2017 Performance Improvement Report

STRATEGIC PRIORITY

1. Develop world-leading healthcare and research

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| **Project Name** | | | |
| General Maintenance of Inpatient Rooms | | | |
| **Site** | | **Department** | |
| Jeddah | | Engineering, Utilities and Maintenance (EU&M) | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-15-2017 | | 09-15-2017 |

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| **Problem:** Why the project was needed?  (EU&M) developed a preventive maintenance schedule to each of 156 in-patient rooms, which could not be performed due to patient occupancy. Many of these rooms could not be accessed by the maintenance staff for several months. | **Aims:** What will the project achieve?  improve the provision of scheduled maintenance services by blocking the rooms and providing one time maintenance for all the disciplines in order to minimize maintenance calls during patient occupancy |
| **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)*  **Timely** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Number of maintenance calls for in-patient rooms | Reduce the number of maintenance calls for in-patient rooms received at Work Control Centre by 75% at the end of Sep 2017 | |
| **Interventions:** Overview of key steps/work completed   * Room Grouped (RG) for inpatient room in order to schedule and perform the general maintenance to these rooms during the same time period * In-coordination with the Nursing Affairs prepared a schedule to block the selected group of in-patient rooms for 10 days, to perform maintenance activities. The grouping was arranged and planned to complete all the inpatient rooms in one year. * The maintenance is aimed to “replacement” rather than “repair” which would minimize the maintenance requirements to these rooms. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  1-The horizontal axis shows the group of in-patient rooms (RG-1 to RG-7), each group consists of four (4) rooms  2-The vertical axis shows the number of maintenance calls received at Work Control Centre during six (6) months period.  3-The six months duration for “After” completing the PI project is “Jan-Jun 2017”  4-The six months duration for “Before” PI project is “Jul-Dec 2016”  5-The result shown above is for 28 in-patient rooms completed during six months period (Jan-Jun 2017). The average reduction for these rooms is 73%, which is expected to go below 75% when all the in-patient rooms are completed during one year period. |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Mazen Maghrabi | Marwan Mohammed Aljefri  Syed Zulwiqar Ali  Abdul Rahman Ali Al Qahtani  Asim Soliman Albder  Janis Patricia Bruyns  Dania Arabi |