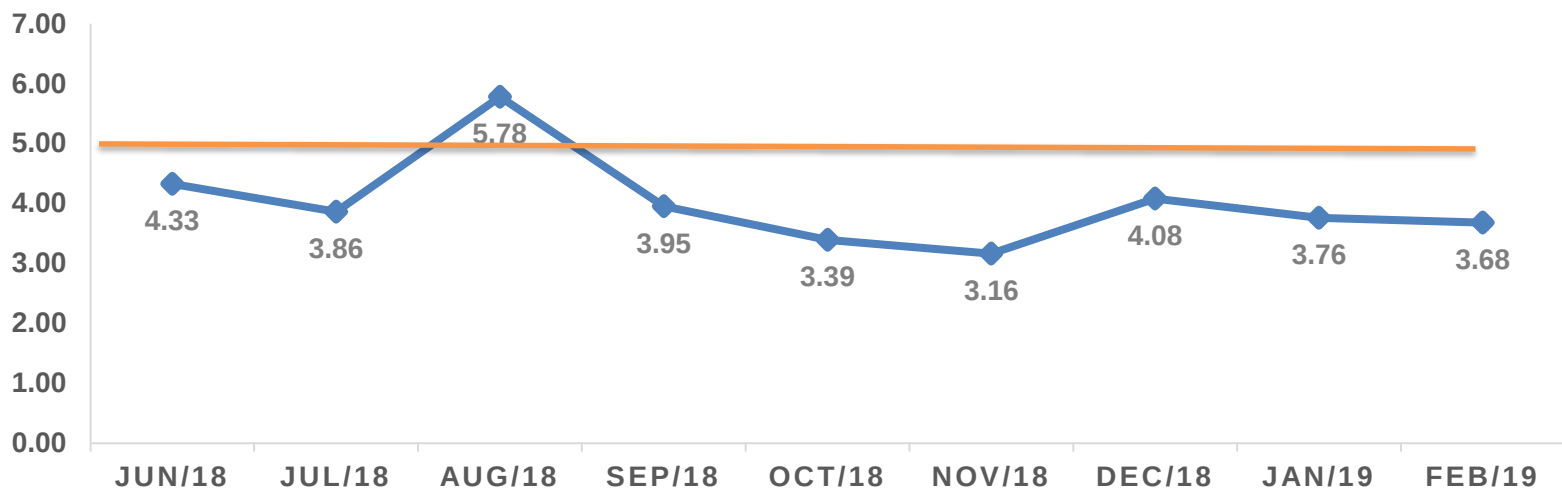


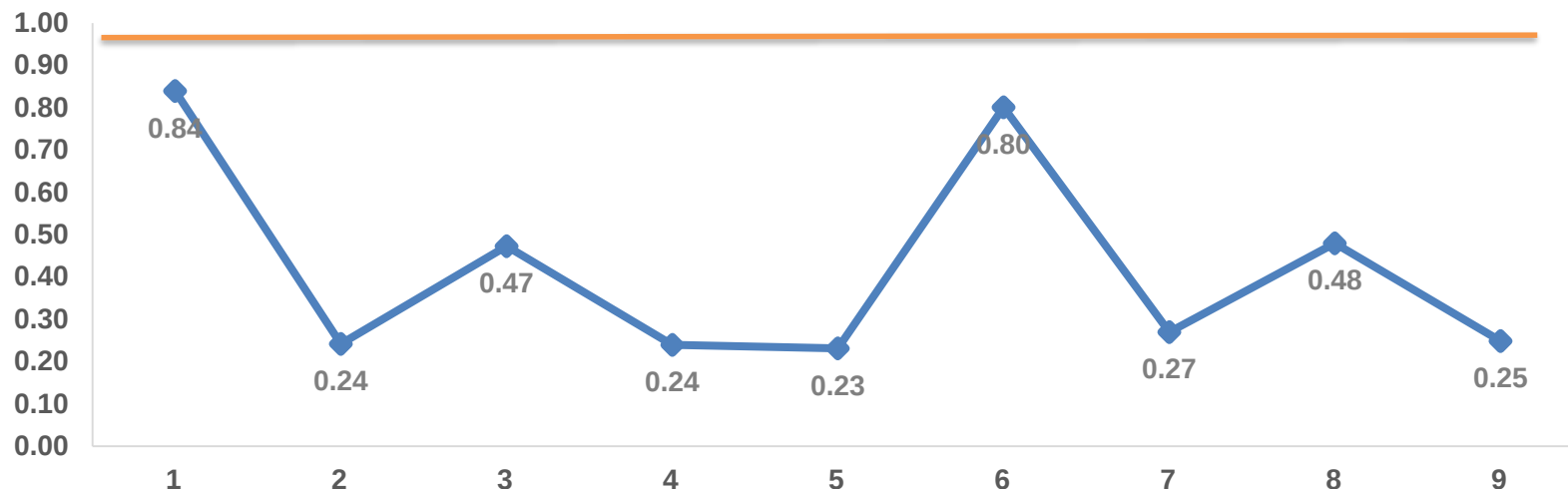
TIME FOR INITIAL ASSESSMENT OF PATIENTS ATTENDING EMERGENCY SERVICES



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Time for Initial assessment of patients	Sum of Time Taken (minutes) ÷ Total no of patients in emergency	5 minutes	<5	5 minutes	>5 minutes	ER

Interpretation- There has been only one incidence of non compliance which was due to the reason that the patient had accident so stabilising the patient took time. The average is 4 min.

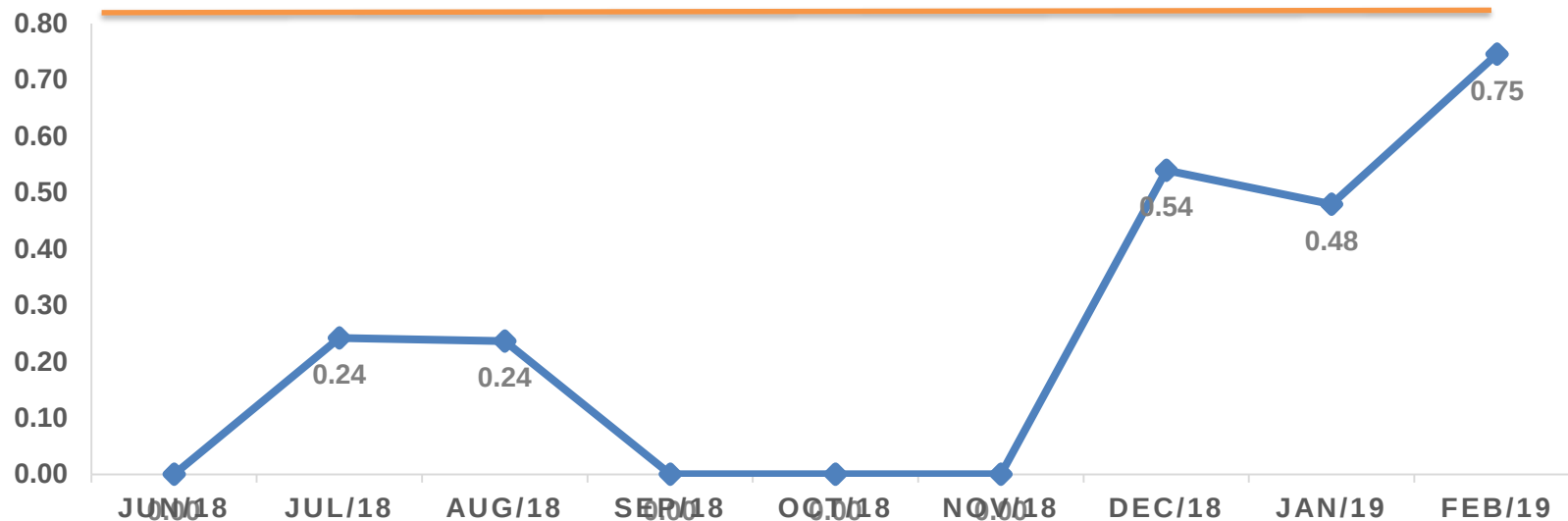
NUMBER OF REPORTING ERRORS/1000 INVESTIGATIONS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
No of reporting errors/1000 investigations	$\frac{\text{No of reporting errors}}{\text{No of tests performed}} \times 1000$	1	<1	1	>1	Radiology

INTERPRETATION- There has been an average trend of reporting errors with 2 spikes which were due to increased no.of patients in those months. There is no deviation from internal target

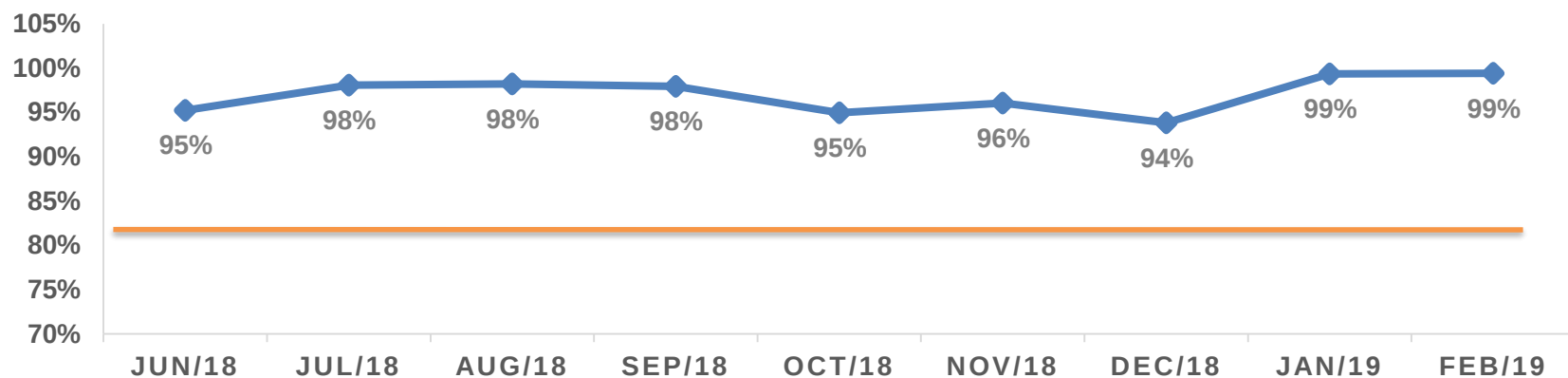
RATE OF RE-DOS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Rate of Re-dos	$\frac{\text{Number of re-dos}}{\text{No of tests performed} \times 1000}$	0.8	<0.8	0.8	>0.8	Radiology

Interpretation- No deviation is there from the internal targets but there has been sudden increase from the last 3 months which is due to order of the newly appointed radiologist.

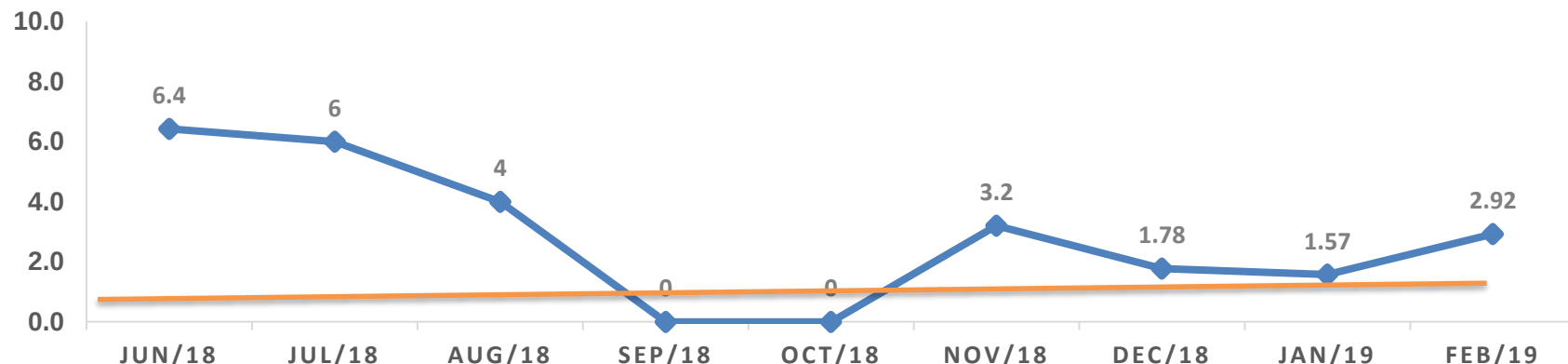
PERCENTAGE OF ADHERENCE TO SAFETY PRECAUTIONS BY EMPLOYEES WORKING IN DIAGNOSTICS.



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Percentage of adherence to safety precautions by employees working in diagnostics	$\frac{\text{No of employees adhering to safety precautions}}{\text{No of employees sampled}} \times 100$	>80%	>80%	80%	<80%	Radiology

Interpretation- Each and every personnel in the radiology is following the guidelines given for safety precautions with a consistent trend.

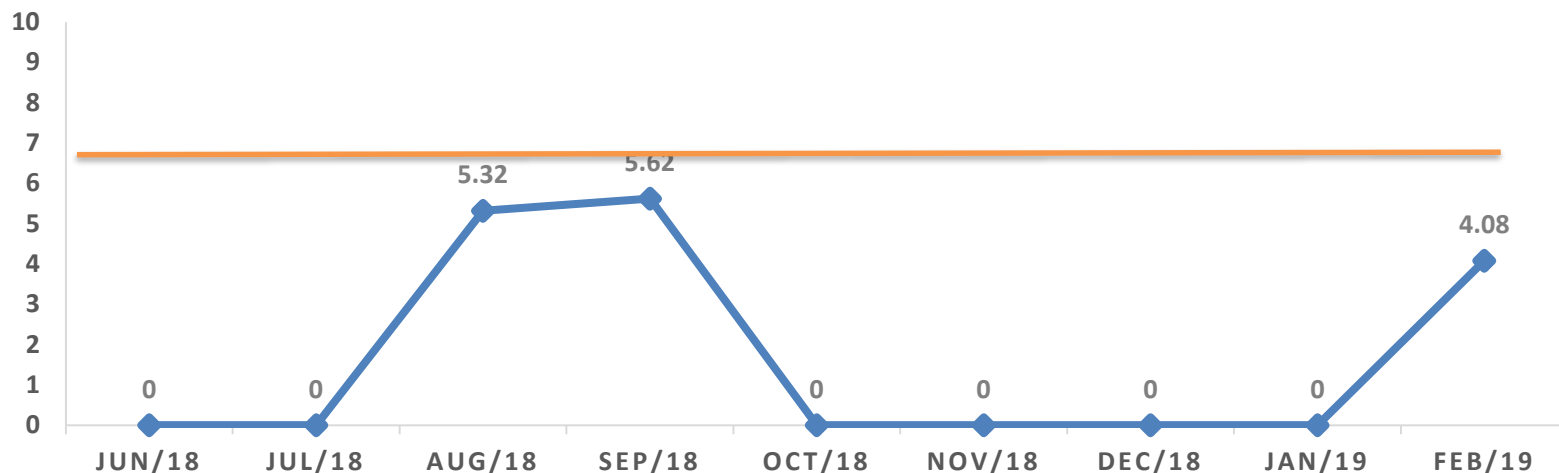
CATHETER ASSOCIATED URINARY TRACT INFECTION RATE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
CAUTI (As per the latest CDC/NHSN definition)	$\frac{\text{Number of urinary catheter associated UTIs (for ICU patients) in a month}}{\text{Number of urinary catheter days (for ICU patients) in that month}} \times 1000$	1.63	<1.63	1.63	>1.63	Infection Control Team

Interpretation- CAUTI was calculated taking only ICU patients whereas the Internal target formed covers whole of the hospital. And hence the target is being crossed in every instance.

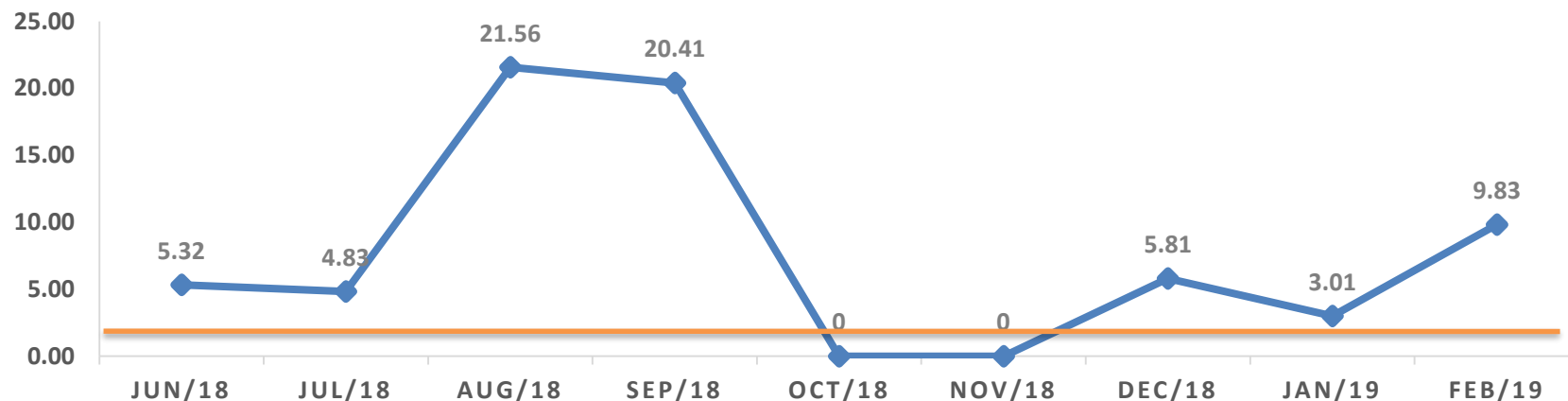
VENTILATOR ASSOCIATED PNEUMONIA RATE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
VAP (As per the latest CDC / NHSN definition)	Number of "Ventilator Associated Pneumonia" (for ICU patients) in a month ÷ Number of ventilator days (for ICU patients) in that month x 1000	6.74	<6.74	6.74	>6.74	Infection Control Team

Interpretation- There has been 3 incidences where there has been an increase in VAP rate. For all the patients during that phase RCA was done and cause was evaluated.

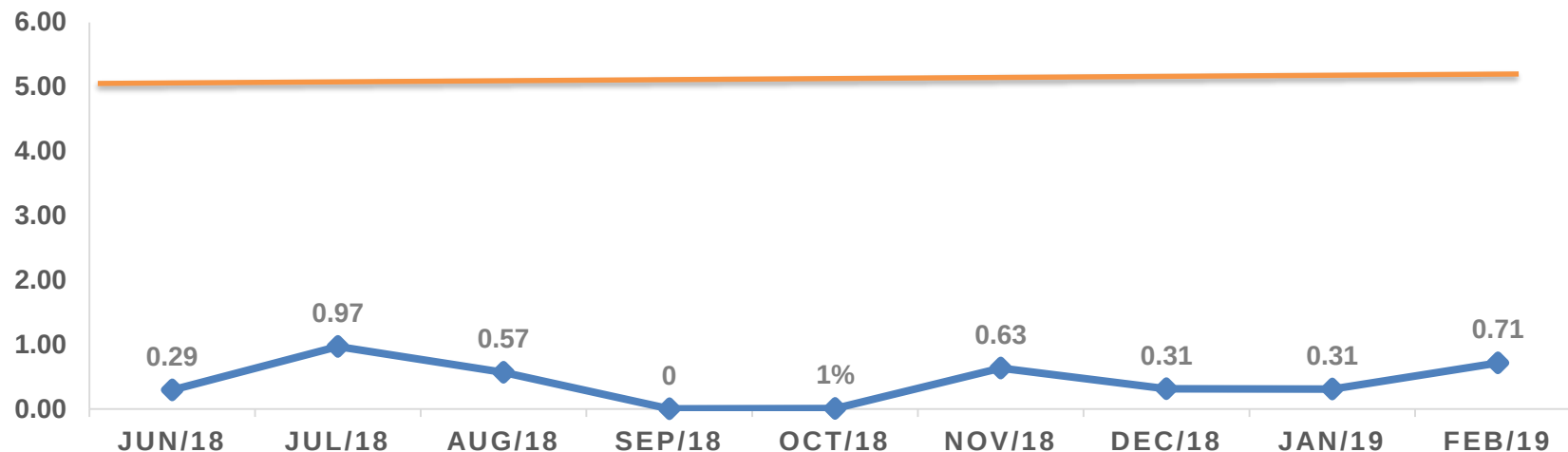
CENTRAL LINE ASSOCIATED BLOOD STREAM INFECTION RATE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
CLBSI (As per the latest CDC/NHSN Definition)	$\frac{\text{Number of central line associated blood stream infections (for ICU patients) in a month}}{\text{No. of central line days (for ICU patients) in that month}} \times 1000$	2.4	<2.4	2.4	>2.4	Infection Control Team

Interpretation- The patients admitted in ICU were only taken whereas it has to be done hospital wide hence a tremendous rise in the CLABSI rate

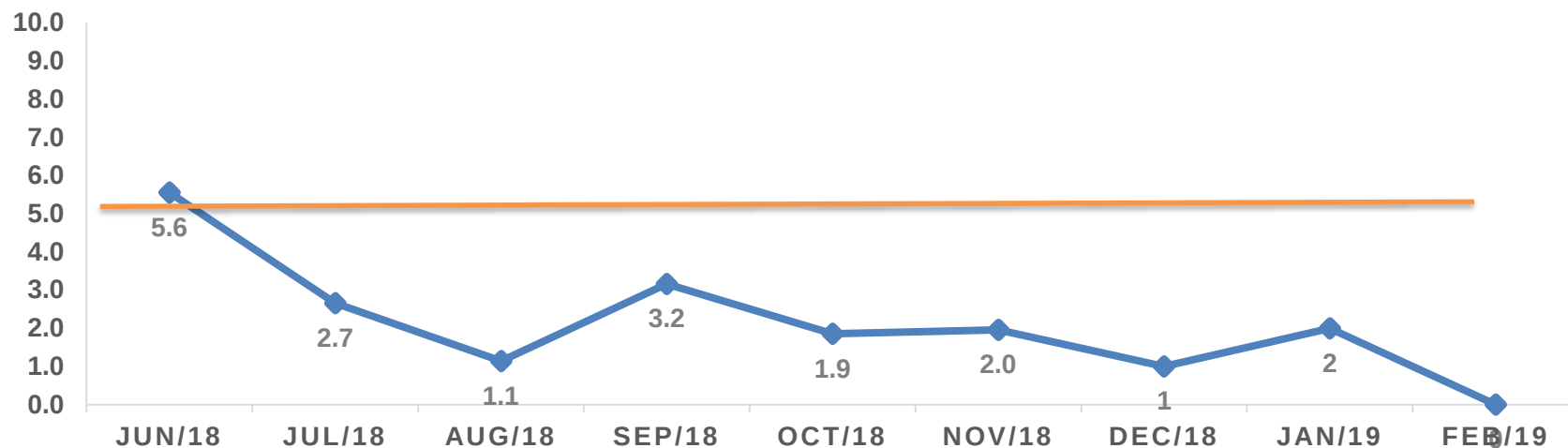
SURGICAL SITE INFECTION RATE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Surgical Site Infection Rate	$\frac{\text{Number of surgical site infections in a month}}{\text{No. of surgeries in that month}} \times 100$	<5%	<5%	5%	>5%	Infection Control Team

Interpretation- All the values are within the target range with a steady trend of 1% average

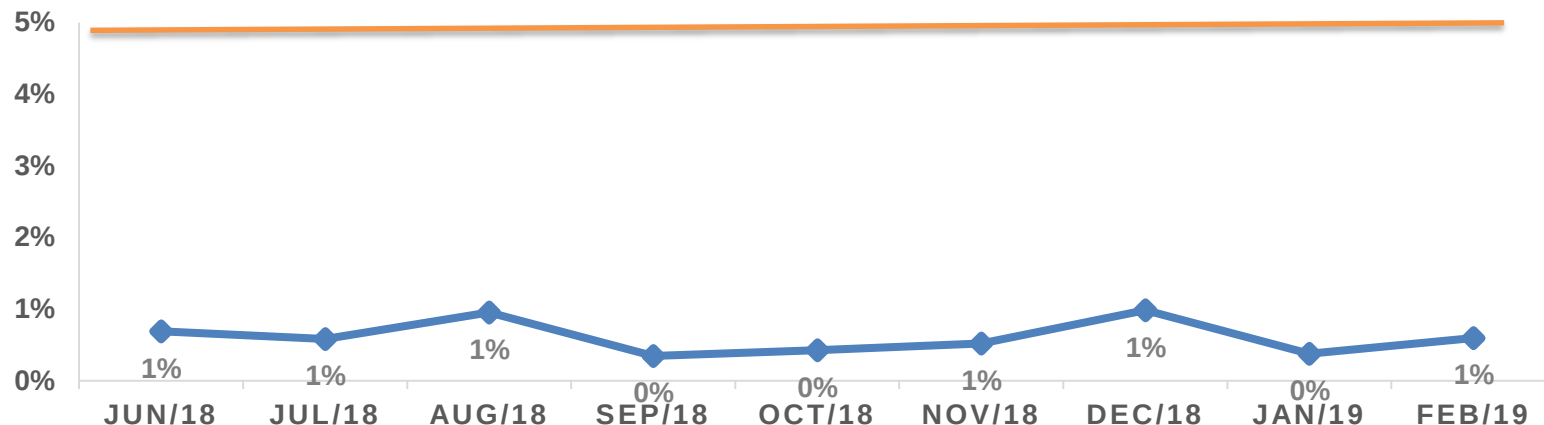
RETURN TO ICU WITHIN 48 HRS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Return to Critical Care within 48 hours	$\frac{\text{Number of returns to ICU within 48 hours}}{\text{Number of discharges / transfers in the ICU}} \times 100$	<5%	<5%	5%	>5%	Critical Care

Interpretation- There has been only one instance of deviation from the target and the trend show a symmetrical pattern

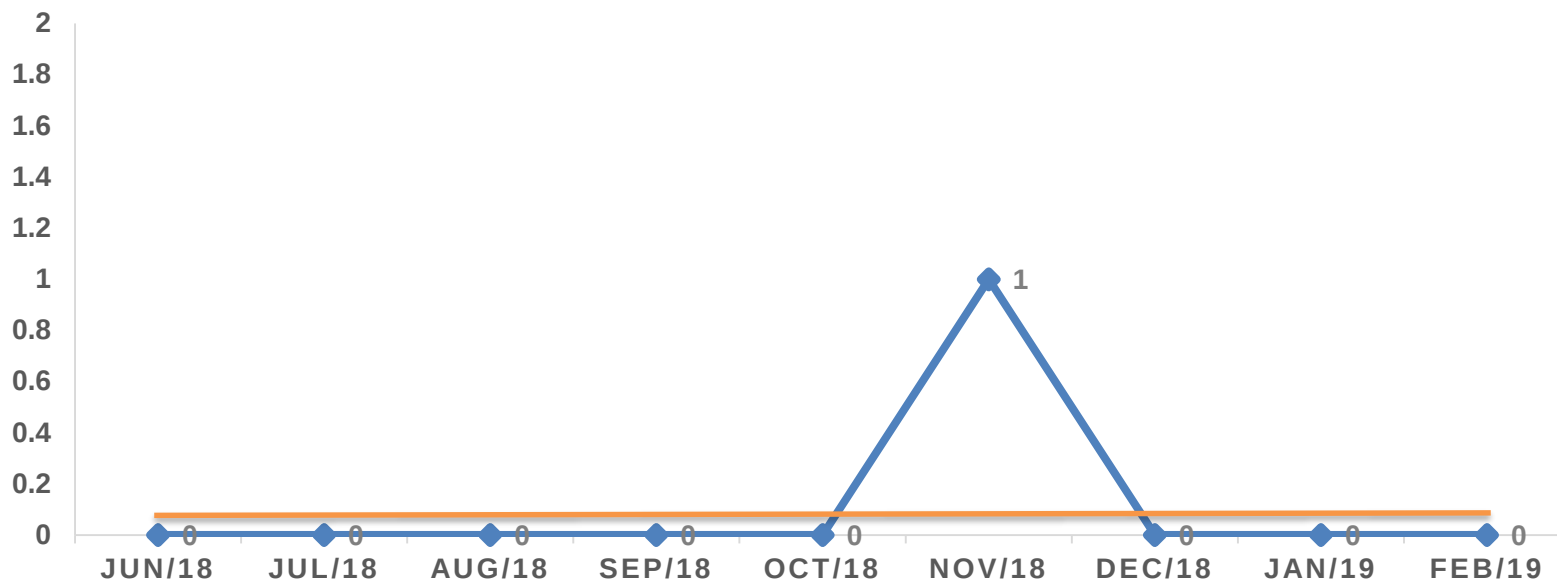
RETURN TO EMERGENCY DEPARTMENT WITHIN 72 HRS WITH SIMILAR PRESENTING COMPLAINTS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Percentage unplanned re-attendance rate - within 72 hours with similar presenting complaints	$\frac{\text{Number of patients returned to ER within 72 hours of discharge, with similar presenting complaints}}{\text{Number of patients who have come to the emergency}} \times 100$	<5%	<5%	5%	>5%	ER

Interpretation- There has been a consistent trend of 1% being followed throughout the period which is also within the target.

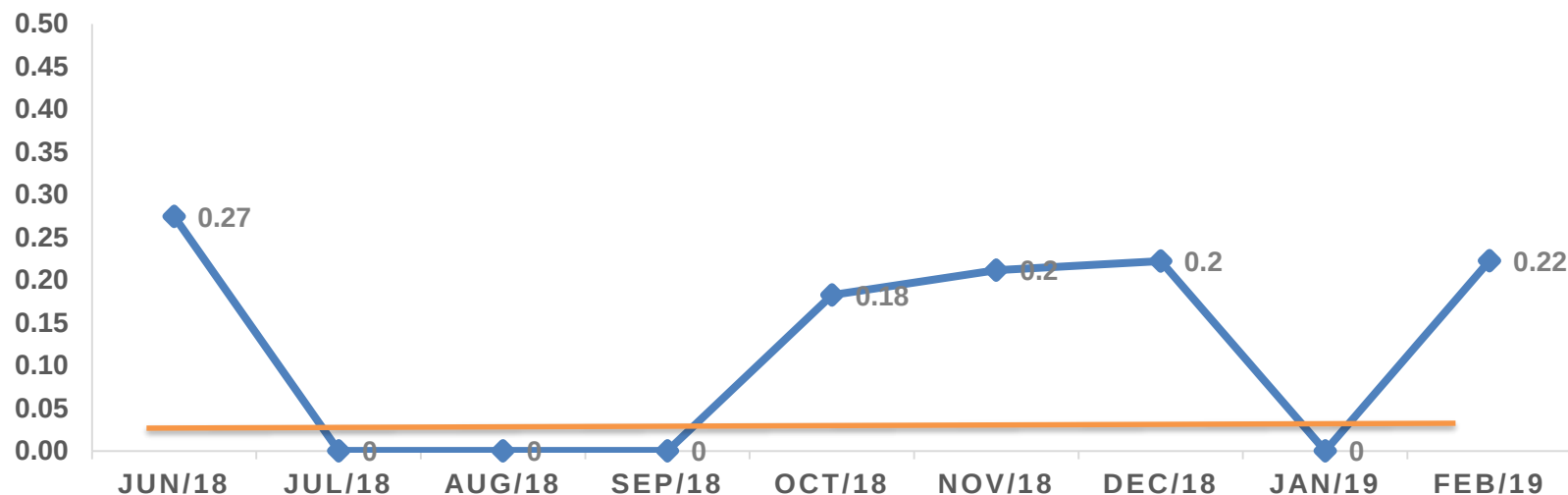
NUMBER OF VARIATIONS OBSERVED IN MOCK DRILLS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
No of variations observed in mock drills	Total no of variations observed in mock drills	0	0	0	>0	Security

Interpretation – Only one deviation was found from the target which was traced to be process related while carrying out the drill.

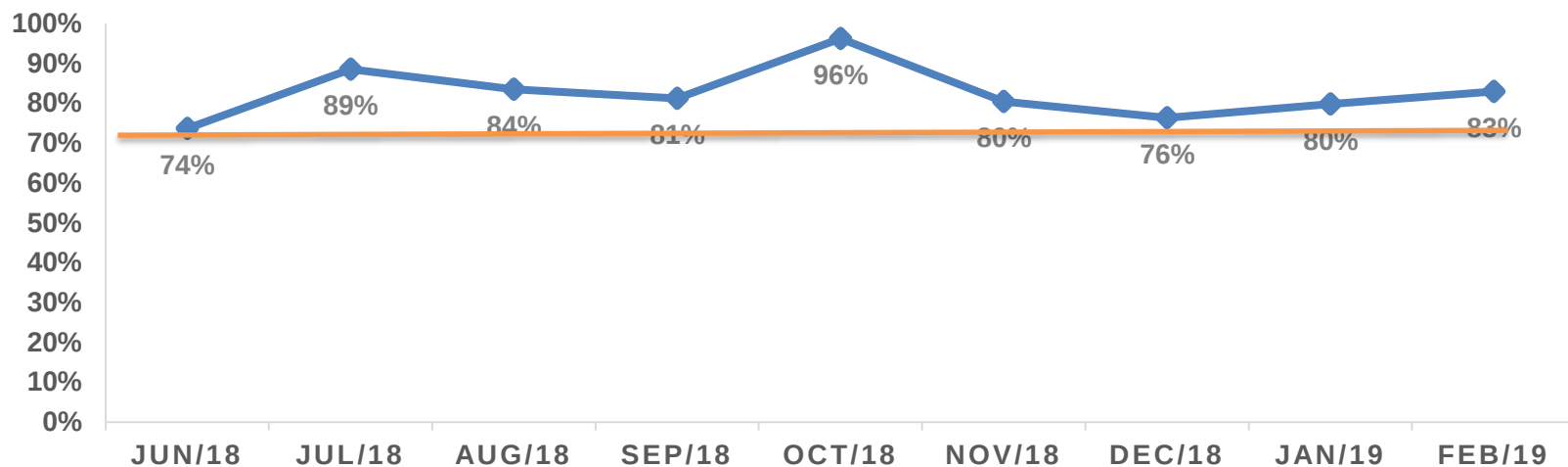
INCIDENCE OF FALLS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Incidence of falls	$\frac{\text{Number of falls}}{\text{Total no of patient days}} \times 1000$	0	0	0	>0	Nursing

Interpretation – There have been multiple cases of falls which have various causes such as loss of balance, fall in washrooms, no assistance, jumping off the side rails.

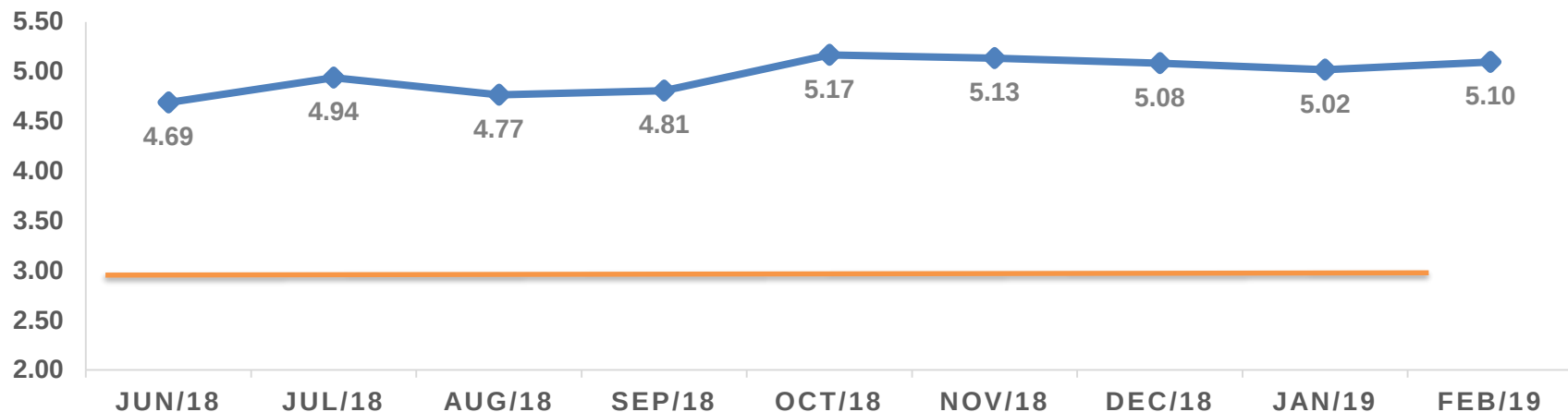
BED OCCUPANCY RATE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Bed occupancy	$\frac{\text{Number of inpatient days in a given month}}{\text{Number of available bed days in that month}} \times 100$	>80%	>80%	80%	<80%	IPD

INTERPRETATION-Decrease in trend has been seen due to less no. of OPD patients being converted to IPD patients in that month.

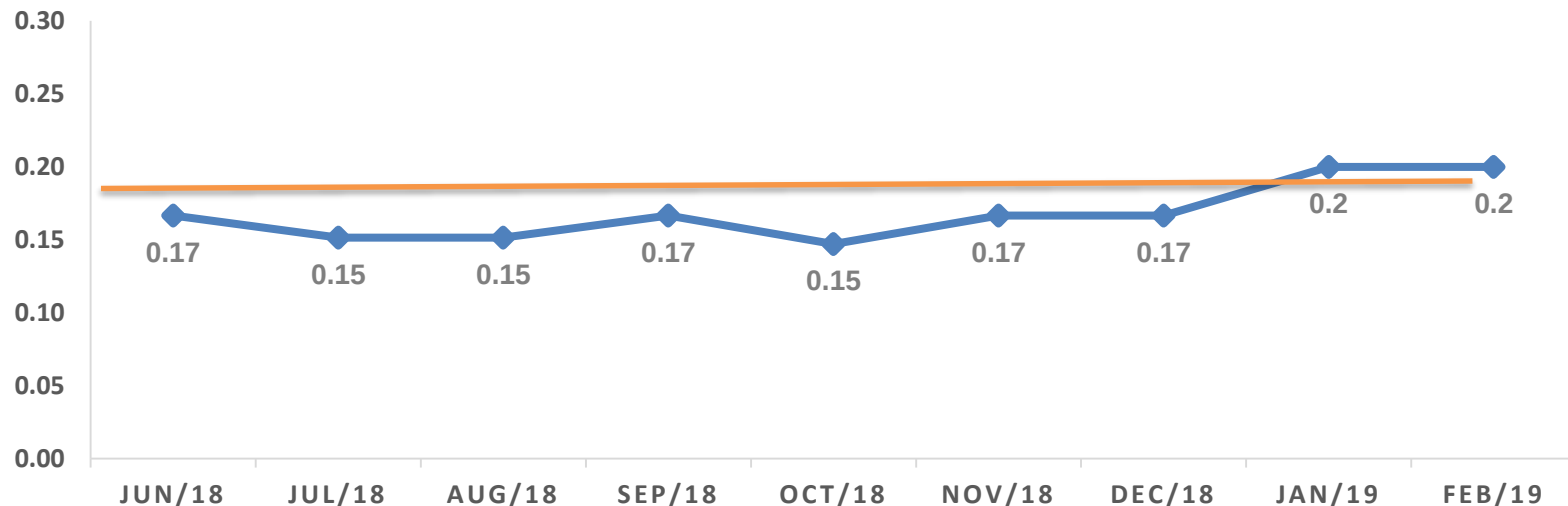
LENGTH OF STAY (LOS)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Average length of Stay	$\frac{\text{Number of inpatient days in a given month}}{\text{Number of discharges and deaths in that month}} \times 100$	3 days	<3 days	3 days	>3 days	IPD

Interpretation – Constant deviation is seen by increase in the length of stay due to poor discharge planning and post operative complications, decreased nursing efficiency.

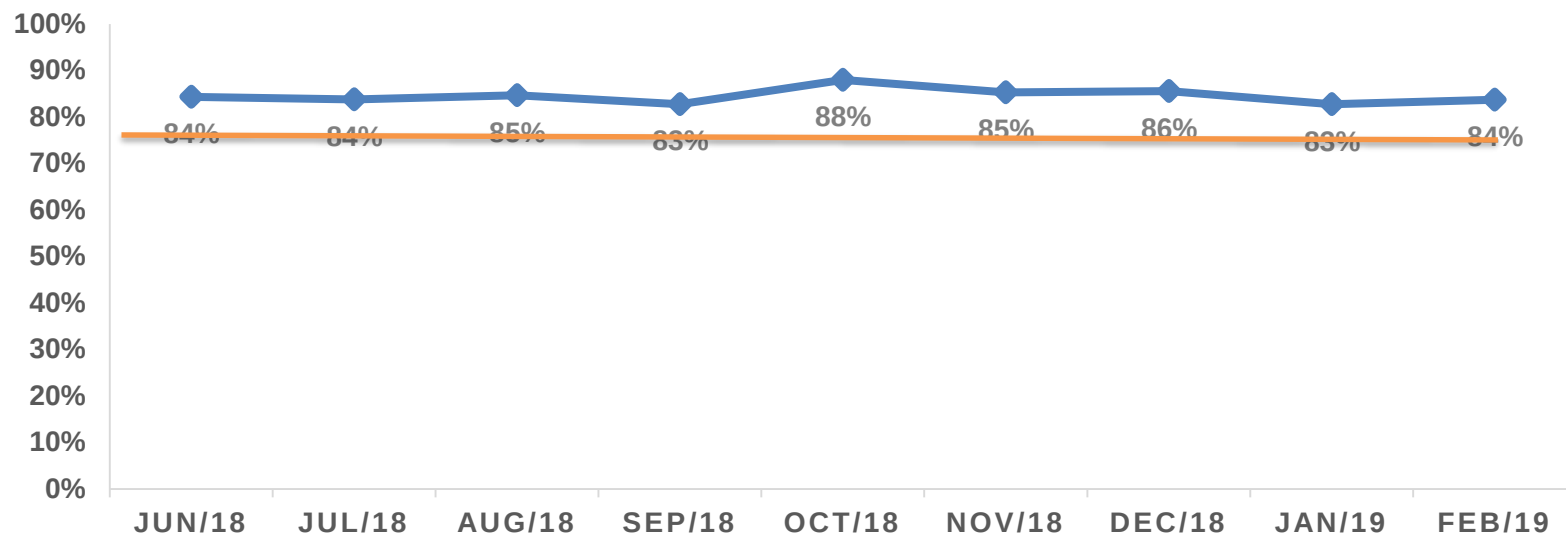
NURSE-PATIENT RATIO FOR WARDS(PER SHIFT)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Nurse patient ratio (Wards)	For Wards, Number of nursing staff ÷ Number of beds Calculated for each shift separately (in Wards)	0.2	0.2	0.2	<0.2	Nursing

Interpretation- The nurse patient ratio available is less than the required one which is due to shortage of nursing manpower therefore keeping it below target

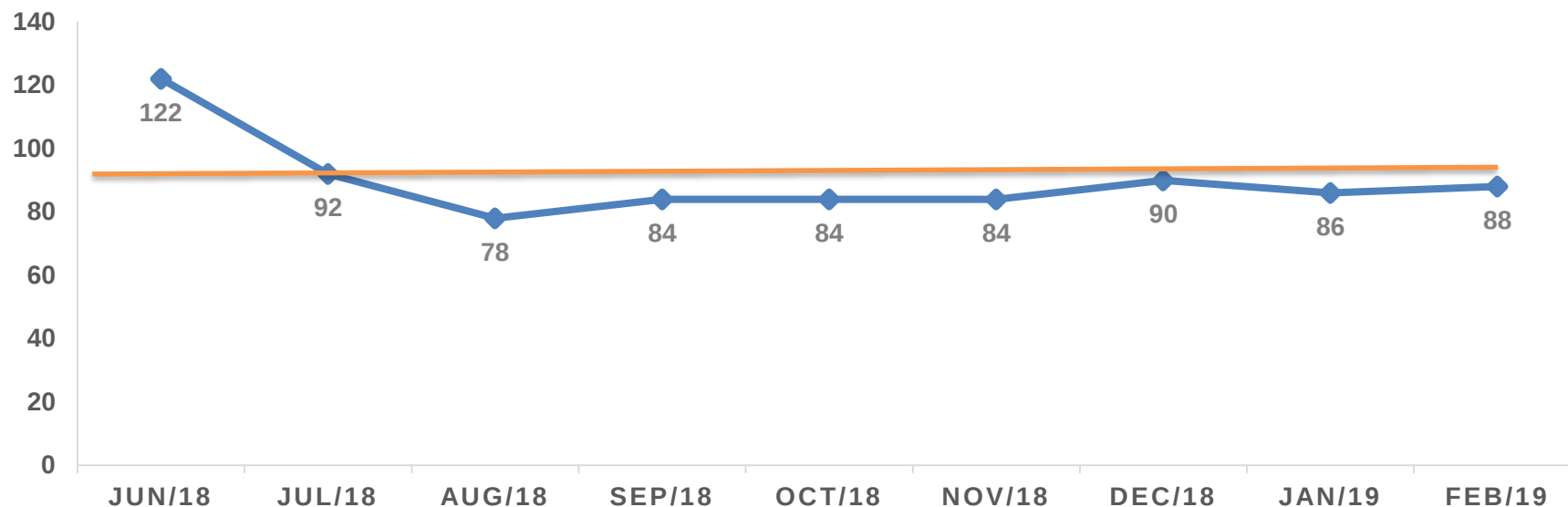
IN PATIENT SATISFACTION RATE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
In Patient Satisfaction Index	$\frac{\text{Average Score achieved}}{\text{Maximum possible score}} \times 100$	>75%	>75%	75%	<75%	Office of Patient Experience

Interpretation – The satisfaction rate has been consistently above 80% continuously exceeding the target and maintaining the quality of care

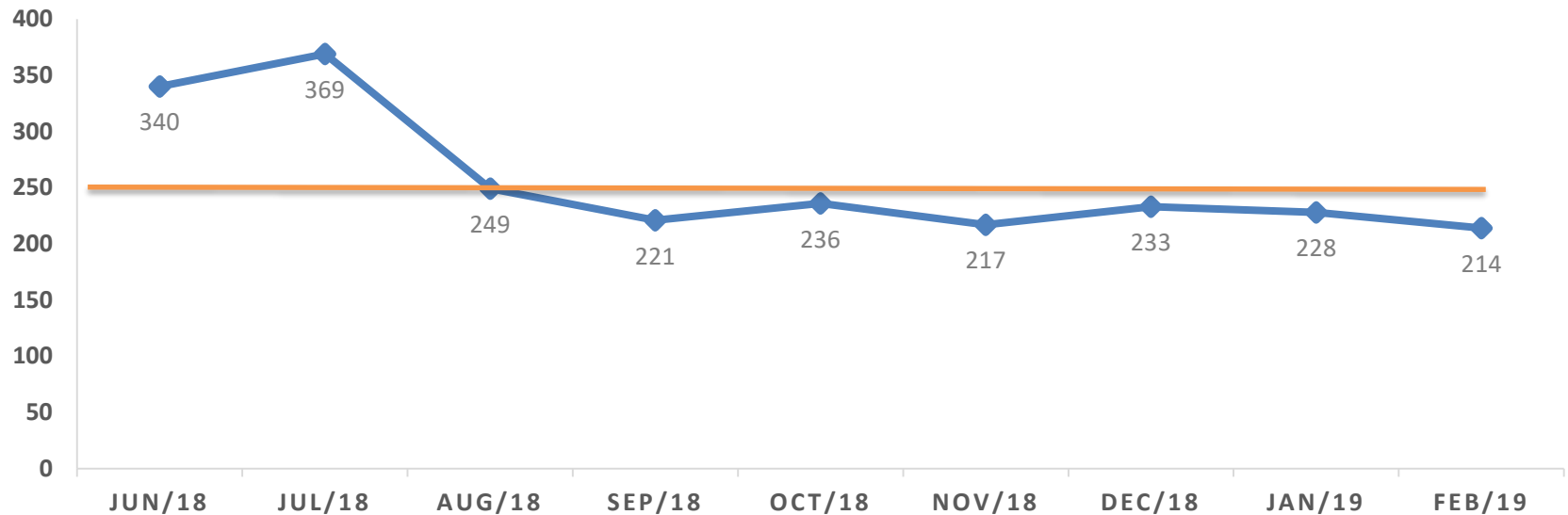
TIME FOR DISCHARGE(CASH)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Time taken for discharge	Sum of time taken for discharge ÷ Number of patients discharged	90 min	<90 min	90 min	>90 min	IPD

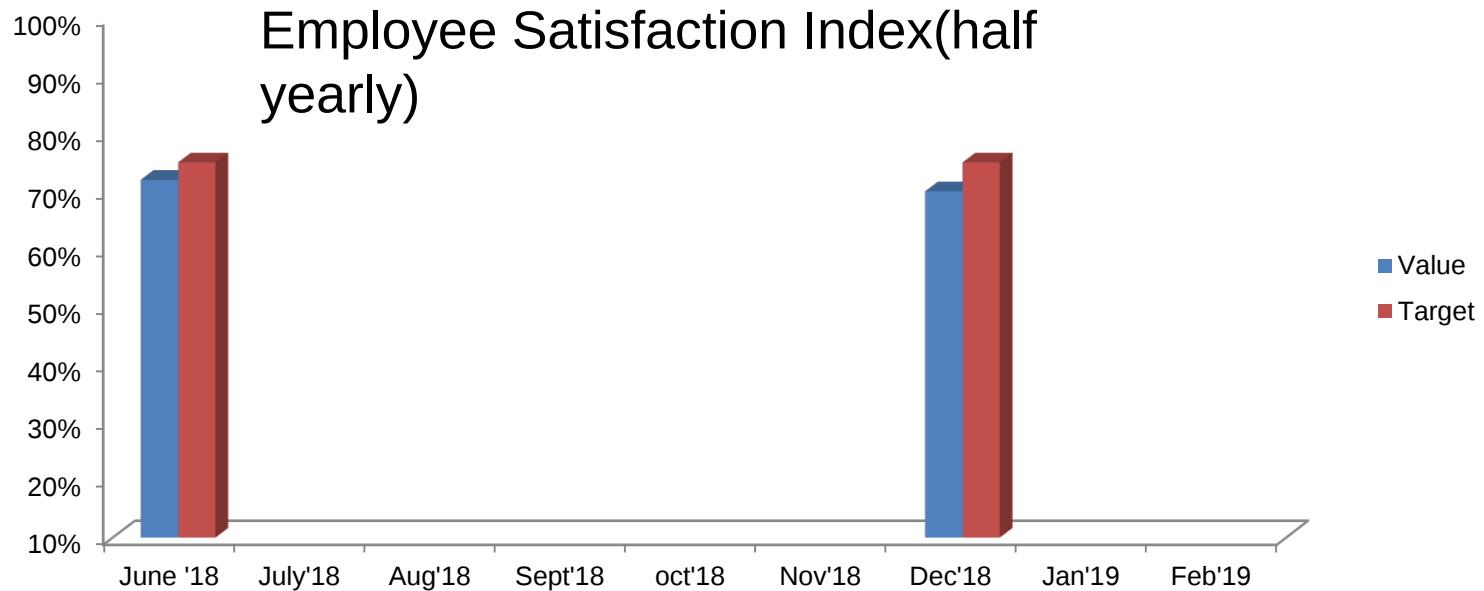
Interpretation – In the cases where there has been delay in the discharge of cash patients, the reason can be attributed to the delay in clearing and getting the cash and patient's understanding for the break up of the bill.

TIME FOR DISCHARGE(TPA)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Time taken for discharge	Sum of time taken for discharge ÷ Number of patients discharged	240 MIN	<240 MIN	240 MIN	>240 MIN	IPD

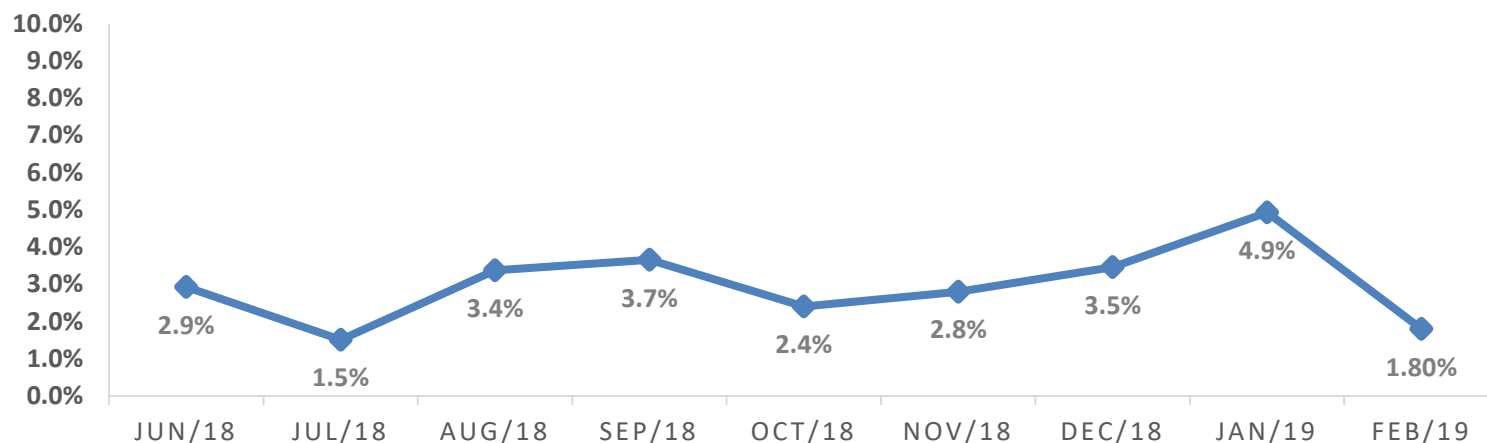
Interpretation – For TPA patients, the main reason for delay lies in the back end clearing of the bills from the insurance company. Apart from this, the trend line is constant.



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Employee satisfaction index	$\frac{\text{Average score achieved}}{\text{Maximum possible score}} \times 100$	>75%	>75%	75%	<75%	HR

Interpretation – Satisfaction rate should be 75%. The trend shows less rate before and even degrading in the current one. This may be attributed to various reasons such as politics, work environment, supervisor support etc

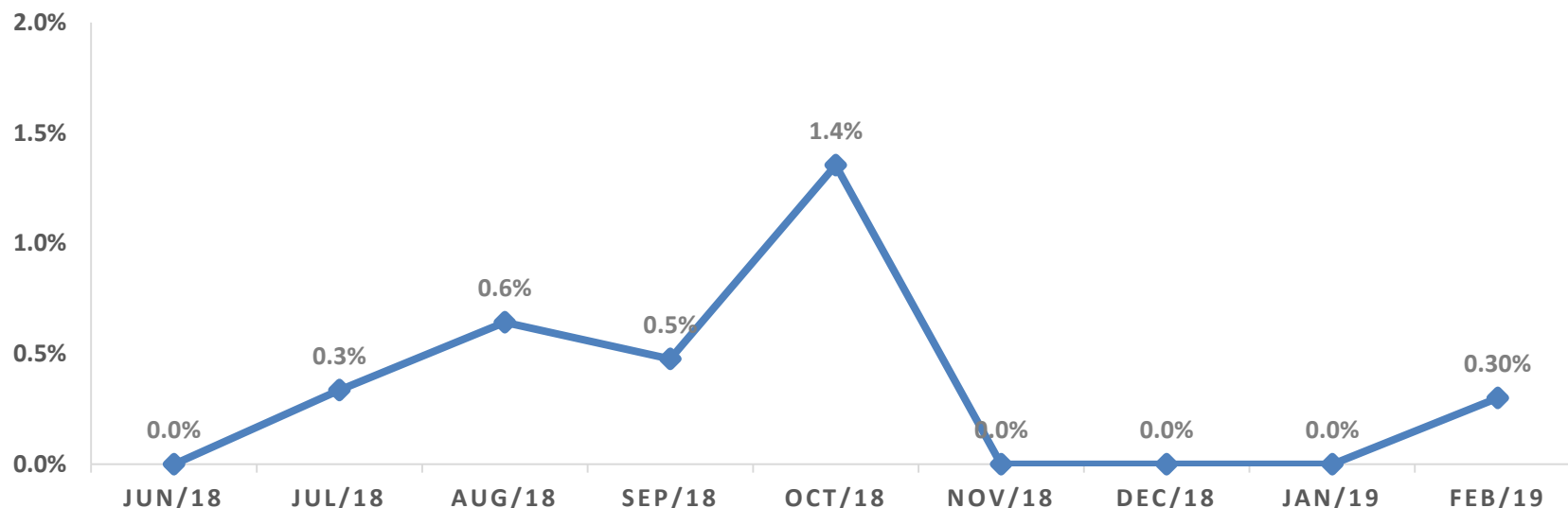
PERCENTAGE OF ATTRITION



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Employee Attrition Rate	$\frac{\text{No. of employees who have left during the month}}{\text{No. of employees at the beginning of the month} + \text{Newly joined staff}} \times 100$	NA	NA	NA	NA	HR

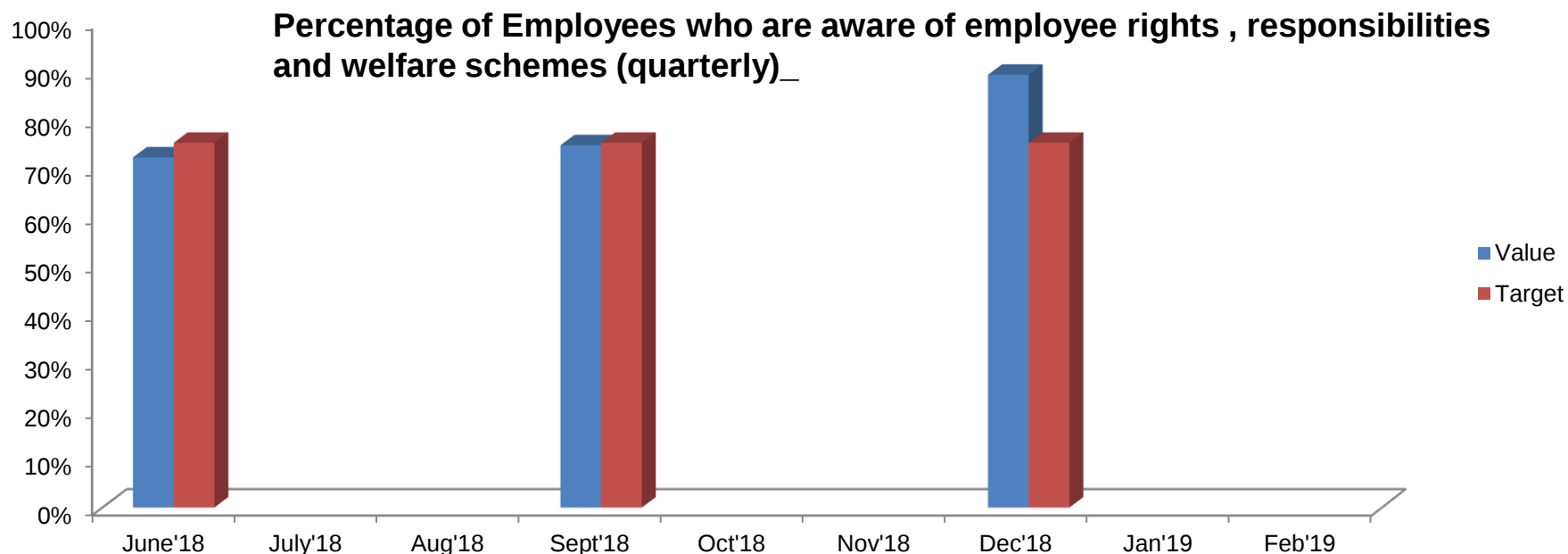
Interpretation – variation is seen in the attrition rate with a sudden downfall in the month of February 2019. This can be attributed to increased pay scale and better job responsibilities.

PERCENTAGE OF ABSENTEEISM



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Employee Absenteeism Rate	$\frac{\text{No. of employees who are on unauthorized absence}}{\text{No. of employees}} \times 100$	NA	NA	NA	NA	HR

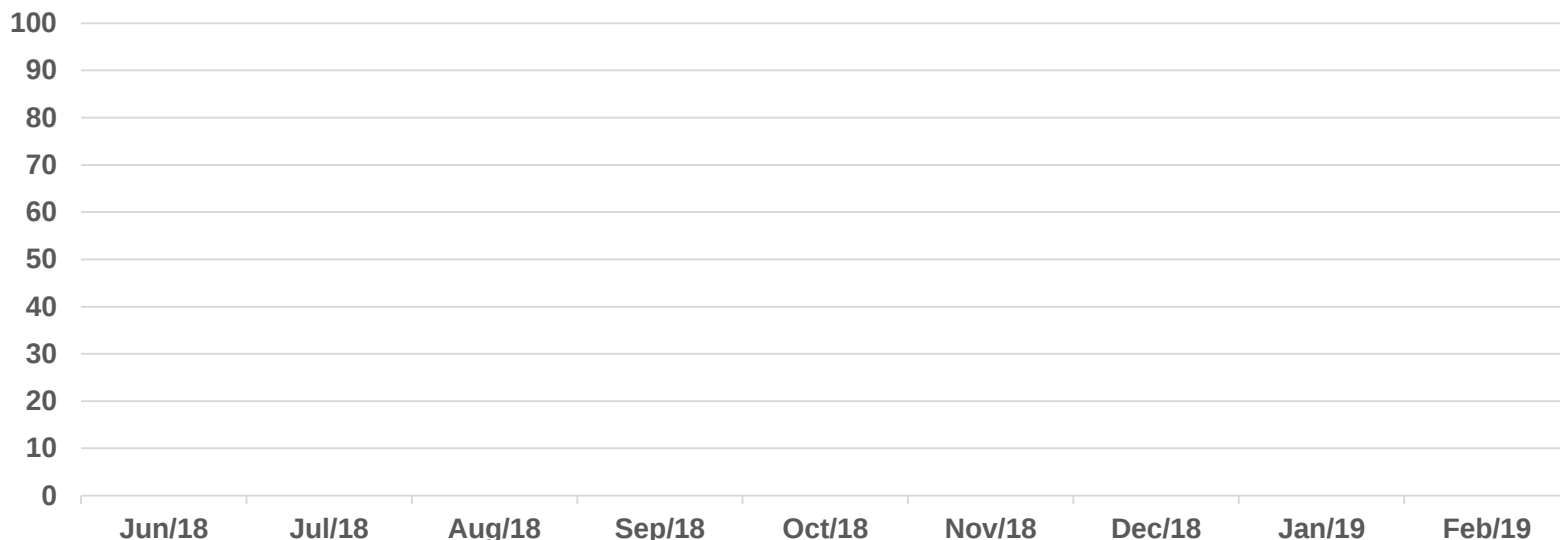
Interpretation – The spike in the trend was due to holidays because of festival season. After there has been a decline in the trend.



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Percentage of employees who are aware of employee rights, Responsibilities and welfare schemes	$\frac{\text{No. of employees who are aware of employee rights, responsibilities and welfare schemes}}{\text{No. of employees interviewed}} \times 100$	75%	>75%	75%	<75%	HR

Interpretation – There has been a rise in the trend of awareness among employees from 72% to 75% to 89%.

Percentage of near misses



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Percentage of near misses	$\frac{\text{Number of near misses reported}}{\text{Number of incidents happened}} \times 100$	<30%	<30%	30%	>30%	Nursing

Interpretation- There has not been any reported incidence of near misses in the specified period

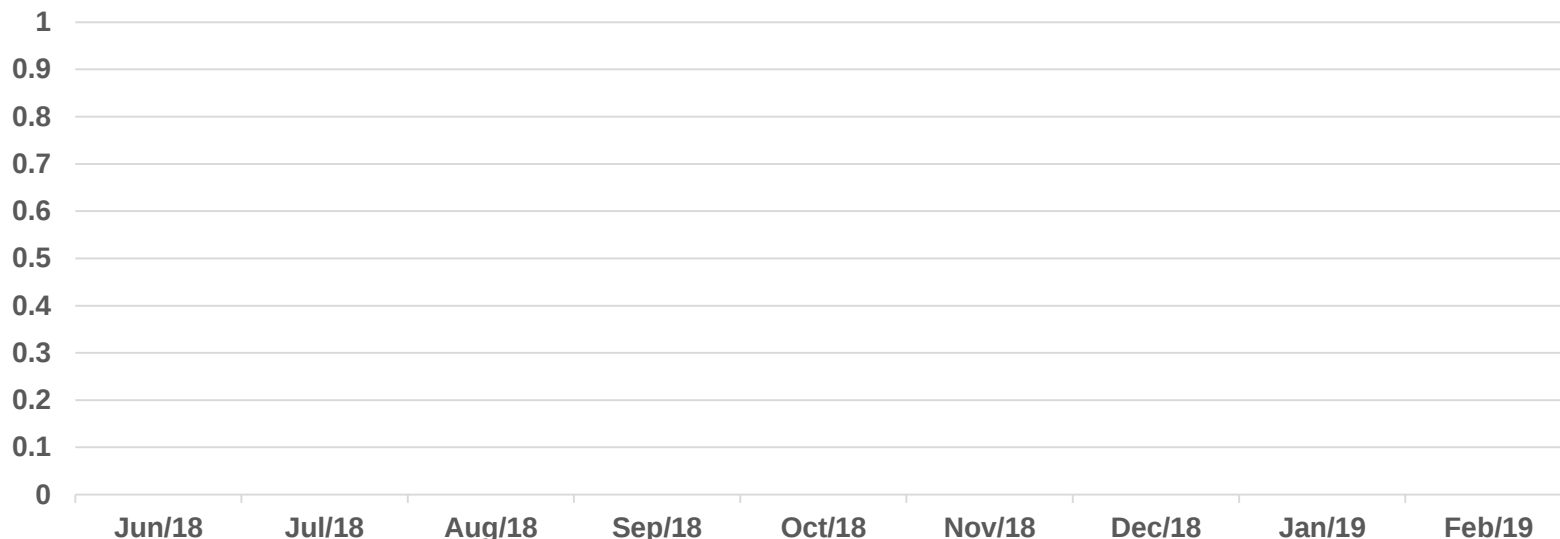
Number of sentinel events reported, collected and analysed within the defined timeframe



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Number of sentinel events reported , collected and analysed within defined time frame	$\frac{\text{No of sentinel events analysed within defined time frame}}{\text{Number of Sentinel events reported/collected}} \times 100$	100%	-	100%	<100%	Nursing

Interpretation- There has not been any reported incidence of sentinel events in the specified period.

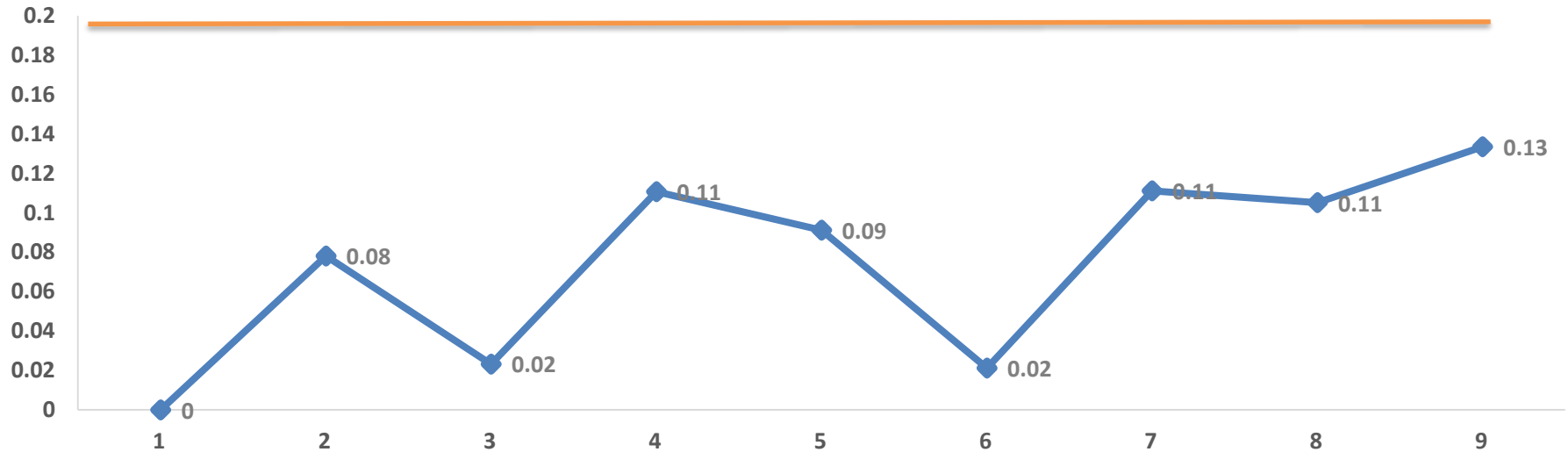
Incidence of blood body fluid exposures



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Incidence of Blood Body Fluid Exposures	$\frac{\text{Number of blood body fluid exposures reported}}{\text{Number of in-patient days}} \times 100$	0%	0%	0%	>0%	Infection Control Team

Interpretation- There has not been any reported incidence of blood body fluid exposure in the specified period.

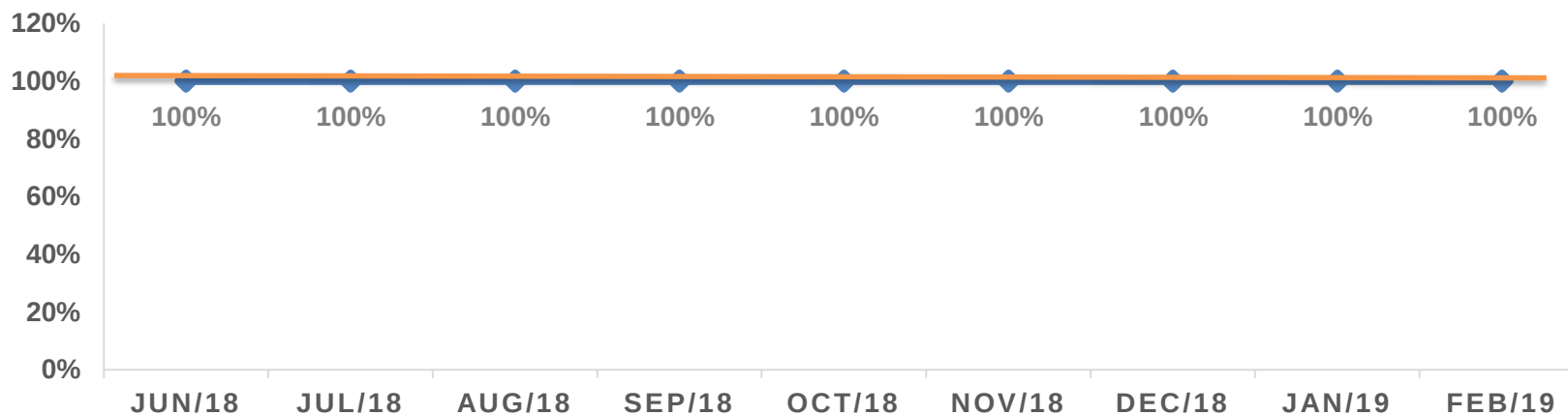
INCIDENCE OF NEEDLE STICK INJURIES



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Incidence of Needle Stick Injuries	$\frac{\text{Number of NSIs reported}}{\text{Number of in-patient days}} \times 100$	<2%	<2%	2%	>2%	Infection Control Team

Interpretation- All the values have been within target but the trend shows frequent ups and downs with more towards the upper side.

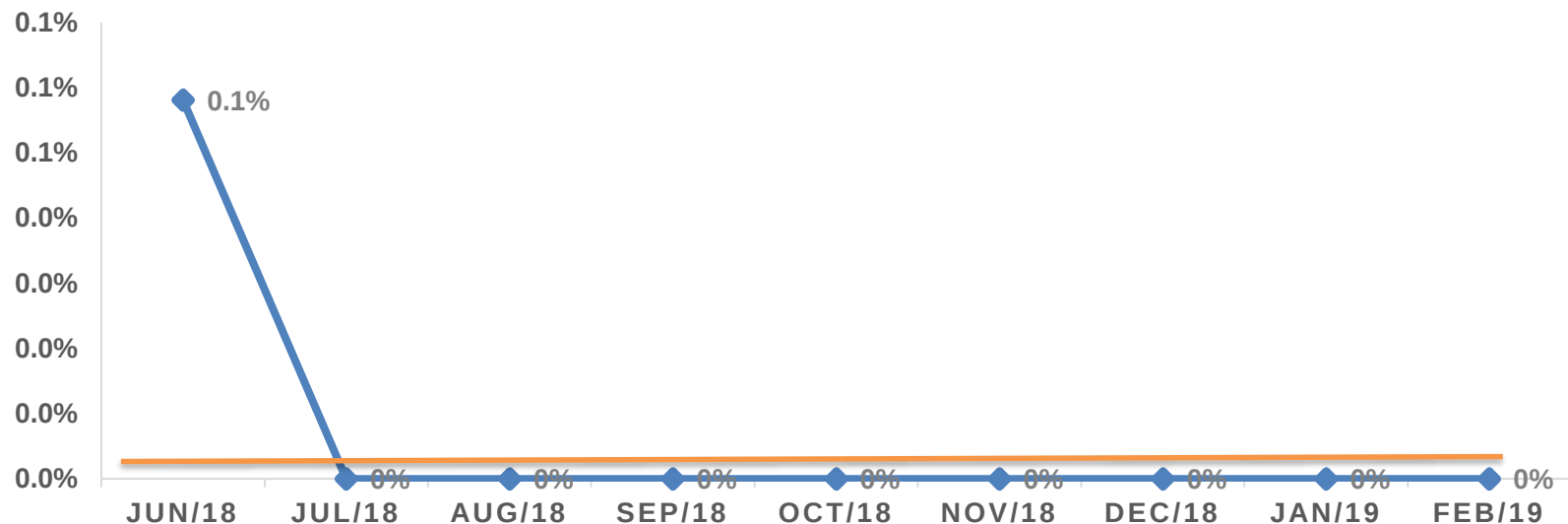
APPROPRIATE HANDOVERS DURING SHIFT CHANGE - (PER PATIENT PER SHIFT)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Appropriate handovers during shift change –nurses	$\frac{\text{Total no of handovers done appropriately}}{\text{Total no of handover opportunities}} \times 100$	100%	---	100%	<100%	Nursing

Interpretation- 100% compliance is found in all the chances available for handover all throughout the period of analysis.

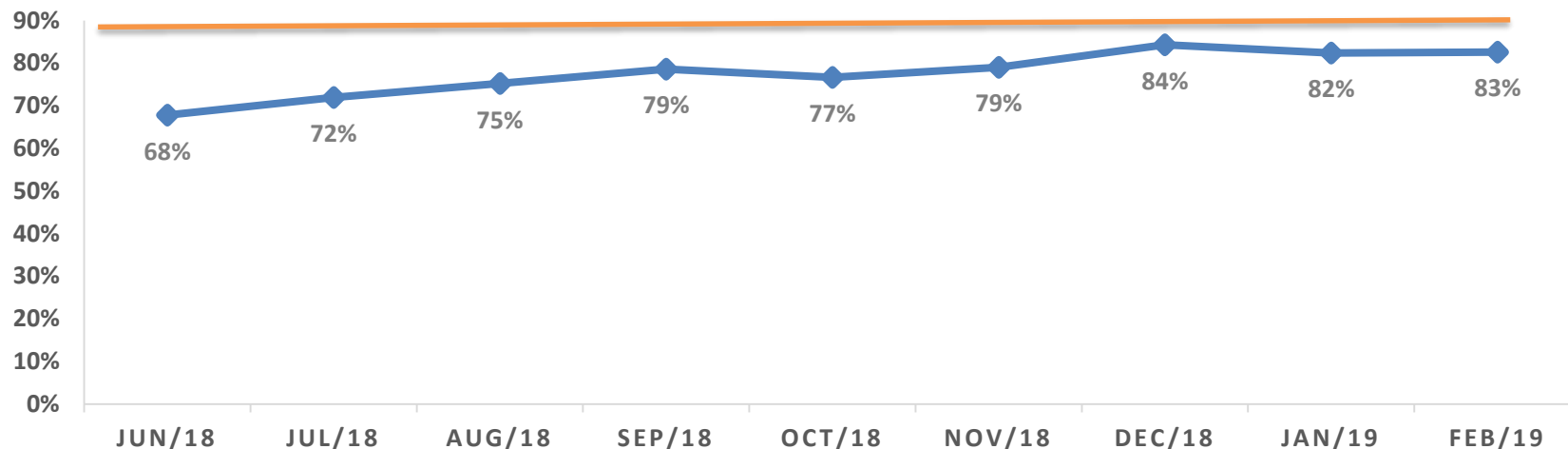
INCIDENCE OF PATIENT IDENTIFICATION ERRORS



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Incidence of patient identification errors	$\frac{\text{No. of patient identification errors}}{\text{No. of patients}} \times 100$	0%	---	0%	>0%	Hospital wide

Interpretation- one incidence has been reported in the month of June 2018 for patient identification error due to similar name and lost tag

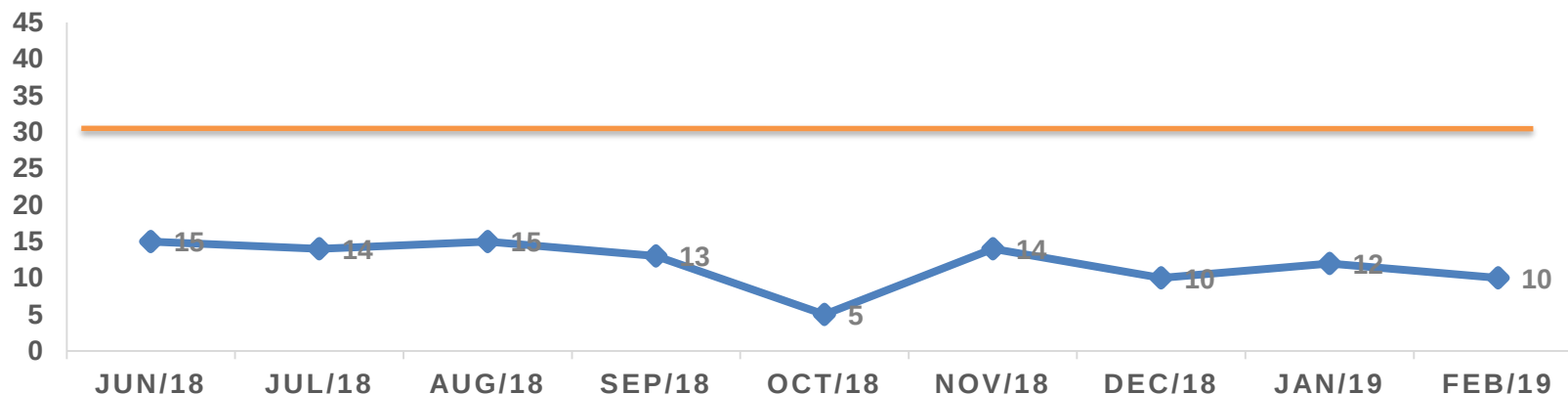
COMPLIANCE TO HAND HYGIENE



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Compliance to Hand Hygiene practice	$\frac{\text{Total no. of hand hygiene availed opportunities}}{\text{Total no. of hand hygiene opportunities available}} \times 100$	>90%	>90%	90%	<90%	Infection Control Team

Interpretation – According to trend analysis , there is continous increase in the compliance to hand hygiene but it is still below the internal target mentioned

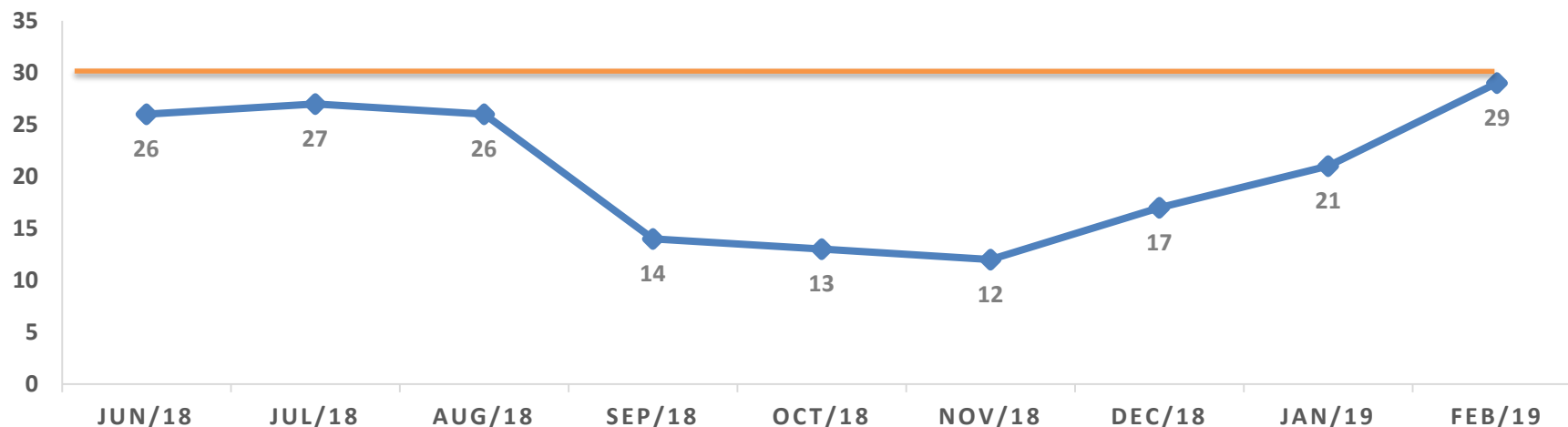
WAITING TIME FOR SERVICES FOR DIAGNOSTICS(X- RAY) (AVERAGE VALUE)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Waiting time for services including diagnostics and out patient consultation	$\frac{\text{Sum (Patient-in time for Consultation/Procedure – Patient reporting time in OPD/Diagnostics)}}{\text{Number of patients reported in OPD/Diagnostics}}$	30 min	<30 min	30 min	>30 min	Radiology

Interpretation – TAT for X ray is maintained at a constant average value with a steady trend

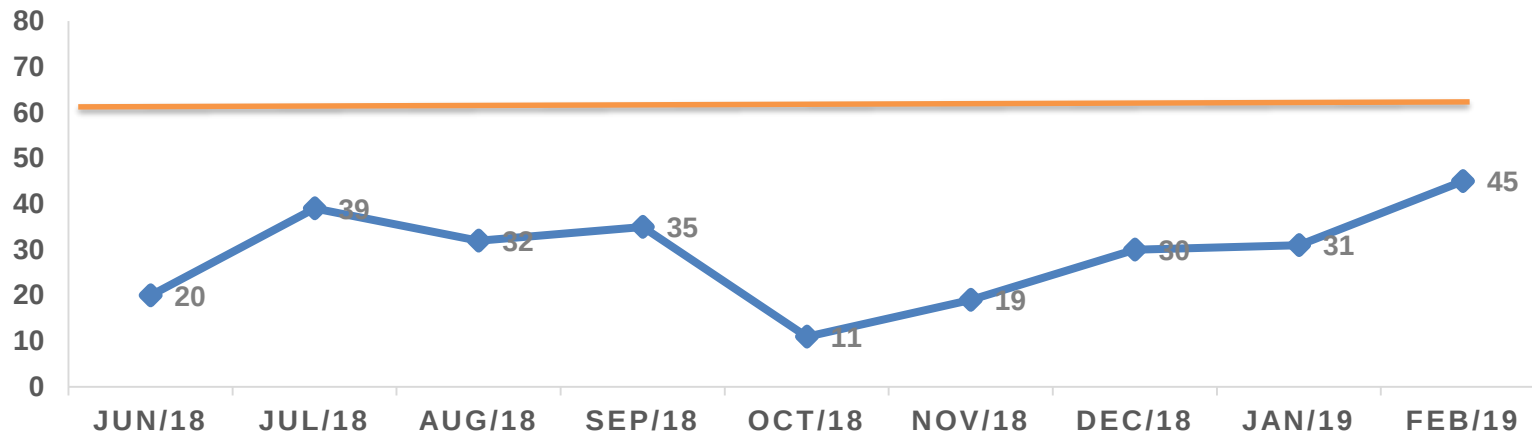
WAITING TIME FOR SERVICES FOR DIAGNOSTICS (USG) (AVERAGE VALUE)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Waiting time for services including diagnostics and out patient consultation	$\frac{\text{Sum (Patient-in time for Consultation/Procedure – Patient reporting time in OPD/Diagnostics)}}{\text{Number of patients reported in OPD/Diagnostics}}$	30 min	<30 min	30 min	>30 min	Radiology

Interpretation- TAT for USG was recorded with a decrease in the trend and then slow rise which is still under the internal target.

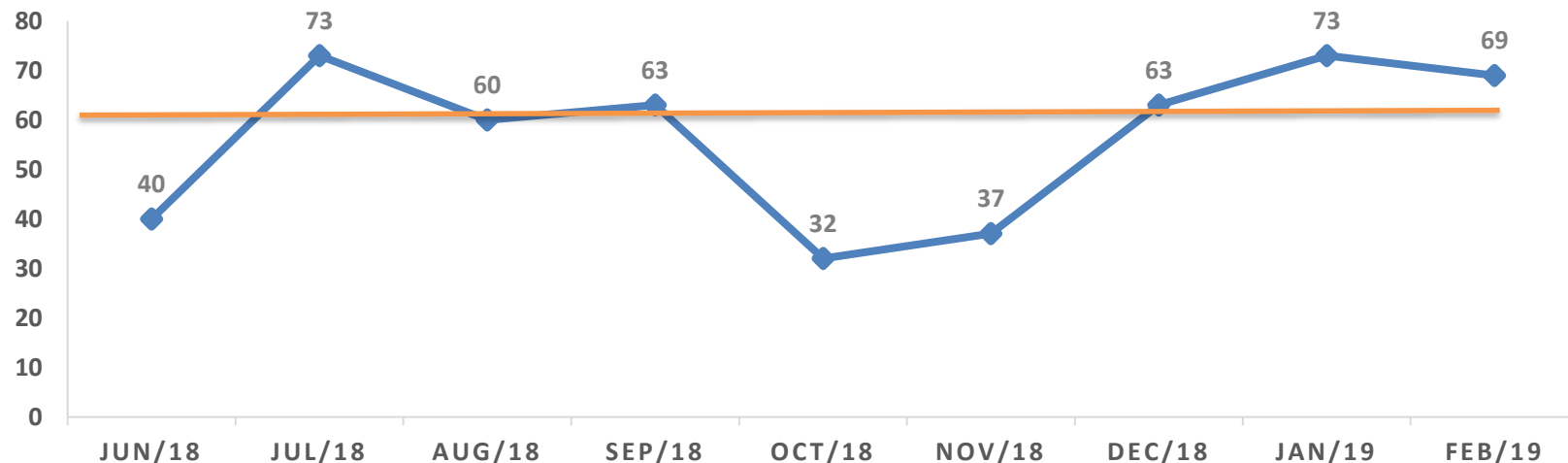
WAITING TIME FOR SERVICES FOR DIAGNOSTICS (CT SCAN) (AVERAGE VALUE)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Waiting time for services including diagnostics and out patient consultation	$\frac{\text{Sum (Patient-in time for Consultation/Procedure – Patient reporting time in OPD/Diagnostics)}}{\text{Number of patients reported in OPD/Diagnostics}}$	60 min	<60 min	60 min	>60 min	Radiology

Interpretation – TAT for CT has been maintained much below the target value with slight ups and down in the trend reaching its maximum at 45 min.

WAITING TIME FOR SERVICES FOR DIAGNOSTICS (MRI) (AVERAGE VALUE)



Indicator	Formula	Target	Outcome range			Task force
			Within target	On Target	Requires RCA	
Waiting time for services including diagnostics and out patient consultation	$\frac{\text{Sum (Patient-in time for Consultation/Procedure – Patient reporting time in OPD/Diagnostics)}}{\text{Number of patients reported in OPD/Diagnostics}}$	60 min	<60 min	60 min	>60 min	Radiology

Interpretation –There has been decreasing and increasing trends in the TAT for MRI due to no. of patients coming for the test leading to deviation in some cases.