



Strategic Priority: **SP3- Organizational Sustainability**

Project Name

Discharge before 12 noon

Site

Riyadh

Department

Department of Surgery

Project Status

Completed

Project Start Date

01-01-2017

Project End Date

09-30-2018

Problem: Why the project was needed?

As a leading hospital, one of our strategic objectives is to optimize efficiency, productivity and accountability to reduce cost and improve delivery of care.

Delay in patient's discharge, are one of the bottlenecks that we are aiming to solve. Therefore, this project was selected, to improve early discharge process in the Department of Surgery.

Aims: What will the project achieve?

To increase the percentage of discharged patients before 12 noon, to more than 38% from the baseline by 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)

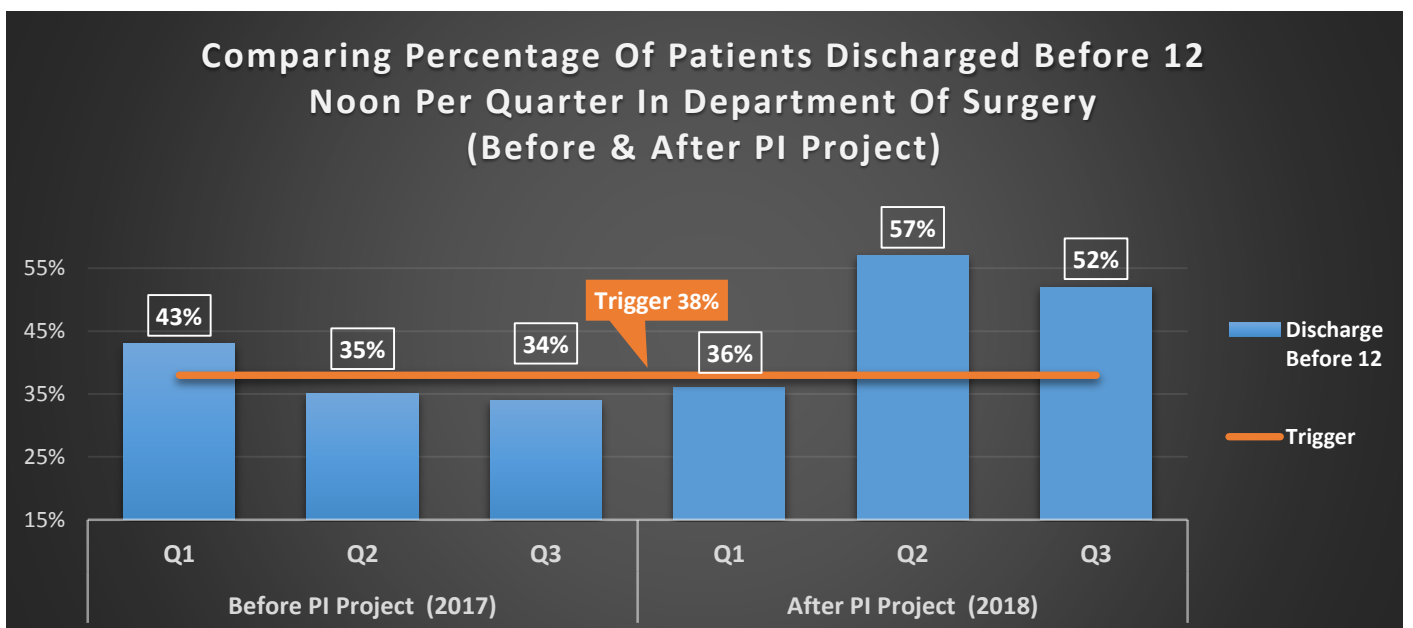
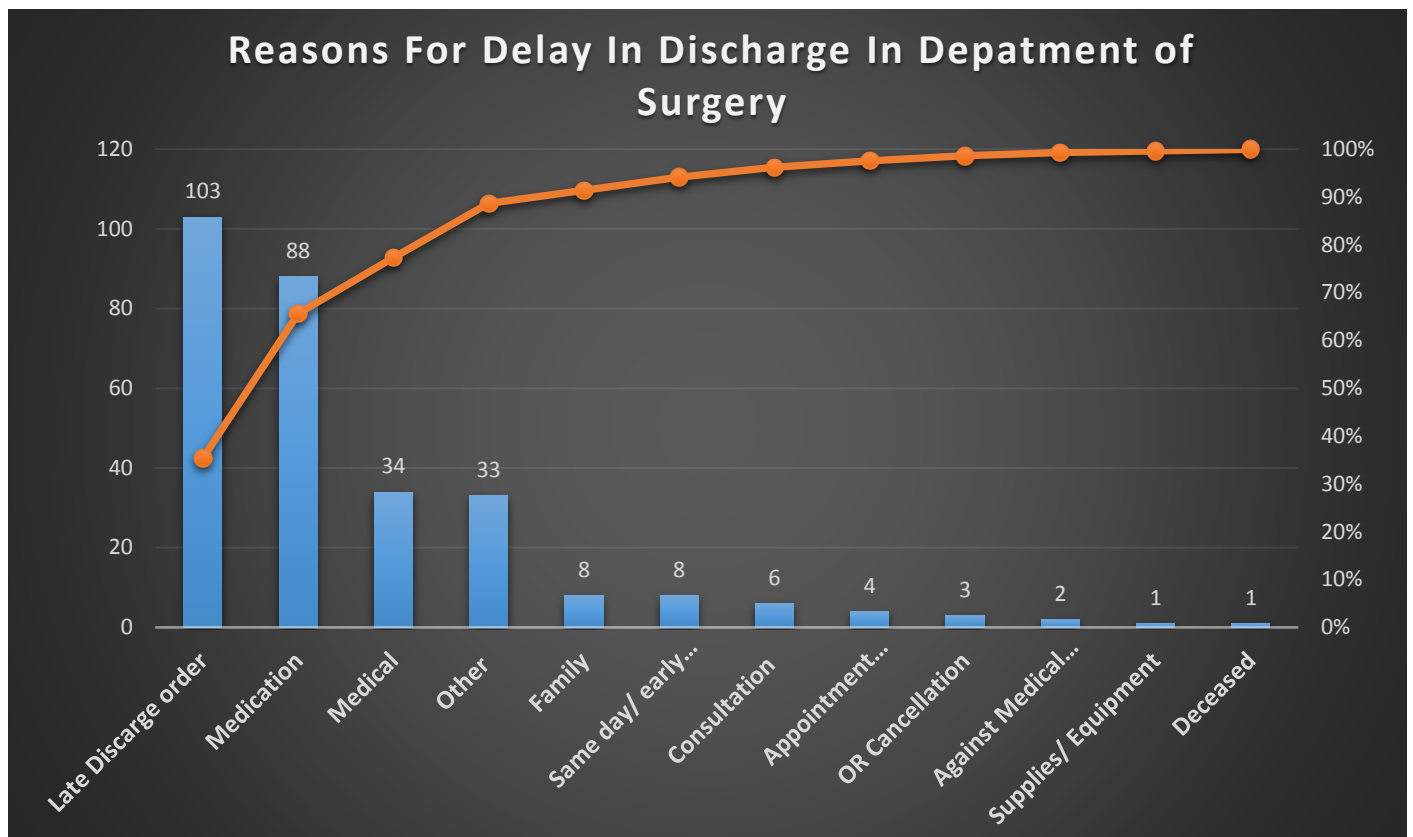
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Percentage of discharged patients before 12 noon	More than 38% (trigger)

Interventions: Overview of key steps/work completed

- Share discharge data per section, addressing deficiencies in their discharge planning through weekly emails and the causes of late discharge.
- Encourage staff to facilitate early discharge process during staff meetings and daily morning report.
- Perform early discharge rounds from 7:30-8:30.
- Communicate the discharge plan to the patients and their families emphasizing the importance of going before 12:00 from time of booking in the clinic and upon admission.
- Communicate patient discharge plan to Head nurse, Deputy Head nurse and/or charge nurse 24 hours before actual discharge.
- Enter all orders at least 24hrs before discharge.

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



Project Lead **Team Members**

(person accountable for project)

(persons involved in project)

Dr. Wafa Alkhalayl

Prof. Dieter Broering
 Hunida Mohamed, Rph
 Surgery nursing staff
 MCA staff in the Department of Surgery
 Case Management Department

