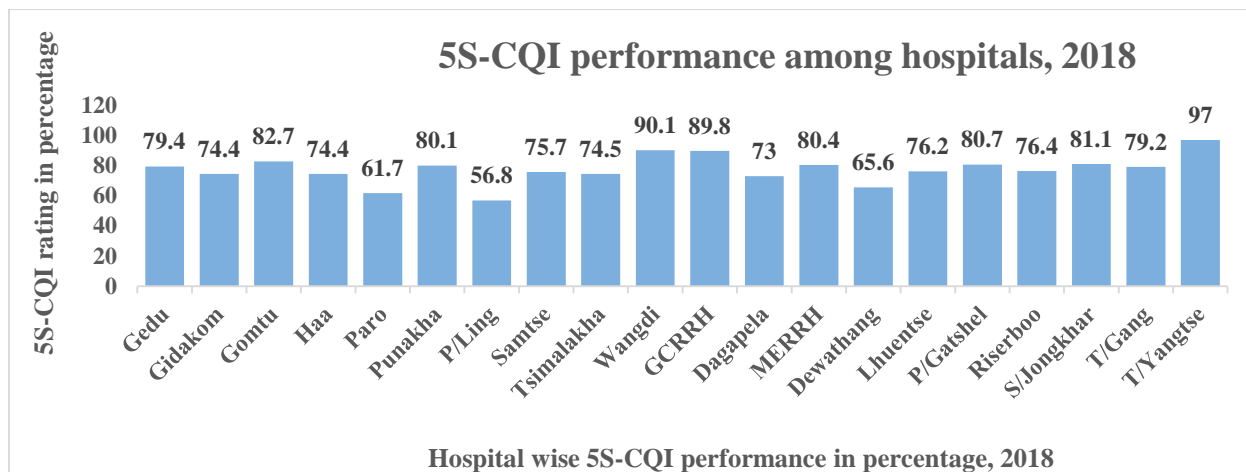
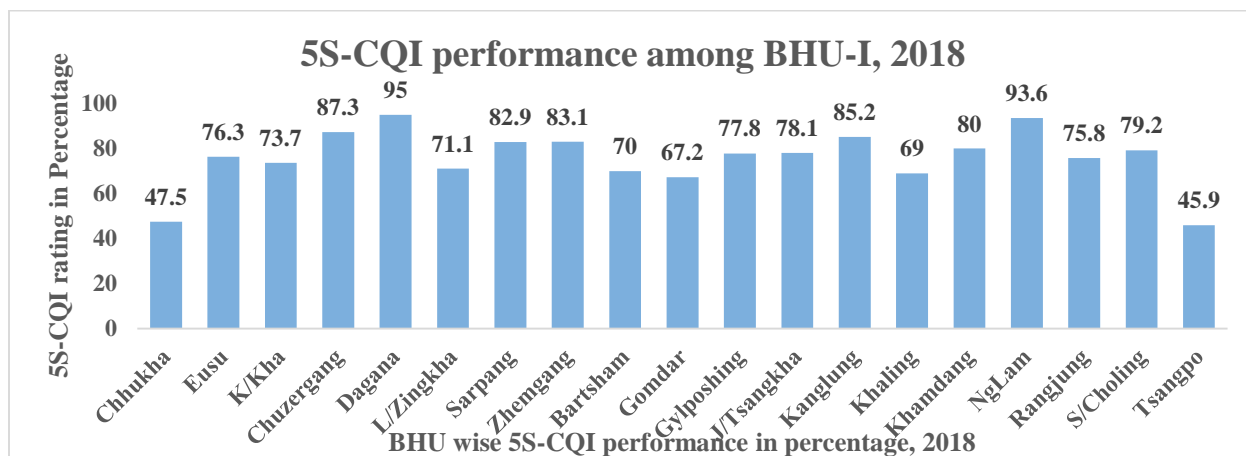


Quality Assurance Report on 5S, Patient Satisfaction and OPD Waiting Time 2019



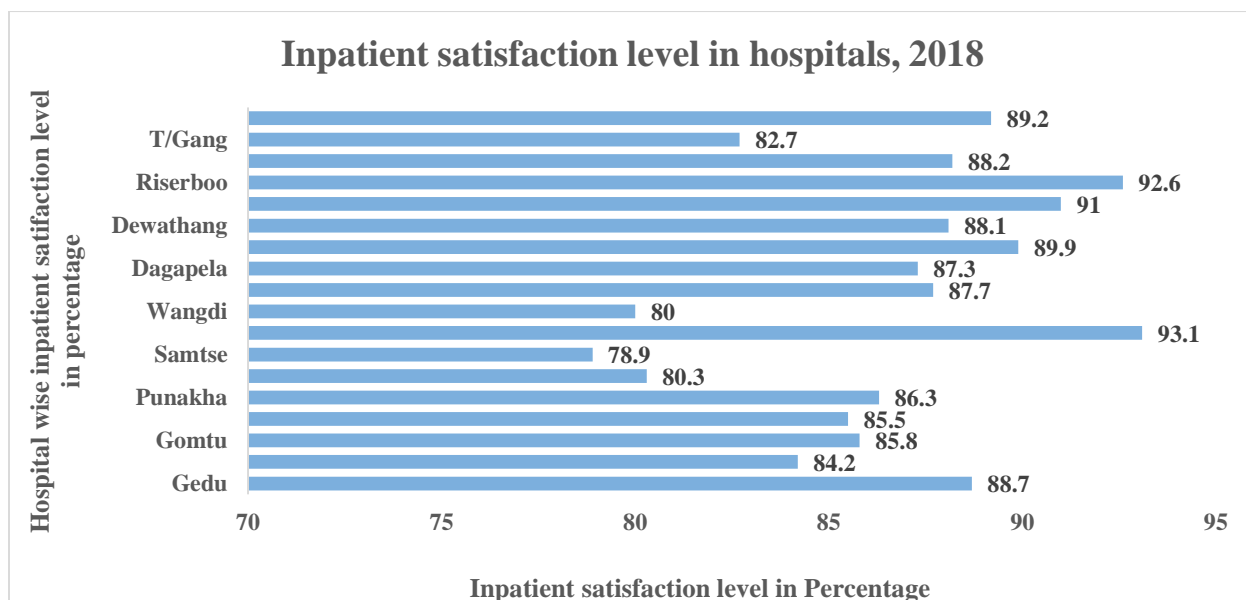
Tashiyangtse hospital is graded in excellent (97%) within the performance band rating between 91-100%. 4 hospitals (Gomtu, Wangdi, CRRH and S/Jongkhar) performed very good (81-90) and 12 hospitals rated good (71-80%). The report shows satisfactory performance in Paro and Deothnag hospitals (61-70%). Paro hospital showed very poor (56.8%) in 5S activities.

Recommendations: Hospitals achieving within the excellent band may need to sustain the initiatives, while the performance within the bracket range (71-90%) may require certain corrective measures with focus on continuous quality improvement. Others below 70% may need to put extra efforts in 5S implementation.

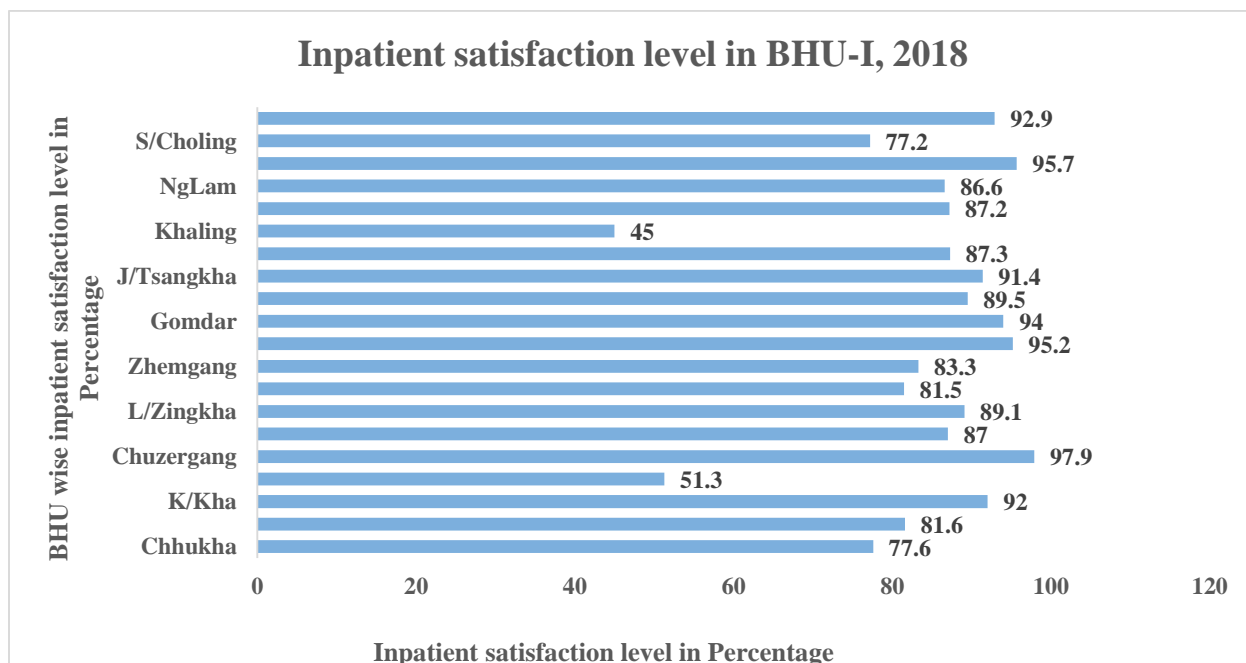


Among BHU-I, the report shows excellent grades in Dagana and Nganglam BHU-I respectively (91-100%). 4 BHUs (Chuzergang, Sarpang, Zhemgang and Kanglung) were rated very good within the performance band range of 81-90%). 8 BHUs performed good (71-80%), while 3 BHUs (Bartsham, Gomdar and Khaling) were at the satisfactory band (61-70%). The report showed extremely poor grades in Chhukha and Tsangpo BHU-I (below 50%).

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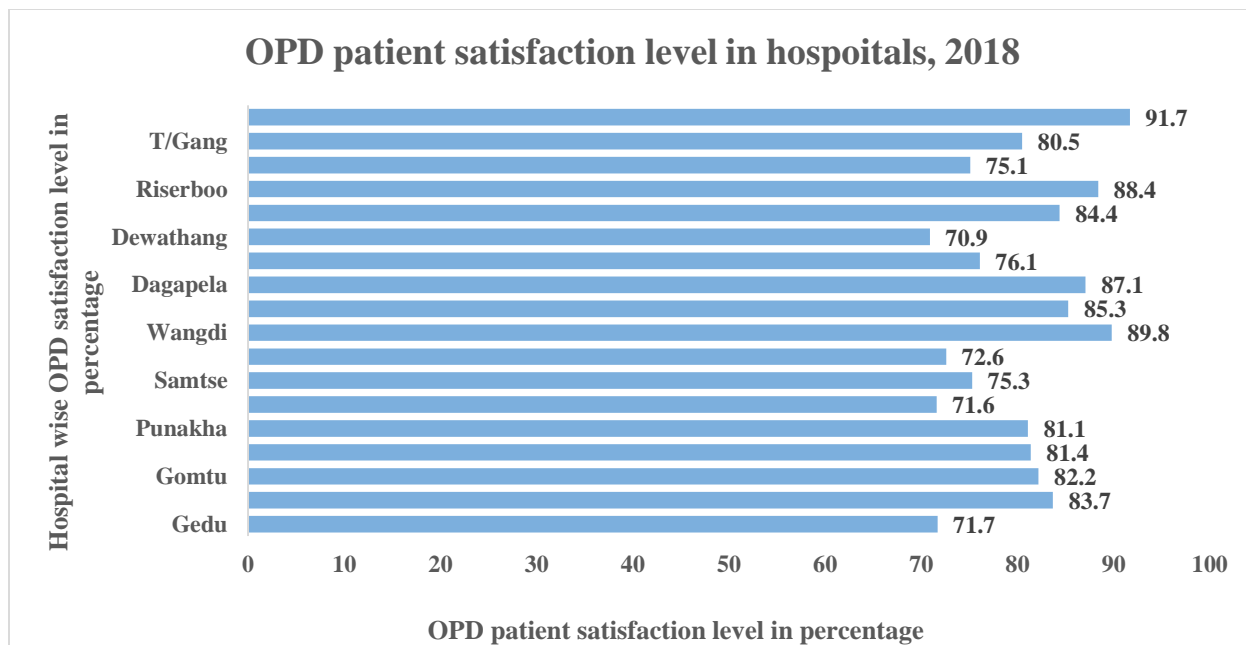


The inpatient satisfaction level for (13 variables) in 3 hospitals (Pemagatsel, Riserboo and Tsimlakha) were rated excellent (91-100%). In 12 Hospitals, the satisfaction level showed good (81-90) and 3 hospitals (Wangdi, Samtse and P/Ling) with need improvement (below 80%).

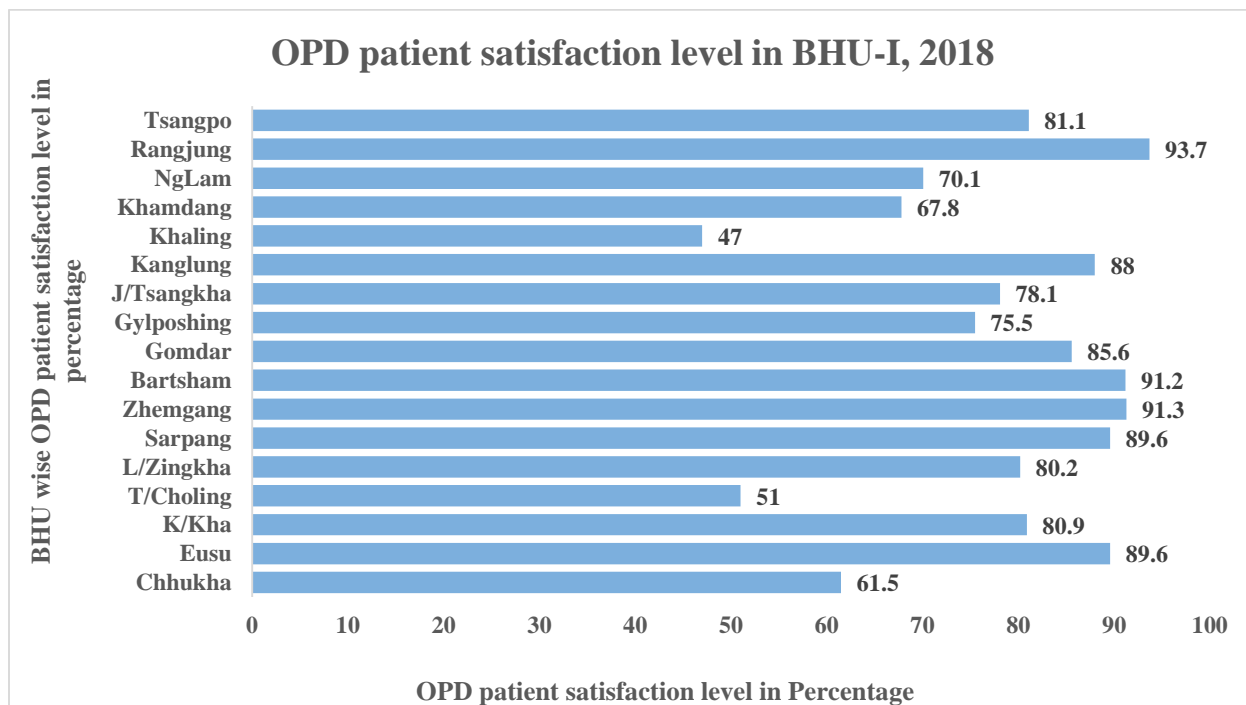


Inpatient satisfaction in 7 BHU-Is (Khatykha, Chuzergang, Bartsham, Gomdar, Jomostangkha, Rangjung and Tsangpo) were rated excellent (91-100%). 9 BHU-I in good satisfaction band (81-90%). Chhukha and Samdrupcholing BHUs showed need improvement (61-80%) while Khaling and Tashicholing (Sipsu) with extremely bad patient satisfaction band (below 60%).

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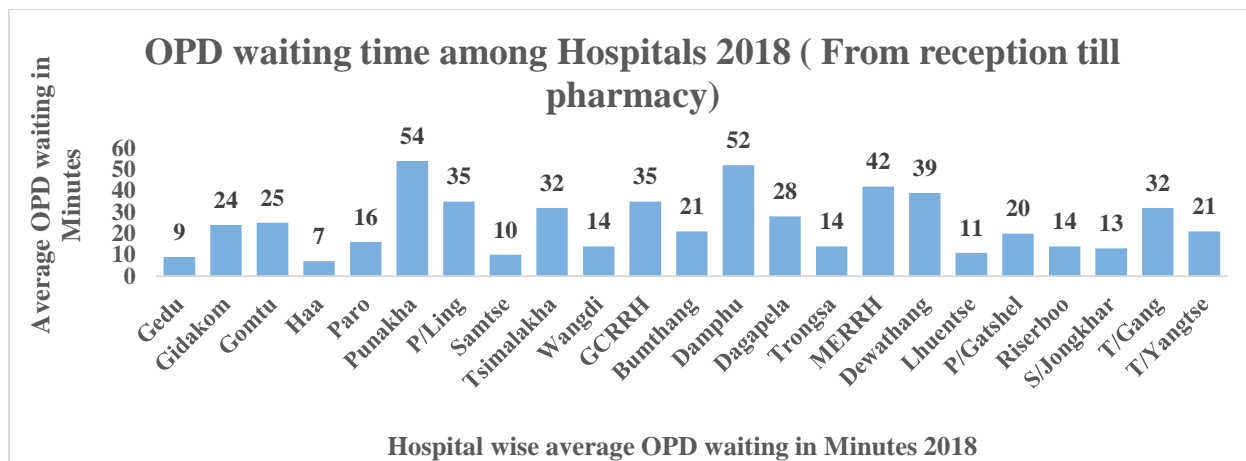


Among hospitals, Tashiyangtse is rated excellent in OPD patient satisfaction (91-100%), while 9 hospitals with good rating (81-90%). The report shows need improvement for 8 hospitals (61-80%).

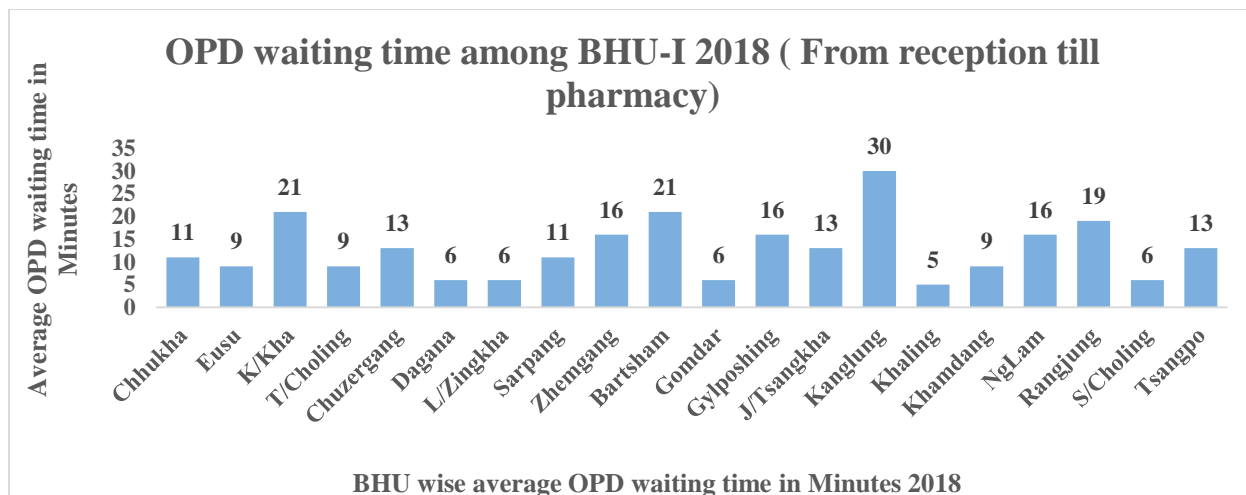


3 BHU-Is (Rangjung, Bartsham and Zhemgang) were rated excellent in OPD patient satisfaction and 5 BHU-I under good ratings (81-90%), while 7 BHUs were rated for need improvement (61-80%) and 2 BHUs (Khaling and Tashicholing Sipsu) in bad satisfaction band (below 60%).

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13 hospitals reported average OPD waiting time of greater than/above 20 minutes in 2018. The report shows average waiting time of below 20 minutes for other 10 hospitals.



3 BHU-Is (Khateykha, Bartsham and Kanglung) shows average OPD waiting time of morethan 20 minutes in 2018, while the waiting time in rest of the BHUs were reported below 20 minutes.