

**Project Manager** - Mr. Nayel Al Tarawneh - A/AEDON

**Project Leader** – Ms. Mariamma Daniel - HN/DCU

**Process owner** –Keith C. Naldo- SN

**Project Title:** Improving NCCCR patient access to Day Care Services for Oncology & Hematology treatment.

**Problem:** Increase number of NCCCR Oncology and Hematology patients requiring Day Care services with limited bed capacity.

**Aim:** To reduce number of rescheduling and delay patients for Oncology and Hematology treatment in DCU from 5.5% to 0 by end of June 2014.

### Interventions :

- Review current Day Care Unit patient flow.
- Data gathering to analyze and identify the number of patients rescheduled or delay their treatment due to unavailability of bed.
- MDT task force was formulated; expanded hours of service for 2 days/week (Sunday & Thursday 7 am to 7 pm) was piloted for 2 weeks prior to full implementation.
- Patient education regarding the operational hours of service extension.
- New strategy was tested & implemented; redesign the 3 bedded non chemotherapy area to 5 reclining chairs.

### Team :

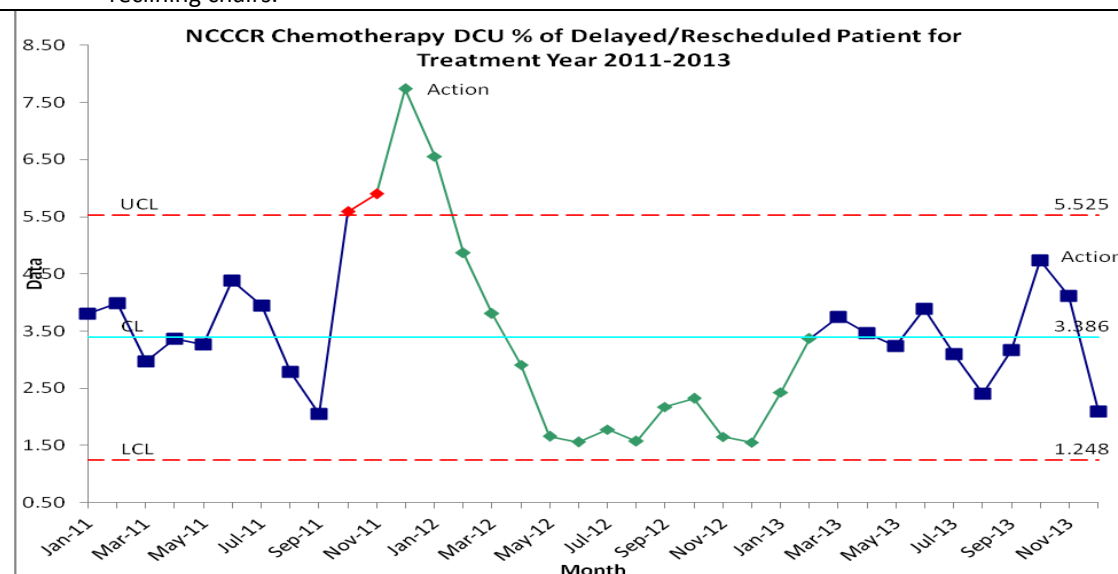
- **Project Lead** : Mariamma Daniel, HN
- **Back Up Lead**: Nisha Nair, SN
- **Process Owner**: Keith Naldo, SN

### Project Sponsor :

Justine Lara Waywell, Executive Director, NCCCR

### Coach :

Ms. Emelita Ison ,QMR



### Conclusions:

- After implementation of the action, a significant decrease in the number of delayed patient for treatment and rescheduling from 5.5 % to 1% in 2013.
- Increased numbers of patients treated during extension hours.
- Improve compliance to chemotherapy schedule as per protocol
- Improve patient satisfaction.
- Increase bed capacity from 14 to 16 beds (14% increment).
- Cost Effective- save at least 93 % from the total budget for expansion project.
- Ensure patient safety by adding bench to closely monitor the patient.
- Adding one hand wash basin to promote hand hygiene

### Next steps:

- To achieve 0 unscheduled or delayed treatment by June 2014
- Continuous monitoring of the process and services of DCU.
- Move to next step by changing 3 more beds to 5 recliner chairs in the male side to increase the capacity another 14%.