2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Forms Management Improvement Project – Phase I |
| **Site** | **Department** |
| Riyadh | Performance and Management Development |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-15-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?Historically, Hospital database contains a lot of outdated forms that have been used across the Hospital in different transactions. In addition, Management Development noticed that many departments are using unofficial forms in their transactions which has legal implications. Therefore, this project was selected to update and remove outdated Forms from the database on portal as well as approving and validating unofficial Forms used by departments | **Aims:** What will the project achieve?To categorize and triage 2549 Forms distributed to all hospital departments into Active, Inactive, Unofficial and to upload at least 50% of the Active Forms before the end of September 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[x]  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. Triage of 2350 Forms
2. Active Form Upload (%)
 | 1. 100% completion
2. At least 50%
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| **Interventions:** Overview of key steps/work completed* Publication of Forms Management APP, which will simplify and control requesting and utilizing the Hospital forms effectively.
* Uploading 503 active forms (out of 2,549) through Policy Management System.
* Enhancing the awareness of having an approved Hospital forms which will protect the Hospital, employees, and patients from any legal implications.
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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)* |
| Abdulaziz Alshegri | Mark GiulieriLayla AlfantoukhDanah AlkadhibRefah AldossaryAbeer Almutiri |