



## Quality & Safety KPI's Statistics @ 2019

Key performance Indicators (KPI)	OUR VALUE	BENCHMARK
Average waiting time in Out Patient Department	10 minutes	15 minutes
Patient Satisfaction Rate	97%	95%
Surgical Site Infections Rate	0.2 %	0.25%
Healthcare Associated Infections /1000 Hospital days	0.4	2.3
Door to Balloon Time for Acute Myocardial Infarction Cases	61 minutes	90 minutes
Unplanned Return to Operation Theater within 2 weeks	0.00%	1.80%
Elective IP Preauthorization Approval Rate within 7 days	95%	90%
Average waiting time in ED for Category 3 (Moderate cases) & Category 4,5 (Minor Cases)	30 minutes	60 minutes



## Quality & Safety KPI's Statistics @ 2018

Key performance Indicators (KPI)	OUR VALUE	BENCHMARK
Average waiting time in Out Patient Department	13 minutes	15 minutes
Patient Satisfaction Rate	97%	95%
Surgical Site Infections Rate	0 %	0.25%
Healthcare Associated Infections /1000 Hospital days	0.3	2.3
Door to Balloon Time for Acute Myocardial Infarction Cases	80 minutes	90 minutes
Unplanned Return to Operation Theater within 2 weeks	0.28%	1.80%
Elective IP Preauthorization Approval Rate within 7 days	93%	90%
Average waiting time in ED for Category 3 (Moderate cases) & Category 4,5 (Minor Cases)	18 minutes	60 minutes



## Quality & Safety KPI's Statistics @ 2017

Key performance Indicators (KPI)	OUR VALUE	BENCHMARK
Average waiting time in Out Patient Department	9 minutes	15 minutes
Patient Satisfaction Rate	98.40%	95%
Surgical Site Infections Rate	0.10%	0.25%
Healthcare Associated Infections /1000 Hospital days	0.6	2.3
Percentage Issue of Medical Reports to patients within 48 hours	91%	90%
Door to Balloon Time for Acute Myocardial Infarction Cases	70 minutes	90 minutes
Unplanned Return to Operation Theater within 2 weeks	0.29%	1.80%
Elective IP Preauthorization Approval Rate within 7 days	91%	90%
Average waiting time in ED for Category 3 (Moderate cases) & Category 4,5 (Minor Cases)	26 minutes	60 minutes



## Quality & Safety KPI's Statistics @ 2016

Key performance Indicators (KPI)	OUR VALUE	BENCHMARK
Average waiting time in Out Patient Department	11 minutes	15 minutes
Patient Satisfaction Rate	94%	90%
Employee Satisfaction Rate	82%	90%
Surgical Site Infections Rate	0.1%	0.25%
Healthcare Associated Infections /1000 Hospital days	1.15	2.3
Elective Inpatient Preauthorization Approval Rate within 4 days	82%	90%
Out Patient Preauthorization Approval Rate within 24 hours	88%	90%
Percentage Issue of Medical Reports to patients within 48 hours	94%	90%
Door to Balloon Time for Acute Myocardial Infarction Cases	70 minutes	90 minutes
Unplanned Return to Operation Theatre within 24 hours	0.1%	0.32%
Readmission to the hospital within 72 hours of discharge	0.7%	2.33%



## Quality & Safety KPI's Statistics @ 2015

Key performance Indicators (KPI)	OUR VALUE	BENCHMARK
Patient Satisfaction Rate	91%	80%
Employee Satisfaction Rate	85%	85%
Hand Hygiene Compliance	87%	85%
Ventilator associated Pneumonia (VAP)	1.7%	7.8%



## Quality & Safety KPI's Statistics @ 2014

Key performance Indicators (KPI)	OUR VALUE	BENCHMARK
Patient Satisfaction Rate	91.80%	80%
Employee Satisfaction Rate	87%	85%
Hand Hygiene Compliance	88.50%	88%
Ventilator associated Pneumonia (VAP)	0.26%	0.34%
Readmission Rate	2%	15%
Needle Prick Injuries	1.50%	3.70%
Surgical Site Infection (SSI)	0.10%	4.70%
Patient fall with injury on the medical/ surgical unit	0.20%	0.40%
Medication Errors Rate	0.20%	1%