- MAY 31, 2023

Place:

Mr. Arun Patlola (AGM)

Date:

PLAGIARISM REPORT

This is to certify that the dissertation project report titled “An Observational Study on Acceptability of OPD Insurance Products in India” submitted by SHIVANI GUPTA for the partial fulfilment of the requirements for the award of degree of MBA (Hospital and Health Management) from the IIHMR University.

The thesis has XX% plagiarism on evaluation by Turnitin Software.

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SHIVANI GUPTA

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TABLE OF ABBREVIATIONS

S.NO	ABBERVATION	MEANING
01	OPD	Out Patient Department
02	OPDWT	Outpatient Department Waiting Time
03	TAT	Turn Around Time
04	CT	Consultation Time
05	ACT	Averag Consultation Time
06	AWT	Average Waiting Time
07	ATT	Average Total Time

ABSTRACT

This study aims to analyze the waiting time experienced by patients in the Outpatient Department (OPD) of a healthcare facility and provide recommendations to decrease waiting time . Long waiting time can negatively impact patient satisfaction, lead to decreased quality of care and create inefficiencies in the healthcare system. By identifying the factors contributing to extended waiting time, Hospital can implement strategies to improve patient flow and enhance overall patient experience.

The study include methodology for data collection is primary research and primary outcome based upon personal visits to hospital and the information collected manually and also the data provided by the hospital. Simple Random Sampling was used for the conduction of study. The population of study will include the patients visiting OPD of Continental Hospital, Hyderabad. This involves a prospective cohort study of the available patient's records. Primary data will be taken using the Time Difference Analysis of the treatment of the patients. The data will be collected over a period of 3 months.

By identifying the factors contributing to waiting time and providing recommendations for improvement , this study aims to enhance the patient experience in OPD department. By implementing given recommendation can reduce waiting time, increase patient satisfaction and can optimize healthcare delivery.

Key Words: Waiting time, Outpatient Department(OPD) , healthcare, patient flow, appointment scheduling, resource allocation, patient satisfaction, operational efficiency, service quality.

1. INTRODUCTION:

The Outpatient Department (OPD) plays a critical role in delivering healthcare services, providing essential medical care to patients without requiring overnight hospital stays. However, one of the significant challenges faced by OPDs is the issue of waiting time. Prolonged waiting times have been linked to patient dissatisfaction, reduced compliance, and negative healthcare outcomes.

In this study, the OPD is defined as the hospital's department where patients received diagnoses and/or treatment but did not stay overnight. Patients spend substantial amount of time in the clinics, waiting for the services to be delivered by physicians and other allied health professionals. The degree to which health consumers are satisfied with the care received is strongly related to the quality of the waiting experience.

Long waiting times have been reported in both developed and developing countries. It is often one of the most frustrating parts about health care delivery system. So it is an important to improve the waiting time for out-door patients. Measurement of patient satisfaction has become common place in many healthcare settings due to its impact on quality of care. It has been known for some time that satisfied patients are more compliant with treatment, remaining with a physician, and maintain appointments.

A well-managed, clean and well-maintained hospital with the necessary information boards and proper directions generally provide good image. Successful and efficient management of OPD can also lighten the burden on the patient wards. As patient's satisfaction is an important component of the health care industry in this competitive modern era. So present study was conducted to know the difficulties face by patients while searching the various OPDs/departments, waiting time at OPDs to get feedback about service provided.

2. REVIEW OF LITERATURE:

Based on a study by Radha Thapa, Sunita Saldanha, Niloufer Bucker, P Rishith “an assessment of patient waiting time & consultation at a selected tertiary cre teaching hospital”, the study brought to conclusion that the surface of certain areas where hospital needs to pay attention and the main reason for the delay was found unexpected leave by faculty, disorganized files, delay in mobilization od old file from MRD to OPD. The study was carried out by using descriptive study design in yepoya medical college Hospital, Manglore, Karnataka over a period of 3 months.

According to Raghada Al Khani (2015), The study was based on “ Improving waiting time and patients experience in a medical retina clinic” the aim of this project was to reduce the waiting time & increase level of patient satisfaction by improving patient flow pathway and services capacity in medical retina clinic. It was conducted due to high demand on this clinic as the result concluded that the HSE change model managed the project process and it helped in structuring the framework for change. In addition , project had significant impacts on organisation & some of recommendation are being started to be considered. (Royal college of surgeon in Iceland,2015).

Research on “patient waiting time and associated factors at the assessment centre,general opd Mulago Hospital Uganda” by Musinguzi Conrad from Makerere university,2013 concluded the report that the study was done to generate information which will improveth efficiency of operations and quality of services delivery, the studies found that the majority of its patients spend most of their time in waiting to receive the services. Most of the delays have been observed in pharmacy and registration section. The delay was due to huge no. Of patients in queues,the time patient arrive and day of week patients seek care. From the bottlenecks in patient flow the analysis showed that longest waiting time was at registration and pharmacy . After multivariate analysis , there were only three variables were found to be significant associated with patients waiting time at the assessment centre that is time of arrival, day of arrival and number of patients in queue.

Based on study By Hiba Khan , Anshu Kumar Singh “A study on waiting time of the OPD Patient in a Multispeciality Hospital” was aimed many patients face the difficulties in finding various OPDs and on a avg 10 min of waiting time outside various opd and other departments. Maxminum no. Of the patients were female and all the privacy was maintained during the assistment during their examination . patient were satisfied with all the treatment provided and were also satisfied with behaviour of staff member as the hospital is coming up with new hospital building and expected that infrastructural issues can be taken care during planning and the development stage. The assessment of patients waiting time and satisfaction is also cost effective for evaluation of healthcare services provided.

Research on “Waiting time and its associated factors to opd at Public Hospitals of Jimma Zone , Southwest Ethiopia” by Mensur Biya, Matebu Gezahagn, Bezawit Birhanu, Kiddus Yitbarek, Nigusu Getachew. This study indicate that patient were forced to wait an average of 4.5 waiting hours to get services. The conclusion of this study is that median op waiting time was long and it was more than 5 out of every 10 clients spent long waiting time. The educational status, residence, arrival time and date of visit were associated with waiting time. Hence all the concerned bodies are consider and maintained factors identified in this study in service provision practice to foster higher level of quality in terms of client satisfaction with all minimal waiting time in hospitals.

3. METHODOLOGY

3.1 Aim:

This study aims to investigate the waiting time in the Out-Patient Department (OPD) and provide recommendations to decrease the waiting time for patients.

3.2 Research question:

What are the possible factors that may lead to excessive patient waiting times?

3.3 Objectives:

To quantify the waiting time and identify the factors associated with waiting time for services offered at the general outpatient department in order to find with evidenced based solutions of solving the problem of long waiting time.

3.4 Materials and Method:

Study Design:

This involves a prospective cohort study of the available patient's records. Primary data will be taken using the Time Difference Analysis of the treatment of the patients. The data will be collected over a period of 3 months, from March 2023 to May 2023.

Study Population:

The population of study will include the patients visiting OPD of Continental Hospital, Hyderabad.

Inclusion criteria: All patients visiting to OPD regardless of age, sex and any specific speciality.

Duration of the study:

The Duration of study will be three months ,starting from the month of March to May.

Sample Size:

A Sample size of 140 patients were overall observed for time and motion studies(20 from each of the selected clinical department) were monitored. Data was collected from the OPD Department during day shift (9.00 am- 5.00 pm) and it was mainly collected from the patients who visited the Hospital OPD.

Sampling Technique:

Simple Random Sampling was used for the conduction of this study.

Data Collection Procedure:

The methodology for data collection is primary research and primary outcome based upon personal visits to hospital and the information collected manually.

Primary sources: Personal observation (direct and indirect observation), OPD records. Internet used as a source of theoretical information, guidance by the staff, register and records of hospital.

Ethical considerations:

1. Confidentiality: The data collected will be kept confidential, and the patients' identity will be protected.
2. Privacy: The patients' privacy will be maintained during the data collection process.
3. Data Security: The data collected will be stored securely and only accessed By authorized personnel.
4. Patient Safety: The patients' safety will be the highest priority, and the study will not interfere with their medical care.

3.5 Operational Definitions:

Initial Assessment: The first medical evaluation conducted by a healthcare professional, which includes taking the patient's medical history, performing a physical examination, and ordering diagnostic tests, as needed.

OPD (OUT-Patient Department): The hospital's department where patients received diagnoses and/or treatment but did not stay overnight.

Waiting Time: The time duration that the patient waits before being seen by a healthcare professional for the initial assessment.

Patient Satisfaction: The level of satisfaction or dissatisfaction reported by the patient regarding their healthcare experience.

Factors Affecting Time Taken for Initial Assessment: The variables that may influence the time taken for the initial assessment, including the patient load, availability of healthcare professionals, and the complexity of the patient.

RESULTS:

DATA ANALYSIS

The average waiting time for each department was calculated below

DEPARTMENT	AVERAGE WAITING TIME(IN MIN)	AVERAGE CONSULTATION TIME(IN MIN)	AVERAGE TOTAL TIME(IN MIN)
ORTHIPEDICS	70.10	5.10	75.2
NEUROLOGY	85.06	15.3	100.36
CARDIOLOGY	54.5	6.10	60.6
GYN&E & OBS	65.45	12.74	78.19
PAEDIATRICS	55.06	6.4	61.46
UROLOGY	44.55	8.24	52.79
PULMONOLOGY	67.8	7.8	75.6

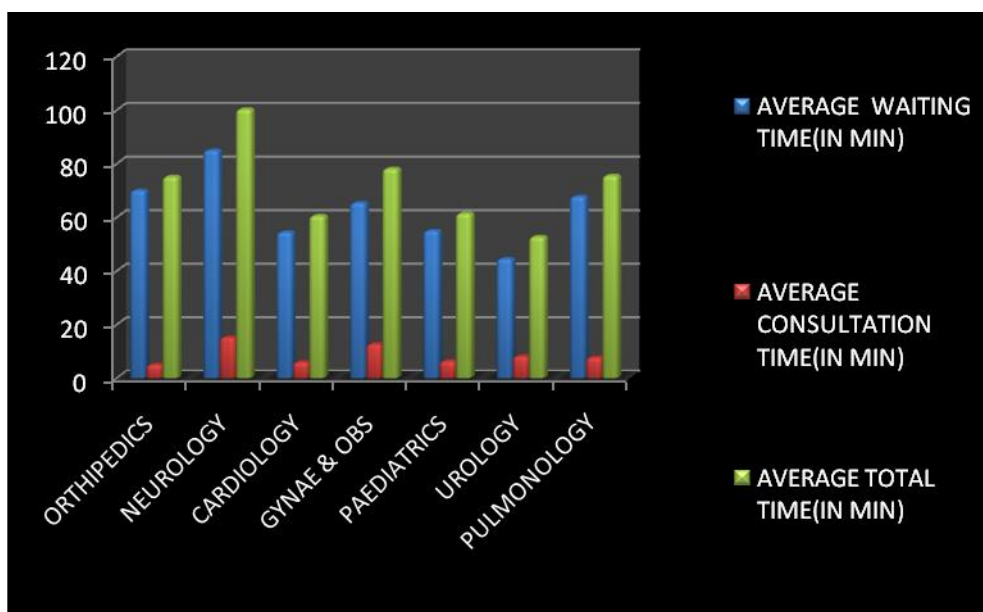
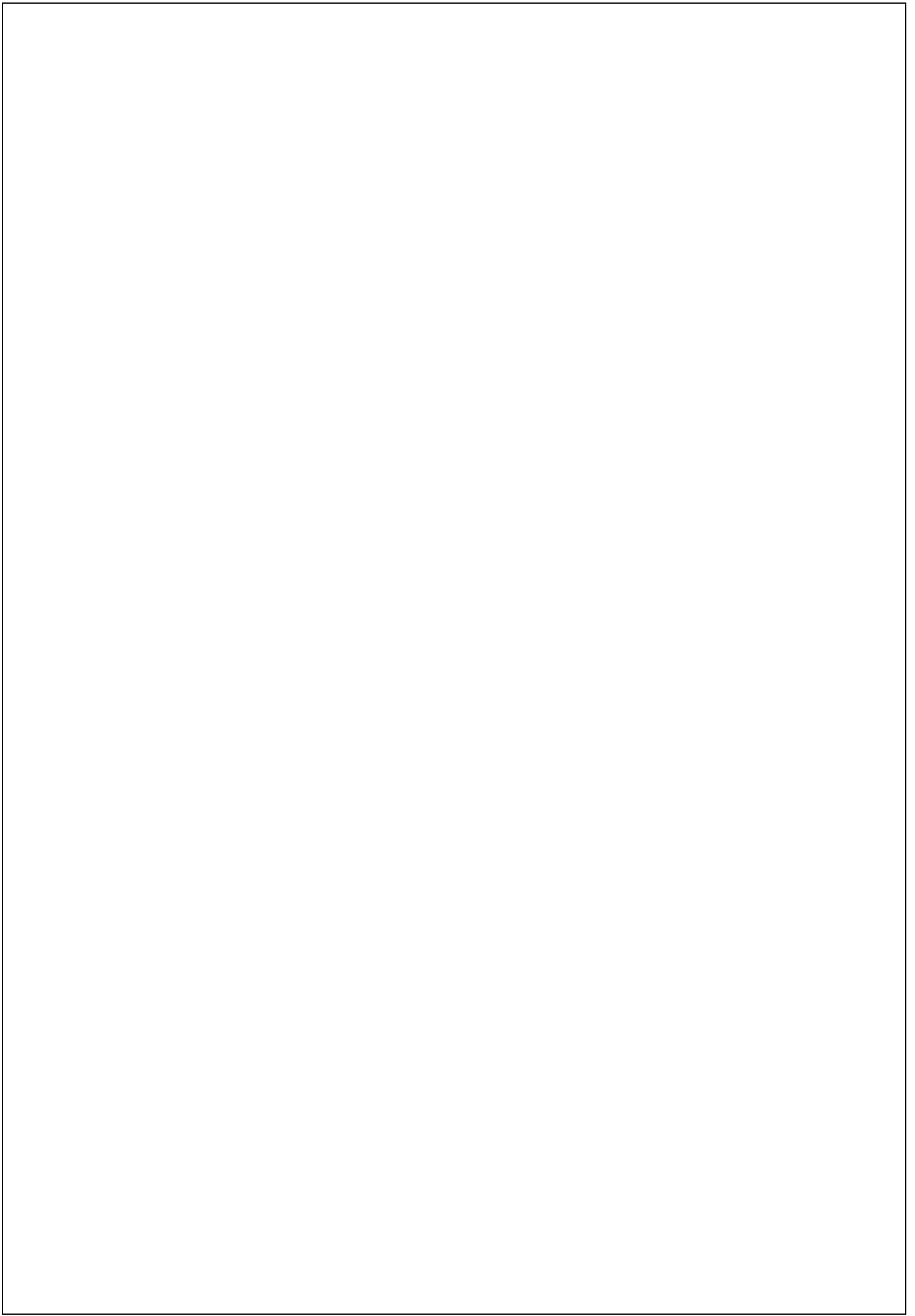


FIGURE – 1
REPORT OF WAITING TIME



5. CONCLUSION:

After analyzing the data, we can conclude that the avg waiting time(min) for each department is Ortho(70.10) , Neuro (85.06) , Cardio(54.5) , Gynae(65.45) , Paedia(55.06) , Urology(44.55) , Pulmology(67.8) among which we can see Neuro has the highest waiting time .

By identifying the factors contributing to waiting time and providing recommendations for improvement , this study aims to enhance the patient experience in OPD department. By implementing given recommendation can reduce waiting time, increase patient satisfaction and can optimize healthcare delivery.

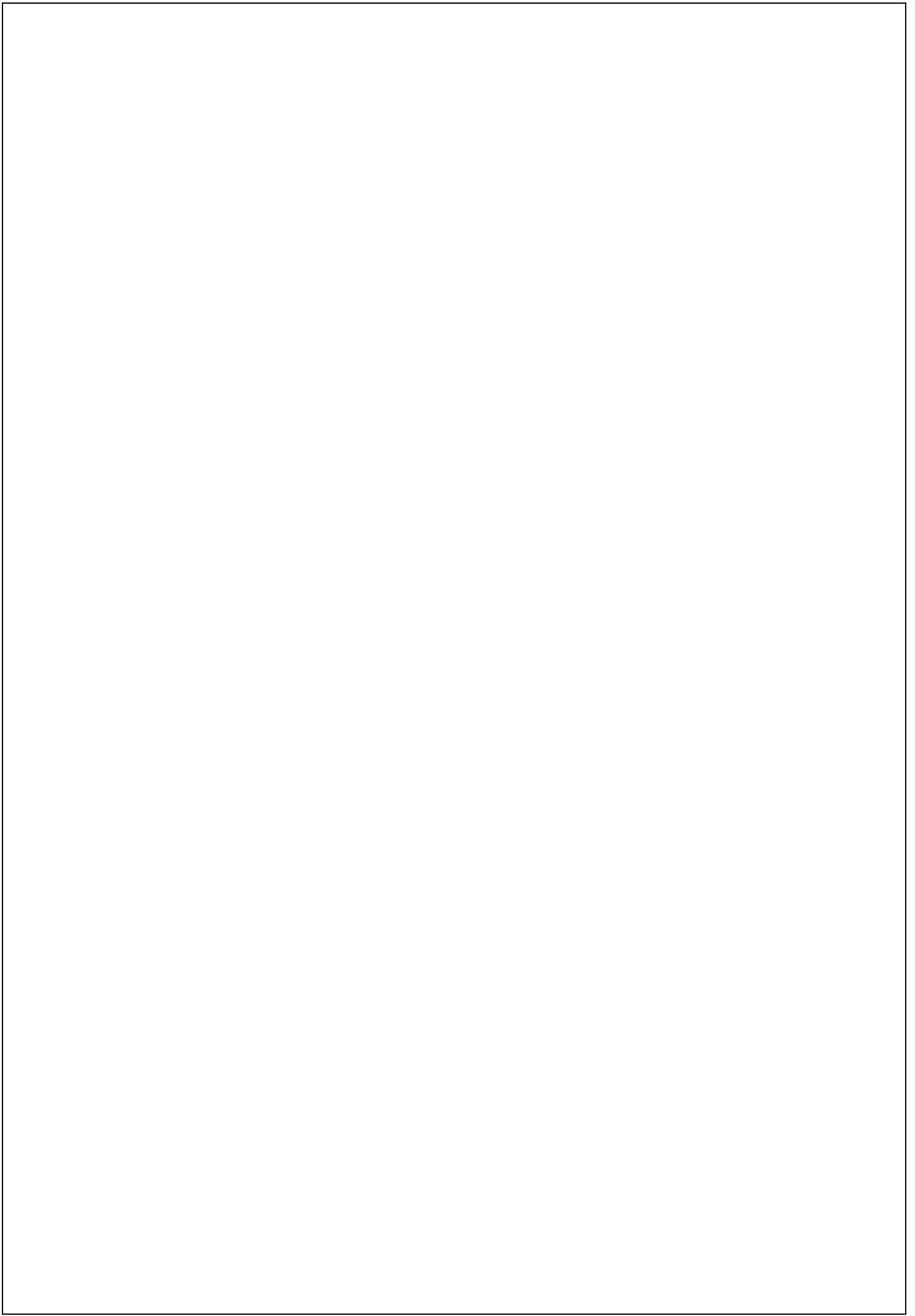
As we can conclude the reasons behind the long waiting time are

- Some patients arrive too early for OPD consultation even before the doctor comes which leads to long waiting time.
- Some patients are not present at the moment when their names are announced for consultation which leads to long waiting time.
- Doctors sometimes have to attend emergency cases and have to go for the IPD rounds due to which they have to leave OPD area in between.
- Doctors have to attend the medical grand rounds sometimes which is the issue of increase in waiting time.
- As there is no definite timings of IPD rounds, it leads to long waiting time.

6. DISCUSSION:

Reducing waiting time in the OPD requires a comprehensive approach that addresses various factors, including appointment scheduling, patient flow, staffing and communication. By implementing the recommendations mentioned below , healthcare facilities can work towards improving patient satisfaction, and enhancing the quality of care and optimizing the overall efficiency of the OPD.

However , it is important to recognize that each healthcare organization is unique and a tailored approach may be necessary based on specific circumstance and resources available . Regular monitoring and evaluation of waiting times and patients feedback are essential to identify further areas of improvement and ensure sustained progress in reducing waiting time in OPD.



7. RECOMMENDATIONS:

Following are some recommendation that can be adopted to decrease and improve the waiting time in Outpatient Department(OPD)

- ☐ Timings for IPD round should be clearly defined which would gradually result in reduced waiting time for OPD patients.
- ☐ Patients should be well informed about their turn for consultation so that they will be present when their names are announced.
- ☐ For the patients who arrive too early in hospital, they should be well informed about their concerned doctors's OPD timings.
- ☐ There should be proper communication with full information to avoid the communication gap.
- ☐ Timing of doctors should be properly scheduled to prevent long waiting time of patients.
- ☐ There should always be one doctor available during the lunch hours so that the patients who have appointments during that time don't have to wait for a longer period of time.
- ☐ Improve Operational waiting time that identify and address operational bottlenecks that contribute to prolonged waiting time.

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