

July 2020

Executive Summary Staff
Report

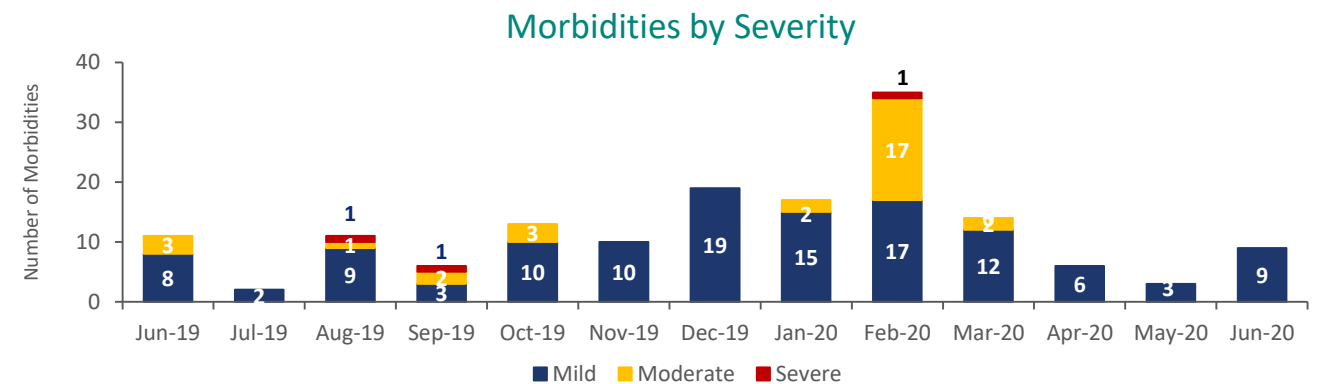
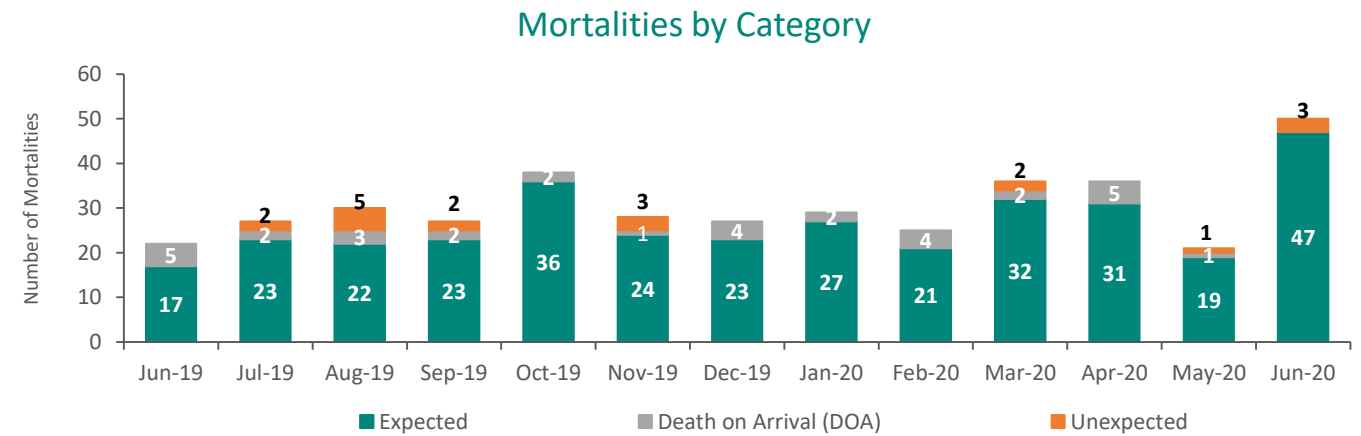
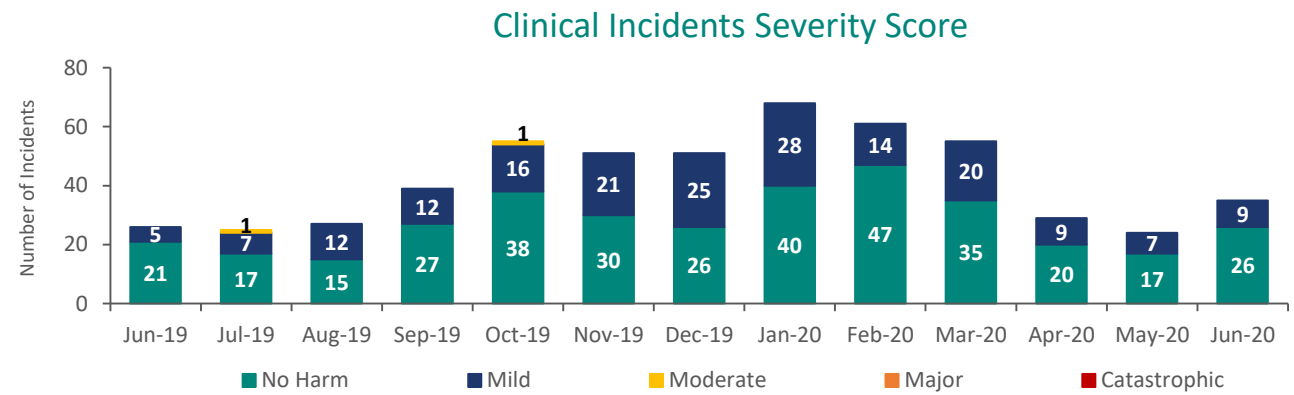
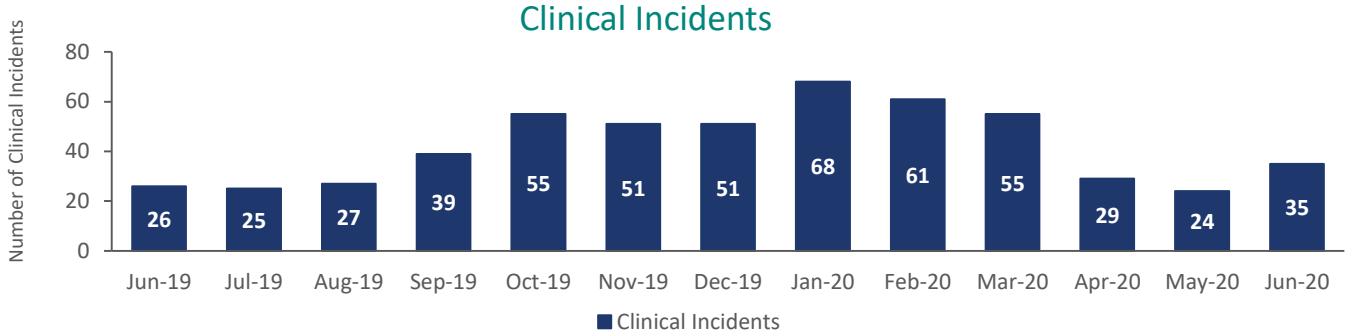


JHAH at a Glance

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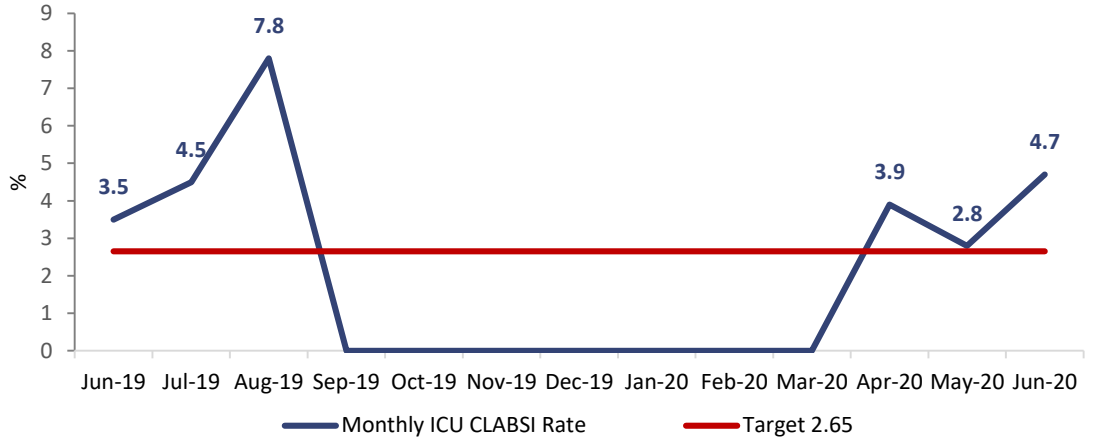
Clinical Incident Reporting by Staff into DATIX Software



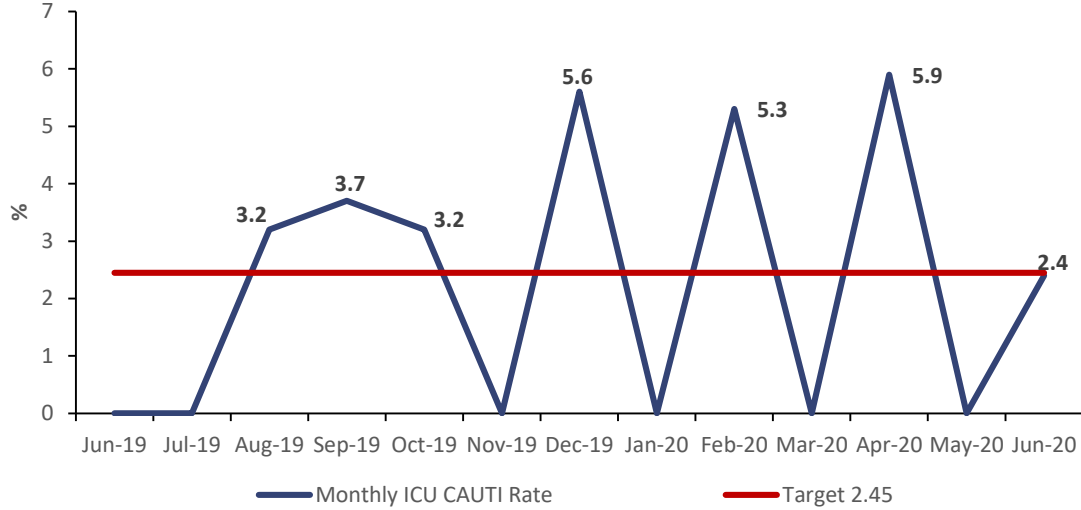
Intensive Care Unit Central Line Associated Bloodstream Infection (ICU CLABSI) Rate

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

CLABSI YTD: 1.8
GCC Benchmark: 4.1
USA Benchmark: 1



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



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

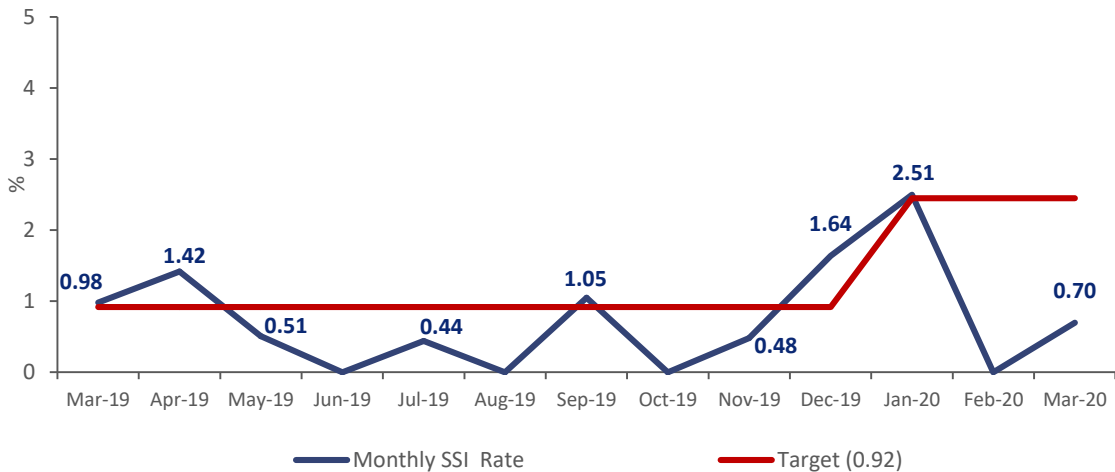
CAUTI YTD: 2.1
GCC Benchmark: 3.2
USA Benchmark: 2.1

Deep / Organs Surgical Site Infection (SSI) Rate

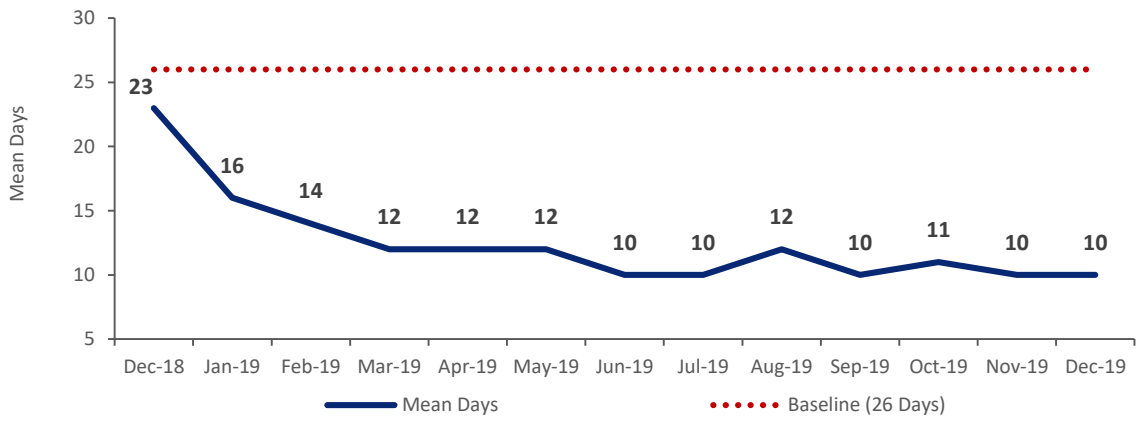
The data for each month is measured with a 4 month lag on the 5th of the month

SSI YTD: 1.10
NHSN Benchmark: 0.75%

NHSN: National Health Safety Network



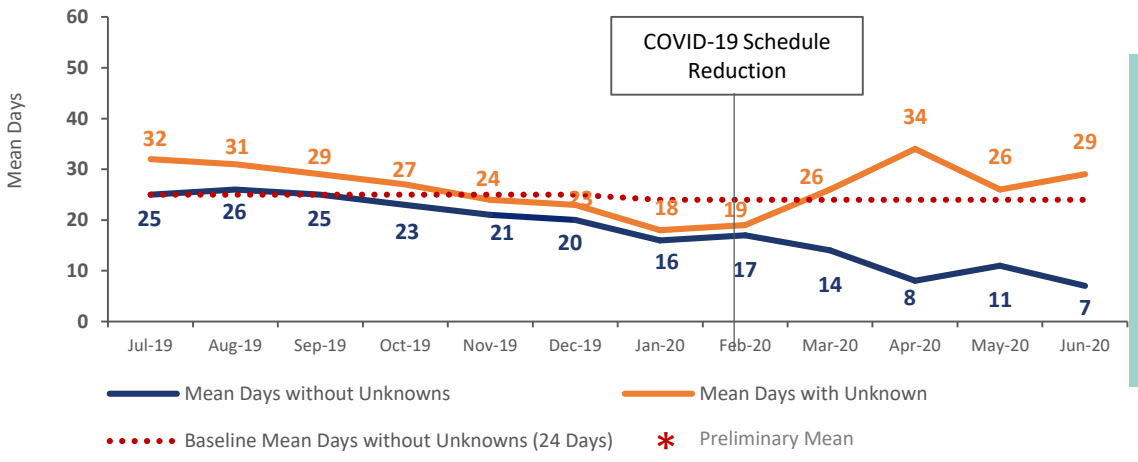
Access to Care - Aggregate Mean Days to First Scheduled Appointment from PC to KPI Clinics



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

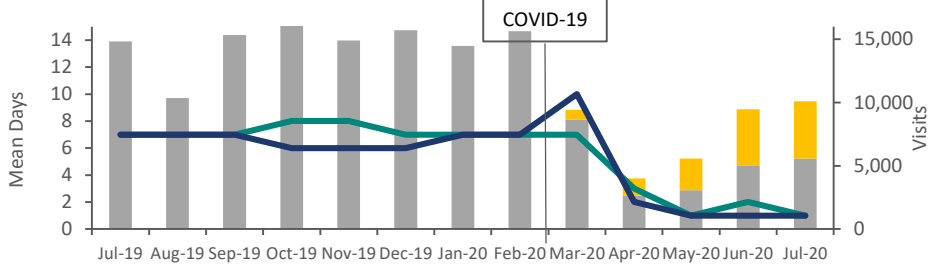
General Access to Care - Aggregate Mean Days to First Scheduled Appointment from PC to ALL Specialty Clinics



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

July data is unavailable due to technical error in capturing scheduled tele/video visits

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

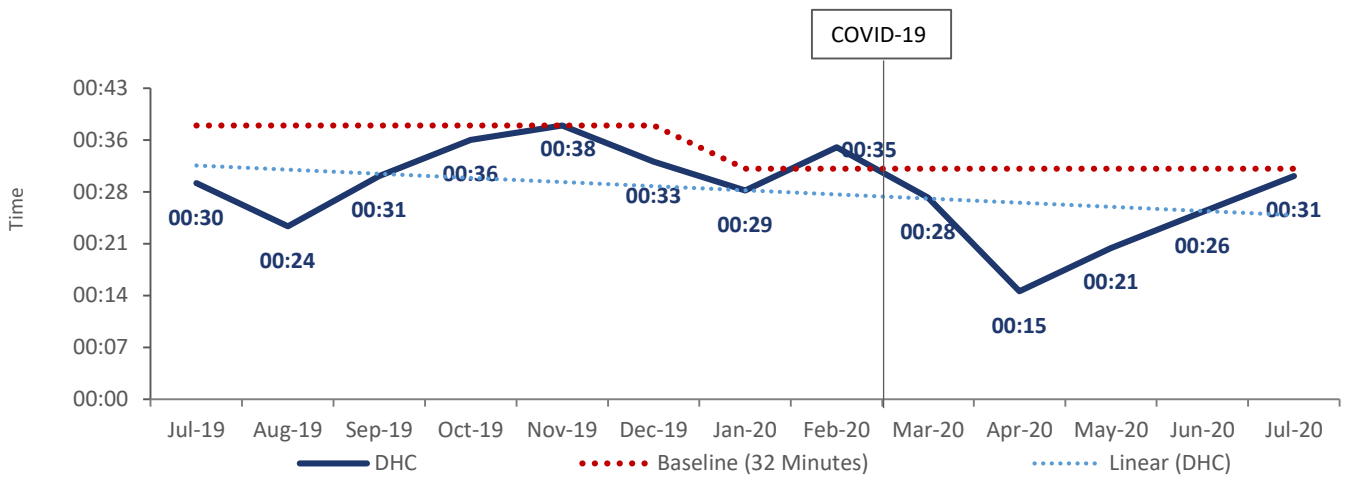


This measurement is expected to increase after introducing new agreed KPI measurement

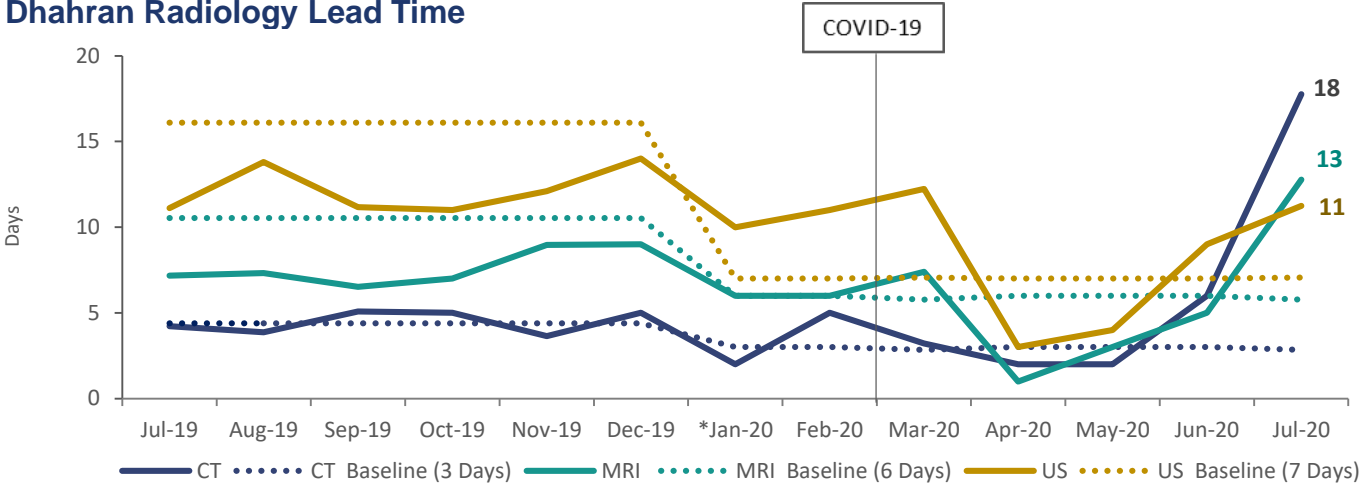
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
Video & Telephone Visits									765	1,378	2,512	4,498	4,532
In Person Visits	14,818	10,344	15,329	17,063	14,905	15,708	14,467	15,636	8,664	2,626	3,061	4,978	5,573
All Adult PC MD Clinics (Lead Time)	7	7	7	8	8	7	7	7	7	3	1	2	1
All PED PC MD Clinics (Lead Time)	7	7	7	6	6	6	7	7	10	2	1	1	1

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

Dhahran EMS Access to Care from Arrival to Provider

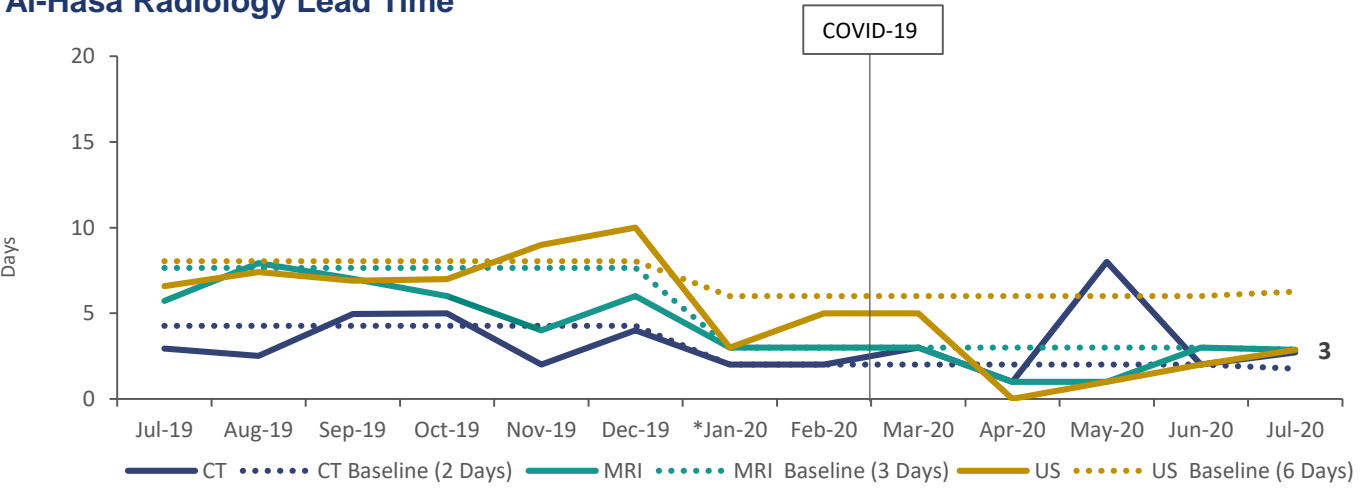


Dhahran Radiology Lead Time



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

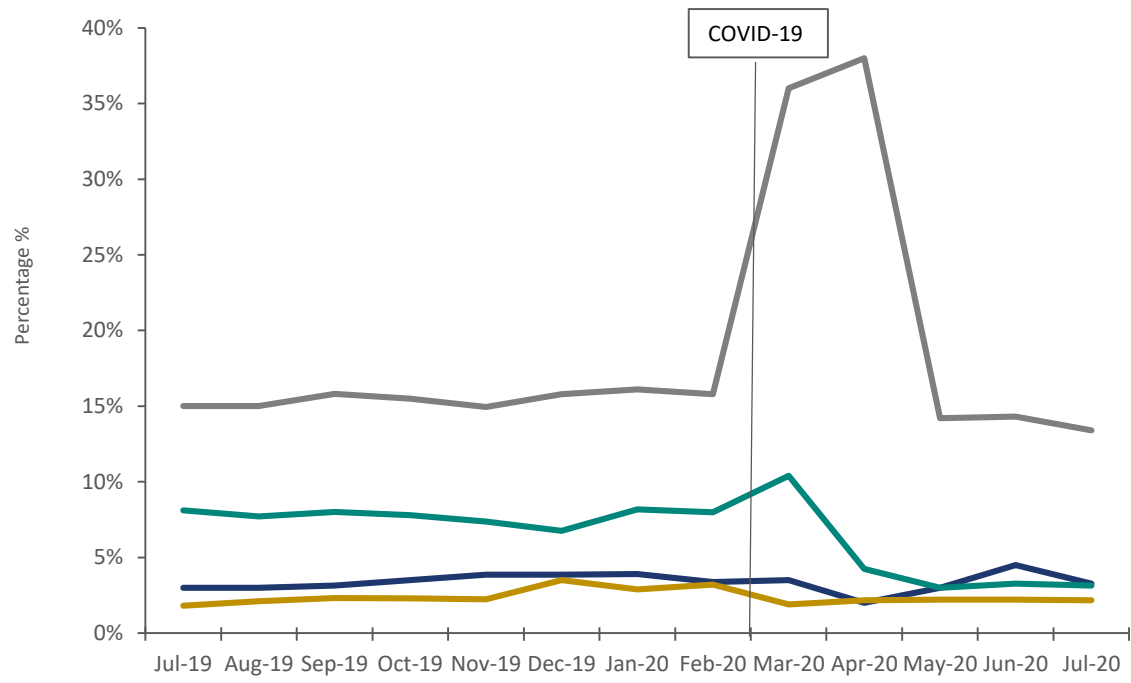
Al-Hasa Radiology Lead Time



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

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

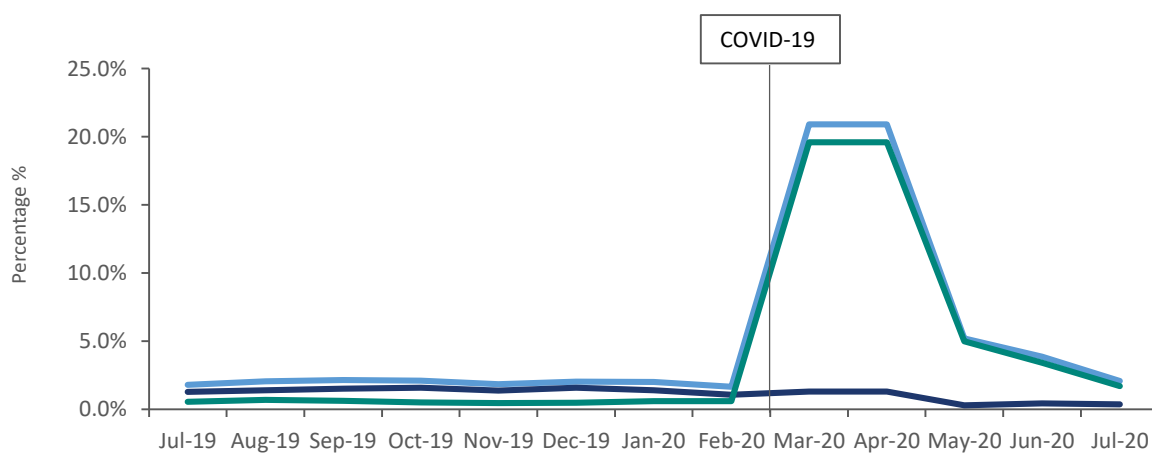
Increase in All Patient appointment Cancellation & Early patient Cancellation is due to COVID-19 Outbreak



	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
Medical No Show	3.0%	3.0%	3.1%	3.5%	3.9%	3.9%	3.9%	3.4%	3.5%	2.0%	3.0%	4.5%	3.3%
Late Patient Cancellation	1.8%	2.1%	2.3%	2.3%	2.2%	3.5%	2.9%	3.2%	1.9%	2.2%	2.2%	2.2%	2.2%
Early Patient Cancellation	8.1%	7.7%	8.0%	7.8%	7.4%	6.8%	8.2%	8.0%	10.4%	4.2%	3.0%	3.3%	3.1%
All Patient Appointment Cancellation	15.0%	15.0%	15.8%	15.5%	15.0%	15.8%	16.1%	15.8%	36.0%	38.0%	14.2%	14.3%	13.4%

Overall Medical Bump Rate & Breakdown to Provider & Operational

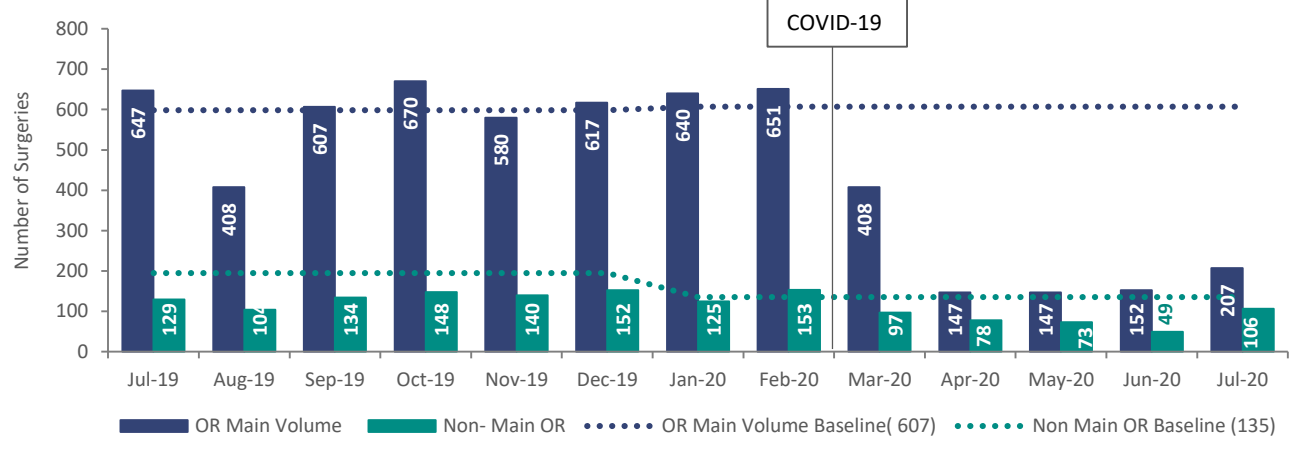
Increase in Bump Rate is due to COVID-19 Outbreak



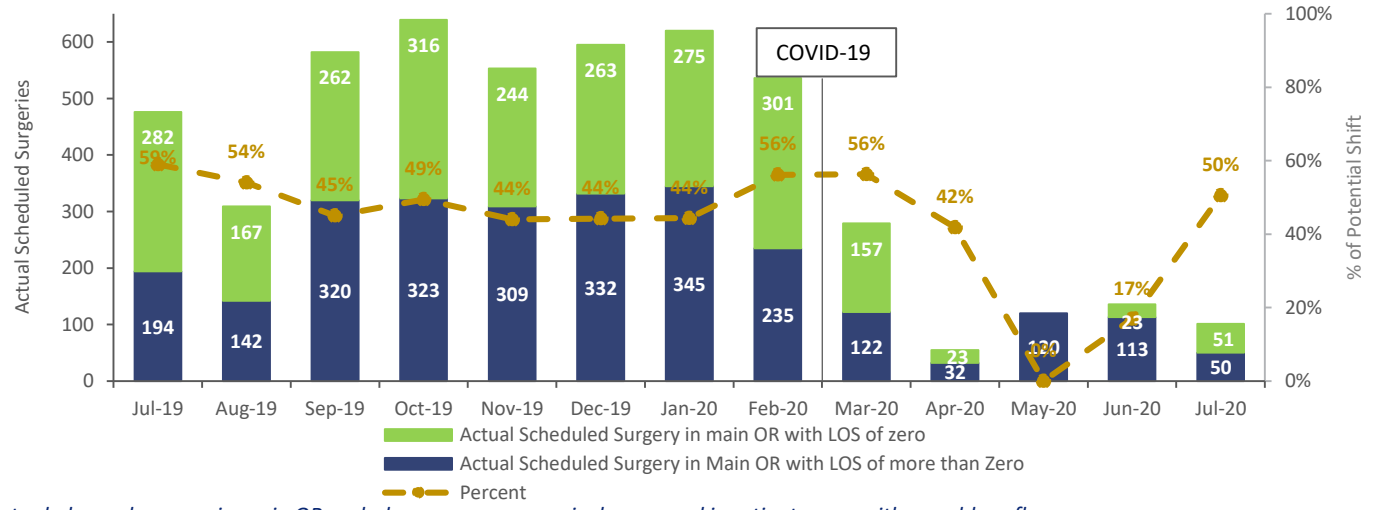
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20
Overall Medical Bump Rate	1.8%	2.1%	2.2%	2.1%	1.9%	2.0%	2.0%	1.7%	20.9%	20.9%	5.20%	3.87%	2.09%
Volumes							3,170	2,708	27,390	27,389	3,235	3,999	2,193
Provider	1.3%	1.4%	1.5%	1.6%	1.4%	1.6%	1.4%	1.1%	1.3%	1.3%	0.30%	0.45%	0.38%
Operational	0.6%	0.7%	0.6%	0.5%	0.5%	0.5%	0.6%	0.6%	19.6%	19.6%	5.0%	3.4%	1.7%

EFFECTIVE

OR & Non-Main OR Volumes

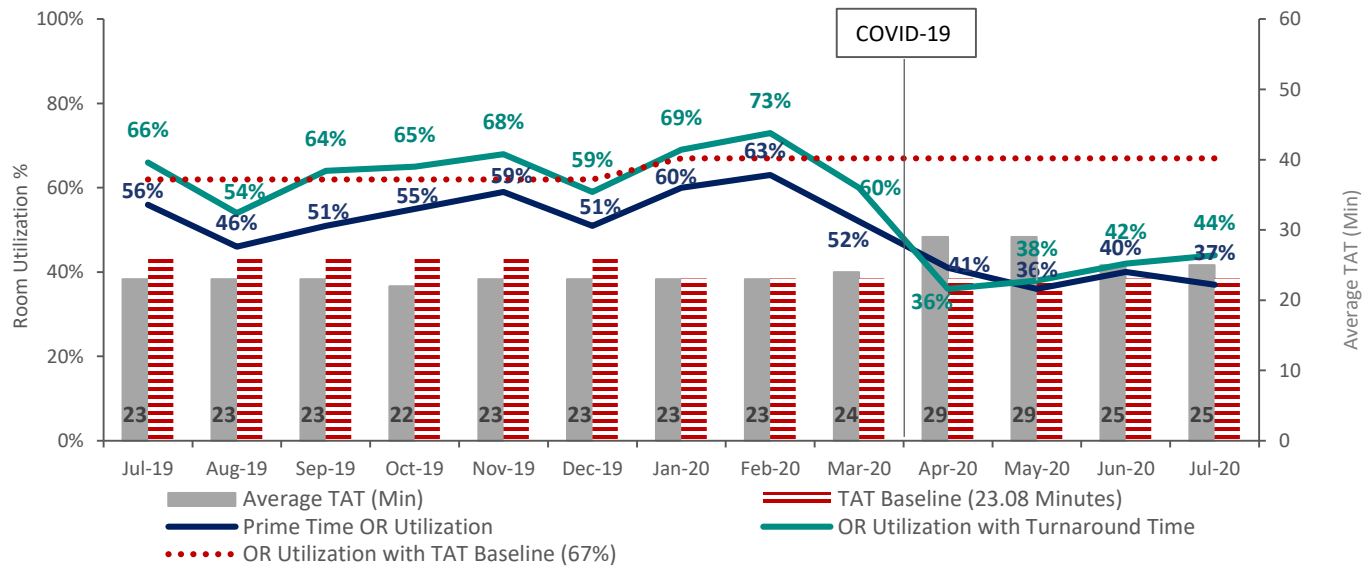


Outpatient to Inpatient Elective Surgery Ratio



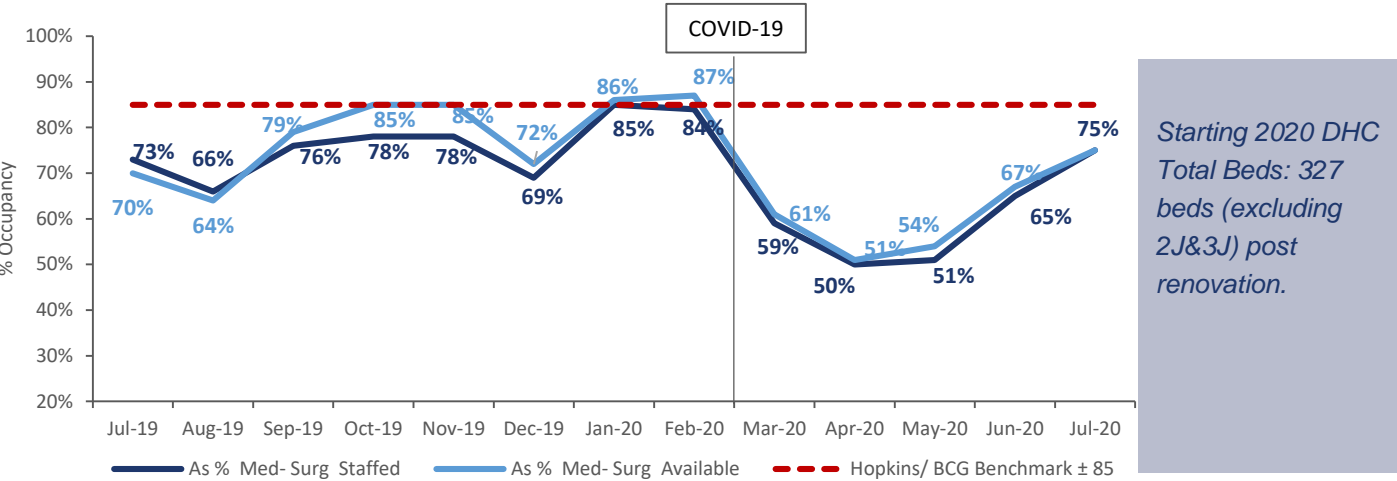
Actual planned surgery in main OR excludes emergency surgical cases and inpatient cases with an add-on flag

OR Prime Time Utilization & OR Utilization with Turnaround Time

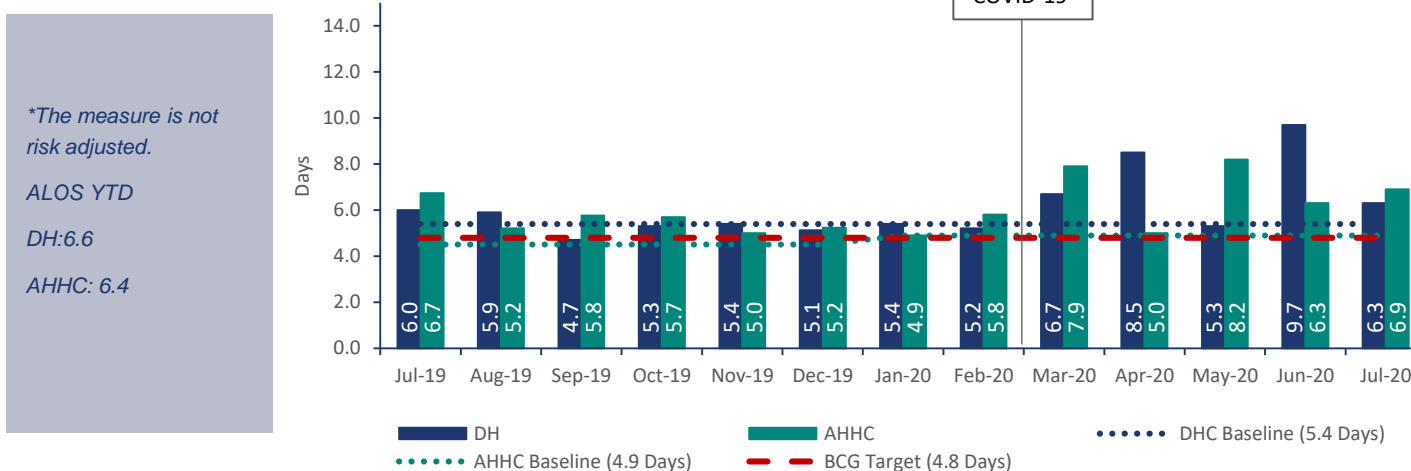


EFFICIENT

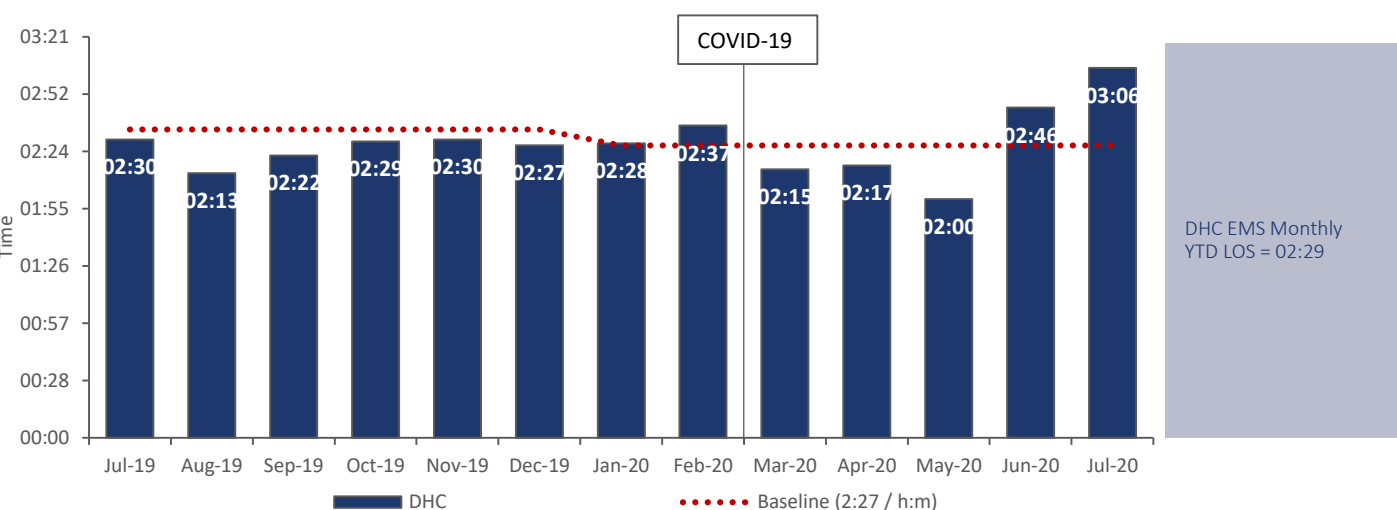
Dhahran Bed Occupancy



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

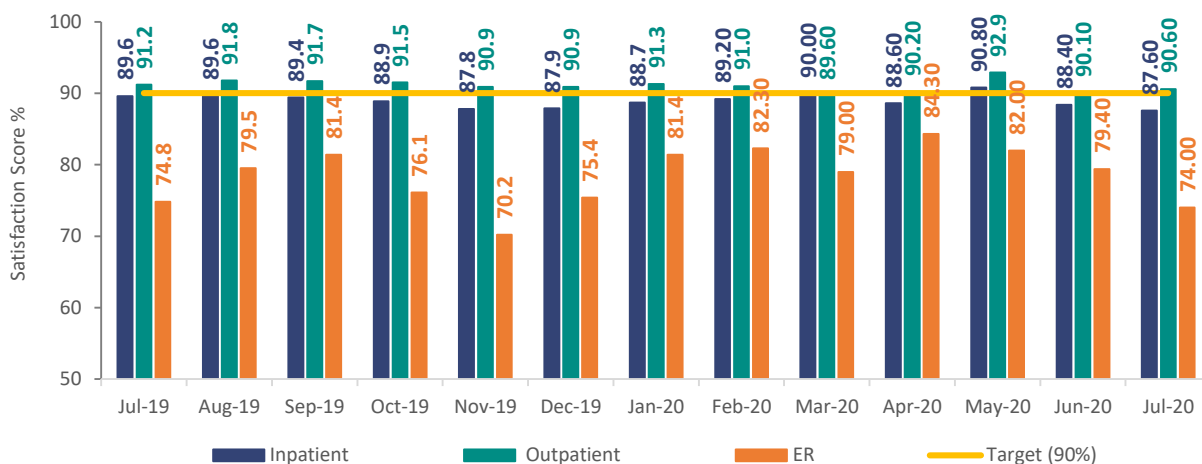


Dhahran EMS Length of Stay (LOS)

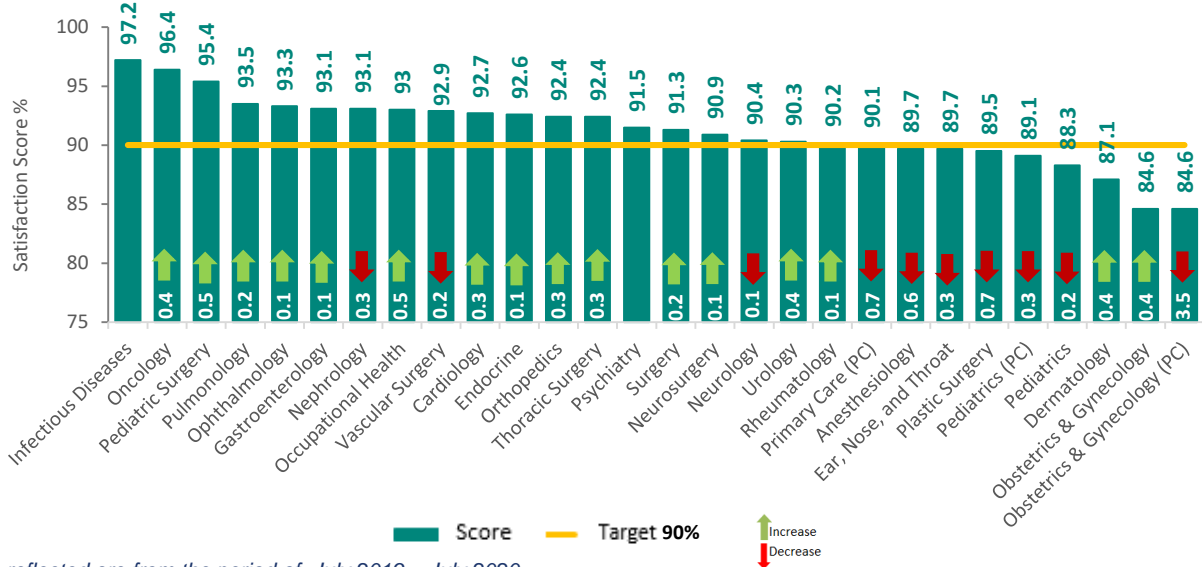


PATIENT CENTERED

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

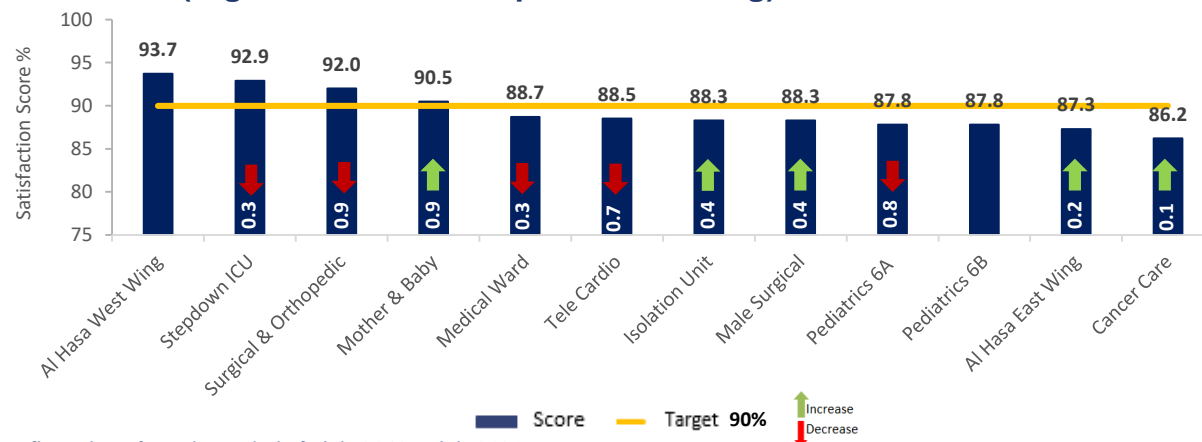


Outpatient Clinics (Highest to Lowest Top 2 Box Ranking)



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

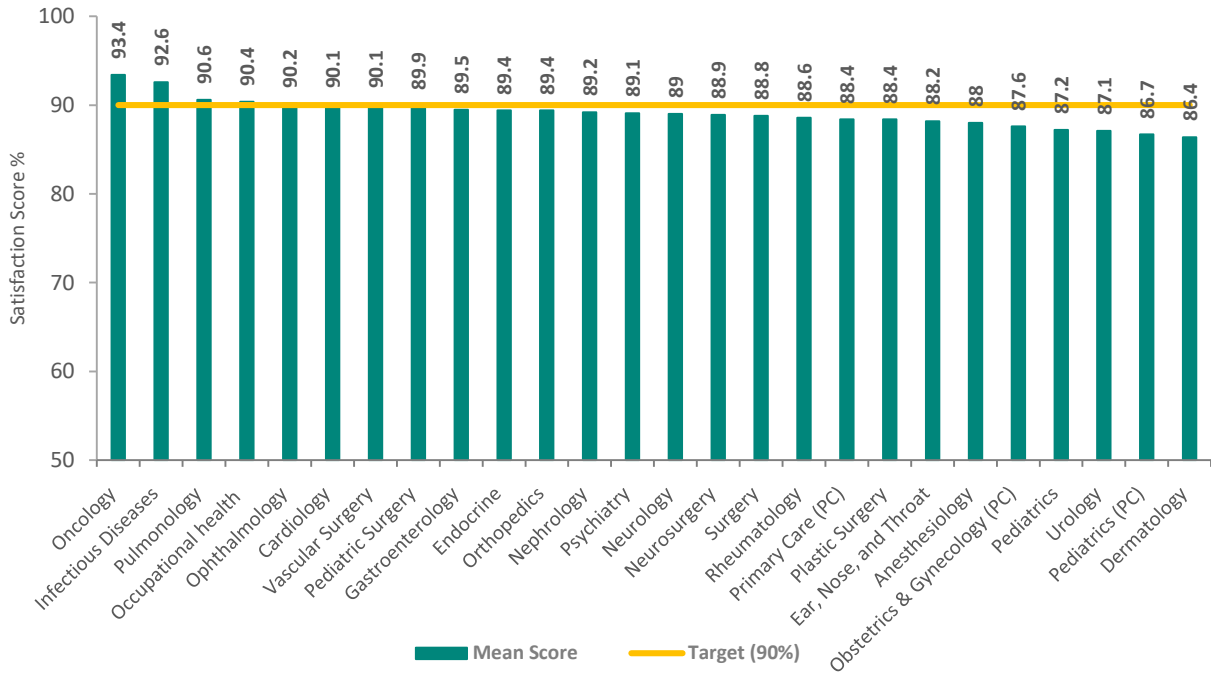
Inpatient Wards (Highest to Lowest Top 2 Box Ranking)



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

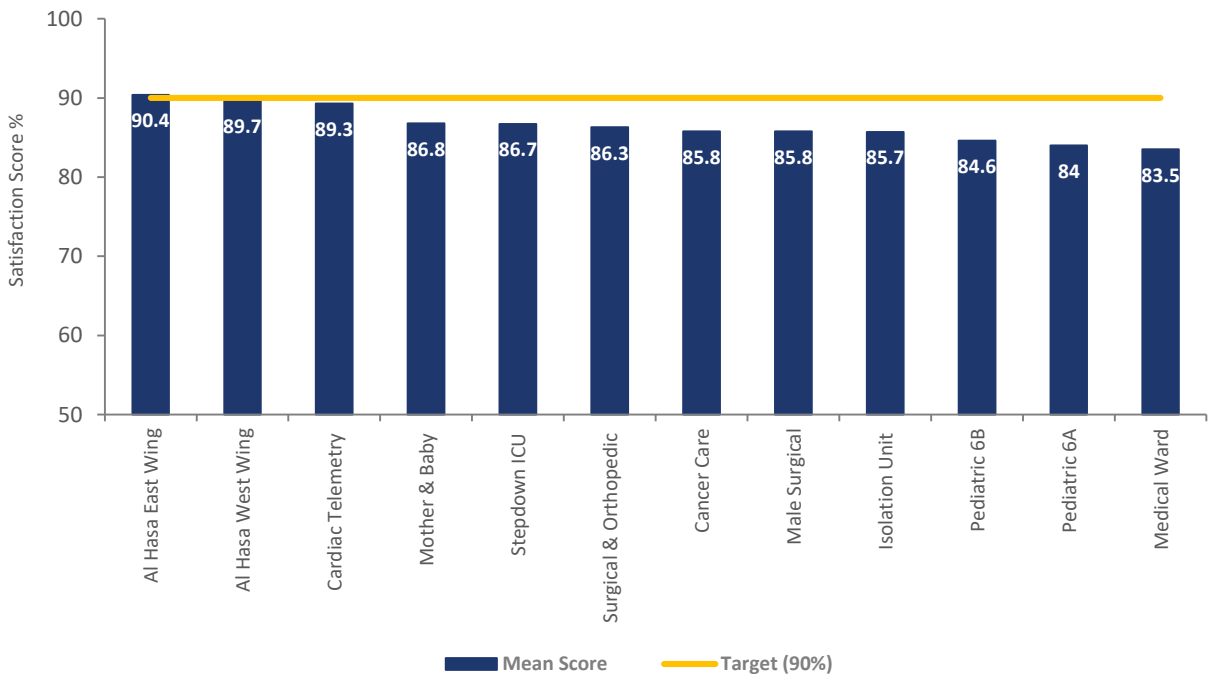
PATIENT CENTERED

Outpatient Clinics – Mean



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

Inpatient Wards – Mean

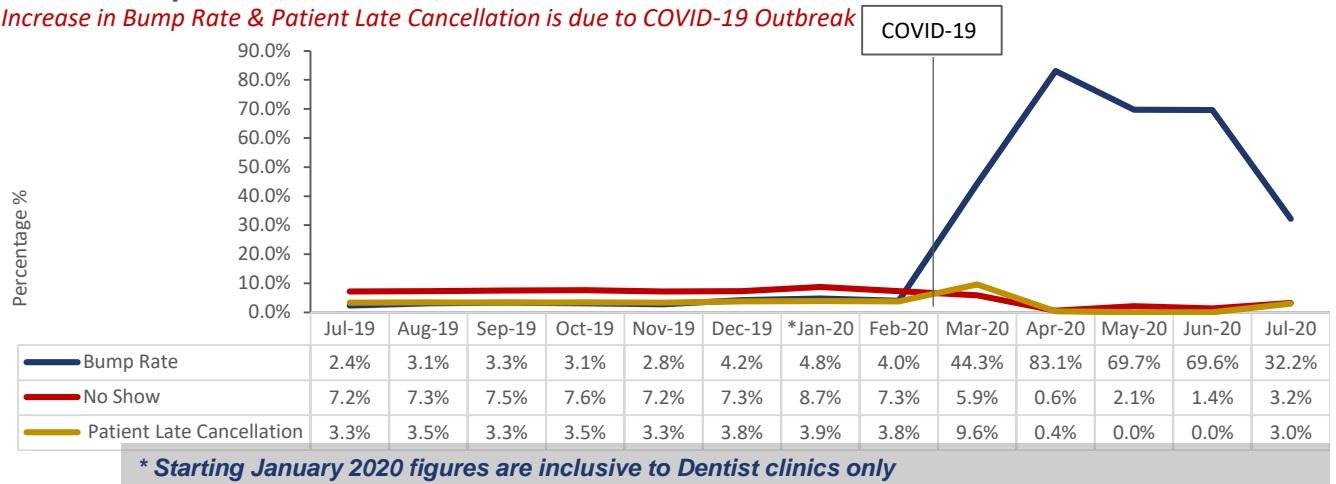


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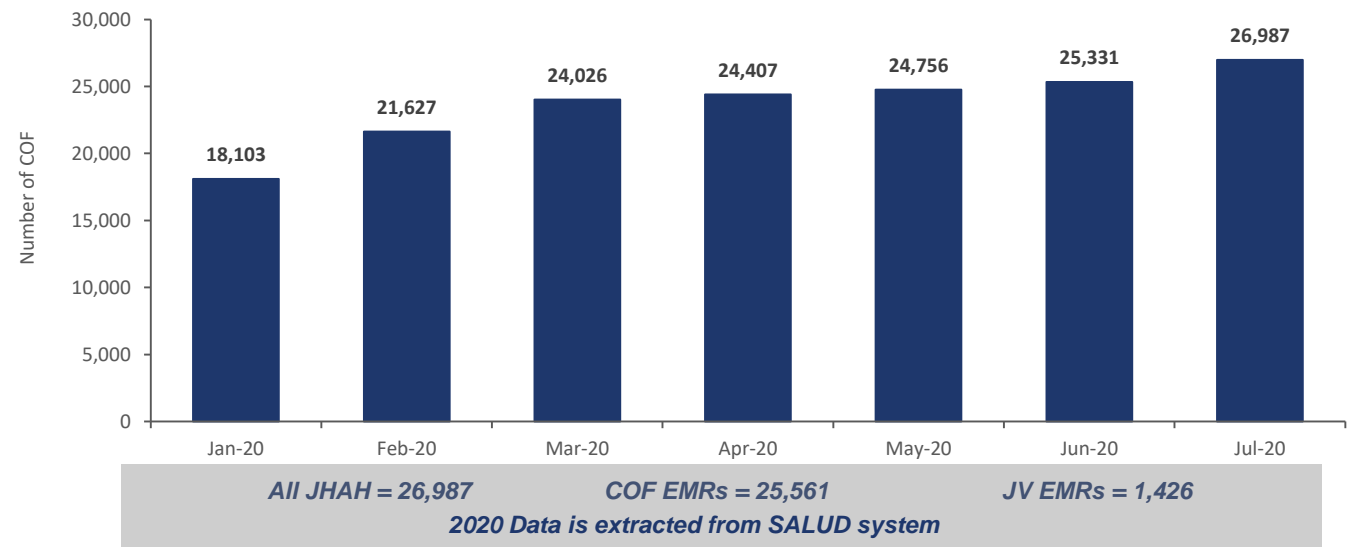
Dental

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

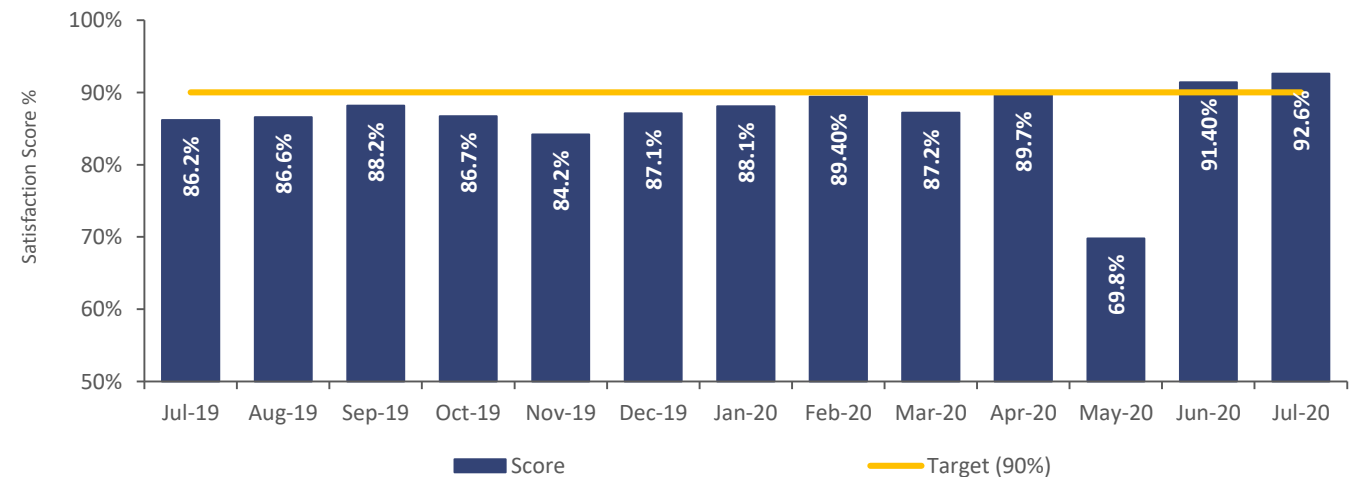
Increase in Bump Rate & Patient Late Cancellation is due to COVID-19 Outbreak



JHAH COF Registered Dental Recipients



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



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

Scorecard

Due to COVID-19 pandemic, 2020 score card is not released

2019 JHAH Scorecard

98.94

100.00

KEY PERFORMANCE INDICATORS (KPIs)		Baseline	July	August	September	October	November	December	YTD	Target	Projected Year End Score	Weight	
I. CLINICAL EXCELLENCE (2019)													
1	Risk Identification (Near Misses)	NA	66	37	72	122	63	89	873	N/A	4.08	4.08	
2	Risk Identification (Moderate-Major)	NA	2	0	3	1	3	1	17	N/A	4.08	4.08	
3	Deep /Organ Surgical Site Infection (SSI) rate	0.97	0.44	0.00	1.05	0.00	0.48	1.54	0.65	0.92	4.08	4.08	
4	Inpatient Hand Hygiene Compliance	95.16	95.90	94.16	93.95	93.74	93.62	95.10	94.26	93	3.06	3.06	
5	Outpatient Hand Hygiene Compliance	94.44	95.6	94.3	94.4	95.3	95.9	93.3	94.83	93	3.06	3.06	
6	ED Arrival Time to EKG Median Time	4:00	3:00	3:00	3:00	3:00	3:00	3:00	3:00	7:00	4.08	4.08	
7	Inpatient Clinical Practice Guidelines	NA		3:00	3:00	3:00	3:00	3:00	3:00	N/A	5.10	5.10	
8	Hospital Acquired Pressure Injury (HAPCI)	5			3.1			3.6	3.88	4.50	3.06	3.06	
9	Arrival Time to PCI ≤ 90 minutes for non-transferred patients	65	100	100	100.0	100.0	100.0	100.0	100	85	1.02	1.02	
II. PATIENT & STAFF EXPERIENCE													
10	Outpatient Clinics' Overall Experience Mean Score	86.80	86.7	89.4	89.4	89.5	88.8	88.9	88.77	87	5.61	5.61	
11	Inpatient Hospital's Overall Experience Mean Score	85.17	87.4	86.8	86.5	86.4	85.4	85.3	86.18	85	5.61	5.61	
12	Overall Staff Engagement	3.88							Mkt	3.91	1.02	1.02	
III. ACCESS TO CARE													
13	Access to Specialty Care									97.8%	47.92	48.98	
Group A													
	ENT	14	3	5	5	4	2	6	5	13	3.06	3.06	
	Neurosurgical	16	4	4	4	4	5	6	6	15	3.06	3.06	
	Colorectal Surgery	12	9	9	6	6	5	4	7	11	3.06	3.06	
	Plastic Surgery	20	19	13	14	14	12	14	12	19	3.06	3.06	
	Urology	16	9	10	11	8	9	11	13	15	3.06	3.06	
	Endocrinology	14	11	15	9	12	7	13	11	13	3.06	3.06	
	Gastroenterology	14	7	14	13	18	16	14	13	13	3.06	3.06	
	OBGYN Specialty	25	19	16	10	8	5	6	14	22	3.06	3.06	
	Bariatric Surgery	23	18	23	16	28	17	20	19	20	3.06	3.06	
Group B													
	Bariatric Surgery	29							Dropped				
	Cardiology	27	12	16	15	12	13	10	14	23	2.04	2.04	
	Dermatology	38	19	19	19	18	26	14	21	32	1.02	1.02	
	Neurology	28	18	22	23	20	16	28	21	24	2.04	2.04	
	General Otopedics	29	22	12	20	20	11	13	16	25	2.04	2.04	
Group C													
	Access to Primary Care	71	84	83	82	82.70	84.09	83.79	78.43	75	4.08	4.08	
	Access to Physical Therapy	16	11	8	8	8	8	9	10	15	2.04	2.04	
	TKR In-Patient receiving Physical Therapy within 24 hours post surgery (inpatient)	65.94	100	100	100	100.0	100.0	100.0	99.32	100	2.00	2.04	
	ED Arrival time to Provider/Median time CoP assigned to ESI 2 category	14:03	9:30	9:25	9:18	9:09	9:14	9:09	9:09	15:00	4.08	4.08	
	Emergency Response to Industrial (Oil & Gas) Locations, Time from 911 call	100	100	100	93.3	100.0	100.0	100.0	98.72	98	1.02	1.02	
	Emergency Response to Industrial (Oil & Gas) Locations, Time from Dispatch to	96.05	100	83.3	93.3	100.0	100.0	100.0	93.59	97	0.00	1.02	
IV. POPULATION HEALTH STATUS													
20	% diabetic patients who have HbA1c test ordered within 6 months	96.51	96.3	96.62	96.9	96.3	98.0	98.4	96.73	96	2.04	2.04	
21	Percent Poorly Controlled Diabetics	25.12	24.1	24.5	24.5	25.2	24.9	24.2	24.51	25.40	3.06	3.06	
V. NETWORK													
22	SP/ARI requests turnaround time (TAT) from all full service network providers	93	100.0	99.9	100.0	99.8	100.0	100.0	100	N/A	2.04	2.04	
23	SP/Endoscopy requests turnaround time (TAT) from all full service network	NA	100.0	100.0	100.0	100.0	100.0	100.0	100	N/A	2.04	2.04	
											100.0%	2.84	2.84