



**Project Name**

Downtime Procedure Awareness for Nursing Staff

**Site**

Riyadh

**Department**

Informatics Systems Operations Department/  
HealthCare Information Technology Affairs

**Project Status**

Completed

**Project Start Date**

02-28-2017

**Project End Date**

09-30-2017

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

In the journey of delivering excellent patient care, downtime of the electronic medical records plays a major threat on patient safety precisely if healthcare providers are not fully aware and mindful about the correct practices they need to follow during downtime periods. Therefore, we, as Informatics Systems Operation Department decided to minimize the perils that accompany downtime periods by increasing the awareness of nurses about the procedure and explaining step by step how to access patient medical record, how to document patient information and how to maintain data after downtime recovery.

**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?

To increase Staff nurses' preparedness to downtime at least 20% from baseline by the end of 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

Staff nurses' preparedness to Downtime (%)

**Targets:** Expected outcomes

at least 20% increase

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

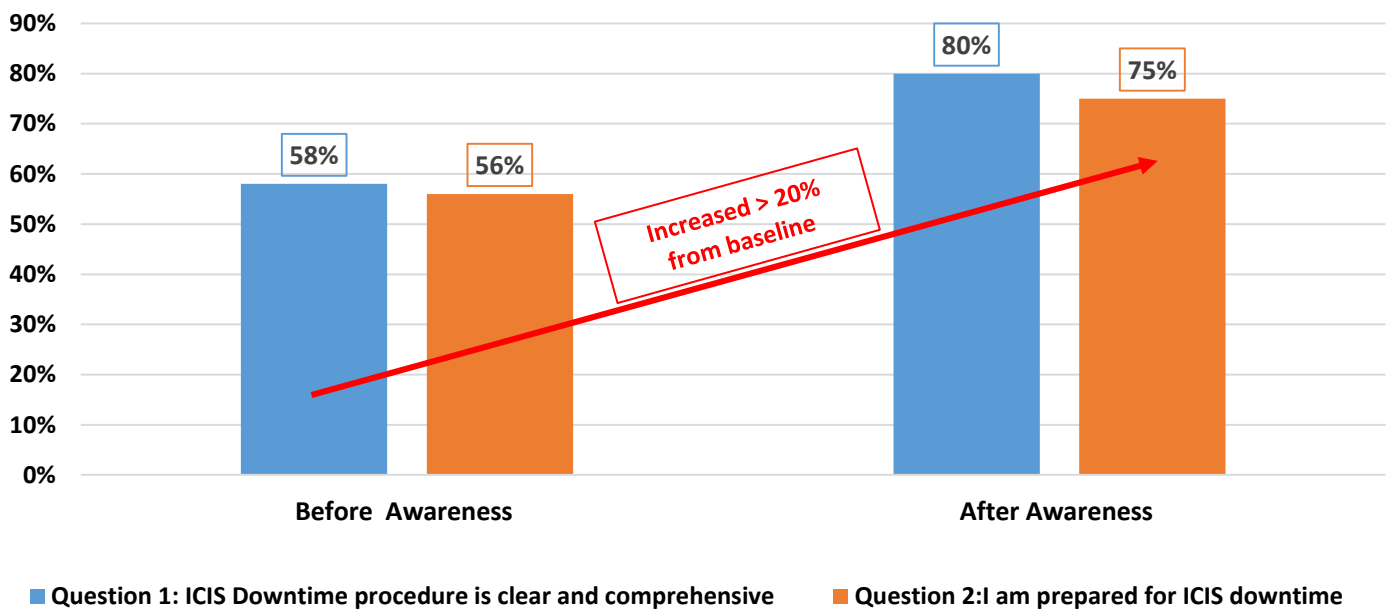
- Education Material about the downtime was developed. Quick reference guide poster about the downtime procedures was distributed on all units.
- Education about the downtime is embedded in the new training curriculums for the new nurses.
- On-going in- services on the units. Head nurses were urged to go through the downtime quick guide poster during the unit huddle.
- Rounds on the units by the team are done prior to any downtime to communicate the right steps to be followed prior, during and post downtime period.

**Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  
*(insert relevant graphs, data, charts, etc.)*

### Comparing Satisfaction Survey Report for nurses correlating to questions about knowledge and preparedness to Downtime Before & after Awareness project

Questions	Before Awareness	After Awareness
Question 1: ICIS Downtime procedure is clear and comprehensive	58%	80%
Question 2: I am prepared for ICIS downtime	56%	75%

### Comparing Staff Nurses' Response to Awareness and preparedness to Downtime Before & After (Downtime Awareness Project implementation)



#### Project Lead

**Name**

*(person accountable for project)*

Randa Issa

#### Team Members

**Names**

*(persons involved in project)*

Zeinab Jaffer

Saad Alsulami

Saoud Mahmoud