2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | | | |
| General Distributions (GDs)- Phase I | | | |
| **Site** | | **Department** | |
| Riyadh | | Performance and Management Development | |
|  | | | |
| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 03-23-2017 | | 09-30-2017 |

|  |  |
| --- | --- |
| **Problem:** Why the project was needed?  Since 1986, the Hospital used to publish General Distributions (GDs) through its web portal, and GDs are being active in the web portal without any expiry date. This event resulted in having 6,208 GDs in the web portal (most of them are expired) which makes the searching method difficult to the end-user with no accurate and updated database. | **Aims:** What will the project achieve?  To clean and update at least 60% of Hospital Portal GD database 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)*  Efficient |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | GD database cleanup percentage | At least 60% | |
| **Interventions:** Overview of key steps/work completed   * The process of publishing GDs has been enhanced by having a mandatory expiry date for each GD in the system, this will prevent the accumulation of future GDs. * Coordinating with HITA to archive 4,269 GDs related to Riyadh Site. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  Following are summarized statistics of GDs in the web portal:  Total Number of Hospital Portal GDs from 1986 to 2017 is **6,208, out of which:**  **3,900** archived by HITA based on specific keywords and expired events/announcements  **670** containing Policy to be updated/archived by Policy Development  **296** are related to Jeddah to be archived by KFSH&RC-J  **Remaining valid 1,342 GDs to be reviewed in a later stage.**  cid:image002.png@01D3B0A5.0C1DFA60  **78% GDs were cleaned** |

|  |  |
| --- | --- |
| **Project Lead** | **Team Members** |
| Abdulaziz Alshgeri | Mark Giulieri  Layla Alfantoukh  Danah Alkadhib  Refah Aldossari |
|  |  |