



Date: May 02, 2017 E.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

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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.

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3. STUDY

Summary of Indicators

Indicator	Target	April Result	Status
Average Waiting Time	≤23 min	~22.5 min	<input checked="" type="checkbox"/> Achieved
Average Triage Time	≤8 min	~8 min	<input checked="" type="checkbox"/> On target
EMR Queue Adherence	>85%	87.5%	<input checked="" type="checkbox"/> Improved
Patient Satisfaction	>85%	86%	<input checked="" type="checkbox"/> 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.

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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%

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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.

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