

Improving Care in Dermatology Urgent Care Clinic

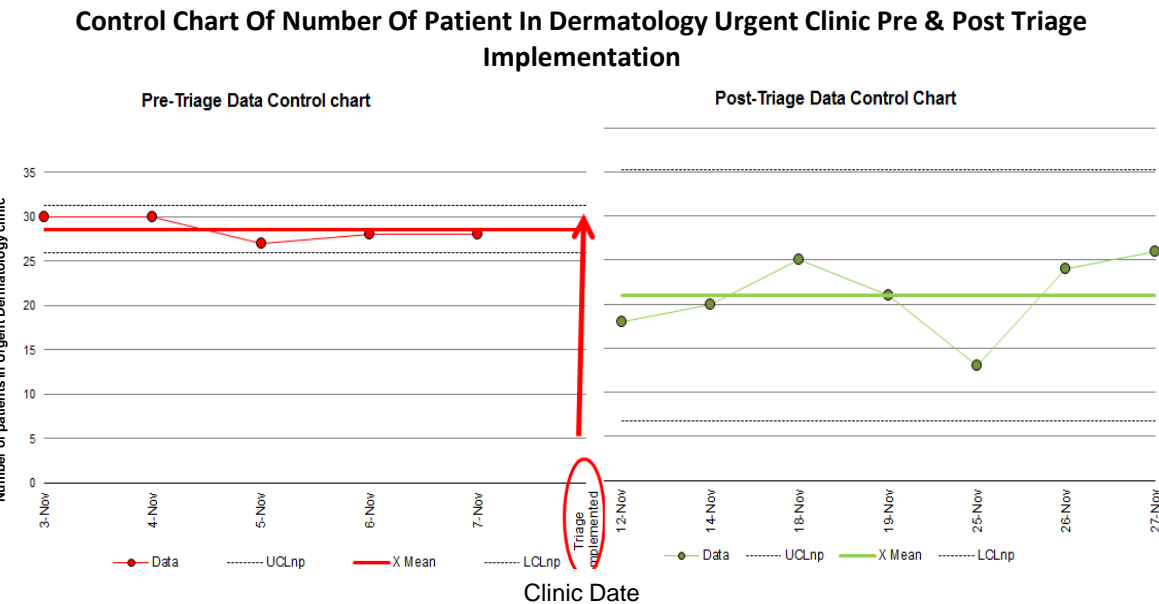
PROBLEM: A 29 patients are referred as urgent cases daily to dermatology urgent clinic while the average practice is 12 patients/clinic/day. Because many of the cases referred are non-urgent this leads to overload the clinic with patients, affecting the quality of medical service & overload the Doctors, nursing & medical records.

AIM: To control the number of patient seen daily in dermatology urgent clinic based on clinical sense from average of 29 /day to 22/day(25%) from October 2013-January 1st 2014.

INTERVENTION:

- Problem cause & effect listed.
- High impact, easy to implement solution choose.
- Triage at least twice per week when nurse available.
- Filtering improper referrals based on clinical sense of triage nurse.
- Real urgent conditions seen& managed.
- Non-urgent given regular appointment

RESULTS:



TEAM:

- MRS. Samya Ali
- MRS. Judith Claros
- MRS. Rudhaina Ahmed

PROJECT SPONSOR:

- DR.Mohammed Mohy Eldin

COACH

- Dr. Noof Al Siddiqi
- Dr. Shakil Ahmed
- Dr. Reham Hassan

CONCLUSIONS:

- Introduce triaging reduced load on urgent clinic
- Regular appointment for non-urgent pt reduced waste of their time.
- Educate nurses on how to triage referrals increase nurse awareness

NEXT STEPS:

- To implement a permanent triage
- To create triage nurse post
- To create a criteria for nurses to triage referrals
- To create a list of urgent conditions in dermatology & circulate it.
- Developing urgent referral guidelines.