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

Project Name
Reduce number of Cancelation/Reschedule patient in PET scan

Site	Department
Riyadh	Radiology

Project Status	Project Start Date	Project End Date
Completed	01-01-2017	09-30-2017

Problem: Why the project was needed?

The increased number of cancellation/rescheduling patient in PET scan has resulted in ineffective utilization of resources / slots and has impacted patient management; this is why, this project was initiated.

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.

Aims: What will the project achieve?

The aim of this project to decrease number of cancellations/reschedule by 50% from the baseline before the end of 2017.

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
1. Patient Satisfaction	1. To be maintained ≥95%
2. Pet scan rescheduled/cancelled patient (%)	2. 5% reduction from baseline

Interventions: Overview of key steps/work completed

• PET pamphlet reinforcement by radiology clerk, during appointment scheduling.
• Official communication to the concerned departments / clinics explaining the importance of procedure preparation and the consequences resulting from the lack of compliance.

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

PET scan Patient Satisfaction result in 2017

Bar chart showing quarterly results: Q1 96%, Q2 95%, Q3 98%, Q4 97%. A red reference line is at approximately 95%.

Percentage of reschedule/cancellation of PET scan patients in 2017 (Pre and Post project initiation)

Bar chart: Pre 7% (blue), Post 3% (red), with a dotted trend line labeled "> 50% decrease (57%)".
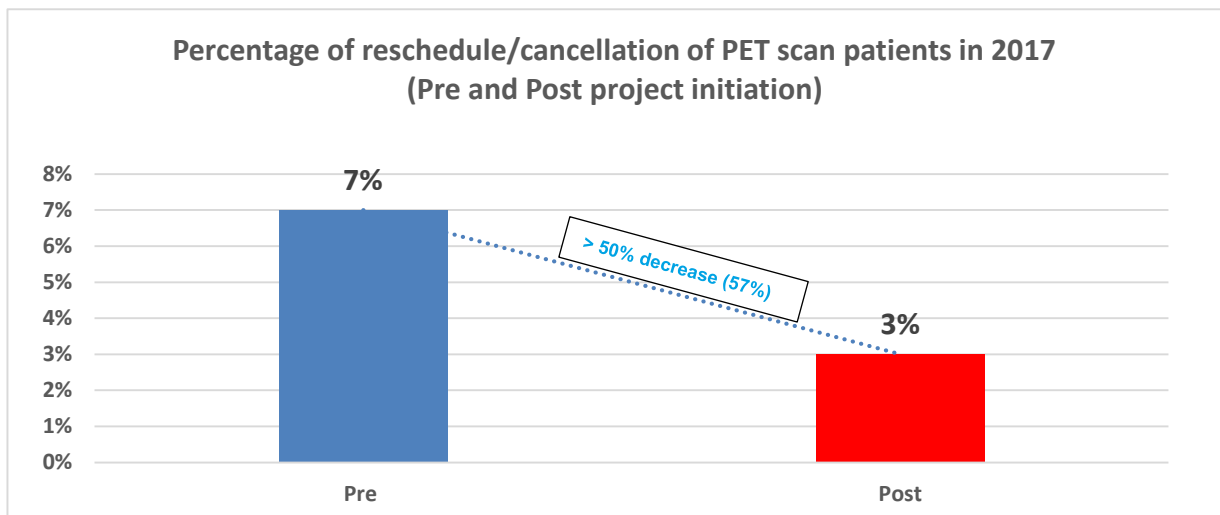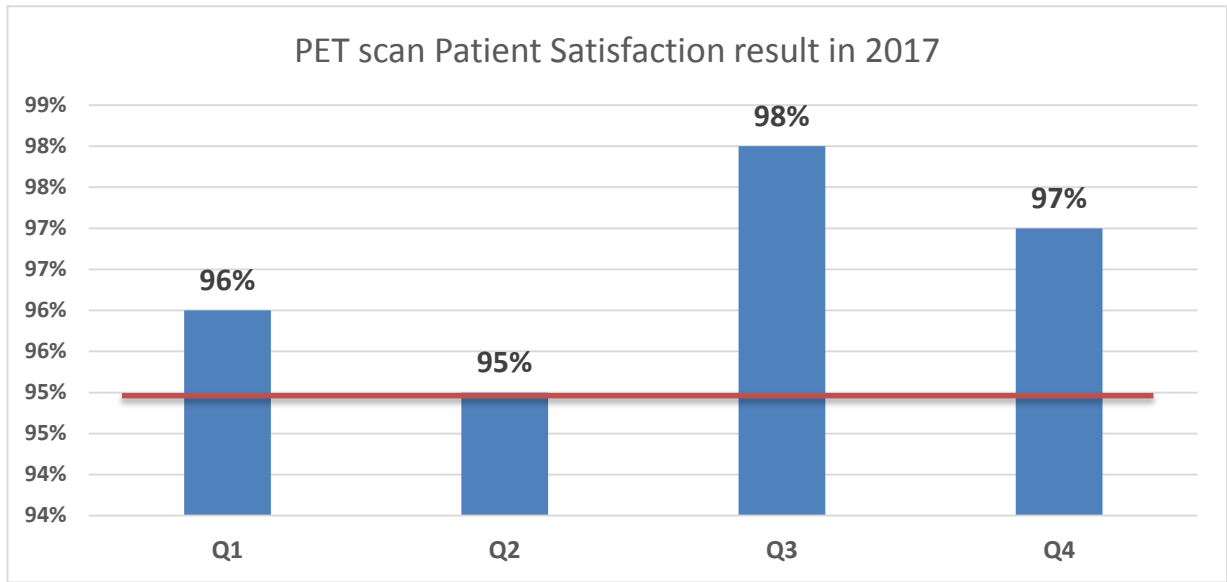
Project Lead	Team Members
Name *(person accountable for project)*	**Names** *(persons involved in project)*
Ruchana Parker (PET/CT Supervisor).	Badriah Alasmari, Sr. PET/CT Technologist. Manhal Alqurashi, Radiology QA Coordinator. Raquel P. Tubera, PI Coordinator. Sager Aldossari, Supervisor, Radiology Support services