

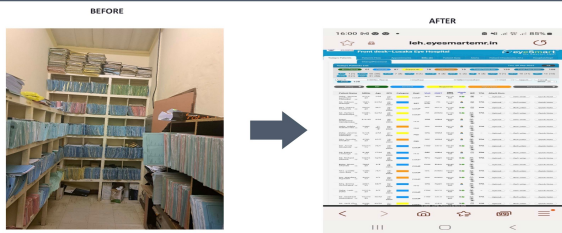
THE PROBLEM

- Having an efficient medical records as a very cardinal part of quality assurance for Lusaka Eye hospital.
- One of the areas that needed quality improvement was the medical records system.
- The hospital was using a physical paper file system to record and retain patient's medical records. This was a tedious system which resulted in as much 20% of the files that would get lost either due to misfiling or patients would go with the files to their home without authorization and the information would be lost.
- This compromised the quality of patient care
- The paper files also consumed a lot space and the cost of printing which covered about 15% of the total annual hospital budget.

AIM

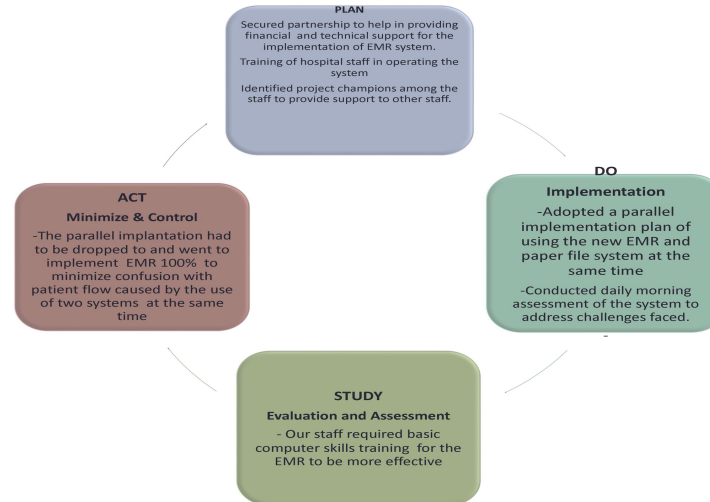
To reduce the number of patient files that go missing by 100% by end of 2023. This is by developing and implementing a robust electronic medical records system.

FLOW MAP OF PRESENT STATE



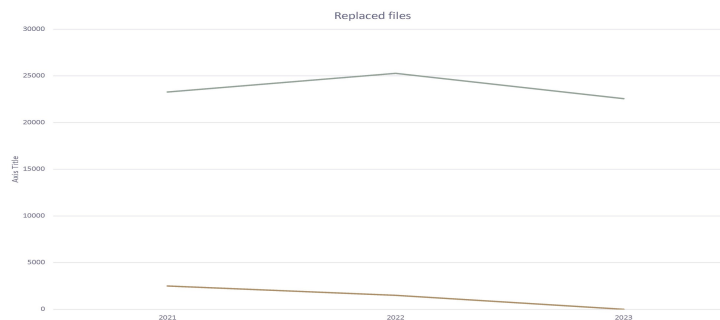
FLOW MAP OF FUTURE STATE

PLAN DO ACT STUDY CYCLE



DATA

The chart shows the number of patient files that have been replaced as missing files, compared to the number of registered patients over a period from 2021 2023 quarter three.



RESULTS

- From 2021 to 2022 we had 60% reduction in replaced files. This was to efforts implemented.
- We introduced excel spreadsheet to record patient file details.
- However, because of limited space, files kept on missing.
- EMR guarantees almost 100% sorting out the issue of missing files.

Year	Patient seen	Replaced files (lost/misfiled files)
2021	23,274	2,500
2022	25,278	1,500
2023	22560	0

SUMMARY

- Change is best managed when team work is emphasized
- The results for the quality improvement implemented is the hospital has a smart medical records management system that is efficient and will guarantee no loss of patient files.
- Our patients do not have to worry about losing their file reference cards they used loss all the time, all they need to present is their names.
- The hospital no longer has to buy paper files. Those funds have been redirected to meet other hospital needs.

FUTURE STEPS/ WHAT'S NEXT?

- The next project in improving quality at LEH is to reduce on patient waiting time.
- The number of patient coming to our hospital has in the past year almost doubled. This is mainly due to the introduction of the National Insurance scheme and the hospital's good will reputation.
- We plan to increase the patient screening booths from the current three to six in OPD1. This will be accompanied by reorganizing our staff to meet this increasing patient flow.