



Project Name

Enhancement of Nutritional Formula Monitoring

Site

Riyadh

Department

Nutrition Services Department

Project Status

Completed

Project Start Date

01-01-2015

Project End Date

12-31-2017

Problem: Why the project was needed?

Patients are expected to receive high quality nutritional formula and supplements that are not expired. Unfortunately, there have been incidents where patients, nurses and staff have reported receiving expired formula for inpatients / outpatients settings. Due to the high volume of nutritional formula ordered, consumed and issued, the risk of issuing expired formula is very likely to happen. This project was initiated to enhance patient safety by preventing the use of expired nutritional formula.

Aims: What will the project achieve?

Decrease number of incidents (SRS) related to expired Nutritional Formula from average of 8 per Quarter to zero by 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)

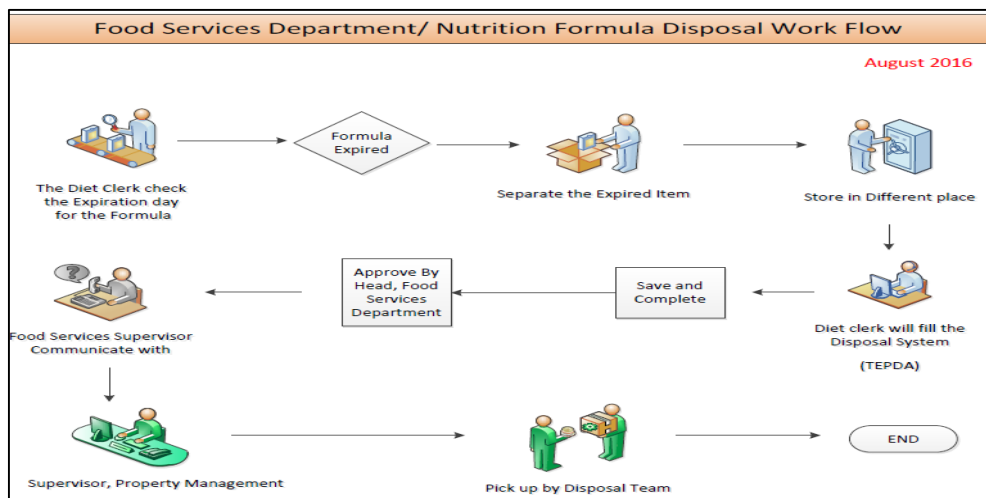
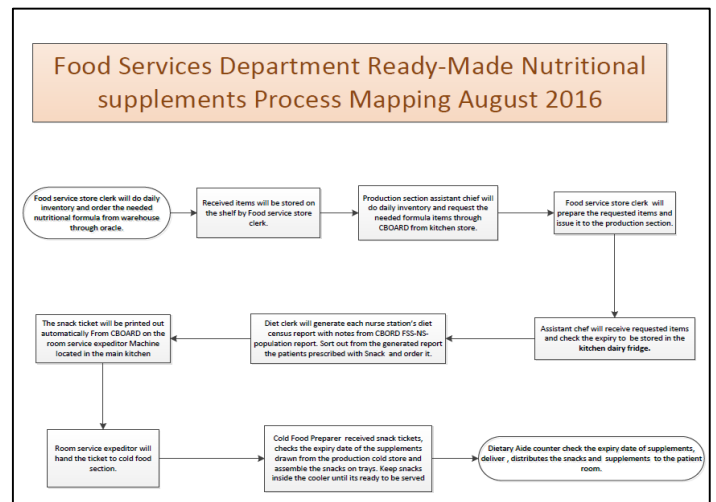
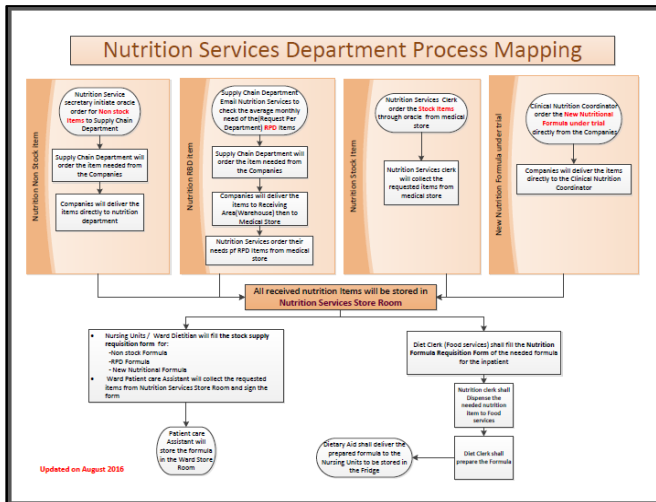
Safe

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Number of incidents of expired formula reaching the patient.	zero

Interventions: Overview of key steps/work completed

- A policy was developed with all departments involved explaining in detail all the steps of monitoring nutritional formula from: ordering, preparation, delivery, storage and issuing.
- Process maps, work flow diagrams, and forms were developed and/or updated to explain the process of monitoring formula expiry.
- An audit tool was developed and used to measure the improvement in different areas around the hospital.
- An educational presentation was developed and is available in I-learn
- Refrigerators were purchased to ensure the safe storage of prepared formulas in a separate refrigerator.
- The new policy was uploaded and accessible to all staff, and concerned staff were educated about its use by their responsible superiors.

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)

Dima Abosaleh

Team Members

Names

(persons involved in project)

- Rania Alobari
- Rafat Malkawi
- Sasikalan Subrayan
- Sozan Alqarni
- Bader Alhazaa
- Sawsan Albalawi
- Saif Almutaeri
- Leodivina Abel Reyes
- Saud AlEnazi