

What are we measuring?

Information about all nursing care and pain management techniques are provided to the patients before or during the pain and it is measured by the "Outpatient and Inpatient Satisfaction Survey".

Why is this important?

Pain is the major problem that affects the comfort and satisfaction of the patients and it should be managed with the appropriate nursing approach.

What does our performance tell us?

The 3 month average of AHG's for 2009 has been calculated 90,54% from the data, which was previously manually measured and has been retrieved from "Guest Relation Management" system. The chart below shows that the average of AHG is higher than our targeted score.

