

UMMC KEY PERFORMANCE INDICATORS

NO.	STATEMENT	STANDARD
1.	To achieve and sustain certifications and accreditations	Yearly/ As per requirement
2.	Achievement of hospital performance and quality indicator	≥ 80%
3.	Hand hygiene compliance	≥ 75%
4.	Incidence rate of MRSA	≤ 0.4%
5.	Healthcare-associated infection rate (HAI)	< 5%
6.	Elective surgery cancellation rate	<10%
7.	Patient satisfaction	≥ 80%
8.	Completeness of discharge summary upon discharge	100%
9.	Percentage of audit queries where response or action had been taken	100%
10.	Attainment of set standards for waiting time (WT) to consult doctor or specialist at selected clinics: WT ≤ 120 minutes for at least ≥ 80% of patients for Medicine, Surgery & Gynaecology Clinics	100%
11.	UMMC as partner in providing facilities for research activities that received grant yearly	Minimal 3 Million per year
12.	Percentage of CME attendance for individual houseman comply to mandatory training requirement	100%

UMMC CLINICAL OUTCOME

NO.	STATEMENT	STANDARD
1.	Hospital mortality rate	< 3.5%
2.	Incidence rate of wrong surgery performed	0%
3.	Incidence rate of patient fall with serious injury	< 0.5 %
4.	Incidence rate of medication error (excluding near misses)	0 case
5.	Incidence rate of blood transfusion error (excluding near misses)	0 case
6.	Percentage of medical reports prepared within < 4 weeks	≥ 90%