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[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)***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 |

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| **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
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| **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 AbduljawadNour Al-Attas |