2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Improve Administrative Staff Performance in Handling New/Revised Submissions | | | |
| **Site** | | **Department** | |
| Riyadh | | Academic and Training Affairs (ATA), Scientific Publications Office | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2016 | | 12-31-2016 |

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| **Problem:** Why the project was needed?  The Scientific Publications Office of the Annals of Saudi Medicine (ASM) has administrative staff members responsible for:  • Checking new submissions  • Inputting files for new/revised manuscripts  • Inputting selections/reviews of reviewing editors  • Handling administrative duties  • Preparing/attending biweekly Editorial Board meetings  • Performing other related duties, as assigned.  The ASM has implemented an improved and expedited process in handling new/revised submissions by the administrative staff; this will improve process productivity and efficiency. | **Aims:** What will the project achieve?  To standardize the average turnaround time of new/revised submissions per administrative staff to be within 7 days before the end of 2016 |
| **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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| **Interventions:** Overview of key steps/work completed   * Revise and minimize the technical checklist by means of brainstorming sessions by the administrative staff. * Create a new guideline for revised submissions. * Create KPIs for the administrative staff in handling new/revised submissions. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  **Standard average turnaround time by administrators** |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Prof. Nasser Al-Sanea, Editor-in-Chief of ASM | Dr. Yaser Adi, Scientist  Amal Al-Ghammas**,** Editorial Supervisor and Senior Editorial Assistant  Reina Tejano-Berina, Desktop Publisher  Raquel Glorioso-Rivera, Editorial Assistant  Kimberly Cristobal, Editorial Assistant  Janelle Vales-Yasay, Editorial Assistant |