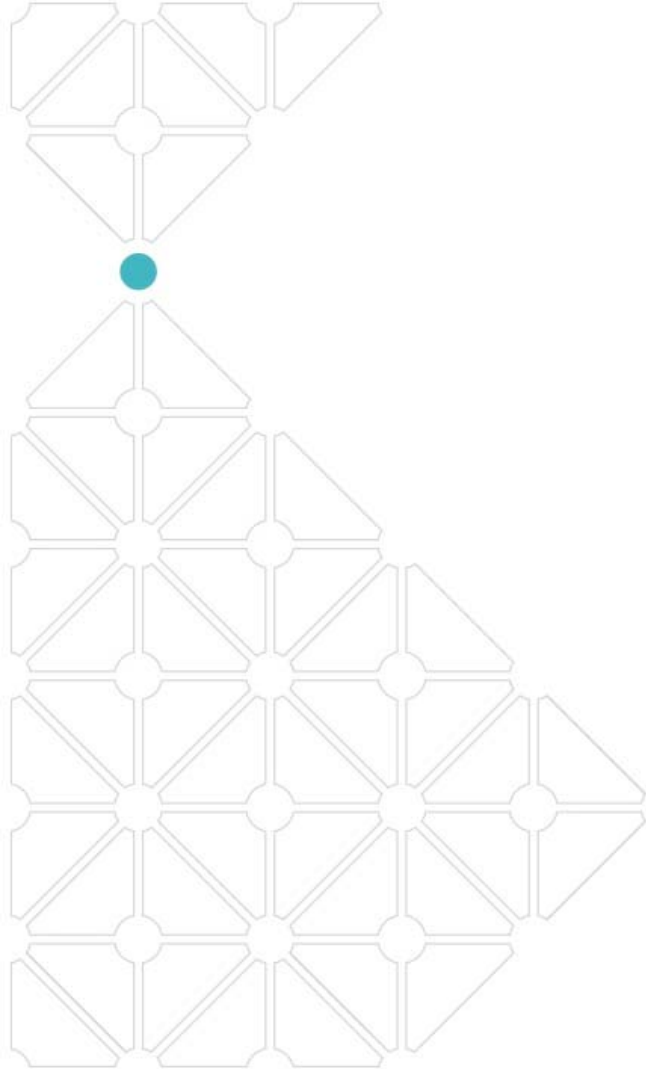


King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q1, 2019]



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



روابط للحلول الصحية
HEALTH LINKS

Powered by



PRESS GANEY

King Faisal Specialist Hospital - Jeddah
2019 Patient Experience Goals

2019 Patient Experience Goals

As part of our continuous efforts towards improving our patients experience across the continuum of care, the Experience Office together with the Strategy Office worked with our partners from Health.Links / Press Ganey on identifying specific KFSH Targets for 2019 that are realistic and achievable. These targets were set based upon KFSH-Jeddah current performance and the rate of improvement achieved within the Press Ganey database.

Service Type	Q1, 2019 Overall Rating	2019 Target Score	Press Ganey Benchmark
Medical Practice (OP)	87.5	88.2	91.6
Inpatient – Adults (HCAHPS)*	77.7%	77.8%	71.8%
Inpatient – Pediatric (PIP)	91.1	87.7	90.0
Emergency Department (ED)	71.9	75.4	86.9
Ambulatory Surgery (AS)	89.0	91.2	94.7
Outpatient Oncology (ON)	81.9	87.6	92.8
Dental (DEN)	90.4	91.0	91.8

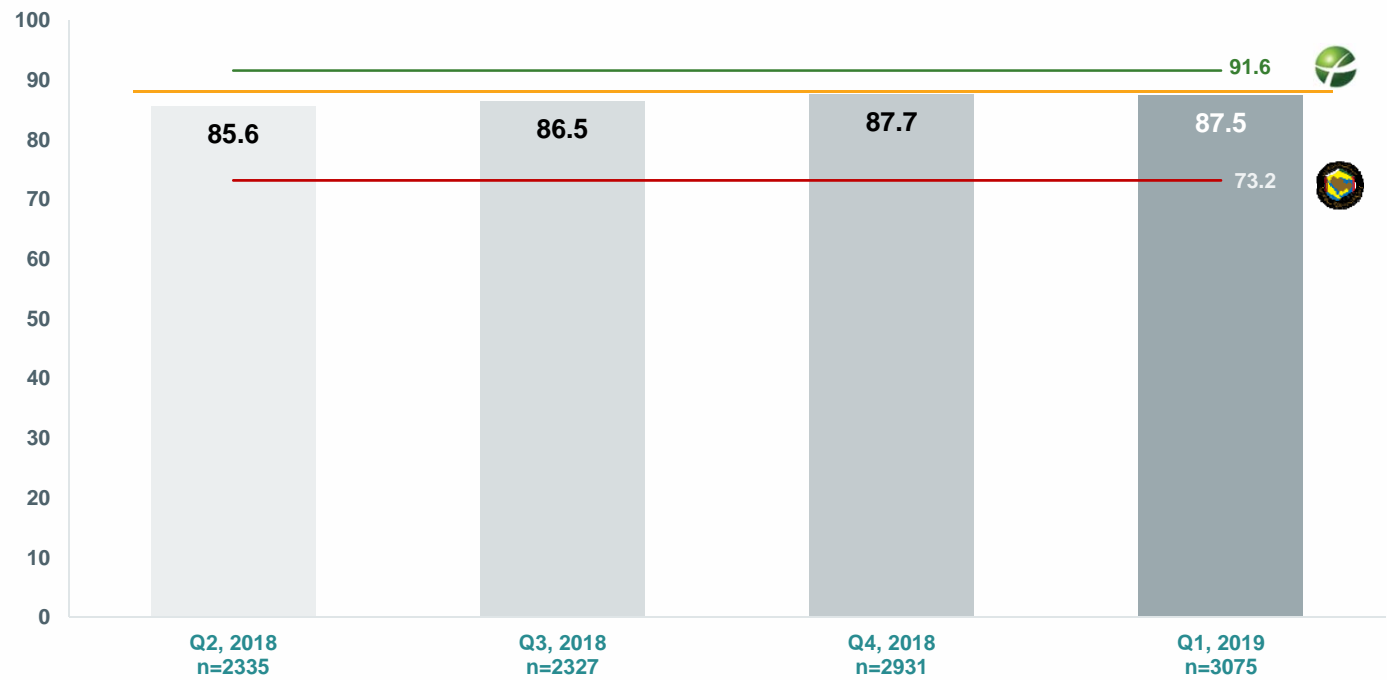
* HCHAPS Survey - Top Box % is used

This effort is intended to align KFSH&RC Caregivers into achieving our Patient Experience goals where each and every employee contributes in a real and valuable way to the success of the organization by instilling a sense of accountability and ownership.



OP – Overall Rating

Overall Rating Trend [Q2, 2018 – Q1, 2019]

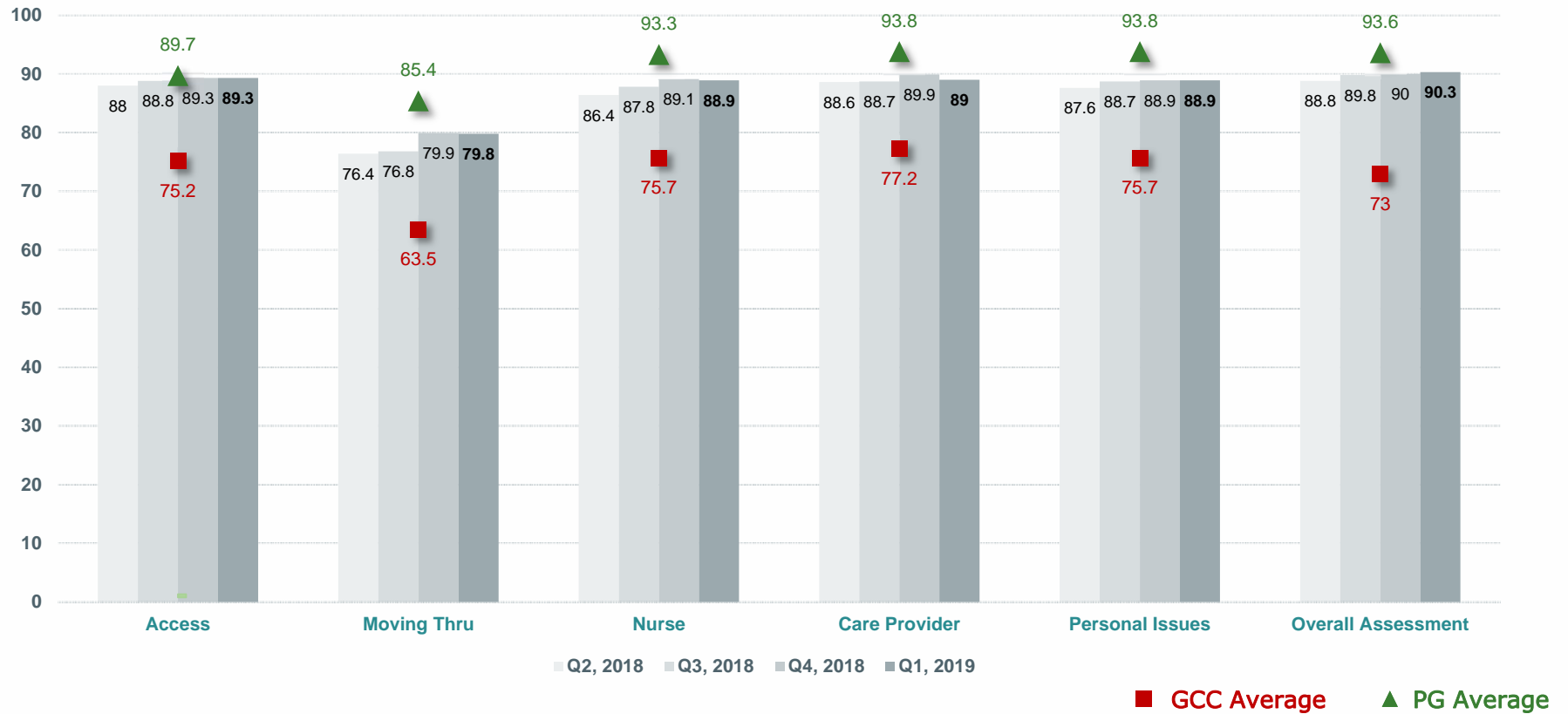


■ 2019 Target
[88.2]

● GCC Average
[73.2]

● PG Average
[91.6]

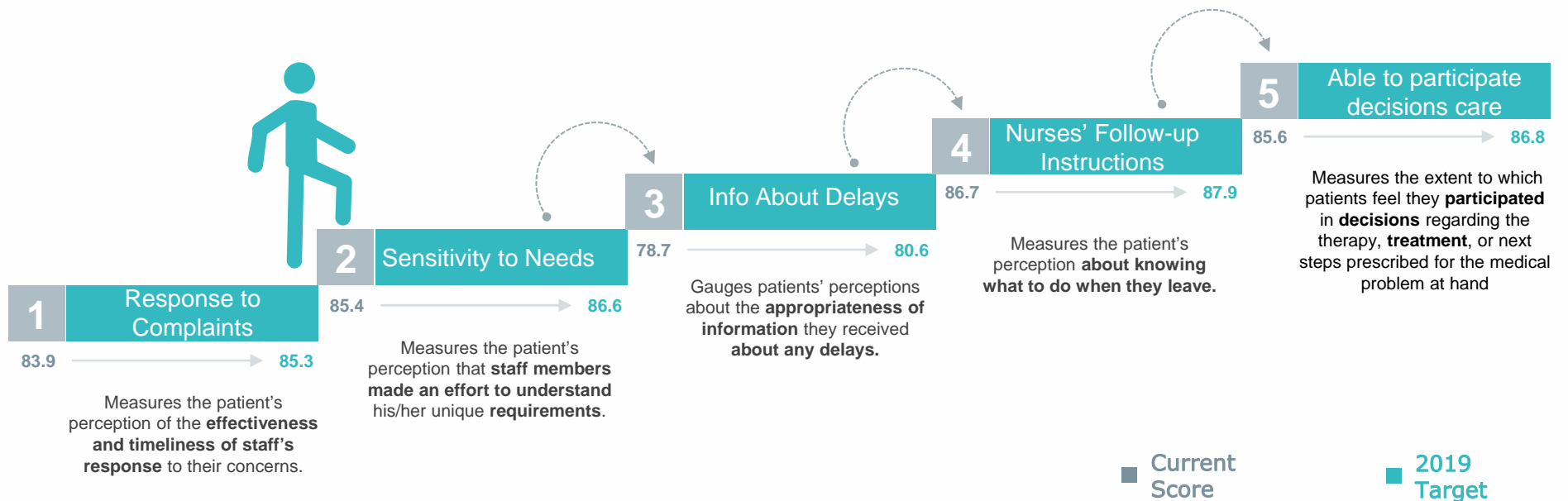
OP – Survey Domains



OP – Strengths



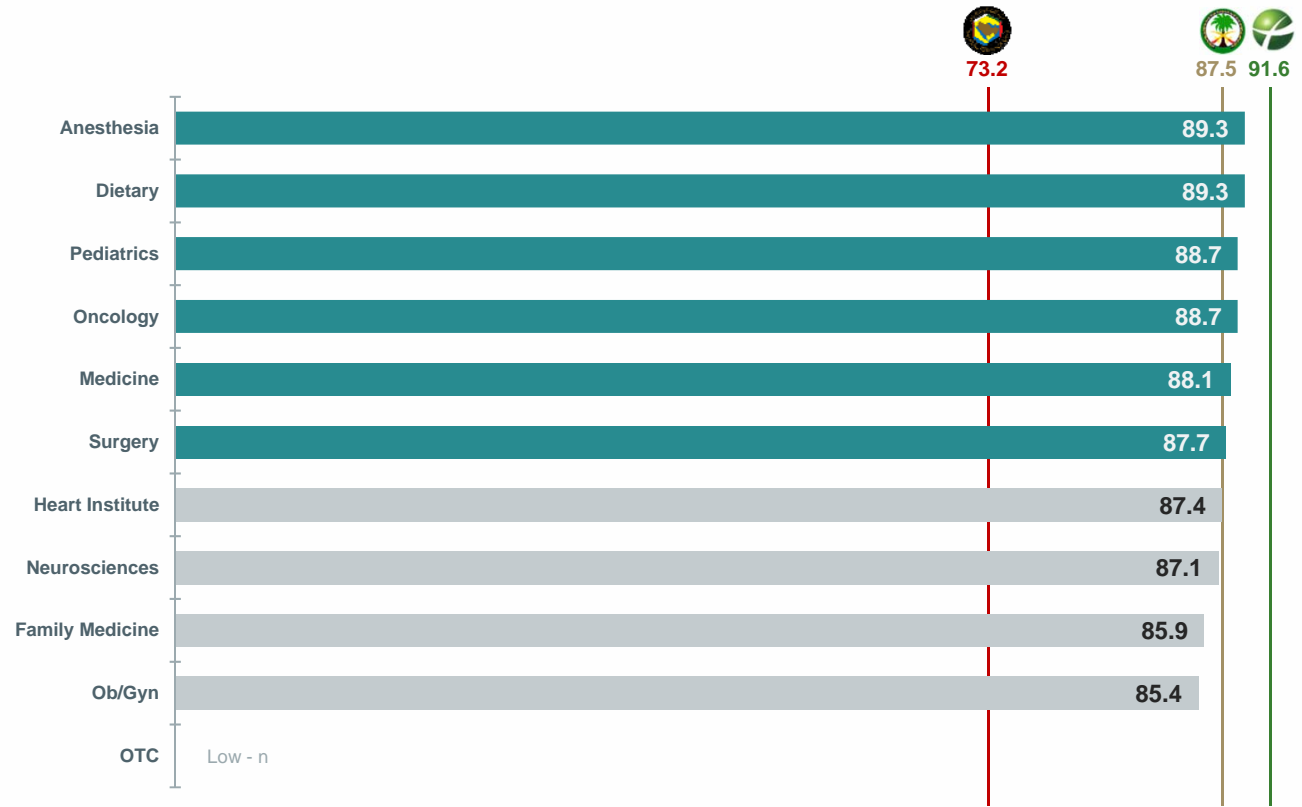
OP – Priority Index (Q1,2019)



- 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 5 consecutive Quarters (Q1, 2018-Q1,2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: Jan 1st – Mar 31st, 2019

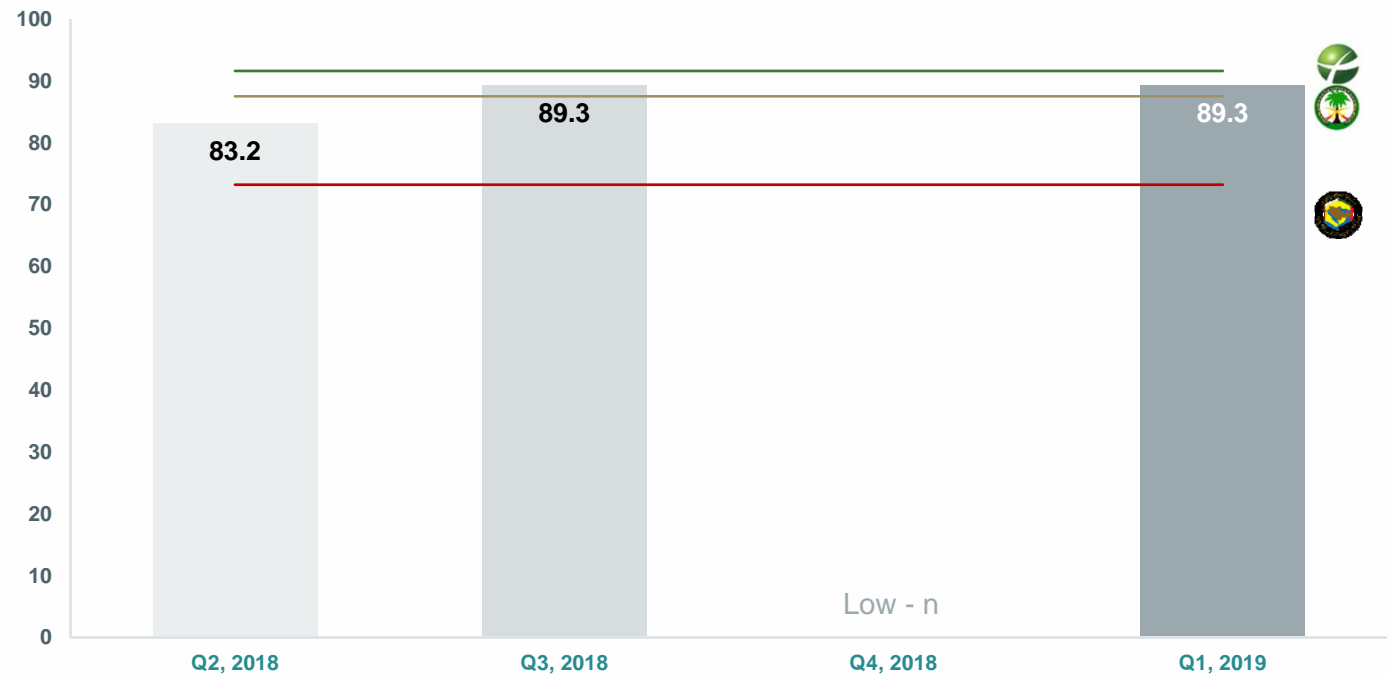
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Anesthesia Overall Rating



n-Size
45



KFSH
Average
87.5

GCC Average
73.2

PG Average
91.6

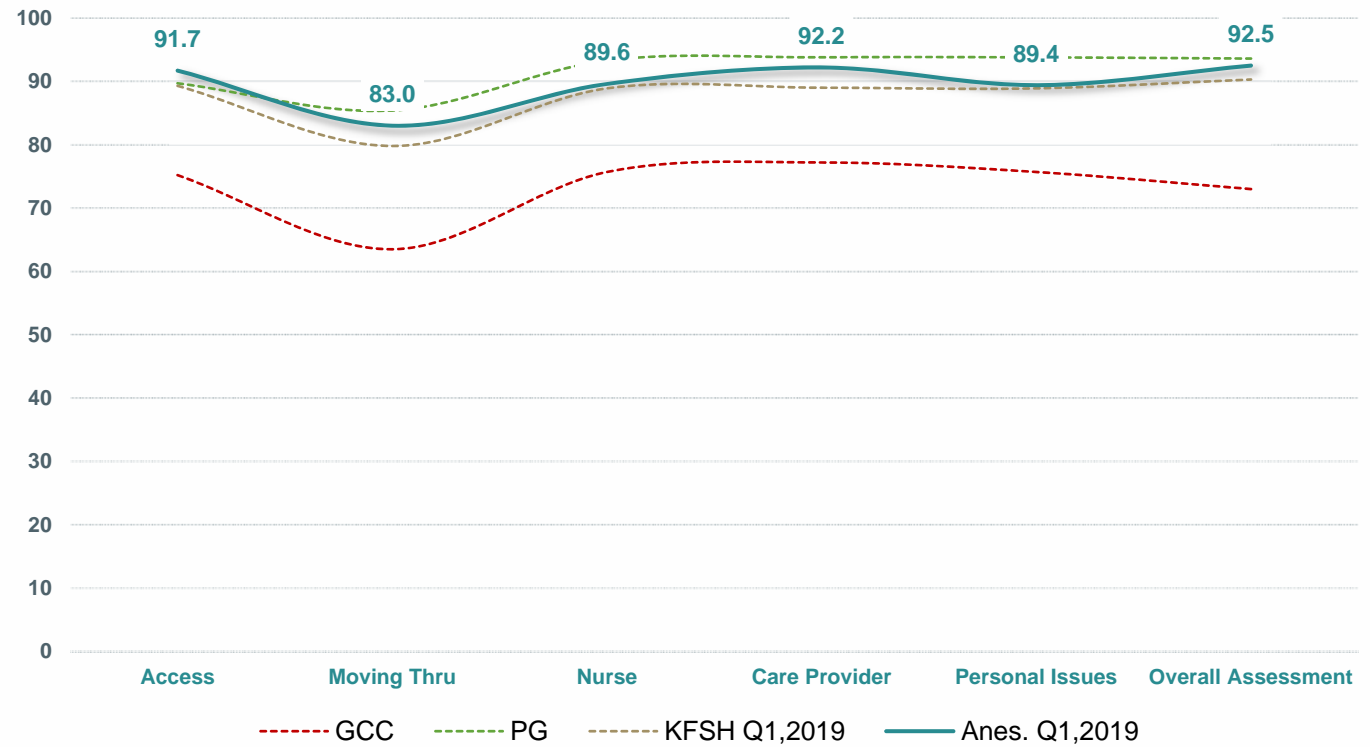
OP – Departments

Anesthesia Patient Journey



n-Size
45

Period: Jan 1st – Mar 31st, 2019



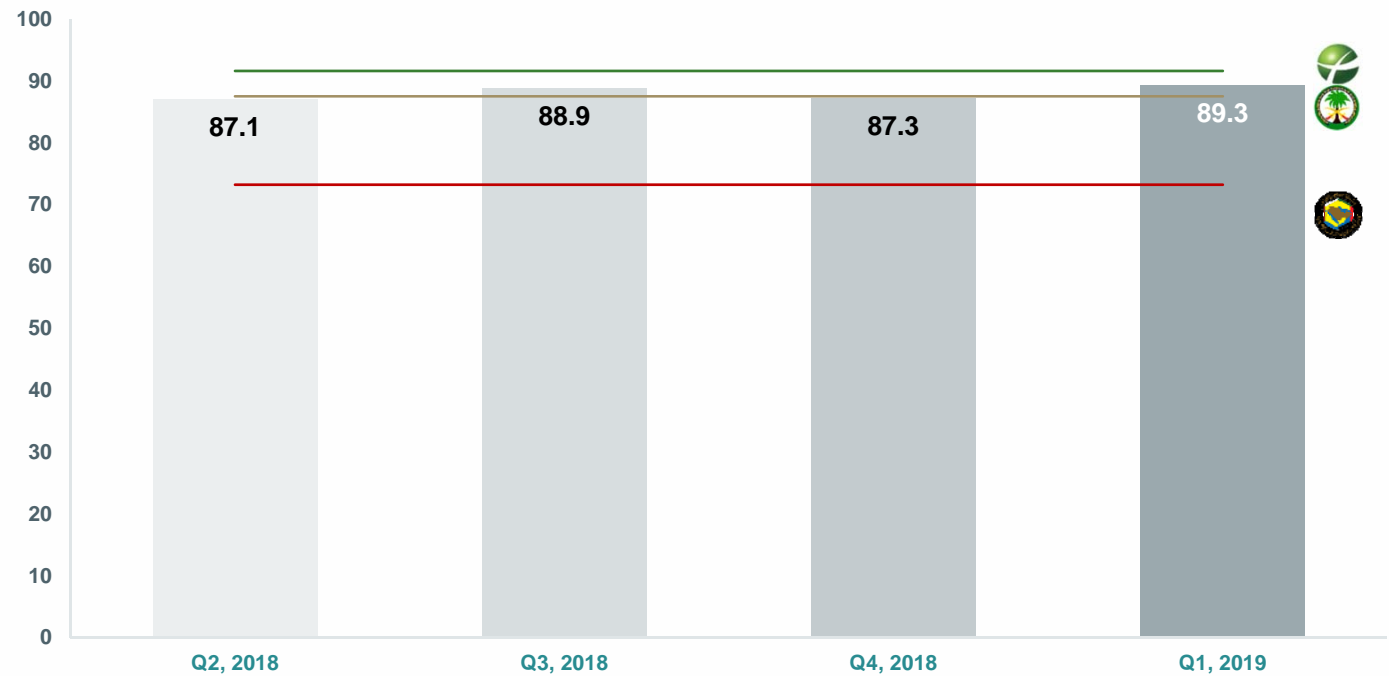
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Dietary
Overall Rating



n-Size
111



 **KFSH**
Average
87.5

 **GCC Average**
73.2

 **PG Average**
91.6

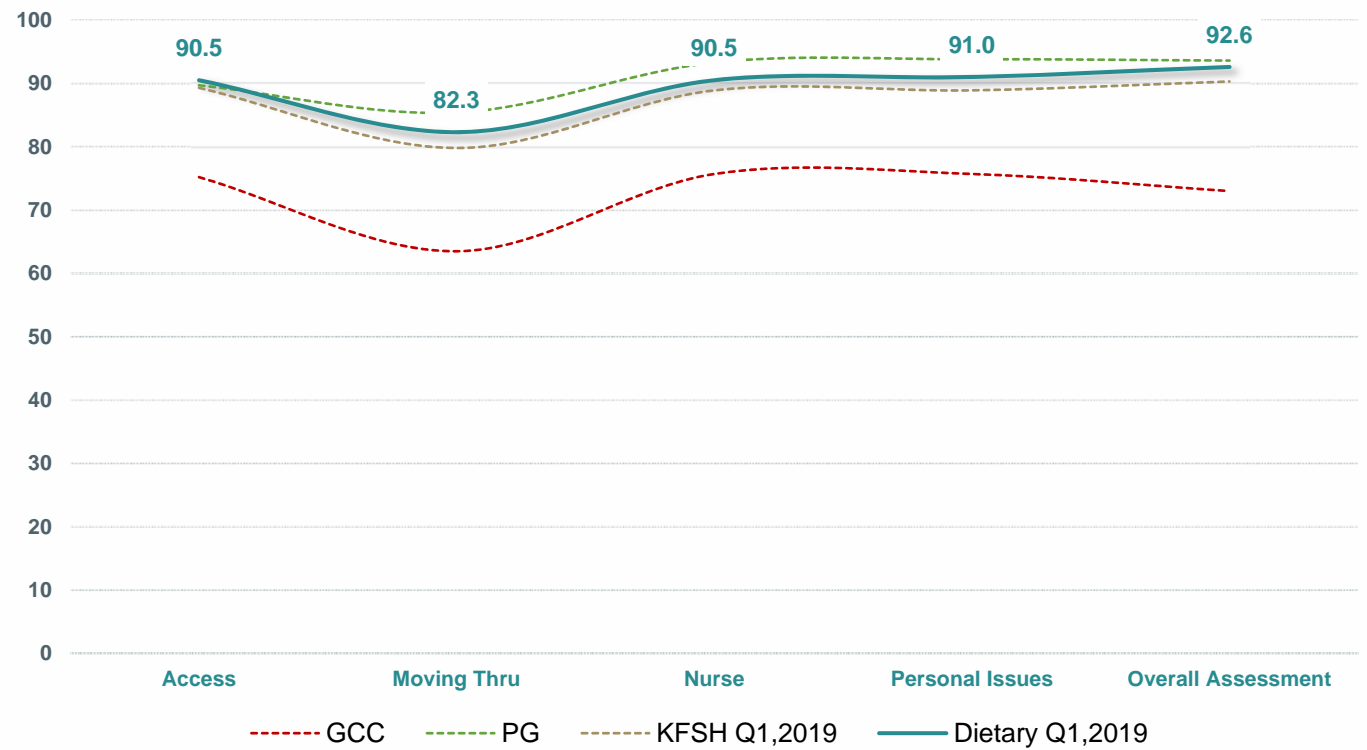
OP – Departments

Dietary Patient Journey



n-Size
111

Period: Jan 1st – Mar 31st, 2019



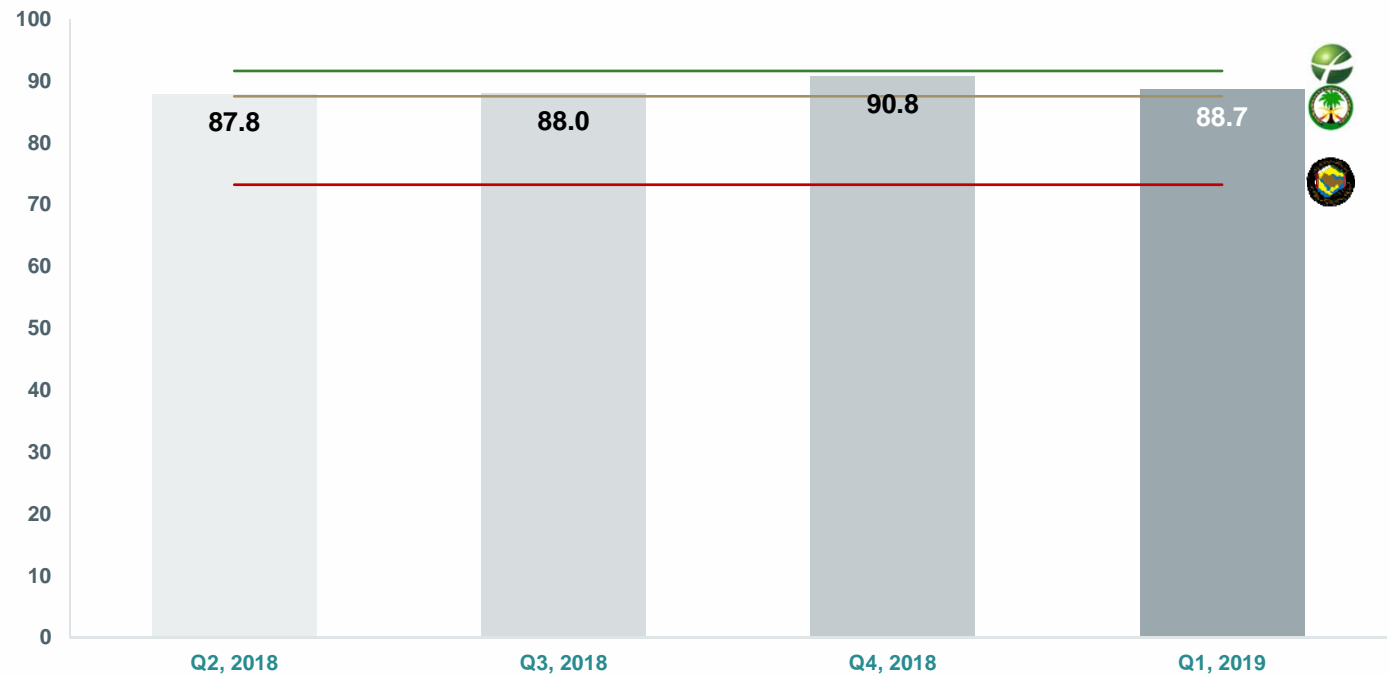
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Pediatrics Overall Rating



n-Size
214



 KFSH
Average
87.5

 GCC Average
73.2

 PG Average
91.6

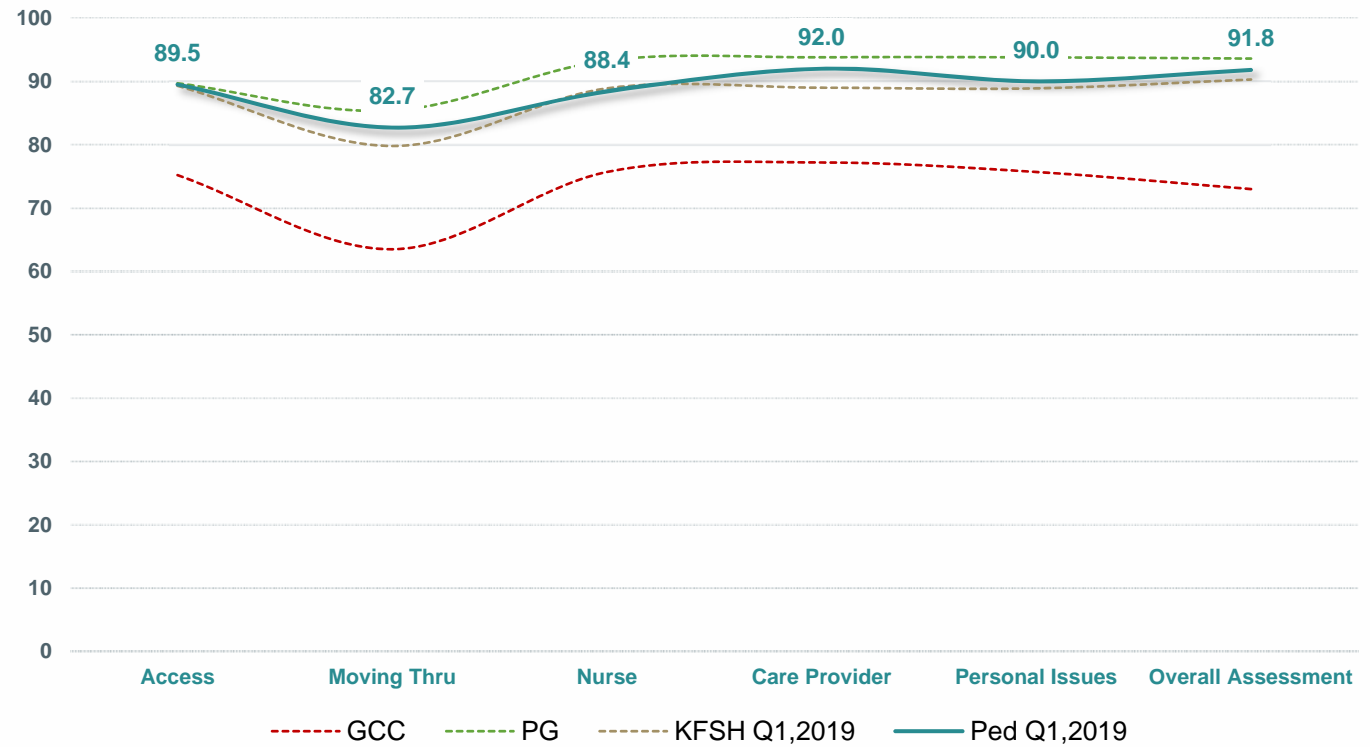
OP – Departments

Pediatrics Patient Journey



n-Size
214

Period: Jan 1st – Mar 31st, 2019



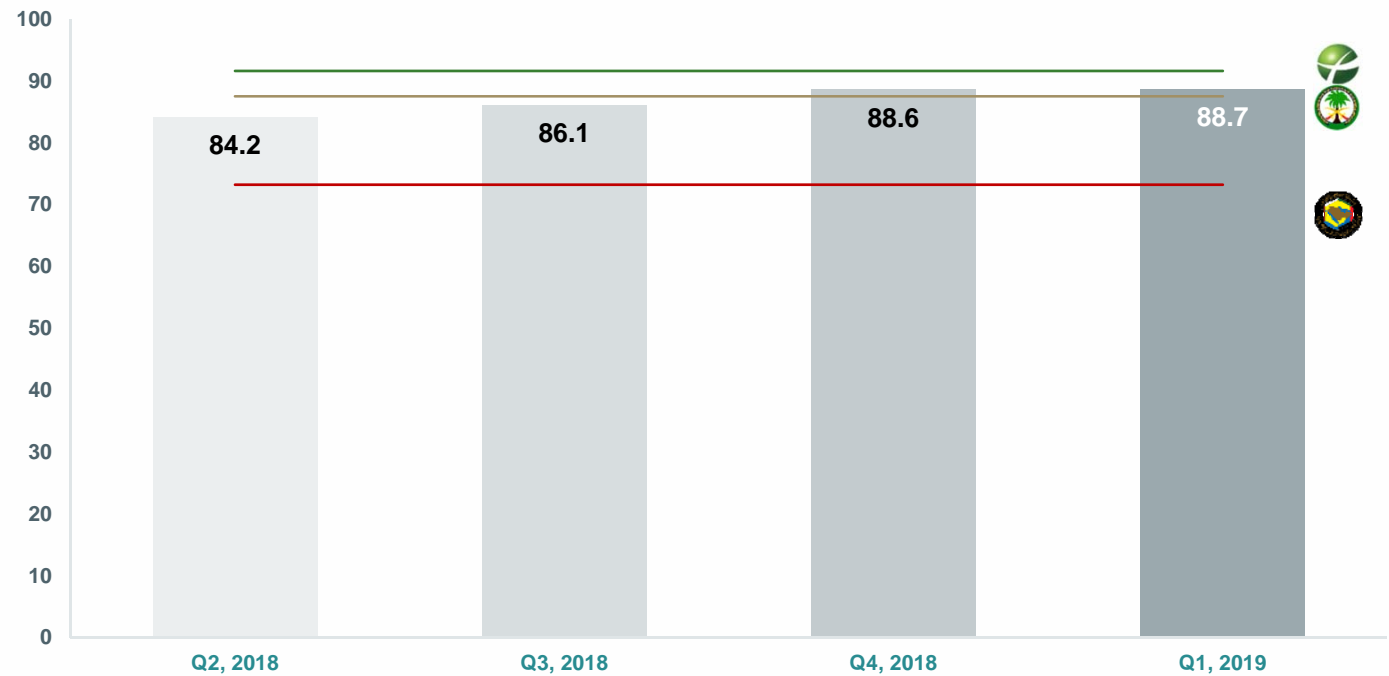
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Oncology Overall Rating



n-Size
534



 KFSH
Average
87.5

 GCC Average
73.2

 PG Average
91.6

OP – Departments

Oncology Overall Rating

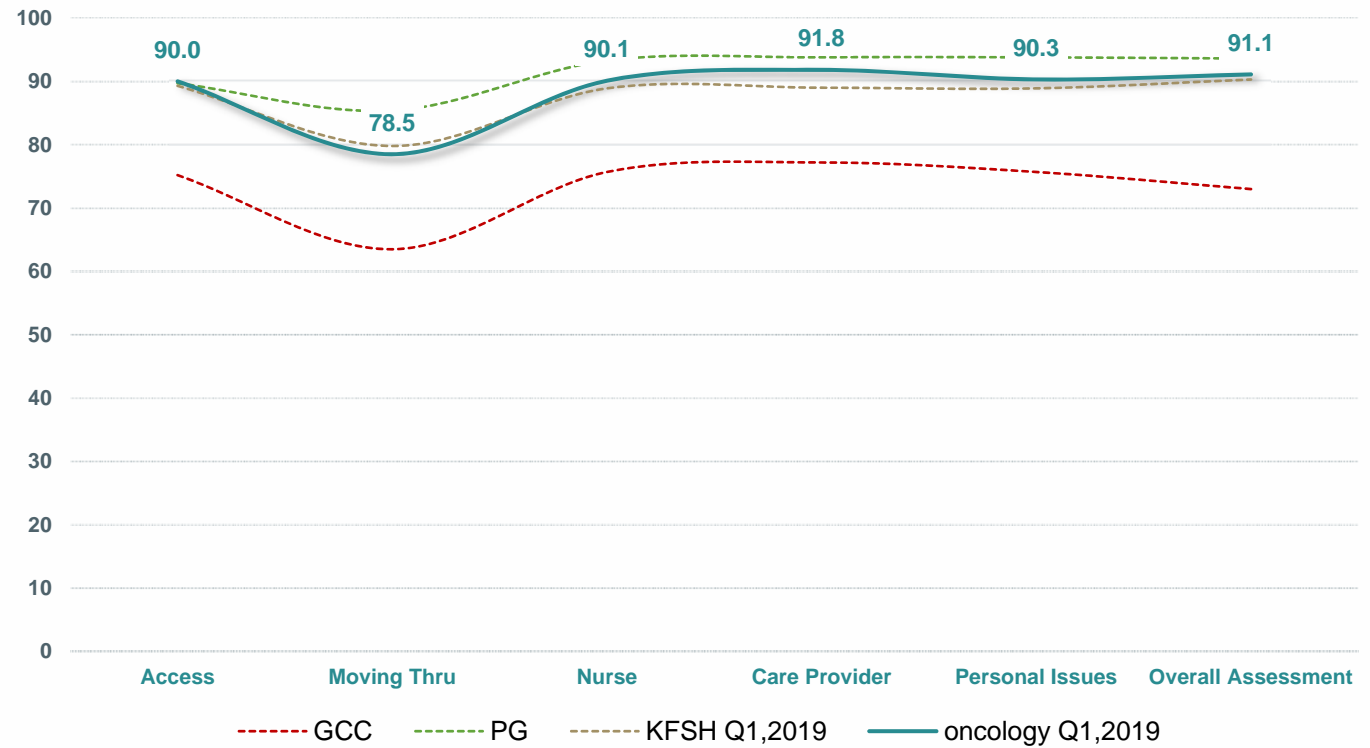
88.7

Q1,2019

n-Size

534

Period: Jan 1st – Mar 31st, 2019



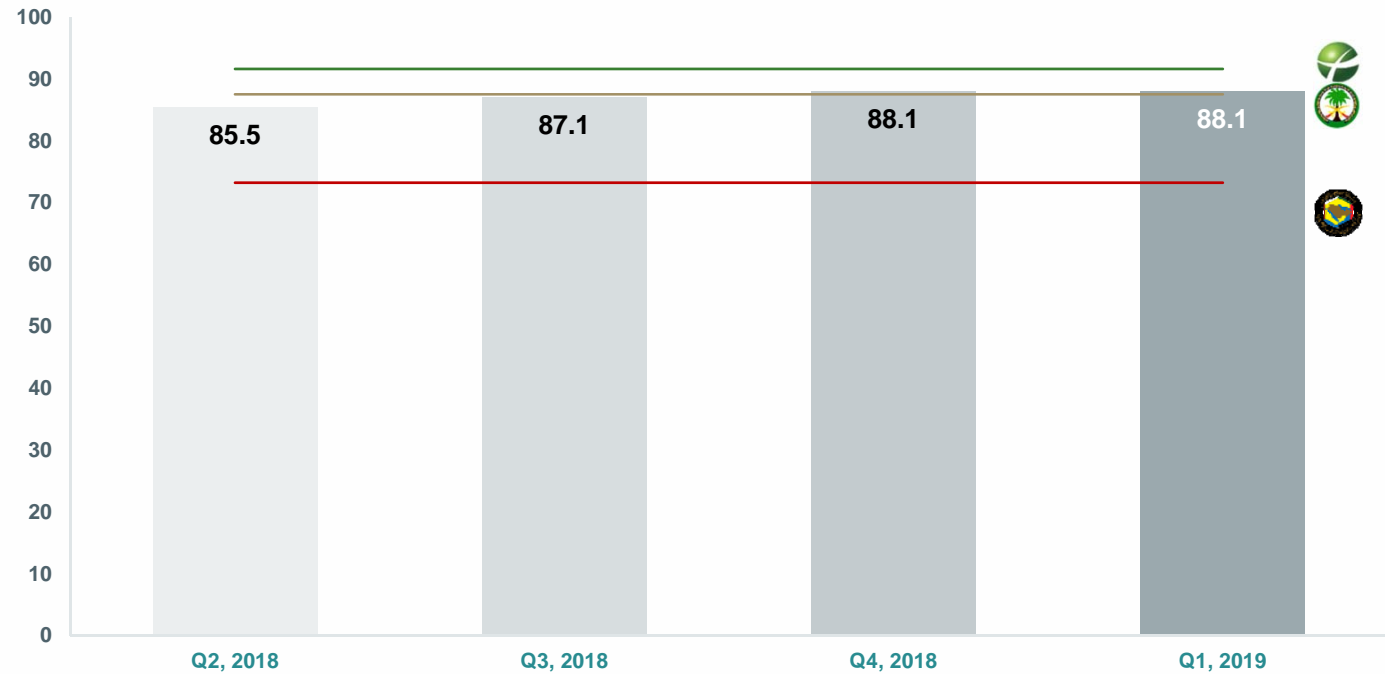
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Medicine Overall Rating



n-Size
664



 KFSH
Average
87.5

 GCC Average
73.2

 PG Average
91.6

OP – Departments

Medicine Patient Journey

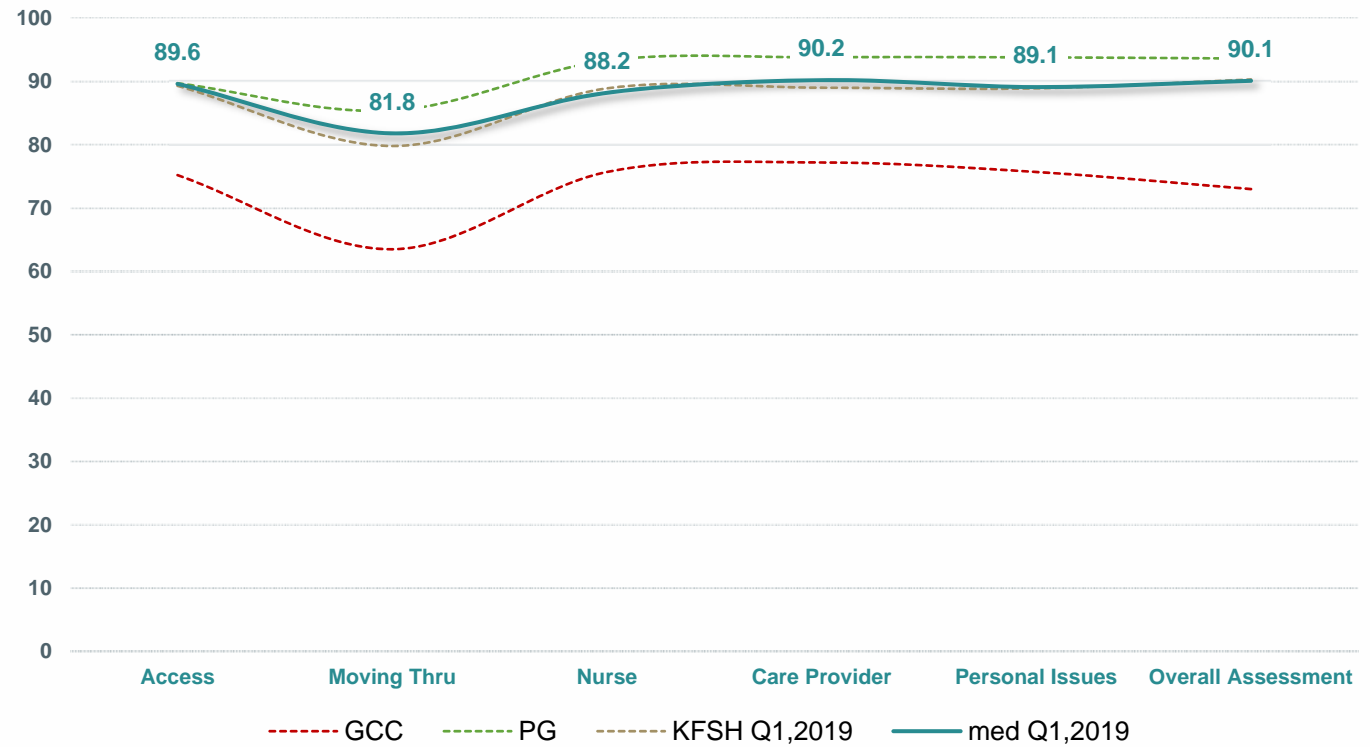
88.1

Q1,2019

n-Size

664

Period: Jan 1st – Mar 31st, 2019



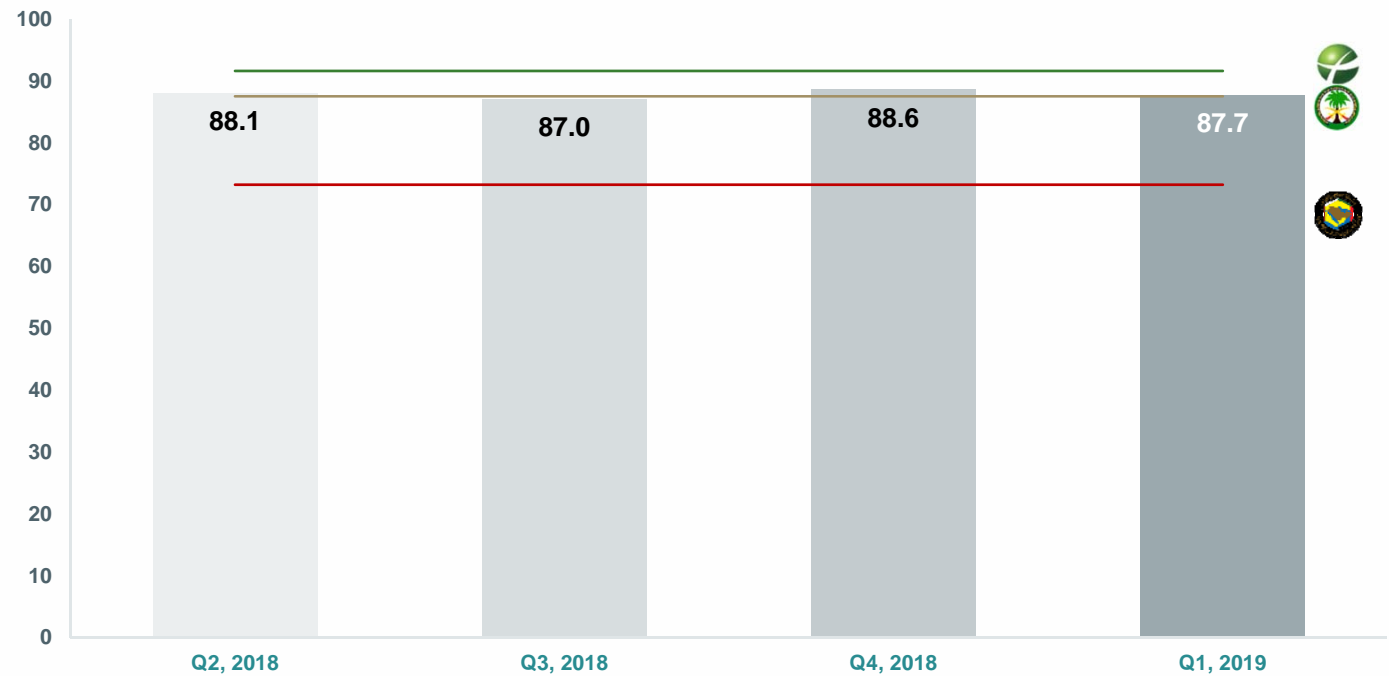
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Surgery Overall Rating



n-Size
545



KFSH
Average
87.5

GCC Average
73.2

PG Average
91.6

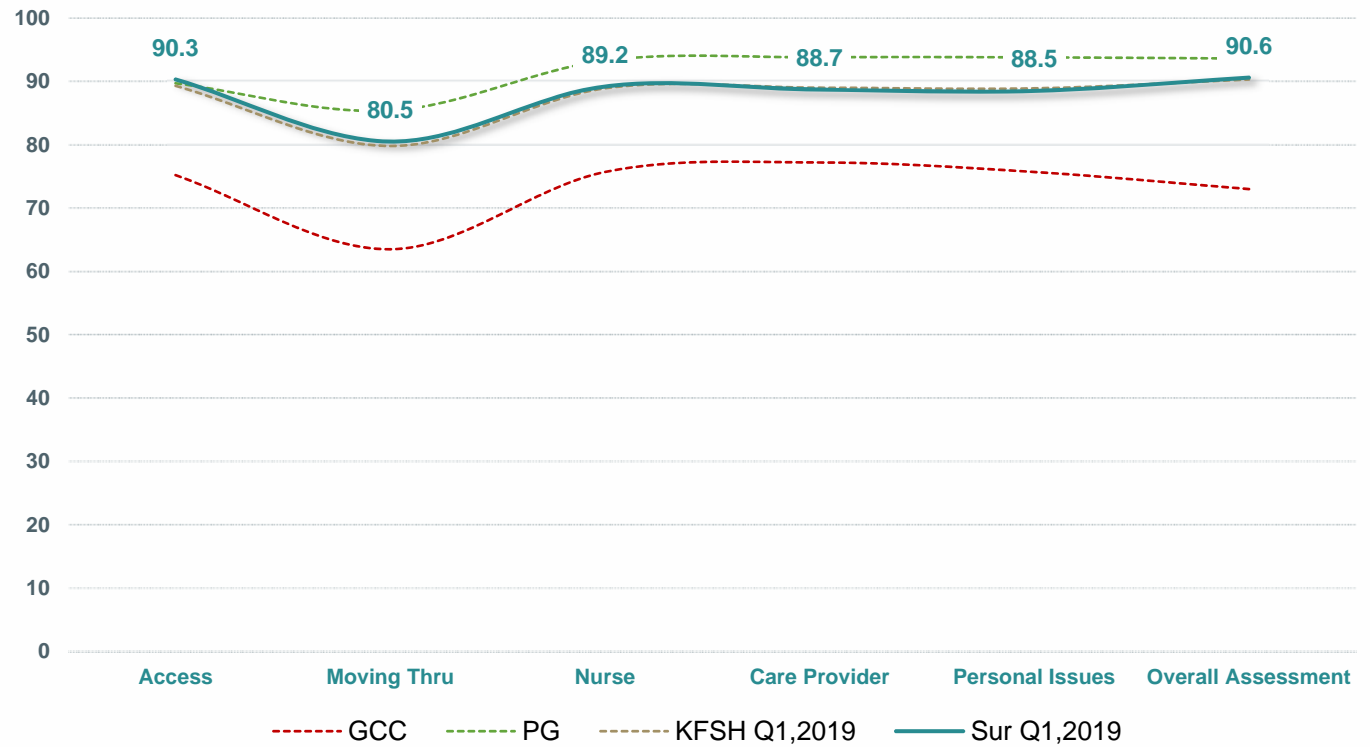
OP – Departments

Surgery Patient Journey



n-Size
545

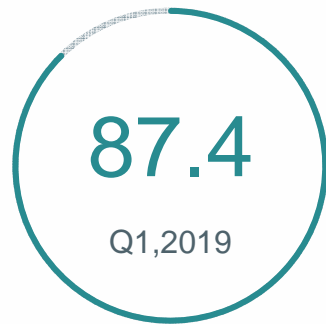
Period: Jan 1st – Mar 31st, 2019



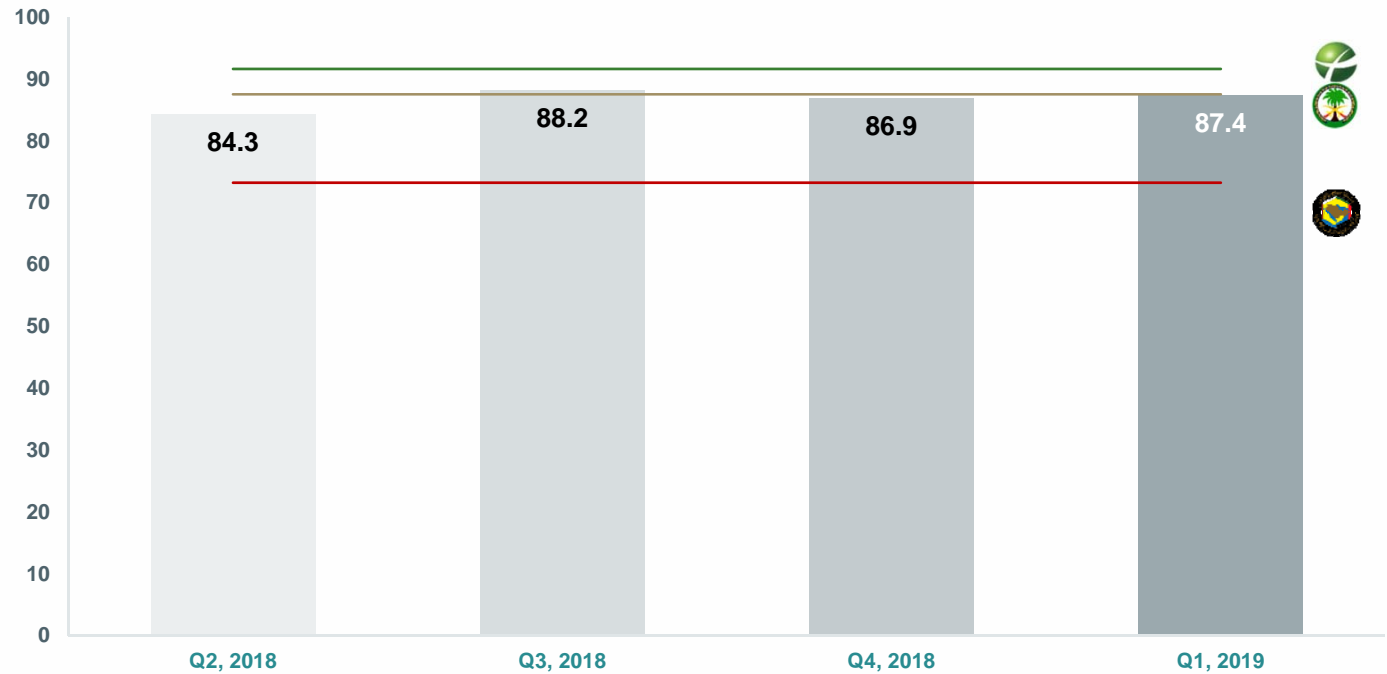
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Heart Institute Overall Rating



n-Size
463



 KFSH
Average
87.5

 GCC Average
73.2

 PG Average
91.6

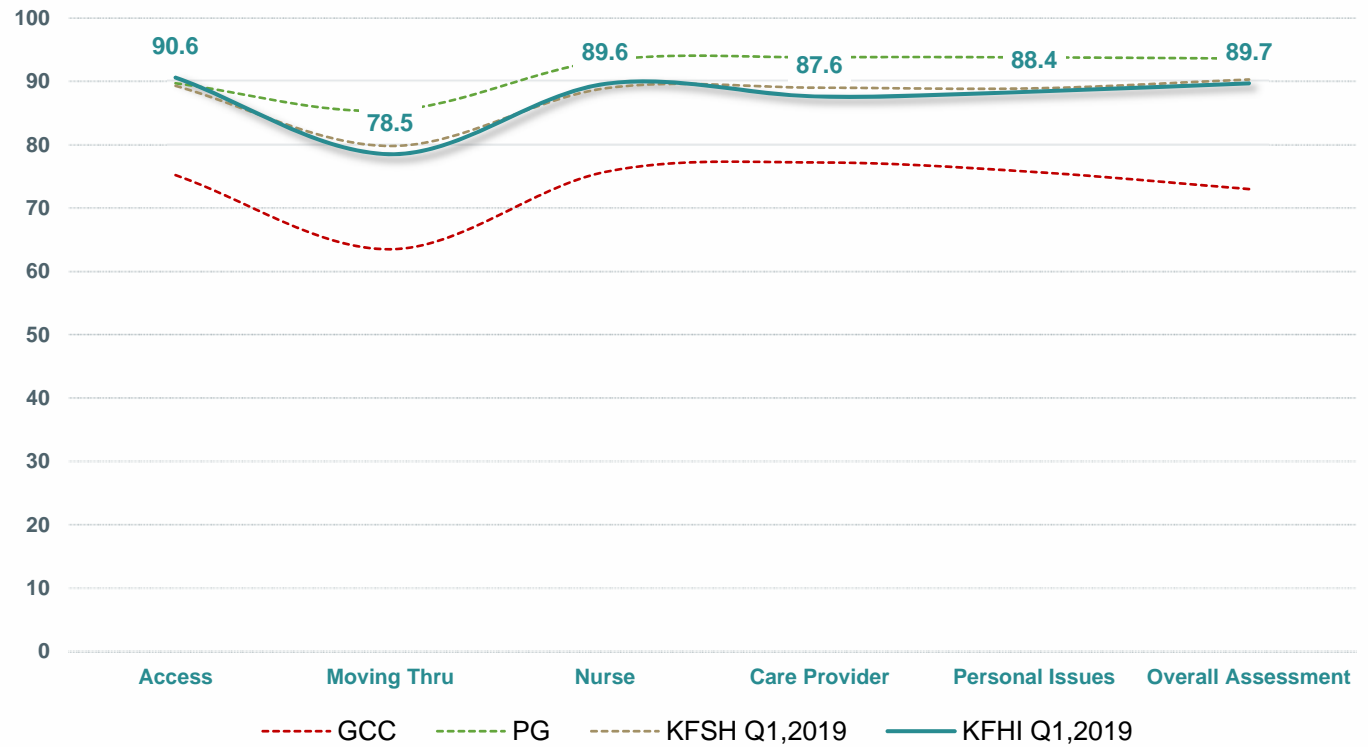
OP – Departments

Heart Institute Patient Journey



n-Size
463

Period: Jan 1st – Mar 31st, 2019



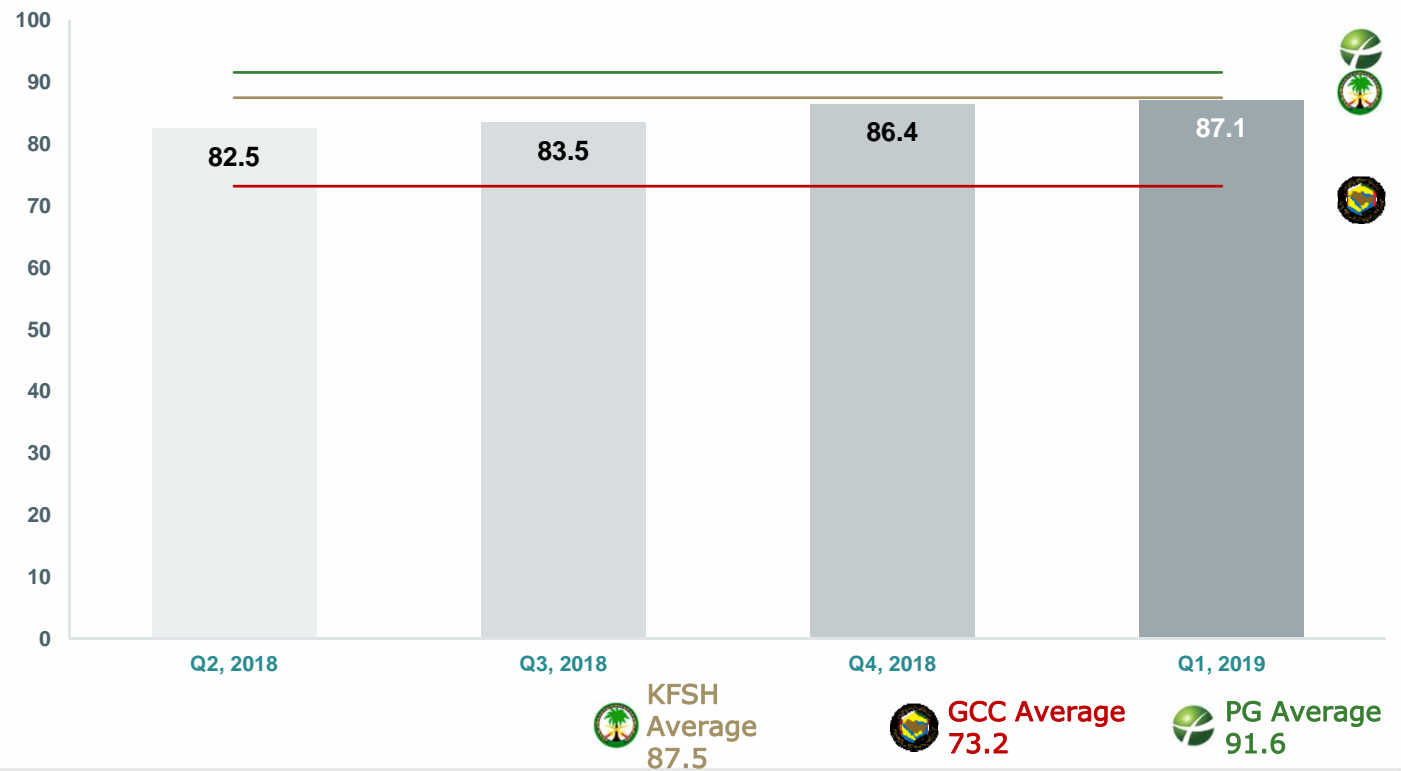
OP – Departments

Neurosciences Overall Rating



n-Size
251

Period: Jan 1st – Mar 31st, 2019



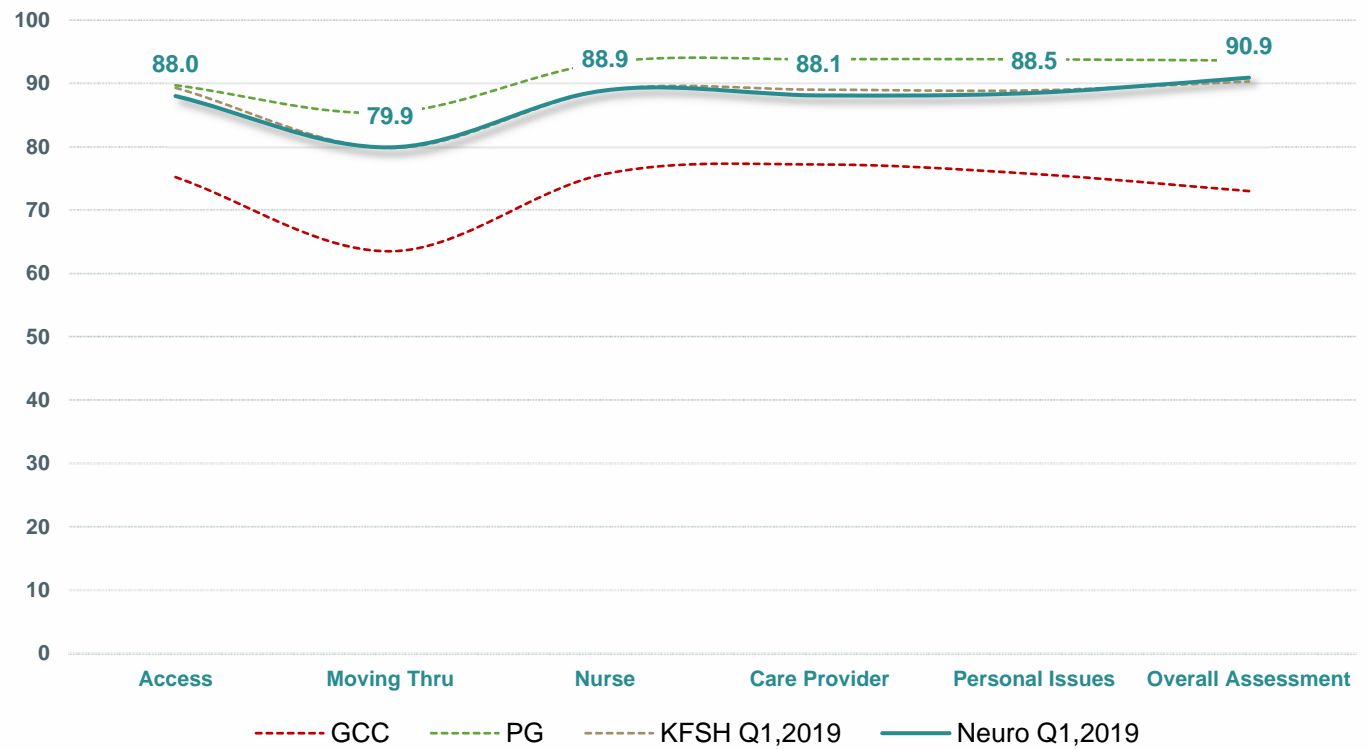
OP – Departments

Neurosciences Patient Journey



n-Size
251

Period: Jan 1st – Mar 31st, 2019



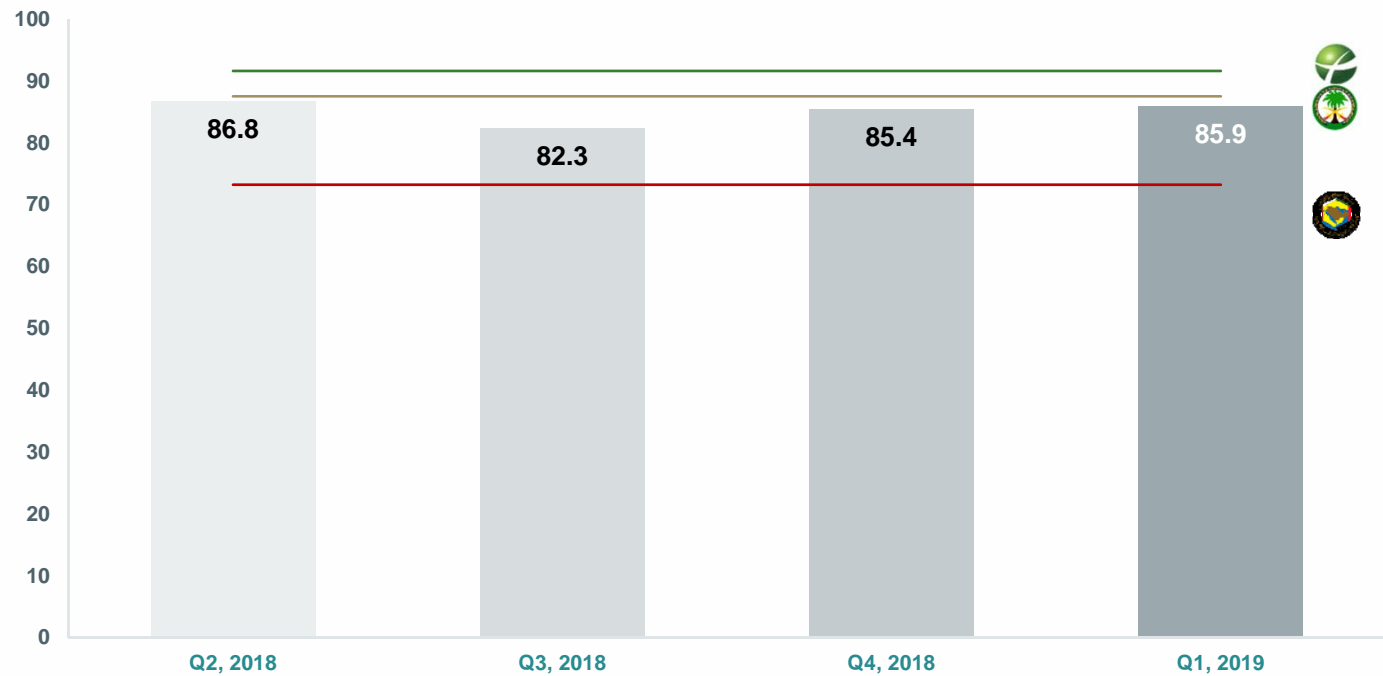
OP – Departments

Period: Jan 1st – Mar 31st, 2019

Family Medicine Overall Rating



n-Size
357



 KFSH
Average
87.5

 GCC Average
73.2

 PG Average
91.6

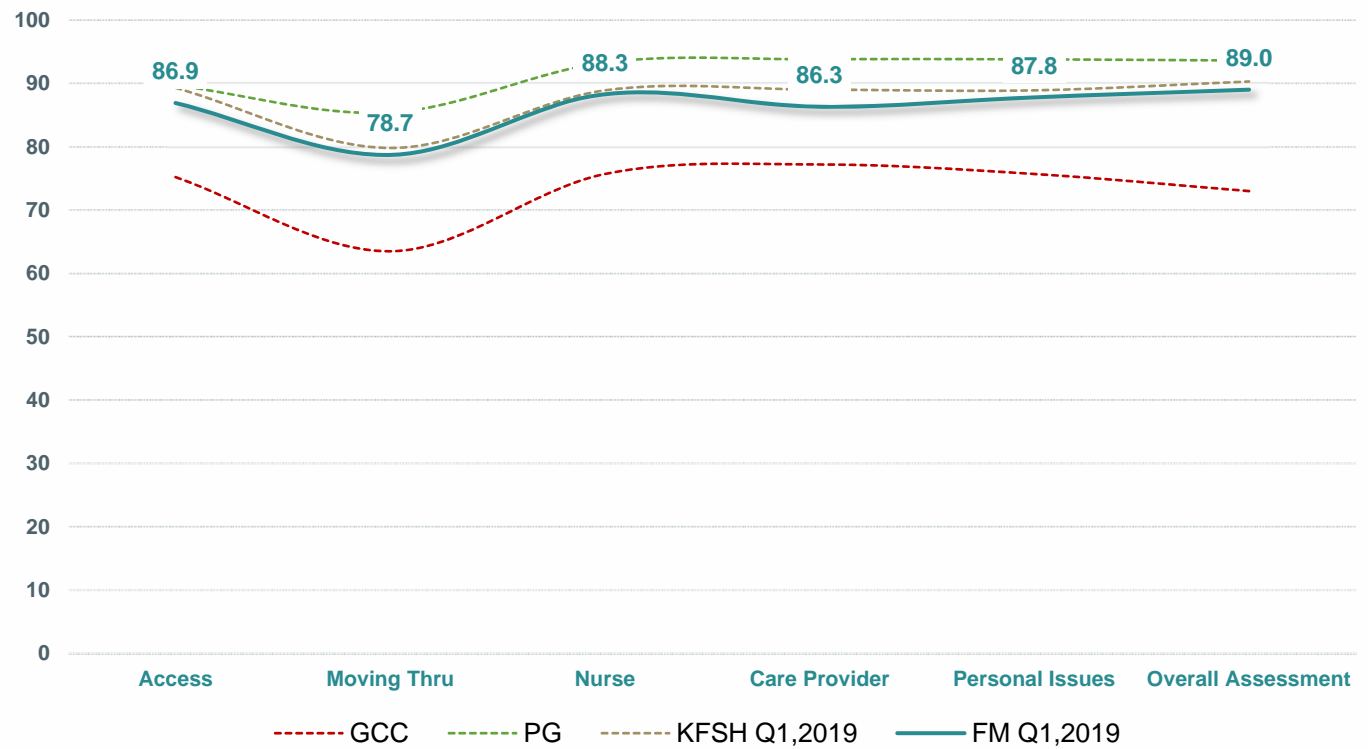
OP – Departments

Family Medicine Patient Journey



n-Size
357

Period: Jan 1st – Mar 31st, 2019



OP – Departments

Period: Jan 1st – Mar 31st, 2019

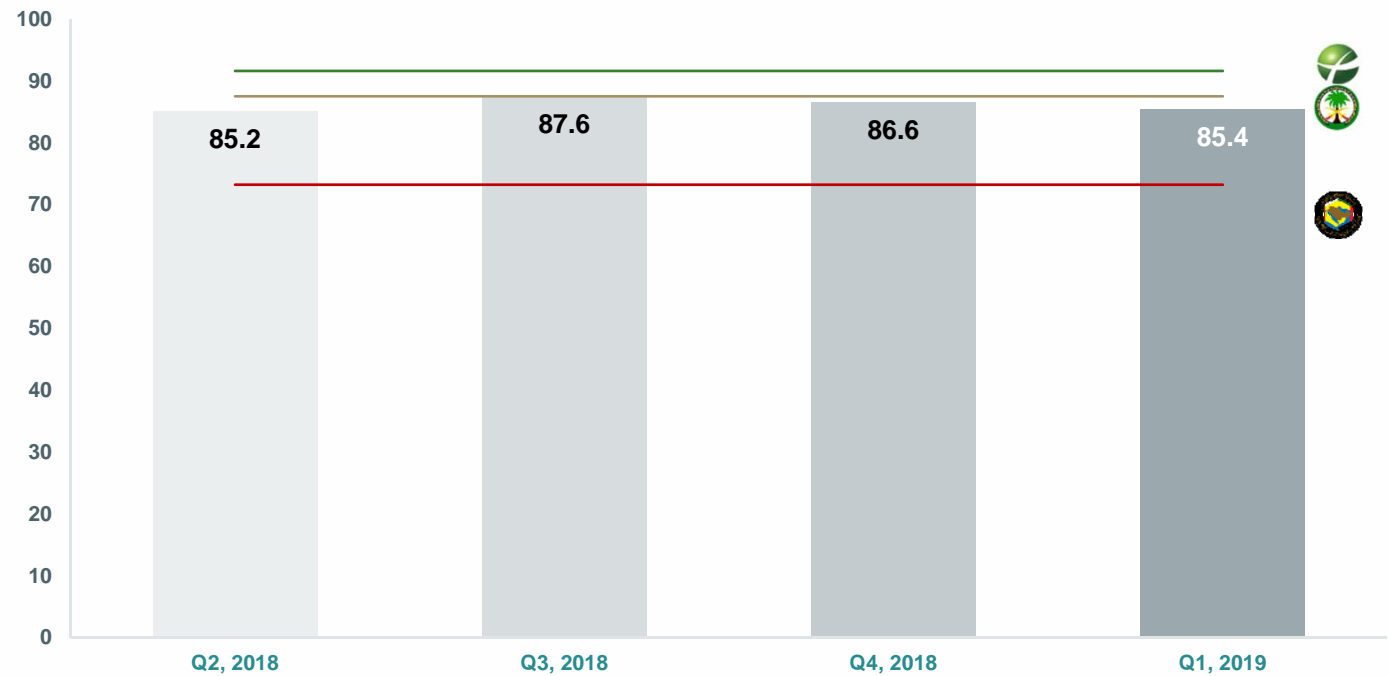
Ob/Gyn
Overall Rating

85.4

Q1, 2019

n-Size

209



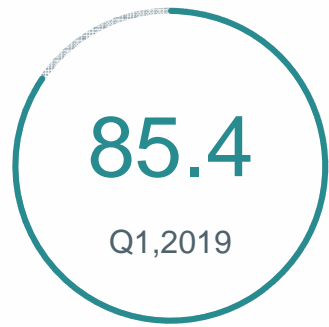
 **KFSH**
Average
87.5

 **GCC Average**
73.2

 **PG Average**
91.6

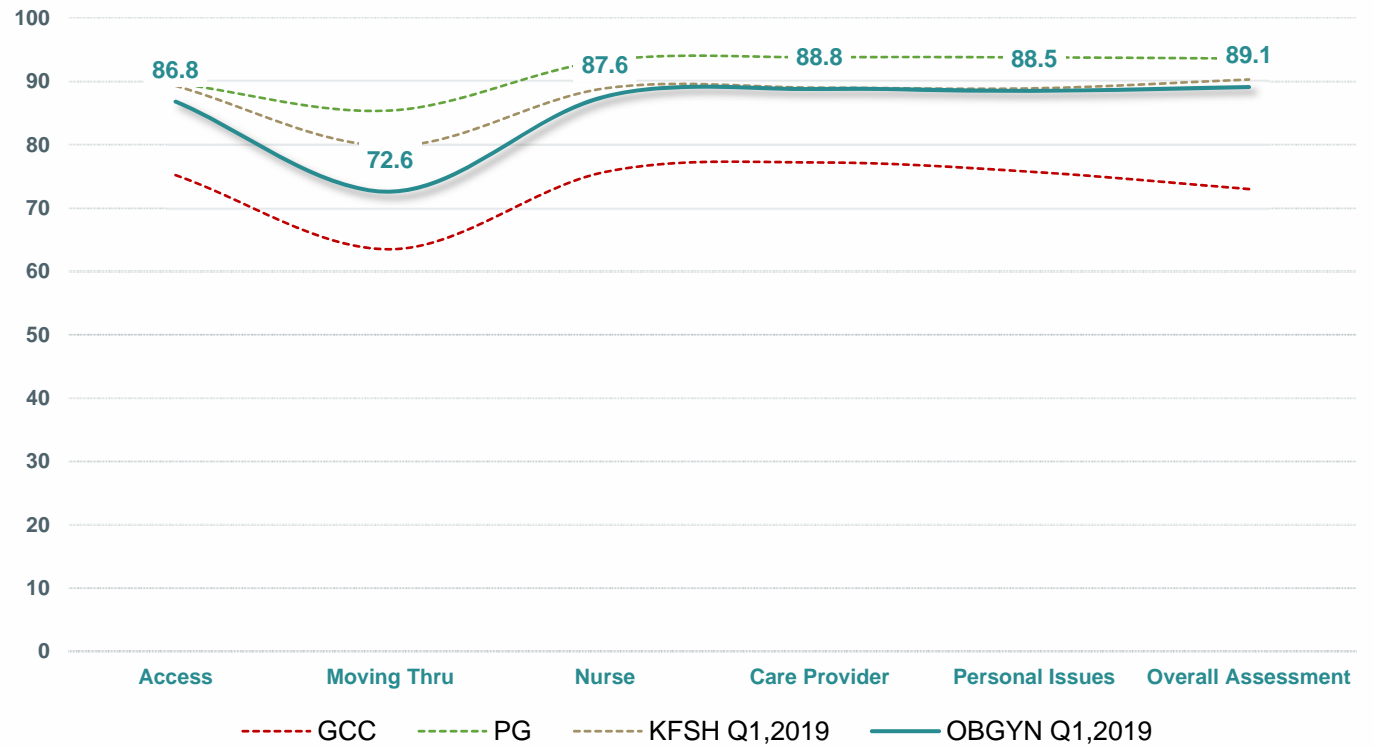
OP – Departments

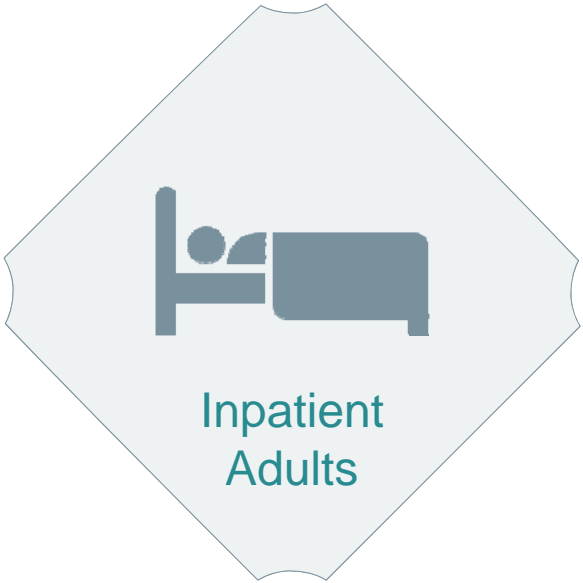
Ob/Gyn Patient Journey



n-Size
209

Period: Jan 1st – Mar 31st, 2019

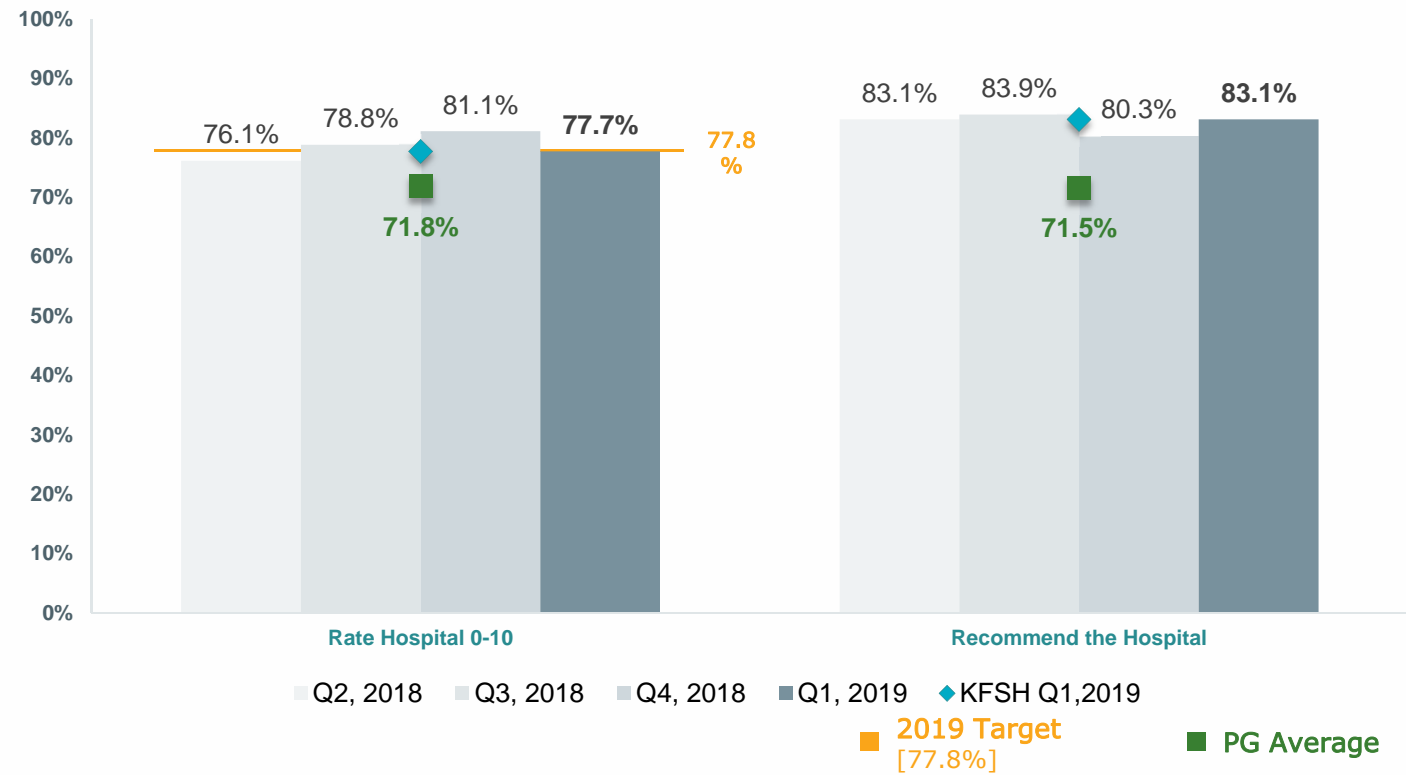




IP – Global Items

Overall Rating Trend [Q2, 2018 – Q1, 2019]

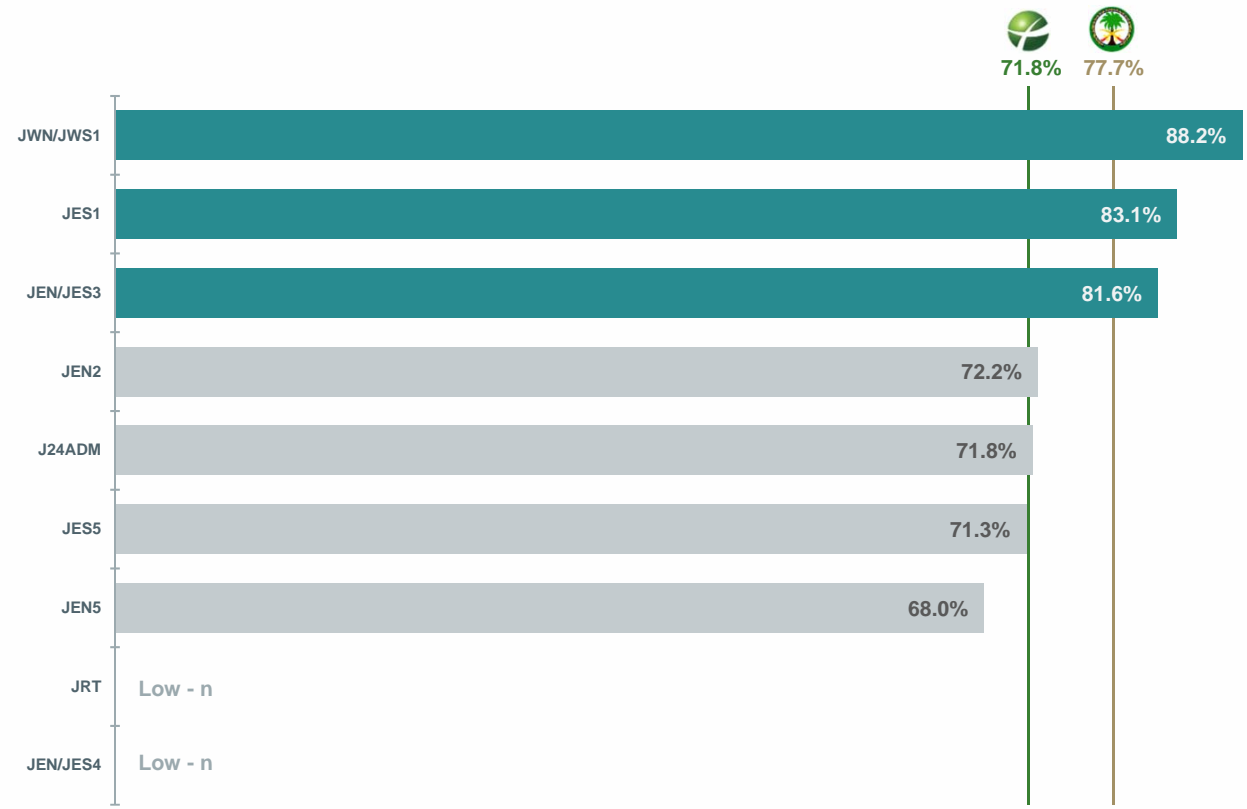
Global Items
Overall



* Top Box %

IP – Global Items

Rate Hospital 0-10 Wards



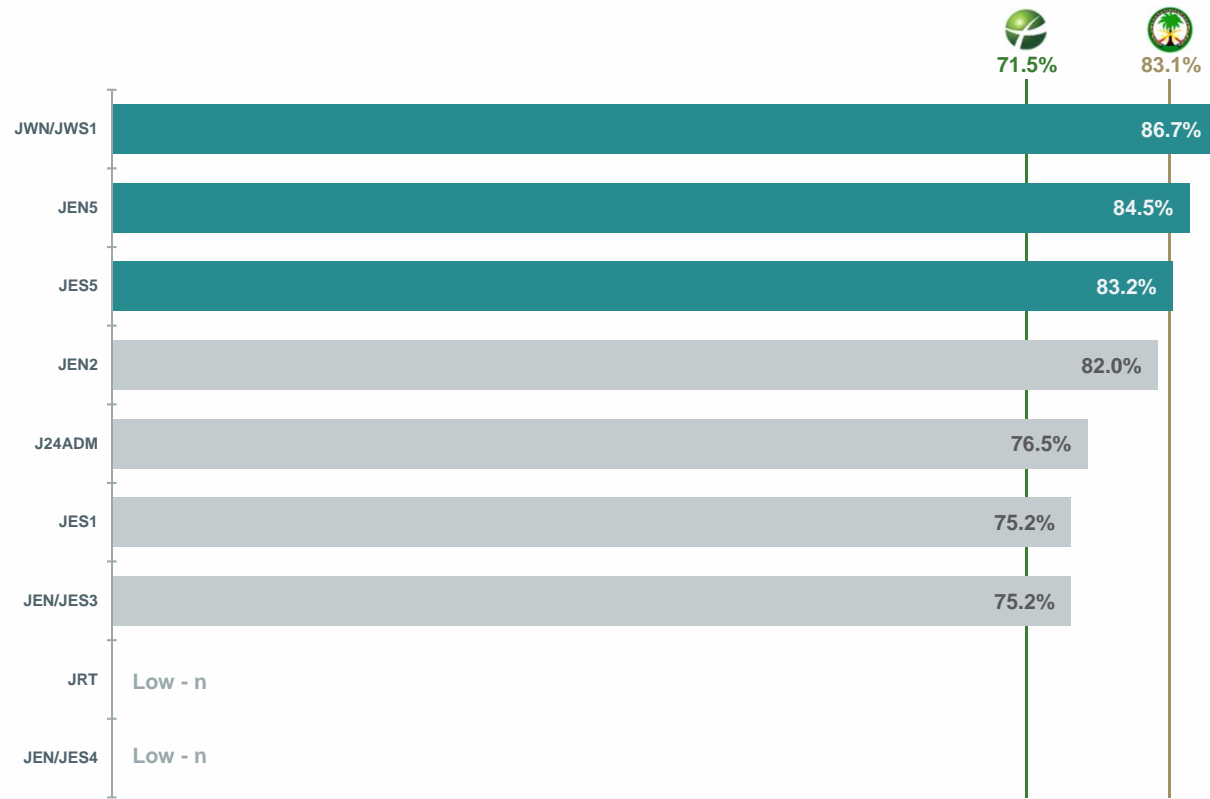
Period: Jan 1st – Mar 31st, 2019

KFSH Average PG Average

* Top Box %

IP – Global Items

**Recommend
Hospital
Wards**

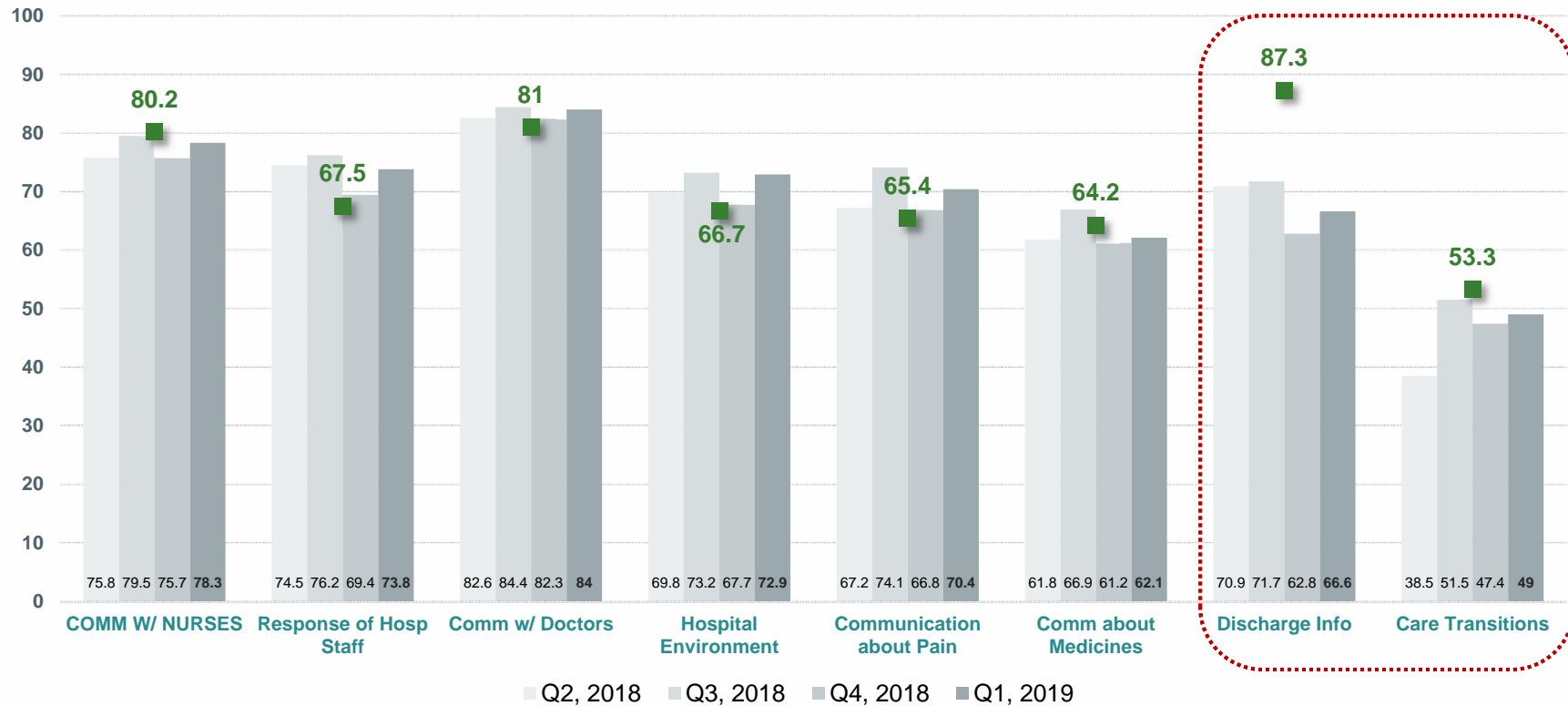


Period: Jan 1st – Mar 31st, 2019

KFSH Average PG Average

* Top Box %

IP – Survey Domains



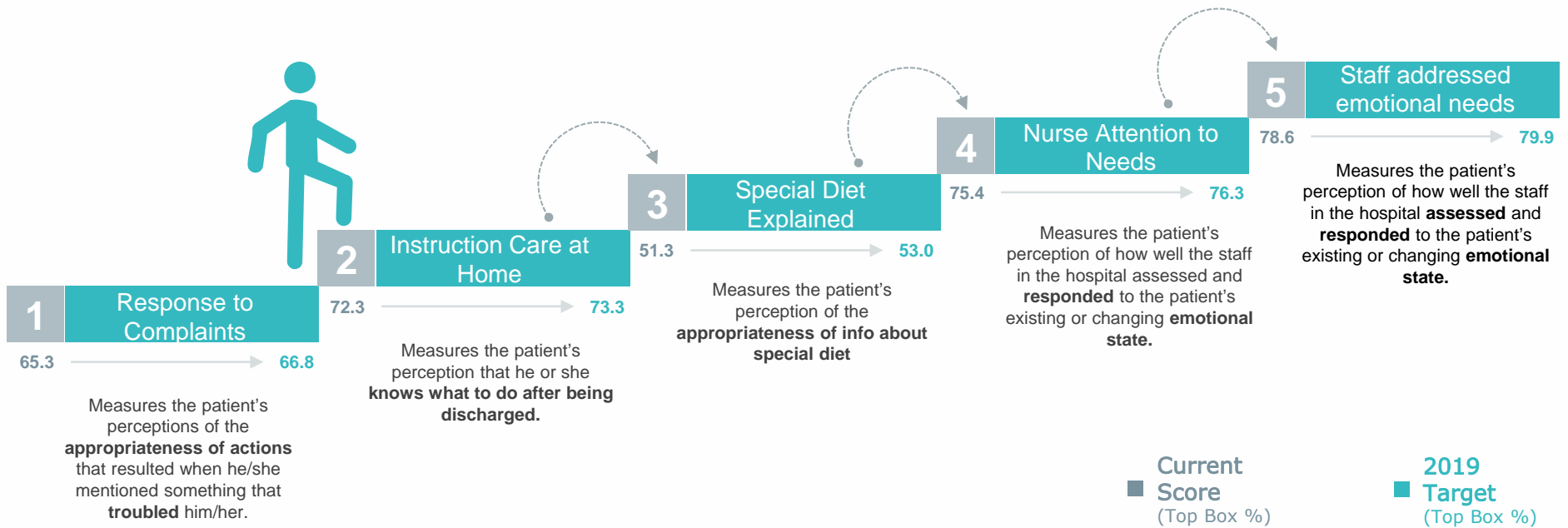
* Top Box %

■ PG Average

IP – Strengths



IP – Priority Index (Q1,2019)



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

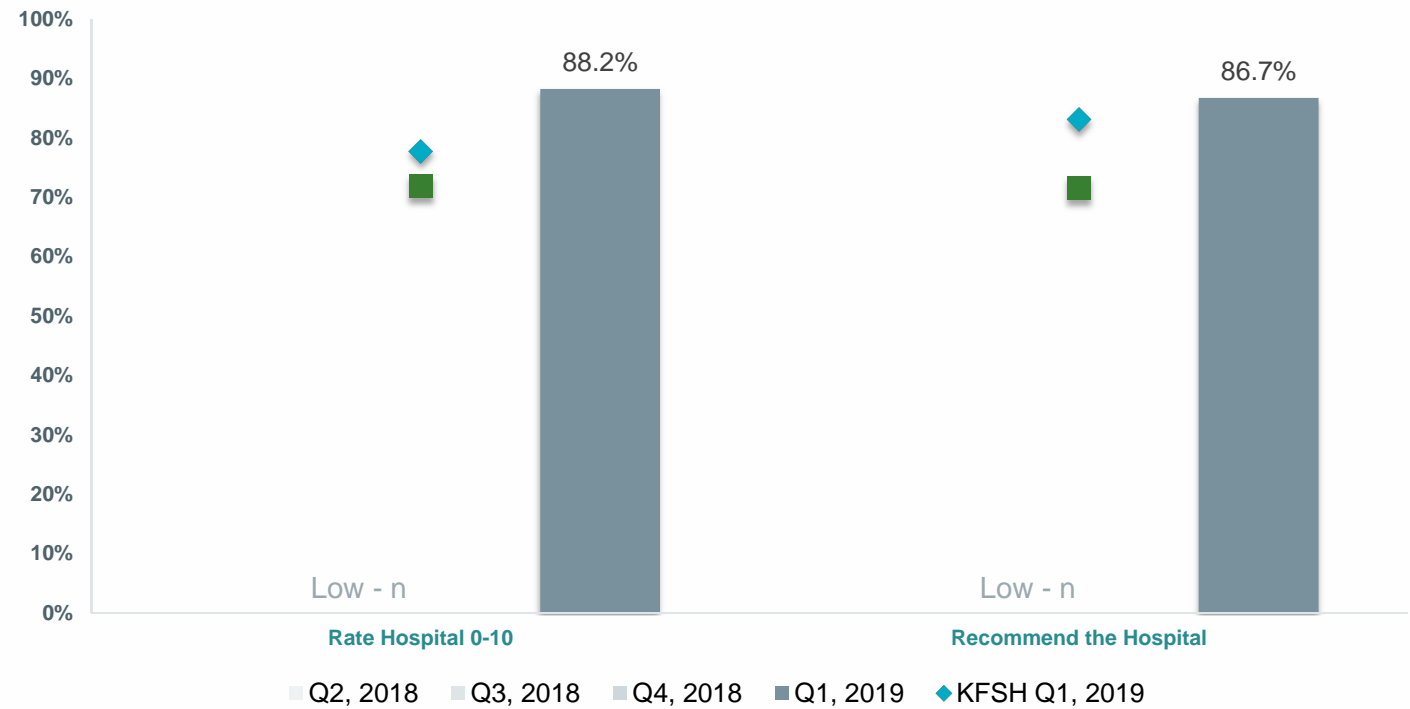
JWN/JWS1

Global Items

n-Size

61

Period: Jan 1st – Mar 31st, 2019



* Top Box %

■ PG Average

IP – Wards

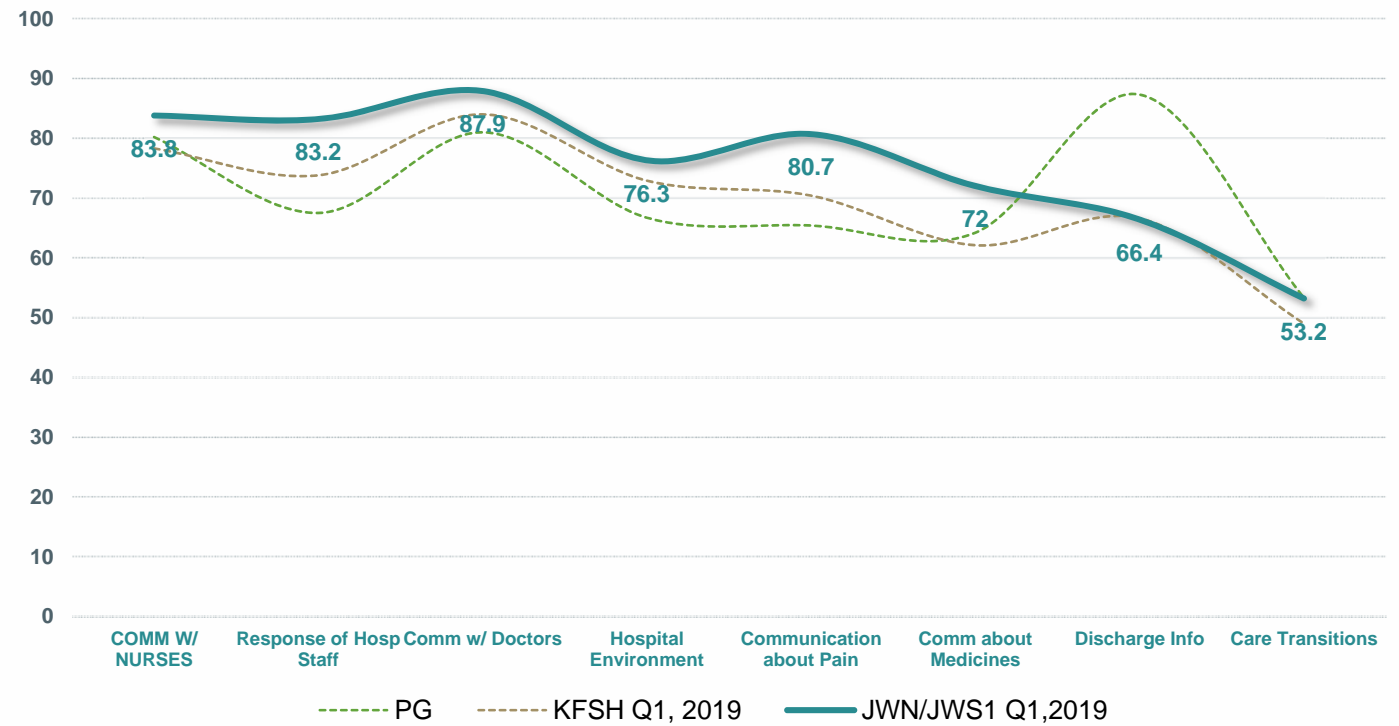
JWN/JWS1

Domains

n-Size

61

Period: Jan 1st – Mar 31st, 2019



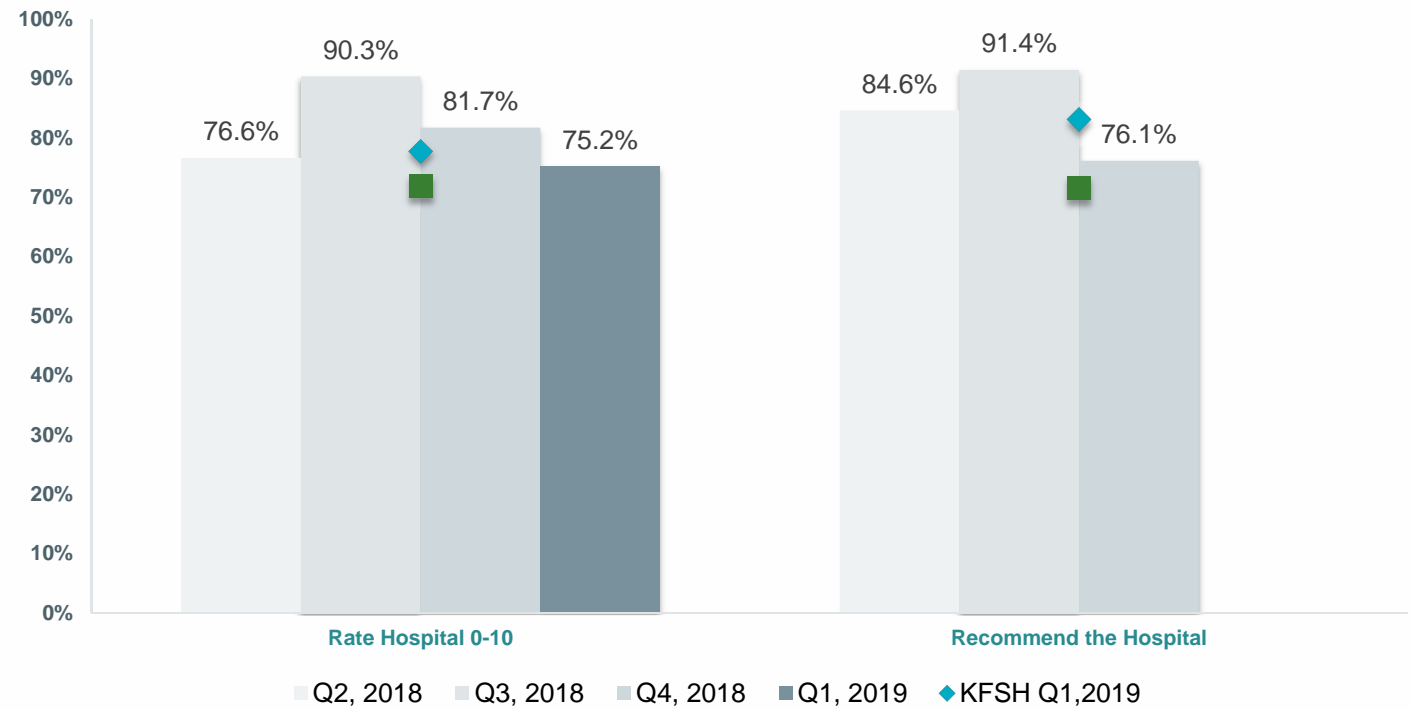
* Top Box %

IP – Wards

JES1
Global Items

n-Size
47

Period: Jan 1st – Mar 31st, 2019



* Top Box %

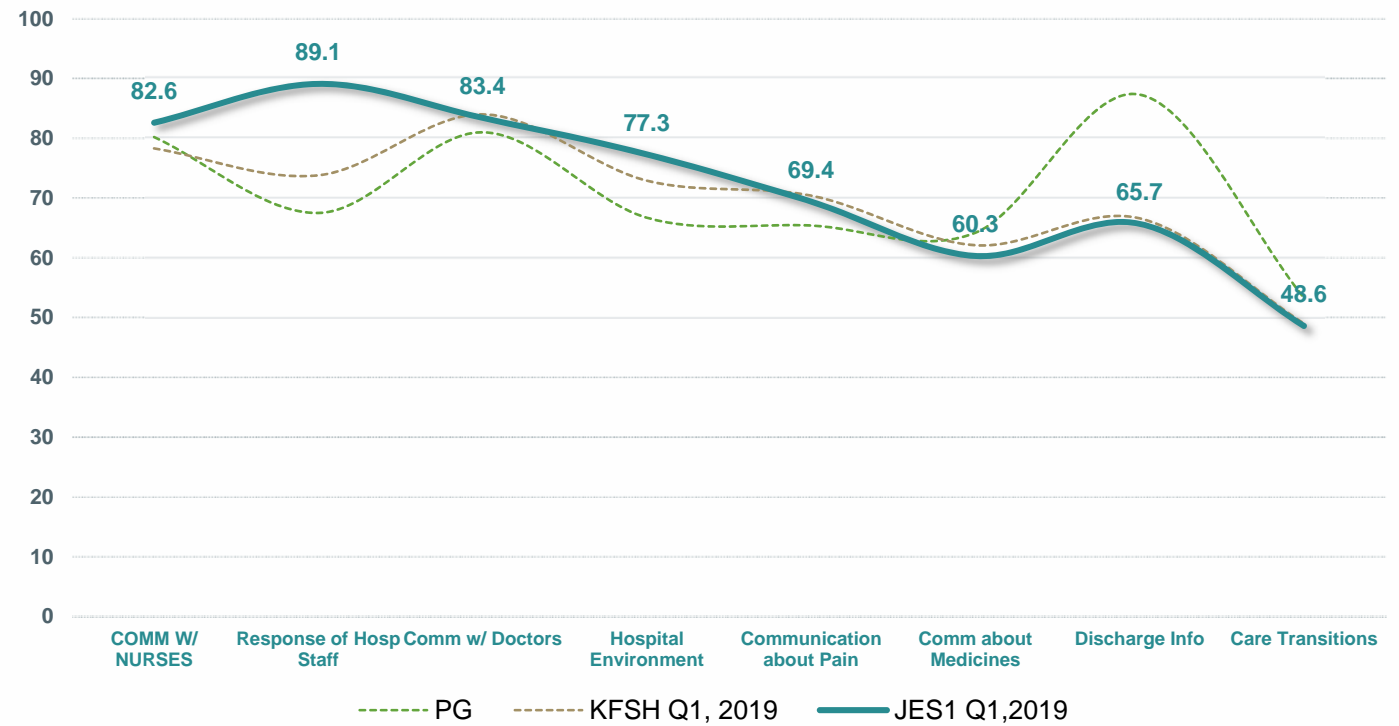
■ PG Average

IP – Wards

JES1
Domains

n-Size
47

Period: Jan 1st – Mar 31st, 2019



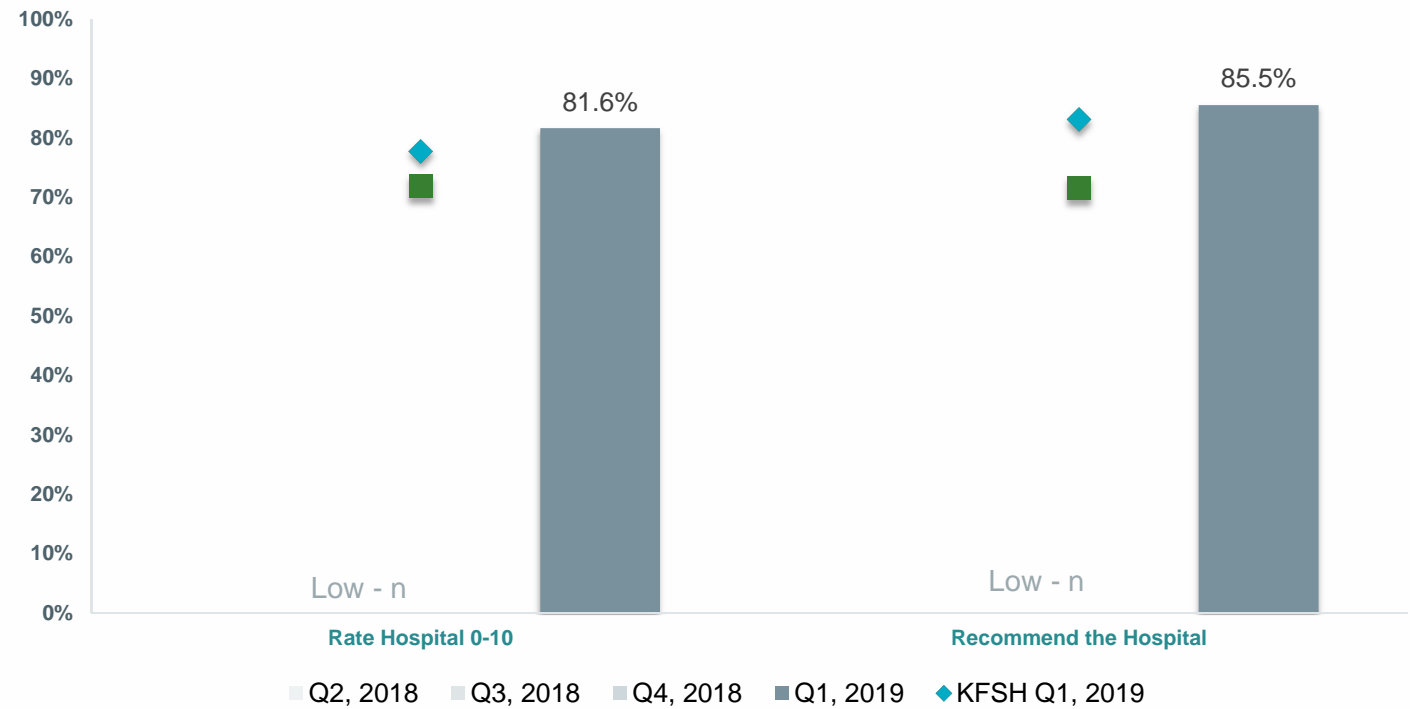
* Top Box %

IP – Wards

JEN/JES3
Global Items

n-Size
146

Period: Jan 1st – Mar 31st, 2019



* Top Box %

■ PG Average

IP – Wards

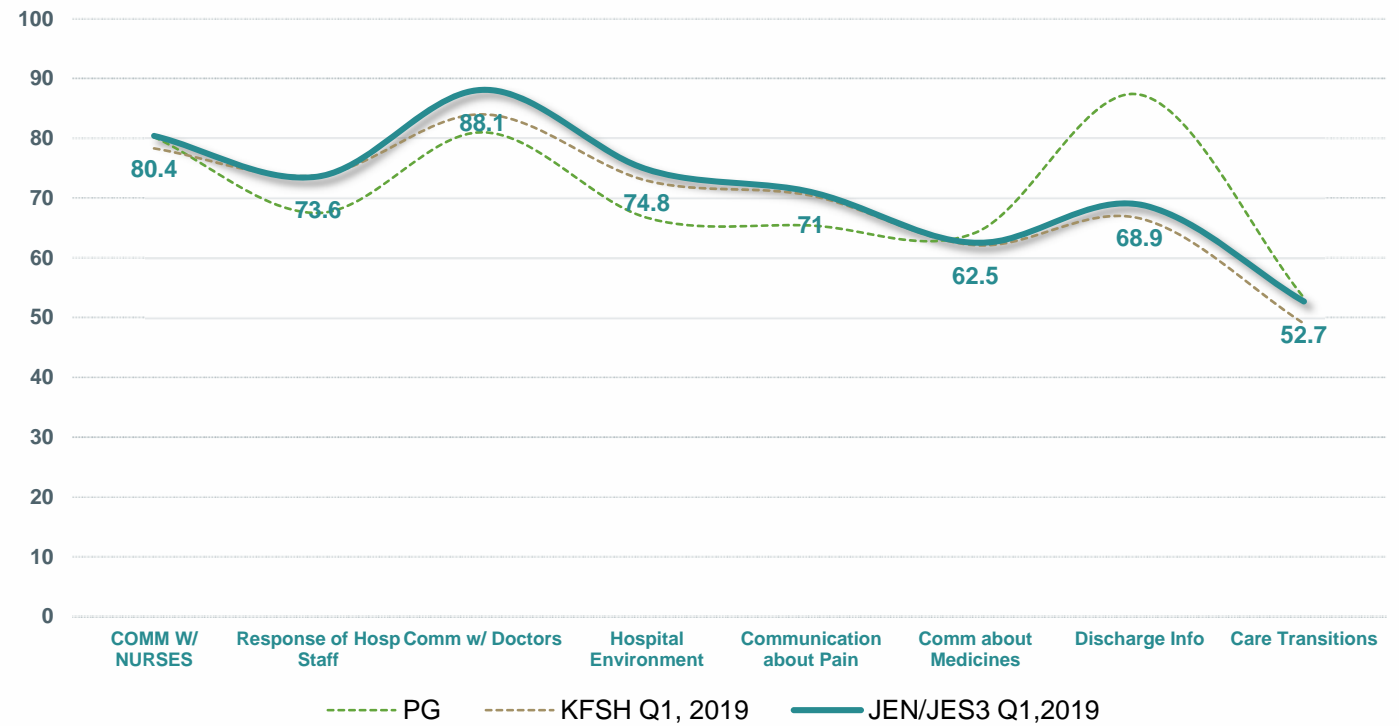
JEN/JES3

Domains

n-Size

146

Period: Jan 1st – Mar 31st, 2019



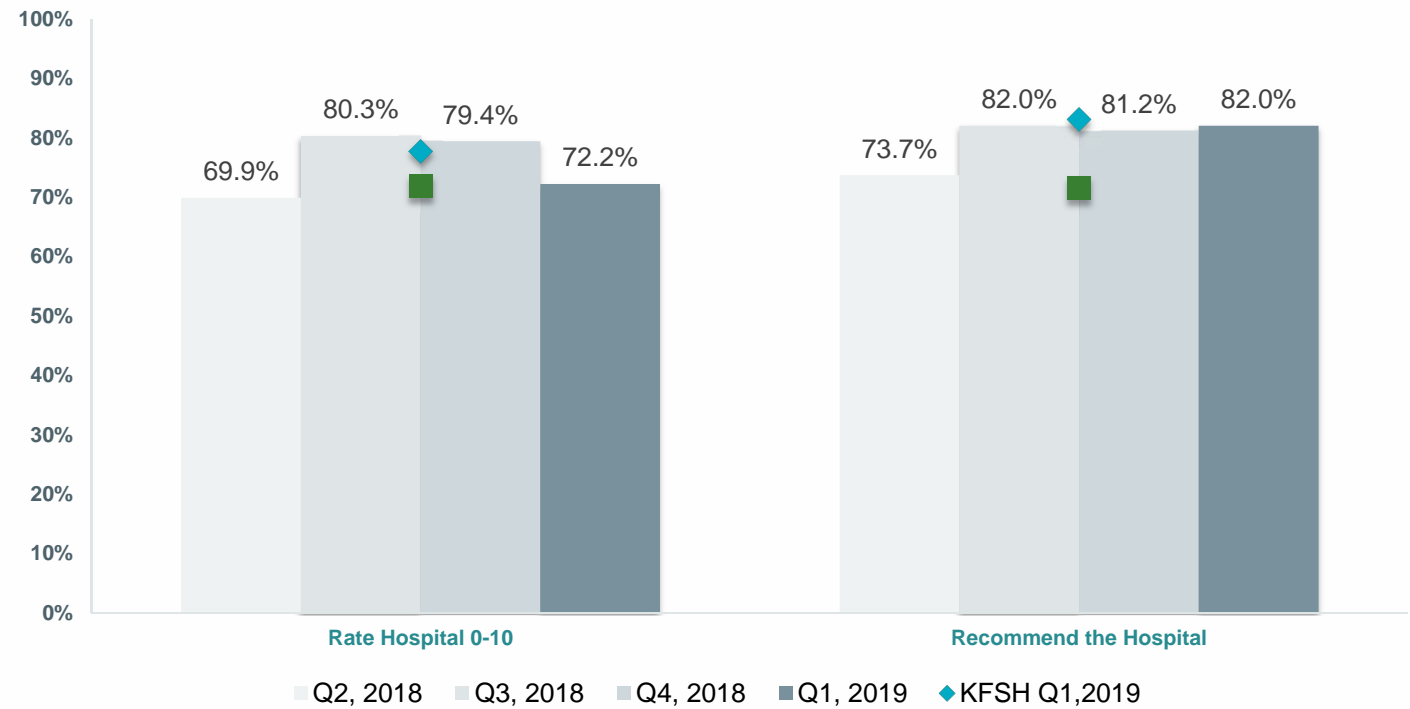
* Top Box %

IP – Wards

JEN2
Global Items

n-Size
62

Period: Jan 1st – Mar 31st, 2019



* Top Box %

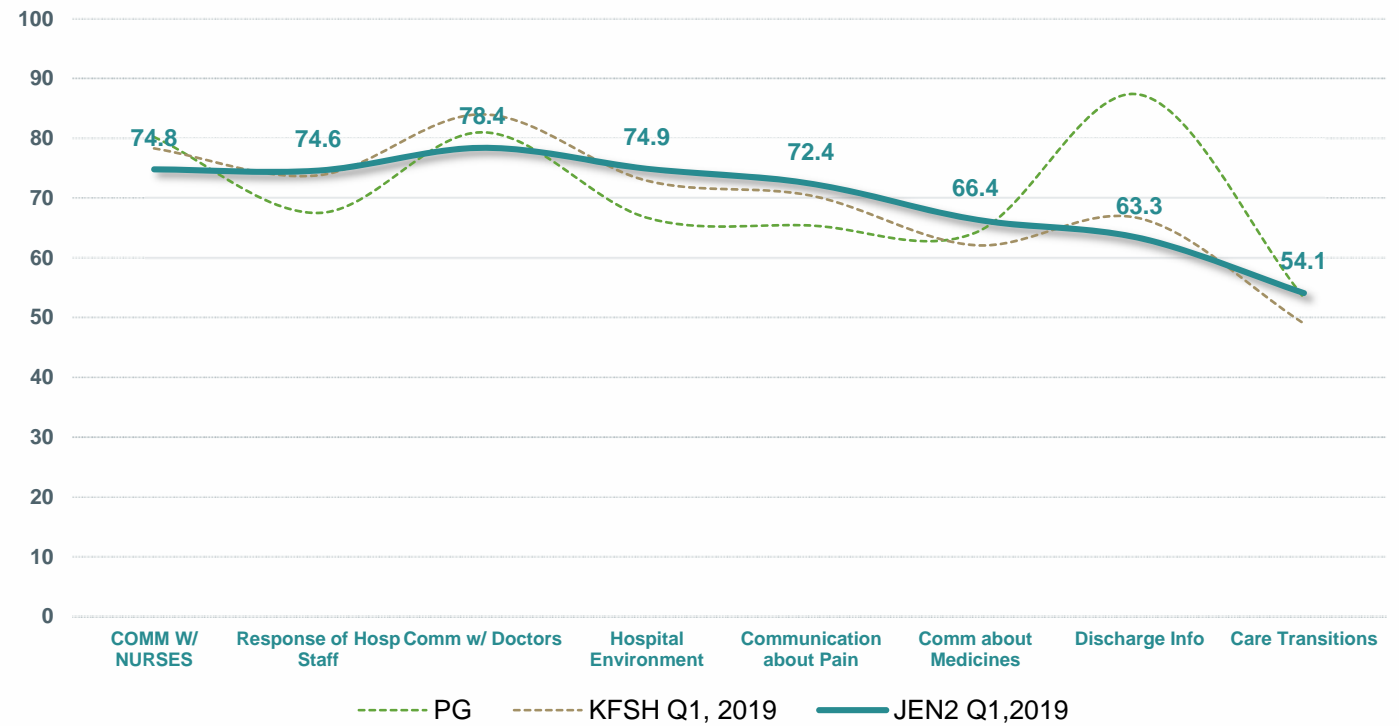
■ PG Average

IP – Wards

JEN2
Domains

n-Size
62

Period: Jan 1st – Mar 31st, 2019



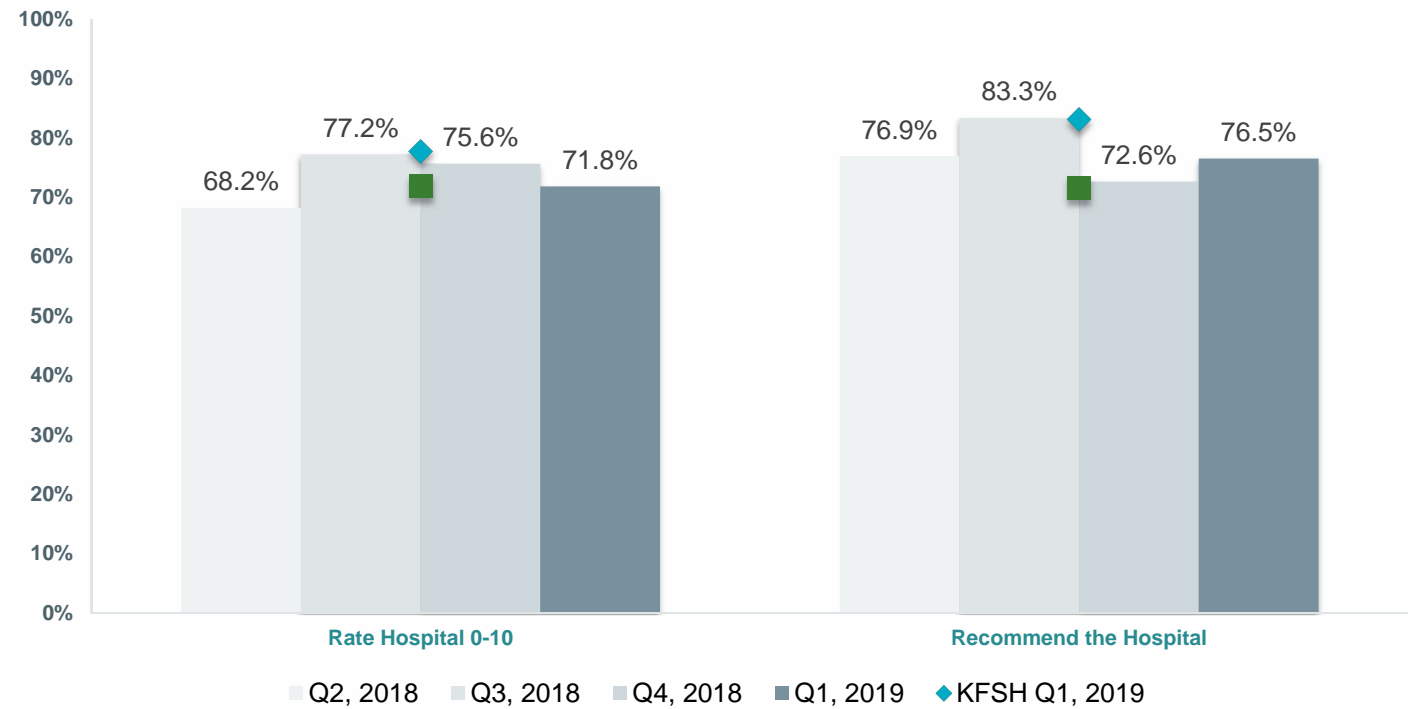
* Top Box %

IP – Wards

J24ADM
Global Items

n-Size
65

Period: Jan 1st – Mar 31st, 2019



* Top Box %

■ PG Average

IP – Wards

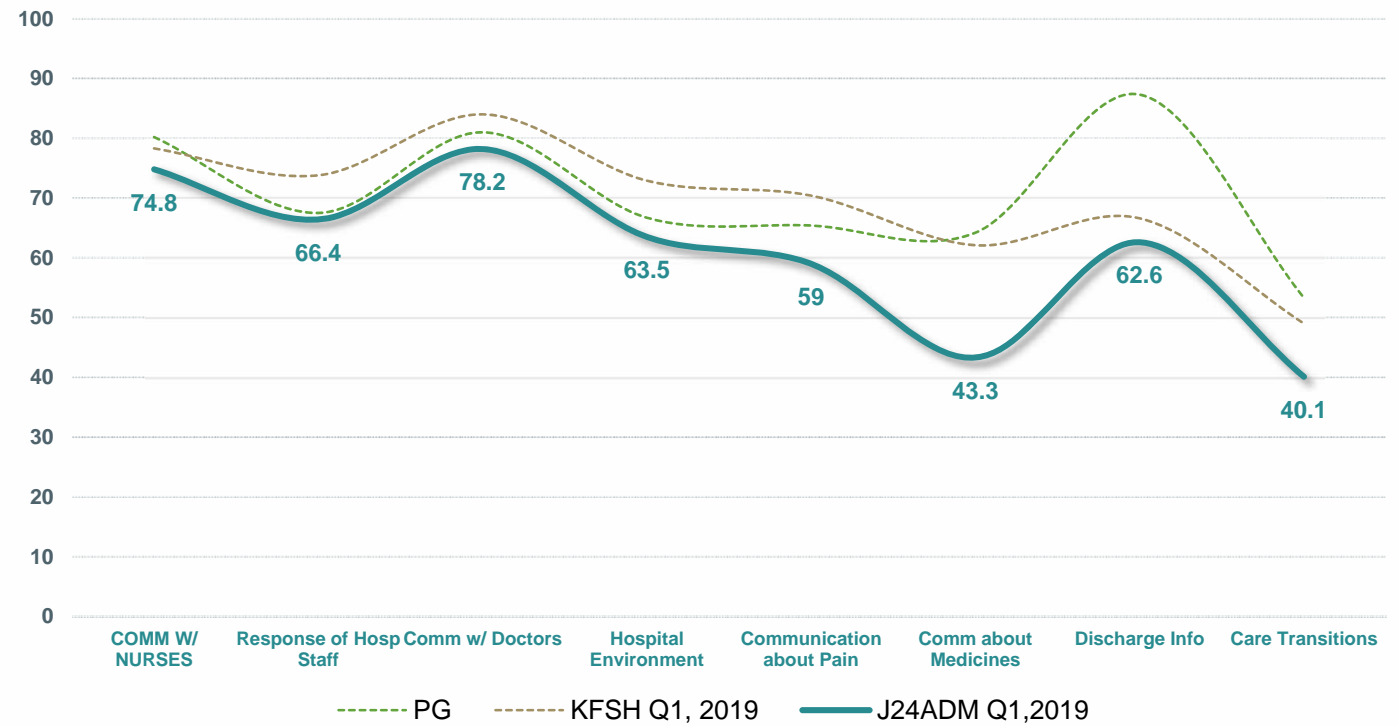
J24ADM

Domains

n-Size

65

Period: Jan 1st – Mar 31st, 2019



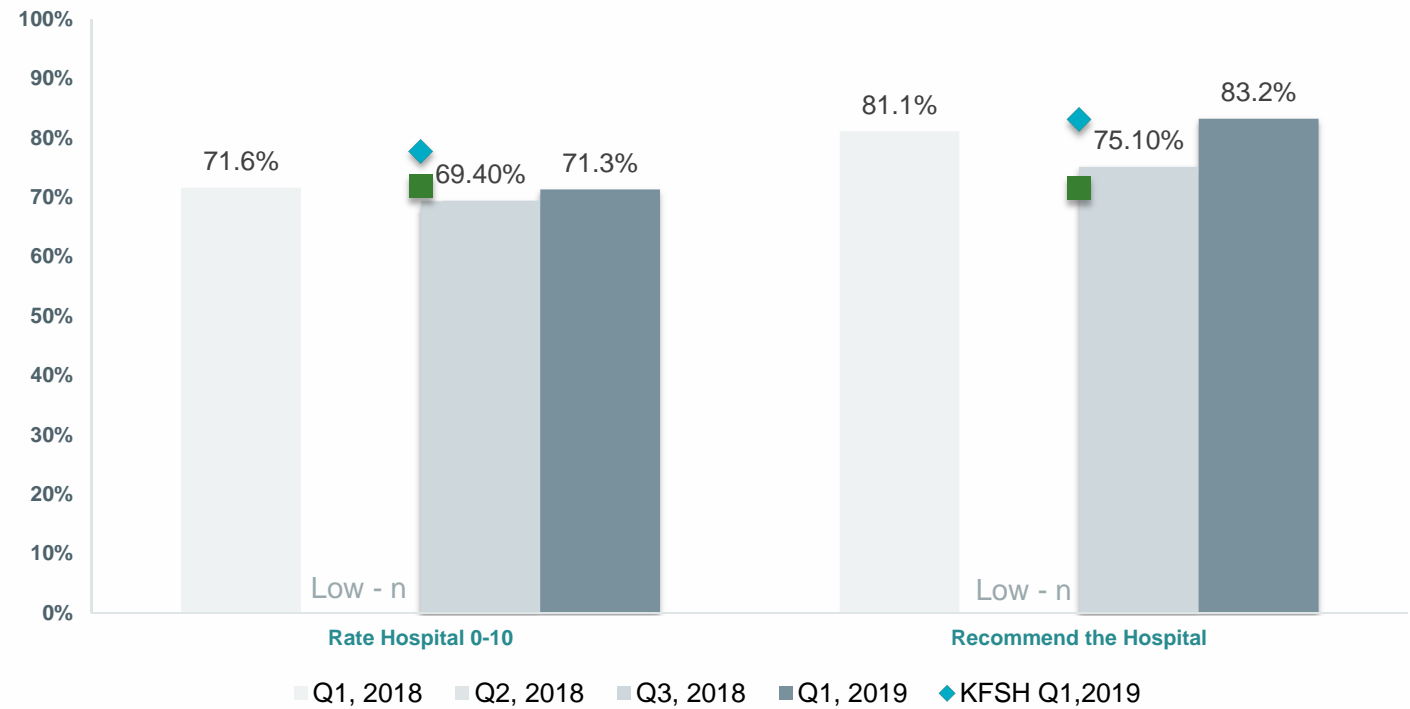
* Top Box %

IP – Wards

Period: Jan 1st – Mar 31st, 2019

JES5
Global Items

n-Size
45



* Top Box %

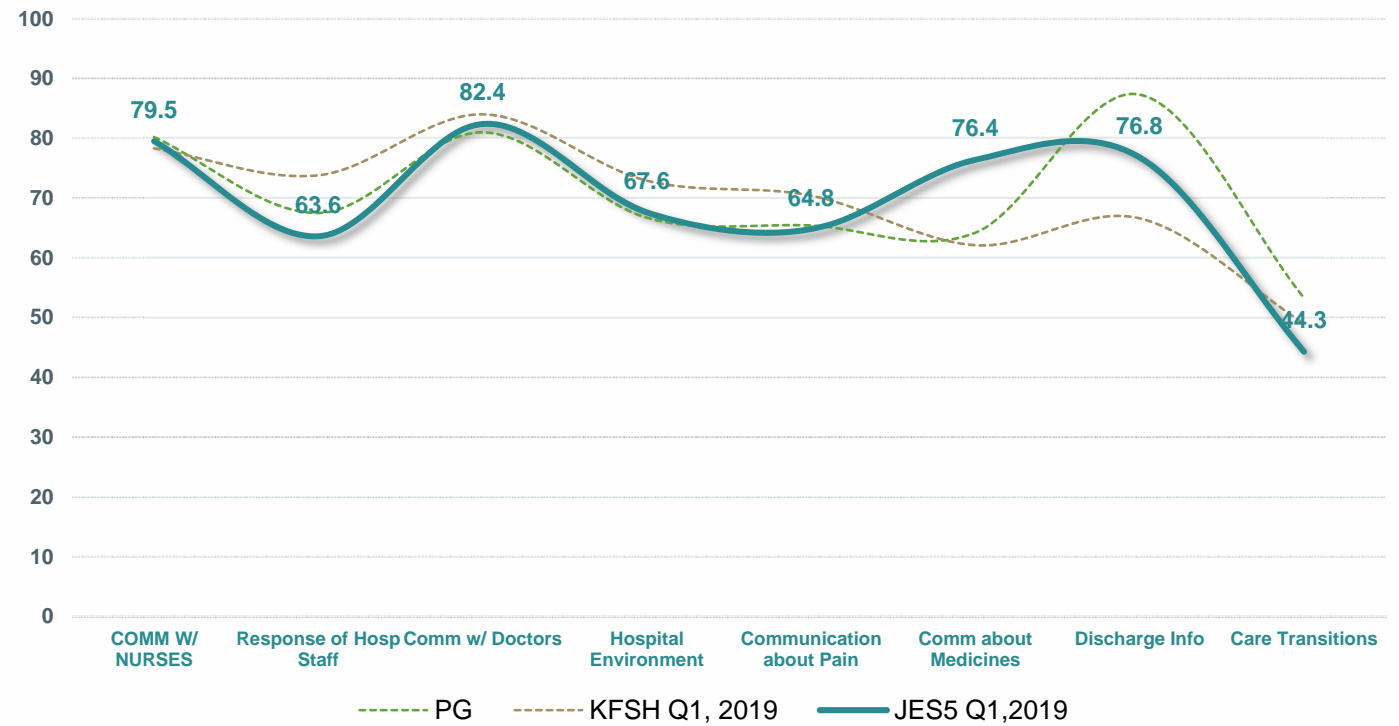
■ PG Average

IP – Wards

JES5
Domains

n-Size
45

Period: Jan 1st – Mar 31st, 2019



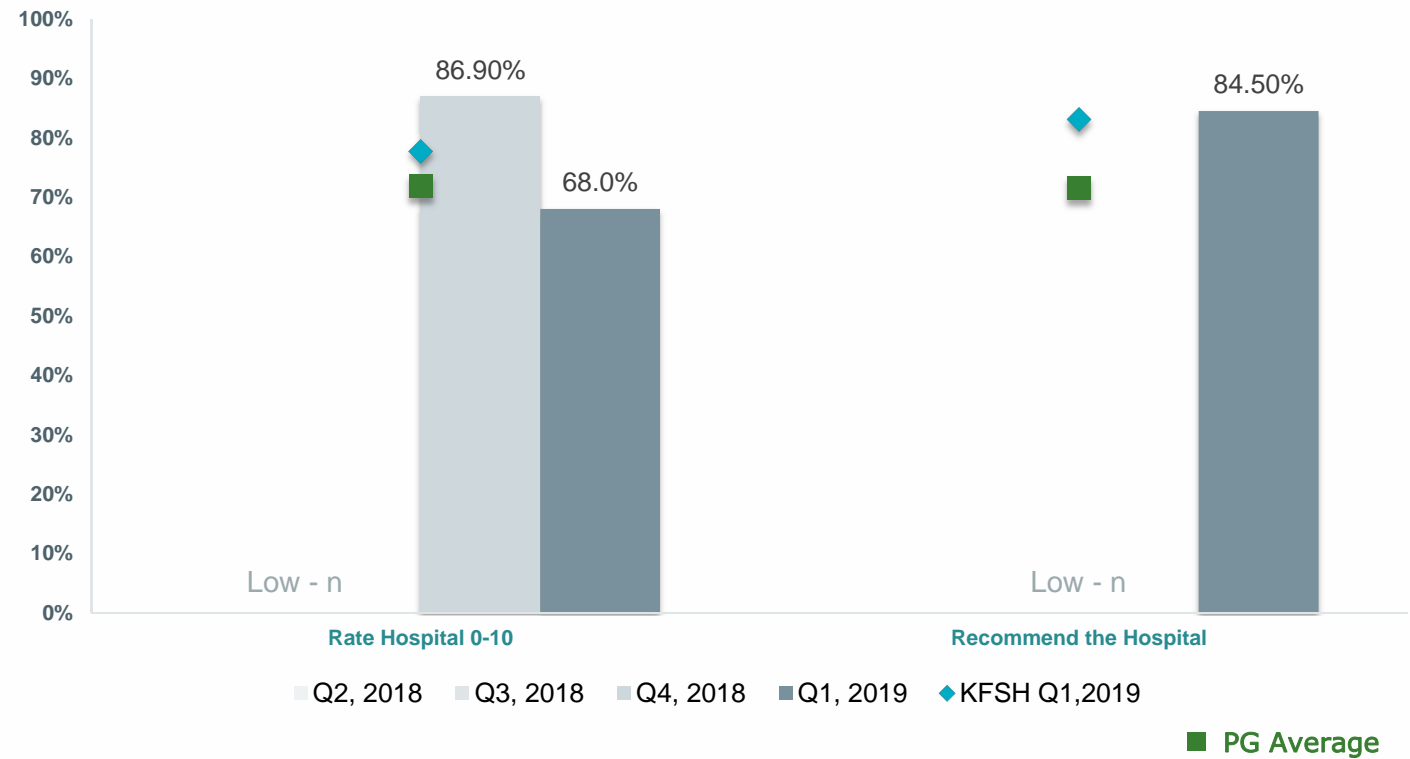
* Top Box %

IP – Wards

JEN5
Global Items

n-Size
50

Period: Jan 1st – Mar 31st, 2019



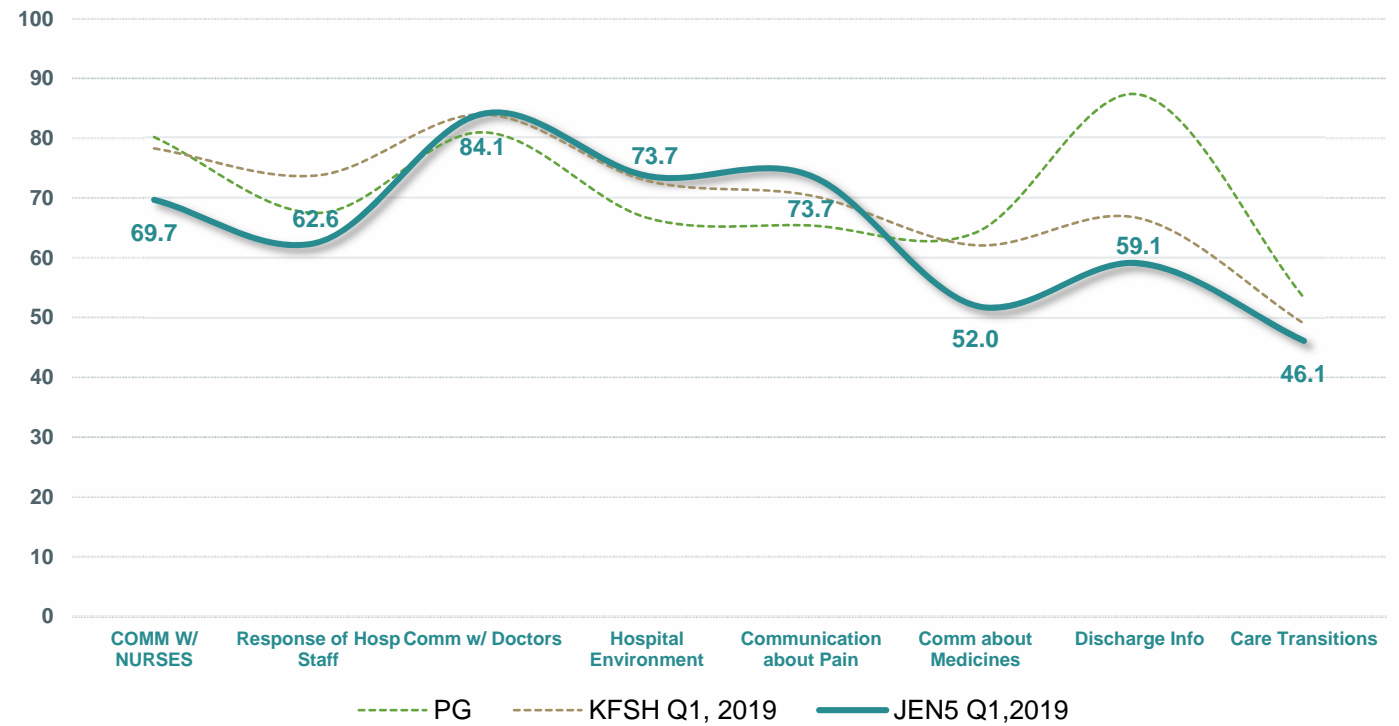
* Top Box %

IP – Wards

JEN5
Domains

n-Size
50

Period: Jan 1st – Mar 31st, 2019



* Top Box %



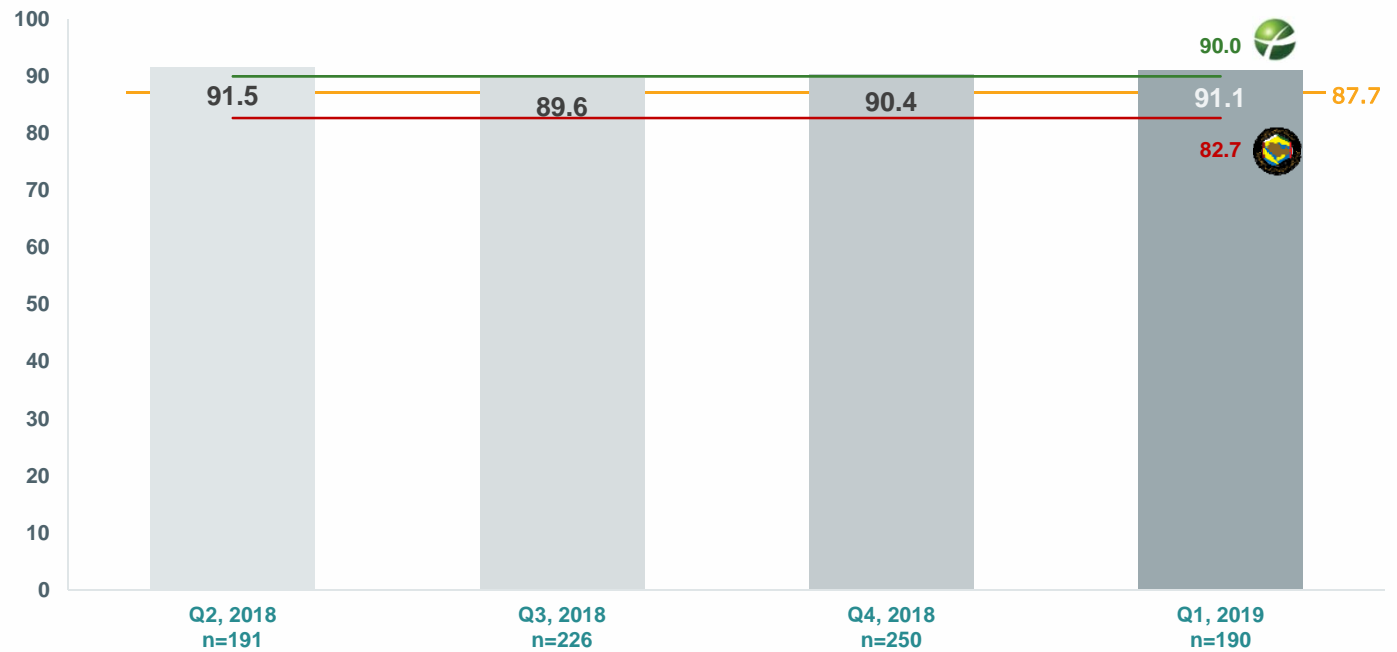
IPP – Overall Rating

Overall Rating Trend [Q2, 2018 – Q1, 2019]

KFSH

91.1
Q1, 2019

n-Size
190



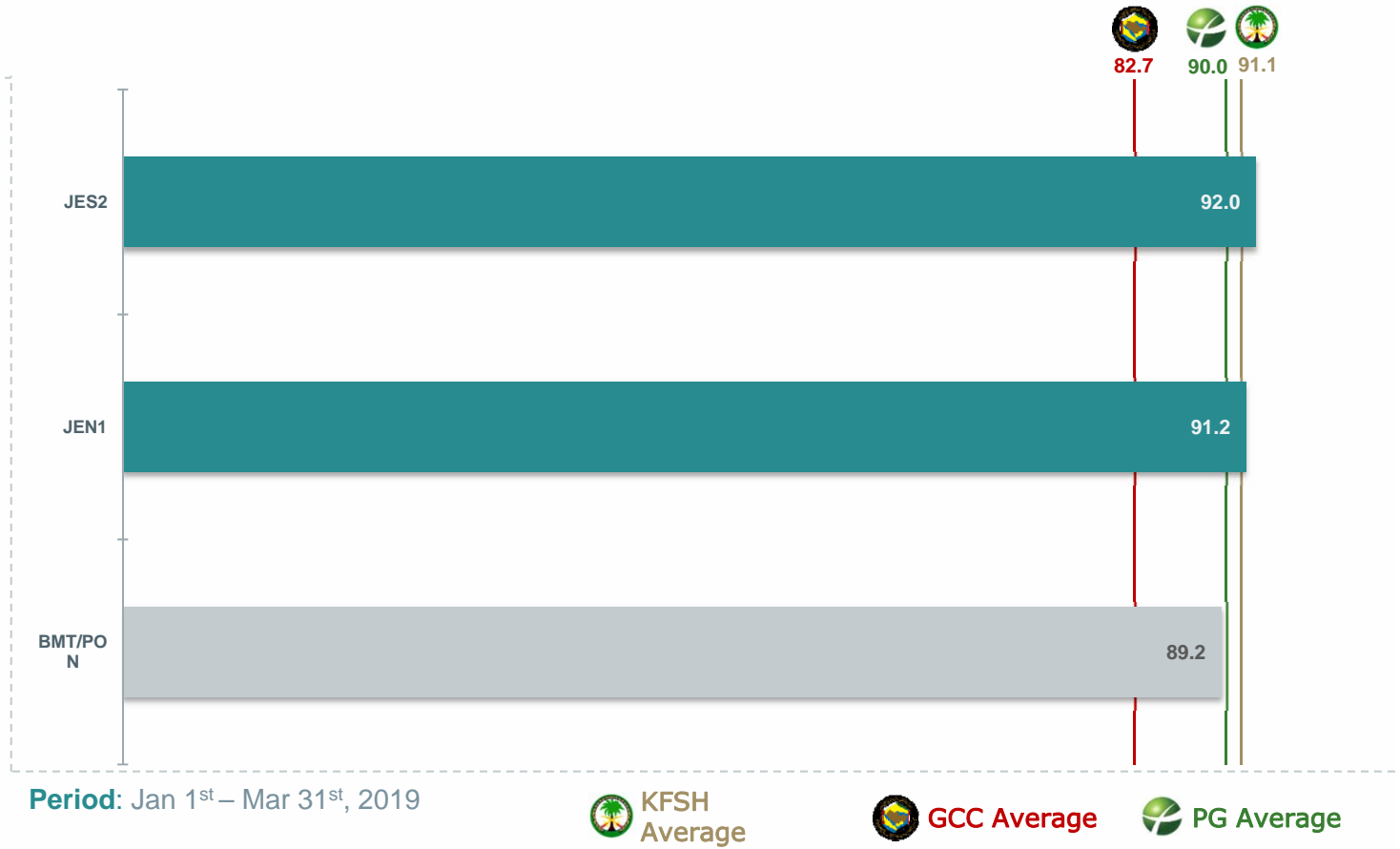
2019 Target
[87.7]

GCC Average
[82.7]

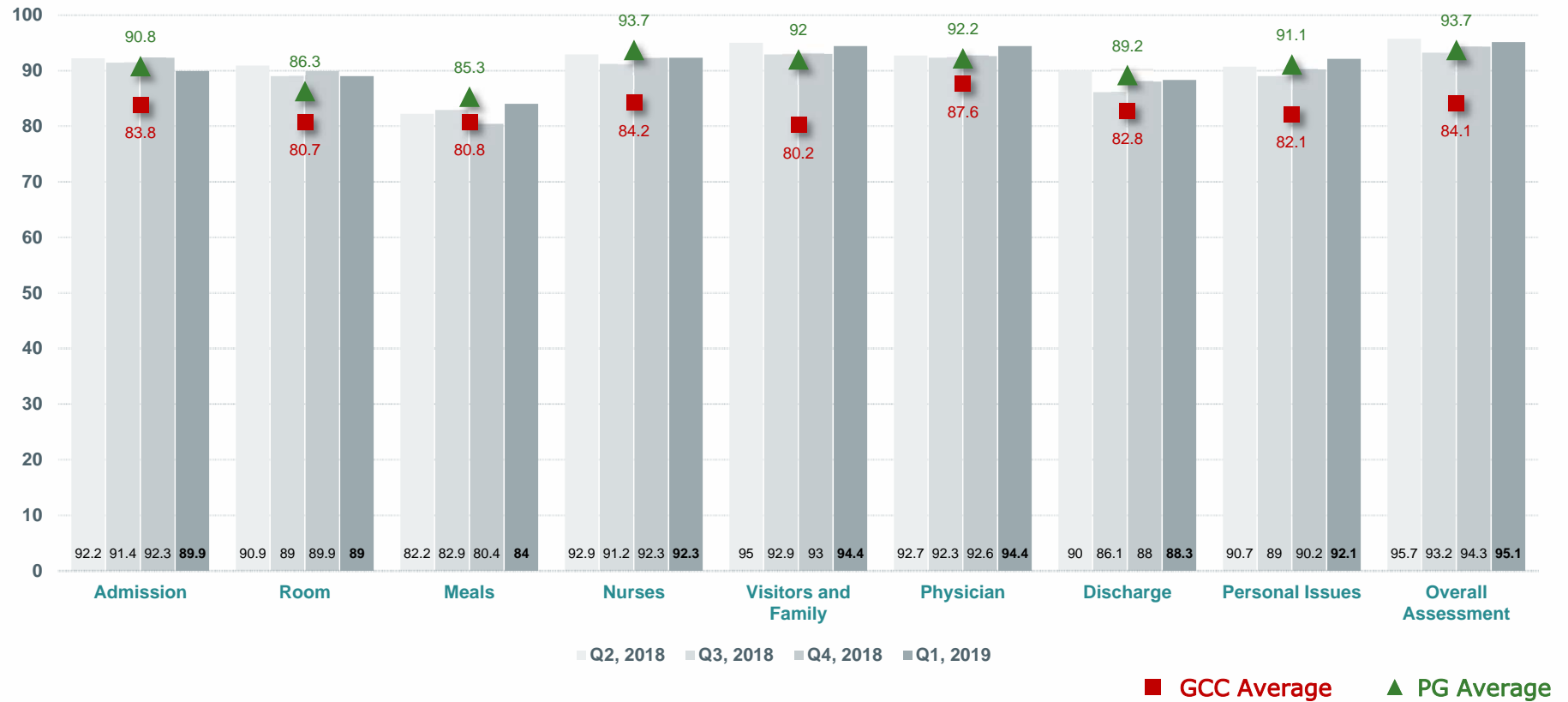
PG Average
[90.0]

IPP – Overall Rating

Overall Rating Wards

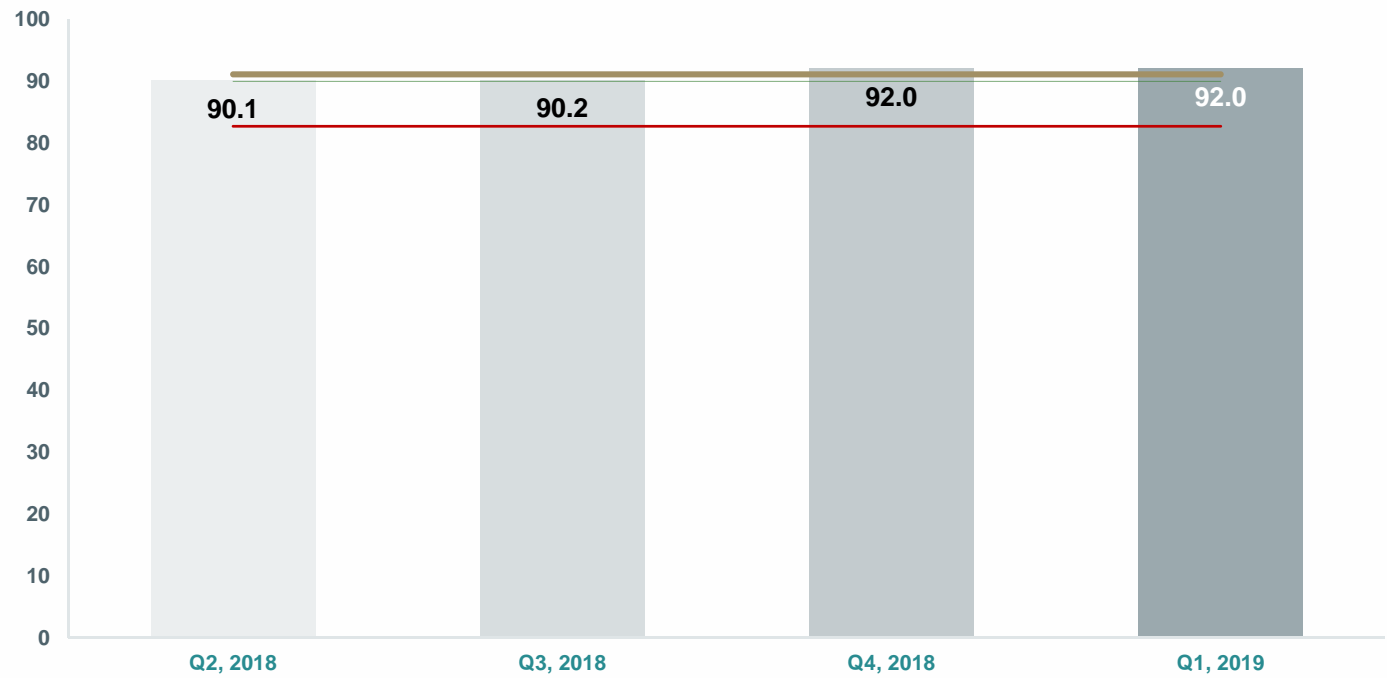


IPP – Survey Domains



IPP – Wards

Period: Jan 1st – Mar 31st, 2019



 **KFSH**
Average
91.1

 **GCC Average**
82.7

 **PG Average**
90

IPP – Wards

JES2

Patient Journey

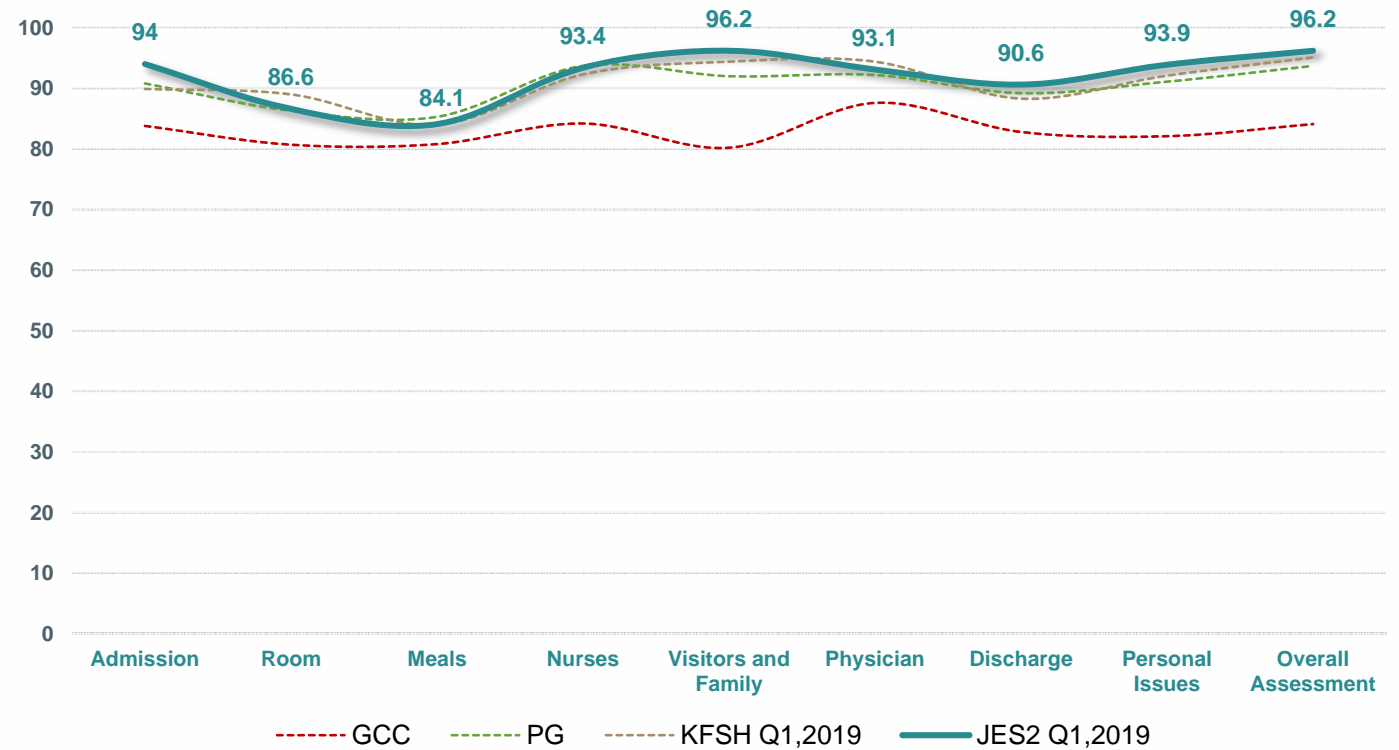
92.0

Q1,2019

n-Size

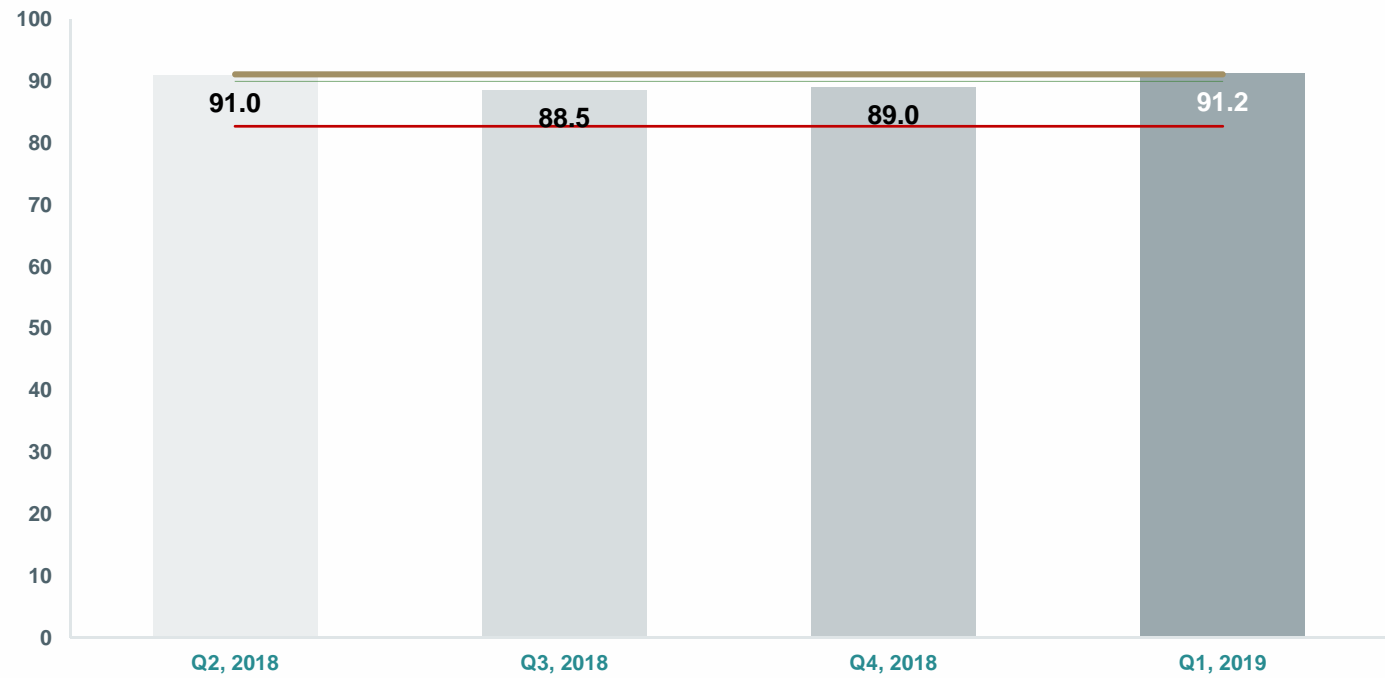
54

Period: Jan 1st – Mar 31st, 2019



IPP – Wards

Period: Jan 1st – Mar 31st, 2019



 **KFSH**
Average
87.5

 **GCC Average**
82.7

 **PG Average**
90

IPP – Wards

JEN1

Patient Journey

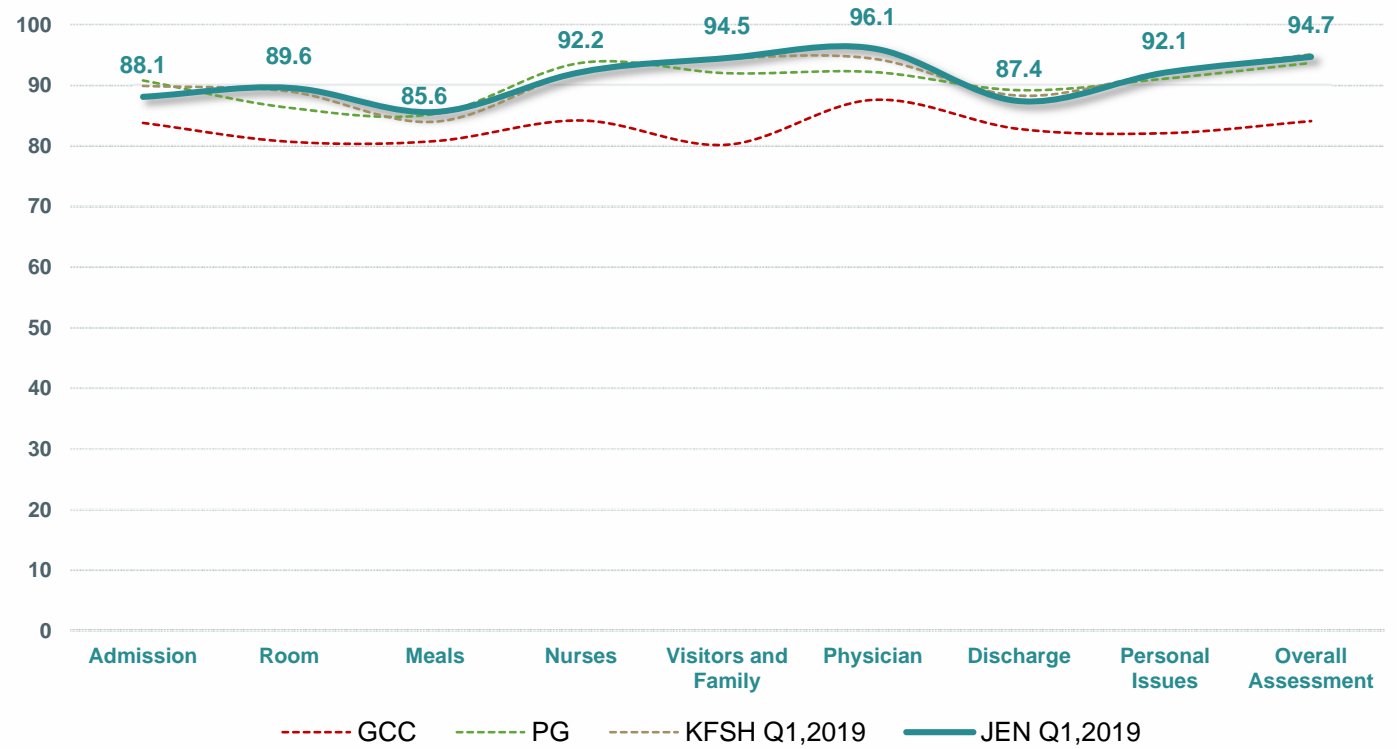
91.2

Q1,2019

n-Size

69

Period: Jan 1st – Mar 31st, 2019



IPP – Wards

BMT/PON

Overall Rating

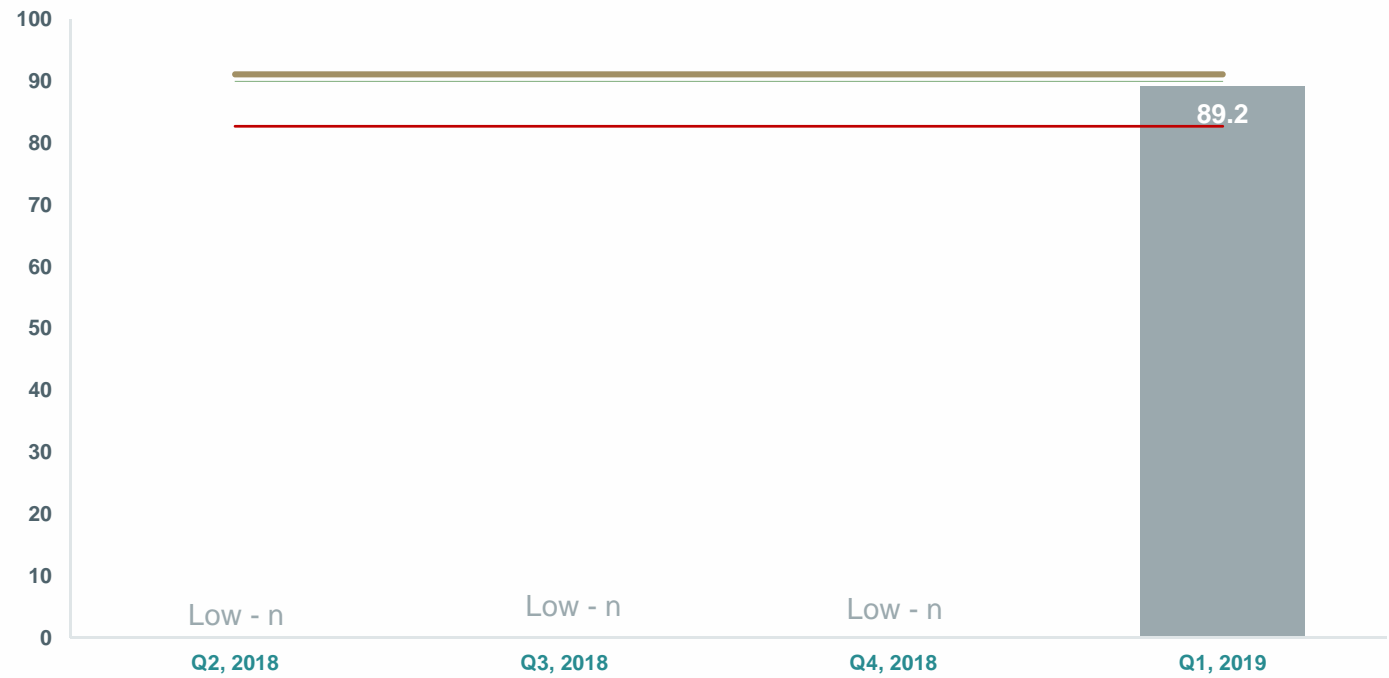
89.2

Q1, 2019

n-Size

29

Period: Jan 1st – Mar 31st, 2019



 KFSH
Average
91.1

 GCC Average
82.7

 PG Average
90

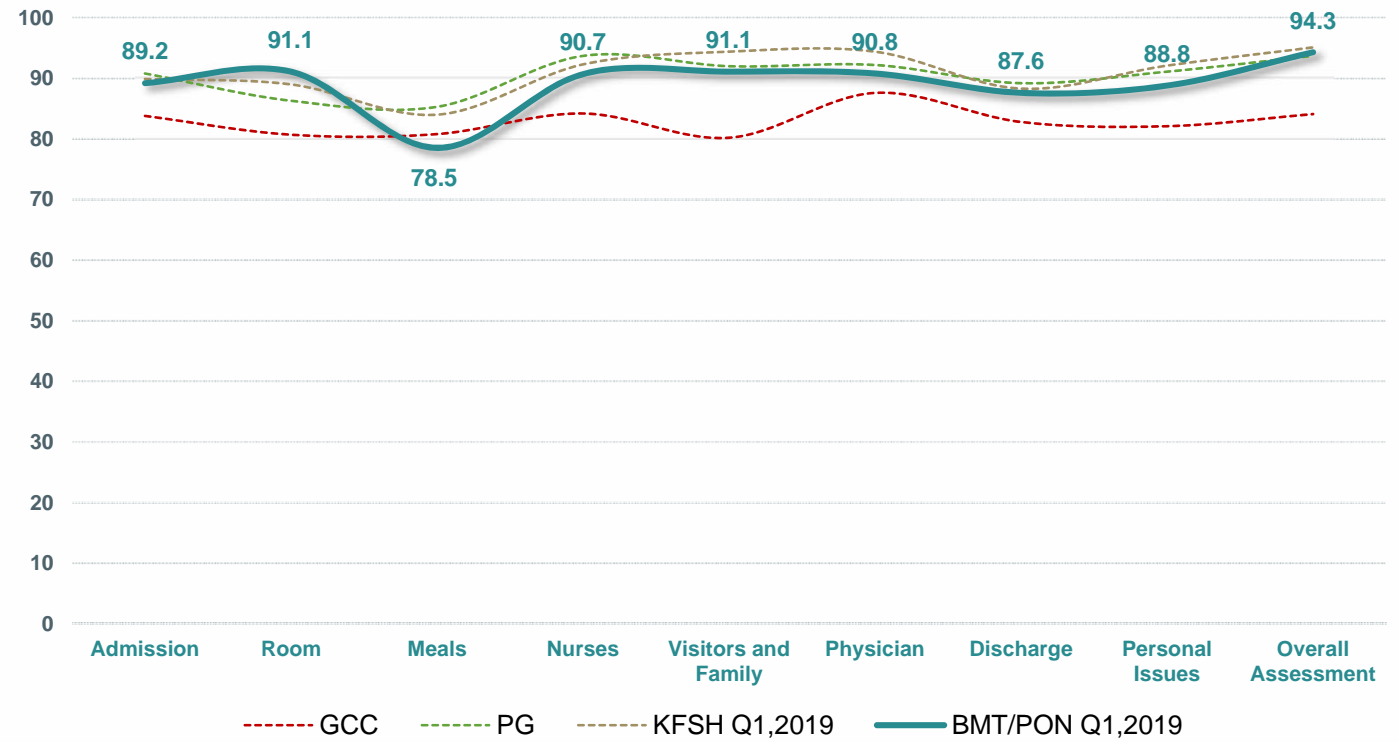
IPP – Wards

BMT/PON Patient Journey



n-Size
29

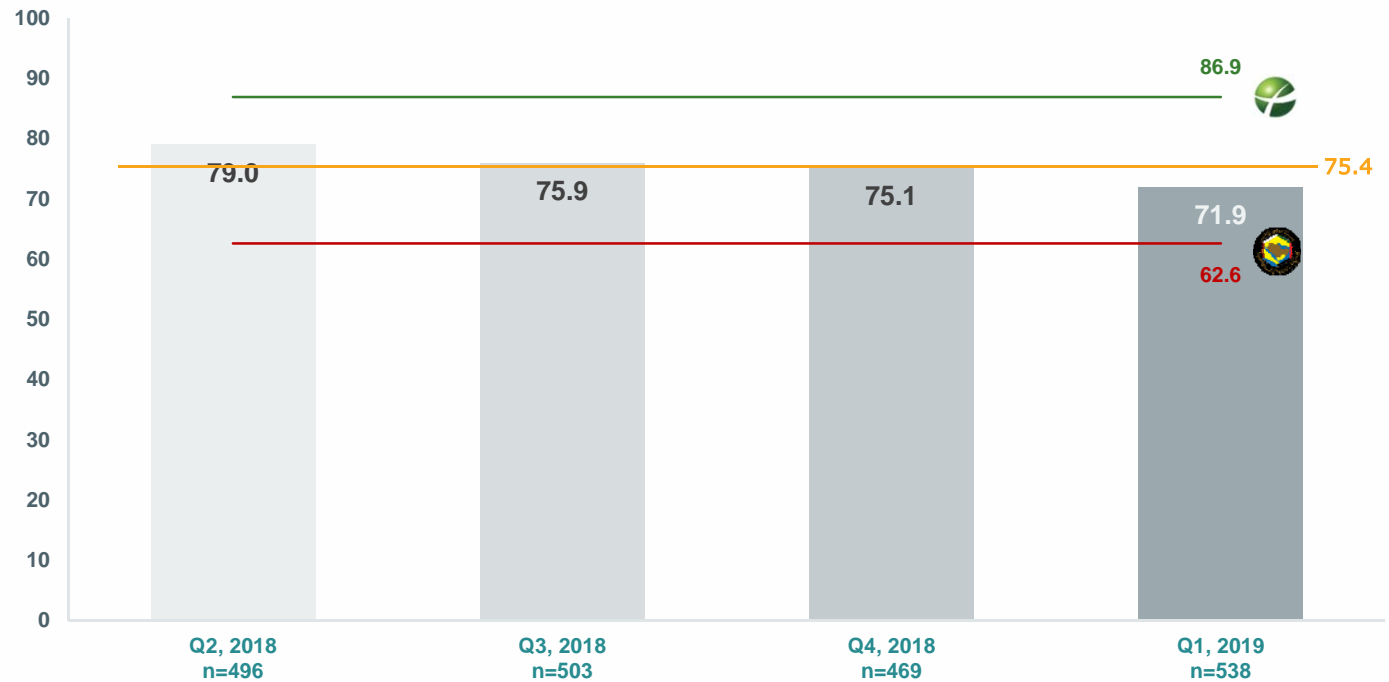
Period: Jan 1st – Mar 31st, 2019





ED – Overall Rating

Overall Rating Trend [Q2, 2018 – Q1, 2019]

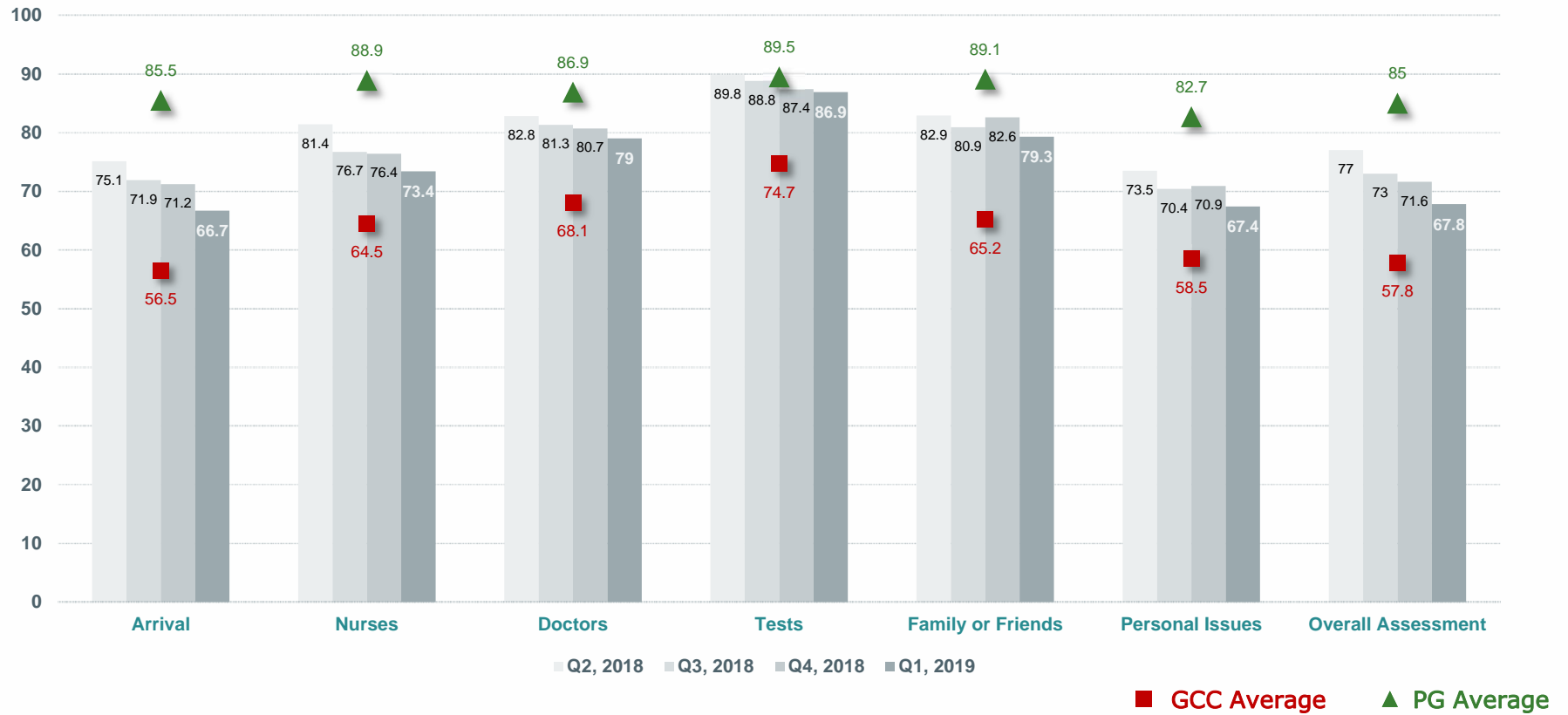


■ 2019 Target
[75.4]

● GCC Average
[62.6]

● PG Average
[86.9]

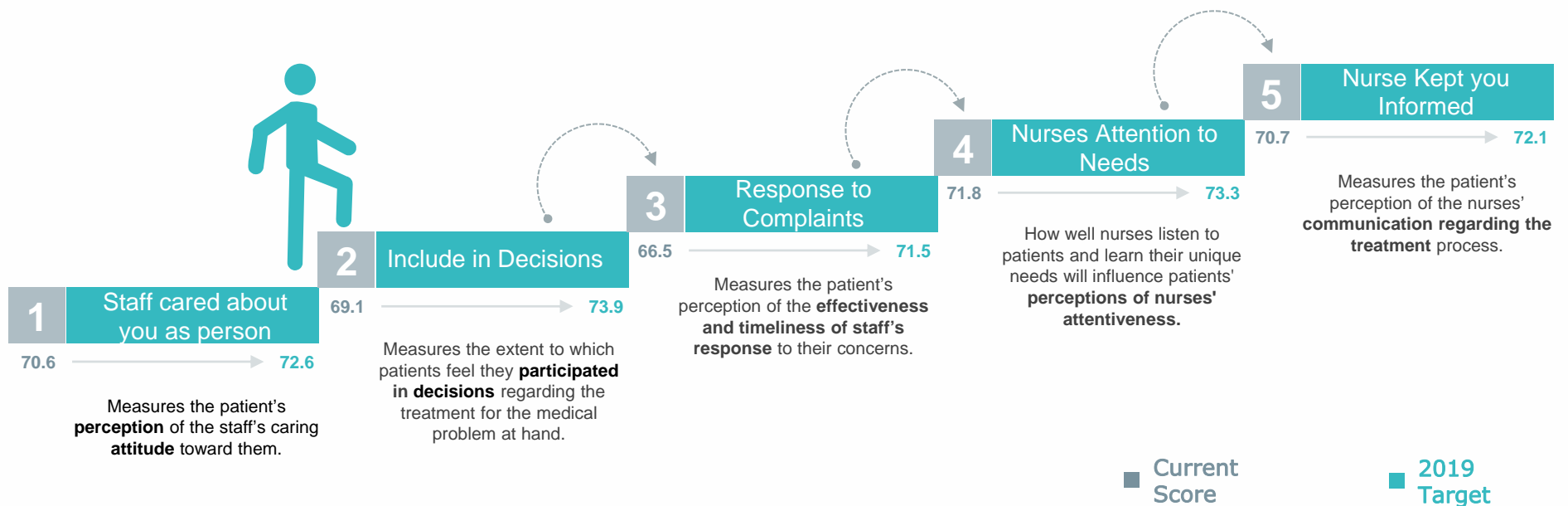
ED – Survey Domains



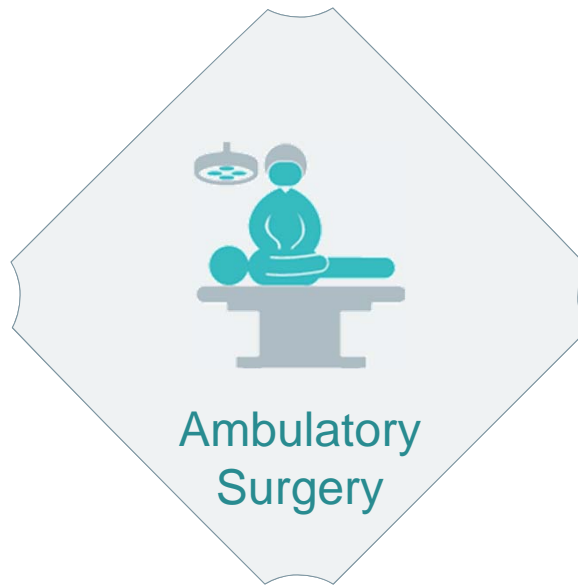
ED – Strengths



ED – Priority Index (Q1,2019)

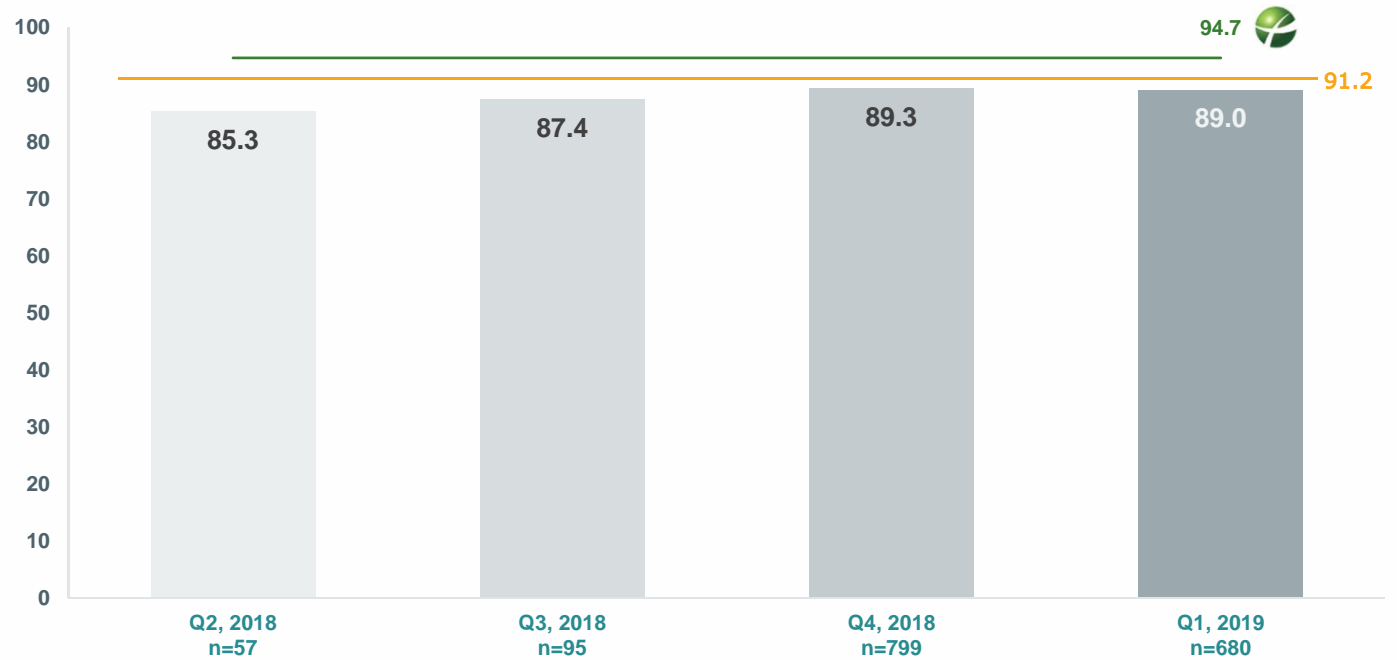


- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Emergency Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items were identified as priorities for 5 consecutive Quarters (Q1,2018 – Q1, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

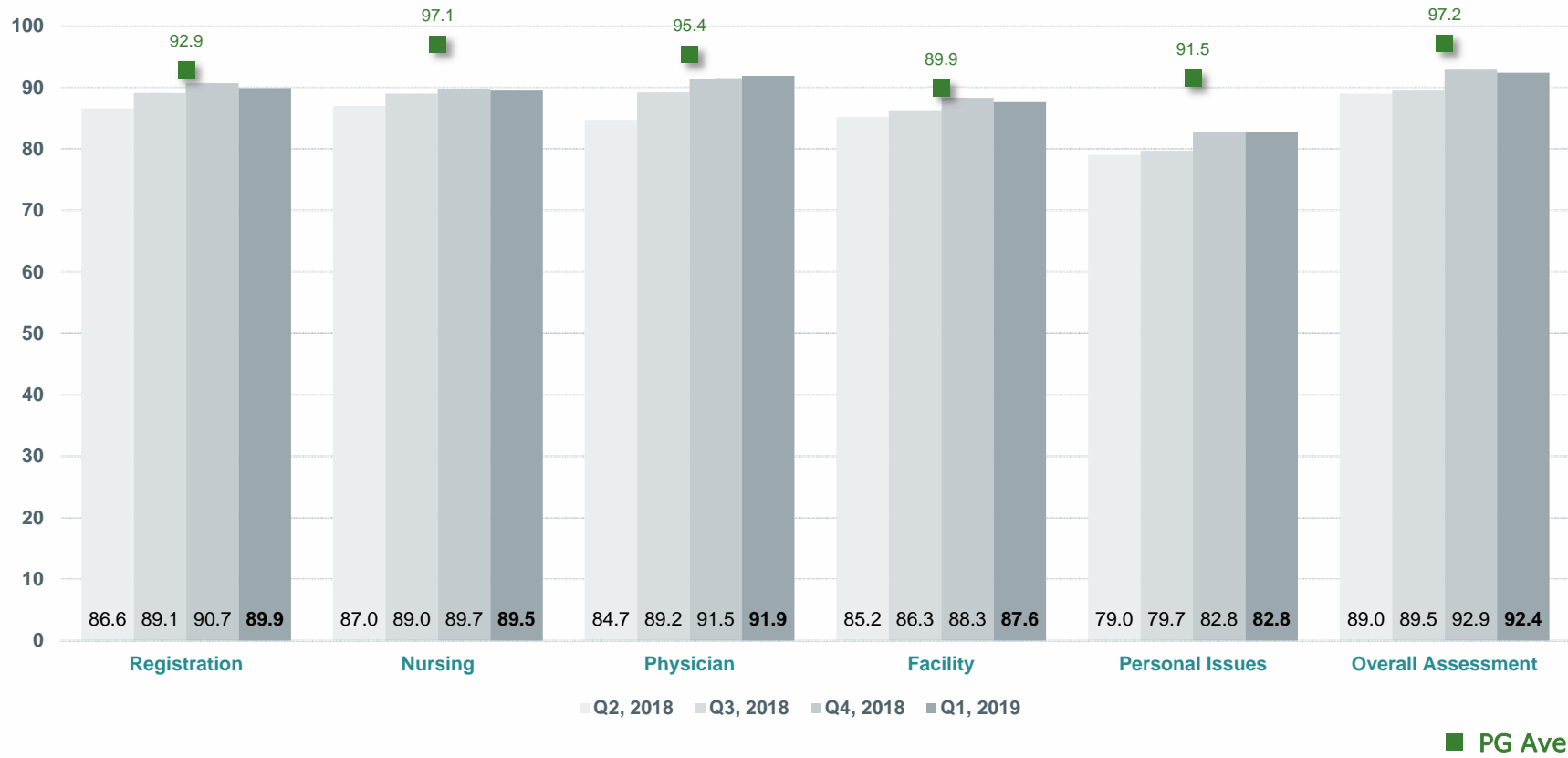


AS – Overall Rating

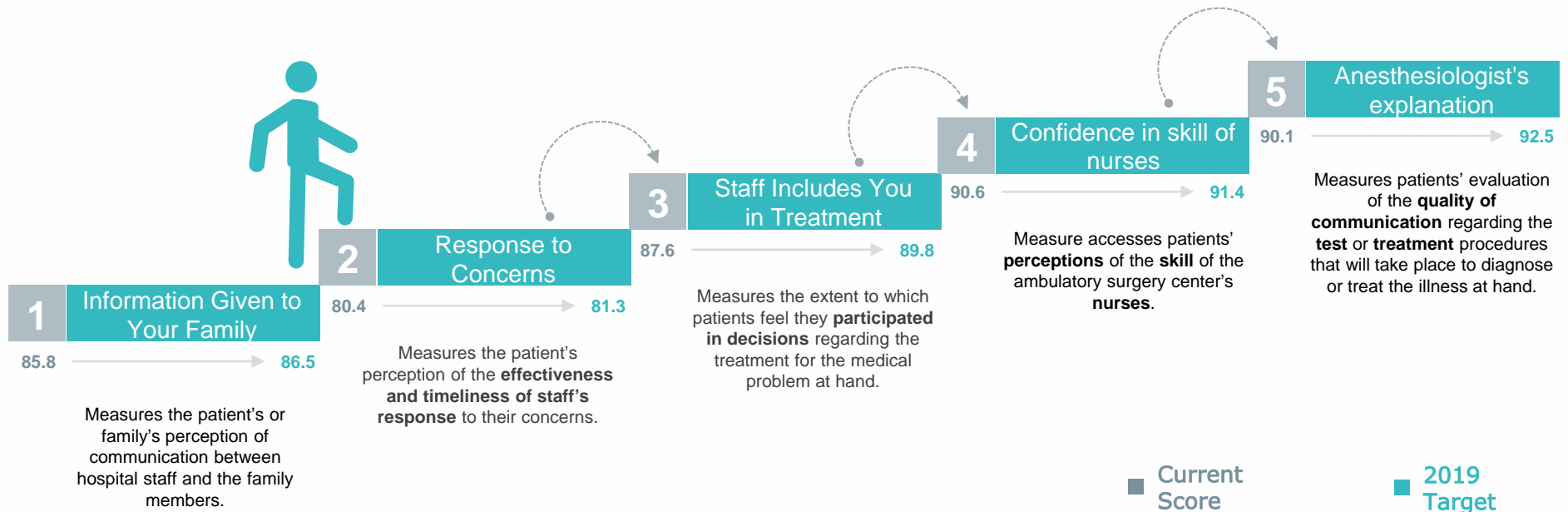
Overall Rating Trend [Q2, 2018 – Q1, 2019]



AS – Survey Domains



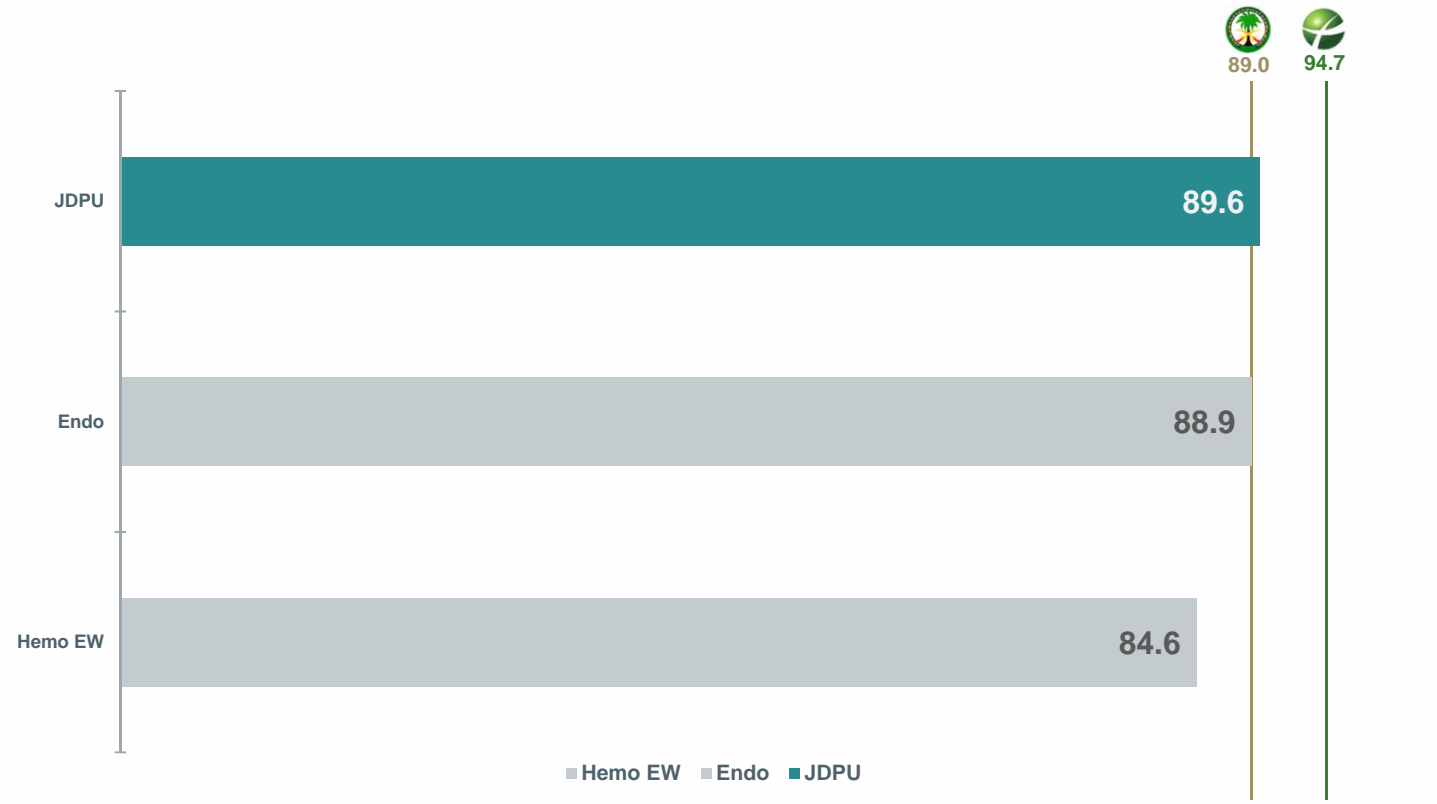
AS – Priority Index (Q1,2019)



- 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 top 3 items have been identified as a priority for the 4 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

AS – Departments

Overall Rating Departments

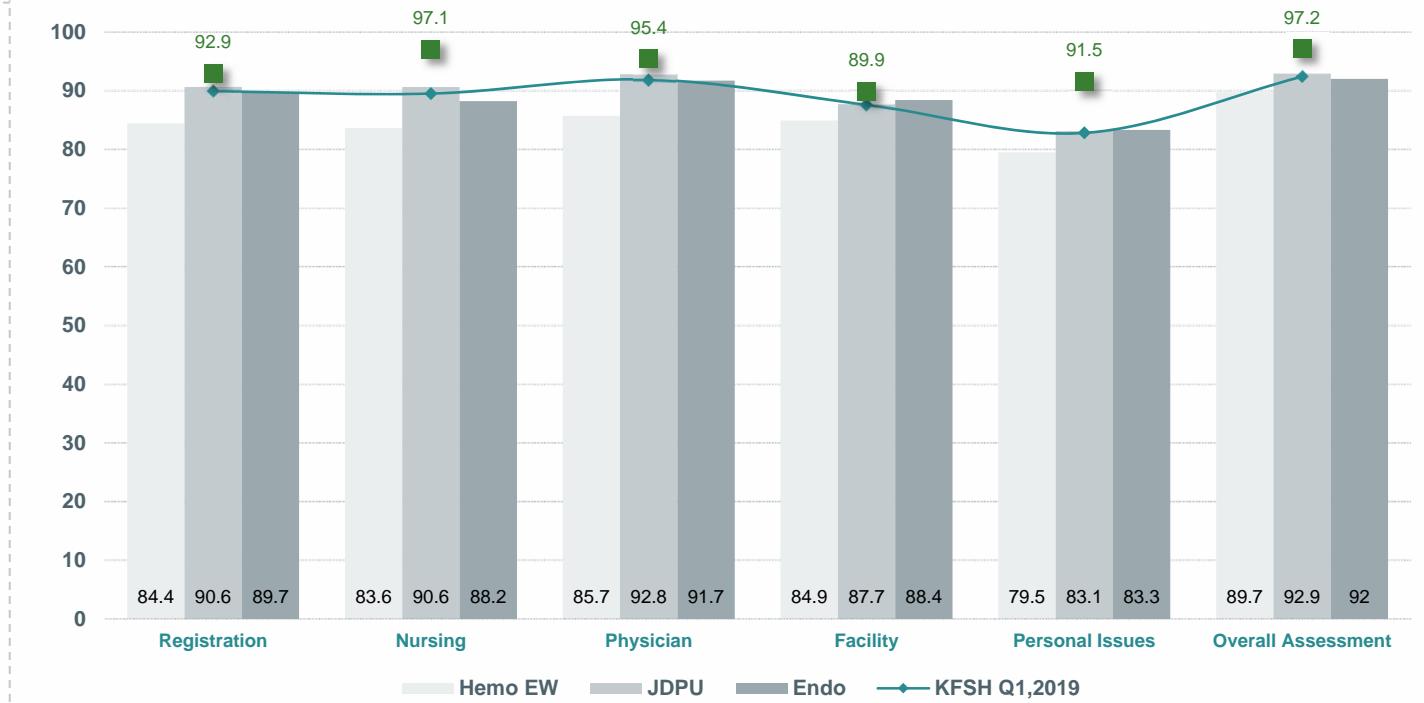


Period: Jan 1st – Mar 31st, 2019

KFSH Average PG Average

AS – Survey Domains

Patient Journey Departments



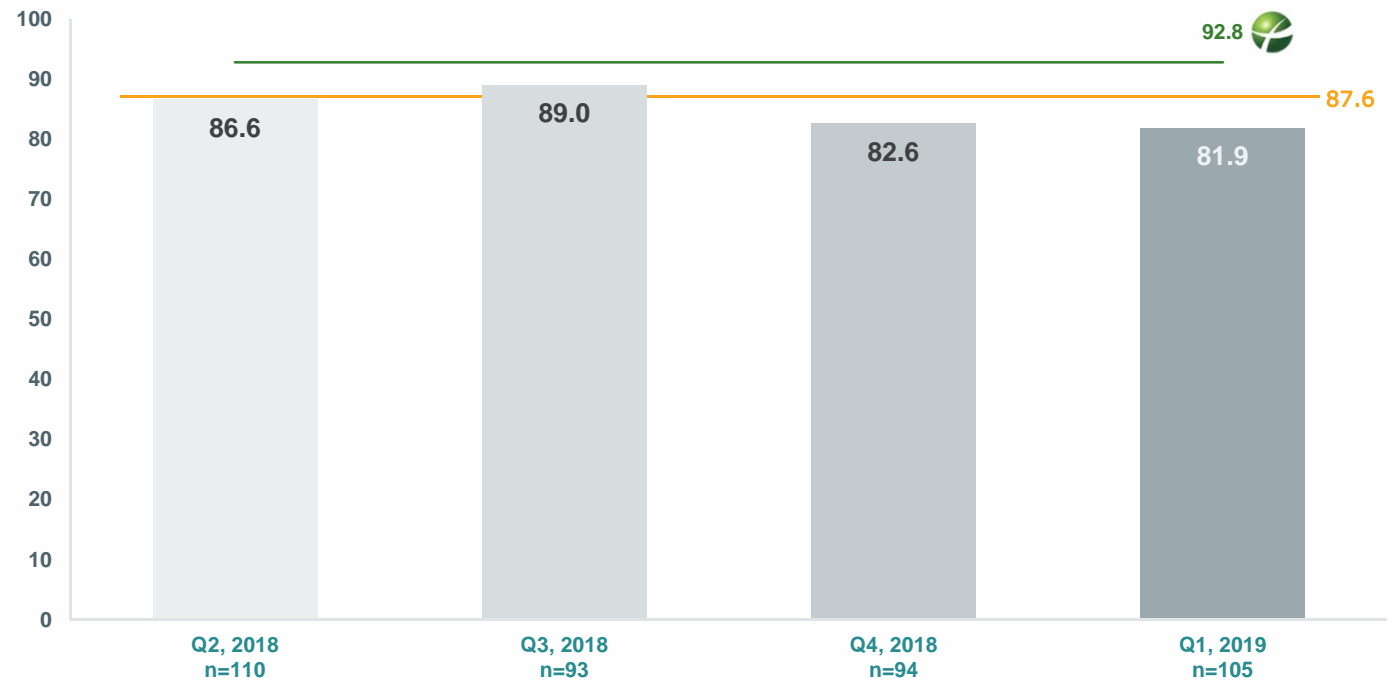
Period: Jan 1st – Mar 31st, 2019

PG Average



ON – Overall Rating

Overall Rating Trend [Q2, 2018 – Q1, 2019]

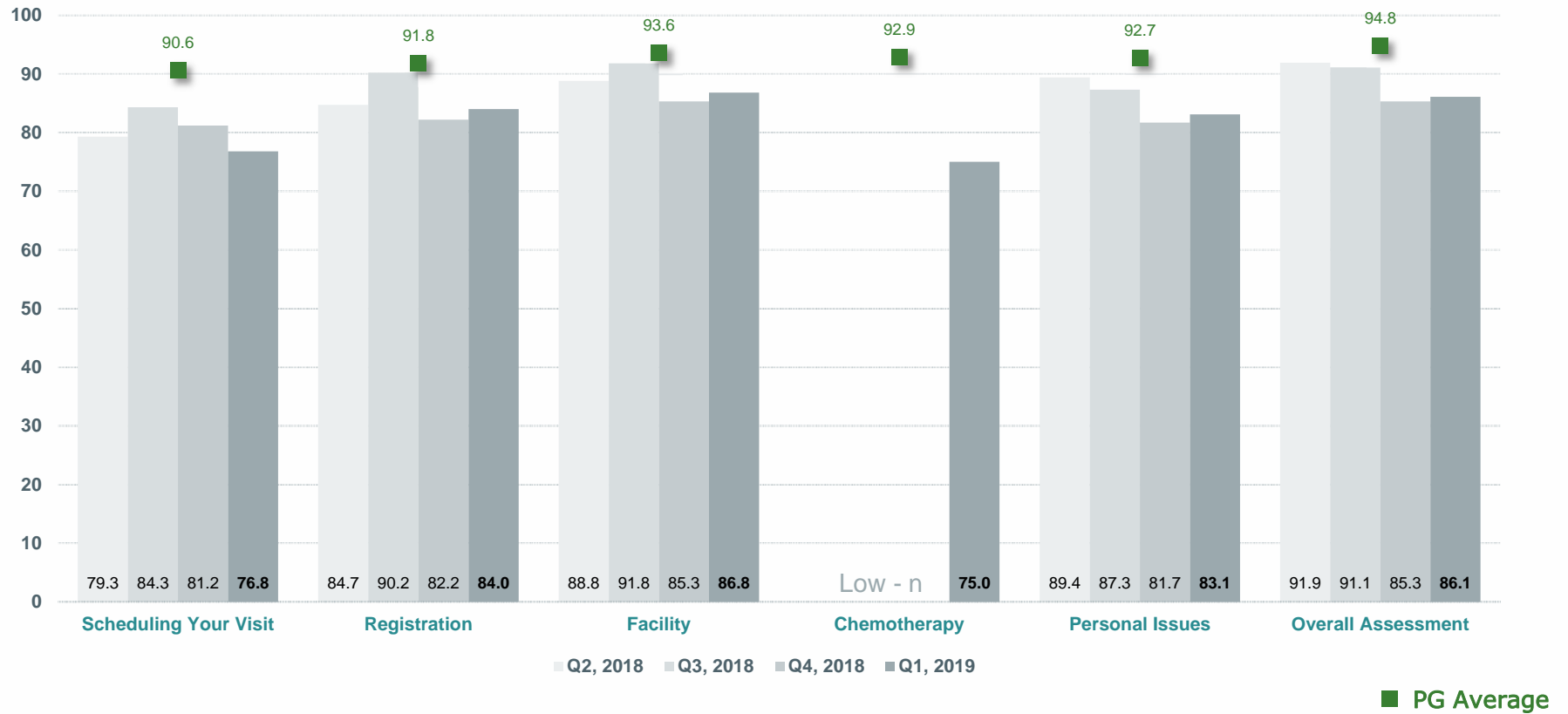


ON – Overall Rating

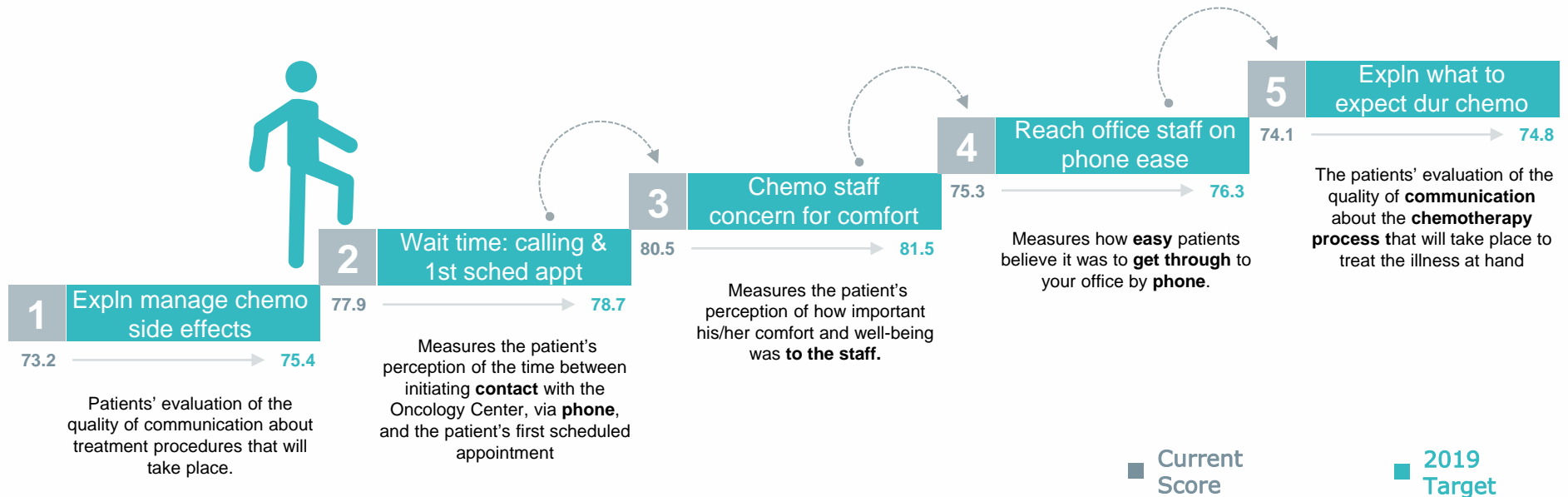
Overall Rating Units



ON – Survey Domains



ON – Priority Index (Q1,2019)



- 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

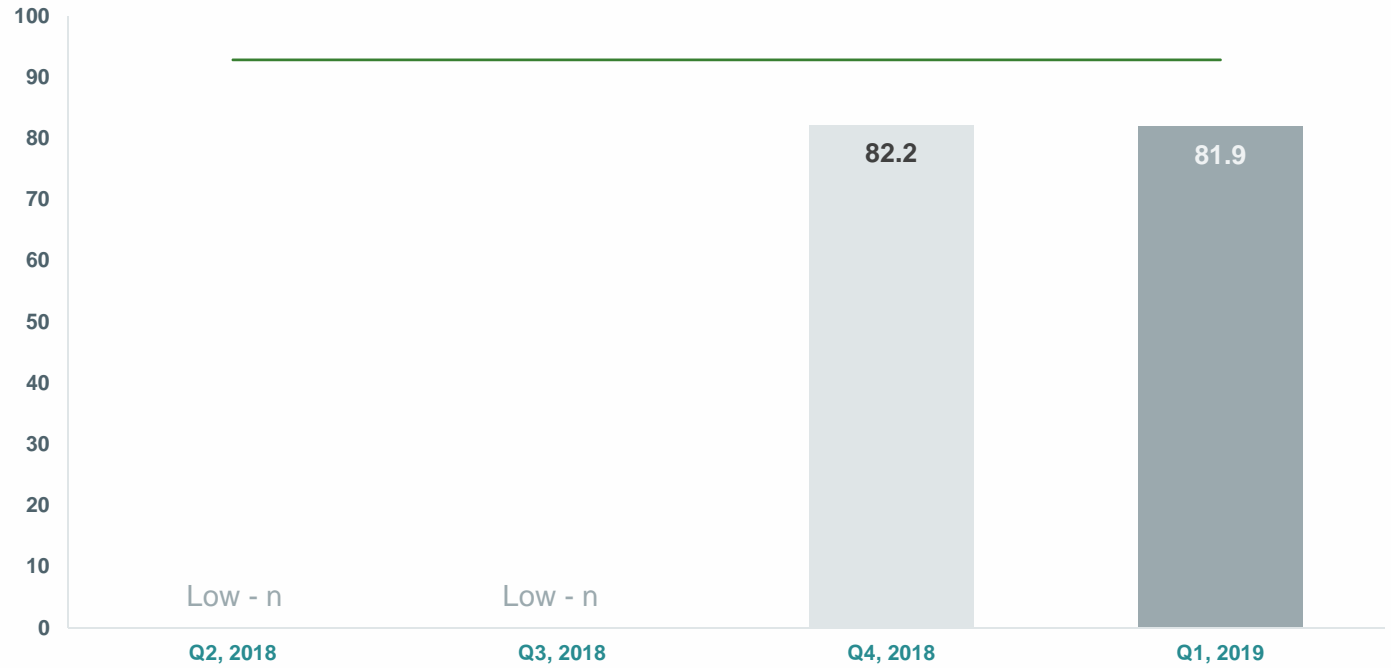
ON – Units

OTA
Overall Rating



n-Size
105

Period: Jan 1st – Mar 31st, 2019



ON – Units

OTA

Patient Journey

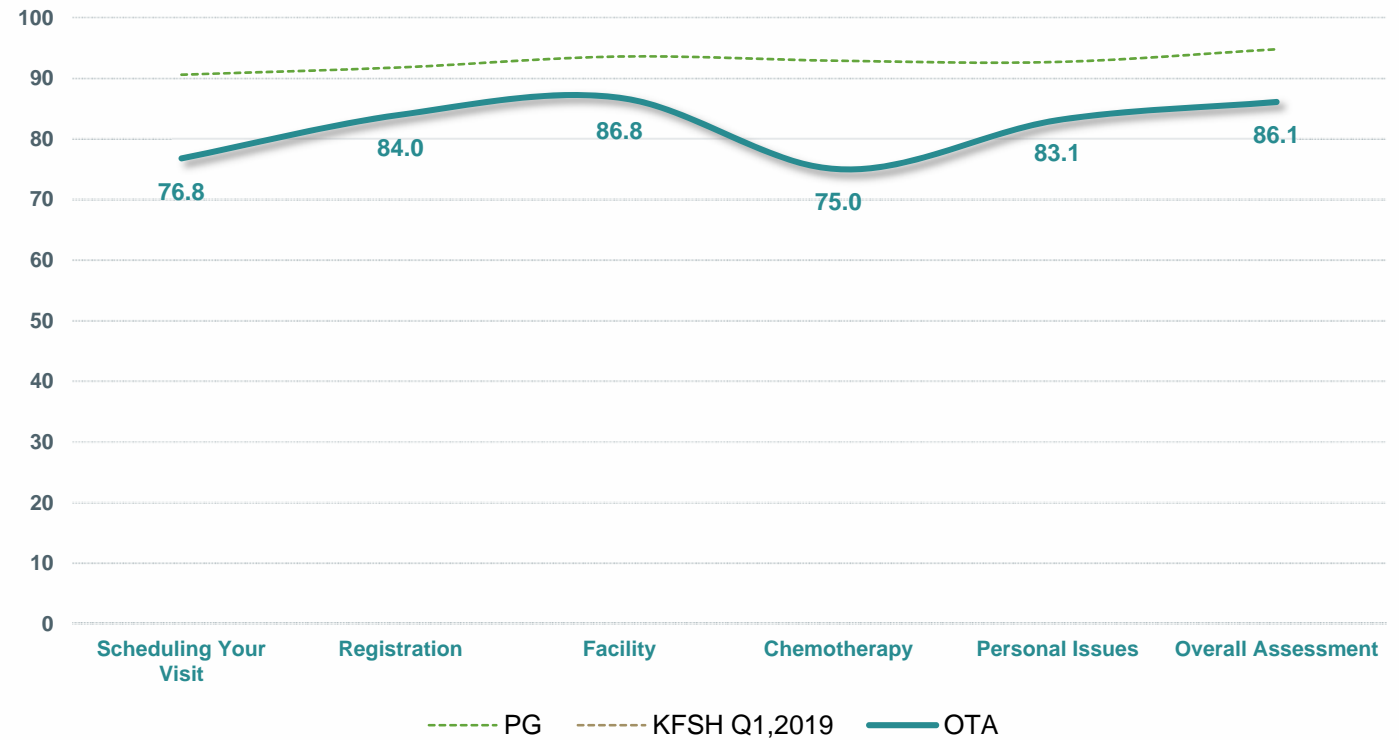
81.9

Q1,2019

n-Size

105

Period: Jan 1st – Mar 31st, 2019



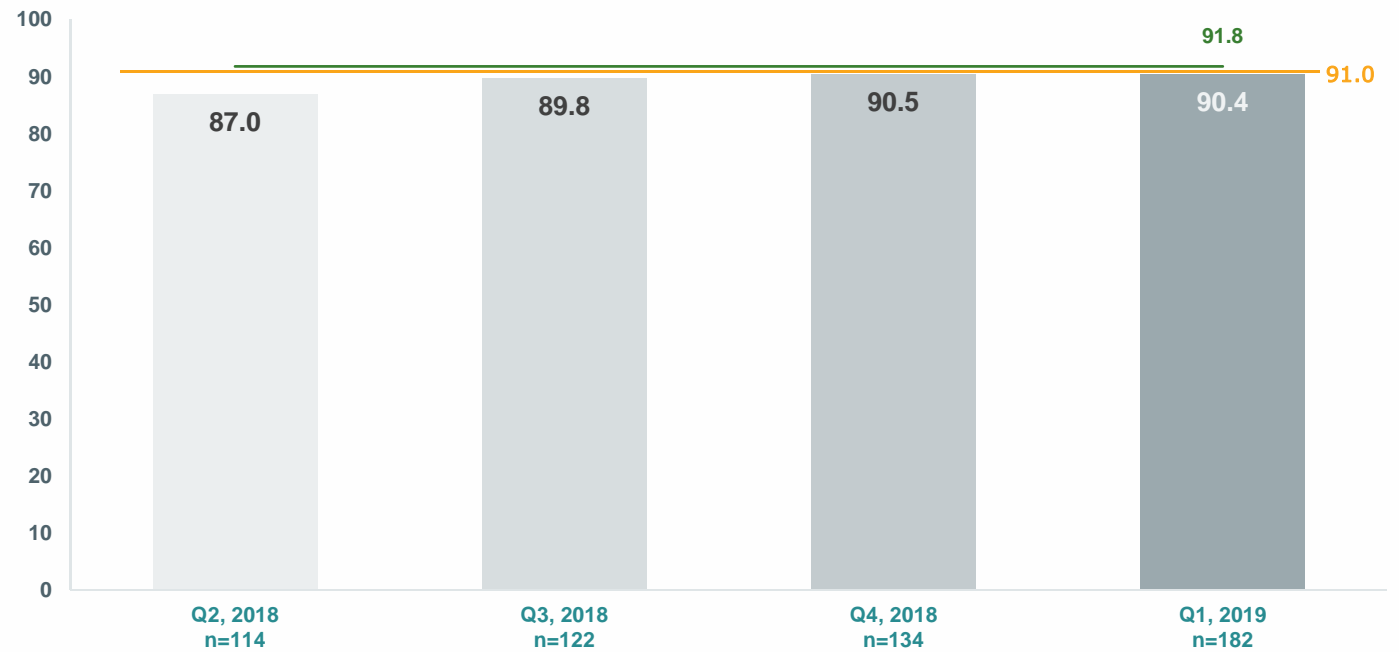


Dental



DEN – Overall Rating

Overall Rating Trend [Q2, 2018 – Q1, 2019]

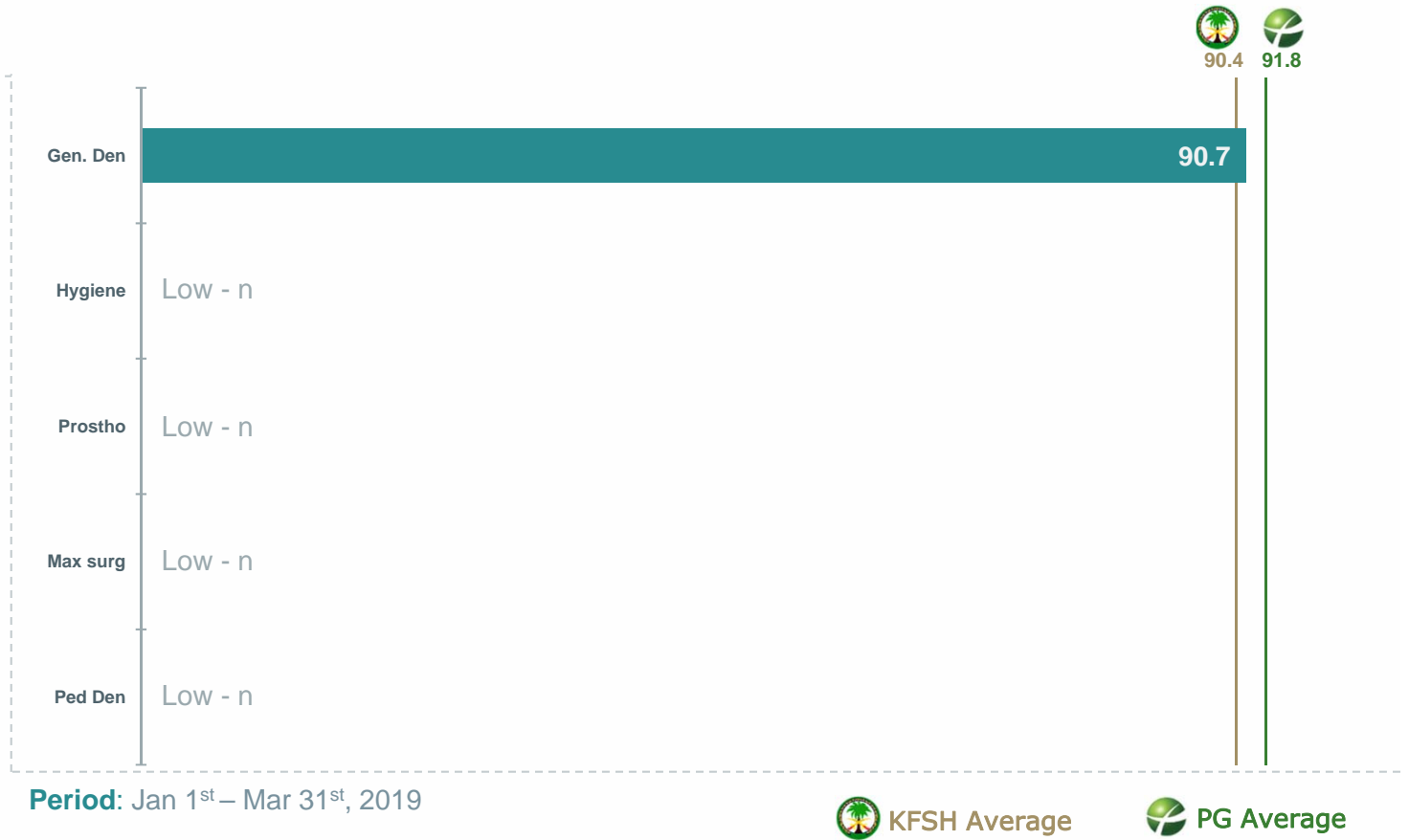


■ 2019 Target
[91.0]

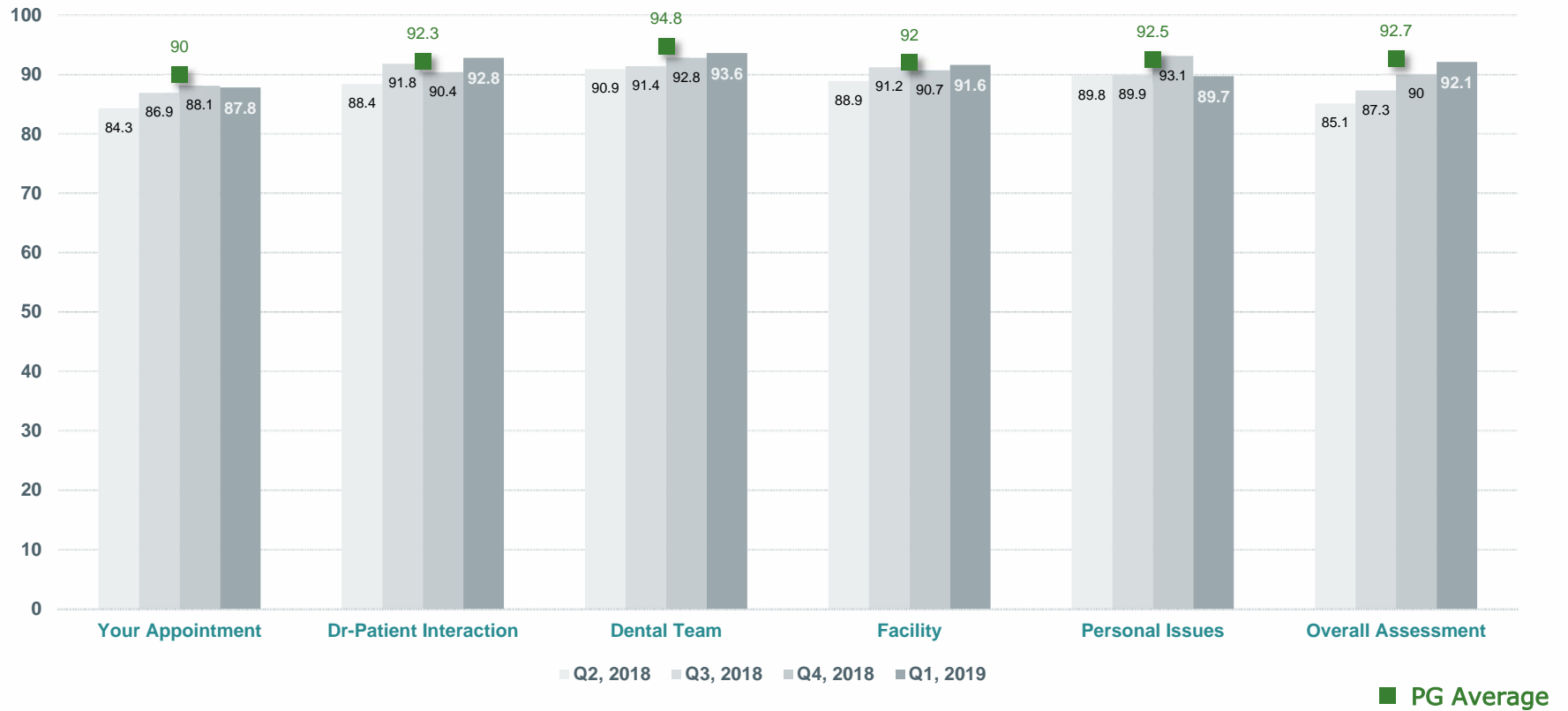
■ PG Average

DEN – Overall Rating

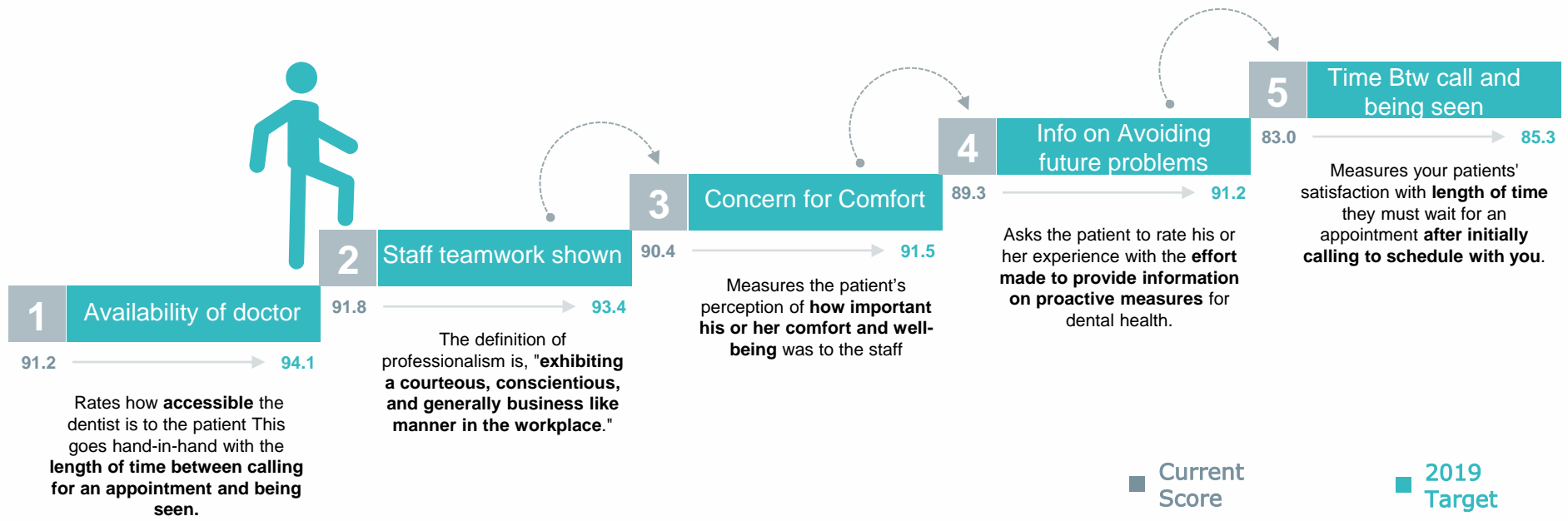
Overall Rating Departments



DEN – Survey Domains



DEN – Priority Index (Q1,2019)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- Items # 3&4 have been identified as priorities for 4 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

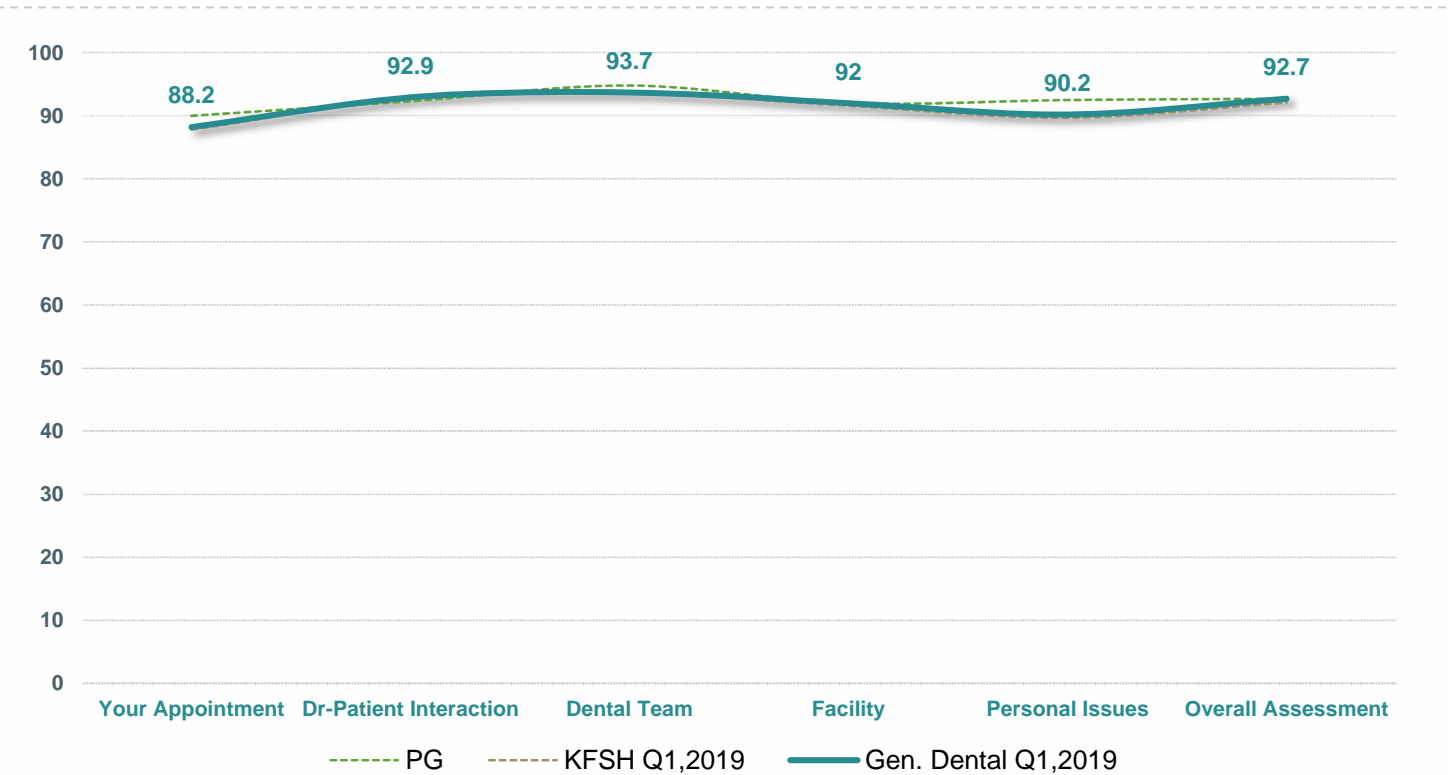
Dental – Departments

Gen. Dental Patient Journey



n-Size
127

Period: Jan 1st – Mar 31st, 2019



King Faisal Specialist Hospital - Jeddah

Patient Experience Results [Q1, 2019]

