

Chapter-16

A STUDY TO ASSESS THE AIIMS OPD TRANSFORMATION FROM 2015-2017

¹Prachi Kandari

¹Student, IIHMR University

²Dr. Anoop Khanna

²Professor, IIHMR University

DOI: <https://doi.org/10.52458/978-8197040863.2024.eb.ch-16>

Ch.Id:- IIHMR/NSP/EB/RHP/2024/Ch-16

INTRODUCTION

The healthcare industry in India plays a crucial role in terms of employment and revenue generation. Beyond its economic impact, the sector is a major contributor to providing high-quality services to citizens, influencing not only individual well-being but also contributing to the overall progress of the nation. With a Compound Annual Growth Rate (CAGR) averaging 16.5%, the sector is anticipated to reach a value of \$280 billion by 2020. Presently, the healthcare sector is facing a pivotal moment as it grapples with significant concerns like consumerism, cost-effectiveness, and the quality of services. In India, the healthcare system is a combination of public and private service providers, which includes hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, and health insurance. The sector is experiencing rapid growth due to expanded coverage, improved services, and increased investments from both public and private entities. Privatization has played a significant role in facilitating this growth, with numerous surveys revealing a notable preference for private healthcare delivery in both rural and urban areas across the country.

RESEARCH QUESTIONS

What was the annual evaluation of the AIIMS-OPD Transformation system implemented by AIIMS in collaboration with TCS, analyzing different parameters from its initiation to the year 2017?

RESEARCH OBJECTIVES

1. To conduct a yearly evaluation of the changes introduced by AIIMS in collaboration with TCS in the AIIMS OPD from 2015 to 2017 across different criteria.
2. To identify any deficiencies in the executed procedures through the examination of analyzed data.
3. To offer recommendations for improving the overall effectiveness percentage of the transformation implemented at AIIMS OPD.

RESEARCH METHODOLOGY

The research design for that study involved a descriptive approach, with a study period spanning two months following one month of groundwork. The chosen tool for data collection was the TCS-AIIMS technical data dashboard. This dashboard was employed to gather pertinent management and operational data spanning the last three years. The intention was to utilize this data to assess the effectiveness of the AIIMS OPD Transformation initiative implemented by AIIMS in collaboration with TCS.

RESULTS & DISCUSSION

The collected data indicated the average consultation time for each patient, which was computed as 91 minutes per doctor's consultation. This information was derived from the entry and exit scans, with the accuracy of the timing contingent on the effectiveness of scanning operations in the waiting halls. Upon scrutinizing the scanning data, it was observed that although there hadn't been a significant increase in the percentage of accurate scanning, the absolute increase in percentage, considering the change in patient load, stood at an appreciable 217 percent. This rise in the absolute count was attributed to the effective efforts of Patient Care Coordinators (PCCs) and Patient Care Managers (PCMs) on the ground. Several obstacles to achieving 100 percent scanning included system uptime (the duration the machine was operational), patients' understanding and awareness of the process, inefficiencies in the PCCs and PCMs stationed at the scanners, resistance to cultural change, and the absence of penalties for non-compliance with rules.

CONCLUSION

The Outpatient Department (OPD) serves as the initial point of interaction for patients, shaping their perception of a hospital. Consequently, ensuring a seamless and satisfactory experience for patients during their journey to the hospital is of utmost importance. For a tertiary care government hospital, optimizing the OPD consultation process is a formidable challenge that necessitates collaboration and

coordination among internal and external stakeholders. Decisive actions by authoritative figures in higher management are crucial to enhance the satisfaction of patients visiting government health facilities.

REFERENCES

1. Tata Consultancy Services. 3 million patients to be benefitted by TCS' AIIMS OPD transformation initiative; 2015.
2. Aeenparast, A., Tabibi, S. J., Shahanaghi, K., & Aryanejhad, M. B. (2013). Reducing outpatient waiting time: a simulation modeling approach. *Iranian Red Crescent Medical Journal*, 15(9), 865.
3. Mohebbifar, R., Hasanpoor, E., Mohseni, M., Sokhanvar, M., Khosravizadeh, O., & Isfahani, H. M. (2014). Outpatient waiting time in health services and teaching hospitals: a case study in Iran. *Global journal of health science*, 6(1), 172.