2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Reduce number of Cancelation/Reschedule patient in PET scan | | | |
| **Site** | | **Department** | |
| Riyadh | | Radiology | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  The increased number of cancellation/rescheduling patient in PET scan has resulted in ineffective utilization of resources / slots and has impacted patient management; this is why, this project was initiated. | **Aims:** What will the project achieve?  The aim of this project to decrease number of cancellations/reschedule by 50% from the baseline before 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)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | 1. Patient Satisfaction 2. Pet scan rescheduled/cancelled patient (%) | 1. To be maintained ≥95% 2. 5% reduction from baseline | | |
| **Interventions:** Overview of key steps/work completed  • PET pamphlet reinforcement by radiology clerk, during appointment scheduling.  • Official communication to the concerned departments / clinics explaining the importance of procedure preparation and the consequences resulting from the lack of compliance. | |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(Insert relevant graphs, data, charts, etc.)*  **> 50% decrease (57%)** | |
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| **Project Lead** | **Team Members** | |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* | |
| Ruchana Parker (PET/CT Supervisor ). | Badriah Alasmari, Sr. PET/CT Technologist.  Manhal Alqurashi, Radiology QA Coordinator.  Raquel P. Tubera, PI Coordinator.  Sager Aldossari, Supervisor, Radiology Support services | |