

Senarai Objektif Kualiti Hospital Melaka 2018

NO.	INDICATOR	STANDARD	REPOTING FREQUENCY	OWNER (DEPT/UNIT)
1	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 6 weeks at General Medicine Outpatient Clinic	$\geq 90\%$	6 Monthly	Medical
2	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 4 weeks at Surgical Outpatient Clinic	$\geq 75\%$	Monthly	Surgical
3	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 6 weeks at Paediatric Specialist Clinic	$\geq 80\%$	Monthly	Paediatrics
4	Percentage of patients hospitalised > 24 hours seen by specialist at least once before discharge	$\geq 80\%$	Monthly	O&G
5	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 4 weeks at Orthopaedic Clinic	$\geq 90\%$	Monthly	Orthopaedics
6	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 14 working days at Skin Specialist Clinic	$\geq 70\%$	3 Monthly	Dermatology
7	Percentage of patients without ocular co-morbidity obtained visual acuity of 6/12 or better within ≤ 3 months following cataract surgery	$\geq 80\%$	3 Monthly	Ophthalmology
8	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 6 weeks at Psychiatry Clinic	$\geq 80\%$	Monthly	Psychiatry & Mental Health
9	Percentage of patients with waiting time of less than 3 months for elective surgery	$\geq 90\%$	Monthly	ORL
10	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at Plastic Surgical Outpatient Department (Plastic SOPD)	$\geq 85\%$	Monthly	PRS
11	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at Oral Surgery Clinic	$\geq 90\%$	Monthly	Oral Surgery
12	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at Paediatric Dental Clinic	$\geq 90\%$	Monthly	Paeds Dental
13	Percentage of new non-urgent cases that were given appointment for first consultation within ≤ 1 month at Rehabilitation Medicine Specialist Clinic	$\geq 70\%$	Monthly	Rehab Medicine
14	Occurrence of peritonitis in adult patients on chronic peritoneal dialysis (< 1 case per 24 patient-months)	$< 1 : 24$ ≤ 0.04	Monthly	Nephrology
15	Percentage of bodies released to the right claimant by the Forensic Medicine Department	$\geq 90\%$	6 Monthly	Forensic Medicine
16	Percentage of elective surgical cancellations after pre-operative assessment in the Anaesthetic Clinic	$\leq 5\%$	Monthly	Anaesthesia
17	Percentage of ambulance preparedness and dispatch for primary response within ≤ 5 minutes	$\geq 90\%$	Monthly	Emergency & Trauma
18	Percentage of laboratory turnaround time (LTAT) for urgent FBC within ≤ 45 minutes	$\geq 90\%$	6 Monthly	Pathology
19	Percentage of rejected radiographs/radiographic images	$< 5\%$	Monthly	Radiology
20	Timeliness of blood supply for urgent cases within (\leq) 30 minutes	$\geq 90\%$	Monthly	Transfusion Medicine
21	Percentage of medication prescriptions dispensed within 30 minutes	$\geq 95\%$	Monthly	Pharmacy
22	Percentage of inpatients who received Physiotherapy service within 24 hours of referral	$\geq 90\%$	6 Monthly	Physiotherapy
23	Percentage of inpatients who received Occupational Therapy service within 24 hours of referral	$\geq 90\%$	6 Monthly	Occupational Therapy
24	Percentage of elective patients who received treatment within 45 minutes from appointment time	$\geq 85\%$	Monthly	Daycare
25	Percentage of cancellation of elective surgery	$< 10\%$	Monthly	Operation Theatre
26	Percentage of readmission within 48 hours of ICU discharge	$< 5\%$	Monthly	ICU
27	Percentage of hospital customers who are satisfied with the hospital services (based on customer satisfaction survey)	$\geq 80\%$	6 Monthly	Management

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28	Percentage of personnel with complete documentation 3 months prior to their time-based promotion in the corresponding year	≥ 90%	3 Monthly	Human Resources
29	Percentage of paid bills by discharged patients from the inpatient revenue	≥ 70%	Monthly	Finance
30	Percentage of assets and inventories in the hospital that were inspected and monitored at least once a year	100%	Yearly	Asset & Procurement
31	Percentage of Dengue Morbidity and Mortality meetings being conducted at the hospital level with documentation of case discussed	≥ 80%	6 Monthly	Public Health
32	Percentage of Safety Audit findings identified whereby control measures had been taken	≥ 70%	Yearly	Employee Health & Safety
33	Percentage of Facility Engineering Plant Room inspection (EPR) with report submission done by Engineering Unit Personnel in the corresponding year	≥ 80%	Monthly	Engineering
34	Percentage of inpatient cases that were received appropriate action/intervention within two working days	≥ 90%	Monthly	Medical Social Services
35	Percentage of Medical Reports prepared within the stipuated period (State Hospital ≤ 4 weeks)	≥ 90%	Monthly	Medical Record
36	Percentage of inpatients (urgent and non-urgent cases) who received dietetic services within 24 working hours	≥ 90%	6 Monthly	Dietetic & Food
37	Rate of Healthcare Associated Infection (HCAI)	< 5%	Yearly	Infection Control
38	Percentage of Aduan Mudah and Sederhana which were received through SisPAA (Sistem Pengurusan Aduan Awam) and settled within the stipulated period (working days)	≥ 80%	3 Monthly	Public Relations
39	Percentage of rejected instruments after cleaning process	< 0.2%	6 Monthly	CSSU
40	Percentage of patients that answer pre and post test achieve improvement of knowledge after attending education class	≥ 95%	3 Monthly	Patient Health Education
41	Percentage of hospital staff that attended training/courses at least 2 days a year	≥ 90%	Yearly	Training
42	Incidence of thrombophlebitis among in-patients with intravenous (IV) cannulation	≤ 0.5%	Monthly	Nursing