2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

|  |
| --- |
| **Project Name** |
| Patient satisfaction on Food Services at Takhasosi Residency |
| **Site** | **Department** |
| Riyadh | Social Services Department  |
|  |
| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2017 | 09-30-2017 |

|  |  |
| --- | --- |
| **Problem:** Why the project was needed?KFSH&RC aims to provide excellent patient experience throughout the hospital journey. Therefore, the Social Services Department is working on increasing patients and companions’ satisfaction at Takhasosi residency; This can be achieved by improving food services to meet their requests and desires. | **Aims:** What will the project achieve?To increase patients and companion’s satisfaction in relation to food services at Takhasosi residency by ≥5% from baseline by the end of 3Q 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[ ]  Improved work process[ ]  Improved cycle time[x]  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)***Patient Centred** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

|  |  |
| --- | --- |
| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Patient’s satisfaction on food services at Takhasosi residency (%) | ≥ 5 |

 |
| **Interventions:** Overview of key steps/work completed.* Developing patient’s food menu which is provided by Crown plaza to introduce the new Saudi cuisine.
* Changing the Menu every 3 month with new variety of cuisine, based on patients and companion’s requests and desires.
* Revising the food menu on quarterly basis by a hotel chef, to meet special occasions such as Ramadan and Eid.
* Getting patients and companions’ feedback through questioners and suggestion notes.
* Renewing kitchen tools periodically to make sure it follows the required standards.
* Introducing a new high quality kitchenware such as colorful, appealing crockery and cutlery.
* Renovation which includes: wall painting, upgrading the air conditioning system.
* Running satisfaction survey periodically, that reveals patients and escorts opinions and feedback.
 |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)***increased by 8.6%** |

|  |  |
| --- | --- |
| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
|  Abdullah Alshehri  |  Abdullah Alshehri  |