



Strategic Priority: **SP3- Organizational Sustainability**

**Project Name**

Improvement of Staff Experience and Satisfaction

**Site**

Riyadh

**Department**

F3

**Project Status**

Completed

**Project Start Date**

04-08-2018

**Project End Date**

10-31-2018

**Problem:**

F3 is a newly formed medical Unit staffed with employees from various different units across the hospital and some new staff to the organisation. During initial staff meetings and one to one discussions, it became apparent that staff were unhappy in the Unit. We received complaints mostly about lack of teamwork. To quantify this, all staff members were asked three simple questions to measure and improve staff experience and satisfaction.

**Aims:** What will the project achieve?

To increase the percentage of staff satisfaction in F3 by 5-15% from the baseline by end of October 2018 and sustain it for 6 months.

**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)

**Improve teamwork**

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

(Select only one)

**Effective**

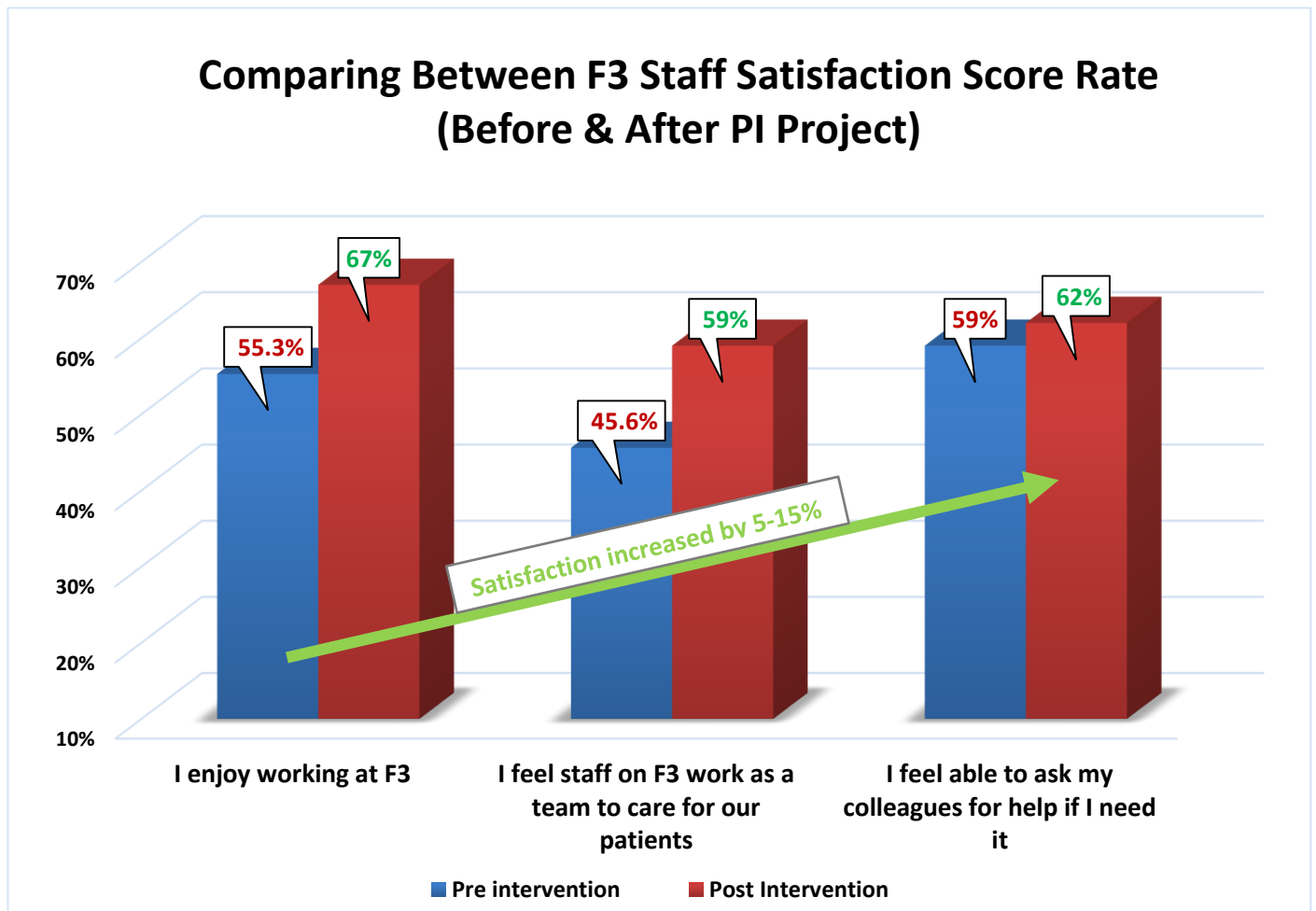
<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Percentage of Staff satisfaction in F3	5-15% from baseline

**Interventions:** Overview of key steps/work completed

- Develop and distribute a welcome pack for new staff.
- Support precepting of new staff.
- Welcome the new staff to the unit with a team breakfast.
- Form a Unit Base Council (UBC) including staff retention officer.
- Utilize a buddy system to ensure all staff have adequate coverage for a break during their shift.
- Organize a team building social activities.
- Educate and encourage staff to work on projects in their assigned task force.
- Develop a team working in pairs to present at Journal Club.
- Engage at shift change huddles with structured approach.
- Create an award for the employee of the month.

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

F3 Staff Satisfaction Score Rate		
Questions	Positive Score Rating Before PI Project Implementation	Positive Score Rating After PI Project Implementation
1. I enjoy working at F3	55.3%	67%
2. I feel staff on F3 work as a team to care for our patients	45.6%	59%
3. I feel able to ask my colleagues for help, if I need it	59%	62%



#### Project Lead

**Name**

*(persons involved in project)*  
 Claire Lowrey, Head Nurse

#### Team Members

**Names**

*(persons involved in project)*  
 Leila Faustino, Assistant Head Nurse  
 Josephine Barlaan, UBC Chair  
 Elnora Larioza  
 Carol Khwela