

GYN&ANC
OPD

Consultation time for ANC clinic → 10 min

Waiting time at ANC OPD → 60 min

Average door to drug time → 3:30 hours

Waiting time at registration counter → 25 min

Patient left the hospital at 2pm

Pharmacist completed documentation of drugs in register & dispensed drugs

Reached at Drug Counter at 1:55pm

Reached dispensary que at 1:25pm @ same floor.

Reached Ultrasound room at 12:55pm at same floor and waited in que

Left consultation room at 12:50pm

Reached at Doctor's consultation room at 12:40pm

Entered at OPD que for Doctor's consultation @ 11:40 am

HIV/HB_s Ag Testing @ 11:35am

B.P. check @ 11:25 am

Hb. check @ 11:10 am

Anaemic Counselling @ 11:20 min

Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

LOK NAYAK HOSPITAL
26/5/24

ANLS OPD
KRISHNA SINHA
ASSISTANT Supt.
EMERGENCY BLOCK
26/5/24

Shapna
22/5/24

hospital at
8:30 am

General Medicine OPD

- Consultation time for General medicine OPD → 10 min
 - Waiting time at medicine OPD → 30 min
 - Average door to drug time → 2 hrs 35 min
- Consultation Waiting time at registration counter → 25 min

DAISAMMA J. SHY
SENIOR NURSING OFFICER
LOK NAYAK HOSPITAL
26/7/24

Ans OPD
KRISHNA SINHA
ASST. NSG SUPT.
EMERGENCY BLOCK
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

5 min

Reached medicine OPD
at 9:15 am

Collected
Investigation
report at same
floor at 9:20 am

5 min
RBS monitoring
@ 9:25 am

Reached in medicine
OPD que at 9:30 am

30 min
Entered consultation
room at 10 am

10 min
Left consultation
room at 10:10 am

10 min
Patient went to
wash room at
10:20 am

Patient left the
hospital at
11:05 am

Pharmacist completed
documentation of
drug in register &
dispensed drugs

5 min

Reached at
Drug counter
at 11 am

30 min

Reached Dispensary
que at same
floor at 10:30 am

10 min

26/7/24

patient came
hospital at
8am
(first time)

Sapna Paul
Dr. SAPNA PAUL 26/7/24
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

OPD Patient Door to Drug time

= 4 hr 55 min (5x OPD)

Waiting time at surgical clinic - 60 min
Consultation time for General Surgery clinic - 10 min
Waiting time at registration counter - 95 min

26/7/24
26/7/24
SENIOR NURSE OFFICER
LOK NAYAK HOSPITAL

30 min 6
Searched for Surgery OPD
after enquiry

↓
Reached Surgery OPD
at 10:20 min

↓ 60 min 8
Entered consultation
room at 11:20 min

↓ 10 min 9
Left consultation room
at 11:30 am

↓ 20 min 10
Searched for Dispensary

11
Reached Dispensary
que at 11:50am

60 min
↓
12
Reached at Drug
counter at
12:50pm

5 min
←

13
Pharmacist completed
documentation of
Drugs in register
& Dispense drugs.

KRISHNA SINHA
ASSIST. NSG. SUPT.
EMERGENCY & CR. CK
L.N.H., NEW DELHI
26/7/24

Shah
30/7/24

(Follow-up)

Paediatric OPD

Consultation time for paediatric clinic - 10 min
Waiting time at paediatric clinic - 20 min
Average door to drug time - 2hr 40 min
Waiting time at registration counter - 35 min

7

Collected investigation report at same floor

Reached at Paediatric OPD at 10am

10 min

Reached at OPD que at 10:10 am

9

20 min

Entered consultation room at 10:30 min

10

10 min

Left consultation room at 10:40 am

11

15 min

Patient went to wash room after enquiring 10:55 am

Shah
25/5/24

12

Reached Dispensary que at same floor at 11:05 am

30 min

13

Reached at drug counter at 11:35 am

5 min

14

Pharmacist completed documentation of drug in register & dispense drugs.

15

Patient leaves the hospital at 11:40 am

Dr. SAPNA PATEL 27/5/24
SMO, In-charge
LOK NAYAK
Jawahar
Govt. of

DAISAMMA JOSHY
SENIOR NURSE
LOK NAYAK HOSPITAL
26/7/24

ANUSINHA
ASSISTANT SGT.
EMERGENCY BLOCK
L.N.H. NEW DELHI
26/7/24

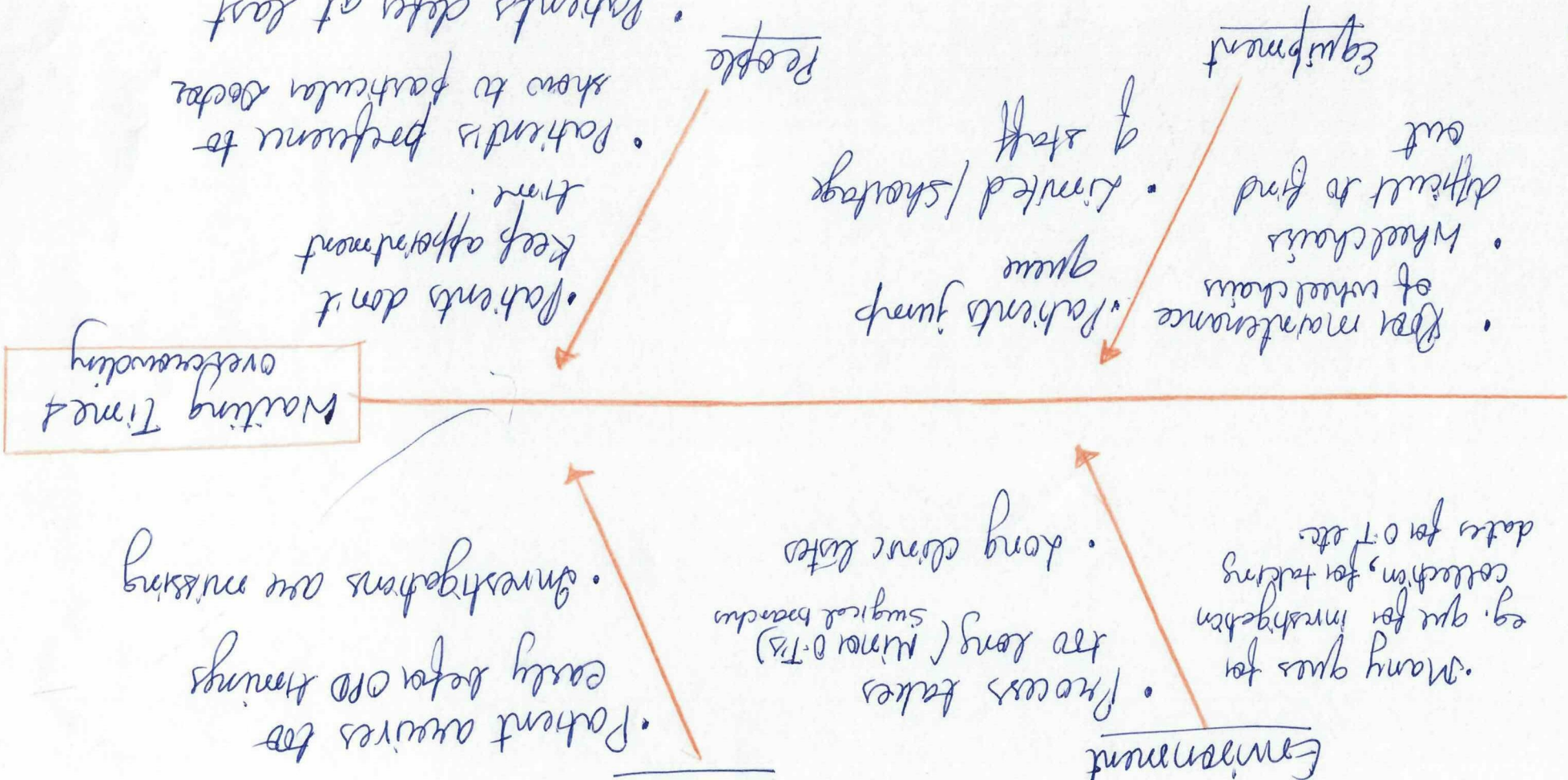
Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

Sapna Paul
12/6/24

Dr. N.S. QPS
KRISHNA SINHA
ASSISTANT SGT
EMERGENCY BLOCK
L.N.H. NEW DELHI

Dr. BASAMMA JOSHY
SENIOR NURSING OFFICER
L.N.H. NEW DELHI

Shakti
11/6/24



Patient entered hospital at 9:30 am

Reg. Counter

Que by 9:05 am

9:20 am

Registration (old process at 9:22 am)

5 min

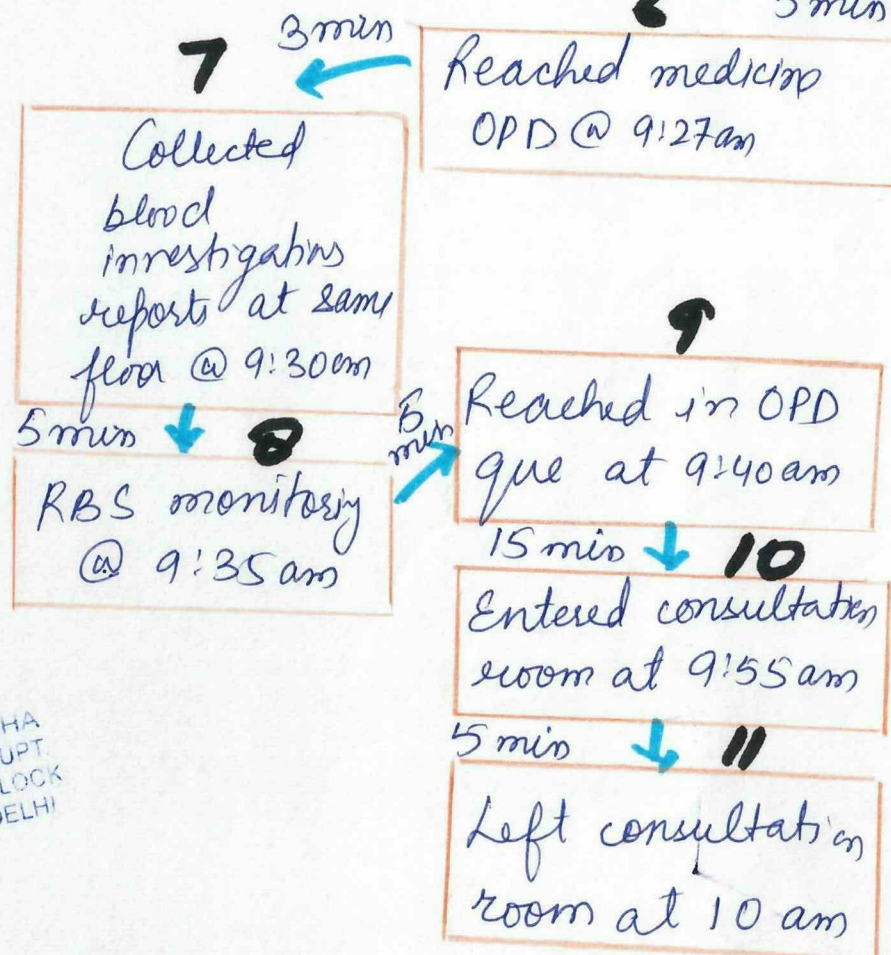
General Medicine OPD

- Waiting time at medicine OPD → 15 min
- Average door to drug time → 1 hr 25 min.
- Waiting time at registration counter → 15 min

Sapna Paul
Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

DAISAMMA JOSHY
SENIOR NURSING OFFICER
LOK NAYAK HOSPITAL
29/12/24

AN.S OPD
Shruti
KRISHNA SINHA
ASSIST. NSG. SUPT.
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002



5 min

12

15

Patient leaves the hospital at 10:25 am

14

Pharmacist completed documentation of drugs in register & dispense drugs

5 min

13

Reached at drug counter at 10:20 am

15 min

Reached dispensary que at same floor at 10:05 am

1		Parts and stock areas	no unnecessary items are left or stored in the workplace																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
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Scheme of marking

1-50% score = 0
51%-99% score = 1
100% score = 2

Patient enter hospital at 10am

que by 10:05am

counter at 10:15am

process at 10:20am

Pediatric OPD

- Waiting time at paediatric clinic (OPD) - 20 min
- Average door to drug time - 1 hr 25 min
- Waiting time at registration counter - 15 min

5min ↓ 5

Reached at Paediatric OPD at 10:25am and waited in que

20min ↓ 6

Entered consultation room at 10:45am

5min ↓ 7

Left consultation room at 10:55am

8

Patient went To wash room @ 11:05am

5min ↓ 9

Reached dispensary que at same floor at 11:10am

10

Reached at drug counter at 11:20am

5min ↓

Pharmacist completed documentation of drugs in register & dispense drugs

11

12

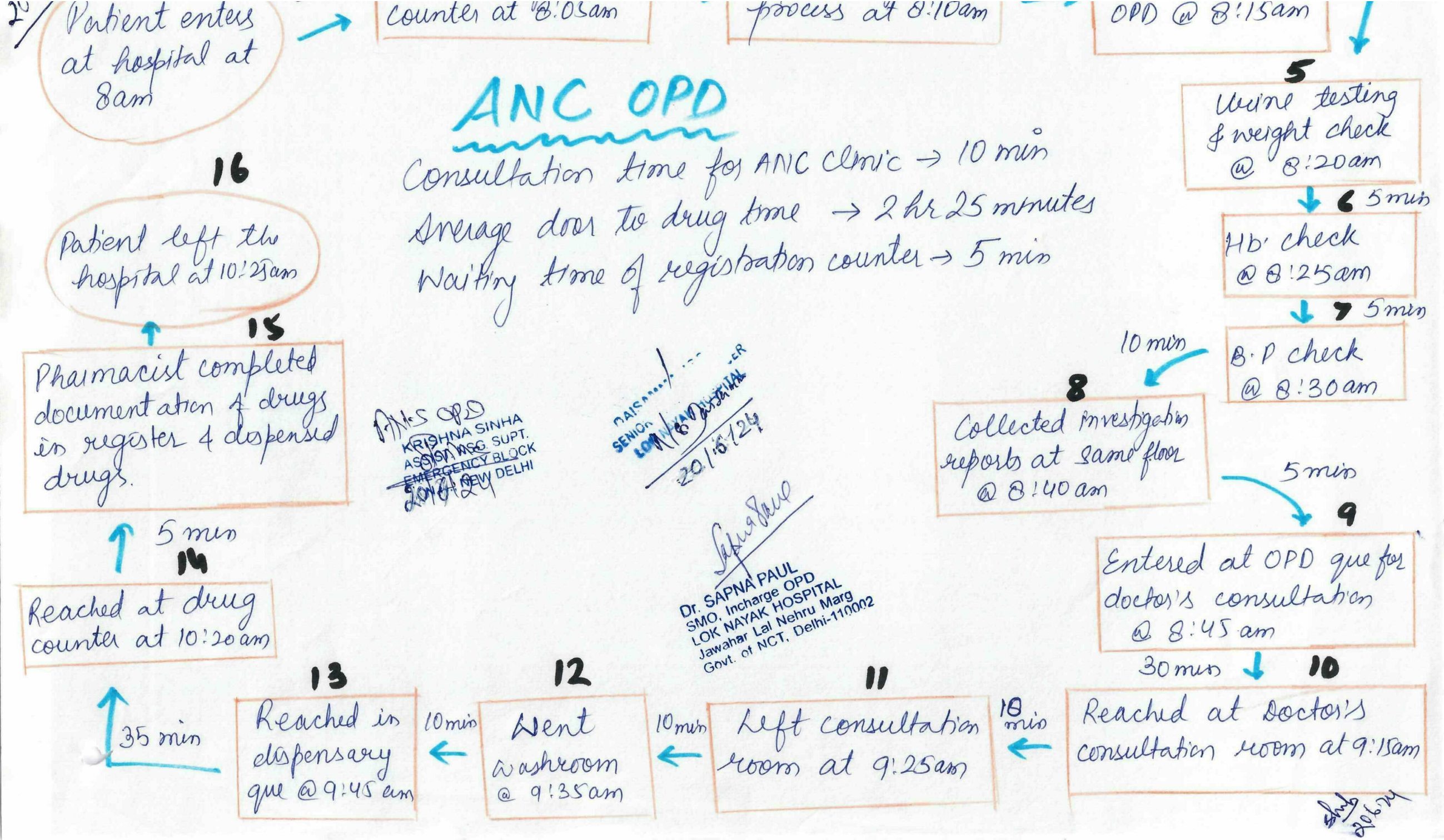
Patient left hospital at 11:25am

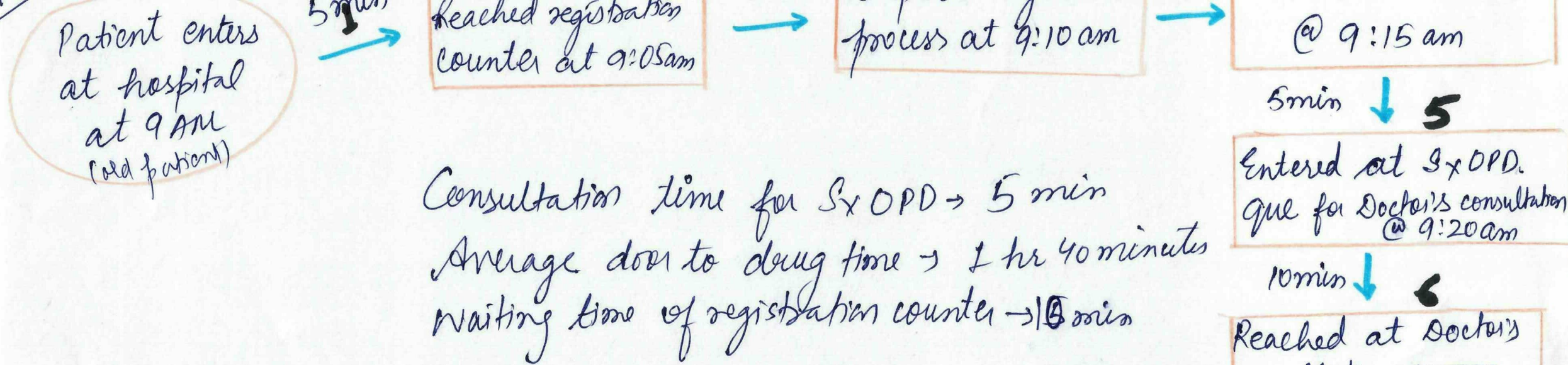
Sapna Paul
Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

DAIS...
SENIOR
LOK NAYAK
15/6/24

AN'S OPD
Shruti
15/6/24
K. SINGH SINHA
ASSISTANT SPT
EMERGENCY BLOCK
LOK NAYAK HOSPITAL
DELHI

15/6/24



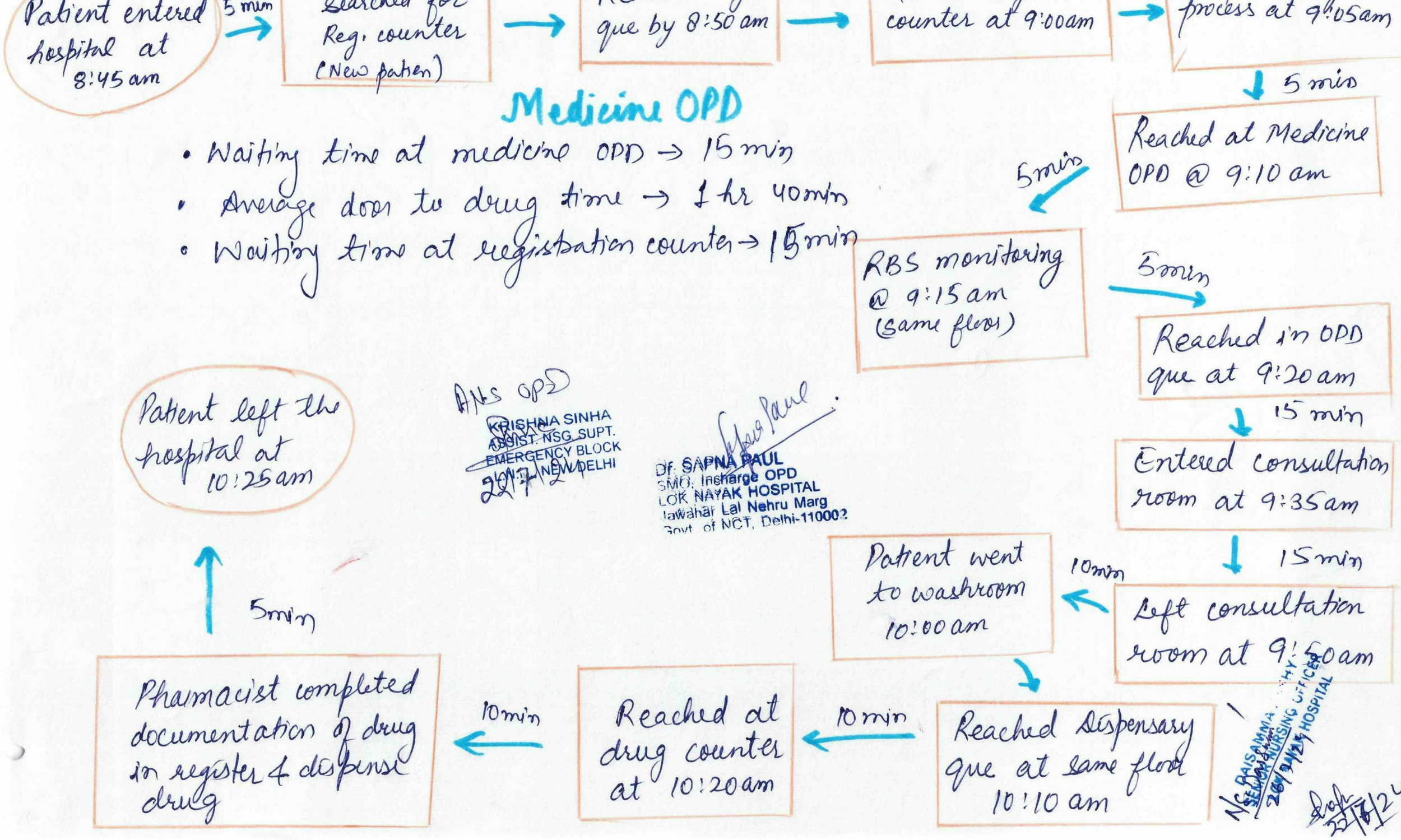


AMS OPD
KRISHNA SINHA
ASSISTANT SGT.
EMERGENCY BLOCK
NEW DELHI

Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Lawahar Lal Nehru Marg
South of NCT, Delhi-110002

Dr. SAPNA JOSHY
ENTRANCE & WING OFFICER
LOK NAYAK HOSPITAL

29/6/24



Patient entered hospital at 9:10 am (New Patient)

- Waiting time at paediatric clinic (OPD) - 25 min
- Average delay to drug time - 1 hr 55 min
- Waiting time at registration counter - 25 min

Paediatric OPD

Reached for Reg. counter
 Reached Reg. counter by 9:15 am
 Reached Reg. counter at 9:35 am
 Reached for registration process at 9:40 am

6 ↑ 5 min
 Reached at Paediatric OPD @ 9:45 am

7 ↑ 10 min
 Weight & height measurement @ 9:55 am

8 ↑
 Entered in Paediatric OPD que & waited 25 min

9 ↑ 25 min
 Entered consultation room at 10:20 am

10 ↑ 10 min
 Left consultation room at 10:30 am

11
 Patient went to washroom @ 10:40 am

Dr. SAPNA PAUL
 SMO, Incharge OPD
 LOK NAYAK HOSPITAL
 Jawahar Lal Nehru Marg
 Govt. of NCT, Delhi-110002

Dr. S. S. SENIOR SURGEON
 LOK NAYAK HOSPITAL
 26/7/24

12
 Reached dispensary que at same place @ 10:50 am

10 min

13
 Reached at drug counter at 11:00 am

10 min

14
 Pharmacist completed documentation of drug in register & dispensed drugs

15
 Patient leaves the hospital at 11:05 am

Patient entered the hospital at 8:00 am

Gyna OPD

- Consultation time for ANC clinic → 10 min
- Average delay to drug time → 2 hr 25 min
- Waiting time of registration counter → 10 min

5 min → counter at 8:05 am
 5 min → focus at 8:10 am

10 min → 5
 Urine testy & weight check at 8:20 am

10 min → 6
 HB. check @ 8:30 am

10 min → 7
 P.P. check @ 8:40 am

8
 Entered at gynae OPD que for doctor's consultation @ 8:45 am

9
 Reached at doctor's consultation room at 9:00 am

10
 Left consultation room at 9:10 am

11
 Went to washroom 9:20 am

Patient left the hospital at 10:25 am

15
 Pharmacist completed documentation of drugs in register & dispensed drugs

5 min → counter at 8:05 am

focus at 8:10 am

Dr. SAPNA PAUL
 SMO, Incharge OPD
 LOK NAYAK HOSPITAL
 Jawahar Lal Nehru Marg
 Govt of NCT, Delhi-110002

DAISAMMA INSHY
 SENIOR NURSE
 LOK NAYAK HOSPITAL
 26/3/24

THIS OPD
 KRISHNA SHARMA
 ASSIST. NSG. SUPT.
 EMERGENCY BLOCK
 2nd FLOOR, NEW DELHI

12
 Ultrasound room @ 9:25 am

13
 30 min → Reached in dispensary que @ 9:55 am

14
 Reached at drug counter at 10:20 am

5 min →

Patient enters hospital at 9 AM (New patient)

5 min
Synage

Searched for Reg. Counter

Reached Reg. que by 9:08 am

Counter at 9:15 am

process at 9:20 am

5 min

Reached help desk for wheelchair at 9:25 am

10 min

Completed documentation & give wheelchair from store.

10 min

Reached Sp OPD que for consultation @ 9:40 am

30 min

Entered consultation room at 10:10 am

10 min

Left consultation room at 10:20 am

10 min

Reached Dispensary que at ground floor @ 10:30 am

15 min

Reached drug counter at 10:45 am

5 min

Pharmacist completed documentation of drug in register & dispense drugs @ 10:50 am

10 min

Returned wheelchair to help desk

10 min

Patient left the hospital at 11 am

Surgery OPD

- Average door to drug time :- 2 hrs
- Waiting time at registration counter :- 15 min
- Consultation time at Sp OPD :- 10 min

Dr. KRISHNA SINGHA
ASSIST. NSC. SUPT.
EMERGENCY BLOCK
L.N.H. NEW DELHI
26/7/24

Dr. AMMA JOSHY
SENIOR REGISTRAR
LOK NAYAK HOSPITAL
26/7/24

Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Lawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

26/7/24

Patient enters hospital at 8am (old patient)

5 min

counter que by 8:05am

Sx OPD

Door to drug time - 1 hr 38 min ✓
consultation time - 10 min ✓
waiting time at Sx OPD - 15 min
waiting time at registration counter - 12 min

5 min

Reached Sx OPD que for consultation at 8:27am

15 min

Entered in room for consultation @ 8:42am

10 min

Left room after consultation @ 8:52am

5 min

Entered in que for minor OT for procedure @ 8:57am

45 min

Entered minor OT at 9:43am [time has reduced]

10

Left minor OT at 9:58am

20 min

Reached dispensary que at 10:18am

11

Reached dispensary counter at 10:38am

12

5 min

Pharmacy completed documentation of drugs in register & dispense drugs @ 10:43am

13

Patient left the hospital at 10:58am

14

Dr. SAPNA PAUL
SMO, Incharge OPD
LOK NAYAK HOSPITAL
Jawahar Lal Nehru Marg
Govt. of NCT, Delhi-110002

Taf Analysis → Reduction in door to drug time done
Reduction in waiting time also done
★ Queue Expedite, Minor OT's start on time,
★ Satisf for minor OT are attended timely & efficiently.
★ Feedback analysis done & worked upon.