

Let's Make It Fast:

A Quality Initiative To Reduce Waiting Time and Improve Patient Satisfaction in the OBS & GYN Emergency Department at Al Wakra Hospital HMC Qatar

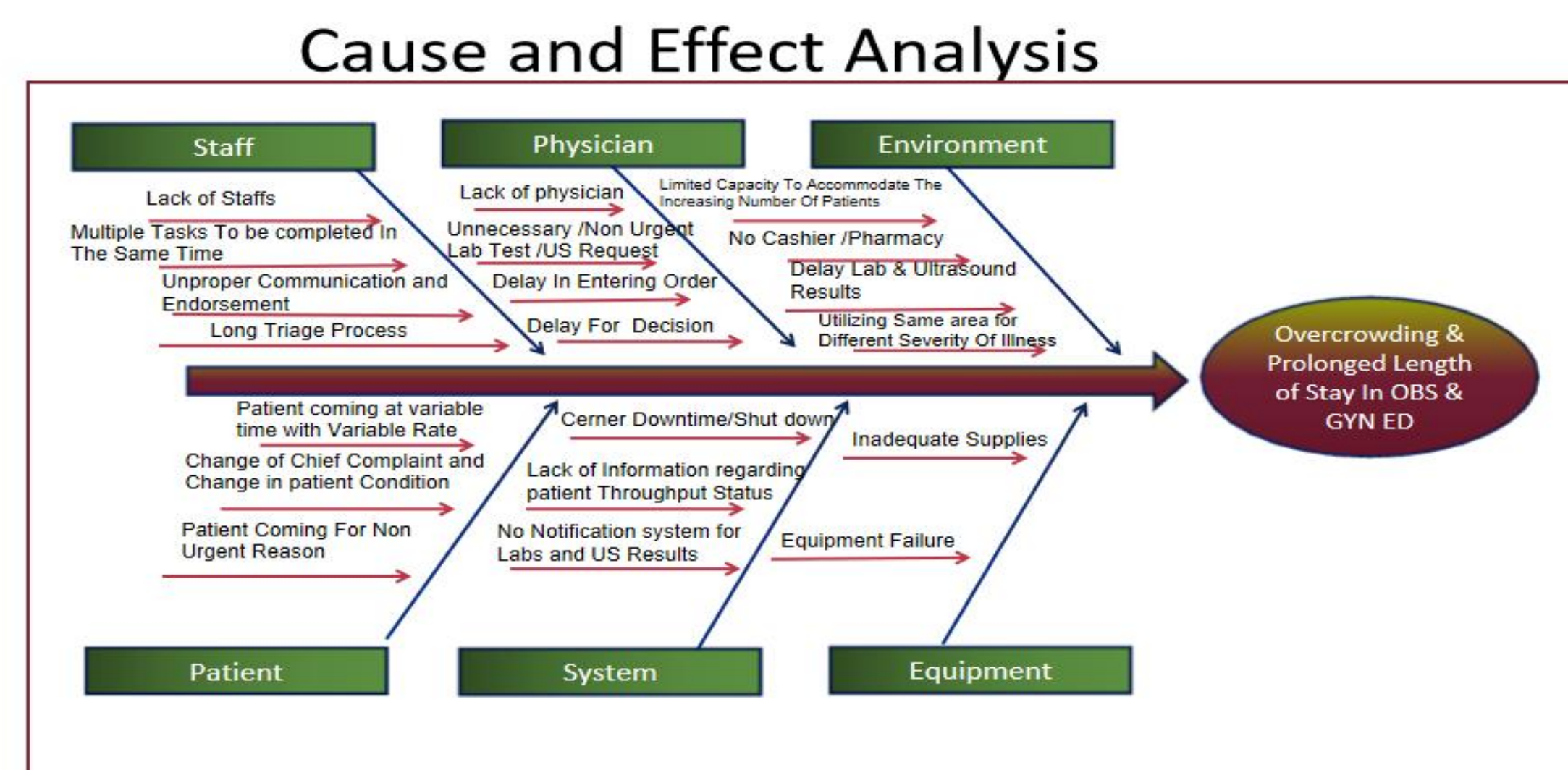
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Introduction

Overcrowding, long waiting times, cost containment, and increasing patient demand are among the many problems encountered by the Obstetrics & Gynecology Emergency Department at Alwakra Hospital. Furthermore, long waiting times have been found to be a major cause of patients leaving without being seen (LWBS) and absconding, and many studies indicate that those who leave without being seen have an increased risk of adverse outcomes

Objectives

In this study, we will investigate the effectiveness of implementing a series of interventions in reducing waiting times in Obstetrics and Gynecology Emergency Departments (WT) from arrival to physician consultation, improving patient flow, reducing bed occupancy rates, and improving admission and discharge times.



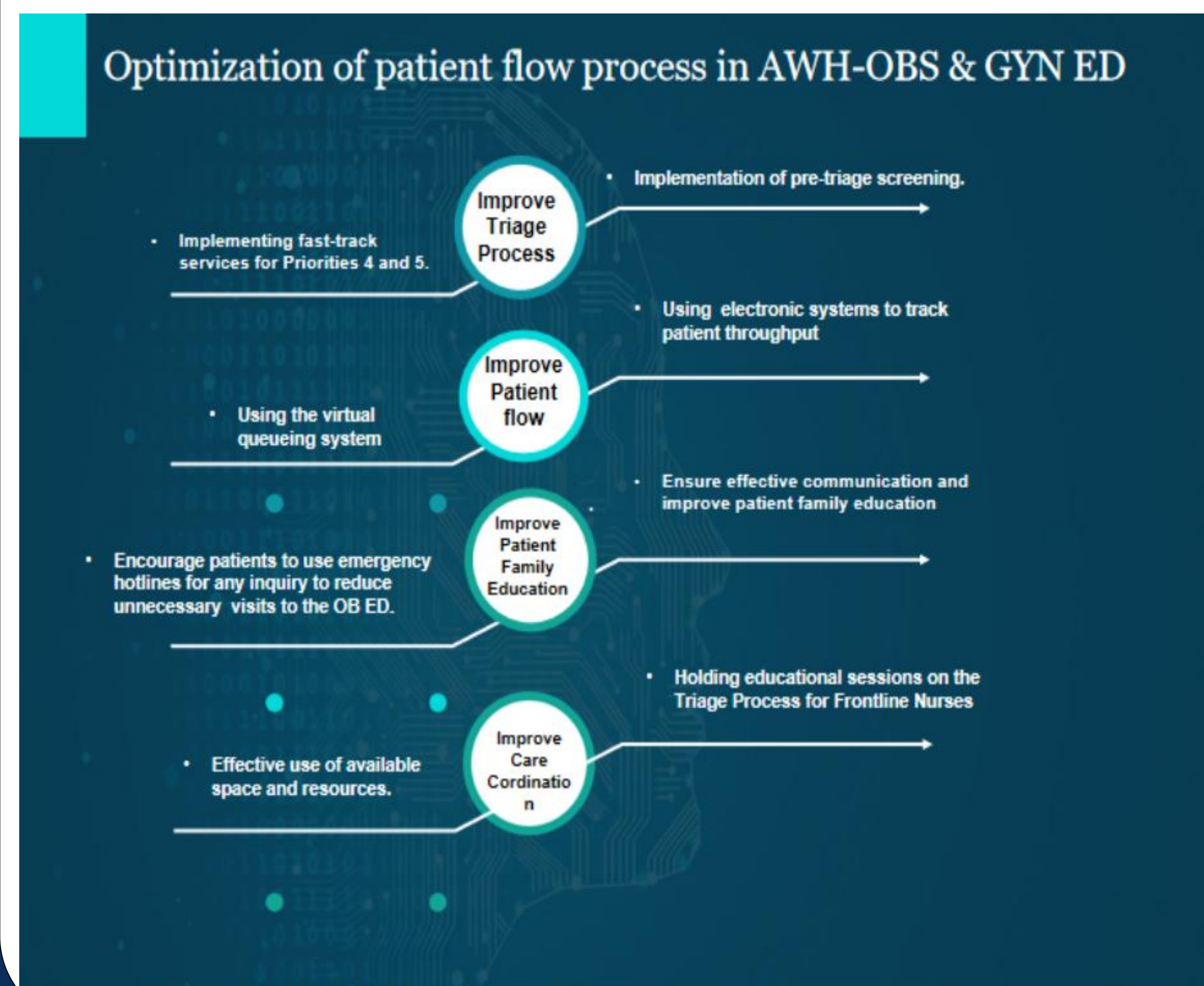
Improvement Methodology



Methods

An analysis was performed in 2020 to determine the baseline WT duration. PDSA cycles (plan, implement, study, act) were used to implement a series of interventions, and changes in waiting time from arrival to triage, and from triage to Physician were tracked, along with the patient flow, Length Of stay, and number of DAMA, LWBS and Absconded in OB ED. The results of the interventions were tracked from 2021 to December 2022. The interventions implemented were as follows:

- Implementation of pre-triage screening.
- Ensure effective communication and improve patient family education.
- Encourage patients to use emergency hotlines for any inquiry to reduce unnecessary visits to the OB ED.
- Using the virtual queueing system
- Holding educational sessions on the Triage Process for Frontline Nurses..
- Implementing fast-track services for Priorities 4 and 5.
- Using electronic systems to track patient throughput.
- Effective use of available space and resources.



Results

The implementation of the new strategies has been shown to be effective in:

- Improving patient flow and reduce crowding in the waiting area and Emergency rooms.
- Reducing the average waiting time From 27 min on 2020 to 16 min only in 2022 .
- Achieving and maintaining 0 minutes WT for Priority 1 and 14 minutes for Priority 2 in 2022.
- Reducing Number of patients leaving without being seen (LWBS) From 830 cases in 2018 to 302 cases in 2022.
- The patient satisfaction rates has significantly increased from 63% in April 2022 to 98 % in December 2022 , with Patient NPS 99%.

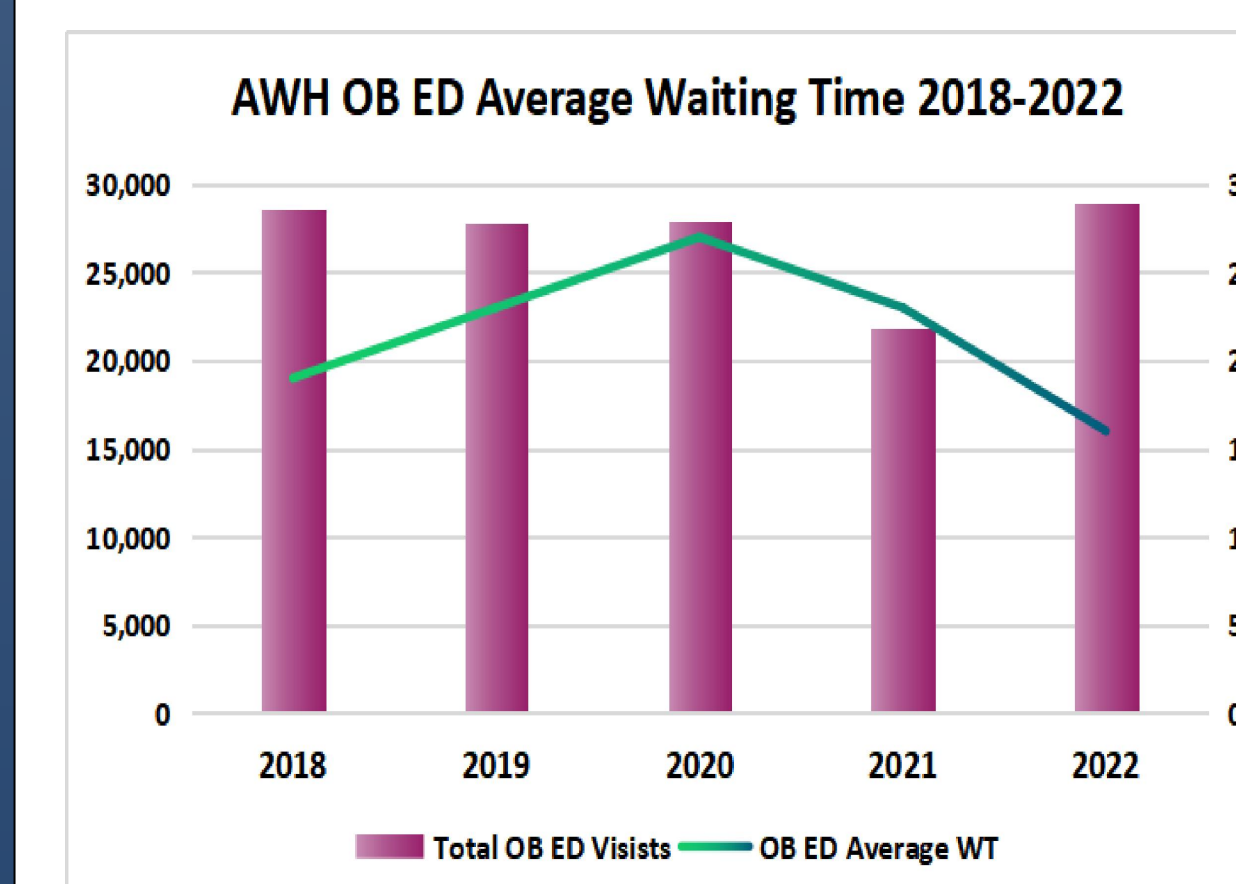


Fig 1 This graph shows the significant decrease in average waiting time from arrival to see a Physician from 27 minutes in 2020 to just 16 minutes in 2022.

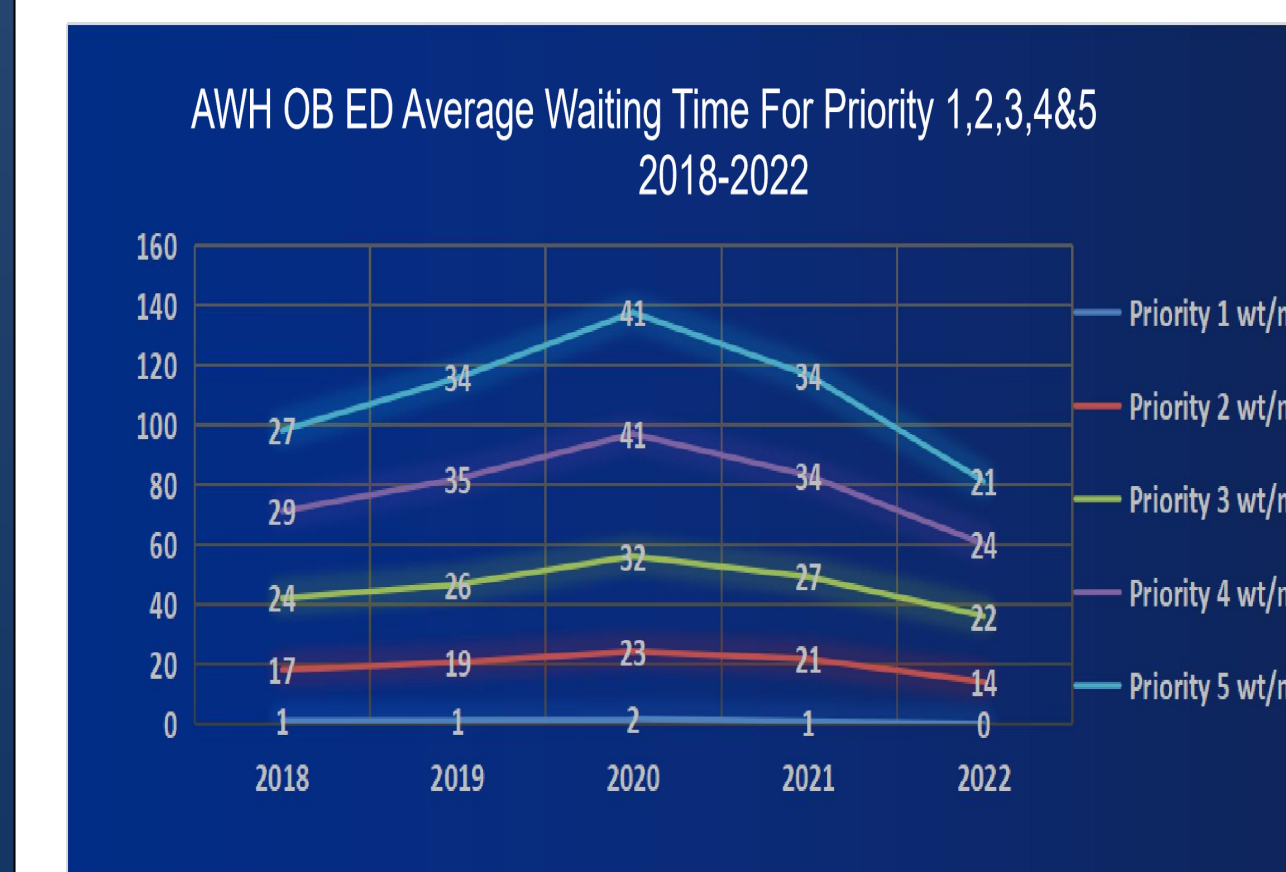


Fig 2 This graph shows the Abvious decrease in average waiting time by priority between 2020 and 2022, especially Priority 2 which drops from 27 minutes in 2020 to only 14 minutes in 2022

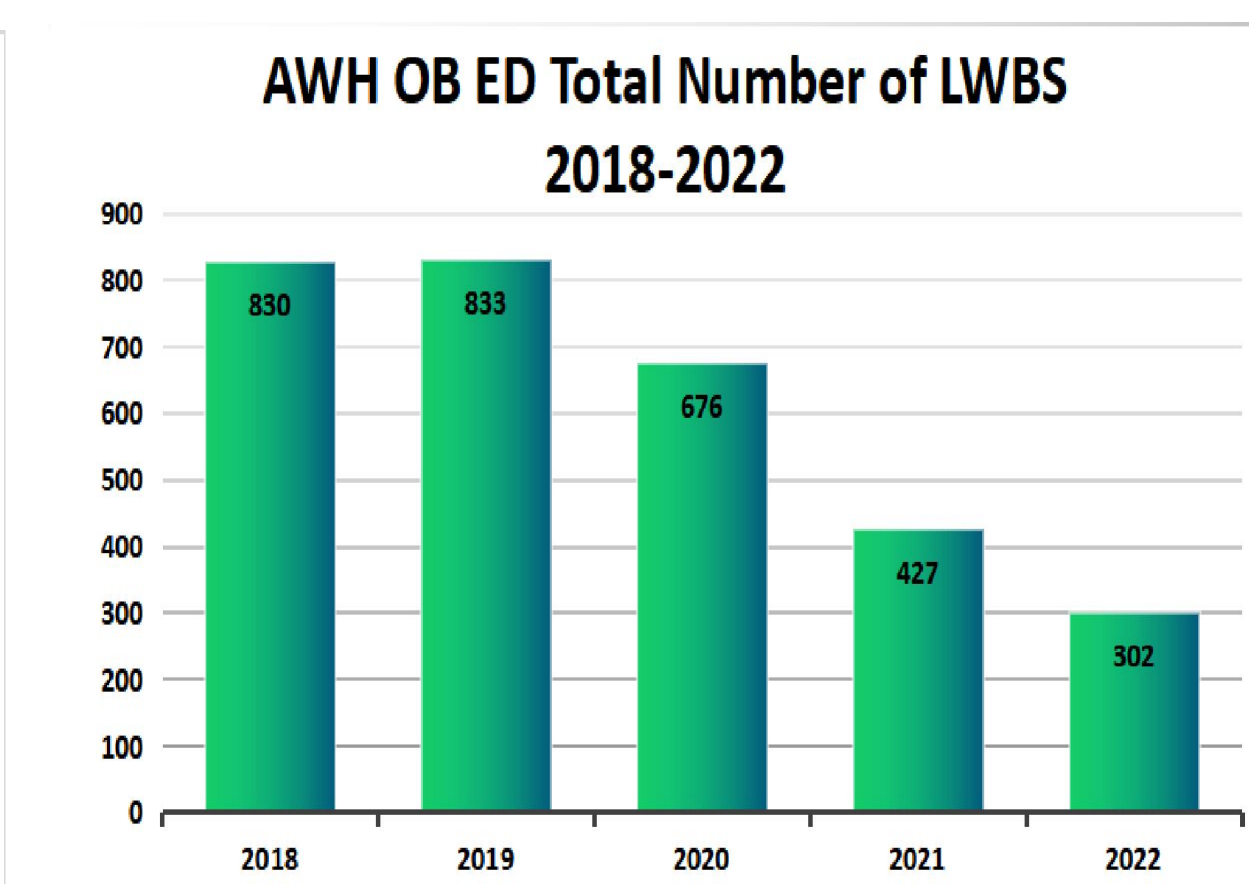


Fig 3 This graph shows a significant Decrease in the Number of patients leaving without being seen (LWBS) From 830 cases in 2018 to 302 cases in 2022.

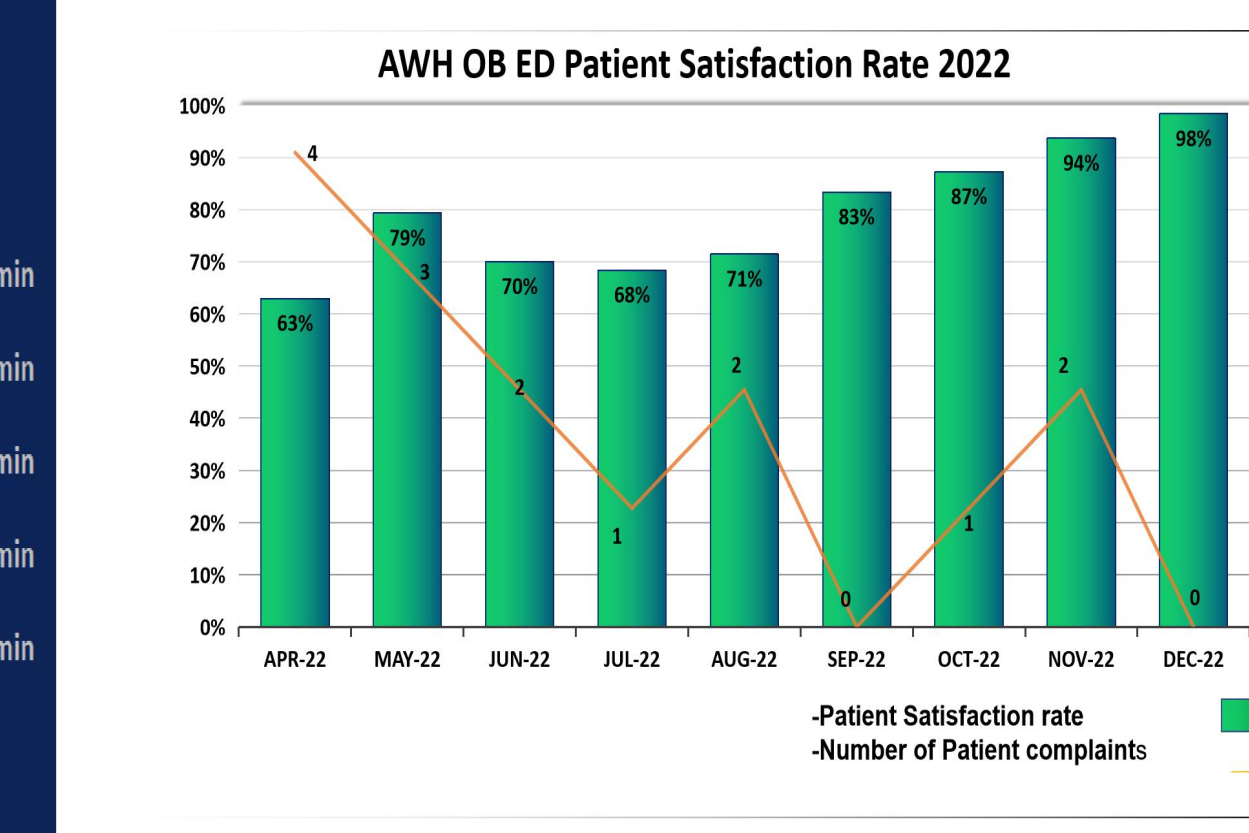


Fig 5 This graph shows the clear Improve in patient satisfaction rate in 2022

Conclusion

The ability of the Obstetrics and Gynecology emergency department to provide exceptional quality emergency and urgent care is significantly affected by a lack of patient movement, which often leads to overcrowding. Optimization of patient flow, improvement of health care management, reduction of unnecessary delays, improvement of quality of emergency care and patient satisfaction have been achieved through the use of a new approach with the addition of the implementation of Fast Track and Maternity Triage system in Obs & Gyn emergency department at Alwakra hospital.

References

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- Hinson JS, Martinez DA, Schmitz PSK, et al. Accuracy of emergency department triage using the Emergency Severity Index and independent predictors of under-triage and over-triage in Brazil: a retrospective cohort analysis. January 2018:1-10. doi:10.1186/s12245-017-0161-8.
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