2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Improving the Quality and Effectiveness of Initial Inpatient Consultation Note | | | |
| **Site** | | **Department** | |
| Jeddah | | Medicine Dept. | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 05-31-2017 |

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| **Problem:** Why the project was needed?  KFSH & RC (Gen. Org.) Jeddah ensures compliance with quality requirements for documentation.  JCI requires peer-review process. Good written and verbal communication is essential for high-quality, safe consultation. The Department of Medicine provides consultation services hospital-wide.  By setting standards for the Quality of Initial Consultation Notes in the Department of Medicine and engaging members of the Department in peer review audits and providing feedback, practice-based learning improvement and high-quality consultative skills will be promoted.  Baseline audit revealed significant room for improvement in all the elements of the tool, with 37% overall compliance | **Aims:** What will the project achieve?  Improve the compliance with “elements of high quality and effective initial electronic consultation note” from 37% to at least 85% by end of May 31st 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** |
| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Compliance with “elements of high quality and effective initial electronic consultation note” | Improve the compliance with “elements of high quality and effective initial electronic consultation note” from 37% to at least 85% by end of May 31st 2017 | | | |
| **Interventions:** Overview of key steps/work completed   * Standards of the elements of the Initial Consultation Note were developed. Education was provided to the members of the Department, verbally during Department Meetings and in writing. * A pocket tool was developed (adapted from the University of California San Francisco EBM tool) to provide structure for feedback and evaluation of trainees, and promote practice-based learning improvement and high quality consultative skills. * Members of the Department were engaged in the peer review assessment and received regular feedback by supervising consultants during the rotations * Monthly audit was done to monitor the compliance with the elements of essential consultation notes for all sections. Results were discussed monthly in the department of Medicine meeting | | |
| **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)* |
| Lina Bissar | Ismail Qushmaq  Zulfiqar Farooqui  Romina Sohail  Basem Alraddadi  Ahmed Alharbi  Sarmad Chaudhry  Naqi Idress  Salim Abdo  Mohammed Hamzi  Shahd Algorashi  Alanood Abdulfattah |