



MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

SAFDARJUNG HOSPITAL DELHI

JUNE 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	Total	85,365	56,934	67	5,864	10	1,648	28	2,480	42	1,736	30
1	Cardiology	3,088	1,885	62	186	10	61	33	76	41	49	26
2	Haematology	21	14	67	2	14	0	0	1	50	1	50
3	Medicine	16,920	11,016	66	1,104	10	282	26	432	39	390	35
4	Nephrology	1,276	759	60	78	10	14	18	33	42	31	40
5	Obstetrics and Gynaecology	5,824	3,893	67	420	11	124	30	171	41	125	29
6	Orthopaedics	398	299	76	37	12	14	38	10	27	13	35
7	Otorhinolaryngology	5,237	3,585	69	391	11	112	29	160	41	119	30
8	Paediatrics	4,980	3,174	64	327	10	93	28	140	43	94	29
9	Paediatric Surgery	1,074	742	70	73	10	26	36	29	40	18	24
10	Physical Medicine & Rehabilitation	6,085	4,052	67	413	10	109	26	190	46	114	28
11	Psychiatry	1,132	1,084	96	140	13	46	33	68	49	26	18
12	Urology	1,367	849	63	56	7	12	21	26	46	18	33

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	496	291	59	36	12	11	31	21	58	4	11
14	Endocrinology	2,180	1,203	56	124	10	32	26	58	47	34	27
15	EYE	3,397	2,276	68	223	10	74	33	99	44	50	23
16	Skin	7,214	5,143	72	541	11	150	28	238	44	153	28
17	Apex Regional STD Centre	12	2	17	0	0	0	0	0	0	0	0
18	Neurology	2,621	1,690	65	182	11	51	28	75	41	56	31
19	Medical Oncology	193	133	69	17	13	2	12	9	53	6	35
20	Cancer Surgery	541	344	64	19	6	6	32	5	26	8	42
21	Neuro Surgery	972	649	67	70	11	27	39	21	30	22	31
22	Pulmonary, Critical Case & Sleep	55	38	70	2	5	1	50	1	50	0	0
23	Burns, Plastic & Maxillofacial Surgery	240	198	83	21	11	9	43	8	38	4	19
24	Palliative Pain Clinic	33	9	28	2	22	1	50	0	0	1	50
25	General Surgery	6,825	4,613	68	441	10	112	25	180	41	149	34
26	Radiotherapy	712	278	40	20	7	4	20	9	45	7	35
27	Dept-87	6,804	5,053	75	594	12	170	29	294	49	130	22
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	5,667	3,661	65	345	9	105	30	126	37	114	33
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0
33	Dept-46	1	1	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	Total	1,472	532	36	204	14	182	12	151	10	403	28
1	Cardiology	39	15	38	3	8	9	23	3	8	9	23
2	Haematology	1	0	0	0	0	0	0	0	0	1	100
3	Medicine	332	103	31	45	14	45	14	35	11	104	30
4	Nephrology	32	9	28	3	9	5	16	5	16	10	31
5	Obstetrics and Gynaecology	114	46	40	17	15	10	9	11	10	30	26
6	Orthopaedics	10	3	30	4	40	2	20	0	0	1	10
7	Otorhinolaryngology	101	39	39	16	16	11	11	15	15	20	19
8	Paediatrics	74	32	43	9	12	10	14	3	4	20	27
9	Paediatric Surgery	20	10	50	4	20	1	5	1	5	4	20
10	Physical Medicine & Rehabilitation	102	37	36	14	14	13	13	14	14	24	23
11	Psychiatry	22	10	45	4	18	3	14	0	0	5	23
12	Urology	12	6	50	1	8	0	0	2	17	3	25
13	CTVS	4	1	25	1	25	1	25	0	0	1	25
14	Endocrinology	25	11	44	3	12	3	12	2	8	6	24
15	EYE	42	21	50	1	2	5	12	4	10	11	26
16	Skin	133	30	23	21	16	23	17	15	11	44	33
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	34	11	32	6	18	6	18	1	3	10	29
19	Medical Oncology	4	4	100	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	10	4	40	1	10	0	0	2	20	3	30
21	Neuro Surgery	23	7	30	4	17	4	17	1	4	7	32
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	6	2	33	1	17	1	17	0	0	2	33
24	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
25	General Surgery	121	40	33	20	17	12	10	15	12	34	28
26	Radiotherapy	5	2	40	1	20	0	0	0	0	2	40
27	Dept-87	112	53	47	13	12	10	9	10	9	26	23
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	93	36	39	12	13	8	9	12	13	25	26
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0
33	Dept-46	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	512	178	35	70	14	67	13	25	5	47	9	125	24
1	Cardiology	16	4	25	2	13	3	19	2	13	2	13	3	17
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	100	35	35	15	15	15	15	7	7	9	9	19	19
4	Nephrology	8	6	75	0	0	1	13	0	0	0	0	1	12
5	Obstetrics and Gynaecology	41	12	29	6	15	6	15	2	5	3	7	12	29
6	Orthopaedics	4	1	25	1	25	2	50	0	0	0	0	0	0
7	Otorhinolaryngology	41	13	32	4	10	6	15	1	2	5	12	12	29
8	Paediatrics	31	11	35	2	6	5	16	2	6	2	6	9	31
9	Paediatric Surgery	9	4	44	0	0	1	11	0	0	1	11	3	34
10	Physical Medicine & Rehabilitation	37	15	41	2	5	5	14	4	11	2	5	9	24
11	Psychiatry	12	3	25	2	17	1	8	1	8	5	42	0	0
12	Urology	4	2	50	1	25	0	0	0	0	0	0	1	25
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	10	4	40	2	20	2	20	0	0	0	0	2	20
15	EYE	23	8	35	2	9	2	9	2	9	2	9	7	29
16	Skin	40	15	38	5	13	7	18	2	5	3	8	8	18
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	9	1	11	0	0	1	11	0	0	2	22	5	56
19	Medical Oncology	6	3	50	1	17	0	0	0	0	0	0	2	33
20	Cancer Surgery	4	0	0	1	25	1	25	0	0	2	50	0	0
21	Neuro Surgery	6	2	33	0	0	2	33	0	0	0	0	2	34
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	31	15	48	4	13	1	3	0	0	3	10	8	26
26	Radiotherapy	2	1	50	0	0	0	0	0	0	0	0	1	50
27	Dept-87	52	9	17	11	21	6	12	2	4	4	8	20	38
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	24	13	54	8	33	0	0	0	0	2	8	1	5
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-46	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	212	57	27	30	14	0	0	4	2	72	34	16	8	33	15
1	Cardiology	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	45	12	27	6	13	0	0	1	2	16	36	4	9	6	13
4	Nephrology	5	1	20	1	20	0	0	0	0	2	40	0	0	1	20
5	Obstetrics and Gynaecology	18	4	22	3	17	0	0	0	0	6	33	1	6	4	22
6	Orthopaedics	3	1	33	0	0	0	0	1	33	1	34	0	0	0	0
7	Otorhinolaryngology	16	5	31	1	6	0	0	0	0	5	31	2	13	3	19
8	Paediatrics	12	1	8	3	25	0	0	0	0	3	25	2	17	3	25
9	Paediatric Surgery	3	1	33	1	33	0	0	0	0	1	34	0	0	0	0
10	Physical Medicine & Rehabilitation	15	3	20	2	13	0	0	0	0	7	47	1	7	2	13
11	Psychiatry	5	1	20	0	0	0	0	0	0	1	20	0	0	3	60
12	Urology	1	0	0	0	0	0	0	0	0	0	0	1	100	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
15	EYE	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	22	6	27	2	9	0	0	1	5	8	36	1	5	4	18
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	6	3	50	1	17	0	0	0	0	2	33	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	0	0	0	0	0	0	0	0	1	50	1	50	0	0
21	Neuro Surgery	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	22	8	36	4	18	0	0	1	5	4	18	1	5	4	18
26	Radiotherapy	4	1	25	1	25	0	0	0	0	1	25	1	25	0	0
27	Dept-87	15	4	27	2	13	0	0	0	0	7	47	0	0	2	13
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	10	2	20	3	30	0	0	0	0	4	40	1	10	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-46	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	150	80	53	47	31	23	16
1	Cardiology	5	4	80	1	20	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	33	19	58	10	30	4	12
4	Nephrology	3	1	33	2	67	0	0
5	Obstetrics and Gynaecology	11	4	36	4	36	3	28
6	Orthopaedics	2	0	0	1	50	1	50
7	Otorhinolaryngology	10	3	30	6	60	1	10
8	Paediatrics	11	4	36	5	45	2	19
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	13	9	69	1	8	3	23
11	Psychiatry	4	2	50	1	25	1	25
12	Urology	0	0	0	0	0	0	0
13	CTVS	1	1	100	0	0	0	0
14	Endocrinology	2	0	0	2	100	0	0
15	EYE	4	3	75	1	25	0	0
16	Skin	23	14	61	4	17	5	22
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	5	4	80	0	0	1	20
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0
21	Neuro Surgery	3	3	100	0	0	0	0

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0
25	General Surgery	9	7	78	1	11	1	11
26	Radiotherapy	0	0	0	0	0	0	0
27	Dept-87	6	1	17	4	67	1	16
28	Dept-41	0	0	0	0	0	0	0
29	Dept-88	5	1	20	4	80	0	0
30	Dept-91	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0
33	Dept-46	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	129	39	30	11	9	61	47	10	8	8	6
1	Cardiology	3	0	0	0	0	3	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	29	10	34	1	3	13	45	5	18	0	0
4	Nephrology	4	1	25	0	0	2	50	0	0	1	25
5	Obstetrics and Gynaecology	10	2	20	0	0	4	40	3	30	1	10
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	17	4	24	2	12	8	47	0	0	3	17
8	Paediatrics	2	1	50	1	50	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	13	8	62	1	8	4	30	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	2	1	50	0	0	1	50	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	1	0	0	0	0	0	0	1	100	0	0
15	EYE	3	1	33	0	0	2	67	0	0	0	0
16	Skin	14	3	21	2	14	8	57	1	8	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	1	0	0	0	0	0	0	0	0	1	100

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	2	1	50	0	0	0	0	0	0	1	50
21	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	13	2	15	3	23	8	62	0	0	0	0
26	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
27	Dept-87	7	1	14	1	14	4	57	0	0	1	15
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	8	4	50	0	0	4	50	0	0	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0
33	Dept-46	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	383	144	38	36	9	31	8	27	7	65	17	80	21
1	Cardiology	9	4	44	0	0	1	11	1	11	1	11	2	23
2	Haematology	1	0	0	0	0	1	100	0	0	0	0	0	0
3	Medicine	103	30	29	13	13	12	12	8	8	19	18	21	20
4	Nephrology	8	2	25	2	25	0	0	0	0	0	0	4	50
5	Obstetrics and Gynaecology	31	13	42	2	6	2	6	3	10	5	16	6	20
6	Orthopaedics	2	0	0	0	0	1	50	0	0	0	0	1	50
7	Otorhinolaryngology	19	12	63	4	21	0	0	1	5	2	11	0	0
8	Paediatrics	19	4	21	1	5	3	16	1	5	3	16	7	37
9	Paediatric Surgery	4	1	25	0	0	0	0	0	0	2	50	1	25
10	Physical Medicine & Rehabilitation	21	9	43	2	10	2	10	1	5	5	24	2	8
11	Psychiatry	5	2	40	0	0	1	20	0	0	1	20	1	20
12	Urology	2	0	0	0	0	0	0	0	0	1	50	1	50
13	CTVS	1	0	0	0	0	0	0	0	0	1	100	0	0
14	Endocrinology	6	1	17	0	0	0	0	0	0	4	67	1	16
15	EYE	10	5	50	0	0	1	10	0	0	1	10	3	30
16	Skin	47	18	38	4	9	3	6	3	6	11	23	8	18
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	10	6	60	1	10	1	10	0	0	1	10	1	10

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	2	2	100	0	0	0	0	0	0	0	0	0	0
21	Neuro Surgery	6	3	50	0	0	0	0	0	0	0	0	3	50
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	0	0	1	100
25	General Surgery	29	11	38	4	14	0	0	3	10	4	14	7	24
26	Radiotherapy	2	2	100	0	0	0	0	0	0	0	0	0	0
27	Dept-87	22	10	45	1	5	2	9	2	9	3	14	4	18
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	22	8	36	2	9	1	5	4	18	1	5	6	27
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0