



KIGALI ADVENTIST MEDICAL CENTER



Kigali Adventist Medical Center (KAMC) is an Adventist Healthcare Facility for outpatient and inpatient operating in the city of Kigali, Rwanda, East Africa.

We have established ourself as one of the highest performing critical access polyclinic and we are holding to our commitment of excellence and patient-centered care in the city of Kigali.

OUR MISSION: To share God’s love by providing physical, mental and spiritual healing

OUR VISION: To be the best place to receive care, the best place to practice medicine and the best place to work

OUR QUALITY IMPROVEMENT STRATEGY



THE PROBLEM:

The infrastructure and environment of the medical center is in bad shape and not welcoming. This negatively affects the brand image of the medical center and thus causing the people coming for our services doubt the quality of our medical care solutions.

- The buildings were old and worn down,
- The roof of the buildings for inpatient and out patient was highly corroded,
- The fence was in poor status hence exposing the medical center to insecurity,
- The lawn was not well planned and landscaped,
- Access road and Parking space was not defined and not paved.



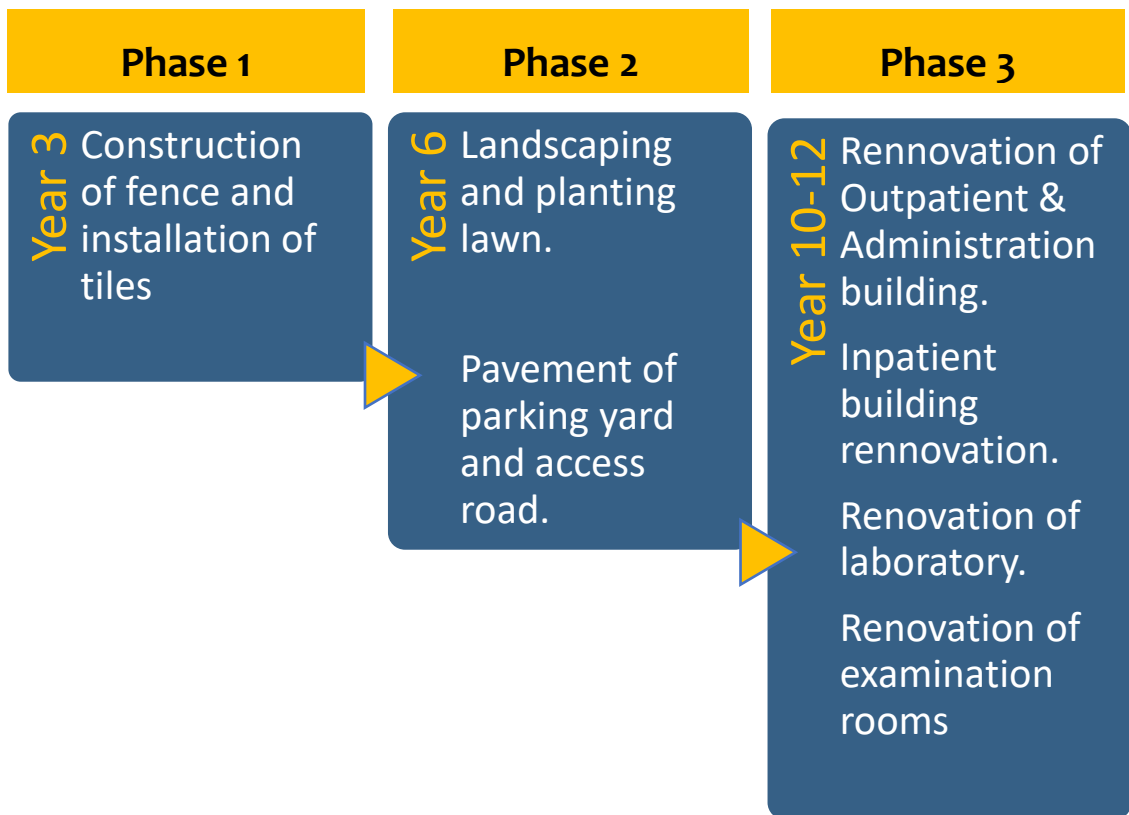
OUR AIM:

To improve our patients experience by providing a clean and safe environment by the year 2022. This involves high level renovation of the Out patient and In patient buildings, construction of a fence, landscaping, planting grass and flowers, paving the access road and parking yard, revamping the laboratory and equipping it with necessary equipment



OUR APPROACH TO ACHIEVE OUR AIM:

The solutons are implemented in three phases;

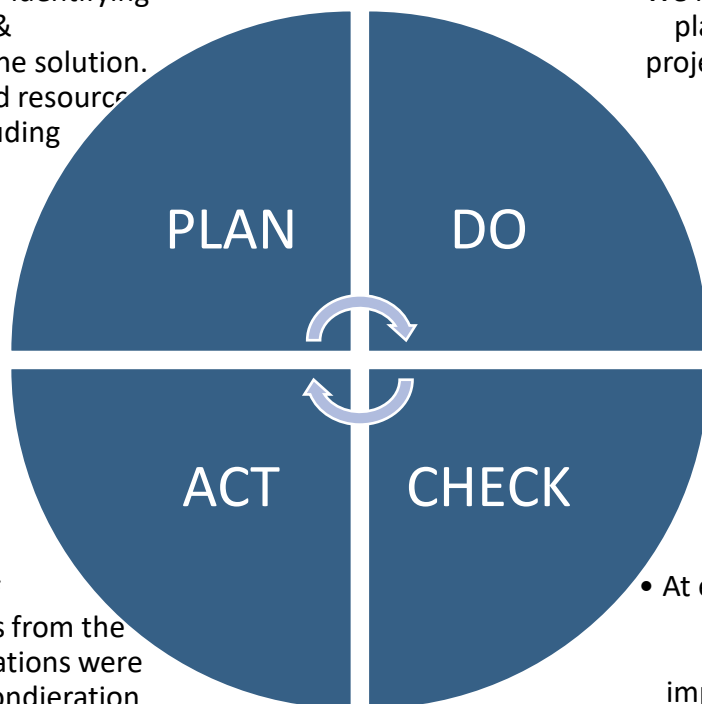


Each of the rennovation phases has been financed from internal revenues of the medical center.



OUR PDCA APPROACH:

- We started by identifying the problem & establishing the solution. We conducted resource planning including budget.



- We implemented our plan by splitting the project in 3 phases in order to be well managed.

- A number of observations from the phase evaluations were taken into consideration to improve the implementation process.

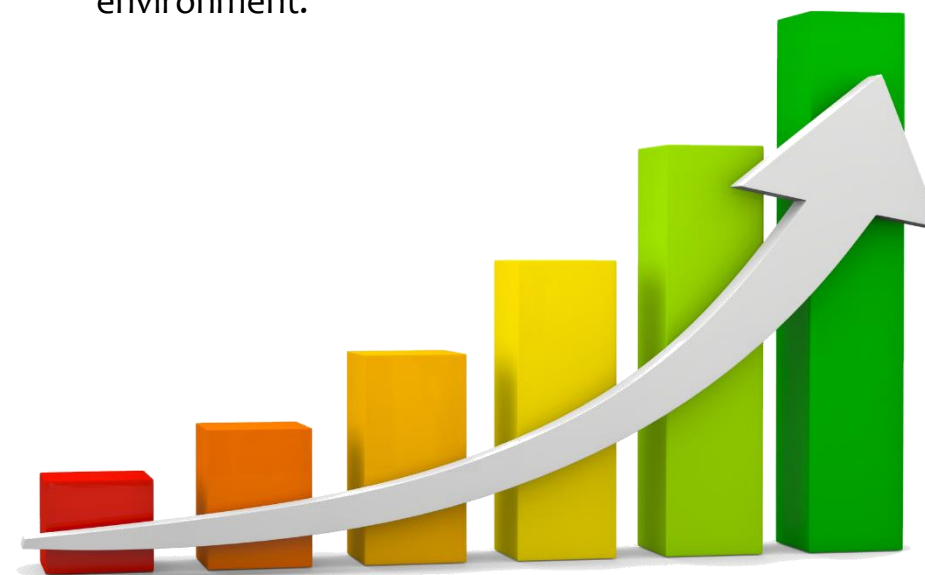
- At each phase, we monitored the process of implementing the work and conducted an evaluation.



RESULTS DUE TO THE CHANGES MADE:

The above have yielded into the following main results;

- Increased number of patients visiting the medical center due to clear visibility and smartness.
- Improved security to the medical center staff and patients.
- Improved patient experience and increased satisfaction.
- Faster testing services and less patient waiting time.
- New look and positive change in the overall environment.



OUR FUTURE PLANS:

Our dream is to put up a fully fledged 4 storrey Adventist hospital capable of accommodating at least 100 beds;



KIGALI ADVENTIST MEDICAL CENTER

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Medical Services / 24 hours

MEDICAL CONSULTATION

MINOR SURGERY

HOSPITALIZATION

GENERAL MEDECINE

CARDIOLOGY

EMERGENCY

LABORATORIUM

ECHOCARDIOGRAPHY

ELECTRO-CARDIOGRAPHY (ECG)

ULTRASONOGRAPHY



The overall façade of the Admin and outpatients building was given a complete facelift.

This transformed the whole image of the medical center as seen in the pictures.

Before the Renovation

After the Renovation

After the
Renovation of
the parking yard



Before the
Renovation



Before the Renovation

After the Renovation

Before the Renovation
of the In-patient
building



After the Renovation of the In-patient
building



The access road and the the parking yard were completely paved and the lawn planted. This improved the cleanliness of the area by keeping the mud and dust away.

The In-patient building façade was completely transformed and the admission rooms were improved.

After the Renovation of the
admission rooms



Before the Renovation of the
admission rooms

