

Doctor's Scorecard Supporting Ongoing Professional Practice Evaluation (OPPE)

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CLEAR AND RELEVANT PROBLEM

Problem Statement : The OPPE (**Ongoing Professional Practice Evaluation**) process at New Mowasat Hospital was manual, fragmented, and paper-based, resulting in inconsistent data tracking, delayed performance reviews, and limited accessibility for physicians, department heads, and the medical director. Reviews frequently exceeded target timelines by up to 40%, affecting timely identification of performance concerns and potentially compromising patient safety and regulatory compliance.

Relevance:

Implementing a digital **OPPE** system enhances physician accountability and facilitates timely performance reviews. It promotes **transparency**, **supports data-driven decision-making**, and **strengthens compliance** with accreditation and **regulatory requirements**, ultimately improving the **quality and safety of patient care**.

Context:

To overcome these challenges, a digital **OPPE** monitoring system—Doctor's Scorecard—was developed and implemented. This system provides real-time access to performance metrics, ensures structured data collection, automates evaluations, and supports continuous professional monitoring. The initiative aligns with the hospital's commitment to digital transformation and quality improvement in clinical governance.

SMART GOALS & METHODOLOGY

S

Specific

Implement an automated Doctor's Scorecard integrated into the HMIS.

M

Measurable

Achieve 100% on-time completion of physician OPPEs.

A

Achievable

Digital automation ensures timely alerts and tracking.

R

Relevant

Supports efficient and standardized physician performance evaluation.

T

Time-Bound

Within 3 months of project initiation.

Methodology:

The project followed a structured **Plan–Do–Check–Act (PDCA)** Quality improvement approach involving close collaboration between HR, IT, Quality, MD office and Clinical Departments.

METHODOLOGY

Plan:

- Identified the problem of a manual and fragmented OPPE process causing delays, inconsistent data, and limited oversight.
- Set the objective to automate, streamline, and standardize physician performance monitoring.
- Formed a multidisciplinary project team including HR, IT, Quality, MD Office, and Physician from Clinical Departments.
- Gathered requirements by identifying key data points, KPIs, and integration needs with the Hospital Management Information System (HMIS).
- Designed and developed an in-house **Doctor's Scorecard Application** integrated into the HMIS.
- Automated data extraction from multiple systems (clinical, billing, scheduling, etc.).
- Configured specialty-specific KPIs and dashboards with internal benchmark for transparent performance visibility.
- Provided comprehensive user training to physicians, department heads, and administrative staff.

Do:

- Conducted pilot implementation with selected departments, refined based on feedback, and rolled out hospital-wide.


Check:

- Monitored and compared performance timelines, data accuracy, and compliance before and after implementation.
- Conducted physician feedback sessions and review meetings to enhance workflow.


Act:

- Standardized the Doctor's Scorecard as part of the routine OPPE cycle.
- Ensured sustainability through regular audits, continuous improvement reviews, and system updates.

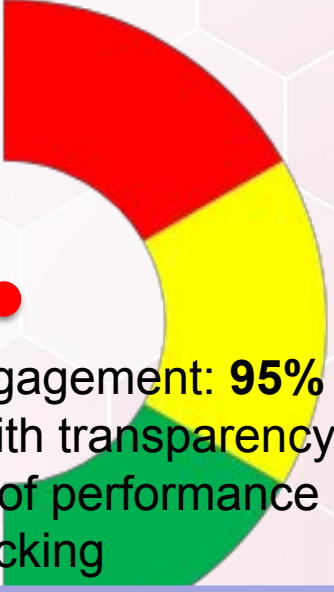
OUTCOMES & IMPACT ACHIEVED



Achieved **100% on-time OPPE evaluations**; eliminated delays in reviews.



Reduced manual tracking workload by **80%**, improving operational efficiency.



Physician engagement: **95%** satisfaction with transparency and fairness of performance tracking

Early identification of performance concerns enhanced patient safety and quality of care.

Strengthened **accountability and compliance** with regulatory requirement .





SCALABILITY & RELIABILITY

Scalability:

- Fully **integrated with HMIS** and **customizable KPIs** for specialty-specific performance monitoring.
- Designed to be **adaptable and replicable** across other hospitals and departments.
- Developed through **cross-functional collaboration**: HR, IT, and clinical teams ensured relevance, usability, and strategic alignment.
- Continuous feedback from end-users refined dashboards and encouraged adoption.

Replicability: The used improvement approach which is PDCA is reproducible.

Multidisciplinary Collaboration: Information Technology, Human Resources, Quality System Management, Medical Office, Clinical Departments

Innovation: Automated data collection and real-time dashboards replaced fragmented, manual processes

Creativity: Integrated Automated tool to deliver real time clinical outcomes for each healthcare providers.

Adoption & Sustainability: Serves as a **sustainable, scalable model** for physician performance monitoring and quality improvement in healthcare.

Future Plans:

To expand the OPPE tool to allied Health professionals and nursing staff.