2017 Performance Improvement Report

STRATEGIC PRIORITY

 2. Increase capacity and patient access

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| **Project Name** |
| Reducing Appointment Waiting Time for Sleep Test |
| **Site** | **Department** |
| Jeddah | Respiratory Care Services/Sleep Lab |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 05-01-2017 | 08-30-2017 |

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| **Problem:** Why the project was needed?Getting a timely manner sleep test appointments become quite challenge for our suspected obstructive sleep apnea patient due to long waiting list. The current waiting list is 6 months, thus it takes 6 months for the patients to have their sleep test done after the doctor referral. This long waiting time for appointment compromises the quality of patient care. | **Aims:** What will the project achieve?Reduce the waiting time for sleep test appointments |
| **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) Quality of care | **Quality Domain:** Which of the domains of healthcare quality does this project support?*(Select only one)***Timely** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Appointment Waiting Time for Sleep Test  | Reduce the waiting time for sleep test appointments from 6 months to three months by November 2017 |

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| **Interventions:** Overview of key steps/work completed* Increased number of beds available for sleep test
* Utilized an extra portable sleep test machine
* Increased the number of tests done per night from one to two tests
* Increased the availability of sleep technologist
* Utilized any cancelled or no show spot for the next patient in the waiting list
* Improvement 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)* |
| Mohamed Haddad | Mashni Al-SaeedAhmed Mohamed AhmedRenad SururMaram AlbalawiSultan AlghamdiArwa AsharyWedad SaeedHadeel Ghurab |