



Strategic Priority: **SP2- KFSH&RC Experience**

Project Name

Patient and family experience in D3-2

Site

Riyadh

Department

D3-2

Project Status

Completed

Project Start Date

04-22-2018

Project End Date

12-22-2018

Problem: Why the project was needed?

HCAPS is the in-patient Satisfaction Survey, which is done after the patient has been discharged. We have noticed that on many occasions, the HCAPs results for D3-2 was low; and as a result we have decided to do patient rounds in order to sort out any patients' concerns/problems/issues immediately to enhance patient experience while they are still an in-patient. Working with a multi-disciplinary team: Patient Relation representative, Difficult discharge representative, dietary representative, Housekeeping and Unit Manager/designee, we have started to do patient/family rounds on a weekly basis. We want to see what the is patient experience while they are still in-patients and utilizing the same questionnaire from HCAPS.

Aims: What will the project achieve?

To increase the patient and family experience in D3-2 by 10% from the baseline by 3Q 2018.

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)

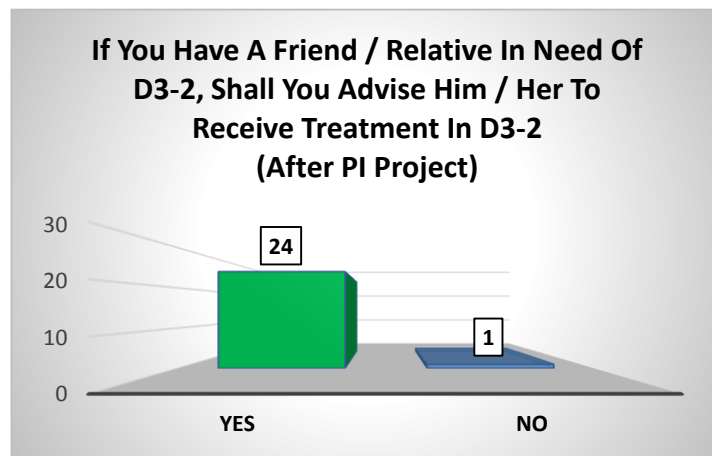
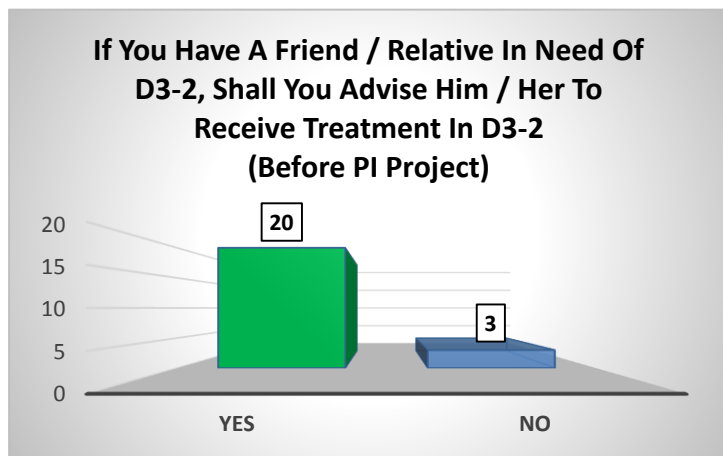
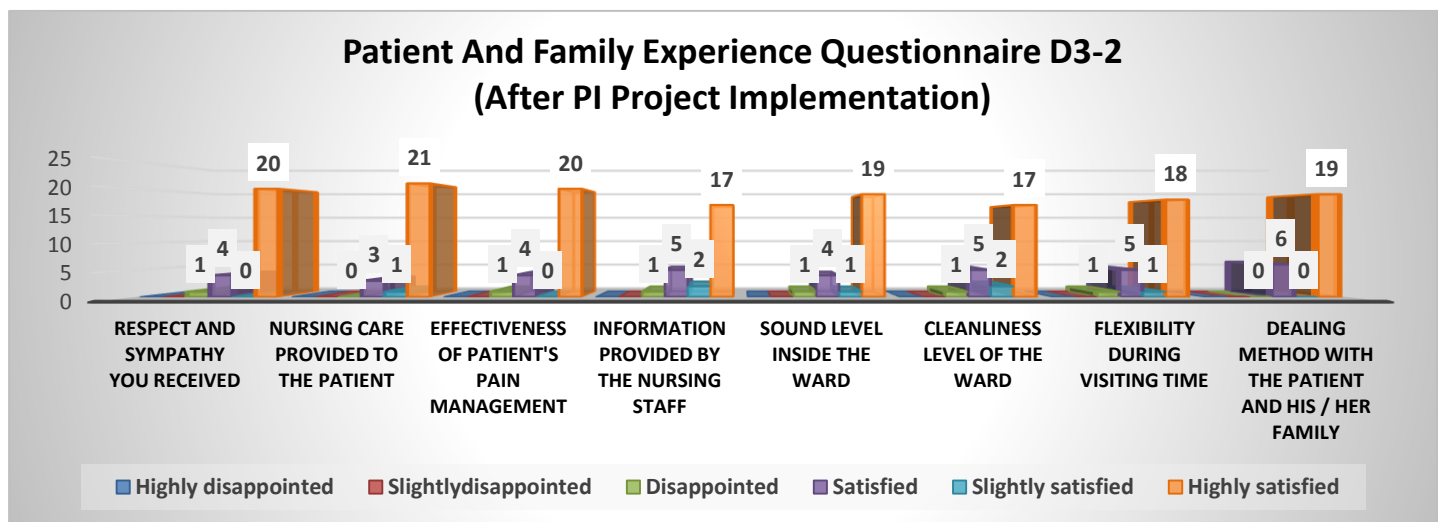
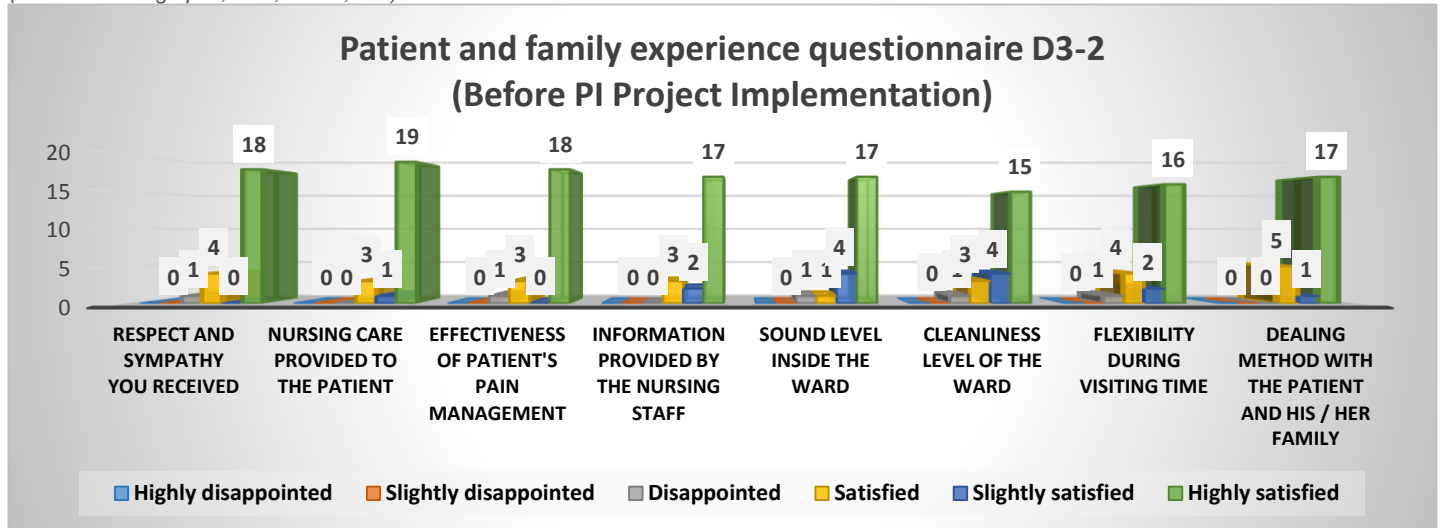
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Patient and family experience (%)	10%.

Interventions: Overview of key steps/work completed

- Start strategic leadership round every Tuesdays (Patient relation, dietary representative, housekeeping supervisor, nursing, discharge planner).
- Ensure that patient will receive proper and adequate pain medication and enough IV fluid contents before handover time.
- Initiate an hourly round between nurses and care assistant after receiving handover using "PEEP" method (Position, Elimination, Environment, Pain).
- Educate Patient family's starting from admission.
- Implement a "NO PASS ZONE".
- Place a "NO PASS ZONE" slogan in each patient's room.
- Collect surveys from patients' or their family before they discharge.

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



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