2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

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| **Project Name** | | | |
| Improve Patient Flow in 24h-ADM Unit | | | |
| **Site** | | **Department** | |
| Jeddah | | 24h-Adm unit | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 11-01-2017 |

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| **Problem:** Why the project was needed?  Decrease Patients Average Length of Stay and increase number of admissions in 2017. Data collected from January to March 2017 showed a length of stay of 5 days, | **Aims:** What will the project achieve?  Decrease Patients Average Length of Stay from 5 days to 4 days by end of Nov 2017 |
| **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)*  **Effective** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Patients Length of Stay | Decrease Patients Average Length of Stay from 5 days to 4 days by end of Nov 2017 | |
| **Interventions:** Overview of key steps/work completed   * Multi-Disciplinary team was formulated to review discharge plans and process as well as follow up on patient issues to expedite transfer/Discharge process with several actions were taken with other departments e.g. Pharmacy, HHC ( Home health Care), and Case Management Department and Social Services. * Pharmacy -discharge medication sent to pharmacy 24 hours prior to discharge so there was no wait for the medication to be prepared on the actual day of discharge * Increased number of HHC slots was made available for patient referral which subsequently decreased the length of stay. * Ambulance forms were filled in and faxed the day before and time scheduled for pick up, * Case managers ensured that all extra equipment e.g.: suction, oxygen, air mattress was obtained in advance in order to prevent discharge delay * Take home supplies including nutritional supplements were facilitated the day before discharge * The Discharge process was initiated upon admission to the unit and physicians and medical teams collaborated to ensure that there was no delay in the discharge process. * Physicians discharge order was entered before noon the day before discharge to ensure all preparations were made in time as much as possible * Prior early referrals to physiotherapy home visits were made, so patient was seen in hospital before discharge so needs assessment could be done timeously * This enabled the nursing team to discharge patients timeously and prepare the room in order to accept another admission from DEM |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*   * Increase in the number admissions and discharges 2017 in comparison to 2016 * Decreased Length of the stay of the patient from 5 to 3.92 days “22%” |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| KHALED ABUZER | Wadea Hasan Beheri  Nour Mohammed Alattas  Mwaffak Bashir  Hossam Abdelrahman  Naser Abdallah Mahdi  Saud Abdulaziz Albardy  Lana Khalid Abduljawad  Nour Al-Attas |