مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Project Name
Reduce "No Show" Patients in Protocol Clinics

Site	Department
Riyadh	Protocol Services

Project Status	Project Start Date	Project End Date
Completed	06-03-2018	10-08-2018

Problem: Why the project was needed?
Recently, Protocol Administration noticed that the number of no show patients has increased reaching 24% in the 1st quarter of 2018. As a protocol administration, our aim is to increase slots utilization and enhance patient experience throughout the hospital journey; thus, increase customer satisfaction. Therefore, this project was selected to reduce "No show" patients in Protocol Clinics.

Aims: What will the project achieve?
To decrease the percentage of no show patients in protocol clinics from 24% in Q1 2018 to 18% by end of October 2018, and sustain it for 5 months.

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?
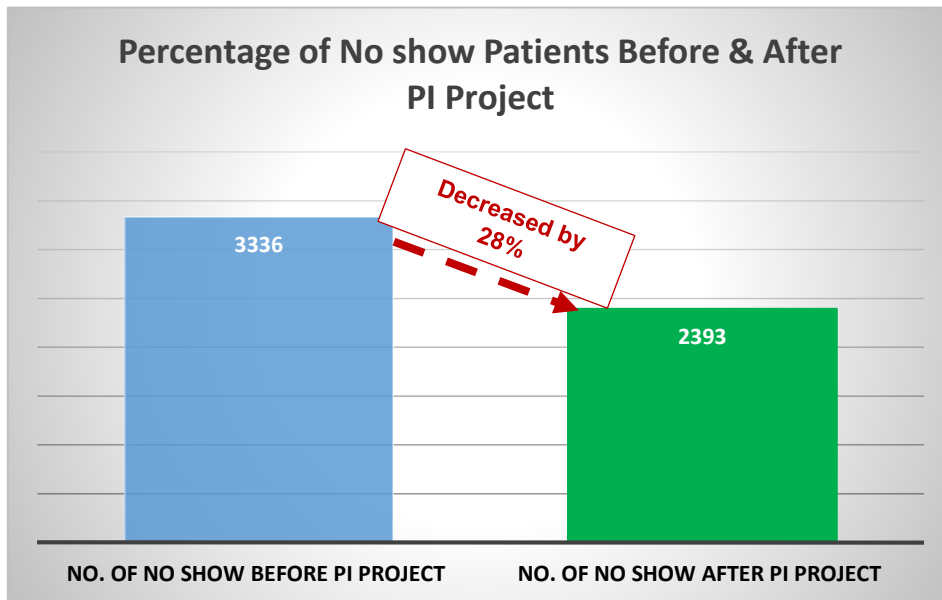*(Select only one)*
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Percentage of no show patient's.	18%

Interventions: Overview of key steps/work completed
- Call patients a day before their hospital appointment.
- Check if the patient did the required procedures before the appointment such as MRI, Blood test, etc.
- Utilize the slot of no show patients.

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

Percentage of No show Patients Before & After PI Project

3336

Decreased by 28%

2393

NO. OF NO SHOW BEFORE PI PROJECT | NO. OF NO SHOW AFTER PI PROJECT

Project Lead	Team Members
Name	**Names**
(person accountable for project)	*(persons involved in project)*
Khalid Al Shalhoub	Turki Al Shammary
	Khalaf Alla Elamin