2017 Performance Improvement Report

STRATEGIC PRIORITY

 3. Improve efficiency and decision-making

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| **Project Name** |
| Improving the Quality and Effectiveness of Initial Inpatient Consultation Note |
| **Site** | **Department** |
| Jeddah | Medicine Dept. |
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| **Project Status** | **Project Start Date** | **Project End Date**  |
| Completed | 01-01-2017 | 05-31-2017 |

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| **Problem:** Why the project was needed?KFSH & RC (Gen. Org.) Jeddah ensures compliance with quality requirements for documentation. JCI requires peer-review process. Good written and verbal communication is essential for high-quality, safe consultation. The Department of Medicine provides consultation services hospital-wide.By setting standards for the Quality of Initial Consultation Notes in the Department of Medicine and engaging members of the Department in peer review audits and providing feedback, practice-based learning improvement and high-quality consultative skills will be promoted.Baseline audit revealed significant room for improvement in all the elements of the tool, with 37% overall compliance | **Aims:** What will the project achieve?Improve the compliance with “elements of high quality and effective initial electronic consultation note” from 37% to at least 85% by end of May 31st 2017 |
| **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)***Effective** |
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| **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes |
| Compliance with “elements of high quality and effective initial electronic consultation note” | Improve the compliance with “elements of high quality and effective initial electronic consultation note” from 37% to at least 85% by end of May 31st 2017 |

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| **Interventions:** Overview of key steps/work completed* Standards of the elements of the Initial Consultation Note were developed. Education was provided to the members of the Department, verbally during Department Meetings and in writing.
* A pocket tool was developed (adapted from the University of California San Francisco EBM tool) to provide structure for feedback and evaluation of trainees, and promote practice-based learning improvement and high quality consultative skills.
* Members of the Department were engaged in the peer review assessment and received regular feedback by supervising consultants during the rotations
* Monthly audit was done to monitor the compliance with the elements of essential consultation notes for all sections. Results were discussed monthly in the department of Medicine meeting
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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)* |
| Lina Bissar | Ismail QushmaqZulfiqar Farooqui Romina SohailBasem AlraddadiAhmed AlharbiSarmad ChaudhryNaqi IdressSalim AbdoMohammed HamziShahd AlgorashiAlanood Abdulfattah |