King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q1-Q4, 2018]

مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

روابط للحلول الصحية
HEALTH•LINKS
Powered by
PRESS GANEY®

Outpatient

OP – Overall Rating

KFSH

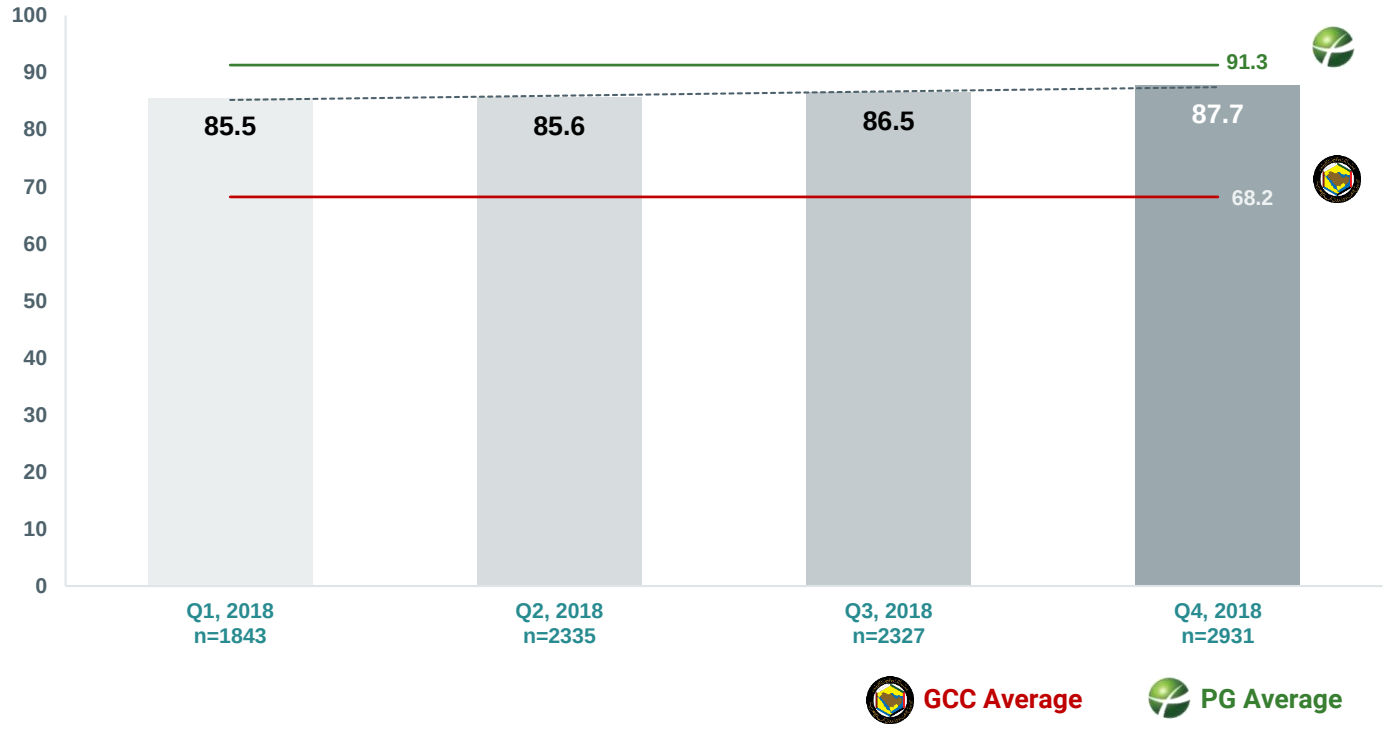
86.5

2018

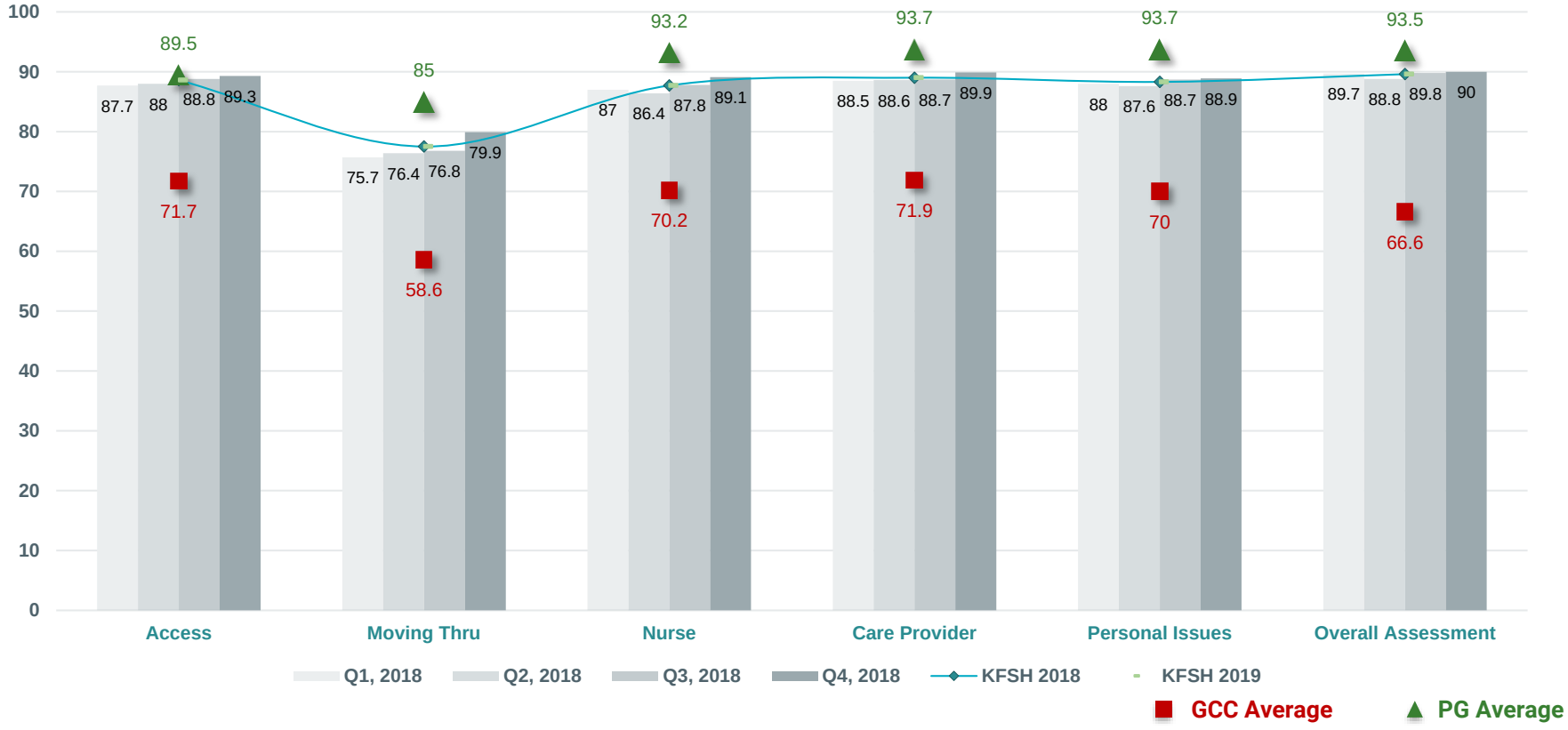
n-Size

9,436

Overall Rating Trend [Q1, 2018 – Q4, 2018]



OP – Survey Domains



OP – Strengths

OP – Priority Index (Q4, 2018)

1 Info About Delays

Gauges patients' perceptions about the **appropriateness of information** they received **about any delays.**

2 Response to Complaints

Measures the patient's perception of the **effectiveness and timeliness of staff's response** to their concerns.

3 Sensitivity to Needs

Measures the patient's perception that **staff members made an effort to understand** his/her unique **requirements**.

4 Staff Worked Together

Measures patients' perceptions of the **coordination of care** which visible when information flow smoothly from physicians to nurses to office staff.

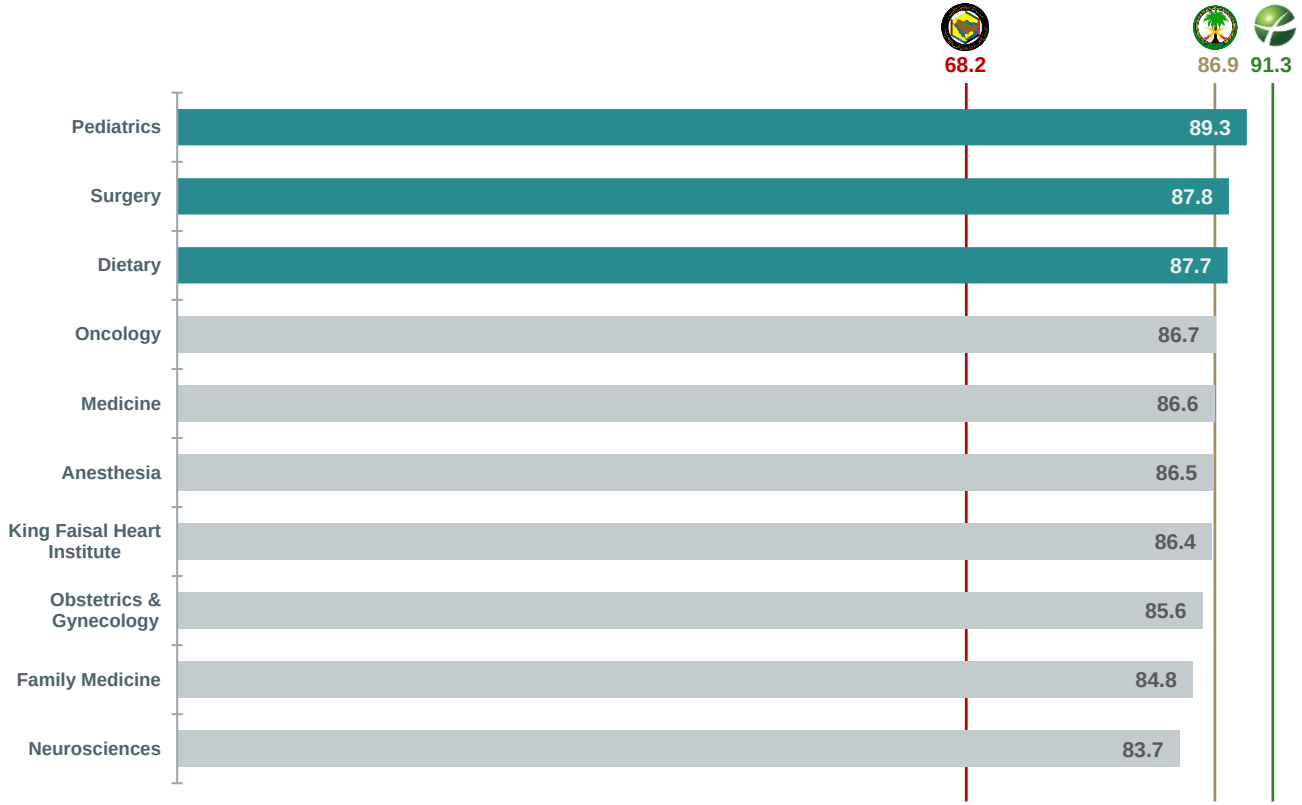
5 Nurses' Follow-up Instructions

Measures the patient's perception **about knowing what to do when they leave.**

- The **Priority Index®** identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Outpatient Improvement Opportunities distributes across various domains in the patient journey.
- These items were identified as priorities for 4 consecutive Quarters (Q1 – Q4, 2018)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating
Departments



Period: Q1, 2018 – Q4, 2018

OP – Departments

Pediatrics

Overall Rating

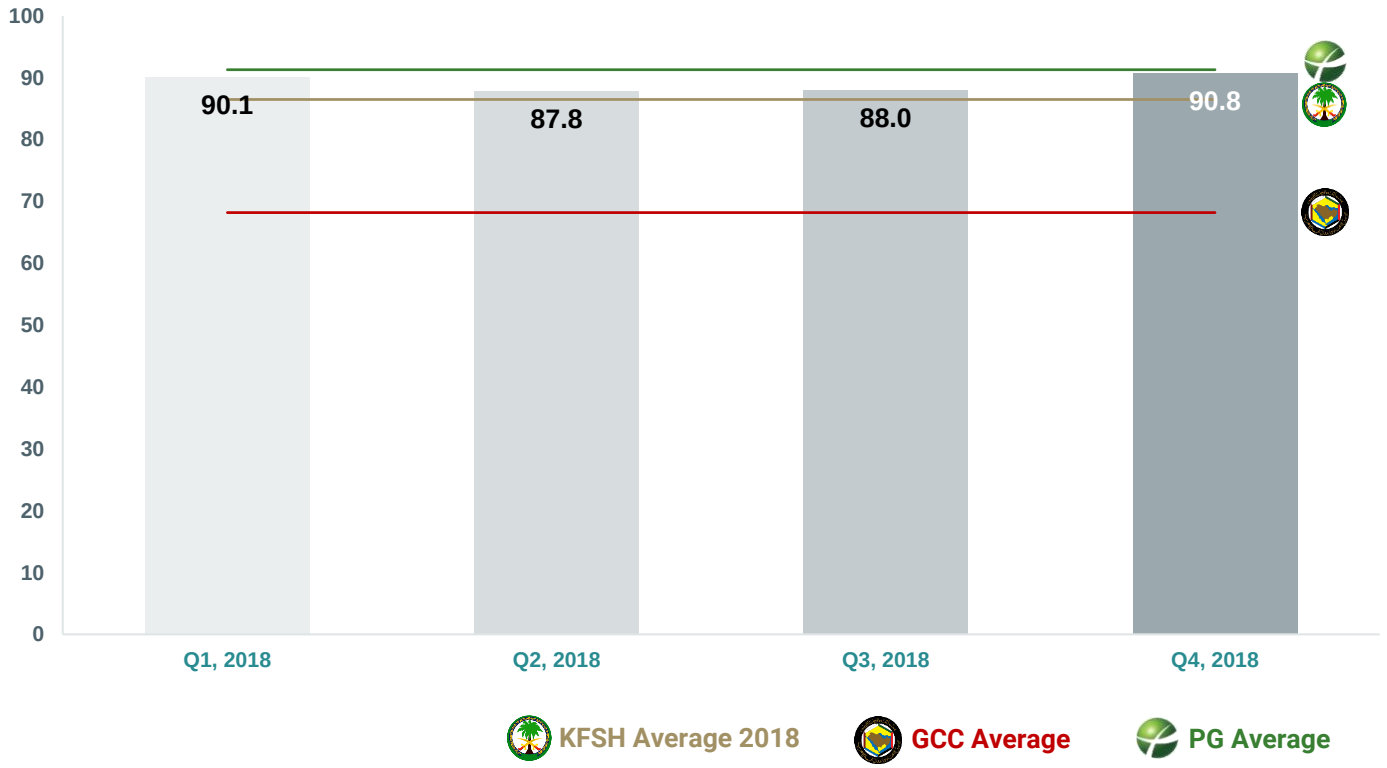
89.8

2018

n-Size

1,590

Period: Q1, 2018 – Q4, 2018



OP – Departments

Pediatrics

Patient Journey

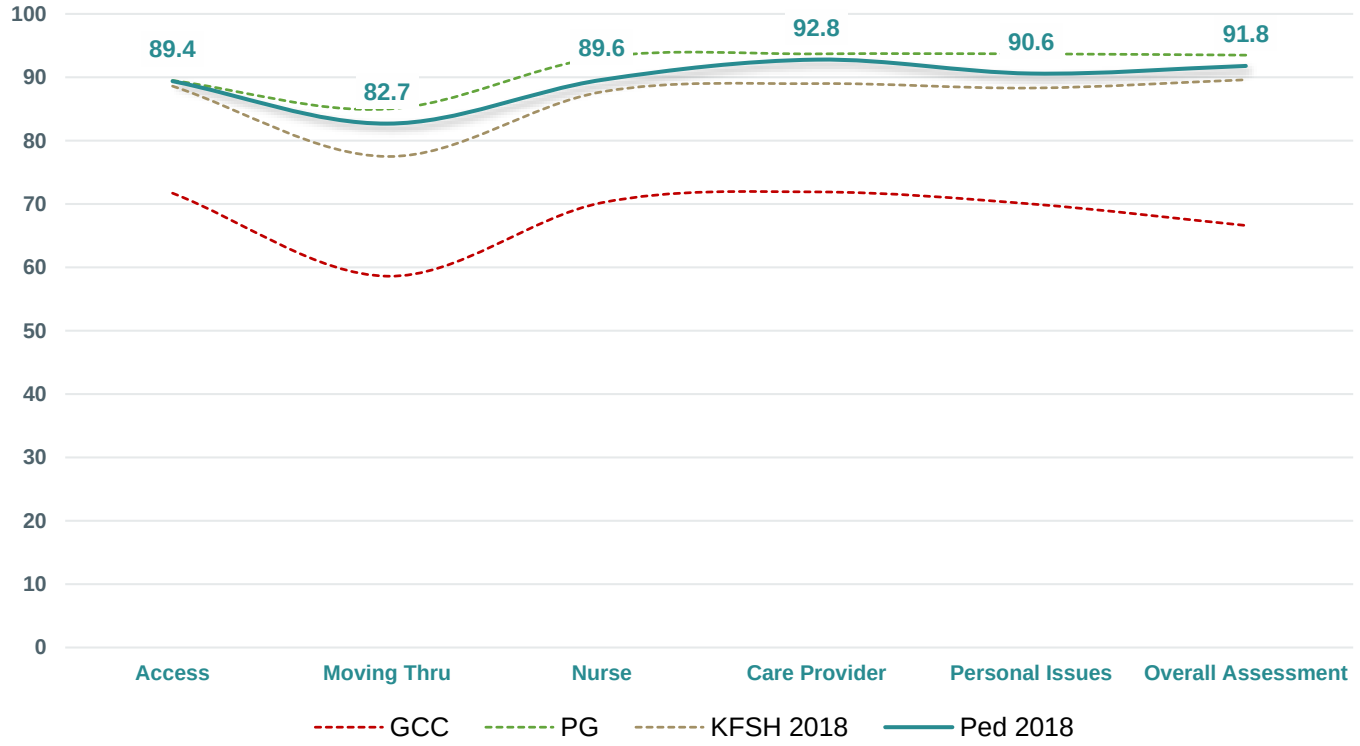
89.8

2018

n-Size

1,590

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Surgery

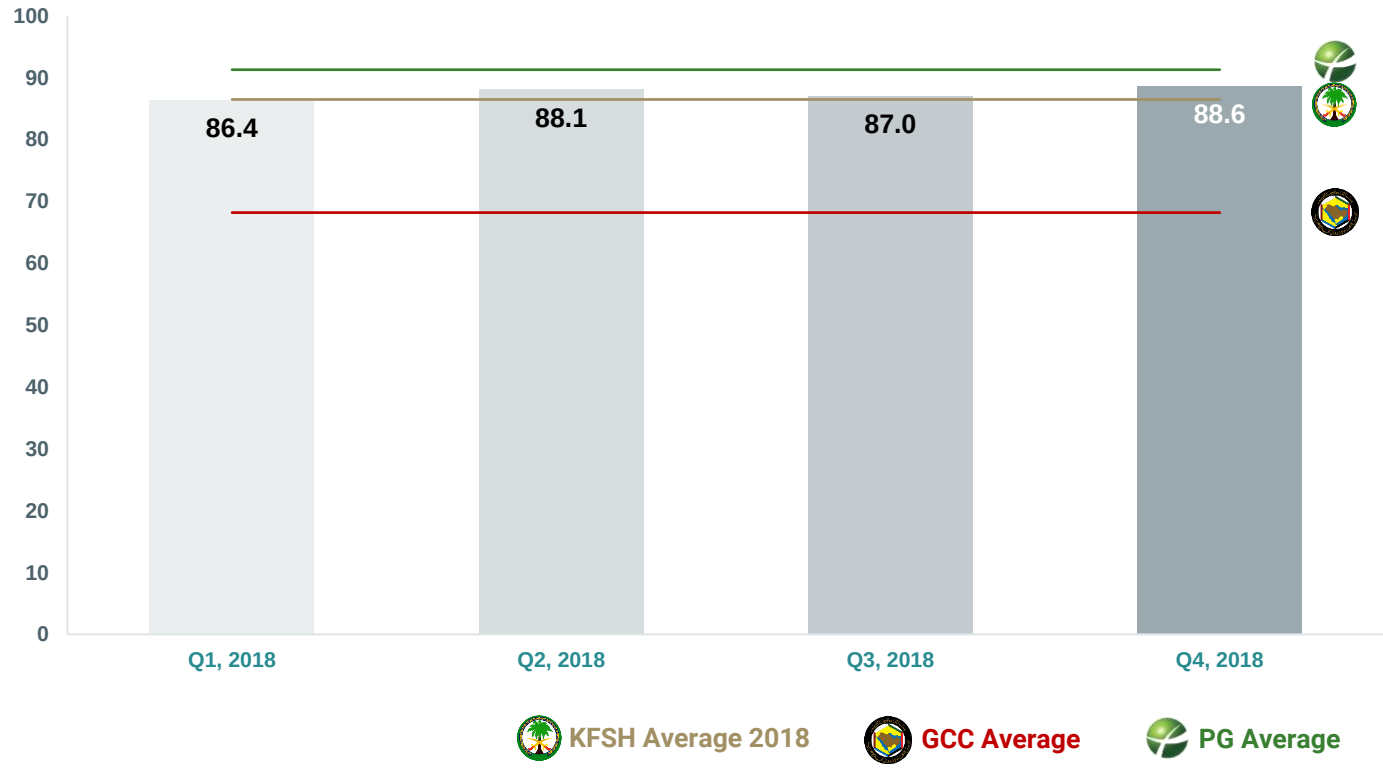
Overall Rating

87.8

2018

n-Size

1,358



OP – Departments

Period: Q1, 2018 – Q4, 2018

Surgery

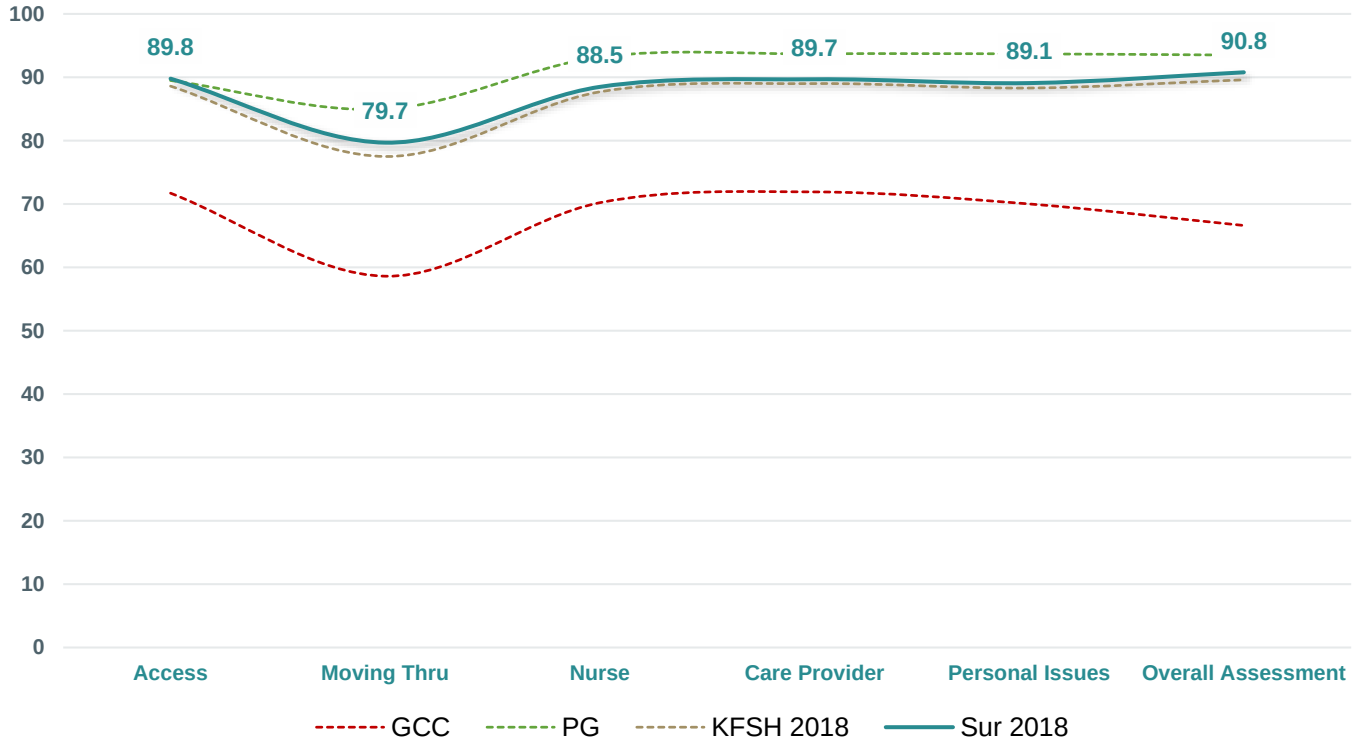
Patient Journey

87.8

2018

n-Size

1,358



OP – Departments

Period: Q1, 2018 – Q4, 2018

Dietary

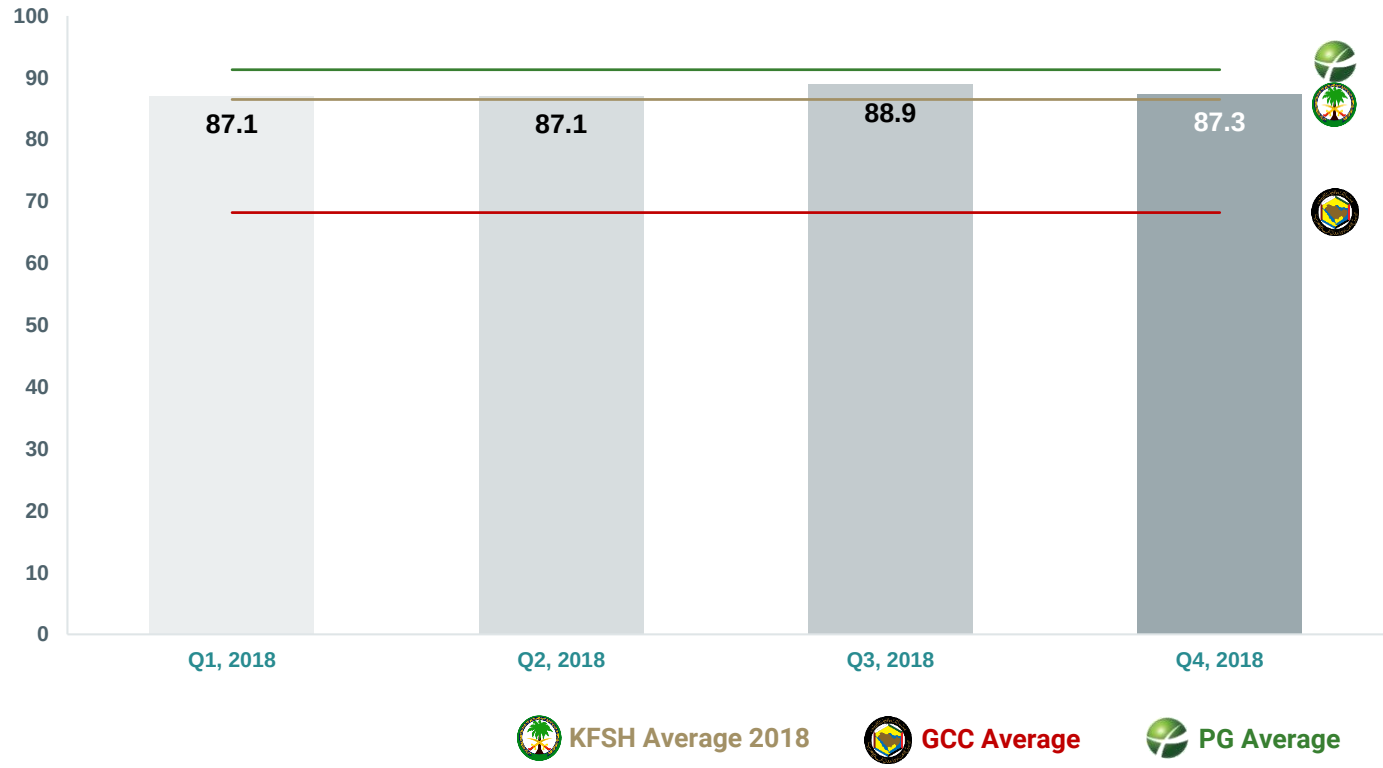
Overall Rating

87.7

2018

n-Size

1,140



OP – Departments

Period: Q1, 2018 – Q4, 2018

Dietary

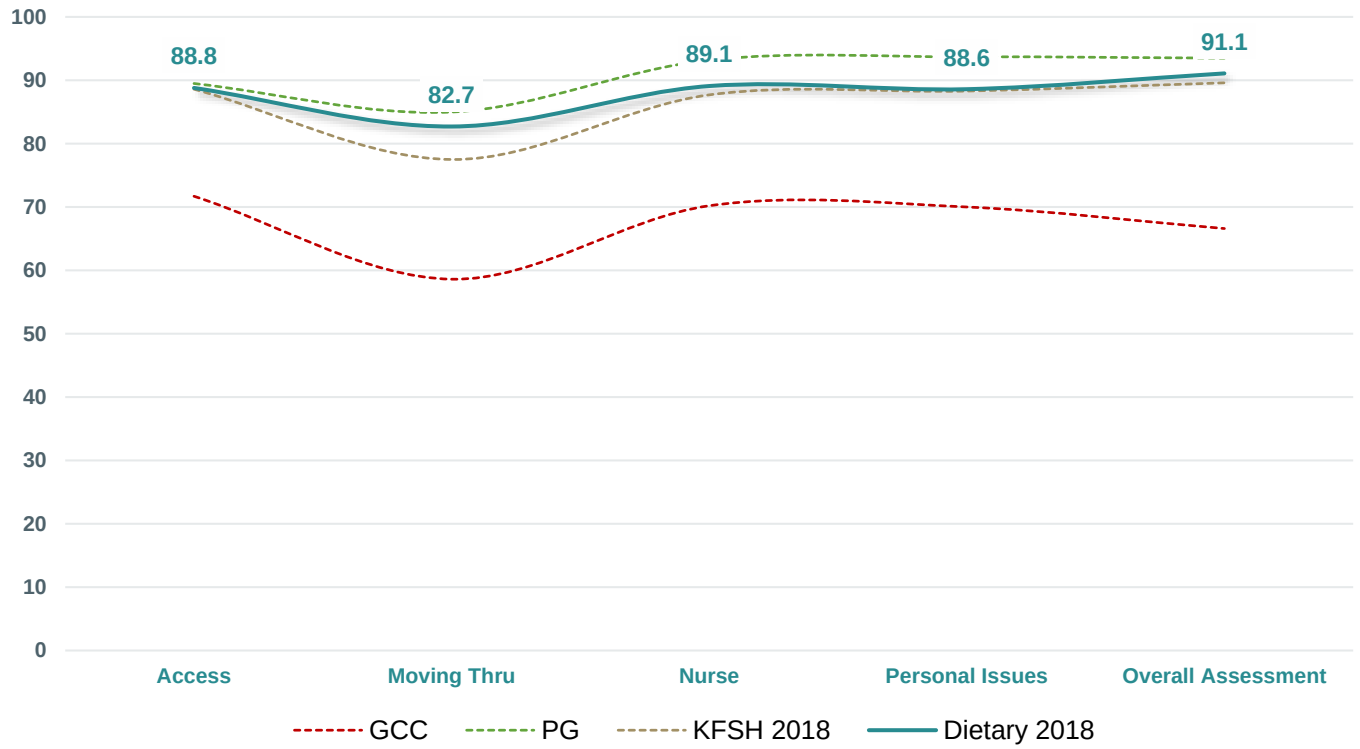
Patient Journey

87.7

2018

n-Size

1,140



OP – Departments

Period: Q1, 2018 – Q4, 2018

Oncology

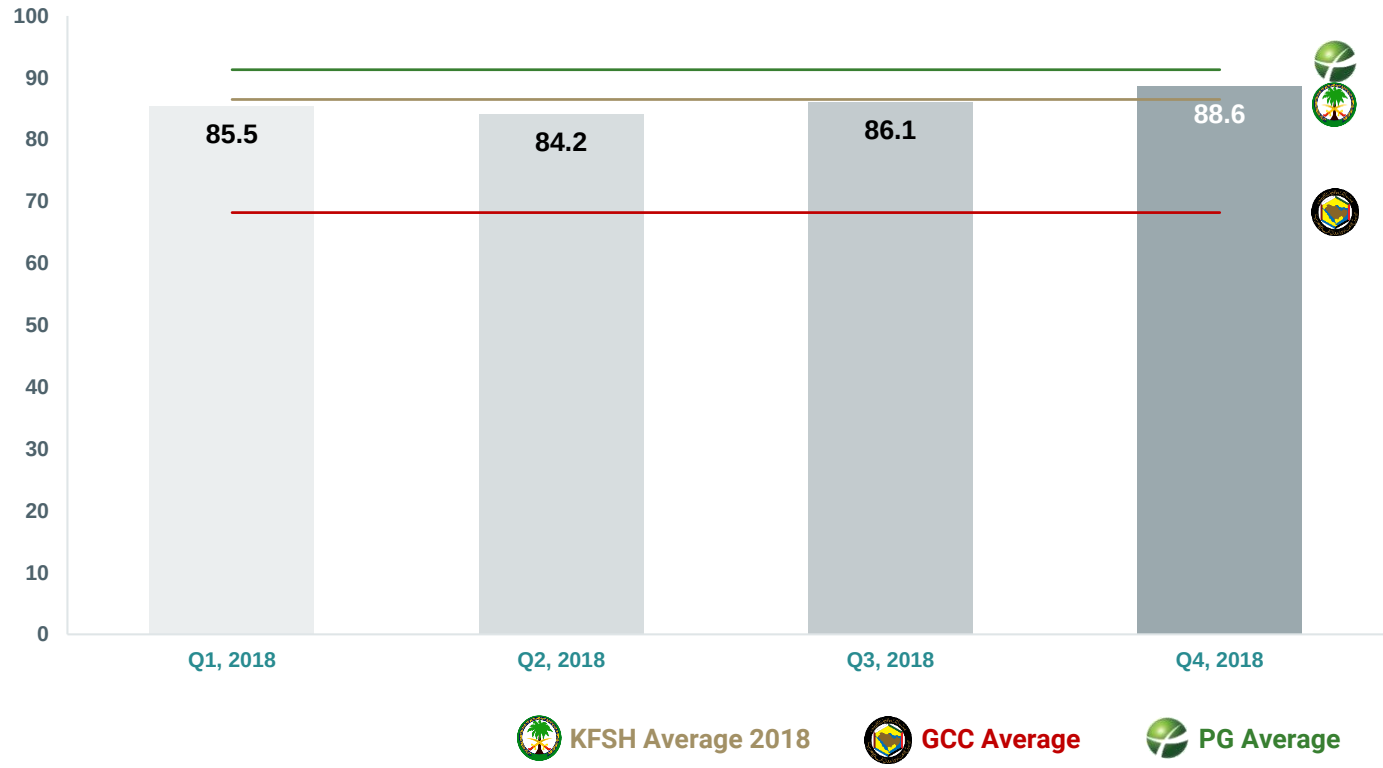
Overall Rating

86.7

2018

n-Size

534



OP – Departments

Period: Q1, 2018 – Q4, 2018

Oncology

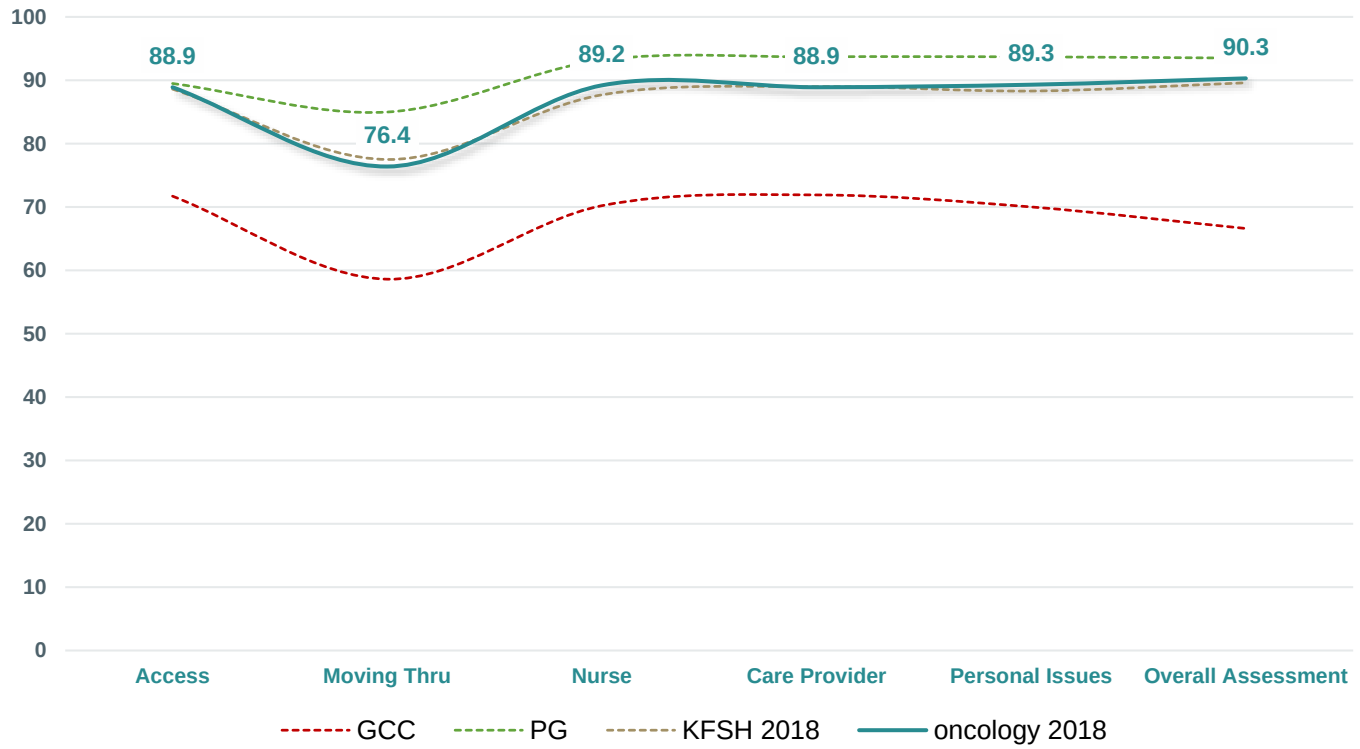
Overall Rating

86.7

2018

n-Size

534



OP – Departments

Period: Q1, 2018 – Q4, 2018

Medicine

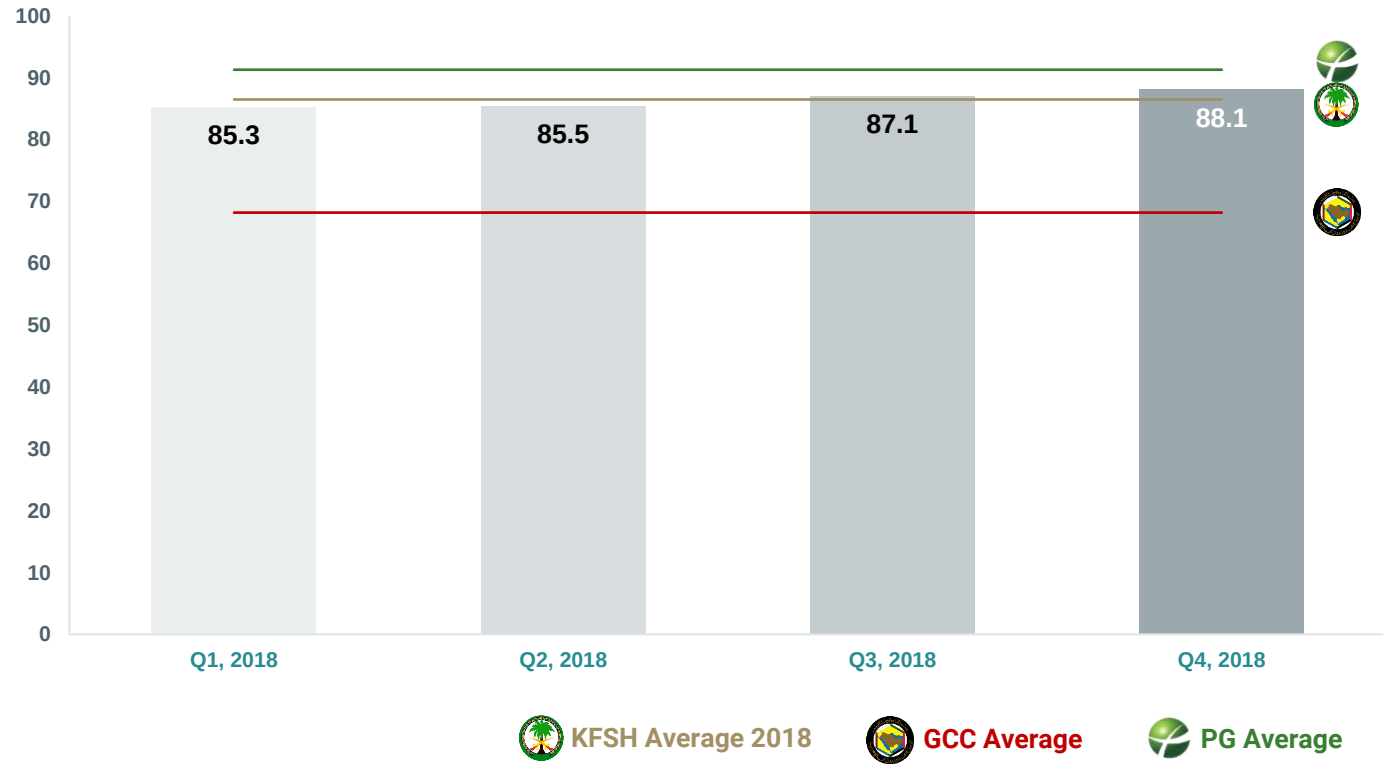
Overall Rating

86.6

2018

n-Size

2,040



OP – Departments

Period: Q1, 2018 – Q4, 2018

Medicine

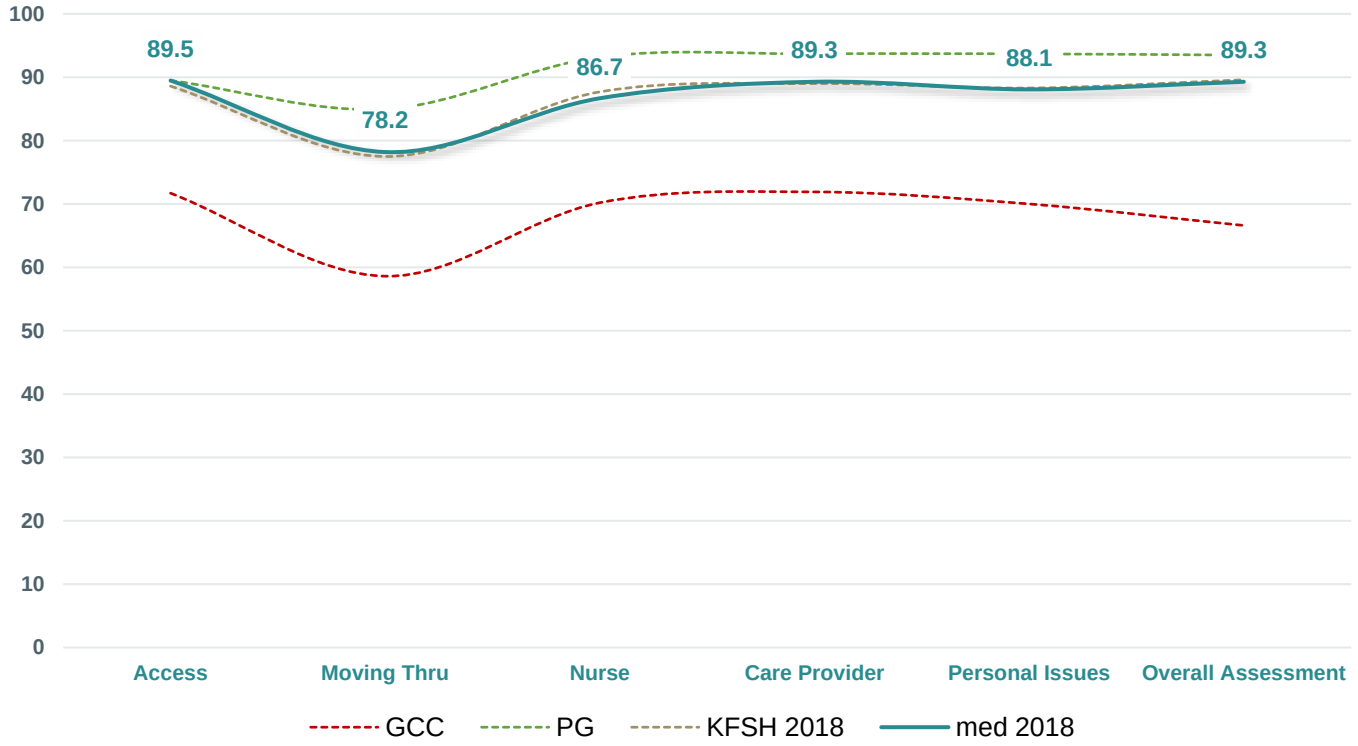
Patient Journey

86.6

2018

n-Size

2,040



OP – Departments

Period: Q1, 2018 – Q4, 2018

Anesthesia

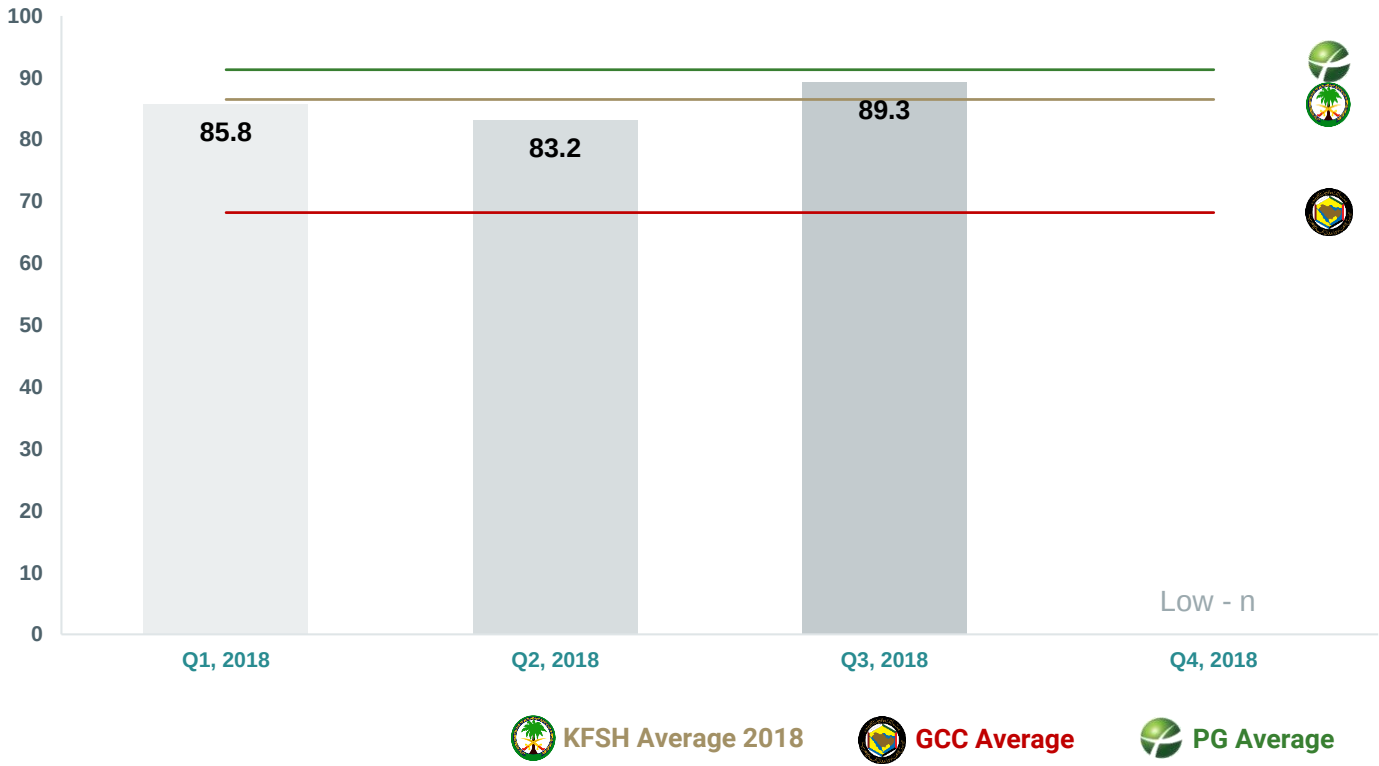
Overall Rating

86.5

2018

n-Size

176



OP – Departments

Period: Q1, 2018 – Q4, 2018

Anesthesia

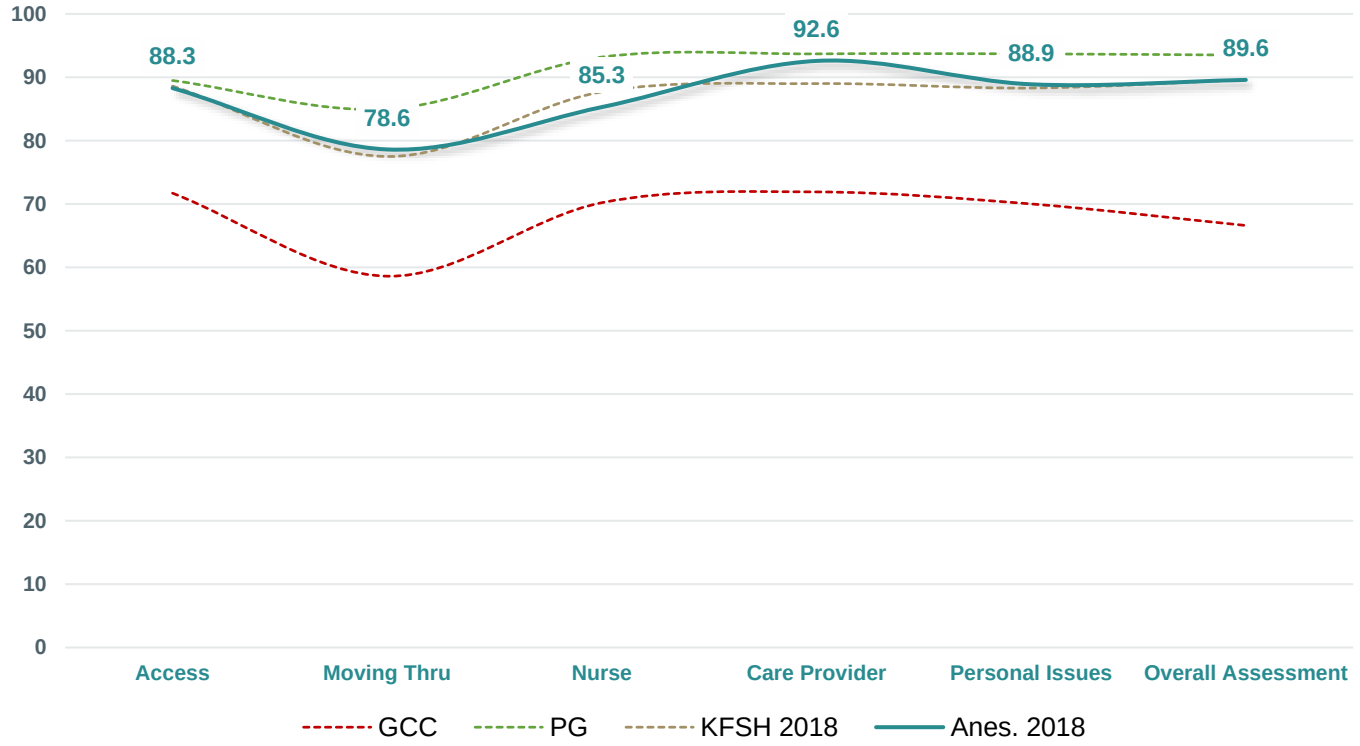
Patient Journey

86.5

2018

n-Size

176



OP – Departments

Period: Q1, 2018 – Q4, 2018

Heart Institute

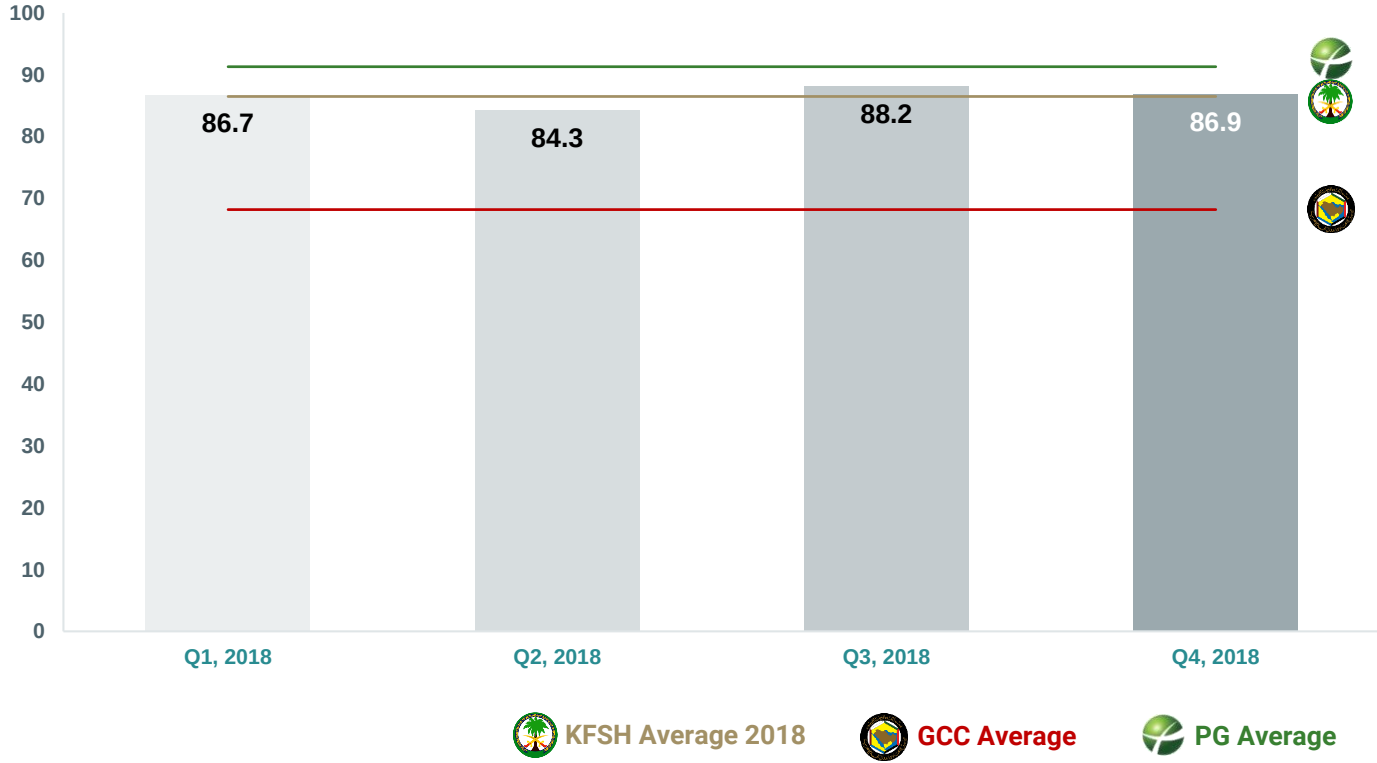
Overall Rating

86.4

2018

n-Size

1,481



OP – Departments

Period: Q1, 2018 – Q4, 2018

Heart Institute

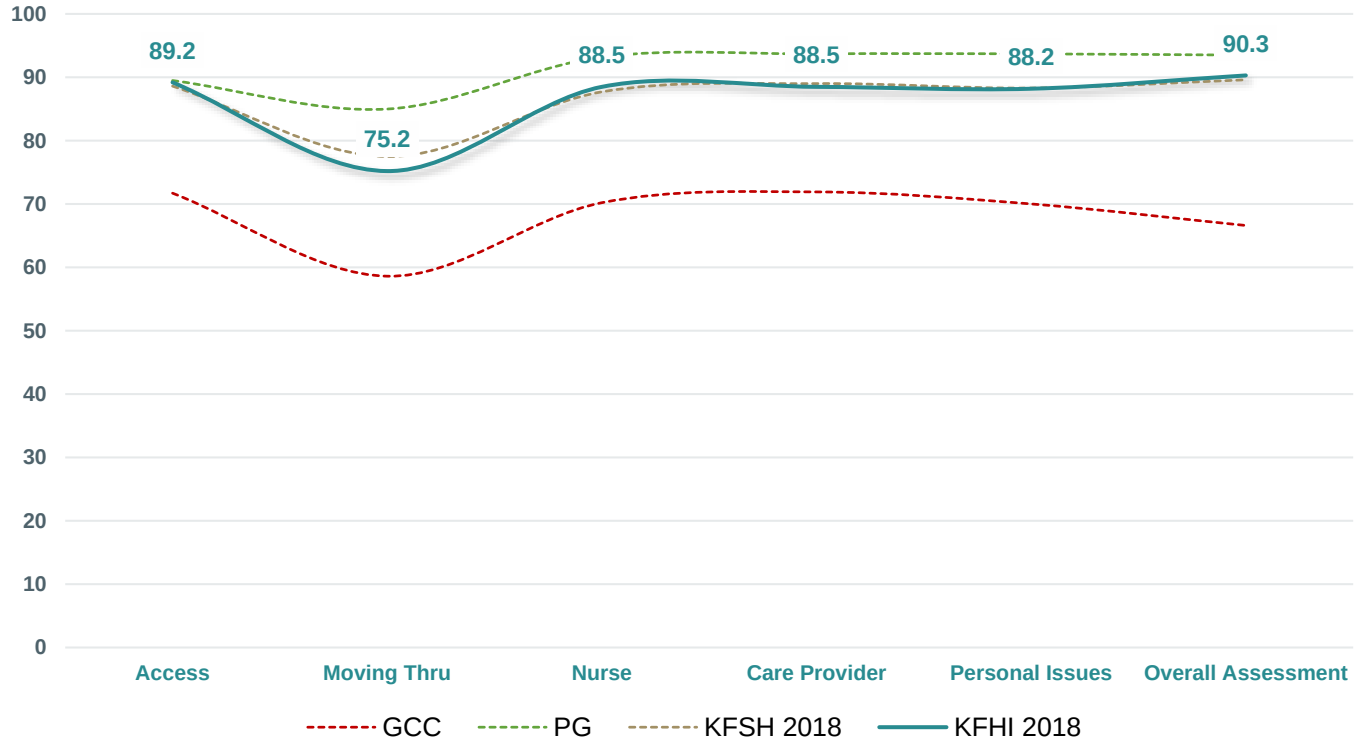
Patient Journey

86.4

2018

n-Size

1,481



OP – Departments

Period: Q1, 2018 – Q4, 2018

Ob/Gyn

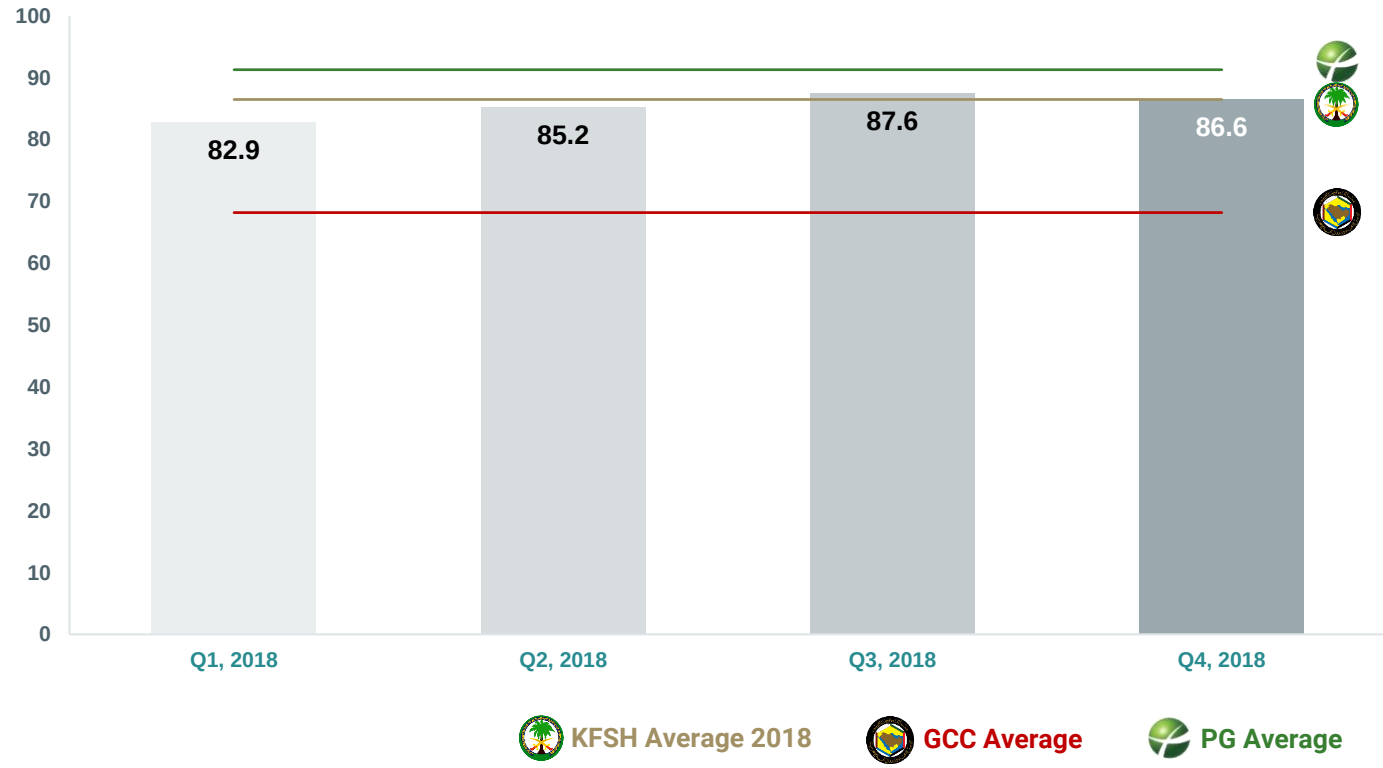
Overall Rating

85.6

2018

n-Size

829



OP – Departments

Ob/Gyn

Patient Journey

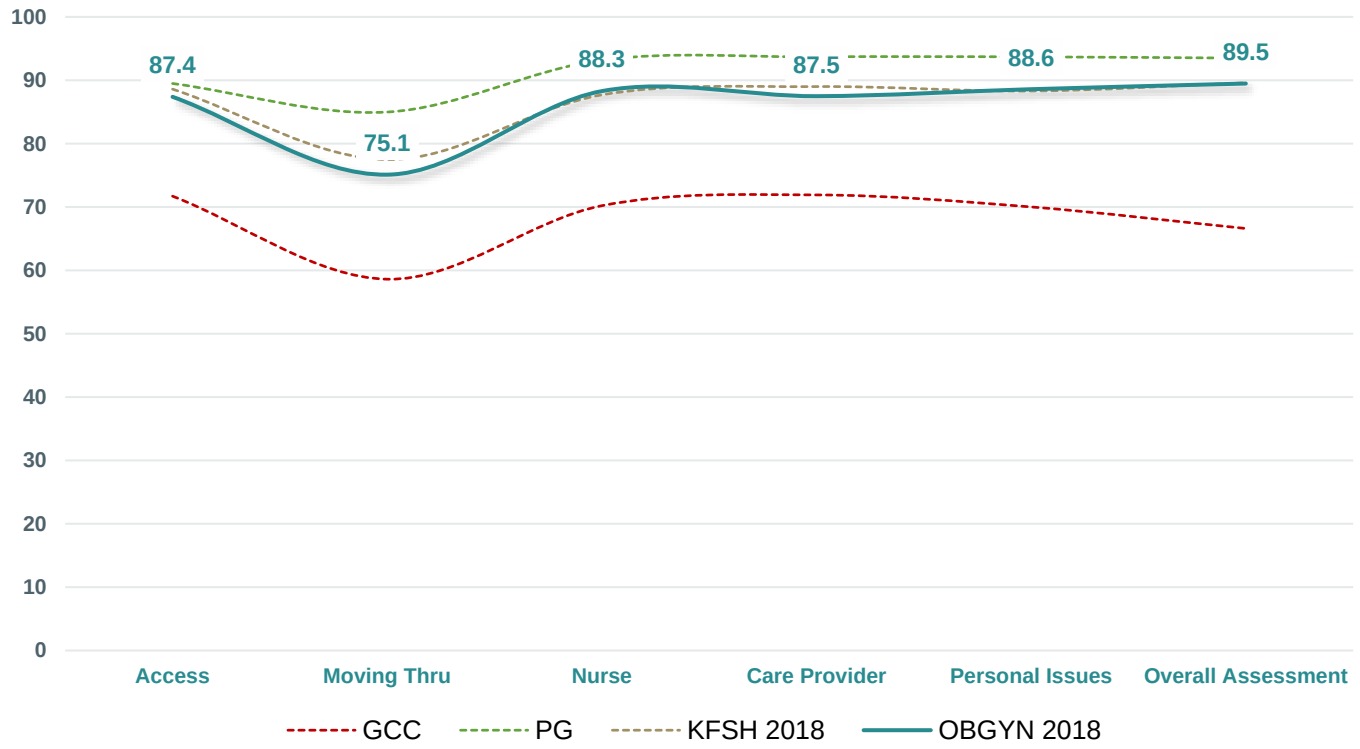
85.6

2018

n-Size

829

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Family Medicine

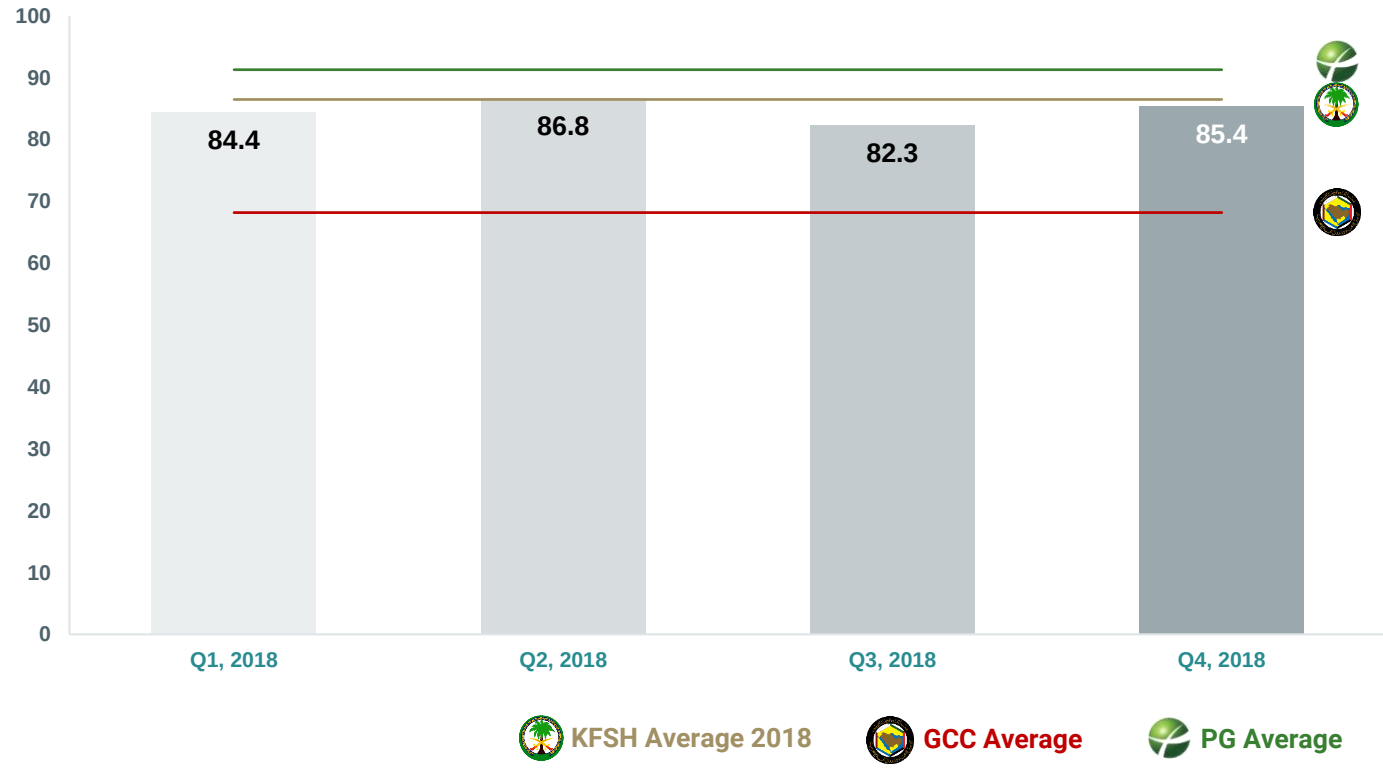
Overall Rating

84.8

2018

n-Size

1,236



OP – Departments

Period: Q1, 2018 – Q4, 2018

Family Medicine

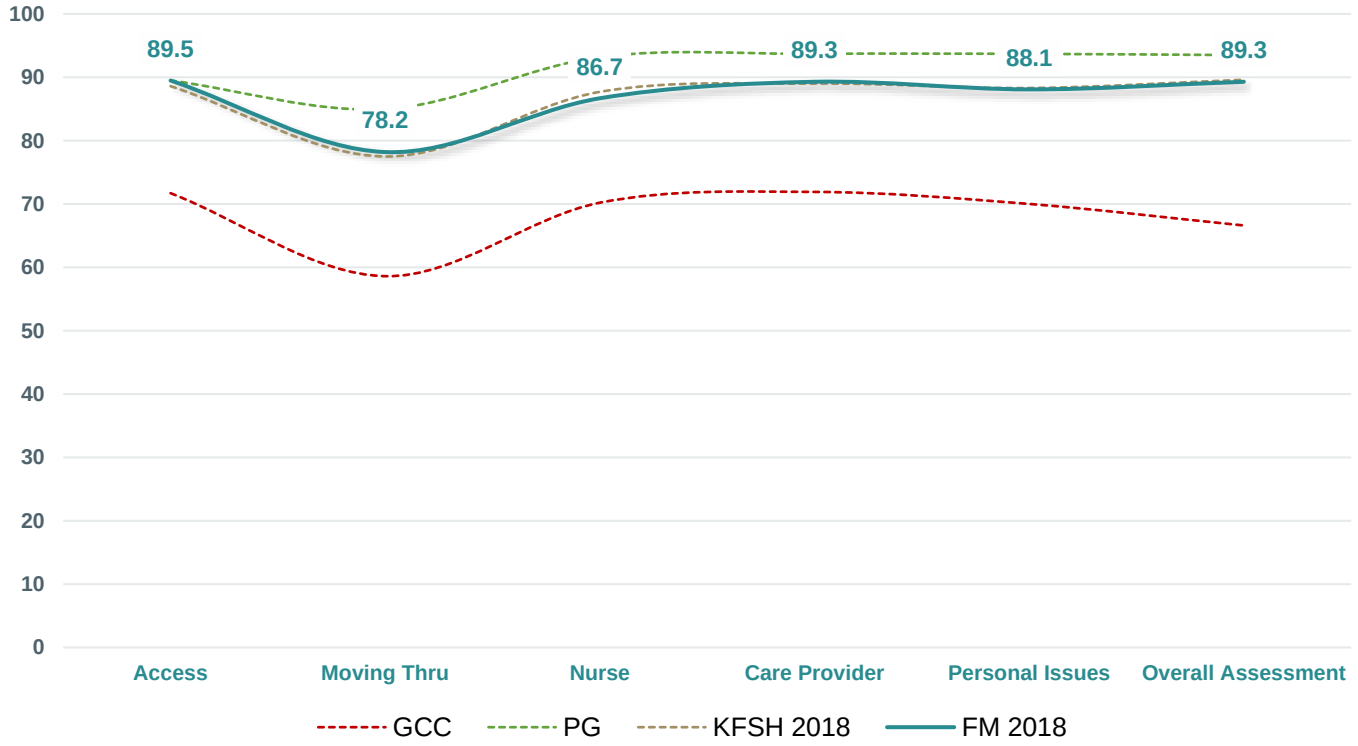
Patient Journey

84.8

2018

n-Size

1,236



OP – Departments

Period: Q1, 2018 – Q4, 2018

Neurosciences

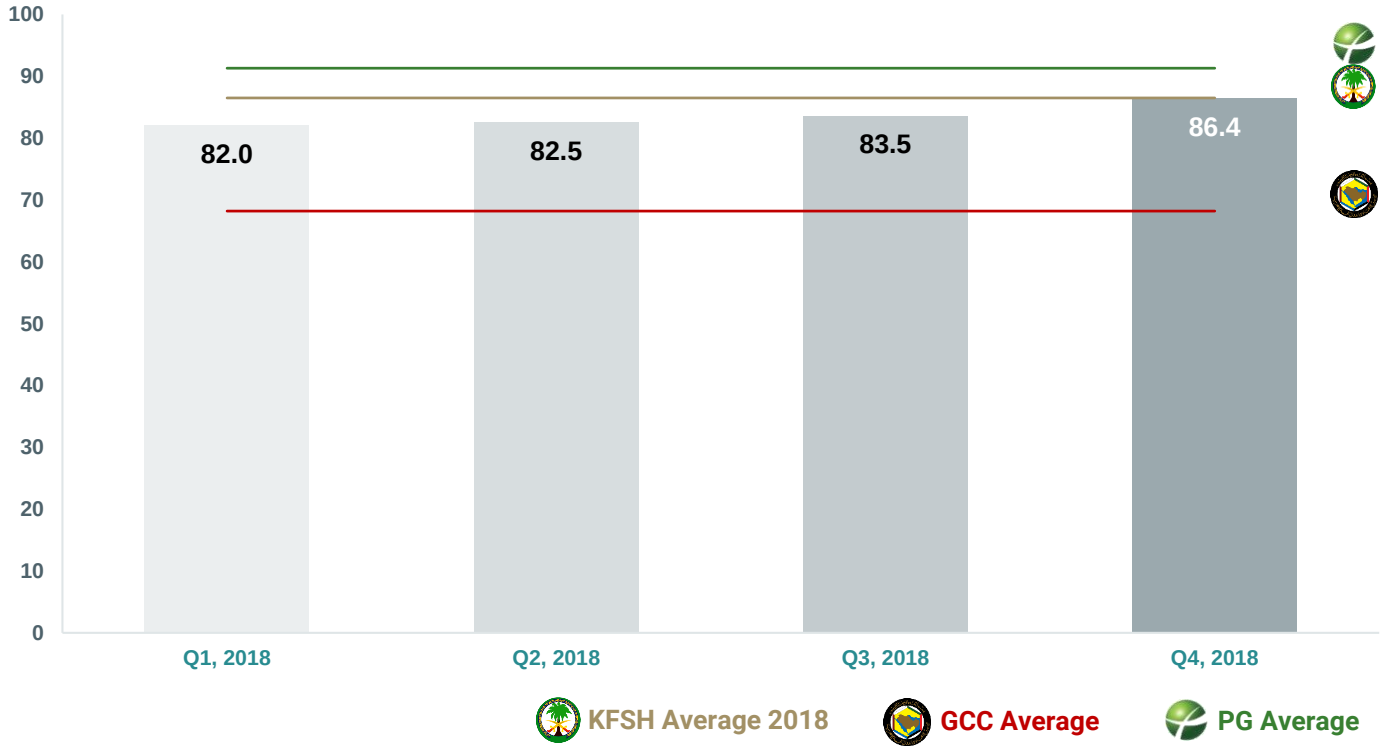
Overall Rating

83.7

2018

n-Size

699



OP – Departments

Period: Q1, 2018 – Q4, 2018

Neurosciences

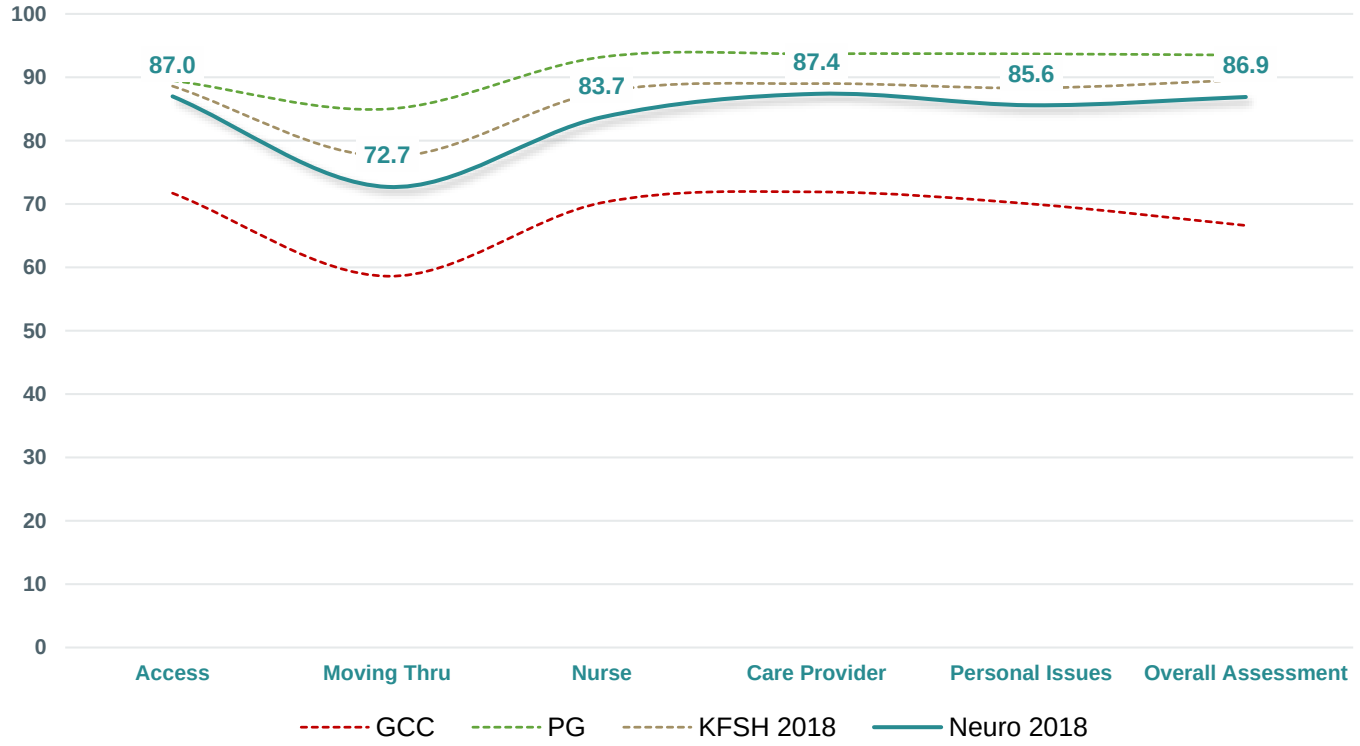
Patient Journey

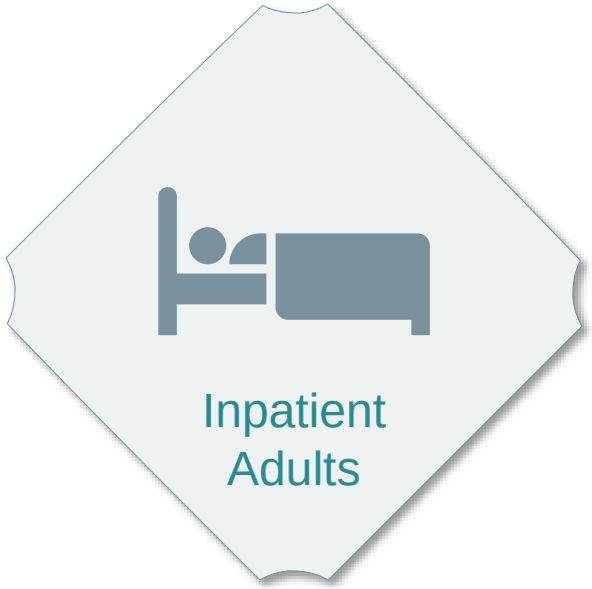
83.7

2018

n-Size

699

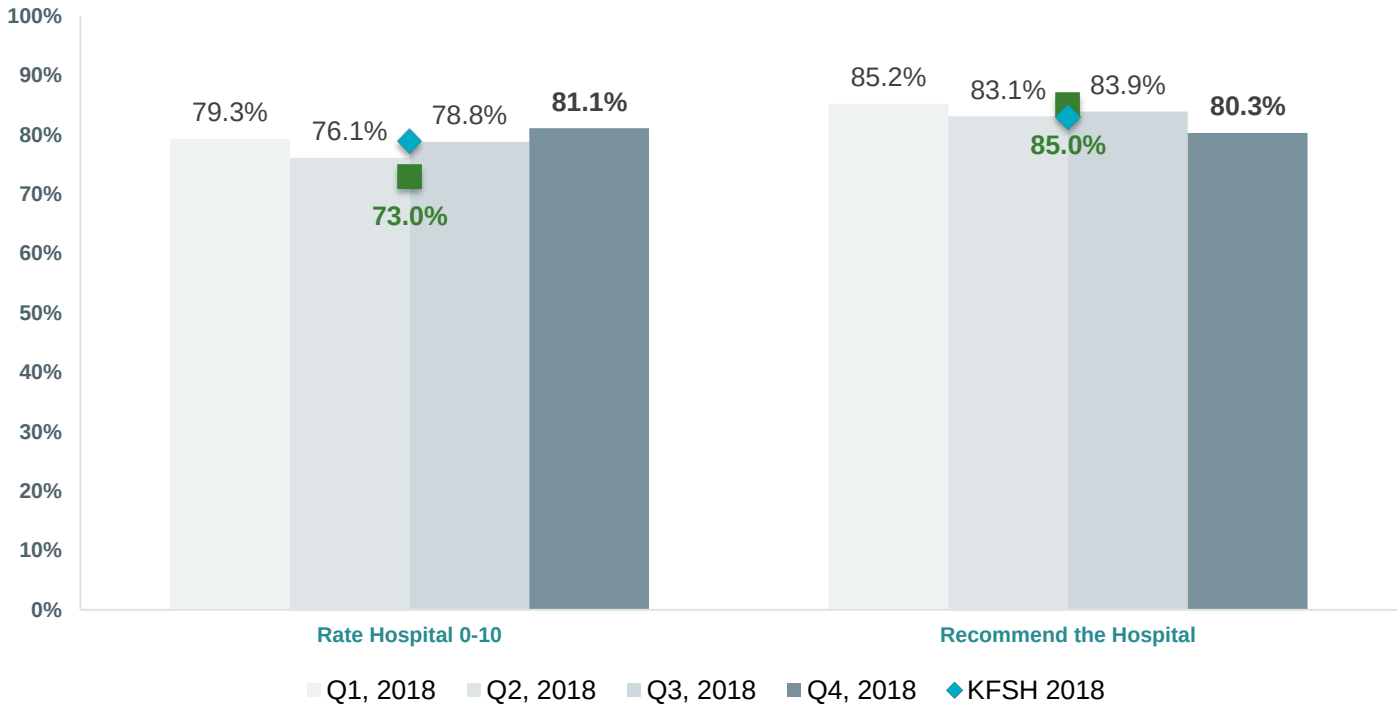



Inpatient
Adults

IP – Global Items

Global Items
Overall

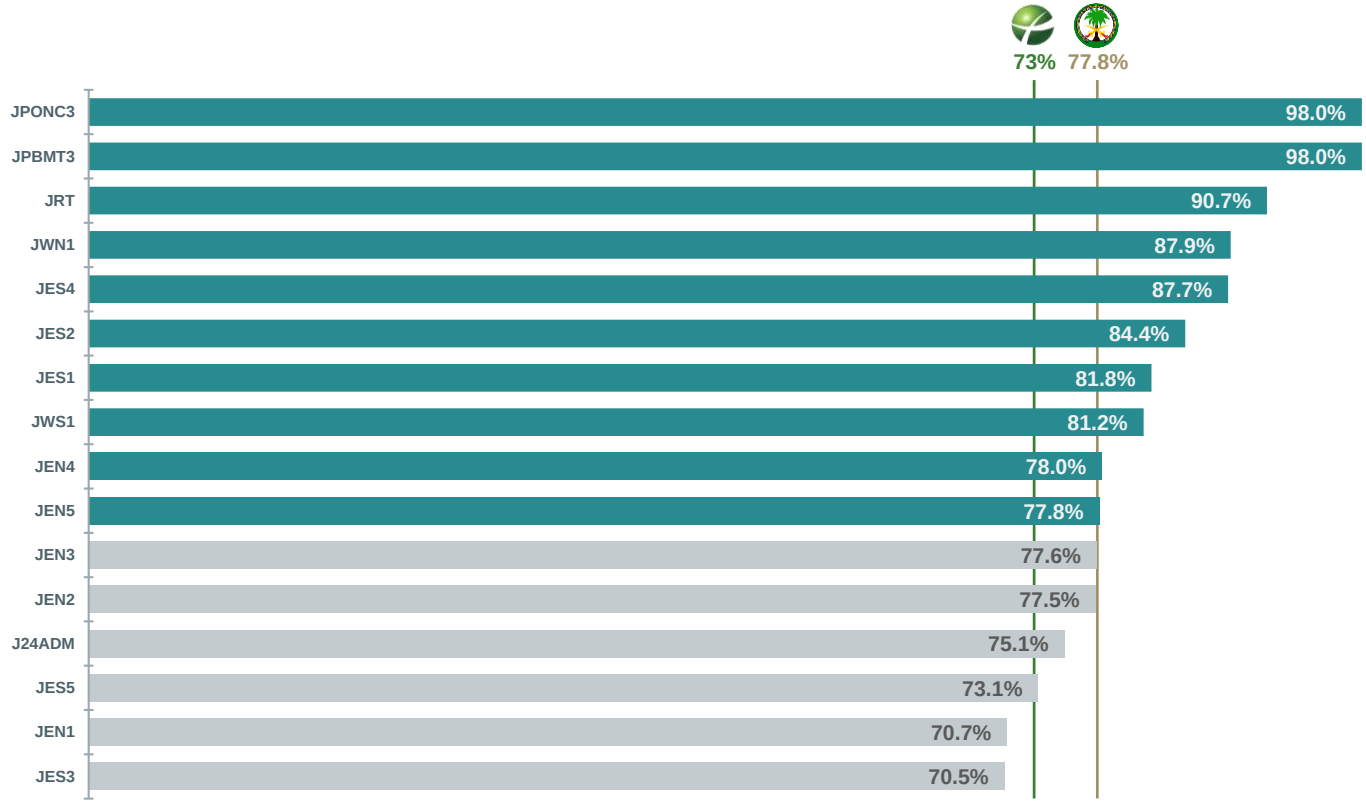
Global Items Trend [Q1, 2018 – Q4, 2018]



** Top Box %*

IP – Global Items

Rate Hospital 0-10
Wards



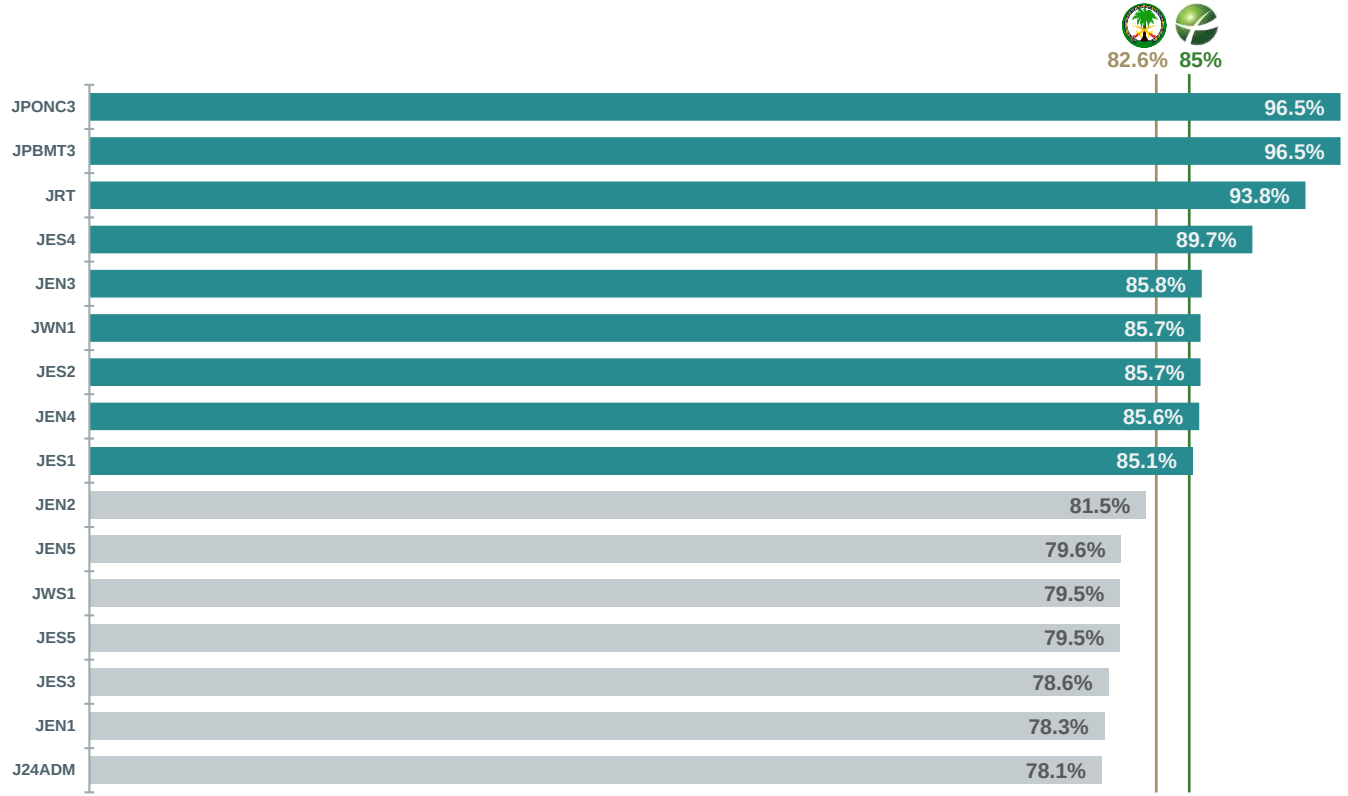
** Top Box %*

KFSH 2018

PG Average

IP – Global Items

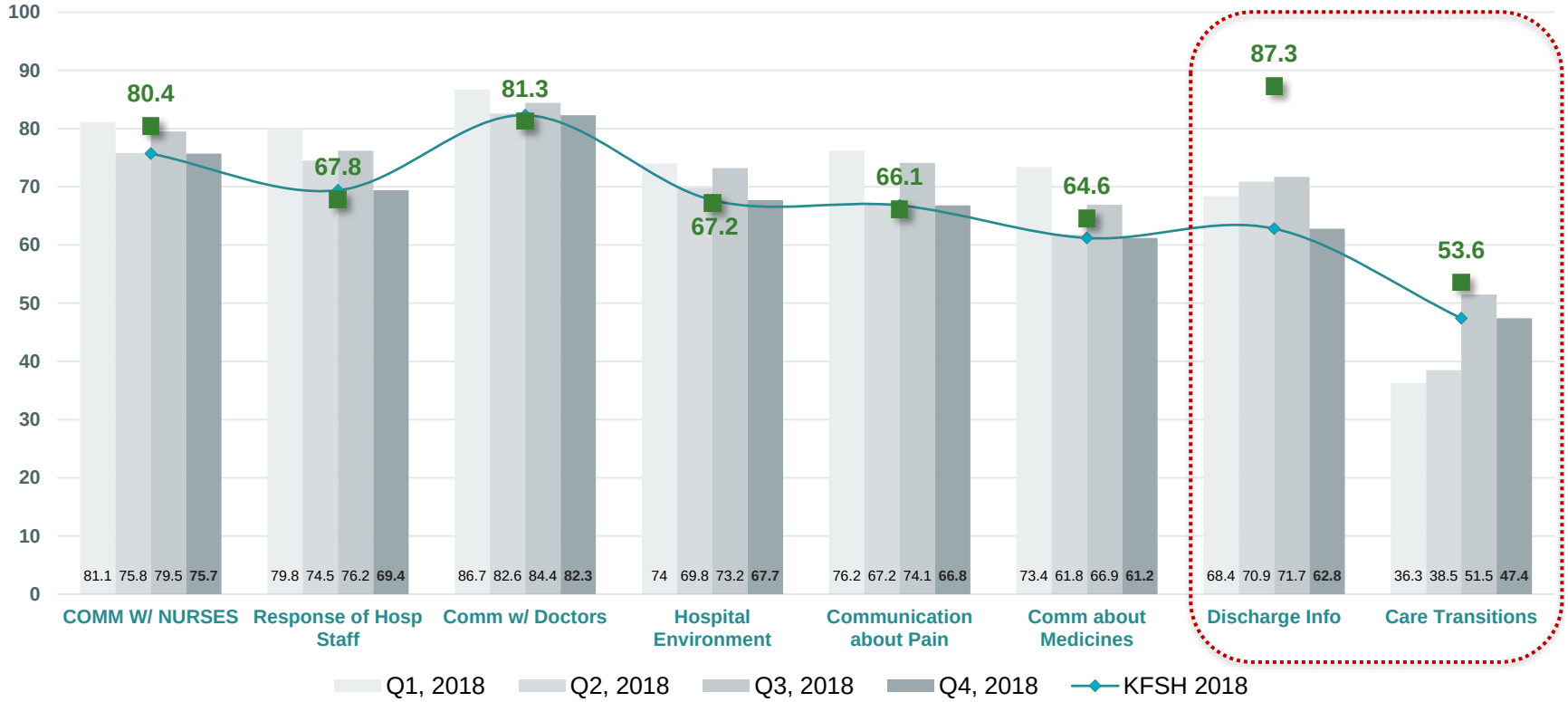
Recommend Hospital
Wards



KFSH 2018 PG Average

** Top Box %*

IP – Survey Domains



** Top Box %*

IP – Strengths

IP – Priority Index (2018)

1 Instruction Care at Home

Measures the patient's perception that he or she **knows what to do after being discharged.**

2 Response to Complaints

Measures the patient's perceptions of the **appropriateness of actions** that resulted when he/she mentioned something that **troubled** him/her.

3 Attention to Needs

Measures the patient's perception of how well the staff in the hospital assessed and **responded** to the patient's existing or changing **emotional state.**

4 Staff include decisions re:trtmnt

Focuses on the extent to which the **patient feels awareness, understanding, and participation in decisions** regarding **care and treatment**

5 Special Diet Explained

Measures the patient's perception of the **appropriateness of info about special diet**

The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority.

IP – Wards

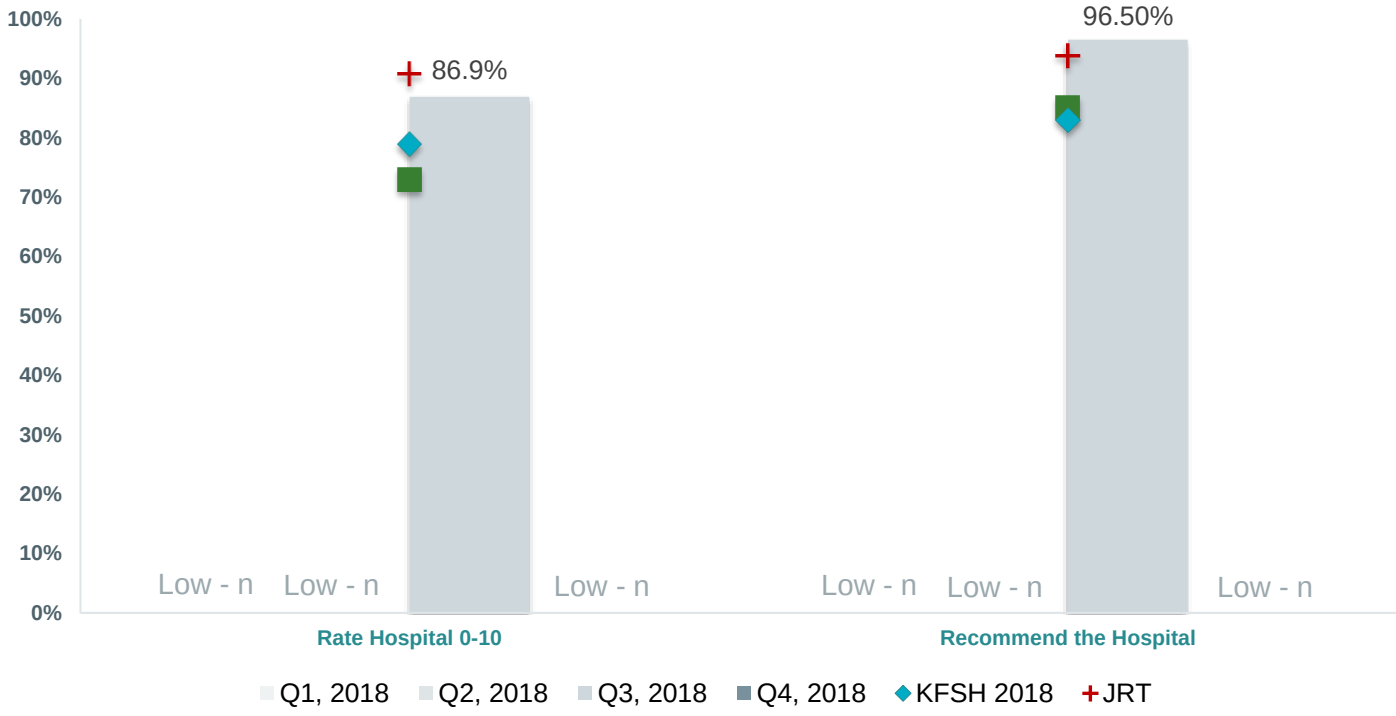
Period: Q1, 2018 – Q4, 2018

JRT

Global Items

n-Size

107



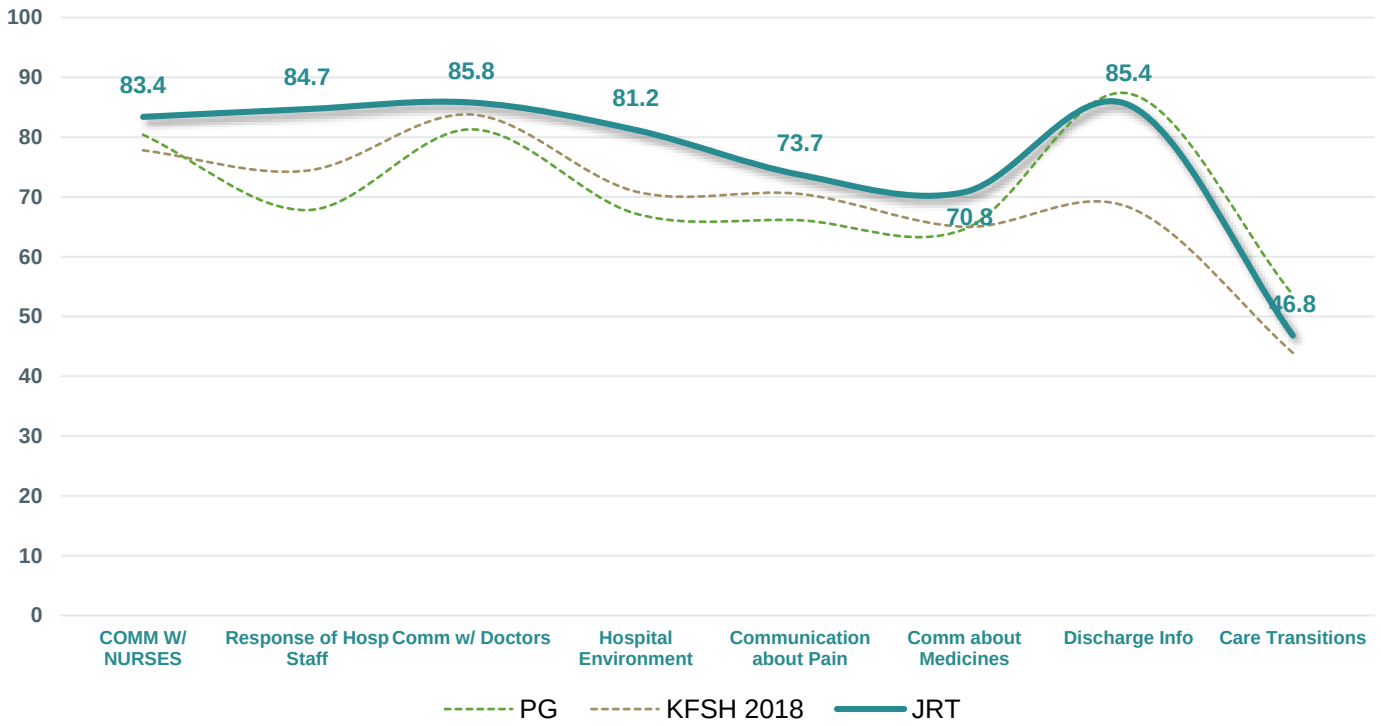
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JRT
Domains

n-Size
107



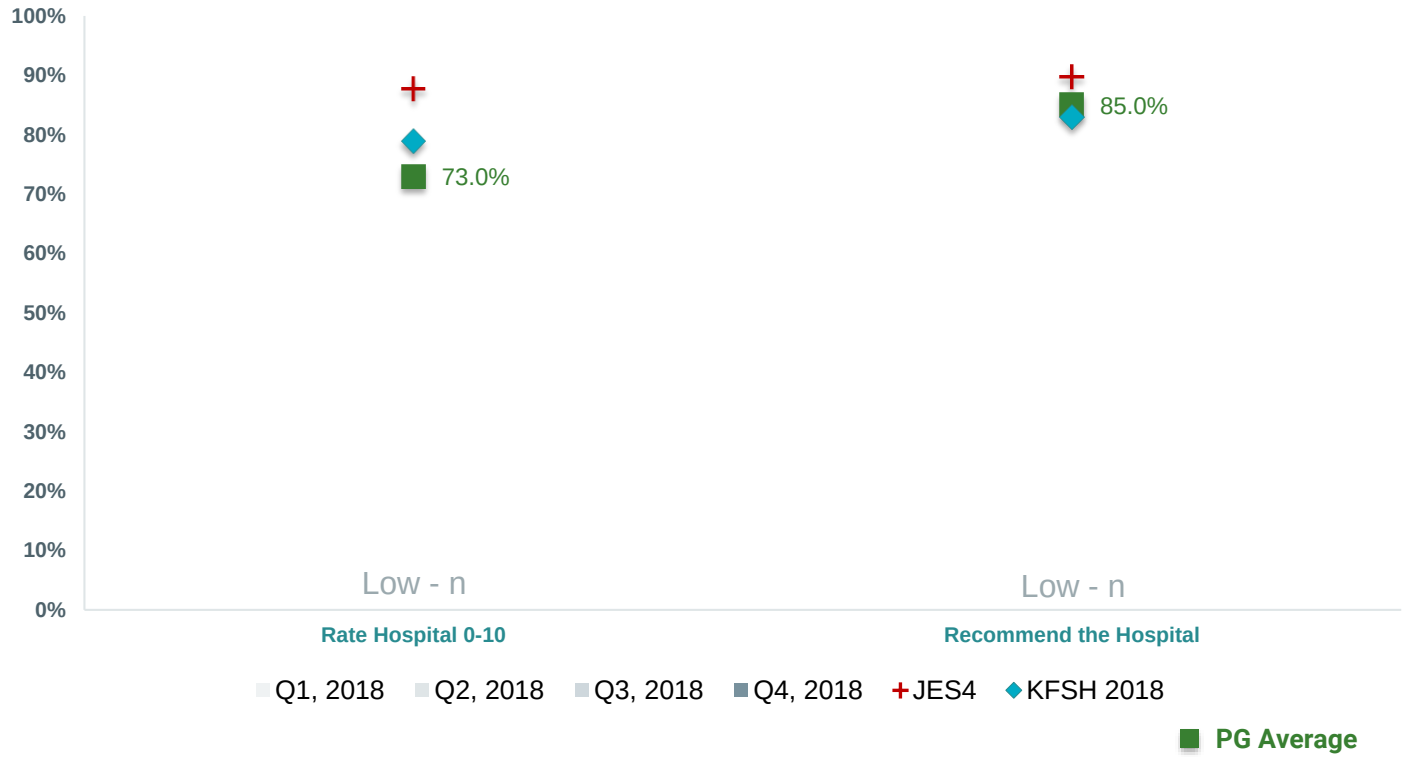
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES4
Global Items

n-Size
55



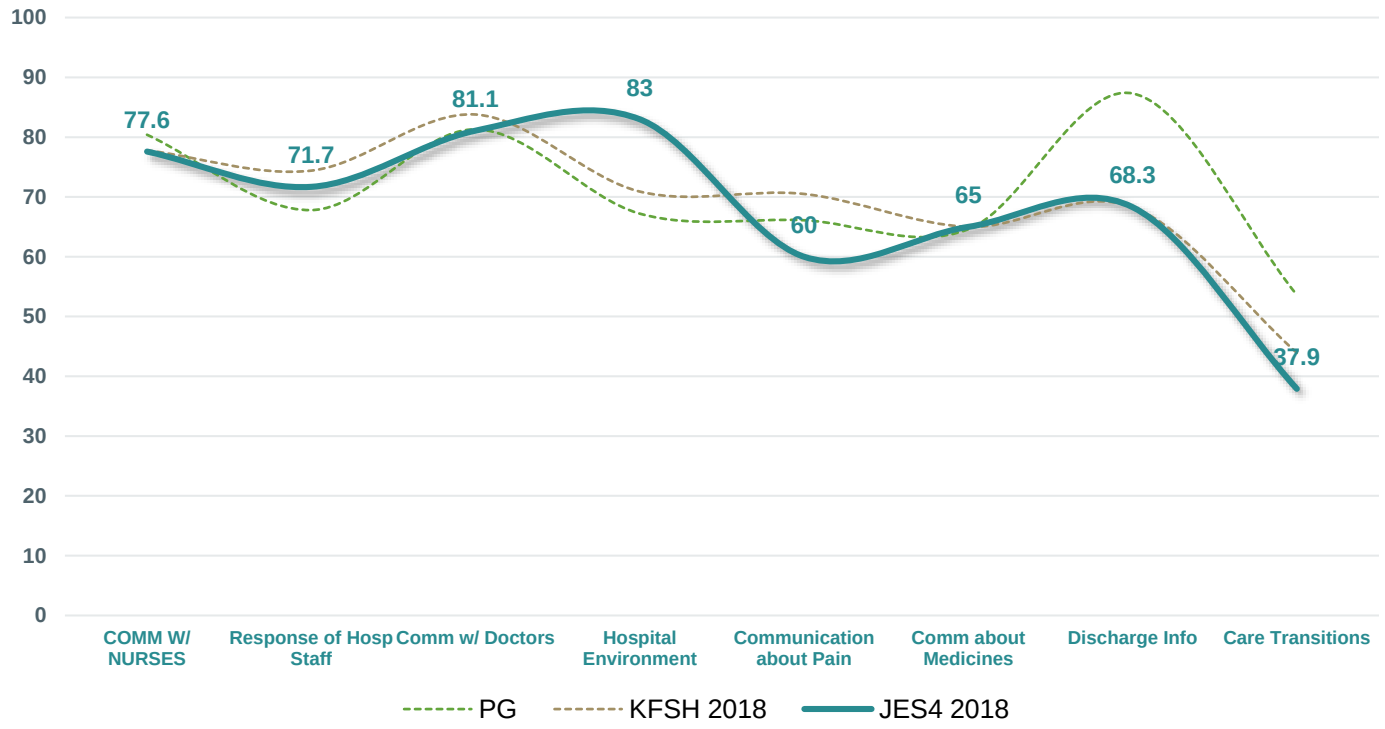
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES4
Domains

n-Size
55



** Top Box %*

IP – Wards

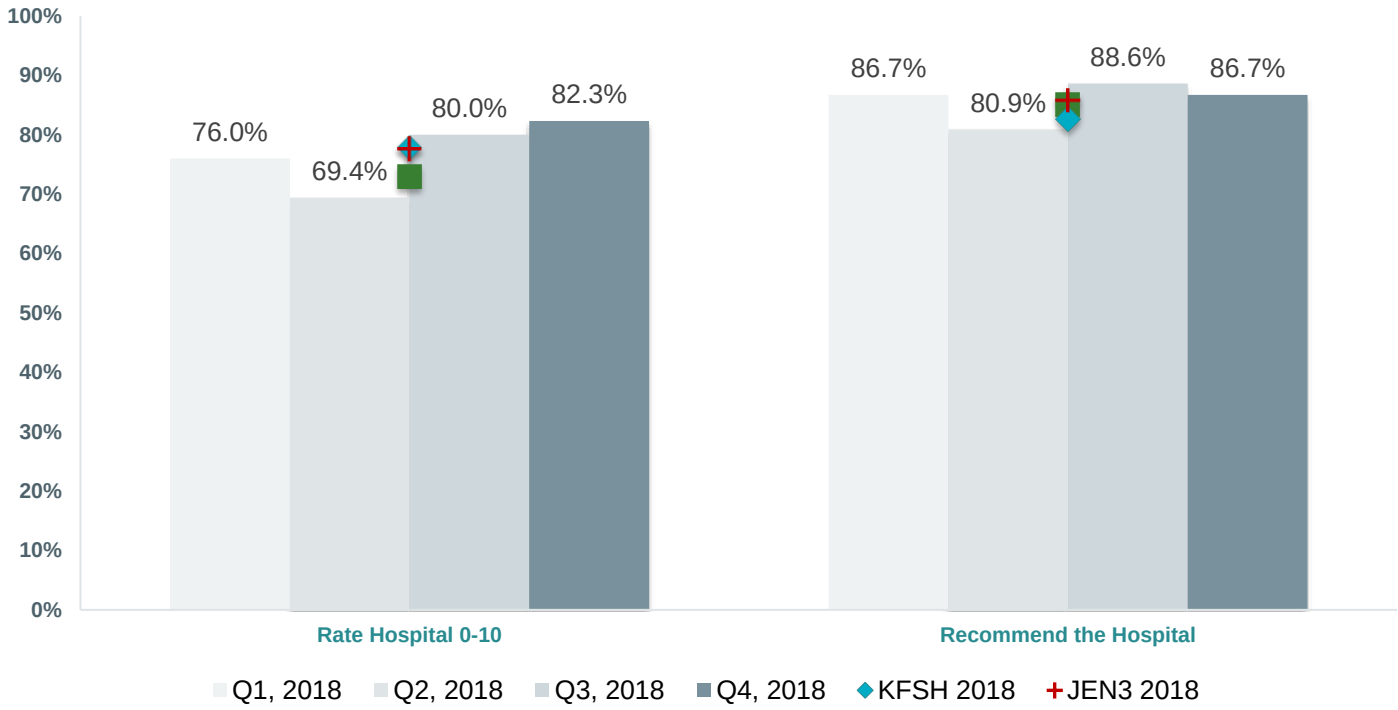
Period: Q1, 2018 – Q4, 2018

JEN3

Global Items

n-Size

276



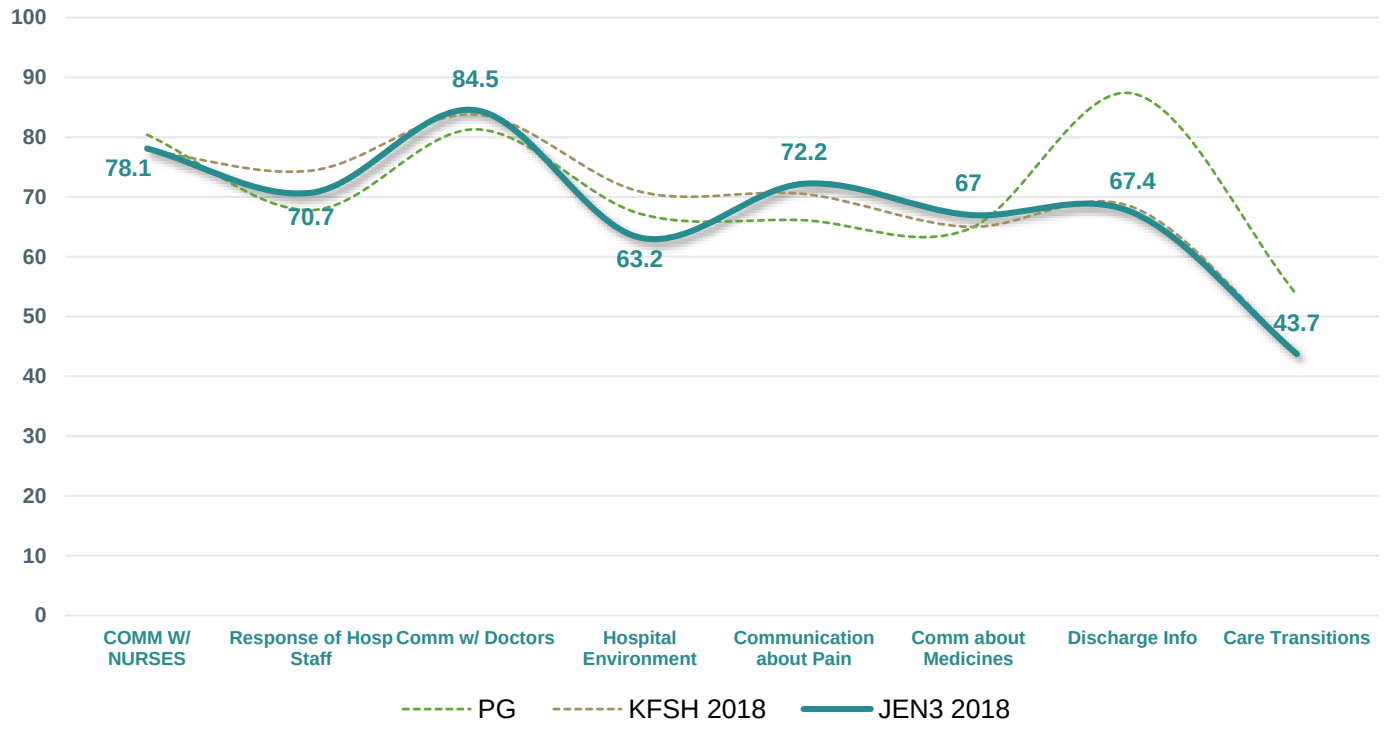
** Top Box %*

IP – Wards

JEN3
Domains

n-Size
276

Period: Q1, 2018 – Q4, 2018



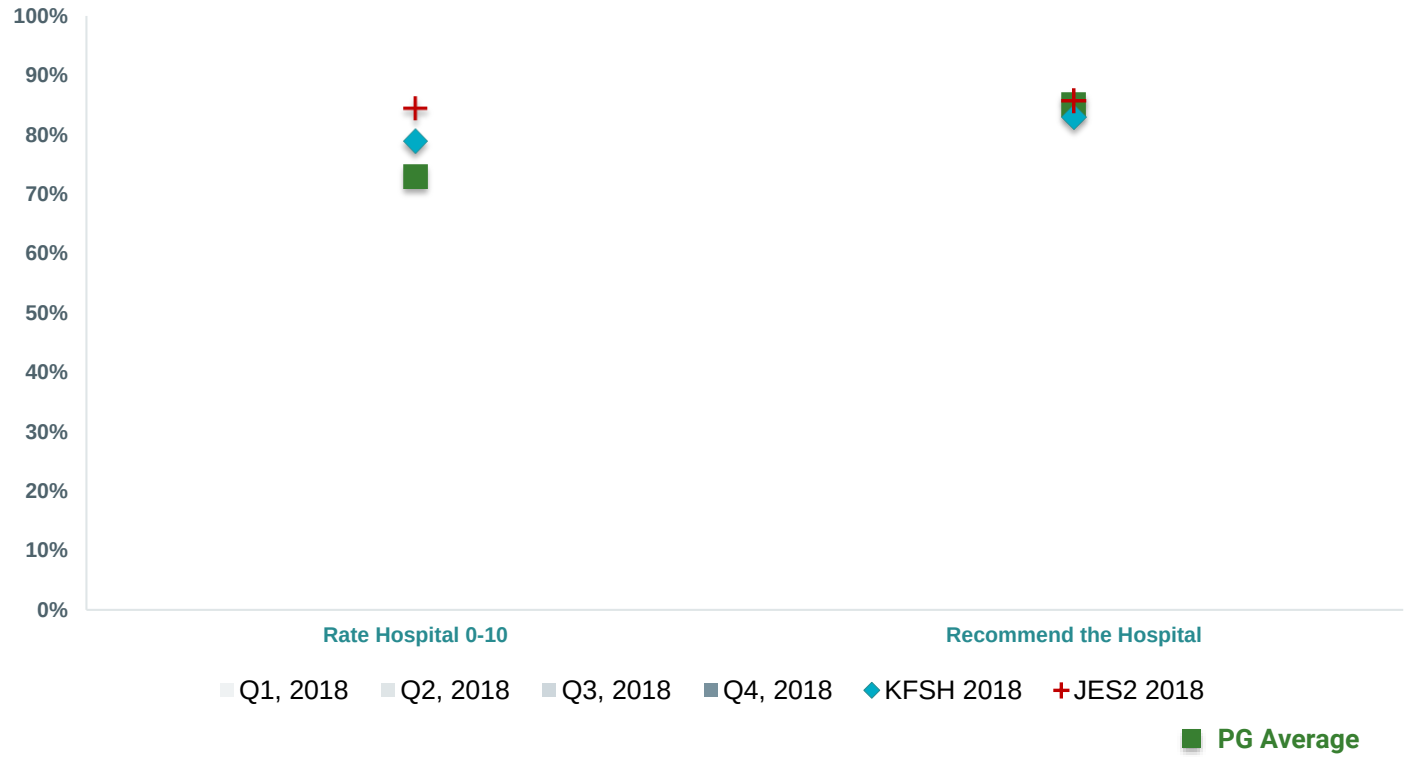
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES2
Global Items

n-Size
58



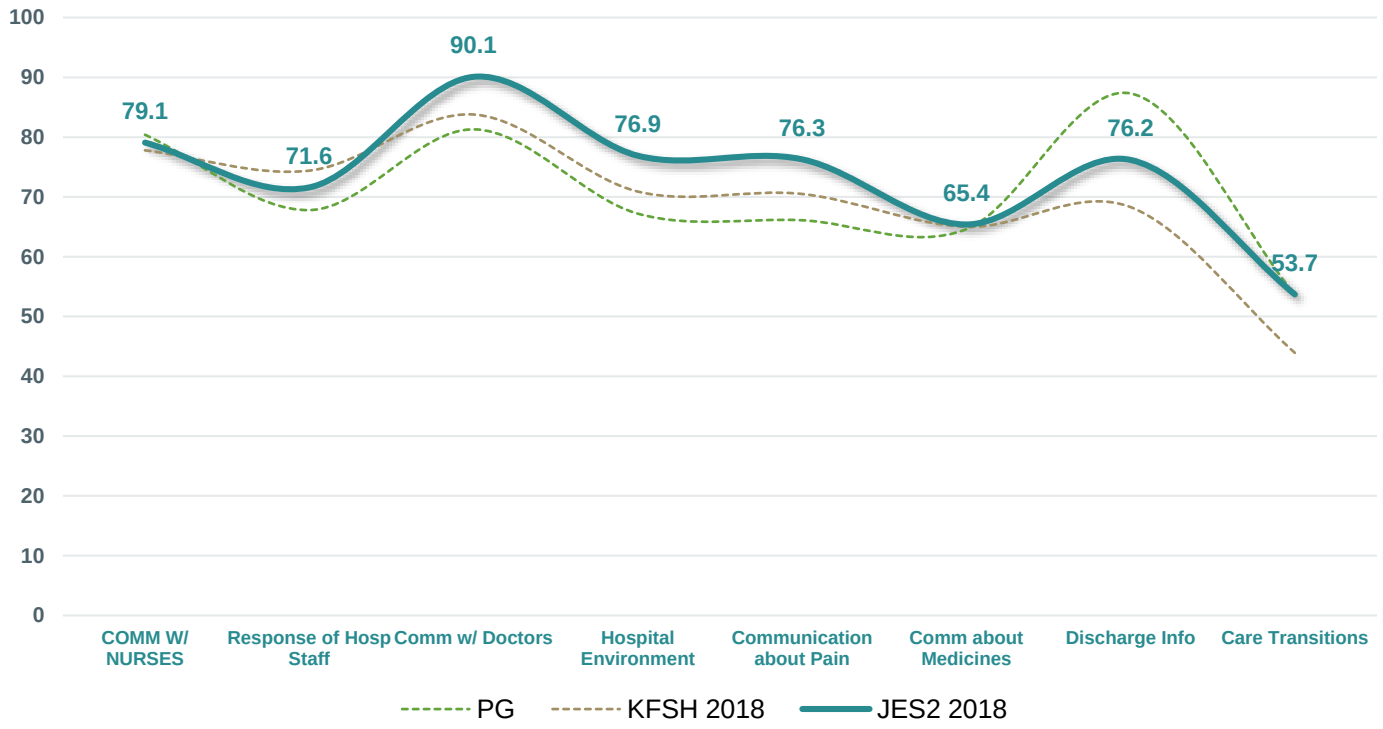
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES2
Domains

n-Size
58



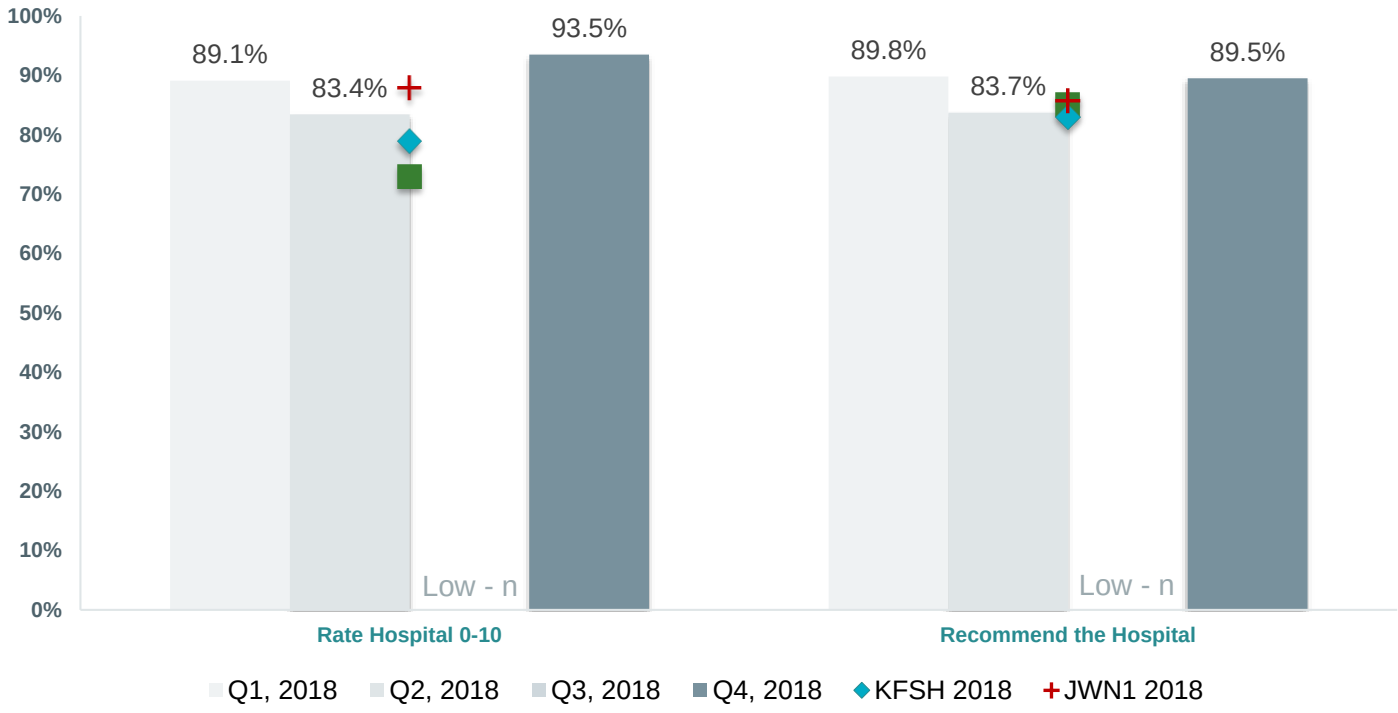
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JWN1
Global Items

n-Size
148



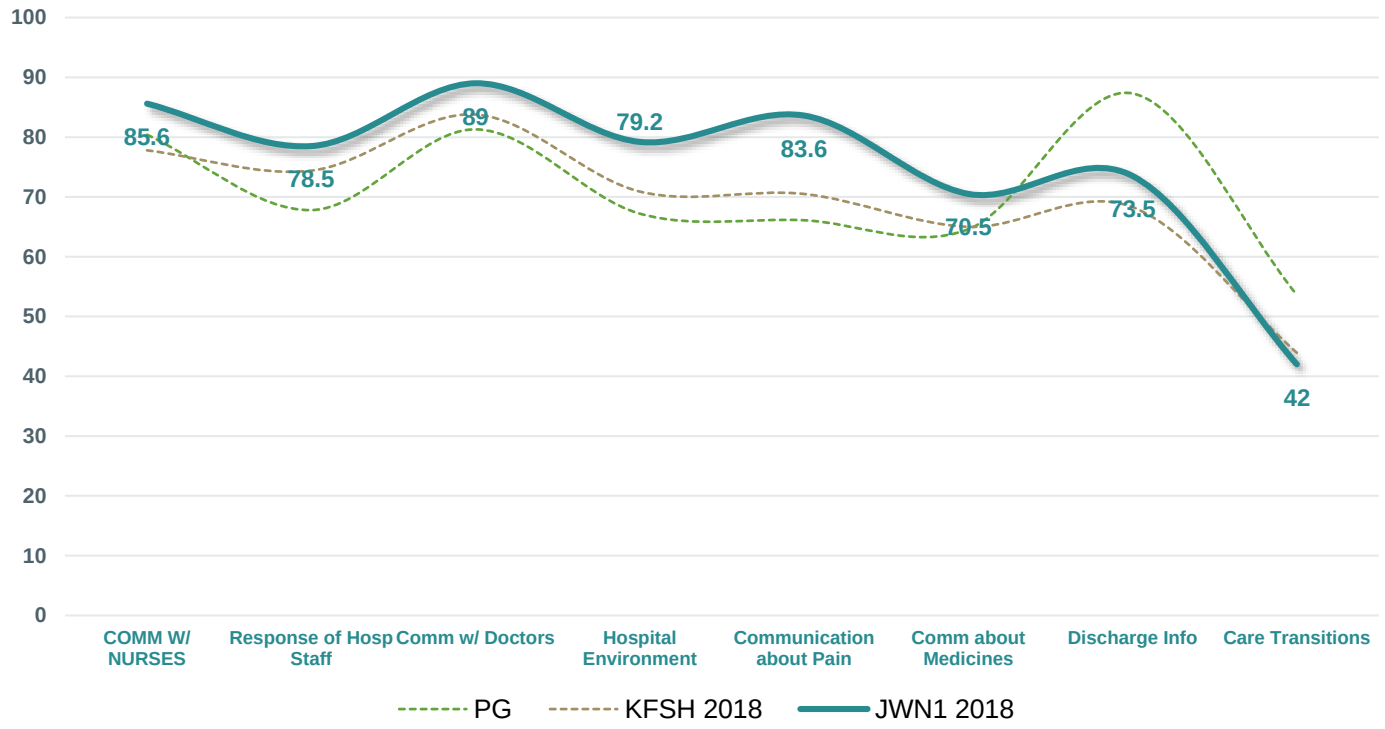
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JWN1
Domains

n-Size
148



** Top Box %*

IP – Wards

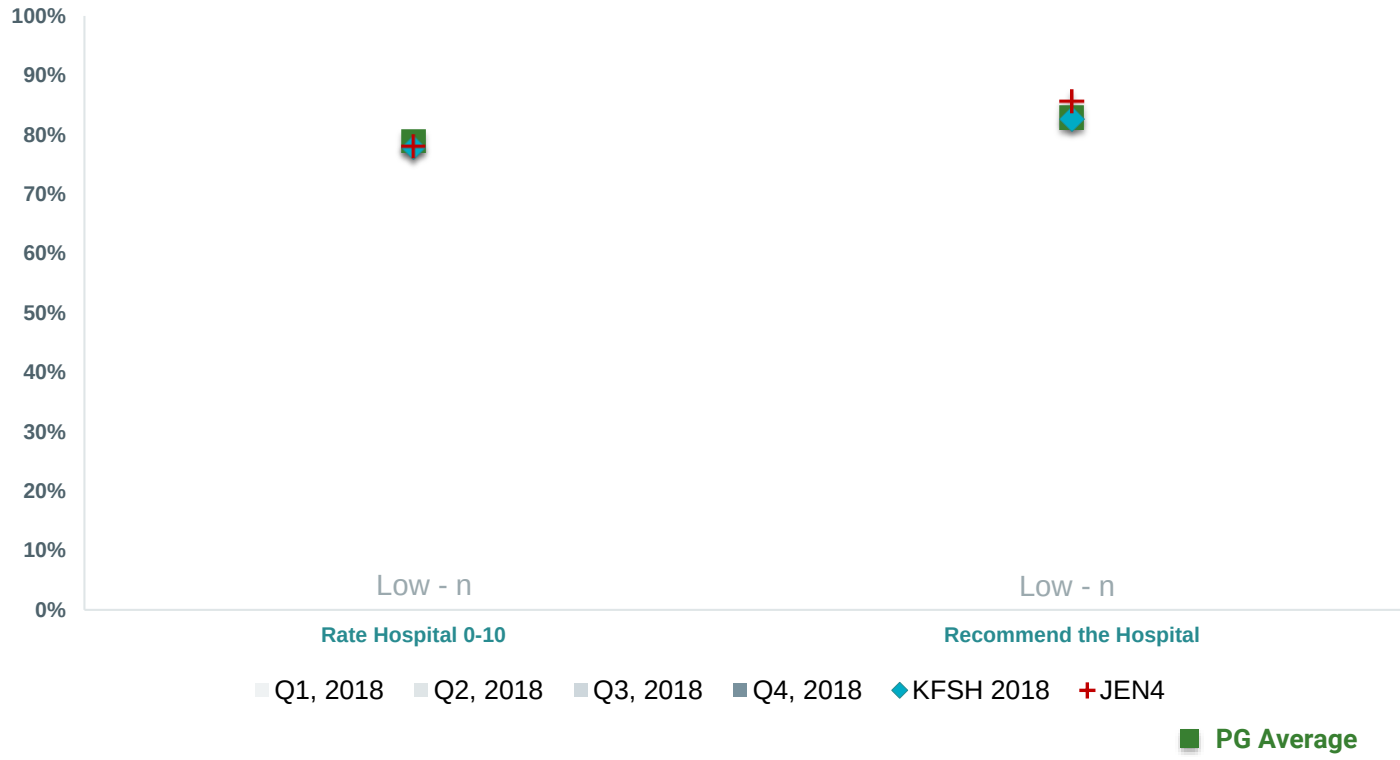
Period: Q1, 2018 – Q4, 2018

JEN4

Global Items

n-Size

49



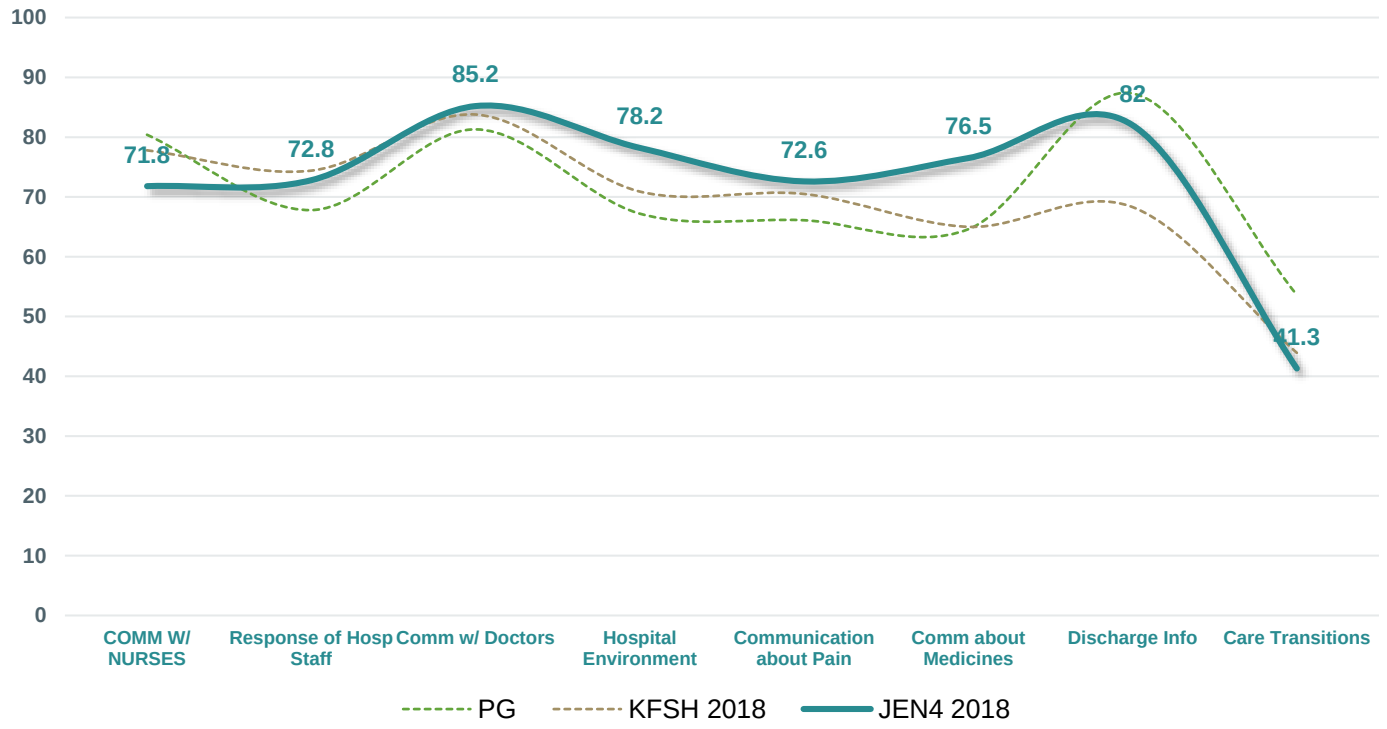
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JEN4
Domains

n-Size
49



** Top Box %*

IP – Wards

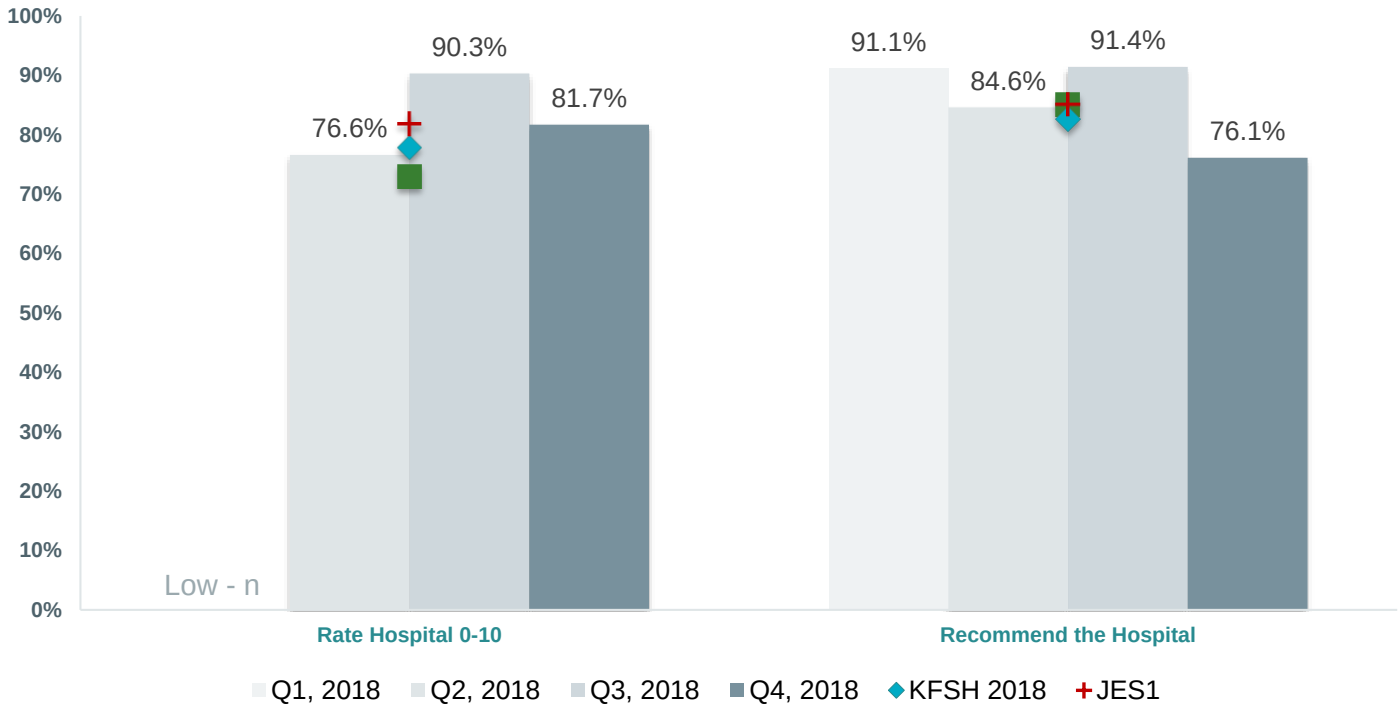
Period: Q1, 2018 – Q4, 2018

JES1

Global Items

n-Size

148



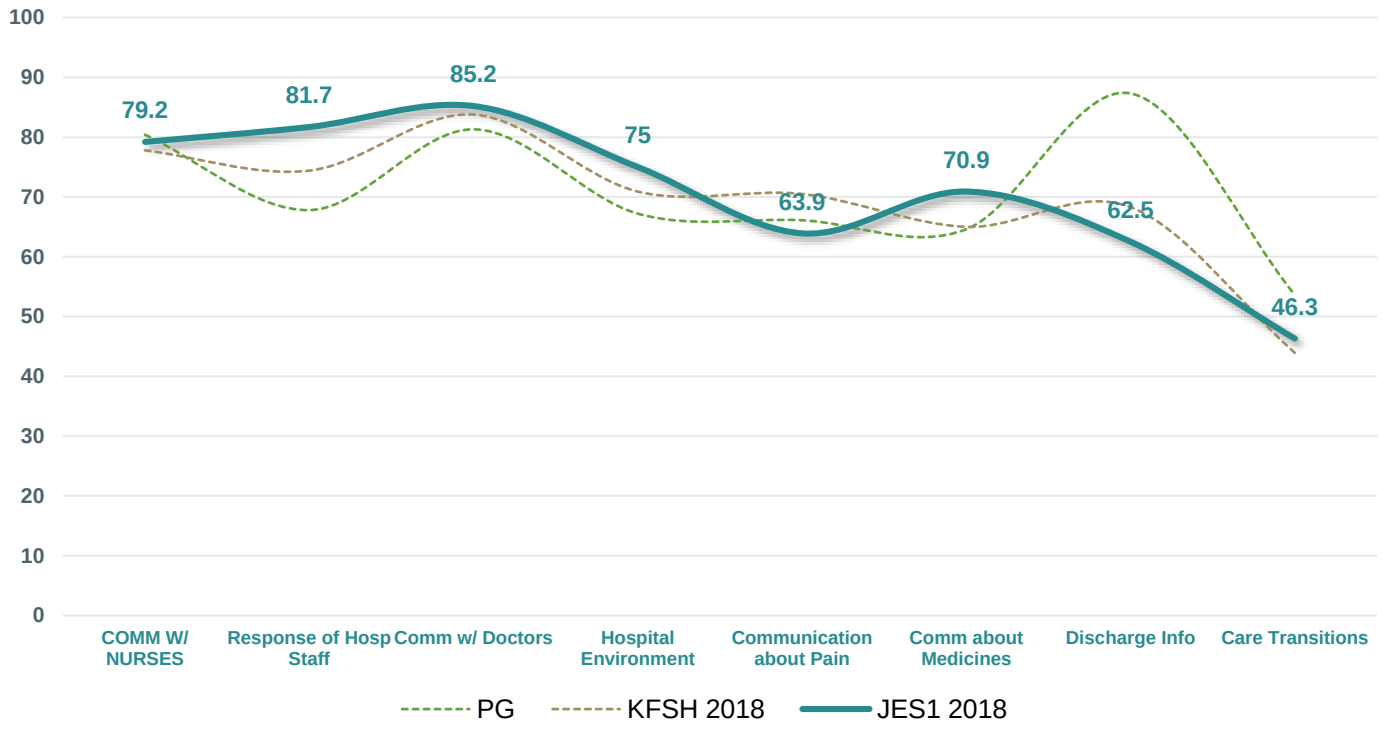
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES1
Domains

n-Size
148



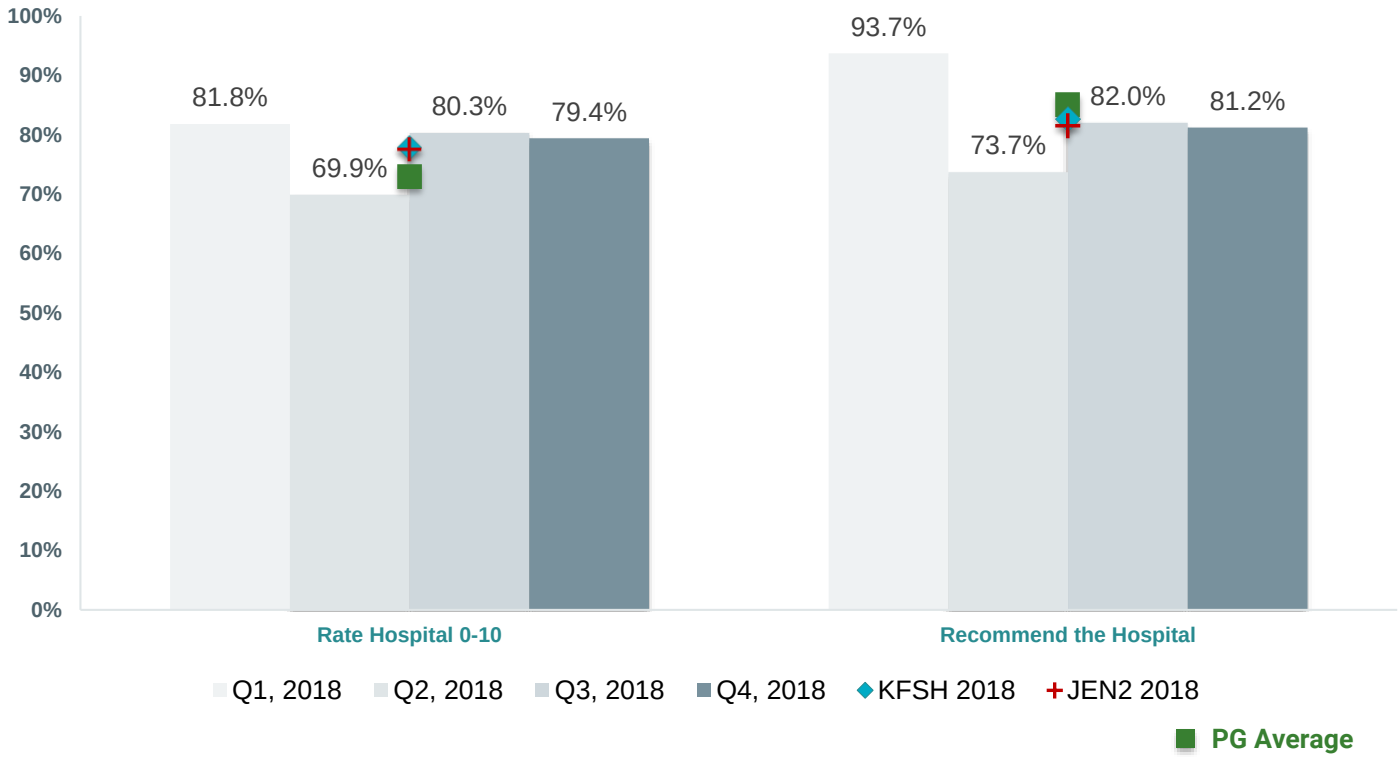
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JEN2
Global Items

n-Size
182



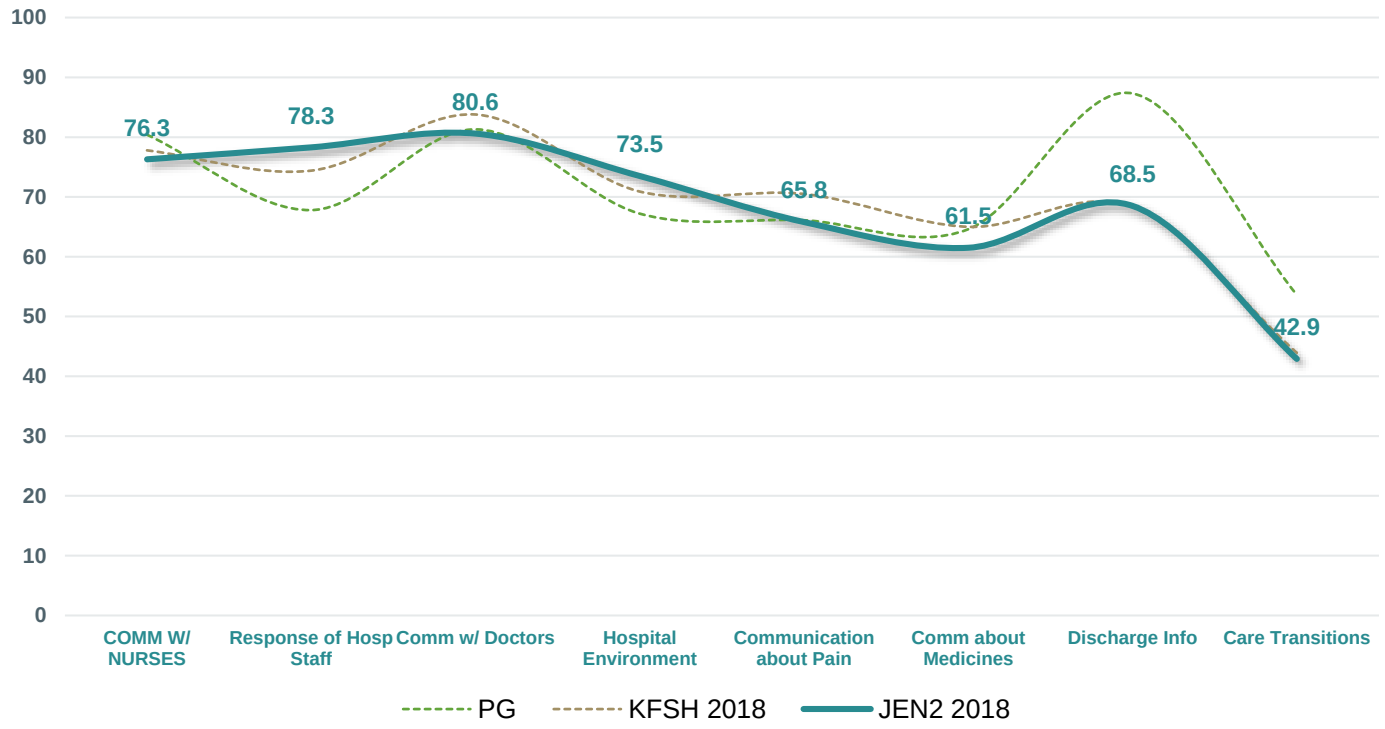
** Top Box %*

IP – Wards

JEN2
Domains

n-Size
182

Period: Q1, 2018 – Q4, 2018



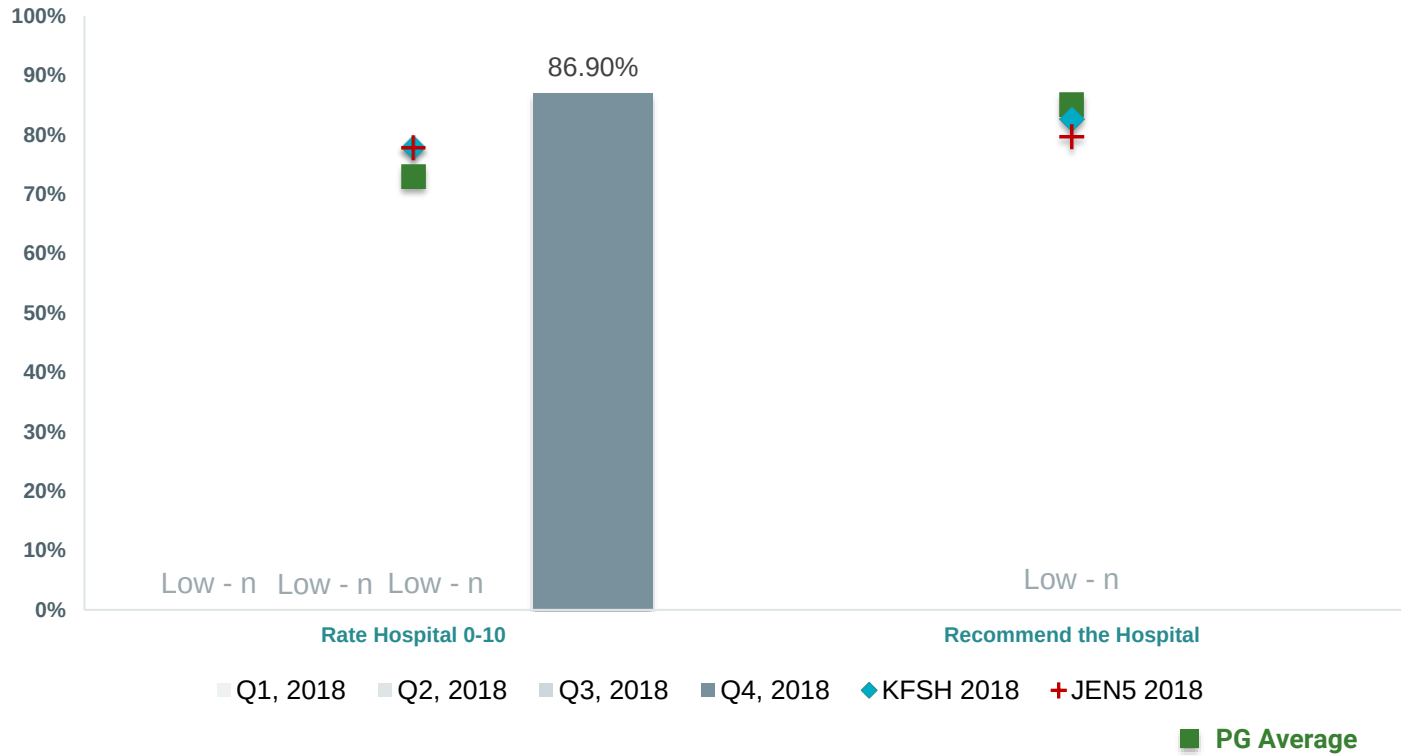
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JEN5
Global Items

n-Size
103



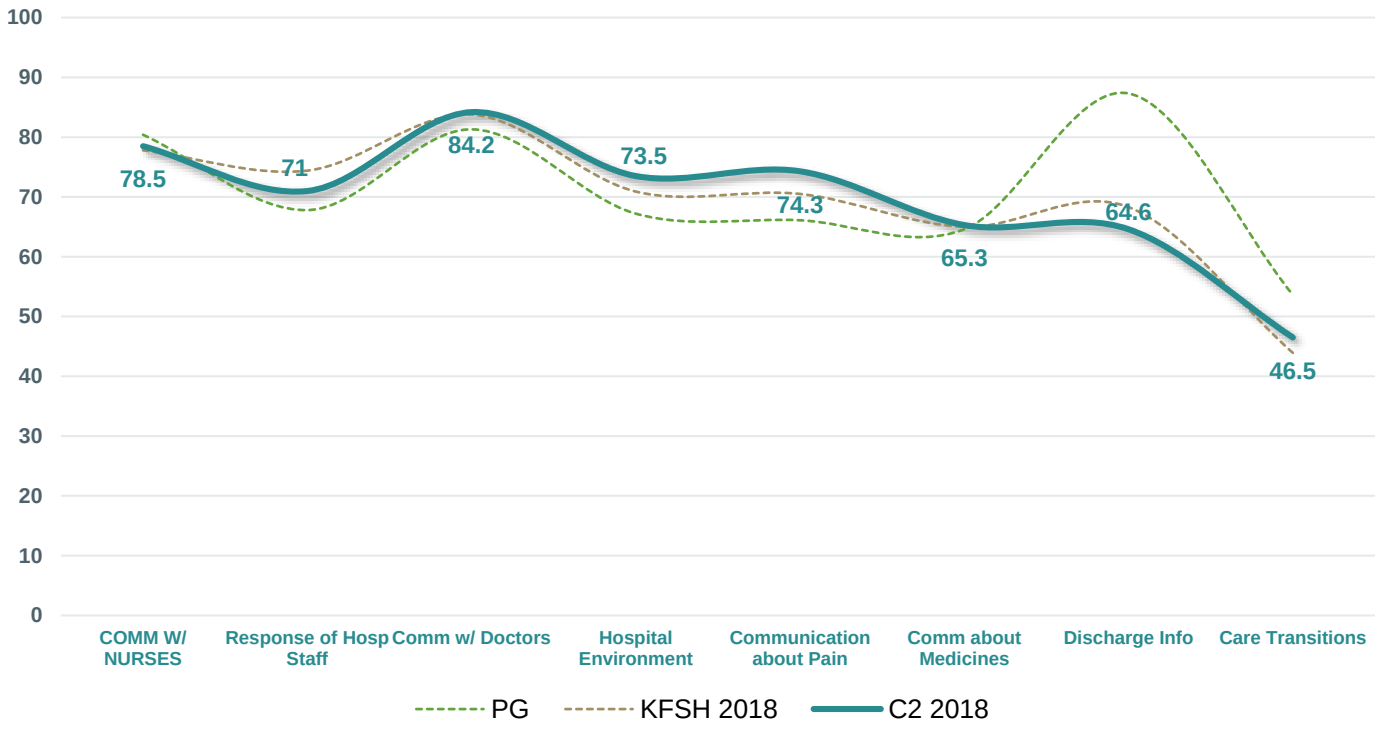
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JEN5
Domains

n-Size
103



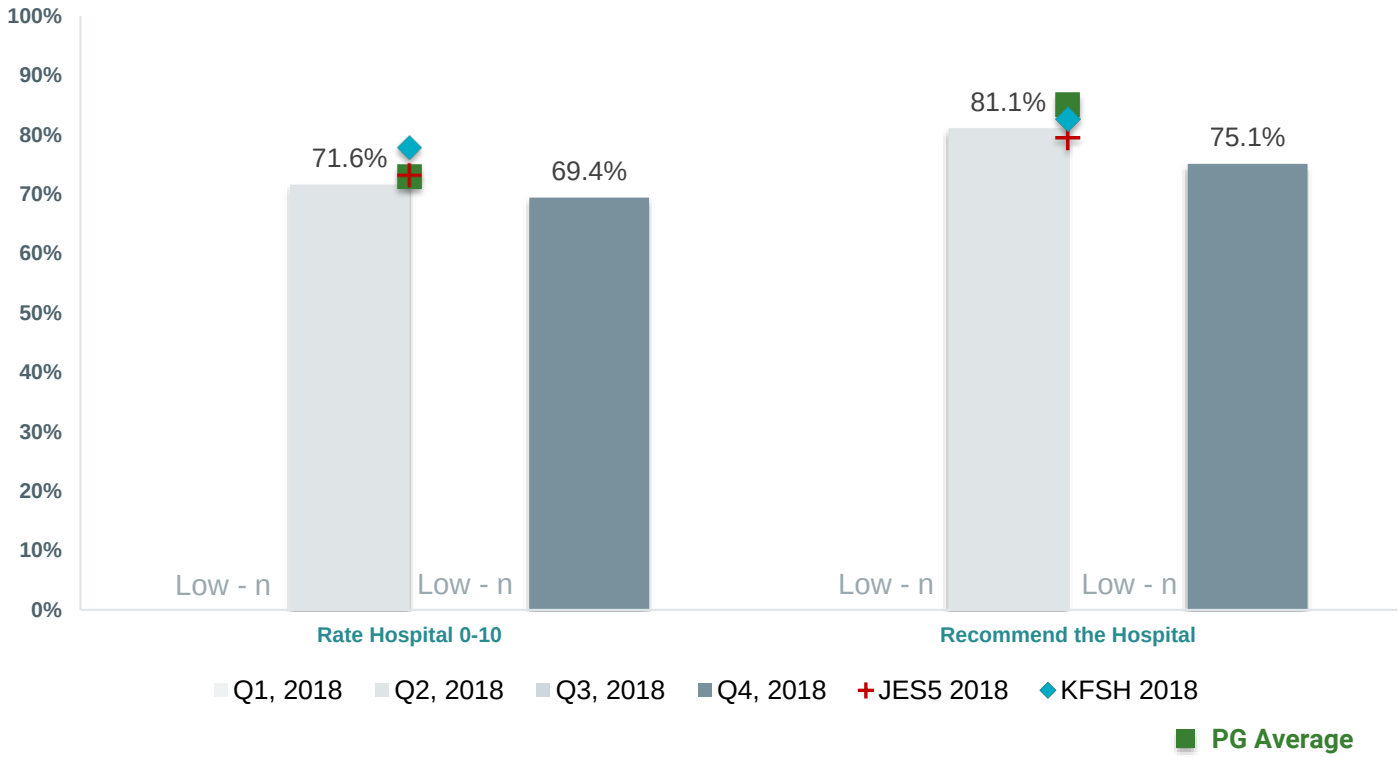
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES5
Global Items

n-Size
146



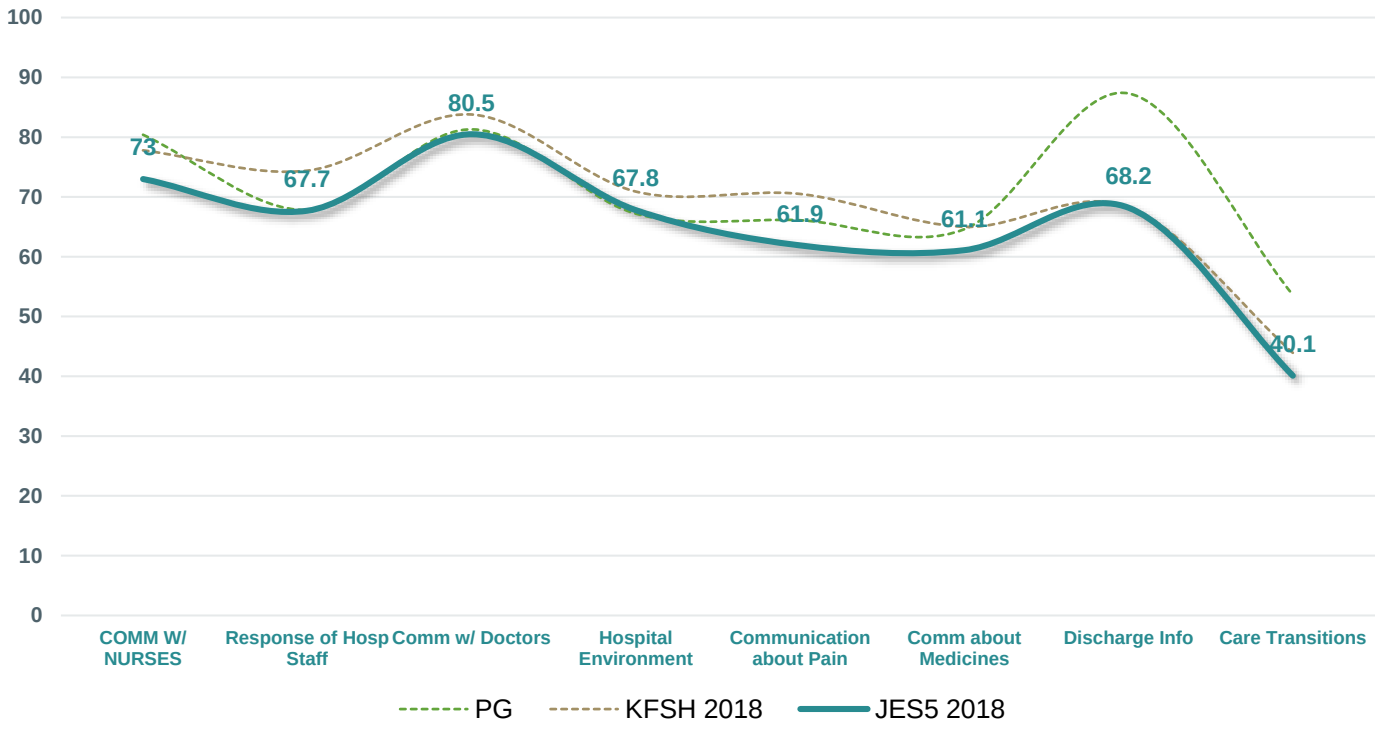
** Top Box %*

IP – Wards

JES5
Domains

n-Size
146

Period: Q1, 2018 – Q4, 2018



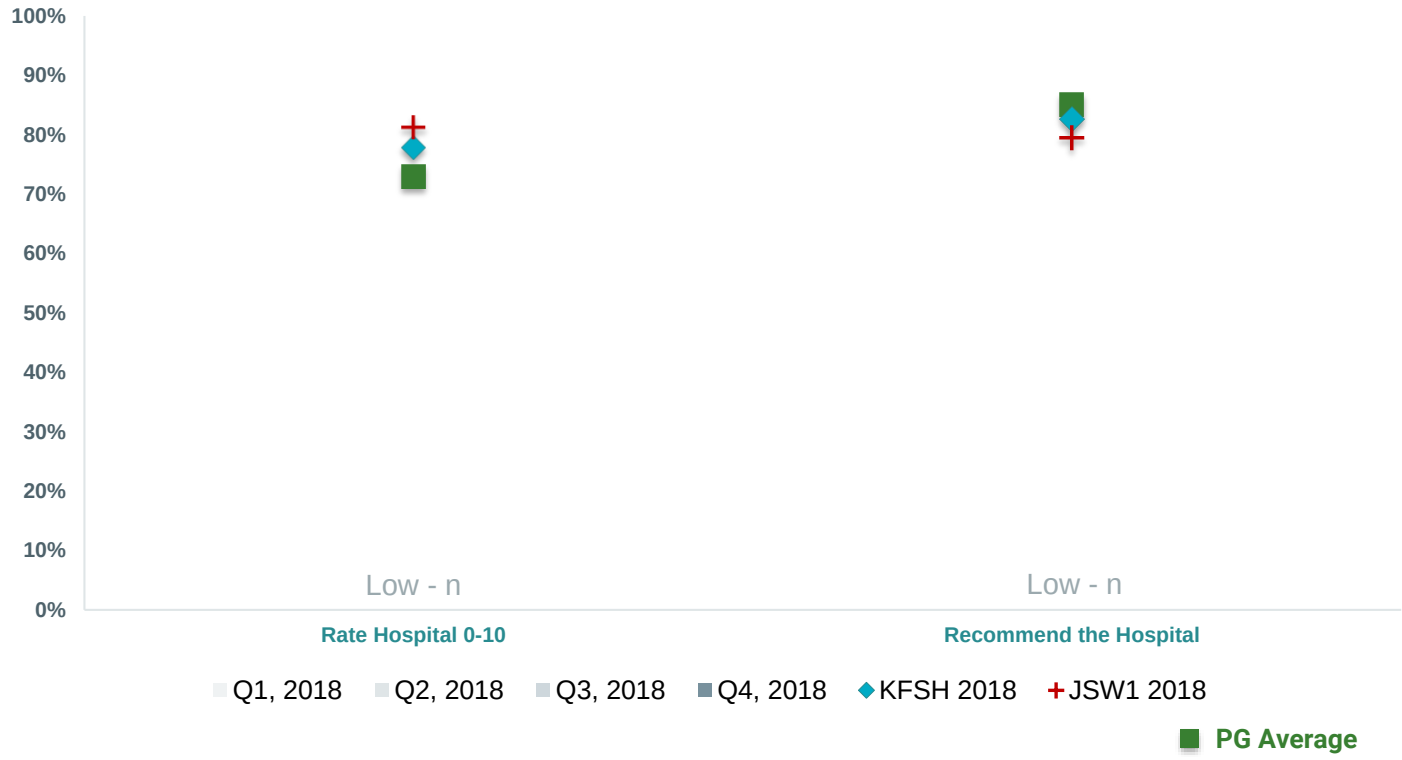
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JWS1
Global Items

n-Size
93



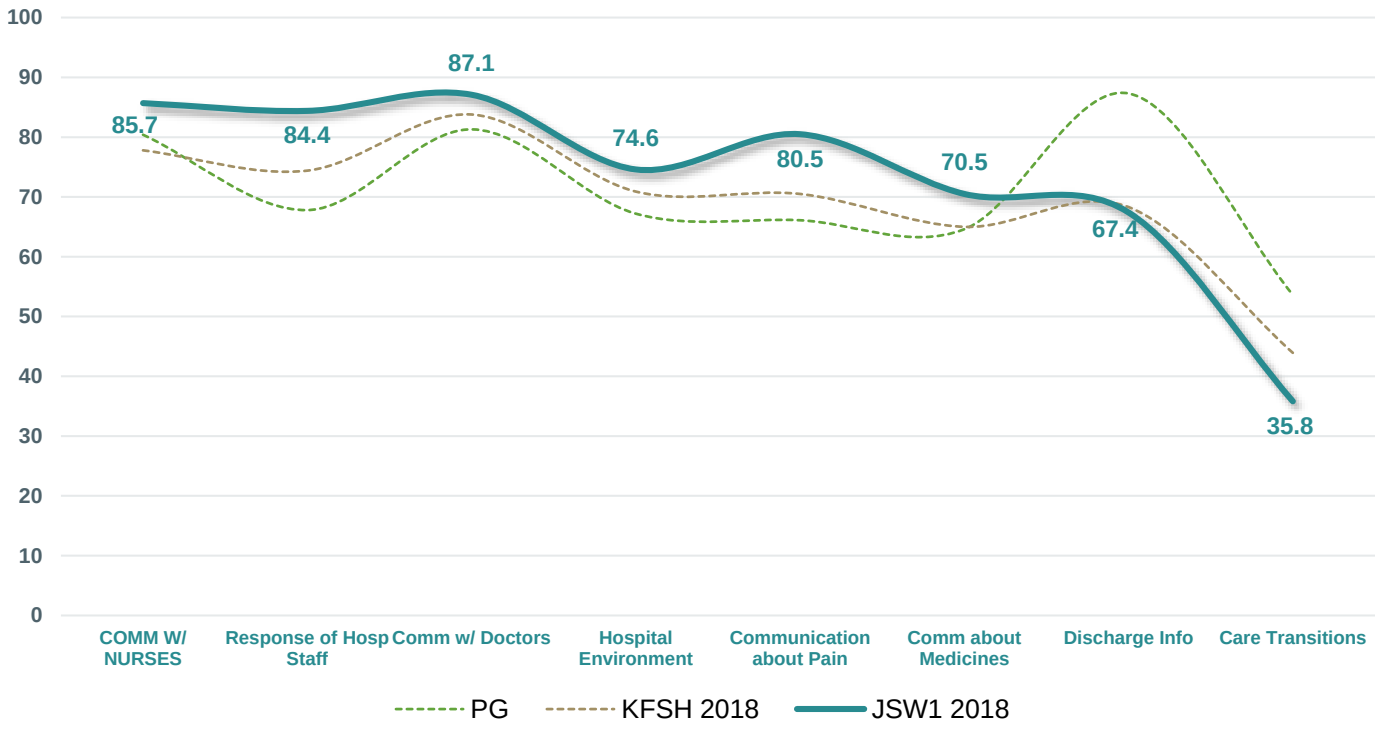
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JWS1
Domains

n-Size
93



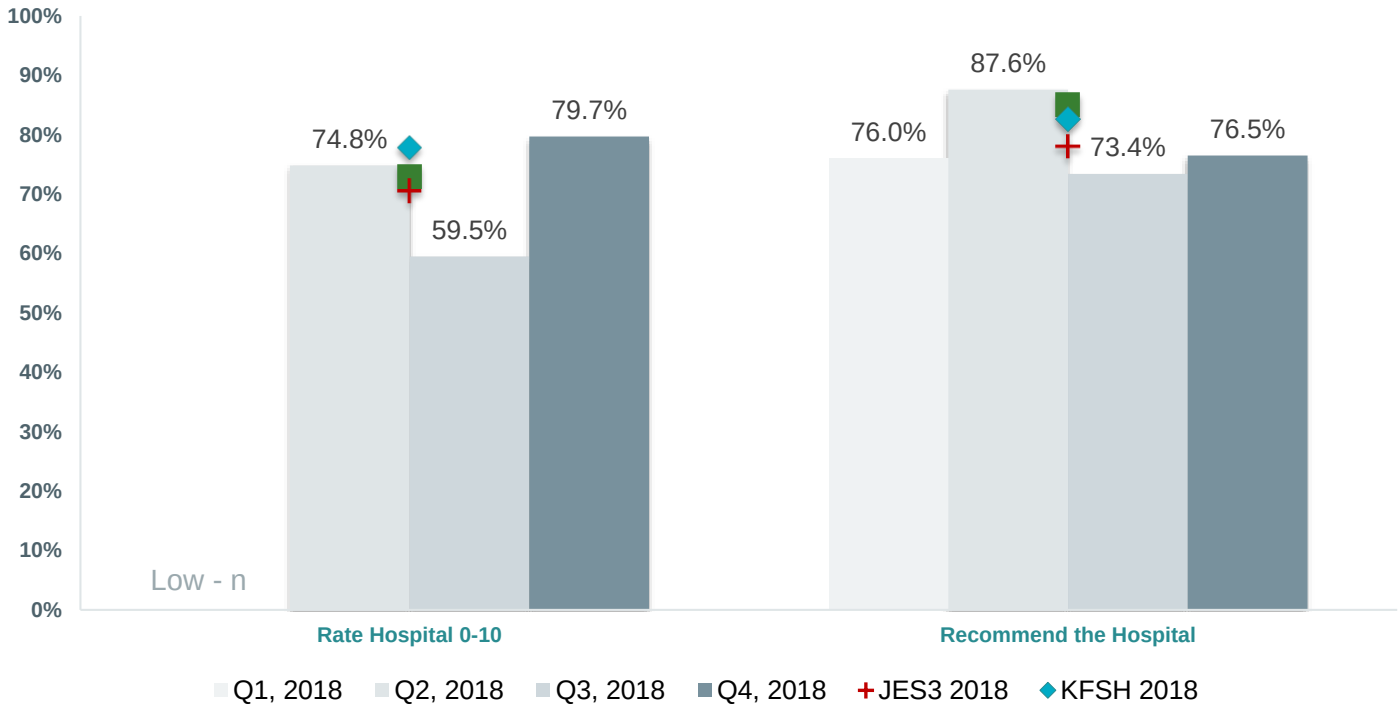
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES3
Global Items

n-Size
170



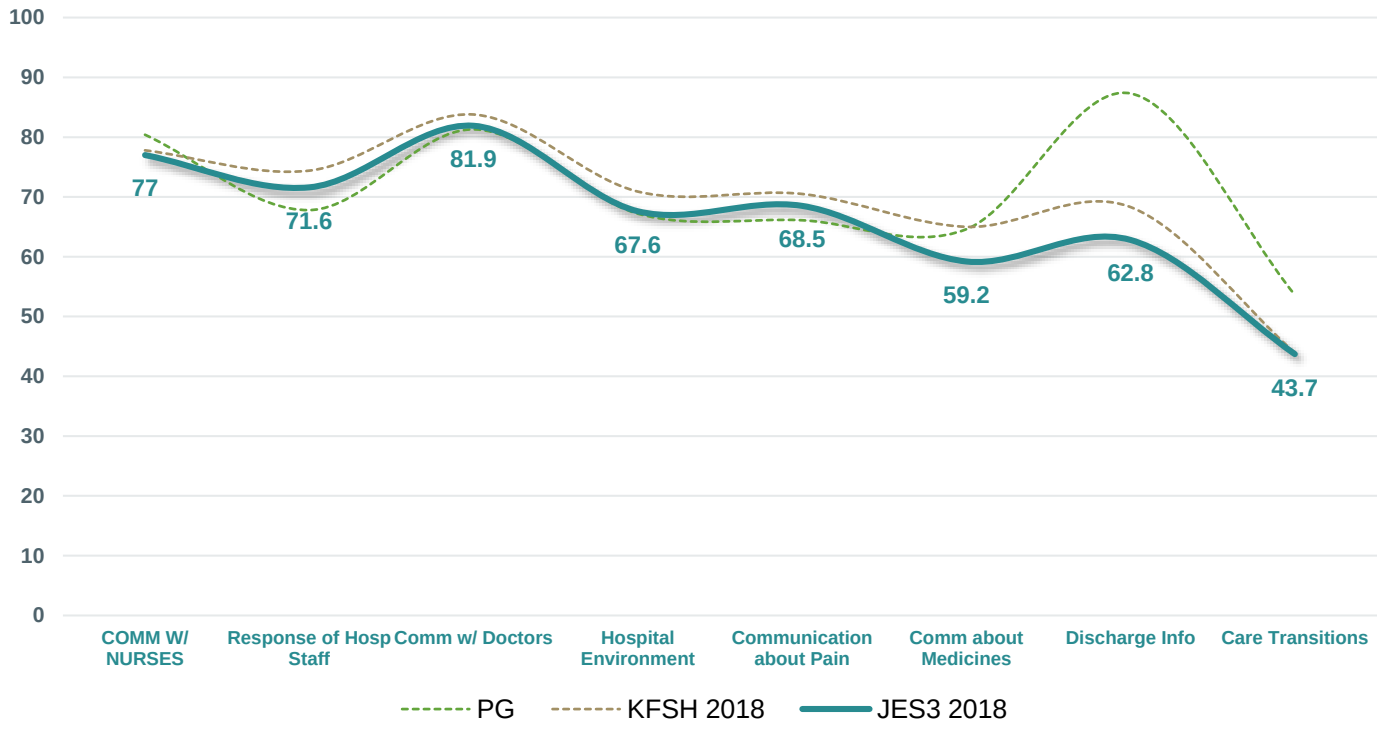
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

JES3
Domains

n-Size
170



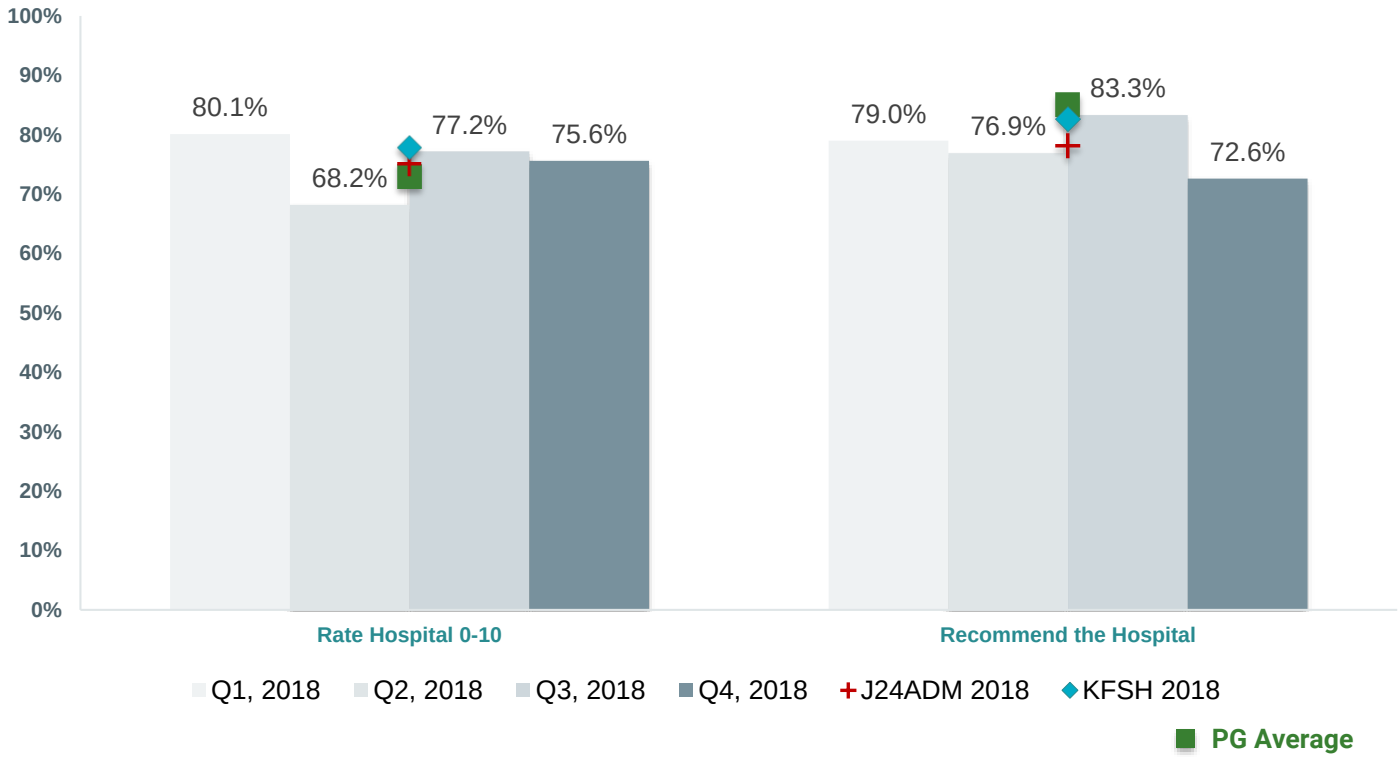
** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018

J24ADM
Global Items

n-Size
195



** Top Box %*

IP – Wards

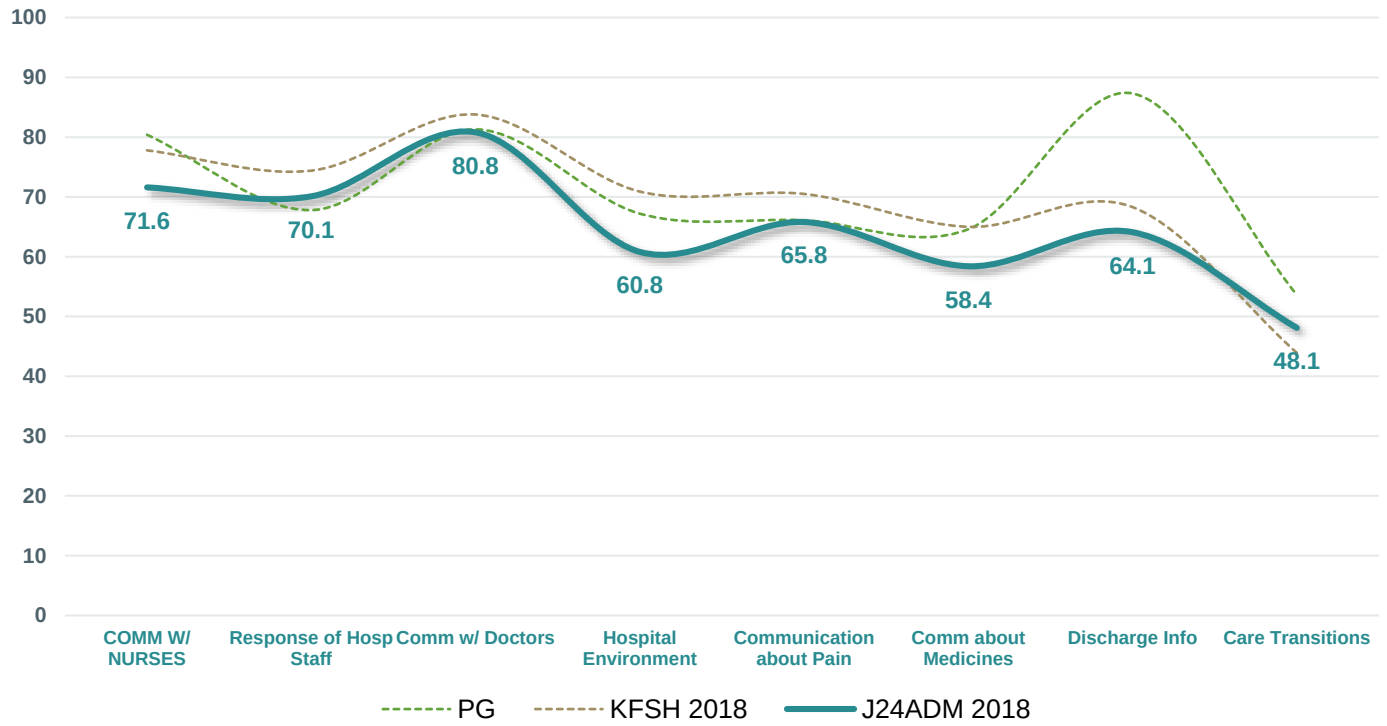
Period: Q1, 2018 – Q4, 2018

J24ADM

Domains

n-Size

195



** Top Box %*

Inpatient
Pediatrics

IPP – Overall Rating

KFSH

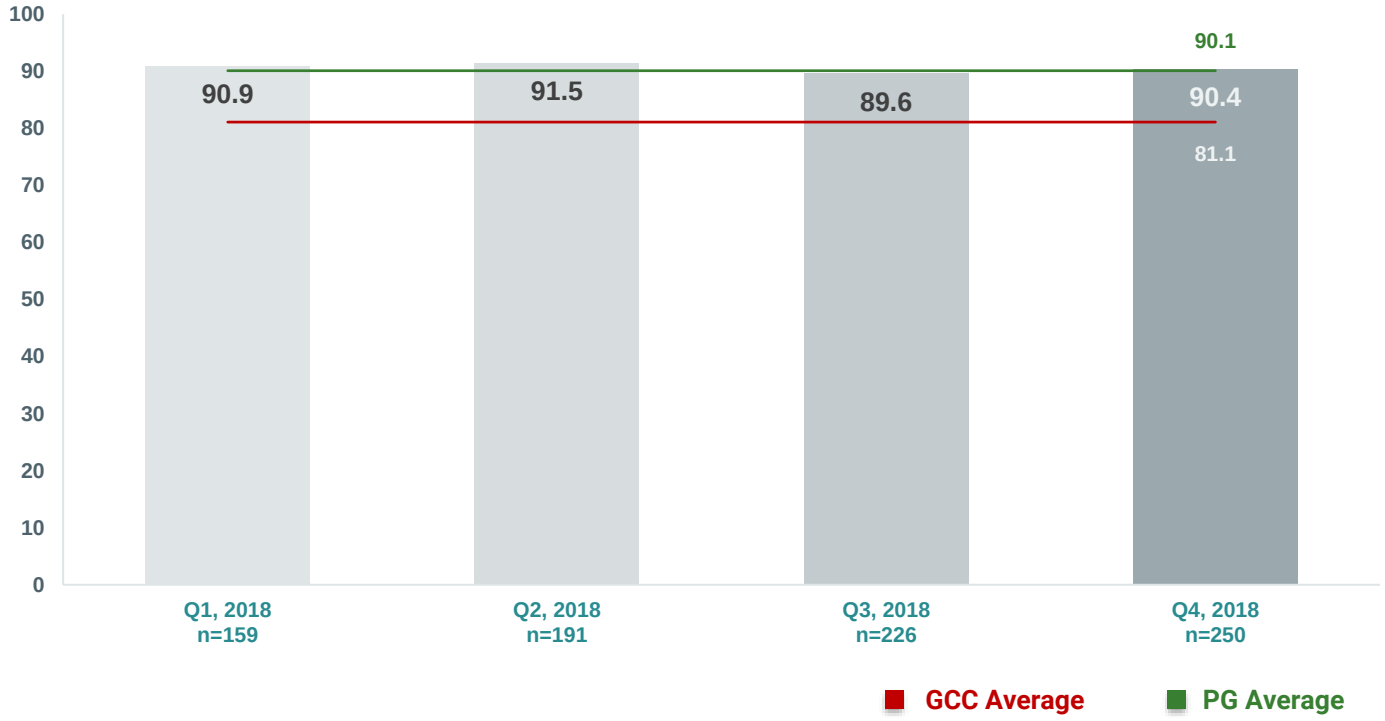
90.5

2018

n-Size

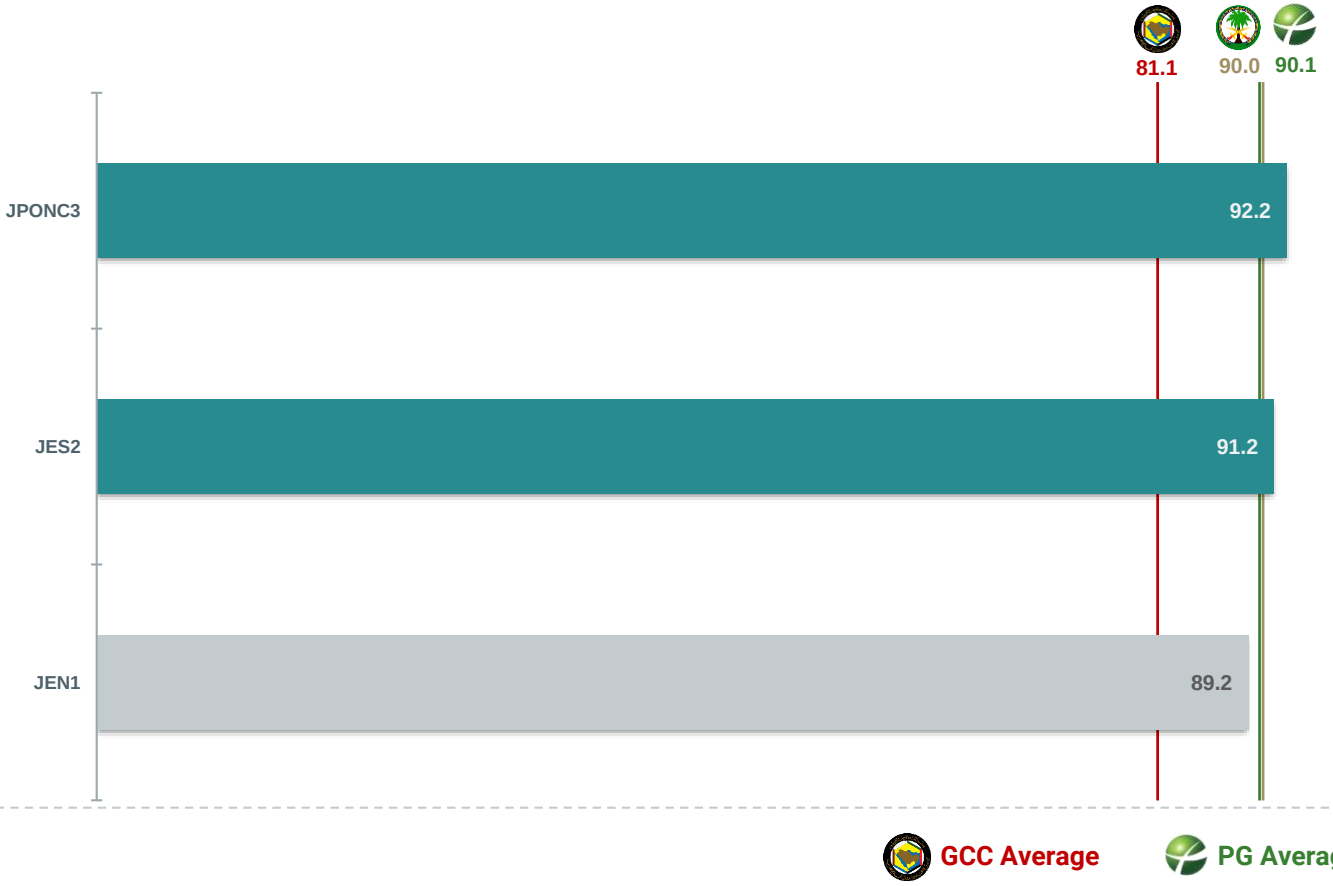
826

Overall Rating Trend [Q1, 2018 – Q4, 2018]

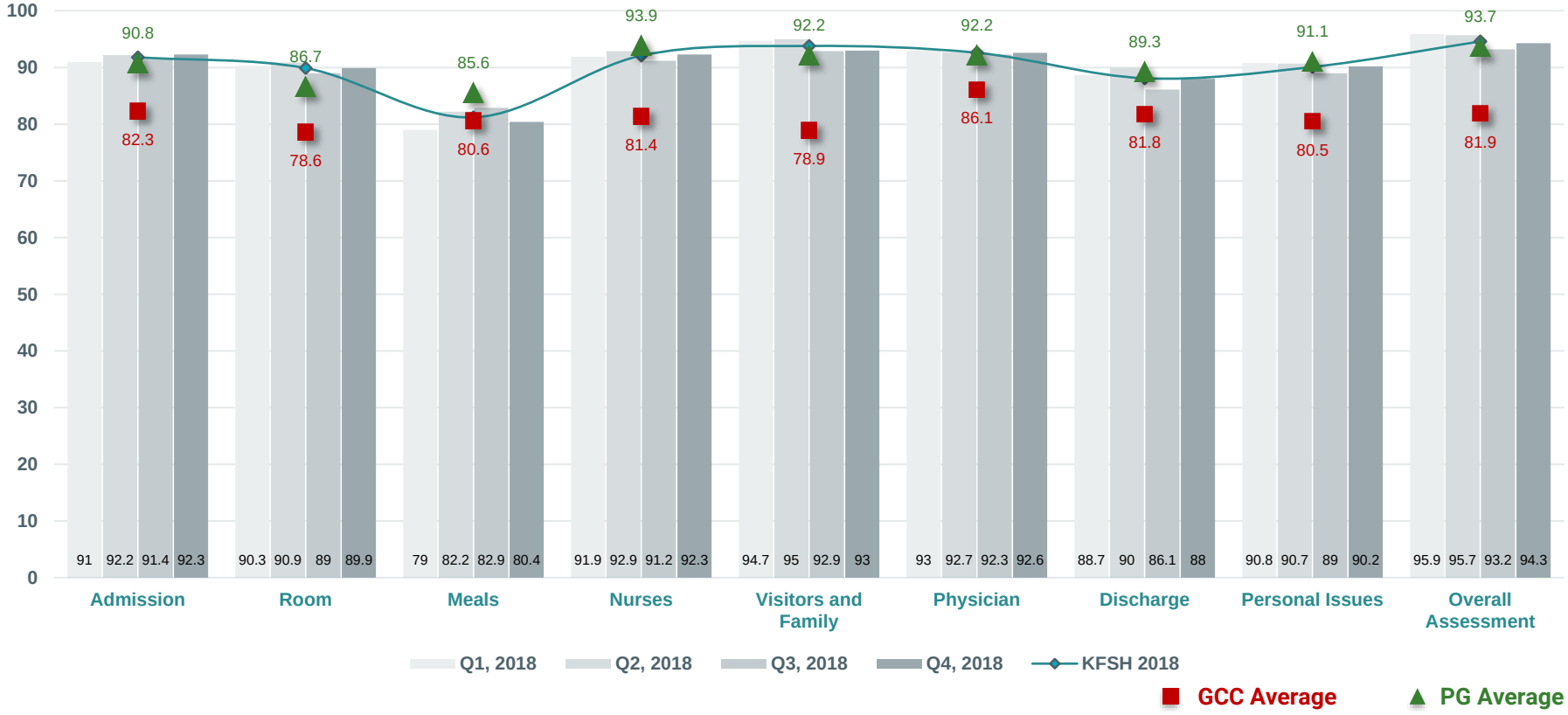


IPP – Overall Rating

Overall Rating
Wards



IPP – Survey Domains



IPP – Wards

Period: Q1, 2018 – Q4, 2018

JPONC3

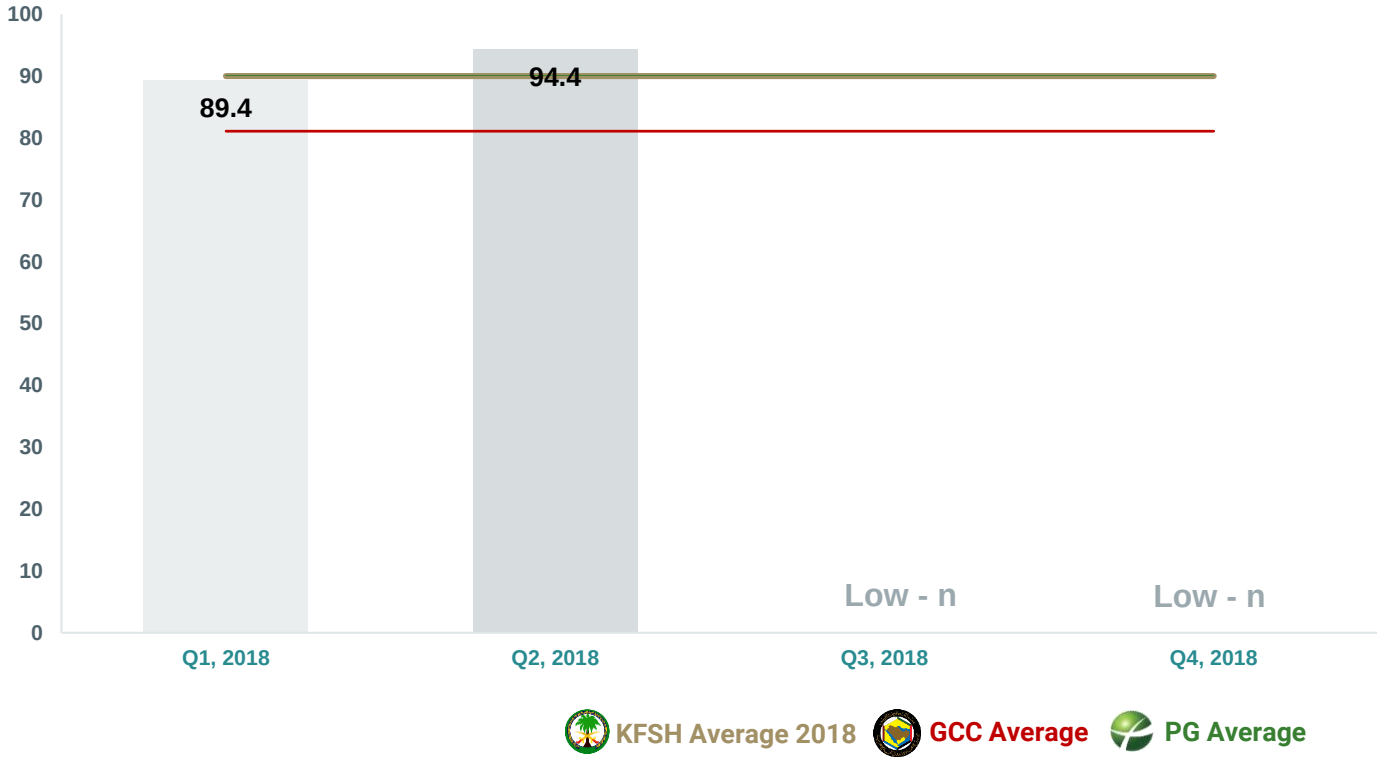
Overall Rating

92.2

2018

n-Size

122



IPP – Wards

Period: Q1, 2018 – Q4, 2018

JPONC3

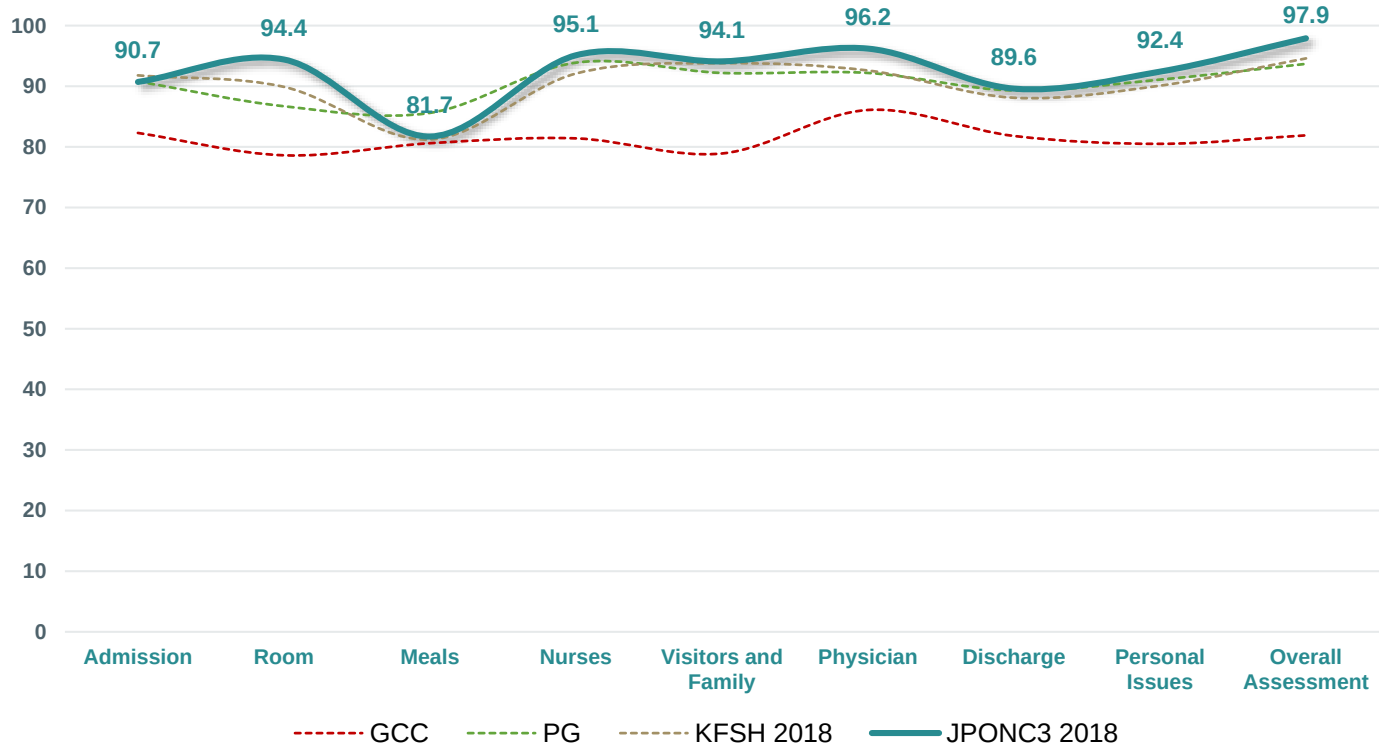
Patient Journey

92.2

2018

n-Size

122



IPP – Wards

Period: Q1, 2018 – Q4, 2018

JES2

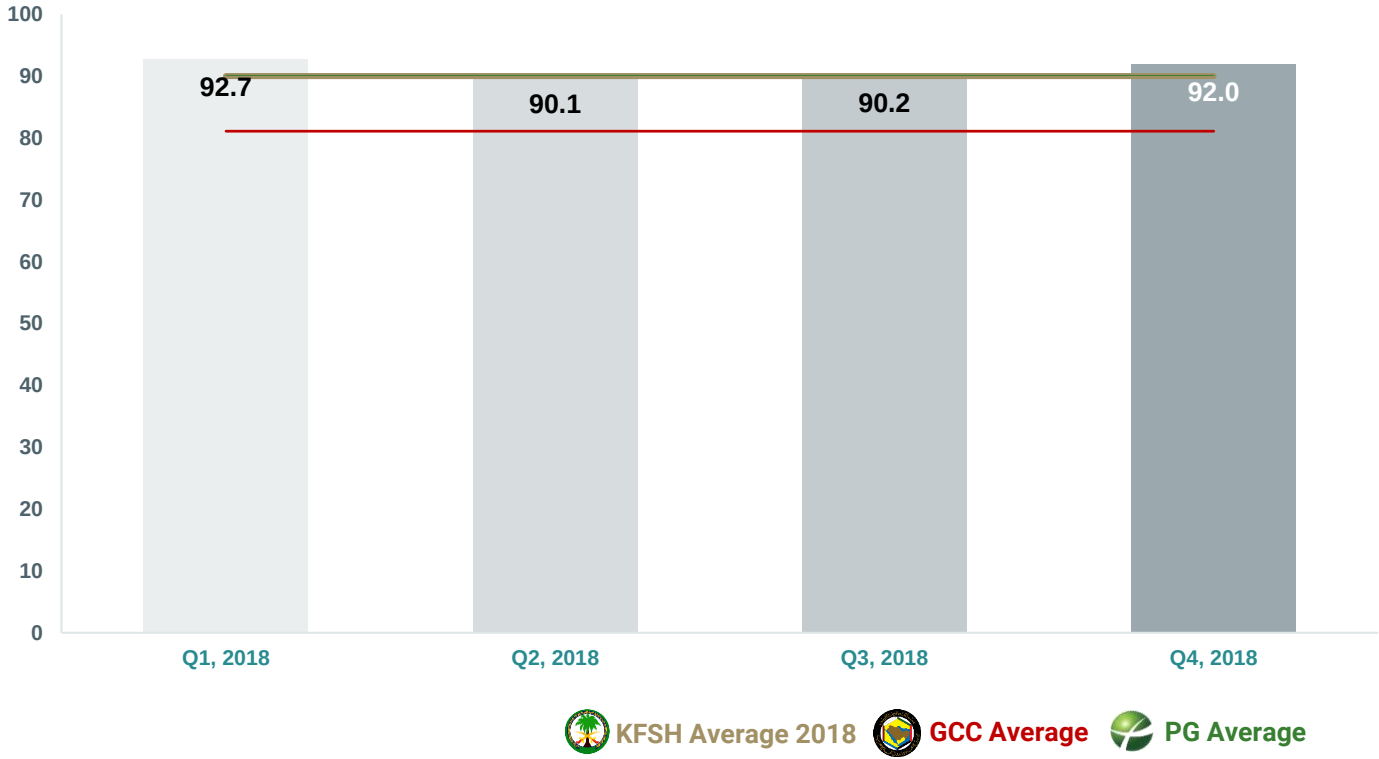
Overall Rating

91.2

2018

n-Size

265



IPP – Wards

Period: Q1, 2018 – Q4, 2018

JES2

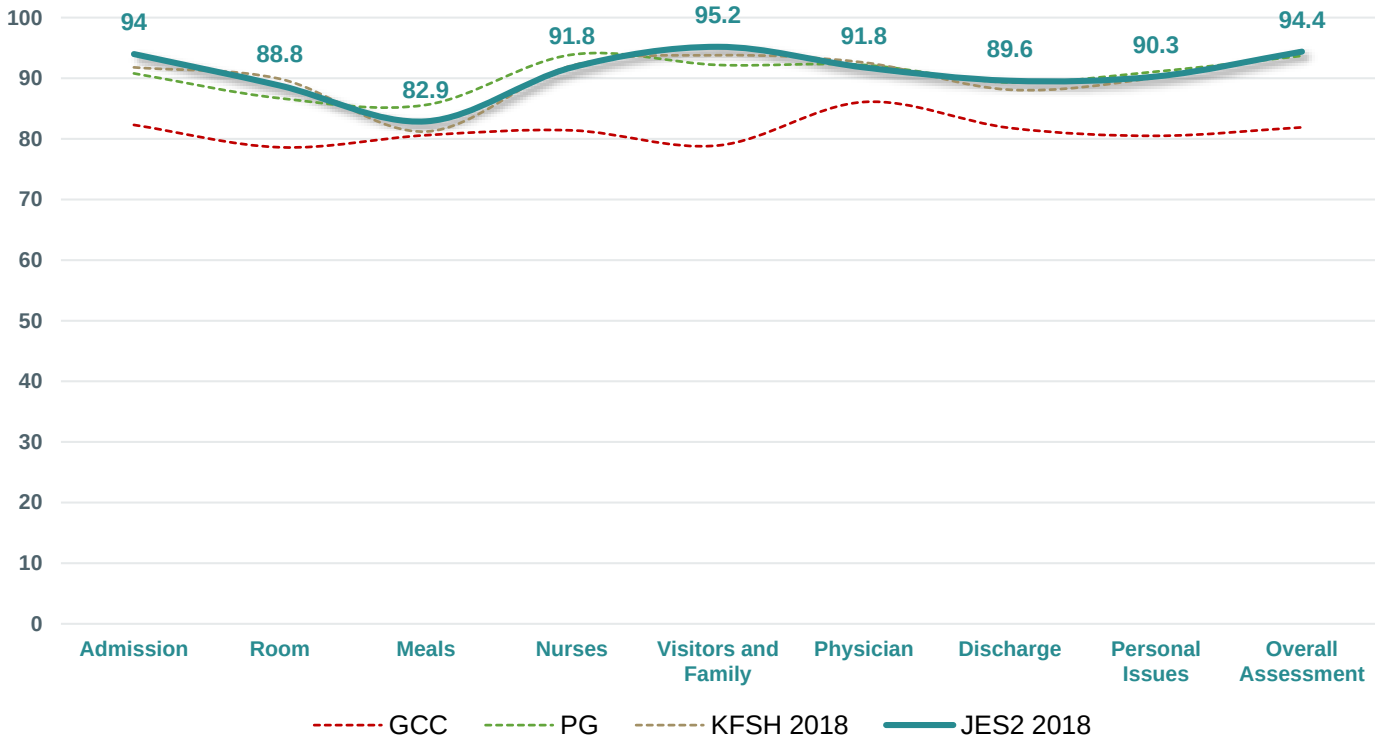
Patient Journey

91.2

2018

n-Size

265



IPP – Wards

Period: Q1, 2018 – Q4, 2018

JEN1

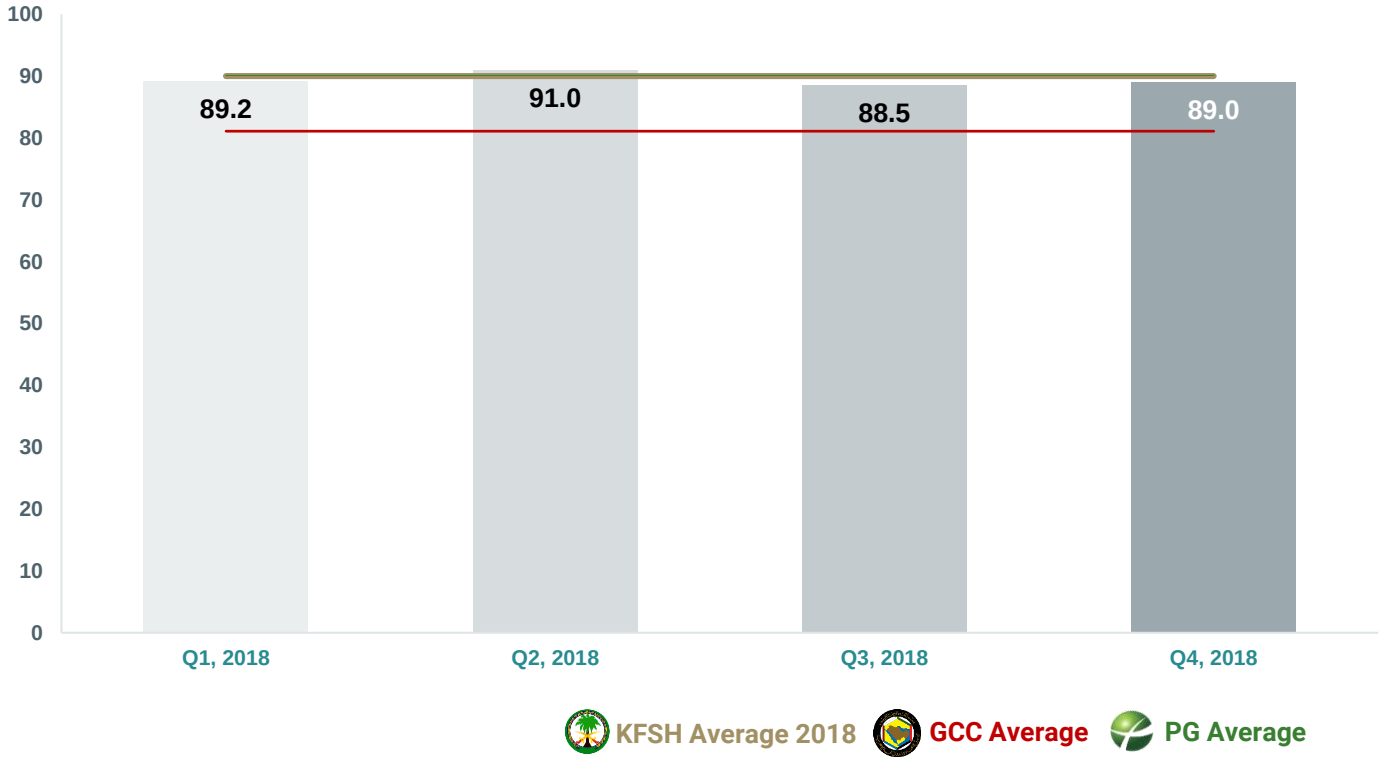
Overall Rating

89.2

2018

n-Size

386



IPP – Wards

Period: Q1, 2018 – Q4, 2018

JEN1

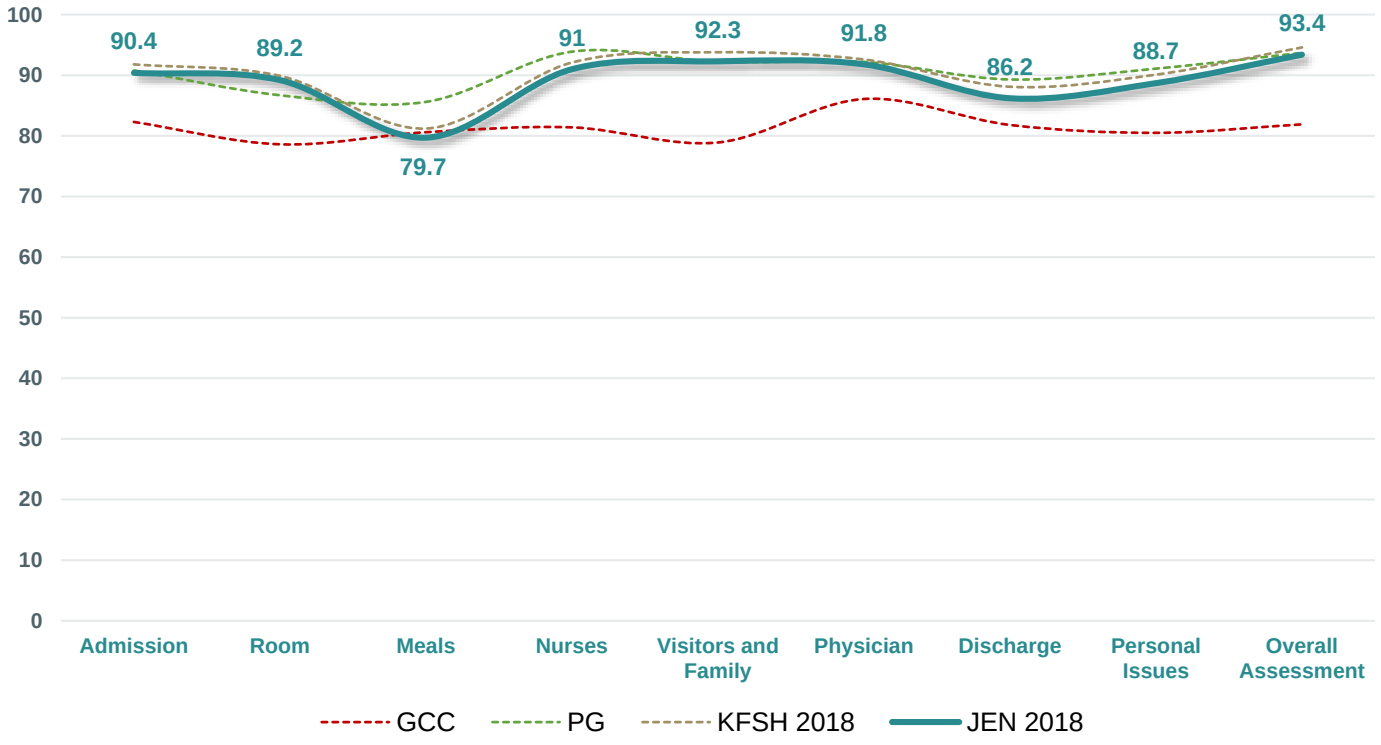
Patient Journey

89.2

2018

n-Size

386



Emergency

ED – Overall Rating

KFSH

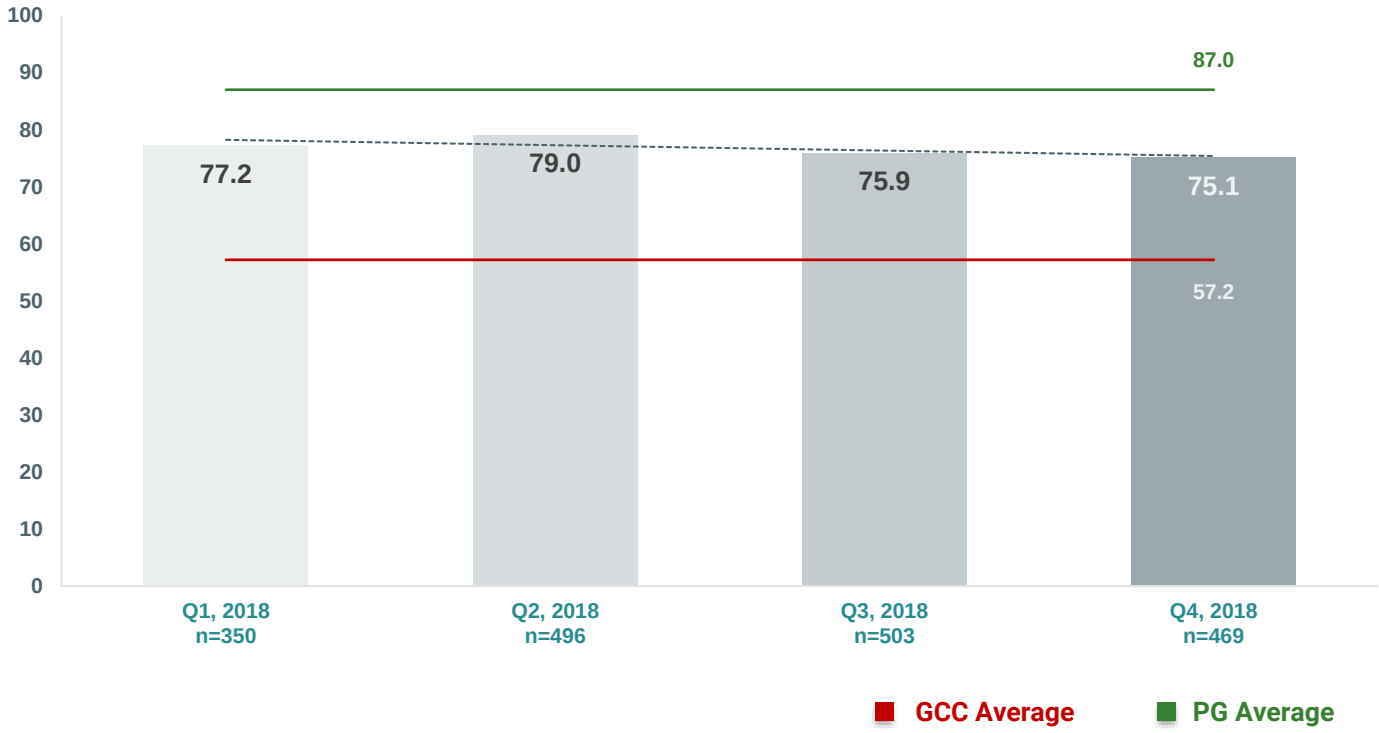
76.8

2018

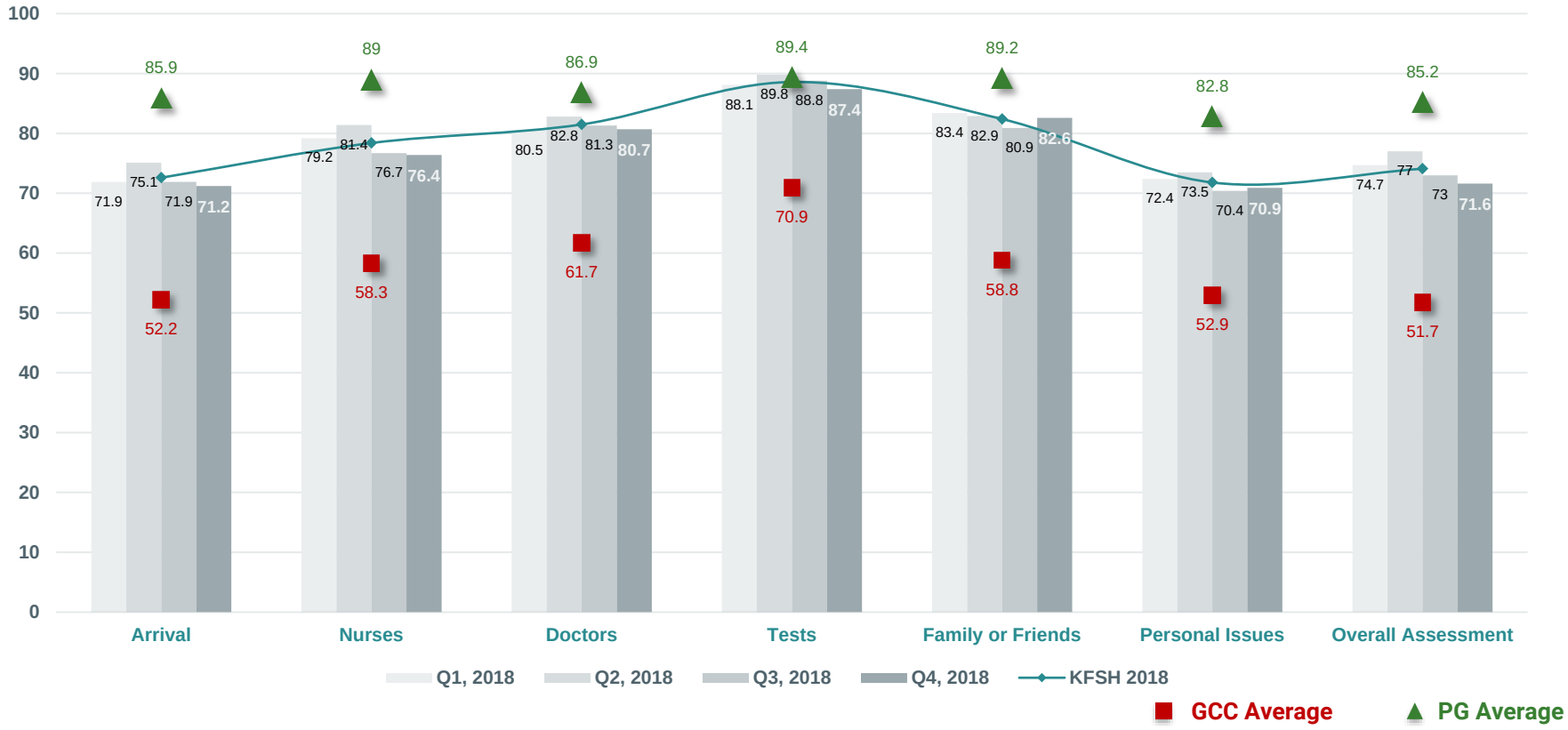
n-Size

1,818

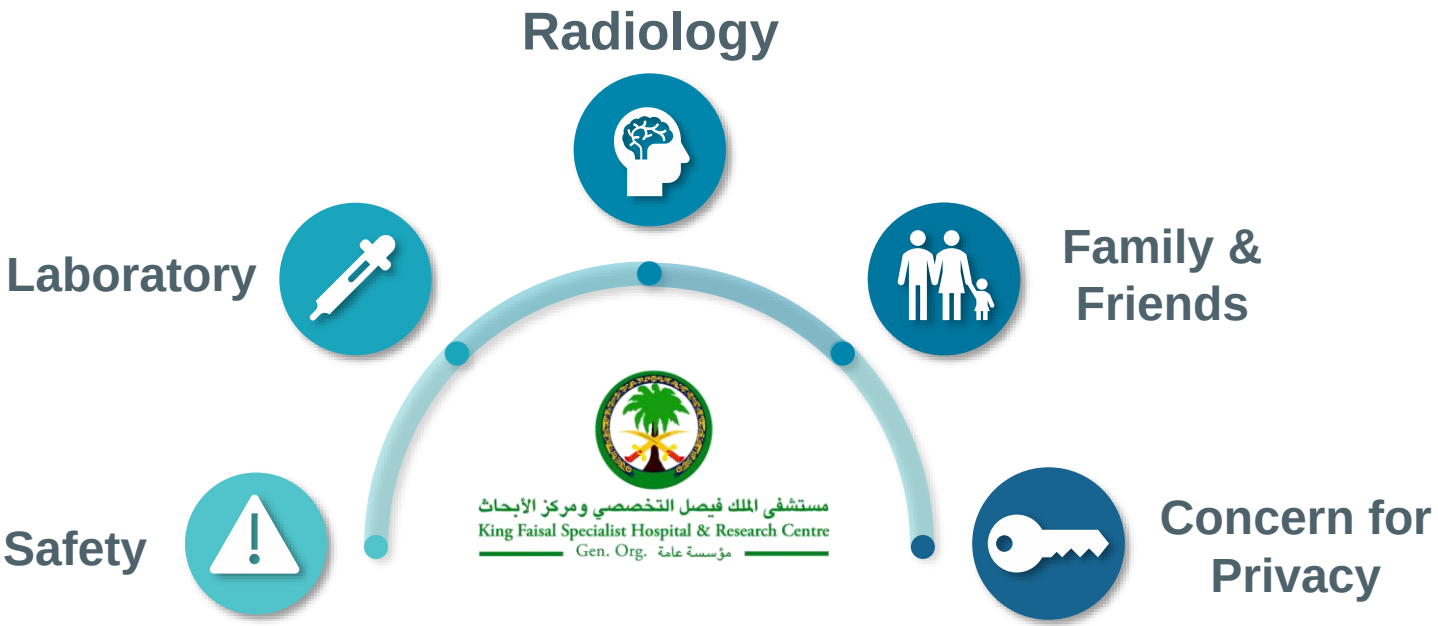
Overall Rating Trend [Q1, 2018 – Q4, 2018]



ED – Survey Domains



ER – Strengths



ER – Priority Index (Q4, 2018)

1 Likelihood of recommending

Measure in the sense that a **patient's judgment on this question likely depends on (or is an outcome of) the issues**

2 Response to Complaints

Measures the patient's perception of the **effectiveness and timeliness of staff's response** to their concerns.

3 Overall rating ER care

Indicator of **the entire emergency department experience** and will correlate strongly with the overall score and likelihood of recommending questions

4 Nurses Attention to Needs

How well nurses listen to patients and learn their unique needs will influence patients' **perceptions of nurses' attentiveness.**

5 Informed about Delays

Addresses the patient's perception of the **appropriateness of the information** they received about **delays.**

- The **Priority Index®** identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Emergency Improvement Opportunities distributes across various domains in the patient journey.
- These items were identified as priorities for 4 consecutive Quarters (Q1 – Q4, 2018)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

Ambulatory
Surgery

AS – Overall Rating

KFSH

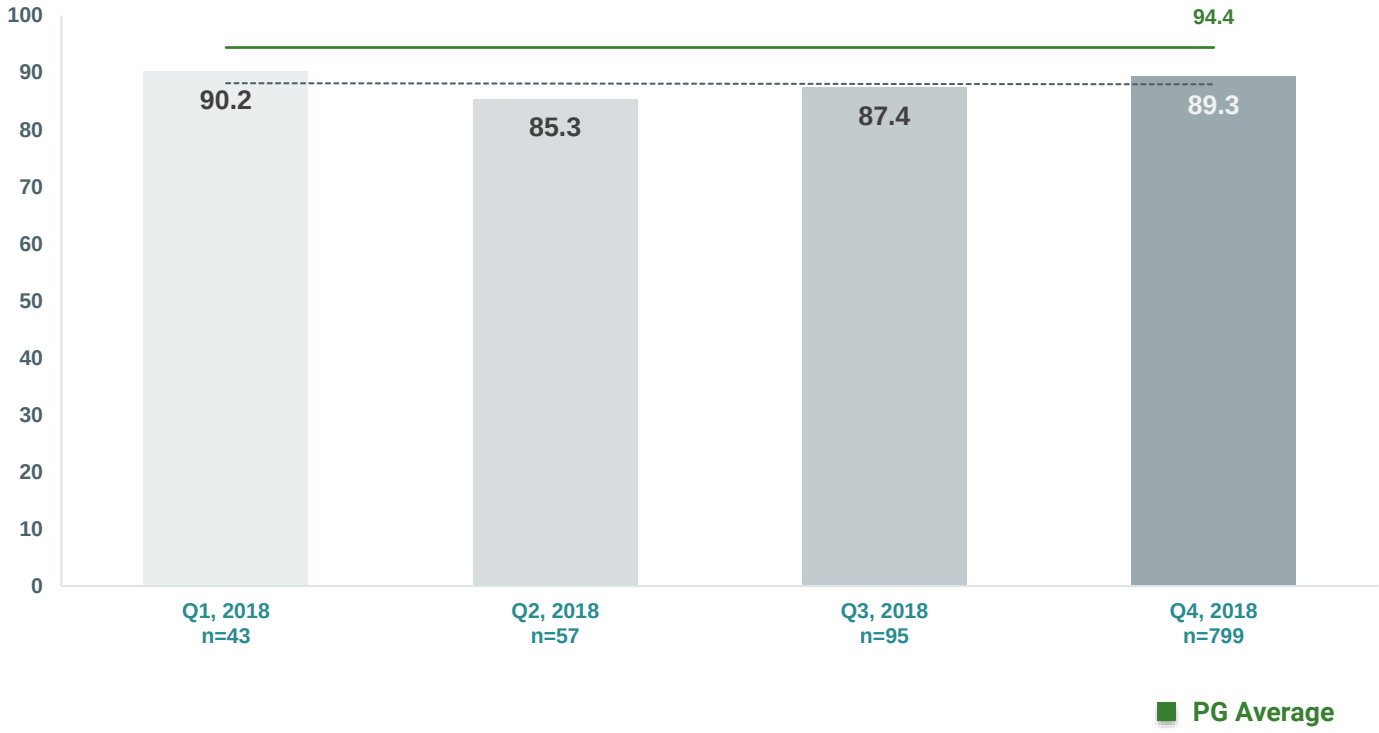
88.9

2018

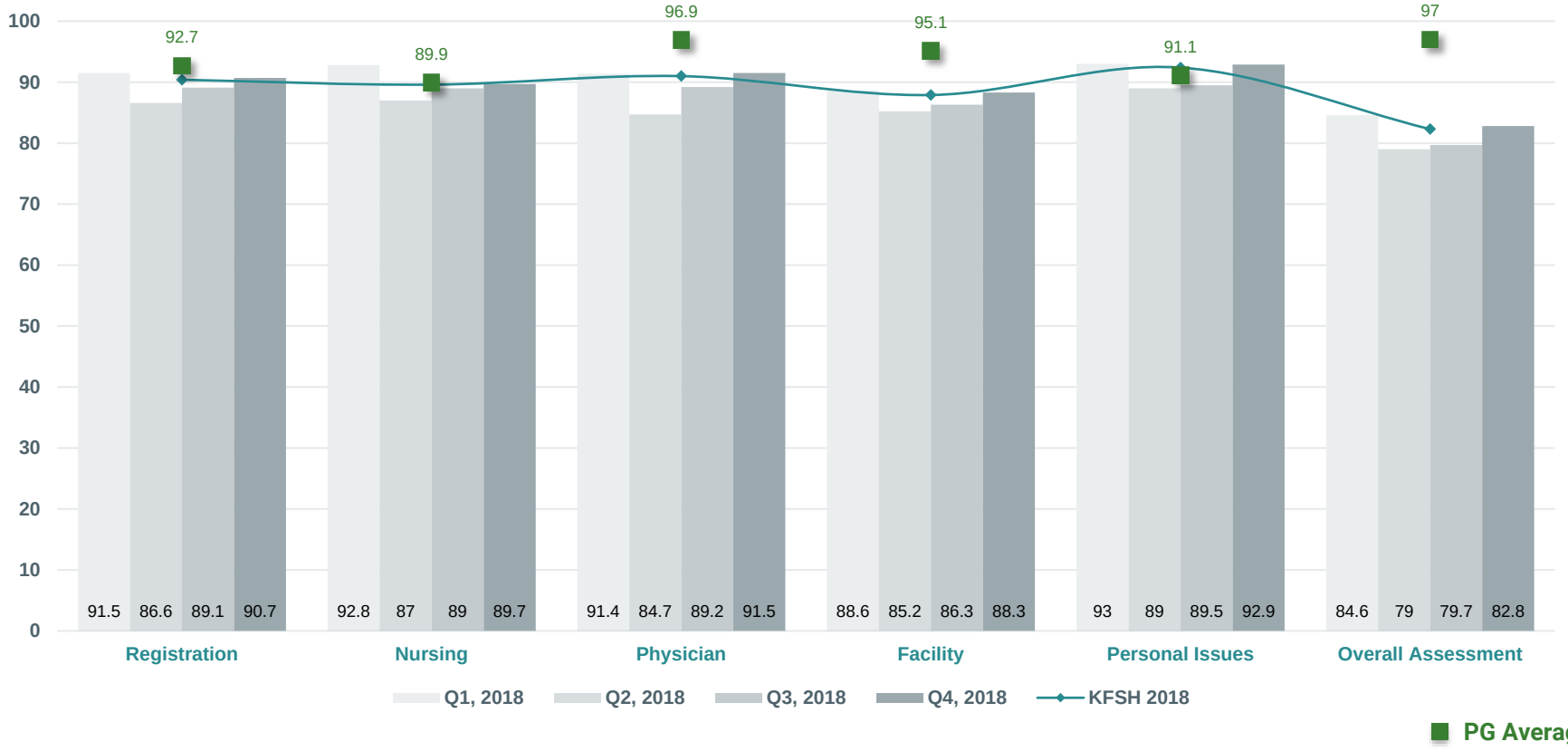
n-Size

994

Overall Rating Trend [Q1, 2018 – Q4, 2018]



AS – Survey Domains



AS – Priority Index (Q4, 2018)

1 Home Care Instructions

Measures the patient's perception **about knowing what to do after they are discharged.**

2 Information on the Day of Surgery

Measures the patients' evaluation of the **adequacy of the provision of information** throughout the day.

3 Information re what was done

Measures the patients' perceptions of how well the physician **communicated the outcomes of the procedure**

4 Response to Concerns

Measures the patient's perception of the **effectiveness and timeliness of staff's response** to their concerns.

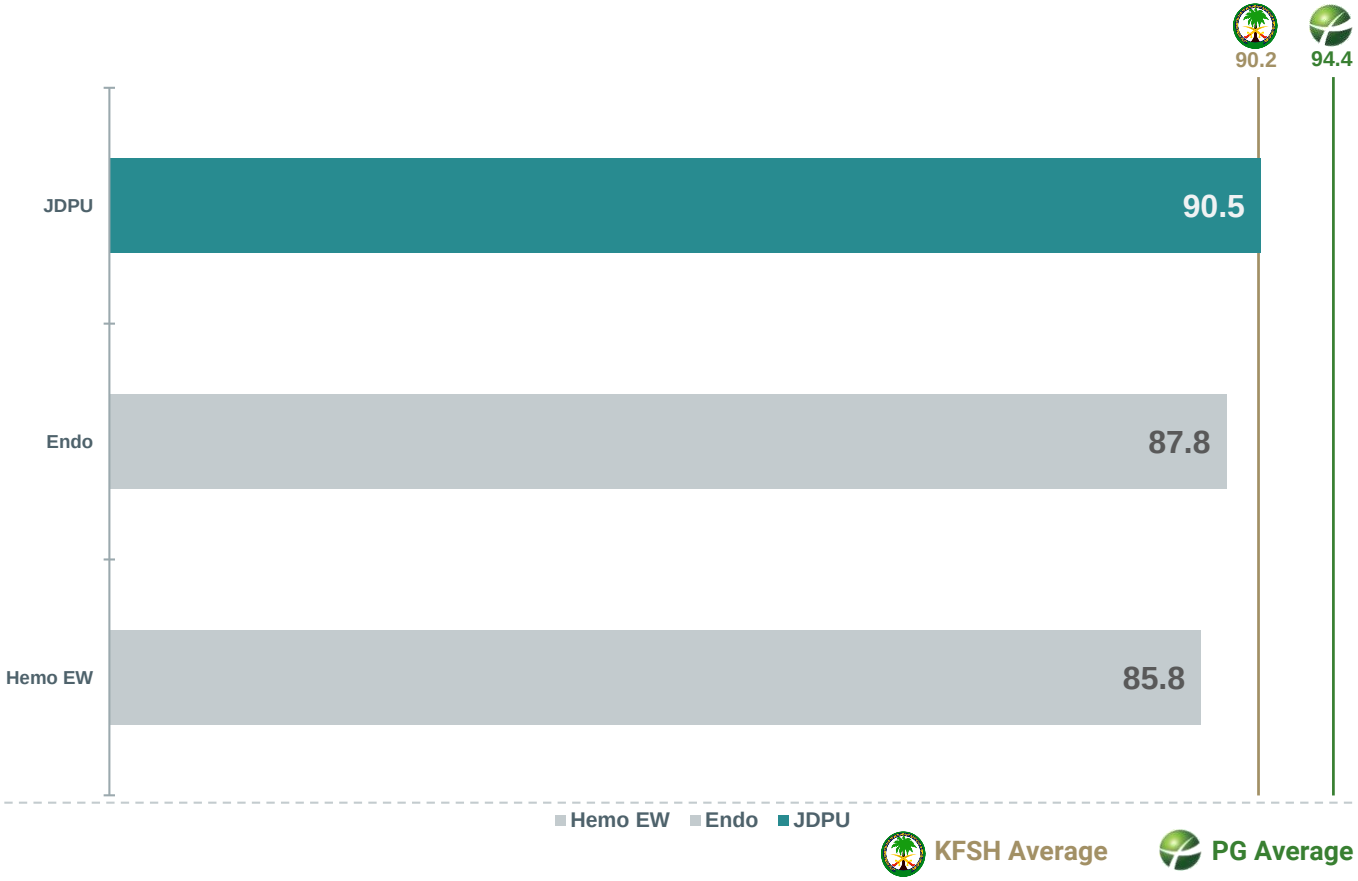
5 Confidence in skill of nurses

Measure accesses patients' perceptions of the **skill of the ambulatory surgery center's nurses**

- The **Priority Index®** identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Ambulatory Surgery Improvement Opportunities distributes across various domains in the patient journey.
- The majority of these priorities falls under the Nursing domain.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

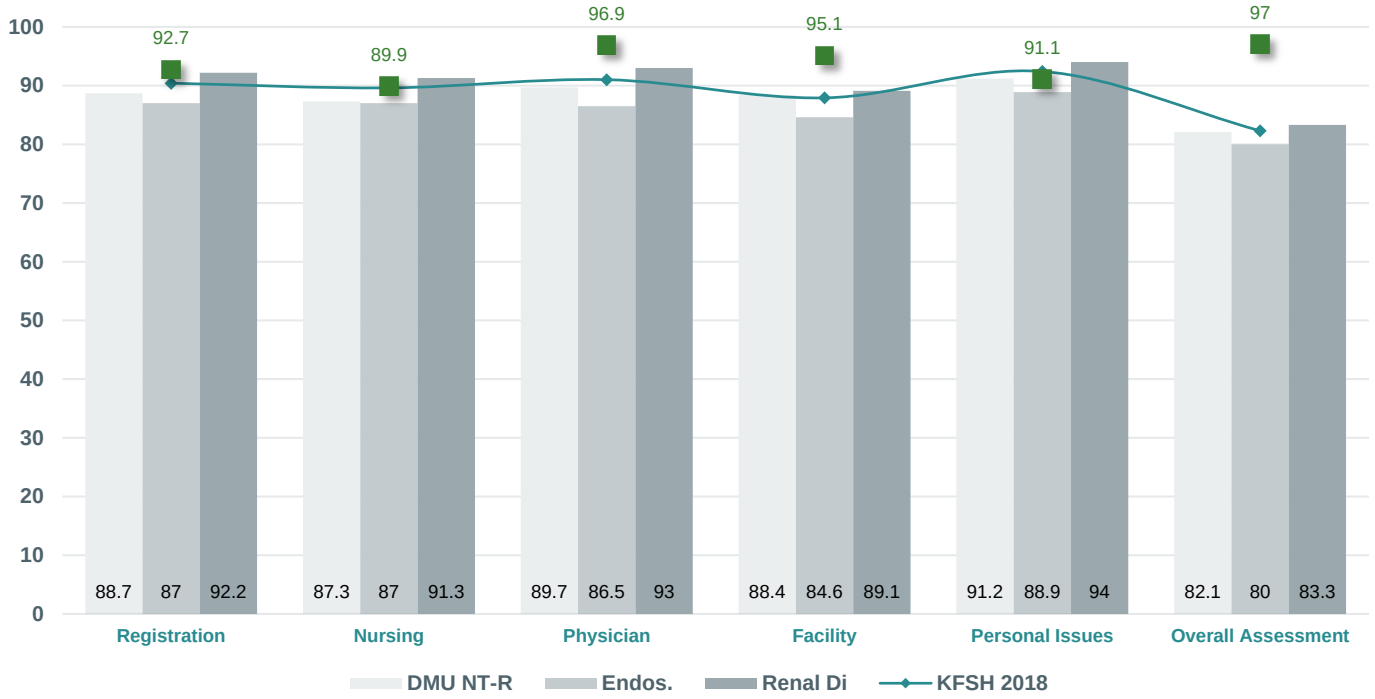
AS – Departments

Overall Rating
Departments



AS – Survey Domains

Patient Journey
Departments



PG Average

Outpatient
Oncology

ON – Overall Rating

KFSH

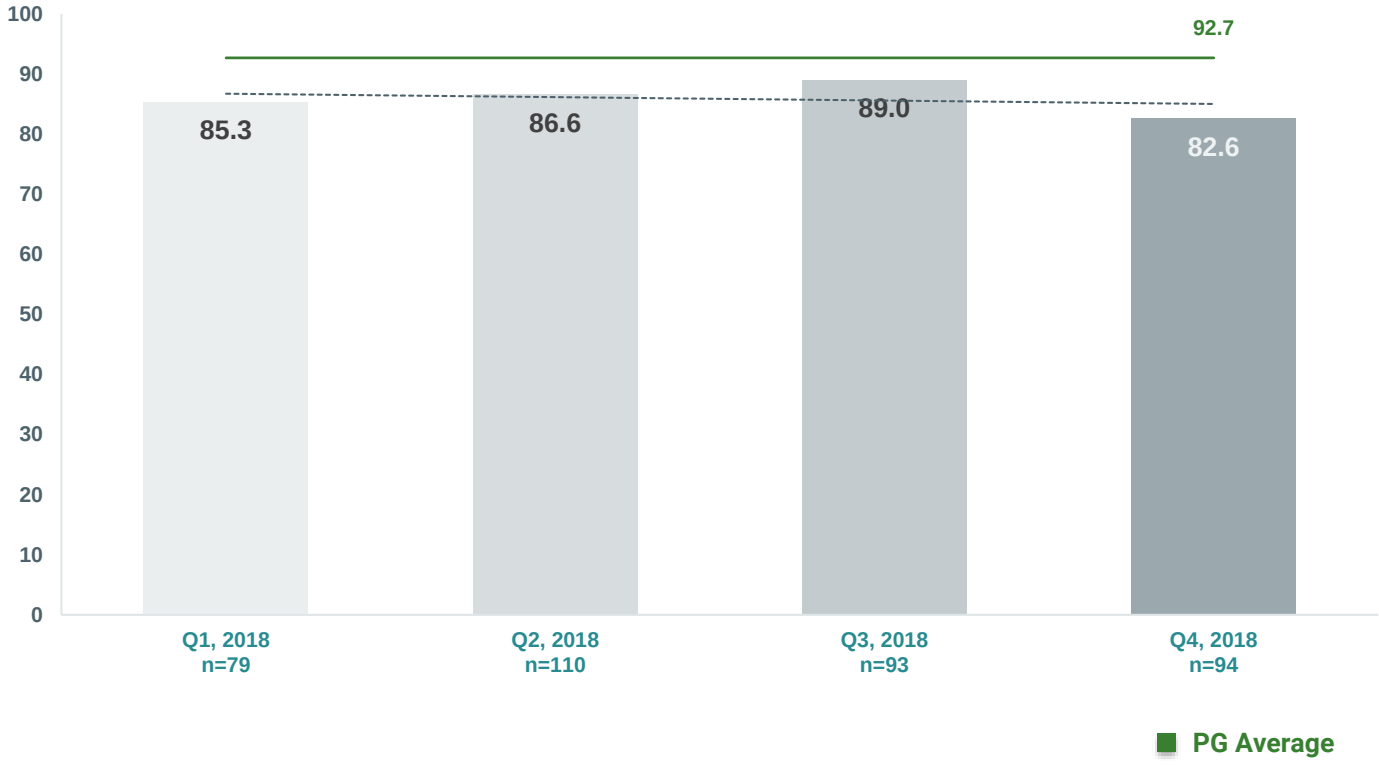
85.9

2018

n-Size

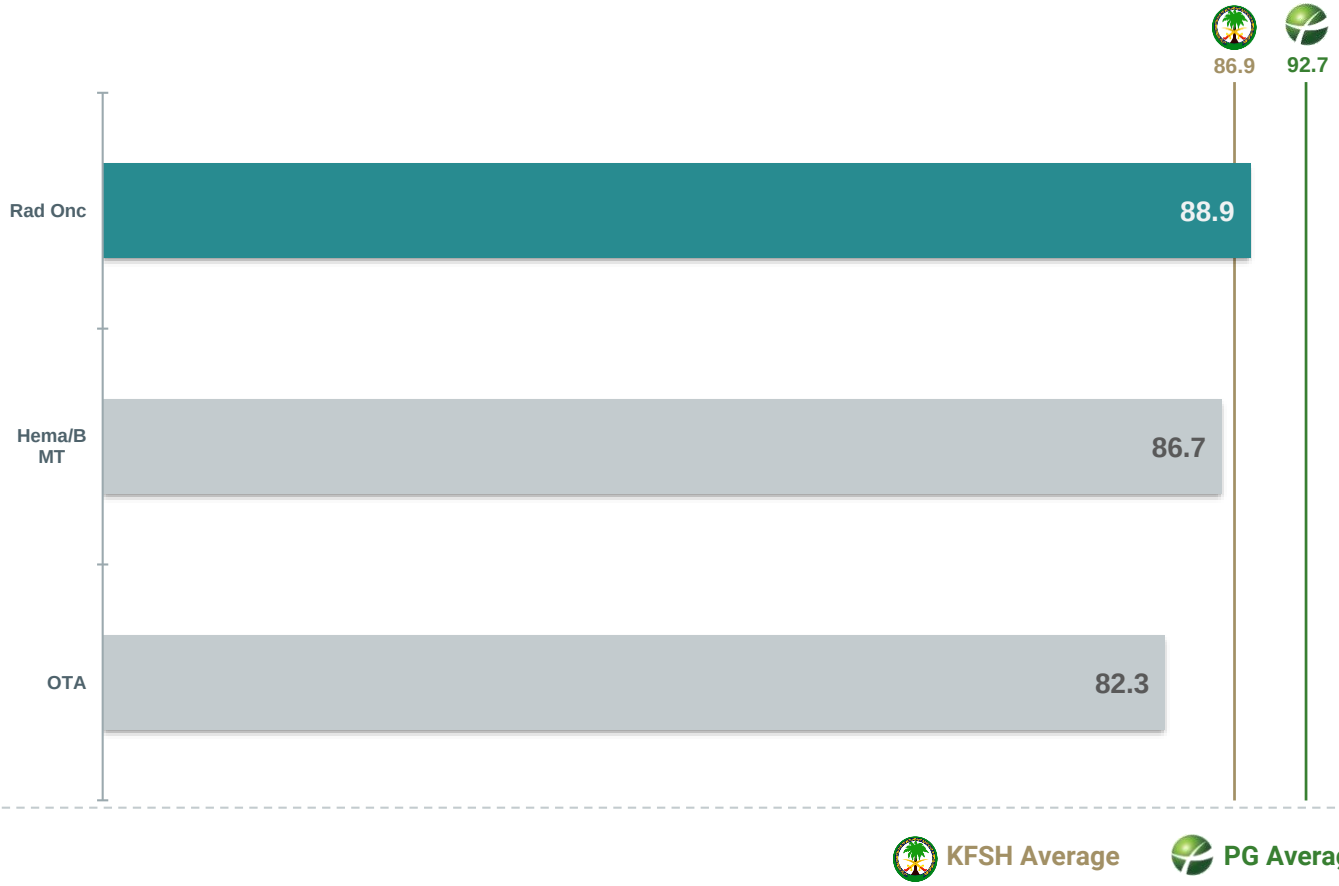
376

Overall Rating Trend [Q1, 2018 – Q4, 2018]

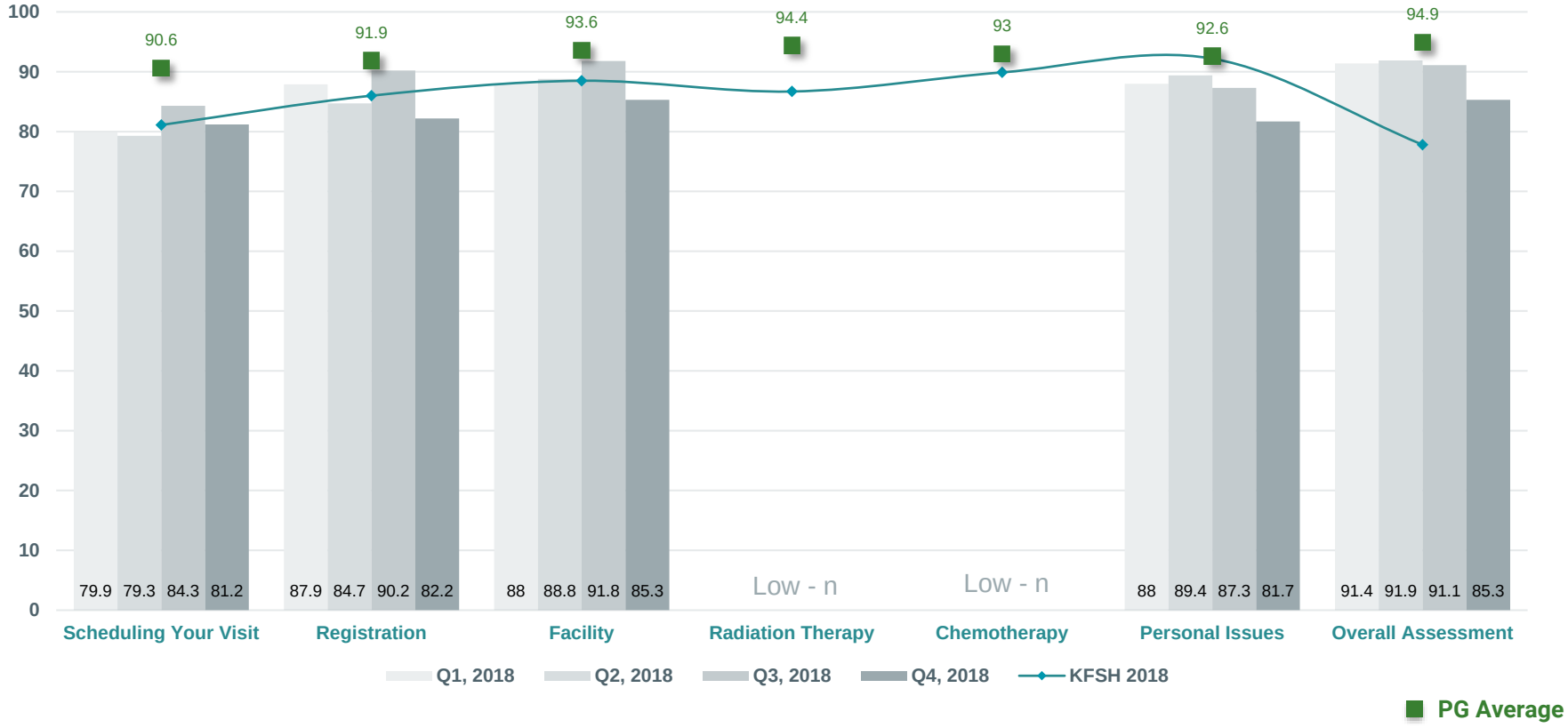


ON – Overall Rating

Overall Rating
Units



ON – Survey Domains



ON – Priority Index (Q4, 2018)

1 Comfort of the chemo treatment

Measures the patient's perception that the **center made it easy and comfortable for the individual** going through chemotherapy

2 Expln manage chemo side effects

Patients' evaluation of the **quality of communication regarding the chemotherapy process** that will take place

3 Chemo Staff Concern for Comfort

Measures the patient's perception of how important his/her **comfort and well-being** was to the staff.

4 Sensitivity to difficulties/incnvnc

Measures the patient's perception that staff members **made an effort to understand his or her unique requirements**

5 Expln what to expect dur chemo

Taps into the patients' evaluation of the **quality of communication about the chemotherapy process that will take place to treat the illness** at hand

- The **Priority Index®** identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

ON – Units

Period: Q1, 2018 – Q4, 2018

Radiation

Overall Rating

88.9

2018

n-Size

74

ON – Units

Period: Q1, 2018 – Q4, 2018

Radiation

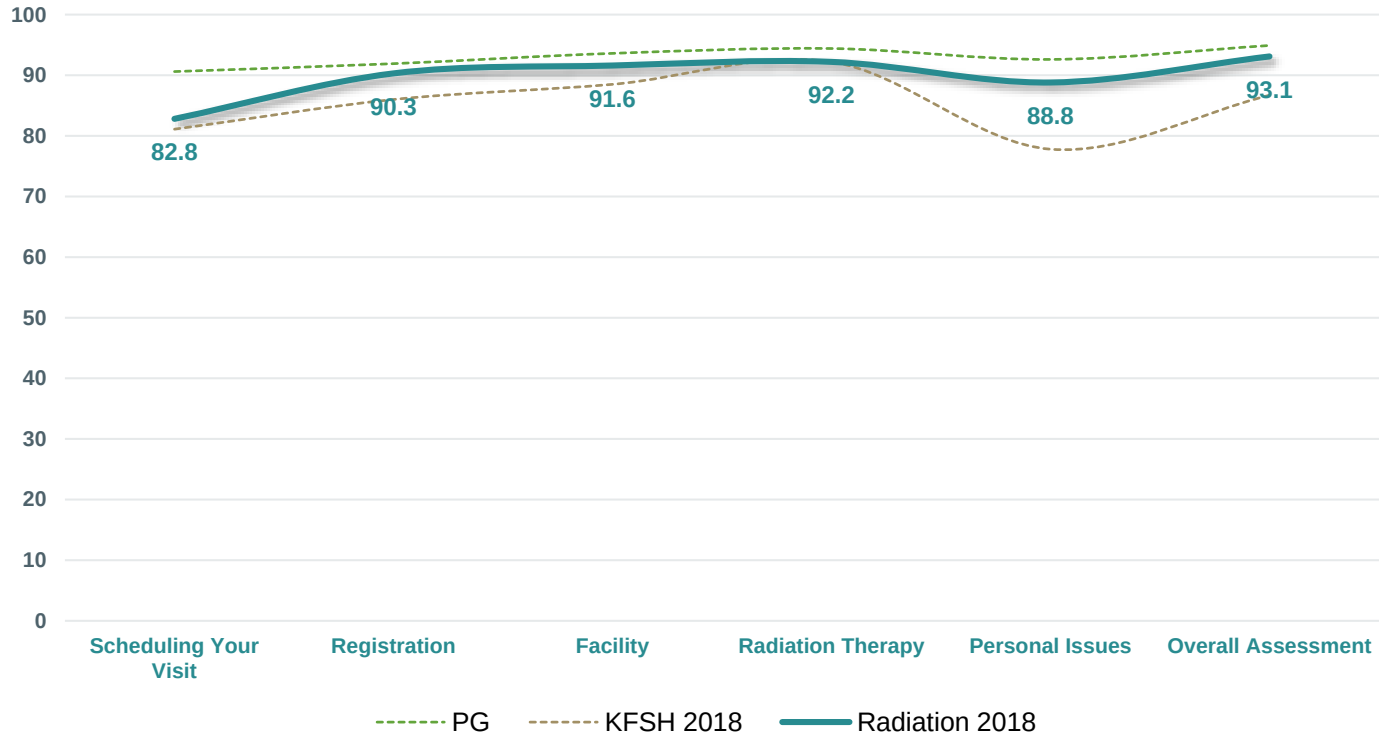
Patient Journey

88.9

2018

n-Size

74



ON – Units

Period: Q1, 2018 – Q4, 2018

Hema/BMT

Overall Rating

86.7

2018

n-Size

195

ON – Units

Period: Q1, 2018 – Q4, 2018

Hema/BMT

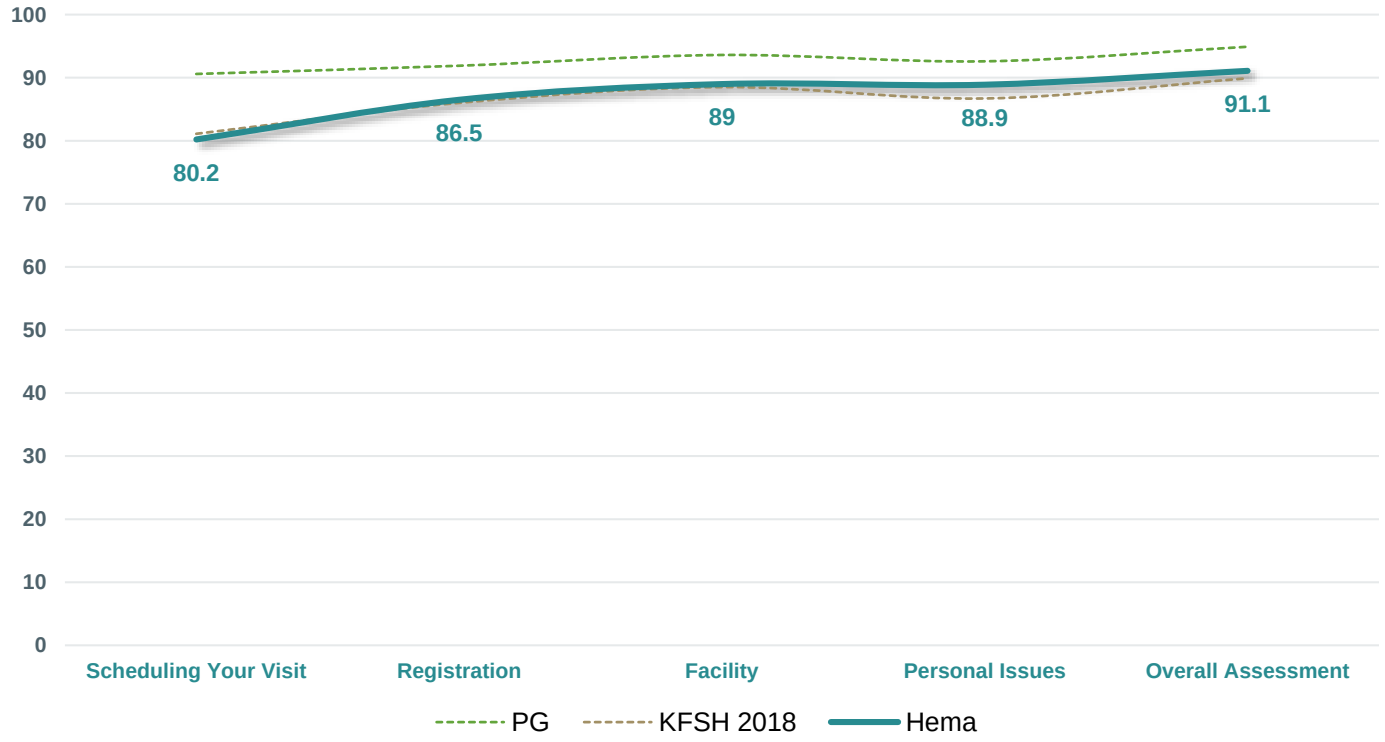
Patient Journey

86.7

2018

n-Size

195



ON – Units

Period: Q1, 2018 – Q4, 2018

OTA

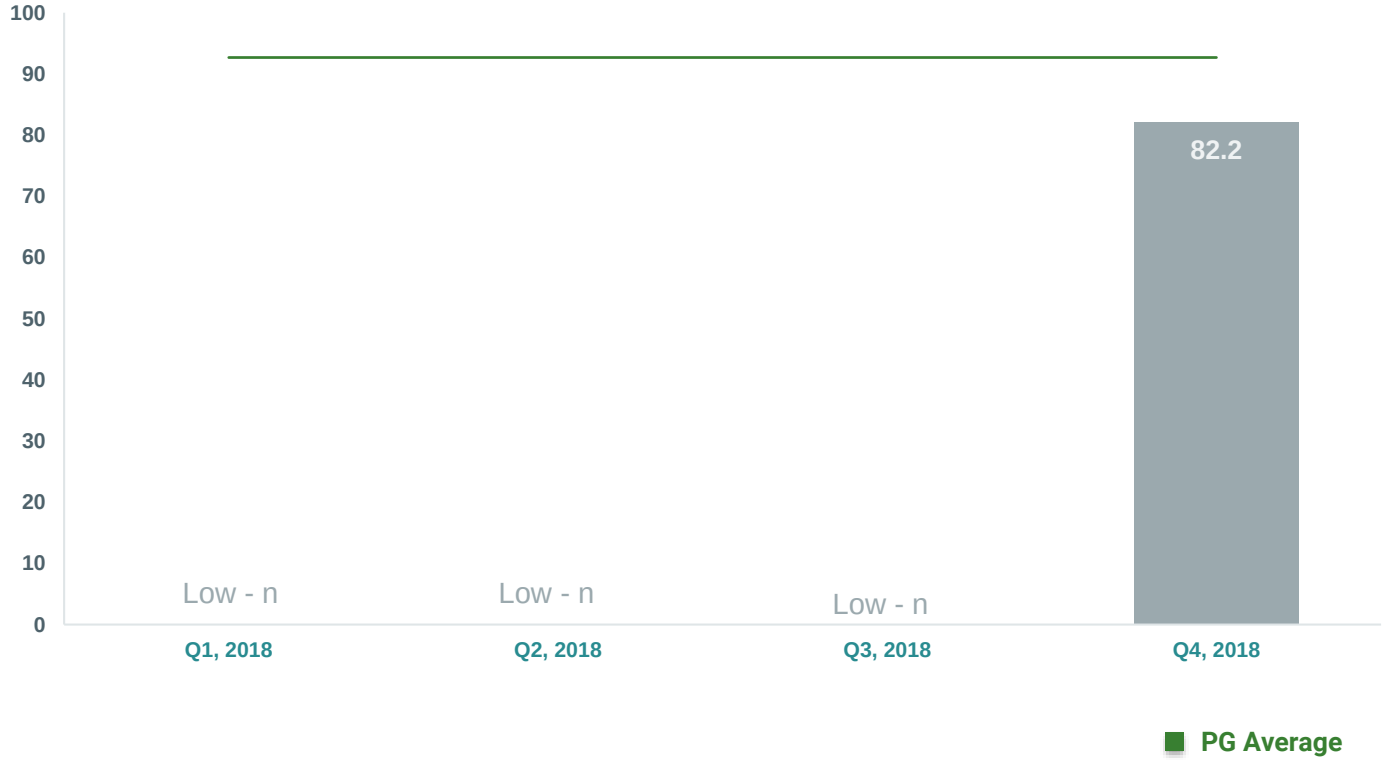
Overall Rating

82.3

2018

n-Size

107



ON – Units

OTA

Patient Journey

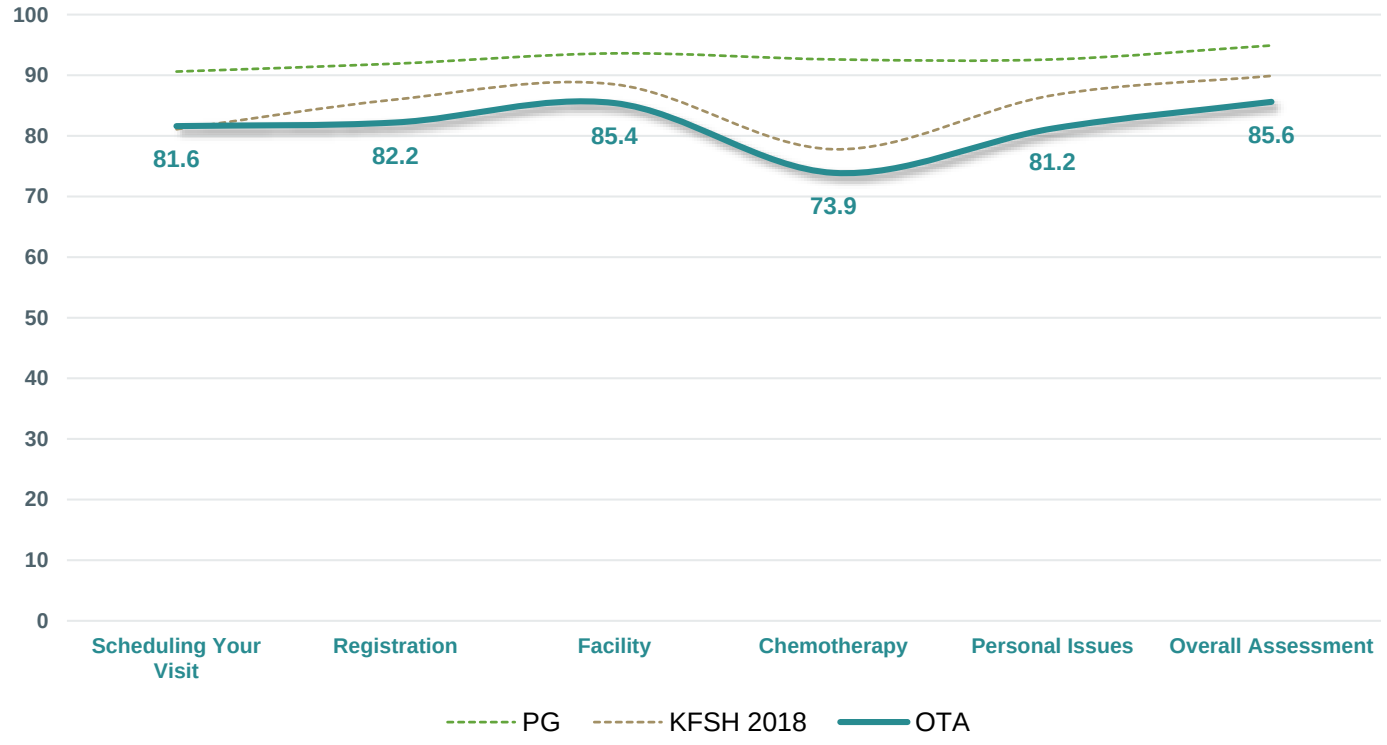
82.3

2018

n-Size

107

Period: Q1, 2018 – Q4, 2018



Dental

DEN – Overall Rating

KFSH

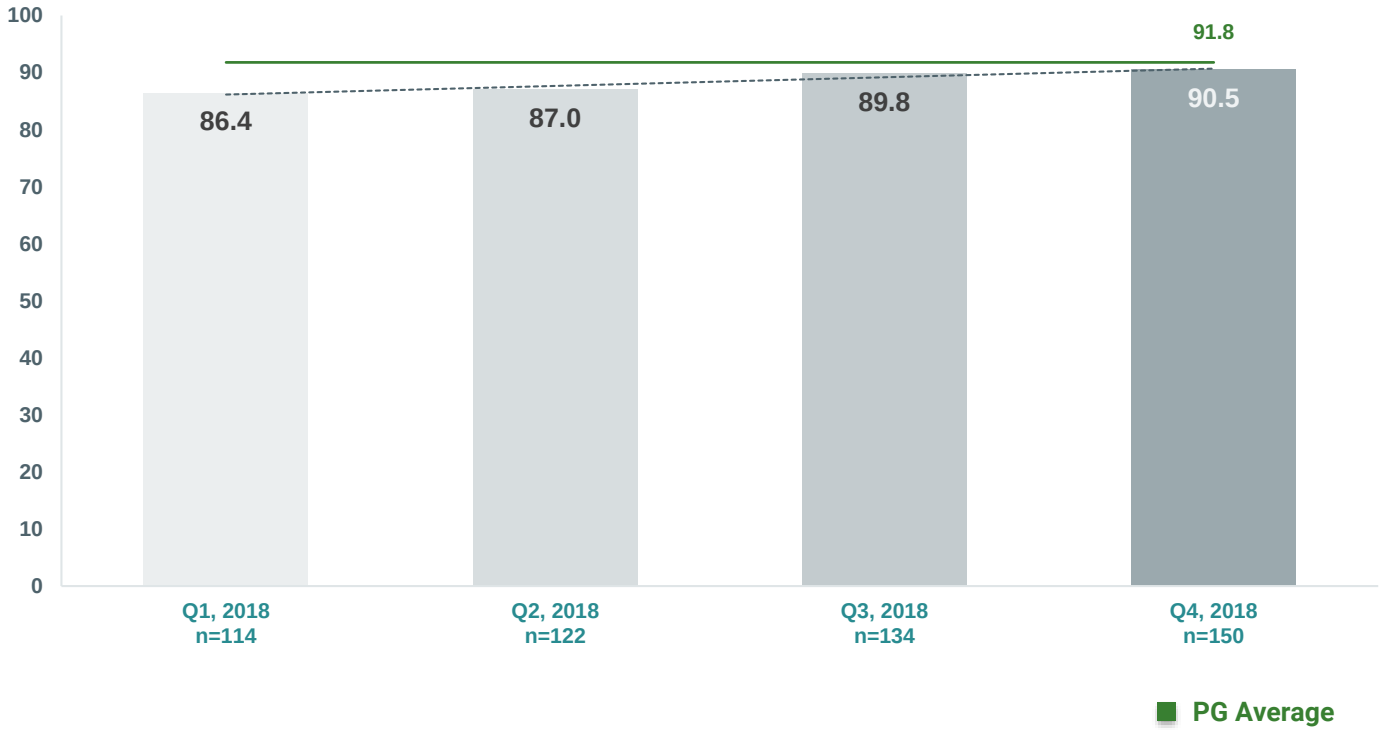
88.6

2018

n-Size

520

Overall Rating Trend [Q1, 2018 – Q4, 2018]



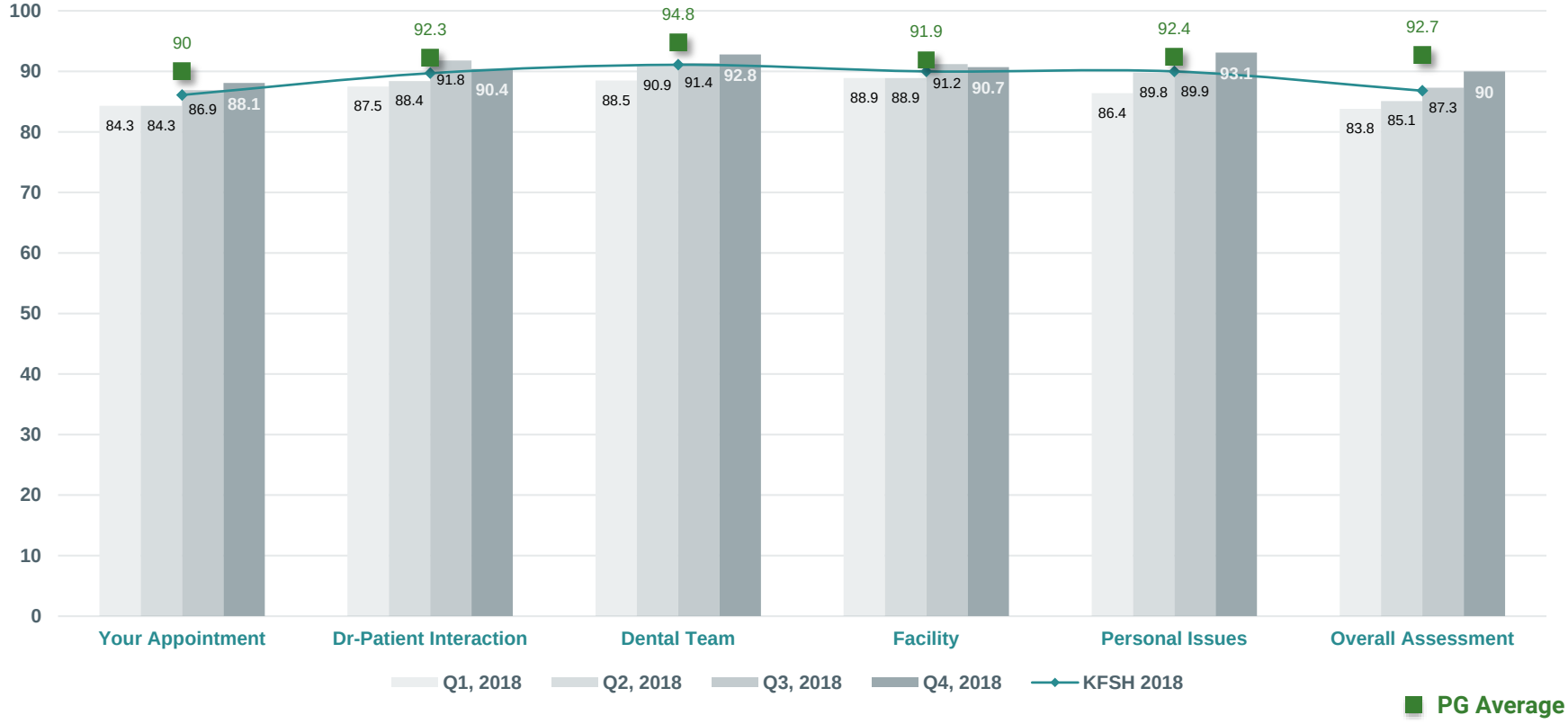
DEN – Overall Rating

Overall Rating
Departments

Overall Rating [Q1, 2018 – Q4, 2018]

KFSH Average 2018 PG Average

DEN – Survey Domains



DEN – Priority Index (Q4, 2018)

1 Info on Avoiding Future Problems

Asks the patient to rate his or her experience with the **effort made to provide information on proactive measures** for dental health.

2 Exam/treatment thoroughness

Measures the patient's perception that the **dentist completed an exam** and treatment that **met all presented and diagnosed needs**

3 Concern for Comfort

Measures the patient's perception of **how important his or her comfort and well-being** was to the staff

4 Explanation trtmt options by doctor

Asks patients to identify experience **using the treatment options that they are given**, and in the manner in which those options are presented.

5 Amount time doctor spent

Measures the patient's perception of the **physical time spent with their dentist**.

- The **Priority Index®** identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Dental Improvement Opportunities distributes across various domains in the patient journey.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

Dental – Departments

Period: Q1, 2018 – Q4, 2018

Ped. Dental

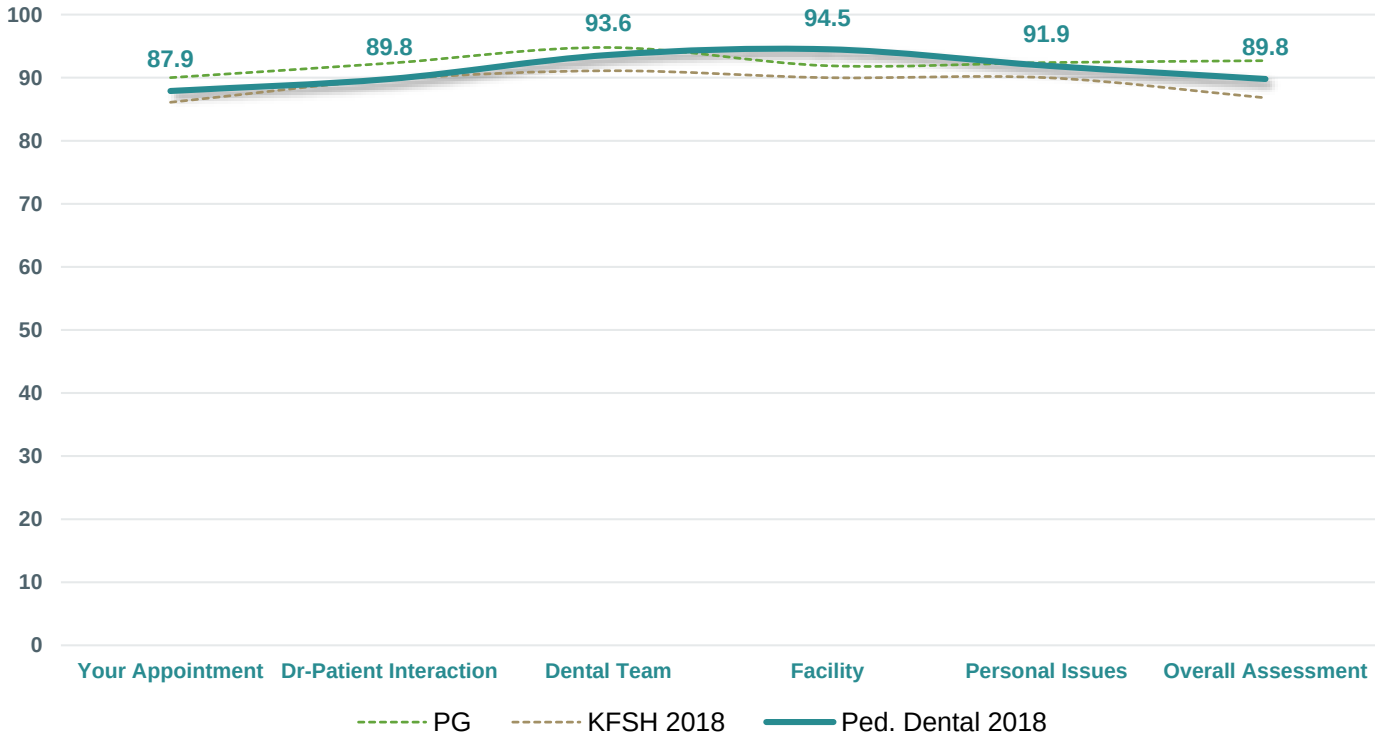
Patient Journey

91.2

2018

n-Size

60



Dental – Departments

Period: Q1, 2018 – Q4, 2018

Gen. Dental

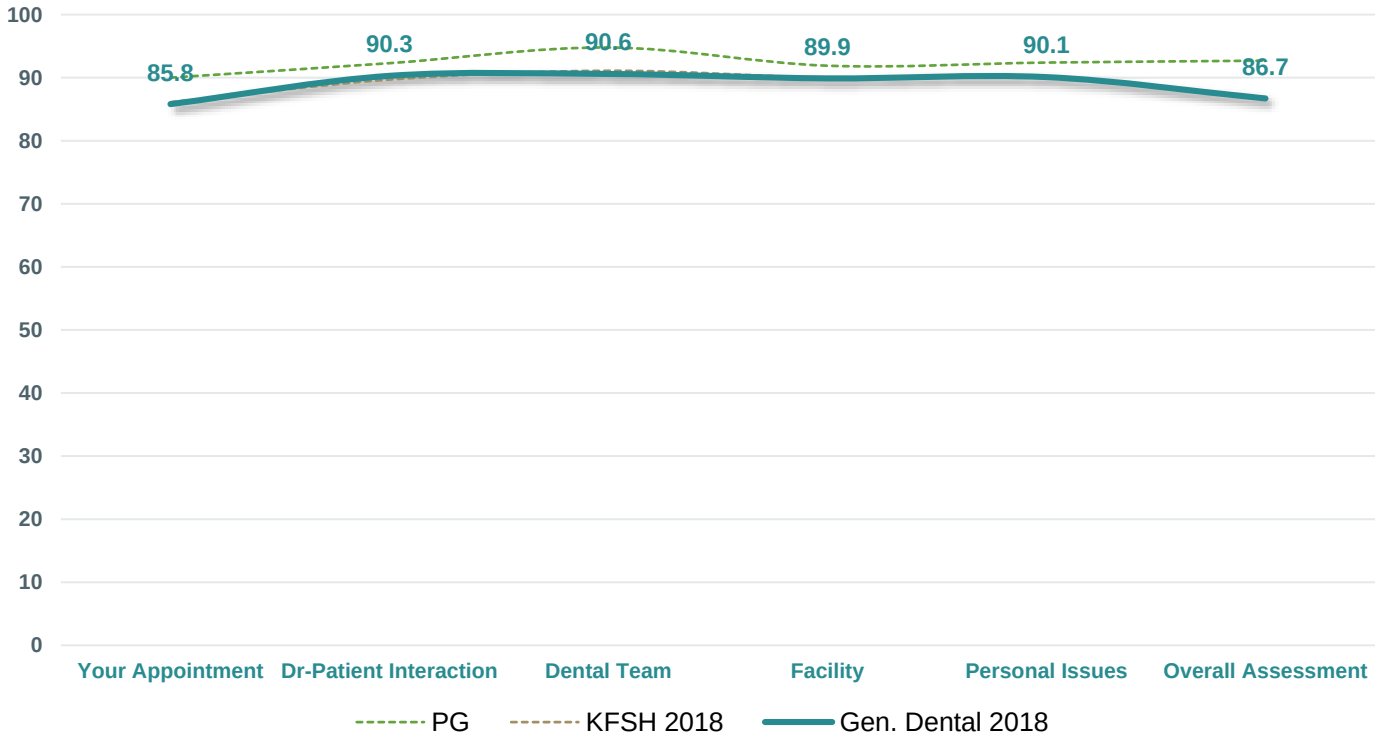
Patient Journey

88.3

2018

n-Size

383



King Faisal Specialist Hospital - Jeddah

Patient Experience Results [Q1-Q4, 2018]

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