2017 Performance Improvement Report

STRATEGIC PRIORITY

 2. Increase capacity and patient access

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| **Project Name** |
| Improve Home HealthCare Referral Documentation Compliance From Inpatient Department |
| **Site** | **Department** |
| Jeddah | Home HealthCare (HHC) |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 04-02-2017 | 08-31-2017 |

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| **Problem:** Why the project was needed?1. HHC receiving electronic referral with incomplete documentation.1. No detailed wound care plan - no type of dressing and duration.
2. Medication therapy care plan - no order in the active recurring encounter.
3. Nasogastric tube and Foley’s catheter change -no specific care plan for size, frequency and duration of catheter & NGT change.
4. Blood Draw - no laboratory orders entered in power chart, no specific physician to follow- up results.

2.Noncompliance with IPP1. Referral IPP-NA-J-HHCGL-04 – referral should be done at least 24-48 hours prior to patient discharges.
2. Referring physician – should be primary consultant and not resident or intern.

3.Patient Safety1. PICC line care – no appointment for removal upon completion of medication therapy.
 | **Aims:** What will the project achieve?Decrease the percentage of incomplete referral documentation received from inpatient department by 50% by the end of August 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)***Patient Centred** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| The percentage of incomplete referral documentation from inpatient department |  Decrease the percentage of incomplete referral documentation received from inpatient department by 50% by the end of August 2017. |

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| **Interventions:** Overview of key steps/work completed* HHC E-referral was updated in ICIS – mandatory field for new requirements with collaboration of HITA (Riyadh & Jeddah) and GO-LIVE last May 07, 2017.
* Wound care – name of surgeon accepting the patient /type of wound/ location of wound/
* Special instructions/ type of dressing/ frequency/ duration.
* Medication therapy (IV antibiotic, Intramuscular & Subcutaneous injection)
* Include the needed medication (order must be in HHC active recurring encounter)
* Initial dose given in the hospital.
* Nasogastric tube & Foley’s catheter change – include size/ frequency/ duration/ special
* instruction ( NGT inserted under fluoroscopy not accepted)
* Blood draw - must enter in Power chart as future orders.
* In service PowerPoint presentation rendered in all inpatient unit/department. Specific pointers rendered:

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|  **UNIT / DEPARTMENT** | **NO. OF ATTENDEES** |
| 1. 5 South (Medical ward)
 |  14 staff |
| 1. 5 North (Medical ward)
 |  13 staff  |
| 1. 4 South (Oncology ward)
 |  15 staff |
| 1. 4 North (Oncology ward)
 |  18 staff |
| 1. 3 North/South (Surgical ward)
 |  43 staff  |
| 1. 2 North/South (CVT)
 |  39 staff |
| 1. 1 South (Neuroscience)
 |  12 staff |
| 1. Department of Emergency
 |  44 staff |
| 1. 24 Hours Admission unit
 |  15 staff |

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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)** Data before the PI project May Jun, Jul, Aug (2016) : 210 out of 263 = 80%
* Data after the PI project May Jun, Jul, Aug (2017) : 23 out of 150 = 15.3%

Conclusion: In 2016 80% incomplete documentation referral reduced to 15% in 2017. In 2016 20% complete documentation referral now reached 85% in 2017. Achieved more than the 50% target which exceed our goal |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Rosette Bascara  | Yolanda Catayna Naomi Tuiafo Batool Al Hamdi Jenelyn BagayoAnalee ErieNour Al-Attas |