2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Minimizing Medication Prescribing Errors in Medical Genetics |
| **Site** | **Department** |
| Riyadh | Medical Genetics |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 04-16-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?Over a period of 29 months, Medical Genetics Department had a continuous increase in number of incidents (SRSs) where medication prescribing errors (mainly metabolic medications prescribed by junior rotating physicians) occupied a big part of it - Prescribing medication errors represent 44% of the total SRSs over that period of time. | **Aims:** What will the project achieve?To reduce number of incidents of medication prescribing error in Medical Genetics Clinic from fifteen (15) to zero (0) before the end of 3Q 2017 |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[x]  Contained or reduced costs[ ]  Improved productivity[x]  Improved work process[ ]  Improved cycle time[x]  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)***Safe** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Number of SRs related to prescribing medications errors in medical genetics. | Zero |

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| **Interventions:** Overview of key steps/work completedIn collaboration with Medical Genetics physicians and nursing staff we have developed a medication quick reference sheet that is easily accessed by physicians and nurses. The essential role of the nurse will be to review and ensure that the medication is correctly prescribed and to provide proper education for patients/families before asking them to go to the pharmacy. Some patients might be asked to come back with the dispensed medication for extra education and simulation whenever needed. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)*We have reviewed the SRs data since 16/4/2017 up to date and the number of SRs that are related to medication safety is zero. We plan to continue this project to improve patient safety. |
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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Wijdan Ahmed | Prof. Moeenaldeen Alsayed Dr. Rashda Sulaiman Dr. Talal AlanziDr. Hamad AlzaidanDr. Zuhair Alhasanan Chik Mun Yee Fatima qudaimatAruna DaviMai HasanNicey johnEman AlenaziJulie Quedding Janice Gareau |