2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Decrease interruption in Clinic Flow | | | |
| **Site** | | **Department** | |
| Riyadh | | Pediatric Clinic | |
|  | | | |
| **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?  In the past, patient used to wait for his appointment slip, medication and lab request form to pick up on same day after being seen by the doctor. Nowadays, patient was not given any slip, instead he is instructed to provide his Medical Record Number (MRN) or hospital issued ID card to fix all appointments. So, the nurse can put everything in the system while patient is on his queue or on his way to appointment, pharmacy or store.  Moreover, patient has to wait for another doctor's clinic before issuing a medication refill, modifying his appointment or lab works; this process will take days and will cost the patient additional visit to the hospital. To overcome this situation, Nurses developed a Nurse Walk-In Clinic to cater all these needs without waiting for the clinic day of the physician. This project was selected to minimize interruption in the clinic flow and to increase patient satisfaction. | **Aims:** What will the project achieve?  To Maintain patient satisfaction ≥ 97%, despite the increase number of Pediatric walk-in patients 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)*  Patient Centred |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Percentage of Patient Satisfaction in Pediatric Clinic | ≥97% | | | |
| **Interventions:** Overview of key steps/work completed   * Created nurse walk-in clinic to intercept walk-in patients, and immediate action will be provided according to patient’s needs. * Collaborated with physicians to immediately respond to pager. * Minimized printing and utilization of papers by educating patient and giving instructions to use MRN in the LAB, Pharmacy & Radiology. * Development of educational material to be available and distributed at the Registration and Appointment desk. | | |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Pediatric Clinic Patient Satisfaction 2nd Quarter 2017** | | | | | | | | **Clinic** | **General Pediatrics** | **Infectious Diseases Pediatrics** | **Nephrology Pediatrics** | **Pulmonary Pediatrics** | **Rheumatology Pediatrics** | **Average** | | Did the nurses treat you with courtesy? | 97% | 100% | 97% | 97% | 100% | 98% | | How would you rate the nursing service? | 96% | 100% | 100% | 100% | 100% | 99% | | Degree of Nurse’s to include you in your treatment decisions.\* | 96% | 100% | 93% | 100% | 100% | 98% | | Extent to which nurses verified your name and medical records number before giving you any treatment (ex: Medication, Procedure, or Tests).\* | 96% | 96% | 100% | 93% | 97% | 96% | | Response to concerns/complaints made during your visit.\* | 100% | 100% | 100% | 100% | 100% | 100% | | Responsiveness of nurses to your needs.\* | 93% | 100% | 97% | 97% | 100% | 97% | | Degree to which nurses took time to listen to you.\* | 93% | 100% | 97% | 97% | 97% | 97% | | Overall rating of the outpatient education you received.\* | 93% | 96% | 100% | 100% | 100% | 98% | | How well staff worked together to provide care?\* | 96% | 100% | 97% | 97% | 100% | 98% | | Degree of nurses’ sensitivity to any pain you may have experienced.\* | 92% | 94% | 100% | 100% | 100% | 97% | | Total outpatient nursing score (average) | 95% | 99% | 98% | 98% | 99% | 98% | | | |
| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Josephine Lalu | Jennel Estolano  Mary Anchilla Verdaguer  Edna Delos Santos  Imelda Casila  Jennifer Pagsuyoin  Waad AlMutairi  Annaluz Pereira  Rufina Jaranilla  Maria Theresa Llanes  Liza Jane Gomez  Mezna AlMaturi  Swapna Peethambaran  Ashly Kurian  Taghreed AlKharaan  Florence Erista  Karen Susmiran  Stella Marie Halili |