# 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 and their families 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 and their families 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.
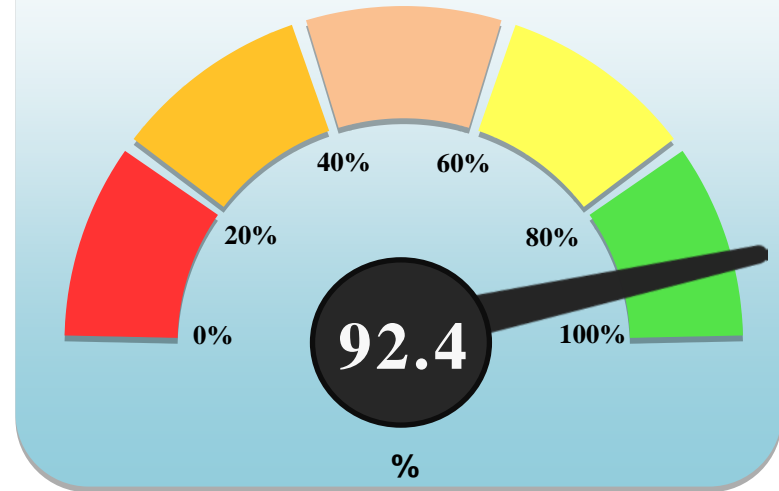
To explore Dar Al-Shifa indicators results, kindly refer to the following charts:
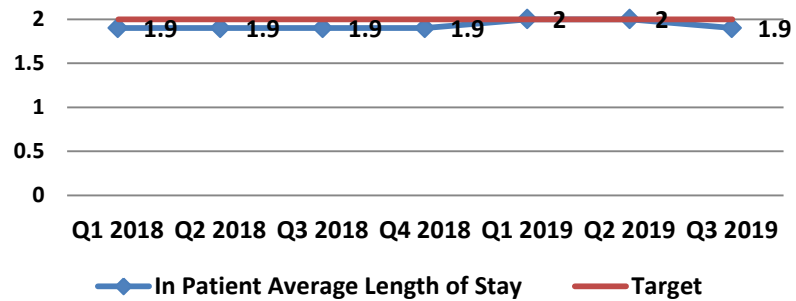
In Patient Average Length of Stay - 2019

1.9
Days

4 3
5 2
6 1
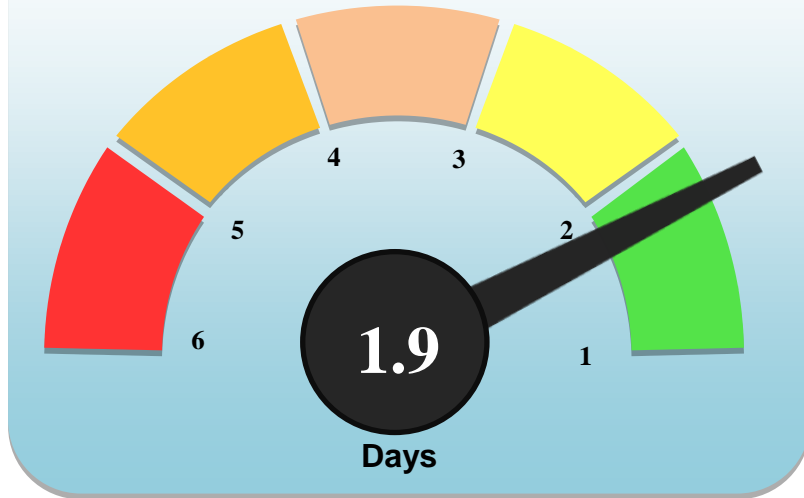
AOLS Target - 2 Days

Hand Hygiene Compliance Rate Hospital Wide - 2019

92.4
%

40% 60%
20% 80%
0% 100%

Hand Hygiene Compliance Target (Internal) - 90%

In Patient Average Length of Stay Q-Q

	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
In Patient Average Length of Stay	1.9	1.9	1.9	1.9	2	2	1.9

— In Patient Average Length of Stay   — Target

Hand Hygiene Compliance Rate Q-Q

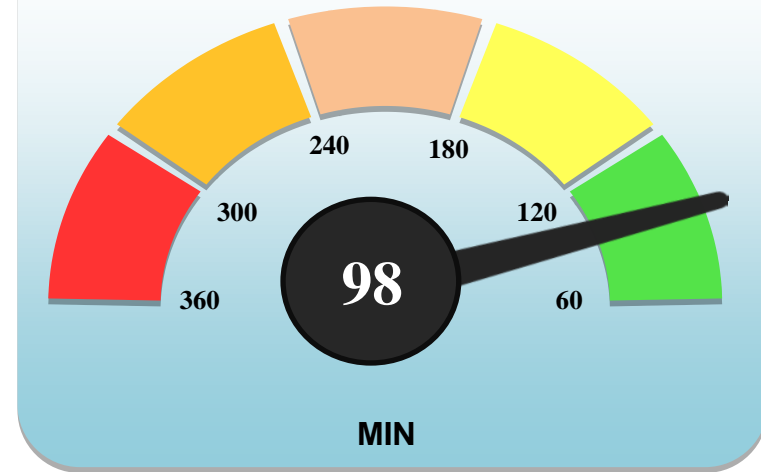|	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Hand Hygiene Compliance Rate	91%	85%	90%	84%	85%	92.1%	92.4%

— Hand Hygiene Compliance Rate   — Target

CT TAT- 2019

MIN
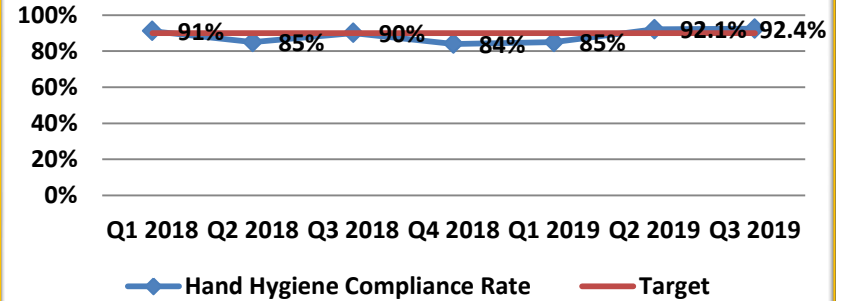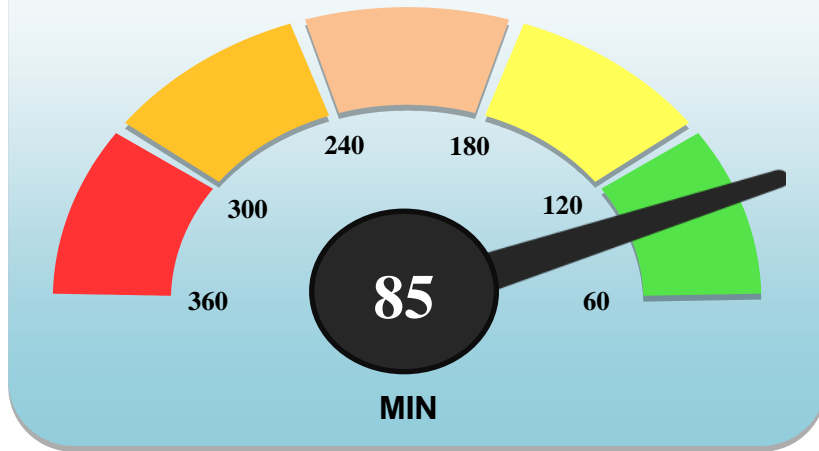
Turn Around Time CT SCAN
CT scans billing to Report Submission

Turn Around Time Target (Internal) - 120 Minutes

CT TAT Q-Q

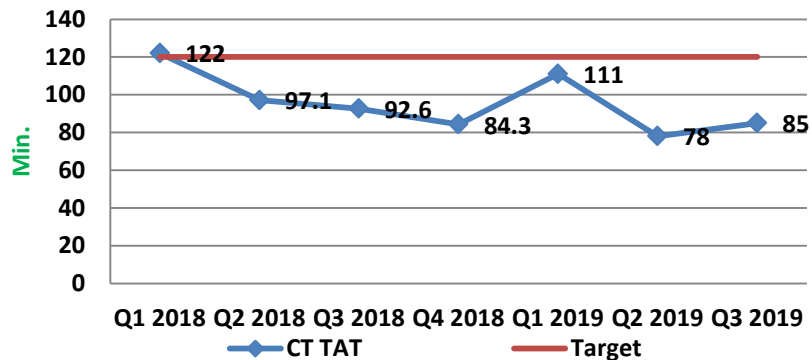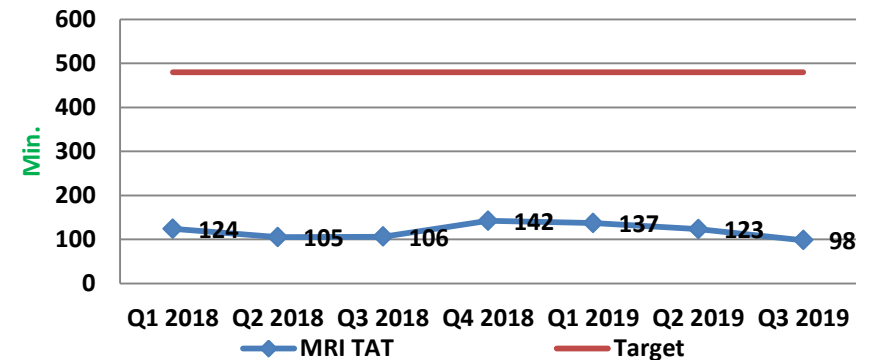|	
122	
97.1	
92.6	
84.3	
111	
78	
85	

MRI TAT - 2019

MIN

Turn Around Time MRI
MRI Scan Billing to Report Submission

Turn Around Time Target (International) - 8 Hours
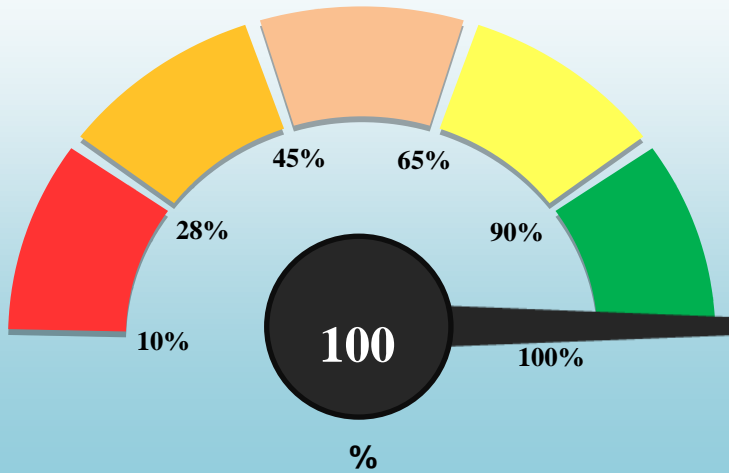
MRI TAT Q-Q

124	
105	
106	
142	
137	
123	
98	

Radiology International Peer Review - 2019

45% 65%

28% 90%

10% 100%

100

%

Radiology International
Peer Review USRAD Compliance

Peer Review Compliance Target - 95%

Radiology International Peer Review Q-Q

100% 100% 99.9% 99.9% 99.7% 100% 100%

100%
80%
60%
40%
20%
0%

Q1 2018 Q2 2018 Q3 2018 Q4 2018 Q1 2019 Q2 2019 Q3 2019

Radiology International Peer Review ——— Target

Laboratory Outpatient Phlebotomy Waiting Time - 2019

5   7

3   9

1   11

2.72

MIN
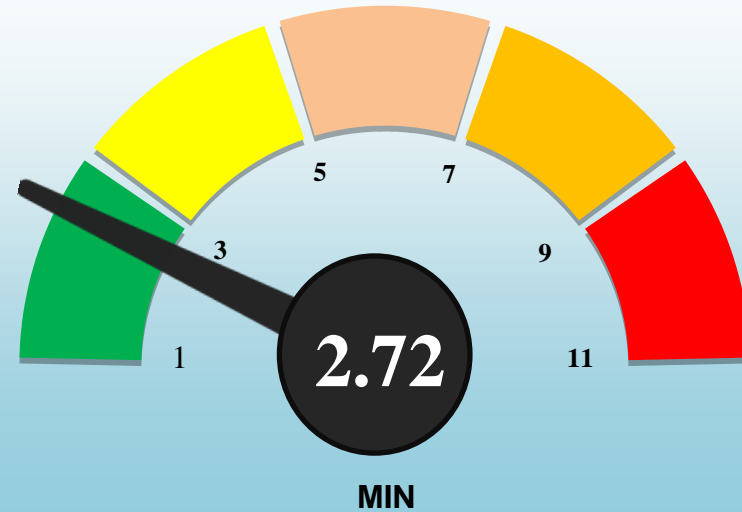
Laboratory Outpatient Phlebotomy Waiting Time

Laboratory Outpatient Phlebotomy Waiting Time- less than 3 Minutes

**Laboratory Outpatient Phlebotomy Waiting Time Q-Q**

4

3

2

1

0

2.31   2.98   2.39   2.35   2.43   2.93   2.72

Min.

Q1 2018 Q2 2018 Q3 2018 Q4 2018 Q1 2019 Q2 2019 Q3 2019

Laboratory Outpatient Phlebotomy Waiting Time ——— Target
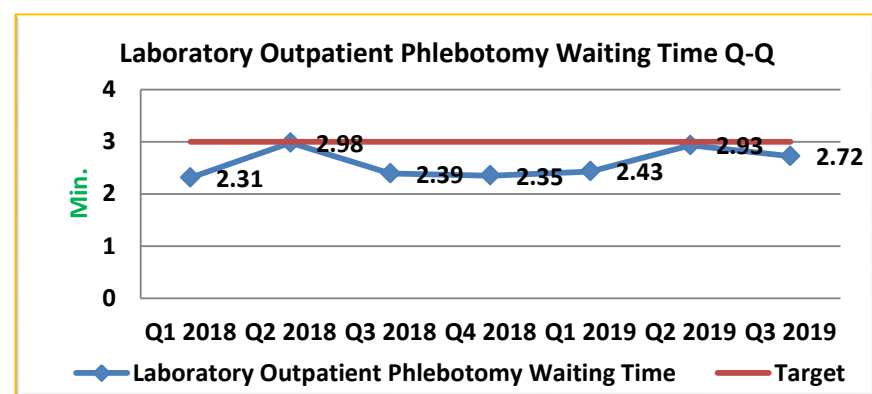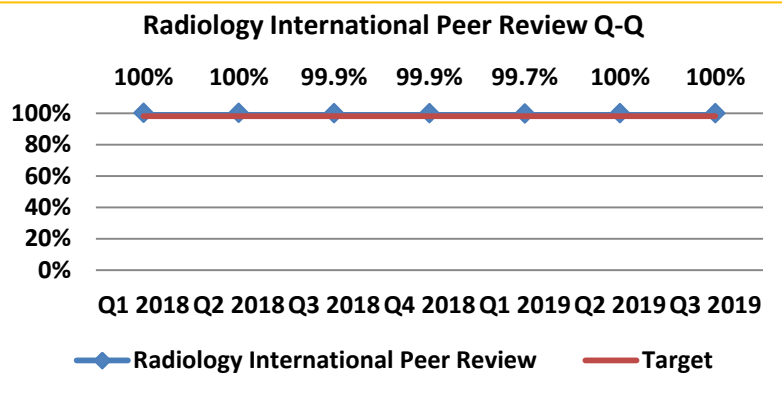
Out Patient Pharmacy
Service Waiting Time - 2019

3   4.5

1.5   6

1.53

1   6.5

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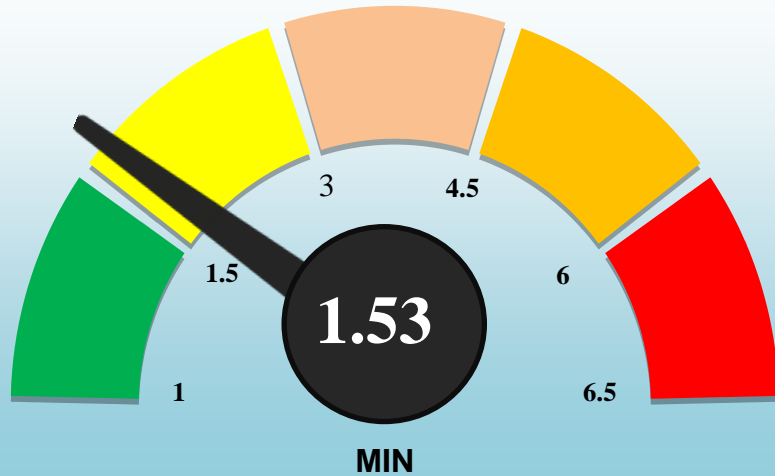
Out Patient Pharmacy Service Waiting Time – Measured from the time Q- matic Number is been taken by the patient until the patient is being called by the pharmacist.

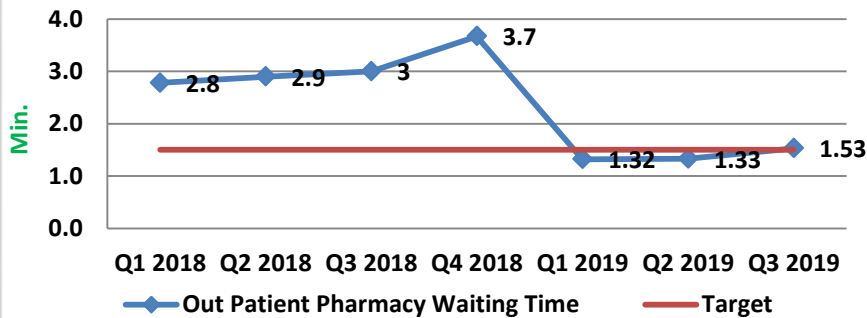**Out Patient Pharmacy Service Waiting Time Target -1.5 Minutes**

Out Patient Pharmacy
Door to Door Time - 2019

15   30

7   60
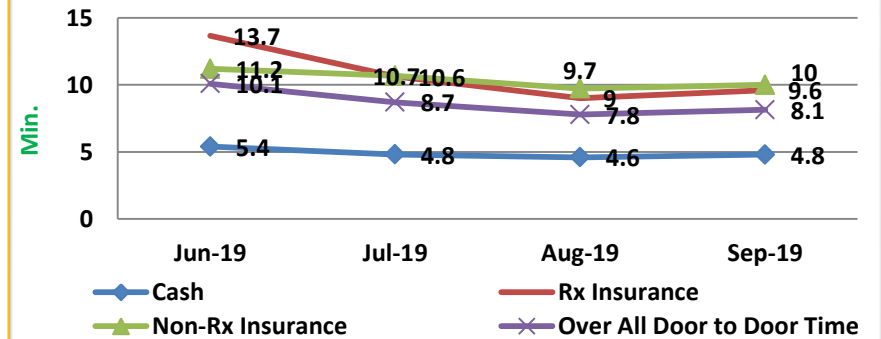
8.1

1   120

MIN
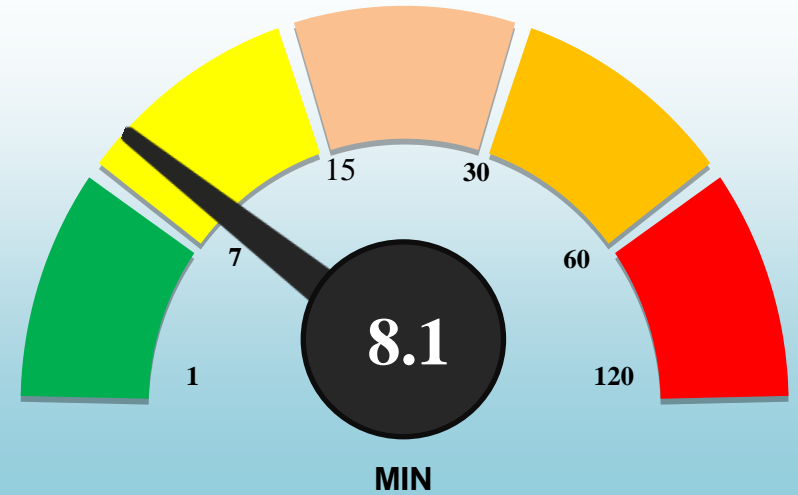
Out Patient Pharmacy Door to Door Time – Measured from the time of Q- Matic Number is being taken by customer until departure from the pharmacy

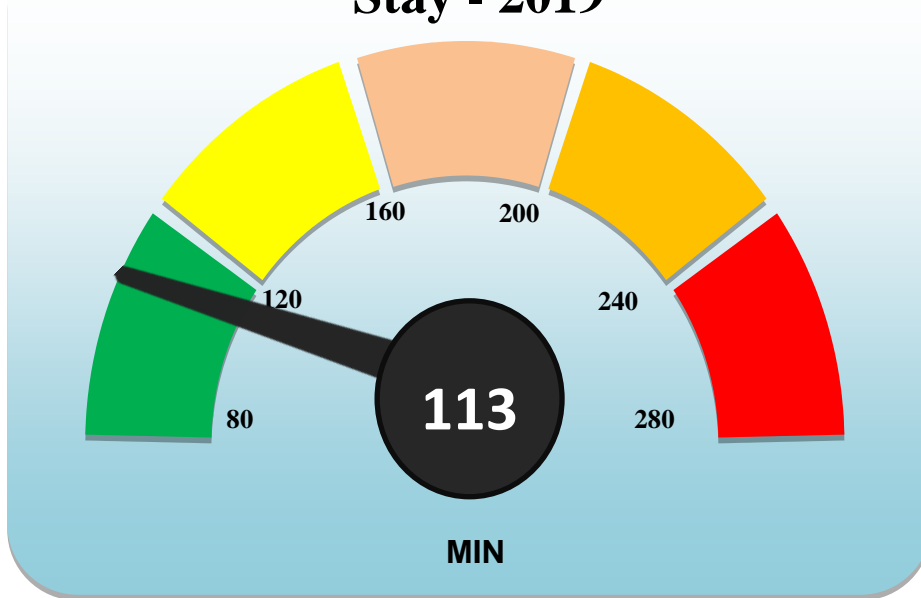**Out Patient Pharmacy Door to Door Time Target = 60 Minutes**

Out Patient Pharmacy Service Waiting Time Q-Q

	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Waiting Time	2.8	2.9	3	3.7	1.32	1.33	1.53

Min.

Out Patient Pharmacy Waiting Time — **Target**

Out Patient Pharmacy Door to Door Time -2019

	Jun-19	Jul-19	Aug-19	Sep-19
Rx Insurance	13.7	10.7	9.7	10
Non-Rx Insurance	11.2	10.6	9	9.6
Over All Door to Door Time	10.1	8.7	7.8	8.1
Cash	5.4	4.8	4.6	4.8

Min.

Cash   **Rx Insurance**
Non-Rx Insurance   **Over All Door to Door Time**

ER- Average Length of Stay - 2019
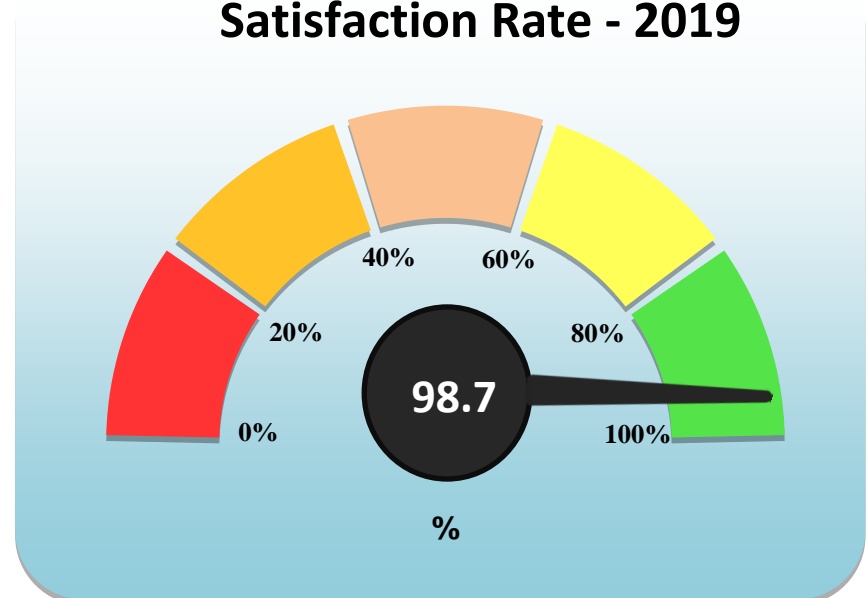

160 200

120

240

80

280

113

MIN

ER- Registration Time to Departure from ED

ER-ALOS Target = less than 120min

Post Operation Patient Satisfaction Rate - 2019

40% 60%

20%

80%

0%

100%

98.7

%

Post Operation Patient Satisfaction Rate

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

ER- Average Length of Stay Q-Q

162
160
116
111
100
97
113

| | ER- Average Length of Stay | Target |

Post Operation Patient Satisfaction Rate Q-Q

96.4% 95.6% 98.3% 98.0% 98.7% 98.2% 98.7%

Q1 2018 Q2 2018 Q3 2018 Q4 2018 Q1 2019 Q2 2019 Q3 2019

| | Post Operation Patient Satisfaction Rate | Target |