

Strategic Priority: SP2- KFSH&RC Experience

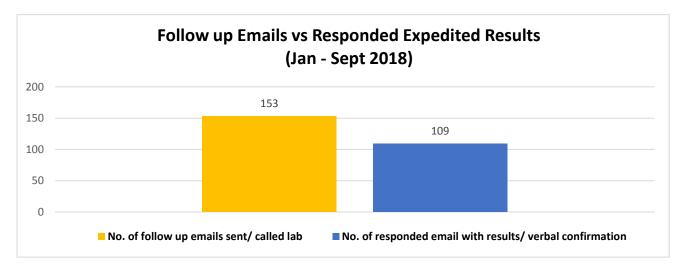
Establishing patients' files pre-screening initiative in Medical Genetics clinic Site Department Ryadh Medical Genetics Clinic Project Status Project Stat Date Project End Date Completed 01-04-2018 31- 12-2020 Problem: Why the project was needed? Aims: What will the project achieve? King Faisal Specialist Hospital and Research Centre aims to improve patient experience by initiating a memorable creative moment for patients and their families. In Medical Genetic Clinic, patients and their families used to come for their appointment with their physicican and the genetic testing results were not available yet. This caused inconvenience, frustration and financial burden for the patients and their families. In addition, it wasted the clinic resources and time as these patients will require another appointment. Therefore, we decided to review patients' charts 3 weeks prior to their appointment and communicate with various genetic laboratories to expedite the results. In case result is not available, patient will be contacted and rescheduled. Quality Domain: Which of the domains of healthcare quality does this project support? (Select only one) Patient Centred Improved productivity Improved work process Improved cycle time	Project Name		
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 Increased customer satisfaction Other (please explain) Click or tap here to enter text. 	 (check all that apply) Contained or reduced costs Improved productivity Improved work process Improved cycle time Increased customer satisfaction Other (please explain) 	quality does this project support? (Select only one)	

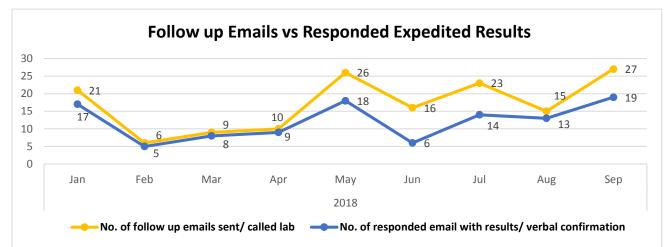
Targets: Expected outcomes
70%.

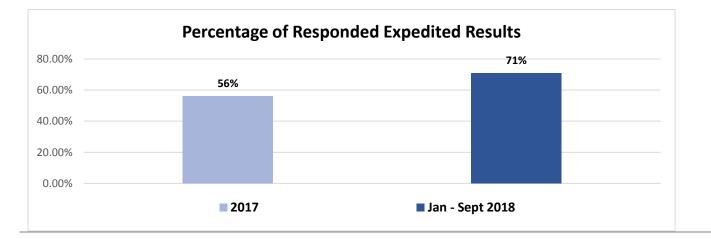
Interventions: Overview of key steps/work completed

- Review patients' files three weeks before their next appointment.
- Communicate with various genetic laboratories to expedite the results.
- Call and reschedule patients' if the result was not completed before their next appointment.

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







Project Lead	Team Members
Name : (person accountable for project)	Names. (persons involved in project)
Wijdan Ahmad	Dr. Alsayed Moeeneldeen, Dr. Raashda Sulaiman Aruna Devi Chik Mun Yee Fatima Qudaimat Mai Hassan Nicey John Maha Abdulrahim