2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Quality Management Administrative Tasks Automation |
| **Site** | **Department** |
| Riyadh | Quality Management Division – Riyadh |
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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?The rational behind this project is to use QMD resources wisely and efficiently in the administrative tasks | **Aims:** What will the project achieve?To Achieve 100% Paper- less (i.e. Automation) in the following QMD administrative processes by the end of 3Q 2017: 1. Overtime/ Time-back
2. Staff Leaves Requests
3. Attendance Justifications
4. Meetings Minutes (PI Council, Accreditation and Managerial Committees, Hospital Safety Committee, Emergency Preparedness Committee & QMD-R Staff Meetings)
5. Who Cares Workshop
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| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[x]  Contained or reduced costs[ ]  Improved productivity[ ]  Improved work process[x]  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 |
| 1. Paper consumption reduction (%)
2. Cycle time reduction per task (%)
 | 1. 100%
2. Not Applicable
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| **Interventions:** Overview of key steps/work completed* Utilize the meeting application
* Use soft copies of administrative QMD requests
* Staff training on the on line applications
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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)* |
| Fadwa Abu Mustafa | Rania Al-Obari, Akram Bashairah, Joumana Al Messharawi Hanan Al- Ghammas Ghiwa Najjar |