Reducing Waiting Time For Appointments in Heart Hospital Out Patient Department

Authors
Ms. Eslah, Head Nurse, OPD
Ms. Ancy Philip, SN, OPD
Ms. Jessy kuruvilla, SN,OPD

Background

Customer satisfaction has become a serious concern in service sector. The healthcare industry providers globally are experiencing increasing pressure to improve the access and quality of care they deliver. Any system with long waiting times, delays, and queues of patients increases dissatisfaction in the patients.
In Heart Hospital, we addressed this issue in outpatient department and decided to work upon reducing waiting times for appointments.

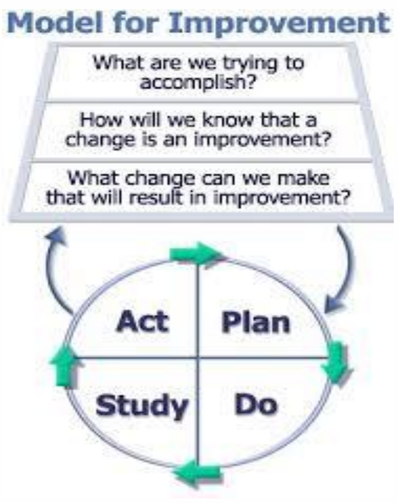
Objective

1. To reduce the time from referral to appointment given in Heart hospital
2. To accommodate walk-in patients with referrals in place of cancelled appointments
3. To increase patient satisfaction

Aim

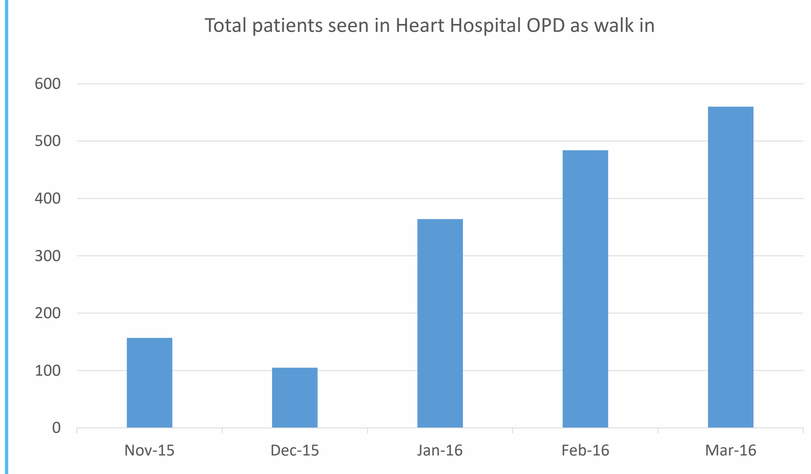
To reduce waiting time from referral to appointments by 50 % in Heart Hospital Out patient department.

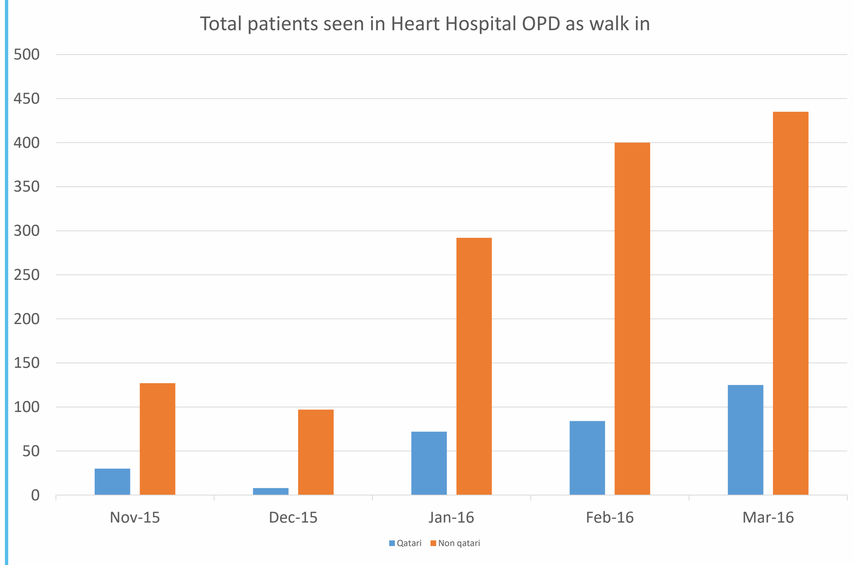
Methodology

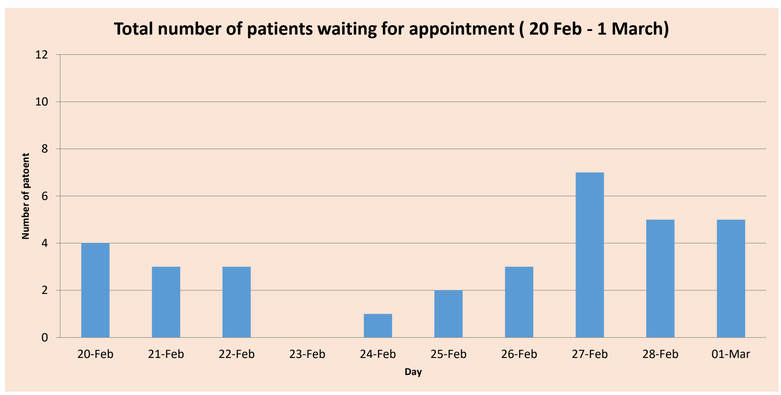


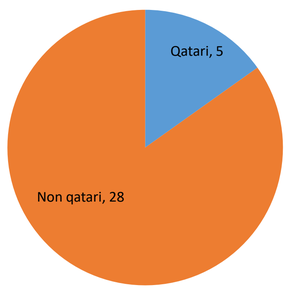
Interventions

1. New referral clinics started.
2. Allowed more walk-in patients to be seen in place of no show patients.
3. We increased the number of patients to be seen in each morning and evening clinics.
4. Changes in timings of Outpatient clinics (0710 -1150,1230 to 1500).
   This helped us to accommodate more patients.
5. Developed our own call system for calling patient which reduces no show rate as well .









Conclusion

The most common factors leading to long waiting time for appointments is high patient load and few doctors.
Over the years, population has increased so does their needs for healthcare. By this intervention implementation, we were able to reduce waiting time for appointments by significant percentage. This will go a long way in reducing the long waiting time experienced by patients and thus increase the rating of satisfaction with services.

Team

Sponsor
Mr. Ibrahim, OPD Administrator

Team Members
1. Ms. Hana, CN,OPD
2. Ms. Shyni Chacko, SN,OPD
3. Ms. Rasha, SN,OPD
4. Ms.Marwa,SN, OPD
5. Ms.Bindu, SN,OPD

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