

QUALITY IMPROVEMENT PROJECT S.D.A. VALLEY VIEW HOSPITAL (SDAVVH), OYIBI

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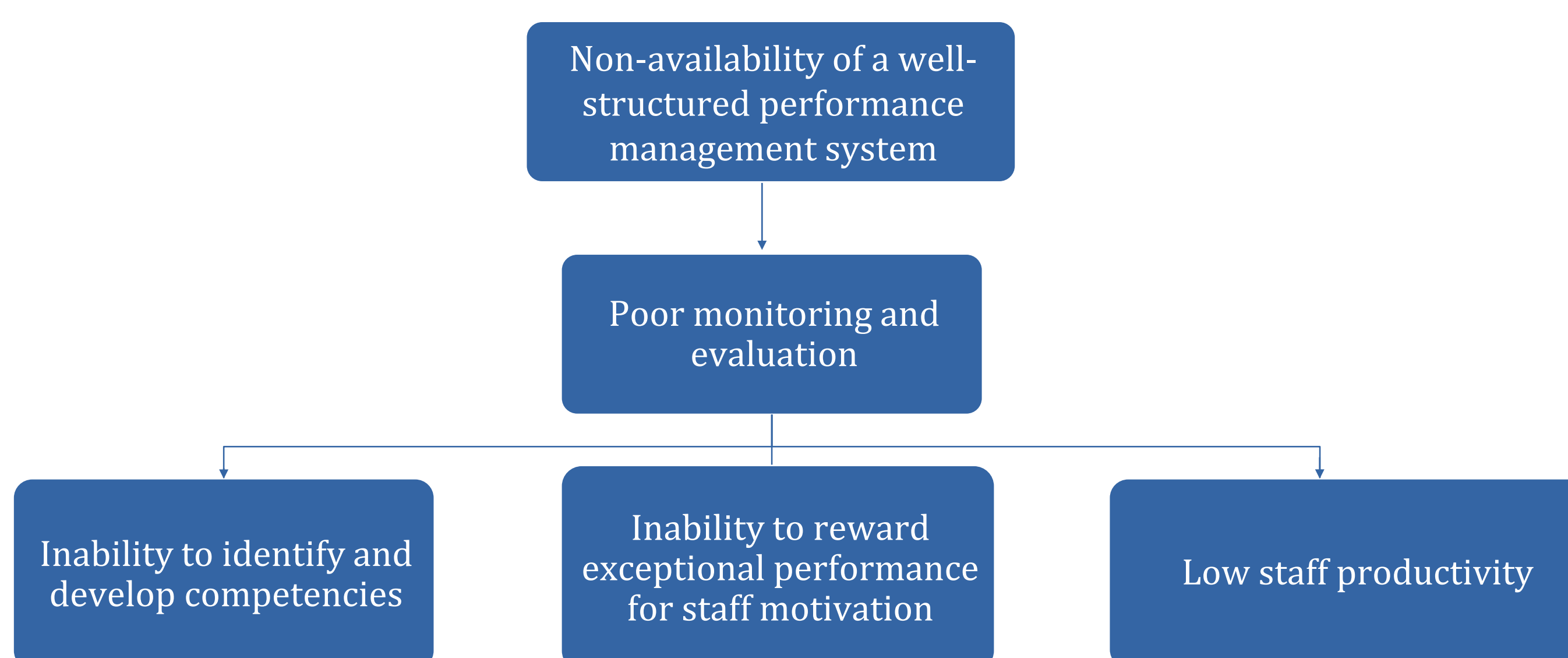
THE PROBLEM

- One of the priority areas of SDA VVH is to improve staff performance.
- The facility since its establishment in 2008 had no well-structured performance management system.
- There was no monitoring and control policies to guide the supervisors.
- Managers overlooked the impact of employee performance management on career development of staff and the overall performance of the hospital.
- Staff were demotivated which had adverse effect on the productivity of the hospital.
- The culminating effect were as follows;
 - Decrease employee morale
 - Inability to achieve strategic objectives
 - Decrease employee productivity
 - Negative impact on financial performance

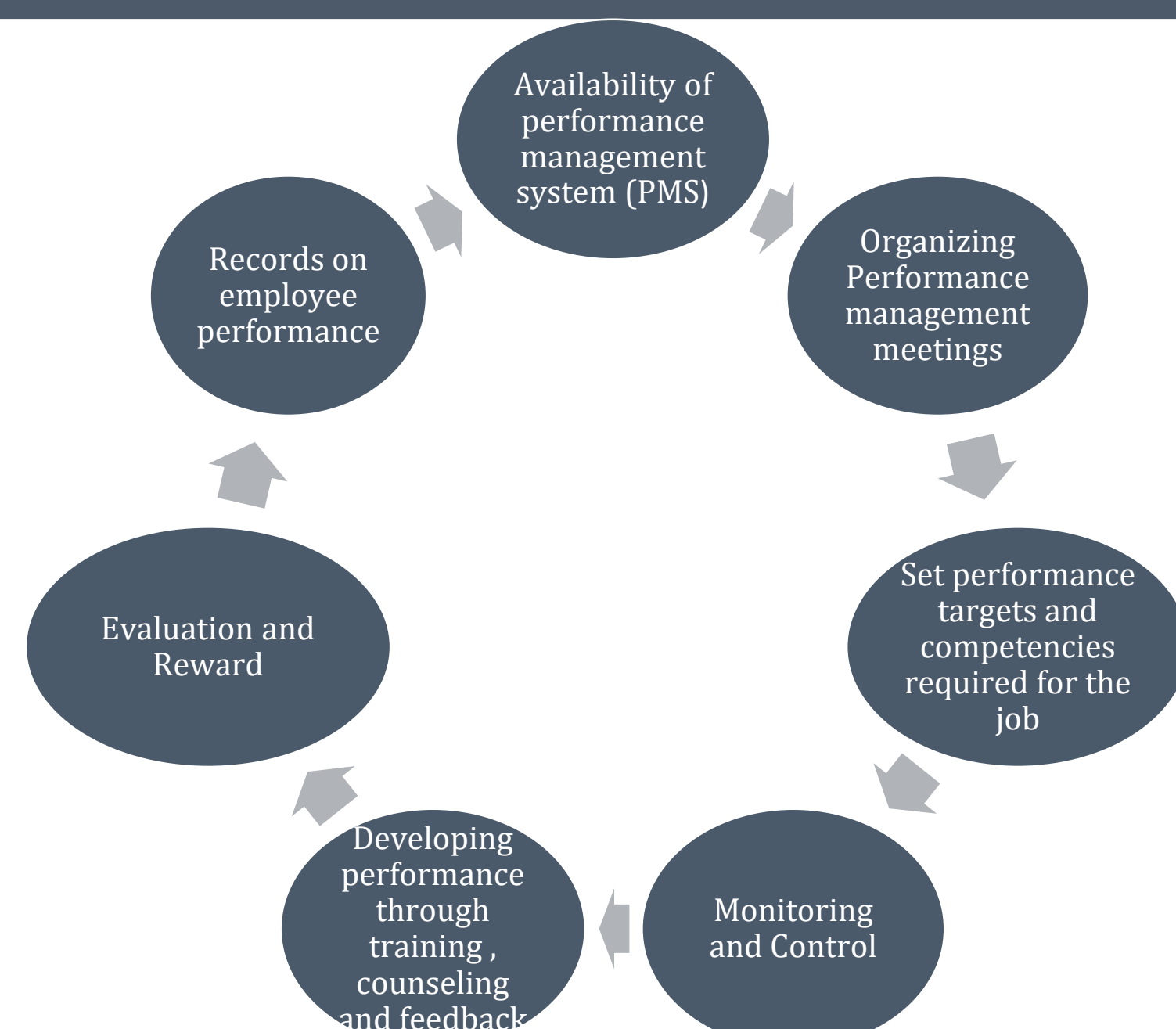
AIM

To establish a quarterly review framework to monitor, control, improve and reward exceptional performance.

FLOW MAP OF PRESENT STATE



FLOW MAP OF FUTURE STATE



PLAN DO ACT STUDY CYCLE



RESULTS

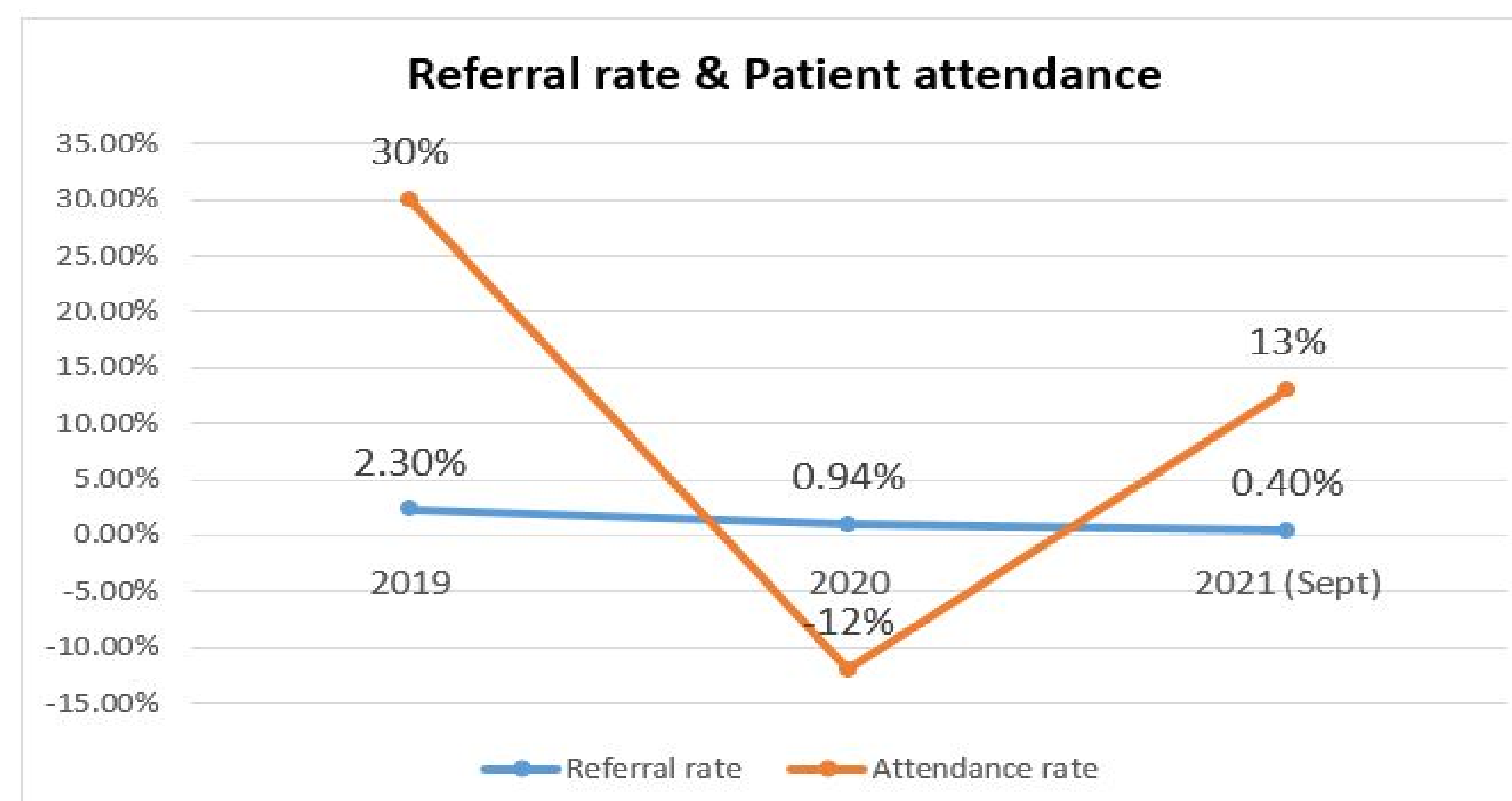
- The results show that staff development has improved performance by reducing the rate of referral from 2.3%(2019) to 0.4% (2021 as at September).
- Subsequently, there has been a steep increase in the OPD attendance as compared to 2019.
- It can also be seen that staff development has increased productivity and performance of the hospital.

SUMMARY

- Career development of staff results in increased profitability and enhances positive attitude towards generating income.
- This improves job knowledge and skill at all levels of the organization, boosts morale, and assists employees in identifying with the organizational goals.
- Staff performance and productivity increase with increasing career development and vice versa.

DATA

Year	Career development	Referral rate	Attendance rate	Total Attendance
2019	5	2.30%	30%	14998
2020	13	0.94%	-12%	13189
2021 (Sept)	25	0.40%	13%	14948



FUTURE STEPS/ WHAT'S NEXT?

- To institute appropriate monitoring and evaluation system in order to attain strategic objectives.
- To institute quarterly reward system for staff exceptional performance and staff motivation.
- To train more staff in various identified competencies to further reduce the referral rate and increase employee productivity.