2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Enhance Delivery Time of Prepared Formula. | | | |
| **Site** | | **Department** | |
| Riyadh | | Food Services Department | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-29-2017 | | 09-30-2017 |

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| **Problem:**  Causes of delay prepared Tube Feeding Formula:   1. Delay in updating diet order in ICIS. 2. Equipment malfunction (Blender,  Scale). 3. Delay of updating Tube Feeding recipe for ER patients by the  Dietitians. 4. Delay of receiving the requested  formulas from Nutrition Department.   In order to enhance patient experience, this project was initiated to address the above mentioned issues. | **Aims:**  What will the project achieve?  To reduce the percentage of incidents (SRS) related to delays in delivery or not receiving the prepared inpatient formula by 50% from baseline before the end of 3Q 2017 |
| **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)*  Timely |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Number of incidents in QIS | At least 50% reduction from baseline | |
| **Interventions:** Overview of key steps/work completed   1. Educating nursing staff in different nursing units to properly update the Tube Feeding Formulas in the system prior to 10:00 AM for any new formulas. 2. Use of the automated labeling system to avoid human errors. 3. Break down communication barriers between Food Services and Nurses. 4. Complete the Delivery Log Report with accurate patient information in relation to quantity of formula for each patient. |
| **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)* |
| Sozan Alqarni | Majdi Aljuhani  Afaf Alshammari  Nasser Alahaza  Rabab Budayr  Zaid Alzaid  Manuel Barros |