Turn around time of pediatric patients in the emergency room of University of Perpetual Help Delta Medical Center from May to October 2010

Cherry Biglaen-Dionisio
University of Perpetual Help-DALTA Medical Center, Philippine

Objectives: To determine the length of turn around time and its component among pediatric patients in the Emergency room at University of Perpetual Help Dalta Medical Center from May-October 2010.

Methods: A time motion study was conducted in the UPHDMC emergency room for 6 months. This study measured the actual contact time with the health care service provider for each patient as well as the amount of time they spend waiting for each service stations. The time of delay was determined in comparison with the standard time given by the quality assurance.

Results: As to the actual contact time with each service provider, the longest encounter was observed with the pediatric resident on duty (19.3 mins) and the shortest encounter happened in the triage area. As to process flow, waiting for the laboratory results took the longest time (71mins) followed by the transfer to room of choice (39.3 mins). The average waiting time of pediatric patients in the emergency room was 24.8 mins. In comparison with the standard time by the quality assurance the study showed significant delays. Of the seven service stations “transfer to room of choice” tops in discrepancy whereas to service providers the “triage” got the greatest discrepancy.

Conclusion: the overall turn around time for pediatric patients in the present ER set-up is 25 minutes. Waiting for the laboratory specimen, processing, and retrieval of results lengthens the turn around time. Gross delays in the specific areas fall short of the standard prescribed time.

Keywords: turn around time, actual contact time, pediatric patients

Biography
Cherry Biglaen-Dionisio, M.D, is a Principal Investigator, Department of Pediatrics, University of Perpetual Help-DALTA Medical Center, Philippine
cherrybiglaen@yahoo.com