



Service Priorities and Programmes Electronic Presentations

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Improvement Project to Reduce Unnecessary Waiting in X-Ray Department for Radiological Examination

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Introduction

In Haven of Hope Hospital, it was observed that in-patients have long waiting time for radiological examination inside X-Ray Department. It was common that more than ten patients stayed in the queue unnecessarily, which caused congestion in the waiting area. Various feedbacks were received in respect to this situation. An improvement project led by the Supporting Services Department was carried out correspondingly.

Objectives

To improve the situation of unnecessary waiting inside X-Ray Department for radiological examination

Methodology

Formation of Multi-disciplinary Working Group: A multi-disciplinary working group consisting of representatives from the Administrative & Supporting Services Department, wards and X-Ray Department was formed to study the whole process of transferring patients from wards to X-Ray Department for radiological examination and sending them back to respective wards afterwards. **Review on Service Workflow:** The whole service process was reviewed and mapped out. Key stakeholders and weak points in the process were identified. It was found that scheduling of patients to X-Ray Department for radiological examination needed to be further studied. **Study on Service Demand and Scheduling:** Survey was carried out to capture the service demand and scheduling of radiological examination. It was identified that 2:00 p.m. to 4:00 p.m. was the peak hour in terms of no. of patients accumulated inside the waiting area. Based on the findings of workflow review and study on service demand and scheduling, the following actions were taken: 1) agreed a workable target of having no more than five patients in the queue; 2) enhance timely communication between involved parties to ensure the no. of patients waiting is within the above target; 3) enhance utilization of non-peak hours for radiological examination by X-Ray Department through improved scheduling

Result

By even scheduling of radiological examination, the situation of having more than ten patients stayed in the queue has not occurred anymore. The average and median no.

of patient waiting are both two. The range of no. of patient waiting is one to five patients. Overall, the target of having no more than five patients in the waiting area is achieved. The situations of unnecessary waiting and congestion in waiting area are also relieved.