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

Project Name
Non-Transferred Medical Records to designated wards

Site	Department
Riyadh	Medical Records Services

Project Status	Project Start Date	Project End Date
Completed	03-25-2018	10-31-2018

Problem: Why the project was needed?

Upon patient's transfer to another service, the chart location must be updated in the tracking system; unfortunately, this was not the case with few chemotherapy patients leading to missing charts not found in the designated ward.
Accordingly, this project was selected to decrease the percentage of missing charts for inpatients.

Aims: What will the project achieve?

To decrease the percentage of missed tracked charts for inpatients by 50% from the baseline (58%) by October 31st, 2018 and sustain it over a year.

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?
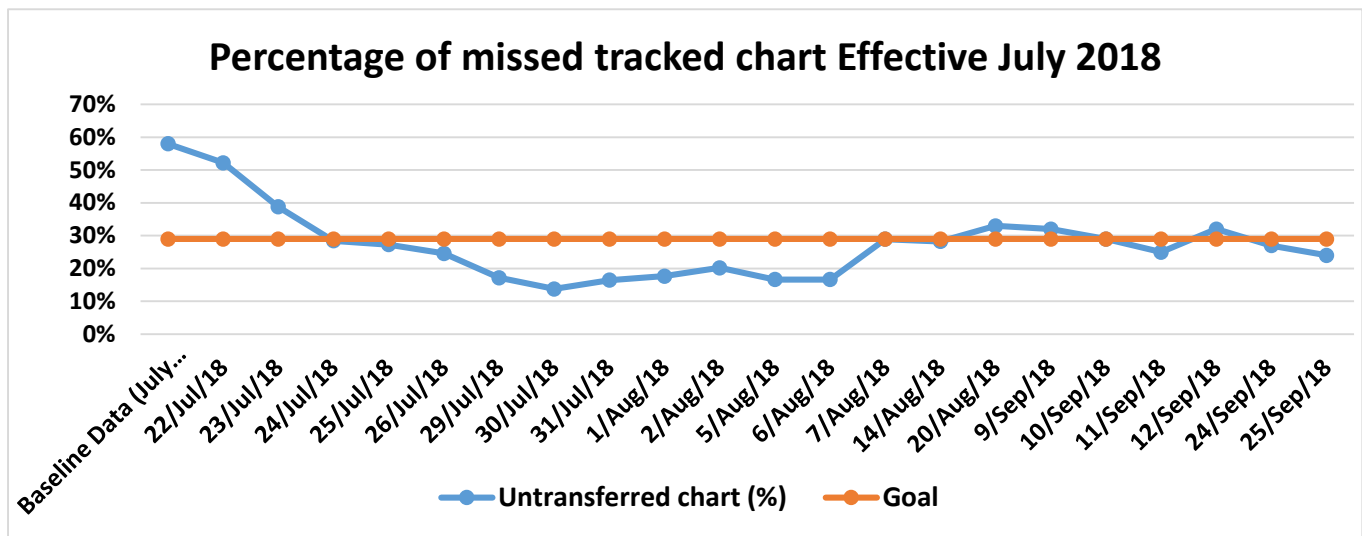*(Select only one)*
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Percentage of missing charts for inpatients	50% from the baseline (29)

Interventions: Overview of key steps/work completed

- Request daily report on Riyadh In-patient location chart from Data warehouse.
- Review reports and find out the missed tracked charts.
- Set meeting with the concerned inpatient wards.
- Send daily report to the respective head nurses on the missed tracked charts.
- Conduct training sessions to the ward clerks on the tracking system and how to use it.

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

Percentage of missed tracked chart Effective July 2018

Project Lead	Team Members
Name	**Names**
(person accountable for project)	*(persons involved in project)*
Hanouf F. Al-Suliman, Manager, Medical Record	Walaa Ashmeg, Assitant Head, Medical Records
	Baddah Al Haity, Senior Admission Representative.
	Inpatient Head Nurses.