

Efficiency of Radiology services: A Case study in Karnataka, India

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ABSTRACT

Hospitals play a vital role in the health and well-being of people. In recent times there has also been an increase in the number of patients visiting the hospitals owing to various reasons. In a country like Indian where the hospital to patient ratio is very high it is essential to focus towards improving internal processes in order to attain maximum efficiency levels. With the increasing numbers of cancer and related incidents in India, radiology departments in the hospitals play a critical role in the diagnosis and treatment process. Besides, radiology Department also one of the important source of revenue generation for hospitals. The radiology department provides imaging services like X-ray, CT, MRI and Ultrasound scans and this has contributed to enhanced diagnosis of patients and consequently improved medical treatment world over. With the increasing numbers of patients visiting the radiology department in hospital followed by lack of advanced support from IT that can be used in radiology, coupled with lack of trained administrative and technical staff has created bottlenecks in the Radiology department's process. This operational bottlenecks or inefficiency increase in the waiting time of patients and report generation time has caused inconvenience and dissatisfaction to the patients and has resulted in inefficient utilization of existing services to a number of deserving patients.

In this context, our attempt in this paper is to understand and analyze the requirement of Radiology services in Karnataka and measure the (in) efficiency in terms of process flow and waiting time through a primary survey in a hospital with radiology department in Karnataka. Our results and analysis suggest that there is substantial scope to improve the efficiency of radiology departments in Karnataka that not only help in catering to more patients but also help increasing revenue for the hospitals.

Keywords : Radiology, Efficiency, process flow, Wait time, Karnataka

BIBLIOGRAPHY

Maria Sabastin S. Currently serves as Assistant Professor at the Department of Management, Amrita Vishwa Vidyapeetham, Bengaluru Campus. With the passion for teaching and research he started his career with Amrita School of Business, Bangalore campus, and now he is also pursuing his Ph.D. in the area of Information Technology and Management. His key area of interest is to explore what are the determinants to manage Information Technology in Health Care to increase their efficiency and improve their performance.

Shekar Babu Founding Head of INDO-US University Initiatives at AMRITA Bangalore Campus since January 2006. Prior to AMRITA ,has sixteen years of work experience .Worked Hewlett – Packard Co .,CA USA for eleven years and five years as a Technology and Business Consultant in Price Waterhouse, LA, CA, USA.With a strong work experience and entrepreneurship skills, is on board of several start – up companies in Silicon Valley,CA as well as in INDIA

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