



### Project Name

Reduce Turn Around Time in Endoscopy

### Site

Jeddah

### Department

Endoscopy Unit

### Project Status

Completed

### Project Start Date

06-28-2018

### Project End Date

10-28-2018

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

Our Baseline data from April showed that 40 cases of Diagnostic Colonoscopy had done but 20 patients out of 40 spend more than 2 ½ hours from the time of check-in, to the time of check-out from procedure room which is equivalent to 50%. Reducing the turnaround time will improve the efficiency and will create more slots so we can accommodate more patients.

#### **Benefits/Impact:** What is the improvement outcome?

- 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 increase the percentage of diagnostic colonoscopy done within 2 ½ hours from 50% to 75% or more by the end of October 2018

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

**Efficient**

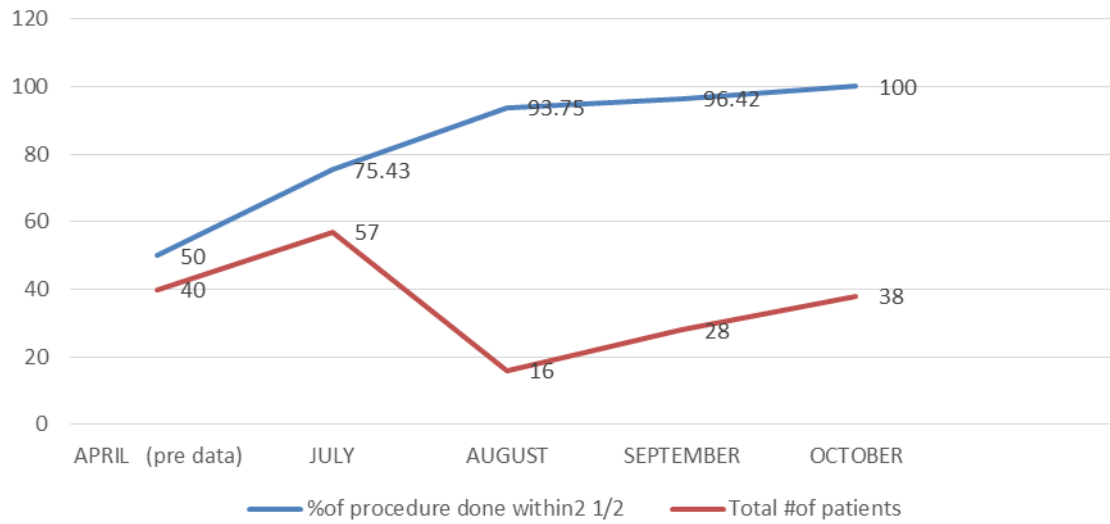
#### **Interventions:** Overview of key steps/work completed

- Staff awareness and education were given to increase staff knowledge For example: In service was giving for the staff about time management, Educate the Staff to push patient for colonoscopy on Time without any delay, Solve language Barrier by Educate the Staff.
- The time was monitored from patient's arrival to check in.
- Equipment layout of the Unit, Some of Equipment was transfer to minimize the time and delay of turn over-Changing of Endorsement sheet and make it clear was helped the staff for any delay for the turn over
- Complete the Consent for sedation and General Consent in the Out Patient Clinic prior to admission to minimize delaying of procedure by the Physician to sign the consent in Endoscopy.
- Patient and family education pre procedure By the staff So the patient will be able to understand the instructions before preparing for the procedure without any delay

#### **Results:**

As shown in the graph below, from 50% of Patient's diagnostic procedure completed more than 2 ½ hour on the month of April, to 100% of Patient Procedure completed in less than 2 ½ hour at the end of October 2018.

Percentage Of Diagnostic Colonoscopy Done within 2 1/2 hours



**Project Lead**

**Name**

Shaima Makki

**Team Members**

**Names**

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