2017 Performance Improvement Report

STRATEGIC PRIORITY

 5. Promote external relations and funding

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| **Project Name** |
| B2 Responsiveness to call bell |
| **Site** | **Department** |
| Riyadh | Oncology / Liver Nursing – B2, Solid Organ Transplant Unit |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-31-2017 | 12-31-2017 |

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| **Problem:** Why the project was needed?B2 Patient Satisfaction (HCAHPS) result on responsiveness to call bell was 54% for the 4th quarter of 2016; this is below the US benchmark of 60%.A team from B2 Nursing was formulated to work on this task as an opportunity for improvement. | **Aims:** What will the project achieve?To improve HCAHP indicator result on responsiveness to call bell to exceed HCAHPS US Benchmark (60%) before the end of 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 |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Responsiveness to call bell  | HCAHPS US Benchmark (60%) |

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| **Interventions:** Overview of key steps/work completed* Implementation of the “All Call Bells Are Everybody’s Call Bell” campaign inclusive of unit leadership
* Re-enforcement and reminder to unit staff during huddle & Unit Based Council meetings
* Monthly audits by unit leaders on the call bell
* Creation of an extended buddy system to cover each other’s patients
* Involving ward clerk in providing information on call bells and answering patient queries
* Re-enforcing staff’s roles and responsibilities in responding to patient call bell
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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)* |
| Eman Baffadel, BSN RN, Head NurseCecile Felarca, BSN RN, Assistant Head Nurse | B2 Nursing Staff, B2 Care Assistants B2 Ward Clerks |