



Strategic Priority: **SP4- Community Affairs**

Project Name

Optimizing Health Outreach Blood Specimen Transfer Program

Site

Riyadh

Department

Health Outreach Services Department

Project Status

In Progress

Project Start Date

04-02-2017

Project End Date

09-30-2018

Problem: Why the project was needed?

Health Outreach Services Department (HOSD) help active KFSH&RC patients, living outside Riyadh to do laboratory investigation few days before their clinic appointment without traveling to Riyadh. This is done, by collecting patients' blood sample from their respective HOS – regional hospital, through Blood Specimen Transfer Program (BSTP) and transport specimen to KFSH&RC – Riyadh at Processing Laboratory Department; however, there are cases and errors observed on collected specimen, like leaking, collected wrong specimen tube and insufficient specimen. Therefore, this project was initiated to avoid further errors that will affect patient's health condition and experience.

Aims: What will the project achieve?

To decrease the percentage of errors of collected specimen in maximum 10 % out of the total collected specimen from BSTP by end of September 2018 and sustain 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)
Click or tap here to enter text.

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

(Select only one)

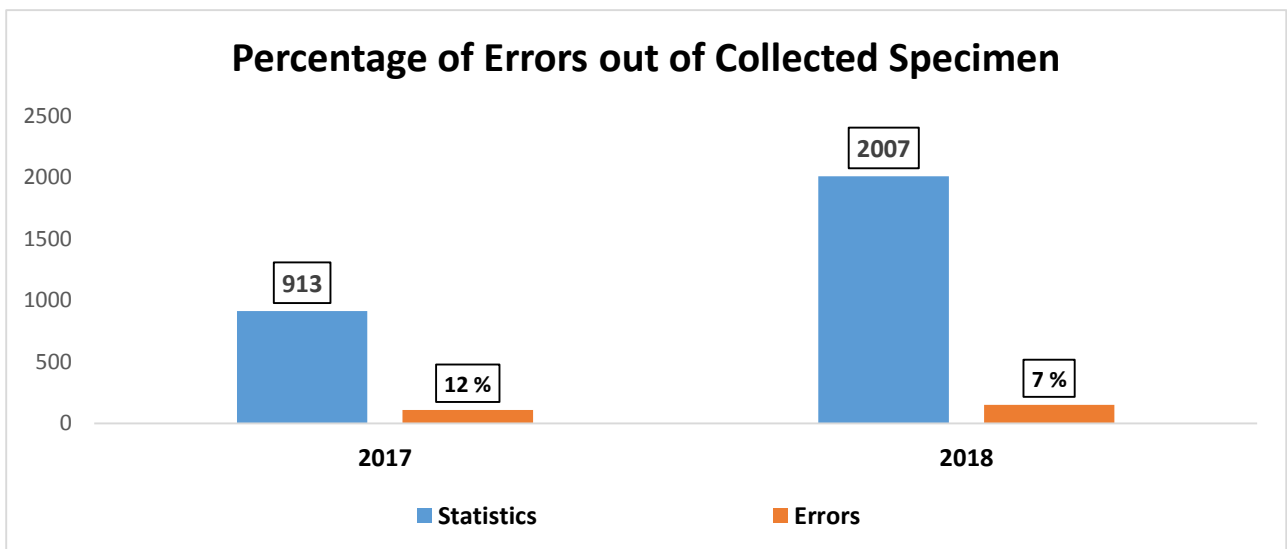
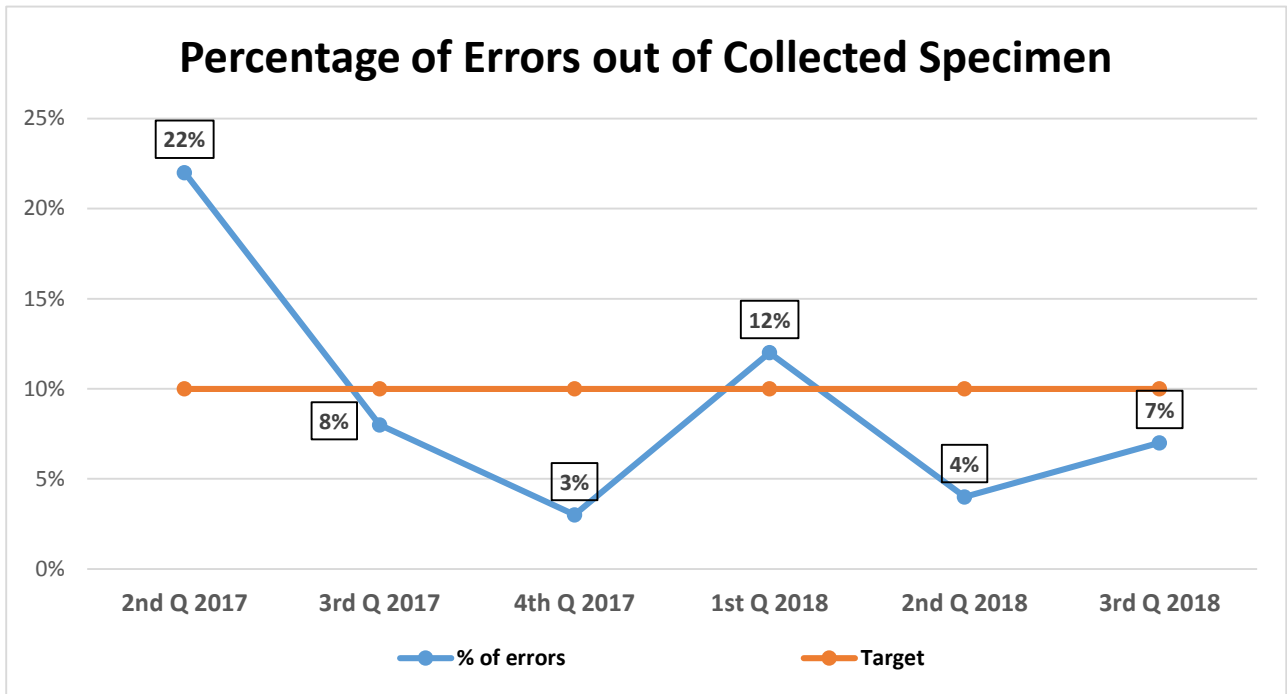
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Percentage of Errors of the collected specimen	Less than < 10%

Interventions: Overview of key steps/work completed

- Provide laboratory guidelines to all Health Outreach Services (HOS) in regional hospital.
- Provide updated laboratory list for Blood Specimen Transfer Program (BSTP).
- Conduct teaching session and meeting for HOS – regional laboratory coordinator to resolve issues.
- Request a laboratory labelling machine to HITA (on process) for HOS- regional hospital to avoid mistake in collecting specimen in wrong tube.
- Maintain channel of coordination between regional laboratory coordinator, BSTP coordinator and outreach processing laboratory staff.

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)

Jovie P. Taer

Team Members

Names

(persons involved in project)

Dr. Feras Alfraih

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