

## **SYNOPSIS ON**

# **“A RECOMMENDATION ON REDUCING WAITING TIME IN THE OUT-PATIENT DEPARTMENT IN TAIBA HOSPITAL”**

Submitted in partial fulfillment of the requirements for qualifying

**MASTER OF BUSINESS ADMINISTRATION**

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## 1. AIM / OBJECTIVES

Fixing the objective is like identifying the star. The objective decides where we want to go, what we want to achieve and what is our goal or destination.

- To determine the flow of patient and the average time spent in Taiba Hospitals.
- To identify the factors those are responsible for high waiting time in Taiba Hospitals.
- To recommend appropriate suggestions to optimize the waiting time in Taiba Hospitals

### **Scope:**

The primary activity of the Taiba hospitals is providing medical, diagnostic and treatment services and also specialized accommodation services to in-patients i.e., receiving individuals for medical reasons, providing them with medical care on an on-going basis and offering diagnostic and treatment services. The Secondary activities of Taiba hospitals provide wide variety of outpatient services at low cost.

## **2. INRODUCTION**

The health care industry is under increased pressure from not only national political forces, but also from the competitive marketplace, to manage patient services more efficiently. The impact of restructuring the delivery of health care will cause significant changes in the entire health care system, resulting in a shift of overall hospital management philosophy. Traditionally, the objective of hospitals has been to stress high occupancy, growth in admissions and increased cases load. The most critical challenge for hospitals will be to provide quality health care in the most efficient and cost-effective manner possible. This includes getting the patient well and out of the hospital quickly. The viability of hospitals will depend on their success in responding to changing payer demands. A hospital is an integral part of a social and medical organization, the function of which is to provide for the population complete healthcare, both curatives and preventive and whose outpatient services reach out to the family and its home environment the hospital is also a centre for the training of health workers and bio-social research.

### **3. HOSPITAL PROFILE**

#### **Hospital Introduction:**

“**Taiba Clinic**” was named after Dr. Sanad Al Fadala’s late mother, Taiba Sayed Yaseen Al Tabtabai. It is also worth mentioning the woman behind the idea of naming the hospital, the late Fatima Sulaiman Ibrahim Al Mussalem, the wife of Dr. Sanad Al Fadala. “**Taiba Clinic**” officially opened on 8/12/2002 as the first day-case surgery center in Kuwait under the slogan of “**Care & Cure**”, providing comprehensive medical services.

Now after 4 years have passed and after having achieved exceptional success at “**Taiba Clinic**”, we have decided to expand even further and become the first private hospital in Mubarak Al Kabeer governorate. We have expanded our premises and opened new departments that are equipped with the latest medical technologies and state-of-the-art equipment. Moreover, we have recruited high skilled professionals to ensure the adequate management and organization of the hospital’s dealings, both internally and externally.

On December 2010, Taiba Hospital has acquired the Joint Commission International Accreditation (JCIA) with highest scores in the first attempt. JCI, the world’s leading organization in evaluating healthcare service and quality, awarded Taiba Hospital, the coveted JCI Accreditation certificate, for implementing safe and effective healthcare in

highest quality and value, thus setting Taiba Hospital to be the first medical organization in Kuwait to acquire this outstanding evaluation.

#### **4. RATIONALE OF THE PROJECT**

Outpatient department in any hospital is considering being shop window of the hospital. An outpatient service is the most important services provided by all the hospitals as it is the point of contact between a hospital and the community. It is ambulatory care centres which provide to all members of a community the whole scope of services that are needed to keep them in good state of health directed or by referral to more qualified institutions. Many patients gain their first impression of the Taiba hospital form the OPD. A neat and clean hospital with necessary information boards and proper directions generally provide good image. Out-patient services are the most important services provided by all the hospital as it provides services to a large number of patients at a low cost. Successful and efficient management of hospital can lighten the burden on the patient words.

#### **5. PROJECT METHODOLOGY**

##### **DATA COLLECTION METHODS:**

The data will be collected using both by primary data collection methods as well as secondary sources.

**PRIMARY DATA:** Most of the information will be gathered through primary sources.

The methods that will be used to collect primary data are:

- a) Questionnaire
- b) Interview

**SECONDARY DATA:** secondary data will be collected through:

- Text Books
- Magazines
- Journals
- Websites

### **METHOD USE TO PRESENT DATA:**

Data Analysis & Interpretation – Classification & tabulation transforms the raw data collected through questionnaire in to useful information by organizing and compiling the bits of data contained in each questionnaire i.e., observation and responses are converted in to understandable and orderly statistics are used to organize and analyze the data:

- ◆ Simple tabulation of data using tally marks.
- ◆ Calculating the percentage of the responses.

- ◆ Formula used = (name of responses / total responses) \* 100

Graphical analysis by means of pie charts bar graphs etc.

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## **6. RESEARCH METHODOLOGY**

Research methodology in a way is a written game plan for conducting research. Research methodology has many dimensions. It includes not only the research methods but also considers the logic behind the methods used in the context of the study and explains why only a particular method of technique has been used.

**RESEARCH DESIGN:** - The research design will be used in this study on both 'Descriptive' and 'exploratory'.

### **NUMBER OF RESPONDENTS**

Total samples of 100 respondents will contact who respond to the questionnaires.

### **SAMPLING TECHNIQUE:-**

The technique will be used for conducting the study will convenience sampling technique as sample of respondents will be chosen according to convenience.

### **STATISTICAL TOOLS:**

The tools uses in this study will MS-EXCEL, MS-WORD. MS-EXCEL use to prepare pie- charts and graphs. MS-WORD was used to prepare or write the whole project report.

## **7. PROJECT SCHEDULE**

An outpatient department represents a complex system through which many patients with varying needs pass each day. An effective appointment system is a critical component in controlling patient waiting times within clinic sessions. Current waiting times are often unacceptable and place great stress on clinic staff. In the out-patient department, the main indicator of quality assurance for patients is 'waiting' itself; patients should be attended to within an acceptable time. The using of simulation in healthcare industry is no it a new story. Simulation allows significant exploration of multiple options, without spending enormous amounts of money on staff, training, equipment, and most importantly, without risking possible degrading in the level of healthcare. It has been utilized by many various outpatient services.

## **8. CONCLUSION / RESULT**

As expected at the completion of the project, there will be many points and outcome. We will find that outpatient services have elicited problems like overcrowding, delay in consultation; proper behaviors of the staff etc. administrative staffs will quite concern towards the patients expectation. They will serve the suggestion box for patients and make sure respond to the suggestion satisfactorily.

## 9. RECOMMENDATION

There are some suggestions to improve the hospital facilities, number of counters and staff in the hospital must be increased to avoid long waiting time for the patients and number of staffs should be increased in the depts. With large number of patients. There will be increased number of registration counter. In Project we, will study about many important points and mention new suggestion to improve hospital environment and outpatient services. The waiting area will be more spacious and hospital should give separate outpatient feedback form.

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