



Project Name

Creating patient experience for the Head & Neck (H&N) Cancer Patients at Outpatient settings.

Site

Riyadh

Department

Nursing Affairs- ORL Clinic

Project Status

Completed

Project Start Date

05-22-2018

Project End Date

11-30-2018

Problem: Why the project was needed?

KFSH&RC is committed to provide excellent patient experience throughout the patient journey. (H&N) cancer patients undergo severe psychological distress once the diagnosis is confirmed and during the course of the treatment.

The absence of a standardized patient education program has led to lack of patient understanding and cooperation during the treatment journey and has contributed negatively towards achieving desirable medical outcomes.

Aims: What will the project achieve?

Increase patient satisfaction of newly diagnosed (H&N) cancer patients to reach at least 80% by end of October 2018 and to sustain for 3 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)

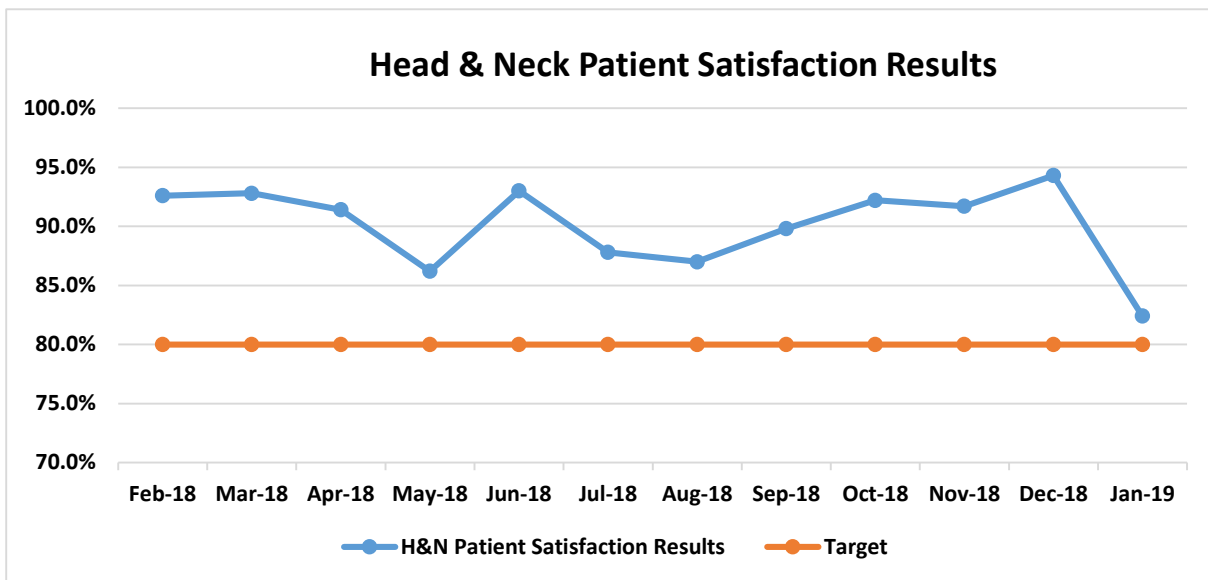
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Patient Satisfaction towards the H&N educational program	80%

Interventions: Overview of key steps/work completed

- Develop educational material for Head & Neck Patients.
- Create a survey to assess the impact of the education on H&N patients.

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)

Hawa Bakr Hawsawi – ORL AHN

Ebtesam A. Asfour – ORL HN

Team Members

Names

(persons involved in project)

Amina Barnawi – RN

Michelle Shamini – RN

Saida Haimur – CNC

Deema AIDhafer – Admin Coord

Fatma Abu Baker – RN

Manju Ppan – RN

Mohamad AISHahrani – Interp

Bashayar AISHammari – Interp

Turki AlZaid – WC

Dr Eyas Othman-ORL Chairman

ORL Physicians

Jissa Manjaly – RN

Deepa John - RN

Siti Abd Talib – RN

Bindu Thomas - RN

Amirah AlMoqad - RN

Rania AlTurki - WC

Unit Based Care Assistants