

Desired Outcomes and Stretched Objectives of Clinical Services at TAH

| | Performance Baseline | Performance Gaps | Desired Outcomes | Stretched Objectives |
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| Patient Flow, Outpatient and emergency Service | Patients coming to TAH for medical care pass through several checkpoints and screening investigations before they get to see the consultant resulting in the number of patients seen per year to only 300,000 | Unnecessary referral & unnecessary screenings causing congestion and delay to see the consultant | <ol style="list-style-type: none"> 1. Only patients that need tertiary-level care will be treated at TAH 2. All emergency and referred patients will get treatment without delay 3. The hospital will serve much higher number of patients per year that require tertiary-level care promptly | <ol style="list-style-type: none"> 1. The referral system will be redesigned in 6 months in collaboration with FMoH. 2.1 Every emergency patient will receive care with no time lapse according to severity guideline (protocol). 2.2 Every referred patient will get a primary clinical decision by a resident in two hours and the consultant within twenty four hours of reporting to the hospital. 3. The hospital will |

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| | | | | increase its service to 500,000 patients/year as of next fiscal year (45% increase) |
| Admission and Discharge | Delay in admission and prolonged stay in hospital | Absence of standard admission , hospital stay and discharge guideline | <p>1.Standard guideline will be developed for maximum hospital stay for different disease conditions</p> <p>2.Average hospital stay will be reduced significantly</p> <p>3.Bed will be available for those patients who need urgent tertiary-level care</p> <p>4. Number of patients who get surgical operation will be enhanced</p> <p>5.Number of diagnostics and therapeutic procedures will significantly increase</p> | <p>1.Standard guideline will be developed for maximum hospital stay for different disease conditions in 3 months.</p> <p>2.Average patient hospital stay will be decreased by 50%</p> <p>3. All patients will be admitted in 24-48 hrs when urgent tertiary-level care is required.</p> |

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| | | | <p>6.All results of diagnostic tests will be reliable and ready in the shortest possible time for clinical decision</p> | <p>4. The number of patients operated will increase by three fold within one year.</p> <p>5. Number of diagnostics and therapeutic procedures will increase by three fold within one year.</p> <p>6.All diagnostic tests will be high quality and 90 % of the test results will be available within two hours</p> |
| <p>Facilities, equipment, drugs and supplies</p> | <p>The necessary diagnostic and therapeutic facilities, supplies and drugs are scarce and the available ones are not up to date</p> | <p>The quality of diagnostic and therapeutic services is below the expected standard.</p> | <p>1.All state of the art diagnostic and therapeutic equipment will be available and patients will get all high standard diagnostic and therapeutic services in</p> | <p>1. All state of the art diagnostic and therapeutic equipment will be available in TAH and no patient will be required to go to other health care institutions for diagnostic investigation within the</p> |

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| | | | <p>TAH</p> <p>2.All necessary drugs and other medical supplies will be made available at TAH</p> | <p>next one year.</p> <p>2.All necessary drugs and other medical supplies will be made available at TASH at all times starting 2009</p> |
| Human Resource | Existing medical staff is low in number, unmotivated and in some cases reflected in unethical practices. The Hospital does not have incentive scheme to motivate the staff | Quality of service and patient satisfaction is low | <p>All Patients will get good quality clinical services in TAH for all health problems that require tertiary level treatment by highly motivated, ethical and responsive staff in diverse disciplines.</p> <p>2.The hospital will generate revenue and use it to motivate its staff</p> | <p>1. Specialists and specialty services in all areas of tertiary-level care will be available within the next 2 years.</p> <p>2. Motivated, ethical and responsive staff diverse in disciplines and that can meet patient expectations will be created and mobilized.</p> |
| IT Service | Record keeping and information exchange both for patient care and administrative purpose is poor | Tedious and time consuming paper work has made data retrieval and the process of patient care very long and poor | <p>1. All clinical information will be fully automated and made available promptly for clinical decision and administrative use.</p> <p>2.Modern support service management</p> | <p>1. All clinical information will be fully automated and made available promptly for clinical decision and administrative purposes in one year.</p> <p>2. Modern support service management system will</p> |

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| | | | system will be implemented | be implemented in a year. |
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