2017 Performance Improvement Report

STRATEGIC PRIORITY

 2. Increase capacity and patient access

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| **Project Name** |
| Reduce No Show Rate in Sleep Lab |
| **Site** | **Department** |
| Jeddah | Respiratory Care Services/ Sleep lab |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 05-01-2017 | 08-31-2017 |

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| **Problem:** Why the project was needed?Respiratory care sleep lab witnessed a mark increase in the number of patients who don’t show up for sleep test appointments. The no show rate reached up to 60%, which imposed enormous challenges on the sleep lab to function efficiently due to wasted resources and time | **Aims:** What will the project achieve?Reduce the no show rate in sleep lab and eliminate these wasted resources. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[x]  Contained or reduced costs[x]  Improved productivity[x]  Improved work process[x]  Improved cycle time[x]  Increased customer satisfaction[x]  Other (please explain) Reduced wasted resources | **Quality Domain:** Which of the domains of healthcare quality does this project support?*(Select only one)***Effective** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| No Show Rate | Reduce the no show rate from 60% to 25% by August 2017. |

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| **Interventions:** Overview of key steps/work completed* Patients were called two (2) days prior to remind them the appointment
* Again, patients receive confirmation call 4 hours prior to their appointment.
* In case patients cancel the appointment or, don’t answer the phone their spots were utilized for the next patient in the waiting list.
* Progress is monitored monthly.
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| **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)* |
| Ahmed Ahmed Mohamed | Mashni Al-SaeedMohamed HaddadSultan AlghamdiArwa AsharyMaram BalawiRenad SururWedad SaeedDania Arabi |