



Project Name

E Phone Service

Site

Riyadh

Department

Surgical & Urology Clinics

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-30-2017

Problem: Why the project was needed?

Surgical / Urology Clinics receive direct telephone calls from patients or their family members on daily basis requesting take home supply, medication refills and re-scheduling appointment. Nevertheless, more patients along with their family members come personally to the clinic-reception for the same above mentioned needs. Hence, the continuous increase of patients' requests received throughout the day either by phone calls and from the unscheduled walk-in patients have made the surgical & Urology Clinic to adopt a call recording strategy ("e-phone service") that is similar to the patient call center concept, to not only facilitate the nursing workload but also to improve the quality of service provided to our patients.

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.

Aims: What will the project achieve?

1. To creating and develop a call recording strategy to serve Surgical & Urology patients populations whom do not have scheduled appointments at the clinic through a telephone system in order to fulfill their needs by September 2017.
2. To develop a process flow guideline by September 2017.

Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

Patient Centred

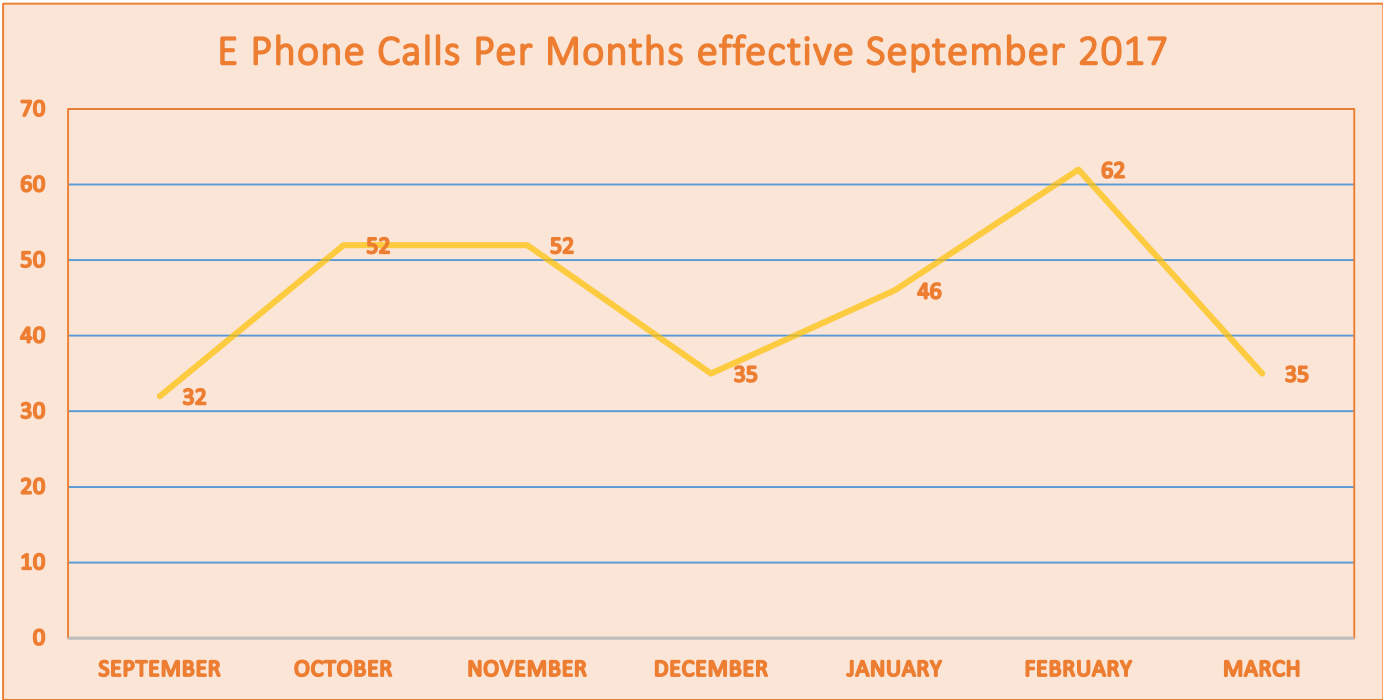
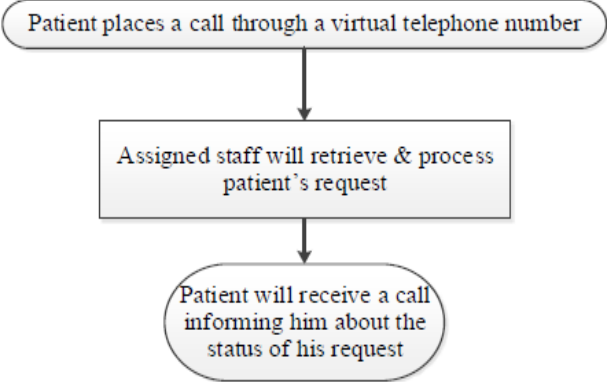
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Average number of patients served through call recording strategy on a monthly basis	Not Applicable as it is a new system

Interventions: Overview of key steps/work completed

- Designing the "E-Phone System" in collaboration with HITA and Communication.
- Collaboration with Communication section required the following:
 - 1) - Assigning a direct virtual telephone number to our patients for an easy access.
 - 2) - Creating an automatic response IVR: Interactive Voice Response.
 - 3) - Developing Generic Department e-mail in order to capture or record our patients' messages.
- Drafting the voice message and recording it, as well as recording instructions on how to use the e-phone system in order to ensure patient full knowledge about the use of system.
- Lunching the e-phone service.
- Educate patient and family at each clinic visit on how to access the e-phone service and get the benefits of it.

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

E Phone Service Flow in Surgical / Urology Clinic



e-Phone Services	
Average number of patients served through call recording strategy on a monthly basis	45 calls

Project Lead

Name
(person accountable for project)
 Ebtesam A. Asfour

Team Members

Names
(persons involved in project)
 Sulaiman Alayyaf
 Bashayr Alshammari
 Elshafa Hassan Ahmed
 Rasheed Alrasheed
 Amina Barnawi
 Ainaya Babikir
 Karine Tannoury
 Awaid Alkhalidy
 Sultan Alrasheedi
 Mazen Alotaibi