2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

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| **Project Name** | | | |
| E Phone Service | | | |
| **Site** | | **Department** | |
| Riyadh | | Surgical & Urology Clinics | |
|  | | | |
| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  Surgical / Urology Clinics receive direct telephone calls from patients or their family members on daily basis requesting take home supply, medication refills and re-scheduling appointment. Nevertheless, more patients along with their family members come personally to the clinic-reception for the same above mentioned needs. Hence, the continuous increase of patients’ requests received throughout the day either by phone calls and from the unscheduled walk-in patients have made the surgical & Urology Clinic to adopt a call recording strategy (“e-phone service”) that is similar to the patient call center concept, to not only facilitate the nursing workload but also to improve the quality of service provided to our patients. | **Aims:** What will the project achieve?   1. To creating and develop a call recording strategy to serve Surgical & Urology patients populations whom do not have scheduled appointments at the clinic through a telephone system in order to fulfill their needs by September 2017. 2. ﻿To develop a process flow guideline by September 2017. |
| **Benefits/Impact:** What is the improvement outcome?  *(check all that apply)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  Other (please explain)  Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?  *(Select only one)*  Patient Centred |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Average number of patients served through call recording strategy on a monthly basis | Not Applicable as it is a new system | |
| **Interventions:** Overview of key steps/work completed   * Designing the “E-Phone System” in collaboration with HITA and Communication. * Collaboration with Communication section required the following:   1) - Assigning a direct virtual telephone number to our patients for an easy access.  2) - Creating an automatic response IVR: Interactive Voice Response.  3) - Developing Generic Department e-mail in order to capture or record our patients’ messages.   * Drafting the voice message and recording it, as well as recording instructions on how to use the e-phone system in order to ensure patient full knowledge about the use of system. * Lunching the e-phone service. * Educate patient and family at each clinic visit on how to access the e-phone service and get the benefits of it. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*     |  |  | | --- | --- | | e-Phone Services | | | Average number of patients served through call recording strategy on a monthly basis | **45 calls** | |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Ebtesam A. Asfour | Sulaiman Alayyaf Bashayr Alshammari Elshafa Hassan Ahmed Rasheed Alrasheed Amina Barnawi Ainaya Babikir Karine Tannoury Awaid Alkhaldy Sultan Alrasheedi Mazen Alotaibi |