



Project Name

Enhancement of boarding patients' flow in DEM waiting room in collaboration with DMU

Site

Riyadh

Department

Day Medical Unit Ambulatory Care Nursing

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-17-2017

Problem: Why the project was needed?

This is to reduce the crowdedness in DEM waiting room and to increase the DMU slot utilization for boarding DEM patients.

Aims: What will the project achieve?

To increase DEM-DMU slot utilization by 5% from the baseline (153 slots in 2016) by the end of 3Q 2017

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)

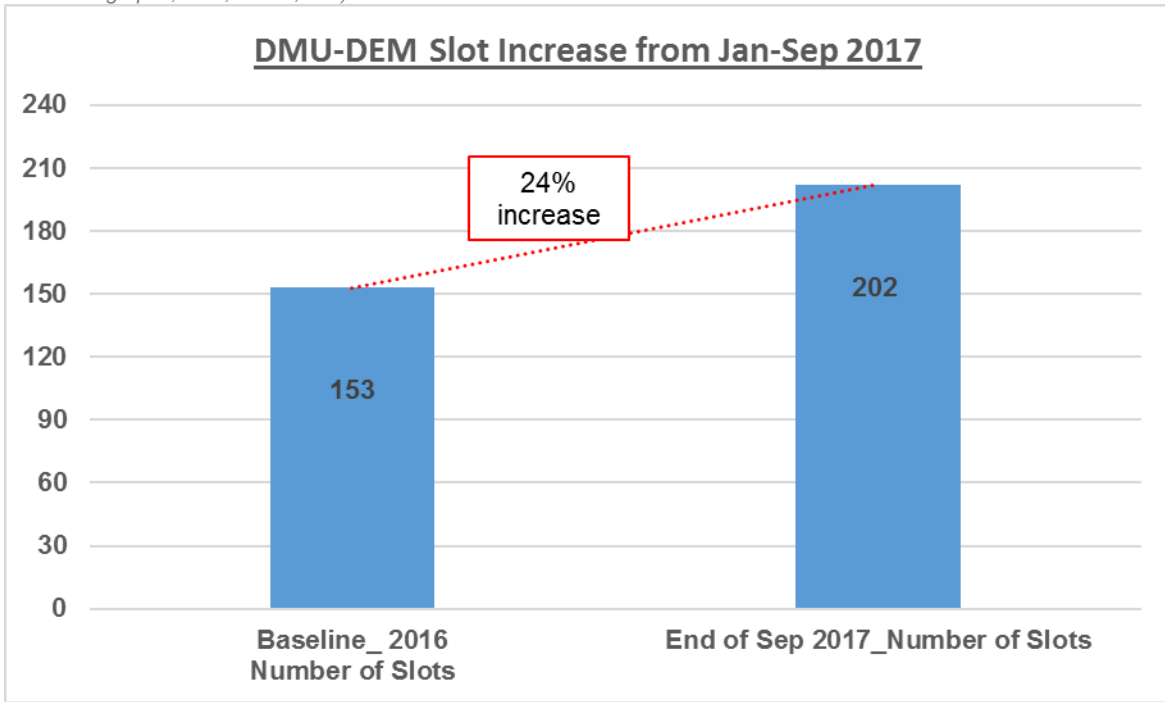
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
DEM_DMU slot Number	5% from the baseline (Target = 161 slots)

Interventions: Overview of key steps/work completed

- Participation of DMU manager in the operational huddles in DEM.
- Development and approval of Internal agreement / guideline between DMU & DEM detailing the process of transfer of boarding DEM patients to DMU.

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)

Abdullah Al-Alawi

Team Members

Names

(persons involved in project)

Aysha Awaji

Vanessa Lewis

Joana Buencamino