



Project Name

No Show in Physical Therapy

Site

Riyadh

Department

Physical Therapy Department

Project Status

Completed

Project Start Date

01-05-2017

Project End Date

09-30-2017

Problem: Why the project was needed?

The percentage of no show in the department of Physical Therapy has gradually increased due to the following potential causes:

- Multiple follow up appointments given to the same patient in one or more weeks.
- Some patients are living outside Riyadh, and are coming late to the scheduled appointment either due to traffic or delay in their flight; consequently, they will be marked as “No Show” for their appointment.
- Long waiting list for “New Appointment” leading to patient seeking other services within the kingdom

Based on this, a taskforce was created to work on this opportunity for improvement.

Aims: What will the project achieve?

Decrease percentage of No show in Physical Therapy from 20% to 15% 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)

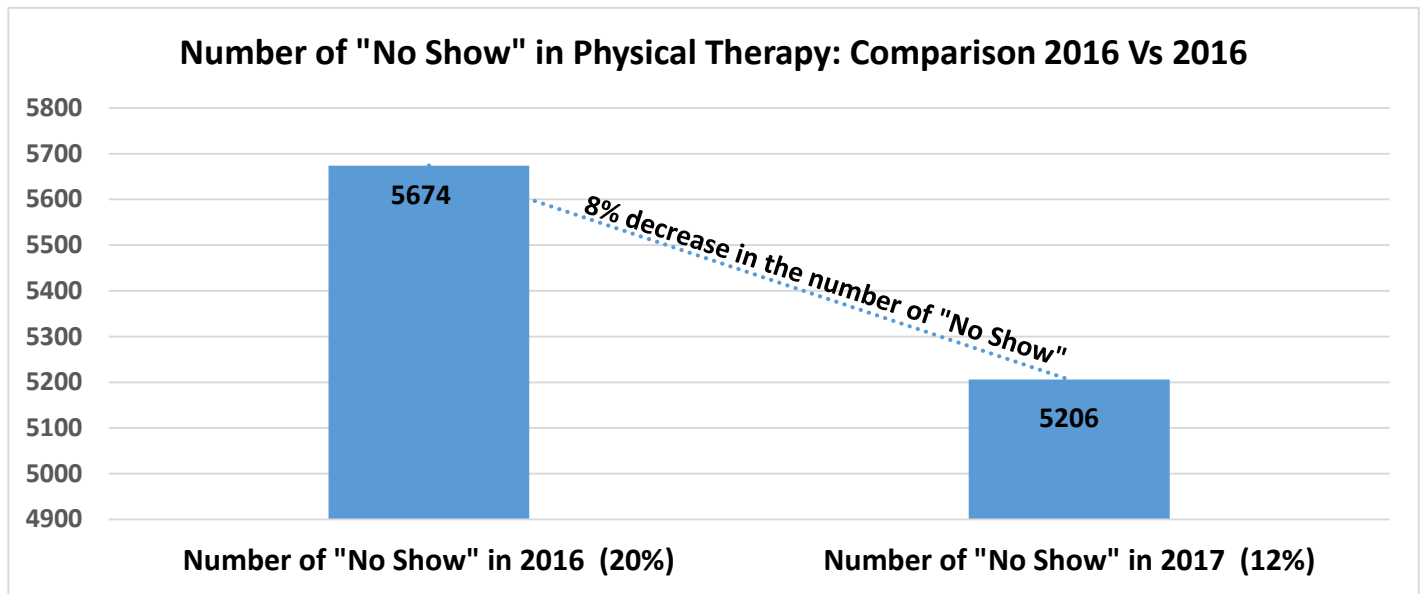
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
No Show (%)	At least 5% decrease

Interventions: Overview of key steps/work completed

- Optimizing access for acute and subacute patients on order to decrease the long patient waiting list for new appointment; and this was done through working on a parallel project called “Fast track Physical Therapy (PT) Out-Patient Service”
- Establishing a process to monitor the number of no shows in the clinic on a weekly basis in both sections (PT/OT).
- Establishing a reminder process for new patients by being contacted in advance to assure they will be coming to their appointment.
- Establishing a guideline that included a reminder to refrain from issuing multiple appointment to the same patient in order to avoid abuse of the policy and system
- Maximize awareness regarding departmental policy on no show and cancellations among patients and therapists.

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)

Dr. Najwa Alfarra, Assistant Head, Physical Therapy

Team Members

Names

(persons involved in project)

Nouf Aldwhayan, Outpatient supervisor, Physical Therapy
Abdulaziz Almadi, Interpreter
Nouf Abduldaeem, Junior Physical Therapist
Basmah Alnuwaysir, Junior Occupational Therapist