2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

|  |
| --- |
| **Project Name** |
| Returned for Correction Transactions |
| **Site** | **Department** |
| Riyadh | Human Resource Services |
|  |
| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 02-09-2017 | 12-30-2017 |

|  |  |
| --- | --- |
| **Problem:** Why the project was needed?Due to diversity of benefits transaction, different related policies & procedures and lack of clear guideline /procedures to abide, benefits staff are always vulnerable to commit unintentional mistakes with financial impact. Therefore, this project was selected to encourage HRS employees to be in compliance with all policies and procedures; this will save financial loss due to human error. | **Aims:** What will the project achieve?To decrease the total number of “returned for correction” transactions below 8% by end of 2017.  |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  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 |
| Percentage of “Returned for correction” transaction | below 8% |

 |
| **Interventions:** Overview of key steps/work completed* Collect all related information to each transaction to take knowledge based actions.
* Develop audit tools and compare existing policies to current practice.
* Revision of policies when deemed necessary.
 |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Quarters****(2017)** | **Total Number of returned for correction transactions** | **Total Number of audited transactions within the set period of time** | **Percentage of “Returned for correction” transactions** |
| **Before PI Project Implementation** |
| **1st Quarter 2017** | **134** | **2248** | **5.96%** |
| **2nd Quarter 2017**  | **203** | **2826** | **7.18%** |
| **3rd Quarter 2017** | **205** | **1811** | **11.32%** |
|  |
|  |  |  |  |

 |

|  |  |
| --- | --- |
| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Iatesam Albokhary | Abu el gasim Ali MousaSarah Alabdullah |