

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

Mrs. Comfort Agyekum Boateng; Ms. Rosemond Naa Morkor Ashley; Pharm. Herbert Sarkodie; Mr. Isaac Avornyo 1[MBA-Health Service Administration], 2[Chartered Human Resource Management], 3[B.Pharm, MPSGH], 4[MBA – Accounting and Finance]

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

Inability to identify and develop competencies

Non-availability of a wellstructured performance management system

Poor monitoring and evaluation

Inability to reward exceptional performance for staff motivation

FLOW MAP OF FUTURE STATE



PLAN DO ACT STUDY CYCLE

PLAN -To constitute a policy on

Performance Management system -To train staff on the importance of a performance

management system -Set staff performance targets

ACT lore policies on PMS will formulated to improve star performance. -To organize orientations and trainings for newly recruited and existing staff respectively. -To continue quarterly ew of staff performand

STUDY

-25 staff have been granted permission for further studies as at September 2021. - There has been a 13% increase in the patient attendance rate in 2021 as compared to 2020. There was a significant reduction in referral rate.

Low staff productivity

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





RESULTS

- September).
- compared to 2019.
- performance of the hospital.

SUMMARY

- positive attitude towards generating income.
- development and vice versa.

FUTURE STEPS/ WHAT'S NEXT?

- strategic objectives.
- staff motivation.



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

Subsequently, there has been a steep increase in the OPD attendance as

It can also be seen that staff development has increased productivity and

Career development of staff results in increased profitability and enhances

• 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

• To institute appropriate monitoring and evaluation system in order to attain

• To institute quarterly reward system for staff exceptional performance and

• To train more staff in various identified competencies to further reduce the referral rate and increase employee productivity.