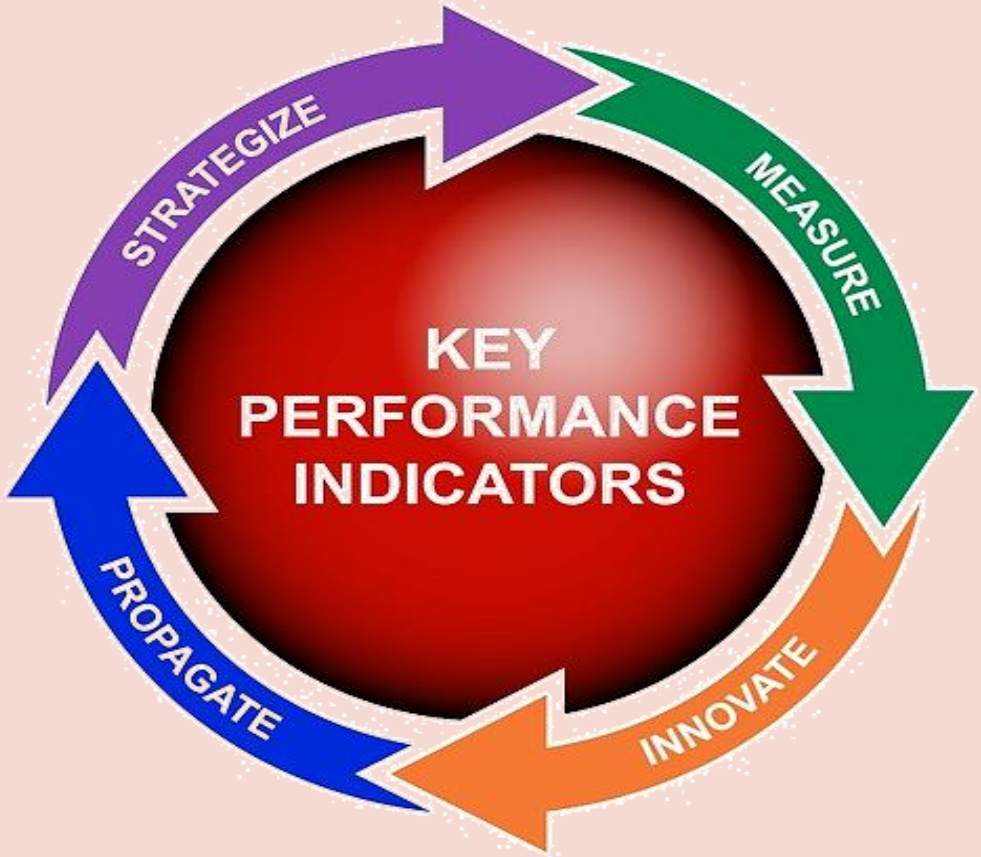
Dallah Hospital – Namar

Key Performance Indicators (KPIs)

4th Quarter 2023

مستشفى دلّه
Dallah Hospital
Namar نمـــار



Dallah Hospital – Namar

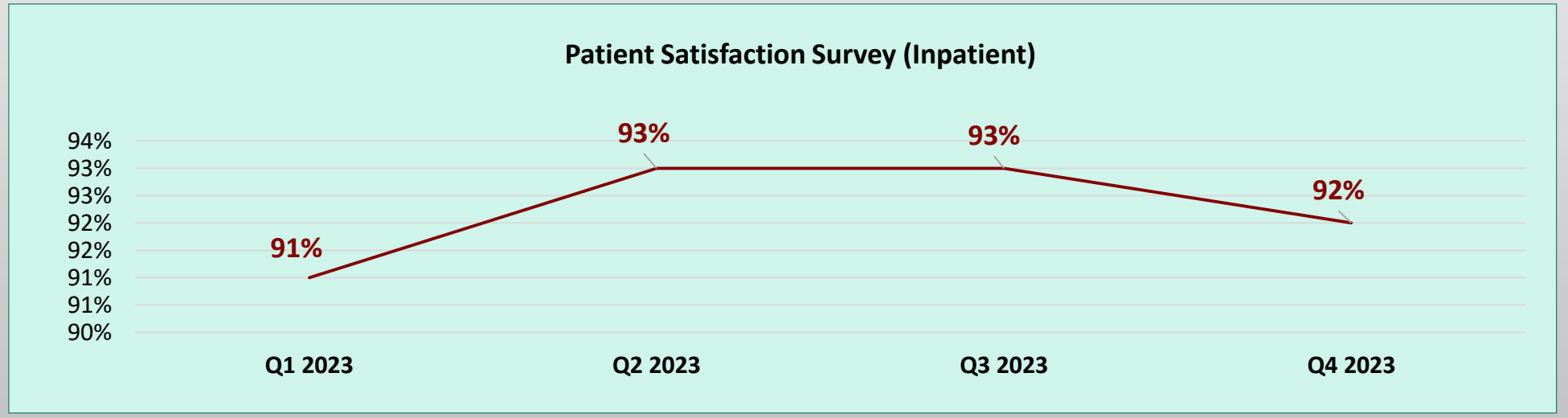
PATIENT EXPERIENCE DEPARTMENT

Indicator Name: Patient Satisfaction Survey (Inpatient)

Frequency: Monthly Type of Measure: Outcome

مستشفى دلّه
Dallah Hospital
Namar نمـــــار

Average Result – 4th Quarter 2023	
Result	**Target**
92%	**95%**



CONTROLLED – QUALITY DEPARTMENT

Dallah Hospital – Namar

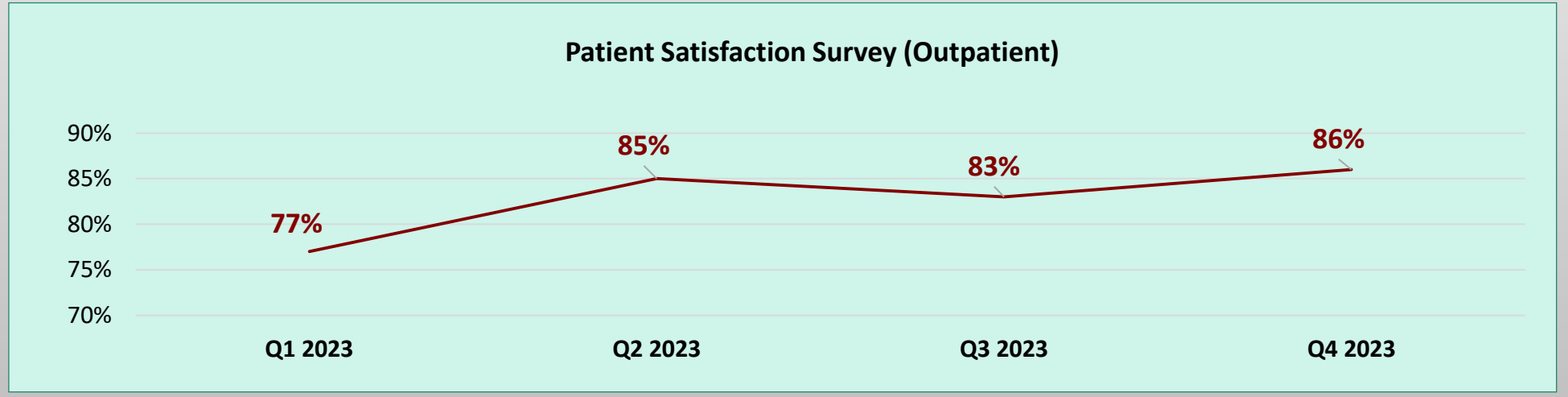
PATIENT EXPERIENCE DEPARTMENT

Indicator Name: Patient Satisfaction Survey (Outpatient)

Frequency: Monthly Type of Measure: Outcome

مستشفى دلّه
Dallah Hospital
Namar نمـــــار

Average Result – 4th Quarter 2023	
Result	**Target**
86%	**90%**



CONTROLLED – QUALITY DEPARTMENT

Dallah Hospital – Namar

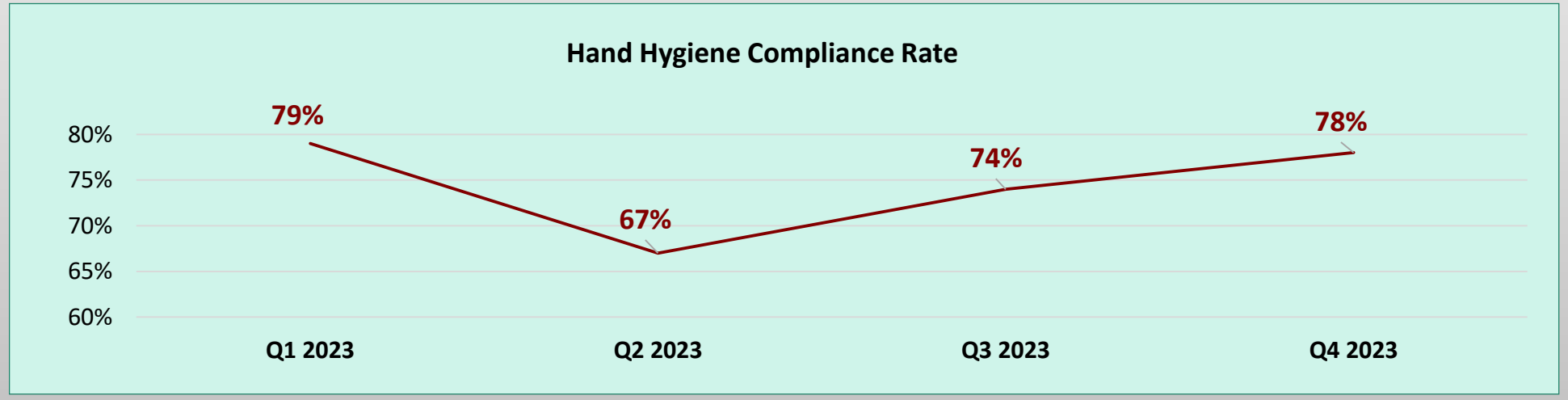
PREVENTION & CONTROL OF INFECTION DEPARTMENT

Indicator Name: Hand Hygiene Compliance Rate

Frequency: Quarterly Type of Measure: Outcome Measure

مستشفى دلة
Dallah Hospital
Namar نمار

Average Result – 4th Quarter 2023	
Result	**Target**
78%	**85%**



Dallah Hospital – Namar

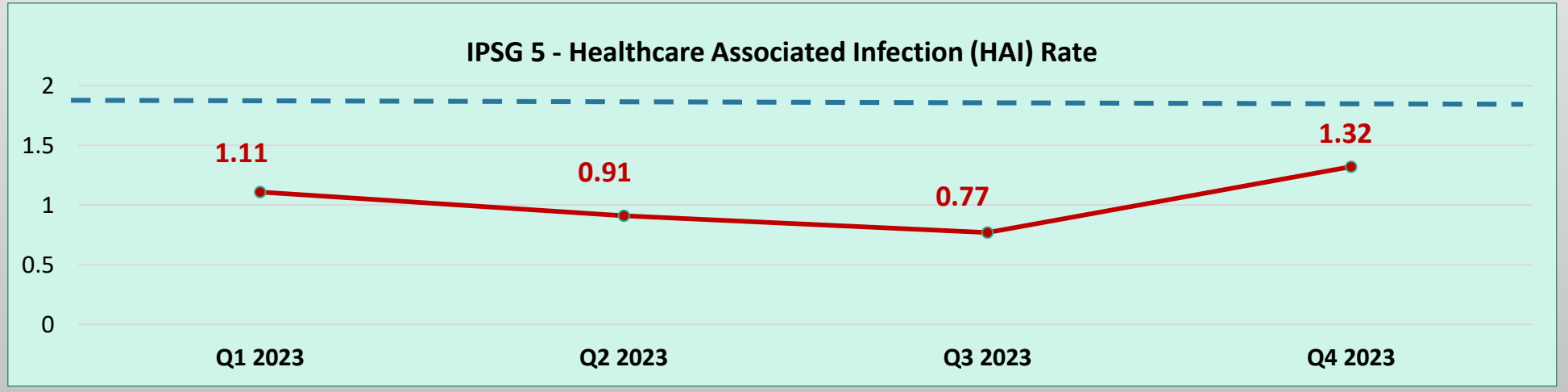
PREVENTION & CONTROL OF INFECTION DEPARTMENT

Indicator Name: Healthcare Associated Infection (HAI) Rate

Frequency: Quarterly Type of Measure: Outcome

مستشفى دلّه
Dallah Hospital
Namar نمـــــار

Average Result – 4th Quarter 2023	
Result	**Target**
1.32	**<1.10 per 1000 patients (Dallah Hospital Nakheel mean, 2018 – 2022)**



CONTROLLED – QUALITY DEPARTMENT

Dallah Hospital – Namar

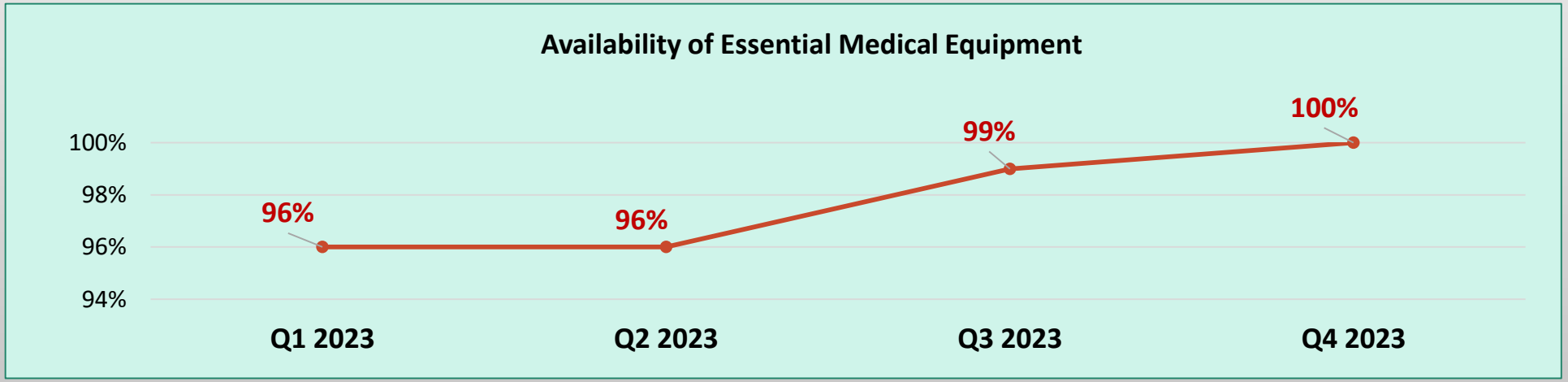
BIOMEDICAL ENGINEERING

Indicator Name: Availability of Essential Medical Equipment

Frequency: Quarterly Type of Measure: Structure

مستشفى دلّه
Dallah Hospital
Namar نمـــــار

Average Result – 4th Quarter 2023	
Result	**Target**
100%	**100%**



CONTROLLED – QUALITY DEPARTMENT

Dallah Hospital – Namar

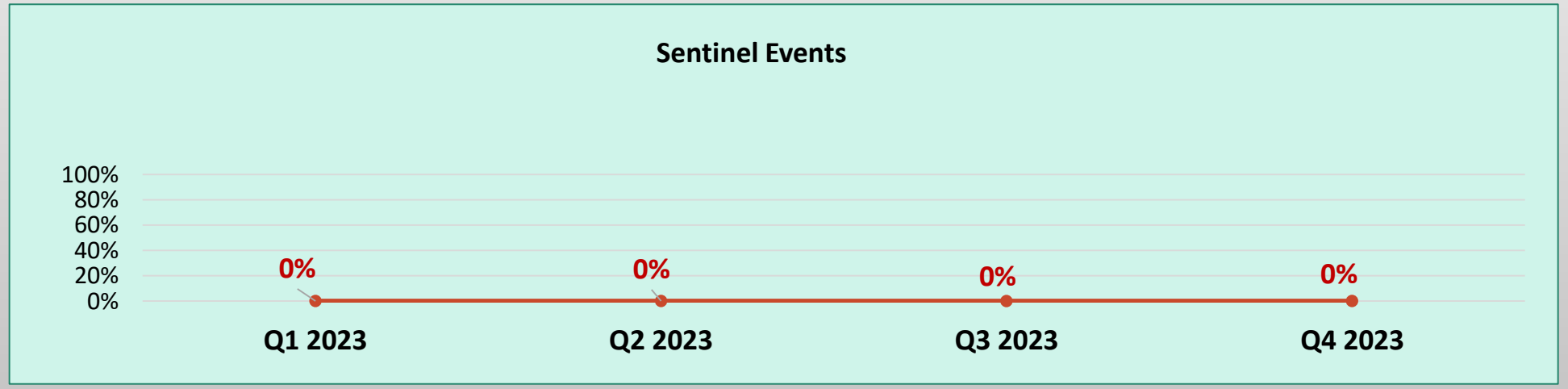
QUALITY IMPROVEMENT & RISK DEPARTMENT

Indicator Name: Sentinel Events

Frequency: Quarterly Type of Measure: Outcome

مستشفى دلـه
Dallah Hospital
Namar نمـــار

Average Result – 4th Quarter 2023	
Result	**Target**
0%	**0%**



CONTROLLED – QUALITY DEPARTMENT

Dallah Hospital – Namar

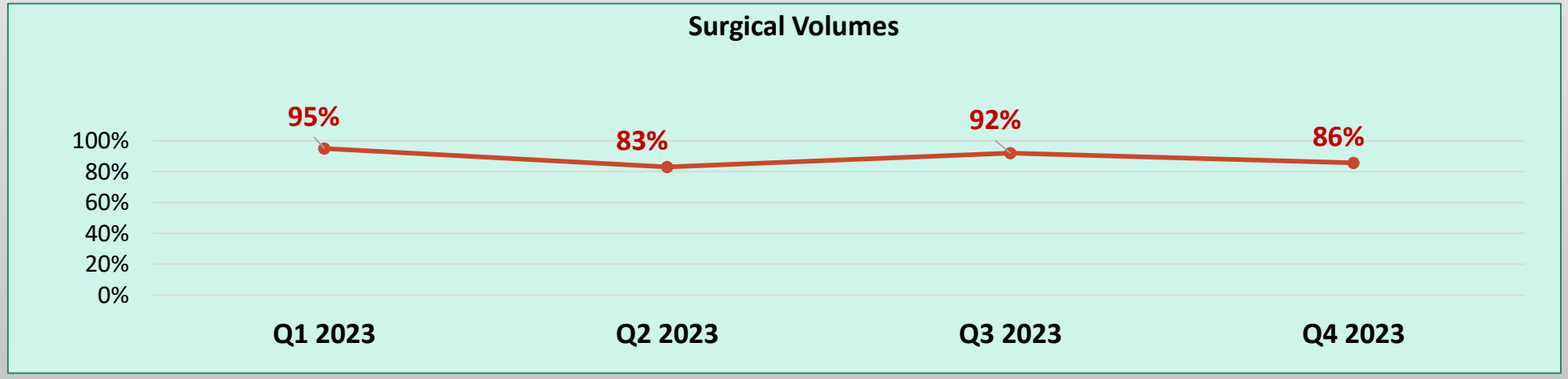
OPERATING ROOM DEPARTMENT

Indicator Name: Surgical Volumes

Frequency: Quarterly Type of Measure: Structure

مستشفى دلة
Dallah Hospital
Namar نمار

Average Result – 4th Quarter 2023	
Result	**Target**
86%	**90%**



CONTROLLED – QUALITY DEPARTMENT

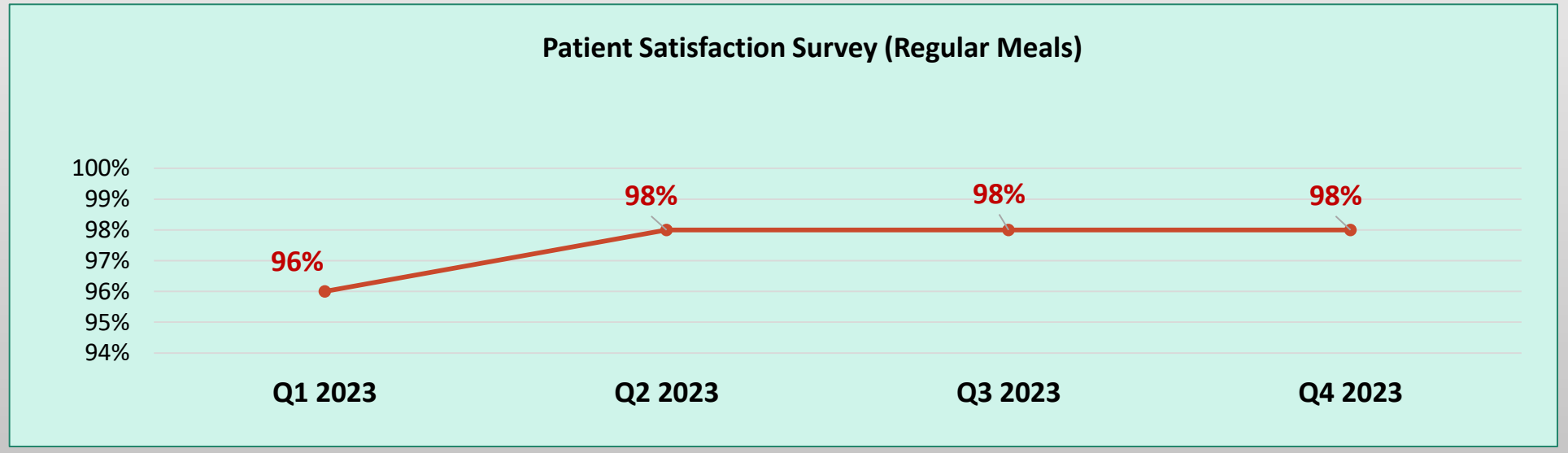
Dallah Hospital – Namar
CATERING DEPARTMENT

Indicator Name : Patient Satisfaction Survey (Regular Meals)

Frequency: Quarterly Type of Measure: Outcome

مستشفى دلّه
Dallah Hospital
Namar نمـــــار

Average Result – 4th Quarter 2023	
Result	**Target**
98%	**≥ 90%**



CONTROLLED – QUALITY DEPARTMENT

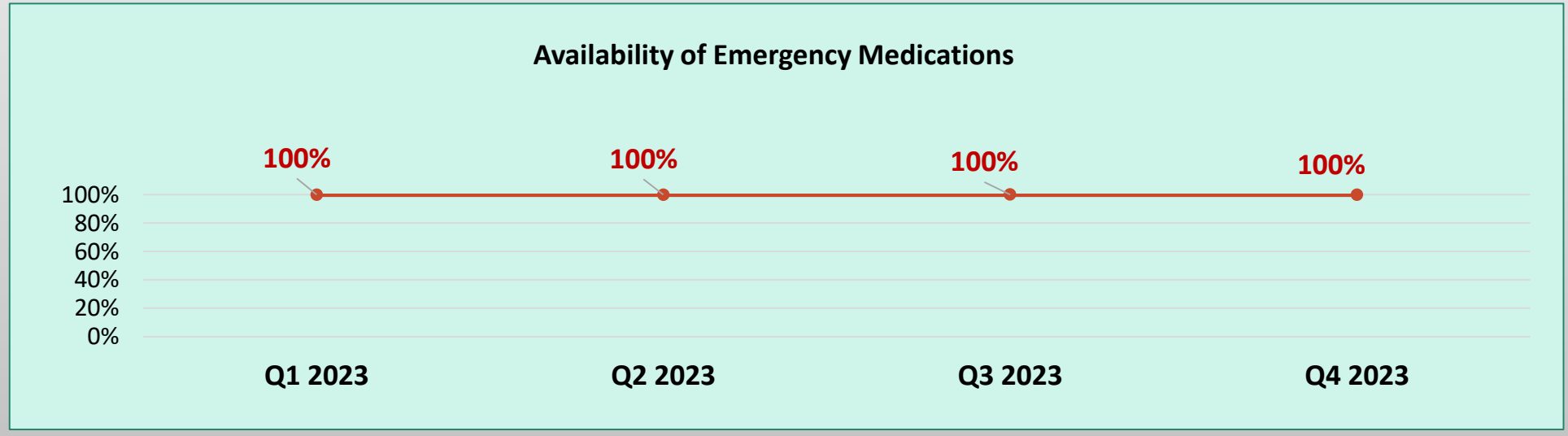
Dallah Hospital – Namar
PHARMACY DEPARTMENT

Indicator Name: Availability of Emergency Medications

Frequency: Quarterly Type of Measure: Structure

مستشفى دلّه
Dallah Hospital
Namar نمـــــار

Average Result – 4th Quarter 2023	
Result	**Target**
100%	**100%**



CONTROLLED – QUALITY DEPARTMENT

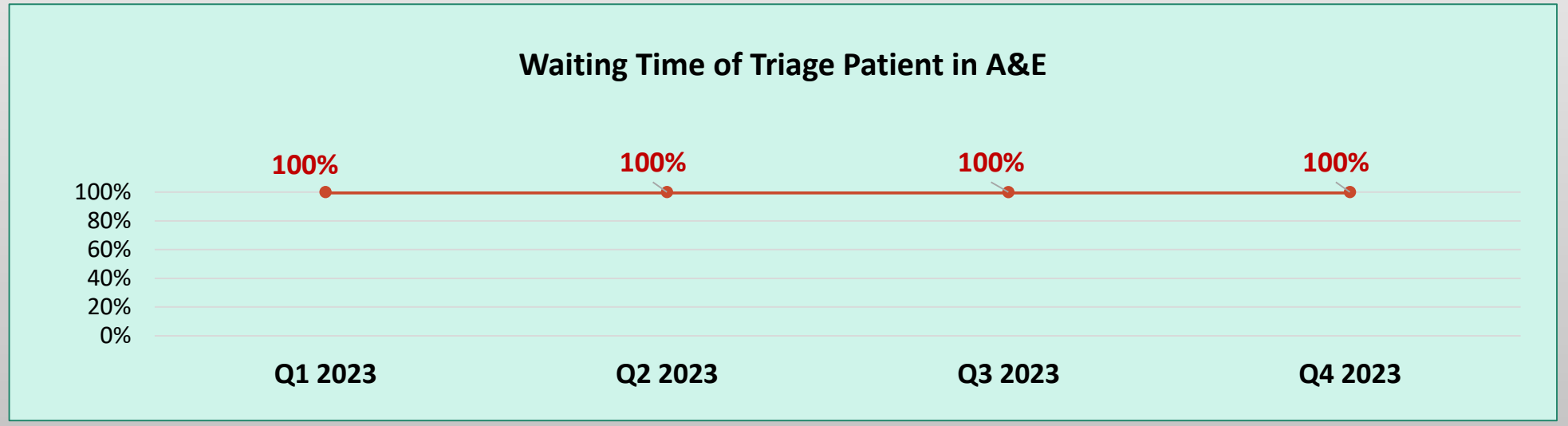
Dallah Hospital – Namar

ACCIDENT & EMERGENCY DEPARTMENT

Indicator Name: Waiting Time of Triage Patient in A&E

Area: Accident & Emergency Frequency: Monthly Data Collection and Analysis Type of Measure: Process

Average Result – 4th Quarter 2023	
Result	**Target**
100%	**100%**



CONTROLLED – QUALITY DEPARTMENT