Effectively Shorten Waiting Time by using Nurse Taking History in Paed SOPD

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Introduction
In United Christian Hospital, the waiting time of new case consultations in Paediatric SOPD may be up to 25 weeks, mainly caused by the long time spent in history taking for every new case. Long waiting time may also delay the management of the Paediatric patients.

Objectives
To evaluate whether a programme of nurse-assisted new case history-taking shortens the doctors’ consultation time which potentially shorten the waiting time in Paediatric SOPD.

Methodology
128 patients were recruited in the study with 64 patients in the intervention group and 64 patients as control. The intervention group was seen by the nurses for history taking before the doctor’s consultation. The nurses clerked the history of the patients according the “General New Case” template in CMS particularly on chief complaint, family history, past medical history, immunization and developmental history. The doctor’s consultation times of the both groups were measured and compared by Mann-Whitney U test.

Result
Result: The mean consultation time (in minute) of the intervention group and control group were 33.67 vs 23.73 respectively (P-value < 0.001). The mean consultation times of new case were shortened by about 10 min which in turn can potentially increase the new case quota by 42% and shorten the waiting time. Conclusion The programme of nurse-assisted new case history-taking shortens the doctors’ consultation time which potentially shorten the waiting time in Paediatric SOPD.