

4. QUALITY PERFORMANCE REPORTS (DETAILS)

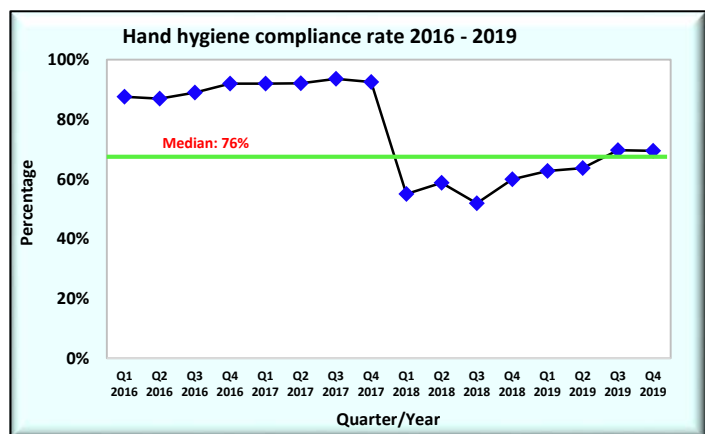
Infection Prevention & Control

IJN's Infection Prevention Program is designed to improve the quality of care through the management of infection prevention, education and research. The Infection Control team collects data on hospital acquired infections and analyses the data to identify patterns and trends.

Hand Hygiene Compliance Rate

The graph shows compliance rate by healthcare worker category that includes doctors, nurses and allied health personnel. The annual overall rate has shown a gradual improvement towards the Ministry of Health target of > 75% compliance.

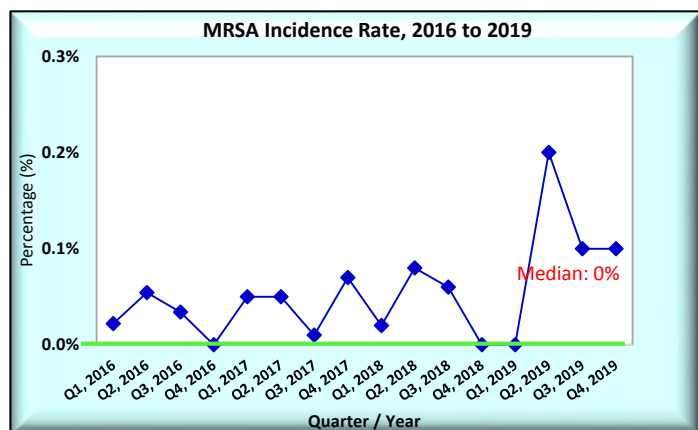
IJN is committed to promoting hand hygiene practice at the point of care amongst our staff.



Methicillin Resistant Staphylococcus Aureus (MRSA)

MRSA is a type of bacteria that is resistant to several antibiotics and if left untreated, infections can become severe.

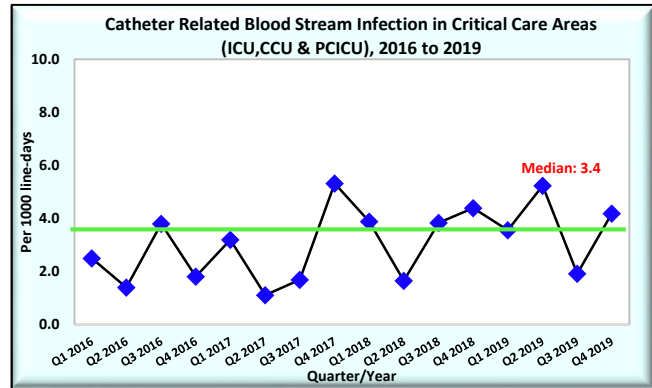
In IJN, the MRSA incidence rate is almost negligible at 0.07% in year 2019.



Catheter-related bloodstream infection (CRBSI)

CRBSI is caused by bacteria originating from an intravenous catheter and is the most common cause of a hospital-acquired infection. A dedicated team educates staff and promotes best practices to reduce CRBSI.

We calculate the total number of CRBSI cases against 1000 line-days. In 2019, the CRBSI rate was 3.7 per 1000 line-days.

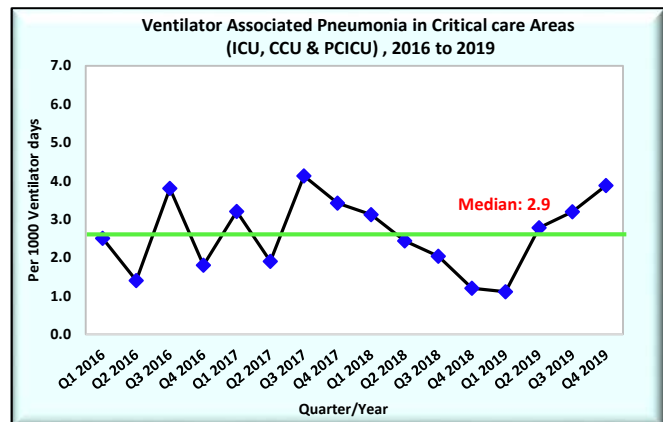


Ventilator Associated Pneumonia (VAP)

VAP is defined as a hospital acquired pneumonia in a patient on mechanical ventilatory support (by endotracheal tube or tracheostomy).

We calculate the VAP rate as total number of VAP cases against 1000 ventilator-days.

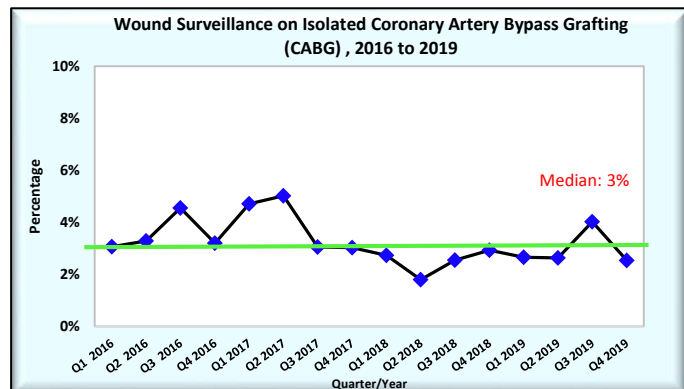
NB: There is no minimum period of time that the ventilator must be in place in order for the pneumonia to be considered ventilator-associated.



Wound surveillance for Isolated CABG

We monitor the rate of surgical site infection for isolated CABG based on the total number of cases with wound infection against the total number of patients who undergo CABG

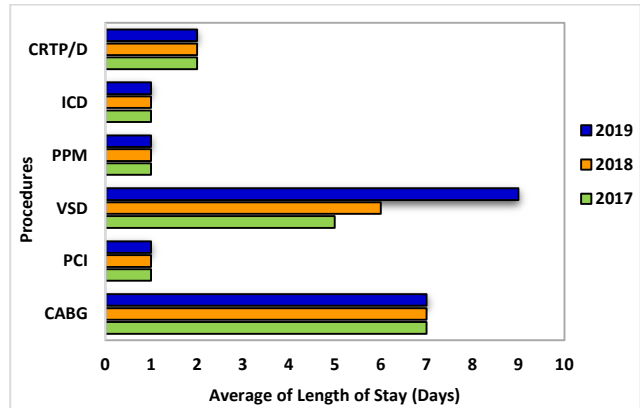
In 2019, the average rate of surgical site infection was 3%.



Length of stay

We at IJN would like our patients to get back on their feet and resume normal life as soon as possible. Therefore, it is our priority to rehabilitate patients and reduce the length of stay.

- CABG - Coronary Artery Bypass Grafting
- VSD - Ventricular Septal Defect
- CRTP/D - Cardiac Resynchronization Therapy Pacemaker/ Defibrillator
- PPM - Pacemaker Implantation
- PCI - Percutaneous Coronary Intervention
- ICD - Implantable Cardioverter Defibrillator

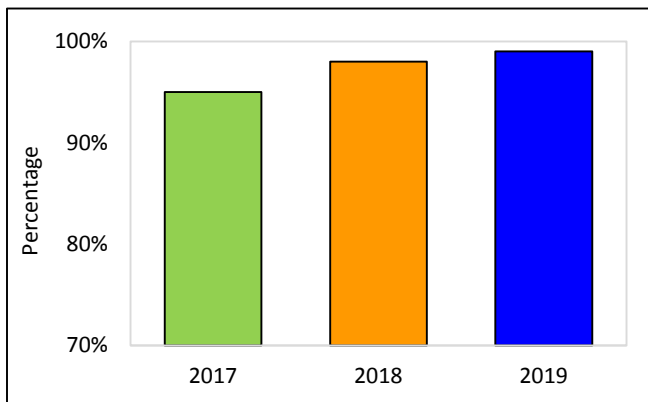


Patient Experience

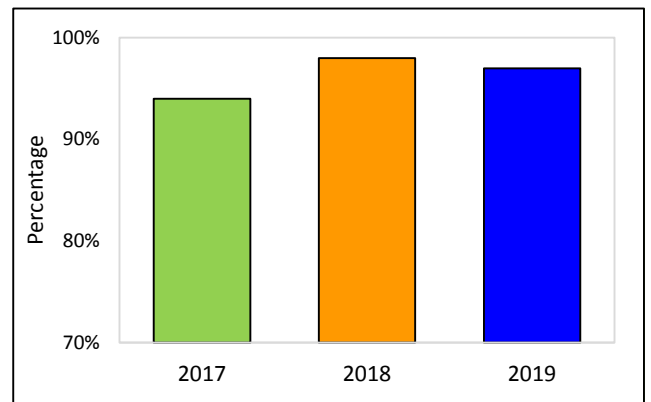
Your experience at IJN is highly important to us and we continually strive to meet your needs and expectations. Your valuable feedback on our Patient Experience Survey will help us further improve our services.

We identified the results of our Patient Experience Survey based on the response from patients and family members who rated their overall experience in IJN as 'Excellent', 'Very Good' & 'Good'.

Inpatient Experience Survey 2017 - 2019



Outpatient Experience Survey 2017 - 2019

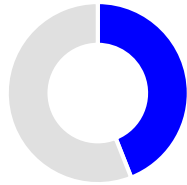


Waiting Time

Our goal is to make our services more accessible to you and reduce waiting time for patients to obtain clinic appointments with us. In 2019, more than 50% of IJN patients waited less than 2 weeks for a new case appointment.

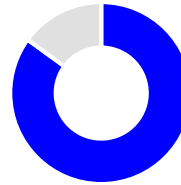
****For urgent cases, you can be seen immediately at the outpatient clinic or Emergency department***

Adult Clinic



■ <2 weeks

Paediatric Clinic



■ <2 weeks