

Proposed solution to Patient Waiting Problem of Ratnapura Teaching Hospital
Phase 1 -Action Plan

Outline of the Action Plan

Step Number	Action	Time Period
1	Digital Display Implementation	Day 1-5
2	Seating Area Arrangement	Day 1-5
3	Practicing of the Digital Number System Control	Day 6-7
4	Practising of the Number Issuing	Day 6-7
5	Practice Patients to Follow the System.	Day 8-15
6	Getting Feedbacks for Upgrades	Day 8 onwards

Detailed Action Plan

Step No.	Action Step	Resources	Responsible People	Process	Remarks
1	Digital display implementation	<ol style="list-style-type: none"> Two Digital Displays Main Control Unit Four controllers (with increment buttons) Technicians 	<ol style="list-style-type: none"> Our team Hospital Administration 	<ul style="list-style-type: none"> Implement four control units and main control unit Test the devices individually Controllers for each pharmacy counter Each controller should be connected to the main control unit using wired connections. Connect the digital display to the main control unit using a wired connection. Fix a display at a visible height above the four clinic dispensary counters visible to the patients. Fix the other display inside the pharmacy visible to the four pharmacists in charge Test the functionality of the overall system 	<ul style="list-style-type: none"> Using the main control unit the visible number can be increased, decreased or set the initial number Other controllers can only increment the numbers Number should be saved in a non volatile memory Test the system several times, especially under different conditions (Ex: Power failures)
2	Arrangement of the seating area	<ol style="list-style-type: none"> Benches or similar seatings 	<ol style="list-style-type: none"> Hospital Administration 	<ul style="list-style-type: none"> Select a suitable spacious area in front of the pharmacy for patients to sit and wait until his/her number is displayed in the display 	<ul style="list-style-type: none"> This seating area should not block the path of other patients. It is better to encourage patients to stay in a less crowded area if his/her number is due couple of hours later

3	Practicing the display number system control	<ol style="list-style-type: none"> 1. Pharmacist 2. Security Officer 3. Technicians 	<ol style="list-style-type: none"> 1. Pharmacist 2. Security Officer 	<ul style="list-style-type: none"> ● One pharmacist is given the responsibility of the main control unit of the number display. ● Other pharmacists can only increase the numbers after clearing each patient. 	<ul style="list-style-type: none"> ● Give the controlling skills to the pharmacists. ● Technicians who implemented the system should help to train the pharmacists
4	Practising the number issuing	<ol style="list-style-type: none"> 1. Suitable area 2. A table 3. Three chairs 4. Seal with date (Or Computer & Printer) 5. Printed chits 6. Register 	<ol style="list-style-type: none"> 1. Three nurses/ staff member from each clinic 	<ul style="list-style-type: none"> ● Patients are given numbers in the first come first serve method. ● All the clinics have a common numbering system ● All the counters have a common numbering system ● But the psychiatric clinic and the counter for psychiatric patients should have a separate numbering system only on the relevant day. ● People responsible for the number issuing should be trained. ● One number for one prescription and the prescription number(patient no) should be recorded with the pharmacy number in a register. ● After reserving each number, they can mark it in the register. This will reduce the number of mistakes that can occur during the process. 	<ul style="list-style-type: none"> ● Ratnapura Teaching Hospital is going to be empowered by a digital system soon. Then, this task can be done in real time from that system. Because all the clinics are synchronized and numbers can be issued when the doctor checks the patient. We don't need any human hand for that and it will be more accurate, fair and efficient. So, this method will be a rehearsal for that system ● .It is better to use a machine afterwards to issue numbers(Similar to Reload Machines). ● There should be methods to make complaints about this number issuing. ● Steps should be taken to avoid same number being issued two or more times mistakenly

5	Practice patients to follow this system.		1. Hospital Administration 2. Security Officer 3. Pharmacists	<ul style="list-style-type: none"> There is a common entrance for all four queues Only the patients with lower numbers than the displayed number are allowed to enter a queue Five patients will wait in front of each counter When there are less number of patients than 5 in <i>any</i> of the lines, the number in the display should be incremented. Security officer in charge should direct the incoming patient to the vacant line after inspecting his/her number. When all the lines are full (have five patients each) the displayed number is frozen. 	<ul style="list-style-type: none"> Five patients are waiting in each line in order to prevent the time waste and increase efficiency The pharmacists- the scarce resource don't have to wait for the patients to come when there are five waiting patients. If the hospital prefers, late comers can be punished by requesting them to get a new number(Ex:- if a patient is late by 100 numbers) If controlling the numbers is an excessive effort to the pharmacists a dedicated control can be given to the security officer to control the display numbers
6	Get feedbacks for upgrades	1. Feedback forms 2. A cardboard box to collect feedbacks	1. Hospital Administration 2. Staff in charge of number issuing	<ul style="list-style-type: none"> There are feedback forms in the number issuing table so the patients can write their comments about the new system for further improvements. 	<ul style="list-style-type: none"> Staff members also have to check the functionality of the process and point out the things needed to be upgraded.

For further information please contact:

Sachini Somathilaka - 0718547315

Mudith Witharama - 0779275845

Yasod Sandeepa - 0773604959