2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Expanding the Services of Secretarial/Typing Pool Section  |
| **Site** | **Department** |
| Riyadh | Typing Pool Section, Office Services |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 02-01-2017 | 10-04-2017 |

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| **Problem:** Why the project was needed?Typing Pool Section noticed that there are no guidelines for the Standing Committee meetings coverage; andonly 67% of the requests were covered. Therefore, this project was initiated to expand the services of Secretarial/Typing pool Section for an optimal Formal Standing Committees meeting coverage | **Aims:** What will the project achieve?To increase coverage requests response rate by 10% form the baseline (67%) by the end of 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  Improved productivity[x]  Improved work process[x]  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 |
| Secretarial / Typing pool Section Response Rate to coverage Request (%) | 77% (10% from baseline) |

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| **Interventions:** Overview of key steps/work completed* Increase manning by hiring more staff in the Secretarial Typing Pool Section.
* Negotiating the best time available period for coverage with the secretaries from other departments requesting temporary secretarial services
* Reducing coverage periods required as needed to meet the highest number of requests during the high peak periods.
* Reducing the percentage of vacations for Secretarial Pool Staff during the peak seasons.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)***68% Response Rate to Total Demand** |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Turki Saad AlJomaiah | All Typing Pool Section Staff |