A Study to Assess the Knowledge on Reducing Outpatient Waiting Time for Better Patient Outcomes among Health Care Worker in Selected Health Care Centre, Meerut

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Abstract: _Background of the Study:_ _In response to the certain conditions of each period, the health care organizations have observed major changes. These Various changes included the rapid growth of technology costs of the health sector. Increasing complexity of processes along with the increasing competition among the institutions of health care services have changed the opinion of the experts towards the health care systems providing the health services._ _Objectives of the Study:_ _1) To assess the determinant of patient waiting time in selected health centre. 2) To assess the knowledge on reducing outpatient waiting time among health care worker. 3) To find out the association between knowledge scores on reducing outpatient waiting time with their selected socio-demographic variables._ _Methods:_ _A descriptive study was done on 100 health care worker working in health care centre's, selected by convenient sampling techniques. Data was collected by using structured knowledge questionnaire related to health centre and its functions, structured knowledge questionnaire on strategies realted to reducing the outpatient waiting time and checklist of functioning of OPD services._ _Result:_ _The findings revealed that health care worker have good knowledge about strategies and fuctioning of OPD to reduce the outpatient waiting time._

Keywords: assess, knowledge, outpatient, health care worker