



مستشفى دلة  
DallahHospital

# Dallah Hospital

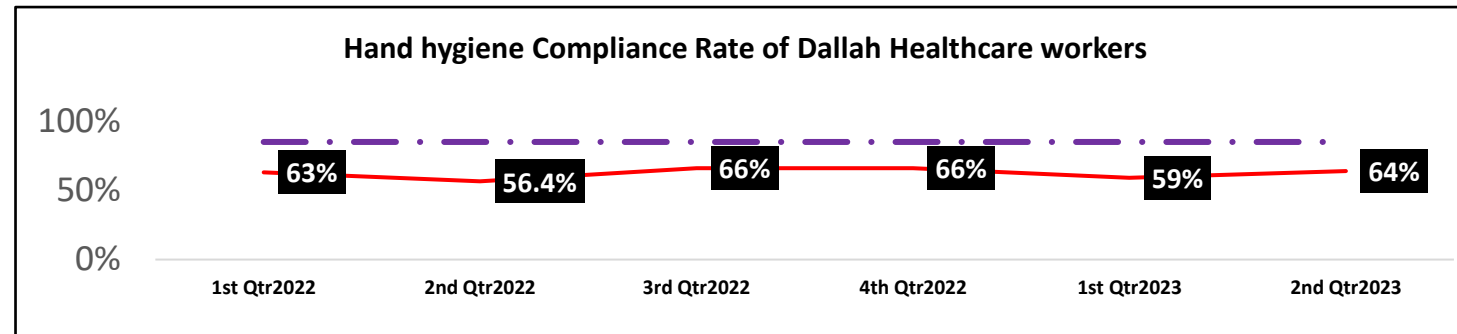
## Key performance indicators

### 2<sup>nd</sup> Quarter - 2023

By: Quality Department

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

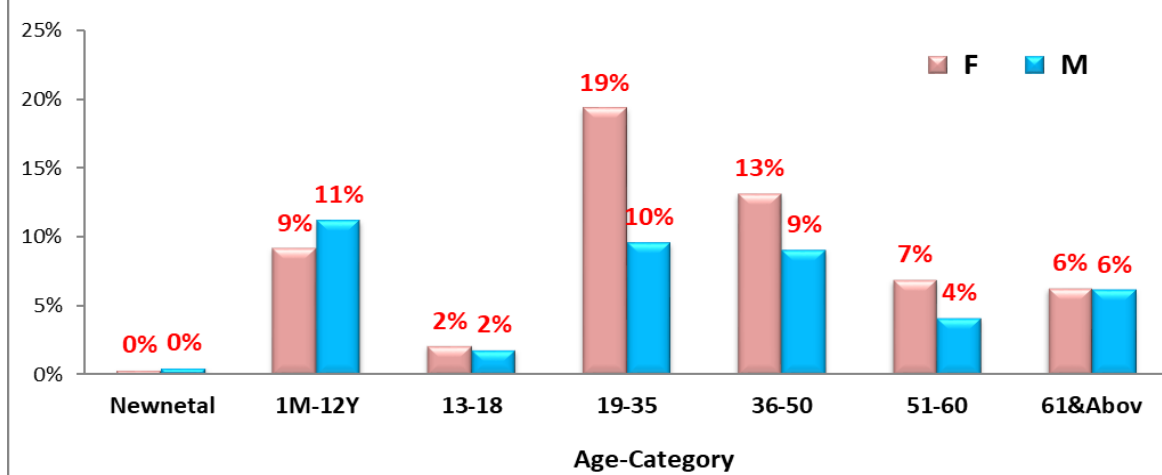
| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 64%  | 85%    | 62.85%                 | 85%    |



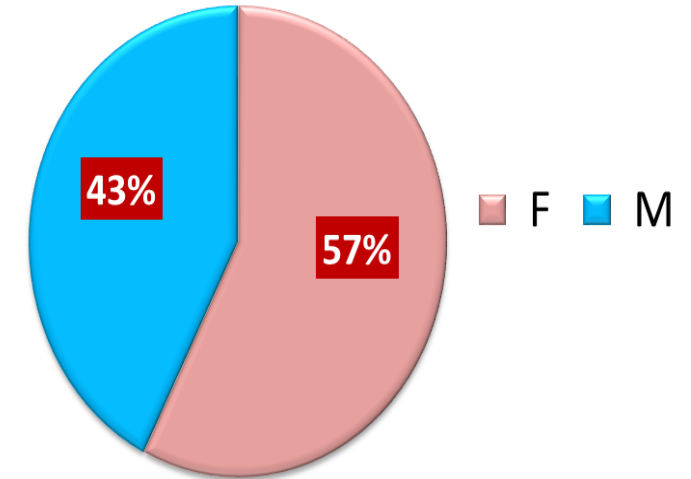
DALLAH HOSPITAL ,RIYADH  
STATISTICAL DEPARTMENT

Indicator Name: Patients Demography Classification Rate

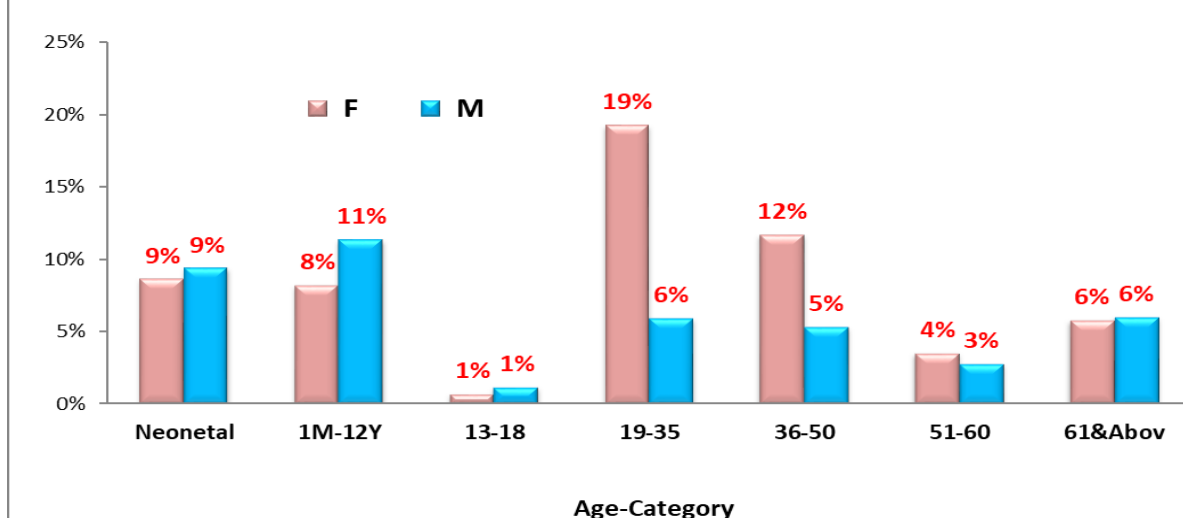
Out-patients Visits Demography - Q2 -2023 (Age-Gender)



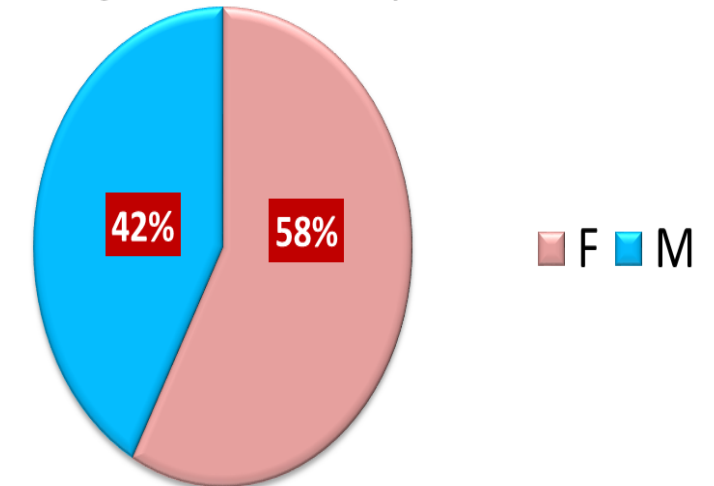
Percentage of No. of Visits By Gender



In-patients discharges Demography - Q2 - 2023 (Age-Gender)

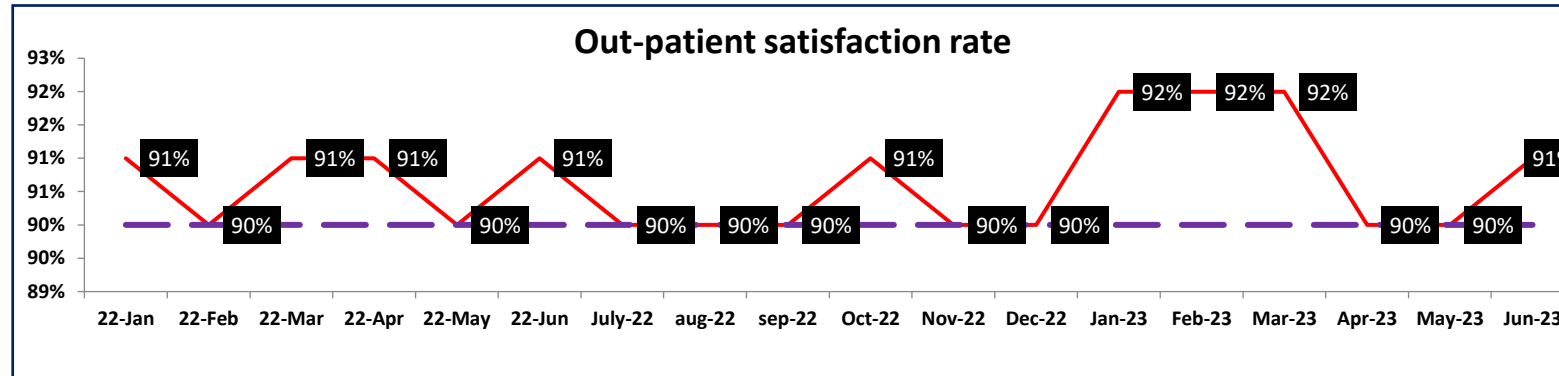


Percentage of Discharged By Gender



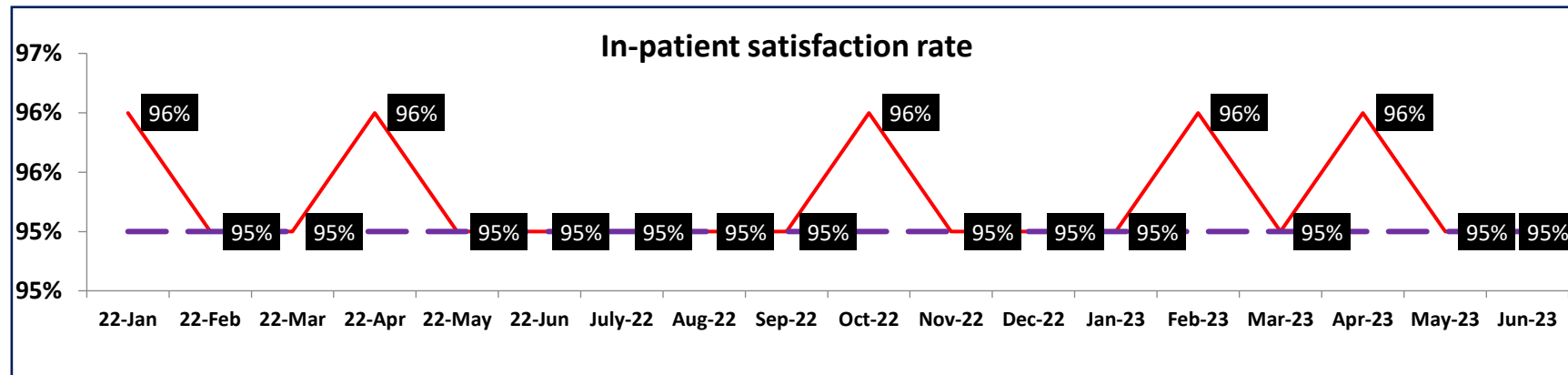
**DALLAH HOSPITAL ,RIYADH**  
**PATIENT EXPERINCE DEPARTMENT**  
**Indicator Name: Out-patient Satisfaction Rate**

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 90.3%  | 90%    | 90.4%                  | 90%    |



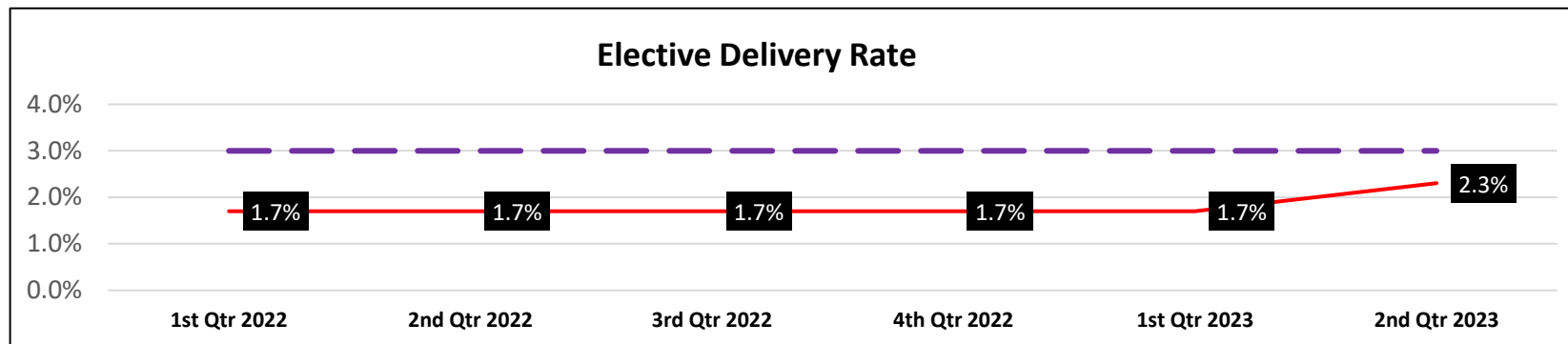
**DALLAH HOSPITAL ,RIYADH**  
**PATIENT EXPERINCE DEPARTMENT**  
**Indicator Name: In-patient Satisfaction Rate**

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 95.3%  | 95%    | 95.2%                  | 95%    |



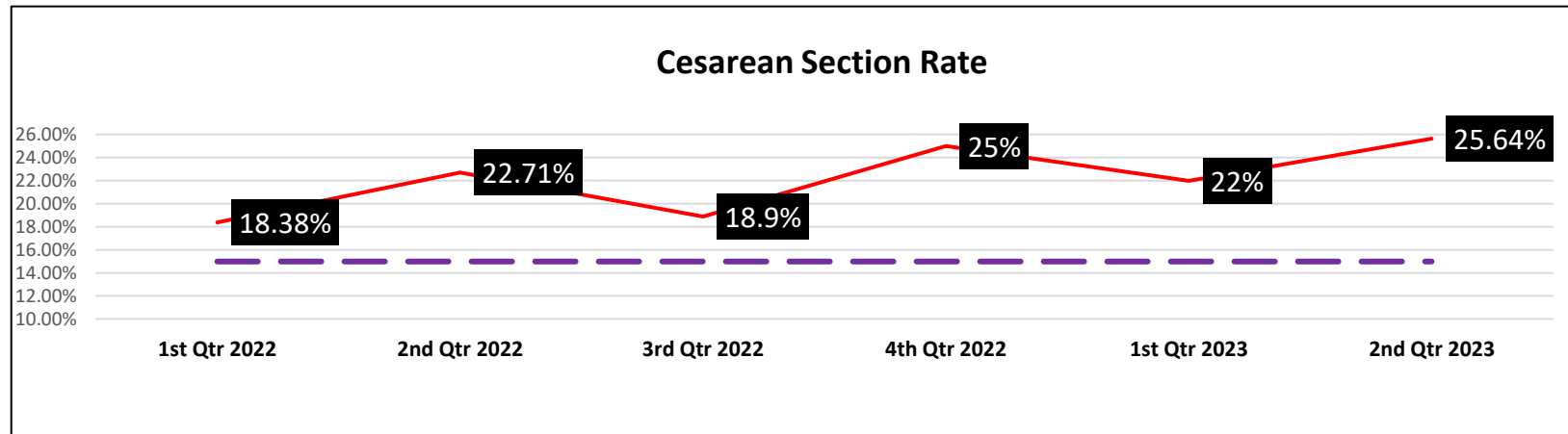
DALLAH HOSPITAL ,RIYADH  
**OB-GYNE DEPARTMENT**  
**Indicator Name : Elective Delivery Rate**

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 2.3%   | <3%    | 1.7%                   | <3%    |



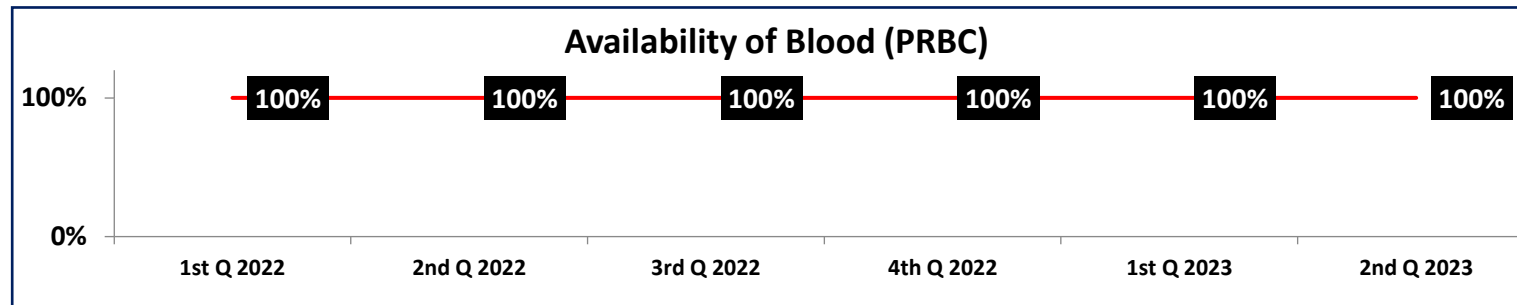
**DALLAH HOSPITAL ,RIYADH**  
**OB-GYNE DEPARTMENT**  
**Indicator Name : Cesarean Section Rate**

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 25.64%   | <15%   | 21.2%                  | <15%   |



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

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 100%   | 100%   | 100%                   | 100%   |

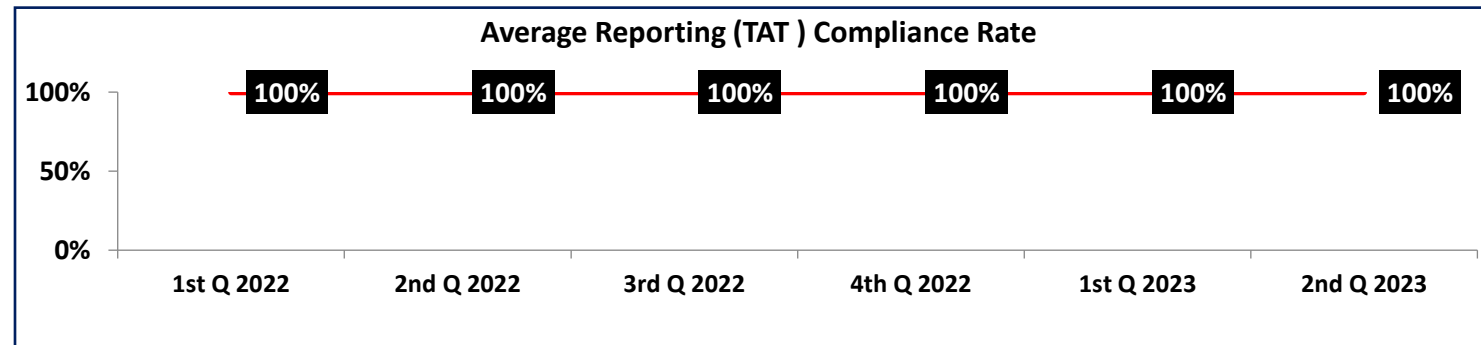




DALLAH HOSPITAL ,RIYADH  
**RADIOLOGY DEPARTMENT**

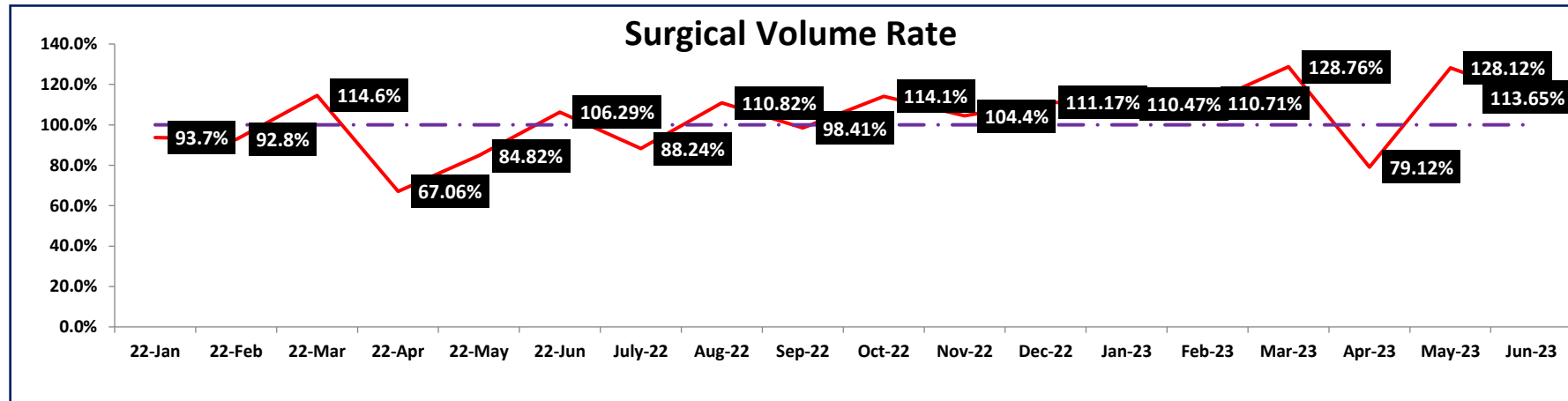
**Indicator Name: Average Reporting (TAT) Compliance Rate**

| Average Results – 2 <sup>nd</sup> 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 – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 106.9%   | 100%   | 98.87%                 | 100%   |

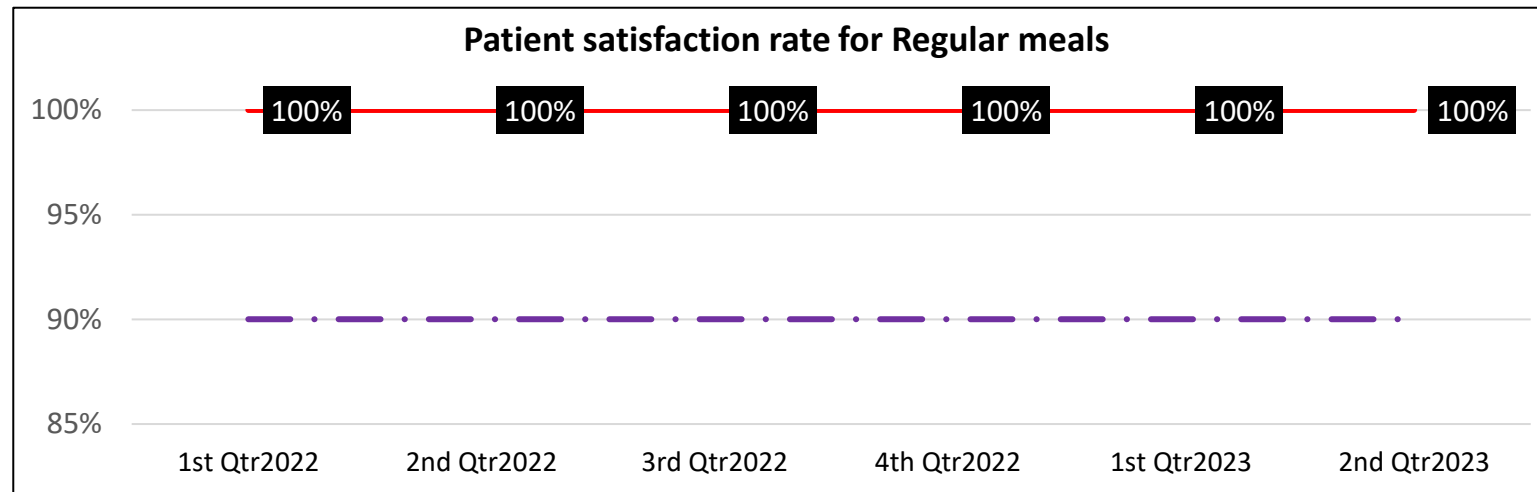


## DALLAH HOSPITAL ,RIYADH

### CATERING DEPARTMENT

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

| Average Results – 2 <sup>nd</sup> 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

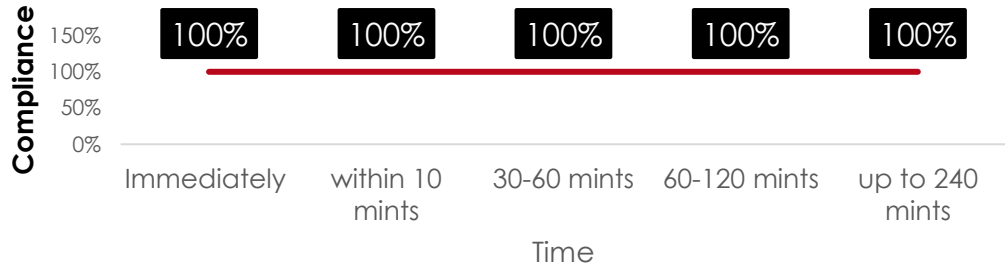
**DALLAH HOSPITAL ,RIYADH**

**NURSING DEPARTMENT**

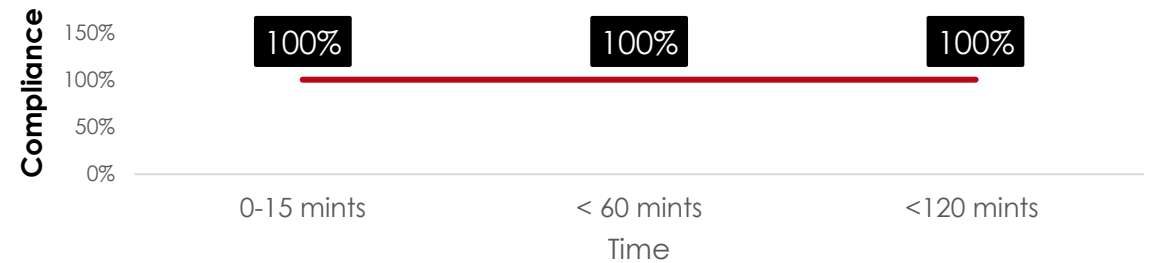
**Indicator Name: Average Waiting Time for Triaged Patient in ER**

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 100%   | 100%   | 100%                   | 100%   |

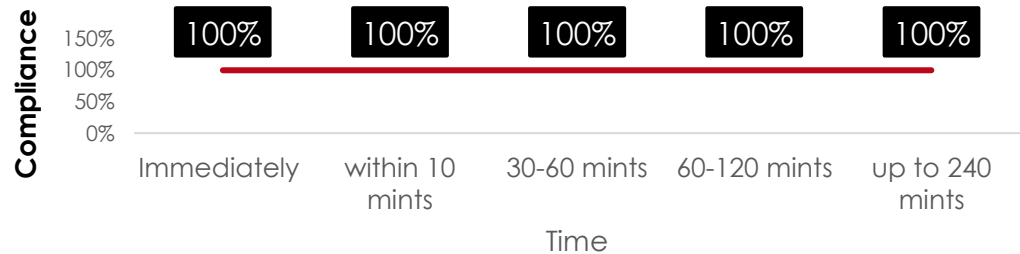
**Adult ER**



**OB- GYNE ER**



**PEDIA ER**



**DALLAH HOSPITAL ,RIYADH**  
**MEDICAL WAREHOUSE DEPARTMENT**

**Indicator Name: Percentage of Availability of Emergency Medications**

| Average Results – 2 <sup>nd</sup> Quarter 2023 |        | Average Results - 2022 |        |
|--|--------|------------------------|--------|
| Result   | Target | Result                 | Target |
| 91.35%   | 100%   | 94.1%                  | 100%   |

