2017 Performance Improvement Report

STRATEGIC PRIORITY

 2. Increase capacity and patient access

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| **Project Name** |
| No Show in Physical Therapy |
| **Site** | **Department** |
| Riyadh | Physical Therapy Department |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-05-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?The percentage of no show in the department of Physical Therapy has gradually increased due to the following potential causes:* Multiple follow up appointments given to the same patient in one or more weeks.
* Some patients are living outside Riyadh, and are coming late to the scheduled appointment either due to traffic or delay in their flight; consequently, they will be marked as “No Show” for their appointment.
* Long waiting list for “New Appointment” leading to patient seeking other services within the kingdom

Based on this, a taskforce was created to work on this opportunity for improvement. | **Aims:** What will the project achieve?Decrease percentage of No show in Physical Therapy from 20% to 15% by the end of 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  Improved productivity[ ]  Improved work process[ ]  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)*Patient Centred |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| No Show (%) | At least 5% decrease |

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| **Interventions:** Overview of key steps/work completed* Optimizing access for acute and subacute patients on order to decrease the long patient waiting list for new appointment; and this was done through working on a parallel project called “Fast track Physical Therapy (PT) Out-Patient Service**”**
* Establishing a process to monitor the number of no shows in the clinic on a weekly basis in both sections (PT/OT).
* Establishing a reminder process for new patients by being contacted in advance to assure they will be coming to their appointment.
* Establishing a guideline that included a reminder to refrain from issuing multiple appointment to the same patient in order to avoid abuse of the policy and system
* Maximize awareness regarding departmental policy on no show and cancellations among patients and therapists.

**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)* |
| Dr. Najwa Alfarra, Assistant Head, Physical Therapy | Nouf Aldwhayan, Outpatient supervisor, Physical TherapyAbdulaziz Almadi, InterpreterNouf Abduldaeem, Junior Physical TherapistBasmah Alnuwaysir, Junior Occupational Therapist |