

August 2020

Executive Summary Staff  
Report

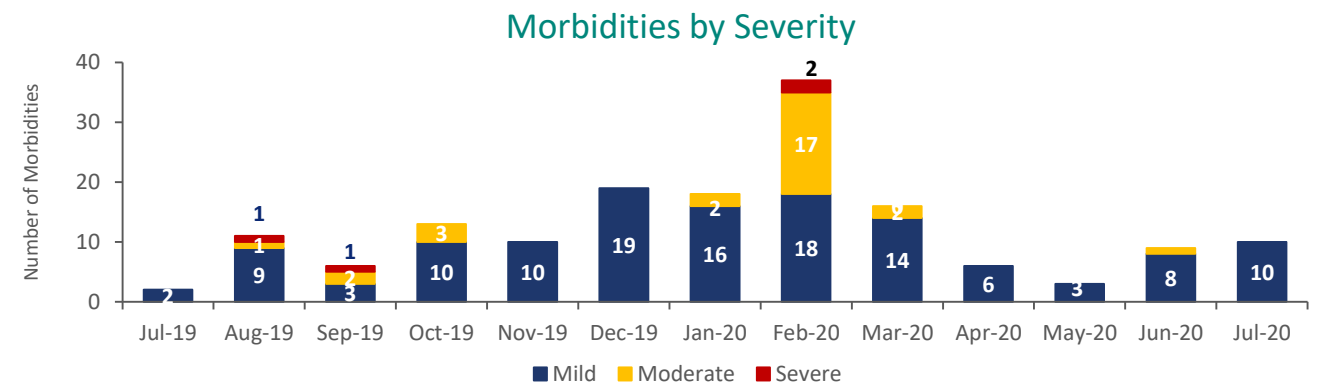
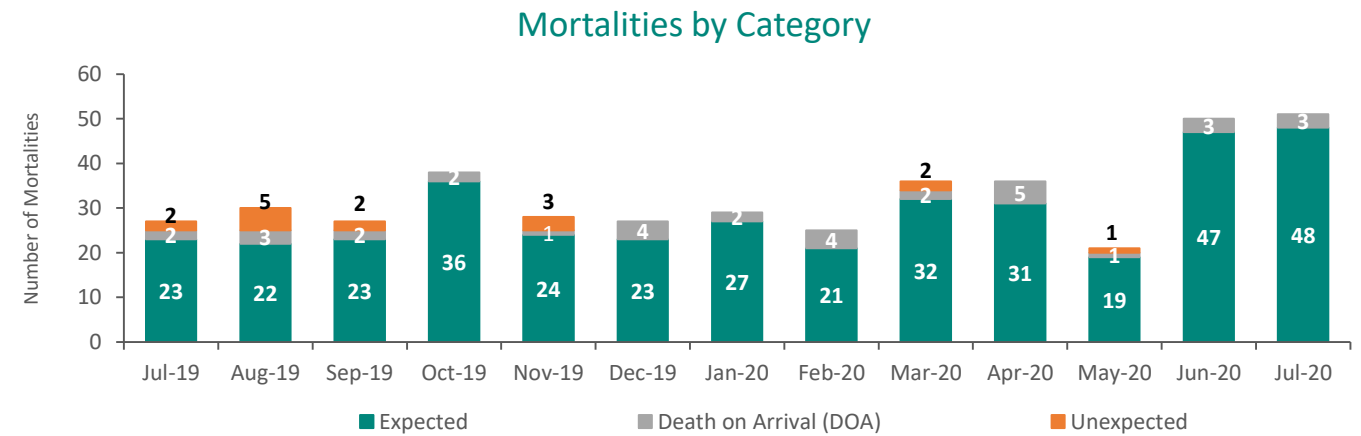
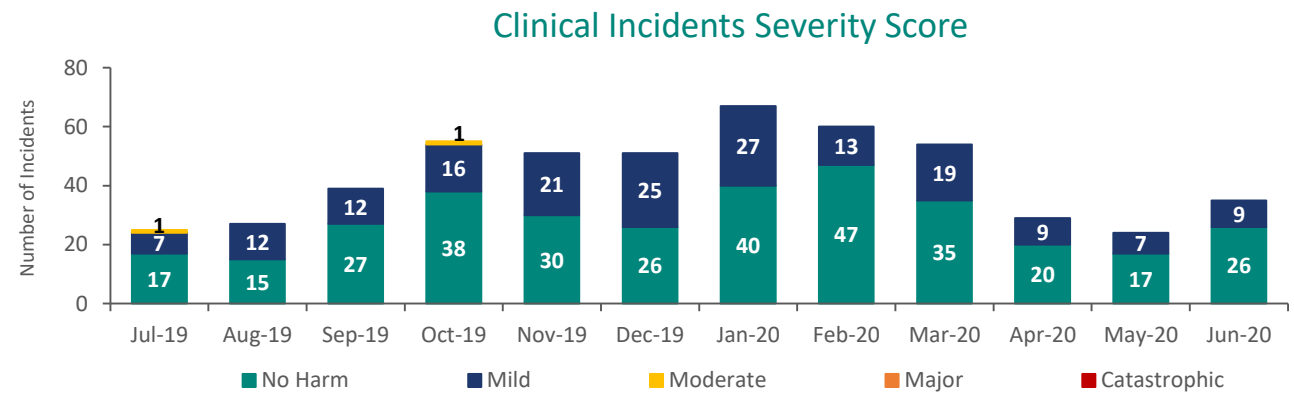
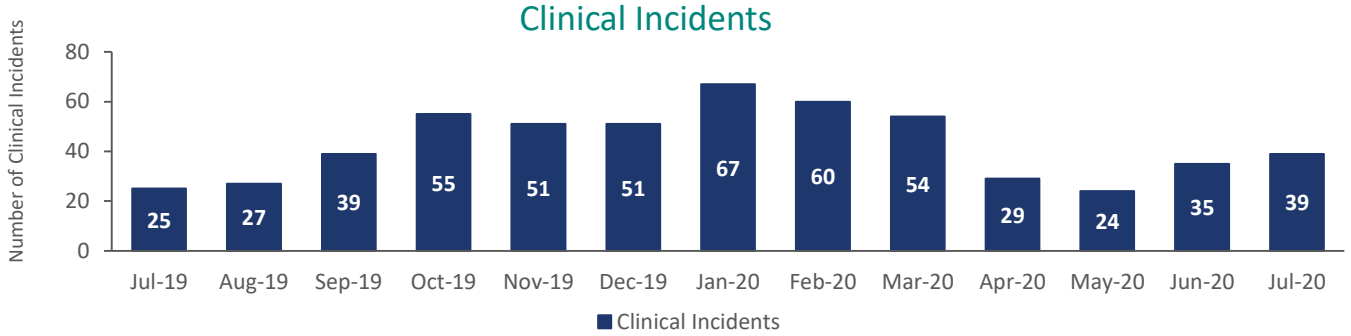


# JHAH at a Glance

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



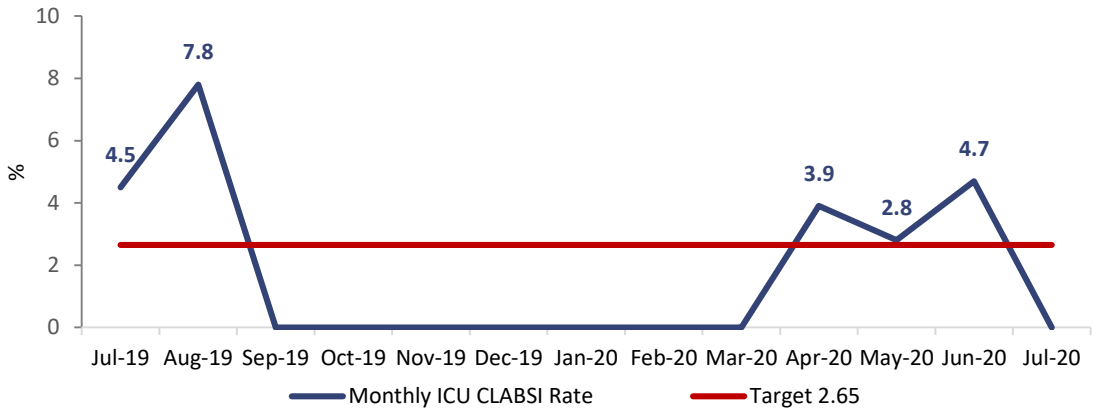
## Clinical Incident Reporting by Staff into DATIX Software



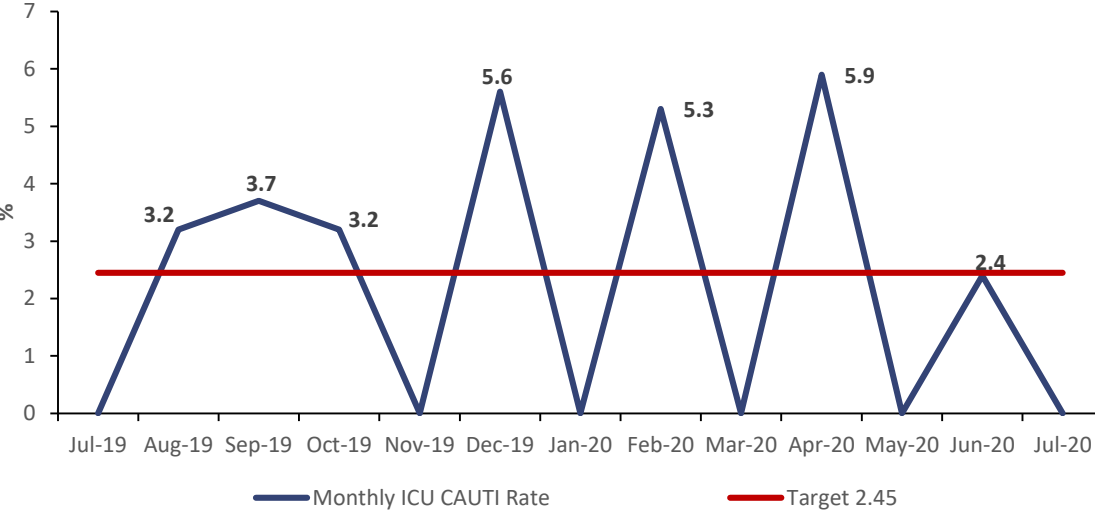
## Intensive Care Unit Central Line Associated Bloodstream Infection (ICU CLABSI) Rate

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

**CLABSI YTD: 1.5**  
**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 5<sup>th</sup> of the following month

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

## Deep / Organs Surgical Site Infection (SSI) Rate

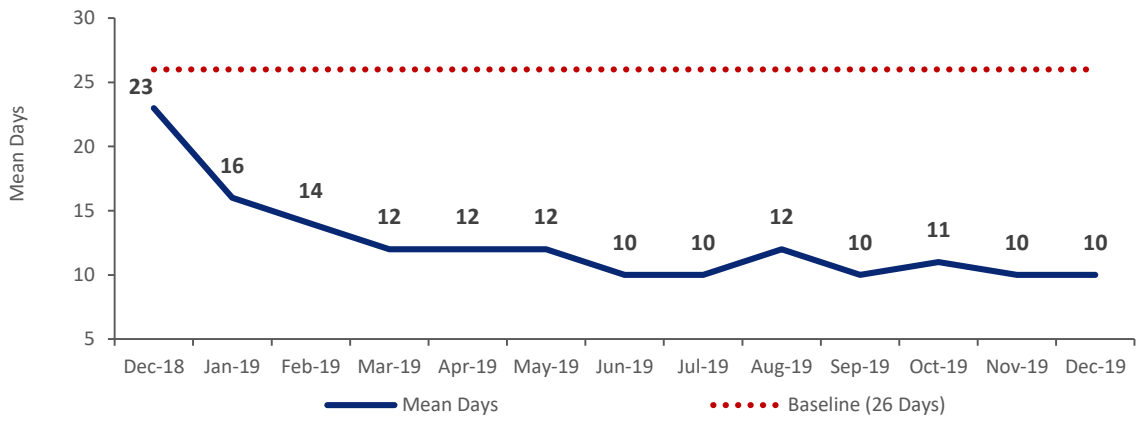
The data for each month is measured with a 4 month lag on the 5<sup>th</sup> of the month

**SSI YTD: 0.95**  
**NHSN Benchmark: 0.75%**

*NHSN: National Health Safety Network*



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

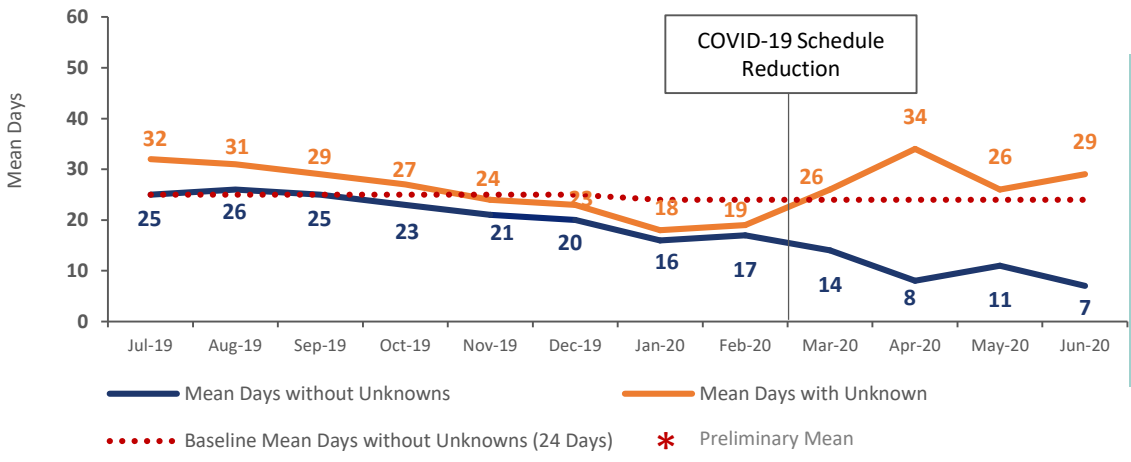


The data for each month is measured with no lag on the 5<sup>th</sup> of the following month

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

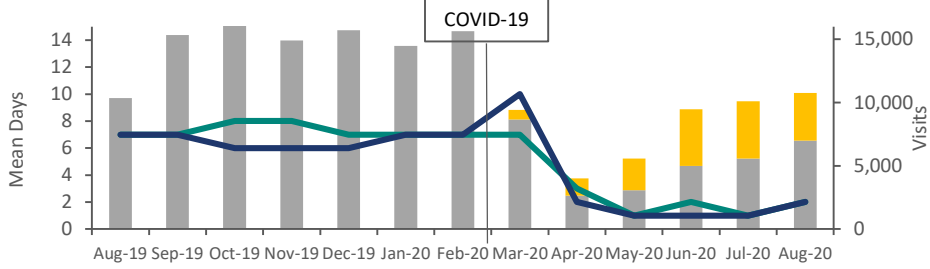
Reporting Technical Error – July & August Data Not available



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

July & August data are unavailable due to reporting 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

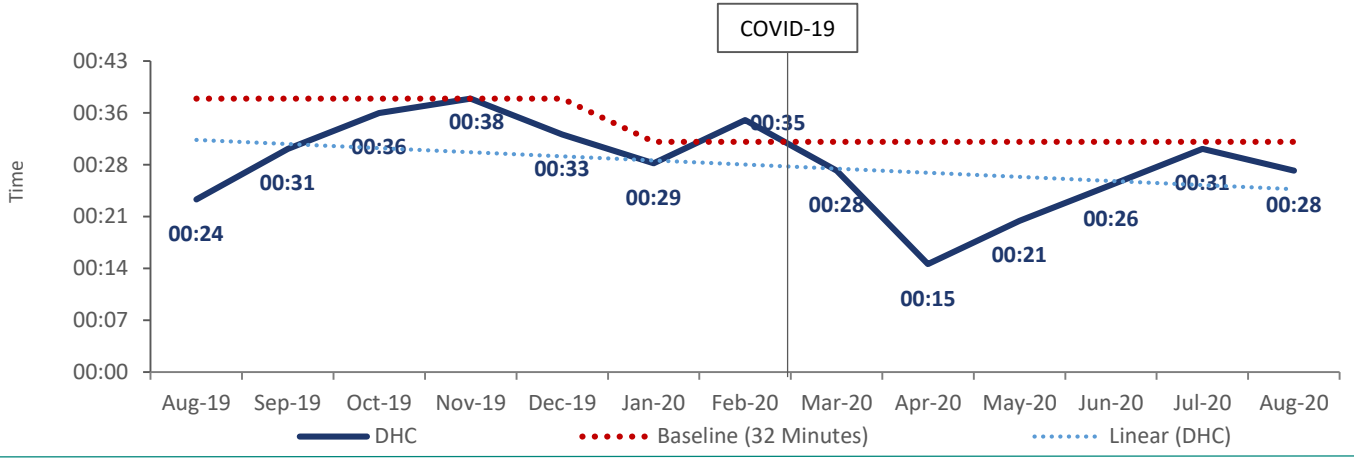


	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Video & Telephone Visits								765	1,378	2,512	4,498	4,532	3,772
In Person Visits	10,344	15,329	17,063	14,905	15,708	14,467	15,636	8,664	2,626	3,061	4,978	5,573	6,991
All Adult PC MD Clinics (Lead Time)	7	7	8	8	7	7	7	7	3	1	2	1	2
All PED PC MD Clinics (Lead Time)	7	7	6	6	6	7	7	10	2	1	1	1	2

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

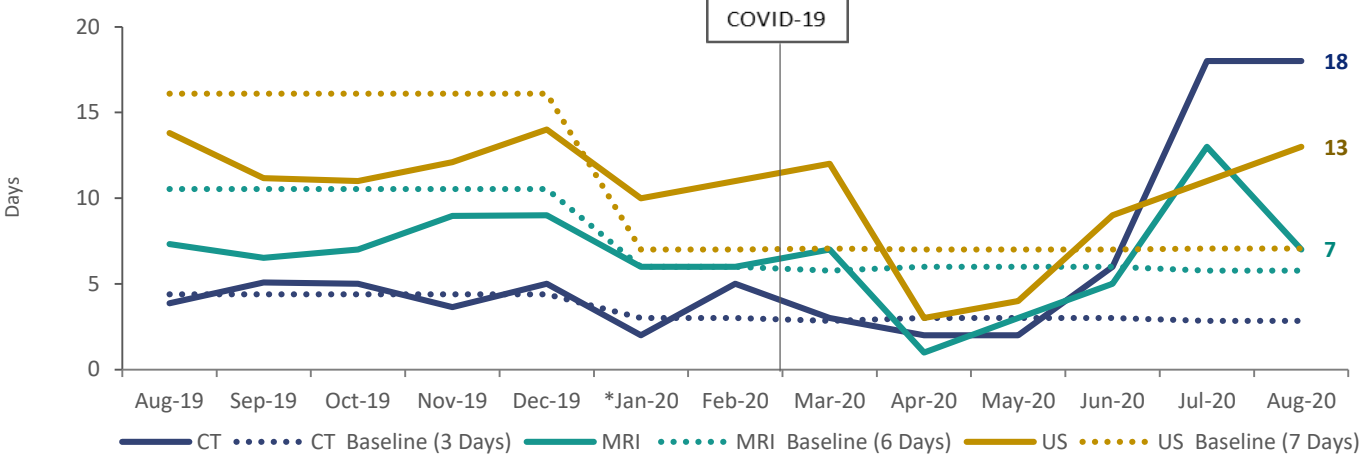
Note: Graph updated to reflect MD scheduled appointments excluding walk-ins

## Dhahran EMS Access to Care from Arrival to Provider

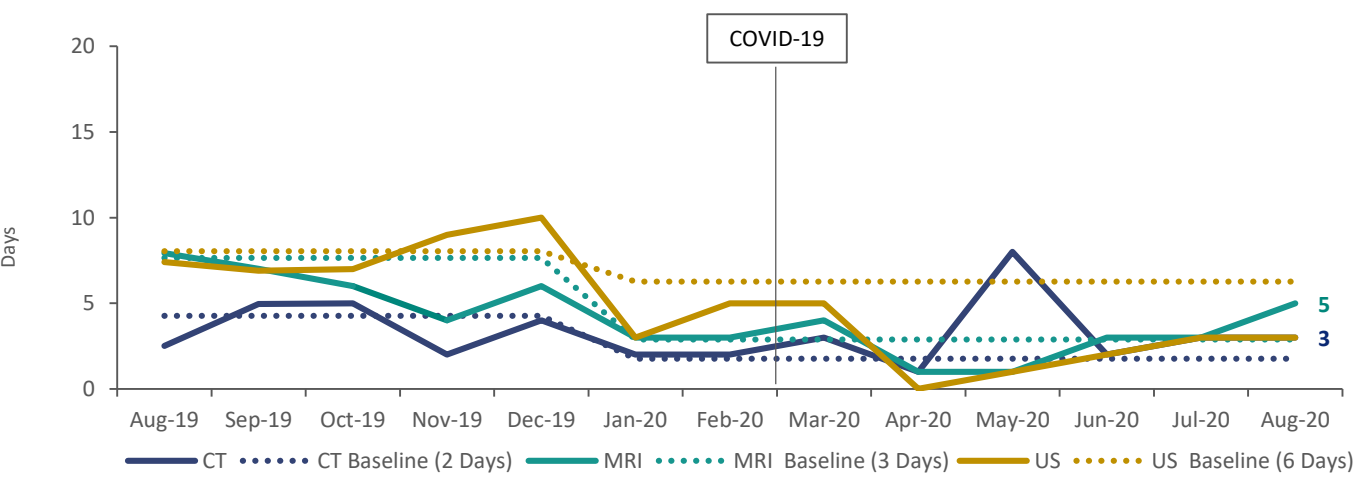


\* Starting January 2020 Radiology lead time reflects first available slot ( refer to definition P.27 )

## Dhahran Radiology Lead Time

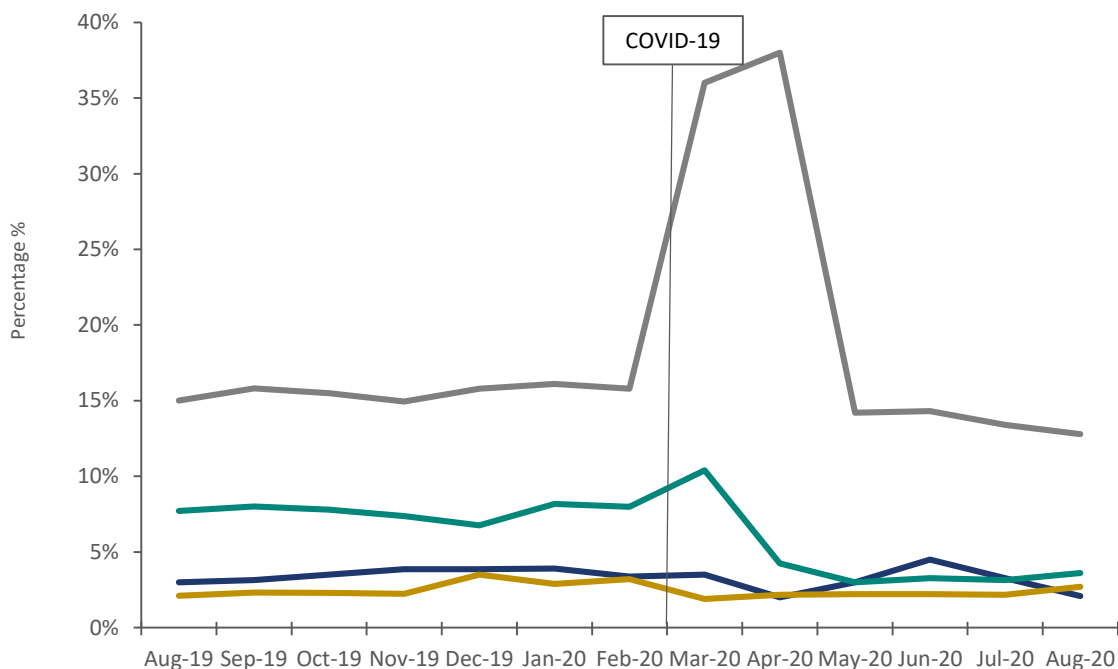


## Al-Hasa Radiology Lead Time



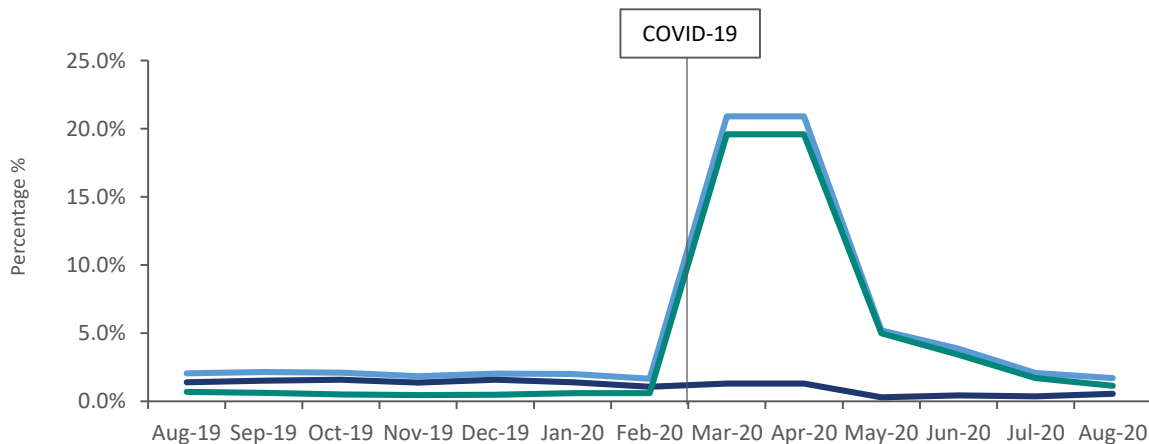
Increase in All Patient appointment Cancellation, Early patient Cancellation and Bump rate is due to COVID-19 Outbreak

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



	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Medical No Show	3.0%	3.1%	3.5%	3.9%	3.9%	3.9%	3.4%	3.5%	2.0%	3.0%	4.5%	3.3%	2.1%
Late Patient Cancellation	2.1%	2.3%	2.3%	2.2%	3.5%	2.9%	3.2%	1.9%	2.2%	2.2%	2.2%	2.2%	2.7%
Early Patient Cancellation	7.7%	8.0%	7.8%	7.4%	6.8%	8.2%	8.0%	10.4%	4.2%	3.0%	3.3%	3.1%	3.6%
All Patient Appointment Cancellation	15.0%	15.8%	15.5%	15.0%	15.8%	16.1%	15.8%	36.0%	38.0%	14.2%	14.3%	13.4%	12.8%

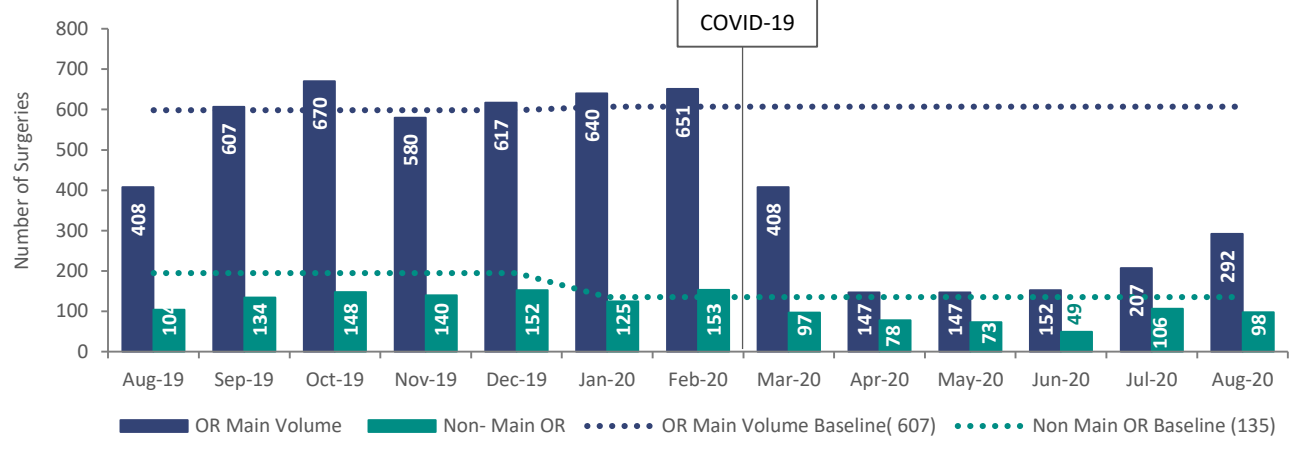
## Overall Medical Bump Rate & Breakdown to Provider & Operational



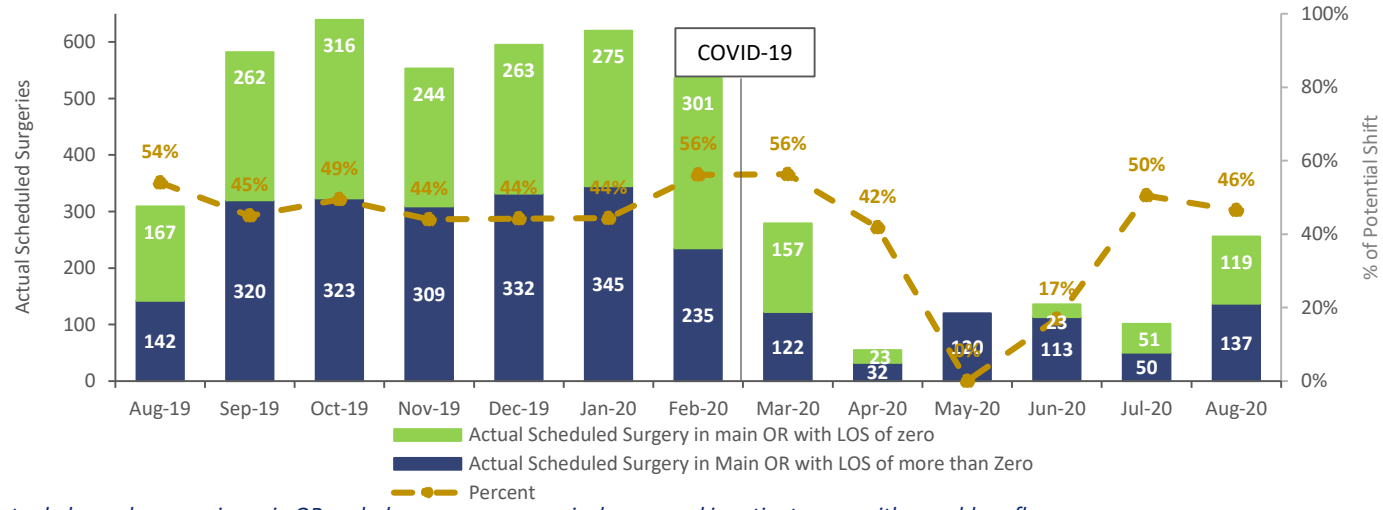
	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
Overall Medical Bump Rate	2.1%	2.2%	2.1%	1.9%	2.0%	2.0%	1.7%	20.9%	20.9%	5.20%	3.87%	2.09%	1.70%
Volumes						3,170	2,708	27,390	27,389	3,235	3,999	2,193	1,757
Provider	1.4%	1.5%	1.6%	1.4%	1.6%	1.4%	1.1%	1.3%	1.3%	0.30%	0.45%	0.38%	0.55%
Operational	0.7%	0.6%	0.5%	0.5%	0.5%	0.6%	0.6%	19.6%	19.6%	5.0%	3.4%	1.7%	1.1%

# EFFECTIVE

## OR & Non-Main OR Volumes

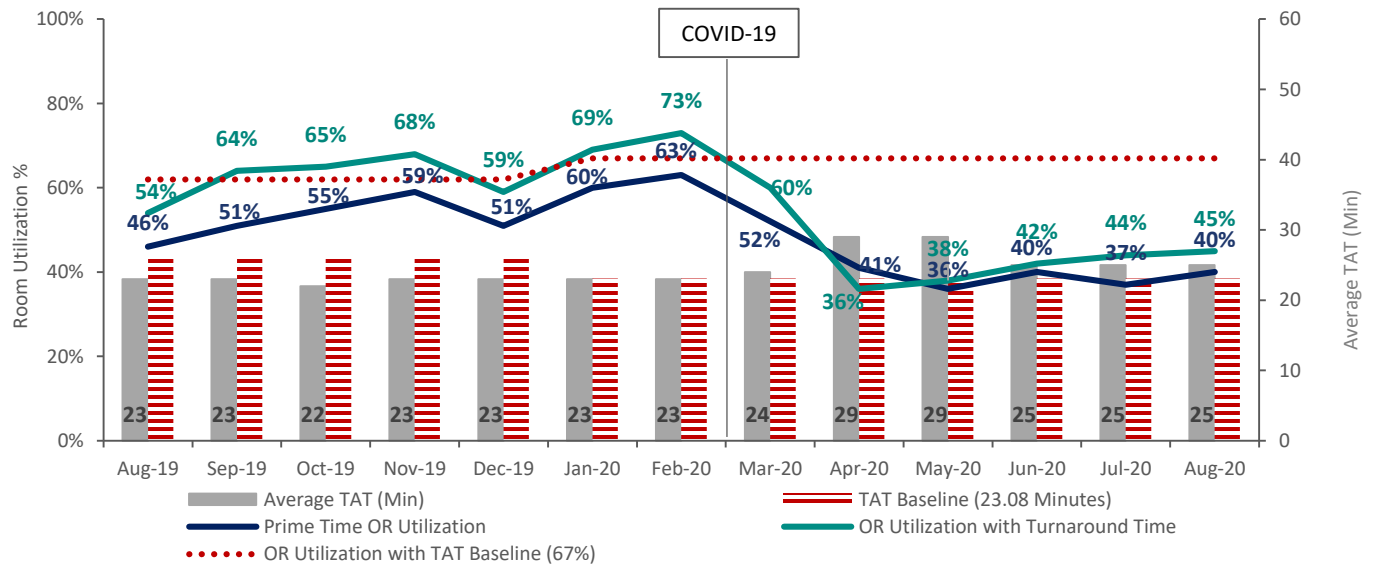


## Outpatient to Inpatient Elective Surgery Ratio



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

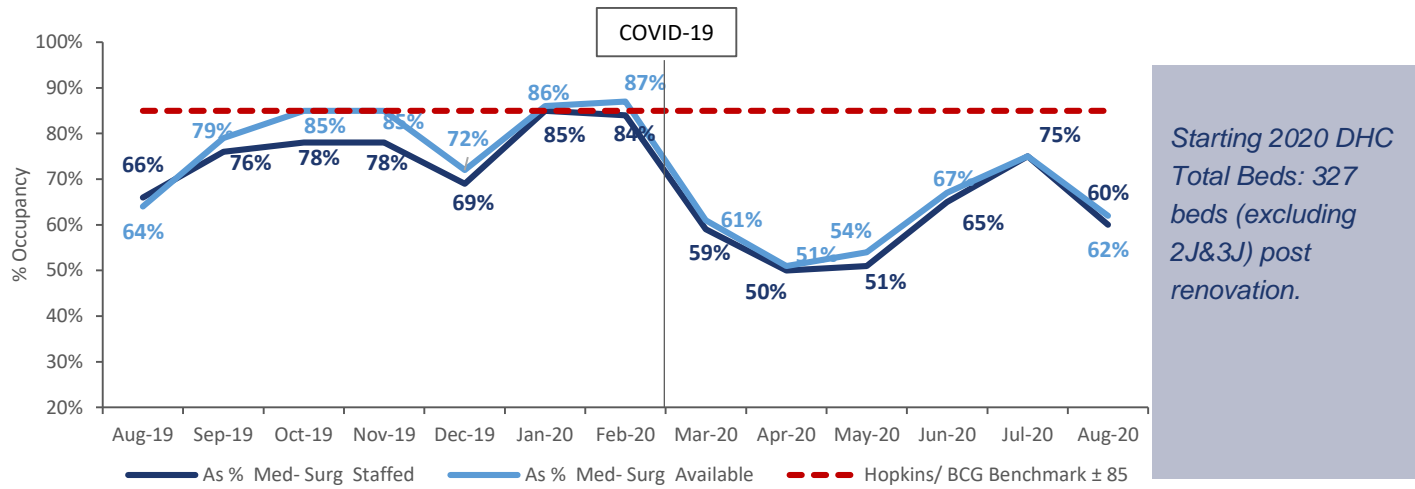
## OR Prime Time Utilization & OR Utilization with Turnaround Time



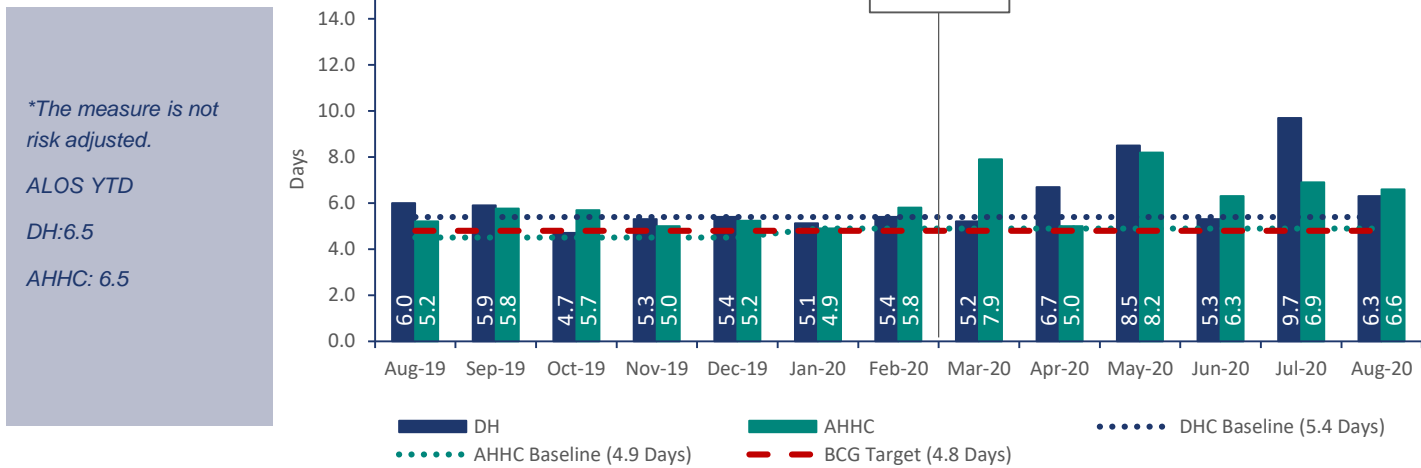


# EFFICIENT

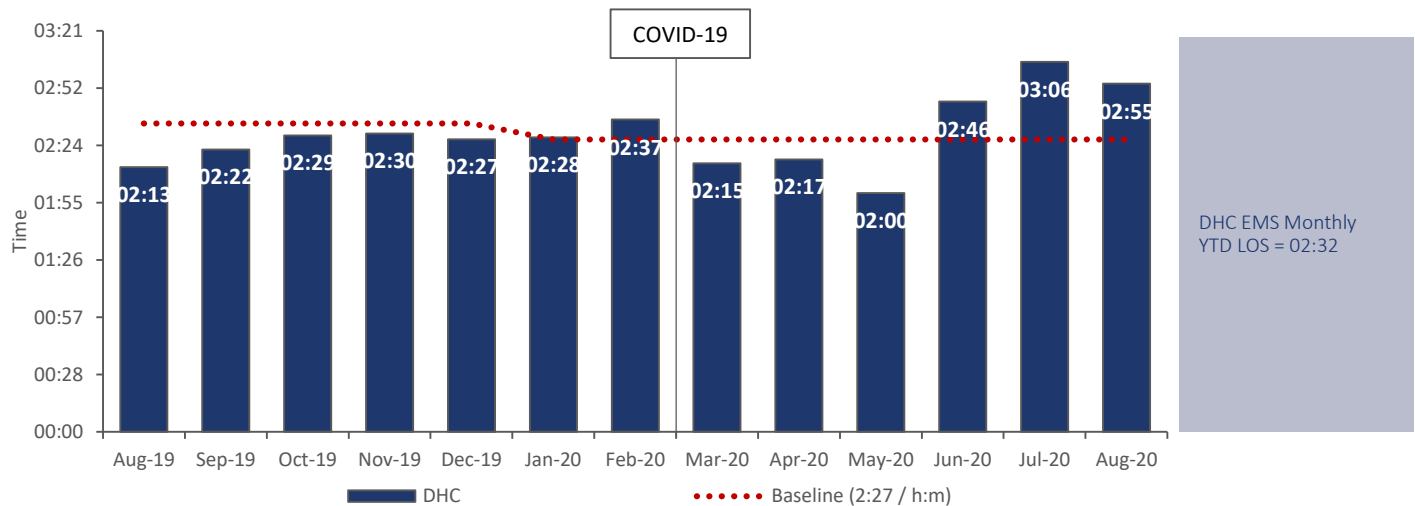
## Dhahran Bed Occupancy



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

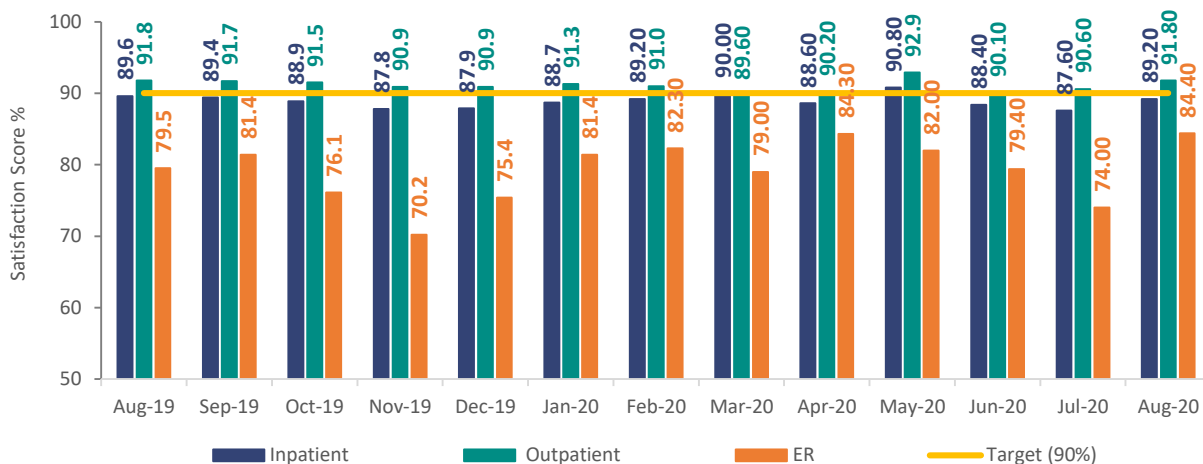


## Dhahran EMS Length of Stay (LOS)

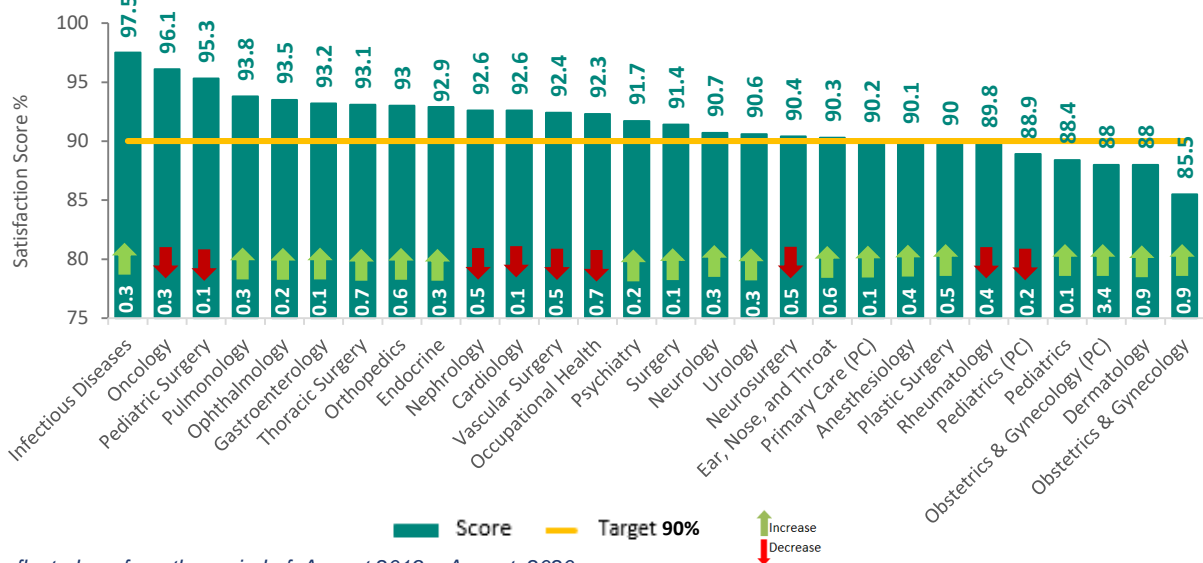


# PATIENT CENTERED

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

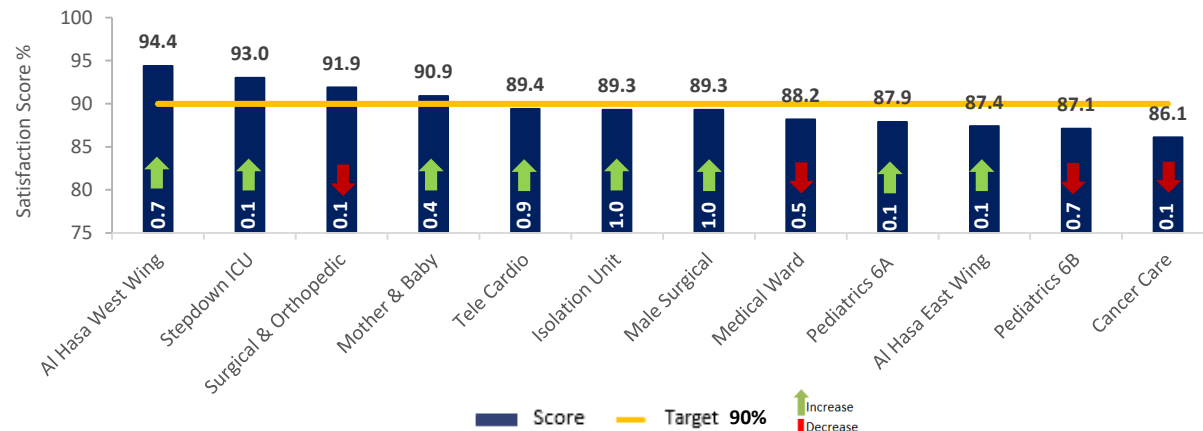


## Outpatient Clinics (Highest to Lowest Top 2 Box Ranking)



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

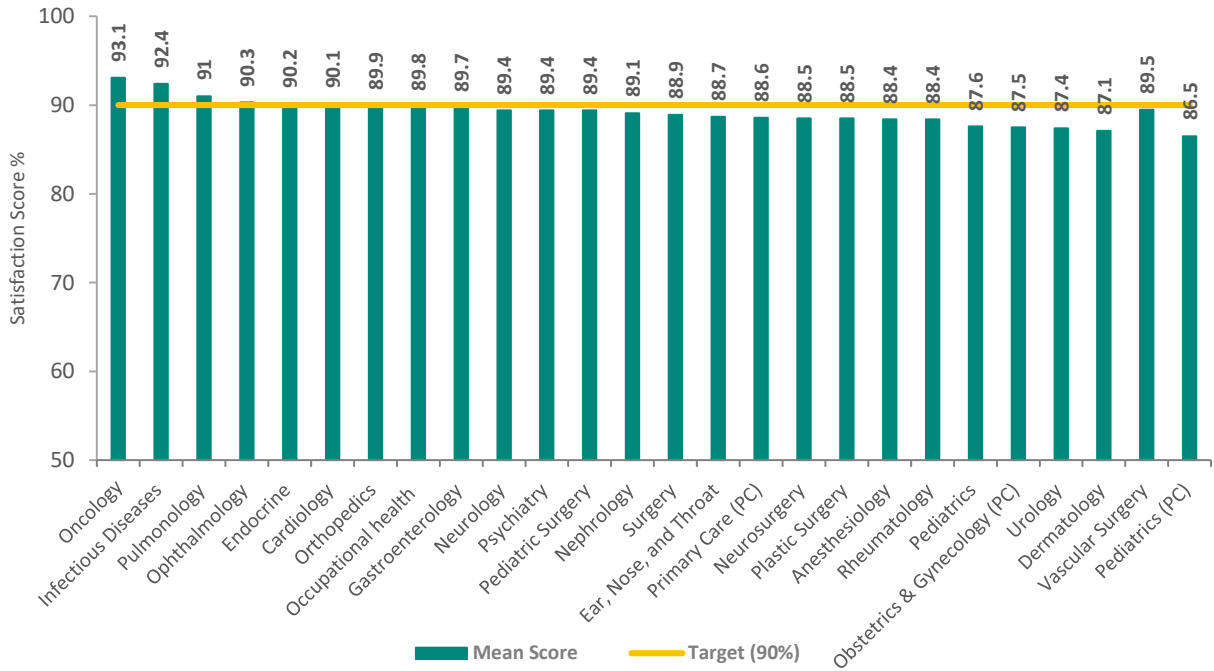
## Inpatient Wards (Highest to Lowest Top 2 Box Ranking)



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

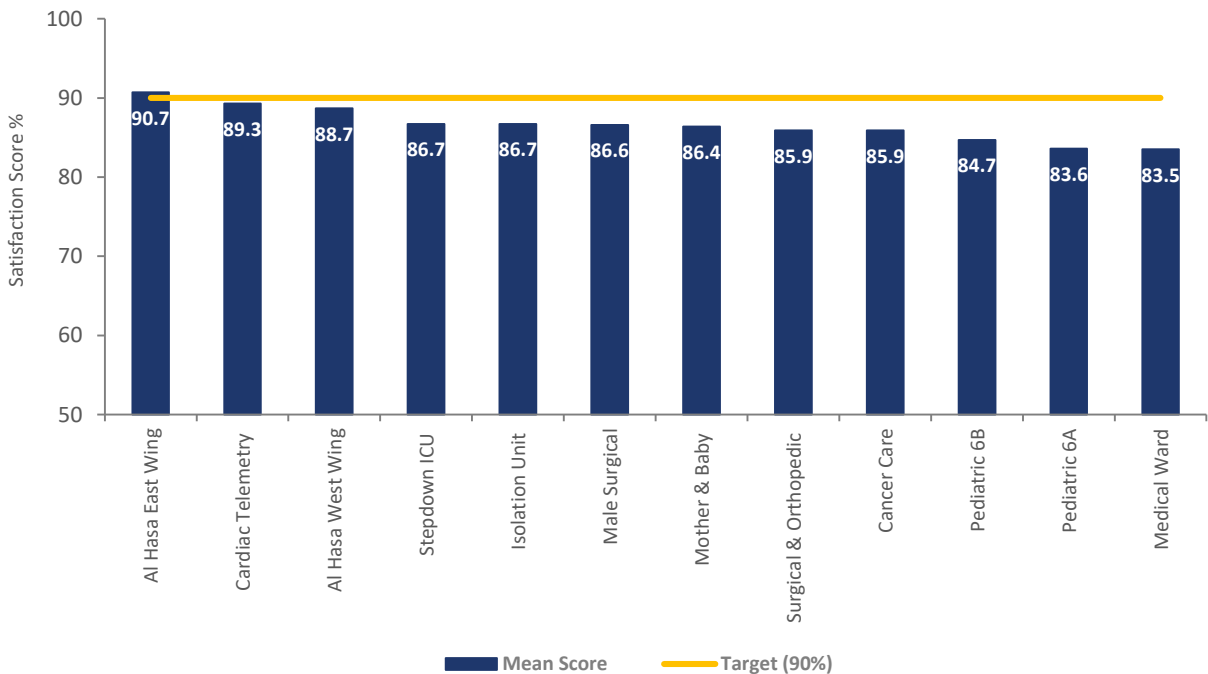
# PATIENT CENTERED

## Outpatient Clinics – Mean



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

## Inpatient Wards – Mean

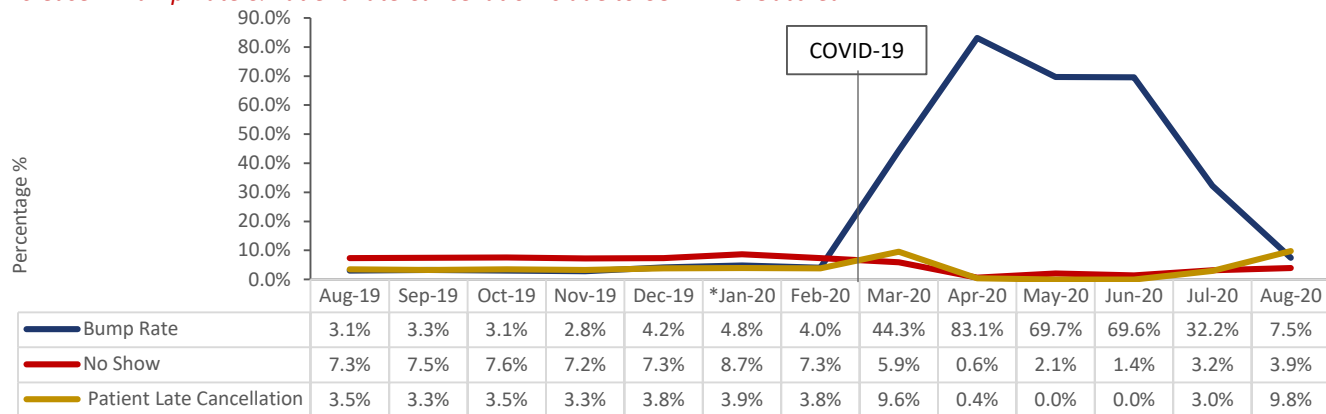


Scores reflected are from the period of August 2019 – August 2020

# Dental

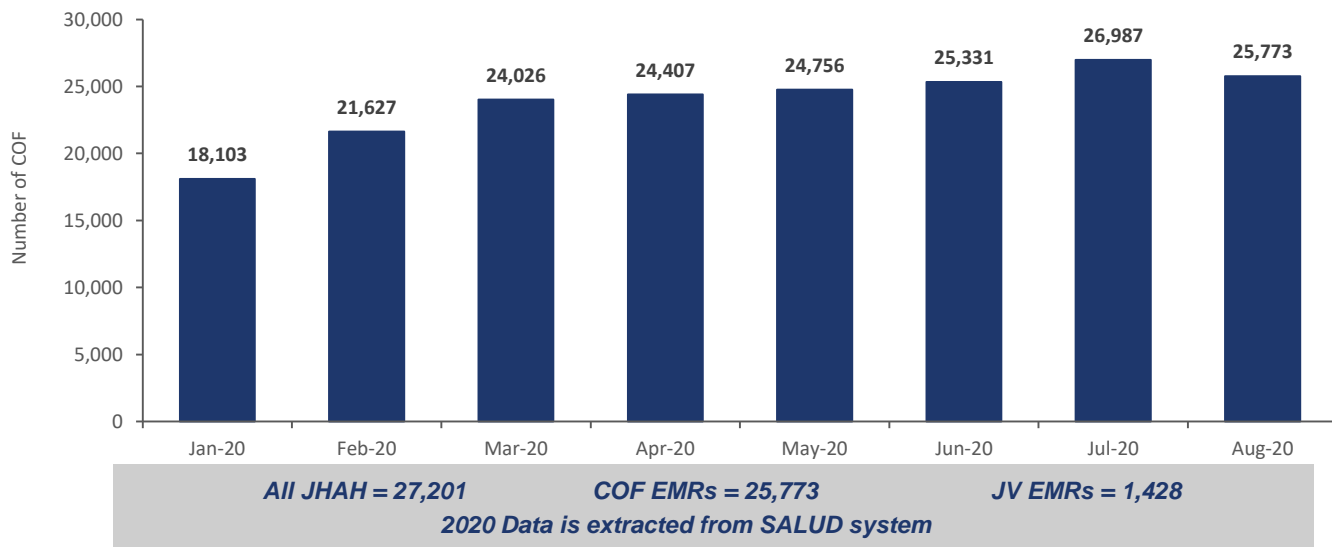
## Dental Bump Rate , No-Show, and Patient Late Cancellation

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

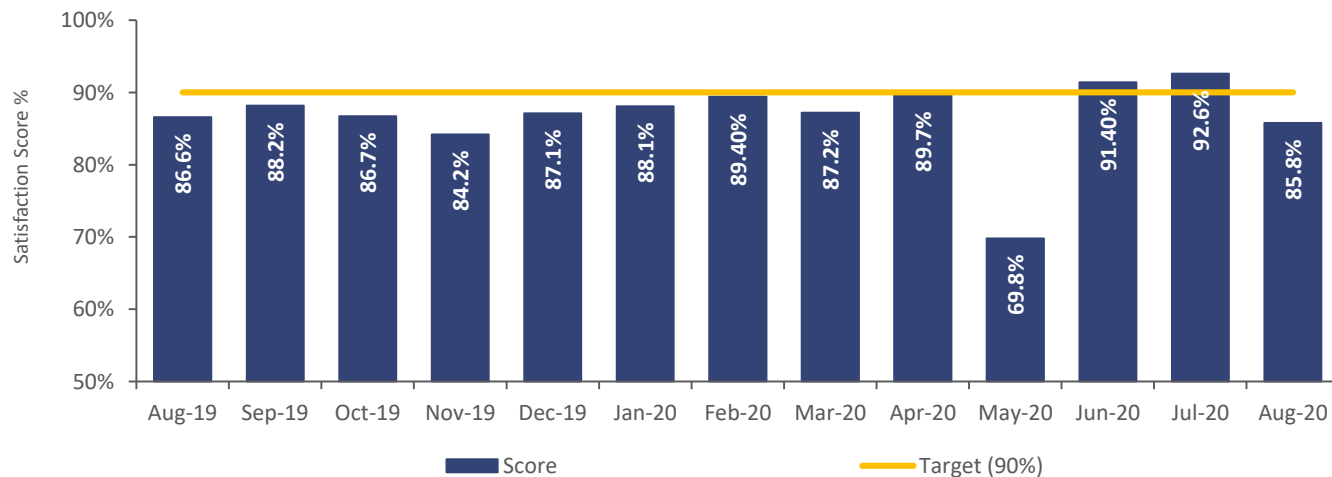


\* Starting January 2020 figures are inclusive to Dentist clinics only

## JHAH COF Registered Dental Recipients



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



Scores reflected are from the period of August 2019 – August 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	
<b>I. CLINICAL EXCELLENCE (2019)</b>													
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	100.0	85	1.02	1.02	
<b>II. PATIENT &amp; STAFF EXPERIENCE</b>													
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	
<b>III. ACCESS TO CARE</b>													
13	Access to Specialty Care									97.8%	47.92	48.98	
<b>Group A</b>													
	General Ophthalmology	14	3	5	5	4	2	6	5	13	3.06	3.06	
	ENT	16	4	4	4	4	5	6	6	15	3.06	3.06	
	Neurosurgical	12	9	9	6	6	5	4	7	11	3.06	3.06	
	Colorectal Surgery	20	19	13	14	14	12	14	12	19	3.06	3.06	
	Plastic Surgery	16	9	10	11	8	9	11	13	15	3.06	3.06	
	Urology	14	11	15	9	12	7	13	11	13	3.06	3.06	
	Endocrinology	14	7	14	13	18	16	14	13	13	3.06	3.06	
	Gastroenterology	25	19	16	10	8	5	6	14	22	3.06	3.06	
	OB/GYN Specialty	23	18	23	16	28	17	20	19	20	3.06	3.06	
<b>Group B</b>													
	Bariatric Surgery	29							Dropped				
<b>Group C</b>													
	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 Osteopedics	29	22	12	20	20	11	13	16	25	2.04	2.04	
14	Access to Primary Care	71	84	83	82	82.70	84.09	83.79	78.43	75	4.08	4.08	
15	Access to Physical Therapy	16	11	8	8	8	8	9	10	15	2.04	2.04	
16	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	
17	ED Arrival time to Provider/Median time Cof 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	
18	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	
19	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	
<b>IV. POPULATION HEALTH STATUS</b>													
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	
<b>V. NETWORK</b>													
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	100.0	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	
											<b>100.0%</b>	<b>2.84</b>	<b>2.84</b>