2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Documentation of Administered Respiratory medications  |
| **Site** | **Department** |
| Riyadh | Respiratory Care Services |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 05-14-2017 | 09-31-2017 |

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| **Problem:** Why the project was needed?Respiratory Care Services has developed a quality indicator to measure the percentage of respiratory medications that are administered and documented in ICIS within two hours from the administration time.Over the year of 2016 and first quarter of 2017, the targeted score for the indicator has never been reached regardless of all actions that were taken. Therefore, this project was selected to increase the documentation of administered respiratory medications towards improving process productivity and efficiency. | **Aims:** What will the project achieve?To increase the documentation compliance of administered respiratory medications within two hours from administration time at least by 10% from the baseline by the end of 3Q 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[x]  Improved work process[x]  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** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Respiratory medication documentation within 2 hours from the administration time. | At least 10% increase from baseline |

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| **Interventions:** Overview of key steps/work completed* Development of a Brochure showing the right process for documentation.
* Conducted one-to-one Staff education about the right process for documentation.
* Sending regular emails and remainders to staff.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)* |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Saad Al-Ghamdi | Khalid Alsowayegh Saleh AlobaidReem YousefMashail EkhwanArwa AlnashwanSusan Van AbsFatimah AlaliKathryn ClarkNada HajjamMohammed ShashFatimah Alfilfil Fatimah Maghraby |