2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Fast track Physical Therapy (PT) Out-Patient Service | | | |
| **Site** | | **Department** | |
| Riyadh | | Physical Therapy Department | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 02-27-2017 | | 01-31-2018 |

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| **Problem:** Why the project was needed?  Referred Out-Patients are waiting too long to be seen in Physical Therapy Clinic:   * Acute cases from: 1-3 days * Subacute cases: 2-4 weeks * Chronic cases: 4 to 8 weeks   Consequently, acute/subacute patients were not timely receiving appropriate physio attention thus leading to chronic pain and problems. Adding to this problem, was the increased number of referrals for chronic patients who can be self-managing their conditions but utilizing number of slots which could otherwise benefit other acute patients. | **Aims:** What will the project achieve?  To set up a PT walk-in clinic aimed at providing same day services to patients with referrals to cover at least 60% of same day referrals; and this is to be achieved before the end of 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)*  **Timely** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | PT Walk-in Slot Utilization (%) | At least 60% | |
| **Interventions:** Overview of key steps/work completed   * Establishment of inclusion / exclusion for this walk-in clinic * Establishment of triage pathways for treated patients |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)* |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Jaleel Ahmed Mohammed, Senior Physical Therapy | Dr. Najwa AlFarra, Assistant Head, Physical Therapy  Nouf Aldhwayan, Outpatient Supervisor, Physical Therapy  Hussain Almugizel, Senior Physical Therapy  Sultan AlMefleh, Senior Physical Therapy  Nouf Abduldaim, Junior Physical Therapist |