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

Project Name
Reducing The Number of Incorrect Out-Patient Arm Fistulogram and Arm Vegenogram Booking

Site	Department
Jeddah	Radiology Department /Angiography

Project Status	Project Start Date	Project End Date
Completed	04-01-2018	10-31-2018

Problem: Why the project was needed?

If the patient is booked for an arm venogram it is performed by the Angio Technologist without the need for the Radiologist to attend. If the patient is booked for a fistulogram it is performed by the Radiologist. Incorrect bookings disrupts the workflow and causes delays. Approximately 10 patients/month are incorrectly booked.

Aims: What will the project achieve?

Reduce the number of incorrect bookings to zero 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?
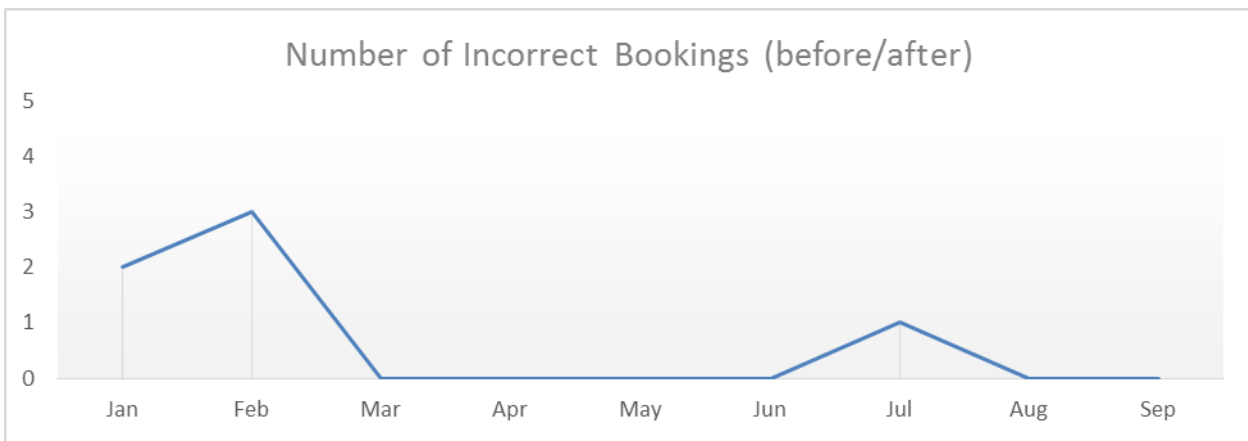*(Select only one)*
Efficient

Interventions: Overview of key steps/work completed

- An SN2 has been hired to handle all Angio bookings and instructed to obtain the clinical information for all outpatients needing appointments for fistulograms and venograms.
- Based on this clinical information a proper booking is made.
- During the month of July, a patient had an appointment for venogram bilateral, the reason for exam suggested that the exam that should have been ordered is fistulogram left.
- The ordering physician was contacted for more accurate information. In the end the exam order was changed to left fistulogram and right venogram. This was an incorrect booking due to lack of accurate information
- Therein reinforcing the need of the submitted project to verify exam requested with clinical diagnosis and reasons for exam.

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

Number of Incorrect Bookings (before/after)

Project Lead	Team Members
Name *(person accountable for project)* Iman Mohammed	**Names** *(persons involved in project)* Samer Dardas (QM Facilitator) Ernesto Javier Essa Alsahafi Zainab Alhammad Iman Hani