



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

Project Name

Enhance Patient Food Tray Setup

Site

Riyadh

Department

Food Services Department

Project Status

Completed

Project Start Date

01-04-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

KFSH&RC is implementing the highest standards of service; currently patient food trays is outdated and unappealing to patients, which decrease the inpatient satisfaction towards food and appearance of meal.

Aims: What will the project achieve?

To increase patient satisfaction rate of the overall meal tray appearance of inpatients from 50% to above 90% 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)
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
Inpatients Satisfaction level with regards to appearance of the patient tray	Above 90%

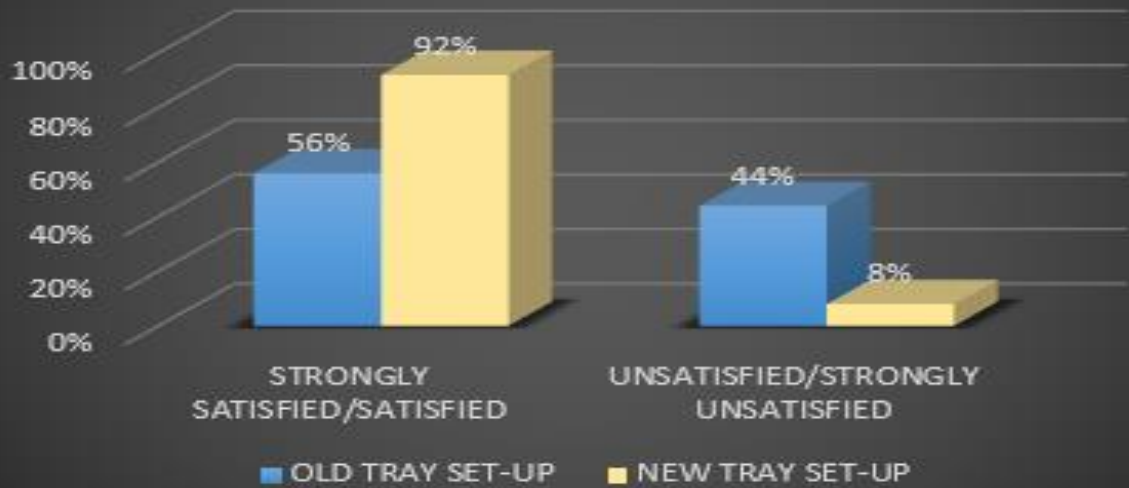
Interventions: Overview of key steps/work completed

- Introduce a new tray design based on catalogues/samples from other similar institutions.
- Secure budget to fund the implementation of the changes.
- Develop a survey to assess pre and post patient satisfaction.

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



TRAY SET-UP



Project Lead

Name

(person accountable for project)

Saud Al Helal, Head, Food Services

Team Members

Names

(persons involved in project)

Majdi Aljuhani

Shawn Elarbi

Fethi Tounsi

Sozan Alqarni

Ramy Alduraihem

Essam Almarzoug