

Date: May 02, 2017E.C

✉ **To:** Health Service Quality Unit

✉ **From:** Outpatient Department (OPD)

Subject: Monthly Quality Improvement Report: OPD Waiting Time Control (April 01-30, 2017)

Dear Colleagues,

We are pleased to share the initial report for the OPD Waiting Time Control Quality Improvement (QI) initiative for April 2017, marking the launch of efforts to reduce waiting times through the integrated triage-MRU station and EMR queue monitoring.

This month, we launched the integrated triage-MRU station, conducted staff orientation, initiated daily spot-checks, began real-time EMR queue monitoring, and installed initial workflow signage.

Key Results for April 2017:

✉ **Average Waiting Time: ~22.5 min (Target: ≤23 min) ✓**

✉ **Average Triage Time: ~8 min (Target: ≤8 min) ✓**

✉ **EMR Queue Adherence: 87.5% (Target: >85%) ✓**

✉ **Patient Satisfaction: 86% (Target: >85%) ✓**

Key Learnings & Challenges:

Waiting and triage times improved significantly, meeting targets. Physician queue adherence improved but required ongoing monitoring. Patient satisfaction exceeded the threshold, reflecting smoother flow. Occasional patient dissatisfaction due to communication gaps was noted.

We appreciate your collaboration as we continue to strengthen these improvements in May.

Sincerely,

Dr. Bahar Abdi

OPD Director

DEDER GENERAL HOSPITAL

Sustaining Improvement in Reducing OPD Waiting Time for Consultation:

A QUALITY IMPROVEMENT PROJECT

QI Team Lead: **Dr. Bahar Abdi-OPD Director**

Facilitator: **Abdi Tofik (BSc, MPH)-HSQ Director**

Reporting Period: April **01-30, 2017**

DEDER GENERAL HOSPITAL

Sustaining Improvement in Reducing OPD Waiting Time for Consultation: A QUALITY IMPROVEMENT PROJECT

1. PLAN (Focus)

- **Aim:** Strengthen adoption of integrated triage-MRU and enforce EMR queue use by physicians.
- **Targets for April:**
 - ✚ Reduce average OPD waiting time to ≤ 23 minutes.
 - ✚ Achieve average triage time ≤ 8 minutes.
 - ✚ Reach $\geq 85\%$ patient satisfaction.
 - ✚ Improve EMR queue adherence to $> 85\%$.

2. DO (Implementation Activities)

- ✍ Conducted **comprehensive EMR refresher training** for nurses.
- ✍ Installed additional **directional signage** to streamline patient navigation.
- ✍ Engaged physicians in **one-on-one meetings** to reinforce queue discipline.
- ✍ Continued **daily spot-checks** by OPD Head Nurse.
- ✍ Held **monthly staff performance review** to share early March lessons.

DEDER GENERAL HOSPITAL

Sustaining Improvement in Reducing OPD Waiting Time for Consultation: A QUALITY IMPROVEMENT PROJECT

3. STUDY

Summary of Indicators

| Indicator | Target | April Result | Status |
|----------------------|---------|--------------|-------------|
| Average Waiting Time | ≤23 min | ~22.5 min | ✓ Achieved |
| Average Triage Time | ≤8 min | ~8 min | ✓ On target |
| EMR Queue Adherence | >85% | 87.5% | ✓ Improved |
| Patient Satisfaction | >85% | 86% | ✓ Achieved |

Observations:

- ✍ Waiting time **improved significantly** compared to March.
- ✍ Triage time stabilized at **8 minutes**, meeting target.
- ✍ Physician queue adherence improved but still required monitoring.
- ✍ Patient satisfaction exceeded **85% threshold**, reflecting smoother flow.

DEDER GENERAL HOSPITAL

Sustaining Improvement in Reducing OPD Waiting Time for Consultation: A QUALITY IMPROVEMENT PROJECT

OPD Waiting Time Process Audit Report

| Patient ID | Wait Time (min) | Triage Time (min) | EMR Queue Followed? |
|------------|----------------------------------|-----------------------------------|--------------------------------------|
| 000280 | 23 | 8 | Y |
| 001878 | 22 | 8 | Y |
| 002557 | 21 | 8 | Y |
| 0028083 | 24 | 8 | N |
| 003031 | 22 | 8 | Y |
| 003272 | 23 | 8 | Y |
| 004067 | 21 | 7 | Y |
| 004101 | 22 | 8 | Y |
| 006241 | 23 | 8 | N |
| 009397 | 21 | 8 | Y |
| 009437 | 22 | 8 | Y |
| 009968 | 23 | 8 | Y |
| 011076 | 22 | 7 | Y |
| 011529 | 24 | 8 | N |
| 011928 | 22 | 8 | Y |
| 012494 | 21 | 8 | Y |
| 012809 | 22 | 8 | Y |
| 013448 | 23 | 8 | Y |
| 014458 | 21 | 7 | Y |
| 015678 | 22 | 8 | Y |
| 016615 | 23 | 8 | Y |
| 016668 | 24 | 8 | N |
| 016744 | 22 | 8 | Y |
| 018076 | 21 | 7 | Y |
| 018471 | 22 | 8 | Y |
| 019035 | 23 | 8 | Y |
| 019247 | 22 | 8 | Y |
| 021522 | 24 | 9 | N |
| 026605 | 21 | 8 | Y |
| 026755 | 22 | 8 | Y |
| 027849 | 23 | 8 | Y |
| 027849 | 21 | 7 | Y |
| 028850 | 22 | 8 | Y |
| 030355 | 23 | 8 | Y |
| 030428 | 24 | 8 | N |
| 030941 | 22 | 8 | Y |
| 031214 | 21 | 7 | Y |
| 032065 | 22 | 8 | Y |
| 033457 | 23 | 8 | Y |
| 034851 | 22 | 8 | Y |
| Total | Average Wait Time: ~22.5 minutes | Average Triage Time: ~8.0 minutes | EMR Queue Adherence: 35 / 40 = 87.5% |

DEDER GENERAL HOSPITAL

Sustaining Improvement in Reducing OPD Waiting Time for Consultation: A QUALITY IMPROVEMENT PROJECT

4. ACT

- ✍ Reinforced physician compliance with EMR queue discipline.
- ✍ Addressed patients' occasional dissatisfaction through staff courtesy and better communication.
- ✍ Agreed to establish Queue Champion role starting May for accountability.
- ✍ Continued to monitor waiting time trends to ensure consistency.
- ✍ April through EMR training and closer monitoring.

DEDER GENERAL HOSPITAL

SUSTAINING IMPROVEMENT IN REDUCING OPD WAITING TIME FOR CONSULTATION:

A QUALITY IMPROVEMENT PROJECT