



# Welcome to Dar Al-Shifa Performance Indicators



**At Dar Al-Shifa Hospital, we are committed to creating an environment that is safe and move towards an integrated health system that puts patients first.**

**Our main goal is to provide the best possible care and clinical outcomes, through specifically designed indicators that provide guidance for delivering safe and quality care and we are proud to share our results that lead us towards that goal.**

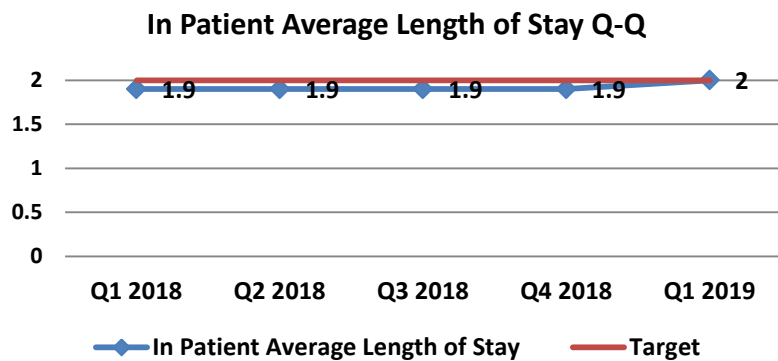
**We believe it is important for our patients to see how are we meeting their needs to deliver excellent care and by publicly reporting data from our performance-based indicators, we strive for transparency, accountability and long-standing improvement opportunities.**

**To explore Dar Al-Shifa indicators results, kindly refer to the following charts:**

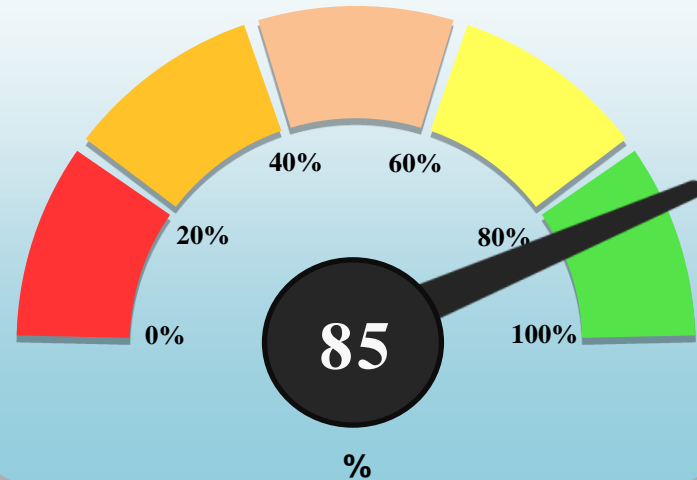
## In-Patient Average Length of Stay - 2019



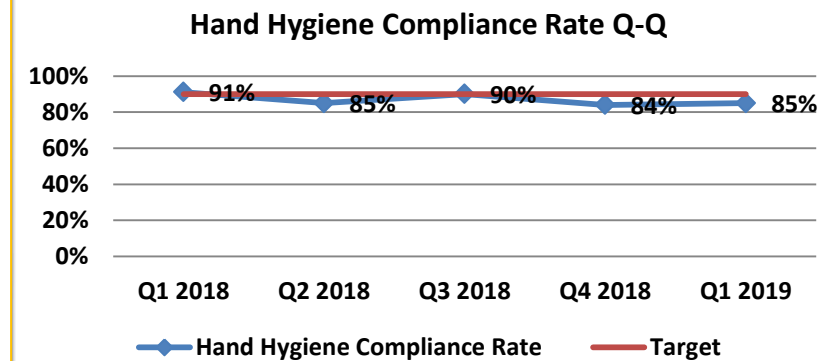
**AOLS Target - 2 Days**



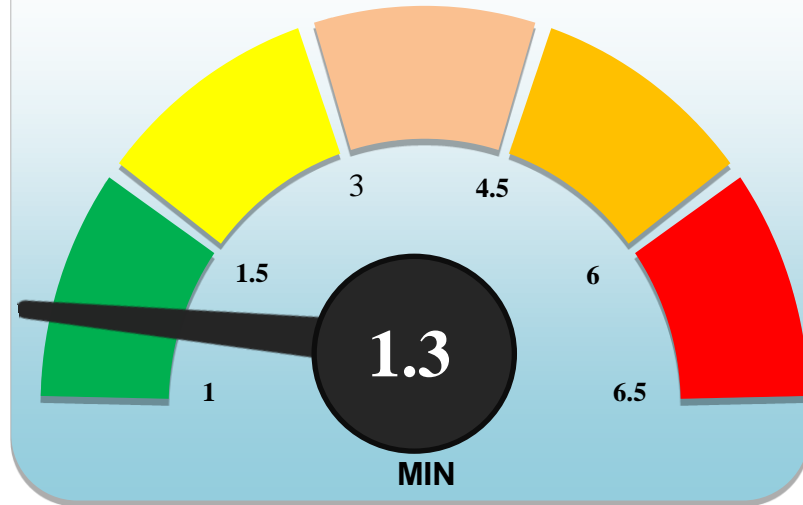
## Hand Hygiene Compliance Rate - 2019



**Hand Hygiene Compliance Target (Internal) - 90%**

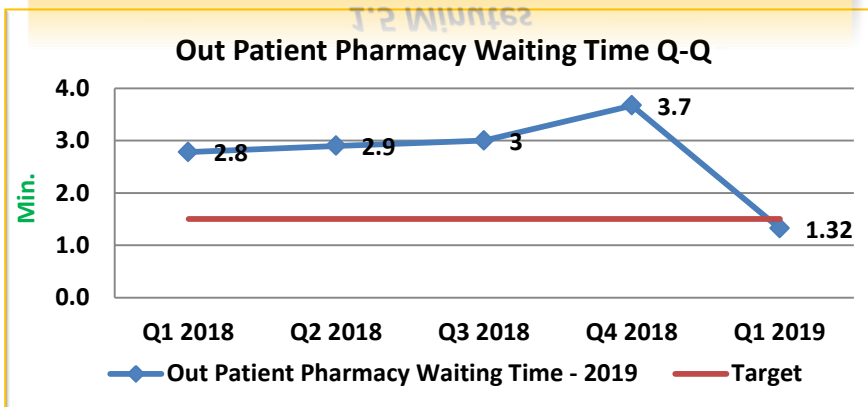


## Out-Patient Pharmacy Waiting Time - 2019

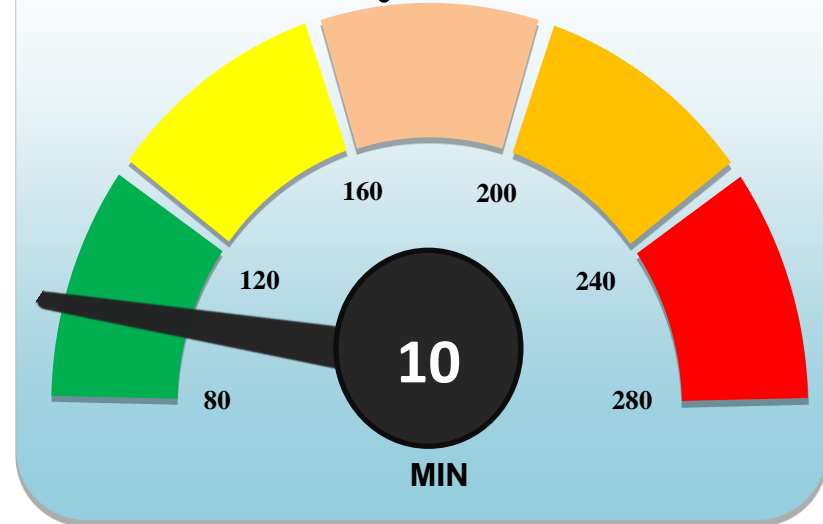


*Out Patient Pharmacy Waiting Time – Measured from the time Q- Matic Number is been taken by the patient until the patient is being called by the pharmacist.*

**Out Patient Pharmacy Waiting Time Target - 1.5 Minutes**

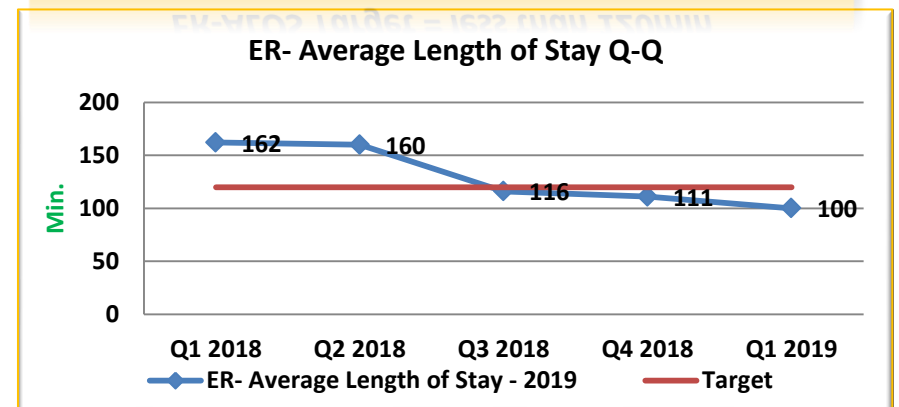


## ER- Average Length of Stay - 2019

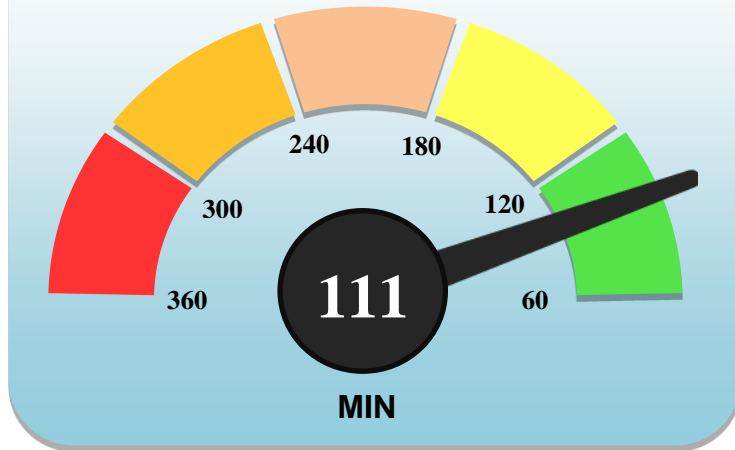


*ER- Registration Time to Departure from ED*

**ER-ALOS Target = less than 120min**

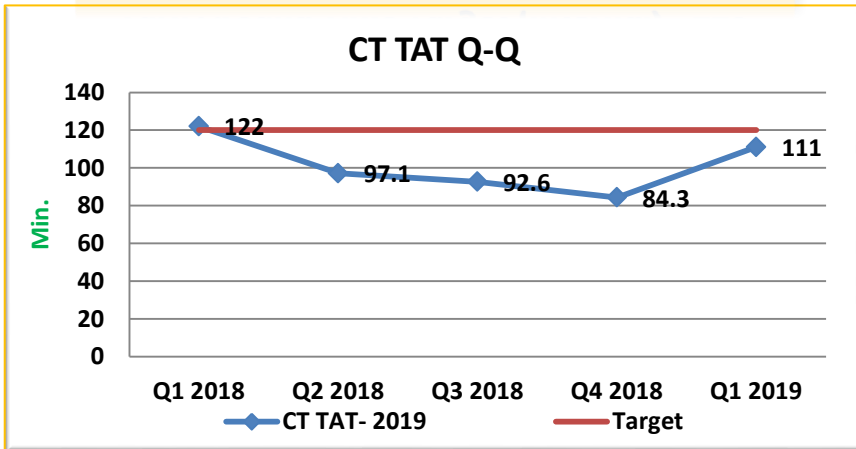


# CT scan TAT-2019

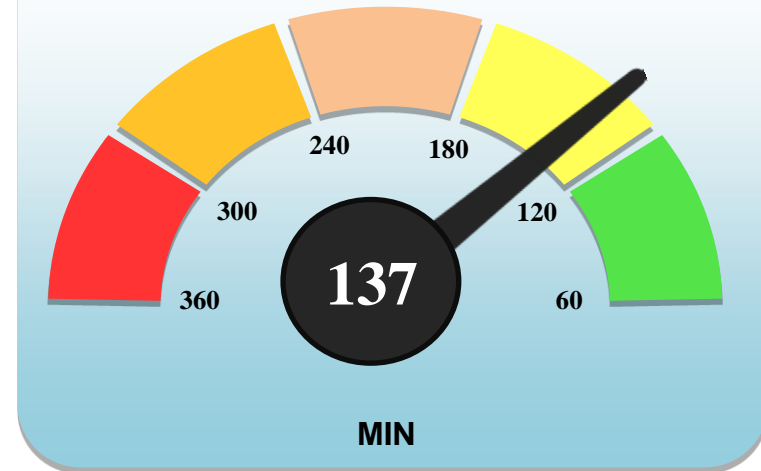


Turn Around Time CT SCAN  
CT scans billing to Report Submission

Turn Around Time Target (Internal) - 120  
Minutes

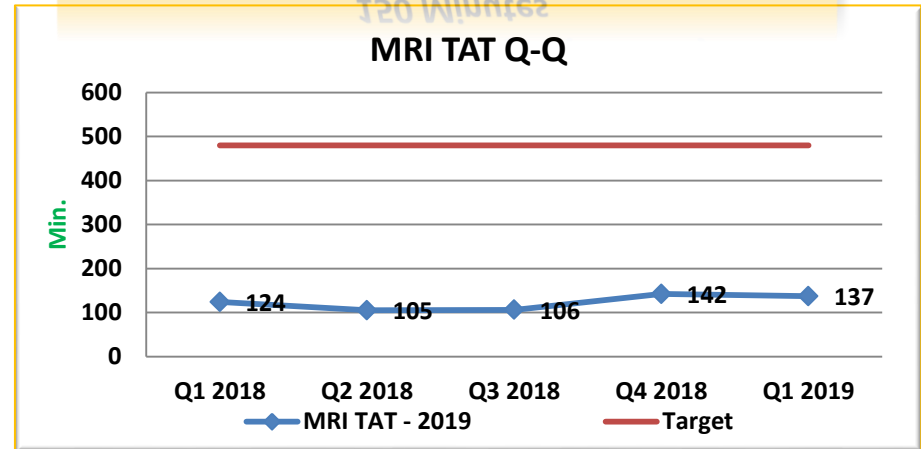


# MRI TAT - 2019

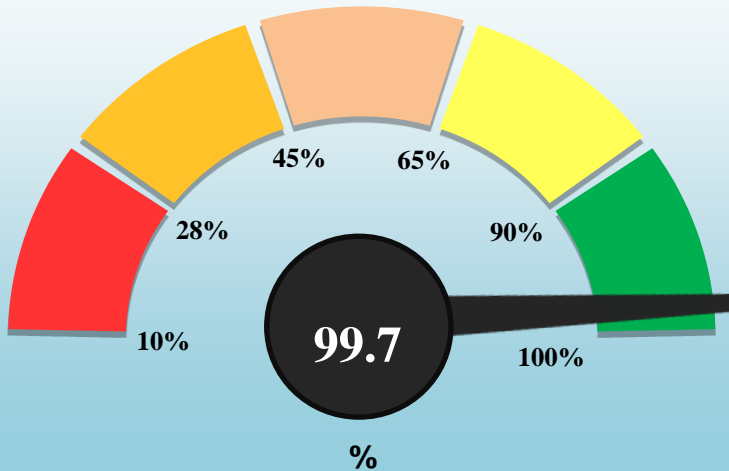


Turn Around Time MRI  
MRI Scan Billing to Report Submission

Turn Around Time Target (Internal) -  
150 Minutes

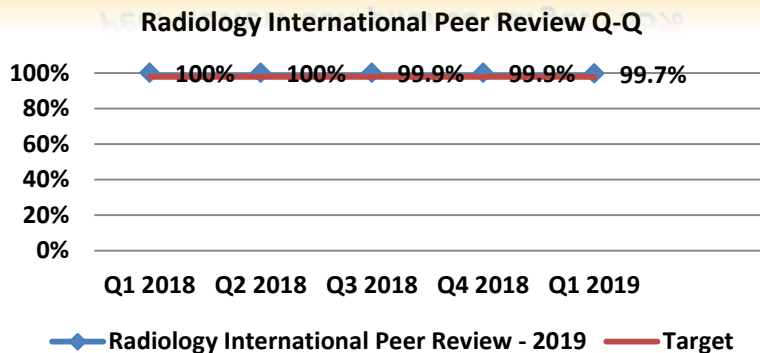


## Radiology International Peer Review - 2019

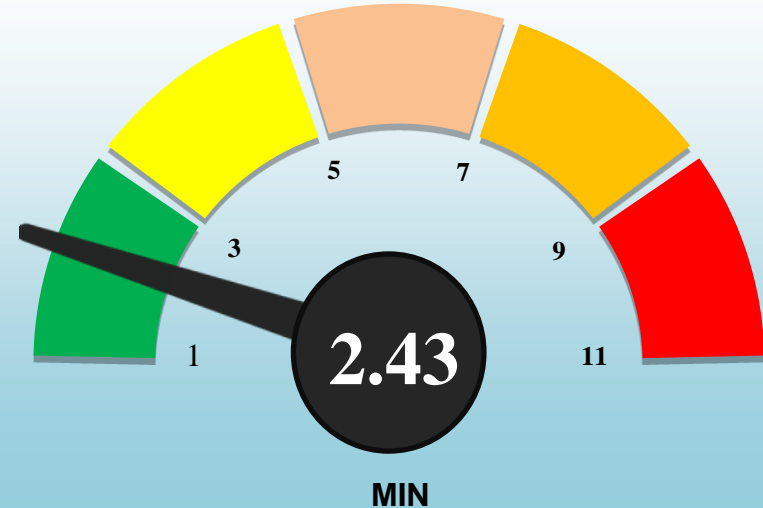


Radiology International Peer Review **USRAD** Compliance

Peer Review Compliance Target - 95%

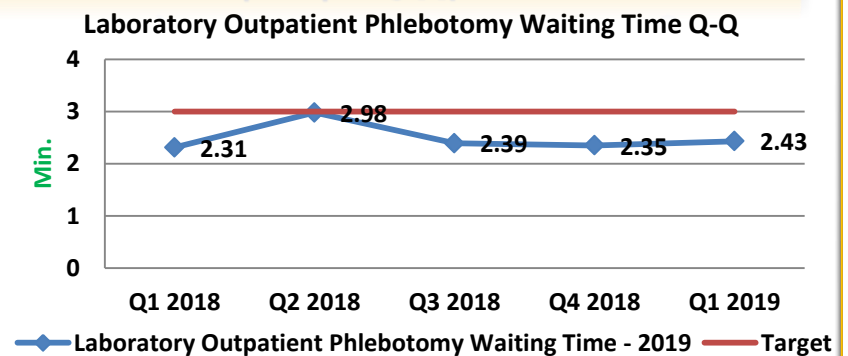


## Laboratory Outpatient Phlebotomy Waiting Time - 2019

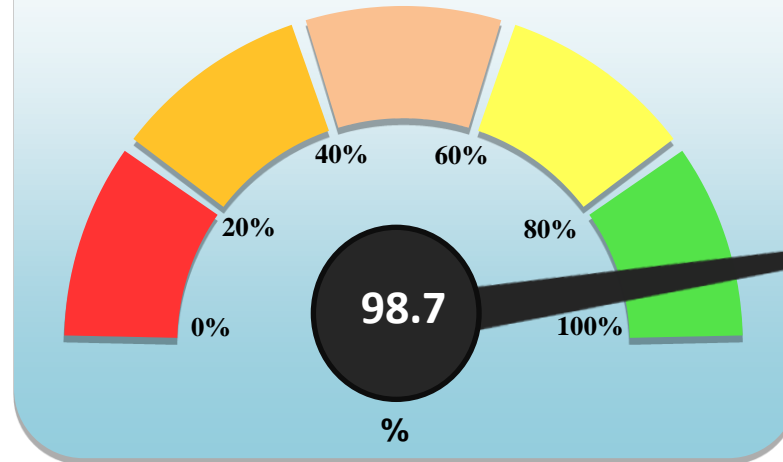


Laboratory Outpatient Phlebotomy Waiting Time

Laboratory Outpatient Phlebotomy Waiting Time - less than 3 Minutes



## Post Operation Patient Satisfaction Rate - 2019



*Post Operation Patient Satisfaction Rate*

**Post Operation Patient Satisfaction Rate Target  
(Internal) - 95%**

### Post Operation Patient Satisfaction Rate Q-Q

