



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

Project Name

First Encounter Within First Two Weeks of Acceptance by Pediatric Oncology Services

Site

Riyadh

Department

Pediatric Hematology / Oncology

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

12-31-2018

Problem: Why the project was needed?

As delay in commencing therapy for patients with cancers (specially advanced stages) are known to have unfavorable affects on overall and disease free survivals. For that reason, this project was selected to increase the percentage of patients' first encounter within two weeks of acceptance by pediatric oncology services (Solid Tumor and Leukemia/ Lymphoma section).

Aims: What will the project achieve?

To increase the percentage of patients' first encounter within two weeks of acceptance by pediatric oncology services from a baseline of 79% to 86% by December 31st, 2018 and to sustain the same practice for another six months

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)

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

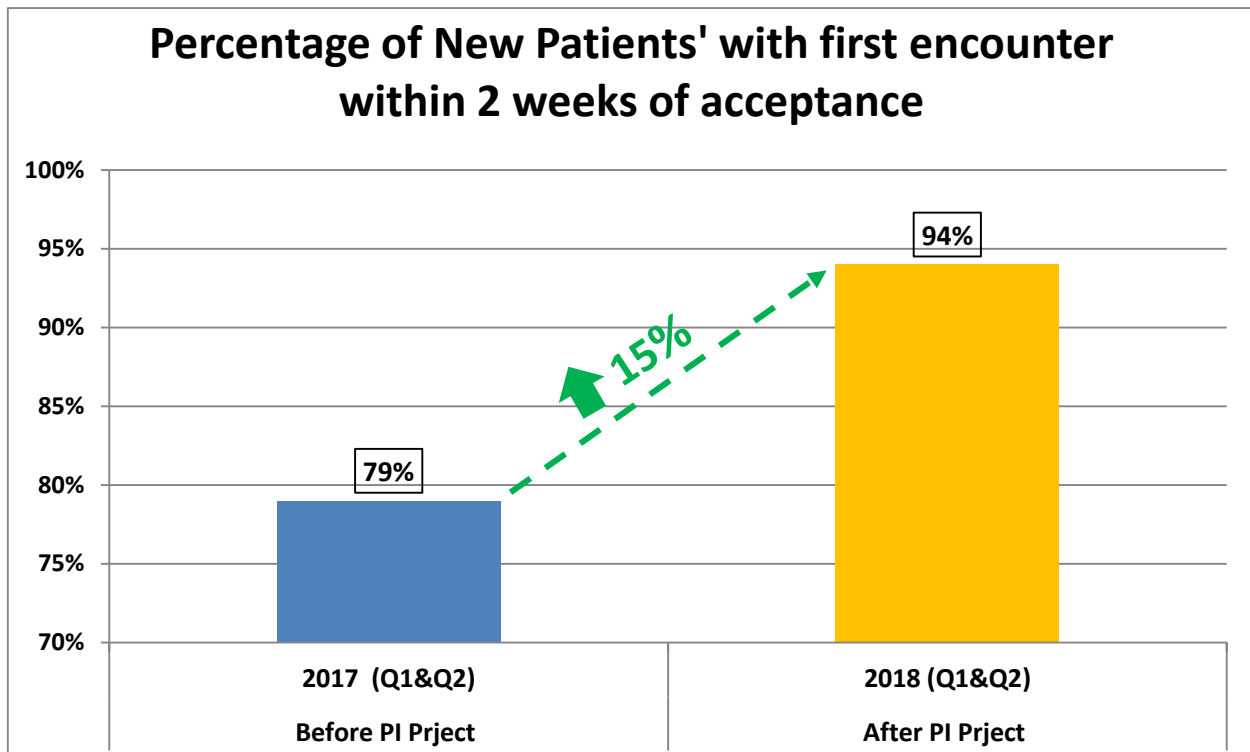
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
% New Patients with first encounter within 2 weeks of acceptance	86%

Interventions: Overview of key steps/work completed

- Develop a web-based patient management system for Non-Malignant Blood Disorders on Research Electronic Data Capture System (REDCap) to track newly-accepted patients at Pediatric Hematology / oncology services with a trigger set as ≤ 14 days for first encounter from acceptance date.
- Create Patients list's catalogued as "**Urgent Admissions**" and "**Outpatient Appointments**", which enabled real-time tracking to find beds or explore other outpatient options such as Marhaba clinic, Walk-in clinic etc.

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)

Ali AlAhmari, MD

Team Members

Names

(persons involved in project)

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