

Abstract

Problem Statement

Hospitals are not effectively measuring their operational execution by using benchmarking tools for comparison analysis.

The Hospital Association of Puerto Rico encourage the competition of effective operations by comparing the performance metrics among their departments and themselves.

The use of benchmarking will promote the utilization of operational excellence tools to improve the utilization of the resources.

Introduction

What is a Hospital?

An institution which is managed, staffed and equipped for providing healthcare services, including inpatient care, surgery, emergent and urgent care, and has facilities for the diagnosis and treatment of disease.

In our case, we had the opportunity to conduct our research at Bayamon Medical Center.



Challenge and Objectives

For each research and/or work we will always encounter some remains. In our case, some of our most intriguing challenges in order to perform the research were:

Obtaining authorization from Bayamon Medical Center since by COVID, they were not accepting students.

Having communication with the Medical Team, since they are saving lives and we could not interrupt their day.

Methodology

Survey

A survey was conducted for Administrative, Support and Medical staff, and patients were included. We conducted this survey to verify which of the services employees and patients prioritize. The survey includes sections on gender, age and how the person wishes to participate.

Evaluation of Operational Performance

Before we begin, we decided to establish each area that a patient must go from the time he/she arrives at the hospital until he/she is discharged or admitted. In total there are 10 areas that we had to take time when the patient was being seen and 9 waiting times, which we had to consider when the patient is waiting to be called.

The process is as follows: We selected 5 random people and we took the time they were being served or waiting to be served. We would record the time and then calculate the average for each of the areas.

Data

We were able to survey 35 people, including the medical team and patients as follows:



After surveying patients and employees, including the medical staff, we were able to stratify the data by gender, age and who participated.

Analysis & Results

Surveys Results

After conducting the survey and being able to see the priority that patients and employees give to each of the areas of the Emergency Room, we were able to make a constant improvement rubric that the employees themselves could evaluate. In this way, they will be able to make the corresponding procedures.

After going to each Emergency Room area starting with the registration of the patient until he/she is admitted or discharged. The administration will be assigned a score through 1 to 5, in order to have a result and determine if there is an opportunity for improvement.

Conclusion

The development of the rubric will provide a platform of unbiased evaluation of operational execution and promote the culture of maximize the utilization of resources to provide a high quality and competitive results.

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García Pelatti, L. (2019, December 06). En las salas de emergencia de los hospitales de Puerto Rico hay que esperar 10 horas más que en los de EE.UU. Retrieved September 06, 2020, from <http://sincomillas.com/en-las-salas-de-emergencia-de-los-hospitales-de-puerto-rico-hay-que-esperar-10-horas-mas-que-en-los-de-ee-uu/>