



Project Name

Implementing Undergraduate Medical Education (UGME) Business Process

Site

Riyadh

Department

Academic and Training Affairs

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-30-2017

Problem: Why the project was needed?

The rationale behind the implementation of this Business Process will be falling under the reasons identified below:

- To maintain an accurate database on medical students and medical interns.
- To monitor and review training capacity positions.
- To reduce cost from paper to paper-less registration.
- To reduce days and steps of training registration, booking and approval process.
- To comply with JCI standards of academic medical center hospitals for medical professional education accreditation.

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?

The aim of this project is to improve the efficiency of student enrollment in training position by decreasing the number of process days (Turnaround time –TAT by more than 50% before the end of 2017. Also we were able to decrease the number of steps (total cycle time) from 15 to 6 steps (60% reduction in processing steps)

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

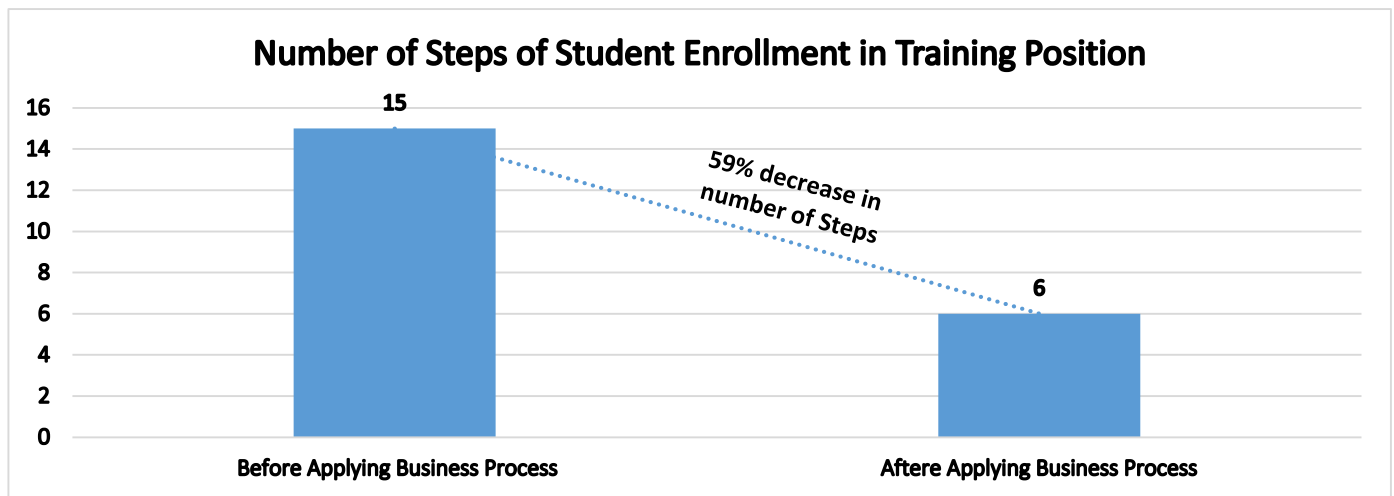
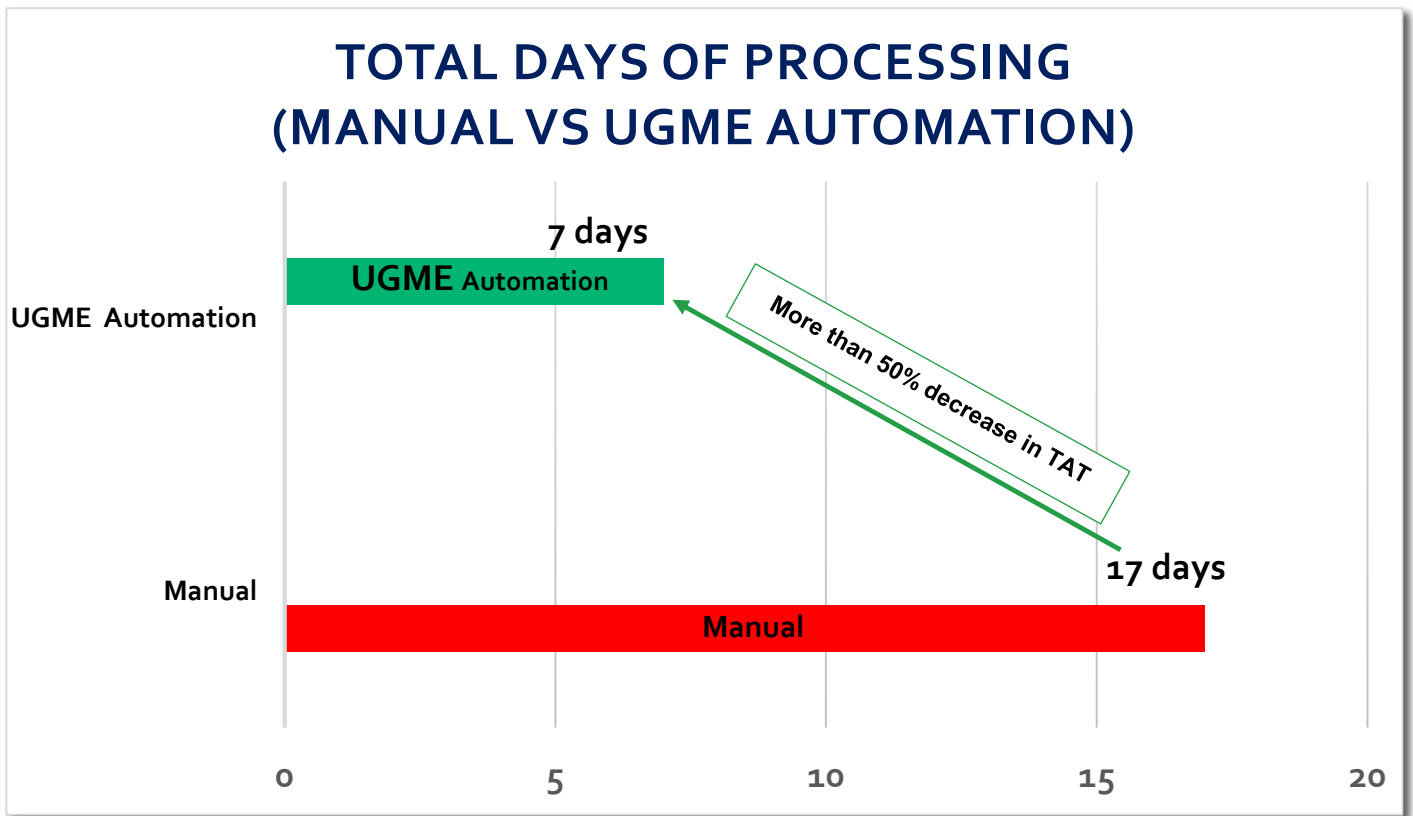
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
1- UGME turnaround time (TAT in days)	1- 50% reduction from baseline (17 days)
2- UGME processing steps (Number)=	2- 50% reduction from baseline (15 steps)

Interventions: Overview of key steps/work completed

- Development of a unified electronic portal to allocate clinical training positions to each medical training program and to establish an accurate database for medical students/interns.
- Educational training sessions were conducted to cover all program director's training.
- Tutorial videos were recorded and applied in the portal UGME Section official page.

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)
 Shaden Ahmed Khattab

Team Members

Names

(persons involved in project)
 Dr. Saud Alshanafey, ATA
 Dr. Abdulrahman Alghabban, Medicine
 Dr. Maha Tulbah, Obstetrics Gynecology
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