2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

|  |
| --- |
| **Project Name** |
| Reduce Overtime Budget Hours for Endoscopy Clinic |
| **Site** | **Department** |
| Riyadh | Endoscopy, Ambulatory Care Nursing |
|  |
| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2017 | 09-30-2017 |

|  |  |
| --- | --- |
| **Problem:** Why the project was needed?This project was selected to improve efficiency and productivity of endoscopy staff through appropriate management of staff working hours. | **Aims:** What will the project achieve?To decrease 2016 overtime budget hours by 50% before the end of 2017. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[x]  Contained or reduced costs[x]  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** |

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

|  |  |
| --- | --- |
| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Budget overtime hours for Endoscopy Clinic   | At least 50% reduction from 2016 |

 |
| **Interventions:** Overview of key steps/work completed* Reduction of endoscopy’s overtime budget.
* Providing 100 overtime hours to another area suffering from shortage of hours.
* Introducing a new shift (weekend shift) towards reducing overtime usage.
 |
| **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)* |
| Vanessa Lewis | Laurie Watts |