



Strategic Priority: **SP2- KFSH&RC Experience**

Project Name

B2 responsiveness to call bell

Site

Riyadh

Department

B2 – Solid Organ Transplant Unit

Project Status

Completed

Project Start Date

07-05-2017

Project End Date

11-30-2018

Problem: Why the project was needed?

Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) result in 4th quarter of 2016 that was 54%. B2 were working continuously on enhancing patient satisfaction; since that result was below the US benchmark (60%). Therefore, this project was selected aiming to enhance patient experience in B2.

Aims: What will the project achieve?

To increase HCAHPS result of B2 patients from 54% on October 2016 to 60% by end of November 2018 and sustain it for 1 year.

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)

Patient Centred

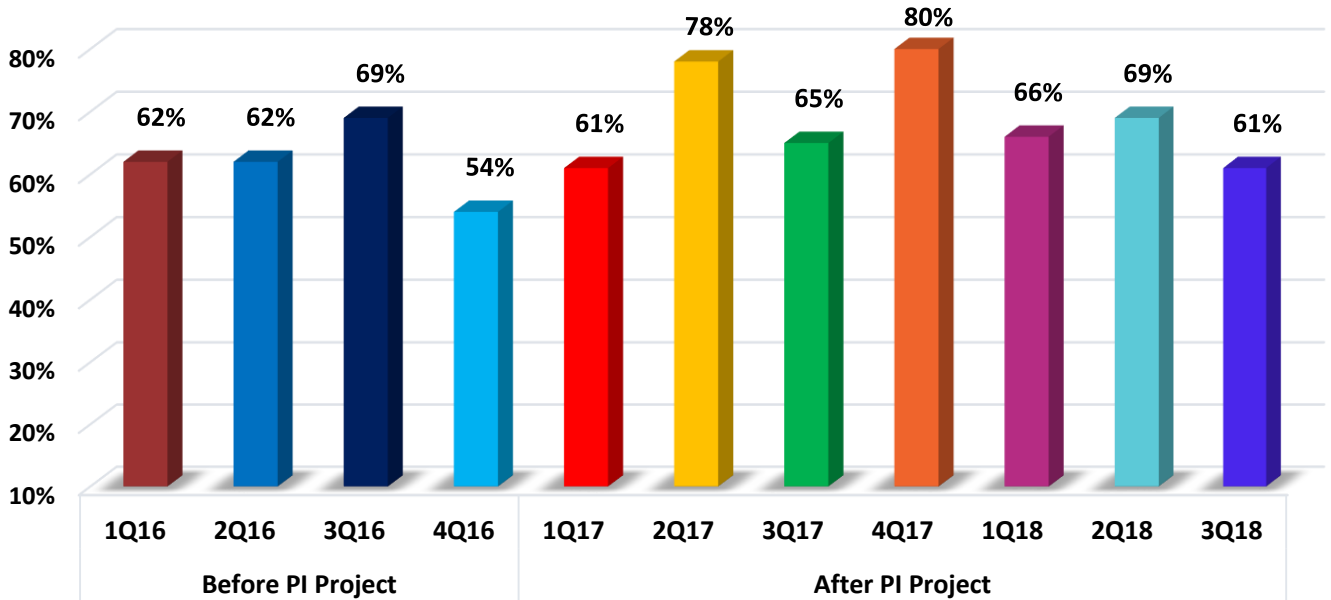
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
HCAHPS result of B2 patients (%)	60%

Interventions: Overview of key steps/work completed

- Explain to staff member's roles and responsibilities to respond to patient call bells.
- Ensure that ward clerks have information on call bells and answering patient queries.
- Extended buddy system created, staff covered each other's patients.
- Establish "No Pass Zone" that was adhered to by unit staff.
- Educate staff regarding patients on call bell availability & roles of care assistants and nurses.
- Interview patients on daily basis and standardized questionnaire to be utilized by unit leaders.
- Implement the "All Call Bells Are Everybody's Call Bell" campaign inclusive of unit leadership.
- Re-enforcement and reminder to unit staff during huddle & UBC meetings.

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

Comparing Hospital Consumer Assessment of Healthcare Providers and Systems result of B2 patients Before & After PI Project



Project Lead

Name

(person accountable for project)

Cecile Felarca

Team Members

Names

(persons involved in project)

B2 Nursing Team