



# Royal Alexandra Hospital Eye Clinic Capacity Improvement Project

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# Background



- Located in the Royal Alexandra Hospital
- Over 41,000 visits, laser procedures and minor surgeries are performed each year
- Catchment area is northern Alberta, Northwest Territories and northern B.C.

# Opportunity to Improve

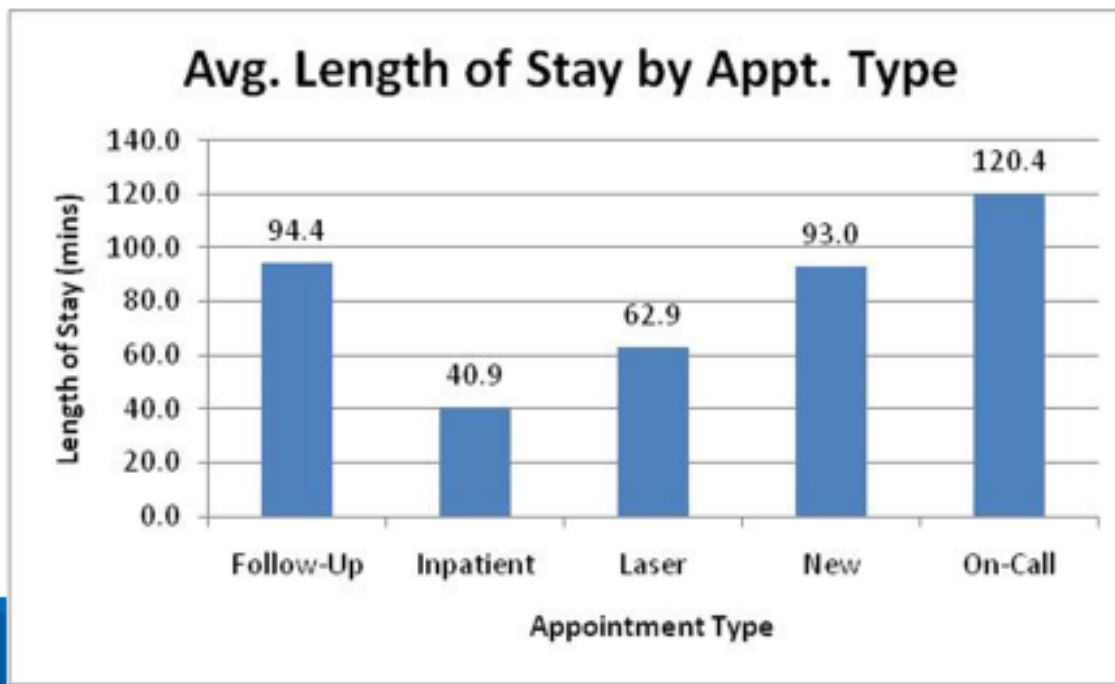
- Long wait times
- Ongoing patient complaints
- Patient Experience led a patient satisfaction survey
- Contacted Process Improvement to initiate AIW project



# Goal Statement



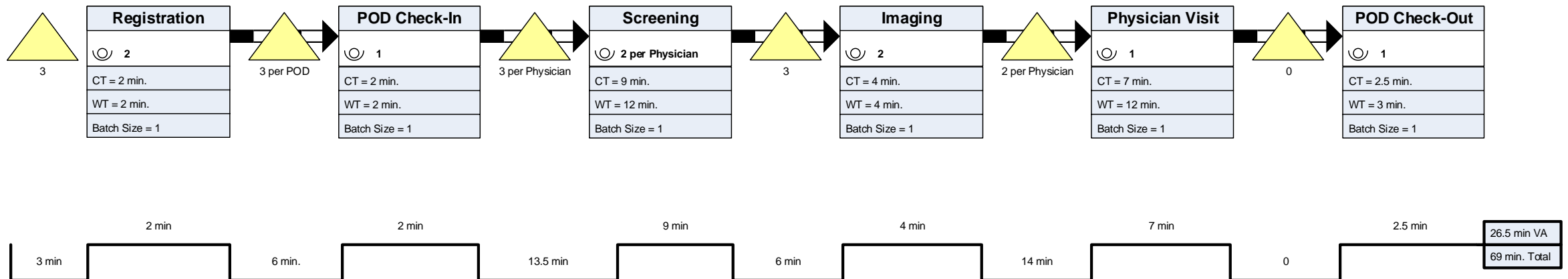
## Length of Stay



*“Reduce average length of stay by 25% (96.1 minutes down to 72.1) by June 30, 2017, while improving both patient satisfaction and overtime rate.”*

# Value Stream Map workshop

- Cross functional team
- Walked process for follow up patient
- Identified bottle necks and waste
- Brainstormed 116 action items



VAR = 27.75%

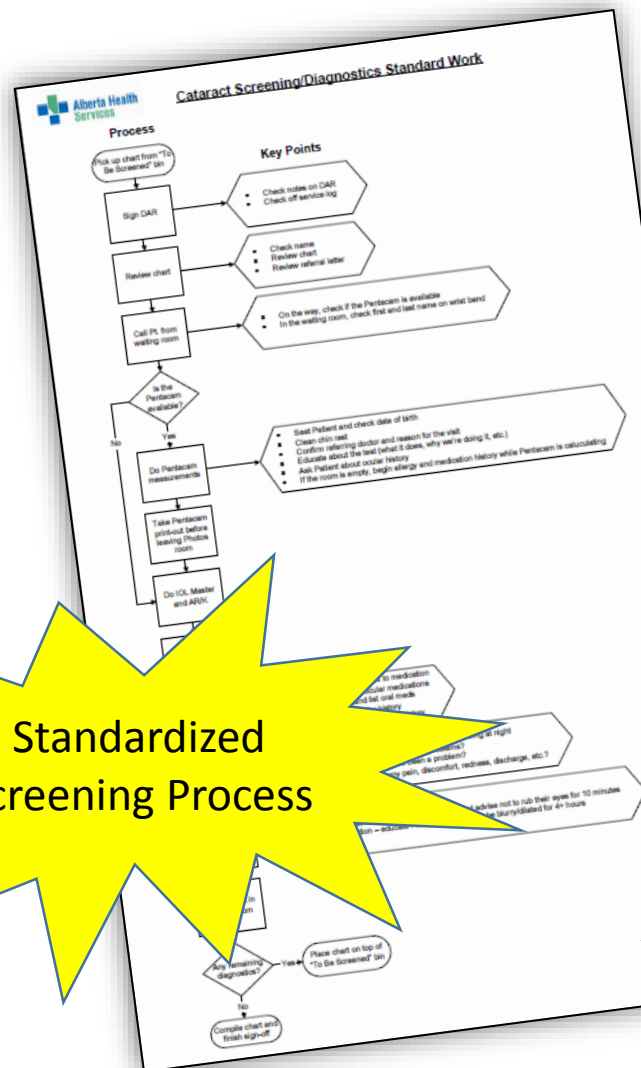


# Improvements

Wayfinding  
Improvements



Standardized  
Screening Process

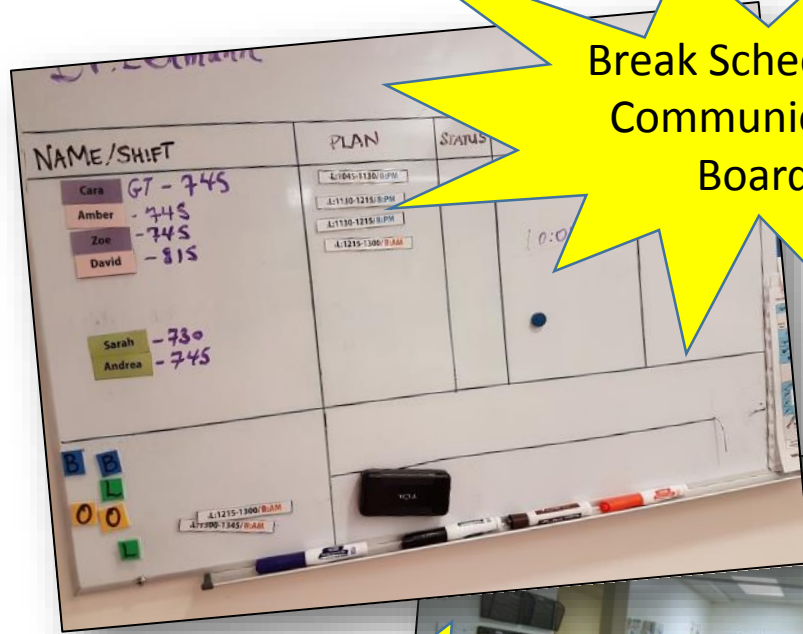


Aligned Clinic  
& Staff Hours  
w/ Pt. Demand



# Improvements

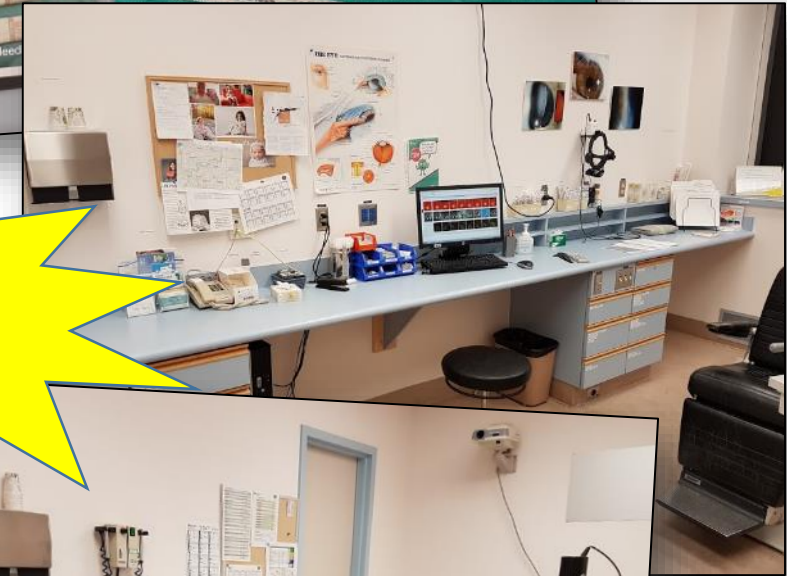
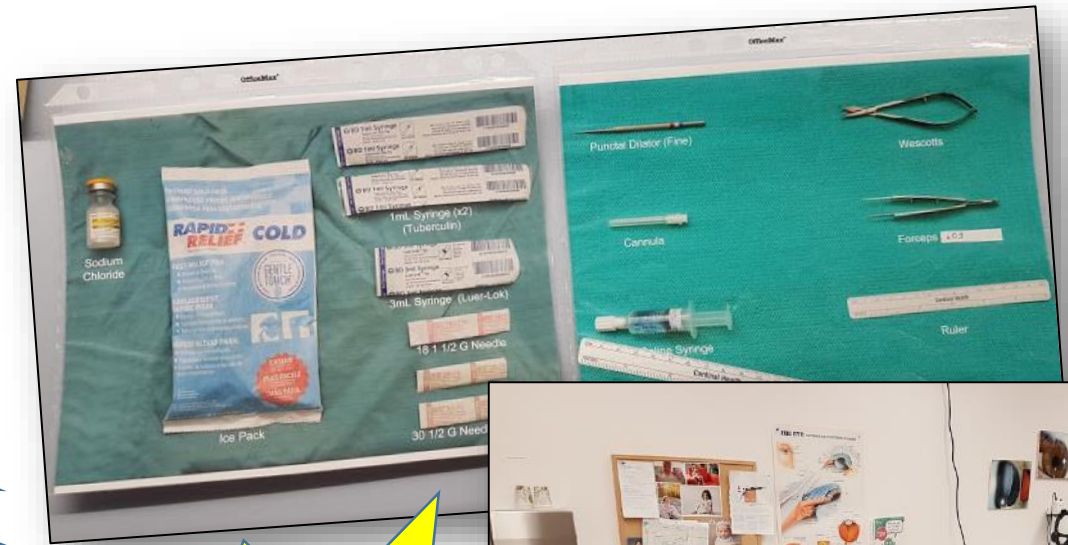
Break Scheduling/  
Communication  
Boards



Centralization  
of In-Demand  
Equipment

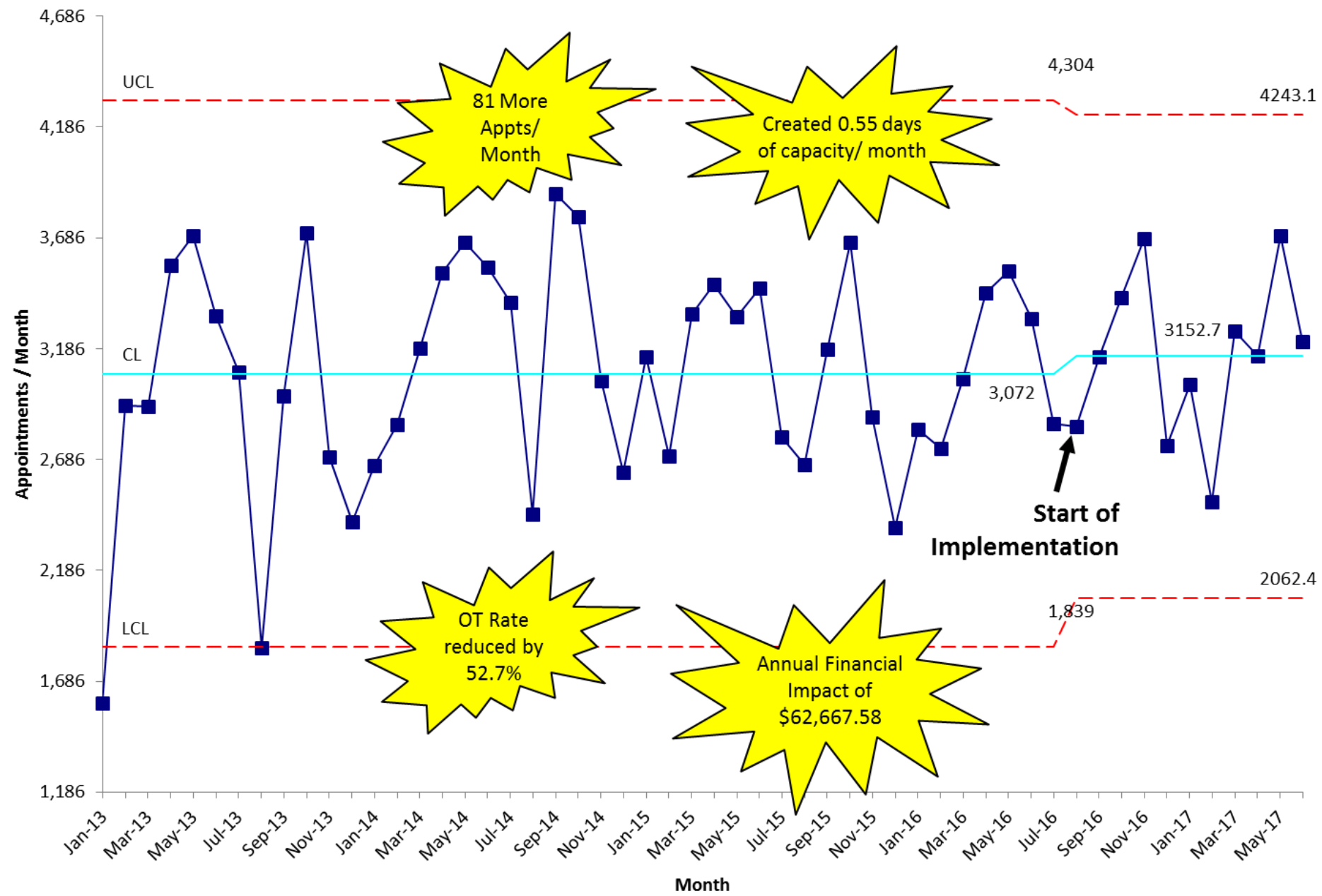


5S in Physician  
and Screening  
Rooms





# Completed Appointments per Month





# Sustain Plan & Lessons Learned



Lessons  
Learned

- Buy-in is critical for all changes
- Must consider audience during communication
- Clinic utilization to be tracked/reported
- Follow-up patient experience survey



Any Questions???