

PENCAPAIAN PIAGAM PELANGGAN JABATAN KECEMASAN BAGI TAHUN 2015

INDICATOR		JAN	FEB	MAR	APR	MEI	JUN	JUL	OGOS	SEP	OKT	NOV	DIS
Waiting time relative to triage category: MTC RED seen immediately	NUM	108	76	106	103	99	105	109	107	99	95	119	78
	DENO	108	76	106	103	99	105	109	107	99	95	119	78
	%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Time to meaningful treatment: MTC YELLOW treated within 30 minutes	NUM	1398	1273	1432	1326	1432	1239	1199	1552	1477	1303	1214	1245
	DENO	1398	1273	1432	1326	1432	1239	1199	1552	1477	1303	1214	1245
	%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Waiting time relative to triage category: MTC GREEN seen within 90 minutes	NUM	3746	3218	3779	3423	3630	3251	4058	3863	3543	4520	4657	4870
	DENO	5410	4663	4912	4842	5139	4752	4742	5300	4864	5414	4930	5314
	%	69.24	69.01	76.93	70.69%	70.64%	68.41%	85.58%	72.89%	72.84%	83.49%	94.46%	91.64%
Percentage of patients seen at Emergency Department hospitalised	NUM	1160	873	1009	890	1113	995	1236	1096	1034	1083	1052	1113
	DENO	6916	6012	6450	6273	1113	6094	6049	6959	6440	6812	6263	6637
	%	16.77	14.52	15.64	14.19%	100%	16.33%	20.43%	15.75%	16.06%	15.90%	16.80%	16.77%

PETUNJUK :

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

DENO = Denominator (Jumlah kes hijau yang didaftarkan)