



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

Project Name

Expediting HLA typing processing time of potential bone marrow transplant sibling donors by utilizing outreach facilities

Site

Riyadh

Department

KACOLD L8-B hematology/BMT clinic and health outreach services Department

Project Status

Completed

Project Start Date

09-01-2017

Project End Date

10-31-2018

Problem: Why the project was needed?

KFSHRC aim is to provide excellent patient experience through the hospital journey. To meet this aim our department facilitate patient sibling HLA typing through outreach services in their regions instead of the family coming all to Riyadh for HLA typing and this will expedite patient care and treatment plan.

Aims:

Decrease cycle time for patient's sibling HLA typing collection by 60% from the baseline by 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

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Cycle time for patient's sibling HLA typing collection	Decrease by 60% from baseline

Interventions: Overview of key steps/work completed

Adult BMT coordination office role:

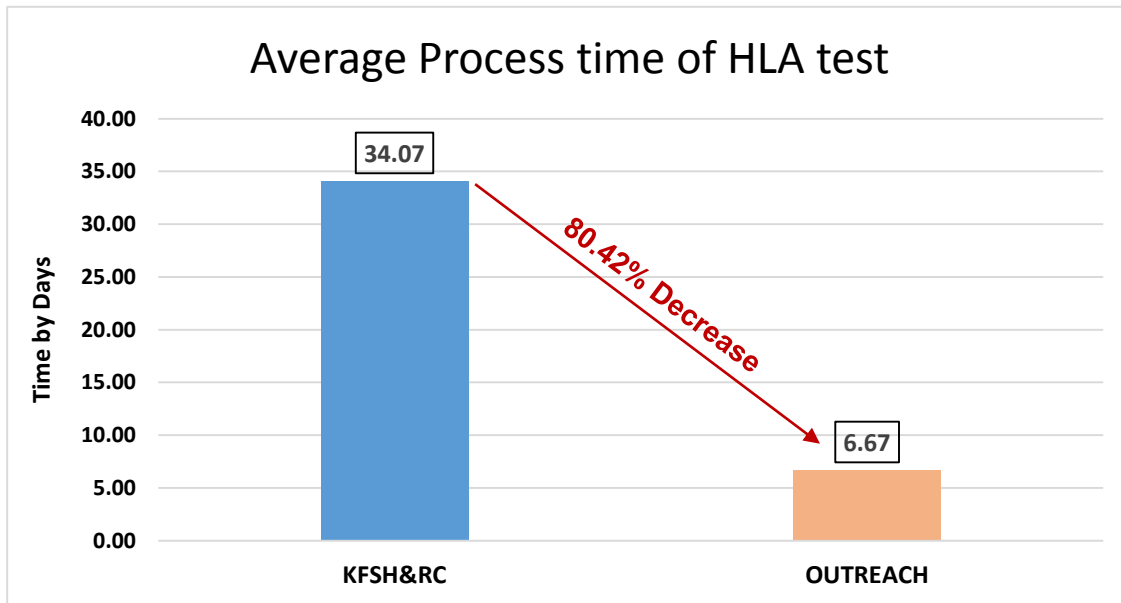
- Educate the patient /Family about importance of HLA typing, and its processes.
- Create a list for the patient's siblings.
- Coordinate with the patient /family to open temporary chart for each sibling (SDT charts) through pre-registration /admission office.
- Create encounters for each sibling, and put the needed laboratory orders in place.
- Arrange with the patient /family the suitable day, and date and nearest city to them.
- Communicate with the outreach service coordinator in Riyadh by email and phone call; the email will include all needed information & MRNs for all the siblings.
- Instruct the patient/family about the location, day, date, and time plus the consequences if they did not follow them.

Outreach coordinator role:

- Communicate with regional outreach coordinator through email and phone call as well as, forwarding the initial Adult BMT coordinator email for more information
- Educate the regional phlebotomist about the correct way to collect the request blood test
- Send the laboratory order slips of each sibling to the regional outreach office printer to double check the name, MRN and the requested laboratory order
- Collected blood samples is shipped and delivered by next day to our laboratory department in Riyadh for processing.

Results:

- A) **Time Saving:** The table below shows the impact of this project by decreasing the cycle time when patient's siblings HLA typing test requested till the day of collection through outreach.



B1) Cost Saving: The 2nd table showed the financial benefits for patients and family

	Ticket for each sibling	Housing for each Sibling	Transportation for each sibling	Total saved cost
Average Cost (SR)	1200	300	50	1550
Total Sibling number	467	467	467	-
Total cost	560,400	140,100	23,350	723,850 SR

- Total saving amount is **723,850 SR** for total of 467 patients' siblings

B2) Cost saving: The table showed the financial benefits for the organization

	Bed cost per night	Minimum cost of Hospitalization for 1 week	Maximum cost of Hospitalization For 3 weeks
Average Cost (SR)	5786.00	40502	115720

- Total saving amount is ranging between **40502.00 - 115720.00 SR** per patient
Note: The cost has covered the period of time before starting BMT.

Project Lead

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Team Members

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