

June 2020

Executive Summary Staff
Report

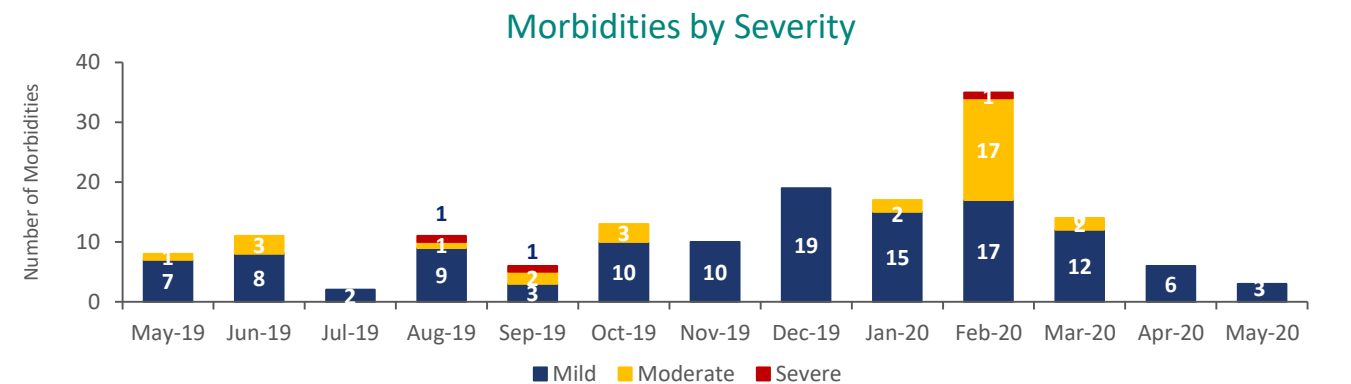
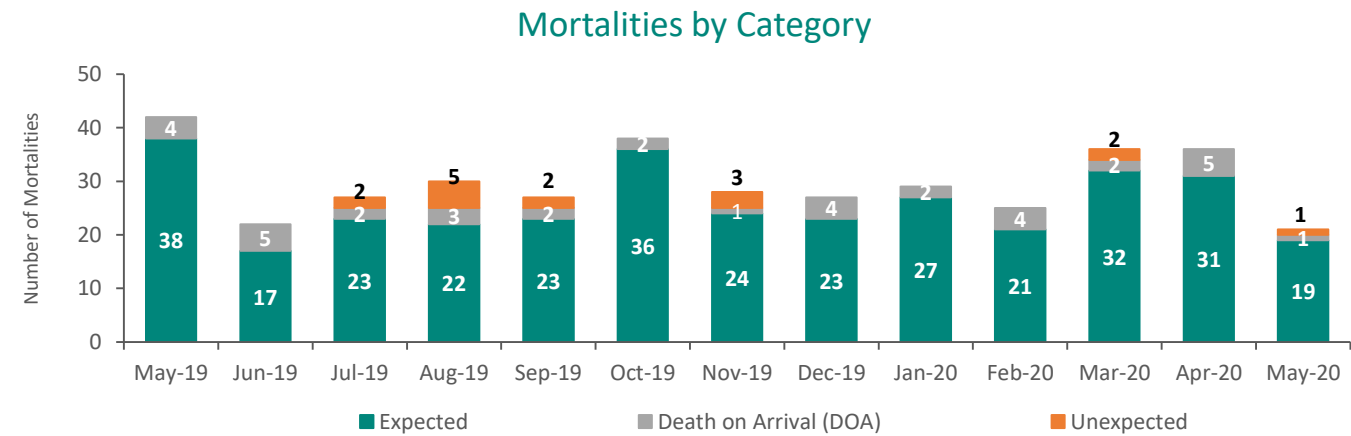
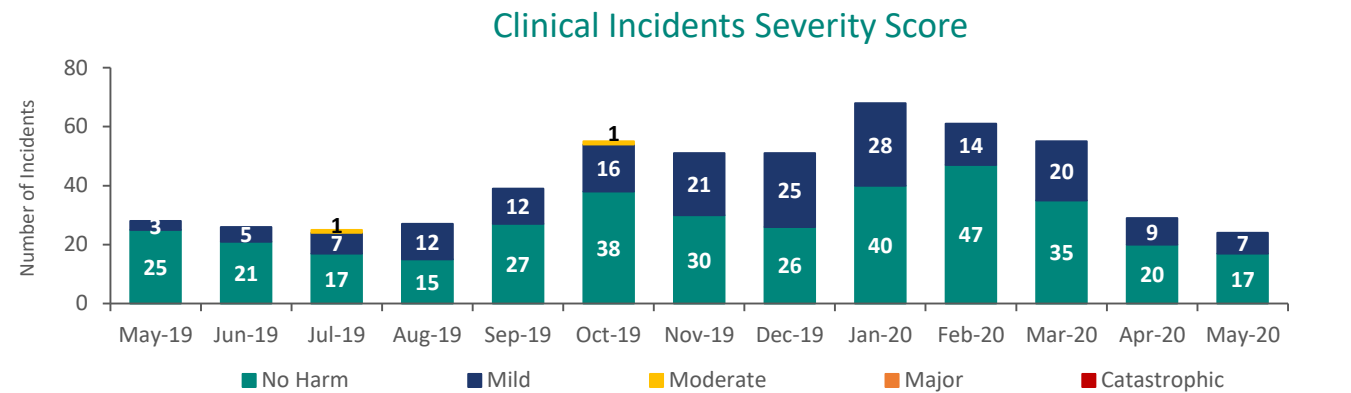
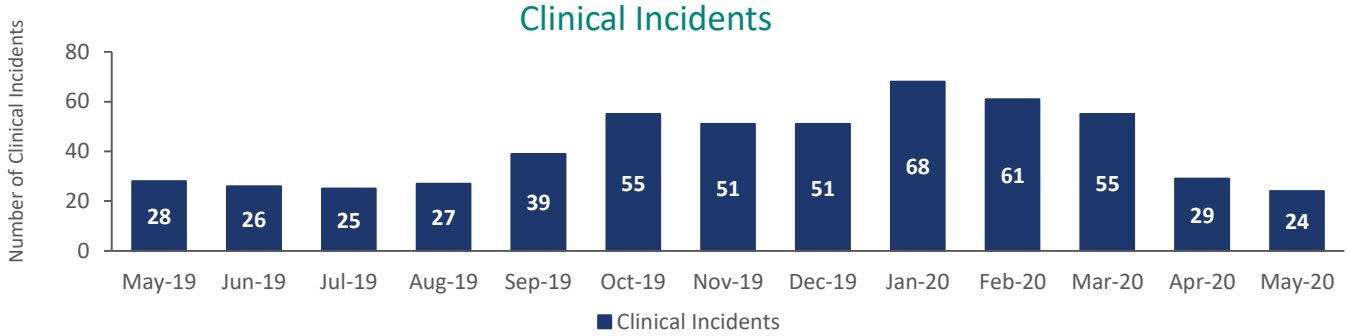


JHAH at a Glance

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Clinical Incident Reporting by Staff into DATIX Software



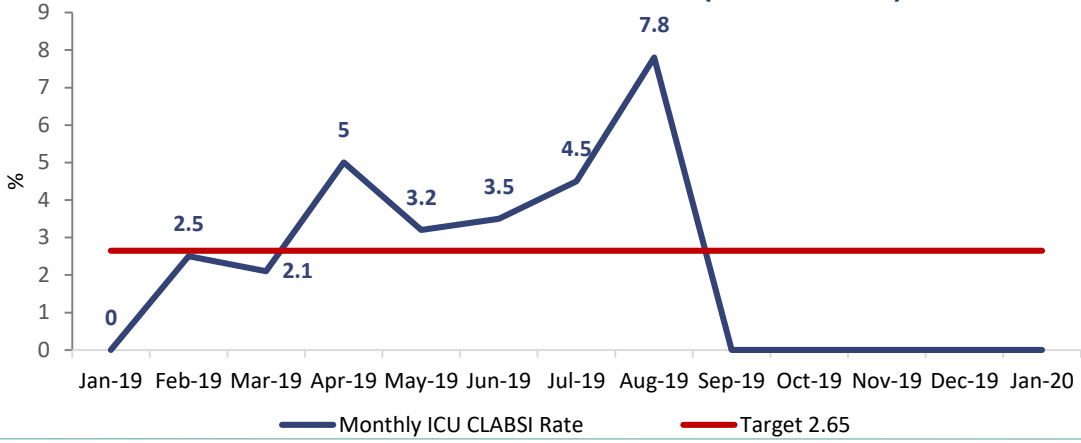
With the recent COVID-19 pandemic, all healthcare organizations are dealing with this pandemic as a priority. Similarly, JHAH is heavily involved with COVID-19 Pandemic. The Infection Control team efforts are dedicated towards managing COVID-19 in collaboration with the MOH. JHAH continues to maintain its infection control standards and measures throughout its operations. However, a delay in reporting infection control KPIs is expected during this period.

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 a 1 month lag on the 5th of the following month

CLABSI YTD: 0
GCC Benchmark: 4.1
USA Benchmark: 1

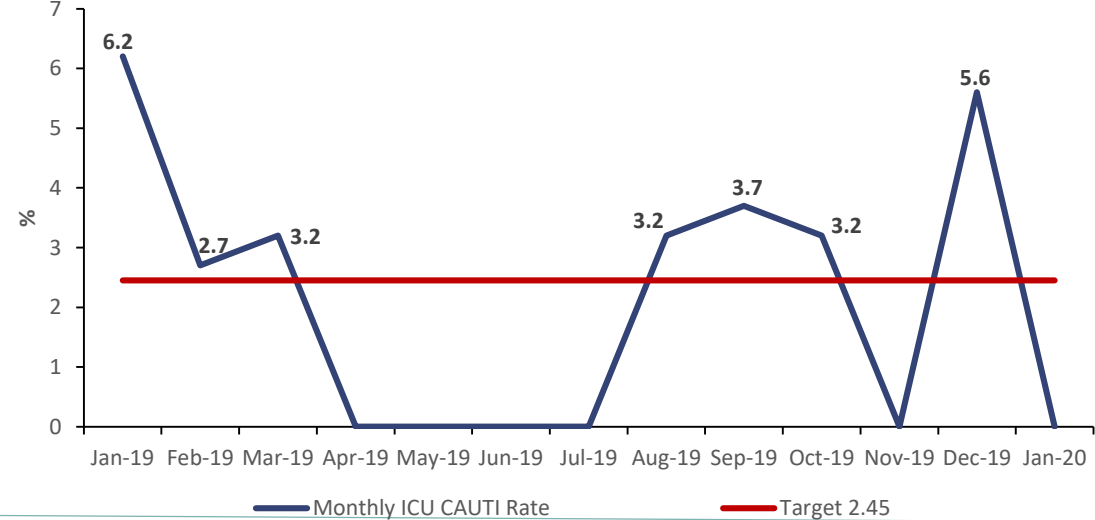


Intensive Care Unit Catheter Associated Urinary Tract Infection (ICU CAUTI) Rate

The number increased in December due to low denominator number

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

CAUTI YTD: 0
GCC Benchmark: 3.2
USA Benchmark: 2.1



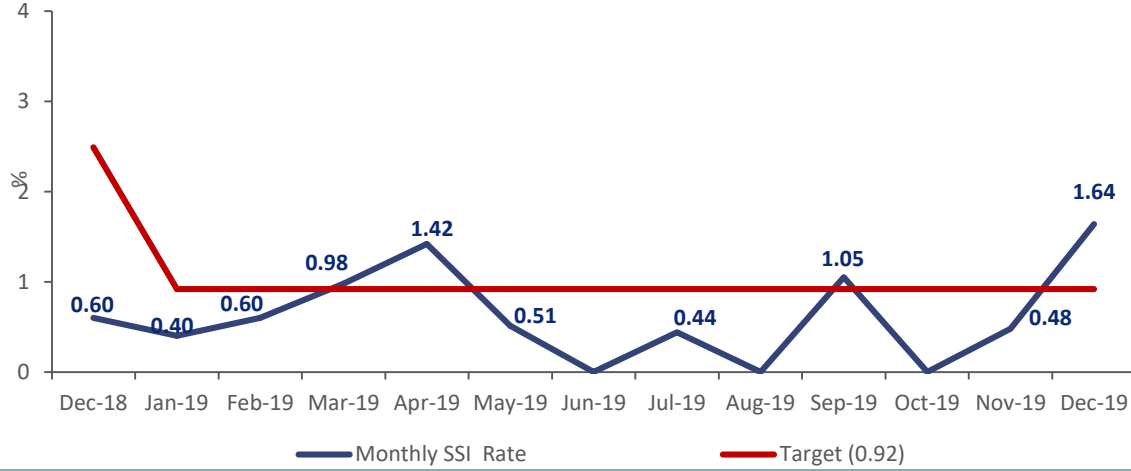
Deep / Organs Surgical Site Infection (SSI) Rate

Increase in December due to 3 SSI out of 183

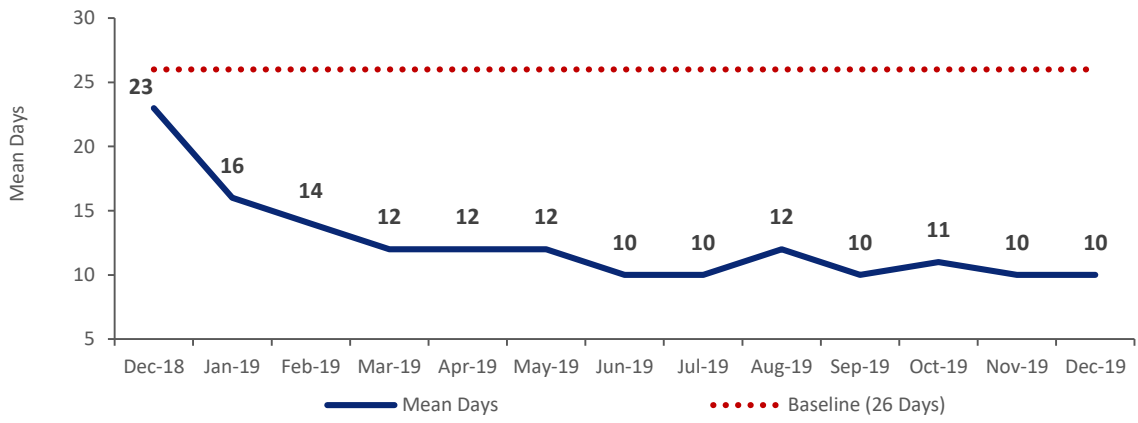
The data for each month is measured with a 4 month lag on the 5th of the month

SSI YTD: 0.65
NHSN Benchmark: 0.75%

NHSN: National Health Safety Network



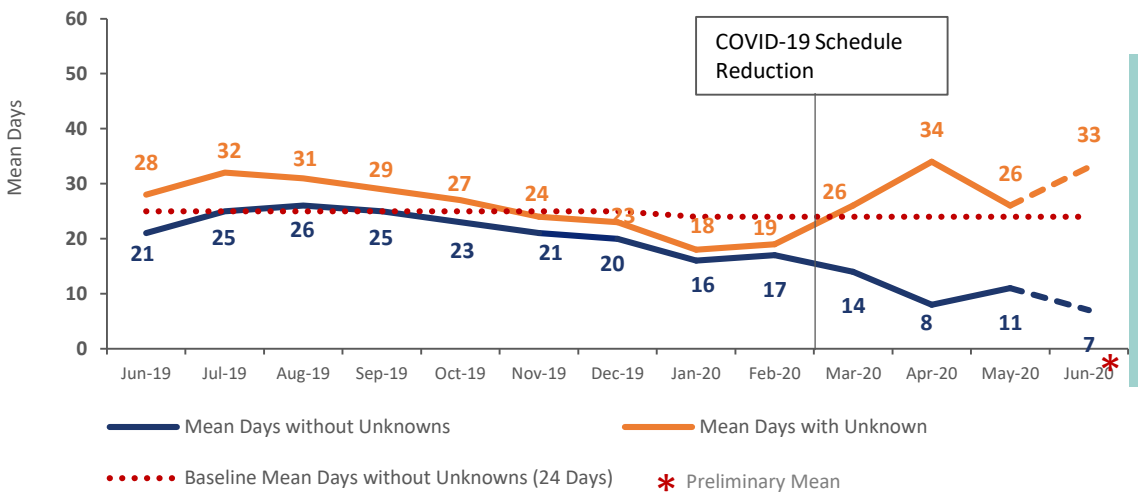
Access to Care - Aggregate Mean Days to First Scheduled Appointment from PC to KPI Clinics



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

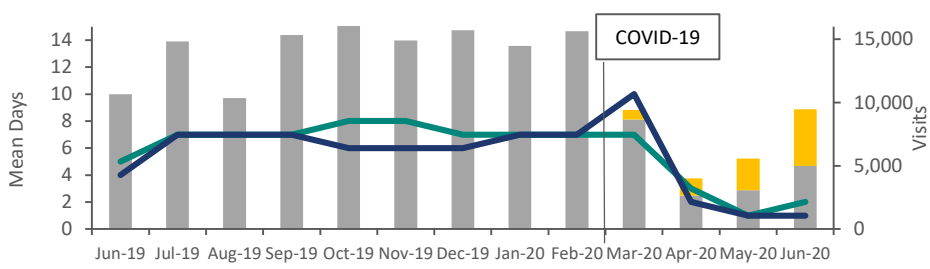
Access data is measured with old methodology and will be replaced with new methodology post KPI agreement

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 & Completed PC MD Visit Volumes

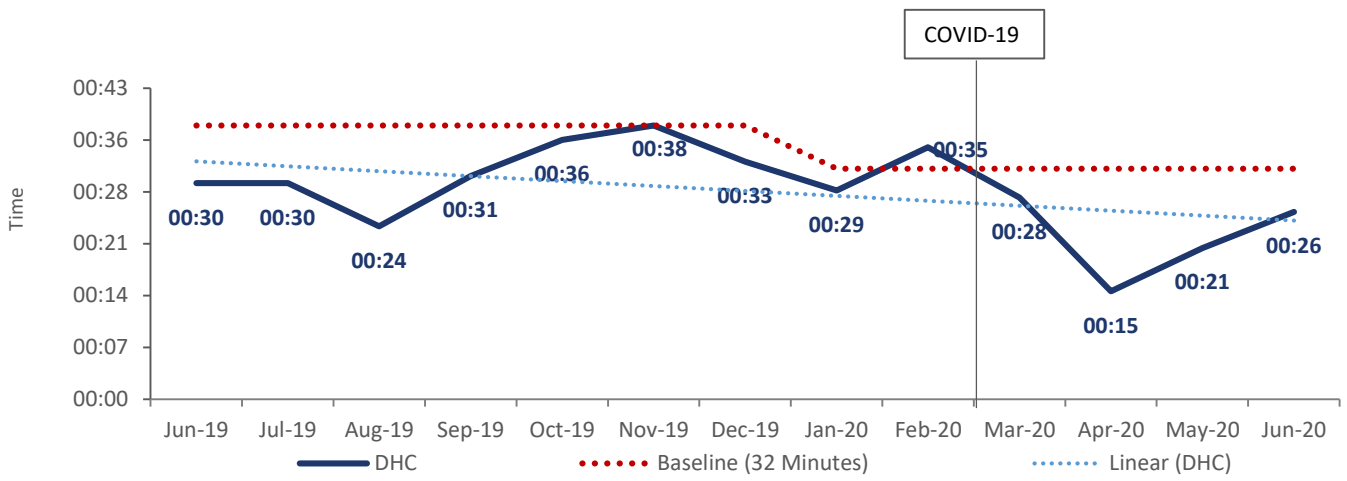


This measurement is expected to increase after introducing new agreed KPI measurement

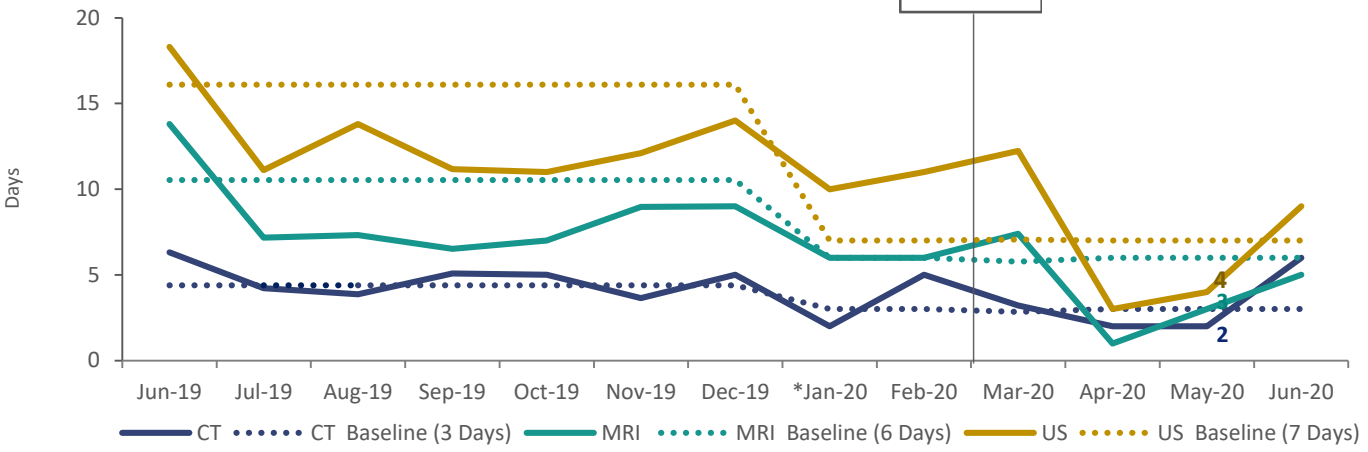
	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Video & Telephone Visits										765	1,378	2,512	4,498
In Person Visits	10,660	14,818	10,344	15,329	17,063	14,905	15,708	14,467	15,636	8,664	2,626	3,061	4,978
All Adult PC MD Clinics (Lead Time)	5	7	7	7	8	8	7	7	7	7	3	1	2
All PED PC MD Clinics (Lead Time)	4	7	7	7	6	6	6	7	7	10	2	1	1

Note: Graph updated to reflect MD scheduled appointments excluding walk-ins

Dhahran EMS Access to Care from Arrival to Provider

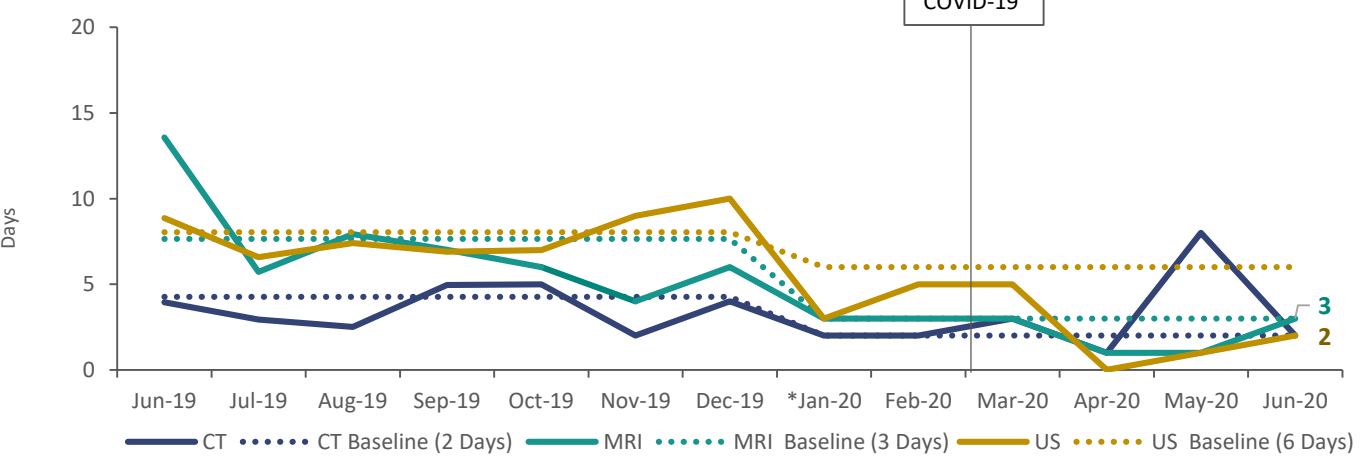


Dhahran Radiology Lead Time



* Starting January 2020 Radiology lead time reflects first available slot (refer to definition)

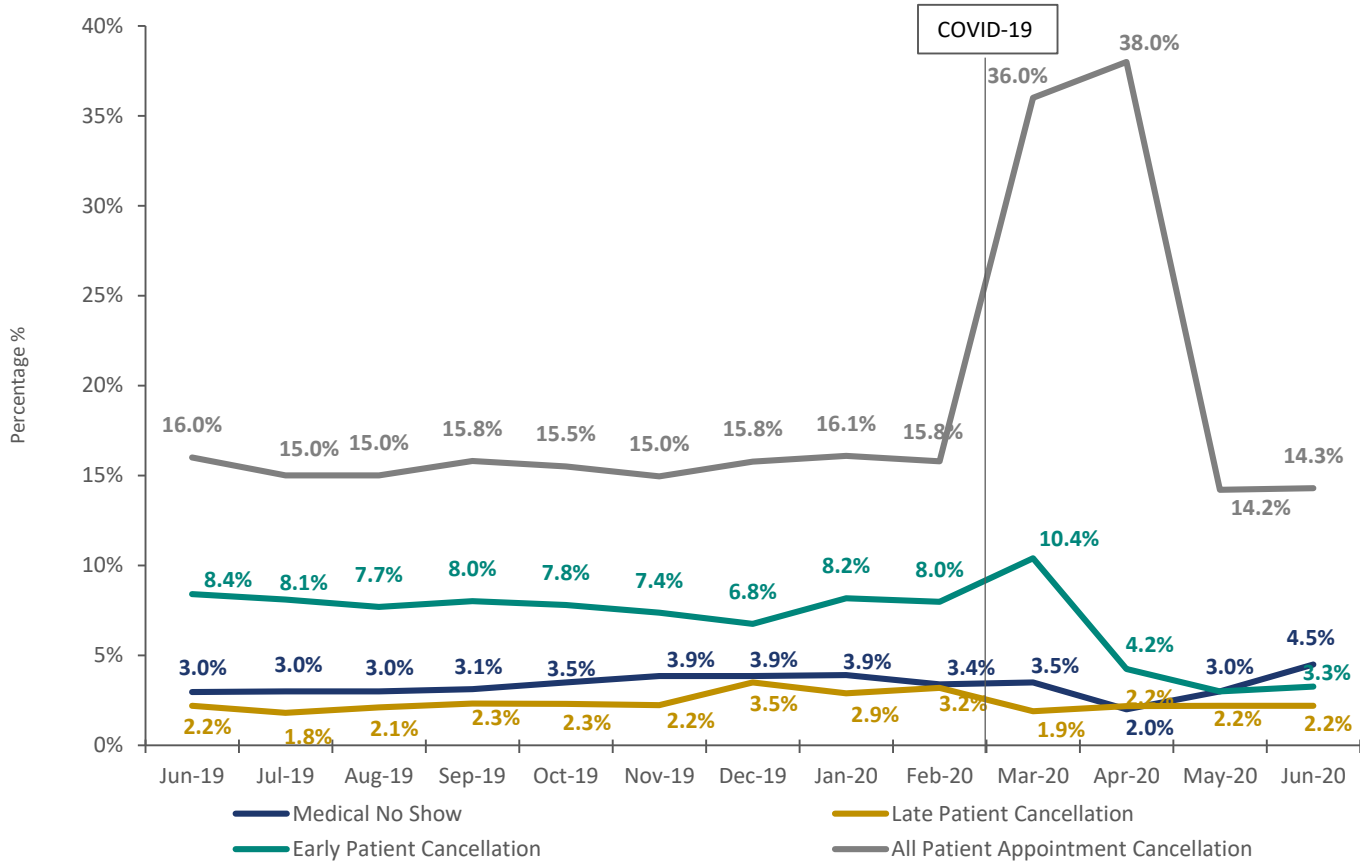
Al-Hasa Radiology Lead Time



* Starting January 2020 Radiology lead time reflects first available slot (refer to definition)

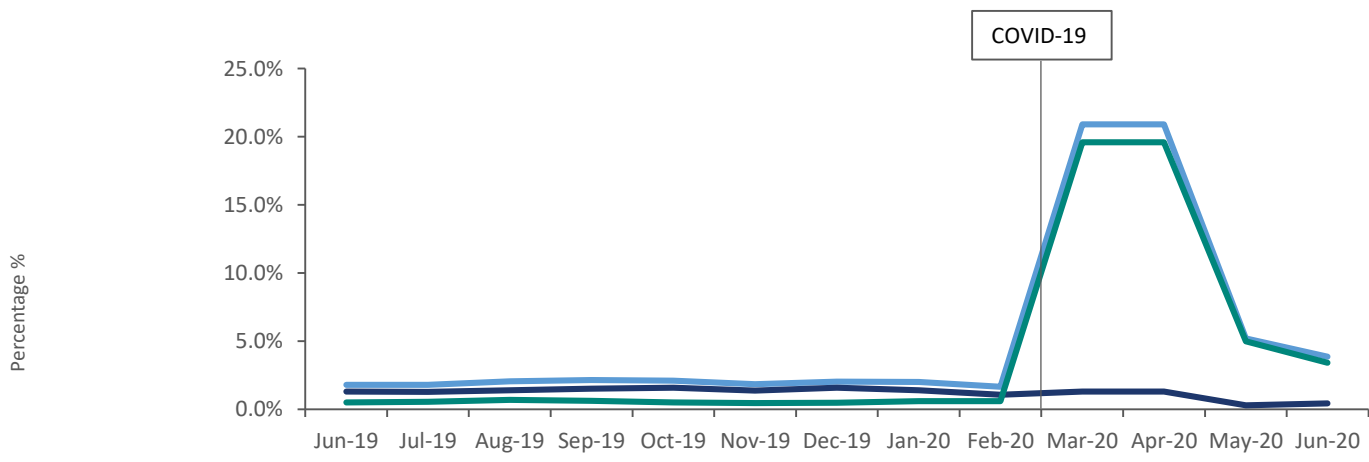
Medical No-Show, Late & Early Patient Cancellation & All Patient Appointment Cancellation

Increase in All Patient appointment Cancellation & Early patient Cancellation is due to COVID-19 Outbreak



Overall Medical Bump Rate & Breakdown to Provider & Operational

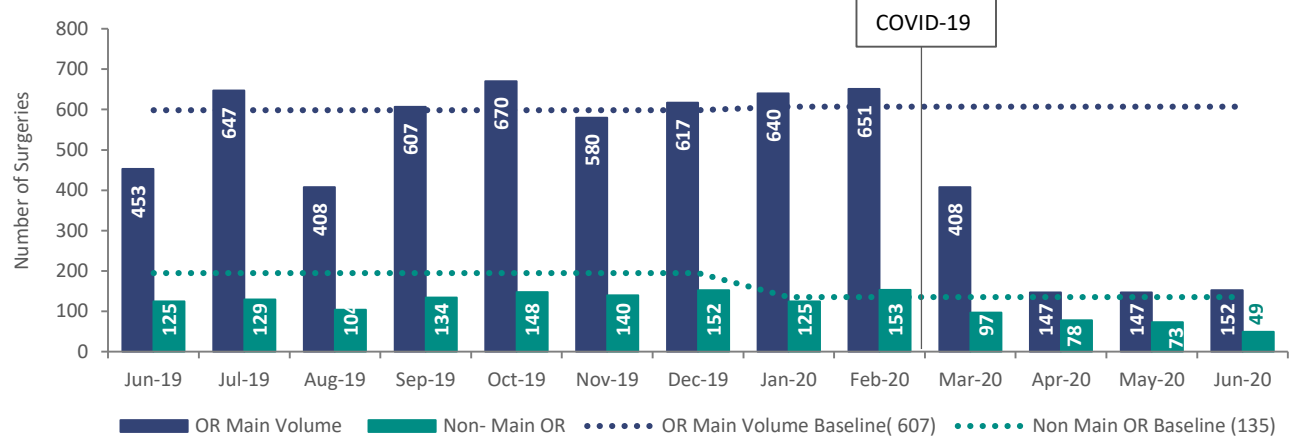
Increase in Bump Rate is due to COVID-19 Outbreak



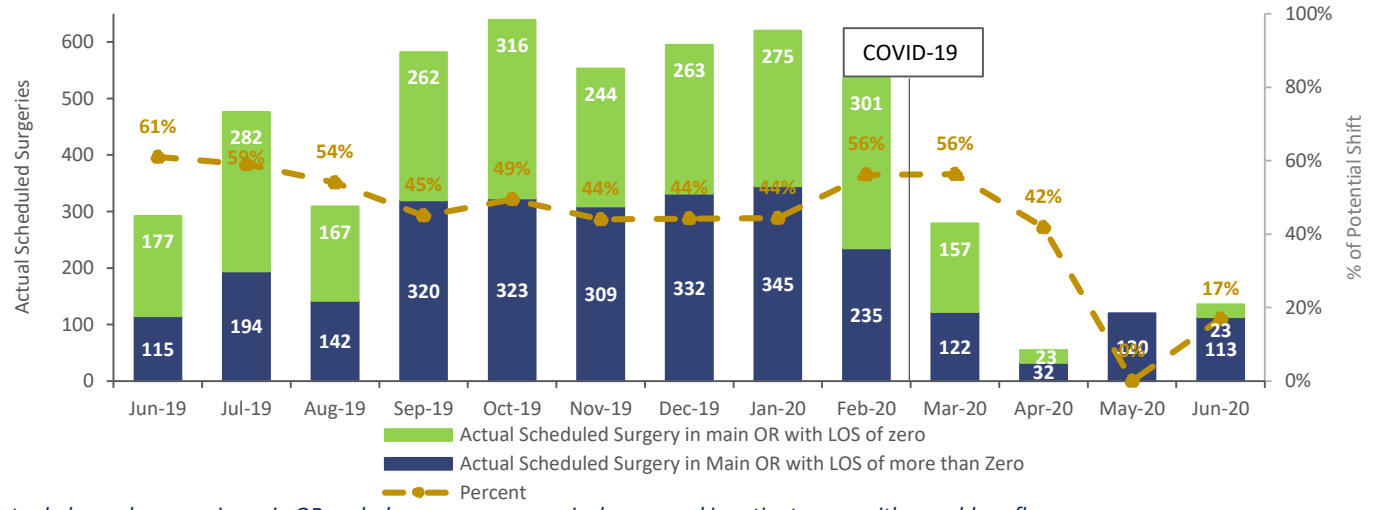
	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Overall Medical Bump Rate	1.8%	1.8%	2.1%	2.2%	2.1%	1.9%	2.0%	2.0%	1.7%	20.9%	20.9%	5.20%	3.87%
Volumes								3,170	2,708	27,390	27,389	3,235	3,999
Provider	1.3%	1.3%	1.4%	1.5%	1.6%	1.4%	1.6%	1.4%	1.1%	1.3%	1.3%	0.30%	0.45%
Operational	0.5%	0.6%	0.7%	0.6%	0.5%	0.5%	0.5%	0.6%	0.6%	19.6%	19.6%	5.0%	3.4%

EFFECTIVE

OR & Non-Main OR Volumes *Due to COVID-19 outbreak non-urgent cases were cancelled to avoid crowding*

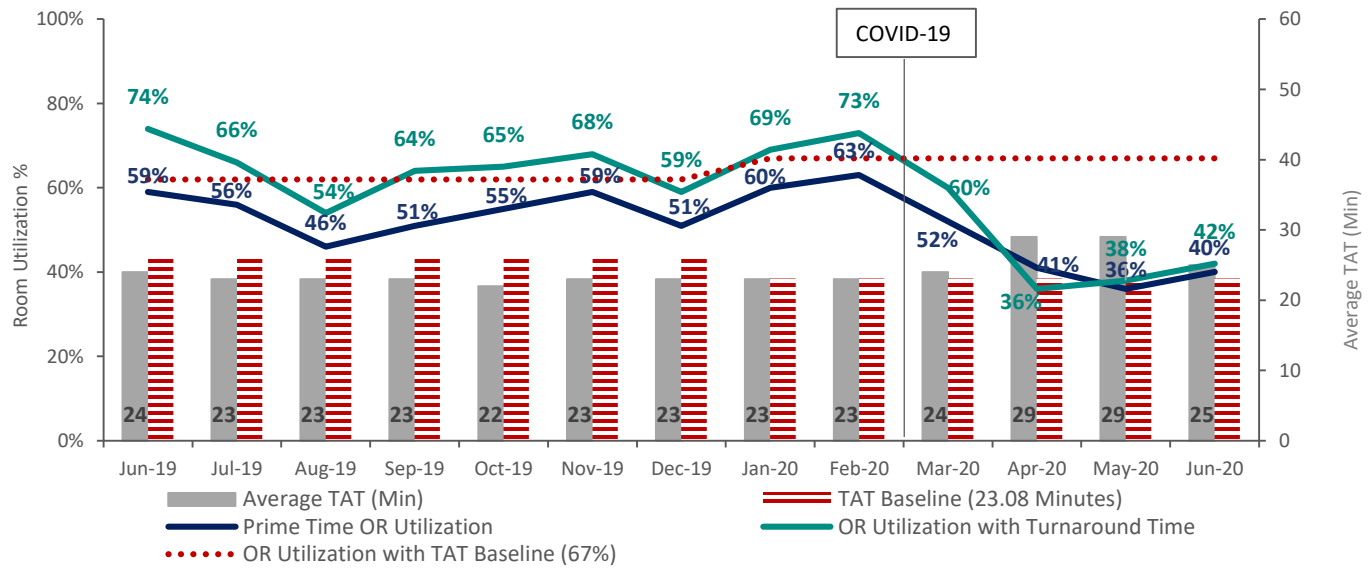


Outpatient to Inpatient Elective Surgery Ratio



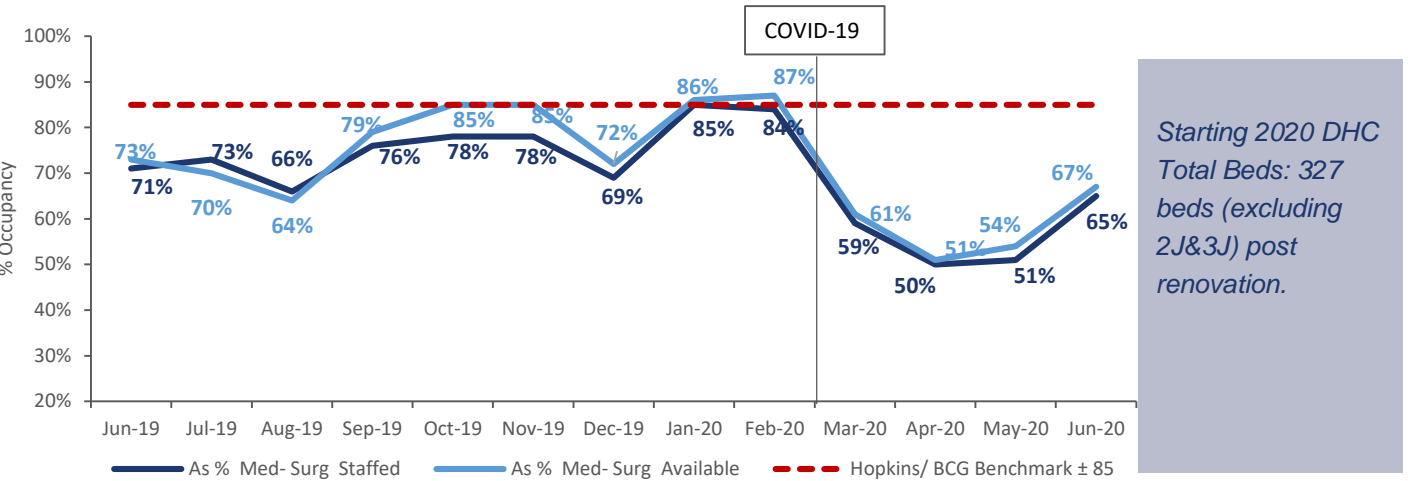
Actual planned surgery in main OR excludes emergency surgical cases and inpatient cases with an add-on flag

OR Prime Time Utilization & OR Utilization with Turnaround Time

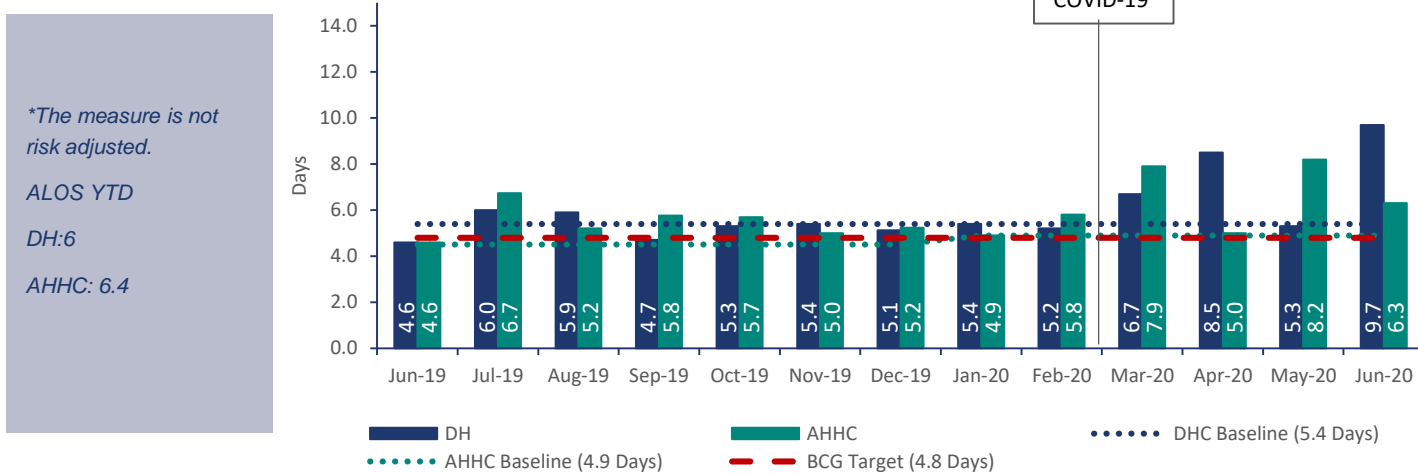


EFFICIENT

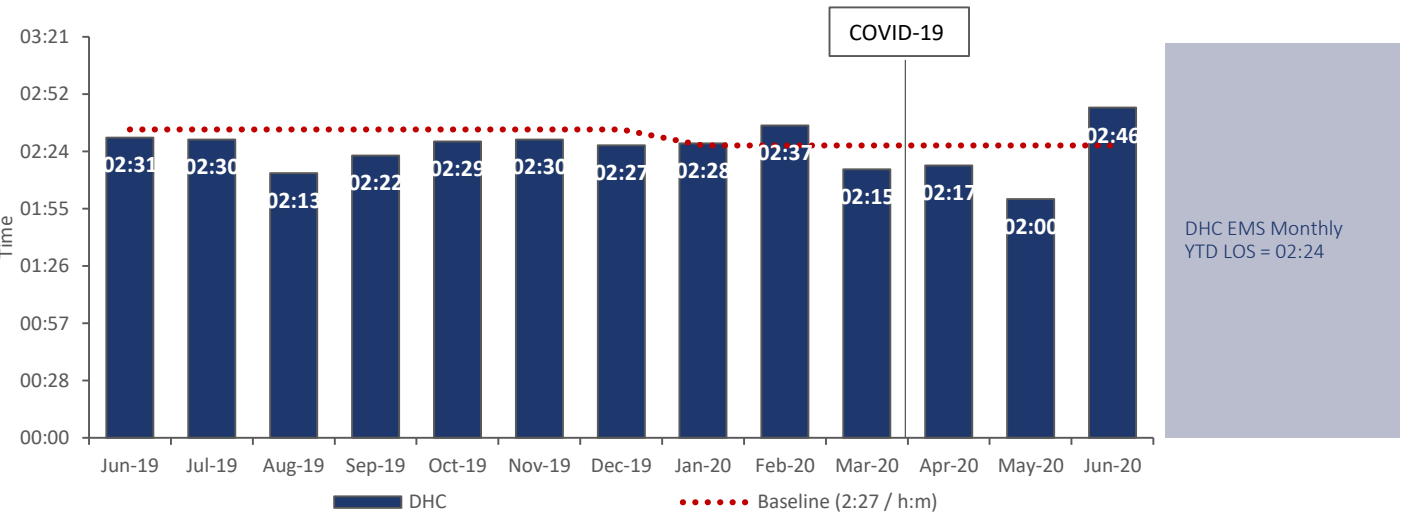
Dhahran Bed Occupancy *The drop in bed occupancy is an intentional effort to increase the readiness for surge capacity*



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

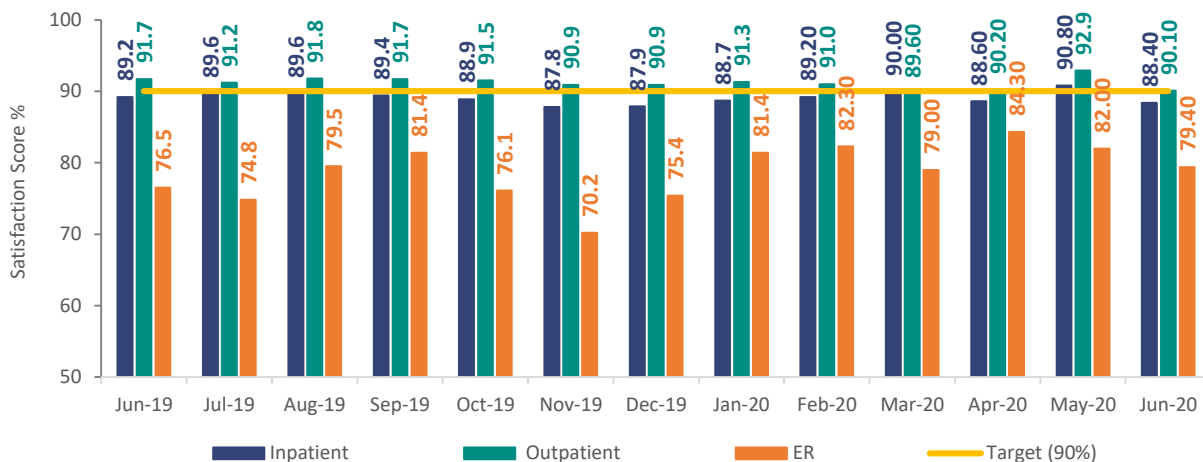


Dhahran EMS Length of Stay (LOS)

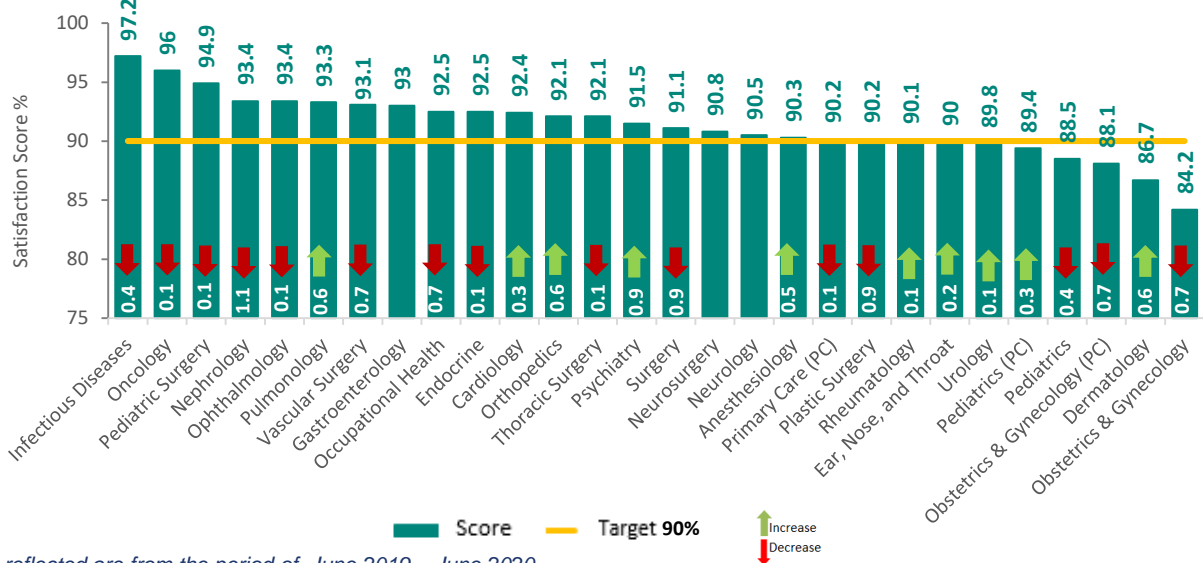


PATIENT CENTERED

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

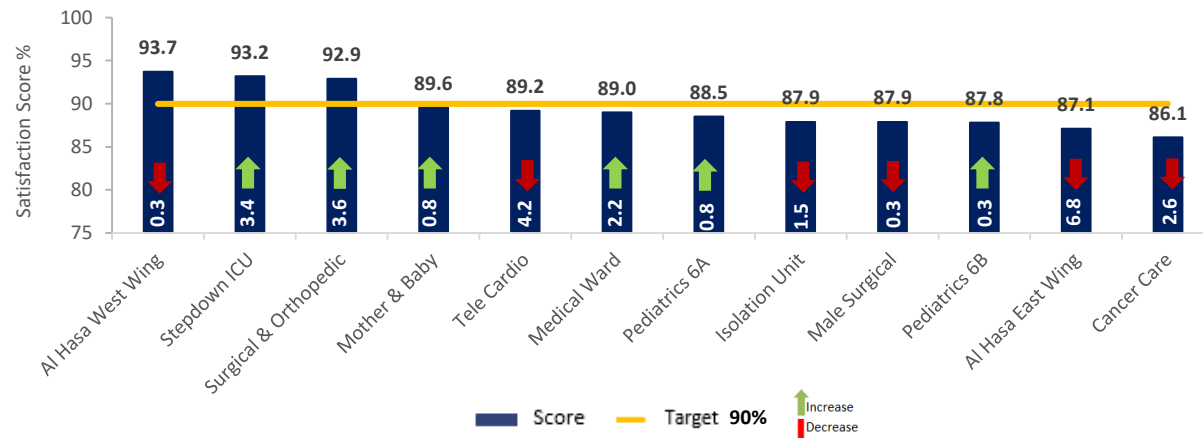


Outpatient Clinics (Highest to Lowest Top 2 Box Ranking)



Scores reflected are from the period of June 2019 – June 2020

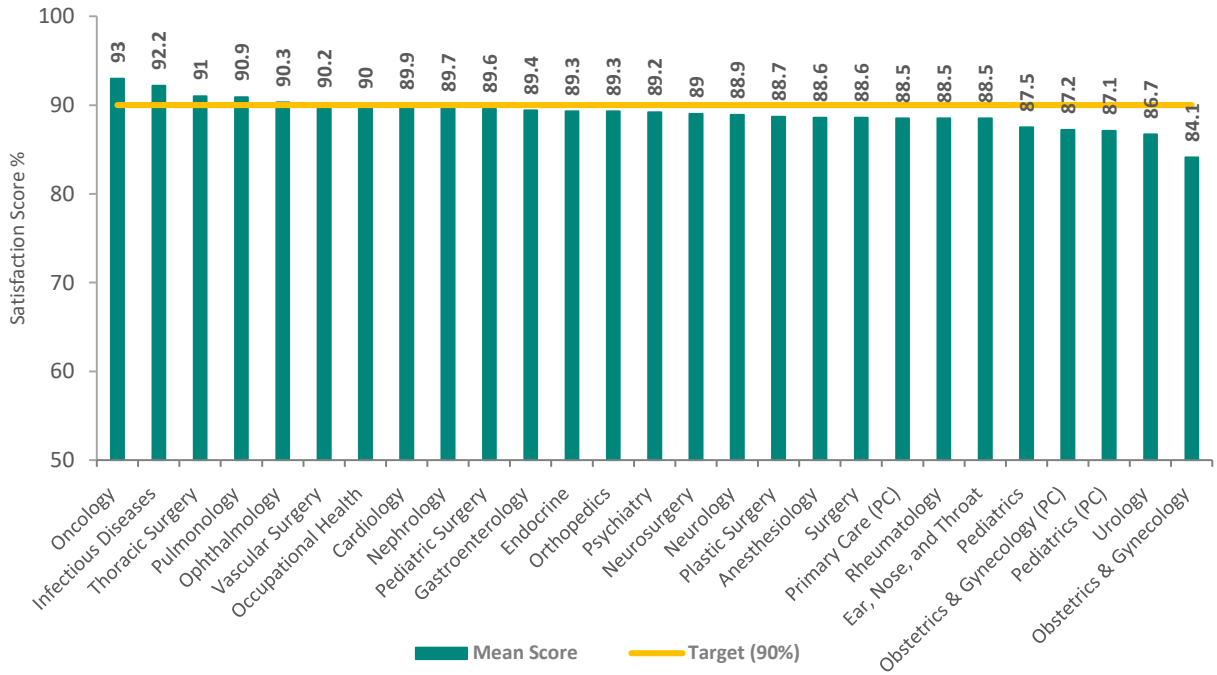
Inpatient Wards (Highest to Lowest Top 2 Box Ranking)



Scores reflected are from the period of June 2019 – June 2020

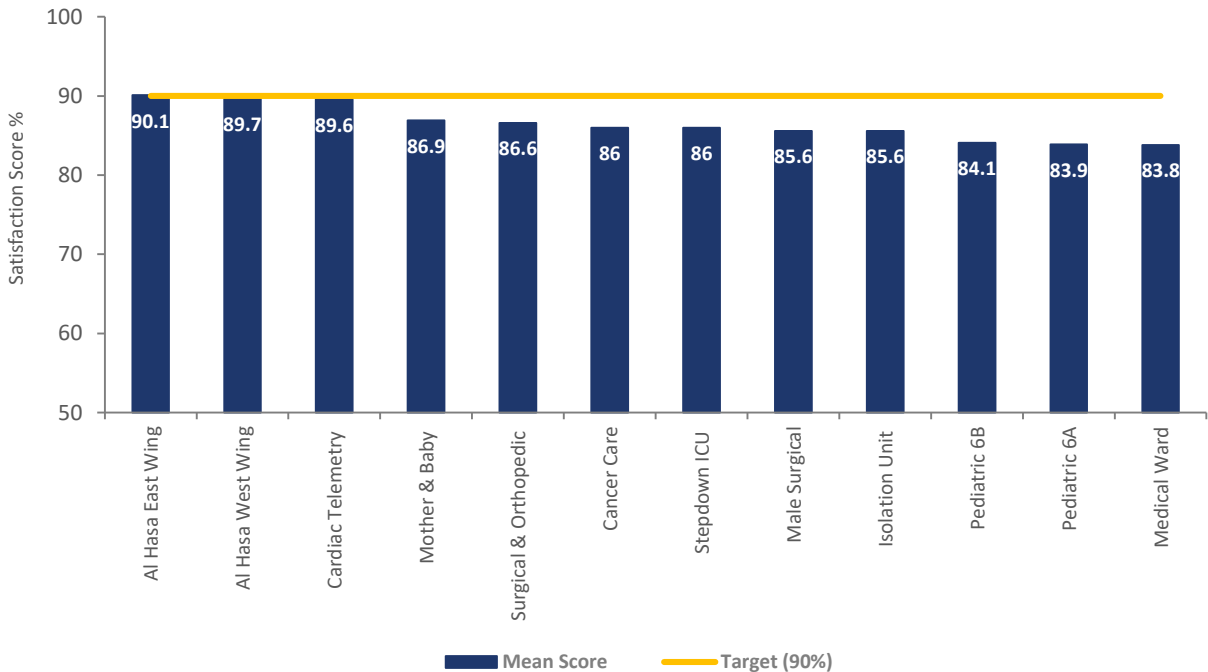
PATIENT CENTERED

Outpatient Clinics – Mean



Scores reflected are from the period of June 2019 – June 2020

Inpatient Wards – Mean

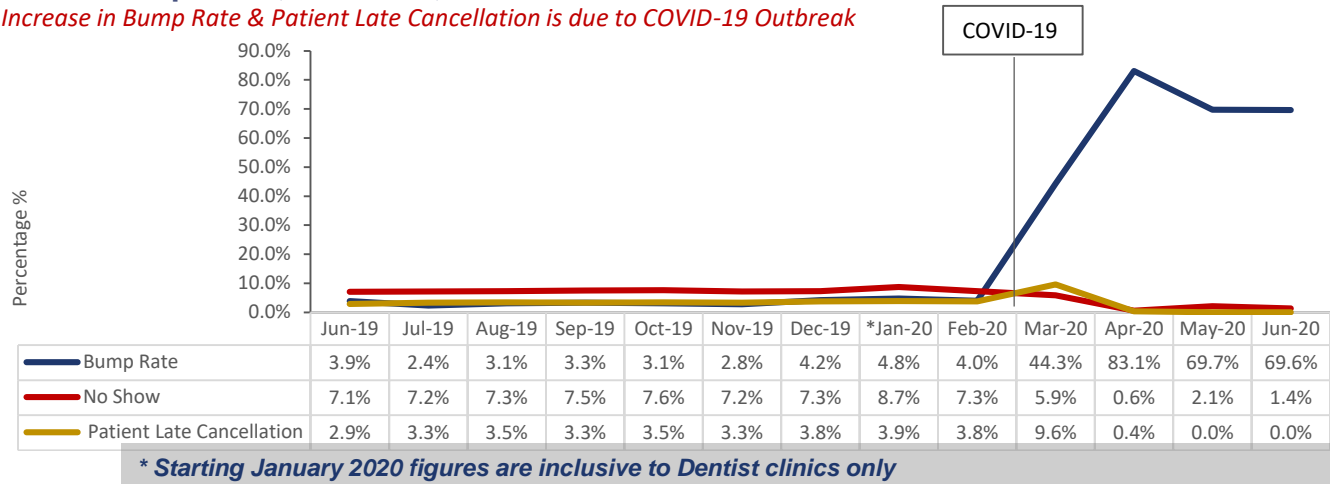


Scores reflected are from the period of June 2019 – June 2020

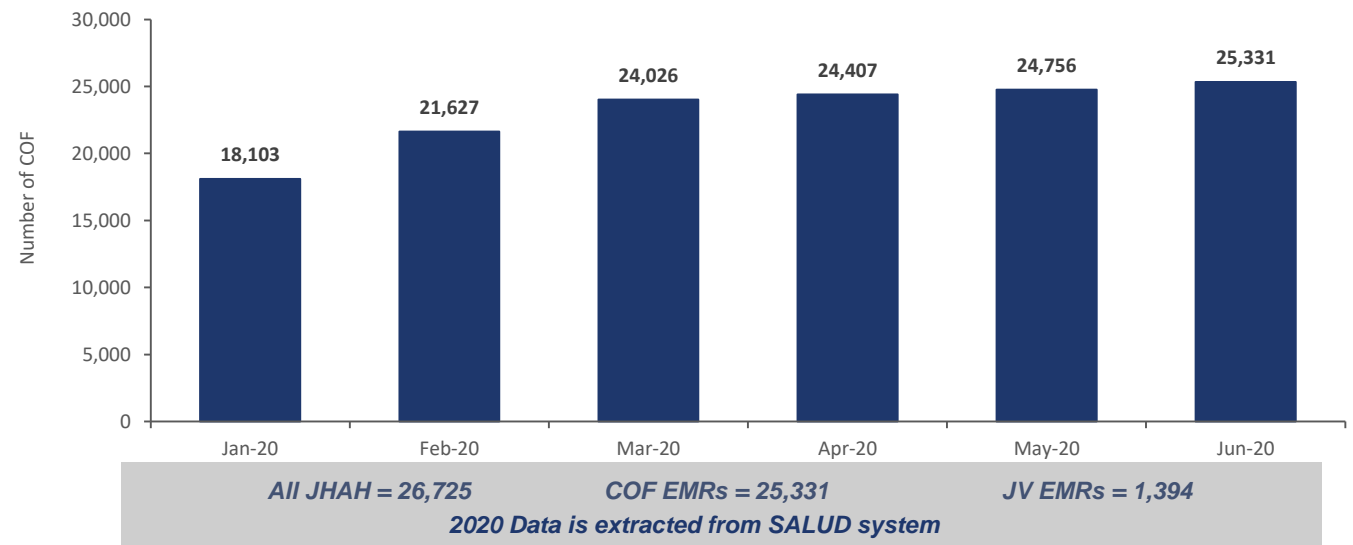
Dental

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

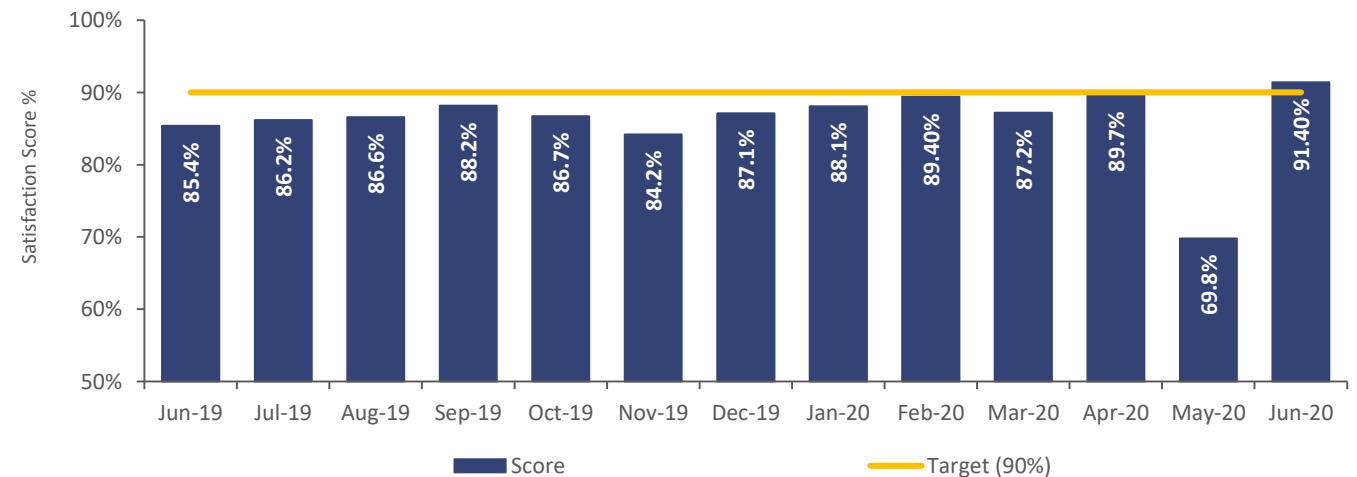
Increase in Bump Rate & Patient Late Cancellation is due to COVID-19 Outbreak



JHAH COF Registered Dental Recipients



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



Scores reflected are from the period of June 2019 – June 2020

