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مسئولية عن محتوى هذه الرسالة.

ملاحظات:

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**Six sigma: A plan for improving hospital
discharge process**

Thesis

***Submitted for Fulfillment of the Requirements of
Doctoral Degree in Nursing Science***

By

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(M.Sc. Nursing)**

**Faculty of Nursing
Ain Shams University
2015**

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Abstract

The coming years will bring changes and further improvements over the World, Six Sigma has an important place in the field of continuous improvement. Six Sigma means a measure of quality that strives for near perfection. Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects in any process.

The aim of the study was improving the hospital discharge process through developed plan using Six Sigma.

The study conducted at the El Galaa Family Military Hospital by using pre experimental design, it was conducted at inpatient units, and it involved 240 patients and eight team members as a multidisciplinary health team. Data collection tools used in the study was structured questionnaire sheet and three quality tools, namely; Pareto chart, cause and effect diagram and matrix charts.

The study findings revealed increase patient satisfaction level about the discharge process after implementing a developed plan for improvement. The study showed a highly statistically significant difference ($p < 0.01$) of patient satisfaction level through comparison regarding pre and post implementation of a developed plan by using DMAIC methodology to improve discharge process.

In conclusion, a plan for improving discharge process which developed and implemented by six sigma methodology, its applicability was shown through remarkable patient satisfaction.

It recommended applying six sigma methodologies in different processes related to patient care for improving quality of care with training of different health care staff in its implementation. Otherwise, Patient satisfaction should be concerned in the quality measurements of the organization services.

Key words: Six Sigma, improvement, discharge process & patient satisfaction

Contents

<u>Contents</u>	<u>Page</u>
▪ Introduction	1
▪ Significance of the problem	6
▪ Aim of the study	7
▪ Literature review	8
▪ History of six sigma	8
▪ What is Six Sigma?	11
▪ DMAIC Process	23
▪ Six sigma in health care	35
▪ Patient discharge process	45
▪ Six sigma and patient satisfaction	50
▪ Subjects and methods	58
▪ Results	74
▪ Discussion	128
▪ Conclusion	146
▪ Recommendations	147
▪ Summary	148
▪ References	156
▪ Appendices	
▪ Arabic summary	

List of figures and tables (Review)

List of tables:

<u>No.</u>	<u>Title</u>	<u>Page</u>
1	Six Sigma performance levels	15

List of figures:

<u>No.</u>	<u>Title</u>	<u>Page</u>
1	Six Sigma calculator	13
2	Example of Six Sigma calculation	14
3	Six sigma curve	14
4	DMAIC Circle	17
5	Six Sigma Belts	19
6	Six Sigma methodology	23
7	Define phase	25
8	Measure phase	26
9	Analyze phase	28
10	Fish bone	29
11	Improve phase	31
12	Control phase	32

List of tables (Results)

<u>No.</u>	<u>Title</u>	<u>Page</u>
1	Demographic characteristics and length of stay of study subjects.	74
2	Problem frequencies of the discharge process from the patient's point of view.	75
3	Problems percentages related to discharge process rated in descending mode.	76
4	Cumulative percentage of discharge process problems to assign vital few.	77
5	Multi voting technique for determining the highest two possible root causes of lack of suitability of discharge instructions.	85
6	Multi voting technique for determining the highest two possible root causes of lack of patient's readiness to discharge process.	87
7	Multi voting technique for determining the highest two possible root causes of lack of suitability of post-discharge follow up arrangements.	89

List of tables (Results)

<u>No.</u>	<u>Title</u>	<u>Page</u>
8a	Final possible root causes of lack of suitability of discharge instructions.	91
8b	Final possible root causes of lack of patient's readiness to discharge process.	92
8c	Final possible root causes of lack of suitability of post-discharge follow up arrangements.	93
9	Extra testing of possible root causes of the discharge process problems.	94
10	Final root causes of the discharge process problems.	96
11	Improving the different learning style.	103
12	Improving patient's expectations about instructions.	104
13	Improving the manner of information and instruction delivered.	105
14	Improving the lack of written patient education brochures.	106

List of tables (Results)

<u>No.</u>	<u>Title</u>	<u>Page</u>
15	Improving the patient fears.	107
16	Improving the problem that the patient feels that the illness warrants a longer stay.	108
17	Improving the problem of giving the patient conflicting information when going home.	109
18	Improving standard discharge procedures.	110
19	Improving the problem of lack of knowledge about what the patient does if a medical problem arises.	111
20	Improving the disability of patient/family to afford the home healthcare arrangement.	112
21	Improving the problem that health care providers failed to develop a long-term relationship with the patient and family.	113
22	Improving the problem that patient not received written discharge plan.	114

List of tables (Results)

<u>No.</u>	<u>Title</u>	<u>Page</u>
23	Final solutions for problems related to lack of suitability of discharge instructions.	115
24	Final solutions for problems related to lack of patient's readiness to discharge process.	116
25	Final solutions for problems related to lack of suitability of post-discharge follow up arrangements.	117
26	Measuring the outcome of the developed plan for improving problems regarding readiness and speed of discharge process as reported by the patients.	125
27	Measuring the outcome (patient satisfaction) of the developed plan for improving problems regarding instructions as reported by the patients.	126
28	Measuring the outcomes of the developed plan for improving problems regarding follow up as reported by the patients.	126
29	Pre and post improvement comparison of patient satisfaction of discharge process.	127

List of figures (Results)


<u>No.</u>	<u>Title</u>	<u>Page</u>
1	Pareto chart of discharge process problems.	78
2	Cause and effect diagram represents the possible root causes of lack of suitability of discharge instructions from multidisciplinary health team's point of view.	79
3	Cause and effect diagram represents the possible root causes of lack of patient's readiness to discharge process from multidisciplinary health team's point of view.	81
4	Cause and effect diagram represents the possible root causes of lack of suitability of post-discharge follow up arrangements from multidisciplinary health team's point of view.	83
5	Expected solutions for improving patient education.	97
6	Expected solutions for improving patient's readiness.	99

List of figures (Results)

<u>No.</u>	<u>Title</u>	<u>Page</u>
7	Expected solutions for improving Post-discharge follow up arrangements.	101
8	Planning matrix presents Solutions for improving patient education.	118
9	Planning matrix presents Solutions for improving patient readiness.	120
10	Planning matrix presents Solutions for improving post discharge follow up.	122

List of abbreviations



- 1 DMADV** : Define, Measure, Analyze, Design, Verify
 - 2 DMAIC** : Define, Measure, Analyze, Improve ,Control
 - 3 D. P.** : Discharge Process
 - 4 ISO** : International Organization for Standardization
 - 5 JCAHO** : Joint Commission Accreditation of Healthcare Organizations
 - 6 NABH** : National Accreditation Board for Hospitals
 - 7 Ph.** : Physician
 - 8 pt.** Patient
- 

Introduction

Six Sigma provides an efficient mechanism to focus on customer requirements through improvement of operation quality. Its implementation requires careful strategic planning and strong management commitment. It is a process management system that utilizes statistical analysis to evaluate and enhance operational efficiency in order to improve product or service quality. Six Sigma is used for process improvement in health care; its goal is to eliminate medical errors, meet customer/patient's needs and reduce hospital cost without affecting quality of care. Getting support from the workforce is fundamental to success (*Joseph, 2011*).

The statistical representation of Six Sigma describes quantitatively how a process is performing. To achieve Six Sigma, a process must not produce more than 3.4 defects per million opportunities. A Six Sigma defect is defined as anything outside of customer specifications. (*Marian, 2010*). The fundamental objective of the Six Sigma methodology is the implementation of a measurement-based strategy that focuses on process improvement and variation reduction
