

Investigating and Comparing the key performance indicators of Imam Khomeini Hospital in Ardabil post- and pre-pandemic of the Covid-19 during 2018-2019 period

Abstract

Background: The outbreak of Covid-19 is one of the biggest health challenges in the world in recent years, which caused disruption in health systems. Health systems faced significant pressures related to this pandemic, which led to an unprecedented change in the use of health care services and affected the supply and demand of these services. Analyzing hospital performance data during the COVID-19 pandemic can provide insights into service utilization patterns and outcomes of care.

Aim: The purpose of this study is to investigate and Compare the key performance indicators of Imam Khomeini Hospital in Ardabil post- and pre-pandemic of the Covid-19 during 2018-2019 period.

Materials and Methods: This study was a cross-sectional descriptive method conducted in The Imam Khomeini (RA) hospital in Ardabil. The data of the study was extracted from the standard form 1-201 hospital activity and then hospital performance indicators (bed occupancy percentage, bed efficiency rate, bed occupancy interval, average length of stay, net and gross death percentage) were calculated and analyzed using Excel software. Necessary was done.

Results: The results show that all 6 investigated indicators have become more unfavorable during the Corona pandemic period. While the bed occupancy percentage has decreased between 3 and 30% during the 12 months of 2019 compared to the same months in 2018. Also, the rate of bed efficiency has decreased from 69.5 to 55.5 cases, at the same time, the bed occupancy interval has increased from 1.2 days to 2 days, and the average length of stay has increased from 1.4 days to 4.6 days. The indices of net death percentage increased by 3.7% and gross death by 3.4%.

Conclusion: Based on the results, it was found that performance indicators are very important for hospitals. Understanding the process of changes and the up-to-date impact of a crisis such as the Covid-19 pandemic on the performance indicators of hospitals is necessary for decision makers to be able to effectively plan for the allocation of resources and an effective response to the pandemic. According to the performance indicators of the hospital, the outbreak of Covid-19 caused a change in the performance and outcomes of the hospital by affecting the supply and demand of services.

Key words: Covid-19, hospital performance indicators, bed occupancy percentage, bed efficiency rate, bed occupancy interval, average length of stay, net death percentage, gross death percentage