Incorporating simulation into the Plan-Do-Study-Act cycle for an integrated improvement of the OPD triage system at hospital level. Pulka, Nigeria.

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Problem: The team raised concerns that there was a problem of late detection of critically ill paediatric and adult patients presenting to a Hospital-level OPD triage. (‘red’ cases were frequently missed at triage)

MSF Field Simulation propose a pilot by using simulation to understand and address this problem, by incorporating simulation into the Plan-Do-Study-Act (PDSA) cycle for an integrated improvement of the OPD triage system.

Plan: Sim to analyze & plan/design improvements.
Do: Sim to embed best practices.
Study: Sim or structured debriefing to test & study.
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- **What we did?**
  
  **PLAN**
  Cause-effect diagram + "Table Top Simulation" to **ANALYSE**, design and **PLAN** improvements.

  **DO**: Improvement plans implementation, including **6 educational simulation** session on IITT: 5 OPD staff, 9 Emergency staff - 7 doctors.

  **STUDY**
  Tally sheet, observation checklist and 2 **structured debriefing** at the workplace

  **ACT**
  Triage process established

  **REPEAT** Simulation to adapt the triage process for the malaria peak – a **walkthrough simulation** including community
Results:

1\textsuperscript{st} Simulation supplemented the problem analysis facilitating the causes identification and the definition of the improvement plans.

2\textsuperscript{nd} Post-intervention data showed a highly functional triage system.

- 96.6% red cases were identified at the triage.
- 96-100% correctly triaged.
- 25 items.
- 59 red cases.
- 4331 patients OPD Triage.
- 30 days.
- In 2 weeks - 4 days.

Simulation to design and test the triage organization for the upcoming malaria peak.
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**Conclusion**

Simulation is a powerful tool that can be used to drive QI processes. In this situation, the simulation helped to redesign, test, and adapt a new triage system.

Feasible

Identify and implement improvements. Test and study solutions.

Involves the staff

Includes users’ perspective
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Thank you!

Ethics: Cleared for submission by the MSF OCBA Medical Director