



Project Name

Reduce the MRI, CT and US outpatients no show rate to less than 10%

Site

Jeddah

Department

Radiology/ Appointments and admission services

Project Status

Completed

Project Start Date

02-01-2018

Project End Date

12-31-2018

Problem: Why the project was needed?
Patients failing to attend their scheduled appointments (no show) leads to long waiting times for new patients and waste of clinical resources. The average no show rate for 2017 was 13%

Aims: What will the project achieve?
Reduce the MRI, CT and US outpatients no show rate to less than 10% by the end of December 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.

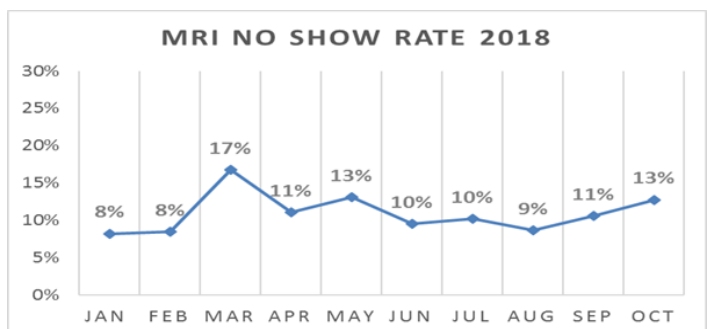
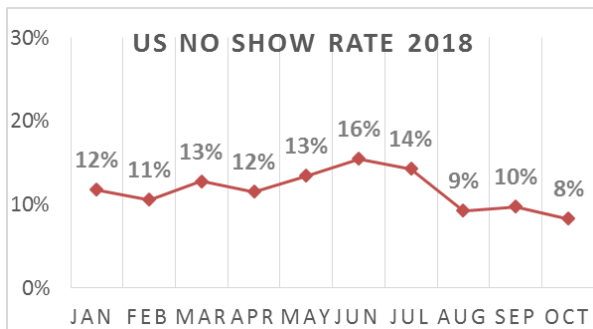
Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

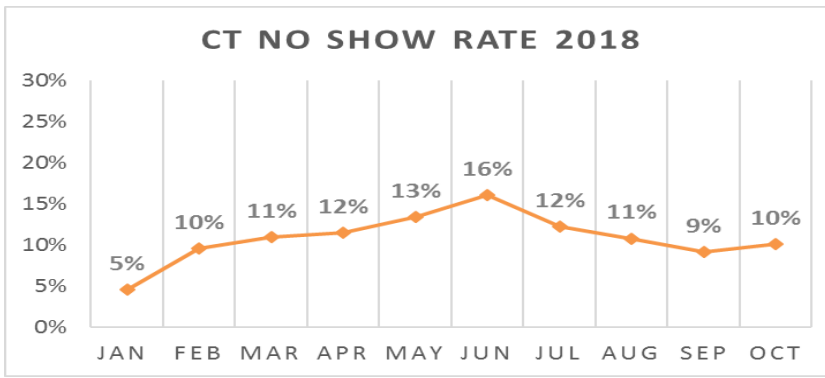
Timely

Interventions: Overview of key steps/work completed

- The radiology department's appointment registration staff were emphasizing on patients about the importance of re-scheduling in case they are unable to attend (this is done upon booking).
- In addition to the 1 week and 48 hours pre-appointment reminder text messages.

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





Project Lead

Name

(person accountable for project)

Wejdan Niazi

Team Members

Names

(persons involved in project)

Nour Al-Attas (QM Facilitator)

Abdelhakim Abdelgader

Ohood Alshareef

Dina al hazzazi

Noor Ali