

The evaluation of performance indicators at emergency units in hospitals covered by Mazandaran University of Medical Sciences (2014-2015)

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Introduction: emergency wards of hospitals are most important and the most risky sectors and their performance can have a great effect on other sectors and patient satisfaction. Today, due to the lifestyle and increasing events, the importance and quality of emergency wards are considered more than ever. Among developments which has created a significant impact on the performance of management system in recent years, there is an assessment system and monitoring of performance. This study aimed to evaluate performance indicators at emergency wards in hospitals covered by Mazandaran University of Medical Sciences (2014-2015).

Materials and Methods: In this cross-sectional study, the Performance indicators were extracted from the records of patients admitted to the emergency wards of 23 hospitals covered by Mazandaran University of Medical Sciences within 2014-2015. The data was recorded in SPSS software version 18. Then, the comparison between these indices during 2014 and 2015 was performed using t-test.

Results: The total number of 5238544 samples within 2014-2015 were admitted to the Emergency wards of hospitals of Mazandaran University of Medical Sciences; among them, 3,597,320 patients were triaged. Among the assessed indicators, the average time to triage patients was reduced from 0.16 in 2014 to 0.14 in 2015. The percentage of patients determined during 6 hours was reduced from 97.33 to 95.5%, and the percentage of patients' discharge with personal responsibility was increased from 7.05 to 7.88 %. The percentage of the patients transferred from wards within 12 hours was 91.05 in 2014, which was 89.45%, in 2015. The percentage of unsuccessful CPR was 57.51 % in 2014 which was reached to 64.18% in 2015.

Conclusion: Based on the results of this study, although these hospitals had a favorable score in some indicators, but in some cases, they require serious reforms, including: increased resources, human resources, training of human resources, increasing the number of beds and equipments at emergency wards in order to provide better service quality to patients.

Key words: evaluation| hospital emergency wards| performance indicators

