2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Improve Clinical Documentation Compliance | | | |
| **Site** | | **Department** | |
| Riyadh | | Protocol Services Nursing – D4 | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  Nursing protocol services noticed, a significant decrease in clinical documentation compliance in D4 unit. Therefor, this project was initiated aiming to increase the compliance of nursing documentation. | **Aims:** What will the project achieve?  To improve nursing clinical documentation compliance in D-4 unit by 5% from the baseline (85%) by end of September 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 | | Nursing clinical documentation compliance (%) | at least 5% from the baseline. | |
| **Interventions:** Overview of key steps/work completed   * Documentation Audit Tool developed for nurses to be utilized on daily basis. * Audit buddy is assigned by charge nurse per shift. Monitoring staff compliance and, discuss areas for improvement. * End of the month, team leader collects data and shares it in the unit meeting pointing on improvement opportunities. * Execution of ideas for improvement coming from staff suggestions * Ongoing awareness and continuous staff education. |
| **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)* |
| Suguna Sasseetharan | Ramera Fernando |