



Project Name

Decrease interruption in Clinic Flow

Site

Riyadh

Department

Pediatric Clinic

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-30-2017

Problem: Why the project was needed?

In the past, patient used to wait for his appointment slip, medication and lab request form to pick up on same day after being seen by the doctor. Nowadays, patient was not given any slip, instead he is instructed to provide his Medical Record Number (MRN) or hospital issued ID card to fix all appointments. So, the nurse can put everything in the system while patient is on his queue or on his way to appointment, pharmacy or store. Moreover, patient has to wait for another doctor's clinic before issuing a medication refill, modifying his appointment or lab works; this process will take days and will cost the patient additional visit to the hospital. To overcome this situation, Nurses developed a Nurse Walk-In Clinic to cater all these needs without waiting for the clinic day of the physician. This project was selected to minimize interruption in the clinic flow and to increase patient satisfaction.

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.

Aims: What will the project achieve?

To Maintain patient satisfaction $\geq 97\%$, despite the increase number of Pediatric walk-in patients by the end of September 2017.

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
Percentage of Patient Satisfaction in Pediatric Clinic	$\geq 97\%$

Interventions: Overview of key steps/work completed

- Created nurse walk-in clinic to intercept walk-in patients, and immediate action will be provided according to patient's needs.
- Collaborated with physicians to immediately respond to pager.
- Minimized printing and utilization of papers by educating patient and giving instructions to use MRN in the LAB, Pharmacy & Radiology.
- Development of educational material to be available and distributed at the Registration and Appointment desk.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project

Pediatric Clinic Patient Satisfaction 2 nd Quarter 2017						
Clinic	General Pediatrics	Infectious Diseases Pediatrics	Nephrology Pediatrics	Pulmonary Pediatrics	Rheumatology Pediatrics	Average
Did the nurses treat you with courtesy?	97%	100%	97%	97%	100%	98%
How would you rate the nursing service?	96%	100%	100%	100%	100%	99%
Degree of Nurse's to include you in your treatment decisions.*	96%	100%	93%	100%	100%	98%
Extent to which nurses verified your name and medical records number before giving you any treatment (ex: Medication, Procedure, or Tests).*	96%	96%	100%	93%	97%	96%
Response to concerns/complaints made during your visit.*	100%	100%	100%	100%	100%	100%
Responsiveness of nurses to your needs.*	93%	100%	97%	97%	100%	97%
Degree to which nurses took time to listen to you.*	93%	100%	97%	97%	97%	97%
Overall rating of the outpatient education you received.*	93%	96%	100%	100%	100%	98%
How well staff worked together to provide care?*	96%	100%	97%	97%	100%	98%
Degree of nurses' sensitivity to any pain you may have experienced.*	92%	94%	100%	100%	100%	97%
Total outpatient nursing score (average)	95%	99%	98%	98%	99%	98%

Project Lead

Name

(person accountable for project)

Josephine Lalu

Team Members

Names

(persons involved in project)

Jennel Estolano
 Mary Anchilla Verdaguer
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