2017 Performance Improvement Report

STRATEGIC PRIORITY

2. Increase capacity and patient access

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| **Project Name** | | | |
| Improve Home HealthCare Referral Documentation Compliance From Inpatient Department | | | |
| **Site** | | **Department** | |
| Jeddah | | Home HealthCare (HHC) | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 04-02-2017 | | 08-31-2017 |

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| **Problem:** Why the project was needed?  1. HHC receiving electronic referral with incomplete documentation.   1. No detailed wound care plan - no type of dressing and duration. 2. Medication therapy care plan - no order in the active recurring encounter. 3. Nasogastric tube and Foley’s catheter change -no specific care plan for size, frequency and duration of catheter & NGT change. 4. Blood Draw - no laboratory orders entered in power chart, no specific physician to follow- up results.   2.Noncompliance with IPP   1. Referral IPP-NA-J-HHCGL-04 – referral should be done at least 24-48 hours prior to patient discharges. 2. Referring physician – should be primary consultant and not resident or intern.   3.Patient Safety   1. PICC line care – no appointment for removal upon completion of medication therapy. | **Aims:** What will the project achieve?  Decrease the percentage of incomplete referral documentation received from inpatient department by 50% by the end of August 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 | | The percentage of incomplete referral documentation from inpatient department | Decrease the percentage of incomplete referral documentation received from inpatient department by 50% by the end of August 2017. | |
| **Interventions:** Overview of key steps/work completed   * HHC E-referral was updated in ICIS – mandatory field for new requirements with collaboration of HITA (Riyadh & Jeddah) and GO-LIVE last May 07, 2017. * Wound care – name of surgeon accepting the patient /type of wound/ location of wound/ * Special instructions/ type of dressing/ frequency/ duration. * Medication therapy (IV antibiotic, Intramuscular & Subcutaneous injection) * Include the needed medication (order must be in HHC active recurring encounter) * Initial dose given in the hospital. * Nasogastric tube & Foley’s catheter change – include size/ frequency/ duration/ special * instruction ( NGT inserted under fluoroscopy not accepted) * Blood draw - must enter in Power chart as future orders. * In service PowerPoint presentation rendered in all inpatient unit/department. Specific pointers rendered:  |  |  | | --- | --- | | **UNIT / DEPARTMENT** | **NO. OF ATTENDEES** | | 1. 5 South (Medical ward) | 14 staff | | 1. 5 North (Medical ward) | 13 staff | | 1. 4 South (Oncology ward) | 15 staff | | 1. 4 North (Oncology ward) | 18 staff | | 1. 3 North/South (Surgical ward) | 43 staff | | 1. 2 North/South (CVT) | 39 staff | | 1. 1 South (Neuroscience) | 12 staff | | 1. Department of Emergency | 44 staff | | 1. 24 Hours Admission unit | 15 staff | |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*   * Data before the PI project May Jun, Jul, Aug (2016) : 210 out of 263 = 80% * Data after the PI project May Jun, Jul, Aug (2017) : 23 out of 150 = 15.3%   Conclusion: In 2016 80% incomplete documentation referral reduced to 15% in 2017.  In 2016 20% complete documentation referral now reached 85% in 2017.  Achieved more than the 50% target which exceed our goal |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Rosette Bascara | Yolanda Catayna  Naomi Tuiafo  Batool Al Hamdi  Jenelyn Bagayo  Analee Erie  Nour Al-Attas |