2017 Performance Improvement Report

STRATEGIC PRIORITY

 5. Promote external relations and funding

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| **Project Name** |
| Reduce Patient’s Meal Wastage at Outpatient Treatment Units. |
| **Site** | **Department** |
| Jeddah | Food Services |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 08-20-2017 | 09-15-2017 |

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| **Problem:** Why the project was needed?On daily basis, we are serving meals to the Outpatients Treatment Wards (Renal Dialysis Unit, Endoscopy and Daily Producer Unit and chemo therapy units for adult & pediatric around (5000) meals per month. We are facing approximately (500-700) meals wastage per month which cost around (11,745 – 16,500) SAR monthly, (140,940 – 387,585) SAR yearly. | **Aims:** What will the project achieve?1- Reduce the Number of food trays wastage from approximately (500-700) meals per month to (200-300) meals or less per month.2- Reduce the food cost for out-patients Treatment units |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[x]  Contained or reduced costs[x]  Improved productivity[ ]  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)***Efficient** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| 1. Number of food trays wastage
 | 1. From approximately (500-700) meals per month to (200-300) meals or less per month.
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| **Interventions:** Overview of key steps/work completed1. A team from Food Service visited the outpatients area’s and monitored the meals from ordering until receiving we found out that wastage of food come from DPU & Endoscopy Unit due to :
* Patients refused food.
* Procedure of the patients cancelled.
* Patient still NPO during the meal time.
* Patients bring his food from home.
1. New food Technologies is dedicated to offer our patients the best products and service by providing :
* Outpatients food trolley was established and offered by food server to patients who can chose from a variety of available food choices.
* Improved work processes by systemized the outpatient’s diet order entry in ICIS, for all outpatients’ and viewed thru Food Services Software (FSS).
* Special Hotel menu (breakfast – lunch) with verity of food items were developed.
* Food Trolley round six times daily.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)***Endoscopy And Day Producer Unit:*** Before we served breakfast around 40-45 “average 45” meals daily after the implementation we served around 15-25 “average 20” meals per day.
* Before we served Lunch around 65 -70 “average 68” meals per day after the implementation we served around 30-35 “average 33” meals

**Cost reduction:*** Before the project Breakfast cost was around SAR. 1057 after the implementation reduced to SAR. 652 per day
* Lunch 1643 SAR to 919 SAR per day
* Saved around 30,000 SAR monthly /360,000 yearly.
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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Ahmed Alhasanat | Huda Muhy El din |
|  | Wejdan Al-Ahmadi |
|  | Neda Abu- Ahmed |
|  | Ahmed Gharib |
|  | Manuel Sia II |
|  | Gregoria Piezas |
|  | Chandranas Talekar |
|  | Reahbeln G. Alzate |
|  | Lujain Alenaizan  |
|  | Suja Annie John |
|  | Vimela Moodley |
|  | Samer Dardas |