2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Enhancement of boarding patients’ flow in DEM waiting room in collaboration with DMU | | | |
| **Site** | | **Department** | |
| Riyadh | | Day Medical Unit Ambulatory Care Nursing | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-17-2017 |

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| **Problem:** Why the project was needed?  This is to reduce the crowdedness in DEM waiting room and to increase the DMU slot utilization for boarding DEM patients. | **Aims:** What will the project achieve?  To increase DEM-DMU slot utilization by 5% from the baseline (153 slots in 2016) by the end of 3Q 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)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | DEM\_DMU slot Number | 5% from the baseline (Target = 161 slots) | |
| **Interventions:** Overview of key steps/work completed   * Participation of DMU manager in the operational huddles in DEM. * Development and approval of Internal agreement / guideline between DMU & DEM detailing the process of transfer of boarding DEM patients to DMU. |
| **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)* |
| Abdullah Al-Alawi | Aysha Awaji  Vanessa Lewis  Joana Buencamino |