



Project Name

PBX Abandoned Phone Calls.

Site

Riyadh

Department

Office Services-PBX Unit,

Project Status

Completed

Project Start Date

02-28-2017

Project End Date

10-04-2017

Problem: Why the project was needed?

9% of total Private Branch Exchange (PBX) calls were identified as abandoned phone calls. Reducing the percentage of abandoned calls was one of the main issue encountered in PBX. One of the factors related to this is the hospital fast progress and growth, opening new buildings & constructions in progress in some areas, also opening of new clinics which resulted in increased number of patients in the Hospital; that is why this project was initiated in order to reduce the abandoned calls to provide efficient and best service to the patients. PBX Operators are sometimes faced with difficulty in terms of clinics location inside the Hospital and communication gap.

Aims: What will the project achieve?

To decrease the percentage of abandoned calls from 9% to 5.4% (40% decrease from baseline) by the end of 2017.

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)
Effective

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Abandoned calls (%)	Not to exceed 5.4% (40% decrease from baseline)

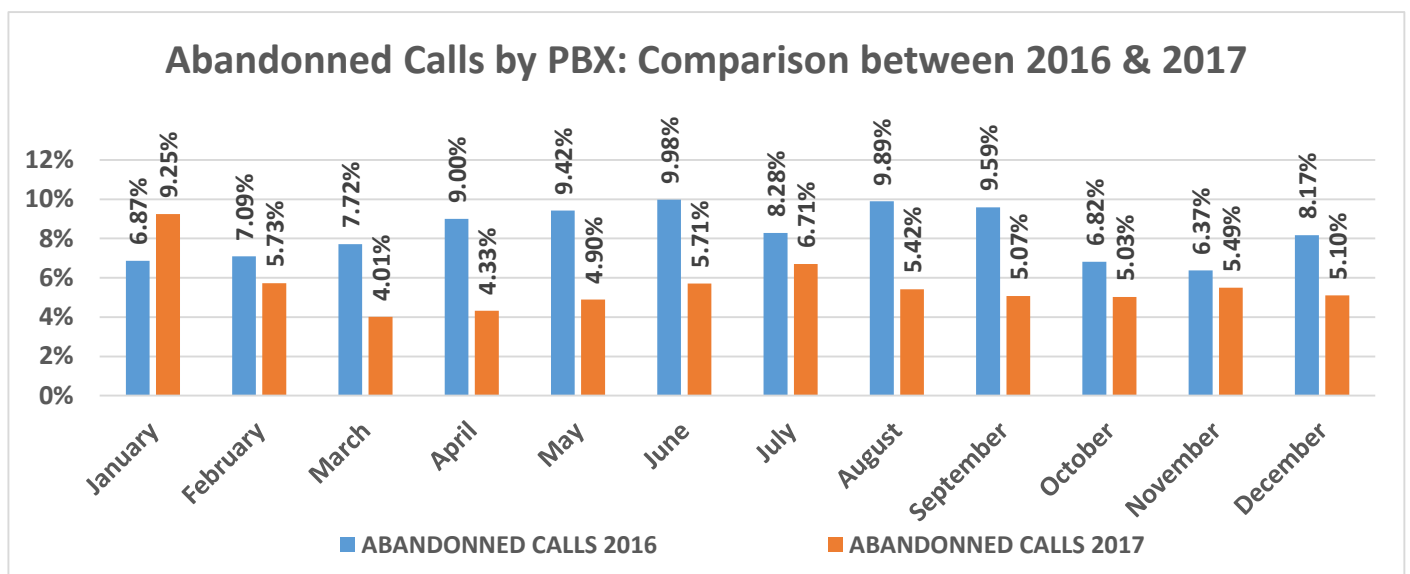
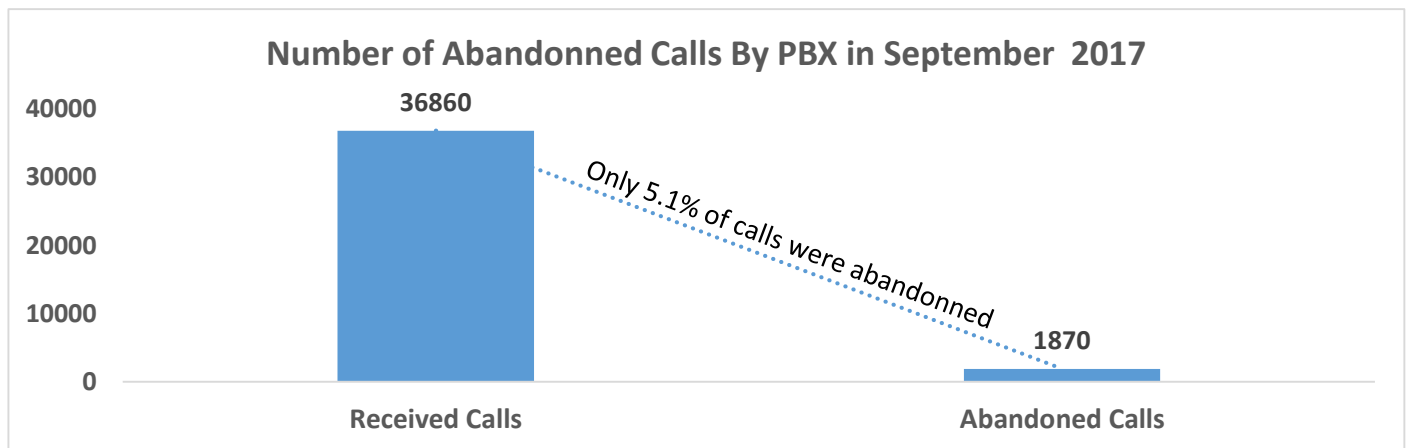
Interventions: Overview of key steps/work completed

1. Staff enrollment in self-development training like the English courses to enhance and improve their communication skills;
2. Location acquaintances by all PBX staff to help operators visualize and be able to provide the information needed.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)

On September 2017, the total number of phone calls received by PBX operators was 36,860, and the total number of abandoned calls was 1,870 (5%). 95% of the total PBX calls were answered.



Project Lead

Name

(person accountable for project)

Salih AlGhamdi, Supervisor, PBX Main
 Saud Aljomaiah, Acting Supervisor, PBX KFNBCC

Team Members

Names

(persons involved in project)

Adel Alenizi, Shift Supervisor, PBX Main Hospital
 Saad Aladwani, Shift Supervisor, PBX KFNBCC
 Bader Alenazi, Shift Supervisor, PBX Main
 Reem Alghamdi, Shift Supervisor, PBX Main
 Yousif Alshehri, Shift Supervisor, PBX Main
 All PBX Main Hospital Operators
 All PBX KFNBCC Hospital Operators