



**MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT**

**SAFDARJUNG HOSPITAL DELHI**

**APRIL 2017**



**1. Satisfaction**

S#	Departments	Patient visits	Patients with valid phone numbers	Patients with valid phone numbers (%)	Total responses	Total responses (%)	Very satisfied	Very satisfied (%)	Satisfied	Satisfied (%)	Not satisfied	Not satisfied (%)
0	<b>Total</b>	98,403	62,326	64	6,988	11	1,955	28	2,919	42	2,114	30
1	<b>Cardiology</b>	3,532	2,221	63	240	11	82	34	97	40	61	26
2	<b>Medicine</b>	21,119	13,375	64	1,398	10	375	27	577	41	446	32
3	<b>Nephrology</b>	1,267	770	61	80	10	20	25	33	41	27	34
4	<b>Obstetrics and Gynaecology</b>	6,067	3,993	66	432	11	123	28	152	35	157	37
5	<b>Orthopaedics</b>	10	6	60	0	0	0	0	0	0	0	0
6	<b>Otorhinolaryngology</b>	7,134	4,617	65	469	10	125	27	202	43	142	30
7	<b>Paediatrics</b>	6,283	3,706	59	439	12	133	30	178	41	128	29
8	<b>Paediatric Surgery</b>	1,062	657	62	77	12	23	30	31	40	23	30
9	<b>Physical Medicine &amp; Rehabilitation</b>	8,666	5,331	62	526	10	153	29	225	43	148	28
10	<b>Psychiatry</b>	1,325	1,250	95	149	12	38	26	71	48	40	26
11	<b>Urology</b>	2,577	1,705	67	220	13	54	25	80	36	86	39
12	<b>CTVS</b>	604	342	57	31	9	6	19	9	29	16	52

S#	Departments	Patient visits	Patients with valid phone numbers	Patients with valid phone numbers (%)	Total responses	Total responses (%)	Very satisfied	Very satisfied (%)	Satisfied	Satisfied (%)	Not satisfied	Not satisfied (%)
13	Endocrinology	2,619	1,453	56	165	11	38	23	66	40	61	37
14	EYE	4,579	2,940	65	328	11	103	31	138	42	87	27
15	Skin	10,103	6,574	66	769	12	205	27	356	46	208	27
16	Apex Regional STD Centre	27	7	26	1	14	0	0	0	0	1	100
17	Neurology	3,536	2,227	63	252	11	64	25	98	39	90	36
18	Medical Oncology	9	7	78	1	14	0	0	1	100	0	0
19	Cancer Surgery	414	269	65	33	12	11	33	15	45	7	22
20	Neuro Surgery	996	633	64	72	11	18	25	31	43	23	32
21	Pulmonary, Critical Case & Sleep	3	2	67	0	0	0	0	0	0	0	0
22	Burns, Plastic & Maxillofacial Surgery	3	3	100	0	0	0	0	0	0	0	0
23	Palliative Pain Clinic	38	6	16	0	0	0	0	0	0	0	0
24	General Surgery	8,021	5,086	64	578	11	157	27	249	43	172	30
25	Radiotherapy	854	166	20	23	14	13	57	8	35	2	8
26	Dept-41	3	2	67	0	0	0	0	0	0	0	0
27	Dept-60	1	1	100	1	100	1	100	0	0	0	0
28	Dept-87	7,541	4,974	66	704	14	213	30	302	43	189	27
29	Dept-88	7	0	0	0	0	0	0	0	0	0	0
30	Dept-91	3	3	100	0	0	0	0	0	0	0	0

## 2. Reasons for Dissatisfaction (Overall)

S#	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	<b>Total</b>	1,853	624	34	245	13	251	14	200	11	533	28
1	<b>Cardiology</b>	56	21	38	3	5	10	18	7	13	15	26
2	<b>Medicine</b>	390	122	31	54	14	51	13	47	12	116	30
3	<b>Nephrology</b>	23	6	26	5	22	2	9	4	17	6	26
4	<b>Obstetrics and Gynaecology</b>	142	51	36	23	16	16	11	19	13	33	24
5	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
6	<b>Otorhinolaryngology</b>	101	28	28	6	6	24	24	13	13	30	29
7	<b>Paediatrics</b>	109	41	38	14	13	13	12	9	8	32	29
8	<b>Paediatric Surgery</b>	19	9	47	1	5	1	5	0	0	8	43
9	<b>Physical Medicine &amp; Rehabilitation</b>	123	39	32	26	21	13	11	11	9	34	27
10	<b>Psychiatry</b>	32	16	50	1	3	4	13	2	6	9	28
11	<b>Urology</b>	82	26	32	8	10	19	23	8	10	21	25
12	<b>CTVS</b>	12	5	42	1	8	2	17	2	17	2	16
13	<b>Endocrinology</b>	57	19	33	5	9	6	11	6	11	21	36
14	<b>EYE</b>	69	24	35	11	16	6	9	2	3	26	37
15	<b>Skin</b>	188	56	30	26	14	23	12	21	11	62	33
16	<b>Apex Regional STD Centre</b>	1	1	100	0	0	0	0	0	0	0	0
17	<b>Neurology</b>	83	26	31	12	14	10	12	12	14	23	29
18	<b>Medical Oncology</b>	0	0	0	0	0	0	0	0	0	0	0
19	<b>Cancer Surgery</b>	7	1	14	1	14	1	14	0	0	4	58

S#	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
20	Neuro Surgery	20	11	55	2	10	1	5	1	5	5	25
21	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
22	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
24	General Surgery	165	52	32	22	13	26	16	20	12	45	27
25	Radiotherapy	1	0	0	0	0	0	0	1	100	0	0
26	Dept-41	0	0	0	0	0	0	0	0	0	0	0
27	Dept-60	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	173	70	40	24	14	23	13	15	9	41	24
29	Dept-88	0	0	0	0	0	0	0	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0

### 3. Reasons for Dissatisfaction (Drill Down)

#### 3.1 Staff Behaviour

S#	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	<b>Total</b>	600	224	37	73	12	84	14	27	5	43	7	149	25
1	<b>Cardiology</b>	19	6	32	0	0	2	11	4	21	2	11	5	25
2	<b>Medicine</b>	116	43	37	9	8	22	19	5	4	10	9	27	23
3	<b>Nephrology</b>	5	4	80	0	0	0	0	1	20	0	0	0	0
4	<b>Obstetrics and Gynaecology</b>	45	17	38	7	16	8	18	0	0	3	7	10	21
5	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
6	<b>Otorhinolaryngology</b>	20	7	35	2	10	4	20	1	5	1	5	5	25
7	<b>Paediatrics</b>	41	14	34	5	12	5	12	0	0	4	10	13	32
8	<b>Paediatric Surgery</b>	8	2	25	4	50	2	25	0	0	0	0	0	0
9	<b>Physical Medicine &amp; Rehabilitation</b>	30	9	30	3	10	5	17	2	7	2	7	9	29
10	<b>Psychiatry</b>	17	7	41	2	12	1	6	3	18	1	6	3	17
11	<b>Urology</b>	23	12	52	2	9	0	0	1	4	3	13	5	22
12	<b>CTVS</b>	4	1	25	1	25	0	0	0	0	1	25	1	25
13	<b>Endocrinology</b>	24	5	21	2	8	2	8	1	4	2	8	12	51
14	<b>EYE</b>	22	11	50	3	14	4	18	0	0	2	9	2	9
15	<b>Skin</b>	58	19	33	6	10	7	12	3	5	3	5	20	35
16	<b>Apex Regional STD Centre</b>	1	0	0	1	100	0	0	0	0	0	0	0	0
17	<b>Neurology</b>	31	7	23	6	19	6	19	3	10	2	6	7	23

S#	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
18	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
20	Neuro Surgery	11	6	55	3	27	0	0	0	0	0	0	2	18
21	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
24	General Surgery	50	21	42	5	10	10	20	2	4	1	2	11	22
25	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
26	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	74	32	43	12	16	6	8	1	1	6	8	17	24
29	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0

### 3.2 Cleanliness

S#	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	<b>Total</b>	259	76	29	31	12	0	0	0	0	95	37	16	6	41	16
1	<b>Cardiology</b>	2	1	50	0	0	0	0	0	0	0	0	0	0	1	50
2	<b>Medicine</b>	57	14	25	9	16	0	0	0	0	24	42	4	7	6	10
3	<b>Nephrology</b>	3	1	33	1	33	0	0	0	0	1	34	0	0	0	0
4	<b>Obstetrics and Gynaecology</b>	20	9	45	1	5	0	0	0	0	7	35	0	0	3	15
5	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	<b>Otorhinolaryngology</b>	4	2	50	1	25	0	0	0	0	1	25	0	0	0	0
7	<b>Paediatrics</b>	15	6	40	0	0	0	0	0	0	7	47	0	0	2	13
8	<b>Paediatric Surgery</b>	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
9	<b>Physical Medicine &amp; Rehabilitation</b>	25	8	32	2	8	0	0	0	0	6	24	1	4	8	32
10	<b>Psychiatry</b>	4	1	25	1	25	0	0	0	0	1	25	1	25	0	0
11	<b>Urology</b>	7	1	14	1	14	0	0	0	0	3	43	2	29	0	0
12	<b>CTVS</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
13	<b>Endocrinology</b>	8	2	25	0	0	0	0	0	0	3	38	1	13	2	24
14	<b>EYE</b>	11	3	27	2	18	0	0	0	0	4	36	0	0	2	19
15	<b>Skin</b>	26	9	35	3	12	0	0	0	0	11	42	0	0	3	11
16	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	<b>Neurology</b>	25	7	28	5	20	0	0	0	0	5	20	3	12	5	20

S#	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
18	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Neuro Surgery	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
21	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	General Surgery	22	7	32	3	14	0	0	0	0	7	32	3	14	2	8
25	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	25	3	12	2	8	0	0	0	0	13	52	1	4	6	24
29	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



### 3.3 Cost of Treatment

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	<b>Total</b>	215	105	49	77	36	33	15
1	<b>Cardiology</b>	9	2	22	7	78	0	0
2	<b>Medicine</b>	37	19	51	14	38	4	11
3	<b>Nephrology</b>	1	0	0	0	0	1	100
4	<b>Obstetrics and Gynaecology</b>	14	7	50	3	21	4	29
5	<b>Orthopaedics</b>	0	0	0	0	0	0	0
6	<b>Otorhinolaryngology</b>	20	12	60	7	35	1	5
7	<b>Paediatrics</b>	11	4	36	4	36	3	28
8	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0
9	<b>Physical Medicine &amp; Rehabilitation</b>	12	6	50	4	33	2	17
10	<b>Psychiatry</b>	4	2	50	0	0	2	50
11	<b>Urology</b>	22	10	45	9	41	3	14
12	<b>CTVS</b>	2	1	50	0	0	1	50
13	<b>Endocrinology</b>	5	3	60	1	20	1	20
14	<b>EYE</b>	4	3	75	1	25	0	0
15	<b>Skin</b>	20	16	80	3	15	1	5
16	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
17	<b>Neurology</b>	10	4	40	5	50	1	10
18	<b>Medical Oncology</b>	0	0	0	0	0	0	0
19	<b>Cancer Surgery</b>	1	0	0	1	100	0	0
20	<b>Neuro Surgery</b>	1	0	0	1	100	0	0

<b>S#</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with cost of treatment</b>	<b>Medicines and Supplies</b>	<b>Medicines and Supplies (%)</b>	<b>Investigations</b>	<b>Investigations (%)</b>	<b>Informal payment</b>	<b>Informal payment (%)</b>
21	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0
22	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
23	Palliative Pain Clinic	0	0	0	0	0	0	0
24	General Surgery	24	12	50	6	25	6	25
25	Radiotherapy	0	0	0	0	0	0	0
26	Dept-41	0	0	0	0	0	0	0
27	Dept-60	0	0	0	0	0	0	0
28	Dept-87	18	4	22	11	61	3	17
29	Dept-88	0	0	0	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0

### 3.4 Quality of Treatment

S#	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	173	51	29	16	9	82	47	11	6	13	9
1	Cardiology	4	2	50	0	0	1	25	1	25	0	0
2	Medicine	38	9	24	7	18	19	50	0	0	3	8
3	Nephrology	0	0	0	0	0	0	0	0	0	0	0
4	Obstetrics and Gynaecology	14	5	36	0	0	6	43	0	0	3	21
5	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
6	Otorhinolaryngology	13	5	38	1	8	6	46	1	8	0	0
7	Paediatrics	6	1	17	0	0	5	83	0	0	0	0
8	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
9	Physical Medicine & Rehabilitation	11	5	45	1	9	4	36	0	0	1	10
10	Psychiatry	2	1	50	0	0	1	50	0	0	0	0
11	Urology	8	3	38	0	0	3	38	2	24	0	0
12	CTVS	2	0	0	0	0	2	100	0	0	0	0
13	Endocrinology	4	1	25	0	0	1	25	1	25	1	25
14	EYE	2	0	0	0	0	2	100	0	0	0	0
15	Skin	21	8	38	3	14	9	43	0	0	1	5
16	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
17	Neurology	14	2	14	1	7	8	57	1	7	2	15
18	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
19	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
20	Neuro Surgery	1	0	0	0	0	0	0	1	100	0	0
21	Pulmonary, Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
22	Burns, Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
24	General Surgery	17	5	29	2	12	7	41	2	12	1	6
25	Radiotherapy	1	0	0	0	0	1	100	0	0	0	0
26	Dept-41	0	0	0	0	0	0	0	0	0	0	0
27	Dept-60	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	15	4	27	1	7	7	47	2	13	1	6
29	Dept-88	0	0	0	0	0	0	0	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0

### 3.5 Other Reasons

S#	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	<b>Total</b>	553	239	43	43	8	37	7	27	5	114	21	93	16
1	<b>Cardiology</b>	13	7	54	1	8	0	0	1	8	3	23	1	7
2	<b>Medicine</b>	117	55	47	7	6	6	5	3	3	28	24	18	15
3	<b>Nephrology</b>	6	3	50	1	17	0	0	0	0	0	0	2	33
4	<b>Obstetrics and Gynaecology</b>	40	17	43	3	8	1	3	2	5	11	28	6	13
5	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
6	<b>Otorhinolaryngology</b>	28	13	46	1	4	0	0	2	7	4	14	8	29
7	<b>Paediatrics</b>	30	11	37	3	10	4	13	2	7	5	17	5	16
8	<b>Paediatric Surgery</b>	7	3	43	0	0	0	0	0	0	3	43	1	14
9	<b>Physical Medicine &amp; Rehabilitation</b>	36	12	33	1	3	6	17	4	11	9	25	4	11
10	<b>Psychiatry</b>	11	5	45	0	0	1	9	1	9	2	18	2	19
11	<b>Urology</b>	25	10	40	1	4	4	16	1	4	5	20	4	16
12	<b>CTVS</b>	2	1	50	0	0	0	0	0	0	0	0	1	50
13	<b>Endocrinology</b>	23	9	39	1	4	3	13	1	4	7	30	2	10
14	<b>EYE</b>	26	11	42	3	12	2	8	3	12	1	4	6	22
15	<b>Skin</b>	65	32	49	8	12	2	3	0	0	12	18	11	18
16	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
17	<b>Neurology</b>	29	13	45	3	10	1	3	1	3	8	28	3	11
18	<b>Medical Oncology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lackof support	Lackof support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Cancer Surgery	4	1	25	1	25	0	0	0	0	1	25	1	25
20	Neuro Surgery	4	1	25	0	0	1	25	0	0	0	0	2	50
21	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
24	General Surgery	44	19	43	4	9	2	5	1	2	9	20	9	21
25	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
26	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	43	16	37	5	12	4	9	5	12	6	14	7	16
29	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0