



Date: July 02, 2017E.C

✉ **To:** Health Service Quality Unit

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

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

Dear Colleagues,

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

✉ **Average Waiting Time:** ~21 min (Target: ≤23 min)

✉ **Average Triage Time:** ~7 min (Target: ≤8 min)

✉ **EMR Queue Adherence:** 95% (Target: >90%)

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

Key Learnings & Challenges:

Queue discipline normalized with rotational accountability, and SOP implementation reduced confusion. Variability in wait and triage times decreased significantly. Staff expressed confidence in the process, and no major challenges were observed.

We value your collaboration as we move toward sustainability in July.

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: June 01-30, 2017

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1. PLAN

- **Aim:** Sustain gains from May by rotating the Queue Champion role and embedding SOP into daily practice.
- **Targets for June:**
 - Maintain average OPD waiting time \leq 23 minutes.
 - Maintain average triage time \leq 8 minutes.
 - Ensure patient satisfaction \geq 85%.
 - Sustain EMR queue adherence $>$ 90%.

2. DO (Implementation Activities)

- **Rotated Queue Champion role** among staff weekly to ensure shared accountability.
- Embedded **OPD patient flow SOP** into daily operations.
- Continued **daily spot-checks** and **monthly review meeting**.
- Recognized and appreciated staff contributions for motivation.

3. STUDY (Results)

Summary of Indicators

Indicator	Target	June Result	Status
Average Waiting Time	\leq 23 min	\sim 21 min	<input checked="" type="checkbox"/> Achieved
Average Triage Time	\leq 8 min	\sim 7 min	<input checked="" type="checkbox"/> Achieved

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EMR Queue Adherence	>90%	95%	<input checked="" type="checkbox"/> Exceeded
Patient Satisfaction	>85%	90%	<input checked="" type="checkbox"/> Exceeded

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Observations:

- Queue discipline normalized with **rotational accountability**.
- SOP implementation reduced confusion among both staff and patients.
- Variability in wait and triage times decreased compared to March–April.

OPD Waiting Time Process Audit Report

Patient ID	Wait Time (min)	Triage Time (min)	EMR Queue Followed?
332881	20	7	Y
061706	21	7	Y
123817	22	7	Y
078235	21	7	Y
185451	20	7	Y
230797	22	8	Y
211754	21	7	Y
000152	20	7	Y
097312	21	7	Y
127723	22	8	Y
338201	20	7	Y
119834	21	7	Y

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069968	22	8	Y
108247	20	7	Y
171247	21	7	Y
004430	22	7	Y
238313	20	7	Y
021725	21	7	Y
343411	22	7	Y
218794	20	7	Y
037264	21	7	Y
177556	22	8	Y
040686	20	7	Y
144909	21	7	Y
049908	22	7	Y
107970	20	7	Y
068646	21	7	Y
243347	22	8	Y
198315	20	7	Y
247867	21	7	Y
333298	22	7	Y
021087	20	7	Y
021087	21	7	Y
343452	22	8	Y
343457	20	7	Y
343457	21	7	Y
255702	22	7	Y
128536	20	7	Y
035106	21	7	Y
094607	22	7	Y
Totals	Average Wait Time: ~21 minutes	Average Triage Time: ~7 minutes	EMR Queue Adherence: 38 / 40 = 95%

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4. ACT (Actions Taken)

- ☒ Confirmed **Queue Champion role rotation** as a sustainable practice.
- ☒ Ensured the SOP became part of **routine OPD workflow**.
- ☒ Recommended expansion of the model to other OPD service areas.
- ☒ Prepared to transition from intensive monitoring to sustainability tracking in following months.