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 |
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| **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.

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| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  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 |
| Average number of patients served through call recording strategy on a monthly basis |  Not Applicable as it is a new system |

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| **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.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)*

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| 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 AlayyafBashayr AlshammariElshafa Hassan AhmedRasheed AlrasheedAmina BarnawiAinaya BabikirKarine TannouryAwaid AlkhaldySultan AlrasheediMazen Alotaibi |