2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Nursing Affairs Dashboard |
| **Site** | **Department** |
| Riyadh | Nursing Quality and Magnet |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 02-26-2017 | 09-30-2017 |

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| **Problem:** Why the project was needed?Nursing Quality Section did a survey in February 2017 to evaluate the perception of nurses for the Nursing Affairs dashboards (i.e. sample size 57); only 78% agreed that the current process is efficient in terms of use and display of nursing quality indicators. | **Aims:** What will the project achieve?To improve perceived effectiveness of nursing affairs dashboard by 15% from the baseline (78%) by the 3Q 2017; this improvement will be reflected on the below domain:* Standardized display
* Staff involvement
* Data driven decision making
* Efficiency
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| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  Improved productivity[ ]  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)***Efficient** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Nursing Perception / Satisfaction (%) | 18 % improvement from baseline |

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| **Interventions:** Overview of key steps/work completed* Draft of Nursing Affairs Dashboards was prepared for all nursing units. Then, reviewed and finalized by a group of front-line Nurses and unit Managers from various nursing units, and data experts (i.e. Nursing Quality Improvement Coordinators and Analysts).
* Approved dashboards were disseminated to all concerned units.
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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)* |
| Yves Laurent Lumaque, Nursing Quality Analyst | • Naser Hussein Shwaihet, Program Director, Nursing Quality Section • Sasikalan Subrayan, Nursing Quality Manager, Nursing Quality Section• Eyad Jabr Saleh Bashtawi, Nursing Quality Improvement Coordinator, Nursing Quality Section• Faten Shahab Eddeen, Nursing Quality Improvement Coordinator, Nursing Quality Section• Mary Anchilla Cana Verdaguer, Nursing Quality Improvement Coordinator, Nursing Quality Section• Shazia Arif, Nursing Quality Improvement Coordinator, Nursing Quality Section• Youssef Daibes, Nursing Quality Improvement Coordinator, Nursing Quality Section• Nouf Hajji Alharbi, Nursing Quality Analyst, Nursing Quality Section• Aljohara Abdulrahm Almujahid, Nursing Quality Analyst, Nursing Quality Section  |