



Project Name

Improve Head Nurse satisfaction related to candidate interview process

Site

Jeddah

Department

Nursing affairs , Nursing recruitment and retention

Project Status

Completed

Project Start Date

06-01-2018

Project End Date

10-01-2018

Problem: Why the project was needed?

The project Aim to Improve Head Nurse satisfaction related to candidate interview by Enhance candidate interview process.

Aims: What will the project achieve?

To Improve Head Nurse satisfaction related to candidate interview from 20% to 60%
By the end of Sep 2018

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)
Improve user satisfaction

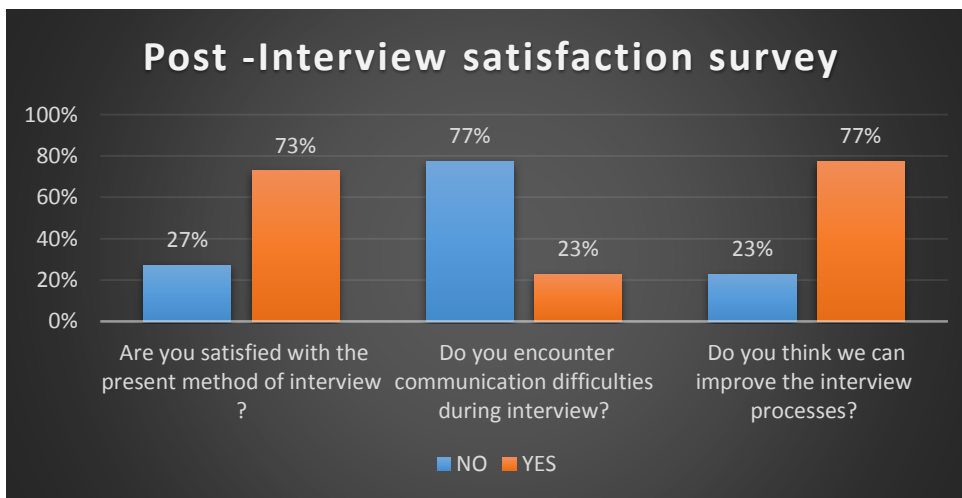
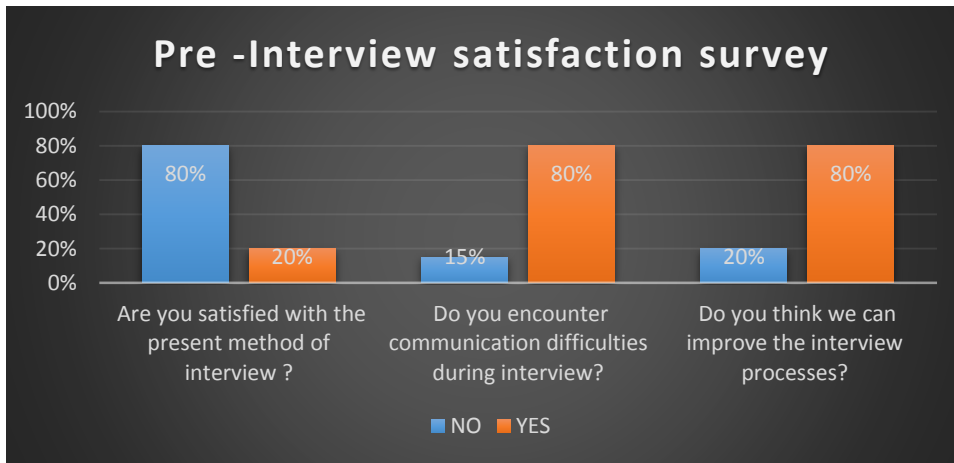
Quality Domain: Which of the domains of healthcare quality does this project support? (Select only one)

Equitable

Interventions: Overview of key steps/work completed

- Move from telephone to skype interview
 - ✓ Installation the application in all Head Nurses Computers
 - ✓ Provide camera to all HNs
 - ✓ Provide speaker to all HNs
- Offer skype training classes
- Contact Nursing Recruitment and Retention office if assistance required
- Send calendar invitation to the candidate and the HN
- Both HN and the candidate make sure to add their skype Address to their account at least a day prior to the scheduled interview.
- Send calendar template which includes the following :
 - ✓ Head Nurse Name
 - ✓ Head Nurse Skype Address
 - ✓ Head Nurse Ext.
 - ✓ Candidate Name
 - ✓ Candidate Skype Address
 - ✓ Candidate Contact Number
- Add the skype interview tips to the template which include the following:
 - ✓ Wear appropriate dress
 - ✓ Set up a clean, neutral background with good lighting
 - ✓ Make sure the interviewer can see your hands and your face
 - ✓ Avoid public spaces, unless you do not have internet at home.
 - ✓ Use a headset with microphone.
 - ✓ Maintain Eye Contact.
 - ✓ Things can go wrong (Your interviewer understands that. If something does happen, remain calm while you troubleshoot)
 - ✓ Avoid preventable technical issues by practicing prior to the interview.
 - ✓ Eliminate interruptions.
- The HN to send the interview sheet within 24hours
- Nurse recruitment to print the calendar daily for backup and assistance

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)

Shoug Al-Subhi

Team Members

Names

(persons involved in project)

Samer Dardas (QM facilitator)

Michelle Mc Bride

Soud Sbehat

Dania, Hassoubah

Nouf Shwikan

Marwa Abid

Shahinaz Ashroun

Amani Alsayed