

## **CHAPTER 5**

### **PRESENTATION**

The overall view of the proposed study was presented to the examination committee. The proposal was introduced as an action research study to identify the critical factors relating to the waiting time and how to improve health care services in the OPD of JDW National Referral Hospital. The objectives, purpose and research questions relating to the proposal were highlighted. The relation of other factors, such as, quality of health care services and patient satisfaction with the issue of waiting time were discussed. It was pointed that the waiting time by itself may not be the real issue, rather it is a perception of the patients towards the quality of care or their level of satisfaction with the services. Therefore, it may be necessary to have a holistic view of the issue more than the measurement of only how much time the patients spend for availing the health care services in the OPD.

The results of the pilot study which was done in Rajavity hospital to test the instruments of the proposal were presented and discussed. It was pointed out that these result cannot be generalized to the other situations or even to the actual

situation of Rajvity Hospital because of numerous limitations in terms of sampling method, sample size, sample population, etc. The recommendations are made purely for the study purpose rather than for generalization or for implementation in Rajvity Hospital.

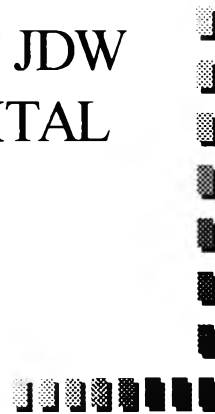
In the presentation the over-head transparencies were used as shown below to improve the clarity of the presentation.

## CONTENTS

- Introduction of the study
- Purpose of the study
- Objectives
- Research Questions
- What I learnt / found about the issue
- Proposal
- Pilot study



STRATEGIC ISSUES  
TO IMPROVE  
QUALITY OF  
WAITING TIME AND  
HEALTH CARE SERVICES  
IN THE O.P.D. OF JDW  
REFERAL HOSPITAL



## PURPOSE OF THE STUDY

- To find ways to improve services in O.P.D.
- Develop strategies and programmes to improve services
- A basis for priority setting for effective use of resources

## OBJECTIVES

- SHORT TERM OBJECTIVES
  - Identify factors for improving quality of waiting time services
  - Analyze behavior, attitude and experience of stakeholders
  - Identify alternatives to overcome the constraints



## ■ MEDIUM TERM OBJECTIVES

- Identify important areas for action research for improvement of services
- Provide information to other hospitals services improvement



## ■ LONG TERM OBJECTIVE

To provide a rationale and develop guidelines for “Hospital Management System” in the country





## RESEARCH QUESTIONS

- What are the strategic issues which may effectively improve the quality of waiting time?
- How long do the patients actually wait to avail health care services in the OPD? Is the time spent appropriate?
- What are the factors contributing to the quality of waiting time in the OPD?
- What are the perspectives of those involved or the stakeholders?

## AIM OF THE STUDY

- Overall service efficiency of each of 5 main sections :  
registration, doctors' chamber,  
pharmacy,  
x-ray, laboratory
- Perception of problems in OPD.
  - waiting time
  - helpfulness of staff / concern for privacy
  - competencies
  - comfort of waiting room



## AIM OF THE STUDY

(cont.)

- Compare with actual waiting time measured by time motion analysis
  
- make recommendations for improvement of services in the OPD.



## METHODOLOGY

- The sample size
- The sample population
- Instruments
- Technique
- Budget and workplan

