

What are we measuring?

Patients satisfaction about all nursing services is measured with the "Outpatient and Inpatient Satisfaction Survey" for increasing satisfaction level about overall nursing services such as pain control, education and information provision

Why is this important?

It is measured for receiving feedback about the nursing care, nursing process and improving the quality level of nursing service.

What does our performance tell us?

The 3 month average of AHG's for 2009 has been calculated 90,52% from the data, which was previously manually measured and has been taken from "Guest Relation Management" system. The chart below shows that the average of AHG is higher than our targeted score.

