King Faisal Specialist Hospital & Research Centre
Gen. Org.
مستشفى الملك فيصل التخصصي ومركز الأبحاث
مؤسسة عامة

Strategic Priority: SP1- Medical, Research, Academic Research

Project Name
Enhance Medication Administration in Emergency Department

Site	Department
Riyadh	Emergency department

Project Status	Project Start Date	Project End Date
Completed	01-01-2018	12-31-2018

Problem: Why the project was needed?
Patients in DEM are waiting too long to get their medications administered. An increase number of related incidents were reported; this has flagged an opportunity for improvement. As a result, DEM has developed an improvement team to optimize medication turnaround time.

Aims: What will the project achieve?
Decrease the number of steps in medication administration for DEM patients from 35 to 30 steps by end of 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?
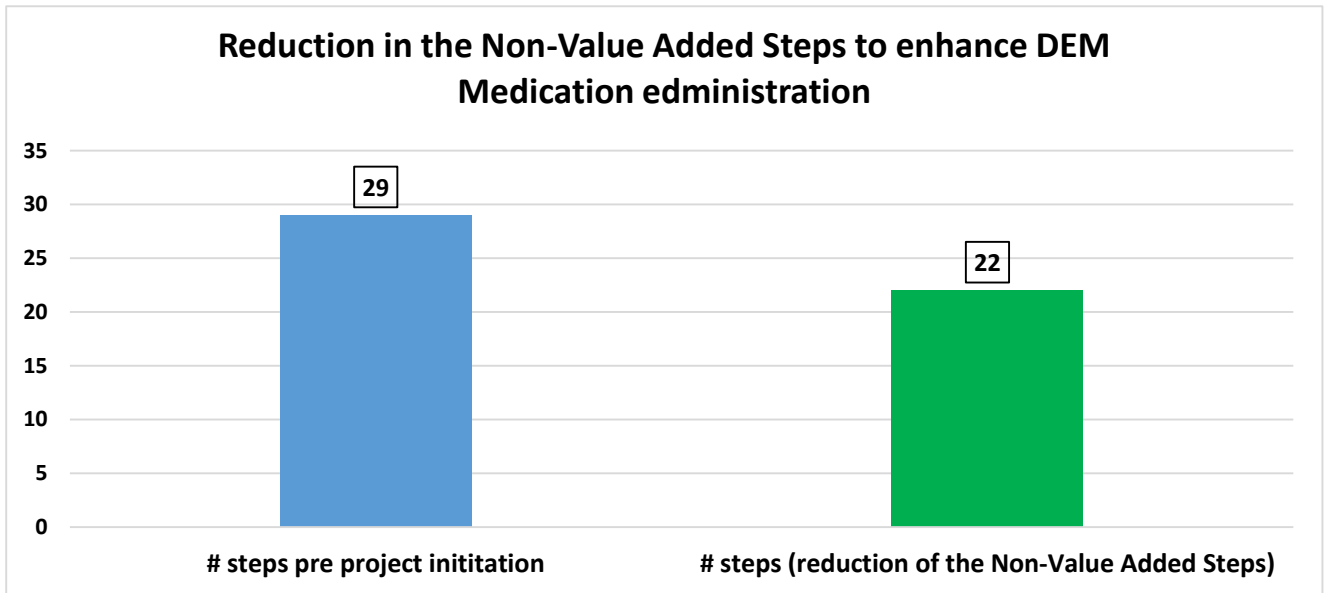*(Select only one)*
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of steps in medication administration	30 steps

Interventions: Overview of key steps/work completed
- Map the medication administration process.
- Brainstorm with team members and remove non-value added step; the number of steps has decreased from 35 to 30 steps.
- Utilize the nurse assistant to pick up medications and to distribute them in the right bin.
- Enhance the utilization of First Net and Med Board to expedite medication turnaround time.
- Promote the utilization of the pneumatic tube for medication administration.

Reduction in the Non-Value Added Steps to enhance DEM Medication edministration

Project Lead	Team Members
Name	**Names**
(person accountable for project)	*(persons*
Hadi El Barazi	David Snelling
	Kimberly Grant
	Susan Chambers
	Hussien Habahbeh
	Linda Frost
	Adel Alhumaidan
	Perwez Siddique
	Tarek Alhallaq
	Muhammad Alawagi
	Mohammad Salah