



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

Project Name

Discharge medication teaching in B1

Site

Riyadh

Department

Pediatrics

Project Status

Completed

Project Start Date

04-01-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

B1 unit had received many complaints from patients' families stating lack of education regarding discharge medication.

To be in alignment with hospital strategic priority in enhancing patient experience at KFSH&RC, we selected this project, to ensure that patients /families are being educated about the use of their discharge medications

Aims: What will the project achieve?

Increase the compliance to discharge medication teaching provided to patients' family in B1 up to 70% by the end of October 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)
Patient safety

Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

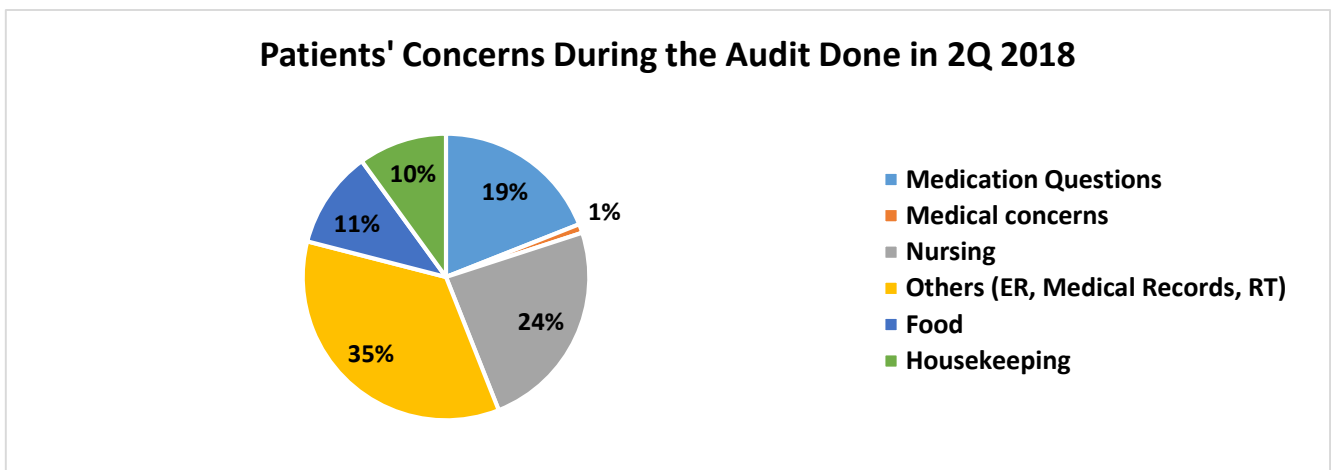
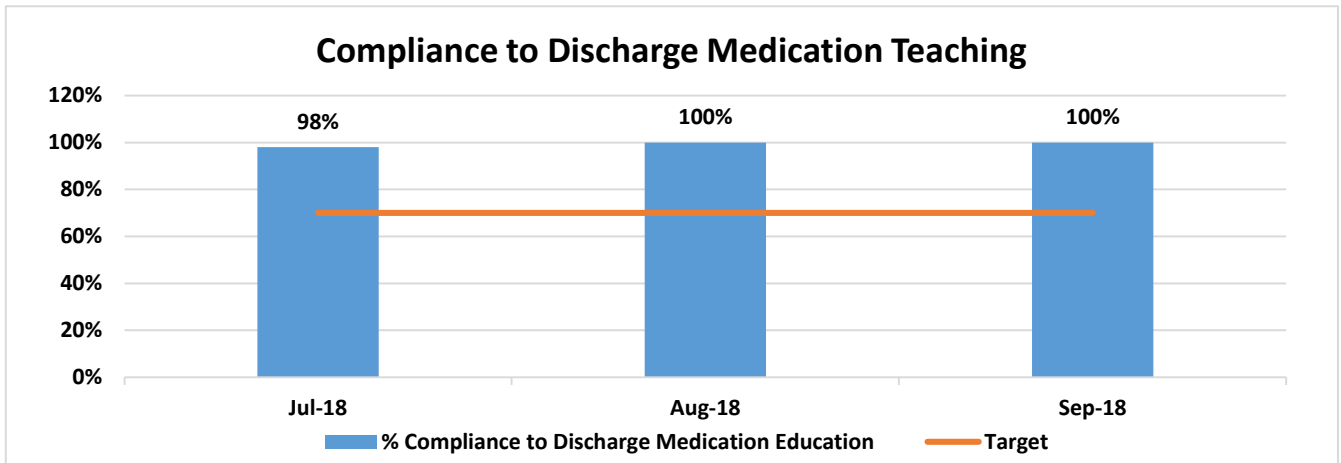
Safe

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Compliance to discharge medication teaching	70%

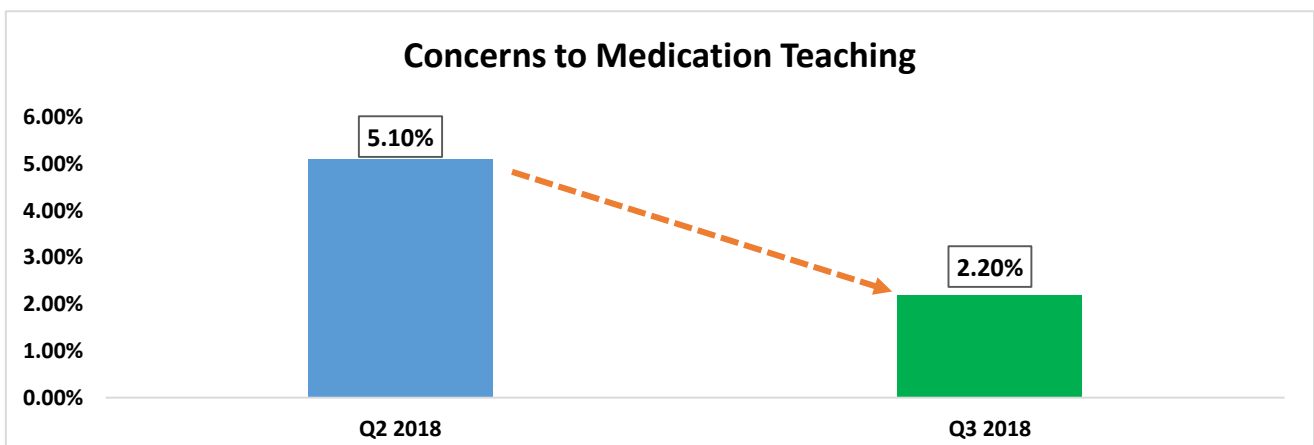
Interventions: Overview of key steps/work completed

- Order discharge medication a day prior to discharge.
- Provide education by Nurses and/or clinical pharmacist to the patients.
- Make a post discharge phone call by our clinical nurse coordinators asking about the education.

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



We also did an analysis to the concerns raised by patients during the call; and we noticed that there were multiple areas to be addressed; we focused on Medication concerns; and out of the above mentioned patients' concerns, we were able to decrease concerns in relation to medication from 5.1% to 2.2% as shown in the table below



Project Lead

Name

(person accountable for project)
 Sermin Saadeh, M.D,

Team Members

Names

(persons involved in project)
 Sanaa Hamdan M.D Co-team leader
 Jehan Shehab, CNC
 Sarah Aldossary CNC