

الآية

بسم الله الرحمن الرحيم

{يُدَبِّرُ الْأَمْرَ مِنَ السَّمَاءِ إِلَى الْأَرْضِ ثُمَّ يَعْرُجُ إِلَيْهِ فِي يَوْمٍ كَانَ
مِقْدَارُهُ أَلْفَ سَنَةٍ مِمَّا تَعُدُّونَ}

صدق الله العظيم

الآية (5) سورة السجدة

Dedication

This work is dedicated to my caring, loving and supportive wife, Maria Awad; my deepest gratitude, your encouragement when the times got rough is much appreciated and duly noted, it was great comfort and relief to know that you were willing to provide management of our household activities while I completed my work, to my children, Lugain, Deama and Yousif for allowing me time away from them to research and write, to my parents as well and finally to memory and spirit of my father in law, Awad Alkarim fadhil who passed on a love of reading and respect for education.

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Abstract

Performance measurement in modern management is an integral part of the administrative and technical success by measuring performance indicators and to identify the extent of success in achieving the objectives set. That is why this study focuses on the implementation of the proposed policy on actual study in the radiology department to measure the performance indicators in the context of the provision of diagnostic imaging services. Key Performance indicators has become necessary to ensure the quality, transparency and setting priorities in the health care sector.

The required data collection for each indicator through the collection of data in the prescribed period to study, the work of the State of United Arab Emirates, which included a number of form (22.420) images . After statistical analysis of the data each Mosher reached degree images returned rate index (33.60) and the degree of tuning index time achievement tests for imaging reports (routine) (29.88) and the index set achievement tests CT scan emergency time (17.34) degree and the index patient satisfaction (11.58) degree so that reached Performance Index total (92.40).

The study identified (100) a possible maximum overall performance and has been distributed to four performance indicators to measure performance at different rates depending on the importance of the index which is (35) degrees to the rate of returned images, (30) degrees to adjust images reporting time for radiologic test (routine), (20) degrees to adjust Round time of the emergency room CT and (15) degrees Patient satisfaction.

The study concludes that the evaluation process in accordance with that approach in clarifying the overall performance degree in line with the strategy defined for each department effectively contribute to avoid compartmentalized addressing of obstacle and the development of best practices for sustainable development processes in an integrated manner.

مستخلص الدراسة

يعتبر قياس الأداء في الإدارة الحديثة جزءاً لا يتجزأ من النجاح الإداري والتقني من خلال قياس مؤشرات الأداء والتعرف على مدى النجاح في تحقيق الأهداف المرسومة. ولهذا تركز هذه الدراسة على تنفيذ نهج مقترح علي دراسة فعلية في قسم الأشعة لقياس مؤشرات الأداء في سياق توفير خدمات التصوير التشخيصي والإشعاعي بعد أن أصبح قياس مؤشرات الأداء امراً ضروريا لضمان الجودة و تحقيق الشفافية وتحديد الأولويات في قطاع الرعاية الصحية.

تم جمع البيانات المطلوبة لكل مؤشر من خلال استمارة جمع البيانات في الفترة المقررة لعمل الدراسة بدولة الامارات العربية والتي اشتملت على عدد (22,420) صورة. وبعد التحليل الإحصائي لبيانات كل مؤشر بلغت درجة مؤشر معدل الصور المعادة (33.60) ودرجة مؤشر ضبط زمن إنجاز تقارير فحوصات الأشعة التشخيصية (29.88) ومؤشر ضبط زمن إنجاز فحوصات الأشعة المقطعية الطارئة (17.34) درجة ومؤشر رضا المرضى (11.58) درجة بحيث بلغ مؤشر الأداء الكلي (92.40) درجة.

تم تحديد (100) كدرجة قصوى للأداء الكلي تم توزيعها على أربعة مؤشرات لقياس الأداء بنسب مختلفة حسب أهمية المؤشر وهي (35) درجة لمعدل الصور المعادة و(30) درجة لضبط زمن إنجاز تقارير الفحوصات التشخيصية العادية و(20) درجة لضبط زمن إنجاز فحوصات الأشعة المقطعية الطارئة و(15) درجة لمعدل رضا المرضى.

تخلص الدراسة الى أن عملية التقييم وفقا لذلك النهج في توضيح درجة الأداء الكلي بما ينسجم مع الإستراتيجية المحددة لكل قسم تسهم بشكل فعال في تجنب الرؤية المجزوءة في التصدي للعقبات وتطوير أفضل الممارسات لعمليات التطور المستدام بصورة متكاملة.

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List of Abbreviations

Abbreviation	Meaning
MRI	Magnetic Resonance Imaging
CAT	Automated Axial Tomography
ED	Emergency Department
OM	Operation Management
HIS	Hospital Information System
KPIs	Key Performance Indicators
BSC	Balance Scorecard
MPIs	Management Performance Indicators
UH	University Hospital
CH	community Hospital
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
UAE	United Arab Emirates
KPI01	Code for key performance indicator 01
KPI01	Code for key performance indicator 02
KPI01	Code for key performance indicator 03
KPI01	Code for key performance indicator 04
PI	performance indicator