



Strategic Priority: **SP3- Organizational Sustainability**

Project Name

Electronic Documentation for the Audiology Services.

Site

Riyadh

Department

Otolaryngology, Audiology

Project Status

Completed

Project Start Date

11-07-2017

Project End Date

04-15-2018

Problem: Why the project was needed?

King Faisal hospital & Research Centre is seeking toward optimizing efficiency, productivity and provide a high performing environment. Therefore, this project was initiated to monitor and standardize the documentation of services provided by the clinicians in Audiology. Additionally, the project aims to solve the delay in patient care caused by missing charts on the day of the appointment and to reduce excess use of paper in the clinic.

Aims: What will the project achieve?

1. To decrease use of chart review slots in Audiology Clinic from an average of three (3) slots to one (1) slot per day by November 15, 2018.
2. To decrease the use of papers in the Audiology clinic from an average of 25,000 to 13,000 sheets of paper per month by November 15, 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)

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

Efficient

Measures: Performance metrics to be evaluated

1. Number of Chart review slots per day
2. Number of papers

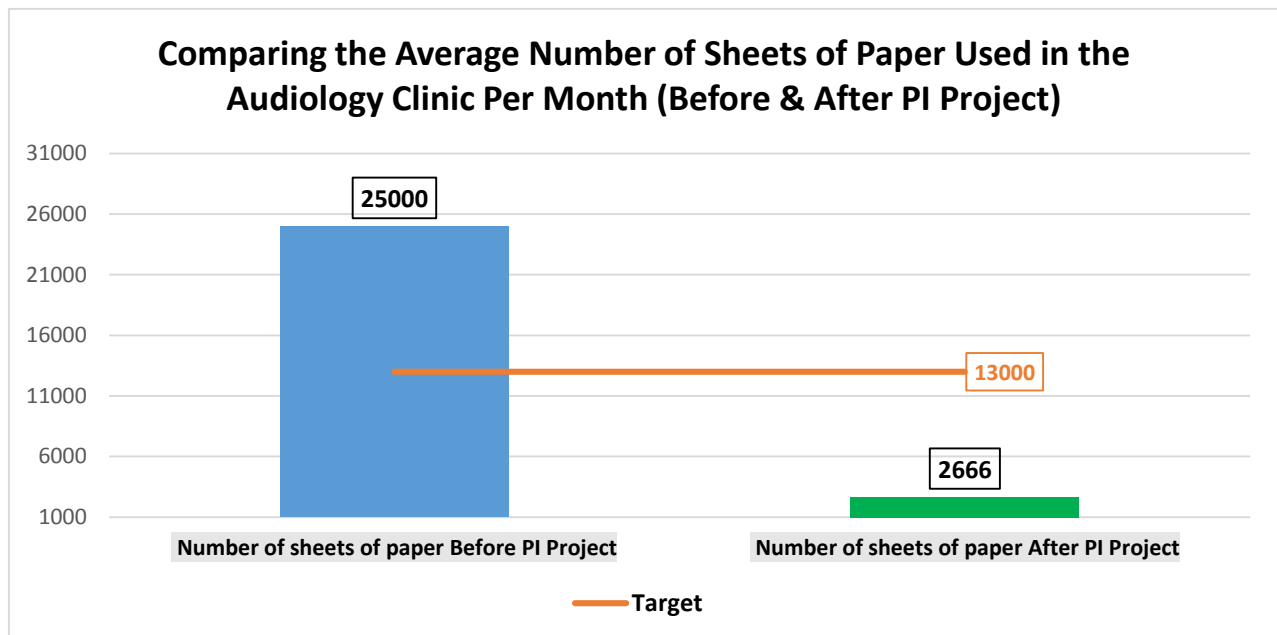
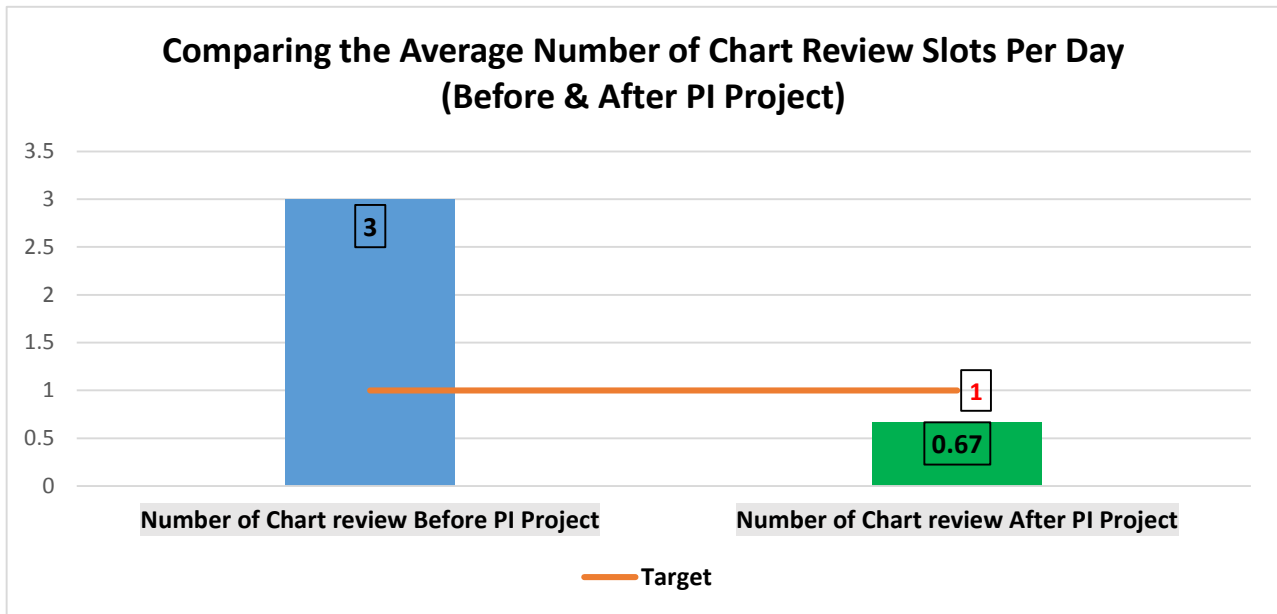
Targets: Expected outcomes

1. Not to exceed one (1) chart review slot per day
2. 13,000.

Interventions: Overview of key steps/work completed

- Introduce electronic documentation repost in ICIS under clinical services notes.
- Build in collaboration with HITA, "Clinical Notes", which allow immediate import of results in ICIS which permit other providers to immediately view results and plan of care.
- Equip in collaboration with HITA, all medical equipment with the necessary software and hardware that allows access to ICIS and successful import of result documents.
- Conduct training sessions, in collaboration with HITA, to all concerned staff on how to use the software and hardware associated with successful implementation of the project.
- Update all Clinical Policies & Procedures, to include electronic documentation and results imported into ICIS.

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)
Sarah Alageel, Audiologist

Team Members

Names

(persons involved in project)
Hawazen Alhamdan, Audiologist
Gheed Abuharb, Head of Audiology