2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | | | |
| Reducing Appointment Waiting Time for Sleep Test | | | |
| **Site** | | **Department** | |
| Jeddah | | Respiratory Care Services/Sleep Lab | |
|  | | | |
| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 05-01-2017 | | 08-30-2017 |

|  |  |
| --- | --- |
| **Problem:** Why the project was needed?  Getting a timely manner sleep test appointments become quite challenge for our suspected obstructive sleep apnea patient due to long waiting list. The current waiting list is 6 months, thus it takes 6 months for the patients to have their sleep test done after the doctor referral. This long waiting time for appointment compromises the quality of patient care. | **Aims:** What will the project achieve?  Reduce the waiting time for sleep test appointments |
| **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)  Quality of care | **Quality Domain:** Which of the domains of healthcare quality does this project support?  *(Select only one)*  **Timely** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Appointment Waiting Time for Sleep Test | Reduce the waiting time for sleep test appointments from 6 months to three months by November 2017 | |
| **Interventions:** Overview of key steps/work completed   * Increased number of beds available for sleep test * Utilized an extra portable sleep test machine * Increased the number of tests done per night from one to two tests * Increased the availability of sleep technologist * Utilized any cancelled or no show spot for the next patient in the waiting list * Improvement monitored monthly. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)* |

|  |  |
| --- | --- |
| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Mohamed Haddad | Mashni Al-Saeed  Ahmed Mohamed Ahmed  Renad Surur  Maram Albalawi  Sultan Alghamdi  Arwa Ashary  Wedad Saeed  Hadeel Ghurab |