



Project Name

Application of Medical Terminology Courses in the Work Environment

Site

Riyadh

Department

Allied Health and Education Services

Project Status

Completed

Project Start Date

02-01-2017

Project End Date

09-30-2018

Problem: Why the project was needed?

Increase staff knowledge is one of the strategic objectives that KFSH&RC focuses on. Therefore, Allied Health and Education Services are working on the Application of Medical Terminology Courses in the Work Environment to increase Medical Terminology Courses' Knowledge use and success of Application in alignment with the hospital's strategic objective.

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?

1. To increase courses enrollee registration and completion 30% from baseline by September 2017.
2. To maintain overall satisfaction rate more or equal to 90% by September 2017.

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

(Select only one)

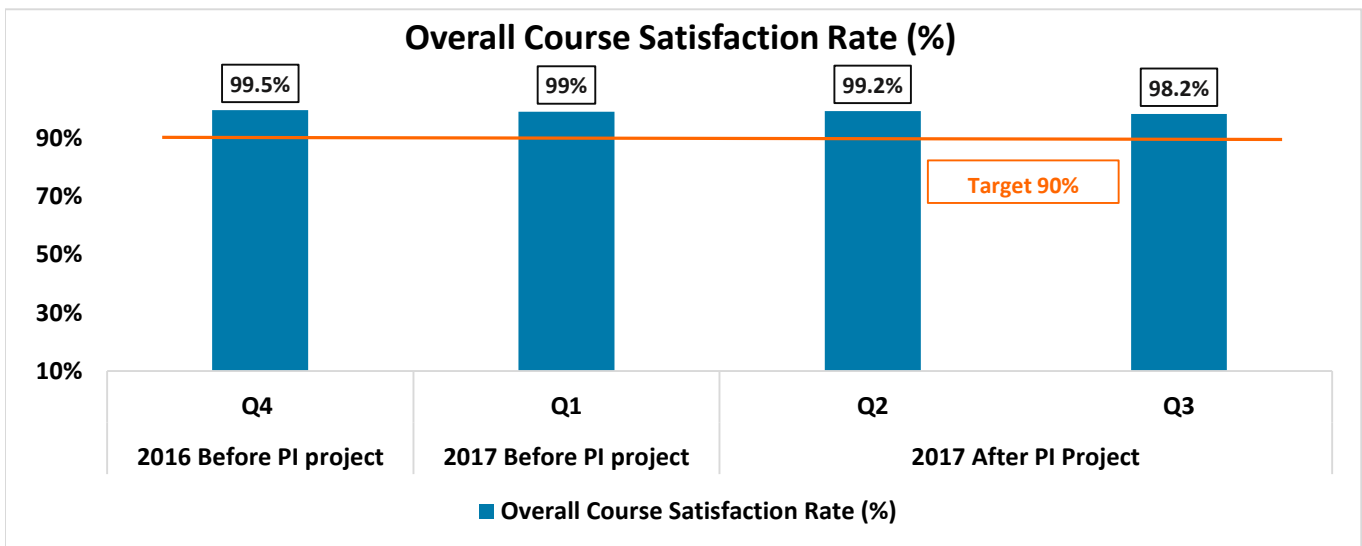
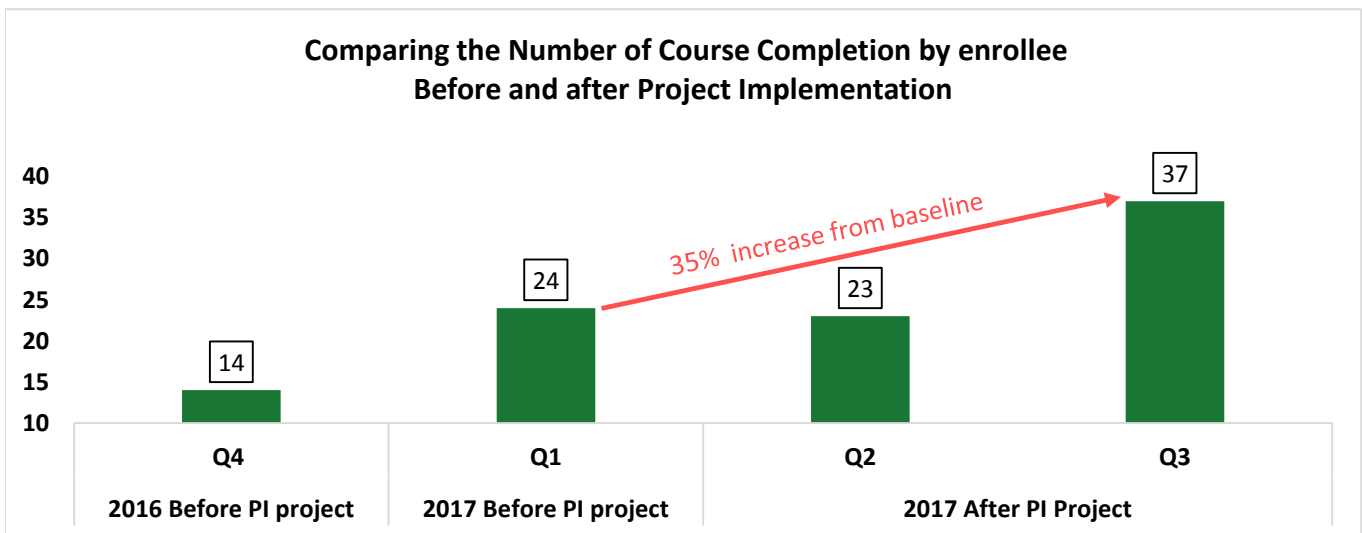
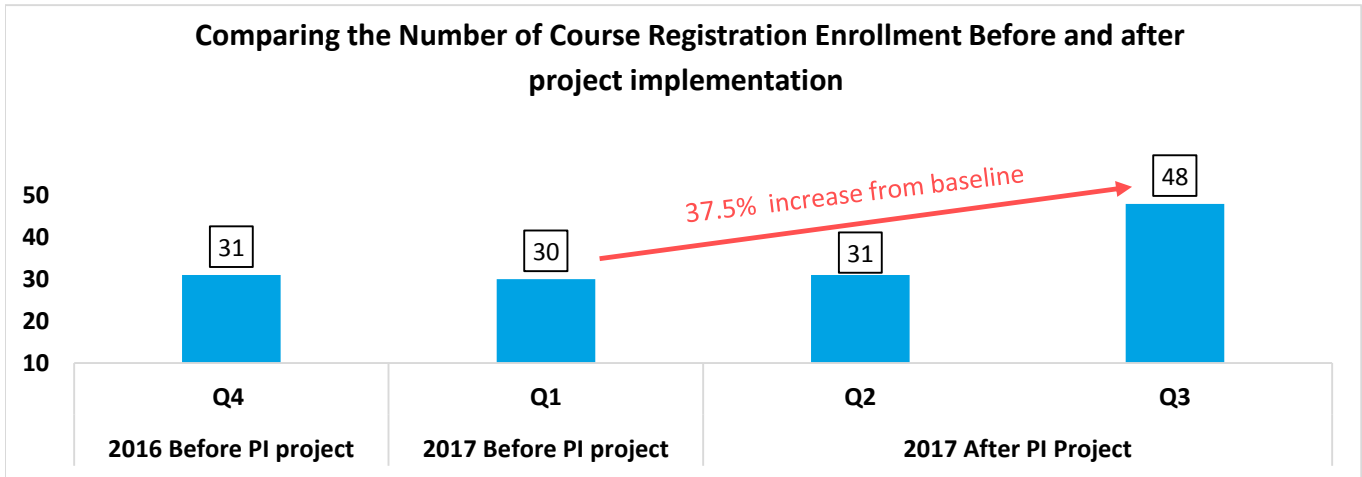
Efficient

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
<ol style="list-style-type: none"> 1. Registration number of enrollees (%) 2. Completion number of enrollees (%) 3. Course overall satisfaction rate (%) 	<ol style="list-style-type: none"> 1. 30% from baseline 2. 30% from baseline 3. ≥ 90%

Interventions: Overview of key steps/work completed

- Increase awareness campaign through:
 1. A specifically designed e-banners and e-screen savers within the hospital premises were used to be launched with each quarter of the year.
 2. Advertising through the hospital website news page.
 3. Meeting with individual Department Heads and Chairmen managing employees who need to take the medical terminology courses for example: Head of, Registration, Appointment and Admission Services, Head of Medical Records, Head of Case Management department, etc.
 4. Promoting medical terminology courses through internal events and conferences in the organization
- Maintain/Increase satisfaction by:
 1. Revising course objectives to be in alignment with bloom's taxonomy.
 2. Increasing the utilization of visual aid and photos of different body system.
 3. Utilizing online feedback system inquiring about the course instructor, course content and learning environment.

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)
 Eman Al-Gaai

Team Members

Names
 (persons involved in project)
 Farid Kehkeshan
 Najla Alotaibi