

INTRODUCTION

The Year 2009 Annual Statistics/Performance Report reflects the general activities of the Hospital in the pursuit of ensuring good services delivery to its numerous clients and stakeholders in the course of the year.

The report is presented in sections Viz:

SECTION 1:

- i. General Statistical review for the year 2009

SECTION II.

- i. 2009 performance Report

SECTION III.

- i. General Comments
- ii. Recommendations

SECTION IV.

- i. Appendices

SECTION I.I

GENERAL STATISTICAL REVIEW FOR THE YEAR 2009

Total hospital attendance for Year 2009 was **152,215** made up of **144,016** out-Patients and **8,199** In-Patients (Ward admissions). For the same period last year, total attendance was **172,892** representing **12%** fall from the 2008 levels.

A review of Out-Patients attendance on month by month basis reveals that January, 2009 recorded the highest attendance of **12,653** cases followed by June and October with **12,642** and **12,586** patients attendance respectively. Least attendance was recorded for the month of July with **10,829** attendance for Out-patients.

Attendance by specialties shows that General Out-patients clinic recorded the highest attendance of **22,541** as against **27,718** for same period last year representing a **19%** decline for the period. This was followed by STC and Paediatric Out-patient clinics with **16,490** and **12,413** respectively. Accident and emergency and the ante-natal clinics recorded **11,932** and **11,577** respectively. Urology recorded the least attendance of **786** for the period.

Total Surgical operations performed for the period were **3,133** cases with general surgery being the highest with **1,036** cases followed by obstetrics c/s with **798** cases. Cardiothoracic recorded the least surgical cases with only **2** cases recorded for the period.

The Hospital recorded a total of **27,403** Radio-diagnostic cases against **23,832** cases recorded for same period last year representing an increase of **15%**.

Total deliveries for the year was **1,910** cases as against **2,065** cases recorded for Year 2008. Further, birth cases by types had a total of **1,010** SVD births, C/S cases of **810** and **90** still birth cases.

Total ward deaths recorded for the period were **512** cases with ICU being the highest with **91** cases followed by EPU with **80** cases for the period. When compared with last year, figure of **679** death cases, there was a **25%** decline in death cases for the period.

Haemodialysis Unit recorded 1039 attendance with hospital conducting **2,688** session for the year.

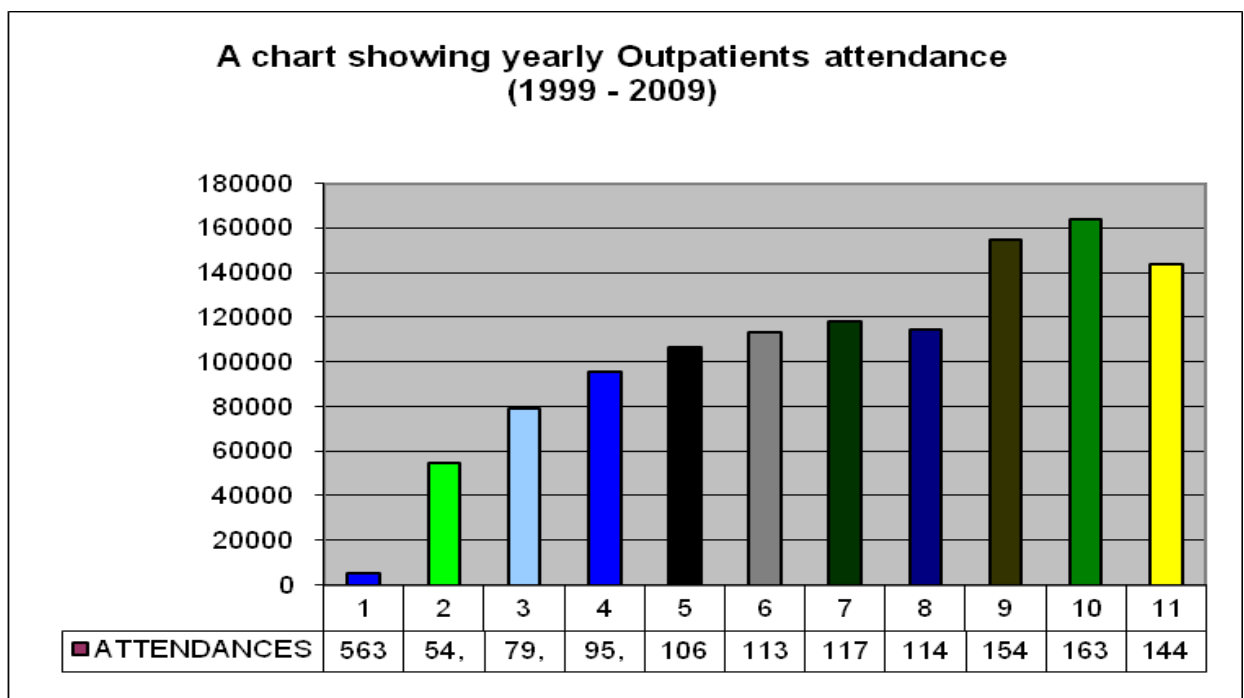
Road traffic accident cases recorded for the period came to **736** cases made up of **550** males and **186** females victims with the month of December recording the highest with **102** cases.

SECTION 1.2: YEAR 2009 IN PERSPECTIVE

This section seeks to bring Year 2009 into perspective, looking backward to last ten years of the Hospital performance from inception till date (1999-2009).

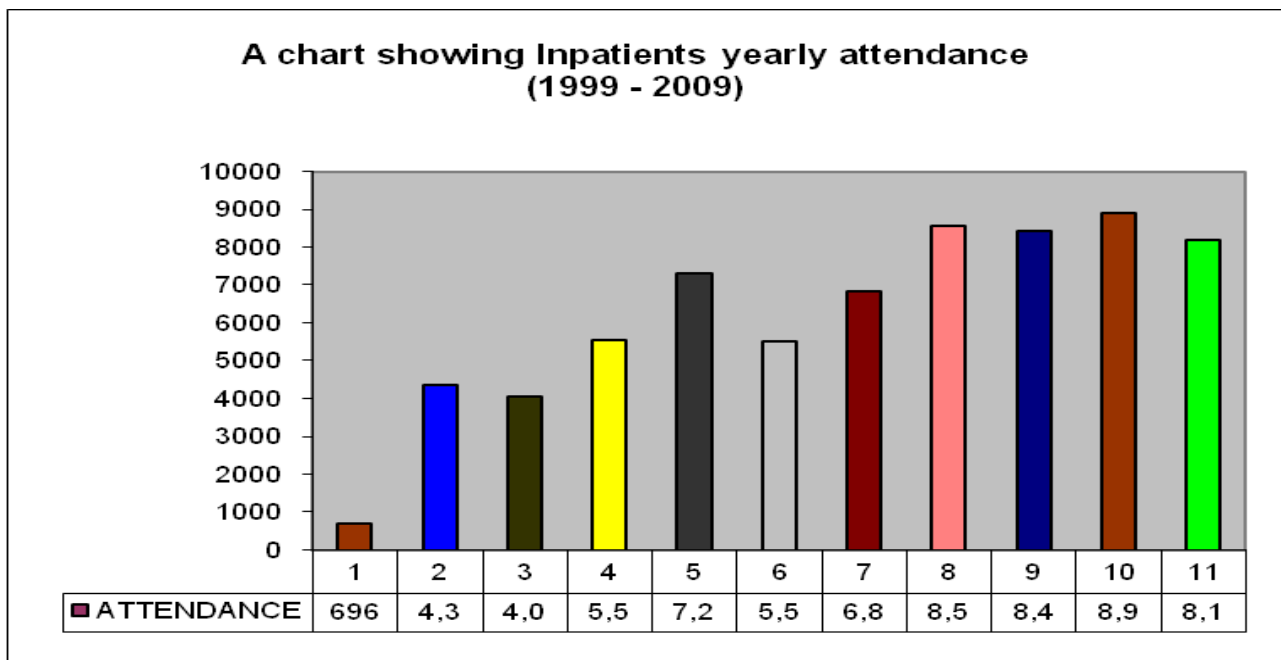
1.2.1 OUT-PATIENTS ATTENDANCE

<u>YEAR</u>	<u>ATTENDANCE</u>
1999	5631
2000	54,770
2001	79,409
2002	95,725
2003	106,597
2004	113,062
2005	117,921
2006	114,226
2007	154,482
2008	163,985
2009	144,016



1.2.2 IN-PATIENT ATTENDANCE

<u>YEAR</u>	<u>ATTENDANCE</u>
1999	696
2000	4,360
2001	4,071
2002	5,534
2003	7,297
2004	5,514
2005	6,823
2006	8,549
2007	8,429
2008	8,908
2009	8,199



2.0 SECTION II: 2009 PERFORMANCE REPORT

This section evaluates the Hospital's performance using key healthcare performance indicators to assess the activities of the hospital over the period.

These indicators include:

- i. **Accessibility indicator** which measures the degree of accessibility of services to the public.
- ii. **Effectiveness indicator** measures the degree of effectiveness of the hospital intervention in the health process.
- iii. **Efficiency Indicator** measures the hospital ability to utilise available resources,
- iv. **The sustainability indicator** which measures the ability of the hospital to continue the delivery of services in the future.

This performance report looks backwards to the five year period (2004-2009)

2.1.0 PERFORMANCE INDICATOR-ACCESSIBILITY OF SERVICE

Accessibility refers to the presence or absence of physical or economic barriers that people encounter in using the Hospital. It defines the capability of National Hospital to provide affordable and timely care according to patients needs.

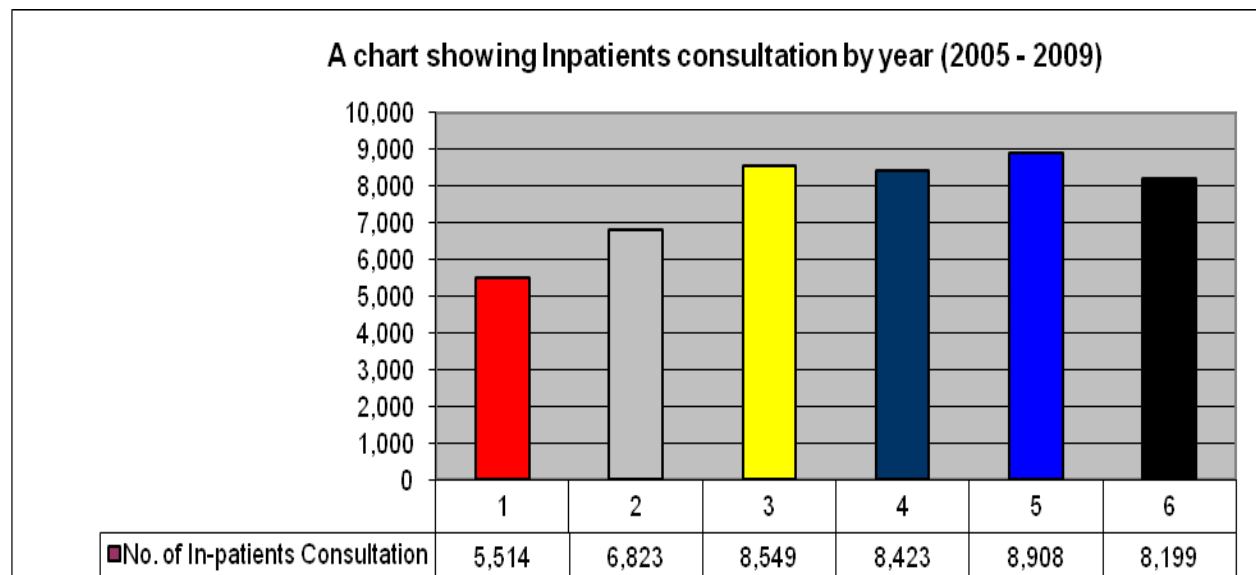
Three measures that elicit this indicator for accessibility are:

ACCESSIBILITY INDICATOR:

2.1.1 No. of In-patient consultations for the period

YEAR	2004	2005	2006	2007	2008	2009
No. of In-patients Consultation	5,514	6,823	8,549	8,423	8,908	8,199

There has been a remarkable increase in in-patient consultation for the period rising from 5514 attendance within 2004 to 8,199 in 2009. The highest in-patients attendance for the period occurred in 2008 with 8,908 attendance. The established criteria for accessibility is that in-patients consultation continue to grow over past levels. Access to the hospital services have increased in 2009 with 48.7% over the 2004 levels.

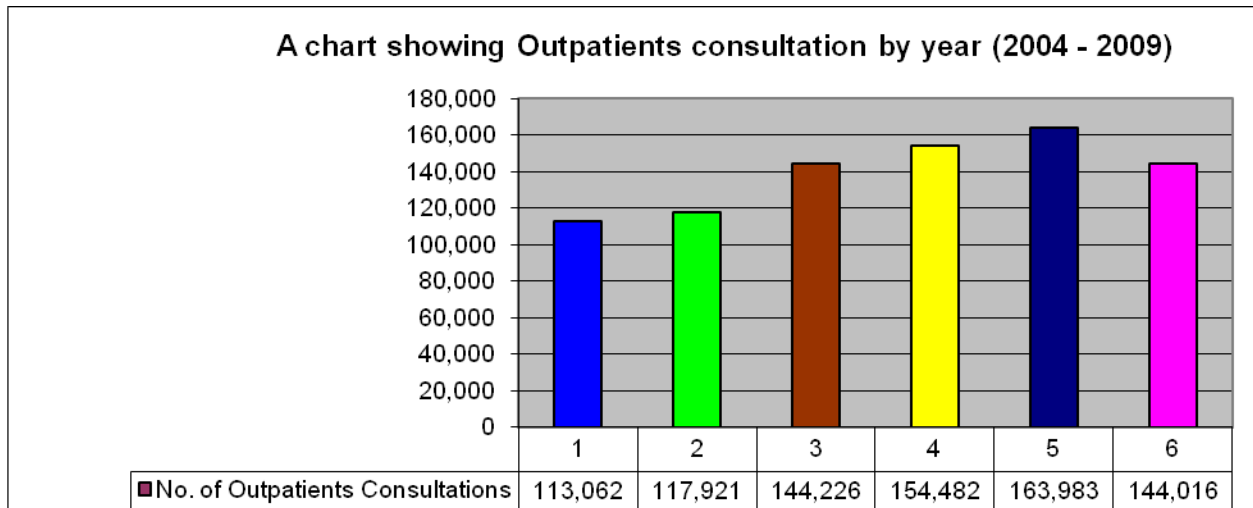


2.1.2 ACCESSIBILITY INDICATOR: No. of Out-patient Consultations for the period.

YEAR	2004	2005	2006	2007	2008	2009
No. of Outpatients Consultations	113,062	117,921	144,226	154,482	163,983	144,016

Out-Patient attendance continued to grow over the entire period from 113,062 in 2004 to 163,983 in 2008 although there was a 12% decline from the 2008 level

to **144,016** attendances in 2009, a remarkable growth of **27.3%** was recorded for period (2004-2009).



2.1.3 ACCESSIBILITY INDICATOR: Percentage (%) of new patients to total attendance for the period.

YEAR	2004	2005	2006	2007	2008	2009
% of new patients to total attendance	23.4%	26.3%	22.2%	21.9%	23.6%	22.7%

The percentage of new patients to total attendance remained high for the period. First time attendance for new patients for the 5-year period remained stable averaging **23.7%** growth for the period.

Increasing new patient to total attendance ratio is an indication of improved access to service delivery. For National Hospital this indicator has remained high and stable for the period which reflects good access of patients to hospital services.

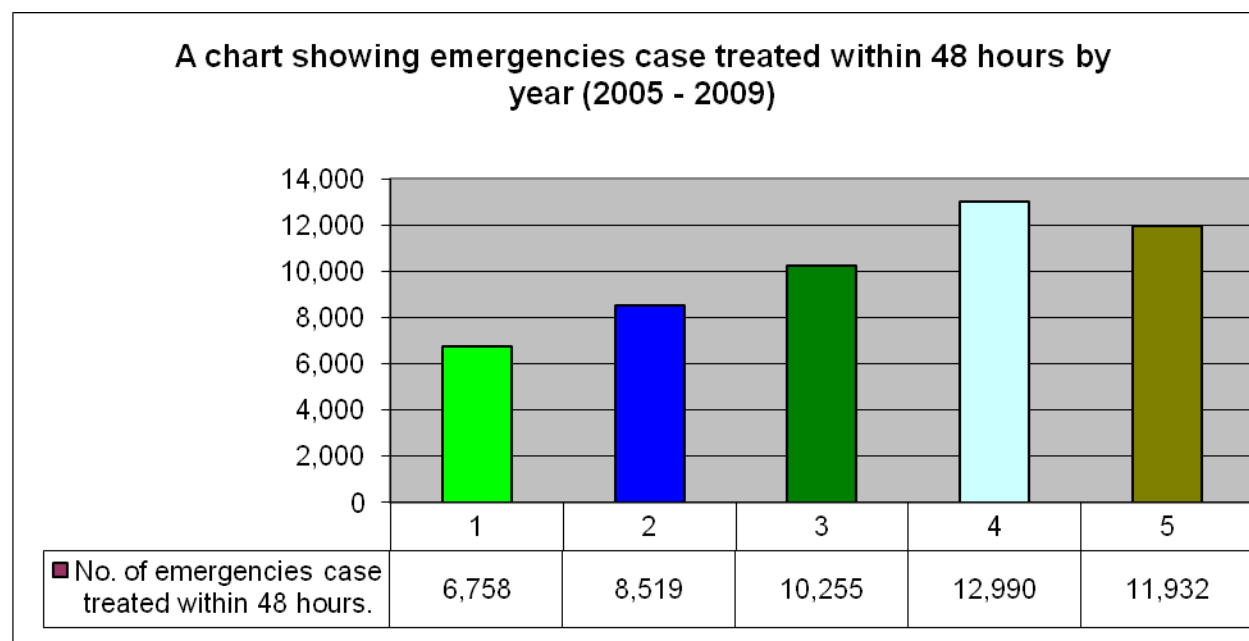
2.2.0 PERFORMANCE INDICATOR-EQUITY

The equity indicator is concerned with fairness and it measures the difference socio-economic, ethnic or gender groups' access and utilization of the health care services of the Hospital. The equity indicator is measured by:

2.2.1 No. of emergency cases treated within 48 hours.

YEAR	2005	2006	2007	2008	2009
No. of emergencies case treated within 48 hours.	6,758	8,519	10,255	12,990	11,932

The number of emergency cases treated within 48hrs without regards to ability to pay increased from 6, 758 cases 2005 to 11,932 in 2009 representing a 76.5% for the period.



2.2.3 Measure of Equity: Charges for first out-patient visits to the Hospital.

YEAR	2005	2006	2007	2008	2009
Charges for first time Out-Patient visit	N 500.00	N 500.00	N 500.00	N 500.00	N 500.00

For the period under review, out-patients first time charges remained unchanged and affordable despite increasing inflation in the price of inputs into delivery of healthcare services.

2.2.3 Measure of Equity: Fees exemption/waivers granted for the period.

YEAR	2005	2006	2007	2008	2009
Amounts spent on waivers exemption	N10,258,675.00	₦17,388.029.00	₦11,338,225.00	₦20,227,651.00	₦19,446,236.00

For the period 2005-2009, National Hospital has spent cumulatively the sum of **N78,658,846.00** as waivers/exemption granted indigent patients to access treatment. The hospital has remained equitable in providing access to healthcare services without discrimination and in emergency cases without regards to ability to pay until patient condition stabilises.

2.3.0 PERFORMANCE INDICATOR: EFFECTIVENESS OF CARE

Effectiveness describe the extent to which an intervention achieves its stated objective and is exemplified in curative, preventive or promotive health service by the degree to which the burden of mortality is reduced or controlled.

Measures of effectiveness of care are given by:

2.3.1 In-Patients Mortality Rate:

YEAR	2005	2006	2007	2008	2009
In-Patient Mortality Rate	41/1000	37/1000	34/1000	76/1000	62/1000

In-Patient mortality rate has been low for the period under review from **41/1000** in 2005 to **34/1000** in 2007 and **62/1000** in 2009.

2.3.2 Measure of effectiveness Maternal Mortality Rate:

YEAR	2005	2006	2007	2008	2009
Maternal Death Rate	11000	1/1000	1/1000	2/1000	0/1000

Maternal mortality rate remained low for the period.

2.4.0 MEASURE OF PERFORMANCE: EFFICIENCY OF CARE

Efficiency as a measure of healthcare performance define the extent to which the hospital makes optimal use of human, financial and maternal resources within the context of available technology in service delivery.

Measure of efficiency are given by:

2.4.1 Measure of Efficiency: Average Length of stay:

YEAR	2005	2006	2007	2008	2009
Average Length of Stay (ALOS)	8.16 days	6.72 days	7.43 days	7.3 days	7.63 days

Average length of stay for in-patients has remained low for the period averaging 7 days 10hrs 45min.

2.4.2. Measure of Efficiency: Bed Utilisation Rate

YEAR	2005	2006	2007	2008	2009
Bed Occupancy Ratio	67.5%	67.2%	71.9%	80%	76.0%

Bed occupancy ratio (Bed utilisation rate) continued to increase over the period from 67.5% in 2005 to 80% in 2008 and 76.0% in 2009.

Low average length of stay for in-patients and increasing bed utilisation rate are clear indication of continuing efficient utilisation of resources.

SECTION III: GENERAL COMMENTS ON THE 2009 PERFORMANCE

1. There was a general decline in the levels of activities in many areas of operations in 2009 when compared with same period last year. Total attendance for instance, declined from 172,893 in 2008 to 152,215 in 2009 representing a 12.0% fall in hospital attendance. The reason for this decline in patients attendance may be attributed to improved services at the various general hospitals within the environs and at the university of Abuja Teaching Hospital for the period.
2. On attendance by specialities, General Outpatients and STC remained the clinics of highest attendance with 22,541 and 16,490 for the period. This trend is consistent with previous years levels.
3. In terms of performance, the hospital when evaluated in terms of accessibility, effectiveness of care, and efficiency in the utilisation of available resource performed creditably well as the access to care continued to remain high even though there was slight decline in 2009. As regards effectiveness of care, both in-patient mortality rate and maternal mortality rate remained low for the year 2009 and infact the maternal mortality rate was 0/1000 for the year. For efficiency the hospital recorded a high bed utilisation rate and the average length of stay remained low. This is an indication of continued efficient utilisation of resources.

4. Amount spent on waivers/exemption granted to poor/indigent patient continued to remain high increasing from ₦10,258,675.00 in 2005 to ₦19,446,236.00 in 2009 representing 90% increase over the period. Certainly this level of waivers/exemptions is a source of worry to management and unsustainable.

RECOMMENDATIONS

1. Patients attendance continued to remain high and the pressure is exerted on the physical facilities/personnel of the hospital. Management need to keep the tempo of the expansion of the physical infrastructure/facilities currently going on in the hospital.

2. With continued growth of patient attendance at the STC clinic, Management needs to expand the clinic's infrastructure to accommodate this growth.

3. Lastly, as we stated in last year report, the present waivers/exemptions granted indigent/poor patients regime is unsustainable. Management needs to explore ways to include waivers as an overhead expenses in future budget proposals to the Federal Government.

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EXECUTIVE SUMMARY

The major highlights of the activities of the hospital for the 2009 operational year are highlighted in this summary.

1. Total Patients attendance for 2009 was **152,215** made up of **144,016** out-patients and **8,199** in-patients attendance
2. New patients attendance for the year amounted to **32,743** cases.
3. Total discharges for 2009 came to **7,373** cases.
4. Total death recorded for the year came to **512**.
5. Total deliveries for 2009 came to **1,910** births.
6. Total surgical operations conducted in the Hospital amounted to **3,133** cases with general surgery being the highest with **1,036** cases.
7. Total waivers/exemptions granted to poor/indigent patients amounted to **₦19,446,236.00**
8. Against key health performance indicators the hospital was found to be:
 - i. Accessible
 - ii. Equitable
 - iii. Effective in patient care intervention
 - iv. Efficient in the utilization of resources

The waivers/exemptions granted to indigent/poor patient regime is unsustainable in the future.

10. See General Comments/Recommendations