



Strategic Priority: **SP2- KFSH&RC Experience**

Project Name

Decrease the NO SHOW of Clearance Patients in Dental Clinic.

Site

Riyadh

Department

Dental Clinic- Medical-Surgical Department

Project Status

Completed

Project Start Date

04-19-2017

Project End Date

08-31-2018

Problem: Why the project was needed?

Loosing dental slots as a result of No Show patient is impacting other patients who are in need of those slots for their future appointments. Therefore, this project was selected, to improve productivity and patient satisfaction by decreasing the no show in dental clinic.

Aims: What will the project achieve?

Decrease the no show of dental clearance for patients in dental clinic from 12% to 6% by Q3 2018

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)

Patient Centred

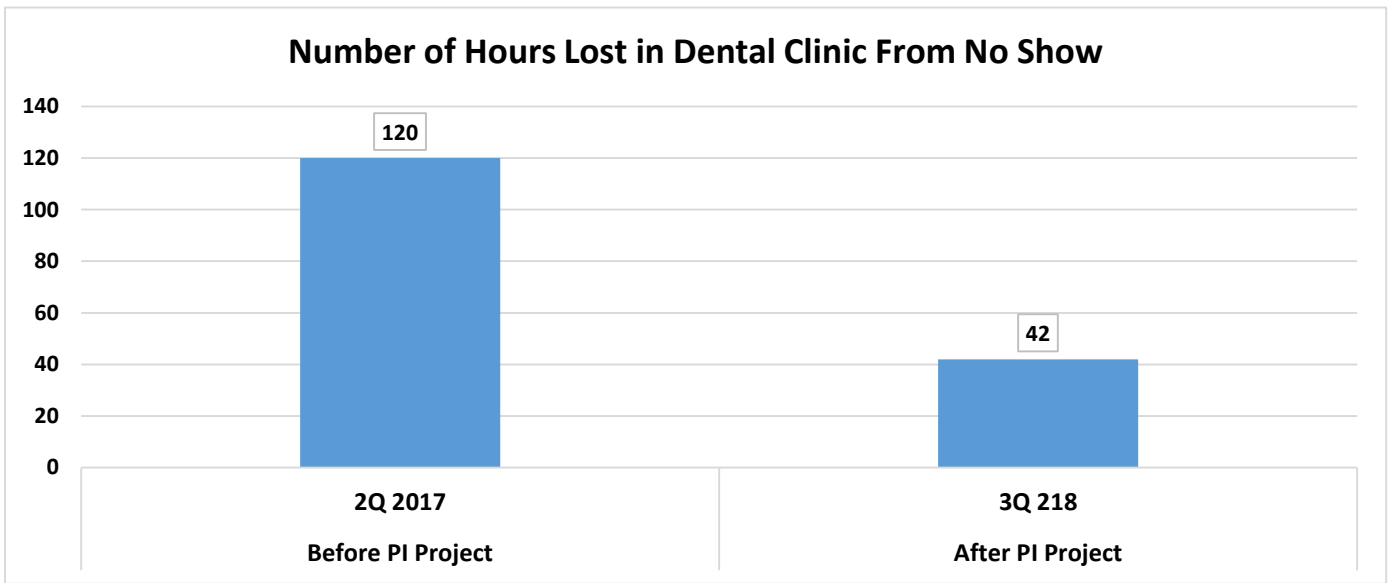
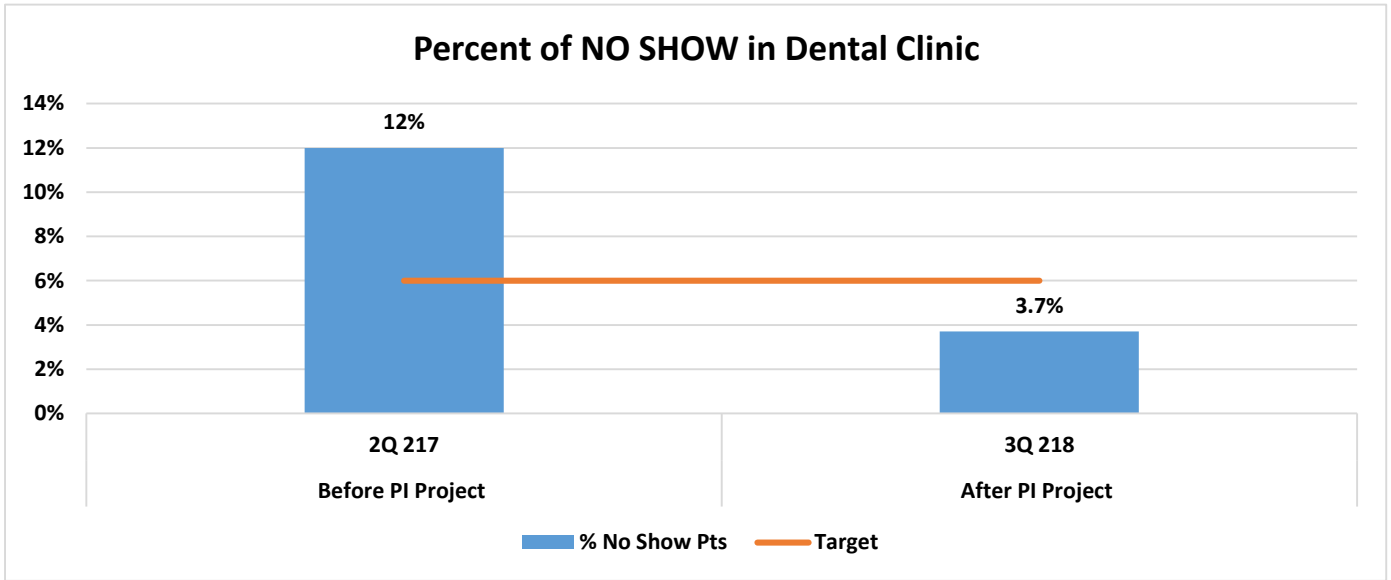
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
% No show patients	6%

Interventions: Overview of key steps/work completed

- Develop Business card information.
- Ensure that contains Business card information all contact information to remind patient/relative to call if unable to come.

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

- ✚ Before applying this intervention, Pre-statistical evidence showed:
 - Total No. of No Show Q 2-2017 = 114 (12%). Lost time in hours was 120
- ✚ After applying this intervention, Post-statistical evidence showed:
 - Total No. of No Show Q 3-2018 = 39 (3.7%). Lost time in hours has dropped to 42



The time gained from the lost hours was used to serve other patients in order to increase dental clinic capacity and to improve patient experience

Project Lead

Name

(person accountable for project)
Ala Ahmad ID # 67547 - AHN

Team Members

Names

(persons involved in project)
Nurasni Zainudin ID# 1501926 - SNI
Sohayla Altbaili ID# 94846 - SNI
Mouayad Mohtar ID# 96961 - SNI