



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

Project Name

Improve Liver Transplant Clinic slot utilization.

Site

Riyadh

Department

Liver Transplant Clinic, KACOLD L8A
Oncology - Liver Nursing Department

Project Status

Completed

Project Start Date

02-20-2017

Project End Date

10-31-2018

Problem: Why the project was needed?

The increased number of unscheduled (walk-in) patient visits has an effect on increasing the patient waiting time in the clinic. According to that, patients and staff will be affected. Therefore, this project was selected to minimize the delay through decreasing unscheduled (walk-in) patient visits.

Aims: What will the project achieve?

To decrease the percentage of unscheduled (walk-in) patient visits in Liver Transplant Clinic by 10% from baseline 973 (2017 Quarters) by 3Q of 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?

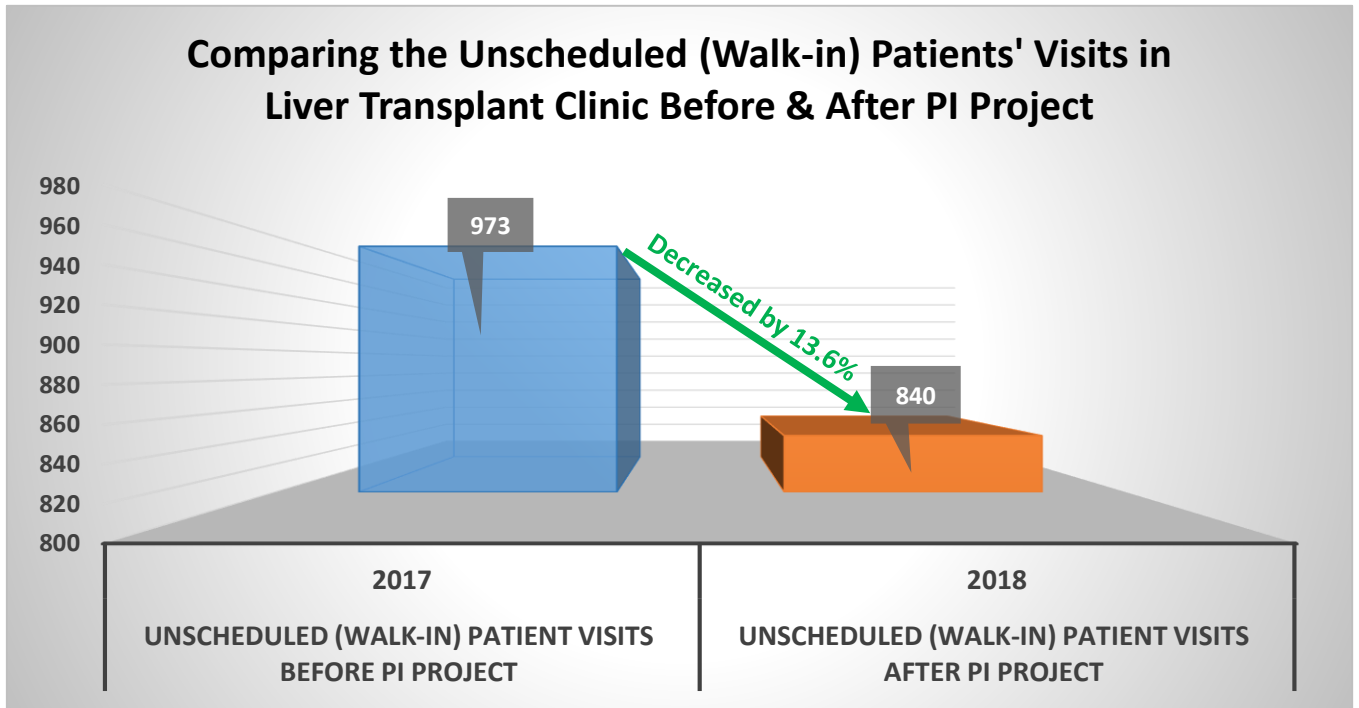
(Select only one)
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
% Unscheduled (walk-in) patient visits in Liver Transplant Clinic	10% decrease from baseline

Interventions: Overview of key steps/work completed

- Educate in-patient staff about discharged patient's appointment schedule.
- Educate the Physician about the proper slots utilization.
- Open new clinics to accommodate increasing number of patients and restructure most of the clinics on ICIS.
- Review slot utilization by renaming the clinic slots.
- Provide Weekend HN with an access to facilitate patient discharged appointment schedule, access for support and guidance.
- Have two new CN & walk-in nurse pagers 5/7 days' access for support and guidance.

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)

Reem Alamawi

Team Members

Names

(persons involved in project)

Ashni Varghese

Hanna Khalifa

Celeena Mathew

Chemplayil, Sindhu