

Introduction of Client Flow Chart in Caritas Baby Hospital - Bethlehem

PROBLEM: Frequent oral clients’ complaining about the waiting time in the Outpatient Clinic. Only three incident reports were written by the hospital staff. No data available in the hospital related to waiting and contact time.

TEAM:
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• Mr. Fadi Rishmawi
• Mrs. Khadigeh Abedrabu

AIM: To study the current situation and to measure the time spent by the clients while waiting from one service to another and the contact time spent with the different employees.

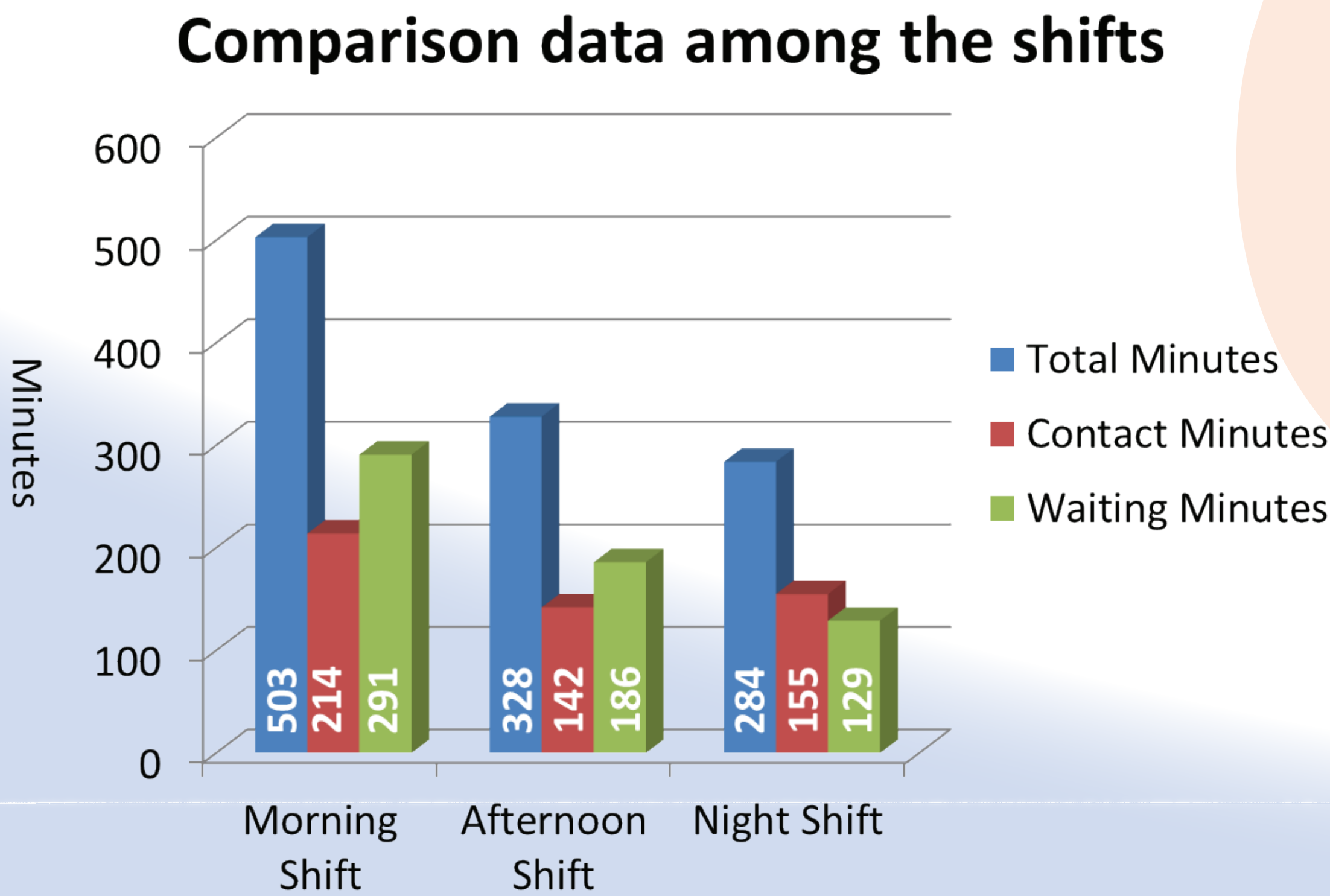
PROJECT SPONSOR:
• Sr. Lucia Corradin - Quality & Patient Safety Officer
• Sr. Erika Nobs - Nursing Director

INTERVENTION:

- 1. Introduction of client flow chart record in the Outpatient Clinic.
- 2. Introduction of observational data sheet including this information: client hospital number, date and time of arrival, primary reason for visit and the number of visits.
- 3. Collection of data done by the same person using the same watch for 20 clients collected in five different days within 1 week (6 cases during the morning shift, 6 cases during the afternoon shift and another 8 cases during the night shift).

COACH:
• Sr. Lucia Corradin

RESULTS:



Client Flow Summary Percentages Table

	Contact Time (In Minutes)	Waiting Time (In Minutes)	Total Time (In Minutes)	Percentage of the Contact Time (Contact Time / Total Time)	Percentage of the Waiting Time (Waiting Time / Total Time)
Morning Shift (6 clients)	214	291	503	43%	58%
Afternoon Shift (6 clients)	142	186	328	43%	57%
Night Shift (8 clients)	155	129	284	55%	45%
TOTAL	511	606	1115	46%	54%

CONCLUSIONS:

- This study gives us the opportunity to obtain:
- 1. First time quality indicators.
 - 2. Acceptable and reasonable results compared to a case study in Iran (Mohebbifar R, 2013)
 - 3. No difference between the contact time (43% / 43%) and the waiting time (58% / 57%) of the morning and afternoon shifts respectively.
 - 4. Slight increase in the contact time (55%) and slight decrease in the waiting time (45%) during the night shift due to less clients.

NEXT STEPS:

- 1. To implement periodically client flow chart by outpatient clinic’s staff.
- 2. To study the waiting time for each service provided to the client by using six sigma.
- 3. To introduce high level process map of a client clinic visit.
- 4. To develop a policy related to Time Management.