2017 Performance Improvement Report

STRATEGIC PRIORITY

 5. Promote external relations and funding

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| **Project Name** |
| Standardize the Record-to-Report Process on all Contracted Services within the Administrative Services |
| **Site** | **Department** |
| Jeddah | Administrative Services |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 03-07-2017 | 11-02-2017 |

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| **Problem:** Why the project was needed?Ineffective contract payment processing, recording, and reporting procedures for approval and/or financial information of senior executives because of:* Inconsistent and multiple sources of data
* Lengthy data validation process
* Enterprise Correspondence EC memo are returned for changes because inaccurate details
* Delayed and/or redundant work

Loss or unavailable data due to employee’s absence or separation from the department. | **Aims:** What will the project achieve?1. To establish a standard and efficient database and consolidate relevant information from contract awarding to the closing of the same contract (company profile)
2. To simplify the process of department recording, payment requisitions, and submits management reports on time.
3. To reduce the number of errors in payment requests and reports
4. To enable independent reporting (Administrative Services)
5. To reduce the percentage of Memos returned for changes from 28% in 2016 to zero % in 2017
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| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  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 |
| 1. Percentage of Memos returned for correction due to inaccurate details.
 | 1. From 28% in 2016 to zero % in 2017
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| **Interventions:** Overview of key steps/work completed* Development and testing of unified database for all contracted services under the Administrative Services Group to ensure reliability and availability of data
* Streamline the process of preparing the EC payment request by generating memo draft from the database after recording the payment details.
* Database administrator has been assigned to Administrative Services (Div.-J)
* Access shared among business owners
* Training of end users and delegates
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| **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)* |
| Cynthia P. Camangyan | Abdulaziz AlOwaydhi |
|  | Dima Mominkhan |
|  | Samah Alim |
|  | Ma. Pilar B. Quilon |
|  | Sinagtala Firmalo |
|  | Jumana Al Gashgari |
|  | Nour Al-Attas |