



Strategic Priority: **SPI- Medical, Research, Academic Research**

**Project Name**

Early Discharge process at C3

**Site**

Riyadh

**Department**

C3

**Project Status**

Completed

**Project Start Date**

04-01-2018

**Project End Date**

10-15-2018

**Problem:** Why the project was needed?

King Faisal Specialist Hospital and Research Centre is seeking toward enhance patients experience throughout the hospital journey, and maximize the capacity. Recently, there was an increase in the number of reported late discharges at C3. Therefore, this project was selected to increase the percentage of discharged surgical adult patient before 12:00 noon.

**Aims:** What will the project achieve?

To increase the percentage of discharged surgical adult patient before 12:00 noon from 19% to at least 35% by end of October 2018.

**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)

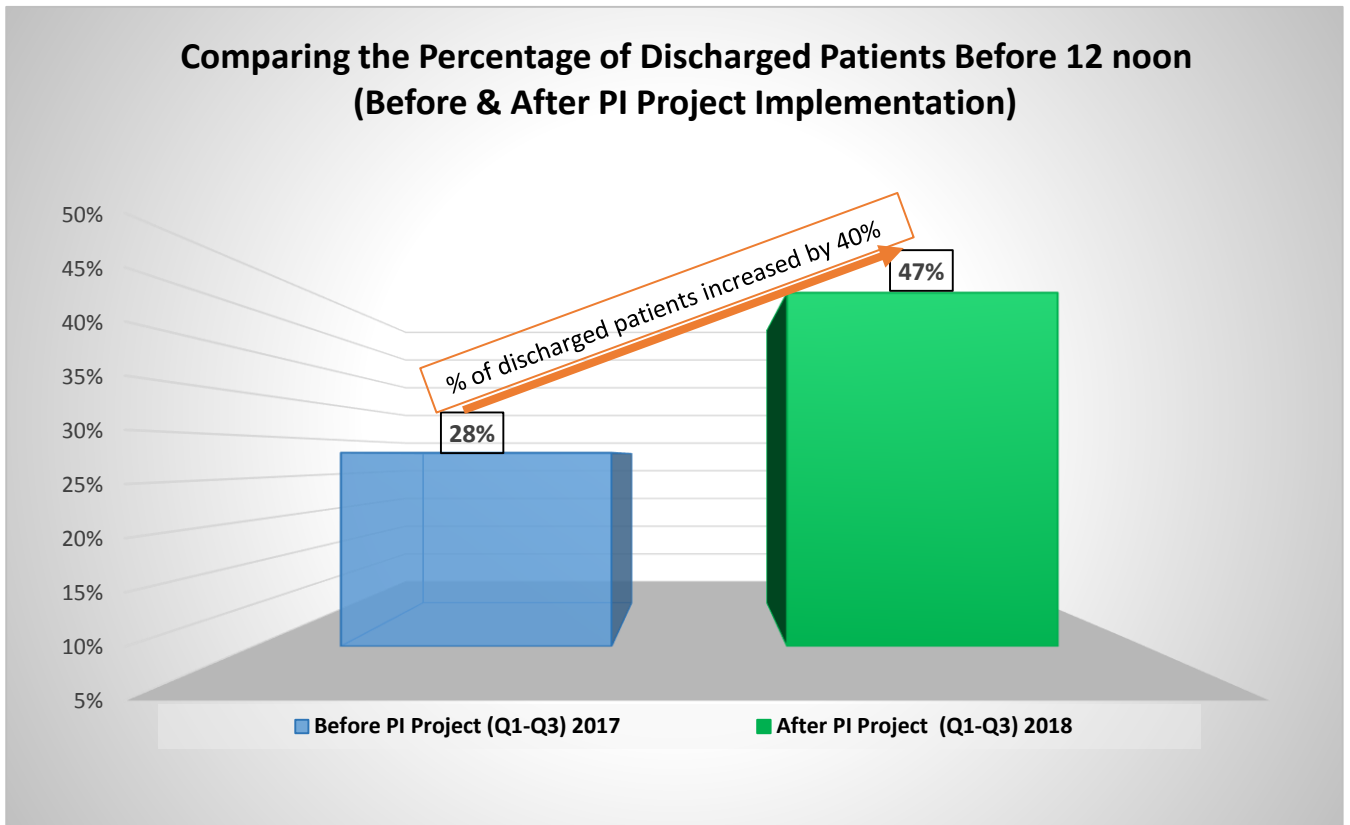
**Timely**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
% of discharged adult surgical patient before 12:00 p.m.	At least 35%

**Interventions:** Overview of key steps/work completed

- Educate the nursing staff and multi-disciplinary team about the importance of early discharge.
- Have a weekly report about late discharges and shared to with the team.
- Fill up the form by charge nurses to explain the reason for late discharges and give it to the Case Manager for weekly report.
- Meet weekly with collaborative multi-disciplinary team to discuss late discharges and compliance.
- Escalate to the Case Manager, Patient Relation and consultants for difficult discharge patients.
- Start discharge planning upon admission and 24 hours before discharge.
- Increase patient satisfaction in providing discharge information and early preparation for discharge.
- Ensure daily checking of patient's status for discharge.
- Reinforce compliance of early discharge during nursing staff huddle and staff meeting.
- Hold meeting to new rotating doctors and new staff nurses to discuss the discharge process and early discharge project before 12:00 PM.

**Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  
(insert relevant graphs, data, charts, etc.)



#### Project Lead

**Name**

*(person accountable for project)*

Karemah Alrabghi HN

#### Team Members

**Names**

*(persons involved in project)*

Stephanie Benusa AHN

Ibrahim Alyami SN1

Faridah Cambaya

Beshair Alshweeman