



MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

SAFDARJUNG HOSPITAL DELHI

JANUARY 2018



1. Satisfaction

S#	Departments	Patient visits	Patients with valid phone numbers	Patients with valid phone numbers (%)	Total responses	Total responses (%)	Very satisfied	Very satisfied (%)	Satisfied	Satisfied (%)	Not satisfied	Not satisfied (%)
0	Total	1,22,259	27,779	23	2,756	10	798	29	1,179	43	779	28
1	Cardiology	4,389	1,358	31	131	10	39	30	65	50	27	20
2	Haematology	5	0	0	0	0	0	0	0	0	0	0
3	Medicine	24,973	3,818	16	357	9	86	24	160	45	111	31
4	Nephrology	1,525	505	34	52	10	6	12	27	52	19	36
5	Obstetrics and Gynaecology	7,553	1,311	18	109	8	24	22	45	41	40	37
6	Orthopaedics	106	8	8	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	8,499	1,471	18	147	10	53	36	46	31	48	33
8	Paediatrics	7,008	1,041	15	92	9	36	39	32	35	24	26
9	Paediatric Surgery	1,265	162	13	19	12	7	37	9	47	3	16
10	Physical Medicine & Rehabilitation	8,371	1,165	14	101	9	24	24	46	46	31	30
11	Psychiatry	2,083	1,722	83	170	10	58	34	78	46	34	20
12	Urology	2,323	586	26	73	12	16	22	31	42	26	36

S#	Departments	Patient visits	Patients with valid phone numbers	Patients with valid phone numbers (%)	Total responses	Total responses (%)	Very satisfied	Very satisfied (%)	Satisfied	Satisfied (%)	Not satisfied	Not satisfied (%)
13	CTVS	770	206	27	20	10	5	25	10	50	5	25
14	Endocrinology	2,709	1,084	41	108	10	31	29	50	46	27	25
15	EYE	5,536	961	18	104	11	27	26	50	48	27	26
16	Skin	12,942	2,747	22	274	10	86	31	116	42	72	27
17	Apex Regional STD Centre	34	7	21	1	14	0	0	1	100	0	0
18	Neurology	4,919	1,675	35	174	10	56	32	77	44	41	24
19	Medical Oncology	44	2	5	0	0	0	0	0	0	0	0
20	Cancer Surgery	565	151	27	10	7	6	60	2	20	2	20
21	Dental Surgery	3,950	2,562	65	276	11	85	31	108	39	83	30
22	Neuro Surgery	1,577	359	23	43	12	15	35	15	35	13	30
23	Pulmonary Critical Case & Sleep	19	1	6	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	63	14	23	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	83	4	5	0	0	0	0	0	0	0	0
26	General Surgery	10,451	1,795	18	194	11	61	31	79	41	54	28
27	Radiotherapy	1,011	90	9	8	9	2	25	2	25	4	50
28	Dept-41	3	2	67	1	50	1	100	0	0	0	0
29	Dept-87	7,692	2,876	38	289	10	74	26	128	44	87	30
30	Dept-39	2	2	100	1	50	0	0	1	100	0	0
31	Dept-88	1,789	94	6	2	2	0	0	1	50	1	50
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Patient visits	Patients with valid phone numbers	Patients with valid phone numbers (%)	Total responses	Total responses (%)	Very satisfied	Very satisfied (%)	Satisfied	Satisfied (%)	Not satisfied	Not satisfied (%)
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0

2. Reasons for Dissatisfaction (Overall)

S#	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	Total	648	230	35	81	13	115	18	0	0	222	34
1	Cardiology	19	4	21	4	21	3	16	0	0	8	42
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	93	36	39	17	18	15	16	0	0	25	27
4	Nephrology	15	5	33	0	0	2	13	0	0	8	54
5	Obstetrics and Gynaecology	37	14	38	3	8	6	16	0	0	14	38
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	43	14	33	4	9	8	19	0	0	17	39
8	Paediatrics	21	9	43	1	5	6	29	0	0	5	23
9	Paediatric Surgery	3	1	33	1	33	0	0	0	0	1	34
10	Physical Medicine & Rehabilitation	26	11	42	3	12	7	27	0	0	5	19
11	Psychiatry	27	8	30	2	7	6	22	0	0	11	41
12	Urology	26	11	42	4	15	4	15	0	0	7	28
13	CTVS	6	1	17	0	0	0	0	0	0	5	83
14	Endocrinology	31	13	42	5	16	6	19	0	0	7	23
15	EYE	21	7	33	0	0	6	29	0	0	8	38
16	Skin	56	12	21	9	16	11	20	0	0	24	43
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	31	9	29	3	10	5	16	0	0	14	45
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
20	Cancer Surgery	2	0	0	0	0	1	50	0	0	1	50
21	Dental Surgery	69	22	32	8	12	12	17	0	0	27	39
22	Neuro Surgery	12	3	25	3	25	3	25	0	0	3	25
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	36	14	39	4	11	9	25	0	0	9	25
27	Radiotherapy	3	1	33	1	33	0	0	0	0	1	34
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	71	35	49	9	13	5	7	0	0	22	31
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0

3. Reasons for Dissatisfaction (Drill Down)

3.1 Staff Behaviour

S#	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	Total	195	83	43	26	13	22	11	14	7	0	0	50	26
1	Cardiology	4	2	50	0	0	1	25	0	0	0	0	1	25
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	30	16	53	3	10	2	7	2	7	0	0	7	23
4	Nephrology	4	4	100	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	13	5	38	3	23	0	0	1	8	0	0	4	31
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	13	3	23	2	15	2	15	1	8	0	0	5	39
8	Paediatrics	8	3	38	1	13	3	38	0	0	0	0	1	11
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	15	2	13	4	27	2	13	2	13	0	0	5	34
11	Psychiatry	5	3	60	1	20	0	0	0	0	0	0	1	20
12	Urology	7	5	71	1	14	0	0	1	15	0	0	0	0
13	CTVS	1	0	0	0	0	0	0	0	0	0	0	1	100
14	Endocrinology	11	5	45	0	0	2	18	1	9	0	0	3	28
15	EYE	6	1	17	0	0	1	17	3	50	0	0	1	16
16	Skin	14	6	43	2	14	2	14	0	0	0	0	4	29
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
18	Neurology	8	1	13	0	0	3	38	2	25	0	0	2	24
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	18	12	67	2	11	1	6	0	0	0	0	3	16
22	Neuro Surgery	2	0	0	0	0	1	50	0	0	0	0	1	50
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	10	3	30	2	20	1	10	0	0	0	0	4	40
27	Radiotherapy	1	0	0	1	100	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	25	12	48	4	16	1	4	1	4	0	0	7	28
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0

3.2 Cleanliness

S#	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	Total	69	8	12	0	0	6	9	11	16	26	38	0	0	18	25
1	Cardiology	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	18	2	11	0	0	1	6	2	11	5	28	0	0	8	44
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	4	1	25	0	0	0	0	1	25	2	50	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	3	0	0	0	0	0	0	0	0	2	67	0	0	1	33
11	Psychiatry	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
12	Urology	6	0	0	0	0	0	0	0	0	2	33	0	0	4	67
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	3	0	0	0	0	1	33	0	0	2	67	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	8	0	0	0	0	1	13	2	25	3	38	0	0	2	24
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
18	Neurology	3	1	33	0	0	0	0	1	33	1	34	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	6	2	33	0	0	1	17	1	17	2	33	0	0	0	0
22	Neuro Surgery	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	8	0	0	0	0	2	25	1	13	4	50	0	0	1	12
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

3.3 Cost of Treatment

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	Total	95	57	60	24	25	14	15
1	Cardiology	2	1	50	1	50	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	18	12	67	4	22	2	11
4	Nephrology	3	1	33	1	33	1	34
5	Obstetrics and Gynaecology	1	0	0	0	0	1	100
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	4	57	2	29	1	14
8	Paediatrics	3	3	100	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	7	3	43	3	43	1	14
11	Psychiatry	6	3	50	1	17	2	33
12	Urology	4	2	50	2	50	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	4	3	75	0	0	1	25
15	EYE	5	3	60	1	20	1	20
16	Skin	8	7	88	1	12	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	4	2	50	2	50	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0
21	Dental Surgery	9	4	44	2	22	3	34

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
22	Neuro Surgery	3	1	33	1	33	1	34
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	5	5	100	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	5	2	40	3	60	0	0
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0

3.4 Quality of Treatment

S#	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	0	0	0	0	0	0	0	0	0	0	0
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	0	0	0	0	0	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0

S#	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	0	0	0	0	0	0	0	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0

3.5 Other Reasons

S#	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	Total	204	81	40	20	10	12	6	0	0	33	16	58	28
1	Cardiology	7	5	71	0	0	0	0	0	0	2	29	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	24	7	29	3	13	4	17	0	0	1	4	9	37
4	Nephrology	7	2	29	0	0	0	0	0	0	3	43	2	28
5	Obstetrics and Gynaecology	12	3	25	3	25	1	8	0	0	1	8	4	34
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	15	9	60	1	7	0	0	0	0	1	7	4	26
8	Paediatrics	3	2	67	1	33	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	5	2	40	0	0	0	0	0	0	3	60	0	0
11	Psychiatry	7	2	29	0	0	1	14	0	0	2	29	2	28
12	Urology	5	3	60	0	0	0	0	0	0	2	40	0	0
13	CTVS	5	2	40	0	0	0	0	0	0	0	0	3	60
14	Endocrinology	6	3	50	0	0	0	0	0	0	1	17	2	33
15	EYE	7	4	57	0	0	0	0	0	0	0	0	3	43
16	Skin	28	8	29	4	14	2	7	0	0	4	14	10	36
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	16	6	38	1	6	1	6	0	0	2	13	6	37

S#	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	26	13	50	2	8	1	4	0	0	3	12	7	26
22	Neuro Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	6	2	33	1	17	0	0	0	0	2	33	1	17
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	22	6	27	4	18	2	9	0	0	5	23	5	23
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0