

Hart Adventist Hospital Ahinsan Kumasi

QI Project

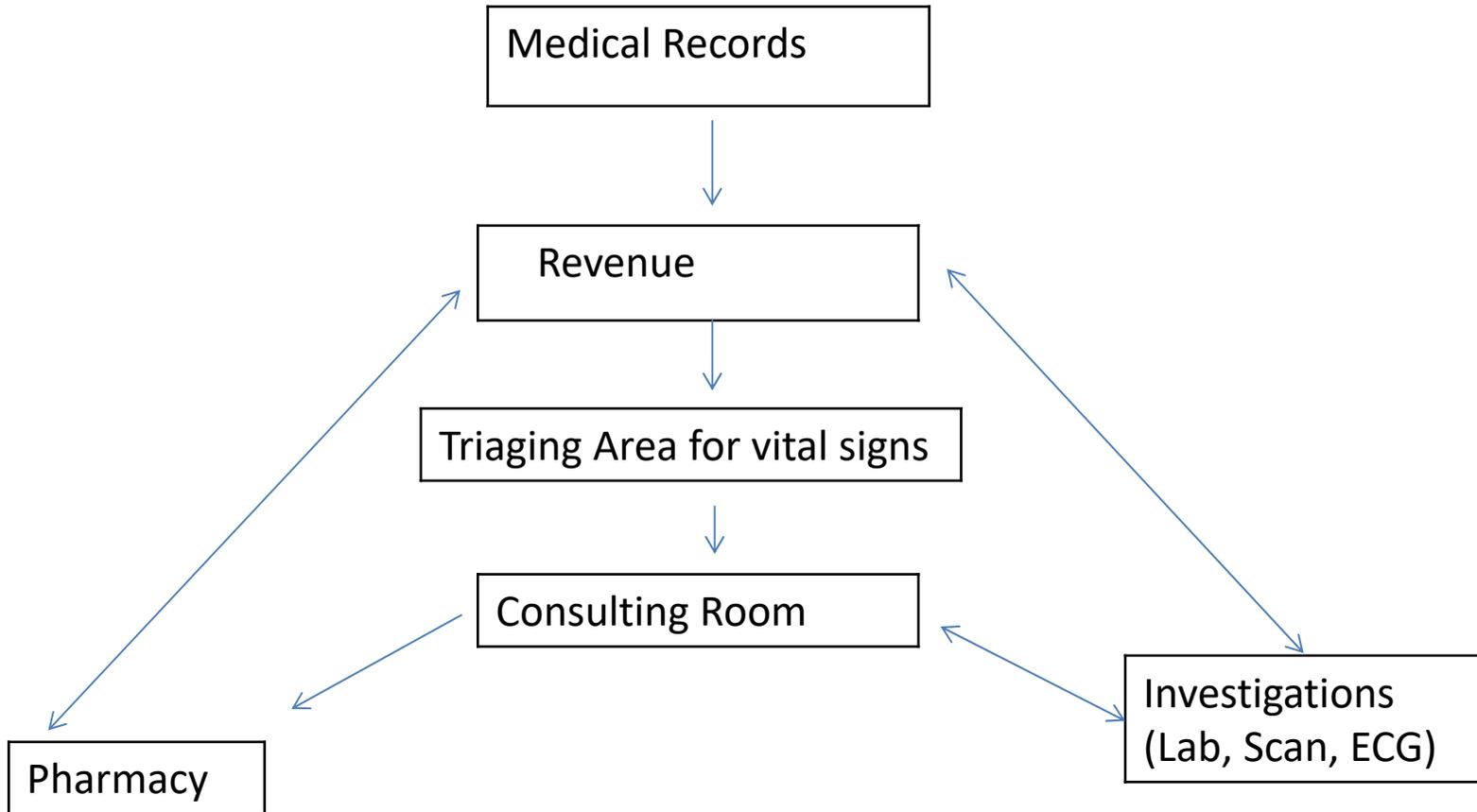
Problem

Long Waiting Time at Out Patient
Department (OPD) of Hart Adventist
Hospital-Ahinsan

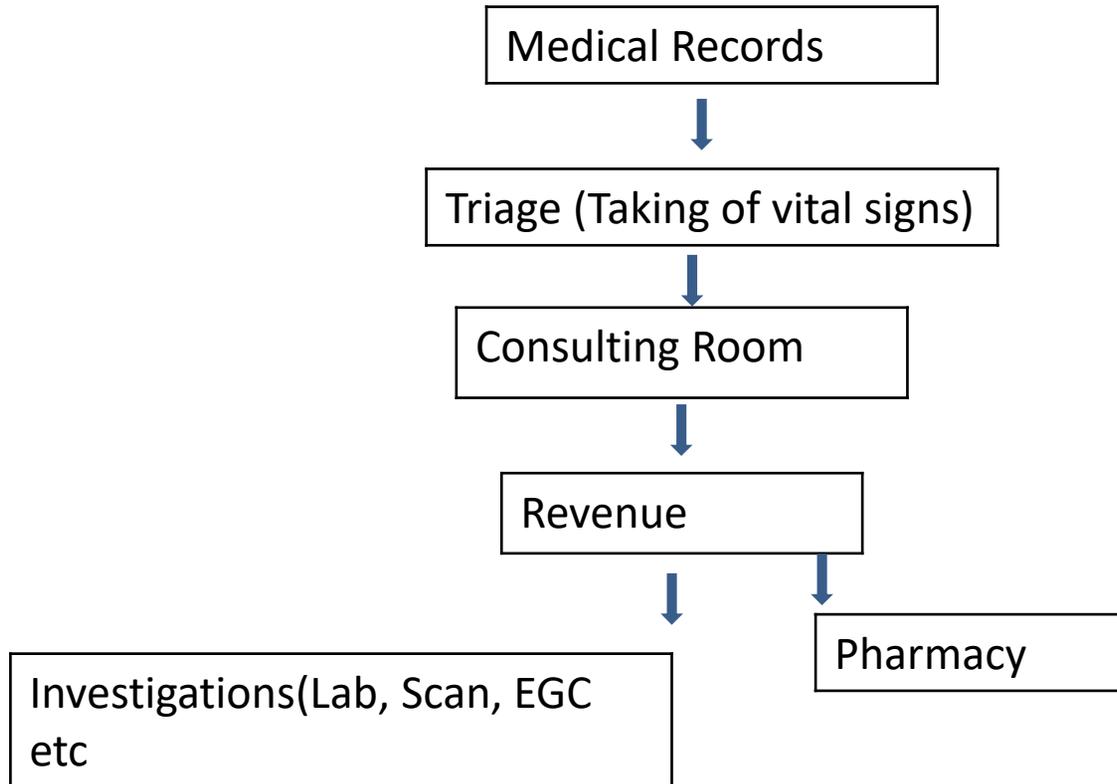
Aim

To find out the problem that cause long waiting time at outpatient department at Hart Adventist Hospital and reduce outpatient department waiting time to 95% by the December 2020

Flow Map of Present State



Flow Map of Future State



Plan-Do-Act-Study-Cycle

Plan

- Human Resource Develop
- Increase in staff strength

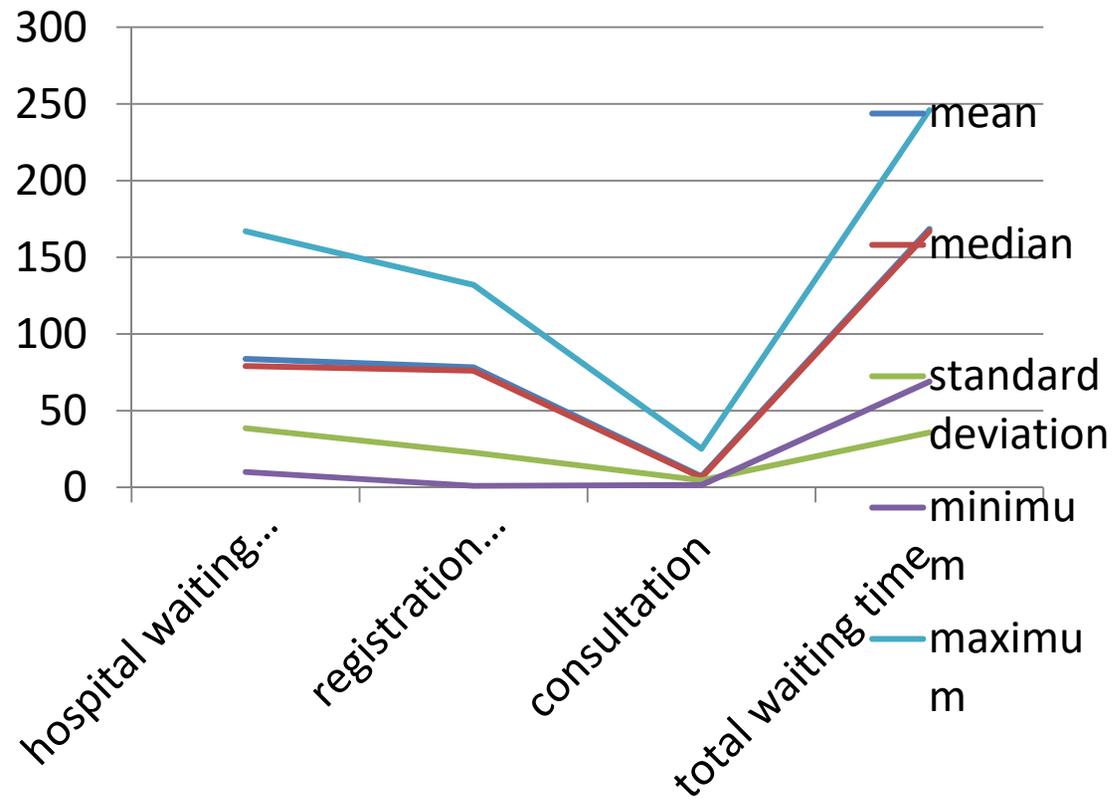
Do

- registration procedures and processes should be announced repeatedly to the patients to enable the first time patients knows where they should go to avoid unnecessary wasting of their precious time.
- Ensure availability of Medical Officer at their consulting rooms and promote the process and procedures in all health care employees
- All employees should be present at their various units this will improve the patients' satisfaction and reduced their stress.
- increase the number of servers at triage and outpatient department,
- Similarly, management should embarked on periodic training and development on team work and client satisfaction to enable employees acquire more skills to manage aggressive patients and also promote cooperation among employees to facilitate efficient and effective health care delivery

Data

Duration of Waiting Time

variables	Hospital waiting Time(min)	Reg. Time(min)	Consultation Time (min)	Total waiting Time
Mean	83.7	78.2	7.1	168.4
Median	79.0	76.0	6.4	167.0
Standard Deviation	38.5	22.7	4.6	35.7
Minimum	10	1.0	1.5	69
Maximum	167.0	132.0	25.1	246.0



Results

To study the complete process flow of the OPD at Hart Adventist Hospital- Ahinsan-Kumsi

- The first point of contact at the hospital for patients is OPD; it gives first impression of the hospital services operations, which acts like a mirror reflecting the functioning of the hospital operations.
- Patients visit OPD for numerous reasons such as consultation, day care treatment; investigation, referral, admission and post discharge follow-ups.

The process flow at Hart Adventist Hospital OPD

Patient entry in the OPD



Measuring the time a patient has to stand in the queue



Measuring the time patient takes at the OPD desk



Measuring time taken by the patient to reach the concerned OPD



Measuring the waiting time of patient in OPD

Results

To find out patient's perception of delay in OPD through satisfaction survey

In this study, it has been witnessed that 80% of patients rated their level of satisfaction at the outpatient department as Good, 6% of patients were dissatisfied with the services at OPD and the remaining 14% of patients felt an average level of satisfaction at OPD. In the course of this study, it was found that health services make hospital operations more sensitive and prepared to meet patient needs. Many instances in which patients were zealous about the services they had received in the hope that some action would be taken to determine their level of satisfaction.

Summary

- Based on the findings above, it can be established that long waiting time at hospitals has a negative direct impact on the demand for health care at Hart Adventist Hospital. Waiting time generally tend to reduce demand for health care from the hospital.
- Waiting time for patients in OPD is still high .Although only few percentages of the clients were dissatisfied with the waiting time at different service areas. However, it should be taken in more consideration as a single bottleneck of the hospital can affect the efficiency of overall functioning of the system. Every patient attending the hospital is responsible for spreading the good image of the hospital and therefore satisfaction of patients attending the hospital is equally important for hospital management.
- Hart Adventist Hospital needs to improve its waiting time and to make the recommended changes to improve its services to patients. There is also a need to conduct further research to assess patient satisfaction on the hospital services including identification of patient's needs and to improve the quality of waiting by having distractions and facilities for patient comfort.

Future Steps/What's Next?

Waiting time can be minimised by:

- optimising availability of workers at their working stations.
- It is required to change the internal practices of the healthcare facilities. Reorganization of appointment access, humanizing availability of health employees at their various stations will minimise the distinguishing areas that cause to delay in meet healthcare services at the OPD waiting time of the patient and hence improve the provision of services.
- The Administrative Managers should be tasked to do survey at the waiting areas for patients who have been waiting more than a set amount of time, about 15minutes in the waiting areas. These patients should be updated and apologised by the Administrative managers for the delay.
- Open communication will also create opportunities to build other areas of patient satisfaction and better helps them address patient issues.