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

Project Name

Reduction of new candidates' recommendation process turnaround time

Site	Department
Jeddah	Nursing Affairs/Nursing Recruitment & Retention

Project Status	Project Start Date	Project End Date
Completed	07-02-2017	01-31-2018

Problem: Why the project was needed?
- Expedite the recruitment process.
- Provide a timely response for all stakeholders, including recruitment agencies and candidates.
- Retain the interest of high quality candidates.

Aims: What will the project achieve?
Reduce the percentage of candidates exceeded 14 working days from 55.84 % to 30 % from time candidate is referred from Nursing Recruitment and Retention to the Head Nurse, until the date of feedback from the Head Nurse, (including interview time), with the recommendation that the candidate is suitable for hire. This will include all International hires, Grade 8 and above.

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?
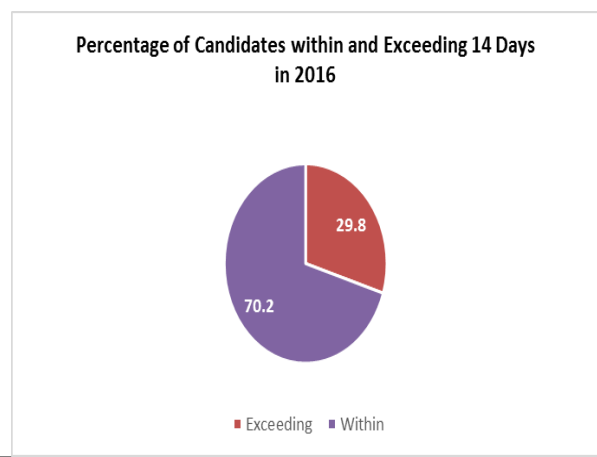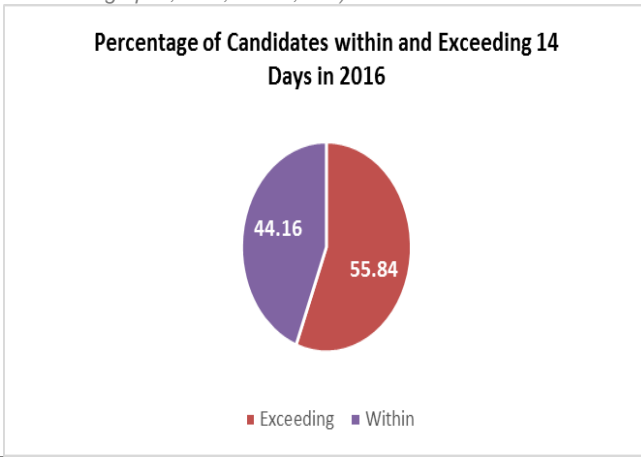*(Select only one)*
Timely

Interventions: Overview of key steps/work completed
- The first step was replacing the hard paper system of candidates' approval to completely soft copy system using technology to speed up the process and reduce the cost of printing all the packages.
- Nursing Recruitment increased focus on tracking days from referring candidates to Head Nurses to initial feedback if for interview or not interested.
- Head Nurses agreed to maintain 2 working days for initial feedback of review.
- Nursing Recruitment to follow-up on interview requests sent to international agencies.
- Head Nurses to send feedback after interview.
- Nursing Recruitment to follow-up with Head Nurses if feedback was not received.
- A flowchart for Nursing Recruitment process was prepared and finalized to be shared with Head Nurses and Program Director.

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

Percentage of Candidates within and Exceeding 14 Days in 2016

44.16 Within
55.84 Exceeding

■ Exceeding ■ Within

Percentage of Candidates within and Exceeding 14 Days in 2016

29.8 Exceeding
70.2 Within

■ Exceeding ■ Within

Project Lead	Team Members
Name *(person accountable for project)* Dania Hassoubah	**Names** *(persons involved in project)* Samer Dardas (QM Facilitator) Pauline Lagmay Michelle Mc Bride Khaled Abu Zer Santie du Preez