



Project Name

Enhancing Admissions for Patient on Waiting List.

Site

Riyadh

Department

Registration Appointment & Admission Services in collaboration with Medical & Clinical Affairs (MCA) and Case Management

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-30-2017

Problem: Why the project was needed?

The previous admission waiting list categories were limited to two options:

- Elective where patient had to be seen within a maximum of 90 days), and
- Urgent where patient to be seen within a maximum of 30 days).

This limitation was a challenge for physicians because there was no link between patient conditions and the available categories; consequently, patient safety could be compromised due to long admission waiting time with no proper follow up.

Aims: What will the project achieve?

Decrease the percentage of exceeded case for admission (90 for elective or 30 for urgent) by at least 5% from the baseline before the end of 2017.

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)

Patient Centred

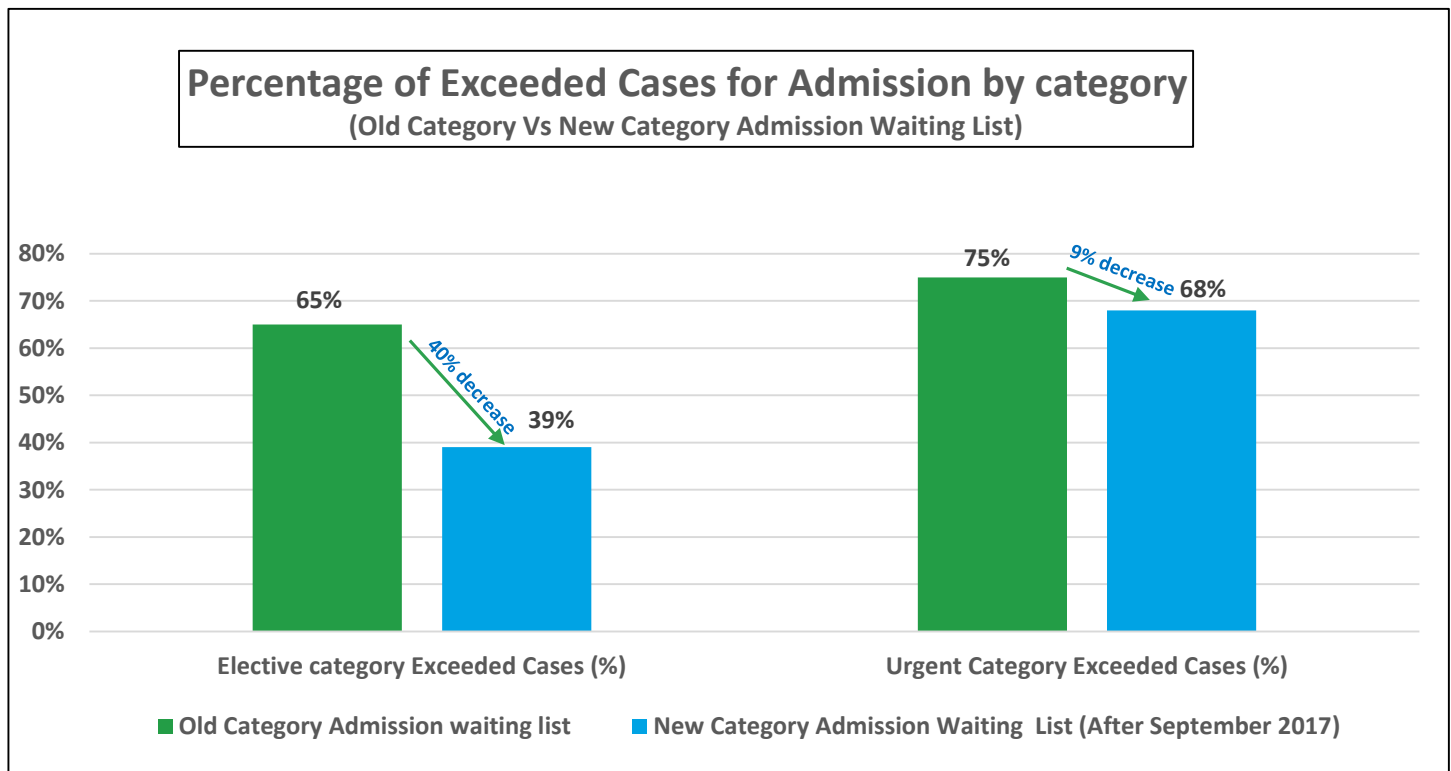
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Admission Exceeded Cases	At least < 5% from baseline

Interventions: Overview of key steps/work completed

- Development of new categories for the admission waiting list based on patient's condition (A to F) where class A is for the shortest waiting time (within 48 hrs) and class F is for a waiting time that should not exceed 365 days.
- Re-evaluation of all patients classified on the old category admission waiting list and re-classify them on the new list based on their conditions.
- Weekly checking of the admission waiting list by Case Managers to ensure proper compliance to the new admission waiting list categories.
- All relevant departments' chairmen, in both Jeddah and Riyadh, have been informed of the new changes to the admission waiting list and have been provided with the needed information in respect to their roles.

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

CATEGORY	TOTAL NUMBER OF CASES	EXCEEDED CASES	PERCENTAGE
OLD CATEGORIES (Before September2017)			
ELECTIVE	406	265	65%
URGENT	74	56	75%
NEW CATEGORIES (After September2017)			
CLASS A	2	2	100%
CLASS B	16	10	62%
CLASS C	75	52	69%
A,B,C equivalent to previous URGENT CATEGORY	93	64	68%
CLASS D	38	19	50%
CLASS E	42	1	0.20%
CLASS F	277	119	43%
D,E,F = equivalent to previous ELECTIVE CATEGORY	357	139	39%



Project Lead

Name

(person accountable for project)
 Dr. Mohamed Al Otaibi

Team Members

Names

(persons involved in project)

Dr. Tahani AlShayea
 Hanan AlSaif
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 Falah AlHarbi
 Anwar AlQahtani
 Nayef AlSubaie,
 Mohammed AlQahtani,
 Saud AlAjmi,
 Bandar Rashwan (Jeddah)