



Strategic Priority: **SP3- Organizational Sustainability**

Project Name

Automation of Transportation Services Request

Site

Riyadh

Department

Transportation Services Department

Project Status

Completed

Project Start Date

03-01-2018

Project End Date

10-31-2018

Problem: Why the project was needed?

Transportation Services is seeking to comply with cost reduction strategy of KFSH&RC. Transportation Services is receiving tremendous operation requests up to 2,500 manual requests and this is adding more cost upon paper consumption.

Aims: What will the project achieve?

Decrease transportation manual requests for all Hospital staff from a baseline of 100% to 0% by the end of October 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)

Efficient

Measures: Performance metrics to be evaluated

Numbers of Transportation Manual Requests

Targets: Expected outcomes

Zero

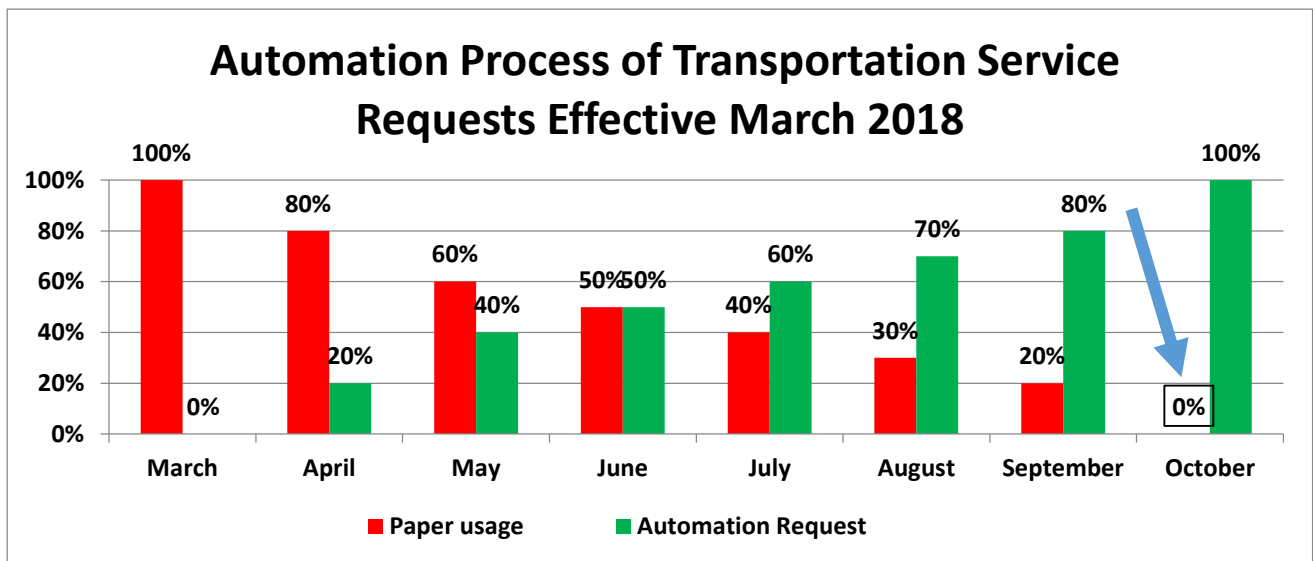
Interventions: Overview of key steps/work completed

- Collaborate with Healthcare Information Technology Affairs (HITA) for the creation of Transportation Services (TS) Automation Requests.
- Initiate a GD: 279-39 illustrating all the required process for TS Automation Requests.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)

- Transportation Services Automation Requests decreased the manual requests to **0%** by the end of October 2018.



Project Lead

Name

(person accountable for project)

Mohammed Bin Shadeed, Head, Transportation Services

Team Members

Names

(persons involved in project)

Faisal Alenizi, Dispatcher, Transportation Services
Akram Alkahlout, Dispatcher, Transportation Services
Walaa Abdulaziz, Hospital Assistant II, Transportation Services