<table>
<thead>
<tr>
<th>NO</th>
<th>INDICATOR</th>
<th>DIMENSION</th>
<th>STANDARD</th>
<th>HOSPITAL REPORTING FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Turnaround time of $\leq$ 3 hours for releasing bodies (non-police cases) to the appropriate claimant after body registration by the Forensic Medicine Department/ Forensic Unit</td>
<td>Customer Focus/ Patient Centeredness</td>
<td>$\geq 80%$</td>
<td>6 Monthly</td>
</tr>
<tr>
<td>2</td>
<td>Turnaround time of $\leq$ 12 weeks for preparing forensic autopsy reports of police cases from the autopsy performed by the Forensic Medicine Department.</td>
<td>Clinical Effectiveness</td>
<td>$\geq 80%$</td>
<td>6 Monthly</td>
</tr>
<tr>
<td>3</td>
<td>Percentage of bodies released to the right claimant by the Forensic Medicine Department/ Forensic Unit</td>
<td>Safety</td>
<td>$\geq 99%$</td>
<td>6 Monthly</td>
</tr>
</tbody>
</table>
### Indicator 1

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Forensic Medicine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of indicator</td>
<td>Turnaround time of ≤ 3 hours for releasing bodies (non-police cases) to the appropriate claimant after body registration by the Forensic Medicine Department/ Forensic Unit</td>
</tr>
<tr>
<td>Dimension of Quality</td>
<td>Customer Focus/ Patient Centeredness</td>
</tr>
</tbody>
</table>
| Rationale           | 1. To ensure that the process of management of the deceased is handled effectively, efficiently and with due respect for the dead by the forensic medicine department and forensic unit.  
                        2. To expedite the release of bodies to the rightful claimant for burial or cremation in accordance with the respective religious beliefs. |
| Definition of Terms  | Body release: Claiming of body (non-police case) by the appropriate claimant and handing of death documents to the appropriate claimant with the cautionary statement acknowledged as per procedure.  
                        Appropriate Claimant:  
                        1. Next-of-kin: spouse(s), daughter(s)/ son(s), parent(s), sibling(s), grandparent(s), first degree relative(s) e.g. uncle(s), aunt(s), cousin(s), grand-uncle(s), grand-aunt(s), and the likes.  
| Criteria            | Inclusion:  
                        1. All bodies (non-police cases) with availability of claimant.  
                        Exclusion:  
                        1. Unidentified body (no identification/ decomposed body / mutilated body/ skeletonised remains).  
                        2. Incomplete body (only body parts found/ fragmented human bones).  
                        3. Communicable or infectious disease case  
                        4. Export/ repatriation case  
| Type of indicator   | Process |
| Numerator           | Number of bodies (non-police cases) released to the appropriate claimant within (≤) 3 hours from the time of body registration by the Forensic Medicine Department/ Forensic Unit |
| Denominator         | Total number of bodies (non-police cases) released to the appropriate claimant at Forensic Medicine Department/ Forensic Unit |
| Formula             | Numerator × 100%  
                        Denominator |
| Standard            | ≥ 80% |
| Data Collection     | 1. Where: Data will be collected in Forensic Medicine Department/ Forensic Units  
                        2. Who: Data will be collected by Senior Assistant Medical Officers, Forensic Scientific Officers, Medical Officer or other assigned officers of the department/unit. |
### Indicator 2

**Discipline:** Forensic Medicine  
**Name of indicator:** Turnaround time of ≤ 12 weeks for preparing forensic autopsy reports of police cases from the autopsy performed by the Forensic Medicine Department.  
**Dimension of Quality:** Clinical Effectiveness  
**Rationale:** To ensure that autopsy reports are prepared in a timely manner for medicolegal purposes and assist in the administration of justice.  
**Definition of Terms:**  
- **Forensic autopsy:** Autopsy of police / medico-legal cases with the issuance of Polis 61 order.  
- **Forensic autopsy report:** Report drawn up detailing the autopsy findings and the cause of death.  
- **Police/ medico-legal case:** A death case under police investigation and the purview of the law.  
**Criteria:**  
**Inclusion:**  
1. Forensic autopsy reports of police/ medico-legal cases with ascertained cause of death.  
**Exclusion:**  
Forensic autopsy reports of  
### Indicator 2

**Type of indicator:** Process  

**Numerator:** Number of forensic autopsy reports of police cases prepared within (≤) 12 weeks by the forensic medicine department (ie. By the forensic medical officers/ forensic medicine specialists)  

**Denominator:** Total number of forensic autopsy reports of police cases prepared by the forensic medicine department (ie. By the forensic medical officers/ forensic medicine specialists)  

**Formula:**  
\[
\frac{\text{Numerator}}{\text{Denominator}} \times 100\% 
\]

**Standard:** ≥ 80%  

**Data Collection:**  
1. **Where:** Data will be collected in Forensic Medicine Department/ Forensic Unit.  
2. **Who:** Data will be collected by Forensic Medical Officer/ Forensic Scientific Officer/ Forensic Record Officers or other assigned officers of the department.  
3. **How frequent:** 6 monthly data collection.  
4. **Who should verify:** All performance data must be verified by Senior Forensic Specialists/ Head of Department/ Hospital Director  
5. **How to collect:** Data is to be collected from forensic reports and records.  

**Remarks:** Adhere to the Standard Operating Procedure of the Forensic Medicine Department/ Forensic Unit  

### Indicator 3

**Departmental Discipline:** Forensic Medicine  

**Name of indicator:** Percentage of bodies released to the right claimant by the Forensic Medicine Department/ Forensic Unit.  

**Dimension of Quality:** Safety  

**Rationale:** To respect the rights of the appropriate claimants which are the next-of-kin or authorised representative  

**Definition of Terms:**  
- **Right claimant:** Person who is next-of-kin or authorized representative.  
  - **Next-of-kin:** spouse(s), daughter(s)/ son(s), parent(s), sibling(s), grandparent(s), first-degree relative(s) e.g. uncle(s), aunt(s), cousin(s), granduncle(s), grandaunt(s), and the like.  
  - **Authorised representative:** representative of next-of-kin and relatives, representative of Embassy/ High Commission, religious authorities, employer.
## TECHNICAL SPECIFICATIONS FOR KEY PERFORMANCE INDICATORS (KPI) CLINICAL SERVICES

### MEDICAL PROGRAMME 2019

| Criteria | : | Inclusion: 
1. All bodies with appropriate claimant.  
Exclusion: 
1. Non-availability of appropriate claimant/ unclaimed bodies. |
| --- | : | Type of indicator | : | Outcome |
| Numerator | : | Number of correct bodies released to the right claimant |
| Denominator | : | Total number of bodies released |
| Formula | : | Numerator x 100%  
Denominator |
| Standard | : | ≥ 99% |
| Data Collection | : | 1. Where: Data will be collected in Forensic Medicine Department/ Forensic Units.  
2. Who: Data will be collected by Senior Assistant Medical Officers/ Forensic Scientific Officers, Medical Officers or other assigned officers of the department/unit.  
4. Who should verify: All performance data must be verified by Medical Officers in charge/ Forensic Specialists/ Head of Department/ Head of Unit.  
5. How to collect: Data is suggested to be collected from death registration book/death registration information system |
| Remarks | : | Adhere to the Standard operating procedure (SOP) of:  
1. Receiving and registration of bodies from the wards or brought in dead to the forensic medicine department or emergency department.  
2. Releasing bodies to the appropriate claimants. |