

UMMC QUALITY OBJECTIVES

AMBULATORY SERVICES

80% of out-patients with appointment received treatments within 2 hours and not above than 3% of patients received treatments more than 4 hours.

LABORATORY MEDICAL DIVISION

- a) 90% of CBC, RFT, and LFT tests will have TAT < the laboratory 2 ½ hours (For Complete Blood Count Test (CBC), Renal Function Test (RFT) and Liver Function Test (LFT))
- b) 90% of TSHN will have TAT within 24 hours (Thyroid Stimulating Hormone, Neonatal (TSHN))
- c) 95% of INR will have a TAT within 1.5 hours (International Normalized Ratio (INR))
- d) 90% of HbA1c test will be reported within 24hours (working hours)
- e) 85% of RFT (Renal Function Test) of Trauma and Emergency Department can be obtained within 60 minutes upon receipt of referral.
- f) 90% of CBC (Complete Blood Count) of Trauma and Emergency Department can be obtained within 45 minutes upon receipt of referral.

<i>CBC</i>	<i>Complete Blood Count</i>
<i>RFT</i>	<i>Renal Function Test</i>
<i>LFT</i>	<i>Liver Function Test</i>
<i>TSH</i>	<i>Thyroid Stimulating Hormone</i>
<i>INR</i>	<i>International Normalized Ratio</i>

MEDICAL REHABILITATION DEPARTMENT

80% of outpatients with appointment will receive rehabilitation treatment within 30 minutes.

PUBLIC RELATION DEPARTMENT

- a) All complaints received will be acknowledged 1 working days from date of receipt.
- b) Complaints feedback:
 - i. 70% complaint feedback on complicated clinical issues are communicated to the complainant within a period not later than 30 working days.
 - ii. 80% complaint feedback of easy clinical issues / non-clinical issues are communicated to the complainant within a period not later than 10 working days.

MEDICAL RECORD DEPARTMENT

- a) 97% of patients' folder for treatment will be provided.
- b) 80% of medical reports completed within 4 weeks.
- c) 95% of medical records send within 72hours after discharge.

PHARMACY DEPARTMENT

i. Out-patient pharmacy

75% of out-patients will get medication within 30 minutes after the prescription received at the pharmacy counter.

ii. In-patient pharmacy

75% of in-patients will get medication within 30 minutes after the prescription received at the pharmacy counter.

Conduct ward examination twice a year

iii. Logistic pharmacy

Make orders from vendors/agents within one week's time after medication stock fall to 'strike level'

iv. PharmUMMC

75% of out-patients will get medication within 30 minutes after the prescription received at the pharmacy counter.

v. Pharmaceutical production

100% of production of pharmaceutical products at all times

TRAUMA AND EMERGENCY DEPARTMENT

- a) Waiting Time Relative to Triage Category: Malaysian Triage Category (MTC) Red seen immediately (100%)
- b) Waiting Time Relative to Triage Category: Malaysian Triage Category (MTC) Yellow seen within 30 minutes ($\geq 80\%$)
- c) Waiting Time Relative to Triage Category: Malaysian Triage Category (MTC) Green seen within 90 minutes ($> 70\%$)

CLINICAL ONCOLOGY DEPARTMENT

- a) 90% of radiotherapy patients (main and radical) will start treatment not later than four weeks after the first consultation session at the Oncology Clinic.
- b) At least 75% of breast cancer patients requiring adjuvant chemotherapy treatment will begin no later than 6 weeks from the date of surgery.

IN-PATIENT SERVICES

- a) 100% of admitted patients in the ward will be assessed and receive treatment within 5 minutes after admission.

- b) 100% of patients transported to the ward ICU, CCU, CICU, Maternity Ward, SCN / NICU and Pediatrics 1 will be evaluated and re-examined by a doctor at the hospital within 30 minutes.
- c) 90% of patients will be evaluated and re-examined by a doctor at the hospital within 30 minutes (except discipline of Otorhinolaryngology, Ophthalmology, Psychiatry, Hematology, Oncology and patients admitted for elective who was examined by a doctor at the Admission counter)
- d) For discipline of Otorhinolaryngology, Ophthalmology, Hematology, Oncology and patients admitted for elective who was examined by a doctor at the Admission counter - "90% of patients will be evaluated and re-examined by a doctor at the hospital within 2 hours".

Discipline of Psychiatry

- a) 100% of patients in need of intervention "chemical restraint" or / and "physical restraint" during the entry will be evaluated by a doctor and check on the ward within 4 hours.
- b) 90% of patients who did not require intervention "chemical restraint" or / and "physical restraint" will be evaluated and examined by a doctor at the hospital within 24 hours.

CLINICAL UNIT (OPERATING THEATRE (OT) SUB-COMMITTEE)

85% of patient schedule for operation will be operate under normal circumstance.

MEDICAL SOCIAL WORK DEPARTMENT

- a) 90% of the medical social work cases received, will seen within 1 working day (24 hours)
- b) 80% of cases of financial assistance through internal resources are resolved within 14 working days after full document is available.

DIETETIC DEPARTMENT

- a) 95% of referred inpatients will be attended to on the referred within (24 hours) (working hours) upon receipt of referral.
- b) 90% of referred outpatients will be attended to on the referred day (24 hours) upon receipt of referral.
- c) 100% of patients will have a proper diet as ordered by the ward.

PROCUREMENT DEPARTMENT

- a) 90% of procurement processes (open tender) for equipment, disposable supplies dismantle medications and work/services will be dealt within 120 days of the calculated from the date of advertisement closed to the date of approval of the Tender Board meeting.
- b) 90% of the procurement process (quotation) for equipment, disposable supplies, medications and work/services will be dealt within 90 days from the date of offered close to the meeting of Quotations Committee.
- c) 90% of local production of purchase orders executed within 7 working days from the date of receipt of the order form and supporting documents to the date of approval.

ENGINEERING DEPARTMENT

- a) Priority 1 : 95% of repaired services will be completed within 24 hours
- b) Priority 2 : 90% of repaired services will be completed within 3 working day
- c) Priority 3 : 90% of repaired services will be completed within 7 working day
- d) 90% linen provided within one (1) working day
- e) 100% of clinical waste at Temporary Store should be carried out within 24 hours by a contractor for disposal.

INFECTION CONTROL DEPARTMENT

Healthcare Associated Infection (HCAI) rate not above than 5%

RADIOGRAPHY COLLEGE/NURSING COLLEGE/ MEDICAL LABORATORY TECHNOLOGY COLLEGE

- a) 90% of lectures executed as schedule in every semester
- b) 90% of final year student will successfully completed training.
- c) 50% of final year trainees will obtain at least CGPA 3.0 during Diploma's conferred.

CONTINUOUS ADVANCE NURSING EDUCATION COLLEGE

- a) 90% of lectures and clinical practice will resemble as schedule in every semester.
- b) 100% of trainees will pass within maximum educational year.

TRANSFUSION MEDICINE DEPARTMENT

- a) 100% of the blood supply needed for elective surgery (for cases non-complicated cases) will be delivered before the case is ongoing.
- b) 100% of the supply of blood for thalassemia patients can be provided on the date of appointment.

INFORMATION TECHNOLOGY DEPARTMENT

- a) Priority 1: 100% of ICT complaint will be settled within 24 hours
- b) Priority 2 : 80% of ICT complaint will be settled within 48 hours
- c) Priority 3: 80% of ICT complaint will be settled within 3 working day
- d) Priority 4:80% of ICT complaint will be settled within 5 working day
- e) 99% of infrastructure and ICT application at UMMC available each year.

MEDICAL DEPARTMENT

i. NEUROLOGY LABORATORY

90% of outpatient with appointment will start examination within 30 minutes upon registration (EEG, TCD and EPS test).

ii. CARDIORESPIRATORY LABORATORY

- a) 90% of invasive cardio respiratory (elective) examination will resemble within 4 weeks.
- b) 80% of non-invasive cardio respiratory (elective) will resemble within 4 weeks.
- c) Emergency Examination Request will be ready within 24 hours

HUMAN RESOURCE DEPARTMENT

Post vacancy will be filled up with eligible candidates within 60 working days from the date of vacancies

FORENSIC PATHOLOGY DIVISION

90% of forensic reports will be ready within 6 weeks.

BLOOD BANK

- a) 80% of patients with appointment will be taken blood within an hour.
- b) The rejection rate of the samples did not exceed 3%.

ANATOMIC PATHOLOGY DIVISION, PATHOLOGY DEPARTMENT

- a) 80% of Cyst Epidemal cases will be reported within 7 working day
- b) 90% of Mastectomies cases (inclusive ER, PR, C-erb) will be reported within 10 working day
- c) 85% of Fine Needle Aspiration Cytology will be reported within 7 working day
- d) 85% of Gynae and Non-Gynae Cytology will be reported within 5 working day
- e) 90% of Cerebrospinal Fluid Cytology will be reported within 3 working day

QUALITY DEPARTMENT

- a) 80% of quality documents will be processed within 5 working day.
- b) UMMC Quality Indicators' achievement monitored on a quarterly basis.
- c) 100% incidence of "serious safety event" (SSE) investigated and completed within a 30 day period from the date of notification included in the incident reporting system.
- d) At least one training program for risk management and patient safety successfully done every month.

MEDICAL MICROBIOLOGY DEPARTMENT

- a) 90% of Virology Laboratory test results to detect infection of Human Immunodeficiency Virus (HIV), Hepatitis A Virus, Hepatitis B Virus, Cytomegalovirus, Rubella Virus and Toxoplasma can be obtained within 24 hours on working days. HIV positive test that requires conformation test can be obtained within 48 hours.
- b) 90% of accurate results can be achieved in the external quality control activities embark with RCPA program.

MEDICAL PHYSIC UNIT

- a) 100% of employees receive an effective dose does not exceed 5 millisievert (mSv) in a month.
- b) 100% of students receive an effective dose does not exceed 1milisievert (mSv) in a month

ADMISSION COUNTER, AMBULATORY SERVICES

Every patient waiting for bed in the ward undergo general assessment and treatment within 30 minutes after registration

CENTRAL SUPPLY STERILE UNIT

Less than 2% of surgical equipment cleared through the clearing process

BIO-MEDICAL ENGINEERING UNIT

- a) 95% of equipment which need preventative maintenance (PM) have their yearly planned PM (PPM) schedule prepared at least 30 days from the start of the year
- b) 50% of scheduled maintenance work orders are closed within 40 days.
- c) 50% of unscheduled maintenance work orders are closed within 50 days.
- d) 70% of equipment has estimated end-of-service date calculated.

NURSING DEVELOPMENT UNIT

Ensure that all nurses working in critical units attended Basic Life Support (BLS) for Healthcare Providers courses.

SECURITY UNIT

Prepare investigation reports for all safety incidents received within 30 days

FINANCE DEPARTMENT

Payment within 14 days

BIO-MEDICAL IMAGING DEPARTMENT

- a) Percentage of Plain Films/Images Reported by Radiologists (Standard 80%)
- b) Percentage of Radiological Examination Errors i.e. wrong marker, use of primary markers, wrong site X-rayed, wrong patient X-rayed (Standard <5%)
- c) Complication rate for Post-Interventional Procedures (Standard 80%)

NUCLEAR MEDICINE UNIT

0% error injection of radiopharmaceuticals to a nuclear medicine patient in a year

SPORT MEDICINE DEPARTMENT

- a) 90% of outpatient appointments will receive treatment within 60 minutes from the time appointed.
- b) 80% of the patients who followed the exercise program will show an increased level of physical fitness in the last 3 months.