مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Project Name
Expanding the Services of Secretarial/Typing Pool Section

Site	Department
Riyadh	Typing Pool Section, Office Services

Project Status	Project Start Date	Project End Date
Completed	02-01-2017	10-04-2017

Problem: Why the project was needed?

Typing Pool Section noticed that there are no guidelines for the Standing Committee meetings coverage; and only 67% of the requests were covered. Therefore, this project was initiated to expand the services of Secretarial/Typing pool Section for an optimal Formal Standing Committees meeting coverage

Aims: What will the project achieve?

To increase coverage requests response rate by 10% form the baseline (67%) 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)

Efficient

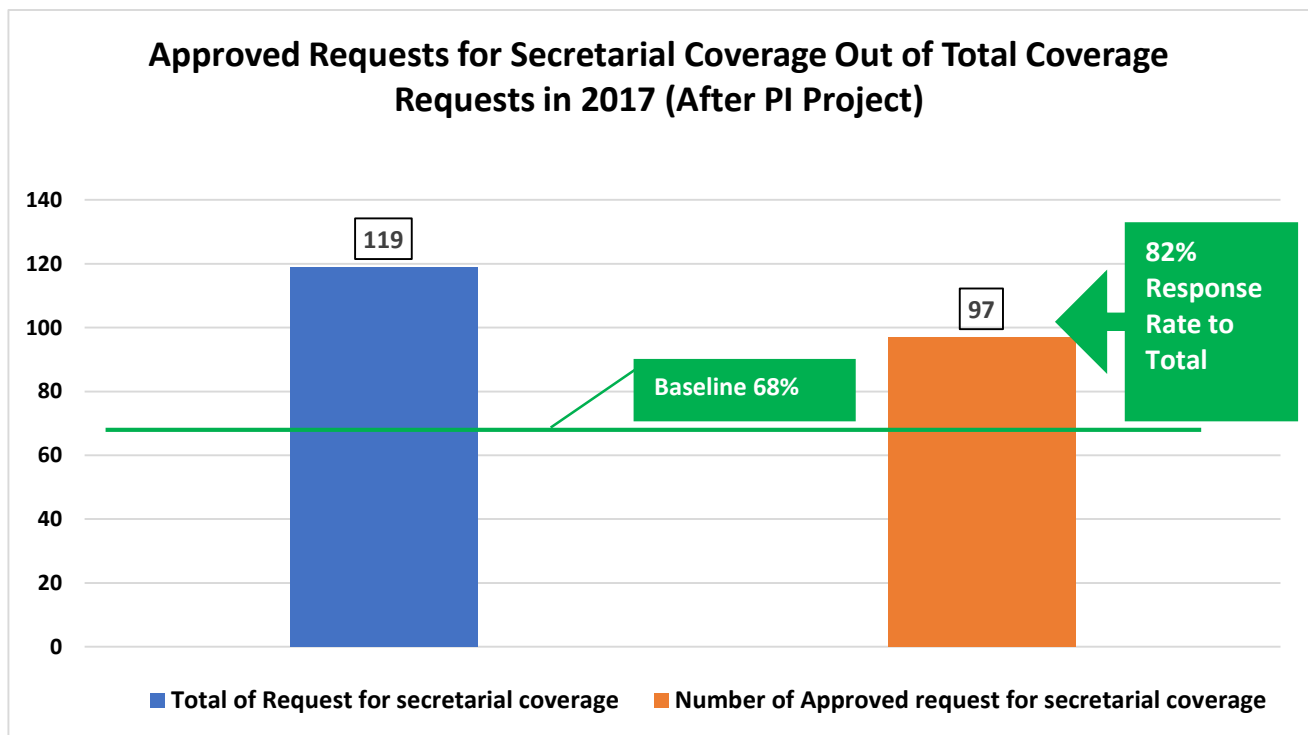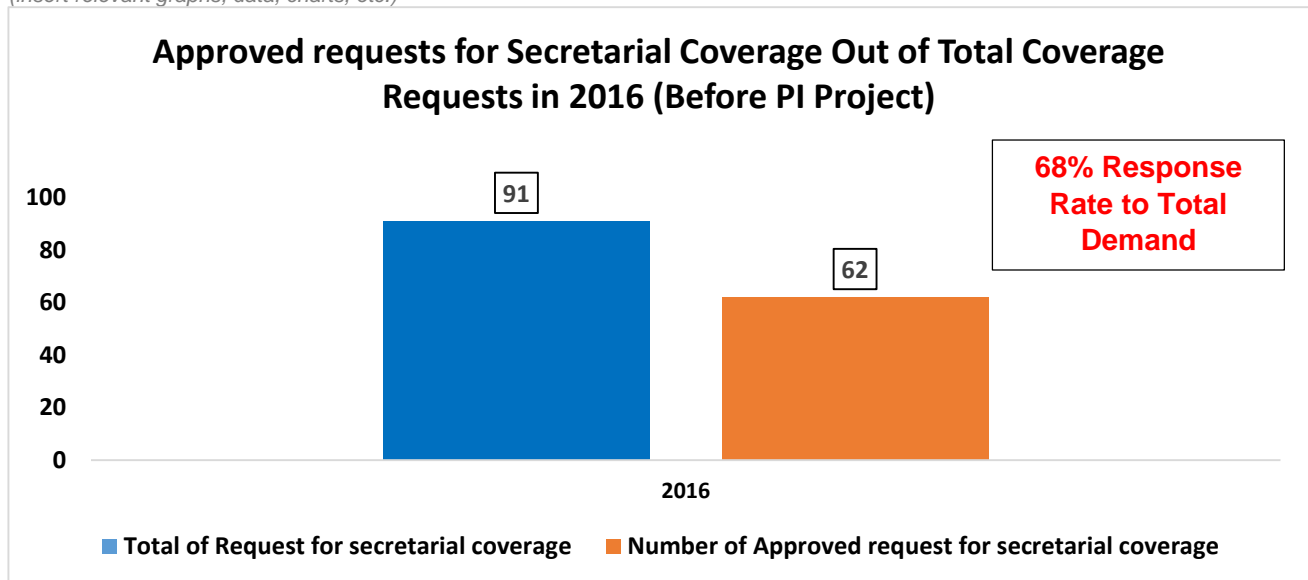| Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Secretarial / Typing pool Section Response Rate to coverage Request (%)	77% (10% from baseline)

Interventions: Overview of key steps/work completed
- Increase manning by hiring more staff in the Secretarial Typing Pool Section.
- Negotiating the best time available period for coverage with the secretaries from other departments requesting temporary secretarial services
- Reducing coverage periods required as needed to meet the highest number of requests during the high peak periods.
- Reducing the percentage of vacations for Secretarial Pool Staff during the peak seasons.

Approved requests for Secretarial Coverage Out of Total Coverage Requests in 2016 (Before PI Project)

68% Response Rate to Total Demand

2016

■ Total of Request for secretarial coverage ■ Number of Approved request for secretarial coverage

Approved Requests for Secretarial Coverage Out of Total Coverage Requests in 2017 (After PI Project)

82% Response Rate to Total

Baseline 68%

■ Total of Request for secretarial coverage ■ Number of Approved request for secretarial coverage

Project Lead	Team Members
Name *(person accountable for project)*	**Names** *(persons involved in project)*
Turki Saad AlJomaiah	All Typing Pool Section Staff