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Document Title: SCOPE OF SERVICE		
Applies To: All Staff		Index No: SOS-OPD- 002
Issue date: January 05, 2025	Effective date: February 19, 2025	Review date: February 19, 2028

1. Scope Of Service :

1.1. Description Of Department Maternity And Children Hospital Provides Care To Patients Requiring outpatient Facilities In All Sub-Specialties Of Surgery, Medicine, Pediatrics, And Rehabilitation Medicine.

1.2. The Range Of Services Offered By The Department :

- 1- General Surgery Clinic
- 2- Pediatric Clinic
- 3- General Medicine Clinic
- 4- Urology Clinic
- 5- Dermatology Clinic
- 6- Physical Therapy Clinic
- 7- Diabetic Clinic
- 8- Nephrology Clinic
- 9- Pulmonary Clinic
- 10- Cardiology Clinic
- 11- Neurology Clinic
- 12- Endocrinology Clinic
- 13- Growth Behavioral Clinic
- 14- Nutrition Clinic

Other Room /Services:

- 1- Dressing Room
- 2- Vital Signs Room
- 3- ECG Room
- 4- Anesthesia room

1.3. Targeted Age Groups (Neonatal, Children ,Adults):

Children's Requiring Services for all Above Mentioned Services (the age of 14 years)

1.4. The Number Of Patient Seen Annually:

Our number has increased from 13,956 Patient Seen in OPD during the Year 2018 to 21,503 in 2024



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1.5. The Principal Diagnostics And Therapeutic Modalities If There :

Diagnostic services in OPD include ultrasound ECG echo dressing

X-Ray laboratory Services therapeutic Nebulization

(Each OPD Clinic Provides Routine Examination and consultation Treatment Management Health Education and Follow Up Services According To These Specialties it Also Includes Therapeutic and Diagnostic Services)

1. Vision:

To Become An Institution That Offers Quality Integrated And Comprehensive Health Care Services IN PEDIA OPD.

"To be a trusted leader in pediatric outpatient care, dedicated to nurturing healthy children through excellence in preventive care, early intervention, and continuous support for families in a welcoming and child-centered environment."

2. Mission:

Provide care services for Children's and to achieve the highest standards of quality and safety through the staff of technical excellence and administrative infrastructure and information with the optimal use of resources available to meet the aspirations of the beneficiary and satisfaction.

"To provide accessible, compassionate, and high-quality outpatient care for infants, children, and adolescents. Our mission is to promote healthy growth and development through preventive services, early diagnosis, and effective management of pediatric health conditions in a child-friendly environment."

3. Goals:

Decreases S Number No Show Rate

i. Promote Preventive Healthcare:

Provide immunizations, growth monitoring, and health education to prevent childhood illnesses.



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ii. Deliver Timely and Accurate Diagnosis:

Ensure early detection and effective management of acute and chronic pediatric conditions.

iii. Enhance Access to Care:

Make outpatient services available and affordable to all children, regardless of background.

iv. Support Continuity of Care:

Provide follow-up services and coordinate with other healthcare providers to ensure ongoing care.

v. Create a Child-Friendly Environment:

Offer a safe, welcoming, and supportive atmosphere for children and their families.

vi. Empower Parents and Caregivers:

Educate and engage families in managing their children's health and development.

vii. Promote Staff Excellence and Training:

Continuously train pediatric staff to uphold the highest standards of care.

viii. Implement Quality Improvement Measures:

Regularly assess and improve services for better health outcomes and patient satisfaction.

4. Key Performance Indicators (KPI) Developed And Monitored By The Department :

1. Waiting Time For Appointment
2. Surgical Conversion Rate
3. % New Patients
4. Patient Volume
5. No Show Rate
6. Clinic Waiting Time
7. Patient On-Time Arrival



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5. Construct A Communication Chart (Identify Internal , External Customer)

5.1. Internal Customers: Patients , Visitors , Family , Staff

5.2. External Customers:

6. Working Days And Working Hours:

Five Days during the Week from Sunday to Thursday

There Are Two Sessions: 7:30am – 12:00pm

1:00pm – 4:00pm

7. Departmental Committees And Meetings:

7.1. Department Staff Meeting (Schedule And Minutes) date and time not given

7.2. Participate In The Following Hospital Committees names of the committee need to be given

8. Support Service:

OPD Department Cooperates With Anesthesia Department and MICU and Other Wards
Radiology and Laboratory, Pharmacy

9. Departmental Challenges And Improvement Initiatives :

Common OPD Challenges:

- Overcrowding and Long Waiting Times
- Limited Staff and Resources
- Inadequate Patient Flow Management
- Poor Record-Keeping and Follow-Up Systems
- Low Caregiver Awareness or Compliance
- Limited Access to Specialized Services
- Language and Communication Barriers
- Inconsistent Quality of Care
- Insufficient Data for Monitoring Outcomes
- Child-Unfriendly Environment



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Improvement Initiatives:

i. Implement Appointment and Triage Systems

Reduce waiting times by scheduling visits and prioritizing urgent cases.

ii. Staff Training and Capacity Building

Offer regular training in child health, communication, and patient-centered care.

iii. Digitize Medical Records

Use electronic health records for efficient documentation and follow-up tracking.

iv. Enhance Parent Education Programs

Provide health talks, brochures, and one-on-one counseling to increase caregiver awareness.

v. Establish Referral Pathways

Strengthen links with specialized pediatric units for advanced care.

vi. Create a Child-Friendly Space

Use colors, toys, and child-safe designs to make the OPD welcoming and less intimidating.

vii. Hire Multilingual or Trained Support Staff

Help bridge communication gaps in diverse populations.

viii. Introduce Feedback and Monitoring Systems

Collect caregiver feedback and regularly assess service quality.

ix. Improve Medication and Supply Availability

Ensure consistent access to essential pediatric medicines and equipment.

x. Community Outreach Service

Extend care beyond the hospital to improve early diagnosis and reduce OPD burden.



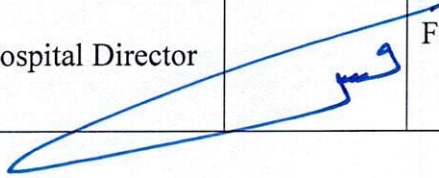
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10. Regulatory Agencies:

10.1. Health Holding Hafar Albatin Health Cluster

10.2. Central Board of Accreditation of Healthcare Institutions (CBAHI).

7. APPROVALS:

	Name	Job Title	Signature	Date
Prepared by:	Ms. Khalid Al Mutairi	OPD Director		January 05, 2025
Reviewed by:	Dr. Thamer Naguib	Medical Director		January 08, 2025
Reviewed by:	Mr. Abdulelah Al-Mutairi	QM & PS Director		February 12, 2025
Approved by:	Mr. Fahad Hazam Alshammari	Hospital Director		February 19, 2025