

PENCAPAIAN PIAGAM PELANGGAN JABATAN KECEMASAN BAGI TAHUN 2017

INDICATOR		PI MSQH 4TH									PI MSQH 5TH		
		JAN	FEB	MAC	APR	MEI	JUN	JUL	OGOS	SEP	OKT	NOV	DIS
Waiting time relative to triage category: MTC RED seen immediately	NUM	114	107	133	98	135	91	116	108	103	110	106	
	DENO	114	107	133	98	135	91	116	108	103	110	106	
	%	100	100	100	100	100	100	100	100	100	100	100	
Time to meaningful treatment: MTC YELLOW treated within 30 minutes	NUM	1349	1152	1276	1199	1309	1309	1113	1150	1069	1188	1133	
	DENO	1349	1152	1276	1199	1309	1309	1113	1150	1069	1188	1133	
	%	100	100	100	100	100	100	100	100	100	100	100	
Waiting time relative to triage category: MTC GREEN seen within 90 minutes	NUM	3514	3624	3912	4122	4243	3865	4881	4613	4322	4679	4534	
	DENO	7713	5720	5905	5996	6038	4673	5896	5696	5650	5889	5576	
	%	45.56	63.36	66.25	68.75	70.27	82.71	82.78	80.99	76.50	79.45	81.31	
Percentage of patients seen at Emergency Department hospitalised	NUM	1144	986	1100	1073	1156	896	1105	750	705			
	DENO	7713	6979	7314	7293	7482	5756	7125	6954	6822			
	%	14.83	14.13	15.04	14.71	15.45	15.57	15.51	10.79	10.33			
Mandatory: Percentage of inappropriate triaging (under triaging): Category Green patients who should have been triaged as Category Red.	NUM										3	4	
	DENO										5889	5576	
	%										0.05	0.07	

PETUNJUK :

NUM = Numerator (Kes hijau yang menepati sasaran masa rawatan 90 minit selepas didaftarkan)

DENO = Denominator (Jumlah kes hijau yang didaftarkan)