

# Shabnam Soni D Report

*by* Shabnam Soni

---

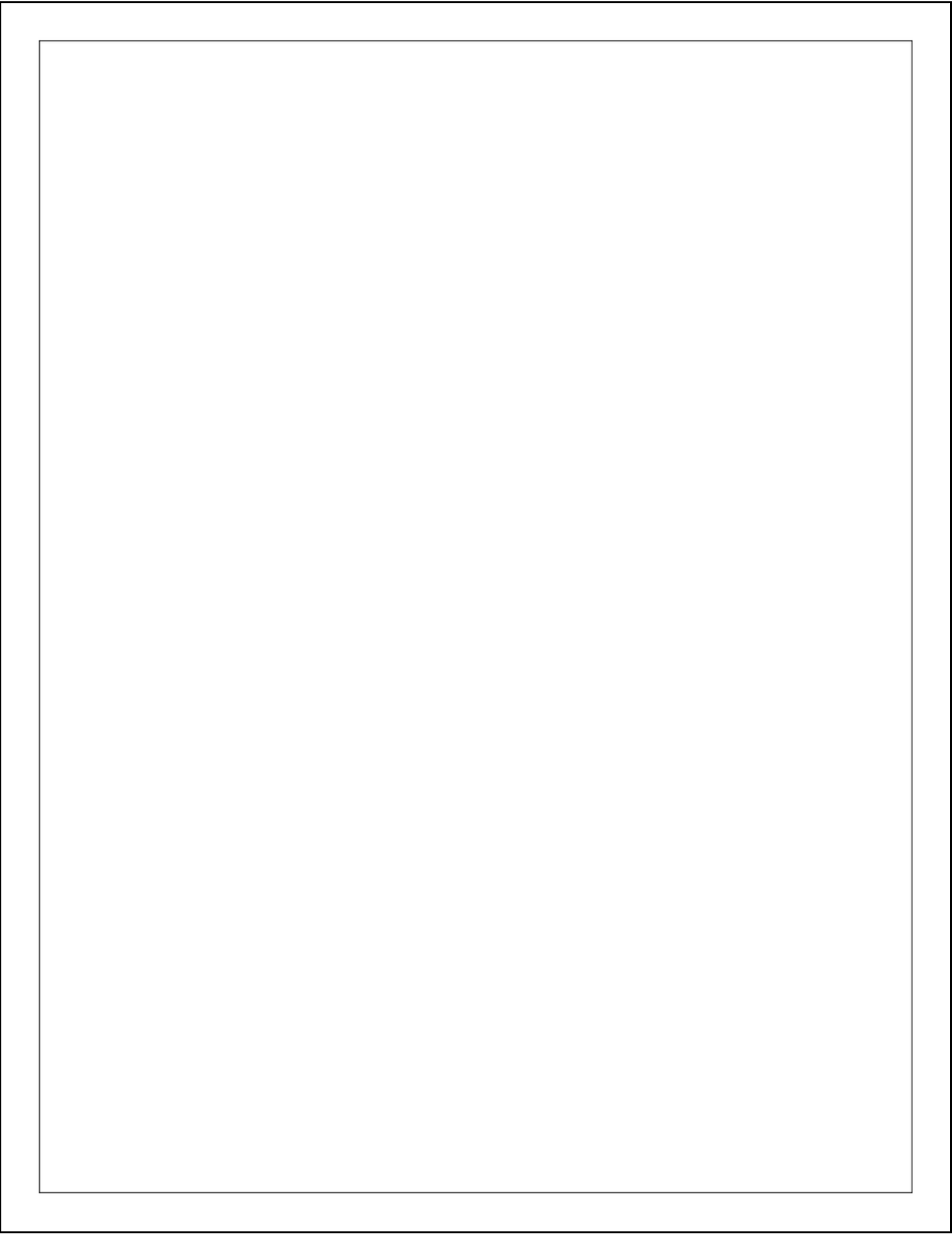
**Submission date:** 18-Jun-2019 04:17PM (UTC+0530)

**Submission ID:** 1144877119

**File name:** Dissertation\_report\_1\_june\_-\_Copy.doc (552K)

**Word count:** 3320

**Character count:** 18274



# **ACKNOWLEDGEMENT**

6

I would like to express my special thanks and gratitude to Life Line hospital who gave me an opportunity to do my dissertation report in their organization and know more about hospital functioning in detail.

I would like to thank my guide **Dr.Sajid khan** chairman and Dr. Rupam Arora and Dr. Renu Chawla- operation manager of Life Line hospital laxmi nagar Delhi. Who helped me in a lot throughout the tenure of my dissertation report. They rendered their relevant information which enabled me to overcome every obstacle which came my way in the completion of this project.

I would also like to thank each and every person of team Life Line for encouraging me supporting and guiding in successful completion of my project. I would also like to acknowledge my mentor and teacher Dr. Pradeep Panda for enriching this project with her advice & suggestions, and always been there as a guiding light giving me in depth knowledge about every aspect of my internship journey.

## **Organization Profile-**



Life line Hospital Laxmi nagar Delhi is a 50 bedded hospital which is well equipped with latest technology and best medical team. Life Line Hospital is a Multi Speciality Clinic in Laxmi Nagar, Delhi. The clinic is visited by obstetrician like Dr. Rupam Arora and Dr. Renu Chawla. Some of the services provided by the Clinic are: High-Risk Pregnancy Care,Dental Services and Dental Implant Fixing etc. The hospital has well equipped infrastructure,6 beds emergency, 1 major 2 minor OTs,along with these the best team of trained doctors, nurses, technicians and management professional work with sheer dedication to deliver the best quality..



4

## **VISION OF THE HOSPITAL :**

- **Vision-** To create a world-class integrated healthcare delivery system in India, entailing the finest medical skills combined with compassionate patient care.

## **MISSION OF THE HOSPITAL :**

5

- **Mission-** TO ACHIEVE GLOBAL EXCELLENCE IN HEALTHCARE WITH EVIDENCE BASED ETHICAL CLINICAL PRACTICES BY THE TEAM OF HIGHLY SKILLED PROFESSIONALS BY USING CUTTING EDGE TECHNOLOGY.

## **VALUES OF THE HOSPITAL :**

- 2**  
1. **PATIENT CENTRICITY-** a. Commit to best outcomes and experiences for our patients.  
b. Treat patients and their care givers with compassion, care and understanding.  
c. Our patients needs will come first.
2. **INTEGRITY-** a. Be principled, open and honest.  
b. Model and live our 'Values'.  
c. Demonstrate moral courage to speak up and do the right things.
3. **TEAMWORK-** a. proactively supports each other and operates as one team.  
**2**  
b. Put organization needs before department/ self interest.
4. **OWNERSHIP-** a. Be responsible and take pride in our actions.  
b. Take initiative and go beyond the call of duty.



c. Deliver commitment and agreement made.

5. INNOVATION- a. continuously improves and innovates to exceed expectations.

b. Adopt a can do attitude.

c. Challenges ourselves to do things differently.

## **CONCLUSIVE LEARNING:**

Learning:-

- Helped in understanding the overall function of the Hospital
- Importance of strong management system for its proper functioning.
- Importance of maintaining records and generating data for analysis and improvement of system.

## **LIMITATIONS:**

Limitations:-

- Minimum sample collection due to lack of time.
- Scope of study is limited.
- Study has been conducted with the help of few assumptions.
- OPD is too busy to get any information from the technician and staff during work hours, however whatever possible information gathered during non peak hours have been noted down

# **PROJECT REPORT - TOPIC**

Assessment of OPD waiting Time

# **INTRODUCTION**

OPD services are one of the important aspects of Hospital Administration. OPD is the MIRROR of the hospital which reflects the functioning of the hospital being the first point of contact between the Patient and the hospital staff. Ambulatory care services are gaining popularity and are in demand due to day care services. The ease provided here to the patient creates a positive impression in the patient's mind. And out of all the comfort, the most important is short waiting time and a good interaction.

For Patient Satisfaction, empathetic communication, efficiency of health care providers and short waiting time are key factors. It is important to organise the patient flow in such a way that patient waiting time is reduced to the minimum in OPD

OPD staff should be polite, cheerful, cooperative & efficient. Patients visit the OPD for various purposes, like consultation, day care, treatment, investigation, referral, admission and post discharge follow up not only for treatment but also for preventing and promoting services, the first impression of the hospital is formed from OPD and this is the area frequently visited by a majority of patients.

The advantage of studying OPD is it gives us an idea of how OPD function and what the important clinical and non clinical activity are in is required to understand and design the OPD in a way that patient is comfortable and satisfied.

## **RATIONALE OF THE STUDY**

Everybody now a days demand for quick and efficient service the patient visiting any hospital is already in a s state of sufferings and unhappiness. In such a condition making them wait for a long time period adds to their dissatisfaction at the first level itself. So the aim of hospital should be to ensure a smooth flow of the patients with minimal waiting time. Reduction in waiting time will not only improve efficiency of hospital as more number of patients would be treated given time, will also improve the patient satisfaction and eventually increasing revenue and profit generation of hospital.

# Aim

To undertake “Waiting time in the OPD department” and determine the average waiting time of patients and the turnaround time for the various checkups and investigations in life line hospital.

## GENERAL OBJECTIVE:

- To study <sup>8</sup> the waiting time of the patients at the OPD.
- To study the OPD process flow.

## SPECIFIC OBJECTIVES:

- <sup>1</sup> To determine the average <sup>1</sup> waiting time of patients in internal medicine, pediatrics & gynecology OPD of the hospital.
- To identify the causes for longer waiting time at the OPD

# **RESEARCH METHODOLOGY**

- **STUDY AREA:** This study was performed in life line hospital, laxmi nagar, New Delhi.
- **STUDY PERIOD:** The study was conducted in a period of two months from 15 March to 15 May 2019.
- **STUDY DESIGN :** Cross-sectional (Observation or semi-structured interview)
- **SAMPLING TECHNIQUE:** Convenience sampling.
- **SAMPLE SIZE:**500 patients
- **STUDY VARIABLES:** Time taken from registration desk to final exit of the patient.
- **DATA COLLECTION TOOL:** Data was collected through observational checklist, and a patient satisfaction survey.

The data collected round the OPD work timings i.e. 8:00 am to 5:00 pm hours so that a proper judgment can be made about the time management during the peak hours and non- peaks hours.

## **RESULTS, FINDINGS AND DATA**

### **ANALYSIS:**

| Time taken in consultation | % of cases |
|----------------------------|------------|
| 15-20 MIN                  | 5          |
| 30 MIN- 1HOUR              | 45         |
| 1 -1.5 HOUR                | 40         |
| MORE THAN 1.5 HOUR         | 9          |
| LESS THAN 15 min           | 1          |

### **1 FACTORS RESPONSIBLE FOR LONG WAITING PERIOD FOR PATIENTS IN OPD ARE:**

- Doctors coming late in the department.
- Simultaneous of scheduling of doctors.
- Wrong information given to the patients about the availability of the doctor in the OPD.
- Single window registration
- Untrained staff (HIS)
- Doctors going on IPD rounds in between the OPD hours.
- Maximum no. of patients is dissatisfied with waiting time at reception counter.

### **DATA INTERPRETATION:**

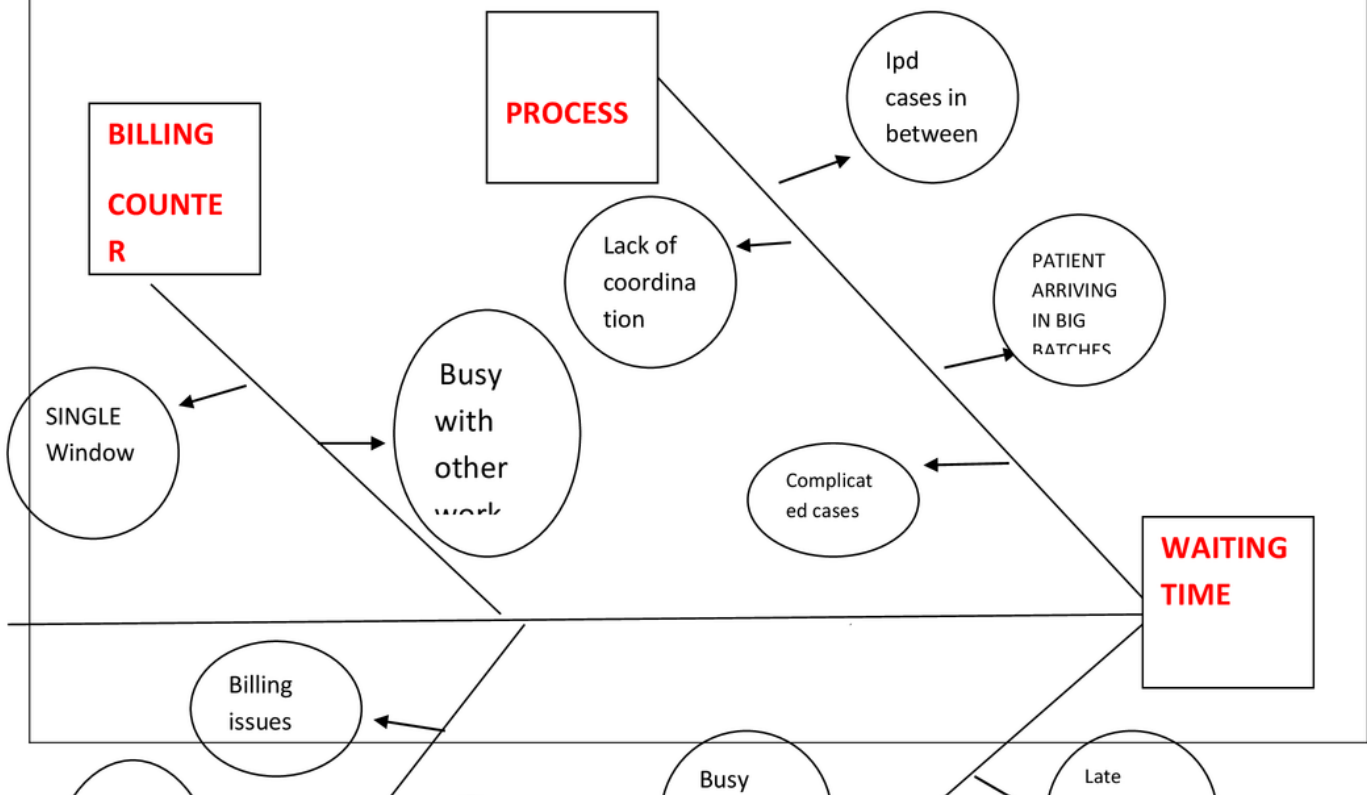
45% OF Patient are waiting in OPD for 30 min- 1 hour for consultation  
40 % are waiting for 1-1.5 hour for consultation  
9% are waiting for more than 1.5 hour.

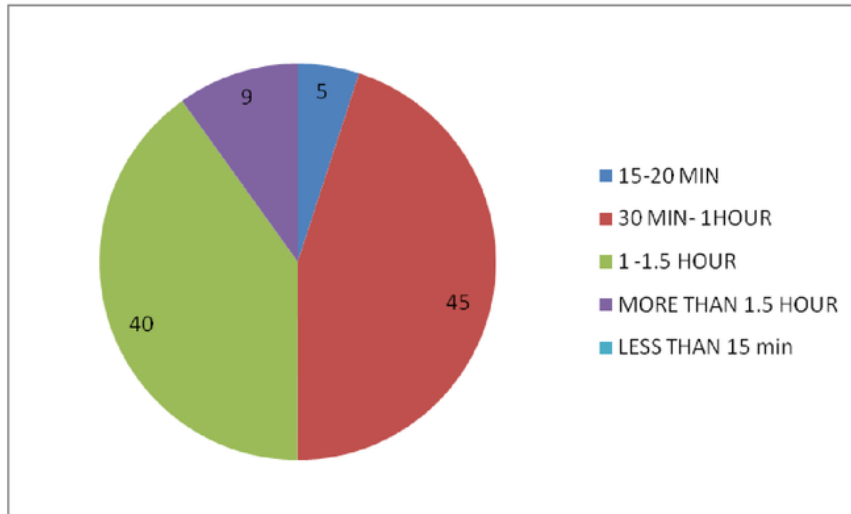


The Above data shows the long waiting time in OPD that is recorded from arrival i at registration desk to the exit from consultation room.

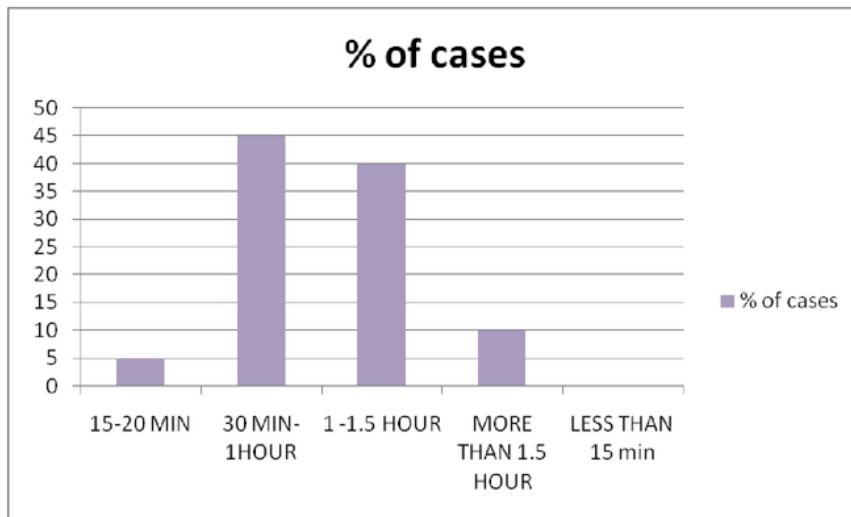
## RCA(ROOT CAUSE ANALYSIS)

Brainstorming session was carried out and all the causes were listed in fish bone diagram.





% OF CASES AND THE WAITING TIME IN OPD



## **CONCLUSION**

- Waiting time is very high which one of the reasons for patient dissatisfaction is.
- Providing an environment of ease and comfort to the patient is the most important part of OPD MANAGEMENT.
- <sup>1</sup> Every patient attending the hospital is responsible for spreading the good image of the hospital and therefore satisfaction of the patients attending the hospital is equally important for hospital management
- <sup>9</sup> So to increase patient satisfaction and improve quality of care the problem of long waiting hours should be addressed on priority.

OPD service forms an interface between the community and the hospital. Its quality gives impression of the hospital image to a large proportion of the society. So, a hospital must target to give its OPD service as best as possible so as to have a positive image and also run profitably.

The waiting time forms an integral part of the quality service and therefore should not be overlooked. Constant efforts are required to reduce it to the minimum and therefore smoothens the overall process of healthcare delivery. Regular surveys must be done to ensure minimum time before consultation and ultimately improve the patient satisfaction about the healthcare provided.

## **RECOMEDATION**

- Increase registration counter.
- Queue management system.
- Train staff and monitor.
- OPD should not be scheduled during OPD.
- Visits to IPD should not be done during OPD hours.
- The OT schedule should not be done during OPD hours.
- **Time management:**<sup>3</sup> Prolonging the OPD timings till late evening with a suitable break for the staff would enable a larger number of patients to be dealt with.
- **Additional manpower hiring:** - As it has been observed that waiting time is increased during the morning time and in the process increasing the patient satisfaction level
- **Physical Facilities:** - A changing rooms should be provided at the OPD so as to reduce the patient's service time at various departments in changing clothes for various investigations.  
A customer help desk should be available in OPD for handling patients grievances.

- **Additional Resources:-** An additional ultrasound machine should be made available in the OPD department to reduce the waiting time. An additional TMT machine would be handy in avoiding any unwanted circumstances.
- **Better co-ordination:-** With so many activities simultaneously occurring within a short span of time of 4 to 5 hours in a busy OPD, the prime requirement is coordination and control. All the departments in OPD should work in coordination to ensure shorter waiting time and queues at the departments and hence patient comfort.
- **Other measures:-** At the reporting counter, the procedure for the cardiac package should be explained to the patients. Reinforcement should be given to patients to ensure that they give their post-prandial blood samples on time. A paper made carry bag should be provided to comprehensive cardiac package or health package patients for proper handling and carrying of the reports.

### References:-

1. Failure mode effects analyses FMEA ASQ Retrieved.
2. JCI'S Quality improvement and patient safety standards QPS.10.
3. <http://www.joint commission international .org/jcinsight/JCI-ezine-04-09-standards-InterpretationQuestion-and-Answer-QPS10>,
4. The New Lean Healthcare Pocket Guide: Tolls for the Elimination of waste in hospitals, clinics, and others healthcare facilities.

## Appendices

## a) DATA COLLECTION FORMAT

[illegible]



## QUESTIONNAIRE SAMPLE

- Are you satisfied with the service provided during this visit.
- Are you satisfied with the total duration of time taken during this visit.

# Shabnam Soni D Report

## ORIGINALITY REPORT

19%

SIMILARITY INDEX

19%

INTERNET SOURCES

3%

PUBLICATIONS

10%

STUDENT PAPERS

## PRIMARY SOURCES

1

[www.iihmr.edu.in](http://www.iihmr.edu.in)

Internet Source

6%

2

[www.daitm.org.in](http://www.daitm.org.in)

Internet Source

6%

3

[www.medvarsity.com](http://www.medvarsity.com)

Internet Source

3%

4

Submitted to Kensington College of Business

Student Paper

1%

5

[venkateshwarhospitals.com](http://venkateshwarhospitals.com)

Internet Source

1%

6

[www.slideshare.net](http://www.slideshare.net)

Internet Source

1%

7

[lettersample.net](http://lettersample.net)

Internet Source

<1%

8

[www.iapsmgc.org](http://www.iapsmgc.org)

Internet Source

<1%

9

Submitted to Pondicherry University

Student Paper

<1%

---

Exclude quotes      On

Exclude matches      Off

Exclude bibliography      On