2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Quality Management Administrative Tasks Automation | | | |
| **Site** | | **Department** | |
| Riyadh | | Quality Management Division – Riyadh | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  The rational behind this project is to use QMD resources wisely and efficiently in the administrative tasks | **Aims:** What will the project achieve?  To Achieve 100% Paper- less (i.e. Automation) in the following QMD administrative processes by the end of 3Q 2017:   1. Overtime/ Time-back 2. Staff Leaves Requests 3. Attendance Justifications 4. Meetings Minutes (PI Council, Accreditation and Managerial Committees, Hospital Safety Committee, Emergency Preparedness Committee & QMD-R Staff Meetings) 5. Who Cares Workshop |
| **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. Paper consumption reduction (%) 2. Cycle time reduction per task (%) | 1. 100% 2. Not Applicable | |
| **Interventions:** Overview of key steps/work completed   * Utilize the meeting application * Use soft copies of administrative QMD requests * Staff training on the on line applications |
| **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)* |
| Fadwa Abu Mustafa | Rania Al-Obari,  Akram Bashairah,  Joumana Al Messharawi  Hanan Al- Ghammas  Ghiwa Najjar |