



अखिल भारतीय आयुर्विज्ञान, ऋषिकेश, 249203
All India Institute of Medical Sciences,
Rishikesh, 249203

Table: Hospital Quality Monitoring Framework

Quality Indicators	Numerator / Denominator	Frequency Check	Responsible DMS	Responsible DNS	Faculty member
1. Critical item stock-out rate	Stock-out items ÷ critical list	Monthly	Dr. Yashwant Singh Payal	DNS.1	Dr. Daljit Kaur
2. Water quality testing compliance	Tests done ÷ planned	Quarterly	Dr. Yashwant Singh Payal	Ms. Vandana	
3. Sterilization failure rate (CSSD)	Failed loads ÷ total loads	Monthly	Dr. Mohit Dhingra	DNS. 2	
4. Linen turnaround time	Linen issued ≤ TAT ÷ total	Monthly	Dr. Mohit Dhingra	Mr. Sinoj	
5. Claim rejection rate (Government schemes)	Rejected claims ÷ total claims submitted	Monthly	Dr. Mohit Dhingra		
6. Bed occupancy rate	Occupied beds ÷ available beds	Monthly	Dr. Bharat Bhushan Bhardwaj	DNS.3	Dr. Bhawna Gupta
7. Bed turnover interval & Discharge Turnover	Avg hours between discharges & admissions	Monthly	Dr. Bharat Bhushan Bhardwaj	Mr. Kamlesh	
8. RTI response compliance	Replied ≤ 30 days ÷ total	Quarterly	Dr. Bharat Bhushan Bhardwaj		
9. Sepsis golden hour compliance	Interventions ≤ 60 min ÷ cases	Monthly	Dr. Pooja Bhadoria		
10. Pressure injury incidence	New PI ÷ pt-days	Monthly	Dr. Pooja Bhadoria	DNS. 4	
11. Code blue response time	Response ≤ target ÷ events	Monthly	Dr. Pooja Bhadoria	Mr. Nikhil	
12. Mortality review completion	Deaths reviewed ÷ deaths	Monthly	Dr. Pooja Bhadoria		
13. Lab sample rejection rate	Rejected ÷ total	Monthly	Dr. Vikas Kumar Panwar	DNS. 5	Dr. Dilip Vaishnav
14. Diet prescription accuracy	Correct ÷ total	Monthly	Dr. Vikas Kumar Panwar	Mr. Arun	
15. Environmental cleanliness score	Pass ÷ audits	Monthly	Dr. Ravi Kumar	DNS. 6	
16. Incident reporting rate	Incidents ÷ 1000 pt-days	Monthly	Dr. Ravi Kumar	Mr. Amit	



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17. Hospital-acquired infection rate	$HAI \div \text{device days} \times 1000$	Monthly	MS	DNS. 7 Mr. Jino	Dr. Prasan Kumar Panda
18. ADR reporting rate	$ADRs \text{ reported} \div \text{admissions}$	Monthly	MS		
19. Medical record completeness	$\text{Complete} \div \text{audited}$	Monthly	MS		
20. Departmental KPI submission	$\text{Depts submitted} \div \text{total depts}$	Monthly	MS		

References:

- NABH Hospital Accreditation Standards: <https://nabh.co/Healthcare-Providers/Hospitals/>
- NABH Quality Improvement & Patient Safety Framework: <https://nabh.co/standards/>
- WHO Patient Safety & Quality of Care: <https://www.who.int/teams/integrated-health-services/quality-health-services>
- WHO Safe Surgery Saves Lives: <https://www.who.int/teams/integrated-health-services/patient-safety/research/safe-surgery>
- CDC HAI Surveillance Guidelines: <https://www.cdc.gov/infectioncontrol/index.html>
- WHO Hospital Emergency Response Checklist: <https://www.who.int/publications/i/item/hospital-emergency-response-checklist>
- An Integrated antimicrobial stewardship approach in tertiary care hospitals in developing countries using a multi-domain framework ('PRESCRIBES' checkpoint) - A call for action. Int J Infect Dis. 2026 Jan 10:108388. doi: 10.1016/j.ijid.2026.108388.