

HOSPITAL PERFORMANCE FOR ACCOUNTABILITY (HPIA) 2023

NO	INDICATOR	STANDARD	SECONDARY DATA REPORTING	QUALITY DIMENSION	UNIT / PIC
	INTERNAL BUSINESS PROCESS				
1	ST Elevation Myocardial Infarction (STEMI) [without shock] Case Fatality Rate	≤ 10%	3 Monthly	Effectiveness Outcome	WAD 2 JT ROZIHA BT ABDUL RAHMAN
2	Non ST Elevation Myocardial Infarction (STEMI) Case Fatality Rate	≤ 8%	3 Monthly	Effectiveness Outcome	WAD 1 JT TURIZA BINTI ABDUL MANAF
3	Percentage of paediatric patients with unplanned readmissions to the paediatric ward within 48 hours of discharge	≤ 0.5%	3 Monthly	Effectiveness Outcome	WAD 4 JT ASFUL MAZAYA BT IBRAHIM
4	Percentage of Massive Post Partum Haemorrhage (PPH) incidence in cases delivered in the hospital	≤ 0.75%	3 Monthly	Effectiveness Outcome	WAD 3 JT HASHIMAH BT MAHMUD
5	Percentage of inappropriate triaging (UNDER-TRIAGING): Category GREEN patients who should have been triaged as category RED	≤ 0.5%	3 Monthly	Safety Outcome	A&E PPP MOHD ZUKNAINI BIN MAT
6	Percentage of patients ventilated in Emergency and Trauma Department for more than 8 hours	≤ 50%	3 Monthly	Effectiveness Process	A&E PPP MUKHAIRI BIN ISMAIL

7	Percentage of laboratory turnaround time (LTAT) for urgent Full blood count (FBC) within (\leq) 45 minutes	$\geq 90\%$	3 Monthly	Effectiveness Process	LABORATORI EN ENSKU IBRAHIM SYUBLI BIN ENSKU SAFRUDDIN
8	Incidence of thrombophlebitis among in-patients with intravenous (IV) cannulation	$\leq 0.5\%$	3 Monthly	Safety Outcome	KJ JUREANOR BT MAT JUSOH
9	Percentage of Morbidity and Mortality meetings being conducted at the hospital level with documentation of cases discussed State & Specialist Hospital: 12 times/ year Other Hospital: 6 times/ year	$\geq 80\%$	3 Monthly	Customer Process	KJ SITI ZALIHA BT ABDUL RASHID
10	Cross-match Transfusion (CT) Ratio	≤ 2.0	3 Monthly	Effectiveness Outcome	LABORATORI EN ENSKU IBRAHIM SYUBLI BIN ENSKU SAFRUDDIN
11	Rate of Healthcare Associated Infection (HCAI)	$\leq 5\%$	Yearly	Safety Outcome	KAWALAN INFEKSI JT FARAH IDAYU BINTI IBRAHIM
	CUSTOMER FOCUS				
12	Percentage of medication prescriptions dispensed within 30 minutes	$\geq 95\%$	3 Monthly	Customer Process	FARMASI PN SITI ZAINAB BT M.YASSIN

13	Percentage of Aduan Biasa which were received through SisPAA (Sistem Pengurusan Aduan Awam) and settled within the stipulated period (working days)	≥ 85%	3 Monthly	Customer Outcome	PENGURUSAN PN WAN AZIZAH BINTI WAN MAMAT
14	Percentage of Medical Reports prepared within the stipulated period: State & Specialist Hospital: ≤ 28 working days Other Hospital: ≤ 14 working days	≥ 90%	3 Monthly (Cohort)	Customer Outcome	REKOD NORAZLI BINTI MOHAMMAD
EMPLOYEE SATISFACTION					
15	Percentage of new hospital staff who attended the Orientation Programme within 3 months of their placement at the Unit/Department in the hospital	≥ 90%	3 Monthly	Staff Centeredness Process	PENGURUSAN PN WAN AZIZAH BINTI WAN MAMAT
LEARNING AND GROWTH					
16	Percentage of paramedics in acute care areas who have a CURRENT trained status in Basic Life Support (BLS) in the corresponding year	≥ 70%	6 Monthly	Safety Process	A&E PPP MOHD ZUKNAINI BIN MAT
FINANCIAL AND OFFICE MANAGEMENT					
27	Percentage of hospital vehicles that conformed to the Planned Preventive Maintenance (PPM) schedule	≥ 80%	3 Monthly	Safety Process	A&E PPP MUKHAIRI BIN ISMAIL
18	Percentage of paid bills by discharged patients from the in-patient revenue	≥ 85%	3 Monthly	Customer Process	HASIL PN NORAIWATI BINTI MOHAMAD

19	Percentage of assets and inventories in the hospital that were inspected and monitored at least once a year	100%	6 Monthly	Effectiveness Process	PENGURUSAN PN WAN AZIZAH BINTI WAN MAMAT
ENVIRONMENTAL SUPPORT					
20	Percentage of Safety Audit findings identified whereby control measures had been taken in the corresponding year	≥ 70%	6 Monthly	Safety Process	HDU PPP KAMAL BARSHAH BIN AHMAD
21	Percentage of Fire Drill that has been carried out by the hospital in the corresponding year.	100%	6 Monthly	Safety Process	JKKP PPP EN ROSDI BIN MD FAUZI

CLINICAL SPECIFICATIONS KEY PERFORMANCE INDICATOR (KPI) CLINICAL SERVICES MEDICAL PROGRAMME 2023

NO	CLINICAL INDICATOR	DIMENSION	STANDARD	REPORTING FREQUENCY	UNIT/PIC
MEDICAL-BASED					
DERMATOLOGY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at Dermatology Outpatient Clinic (Only one registration area involved)	Timeliness	≥ 90%	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
GENERAL MEDICINE					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at General Medicine Outpatient Clinic (Only one registration area involved)	Timeliness	≥ 90%	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
2	Non-ST Elevation Myocardial Infarction (NSTEMI) Case Fatality Rate	Effectiveness	≤ 8%	3 Monthly	WAD 1 JT TURIZA BT ABDUL RAHMAN
3	Percentage of medical patients with unplanned readmission to medical ward within (≤) 48 hours of discharge	Effectiveness	≤ 0.5%	3 Monthly	KJ JUREANOR BT MAT JUSOH
INFECTION DISEASE					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at Infectious Disease Outpatient Clinic (Only one registration area involved)	Timeliness	≥ 90%	Monthly	KLINIK INFEKSI JT NURUL HANIM BT ITAM
2	Percentage of HIV patients achieving undetectable HIV viral load within (≤) 6 months of commencement of anti-retroviral therapy	Effectiveness	≥ 85%	3 Monthly	KLINIK INFEKSI JT NURUL HANIM BT ITAM

3	Percentage of inpatients started on carbapenem* in the Infectious Disease discipline who have a documented review within (\leq) 72 hours of initiation	Efficiency	$\geq 85\%$	3 Monthly	KLINIK INFEKSI JT NURUL HANIM BT ITAM
NEPHROLOGY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at Nephrology Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	HDU PPP KAMAL BARSHAH BIN AHMAD
2	Percentage of chronic haemodialysis patients with delivered KT/V of ≥ 1.2	Effectiveness	$\geq 85\%$	3 Monthly	HDU PPP KAMAL BARSHAH BIN AHMAD
PAEDIATRICS					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at the Paediatric Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
3	Community-acquired pneumonia death rate	Effectiveness	$\leq 0.5\%$	3 Monthly	WAD 4 JT ASFUL MAZAYA BT IBRAHIM
4	Percentage of paediatric patients with unplanned readmission to Paediatric Ward within (\leq) 48 hours of discharge	Effectiveness	$\leq 0.5\%$	3 Monthly	WAD 4 JT ASFUL MAZAYA BT IBRAHIM
RESPIRATORY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at the Pulmonology Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	KLINIK RESPIRATORI JT ZAIDAH BT ZAKARIA
3	Percentage of complicated Tuberculosis (TB) cases seen within (\leq) 2 weeks in Pulmonology/ TB clinic	Efficiency	$\geq 90\%$	3 Monthly	KLINIK RESPIRATORI JT ZAIDAH BT ZAKARIA
SURGICAL-BASED					

GENERAL SURGERY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at the General Surgery Outpatient Clinic (Only one registration area involved) Timeliness $\geq 90\%$	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
OBSTETRIC & GYAECOLOGY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at the Obstetrics and Gynaecology Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
2	Percentage of patients with Eclampsia administered magnesium sulphate (MgSO ₄)	Effectiveness	$\geq 90\%$	3 Monthly	WAD 3 JT HASHIMAH BT MAHMUD
3	Effectiveness $\geq 90\%$ 3 Percentage of massive primary Postpartum Haemorrhage (PPH) incidence in cases delivered in the hospital	Safety	$\leq 0.75\%$	3 Monthly	WAD 3 JT HASHIMAH BT MAHMUD
OPHTHALMOLOGY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the healthcare worker at Ophthalmology Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
ORTHOPAEDIC					
1	Percentage of patients with waiting time of less than (\leq) 75 minutes to see doctor in Orthopaedic Outpatient Clinic after completion of pre-planned procedure	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
2	Percentage of patients with surgical site infection following clean elective orthopaedic surgery	Safety	$\leq 2\%$	Monthly	DEWAN BEDAH KJ NIK KHAIRUL ANIZA BT ABDULLAH
5	Post-operative sepsis rate in Orthopaedic Safety $\leq 2\%$	Safety	$\leq 2\%$	Monthly	DEWAN BEDAH KJ NIK KHAIRUL ANIZA BT ABDULLAH

OTORHINOLARYNGOLOGY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at the Otorhinolaryngology Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
3	Incidence rate of primary post-tonsillectomy haemorrhage Safety $\leq 3\%$	Safety	$\leq 3\%$	Monthly	DEWAN BEDAH KJ NIK KHAIRUL ANIZA BT ABDULLAH
PAEDIATRIC SURGERY					
1b	Percentage of patients with waiting time of ≤ 90 minutes to see the doctor at the Paediatric Surgery Outpatient Clinic (Only one registration area involved)	Timeliness	$\geq 90\%$	Monthly	KLINIK PAKAR KJ RABIHAH BT MOHAMAD
CLINICAL SUPPORT					
EMERGENCY MEDICINE					
1	Complication rate of procedural sedation and analgesia (PSA) Safety $\leq 5\%$	Safety	$\leq 5\%$	3 Monthly	A&E PPP MOHD ZUKNAINI BIN MAT
2	Percentage of suspected Acute Coronary Syndrome (ACS) patients administered oral aspirin by Prehospital Care and Ambulance Services (PHCAS) responder	Effectiveness	$\geq 75\%$	3 Monthly	A&E PPP MUKHAIRI BIN ISMAIL
3	Percentage of Intravenous Tranexamic Acid given in trauma patients with severe haemorrhage within 60 minutes of first medical contact	Effectiveness	$\geq 70\%$	3 Monthly	A&E PPP MUKHAIRI BIN ISMAIL
FORENSIC MEDICINE					
1	Turnaround time of ≤ 3 hours for releasing bodies (non-police cases) to the appropriate claimant after body registration by the Forensic Medicine Department/ Forensic Unit	Efficiency	$\geq 80\%$	3 Monthly	FORENSIC PPP SA'ARI BIN JUSOH

2	Turnaround time of ≤ 12 weeks for preparing forensic autopsy reports of police cases from the autopsy performed by the Forensic Medicine Department	Efficiency	$\geq 80\%$	6 Monthly	FORENSIC PPP SA'ARI BIN JUSOH
3	Percentage of bodies released to the right claimant by the Forensic Medicine Department/ Forensic Unit	Safety	100%	6 Monthly	FORENSIC PPP SA'ARI BIN JUSOH
PATHOLOGY					
1	Prothrombin Time (PT) and Activated Partial Prothrombin Time (APTT) External Quality Assurance (EQA) Performances	Effectiveness	$\geq 80\%$	3 Monthly	LABORATORI EN ENGKU IBRAHIM SYUBLI BIN ENGKU SAFRUDDIN
3.2	Percentage of Laboratory Turnaround Time (LTAT) for AFB Smears Examination reported within 24 hours of sample receipt.	Effectiveness	$\geq 80\%$	6 Monthly	LABORATORI EN ENGKU IBRAHIM SYUBLI BIN ENGKU SAFRUDDIN
RADIOLOGY					
2	Percentage of reject-retake images Effectiveness $\leq 5\%$	Effectiveness	$\leq 5\%$	3 Monthly	RADIOLOGY EN MOHD NORHUSMARZUKI BIN MOHD NOR
TRANSFUSION MEDICINE					
1	Timeliness of performing emergency crossmatch within 30 minutes	Timeliness	$\geq 95\%$	3 Monthly	LABORATORI EN ENGKU IBRAHIM SYUBLI BIN ENGKU SAFRUDDIN
2	2 Red Cell Expiry Rate	Effectiveness	$\leq 2\%$	3 Monthly	LABORATORI EN ENGKU IBRAHIM SYUBLI BIN ENGKU SAFRUDDIN
3	3 Percentage of febrile transfusion reaction investigation reported within 10 working days	Efficiency	$\geq 80\%$	6 Monthly	LABORATORI EN ENGKU IBRAHIM SYUBLI BIN ENGKU SAFRUDDIN

