



DEDER GENERAL HOSPITAL

Intensive Care Unit (ICU)

Interdepartmental Consultation Protocol

Monitoring Report

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Report Period: 4th Quarter of 2017E.C

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INTRODUCTION

In simple terms a consult is a request made from one physician or provider to another physician or provider to give an opinion or advice on a specific patient. A consultation is usually sought when a physician or provider with primary responsibility for a patient recognizes conditions or situations that are beyond his or her training or expertise. An effective consult should always be performed with the patient's best interest in a positive impact on the patient's Care. Open communication between the referring physician or provider and the consult provider is essential for effective consultation

Since 2015 Deder General Hospital was having **Interdepartmental consultation protocol** for use by clinical staff when the consultation needed.

The protocol details procedures to be followed while introducing the bad news breaking to the clients. To ensure this the monitoring for the adherence of this protocol is conducted on quarterly basis.

OBJECTIVES

General objective

- To give appropriate, comprehensive and quality of care for patients

Specific objectives

- To assess the quality of documentation and clarity in consultation requests.
- To determine timeliness and responsiveness of the consulting departments.
- To evaluate whether consultations lead to improved patient care.
- To identify areas needing improvement for better interdisciplinary collaboration.

METHODOLGY

- This assessment was conducted through a structured checklist covering six major consultation process components.
- Data was gathered from two sample medical records (MRNs **344202 and 343046**) from the ICU, using direct observation of documentation, response timing, communication, and outcomes.
- Each case was assessed using a structured checklist of **16 consultation performance indicators** under **6 main categories**.
- Responses were recorded as "**Yes**" for compliance and "**No**" for non-compliance.
- Compliance rates were calculated accordingly.

Table 1:Verification Criteria

Criteria	Verification Criteria
1. Consultation Request Process	
1.1	Was the consultation request properly documented?
1.2	Was the consultation request clear and detailed?
1.3	Was the request sent through the appropriate channel (e.g., electronic or paper)?
1.4	Did the requesting department clearly state the reason for consultation?
2. Timeliness of Consultation	
2.1	Was the consultation responded to within the agreed timeframe? (e.g., within 24 hours)
2.2	If urgent, was the consultation responded to within the specified urgent response time?
3. Quality of Response	
3.1	Was the consultation addressed by the appropriate specialist or department?
3.2	Was the response to the consultation complete and thorough?
3.3	Did the consulting department provide actionable recommendations?
3.4	Were diagnostic tests or additional investigations recommended where necessary?
3.5	Was there clear communication regarding the next steps or follow-up?
4. Collaboration and Communication	
4.1	Was there an opportunity for discussion between departments following the consultation?
4.2	Were there any issues of miscommunication between departments?
5. Outcome of Consultation	
5.1	Was the patient's issue resolved or improved as a result of the consultation?
5.2	Were follow-up actions or another consultation required?
5.3	Was patient care improved as a result of the consultation?

RESULTS

The Intensive Care Unit (ICU) demonstrated exemplary performance in its Interdepartmental Consultation Protocol during June 2017EC, achieving a **perfect overall compliance rate of 100%**. This outstanding result signifies full adherence to all 18 established criteria across the six key components of the protocol. Every single requirement was met ("YES") with no deficiencies ("NO") identified, reflecting a consistently high standard of practice throughout the monitoring period. This flawless execution indicates that the ICU's consultation processes were operating at the highest level of protocol adherence during June (**Table 1**).

The 100% compliance rate was uniformly achieved across every individual component of the protocol. This includes perfect scores in the Consultation Request Process (4/4), Timeliness of Consultation (2/2), Quality of Response (5/5), Collaboration & Communication (2/2), Outcome of Consultation (3/3), and Overall Satisfaction (2/2). Such comprehensive adherence suggests highly effective systems for requesting consultations, prompt and timely responses, high-quality clinical input, excellent interdepartmental teamwork and communication, successful consultation outcomes, and complete satisfaction with the process. This level of consistent performance across all measured areas sets a strong benchmark for departmental excellence and indicates a robust and well-functioning consultation system (**Table 1**).

Table 2: Intensive Care Unit (ICU) Interdepartmental consultation protocol monitoring, June, 2017EC

Component	Total Criteria	YES	NO	Compliance %
1. Consultation Request Process	4	4	0	100%
2. Timeliness of Consultation	2	2	0	100%
3. Quality of Response	5	5	0	100%
4. Collaboration & Communication	2	2	0	100%
5. Outcome of Consultation	3	3	0	100%
6. Overall Satisfaction	2	2	0	100%
Overall Compliance Rate	18	18	0	100%

DISCUSSION

The results from the June 2017EC monitoring of the ICU Interdepartmental Consultation Protocol demonstrate **exceptional performance**, achieving a perfect overall compliance rate of 100% across all 18 criteria encompassing the six key components. This signifies flawless adherence to the established protocol during the monitoring period. Every single criterion within each component – from the initial consultation request process and its timeliness, through the quality of the response, collaboration, and communication, to the documented outcomes and overall satisfaction – was met without exception. This level of uniform excellence across all measured facets indicates a highly effective and consistently applied consultation system within the ICU. It strongly suggests that the protocols are well-understood, properly resourced, and diligently followed by all involved staff and departments, leading to seamless interdepartmental interactions critical for optimal patient care in the intensive care setting.

This perfect compliance rate is a significant achievement with important implications. It reflects a robust system characterized by **efficient processes, timely specialist input, high-quality clinical responses, effective teamwork and communication, successful patient management outcomes, and high stakeholder satisfaction**. Such consistent performance minimizes delays, reduces potential errors arising from miscommunication or unclear processes, and fosters a collaborative environment essential for managing complex ICU patients. The 100% satisfaction score further underscores the perceived value and effectiveness of the consultation process from the users' perspective. While this single-month snapshot is highly positive, it underscores the importance of maintaining this standard. Continuous monitoring remains crucial to ensure this level of excellence is sustained, to identify any potential future deviations early, and to provide a benchmark against which any necessary adjustments to the protocol or its implementation can be measured. This result sets a very high benchmark for departmental performance in interdepartmental collaboration.

RECOMMENDATIONS

1. Maintain Current performance regular by M&E

PERFORMANCE IMPROVEMENT PLAN

- ☒ **NO MAJOR GAP SEEN**



Guyyaa/ቁጥር/Date: _____ / _____ / _____

- ❖ Garee tajaajila ICU irraa
- ❖ Garee Qulquullina Tajaajila Fayyaatiif

Dhimmi: waa'ee Gabaasa Structural protocol mon erguu ilaala

Akkuma mata Dureerrattii ibsamuuf yaalameettii **Structural protocol** “**Interdepartmental Consultation**” Jedhamu kan kurmaana **4ffaa** bara **2017** xalayaa **Fuula 9** qabuu gaggeessituu kana waliin walqabsiifnee isiiniif eerguu keenya kabajaan isiniif beeksiifnaa.

Nagaya wajiin!!