

Category 4. Leadership Excellence in Patient-Centered Service Quality

Objective: To recognize institutions that promote a **culture of dignity, empathy, and responsiveness** in healthcare delivery, with leadership playing a key role in fostering compassionate care, improving patient experiences, and addressing individual preferences and needs holistically.

1. Empathy Training

- Regular training on empathy/communication annually
- Percentage of staff trained in empathy/communication skills

2. Patient Rights & Education

- Availability of documented patient rights and display in local languages
- Mechanism to educate patients during admission

3. Complaint Handling Mechanism

- Average complaint resolution time
- % resolved to patient satisfaction

4. Shared decisions

- Policy for shared decisions in treatment plans
- % departments following this practice

5. Cultural Sensitivity

- Interpreter services or multi-language signage
- Staff trained in cultural awareness

6. Environment of Care

- Patient feedback on noise, cleanliness, privacy
- Visuals/materials to create healing environments

7. Continuity of Care

- Discharge planning done by multidisciplinary team
- Follow-up call rates within 48 hours

8. Use of Technology

- Availability of patient portals, mobile apps
- Appointment and report tracking by patients

9. Service Accessibility

- Average wait time for OPD and emergency
- Availability of teleconsultation options

10. Patient Stories & Engagement

- Real patient stories and feedback used for improvement
- Patient participation in QI committees