



Project Name

B2 Responsiveness to call bell

Site

Riyadh

Department

Oncology / Liver Nursing – B2, Solid Organ Transplant Unit

Project Status

Completed

Project Start Date

01-31-2017

Project End Date

12-31-2017

Problem: Why the project was needed?

B2 Patient Satisfaction (HCAHPS) result on responsiveness to call bell was 54% for the 4th quarter of 2016; this is below the US benchmark of 60%. A team from B2 Nursing was formulated to work on this task as an opportunity for improvement.

Aims: What will the project achieve?

To improve HCAHP indicator result on responsiveness to call bell to exceed HCAHPS US Benchmark (60%) before the end of 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)

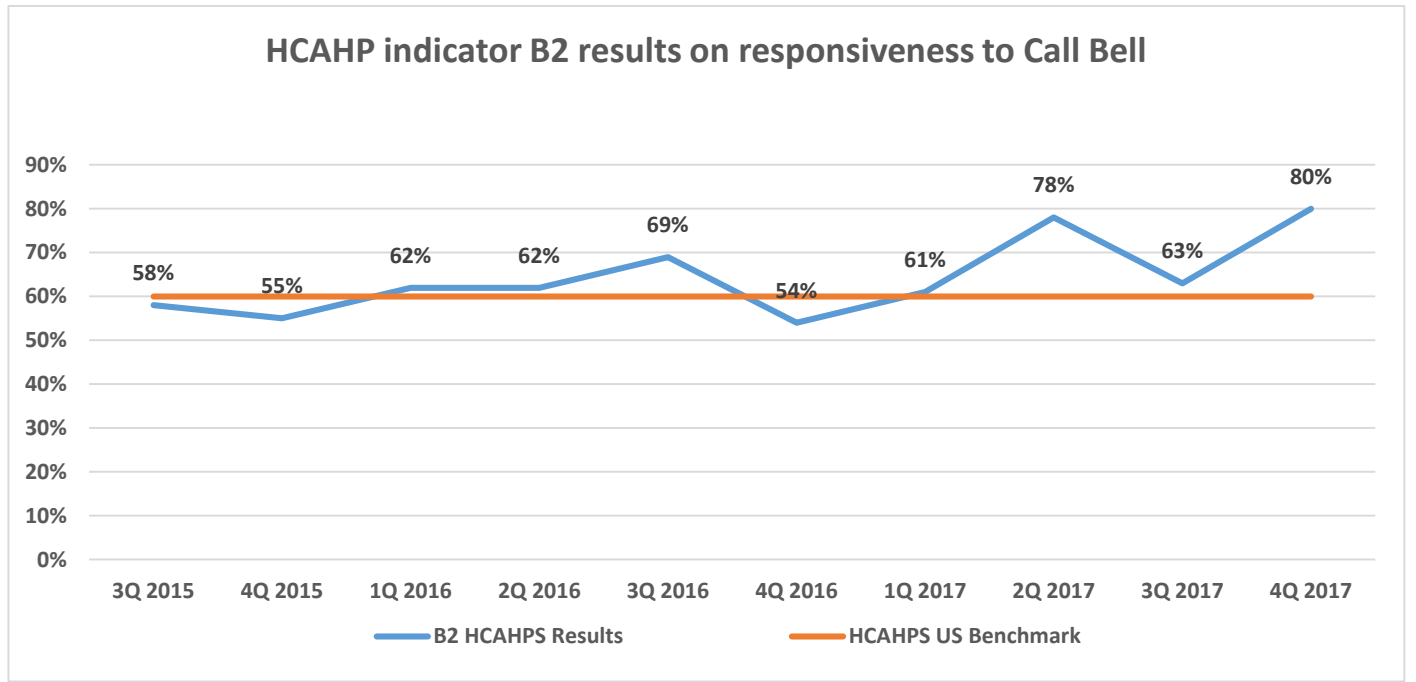
Patient Centred

Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Responsiveness to call bell	HCAHPS US Benchmark (60%)

Interventions: Overview of key steps/work completed

- Implementation of the “All Call Bells Are Everybody’s Call Bell” campaign inclusive of unit leadership
- Re-enforcement and reminder to unit staff during huddle & Unit Based Council meetings
- Monthly audits by unit leaders on the call bell
- Creation of an extended buddy system to cover each other’s patients
- Involving ward clerk in providing information on call bells and answering patient queries
- Re-enforcing staff’s roles and responsibilities in responding to patient call bell

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 Baffadel, BSN RN, Head Nurse
 Cecile Felarca, BSN RN, Assistant Head Nurse

Team Members

Names

(persons involved in project)

B2 Nursing Staff,
 B2 Care Assistants
 B2 Ward Clerks