



مستشفى دلته
DallahHospital
نمار Namar

Dallah Hospital Namar Key Performance Indicators (4th Quarter 2021)

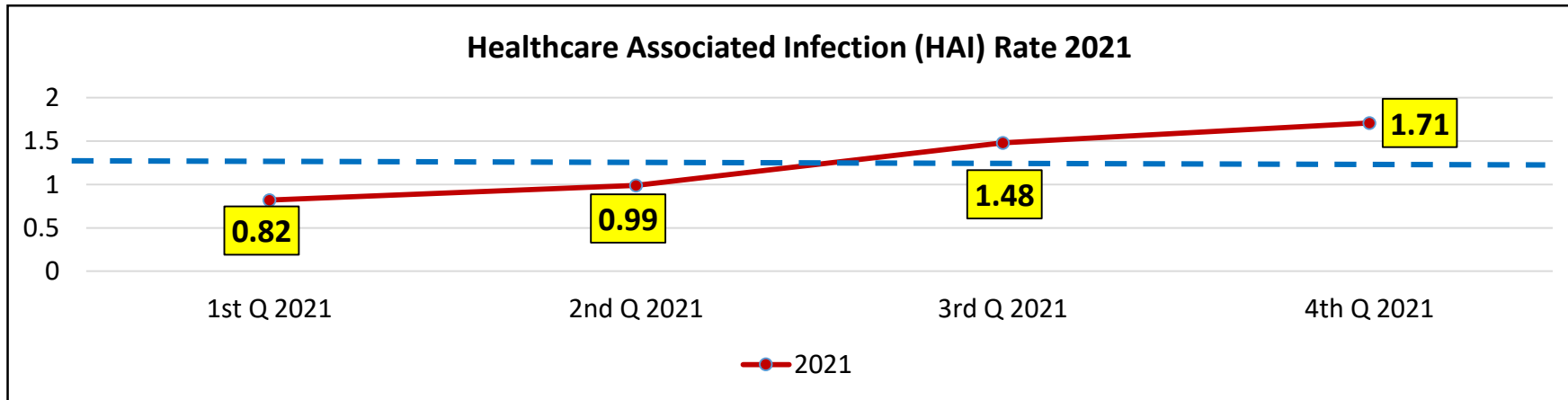
By: Quality Department

Dallah Hospital - Namar, Riyadh

Infection Control Department

Indicator Name: Healthcare Associated Infection Rate

Average Result – 4 th Quarter 2021	
Result	Target
1.71	<1.04 per 1000 patients days

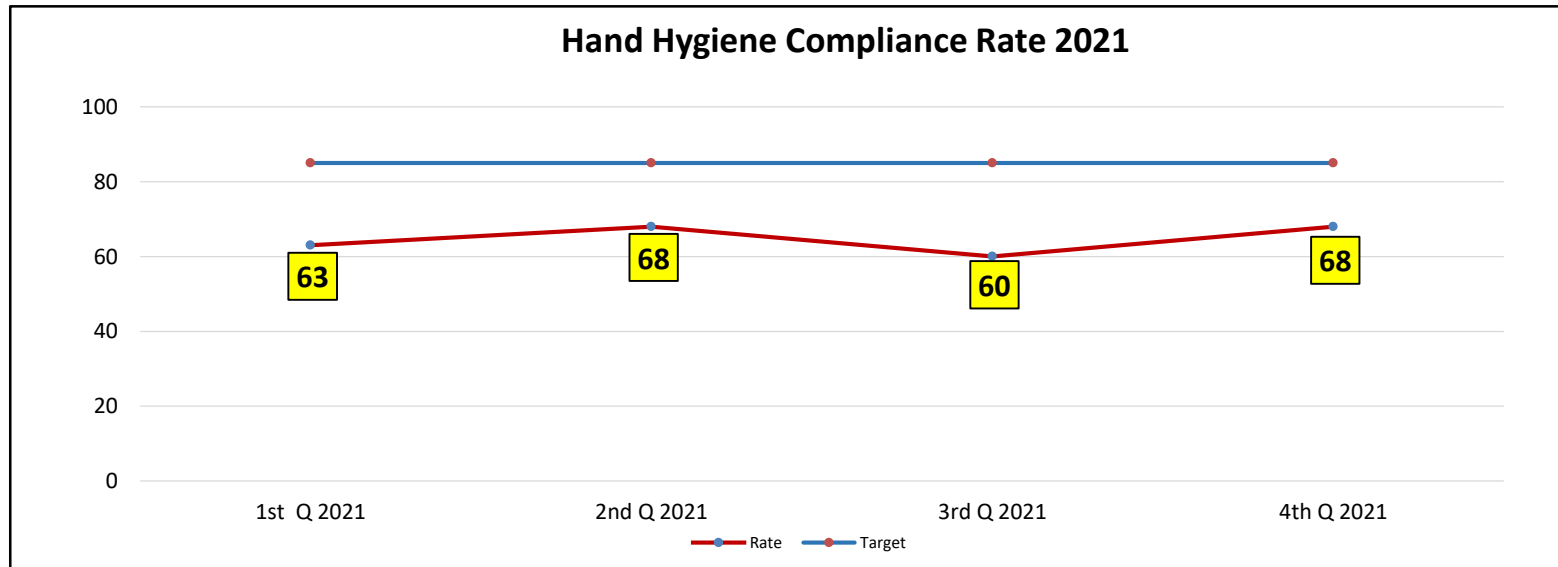


Dallah Hospital - Namar, Riyadh

Infection Control Department

Indicator Name: Hand Hygiene Compliance Rate

Average Result – 4 th Quarter 2021	
Result	Target
68%	85%

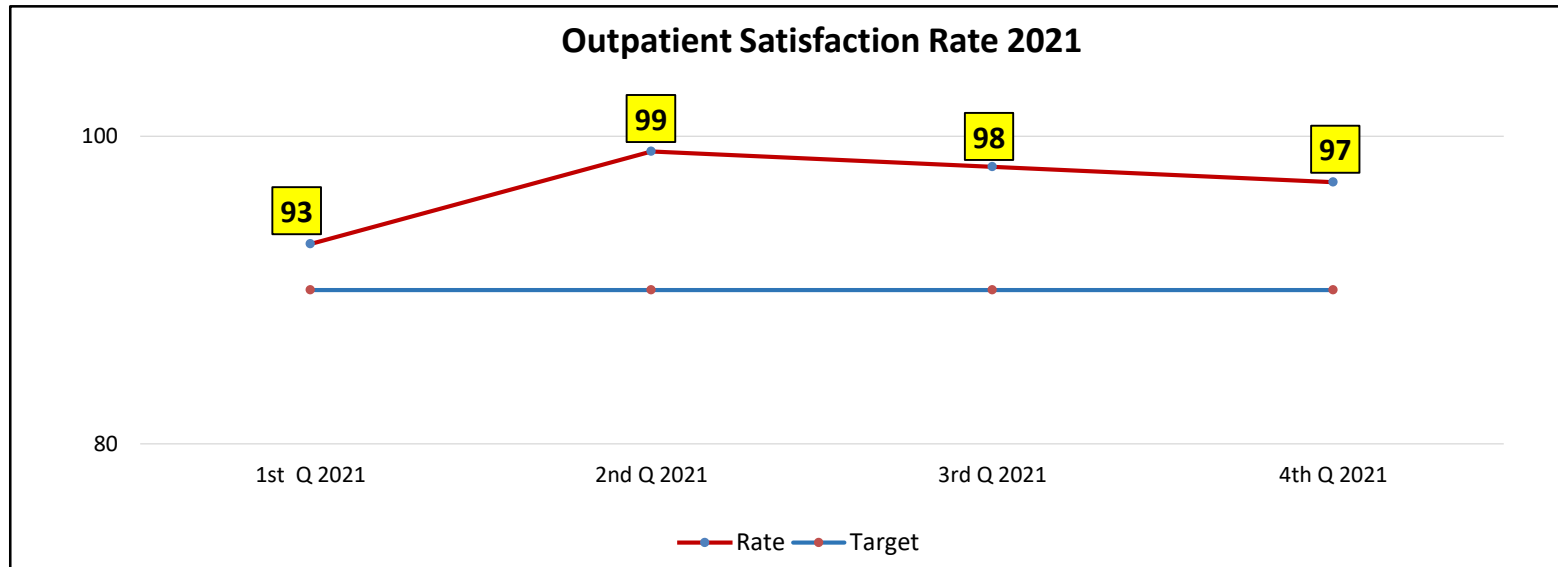


Dallah Hospital - Namar, Riyadh

Patient Experience Department

Indicator Name: Outpatient Satisfaction Rate

Average Result – 4 th Quarter 2021	
Result	Target
97%	90%

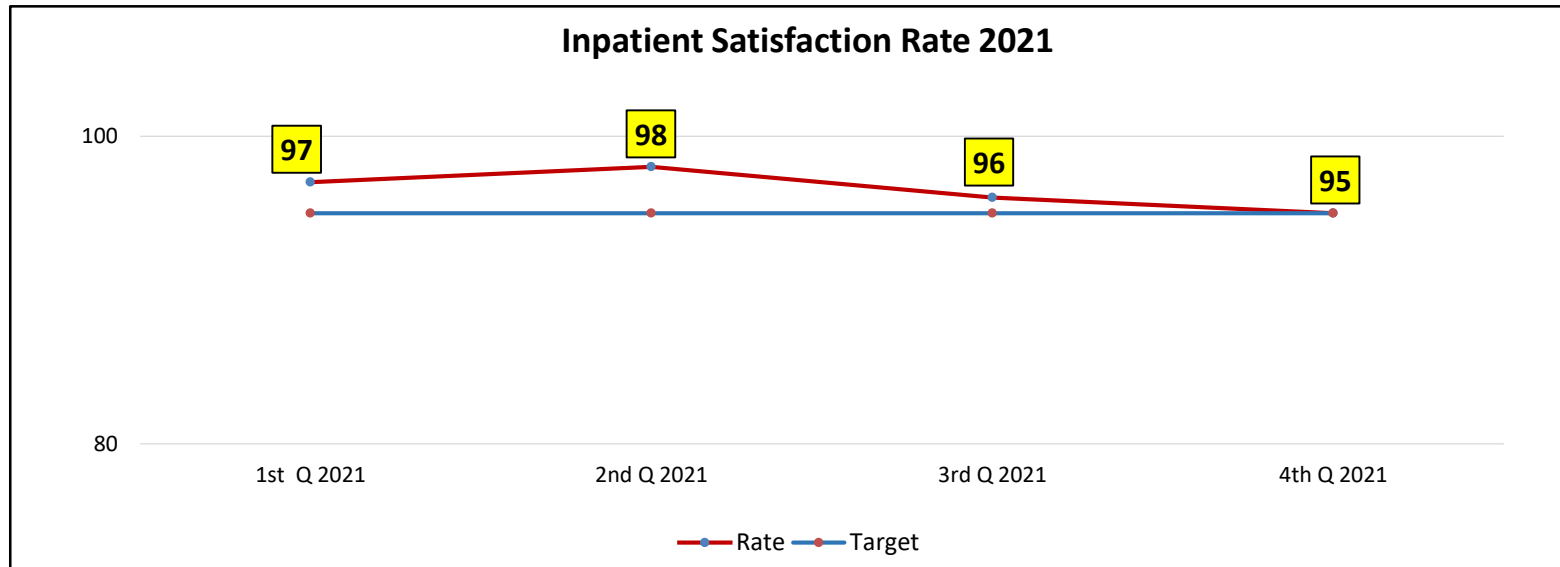


Dallah Hospital - Namar, Riyadh

Patient Experience Department

Indicator Name: Inpatient Satisfaction Rate

Average Result – 4 th Quarter 2021	
Result	Target
95%	95%

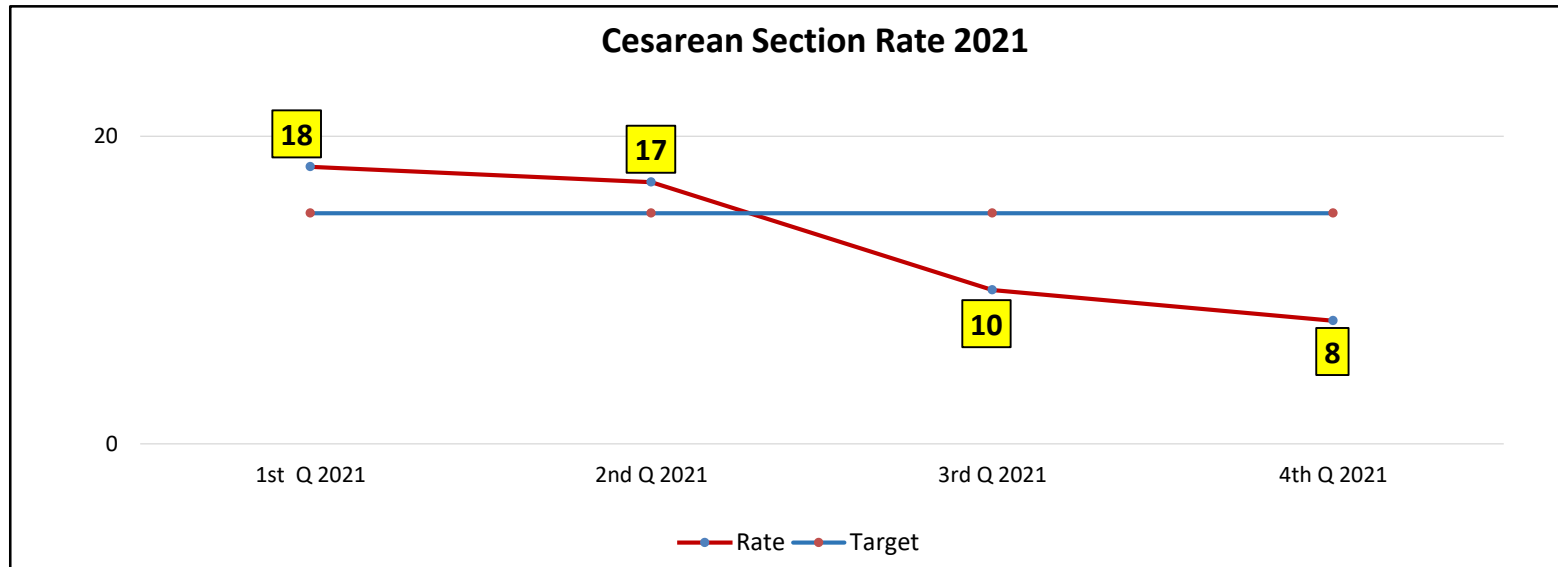


Dallah Hospital - Namar, Riyadh

OB-GYNE Department

Indicator Name: Cesarean Section Rate

Average Result – 4 th Quarter 2021	
Result	Target
8%	< 15%

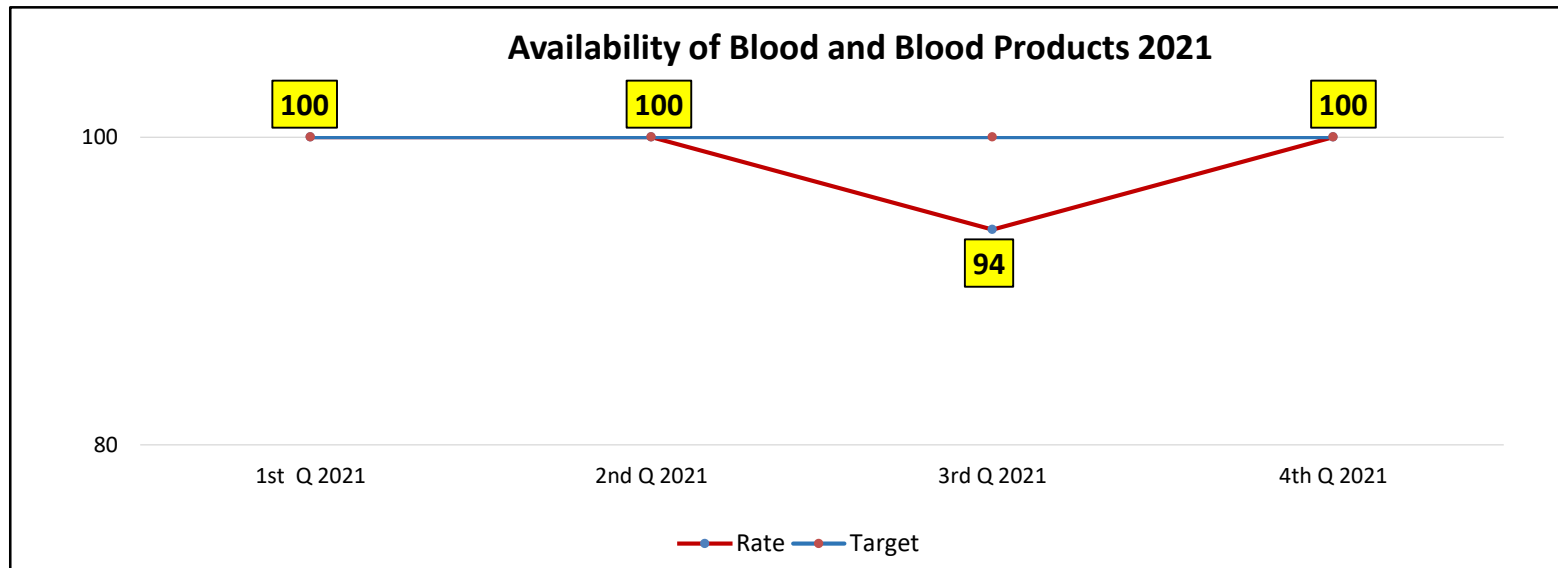


Dallah Hospital - Namar, Riyadh

Laboratory Department

Indicator Name: Availability of Blood and Blood Products

Average Result – 4 th Quarter 2021	
Result	Target
100%	100%

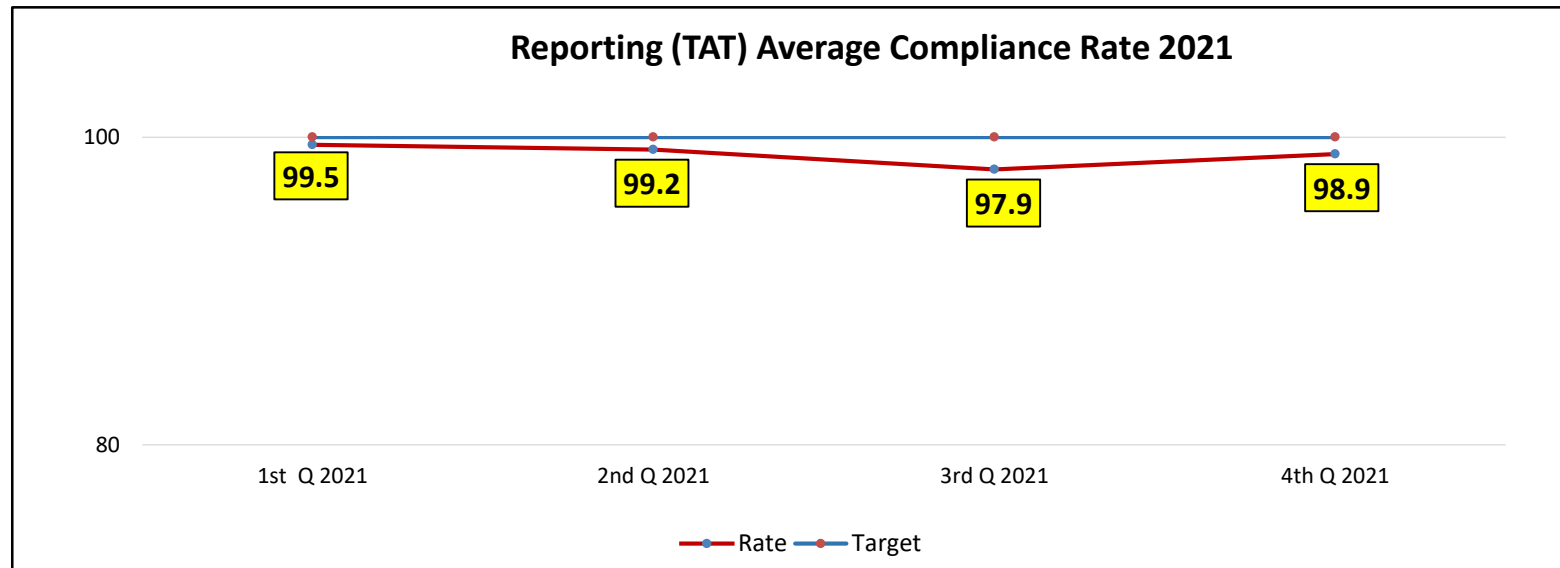


Dallah Hospital - Namar, Riyadh

Radiology Department

Indicator Name: Reporting (TAT) Average Compliance Rate

Average Result – 4 th Quarter 2021	
Result	Target
98.9%	100%

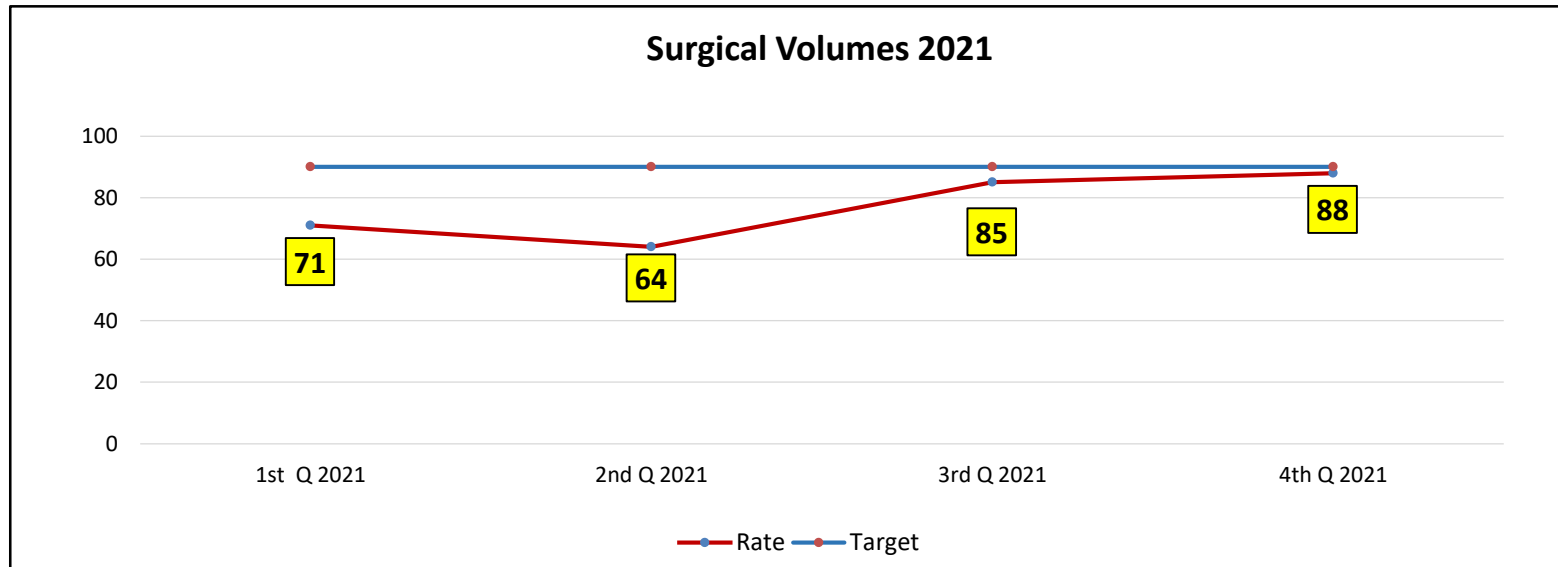


Dallah Hospital - Namar, Riyadh

OR & Anesthesia Department

Indicator Name: Surgical Volumes

Average Result – 4 th Quarter 2021	
Result	Target
88%	90%

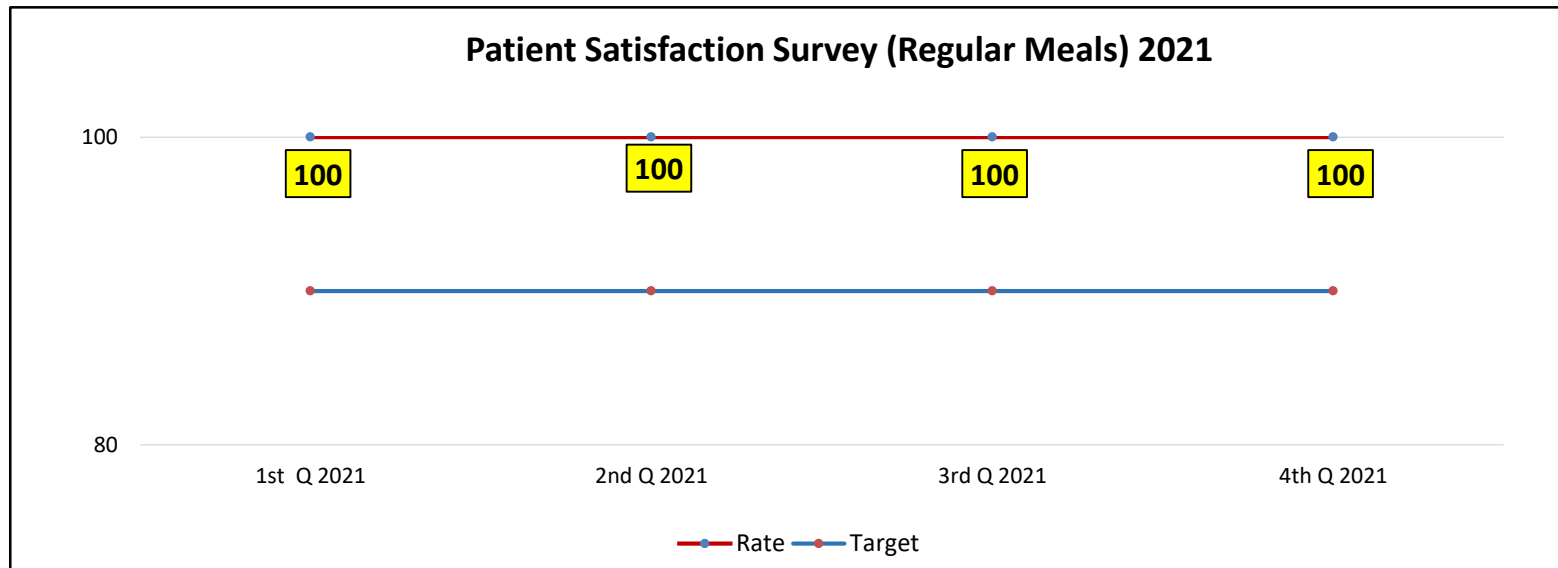


Dallah Hospital - Namar, Riyadh

Catering Department

Indicator Name: Patient Satisfaction Survey (Regular Meals)

Average Result – 4 th Quarter 2021	
Result	Target
100%	≥ 90%



Dallah Hospital - Namar, Riyadh

Accidents & Emergency Department

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

Adult & Pedia

Triage 1 = 0 min.

Triage 2 = 0-10 mins.

Triage 3 = 30-60 mins.

Triage 4 = 60-120 mins.

Triage 5 = up to 240 mins.

OB-GYNE

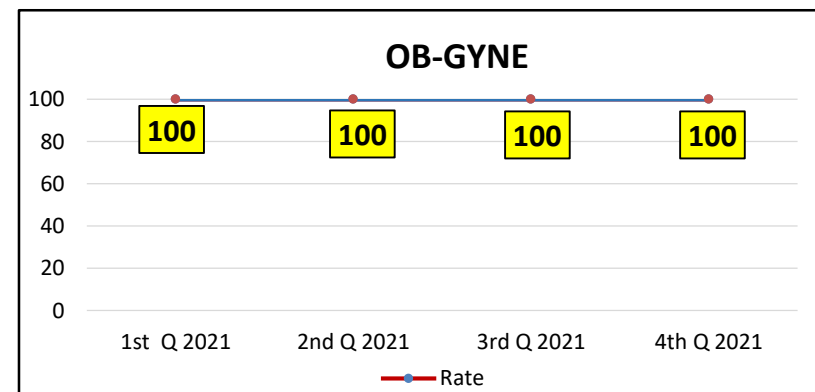
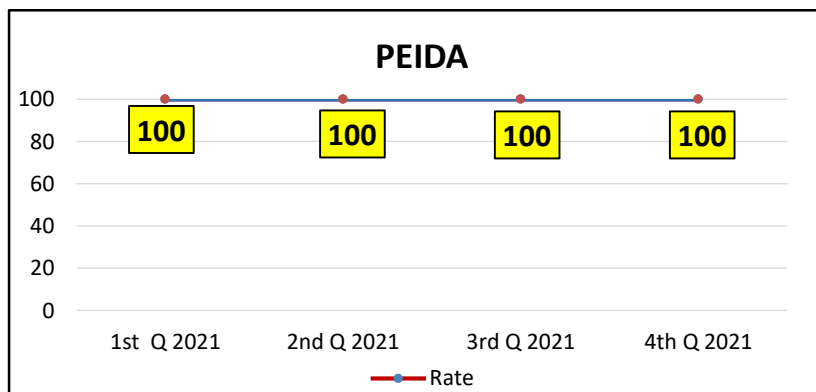
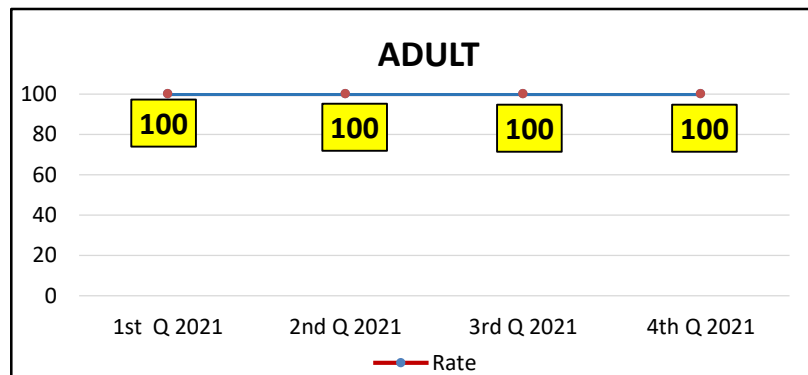
Triage 1 = 0 – 15 mins.

Triage 2 = ≤ 60 mins.

Triage 3 = ≤ 120 mins.

Average Result – 4th Quarter 2021

Result	Target
100%	100%



Dallah Hospital - Namar, Riyadh

Pharmacy Department

Indicator Name: Availability of Emergency Medication

Average Result – 4 th Quarter 2021	
Result	Target
100%	100%

