



Project Name

Improve Patients Satisfaction Related to Food Services In Adult Oncology Ward

Site

Jeddah

Department

Food Services-J

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

08-31-2018

Problem: Why the project was needed?

We keep receiving a lot of complaints from the physicians that the patients are unhappy and unsatisfied with our services.

Aims: What will the project achieve?

To increase the parents/patients satisfaction of the provided Food Services in adult oncology ward up to 90% by the end of Q4 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)

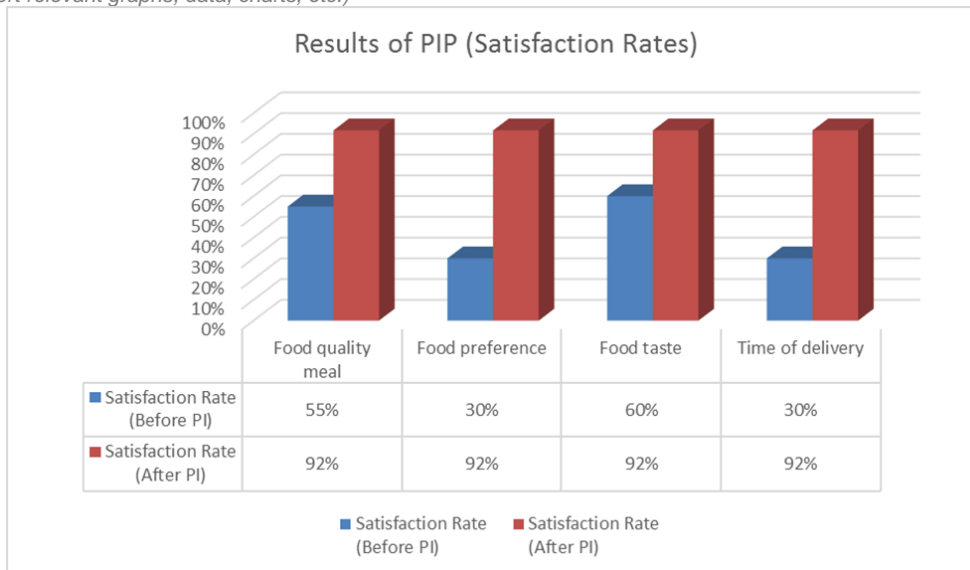
Patient Centred

Interventions: Overview of key steps/work completed

- Implement new selected menus and build them in Food Services Software (FSS).
- Apply the new choices for all special diets based on each diet needed.
- Discuss and agree the new ordering procedure.
- Train Diet Clerks on interviewing and taking the orders from patients/sitters.
- Update Clinical Dieticians with new choices menus for reviewing.
- Monitor patients' satisfaction before the implementation of new procedure and after, then on a monthly basis.

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)

Huda Muhy eldin

Team Members**Names**

(persons involved in project)

Samer Dardas (QM facilitator)

Nedaa Abu- Ahmed

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Ahmed Gharib

4th Floor Ward

Diet office

Production Section

Delivery Section