



Strategic Priority: **SP2- KFSH&RC Experience**

Project Name

Decrease Walk-in Patients in the Rheumatology and Internal Medicine Clinics.

Site

Riyadh

Department

Medical-Surgical Nursing Department – Medical Clinic

Project Status

Completed

Project Start Date

05-01-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

One of King Faisal Specialist Hospital and Research Center's key priorities is to have organisation sustainability and the strategic objective is to improve efficiency, productivity and accountability to reduce cost and improve delivery.

The high volume of unscheduled (walk-in) patients to the Rheumatology and Internal Medicine is impacting the waiting time and work flow in the area and disrupting the service of the scheduled clinics.

Previous data collection highlighted that the walk-in patients are coming for printing labs slips, requesting medication refills, requesting medical reports and rescheduling of appointments. As a result, a team was formed to address those issues as opportunity for improvement.

Aims: What will the project achieve?

To decrease the walk-in patients coming to the Rheumatology and Internal Medicine Clinics, 3rd Floor, Outpatient Building from 20% to 10% by end of November 2018 and sustain for 6 months.

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)

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
Percentage of walk-in patients to the Rheumatology & Internal Medicine Clinic	Not to exceed 10%

Interventions: Overview of key steps/work completed

We focused on patients who came for the following:

1. Lab issues i.e. modifying & reprinting of lab request slip, reordering of the labs because it has been cancelled by the system.
2. Patient who are requesting medication refill
3. Patient requesting to see the doctor on the same day
4. Patient asking for appointments.

Steps Taken/Work Initiated:

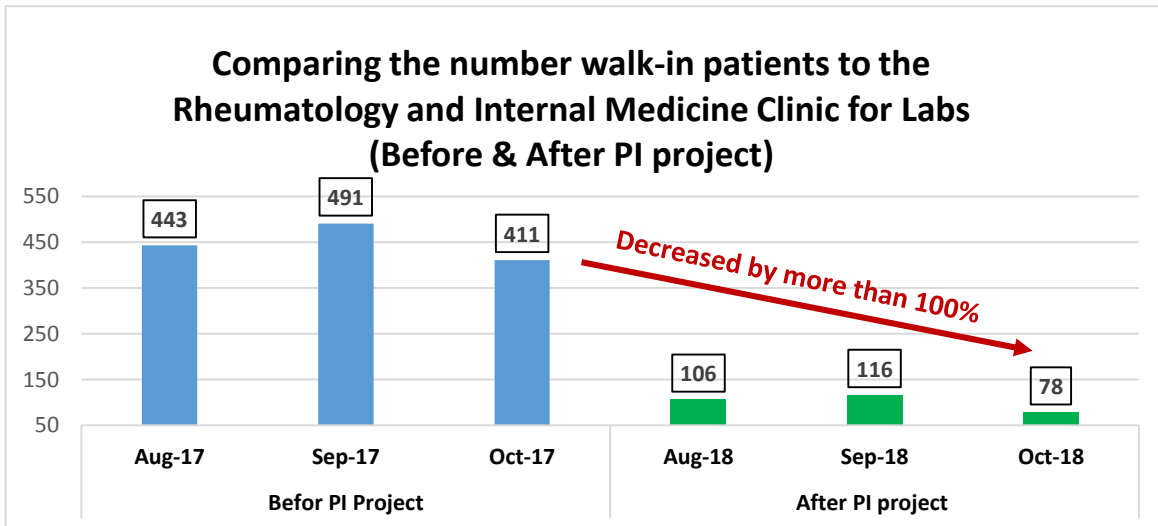
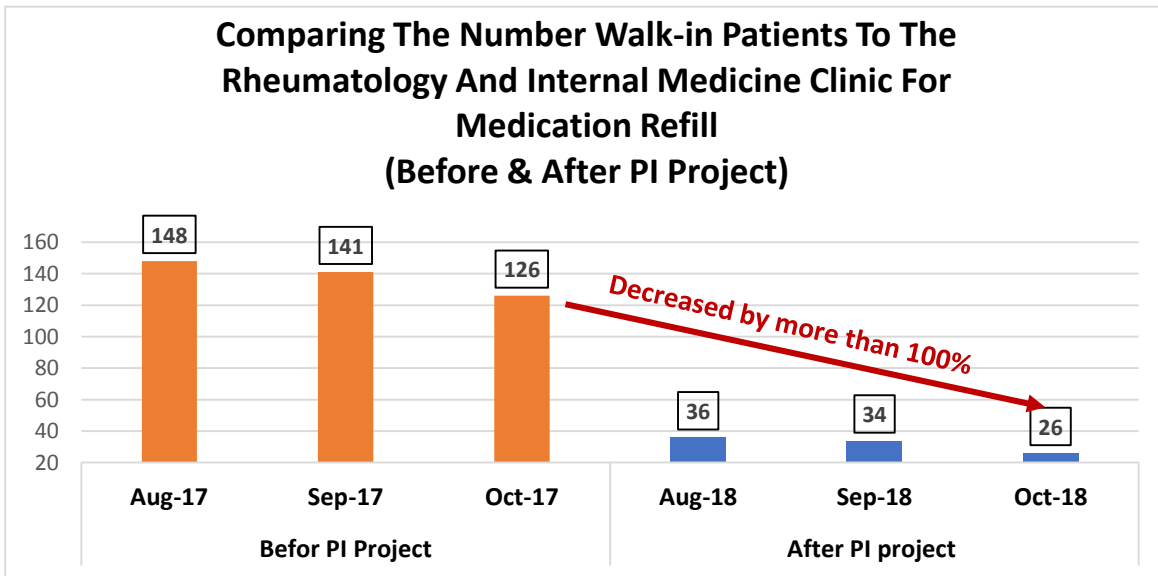
1. Revise the general instructions (pamphlet for Medical Clinics) and implementing it by 25 November 2018.
2. Create signage on useful information regarding the clinics – pending in print shop. This will be posted in the waiting areas.
3. Educate patients on the use of the Toll-free number and document in ICIS that the education was provided.
4. Attach the general instructions to the lab request slip when patients are discharged from their clinic visit to increase their awareness about hospital resources.
5. Use the patient ID hospital card when patients do their lab draw, to reduce printing requests for the lab – not officially implemented by lab.

6. Design a walk-in patient flow for medication refill in order to standardise the medication refill process in the clinic - work in progress.
7. Encourage patients to use the SEHATY application to manage their appointments, requesting medical reports and medication refills and viewing lab results. Go-live date for Medication refill through SEHATY effective 25 November 2018.

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

Barriers/Challenges:

1. Increase in walk-in patients from the physician team
2. Patients who have multiple appointments drop by the clinic to arrange their appointments and process requests for refills, medical reports etc.
3. Lack of resources to assist the walk-in patients including capturing accurate data (Arabic speakers, ward clerks, space)



Project Lead

Name

(person accountable for project)

Thrisni Chetty, Head Nurse, Medical Clinic

Team Members

Names

(persons involved in project)

Norah AIDossary, AHN, Medical Clinic

Nonhlanhla Mthalande, SNI

Sheeba Madhu, SNI

Shadi Abu Khait, SNI

Florlita Mozayek, SNI