

ISSUE

Patient presents to hospital and unsure where to go.

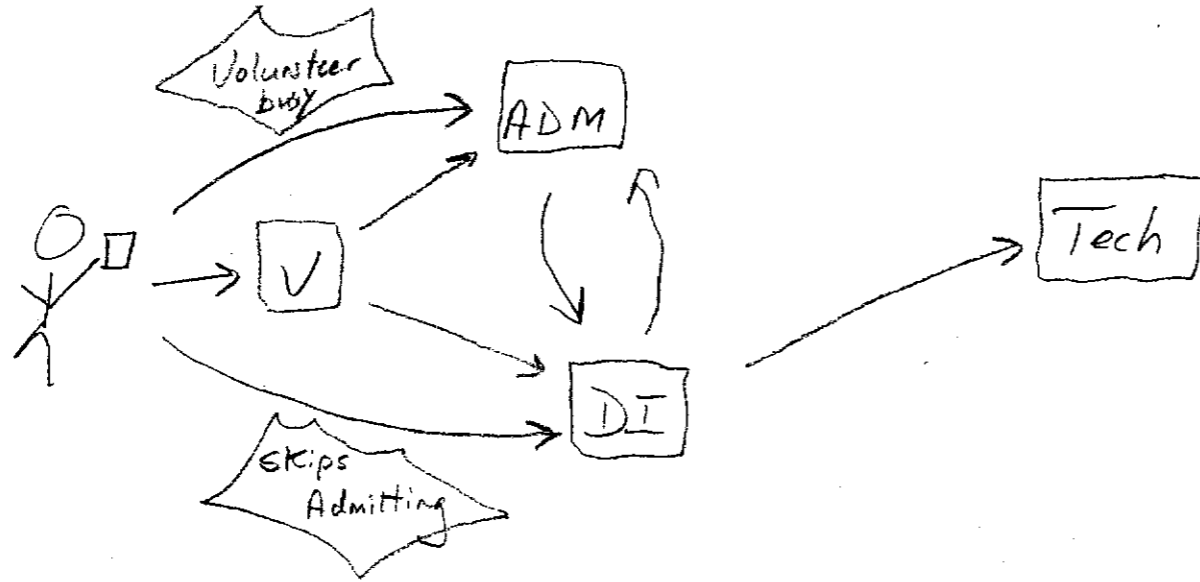
TARGET CONDITION

TITLE

BACKGROUND

Patients present to DI who should have first gone to admitting.
Patients sent back to admitting causing delay in services & inconvenience for patient.

CURRENT CONDITION



COUNTERMEASURES

IMPLEMENTATION PLAN

what

who

PROBLEM ANALYSIS

Volunteer busy: Priorities unclear.

Unaware of people in lobby.

Given multiple tasks at desk.

Desk located away from front door.

Pt. skips admitting: Unclear direction

No instruction from volunteers/staff/MD office.

Multiple process to enter D.I.

No coordination of interdepartmental patient flow.

COST

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