

Synchronized Multidisciplinary Team Approach to Reduce Patient Waiting Time of Chemotherapy Treatment in Outpatient Treatment Unit (O.T.U), KFMC

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PROBLEM:

The previous Patient Satisfaction Survey performed in 2012 indicated that 61% adult & 34% pediatric OTU patients were dissatisfied with the time they spent waiting for Chemotherapy Medication Administration, which triggered to improve processes related to average patient waiting time for Chemotherapy which was 4 hours 25 minutes as baseline collected on Jan 2012 .

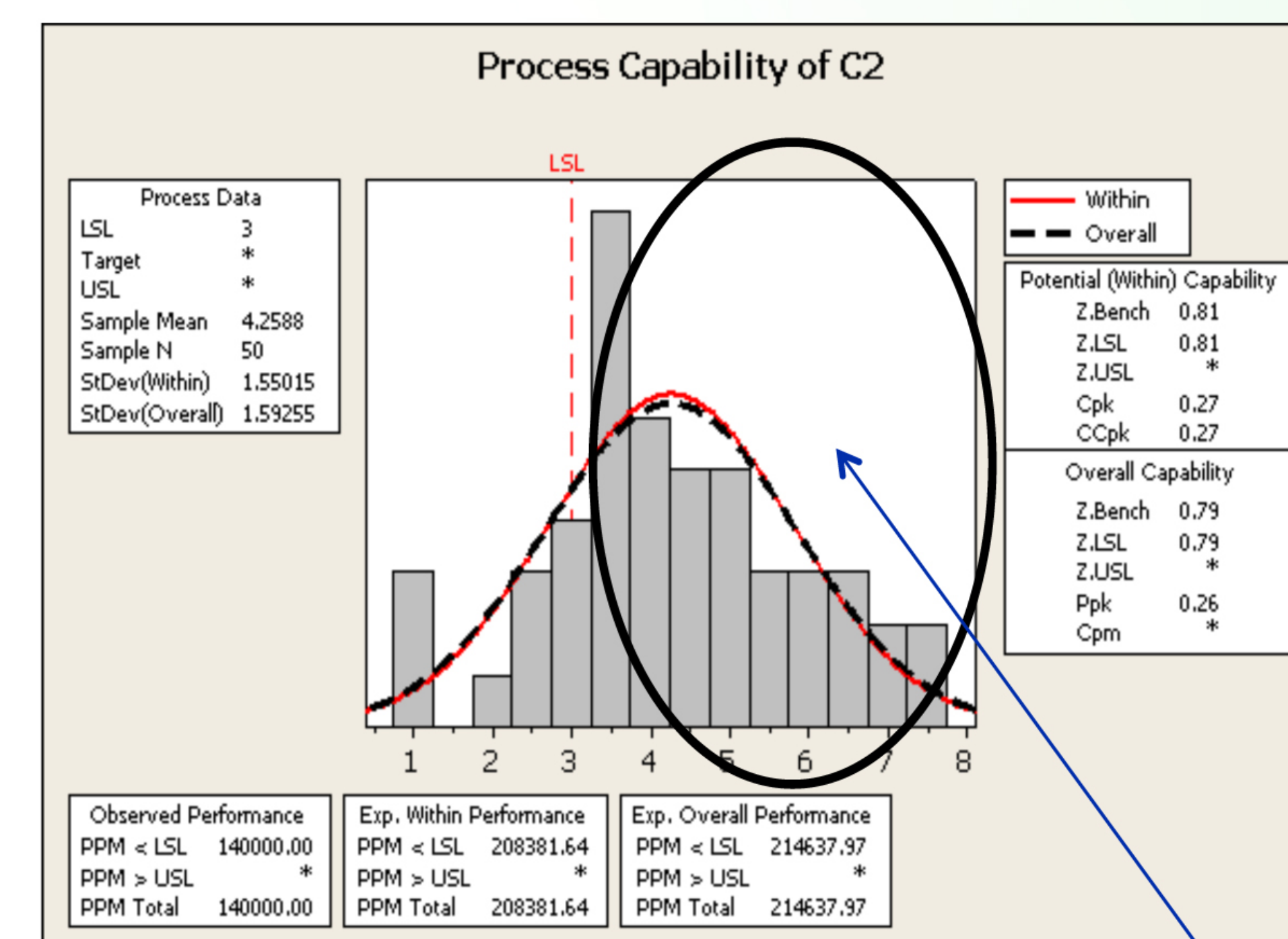
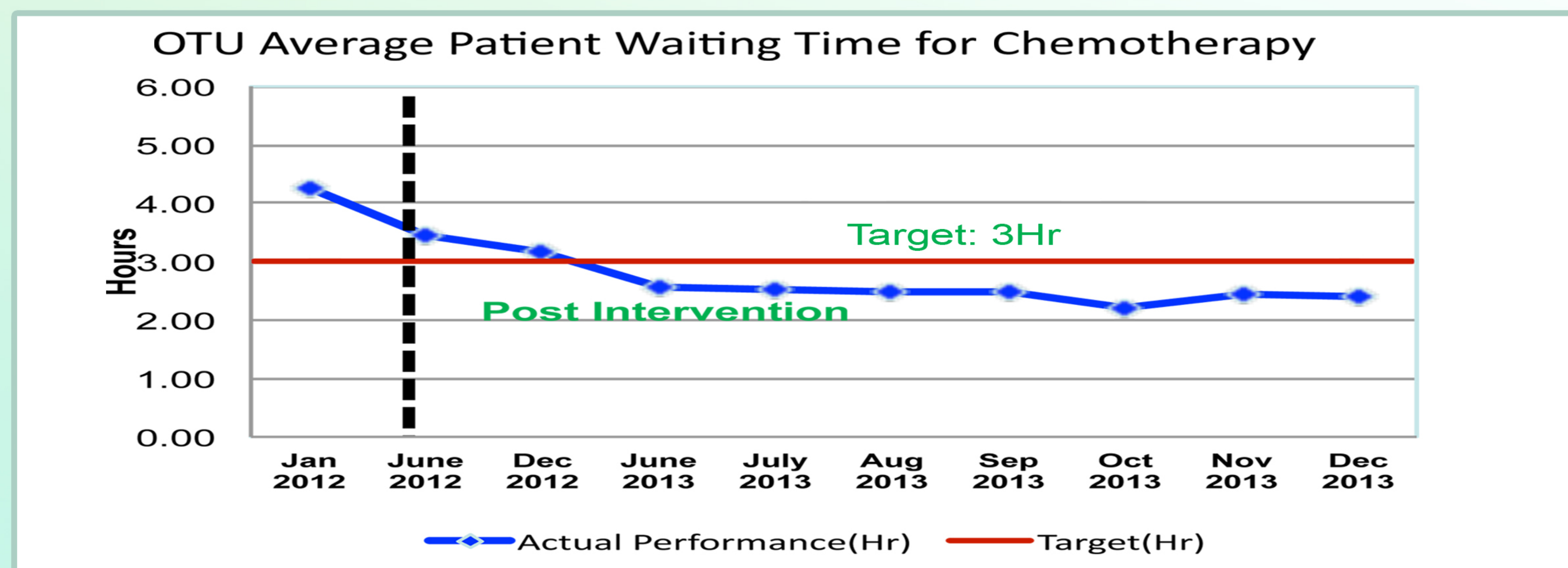
AIM: To improve patient satisfaction and to reduce the O.T.U patient average waiting time from 4.25 hrs to 3 hrs (90% Samples within a controlled limit) by maximization of O.T.U resources capacities and processes capabilities by December 2013 using six sigma methodology .

INTERVENTION:

- All employees involved at all levels are provided with the required education and training to engage in performance improvement **Critical Success Factor**.
- Reassign physicians in outpatient treatment units .
- Adjust Clinic Booking times: Reassign first 8-10 clinic appointment “slots” to patients requiring chemotherapy
- Send Chemotherapy prescriptions to Pharmacy one day prior to patient appointment.
- Prepare pre -requisite paperwork (re-checking Dose, Labeling, and re-check Completeness of protocols) for all chemotherapy prescriptions one day prior to patient appointment.
- Complete laboratory investigations one day prior to appointment .
- Patients and family education on treatment information.

RESULTS

1. OTU Average Waiting Time (Process Efficiency) decrease from 4 h 25 minutes to 2 h 40 mins
2. Optimization of O.T.U System and Resource Utilization (System Efficiency) Patient received Chemotherapy increased from 267 to 454/month.
3. Patient satisfaction (Project Outcome) increased to 80 %



There are a lot of defects

TEAM:

- Ms. Mona Hussein
- Mr. Husam AlDhafer
- Dr. Fouad AlNajjar
- Mr. Mohammed Nemer
- Mr. Issam AlFayyad
- Ms. Sheena Chamakalayil

PROJECT SPONSOR:

Dr. Mushabab Assiri (Medical Director)

Project Coach

Ms. Miri Jang(Senior Quality Specialist)

CONCLUSIONS:

- Improving Patients satisfaction after implementation of the New Interventions, the Satisfaction rate increased to 80% (Exceed the goal).
- Implement the newly designed interventions with multidisciplinary Team Approach by enhancing team work, which was essential for Quality of Project and resulted in reducing O.T.U Treatment Cycle Time and Average Waiting Time

NEXT STEPS:

On-going Continuous Process Monitoring

Sustain the O.T.U Patient Average Waiting Time 3 hrs (90% Samples within a controlled limit by December 2013 at O.T.U)

Continuous Process improvement by performing Process Mapping

1. 2014 Target: Improve O.T.U Patient Average Waiting Time 3hrs with 95% Samples within a controlled limit.
2. Patient Waiting Time is a **KFMC Strategic Performance Indicator**