

Project Name

Improve the compliance rate of completing Donor History Questionnaire (DHQ) to reducing Whole Blood (WB) wastage.

Site

Jeddah

Department

DPLM – Blood Bank; Donor Services

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

09-25-2018

Problem:

Why the project was needed?
 In 2017, 19 Whole Blood units were discarded as a result of DHQ not properly completed. As measures are in place to avoid unnecessary wastage, the compliance of completing DHQ must be 100% thus have zero unnecessary wastage.

Aims:

What will the project achieve?
 Improve the documentation compliance (fully answered) DHQ by donors from 98.5% to 100% by the end of September 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)

Quality Domain:

Which of the domains of healthcare quality does this project support?

Efficient

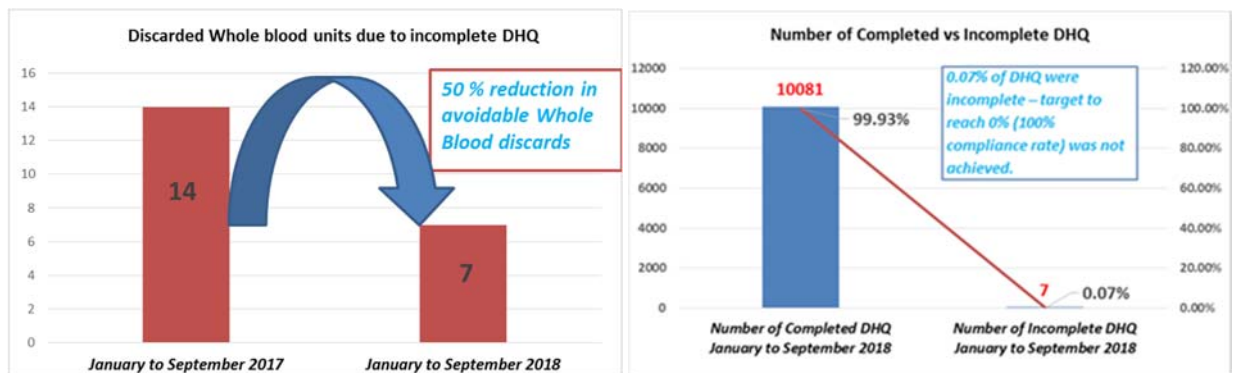
Interventions:

Overview of key steps/work completed

- Staff education and awareness about the importance of compliance with proper documentation of (DHQ) highlighted and addressed in sectional meetings.
- Staff Competency Assessment documentation amended to include the review of DHQ prior to blood draw.
- DHQ documentation review assigned to a staff member and performed on the next day following the collection.
- Monthly Audit of random DHQ documents introduced and performed by Blood Bank QA coordinator.

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)

Dr Nabeela Al Baz

Team Members

Names

(persons involved in project)

Samer Dardas (QM Facilitator)
 Nadia Petersen
 Tariq AlDeek
 Moh'd Mansour
 Hajer Alawi