



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

Project Name

Improving Access for Adult Echo for Oncology, Liver and BMT Patients

Site

Riyadh

Department

Non-Invasive Cardiology Lab, Heart Centre

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

The Adult Echo Section is seeking to decrease the time to first available appointment, and increase accessibility for Oncology, Liver and BMT patients. Due to demand, the time to first available appointment for this subset of patients for adult echo is excessive. It is essential that these patients receive a timely echo appointment to assess cardiac function before and after cancer therapy and determine if they are suffering from cardio-toxicity. The project is needed to identify how the situation can be improved.

Aims: What will the project achieve?

To decrease the average number of days to first available appointment, for Oncology, Liver and BMT patients from 73 days for Liver patients, 118 days for Oncology patients and 36 days for BMT patients at the end of Q1 2018 to <14 days by the end of October 2018.

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

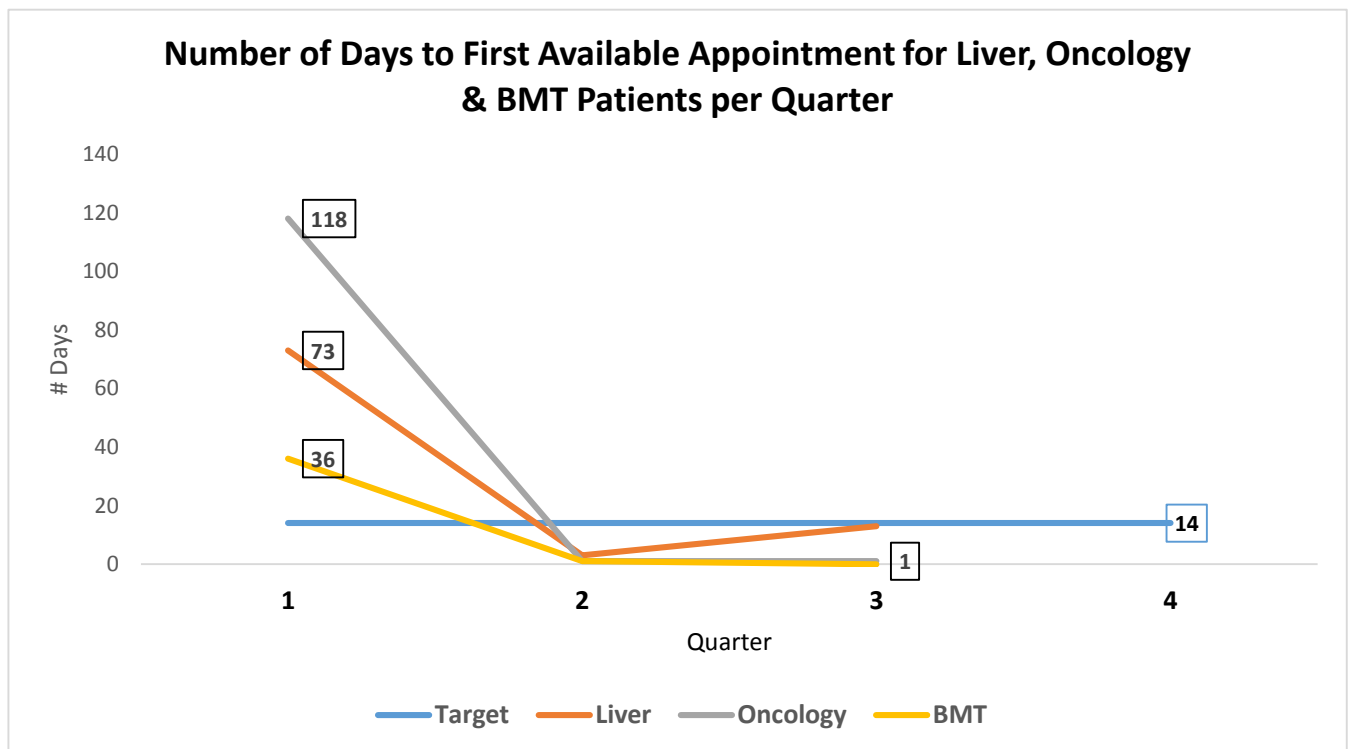
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of days to first available appointment	<14 days

Interventions: Overview of key steps/work completed

- Secure Adult Echo rooms in KACOLD building.
- Equip Adult Echo, KACOLD clinic.
- Submit clinic change forms to open the new Adult Echo, KACOLD.
- Open 68 adult echo slots weekly for Oncology, Liver and BMT patients only.
- Create a new echo order for Adult Echo, KACOLD patients.
- Inform Oncology, Liver and BMT clinics regarding the new clinic and orders.
- Review and monitor first available appointment after new slots are opened.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)

- In Q1 2018 the average number of days to first available appointment for adult echo for Liver, Oncology and BMT patients was 73 days, 118 days and 36 days respectively.
- After the implementation of proposed interventions, on 27 March 2018 the Adult Echo, KACOLD clinic was opened with a total of 68 weekly outpatient echo slots for Liver, Oncology and BMT patients only.
- In Q3 2018 the average time to first available appointment for adult echo for Liver, Oncology and BMT patients decreased significantly to 13 days, 1 day and 1 day respectively i.e. below the target of 14 days.
- For Liver patients there was a 60 day or 82% decrease in time to first available appointment.
- For Oncology patients there was a 117 day or 99% decrease in time to first available appointment.
- For BMT patients there was a 35 day or 98% decrease in time to first available appointment.



Project Lead

Name

(person accountable for project)
 Deborah Ruediger

Team Members

Names

(persons involved in project)
 Beselda Mallari
 Moaath AIShehri
 All Adult Echo Section Staff