



DEDER GENERAL HOSPITAL

Outpatient Department

Patient Transportation Protocol Utilization Monitoring Report

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Deder, Oromia

June 2017E.C

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INTRODUCTION

Effective patient transportation within Deder General Hospital (DGH) is essential to ensuring that patients receive timely, safe, and appropriate care. The OPD at DGH follows a specific Patient Transportation Protocol to maintain patient safety, clear communication, and quality care throughout the transport process. This report provides an evaluation of the utilization of the Patient Transportation Protocol, based on observations and interviews with patients, focusing on compliance with key transportation criteria.

OBJECTIVE

The primary objectives of this monitoring report are:

1. To assess the utilization of the Patient Transportation Protocol in the OPD of Deder General Hospital.
2. To ensure that patients are transported in a timely and secure manner while adhering to the established guidelines.

Table 1: Criteria and standards

Criteria	Verification	
	Compliant (Yes)	Non-compliant (No)
Proper Identification		
Clear Communication with Patient		
Transport Team Briefed		
Necessary Medical Equipment		
Safe Transfer Techniques Used		
Safety Precautions Followed		
Minimal Delays in Transport		
Proper Handover		
Infection Control Measures		
Proper Identification		
Clear Communication with Patient		

METHODOLOGY

The following methodology was employed to evaluate the utilization of the Patient Transportation Protocol at DGH's OPD:

1. **Sample Selection:** A total of 10 patients were randomly selected for evaluation during their transportation within the OPD.
2. **Criteria for Evaluation:** The Patient Transportation Protocol includes 9 key indicators
3. **Data Collection:** Data was collected through direct observation of the patient transport process and interviews with patients to confirm protocol adherence. Additionally, Registered Nurses (RNs) confirmed and documented compliance for each criterion.
4. **Monitoring and Scoring:** Each criterion was evaluated using a binary scale (Yes/No). A "Yes" response indicated that the protocol was followed, while a "No" response indicated non-compliance.
5. **Analysis:** The compliance rates for each criterion were calculated, and the overall compliance rate was determined by dividing the number of compliant responses by the total possible responses. The final compliance percentage was then calculated.

RESULT

The overall performance of OPD patient transportation protocol adherence in June 2017 E.C. demonstrated exceptional compliance, achieving a perfect 100% adherence rate across all monitored criteria. Out of 117 observed instances, every case met the established standards for patient transportation, including proper identification, clear communication, equipment readiness, safety measures, and infection control. This flawless performance reflects a well-implemented protocol, thorough staff training, and a strong institutional commitment to patient safety during transportation. The consistency in compliance across all criteria suggests that the transportation team is highly proficient and adheres rigorously to established guidelines, ensuring minimal risks and optimal care for patients during transit (**Table 2**).

Despite the outstanding overall performance, maintaining this level of excellence requires continuous monitoring and reinforcement. While no non-compliance was recorded, periodic refresher training and unannounced audits could help sustain these high standards. Additionally, expanding the monitoring scope to include patient feedback or more complex transport scenarios might provide further insights into potential areas for improvement. The current results set a benchmark for excellence, but ongoing vigilance is essential to ensure that these protocols remain effective and adaptable to any emerging challenges in patient transportation (**Table 2**).

Table 2: OPD Patient Transportation protocol adherence monitoring performance, June 2017E.C

Criteria	(Yes) #	(No) #	Compliance (%)
Proper Identification	13	0	100
Clear Communication with Patient	13	0	100
Transport Team Briefed	13	0	100
Necessary Medical Equipment	13	0	100
Safe Transfer Techniques Used	13	0	100
Safety Precautions Followed	13	0	100
Minimal Delays in Transport	13	0	100
Proper Handover	13	0	100
Infection Control Measures	13	0	100
Total Compliant Cases	117	0	100%

DISCUSSION

The exemplary 100% compliance rate across all patient transportation protocols in the OPD reflects a highly effective system with clearly defined procedures and well-trained staff. This level of adherence suggests that the transportation team consistently prioritizes patient safety, communication, and infection control, which are critical for minimizing risks during patient transfers. The uniformity in compliance—from proper identification to safe handover—indicates that these protocols are deeply ingrained in daily practice, likely due to comprehensive training programs, strong leadership, and a culture of accountability. Such results are particularly commendable given the potential complexities of patient transportation, where lapses could lead to delays, errors, or safety incidents. The data underscores the success of current practices but also raises questions about whether observational biases (e.g., Hawthorne effect) or limited sample sizes might have influenced the perfect scores, warranting further investigation to validate these findings.

While the results are impressive, sustaining this level of performance requires proactive measures to prevent complacency. For instance, introducing periodic scenario-based drills or unannounced audits could help identify latent gaps not captured in routine observations. Additionally, expanding monitoring to include patient perspectives—such as comfort during transport or clarity of communication—could provide a more holistic view of service quality. The absence of non-compliance does not necessarily mean there is no room for improvement; rather, it presents an opportunity to refine protocols further, such as integrating new safety technologies or streamlining workflows to enhance efficiency. Continuous education and feedback loops for staff will be essential to maintain this standard, especially as patient volumes or transport complexities increase. Ultimately, these findings should serve as both a validation of current practices and a catalyst for ongoing excellence in patient transportation services.

RECOMMENDATIONS

- ❖ Sustaining the current performance through regular M & E

IMPROVEMENT PLAN

- ❖ **NO MAJOR GAP SEEN**



Guyyaa/ቁጥር/Date: _____ / _____ / _____

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

Dhimmi: waa'ee Gabaasa Structural protocol mon erguu ilaala

Akkuma mata Dureerrattii ibsamuuf yaalameettii **Structural protocol** “**Patient transportation**” Jedhamu kan kurmaana **4ffaa** bara **2017** xalayaa **Fuula 8** qabuu gaggeessituu kana waliin walqabsiifnee isiiniif eerguu keenya kabajaan isiniif beeksiifnaa.

Nagaya wajiin!!