



OPHTHALMOLOGY				
NO	INDICATOR	DIMENSION	STANDARD	HOSPITAL REPORTING FREQUENCY
1	Percentage of patients with waiting time of $\leq 90$ minutes to see doctor at Ophthalmology Clinic	Customer Centeredness	$\geq 90\%$	3 Monthly
2	Percentage of patients without ocular co-morbidity obtained visual acuity of 6/12 or better within ( $\leq$ ) 3 months following cataract surgery	Clinical Effectiveness	$\geq 90\%$	3 Monthly
3	Percentage of patients developed Infectious Endophthalmitis following cataract surgery	Safety	$\leq 0.2\%$	Yearly



Indicator 1	:	Departmental
Discipline	:	Ophthalmology
Name of indicator	:	<b>Percentage of patients with waiting time of ≤90 minutes to see doctor at Ophthalmology Clinic</b>
Dimension of Quality	:	Customer centeredness
Rationale	:	<ol style="list-style-type: none"> <li>1. Patient-centred services must give priority to prompt attention to patient needs by reducing waiting times for consultation.</li> <li>2. It is the aim of the MOH to reduce the waiting times to a minimum in line with the Circular of the Director-General of Health Malaysia No. 6/2004 – Steps to Reduce the Waiting Time in MOH Facilities.</li> </ol>
Definition of Terms	:	<p>In the process of care at the Ophthalmology clinic, the patient is first attended by an Allied Health Personnel for vision check before being seen by a doctor and some may require procedures such as refraction, visual field, Hess chart, Optical Coherent Tomography and pupillary dilatation.</p> <p><b>Waiting time:</b> The time taken for a patient to be attended by the doctor after any procedures needed by the patients and not from the time of registration</p>
Criteria	:	<p><b>Inclusion:</b></p> <ol style="list-style-type: none"> <li>1. All patients attending the Ophthalmology clinic with appointment</li> </ol> <p><b>Exclusion:</b></p> <ol style="list-style-type: none"> <li>1. Eye casualty clinic</li> <li>2. Patients who request to see a specific doctor.</li> <li>3. Pre-operative (pre-clerking) clinic</li> <li>4. Laser procedures and minor surgery</li> </ol>
Type of indicator	:	Rate-based process indicator
Numerator	:	Number of patients seen within ≤90 minutes in a month
Denominator	:	Number of patients attending Ophthalmology Clinic in the corresponding months
Formula	:	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
Standard	:	≥ 90%
Data Collection	:	<ol style="list-style-type: none"> <li>1. <b>Where:</b> Data will be collected from Ophthalmology clinic.</li> <li>2. <b>Who:</b> Data will be collected by Officer/ Paramedic/ Nurse in-charge (indicator co-ordinator) of the department/ unit.</li> <li>3. <b>How frequent:</b> 3 monthly data collection.</li> <li>4. <b>Who should verify:</b> Data will be verified by Head of Department or any assigned KPI coordinator</li> <li>5. <b>How to collect:</b> 1 clinic day in a week; 4 clinic days in a month. (25% sampling)</li> </ol>
Remarks	:	

Indicator 2	:	Departmental
Discipline	:	Ophthalmology
Name of indicator	:	<b>Percentage of patients without ocular co-morbidity obtained visual acuity of 6/12 or better within (≤) 3 months following cataract surgery</b>
Dimension of Quality	:	Clinical Effectiveness



Rationale	:	Cataract is a preventable blindness. Cataract Surgery is indicated to improve the quality of life. Therefore by measuring this indicator, we can monitor the quality of service given.
Definition of Terms	:	NA
Criteria	:	<b>Inclusion:</b> i) All cataract surgeries  <b>Exclusion:</b> i) Cases with pre-existing ocular co-morbidity that will affect visual outcome
Type of indicator	:	Rate-based outcome indicator
Numerator	:	Number of patients without pre-existing ocular co-morbidity obtained visual acuity 6/12 or better within ( $\leq$ ) 3 months following cataract surgery
Denominator	:	Total number of patients without pre-existing ocular co-morbidity underwent cataract surgery
Formula	:	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
Standard	:	$\geq 90\%$
Data Collection	:	1. <b>Where:</b> Data will be collected from National Eye Database. 2. <b>Who:</b> Data will be collected by Officer/ Paramedic/ Nurse in-charge (indicator co-ordinator) of the department/ unit. 3. <b>How frequent:</b> 3 monthly data collection. 4. <b>Who should verify:</b> Data will be verified by Head of Department or any assigned KPI coordinator 5. <b>How to collect:</b> Full Data
Remarks	:	Pre-existing ocular co-morbidity cases: 1. Diabetic maculopathy 2. Advanced Diabetic Eye Disease 3. Macula Scar from any cause 4. Amblyopia 5. Optic neuropathy from any cause 6. Cornea opacities from any cause

Indicator 3	:	Departmental
Discipline	:	Ophthalmology
Name of indicator	:	Percentage of patients developed Infectious Endophthalmitis following cataract surgery
Dimension of Quality	:	Safety
Rationale	:	Infectious Endophthalmitis is a rare but devastating complication after cataract surgery which may lead to permanent blindness. Morbidity associated with post operative Infectious Endophthalmitis can be substantial and is related not only to acute process but also to late sequelae.  The causes can be multifactorial from patient to surgical environmental factors (contamination of sterilized instruments, disposable supplies, theatre environment, etc.



		Monitoring of this KPI is mandatory to ensure safety of the service.
<b>Definition of Terms</b>	:	<b>Infectious Endophthalmitis</b> is the infection involving both the anterior and posterior segments of the eye after cataract surgery.
<b>Criteria</b>	:	<p><b>Inclusion:</b></p> <p>i) All patients underwent cataract surgeries</p> <p><b>Exclusion:</b></p> <p>i) Traumatic cataract secondary to penetrating / perforating eye injury</p> <p>ii) Emergency cataract surgery from any cause.</p>
<b>Type of indicator</b>	:	Rate-based outcome indicator
<b>Numerator</b>	:	Number of patients developed Infectious Endophthalmitis within 3 months following cataract surgery
<b>Denominator</b>	:	Total number of patients underwent cataract surgery in a year
<b>Formula</b>	:	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
<b>Standard</b>	:	$\leq 0.2\%$
<b>Data Collection</b>	:	<ol style="list-style-type: none"> <li><b>Where:</b> Data will be collected from National Eye Database.</li> <li><b>Who:</b> Data will be collected by Officer/ Paramedic/ Nurse in-charge (indicator co-ordinator) of the department/ unit.</li> <li><b>How frequent:</b> Yearly.</li> <li><b>Who should verify:</b> Data will be verified by Head of Department or any assigned KPI coordinator</li> <li><b>How to collect:</b> Full Data</li> </ol>
<b>Remarks</b>	:	