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| Areas | Responsibilities | Indicators |
| Clinical | Nursing | Time for Initial assessment of indoor patients. |
| Nursing - Emergency | Time for Initial assessment Emergency patients. |
| MRD | Percentage of cases wherein care plan with desired outcomes is documented & counter-signed by the clinician |
| Percentage of cases wherein screening for nutritional needs has been done |
| Percentage of cases (inpatients) wherein the nursing care plan is documented. |
| Diagnostic services | Lab | Number of diagnostic errors/ 1000 investigations |
| Percentage of re-dos in lab |
| Percentage of reports co-relating with clinical diagnosis. |
| Percentage to adherence to safety precautions by employees working in diagnostics in LAB |
| Radiology | Percentage of re-dos in CT |
| Percentage of re-dos in X-ray |
| Percentage of reports co-relating with clinical diagnosis. |
| Percentage to adherence to safety precautions by employees working in diagnostics in Radiology |
| Adverse drugs event | Quality | Incidence of medication errors |
| Nursing - Emergency | Percentage of admissions with adverse drug reactions |
| MRD | Percentage of medication charts with error prone abbreviations |
| Nursing | Percentage of patients receiving high risk medications developing adverse drug event. |
| Use of Anesthesia | Anaesthesia | [Percentage of modification of anaesthesia plan](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'13'!A1) |
| [Percentage of unplanned ventilation following anaesthesia](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'14'!A1) |
| [Percentage of adverse anaesthesia events](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'15'!A1) |
| [Anaesthesia related mortality rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'16'!A1) |
| OT | Nursing - OT | [Percentage of unplanned return to OT](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'17'!A1) |
| [Percentage of re- scheduling of surgeries](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'18'!A1) |
| [Percentage of cases where the organization’s procedure to prevent adverse events like wrong site, wrong patient and wrong surgery have been adhered to](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'19'!A1) |
| [Percentage of cases who received appropriate prophylactic antibiotics within the specified time frame.](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'20'!A1) |
| Blood & Blood Products | Nursing | [Percentage of Transfusion reactions](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'21'!A1) |
| Blood Bank | Percentage of wastage of blood & blood products |
| Percentage of blood component usage |
| Turnaround time for issue of blood and blood components |
| Infection Control | IC Nurses (team) | [Urinary tract infection rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'25'!A1) |
| [VAP rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'26'!A1) |
| [Blood stream infection rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'27'!A1) |
| [Surgical site infection rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'28'!A1) |
| Mortality & Morbidity | Nursing - Emergency | [Mortality rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'29'!A1) |
| Nursing - ICU | Mortality rate in Casualty |
| Nursing - Emergency | [Return to ICU within 48 hours](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'30'!A1) |
| Nursing - ICU | [Return to the emergency department within 72 hours with similar presenting complaints](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'31'!A1) |
| Nursing – ICU | Re-intubation rate |
| Pharmacy Store |  | [Percentage of drugs and consumables procured by local purchase](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'37 (a)'!A1) |
|  | [Percentage of stock outs including emergency drugs](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'38 (a)'!A1) |
|  | [Percentage of drugs and consumables rejected before preparation of Goods Receipt Note](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'39 (a)'!A1) |
| Risk Management | Safety Officer | Number of variations observed in mock drills |
| Safety Officer | [Incidence of falls](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'42'!A1) |
| Infection Control | [Incidence of bed sores after admission](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'43'!A1) |
| Infection Control | Percentage of employees provided pre-exposure prophylaxis |
| Utilization of space manpower & equipment | Nursing | [Bed Occupancy rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'45'!A1) |
| Nursing | [Average Length of stay](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'45 (a)'!A1) |
| Nursing - OT | [OT utilization rate](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'46'!A1) |
| Nursing - ICU | ICU utilization rate |
| Nursing - ICU | ICU Equipment utilization rate |
| Quality | Critical equipment down time |
| Nursing | Nurse Patient ratio wards |
| Nursing - ICU | [Nurse Patient ratio for ICUs](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'48 (a)'!A1) |
| Patient Satisfaction | Quality | [OP satisfaction index](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'49'!A1) |
| Quality | [IP satisfaction index](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'50'!A1) |
| Radiology | Waiting time - Radiology |
| Lab | Waiting time - Lab |
| Quality | Waiting time - OPD |
| Nursing | Time taken for Discharge |
| Employee Satisfaction | Human Resource | [Employee satisfaction index](file:///D:\NHRC\3.Quality%20Indicator\64%20QI%20Trend%20Analysis%20and%20CAR_NHRC.xlsx#'53'!A1) |
| Employee attrition rate |
| Employee absenteeism rate |
| Percentage of employees who are aware of employee rights, responsibilities and welfare schemes |
| Adverse events & near miss | Quality | Number of sentinel events reported, collected and analyzed within the defined timeframe |
| Quality | Percentage of near misses |
| Infection Control | Incidence of blood body fluid exposures |
| Infection Control | Incidence of needle stick injuries |
| Availability & content of medical records | MRD | Number of sentinel events reported, collected and analyzed within the defined timeframe |
|  | Percentage of near misses |
|  | Incidence of blood body fluid exposures |
|  | Incidence of needle stick injuries |
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