2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Improve Administrative Staff Performance in Handling New/Revised Submissions |
| **Site** | **Department** |
| Riyadh | Academic and Training Affairs (ATA), Scientific Publications Office |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2016 | 12-31-2016 |

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| **Problem:** Why the project was needed?The Scientific Publications Office of the Annals of Saudi Medicine (ASM) has administrative staff members responsible for: • Checking new submissions • Inputting files for new/revised manuscripts • Inputting selections/reviews of reviewing editors • Handling administrative duties • Preparing/attending biweekly Editorial Board meetings • Performing other related duties, as assigned.The ASM has implemented an improved and expedited process in handling new/revised submissions by the administrative staff; this will improve process productivity and efficiency.  | **Aims:** What will the project achieve?To standardize the average turnaround time of new/revised submissions per administrative staff to be within 7 days before the end of 2016 |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  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 |
| New/revised submission turnaround time | Within 7 days |

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| **Interventions:** Overview of key steps/work completed* Revise and minimize the technical checklist by means of brainstorming sessions by the administrative staff.
* Create a new guideline for revised submissions.
* Create KPIs for the administrative staff in handling new/revised submissions.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)***Standard average turnaround time by administrators** |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Prof. Nasser Al-Sanea, Editor-in-Chief of ASM | Dr. Yaser Adi, ScientistAmal Al-Ghammas**,** Editorial Supervisor and Senior Editorial AssistantReina Tejano-Berina, Desktop PublisherRaquel Glorioso-Rivera, Editorial AssistantKimberly Cristobal, Editorial AssistantJanelle Vales-Yasay, Editorial Assistant |