2017 Performance Improvement Report

STRATEGIC PRIORITY

1. Develop world-leading healthcare and research

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| **Project Name** | | | |
| Increase Specialized Discharge Counseling Provided by Pharmacists. | | | |
| **Site** | | **Department** | |
| Jeddah | | Pharmaceutical Care Division | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 04-01-2017 | | 10-31-2017 |

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| **Problem:** Why the project was needed?  Educating discharge patients in their rooms on the floor was not done to a satisfactory level, and as such there was a room for improvement. It is reported in the literature that a percentage of discharged patients, up to 20%, are being re-admitted to the hospital, within 30 days, due to medication related issues. Educating patient on their medication is an effective way for reducing re-admission.  Our data shows that only 36% of discharged patient’s received specialized discharge counseling “education” by Pharmacists for patients with discharge orders faxed before 2:30pm. | **Aims:** What will the project achieve?  Improve discharge patient counseling “education” |
| **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 | | Percentage of discharged patient provided with specialised counseling | Improve discharge patient counseling “education” from 36% to 95% at the end of Oct 2017. | |
| **Interventions:** Overview of key steps/work completed   * Discharge counseling criteria was revised to ensure efficient and effective coverage * Whenever a member of the discharge team goes on vacation, another staff member was assigned to cover. * Arranged discharge team breaks in a way that accommodates the peaks in discharge orders received. . * If a clinical pharmacist goes on vacation or busy, another clinical pharmacist will be assigned on his floor as per their head reassignment. * If a patient is eligible for education, the nurse is informed that a pharmacist will come to educate the patient and the patient should not leave the room. * Communication improved through MCDs and a newly developed WhatsApp group. * The discharge team is augmented with one extra staff to help in the medication filling process. |
| **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)* |
| Mohammed Elfaour | Maher Barakat  Zainab ALrashed  Achraf Bouslous  Rawan Eido  Doaa Sindi  Muna Islami  Maryland Abdeljawad  Lahoucin Naim  Ibrahim Qoulaghasi |