

King Faisal Specialist Hospital & Research Centre

Jeddah

Patient Experience Results [Q3, 2019]



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



روابط للحلول الصحية
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3rd Quarter 2019 Patient Experience Results-Jeddah

Service Type	Third Quarter (Q3, 2019)	2 nd Quarter (Q2, 2019)	1 st Quarter (Q1, 2019)	Press Ganey Benchmark	2019 Target Score
Medical Practice (OP)	87.8	87.2	87.5	91.6	88.2
Inpatient – Adults (IP)*	77.1%	75.7%	77.7%	71.8	77.8%
Inpatient – Pediatric (PIP)	91.1	90.5	91.1	90.0	87.7
Emergency Department (ED)	77.8	75.6	71.9	86.9	75.4
Ambulatory Surgery (AS)	89.6	90.0	89.0	94.7	91.2
Outpatient Oncology (ON)	83.2	80.4	81.9	92.8	87.6
Dental (DEN)	91.5	85.9	90.4	91.8	91.0

- Items highlighted in **Red** did not meet the KFSH Target
- Items highlighted in **Green** met the KFSH Target



Outpatient

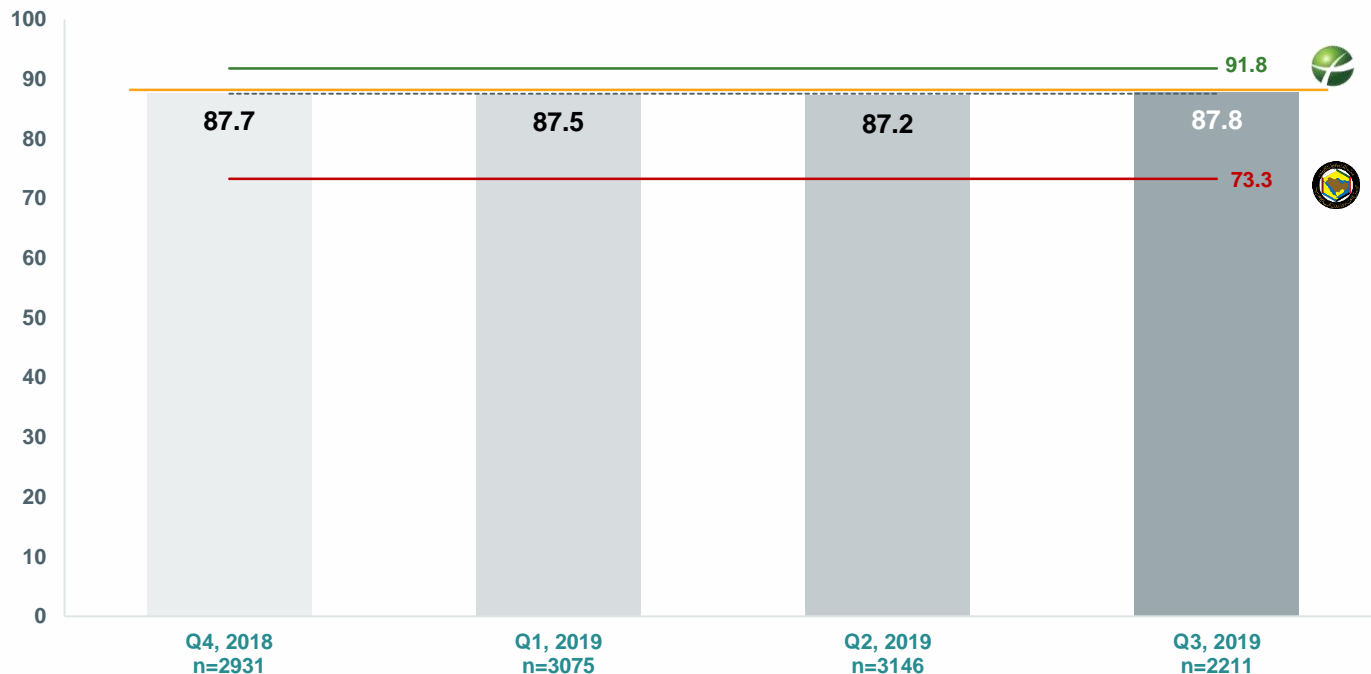
OP – Overall Rating

KFSH&RC

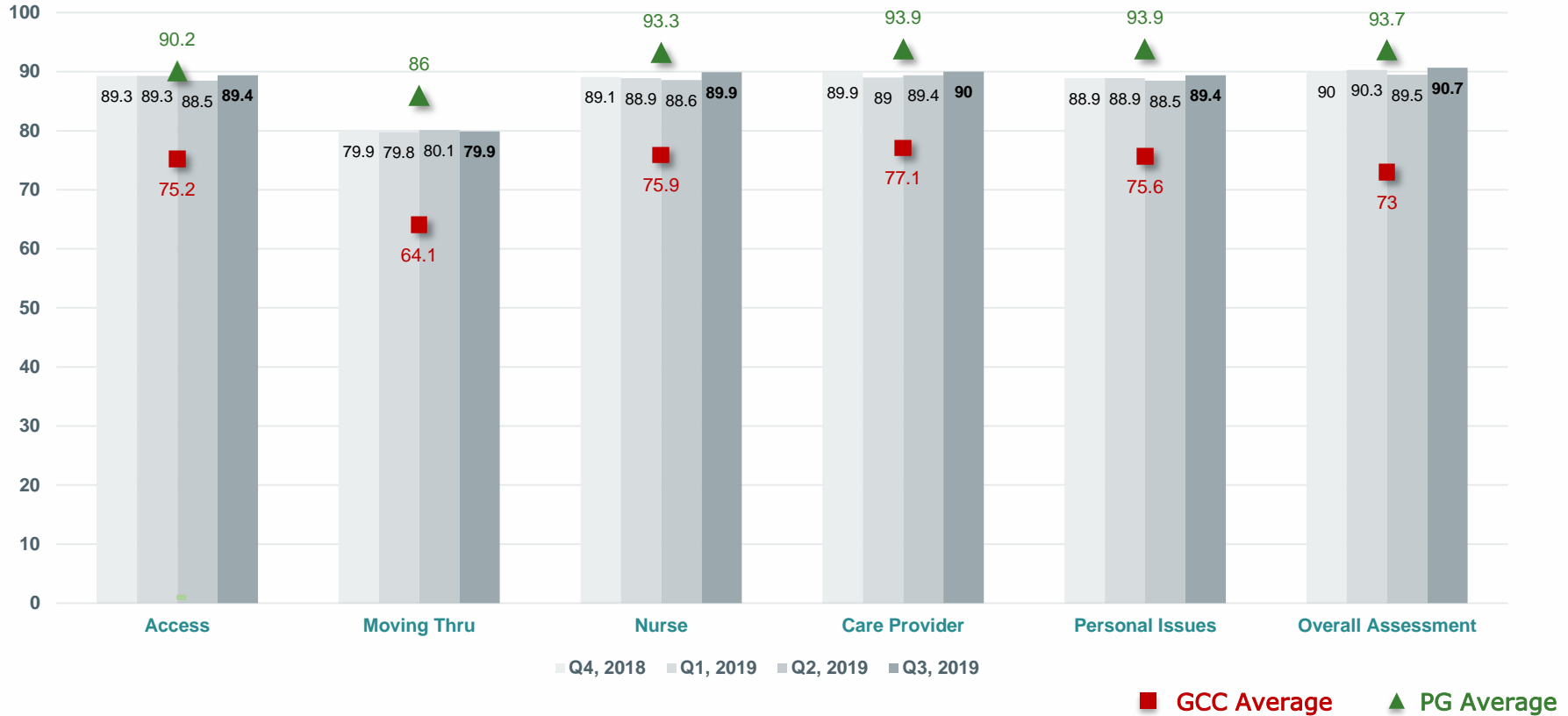


n-Size
2,211

Overall Rating Trend [Q4, 2018 – Q3, 2019]

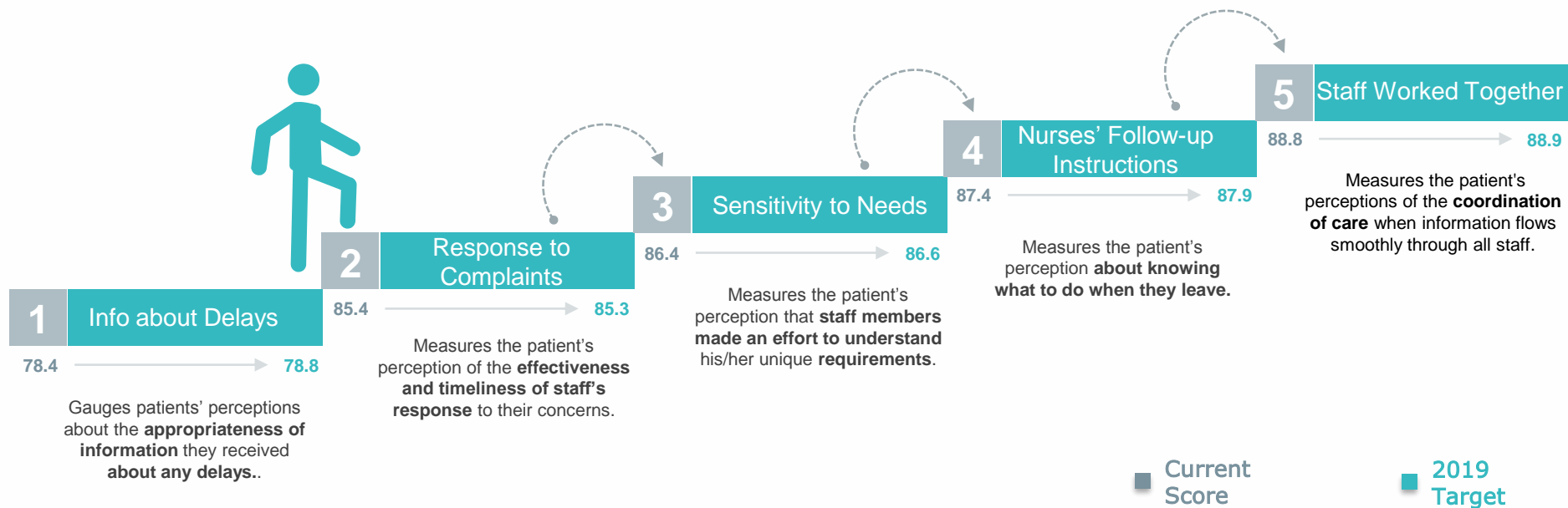


OP – Survey Domains

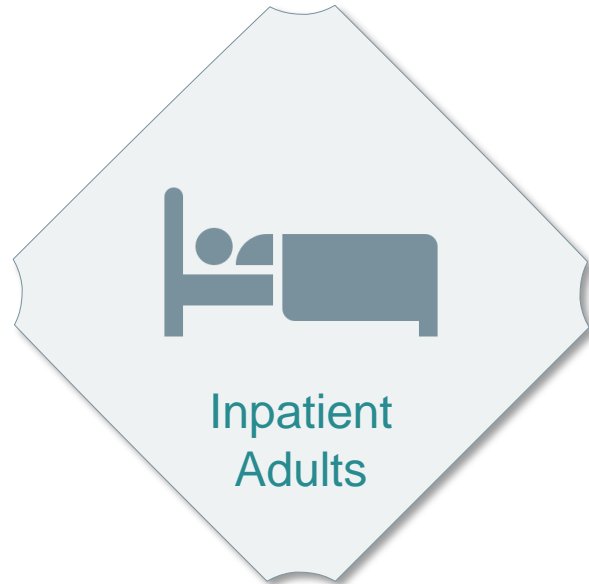




OP – Priority Index (Q3, 2019)



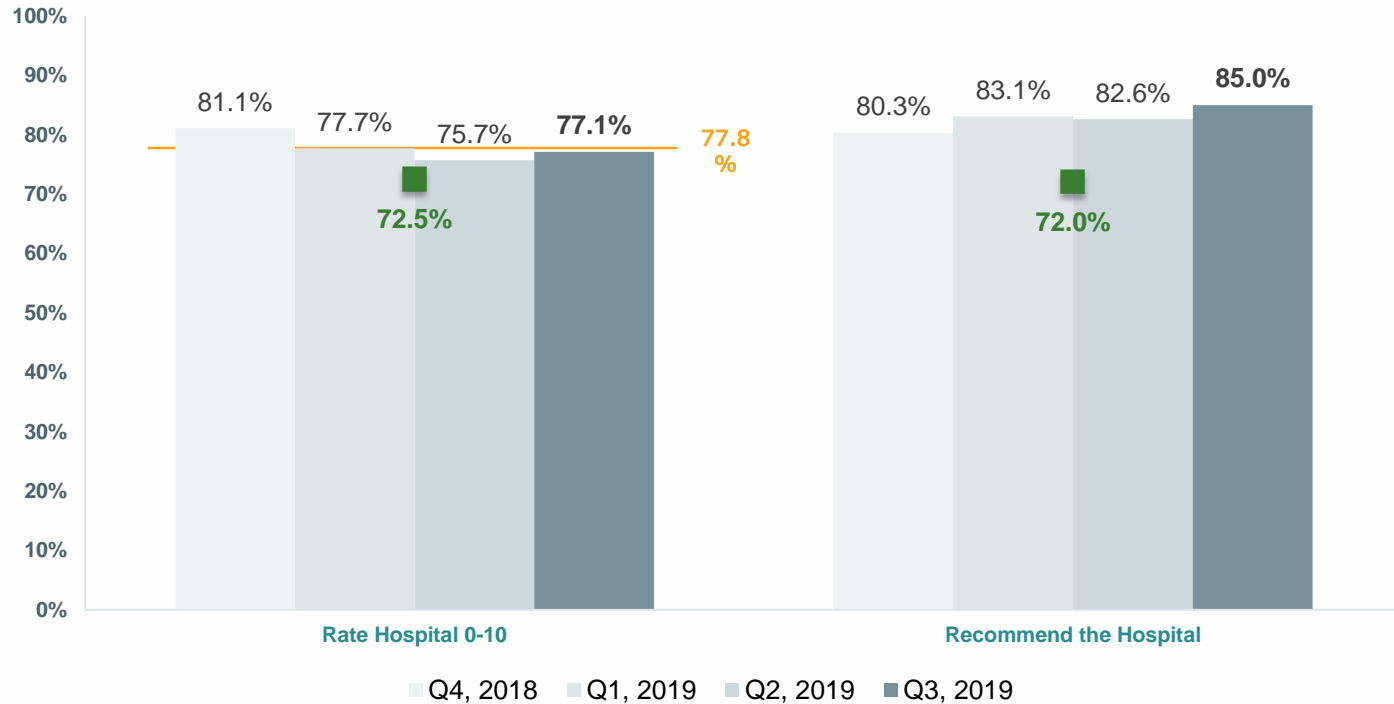
- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH&RC Outpatient Improvement Opportunities distributes across various domains in the patient journey.
- These items were identified as priorities for 7 consecutive Quarters (Q1, 2018-Q3, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



IP – Global Items

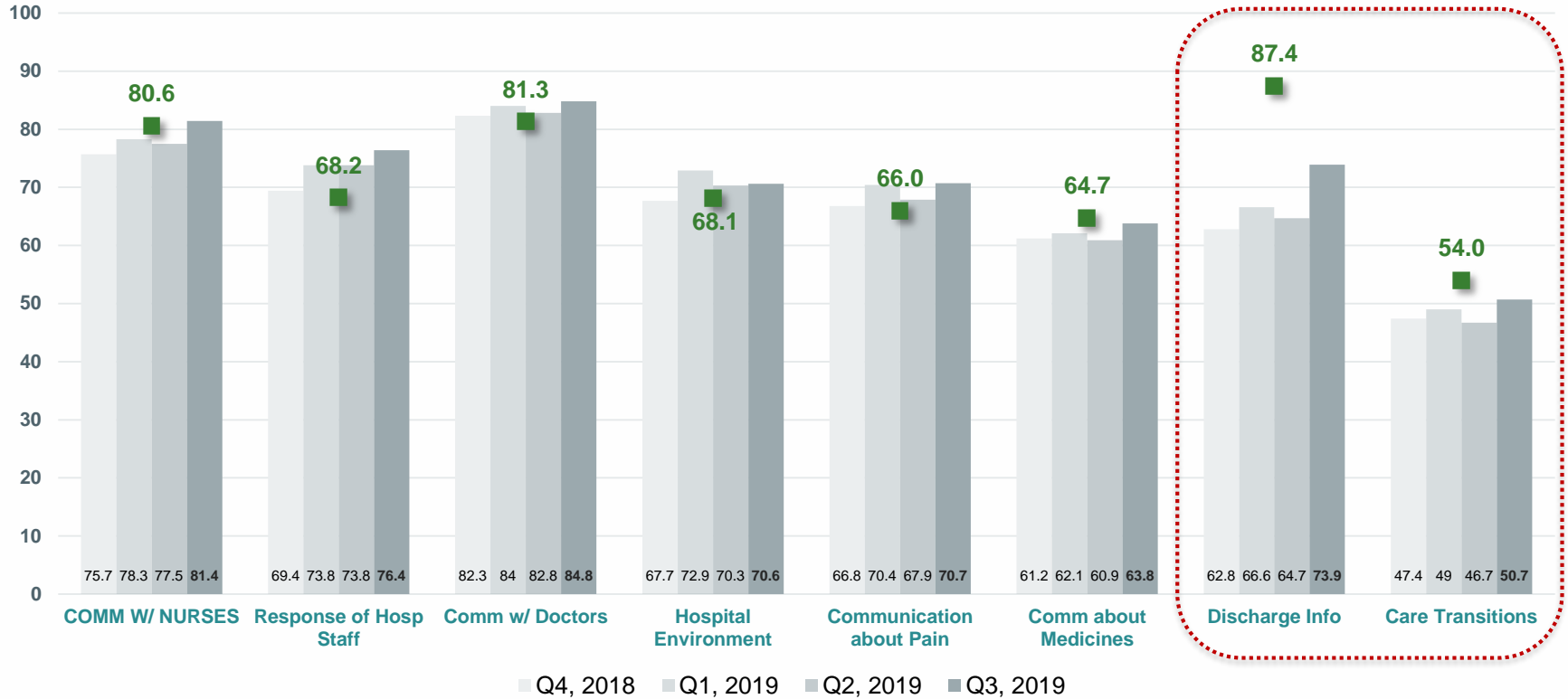
Global Items Overall

Overall Rating Trend [Q4, 2018 – Q3, 2019]



* Top Box %

IP – Survey Domains

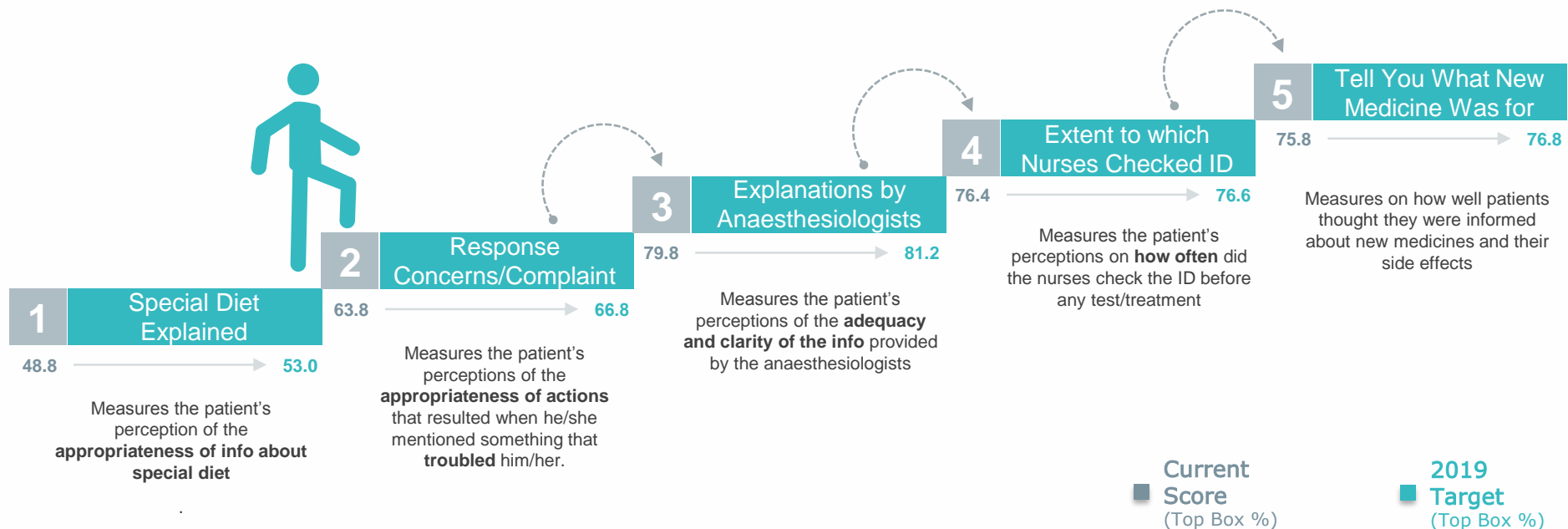


* Top Box %

■ PG Average



IP – Priority Index (Q3, 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.



Inpatient
Pediatrics

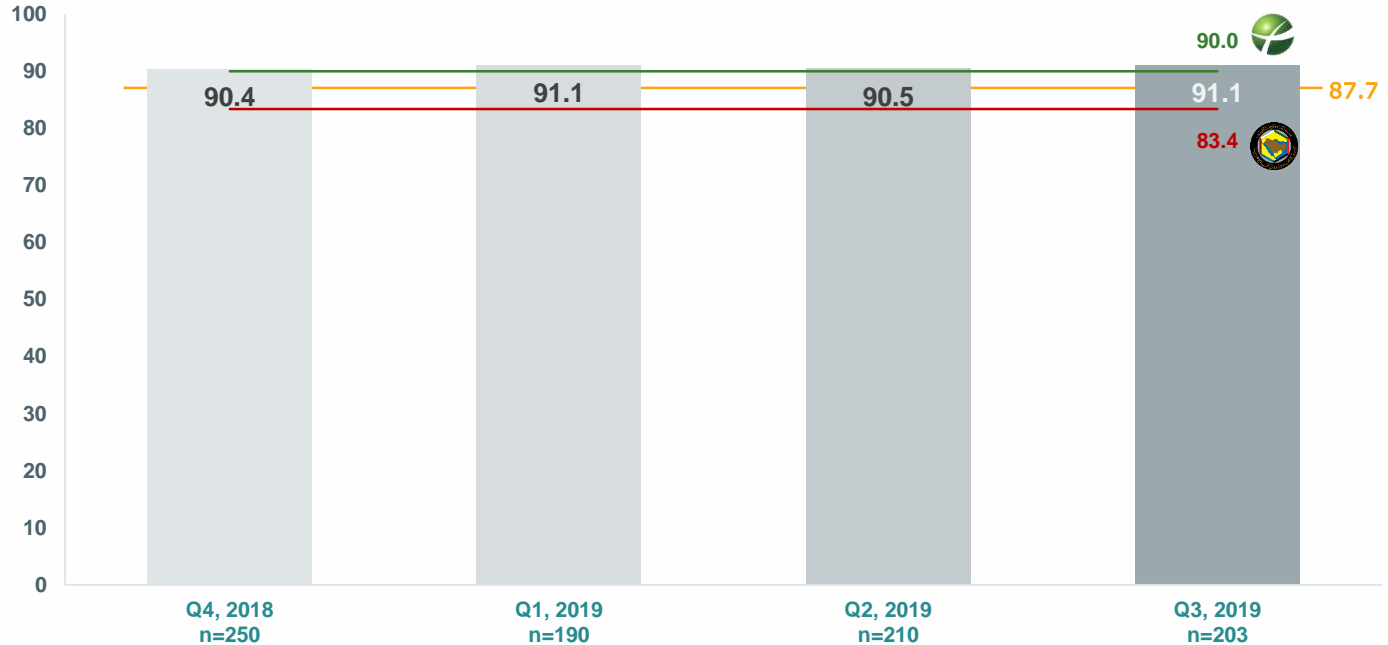
IPP – Overall Rating

KFSH&RC



n-Size
203

Overall Rating Trend [Q4, 2018 – Q3, 2019]

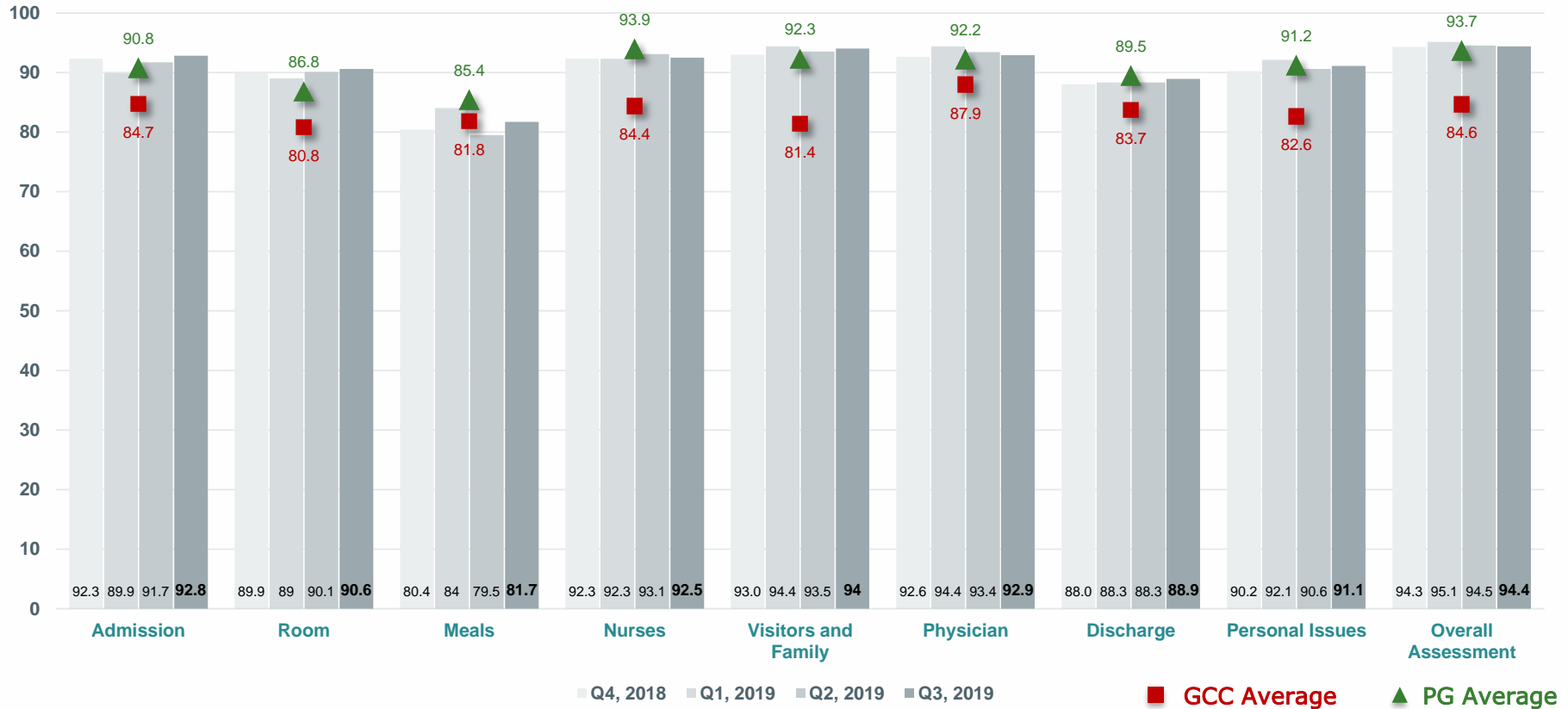


2019 Target
[87.7]

GCC Average
[83.4]

PG Average
[90.0]

IPP – Survey Domains





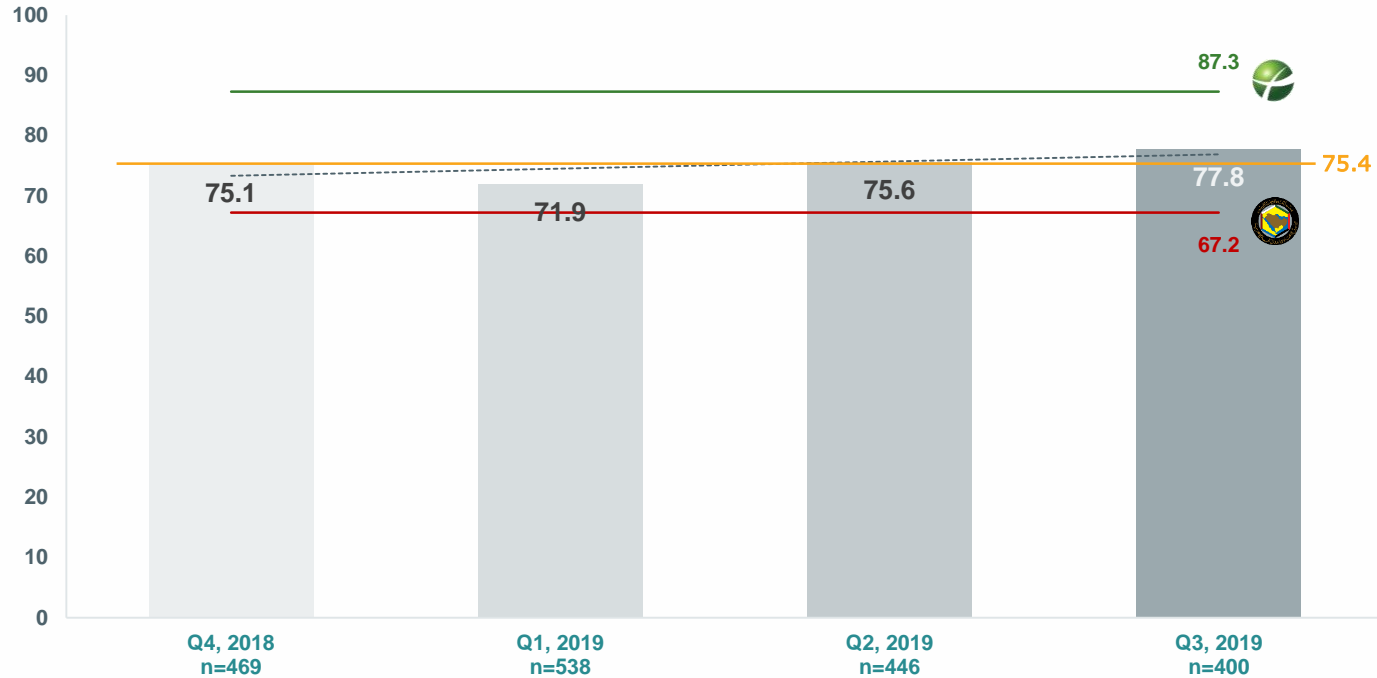
ED – Overall Rating

KFSH&RC



n-Size
400

Overall Rating Trend [Q4, 2018 – Q3, 2019]

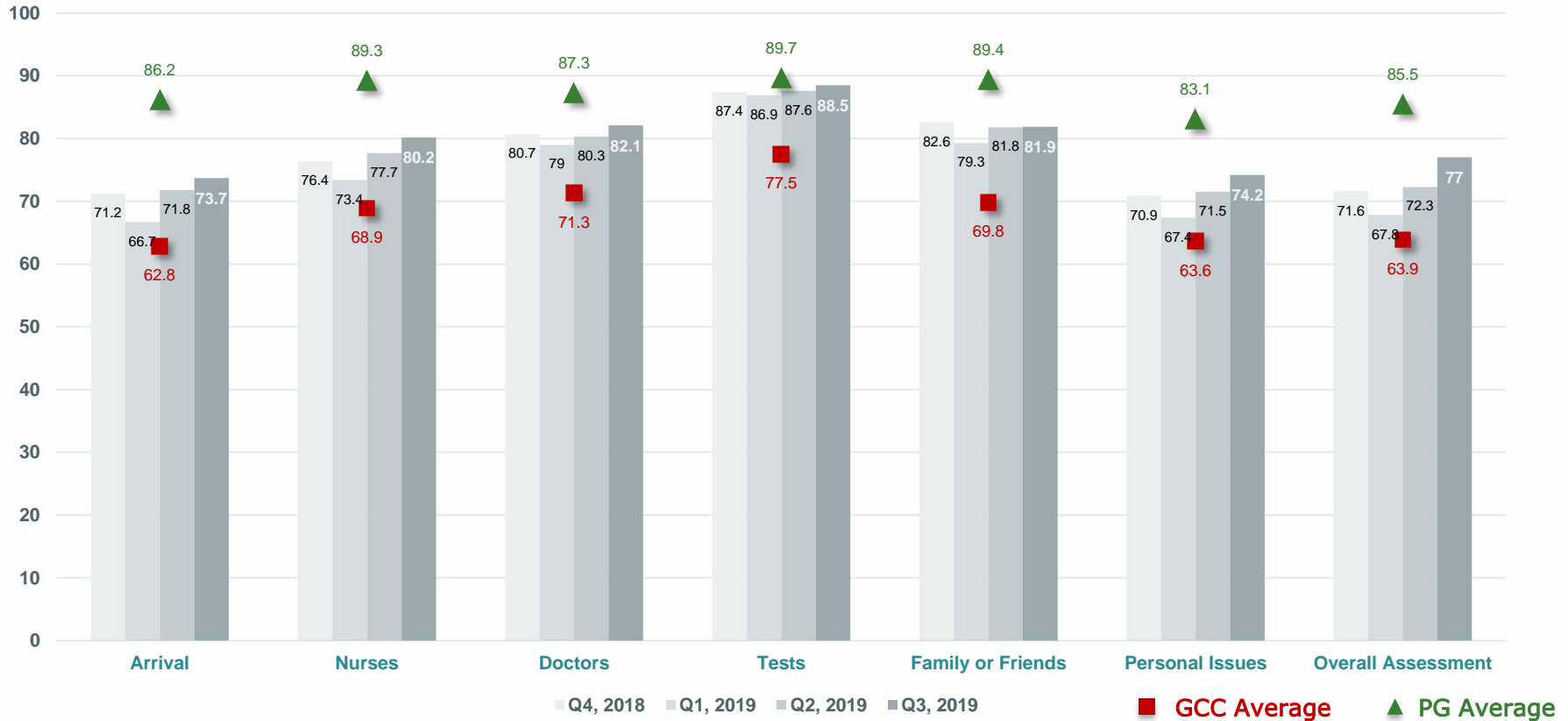


2019 Target
[75.4]

GCC Average
[67.2]

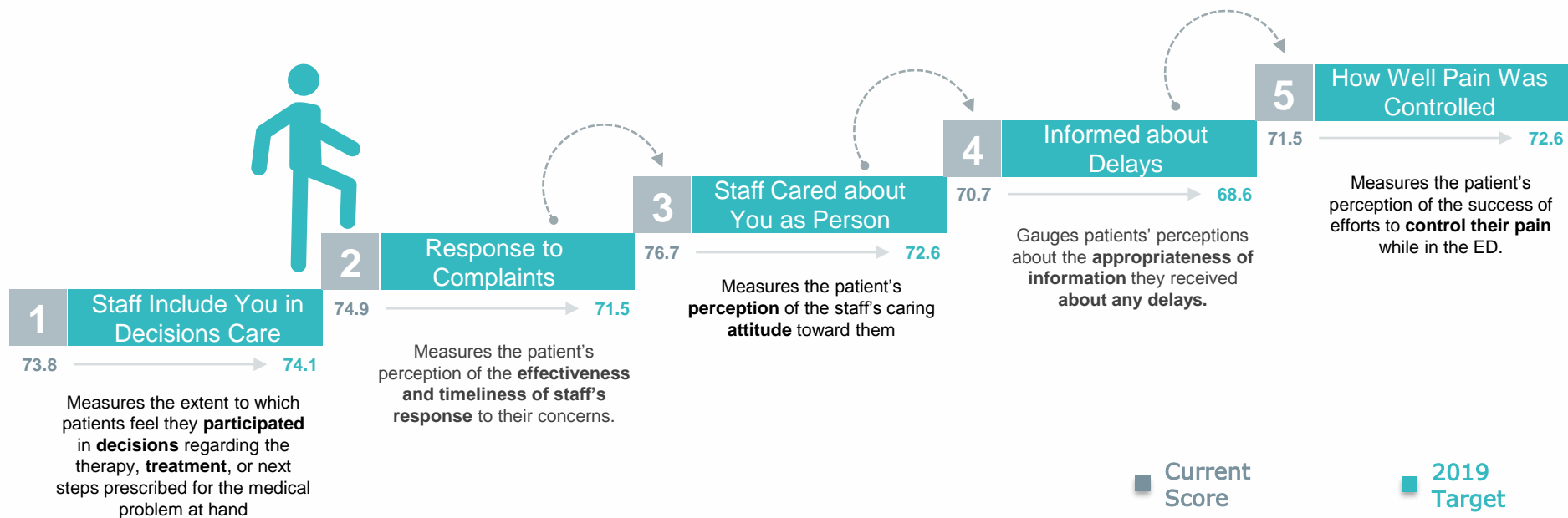
PG Average
[87.3]

ED – Survey Domains

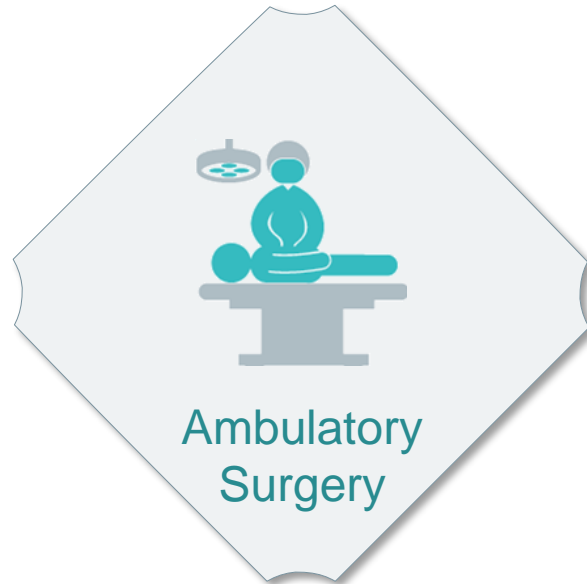




ED – Priority Index (Q2, 2019)



- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH&RC Emergency Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items were identified as priorities for 7 consecutive Quarters (Q1,2018 – Q3, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Ambulatory
Surgery

AS – Overall Rating

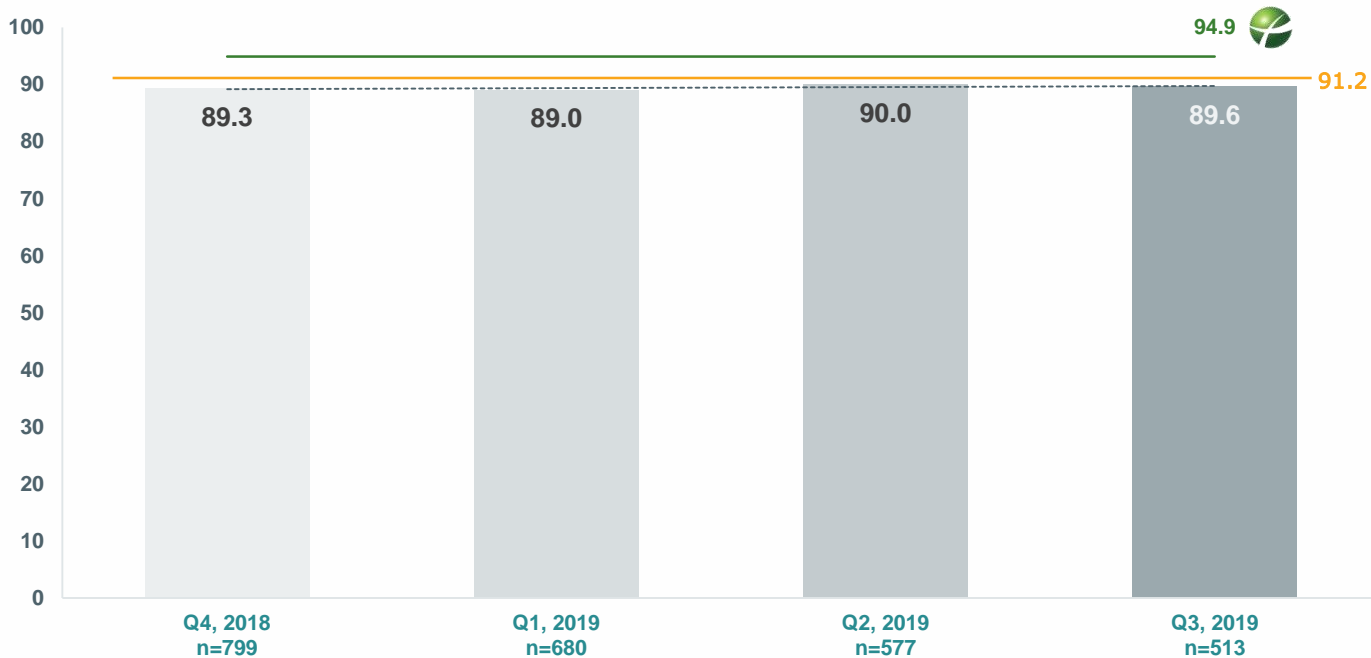
KFSH&RC



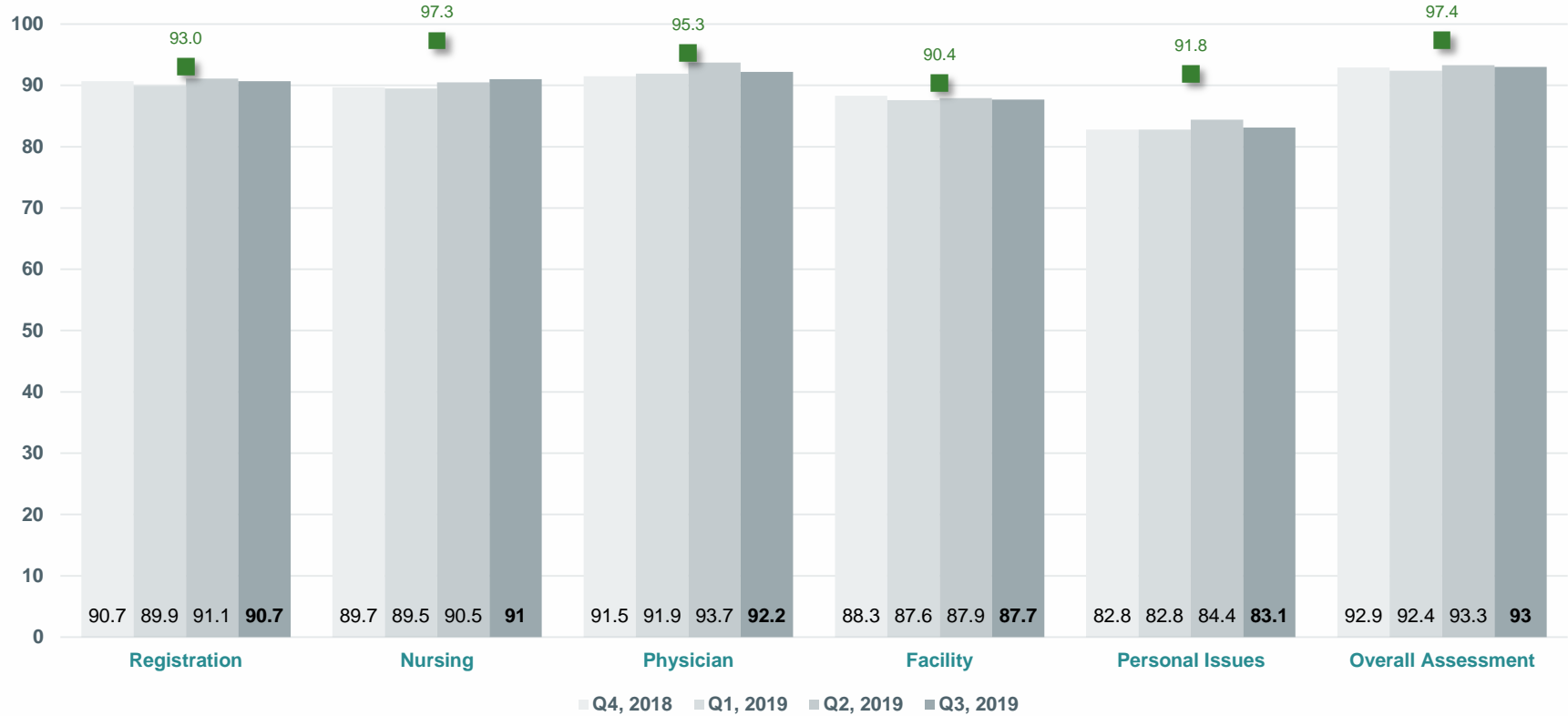
n-Size

513

Overall Rating Trend [Q4, 2018 – Q3, 2019]

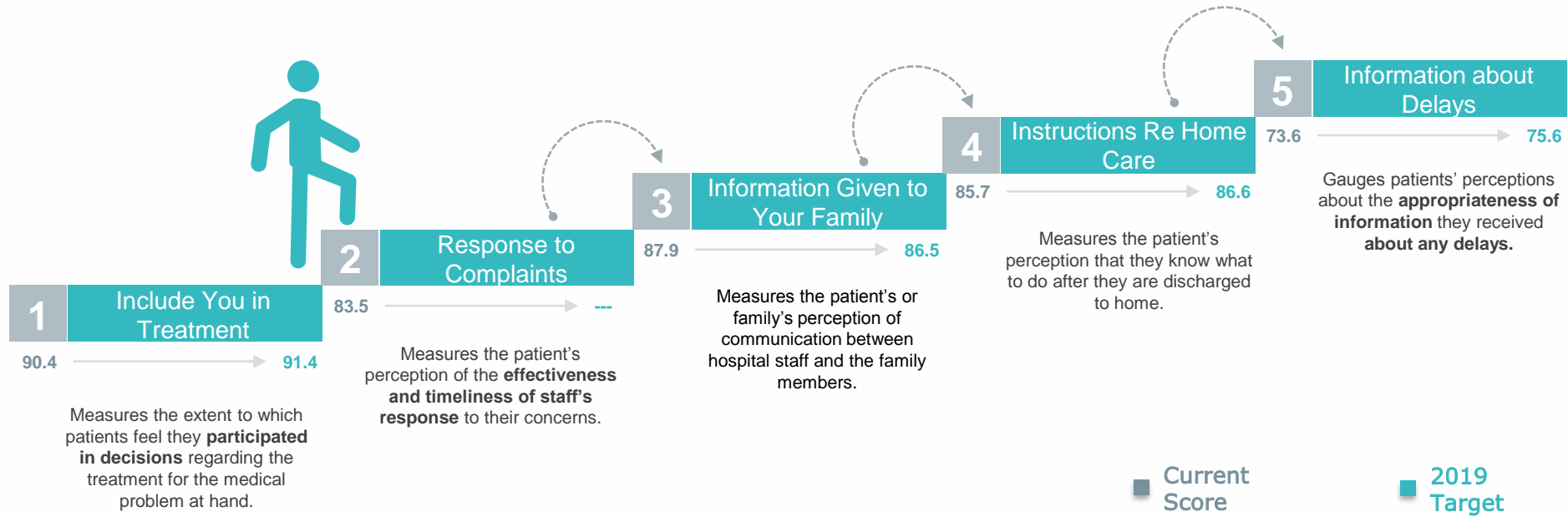


AS – Survey Domains



■ PG Average

AS – Priority Index (Q3, 2019)



- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH&RC Ambulatory Surgery Improvement Opportunities distributes across various domains in the patient journey.
- The first three items have been identified as a priority for 6 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units



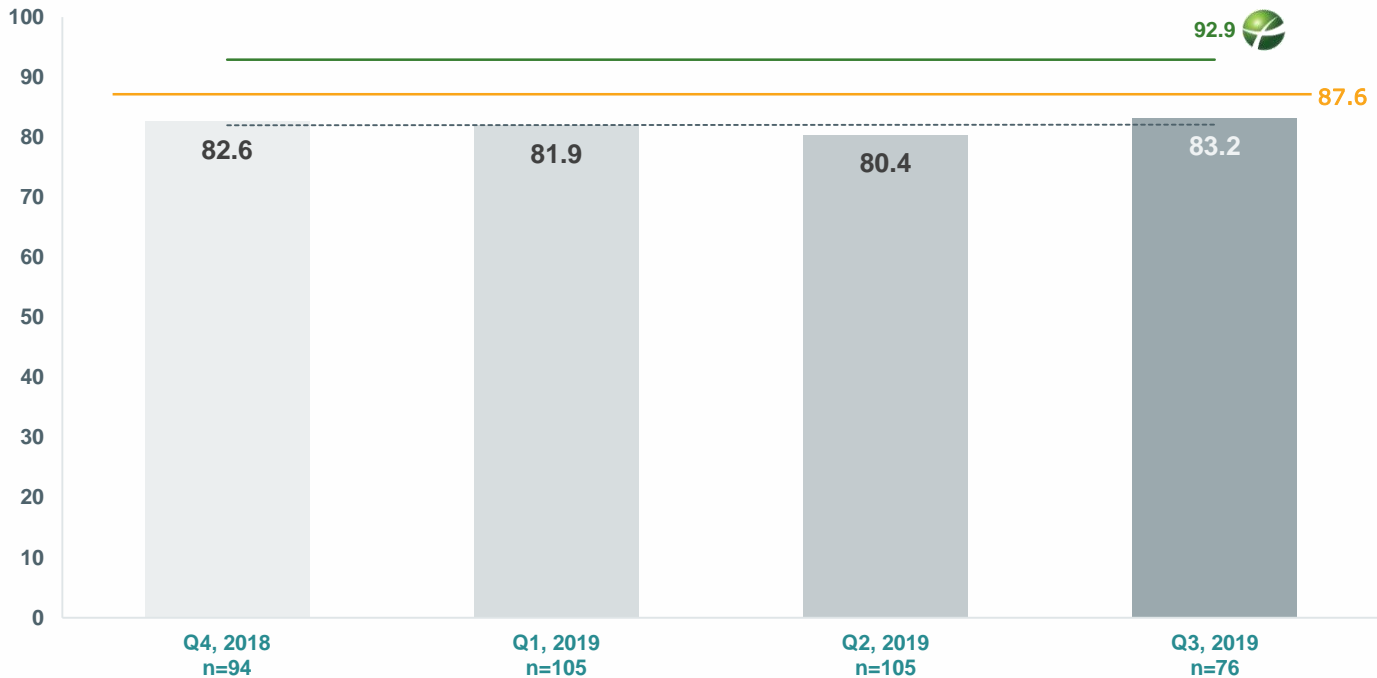
ON – Overall Rating

KFSH&RC



n-Size
76

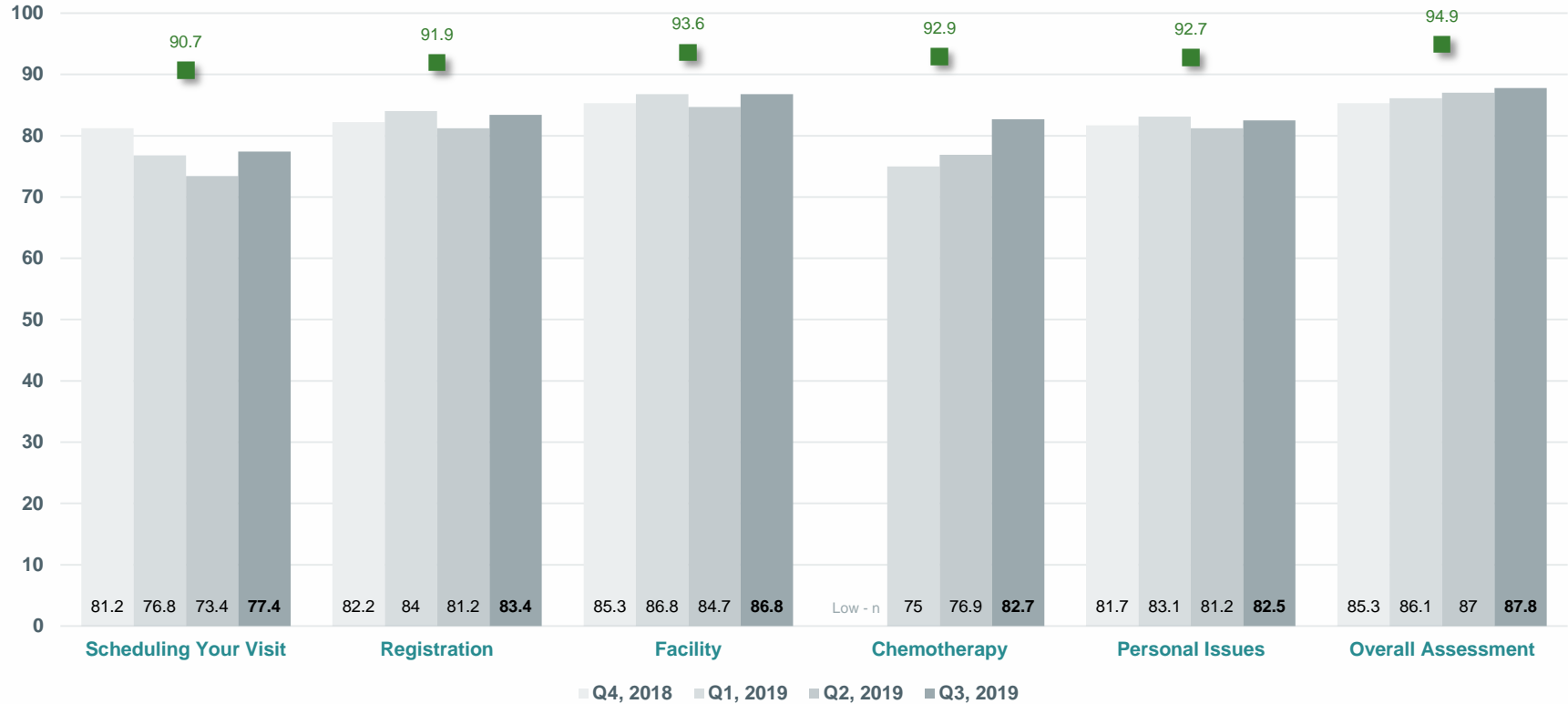
Overall Rating Trend [Q4, 2018 – Q3, 2019]



2019 Target
[87.6]

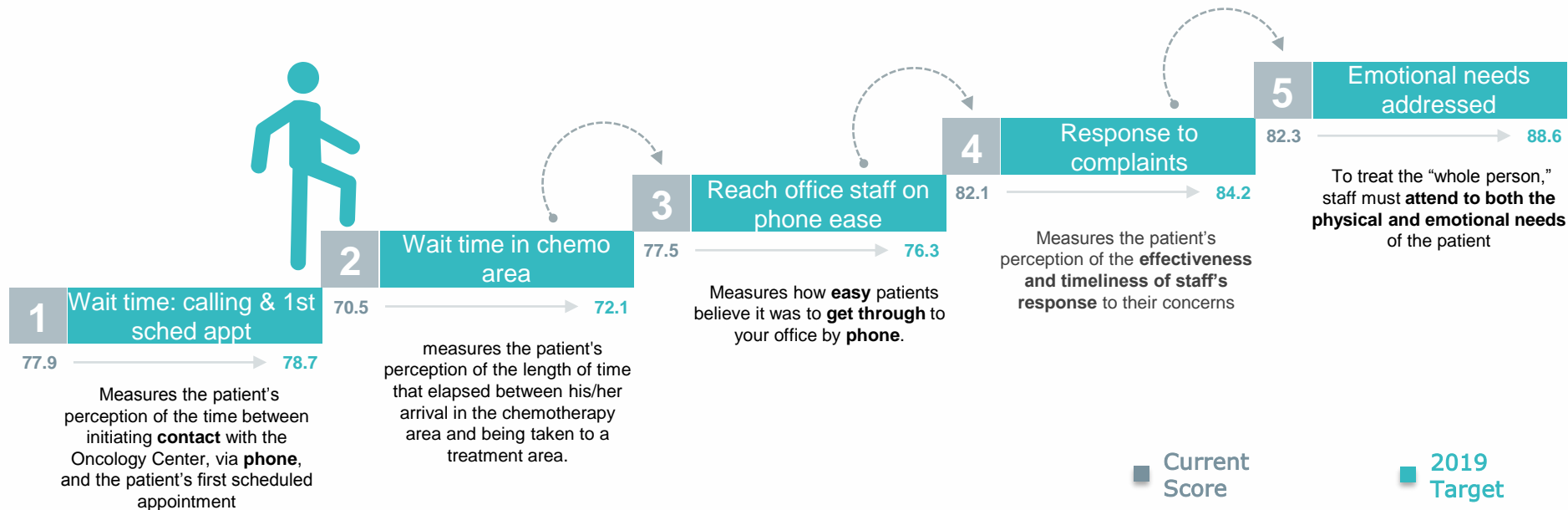
PG Average
[92.9]

ON – Survey Domains



■ PG Average

ON – Priority Index (Q3, 2019)



- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH&RC 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



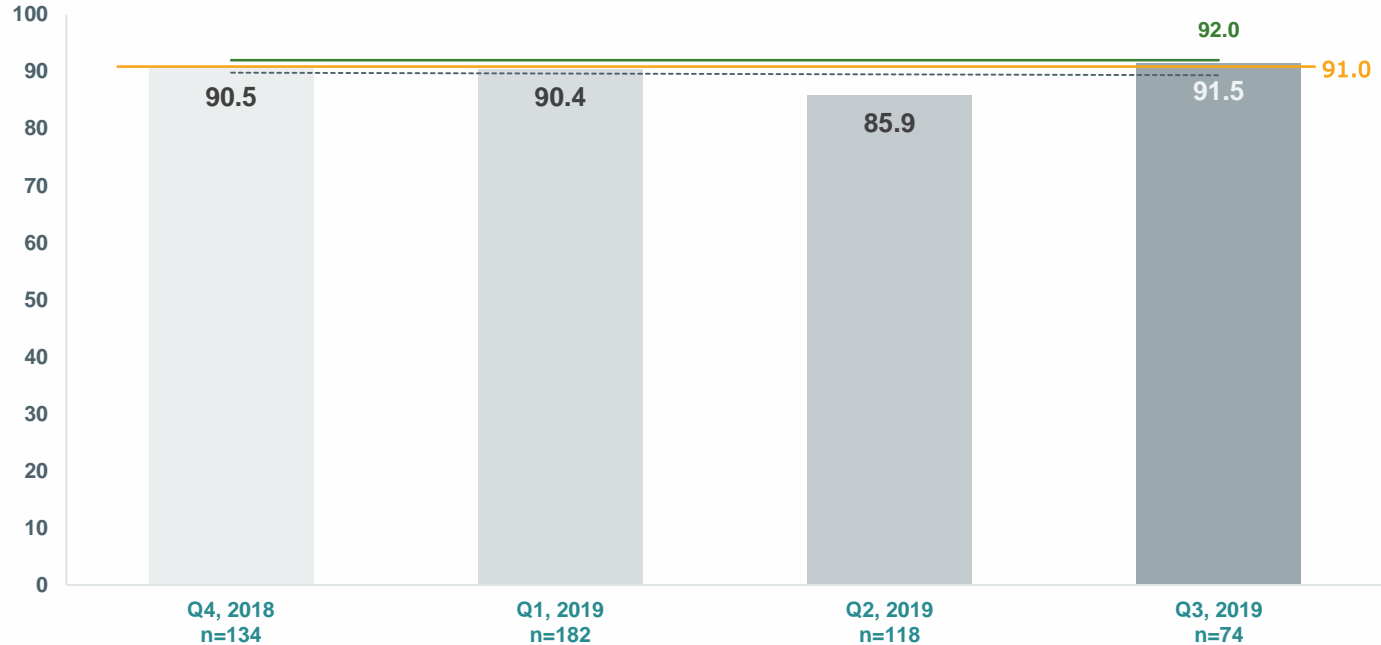
DEN – Overall Rating

KFSH&RC



n-Size
74

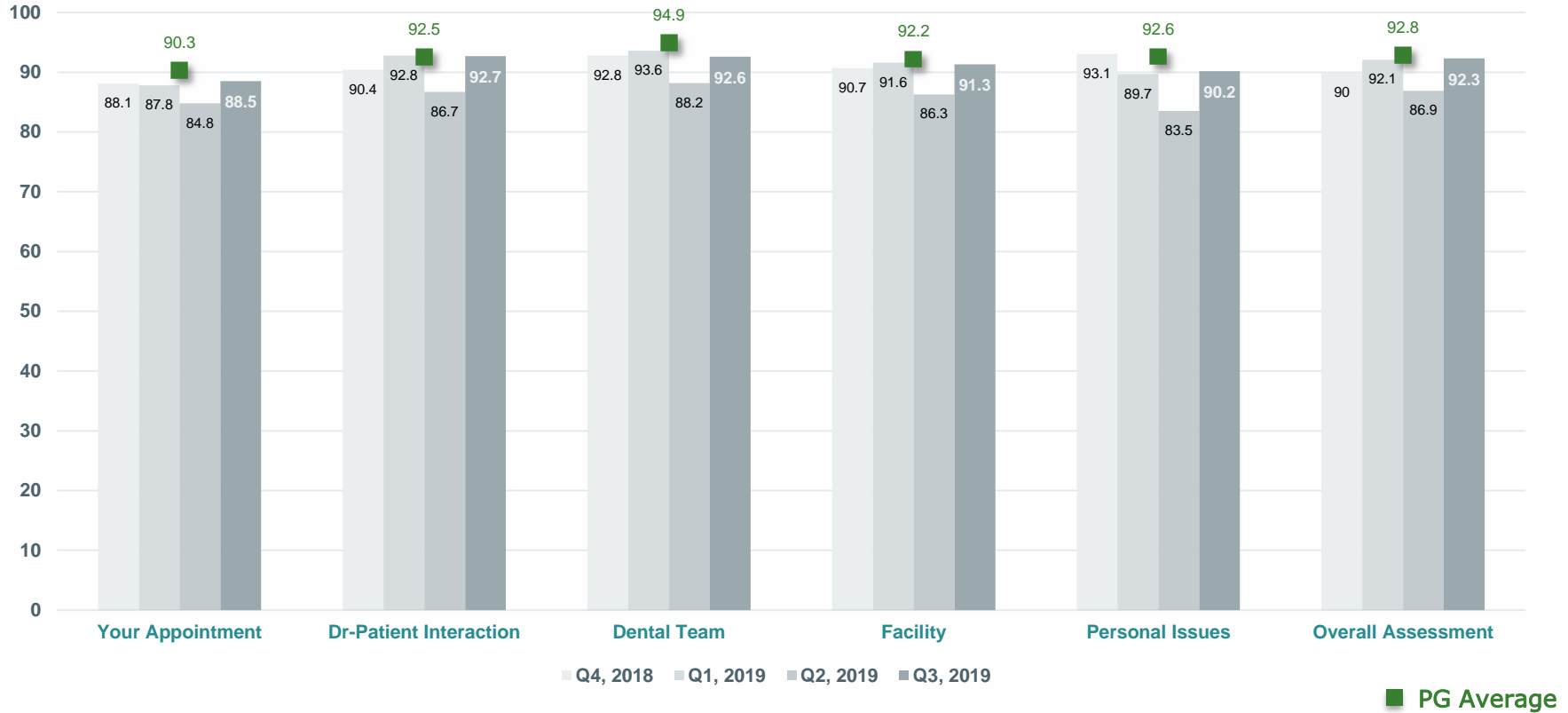
Overall Rating Trend [Q4, 2018 – Q3, 2019]



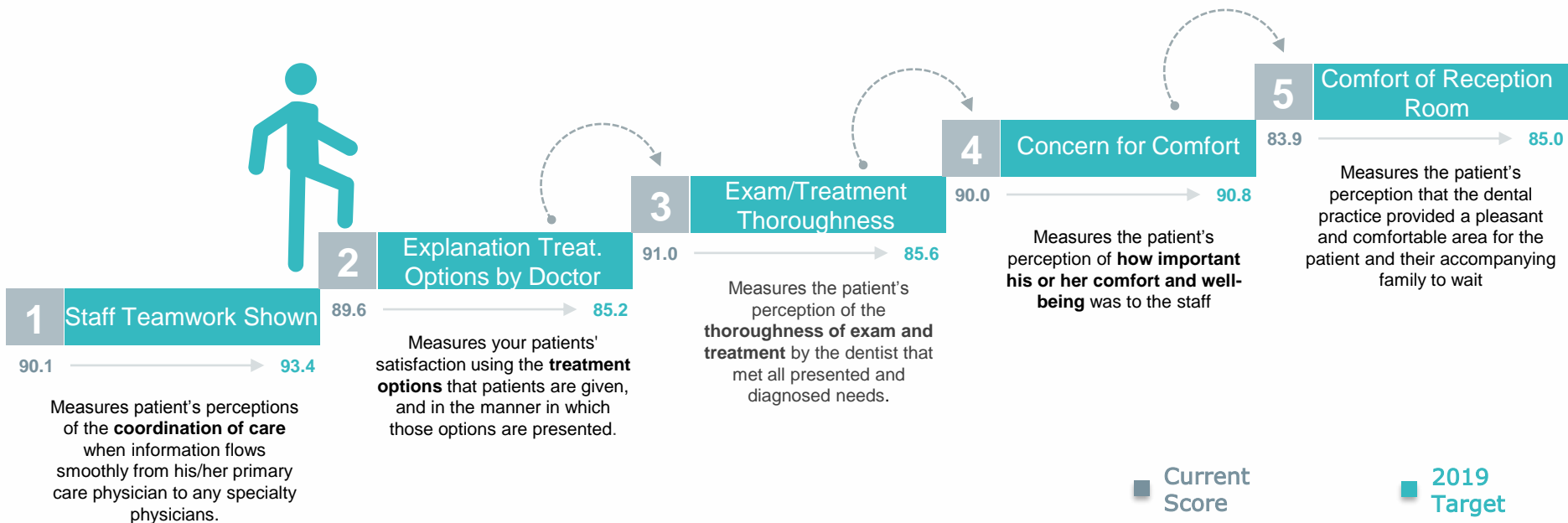
2019 Target
[91.0]

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.
- Items # 3 & 4 have been identified as priorities for 6 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

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