2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Enhancement of boarding patients’ flow in DEM waiting room in collaboration with DMU |
| **Site** | **Department** |
| Riyadh | Day Medical Unit Ambulatory Care Nursing |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2017 | 09-17-2017 |

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| **Problem:** Why the project was needed?This is to reduce the crowdedness in DEM waiting room and to increase the DMU slot utilization for boarding DEM patients.  | **Aims:** What will the project achieve?To increase DEM-DMU slot utilization by 5% from the baseline (153 slots in 2016) by the end of 3Q 2017 |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  Improved productivity[ ]  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)***Efficient** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| DEM\_DMU slot Number | 5% from the baseline (Target = 161 slots) |

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| **Interventions:** Overview of key steps/work completed* Participation of DMU manager in the operational huddles in DEM.
* Development and approval of Internal agreement / guideline between DMU & DEM detailing the process of transfer of boarding DEM patients to DMU.
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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)* |
| Abdullah Al-Alawi | Aysha AwajiVanessa LewisJoana Buencamino |