



Project Name

Enhance meetings actions communication and implementation

Site

Riyadh

Department

Total Quality Management –TQM

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-28-2017

Problem: Why the project was needed?

Recently, Corporate Performance Improvement Council (CPIC) minutes and action memos were delayed from the time of meeting. Moreover, actions are not completed on time and were carried on to multiple meetings. Therefore, this project was selected to enhance meetings' follow-up actions communication and implementation.

Aims: What will the project achieve?

1. To ensure that at least 70% of action based minutes are finalized and disseminated within 24 hours.
2. To timely complete at least 30% of Corporate PI Council meeting s' actions within 6 months from project's implementation.

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)

Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
1. Action Based Minutes finalized and disseminated within 24 hours (%)	1. At least 70%
2. Corporate PI Council (CPIC) complete actions	2. 30% increase
3. Corporate PI Council (CPIC) actions completed on due time	3. 30% increase

Interventions: Overview of key steps/work completed

Minutes Process

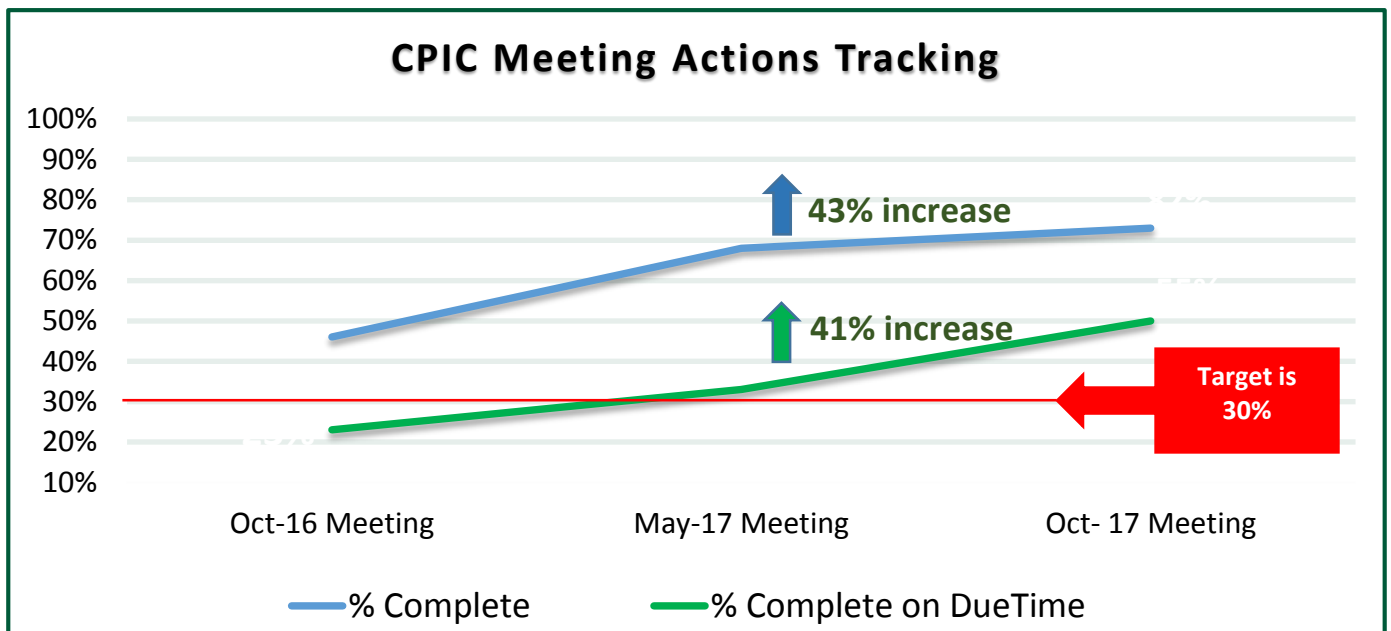
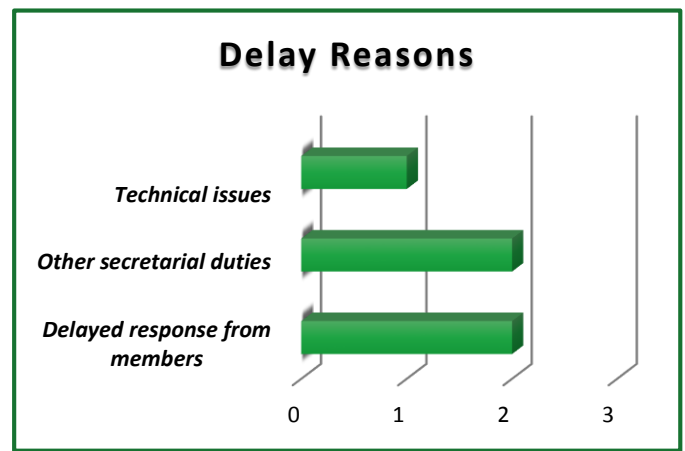
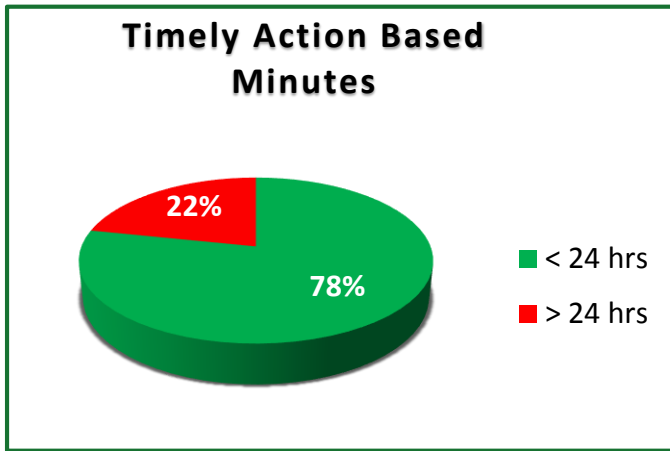
- Meeting minutes' template is changed from discussion- based into action- based
- Voice Record of every meeting is saved in same meeting folder for reference
- Agreed upon actions are Recapped/Presented at the end of the meeting
- Established process Timelines: Minutes were drafted during the meeting (Dell Tablet), checked and sent within 24 Hours

Committee Action Follow up (CPIC)

- CPIC Actions Database is developed to Log (Meeting Actions, Date, Memo s references, Responsibility, Expected completion date, Actual Completion date, First F/U Date, and Progress.)
- Reminder emails /memos/meeting F/U were sent.
- CPIC Actions Status Dashboard is a standing agenda item and is presented in each CPIC meeting

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

78% of action based minutes were finalized and distributed within 24hrs
43 % improvement in Complete CPIC actions AND **41 %** improvement in actions completed on time



Project Lead

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