2017 Performance Improvement Report

STRATEGIC PRIORITY

5. Promote external relations and funding

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| **Project Name** | | | |
| B2 Responsiveness to call bell | | | |
| **Site** | | **Department** | |
| Riyadh | | Oncology / Liver Nursing – B2, Solid Organ Transplant Unit | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-31-2017 | | 12-31-2017 |

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| **Problem:** Why the project was needed?  B2 Patient Satisfaction (HCAHPS) result on responsiveness to call bell was 54% for the 4th quarter of 2016; this is below the US benchmark of 60%.  A team from B2 Nursing was formulated to work on this task as an opportunity for improvement. | **Aims:** What will the project achieve?  To improve HCAHP indicator result on responsiveness to call bell to exceed HCAHPS US Benchmark (60%) 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)*  Patient Centred |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | Responsiveness to call bell | HCAHPS US Benchmark (60%) | |
| **Interventions:** Overview of key steps/work completed   * Implementation of the “All Call Bells Are Everybody’s Call Bell” campaign inclusive of unit leadership * Re-enforcement and reminder to unit staff during huddle & Unit Based Council meetings * Monthly audits by unit leaders on the call bell * Creation of an extended buddy system to cover each other’s patients * Involving ward clerk in providing information on call bells and answering patient queries * Re-enforcing staff’s roles and responsibilities in responding to patient call bell |
| **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)* |
| Eman Baffadel, BSN RN, Head Nurse Cecile Felarca, BSN RN, Assistant Head Nurse | B2 Nursing Staff,  B2 Care Assistants  B2 Ward Clerks |