

INNOVATION COMPETITION IC8

QUICK SCREEN

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ABSTRACT

Description: **QUICK SCREEN** is a service innovation developed by the Physiotherapy Unit, Hospital Sultanah Bahiyah, Kedah, to improve patient access to early physiotherapy intervention. The innovation functions as a dedicated screening counter where physiotherapists perform rapid assessments, provide consultations, initiate early physiotherapy treatment, and arrange follow-up appointments. Patients presenting with severe pain (pain score $\geq 7/10$) are prioritised for same-day assessment and treatment, ensuring timely rehabilitation and reducing unnecessary delays. **Needs:** Prior to the implementation of **QUICK SCREEN**, patients experienced prolonged waiting times before receiving their first physiotherapy session, despite having significant pain and functional limitations. These delays increased the risk of complications and reduced recovery potential. In addition, inappropriate patient allocation to treatment rooms affected workflow efficiency, prolonged treatment duration, reduced patient and staff satisfaction, and contributed to failure in achieving the department's Key Performance Indicator (KPI) of providing the first treatment within 10 days. **QUICK SCREEN** was developed to address these operational and clinical challenges through a structured early screening and intervention process. **Unique Features:** **QUICK SCREEN** introduces a fast-track physiotherapy screening model that combines patient assessment, consultation, immediate physiotherapy intervention, and appointment scheduling at a single service point. The innovation incorporates pain severity as a triage criterion, ensuring patients with severe pain receive same-day treatment. Importantly, the service was implemented without additional operational costs by optimising existing manpower and clinical resources, making it practical, sustainable, and easily replicable across healthcare facilities. **Impact:** The implementation of **QUICK SCREEN** has significantly reduced waiting time for initial physiotherapy treatment, enabled early intervention to prevent complications, improved patient flow and service efficiency, and enhanced satisfaction among patients, caregivers, and physiotherapists. Furthermore, the innovation supports consistent achievement of the departmental KPI for first-treatment appointments while improving the overall quality of physiotherapy services. **Prospects for Commercialization:** Although **QUICK SCREEN** is primarily a service innovation, it has strong potential for wider implementation and commercialization through healthcare service consultancy, licensing of the clinical workflow model, staff training programmes, and development of digital patient triage and appointment management systems. The innovation can be adapted for hospitals, rehabilitation centres, and primary healthcare facilities seeking to improve patient access, service efficiency, and quality of rehabilitation care. Its low implementation cost and scalability make it an attractive model for adoption within both public and private healthcare sectors.

Keywords: **QUICK SCREEN**; Early physiotherapy intervention; Service innovation; Fast-track screening; Patient triage; Healthcare service efficiency; Rehabilitation services; Quality improvement.

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