

A NEW MODEL FOR PATIENTS WAITING TIME REDUCTION FOR TREATMENT AT HOSPITALS

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Abstract

The study focuses on the analysis of patients waiting time current situation and utility of cellphone for reducing the same. The objectives of the study are to study the waiting time at a different hospital, to analyze the difference between delay due to machine breakdowns and delays due to other factors, and to analyze the response of patients if they are informed about the treatment at regular intervals before treatment happened. The data collected from the primary source through a structured questionnaire. For analysis, Cross tabulations and Chi-square used. The analysis shows a significant difference between the patients waiting time at different hospitals. The analysis also indicates that there is a significant difference between delay due to machine breakdowns and delays due to other factors. Furthermore, analysis shows that the patients prefer to be informed about the treatment at regular intervals via smartphone. Based on analysis and study, a new model for reducing waiting time for hospitals has proposed as a solution.

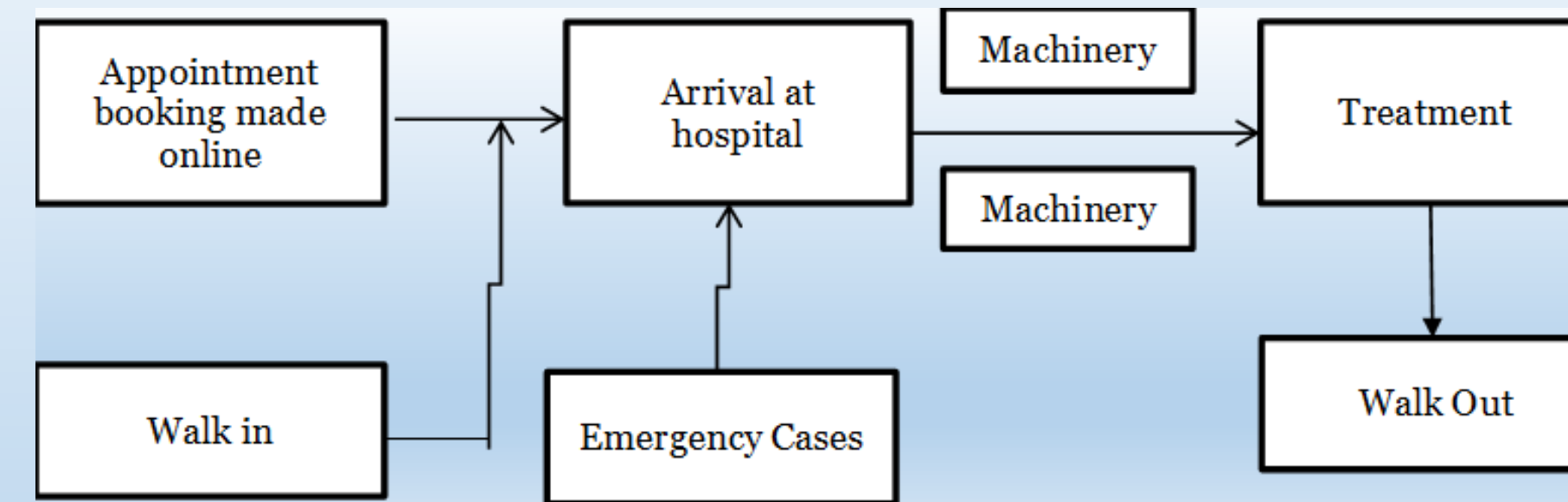
Objectives

- To study the waiting time at different hospitals.
- To analyze the difference between delay due to machine breakdowns and delays due to other factors
- To analyze how patients are informed about the treatment at regular intervals in prior

Materials and Methods

The study uses a mixed research methodology. The research will be exploratory and uses an inductive approach to explore waiting time on hospitals and finding out strategies for reducing it. Data collected from primary sources for the study. Here respondents are patients and their family members. The data collected using a structured questionnaire in an On-field survey of patients and their families in hospitals. For this study, a sample size of 101 taken through a convenient sampling technique. Data collected from articles published in journals and conference proceedings, books, for carrying out a literature review for the study acted as a secondary source.

The collected data has been analyzed through the chi-square analysis. The test carried to know the significance of the hypothesis. For the testing of the hypothesis, a 5% level of significance has used.



GPG Model of Waiting Time for Hospitals

This proposed GPG Model of waiting time consists of the following strategies

- Make things online: As most of the individuals are having access to cell phones, mandatory online booking will reduce the waiting time of patients.
- Significant walk-in timing: The walk-in timing for patients should not be very high, so keep less waiting time.
- Emergency treated first: In case of any severe emergency patients, they need to treat early then look for other procedures.
- Machinery maintenance regularly: Maintain the machines used in hospitals frequently, there should not be any waiting time because of a machine breakdown, because if they are emergency cases, it will be very bad to their life.
- Additional staff on-call temporarily: If necessary, in peak time, hospitals can have the additional temporary staff to reduce waiting time.
- Additional laboratory facilities provide reports early to reduce waiting time on each stage accordingly and make the patients satisfied.

Results

The majority of the patients are expecting text messages and through WhatsApp for updates about their future treatments. This system will also act as reminders and help in the reduction of a delay from the patient's end.

Necessary actions are to be taken in departments such as tomotherapy to reduce the waiting time and to offer better service. Out-patient timing and their appointments have to be treated with regular reminders as they are maximum in number. The inpatients need to attend, and even this category needs to be informed and must be aware of their future treatments on priority.

Even patients updated from staff; there needs to be another medium for communications between patients and hospitals that helps in reminders. Even though mechanical failure is comparatively low, there is still room for waiting time due to service failure. This problem needs to be rectified with suitable precautions and measures.

In some situations, the reason for the delay is patients due to delay in the arrival of the hospital. There need to be suitable measures that would be taken in the reduction of this issue. The service quality rated above average it can be made better with appropriate actions from the hospital management.

Conclusions

The above analysis of the study shows a significant difference between the patients waiting time at different hospitals. The study also indicates that there is a significant difference between delay due to machine breakdowns and delays due to other factors. Furthermore, the study shows that the patients would be informed about the treatment at regular intervals prior. Necessary actions are to be taken in departments such as tomotherapy to reduce the waiting time and to offer better service. Out-patient timing and their appointments have to be treated with regular reminders as they are maximum in number. The inpatients need to attend, and even this category needs to be informed and must be aware of their future treatments on priority. The proposed Model consists of factors like make things online, significant walk-in timing, emergency treated first, machinery maintenance regularly, additional staff on-call temporarily, other laboratory facilities to provide reports early to reduce waiting time on each stage need to be tested. By this Model, waiting time can be reduced in hospitals.

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