

List of Figures

1.	Counts of tests done for the month of March	23
2.	Count of tests done for the month of April	24
3.	TAT for common Biochemistry reports for month of March	26
4.	Missing Biochemistry reports for the month of March	26
5.	TAT of Clinical Pathology reports for the month of March	27
6.	Missing Clinical pathology reports for the month of March	27
7.	TAT of common Haematological reports for the month of March	28
8.	Missing Haematology reports for the month of March	28
9.	TAT of Microbiology reports for the month of March	29
10.	TAT and Missing Serology reports for the month of March	29
11.	TAT of Biochemistry reports for the month of April	30
12.	TAT and Missing Clinical Pathology reports for the month of April	31
13.	TAT of Hematological reports for the month of April	31
14.	TAT of Microbiology reports for the month of April	32
15.	TAT of Serology reports for the month of April	32
16.	Fishbone diagram for identifying causes of high laboratory TAT	37

ACKNOWLEDGEMENT

I owe my deep sense of gratitude to **Dr. Mamta Jain**, Medical Superintendent, and **Dr. Jyoti Trivedi**, Assistant Medical Superintendent, Rockland Hospital, Dwarka for giving me an opportunity to learn various aspects of Hospital industry with special emphasis on studying Laboratory Turnaround time (TAT) for Outpatients.

My special thanks to **Mrs. Namrata**, Assistant Manager, Front Office for her guidance, support, interest, involvement and encouragement. She left no stone unturned in updating me about the subject.

I also thank **Prof. Kirti Udayai**, International Institute of Health Management Research, New Delhi for their guidance throughout the training period.

My sincere gratitude to **Dr. L.P. Singh**, Director and **Dr. Rajesh Bhalla**, Dean- Academics and Student Affairs, International Institute of Health Management Research, New Delhi, who always have been a source of motivation and inspiration.

Megha Dhingra (PT)

(Post Graduate Diploma in Health and Hospital Management)

International Institute of Health Management Research, New Delhi

ABSTRACT

Introduction: The practice of collecting the specimens for huge number of patients in the early morning hours is daunting task for the laboratory department of any hospital. Along with accuracy and reliability, timely reporting of laboratory test results is now considered an important aspect of the quality services provided by the clinical laboratory. The laboratory work is composed of technical activities of analysis as well as managerial activities in order to carry on the flow of process.

Methodology: The study is cross-sectional in nature conducted at Rockland Hospital, Dwarka Sector-12. The workflow of laboratory was thoroughly observed and major and minor problems were identified that resulted in increased TAT for various tests carried in the hospital's laboratory. A sample of 219 for month of March and 71 for April excluding all the missing reports and tests which were done for the Hospital staff was taken from the LIS of the hospital and was analyzed using MS Excel 2007. Also minor problems were identified and correlated for their impact on the workflow.

Results: TAT was found to be highest for almost all the investigations done in the month of March since the samples were sent to Rockland, Qutub. While reduction in TAT was observed in the month of April since the investigations were started in the Dwarka itself but when compared with stated benchmark by the Rockland hospital, Qutub, TAT was still on higher side. The other problem areas were also found to have an impact on efficiency of laboratory systems.

Conclusion: The organization should itself set its benchmark and provide the accurate and timely services in order to keep its patients happy and satisfied. Focus on streamlining the procedures with collaboration of whole of the department will bring the things into sync.

Keywords: Laboratory services, Improving the workflow of Laboratory, Turnaround time (TAT), laboratory TAT, Quality of Laboratory, Efficient Laboratory services.

ABBREVIATIONS

• CAP	College of American Pathologists
• CBC	Complete Blood Count
• CSSD	Central Sterilization Supply Department
• ESR	Erythrocyte Sedimentation rate
• ED	Emergency Department
• F&B	Food & Beverage
• FO	Front Office
• HIS	Hospital Information System
• ICU	Intensive Care Unit
• ISO	International Organization for standardization
• IPD	Inpatient Department
• LFT	Liver Function Test
• LIS	Laboratory Information System
• LOS	Length of Stay
• NABH	National Accreditation Board for Hospital and Healthcare Providers
• NICU	Neonatal Intensive Care unit
• OPD	Outpatient Department
• POCT	Point of Care Testing
• PT	Prothrombin Time
• RFT	Renal Function Test
• TAT	Turnaround Time
• TPA	Third Party Administrator
• TSH	Thyroid Stimulating Hormone