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)*[x]  Contained or reduced costs[x]  Improved productivity[x]  Improved work process[x]  Improved cycle time[x]  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 |

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| **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)
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| **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 PatioAbdulhalim NiazyAbdo GharawiAbdullah AssiriIbrahim Qoulaghasi |