



**Project Name**

Patient satisfaction on Food Services at Takhasosi Residency

**Site**

Riyadh

**Department**

Social Services Department

**Project Status**

Completed

**Project Start Date**

01-01-2017

**Project End Date**

09-30-2017

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

KFSH&RC aims to provide excellent patient experience throughout the hospital journey. Therefore, the Social Services Department is working on increasing patients and companions' satisfaction at Takhasosi residency; This can be achieved by improving food services to meet their requests and desires.

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

To increase patients and companion's satisfaction in relation to food services at Takhasosi residency by  $\geq 5\%$  from baseline by the end of 3Q 2017.

**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)*

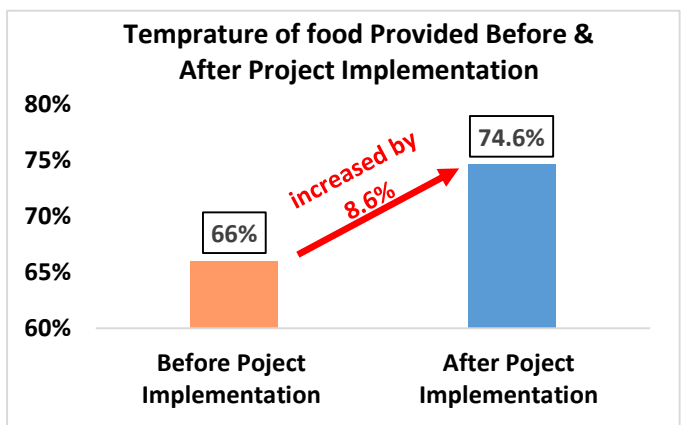
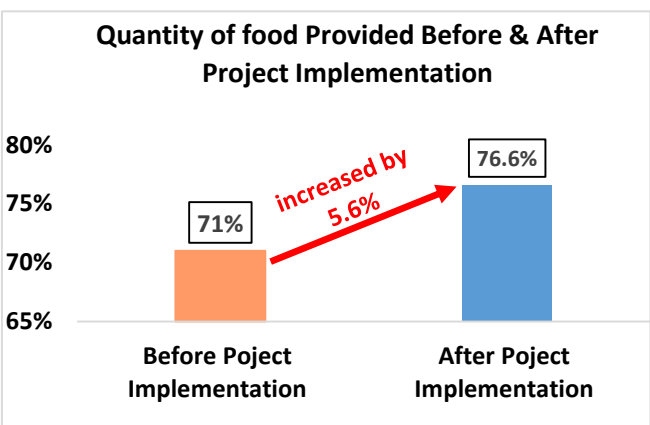
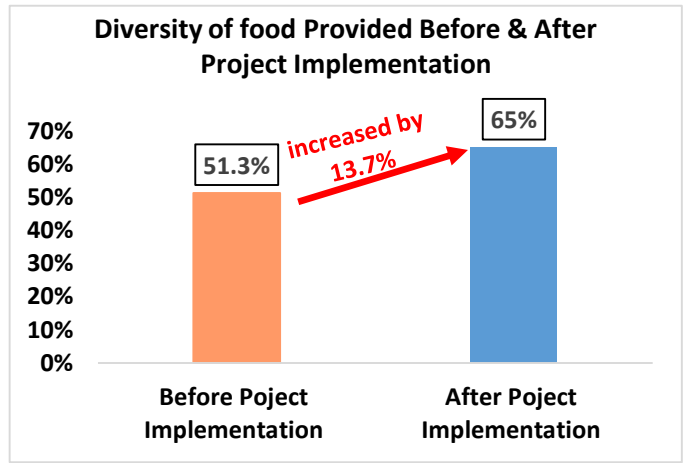
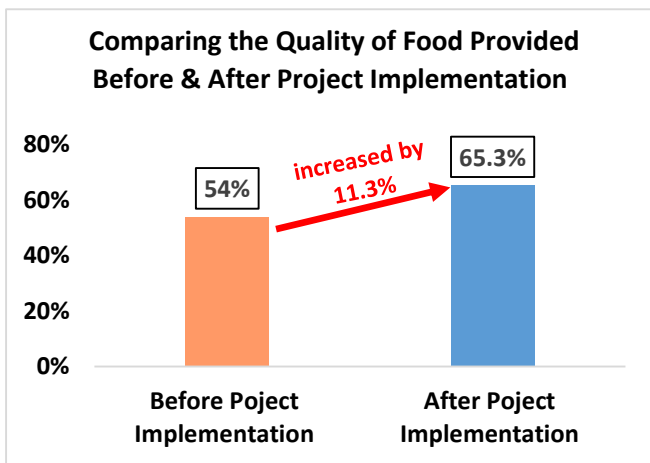
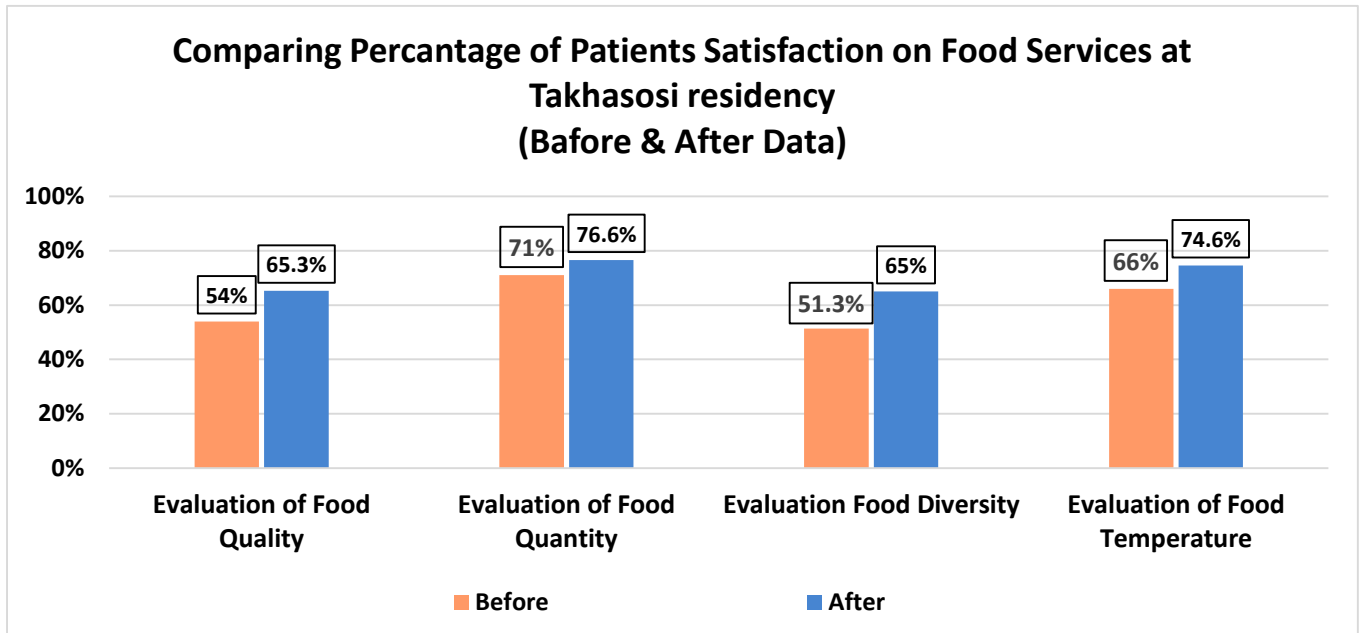
**Patient Centred**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Patient's satisfaction on food services at Takhasosi residency (%)	$\geq 5$

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

- Developing patient's food menu which is provided by Crown plaza to introduce the new Saudi cuisine.
- Changing the Menu every 3 month with new variety of cuisine, based on patients and companion's requests and desires.
- Revising the food menu on quarterly basis by a hotel chef, to meet special occasions such as Ramadan and Eid.
- Getting patients and companions' feedback through questioners and suggestion notes.
- Renewing kitchen tools periodically to make sure it follows the required standards.
- Introducing a new high quality kitchenware such as colorful, appealing crockery and cutlery.
- Renovation which includes: wall painting, upgrading the air conditioning system.
- Running satisfaction survey periodically, that reveals patients and escorts opinions and feedback.

**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)  
 Abdullah Alshehri

**Team Members**

**Names**

(persons involved in project)  
 Abdullah Alshehri