

A STUDY OF THE KEY PERFORMANCE INDICATORS TO ASSESS THE PERFORMANCE OF THE GYNAECOLOGY DEPARTMENT OF PRATIKSHA HOSPITAL, GUWAHATI, ASSAM

Under the guidance of Dr. D. K. Mangal

**Presented By –
Kasturi Saikia
MBA – Hospital Management**

INTRODUCTION

- The concept of performance in health services represents an instrument for bringing quality, efficiency and efficacy together.
- The external environment undergoes continuous change. Hence awareness of the performance is important to adapt to these changes.
- Lack of evaluation in therapeutic institutes leads to increased therapeutic expenses.



- Key Performance indicators are business metrics that are used to evaluate factors that are crucial to the success of the any organization.
- These provide an opportunity for health stakeholders to –
 - identify critical and problematic points with lower costs as well as time
 - to recognize the best correction action.



- In the context of healthcare, the health of pregnant mothers is of grave importance.
- Evaluating the indicators designed for this ward will provide us with information in terms of its performance.
- The hospital ward of Gynaecology and Obstetrics is of importance as it is the only ward from where life starts and the health of both mother and baby is crucial.



RESEARCH QUESTION

- What is the status of performance of the Gynaecology and Obstetrics Department of Pratiksha Hospital, Assam?



OBJECTIVE

- To analyze key performance indicators to assess the performance of the Gynaecology Department of Pratiksha Hospital, Guwahati, Assam.



METHODOLOGY

- ***Study type-***

Descriptive and Analytical

- ***Study area-***

Pratiksha Hospital, Guwahati, Assam.

- ***Study duration -***

Three months.

- ***Data Collection-***

Secondary data – Collection will be done through hospital information system and medical records

- ***Sample Size*** – All the patients admitted every month for the period under study will be considered for data collection and subsequent evaluation.



RESULTS

- Bed Occupancy Rate –

$$\text{BOR} = (\text{Total No. Of Inpatient Days for a given period} \times 100) / (\text{Available beds} \times \text{No. Of days in the period})$$

MONTH (2016)	NO. OF PATIENTS IN GYNAC IPD	BOR (%)
January	816	54.40
February	850	56.67
March	960	64.00
April	992	66.13



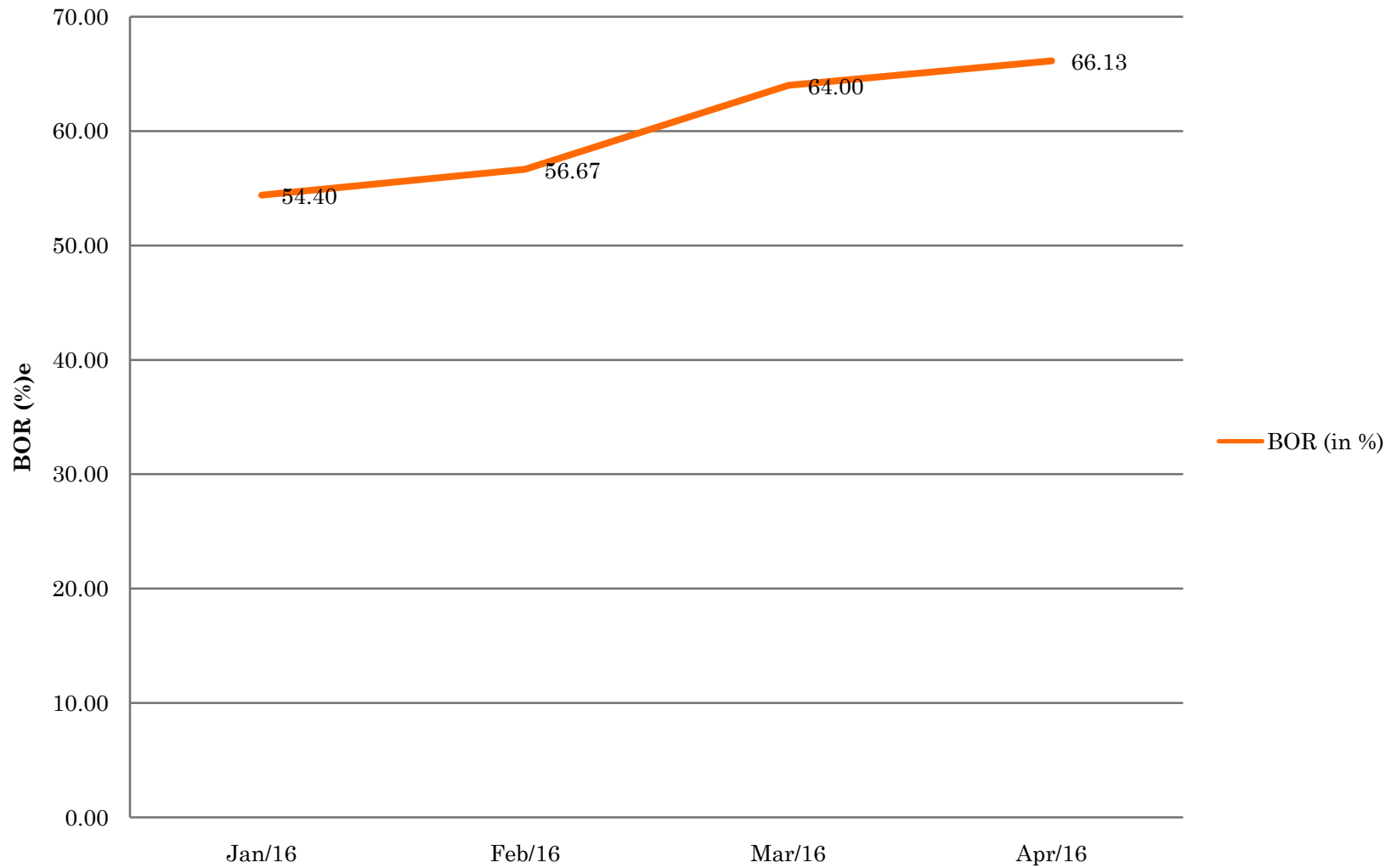


Figure depicting the BOR (%) from January to April 2016



- Number of births by C-section and Normal Delivery

MONTH (2016)	C-SECTION DELIVERY	NORMAL DELIVERY	TOTAL
January	90	10	100
February	92	10	102
March	97	11	108
April	103	11	114



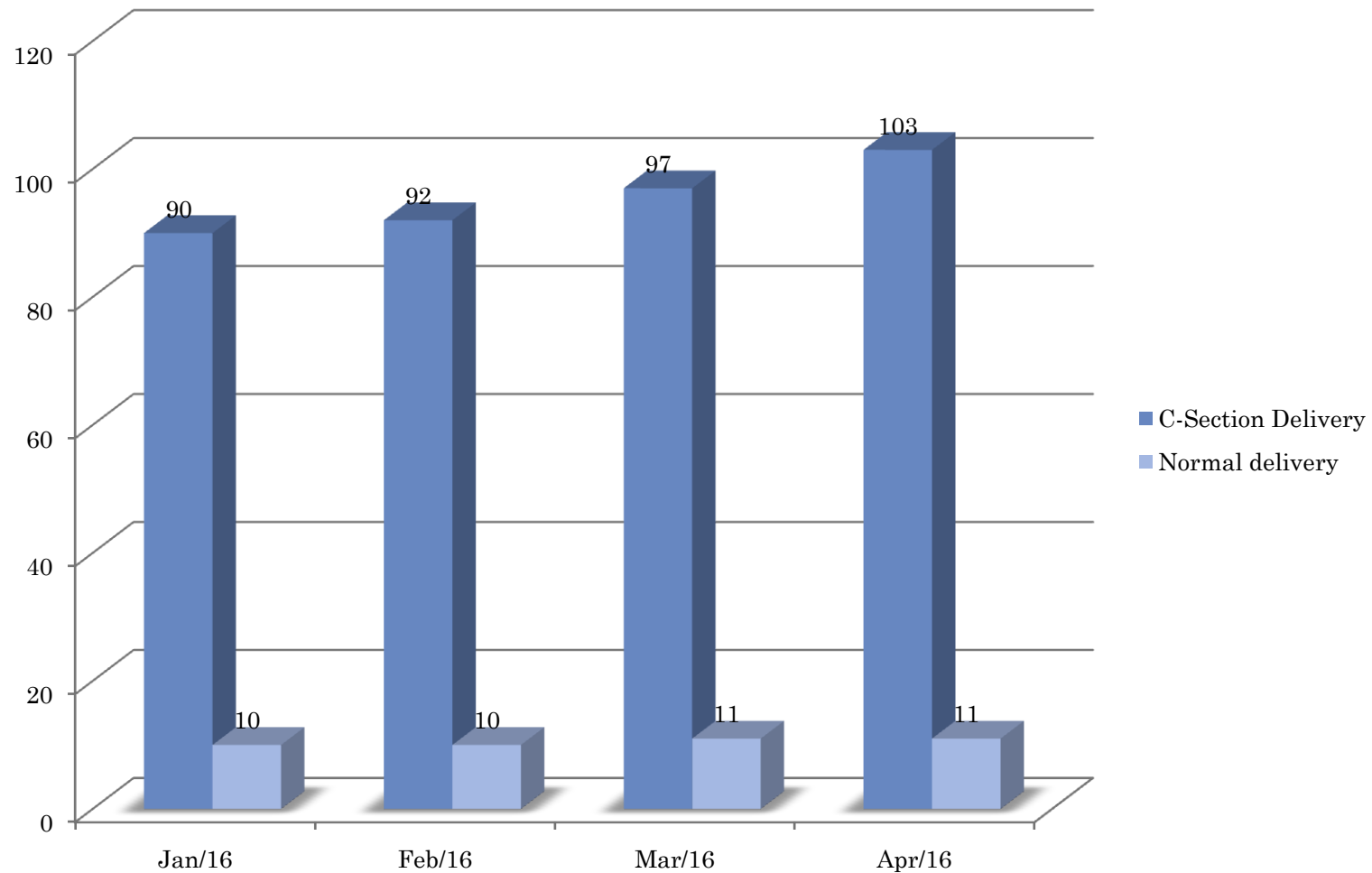


Figure depicting the number of births due to Normal delivery and C-section delivery.



- No. Of Cases of Early Booking.

Month (2016)	No. Of cases detected	Total No. Of Cases	No. Of Cases (in %)
February	70	350	20
March	60	370	16.22
April	100	400	25



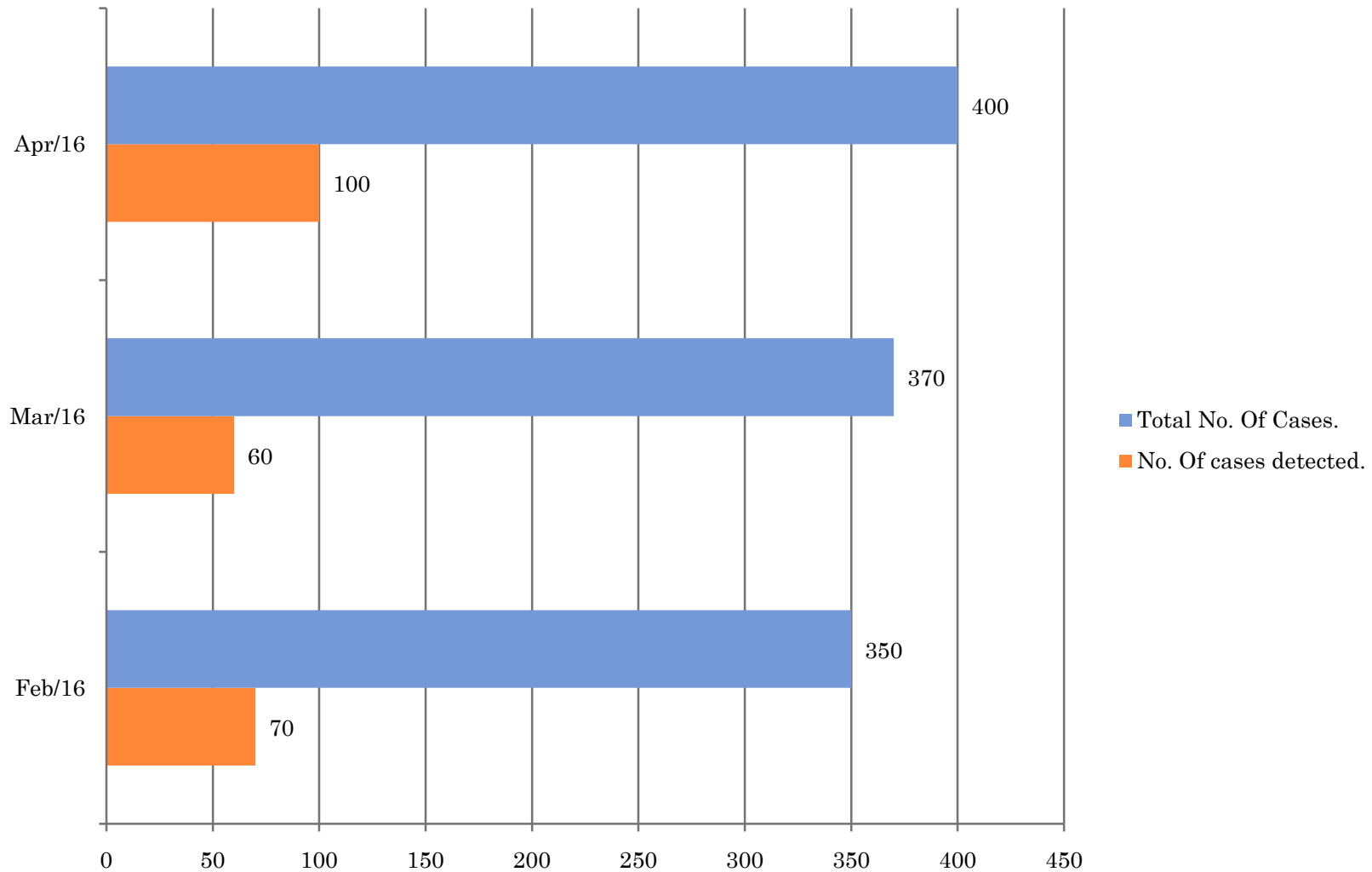
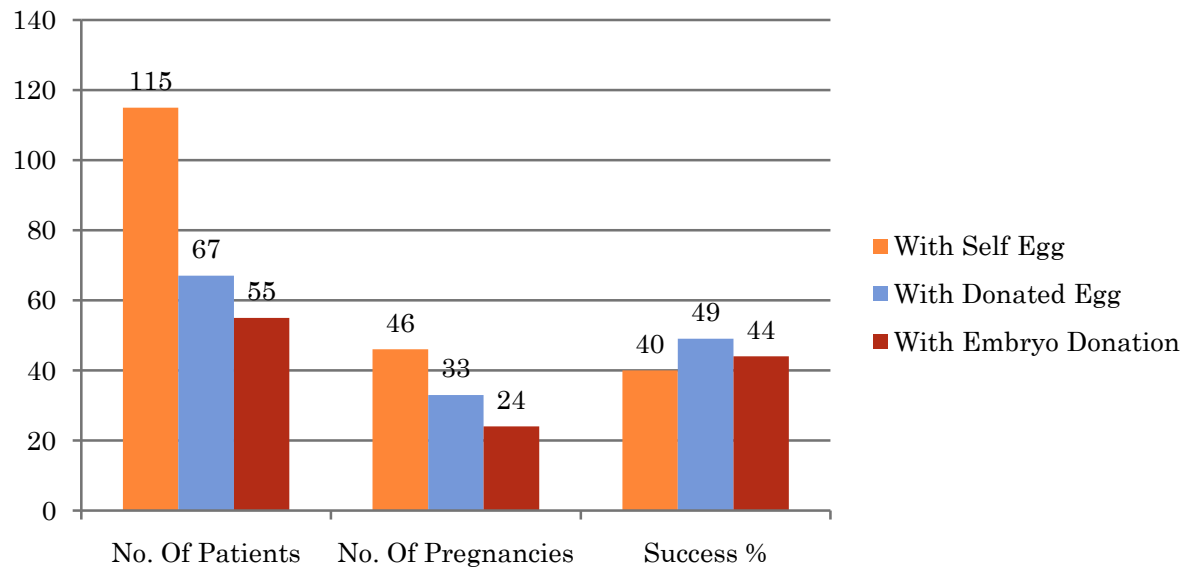


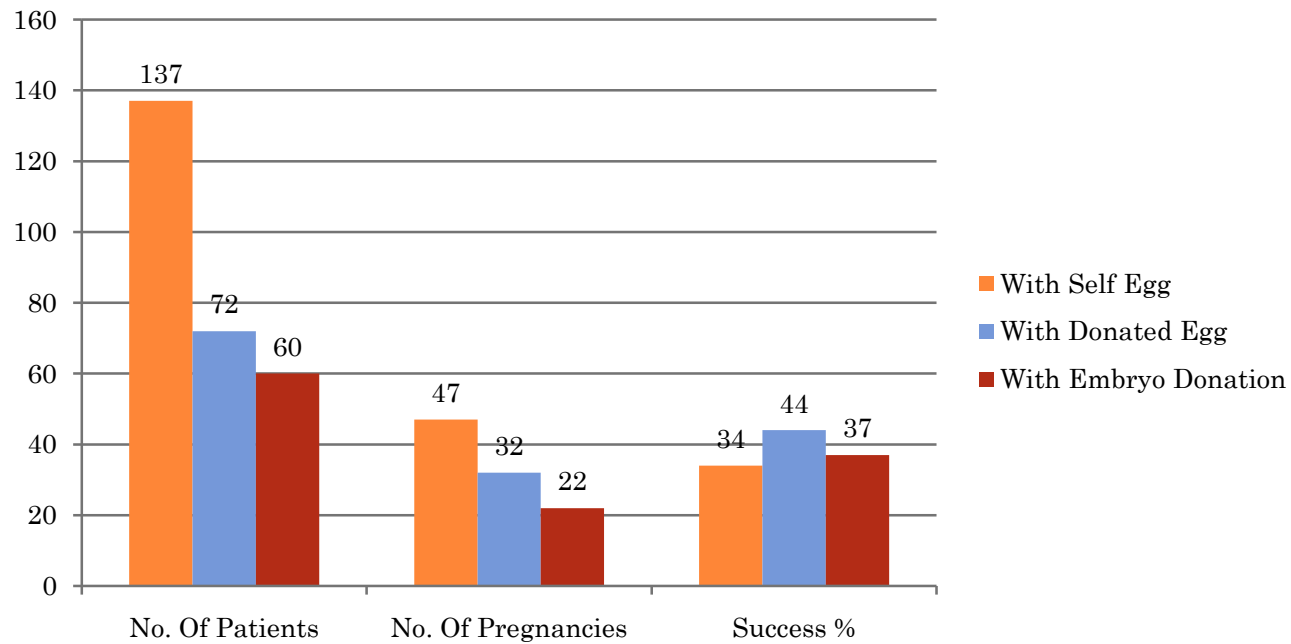
Figure depicting the no. Of cases of early booking.

○ Success Rate of IVF

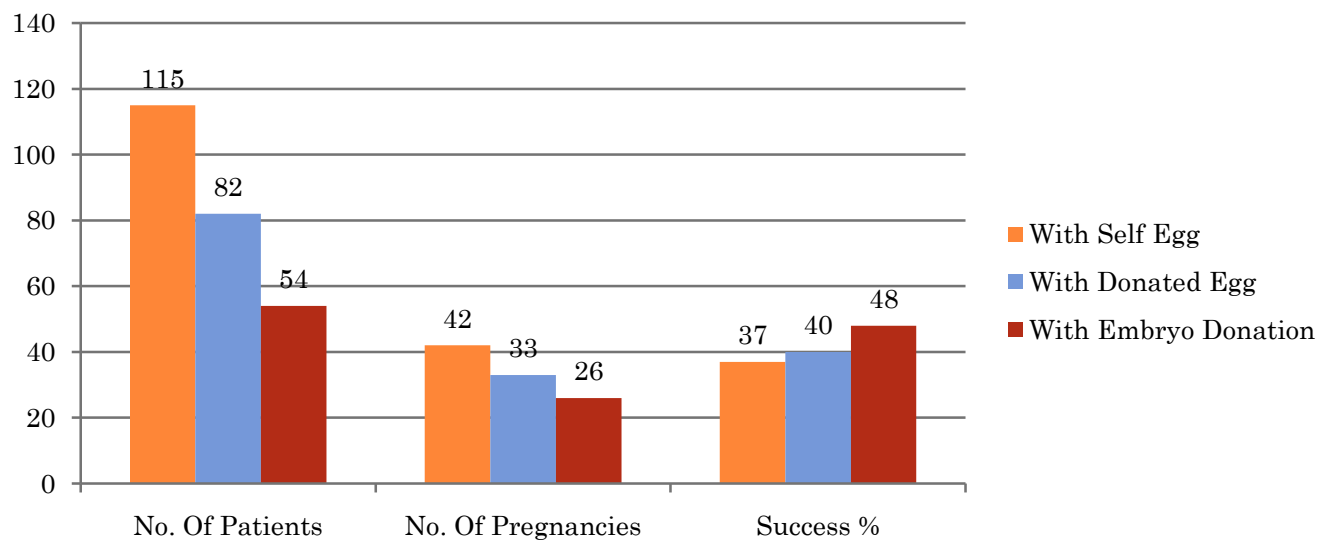
Success Rate of IVF			
First Quarter of 2013			
Procedure	No. Of Patients	No. Of Pregnancies	Success %
With Self Egg	115	46	40
With Donated Egg	67	33	49
With Embryo Donation	55	24	44



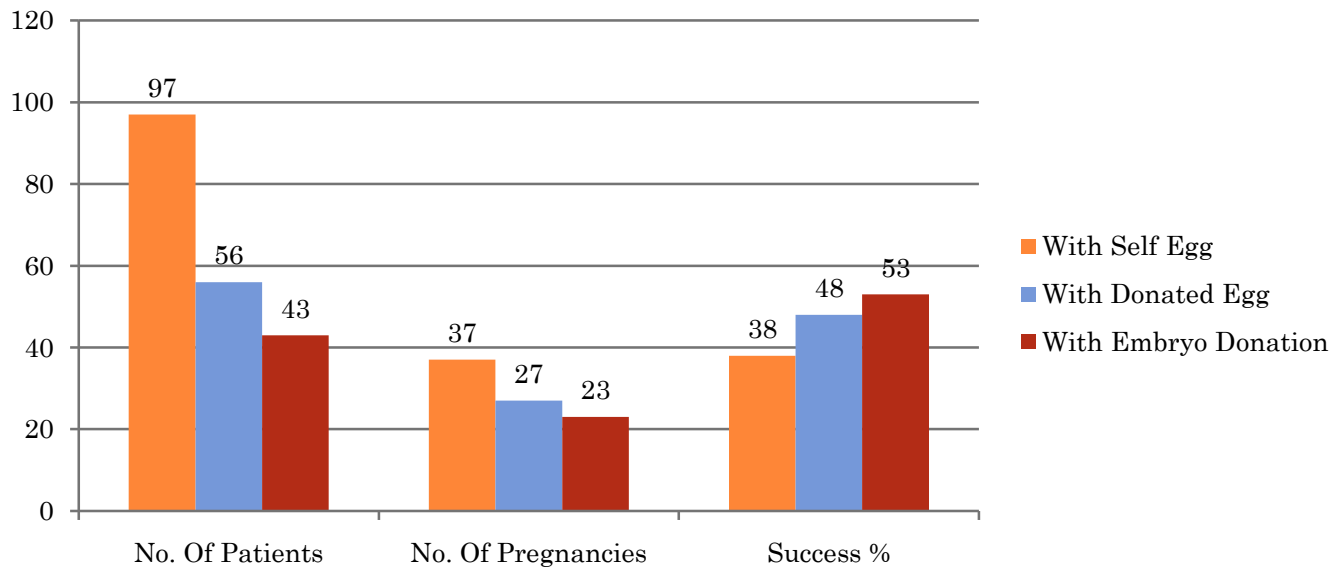
Second Quarter of 2013			
Procedure	No. Of Patients	No. Of Pregnancies	Success %
With Self Egg	137	47	34
With Donated Egg	72	32	44
With Embryo Donation	60	22	37



Third Quarter of 2013			
Procedure	No. Of Patients	No. Of Pregnancies	Success %
With Self Egg	115	42	37
With Donated Egg	82	33	40
With Embryo Donation	54	26	48



First Quarter of 2014			
Procedure	No. Of Patients	No. Of Pregnancies	Success %
With Self Egg	97	37	38
With Donated Egg	56	27	48
With Embryo Donation	43	23	53



RESULTS

- Bed Occupancy Rate has been found to be at an average of 60% over the period of Study.
- Majority of the patients prefer to opt for C-section deliveries as compared to Vaginal (Normal) Deliveries.
- The success rate of IVF has been calculated ranging from 38% to 53%.
- At an average, 20% of the patients were found to have undertaken Early Booking during the initial phase of their pregnancy.



SUGGESTIONS

▣ **For increasing the Bed Occupancy Rate:**

- Branding of the hospital to create a space in the minds of the customers for deeper penetration into the existing target market needs further assistance.
- Tie-ups with corporate organizations to ensure a steady flow of patients can be implemented.
- Designing packages to attract patients to the hospital is an option



❑ **For improving Early Booking:**

- Counselling the parents about the importance of Early Booking and regular visits to their gynaecologist can be suggested.
- Educating the parents about the potential complications that could arise due to irregularity in the check-ups can also be considered.
- .
- ❑ Introducing the Baby Friendly Hospital Initiative launched by the UNICEF and WHO in 1991 in the hospital to ensure safety in carrying out breastfeeding can be suggested.



THANK YOU

