

A study on prominent Lean practices to enhance patient satisfaction among various types of hospitals

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INTRODUCTION

Lean itself has a long the past of generate radical improvements in manufacturing, health care and construction and pharmacy sectors. As the lean principles are being adapted and tested in other sectors, the concept evolves and manifests. In hospital implementing lean management is used to eliminate waste such as waiting time, improving the quality, reducing the cost and thereby to improve the effectiveness of the hospital. There are two explanations behind expanding incline application in healing centers. In the first place, cost lessening has roused thinks about for operation change. Second, general strengths for holding up time diminish have brought about evacuation of non-value-included exercises.

LITERATURE REVIEW

Van lent conveys that lean faced by hospitals reduces wastes and can be used in manufacturing now faced by hospitals to patient logistics can be compared with those faced by manufacturing organizations as it understands customer value and focuses its key processes to continuously increasing it.

Hwang describes lean practices processes that maximize customer value while minimizing waste. The main ultimate goal is to achieve organizational productivity.

RESEARCH QUESTION

What are the most prominent factors affecting patient satisfaction
What are the most preferred hospitals by patients among corporate, Non-corporate and Government hospitals

CONCEPTUAL MODEL



HYPOTHESIS

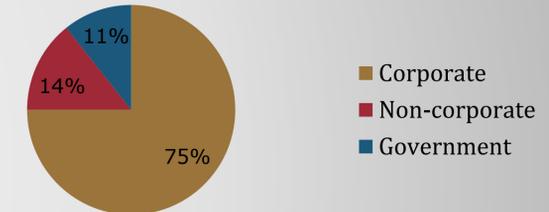
Hypothesis 1
There is no significant association between Waiting time and patient satisfaction

Hypothesis 2
There is significant association between over processing and patient satisfaction

REFERENCES

Leaven, L. T. (2015). Improving Hospital Laboratory Performance: Implications for Healthcare Managers. *Hospital topics*, 93(2), 19-26.
Nicholas, J. (2012). An integrated lean-methods approach to hospital facilities redesign. *Hospital topics*, 90(2), 47-55

SAMPLE DESCRIPTION



RESULTS AND DISCUSSION

Independent factors	Beta	P-Value
Waiting time	0.354	0.048
Over processing	-0.60	0.0375
Over production	0.147	0.0863
Motion	-0.065	0.604
Defects	0.031	0.731

- Waiting time is more dependent on patient satisfaction.
- Over processing is more dependent on patient satisfaction.
- The type of hospital chosen by patients is corporate
- over processing and motion at 5% and has a negative impact on Y-axis
- variables of waiting time and over processing are significant at 5% and statistically showing p-value less than 0.05.

CONCLUSION

Here we can understand that usage of lean management in hospitals very less, but waiting time and over processing as the crucial factor in hospitals that affect patient satisfaction. We can say that these are dependent on the wastages which occur in the lean process, and when these wastes are eliminated the efficiency of the process also increases. Most hospitals have a very less idea about lean practices, but usage of these practices in hospital sector has become very important.

LIMITATIONS AND FURTHER RESEARCH

- Sample size can be extended
- As of now waiting time and over processing are the most dependant factors and considered to be part of study and it can be extended to others.