مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

2018 Performance Improvement Report
STRATEGIC PRIORITY 2
KFSH&RC experience

Project Name

Improve the percentage of patients with discharge orders before 1pm under the Department of Medicine

Site	Department
Jeddah	Department of Medicine

Project Status	Project Start Date	Project End Date
Completed	01-05-2018	09-30-2018

Problem: Why the project was needed?

Early discharge of patients creates virtual beds. Discharge planning should begin at the time of admission. The discharge process is multidisciplinary, involving physicians, nurses, case managers and pharmacy. Completing the discharge orders before 1pm facilitates discharge of patients by 3pm, which should improve the length of stay and improve bed turnover rates. In this PI, we included all patients admitted under the Department of Medicine to 5N, 5S, 24 hour Unit and those with admission orders who are discharged from EMS.

Aims: What will the project achieve?

- Improve percentage of patient s with discharge orders before 1 pm. Using baseline data for patients discharged before 3pm, the 2017 average is 25%
- Need to improve patient flow to create additional bed capacity to meet high demand for inpatient care and increase the number of patients cared for.
- Need to reduce the gridlock in the Department of Emergency Medicine due to lack of available beds for admitting patients.
- Many patients admitted to the hospital are discharged late in the day. Late discharges lead to late admission, potential increase in length of stay and delays in admissions from DEM and outside.
- This PI project is in alignment with K FS H & RC-Gen Org Hospital Transformation Vision 2020 strategic goals related to experience and organizational sustainability:
- #5 Provide excellent patient experience
- #6 Improve access to K FS H & RC access
- #10 Optimize efficiency, productivity and accountability

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)*
Timely

Interventions: Overview of key steps/work completed

- Developed a multi-disciplinary team including physicians, nurses, case manager and pharmacists.
- Educated the rounding Medical Teams about the importance of timely discharges to improve bed turnover, thus length of stay.
- Weekly audits with feedback to all members of the PI and rounding teams.
- Also asked physicians for feedback on the patients who did not have orders before 1pm.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)

Discharge order entered before 1pm Day of Discharge (Department of Medicine)
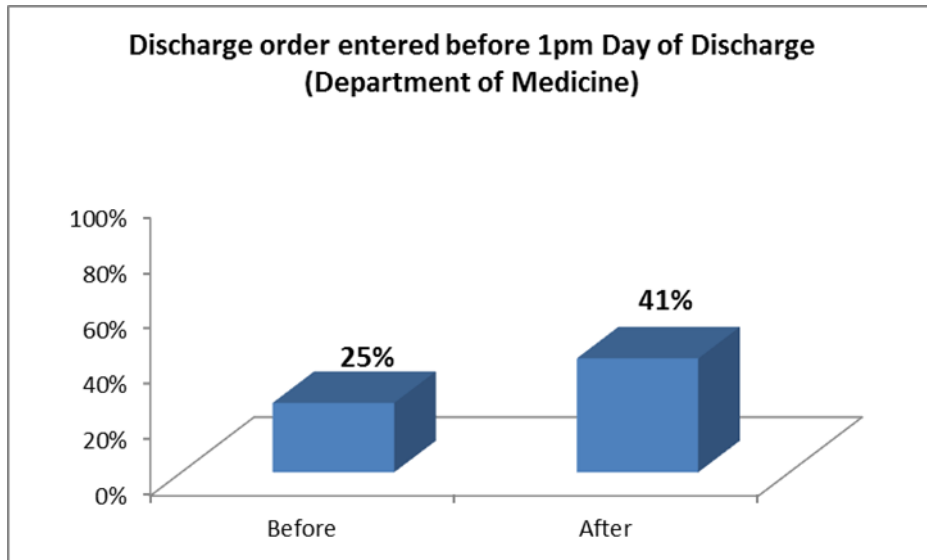
Project Lead	Team Members
Name *(person accountable for project)*	**Names** *(persons involved in project)*
Lina Bissar	Samer Dardas (QM Facilitator)
	Sultan Alandijani
	Muhannad Garah
	Muna Al-Harithi
	Alanood Abu-Alsaud
	Khaled Abu Zer
	Taghreed Jilan
	Rawan Eido
	Taghreed Abdulkader