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)*[x]  Contained or reduced costs[x]  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)***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. |

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| **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.
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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)* |
| Mohammed Elfaour | Maher BarakatZainab ALrashedAchraf BouslousRawan EidoDoaa SindiMuna IslamiMaryland AbdeljawadLahoucin NaimIbrahim Qoulaghasi |