

OUTPATIENT DEPARTMENT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	INPUT	The percentage of attending physicians in outpatient dept.		
2.		The average number of patients in the outpatient dept. for each attending physician		
3.		The percentage of under five patient in the OPD		
4.		The percentage of women patient in the OPD		
5.		The percentage of specialists attending OPD.		
6.		The number of support staff in OPD		
7.		Number of room allocated for the service provider in the OPD		
8.		Percentage of filled up post against the sanctioned post		

OUTPATIENT DEPARTMENT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	PROCESS	The in-patient admission rate among the attending patients in the OPD		
2.		The outpatient Laboratory investigation rate		
3.		The outpatient Radiological Investigation rate		
4.		Number of SOP practiced in the OPD .		
5.		Average waiting time to get an OPD registration		
6.		Average waiting time to receive consultation for general service		
7.		Average waiting time to receive consultation for special service (consultant)		
8.		Percentage of OPD patient referred out for higher treatment		
9.		The percentage patient visited in the OPD more than one within three month / three months		
10.		Percentage of patient receiving 100% prescribed drug		

OUTPATIENT DEPARTMENT

Sl	Type of indicator	Name of the indicator	Status	Remarks
1.	OUTPUT	The rate of dispensing errors for outpatients by the pharmacy		
2.		Annual number of patients visited in the OPD		
3.		OP visit per physician per year		
4.		Percentage of minor operation done in OPD		
5.		Client satisfaction rate		
6.		Job Satisfaction rate among the service provider		

EMERGENCY DEPARTMENT

Sl	Type of indicator	Name of the indicator	Status	Remarks
1.	INPUT	The number of emergency doctors working in the emergency room		
2.		The average length of each shift for emergency doctors.		
3.		The number of emergency support staff/ paramedics		
4.		Number of rooms / space allocated for emergency services		
5.		The percentage of Equipments , Instruments & drugs are available for emergency against the standard list		
6.		Number of beds are functioning in the observation ward (MCH)		
7.		Percentage of service providers are trained on emergency medical service.		

EMERGENCY DEPARTMENT

Sl	Type of indicator	Name of the indicator	Status	Remarks
1.	PROCESS	The transfer-out rate (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 patient		
7.		Average waiting time in getting treatment of emergency room		
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 in-patient admission rate to wards		
13.		The in-patient admission rate to intensive care units		
14.		The average waiting time in the emergency room		
15.		The rate of waiting times exceeding 30 min for operations		
16.		Number of SOP are practicing in the emergency room		

EMERGENCY DEPARTMENT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	OUTPUT	The percentage of in-patients admitted from the emergency room		
2.		Number of the Cardiopulmonary resuscitation given in a month		
3.		The revival rate of dead-on-arrival patients		
4.		The mortality rate		
5.		The rate of unexpected returns within 24 h		
6.		The rate of in-patient admissions from unexpected returns within 24 h		
7.		The incidence of accidents and adverse event injuries		
8.		The incidence of falls		
9.		The incidence of blood transfusion errors		
10.		The rate of emergency room prescription errors by physicians		
11.		The rate of emergency room dispensing errors by the pharmacy		
12.		Percentage of hand washing practice among the service provider		
13.		The satisfaction rate of emergency patients		
14.		Job Satisfaction among the service provider		

INPATIENT DEPARTMENT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	INPUT	The physician/bed ratio		
2.		The resident physician/bed ratio		
3.		The attending physician/bed ratio		
4.		The nurse/bed ratio		
5.		The paramedic/bed ratio		
6.		The administrative staff/bed ratio		
7.		Percentage of sanctioned post		
8.		The percentage of bed for women		
9.		The percentage of bed for children		

INPATIENT DEPARTMENT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	PROCESS	The Nosocomial infection rate		
2.		The rate of transfer to intensive care units		
3.		The cancellation rate of in-patient operations		
4.		The surgical wound infection rate for post operative patients		
5.		The rate of incompatibility of the clinical diagnosis and pathological diagnosis		
6.		Number of SOP are practicing		
7.		The average length of stay		
8.		Percentage of IPD admission leading to referral out		
9.		Average waiting period to get a serial for OT		
10.		Average number of lab. Investigation per day		
11.		Average number of radiology services per day		
12.		Annual number of formal complaints		
13.		The incidence of pressure sore		
14.		The niddle stick injury		
15.		The patient referral rate		
16.		The death audit rate		
17.		Patient satisfaction level as measured by survey		

INPATIENT DEPARTMENT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	OUTPUT	The occupancy rate		
2.		The turnover rate		
3.		The average length of stay		
4.		The readmission rate within 14 days of discharge		
5.		The readmission rate within 15–29 days of discharge		
6.		The readmission rate within 30 days of discharge		
7.		The rate of length of stay exceeding 30 days		
8.		The crude mortality rate		
9.		The mortality rate for in-patients <44 years old		
10.		The mortality rate for in-patients between 45 and 64 years old		
11.		The mortality rate for in-patients >65 years old		
12.		The discharge against medical advice rate		
13.		The medication error rate		
14.		The unexpected re operation rate		
15.		The rate of post-operative mortality within 24 h		
16.		The rate of post-operative mortality within 48 h		
17.		Diseases specific mortality rate		
18.		The maternal mortality rate for admitted patient		
19.		The cesarean section rate		
20.		The repeat cesarean section rate		
21.		The infection rate among the treated patient		
22.		The neonatal mortality rate		
23.		The rate of newborns transferred in		
24.		The perinatal mortality rate		
25.		The newborn readmission rate within 14 days of discharge		
26.		The incidence of pressure sores		
27.		The rate of nursing medication errors		
28.		The incidence of falls		
29.		The incidence of blood transfusion errors		
30.		The incidence of needle sticks for all staff		
31.		The satisfaction rate of in-patients		
32.		. Job Satisfaction among the service provider		

INTENSIVE CARE UNIT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	INPUT	The attending physician/bed ratio		
2.		The resident physician/bed ratio		
3.		The nurse/bed ratio		
4.		The respiratory therapist/bed ratio		
5.		The ventilator/bed ratio		
6.		The percentage of intensive care unit staff completing advanced cardiac life support training		
7.		The percentage of pediatric intensive care unit staff completing pediatric advanced life support training		

INTENSIVE CARE UNIT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	PROCESS	The utilization rate of central venous catheters		
2.		The utilization rate of Foley catheters		
3.		The utilization rate of ventilators		
4.		The central venous catheter-associated bloodstream infection rate		
5.		The Foley catheter-associated urinary tract infection rate		
6.		The ventilator-associated respiratory tract infection rate		
7.		The central venous catheter slippage rate		
8.		The Foley catheter slippage rate		
9.		The endotracheal tube slippage rate		
10.		Following SOP for ICU		

INTENSIVE CARE UNIT

SI	Type of indicator	Name of the indicator	Status	Remarks
1.	OUTPUT	The occupancy rate		
2.		The crude mortality rate		
3.		The rate of unexpected returns within 24 h of being transferred out		
4.		The rate of unexpected returns within 48 h of being transferred out		
5.		The rate of unexpected returns with the same condition		
6.		The rate of length of stay exceeding 14 days		
7.		The cardiopulmonary resuscitation survival rate		
8.		The discharge against medical advice rate		
9.		The average length of stay		
10.		The incidence of pressure sores		
11.		Job Satisfaction among the service provider		
12.		Client satisfaction rate		