



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

**Project Name**

Patient Screening In the walk in Clinic

**Site**

Riyadh

**Department**

Family Medicine and Polyclinic.

**Project Status**

Completed

**Project Start Date**

01-07-2018

**Project End Date**

11-30-2018

**Problem:** Why the project was needed?

King FSHRC aims to provide excellent patient experience by decrease waiting time in walk-in clinic from 07:30 till 08:30 that will result in optimizing efficiency and capacity to screen more patients.

**Aims:** What will the project achieve?

To increase the number of patients screening from 07:30 to 08:30 in the walk-in clinic by 30% from July 2018 till Nov 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)

**Timely**

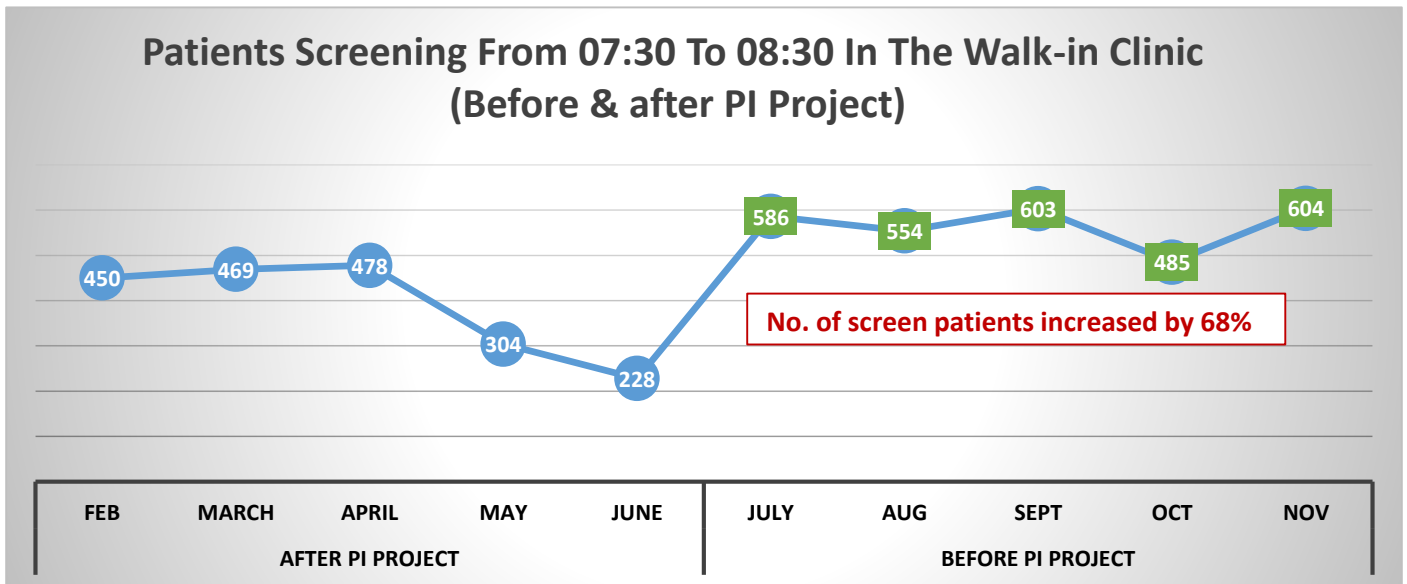
<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
# Patients screening from 07:30 to 08:30	30%.

**Interventions:** Overview of key steps/work completed

- Utilize more rooms for screening.
- Assign more nurses to help in screening in that time.
- Provide more equipment needed.
- Collect all the previous data to measure before and after.

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

Patients screening from 07:30 to 08:30 Before PI Project (Jan- June 2018)	
Jan	448
Feb	450
Mar	469
April	478
May	304
June	228
Patients screening from 07:30 to 08:30 After PI Project (July – Nov 2018)	
July	586
Aug	554
Sept	603
Oct	485
Nov	604



**Project Lead**

**Name**

*(person accountable for project)*

Aliyah Alqarni

**Team Members**

**Names**

*(persons involved in project)*

Family Medicine and Polyclinic staff.