2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Expanding the Services of Secretarial/Typing Pool Section | | | |
| **Site** | | **Department** | |
| Riyadh | | Typing Pool Section, Office Services | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 02-01-2017 | | 10-04-2017 |

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| **Problem:** Why the project was needed?  Typing Pool Section noticed that there are no guidelines  for the Standing Committee meetings coverage; and  only 67% of the requests were covered. Therefore, this project was initiated to expand the services of Secretarial/Typing pool Section for an optimal Formal Standing Committees meeting coverage | **Aims:** What will the project achieve?  To increase coverage requests response rate by 10% form the baseline (67%) by the end of 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)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Secretarial / Typing pool Section Response Rate to coverage Request (%) | 77% (10% from baseline) | |
| **Interventions:** Overview of key steps/work completed   * Increase manning by hiring more staff in the Secretarial Typing Pool Section. * Negotiating the best time available period for coverage with the secretaries from other departments requesting temporary secretarial services * Reducing coverage periods required as needed to meet the highest number of requests during the high peak periods. * Reducing the percentage of vacations for Secretarial Pool Staff during the peak seasons. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  **68% Response Rate to Total Demand** |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Turki Saad AlJomaiah | All Typing Pool Section Staff |