



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

Project Name

New Follow up patient access to Audiology services.

Site

Riyadh

Department

Otolaryngology, Audiology

Project Status

Completed

Project Start Date

04-22-2018

Project End Date

11-15-2018

Problem: Why the project was needed?

King Faisal Specialist Hospital & Research Centre is working toward optimize efficiency and productivity. Therefore, this project was initiated to decrease the prolonged waiting time between referral date and first available slots for New Follow up patients in the Audiology clinic.

In addition, this project will enhance the access to care for pediatric patients with critical needs for early diagnosis and intervention.

Aims: What will the project achieve?

To decrease the average number of days to first available slot for New Follow up patients from 120 days to 90 days for the 2nd and 3rd quarters of 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)
Improve patient access to services.

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

(Select only one)

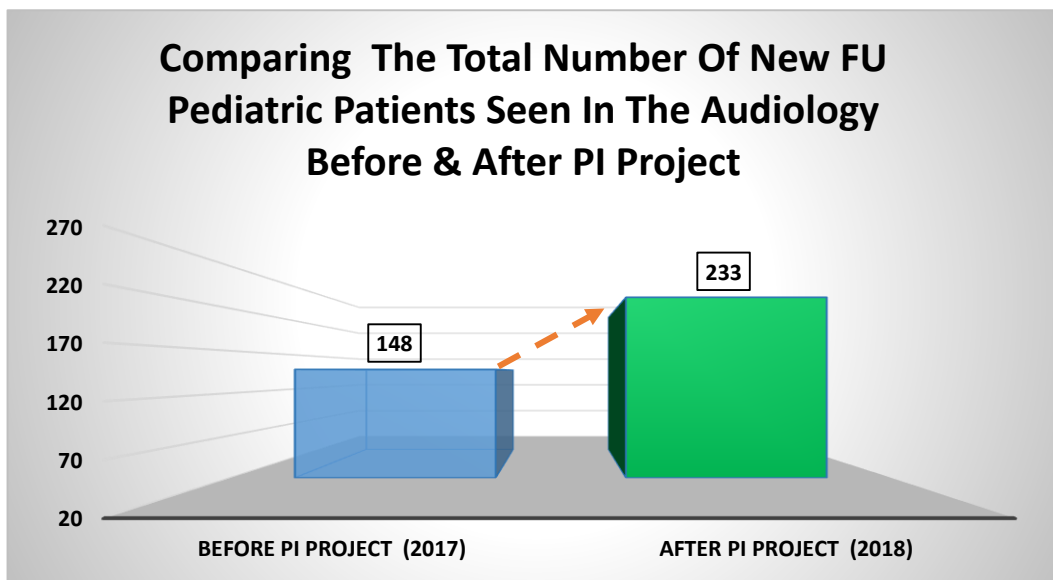
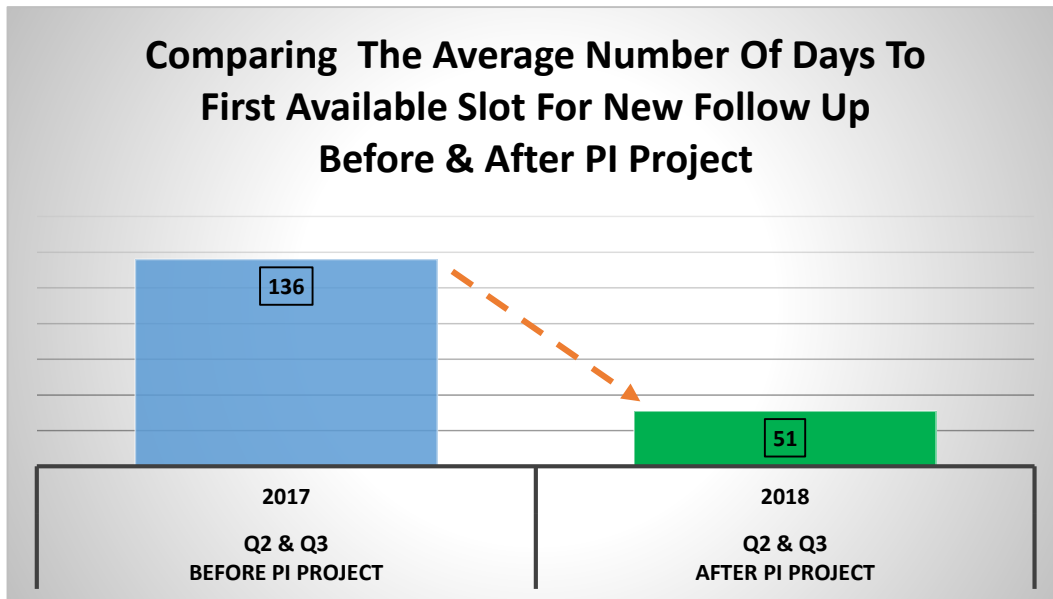
Timely

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
1. Average number of days to first available slot for New Follow up	1. Not to exceed 90 days.
2. Number of New FU pediatric patients seen in the Audiology clinic	2. 10% increase from baseline

Interventions: Overview of key steps/work completed

- Remove Audiologists control over “allow add-on” slots and convert them to regular schedulable slots.
- Categorize/ specify age groups in New Follow up orders to pediatric and adults.
- Designate 65% of the New Follow up slots for Pediatric cases vs. 35% for Adult cases to improve pediatric access due to their critical need for early detection and intervention.
- Conduct reminder phone calls to confirm patients’ appointments to reduce No Show.
- Fix the Audiology New Follow Up Adult appointment slot duration to 60 minutes from 90 minutes for better utilisation.

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



Project Lead

Name

(person accountable for project)
Sarah Alageel, Audiologist

Team Members

Names

(persons involved in project)
Gheed Abuharb, Head, Clinical Audiology
Nayef Alsubaie, Manager, Patient Access Informatics