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  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 | | List of High STAT order Units | The Top 10 units | |
| **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. |
| **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 |