



ISQua's 39th
International Conference

27th- 30th August | COEX Seoul



USING FOCUS-PDCA TO REDUCE THE OVERTIME RATE OF ORTHOPEDIC EMERGENCY CONSULTATION

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Introduction

The overtime rate of emergency consultation can be regarded as a negative indicator. In order to enable patients to obtain comprehensive diagnosis and active and effective treatment immediately, and to improve the quality of medical care, according to the evaluation standard 2.4.4 emergency consultation time <30 minutes, the analysis of our hospital The overtime rate of orthopedic emergency consultations from January to December 2018 averaged 8.2% (97/1176), which was higher than the threshold of 7.5% for overtime emergency consultations in the whole hospital. The hospital used FOCUS-PDCA to improve orthopedic emergency consultations. time rate.

Methods

Find-Problem : 1. According to the assessment standard, the time limit for emergency consultation is less than 30 minutes, and the overtime rate of emergency consultation is less than 7.5% according to the medical and disease safety committee of our hospital. 2. Physicians are not clear about the hospital's overdue consultation regulations. 3. The tacit understanding of attending physicians is insufficient.

Organize-Team : Medical Center, Emergency Department, Director of Orthopedics Department, Medical Physicians of Surgery Department set up a task force.

Clarify-Goal : The overdue rate threshold for emergency consultation dropped from 8.2% to 7.5 %.

Understand-KPV : 1. Physician writes a radiology checklist first, and then responds to the consultation after the report comes out. 2. Physician is not familiar with the consultation reply system. 3. Physician is outpatient or undergoing surgery.

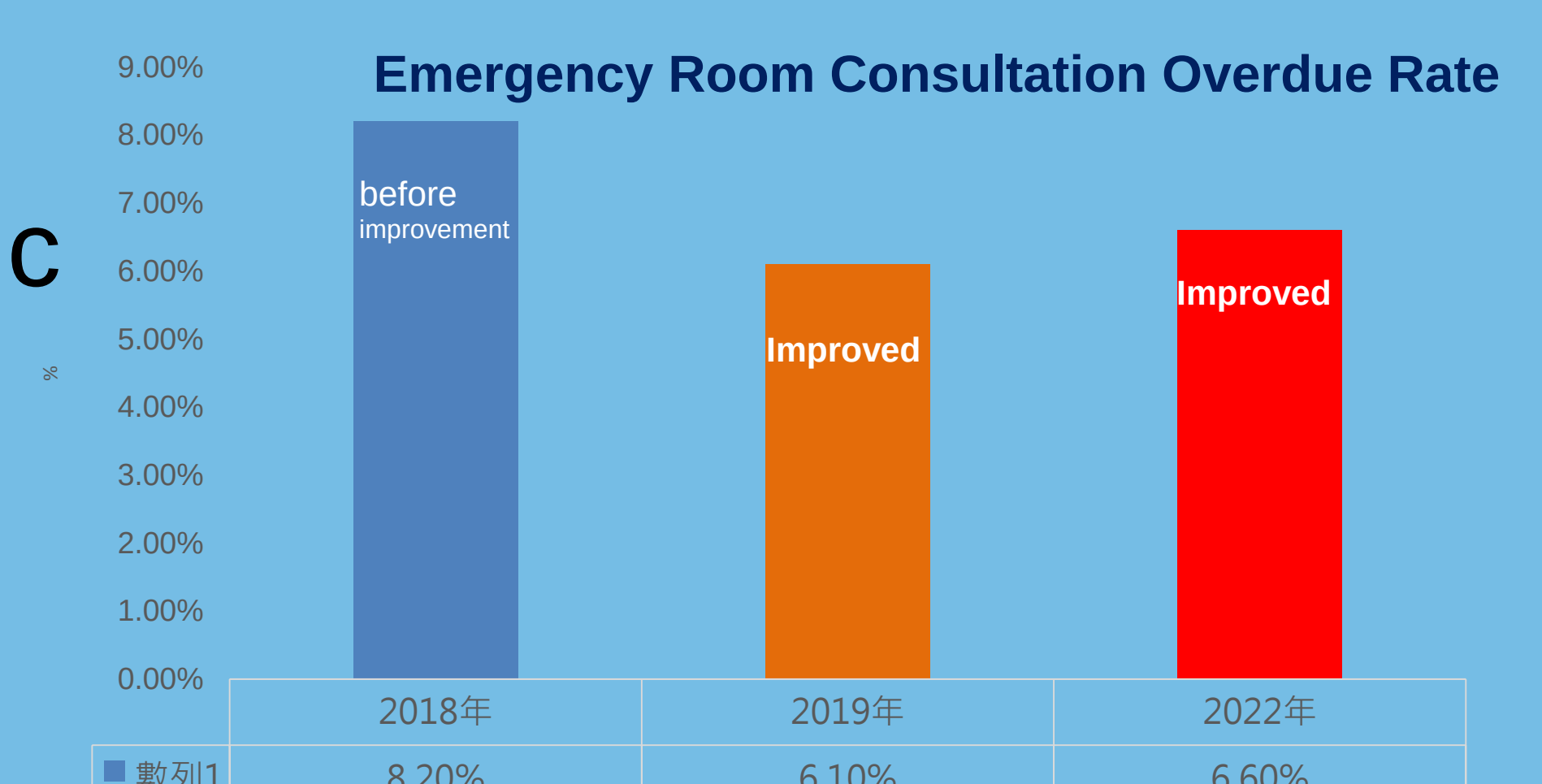
Select-KSF :

1. Formulate the principle of scheduling, and arrange the schedule according to the time when the attending physician may be able to handle emergency patients
2. Form a combination of attending physicians of " mutual support " , currently there are 8 attending physicians in the Department of Orthopedics
3. Strengthen communication and assist emergency physicians to appease patients
4. The department reminds and publicizes that you must first click on the consultation when you come to the clinic



Results

After the implementation of the countermeasures, the overtime rate of orthopedic emergency consultations dropped to an average of 6.1% (84/1385) from January to December 2019, and an average of 6.6% from January to October 2022, with an improvement rate of 19.5% and a target achievement rate of 211.1%



Conclusion

The emergency consultation overtime rate is an important measure of the medical care process, and it is also listed as a key improvement indicator in the 2022 medical quality annual plan of the hospital. Under the top-down support (TOP-down), it will be improved gradually according to the improvement period. And through the continuous monitoring of the medical quality committee, the ratio of departments and departments and the overtime ratio of emergency consultations of individual doctors are published on the hospital information network every month.

