



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

**Project Name**

Enhance Secretarial Coverage within the Hospital

**Site**

Riyadh

**Department**

Office Services

**Project Status**

Completed

**Project Start Date**

09-21-2017

**Project End Date**

10-25-2018

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

King Faisal Specialist Hospital & Research Centre is aiming to optimize efficacy, productivity also develop a high performing environment. For that reason, this project was selected, to increase the number of approved requests.

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

Decrease the number of regrets for secretarial coverage from 10% to 5% by the 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/department satisfaction
- Other (please explain)

**Quality Domain:** Which of the domains of healthcare quality does this project support?

(Select only one)

**Efficient**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Number of requests	Not to exceed 5%

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

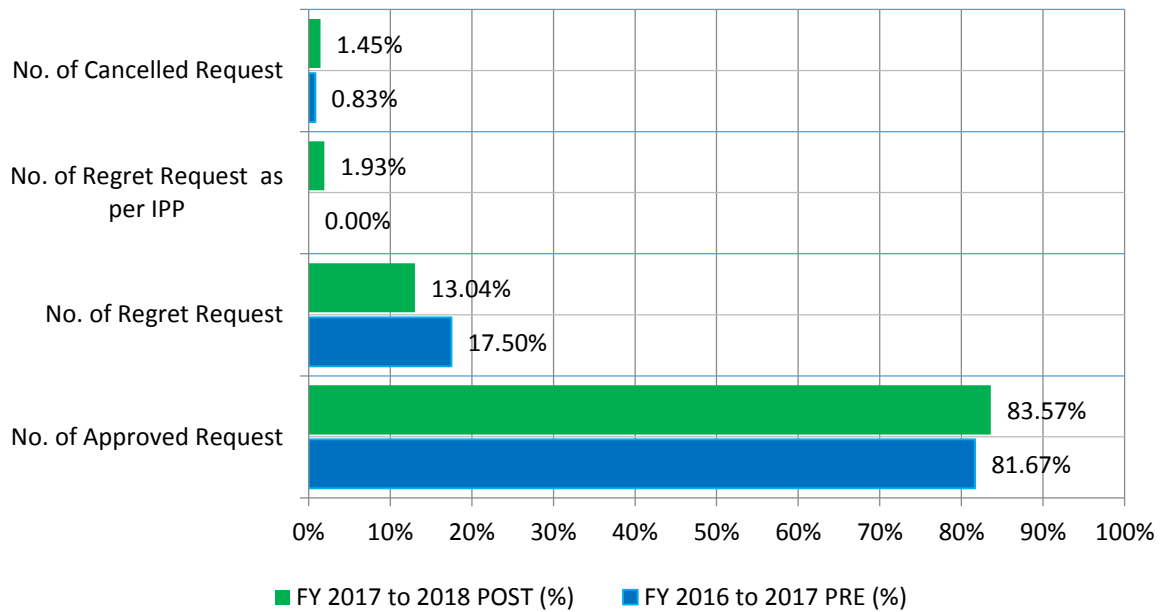
- Arrange/manage secretarial coverage schedules.
- Plan secretarial leaves.
- Hire new Hospital Assistants (ongoing).
- Train new Hospital Assistants.

**Results:** Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)

SECRETARIAL COVERAGE	FY 2016 - 2017 <b>PRE DATA</b>	FY 2017 - 2018 <b>POST DATA</b>	FY 2016 - 2017 <b>PRE (%)</b>	FY 2017 - 2018 <b>POST (%)</b>
No. of Approved Request	98	173	81.67%	83.57%
No. of Regret Request	21	27	17.50%	13.04%
No. of Regret Request as per IPP	0	4	0.00%	1.93%
No. of Cancelled Request	1	3	0.83%	1.45%
Total No. of Request	120	207	100.00%	100.00%

## SECRETARIAL COVERAGE REQUESTS FY 2016 TO FY 2018



➤ **Based on the results, the expected outcome exceeded 5% due to the following reasons:**

- Shortage of manpower due to high demands of secretarial coverage requests.
- Increase the number of secretarial coverage requests particularly during peak seasons.
- The number of requests received is more than the number of secretarial pool staff.
- Transfer/promotion of secretarial pool staff to other department.

### Project Lead

#### Name

*(person accountable for project)*

Mr. Turki Al Jomaiah,  
Manager, Secretarial/Typing Pool Section

### Team Members

#### Names

*(persons involved in project)*

Leonora Geronimo, HA I, Secretarial/Typing Pool  
Irene Panes, HA I, Secretarial/Typing Pool