2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Patient satisfaction on Food Services at Takhasosi Residency | | | |
| **Site** | | **Department** | |
| Riyadh | | Social Services Department | |
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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?  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  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** |

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| |  |  | | --- | --- | | **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%** |

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