



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

Project Name

Hand Over Communication of Home Health Care Patients upon Discharge

Site

Riyadh

Department

HHC; ACN

Project Status

Completed

Project Start Date

04-02-2018

Project End Date

11-01-2018

Problem: Why the project was needed?

One of KFSHRC strategic objective is to drive culture and process redesign to pursue Zero Harm and improve Quality. Currently, whenever a Home Health Care (HHC) patient is discharged from the hospital, pertinent and vital information are not properly handed over to HHC nurses. Handover forms were developed but not properly used.

Aims: What will the project achieve?

To increase percent of completion of Home Healthcare (HHC) Handover from (New Admission Referrals) from 26% to at least 80% 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)

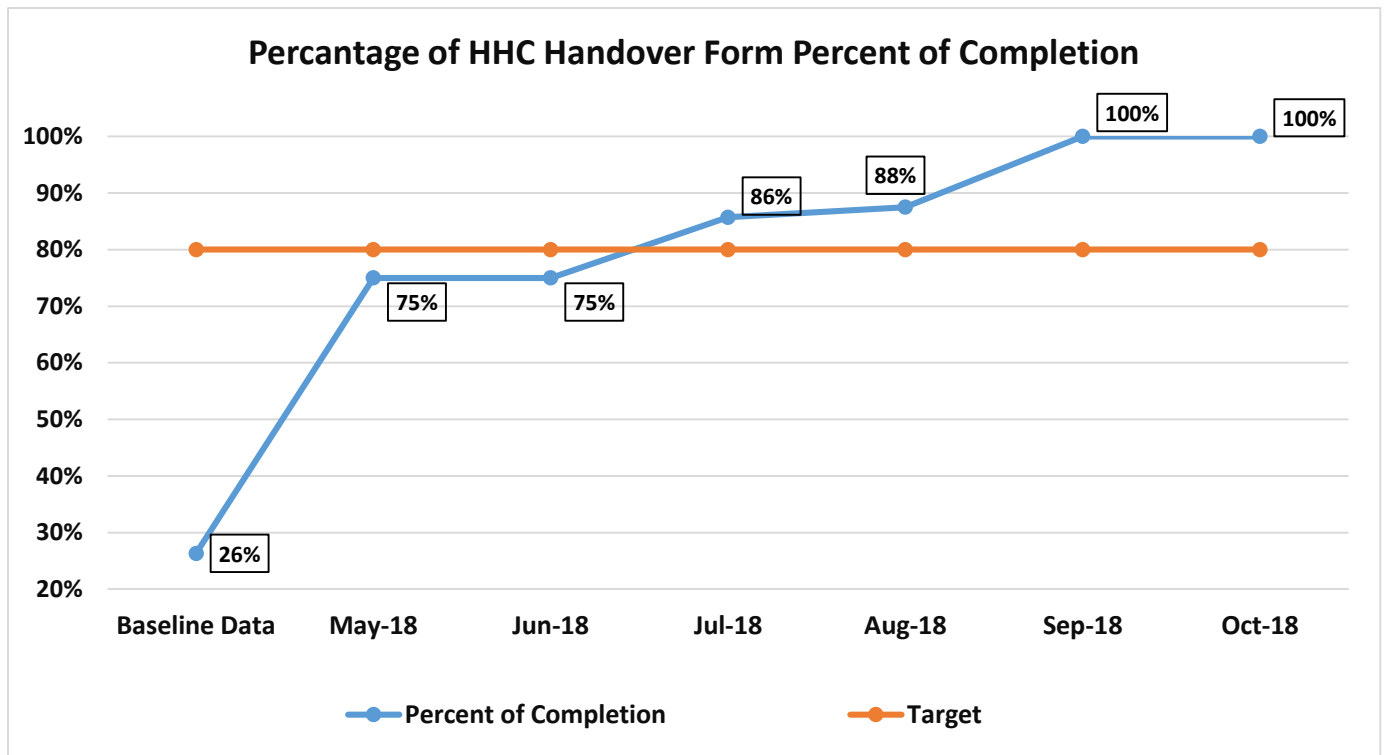
Safe

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
% Handover from completion	At least 80%

Interventions: Overview of key steps/work completed

- Provide education on how to use the form.
- Monitor the use of the form by immediately act and communicate with the respective staff when the form is not completed and/or communicated with HHC.
- Automate the form in ICIS – in progress.

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)
Ali Awada, HN, HHC

Team Members

Names

(persons involved in project)
Afnan Al Ruwaily, UBC chairperson
Aljazi AlOtaibi, HHC Referral Nurse
Paula Nickolson, Acting Assistant HN