

November 2019

Executive Summary Staff
Report



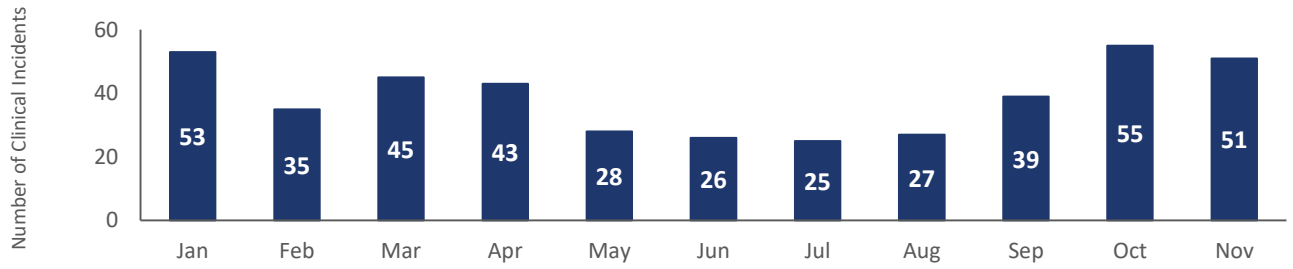
JHAH at a Glance

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

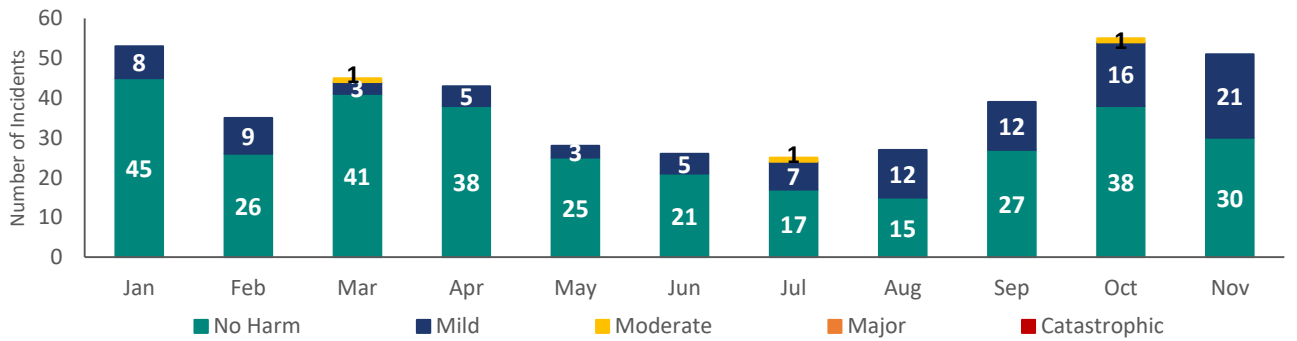


2019 Clinical Incident Reporting by Staff into DATIX Software

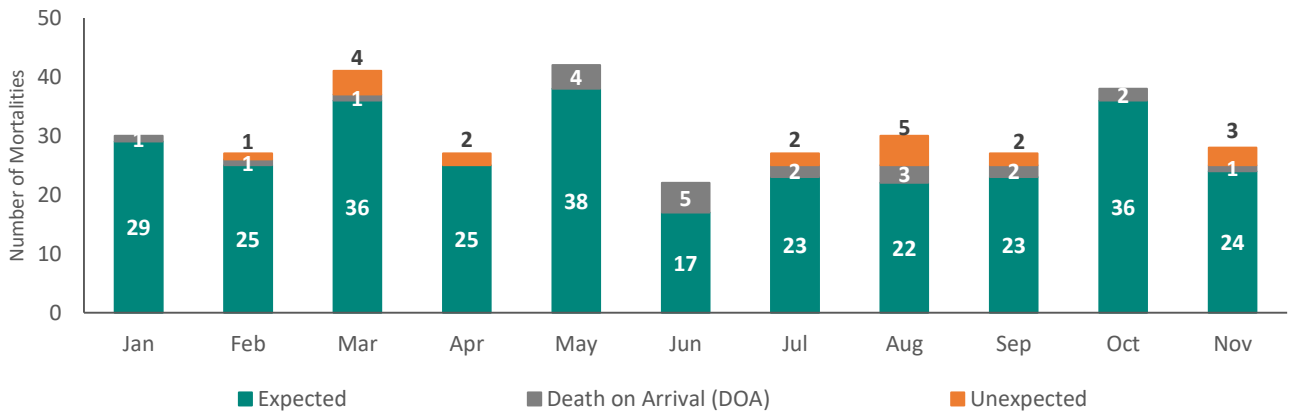
Clinical Incidents 2019



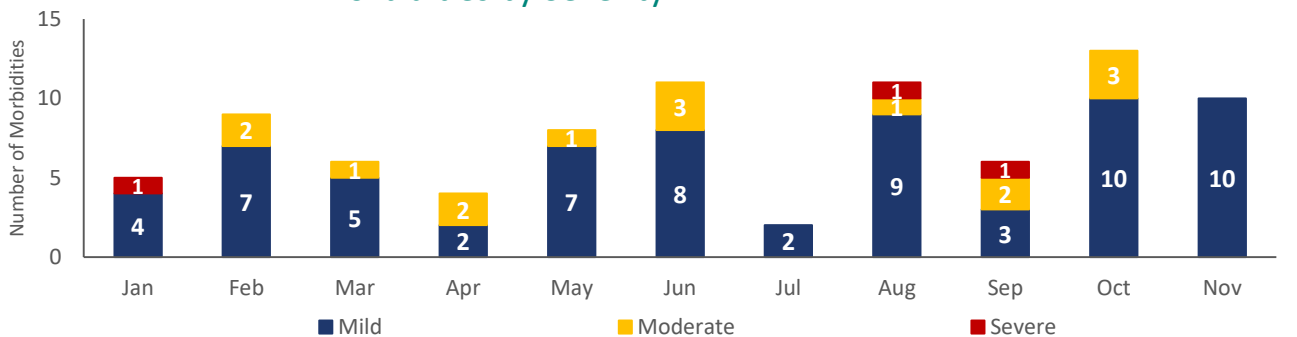
Incidents Severity Score



Mortalities by Category



Morbidities by Severity

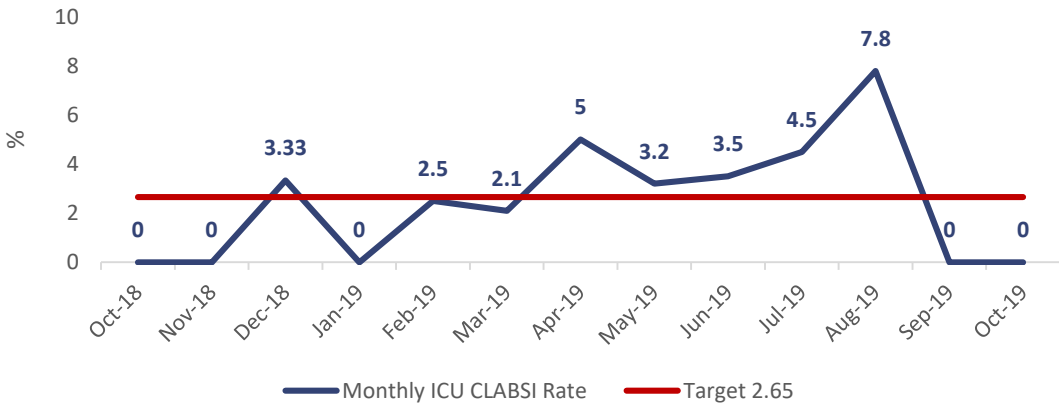


Intensive Care Unit Central Line Associated Bloodstream Infection (ICU CLABSI) Rate

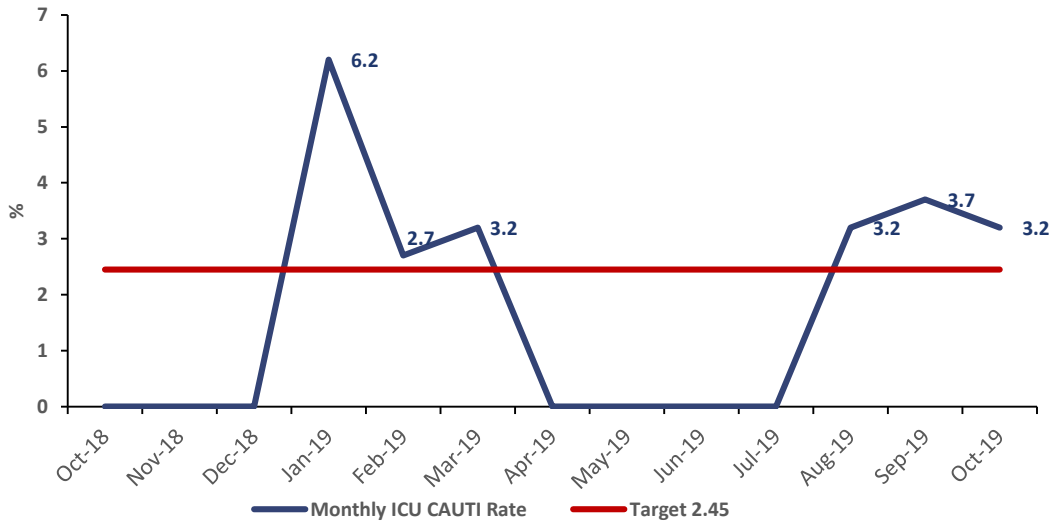
The number increased in August due to two infections reported

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

CLABSI YTD: 2.6
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: 2.2
GCC Benchmark: 3.2
USA Benchmark: 2.1

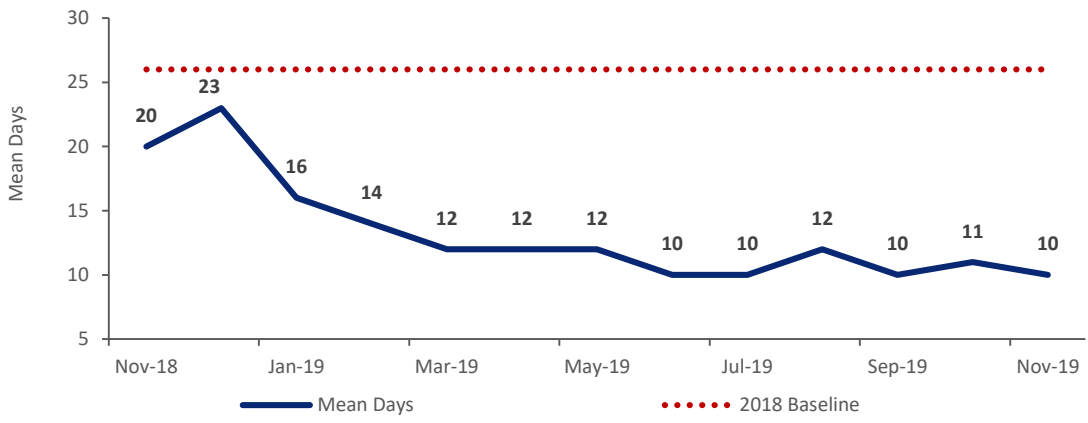
Deep / Organs Surgical Site Infection (SSI) Rate

SSI YTD: 0.64
NHSN Benchmark: 0.75%

NHSN: National Health Safety Network

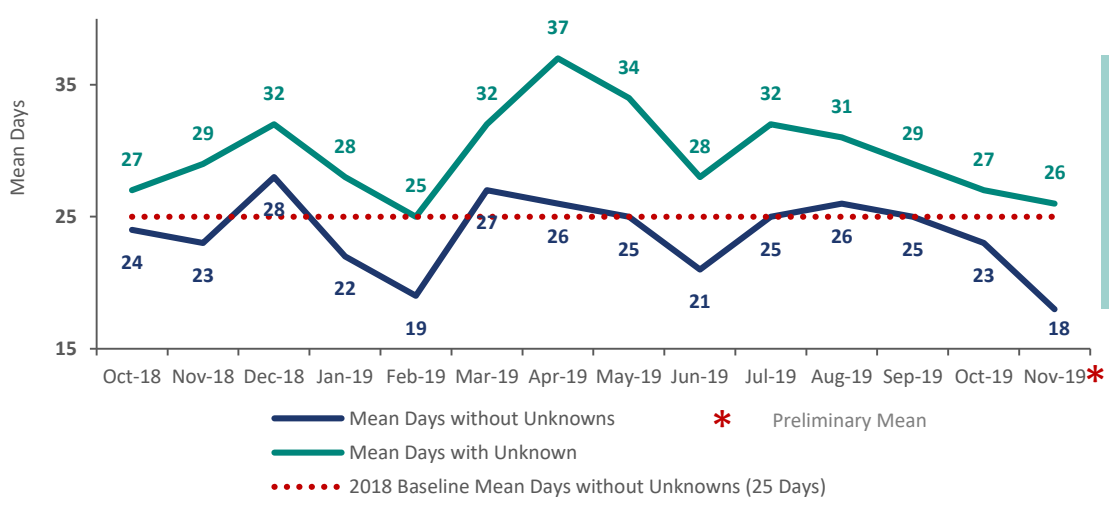


Access to Care - Aggregate Mean Days to First Scheduled Appointment from PC to KPI Clinics



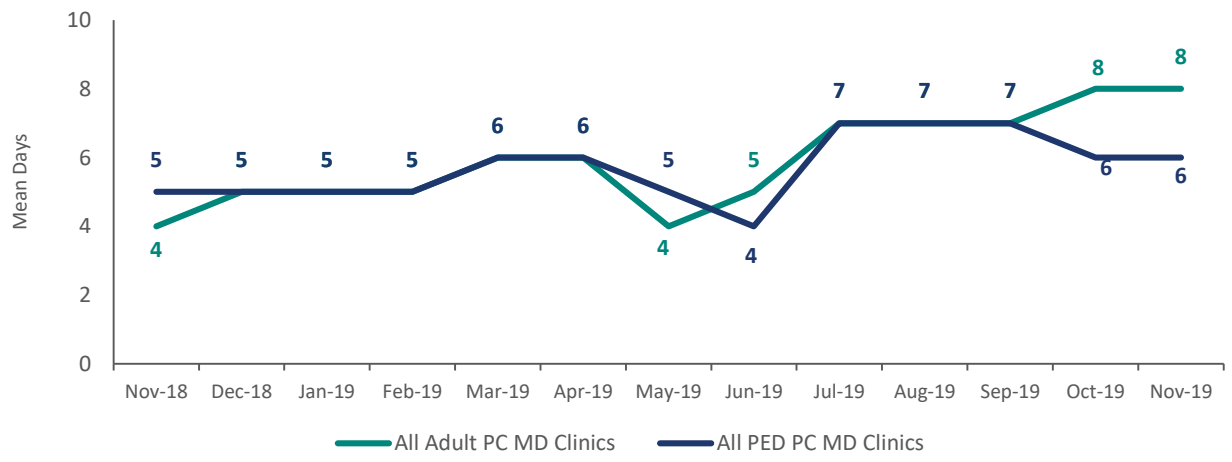
The data for each month is measured with no lag on the 5th of the following month

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

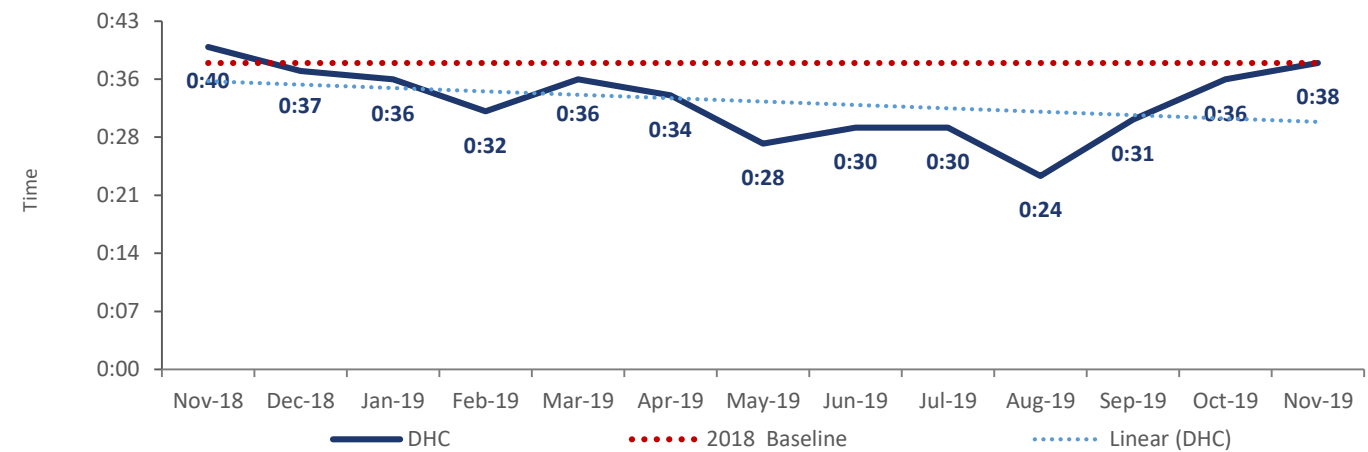


The data for each month is measured with a 1 month lag on the 5th of the following month

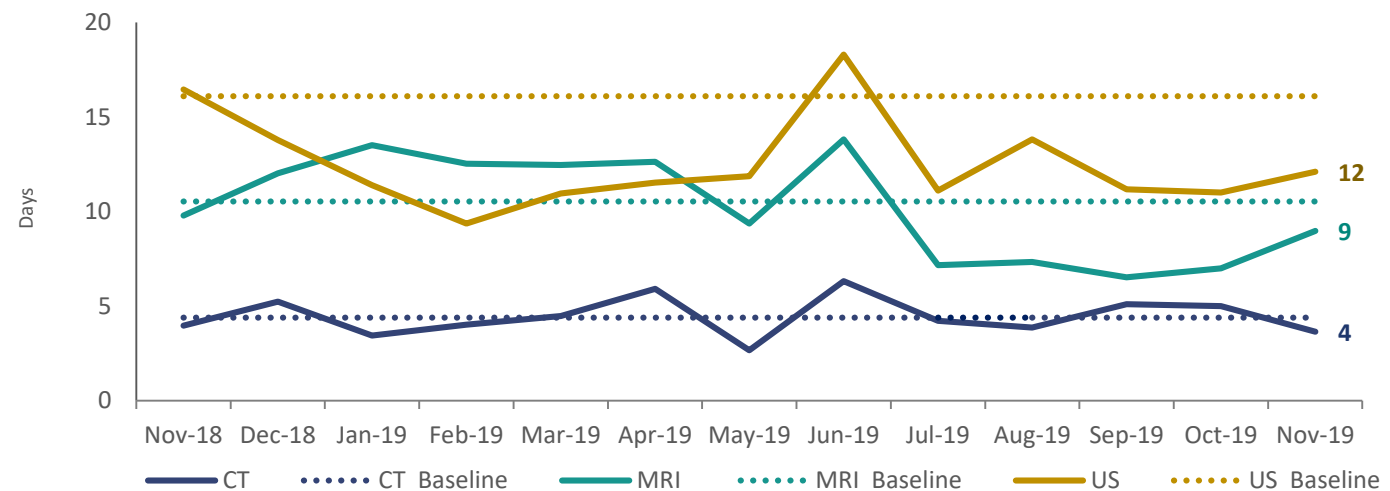
Dhahran Access to Care - Adult & Pediatric Primary Care MD Clinic - Lead Time



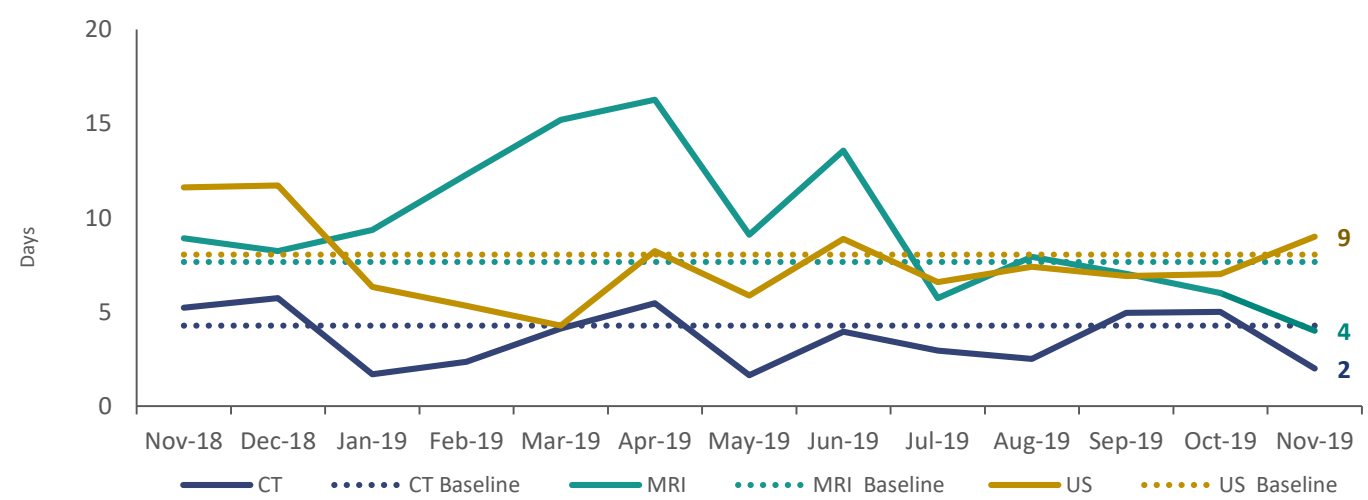
Dhahran EMS Access to Care from Arrival to Provider



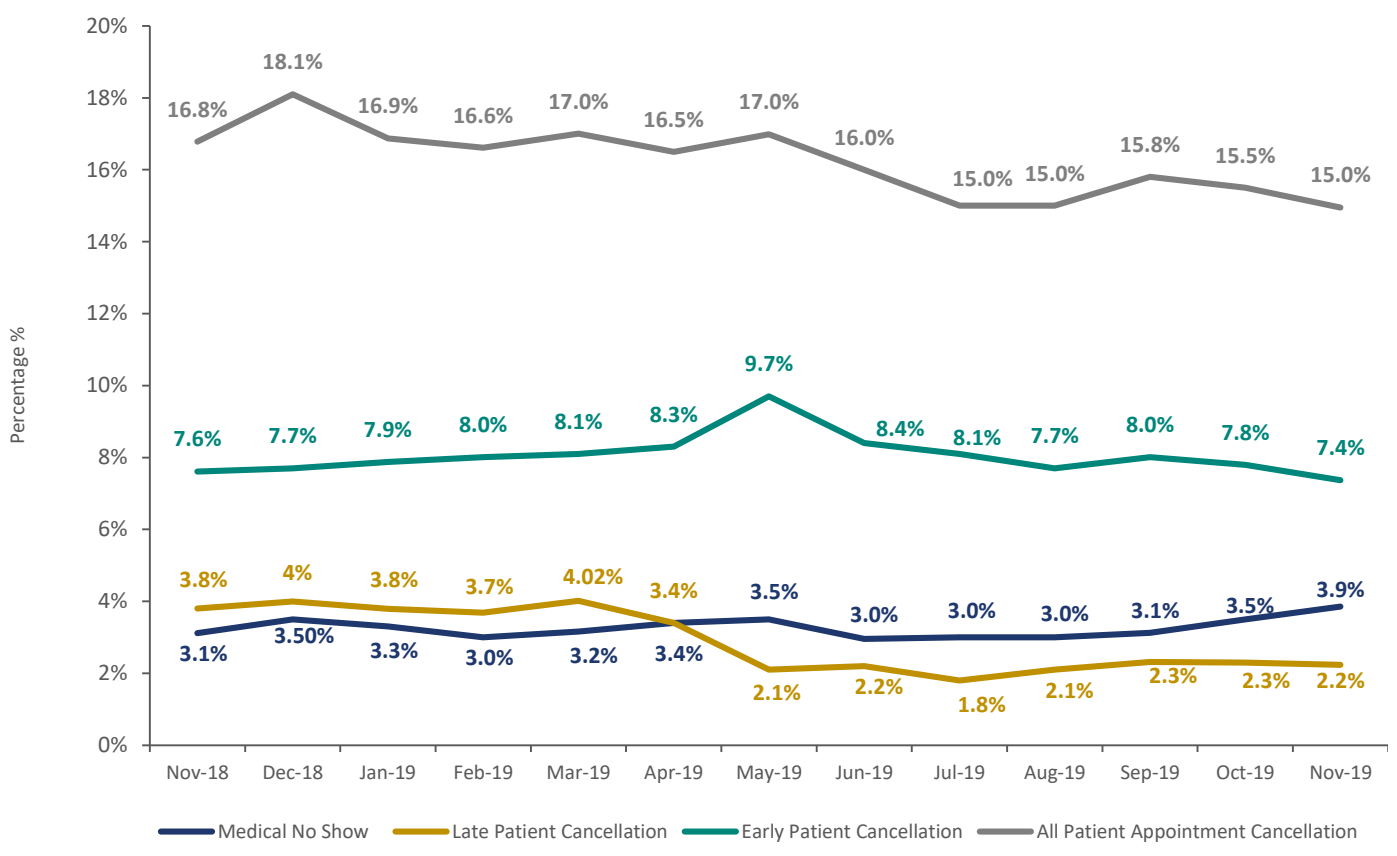
Dhahran Radiology Lead Time



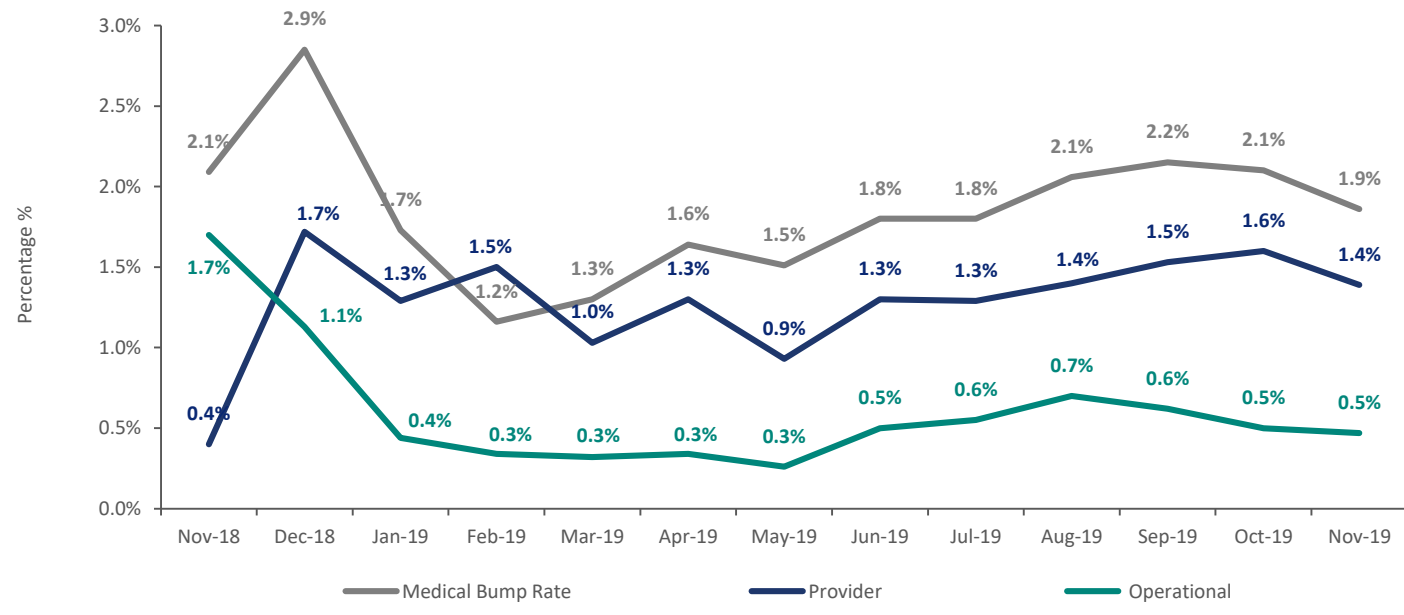
Al-Hasa Radiology Lead Time



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

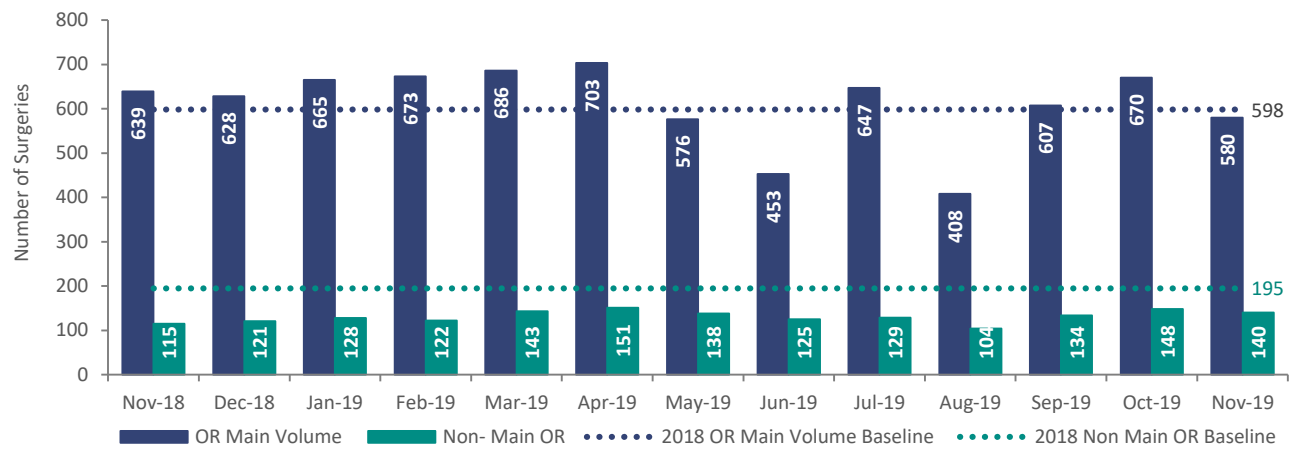


Medical Bump Rate & Breakdown to Provider & Operational

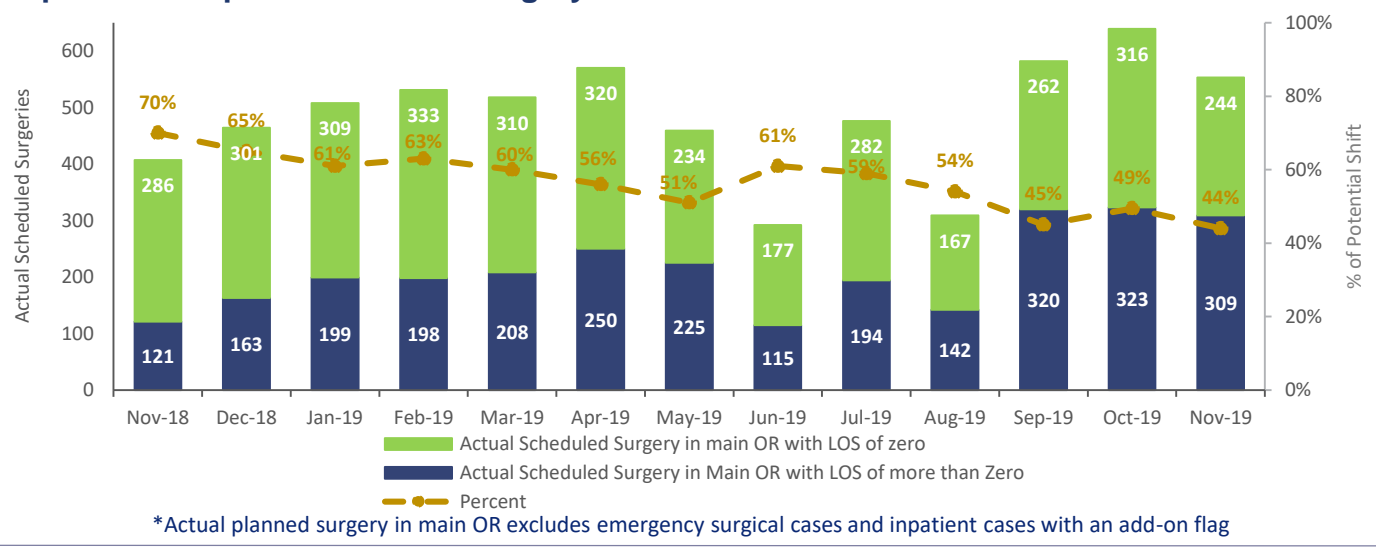


EFFECTIVE

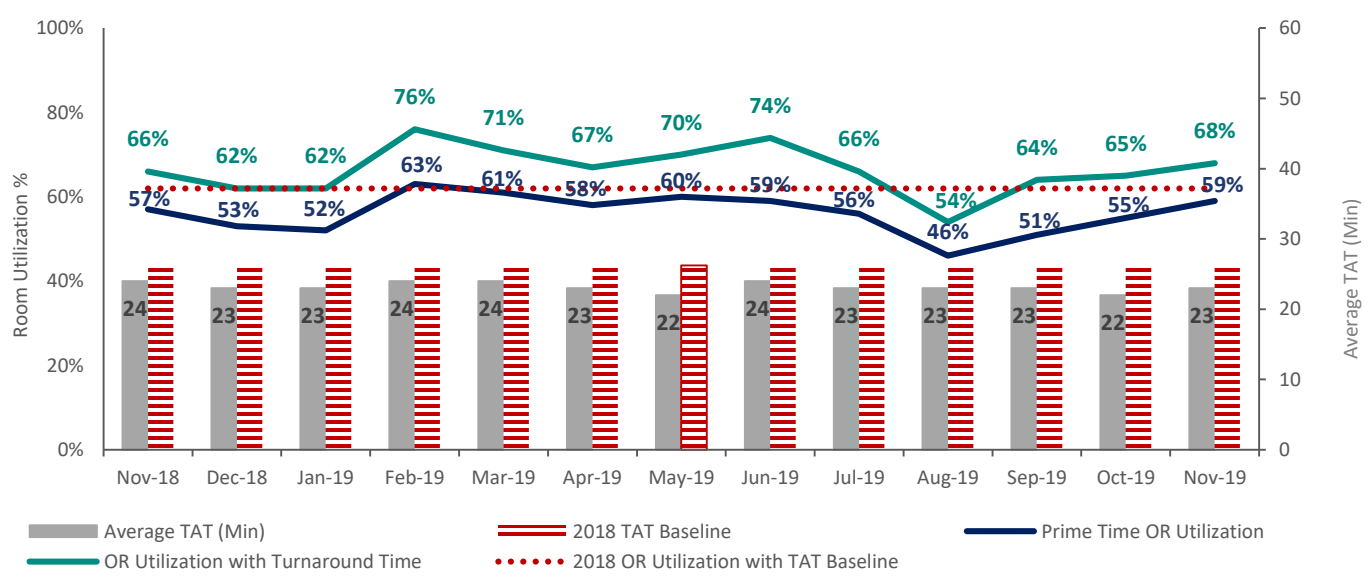
OR & Non-Main OR Volumes



Outpatient to Inpatient Elective Surgery Ratio

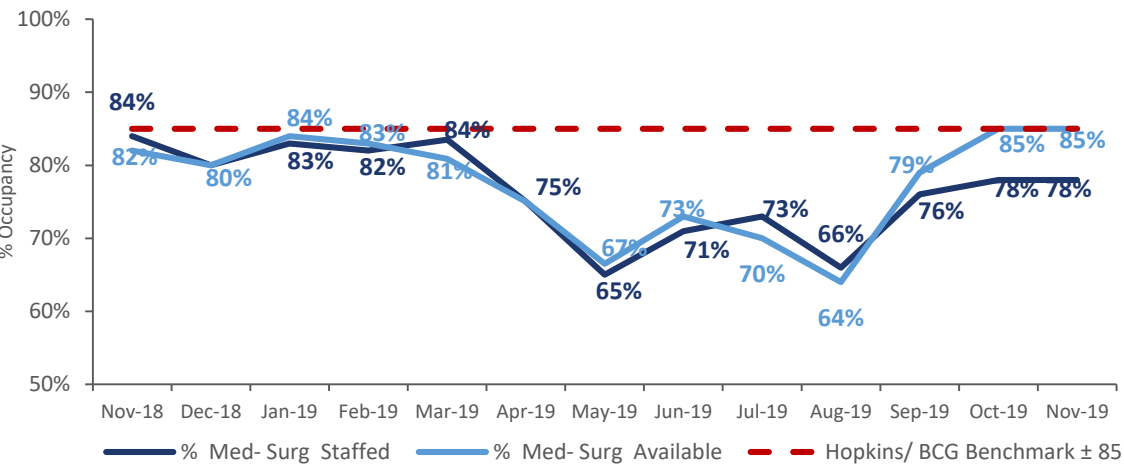


OR Prime Time Utilization & OR Utilization with Turnaround Time



EFFICIENT

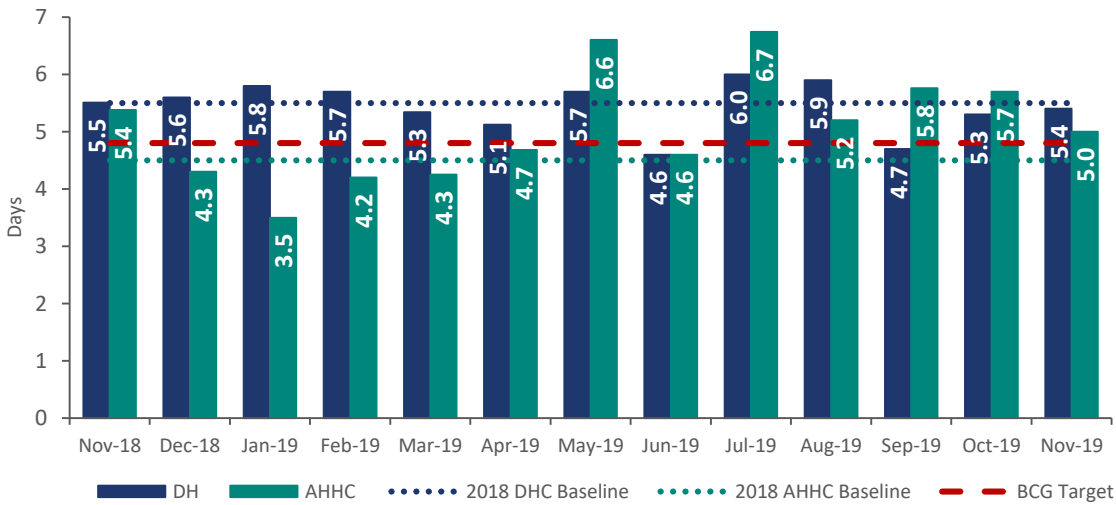
Dhahran Bed Occupancy



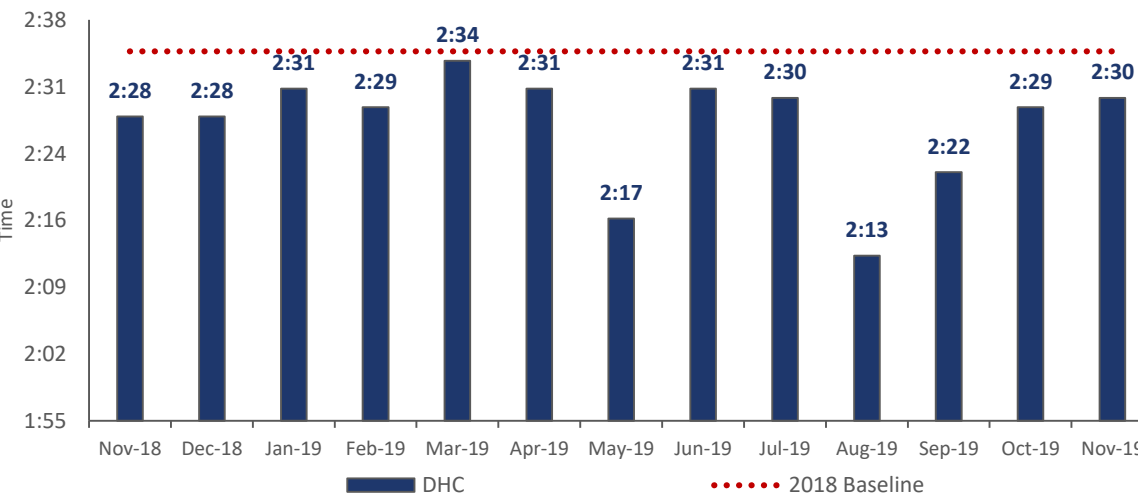
Starting August, 2018
DHC Total Beds: 329
beds (excluding 2J&3J)
post renovation.

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

*The measure is not risk adjusted.



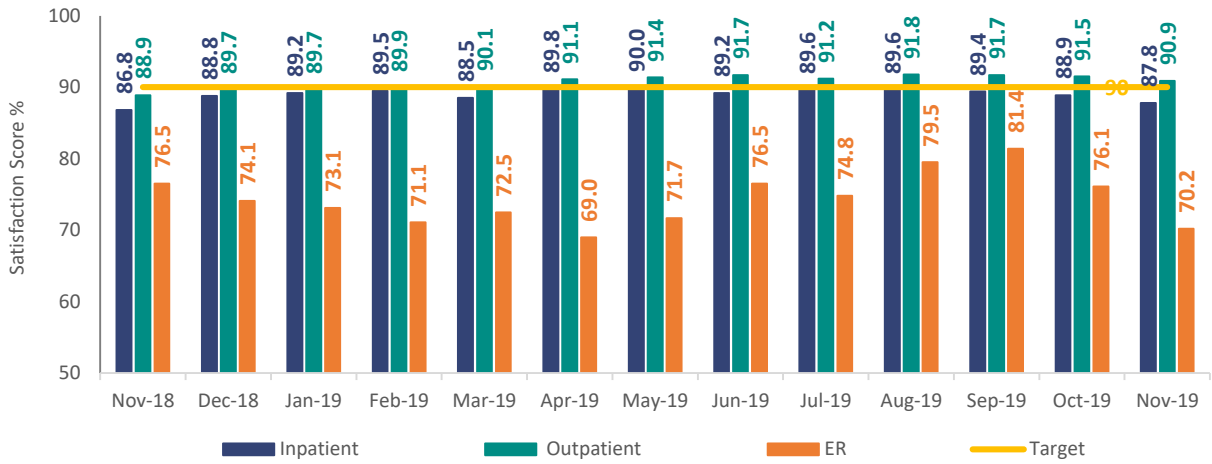
Dhahran EMS Length of Stay (LOS)



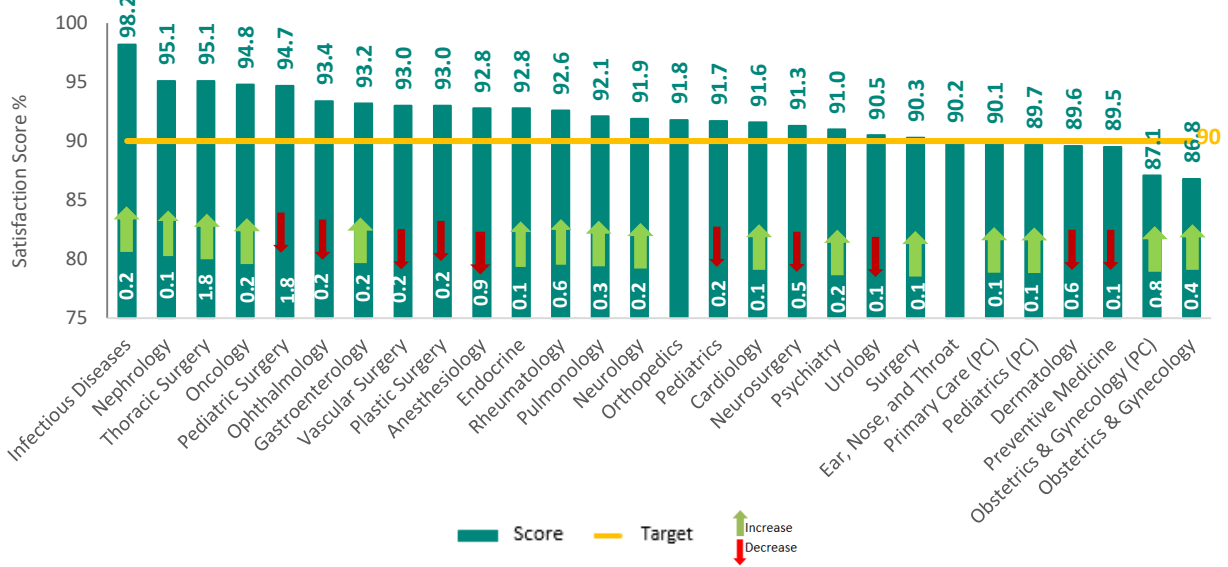
DHC EMS Monthly
YTD LOS = 02:26

PATIENT CENTERED

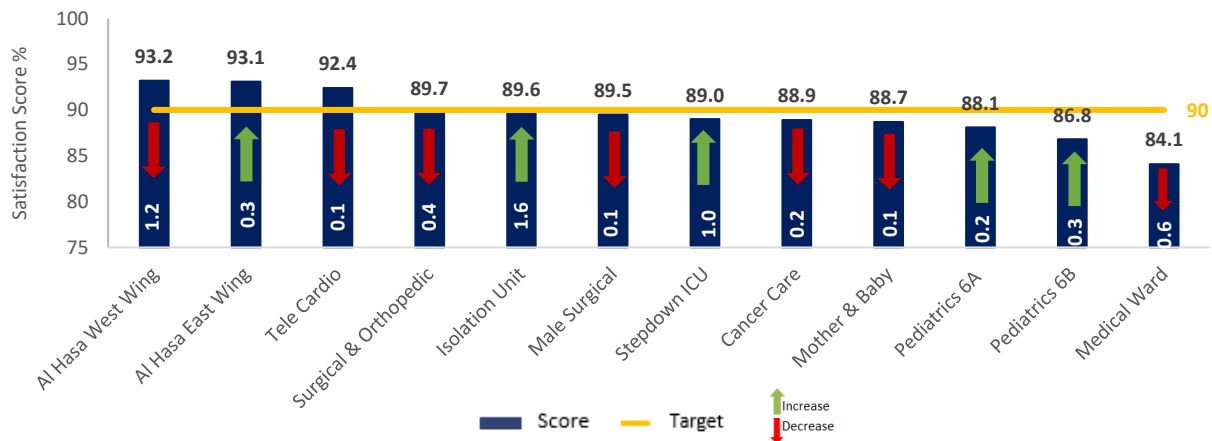
Patient Satisfaction Inpatient, Outpatient, and ER (Highest to Lowest Top 2 Box Ranking)



Outpatient Clinics

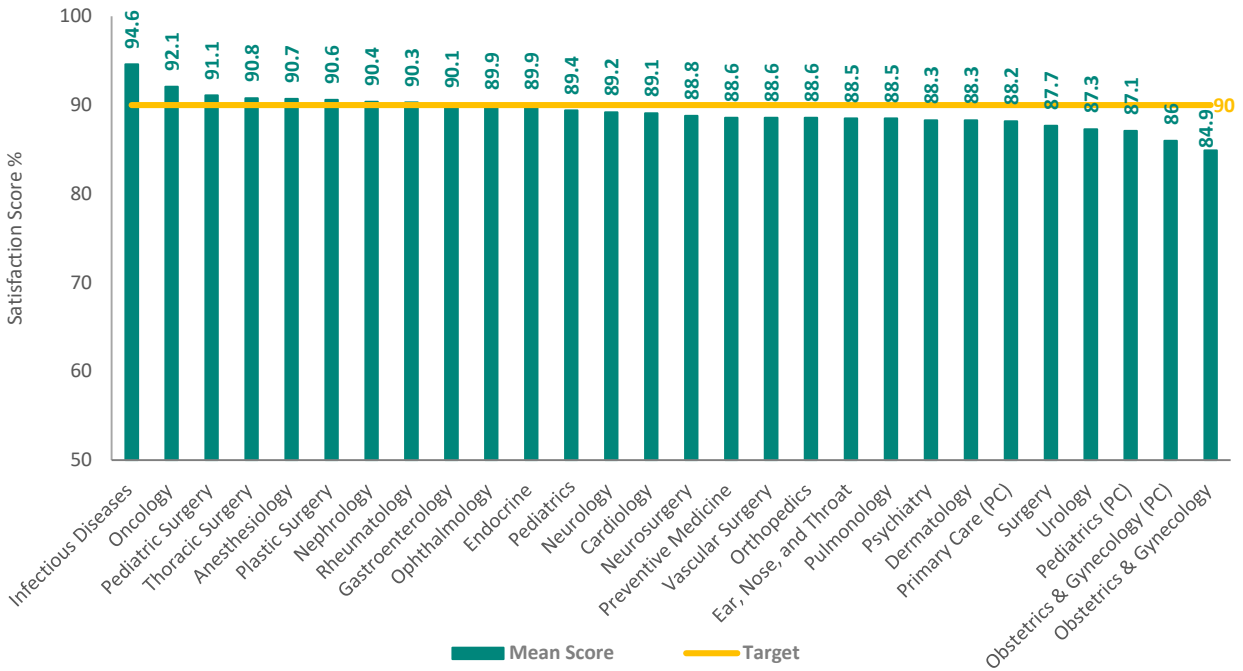


Inpatient Wards

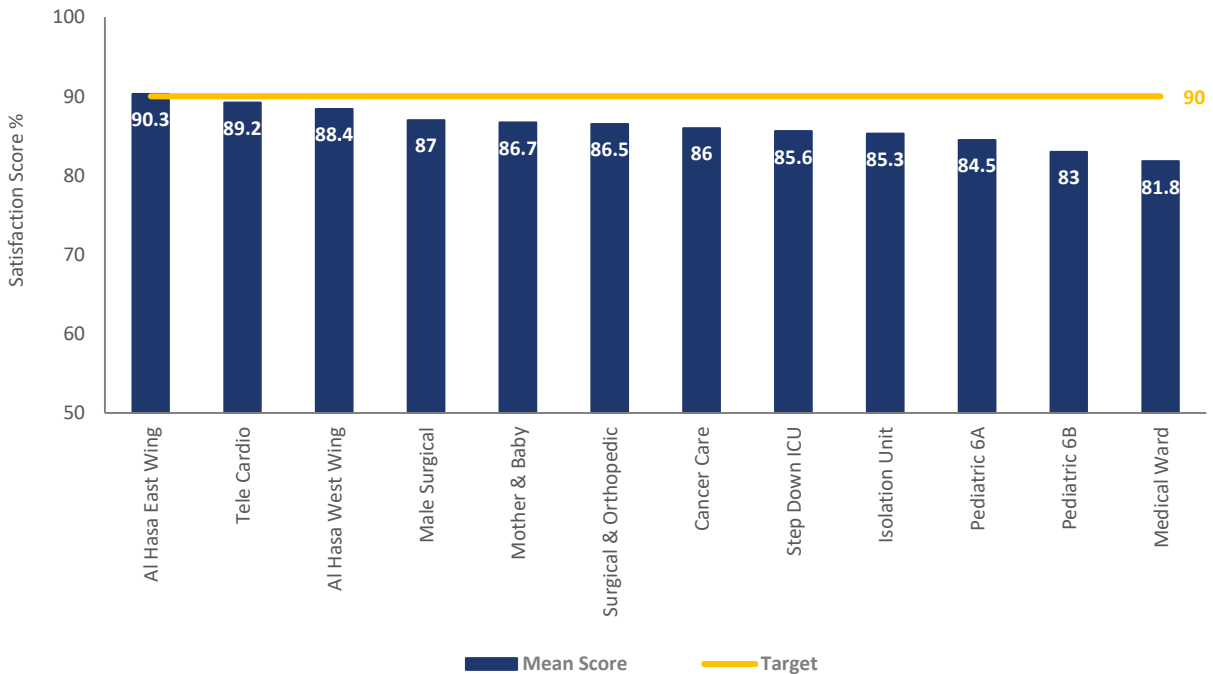


PATIENT CENTERED

Outpatient Clinics – November Mean

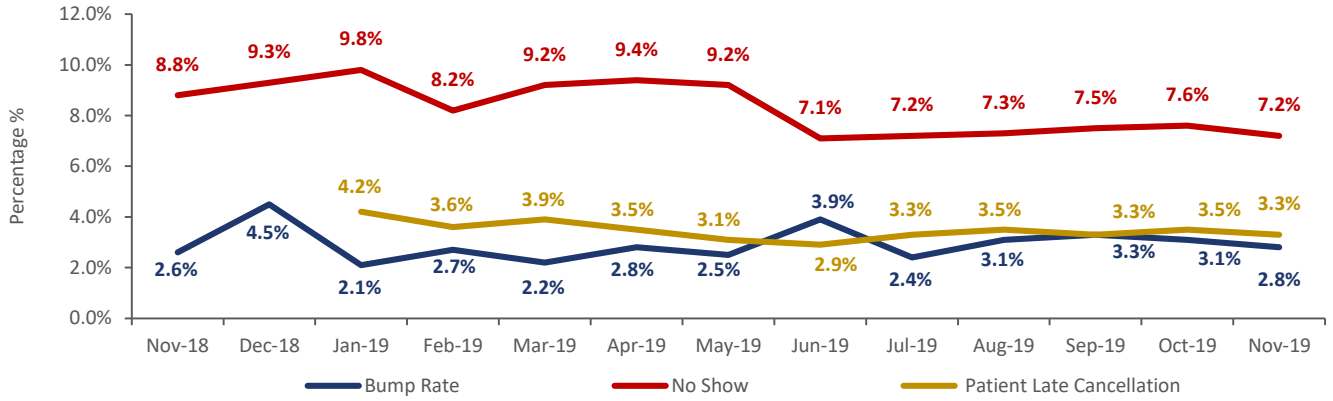


Inpatient Wards – November Mean

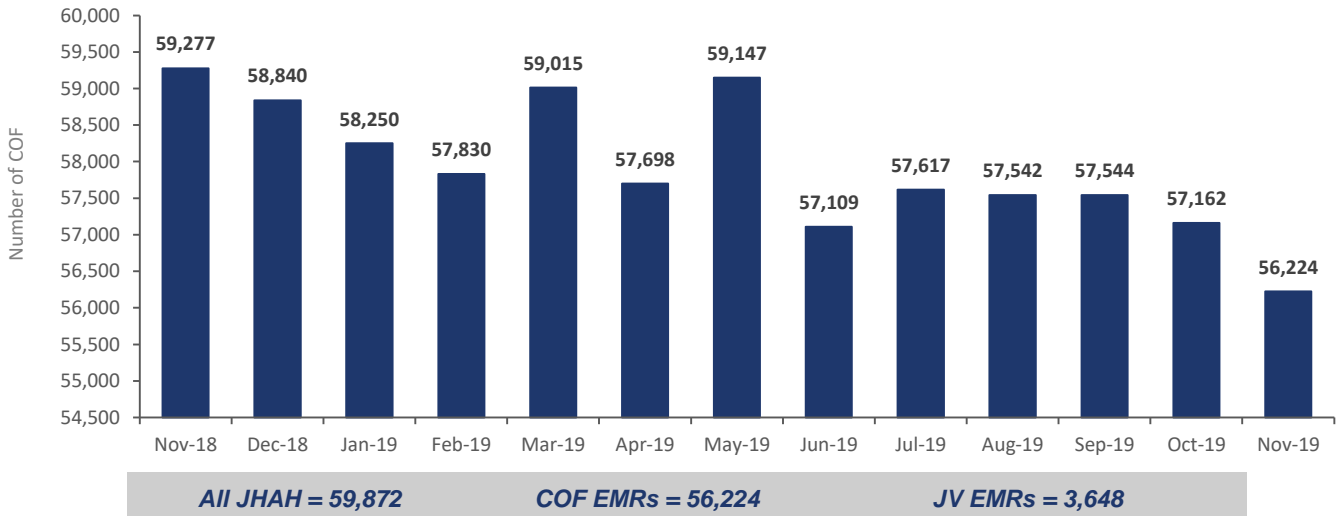


Dental

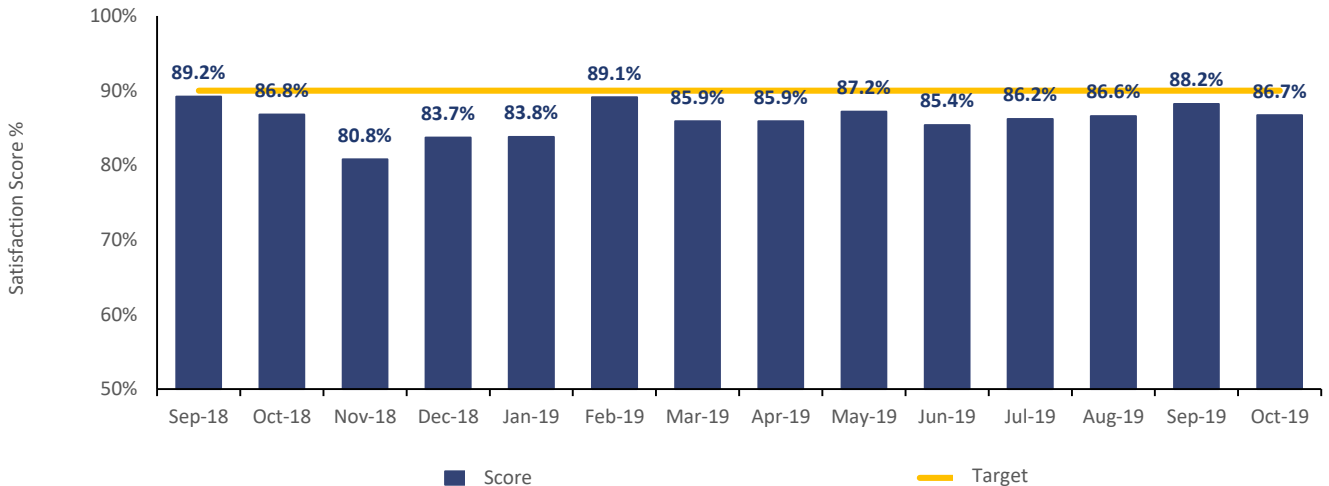
Dental Bump Rate, No-Show, and Patient Late Cancellation



JHAH COF Registered Dental Recipients



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



2019 JHAH Scorecard

98.94 100.00

KEY PERFORMANCE INDICATORS (KPIs)

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

I. CLINICAL EXCELLENCE (2019)																
1	Risk Identification (Near Misses)	NA	39	66	37	72	122	63	784	100.0%	N/A	4.08	4.08	4.08	31.63	31.63
2	Risk Identification (Moderate-Major)	NA	0	2	0	3	1	3	16	N/A	N/A	4.08	4.08	4.08	N/A	N/A
3	Deep /Organs Surgical Site Infection (SSI) rate	0.97	0.00	0.44	0	3	1	3	0.64	0.92	0.92	4.08	4.08	4.08	0.64	0.92
4	Inpatient Hand Hygiene Compliance	93.16	94.32	95.90	94.16	93.95	93.74	93.74	94.25	93	93	3.06	3.06	3.06	94.25	93
5	Outpatient Hand Hygiene Compliance	94.44	95.3	95.6	94.3	94.4	95.3	94.4	94.89	93	93	3.06	3.06	3.06	94.89	93
6	ED Arrival Time to EKG Median Time	4:00	4:00	3:00	3:00	3:00	3:00	3:00	3:00	7:00	7:00	4.08	4.08	4.08	3:00	7:00
7	Inpatient Clinical Practice Guidelines	NA	NA	3:00	3:00	3:00	3:00	3:00	3:00	N/A	N/A	5.10	5.10	5.10	N/A	N/A
8	Hospital Acquired Pressure Injury (NDNOI)	5	3.16	100	100	3.1	100.0	100.0	3.96	100	100	4.50	3.06	3.06	3.96	4.50
9	Arrival Time to PCI ≤ 90 minutes for non-transferred patients	65	100	100	100	100.0	100.0	100.0	100	100.0%	85	1.02	1.02	1.02	100	85

II. PATIENT & STAFF EXPERIENCE																
10	Outpatient Clinics Overall Experience Mean Score	86.80	89.2	88.7	89.4	89.4	89.5	88.8	88.75	87	87	5.61	5.61	5.61	88.75	87
11	Inpatient Hospital's Overall Experience Mean Score	85.17	85.7	87.4	86.8	86.5	86.4	85.4	86.26	85	85	5.61	5.61	5.61	86.26	85
12	Overall Staff Engagement	3.88								3.91	3.91	1.02	1.02	1.02	3.91	3.91

III. ACCESS TO CARE 97.8% 47.92 48.98

III. ACCESS TO CARE																
13	Access to Specialty Care															
Group A																
General Ophthalmology																
		14	4	3	5	5	4	4	4	2	5	13	3.06	3.06	3.06	3.06
ENT																
		16	7	4	4	4	4	4	4	5	6	15	3.06	3.06	3.06	3.06
Neurosurgical																
		12	9	9	9	6	6	5	7	5	7	11	3.06	3.06	3.06	3.06
Colorectal Surgery																
		20	12	19	13	14	14	12	12	12	12	19	3.06	3.06	3.06	3.06
Plastic Surgery																
		16	12	9	10	11	8	9	13	9	13	15	3.06	3.06	3.06	3.06
Urology																
		14	11	11	15	9	12	7	11	11	11	13	3.06	3.06	3.06	3.06
Endocrinology																
		14	8	7	14	13	18	16	13	13	13	13	3.06	3.06	3.06	3.06
Gastroenterology																
		25	15	19	16	10	8	5	15	15	22	22	3.06	3.06	3.06	3.06
OB/GYN Specialty																
		23	19	18	23	16	28	17	19	19	20	20	3.06	3.06	3.06	3.06
Bariatric Surgery																
		29										25				
Cardiology																
		27	11	12	16	15	12	13	15	13	15	23	2.04	2.04	2.04	2.04
Dermatology																
		38	8	19	19	19	18	26	22	22	32	1.02	1.02	1.02	2.04	1.02
Neurology																
		28	18	18	22	23	20	16	21	16	24	2.04	2.04	2.04	2.04	2.04
General Orthopedics																
		29	18	22	12	20	20	11	16	11	25	2.04	2.04	2.04	2.04	2.04

IV. POPULATION HEALTH STATUS																
14	Access to Primary Care	71	85	84	83	82	82.70	84.09	77.91	75	75	4.08	4.08	4.08	77.91	75
15	Access to Physical Therapy	16	8	11	8	8	8	8	10	15	15	2.04	2.04	2.04	10	15
16	TKR In-Patient receiving Physical Therapy within 24 hours post surgery	65.94	100	100	100	100	100.0	100.0	99.28	100	100	2.00	2.00	2.04	99.28	100
17	ED Arrival time to Provider Median time COF assigned to ESI 2 category.	14:03	9:35	9:30	9:25	9:18	9:09	9:14	9:14	15:00	15:00	4.08	4.08	4.08	9:14	15:00
18	Emergency Response to Industrial (Oil & Gas) Locations, Time from 911	100	100	100	100	93.3	100.0	100.0	98.53	98	98	1.02	1.02	1.02	98.53	98
19	Emergency Response to Industrial (Oil & Gas) Locations, Time from 911	96.05	66.7	100	83.3	93.3	100.0	100.0	93.15	97	97	0.00	1.02	1.02	93.15	97

V. NETWORK																
20	% diabetic patients who have HbA1c test ordered within 6 months	96.51	96.4	96.3	95.62	95.9	95.3	98.0	96.57	95	95	2.04	2.04	2.04	96.57	95
21	Percent Footy/Controlled Diabetes	25.12	24.5	24.1	24.5	24.5	25.2	24.9	24.54	25.40	25.40	3.06	3.06	3.06	24.54	25.40

V. NETWORK																
22	SFS/MRI requests turnaround time (TAT) from all full service network	93	100.0	100.0	99.9	100.0	99.8	100	100	95	95	2.04	2.04	2.04	100	95
23	SFS/Endoscopy requests turnaround time (TAT) from all full service network	NA	100.0	100.0	100.0	100.0	100.0	100	100	N/A	N/A	2.04	2.04	2.04	100	N/A