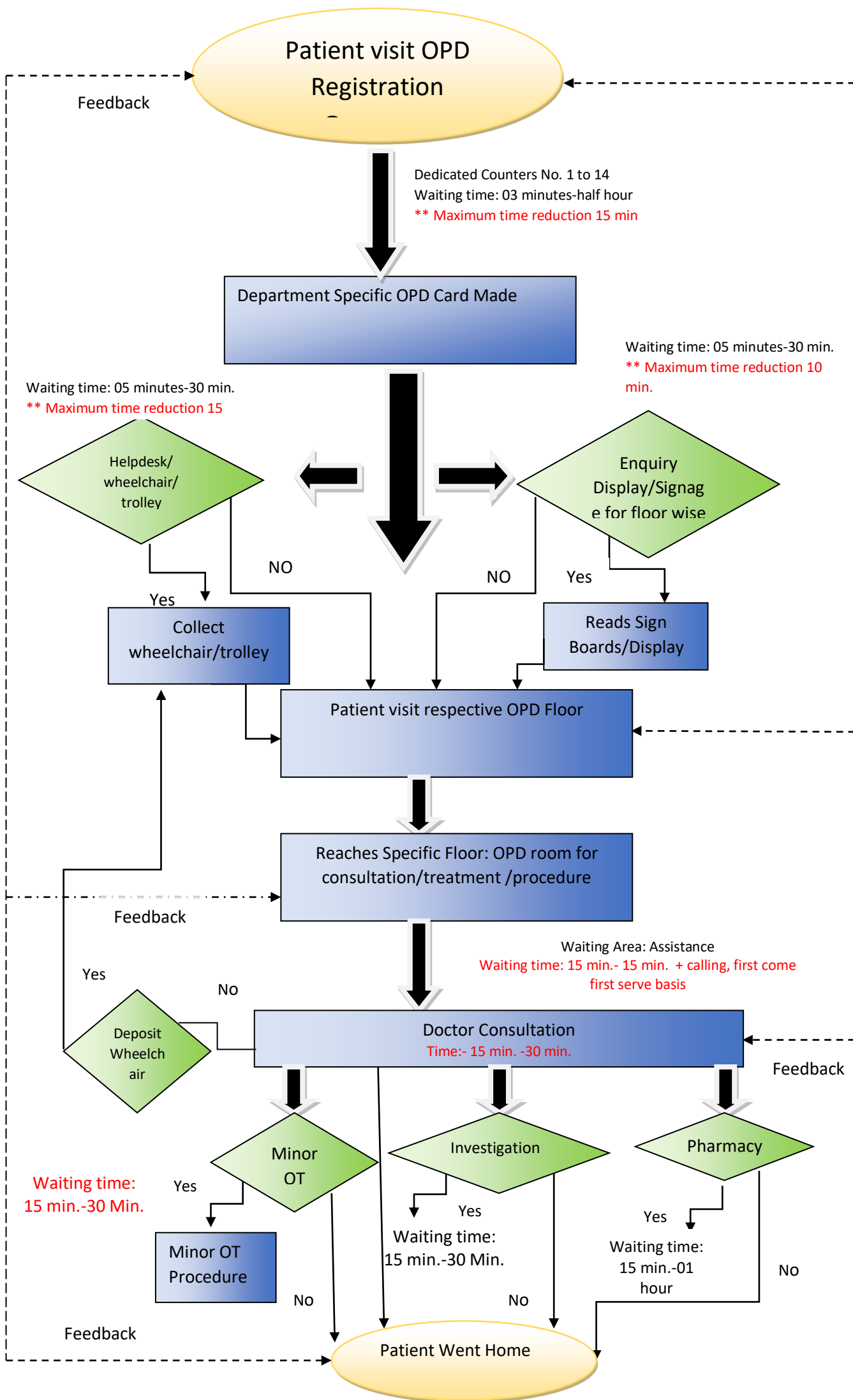


## CRITICAL PROCESS MAPPING



Prepared by:-

1. Dr. Sapna Paul, MO I/C OPD
2. Ms. Seema Rani, Asst. Programmer

The application of Quality tools is of paramount importance and standardize the basic needs catering to patient care services. Patient calling system in OPD is documented in various forms like: Bells system, Physical calling system by Nursing Orderlies on First Come First Basis, Token system at some points. Although the plan for further strengthening of patient calling system is under process. The receiving of patients in OPD Process involves: OPD card registration is done at registration counters followed by patient leaving for OPD area of consultation either through reading display signage or enquiring guards, Helpers etc. Before that a help desk area is located for taking of wheel chairs and trolleys , which is also stationed at various floors of Main OPD Block. Usage of Stairs, Lifts, Ramps is available. Display Boards are made at each and every floor of Main OPD Block. A dedicated sitting area is stationed for patients outside Doctors Consultation room on First Come First Basis, Calling by Nursing Orderlies. Patient received in Doctor Consultation room. Further, Critical Process Mapping enclosed opposite page 33/C and Quality tool application are done for quality improvement and gap closures including Mistake proofing.

The ANS OPD and Sister In-charges are directed to maintain record of the Mistake proofing, Root cause analysis, Gap Closures, Action Taken, and application of Quality tools to be supervised and checked by the concerned ANS and Doctor In- charge OPD.

Critical process mapping for the Main OPD Block to see and underline the Gaps analysis and work on the critical areas like : reduction of waiting time, Strengthening of Help desk area, Queuing , tokenization system for each facility.

Arrangements done for Mistake proofing at Help desk area: if wheelchairs and trolleys are exhausted at the helpdesk, then the same can be obtained from floors of the OPD. This reduces the waiting time and decrease in queue. Similarly the error less methodology is implemented at various floors of the Main OPD Block. Feedback forms and employee satisfaction survey enclosed form analysis are obtained by the patients are analysed for better management, also form is collected.