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

Strategic Priority: SP1- Medical, Research, Academic Research

Project Name
Transcribed Reports Lost in Editor

Site	Department
Riyadh	Medical Records Services

Project Status	Project Start Date	Project End Date
Completed	03-01-2017	10-31-2018

Problem: Why the project was needed?

Lost dictations will affect the process of patients care and increase number of physicians' delinquent charts. Recently, we have noted that some Physicians' dictated reports were lost / not received and transcribed. After investigation, we found out that the system didn't deliver all reports back to Via-LOOK and ICIS. Therefore, this project was selected to decrease number of physicians' dictations lost between transcriptionist and editor.

Aims: What will the project achieve?

To decrease the number of lost physicians' dictation reports between transcriptionist and editor to Zero report from the baseline, by end of October 2018 and sustain it for 12 months.

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

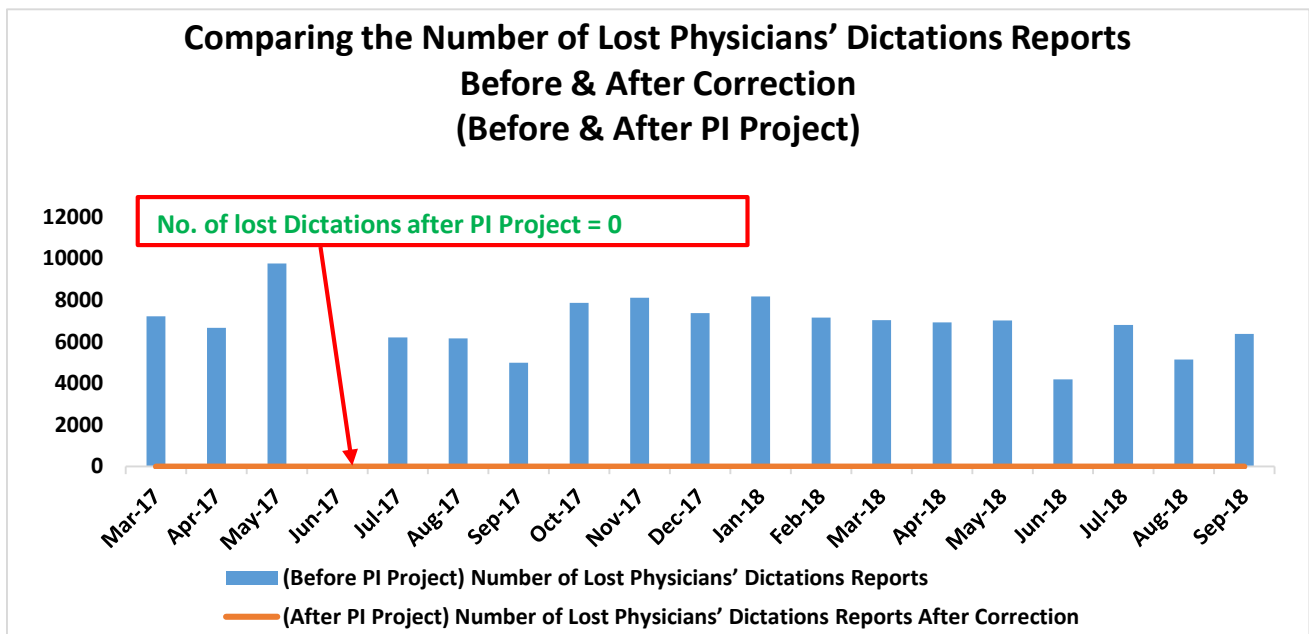| Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of lost physicians' dictations reports	Zero reports.

Interventions: Overview of key steps/work completed
- Consult with V-ia Look and HITA for solution.
- Extract report from V-ia Look software on a daily basis
- Track lost and not uploaded reports on a daily basis
- Extract Excel sheet of lost reports and send to V-ia Look IDs of those dictations to be resent to editor user for review and upload.

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

➢ We will reach zero reports pending for uploading, doctors will manage their deficiency more efficiently, patients can receive their reports, and health care provides can access those reports for better patient's services.

Month/Year	Number of Lost Physicians' Dictations Reports	Number of Lost Physicians' Dictations Reports After Correction
Mar-17	7205	0
Apr-17	6653	0
May-17	9744	0
Jul-17	6202	0
Aug-17	6147	0
Sep-17	4977	0
Oct-17	7863	0
Nov-17	8098	0
Dec-17	7359	0
Jan-18	8166	0
Feb-18	7148	0
Mar-18	7029	0
Apr-18	6919	0
May-18	7011	0
Jun-18	4180	0
Jul-18	6798	0
Aug-18	5138	0
Sep-18	6372	0
Mar-17	7205	0

Comparing the Number of Lost Physicians' Dictations Reports Before & After Correction (Before & After PI Project)

No. of lost Dictations after PI Project = 0

- (Before PI Project) Number of Lost Physicians' Dictations Reports
- (After PI Project) Number of Lost Physicians' Dictations Reports After Correction

Project Lead	Team Members
Name *(person accountable for project)* Reem Al Sayegh, Lead Transcriptionist, Medical Record	**Names** *(persons involved in project)* Walaa Ashmeg, Assistant Head, Medical Record