

**COMPARATIVE STUDY
BETWEEN REGULAR OPD
AND POST PAID OPD:
A STUDY OF NARAYANA
MULTISPECIALITY
HOSPITAL,**

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Narayana Multispeciality Hospital, Mysore

- Narayana Multispeciality Hospital , Mysore is a multispeciality Hospital
- It is a horizontally dispersed hospital
- It has a set of skilled and highly qualified professionals who provide Healthcare services to Population.
- Doctors:
- Nurse:
- Total Staff:
- Floors: 1
- Ground Floor:Semi-Private and Private Rooms, Dialysis Ward, General Ward, IT Department
- First Floor:Billing and Cash Counter, Waiting Lobby, OPD, OPD and IP Pharmacy, Phlebotomy Unit, Report Collection Counter, OT, ICU, Cath Lab, Canteen and Cafeteria, HR, Finance, Marketing, CSSD, Emergency Department, Bio- Medical Engineering Dept., Conference Hall

Research Question

Which mode of OPD brings about greater Patient Satisfaction by decreasing Patient Waiting Time?

Research Objectives

- To compare the Process Flow of Regular OPD vs Post Paid OPD.
- To study the Turn Around Time and Waiting Time of Patients undertaking OPD services through Post Paid OPD and Regular OPD.

METHODOLOGY

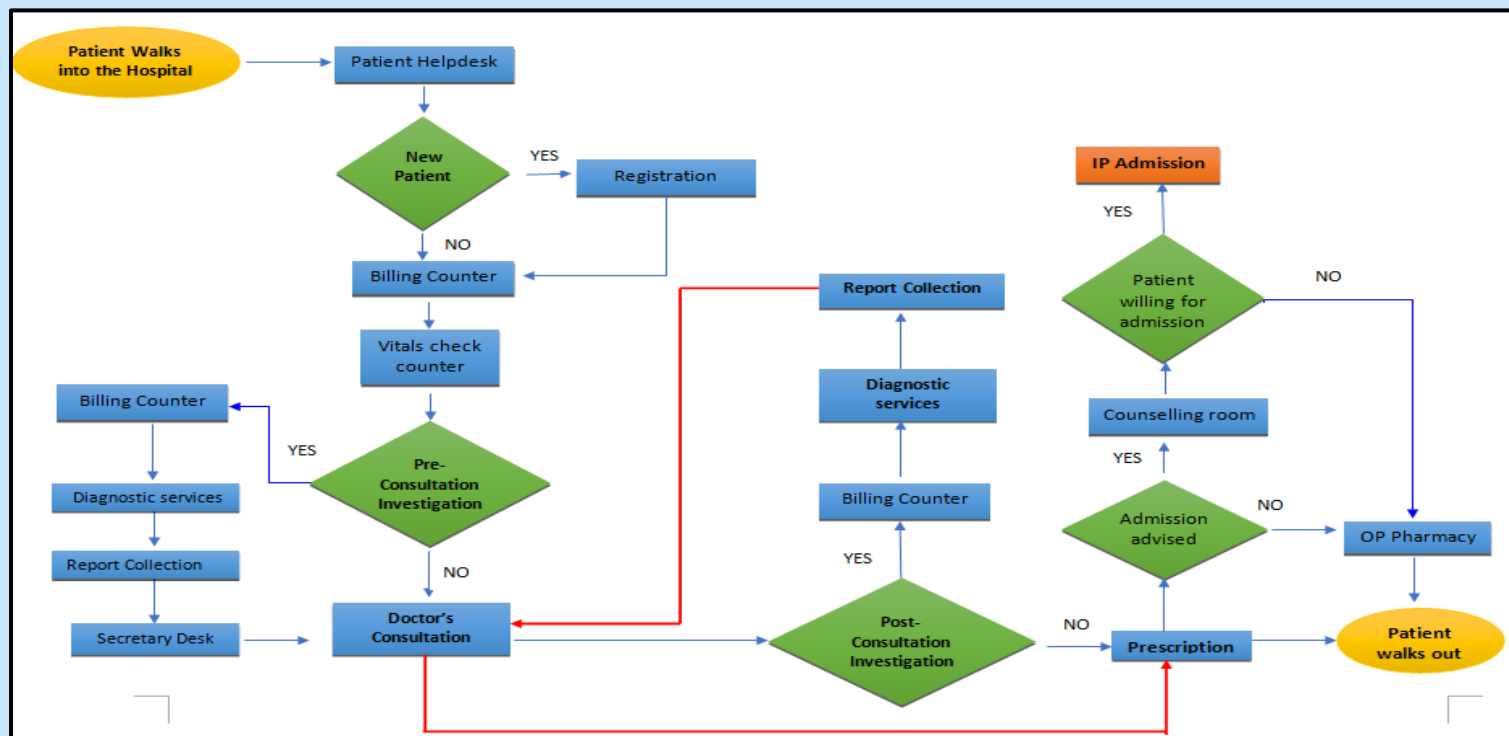
- Study Design: - Cross-sectional Study
- Study Setting: - Narayana Multi- Specialty Hospital, Mysore
- Duration of the Study: - 20th May2020 to 30th May 2020
- Sampling Technique: - Random Sampling was done in which all the Patients walking through Post Paid OPD (i.e., 584) and an equal number of patients were selected from regular Patients. Random Sampling was done for Regular Patients using RAND Function through Microsoft Excel (As a set of doctors were chosen for Post Paid OPD so the patients of same doctors was chosen among Regular OPD Patients).
- Sample Selection: -
- Inclusion Criteria: All the cash patients coming through OPD and taking consultation of selected doctors.
- Exclusion Criteria: All the non-cash patients coming through schemes and special programs and taking consultation of other than five doctors.
- Sample Size:-
- Total of 1168 was selected out of which 584 were of Post Paid OPD and 584 were of Regular OPD respectively.

DATA COLLECTION

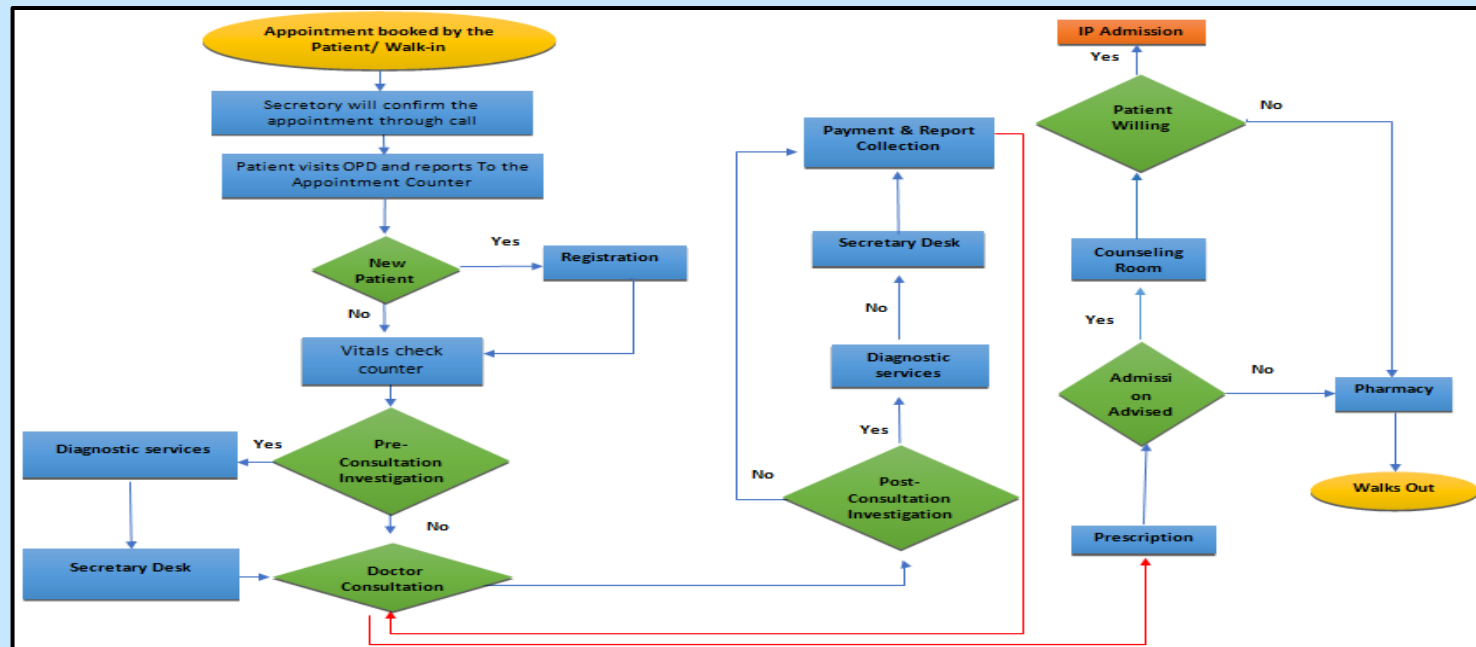
- Primary Quantitative data was collected from the Electronic Records (EMR) in order to ensure accuracy of the data. The required data is filtered from the data set.
- The Following details were collected for data analysis
 - Name of the Patients
 - Consultation Type
 - Appointment booked Date and Time
 - Patient Arrival Time in the Hospital
 - Start Consultation Time
 - End Consultation Time
- Data was collected for 1168 for OPD patients. 584 patients were of Regular OPD and equal number of patients was selected from patients coming through Post Paid OPD. Data was analyzed classified in three categories based on consultation type i.e., New Visits, Follow-Up and Revisits for both Regular and Post Paid OPD.

RESULTS

1.PROCESS FLOW

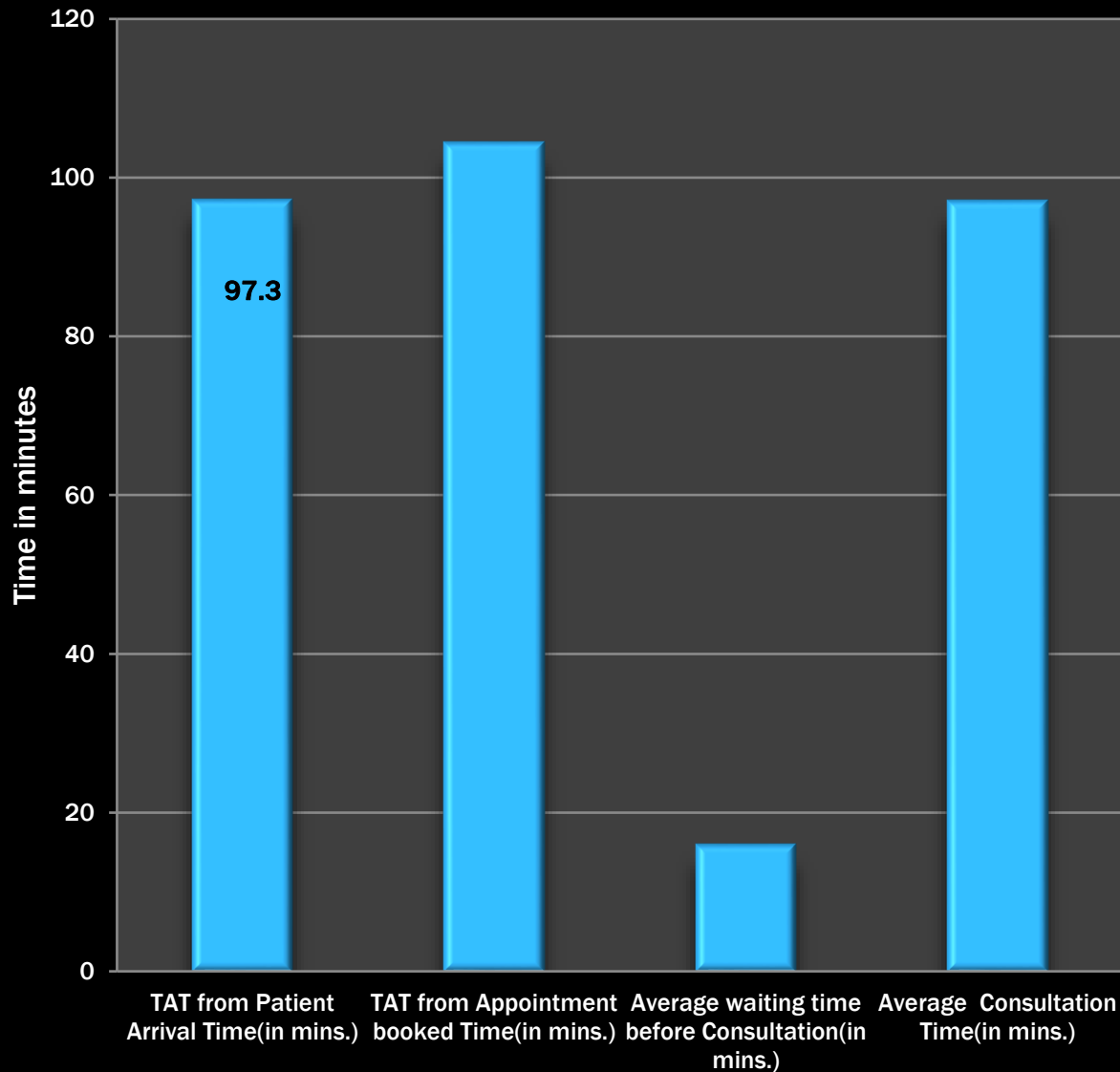


b) Post Paid OPD



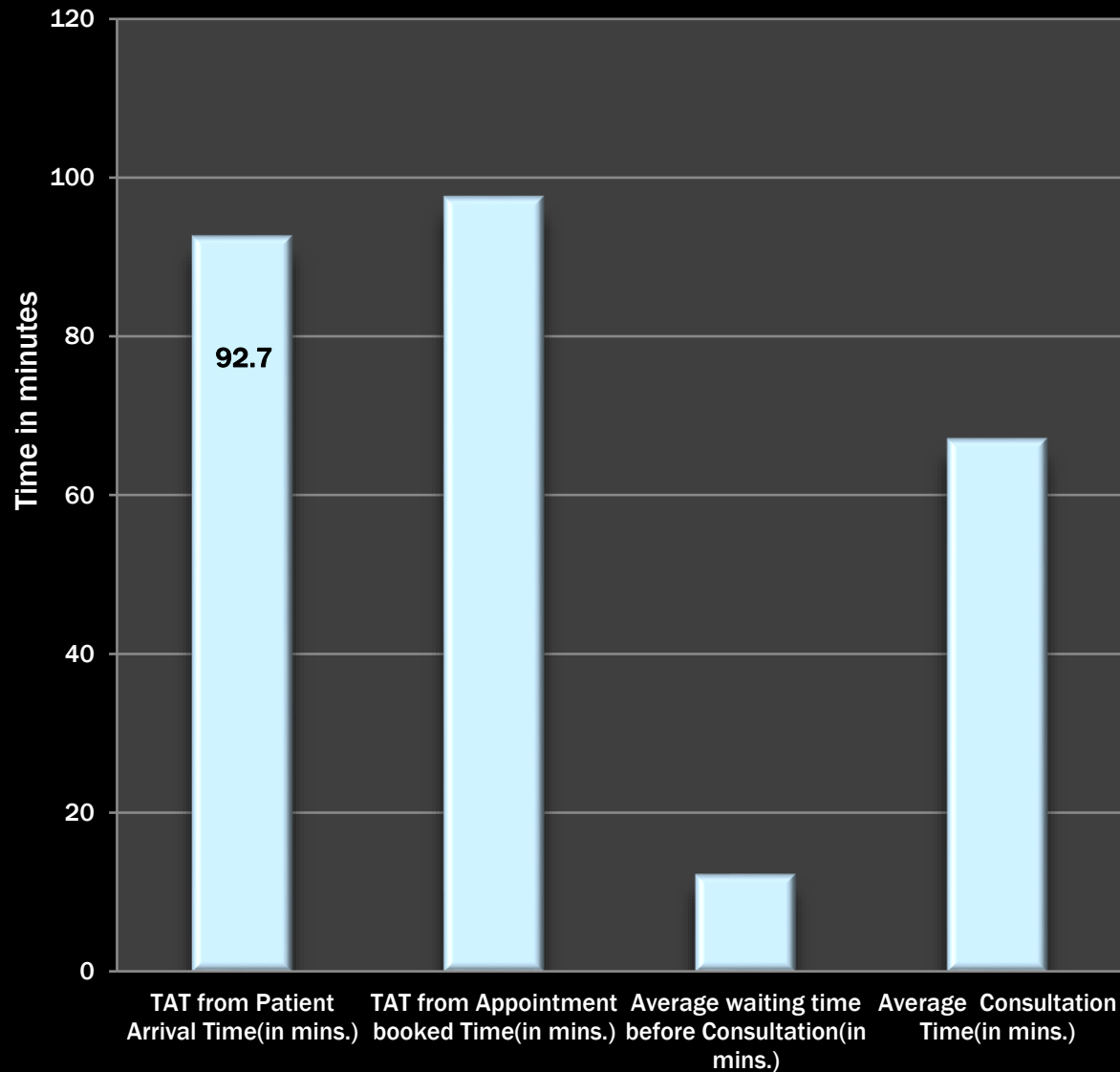
The process flow of both the OPDs (i.e, Regular OPD and Post Paid OPD) has been traced. The service encounters has been reduced in the Post Paid OPD. Post Paid OPD helped in smoothening the processes of OPD.

New Visits(Post Paid OPD)



B. Turn Around Time
Post- Paid OPD
a) New Visits
Turn Around Time from Patient Arrival was 97.3mins, Turn Around Time from Appointment Booked Time was 104.5min., Average waiting time before consultation was 16mins., Average Consultation Time is 97.17.

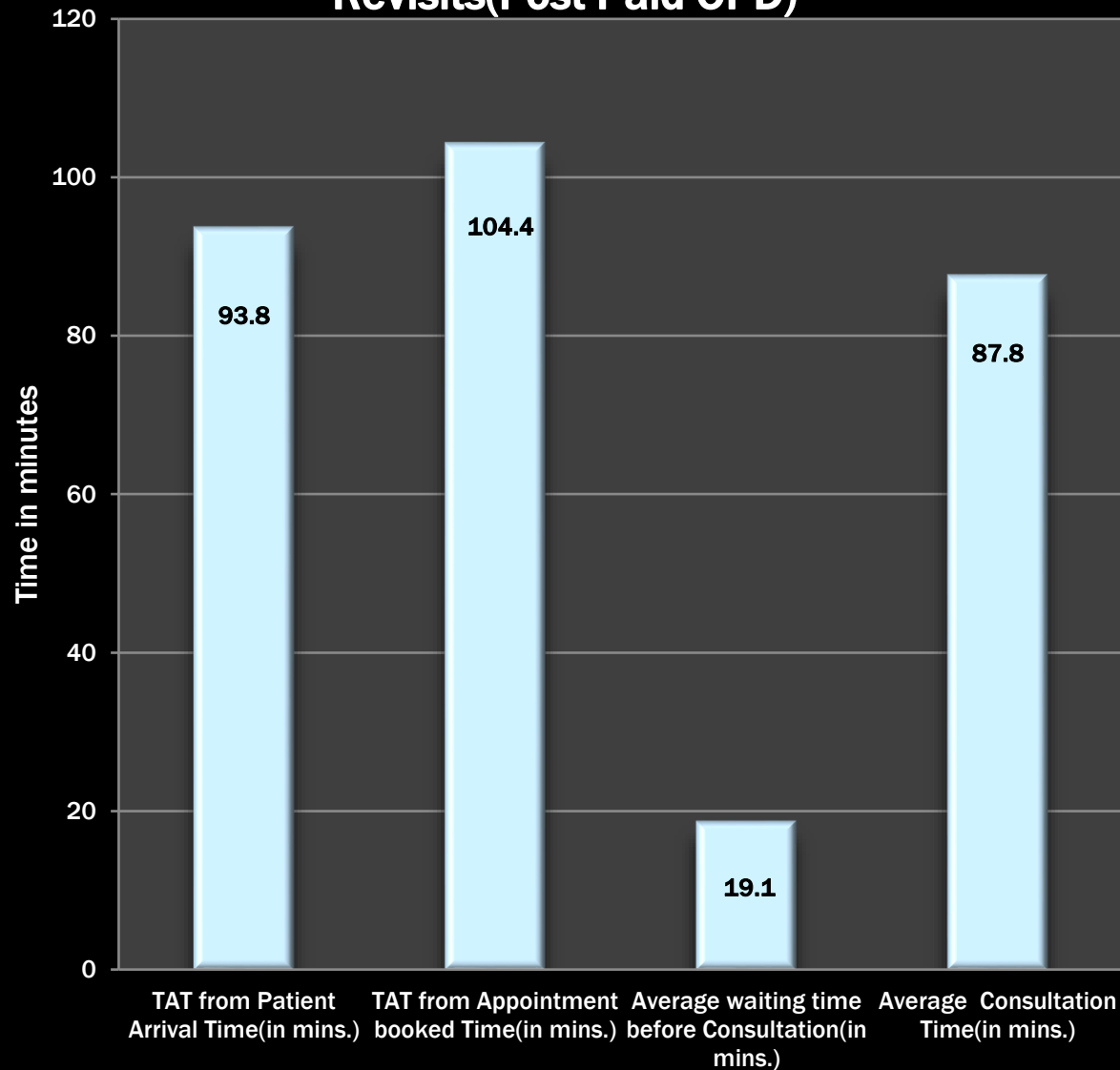
Follow Up(Post PaidOPD)



FOLLOW UP

Turn Around Time from Patient Arrival was 92.7mins, Turn Around Time from Appointment Booked Time was 97.7 mins., Average waiting time before consultation was 12.44mins., Average Consultation Time is 67.24mins.

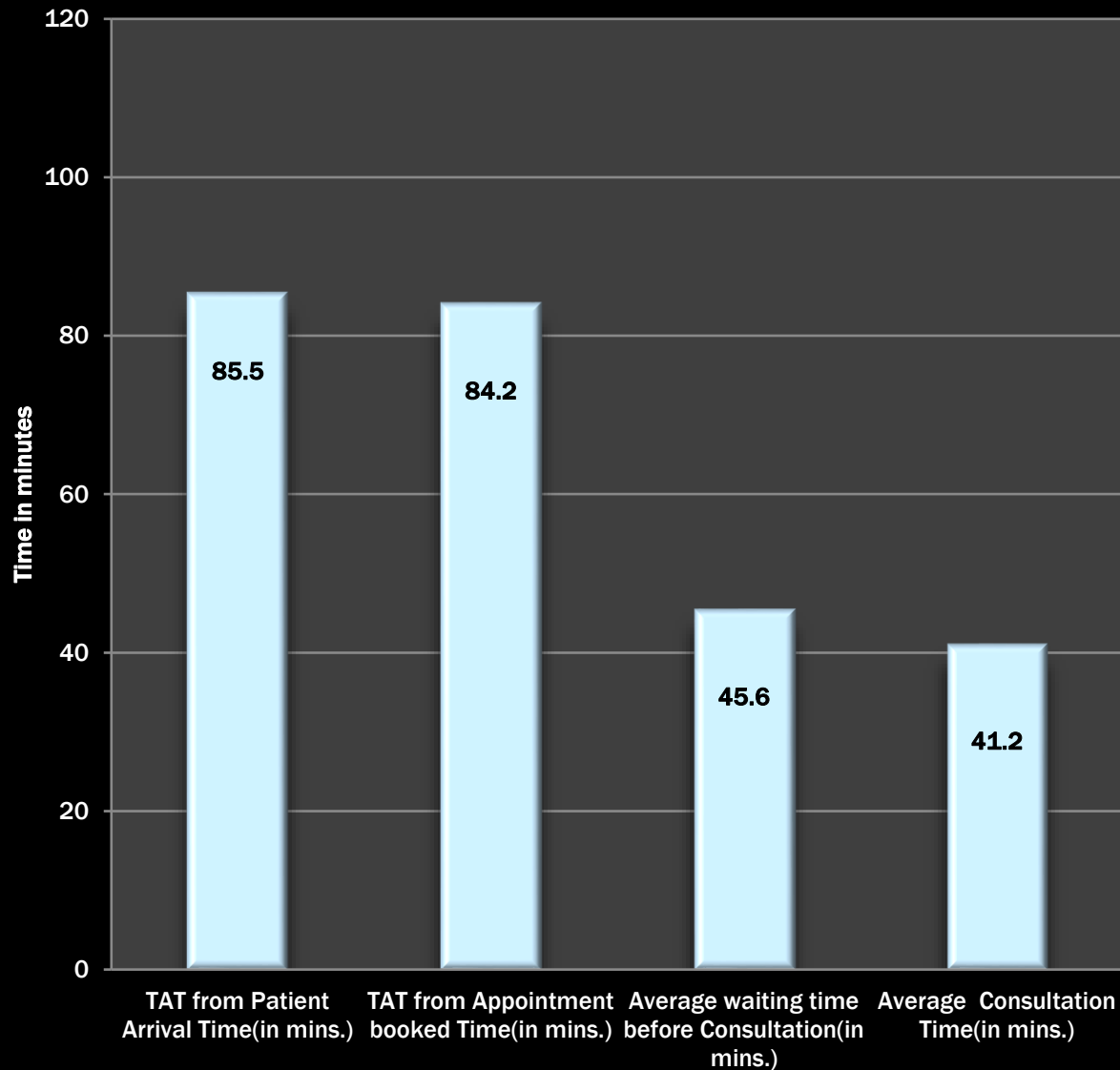
Revisits(Post Paid OPD)



C) REVISITS

Turn Around Time from Patient Arrival was 93.8mins, Turn Around Time from Appointment Booked Time was 104.4 mins. Average waiting time before consultation was 19.1mins., Average Consultation Time is 87.8mins.

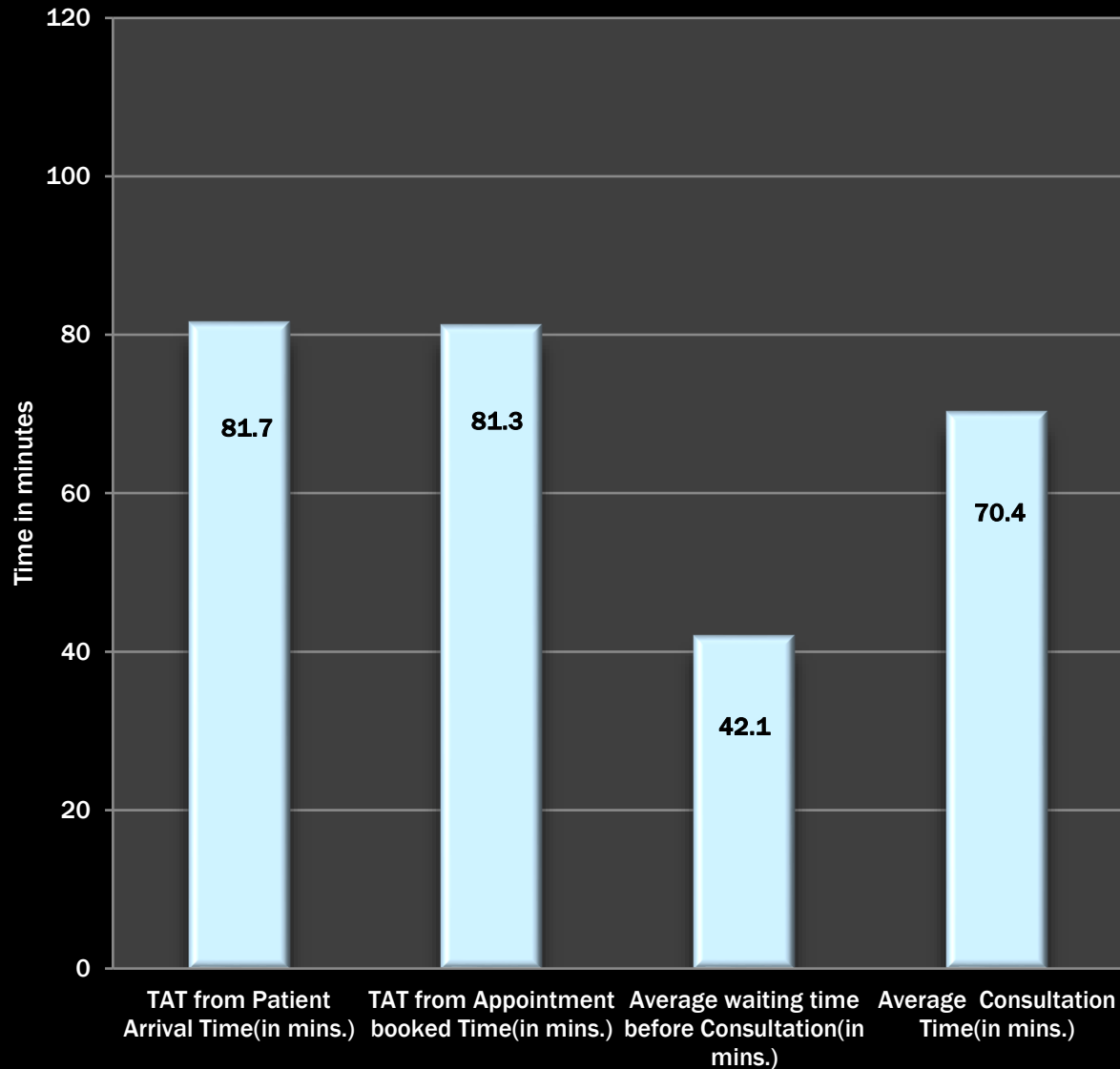
New Visits(Regular OPD)



II)REGULAR OPD A) NEW VISITS

Turn Around Time from Patient Arrival was 85.5mins, Turn Around Time from Appointment Booked Time was 84.2 mins., Average waiting time before consultation was 45.6mins., Average Consultation Time is 41.2mins.

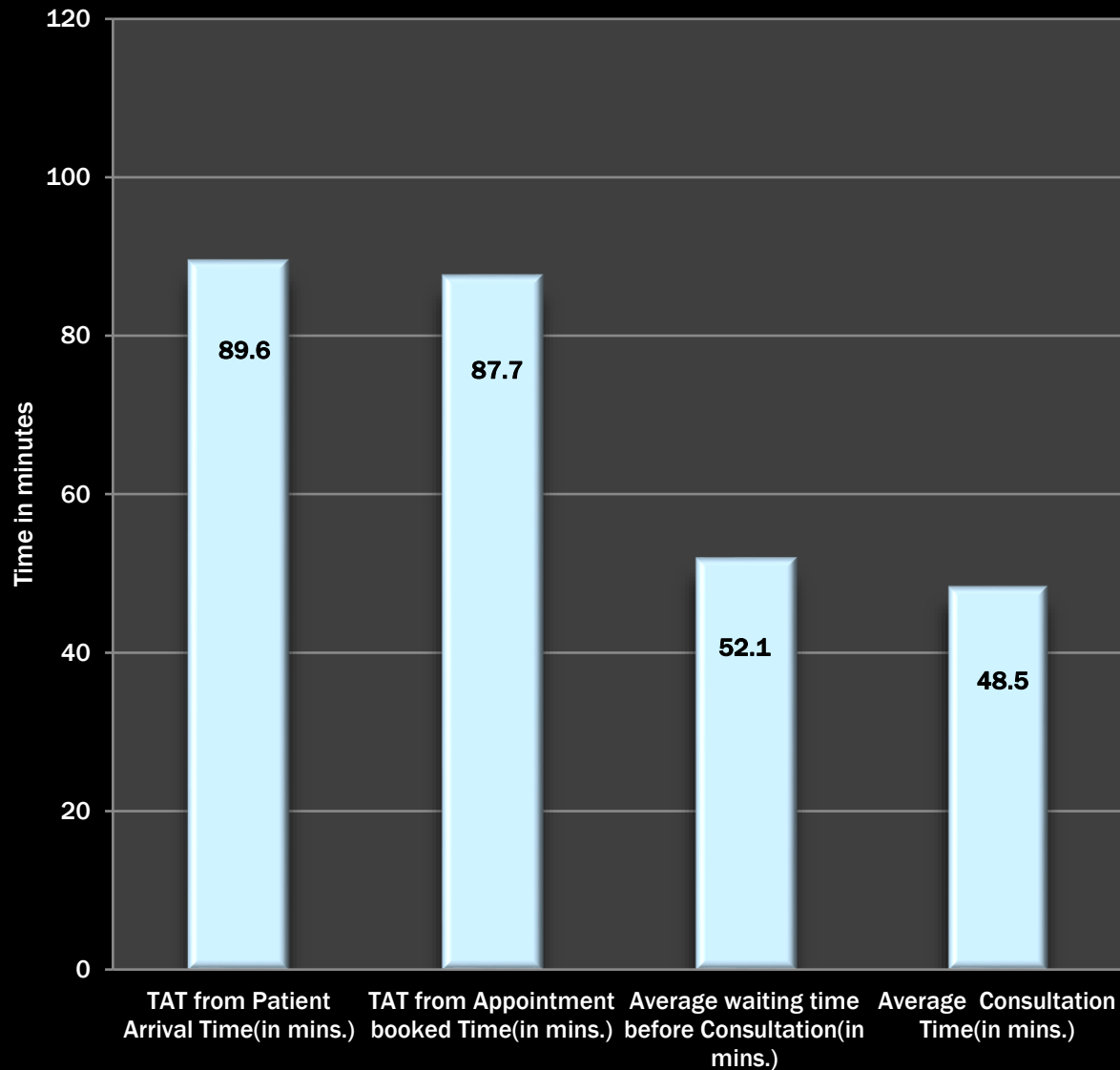
Follow Up(Regular OPD)



B) FOLLOW UP

Turn Around Time from Patient Arrival was 81.7mins, Turn Around Time from Appointment Booked Time was 81.3 mins., Average waiting time before consultation was 42.1mins., Average Consultation Time is 70.4mins.

Revisits(Regular OPD)



C) REVISITS

Turn Around Time from Patient Arrival was 89.6mins, Turn Around Time from Appointment Booked Time was 87.7 mins., Average waiting time before consultation was 52.1mins., Average Consultation Time is 48.5mins.

CONCLUSION

Though the TAT from Patient Arrival has been increased, TAT from appointment booked time is also increased due to the increase in Appointment booked through Website

The patient waiting time has been decreased significantly due to decrease in frequency of Patient visiting billing counter

	Regular OPD				Post Paid OPD			
	TAT 1	TAT 2	TAT 3	TAT 4	TAT 1	TAT 2	TAT 3	TAT 4
New Visits	81.7	81.3	42.1	97.3	97.3	104.5	16	97.17
Follow Up	85.5	84.2	45.6	41.2	92.7	97.7	12.44	67.24
Revisits	89.6	87.7	52.1	48.5	93.8	104.4	19.1	87.8

SUGGESTIONS

- Patient should be educated regarding the new initiate and an approach for fully Digitalized OPD for booking Online Appointment.
- For the vision of Self served OPD the signage in the Hospital need to be Improved