2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Reduce Overtime Budget Hours for Endoscopy Clinic | | | |
| **Site** | | **Department** | |
| Riyadh | | Endoscopy, Ambulatory Care Nursing | |
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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?  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)*  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 | | 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.)* |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Vanessa Lewis | Laurie Watts |