Strategic Priority: SP2- KFSH&RC Experience

Project Name
Improving outpatient waiting time of MRI Body, MRI Neuro and MRI GA.

Site	Department
Riyadh	Radiology - MRI

Project Status	Project Start Date	Project End Date
Completed	01-01-2018	10-30-2018

Problem: Why the project was needed?

King Faisal Specialist Hospital & Research Centre is working to provide excellent patient experience throughout the patient journey. As a result, Department of Radiology initiated the project to improve the waiting time of the following examinations with long waiting time; MRI GA, MRI Body and MRI Neuro which resulted in improving patient experience and decrease patient complaint.

Aims: What will the project achieve?
1. To decrease 20% appointment waiting time for outpatient MRI Body from the baseline of 90 to 70 days by the end of October 2018.
2. To decrease 10% waiting time of outpatient MRI GA appointment from baseline of 120 to 105 days by the end of October 2018.
3. To decrease 20% appointment waiting time for Outpatient MRI Neuro from baseline of 120 to 95 days by the end of 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)
Efficient

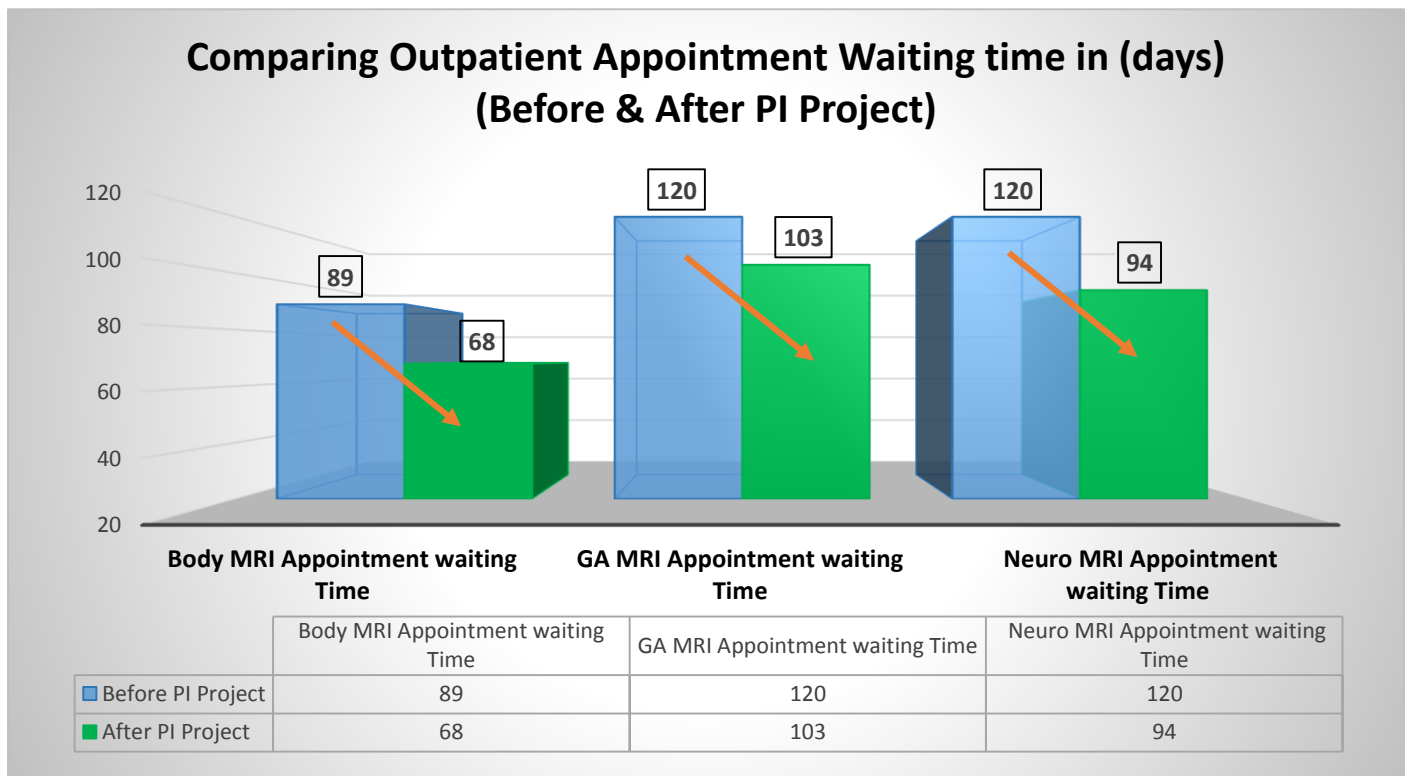| Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Waiting time of MRI GA, MRI Body, MRI Neuro	· 20% decrease waiting time for MRI Body · 10% decrease waiting time for MRI GA · 20% decrease waiting time for MRI Neuro

Interventions: Overview of key steps/work completed
- Revise the Outpatient schedule for MRI GA, MRI Neuro and MRI body that reflects the exact time of the examination.
- Review and check the schedule once a week to identify wrong bookings.
- Increase slots for MRI GA, MRI Neuro, and MRI Body.
- Confirm patients' booking by contacting a day before the procedure to identify no show.
- Add additional slots for MRI body by opening night body slots.
- Meet with anesthesia department to add anesthesia team working in the department.

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

Comparing Outpatient Appointment Waiting time in (days) (Before & After PI Project)

	Body MRI Appointment waiting Time	GA MRI Appointment waiting Time	Neuro MRI Appointment waiting Time
Before PI Project	89	120	120
After PI Project	68	103	94

Project Lead	Team Members
Name	**Names**
Salman Alalmanei Sr. MRI Technologist	Khaled Alshalali Acting MRI Supervisor
	Ghada Gharawi Sr. MRI Technologist
	Fahad Onaizan Sr. MRI Technologist
	Heba Alsafi, Sr. MRI Technologist