2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | | | |
| Enhance patient experience in A1 | | | |
| **Site** | | **Department** | |
| Riyadh | | Medical / Surgical Nursing-A1and L&D Units | |
|  | | | |
| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-15-2017 | | 12-31-2017 |

|  |  |
| --- | --- |
| **Problem:** Why the project was needed?  Enhancing patient experience is a cornerstone for King Faisal staff and especially A1 nursing staff.  Based on this this project was initiated in order to meet HCAHPS benchmark results in relation to “Discharge Information” | **Aims:** What will the project achieve?  The aim of this project is to increase the A1 patient satisfaction in relation to “Discharge Information” by at least 10% from the baseline (41%) by the end of 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)*  Patient Centred |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Patient Satisfaction in relation to “Discharge Information” | At least 51% | |
| **Interventions:** Overview of key steps/work completed   * Development of educational material and collaborate with OB Gyne Clinic to distribute it during the antenatal classes, intrapartum (L&D) and postnatal (A1). * Development of discharge checklist in collaboration with physicians. * Continuous monitoring of physician and staff nurses to comply with the provision of discharge information to patient. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)* |

|  |  |
| --- | --- |
| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Sara Al-Dossari, Acting Head Nurse, A1/L&D | Dr. Wissam Kurdi, Section Head, Maternal Fetal Medicine  Francesca Fernandez, Senior Clinical Specialist, A1/L&D.  Khouloud AlShammari, Program Director, Women & Infant Nursing  Rehanan Mohammadi, Clinical Instructor, A1/L&D.  Laila AlBassiouni, RN, A1/L&D |