2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

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| **Project Name** | | | |
| Reduce Ultrasound Waiting Time For Renal Transplanted Patients | | | |
| **Site** | | **Department** | |
| Jeddah | | Radiology Department - Ultrasound | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 04-01-2017 | | 09-13-2017 |

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| **Problem:** Why the project was needed?  The renal transplanted patients had to wait around 90 days for the next available appointment in ultrasound and this cause a delay in patient’s follow-up appointments which subsequently may lead to delay patient management. | **Aims:** What will the project achieve?  Reduce waiting time for kidney transplant patients from 90 days in January to 21 days by the end of October 2017 |
| **Benefits/Impact:** What is the improvement outcome?  *(check all that apply)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  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)*  **Timely** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Ultrasound Waiting Time for Renal Transplanted Patients | Reduce waiting time for kidney transplant patients from 90 days in January to 21 days by the end of October 2017 | |
| **Interventions:** Overview of key steps/work completed   * New schedule has been implemented with more slot times for renal transplanted patients to achieve the high demand. By the beginning of September the goal of the project was achieved. The waiting time for this project will be monitored in a monthly basis to make sure that we maintain the gain. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*   * The waiting time before the project started was 90 days and now it is 14 days.   This graph shows data before and after the project implementation. |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Noor Ali | Ziad Abubacker  Lenith Salazar  Wafa Dahab  Realyn Rosales  Arlene Selda  Johanna Vega  Nouf Sulaimani  Jessel Teves  Ibrahim Qoulaghasi |