



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

**Project Name**

Enhancing Patient Experience in Pre-cardiac Surgery and Anesthesia Clinic

**Site**

Riyadh

**Department**

Cardiovascular & Wound Nursing

**Project Status**

Completed

**Project Start Date**

09-01-2018

**Project End Date**

11-01-2018

**Problem:** Why the project was needed?

Patients coming to Cardiovascular Clinic are waiting too long before getting their MRSA results form Microbiology Laboratory due to some test requirements. This is affecting patient's morale and might have an impact on the operation schedule. Wound and Cardiovascular nursing have come up with this project to speed up the process and to improve patient experience

**Aim:**

To decrease MRSA Turnaround Time (TAT) for patients in Cardiovascular clinic by 50% decrease from the baseline (7.8 Hours) by the end of October 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)

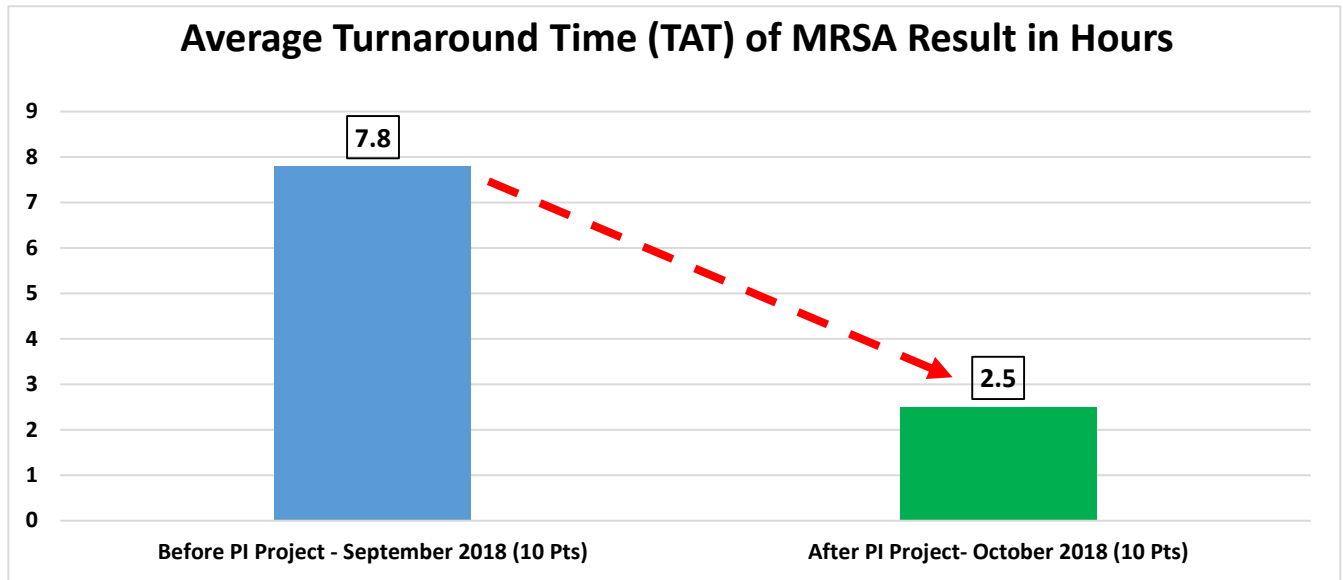
**Efficient**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
# MRSA TAT	3.9 hours

**Interventions:** Overview of key steps/work completed

- Communicate with Case manager of the pre-cardiac surgery clinic to ensure that all scheduled patients will show up early in the AM clinic to have their MRSA/MSSA screening swab done.
- Communicate with microbiology laboratory staff the importance of getting the result as early as possible and explain the aim/ purpose of the AM clinic and the impact of late result.
- Prompt sending the swab by the assigned nurse to decrease MRSA/MSSA Turnaround Time.
- Agree to change the microbiology lab to virology lab, in order to expedite the result.
- Evaluate the new process and its impact on the clinic flow and patient experience.

**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)*

Abir Ibrahim

#### Team Members

**Names**

*(persons involved in project)*

Azza Ahmad

Reham Al Masri