



مستشفى دلالة
DallahHospital

Dallah Hospital Key Performance Indicators

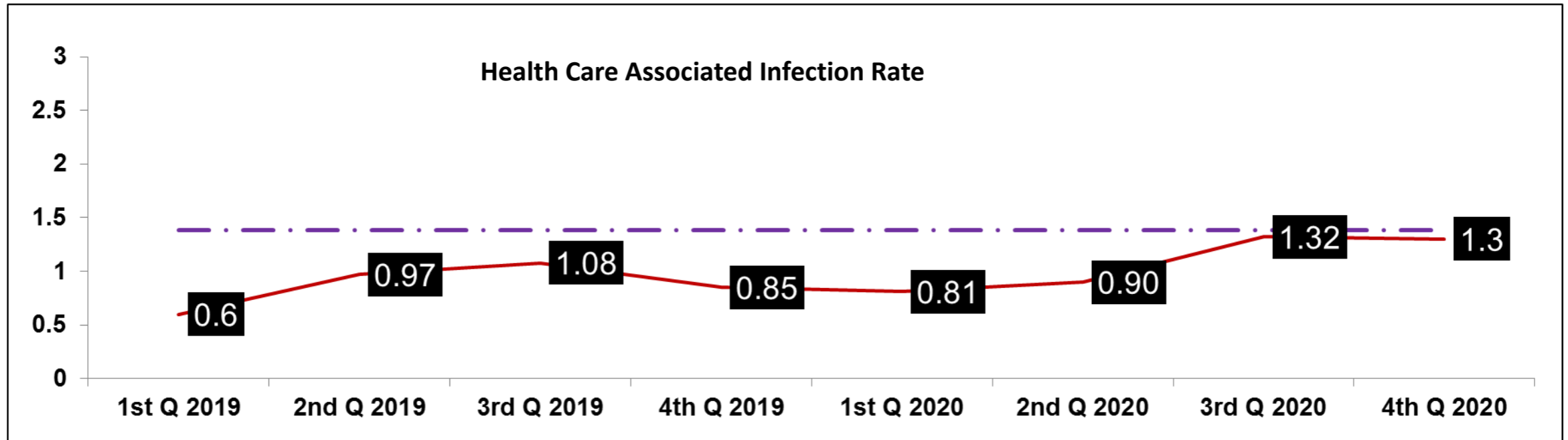
.By: Quality Department



DALLAH HOSPITAL ,RIYADH
INFECTION CONTROL DEPARTMENT

Indicator Name: Health Care Associated Infection Rate

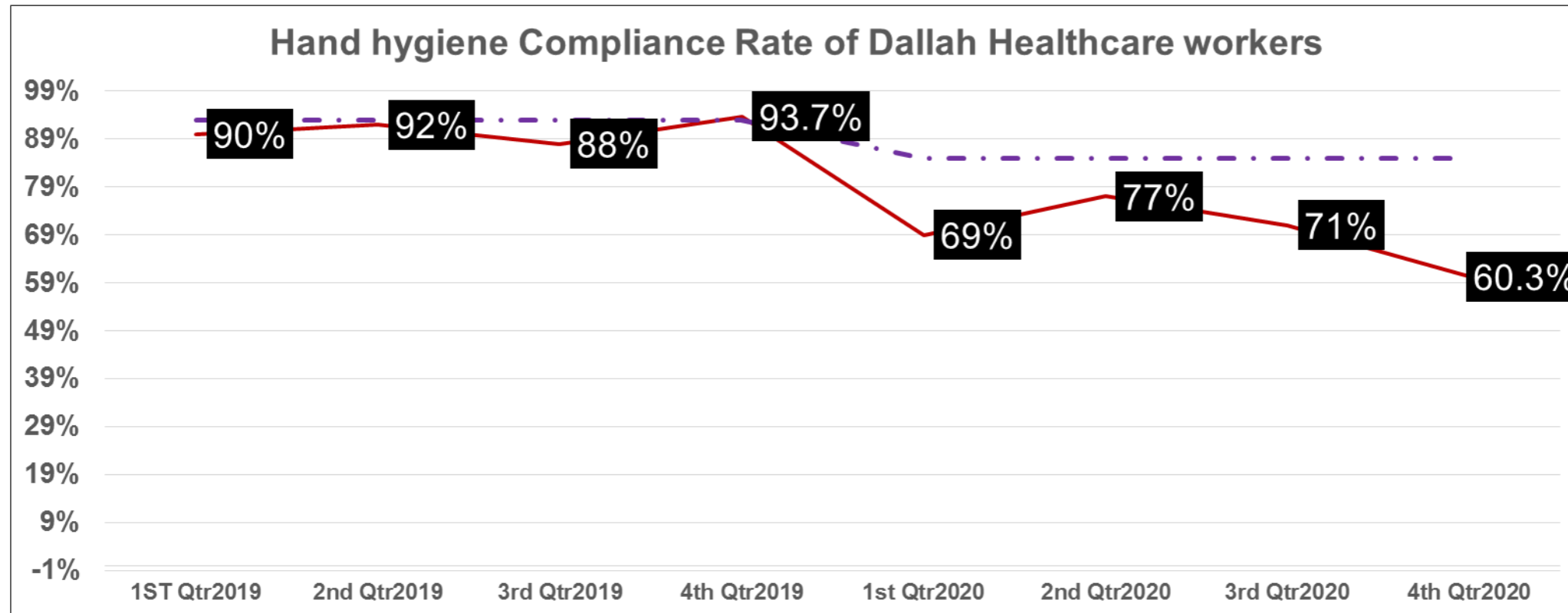
Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
1.07	< 1.38 per 1000 patient days	0.87	<1.38 per 1000 patient days



DALLAH HOSPITAL ,RIYADH
INFECTION CONTROL DEPARTMENT

Indicator Name: Hand Hygiene Compliance Rate of Dallah Healthcare workers

Average Results – 2020		Average Results - 2019	
Result	Target	Result	Target
70%	85%	90.7%	93%

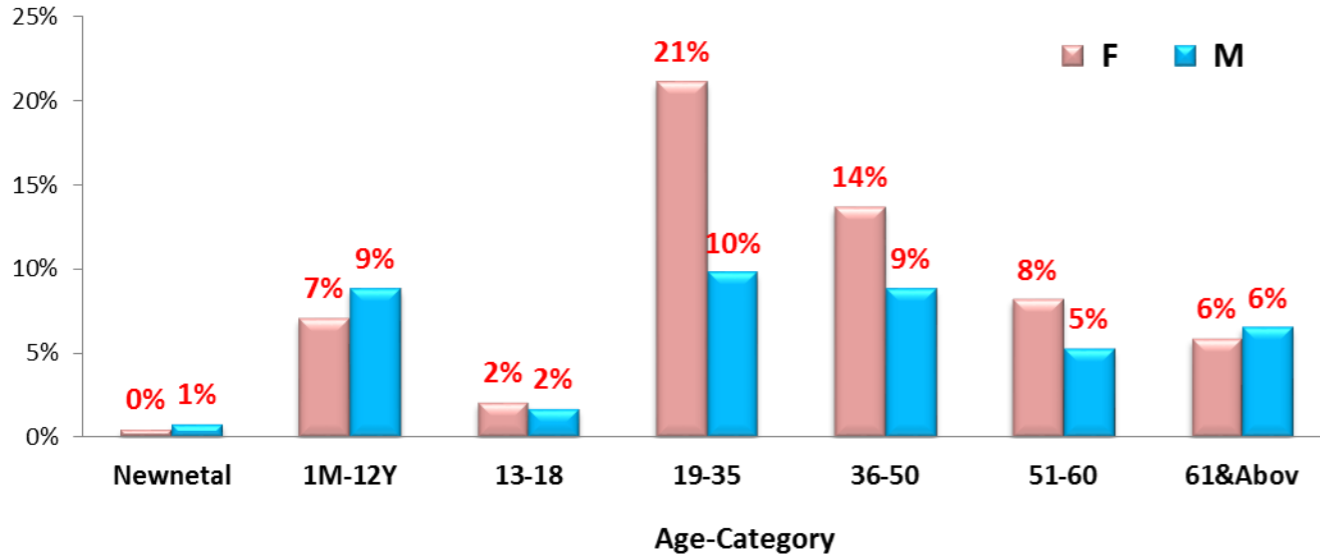


DALLAH HOSPITAL ,RIYADH

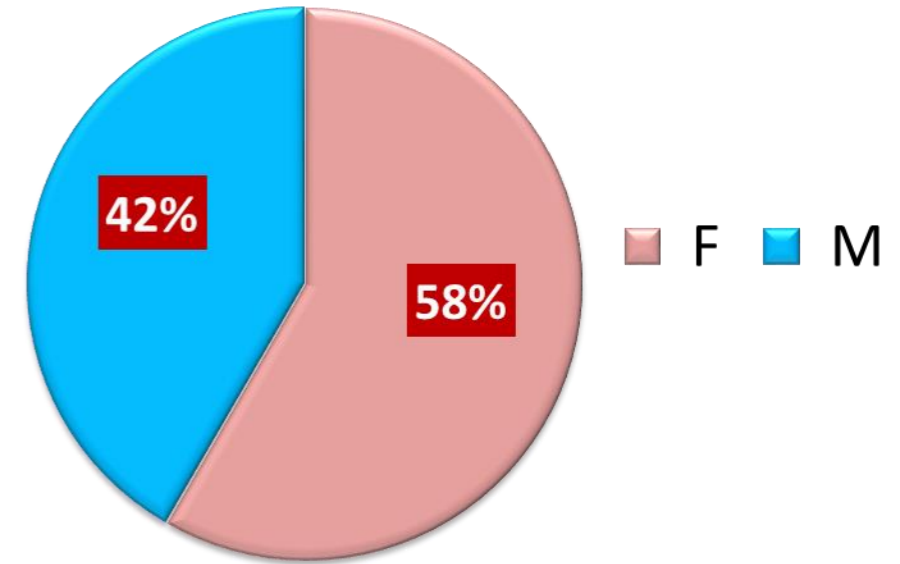
STATISTICAL DEPARTMENT

Indicator Name: Patients Demography Classification Rate

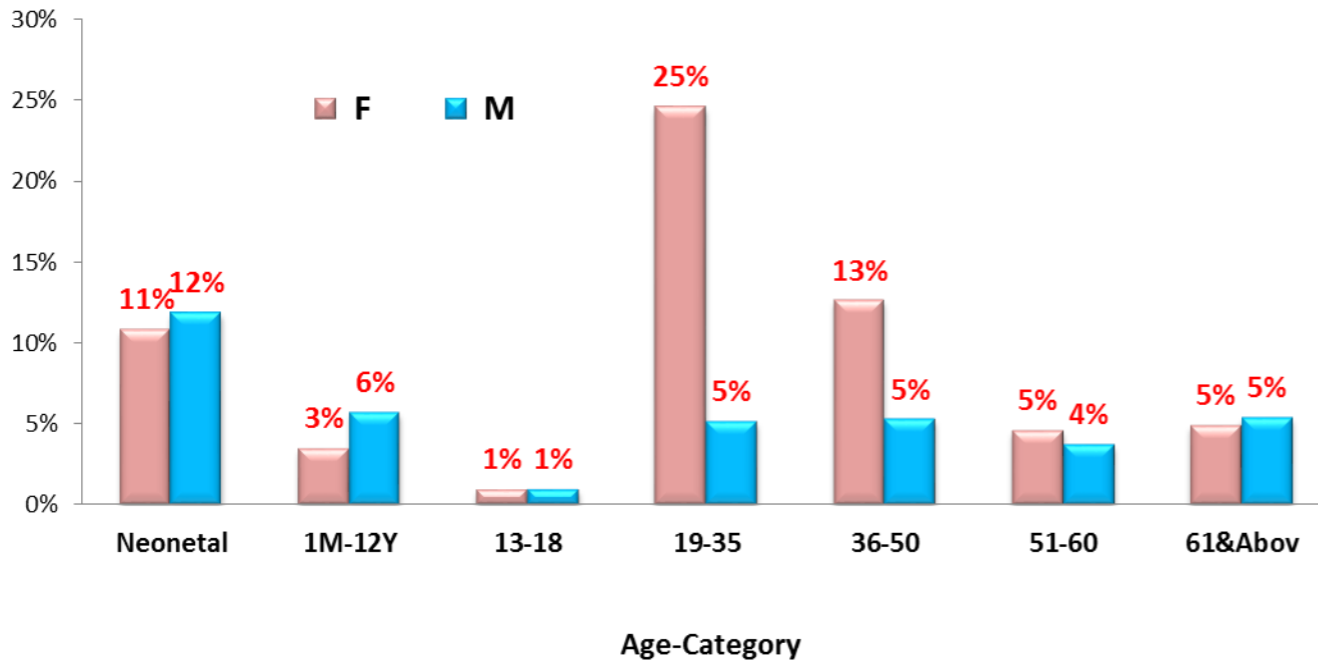
Out-patients Visits Demography - Q4 -2020(Age-Gender)



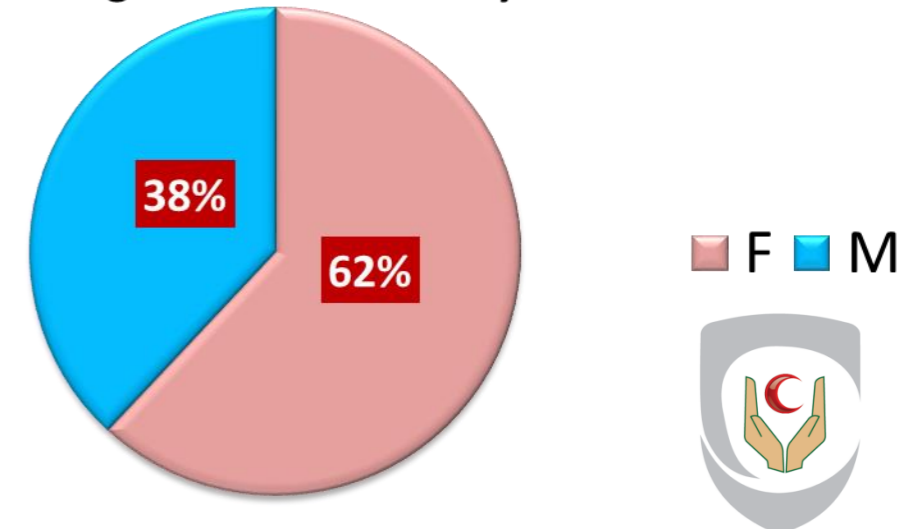
Percentage of No. of Visits By Gender



In-patients discharges Demography - Q4 - 2020 (Age-Gender)



Percentage of Discharged By Gender

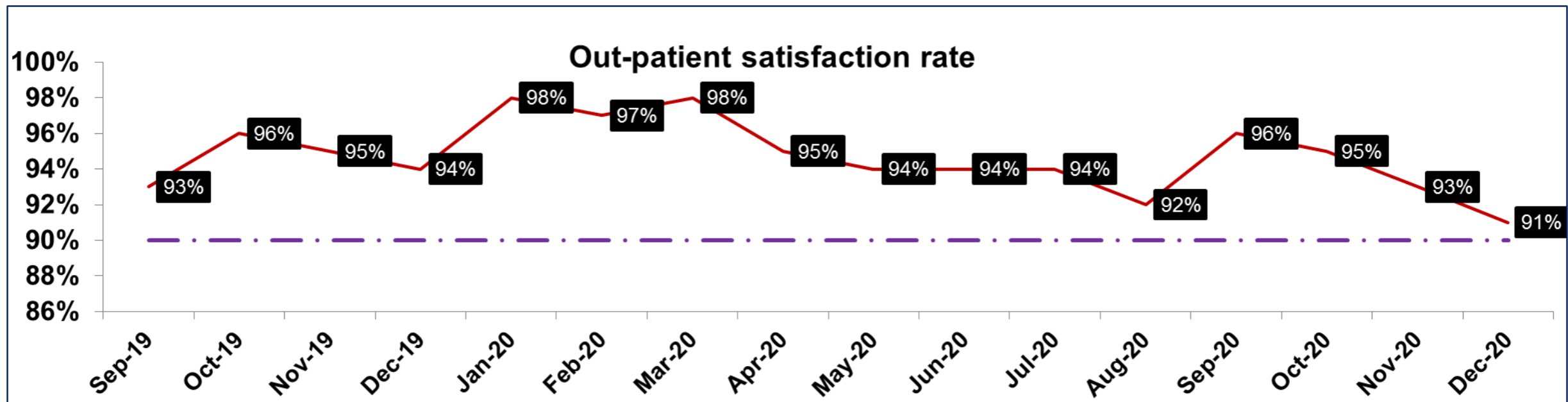


DALLAH HOSPITAL ,RIYADH

PATIENT EXPERINCE DEPARTMENT

Indicator Name: Out-patient Satisfaction Rate

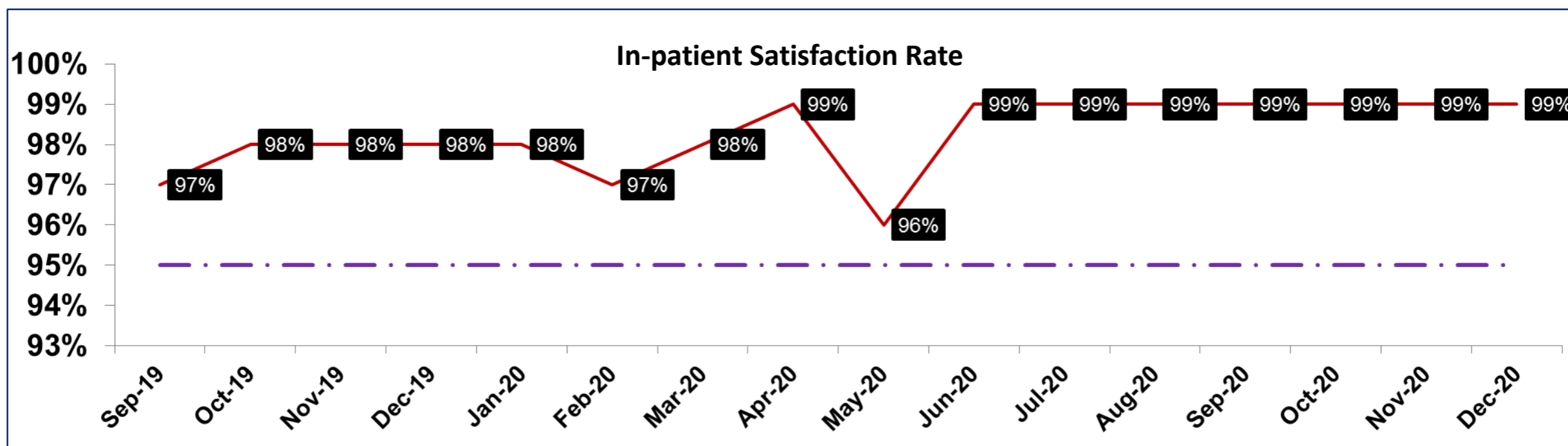
Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
95%	90%	94.3%	90%



DALLAH HOSPITAL ,RIYADH
PATIENT EXPERINCE DEPARTMENT

Indicator Name: In-patient Satisfaction Rate

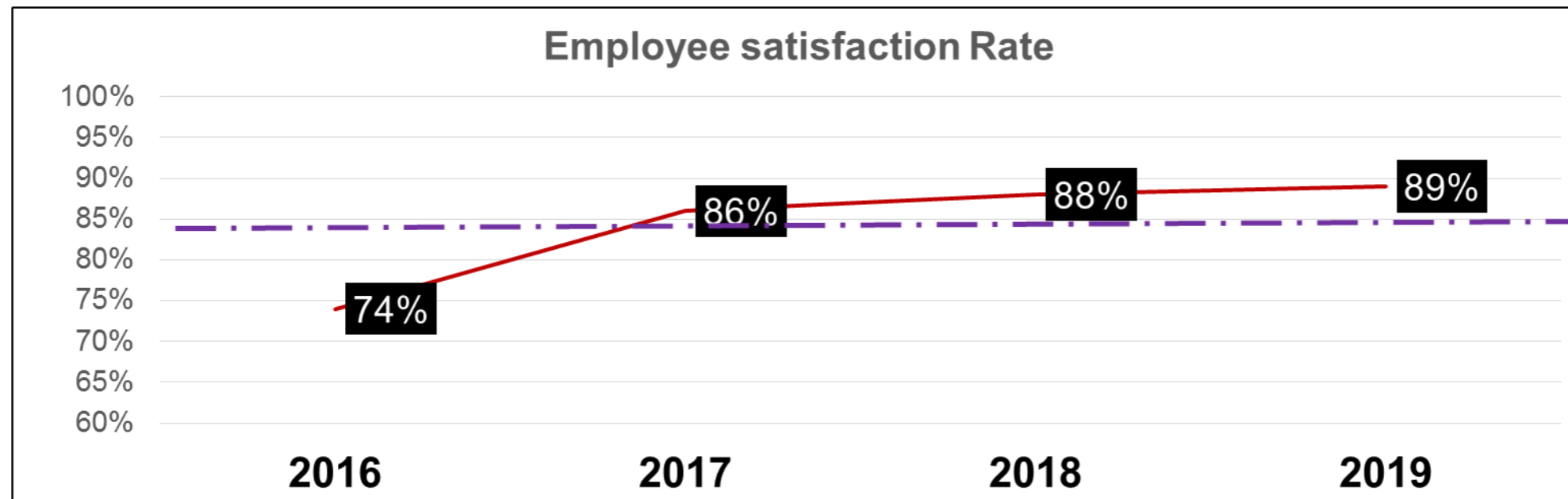
Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
98.5%	95%	96.3%	95%



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%	

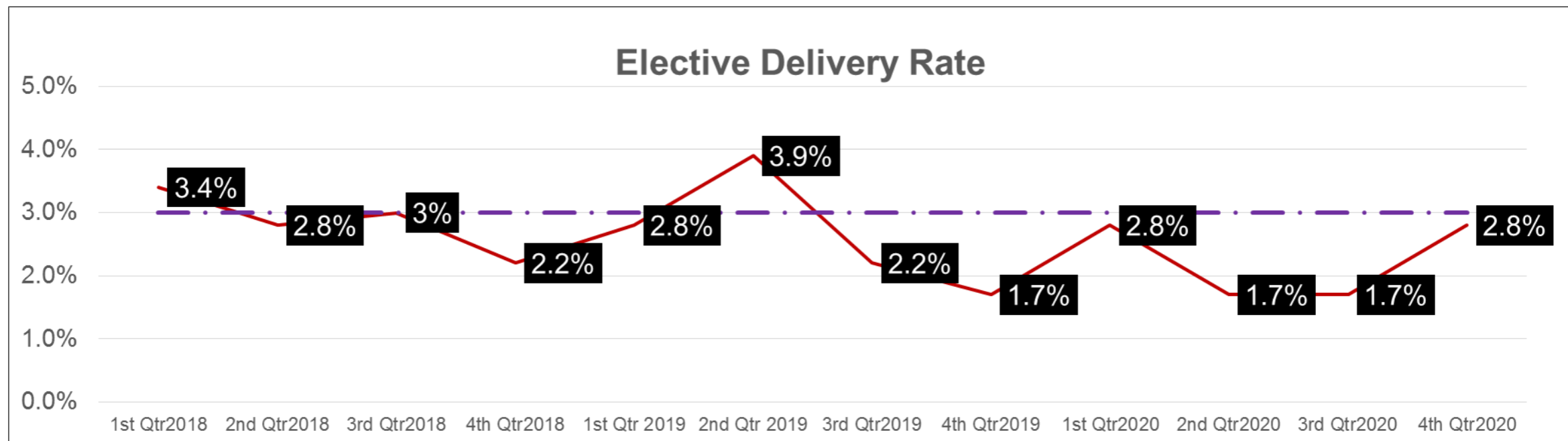


DALLAH HOSPITAL ,RIYADH

OB-GYNE DEPARTMENT

Indicator Name : Elective Delivery Rate

Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
2.25%	<3%	2.8%	<3%

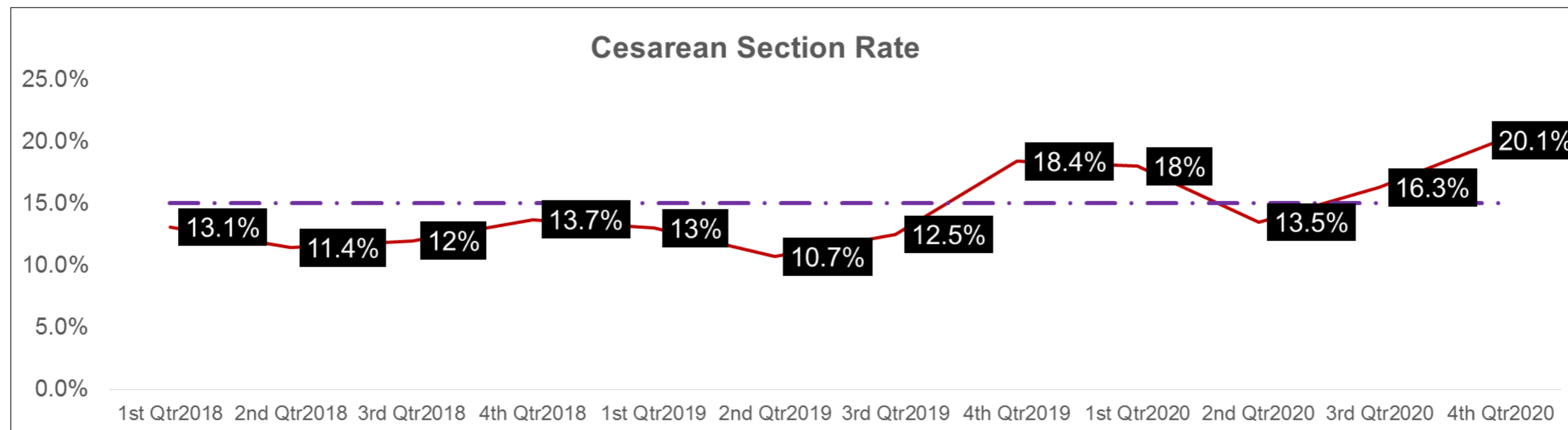


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OB-GYNE DEPARTMENT

Indicator Name : Cesarean Section Rate

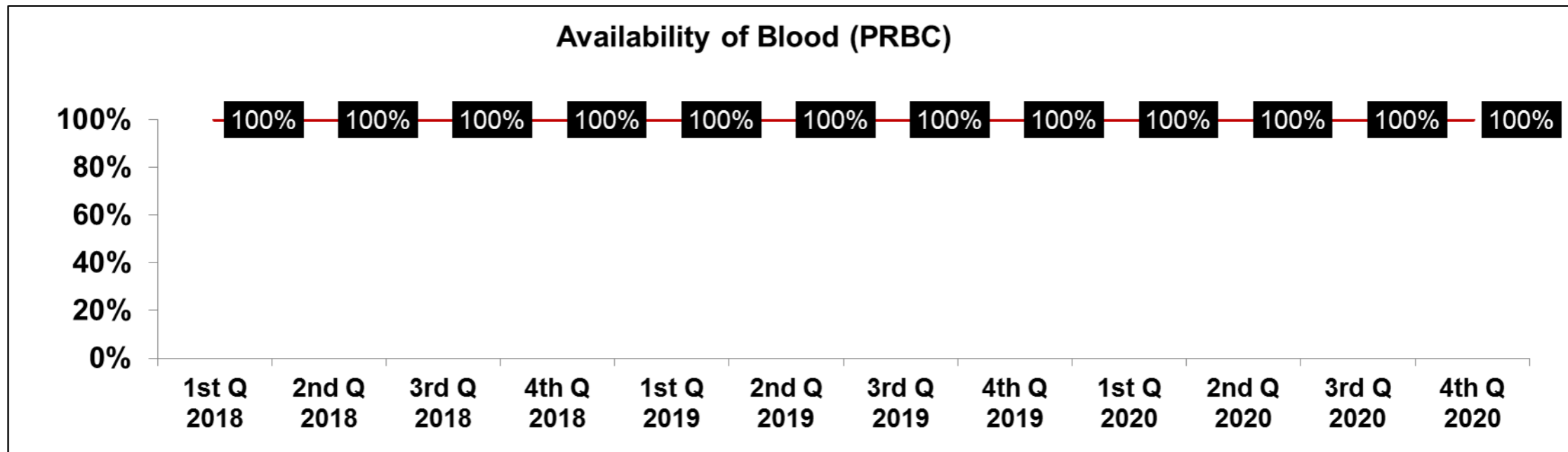
Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
17%	<15%	13.4%	<15%



DALLAH HOSPITAL ,RIYADH
LABORATORY DEPARTMENT

Indicator Name: Availability of Blood (PRBC)

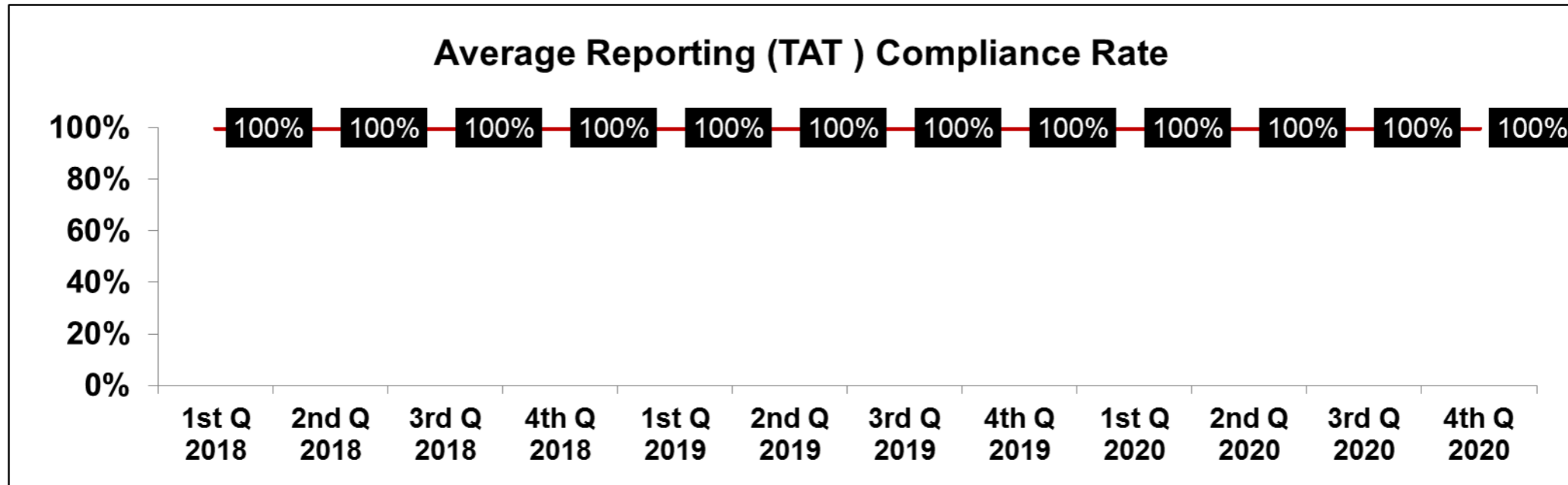
Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
100%	100%	100%	100%



DALLAH HOSPITAL ,RIYADH
RADIOLOGY DEPARTMENT

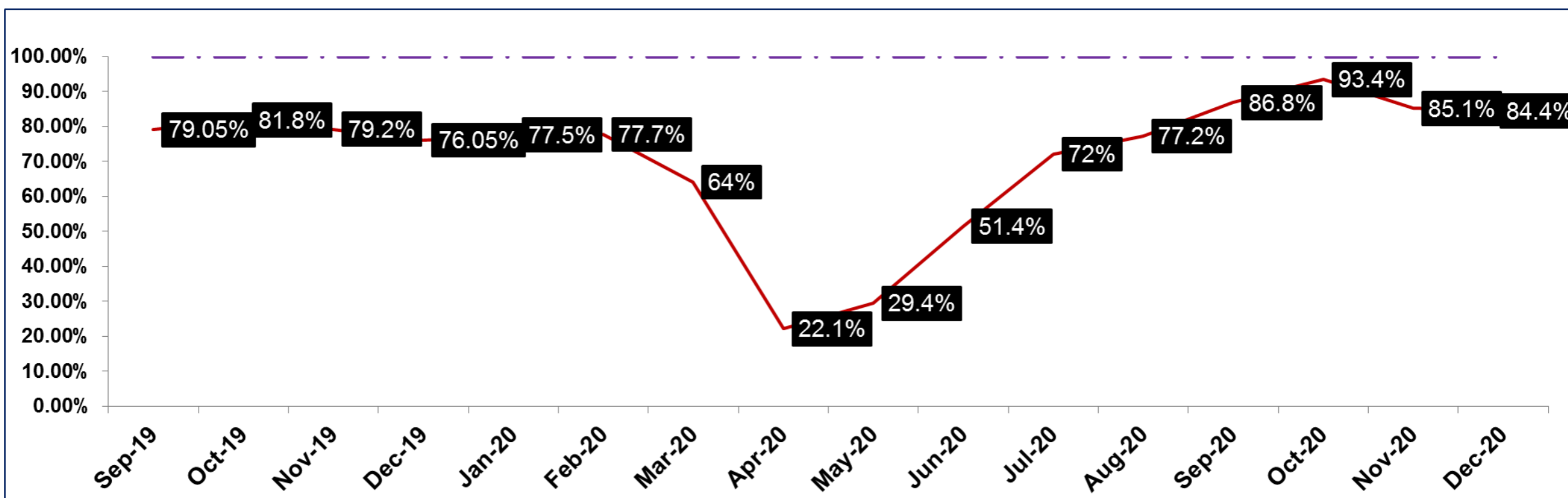
Indicator Name: Average Reporting (TAT) Compliance Rate

Average Results – 2020		Average Results - 2019	
Result	Target	Result	Target
100%	100%	100%	100%



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

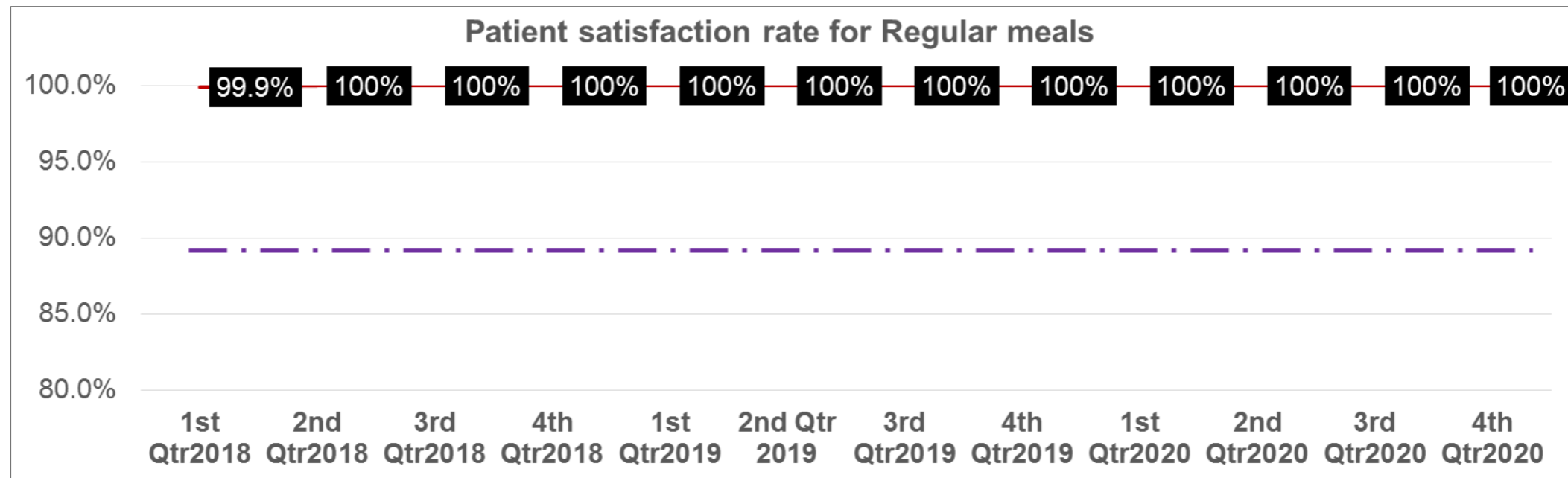
Average Results – 2020		Average Results - 2019	
Result	Target	Result	Target
69%	100%	83%	100%



DALLAH HOSPITAL ,RIYADH
CATERING DEPARTMENT

Indicator Name: Patient satisfaction rate for Regular meals

Average Results –2020		Average Results - 2019	
Result	Target	Result	Target
100%	≥90%	100%	≥90%



DALLAH HOSPITAL ,RIYADH

NURSING DEPARTMENT

Indicator Name: Average Waiting Time in ER

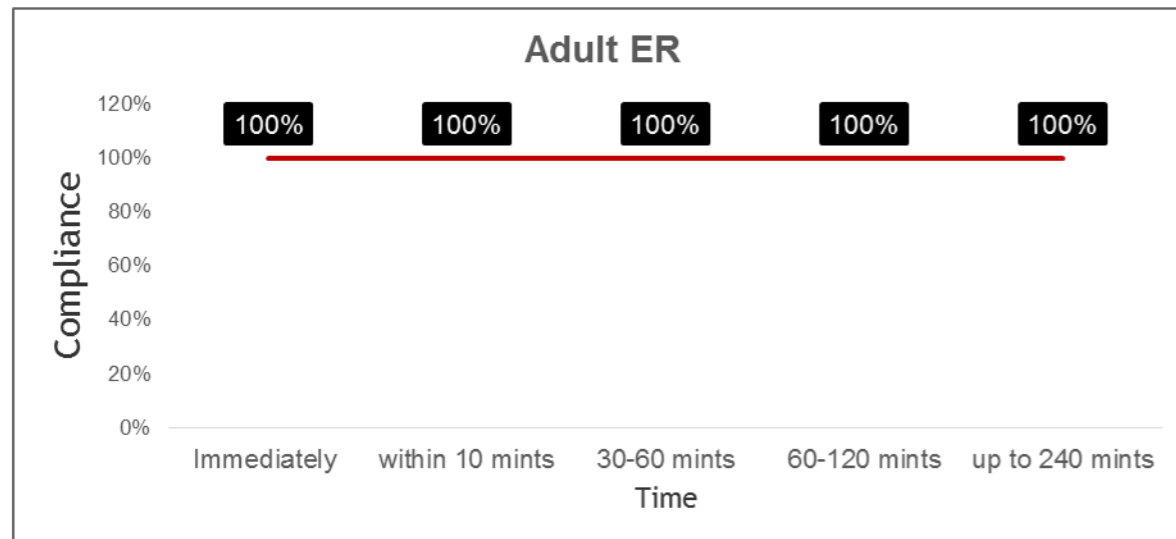
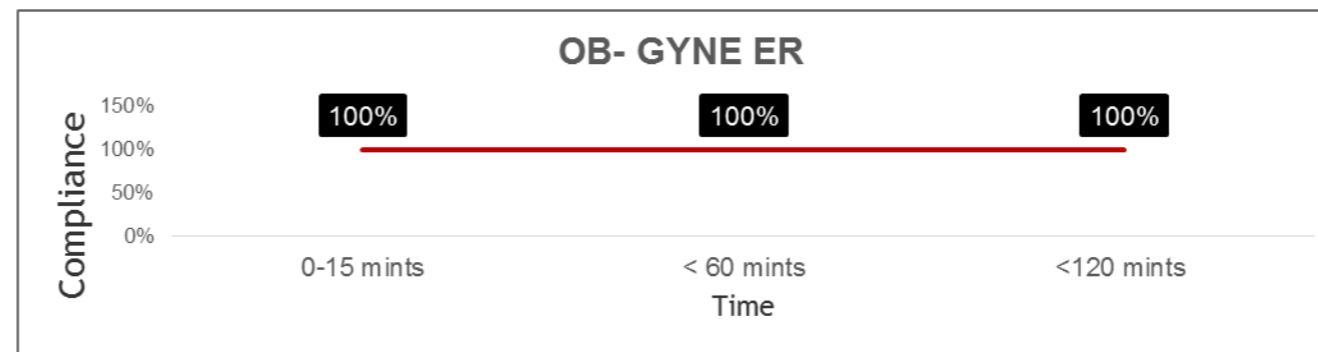
(Adult & Pedia)

- 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 – 2020		Average Results - 2019	
Result	Target	Result	Target
100%	100%	100%	100%



DALLAH HOSPITAL ,RIYADH
PHARMACY DEPARTMENT

Indicator Name: Percentage of availability of Emergency Medication

Average Results – 2020		Average Results - 2019	
Result	Target	Result	Target
95.3%	100%	94.1%	100%

