



Strategic Priority: **SPI- Medical, Research, Academic Research**

Project Name

Activating patients discharge process in Reproductive Medicine Clinic/ In Vitro Fertilization.

Site

Riyadh

Department

OBGYN - Reproductive Medicine Clinic/ In Vitro Fertilization

Project Status

Completed

Project Start Date

09-01-2017

Project End Date /will be on going

10-31-2018

Problem: Why the project was needed?

Given the fact that the unit capacity is relatively fixed, one of the factors that contributed to lengthy waiting time is inefficient discharge process. Many patients stay circulating in the system and call monthly, as instructed by the clinic, on the first day of the wife menstruation - Cycle Day 1(CD1) - to start a new treatment cycle.

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.

Aims: What will the project achieve?

To increase the number of new patients commencing IVF treatment cycles by 2% of Last Menstrual Cycle Patient Calls (LMP) chart review by October 2018.

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

Patient Centred

Measures: Performance metrics to be evaluated

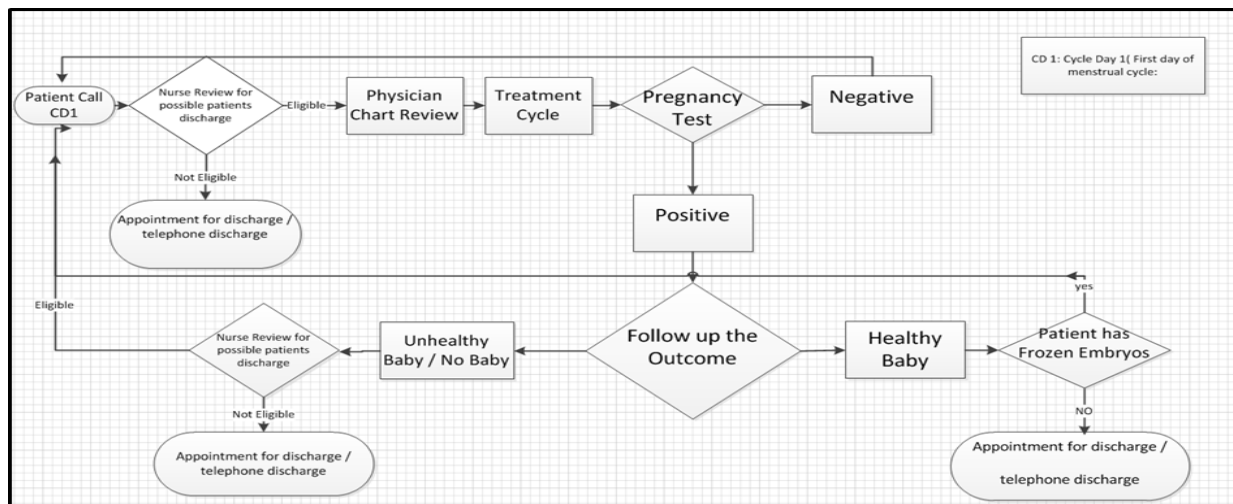
Number of new patients commencing IVF treatment cycles.

Targets: Expected outcomes

2% increment

Interventions: Overview of key steps/work completed

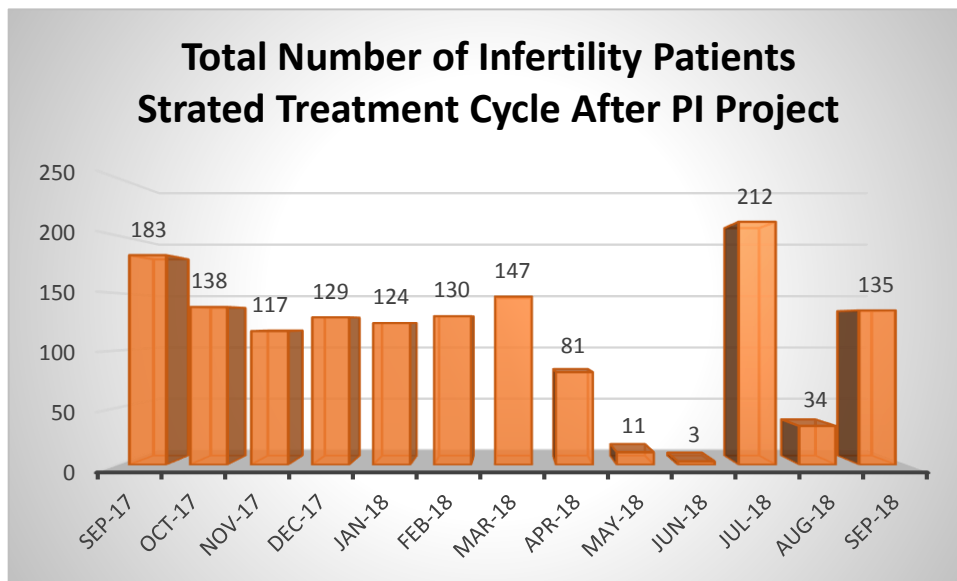
- In order to achieve the targeted outcome, the team primarily agree on discharge criteria. Subsequently, the team will add a patient review against unit discharge criteria in two phases of IVF treatment process, to be performed by nurses, see below process map.



Results: Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)

- This is an ongoing unit project to improve patients' access and flow to IVF treatment in the unit.
- The project was implemented only one category of the patients' unit, infertility. PGD patients category were excluded for cultural reasons
- Discharge process was initially commenced Jan 2017, however collection of data regarding the number of new patients started on Sep 2017
- Figure 1 and 2 illustrates the initial results



Project Lead

Name

(person accountable for project)

Dr. Saad Alhassan

Team Members

Names

(persons involved in project)

Salma Al Otaibi

Isabelle Alonso

Paula Fieling

Izdehar Zain Alabdean