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

Project Name

Improve Staff Documentation Compliance Related to General Consent Form.

Site	Department
Jeddah	Registration, Appointments & Admission Services Department –Patient Services Division

Project Status	Project Start Date	Project End Date
Completed	04-01-2018	10-01-2018

Problem: Why the project was needed?
- Based on Quality Management Department allied health (Admission) General consent documentation compliance report in 2017, the compliance rate in writing the date of the (Admission) General consent form was below 90%.
- As the following:
  Q1: 87%, Q2: 89%, Q3: 89%, Q4: 85%
  Which is considered a deficiency as per JCI standards, and it was found that possible causes for incompliance were related to potential gaps in staff knowledge, understanding and practice. Therefore, it was essential to initiate a PI project to improve the compliance rate.

Aims: What will the project achieve?
To improve staff documentation compliance related to (Admission) General Consent Form to meet the target ≥90% by Q3 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)
Efficient

Interventions: Overview of key steps/work completed:
- Audit tool was created to audit the documentation compliance rate.
- Weekly round was conducted in the inpatient units.
- Audit sheet was developed for internal auditing of randomly selected inpatient charts.
- Data was collected and analyzed to identify the incompliance rate.
- A weekly incompliance report was sent to all concerned staff.
- Increase staff awareness by approaching the staff with deficiency in their documentation and explained to them the need for documentation compliance.
- Guidelines were created and education was provided to all staff regarding the importance of accuracy in documentation.
- Kept reminding the staff about the importance of proper documentation.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)
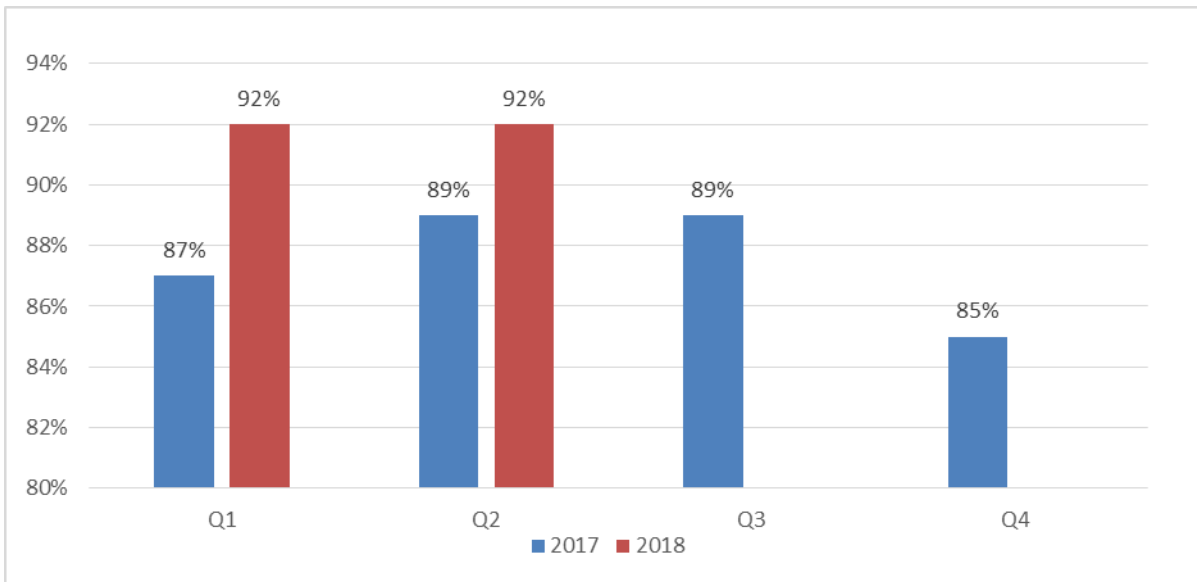
Project Lead	Team Members
Name	**Names**
(person accountable for project)	*(persons involved in project)*
Rana Shata	Noor Al-Attas (QM Facilitator)
	Bandar Rashwan
	Sultan Al-Ghamdi
	Abdullah Al Manami
	Ali Al- Qarni
	Arwa Ashari