



Strategic Priority: SPI- Medical, Research, Academic Research

**Project Name**

Enhance patients' awareness on their medications

**Site**

Riyadh

**Department**

Ambulatory care pharmacy

**Project Status**

Completed

**Project Start Date**

01-10-2018

**Project End Date**

12-01-2018

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

During our work we noticed that many patients do not have the full information about their medications; for example, indication, side effect, expiry date, etc.... This is why, we choose this project to evaluate patients' information and to increase their awareness by all possible methods we can provide.

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

Increase ambulatory patients' awareness on their medications through all possible communication methods by 30% from the baseline before the 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)

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

*(Select only one)*

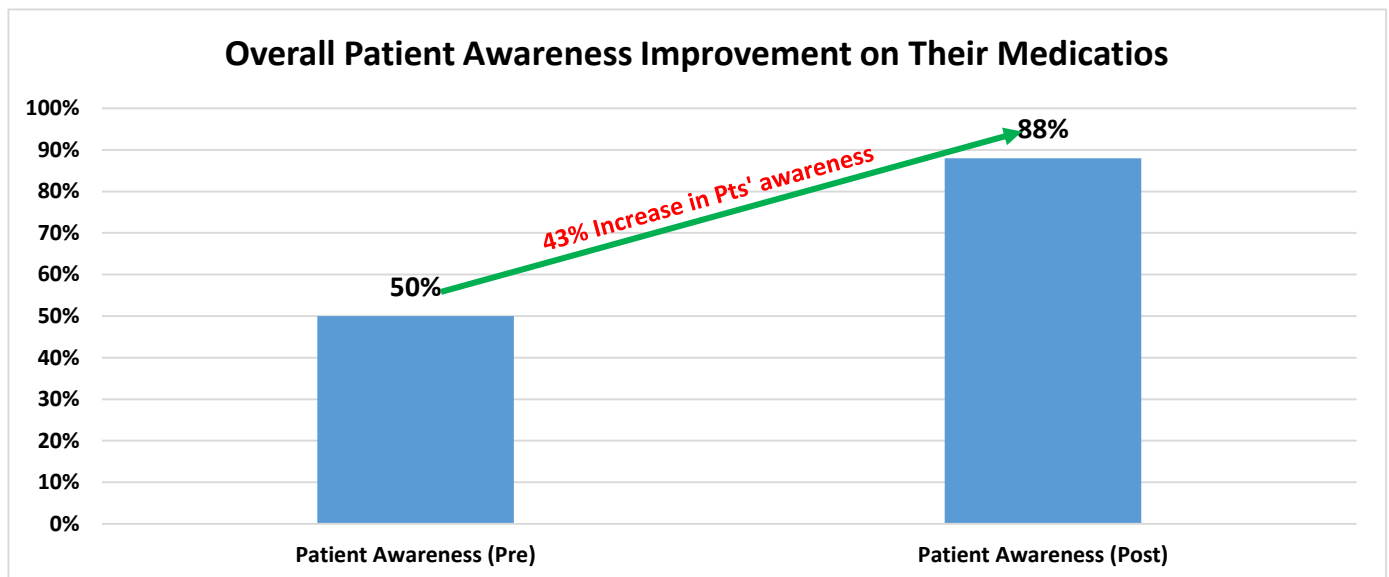
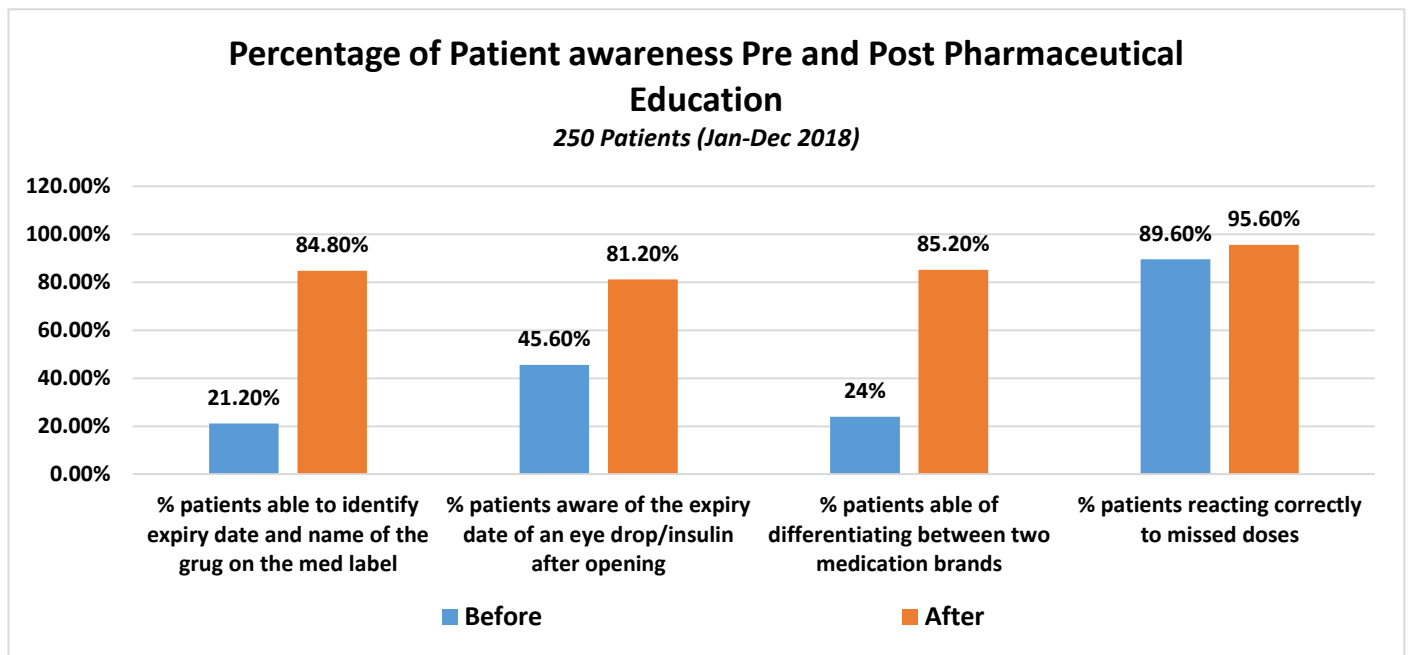
**Safe**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
% Patient's awareness (from a questionnaire)	At least 30% increase from the baseline

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

- Develop booklets / educational material that were provided to patients on their pharmacy ambulatory care visits.
- Create a questionnaire having all the gaps to be filled.
- Provide the questionnaire to patients when picking up their medications, on two episodes, before and after provision of instructions / explanation.

**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)*

Hind Alsahli

#### Team Members

**Names**

*(persons involved in project)*

Sumaiah Alsaeed

Reem Alqasem