2017 Performance Improvement Report

STRATEGIC PRIORITY

 4. Enhance staff recruitment and retention

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| **Project Name** |
| Downtime Procedure Awareness for Nursing Staff |
| **Site** | **Department** |
| Riyadh | Informatics Systems Operations Department/ HealthCare Information Technology Affairs |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 02-28-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?In the journey of delivering excellent patient care, downtime of the electronic medical records plays a major threat on patient safety precisely if healthcare providers are not fully aware and mindful about the correct practices they need to follow during downtime periods. Therefore, we, as Informatics Systems Operation Department decided to minimize the perils that accompany downtime periods by increasing the awareness of nurses about the procedure and explaining step by step how to access patient medical record, how to document patient information and how to maintain data after downtime recovery. | **Aims:** What will the project achieve?To increase Staff nurses’ preparedness to downtime at least 20% from baseline by the end of September 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[x]  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)*Efficient |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Staff nurses’ preparedness to Downtime (%) |  at least 20% increase |

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| **Interventions:** Overview of key steps/work completed* Education Material about the downtime was developed. Quick reference guide poster about the downtime procedures was distributed on all units.
* Education about the downtime is embedded in the new training curriculums for the new nurses.
* On-going in- services on the units. Head nurses were urged to go through the downtime quick guide poster during the unit huddle.
* Rounds on the units by the team are done prior to any downtime to communicate the right steps to be followed prior, during and post downtime period.
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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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| Comparing Satisfaction Survey Report for nurses correlating to questions about knowledge and preparedness to Downtime Before & after Awareness project |
| Questions | **Before Awareness** | **After Awareness** |
| Question 1: ICIS Downtime procedure is clear and comprehensive | 58% | **80%** |
| Question 2: I am prepared for ICIS downtime | 56% | **75%** |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Randa Issa | Zeinab JafferSaad Alsulami Saoud Mahmoud |