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INTRODUCTION

As DCDC Kidney care provides dialysis care service on an Outpatient department basis. It is a growing organisation in the field of dialysis service provider. It needs to assess the level of satisfaction from the patient by Delivering dialysis services to them. Research can provide the organisation about the weakness and the strength so that the organisation can put its best efforts for corrective and preventive actions.

Waiting time : ¹Waiting time refers to the **time** a patient waits in the clinic before being seen by one of the clinic medical staff.[2] Patient clinic **waiting time** is an important indicator of quality of services offered by **hospitals**. The amount of **time** a patient waits to be seen is one factor which affects utilization of **healthcare** .

- Hemo dialysis is a treatment to filter waste material and water from blood. Dialysis act as an artificial kidney .
- Hemo dialysis can be outpatient or inpatients therapy.
- DCDC kidney care provides dialysis on OPD basis, One patient require 3-4 hours to complete dialysis session so for that it is necessary to calculate waiting time of patients for dialysis and scheduling.
- Research can provide the organisation about the weakness and the strength so that the organisation can put its best efforts for corrective and preventive actions.

OBJECTIVE OF STUDY

GENERAL OBJECTIVE

- To study the average Waiting Time Calculation at DCDC kidney care, District Hospital, Sultanpur UP

SPECIFIC OBJECTIVE

- 1. To determine the flow of patient and the average time spent In Dialysis centre
- 2. To identify the factors those are responsible for high waiting time in DCDC kidney care
- 3. To recommend appropriate suggestions to optimize the waiting time in Dialysis centre

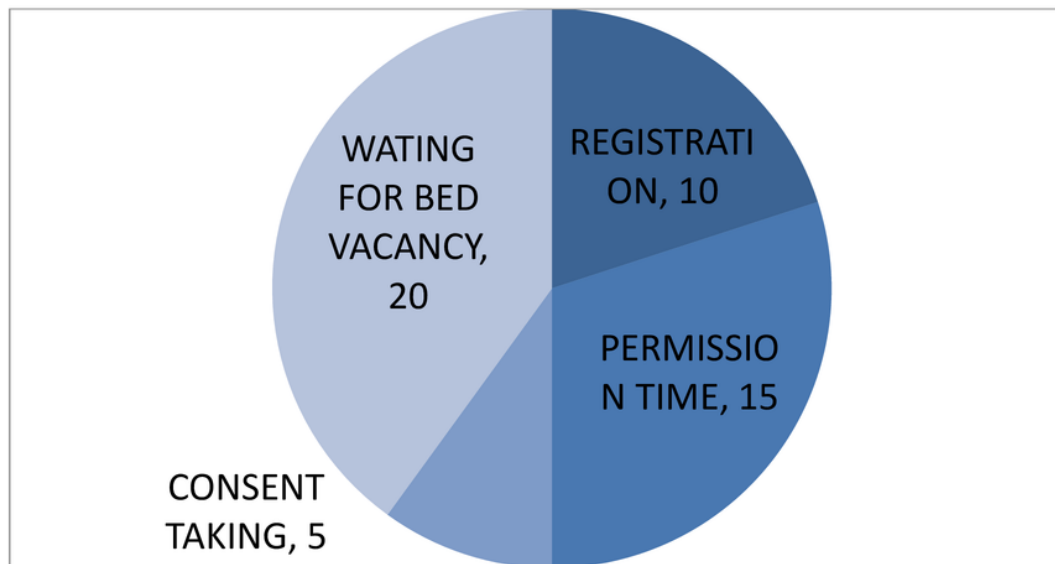
METHODOLOGY

- Duration of Study: 3 MONTHS
- Place of Study: DCDC Kidney care, DISTRICT HOSPITAL SULTANPUR, UP
- Study Population: 100 Dialysis Patients
- Study Design: Descriptive Cross Sectional study
- Sampling Technique: Convenient sampling (Non Probability Sampling)

CASE STUDY-1

All patients came for dialysis

- TIME SPENT AT EACH ACTIVITY
- Registration time-10 mins
- Permission time -15mins
- Consent taking-5mins
- Waiting for bed vacancy-20mins



RESULT

- As per daily observation data shows that most of patients are having waiting time of more than 1 hour .the average waiting time is 50mins.
- The major cause for long waiting time is dialysis machine disinfection process, dialyzer wash time and high bed occupancy rate.
- There are lots of gaps which need to analyse for waiting time consumption.
- shortage of staffs ,lack of appointment systems , one way billing system are the predisposing factors ,which has been observed by routine observation and patient opinion.

GAP ANALYSIS

- Shortage of staff
- Shortage of machine
- Single counter billing process
- Lack of appointment system
- Inadequate training of staffs
- Single machine use for dialyzer wash
- Congestion due to poor infrastructure
- Consultant doctors are not following their time
- Patient attendant are not present during the time of consent taking

SUGESTION AND RECOMENDATION

- Increase number of staff
- Provide more bed
- Introduce appointment system
- Should provide one swipe machine for billing
- Proper training of staff should be provided More machine should be installed for dialyzer wash
- Proper infrastructure planning of dialysis unit
- Strengthening patient scheduling system sift wise for time consumption both for staff and patient
- Proper time for duty doctor

Early disinfection should be carried out to reduce waiting time

CONCLUSION

- Study shows that average waiting time of patient coming to HEMODIALYSIS each day walk in is more in comparison to the appointment patient.
- Patient also comes on scheduled appointment time sometimes getting delayed.
- Television facilities required at the waiting hall to make patient feel good.

Reference

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DESSERTATION REPORT

In

DCDC KIDNEY CARE

(18TH FEB-17TH MAY 2019)

A Report

By

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2017-19

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Patients waiting time calculation for dialysis at DCDC KIDNEY CARE, District Hospital Sultanpur, UP.

Submitted by- Lingaraj B. Rout

ABSTRACT

INTRODUCTION: Hemo dialysis is a treatment to filter waste and water from blood. Dialysis act as an artificial kidney .Hemo dialysis can be outpatient or inpatients therapy. DCDC kidney care [provides dialysis on OPD basis, One patient require 3-4 hours to complete dialysis session so for that it is necessary to calculate waiting time of patients for dialysis and scheduling. Research can provide the organisation about the weakness and the strength so that the organisation can put its best efforts for corrective and preventive actions.

OBJECTIVES: General Objective

To study the OPD Waiting Time Calculation at DCDC kidney care, District Hospital, Sultanpur UP

Specific Objectives

1. To determine the flow of patient and the average time spent In Dialysis centre
2. To identify the factors those are responsible for high waiting in DCDC kidney care
3. To recommend appropriate suggestions to optimize the waiting time in Dialysis centre

METHODS- Place of Study: DCDC Kidney care, DISTRICT HOSPITAL SULTANPUR, UP

Duration of Study: 3 MONTHS

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RESULT-

As per daily observation data shows that most of patients are having waiting time of more than 1 hour .the average waiting time is 50mins.The major cause for long waiting time is dialysis machine disinfection process, dialyzer wash time and high bed occupancy rate. There are lots of gaps which need to analyse for waiting time consumption. shortage of staffs ,lack of appointment systems , one way billing system are the predisposing factors ,which has been observed by routine observation and patient opinion.

CONCLUSION-

Study shows that average waiting time of patient coming to OPD each day walk in is more in comparison to the appointment patient. Patient also comes on scheduled appointment time sometimes getting delayed. Television facilities required at the waiting hall to make patient feel good.

Key Words; Haemodialysis, waiting time, observation, hospital.

INFORM CONSENT FOR FEEDBACK COLLECTION

DISTRICT HOSPITAL SULTANPUR,U.P

OPERATED BY

DCDC KIDNEY CARE

Name of PatientAge/Sex,

.....Contact no-.....Patient ID.

In our efforts sere you better, your feedback is very important to us and we welcome your comments about the care you receive at DCDC Kidney Care. Here this is to inform you that these forms are being shared with you for taking feedbacks for the purpose to conduct a study on patient satisfaction rate at DCDC kidney care.

I have read the foregoing information or it has been read to me .I have had the opportunity to ask questions about it and any questions I have been asked have been answered to my satisfaction. I consent voluntarily to be a part of this study

Patient signature.....

Statement by researcher

I confirm that the participant was given an opportunity to ask question about the study and all the questions asked by the participant have been answered correctly and to the best of my ability .I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

Signature of Researcher.....

Name of Researcher.....

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