



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

**Project Name**

Diminishing Abandoned Calls.

**Site**

Riyadh

**Department**

PBX Unit, Office Services

**Project Status**

Completed

**Project Start Date**

01-01-2018

**Project End Date**

11-30-2018

**Problem:** Why the project was needed?

Abandoned calls are one of the issues faced in PBX especially, with opening of new buildings and increasing number of patients. Therefore, PBX Unit initiated this project, to decrease the percentage of Abandoned Calls in order to improve the service provided in PBX.

**Aims:** What will the project achieve?

To decrease the percentage of Abandoned Calls from baseline data 5% in December 2017 to at least 4% by 31 October 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)

**Timely**

**Measures:** Performance metrics to be evaluated

Percentage of Abandoned Calls

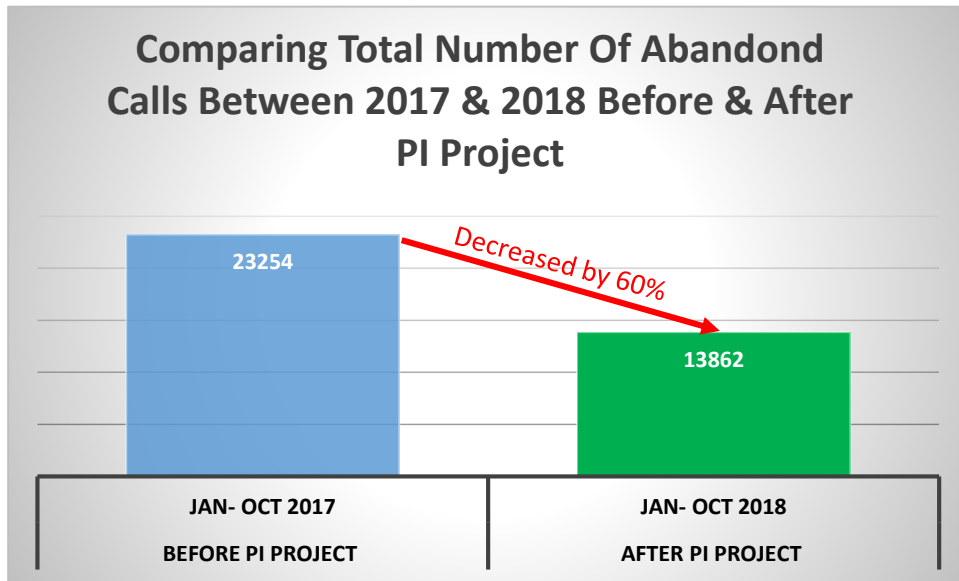
**Targets:** Expected outcomes

At least 4%

**Interventions:** Overview of key steps/work completed

- Increase number of agents during working hours.
- Reschedule breaks during break time.
- Encourage staff to attend training sessions that would help them with their communication skills.
- Distribute updated directories of each Department, so operators can immediately provide accurate contact information to the customers.

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



#### Project Lead

**Name**

*(person accountable for project)*

Salih Alghamdi, Supervisor, PBX  
Mohammed Eidan Al Zahrani,  
Head, Office Services

#### Team Members

**Names**

*(persons involved in project)*

All PBX Staff