

Reducing waiting time of patients for minor procedures in eye casualty in a tertiary eye care centre - An QI initiative

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Abstract

An Quality Improvement (QI) initiative was started to reduce the waiting time of patients for minor procedures in the eye casualty.

Following the rules of improvement science, problem analysis was done with fish bone and process mapping

Change ideas were tested and these change ideas were adapted, adopted and abandoned as per the test results

So, our aim to reduce waiting time of the patients for minor procedure in the eye casualty to 50% from the baseline waiting time was achieved after testing three simple change ideas.

so, simple QI initiatives can improve the waiting time of the patients thus contributing to better patient satisfaction and quality patient care services.

Objectives

To reduce the waiting time of patients for selected minor procedures in eye casualty by 50% of the current waiting time within two months in one unit of RPC (starting from 30.5.17)

Background

Patients who were attended in RPC OPD and requiring minor procedures like suture removal, corneal scraping, BCL removal etc are done in RPC casualty.

The waiting time of these patients are long as the residents can only attend them after finishing their routine OPD.

Methods

1. Team formed / role distributed

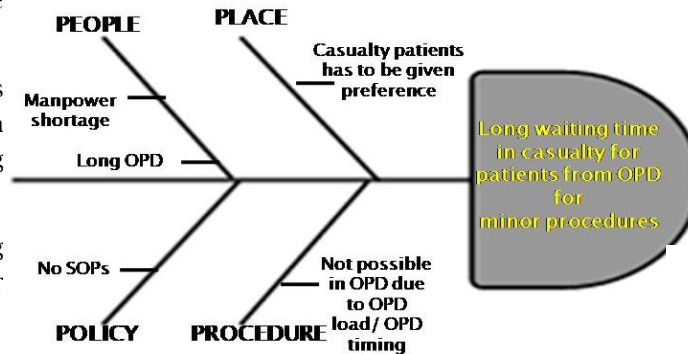
Mr. Manoj - Team leader (QI coordination)

Dr. Manthan - Change implementer

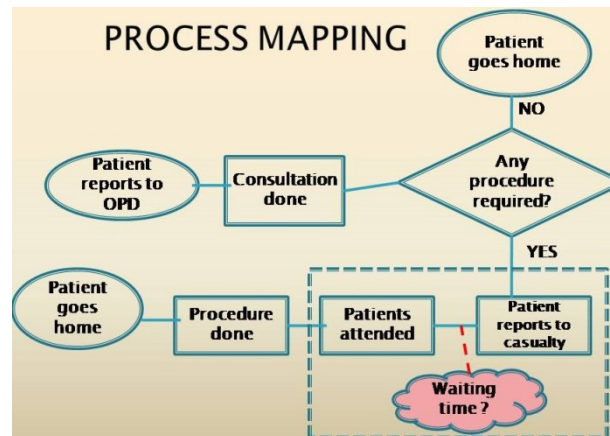
Mrs. Sangeeta - Data collector

Mrs. Yangchen Dolma- QI Coach (Assist in coordination, change implementation and data analysis)

2. a) Problem analysis done by fish bone:



2. b) Process mapping :



3.a) Change idea - PDSA 1st -

Resident on duty of casualty to do the procedure in between casualty patients. (Adapted the change idea)

3.b) Change idea - PDSA 2nd

One resident to be relieved from OPD at 12.30pm (Abandoned the change idea)

3.c) Change idea - PDSA 3rd

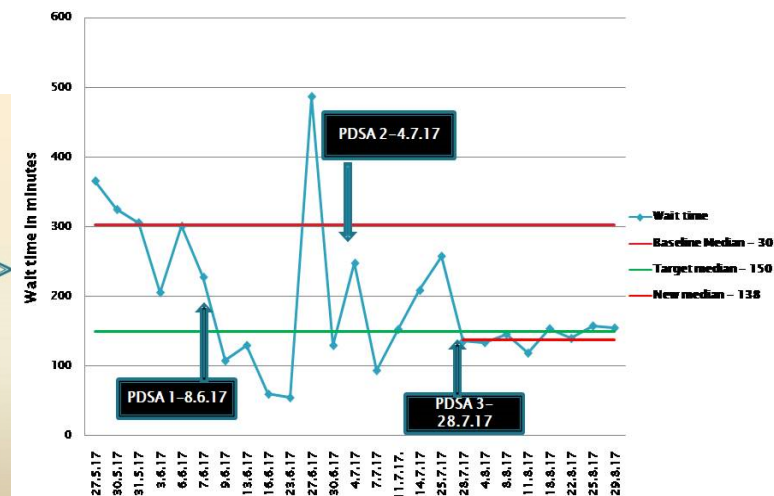
One resident to be relieved from specialty clinic at 2pm (Adopted the change idea)

Results

After testing the three simple change ideas, the waiting time of these patients were decreased to a median of 138 minutes from baseline of 303 minutes. So we were able to achieve our aim of 150 minutes.

Graph/image title

Waiting time of patients for minor procedure in eye casualty after 3rd PDSA



Conclusion

With simple change ideas, we were able to decrease the patient waiting time. So, with such QI initiatives, we can improve the waiting time of the patients thus contributing to better patient satisfaction and quality patient care services.



References

- Langley j. et al, The improvement guide, 2nd edition
- www.ihl.org
- www.usaidassist.org

