مركز جونز هوبكنز أرامكو الطبي Johns Hopkins Aramco Healthcare

A joint venture between Saudi Aramco & Johns Hopkins Medicine

June 2020

Executive Summary Staff Report

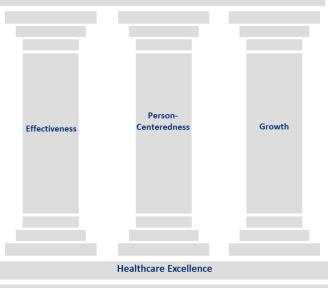


JHAH at a Glance

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JHAH Vision

Regional leader in patient and family experience, clinical outcomes and the advancement of health professions



Population Health



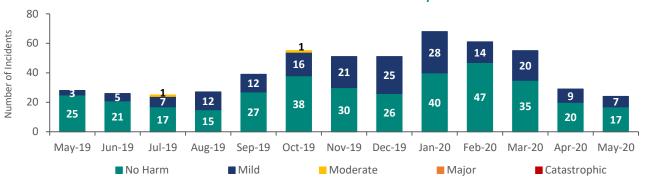
Due to the new process of data extraction and validation,

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

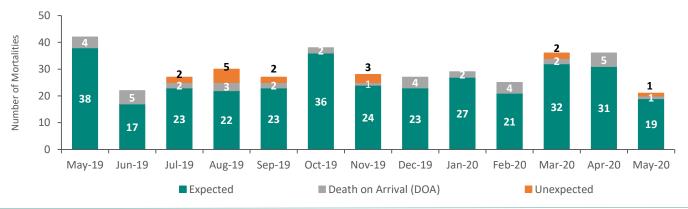


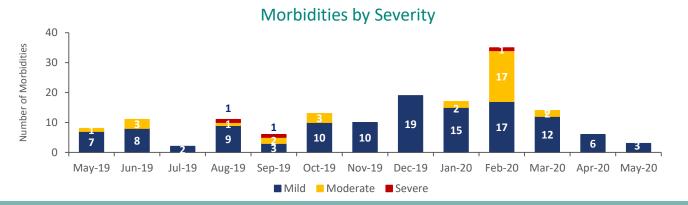


Clinical Incidents Severity Score



Mortalities by Category





SAFE

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.

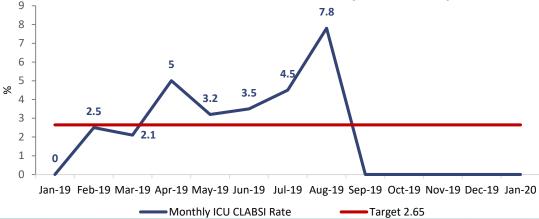
JHAH continues to maintain its infection control standards and measures throughout its operations. However, a delay in reporting infection control KPIs is expected during this period.

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

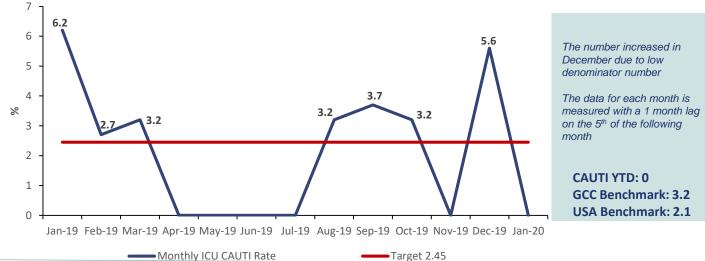
The number increased in August due to two infections reported

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

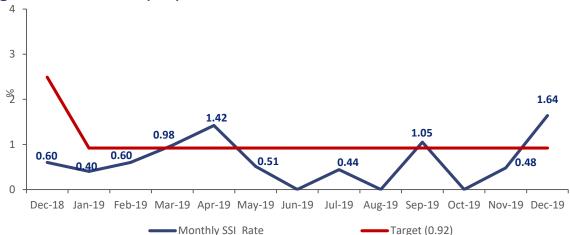


Deep / Organs Surgical Site Infection (SSI) Rate

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:**

NHSN: National Health Safety Network

0.75%

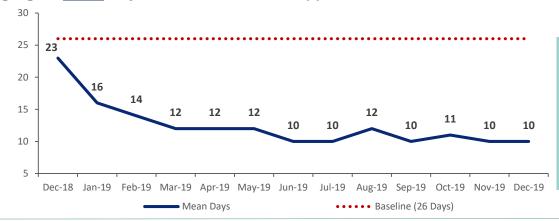


Target 2.45

TIMELY

Mean Days

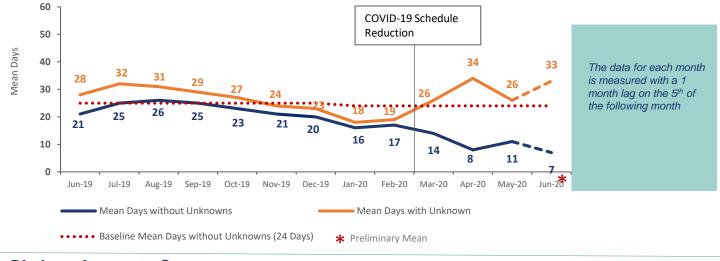
Access to Care Aggregate Mean Days to First Scheduled Appointment from PC to KPI Clinics



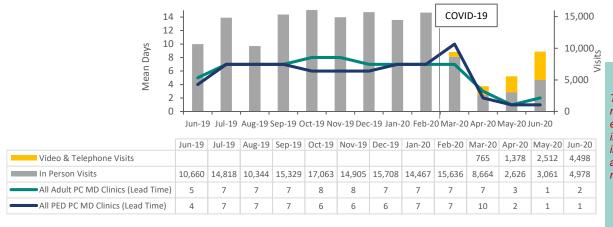
The data for each month is measured with no lag on the 5th of the following month

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



Dhahran Access to Care Adult & Pediatric Primary Care MD Clinic - Lead Time & Completed PC MD Visit Volumes

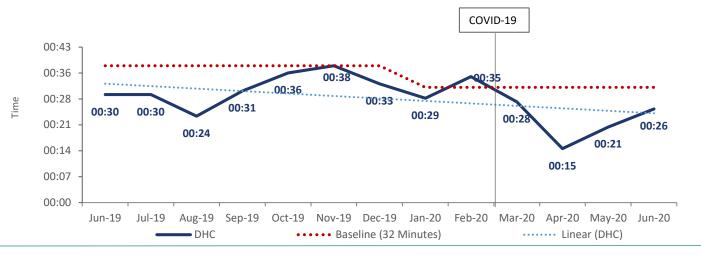


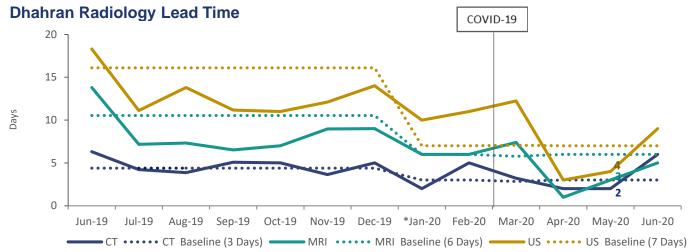
This
measurement is
expected to
increase after
introducing new
agreed KPI
measurement

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

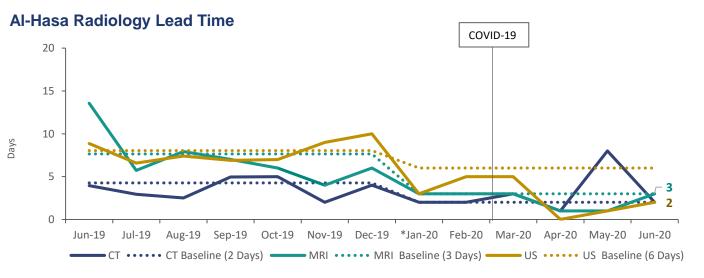
TIMELY







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

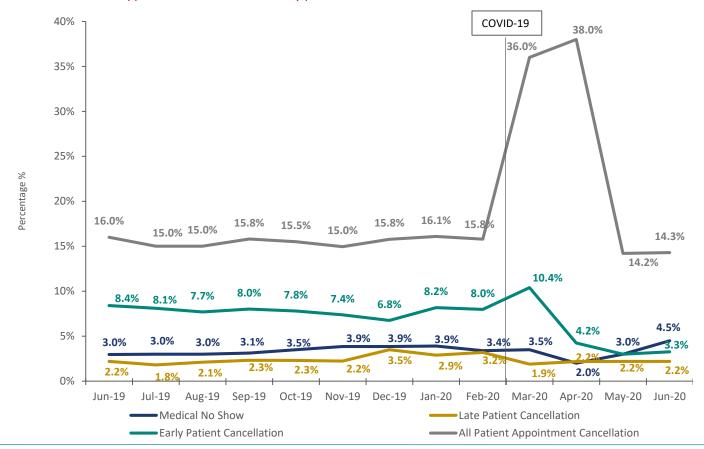


^{*} Starting January 2020 Radiology lead time reflects first available slot (refer to definition)

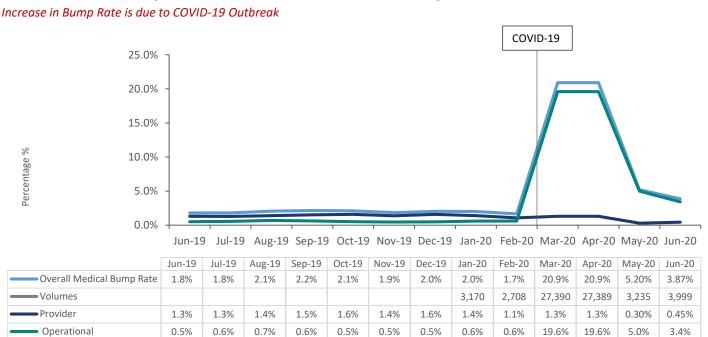
TIMELY

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

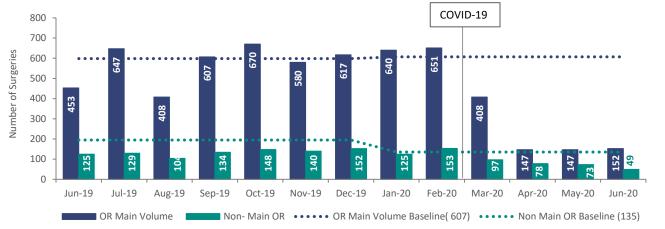


Overall Medical Bump Rate & Breakdown to Provider & Operational

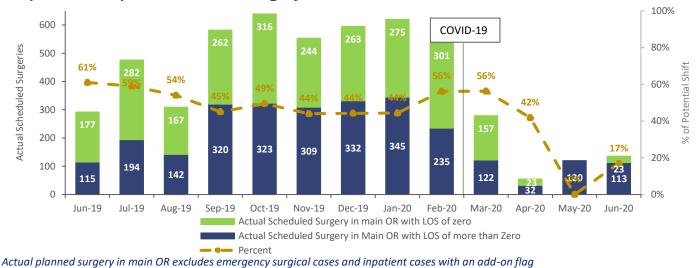


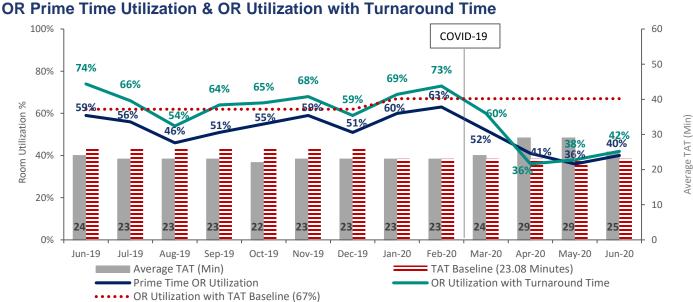
EFFECTIVE

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



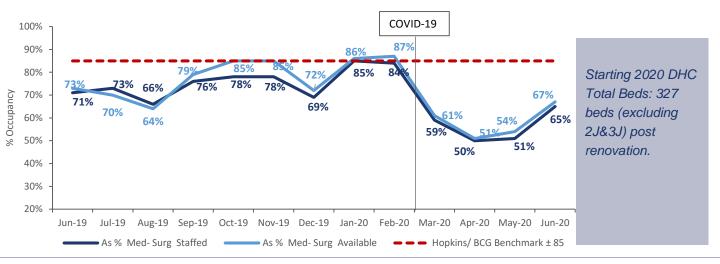
Outpatient to Inpatient Elective Surgery Ratio



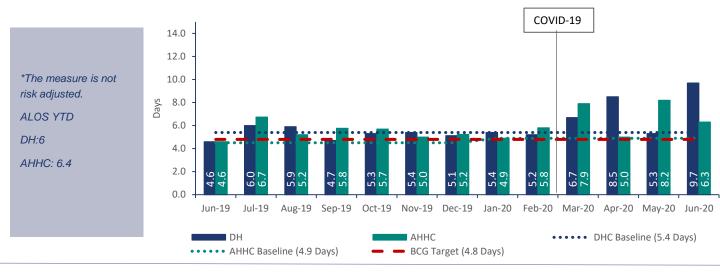


EFFICIENT

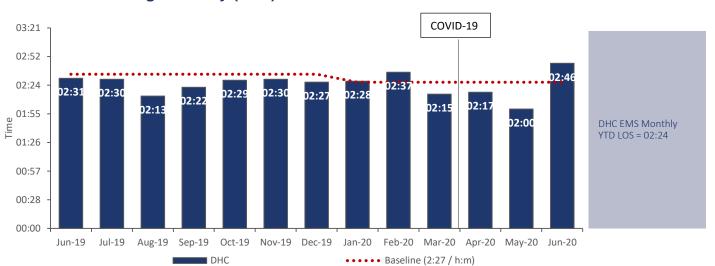
Dhahran Bed Occupancy The drop in bed occupancy is an intentional effort to increase the readiness for surge capacity



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

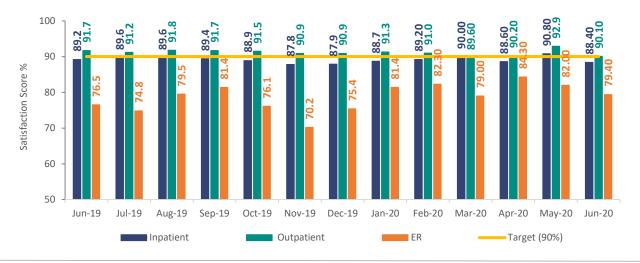


Dhahran EMS Length of Stay (LOS)

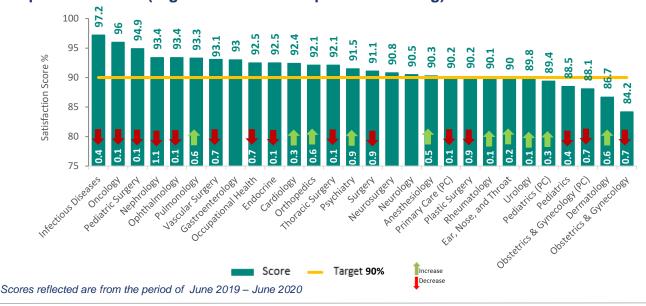


PATIENT CENTERED

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



Outpatient Clinics (Highest to Lowest Top 2 Box Ranking)

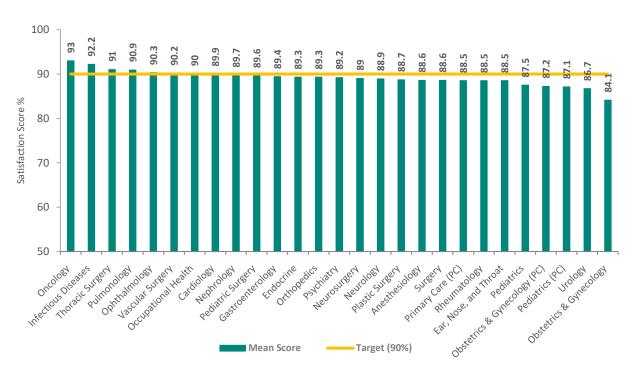


Inpatient Wards (Highest to Lowest Top 2 Box Ranking)



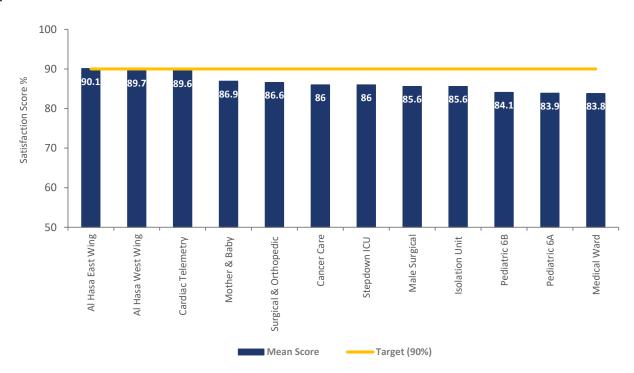
PATIENT CENTERED

Outpatient Clinics - Mean

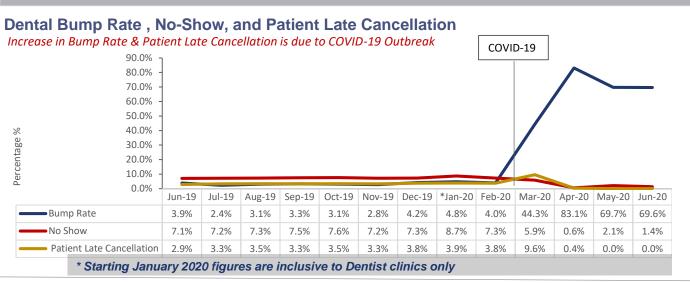


Scores reflected are from the period of June 2019 - June 2020

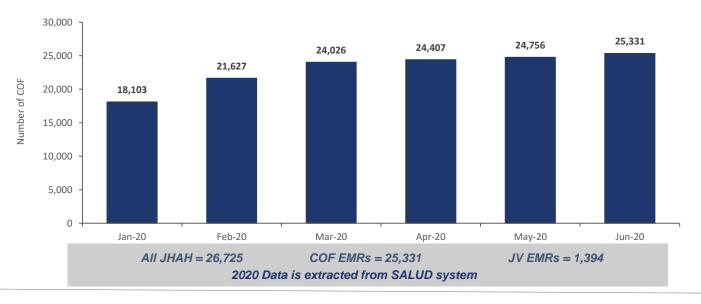
Inpatient Wards - Mean



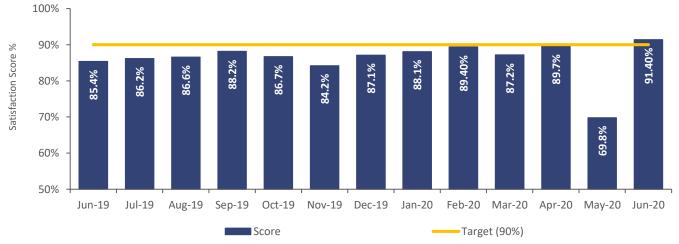
Dental



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

Scorecard

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.

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SPSMRI requests turnaround time (TAT) from all full service network providers	V. NETWORK	Percent Poorly Controlled Diabetics	% diabetic patients who have HDATC lest ordered within 6 months	N. POPOLATION DEPLIN STATES	CONTRACTOR DESIGNATION OF THE STATES	Ememony Reconnect to Industrial IOI & Cas) Locations: Time from Dispatch to	Ememonov Response to Industrial (Oil & Gas) Locations. Time from 911 Call	ED Arrival time to Provider Median time COF assigned to ESI 2 category.	TKR in-Patient receiving Physical Therapy within 24 hours post surgery (Inpatient	Access to Physical Therapy	Access to Primary Care	General Orthopedics	Neurology	Dermatology	Cardiology	Bariatric Surgery	OBIGYN Specialty	Gastroenterology	Endocrinology	Urology	Plastic Surgery	Colorectal Surgery	Neurospinal	ENT	General Ophthalmology	Access to Specialty Care	III. ACCESS TO CARE	Overall Staff Engagement	Dhahran Hospital's Overall Experience Mean Score	Outpatient Clinics' Overall Experience Mean Score	II. PATIENT & STAFF EXPERIENCE	Arrival Time to PCI ≤ 90 minutes for non-transferred patients	Hospital Acquired Pressure Injury (NDNQI)	Inpatient Clinical Practice Guidelines	ED Arrival Time to EKG Median Time	Outpatient Hand Hygiene Compliance	Inpatient Hand Hygiene Compliance	Deep /Organs Surgical Site Infection (SSI) rate	Risk Identification (Moderate-Major)	Risk Identification (Near Misses)	CUNICAL EXCELLENCE (2019)	KEY PERFORMANCE INDICATORS (KPIs)	2019 JHAH Scorecard
æ		25.12	90.51	2	90.00	8 8	i	14:03	65.94	5	71	28	28	88	27	29	23	25	14	14	5	29	12	5	14			3.88	85.17	86.80		g	55	N	4:00	94,44	93.16	0.97	Ä	NA		Baseline	
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100.0		24.5	90.9	2	30.0	00.0	2	9:18	100		82	20	23	19	5		16	10	13	9	=	14	6	4	5				86.5	89.4		100.0	22		3:00	94.4	93.95	1.05	ω	72		September	
99.8		25.2	95.3	2	100.0	100.0	500	9:09	100.0		82.70	20	20	18	12		28	8	18	12		74	6	4	4				86.4	89.5		100.0			3:00	95.3	93.74	0.00	_	122		October	
100.0		24.9	98.0	8	100.0	1000	60	9:14	100.0		84.09	=	5	26	ಕ		17	5	16	7	9	12	on.	on.	2				85.4	88		100.0			3:00	95.9	93.62	0.48	co	£		November	
100.0		24.2	98.4		100.0	100.0	60	909	100.0	9	83.79	ಚ	88	14	5		20	6	14	ಚ	=	14	4	б	6				85.3	889		100.0	3.6		3:00	93.3	95.10	1.64	_	98		December	
1 00		24.51	96.73		30.02	90.75	8	99	99.32	6	78.43	6	21	21	—	Dropped	19	1,	13	=	3	1 7	7	•	5			Met	86.18	88.77		e ë	3.88	Met	3:00	94.83	94.26	0.65	17	873		á	
85	100.0%	25.40	æ	20.00	2	9 8	£	15:00	100	5	75	25	24	83	23		20	22	13	ಚ	15	19	=	5	ಚ		97.8%	3.91	88	87	100.0%	88	4.50	N	7:00	æ	æ	0.92	NA	NA	100.0%	Target	
2.04	2.04	3.06	2.04	9.10	0.00	3 5	3	4.08	2.00	2.04	4.08	2.04	2.04	1.02	2.04		3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06		47.92	1.02	5.61	5.61	12.24	1.02	3.06	5.10	4.08	3.06	3.06	4.08	4.08	4.08	31.63	Projected Year End Score	98.94
2.04	2.04	3.06	2.04	9.10	20.1	3 .	3	4.08	2.04	2.04	4.08	2.04	2.04	1.02	2.04		3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06	3.06		48.98	1.02	5.61	5.61	12.24	1.02	3.06	5.10	4.08	3.06	3.06	4.08	4.08	4.08	31.63	Weight	100.00