



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

Project Name

Responsiveness of Hospital Staff to Patient calls in C2

Site

Riyadh

Department

C2- Orthopedic Unit

Project Status

Completed

Project Start Date

10-01-2017

Project End Date

11-01-2018

Problem: Why the project was needed?

Improving patient experience has an essential value to our patients and families. So, In C2 we make every effort to meet/exceed patients' expectations and satisfy their needs. Based on HCAHPS survey result, we found that one of common patient complaints /concerns is the responsiveness of staff in a timely manner. For that reason, this project was selected, to increase the response of hospital staff to patient calls in C2

Aims: What will the project achieve?

To increase response to call bell (via HCAHPS) score, in C2 from 50% in January 2018 to 70% by November 2018, and sustain it for 6 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)

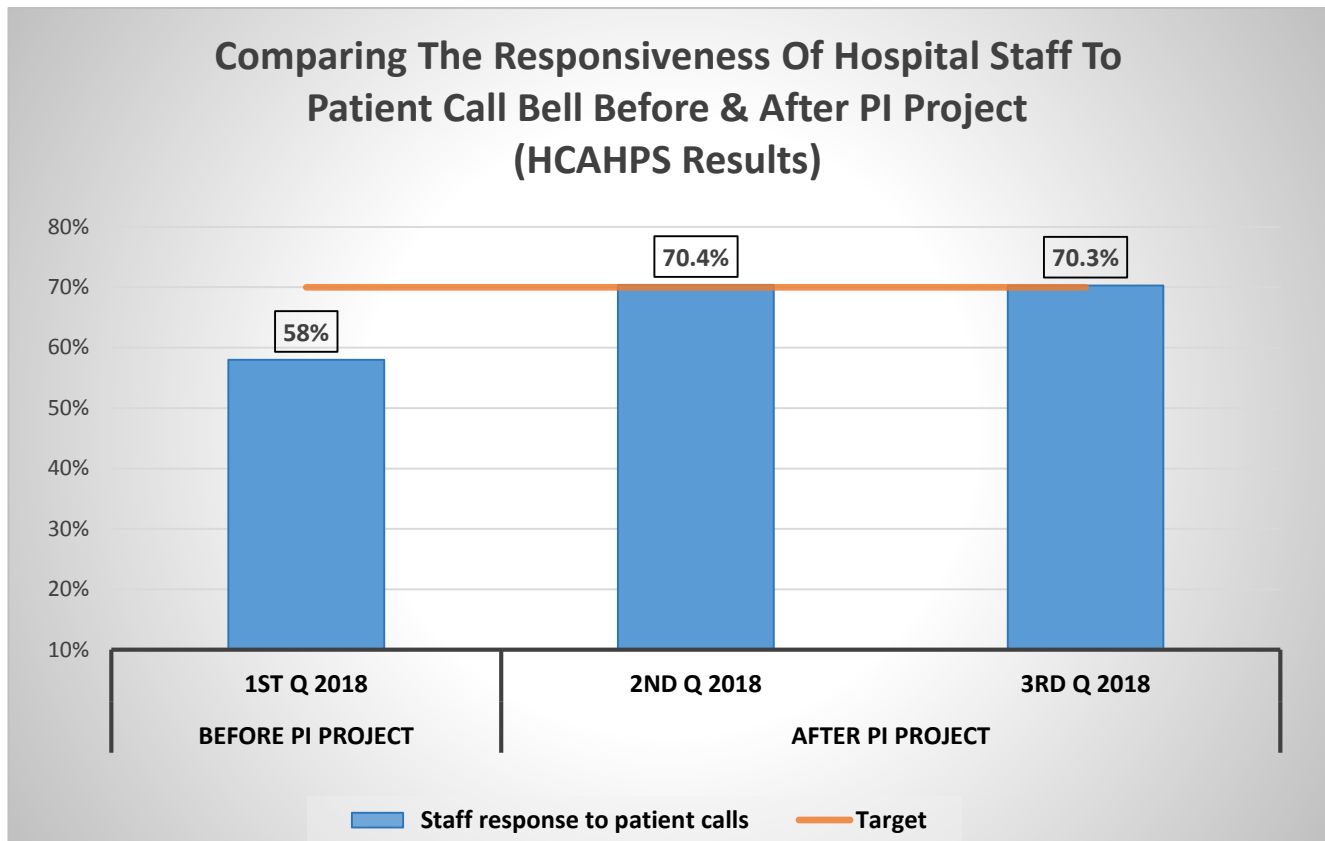
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Responsiveness of Hospital Staff to Patient calls	70%

Interventions: Overview of key steps/work completed

- Assign an hourly round between nurses and care assistant after receiving handover using "PEEP" method (Position, Elimination, Environment, Pain).
- Educate/orient the patient/ family on using admission orientation manual in each patients' room.
- Implement a "NO PASS ZONE".
- Ensure that patients will receive proper and adequate pain medication and enough IV fluid contents before handover time.

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)

Naomi Diala

Team Members

Names

(persons involved in project)

Femie Grace Gordon

Cory Ann Singhid