



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

Project Name

Increase the number of patients seen in DMU

Site

Riyadh

Department

Day Medical Unit

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

King Faisal Specialist Hospital & research Centre is aiming to provide excellent patient experience throughout the patient journey. In DMU, the number of slots were not efficiently utilized, which is causing a delay in patient's appointments. Therefore, this project was selected to optimize DMU capacity.

Aims: What will the project achieve?

To increase the percentage of patients booked in DMU by almost 5% from the baseline by 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)

Patient Centred

Measures: Performance metrics to be evaluated

Percentage of patients booked in DMU

Targets: Expected outcomes

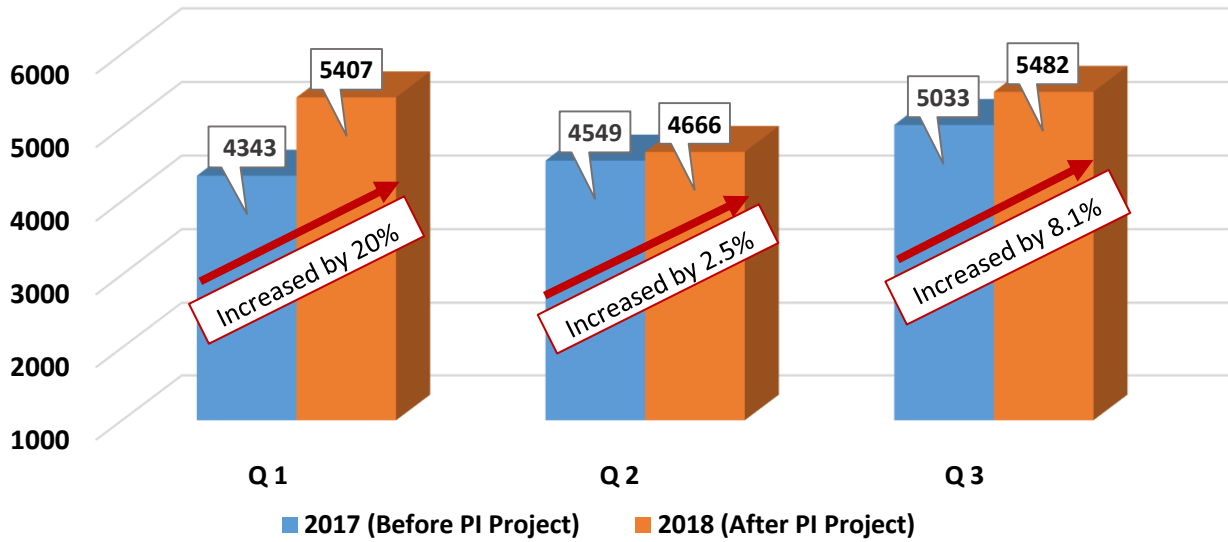
Almost 5% increase

Interventions: Overview of key steps/work completed

- Add 13 urgent add-on slots to accommodate more patients.
- Collaborate meetings with CCC to accept more pediatric patient.
- Change the DMU clinic timing to be able to accommodate more patients.
- Expand a New DMU clinic annex with (20 slots).

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

Comparing The Percentage of Patients Booked in DMU Per Quarter Between 2017 & 2018 (Before & After PI Project)



Project Lead

Name

(person accountable for project)

Abdullah Mohammed Alalawi

Team Members

Names

(persons involved in project)

Vanessa Lewis

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