



مستشفى دلة  
DallahHospital  
نمار Namar

# Dallah Hospital Namar Key Performance Indicators (1<sup>st</sup> Quarter 2022)

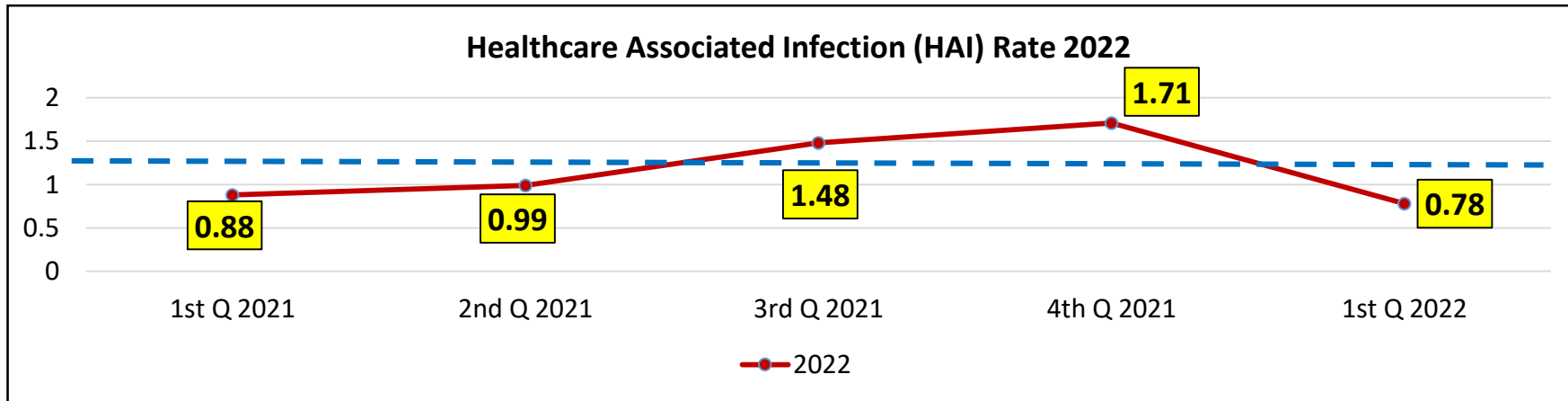
By: Quality Department

# Dallah Hospital - Namar, Riyadh

## Infection Control Department

### Indicator Name: Healthcare Associated Infection Rate

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
0.78	<1.04 per 1000 patients days

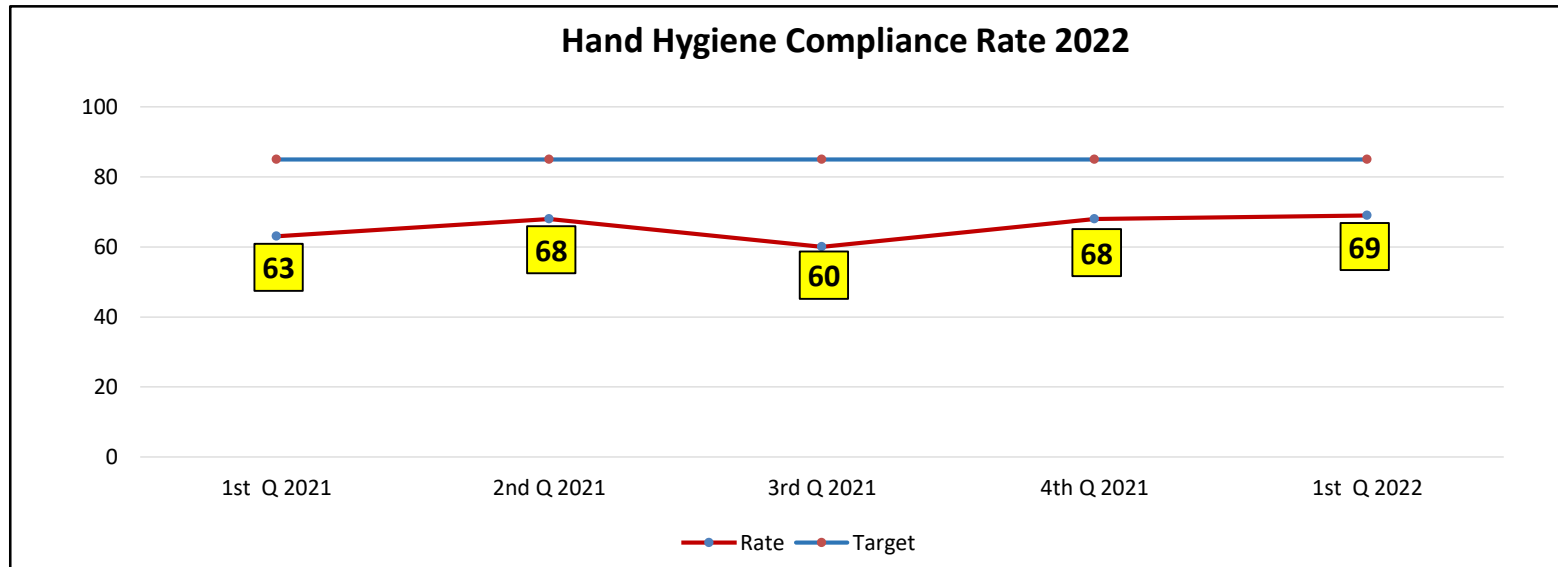


# Dallah Hospital - Namar, Riyadh

## Infection Control Department

### Indicator Name: Hand Hygiene Compliance Rate

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
69%	85%

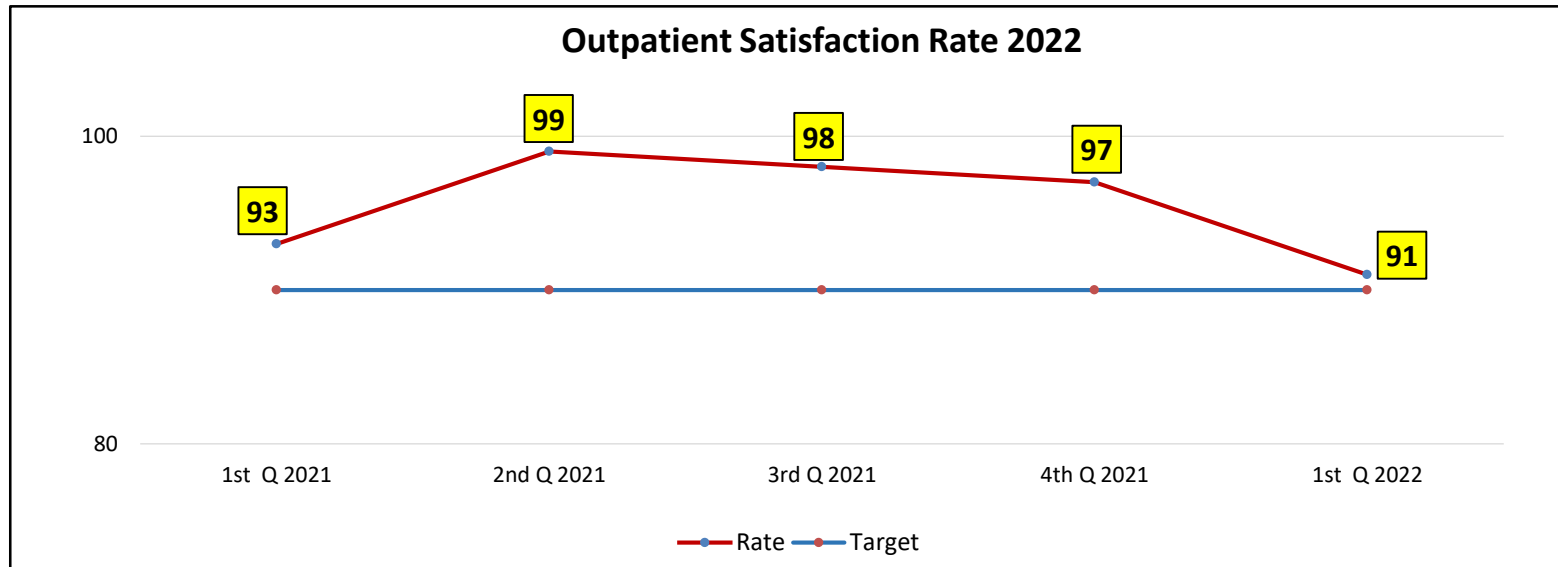


# Dallah Hospital - Namar, Riyadh

## Patient Experience Department

### Indicator Name: Outpatient Satisfaction Rate

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
91%	90%

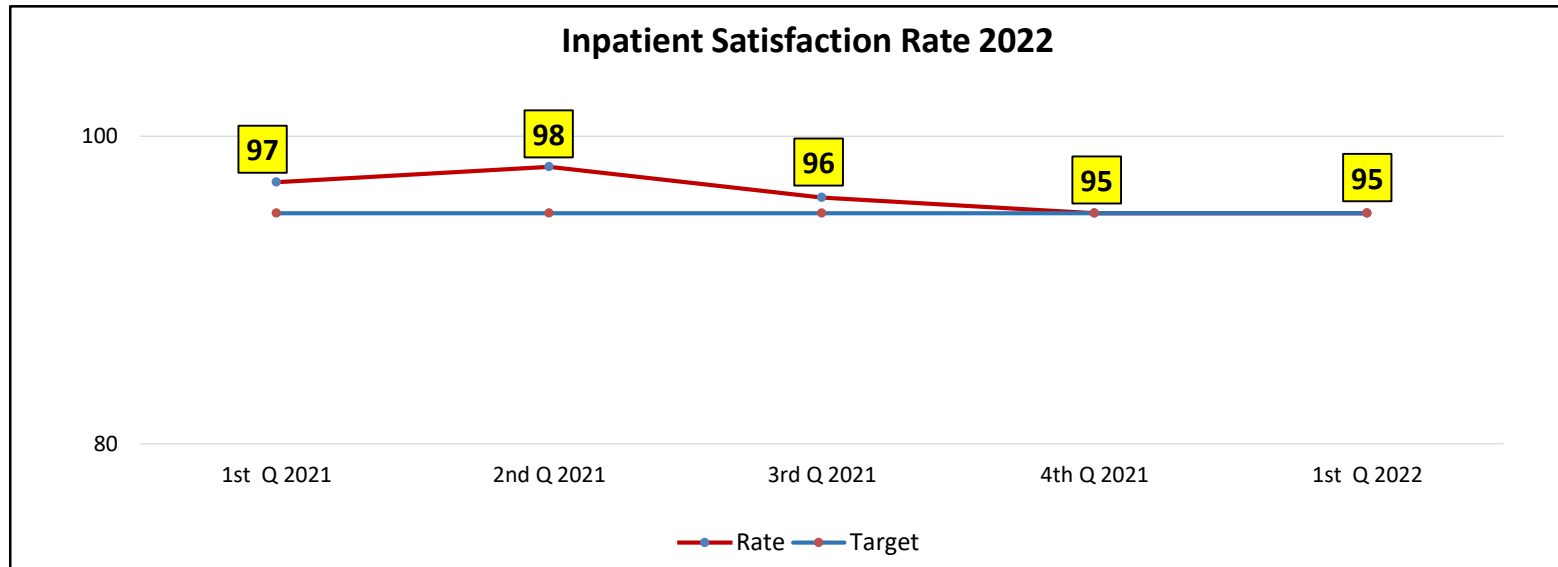


# Dallah Hospital - Namar, Riyadh

## Patient Experience Department

### Indicator Name: Inpatient Satisfaction Rate

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
95%	95%

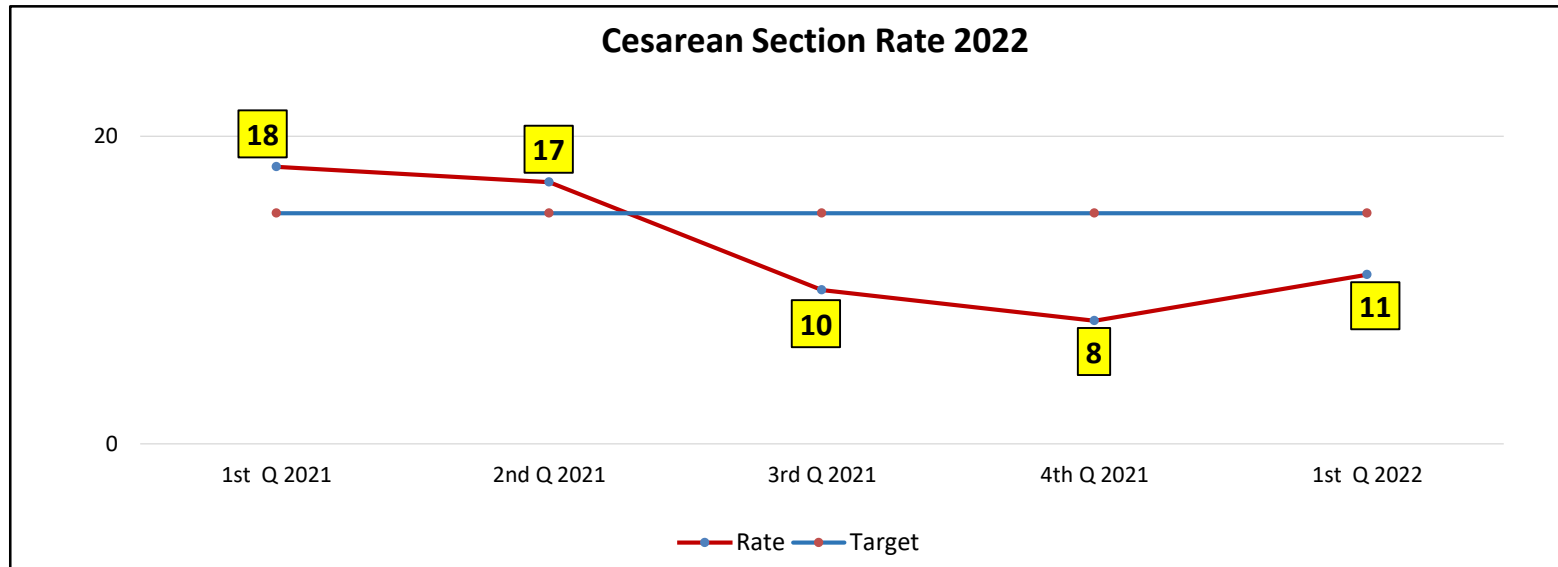


# Dallah Hospital - Namar, Riyadh

## OB-GYNE Department

### Indicator Name: Cesarean Section Rate

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
11%	< 15%

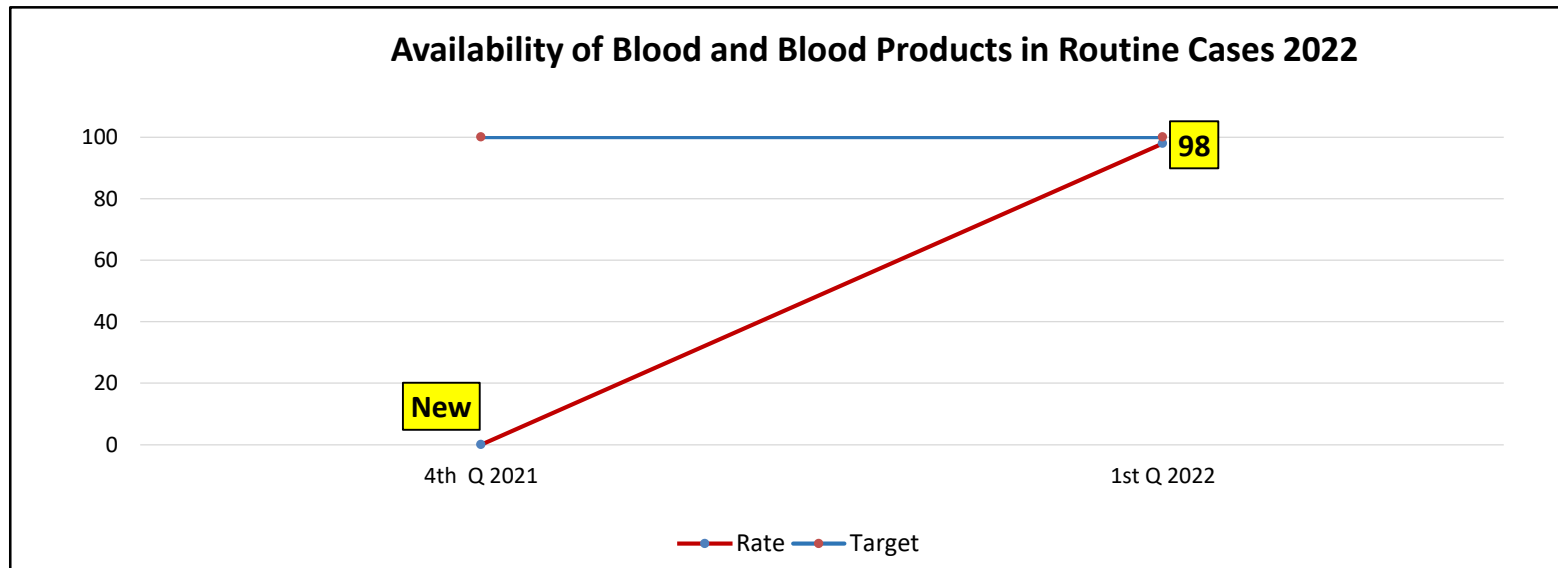


# Dallah Hospital - Namar, Riyadh

## Laboratory Department

**Indicator Name: Availability of Blood and Blood Products in Routine Cases**

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
98%	100%

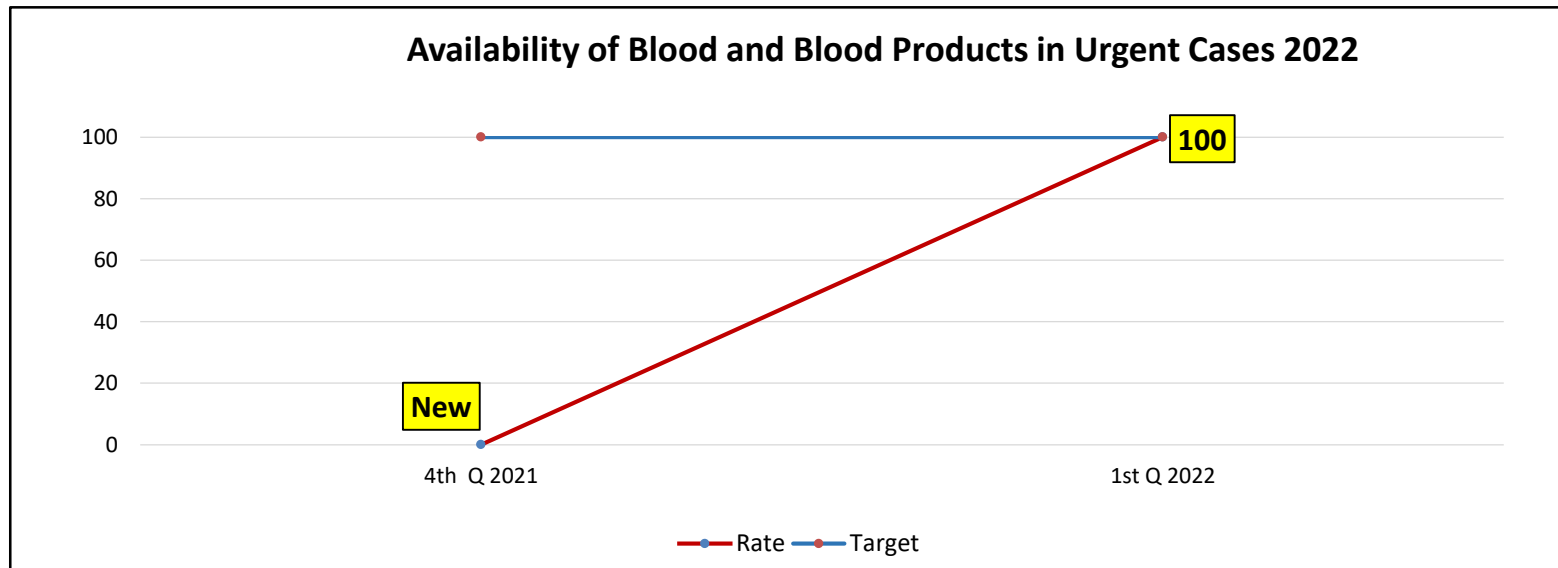


# Dallah Hospital - Namar, Riyadh

## Laboratory Department

### Indicator Name: Availability of Blood and Blood Products in Urgent Cases

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
100%	100%



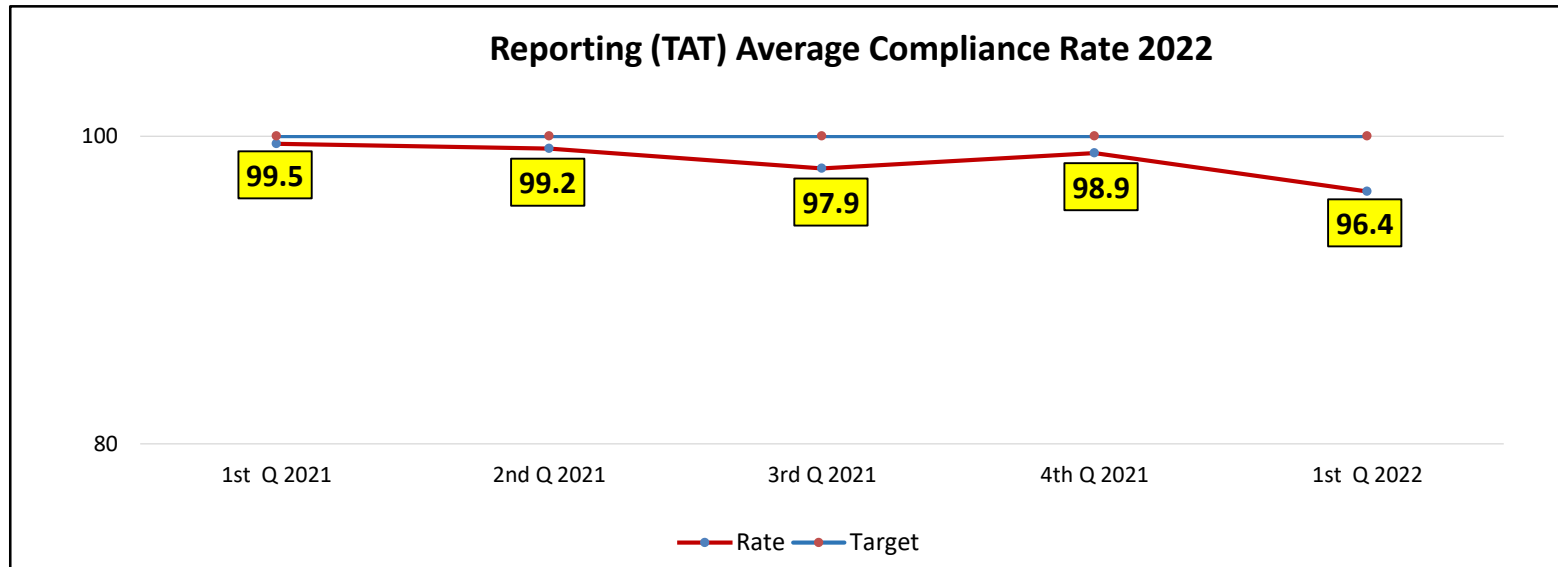


# Dallah Hospital - Namar, Riyadh

## Radiology Department

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

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
96.4%	100%

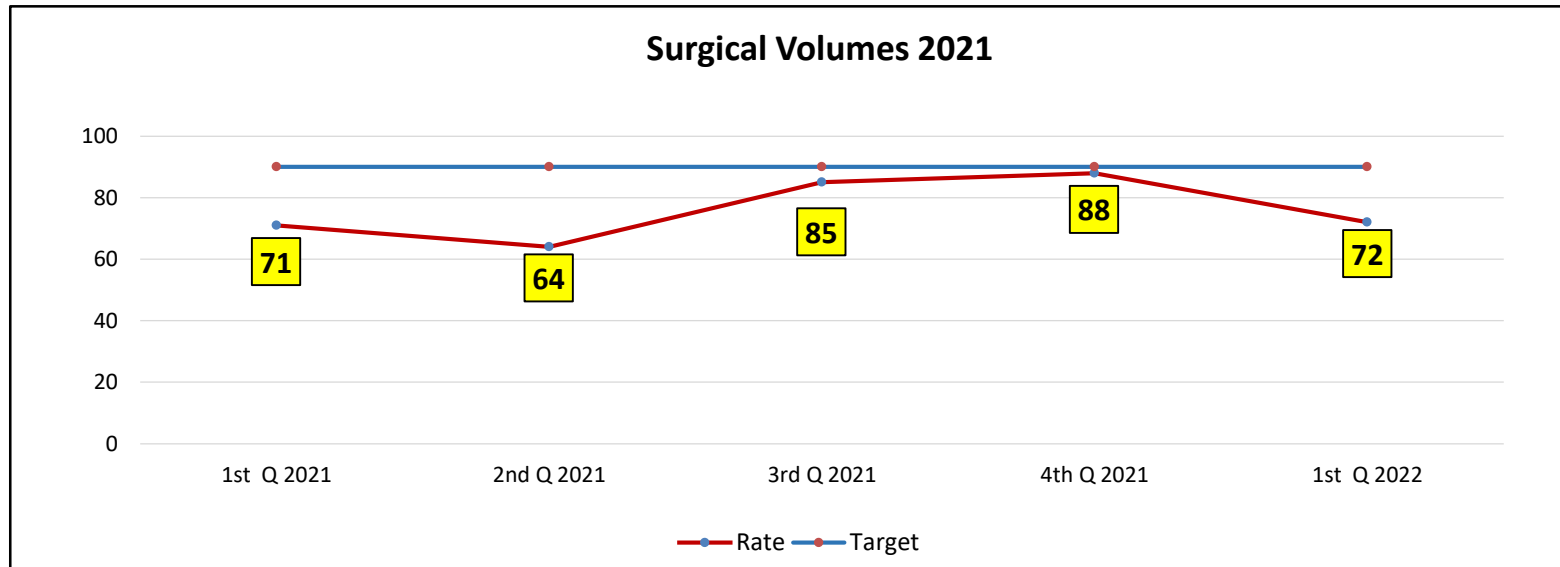


# Dallah Hospital - Namar, Riyadh

## OR & Anesthesia Department

### Indicator Name: Surgical Volumes

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
72%	90%

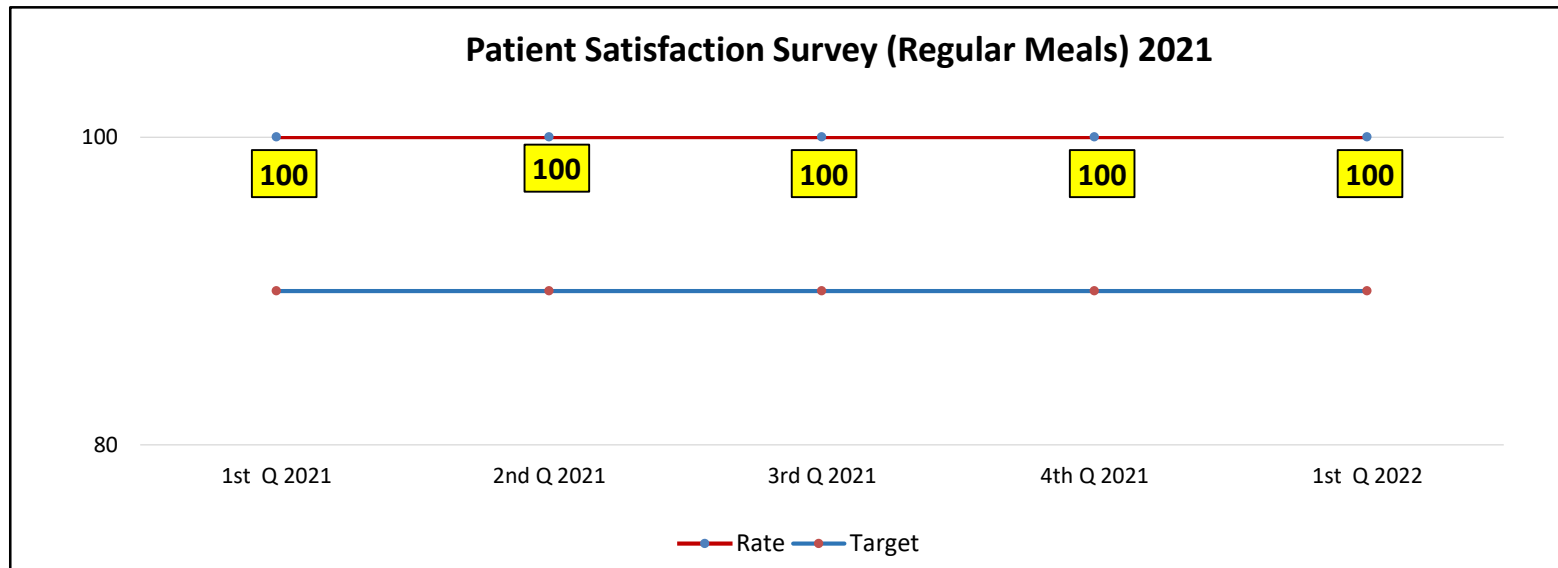


# Dallah Hospital - Namar, Riyadh

## Catering Department

### Indicator Name: Patient Satisfaction Survey (Regular Meals)

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
100%	≥ 90%



# Dallah Hospital - Namar, Riyadh

## Accidents & Emergency Department

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

#### Adult & Pedia

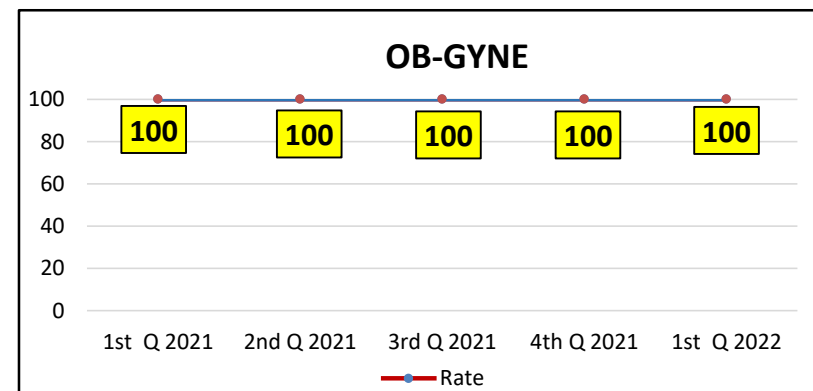
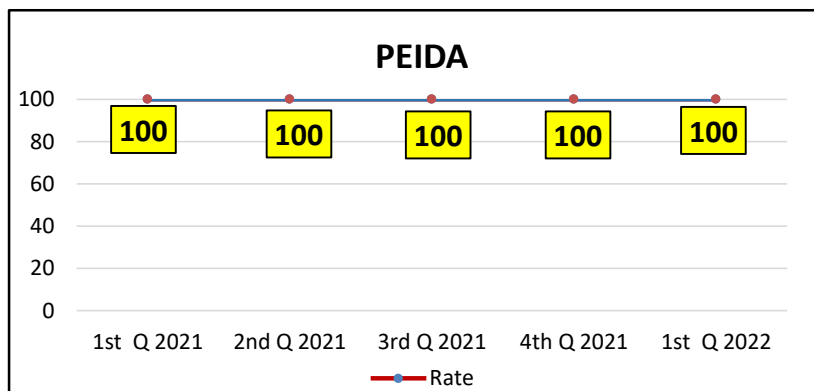
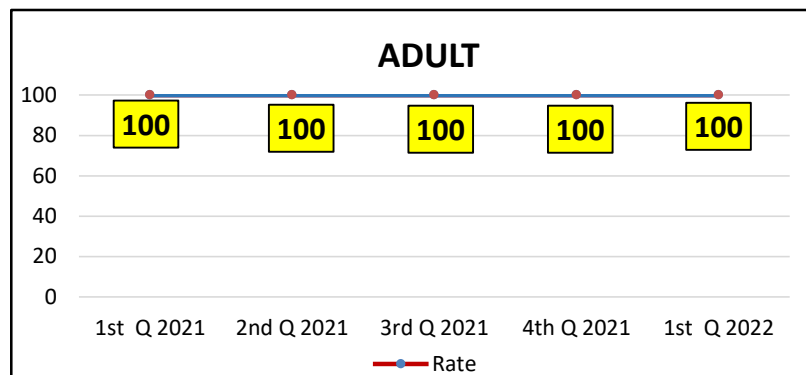
Triage 1 = 0 min.  
 Triage 2 = 0-10 mins.  
 Triage 3 = 30-60 mins.  
 Triage 4 = 60-120 mins.  
 Triage 5 = up to 240 mins.

#### OB-GYNE

Triage 1 = 0 – 15 mins.  
 Triage 2 = ≤ 60 mins.  
 Triage 3 = ≤ 120 mins.

#### Average Result – 1<sup>st</sup> Quarter 2022

Result	Target
100%	100%



# Dallah Hospital - Namar, Riyadh

## Pharmacy Department

### Indicator Name: Availability of Emergency Medication

Average Result – 1 <sup>st</sup> Quarter 2022	
Result	Target
100%	100%

