



Strategic Priority: **SP3- Organizational Sustainability**

**Project Name**

Reduce the “No Show” in Orthopedic Clinic

**Site**

Riyadh

**Department**

Nursing Affairs -Orthopedic Clinic

**Project Status**

Completed

**Project Start Date**

10-01-2011

**Project End Date**

10-31-2018

**Problem:** Why the project was needed?

The first available appointment for some of our patients in Orthopedic clinic is one year, and we have notice an increased number of No shows in our clinic. One of the factors, is that some patients are having a double appointment in the system with the same physician. Our team came up with an idea of checking patients with double appointment one-day prior. By this, we were able to free slots for other patients and prevent issuing another appointment, if they have an existing one.

**Aims:** What will the project achieve?

To decrease the number of No Show in Orthopedic Clinic for both adult and pediatric by 10% from baseline of 3<sup>rd</sup> Quarter of 2017 by 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**

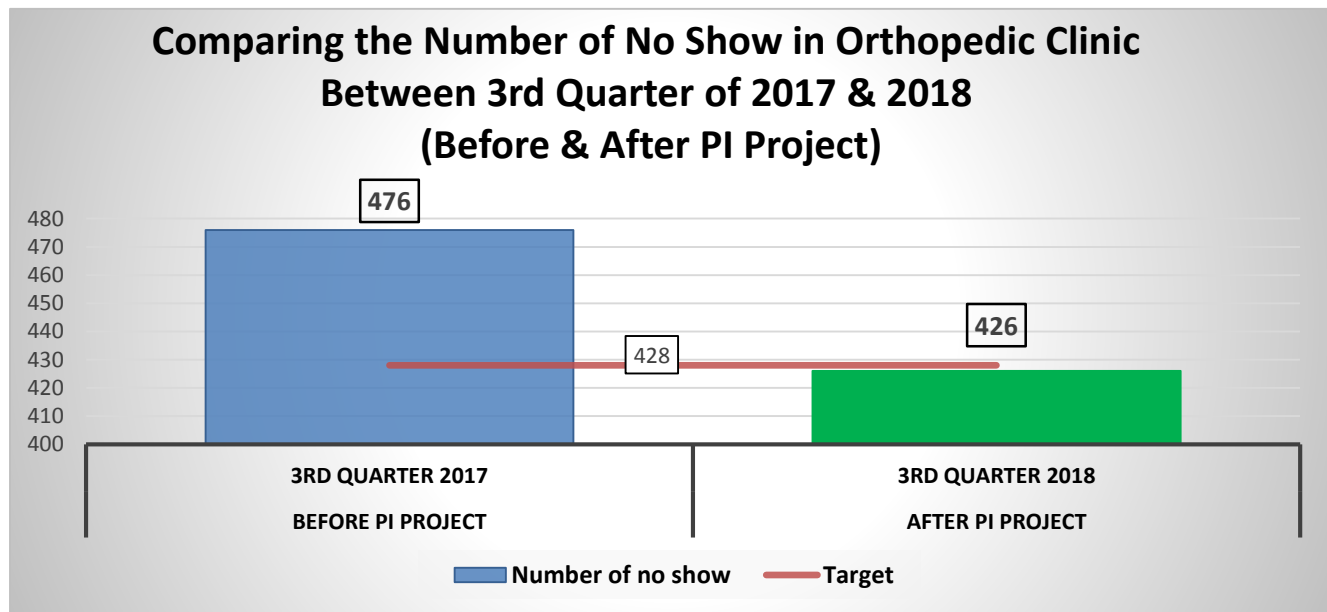
<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Number of no shows in Orthopedic Clinic	10% decrease from baseline

**Interventions:** Overview of key steps/work completed

- Contact patients prior to their appointment.
- Ask patients to reschedule appointment if they are unable to come.
- Check double appointments for every patient and cancel unnecessary appointments.
- Remove deceased patients from the schedule.
- Instruct patients to update their mobile for future references.
- Utilize slots from rescheduled patients for walk in patients.
- Update patients mobile number in the system to receive SMS regarding their appointments.

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

Total Number of Cancelled Double Appointments (Before & After Implementing PI Project)				
Number of Cancelled Appointments	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	Total
		71	47	29



**Project Lead**

**Name**

Mervat Elnaghy, Head Nurse Orthopedic Clinic

**Team Members**

**Names**

Orthopedic Clinic Staff