



Strategic Priority: **SP3- Organizational Sustainability**

Project Name

Renal Profile result availability for CT and MRI Outpatients requiring IV contrast media administration

Site

Riyadh

Department

Ambulatory Care Nursing , Radiology Department

Project Status

Completed

Project Start Date

04-15-2018

Project End Date

10-30-2018

Problem: Why the project was needed?

In line with KFSH&RC strategic priorities to improve patient experience throughout the hospital journey, Radiology department is working on decreasing the number of patients arriving to Radiology for CT / MRI without recent Renal Profile result. This project was selected, to improve work flow and reduce patient waiting time. This can be achieved through educating the clinic staff on the importance of renal profile result availability on the day of the exam.

Aims: What will the project achieve?

To decrease the number of outpatient arrived for CT and MRI appointment without renal profile results within 3 month by 25 % from baseline (3864 patients) 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

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
# Outpatient without renal profile results	25 % decrease from baseline

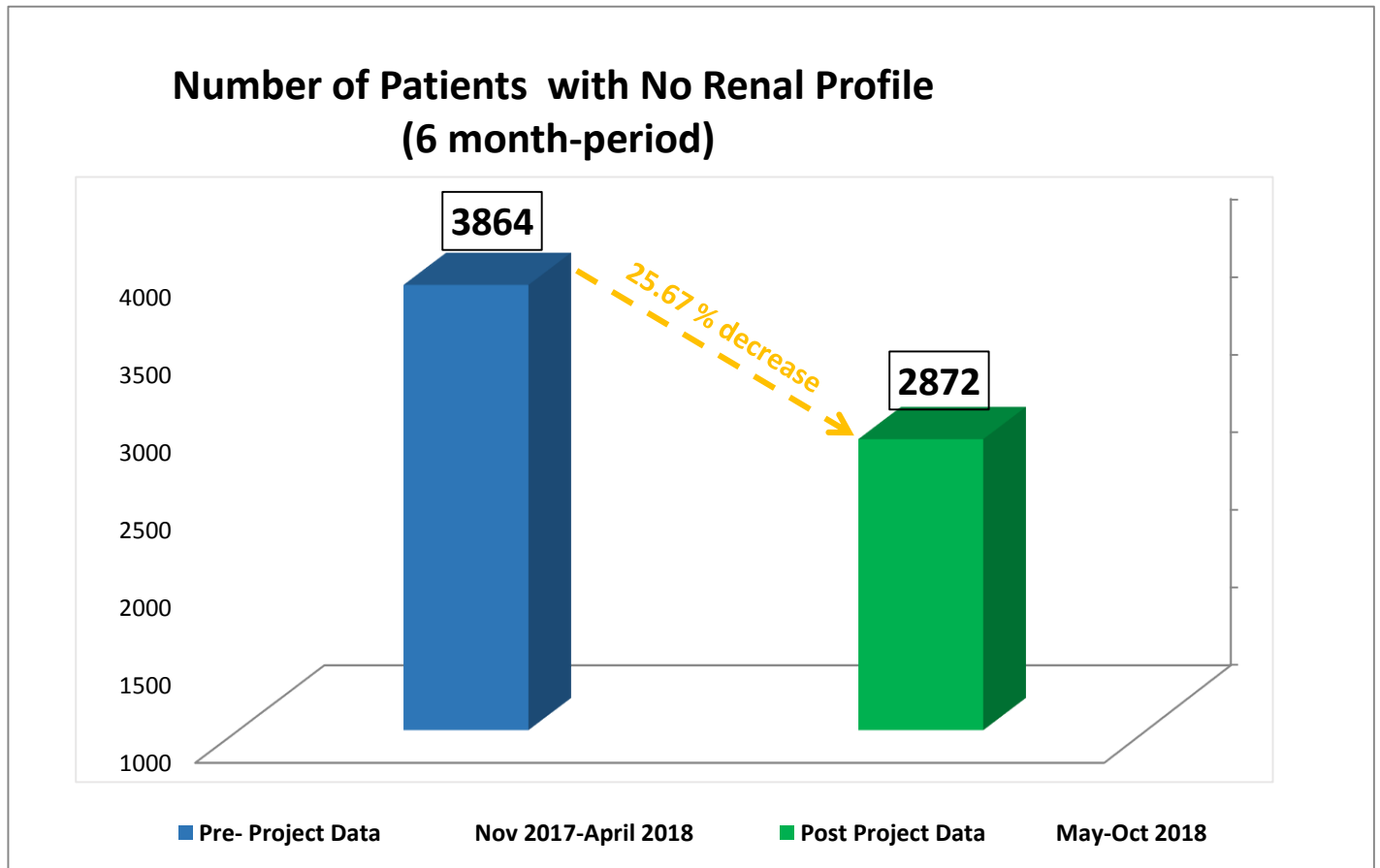
Interventions: Overview of key steps/work completed

Action plan to work on :

- Collect Data.
- Educate the clinic staff on the importance of renal profile result availability on the day of the exam.

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

25.67 % decreases from baseline, Issue discussed during Radiology Operational review meeting and MCA meeting in order to facilitate the compliance of clinics to ensure patient coming to radiology have a valid renal profile result.



Project Lead

Names

(persons involved in project)

Hanadi El Zein, Radiology Head Nurse , ACN

Team Members

Names

(persons involved in project)

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