



Project Name

Double Appointment in Orthopedic Clinic

Site

Riyadh

Department

Medical / Surgical Nursing - Orthopedic Clinic

Project Status

Completed

Project Start Date

02-01-2017

Project End Date

12-31-2017

Problem: Why the project was needed?

Increased number of no show patients was a challenge and an opportunity for improvement in Orthopedic clinic in order to increase capacity and access to care. A team, was created to look at different reasons leading to "no Show" and among which, a great number of double appointments was one of the contributing factors to the "No Show" patients. Based on this, an improvement project was initiated.

Aims: What will the project achieve?

To continuously decrease the percentage of "No Show" patients in Orthopedic Clinic by eliminating at least 25% of double appointments each quarter by the end of 2017

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

Percent decrease of double appointment

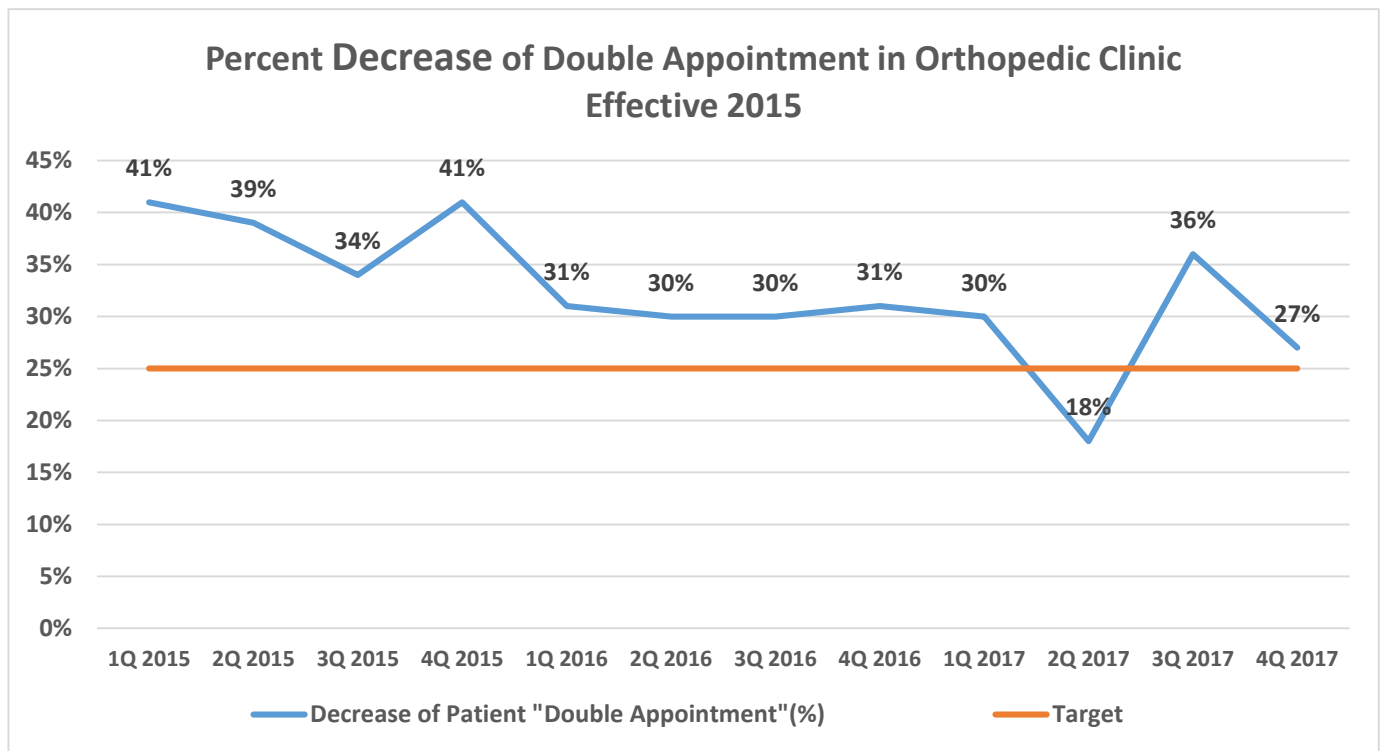
Targets: Expected outcomes

At least 25%

Interventions: Overview of key steps/work completed

- Ward clerk check patient's appointment list 24 hours prior to appointment date and identify all patients with double appointment.
- The ward clerk will highlight the patient with double appointment for nurses to follow up.
- Once the patient is seen by the assigned physician, decision will be made either to cancel or to keep the double appointment according to the treatment plan.
- Prior issuing the appointment the nurse will check to ensure there is no other appointment available during the duration of appointment.
- Patient are educated on the No Show policy.

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)

Josephine Sisson

Team Members

Names

(persons involved in project)

All Orthopedic Clinic team