

“Study on the Waiting time analysis in Out Patient Department”

**A dissertation submitted in partial fulfillment of the requirements
for the reward of**

Post-Graduate Diploma in Health and Hospital Management

By

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International Institute of Health Management Research

New Delhi - 110075

April, 2011

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SHIVANGI

under the guidance of

Wg Cmdr B. Jena

Designation: Administrative officer

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April, 2011

Certificate of Internship Completion

Date: _____

TO WHOM IT MAY CONCERN

This is to certify that **Ms. SHIVANGI SAXENA** has successfully completed her 3 months internship in our organization from January 24, 2011 to April 24, 2011. During this intern, she has worked as a **Trainee – Front Office & OPD** under the guidance of me and my team at **National Heart Institute**.

We wish her good luck for her future assignments.

Wg Cdr B. Jena

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Certificate of Approval

The following dissertation titled “**Study on the Waiting time analysis in Out Patient Department**” is hereby approved as a certified study in management carried out and presented in a manner satisfactory to warrant its acceptance as a pre-requisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

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Certificate from Dissertation Advisory Committee

This is to certify that **Ms. SHIVANGI**, a participant of the **Post Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. She is submitting this dissertation titled “**A study on waiting time analysis**” in partial fulfillment of the requirements for the award of **Post Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

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Acronyms / Abbreviations:

OPD	Out Patient Department
IPD	In patient department
GDA	General Duty Attendants
ECG	Electrocardiography
ECHO	Echocardiography
TMT	Treadmill Test
ABP	Ambulatory Blood Pressure
PFT	Pulmonary Function Test
SCR	Sample Collection Room
ALS	Advanced Life Support
RCA	Root Cause Analysis