



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

Project Name

Improving Access for Pediatric Echo for Pediatric Post Cardiac Surgery Patients

Site

Riyadh

Department

Non-Invasive Cardiology Lab, Heart Centre

Project Status

Completed

Project Start Date

05-01-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

The Pediatric Echo Section is seeking to decrease the time to first available appointment, and increase accessibility for pediatric, post cardiac surgery patients. When patients are being discharge following cardiac surgery, their appointment for physician and echo follow up needs to be scheduled within 6-8 weeks post surgery. These patients generally need an echo appointment with sedation and the time first available pediatric echo with sedation has become excessive. It was identified that appointment slots specific for post cardiac surgery patients need to be opened.

Aims: What will the project achieve?

To decrease the number of days to first available appointment, for pediatric post cardiac surgery patients from 136 days at the end of Q1 2018 to 42 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)

Safe

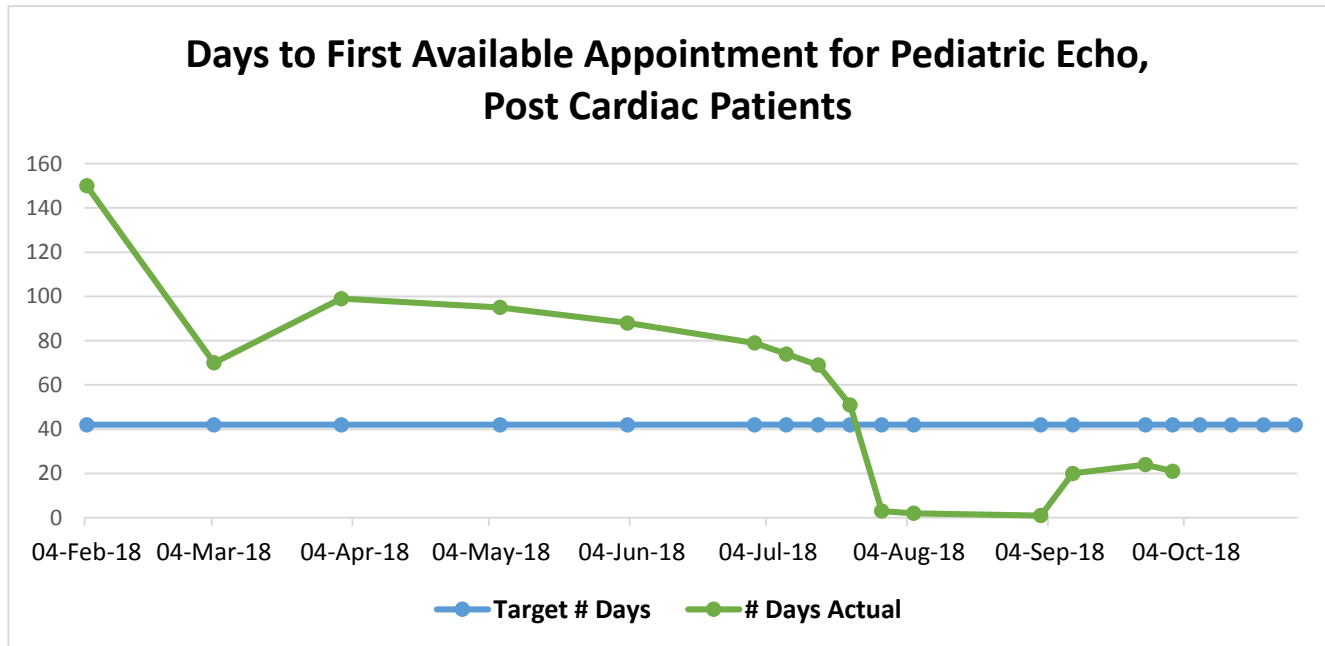
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
# days to first available appointment	42 days

Interventions: Overview of key steps/work completed

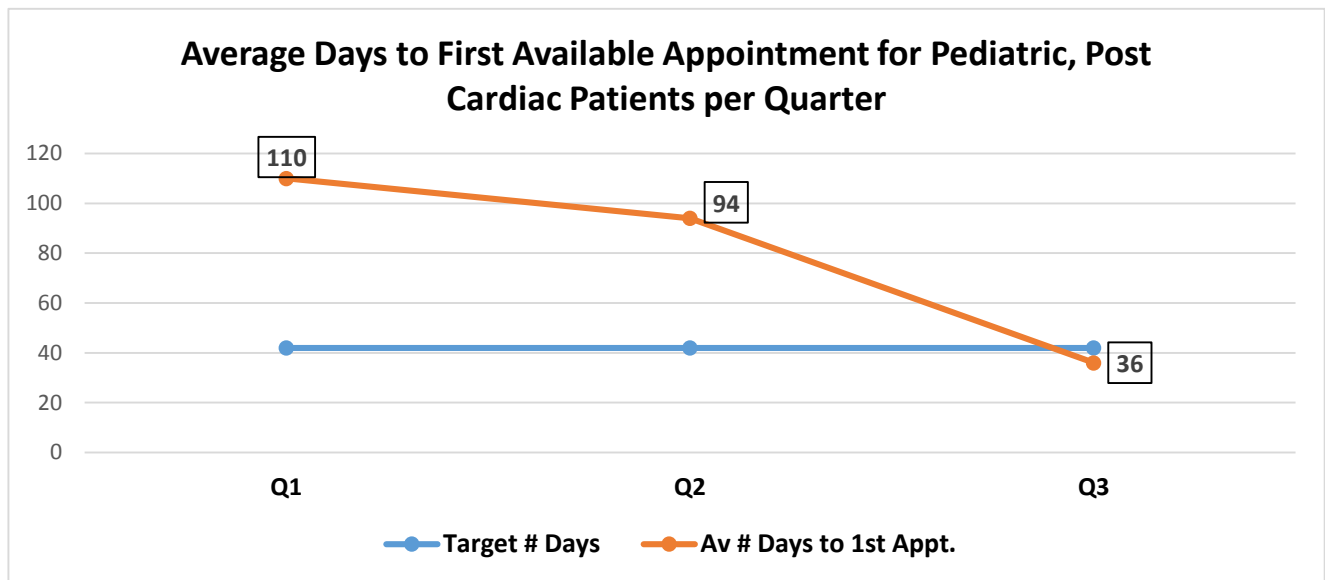
- Create a new echo order for pediatric post-cardiac surgery patients.
- Submit clinic change forms for new slots for post-cardiac surgery patients.
- Educate cardiac physicians regarding the new order.
- Review and monitor first available appointment after new slots are opened on 3 and 4 July 2018.

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

- As of 3 and 4 July 2018, new appointment slots for post-cardiac surgery patients were opened and the time to first available appointment started to decrease. On 29 July 2018 the time to first available appointment for these patients dropped to 3 days, well below the target of 42 days. Although the time to first available appointment is slowly increasing it is hoped that it will remain below the target of 42 days.



- In Q1 2018 the average days to first available appointment for pediatric, post cardiac patients was 110 days. In Q2 2018 the average time to first available appointment was 94 days but after the implementation of the proposed interventions the average time to first available appointment decreased to 36 days, below the target of 42 days, a 62% improvement from Q1 to Q3 2018.



Project Lead

Name
(person accountable for project)
 Deborah Ruediger

Team Members

Names
(persons involved in project)
 Shaima AlAttas
 Abdelsalam AlShweir
 All Pediatric Echo Section Staff