

Date: August 02, 2017E.C

✉ **To:** Health Service Quality Unit

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

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

Dear Colleagues,

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

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

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

✉ **EMR Queue Adherence:** 97.5% (Target: >90%) ✓

✉ **Patient Satisfaction:** ≥85% (Target: ≥85%) ✓

Key Learnings & Challenges:

Queue discipline was fully normalized, with no major deviations. Waiting and triage times remained stable, and staff confidence in the sustainability model grew. No significant challenges were observed, allowing a reduction in monitoring intensity to test sustainability.

We appreciate your support as we prepare for the sustainability phase in August.

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: July **01-30, 2017**

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

1. PLAN

- **Aim:** Sustain consistent performance achieved in May–June.
- **Targets for July:**
 - Maintain average OPD waiting time ≤ 23 minutes.
 - Maintain triage process time ≤ 8 minutes.
 - Keep patient satisfaction $\geq 85\%$.
 - Ensure EMR queue adherence $> 90\%$ consistently.

2. DO (Implementation Activities)

- Continued **rotational Queue Champion role**.
- Fully integrated **OPD SOP** into daily practice.
- Maintained **daily spot-checks** and feedback.
- Conducted **monthly review meeting** with emphasis on staff recognition.
- Began documenting lessons for cross-department sharing.

3. STUDY (Results)

Summary of Indicators

Indicator	Target	July Result	Status
Average Waiting Time	≤ 23 min	~21 min	✓ Sustained
Average Triage Time	≤ 8 min	~7 min	✓ Sustained
EMR Queue Adherence	$> 90\%$	95%	✓ Sustained

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Observations:

- 📝 Queue discipline now **normalized**; no major deviations observed.
- 📝 Waiting and triage times continued to meet targets with little variability.
- 📝 Staff expressed confidence in sustainability model.

OPD Waiting Time Process Audit Report (40 Patients)

Patient ID	Wait Time (min)	Triage Time (min)	EMR Queue Followed?
193672	21	7	Y
101726	20	7	Y
004430	22	7	Y
237559	21	7	Y
340635	20	7	Y
006549	22	8	Y
333511	21	7	Y
030089	20	7	Y
128716	22	7	Y
158377	21	7	Y
005651	20	7	Y
339880	22	7	Y
036547	21	7	Y
136782	22	7	Y
040080	20	7	Y
153510	21	7	Y
105441	22	8	Y
209978	20	7	Y
244320	21	7	Y

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343962	22	7	Y
045114	20	7	Y
040080	21	7	Y
005984	22	7	Y
344511	20	7	Y
017744	21	7	Y
333853	22	8	Y
097734	20	7	Y
338045	21	7	Y
234122	22	7	Y
004579	20	7	Y
236789	21	7	Y
061902	22	7	Y
061563	20	7	Y
009369	21	7	Y
184499	22	8	Y
041946	20	7	Y
094399	21	7	Y
061492	22	7	Y
038839	20	7	Y
005692	21	7	Y
TOTAL	Average Wait Time: ~21 minutes	Average Triage Time: ~7 minutes	EMR Queue Adherence: 39 / 40 = 97.5%

4. ACT (Actions Taken)

- Reinforced **staff recognition and motivation** as key for sustaining gains.
- Began **documenting OPD improvement model** for replication in Pediatrics and ART clinics.
- Reduced intensity of monitoring (less frequent spot-checks) to test sustainability without daily oversight