



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

Project Name

Custom Fitted and Custom Made Orthotics

Site

Riyadh

Department

Orthotic & Prosthetic Department

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

10-01-2019

Problem: Why the project was needed?

Optimize efficiency and enhance capacity is one of KFSH strategic objectives. Therefore, this project was selected, to decrease the turnaround time for delivery of orthoses and cost of device by reducing the number of appointments needed to visit Orthotic & Prosthetic department.

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 patients fitted with Orthoses for painful ambulation by 15%, by Oct 1st 2018 and sustain it to January 1st 2019.

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

(Select only one)

Efficient

Measures: Performance metrics to be evaluated

1. Number of patients fitted with Orthoses
2. Cost of manufacturing Orthoses

Targets: Expected outcomes

1. 15% increase
2. 25 % decrease

Interventions: Overview of key steps/work completed

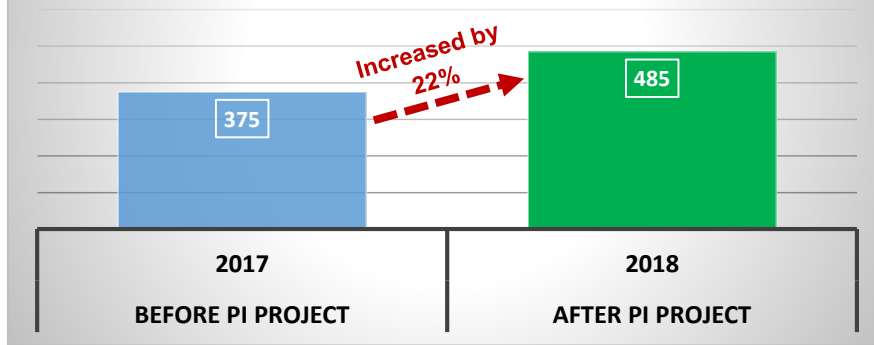
- Standardize patients Measurements by collecting data from patients of all ages and genders.
- Segregate most occurring Sizes and measurements from those rarely seen.
- Create standard template in volume to be ready for patients in advance
- Confirm template size during patient evaluation in clinic by direct fitting without need for casting the patient.
- Assemble pre-prepared modular parts to be custom fitted to patient on next appointment.

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

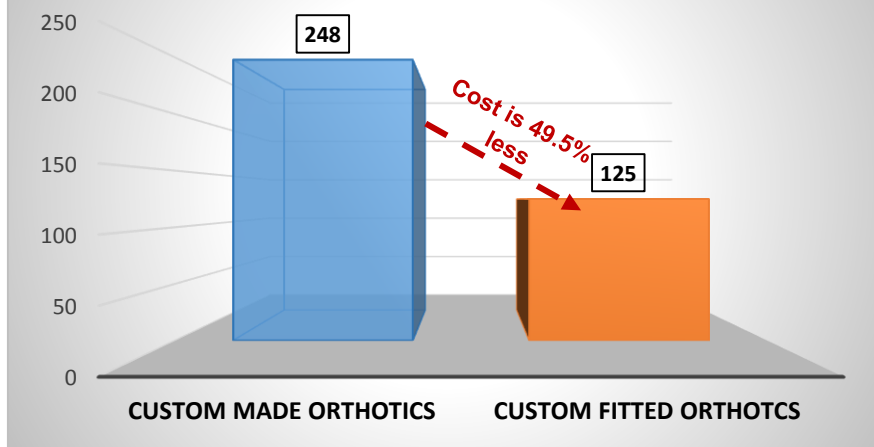
(insert relevant graphs, data, charts, etc.)

- 25% efficiency in process of Orthotic rehabilitation (averaging 1 ½ week).
- Cost saving equivalent to approximately half of what custom built orthotics would cost. From Average SR 248 per Patient the cost was reduced to SR 125 (47% less).
- The number of patients seen in year 2018 from January 1st till October 2018 (490 Procedures) increased by 23% over the same period last year (380 procedures)

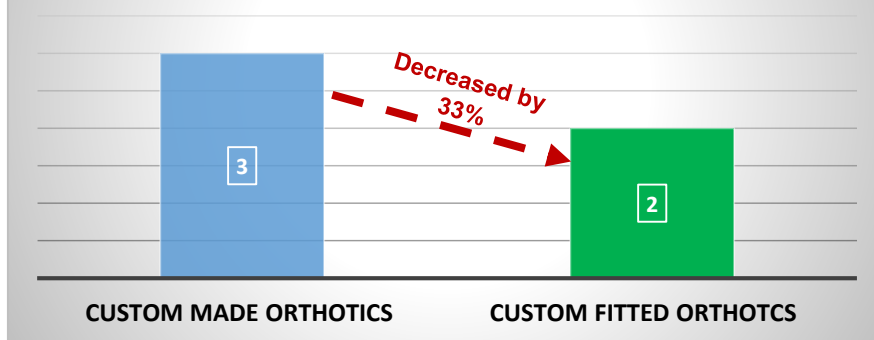
Comparing The Number of Foot Orthotics Fitted (Before & After PI Project)



Custom-Fitted Orthotics Savings Per Patient



Turn Around Time in Weeks Between Custom Made & Custom Fitted Orthotics



Project Lead

Name

(person accountable for project)
Burhan Dhar CPO,MBA

Team Members

Names

(persons involved in project)
Imran Sadiq
Sajjad Hassan