

# A STUDY ON TURNAROUND TIME IN OPD IN ONE OF THE LEADING MULTI\_ SPECIALITY HOSPITALS IN KERALA

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## ABSTRACT:

With the development of diseases comes an increase in demand for outpatient consultations. Hospitals should have management controls in place to cut down on patient wait times and increase patient assessments in a short amount of time. It results in the patient becoming unhappy with the hospital's services. The goal of this study is to evaluate the patient turnaround time, which is the total amount of time needed from the moment the patient arrives for their initial consultation. Calculating the patient's workflow and the amount of time needed for each procedure that involves their consultation was done as part of the analysis. By evaluating the difference between the average response time during non-peak hours and peak hours, the project's anticipated outcomes are shorter turnaround times.

**Keywords:** Turnaround time(TAT), Average time, Normal hours, Peak hours

## INTRODUCTION:

Turnaround time is a highly important factor in determining how effectively a hospital's operation system works. The management can concentrate more on the patient satisfaction rate thanks to this. Along with evaluating each person's role play, it has significant positive effects on the production and efficiency of the department.

## Ways to Achieve manage Turnaround time:

- Adapt to the automated process: Adapting to an automated process enables one to advance towards the desired goal. It enables the department to operate precisely and effectively.

- Monitoring the entire process will make it possible to concentrate more on identifying and eliminating bottlenecks.
- Creating a more precise procedure A defined procedure makes it possible to monitor the efficient use of the resources at hand.
- The majority of time and money can be saved by employing multitasking skilled individuals and providing them with ongoing training

### **OBJECTIVES OF THE STUDY:**

- 1. To identify the average time spend by the patient in OPD**
- 2.. To identify the factors affecting turnaround time in OPD**
- 3. Objectives of the study reduce OPD time**

### **REVIEW OF LITERATURE:**

According to **Sinreich D and Marmor Y (2005)**, Hospital process operations must be adaptable and effective in order to deliver high-quality care to all patient kinds. The study argues that patient turnaround time needs to be decreased in order to offer the high-quality care to which one aspires. Patient turnaround time is examined as one significant benchmark for gauging service quality. According to the data, waiting time accounts for between 51 and 63% of the whole patient turnaround time.

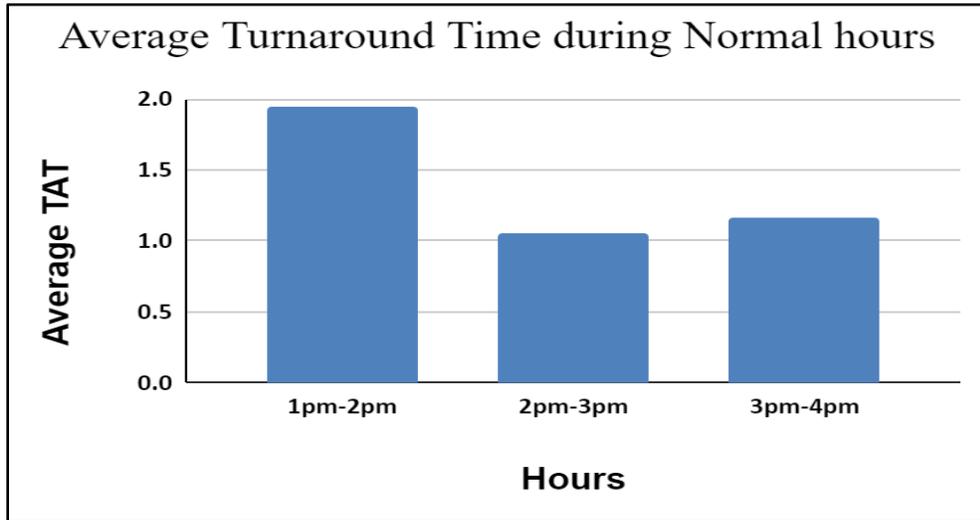
According to **Mohammad Jalili et.,al(2012)**, The goal is to assess laboratory TAT and produce a straightforward model for figuring out the main reasons for delay. Each process' gaps were analyzed, and intervals were compared based on how much of the TAT they made up. The wait times between processing orders and waiting times were the longest.

### **RESEARCH METHODOLOGY:**

This study is carried out using descriptive research design which describes turnaround time of the patient in the Neurology department in a multispeciality hospital. The primary data was collected using the direct calculation of the patient turnaround time in each and every process. Overall observations and replies are organized and processed to produce meaningful data using Simple percentage analysis. The population size was determined to be all the patients who come to the Neurology department. A sample of 103 was selected using convenience sampling technique.

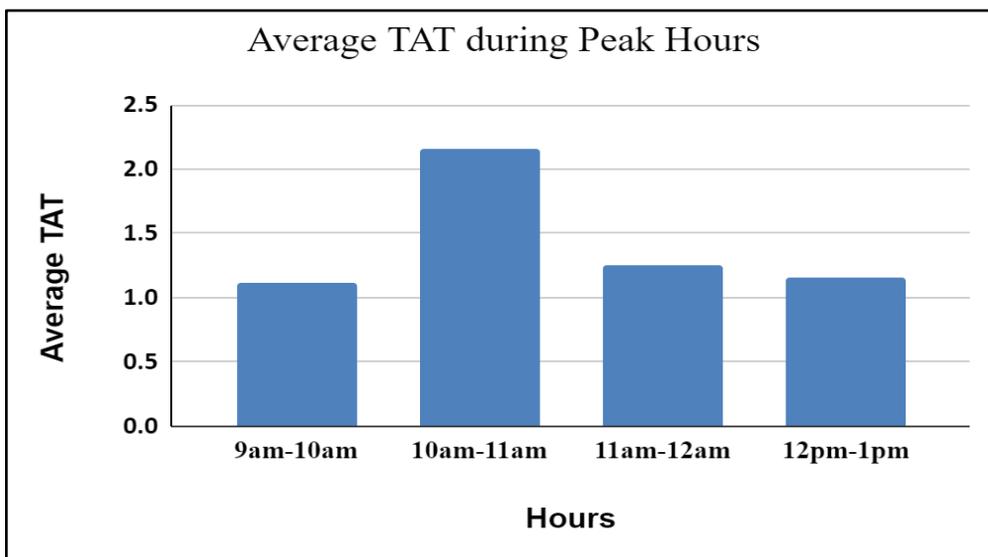
**ANALYSIS:**

**CHART 1:** Chart showing the Average Turnaround Time of patients during Normal hours



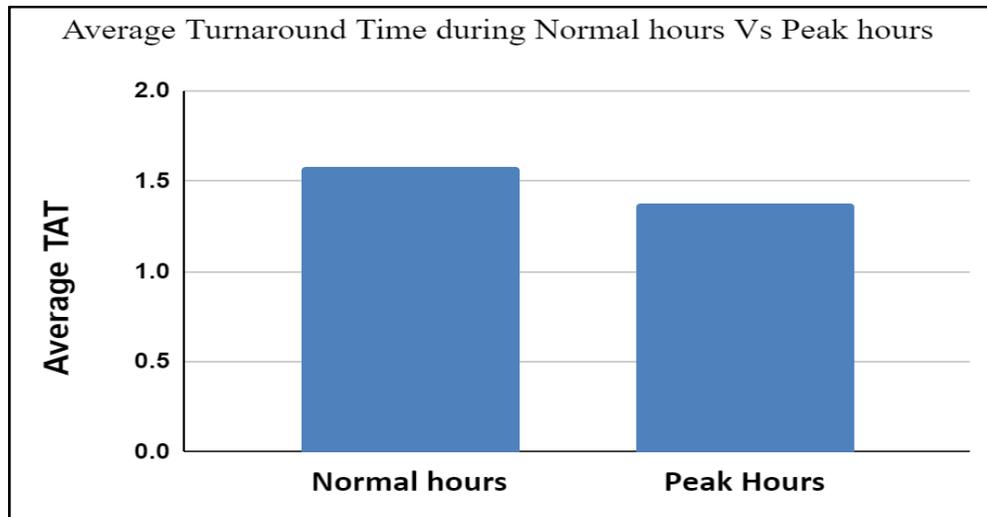
The above chart shows the average turnaround time of patients during normal hours. At 1-2pm, the average Turnaround time is 1 hr 57 mins and between 2-3pm it was 1hr 4mins. At 3-4pm, the average turnaround time is 1 hr 10 mins. The overall average time taken for a patient during normal hours is found to be 1hr 35mins.

**CHART 2:** Chart showing the Average Turnaround Time of patients during Peak hours



The above chart shows the average turnaround time of patients during Peak hours. At 9-10am, the average Turnaround time is 1hr 7mins and between 10-11am, it was 2hrs 10mins. At 11-12am, the average turnaround time is 1 hr 15 mins and at 12pm-1pm it was 1 hr 23 mins. The overall average time taken for a patient during peak hours is found to be 1 hr 23 mins.

**CHART 3:** chart showing the comparison of Average Turnaround time between normal hours and Peak hours



#### FINDINGS:

The outpatients department have only one staff and system

The patients attender have one of the department

To identify the outpatients department should not give the separate feedback form in patients

#### SUGGESTIONS

1. Number of counters to add the Outpatient department
2. To increase the attender in outpatient department
3. Hospital should give separate outpatient feedback form
4. To increase the staff and system in Outpatient department

## CONCLUSION:

The study reveals the average time spent by the patients and the total consumed on each activity. The analysis of the data has revealed that the average turnaround time of the patients during normal hours is higher than during the peak hours.

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