

Section 2: Objectives, Success Indicators & Target

Objective	Weight	Action	Success Indicator	Unit	Weight	Excellent [100%]	Very Good [90%]	Good [80%]	Fair [70%]	Poor [60%]
Improve Access to Quality Healthcare Services	95	Improved access to quality health care services that is inclusive, responsive and equitable	Hospital Infrastructures constructed and maintained	Number	6	4	3	2	1	-
			Number of new services introduced	Number	5	8	6	4	2	-
			Hospital acquired infection rate	Percent	7	<12	13	14	15	<15
			Patient satisfaction rate	Percent	7	84	82	80	78	<76
			Percentage of essential drugs available at any point of time	Percent	7	98%	96%	94%	92%	90%
			Percentage of standard consumables available at any point of time	Percent	7	>95%	92%	89%	86%	83%
			Percentage of medical equipment functional at any point of time	Percent	7	>90%	88%	86%	84%	82%
			Number of rehab services for people with disabilities strengthened	Number	7	1	-	-	-	-
			Hospital accreditation	Date	7	2nd week of April 2022	4th week of April 2022	2nd week of May 2022	4th week of May 2022	2nd week of June 2022
			number of BHSQA indicators monitored	Number	7	50	48	46	44	42
		Efficiency and effectiveness in delivery of health services strengthened	Number of SOPS monitored	Number	7	25	22	19	16	13
			OPD waiting time	Number	7	<45	48	50	52	54
			Number of services delivered within standard TAT	Number	7	2	1	-	-	-

Improve Access to Quality Healthc	95	Medical waste management initiatives enhanced	Percentage of segregation of waste to infectious and non-infectious waste.	Percent	7	95%	92%	89%	86%	83%
To strengthen evidence-based decision and data culture	2.5	Promote the use of quality data for informed decision making	Availability of timely, relevant and reliable data ensured and decisions improved	Percent	2.5	90 and above	80-89	70-79	60-69	Below 60
Transparent, accountable & integrity consciousness and culture strengthened	2.5	Enhance integrity systems by implementing OIP I	Integrity score improved	Percent	2.5	90% and above	80-89	70-79	60-69	59 and below