

September 2019

Executive Summary
Report



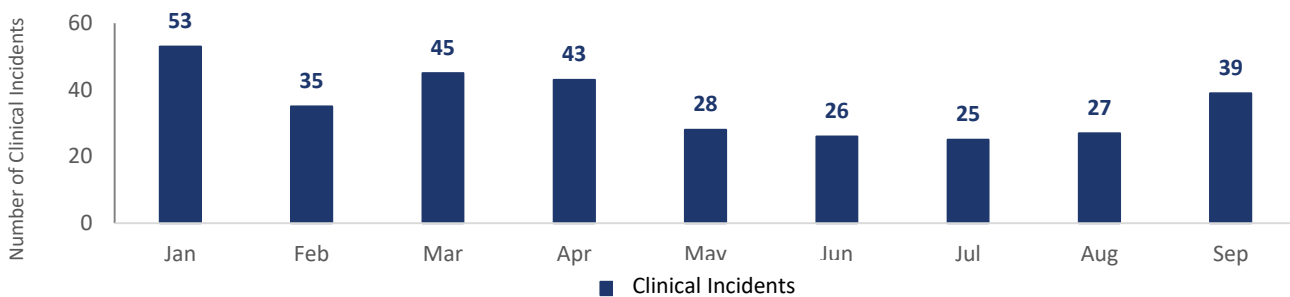
JHAH at a Glance

Content	Page
<ul style="list-style-type: none"> 2019 Clinical Incident Reporting by Staff into DATIX Software 	3
<ul style="list-style-type: none"> Intensive Care Unit Central Line Associated Bloodstream Infection (ICU CLABSI) Rate Intensive Care Unit Catheter Associated Urinary Tract Infection (ICU CAUTI) Rate Deep /Organs Surgical Site Infection (SSI) Rate 	4
<ul style="list-style-type: none"> Access to Care - Aggregate <u>Mean</u> Days to First Scheduled Appointment from PC to 14 KPI Clinics General Access to Care - Aggregate <u>Mean</u> Days to First Scheduled Appointment from PC to Dhahran Access to Care - Adult & Pediatric Primary Care MD Clinic - Lead Time 	5
<ul style="list-style-type: none"> Dhahran EMS Access to Care from Arrival to Provider Dhahran Radiology Lead Time Al-Hasa Radiology Lead Time 	6
<ul style="list-style-type: none"> Medical No-Show, Late & Early Patient Cancellation & All Patient Appointment Cancellation Medical Bump Rate & Breakdown to Provider & Operational 	7
<ul style="list-style-type: none"> OR & Non-Main OR Volumes Outpatient to Inpatient Elective Surgery Ratio OR Prime Time Utilization & OR Utilization with Turnaround Time 	8
<ul style="list-style-type: none"> Dhahran Bed Occupancy Dhahran & Al Hasa Average Length of Stay (ALOS) * Dhahran EMS Length of Stay (LOS) 	9
<ul style="list-style-type: none"> Patient Satisfaction (Highest to Lowest Top 2 Box Ranking) Outpatient clinics Inpatient Wards 	10-11
<ul style="list-style-type: none"> Dental Bump Rate , No-Show, and Patient Late Cancellation JHAH COF Registered Dental Recipients Dental Overall Satisfaction Score (Highest to Lowest Top 2 Box Ranking) 	12
<ul style="list-style-type: none"> Score card 	13

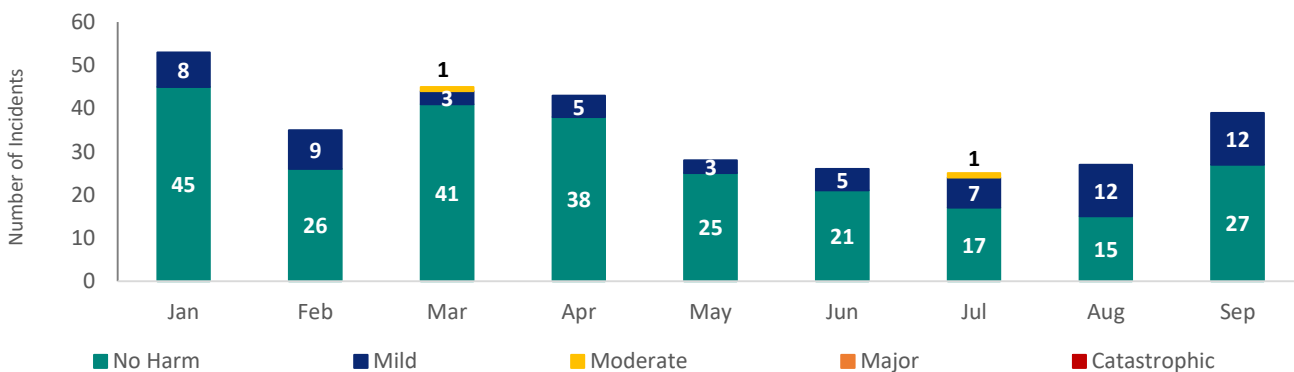


2019 Clinical Incident Reporting by Staff into DATIX Software

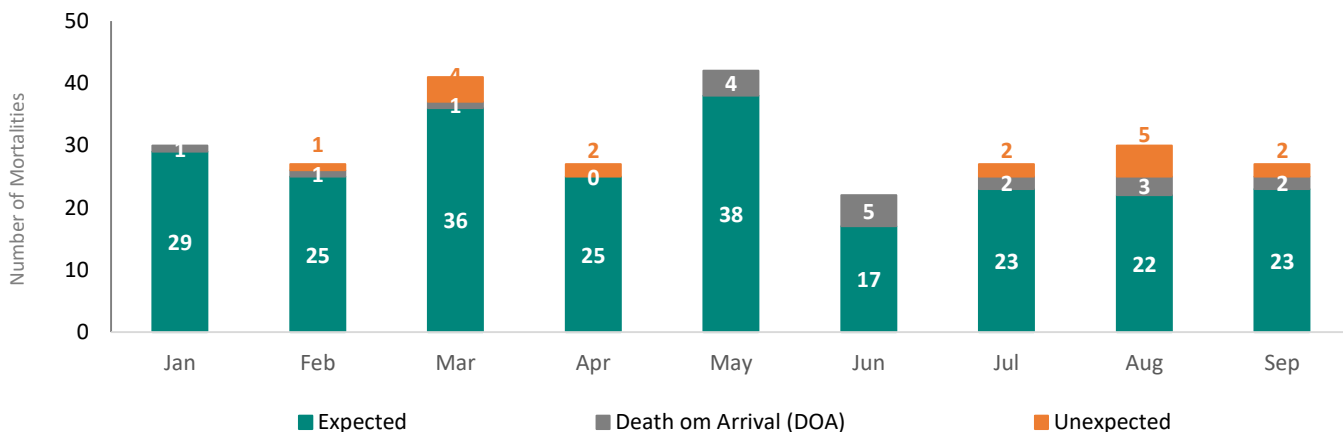
Clinical Incidents



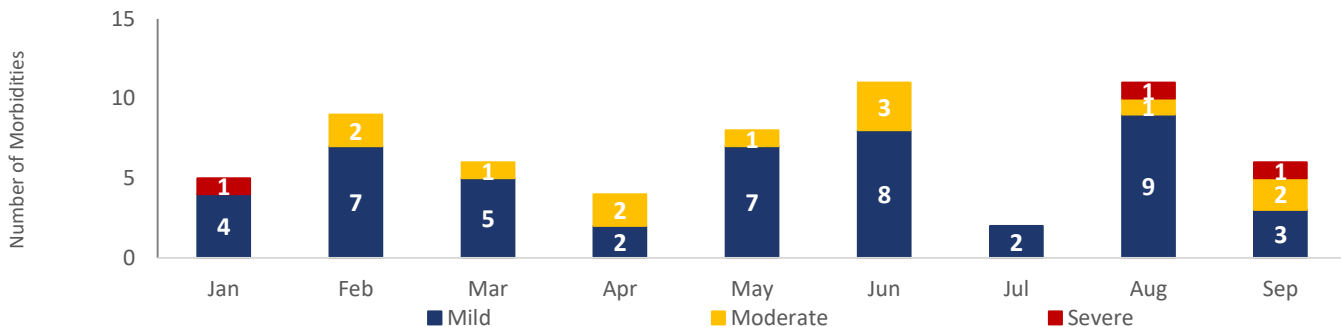
Incidents Severity Score



Mortalities by Category



Morbidities by Severity

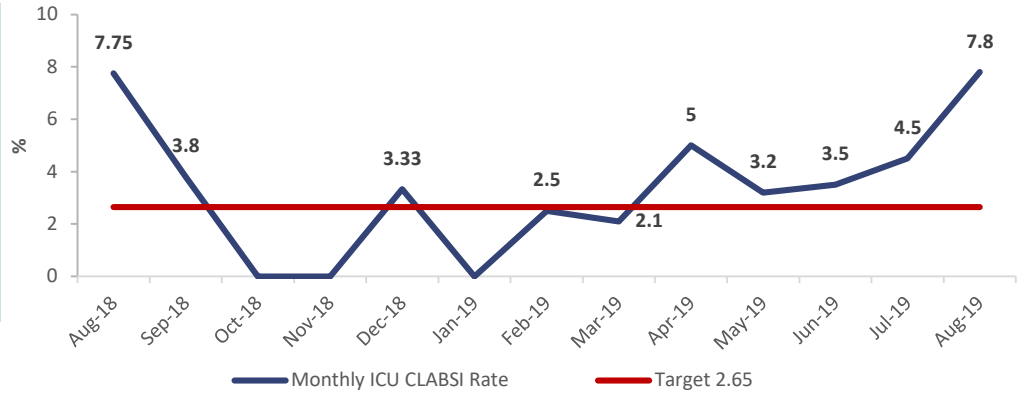


Intensive Care Unit Central Line Associated Bloodstream Infection (ICU CLABSI) Rate

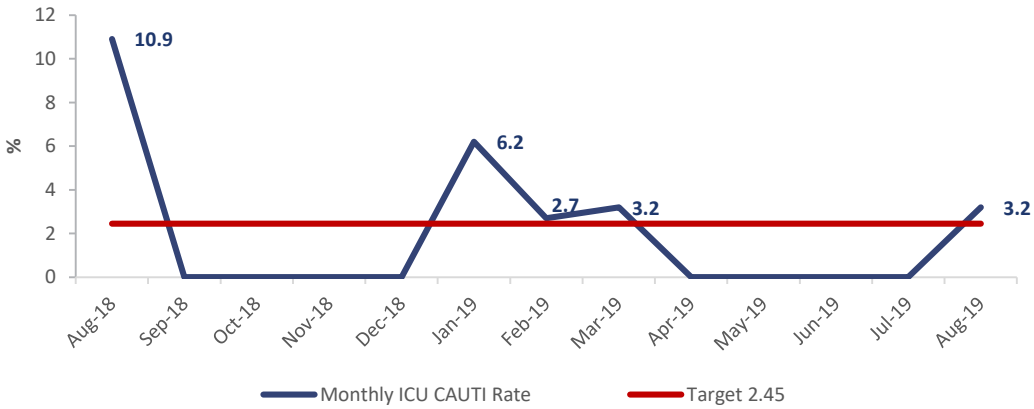
The number increased in August due to two infections reported .

The data for each month is measured with no lag on the 5th of the following month

CLABSI YTD: 3.2
GCC Benchmark:4.1
USA Benchmark: 1



Intensive Care Unit Catheter Associated Urinary Tract Infection (ICU CAUTI) Rate



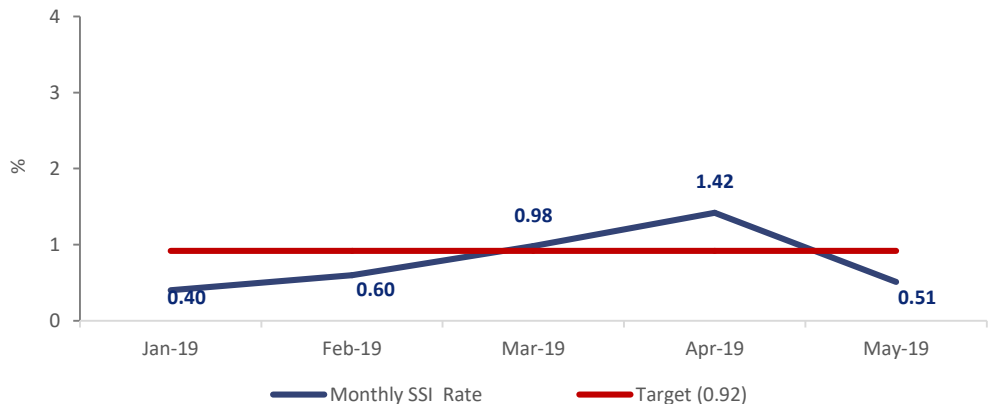
The number increased in August due to one infection reported.

The data for each month is measured with a 1 month lag on the 5th of the following month

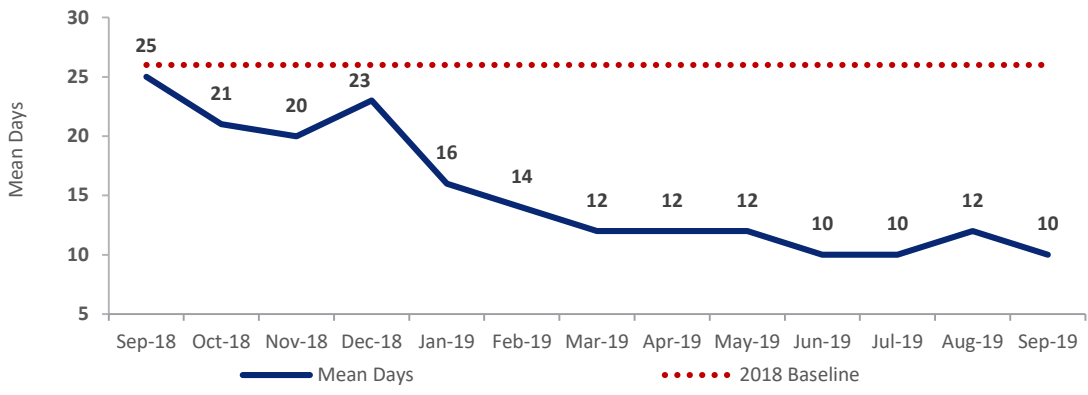
CAUTI YTD: 1.9
GCC Benchmark: 3.2
USA Benchmark: 2.1

Deep /Organs Surgical Site Infection (SSI) Rate

SSI YTD: 0.79

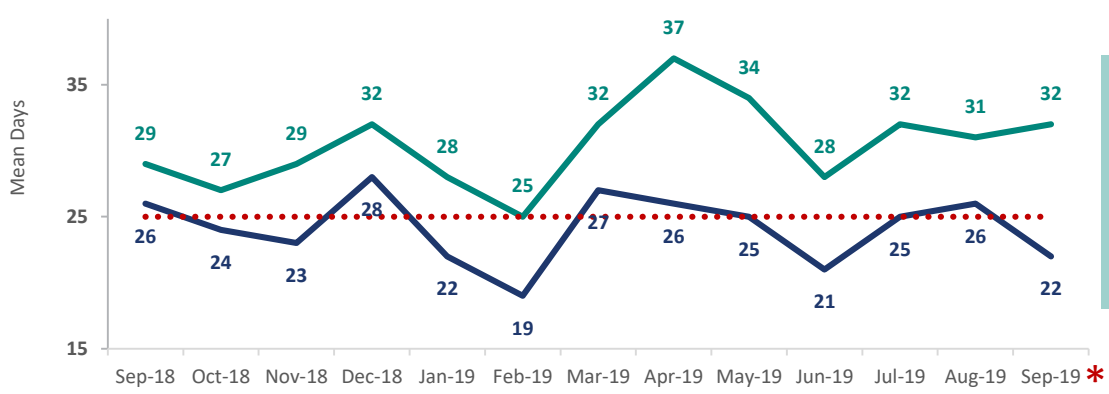


Access to Care - Aggregate Mean Days to First Scheduled Appointment from PC to 14 KPI Clinics



The data for each month is measured with no lag on the 5th of the following month

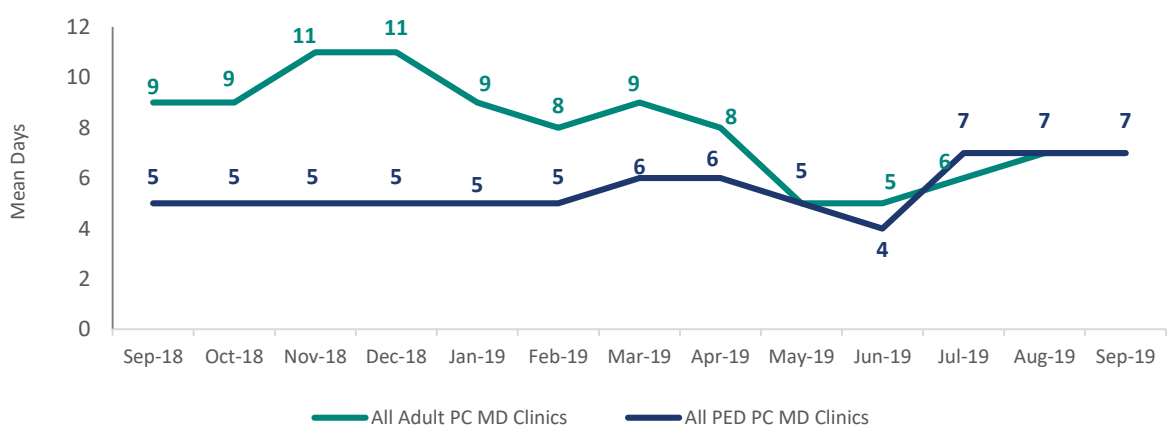
General Access to Care - Aggregate Mean Days to First Scheduled Appointment from PC to ALL Specialty Clinics



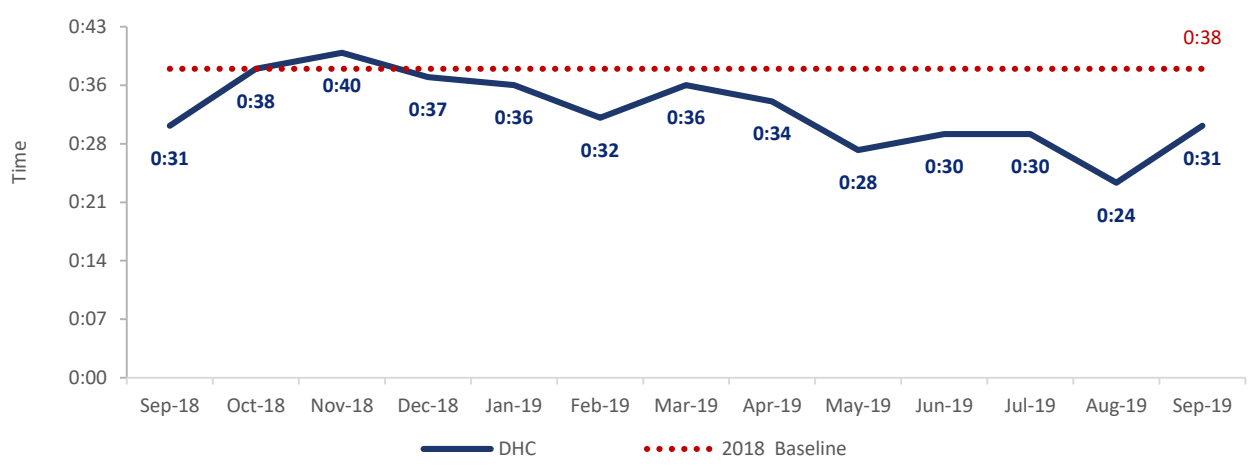
The data for each month is measured with a 1 month lag on the 5th of the following month

— Mean Days without Unknowns ⋯ 2018 Baseline Mean Days without Unknowns (25 Days)
— Mean Days with Unknown * Preliminary Mean

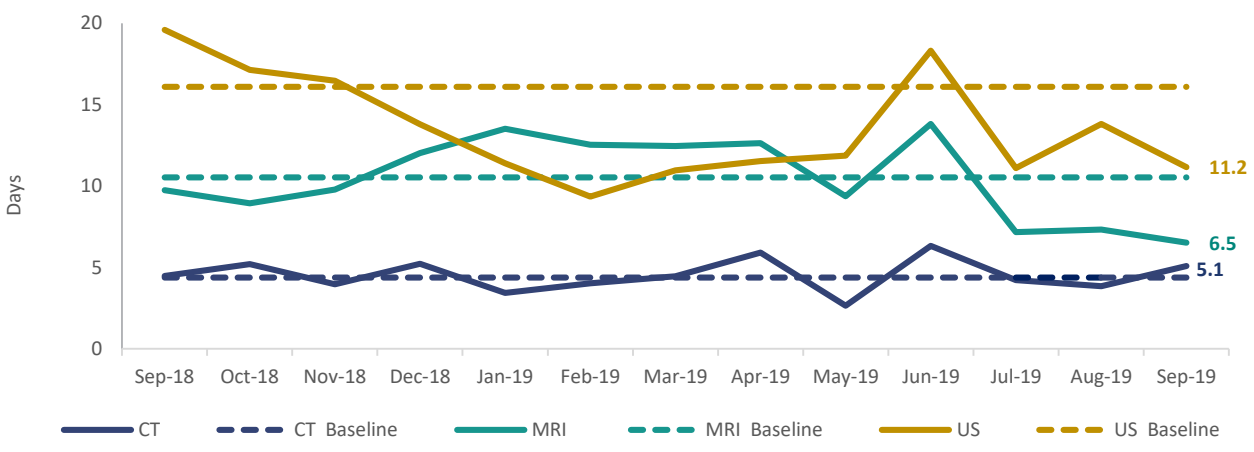
Dhahran Access to Care - Adult & Pediatric Primary Care MD Clinic - Lead Time



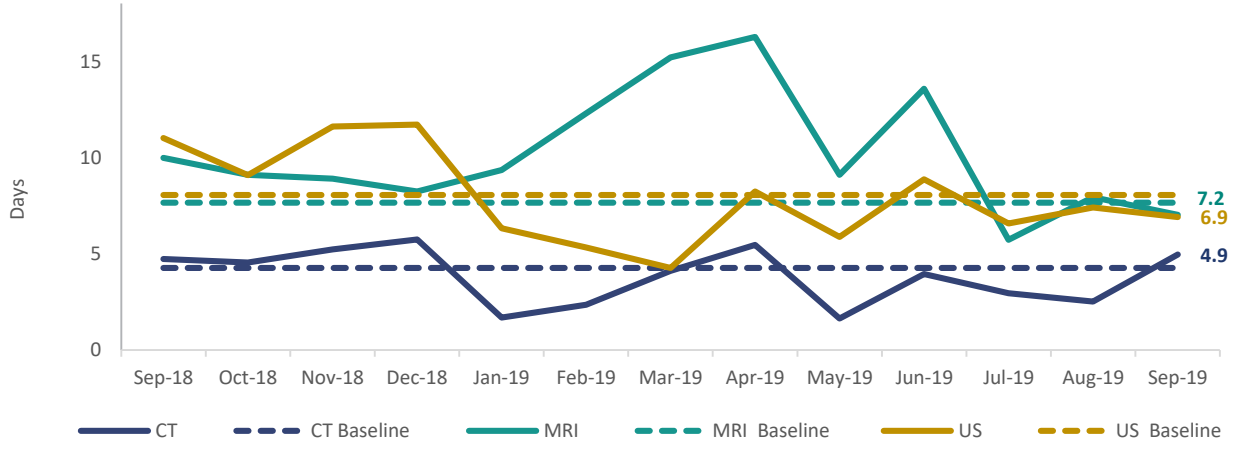
Dhahran EMS Access to Care from Arrival to Provider



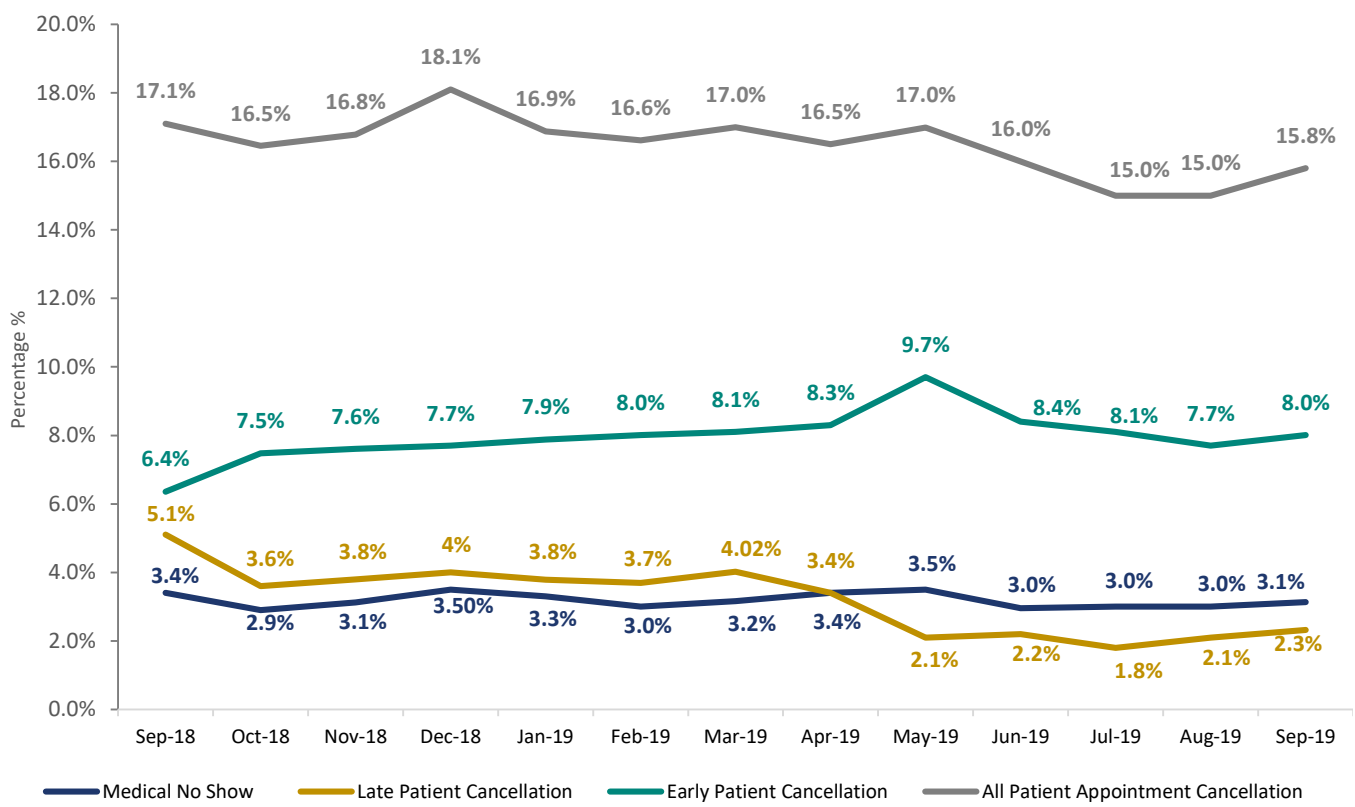
Dhahran Radiology Lead Time



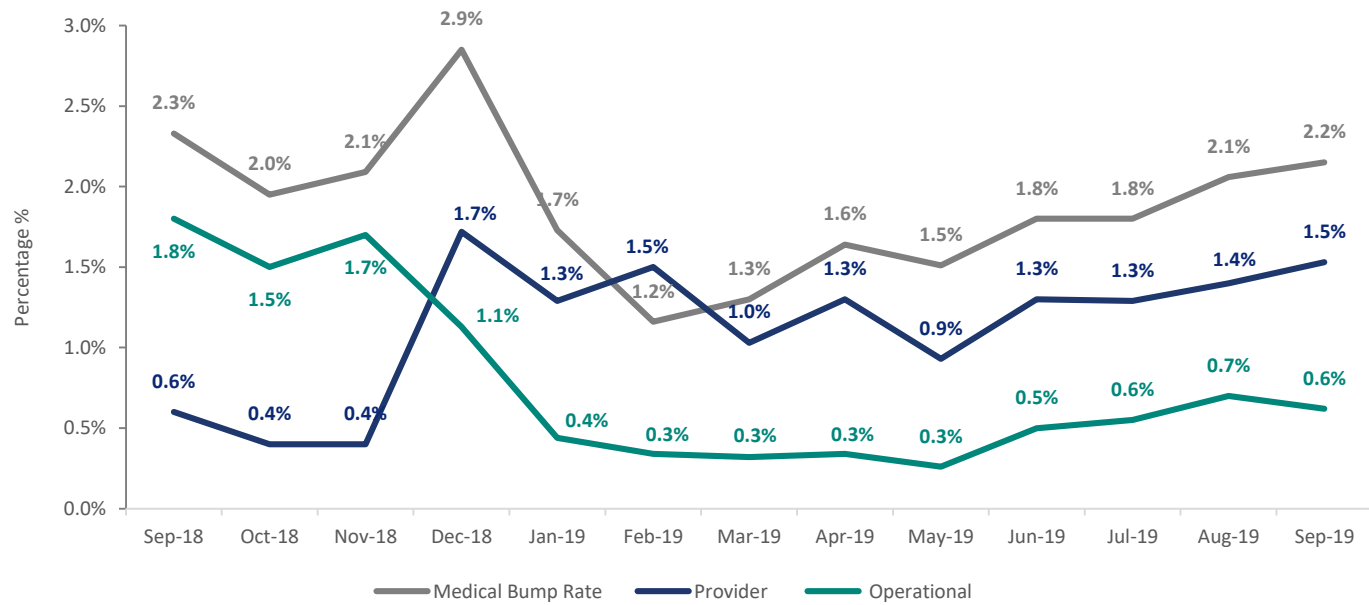
Al-Hasa Radiology Lead Time



Medical No-Show, Late & Early Patient Cancellation & All Patient Appointment Cancellation

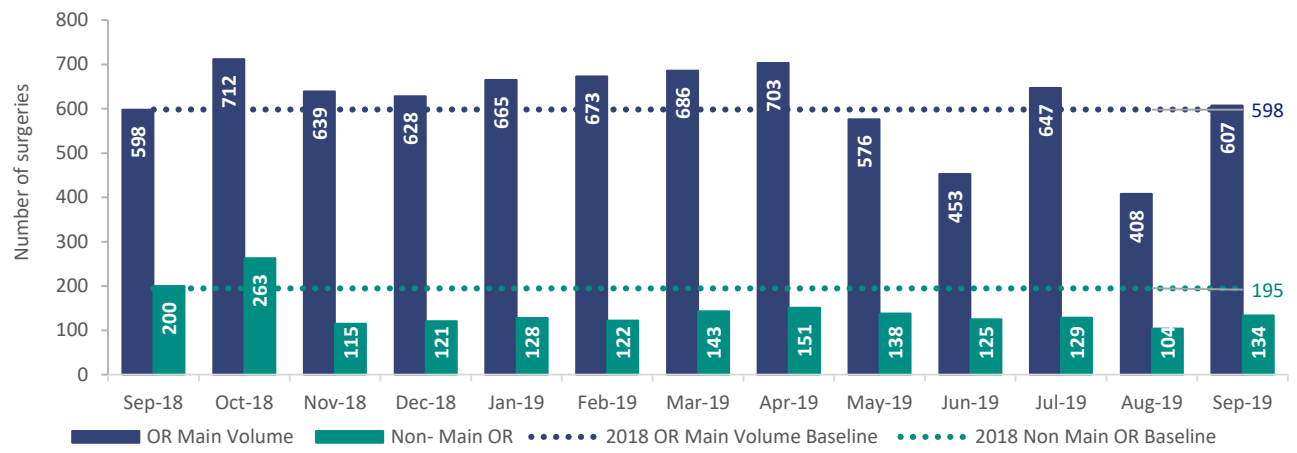


Medical Bump Rate & Breakdown to Provider & Operational

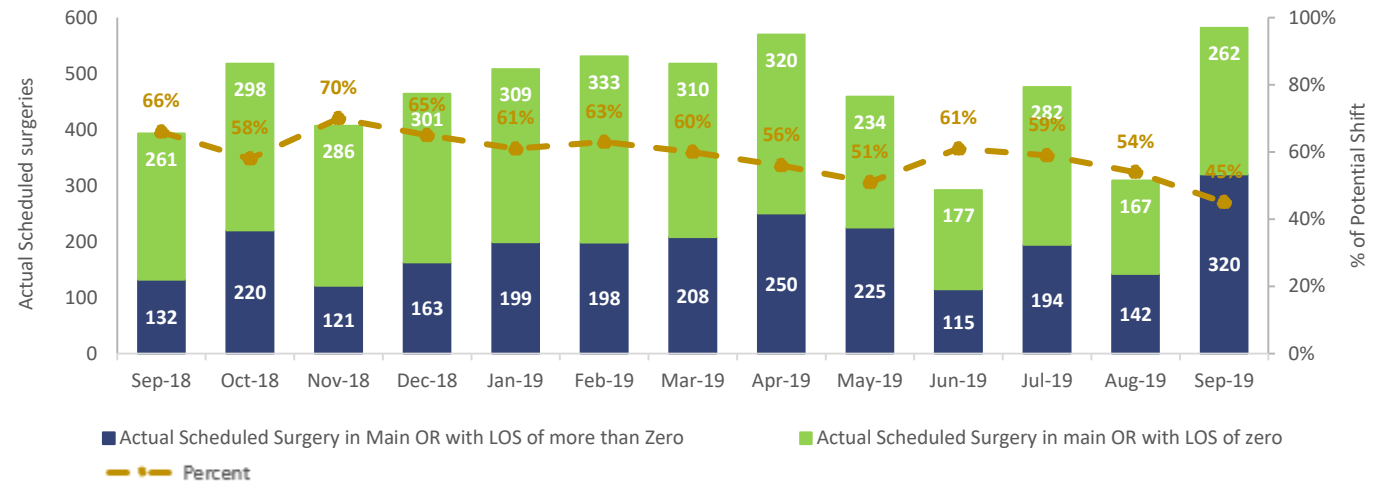


EFFECTIVE

OR & Non-Main OR Volumes

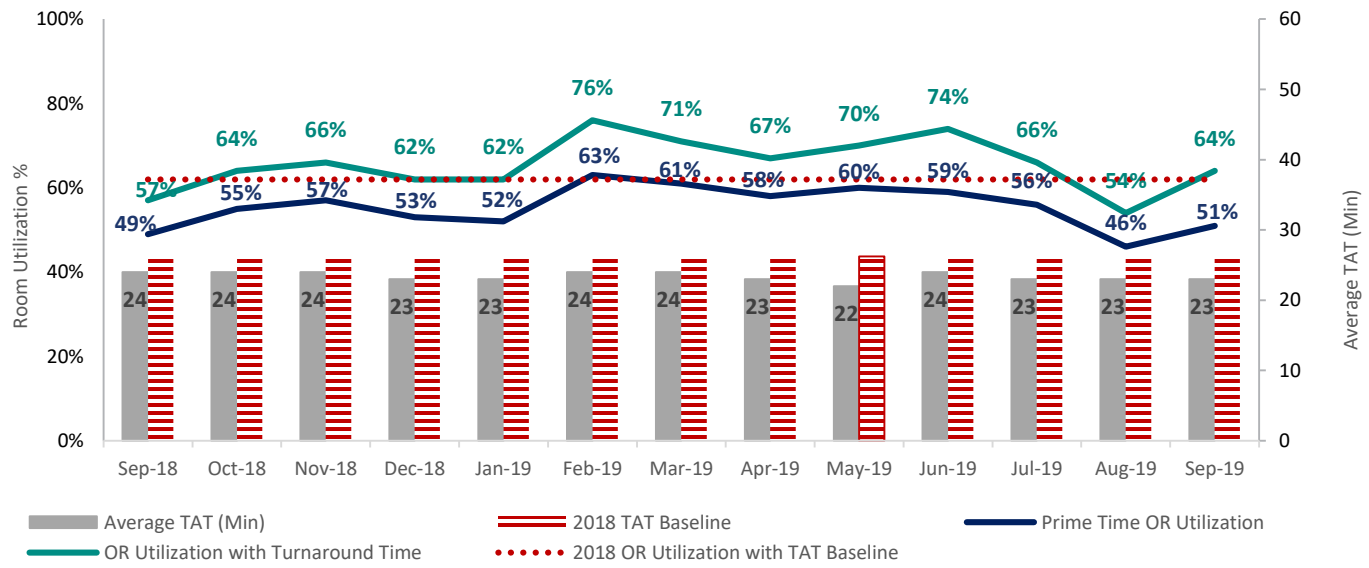


Outpatient to Inpatient Elective Surgery Ratio



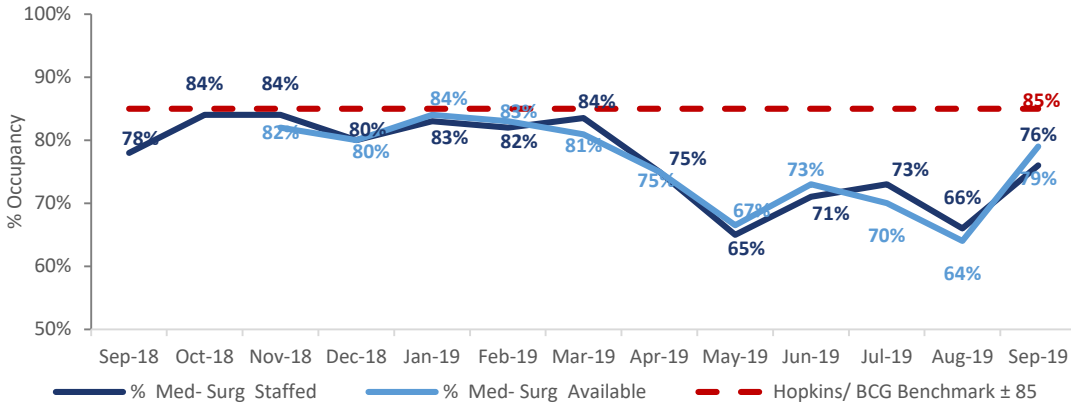
*Actual planned surgery in main OR excludes emergency surgical cases and inpatient cases with an add-on flag

OR Prime Time Utilization & OR Utilization with Turnaround Time



EFFICIENT

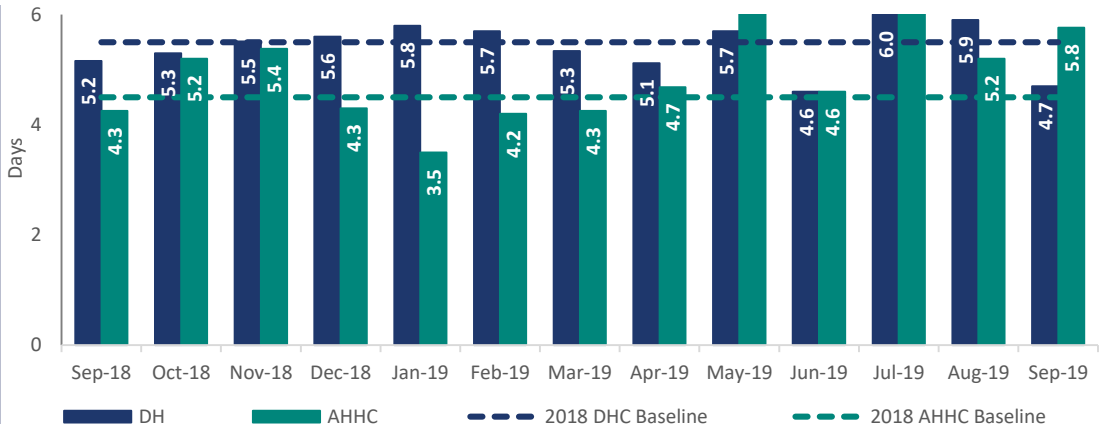
Dhahran Bed Occupancy



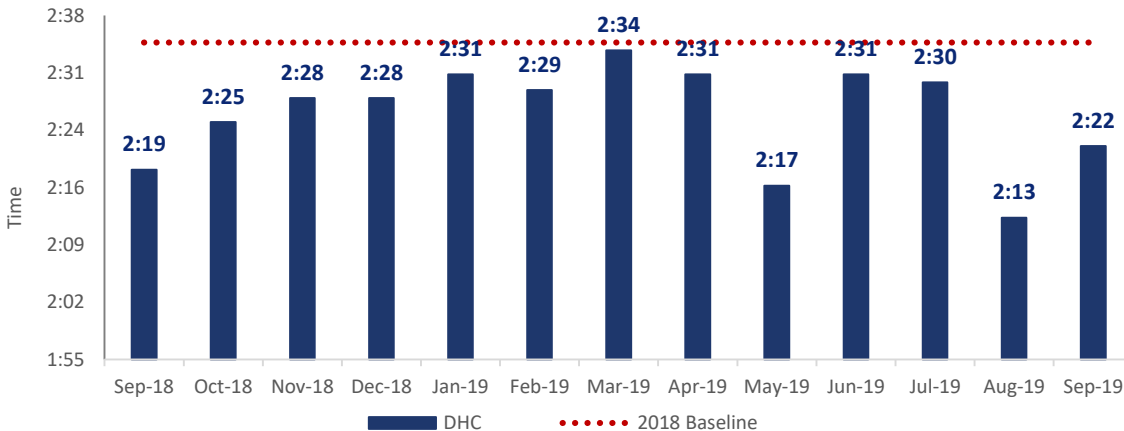
Starting August, 2018
DHC Total Beds: 329
beds (excluding 2J&3J)
post renovation.

Dhahran & Al Hasa Average Length of Stay (ALOS) *

*The measure is not risk adjusted.



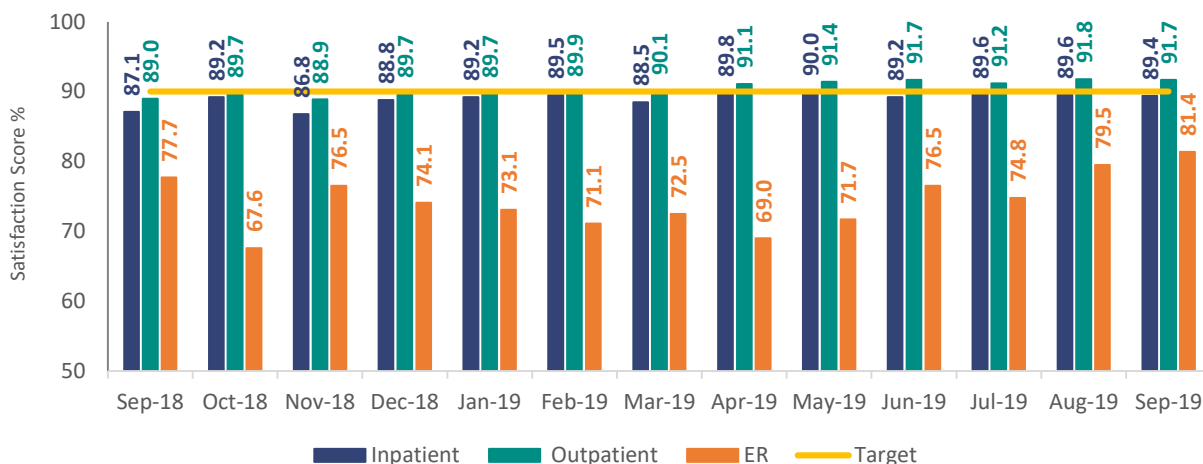
Dhahran EMS Length of Stay (LOS)



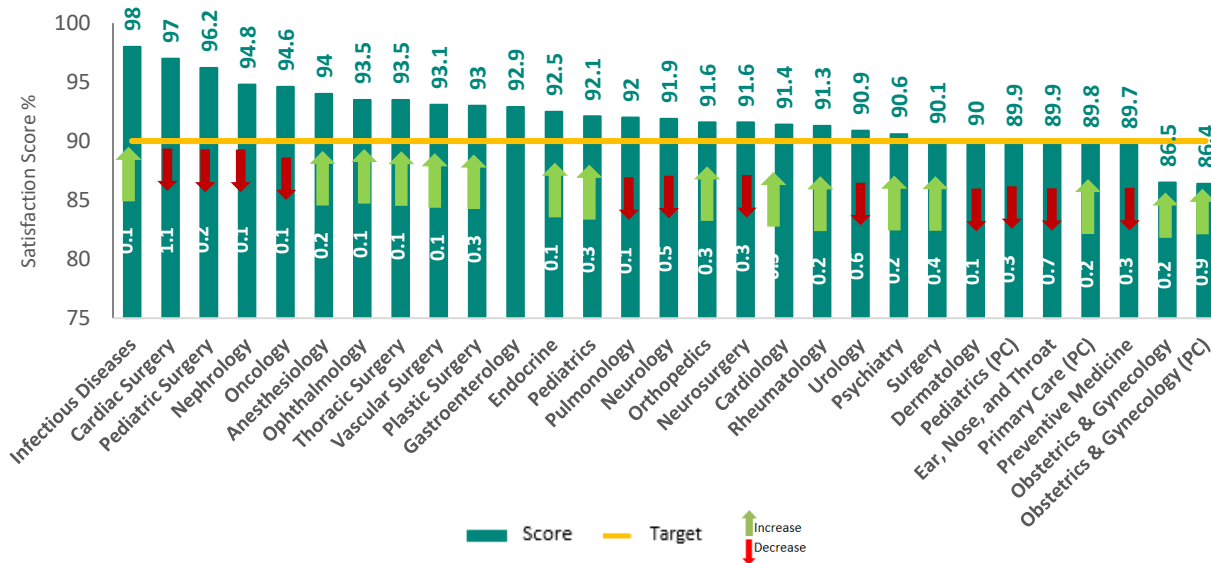
DHC EMS Monthly
YTD LOS = 02:27

PATIENT CENTERED

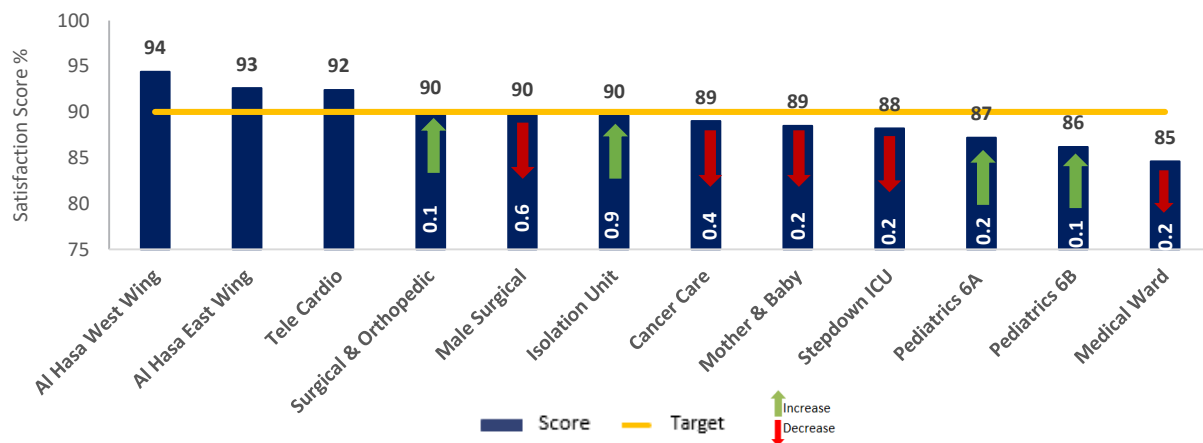
Patient Satisfaction Inpatient, Outpatient, and ER (Highest to Lowest Top 2 Box Ranking)



Outpatient Clinics

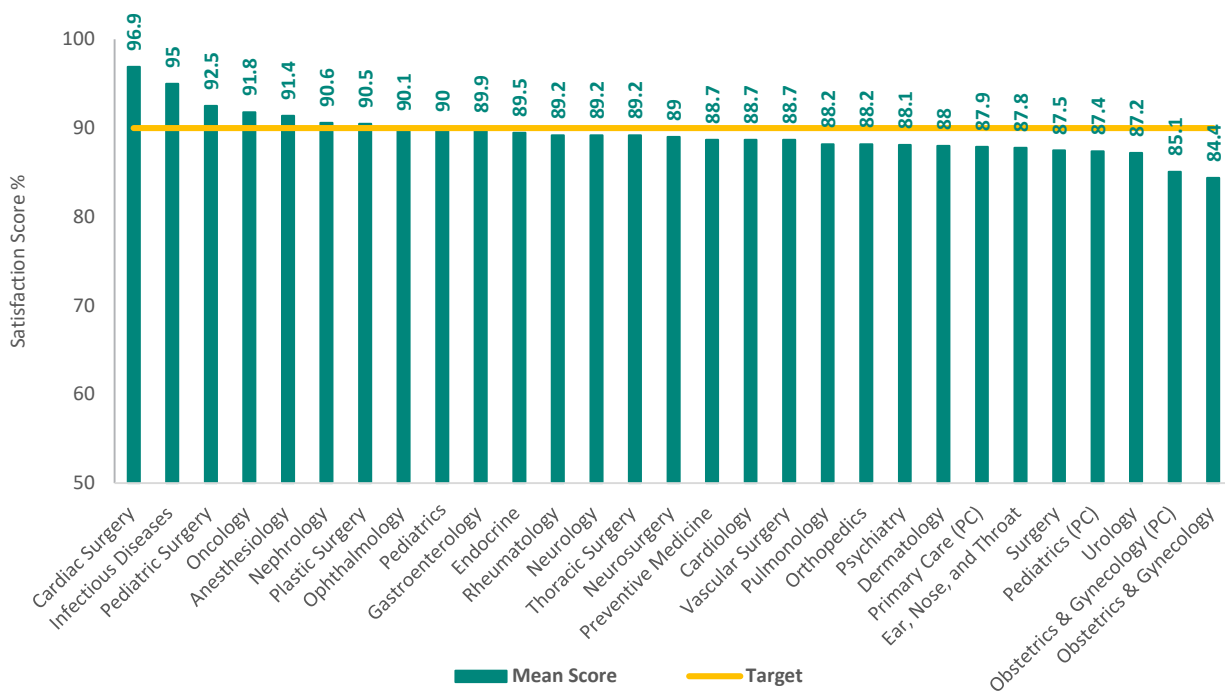


Inpatient Wards

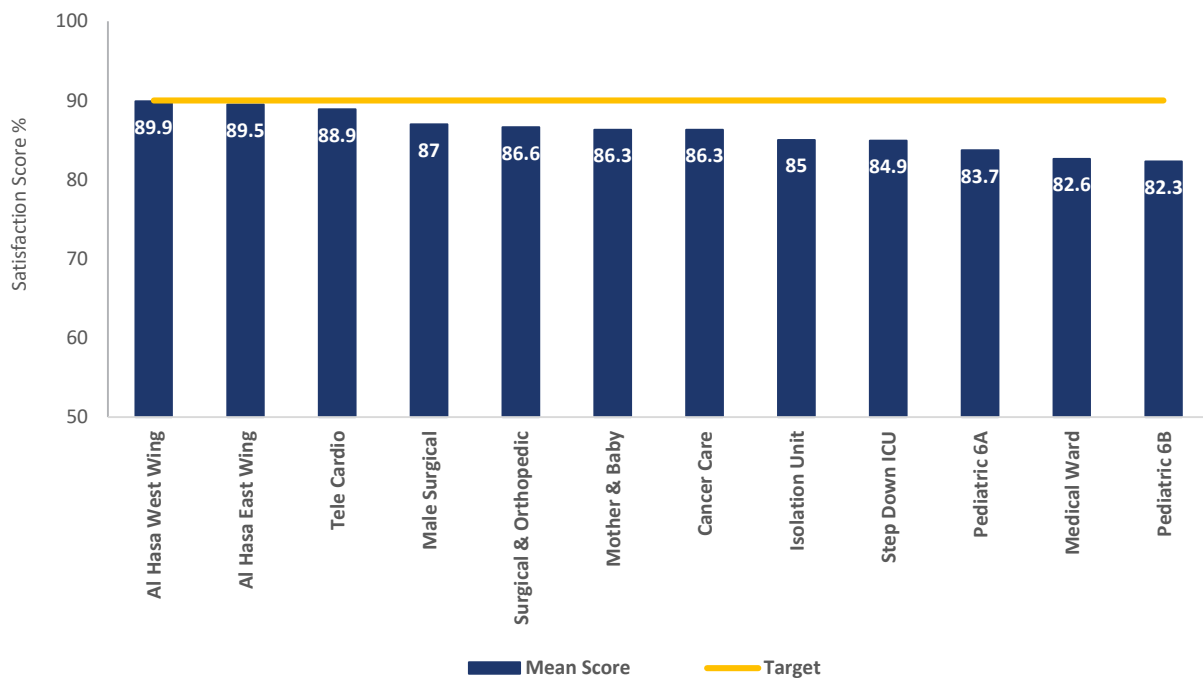


PATIENT CENTERED

Outpatient Clinics – September Mean

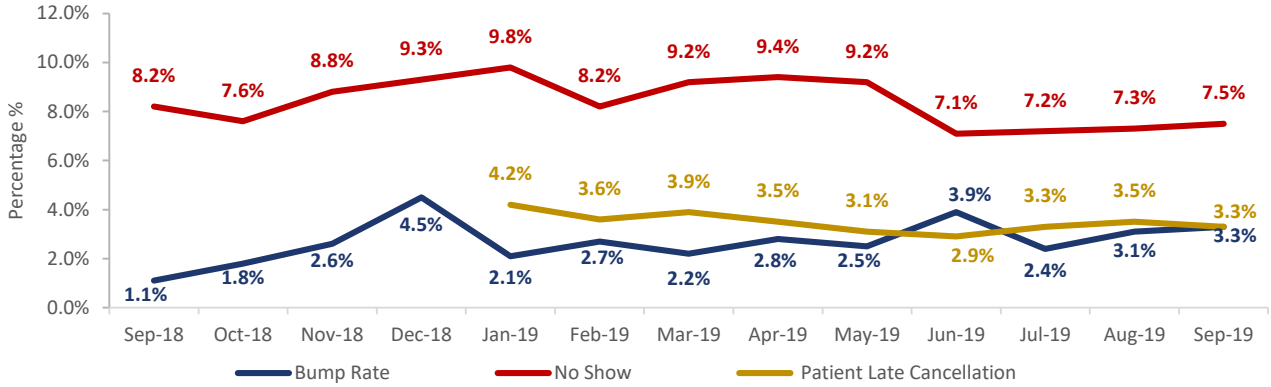


Inpatient Wards – September Mean

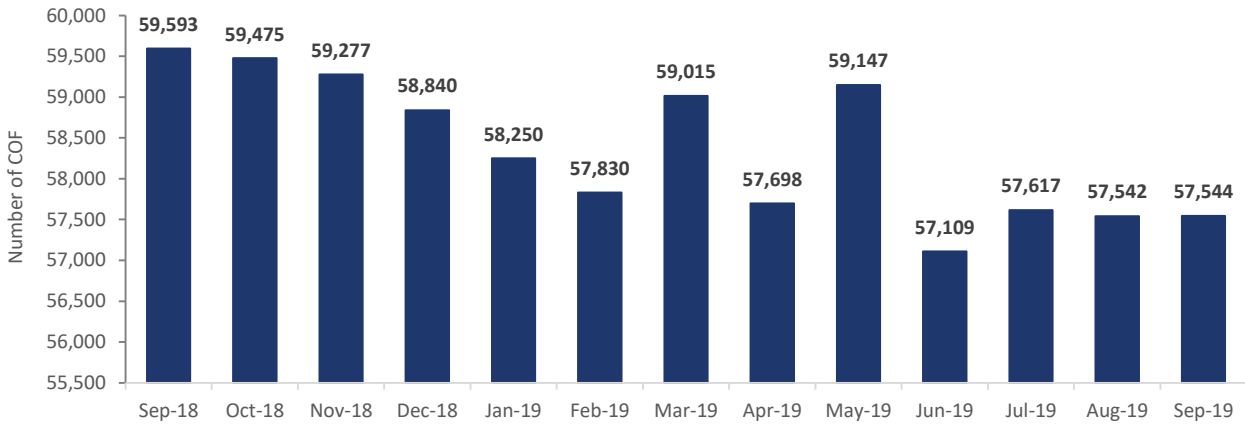


Dental

Dental Bump Rate , No-Show, and Patient Late Cancellation



JHAH COF Registered Dental Recipients

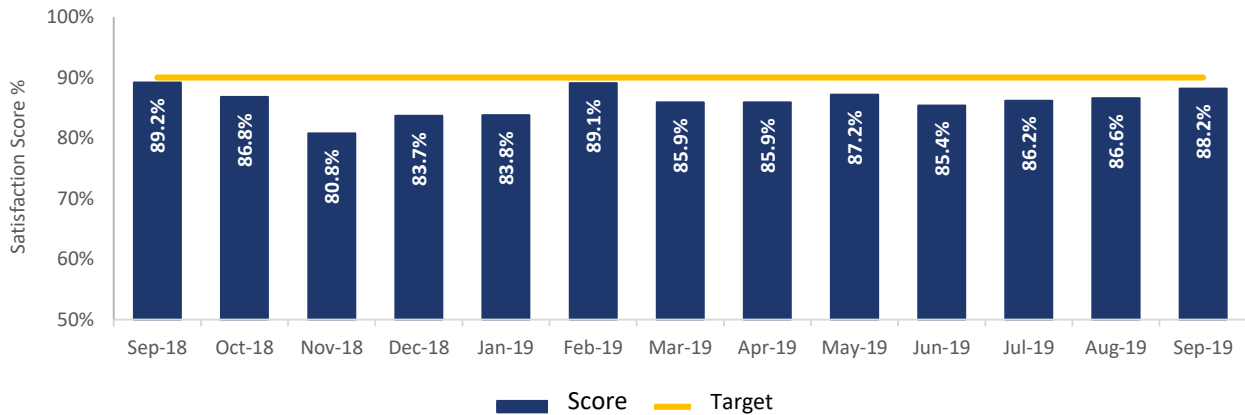


*All JHAH = 61,225

*COF EMRs = 57,544

*JV EMRs = 3,681

Dental Overall Satisfaction Score (Highest to Lowest Top 2 Box Ranking)



2019 JHAH Scorecard

96.95 100.00

KEY PERFORMANCE INDICATORS (KPIs)

Baseline May June July August September October YTD Target Projected Year End Score Weight

I. CLINICAL EXCELLENCE (2019)												
1	Risk Identification (Near Misses)	N/A	57	39	66	37	72	599	N/A	4.0	4.0	4.0
2	Risk Identification (Moderate - Major)	N/A	0	0	2	0	3	12	N/A	4.0	4.0	4.0
3	Deep /Organs Surgical Site Infection (SSI) rate	0.97	0.51					0.79	0.92	4.0	4.0	4.0
4	Inpatient Hand Hygiene Compliance	93.16	93.76	94.32	95.90	94.16		94.36	93	3.0	3.0	3.0
5	Outpatient Hand Hygiene Compliance	94.44	94.3	95.3	95.6	94.3		94.91	93	3.0	3.0	3.0
6	ED Arrival Time to EKG Median Time	4:00	4:00	4:00	3:00	3:00	3:00	3:00	7.00	4.0	4.0	4.0
7	Inpatient Clinical Practice Guidelines	N/A							N/A	5.0	5.0	5.0
8	Hospital Acquired Pressure Injury (HAPAI)	5		3.16			3.1	3.96	4.50	3.0	3.0	3.0
9	Arrival Time to PCI ≤ 90 minutes for non-transferred patients	65	100	100	100	100	100.0	100	85	1.0	1.0	1.0

II. PATIENT & STAFF EXPERIENCE												
10	Outpatient Clinics' Overall Experience Mean Score	86.80	89.3	89.2	88.7	89.4	89.4	88.67	87	5.5	5.5	5.5
11	Dharam Hospital's Overall Experience Mean Score	85.17	86.1	86.7	87.4	86.8	86.5	86.34	85	5.5	5.5	5.5
12	Overall Staff Engagement	3.88							3.91	1.0	1.0	1.0

III. ACCESS TO CARE												
13	Access to Specialty Care								93.9%	46.95	50.00	

Group A												
General Ophthalmology		14	3	4	3	5	5	5	13	3.0	3.0	3.0
ENT		16	6	7	4	4	4	7	15	3.0	3.0	3.0
Neurosurgical		12	6	9	9	9	6	8	11	3.0	3.0	3.0
Colorectal Surgery		20	10	12	19	13	14	12	19	3.0	3.0	3.0
Plastic Surgery		16	16	12	9	10	11	14	15	3.0	3.0	3.0
Urology		14	17	11	11	15	9	11	13	3.0	3.0	3.0
Endocrinology		14	9	8	7	14	13	12	13	3.0	3.0	3.0

Gro B												
Gastroenterology		25	16	15	19	16	10	17	22	3.0	3.0	3.0
OB/GYN Specialty		23	24	19	18	23	16	18	20	3.0	3.0	3.0
Bariatric Surgery		29							25	2.0	2.0	2.0

Group C												
Cardiology		27	13	11	12	16	15	15	23	2.0	2.0	2.0
Dermatology		38	25	8	19	19	19	22	32	1.0	1.0	1.0
Neurology		28	15	18	18	22	23	22	24	2.0	2.0	2.0
General Orthopedics		29	18	18	22	12	20	16	25	2.0	2.0	2.0

IV. POPULATION HEALTH STATUS												
14	Access to Primary Care	71	91	85	84	83	82	76.61	75	4.0	4.0	4.0
15	Access to Physical Therapy	16	9	8	11	8	8	10	15	2.0	2.0	2.0
16	TKR In-Patient receiving Physical Therapy within 24 hours post surgery	65.94	100	100	100	100	100	99.17	100	1.95	2.0	2.0
17	ED Arrival time to Provider Median time COF assigned to ESI 2 category	14:03	9:45	9:35	9:30	9:25	9:18	9:18	15:00	4.0	4.0	4.0
18	Emergency Response to Industrial (Oil & Gas) Locations, Time from 911	100	100	100	100	100	93.3	98	98	1.0	1.0	1.0
19	Emergency Response to Industrial (Oil & Gas) Locations, Time from 911	96.05	100	66.7	100	83.3	93.3	91.80	97	0.0	1.0	1.0

V. NETWORK												
20	% diabetic patients who have HbA1c test ordered within 6 months	96.51	95.8	96.4	96.3	95.62	95.9	96.60	95	2.0	2.0	2.0
21	Percent Poorly Controlled Diabetics	25.12	24.9	24.5	24.1	24.5	24.5	24.43	25.40	3.0	3.0	3.0

VI. NETWORK												
22	SPS/MRI requests turnaround time (TAT) from all full service network	93	99.8	100.0	100.0	99.9		100	95	2.0	2.0	2.0
23	SPS/Endoscopy requests turnaround time (TAT) from all full service network	N/A	100.0	100.0	100.0	100.0		100	N/A	N/A	N/A	N/A