



**Project Name**

To reduce the percentage of Incomplete Radiation Booking forms

**Site**

Jeddah

**Department**

Section of Radiation, Oncology Department

**Project Status**

Completed

**Project Start Date**

06-01-2018

**Project End Date**

08-30-2018

**Problem:** Why the project was needed?

Radiation treatment is given in an institute outside KFSH and requires the Radiation Booking Forms to be sent across from KFSH to KAUH. This is manually sent across with the patient at the time of CT Simulation. Following this, there is risk of mishandling and documents being misplaced.

Recently, many patients come for CT Simulation with an incomplete radiation package (this package should include the Booking form, consent forms, pathology and radiology reports as well as laboratory results in some patients requiring contrast. Each booking form has a checklist to ensure all documents are enclosed. There is no record of the patient history at KAUH which poses a huge problem for the continuity of care. Documentation of work-up procedures is thus imperative.

Additionally, the Incomplete Booking form causes delay in CT Simulation. Complete booking forms save time and effort and prevent in some cases rebooking of another CT Simulation especially that our slots are limited in CT, resulting in late CT bookings and subsequently in late start of radiation treatment. Delay in treatment affects patient care and prognosis. Our previous percentage of Incomplete Radiation Booking forms was 12% from total number of patients receiving CT Simulation.

**Aims:** What will the project achieve?

To reduce the number of Incomplete Radiation Booking forms from 12% to 5% by August -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)

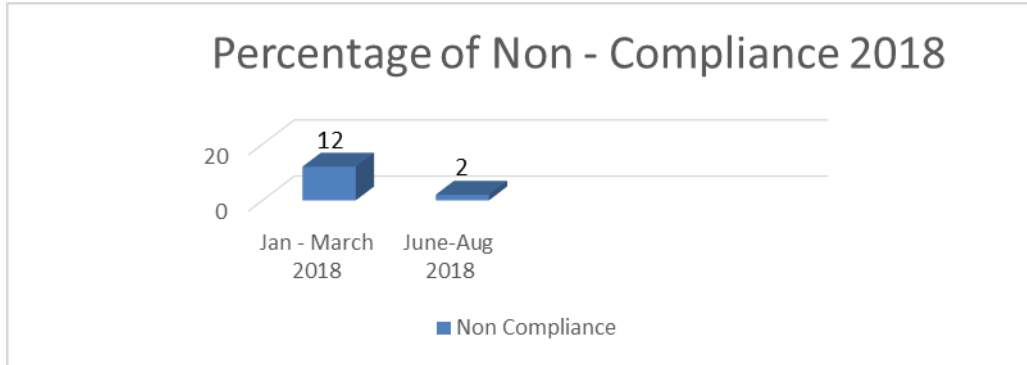
**Efficient**

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

- A meeting was held by the Radiation Oncology staff at KAUH in May 2018, to discuss the shortcomings of incomplete booking forms. The need to complete the checklist was emphasized to ensure all documents are included in the radiation package.
- Physicians, Coordinators and nurses at KFSH were informed to double check the radiation package is complete before handing over to the patient.
- An Excel sheet was drawn recording the patients with incomplete booking forms. Any non-compliance was subsequently addressed.

**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)*

Zaheeda Mulla

**Team Members**

**Names**

*(persons involved in project)*

Sarbonza Meera (QM Facilitator)

Amina Weber

Dr Ahmed Ahmed

Jocelyn Caber

Abdullah AMohammed

Tarik Boubakra

Hiba Taha

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