2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Reduce number of Cancelation/Reschedule patient in PET scan |
| **Site** | **Department** |
| Riyadh | Radiology  |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?The increased number of cancellation/rescheduling patient in PET scan has resulted in ineffective utilization of resources / slots and has impacted patient management; this is why, this project was initiated. | **Aims:** What will the project achieve?The aim of this project to decrease number of cancellations/reschedule by 50% from the baseline before the end of 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[x]  Improved work process[x]  Improved cycle time[x]  Increased customer satisfaction[ ]  Other (please explain) Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?*(Select only one)***Efficient** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| 1. Patient Satisfaction
2. Pet scan rescheduled/cancelled patient (%)
 | 1. To be maintained ≥95%
2. 5% reduction from baseline
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| **Interventions:** Overview of key steps/work completed• PET pamphlet reinforcement by radiology clerk, during appointment scheduling. • Official communication to the concerned departments / clinics explaining the importance of procedure preparation and the consequences resulting from the lack of compliance. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(Insert relevant graphs, data, charts, etc.)***> 50% decrease (57%)** |
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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Ruchana Parker (PET/CT Supervisor ).  | Badriah Alasmari, Sr. PET/CT Technologist.Manhal Alqurashi, Radiology QA Coordinator.Raquel P. Tubera, PI Coordinator.Sager Aldossari, Supervisor, Radiology Support services |