



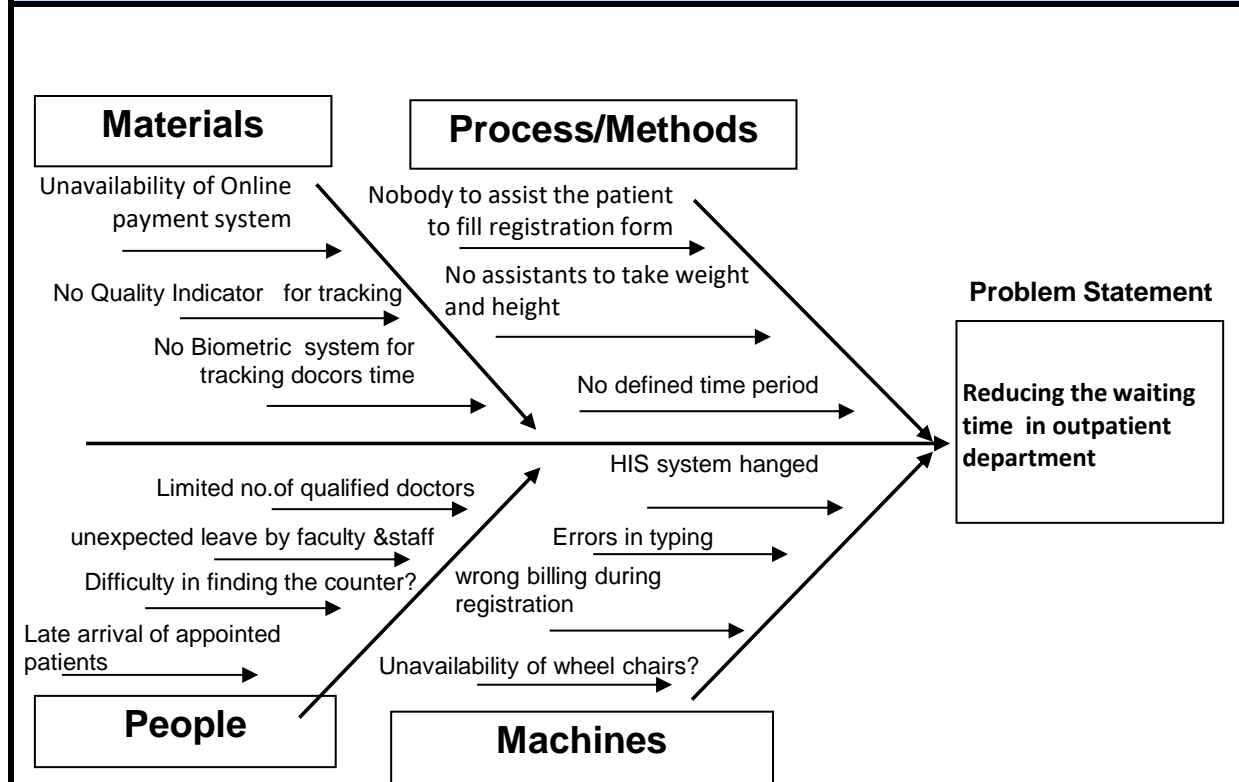
Project Name/Focus:	Reducing the waiting time in outpatient department	Start Date:	
Team Leader:	Dr.Reeta	End Date:	

PROBLEM/NEED	WHAT ARE WE TRYING TO ACCOMPLISH?
1. patients are frustrated due to lengthy time 2. patients refuse to stand in queue's 3. poor patient satisfaction 4. decrease in patients flow coming to OPD consultation	

AIM	HOW WILL WE KNOW THAT A CHANGE IS IMPROVEMENT?
1.To improve employee satisfaction as well as customer satisfaction 2. To align the customer demands 3. To reduce the waiting time and raising patient satisfaction 4. To provide timely care and reduce harmful delays	

BRAIN STORMING	WHAT CHANGE CAN WE MAKE THAT WILL RESULT IN IMPROVEMENT?
1. conduct a study on the average length of waiting times 2. Assess changes in levels and trends of waiting time before and after interventions 3. strengthen the association between waiting time and patient satisfactions 4. Increase number of registration counters 5. Recruitment of additional staff	

ROOT CAUSES CURRENT PROCESS REVIEW - Isolate the root causes



PLAN

- To Create a OPD Dashboard for tracking Waiting time
- To analyse the data for average waiting time on weekly basis
- Maintain a register for in & Out of doctors
- Purchase of Swipe machines for quick payments
- Look for more space to start extra counters for registration
- Allocate security Personnel for guiding and managing the patients at OPD
- Engage patients by screening Health Information & Provide handouts for reading
- Implement patient satisfaction surveys, measured by having rating scale of 5, 4, 3, 2, and 1

Register -Tracking Waiting Time

S.No	OPD No.	Patient Name	Time of Reg	Time of Consultation	Doctor Name

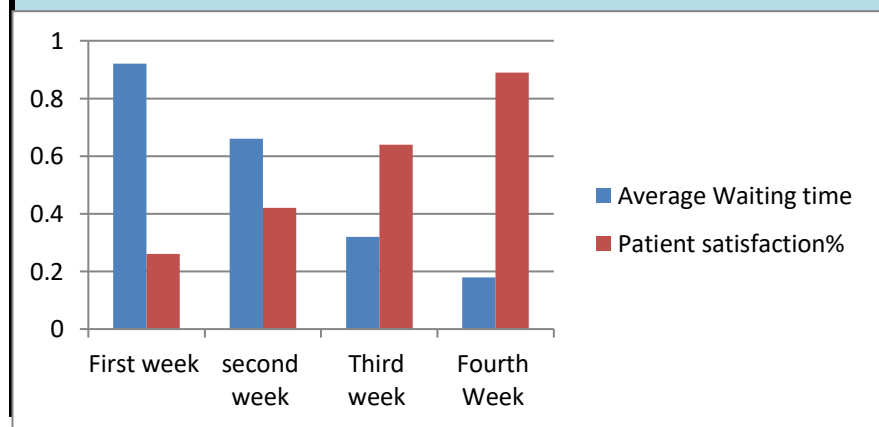
DO

	Action	Who	When
1	Prepare OPD Dashboard	Quality Team	2.2.2020
2	Purchase of swipe machines for online payments	Finance Dept	12.2.2020
3	Allocation of Extra Counters	CCO Dept	2.2.2020
4	Recruitment of Security Personnel	HR Dept	6.2.2020
5	Prepare material for screening health information	IT Dept	5.2.2020
6	Prepare handouts for reading	OPD Supervisor	10.2.2020

STUDY

Target	Results	Eval
A QIP is done by measuring the exact time of registration in computer system and exact time of doctor consultation for a period of 4 weeks and the study was done for all patients arriving at OPD.	The monthly average waiting times for consultations before and after the respective interventions is given in below Graph. The waiting times in first week was from 92%. The post intervention waiting time decreased from 92% to 18%.	Analysis results shows that, prior to the interventions on waiting time for consultations in March 2020, the trend of the monthly average length of waiting time for consultations declined.
The Outpatient satisfaction survey was conducted on the waiting time for consultation using Likert scale	We analyzed the changes in levels and trends of waiting times for consultations. In the initial weeks the percentage was 26% and gradually increased to 89%	There was an increasing patient satisfaction level in reducing the waiting time for consultations

Graphical Presentation of Pre & Post Intervention



ACT

Future Action	Who	When
1.Redesign the patient care system	Management	12.12.2020
2.Carry out continuous quality improvement projects	Quality Dept	12.12.2020

REFLECTIONS/LESSONS LEARNED

- #3
1. Patients coming to the hospital if satisfied will help in developing the good image of the Institute and waiting time is one of the important indicator of patient satisfaction
- #4
2. Patients seem to be satisfying with the services provided by the

