

Patient service and improvement

Student`s Name

Institutional Affiliation

Date

## Introduction

Most hospitals in Saudi Arabia are dedicated to ensuring that each patient receives quality health, and that includes King Saud Medical City, which is located in the capital city Al Riyadh. Quality health care is the level to which health services people and inhabitants boosts the probability of preferred health results and are consistent with existing professional knowledge. To be able to offer quality healthcare to their patients the hospital is dedicated to improving quality and safety initiatives. Quality improvement involves continuous efforts to attain stable and predictable process outcomes, that is, to minimize process variation and enhance the results of these processes for patients and health care organization. Kings Saud medical city is continuing training and education division in medical report department. The hospital is JCL accredited and one of the JCL accreditation is converting medical reports from paper to electronic. The conversion of medical reports from paper to electronic allows the medical report department to have an easy access to information (Altuwaijri, 2008). It also allows the hospital to offer better services to their patients, for instance they will be able safeguard the patients file through the use electronic method of saving patients files. The hospital also understands that they can impact a larger group of individuals through the utilization of the electronic way of saving information. For instance, the staffs will be able to easily access the information and this will lessen the burden of going through various paper files. Therefore, the hospital understands that to achieve this changes it has to continue with the training and education department division in the medical report department. This assignment will highlight three patches, and they will be followed by a final critical commentary. In the first patch that we will highlight in this paper we will critically discuss the drivers for service and quality enhancement at King Saud Medical city.

### Definition of Quality

Every initiative taken to enhance quality and results in health institution have a starting point, for instance, it has to understand what is meant by quality. There are various descriptions of quality utilized about health care and health systems. An organization should choose a working definition of quality that will assist it in the process of selecting intervention and creating strategies for quality improvement. However, if there is no a working definition of the process may be weakened. For the principle of this paper, the working definition requires taking an entire system outlook. It will also need to replicate a concern for the results attained for individual service users and the entire community (Bengoa, 2006). The definition proposes that a health institution ought to seek to make enhancements in six dimensions of quality. The dimensions need that health care can be valuable, delivering health care that is the supporter to a substantiation base and results in enhanced health results for individuals and populations, based on the requirement.

**Accessible:** offering health care that is appropriate, physically logical and offered in surroundings where proficiencies and resources are suitable to medical requirement.

**Efficient:** offering health care in a way that exploits resource utilization and avoids waste.

**Acceptable/ patient-centered:** offering health care that takes considers the likings and goals of individual personal service users and the backgrounds of their populations (Bengoa, 2006).

**Equitable:** offering health care that does not fluctuate in quality due to individual attributes like gender, race, physical setting or customs.

**Safe:** Offering health care that curtails menaces and harm to service consumers.

**Achieve the JCI (Joint Commission International) accreditation**

King Saud Medical City is dedicated to improving services offered in the medical report department. Therefore, to achieve the needed changes the hospital is aimed at continuing training and education in the department. The hospital understands that to be able to offer quality information it has to have a well-trained group of personnel and this can only be achieved if they continue training their staffs (Al-Yousuf, Akerele, & Al-Mazrou, 2002). The hospital is driven by the urge to receive JCL accreditation as this will allow it to improve its medical care. The JC conducts regular hospital visits to facilitate and evaluate the implementation of their standards at King Saud Medical city. So as to prepare for JC accreditation the hospital facilitates training in the medical report department. The hospital also organizes various meetings with the staffs so as to endorse a setting of joint learning and information sharing among its staffs. The hospital understands that the medical report unit is vital to it as it takes care of all the clients' information. The joint Commission has been a leader in driving enhancements in the eminence and safety of care offered to the people. The JC standards are aimed at ensuring the health information are protected. All the JC workers are required conducting themselves according to JC policy. They are also obliged conducting themselves according all the applicable laws and regulation to comply with the principle of maintaining the confidentiality of safeguarded health information. To achieve the accreditations of the JCL the hospital is dedicated to continuing improving the training and education division in medical report department. Therefore, by getting the accreditation King Saud medical city will be able to improve the healthcare services that it offers to the patients (Alkhenizan & Shaw, 2011).

King Saud Medical City believes that by developing the sector they will be able to help their member of staff in learning the importance of safeguarding the hospital information. The hospital is also aimed at ensuring that its personnel learn about the confidentiality of the health information. Therefore, to achieve this, the organization has to continue educating their staffs on the importance of confidentiality of the health information. Such actions ensure that the hospital is JCL accredited, which is the major priority of most hospitals. The JCI is also dedicated to safeguarding the patients; therefore, the hospital also ensures that it continues training and educating staffs in the medical department on how to protect the patients. King Saud Medical City keeps in mind that every medical personnel should ensure that the patients are well-protected. Therefore, they ensure that the training and education division in the medical report department is not only taught on how to protect the medical information, but they are also taught about how to protect the patients. King Saud Medical City also continues to improve the training and education division, so as they can teach their personnel on how to handle emergencies such as sentinel events. Sentinel events require immediate investigation and response. Therefore, when the sentinel events take place, the hospital should ensure that they fully evaluate the cause, execute progress to shrink the risk of reoccurrence, and scrutinize the efficiency of the developments. To achieve this, the organization has to continue training personnel who can examine the causes of the events. The organization understands that to perform such tasks it has to have proficient staffs (Bridges, 2009).

### **Converting the medical reports from paper to electronic**

King Saud Medical City is also driven by the urge to convert the medical reports from paper to electronic. The hospital still uses the traditional method of storing their data, and it leads

to wastage of time and resources. The hospital uses online programs to implement the changes. To achieve these changes the hospital has set-up various computers that will help in the implementation of the changes. The hospital feels that it has to continue supporting the training and education division in the medical report department to ensure that their aims are achieved. As progressively influential informatics structures are developed and executed, they predictably impact larger, more assorted groups of individuals and more executive areas (Bridges, 2009). In turn, the key problems to the structure accomplishment are always more behavioral than procedural. To effectively initiate such structures into the King Saud Medical City, it requires an effectual blend of excellent technological and superior organizational skills.

King Saud Medical City understands that such aims can only be achieved if the personnel are well-trained. Persons who have weak emotional possession in a system and who dynamically defy its execution can make the best system not to work as expected (Kotter, 2012). Therefore, the hospital ensures that it trains its staffs on the medical report department the importance of implementation of an electronic machine. Some people can also defy its application due to fear and lack of interest in change. When working in an Institution one gets to meet various people with different of opinions about change (Bate et al, 2008). Therefore, it is critical for a firm to ensure that the staffs are educated about the significance of change. In this case, the hospital provides that it trains its personnel in the medical report department on the importance of using the electronic data saving systems. It will ensure that the hospital keeps up with the rapid technological changes that are currently taking place in the country.

King Saud Medical City also use effective leadership to reduce behavioral resistance to change and to receive a more swift and dynamic introduction of informatics expertise. Therefore,

the hospital has adopted leaders who know how to manage the organizational impact of information systems so as to reduce the behavioral resistance to change (Barr, & Dowding, 2008). Such changes include technology and to gain a more quick and dynamic initiation of Informatics. Change management is an importance aspect of the organization as it allows the management to reach to its future state and also its visions (Bridges, 2009). While traditional preparation procedures demarcate the steps on the journey, change management endeavors to ease that journey. Therefore, creating change begins with creating a vision for change and then empowering medical staffs to act as change agents to attain the vision. The empowerment change management agencies require plans that provide a total system approach, are realistic, and are future oriented (Bridges, 2009). The hospital recognizes that change management includes the efficient methods and programs to permit those alteration agents to realize the innovative idea. By doing this, the hospital ensures that it competes with other hospitals that have already adopted the electronic filing system.

### **Rapid Access to data**

The introduction of the electronic system will also allow the hospital to have a rapid access to data. Currently, the medical report department wastes a lot of time while accessing to patients data due to the use of the traditional method to store their data. At times, the patients' files may disappear, and this may translate to carelessness on the hospital sides. The hospital may earn a bad name from their clients, and they may end up losing a huge number of customers. Therefore, it has to continue the training and education division on the medical report department (Bridges, 2009). King Saud Medical City believes that they will be able to stick to their vision if they continue supporting the developments. The hospital believes that it has to have stable staffs

so as to deliver quality patient care. The hospital believes in making their patient as their principal concern and to achieve this they have to have well-trained workers. The institution understands that it is important to ensure that their clients receive top-notch services. Therefore, it should uphold the changes and also ensure that it is easy for them to access data. It will ensure that the staffs do not spend a lot of time trying to access data. Patients may also appreciate the faster services and it may also attract more clients.

Every organization, including hospitals, believes in making profits, and this would be one of the ways that the institution can utilize to boost their profits. King Saud Medical City management partners with the staffs to ensure that the changes are achieved. The management uses a simple structure that connects every department with the executive (Kotter, 2012). The structure allows the executive and the staffs in the medical report office to work together in ensuring that they improve the quality of services offered by the institution. The management uses the training and education division in enlightening the workers in the department on how to deliver quality services to their patients. The management has to ensure that the staffs know how to implement the change for it to work efficiently.

### **5E Approach**

**Engage:** This is the initial phase of the project. The management of King Saud Medical City makes connections involving past and present learning experiences. Predict activities and focus staffs thinking on the learning results of the current activities.

**Explore:** The particular phase offers workers with an identical base of knowledge. They recognize and generate ideas, processes, and skills.



**Explain:** This particular phase assists staffs elucidates the notions they have been investigating. They have prospects to articulate their theoretical understanding or to show new skills.

**Elaborate:** The particular phase extends staffs' conceptual understanding and permits them to practice skills and behaviors. Through new experience, the workers develop deeper and broader understanding of the central concepts; obtain more information about areas of interest.

**Evaluate:** The particular phase encourages personnel to assess their knowledge and abilities and lets the management evaluate workers 'understanding of the central concepts and skill development.

While contributing to the project, as a leader, I have an opportunity to utilize and also polish my leadership skills. I also have a chance to interact with various staffs and also learn new skills.

However, there are also constraints; for instance, I might face difficulties while coordinating the personnel. Some people may also refuse to embrace change, and this might affect the project implementation.

#### References

AL-AHMADI, H., & ROLAND, M. (2005). Quality of primary health care in Saudi Arabia: A comprehensive review. *International Journal for Quality in Health Care*, *17*(4), 331–346-331–346.

Alkhenizan, A., & Shaw, C. (2011). Impact of accreditation on the quality of healthcare services:

a systematic review of the literature. *Annals of Saudi medicine*, 31(4), 407.

Altuwaijri, M. M. (2008). Electronic-health in Saudi Arabia. Just around the corner? *Saudi*

*Medical Journal*, 29(2), 171-178.

Al-Yousuf, M., Akerele, T. M., & Al-Mazrou, Y. Y. (2002). Organization of the Saudi health

system. *East Mediterr Health J*, 8(4-5), 645-53.

Barr, J., & Dowding, L. (2008). *Leadership in Health Care*. London: Sage Publications.

Bate, P., Mendel, P., Robert, G., & Nuffield Trust for Research and Policy Studies in Health

Services. (2008). *Organizing for quality: The improvement journeys of leading hospitals in Europe and the United States*. Oxford: Radcliffe.

Bengoa, R. (2006, September 13). A PROCESS FOR MAKING STRATEGIC CHOICES IN

HEALTH SYSTEMS. Retrieved October 18, 2015.

Bridges, W. (2009). *Managing transitions*. USA: Dacapo Press.

Kotter, J. P. (2012). *Leading change*. Boston: Mass. Harvard Business School Press .