

OPTIMUM UTILIZATION OF RESOURCES IN THE OUT PATIENT DEPARTMENT OF A MULTISPECIALTY HOSPITAL BY MEANS OF TIME MOTION ANALYSIS

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ABSTRACT

This paper is based on the evaluation of resources being used in the Outpatient department of a multi specialty hospital by means of time motion analysis and recommendations are given for their optimum utilization based on the findings of the analysis done. Primary data is collected by tracking the patients randomly selected from their entry into the hospital till their exit using a per forma with all touch points of outpatient department listed. Reasons for increased patient congestion on Mondays are also determined along with reasons for the delay at various touch points. The findings and conclusions are statistically significant and depict touch points where time spent can be reduced for better utilization of resources. Recommendations are also given for specific touch points in the per forma so as achieve better results. The sample size can be considered as a limitation to the paper.

KEYWORDS: Hospital, patient, optimum.

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