



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 has been done but 20 patients out of 40 (50%) spend more than 2 ½ hours from the time of check- in, to the time of check- out from procedure room. Reducing the turnaround time will improve the efficiency and will create more slots so we can accommodate more patients.

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.

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)

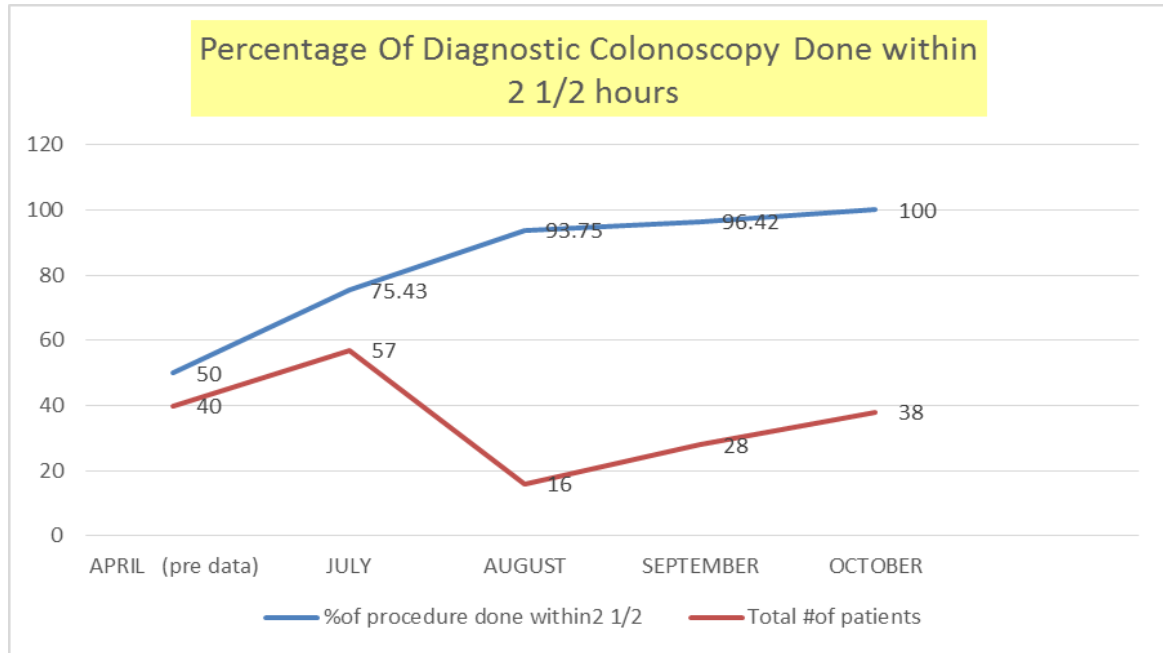
Efficient

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
- 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.



Project Lead

Name

(person accountable for project)

Shaima Makki

Team Members

Names

(persons involved in project)

- Samer Dardas (QM Facilitator)
- Grace Manalo
- Reem Baljoon
- Sondos Abdulshakour
- Genelyn Avengoza
- Gladys Gorio
- Anna Kristen San Luis
- Levi Omandam
- Jayson Recile
- Mark Lester Calapini
- Hayam Kiki