



Strategic Priority: **SPI- Medical, Research, Academic Research**

Project Name

Enhance Patient waiting time in Ultrasound OBGYN service

Site

Riyadh

Department

Ultrasound section / Obstetrics and Gynecology Dep.

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

12-31-2018

Problem: Why the project was needed?

Long patient waiting time and increased patient's complaints were behind the start of this project with the aim of improving efficiency and increase customers' satisfaction.

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.

Aims: What will the project achieve?

Decrease patient waiting time in Ultrasound OBGYN services by 50% from the baseline (62 minutes) by November 2018 and sustain for one year.

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

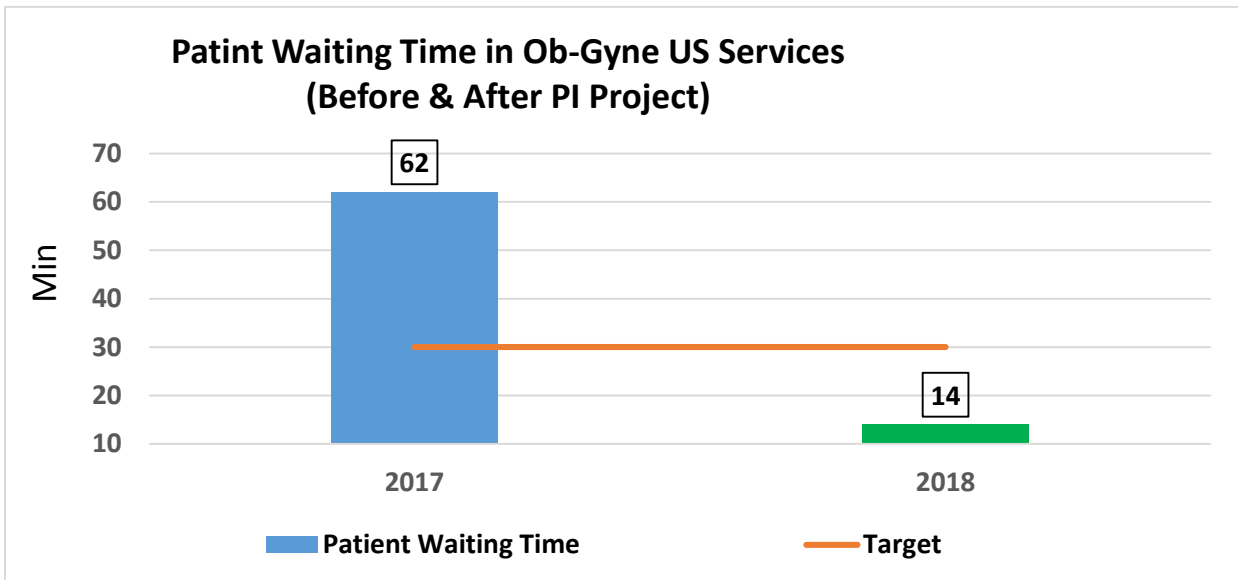
Timely

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Patient Waiting time	50% from baseline (31 minutes)

Interventions: Overview of key steps/work completed

- Change the flow of patients by following First in First Served based on staff availability.
- Increase the number of available computers for the staff to do their work to avoid any delay in receiving the next patient.
- Transform the reception area to a sonographer reporting area to make the examination available for the next patient.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)



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Name

(person accountable for project)

Manahil Alharbi

Team Members

Names

(persons involved in project)

Samia Alotaibi

Reem Aladamawi

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Farheen Hussain

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