2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Implementing Undergraduate Medical Education (UGME) Business Process | | | |
| **Site** | | **Department** | |
| Riyadh | | Academic and Training Affairs | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  The rational behind the implementation of this Business Process will be falling under the reasons identified below:   * To maintain an accurate database on medical students and medical interns. * To monitor and review training capacity positions. * To reduce cost from paper to paper-less registration. * To reduce days and steps of training registration, booking and approval process. * To comply with JCI standards of academic medical center hospitals form medical professional education accreditation. | **Aims:** What will the project achieve?    The aim of this project is to improve the efficiency of student enrollment in training position by decreasing the number of process days (Turnaround time –TAT by more than 50% before the end of 2017. Also we were able to decrease the number of steps (total cycle time) from 15 to 6 steps (60% reduction in processing steps) |
| **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 | | 1. UGME turnaround time (TAT in days) 2. UGNE processing steps (Number)= | 1. 50% reduction from baseline (17 days) 2. 50% reduction from baseline (15 steps) | |
| **Interventions:** Overview of key steps/work completed   * Development of a unified electronic portal to allocate clinical training positions to each medical training program and to establish an accurate database for medical students/interns. * Educational training sessions were conducted to cover all program director’s training. * Tutorial videos were recorded and applied in the portal UGME Section official page. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*  **More than 50% decrease in TAT** |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Shaden Ahmed Khattab | Dr. Saud Alshanafey, ATA  Dr. Abdulrahman Alghabban, Medicine  Dr. Maha Tulbah, Obstetrics Gynecology  Reem Alsallom, HITA  Heba Bernawi, Obstetrics Gynecology  Heba Altahhan, University staff, ATA  Abdulaziz Elsoudi, medical student, ATA  Yazan Honjul, medical student, ATA  Ahmed Bearan, medical student, ATA  Sara Baabbad, medical intern, ATA  Zuhor Alsomali, medical intern, ATA |