



Ministry of Health and Family Welfare
Government of India

MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

SAFDARJUNG HOSPITAL DELHI

NOVEMBER 2017



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	1,29,428	42,038	33	4,480	11	1,376	31	1,887	42	1,217	27
1	Cardiology	4,726	1,794	38	169	9	65	38	69	41	35	21
2	Haematology	34	2	6	0	0	0	0	0	0	0	0
3	Medicine	25,528	7,569	30	785	10	224	29	336	43	225	28
4	Nephrology	1,589	619	39	63	10	16	25	31	49	16	26
5	Obstetrics and Gynaecology	8,535	2,349	28	230	10	71	31	91	40	68	29
6	Orthopaedics	461	46	10	6	13	2	33	1	17	3	50
7	Otorhinolaryngology	7,973	2,582	33	276	11	96	35	106	38	74	27
8	Paediatrics	7,542	1,957	26	214	11	73	34	91	43	50	23
9	Paediatric Surgery	1,343	383	29	54	14	20	37	25	46	9	17
10	Physical Medicine & Rehabilitation	7,968	2,542	32	268	11	74	28	114	43	80	29
11	Psychiatry	2,098	1,709	82	193	11	65	34	86	45	42	21
12	Urology	3,087	1,307	43	122	9	31	25	51	42	40	33

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	841	286	35	40	14	19	48	13	33	8	19
14	Endocrinology	3,228	1,402	44	134	10	48	36	57	43	29	21
15	EYE	5,345	1,604	31	183	11	57	31	76	42	50	27
16	Skin	12,129	4,471	37	491	11	154	31	216	44	121	25
17	Apex Regional STD Centre	13	5	39	2	40	0	0	0	0	2	100
18	Neurology	4,502	1,902	43	213	11	53	25	92	43	68	32
19	Medical Oncology	186	7	4	0	0	0	0	0	0	0	0
20	Cancer Surgery	577	217	38	25	12	8	32	9	36	8	32
21	Dental Surgery	1,946	1,076	56	107	10	28	26	45	42	34	32
22	Neuro Surgery	1,241	371	30	44	12	19	43	8	18	17	39
23	Pulmonary, Critical Case & Sleep	70	1	2	1	100	0	0	1	100	0	0
24	Burns, Plastic & Maxillofacial Surgery	261	47	19	2	4	1	50	1	50	0	0
25	Palliative Pain Clinic	69	11	16	0	0	0	0	0	0	0	0
26	General Surgery	10,044	3,219	33	305	9	95	31	124	41	86	28
27	Radiotherapy	1,204	117	10	13	11	6	46	4	31	3	23
28	Dept-87	9,362	4,124	45	500	12	143	29	223	45	134	26
29	Dept-41	3	0	0	0	0	0	0	0	0	0	0
30	Dept-88	7,522	318	5	40	13	8	20	17	43	15	37
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	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	1	1	100	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	1,014	381	38	132	13	164	16	5	0	332	33
1	Cardiology	25	10	40	3	12	4	16	0	0	8	32
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	179	71	40	23	13	28	16	0	0	57	31
4	Nephrology	17	6	35	3	18	4	24	0	0	4	23
5	Obstetrics and Gynaecology	60	23	38	7	12	8	13	1	2	21	35
6	Orthopaedics	2	0	0	0	0	0	0	2	100	0	0
7	Otorhinolaryngology	66	23	35	8	12	11	17	1	2	23	34
8	Paediatrics	43	19	44	5	12	5	12	0	0	14	32
9	Paediatric Surgery	7	3	43	1	14	2	29	0	0	1	14
10	Physical Medicine & Rehabilitation	63	24	38	7	11	9	14	0	0	23	37
11	Psychiatry	38	12	32	6	16	9	24	0	0	11	28
12	Urology	34	14	41	2	6	4	12	0	0	14	41
13	CTVS	5	2	40	1	20	2	40	0	0	0	0
14	Endocrinology	22	11	50	2	9	4	18	0	0	5	23
15	EYE	45	9	20	8	18	11	24	0	0	17	38
16	Skin	99	28	28	15	15	20	20	0	0	36	37
17	Apex Regional STD Centre	2	1	50	0	0	0	0	0	0	1	50
18	Neurology	49	19	39	5	10	10	20	0	0	15	31
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	7	2	29	1	14	2	29	0	0	2	28
21	Dental Surgery	25	8	32	3	12	2	8	0	0	12	48
22	Neuro Surgery	10	2	20	0	0	3	30	0	0	5	50
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	78	28	36	13	17	13	17	0	0	24	30
27	Radiotherapy	4	2	50	0	0	1	25	0	0	1	25
28	Dept-87	115	54	47	15	13	11	10	1	1	34	29
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	19	10	53	4	21	1	5	0	0	4	21
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	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	352	138	39	35	10	52	15	19	5	2	1	106	30
1	Cardiology	10	3	30	1	10	3	30	0	0	1	10	2	20
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	58	26	45	2	3	10	17	4	7	0	0	16	28
4	Nephrology	4	1	25	0	0	2	50	0	0	0	0	1	25
5	Obstetrics and Gynaecology	23	9	39	2	9	5	22	1	4	0	0	6	26
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	21	5	24	2	10	2	10	1	5	0	0	11	51
8	Paediatrics	19	8	42	2	11	5	26	0	0	0	0	4	21
9	Paediatric Surgery	3	2	67	1	33	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	22	7	32	2	9	3	14	2	9	0	0	8	36
11	Psychiatry	14	8	57	2	14	1	7	0	0	0	0	3	22
12	Urology	13	5	38	0	0	1	8	2	15	0	0	5	39
13	CTVS	2	0	0	0	0	0	0	1	50	0	0	1	50
14	Endocrinology	9	5	56	1	11	0	0	2	22	0	0	1	11
15	EYE	9	1	11	0	0	3	33	1	11	0	0	4	45
16	Skin	24	9	38	5	21	2	8	1	4	0	0	7	29
17	Apex Regional STD Centre	1	1	100	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	19	7	37	1	5	0	0	1	5	0	0	10	53
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	9	6	67	2	22	0	0	1	11	0	0	0	0
22	Neuro Surgery	2	1	50	0	0	0	0	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	26	8	31	3	12	6	23	1	4	1	4	7	26
27	Radiotherapy	2	1	50	0	0	0	0	0	0	0	0	1	50
28	Dept-87	55	22	40	7	13	9	16	1	2	0	0	16	29
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	6	3	50	2	33	0	0	0	0	0	0	1	17
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	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	127	33	26	2	2	15	12	22	17	40	31	1	1	14	11
1	Cardiology	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	23	8	35	0	0	7	30	3	13	5	22	0	0	0	0
4	Nephrology	6	2	33	0	0	1	17	1	17	2	33	0	0	0	0
5	Obstetrics and Gynaecology	10	3	30	1	10	1	10	1	10	2	20	1	10	1	10
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	11	2	18	0	0	2	18	0	0	3	27	0	0	4	37
8	Paediatrics	8	2	25	0	0	1	13	1	13	3	38	0	0	1	11
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
11	Psychiatry	6	1	17	0	0	0	0	3	50	1	17	0	0	1	16
12	Urology	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
15	EYE	11	2	18	0	0	0	0	1	9	6	55	0	0	2	18
16	Skin	10	3	30	0	0	1	10	3	30	3	30	0	0	0	0
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	4	0	0	0	0	0	0	1	25	1	25	0	0	2	50
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
21	Dental Surgery	3	0	0	0	0	0	0	0	0	3	100	0	0	0	0
22	Neuro Surgery	0	0	0	0	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	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	10	3	30	1	10	1	10	3	30	1	10	0	0	1	10
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-87	12	2	17	0	0	1	8	4	33	3	25	0	0	2	17
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	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	144	81	56	45	31	18	13
1	Cardiology	5	2	40	2	40	1	20
2	Haematology	0	0	0	0	0	0	0
3	Medicine	23	14	61	7	30	2	9
4	Nephrology	3	2	67	1	33	0	0
5	Obstetrics and Gynaecology	6	2	33	2	33	2	34
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	8	6	75	1	13	1	12
8	Paediatrics	3	2	67	1	33	0	0
9	Paediatric Surgery	2	0	0	0	0	2	100
10	Physical Medicine & Rehabilitation	10	4	40	5	50	1	10
11	Psychiatry	10	7	70	2	20	1	10
12	Urology	3	1	33	2	67	0	0
13	CTVS	3	0	0	2	67	1	33
14	Endocrinology	4	2	50	2	50	0	0
15	EYE	6	4	67	1	17	1	16
16	Skin	17	12	71	4	24	1	5
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	7	4	57	3	43	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	2	1	50	1	50	0	0
21	Dental Surgery	2	2	100	0	0	0	0

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	2	67	1	33	0	0
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	13	8	62	3	23	2	15
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-87	13	6	46	4	31	3	23
29	Dept-41	0	0	0	0	0	0	0
30	Dept-88	0	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0
33	Dept-39	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	4	0	0	1	25	2	50	1	25	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	1	0	0	0	0	0	0	1	100	0	0
6	Orthopaedics	2	0	0	1	50	1	50	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-87	1	0	0	0	0	1	100	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	0	0	0	0	0	0	0	0	0	0	0
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	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	323	110	34	29	9	30	9	0	0	70	22	84	26
1	Cardiology	8	5	63	1	13	0	0	0	0	2	24	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	61	19	31	7	11	8	13	0	0	10	16	17	29
4	Nephrology	3	0	0	1	33	1	33	0	0	1	34	0	0
5	Obstetrics and Gynaecology	17	5	29	2	12	1	6	0	0	5	29	4	24
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	21	6	29	1	5	1	5	0	0	4	19	9	42
8	Paediatrics	12	7	58	1	8	0	0	0	0	1	8	3	26
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	24	10	42	1	4	3	13	0	0	4	17	6	24
11	Psychiatry	11	3	27	1	9	3	27	0	0	3	27	1	10
12	Urology	17	6	35	1	6	1	6	0	0	3	18	6	35
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	4	3	75	0	0	0	0	0	0	1	25	0	0
15	EYE	18	7	39	1	6	1	6	0	0	6	33	3	16
16	Skin	35	10	29	2	6	2	6	0	0	9	26	12	33
17	Apex Regional STD Centre	1	1	100	0	0	0	0	0	0	0	0	0	0
18	Neurology	14	4	29	2	14	0	0	0	0	1	7	7	50

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 (%)	Lackof support	Lackof 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	0	0	0	0	1	100	0	0	0	0	0	0
21	Dental Surgery	9	3	33	0	0	3	33	0	0	1	11	2	23
22	Neuro Surgery	5	1	20	1	20	0	0	0	0	1	20	2	40
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	25	7	28	4	16	3	12	0	0	9	36	2	8
27	Radiotherapy	1	0	0	0	0	0	0	0	0	0	0	1	100
28	Dept-87	33	12	36	3	9	1	3	0	0	9	27	8	25
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-88	2	0	0	0	0	1	50	0	0	0	0	1	50
31	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	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