



**Project Name**

Enhance patient experience in A1

**Site**

Riyadh

**Department**

Medical / Surgical Nursing-A1and L&D Units

**Project Status**

Completed

**Project Start Date**

01-15-2017

**Project End Date**

12-31-2017

**Problem:** Why the project was needed?

Enhancing patient experience is a cornerstone for King Faisal staff and especially A1 nursing staff. Based on this this project was initiated in order to meet HCAHPS benchmark results in relation to “Discharge Information”

**Aims:** What will the project achieve?

The aim of this project is to increase the A1 patient satisfaction in relation to “Discharge Information” by at least 10% from the baseline (41%) by the end of 2017.

**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)

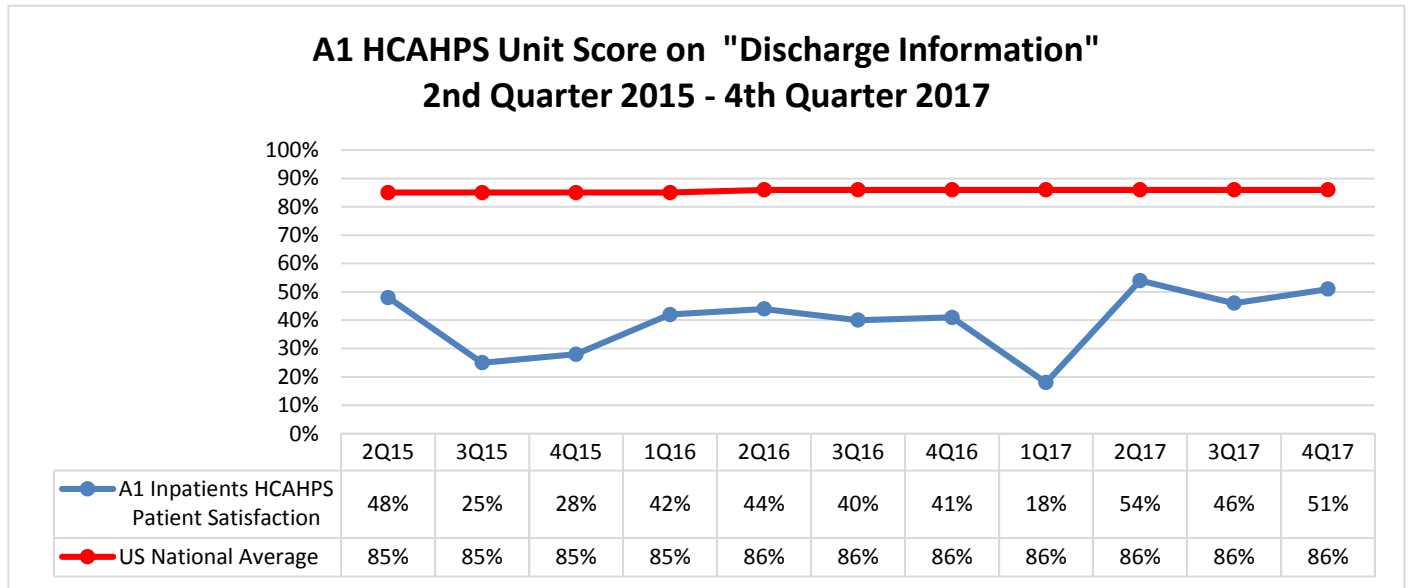
Patient Centred

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Patient Satisfaction in relation to “Discharge Information”	At least 51%

**Interventions:** Overview of key steps/work completed

- Development of educational material and collaborate with OB Gyne Clinic to distribute it during the antenatal classes, intrapartum (L&D) and postnatal (A1).
- Development of discharge checklist in collaboration with physicians.
- Continuous monitoring of physician and staff nurses to comply with the provision of discharge information to 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)*

Sara Al-Dossari, Acting Head Nurse, A1/L&D

#### Team Members

**Names**

*(persons involved in project)*

Dr. Wissam Kurdi, Section Head, Maternal Fetal Medicine  
 Francesca Fernandez, Senior Clinical Specialist, A1/L&D.  
 Khoulood AlShammari, Program Director, Women & Infant Nursing  
 Rehanan Mohammadi, Clinical Instructor, A1/L&D.  
 Laila AlBassiouni, RN, A1/L&D