



Project Name

Fast track Physical Therapy (PT) Out-Patient Service

Site

Riyadh

Department

Physical Therapy Department

Project Status

Completed

Project Start Date

02-27-2017

Project End Date

01-31-2018

Problem: Why the project was needed?

Referred Out-Patients are waiting too long to be seen in Physical Therapy Clinic:

- Acute cases from: 1-3 days
- Subacute cases: 2-4 weeks
- Chronic cases: 4 to 8 weeks

Consequently, acute/subacute patients were not timely receiving appropriate physio attention thus leading to chronic pain and problems. Adding to this problem, was the increased number of referrals for chronic patients who can be self-managing their conditions but utilizing number of slots which could otherwise benefit other acute patients.

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 set up a PT walk-in clinic aimed at providing same day services to patients with referrals to cover at least 60% of same day referrals; and this is to be achieved before the end of 2017

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

(Select only one)

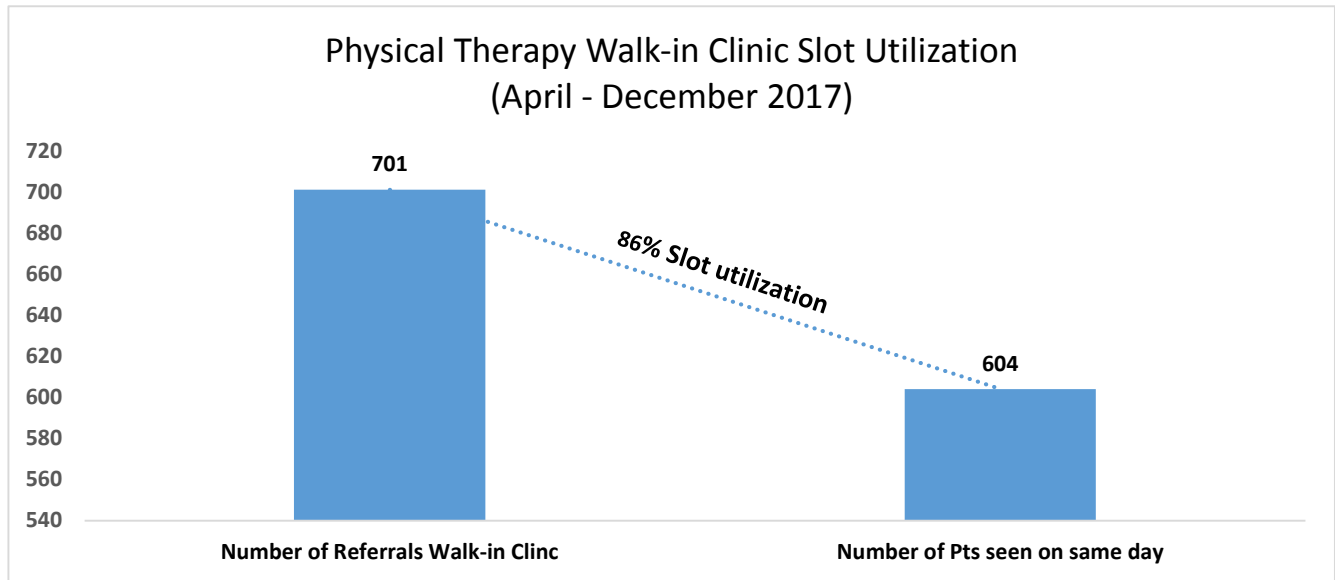
Timely

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
PT Walk-in Slot Utilization (%)	At least 60%

Interventions: Overview of key steps/work completed

- Establishment of inclusion / exclusion for this walk-in clinic
- Establishment of triage pathways for treated patients

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)

Jaleel Ahmed Mohammed, Senior Physical Therapy

Team Members

Names

(persons involved in project)

Dr. Najwa AlFarra, Assistant Head, Physical Therapy
Nouf Aldhwayan, Outpatient Supervisor, Physical Therapy
Hussain Almugizel, Senior Physical Therapy
Sultan AlMefleh, Senior Physical Therapy
Nouf Abduldaim, Junior Physical Therapist