

Clinical Indicators

OPD

SI	Indicators	Status	Remarks
1.	Number of SOP practiced in the OPD .		
2.	Average waiting time to get an OPD registration		
3.	Average waiting time to receive consultation for general service		
4.	Percentage of patient receiving 100% prescribed drug		
5.	Client satisfaction rate		
6.	Job Satisfaction rate among the service provider		

Emergency

SI	Indicators	Status	Remarks
1	The transfer-out rate (upward referral)		
2	The rate of observation of <24 h b(MCH)		
3	The rate of observation within 24–48 h (MCH)		
4	The rate of observation within 48–72 h (MCH)		
5	The rate of observation exceeding 72 h (MCH)		
6	The consultation rate of emergency dept.		
7	Average waiting time in getting treatment of emergency dept.		
8	The rate of emergency room stays of <2 h		
9	The rate of emergency room stays of 2–4 h		
10	The rate of emergency room stays of 4–6 h		
11	The rate of emergency room stays exceeding 6 h		
12	The average waiting time in the emergency dept.		
13	Number of SOP are practicing in the emergency dept.		
14	Number of protocols practicing in the emergency dept		
15	The satisfaction rate of emergency patients		
16	Job Satisfaction among the service provider		

IPD

SI	Indicators	Status	Remarks
1	The Nosocomial infection rate		
2	The rate of transfer to intensive care units		
3	The surgical wound infection rate for post operative patients		
4	Number of SOP are practicing		
5	The average length of stay		
6	Average waiting period to get a serial for OT		
7	The incidence of pressure sore		
8	The niddle stick injury		
9	The patient referral rate		
10	The death audit rate		
11	Patient satisfaction level as measured by survey		
12	The average length of stay		
13	The rate of length of stay exceeding 30 days		
14	The infection rate among the treated patient		
15	The neonatal mortality rate		
16	The infant mortality rate		
17	The incidence of pressure sores		
18	The incidence of falls		
19	The incidence of blood transfusion errors		
20	The incidence of needle sticks for all staff		
21	The satisfaction rate of in-patients		
22	Job Satisfaction among the service provider		

ICU

SI	Indicators	Status	Remarks
1	The attending physician/bed ratio		
2	The nurse/bed ratio		
3	The respiratory therapist/bed ratio		
4	The ventilator/bed ratio		
5	The percentage of intensive care unit staff completing advanced cardiac life support training		
6	The percentage of pediatric intensive care unit staff completing pediatric advanced life support training		
7	The utilization rate of central venous catheters		
8	The utilization rate of Foley catheters		
9	The utilization rate of ventilators		
10	The central venous catheter-associated bloodstream infection rate		
11	The Foley catheter-associated urinary tract infection rate		
12	The ventilator-associated respiratory tract infection rate		
13	The central venous catheter slippage rate		
14	The Foley catheter slippage rate		
15	The endotracheal tube slippage rate		
16	Following SOP for ICU		
17	The occupancy rate		
18	The crude mortality rate		
19	The rate of unexpected returns within 24 h of being transferred out		
20	The rate of unexpected returns within 48 h of being transferred out		
21	The rate of unexpected returns with the same condition		