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)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  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. | |
| **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. |
| **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-Saeed  Mohamed Haddad  Sultan Alghamdi  Arwa Ashary  Maram Balawi  Renad Surur  Wedad Saeed  Dania Arabi |