

Global Care Hospital – Quality & Patient Safety Performance Report 2023–2024

Executive Summary

Global Care Hospital, Abu Dhabi, is dedicated to delivering world-class healthcare by ensuring patient safety, clinical quality, and operational excellence. This report presents our Key Performance Indicators (KPIs), benchmarked against international standards, and highlights our continued success in maintaining superior outcomes for our patients and community.

Our Commitment to Quality and Safety

Every patient deserves safe, effective, and timely care. Our KPIs cover infection prevention, patient safety, efficiency, access to care, and patient experience. Through transparency and accountability, we aim to position Global Care Hospital as a trusted leader in healthcare excellence.

KPI Highlights (2023–2024)

The following charts visually demonstrate Global Care Hospital's performance across key indicators. These visuals provide clear evidence of sustained excellence in patient safety, infection prevention, access to care, and overall quality outcomes.

Infection Prevention and Control

- ✓ Multidrug-Resistant Organism (MDRO) Bloodstream Infection Rate: 0.00% (Global benchmark: 0.3–0.6%)

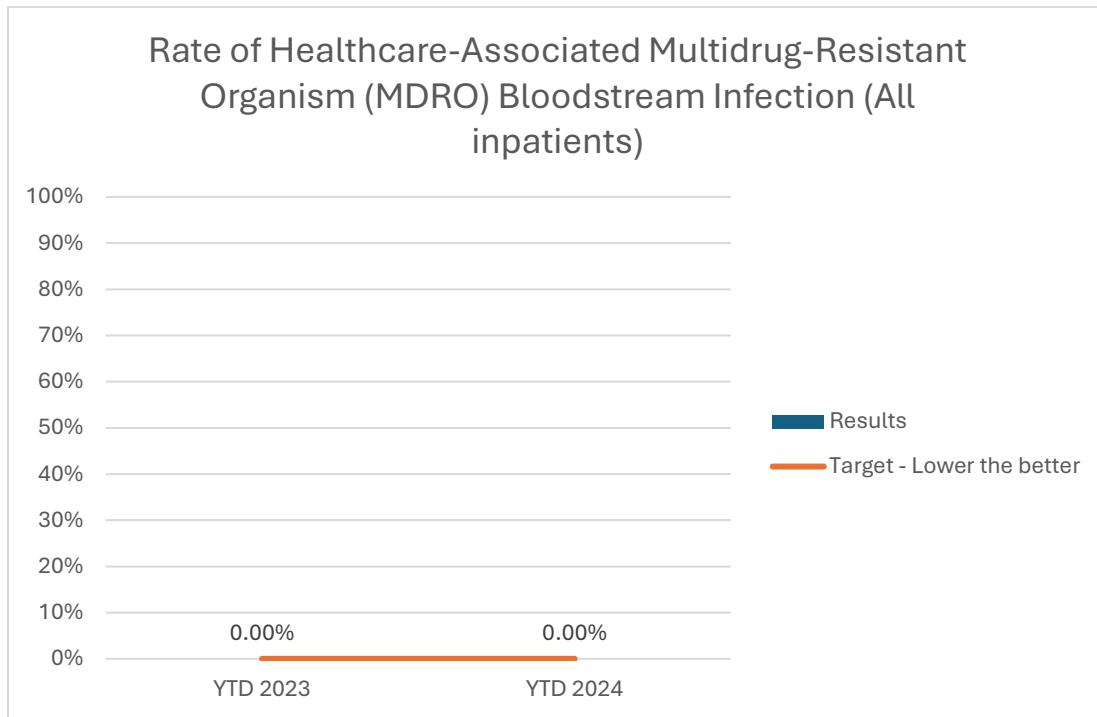


Figure: MDRO Bloodstream Infection Rate

- ☒ Clostridium Difficile Infection (CDI) Rate: 0.00% (Global benchmark: 0.2–0.5%)

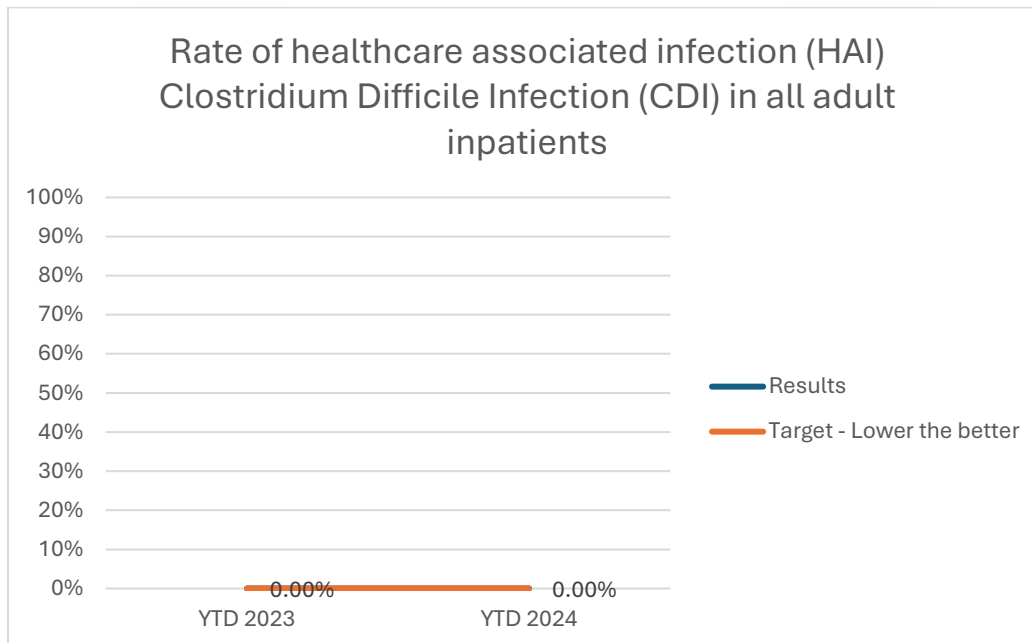


Figure: Clostridium Difficile Infection Rate

- ☒ Catheter-Associated Urinary Tract Infection (CAUTI) Rate: 0.00% (Global benchmark: 1.5–2.0 per 1,000 device days)

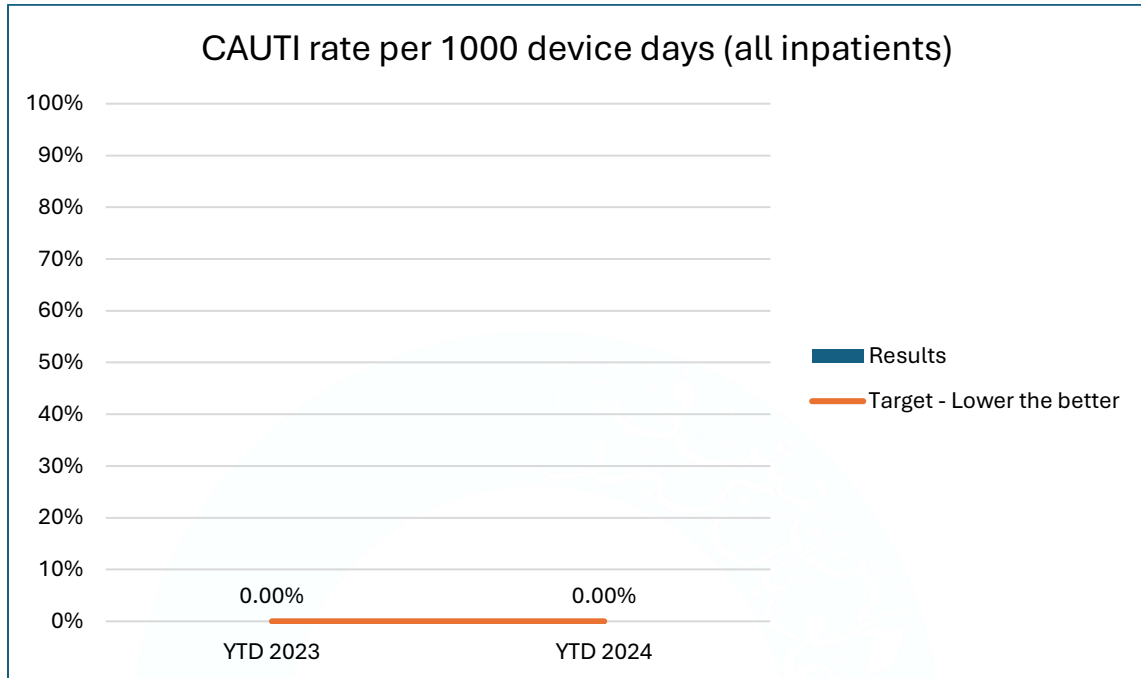


Figure: CAUTI Rate

- ☒ Central Line-Associated Bloodstream Infection (CLABSI) Rate: 0.00% (Global benchmark: 1.1 per 1,000 line days)

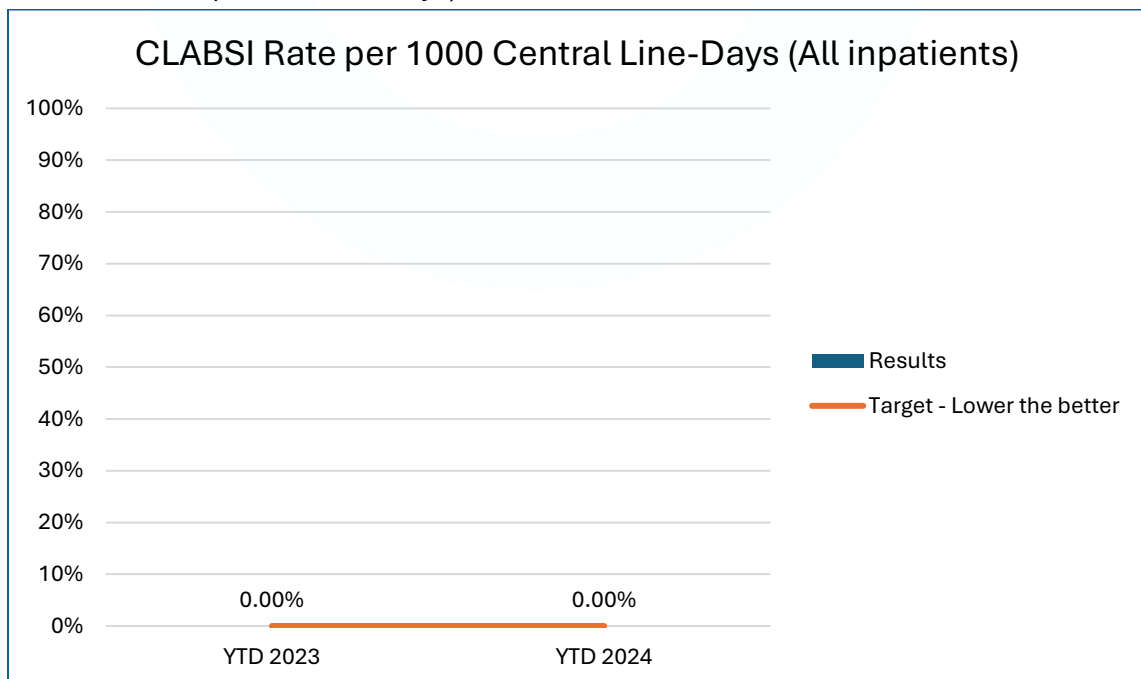


Figure: CLABSI Rate

- ☒ Surgical Site Infection (SSI) Rate: 0.00% (Global benchmark: 1–3% depending on procedure type)

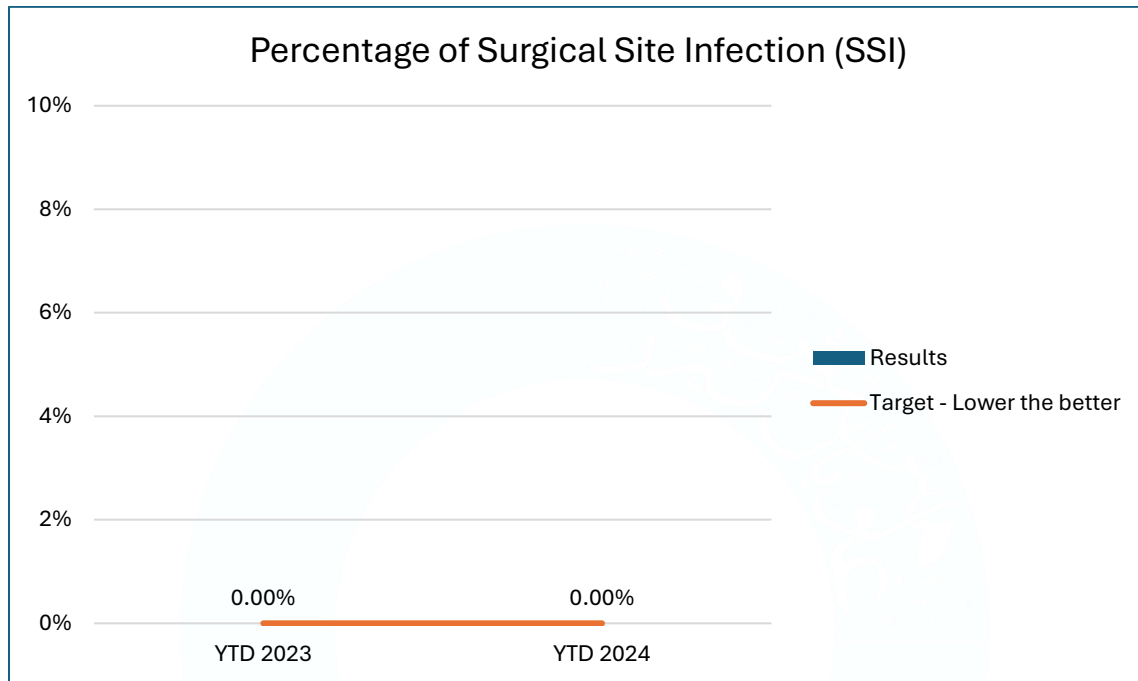


Figure: Surgical Site Infection Rate

Our infection rates remain consistently at zero, exceeding international benchmarks.

Patient Safety & Clinical Quality

- ☒ Perioperative Pulmonary Embolism/Deep Vein Thrombosis (PE/DVT): 0.00% (Global benchmark: 0.3–0.9%)

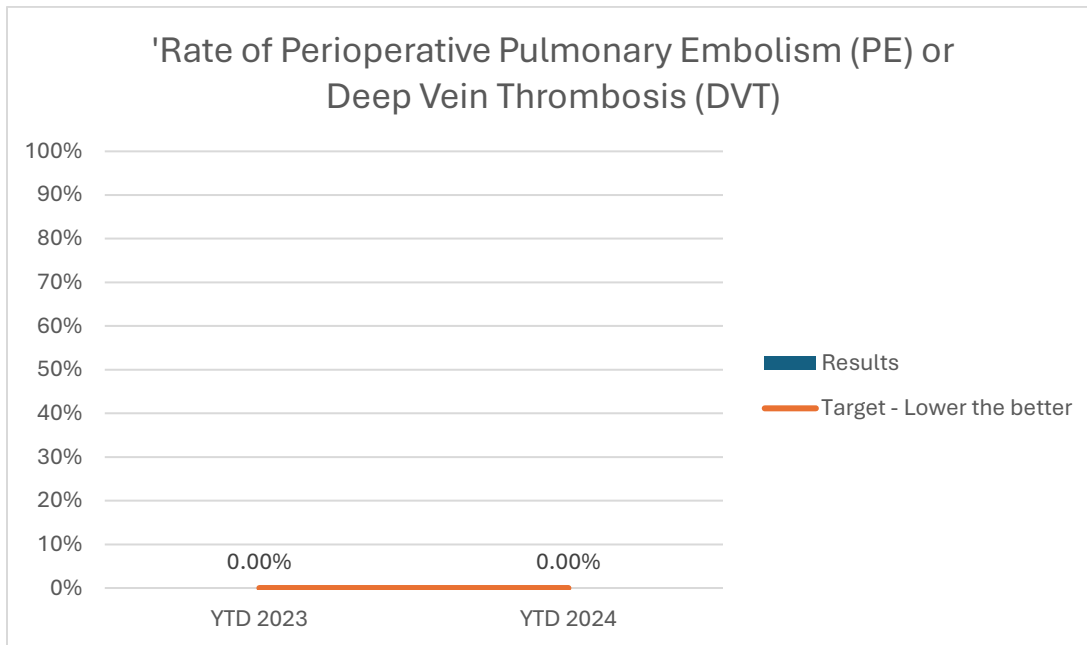


Figure: Perioperative PE-DVT Rate

- ☒ Inpatient Falls with Injury: 0.00% (Global benchmark: 1.6–2.0 per 1,000 patient days)

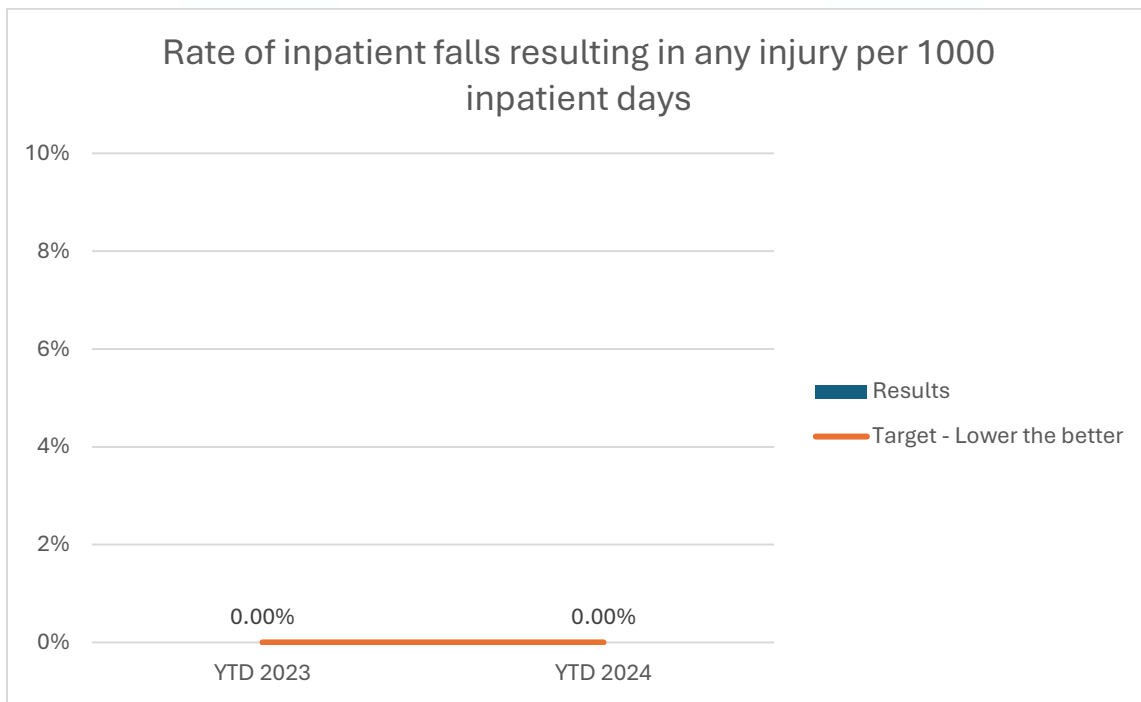
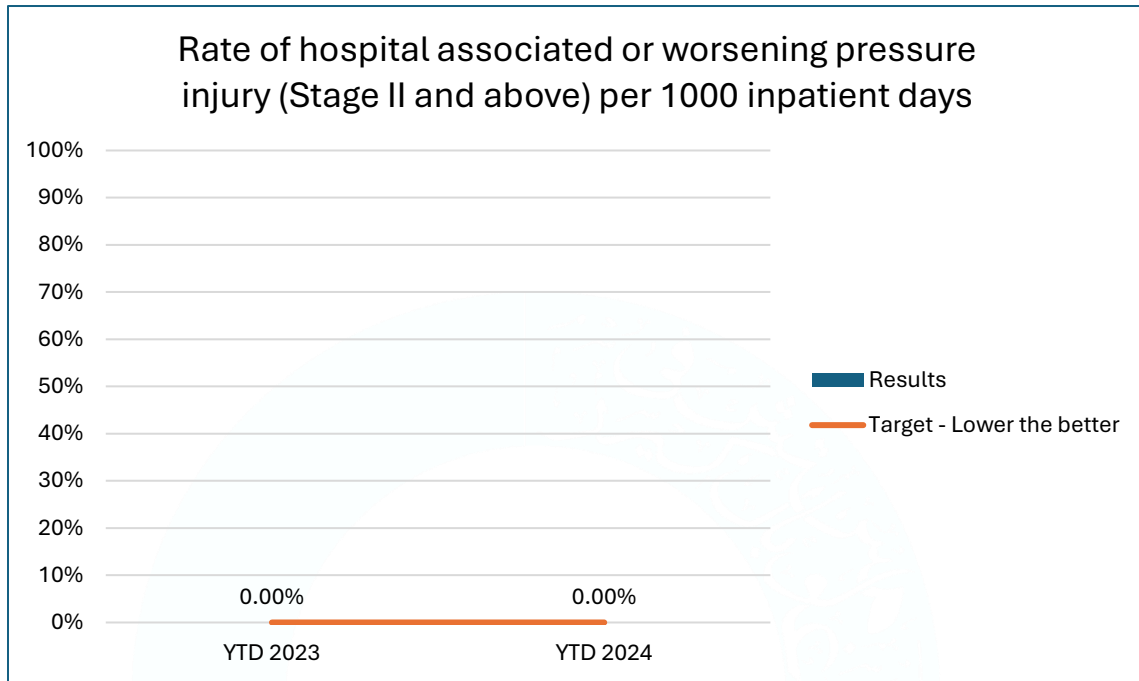


Figure: Inpatient Falls with Injury

- ✓ Hospital-Acquired Pressure Injuries (Stage II and above): 0.00% (Global benchmark: 0.4–0.6 per 1,000 patient days)



- Figure: Pressure Injuries (Stage II+)
- ✓ Sentinel Events: 0.00% (Global benchmark: <0.5%)

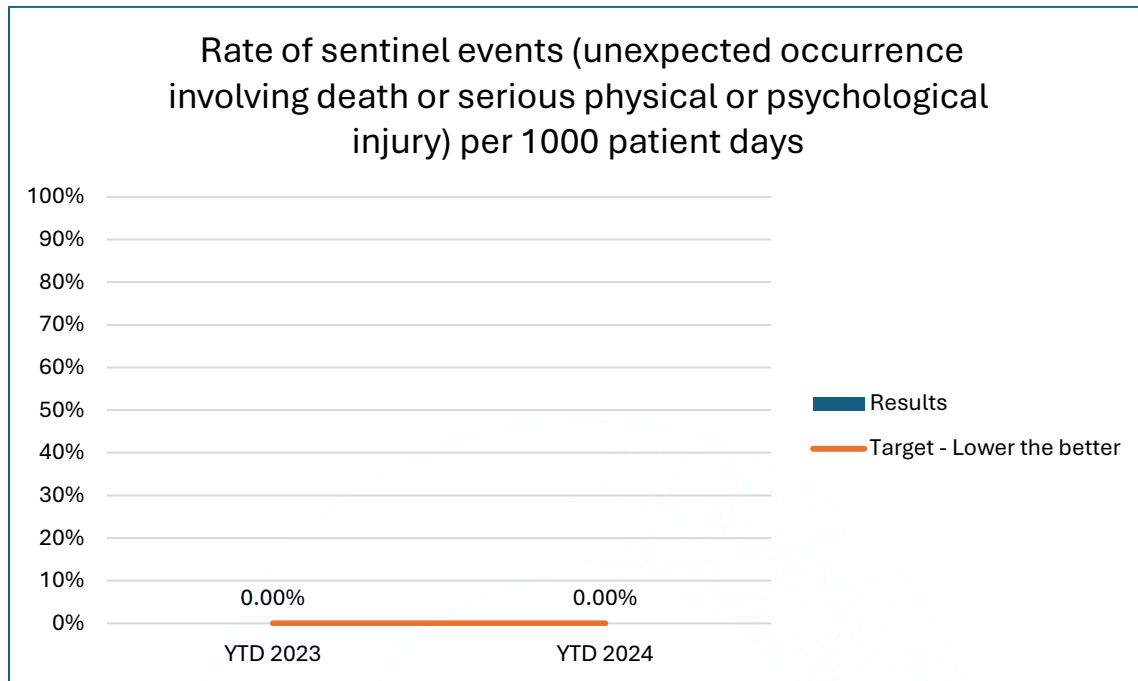


Figure: Sentinel Events

These results demonstrate our safety culture and effective risk management strategies.

Access to Care & Efficiency

- ☒ Wait Time at Arrival (seen within 60 minutes): 92.03% (Target $\geq 90\%$)

Wait Time ≤ 60 min

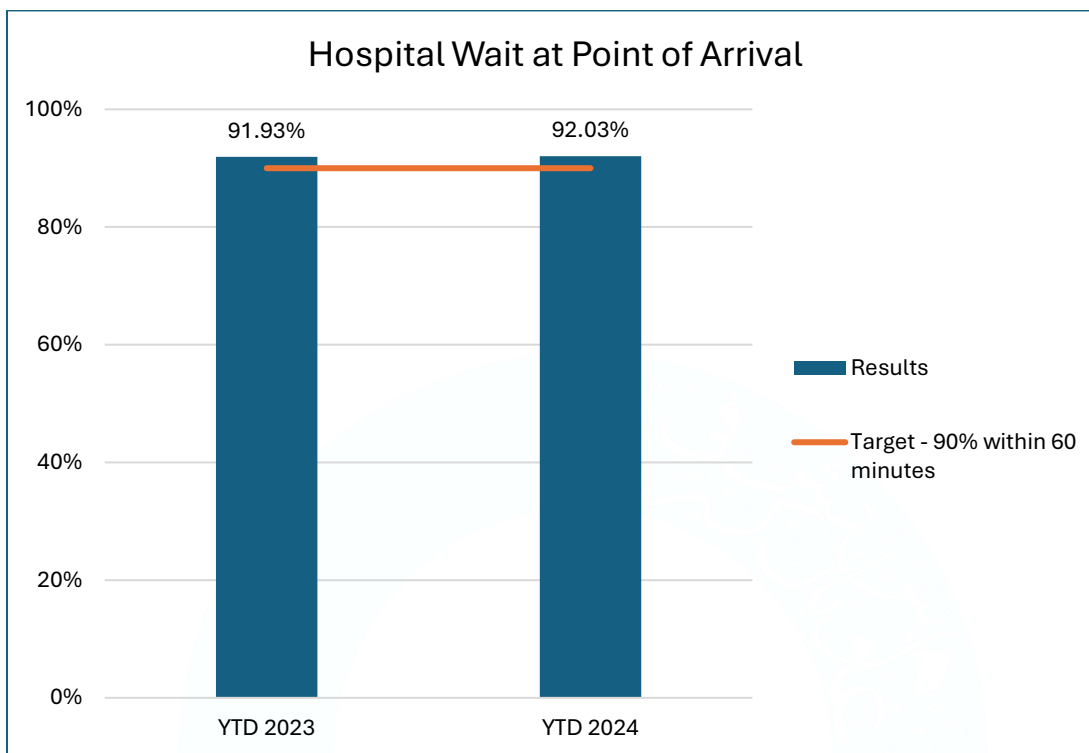


Figure: Wait Time ≤ 60 min

- ✔ Consultant/Specialist Appointments (within 14 days): 92.00% (Target ≥90%)

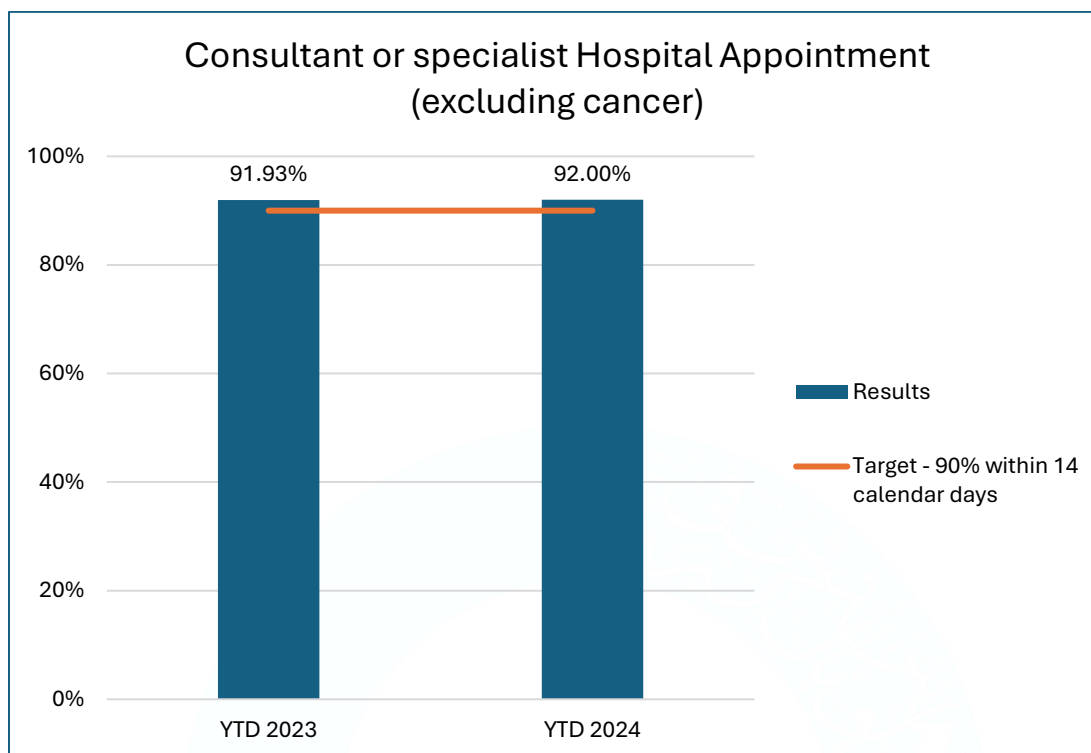


Figure: Consultant Appointment ≤ 14 days

- ☒ Door-to-Doctor Time in Emergency/Urgent Care (≤ 60 minutes): 99.29% (Global best practice $\geq 90\%$)

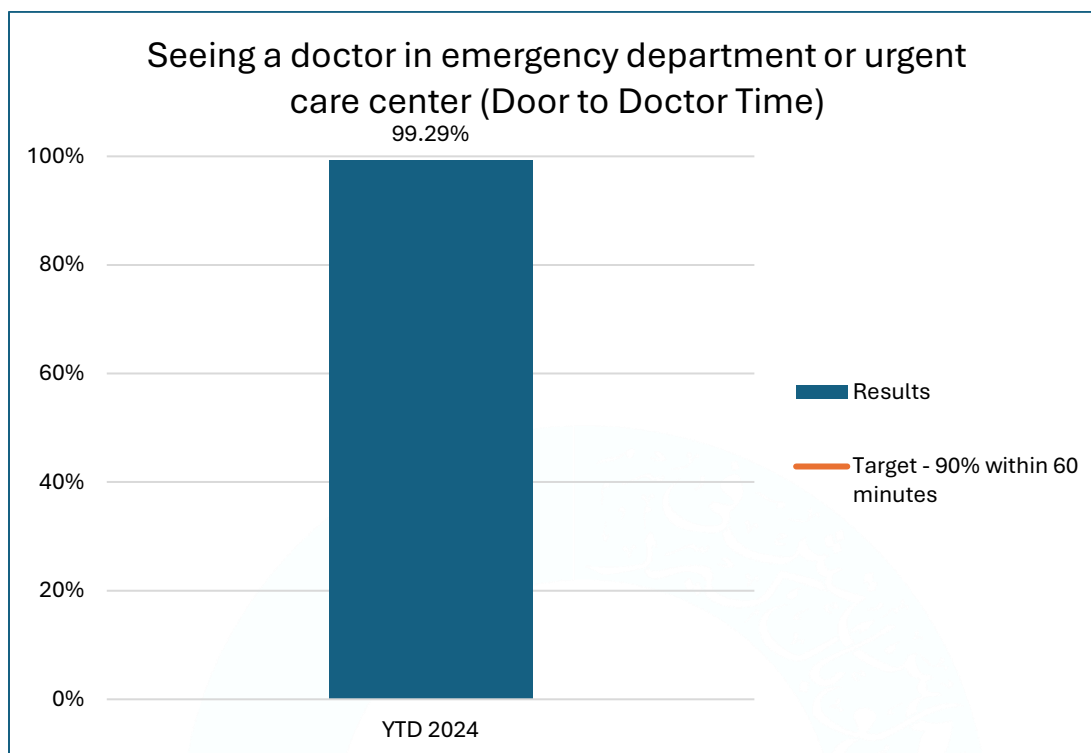


Figure: Door-to-Doctor \leq 60 min

- ☒ Left Without Being Seen (LWBS): 0.14% (Acceptable threshold \leq 3%)

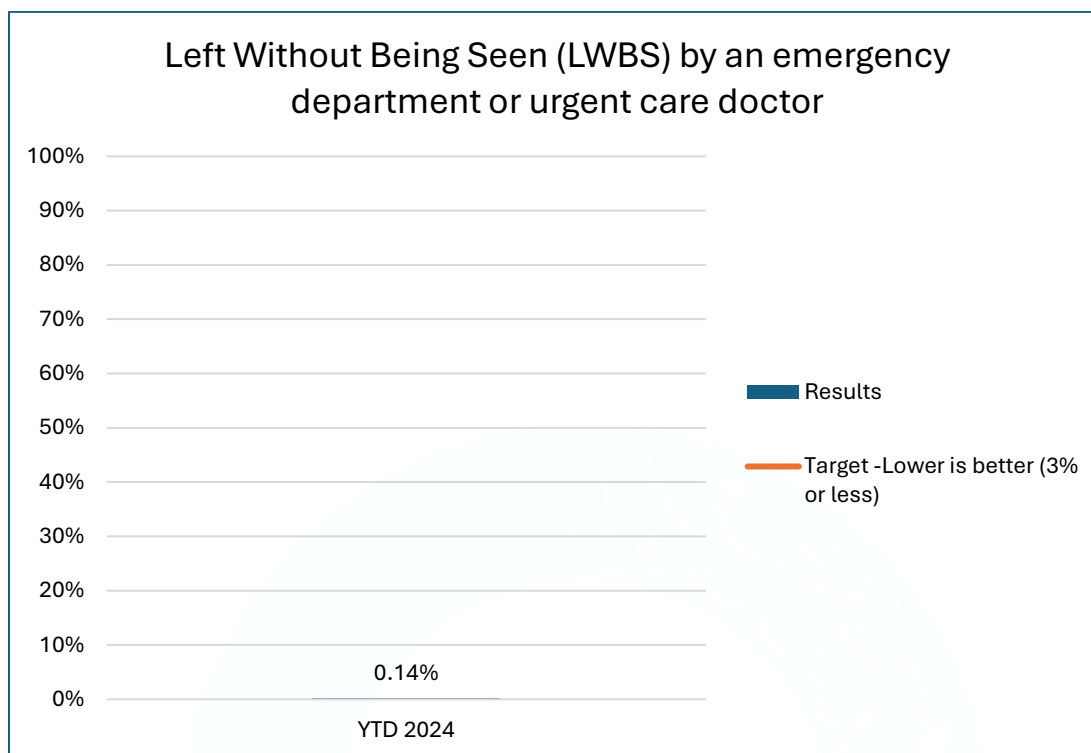


Figure: LWBS Rate

- ☒ 24-Hour Re-Attendance to Emergency/Urgent Care: 2.36% (Global benchmark: $\leq 5\%$)

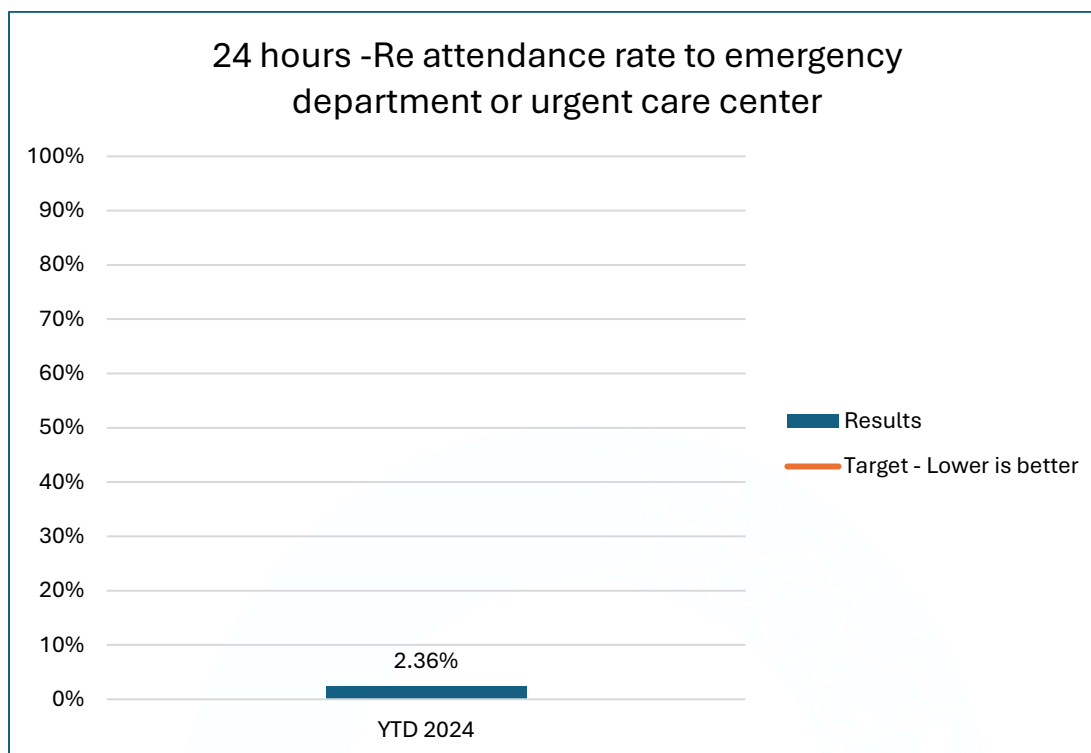


Figure: 24h Re-Attendance to ED

Access to care and patient flow exceeds both national and international standards.

Readmissions

30-Day All-Cause Readmission: 0.00% (2023), 7.33% (2024 YTD)

While slightly higher in 2024, this remains within international benchmarks (8–12%). Ongoing initiatives in discharge planning, patient education, and transitional care aim to reduce this further.

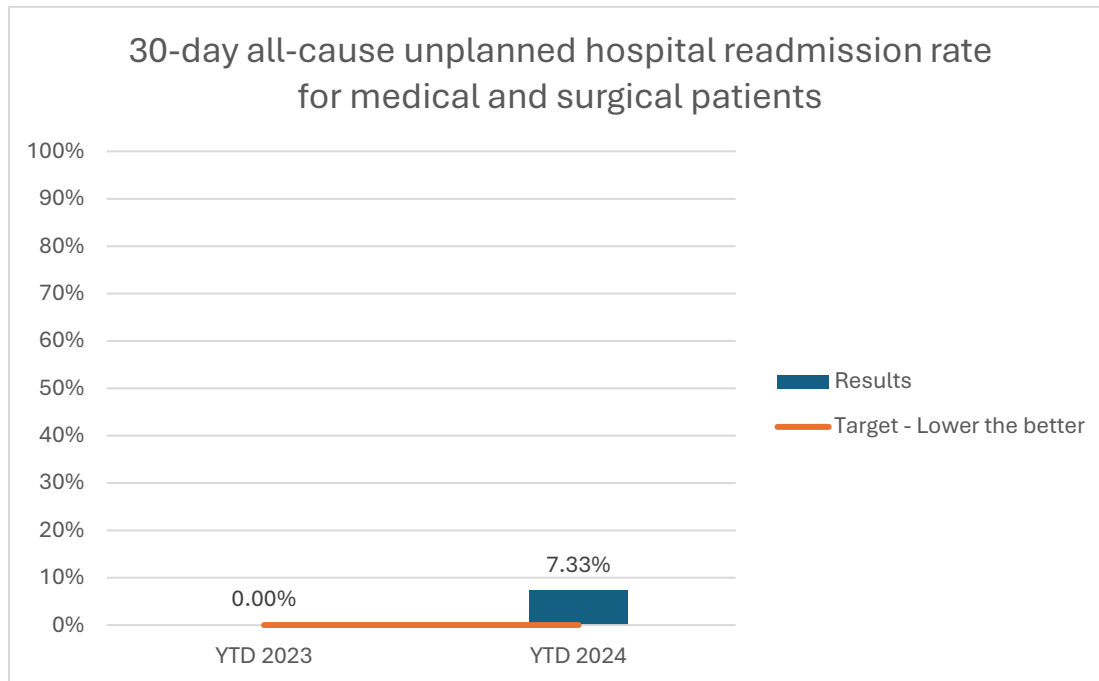


Figure: 30-Day Readmission

Patient Experience

Patient satisfaction surveys consistently report positive experiences with care quality, staff communication, and overall trust. Our Net Promoter Score (NPS) positions us among the top tier globally, reflecting strong patient loyalty and confidence.

Patient Satisfaction Survey Results (2024)

The Department of Health (DOH), through Press Ganey (third party surveyor), evaluated patient satisfaction across Urgent Care, Outpatient, and Inpatient services. Results show Global Care Hospital consistently exceeds or matches the Abu Dhabi average in nearly all dimensions, particularly in urgent and outpatient care.

Urgent Care Satisfaction 2024

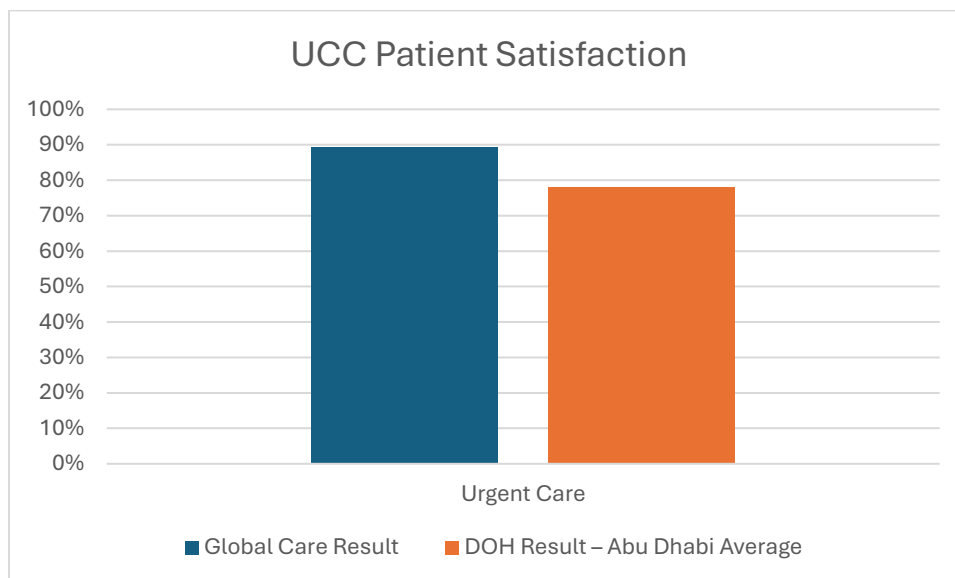


Figure: Urgent Care Satisfaction

Outpatient Satisfaction 2024

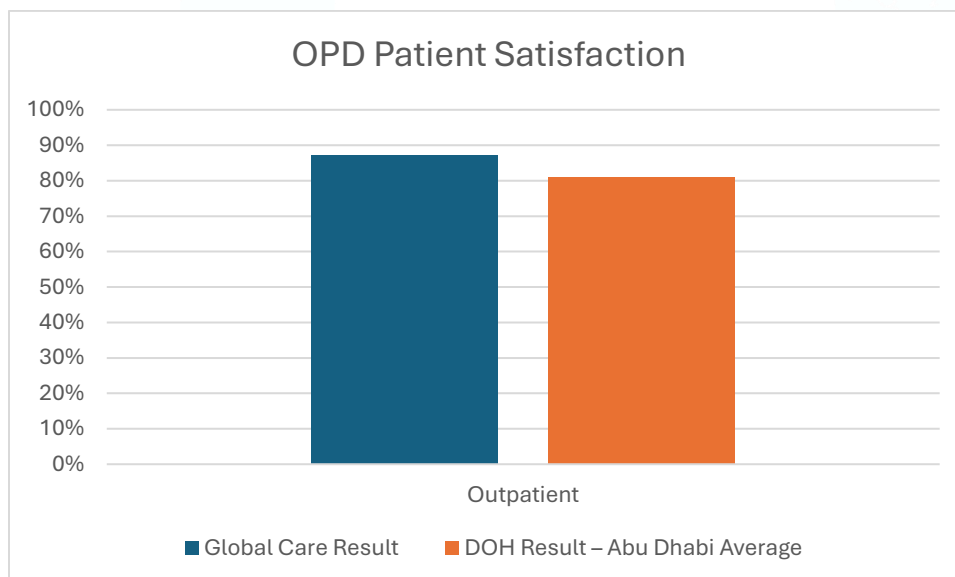


Figure: Outpatient Satisfaction

Inpatient Satisfaction 2024

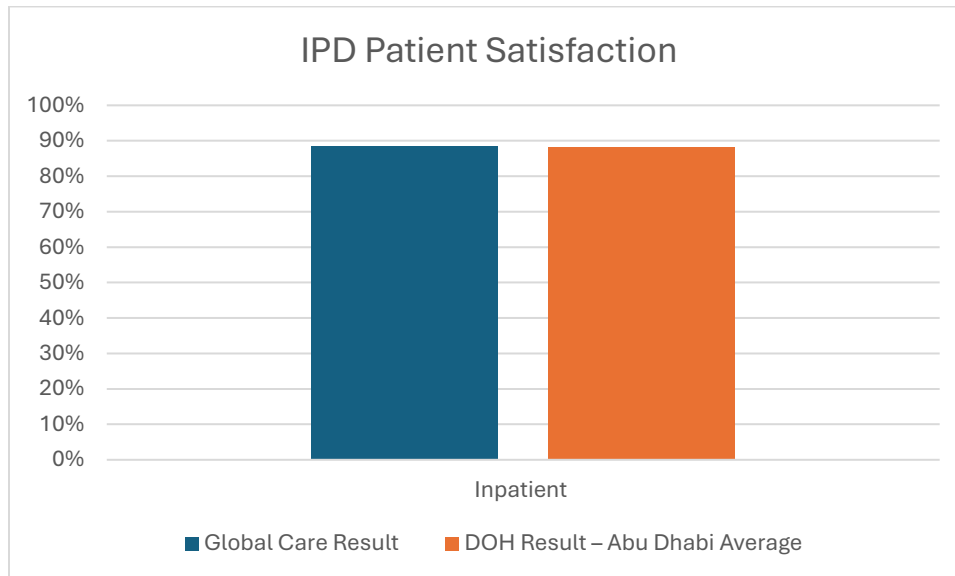


Figure: Inpatient Satisfaction

Highlights:

- Urgent Care: Strongest performance with waiting time, comfort, and courtesy well above DOH averages.
- Outpatient: Clear strengths in physician communication and timeliness, exceeding DOH benchmarks.
- Inpatient: On par with DOH averages, with improvement opportunities in food services and shared decision-making.

Overall, patient satisfaction validates Global Care Hospital's focus on safety, communication, and timely care.

Accreditations & Recognition

Global Care Hospital holds the following certifications, demonstrating our alignment with international standards:

- ISO 9001:2015 Quality Management
- ISO/IEC 27001:2013 Information Security Management
- ISO 14001:2015 Environmental Management
- ISO 45001:2018 Occupational Health & Safety Management
- Green & Clean Standard (HCO'S)

These validations reinforce our credibility and global standing.

Innovation & Digital Health

We invest in cutting-edge technologies, including Electronic Medical Records (EMR), and state-of-the-art equipment. These innovations improve accuracy, safety, and patient engagement.

Community Impact

Beyond hospital walls, Global Care Hospital contributes to the community through outreach programs, health awareness campaigns, and partnerships with academic institutions, strengthening our role as a trusted healthcare leader in the UAE and beyond.

Conclusion

With outstanding KPI performance, consistent zero rates across multiple safety indicators, strong patient experience, and international certifications, Global Care Hospital stands as a benchmark of excellence. This report reaffirms our commitment to transparency, safety, and quality care.