2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Optimizing ordering of STAT testing |
| **Site** | **Department** |
| Riyadh | Department of Pathology & Laboratory Medicine |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 02-01-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?In 2016, 31 % of all phlebotomy requests were stat and the number of requests is incrementally increasing. The project will be done in phases where phase I is to identify areas with high STAT orders excluding critical care units, OR and DEM and phase II will be to act to reduce the STAT orders in those identified areas. | **Aims:** What will the project achieve?To identify areas with high STAT orders excluding critical care units, OR and DEM by the end of 3rd Q 2017. This will help on the prioritization to prepare action plan for project phase II in order to optimize STAT orders in those identified areas. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  Improved productivity[x]  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 |
| List of High STAT order Units | The Top 10 units |

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| **Interventions:** Overview of key steps/work completed* Identify laboratory tests that are frequently and repeatedly ordered.
* Call for a meeting with Medical Departments in order to efficiently decrease the frequency of ordering of those lab tests without affecting patient safety.
* Implementing the “lock out” test in collaboration with MCA and HITA in order to reduce unnecessarily test orders.
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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)* |
| Dr. Maysoon Mutabagani, | Abdullah AlNowaiser |