

Medical Quality	CHRISTUS Muguerza Goal	September	October	November	December
Nosocomial Infection Rate	< 2%	0.16%	0.31%	0.60%	0.56%

Laparoscopic Cholecystectomy	CHRISTUS Muguerza Goal	September	October	November	December
Post-surgical average length of stay	< 1.5 days	1.5	1.8	1.7	1.7
Readmission rate	< 2%	3%	0%	0%	0%
Conversion Rate	< 2%	0%	0%	0%	0%
Re-intervention rate	< 2%	0%	0%	0%	0%
Complete medical records	100%	100%	95%	94%	96%

We are interested in your feedback and questions. Please send an e-mail to: calidadmedica@christusmuguerza.com.mx, let us know if this report was useful for you, or if you need more information.

Arthroscopic Meniscectomy	CHRISTUS Muguerza Goal	September	October	November	December
Post-surgical average length of stay	< 1.5 days	1.4	1.2	1.6	1.2
Readmission rate	< 2%	0%	0%	0%	0%
post-surgical infection rate	< 2%	0%	0%	0%	0%
surgical incidents rate	< 2%	0%	0%	0%	0%
Complete medical records	100%	81%	100%	92%	89%

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Community acquired pneumonia	CHRISTUS Muguerza Goal	September	October	November	December
Clinical control within first 72hrs	100%	100%	86%	96%	100%
Protocol usage	> 95%	100%	100%	100%	100%
Oxygen saturation assessment	100%	100%	83%	96%	78%
Mortality Rate	< 1%	0%	0%	4%	0%
Complete medical records	100%	100%	100%	100%	96%

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The indicators percentage includes only patients whose history and condition indicate the treatment is appropriate. Talk to your doctor if you have any questions about your treatment

Gastrointestinal disease in patients younger than 5 years old	CHRISTUS Muguerza Goal	September	October	November	December
Protocol usage	100%	80%	87%	90%	79%
Clinical control within first 72hrs	100%	92%	100%	100%	100%
Mortality Rate	< 1%	0%	0%	0%	0%
Readmission rate	< 1%	0%	0%	0%	0%
Complete medical records	100%	100%	100%	100%	100%

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Satisfaction	CHRISTUS Muguerza Goal	September	October	November	December
Emergency room waiting time	5 min.	5.0	4.9	4.4	5.0

emergency consultation waiting time	15 min.	13.5	11.1	12.3	11.7
Staff satisfaction +	82 calif.		82.93		
Patients satisfaction *	90 calif.		95.9		
Physicians satisfaction *	88 calif.		93.7		
ER patients satisfaction	90 calif	91%	94%	93%	93%

+ as of 2009 this indicator is measure yearly (September)
indicators are measured twice a year (May and November)

* as of 2009 these

Medical Quality	CHRISTUS Muguierza Goal	September	October	November	December
Nosocomial Infection Rate	< 2%	0%	0%	0.19%	0.35%

Laparoscopic Cholecystectomy	CHRISTUS Muguierza Goal	September	October	November	December
Post-surgical average length of stay	< 1.5 days	1.5	1.5	2	1.5
Readmission rate	< 2%	0%	0%	0%	0%
Conversion Rate	< 2%	0%	0%	0%	0%
Re-intervention rate	< 2%	0%	0%	0%	0%
Complete medical records	100%	100%	86%	100%	88%

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Arthroscopic Meniscectomy	CHRISTUS Muguierza Goal	September	October	November	December
Post-surgical average length of stay	< 1.5 days	1.2	2	2	3
Readmission rate	< 2%	0%	0%	0%	0%
post-surgical infection rate	< 2%	0%	0%	0%	0%
surgical incidents rate	< 2%	0%	0%	0%	0%
Complete medical records	100%	80%	100%	100%	100%

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Community acquired pneumonia	CHRISTUS Muguierza Goal	September	October	November	December
Clinical control within first 72hrs	100%	100%	100%	100%	100%
Protocol usage	> 95%	100%	100%	100%	100%
Oxygen saturation assessment	100%	100%	100%	100%	100%
Mortality Rate	< 1%	0%	0%	0%	0%
Complete medical records	100%	100%	100%	100%	100%

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Gastrointestinal disease in patients younger than 5 years old	CHRISTUS Muguierza Goal	September	October	November	December
Protocol usage	100%	86%	88%	87%	100%
Clinical control within first 72hrs	100%	100%	100%	100%	100%
Mortality Rate	< 1%	0%	0%	0%	0%
Readmission rate	< 1%	0%	0%	0%	0%
Complete medical records	100%	93%	100%	100%	100%

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Satisfaction	CHRISTUS Muguierza Goal	September	October	November	December
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Emergency room waiting time	5 min.	1	1	1	1
emergency consultation waiting time	15 min.	5	4	5	5
Staff satisfaction +	82 calif.	82.65			
Patients satisfaction *	90 calif.	96.4			
Physicians satisfaction *	88 calif.		92.3		

+ as of 2009 this indicator is measure yearly (September)
indicators are measured twice a year (May and November)

* as of 2009 these

Medical Quality	CHRISTUS Muguierza Goal	September	October	November	December
Nosocomial Infection Rate	< 2%	0.16%	0.00%	0.64%	0.30%

Laparoscopic Cholecystectomy	CHRISTUS Muguierza Goal	September	October	November	December
Post-surgical average length of stay	< 1.5 days	1.1	1.5	1.6	1.2
Readmission rate	< 2%	0%	0%	0%	0%
Conversion Rate	< 2%	0%	0%	0%	0%
Re-intervention rate	< 2%	0%	7%	0%	0%
Complete medical records	100%	100%	100%	100%	100%

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Arthroscopic Meniscectomy	CHRISTUS Muguierza Goal	September	October	November	December
Post-surgical average length of stay	< 1.5 days	1.0	1.7	1.0	1.1
Readmission rate	< 2%	0%	0%	0%	0%
post-surgical infection rate	< 2%	0%	0%	0%	0%
surgical incidents rate	< 2%	0%	0%	0%	0%
Complete medical records	100%	100%	100%	100%	100%

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Community acquired pneumonia	CHRISTUS Muguierza Goal	September	October	November	December
Clinical control within first 72hrs	100%	NA	100%	100%	100%
Protocol usage	> 95%	NA	100%	100%	100%
Oxygen saturation assessment	100%	NA	50%	67%	100%
Mortality Rate	< 1%	NA	0%	0%	0%
Complete medical records	100%	NA	100%	100%	100%

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Gastrointestinal disease in patients younger than 5 years old	CHRISTUS Muguierza Goal	September	October	November	December
Protocol usage	100%	100%	100%	100%	100%
Clinical control within first 72hrs	100%	100%	100%	100%	100%
Mortality Rate	< 1%	0%	0%	0%	0%
Readmission rate	< 1%	0%	0%	0%	0%
Complete medical records	100%	100%	100%	100%	100%

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Satisfaction	CHRISTUS Muguierza Goal	September	October	November	December
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Emergency room waiting time	5 min.	1.0	1.0	1.0	2.0
emergency consultation waiting time	15 min.	3.0	4.0	4.0	5.0
Staff satisfaction +	82 calif.	77			
Patients satisfaction *	90 calif.	93	92	91	92
Physicians satisfaction *	88 calif.		88		
ER patients satisfaction	90 calif	90	90	91	91
+ as of 2009 this indicator is measure yearly (September) indicators are measured twice a year (May and November)				* as of 2009 these	