

### ADA'A HEALTH AWARDS GALA 2020

#### MOH Awards Submission Form – DUE DATE 27 FEBRUARY 2020

Upload your submissions [here](#) or <https://bit.ly/2L66k7J>



Which Award?	Organization Name:	Contact Name:	Email:	Phone number:	
<input checked="" type="checkbox"/> General Hospital <input type="checkbox"/> Mental Health <input type="checkbox"/> Primary Care	<input type="checkbox"/> KSA New-comers (V2) <input type="checkbox"/> Private Sector <input type="checkbox"/> Non-MoH Provider	ABC Hospital Jeddah RAD	Ahmed Al Onazi	abchospital@moh.gov.sa	541-123-4567

#### Problem definition:

Long inpatient order to scan time for CT and MRI impacted the patient discharges and accuracy of expected date of discharges (EDD). Before the Focused Improvement (FI) project, the IP order to scan time for CT and MRI KPI was at 3 days.

The Radiology Department at ABC Hospital Jeddah started the FI project in April 2019, with the goal of reducing the IP order to scan time for CT and MRI from 3 days to 1 day.

#### Focused Improvement Approach:

1. Rescheduling the reception staff to coordinate the appointment
2. Mapping and remodeling the process
3. Staff training for the physician on requesting CT & MRI by the domain leader
4. Tracking wrong requests and wrong users
5. Making memos to avoid order for CT & MRI during weekend unless it is an emergency
6. Implemented brainstorming session, which has improved visibility and team accountability

#### Evidence of how learning was shared with other entities:

We have improved our communications between the staff, which is a major success element of the project. We tried to ensure involvement and commitment from the key stakeholders that are crucial to the success of the project. We shared our project on the WhatsApp group and received many questions and support from our colleagues. We also received a suggestion/ tip from the Radiology Domain Leader; we are currently at the planning phase and will pilot and test this year.

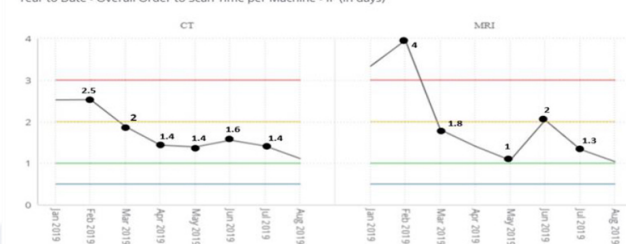
#### Evidence of Sustainability:

1. Followed up on the data to improve any weak points
2. Ensured clear communication plan
3. Planned work with efficient process flows
4. Implemented root cause analysis
5. Improved interpersonal skills of analyzing stakeholder's pain areas
6. Reduced the delay of appointment by remodeling the processes
7. Improved patient services

#### Improvement Trend:

In January 2019, our order to scan KPI was at ~3 days for at around 3 months, just after 1 month, the KPI reduced to 2.5 days and sustained for next 4 months to around 1.4 days. We set the goal as 1 day based on international benchmark which is expected to be 0.5 to 1 day. Now the average is around 1.3 days, which is a significant decrease from where we started.

Year to Date - Overall Order to Scan Time per Machine - IP (in days)



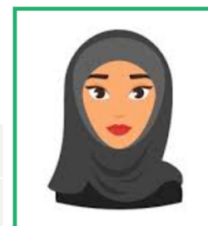
EXAMPLE

### ADA'A HEALTH AWARDS GALA 2020

#### Individual Awards Submission Form – DUE DATE 27 FEBRUARY 2020

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Which Award?	Full Name:	Which entity do you work for?	Email:	Phone number:
<input type="checkbox"/> Change Agent <input type="checkbox"/> Data Collector <input checked="" type="checkbox"/> PIO	Dr. Zara Ashiri	ABC Hospital Taif	youremail@moh.gov.sa	541-123-4567



#### Explain your background and involvement in Ada'a Health:

I have been working at the ABC Hospital Taif for the past 5 years and PIO for the past 2 years. I am also the Assistant Domain Leader for OPD. During my time with the Ada'a Health Program, I have worked closely with the Knowledge and Capability Unit and attended the CAP and Kainexus trainings. I actively help with data submissions working with the data collectors for the OPD, Lab, Radiology and OR submissions.

#### Why should you win this Award?

I believe I should win this award because of my expertise and leadership with the Ada'a Health Program. In addition, I led the Clinic Waiting Time Focused Improvement (FI) project, which was a big success with 30% improvement on the OPD waiting time KPI. I share my ideas and suggestions with other PIOs using the WhatsApp group and also provide them to the K&C Unit, so we can improve the way we communicate and work.

#### What have you Achieved in Ada'a Health that you are most proud of?

I am most proud of Leading the Focused Improvement (FI) project at our hospital, which was highlighted on the newsletter with the success story. In addition, we shared our approach and lessons learned on the Domain Huddle, which was attended by other PIOs and key members of the Ada'a Health Program. I also worked closely with the PIO from XYZ hospital where they applied the same methodologies to improve their OPD KPIs.

#### Data/chart showing an example of the impact you have made:

The FI I led was highlighted on the Ada'a Health Program Newsletter and I also presented our work on the Domain Huddle.



After attending the CAP training, I shared the tools with my team. We use the project charter, elevator speech and communication plan for all of our FIs now. Even projects that are not related to the Ada'a Health program, people started using these tools because I introduced it to them.

#### Testimonial From MD/HD/ADCA:

**Testimonial Done by:** Dr Hussein Habib, MD of ABC Hospital Taif  
 "I had the pleasure of working with Dr Zara for the past 3 years. During this time, I saw her involvement and commitment to the Ada'a Health Program. Because of her leadership with the Ada'a Health Program, our hospital was mentioned and highlighted on the newsletter and increased our performance and also reputation. We are very lucky to have Dr Zara with us and look forward to seeing many more successes in the future.." – Dr Hussein Habib

EXAMPLE