

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q4, 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 (Q4, 2019)	Previous Period (Q3, 2019)	2019 Target Score
Medical Practice (OP)	87.6	87.8	88.2
Inpatient – Adults (IP)*	73.8%	77.1%	77.8%
Inpatient – Pediatric (PIP)	91.6	91.1	87.7
Emergency Department (ED)	74.8	77.8	75.4
Ambulatory Surgery (AS)	91.9	89.6	91.2
Outpatient Oncology (ON)	81.9	83.2	87.6
Dental (DEN)	91.0	91.5	91.0

* HCHAPS Survey - Top Box % is used

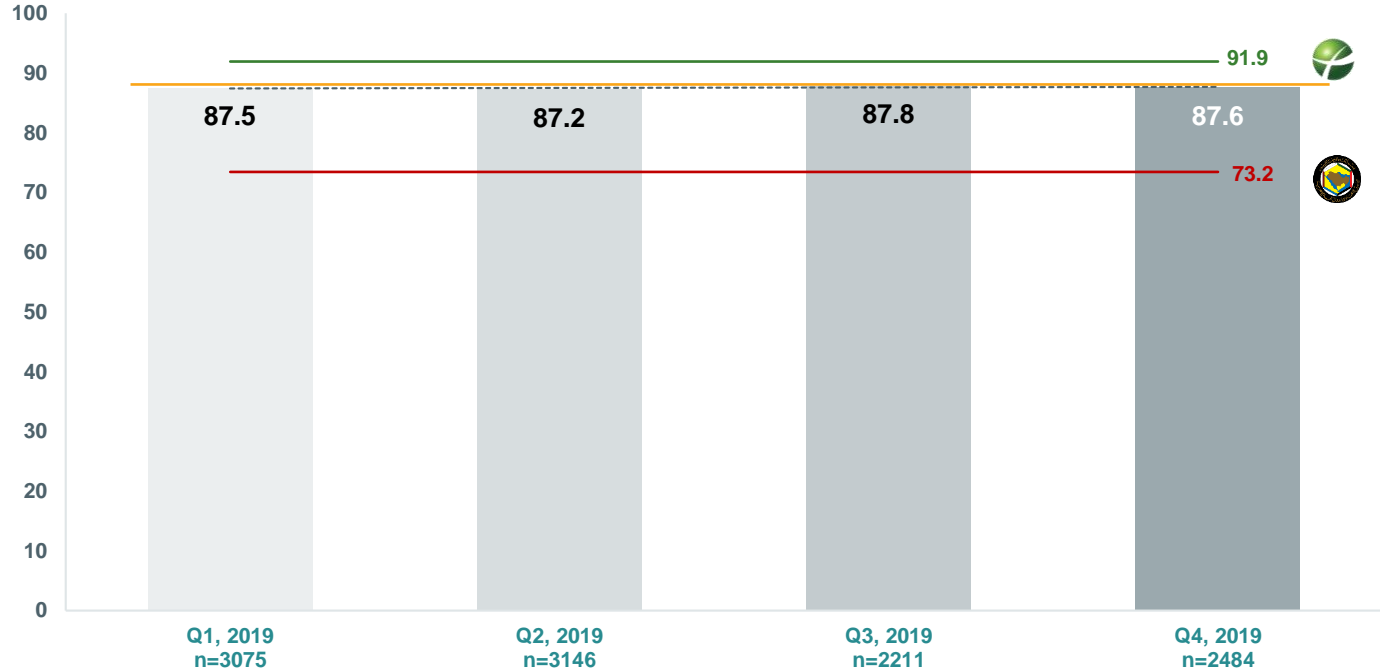
This effort is intended into aligning KFSH-Jeddah Caregivers to achieve our Patient Experience goal where each and every employee contributes in a real and valuable way to the success of the organization by instilling a sense of accountability and ownership.



Outpatient

OP – Overall Rating

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



■ 2019 Target [88.2]

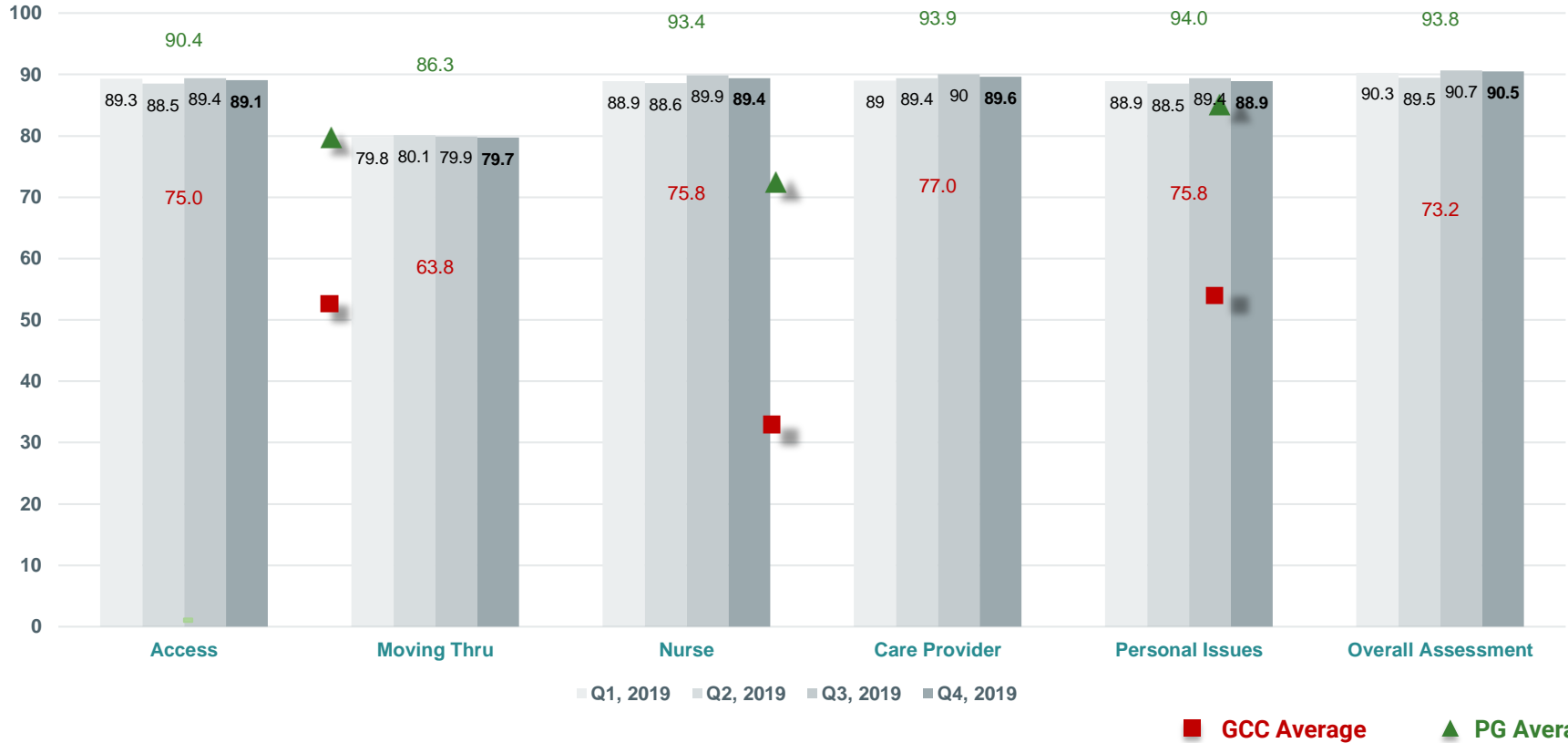


GCC Average [73.2]



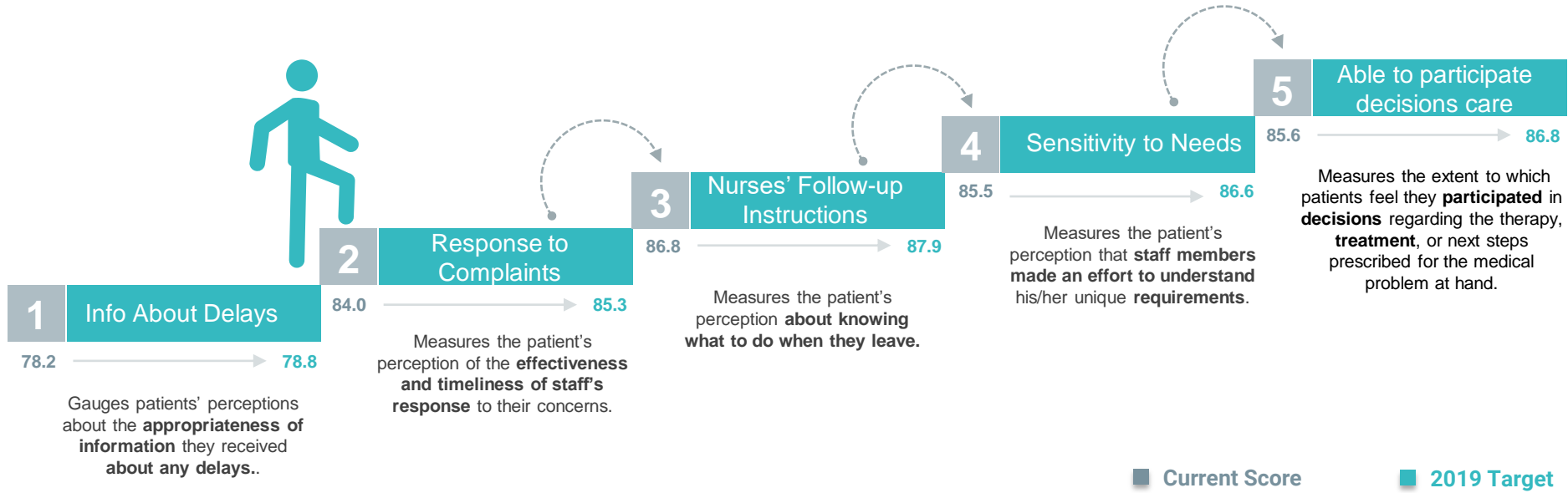
PG Average [91.9]

OP – Survey Domains





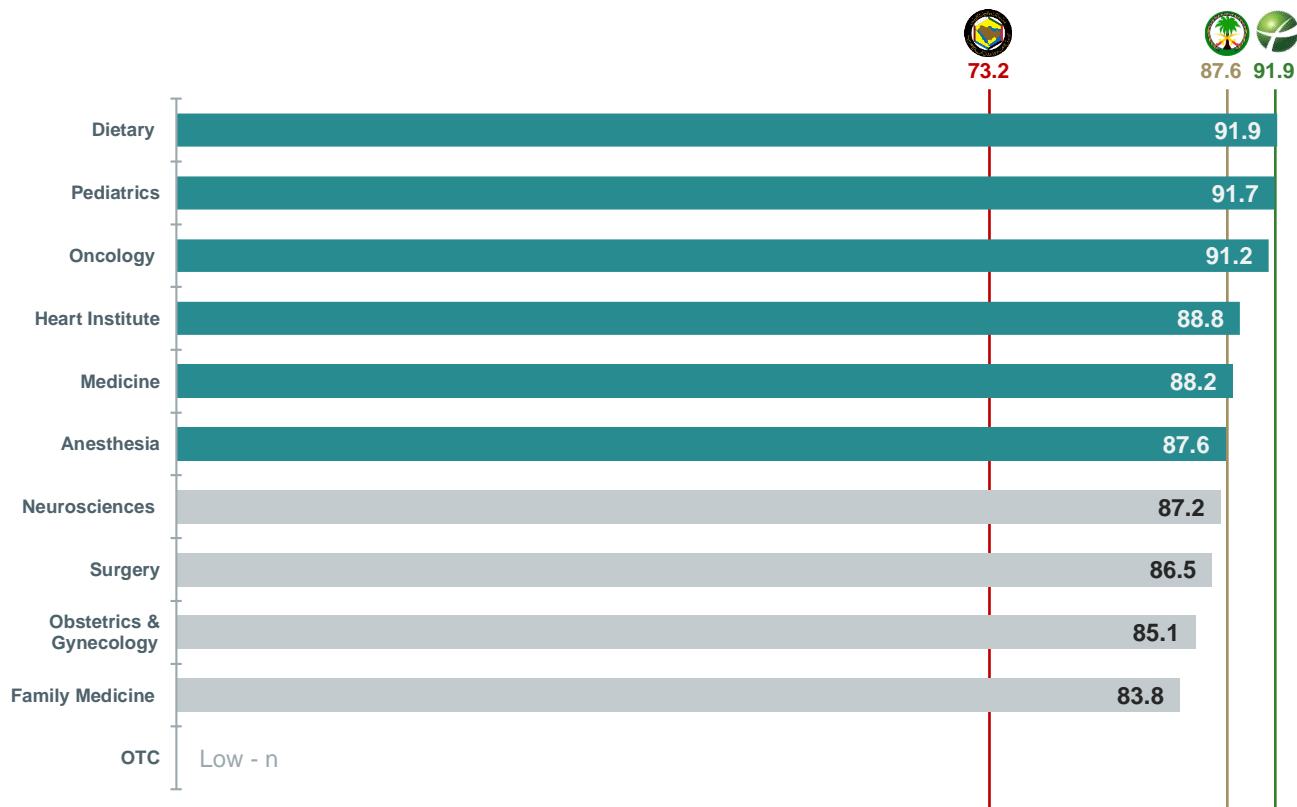
OP – Priority Index (Q4, 2019)



- 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 8 consecutive Quarters (Q1, 2018-Q4, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: Oct 1st – Dec 31st, 2019

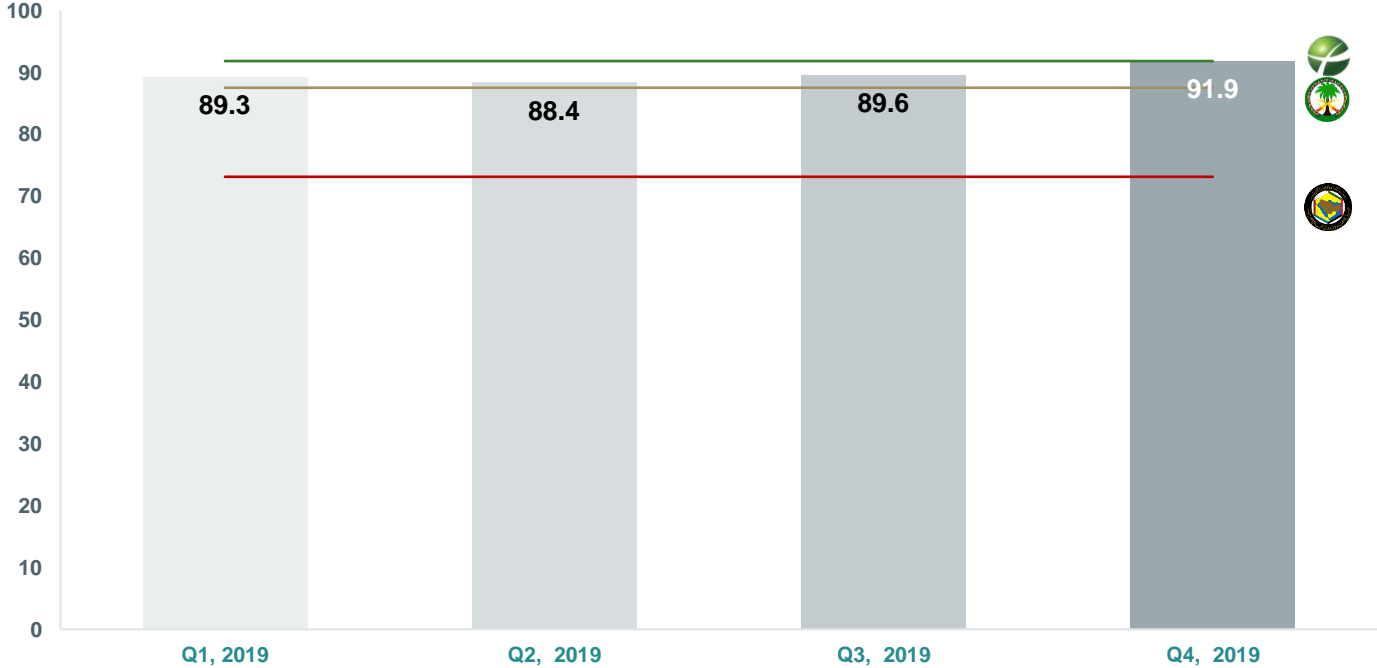
OP – Departments

Period: Oct 1st – Dec 31st, 2019

Dietary Overall Rating



n-Size
45



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

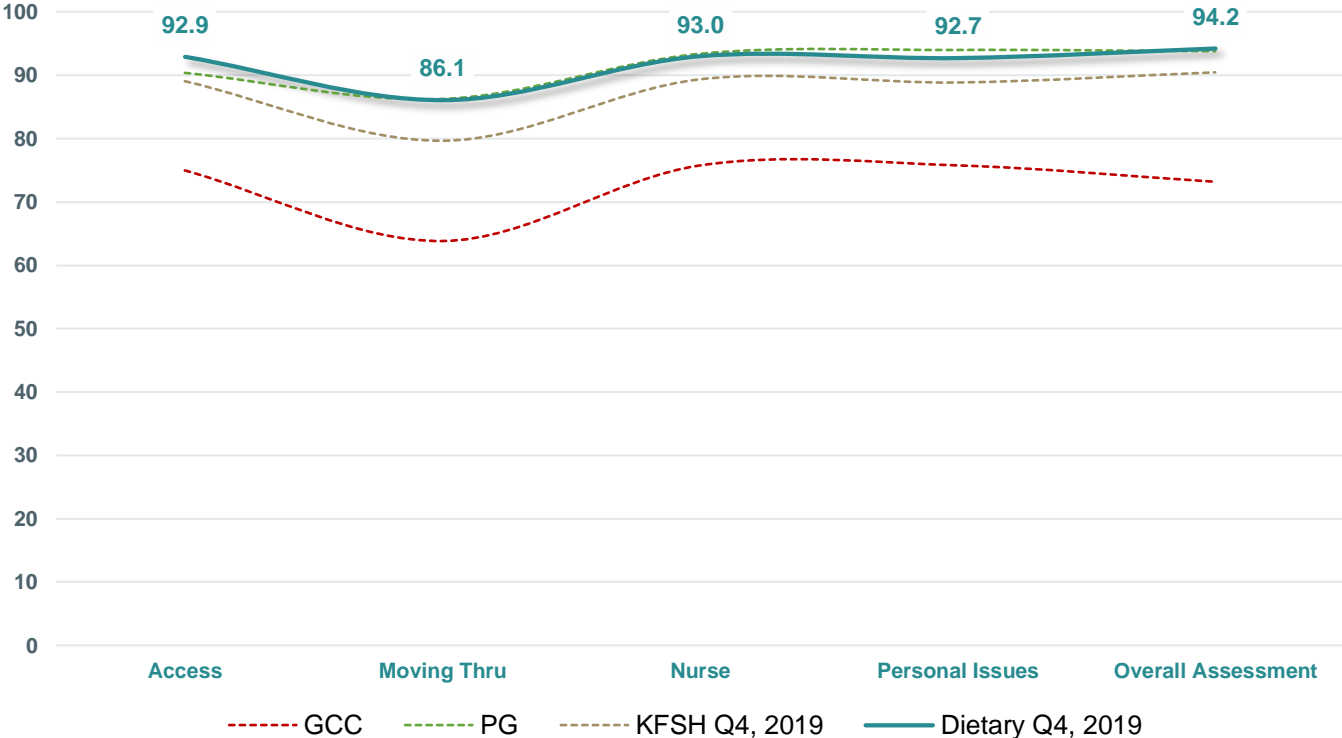
OP – Departments

Dietary Patient Journey



n-Size
45

Period: Oct 1st – Dec 31st, 2019



OP – Departments

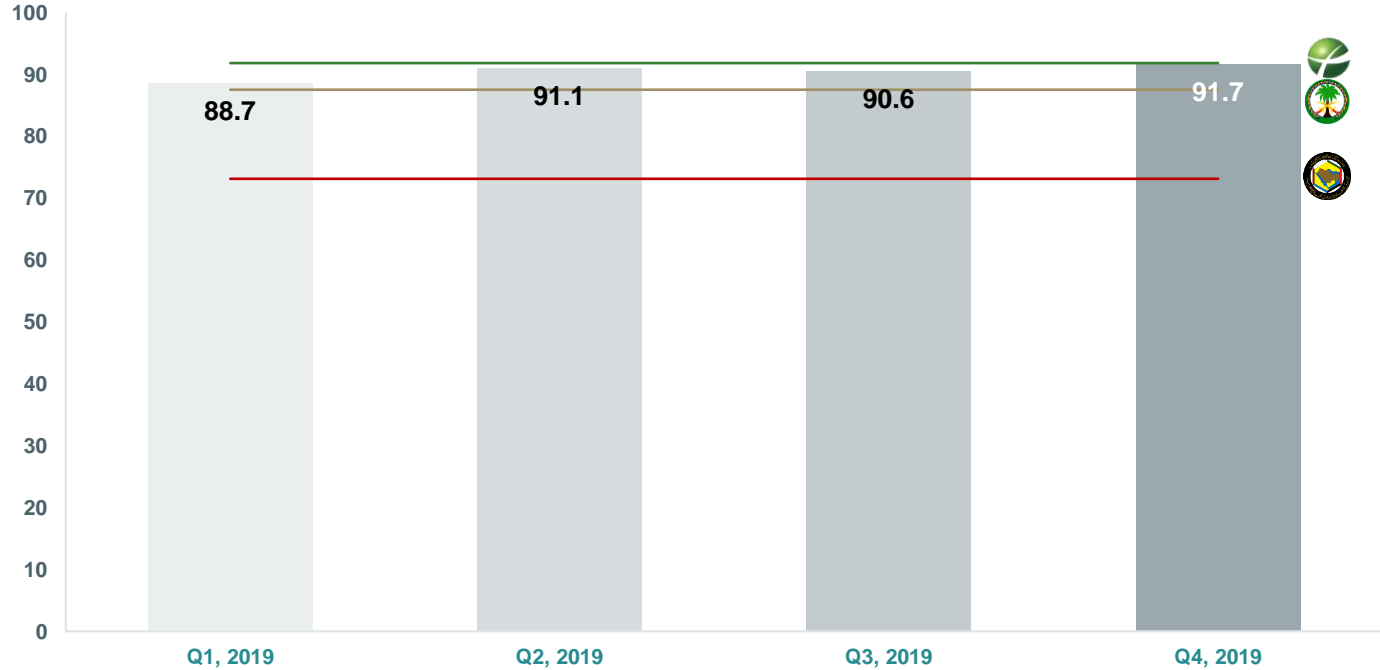
Pediatrics

Overall Rating



n-Size
143

Period: Oct 1st – Dec 31st, 2019



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

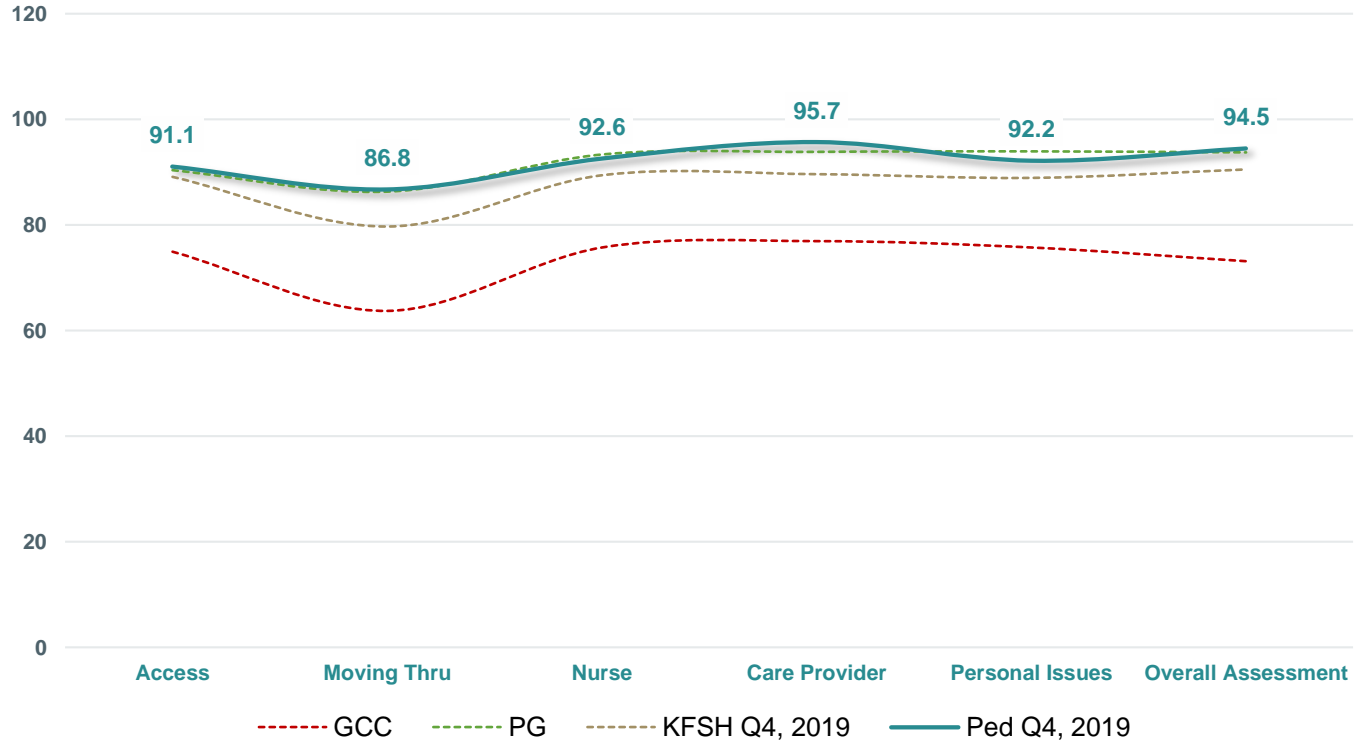
OP – Departments

Pediatrics Patient Journey



n-Size
143

Period: Oct 1st – Dec 31st, 2019



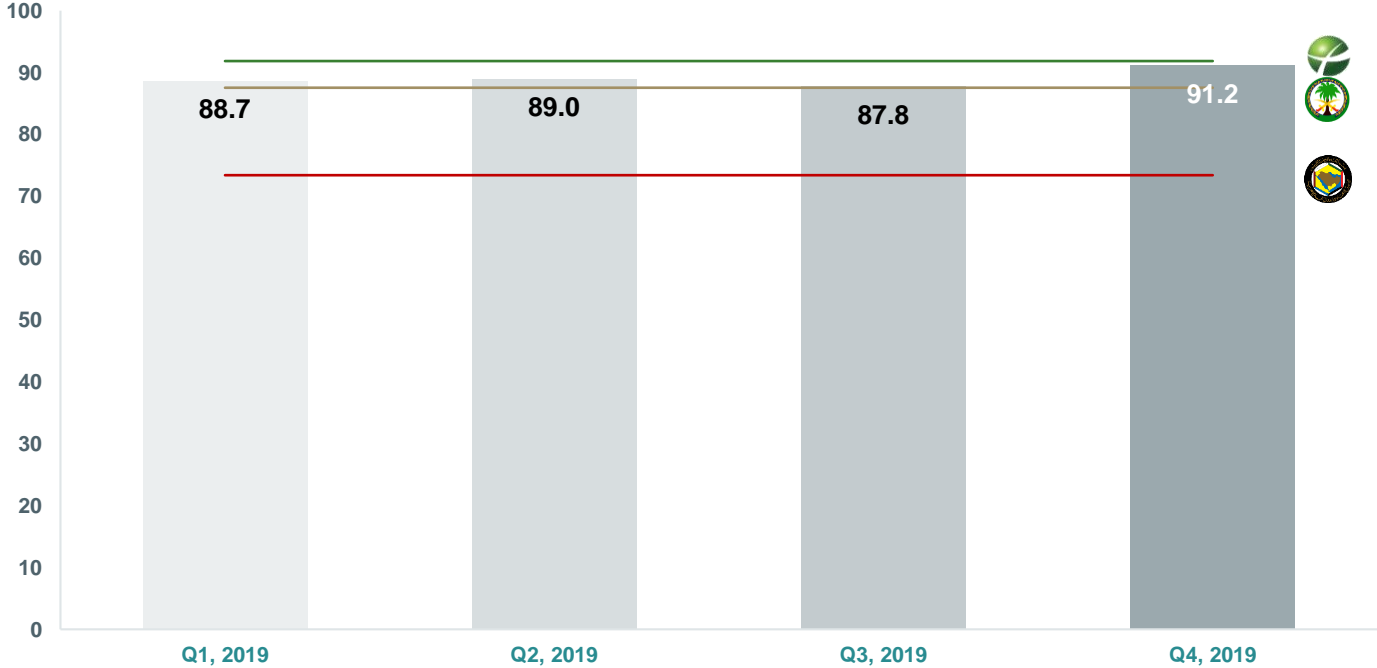
OP – Departments

Oncology Overall Rating



n-Size
189

Period: Oct 1st – Dec 31st, 2019



 KFSH Average [87.6]

 GCC Average [73.4]

 PG Average [91.9]

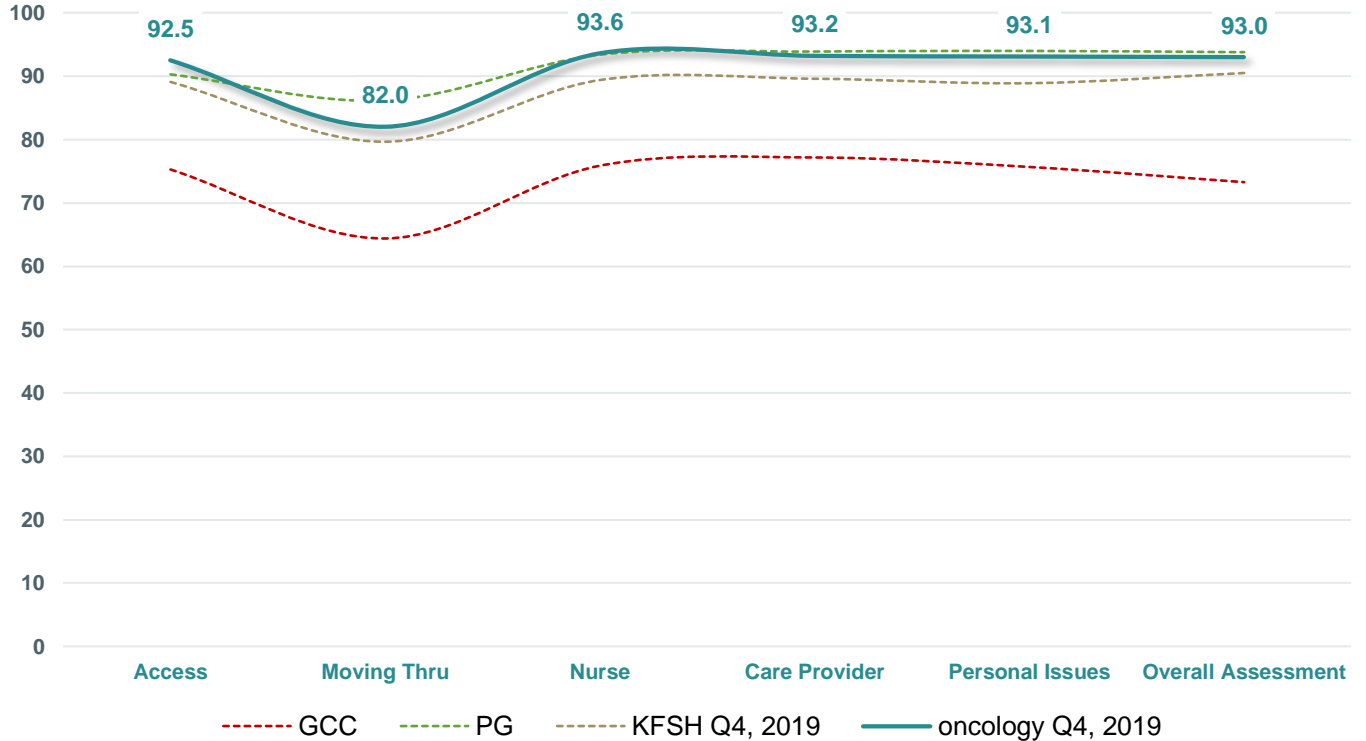
OP – Departments

Oncology Overall Rating



n-Size
189

Period: Oct 1st – Dec 31st, 2019



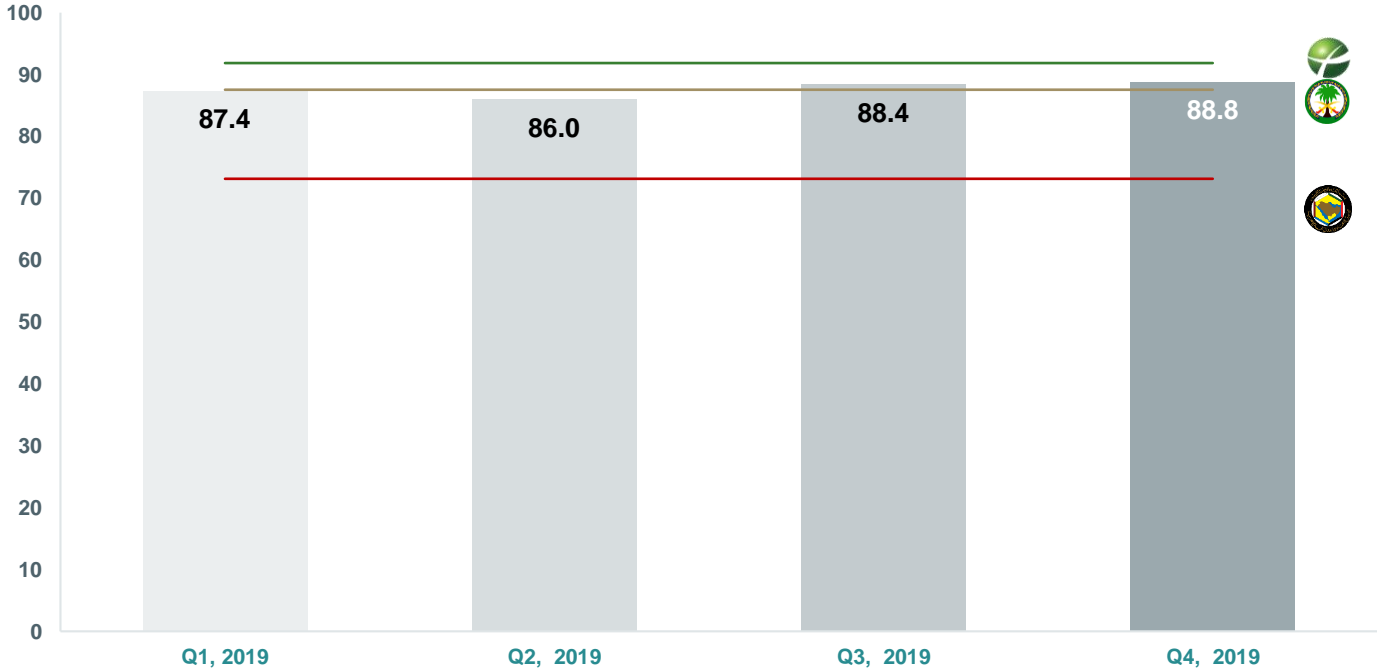
OP – Departments

Period: Oct 1st – Dec 31st, 2019

Heart Institute Overall Rating



n-Size
363



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

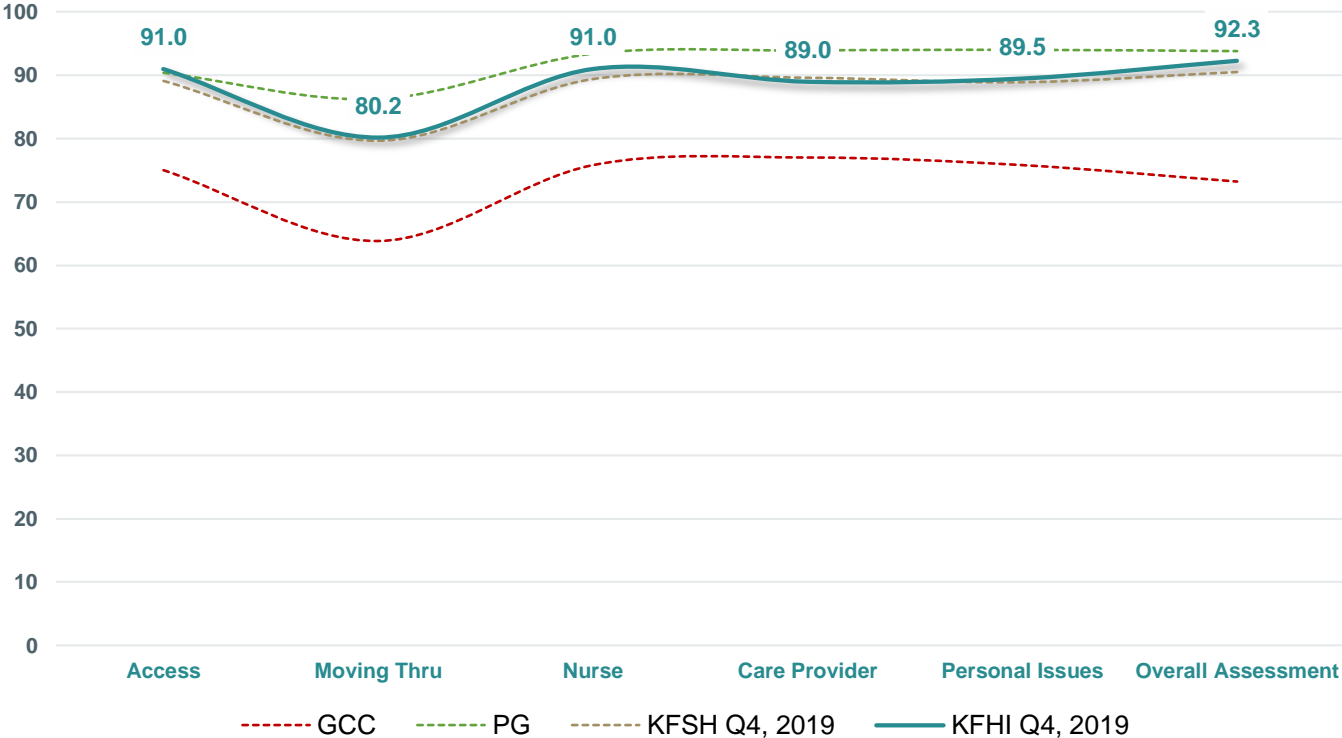
OP – Departments

Heart Institute Patient Journey



n-Size
363

Period: Oct 1st – Dec 31st, 2019



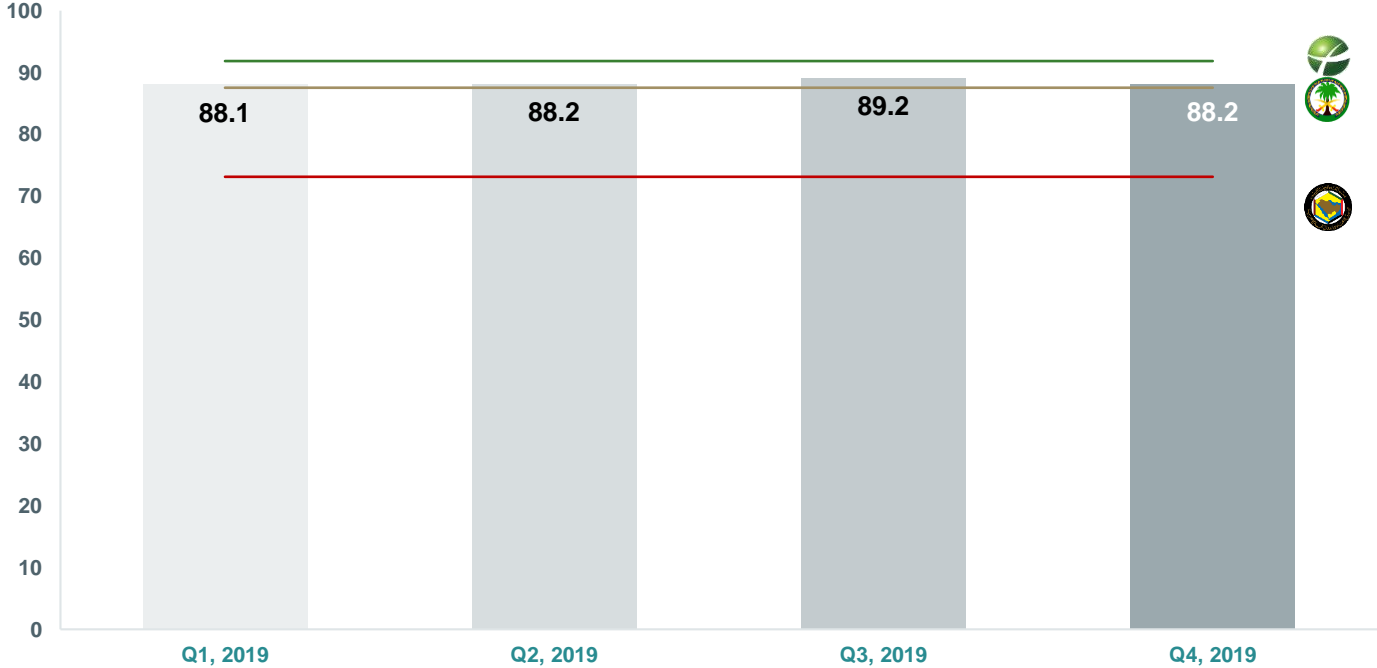
OP – Departments

Period: Oct 1st – Dec 31st, 2019

Medicine Overall Rating



n-Size
507



 **KFSH Average [87.6]**

 **GCC Average [73.2]**

 **PG Average [91.9]**

OP – Departments

Medicine

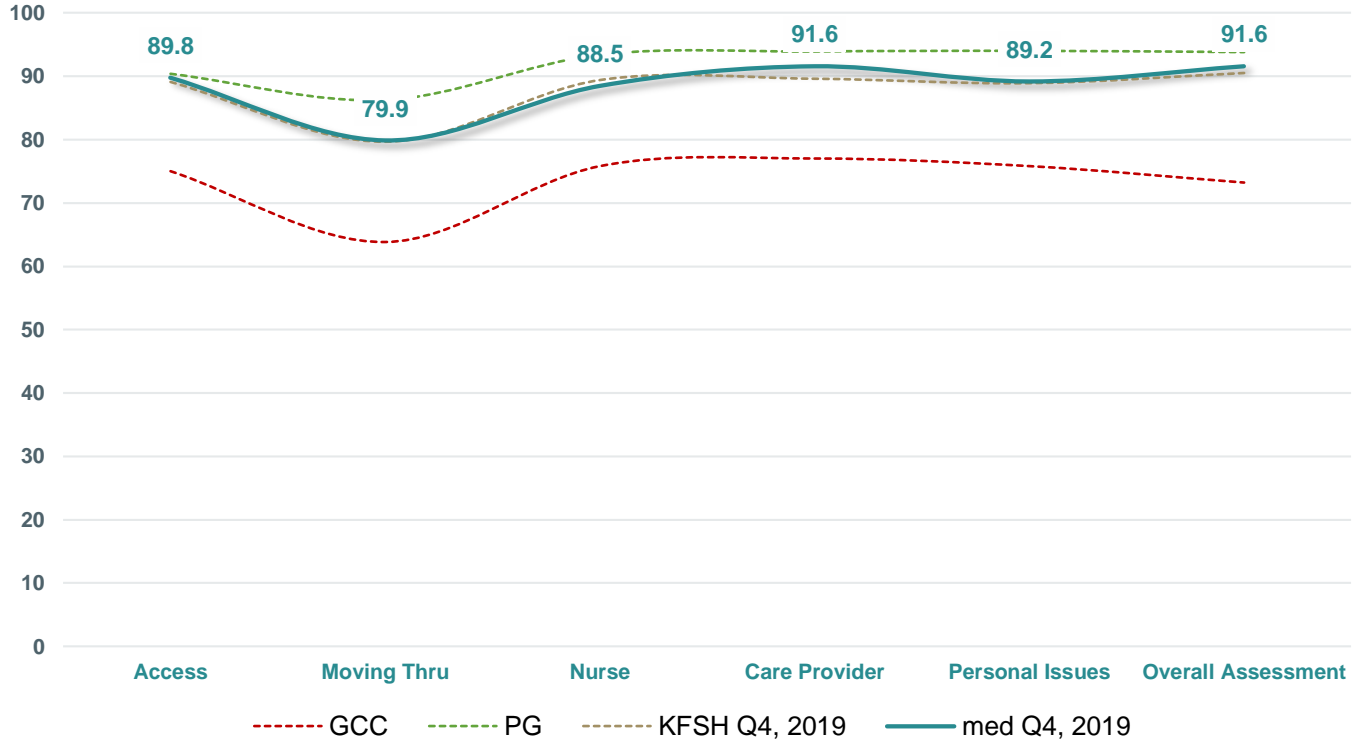
Patient Journey



n-Size

507

Period: Oct 1st – Dec 31st, 2019



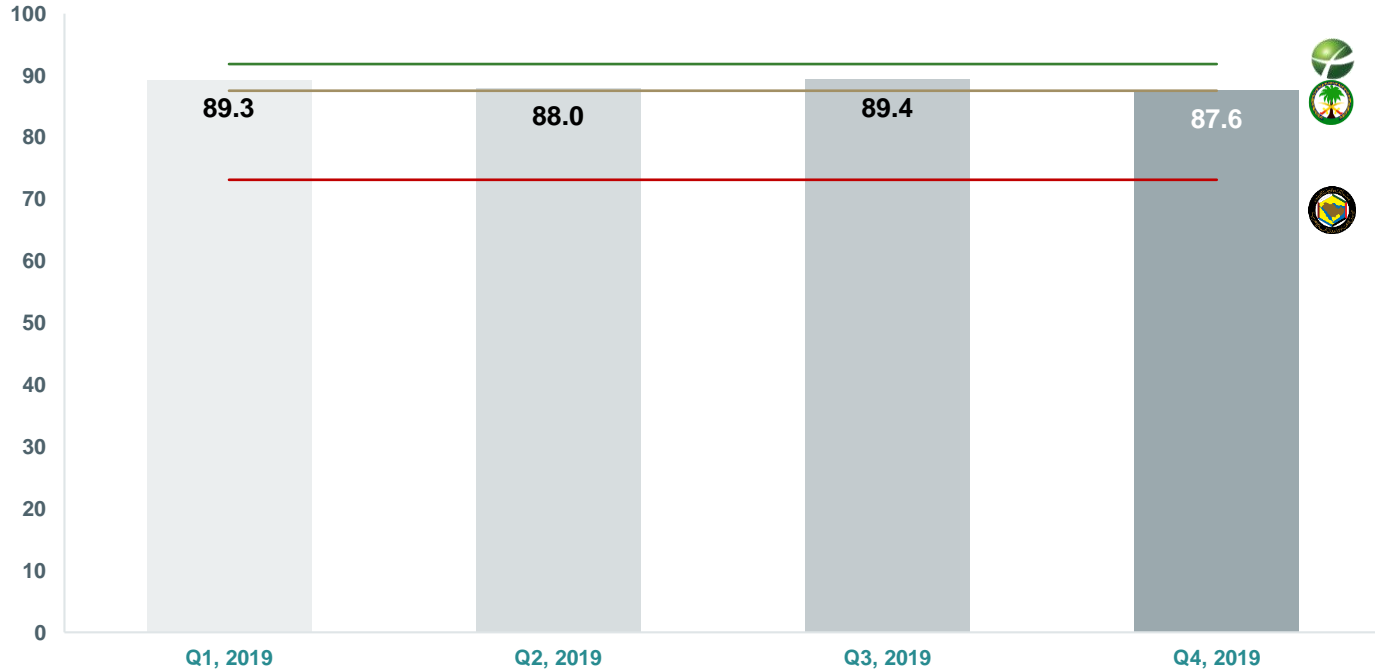
OP – Departments

Period: Oct 1st – Dec 31st, 2019

Anesthesia Overall Rating



n-Size
59



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

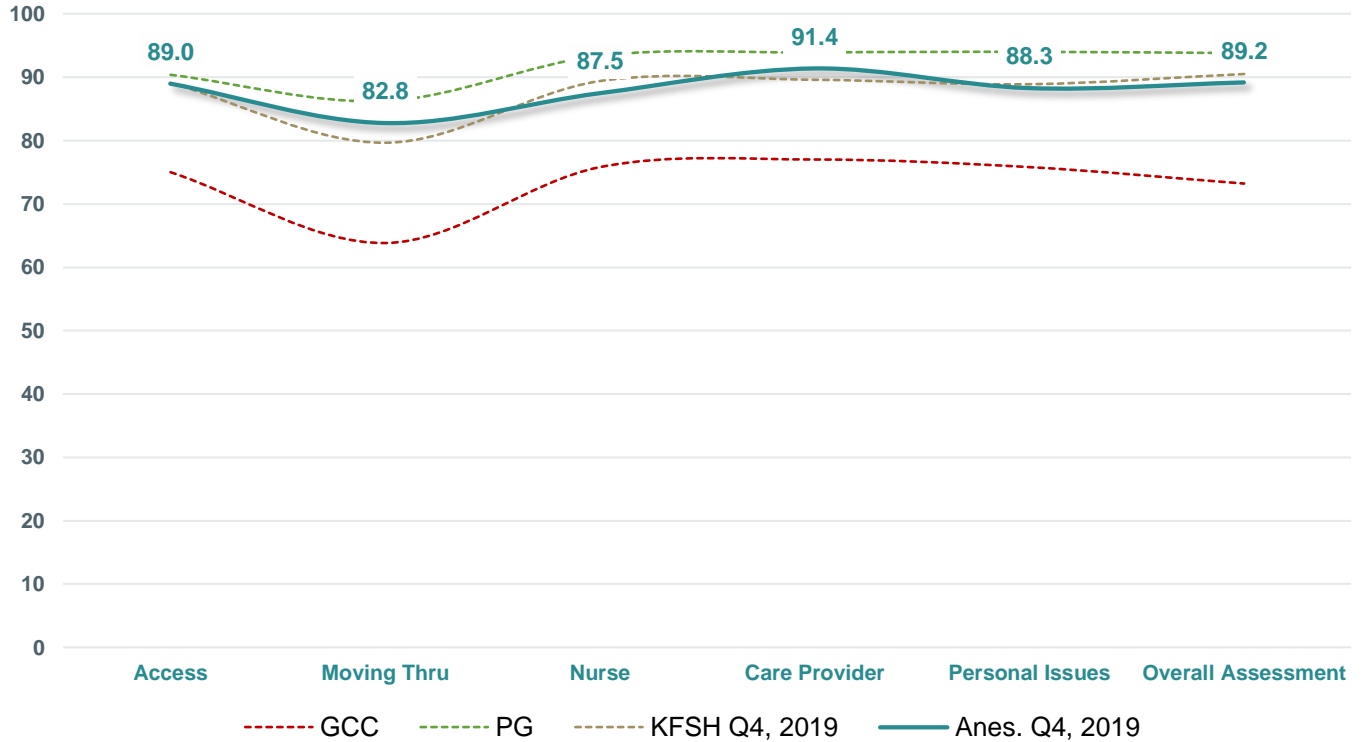
OP – Departments

Anesthesia Patient Journey



n-Size
59

Period: Oct 1st – Dec 31st, 2019



OP – Departments

Period: Oct 1st – Dec 31st, 2019

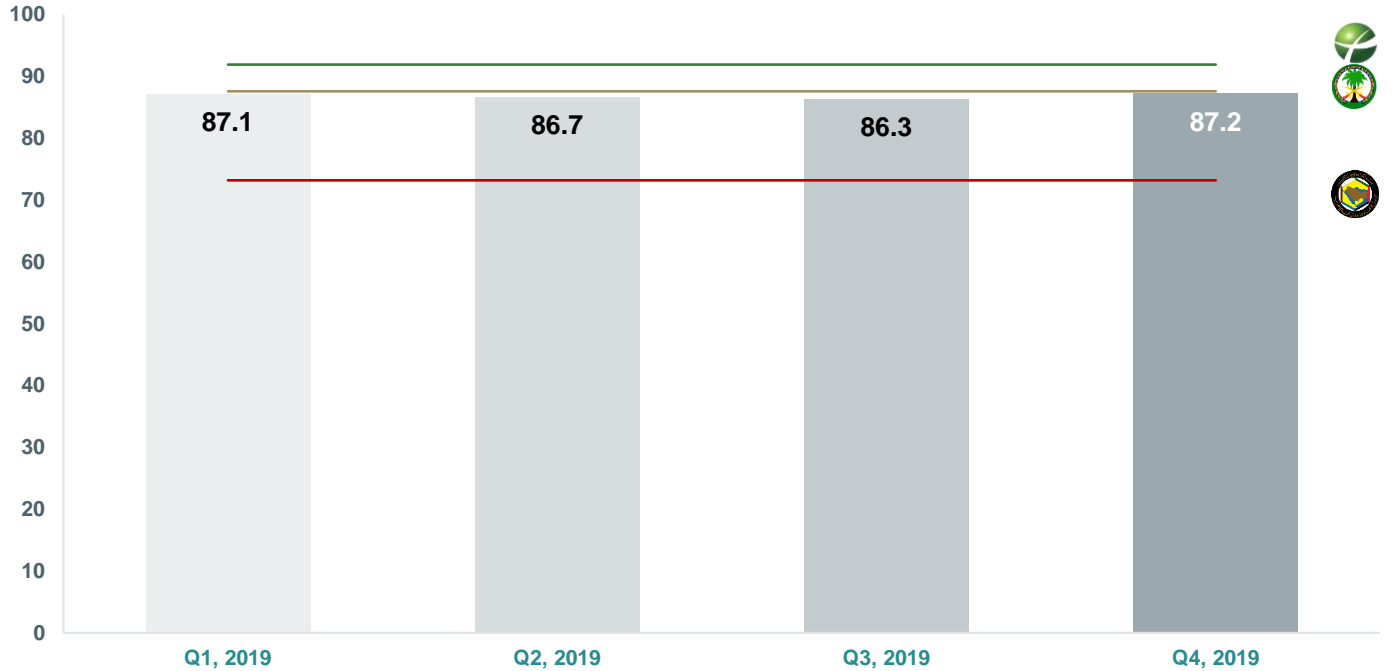
Neurosciences

Overall Rating



n-Size

267



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

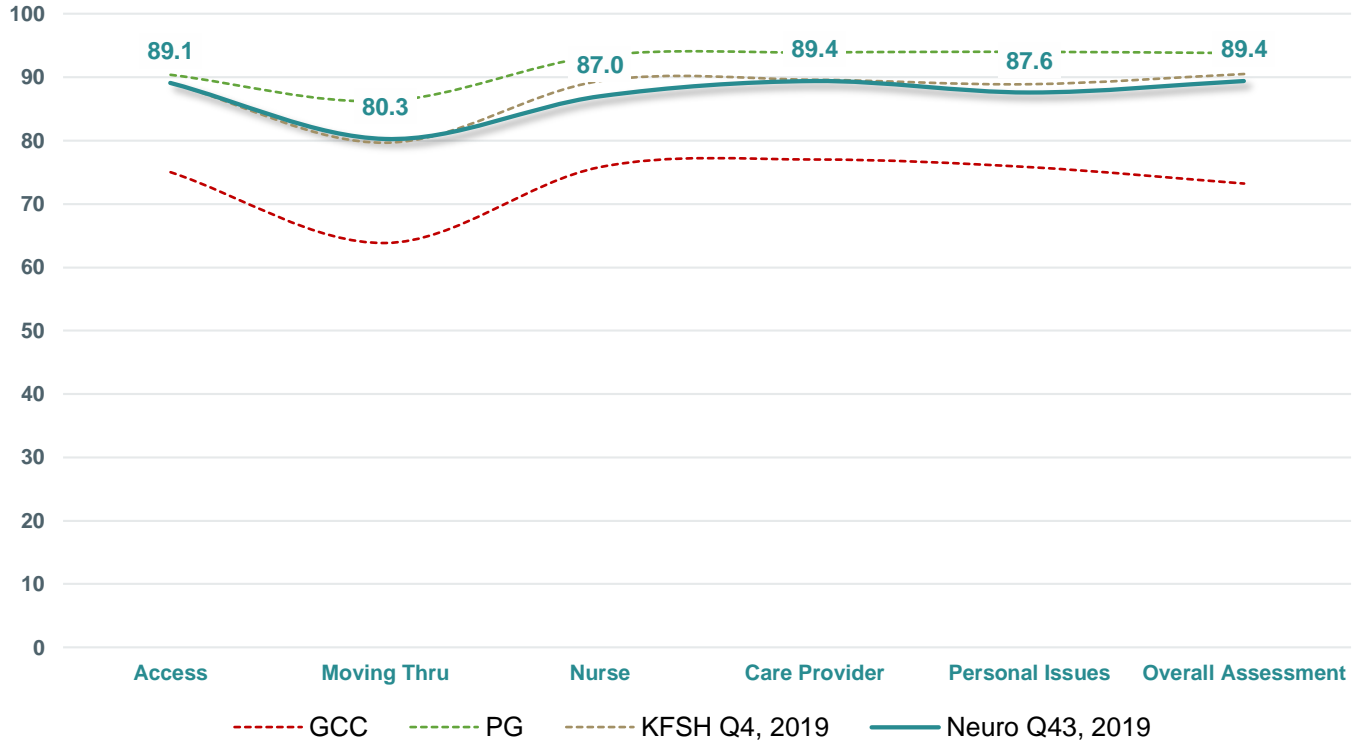
OP – Departments

Neurosciences Patient Journey



n-Size
267

Period: Oct 1st – Dec 31st, 2019



OP – Departments

Period: Oct 1st – Dec 31st, 2019

Surgery

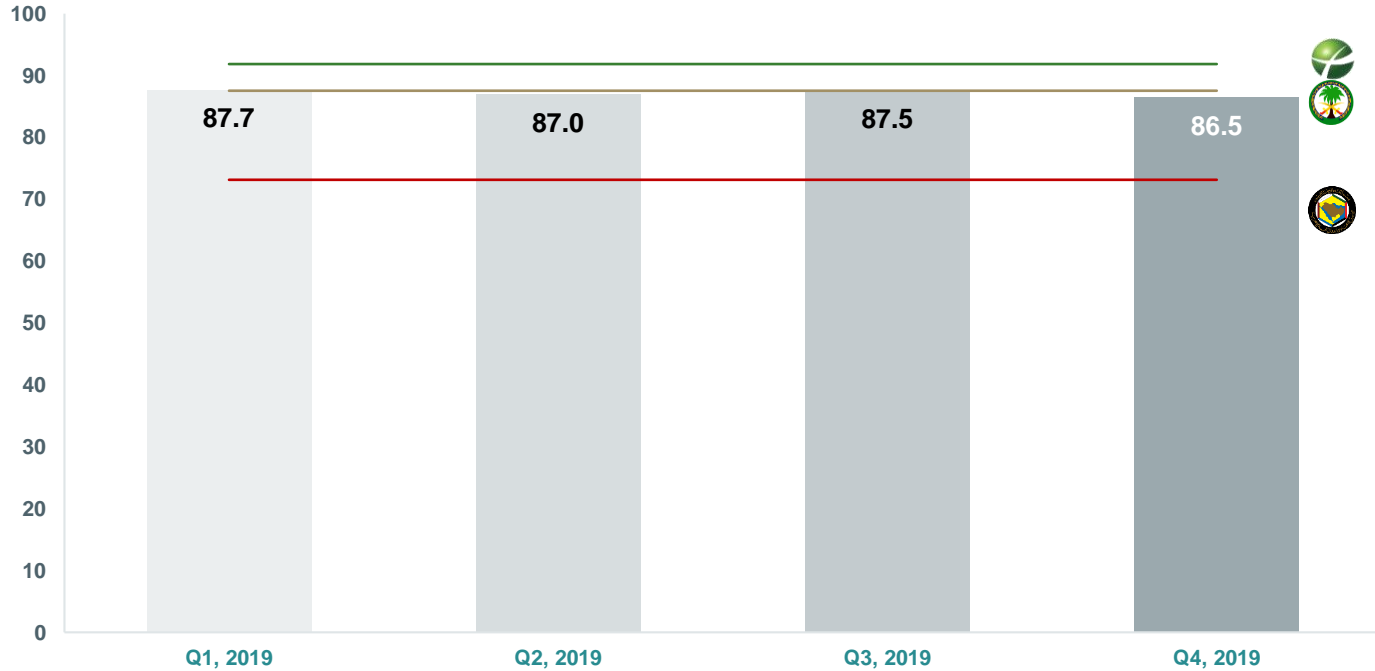
Overall Rating

86.5

Q4, 2019

n-Size

410



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

OP – Departments

Surgery

Patient Journey

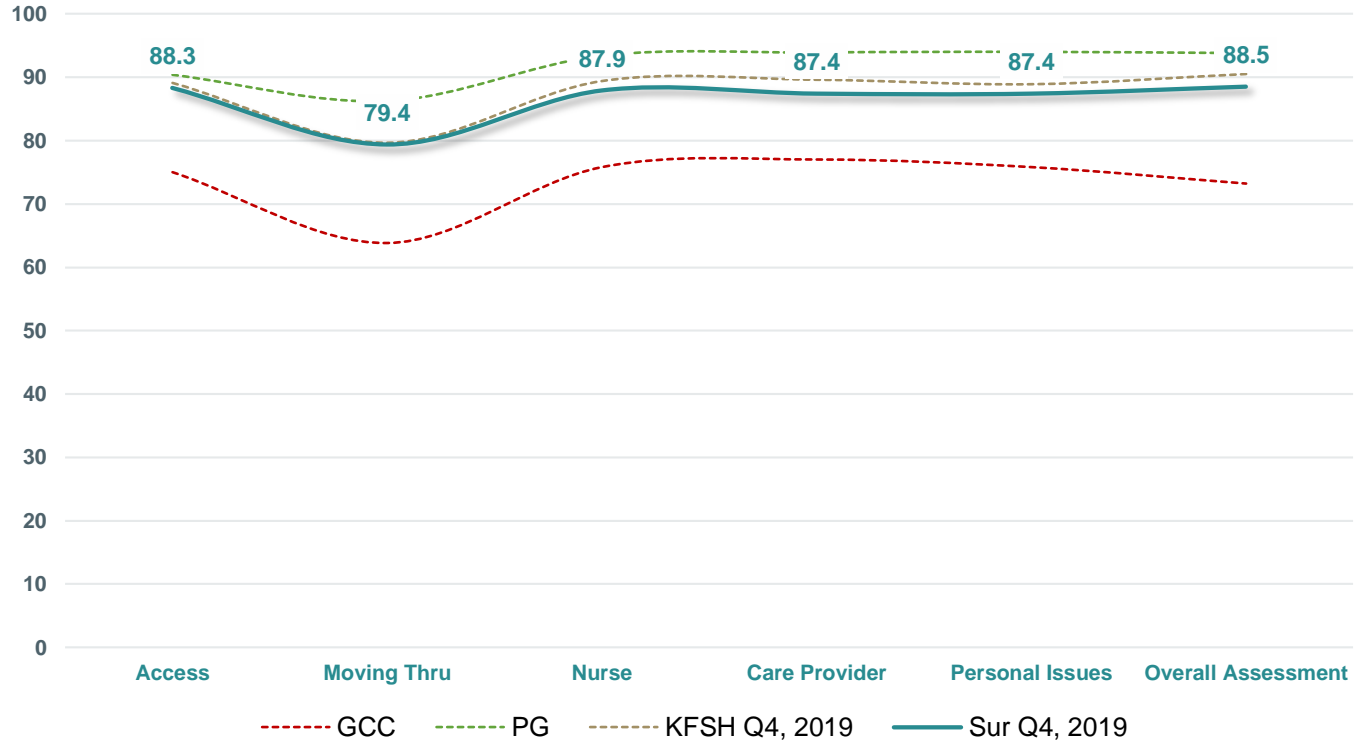
86.5

Q4, 2019

n-Size

410

Period: Oct 1st – Dec 31st, 2019



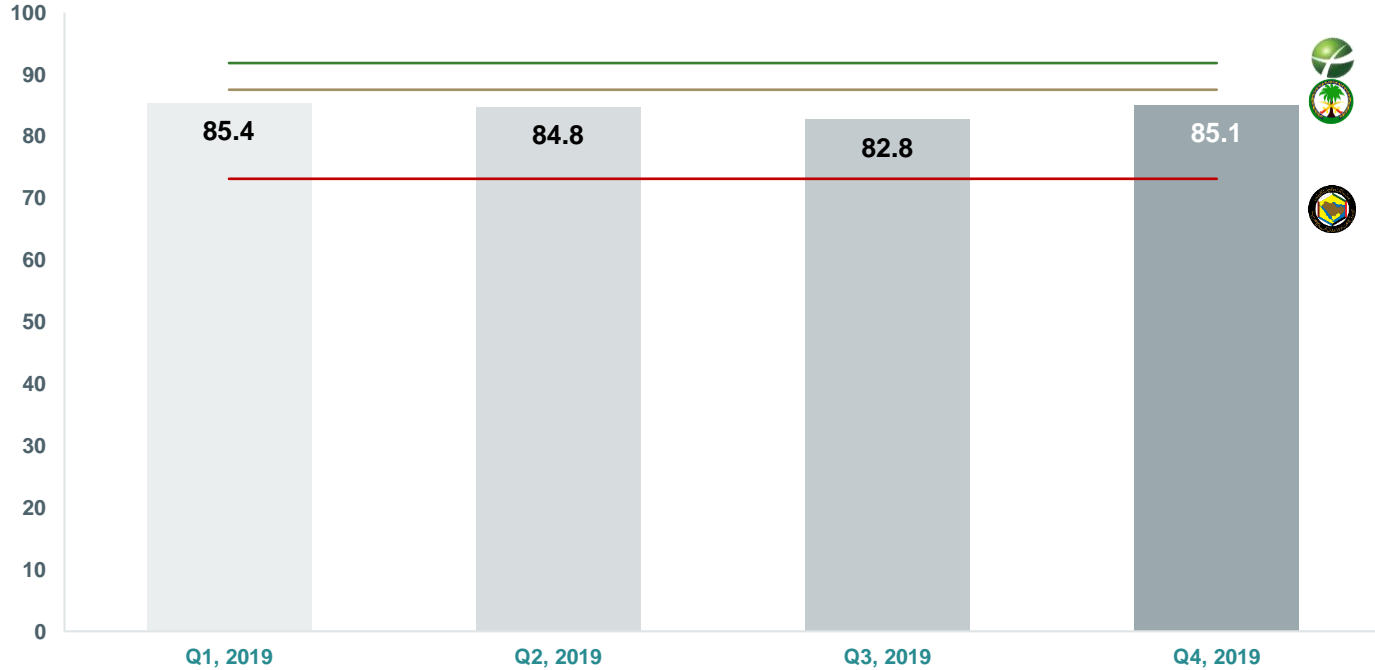
OP – Departments

Period: Oct 1st – Dec 31st, 2019

Ob/Gyn Overall Rating



n-Size
143



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

OP – Departments

Ob/Gyn

Patient Journey

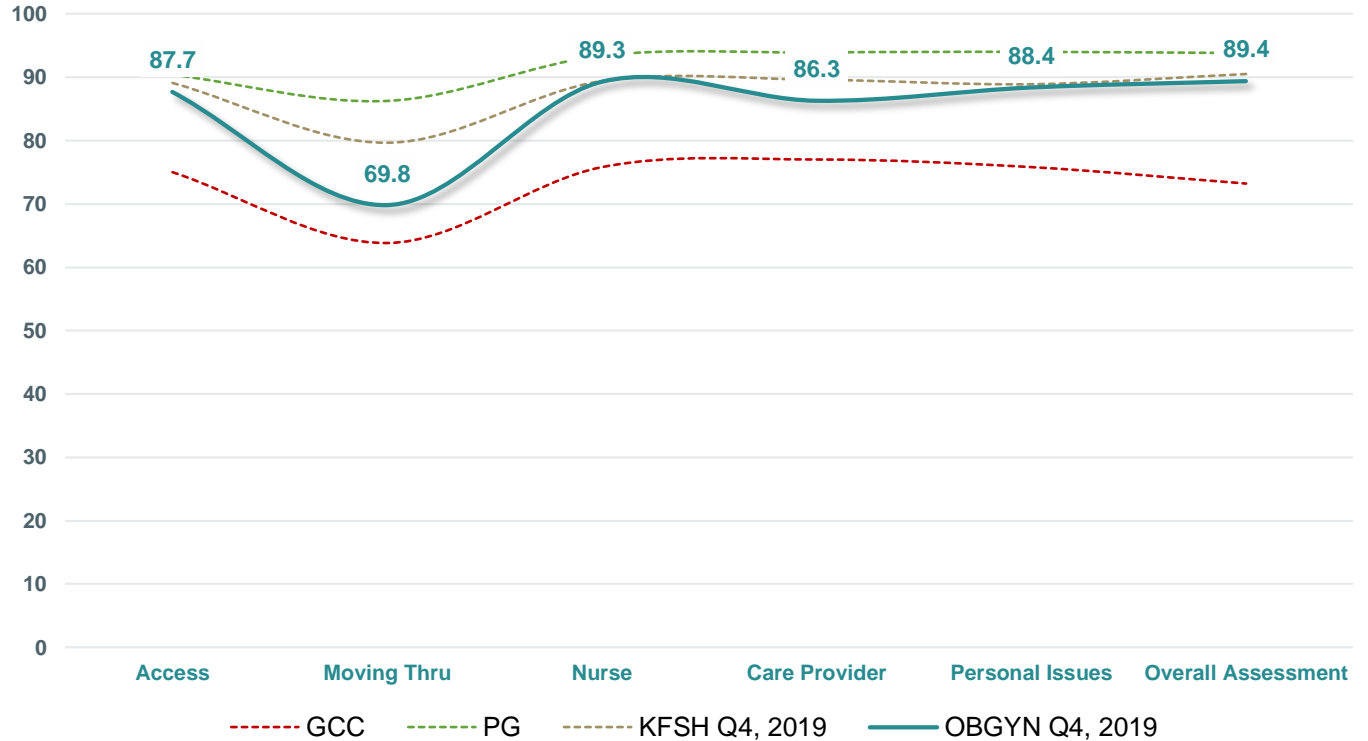
85.1

Q4, 2019

n-Size

143

Period: Oct 1st – Dec 31st, 2019



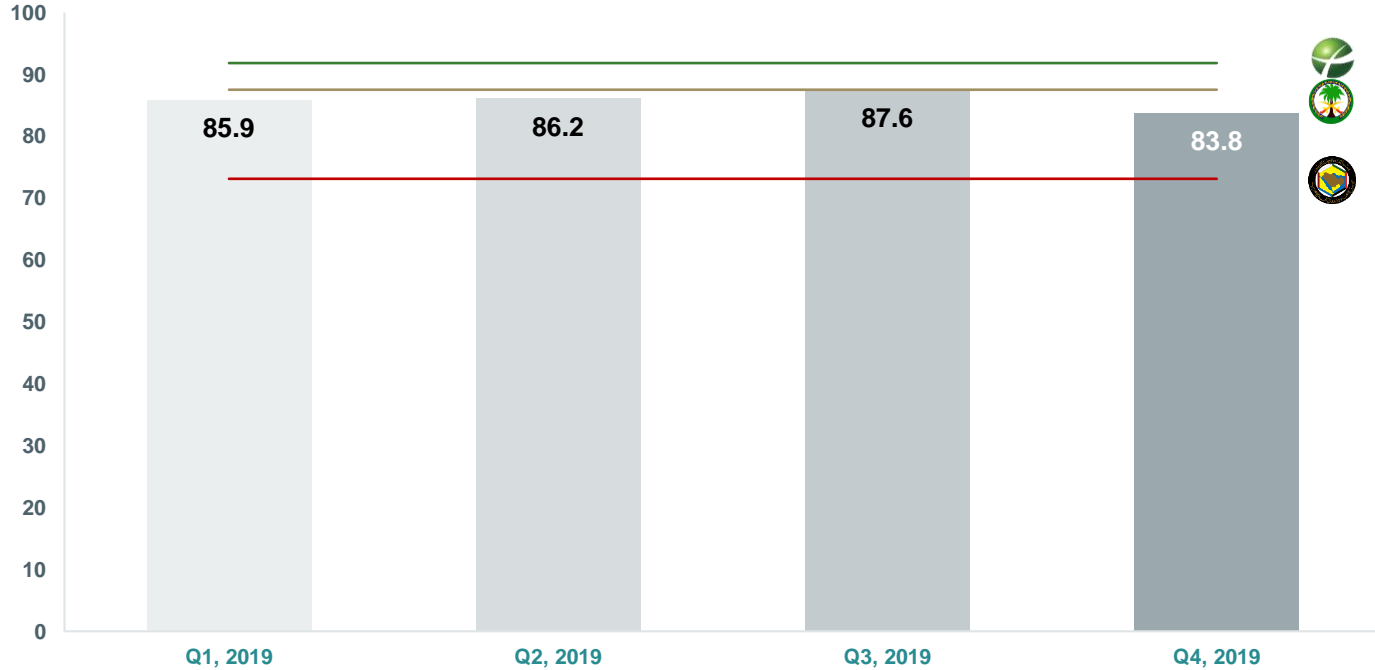
OP – Departments

Period: Oct 1st – Dec 31st, 2019

Family Medicine Overall Rating



n-Size
346



 KFSH Average [87.6]

 GCC Average [73.2]

 PG Average [91.9]

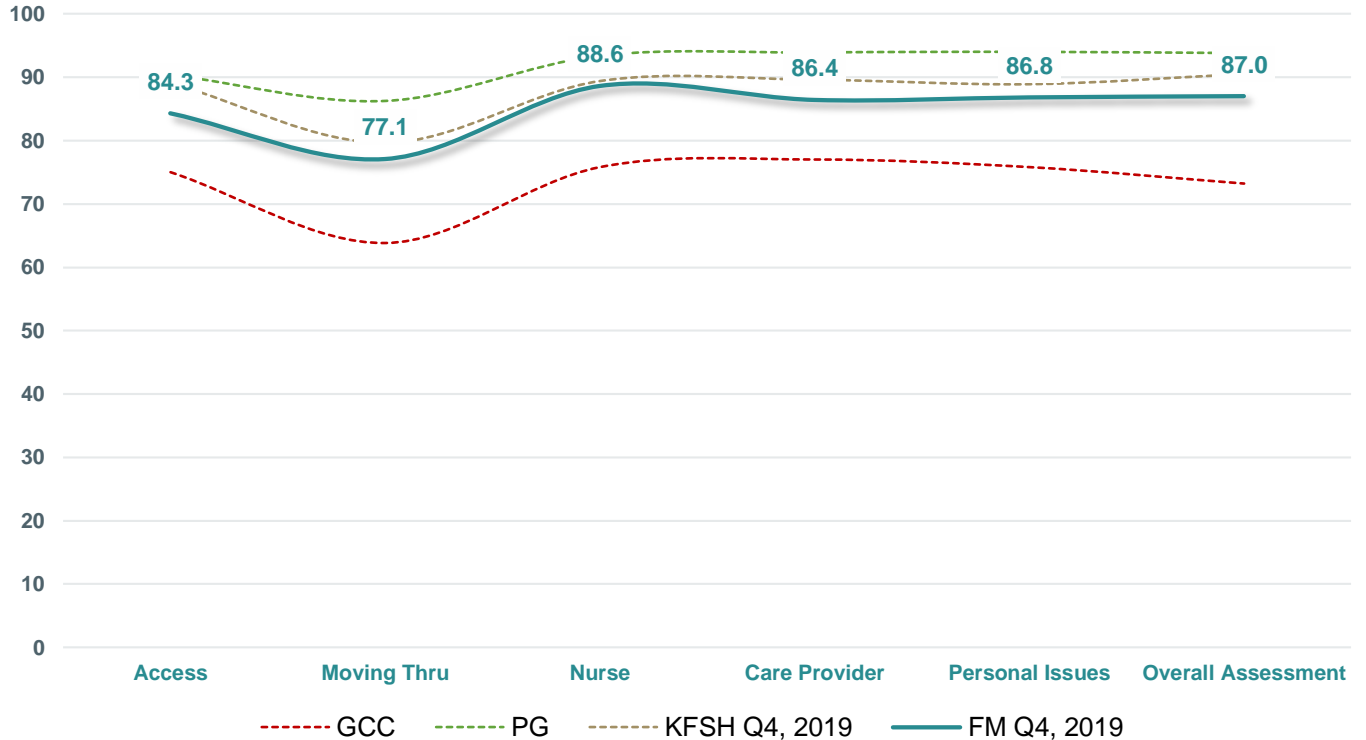
OP – Departments

Family Medicine Patient Journey



n-Size
346

Period: Oct 1st – Dec 31st, 2019



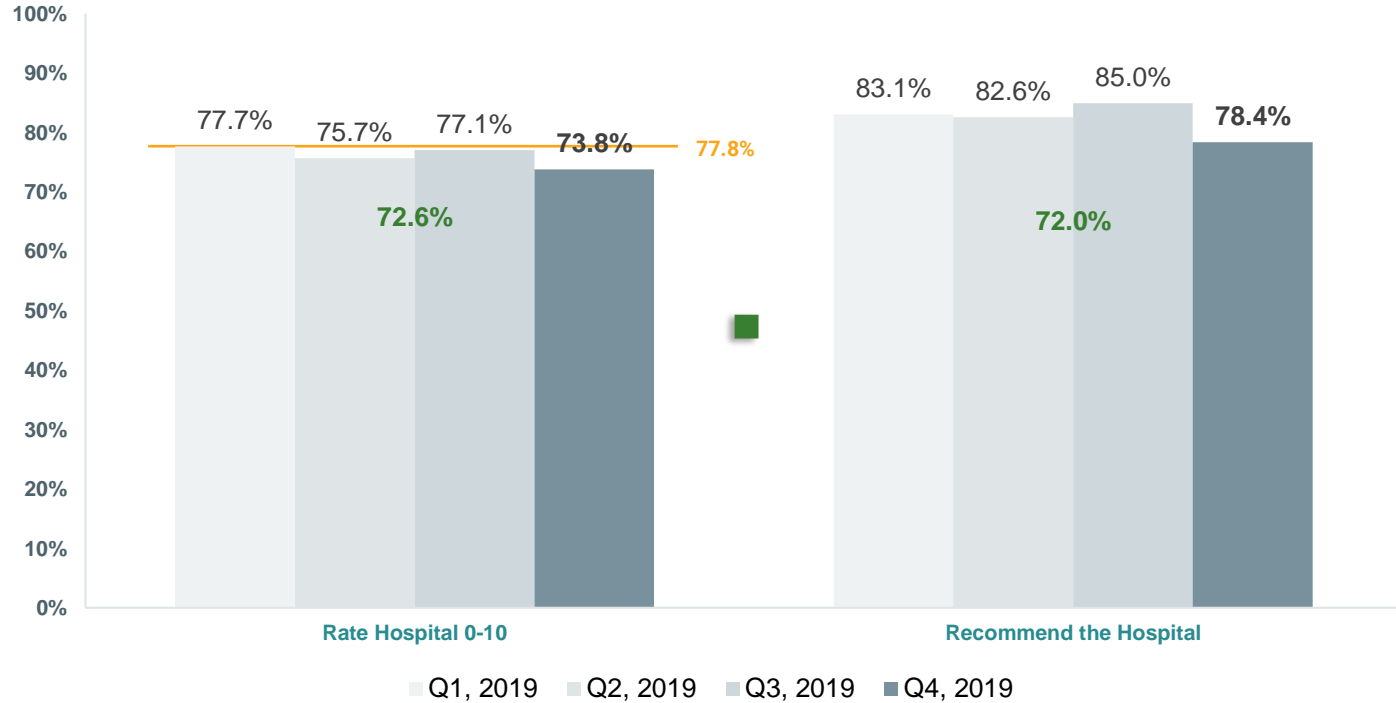


Inpatient
Adults

IP – Global Items

Global Items Overall

Overall Rating Trend [Q1, 2019 – Q4, 2019]

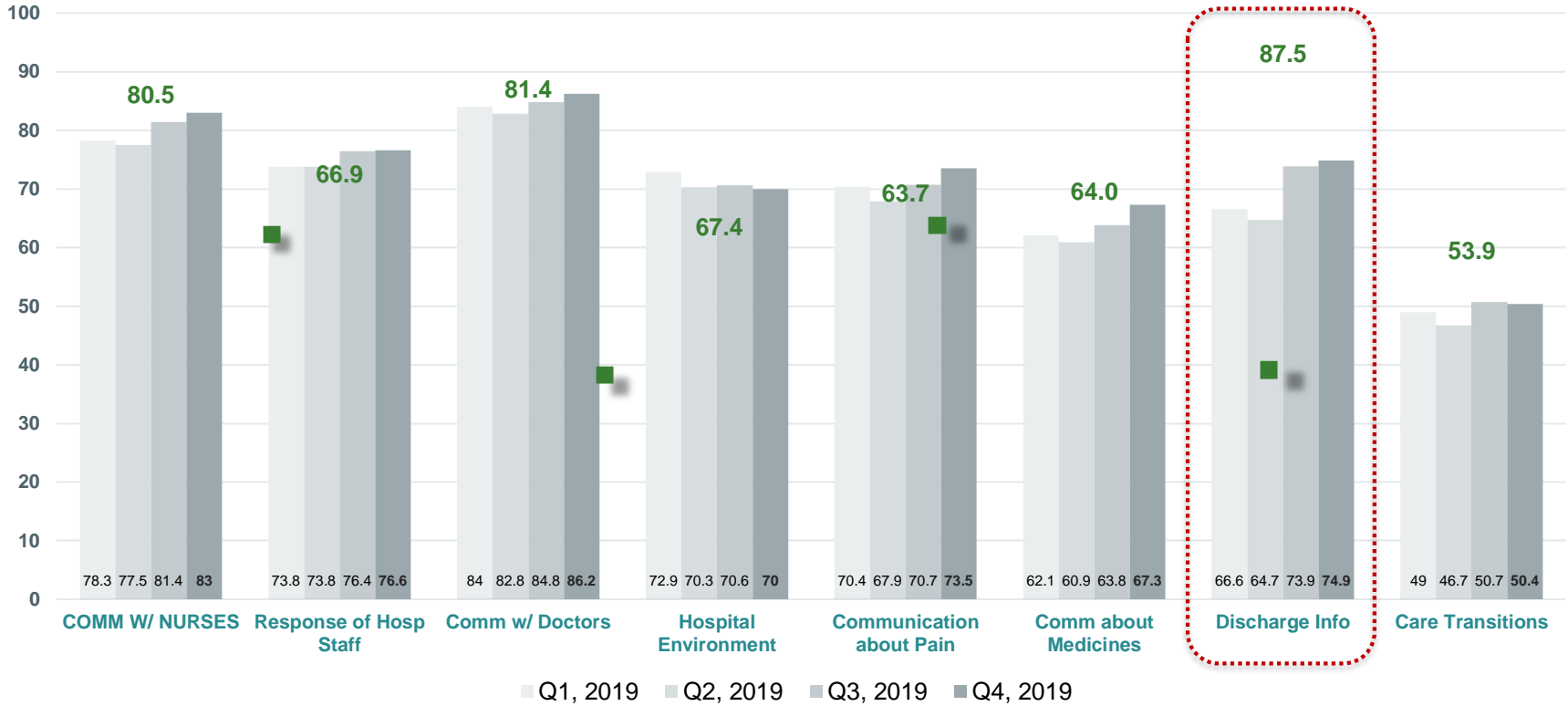


* Top Box %

■ 2019 Target [77.8%]

■ PG Average

IP – Survey Domains



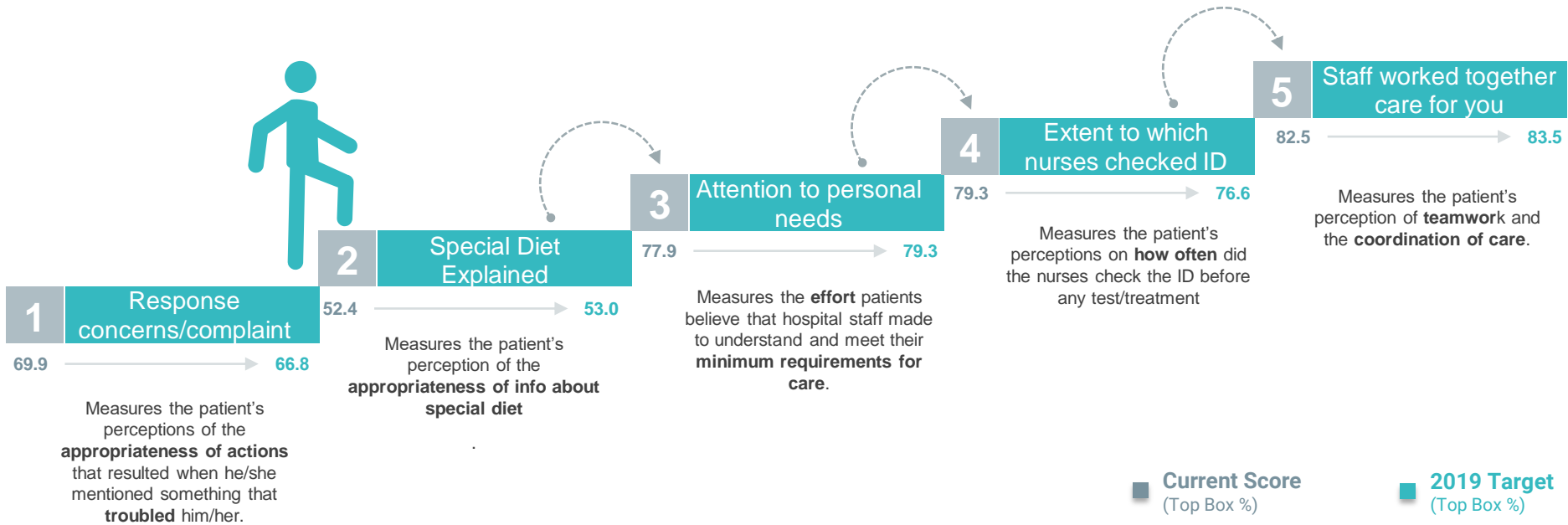
* Top Box %

■ PG Average

IP – Strengths



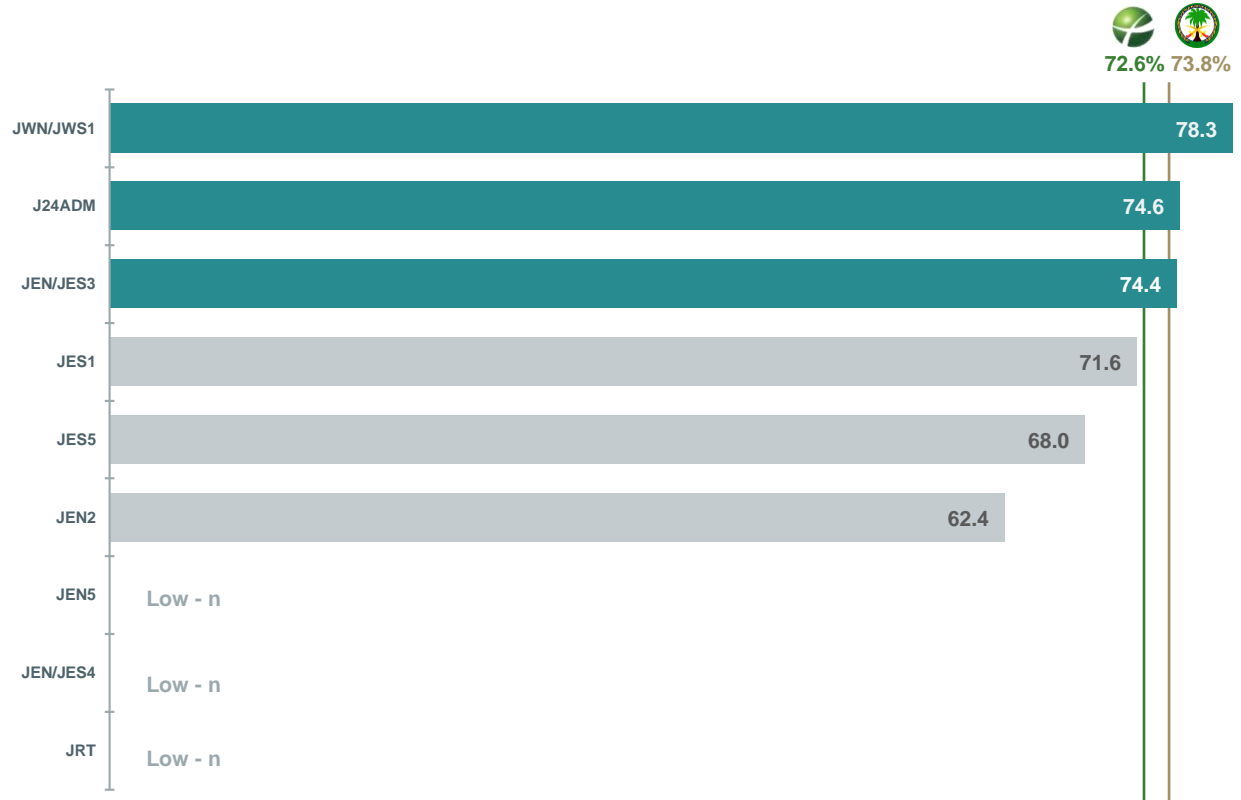
IP – Priority Index (Q4, 2019)



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 – Global Items

Rate Hospital 0-10 Wards



Period: Oct 1st – Dec 31st, 2019

* Top Box %



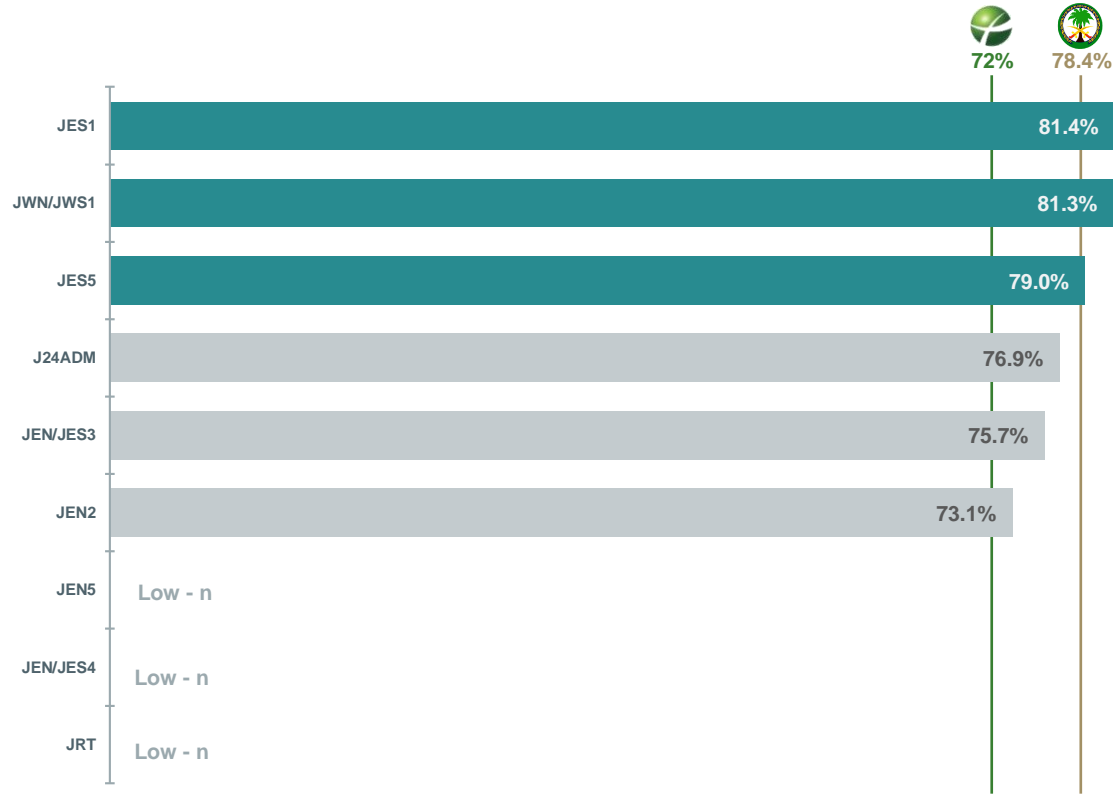
KFSH Average



PG Average

IP – Global Items

Recommend Hospital Wards



Period: Oct 1st – Dec 31st, 2019

* Top Box %



KFSH Average



PG Average

IP – Wards

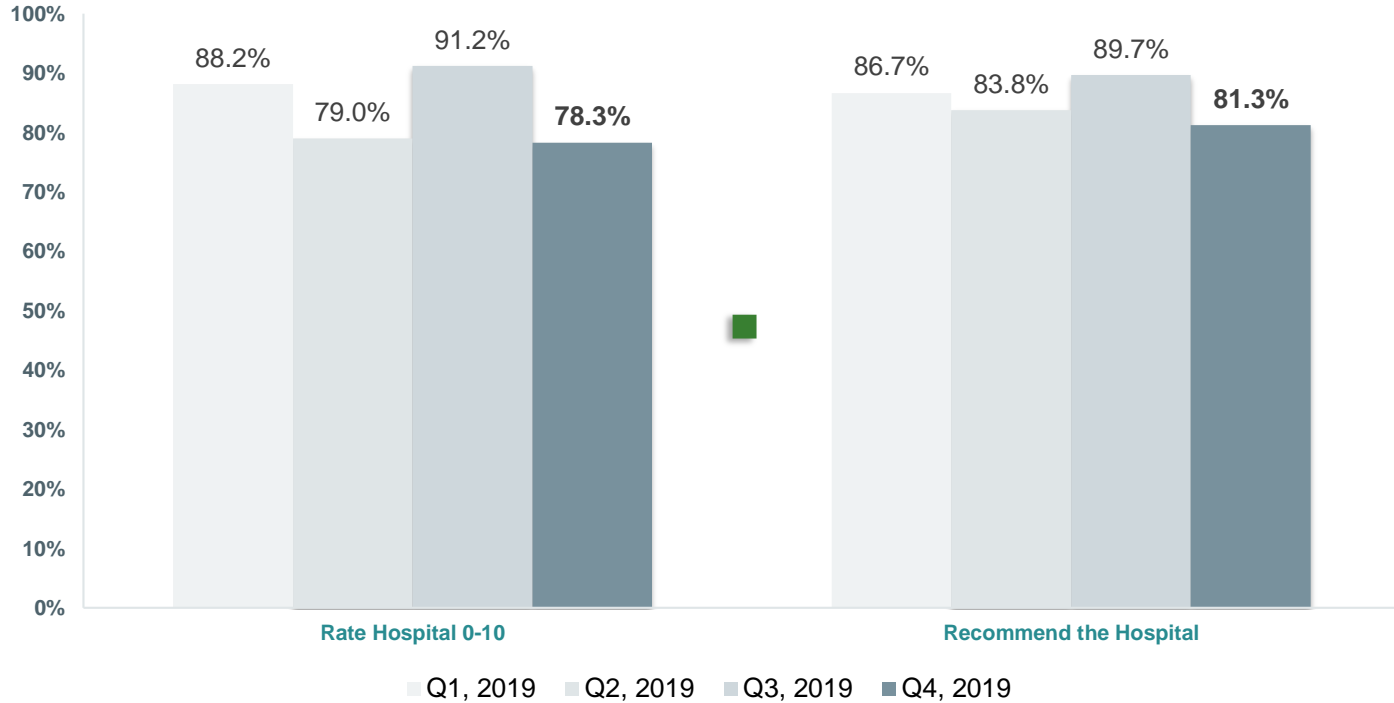
Period: Oct 1st – Dec 31st, 2019

JWN/JWS1

Global Items

n-Size

66



* Top Box %

■ PG Average

IP – Wards

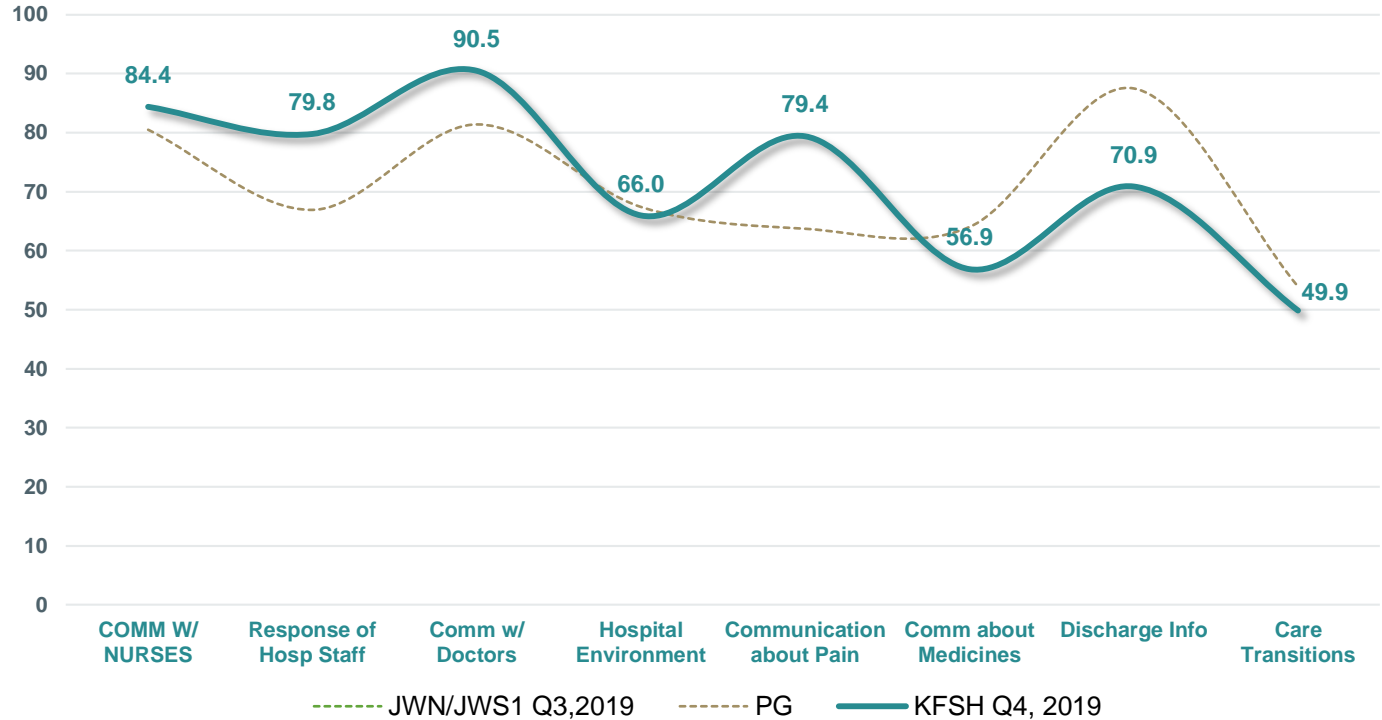
Period: Oct 1st – Dec 31st, 2019

JWN/JWS1

Domains

n-Size

66



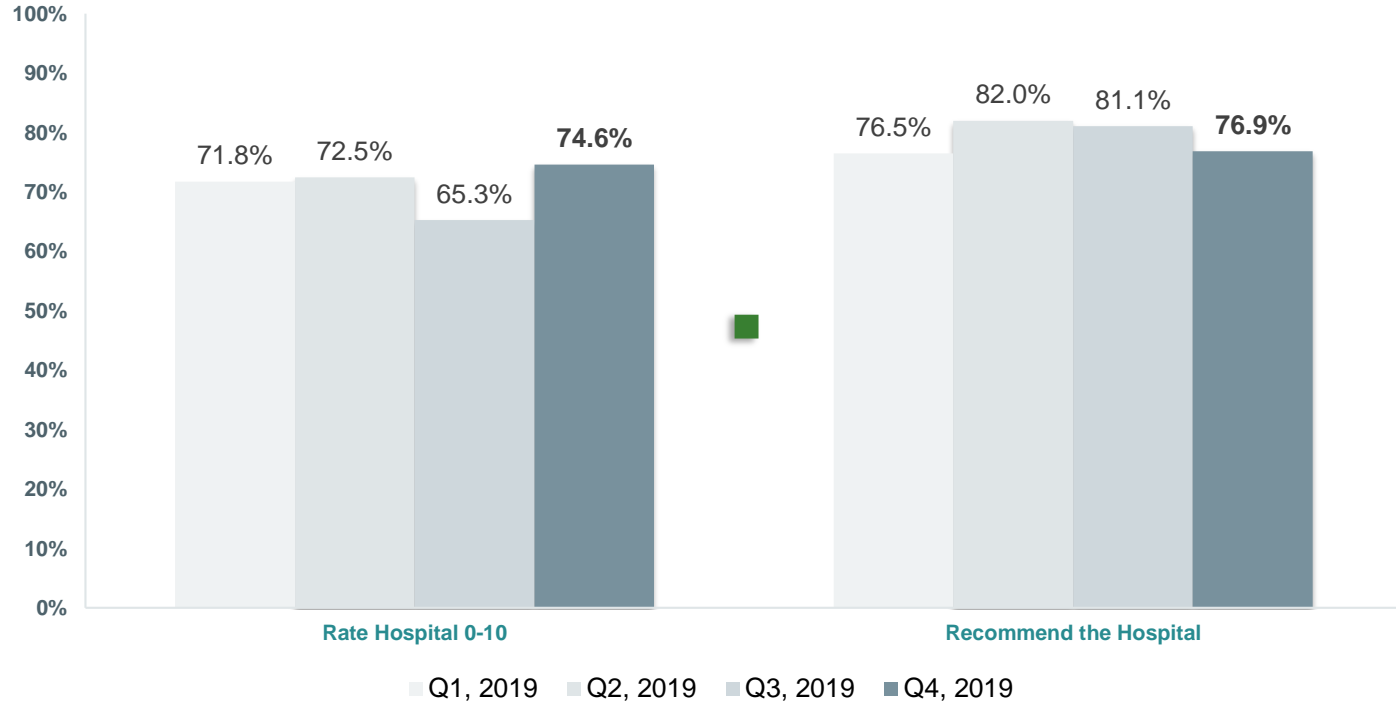
* Top Box %

IP – Wards

Period: Oct 1st – Dec 31st, 2019

J24ADM
Global Items

n-Size
47



* Top Box %

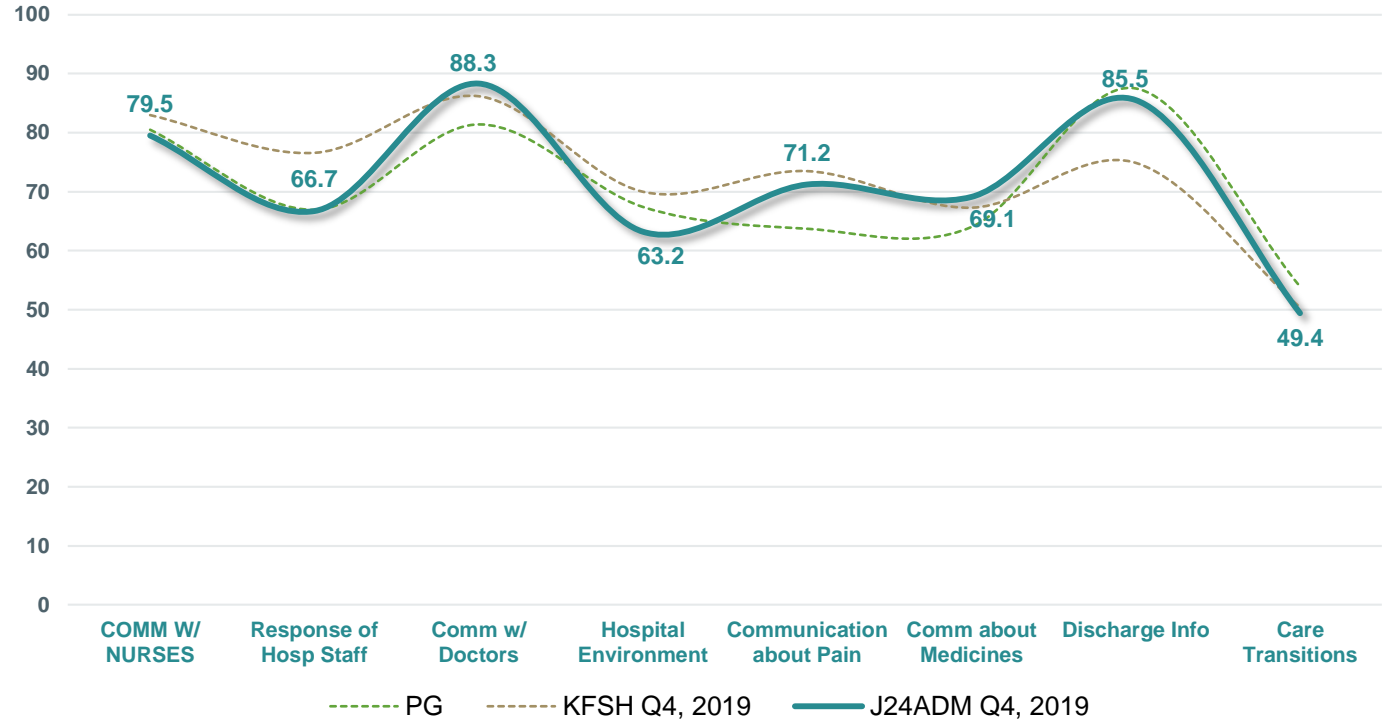
■ PG Average

IP – Wards

J24ADM
Domains

n-Size
47

Period: Oct 1st – Dec 31st, 2019



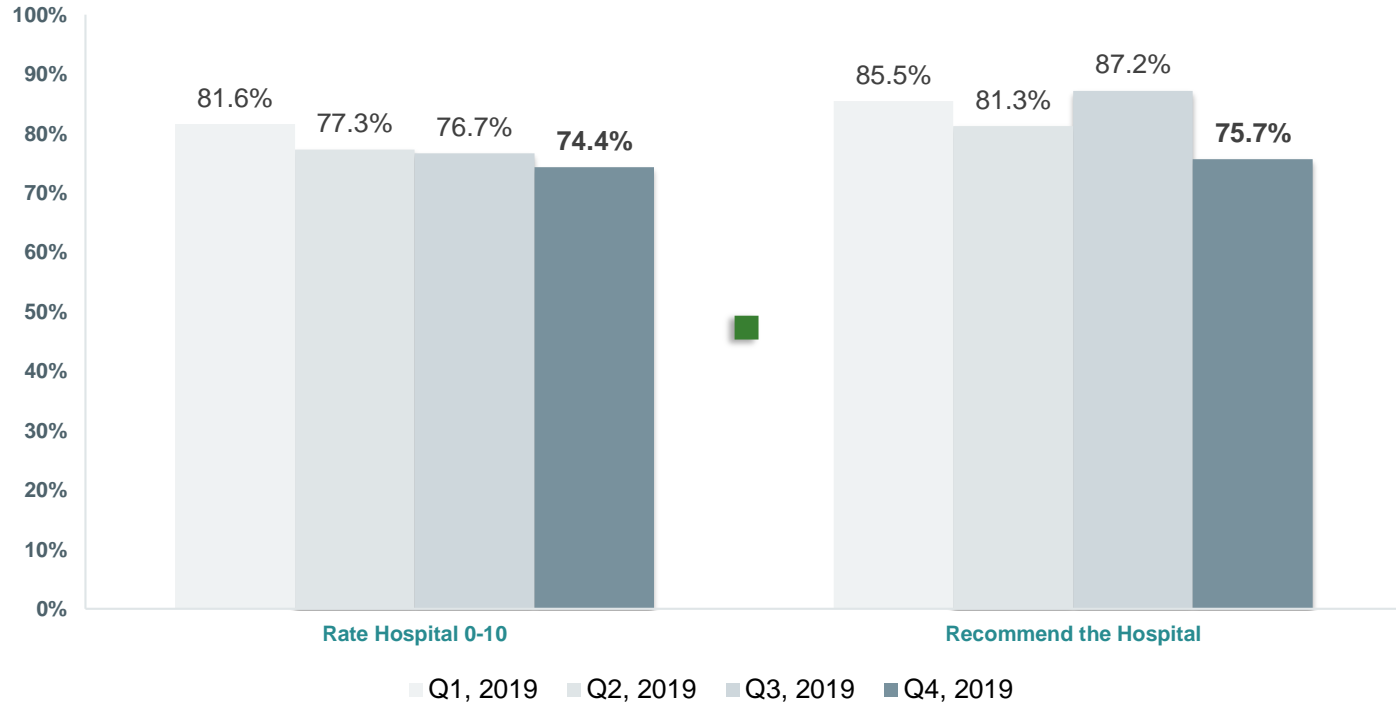
* Top Box %

IP – Wards

Period: Oct 1st – Dec 31st, 2019

JEN/JES3
Global Items

n-Size
106



* Top Box %

■ PG Average

IP – Wards

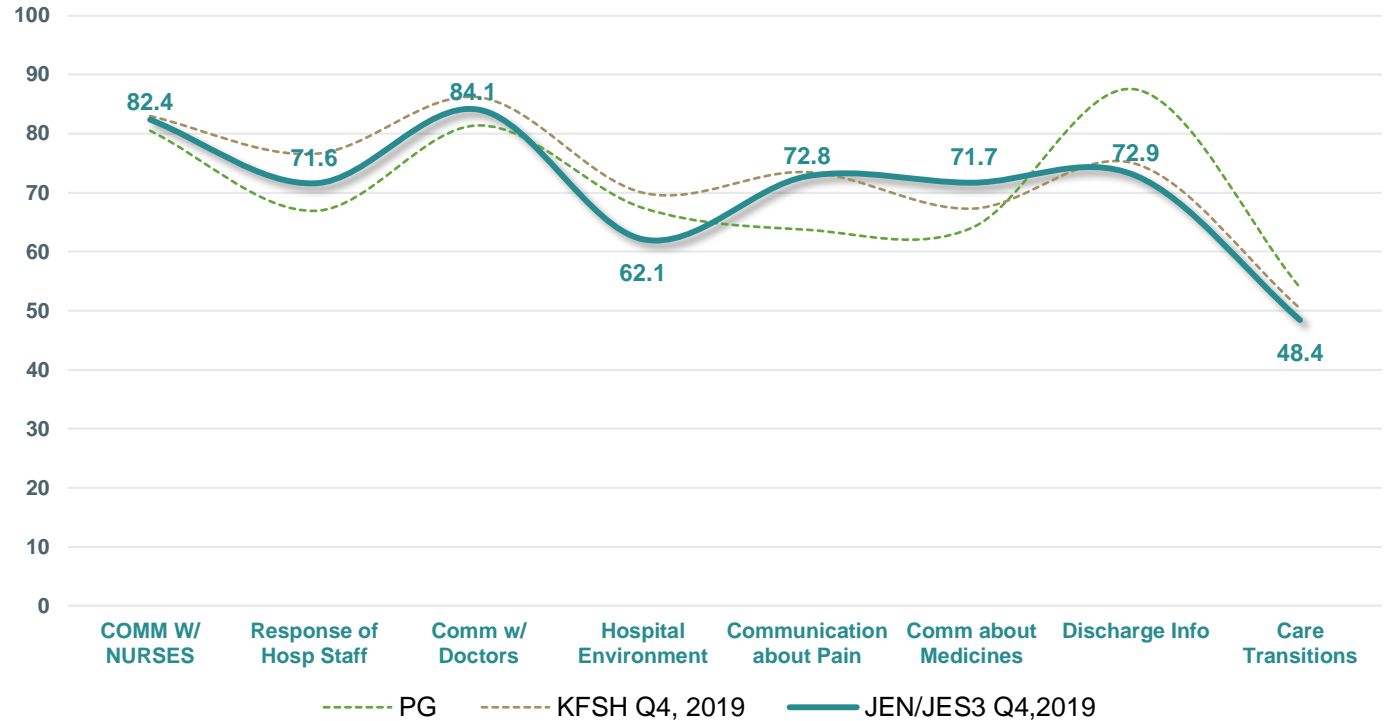
Period: Oct 1st – Dec 31st, 2019

JEN/JES3

Domains

n-Size

106



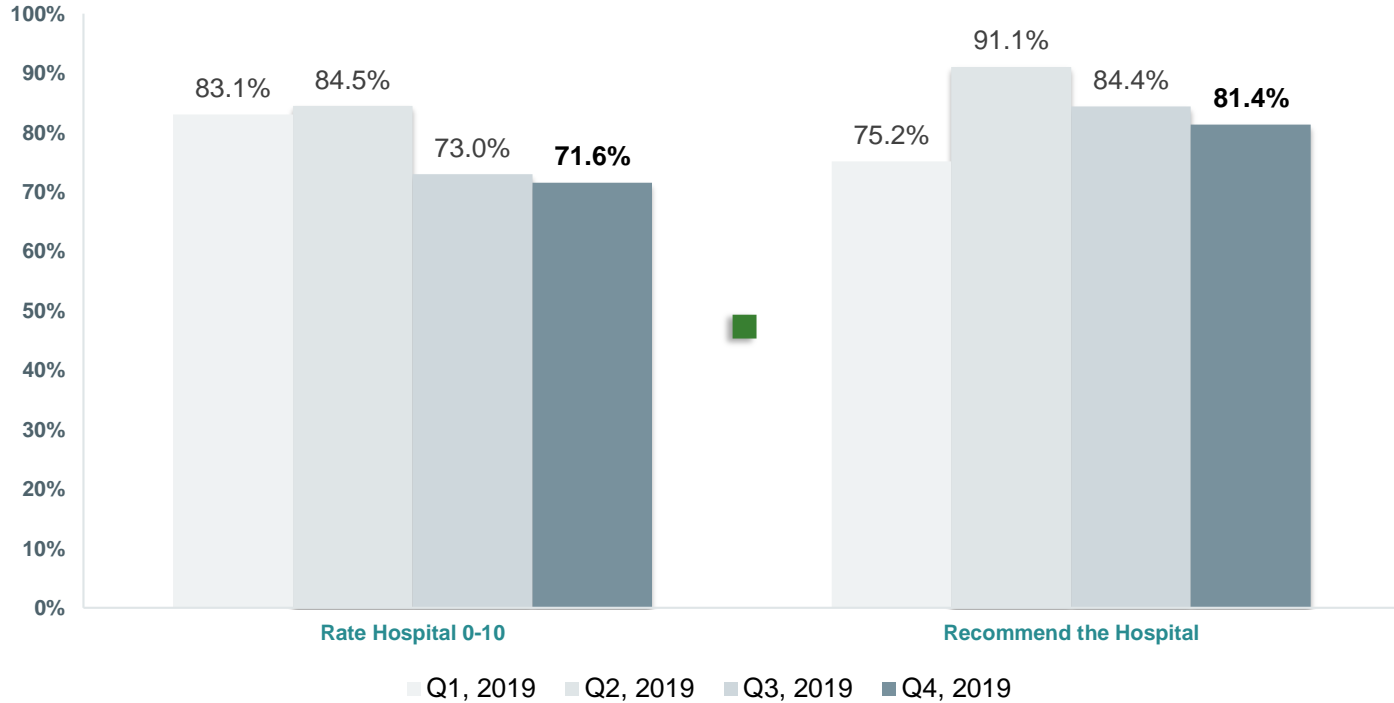
* Top Box %

IP – Wards

Period: Oct 1st – Dec 31st, 2019

JES1
Global Items

n-Size
53

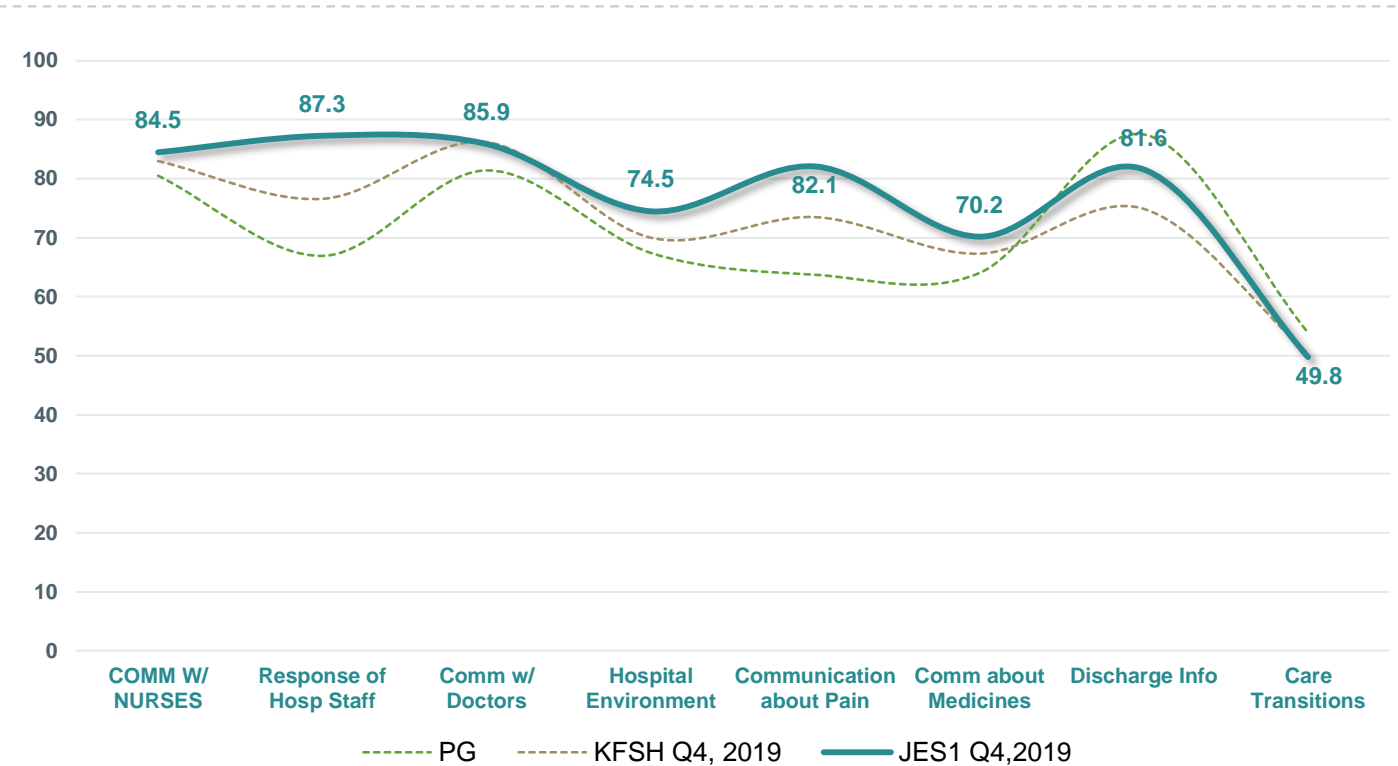


* Top Box %

■ PG Average

IP – Wards

Period: Oct 1st – Dec 31st, 2019



JES1
Domains

n-Size
53

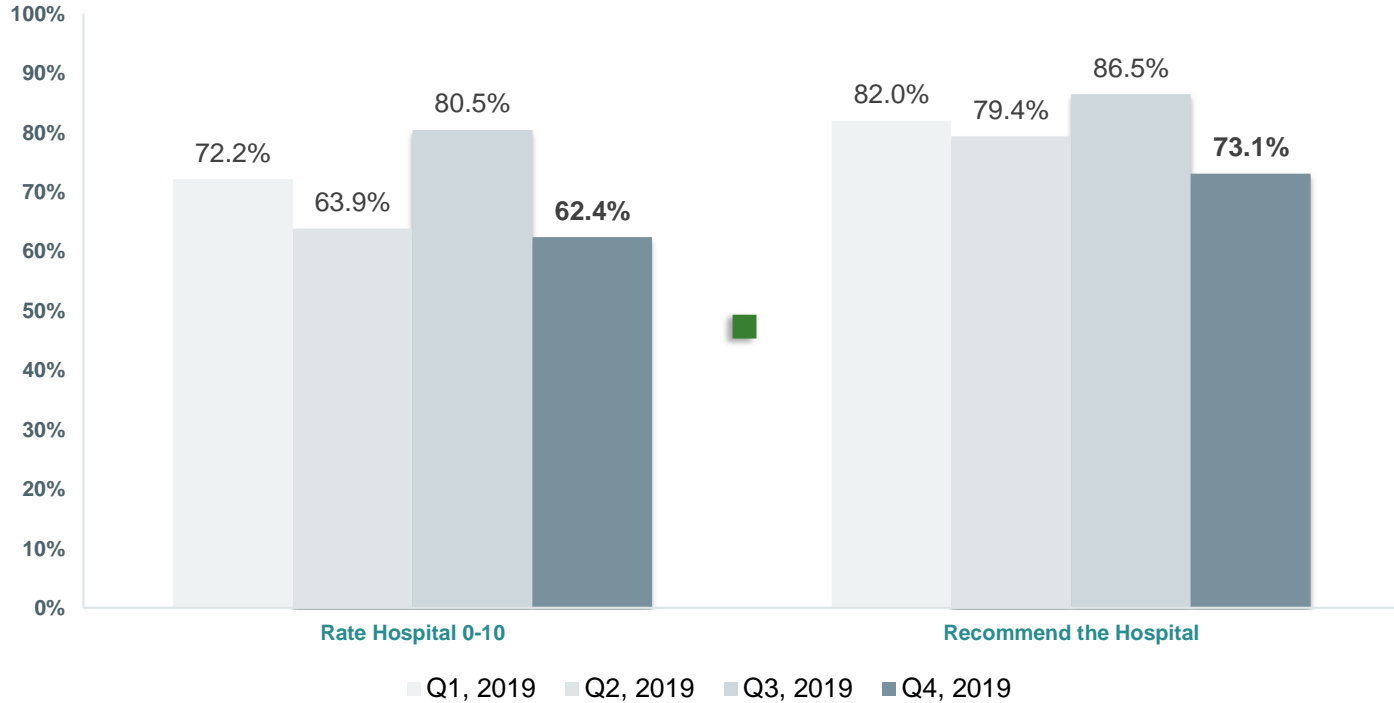
* Top Box %

IP – Wards

Period: Oct 1st – Dec 31st, 2019

JEN2
Global Items

n-Size
45



* Top Box %

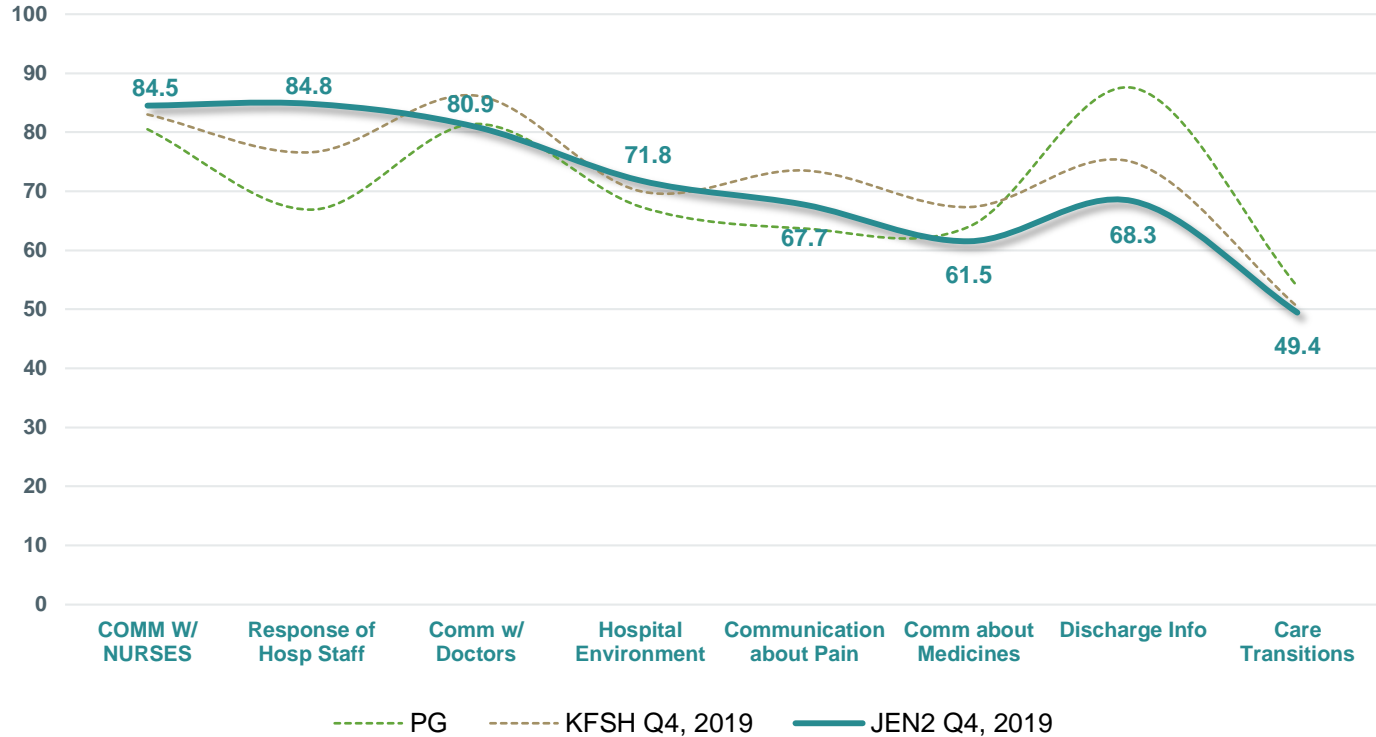
■ PG Average

IP – Wards

Period: Oct 1st – Dec 31st, 2019

JEN2
Domains

n-Size
45



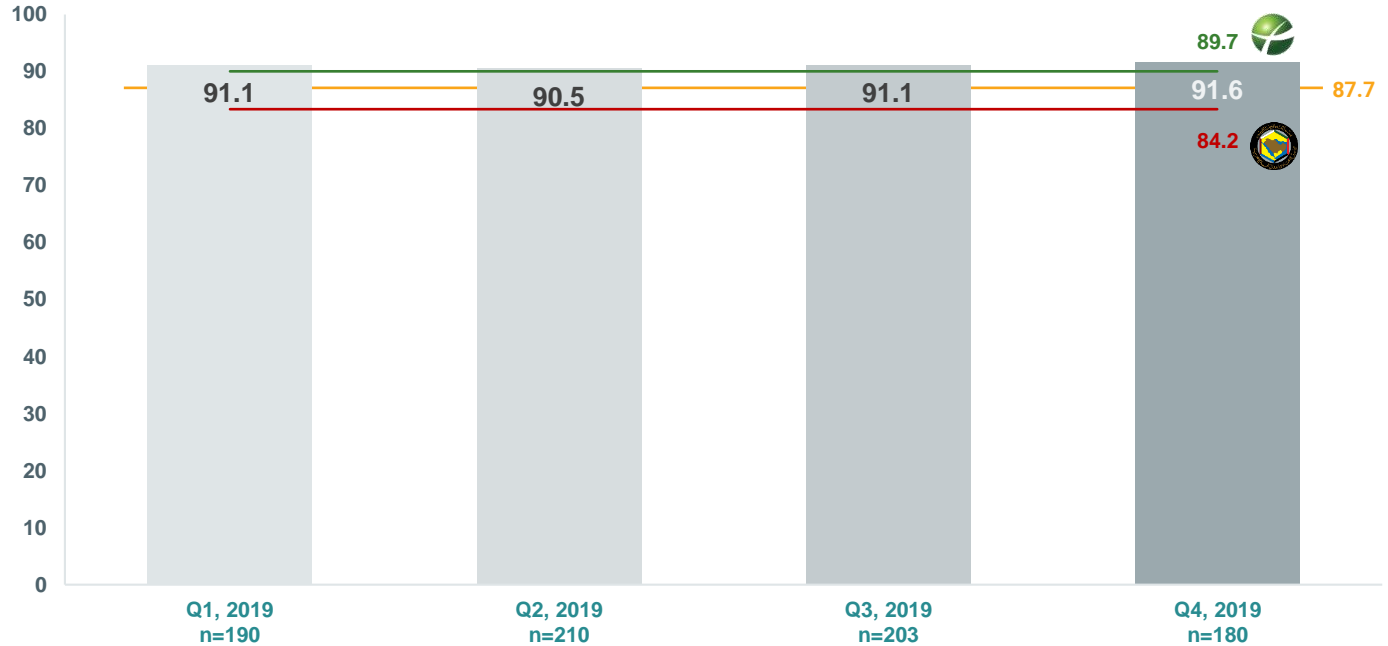
* Top Box %



Inpatient
Pediatrics

IPP – Overall Rating

Overall Rating Trend [Q1, 2019 – Q4, 2019]



■ 2019 Target [87.7]

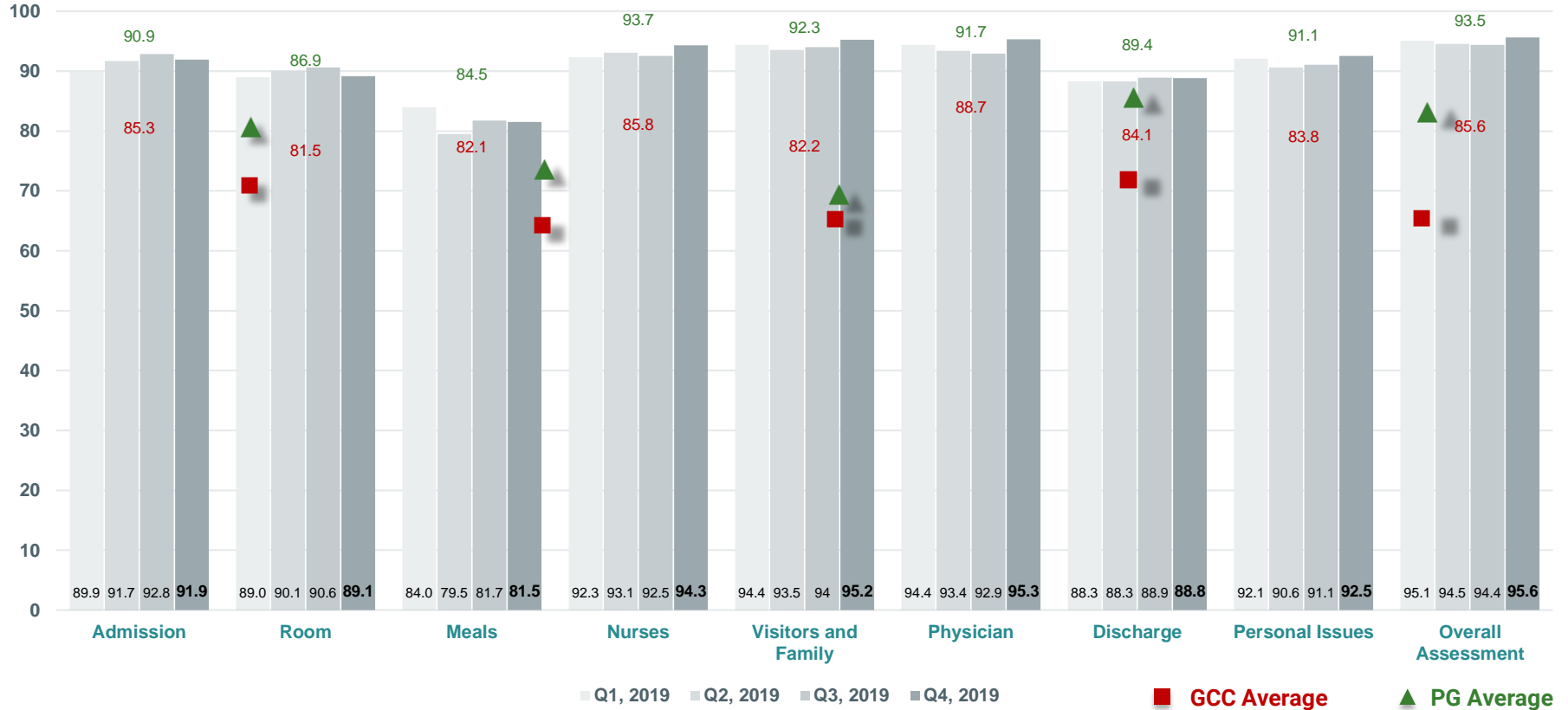


GCC Average [84.2]



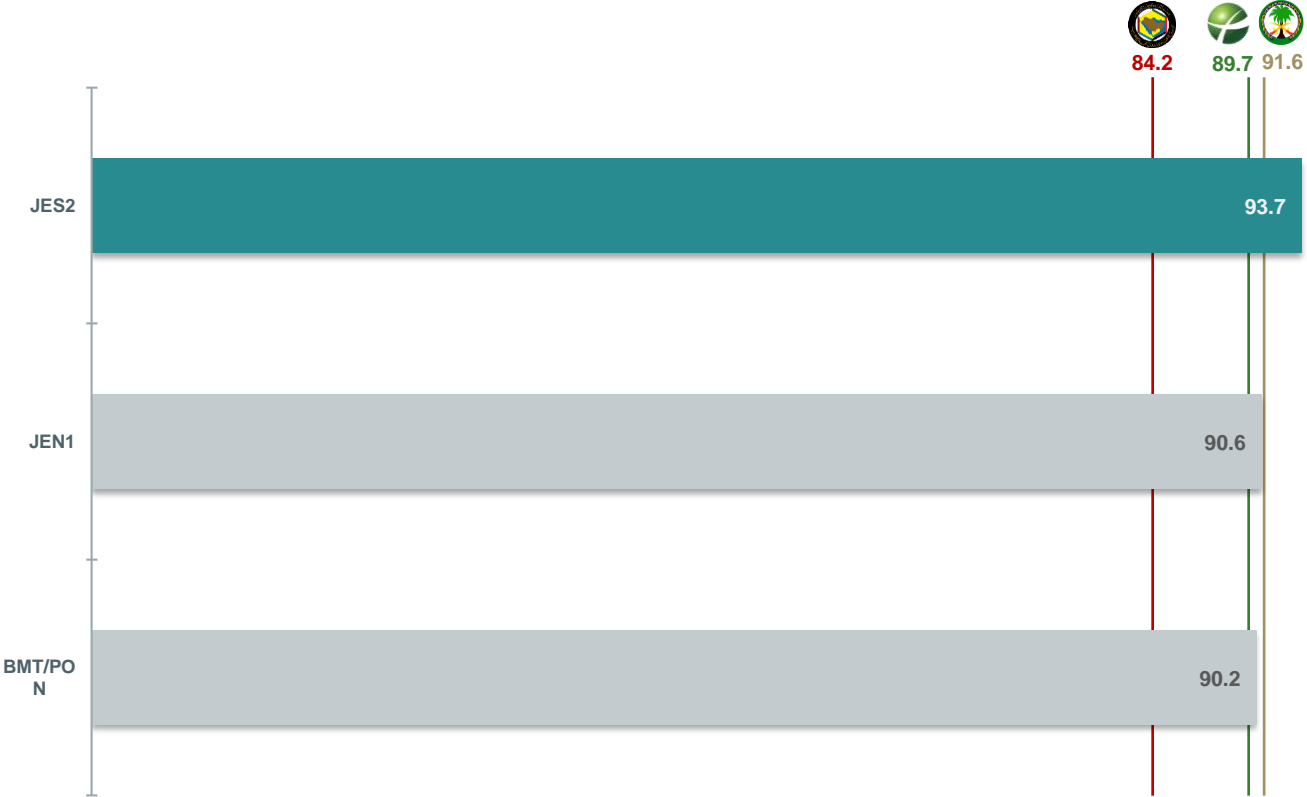
PG Average [89.7]

IPP – Survey Domains



IPP – Overall Rating

Overall Rating Wards



Period: Oct 1st – Dec 31st, 2019

 **KFSH Average** [91.6]

 **GCC Average** [84.2]

 **PG Average** [89.7]

IPP – Wards

Period: Oct 1st – Dec 31st, 2019

JES2

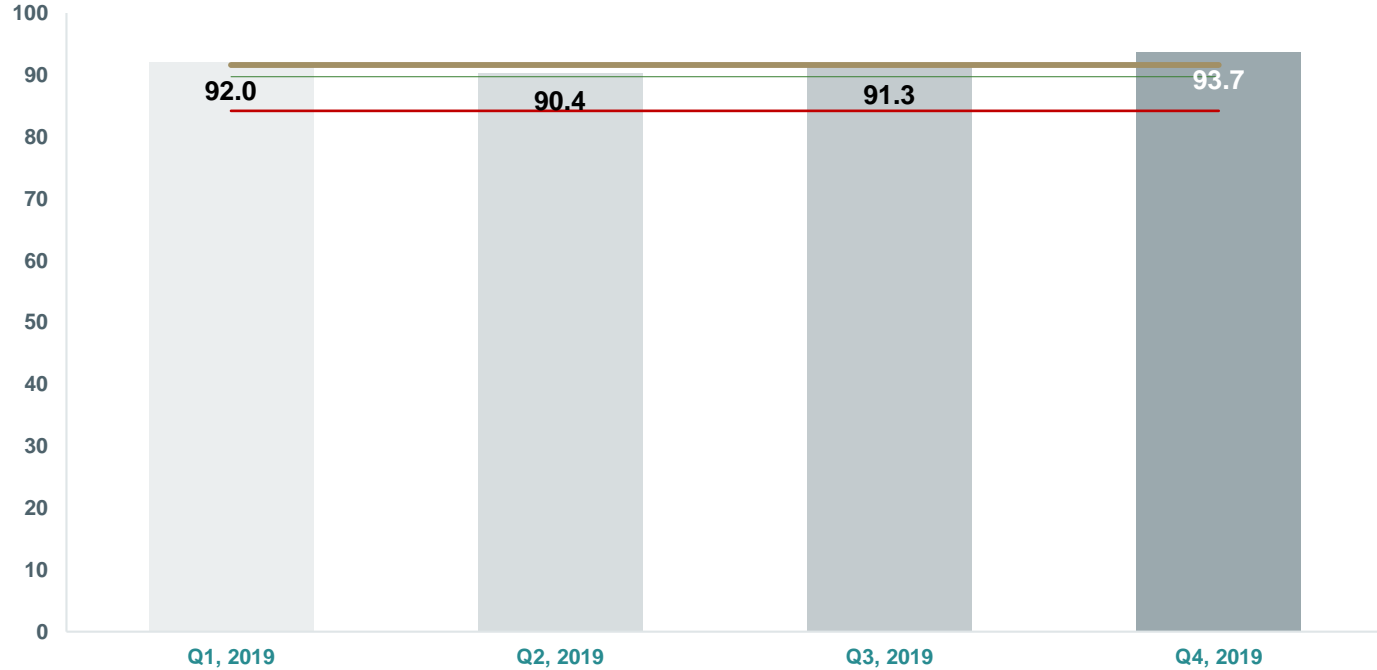
Overall Rating

93.7

Q4, 2019

n-Size

60



KFSH Average [91.6]



GCC Average [84.2]



PG Average [89.7]

IPP – Wards

JES2

Patient Journey

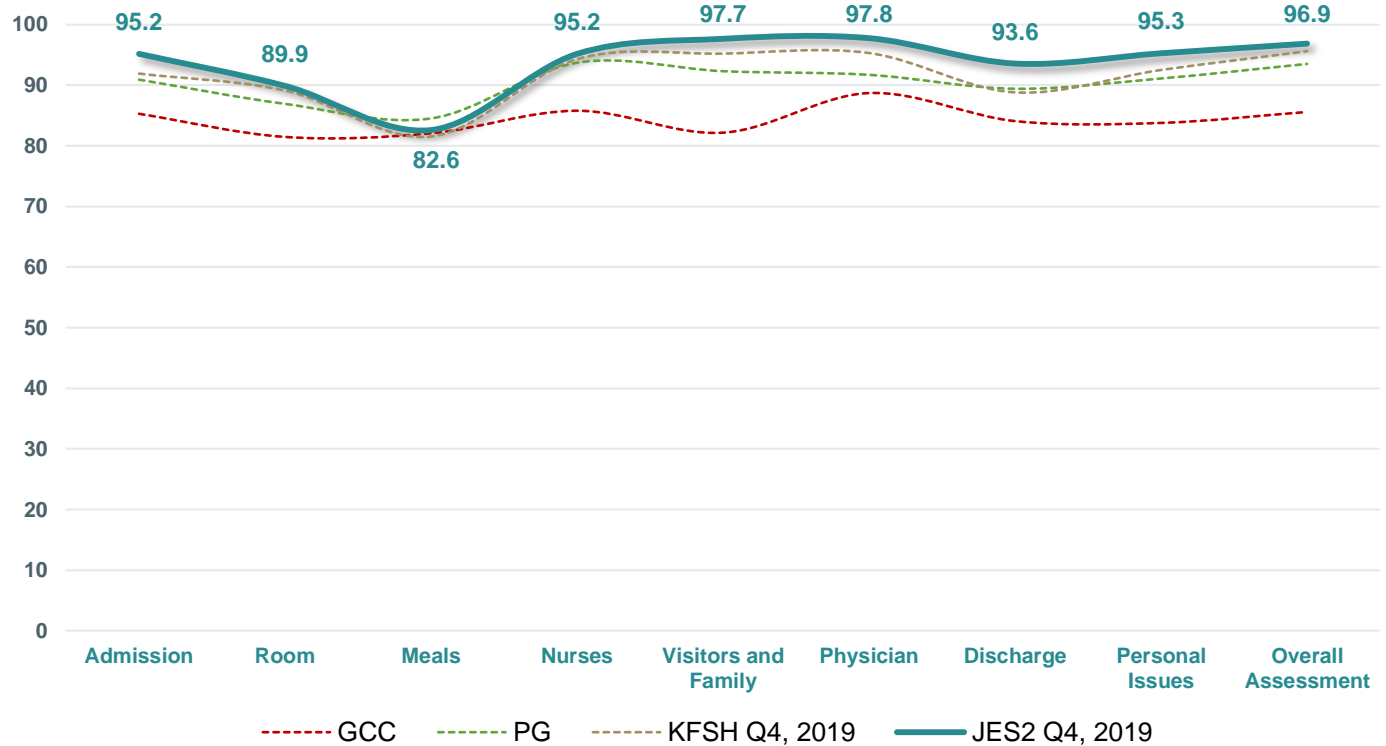
93.7

Q4, 2019

n-Size

60

Period: Oct 1st – Dec 31st, 2019



IPP – Wards

Period: Oct1st – Dec 31st, 2019

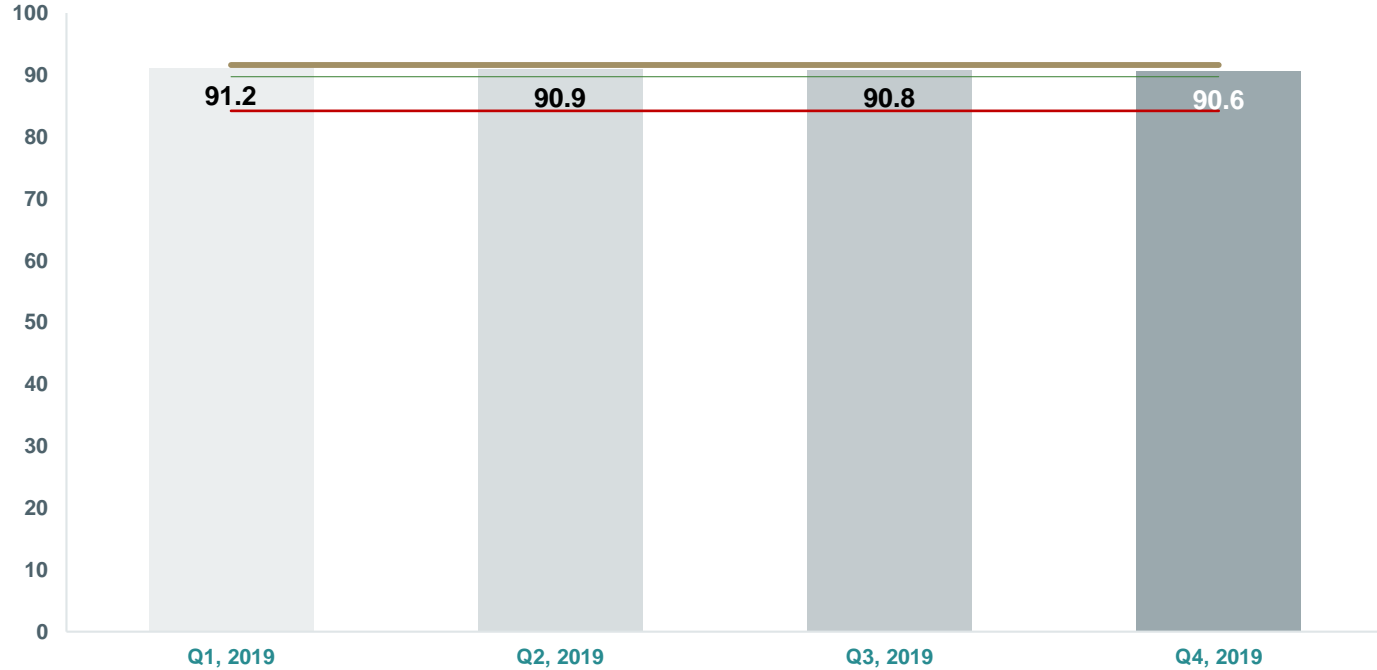
JEN1

Overall Rating



n-Size

85



KFSH Average [91.6]



GCC Average [84.2]



PG Average [89.7]

IPP – Wards

JEN1

Patient Journey

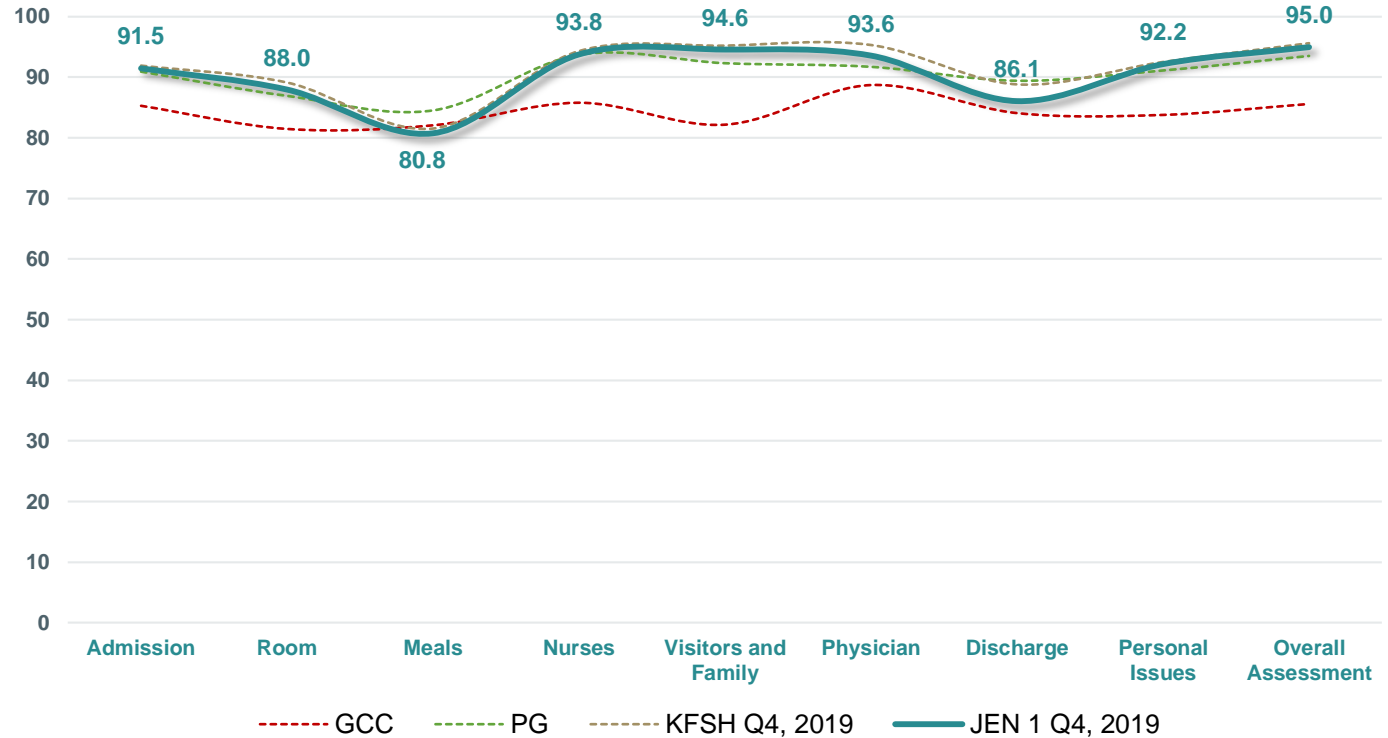
90.6

Q4, 2019

n-Size

85

Period: Oct 1st – Dec 31st, 2019



IPP – Wards

BMT/PON

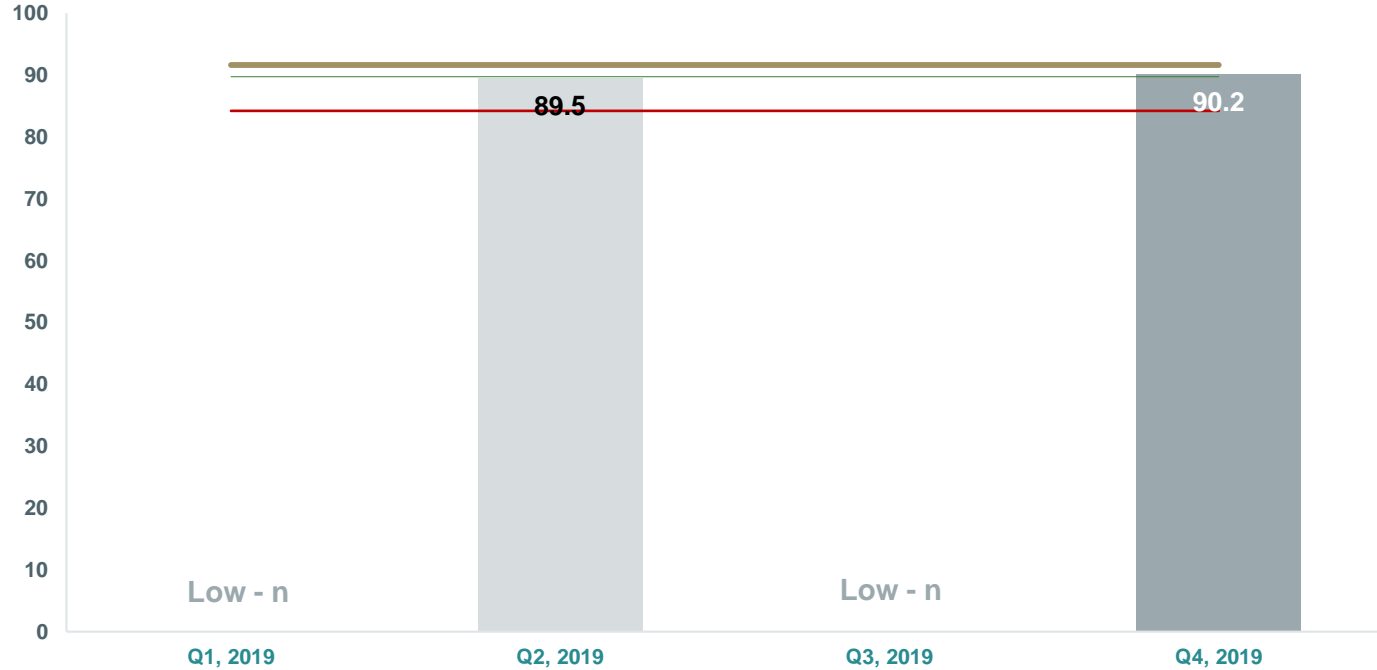
Overall Rating



n-Size

35

Period: Oct1st – Dec 31st, 2019



KFSH Average [91.6]



GCC Average [84.2]



PG Average [89.7]

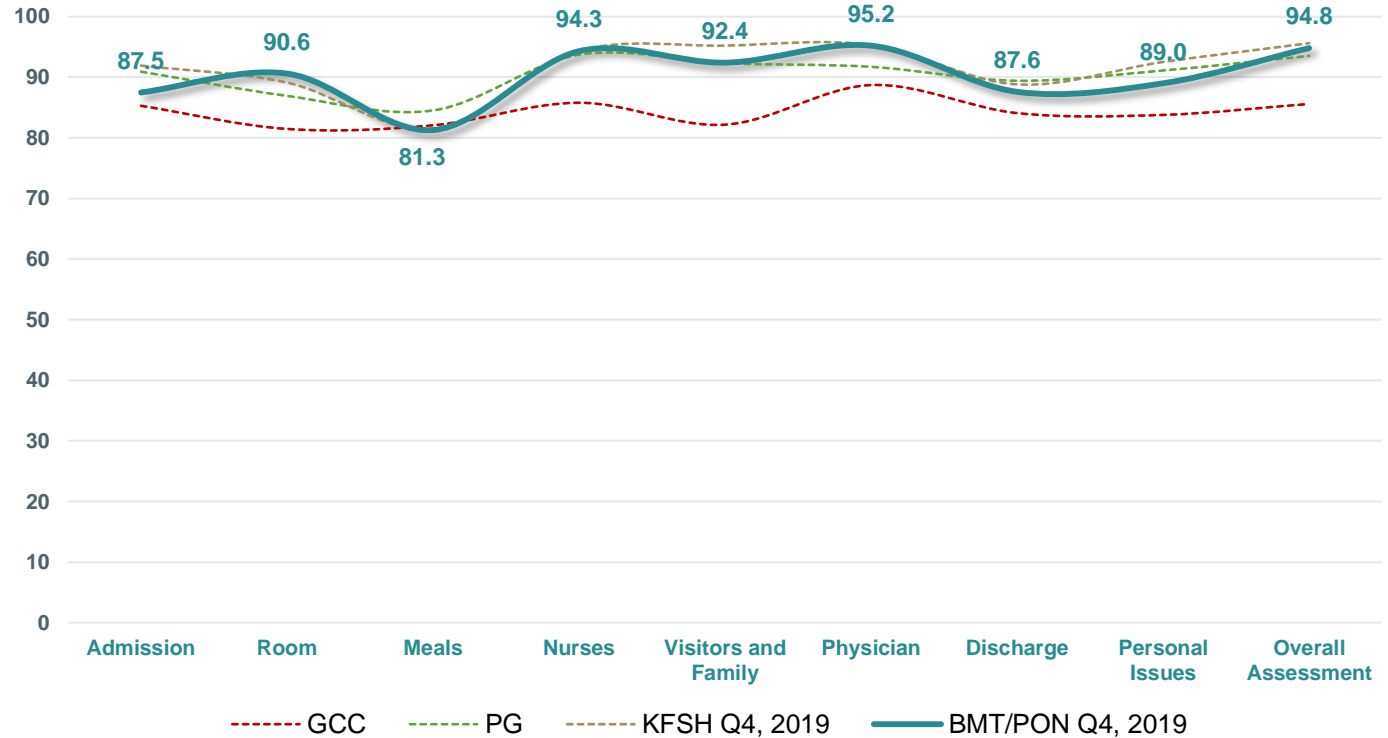
IPP – Wards

BMT/PON Patient Journey



n-Size
35

Period: Oct 1st – Dec 31st, 2019

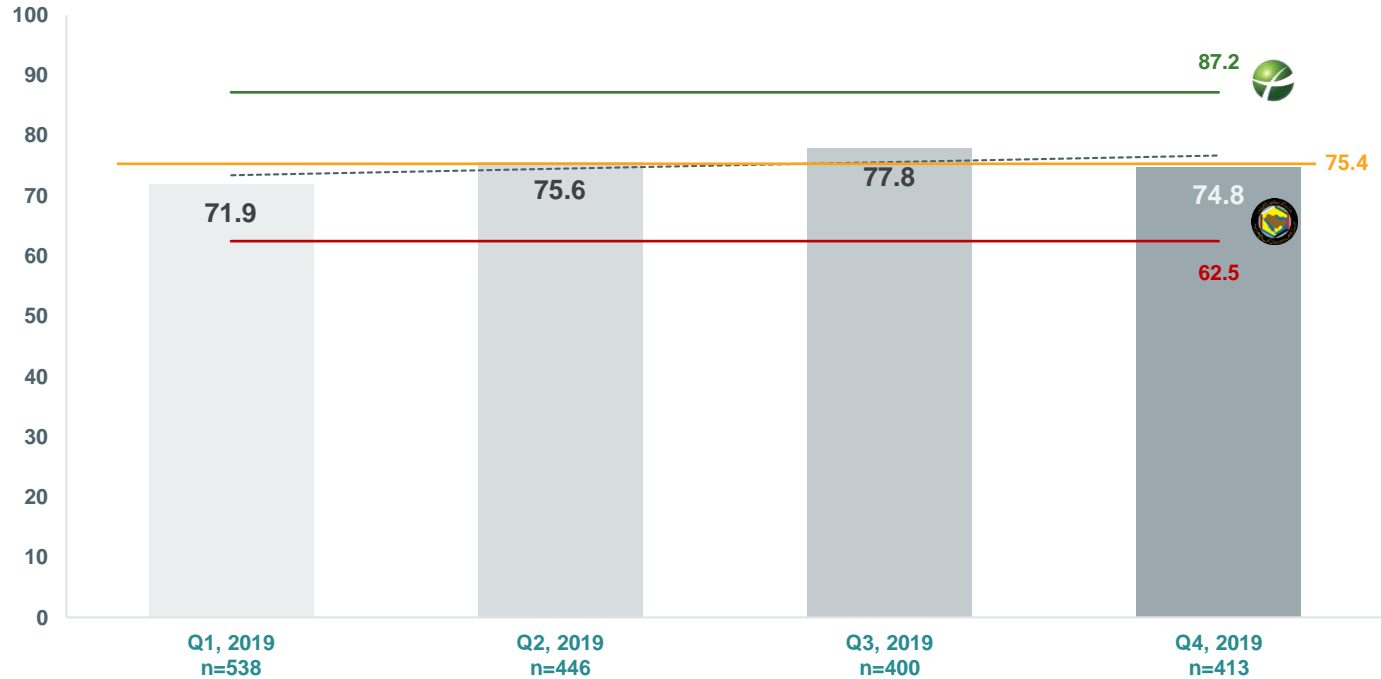




ED – Overall Rating



Overall Rating Trend [Q1, 2019 – Q4, 2019]



■ 2019 Target [75.4]

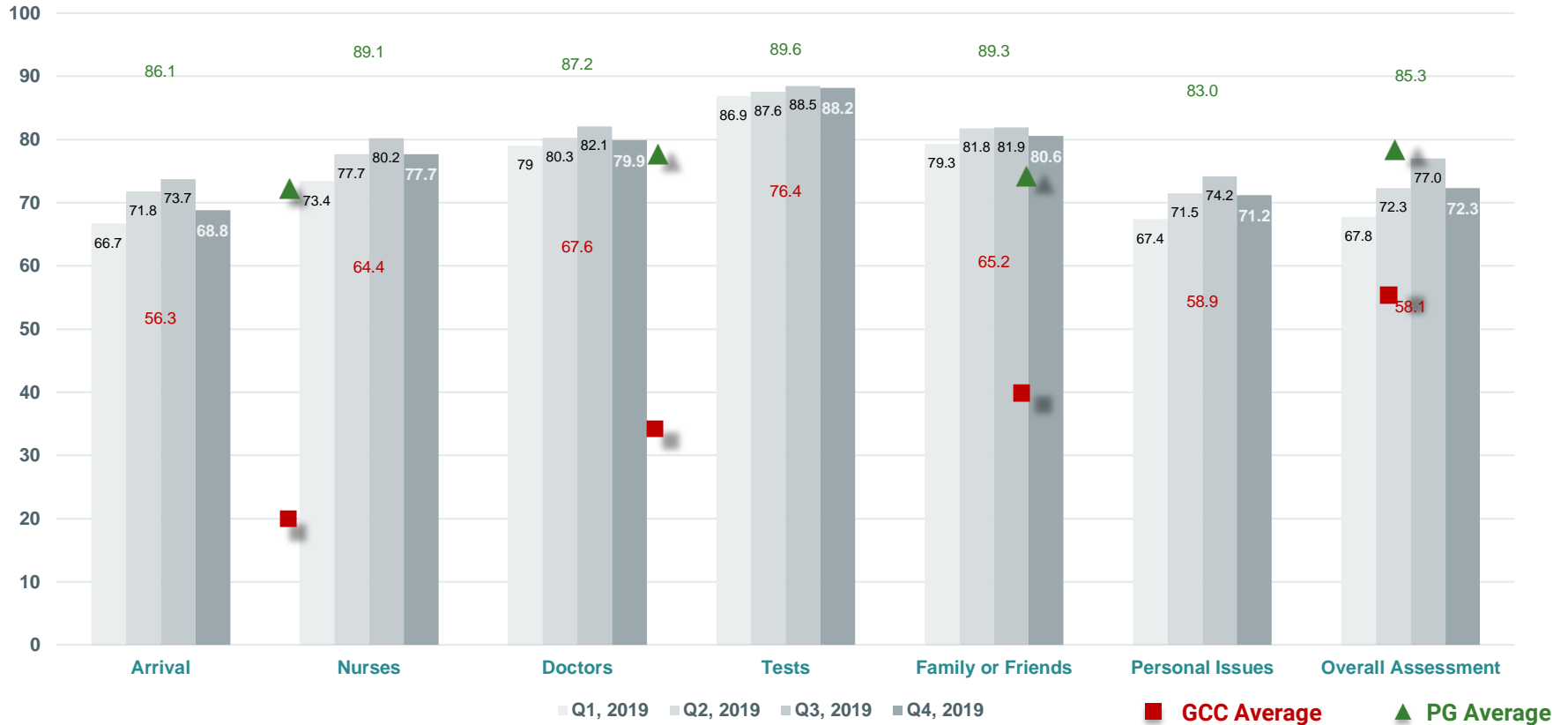


GCC Average [62.5]



PG Average [87.2]

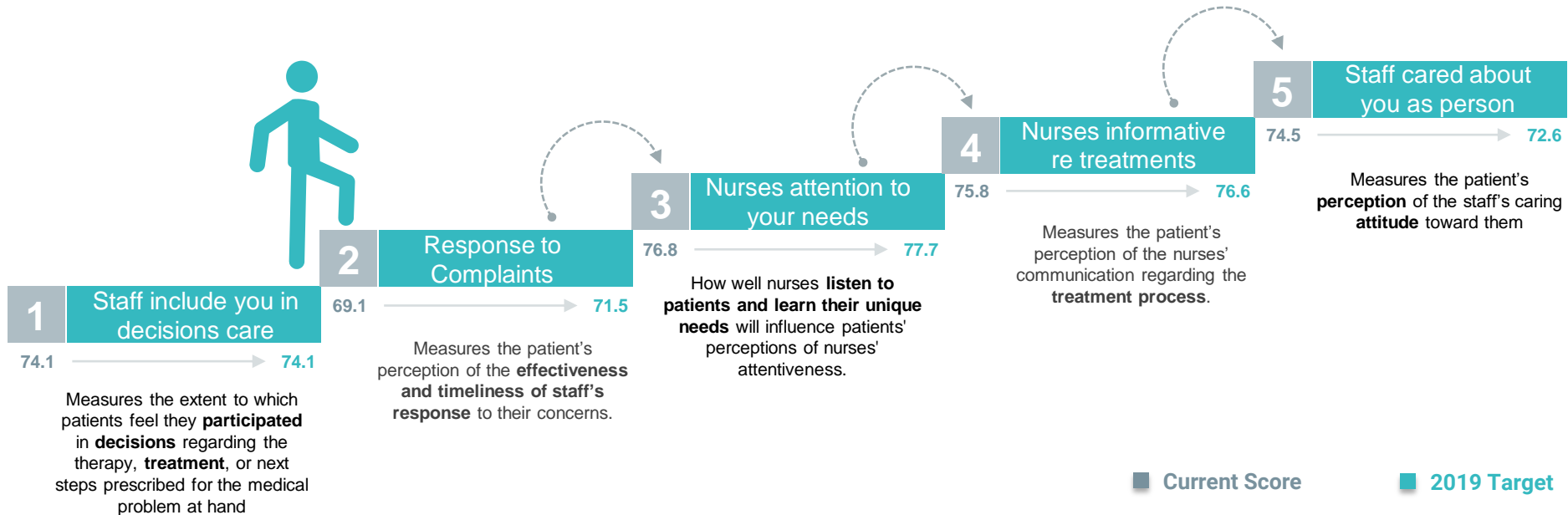
ED – Survey Domains



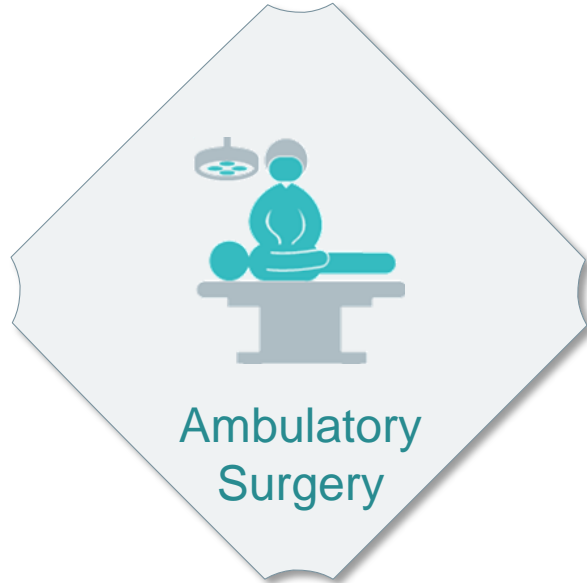
ED – Strengths



ED – Priority Index (Q4, 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 8 consecutive Quarters (Q1,2018 – Q4, 2019)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

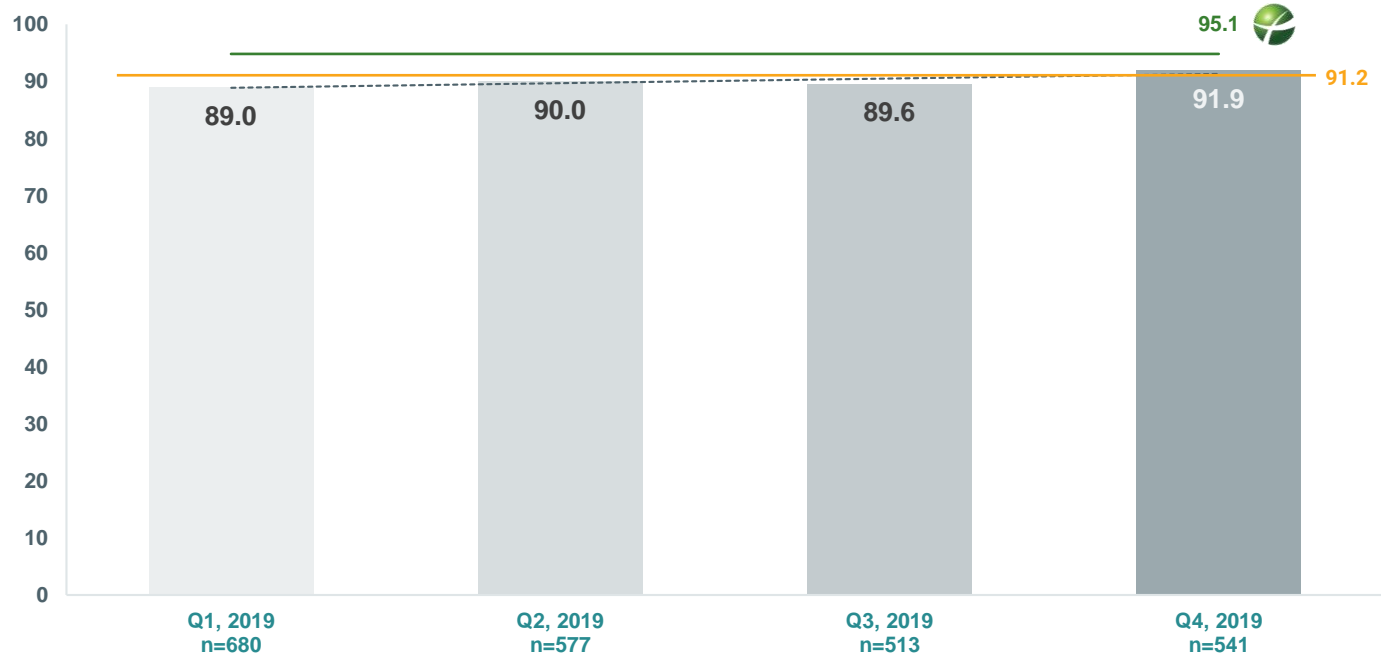


Ambulatory
Surgery

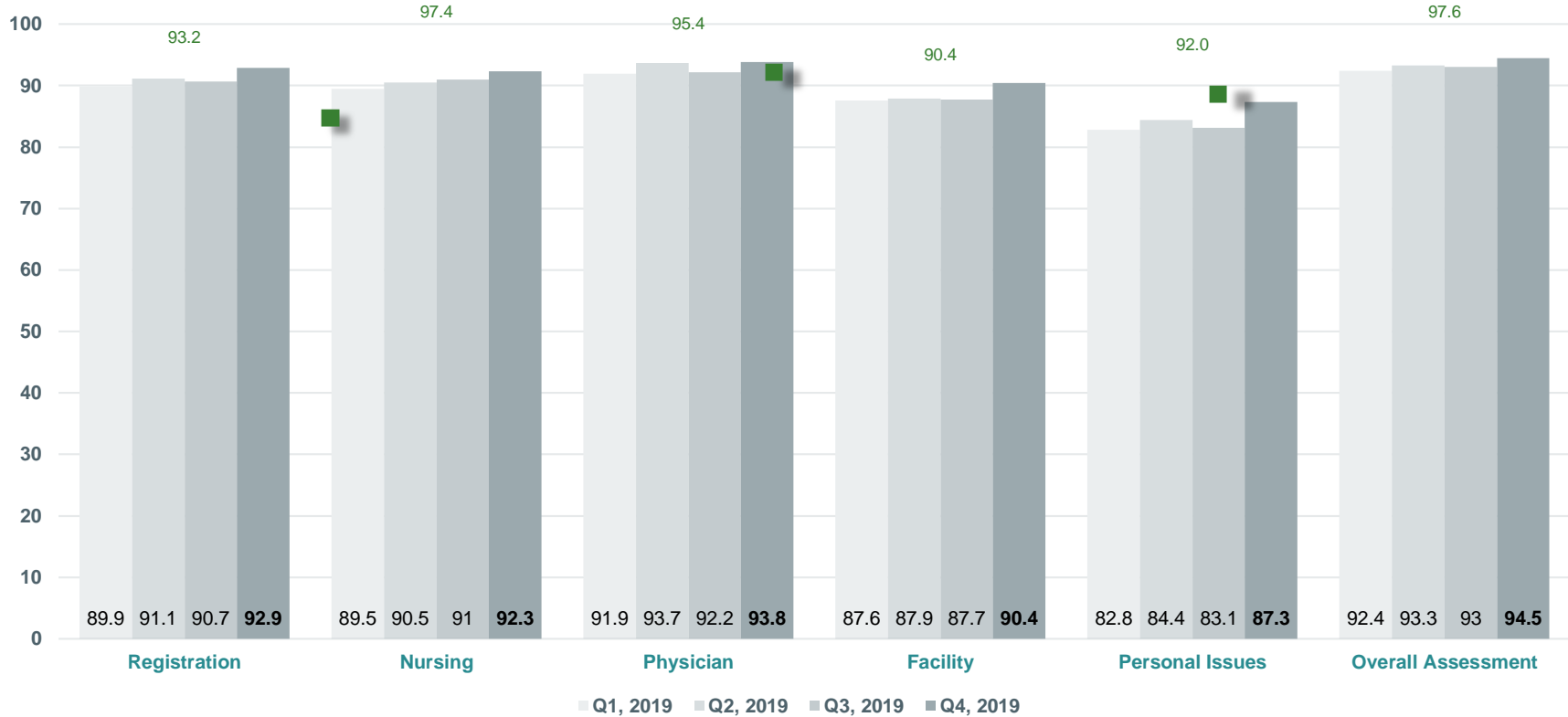
AS – Overall Rating



Overall Rating Trend [Q1, 2019 – Q4, 2019]



AS – Survey Domains



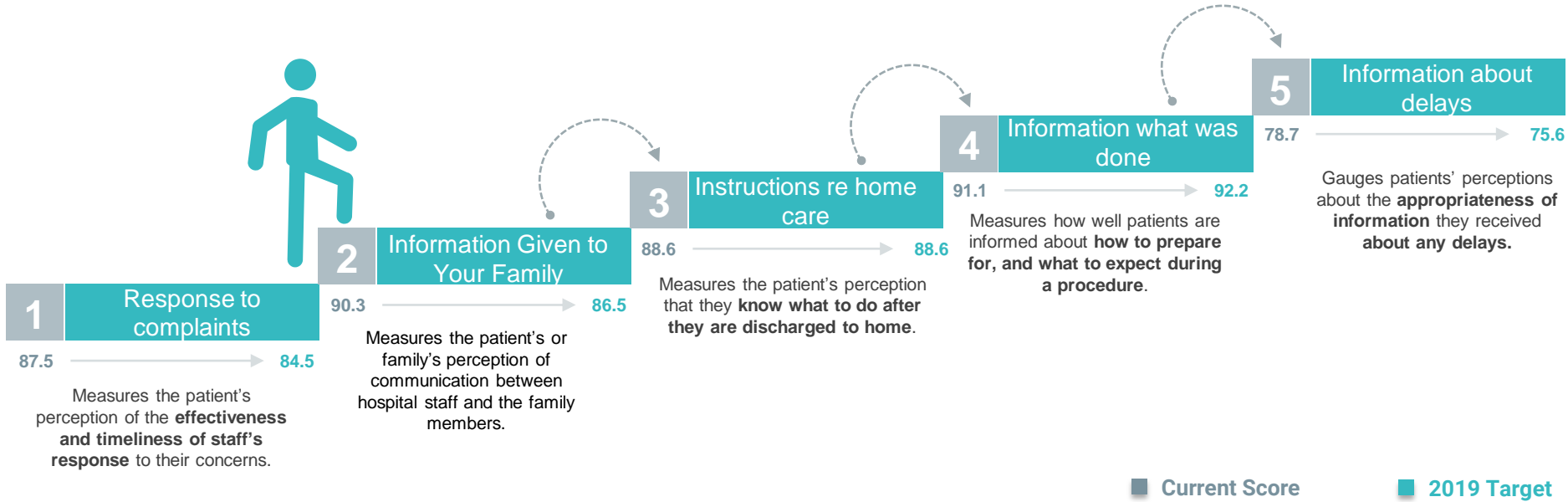
■ PG Average

AS – Strengths

Friendliness of Anesthesiologist



AS – Priority Index (Q4, 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 first two items have been identified as a priority for 7 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

AS – Departments

Overall Rating Departments



Period: Oct 1st – Dec 31st, 2019



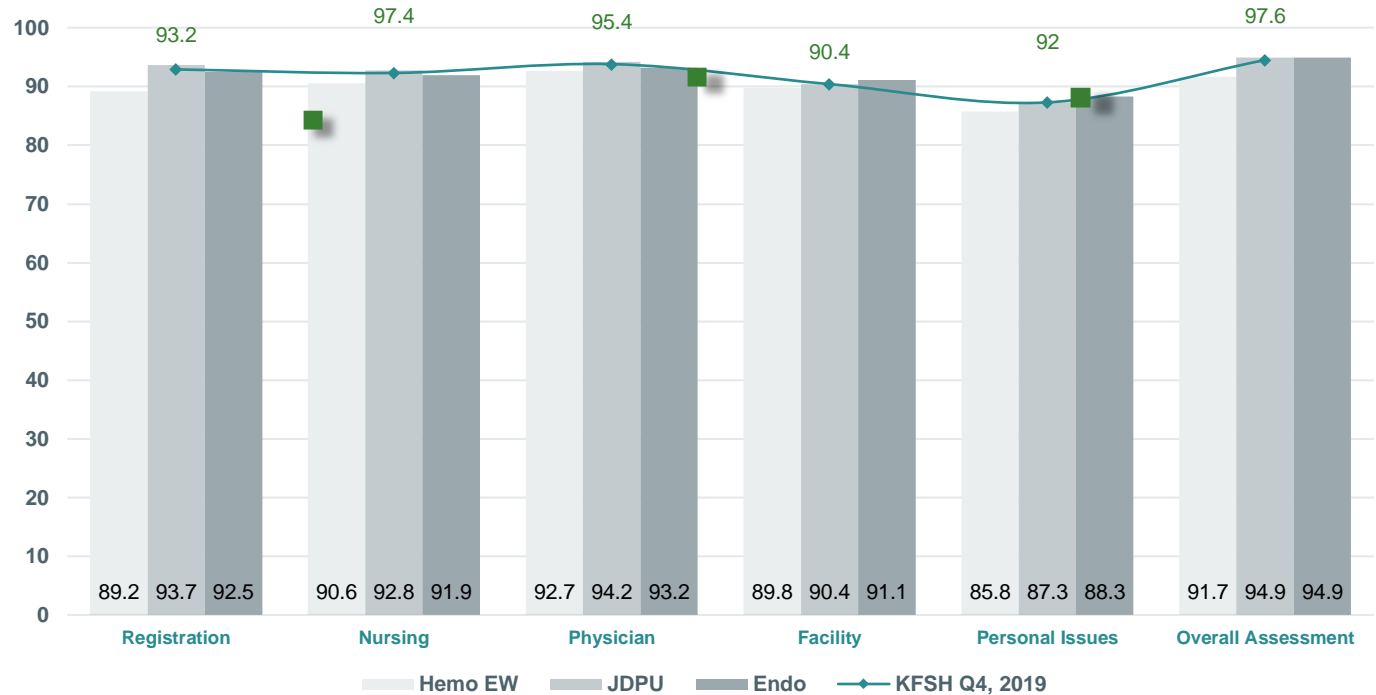
KFSH Average



PG Average

AS – Survey Domains

Patient Journey Departments



Period: Oct 1st – Dec 31st, 2019



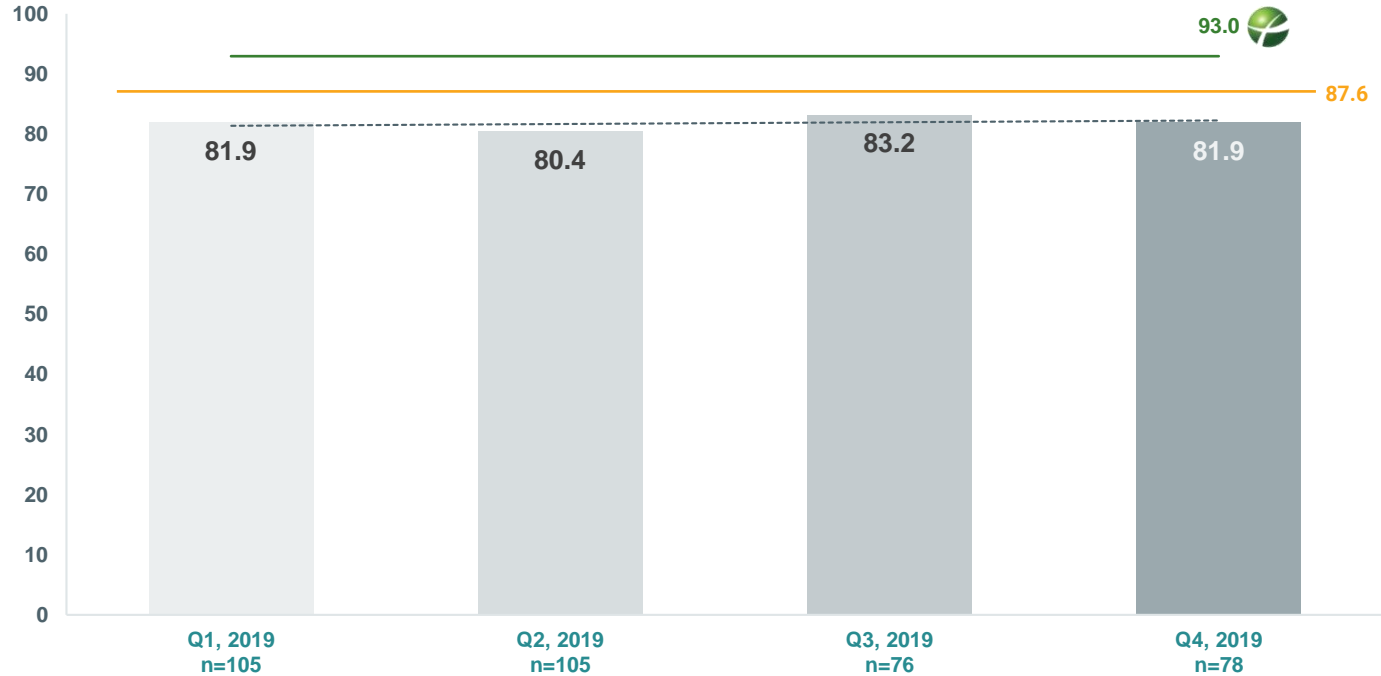


Outpatient
Oncology

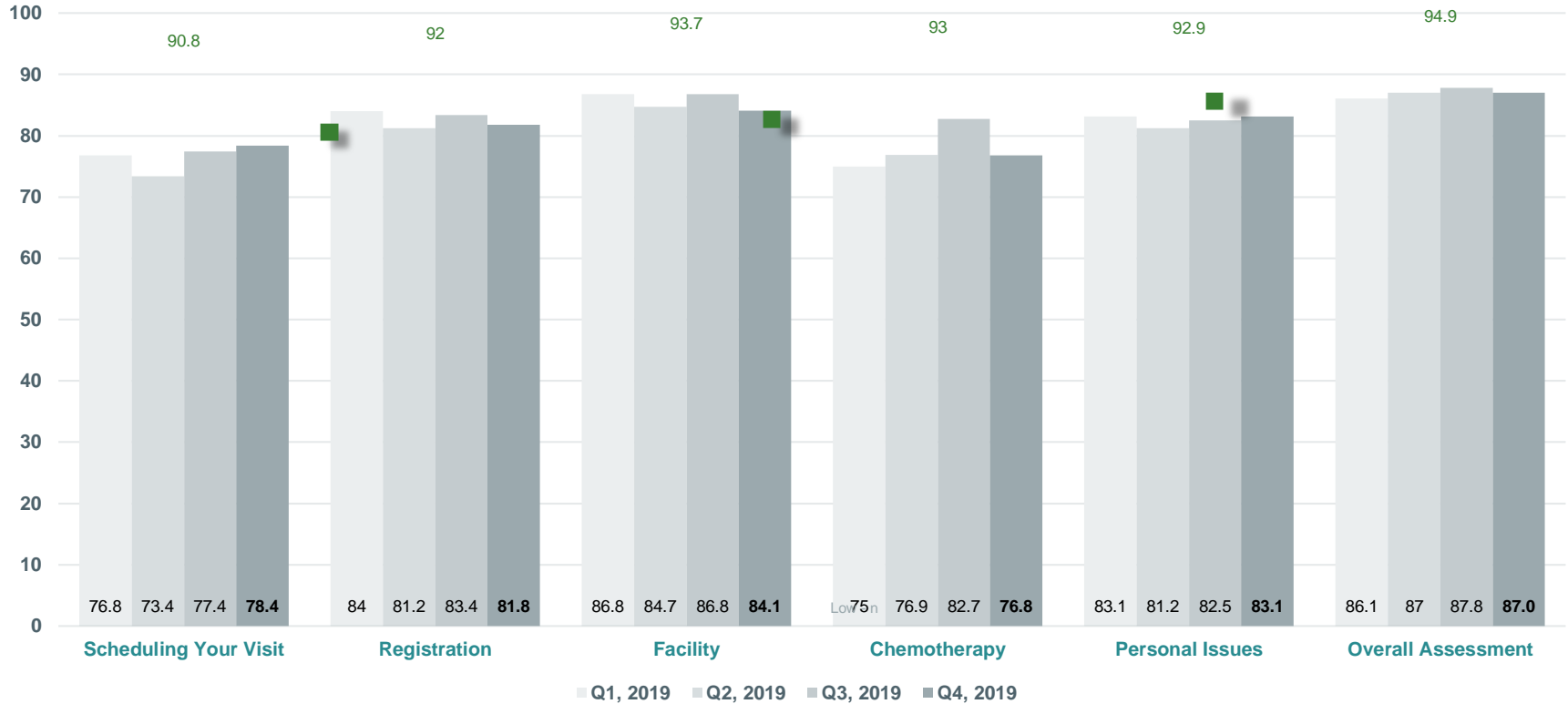
ON – Overall Rating



Overall Rating Trend [Q1, 2019 – Q4, 2019]

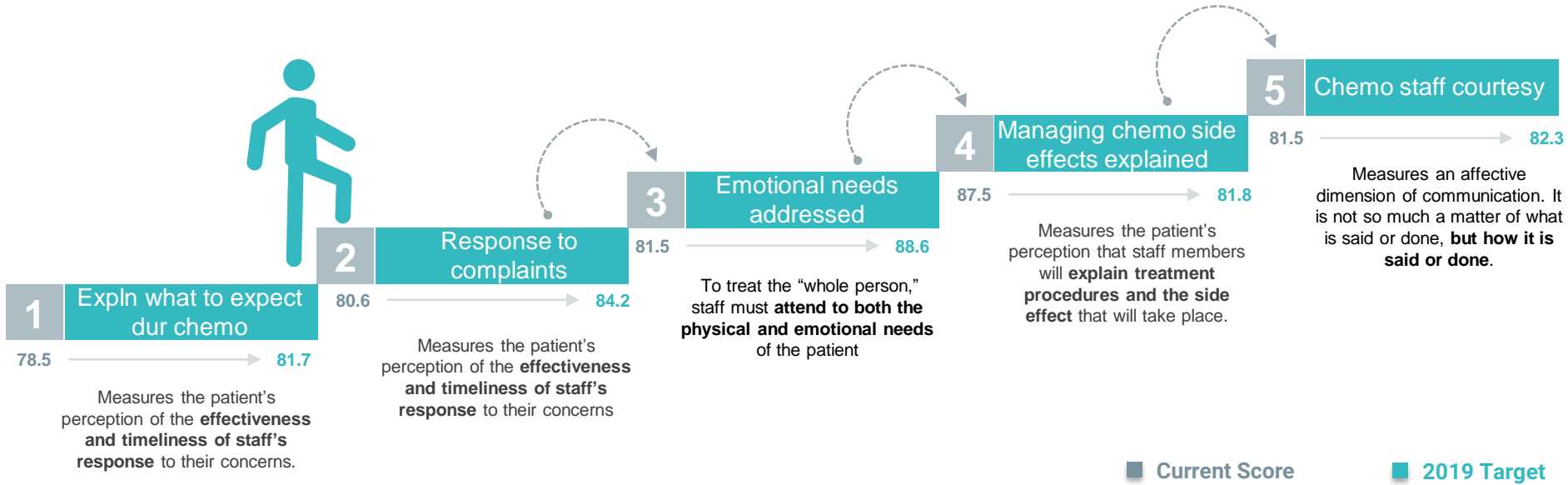


ON – Survey Domains



■ PG Average

ON – Priority Index (Q4, 2019)



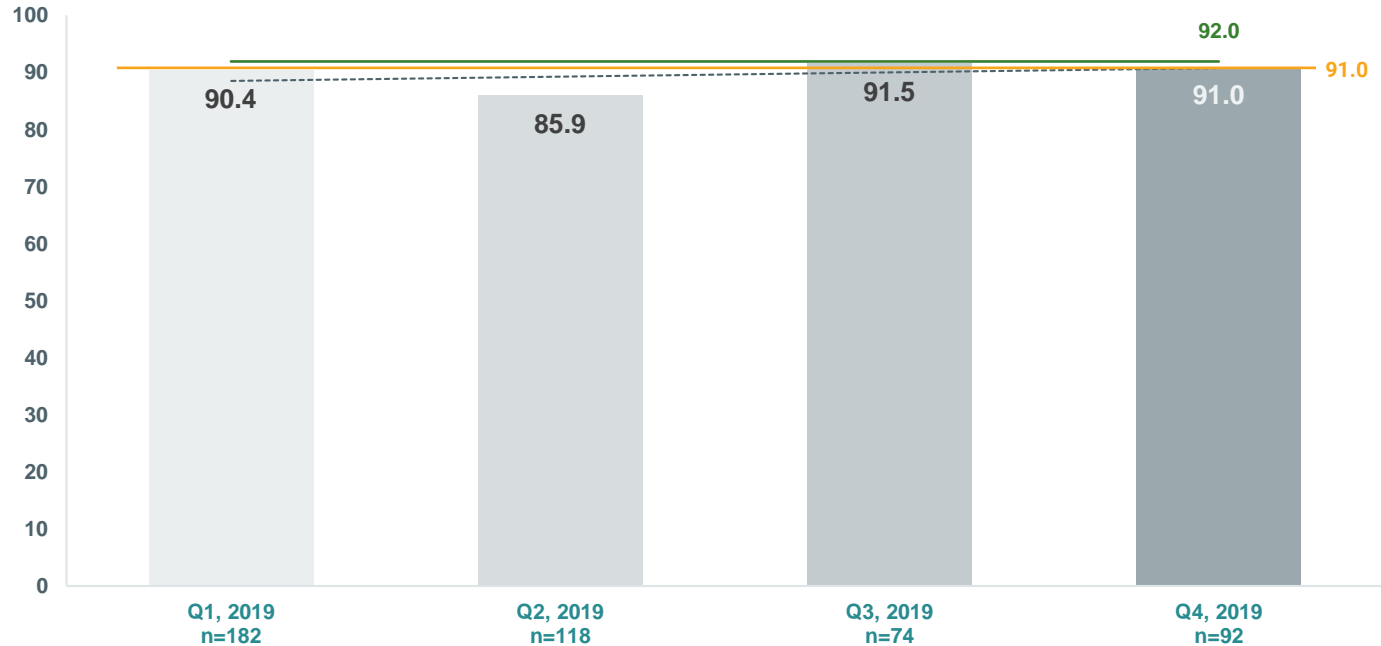
- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate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



DEN – Overall Rating



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



DEN – Overall Rating

Overall Rating Departments

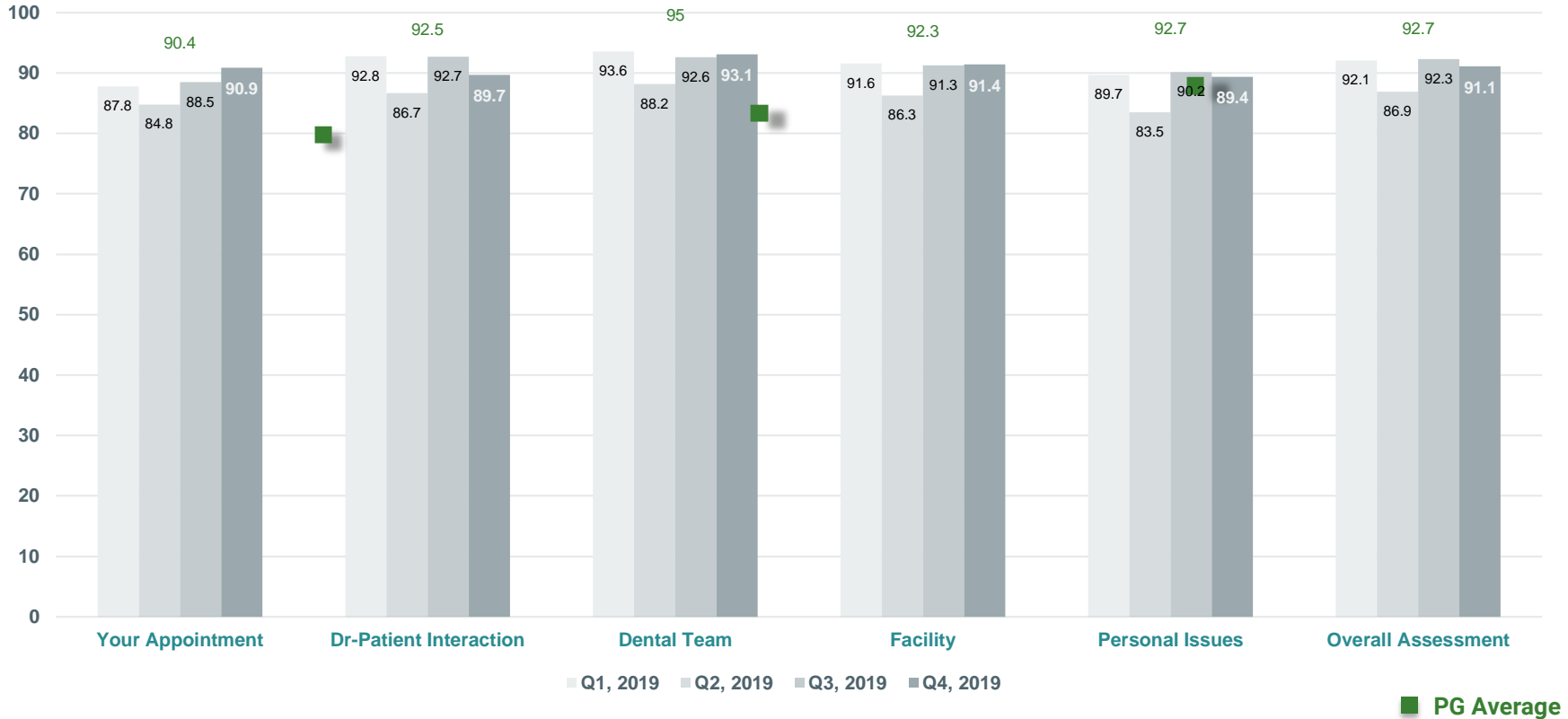


Period: Jul 1st – Sep 30th, 2019

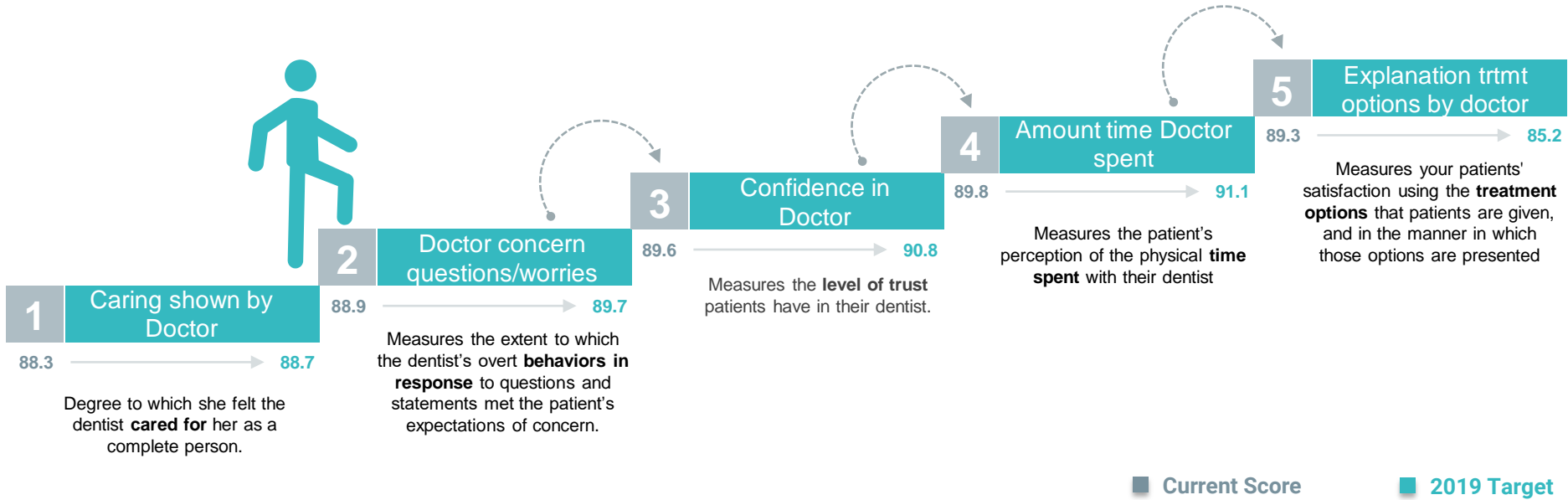
 KFSH Average

 PG Average

DEN – Survey Domains



DEN – Priority Index (Q4, 2019)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- Item 5 has been identified as a priority for 3 consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.

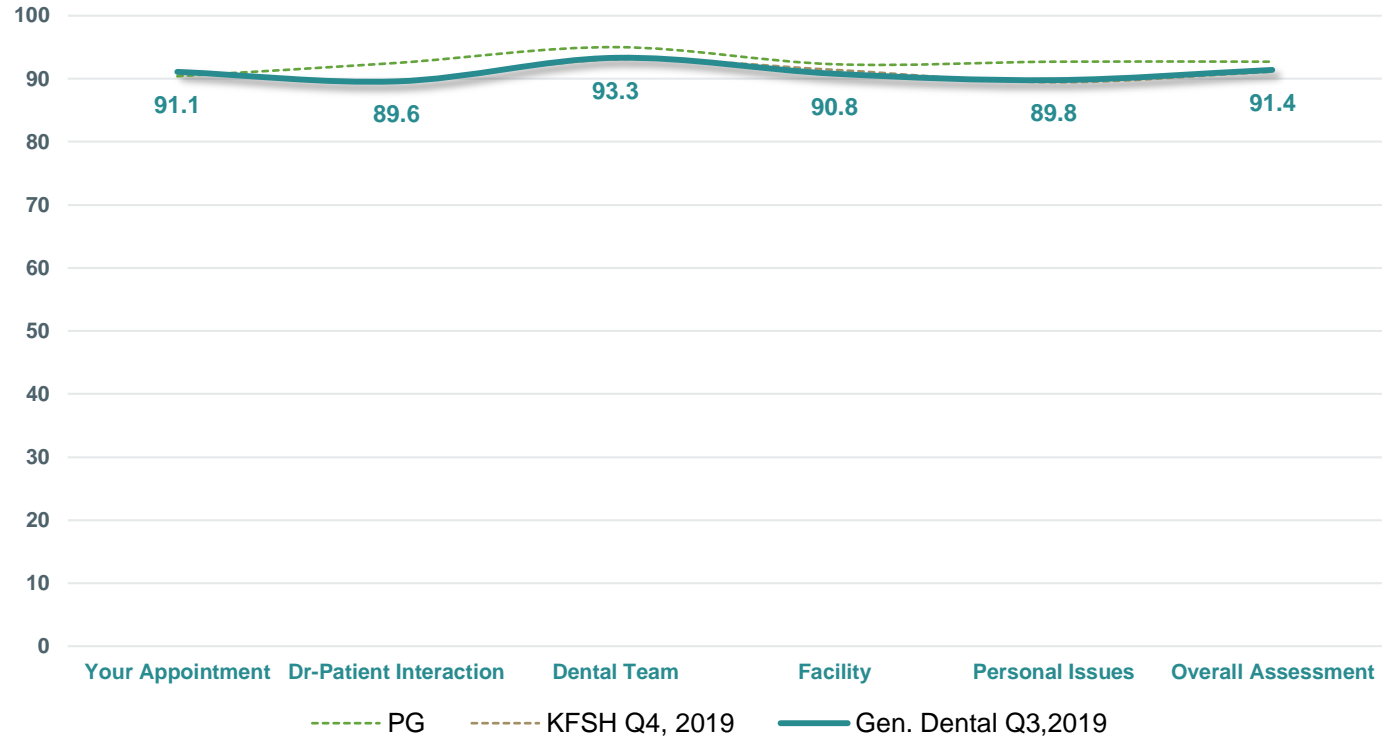
Dental – Departments

Gen. Dental Patient Journey



n-Size
69

Period: Oct 1st – Dec 31st, 2019



King Faisal Specialist Hospital - Jeddah

Patient Experience Results [Q4, 2019]



روابط للحلول الصحية

HEALTH LINKS

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