

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q2, 2019]



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



روابط للحلول الصحية
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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	This Quarter (Q2, 2019)	Previous Period (Q1, 2019)	2019 Target Score
Medical Practice (OP)	87.2	87.5	88.2
Inpatient – Adults (IP)*	75.7%	77.7%	77.8%
Inpatient – Pediatric (PIP)	90.5	91.1	87.7
Emergency Department (ED)	75.6	71.9	75.4
Ambulatory Surgery (AS)	90	89.0	91.2
Outpatient Oncology (ON)	80.4	81.9	87.6
Dental (DEN)	85.9	90.4	91.0

* HCHAPS Survey - Top Box % is used

This effort is intended into aligning KFSH-Jeddah Caregivers to achieve our Patient Experience goal 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.



Outpatient

OP – Overall Rating

KFSH

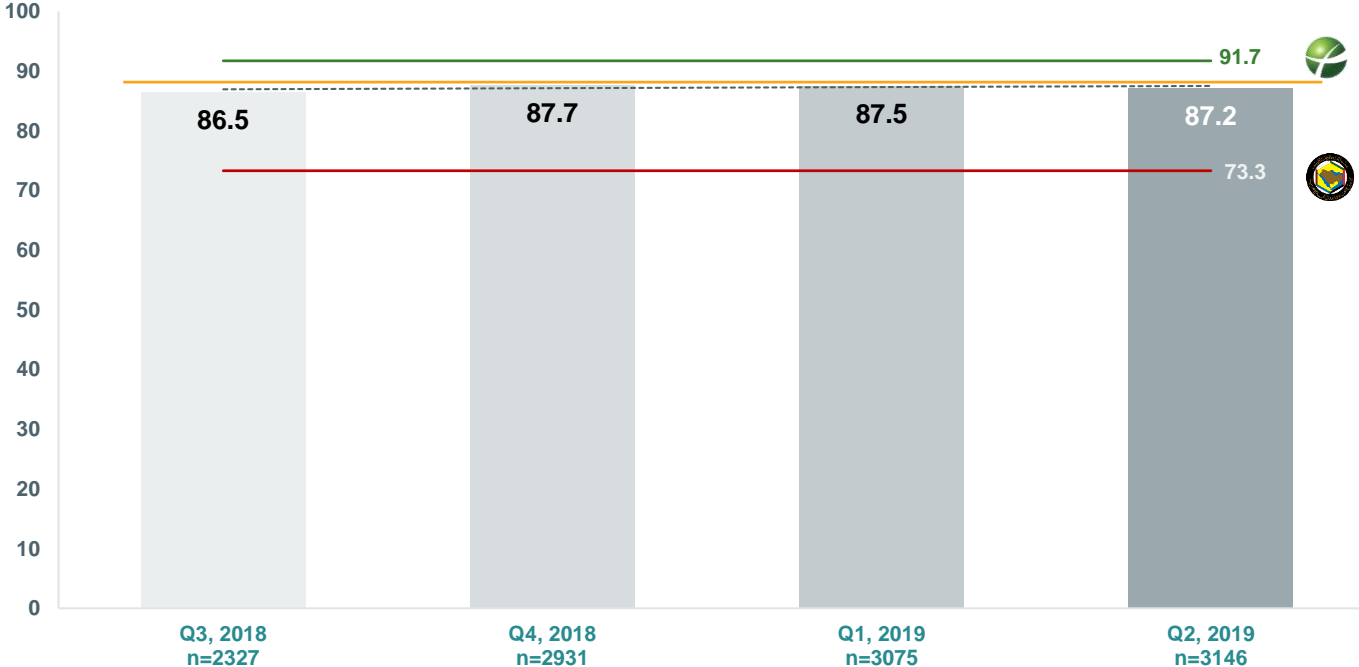
87.2

Q2, 2019

n-Size

3,146

Overall Rating Trend [Q3, 2018 – Q2, 2019]



■ 2019 Target [88.2]

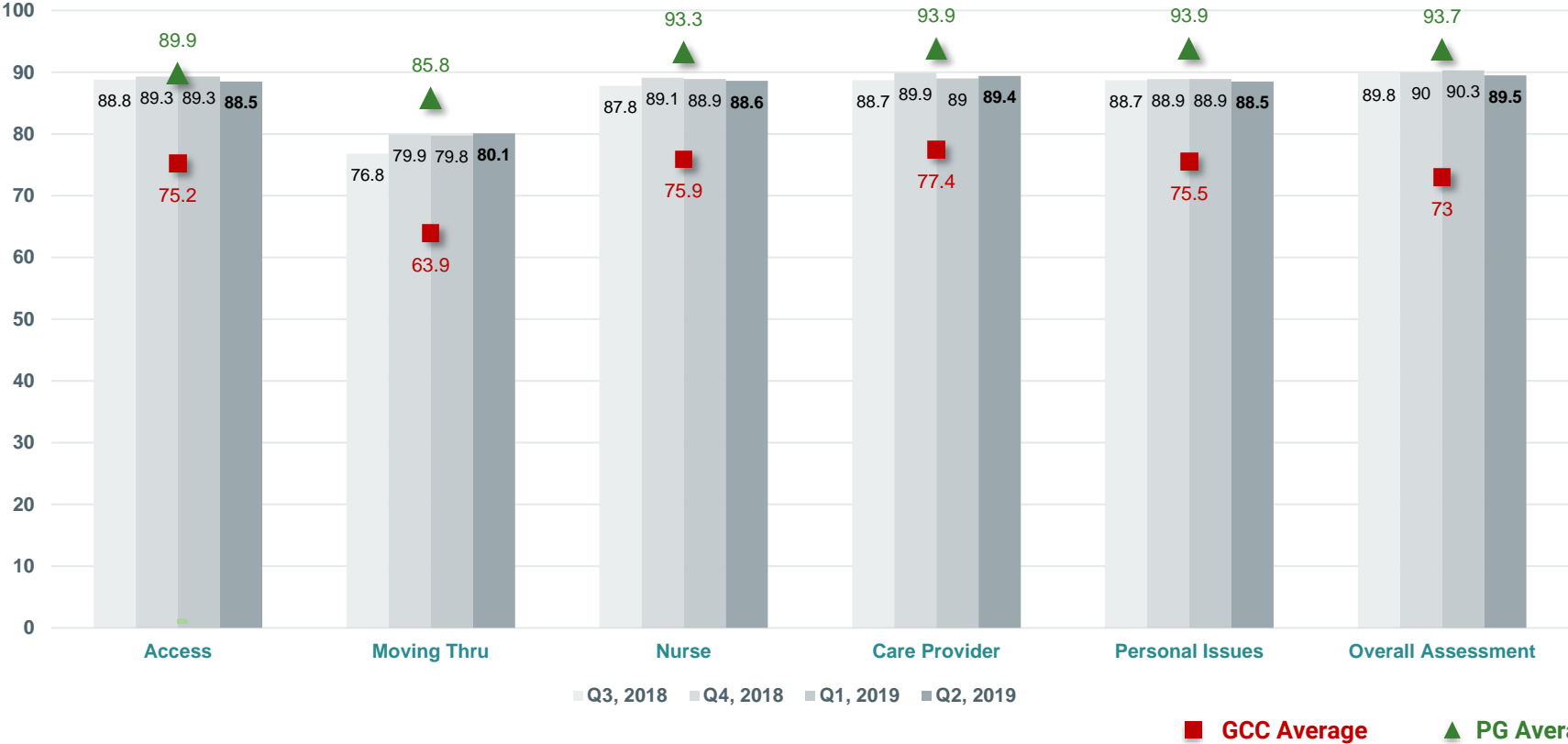


GCC Average [73.3]



PG Average [91.7]

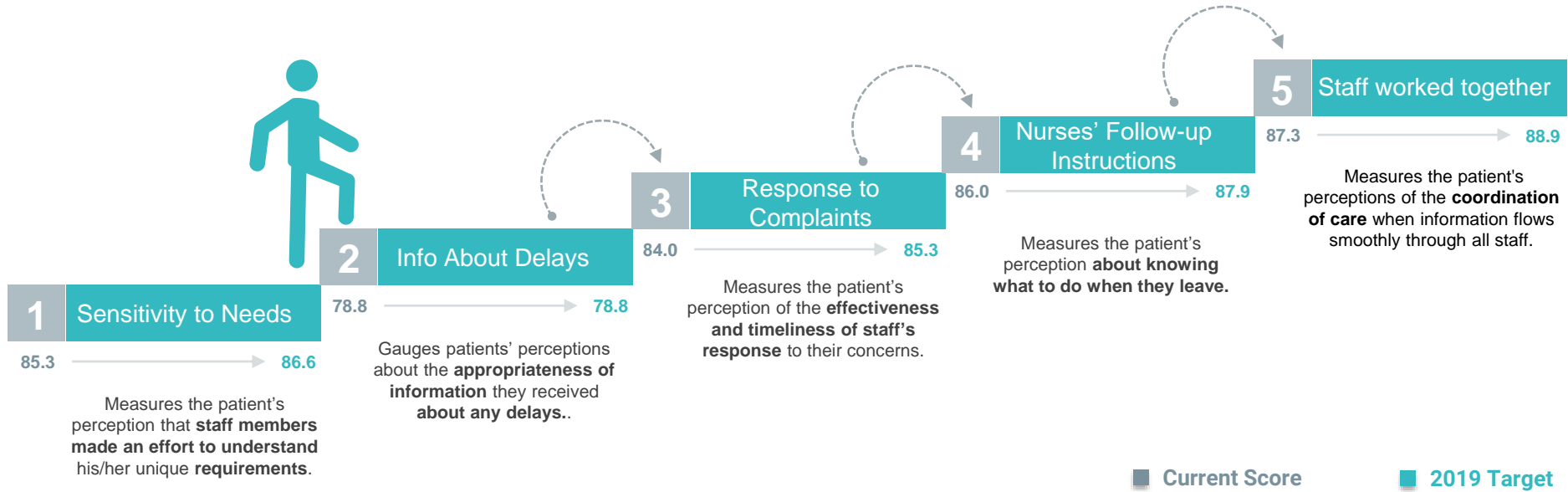
OP – Survey Domains



OP – Strengths



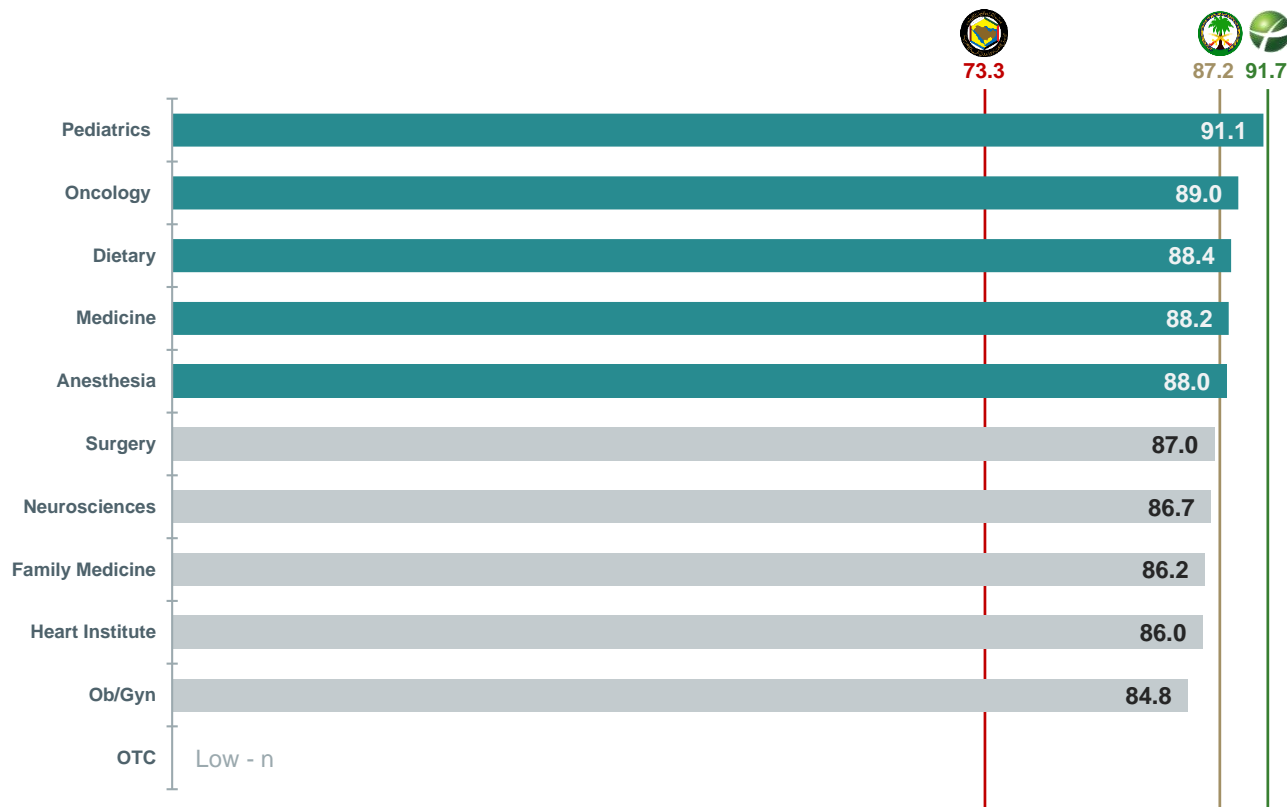
OP – Priority Index (Q2, 2019)



- 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 6 consecutive Quarters (Q1, 2018-Q2, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2019

OP – Departments

Pediatrics

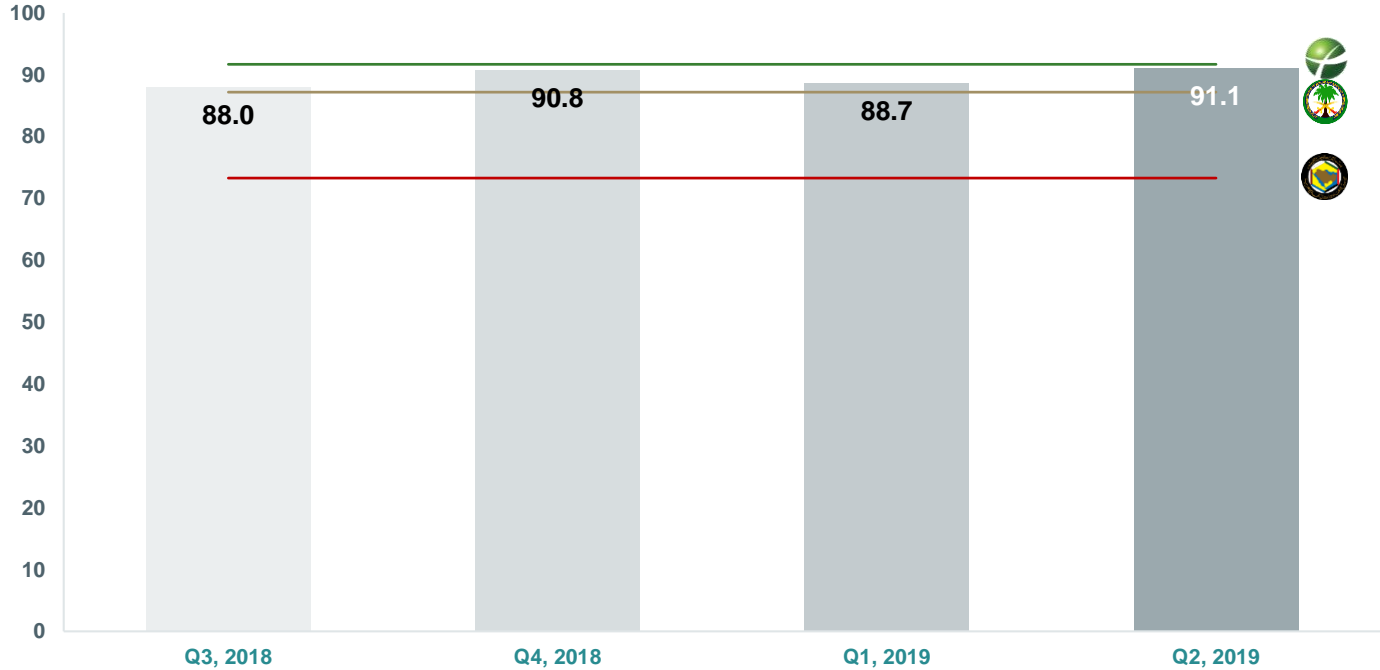
Overall Rating



n-Size

184

Period: Apr 1st – Jun 30th, 2019



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

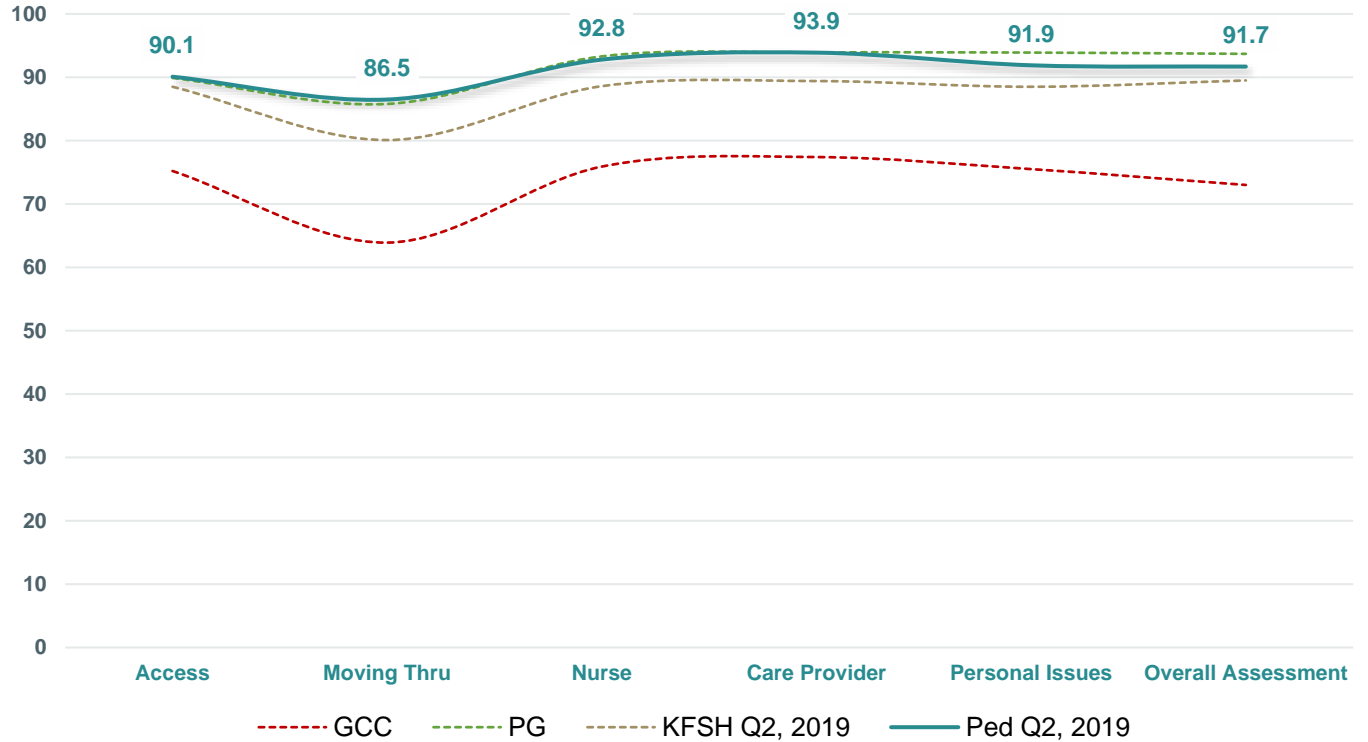
OP – Departments

Pediatrics Patient Journey



n-Size
184

Period: Apr 1st – Jun 30th, 2019



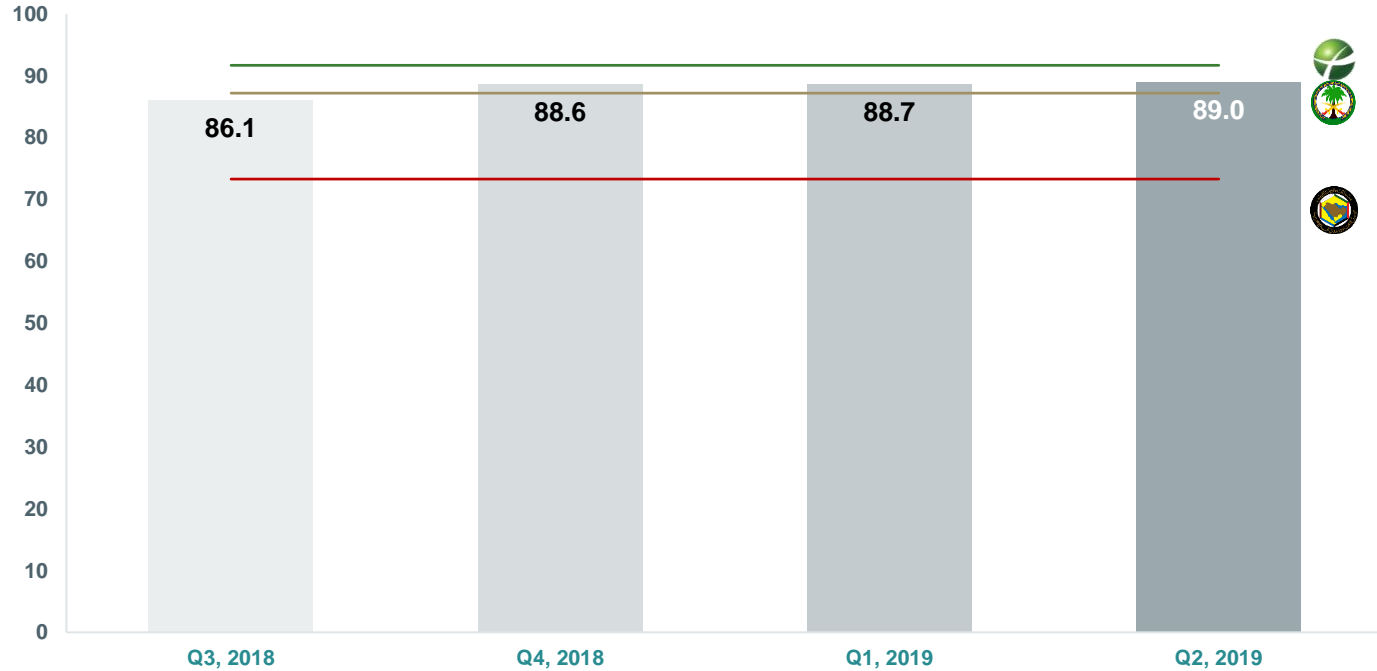
OP – Departments

Oncology Overall Rating



n-Size
261

Period: Apr 1st – Jun 30th, 2019



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

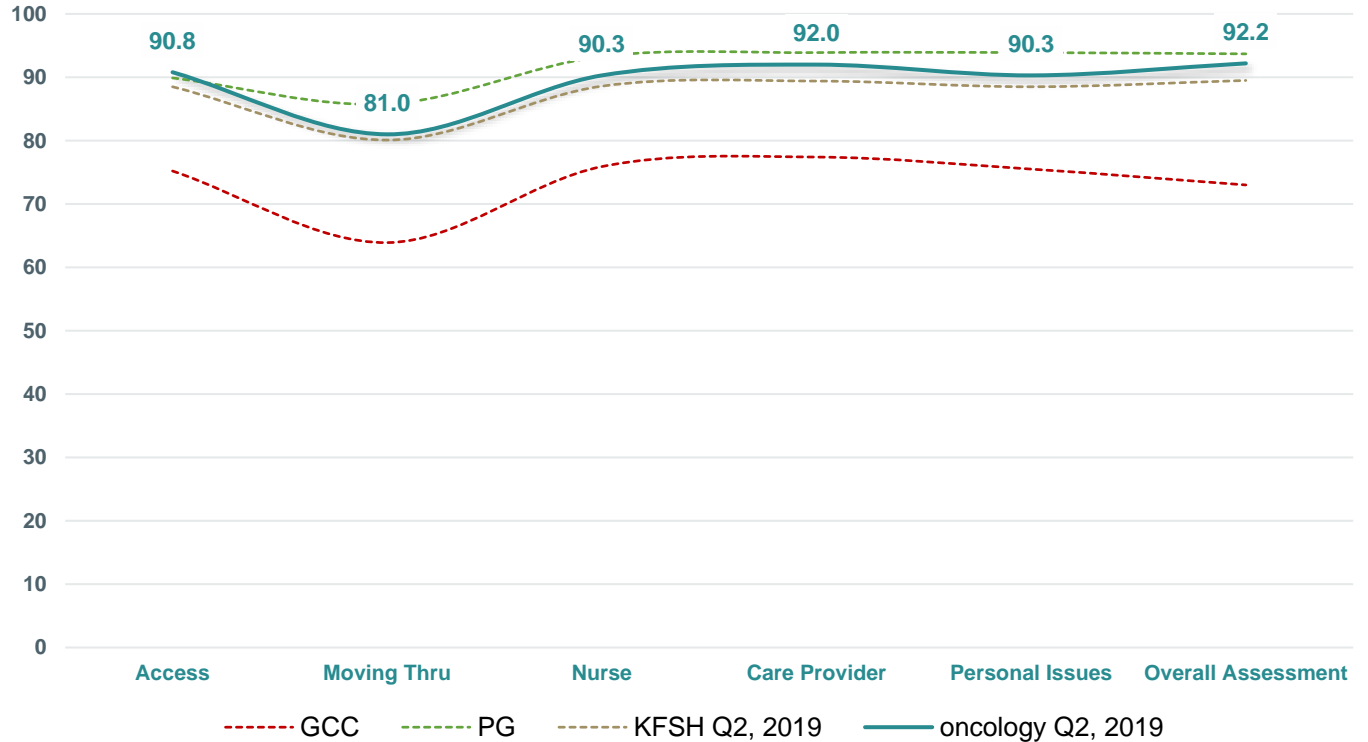
OP – Departments

Oncology Overall Rating



n-Size
261

Period: Apr 1st – Jun 30th, 2019



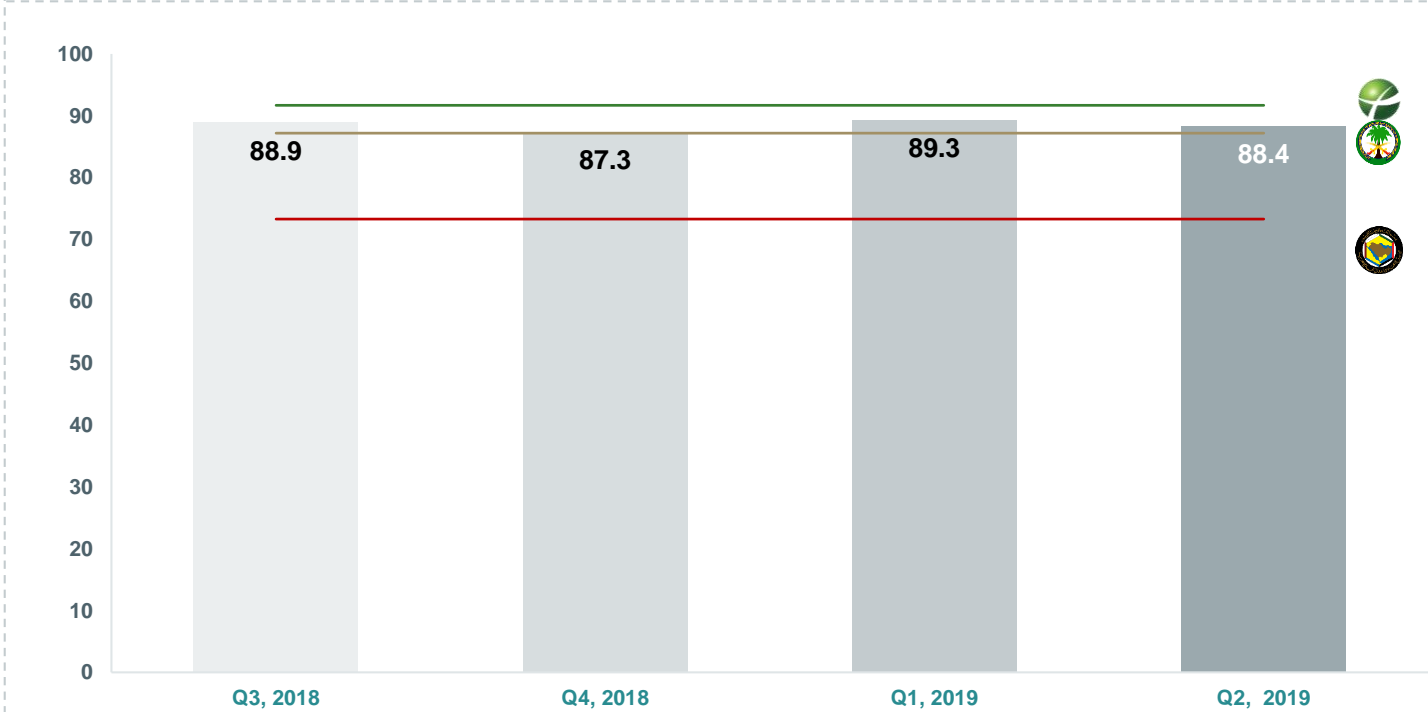
OP – Departments

Period: Apr 1st – Jun 30th, 2019

Dietary Overall Rating



n-Size
87



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

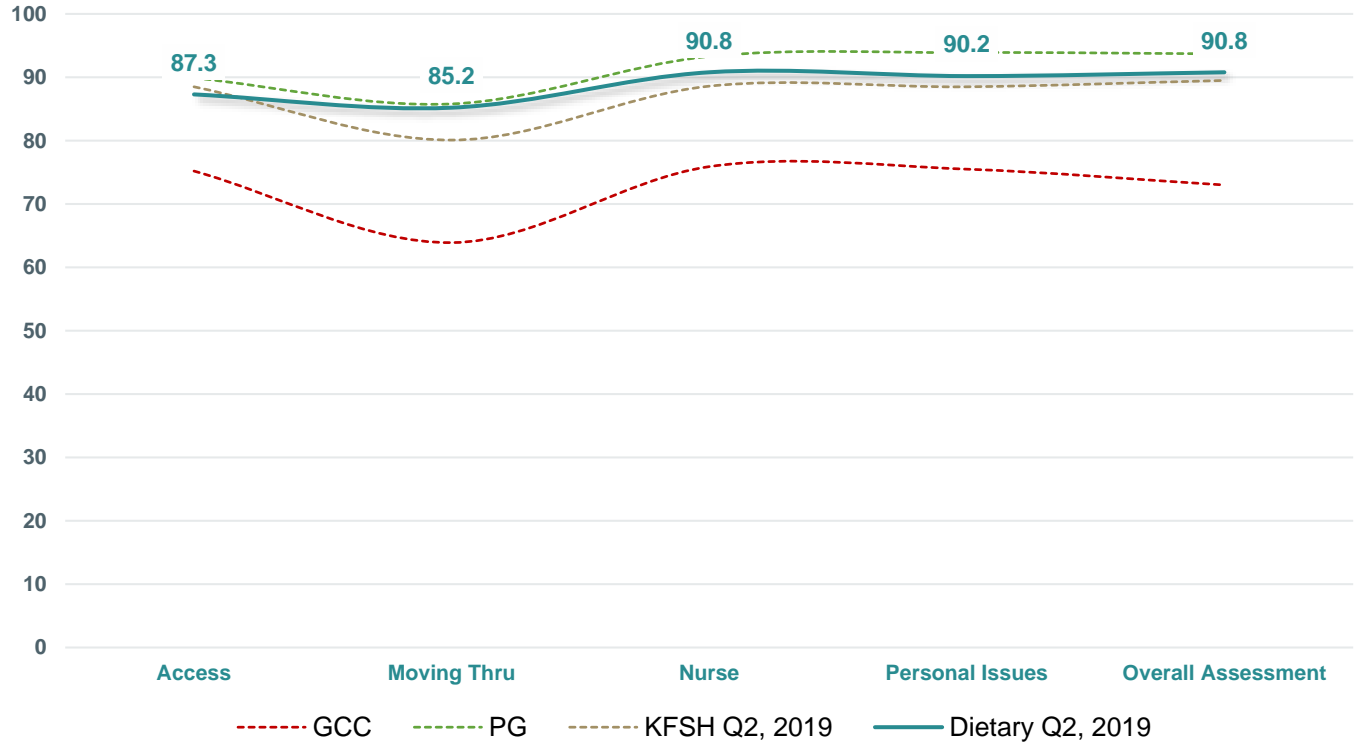
OP – Departments

Period: Apr 1st – Jun 30th, 2019

Dietary Patient Journey



n-Size
87



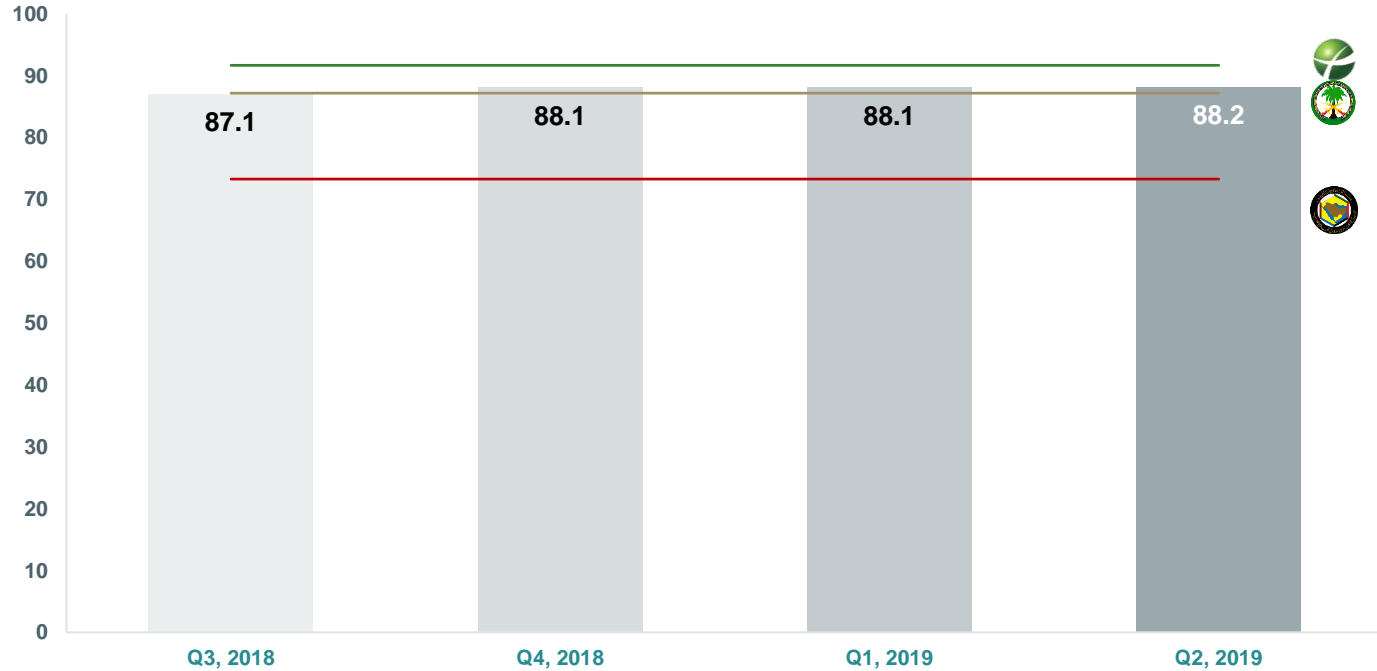
OP – Departments

Medicine Overall Rating



n-Size
655

Period: Apr 1st – Jun 30th, 2019



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

OP – Departments

Medicine

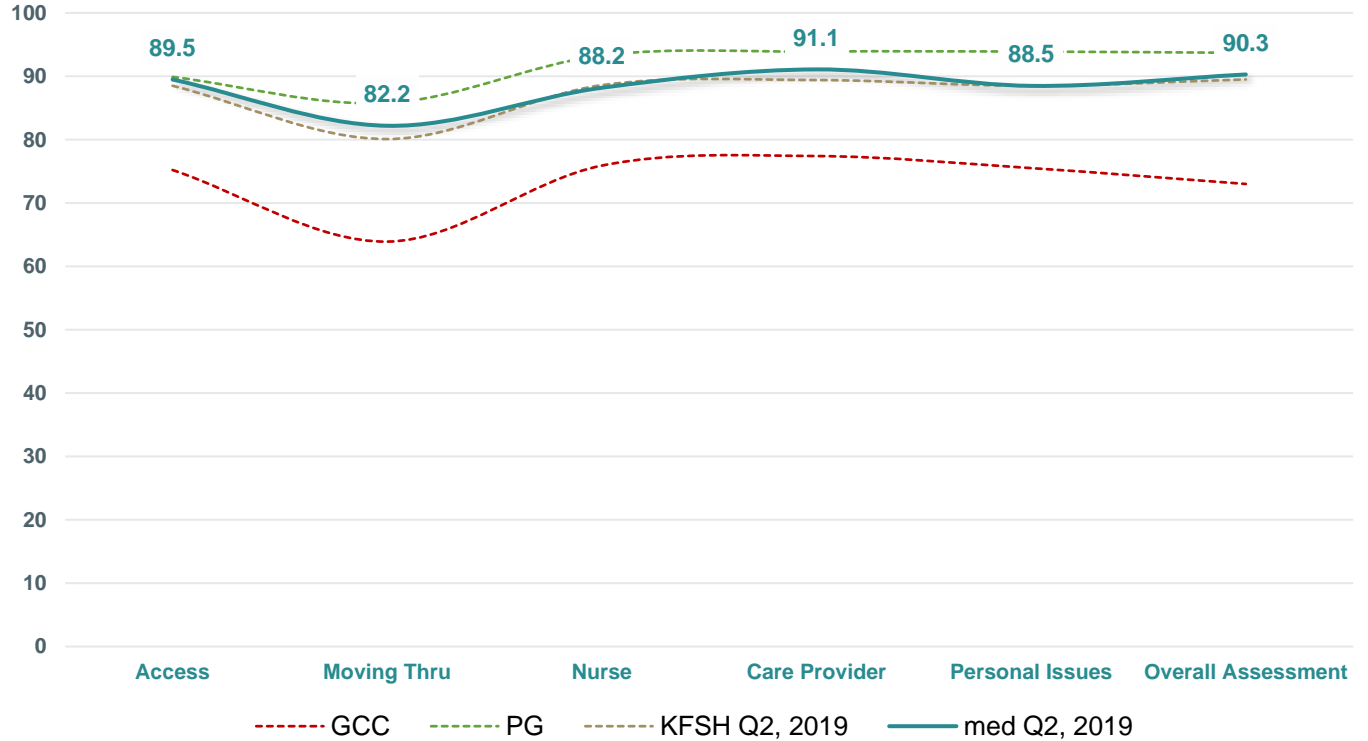
Patient Journey



n-Size

655

Period: Apr 1st – Jun 30th, 2019



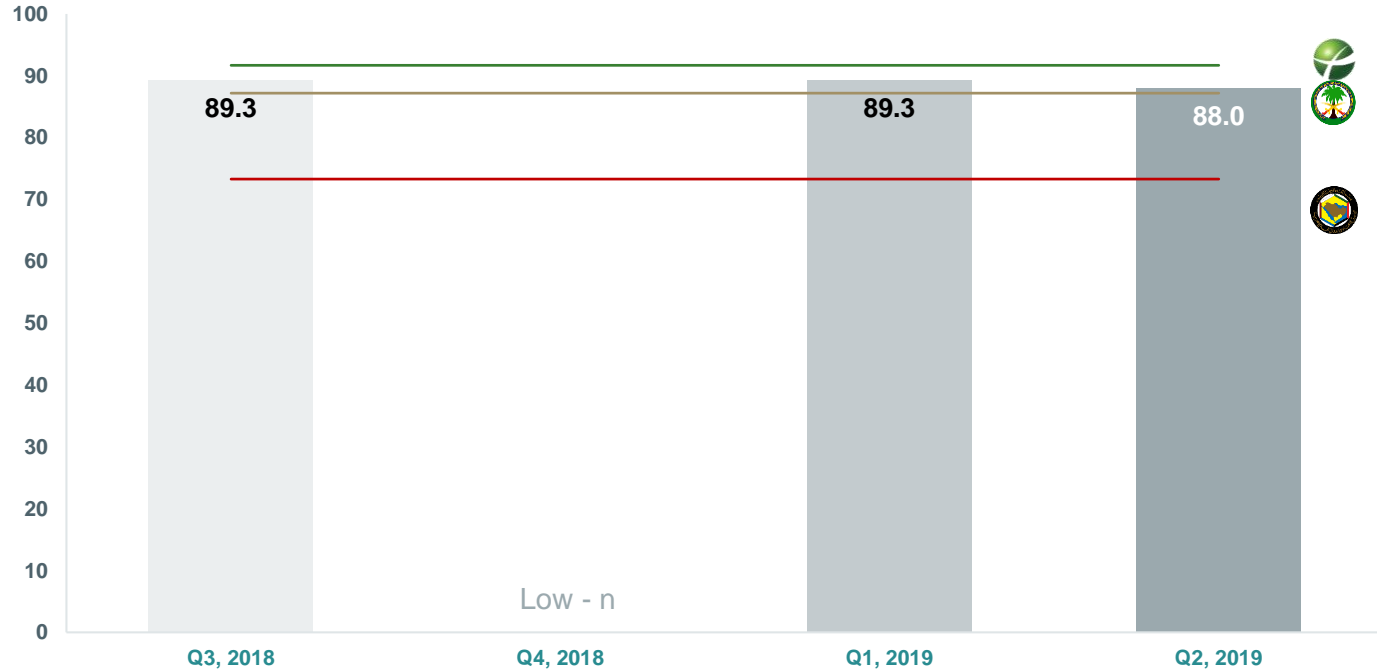
OP – Departments

Anesthesia Overall Rating



n-Size
43

Period: Apr 1st – Jun 30th, 2019



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

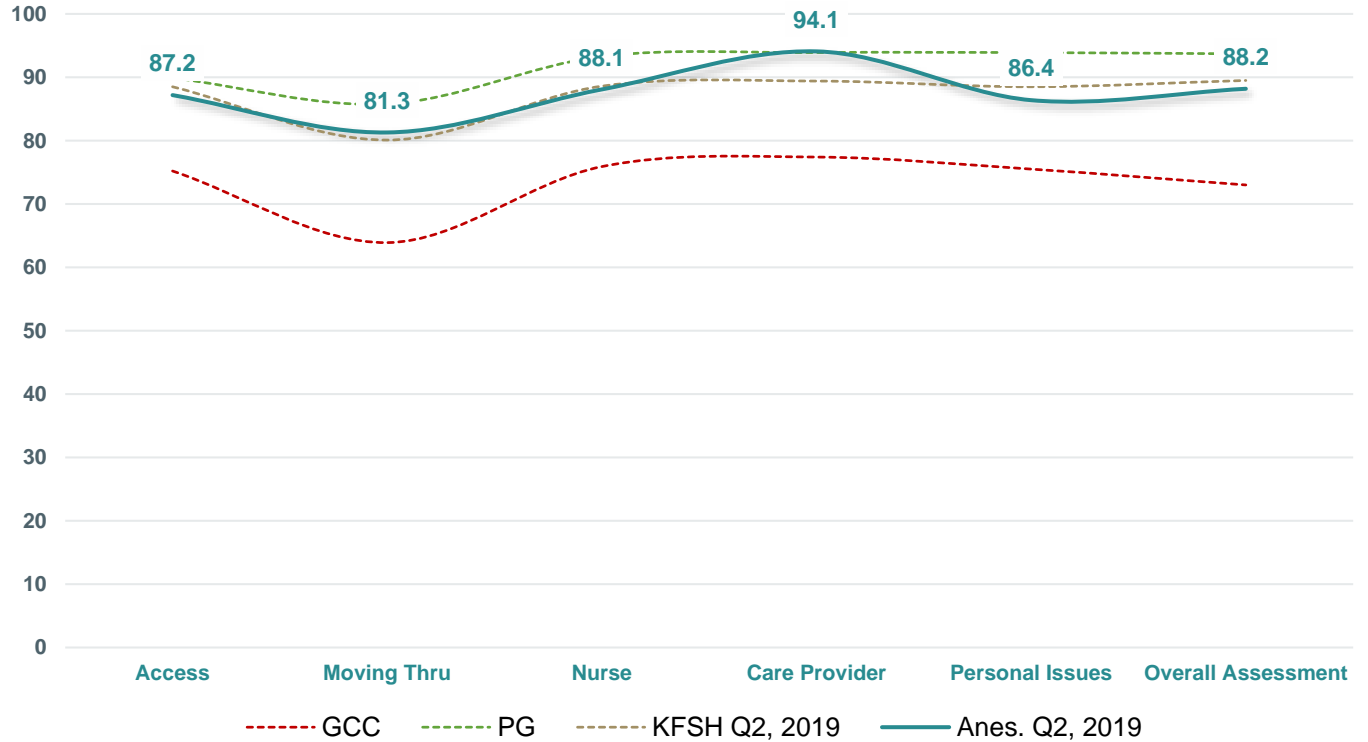
OP – Departments

Anesthesia Patient Journey



n-Size
43

Period: Apr 1st – Jun 30th, 2019



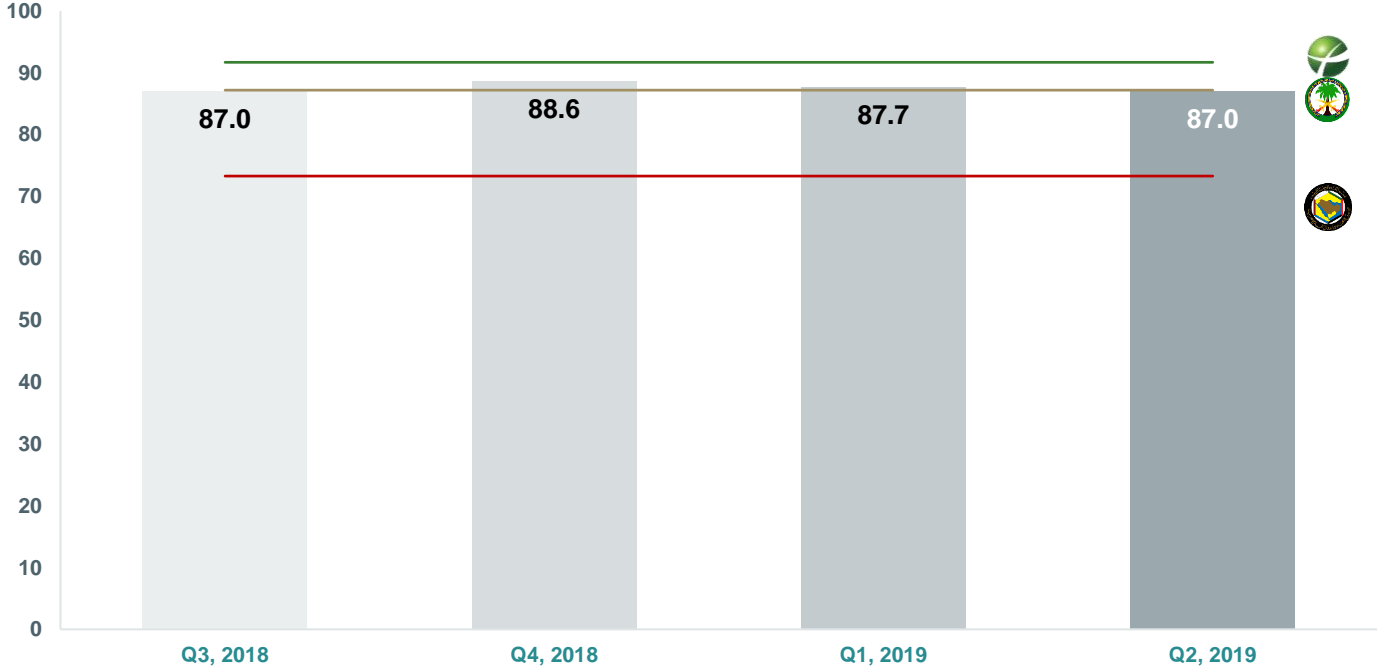
OP – Departments

Period: Apr 1st – Jun 30th, 2019

Surgery Overall Rating



n-Size
515



 **KFSH Average [87.2]**

 **GCC Average [73.3]**

 **PG Average [91.7]**

OP – Departments

Surgery

Patient Journey

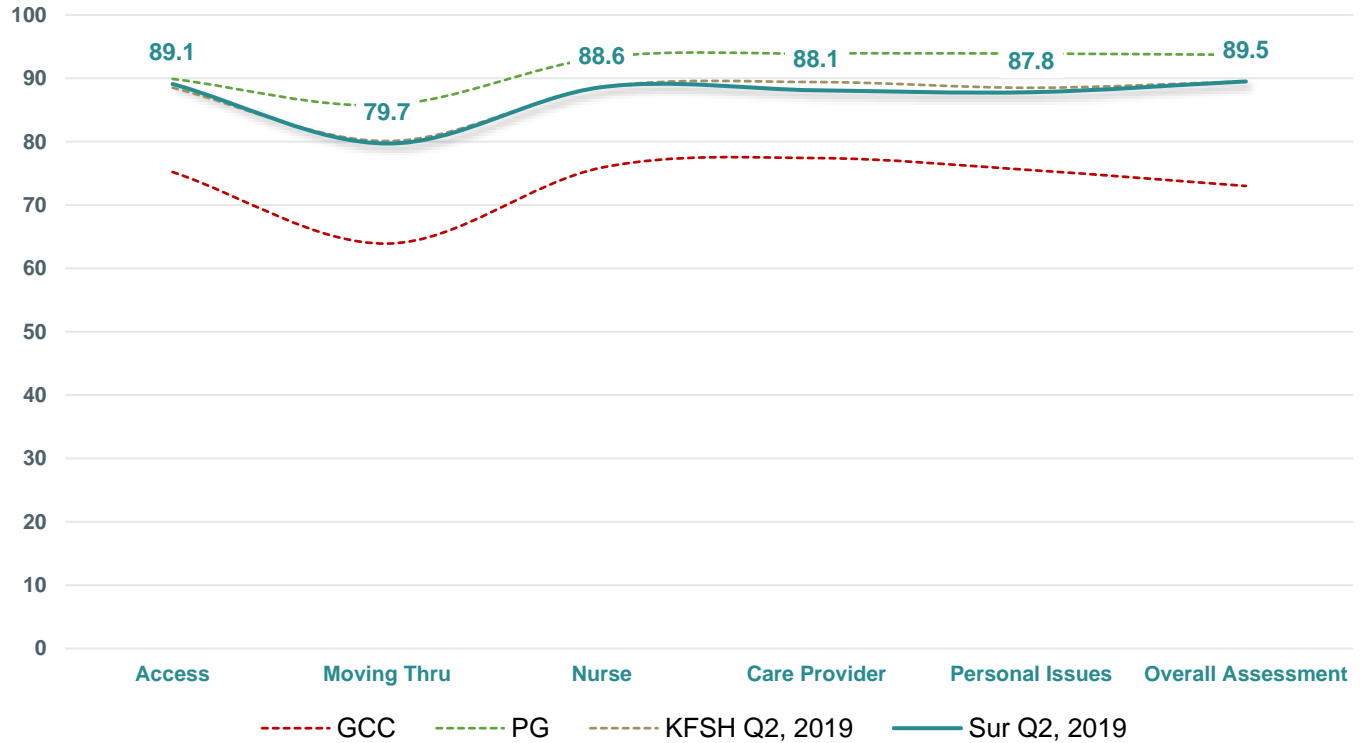
87.0

Q2, 2019

n-Size

515

Period: Apr 1st – Jun 30th, 2019



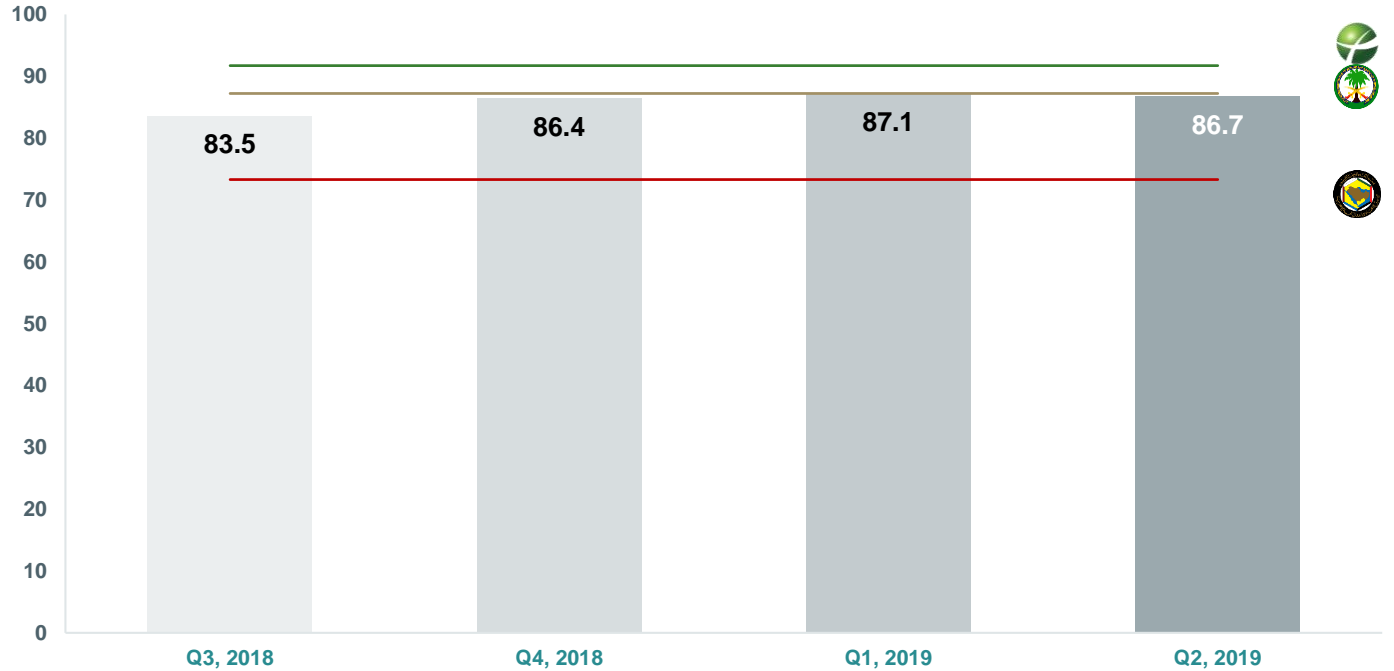
OP – Departments

Neurosciences Overall Rating



n-Size
294

Period: Apr 1st – Jun 30th, 2019



 **KFSH Average [87.2]**

 **GCC Average [73.3]**

 **PG Average [91.7]**

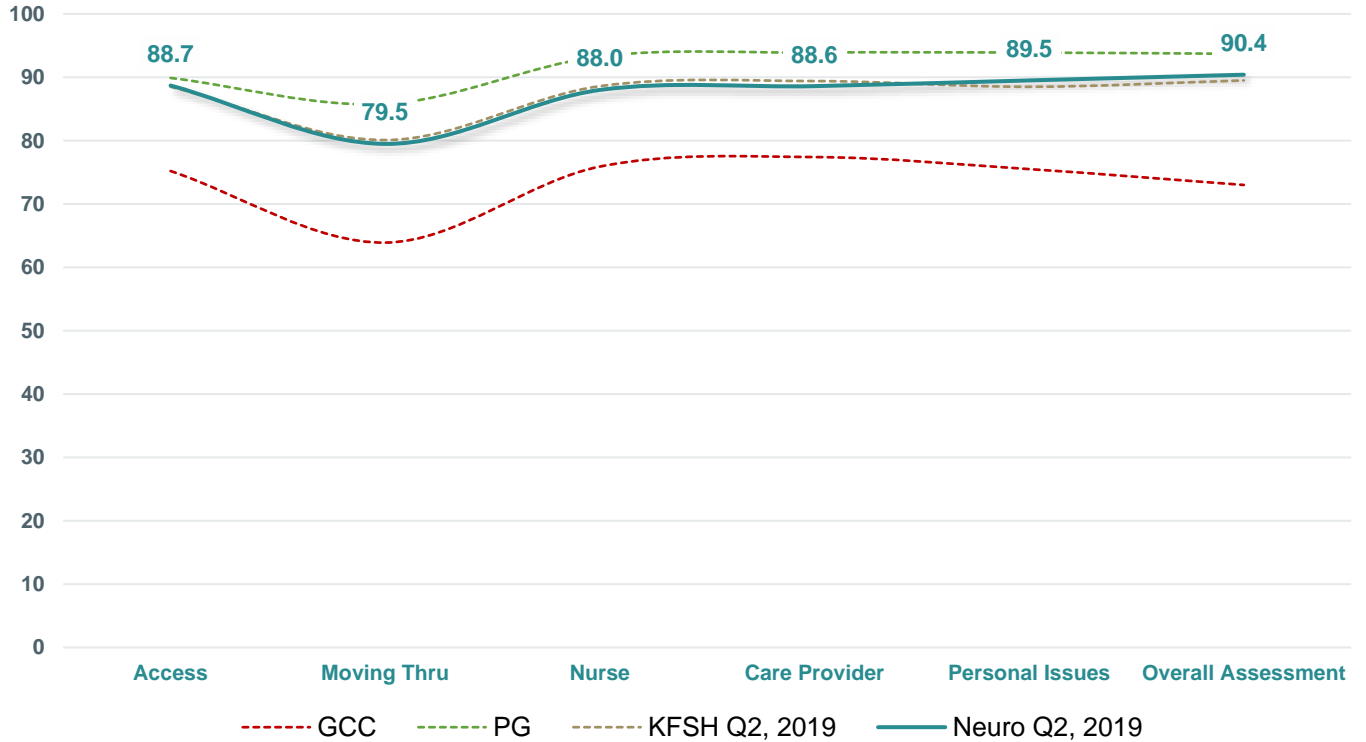
OP – Departments

Neurosciences Patient Journey



n-Size
294

Period: Apr 1st – Jun 30th, 2019



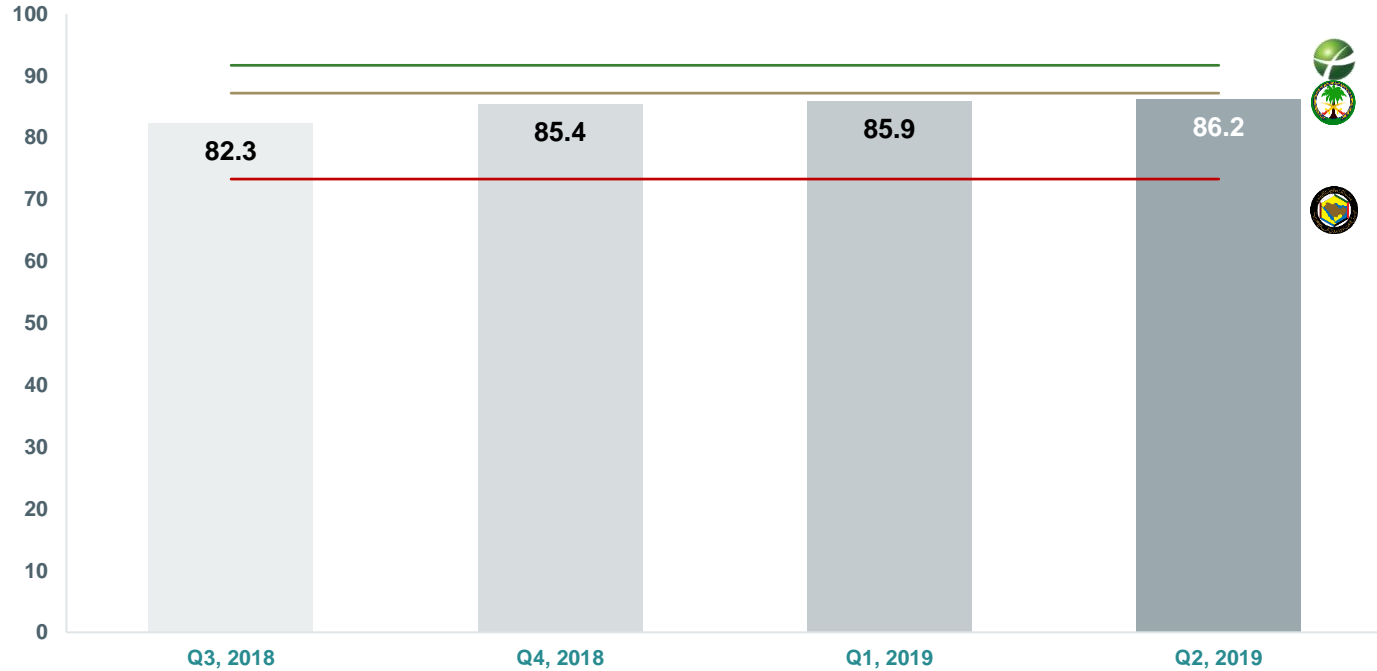
OP – Departments

Period: Apr 1st – Jun 30th, 2019

Family Medicine Overall Rating



n-Size
438



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

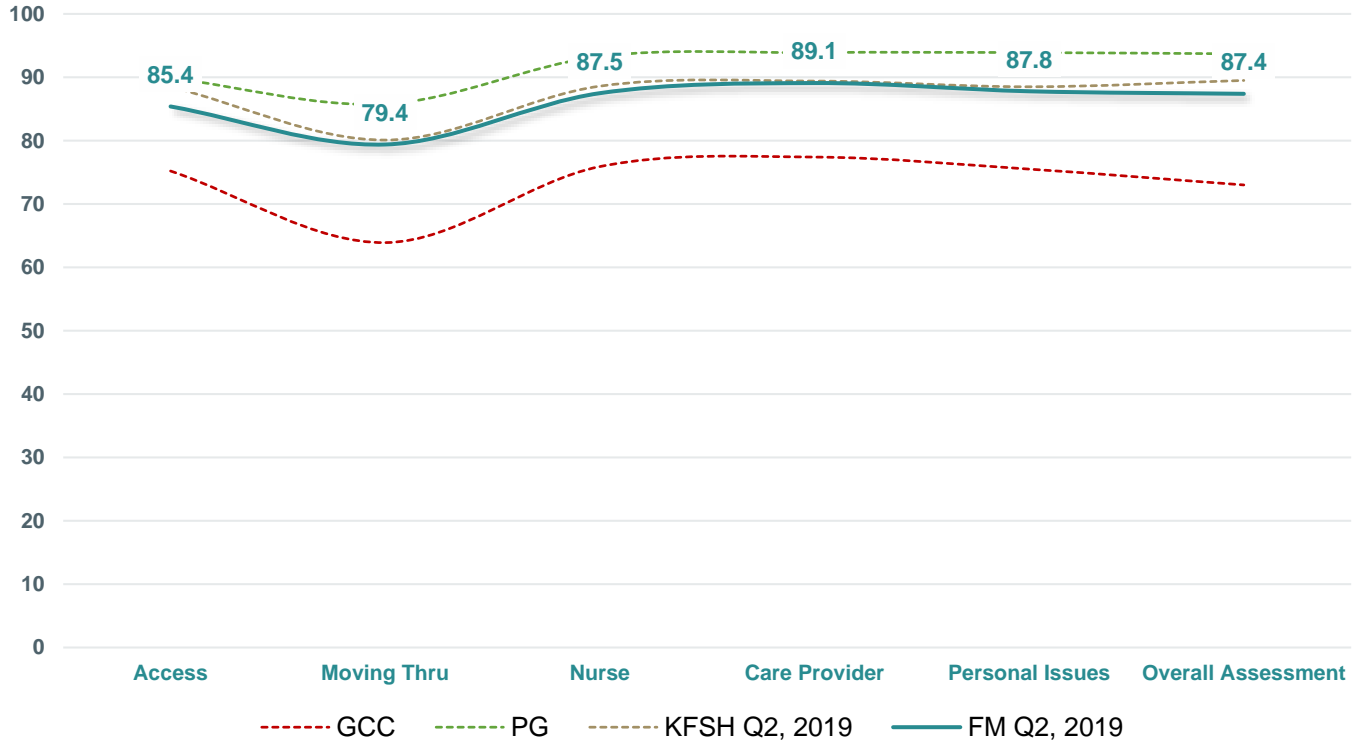
OP – Departments

Family Medicine Patient Journey



n-Size
438

Period: Apr 1st – Jun 30th, 2019



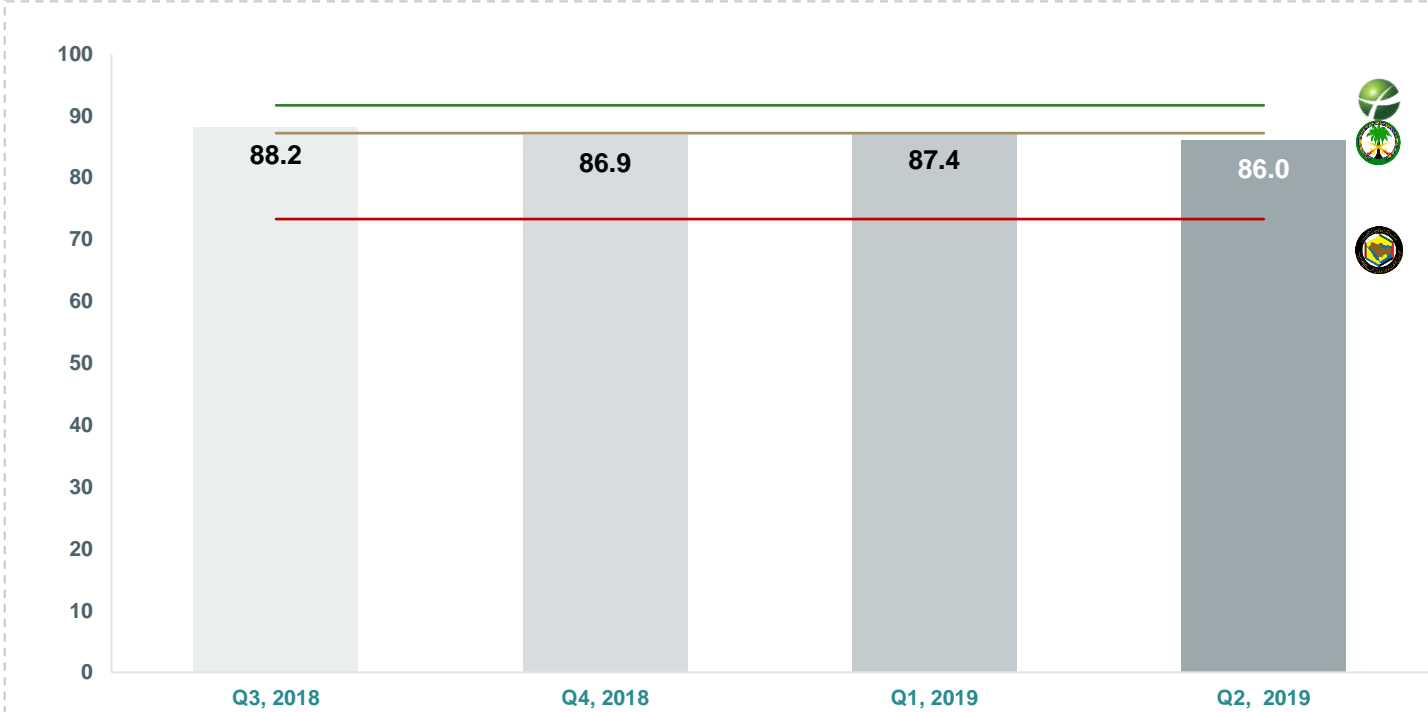
OP – Departments

Period: Apr 1st – Jun 30th, 2019

Heart Institute Overall Rating



n-Size
450



 **KFSH Average [87.2]**

 **GCC Average [73.3]**

 **PG Average [91.7]**

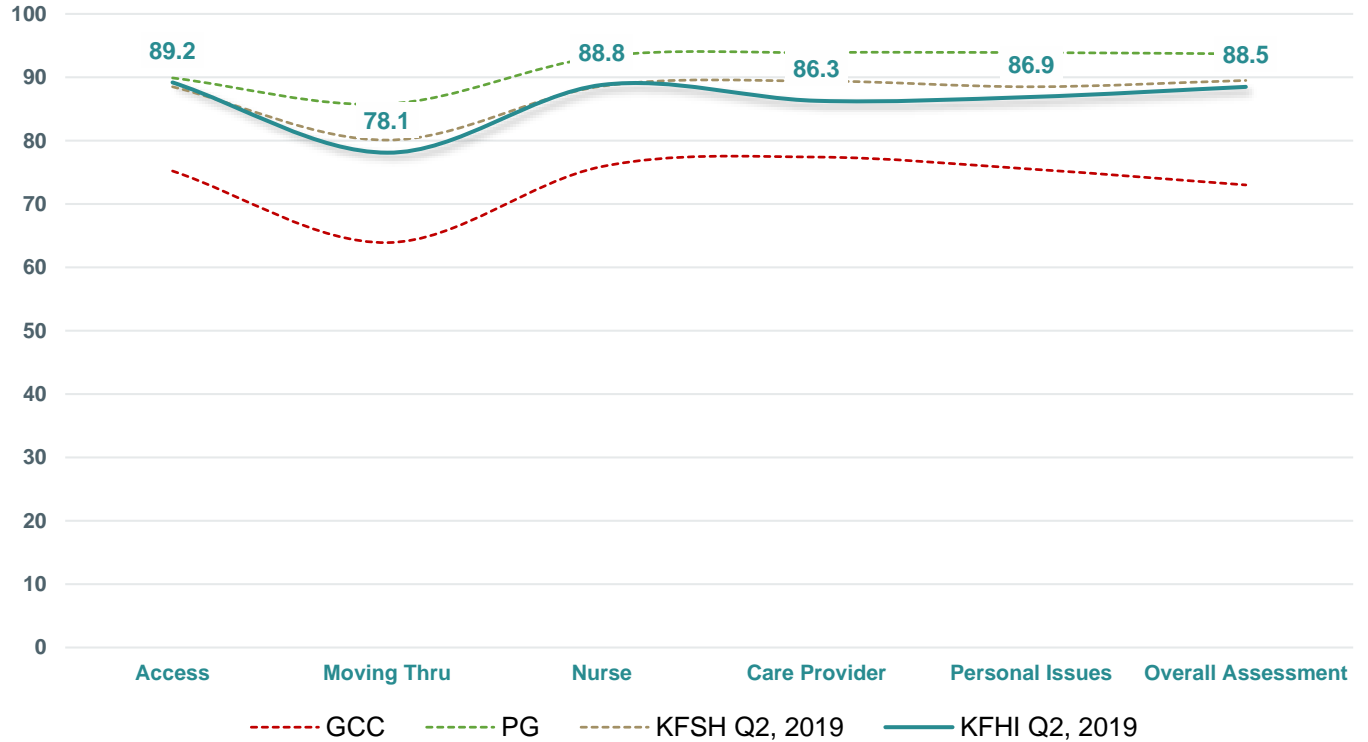
OP – Departments

Heart Institute Patient Journey



n-Size
450

Period: Apr 1st – Jun 30th, 2019



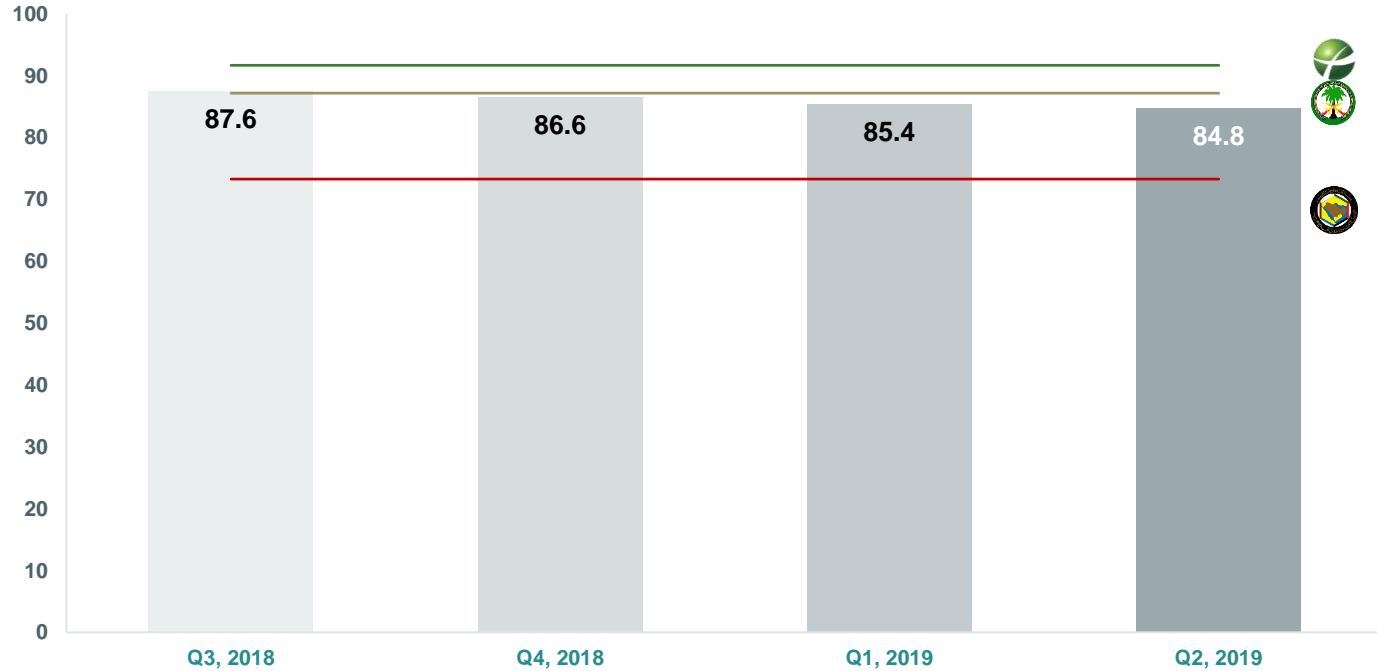
OP – Departments

Period: Apr 1st – Jun 30th, 2019

Ob/Gyn Overall Rating



n-Size
194



 KFSH Average [87.2]

 GCC Average [73.3]

 PG Average [91.7]

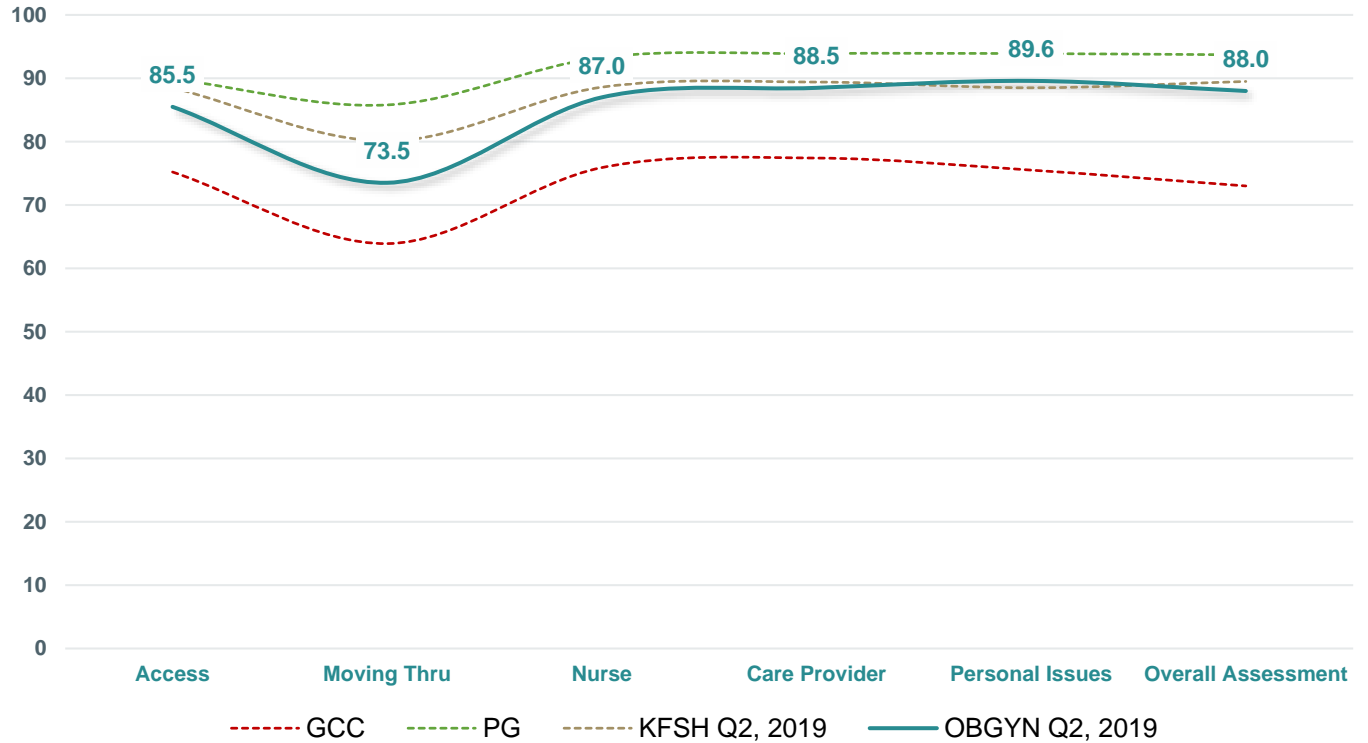
OP – Departments

Ob/Gyn Patient Journey



n-Size
194

Period: Apr 1st – Jun 30th, 2019



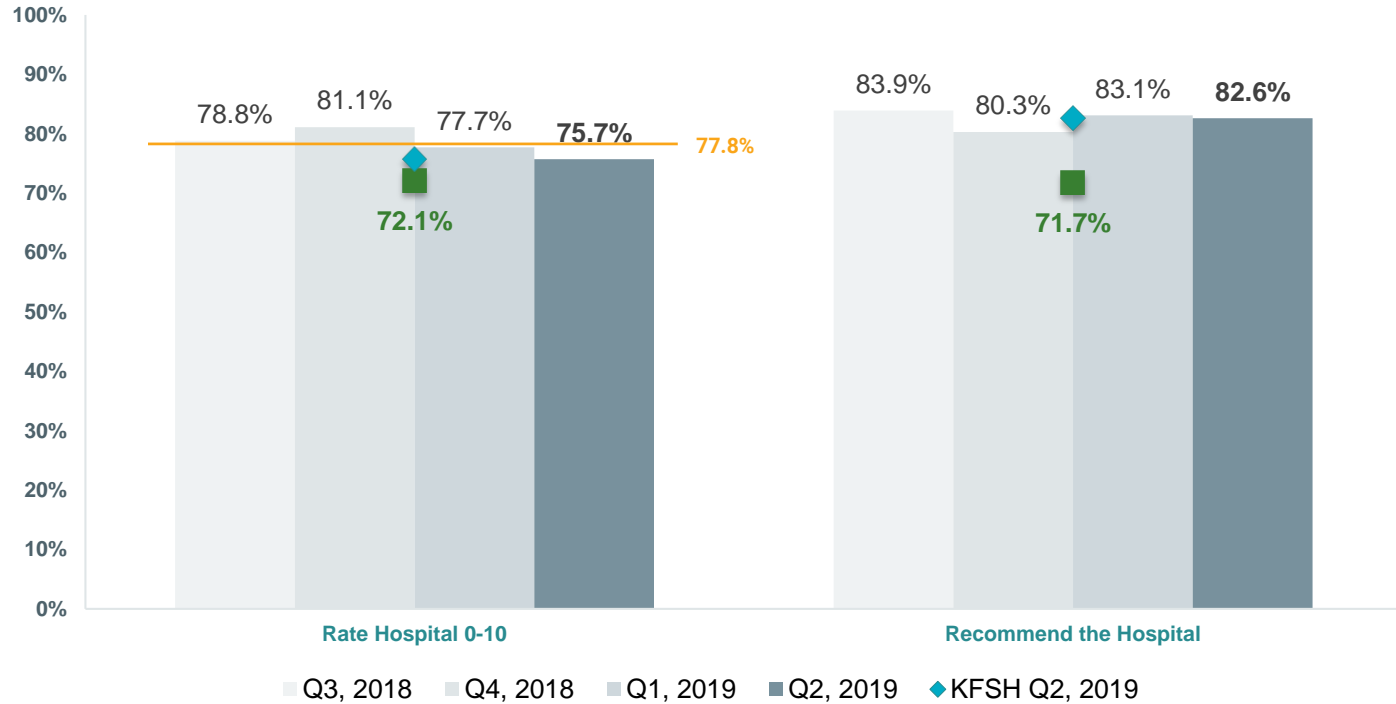


Inpatient
Adults

IP – Global Items

Global Items Overall

Overall Rating Trend [Q3, 2018 – Q2, 2019]

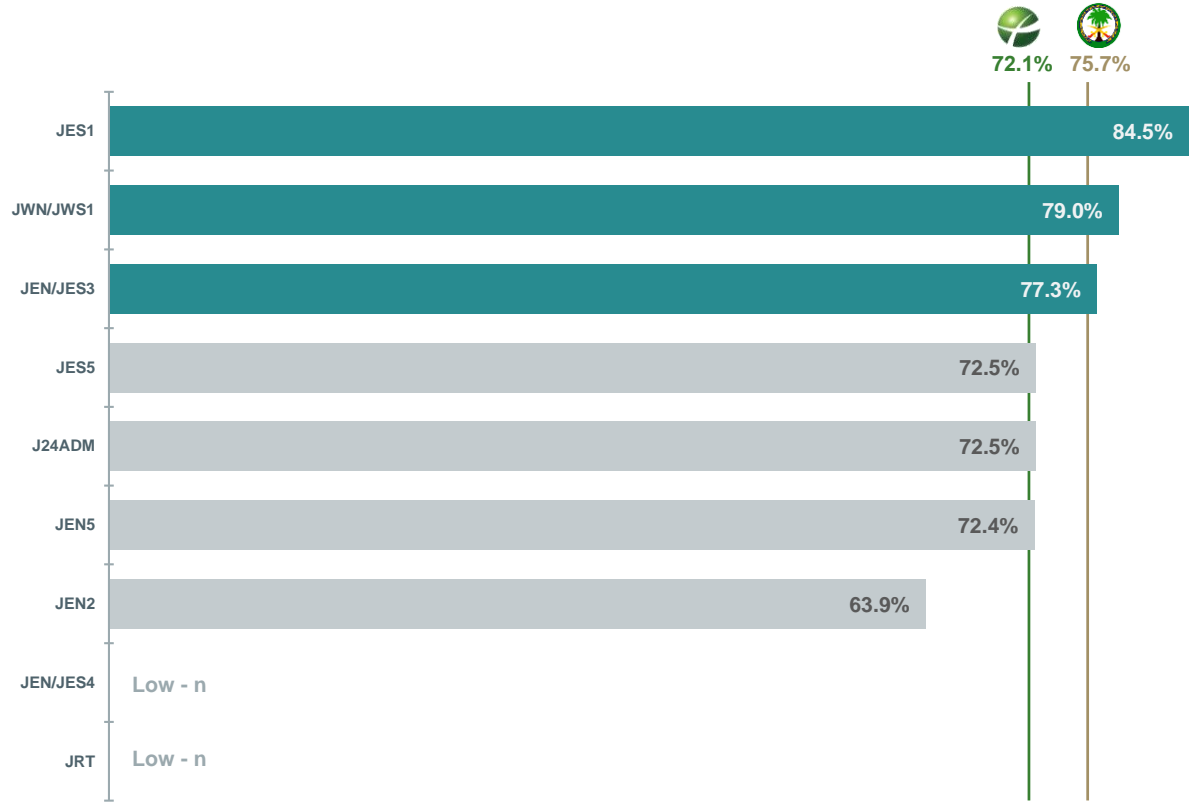


* Top Box %

■ 2019 Target [77.8%] ■ PG Average

IP – Global Items

Rate Hospital 0-10 Wards



Period: Apr 1st – Jun 30th, 2019

* Top Box %



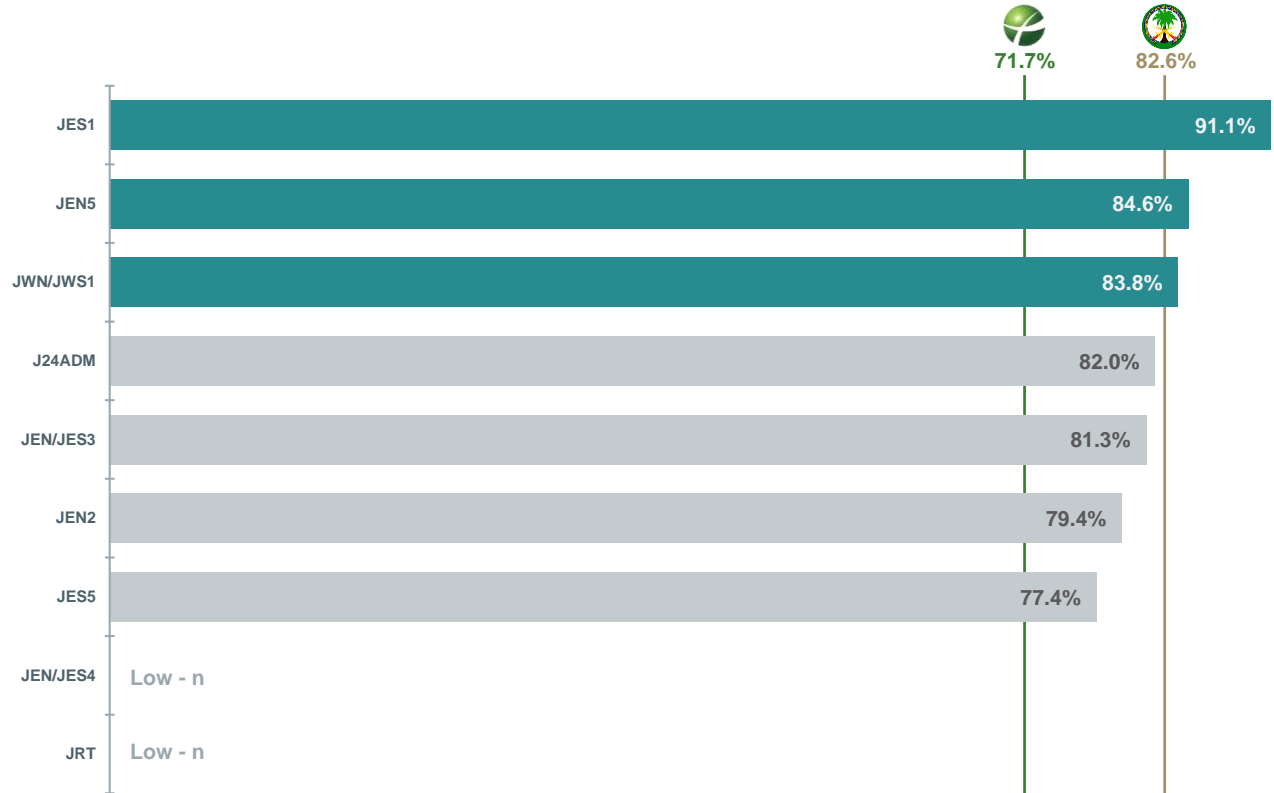
KFSH Average



PG Average

IP – Global Items

Recommend Hospital Wards



Period: Apr 1st – Jun 30th, 2019

* Top Box %

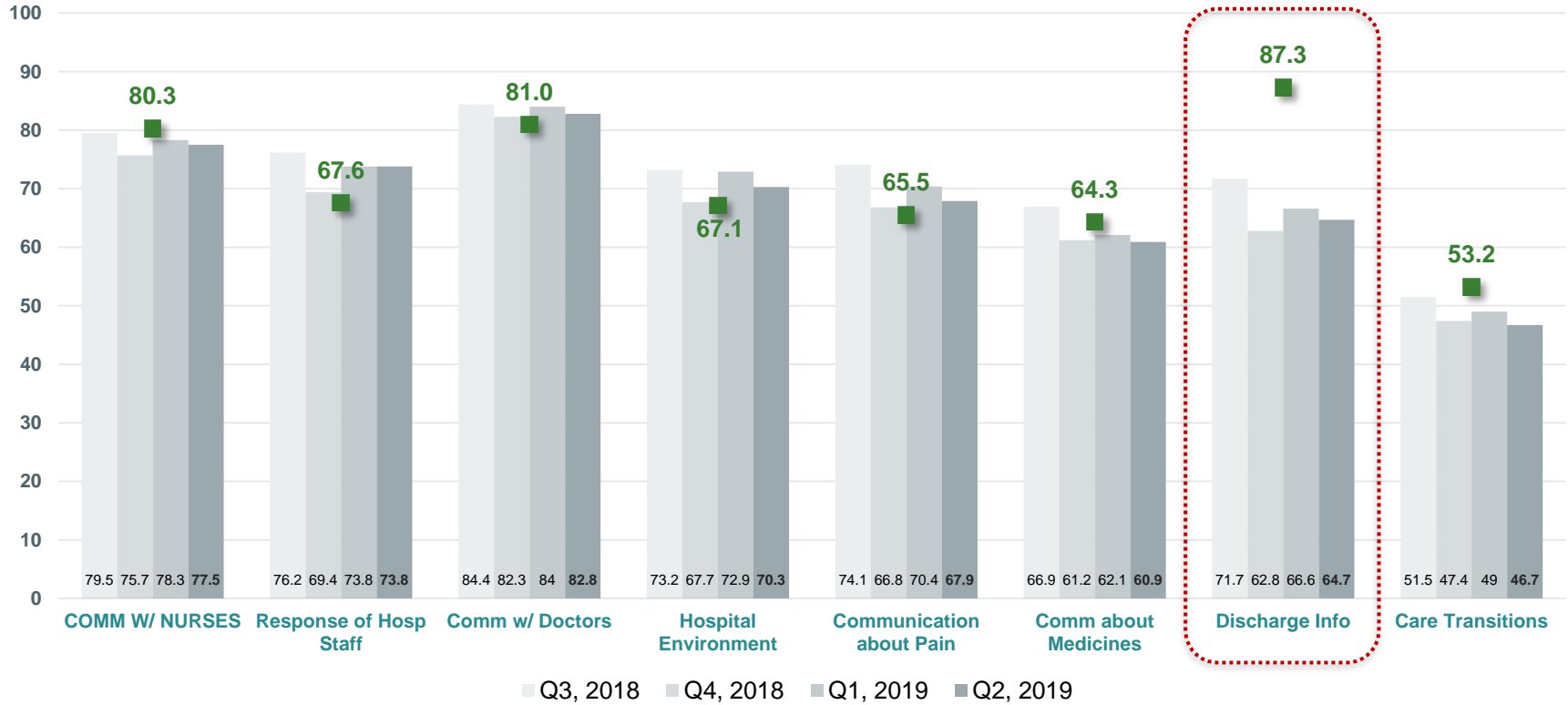


KFSH Average



PG Average

IP – Survey Domains



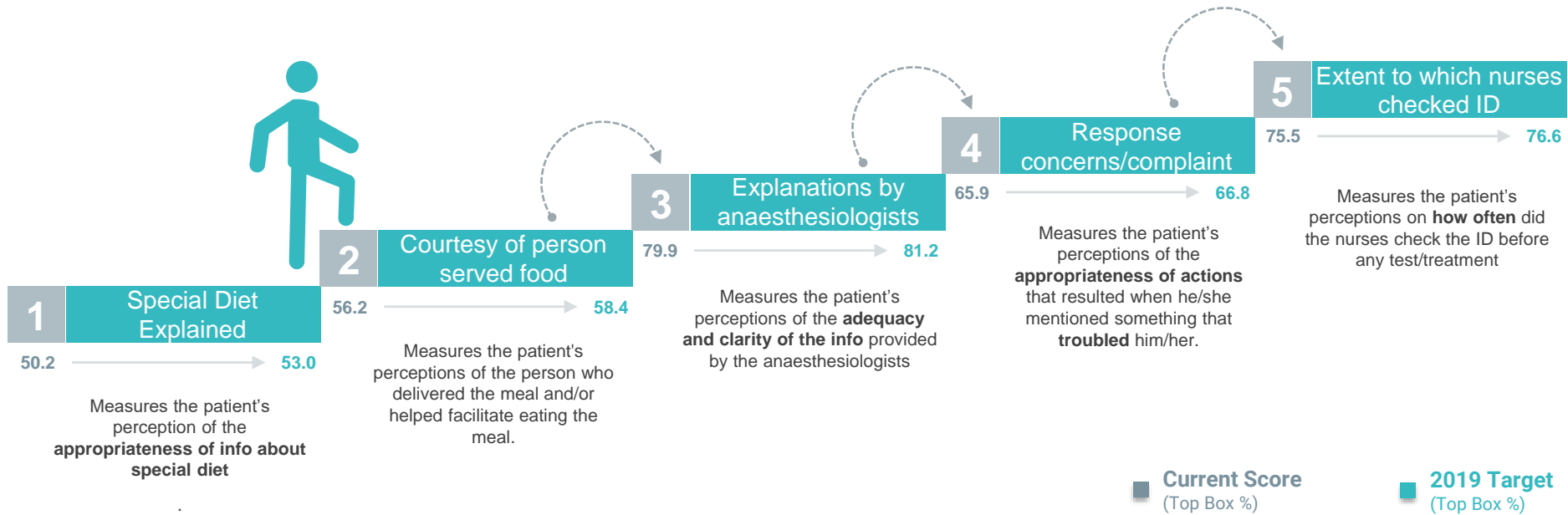
* Top Box %

■ PG Average

IP – Strengths



IP – Priority Index (Q2, 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

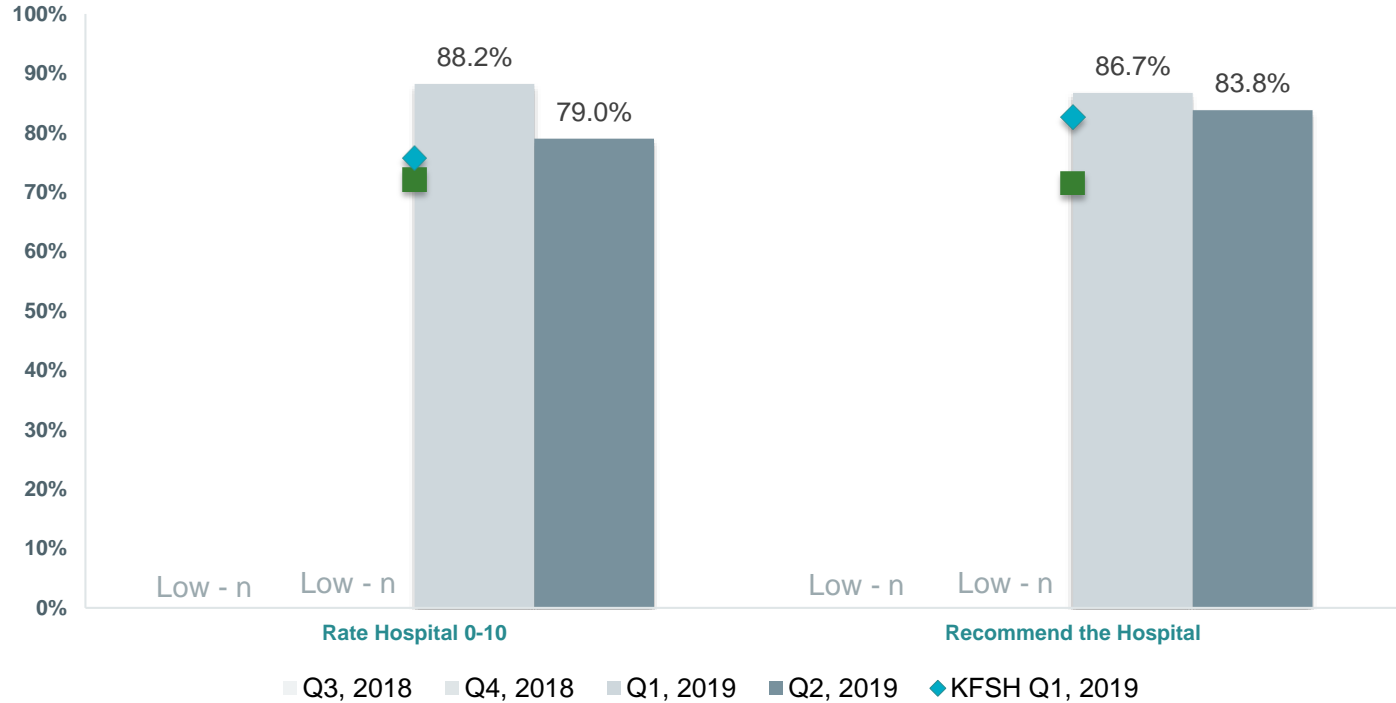
Period: Apr 1st – Jun 30th, 2019

JWN/JWS1

Global Items

n-Size

63



* Top Box %

■ PG Average

IP – Wards

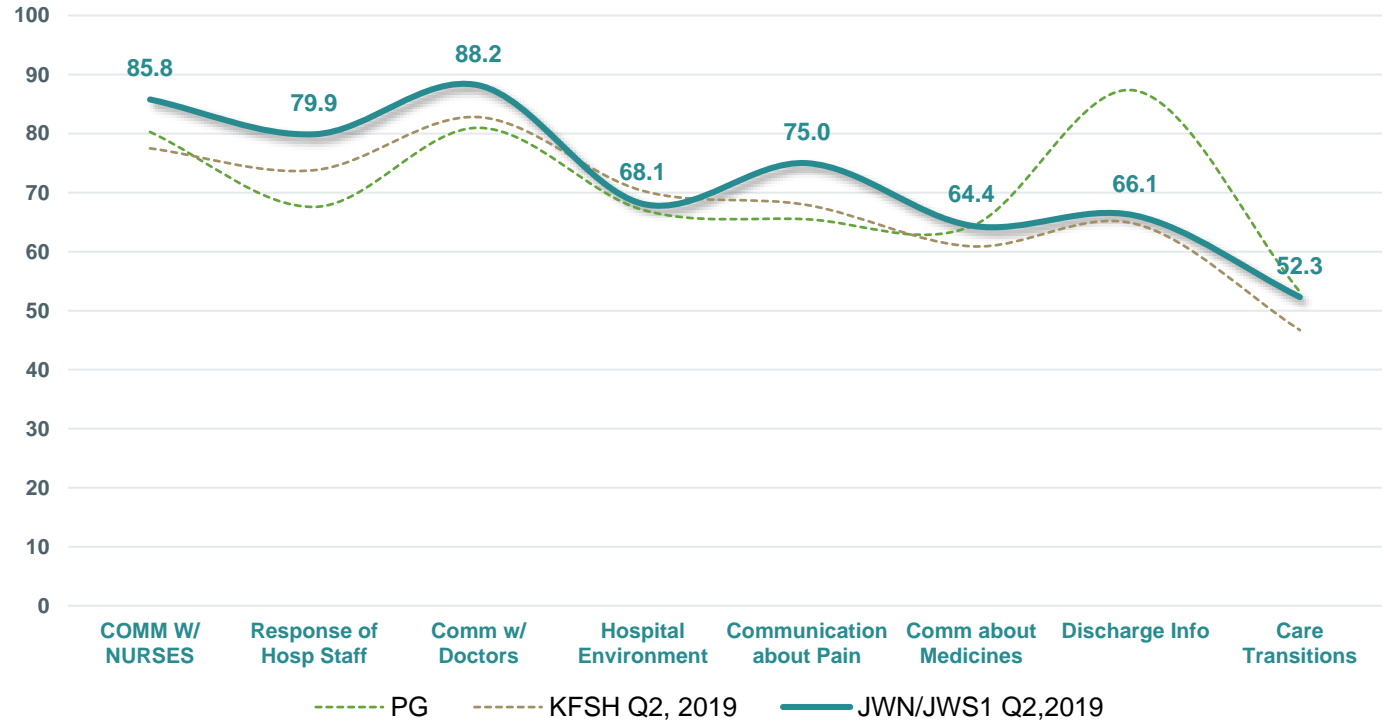
Period: Apr 1st – Jun 30th, 2019

JWN/JWS1

Domains

n-Size

63



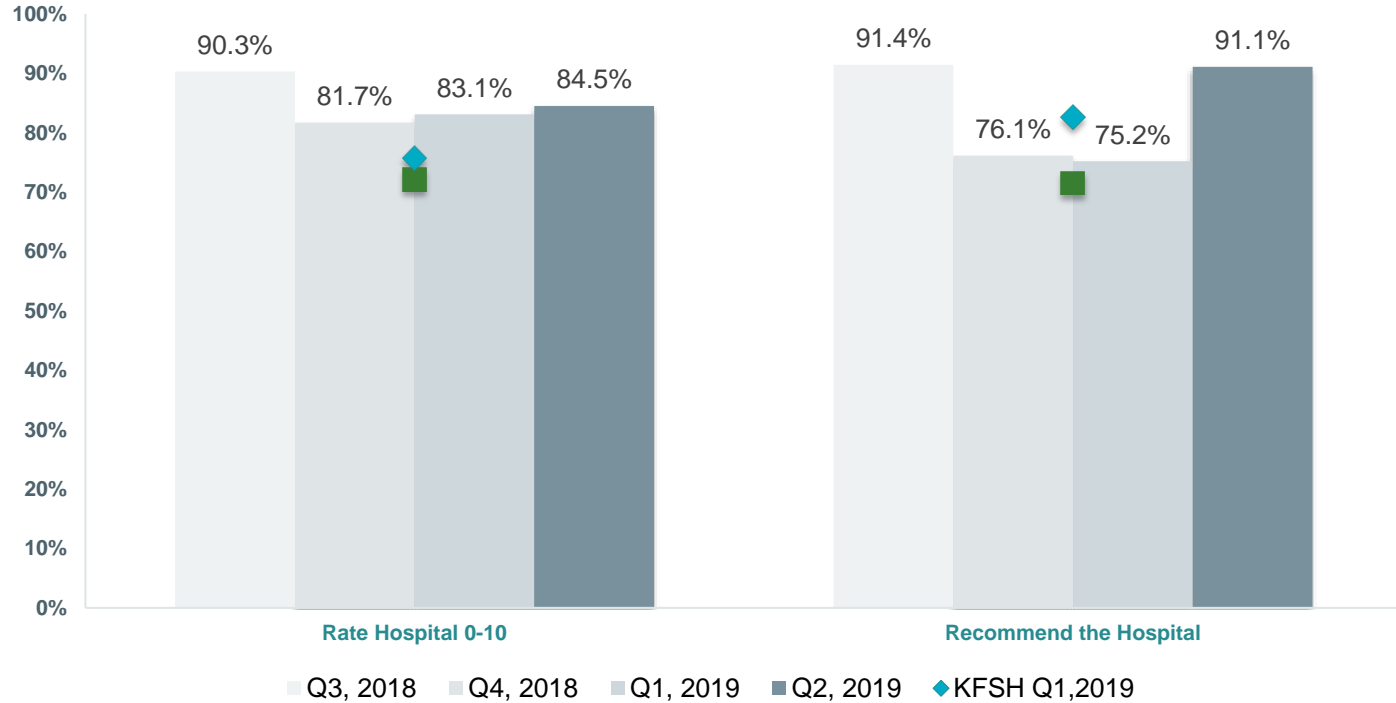
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JES1
Global Items

n-Size
37



* Top Box %

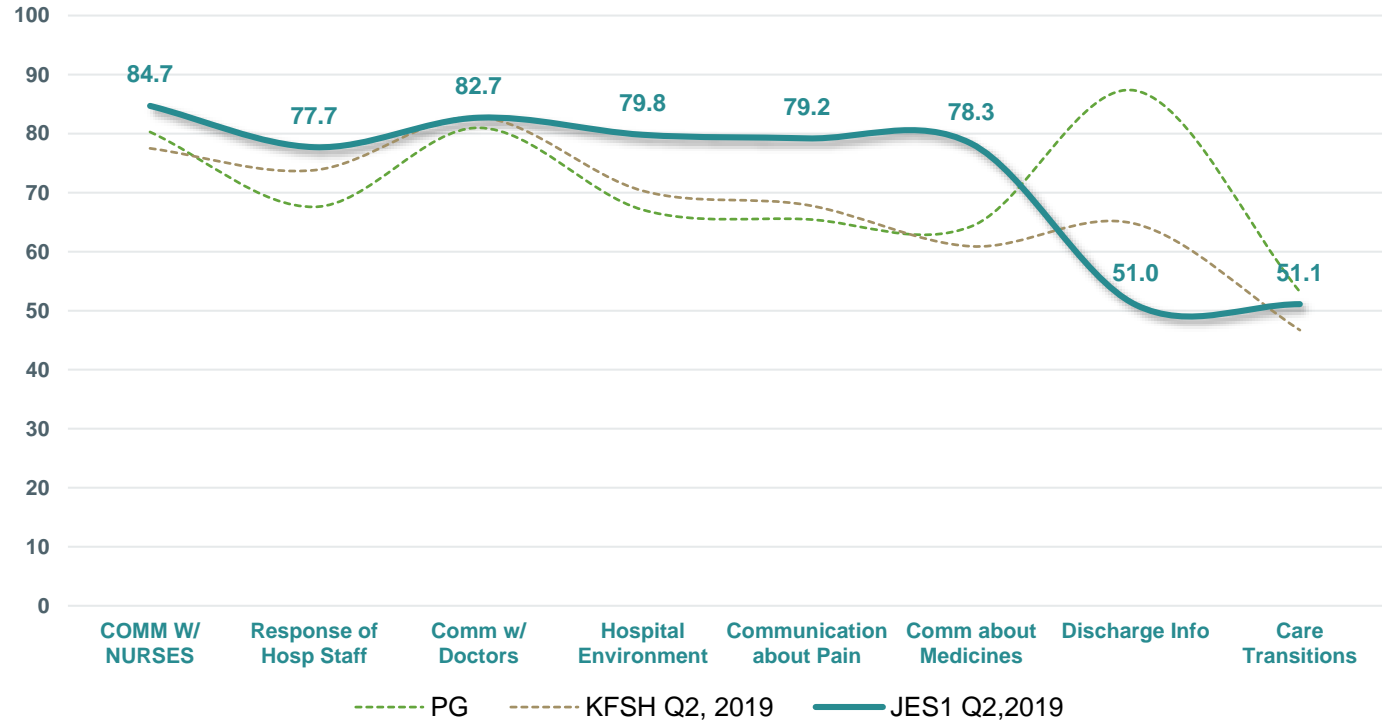
■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JES1
Domains

n-Size
37



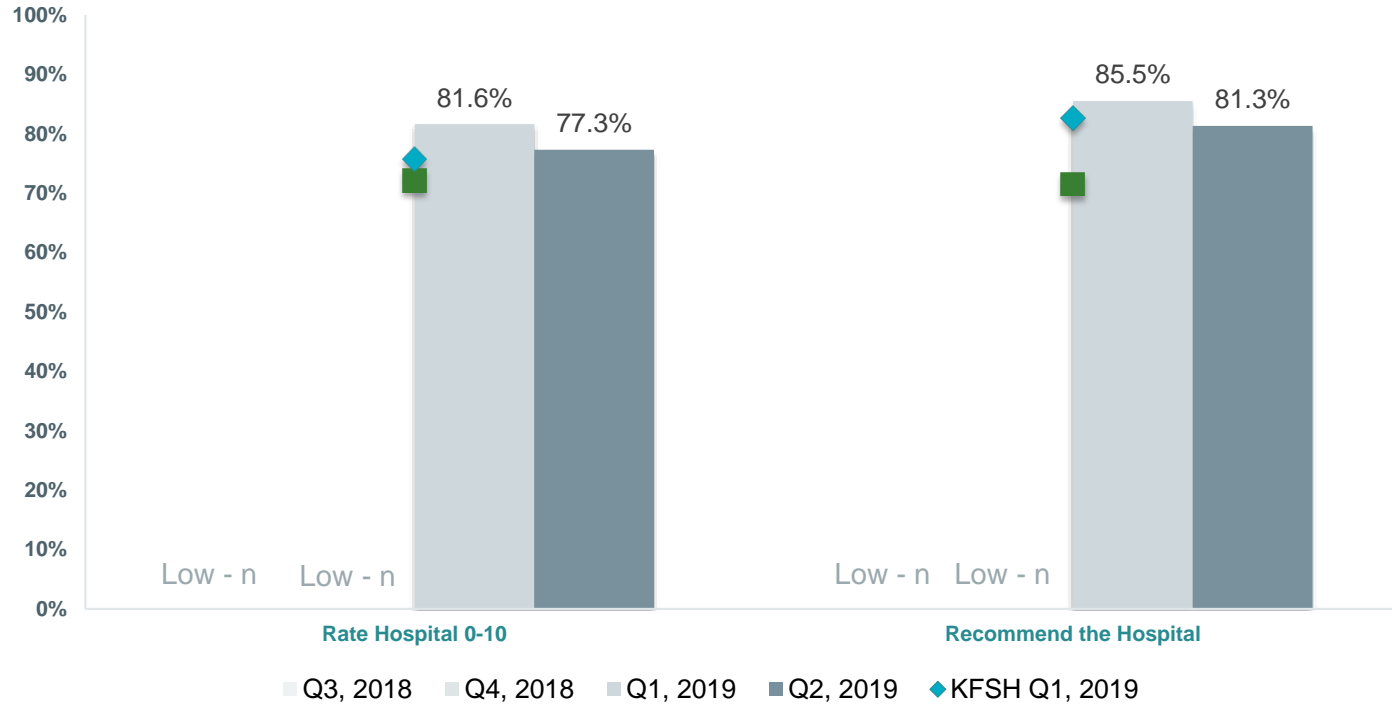
* Top Box %

IP – Wards

JEN/JES3
Global Items

n-Size
111

Period: Apr 1st – Jun 30th, 2019



* Top Box %

■ PG Average

IP – Wards

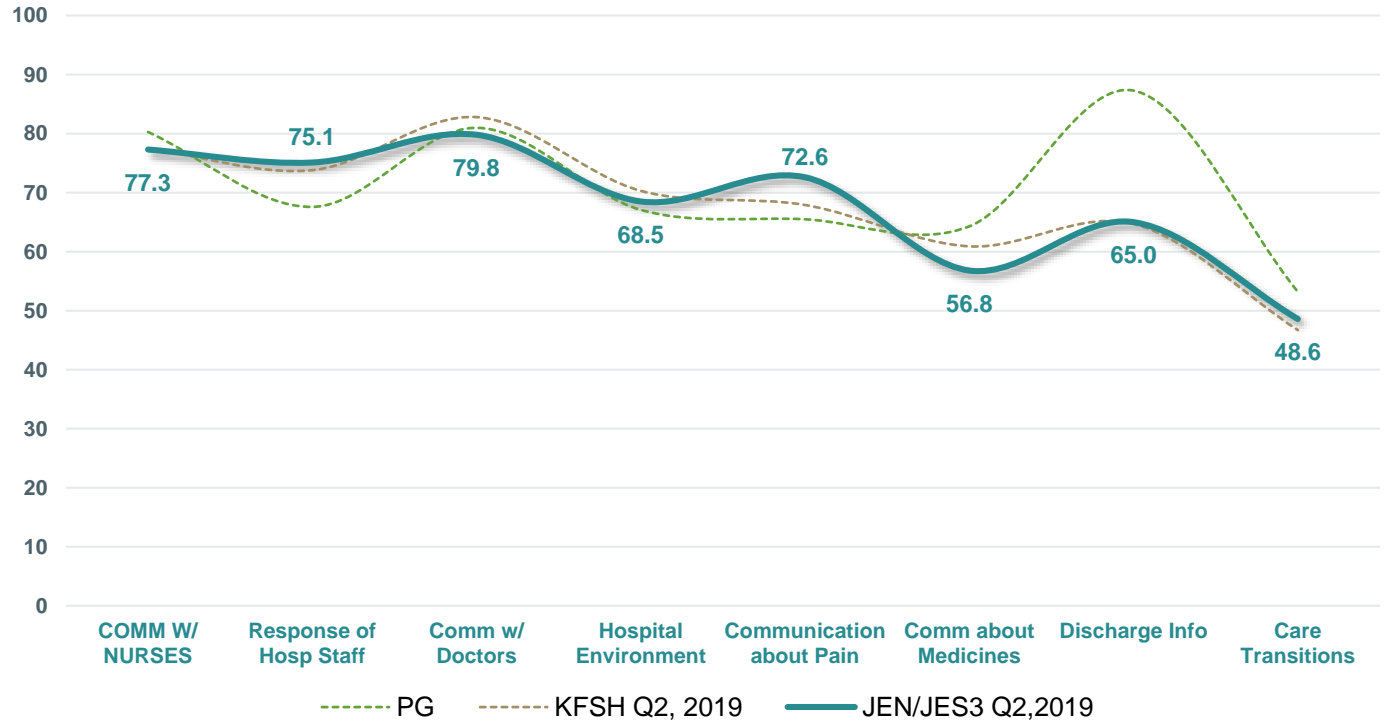
Period: Apr 1st – Jun 30th, 2019

JEN/JES3

Domains

n-Size

111



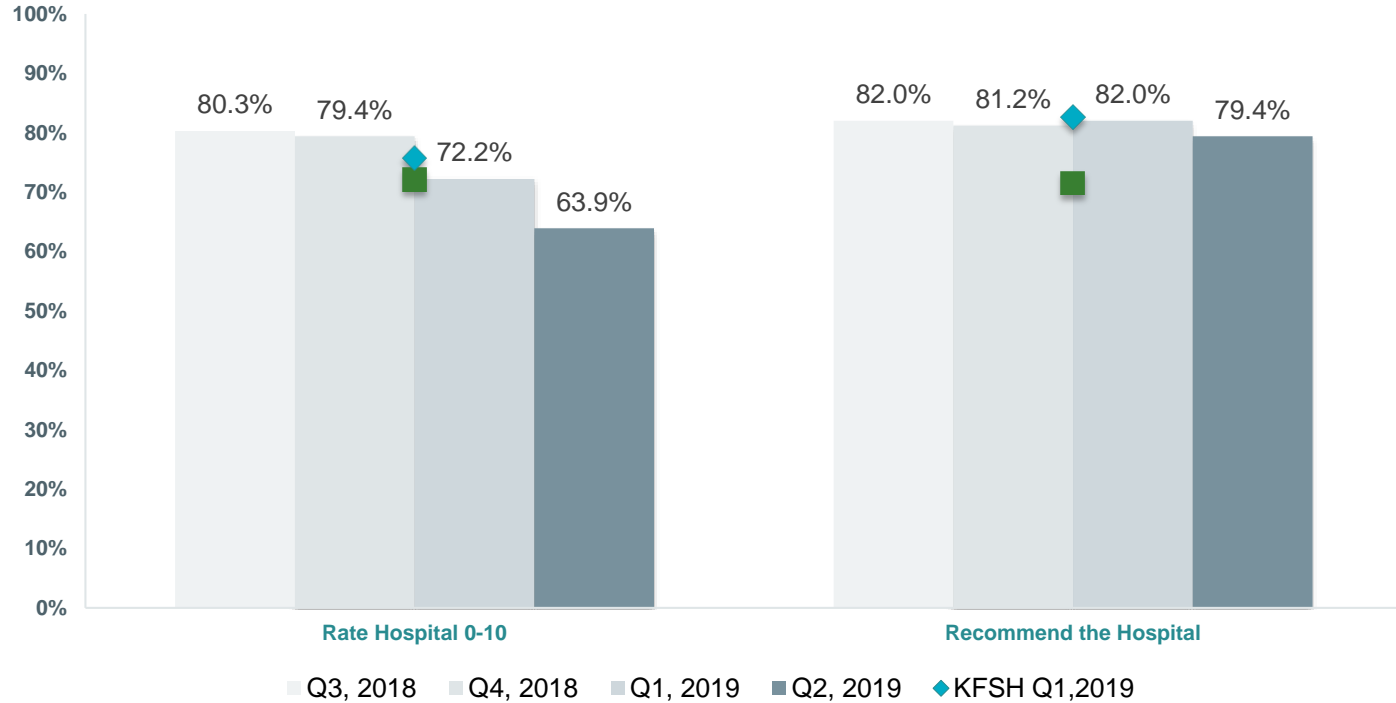
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JEN2
Global Items

n-Size
41



* Top Box %

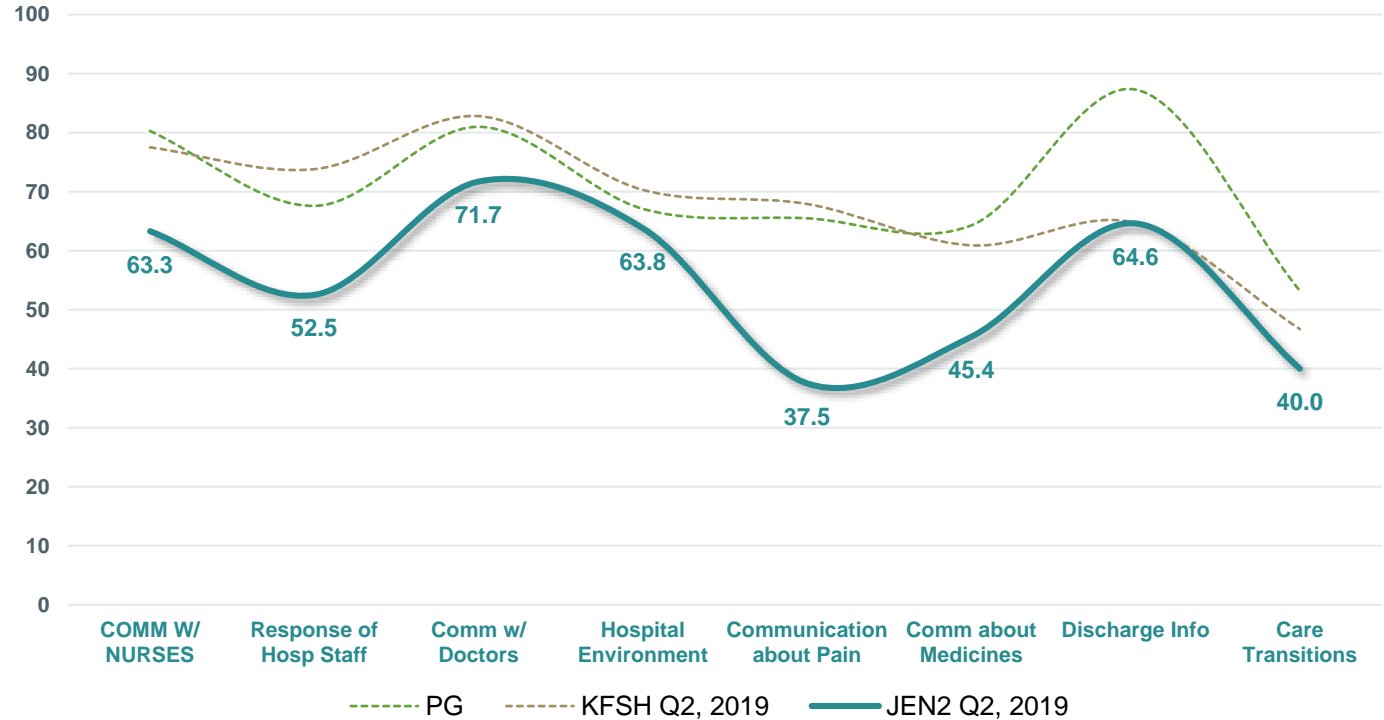
■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JEN2
Domains

n-Size
41



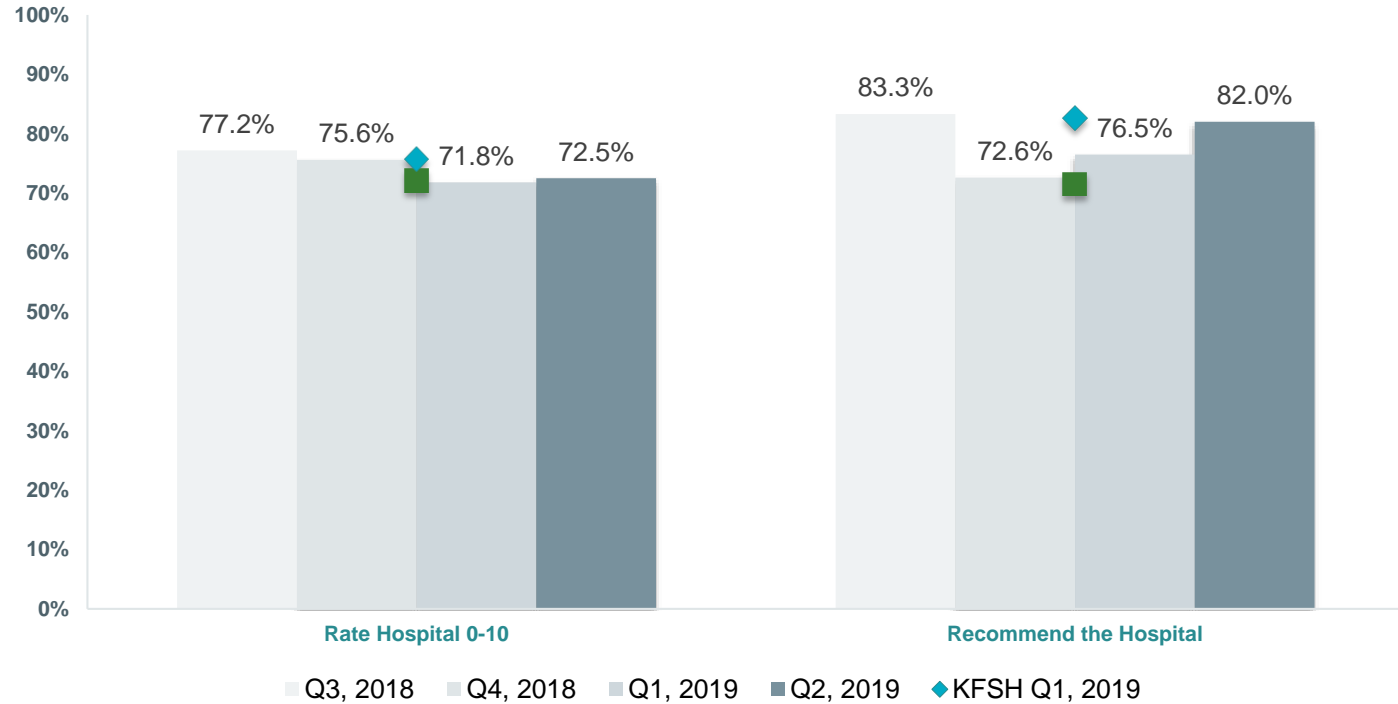
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2019

J24ADM
Global Items

n-Size
55



* Top Box %

■ PG Average

IP – Wards

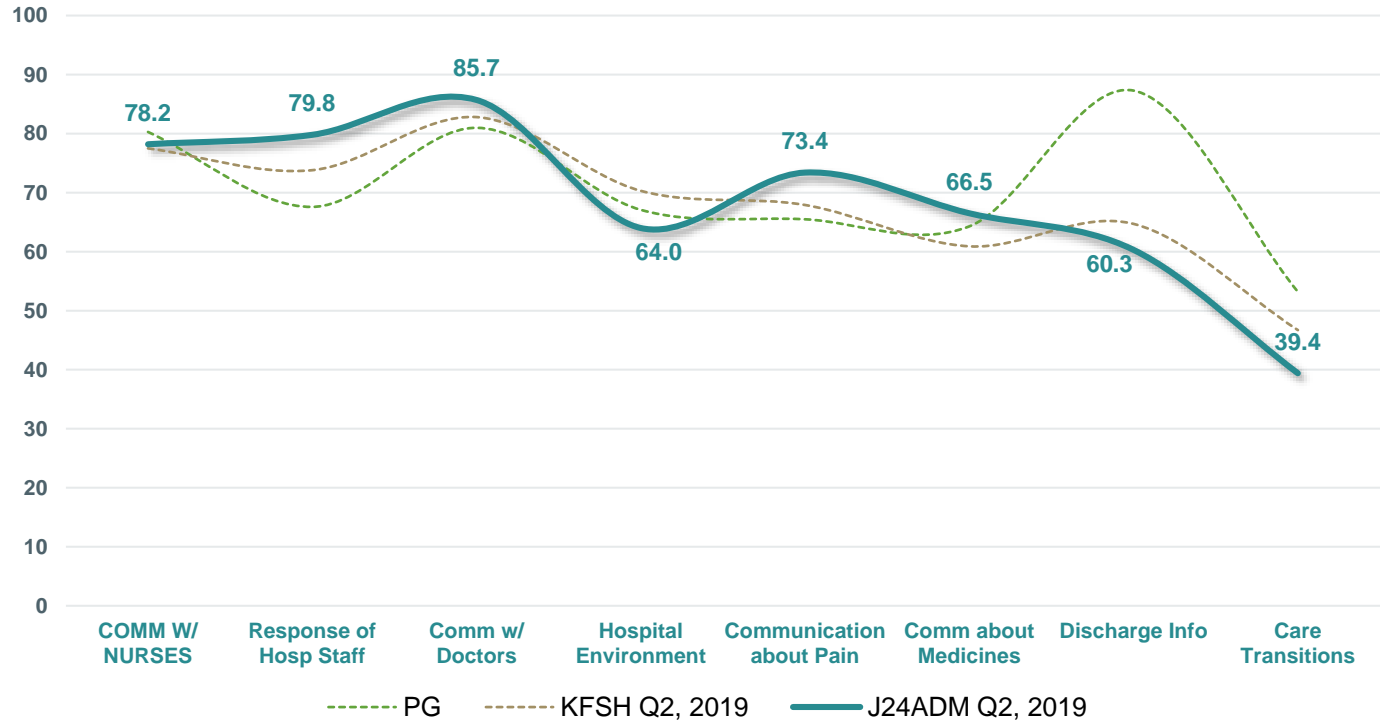
J24ADM

Domains

n-Size

55

Period: Apr 1st – Jun 30th, 2019



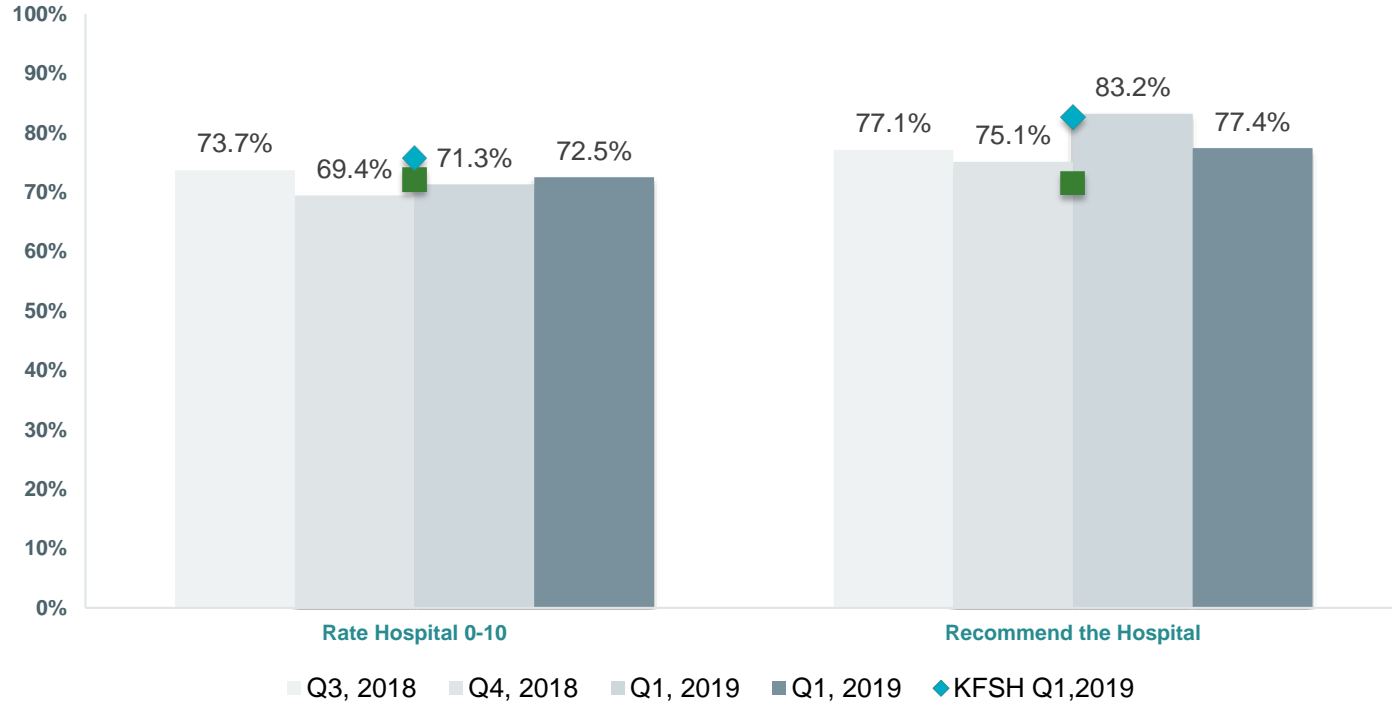
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JES5
Global Items

n-Size
47



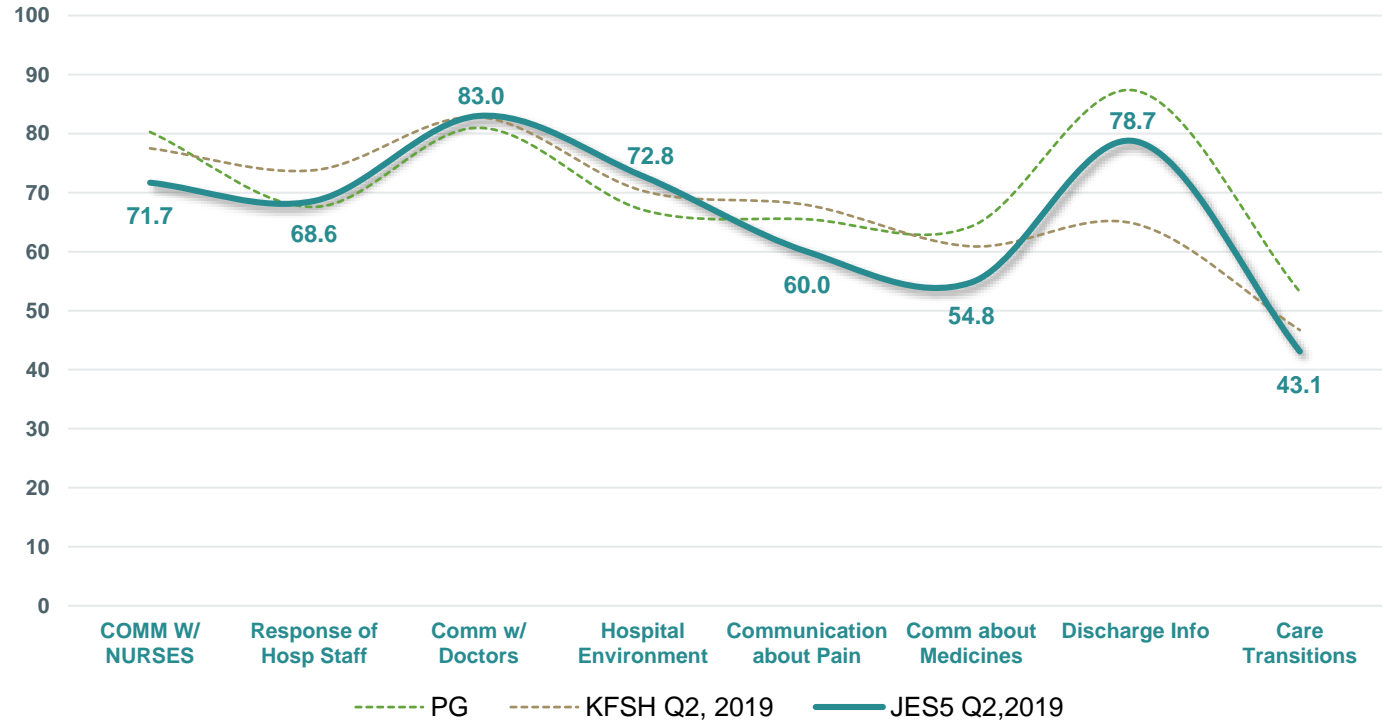
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JES5
Domains
n-Size
47



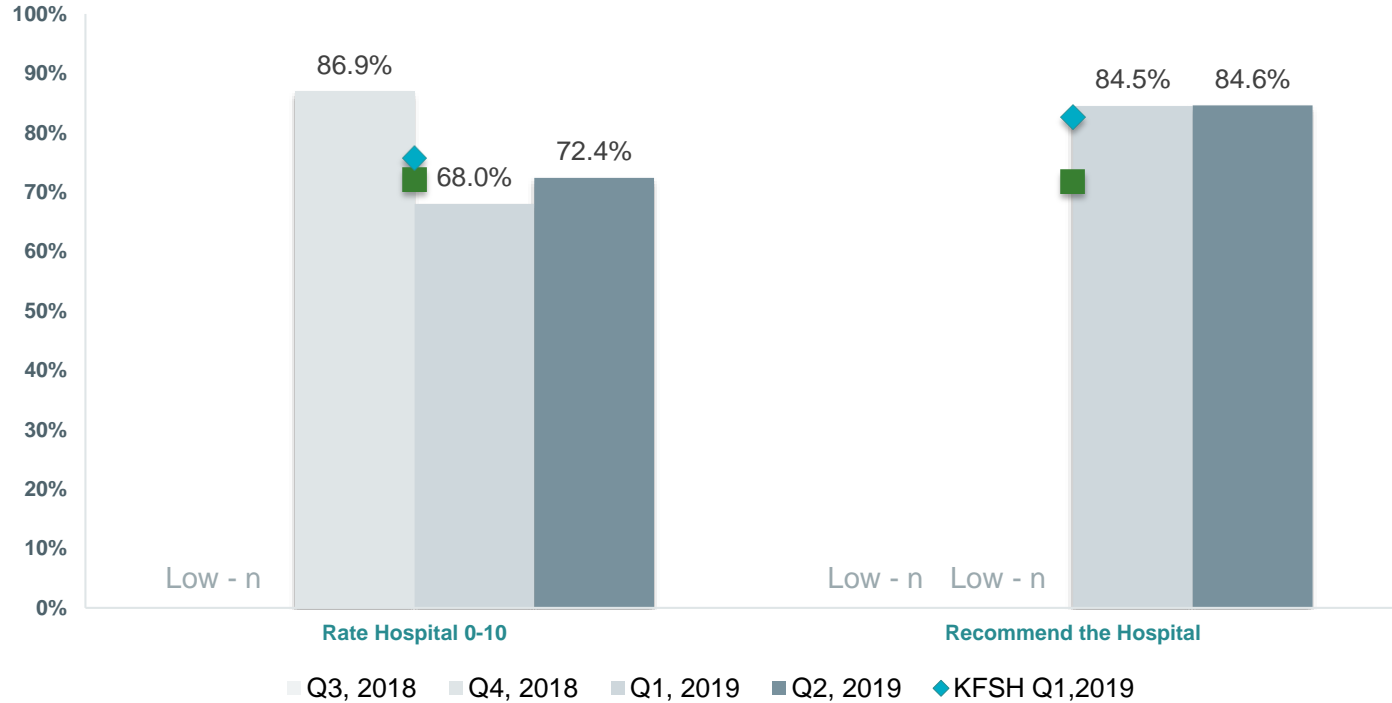
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JEN5
Global Items

n-Size
43



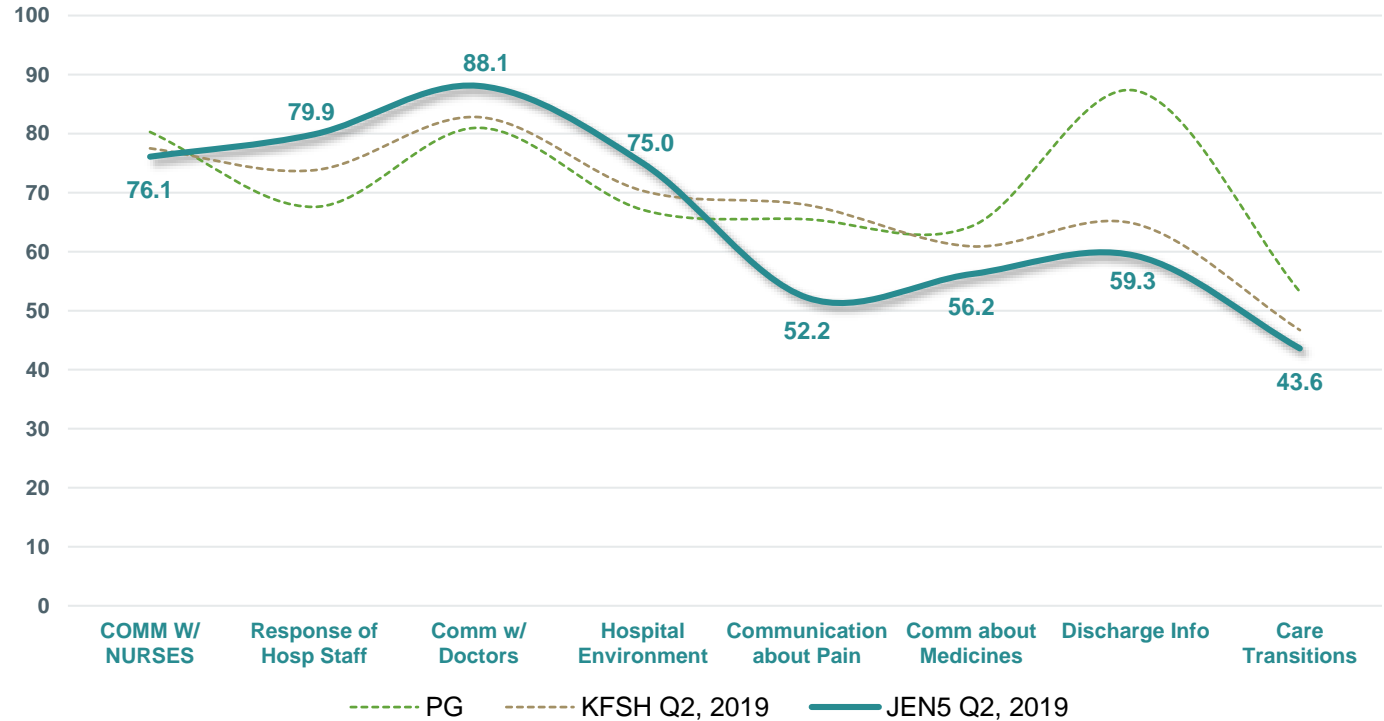
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2019

JEN5
Domains
n-Size
43



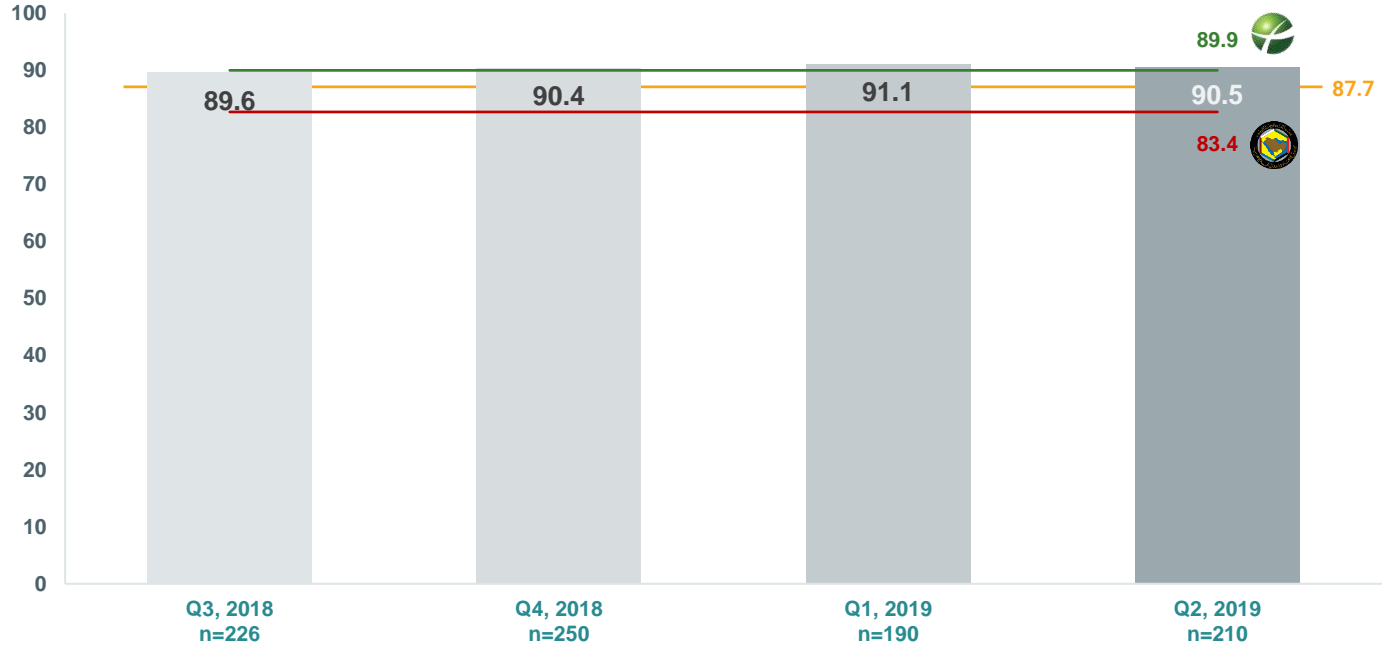
* Top Box %



Inpatient
Pediatrics

IPP – Overall Rating

Overall Rating Trend [Q3, 2018 – Q2, 2019]



■ 2019 Target [87.7]



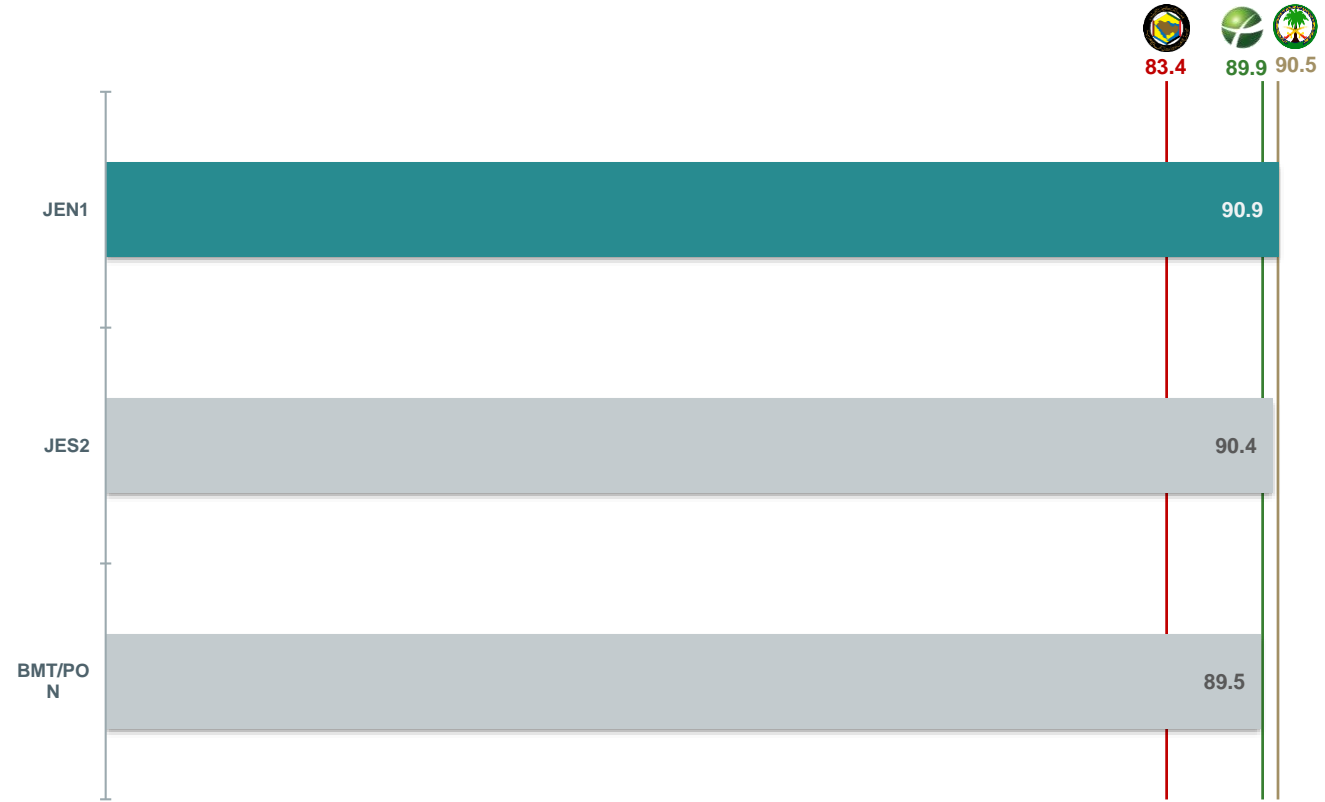
GCC Average [83.4]



PG Average [89.9]

IPP – Overall Rating

Overall Rating Wards



Period: Apr 1st – Jun 30th, 2019



KFSH Average [90.5]

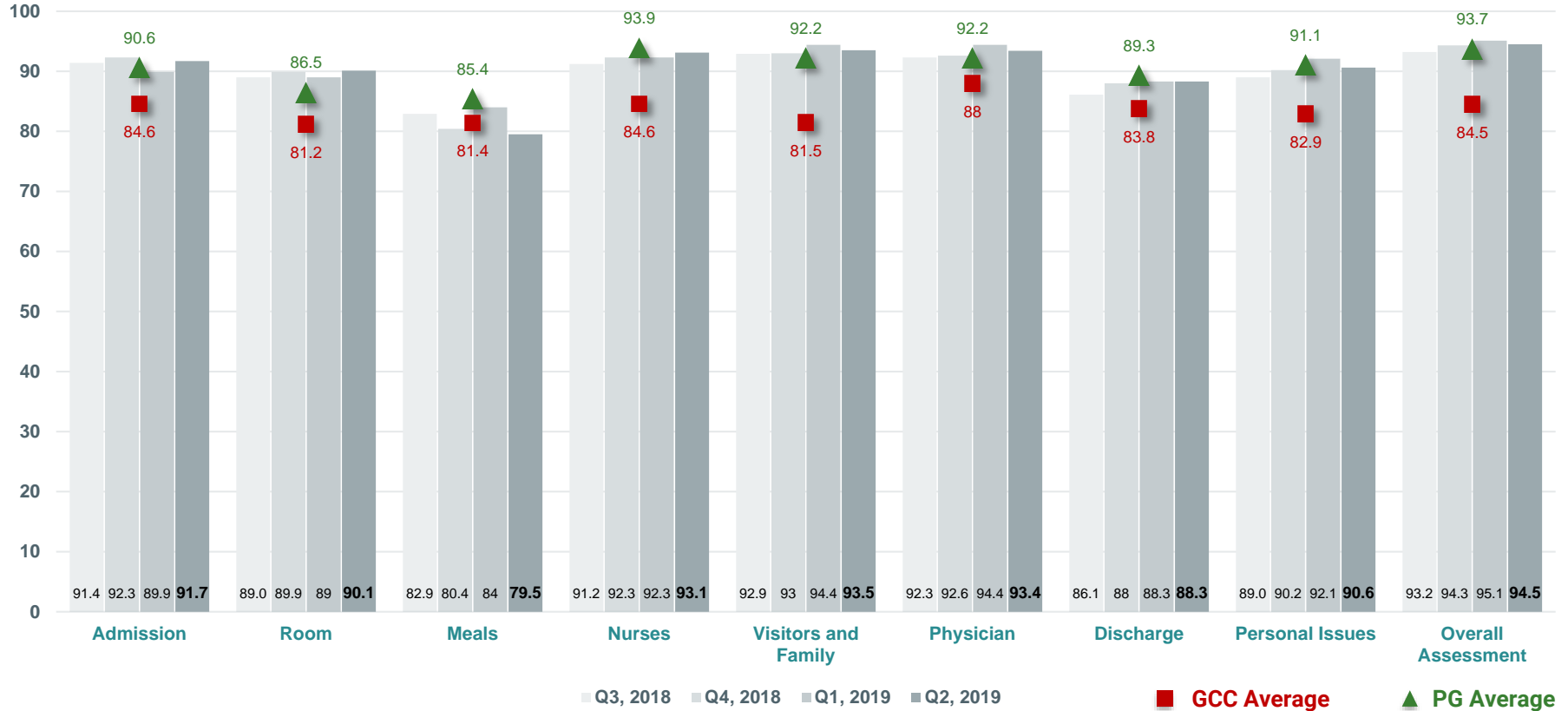


GCC Average [83.4]



PG Average [89.9]

IPP – Survey Domains



IPP – Wards

JEN1

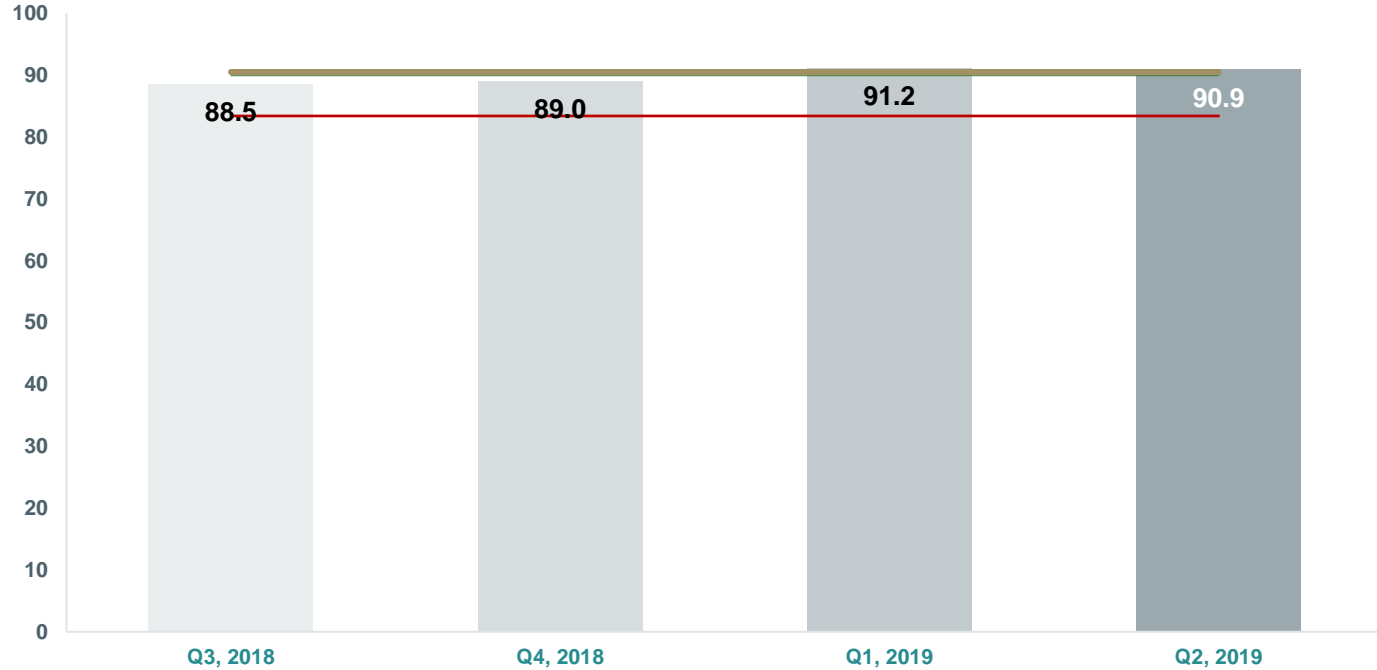
Overall Rating



n-Size

116

Period: Apr 1st – Jun 30th, 2019



KFSH Average [90.5]



GCC Average [83.4]



PG Average [89.9]

IPP – Wards

JEN1

Patient Journey

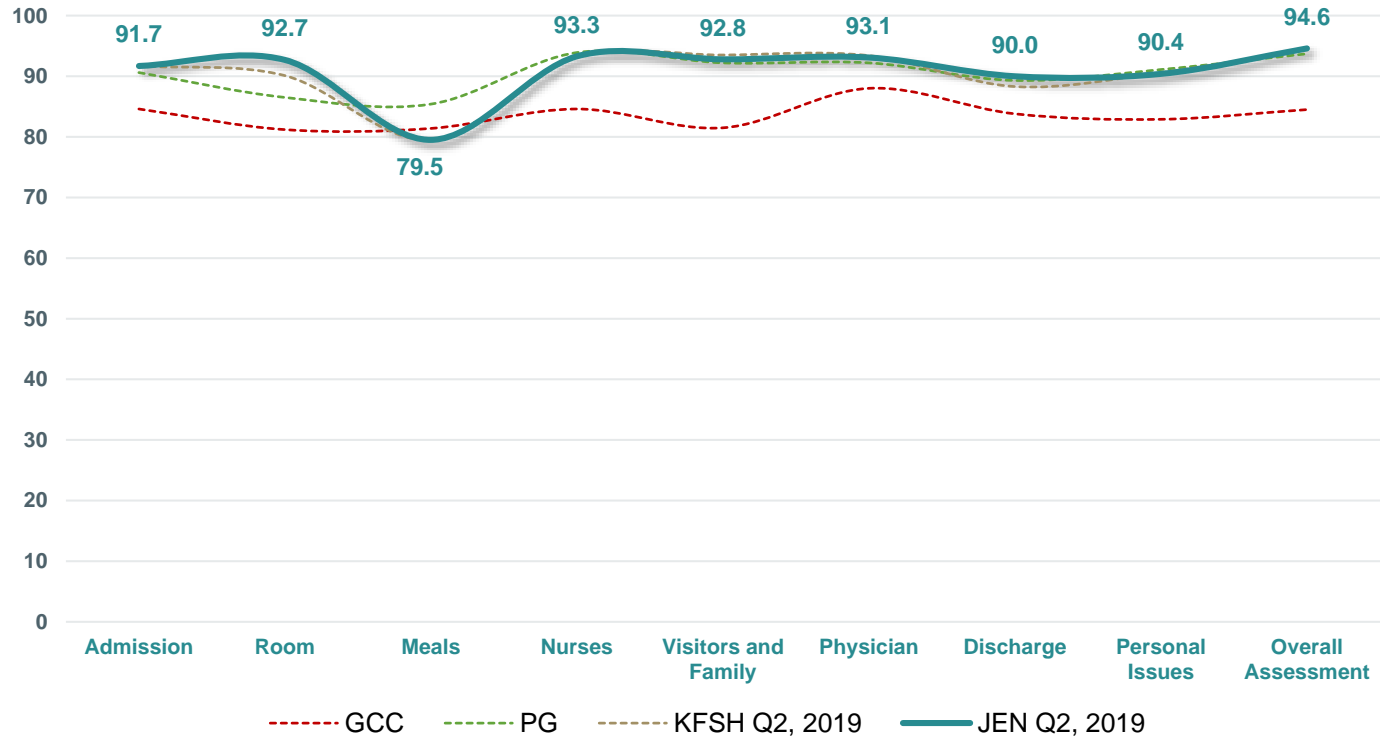
90.9

Q2, 2019

n-Size

116

Period: Apr 1st – Jun 30th, 2019



IPP – Wards

JES2

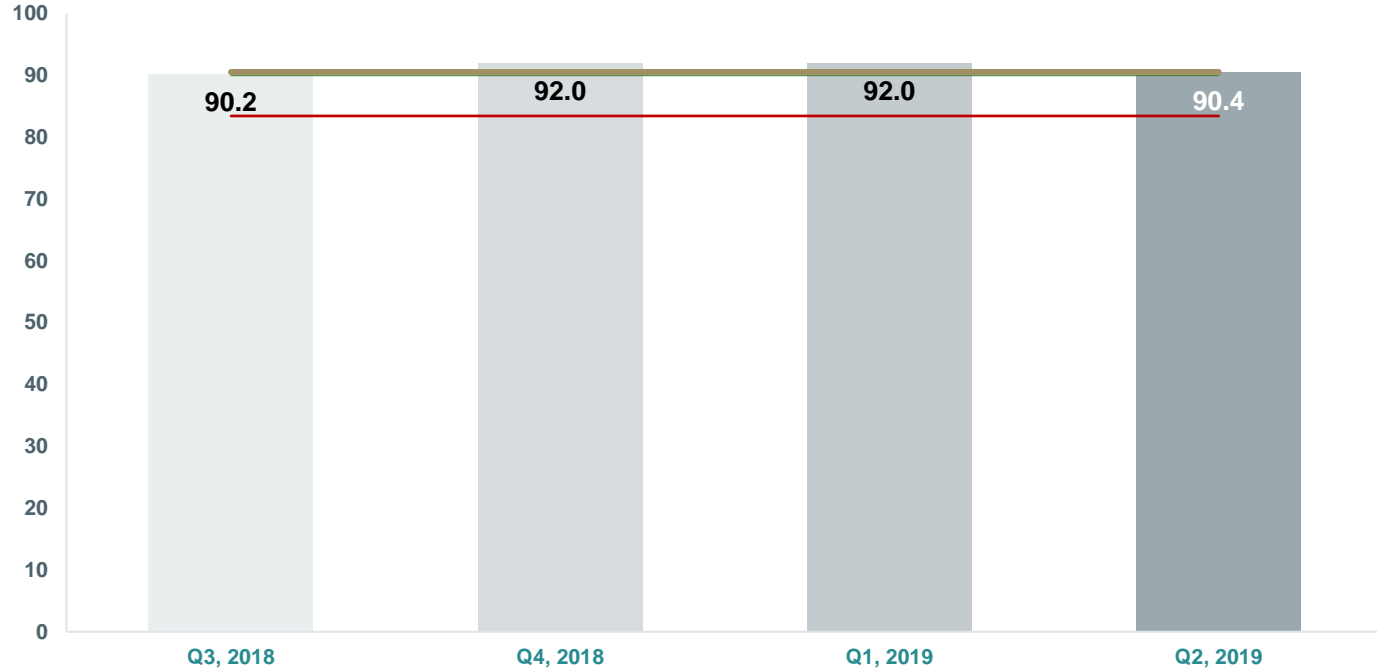
Overall Rating



n-Size

61

Period: Apr 1st – Jun 30th, 2019



KFSH Average [90.5]



GCC Average [83.4]



PG Average [89.9]

IPP – Wards

JES2

Patient Journey

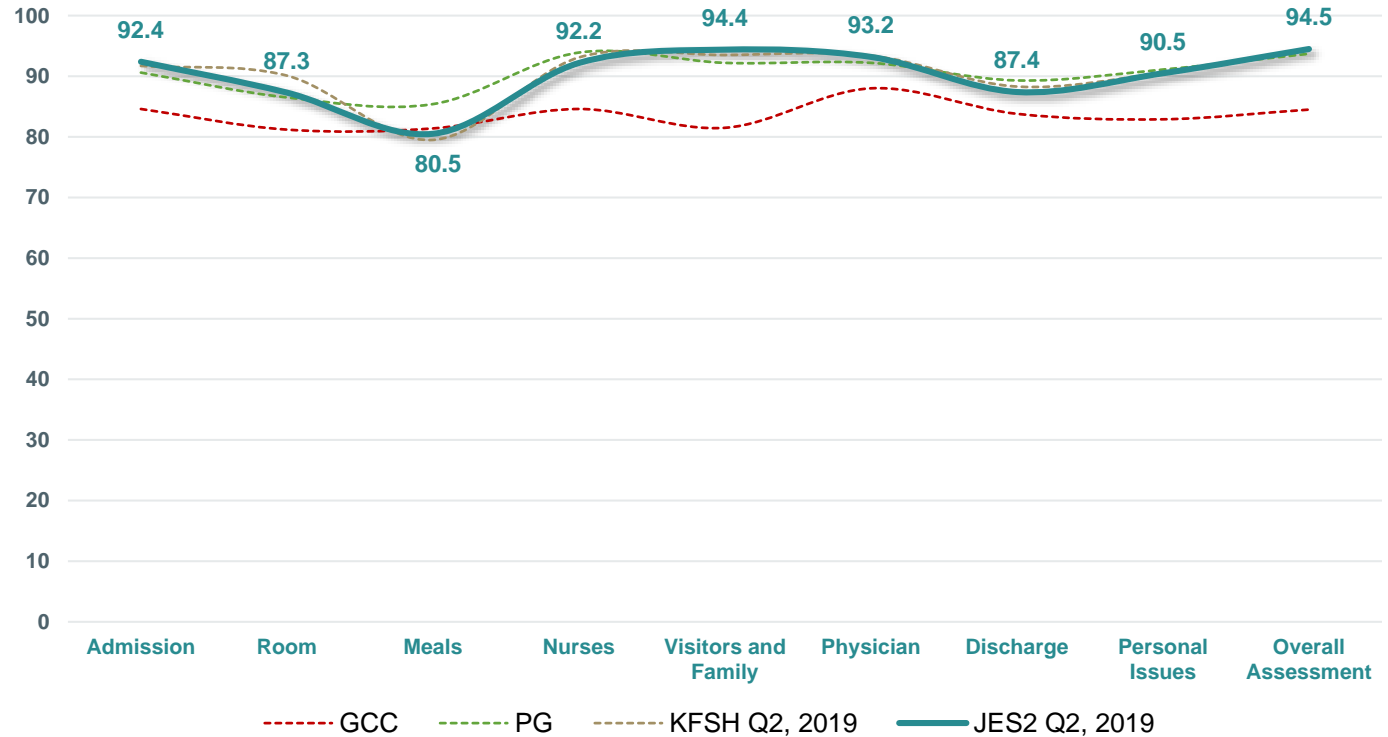
90.4

Q2, 2019

n-Size

61

Period: Apr 1st – Jun 30th, 2019



IPP – Wards

BMT/PON

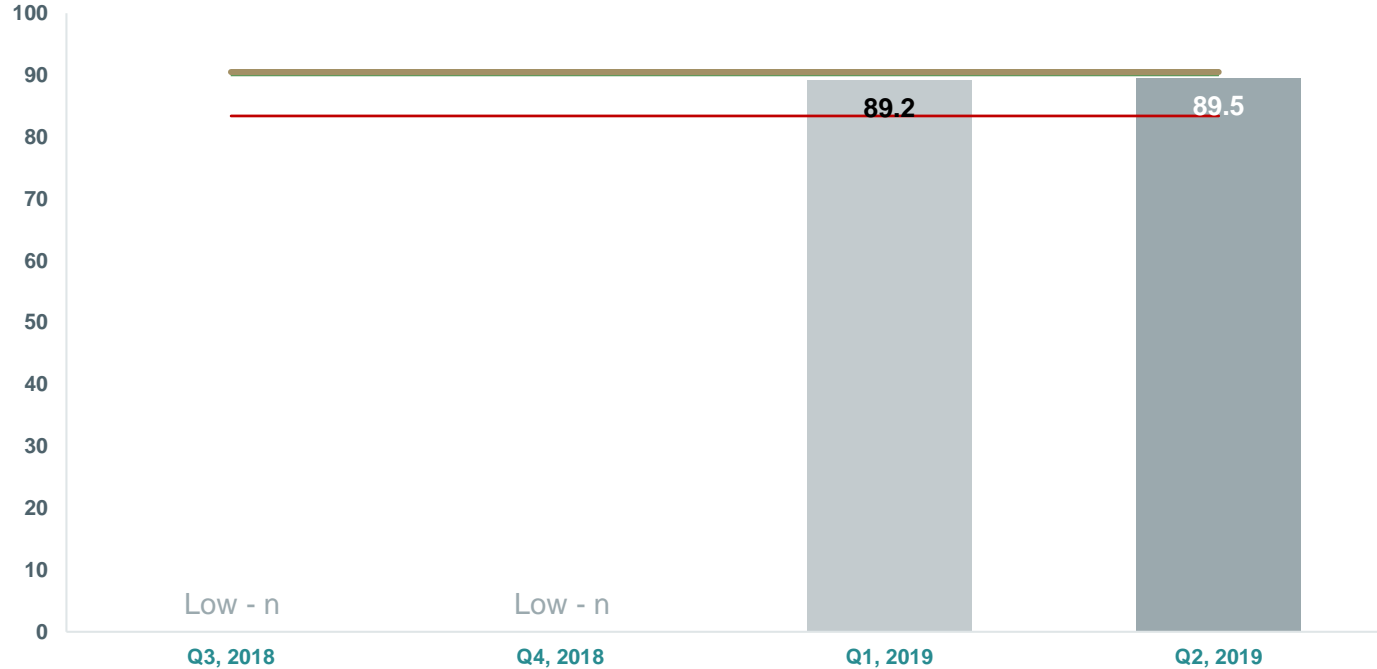
Overall Rating



n-Size

33

Period: Apr 1st – Jun 30th, 2019



KFSH Average [90.5]



GCC Average [83.4]



PG Average [89.9]

IPP – Wards

BMT/PON

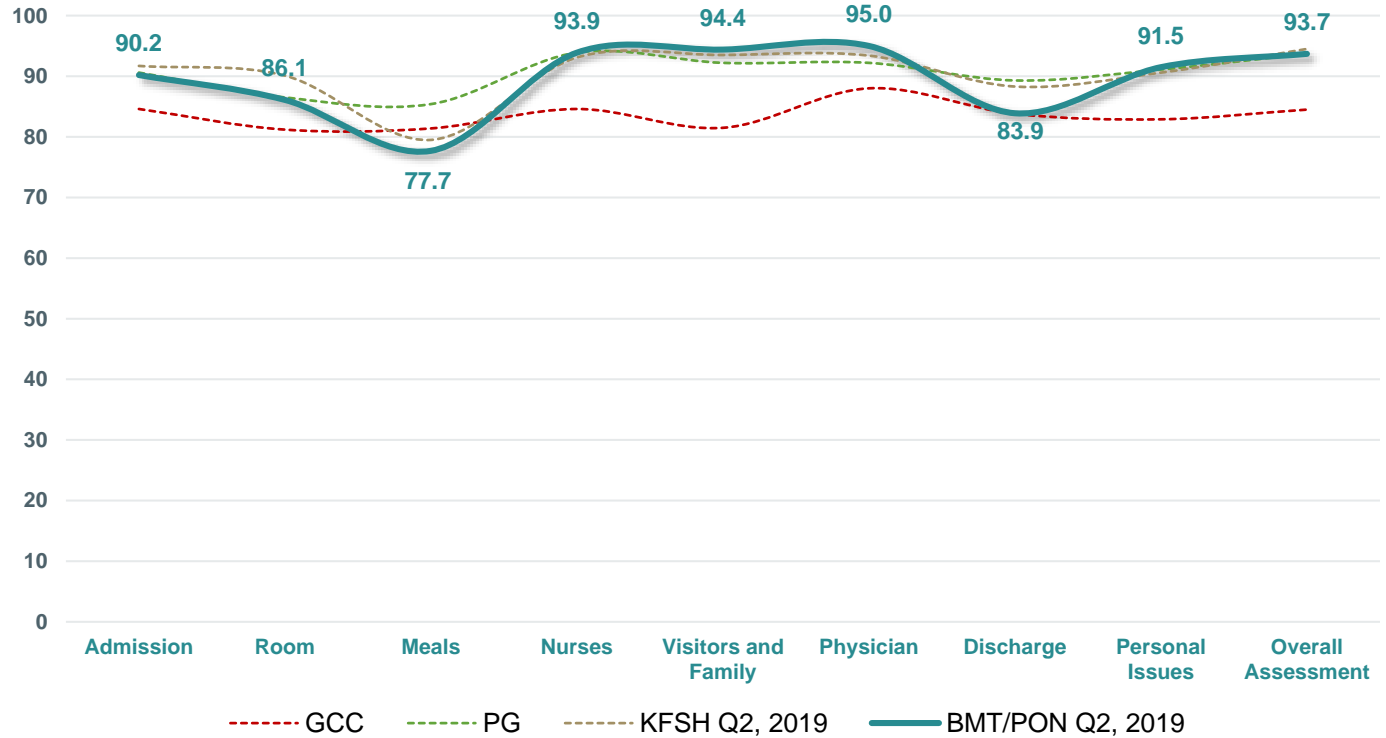
Patient Journey



n-Size

30

Period: Apr 1st – Jun 30th, 2019

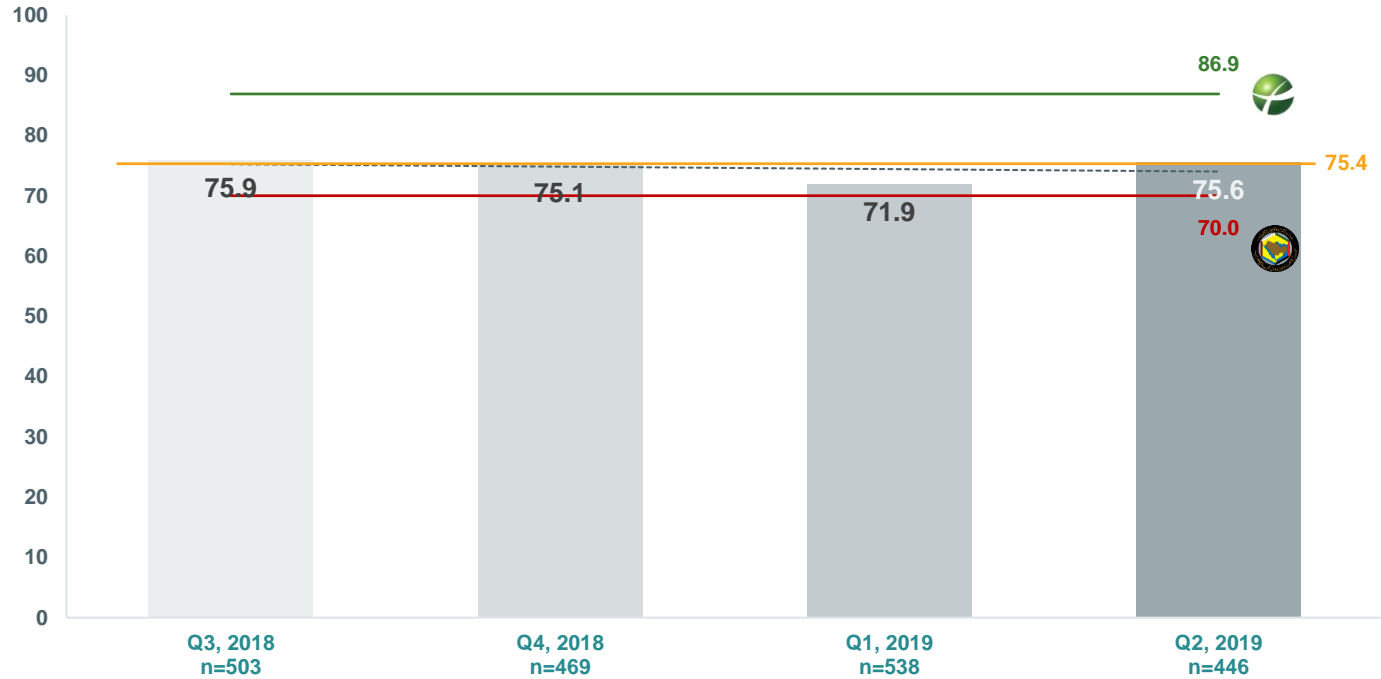




ED – Overall Rating



Overall Rating Trend [Q3, 2018 – Q2, 2019]



■ 2019 Target [75.4]

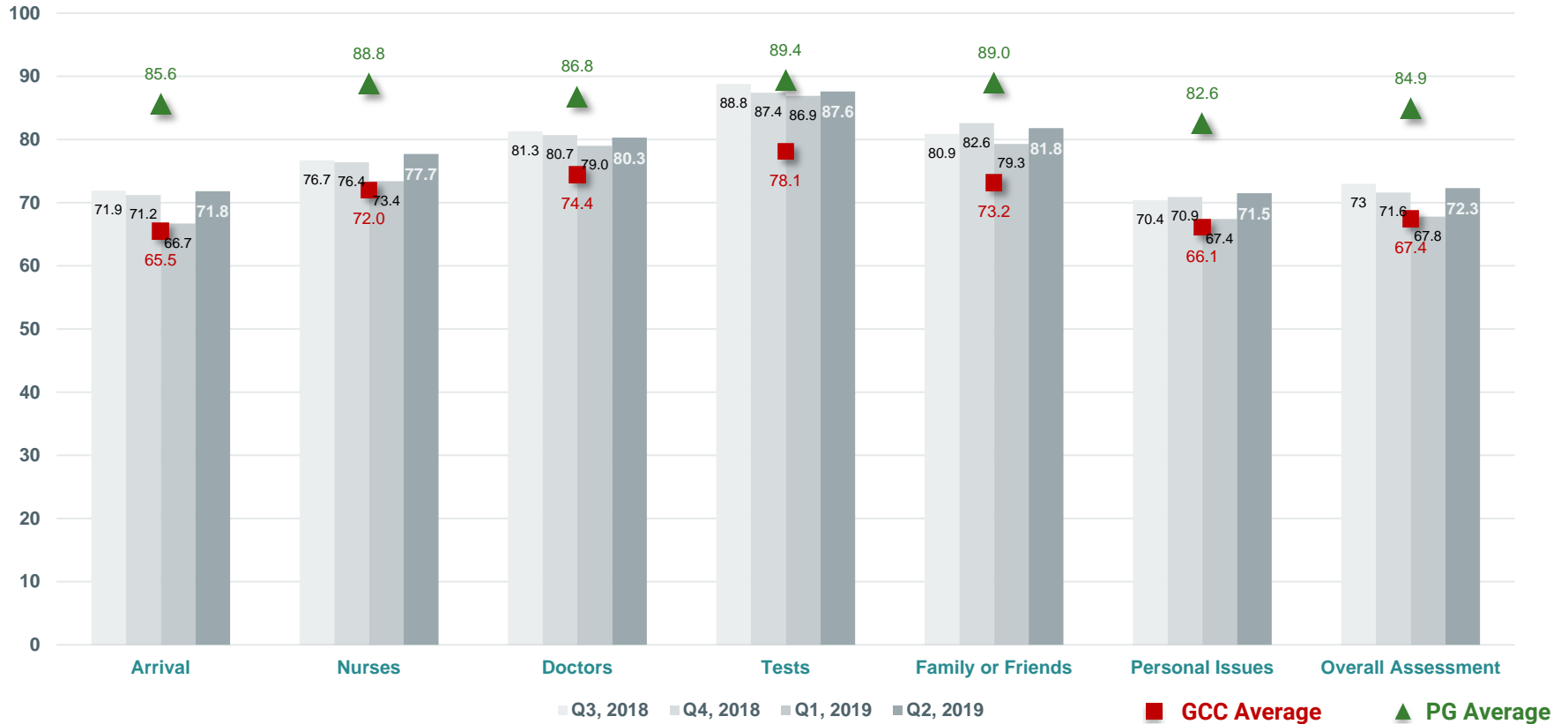


GCC Average [70.0]



PG Average [86.9]

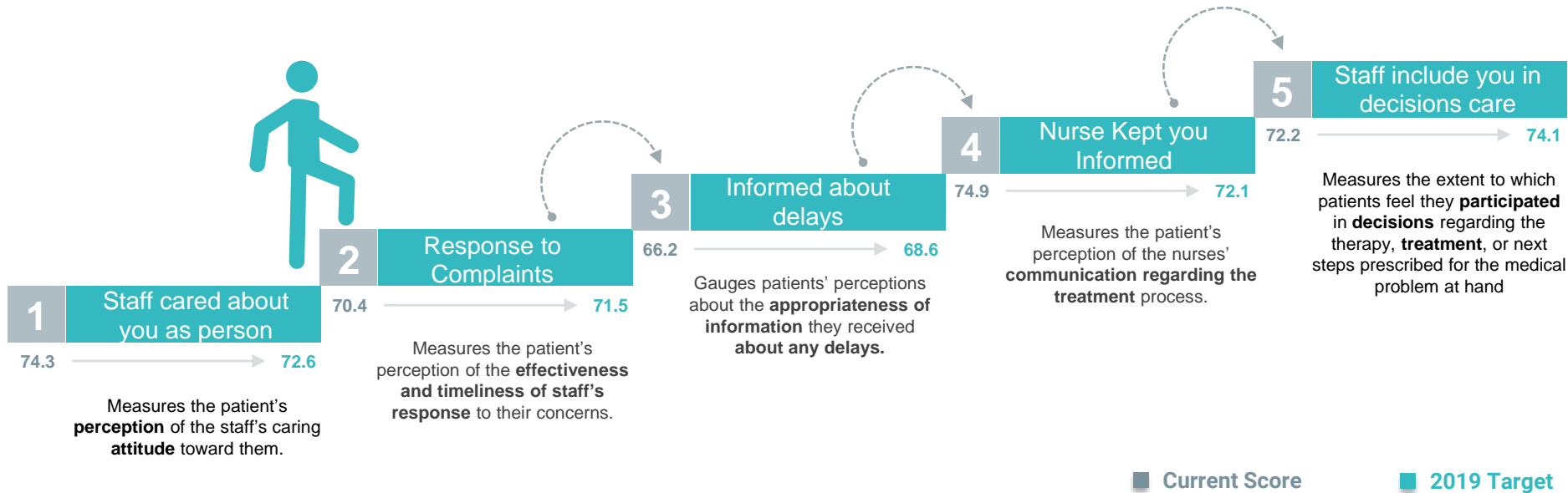
ED – Survey Domains



ED – Strengths



ED – Priority Index (Q2, 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 6 consecutive Quarters (Q1,2018 – Q2, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

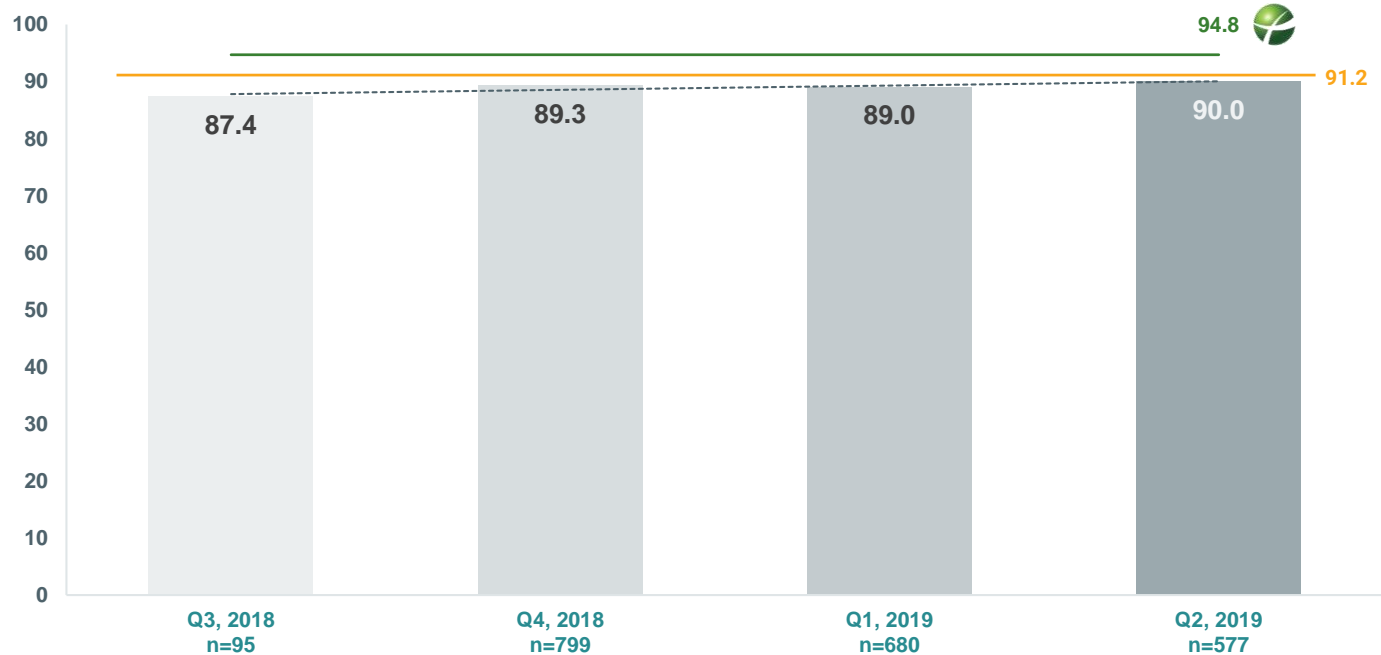


Ambulatory
Surgery

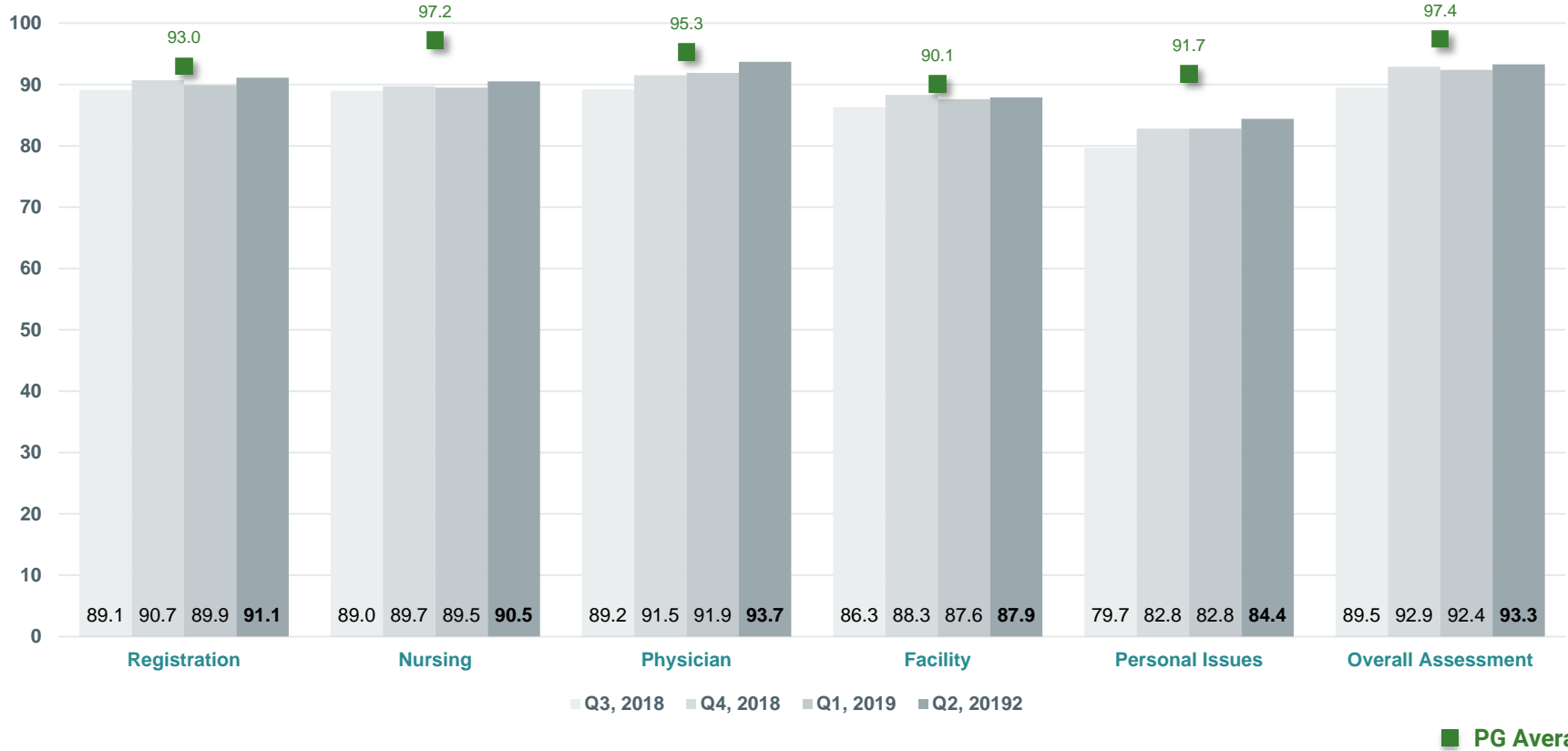
AS – Overall Rating



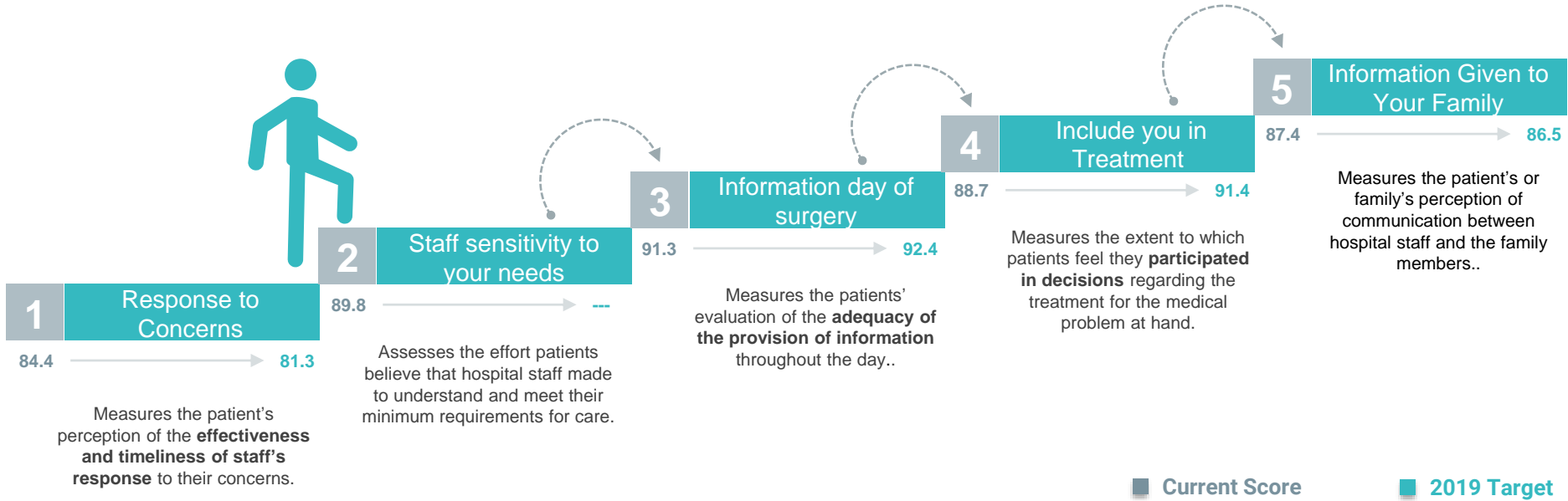
Overall Rating Trend [Q3, 2018 – Q2, 2019]



AS – Survey Domains



AS – Priority Index (Q2, 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.
- Items 1, 4 & 5 have been identified as a priority for the 5 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

AS – Departments

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2019



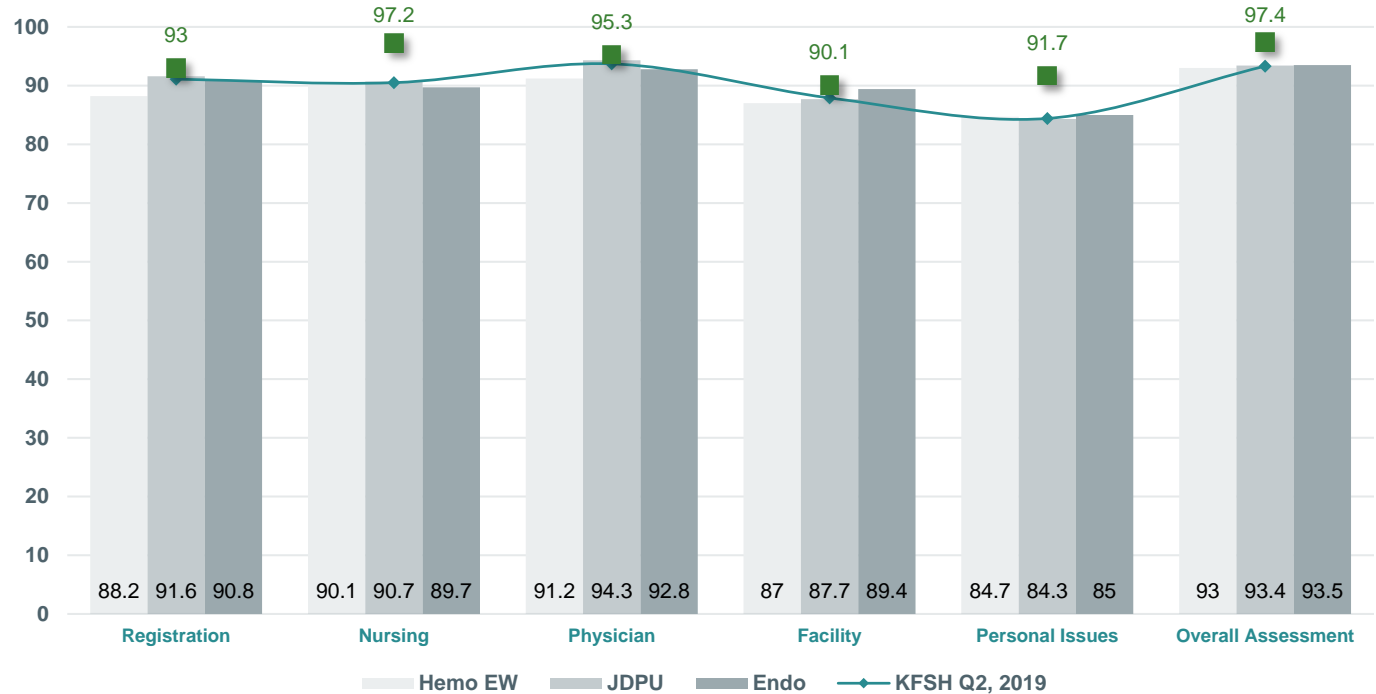
KFSH Average



PG Average

AS – Survey Domains

Patient Journey Departments



Period: Apr 1st – Jun 30th, 2019



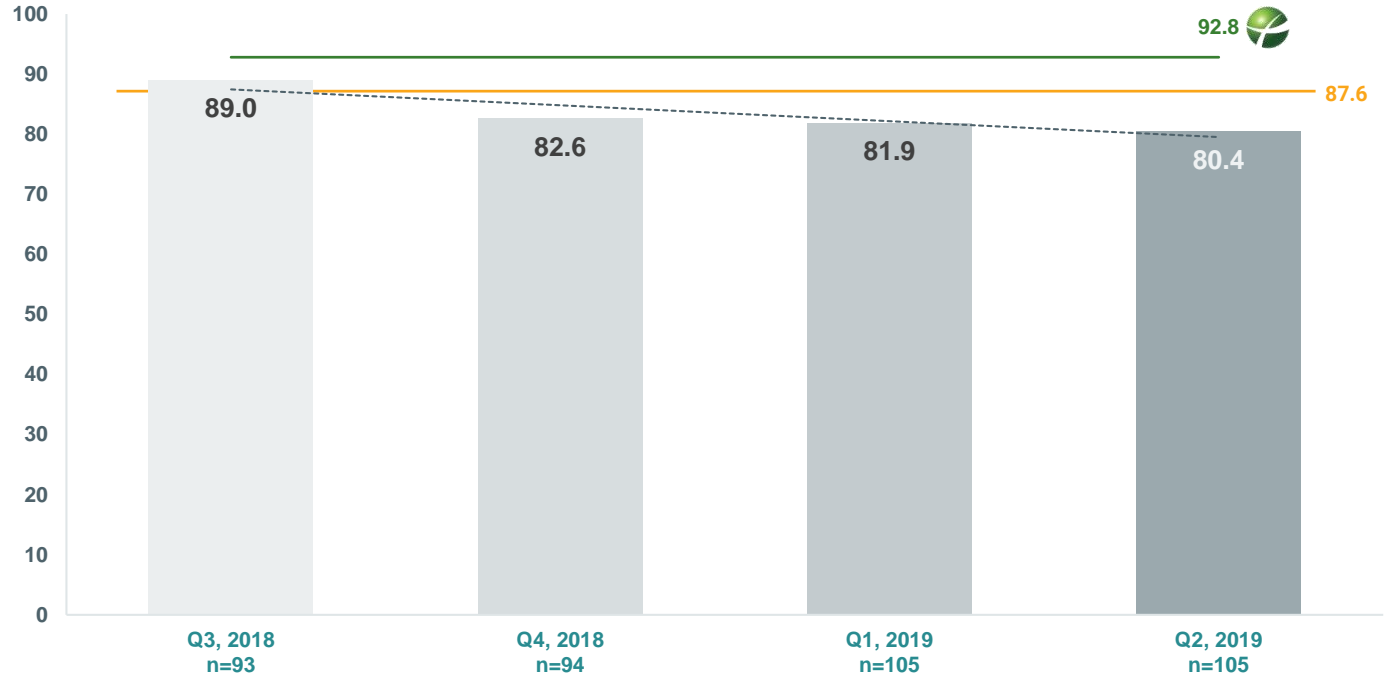


Outpatient
Oncology

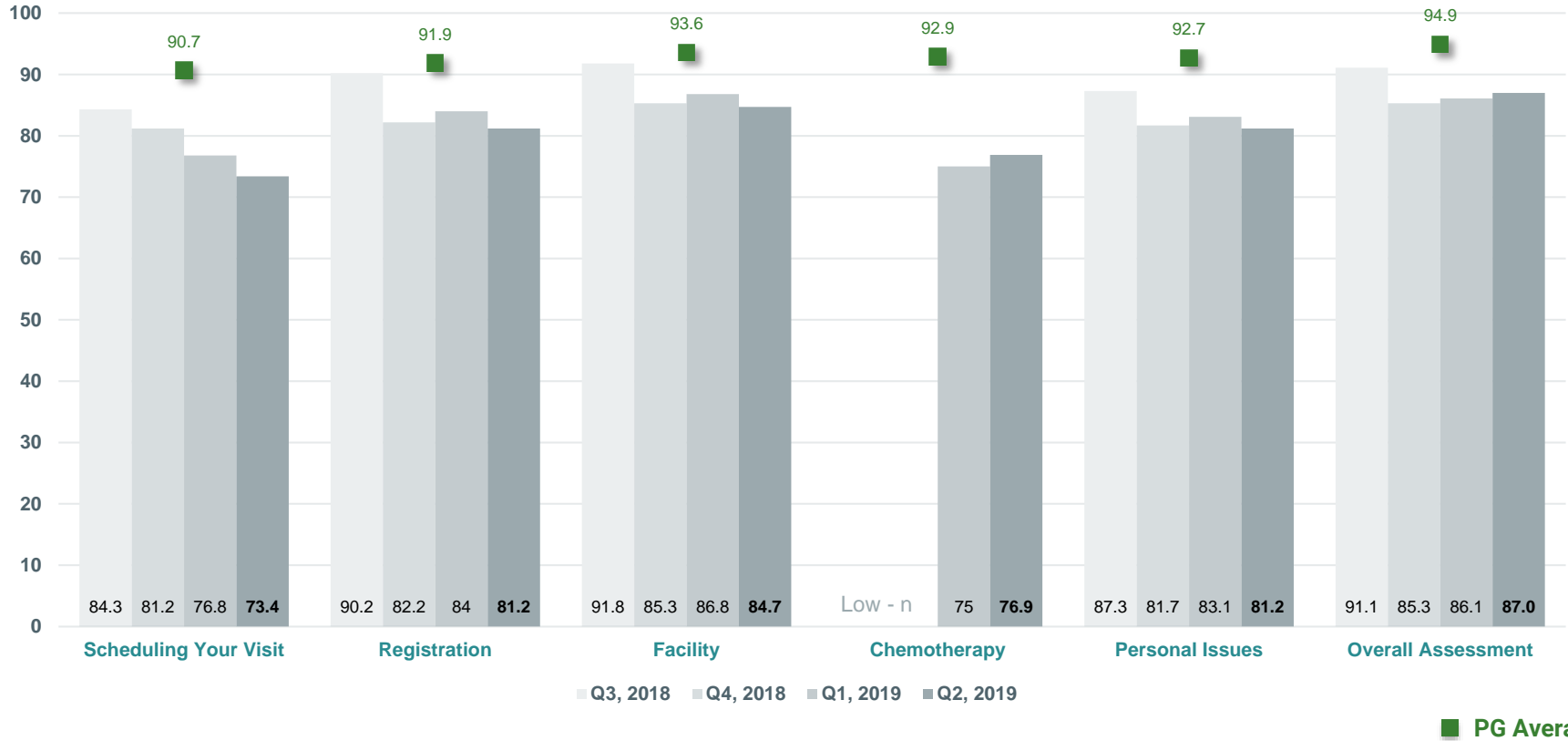
ON – Overall Rating



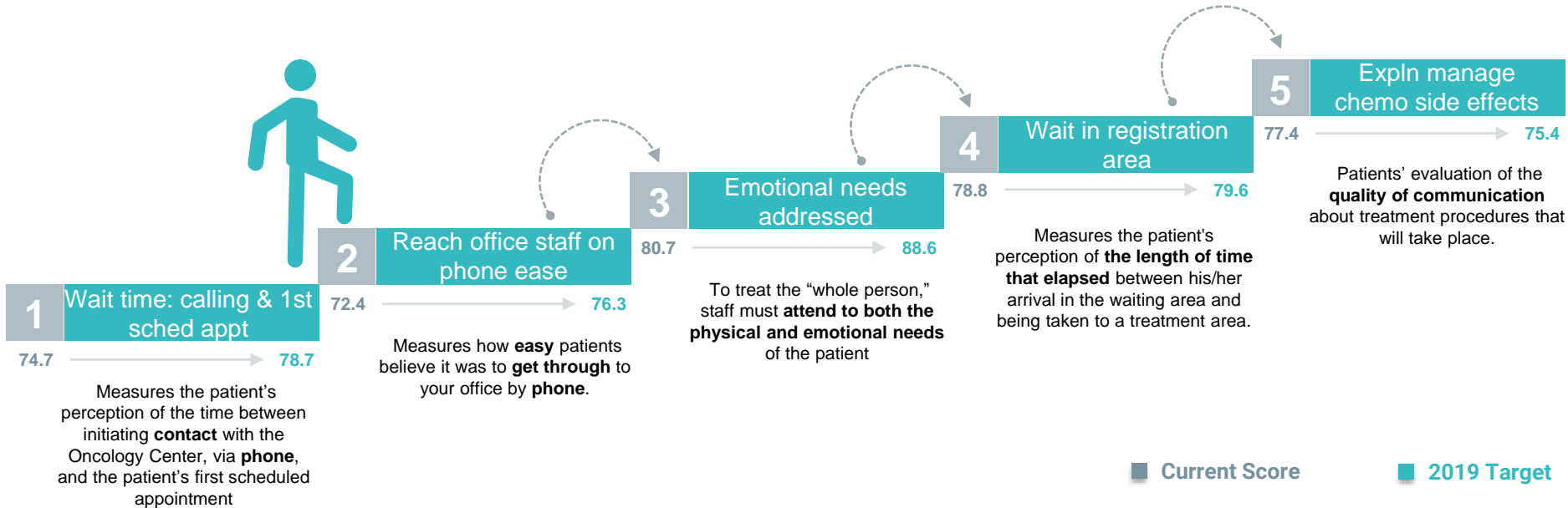
Overall Rating Trend [Q3, 2018 – Q2, 2019]



ON – Survey Domains



ON – Priority Index (Q2, 2019)



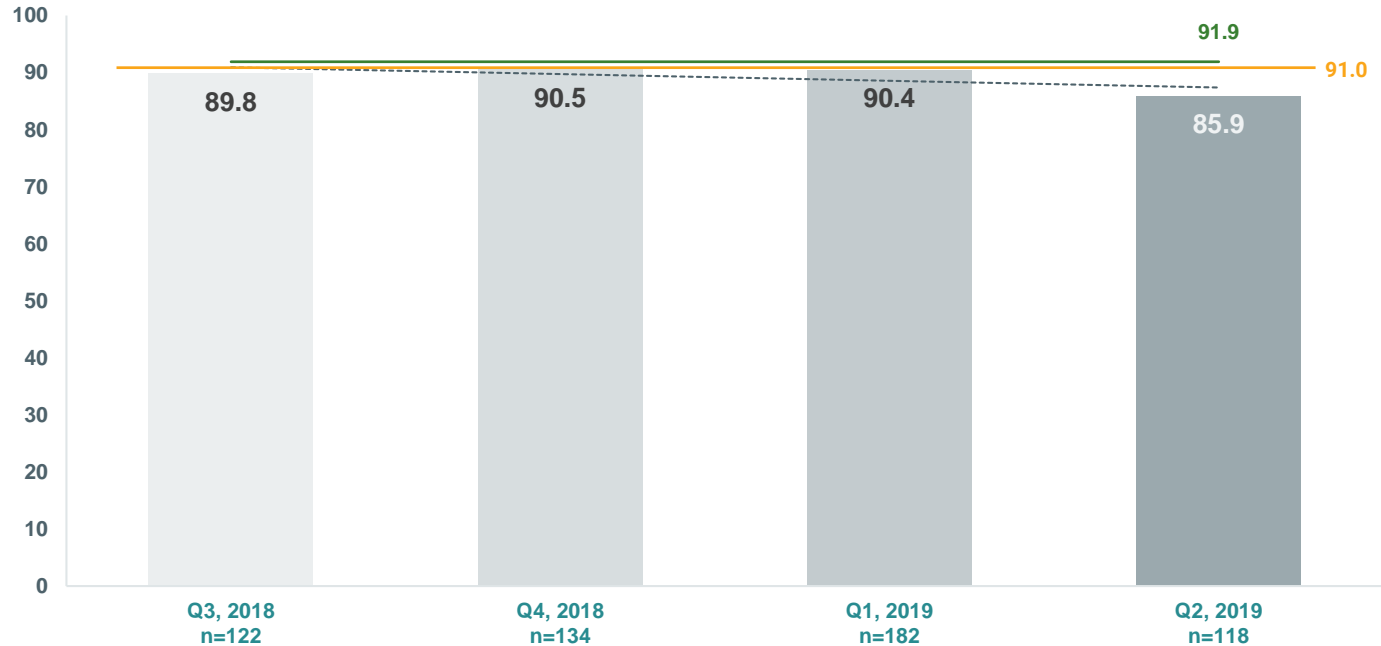
- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate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



DEN – Overall Rating



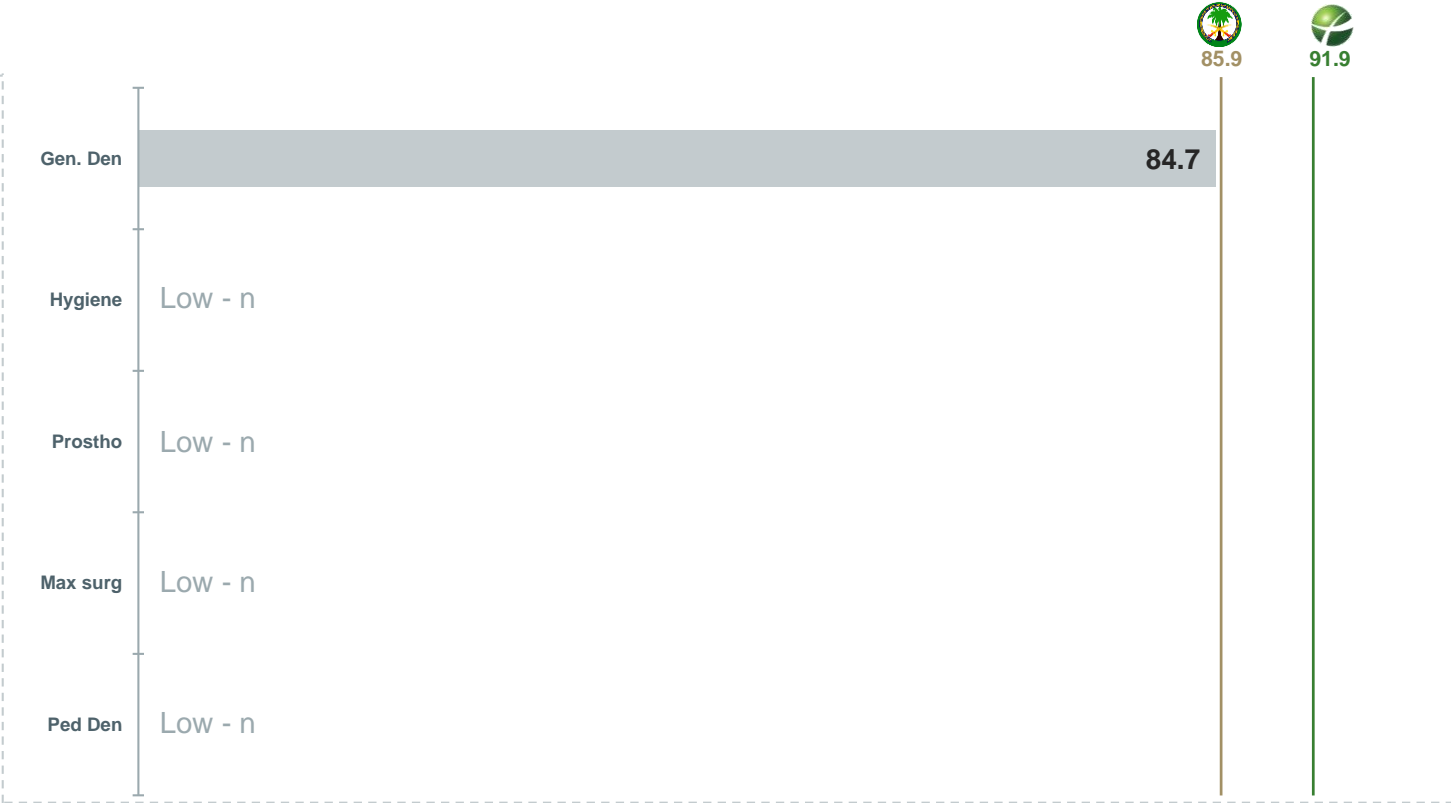
Overall Rating Trend [Q3, 2018 – Q2, 2019]



■ 2019 Target [91.0] ■ PG Average

DEN – Overall Rating

Overall Rating Departments

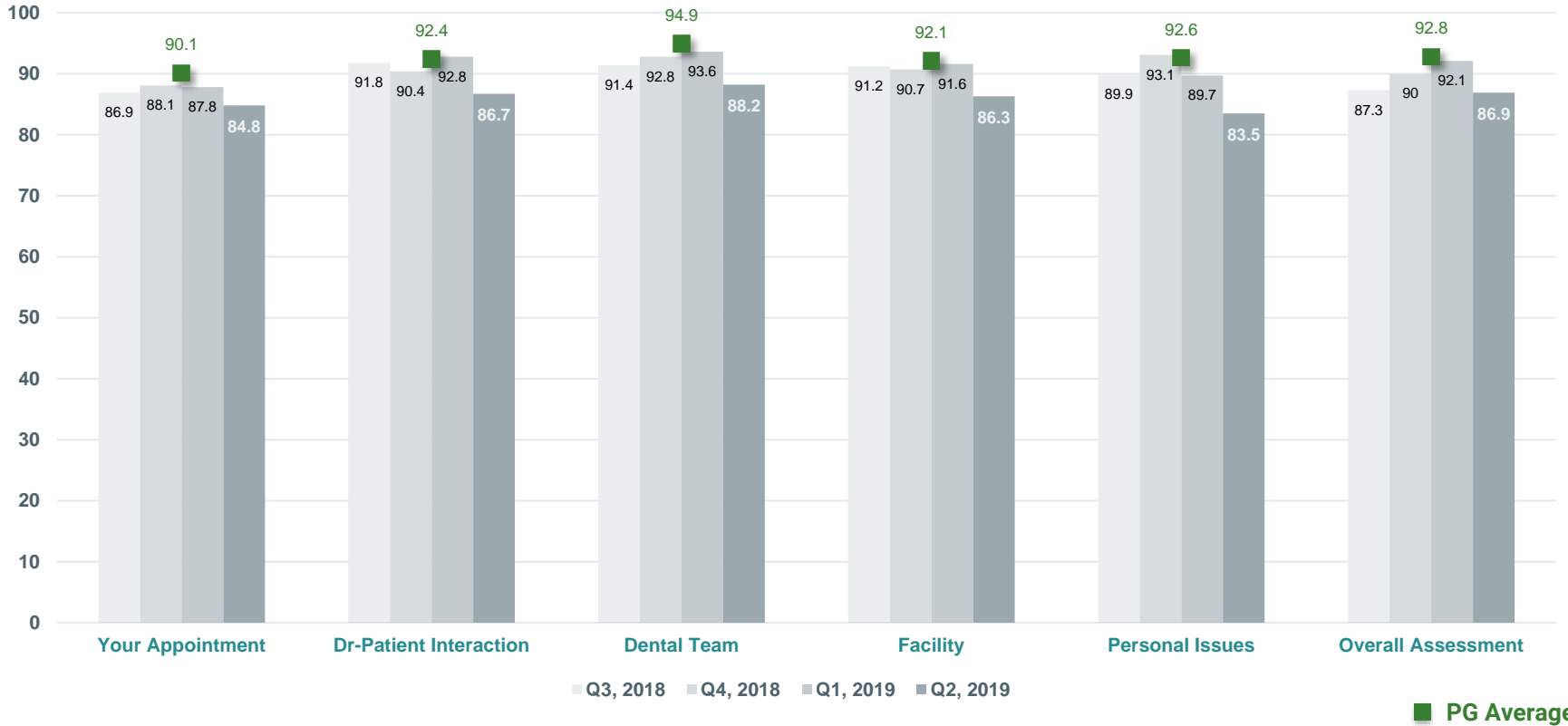


Period: Apr 1st – Jun 30th, 2019

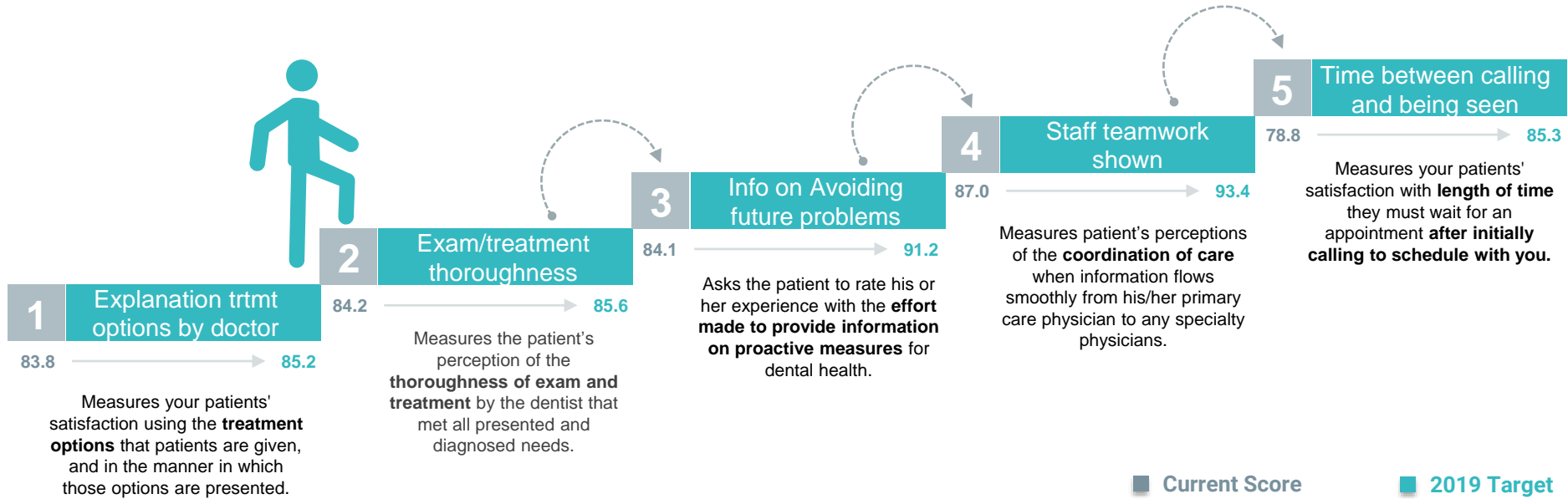
 KFSH Average

 PG Average

DEN – Survey Domains



DEN – Priority Index (Q2, 2019)



- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- Most of these items have been identified as priorities for 6 consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

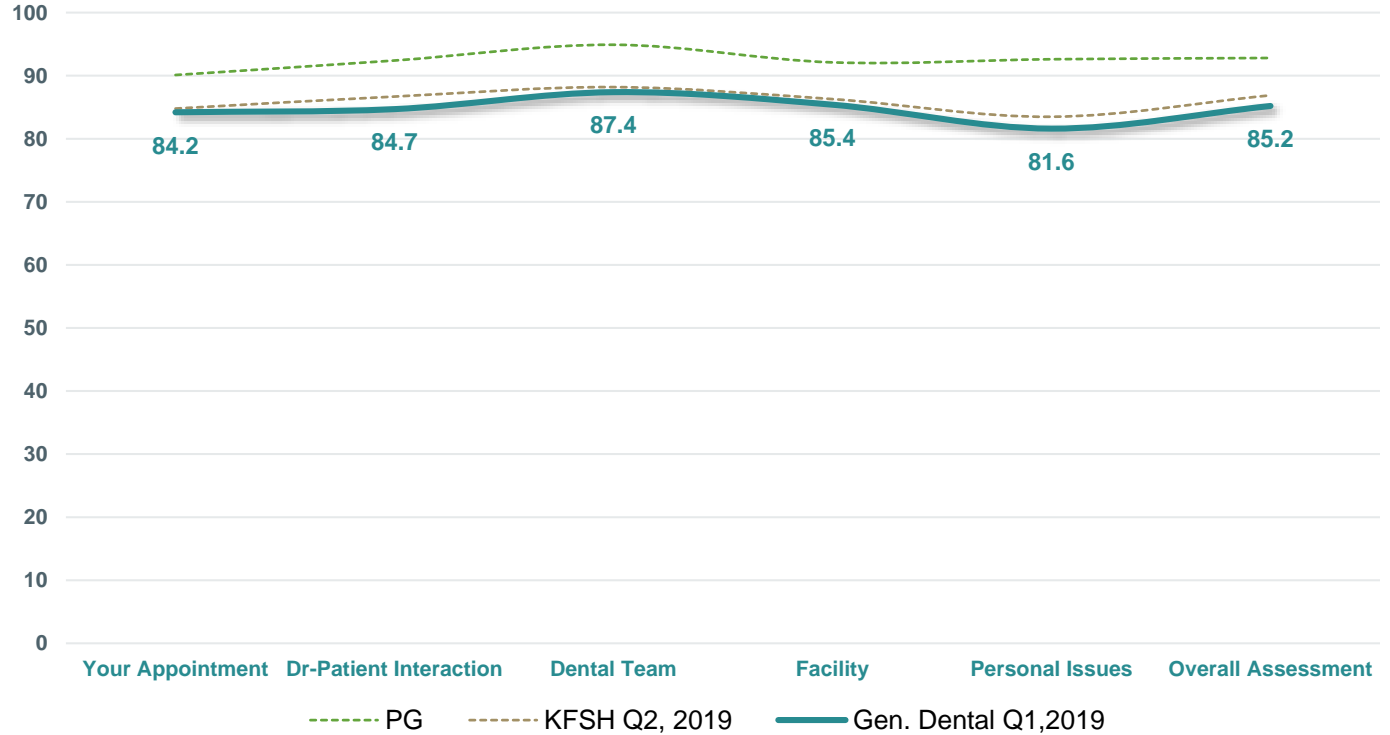
Dental – Departments

Gen. Dental Patient Journey



n-Size
80

Period: Apr 1st – Jun 30th, 2019



King Faisal Specialist Hospital - Jeddah

Patient Experience Results [Q2, 2019]



روابط للحلول الصحية

HEALTH LINKS

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