2018 Performance Improvement Report
STRATEGIC PRIORITY 1
Medical Research and Academic excellence

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Project Name
Improve Head Nurse satisfaction related to candidate interview process

Site	Department
Jeddah	Nursing affaires , Nursing recruitment and retention

Project Status	Project Start Date	Project End Date
Completed	06-01-2018	10-01-2018

Problem: Why the project was needed?
The project Aim to Improve Head Nurse satisfaction related to candidate interview by Enhance candidate interview process.

Benefits/Impact: What is the improvement outcome?
- ☐ Contained or reduced costs
- ☐ Improved productivity
- ☐ Improved work process
- ☐ Improved cycle time
- ☐ Increased customer satisfaction
- ☒ Other (please explain)
  Improve user satisfaction

Aims: What will the project achieve?
To Improve Head Nurse satisfaction related to candidate interview from 20% to 60%
By the end of Sep 2018

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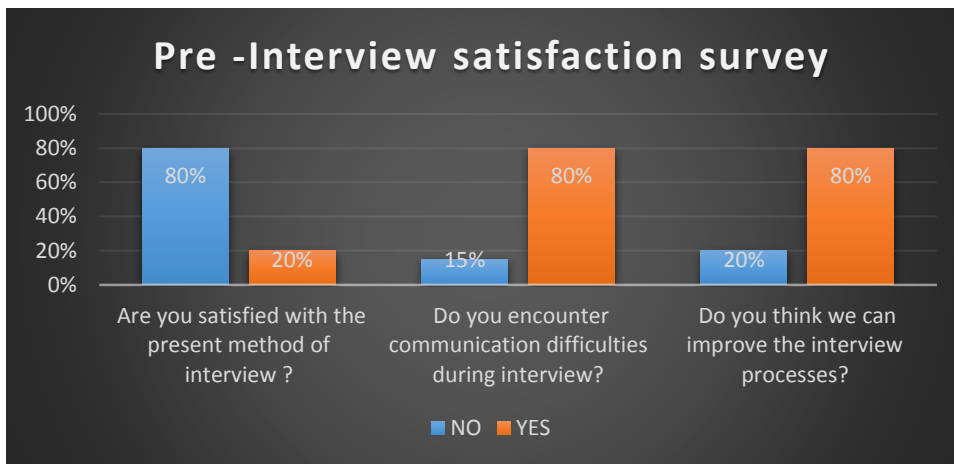**Equitable**

Interventions: Overview of key steps/work completed
- Move from telephone to skype interview

- ✓ Installation the application in all HNs Computers
- ✓ Provide camera TO all HNs
- ✓ Provide speaker to all HNs

- Offer skype training classes
- Contact Nursing Recruitment and Retention office if assistance required
- Send calendar invitation to the candidate and the HN
- Send calendar template which includes the following :

  Both HN and the candidate make sure to add their skype Address to their account at least a day prior to the scheduled interview.
  - ✓ Head Nurse Name
  - ✓ Head Nurse Skype Address
  - ✓ Head Nurse Ext.
  - ✓ Candidate Name
  - ✓ Candidate Skype Address
  - ✓ Candidate Contact Number

  - • Add the skype interview tips to the template which include the following:
  - ✓ Wear appropriate dress
  - ✓ Set up a clean, neutral background with good lighting
  - ✓ Make sure the interviewer can see your hands and your face
  - ✓ Avoid public spaces, unless you do not have internet at home.
  - ✓ Use a headset with microphone.
  - ✓ Maintain Eye Contact.
  - ✓ Things can go wrong. Your interviewer understands that. If something does happen, remain calm while you troubleshoot
  - ✓ Avoid preventable technical issues by practicing prior to the interview.
  - ✓ Eliminate interruptions.

  - • The HN to send the interview sheet within 24hours
  - • Nurse recruitment to print the calendar daily for backup and assistance

Results:

Pre -Interview satisfaction survey

Post -Interview satisfaction survey

Project Lead	Team Members
Name	**Names**
Shoug Al-Subhi	Samer Dardas Michelle Mc Bride Soud Sbehat Dania, Hassoubah Nouf Shwikan Marwa Abid Shahinaz Ashrour Amani Alsayed