



Project Name

Reducing US cancelled requests due to wrong order entries

Site

Jeddah

Department

Radiology/ Ultrasound

Project Status

Completed

Project Start Date

03-05-2018

Project End Date

09-30-2018

Problem: Why the project was needed?

- In the last 6 months at starting of the project we had 176 cancelled requests.
- On arrival of patients to the Radiology reception, there were lots of appointments cancelled in the system due to wrong physician entry and/or the patient did not show for their appointment,
- A system error for requests entered before October 2017 got cancelled.
- This usually causes delay for patient services and inconvenient for them to go back to the referring physician to reorder the exam. Also difficult to find the referring physicians because of their clinic schedules.
- The Supervisor of ultrasound had to re-enter all the cancelled requests which is not a correct method in case of medico legal issues, also is against the departmental goal to provide smooth services to outpatients without delays at the time of the appointment.

Aims: What will the project achieve?

Reduce the number of cancelled US requests by 50% from the current baseline data (176 requests for the last 6 months) by September 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)

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

Efficient

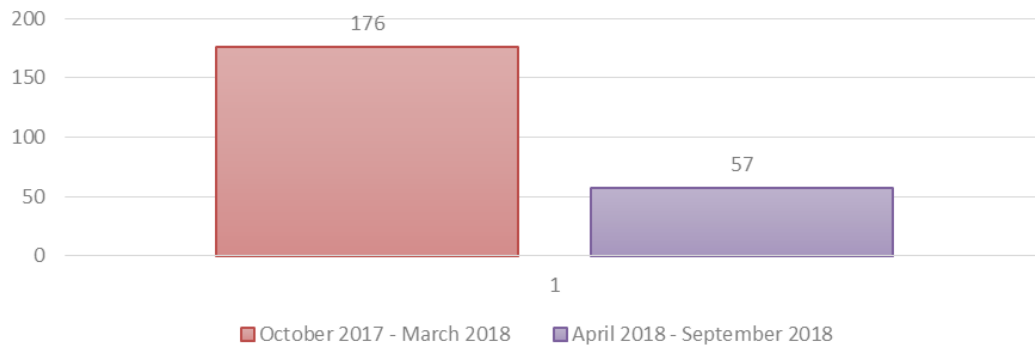
Interventions: Overview of key steps/work completed

- All cancelled requests collected & analyzed.
- Physicians who have multiple occurrences were contacted and informed about the correct order format and educated about the negative impact of their wrong practice on patients and our work flow to avoid this in the future.
- Investigated with the Information Technology with the error in the system for cancelling the exams.
- Encouraged all Patients to read their messages on their mobile phones and to communicate with the reception for any changes in their appointments.

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

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

Cancelled requests before and after the project



Project Lead

Name

(person accountable for project)

Ohood Al-Shareef

Team Members

Names

(persons involved in project)

- Nour Al-Attas (QM facilitator)
- Noor Ali
- Lenith Salazar
- Wafa Dahab
- Realyn Rosales
- Arlene Selda
- Johanna Vega
- Nouf Sulaimani
- Jessel Teves
- Wejdan Niazi