A Study on Utilization of Data Analytics for Improving Opd Efficiency

Saumyadip Sasmal
The Neotia University

***Abstract*—Outpatient Departments (OPDs) are critical touchpoints in any hospital setting, serving as the first line of interaction between patients and healthcare providers. However, OPDs often suffer from operational inefficiencies, such as long waiting times, poor scheduling, and uneven doctor workloads, which affect both patient satisfaction and service delivery. The primary aim of this research is to explore how data analytics can be leveraged to identify inefficiencies in OPD operations and recommend actionable strategies for improvement.**

This study adopts a quantitative, descriptive-analytical research design, utilizing historical data from hospital OPD records, including appointment schedules, patient counts, consultation durations, and waiting times. Data was collected over a period of 3 to 6 months and analyzed using tools such as Microsoft Excel, Python (Pandas, Scikit-learn), and visualization platforms like Power BI. Techniques such as descriptive analytics were used to examine current trends in patient flow, while predictive analytics helped forecast peak periods and potential bottlenecks. Prescriptive analytics were employed to recommend optimized staff allocation and patient scheduling frameworks.Here are Some keywords for research on "Utilization of Data Analytics for Improving OPD Efficiency":

***Index Terms*—OPD Efficiency, Data Analytics, Healthcare Operations, Patient Waiting Time, Hospital Management, Descriptive Analytics, Predictive Analytics, Prescriptive Analytics, Appointment Scheduling, Patient Flow Optimization, Outpatient Department, Health Informatics, Load Balancing, Patient Satisfaction, Real-time Monitoring, Doctor Workload Management, Healthcare Data, Operational Challenge**

I. OBJECTIVES OF THE STUDY

General Objective

To explore how data analytics can be effectively utilized to enhance the operational efficiency of Outpatient Departments (OPDs) in healthcare settings.

Specific Objectives

1. Due to lack of the manpower operational inefficiencies which effects the OPD processes
2. To apply data analytics techniques to analyze OPD performance
   - Employ descriptive, predictive, and prescriptive analytics tools to derive insights from collected data.
3. To develop data-driven strategies for improving scheduling, staffing, and patient flow

Scope and Limitations:

Scope of the Study

This research focuses on exploring the potential of data analytics to enhance the operational efficiency of Outpatient Departments (OPDs) in one or more selected hospitals. The scope includes:

- Institutional Focus: The study will be conducted in one or more hospitals, based on the availability of relevant data and administrative permissions.

II. RESEARCH DESIGN

The researcher utilizes a survey method to collect data from a sample of 200 participants.

Quantitative Approach:

The study mainly uses numbers to understand the data from hospital outpatient department (OPD) records—like when patients arrive, how long they wait, how long they talk to doctors, and how many staff are available. This enables unbiased assessment of factors and mathematical examination to spot tendencies, sequences, and connections.

Descriptive Analysis:

Descriptive statistics will be utilized to encapsulate and comprehend the current condition of OPD functions. Key metrics such as average patient wait times, peak hours, staff workload, and patient volume will be calculated to identify inefficiencies and operational bottlenecks.

Analytical Component:
The study also employs analytical techniques using data analytics tools to uncover underlying issues, forecast future patient flows (predictive analytics), and simulate or recommend optimal scheduling and resource allocation strategies (prescriptive analytics).

Justification for Design:
This design is appropriate because it:

- Provides measurable and comparable outcomes.
- Facilitates evidence-based evaluation of existing OPD performance.
- Supports the application of statistical and machine learning methods for improvement.

III. DATA COLLECTION TOOLS

In this study, data collection will rely on a combination of digital systems and analytical software tools to extract, organize, and analyze OPD data effectively. Below are the key tools used:

1. Hospital Information System (HIS) / Electronic Health Records (EHRs)

These are primary sources of OPD data. They store structured information on:

- Patient registration and appointments
- Visit timings and wait times
- Consultation durations
- Staffing details and schedules

Introduction to Data Analysis and Interpretation:
Data analysis and interpretation form the backbone of this research, providing objective insights into the current operational efficiency of the Outpatient Department (OPD). In the context of healthcare service delivery, especially in high-volume OPDs, raw data such as appointment records, waiting times, service duration, and staff deployment carry critical information about systemic performance and patient experience.
This section aims to systematically examine the collected data to identify trends, patterns, and inefficiencies. By applying descriptive, predictive, and prescriptive analytics techniques, the research interprets real-world OPD data to draw conclusions that support informed decision-making.
The focus of the analysis includes:

- Understanding overall patient flow and waiting time distribution
- Identifying doctors with high vs. low waiting times
- Highlighting imbalances in resource allocation
- Predicting future patient load patterns
- Recommending data-driven operational improvements

The tools used for this analysis include Microsoft Excel, Python (Pandas, Matplotlib), and Power BI for visualization. These tools help translate complex data sets into accessible, actionable information that supports OPD efficiency optimization.

Statistical Analysis:
COUNT OF DOCOTOR NAME BY DAY:

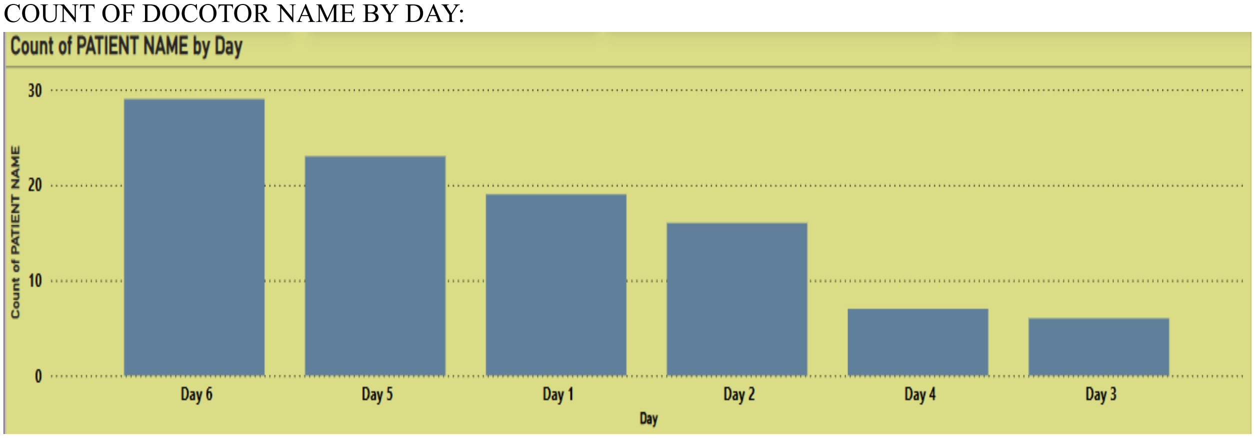

Fig. 1

Statistical Analysis:
OPD TAT Time Calculation:

Fig. 2

Dashboard Summary: OPD TAT TIME:
Top Summary Metrics

Metric	Value	Interpretation
Sum of WAITING TIME (Min)	5,363	Total cumulative waiting time experienced by all patients
Count of PATIENT NAME	100	Total number of patients recorded in the OPD
Average WAITING TIME (Min)	53.63	On average, a patient waited 53.63 minutes

This indicates a high average wait time, suggesting potential inefficiencies in patient handling, doctor scheduling, or registration systems.

Count of PATIENT NAME by Day (Top Bar Chart)
This bar chart shows how many patients visited OPD on each day:

Day	Approx. Patient Count	Observation
Day 6	~29 patients	Most crowded day
Day 5	~23 patients	Second most crowded day
Day 1	~19 patients	Moderate crowd
Day 2	~16 patients	Below average crowd
Day 4	~7 patients	Low patient turnout
Day 3	~6 patients	Least crowded day

✔ This shows peak days are Day 6 and Day 5, likely the end of the week (e.g., Friday/Saturday).
2. Sum & Average of Waiting Time by Day (Bottom Combo Chart)

This combo chart visualizes:

- Red Bars: Total waiting time (Sum) per day
- Blue Line: Average waiting time per patient for each day

Key Insights:

Day	Sum of Waiting Time	Avg. Waiting Time	Notes
Day 6	Highest	High	High load with long average wait
Day 5	Second-highest	Medium-high	Many patients, decent efficiency
Day 1	Moderate	Moderate	Balanced traffic and waiting
Day 2	Moderate-low	Medium	Fewer patients, avg wait still notable
Day 4	Low	Low	Less crowded, efficient service
Day 3	Lowest	Lowest	Least patients and wait time

5.5 OPD FEEDBACK ANALYSIS BASED ON CRM:
1. APPOINTMENT BOOKING EXPERIENCE:
Presentation of Data:

APPOINTMENT BOOKING EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	890	51.74%
Very good	586	34.07%
Good	128	7.44%
Fair	54	3.14%
Poor	62	3.60%
TOTAL	1720	100%

Statistical Analysis:

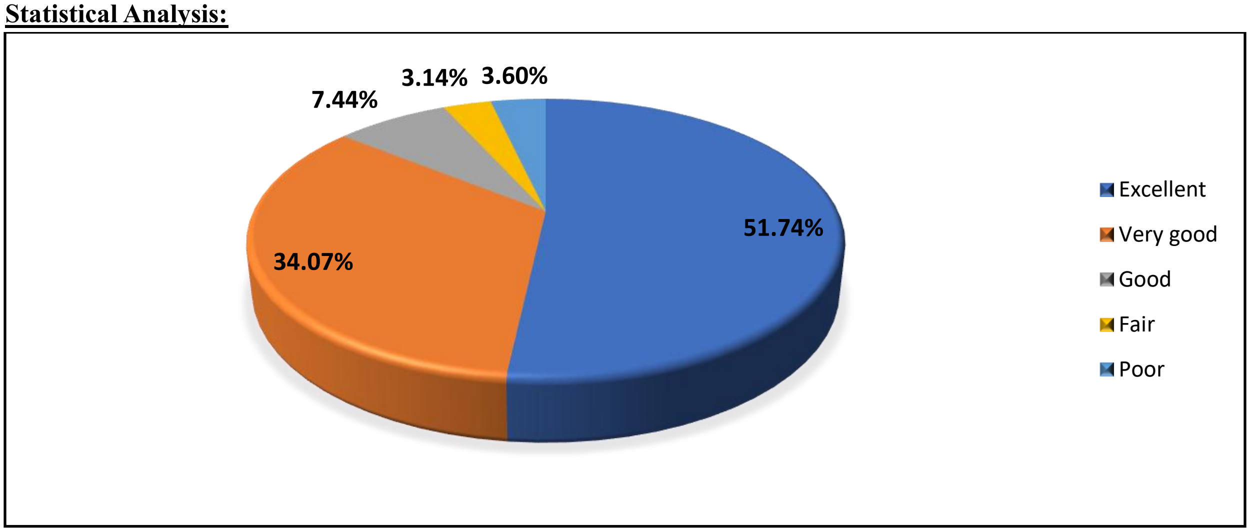

Fig. 3

Interpretation of finding:
The Appointment Booking Experience data reflects a largely positive patient response. A majority of patients, 51.74%, rated the booking experience as Excellent, and another 34.07% found it Very Good, indicating that over 85% had a seamless and satisfactory process. 7.44% rated it as Good, suggesting minor issues in a few cases. However, 3.14% reported a Fair experience and 3.60% a Poor one, which may point to occasional challenges such as difficulty in getting preferred slots, technical glitches, or delays in confirmation. While the overall feedback is favorable, these smaller percentages highlight areas for system refinement and better user support.

2.BILLING EXPERIENCE:
Presentation of Data:

BILLING EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	792	45.8%
Very good	619	35.23%
Good	163	9.28%
Fair	90	5.12%
Poor	93	5.29%
TOTAL	1757	100%

Statistical Analysis:

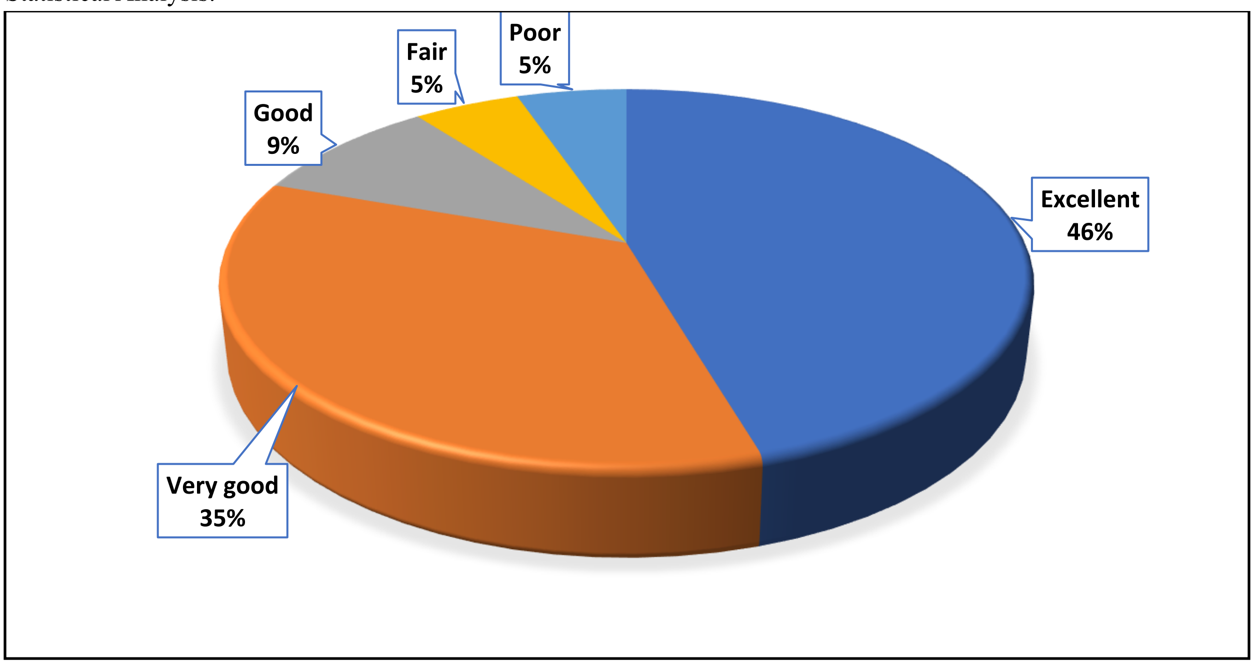

Fig. 4

Interpretation of finding:
The pie chart depicting the billing experience reveals that the majority of patients had a positive experience, with 45.80% rating it as Excellent and 35.23% as Very Good, totaling over 81% satisfaction. This suggests that the billing process is generally smooth, transparent, and user-friendly for most patients. However, 9.28% rated it as Good, indicating some room for minor improvements, while 5.12% found it Fair and 3.60% rated it Poor, highlighting occasional issues such as delays, lack of clarity, or technical inefficiencies. Addressing these specific concerns can help streamline the billing process further and enhance overall patient satisfaction.

3.DOCTOR EXPERIENCE:

Presentation of Data:

DOCTOR EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	1268	73.72%
Very good	335	19.48%
Good	49	2.85%
Fair	27	1.57%
Poor	41	2.38%
TOTAL	1720	100%

Statistical Analysis:

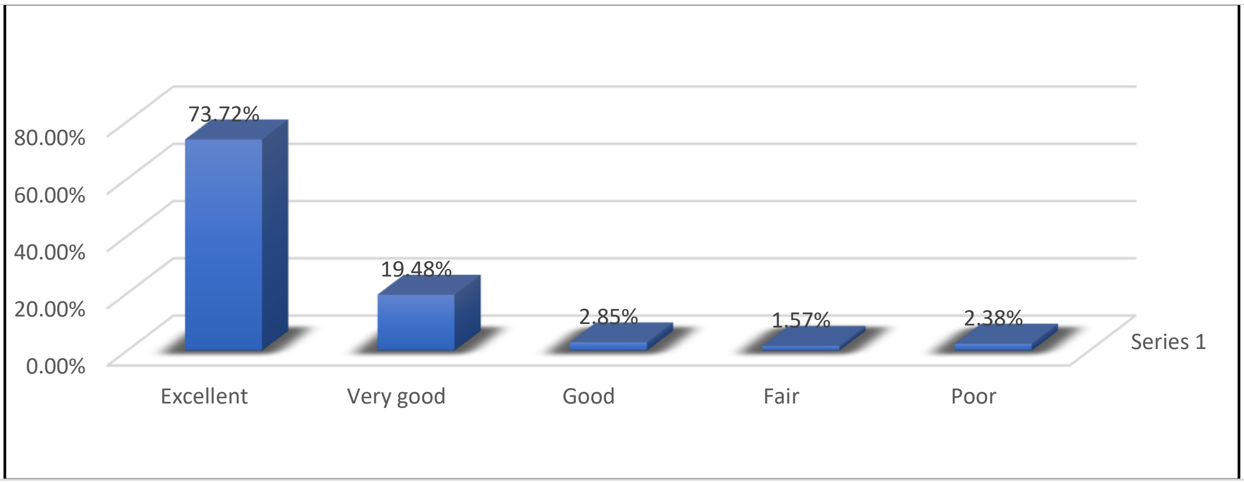

Fig. 5

Interpretation of finding:

The pie chart representing Doctor Experience shows a highly positive perception among patients. A significant 73.72% of respondents rated their experience as Excellent, indicating high levels of satisfaction with doctor interaction, professionalism, and clinical care. Additionally, 19.48% rated the experience as Very Good, further reinforcing overall positive sentiment. Smaller percentages of patients reported Good (2.85%), Fair (2.38%), and Poor (1.57%) experiences, suggesting that while a few may have encountered minor issues (such as communication gaps or rushed consultations), the overwhelming majority were extremely pleased. This data highlights strong patient trust and satisfaction with the doctors, which is a critical factor in OPD service quality and patient retention.

4.Presentation of Data:

REGISTRATION EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	146	56.59%
Very good	78	30.23%
Good	23	8.91%
Fair	4	1.55%
Poor	7	2.71%
TOTAL	258	100%

Statistical Analysis:

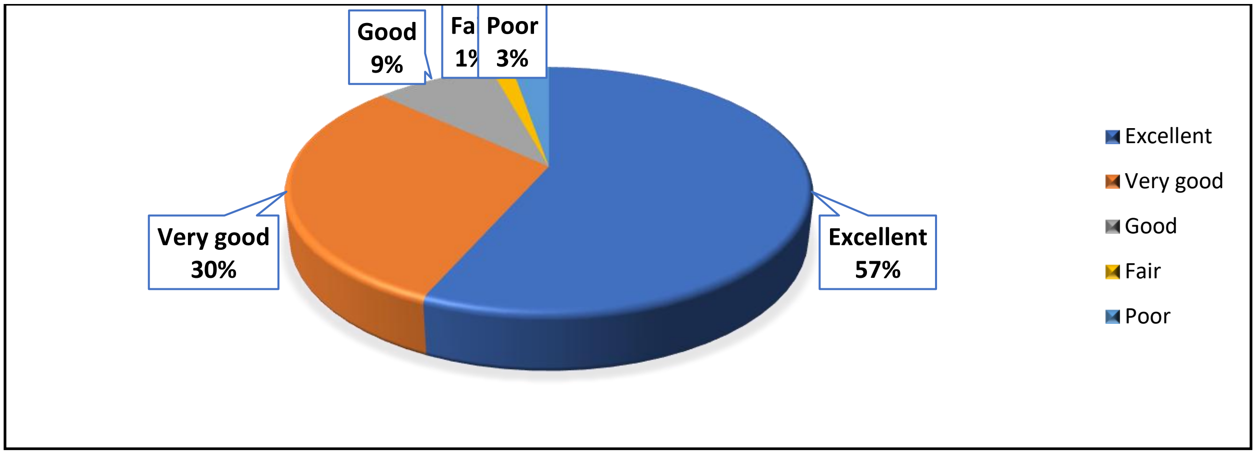

Fig. 6

Interpretation of finding:

The Registration Experience data indicates that a majority of patients had a smooth and satisfactory experience during the registration process. 56.59% of respondents rated it as Excellent, while 30.23% marked it as Very Good, showing that over 86% of patients were highly satisfied. Additionally, 8.91% rated the experience as Good, suggesting that only a small number had minor issues. A minimal percentage reported a Fair (1.55%) or Poor (2.71%) experience, pointing to isolated concerns that may involve delays, confusion, or staff behavior. Overall, the registration process is functioning well but has room for slight improvement in efficiency and consistency.

5.Presentation of Data:

PHARMACY EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	150	48.08%
Very good	126	40.38%
Good	24	7.69%
Fair	6	1.92%
Poor	6	1.92%
TOTAL	312	100%

Statistical Analysis:

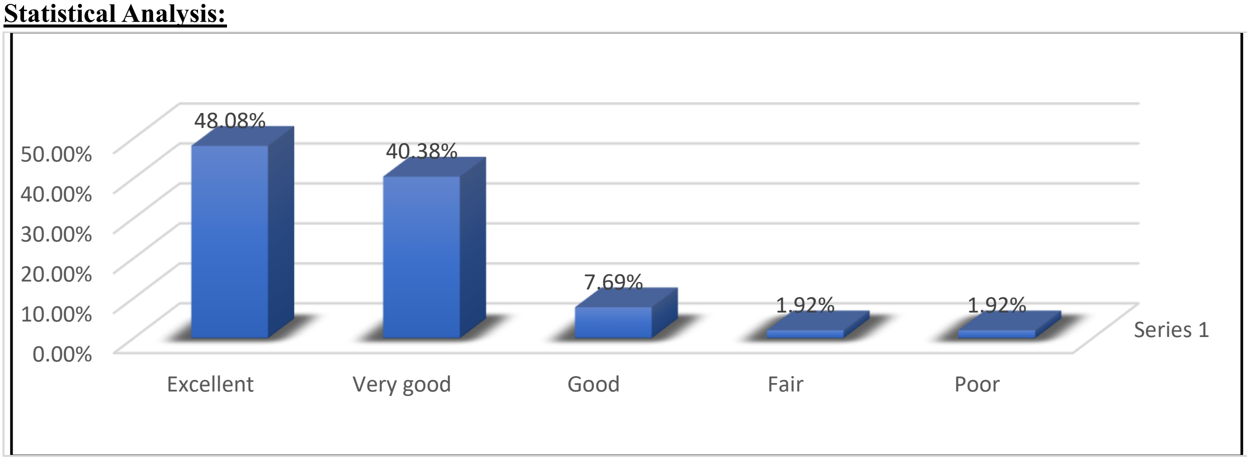

Fig. 7

Interpretation of Findings:

The data on pharmacy experience reveals overwhelmingly positive feedback from patients:

- 48.08% of patients rated their experience as Excellent, indicating that nearly half found the pharmacy service highly efficient, responsive, and satisfactory.
- 40.38% rated it as Very Good, suggesting smooth service with minimal issues.
- 7.69% felt it was Good, showing a few minor concerns, possibly regarding wait time or stock availability.
- A small percentage of 1.92% rated the experience as Fair, and another 1.92% as Poor, hinting at isolated instances of dissatisfaction.

6.Presentation of Data:

NURSING STAFF EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	723	54.16%
Very good	486	36.40%
Good	73	5.47%
Fair	23	1.72%
Poor	30	2.25%
TOTAL	1335	100%

Statistical Analysis:

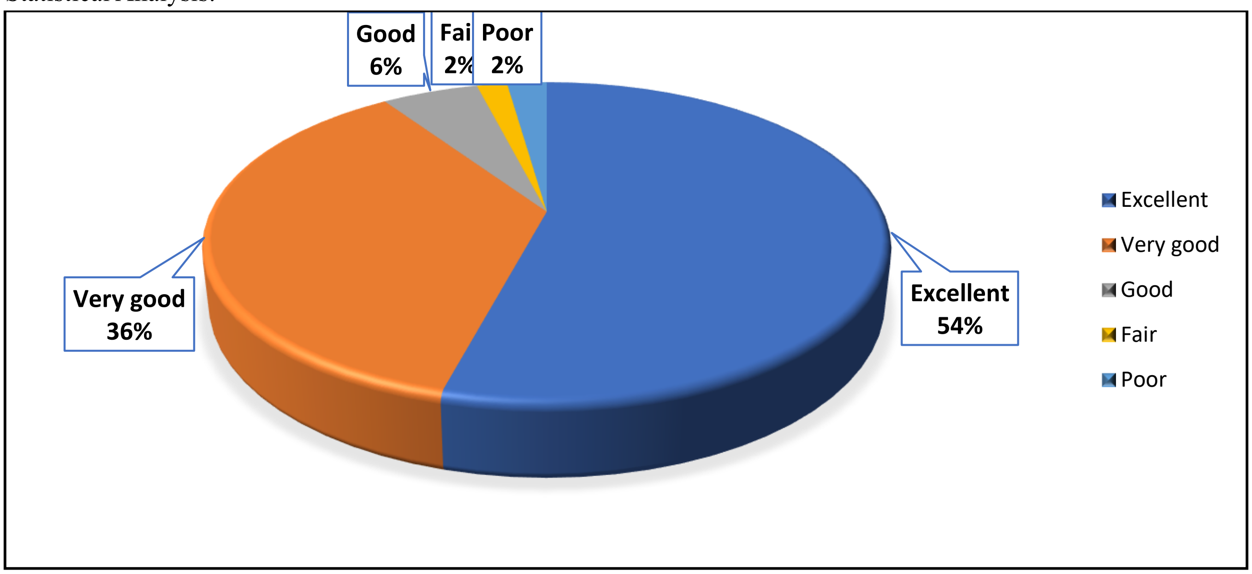

Fig. 8

Interpretation of finding:

The pie chart represents patient feedback on a particular hospital service, likely overall OPD experience or a specific service area. A majority of respondents rated the service as **"Excellent" (54%)**, followed by **"Very Good" (36%)**, indicating a high level of patient satisfaction. Only **6%** of patients found the service to be "Good," while minimal proportions rated it as "Fair" (2%) or "Poor" (2%), suggesting that dissatisfaction levels are very low. This distribution clearly demonstrates that the hospital is delivering commendable service quality from the patient's perspective, though minor improvements could still be made to convert "Good" and "Fair" ratings into higher satisfaction tiers.

7.Presentation of Data:

RADIOLOGY EXPERIENCE		
TYPES	NO	PERCENTAGE
Excellent	146	56.59%
Very good	78	30.28%
Good	23	8.91%
Fair	4	1.55%
Poor	12	4.65%
TOTAL	258	100%

Statistical Analysis:

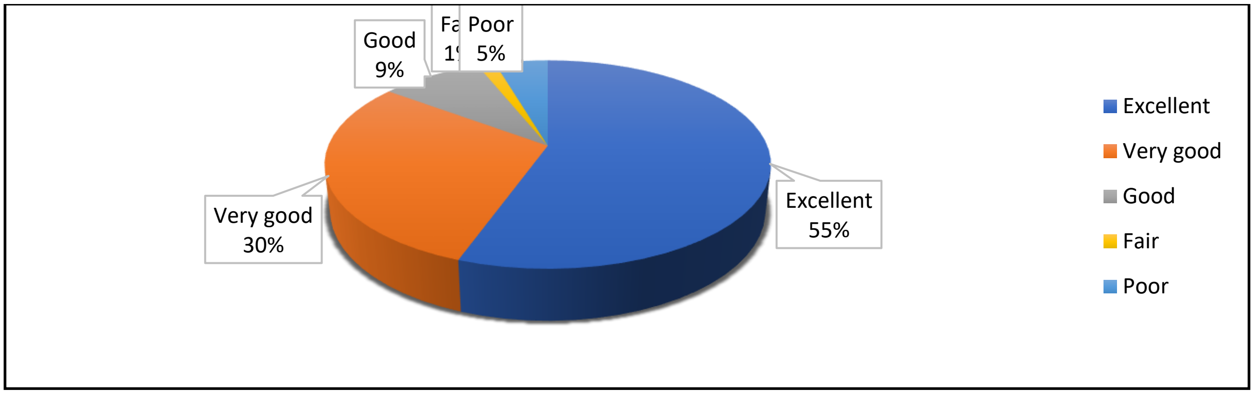

Fig. 9

Interpretation of finding:
The pie chart illustrates patient feedback on a specific hospital service, where the majority of respondents—55%—rated their experience as "Excellent", and 30% as "Very Good", indicating a strong overall satisfaction level. Additionally, 9% rated the service as "Good", while smaller proportions expressed dissatisfaction, with 5% rating it as "Poor" and 1% as "Fair". These findings suggest that the hospital is largely meeting or exceeding patient expectations, although there is a small but important segment of patients who had less favorable experiences. Addressing their concerns could further enhance overall satisfaction and service quality.

IV. DISCUSSION

1. Uneven Patient Load Distribution
   - Some doctors have significantly higher cumulative waiting times compared to others.
   - Indicates imbalance in how patients are assigned or how slots are managed.
2. Potential Scheduling Bottlenecks
   - High waiting time may stem from overbooked schedules or inefficient time allocation per patient.
3. Doctor Performance Variation
   - Differences in time spent per consultation or punctuality can influence waiting time trends.
4. Lack of Real-Time Monitoring
   - No dynamic intervention mechanism to reallocate or reschedule when queues get longer.
5. Impact on Patient Satisfaction
   - Higher wait times correlate with reduced patient satisfaction and perceived service quality.

V. RECOMMENDATIONS

1. Implement Data-Driven Appointment Scheduling
   - Use predictive analytics to forecast peak times and allocate slots based on doctor efficiency and historical demand.
2. Balance Patient Load
   - Introduce a smart triage system or automated distribution logic to avoid overloading certain doctors.

3. Set Maximum Appointment Limits per Doctor
   - Cap daily appointments based on consultation average duration to avoid patient pile-up.
4. Monitor Real-Time OPD Status
   - Use dashboards to track waiting times live and redirect patients or adjust queues as needed.
5. Provide Support Staff for High-Load Doctors
   - Assign assistants or junior doctors to streamline workflow for doctors with consistently high queues.
6. Train Staff for Time Efficiency
   - Workshops on efficient consultation techniques can reduce unnecessary delays.
7. Collect Continuous Feedback
   - Use patient surveys and real-time feedback systems to detect and address wait-time complaints promptly.

VI. KEY CONCLUSIONS

1. OPDs Are Critical Yet Overburdened
- Outpatient Departments are the first point of contact for most patients, but they often suffer from operational inefficiencies such as long wait times, uneven patient flow, and resource mismanagement.

2. Data Analytics Identifies Root Causes of Inefficiency
- Descriptive analytics effectively highlighted existing patterns and bottlenecks in patient flow, and appointment systems.

3. Predictive Models Enhance Planning
- Forecasting tools, such as regression and time-series models, accurately predicted daily patient volumes and no-show probabilities.
- This enabled better planning of staff schedules and reduced overcrowding.

4. Prescriptive Analytics Offers Practical Solutions
- Simulation and optimization models suggested concrete ways to improve scheduling, allocate staff more efficiently, and reduce idle time.

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