



Project Name

Improve the appointment turnaround time for sleep deprived (SDE) Electroencephalography (EEG) patients in 2018.

Site

Jeddah

Department

Neurophysiology Laboratory / Neurosciences

Project Status

Completed

Project Start Date

03-01-2018

Project End Date

08-30-2018

Problem: Why the project was needed?

SDE is a very sensitive test for the early diagnosis of Temporal Lobe Epilepsy (TLE) and Juvenile Myoclonic Epilepsy (JME). Long waiting time for appointment of this test leads to delay in diagnosis and surgical treatment, if required. Average waiting time for SDE was around 12 weeks.

Aims: What will the project achieve?

Reduce turnaround time for the appointment of SDE procedure form 12 weeks to less than 2 week to ensure the quick diagnosis, which will help physician to start the treatment early.

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? Specify: Increased revenues

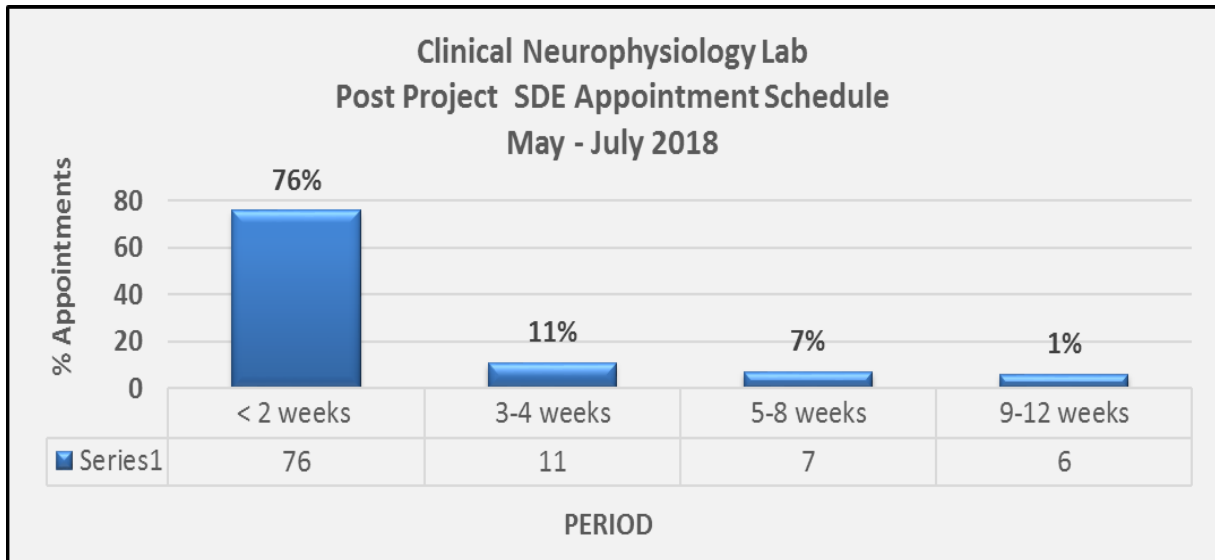
Quality Domain: Which of the domains of healthcare quality does this project support? (Select only one)

Timely

Interventions: Overview of key steps/work completed

- Prospective data collected from March – April and analyzed for the factors contributing in long waiting period for SDE tests appointments
- Define and Implement Strategies for Remedies:
 - Revised appointment schedule to increase slots from 2 per week to 6 per week.
 - Initiation of dedicated SDE clinics to accommodate more patients
 - Revised SDE recording protocol by engaging Consultants to streamlining the process and better communication between physician and patient for test preparations.
 - Patients with long waiting period were called in new clinics to bring waiting period down.
 - Referring physicians were contacted to make them aware about new initiated clinics
 - Reminding the patient for appointment and test preparation was manually controlled in this period to reduce NO SHOW and Re-Scheduling patient.
 - Senior Technologist was assigned to liaison with Neurosciences clinics for accommodating walk-in patients and out station patients on same day.
 - Staggering hours service was introduce to accommodate Inpatients in late hours and accommodate SDE patients in morning shift.
 - Most importantly all staff was motivated and taken on board with management to achieve this target.
 - Cross training of staff was started to make them supportive to each other
- Develop and implement Performance Measure (Indicator):
 - More than 90% of SDE procedures appointments should be available within two weeks after submission of request for appointment

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)

Mustafa Khan

Team Members

Names

(persons involved in project)

Samer Dardas (QM Facilitator)

Ghada Kadi

Abdullah Al Osaimi

Alaa Subhi

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