2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Improvement & Development of the Employee Files Section | | | |
| **Site** | | **Department** | |
| Riyadh | | Employee Files | |
|  | | | |
| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 02-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  Since KFSH&RC started to operate, many employees left the hospital for several reasons but their files were kept without any action. Consequently, these inactive files were accumulated causing work interruption.  According to the National Center for Documents & Archives (NCDA) regulations, employee files can be disposed of after ten (10) years from the beginning of the year following the end of employment and to make sure that there is an electronic/scanned copy in the system. | **Aims:** What will the project achieve?   1. To categorize 100% employee’s inactive files (over the last 10 years) as a phase I before the end pf 2017 2. To dispose of 25% of employee’s inactive files before 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** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | 1. categorize 100% employee’s inactive files (%) 2. Inactive files disposal (%) | 1. 100% 2. At least 25% | |
| **Interventions:** Overview of key steps/work completed   * Phase I of the process will include categorization of employees’ file by year in order to get a quota for disposal * Phase II will describe and map the flow of the disposal process. (Phase 2) * Retrieve employee IDs who are no longer active for more than/equal to 10 years * Categorize the IDs by year * Retrieve the files * Make sure that these files are scanned and uploaded in the system * Put them in boxes and contact the documents disposal committee to initiate the disposal process. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*   |  |  | | --- | --- | | **Categorizing 100% of employee’s inactive files (in years)** | | | **Year** | **No. of Files** | | 1990 - 1993 | 453 | | 1994 | 479 | | 1995 | 621 | | 1996 | 612 | | 1997 | 644 | | 1998 | 720 | | 1999 | 919 | | 2000 | 690 | | 2001 | 869 | | 2002 | 802 | | 2003 | 846 | | 2004 | 857 | | 2005 | 753 | | 2006 | 690 | | 2007 | 806 | | **Total** | **10761** |   **28% of inactive files were disposed of** |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Saad Bin Khathlan | Mohammed Alabdullah  Ibrahim Almaghrabi |