

**Daily Monitoring Report**  
**(This is specifically meant for the hospital administrator)**  
**Daily Reports from Date: ..... to Date: .....**  
**Total number of patients surveyed: 2423**

| Sl. No. | NABH (2009)<br>Objective Element                                 | Parameters to be monitored on a daily basis     | Yes  | No   | NA   |
|---------|--|---|------|------|------|
| 1       | <b>No. of patients responded on Housekeeping and Maintenance</b> |   |      |      |      |
|         | HIC.3.F  | Wards being cleaned today                       | 2423 | 0    | 0    |
|         | HIC.3.F  | Dustbins being cleared today                    | 1968 | 455  | 0    |
|         | HIC.3.F  | Toilets being cleaned today                     | 1084 | 1339 | 0    |
|         | HIC.3.F  | Satisfaction about ward cleanliness             | 1472 | 951  | 0    |
|         | CQI.1.D/G  | Hot water supply in wards                       | 1    | 480  | 1942 |
|         | CQI.1.D/G  | Functioning of patient cot                      | 2423 | 0    | 0    |
|         | HIC.2  | Availability of accessories in toilets          | 1327 | 1096 | 0    |
|         | CQI.1.D/G  | Performance of fan                              | 1747 | 676  | 0    |
|         | CQI.1.D/G  | Performance of lights                           | 1860 | 563  | 0    |
|         | FMS.4  | Availability of drinking Water                  | 546  | 1877 | 0    |
|         | HIC.2  | Regularity of water supply                      | 920  | 1503 | 0    |
| 2       | <b>No. of patients responded on Nursing</b>                      |   |      |      |      |
|         | HIC.2.F  | Changing of bed linen                           | 184  | 2239 | 0    |
|         | AAC.4.C  | Responsiveness of nursing to patient needs      | 1905 | 518  | 0    |
|         | AAC.13.B   | Bed pan being providing by the nursing staff    | 3    | 213  | 2207 |
|         | PRE.4  | Satisfaction about nursing staff                | 1905 | 518  | 0    |
| 3       | <b>No. of patients responded on Infection Control</b>            |   |      |      |      |
|         | HIC.3.B/D  | Getting urinary tract infection after admission | 0    | 2423 | 0    |
|         | HIC.3.B/D  | Getting respiratory infection after admission   | 0    | 2423 | 0    |
|         | HIC.3.B/D  | Getting infected at the surgical site           | 0    | 310  | 2113 |
|         | CQI.2.B.iv   | Falling within the hospital                     | 0    | 2423 | 0    |
|         | CQI.3.C.ii   | Contracting bed sores                           | 0    | 2423 | 0    |

| Sl. No. | NABH (2009) Objective Element                                 | Parameters to be monitored on a daily basis                      | Yes  | No   | NA   |
|---------|---|--|------|------|------|
| 3       | <b>No. of patients responded on Information Dissemination</b> |  |      |      |      |
|         | AAC.4.B   | Interactions with the treating doctor                            | 2418 | 5    | 0    |
|         | AAC.4.A   | Being informed about nature of disease or problem                | 2242 | 181  | 0    |
|         | AAC.4.B   | Being informed about progress of treatment                       | 2242 | 181  | 0    |
|         | PRE.2.F   | Giving a consent at the time of admission                        | 2423 | 0    | 0    |
|         | PRE.2.F   | Giving a consent before blood Transfusion                        | 339  | 0    | 2084 |
|         | PRE.2.F   | Giving a consent before anaesthesia administration               | 310  | 0    | 2113 |
| 4       | <b>No. of patients responded on Diet Services</b>             |  |      |      |      |
|         | COP.17.A  | Hygiene of the diet supplied                                     | 2086 | 242  | 95   |
|         | COP.17.B  | Quantity of the diet supplied                                    | 1882 | 446  | 95   |
|         | COP.17.A/B  | Timeliness of the diet supplied                                  | 1577 | 752  | 94   |
| 5       | <b>No. of patients responded on Pharmacy Services</b>         |  |      |      |      |
|         | MOM.2.D   | Being asked to bring drugs from outside                          | 980  | 1443 | 0    |
| 6       | <b>No. of patients responded on Noise Pollution</b>           |  |      |      |      |
|         | AAC.13.B  | Being disturbed by Nurses  | 0    | 2423 | 0    |
|         | AAC.13.B  | Being disturbed by Housekeeping Personnel                        | 0    | 2423 | 0    |
|         | AAC.13.B  | Being disturbed by visitors                                      | 2331 | 92   | 0    |
|         | AAC.13.B  | Being disturbed by Patients' caregivers                          | 2331 | 92   | 0    |
| 7       | <b>No. of patients responded on Diagnostic Services</b>       |  |      |      |      |
|         | FMS.3.E   | Satisfaction with Quality of stretcher and wheel chair services  | 0    | 2423 | 0    |
|         | HRN.2.E   | Satisfaction with Staff behaviour at the diagnostic Services     | 0    | 2423 | 0    |
|         | AAC.4   | Satisfaction with Explanation regarding the diagnostic procedure | 2331 | 92   | 0    |
|         | CQI.2.B.ii  | Repetition of diagnostic procedures                              | 2331 | 92   | 0    |
|         | CQI.2.C.iv  | Satisfaction with overall diagnostic services                    | 0    | 2423 | 0    |
| 8       | <b>No. of patients responded on General Administration</b>    |  |      |      |      |
|         | PRE.1.C/2.C   | Being abused at the hospital                                     | 34   | 2389 | 0    |
|         | PRE.2.C   | Being neglected at the hospital                                  | 1    | 2422 | 0    |
|         | ROM.3.B   | Giving tips for accessing services                               | 34   | 2389 | 0    |
|         | CQI.3.C.iii   | Lost anything by way of theft                                    | 0    | 2423 | 0    |
|         | CQI.3.C.iii   | Satisfaction with Billing information provided                   | 2423 | 0    | 0    |