

BHSQA KPIs for Hospitals

Sl. No.	Indicators	Sl. No.	Indicators
1	Time for initial assessment of indoor and emergency patients	21	Pneumonia rate
2	Percentage of cases (in-patients) wherein care plan with desired outcome is documented.	22	Bloodstream infection rate
3	Percentage of cases (in-patients) wherein screening for nutritional needs has been done.	23	Surgical site infection rate
4	Percentage of cases (in-patients) wherein the nursing care plan is documented	24	Return to ICU within 48 hours
5	Number of errors reported in diagnostic services	25	Return to the emergency department within 72 hours with similar presenting complaints
6	Percentage of reports co-relating with clinical diagnosis.	26	Re-intubation rate in ICU
7	Incidence of medication errors	27	Incidence of falls
8	Percentage of admissions with adverse drug reaction(s)	28	Incidence of bed sores after admission
9	Percentage of modification of anaesthesia plan	29	Critical equipment down time
10	Percentage of unplanned ventilation following anaesthesia	30	Nurse-patient ratio for ICUs and wards
11	Percentage of adverse anaesthesia events	31	Out patient satisfaction index
12	Anaesthesia related mortality rate	32	In patient satisfaction index
13	Percentage of re-scheduling of surgeries	33	Employee satisfaction index
14	Percentage of cases not adhering the standard Procedure.	34	Employee attrition rate
15	Percentage of cases who received appropriate prophylactic antibiotics within the specified time frame	35	Incidence of blood body fluid exposures
16	Percentage of transfusion reactions	36	Incidence of needle stick injuries
17	Percentage of waste of blood and blood products	37	Percentage of medical records not having discharge summary
18	Percentage of blood component usage	38	Percentage of medical records not having codification as per ICD
19	Turnaround time is issue of blood and blood components	39	Percentage of missing records
20	Urinary tract infection rate		

BHSQA KPIs for BHU-I

Sl. No.	Indicators	Sl. No.	Indicators
1	Time for initial assessment of indoor and emergency patients	21	Employee satisfaction index
2	Percentage of cases (in-patients) wherein care plan with desired outcome is documented.	22	Employee attrition rate
3	Percentage of cases (in-patients) wherein screening for nutritional needs has been done.	23	Incidence of blood body fluid exposures
4	Percentage of cases (in-patients) wherein the nursing care plan is documented	24	Incidence of needle stick injuries
5	Number of errors reported in diagnostic services	25	Percentage of medical records not having discharge summary
6	Percentage of reports co-relating with clinical diagnosis.	26	Percentage of medical records not having codification as per ICD
7	Incidence of medication errors	27	Percentage of missing records
8	Percentage of patients who develops adverse drug reaction(s)	28	Compliance rate to medication and prescription in capital letters (Treatment Part)
9	Percentage of transfusion reactions	29	Compliance rate to hand hygiene
10	Percentage of waste of blood and blood products	30	% of staff provided with Pre-exposure Prophylaxis (PEP)
11	Percentage of blood products used	31	% of drugs out of stock including emergency drugs
12	Turnaround time for issue of blood and blood products		
13	Catheter associated urinary tract infection rate		
14	Return to the ward within 72 hours with similar presenting complaints		
15	Incidence of falls		
16	Incidence of bed sores after admission		
17	Critical equipment down time		
18	Nurse-patient ratio for wards		
19	Out patient satisfaction index		
20	In patient satisfaction index		

BHSQA KPIs for BHU-II

Sl. No.	Indicators	Sl. No.	Indicators
1	Time for initial assessment of indoor and emergency patients	21	% of staff provided with Pre-exposure Prophylaxis (PEP)
2	Number of errors reported in diagnostic services	22	% of drugs out of stock including emergency drugs
3	Incidence of medication errors	23	IMR (Infant Mortality Rate)
4	Percentage of patients who develops adverse drug reaction(s)	24	MMR (Maternal Mortality Ratio)
5	Incidence of falls	25	Institutional delivery
6	Critical equipment down time		
7	Out patient satisfaction index		
8	In patient satisfaction index		
9	Follow up of referrals		
10	Staff Unavailability		
11	Infection control & MWM		
12	5S-CQI Percentage		
13	Employee satisfaction index		
14	Incidence of blood body fluid exposures		
15	Incidence of needle stick injuries		
16	Percentage of medical records not having discharge summary		
17	Percentage of medical records not having codification as per ICD		
18	Percentage of missing records		
19	Compliance rate to medication and prescription in capital letters (Treatment Part)		
20	Compliance rate to hand hygiene		