



مستشفى دلة
DallahHospital

Dallah Hospital

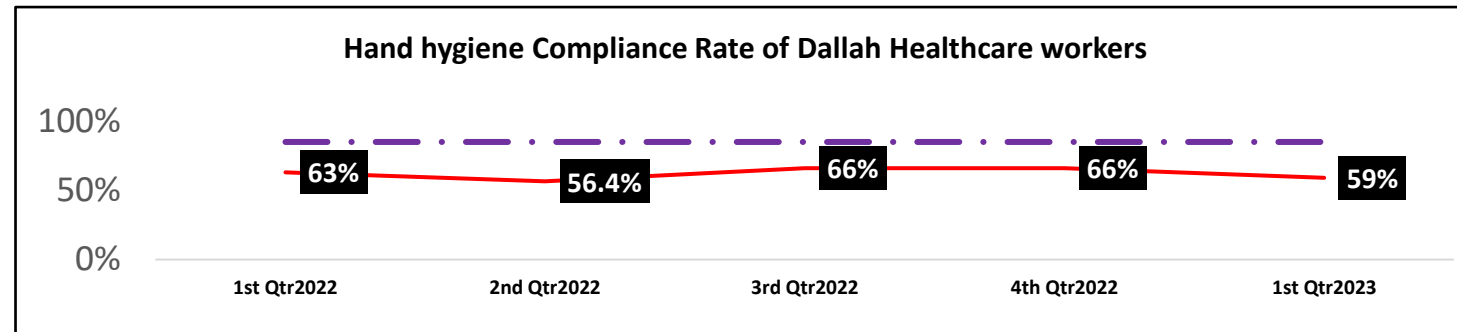
Key performance indicators

1st Quarter - 2023

By: Quality Department

DALLAH HOSPITAL, RIYADH
INFECTION CONTROL DEPARTMENT
Indicator Name: Hand Hygiene Compliance Rate of Dallah Healthcare workers

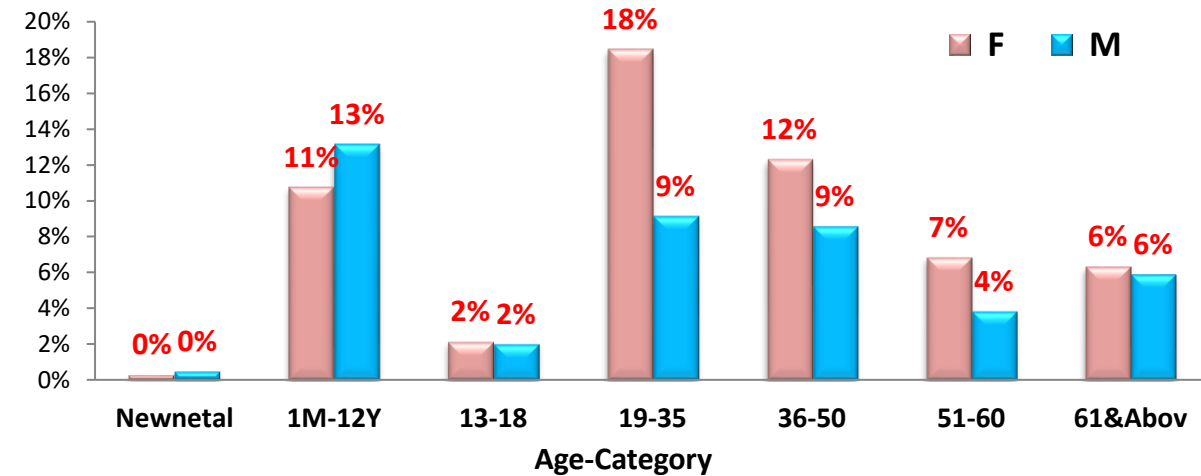
Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
59%	85%	62.85%	85%



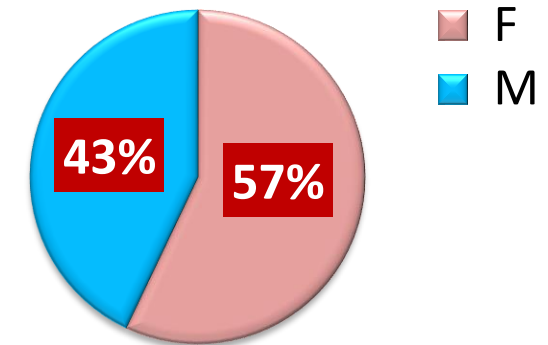
DALLAH HOSPITAL ,RIYADH
STATISTICAL DEPARTMENT

Indicator Name: Patients Demography Classification Rate

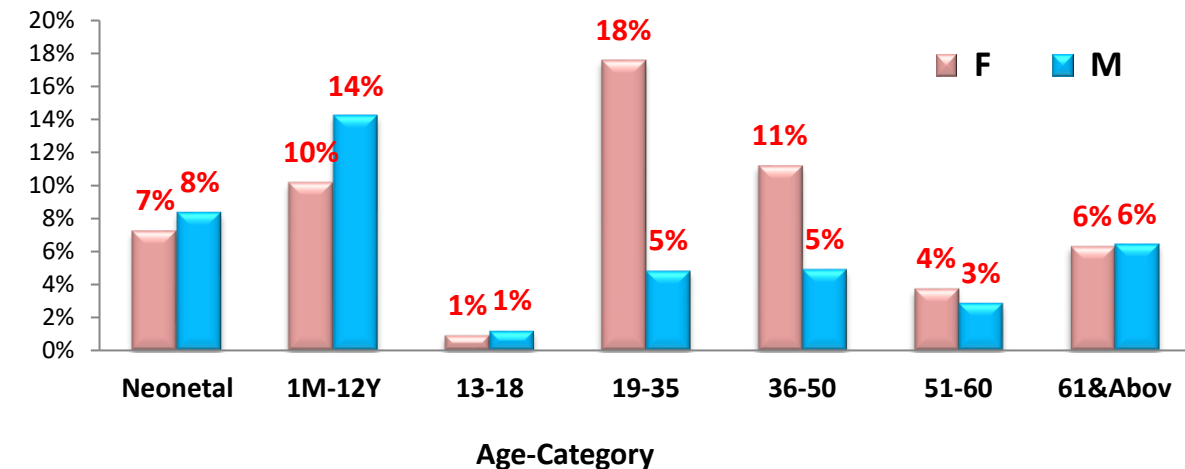
Out-patients Visits Demography - Q1 -2023 (Age-Gender)



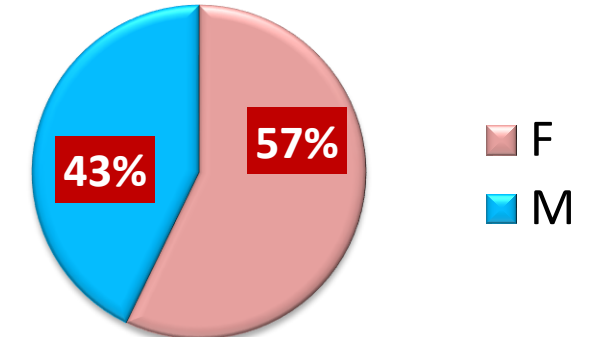
Percentage of No. of Visits By Gender



In-patients discharges Demography - Q1 - 2023 (Age-Gender)

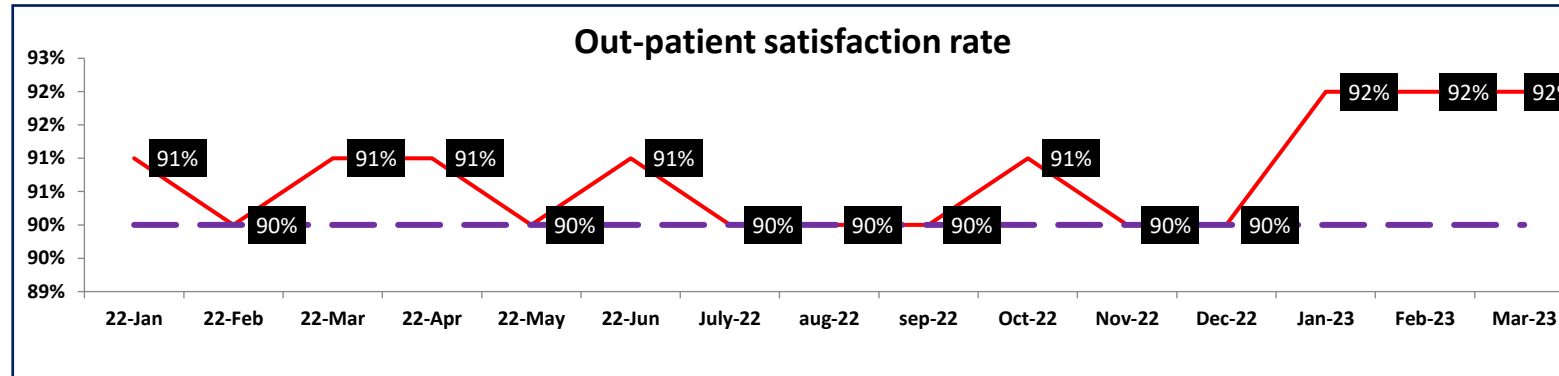


Percentage of Discharged By Gender



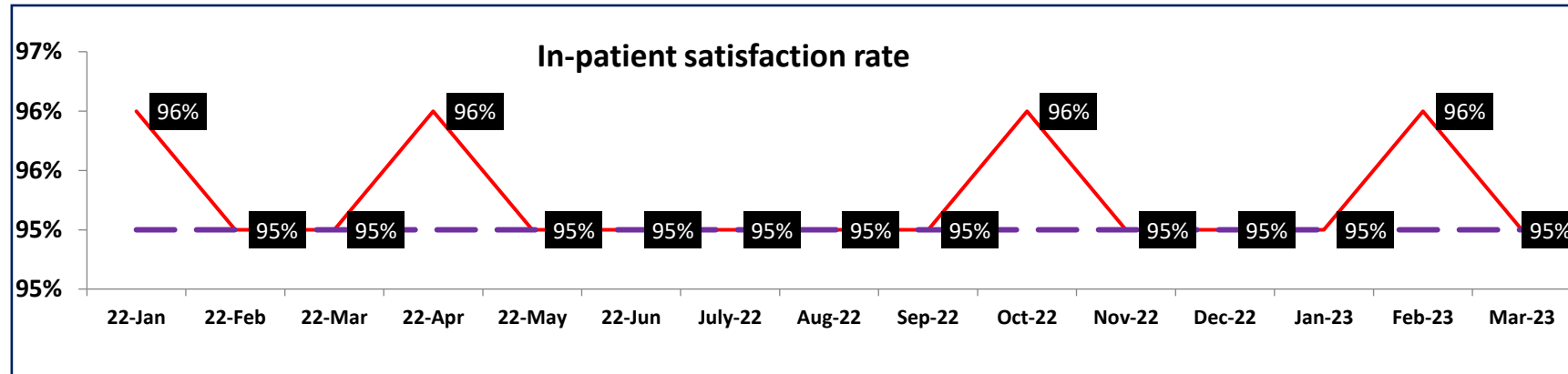
DALLAH HOSPITAL ,RIYADH
PATIENT EXPERINCE DEPARTMENT
Indicator Name: Out-patient Satisfaction Rate

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
92%	90%	90.4%	90%



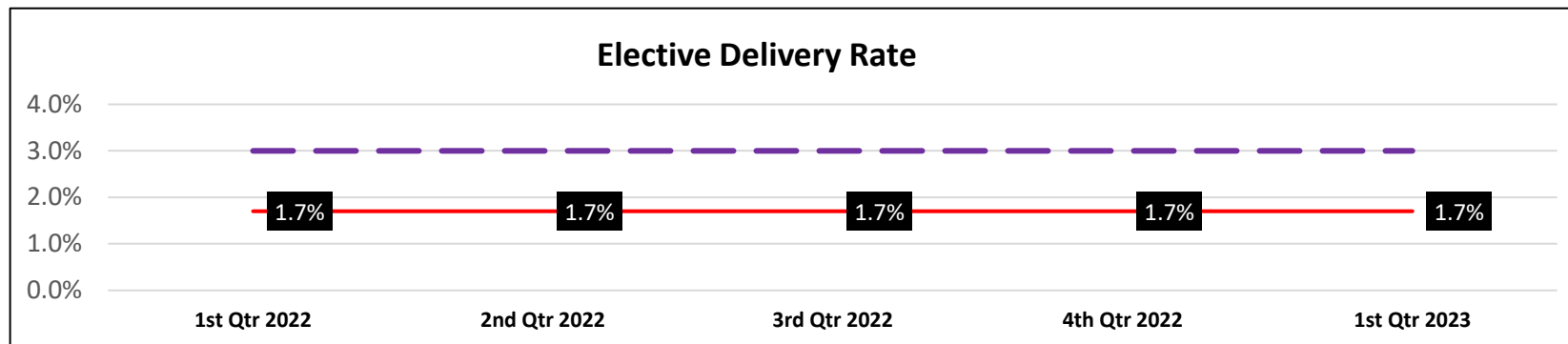
DALLAH HOSPITAL ,RIYADH
PATIENT EXPERINCE DEPARTMENT
Indicator Name: In-patient Satisfaction Rate

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
95.3%	95%	95.2%	95%



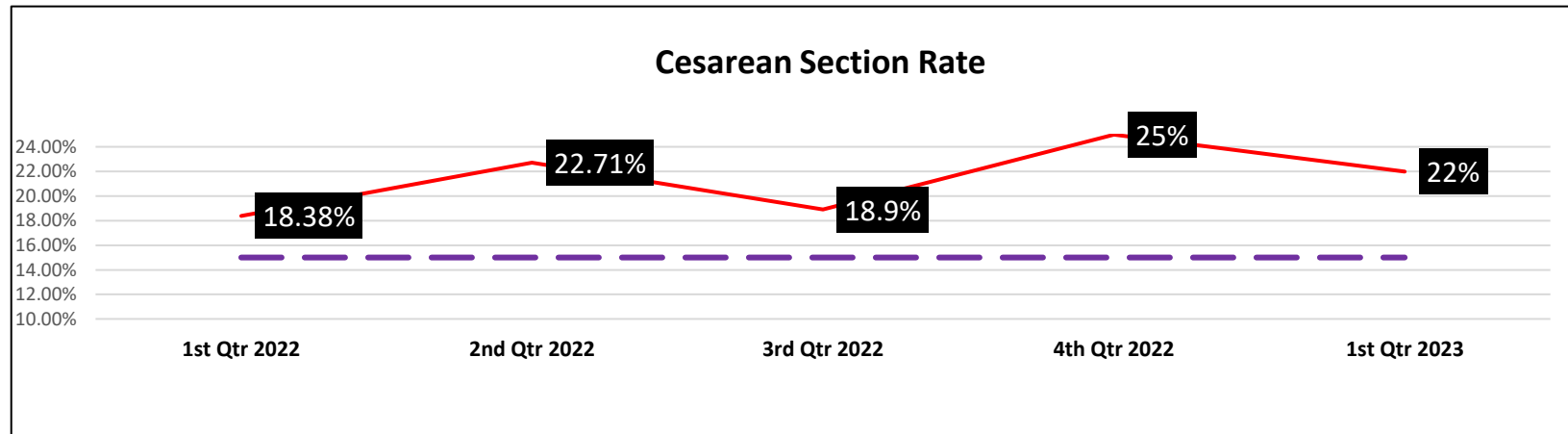
DALLAH HOSPITAL ,RIYADH
OB-GYNE DEPARTMENT
Indicator Name : Elective Delivery Rate

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
1.7%	<3%	1.7%	<3%



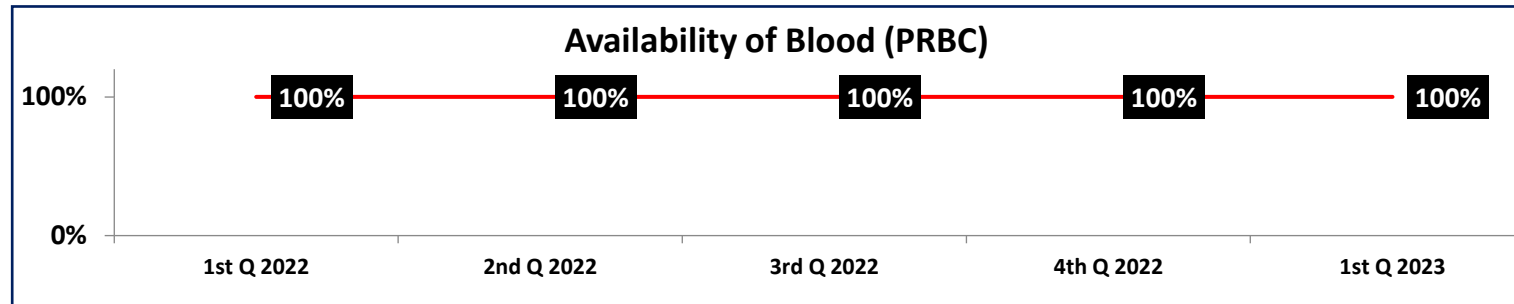
DALLAH HOSPITAL ,RIYADH
OB-GYNE DEPARTMENT
Indicator Name : Cesarean Section Rate

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
22%	<15%	21.2%	<15%



DALLAH HOSPITAL, RIYADH
LABORATORY DEPARTMENT
Indicator Name: Availability of Blood (PRBC)

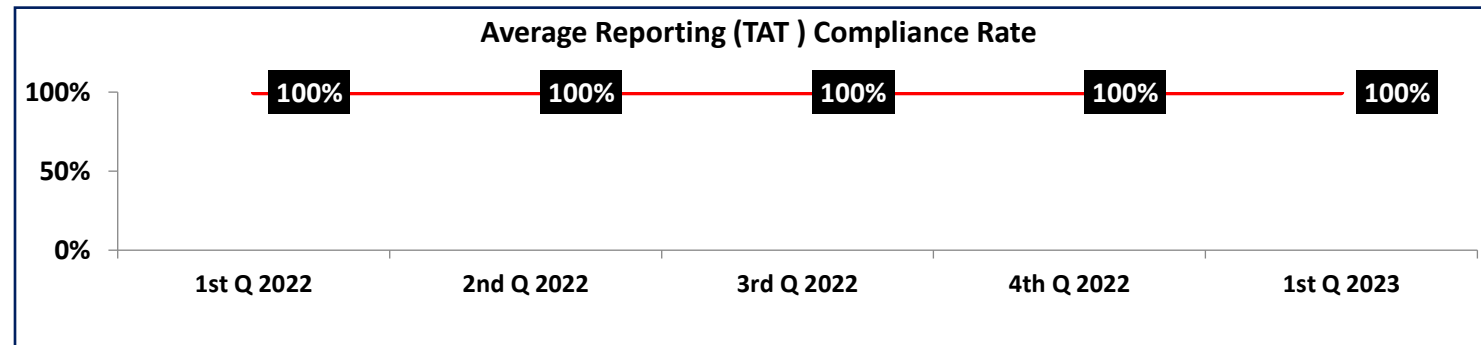
Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
100%	100%	100%	100%



DALLAH HOSPITAL ,RIYADH
RADIOLOGY DEPARTMENT

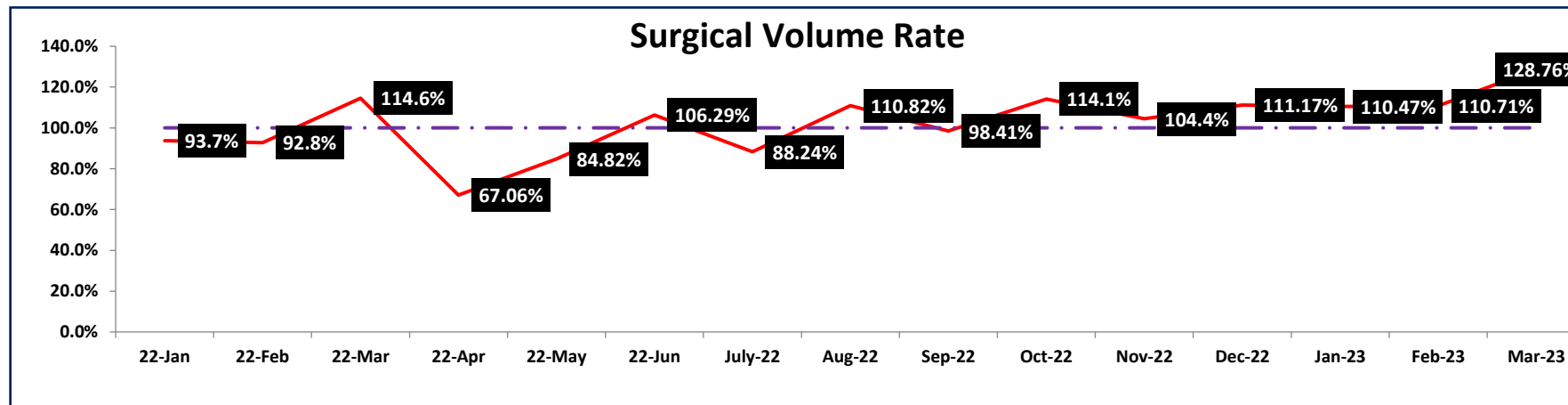
Indicator Name: Average Reporting (TAT) Compliance Rate

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
100%	100%	100%	100%



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

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
116.6%	100%	98.87%	100%

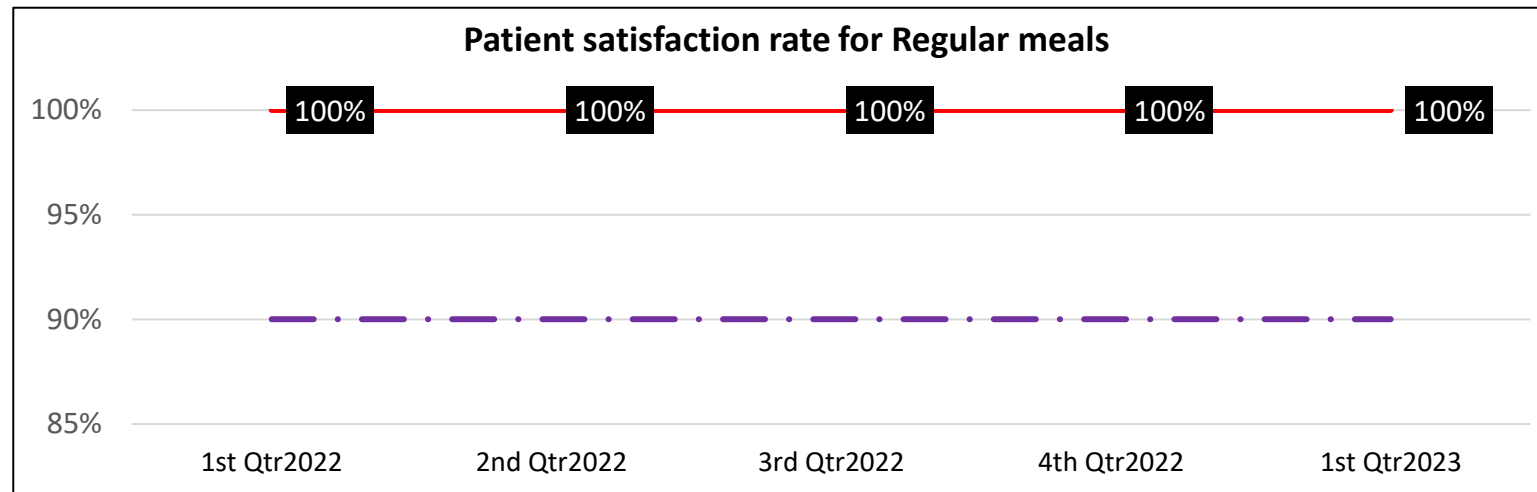


DALLAH HOSPITAL ,RIYADH

CATERING DEPARTMENT

Indicator Name: Patient satisfaction rate for Regular meals

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
100%	≥90%	100%	≥90%



(Adult & Pediatric)

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

(OB-GYNE)

- Triage 1= 0-15 Minute
- Triage 2= <60 Minute
- Triage 3= <120 Minute

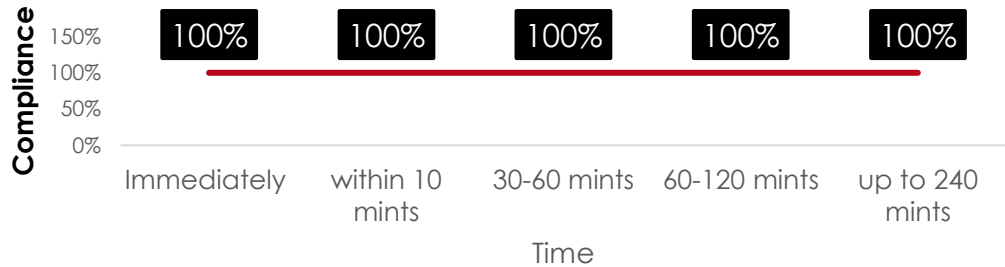
DALLAH HOSPITAL ,RIYADH

NURSING DEPARTMENT

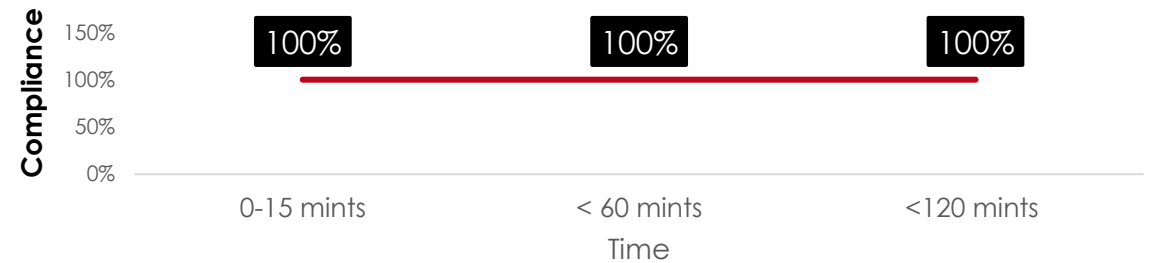
Indicator Name: Average Waiting Time for Triaged Patient in ER

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
100%	100%	100%	100%

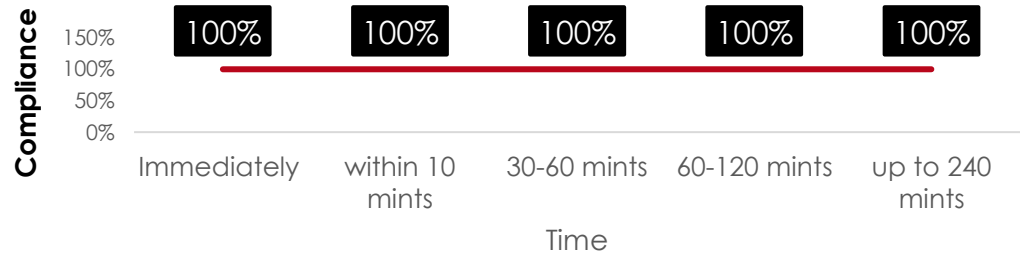
Adult ER



OB- GYNE ER



PEDIA ER



DALLAH HOSPITAL ,RIYADH
MEDICAL WAREHOUSE DEPARTMENT

Indicator Name: Percentage of Availability of Emergency Medications

Average Results – 1 st Quarter 2023		Average Results - 2022	
Result	Target	Result	Target
92.59%	100%	94.1%	100%

