



Reduce number of cancelled nuclear medicine exams due to improper preparations

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We noticed that the cancellations of our scheduled nuclear medicine patient increased last few months .

The number of cancelled and rescheduled patients is 35 patients.

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-Members:
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Registration

Ready

Not ready

Do the exam

Will be cancelled

Rescheduled

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The problem is the number of cancelled and rescheduled patients.
The main cause of the problem there is no enough instructions and preparations.
The cancellations will affect patient flow in nuclear medicine and will affect both patients and staff satisfactions

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Reduce the cancellations rate by 50%

Create new preparations instructions for our nuclear medicine patients in Arabic and English language.

Start anew scheduling process to schedule the inpatient first.

Staff education related to the new patients preparations

New patient instructions material has been developed in both languages Arabic and English.

New scheduling process to schedule the inpatient first has been started.

Staff education sessions have been conducted by the team members

The number of the patients was collected after and before the new preparations. The number of rescheduled and cancelled patients before is 35 with 48.57%. And after the number is 0 with 100% improvement.

All nuclear m edicine staff members to follow the new patient's preparations process.

We will continue monitoring the cancellation rate as one of our departmental indicators.

