2017 Performance Improvement Report

STRATEGIC PRIORITY

 1. Develop world-leading healthcare and research

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| **Project Name** |
| Reduce The Number of Incidents Related to Bone Marrow Transplant (BMT) Program. |
| **Site** | **Department** |
| Jeddah | Pathology and Laboratory Medicine -J |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 07-24-2017 | 09-14-2017 |

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| **Problem:** Why the project was needed?A trend was noticed in the number of BMT related incidents. These errors can be high risk to patient when it’s not discovered and corrected. They were caused by manual handling of all BMT procedures. | **Aims:** What will the project achieve?Reduce the number of incidents related to BMT program (83 per 2016 year) caused by manual handling for all processes and difficulties by 90%. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[x]  Improved productivity[x]  Improved work process[x]  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)***Effective** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Incidents Related to Bone Marrow Transplant (BMT) | Reduce the number of incidents related to BMT program (83 per 2016 year) caused by manual handling for all processes and difficulties by 90%. |

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| **Interventions:** Overview of key steps/work completed* E-DELPHYN system was installed by collaboration with BMT lab team in Riyadh,
* The team from both sides has programed the requirement, workflow that comply with FACT-JACIE standards & JCIA Standards.
* The system has been validated for the accuracy for three months before went life with real patient testing.
* Periodical E- DELPHYN System upgrade is requested, and whenever corrective action required for occurred incidents.
* Staff trained on the newly developed process and got their individualized access.
* Full electronic labeling for Stem Cells
* ISBT 128 (International Society of Blood Transfusion) full compliance.
* Improve patient confidentiality by having Access Rights based on User Credentials.
* The system offered as well full electronic archiving and retrieving of previous patients/ donor documents in the system was achieved. That saved time and present accurate statistics.
* System programmed to alert, and hold approval for positive serology before releasing stem cell products.
* Eliminate manual documentation of transplant process.
* Insure patient’s safety /proper patient identification.
* Accurate/reliable stem cell units tracking & stem cell dose calculation.
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| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project*(insert relevant graphs, data, charts, etc.)*1. Eliminate the number of incidents related to processing: incidents reduced to 0.0%
2. Full electronic labeling for Stem Cells

**After the Project** Before the Project  |

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| **Project Lead** | **Team Members** |
| **Name** *(person accountable for project)* | **Names***(persons involved in project)* |
| Banan Khadwardi | Amr Raggam Mohammed AlghuthamiWagdy SamargandiAyham AlmomaniNasreen Basalem Sarfinaz Habazaza Shorooq Zakariya |