2017 Performance Improvement Report

STRATEGIC PRIORITY

 1. Develop world-leading healthcare and research

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| **Project Name** |
| Improving Identification Process Including Triband Identification Band During Hand Over. |
| **Site** | **Department** |
| Jeddah | Labour and Delivery Unit (L&D) |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 04-02-2017 | 10-31-2017 |

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| **Problem:** Why the project was needed?The process of Patient identification is very critical when we are dealing with newborns and its one of the International Patient Safety Goals (IPSG) and in order to comply with JCI standard to have zero incidents related to the identifications. We have discovered that One incident reported in the QIS system where the correct identification process was not followed. | **Aims:** What will the project achieve?Improve the identification process for Newborns from 98.5 % to 100 %. |
| **Benefits/Impact:** What is the improvement outcome?*(check all that apply)*[ ]  Contained or reduced costs[ ]  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** |

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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Incidents related to the identifications  | Improve the identification process for Newborns from 98.5 % to 100 %. |

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| **Interventions:** Overview of key steps/work completed* The Team reviewed the hand-over process between L&D and Ob/Gyn nursing staff when they transfer the mom and her baby to the unit post-delivery. When the baby is born, 3 ID bands are printed- one ID is applied to the mother and 2 to the baby (on ankle and on arm)
* Previously the Bar Coded triband was not included in the hand over process.
* The hand over process now includes that nurse’s check the newborn and the moms bar coded triband’s with each other- this will be recorded in the Nursing Documentation in the Handover Communication Tool and Plan of Care.
* Education was given to nursing staff regarding safety of correct identification during handover process including the serial numbered triband identification ID that links mom and baby.
* Parents are educated regarding the serial numbered triband identification system.
* Auditing of nursing compliance was done by documentation audits- Documentation of the triband identification was documented in the Handover Communication Tool in ICIS and plan of care.
* Compliance of Nurses monitored and corrective action taken when necessary.
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| **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)* |
| Mariam Hussein | Fagmah StemmetErlinda SolivenEvelyn BaltazarRolyn BulanClaire DucusinSuzette SalvadorManal FelmbanNorhayati AminudinZenaida RagasaNour Al-Attas |