

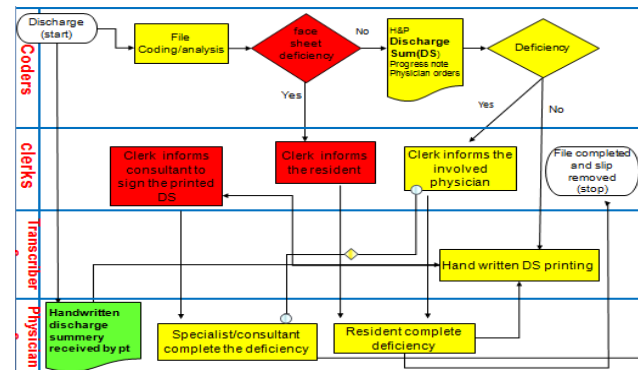
Reduce the rate of delinquent medical charts in NCCCR

PROBLEM: An average of 43% of the medical charts were delinquent in the first quarter of 2013 which led to a compromise in patient continuity of care and failure of meeting an important hospital quality standard.

AIM: Reduce the rate of delinquent medical charts by 10% by the end of May 2013 and to less than 25% (hospital benchmark) by the end of 3rd quarter of 2013.

INTERVENTION:

- Surveying 30 delinquent files and observing causes of delinquency.
- Apply Pareto chart and value analysis process map.
- Eliminate waste from the process of deficiency slip production (eliminate face sheet fill out by physicians and discontinue the transcription of the discharge or death summaries due to no value for patients both contributing 66% and 90% to file delinquency respectively) .



TEAM:

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- Ms. Amra Al Khalil, MR
- Ms. Kelly Beckta, MR
- Dr. Akhtari Begum .
- Ms. Shaikha Khamis, MR
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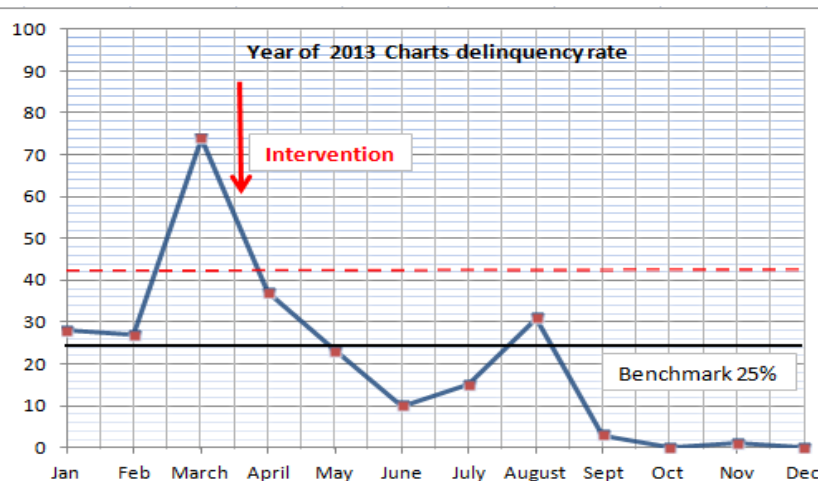
PROJECT SPONSOR:

- Dr. Salha Bujassom:

COACHs

- Dr. Amna Gamil
- Dr. Reham Hassan

Results:



CONCLUSIONS:

- Post intervention; the delinquency rates were markedly reduced (23% by end of May, 3% by September, 0 by December).
- Delinquency of the medical charts was due to factors related to the medical records (MR) process like lengthy and highly variable cycle time for file analysis, coding and transcribing, other factors were related to physicians.
- Recognizing waste in the process and eliminating it paid off.
- **NEXT STEPS:**
 - Physicians progress notes deficiencies/errors are still frequent factors contributing to delinquent medical files.
 - Enhance the role of the clinical documentation specialist in file completion upon discharge and before the file is returned to the MR department.
 - Optimize the communication between MR clerks and the physicians to enhance the timely file completion.