2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Improve Clinical Documentation Compliance |
| **Site** | **Department** |
| Riyadh | Protocol Services Nursing – D4 |
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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?Nursing protocol services noticed, a significant decrease in clinical documentation compliance in D4 unit. Therefor, this project was initiated aiming to increase the compliance of nursing documentation. | **Aims:** What will the project achieve?To improve nursing clinical documentation compliance in D-4 unit by 5% from the baseline (85%) by 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 |
| Nursing clinical documentation compliance (%) | at least 5% from the baseline. |

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| **Interventions:** Overview of key steps/work completed* Documentation Audit Tool developed for nurses to be utilized on daily basis.
* Audit buddy is assigned by charge nurse per shift. Monitoring staff compliance and, discuss areas for improvement.
* End of the month, team leader collects data and shares it in the unit meeting pointing on improvement opportunities.
* Execution of ideas for improvement coming from staff suggestions
* Ongoing awareness and continuous staff education.
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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)* |
| Suguna Sasseetharan | Ramera Fernando |