



Project Name

Enhance Delivery Time of Prepared Formula.

Site

Riyadh

Department

Food Services Department

Project Status

Completed

Project Start Date

01-29-2017

Project End Date

09-30-2017

Problem:

Causes of delay prepared Tube Feeding Formula:

1. Delay in updating diet order in ICIS.
2. Equipment malfunction (Blender, Scale).
3. Delay of updating Tube Feeding recipe for ER patients by the Dietitians.
4. Delay of receiving the requested formulas from Nutrition Department.

In order to enhance patient experience, this project was initiated to address the above mentioned issues.

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.

Aims:

What will the project achieve?

To reduce the percentage of incidents (SRS) related to delays in delivery or not receiving the prepared inpatient formula by 50% from baseline before the end of 3Q 2017

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

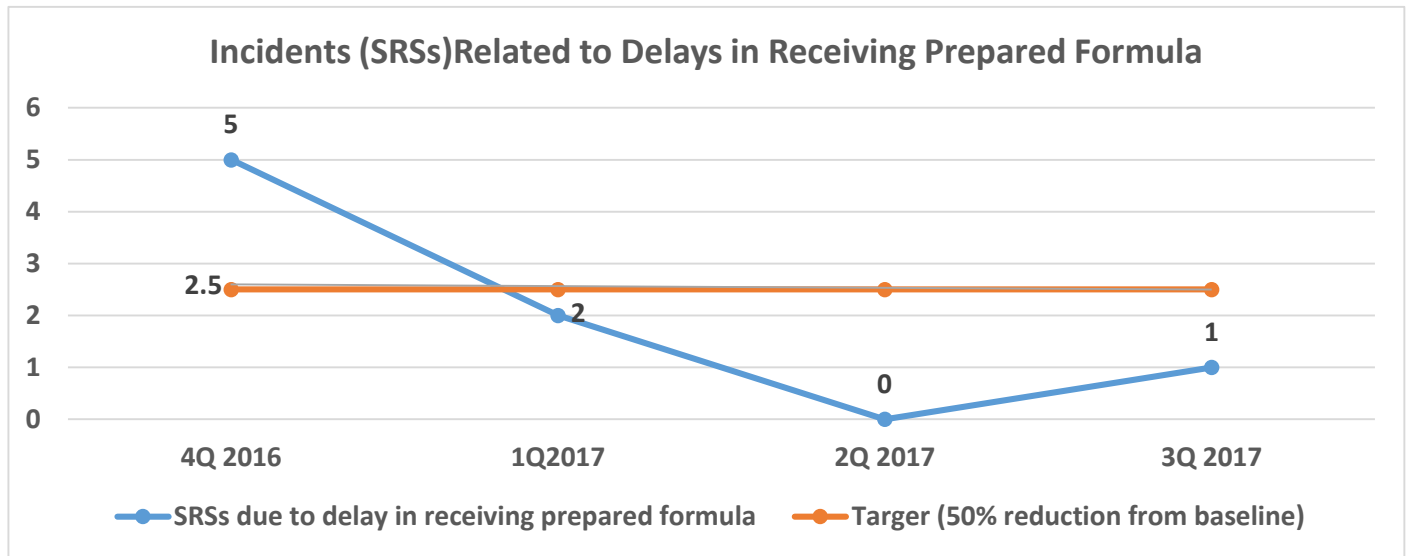
Timely

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of incidents in QIS	At least 50% reduction from baseline

Interventions: Overview of key steps/work completed

1. Educating nursing staff in different nursing units to properly update the Tube Feeding Formulas in the system prior to 10:00 AM for any new formulas.
2. Use of the automated labeling system to avoid human errors.
3. Break down communication barriers between Food Services and Nurses.
4. Complete the Delivery Log Report with accurate patient information in relation to quantity of formula for each patient.

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)

Sozan Alqarni

Team Members

Names

(persons involved in project)

Majdi Aljuhani
Afaf Alshammari
Nasser Alahaza
Rabab Budayr
Zaid Alzaid
Manuel Barros