2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

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| **Project Name** | | | |
| Improve Physiotherapy/ Occupational Therapy Outpatient Appointments Booking (TAT) Turn Around Time | | | |
| **Site** | | **Department** | |
| Jeddah | | Physical & Occupational Therapy | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 03-19-2017 | | 07-31-2017 |

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| **Problem:** Why the project was needed?  The TAT for Physiotherapy/ Occupational Therapy outpatient appointments booking “from entering the appointment request to confirming the appointment in the system” for inpatients before discharged is 6 hours | **Aims:** What will the project achieve?  Decrease outpatient appointments booking for inpatients (TAT) Turn Around Time from 6 hours to 1 hour |
| **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 | | The TAT for Physiotherapy/ Occupational Therapy outpatient appointments booking | Decrease outpatient appointments booking for inpatients (TAT) Turn Around Time from 6 hours to 1 hour | |
| **Interventions:** Overview of key steps/work completed   * The booking process has been changed & the responsibility of confirming the appointments transferred from the senior to the ward clerk. * Ward clerk is responsible for the following: * Receive the appointment orders in the queue list for inpatient appointment going to OPD. * Complete the process of scheduling the patient by calling Registration & Appointment to confirm the order. * Check the order and generate an appointment slip to be given to the patient upon discharge. * The changes was reflected in the IPP for patient scheduling (MCA-CS-PT-J-07-013) |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*   * TAT decreased from an average of 6hrs in Feb 2017 to an average of 23min in July 2017. |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Israa Kutbi | Sharon Patio  Abdulhalim Niazy  Abdo Gharawi  Abdullah Assiri  Ibrahim Qoulaghasi |