



### Project Name

Improve Patient Experiences Report On Discharge Written Information

### Site

Jeddah

### Department

Pediatric Unit

### Project Status

Completed

### Project Start Date

10-30-2017

### Project End Date

06-30-2018

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

In 2017 Pediatric Unit 3rd quarter patient experience report on discharge written information was 70% which was below US national bench of 87%.

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

To improve 1 North patient experiences report on discharge written information of 70% on the 3rd quarter of 2017 to 87% as per US National Bench mark by the end of March 2018.

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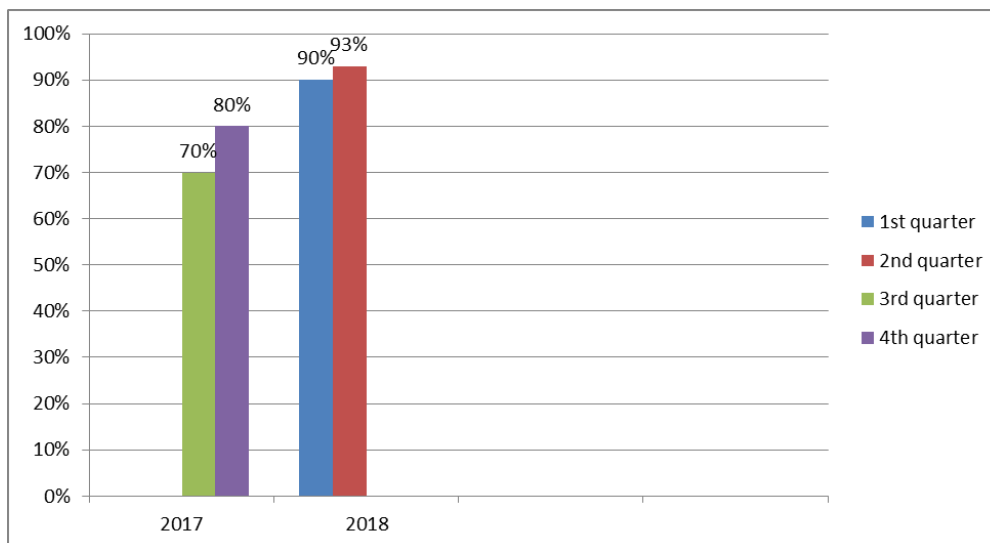
#### Quality Domain: Which of the domains of healthcare quality does this project support?

**Patient Centred**

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

- Reviewed discharged instruction needs of the patients in Pediatric units.
- Revised educational instructions available in the unit.
- Reviewed unit related hospital online discharged education materials / Arabic instructions. (Lexicom)
- In-services given to all staff regarding the discharging written information's.
- Nurses and in-patient officer worked collaboratively to ensure that written discharge information given before discharge.

#### Results:



Pediatric Unit patient experiences quarterly report on discharge written information.

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**Project Lead****Name**

Ola Sejeni

**Team Members****Names**

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