A Study on Turnaround time (TAT) of the patients undergoing Ultrasound examinations at NH Health City, Bengaluru

OBJECTIVES
• To study and assess the elements that determine the Turnaround time of patients undergoing various USG procedures at NH Health City
• To analyze the gaps and provide suggestions for improvement to the department based on the results.

METHODOLOGY
It is descriptive and observational type of study in which data was collected on the basis of convenient sampling method. Sample size of 200 was taken during two months of study period. Only cases from out patient department were included under study.

DATA COLLECTION AND TOOLS
The primary data for the study was collected through observation and shadowing (observing at each step) of USG patients

Details (time elements) of Turnaround Time (TAT) of USG patients

<table>
<thead>
<tr>
<th>T1</th>
<th>T2</th>
<th>T3</th>
<th>T4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time between patient entry in the USG dept. and billing process</td>
<td>Waiting time of the patient outside the procedure room</td>
<td>Time taken to conduct specific scan</td>
<td>Time taken to generate scan report</td>
</tr>
</tbody>
</table>

2 Hrs. (Benchmark)

DATA ANALYSIS

COMPARISION BETWEEN OBSERVED TAT WITH HOSPITAL BENCHMARK

<table>
<thead>
<tr>
<th>T1</th>
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<th>T3</th>
<th>T4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of cases with tat within 2hrs in %</td>
<td>Number of cases with tat above 2hrs in %</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

AVGARE TURNDOWN TIME ~2 Hrs 59 Mins

Average time taken to conduct specific scan

- Pregnancy
- Venous
- Cardioli
- Renal
- Pregnancy
- Abdominal
- Abdomen
- Pelvis
- KUB

Reasons for increased TAT

- Bladder protocol
- Lengthy scan
- Demand for specific Doctor
- Report delay
- Billing delay

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