



Project Name

Improve Patient Family Education (PFE) Documentation Compliance in Day Procedure Unit (DPU)

Site

Jeddah

Department

Day Procedure Unit

Project Status

Completed

Project Start Date

04-01-2018

Project End Date

06-01-2018

Problem: Why the project was needed?
Documentation Audit results regarding "Patient family Education" documentation compliance as per data of Jan and Feb 2018 shows that only 81% of Patient family education were completed.

Aims: What will the project achieve?
Improving Patient family Education (PFE) documentation to 100% by June 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)
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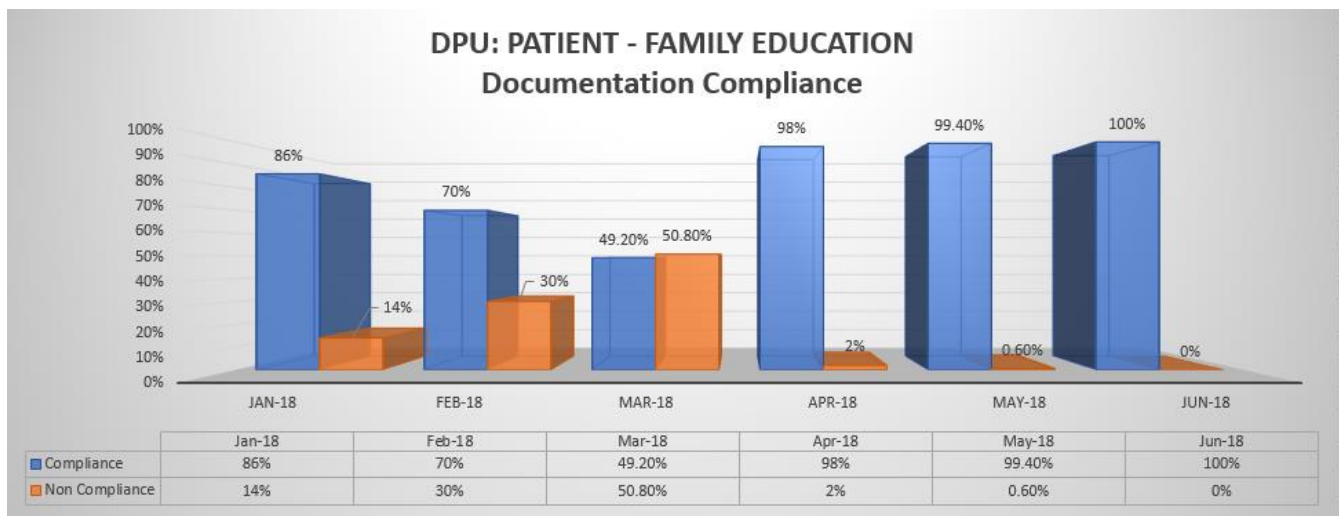
Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

Patient Centred

Interventions: Overview of key steps/work completed:

- All staff in DPU were involved in daily auditing of patient family education documentation on all DPU patients to monitor compliance.
- Education was given to staff regarding PFE documentation compliance.
- Frequent reminders were given to staff if audits showed non-compliance.
- Small rewards were given to staff who were 100% compliant.

Results:



As shown in the graph, January & February 2018 showed only 81% PFE documentation completed. After the Implementation phase, April 2018 onwards, there is tremendous improvement to 100% compliance in June 2018.

Project Lead**Name**

(person accountable for project)

Cynthia Dolar

Team Members**Names**

(persons involved in project)

Nour Alattas (QM facilitator)

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