2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

|  |
| --- |
| **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 |

|  |  |
| --- | --- |
| **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)*[x]  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** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

|  |  |
| --- | --- |
| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Number of Newspapers | At least 75% decrease |

 |
| **Interventions:** Overview of key steps/work completedMemo 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.)* |

|  |  |
| --- | --- |
| **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 |