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

Strategic Priority: SP3- Organizational Sustainability

Project Name

Enhancement of Legislative Documents Development and Review.

Site	Department
Corporate	Policy Development Department

Project Status	Project Start Date	Project End Date
Completed	01-01-2018	10-31-2018

Problem: Why the project was needed?
Lengthy process for development/review of policies in Policy Development Department, caused delay in publishing updated policies which resulted in non-compliance by Hospital staff. Therefore, this project was selected to improve the cycle time of process of developing/ reviewing policies.

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.

Aims: What will the project achieve?
To decrease the total cycle time (TCT) of developing/ reviewing policies process by at least 40% by the 3rd Quarter 2018.

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
Total cycle time (TCT) of developing/reviewing policies process	At least 40% decrease in TCT

Interventions: Overview of key steps/work completed

- Conduct an education training sessions to Hospital departments
  - ➤ 12 training sessions were conducted at KFSH&RC (Gen.Org.) –Jeddah with a total of 153 participants.
  - ➤ Many training sessions (actual and via phone calls) were conducted both Riyadh and Jeddah Branch.
- Develop an education tutorial video in ilearn.
  - ➤ The education videos were developed, uploaded to iLearn and announced via Hospital News on 18 July 2018.
- Establish an Administrative Policy and/or Procedures (APPs) for developing/reviewing APPs and IPPs.
  - ➤ The APP for developing APPs and IPPs were established, approved and announced, ref. APP-113 and APP-5113).
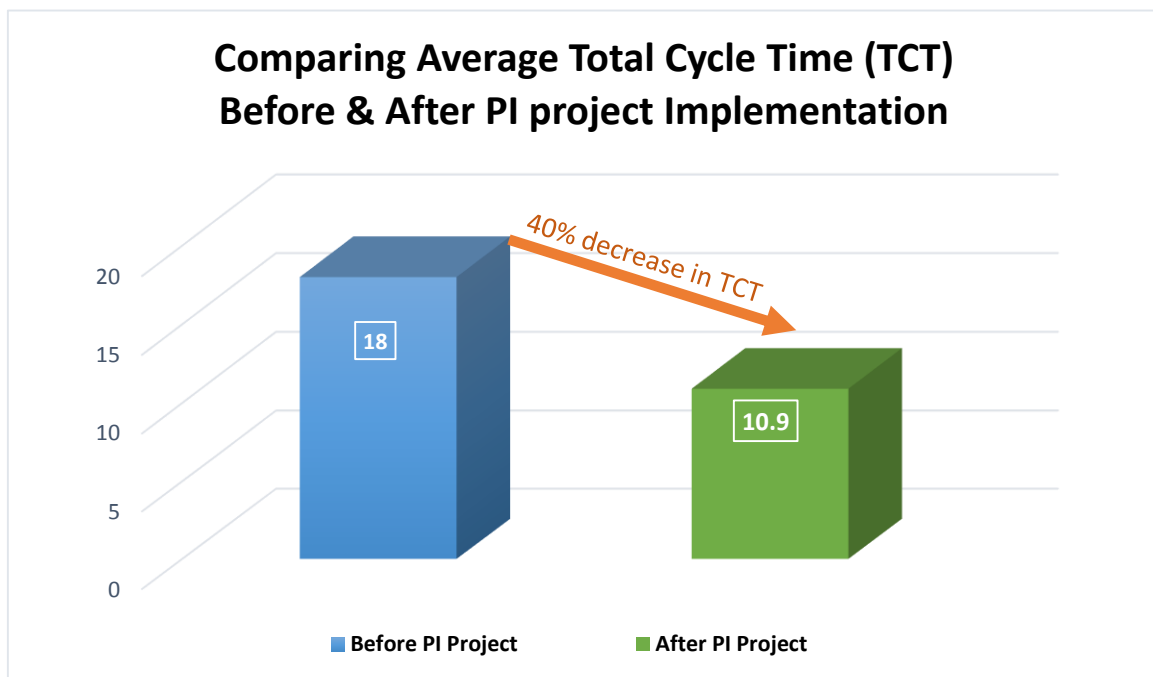
- **Average period from the time of APP review until it gets approved. Sample computation is as shown on the table below:**

APPs Workflow Period

Ref #	Title	Ver #	Status	Date Created	Date Approved	#Days on Workflow
8320	End of Probationary Period Assessment	1	Approved	05/08/2018	14/08/2018	9
8193	Management of Code Black "Bomb Threats"	1	Approved	20/06/2018	02/09/2018	74
32	Acceptable Use Of Information Systems	3	Approved	28/05/2018	28/10/2018	153
5302	Disclosure of Medical Adverse Events	2	Approved	21/05/2018	23/07/2018	63
45	Data Service Request Process	2	Approved	08/02/2018	23/07/2018	165
58	Management of Hospital Committees	2	Approved	10/01/2018	17/09/2018	250
39	Assignment, Relocation And Equipping Of Spaces	2	Approved	14/12/2017	09/10/2018	299
34	Access Control System	2	Approved	26/11/2017	19/09/2018	297
114	Traffic And Parking Rules And Regulations	2	Approved	26/11/2017	28/10/2018	336
102	Purchase of Services	2	Approved	15/11/2017	04/10/2018	323
7420	Hospital Forms Management	1	Approved	06/11/2017	23/07/2018	259
83	Methodology and Criteria for the Disposal of	2	Approved	17/10/2017	01/11/2018	380
7323	Continuing Medical Education (CME)	1	Approved	14/09/2017	14/11/2018	426
7198	Requesting a Charge Description Master (CDM)	1	Approved	13/07/2017	23/07/2018	375
6510	Data Governance Policy	1	Approved	06/06/2017	29/07/2018	418
99	Purchase of Supplies	2	Approved	05/06/2017	21/06/2018	381
6501	KFSH&RC's Patients Special Events Or Visits	1	Approved	25/05/2017	23/07/2018	424
65	Internship, Practicum and On-The-Job Training	2	Approved	11/05/2017	12/11/2018	550
59	Hospital Identification	2	Approved	15/03/2017	04/11/2018	599
108	Safekeeping Of Patient Valuables	2	Approved	05/03/2017	23/07/2018	505
43	Control And Release Of Medical Records	2	Approved	05/03/2017	09/10/2018	583
					Average	327

- **Average total cycle time (TCT) pre and post project implementation:**

Comparing Average Total Cycle Time (TCT) Before & After PI project Implementation

- Before PI Project: 18
- After PI Project: 10.9
- 40% decrease in TCT

Project Lead	Team Members
Name *(person accountable for project)* Ahmed Althumairi	**Names** *(persons involved in project)* Aseel Tarabzouni