



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

Project Name

Enhance Patient Experience and patient flow by Increasing the Acceptance of New Referral Acute Leukemia Patients.

Site

Riyadh

Department

KACOLD L8-B hematology clinic

Project Status

Completed

Project Start Date

01-03-2016

Project End Date

10-30-2018

Problem: Why the project was needed?

KFSHRC is seeking to improve patient experience through the hospital journey, and this can be achieved by increasing the new referral acute leukemia patient's acceptance.

Aims: What will the project achieve?

Increase the number of acute leukemia acceptance to at least 70% from baseline of 12 in 2015, by Oct 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

Number of new referral acute leukemia acceptance.

Targets: Expected outcomes

at least 70% increase

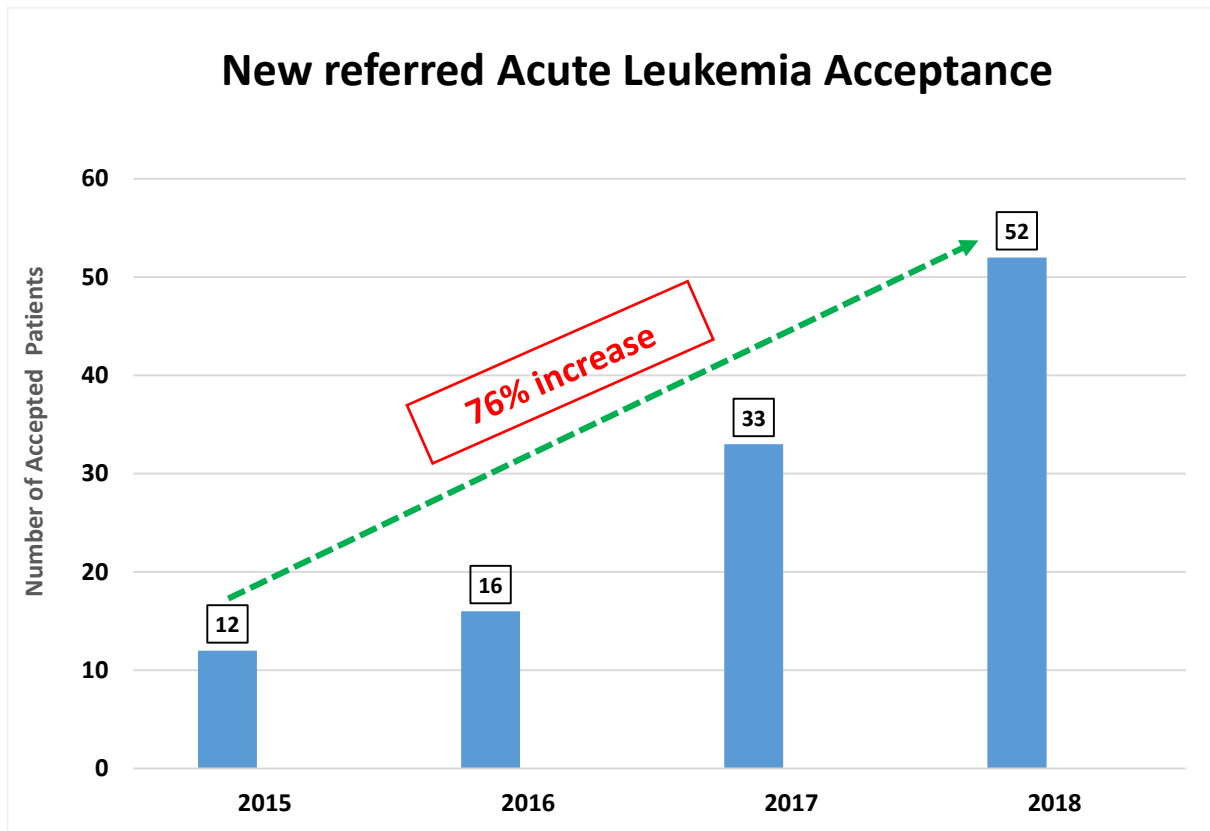
Interventions: Overview of key steps/work completed

- Open new patient slots in leukemia clinic to accommodate more patients.
- Create a dedicated team from physicians, senior clinical specialists, nurses & case managers.
- Perform all the diagnostic test as (X-rays, CT, MRI, laboratory test, EKG & ECHO) within 3 days at outpatient setting.
- Allocate number of beds in the infusion center for newly referral leukemia patients.
- Open a procedure room in the clinic to perform all diagnostic Bone marrow biopsy & aspiration.

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

Acceptance Rate:

- In 2018 there was an increment of newly referred acute leukemia patient's acceptance. And the total number of new patients accepted was 52 (76%).
- While in 2015 newly referred acute leukemia patient's accepted was 12 (15%).



Project Lead

Name

(person accountable for project)
Dr. Feras alfaih ,
Mahmoud Abu-Riash SCS,
Ala Sweilem AHN

Team Members

Names

(persons involved in project)
Dr. Fahad Alsharif
Dr. Amr Hanbali
Hanan Alqasim SN1
Saima Hadvani SN1