2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

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| **Project Name** | | | |
| Double Appointment in Orthopedic Clinic | | | |
| **Site** | | **Department** | |
| Riyadh | | Medical / Surgical Nursing - Orthopedic Clinic | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 02-01-2017 | | 12-31-2017 |

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| **Problem:** Why the project was needed?  Increased number of no show patients was a challenge and an opportunity for improvement in Orthopedic clinic in order to increase capacity and access to care.  A team, was created to look at different reasons leading to “no Show” and among which, a great number of double appointments was one of the contributing factors to the “No Show” patients. Based on this, an improvement project was initiated. | **Aims:** What will the project achieve?  To continuously decrease the percentage of “No Show” patients in Orthopedic Clinic by eliminating at least 25% of double appointments each quarter by the end of 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)*  Patient Centred |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Percent decrease of double appointment | At least 25% | |
| **Interventions:** Overview of key steps/work completed   * Ward clerk check patient’s appointment list 24 hours prior to appointment date and identify all patients with double appointment. * The ward clerk will highlight the patient with double appointment for nurses to follow up. * Once the patient is seen by the assigned physician, decision will be made either to cancel or to keep the double appointment according to the treatment plan. * Prior issuing the appointment the nurse will check to ensure there is no other appointment available during the duration of appointment. * Patient are educated on the No Show policy. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)* |
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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Josephine Sisson | All Orthopedic Clinic team |