



**Project Name**

Improve Patient Experiences Report on Discharge Written Information

**Site**

Jeddah

**Department**

1 North ( Pediatrics)

**Project Status**

Completed

**Project Start Date**

10-30-2017

**Project End Date**

06-30-2018

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

In 2017, Pediatric Unit 3<sup>rd</sup> quarter patient experience report on discharge written information was 70% which was below US national bench of 87%.

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

To improve 1 North patient experiences report on discharge written information from 70% on the 3<sup>rd</sup> quarter of 2017 to 87% as per US National Bench mark by the end of March 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)  
Click or tap here to enter text.

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

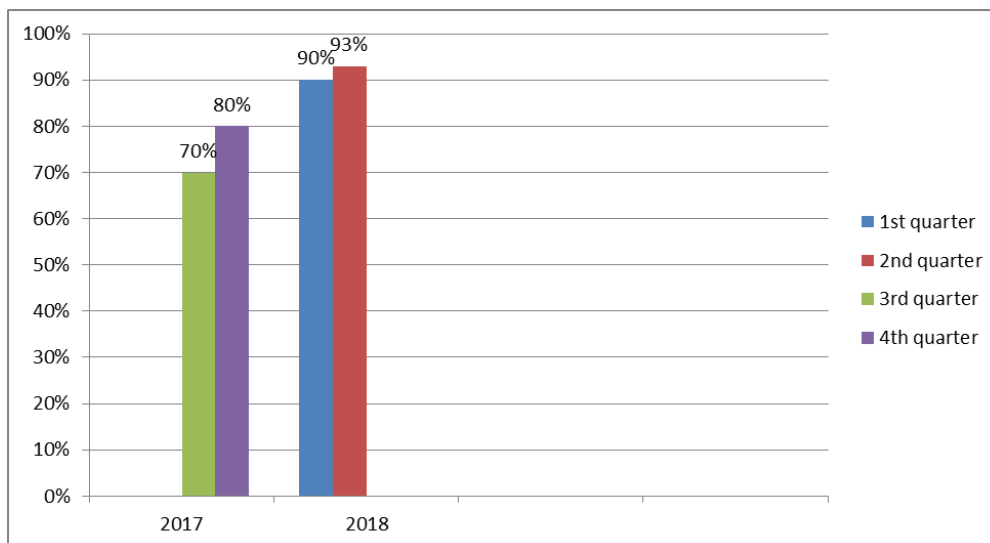
(Select only one)

**Patient Centred**

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

- Reviewed discharged instruction needs of the patients in Pediatric units.
- Revised educational instructions available in the unit.
- Reviewed unit related hospital online discharged education materials / Arabic instructions (Lexicom).
- In-services given to all staff regarding the discharging written information's.
- Nurses and in-patient officer worked collaboratively to ensure that written discharge information given before discharge.

**Results:**



Pediatric Unit patient experiences quarterly report on discharge written information.

**Project Lead****Name**

*(person accountable for project)*

Ola Sejeni

**Team Members****Names**

*(persons involved in project)*

Nour Al-Attas (QM facilitator)

Morouj Al-Subhi

Abeer Al-Joudi

Bashayer Fatani

Micah Ybardolaza

Suzan Alhindi

Omamah Al-Bekairi