2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Enhance meetings actions communication and implementation | | | |
| **Site** | | **Department** | |
| Riyadh | | Total Quality Management –TQM | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-28-2017 |

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| **Problem:** Why the project was needed?  Recently, Corporate Performance Improvement Council (CPIC) minutes and action memos were delayed from the time of meeting. Moreover, actions are not completed on time and were carried on to multiple meetings. Therefore, this project was selected to enhance meetings’ follow-up actions communication and implementation. | **Aims:** What will the project achieve?   1. To ensure that at least 70% of action based minutes are finalized and disseminated within 24 hours. 2. To timely complete at least 30% of Corporate PI Council meeting s' actions within 6 months from project’s implementation. |
| **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)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | 1. Action Based Minutes finalized and disseminated within 24 hours (%) 2. Corporate PI Council (CPIC) complete actions 3. Corporate PI Council (CPIC) actions completed on due time | 1. At least 70% 2. 30% increase 3. 30% increase | |
| **Interventions:** Overview of key steps/work completed  **Minutes Process**   * Meeting minutes’ template is changed from discussion- based into action- based * Voice Record of every meeting is saved in same meeting folder for reference * Agreed upon actions are Recapped/Presented at the end of the meeting * Established process Timelines: Minutes were drafted during the meeting (Dell Tablet), checked and sent within 24 Hours   **Committee Action Follow up (CPIC)**   * CPIC Actions Database is developed to Log (Meeting Actions, Date, Memo s references, Responsibility, Expected completion date, Actual Completion date, First F/U Date, and Progress.) * Reminder emails /memos/meeting F/U were sent. * CPIC Actions Status Dashboard is a standing agenda item and is presented in each CPIC meeting |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  **78%** ofaction based minutes were finalized and distributed within 24hrs  **43 %** improvement in Complete CPIC actions AND **41 %** improvement in actions completed on time |

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| **Project Lead** | **Team Members** |
| Dr. Mohamad Hijazi, Chief Quality Officer, TQM | Abeer Hamami, Assistant Chief Quality Officer, TQM  Ashraf Rababah, Performance Scorecard Specialist, TQM  Mercy Lagon, Hospital Assistant, TQM |
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