

Fast Hospital

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Recently I visited a hospital to see a doctor. I could hardly see any patients in the hospital waiting room. A few present, were waiting to meet the doctor. I observed a few practices in the hospital which amazed me. On meeting the doctor he told me they actually treat a lot more patients than there are actually seen in the hospital. He explained to me a few practices that they had implemented which gave them a high patient turnaround time. Though he didn't have much time to explain all the practices he told me a few and I picked up a few as I was sitting in the lobby. I have put down a set of techniques that they had implemented

- On entering, the patients were given a set of forms to fill. These forms contained all the initial information needed from the patient. It collected an extensive history of the patient which patient had to fill manually. -**This reduced the initial assessment time for the patient.**
- On filling the form, the patient was checked by an Assistant Doctor who recorded his primary assessment. The doctor gave the patient a set of tests that needed to be run for further diagnosis. – **This reduces the waiting time for the patient for a senior doctor.**
- With the set of tests in hand the patient does not have to wait for every test. He is asked to get the tests done at whichever examination room is free – **Pull instead of Push. Reduce waiting time for different test.**
- When the Assistant doctor did the initial assessment of the patient, he handed over a set of documents to provide the information of the procedure to treat the patient. When the patient is waiting in the lobby, the patient reads thru the document and gets all the necessary information of the procedure or the course of action needed for further treatment. - **The information given to the patient helps the patient thru the hospital for further treatment reducing the efforts and engagement of the staff.**
- Every passage of the hospital has lot of signage providing information of the direction and the instructions needed to get tests and procedures done – **Again this helps the patient thru the hospital for further treatment reducing the efforts and engagement of the staff.**
- Lastly the patient or a group of patients were called with appointment in a staggered format reducing bottleneck. Even if one patient was a bit late the next patient was taken in and the procedure started. - **Which reduced the bottleneck and the burdening of the staff.**

Though these look simple, they have had a big impact on the patient turnaround time and also drastically increased the experience of the patient.