

Date: April 02, 2017E.C

✉ **To:** Health Service Quality Unit

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

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

Dear Colleagues,

We are pleased to share the initial report for the OPD Waiting Time Control Quality Improvement (QI) initiative for May 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 May 2017:

✉ **Average Waiting Time: ~21.5 min (Target: ≤23 min) ✓**

✉ **Average Triage Time: ~7.5 min (Target: ≤8 min) ✓**

✉ **EMR Queue Adherence: 92.5% (Target: >90%) ✓**

✉ **Patient Satisfaction: Approaching 90% (Target: >85%) ✓**

Key Learnings & Challenges:

Queue discipline significantly improved with Queue Champion oversight. Waiting and triage times were comfortably within targets, and patient satisfaction rose steadily. Staff reported higher morale due to clear accountability and leadership support. No significant challenges were observed.

Thank you for your continued support as we sustain these gains in June

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: May **01-30, 2017**

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SUSTAINING IMPROVEMENT IN REDUCING OPD WAITING TIME FOR CONSULTATION: A QUALITY IMPROVEMENT PROJECT

1. PLAN

✍️ **Aim:** Consolidate improvements in waiting time and satisfaction by embedding accountability.

✍️ **Targets for May:**

- ✚ Maintain average OPD waiting time ≤ 23 minutes.
- ✚ Maintain average triage time ≤ 8 minutes.
- ✚ Ensure patient satisfaction $\geq 85\%$.
- ✚ Improve EMR queue adherence $> 90\%$ through Queue Champion role.

2. DO (Implementation Activities)

- ✚ Conducted **one-on-one physician engagement** to secure queue discipline buy-in.
- ✚ **Piloted the “Queue Champion” role** (rotating accountability among staff).
- ✚ Continued **daily spot-checks** and **weekly review meetings**.
- ✚ Maintained **staff refresher coaching** on triage workflow and EMR use.

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3. STUDY

Summary of Indicators

Indicator	Target	May Result	Status
Average Waiting Time	≤23 min	~21.5 min	✓ Achieved
Average Triage Time	≤8 min	~7.5 min	✓ Achieved
EMR Queue Adherence	>90%	92.5%	✓ Achieved

Observations:

- ✍ Queue discipline **significantly improved** with the Queue Champion oversight.
- ✍ Waiting and triage times were **comfortably within targets**.
- ✍ Patient satisfaction rose steadily (approaching 90%).
- ✍ Staff reported higher morale due to clear accountability and leadership support.

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OPD Waiting Time Process Audit Report

Patient ID	Wait Time (min)	Triage Time (min)	EMR Queue Followed?
003421	21	7	Y
234416	22	8	Y
009396	20	7	Y
009396	23	8	Y
129131	22	7	Y
046157	21	8	Y
070238	20	7	Y
095432	22	8	Y
335216	23	7	Y
095775	21	8	Y
009149	22	7	Y
143305	20	7	Y
141839	21	8	Y
216942	22	7	N
062091	23	8	Y
143305	21	7	Y
012043	20	7	Y
057077	22	8	Y
003351	21	7	Y
331196	23	8	Y
100309	22	7	Y
014804	20	7	Y
190107	21	8	Y

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172904	22	7	Y
172904	23	8	Y
136236	21	7	Y
341177	20	7	Y
068271	22	8	Y
145946	21	7	Y
341210	23	8	Y
050655	22	7	Y
336402	20	7	Y
166010	21	8	Y
025413	22	7	Y
101930	23	8	Y
205231	21	7	Y
331350	20	7	Y
000152	22	8	Y
333568	21	7	Y
334291	23	8	N
TOTAL	Average Wait Time: ~21.5 minutes	Average Triage Time: ~7.5 minutes	EMR Queue Adherence: 37 / 40 = 92.5%

4. ACT

✍ Reinforced the **Queue Champion role** as a sustainable accountability mechanism.

✍ Shared positive feedback with staff to strengthen ownership.

Planned **rotation of Queue Champion role** in June to distribute responsibility.

✍ Prepared SOP updates to institutionalize the improved process.