مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Project Name
Reduce Patient Waiting Time in Neuroscience Clinic

Site	Department
Riyadh	Neuroscience Clinic

Project Status	Project Start Date	Project End Date
Completed	05-06-2018	12-27-2018

Problem: Why the project was needed?

Prolonged waiting time for patient to be seen by physician is impacting the process flow in Neuroscience clinic as well as patient experience along hospital visit. This project was selected, to enhance patient flow and improve staff productivity.

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 reduce patient waiting time, from vital sign to be seen by physician, in Neuroscience clinic by at least 50% from the baseline (48 minutes) by November 2018.

Quality Domain: Which of the domains of healthcare quality does this project support?
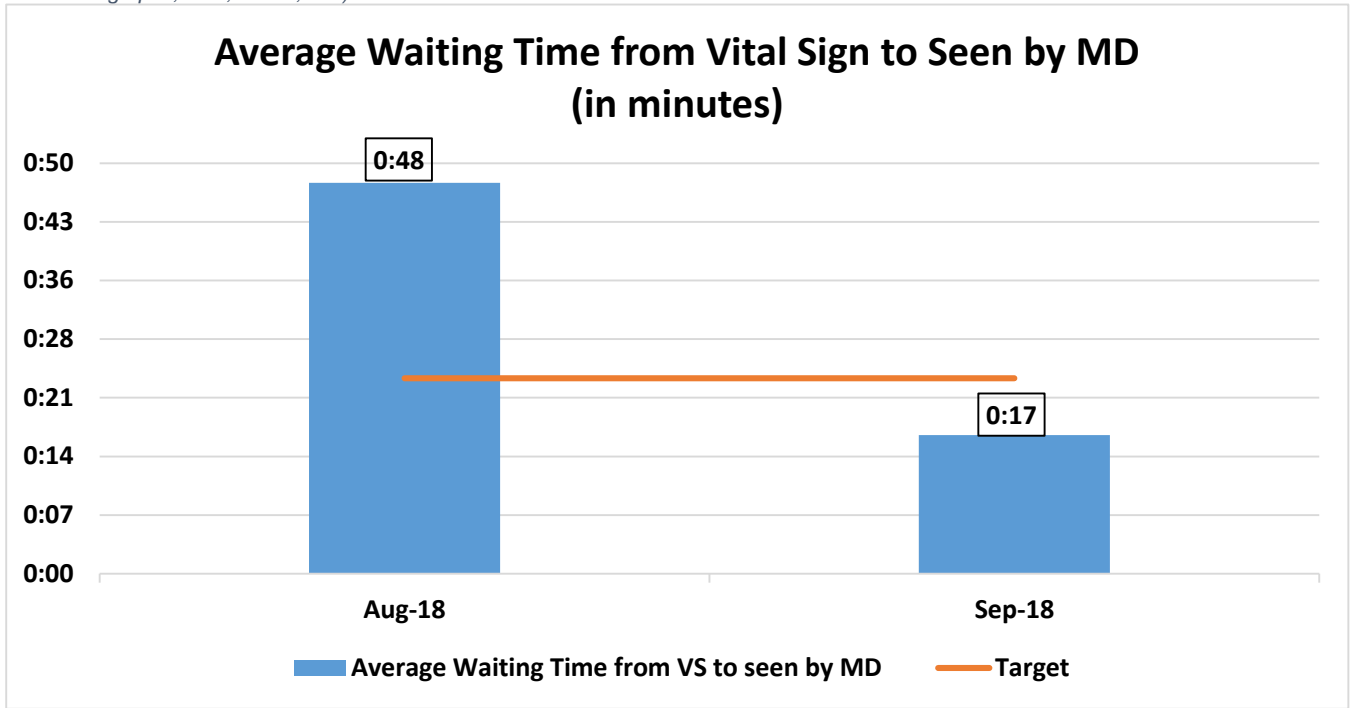*(Select only one)*
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Waiting time from vital to seen by MD	At least 50% decrease

Interventions: Overview of key steps/work completed

- Implement the one-stop shop in Neuroscience Clinic where the patient is seen by the physician and the nurse in the examination room at the same time.

Average Waiting Time from Vital Sign to Seen by MD (in minutes)

Legend: Average Waiting Time from VS to seen by MD — Target

Project Lead		Team Members	
Name *(person accountable for project)*		**Names** *(persons involved in project)*	
Meaad Al-mutairi		Fahad Alotaibi	
		Rachel Sulague	
		Abdulaziz Al-Shehri	
		Alwanah Albuhairi	