

PENCAPAIAN PIAGAM PELANGGAN JABATAN KECEMASAN BAGI TAHUN 2016

INDICATOR		JAN	FEB	MAC	APR	MEI	JUN	JUL	OGOS	SEP	OKT	NOV	DIS
Waiting time relative to triage category: MTC <b>RED</b> seen immediately	NUM	110	98	113	83	86	86	93	94	74	90	94	104
	DENO	110	98	113	83	86	86	93	94	74	90	94	104
	%	100	100	100	100	100	100	100	100	100	100	100	100
Time to meaningful treatment: MTC <b>YELLOW</b> treated within 30 minutes	NUM	1430	1366	1362	1176	1026	1040	1018	1229	1143	1225	1156	1206
	DENO	1430	1366	1362	1176	1026	1040	1018	1229	1143	1225	1156	1206
	%	100	100	100	100	100	100	100	100	100	100	100	100
Waiting time relative to triage category: MTC <b>GREEN</b> seen within 90 minutes	NUM	4647	3852	4009	4219	3990	3851	3930	4066	4228	4631	4357	4318
	DENO	6156	5909	5834	5460	5505	5040	5528	6350	5855	5585	5195	5339
	%	75.49	65.19	68.72	77.27	72.48	76.41	71.09	64.03	72.21	82.92	83.87	80.88
Percentage of patients seen at Emergency Department hospitalised	NUM	1141	1100	1176	994	912	964	975	1087	982	1129	908	985
	DENO	7696	7373	7309	6719	6617	6166	6639	7673	7072	6900	6445	6649
	%	14.83	14.92	16.09	14.79	13.78	15.63	14.69	14.17	13.89	16.36	14.09	14.81

**PETUNJUK :**

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

DENO = Denominator ( Jumlah kes hijau yang didaftarkan)