2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Newspapers’ Number Optimization | | | |
| **Site** | | **Department** | |
| Riyadh | | Medical & Clinical Affairs and MCA Operations Offices | |
|  | | | |
| **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?  The number of Newspapers delivered to MCA and MCA Operations Offices was 25 copies with an average cost of 1.75 SR per each; delivery was done including weekend.  This project was initiated to reduce the number of newspapers delivered to Medical and Clinical Affairs Administration & MCA Operations Offices | **Aims:** What will the project achieve?  The aim of this project is to reduce the number of newspapers delivered to MCA and MCA Operations Offices by at least 75% 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 | | Number of Newspapers | At least 75% decrease | |
| **Interventions:** Overview of key steps/work completed  Memo sent to public and media affairs to deliver 2 newspapers only to the MCA Executive offices effective in 14 May 2017 (MCO –ED/2170/38). |
| **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)* |
| Manhal AlQurashi, Clinical Quality specialist, Clinical Services | Candice Olinyk, Supervisor, Secretarial Services MCA |