



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

Project Name

Establishing patients' files pre-screening initiative in Medical Genetics clinic

Site

Riyadh

Department

Medical Genetics Clinic

Project Status

Completed

Project Start Date

01-04-2018

Project End Date

31- 12-2020

Problem: Why the project was needed?

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 physician 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.

Aims: What will the project achieve?

To increase the number of expedited pending genetic results from various genetic laboratories from 55% in 2017 to 70% by 3rd quarter 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)

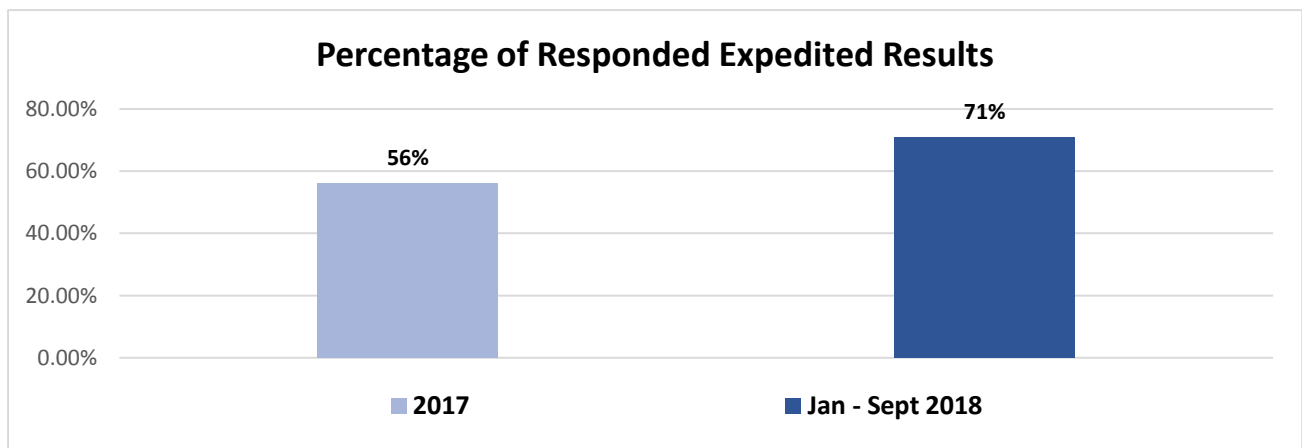
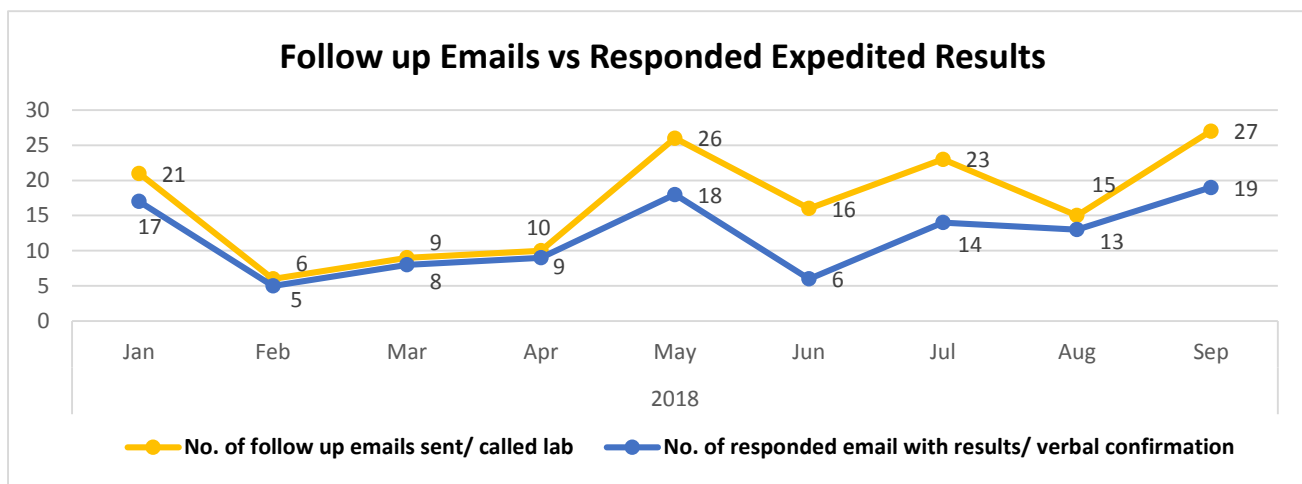
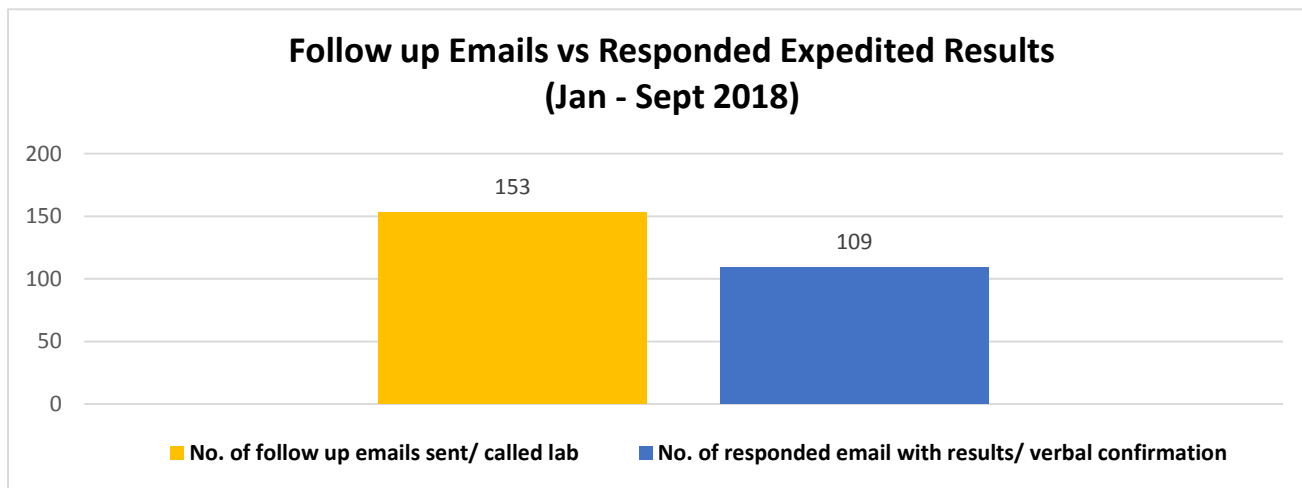
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of expedited results	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

Name :

(person accountable for project)

Wijdan Ahmad

Team Members

Names.

(persons involved in project)

- Dr. Alsayed Moeneldeeen,
- Dr. Raashda Sulaiman
- Aruna Devi
- Chik Mun Yee
- Fatima Qudaimat
- Mai Hassan
- Nicey John
- Maha Abdulrahim