



Ministry of Health and Family Welfare
Government of India

MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

SAFDARJUNG HOSPITAL DELHI

FEBRUARY 2018



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	Total	98,737	22,076	23	2,556	12	762	30	1,081	42	713	28
1	Cardiology	3,531	1,041	30	114	11	30	26	52	46	32	28
2	Haematology	36	0	0	0	0	0	0	0	0	0	0
3	Medicine	20,188	3,222	16	370	11	81	22	154	42	135	36
4	Nephrology	1,067	327	31	31	9	4	13	18	58	9	29
5	Obstetrics and Gynaecology	6,034	991	17	113	11	37	33	37	33	39	34
6	Orthopaedics	288	47	17	6	13	2	33	2	33	2	34
7	Otorhinolaryngology	6,173	1,004	17	101	10	30	30	48	48	23	22
8	Paediatrics	5,907	898	16	99	11	31	31	39	39	29	30
9	Paediatric Surgery	1,020	184	19	23	13	11	48	9	39	3	13
10	Physical Medicine & Rehabilitation	6,297	905	15	93	10	28	30	36	39	29	31
11	Psychiatry	1,576	1,334	85	159	12	68	43	66	42	25	15
12	Urology	2,730	711	27	86	12	20	23	37	43	29	34

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	CTVS	584	150	26	22	15	9	41	10	45	3	14
14	Endocrinology	2,163	833	39	113	14	29	26	58	51	26	23
15	EYE	4,178	682	17	81	12	24	30	39	48	18	22
16	Skin	9,406	2,108	23	262	12	86	33	111	42	65	25
17	Apex Regional STD Centre	25	4	16	0	0	0	0	0	0	0	0
18	Neurology	2,433	812	34	105	13	32	30	46	44	27	26
19	Medical Oncology	115	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	457	99	22	9	9	4	44	2	22	3	34
21	Dental Surgery	2,878	2,098	73	223	11	69	31	90	40	64	29
22	Neuro Surgery	1,272	278	22	37	13	15	41	14	38	8	21
23	Pulmonary Critical Case & Sleep	40	0	0	1	0	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	182	33	19	3	9	1	33	1	33	1	34
25	Palliative Pain Clinic	68	7	11	0	0	0	0	0	0	0	0
26	General Surgery	7,751	1,342	18	154	11	42	27	67	44	45	29
27	Radiotherapy	885	70	8	6	9	2	33	4	67	0	0
28	Dept-41	7	2	29	0	0	0	0	0	0	0	0
29	Dept-87	6,138	2,045	34	269	13	85	32	116	43	68	25
30	Dept-39	1	1	100	0	0	0	0	0	0	0	0
31	Dept-88	5,307	848	16	76	9	21	28	25	33	30	39
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0

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 (%)
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	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	Total	594	248	42	63	11	90	15	6	1	187	31
1	Cardiology	23	7	30	4	17	5	22	0	0	7	31
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	102	36	35	8	8	17	17	3	3	38	37
4	Nephrology	9	3	33	4	44	0	0	0	0	2	23
5	Obstetrics and Gynaecology	39	18	46	3	8	2	5	2	5	14	36
6	Orthopaedics	2	1	50	1	50	0	0	0	0	0	0
7	Otorhinolaryngology	21	14	67	0	0	2	10	0	0	5	23
8	Paediatrics	19	9	47	1	5	3	16	1	5	5	27
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	27	11	41	3	11	3	11	0	0	10	37
11	Psychiatry	21	9	43	4	19	3	14	0	0	5	24
12	Urology	26	10	38	3	12	5	19	0	0	8	31
13	CTVS	1	1	100	0	0	0	0	0	0	0	0
14	Endocrinology	28	15	54	3	11	4	14	0	0	6	21
15	EYE	12	4	33	2	17	1	8	0	0	5	42
16	Skin	53	21	40	2	4	14	26	0	0	16	30
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	27	11	41	1	4	7	26	0	0	8	29
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0

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	Cancer Surgery	3	1	33	1	33	1	34	0	0	0	0
21	Dental Surgery	54	20	37	8	15	7	13	0	0	19	35
22	Neuro Surgery	3	0	0	1	33	1	33	0	0	1	34
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	1	0	0	0	0	0	0	0	0	1	100
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	35	14	40	5	14	7	20	0	0	9	26
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	61	27	44	6	10	7	11	0	0	21	35
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	26	15	58	3	12	1	4	0	0	7	26
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	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	Total	212	74	35	36	17	34	16	16	8	0	0	52	24
1	Cardiology	6	1	17	0	0	0	0	1	17	0	0	4	66
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	31	11	35	2	6	6	19	4	13	0	0	8	27
4	Nephrology	1	0	0	0	0	0	0	0	0	0	0	1	100
5	Obstetrics and Gynaecology	15	5	33	5	33	0	0	0	0	0	0	5	34
6	Orthopaedics	1	1	100	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	11	5	45	1	9	1	9	0	0	0	0	4	37
8	Paediatrics	10	3	30	3	30	3	30	0	0	0	0	1	10
9	Paediatric Surgery	1	0	0	1	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	8	2	25	0	0	3	38	2	25	0	0	1	12
11	Psychiatry	10	4	40	2	20	0	0	2	20	0	0	2	20
12	Urology	10	6	60	1	10	2	20	1	10	0	0	0	0
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	15	4	27	2	13	4	27	0	0	0	0	5	33
15	EYE	3	1	33	0	0	1	33	0	0	0	0	1	34
16	Skin	17	4	24	5	29	2	12	2	12	0	0	4	23
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0

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	Neurology	8	2	25	1	13	1	13	1	13	0	0	3	36
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	16	3	19	2	13	5	31	1	6	0	0	5	31
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	10	4	40	1	10	4	40	0	0	0	0	1	10
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	27	11	41	6	22	2	7	2	7	0	0	6	23
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	10	6	60	4	40	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	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	Total	58	14	24	2	3	8	14	8	14	19	33	0	0	7	12
1	Cardiology	3	3	100	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	9	1	11	1	11	2	22	2	22	2	22	0	0	1	12
4	Nephrology	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
5	Obstetrics and Gynaecology	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	0	0	1	100	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
11	Psychiatry	5	3	60	0	0	0	0	1	20	1	20	0	0	0	0
12	Urology	7	1	14	0	0	1	14	1	14	3	43	0	0	1	15
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
15	EYE	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
16	Skin	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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	Neurology	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	5	0	0	0	0	2	40	1	20	1	20	0	0	1	20
22	Neuro Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	4	0	0	0	0	1	25	1	25	1	25	0	0	1	25
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	8	3	38	0	0	2	25	1	13	2	24	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	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	Total	79	42	53	25	32	12	15
1	Cardiology	4	2	50	1	25	1	25
2	Haematology	0	0	0	0	0	0	0
3	Medicine	16	6	38	8	50	2	12
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	0	0	2	100	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	1	1	100	0	0	0	0
8	Paediatrics	3	3	100	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	2	67	1	33	0	0
11	Psychiatry	3	1	33	1	33	1	34
12	Urology	4	2	50	2	50	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	2	1	50	1	50	0	0
15	EYE	1	1	100	0	0	0	0
16	Skin	13	10	77	2	15	1	8
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	6	3	50	2	33	1	17
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	1	100	0	0
21	Dental Surgery	5	3	60	0	0	2	40

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
22	Neuro Surgery	1	1	100	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	7	4	57	2	29	1	14
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	6	2	33	2	33	2	34
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	1	0	0	0	0	1	100
32	Dept-91	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0
37	Dept-31	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	4	1	25	0	0	2	50	1	25	0	0
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	2	1	50	0	0	0	0	1	50	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	0	0	0	0	1	100	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	0	0	0	0	1	100	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	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	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	0	0	0	0	0	0	0	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	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	Total	180	71	39	17	9	18	10	1	1	29	16	44	25
1	Cardiology	7	5	71	0	0	1	14	0	0	0	0	1	15
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	37	16	43	1	3	4	11	1	3	8	22	7	18
4	Nephrology	3	2	67	0	0	0	0	0	0	1	33	0	0
5	Obstetrics and Gynaecology	11	2	18	2	18	0	0	0	0	2	18	5	46
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	5	2	40	1	20	0	0	0	0	0	0	2	40
8	Paediatrics	4	1	25	1	25	1	25	0	0	0	0	1	25
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	12	5	42	3	25	0	0	0	0	2	17	2	16
11	Psychiatry	5	1	20	1	20	0	0	0	0	2	40	1	20
12	Urology	8	3	38	0	0	0	0	0	0	1	13	4	49
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	5	3	60	0	0	1	20	0	0	1	20	0	0
15	EYE	5	1	20	1	20	0	0	0	0	1	20	2	40
16	Skin	14	7	50	1	7	1	7	0	0	1	7	4	29
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	8	2	25	1	13	1	13	0	0	1	13	3	36

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	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	18	7	39	0	0	3	17	0	0	0	0	8	44
22	Neuro Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	8	2	25	2	25	1	13	0	0	0	0	3	37
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	23	10	43	2	9	2	9	0	0	8	35	1	4
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	6	1	17	1	17	3	50	0	0	1	16	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0