

Table 3 Quality assurance framework for the issue of long waiting time

Problem	Perceived long waiting time at the centre					
Current situation	55.8% of clients reported a long waiting time at the centre					
Priority criteria	Problem organizational, frequent, feasible and team-selected; solution team-dependant					
Objective	Reduce the clients' perceived waiting time					
<i>Activities</i>	<i>Responsible member(s)</i>	<i>Start</i>	<i>Additional resources needed</i>	<i>Indicator</i>	<i>Source</i>	<i>Standard</i>
Arrange a second office for midwife visits	Manager	June 2005	No			
Provide educational activities to the clients in the waiting room	Nurses, midwives	June 2005	No	No. of educational sessions per week	Activities' report	80%
Prior selection of the clients according to the need for a visit with midwife or physician	Reception desk nurses	June 2005	No	No. of clients referred for midwife or doctor visit/total no. of registered clients	Daily activities' register	100%
Arrange another midwife if the number of consultations exceeds 30/day	Manager, midwives	June 2005	No	No. of second visits when the no. exceeds 30/day	Daily report	100%