



مستشفى دلة  
DallahHospital

# Dallah Hospital Key Performance Indicators

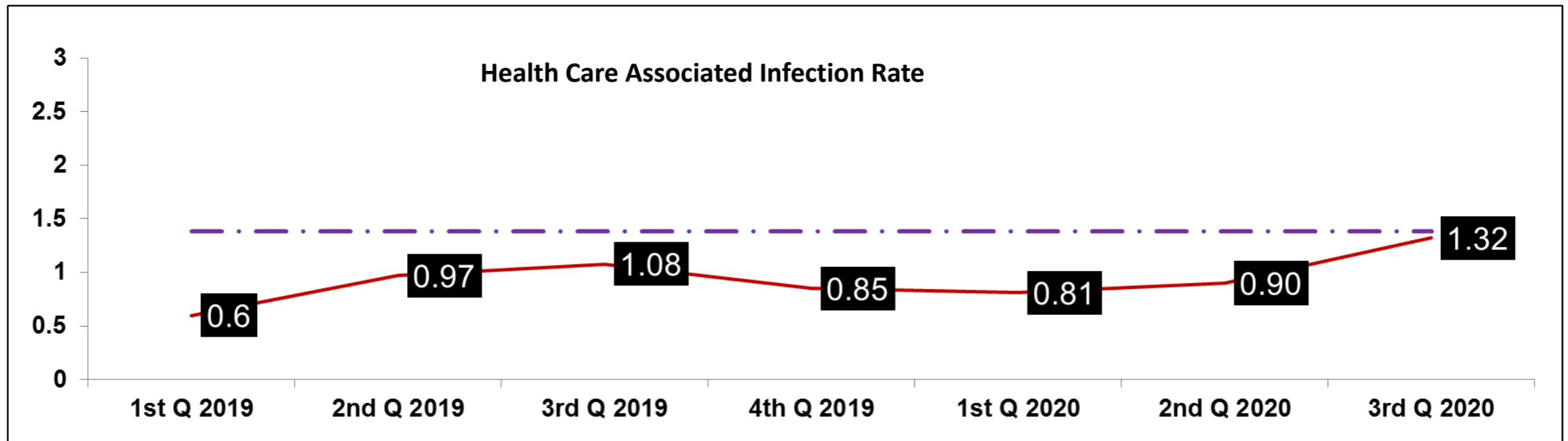
.By: Quality Department



**DALLAH HOSPITAL ,RIYADH**  
**INFECTION CONTROL DEPARTMENT**

**Indicator Name: Health Care Associated Infection Rate**

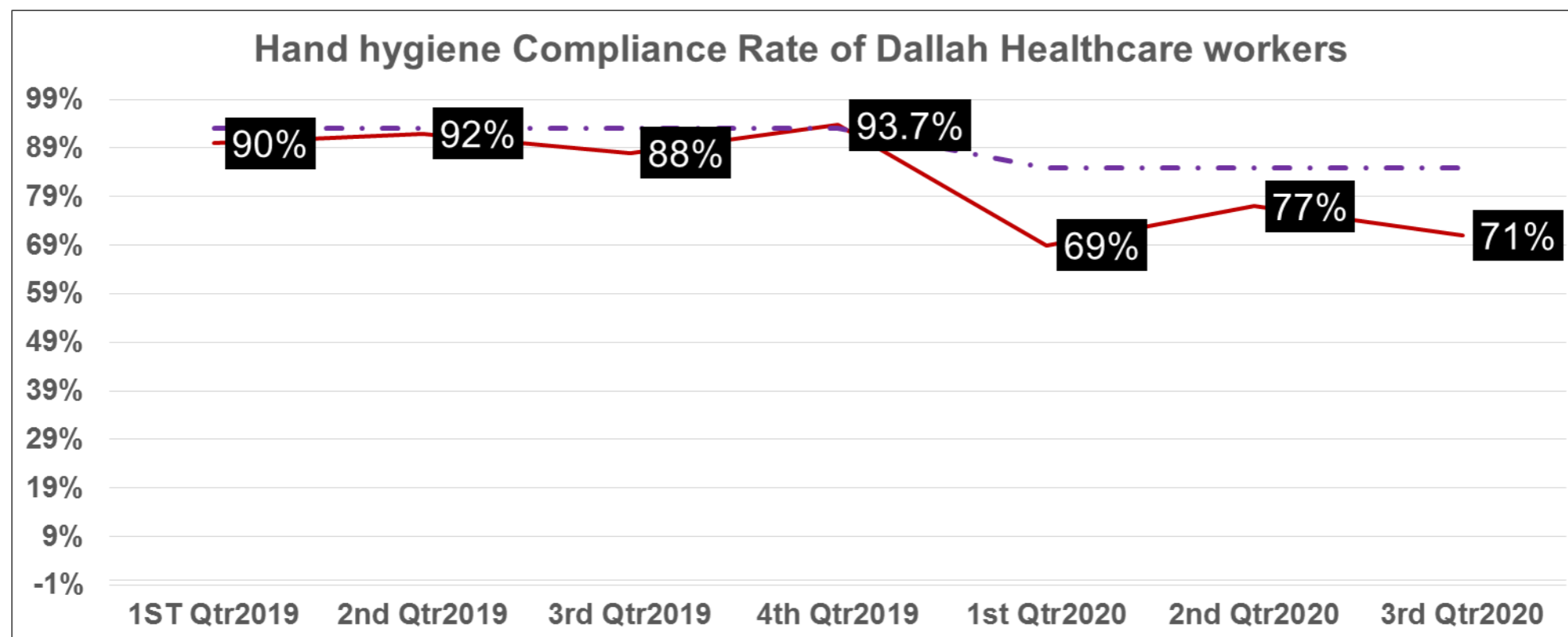
Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
<b>1.32</b>	< 1.38 per 1000 patient days	0.87	<1.38 per 1000 patient days



**DALLAH HOSPITAL ,RIYADH**  
**INFECTION CONTROL DEPARTMENT**

**Indicator Name: Hand Hygiene Compliance Rate of Dallah Healthcare workers**

Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
71%	85%	90.7%	93%

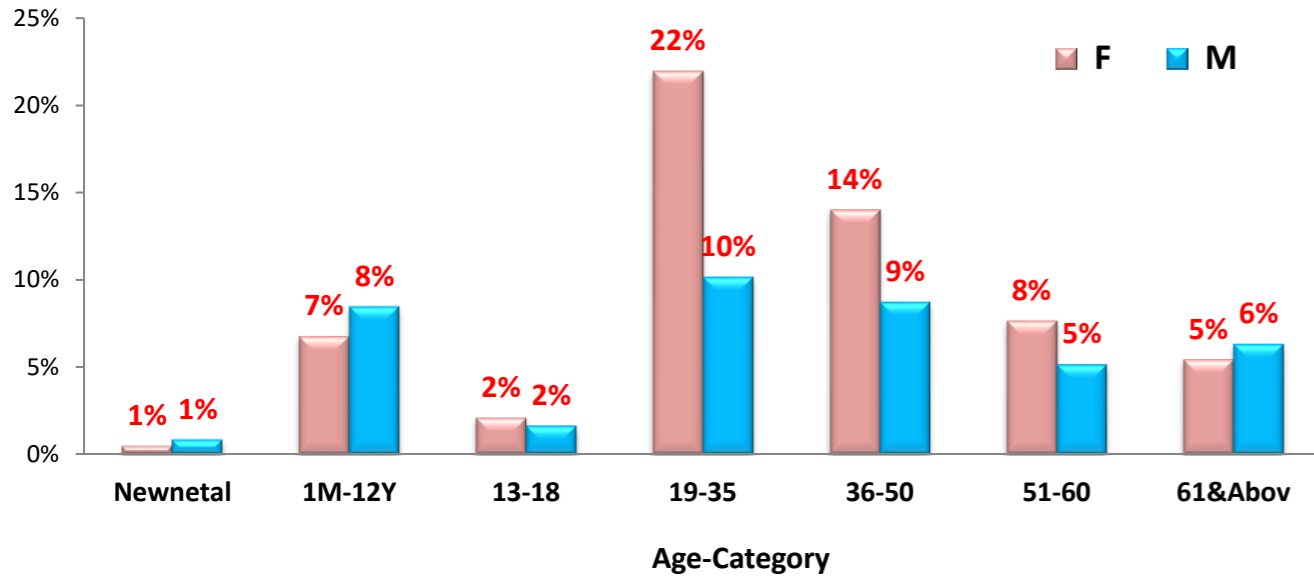


# DALLAH HOSPITAL ,RIYADH

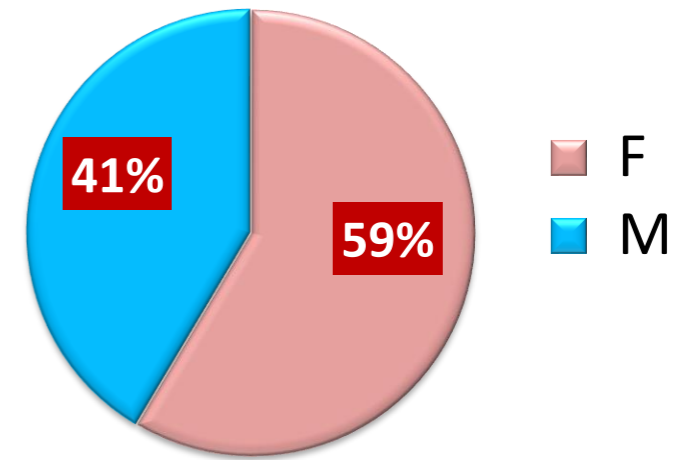
## STATISTICAL DEPARTMENT

### Indicator Name: Patients Demography Classification Rate

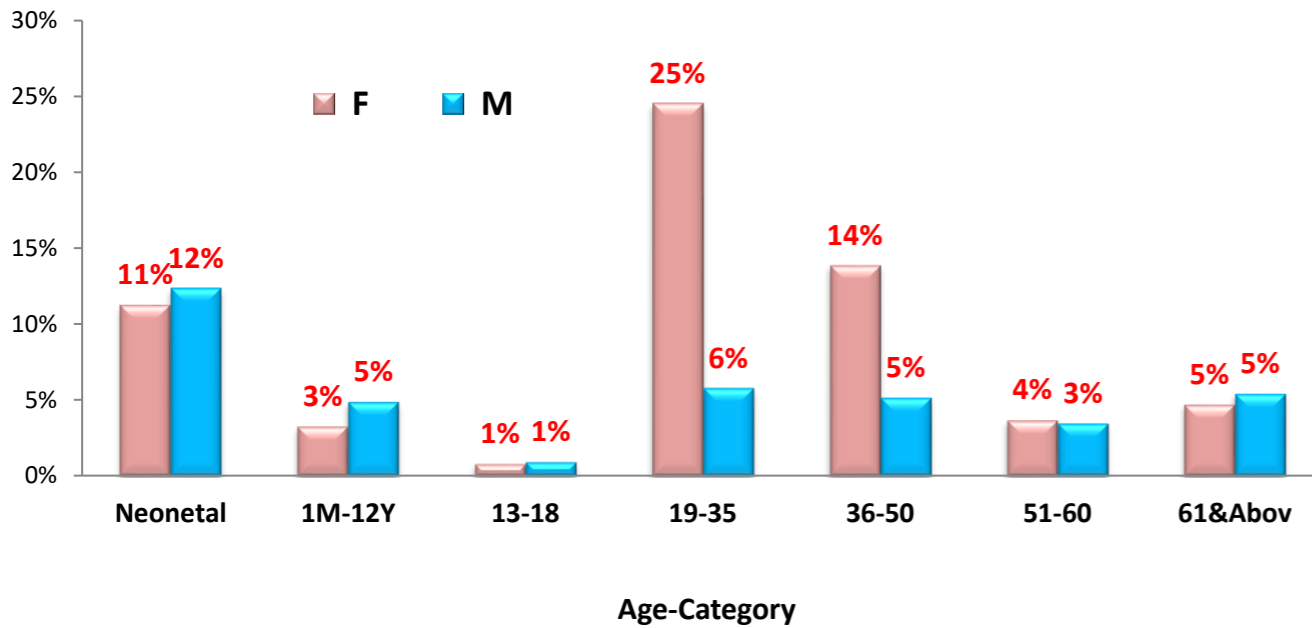
**Out-patients Visits Demography - Q3 -2020(Age-Gender)**



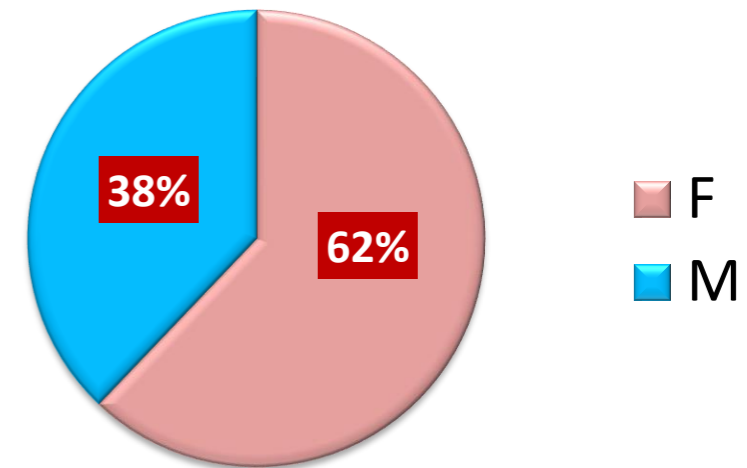
**Percentage of No. of Visits By Gender**



**In-patients discharges Demography - Q3 - 2020 (Age-Gender)**



**Percentage of Discharged By Gender**

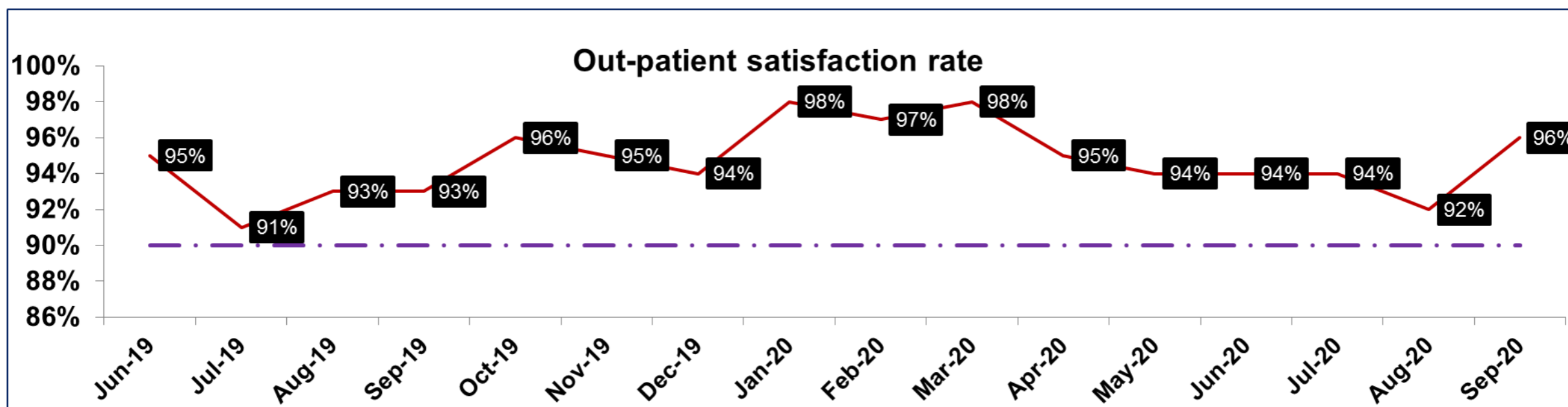


## DALLAH HOSPITAL ,RIYADH

### PATIENT EXPERINCE DEPARTMENT

#### Indicator Name: Out-patient Satisfaction Rate

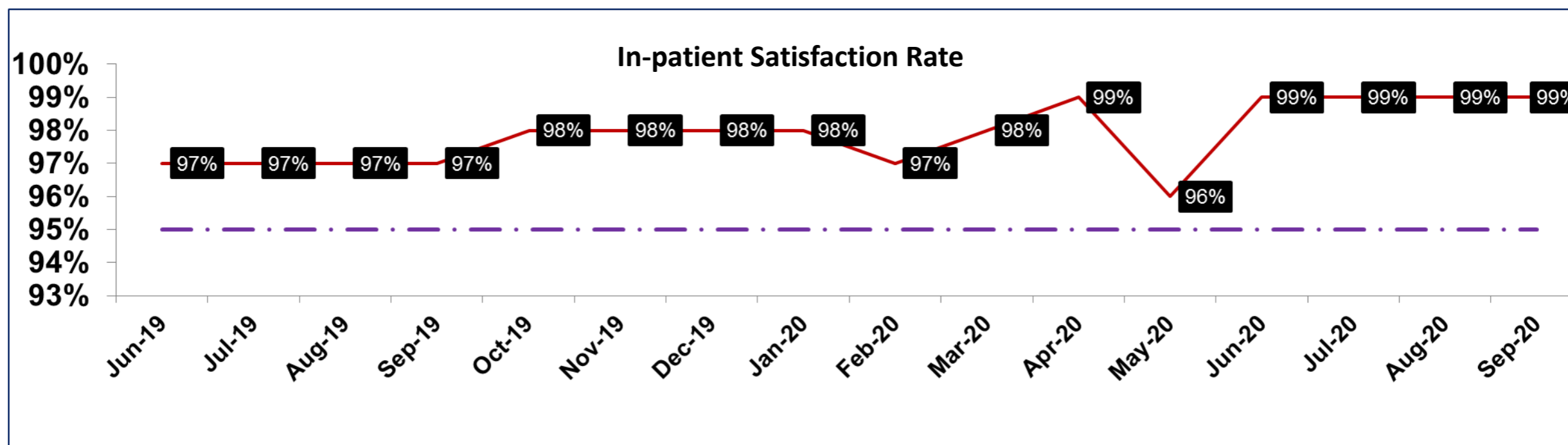
Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
94%	90%	94.3%	90%



**DALLAH HOSPITAL ,RIYADH**  
**PATIENT EXPERINCE DEPARTMENT**

**Indicator Name: In-patient Satisfaction Rate**

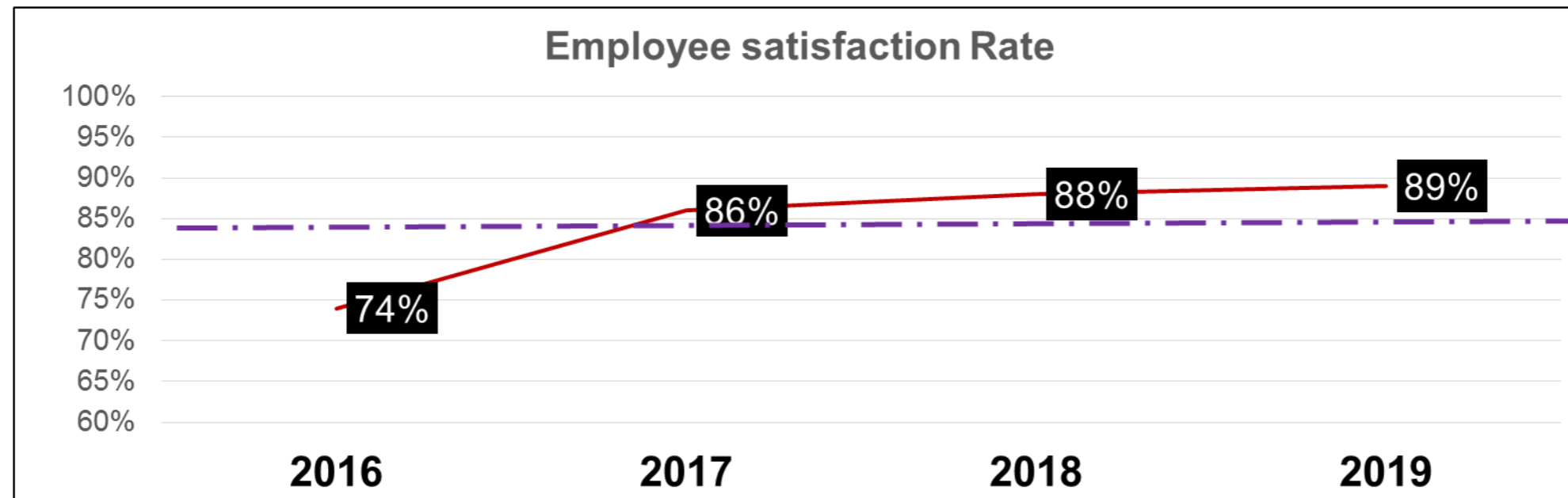
Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
99%	95%	96.3%	95%



**DALLAH HOSPITAL ,RIYADH**  
**HUMAN RESOURCE DEPARTMENT**

**Indicator Name: Employee satisfaction Rate**

2019	2018	2017	2016	Target
Result	Results	Result	Result	85%
89%	88%	86%	74%	

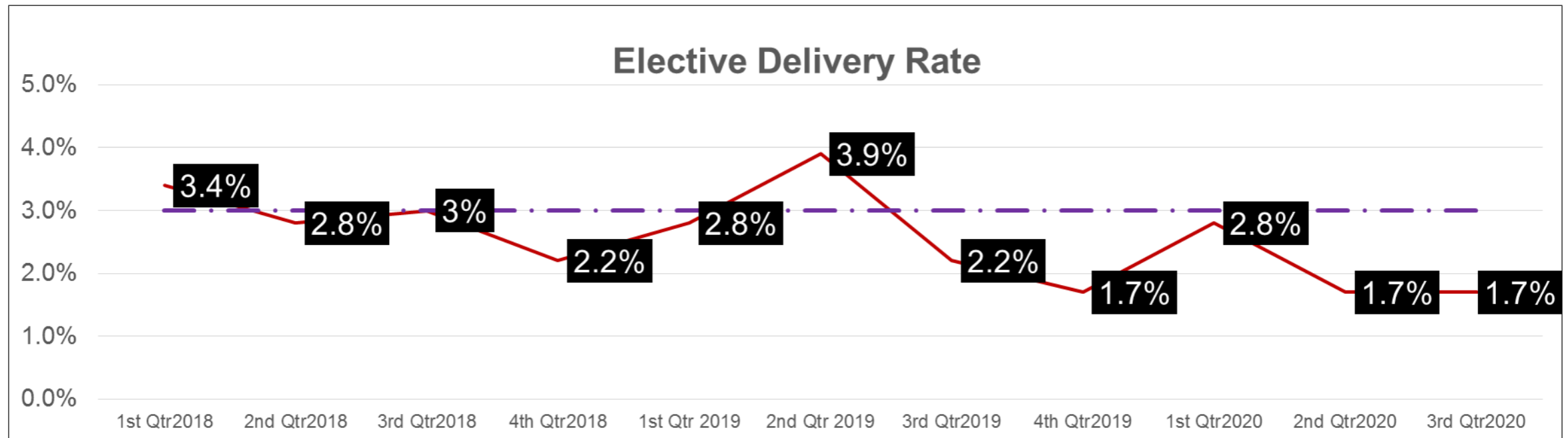


## DALLAH HOSPITAL ,RIYADH

### OB-GYNE DEPARTMENT

Indicator Name : Elective Delivery Rate

Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
1.7%	<3%	2.8%	<3%



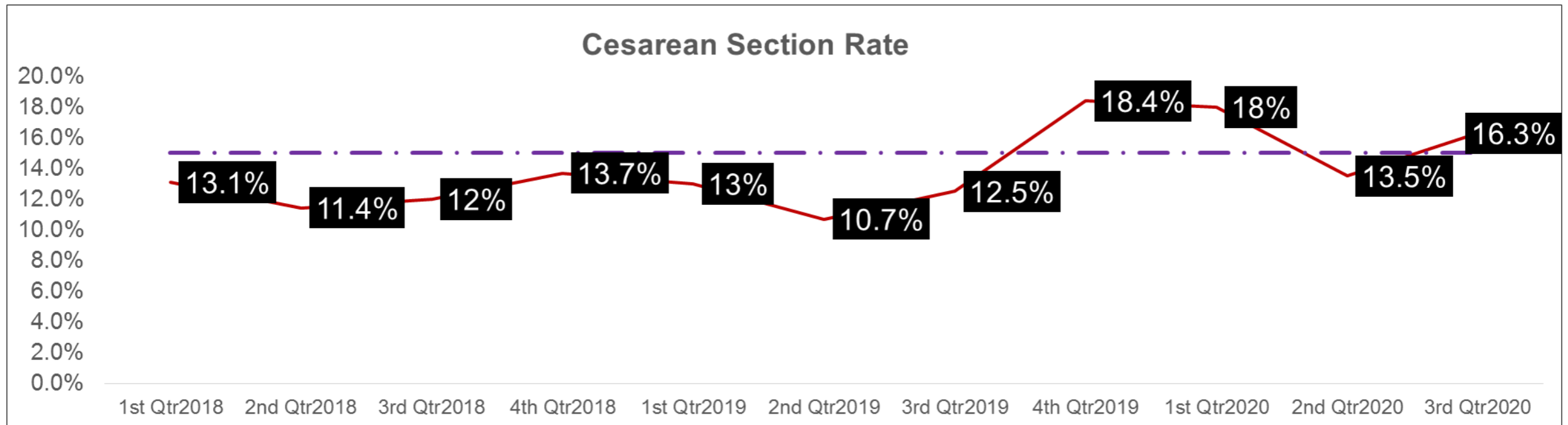


## DALLAH HOSPITAL ,RIYADH

### OB-GYNE DEPARTMENT

Indicator Name : Cesarean Section Rate

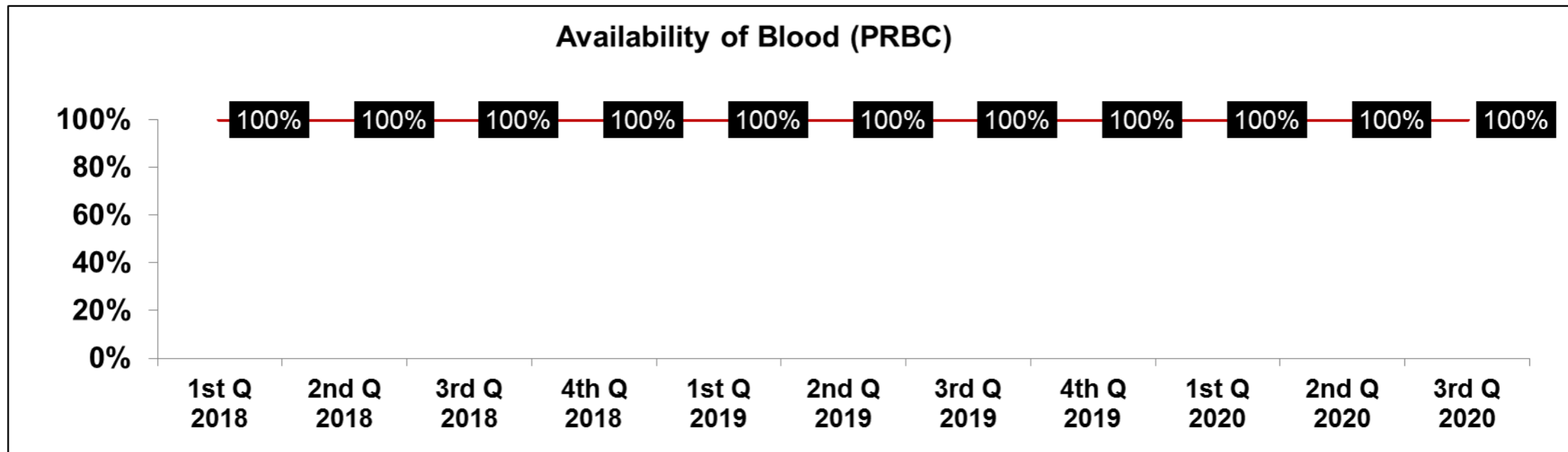
Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
16.3%	<15%	13.4%	<15%



**DALLAH HOSPITAL ,RIYADH**  
**LABORATORY DEPARTMENT**

**Indicator Name: Availability of Blood (PRBC)**

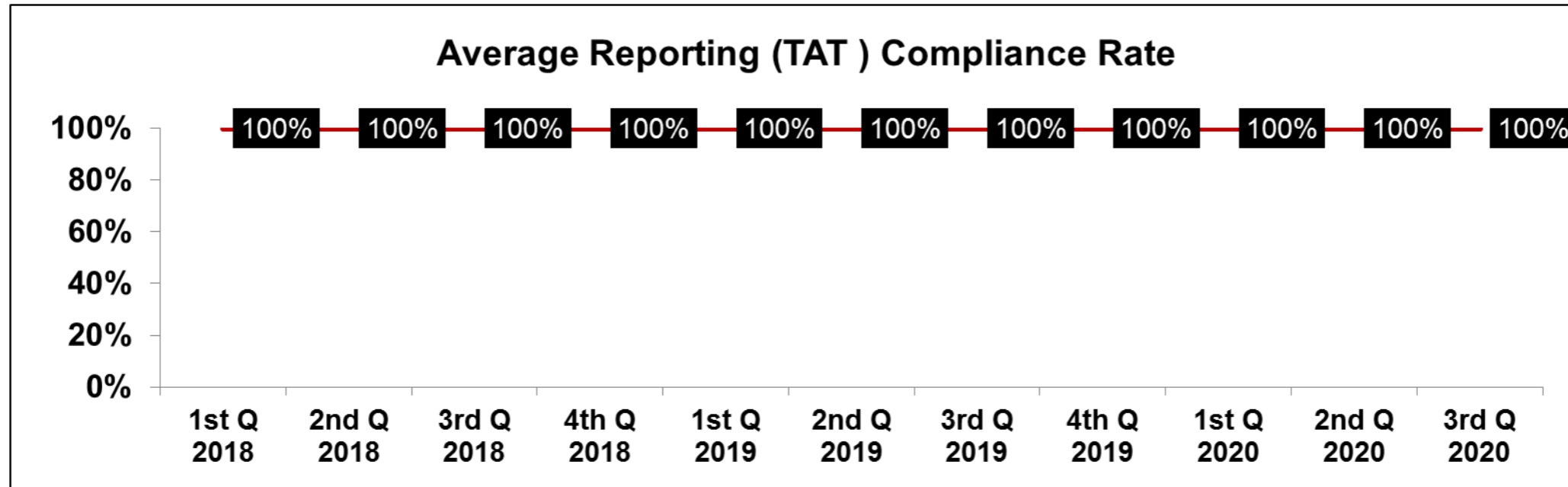
Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
100%	100%	100%	100%



**DALLAH HOSPITAL ,RIYADH**  
**RADIOLOGY DEPARTMENT**

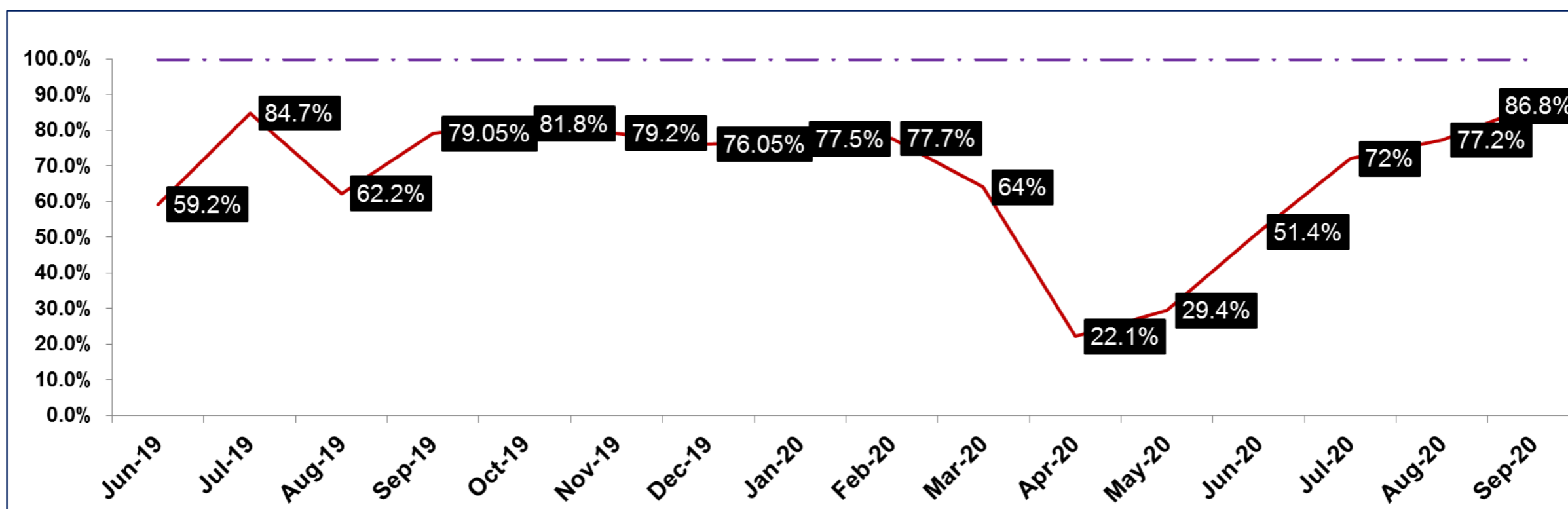
**Indicator Name: Average Reporting (TAT) Compliance Rate**

Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
100%	100%	100%	100%



**DALLAH HOSPITAL ,RIYADH**  
**ANESTHESIA & OR DEPARTMENT**  
**Indicator Name: Surgical Volume**

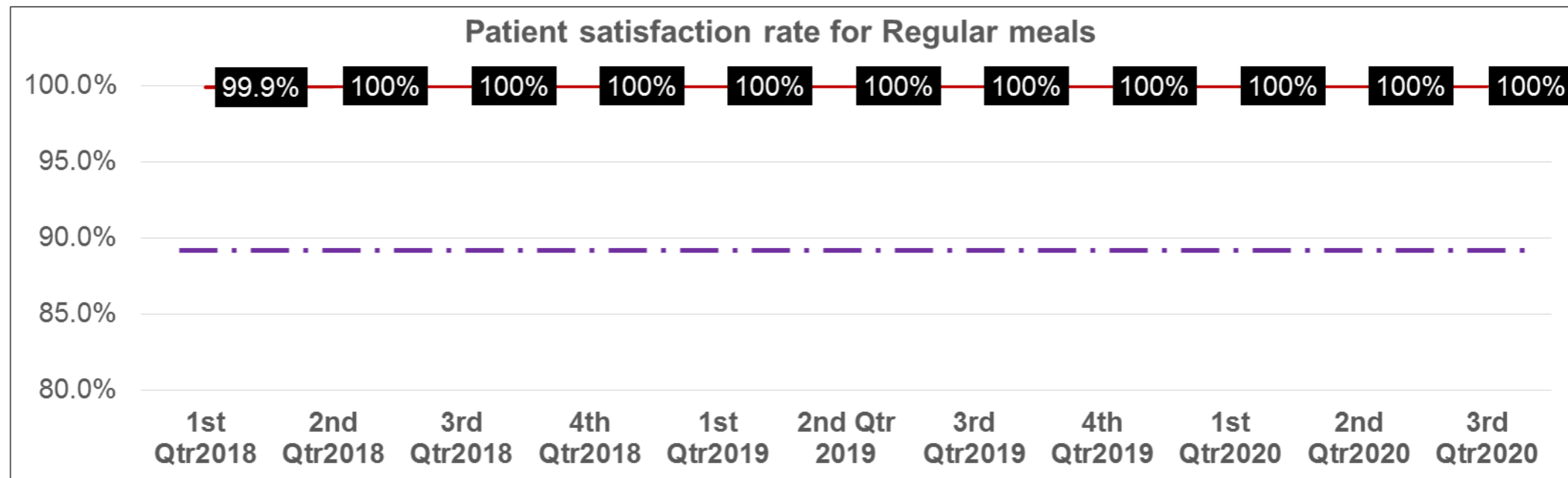
Average Results –3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
78.6%	100%	83%	100%



**DALLAH HOSPITAL ,RIYADH**  
**CATERING DEPARTMENT**

**Indicator Name: Patient satisfaction rate for Regular meals**

Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
100%	≥90%	100%	≥90%



# DALLAH HOSPITAL ,RIYADH

## NURSING DEPARTMENT

### Indicator Name: % of ER Patients Seen Within Triage level Time

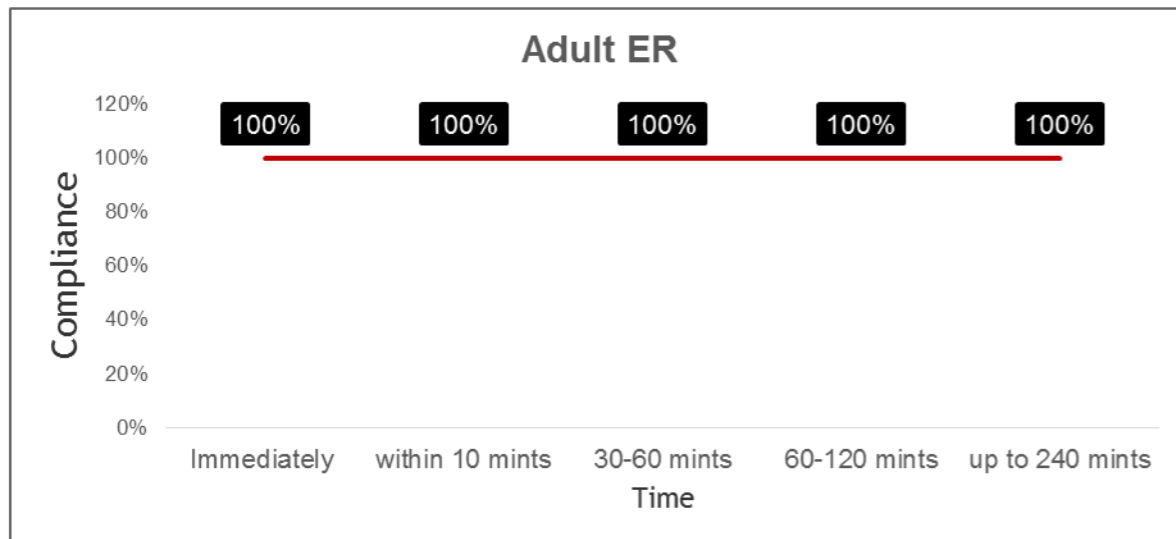
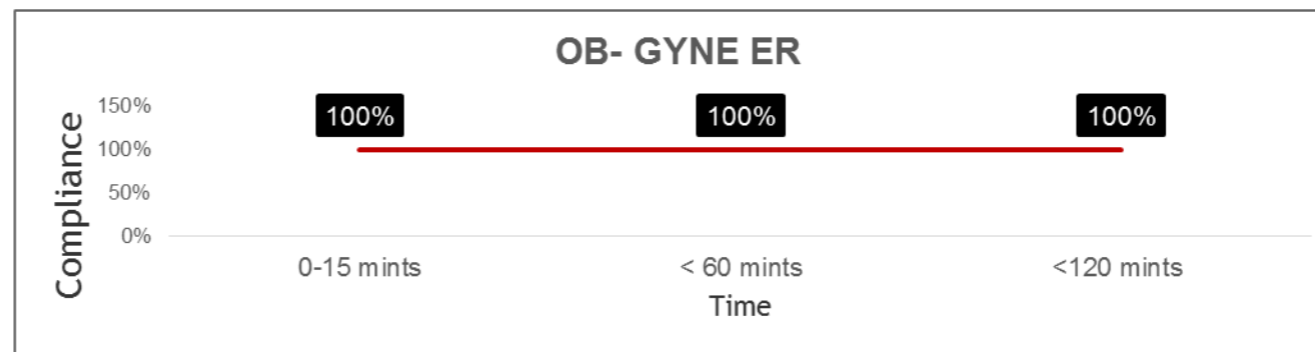
#### (Adult & Pedia)

- Triage 1=0 minute
- Triage 2=0-10 minutes
- Triage 3=30-60 minutes
- Triage 4=60-120 minutes
- Triage 5=up to 240 minutes

#### (OB-GYNE)

- Triage 1=0-15 minute
- Triage 2=< 60 minutes
- Triage 3=< 120 minutes

Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
100%	100%	100%	100%



**DALLAH HOSPITAL ,RIYADH**  
**BIOMEDICAL DEPARTMENT**

**Indicator Name: Percentage of availability of Emergency Medication**

Average Results – 3 <sup>rd</sup> Quarter 2020		Average Results - 2019	
Result	Target	Result	Target
95%	100%	94.1%	100%

