



Strategic Priority: **SP3- Organizational Sustainability**

**Project Name**

Optimization of Capacity Management in KFSH&RC

**Site**

Corporate

**Department**

HITA, Patient Care Areas (Inpatients)

**Project Status**

Completed

**Project Start Date**

06-14-2017

**Project End Date**

06-04-2017

**Problem:** Why the project was needed?

Communication is the key in effective and efficient patient care management; however, this can be challenged by inadequate / inappropriate / lack of communication due to multiple layers of communications and difficulties to track beds. Therefore, this project was selected, to optimize patient capacity through effective and efficient communication channels and coordination among providers and bed coordinators.

**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 non-added value steps of transferring patients from EMS to admission ward from 13 steps to zero by end of April 2017 and sustain it for 1 year.

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

(Select only one)

**Efficient**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Number of non added value steps	zero.

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

- Implement capacity management solutions to ease the flow of communications through real time display of dashboards.
- Indicate bed status and number of vacancies to support decision-making process effectively and efficiently.
- Educate and train environmental health staff and bed coordinators in using capacity management effectively for better communication.
- Use lean concept to study the baseline status in order to achieve efficient workflow.

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

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

➤ **Immediate:**

- TAT improvement for porters
- TAT improvement for EVS
- TAT improvement for equipment

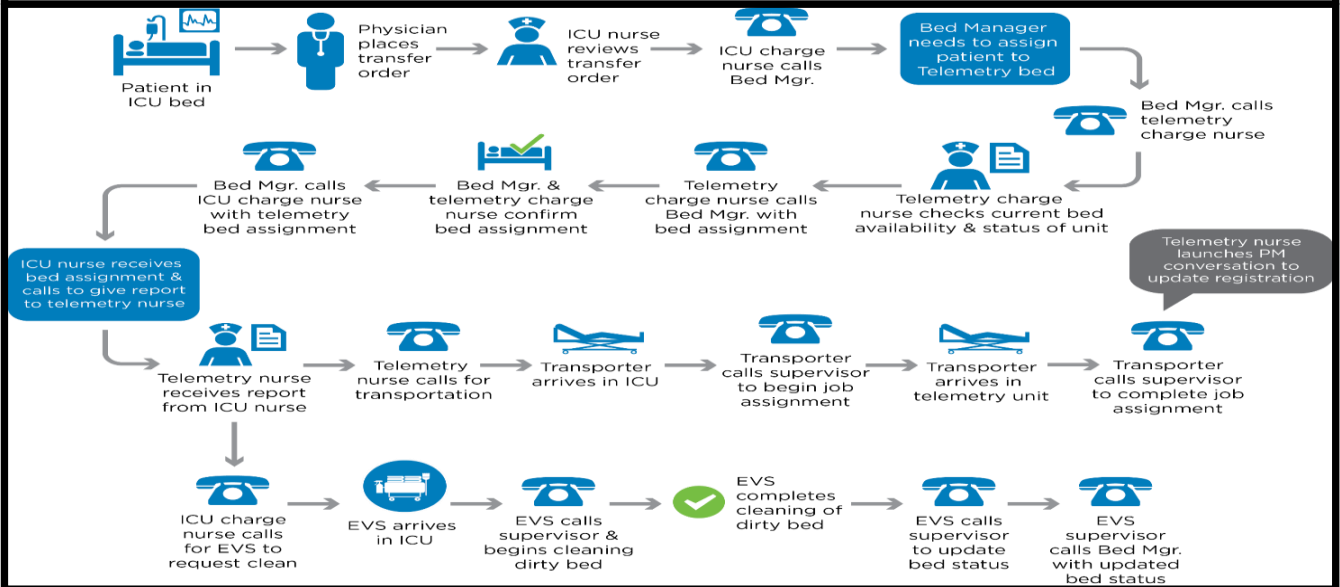
➤ **Medium term:**

- Improvement of the discharge process
- Improvement of the transfer process

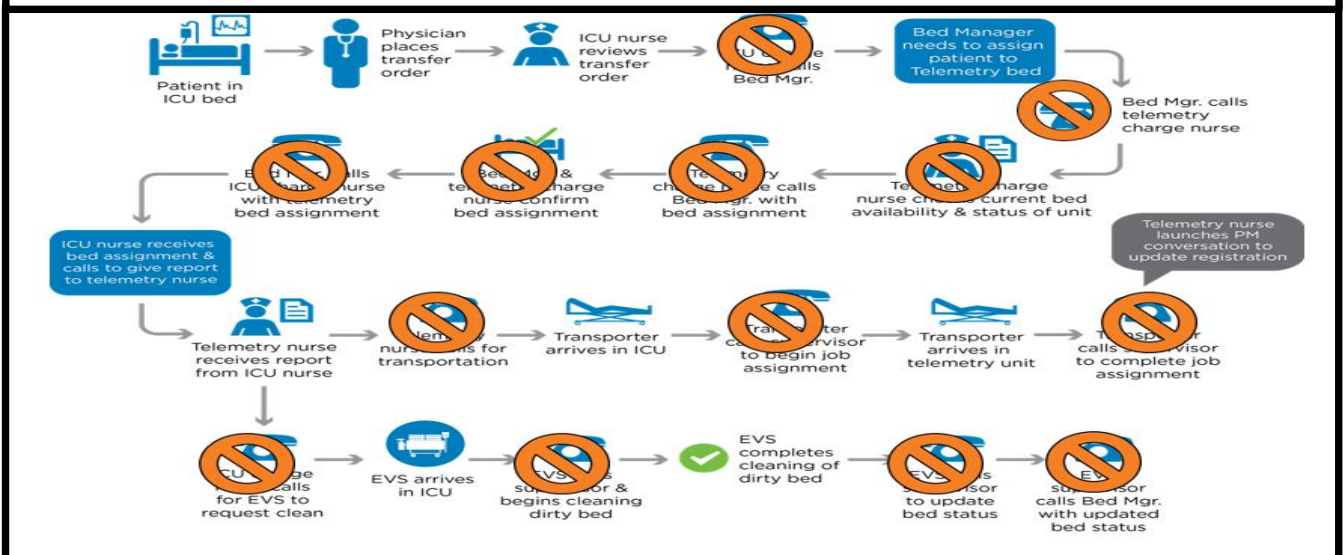
➤ **Long term:**

- Decreased LOS by improving infection (equipment cleaning worklist, better awareness of how infections are moving across the hospital, tag hand washing dispensers), decreased falls by locating patients closer to the nursing station and tagging falls high risk patients.

## Before Implementation Workflow Steps Were Dependant On Manual & Multiple Communication Among Stakeholders to Achieve the Mission



## After Implementation of capacity management workflow re-designed through LEAN concept to eliminate none-value added steps to achieve efficiency



### Project Lead

#### Name

(person accountable for project)  
Alsubaie, Nayef Mohammed

### Team Members

#### Names

(persons involved in project)

- 1- Alhaity, Baddah Mohamed
- 2- Albothi, Saleh Abdullah
- 3- Alharbi, Najwa Ghazai
- 4- Aldowish, Ahmed Ibrahim
- 5- Siba Abulessan
- 6- Alharbi, Falah Saleh
- 7- Al-Ghamdi, Sultan Yahya
- 8- Bashir, Maryam
- 9- Saleh, Samira Ahmad
- 10- Alwahshi, Amal Salem
- 11- Mohammed Alhajjy – Benefits Realizations Coordinator