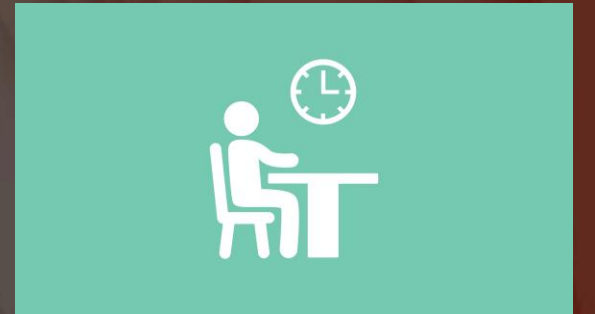


STUDY FOR DISSERTATION:

A STUDY ON OPD WAITING TIME ---- RECOMMENDATION TO DECREASE THE WAITING TIME

Presented By:
SHIVANI GUPTA



HIGHLIGHTS:

WHAT IS OPD

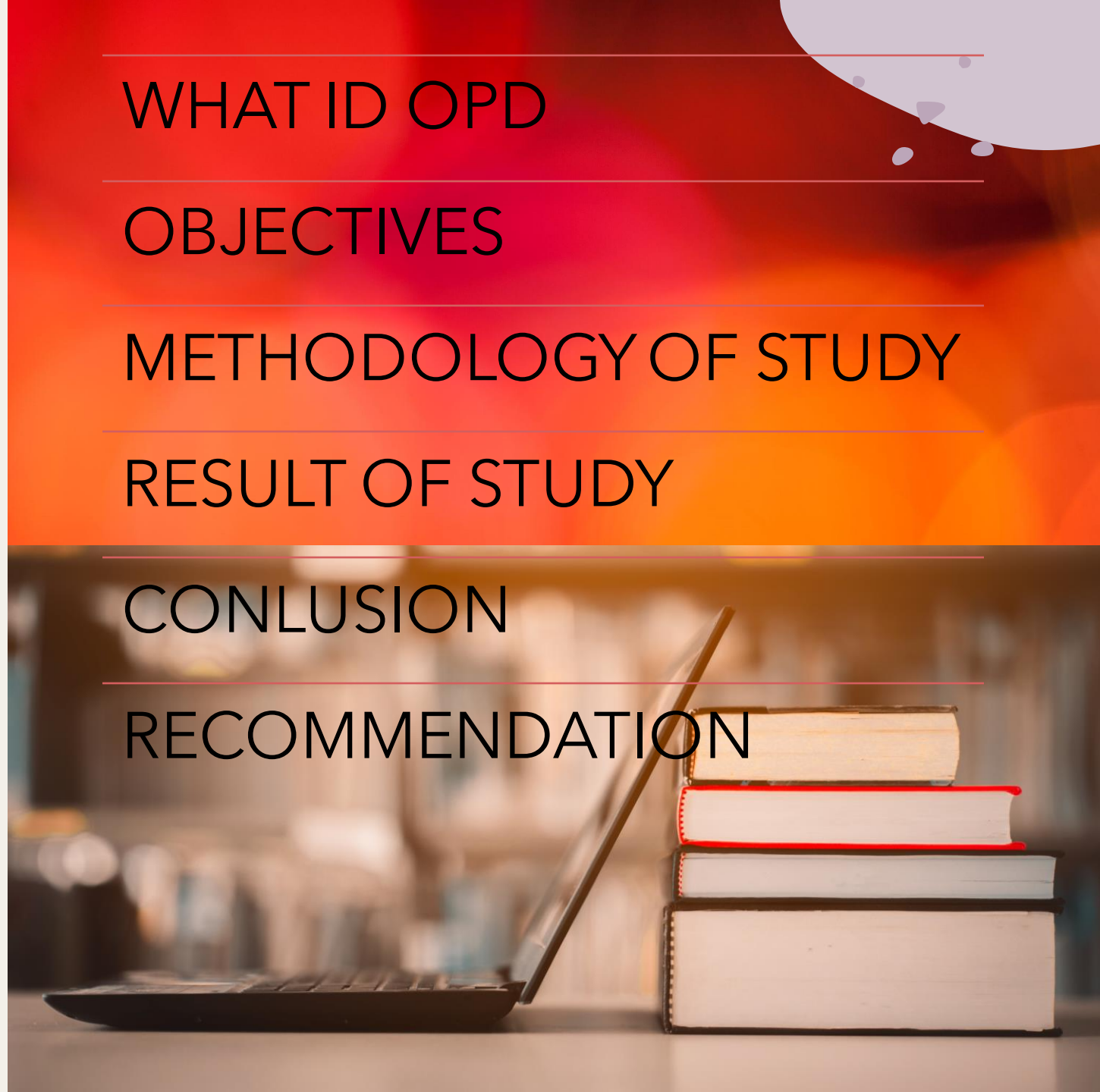
OBJECTIVES

METHODOLOGY OF STUDY

RESULT OF STUDY

CONCLUSION

RECOMMENDATION



O.P.D

Stands For

Outpatient
Department



WHAT IS OPD?

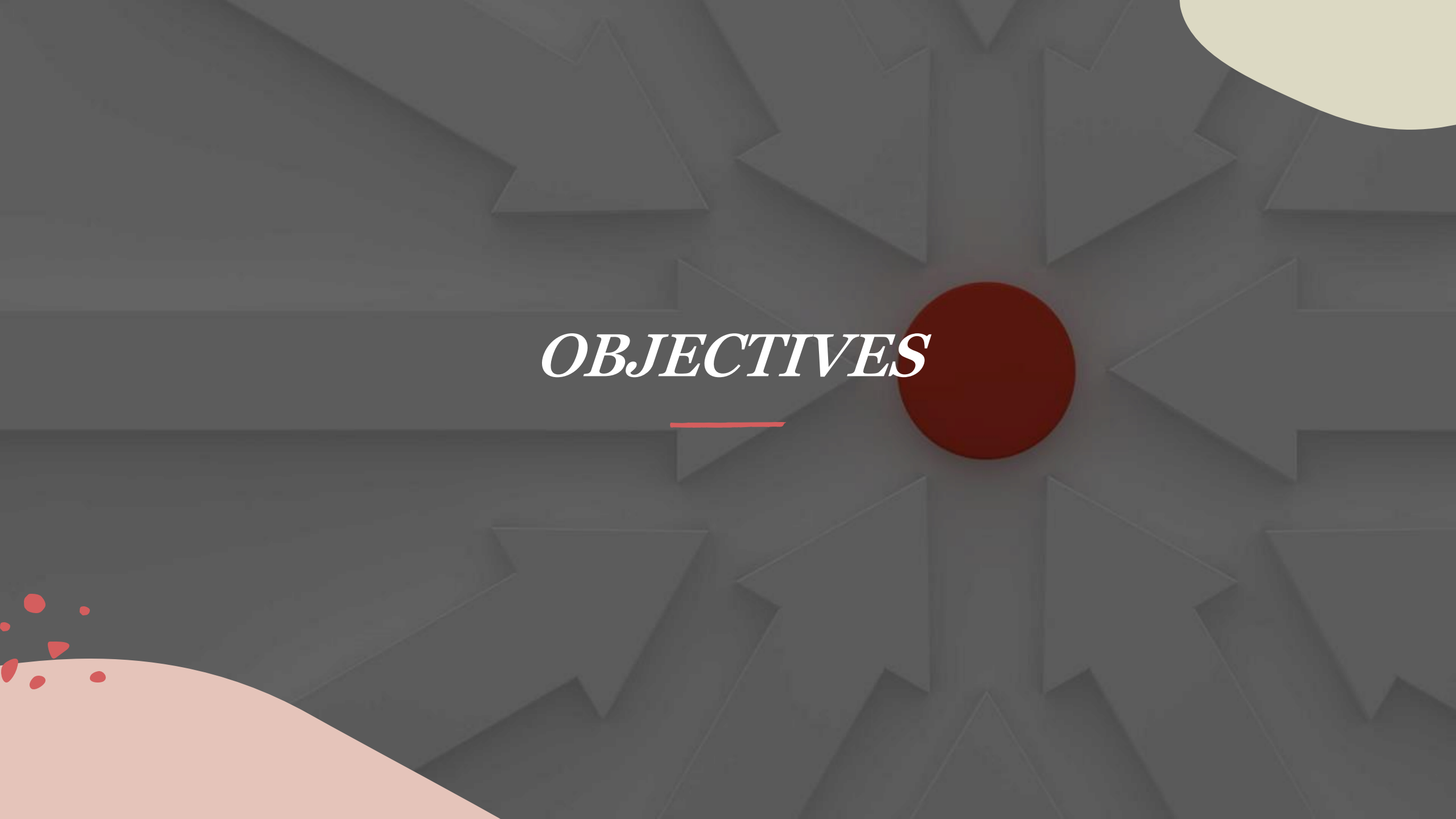


The Outpatient Department (OPD) plays a critical role in delivering healthcare services, providing essential medical care to patients without requiring overnight hospital stays.



Patients' waiting time has been defined as, the length of time from when the patient enters the out-patient clinic to the time patient actually leaves the OPD.





OBJECTIVES

-
1. To quantify the waiting time and identify the factors associated with waiting time for availing the services offered at the general outpatient department.
 2. to find evidenced based solutions to reduce the problem of long waiting time.



METHODOLOGY OF STUDY





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.



RESEARCH QUESTION:



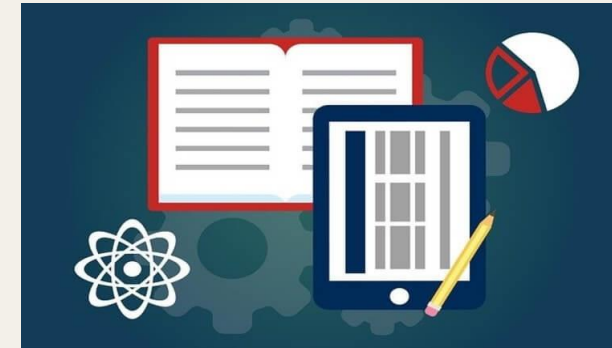
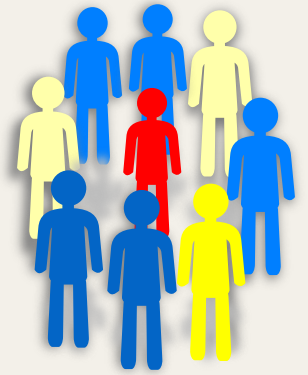
What are the possible factors that may lead to excessive patient waiting times?

Study Design: Primary data has been taken using Time Difference Analysis. The data has been 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 **observed** for time and motion studies(20 from each of the selected clinical department) were monitored.

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.

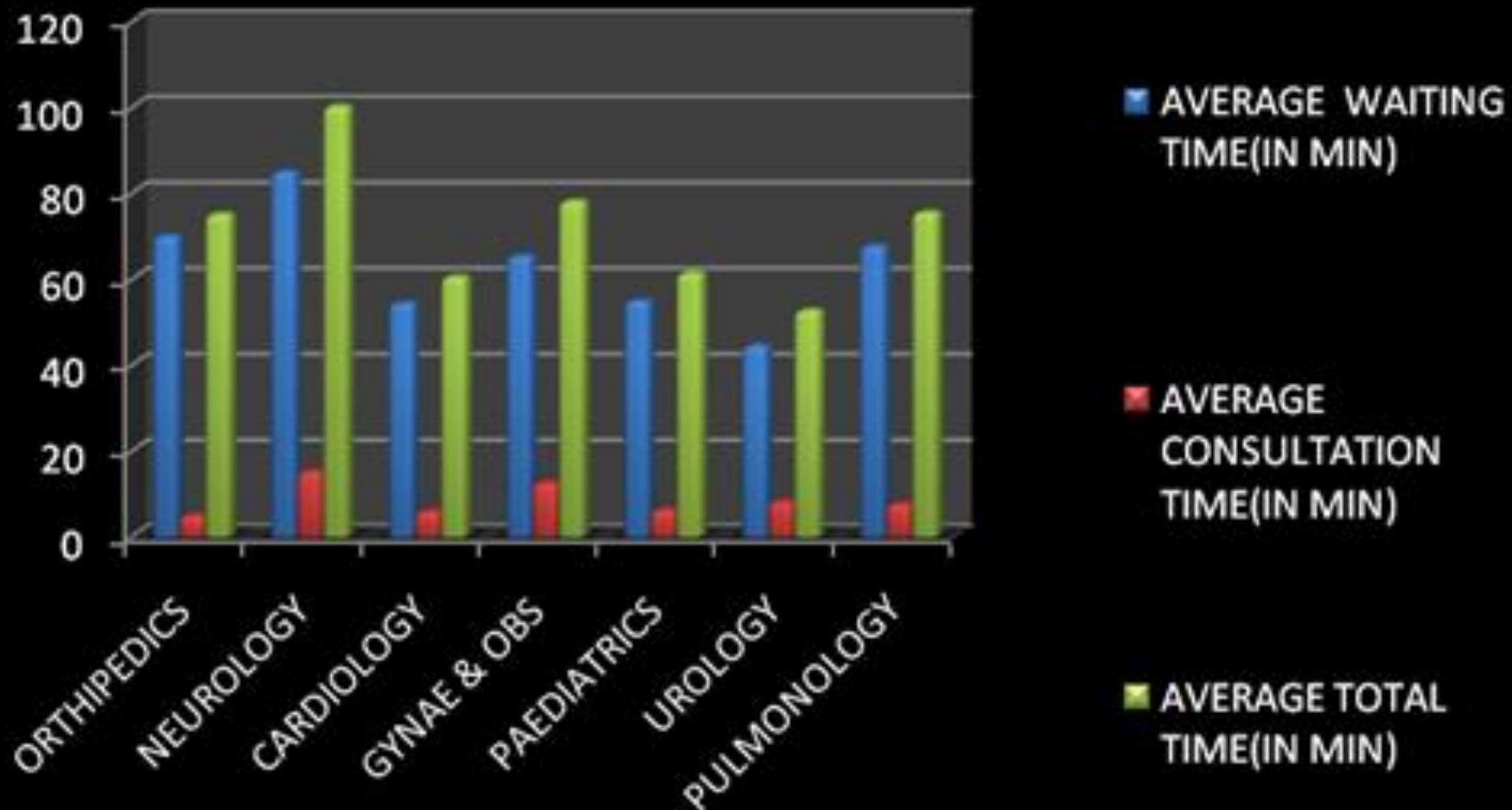
The background of the slide features a close-up, slightly blurred image of numerous glass test tubes arranged in rows. The tubes contain liquids of various colors, including shades of yellow, orange, and green. The image is overlaid with a semi-transparent dark green filter. In the top right corner, there is a light yellow circular shape. In the bottom left corner, there is a light pink circular shape with several small red dots scattered around it.

RESULT OF STUDY

DATA ANALYSIS

The avg 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
GYNAE & 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



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.

Reasons behind the long waiting time are

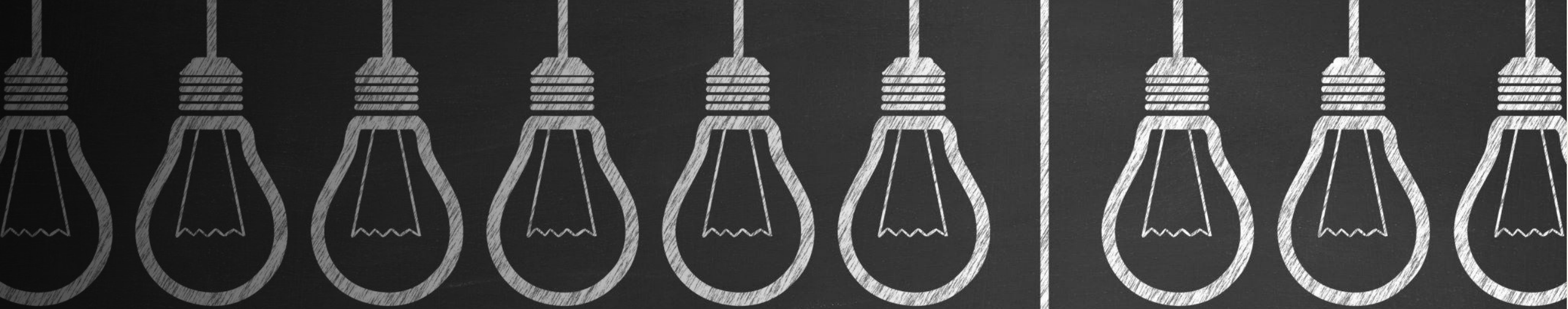
Some patients arrive too early for OPD consultation even before the doctor comes which leads to long waiting time.

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.

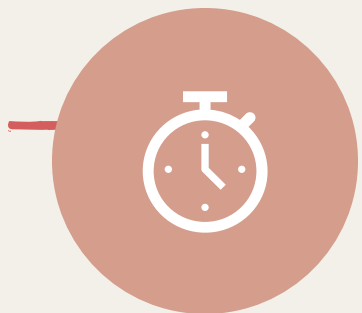
Doctors have to attend the medical grand rounds sometimes which is the issue of increase in waiting time.

As there is no definite timings of IPD rounds, it leads to long waiting time.



RECOMMENDATION





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.

THANKYOU

