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  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 | | No Show (%) | At least 5% decrease | |
| **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 Therapy  Abdulaziz Almadi, Interpreter  Nouf Abduldaeem, Junior Physical Therapist  Basmah Alnuwaysir, Junior Occupational Therapist |