2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Cost and Time Efficiency in Orthotic Management | | | |
| **Site** | | **Department** | |
| Riyadh | | Orthotics & Prosthetics Services | |
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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?  The flow of patients undergoing Orthopedics procedure takes around 9 weeks, starting from surgery day until patient is seen in Orthotics Clinic for fitting; this long process is resulting in patient dissatisfaction due to long waiting time, high cost and improper slot utilization. Therefore, this project was initiated to improve procedure/patient flow between Department of Orthopedic Surgery (OS)/OR and Orthotics & Prosthetics Services (OPS). | **Aims:** What will the project achieve?  To decrease cost and time from procedure date to first seen in Orthotics & Prosthetics clinic 40% from the baseline by the end of 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)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Time from Procedure to first seen in Orthotic clinic (Day) | 40% from baseline | |
| **Interventions:** Overview of key steps/work completed   * Patient will have one visit to Orthotics & Prosthetics(OPS) Services for fitting (product delivery) rather than two visits in the normal procedure. * Orthotics & Prosthetics Services will attend to the patient in the Operating Room (OR) to take the required measurement immediately after the surgery is done and while patient is under anesthesia. * In the follow up appointment with orthopedic (after 6 weeks), patient has already scheduled appointment with Orthotics & Prosthetics Services for fitting of the device on same day. This means, a separate OPS service will not be required for the patient as it will match with orthopedic visit dates. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  **Cost efficiency:**  Patient is no longer required to attend to Hospital for Orthotics & Prosthetics Services (OPS) service only as he/she will be scheduled to be seen at same days of his/her scheduled appointments for Surgery and Orthopedic follow-up. In other words, patient will be seen in one phase rather than two phases of treatment course.  **Total Savings**  Tickets plus accommodation cost on average **SAR 2,500 per patient.**  (For around 35 patients in 9 month-trial period Saving of SAR 87,500 approximately  an **annual saving of 116,667 SAR**). |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Burhan Dhar | Dr. Zayed Alzayed  Dr Petra Hamrikova  Shabana Raza |