2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Enhancement of NPO status for all CT scan patients with IV contrast media administration. | | | |
| **Site** | | **Department** | |
| Riyadh | | Radiology | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-17-2017 | | 09-30-2018 |

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| **Problem:** Why the project was needed?  All patients coming for CT Scan with IV contrast media administration, are expected to be NPO for four hours. Unfortunately, not all patients are compliant with the four hour-instruction, and this causes either an increase in patient waiting time or a rescheduling of the procedure.  Based on evidence, NPO status has been reduced from 4 to 2 hours for all CT scan patients with IV contrast media administration, and piloted on 100 patients before final implementation. | **Aims:** What will the project achieve?  The aim of this project is to reduce patient waiting time by changing the NPO status from 4 to 2 hours for all CT scan patients with IV contrast media administration before the end of September 2017; in addition, this has impacted patient satisfaction result to continue to be above 95% and has decreased the number of rescheduled cases due to NPO reason. |
| **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)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | 1. NPO waiting Time 2. Patient Satisfaction 3. Number of rescheduled patient due to NPO reason | 1. Not to exceed 2 hours 2. ≥95% 3. 50% reduction from baseline | |
| **Interventions:** Overview of key steps/work completed  • Reduce the NPO status from 4 to 2 hours  • Communicate with nurses in the inpatient wards for patient to be NPO for two hours.  • Observe patients closely post contrast injection for 15 to 20 minutes to ensure no signs or symptoms of contrast reactions (nausea, vomiting, and aspiration).   * Conduct Follow up calls to make sure patients are not having any contrast reaction symptoms. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(Insert relevant graphs, data, charts, etc.)*   * >95% patient satisfaction. * Zero rescheduled CT Scan Patients. * 50% reduction in NPO Waiting time. |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Saad Al Enazi (CT Superviso ) Hanadi El Zein ( Head Nurse, Radiology-Ambulatory Nursing) | Sara Al-mehemed  CT Nurses and technologists. |