2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Enhance patient experience in A1  |
| **Site** | **Department** |
| Riyadh | Medical / Surgical Nursing-A1and L&D Units |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-15-2017 | 12-31-2017 |

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| **Problem:** Why the project was needed?Enhancing patient experience is a cornerstone for King Faisal staff and especially A1 nursing staff.Based on this this project was initiated in order to meet HCAHPS benchmark results in relation to “Discharge Information” | **Aims:** What will the project achieve?The aim of this project is to increase the A1 patient satisfaction in relation to “Discharge Information” by at least 10% from the baseline (41%) by the end of 2017.  |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[x]  Improved work process[ ]  Improved cycle time[x]  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)* Patient Centred |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Patient Satisfaction in relation to “Discharge Information” | At least 51% |

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| **Interventions:** Overview of key steps/work completed* Development of educational material and collaborate with OB Gyne Clinic to distribute it during the antenatal classes, intrapartum (L&D) and postnatal (A1).
* Development of discharge checklist in collaboration with physicians.
* Continuous monitoring of physician and staff nurses to comply with the provision of discharge information to patient.
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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)* |
| Sara Al-Dossari, Acting Head Nurse, A1/L&D | Dr. Wissam Kurdi, Section Head, Maternal Fetal MedicineFrancesca Fernandez, Senior Clinical Specialist, A1/L&D.Khouloud AlShammari, Program Director, Women & Infant NursingRehanan Mohammadi, Clinical Instructor, A1/L&D.Laila AlBassiouni, RN, A1/L&D |