

KEY INDICATORS ASSESSMENTS
CLINICAL STRUCTURE AS PER OUR HCO

01/01/2021-31/12/2021

Ref. No	Quality Indicator	Formula	Data collection and analysis	Result
CQI 4.c.1	Incidence of falls	$0 \text{ (no. of falls)} \div 147 \text{ (total no. of patients)} \times 100 = 0$	Data of 119 day care patients and 28 IPD (total 147 patients) for year 2021	Zero percent incidence of fall
CQI 4.g.4	Incidence of blood body fluid exposure	$(0) \text{Number of blood body fluid exposures} \div (126) \text{ Number of in patient days} \times 100 = 0$	28 IPD patients with total IPD days 126 for 2021	Zero percent
CQI 4.g.2	Percentage of near misses	$01(\text{Number of near misses reported}) \div 01 \text{ (Number of incident reported)} \times 100 = 100\%$	Data of 119 day care patients and 28 IPD (total 147 patients) along with 4000 (approx.) patients at OPD in year 2021	100% Near misses reported and action taken(annexure A attached for your refrence.

CQI 3.g.1	Percentage of re-scheduling of the procedure	(0)Number of cases re-Schedule +(8)Number of anushastra karma performed in that year X100	Only 2 patients were given 8 sittings of leech therapy	Zero percent
CQI 3.g.2	Percentage of vyapath observed by nasya/ Vaman / Virechan/ Vasthi/Swedan/ Snehankarma	(0)No. of vyapath observed ÷ (147)Total no. of patients treated with the procedure X100	Total 147 patients were treated nasya/ Vaman / Virechan/ Vasthi/Swedan/ Snehankarma	Zero percent
CQI 4.c.3.4	Burninjury during treatment procedures	(0)Number of patients with burn injury÷(147)Number of patients receiving treatment procedures that include heat Application X100=0	In year 2021 no patient was found with any complaint or burn injury	Zero percent
CQI 4.d.5	Critical equipment down time	(5)Sum of down time for all critical equipment in hours+ (528)patient daysx1000= 9.46	9.46	Every equipment is tried to be restored within 24hrs
CQI 4.e.4	Time taken for discharge	(0.5hr)Sum of time taken for discharge ÷ (28)Total number of dischargesX100=1.7%	Approx 30mins is taken from discharge approval from doctor and patient leaving the hospital premises	
CQI 3.c.2	Percentage of admissions with adverse drug reactions	(0)No. of admissions with drug reactions ÷ (28)Total no. of admissions X100	No case ADR	

QUALITY INDICATOR

01/01/2021-31/12/2021

Total No. of medical records =147(FOR YEAR 2021)

MANAGERIAL INDICATORS

01/01/2021-31/12/2021

1. Percentage of stock outs including expiry drugs. = ZERO%
2. Incidence of falls =ZERO%
3. Patient feedback=90% VERY GOOD, 6% GOOD,2.5%OK ,1.5 NOT SATISFIED
4. Patient Panchkarma therapy satisfaction index=9.8 OUT OF 10
5. Employee satisfaction index=97% HIGHLY SATISFIED, 2.5% SATISFIED,0.5%JUST SATISFIED
6. Incidence of needle stick injuries= ZERO(DUE TO COVID NO USE OF NEEDLE THIS YEAR)