



### Project Name

Reduce waiting time for Nuclear Medicine (NM) patients undergoing Computed Tomography (CT) and/or Magnetic Resonance Imaging (MRI)

### Site

Jeddah

### Department

Radiology/ Nuclear Medicine

### Project Status

Completed

### Project Start Date

01-01-2018

### Project End Date

09-30-2018

### Problem: Why the project was needed?

Some patients scheduled for nuclear scan (that requires injecting the patient with radioactive material) are scheduled for other modalities in the same day e.g. nuclear scan/CT/ MR/ US or general X-ray. This caused an increase in patients' waiting time & complaining rate.

### Aims: What will the project achieve?

Reduce waiting time for patients undergoing Computed Tomography (CT) and/or Magnetic Resonance Imaging (MRI) concurrent with their NM studies from 4 hours to 2 hours (in average) by July 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.

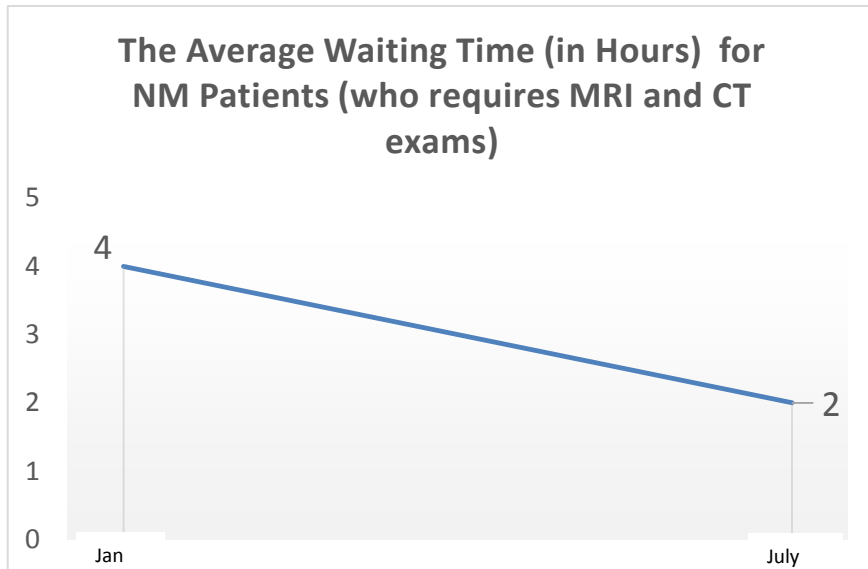
### Quality Domain: Which of the domains of healthcare quality does this project support? (Select only one)

**Timely**

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

- Data of waiting time was collected and analyzed for all NM patients undergoing CT and/or MRI scan on the same day using Data Analytics between January 2018 to July 2018.
- After data analysis, it was found that the average waiting time was around 4 hours for all NM patients with multi-modality studies.
- Arrangement with Radiology front desk was made to set up a new schedule for all NM patients on separate days.

**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)*

Hosssam Elzeftawi

### Team Members

**Names**

*(persons involved in project)*

Nour Al-Attas (QM Facilitator)

Jhonny Alejandro

Nedal Khawaldeh

Evelyn Tolentino

Monaliza Delacuista

Yassen Eletani

Abdelhakim Abdelgader

Wejdan Niazi

Dina Alhazzazi