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A Study on the use of Technological Platforms to Improve Patient Flow in Hospitals

[1]Punnouse Ashish Thomas, [2]Dr. Sushmita Singh

[1]Student, Parul Institute of Engineering and Technology (MBA) Parul University, Vadodara 391760
[2]Guide, *Professor, Parul Institute of Engineering and Technology (MBA) Parul University, Vadodara 391760*

Abstract:-

The most focus has been placed on the application of digital technologies in clinical decision-making. Yet, by improving them, they also have the ability to support hospitals in a variety of operational decisions. According to studies and hospital experiences, they can have a big impact on things like staffing, scheduling, managing patient flow, and the supply chain. Gradually, there will be the improving in both the patient care and quality and efficacy.

Keywords:- Technologies, patient, hospitals, decision-making.

1) Introduction:

Patient flow management is the control of patient movement inside a hospital or clinic. From admission to discharge, it combines the medical care team and systems necessary at each stage without sacrificing quality or the degree of patient or healthcare provider satisfaction.

Patients visit hospitals every day, but if the patient experience is negatively impacted, it will negatively affect your efforts to gain their trust in the near future. Using technology in this way helps to solve many issues, which streamlines the procedure.

2) Objective of research:

- Analyse Patient Flow in a Hospital.

- Explore the Pros and Cons of using technology for patient flow.

- Understanding the technologies and the factors that have influenced the development of these technologies.

- Be aware of barriers to development of technologies in hospital markets.

- Find out how hospitals seeks new technologies.

3) Statistical tools:-

So, a total of 151 responses were collected and on that data the analysis and interpretation has been done.

1) Does it Improves Patient Flow in Hospital :

Does it Improves Patient Flow in Hospital
151 responses

- Yes
- No
- Maybe

27.8%

15.2%

57%
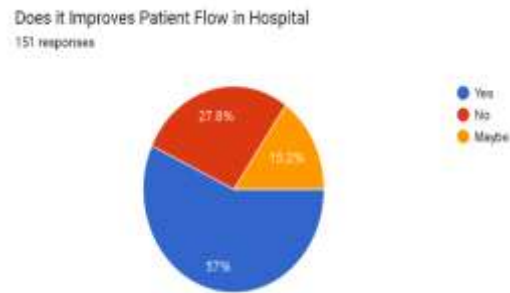
Out of 100, 57% people said yes to this whereas 27.8% said No and 15.2% were not sure about from this survey.

2) Were there any reports or particular performance gaps in patient flow identified?

Were there any reports or particular performance gaps in patient flow identified?
151 responses

- Yes
- No
- Maybe

47.7%

10.6%

41.7%
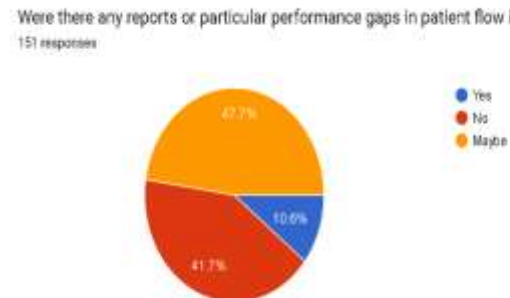
From the above data around 47.7% were not sure regarding this data and around 41.7% said No gaps were found and 10.6% person believed there were still some performance gaps found.

3) Did you have any issues arranging an appointment?

Did you have any issues arranging an appointment?
151 responses

- Yes
- No
- Maybe

29.8%

42.4%

27.8%
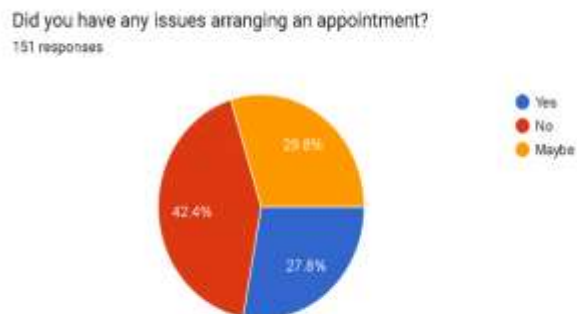
Around 42.4% person didn't faced any issue for arranging appointment whereas 27.8% person faced issue and 29.8% was not really sure about it.

4) Were the staff sensitive to your needs?

Were the staff empathetic to your needs?
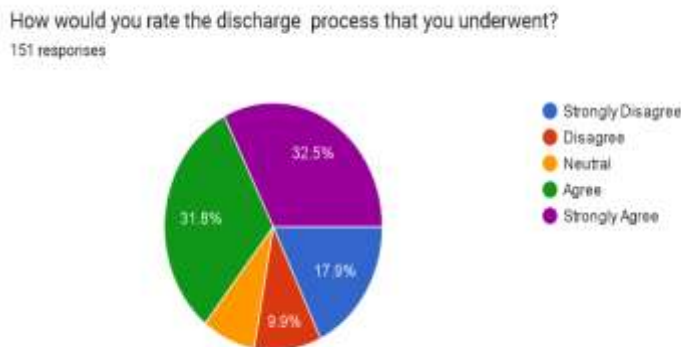131 responses

- Yes
- No
- Maybe

32.1%

67.9%
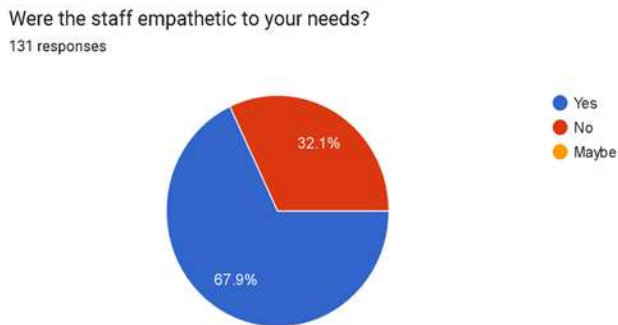
Out of the 100% of total survey for this conducted, 67.9% said that staffs were empathetic towards them and 32.1% said staffs were not empathetic towards them.

*5) Do you think bringing new technology is necessary?*

Do you think bringing new technology is necessary?
151 responses

- Yes
- No
- Maybe

9.9%

16.6%

73.5%
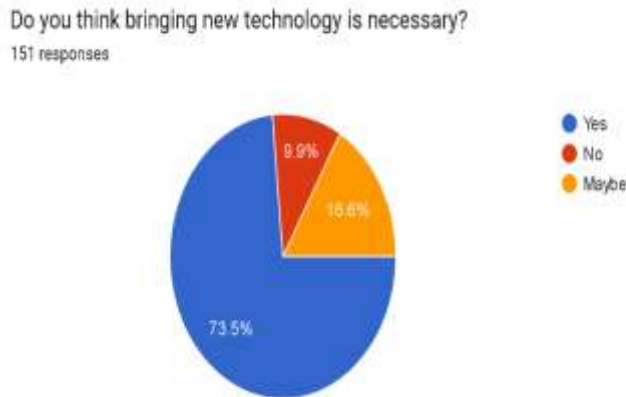
Around 73.5% person said that yes , bringing new technology is very much necessary in the modern world whereas ,9.9% person still considered it as a No and 16.6% were not sure about this.

6) How would you rate the discharge process that you underwent?

How would you rate the discharge process that you underwent?
151 responses

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

32.5%

31.8%

17.9%

9.9%

Out of the sample data taken, 32.5% strongly agreed to rate it as good process whereas, 31.8% just agreed to it, 7.9% considered it as a neutral situation, 9.9% didn't had good experience and 17.9% totally disagreed to the process.

7) How was the Coordination between the various departments.

How was the Coordination between the various departments
151 responses

- Good
- Not Satisfactory

47.7%

52.3%
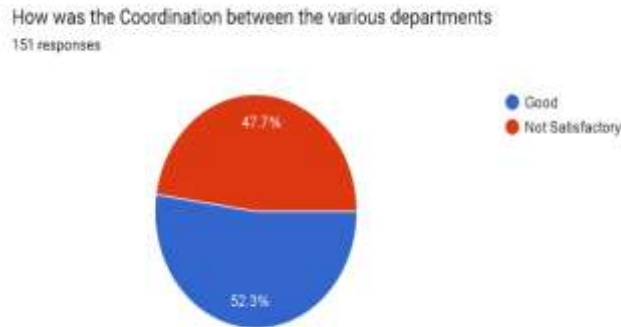
Out of the samples collected, 52.3% considered it as a good Coordination between various departments, whereas 47.7% considered opposite to it that it had lacked some coordination.

8) Were your financial obligations explained to you?

Were your financial obligations explained to you?
151 responses

- Yes
- No
- Maybe

29.8%

27.8%

42.4%
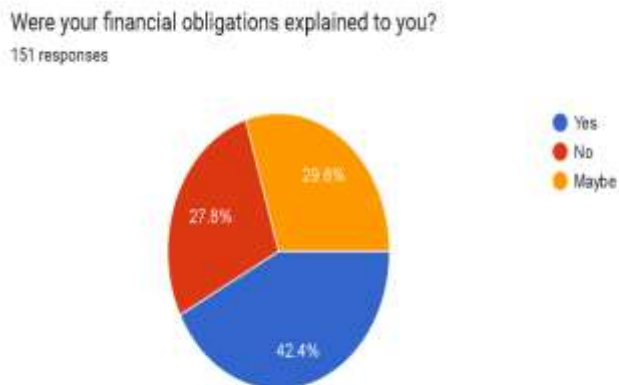
Out of the samples collected, 42.4% had got the financial obligations were explained to them, whereas 27.8% didn't have the explanation and 29.8% were not sure about them.

9) Did you feel at ease speaking with doctors?

Did you feel comfortable talking to the doctors?
151 responses

- Yes
- No
- Maybe

9.9%
31.1%

58.9%
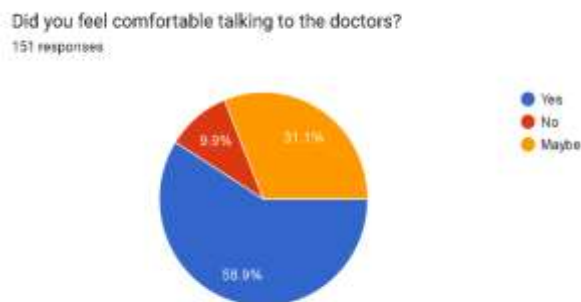
58.9% person were felt totally comfortable while interacting with the doctors while, 9.9% didn't felt comfortable and 31.1% were not sure about them.

10) Did you like the in-patient procedure?

Were you pleased with the in-patient process?
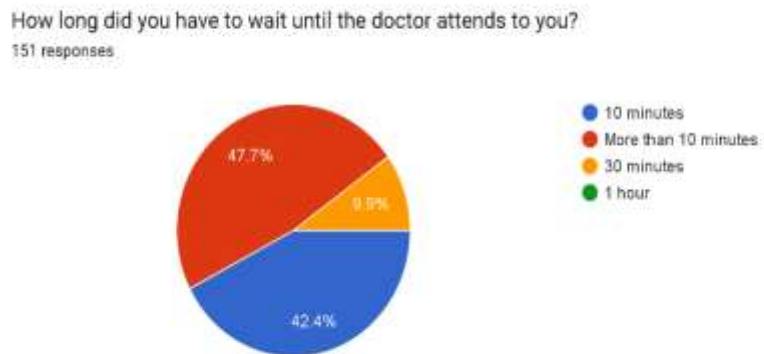151 responses

- ● Yes
- ● No
- ● Maybe

28.5%

28.5%

43%
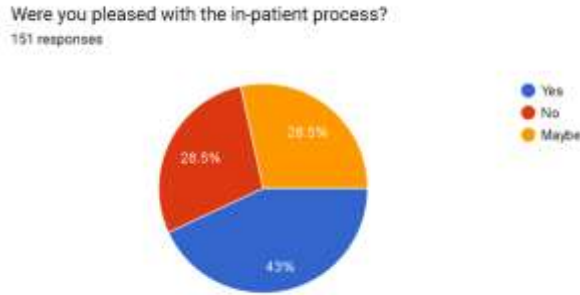
Out of the survey conducted, 43% were totally pleased with the process, 28.5% were not pleased and other 28.5% were not really sure about it.

11) Have you taken any Medical Insurance during the process?

Have you taken any Medical Insurance during the process
151 responses

- ● Yes
- ● No
- ● Maybe

53%

47%
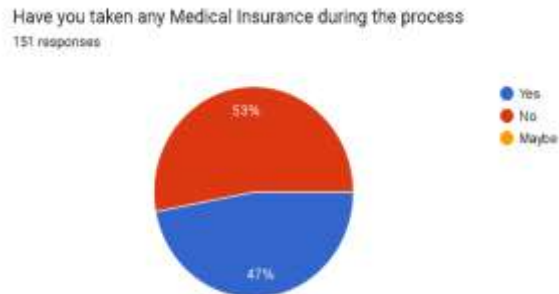
Out of the samples being taken we found out that, 47% taken the Medical Insurance whereas the rest 53% didn't took any medical insurance for them during the process.

12) How long did it take for the doctor to get to you?

How long did you have to wait until the doctor attends to you?
151 responses

- ● 10 minutes
- ● More than 10 minutes
- ● 30 minutes
- ● 1 hour

47.7%

9.9%

42.4%

47.7% persons took more than 10 minutes to waiting time, 9.9% person took over 30 minutes to wait, whereas 42.4% person didn't took more than 10 minutes if waiting time.

13) In the scale of 5, how do you think technology has an impact in patient flow?

In the scale of 5 , how do you think technology has an impact in patient flow

151 responses
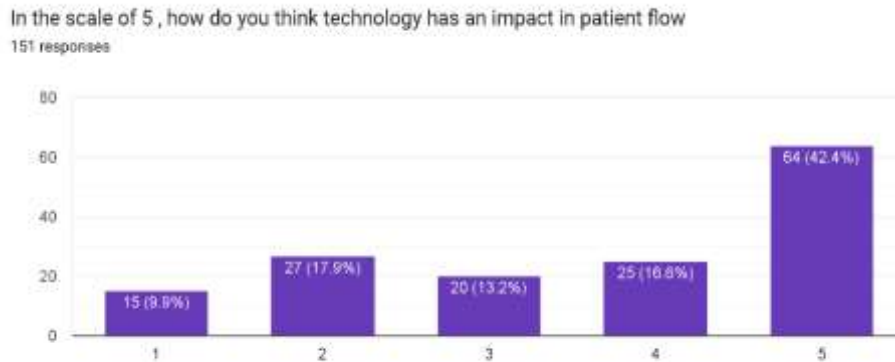
Out of the survey, we found that 42.4% person said to had high impact in patient flow whereas 9.9% had the lowest impact of patient flow.

14) How happy are you with the treatment provided ?

How happy are you with the treatment provided ?

151 responses
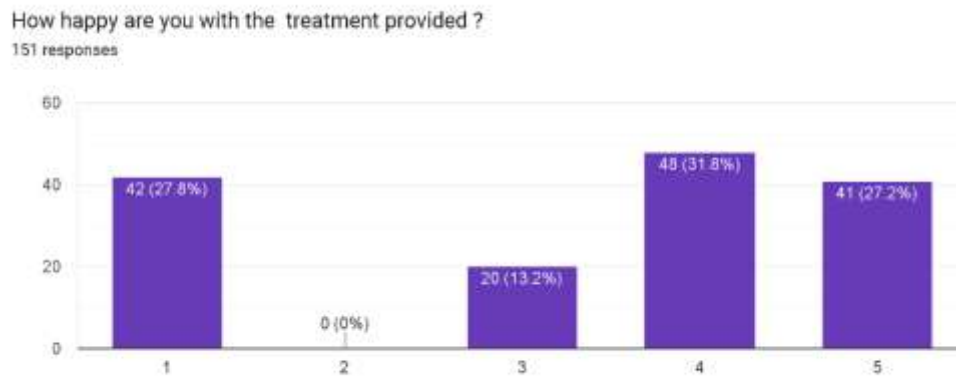
Out of the survey conducted, we found out that , 27.2% person were extremely Satisfied with their treatment and 27.8% were not really satisfied with their treatment provided to them.

15) In the scale of 5 how satisfied are you with the patient flow in hospital?

In the scale of 5 how satisfied are you with the patient flow in hospital ?

151 responses
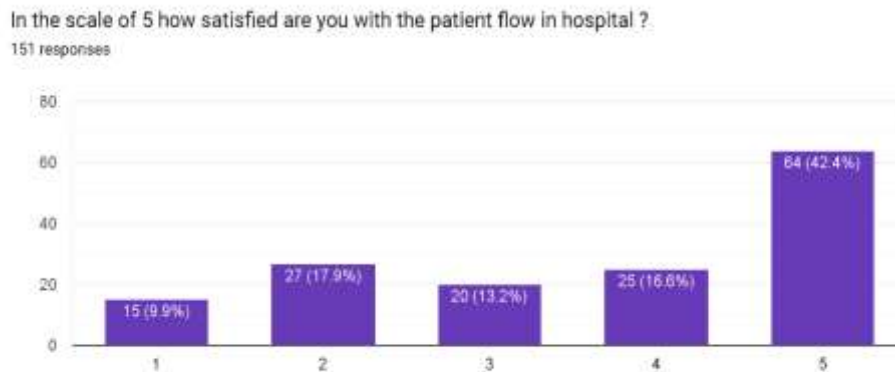
Out of the samples taken we found out that, 42.4% were extremely satisfied with the patient flow in the hospital whereas 9.9% of people was not really satisfied with the patient flow of the hospital.

4) Findings and Conclusion:

Findings:-

- It has been demonstrated that technology significantly affects hospital patient flow.

- The study also discovered that technology enhanced the hospital's working atmosphere and increased productivity.

- The majority of patients expressed satisfaction with the staff's responses. There weren't many unhappy patients.

- Of the patients treated by the doctor, 70% expressed satisfaction, with 26% expressing average satisfaction.

5) Suggestions:-

- After completing my research on the subject, I would like to make the following prediction: In the future, technology will have a significant impact on the world, causing everything to become a technology. In order to improve the future, we must use them.

- Using technology more will help the department work more efficiently and provide a more environmentally friendly atmosphere for all of us.

- Also, it will make it easier for us to monitor the patients in each department.

- Also, it was discovered that there were certain performance gaps between the patient flows, which must be closed as quickly as feasible.

- Also, some patients' needs were not being met by the staff's empathy; this has to change.

6) Conclusion: -

- It is clear that patient care plays a key role in determining how well a delivery system performs.

- Patients expressed more satisfaction with the doctor's care, which strengthens their ties to the hospital.

- Better communication aids in raising patient satisfaction levels.

- Patient waiting times can help build patient trust, which has favorable results.

- Reaching the ED, the cleanliness of the room, the standard of care received, the doctor's treatment, and the staff's ability to answer questions were all recognized as determinants of patient satisfaction.

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