

# King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q1, 2020]



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 - Riyadh**  
2020 Patient Experience Goals



# 2020 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 that are realistic and achievable. These targets were set based upon KFSH-Riyadh current performance and the rate of improvement achieved within the Press Ganey database.

Service Type	This Quarter (Q1, 2020)	Previous Period (Q4, 2019)	2020 Target Score	PG Average
Medical Practice (OP)	86.4	86.4	88.2	91.9
Inpatient – Adults (IP)*	79.5%	78.8%	77.8%	72.6%
Inpatient – Pediatric (PIP)	89.4	89.0	87.7	89.4
Emergency Department (ED)	78.3	78.1	75.4	86.8
Ambulatory Surgery (AS)	93.7	92.4	91.2	95.9
Outpatient Oncology (ON)	87.7	85.7	87.6	93.0
Dental (DEN)	90.3	91.5	91.0	92.1

\* HCHAPS Survey - Top Box % is used

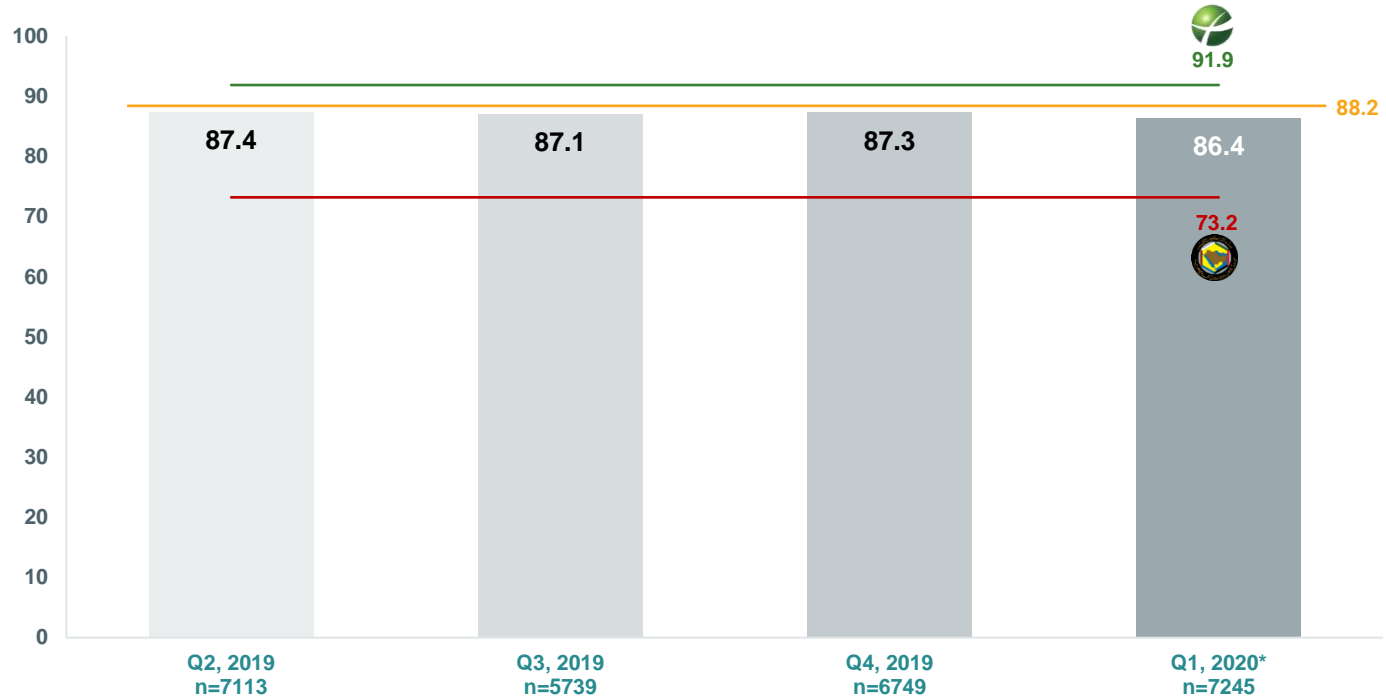
This effort is intended into aligning KFSH-Riyadh Caregivers to achieve our Patient Experience goal where each and every employee contributes in a real and valuable way to the success of the organization by instilling a sense of accountability and ownership.



Outpatient

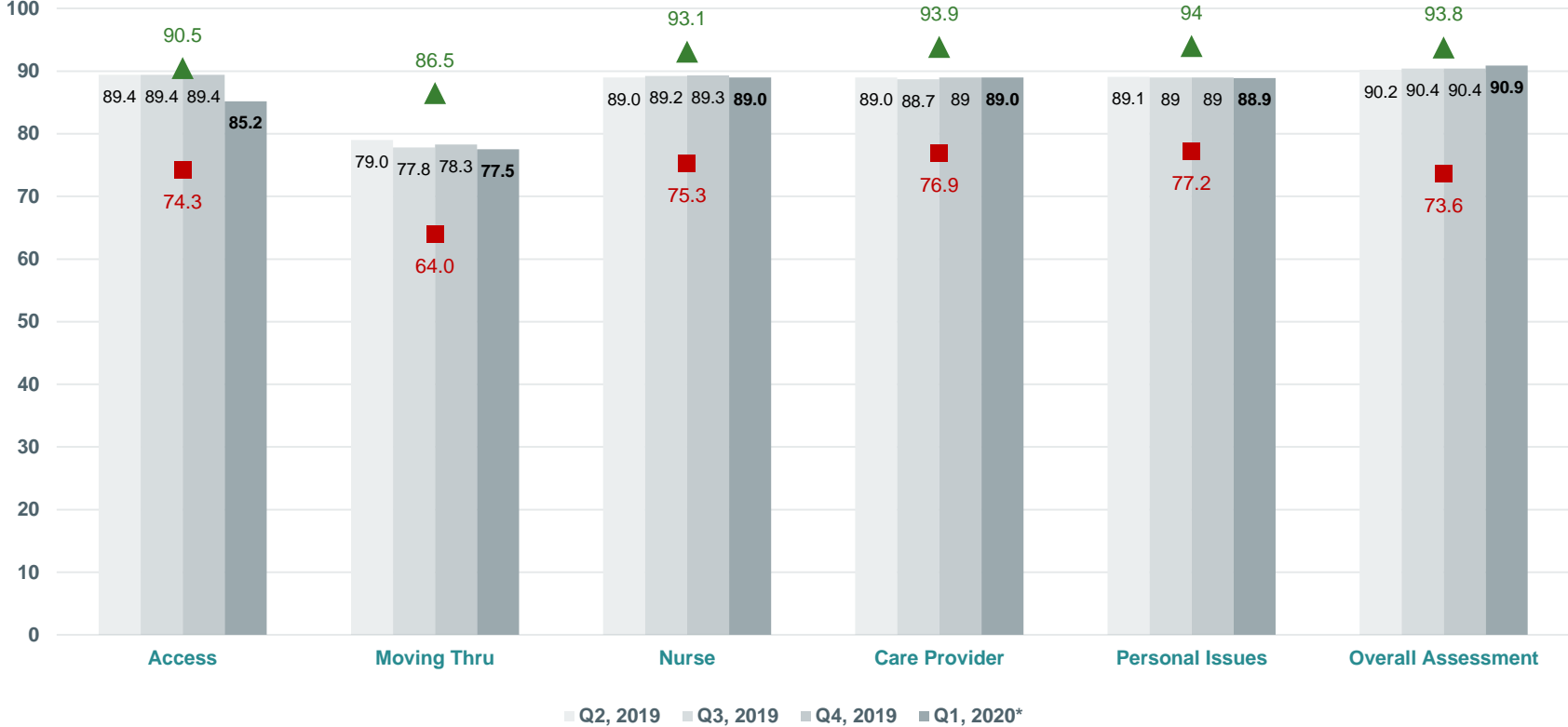
# OP – Overall Rating

Overall Rating Trend [ Q2, 2019 – Q1, 2020 ]



\* The survey tool was updated starting from Q1, 2020

# OP – Survey Domains



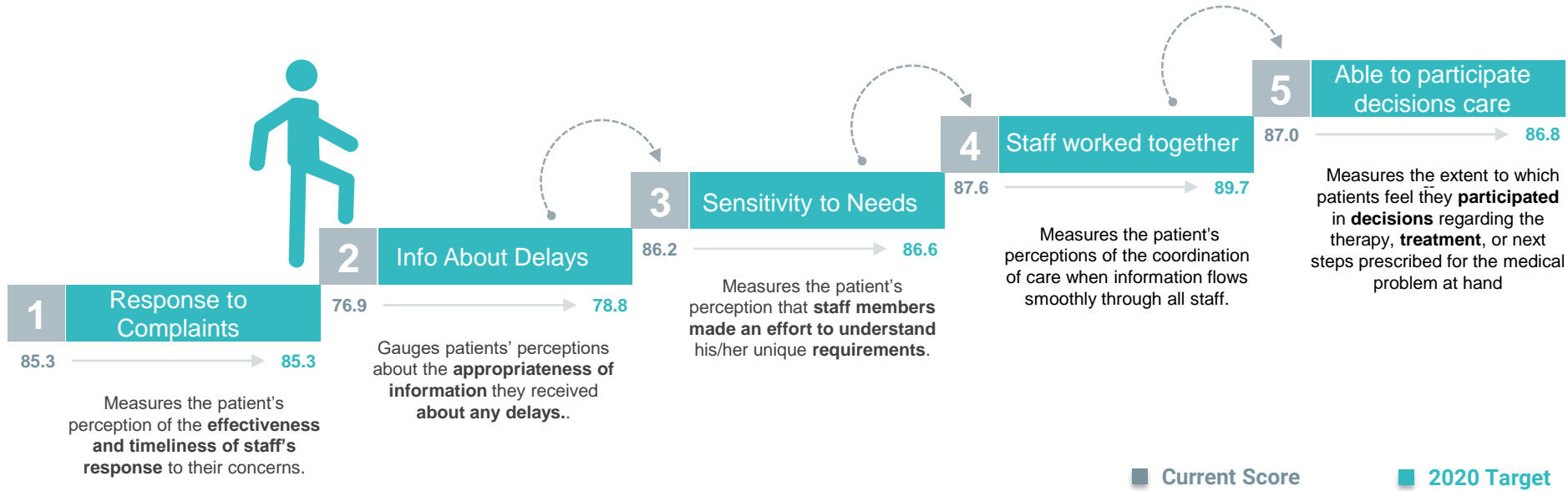
\* The survey tool was updated starting from Q1, 2020

■ GCC Average ▲ PG Average

# OP – Strengths



# OP – Priority Index (Q1, 2020)

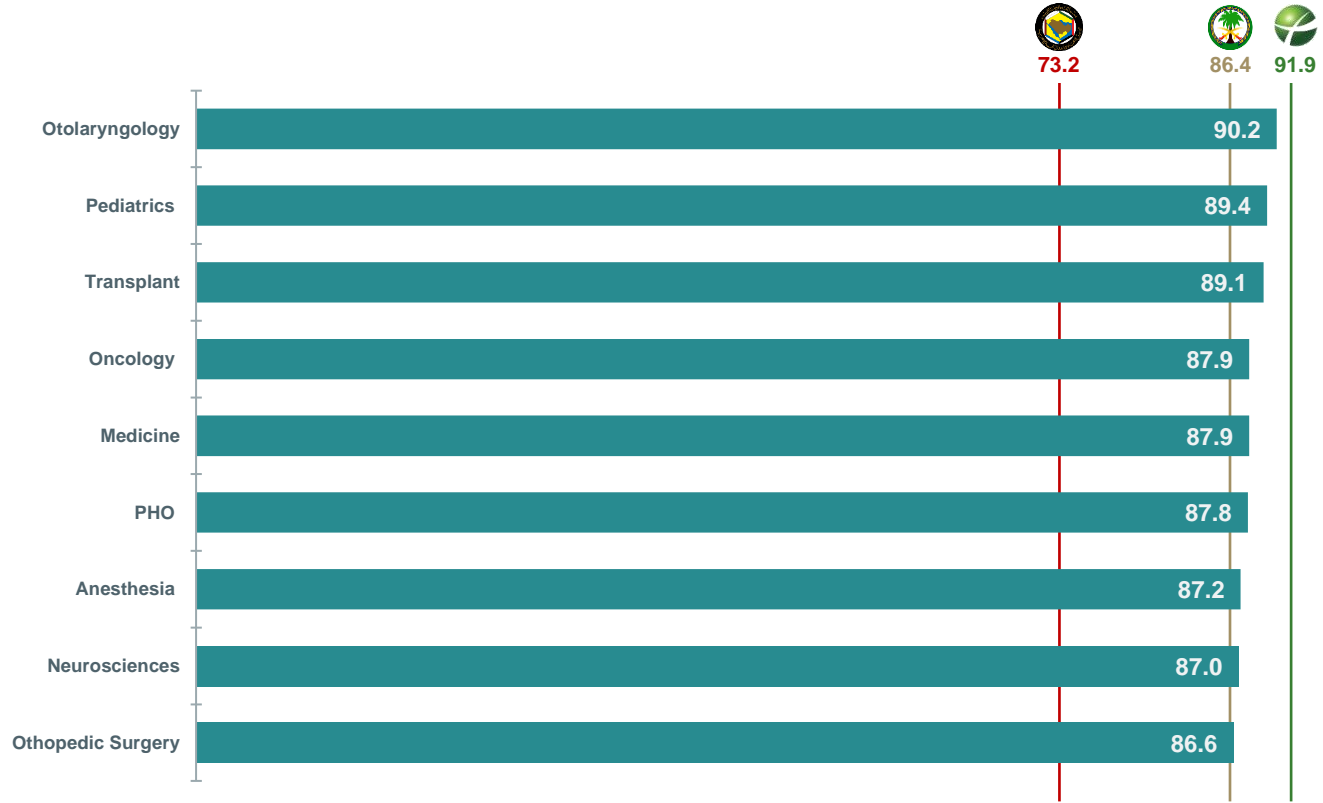


- The **Priority Index**<sup>®</sup> identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Outpatient Improvement Opportunities distributes across various domains in the patient journey.
- These items were identified as priorities for 9 consecutive Quarters (Q1, 2019 – Q1, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



# OP – Overall Rating

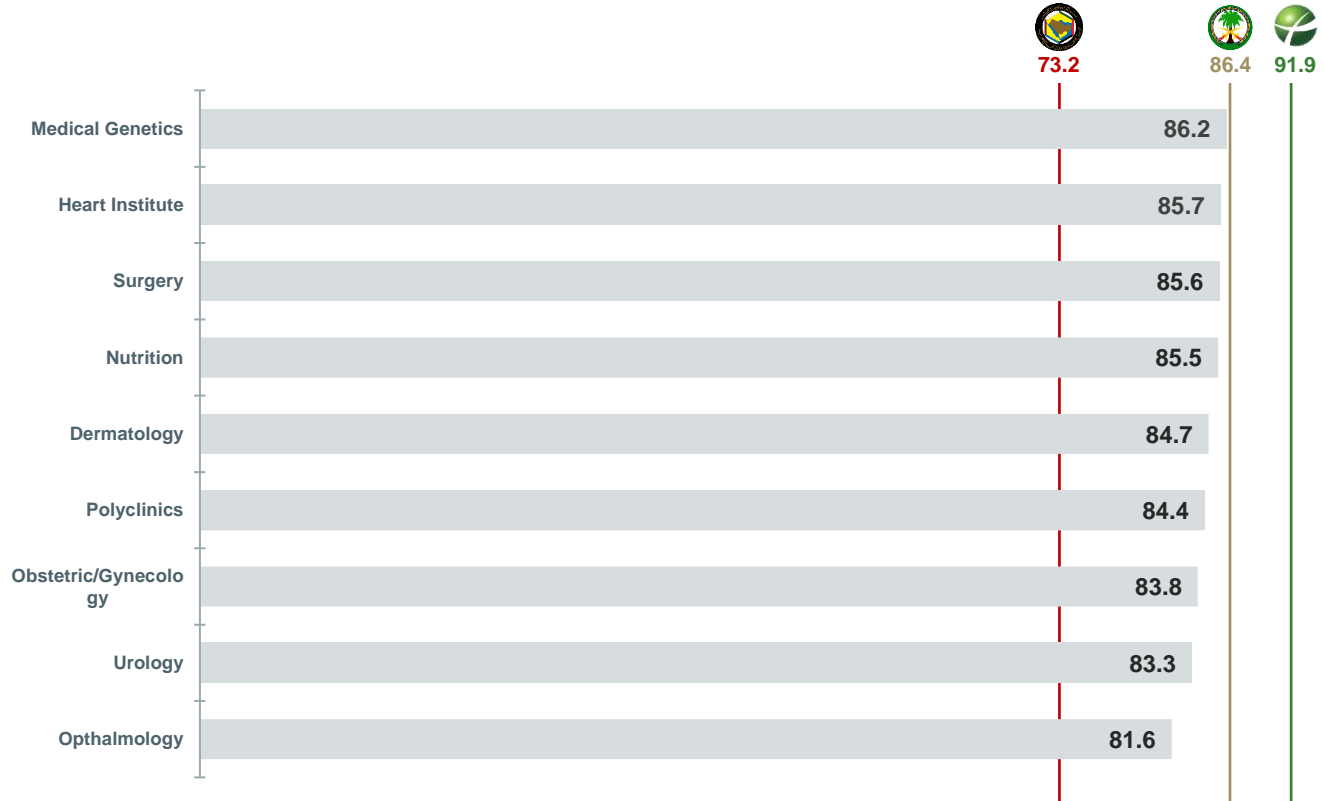
## Overall Rating Departments



Period: Jan 1st – Mar 31st, 2020

# OP – Overall Rating

## Overall Rating Departments



Period: Jan 1st – Mar 31st, 2020

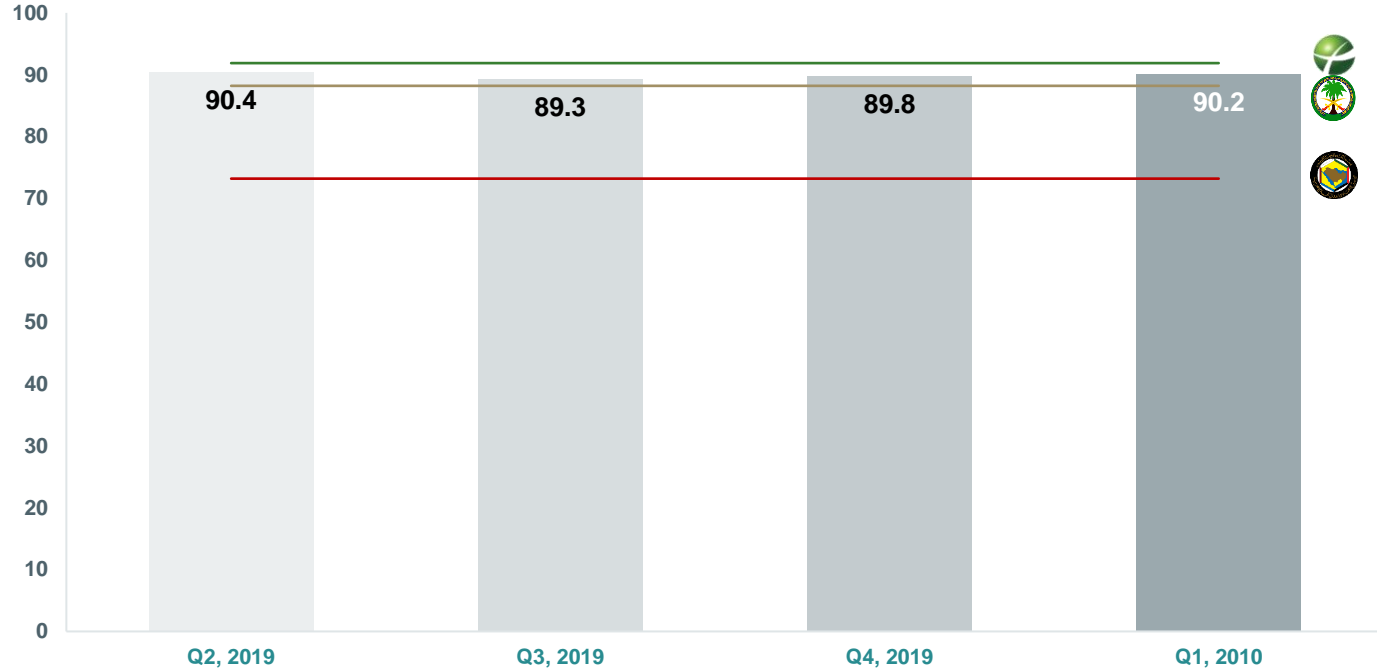
# OP – Departments

## Otolaryngology Overall Rating



**n-Size**  
142

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020



KFSH Target [88.2]



GCC Average [73.2]



PG Average [91.9]

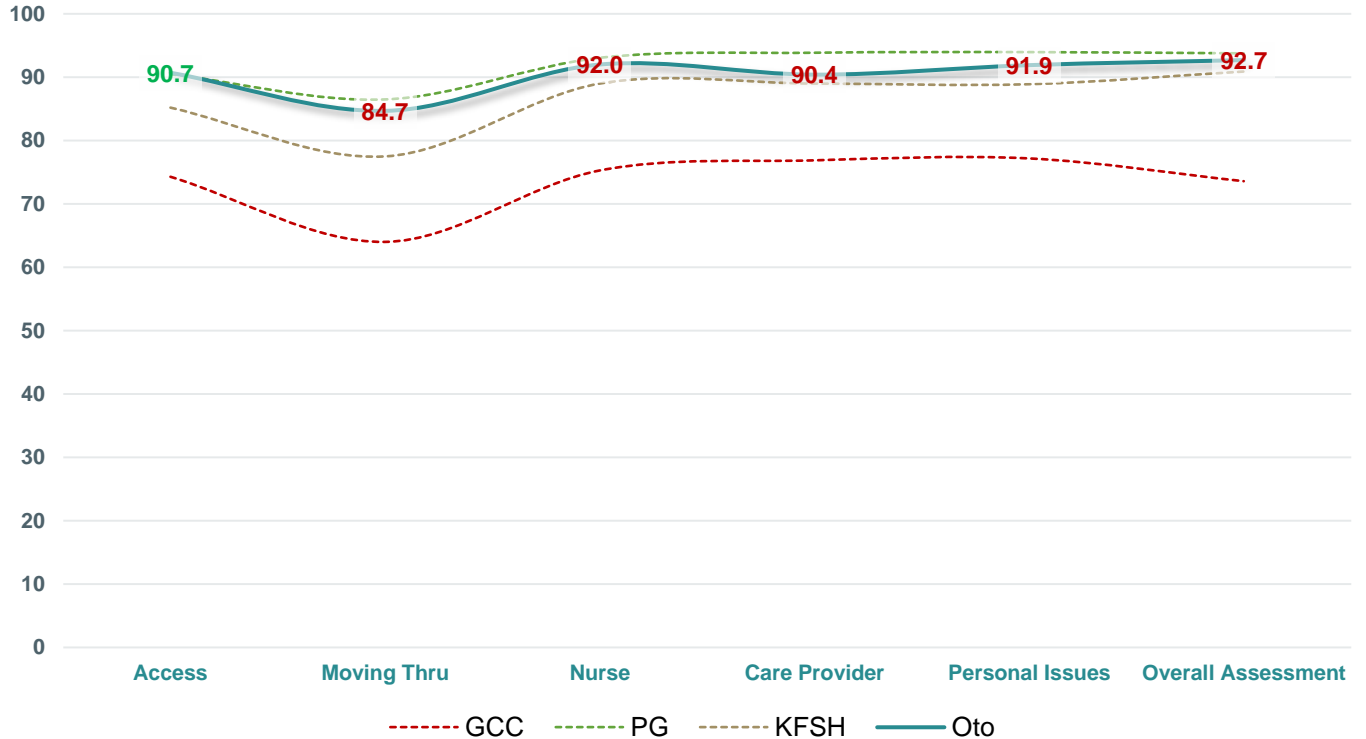
# OP – Departments

## Otolaryngology Patient Journey



**n-Size**  
142

Period: Jan 1st – Mar 31st, 2020



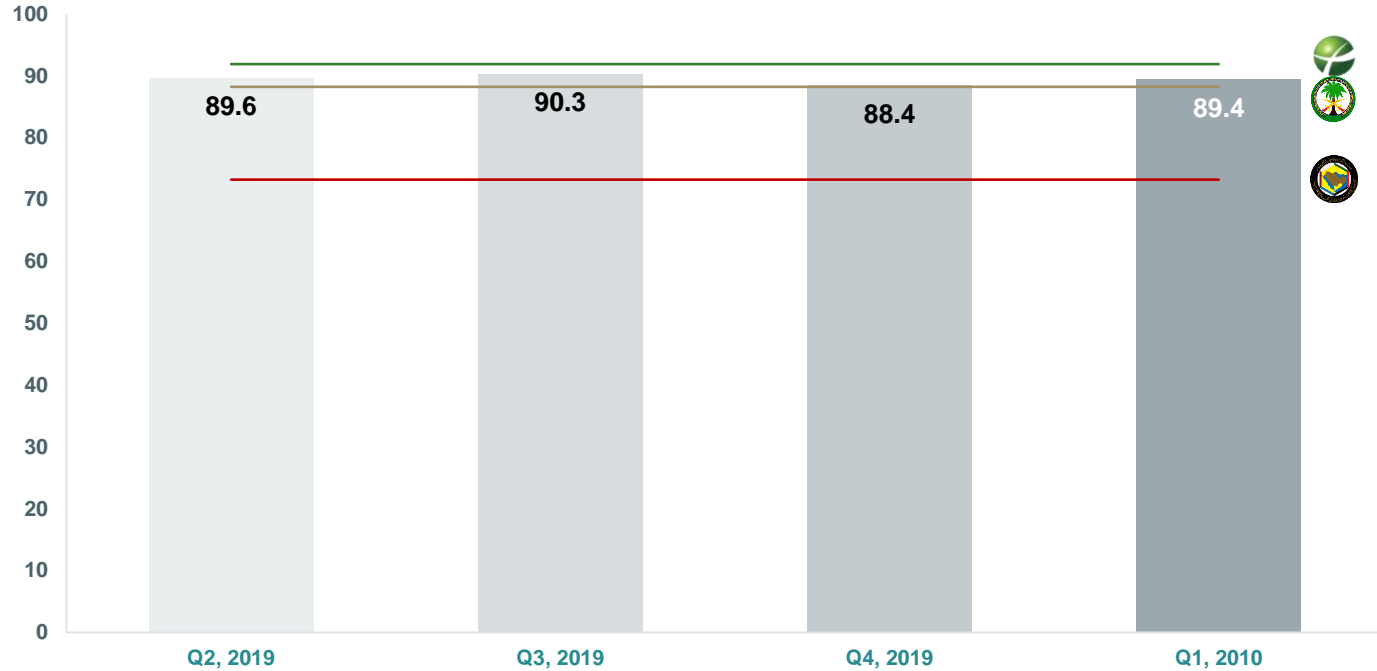
# OP – Departments

## Pediatrics Overall Rating



n-Size  
305

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020



KFSH Target [88.2]



GCC Average [73.2]



PG Average [91.9]

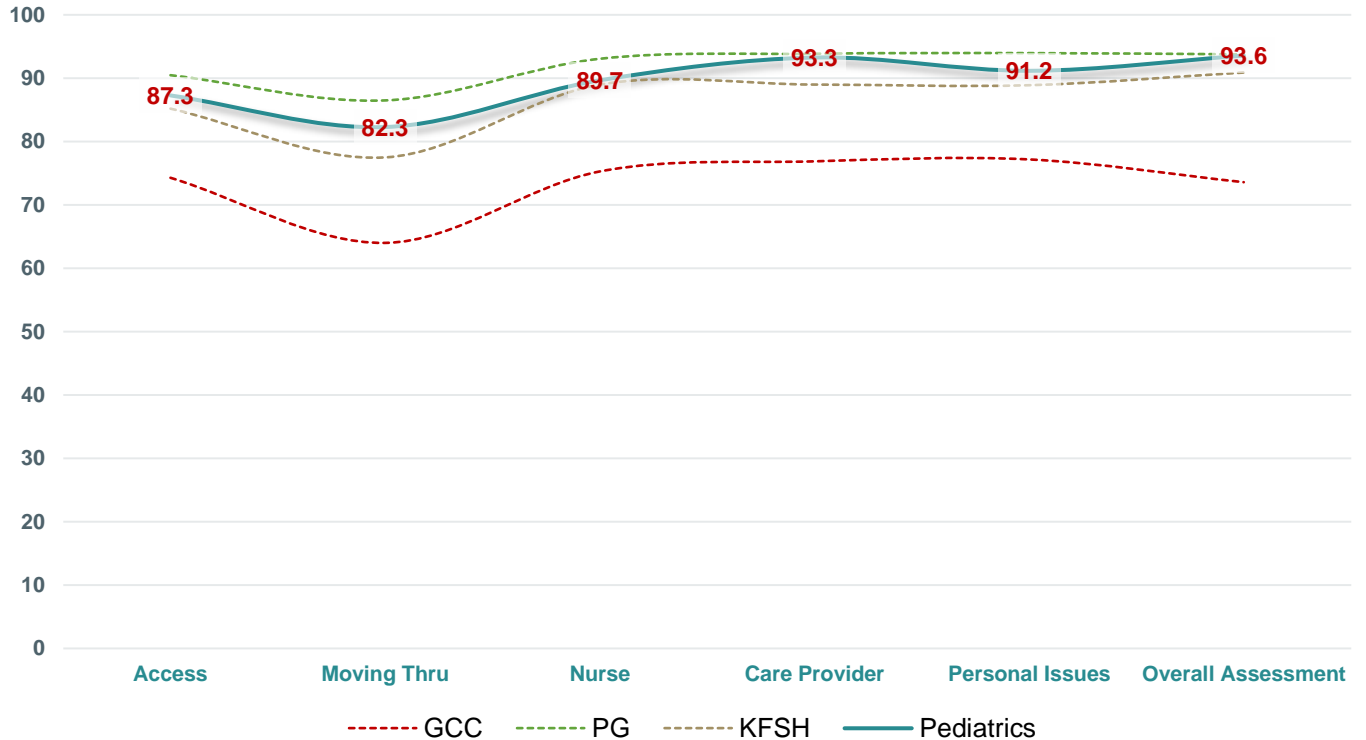
# OP – Departments

## Pediatrics Patient Journey



n-Size  
305

Period: Jan 1st – Mar 31st, 2020



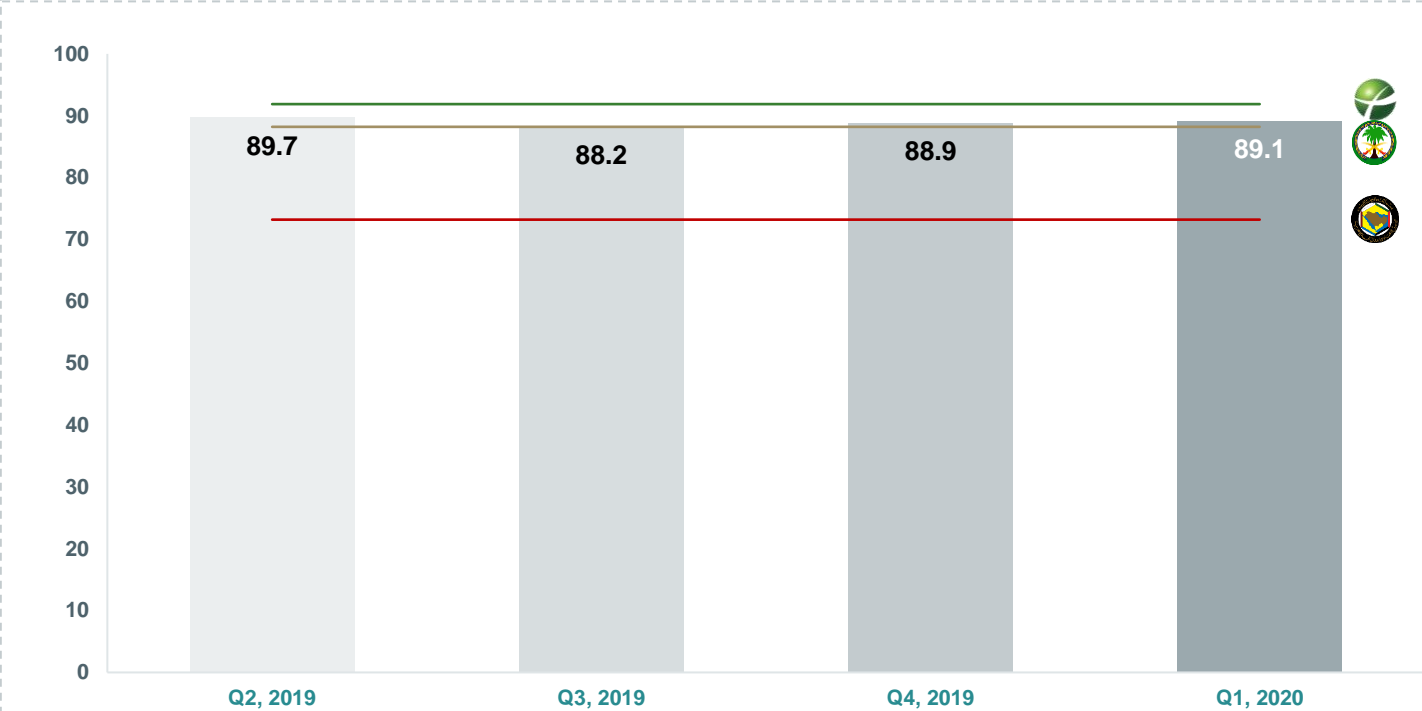
# OP – Departments

## Transplant Overall Rating



n-Size  
547

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

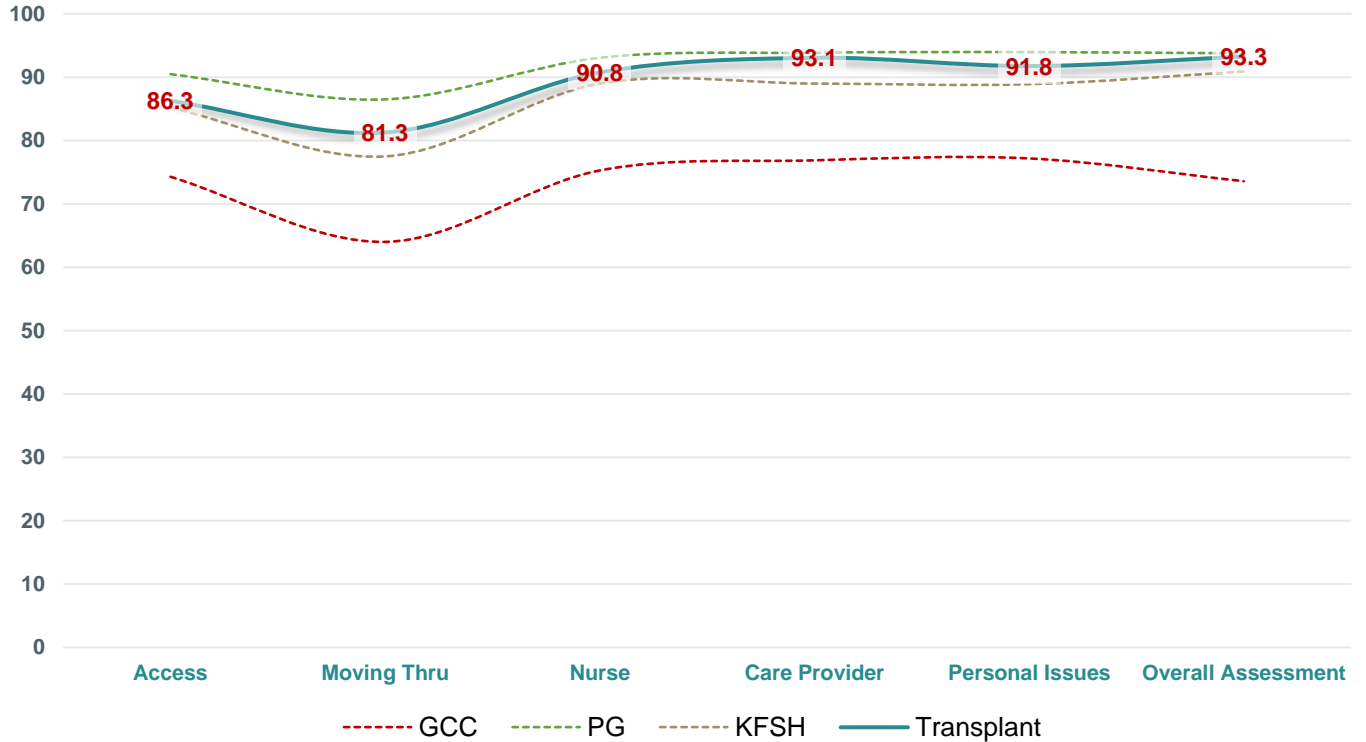
# OP – Departments

## Transplant Patient Journey



n-Size  
547

Period: Jan 1st – Mar 31st, 2020





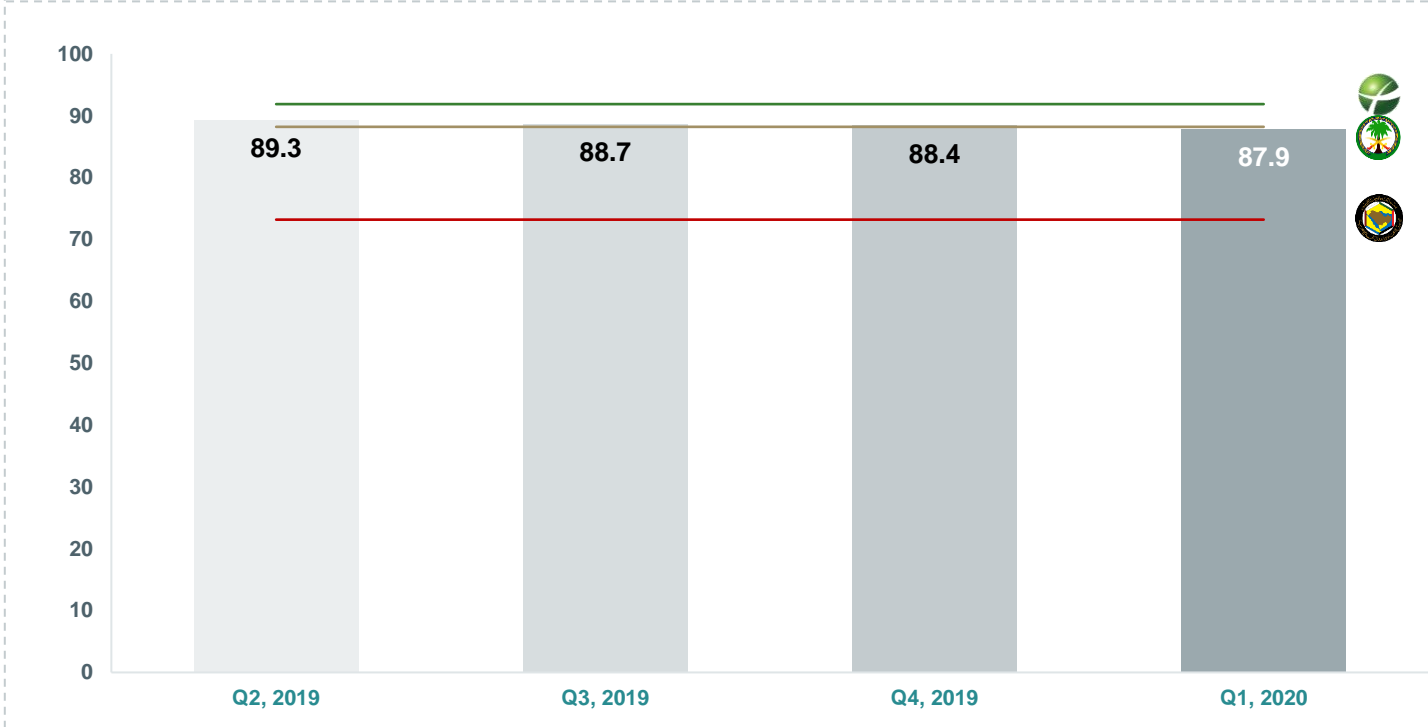
# OP – Departments

## Medicine Overall Rating



n-Size  
987

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

**KFSH Target** [88.2] **GCC Average** [73.2] **PG Average** [91.9]

# OP – Departments

## Medicine

### Patient Journey

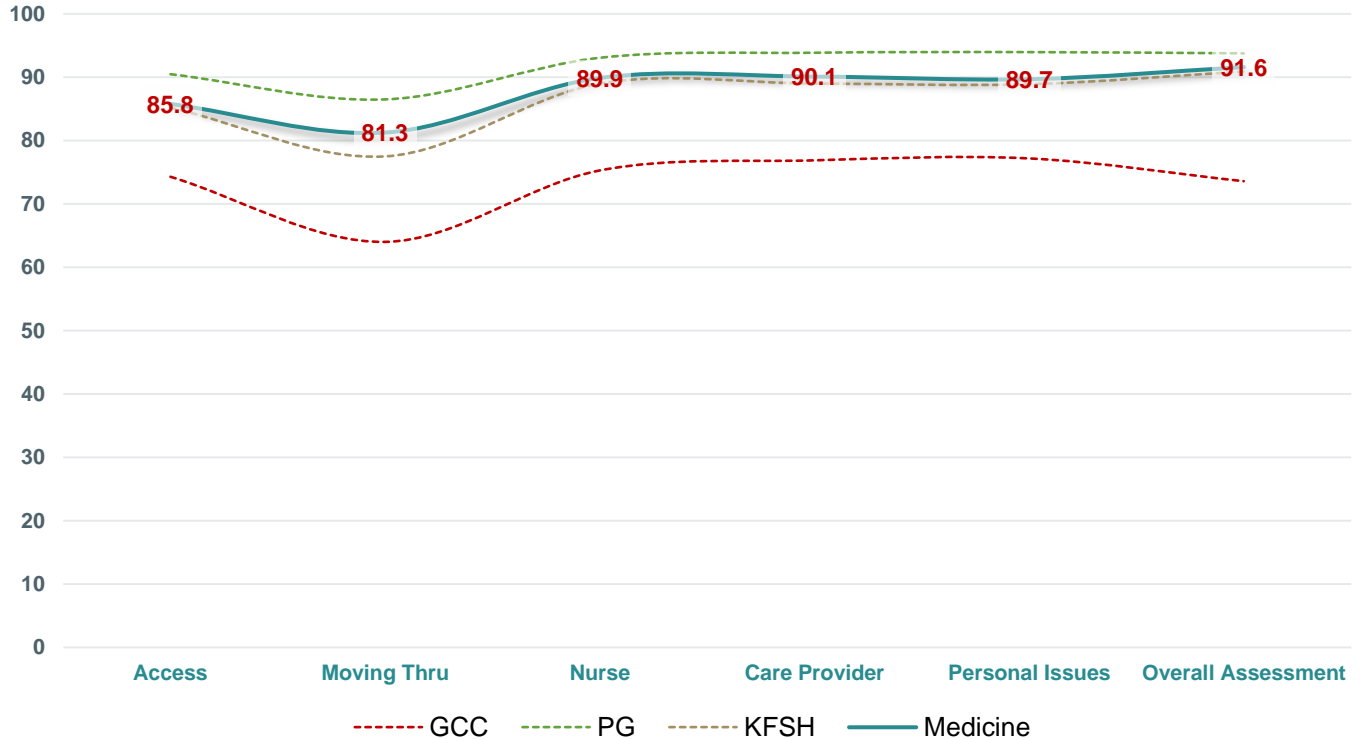
87.9

Q1, 2020

n-Size

987

Period: Jan 1st – Mar 31st, 2020



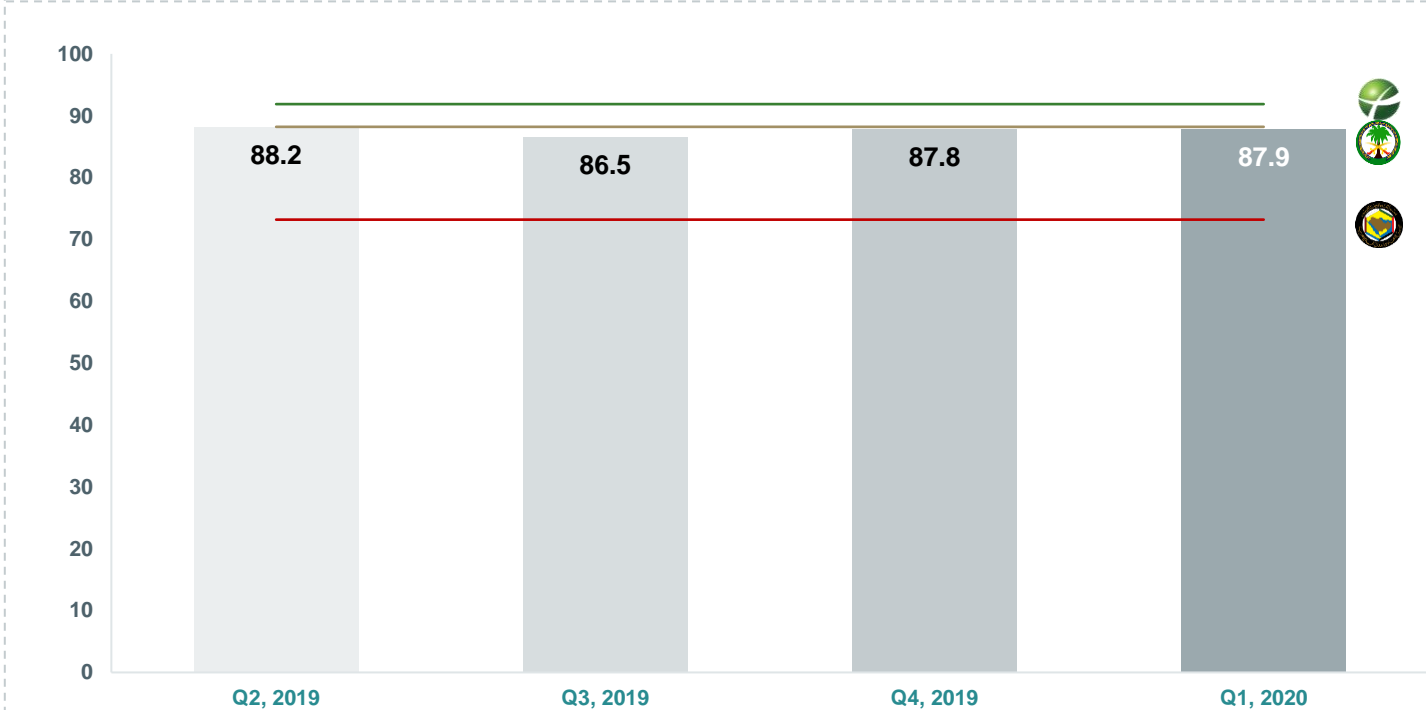
# OP – Departments

## Oncology Overall Rating



n-Size  
719

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

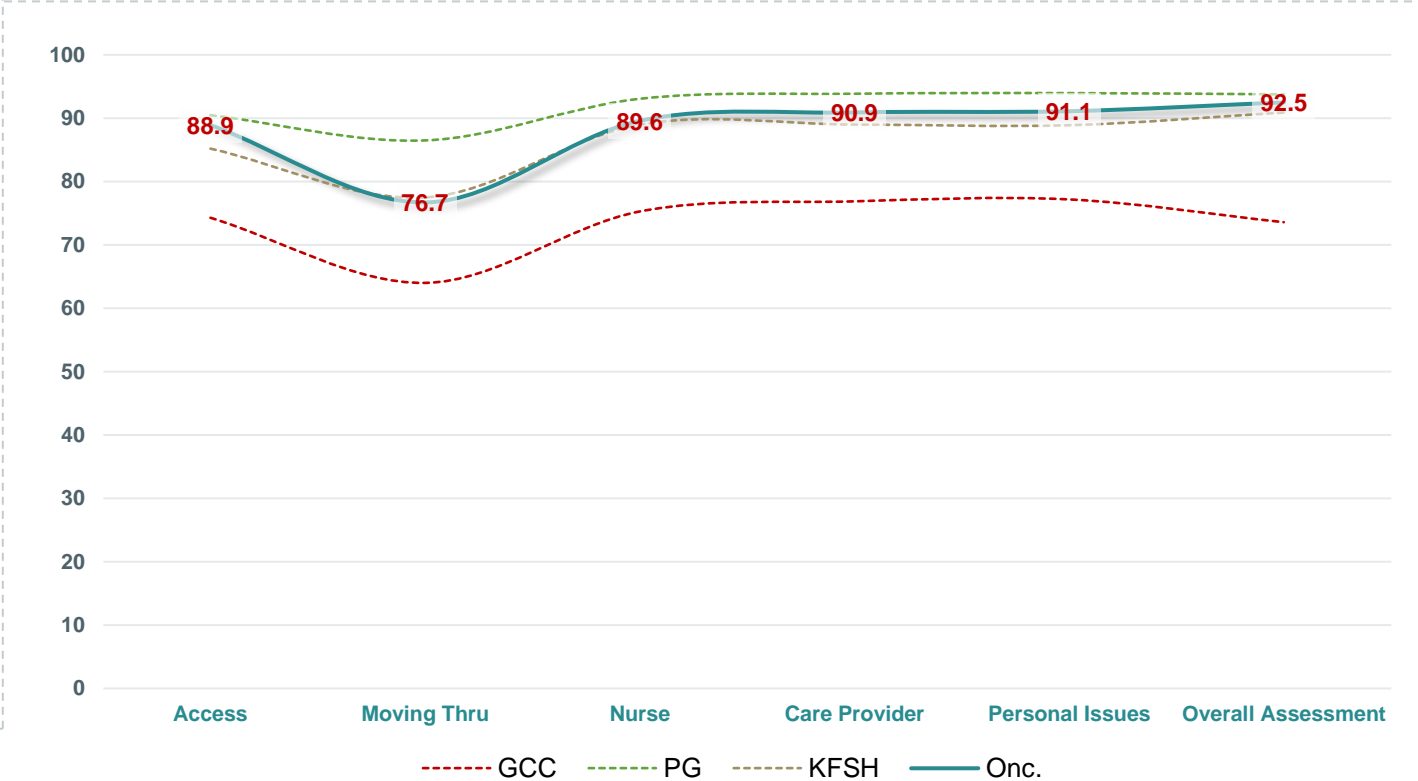
# OP – Departments

## Oncology Patient Journey



n-Size  
719

Period: Jan 1st – Mar 31st, 2020



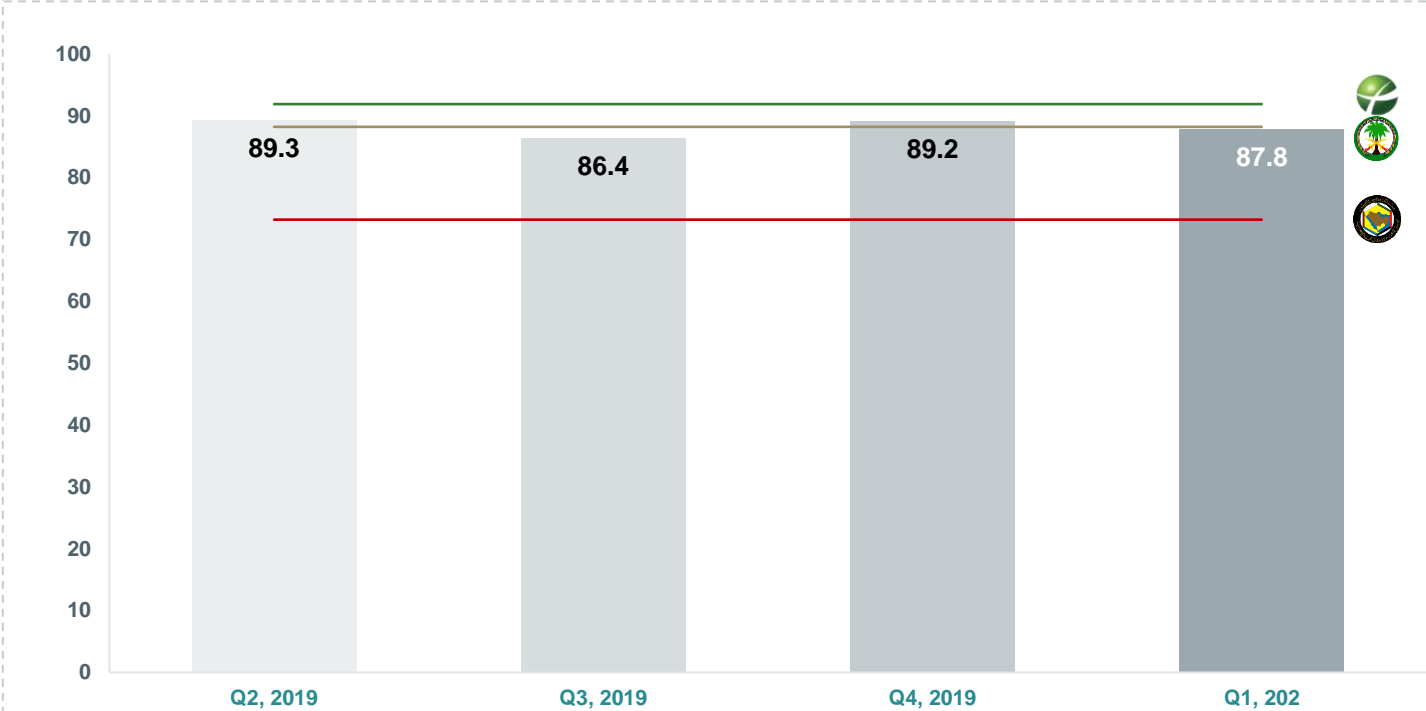
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

**PHO**  
Overall Rating

**87.8**  
Q1, 2020

**n-Size**  
127



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]  **GCC Average** [73.2]  **PG Average** [91.9]

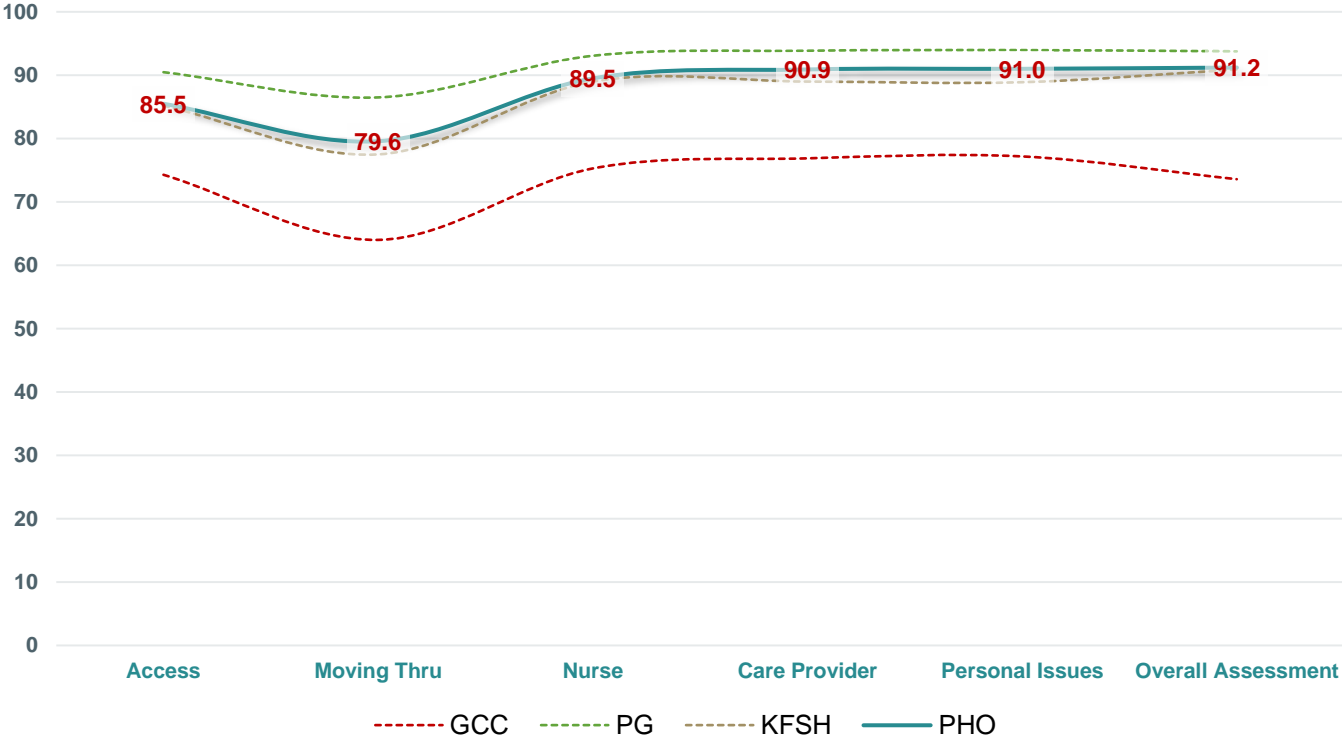
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

## PHO Patient Journey



n-Size  
127



# OP – Departments

## Anesthesia Overall Rating



n-Size  
257

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

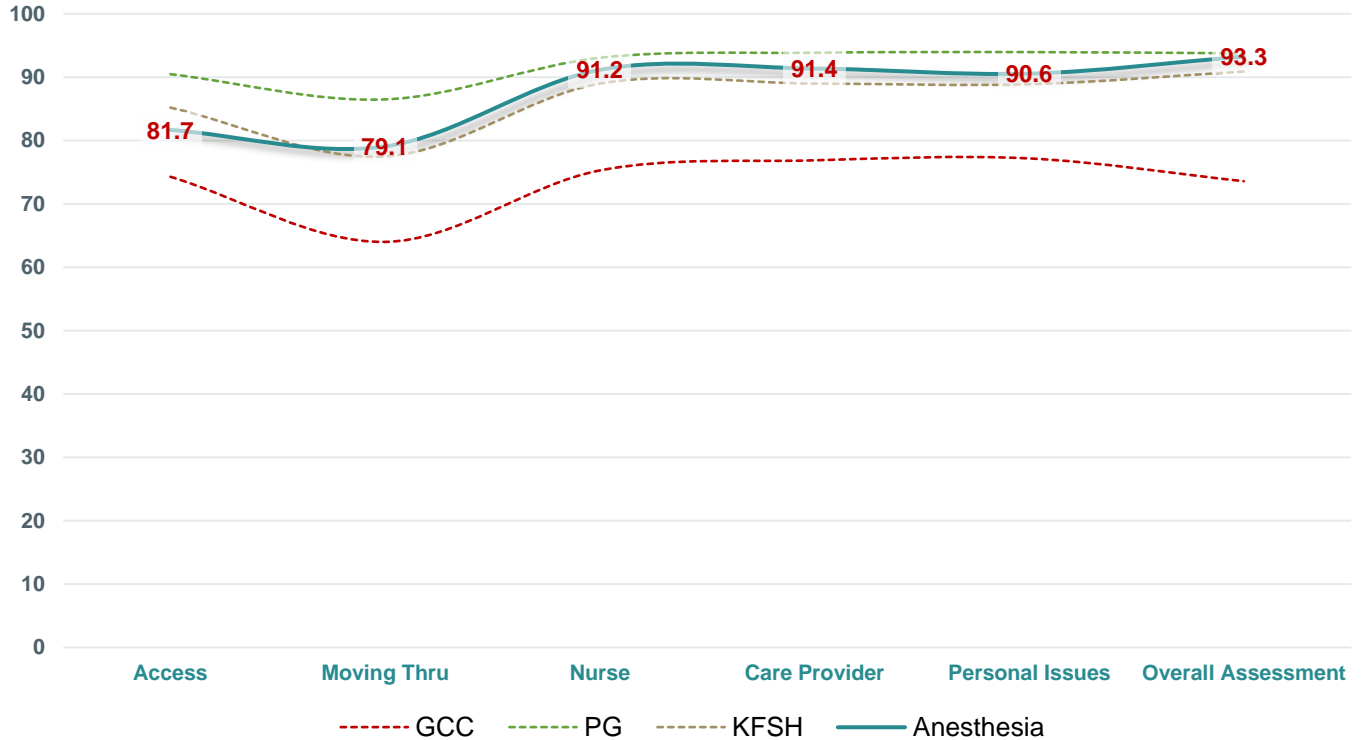
# OP – Departments

## Anesthesia Patient Journey



n-Size  
257

Period: Jan 1st – Mar 31st, 2020





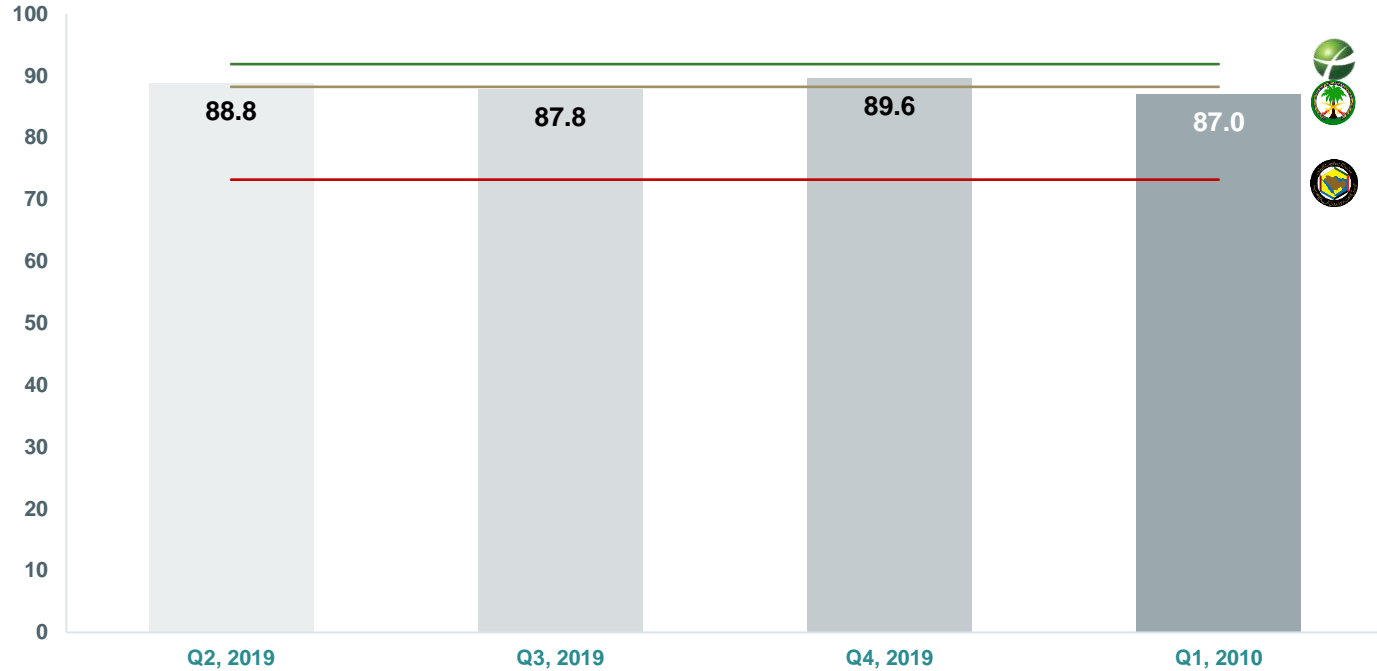
# OP – Departments

## Neurosciences Overall Rating



**n-Size**  
399

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

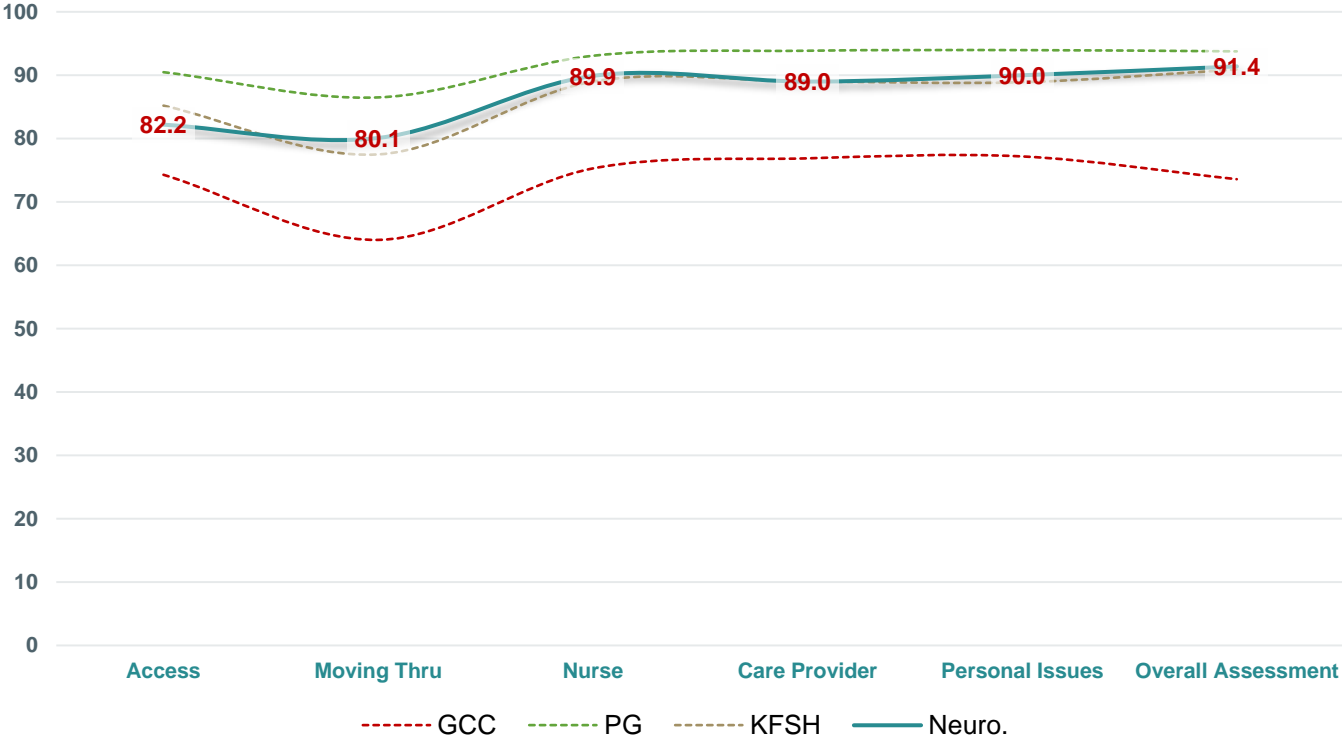
# OP – Departments

## Neurosciences Patient Journey



n-Size  
399

Period: Jan 1st – Mar 31st, 2020



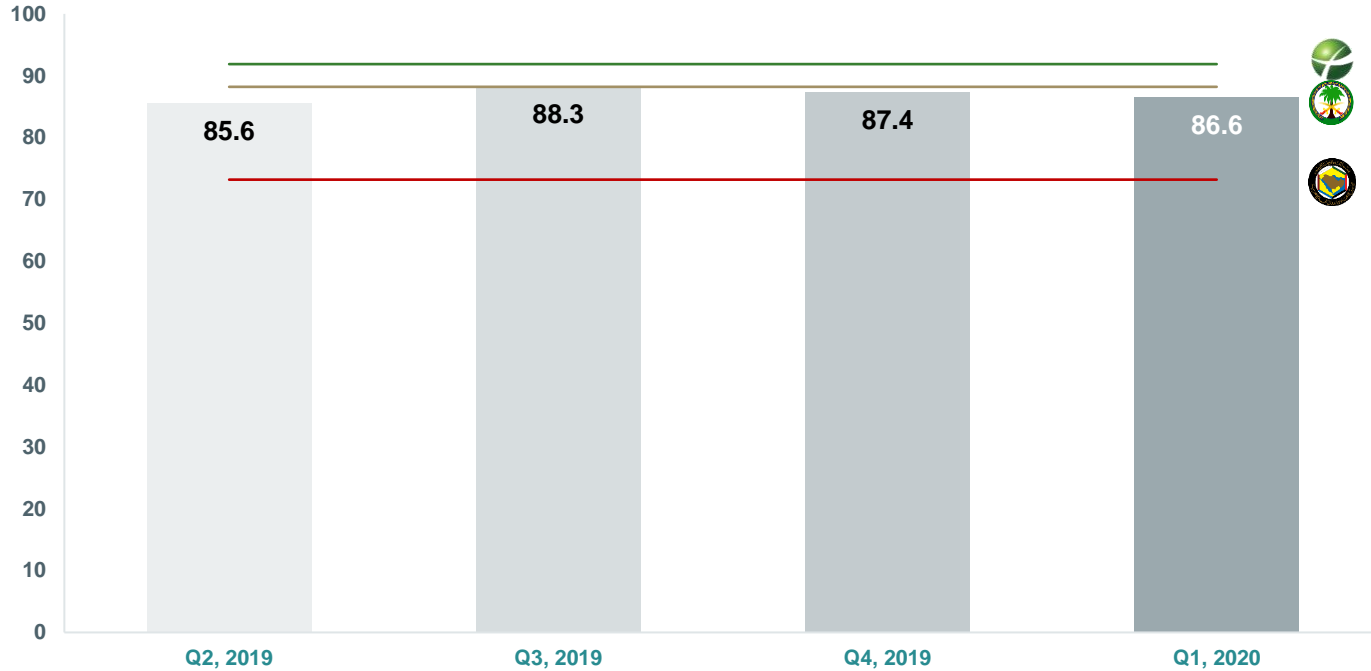
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

## Ortho. Surgery Overall Rating



n-Size  
346



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

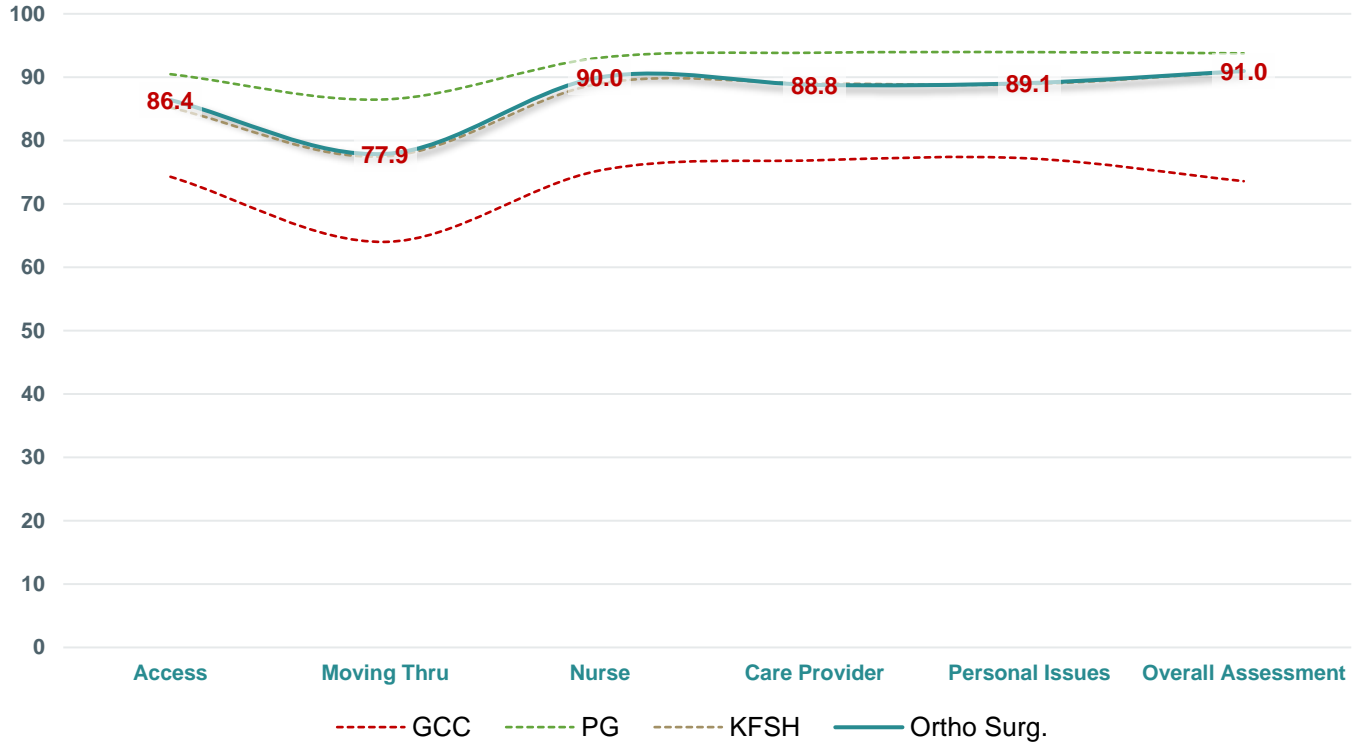
# OP – Departments

## Ortho. Surgery Patient Journey



n-Size  
346

Period: Jan 1st – Mar 31st, 2020



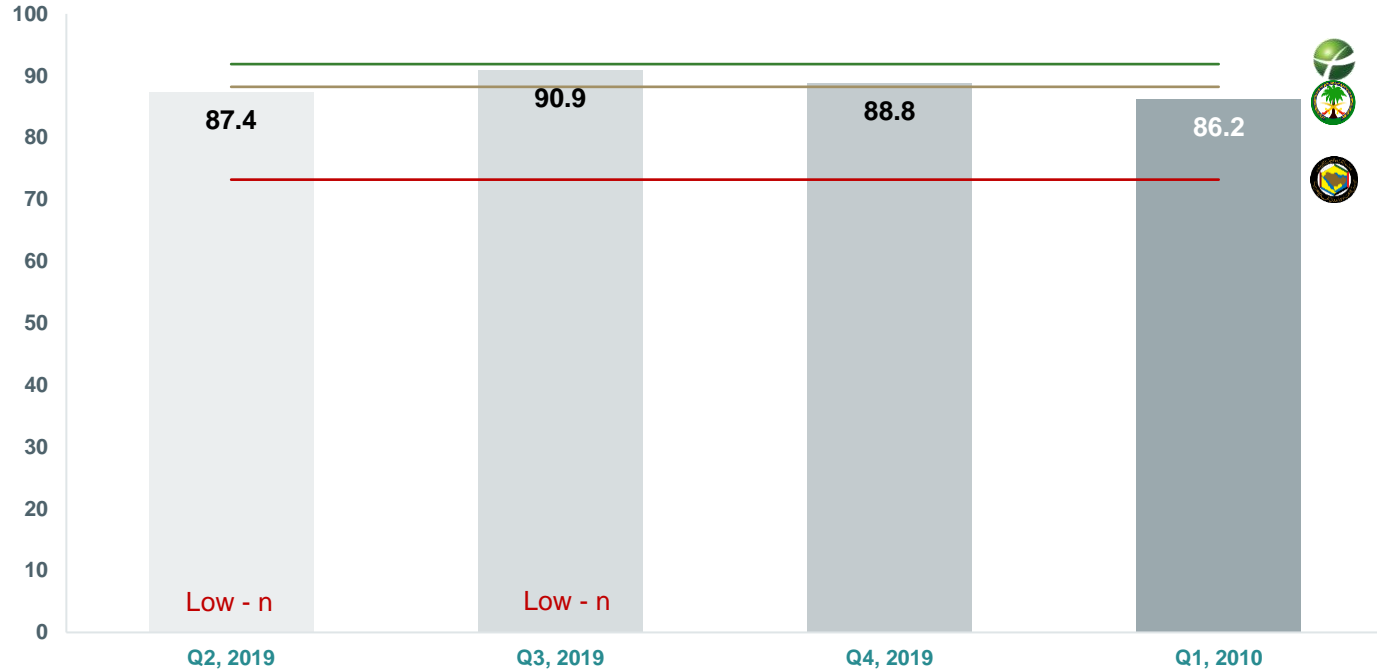
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

## Medical Genetics Overall Rating



n-Size  
147



\* The survey tool was updated starting from Q1, 2020

# OP – Departments

Period: Jan 1st – Mar 31st, 2020

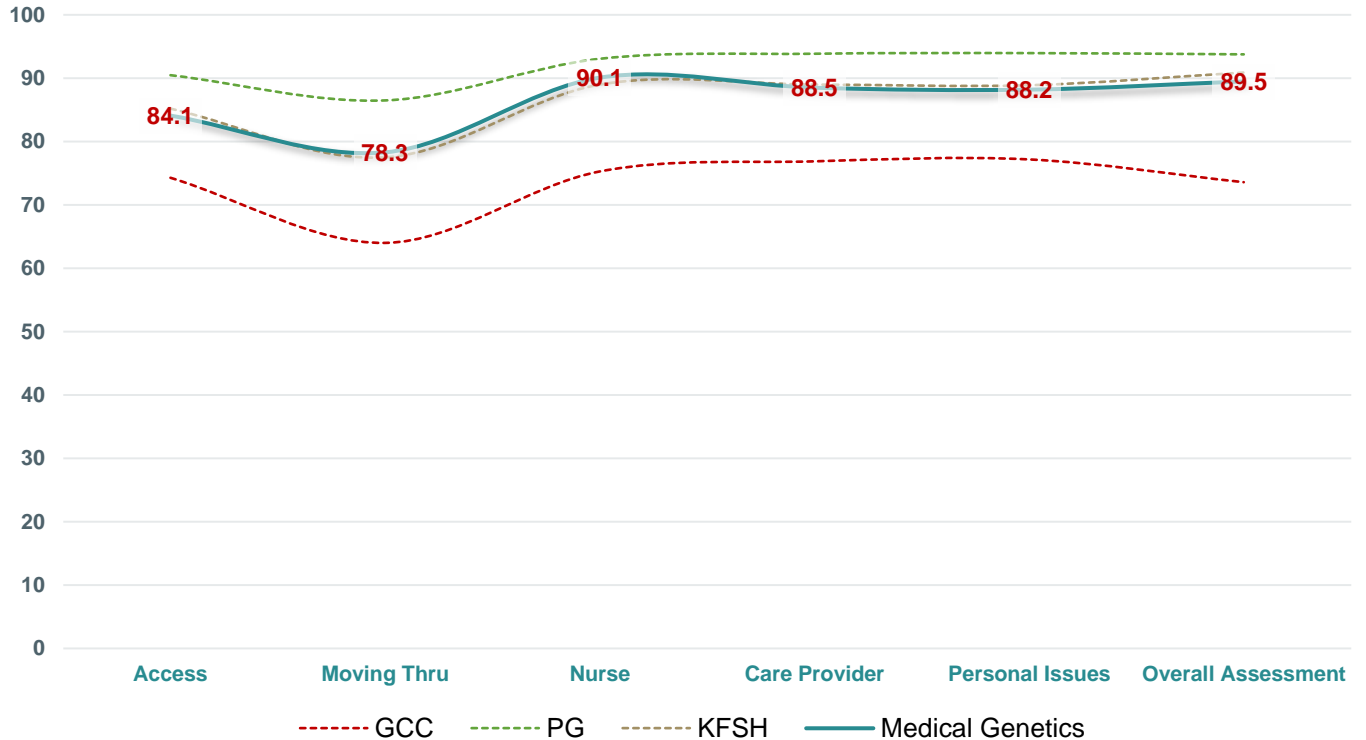
## Medical Genetics

Overall Rating



n-Size

147



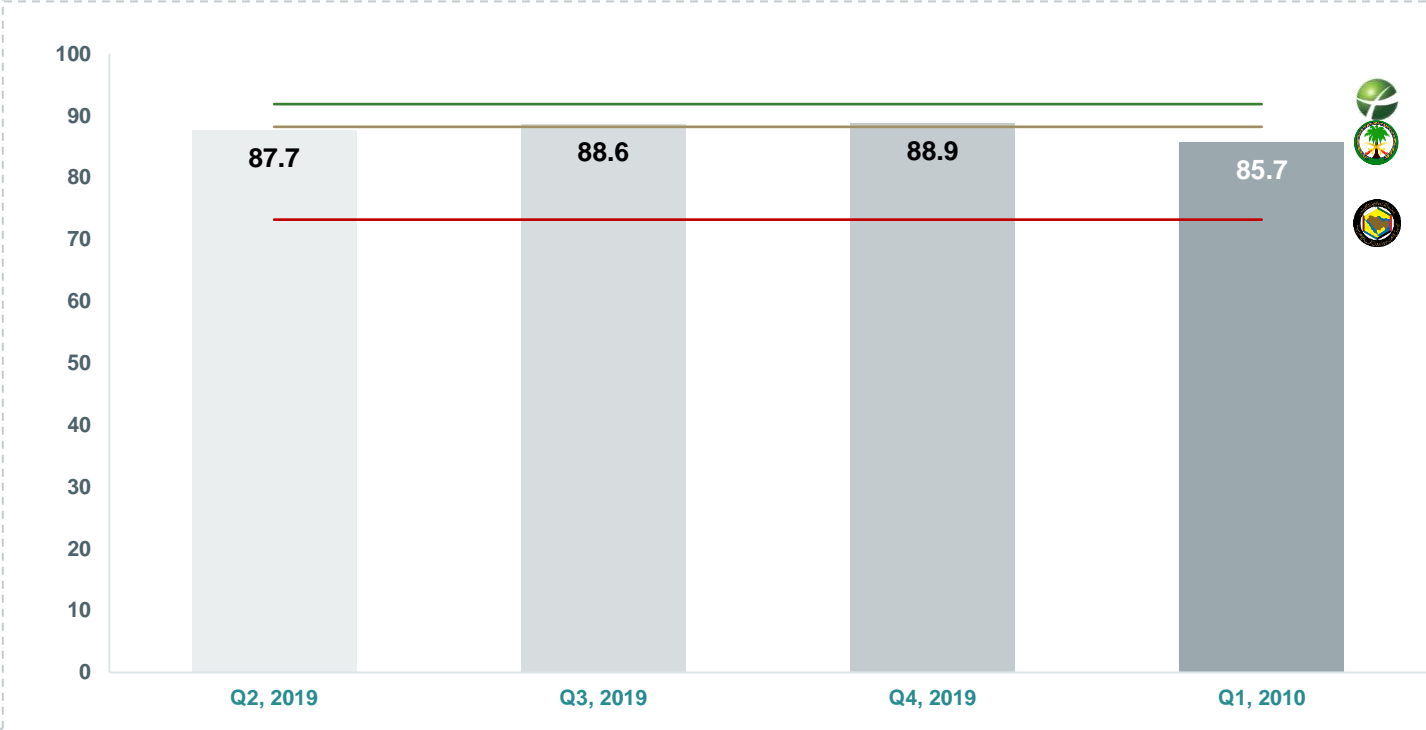
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

## Heart Institute Overall Rating



n-Size  
674



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]  **GCC Average** [73.2]  **PG Average** [91.9]

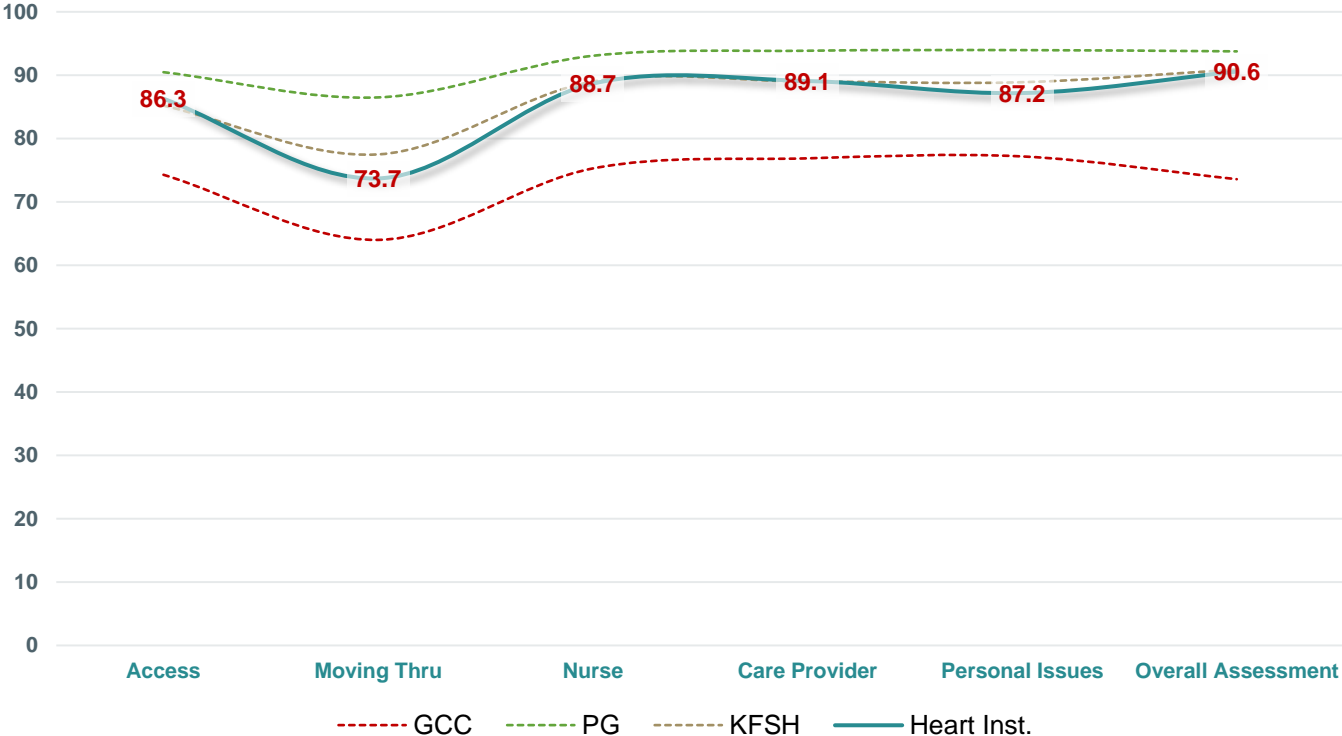
# OP – Departments

## Heart Institute Patient Journey



n-Size  
674

Period: Jan 1st – Mar 31st, 2020





# OP – Departments

Period: Jan 1st – Mar 31st, 2020

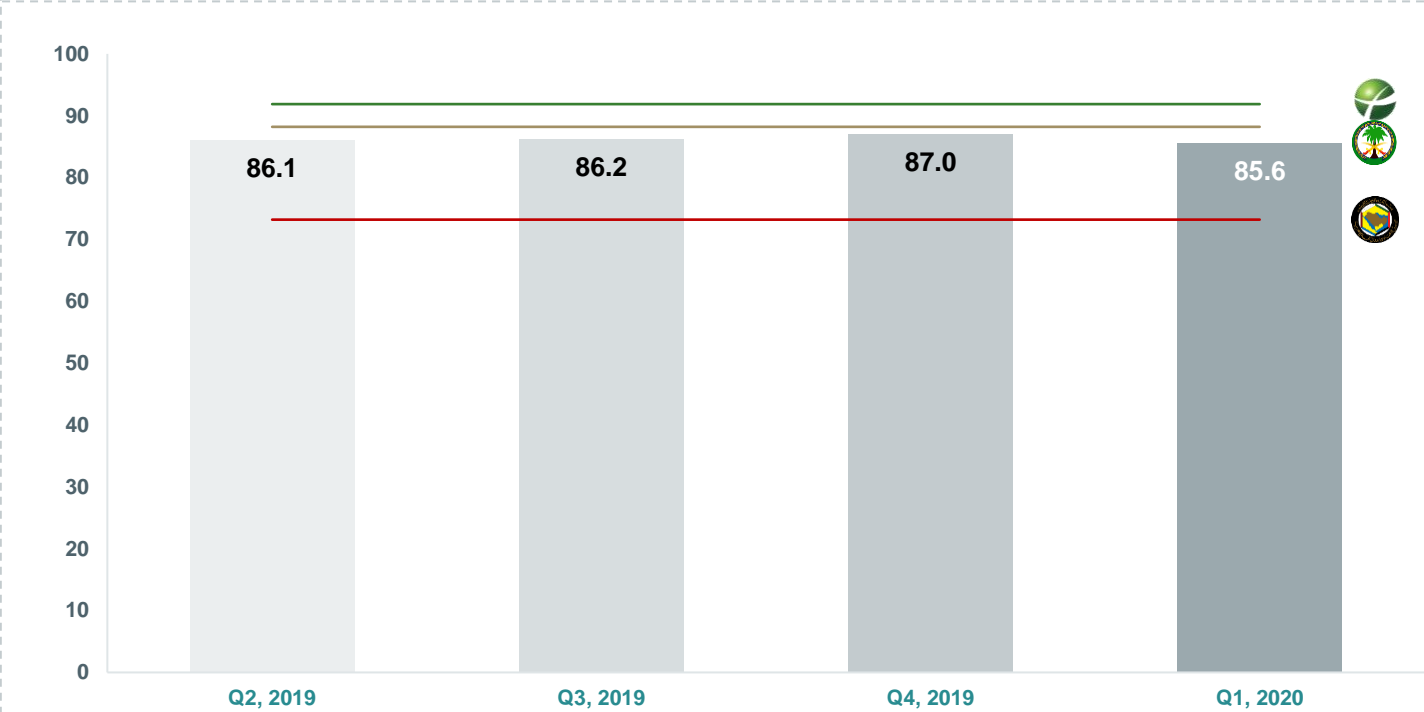
## Surgery

Overall Rating

# 85.6

Q1, 2020

**n-Size**  
380



\* The survey tool was updated starting from Q1, 2020

**KFSH Target** [88.2]

**GCC Average** [73.2]

**PG Average** [91.9]

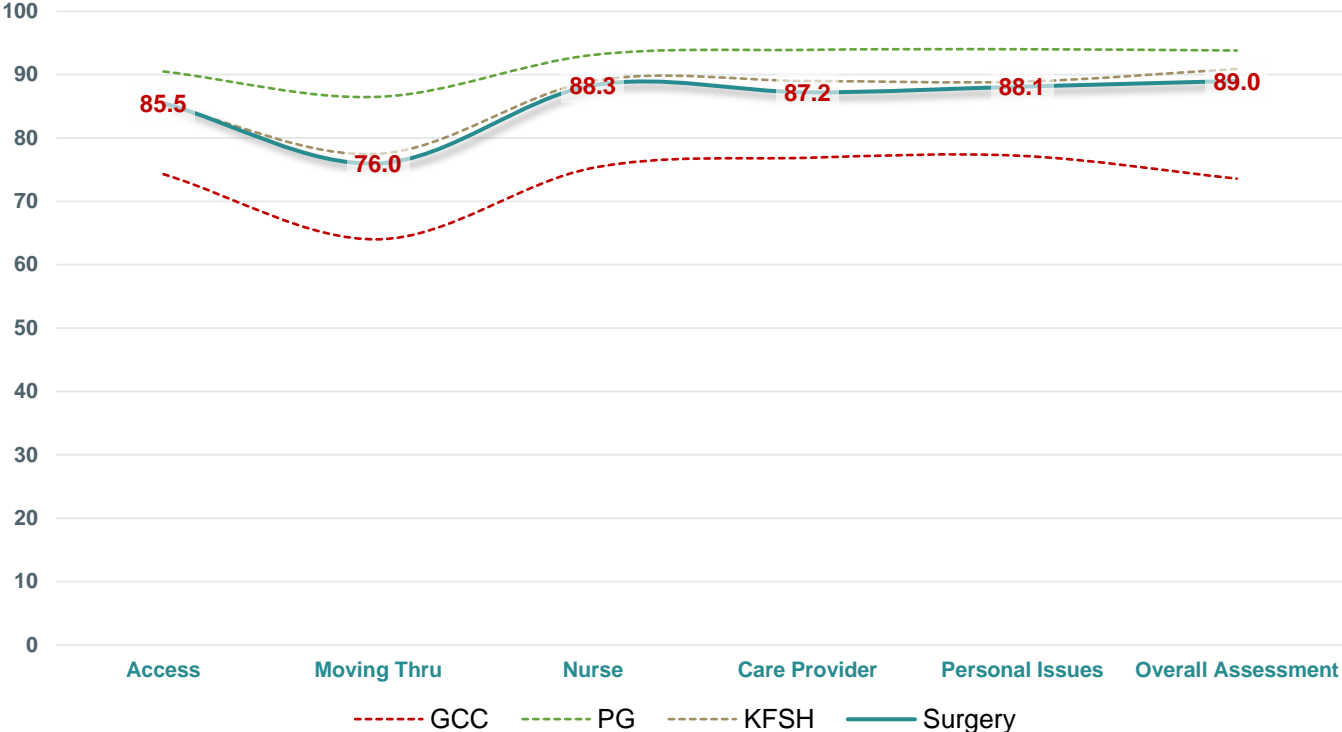
# OP – Departments

## Surgery Patient Journey



n-Size  
380

Period: Jan 1st – Mar 31st, 2020



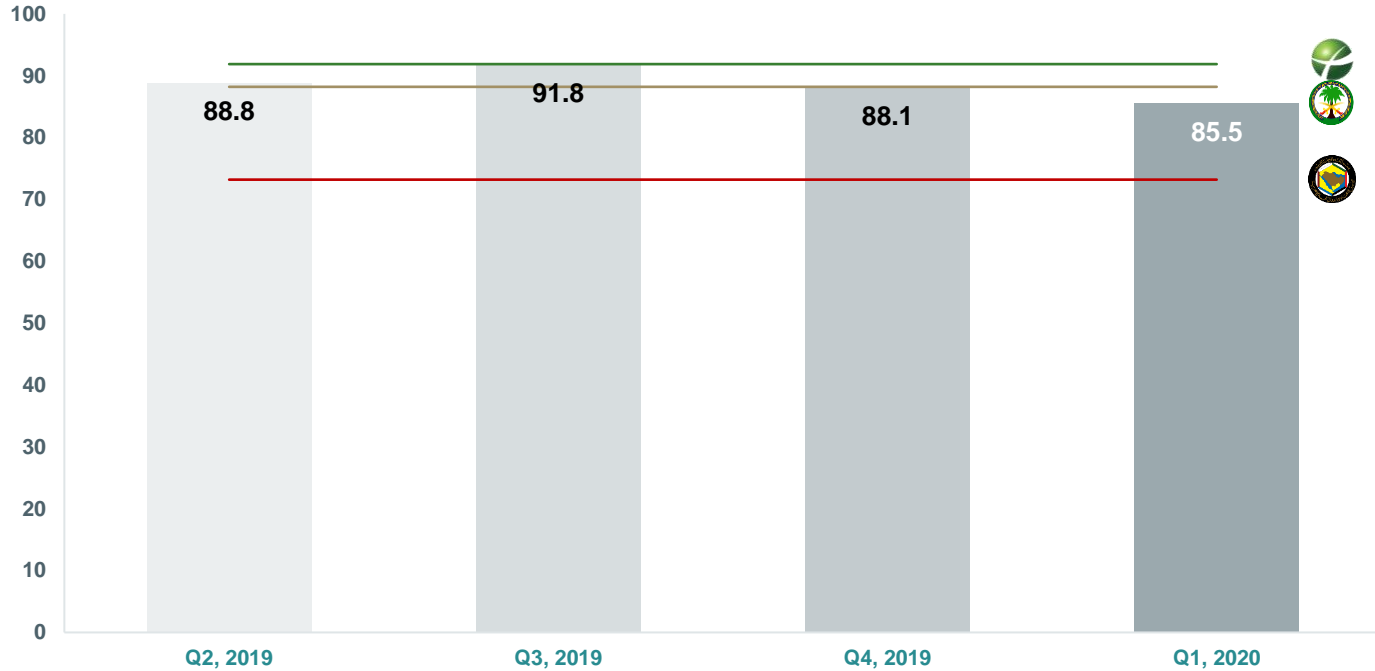
# OP – Departments

## Nutrition Overall Rating



n-Size  
96

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

# OP – Departments

## Nutrition

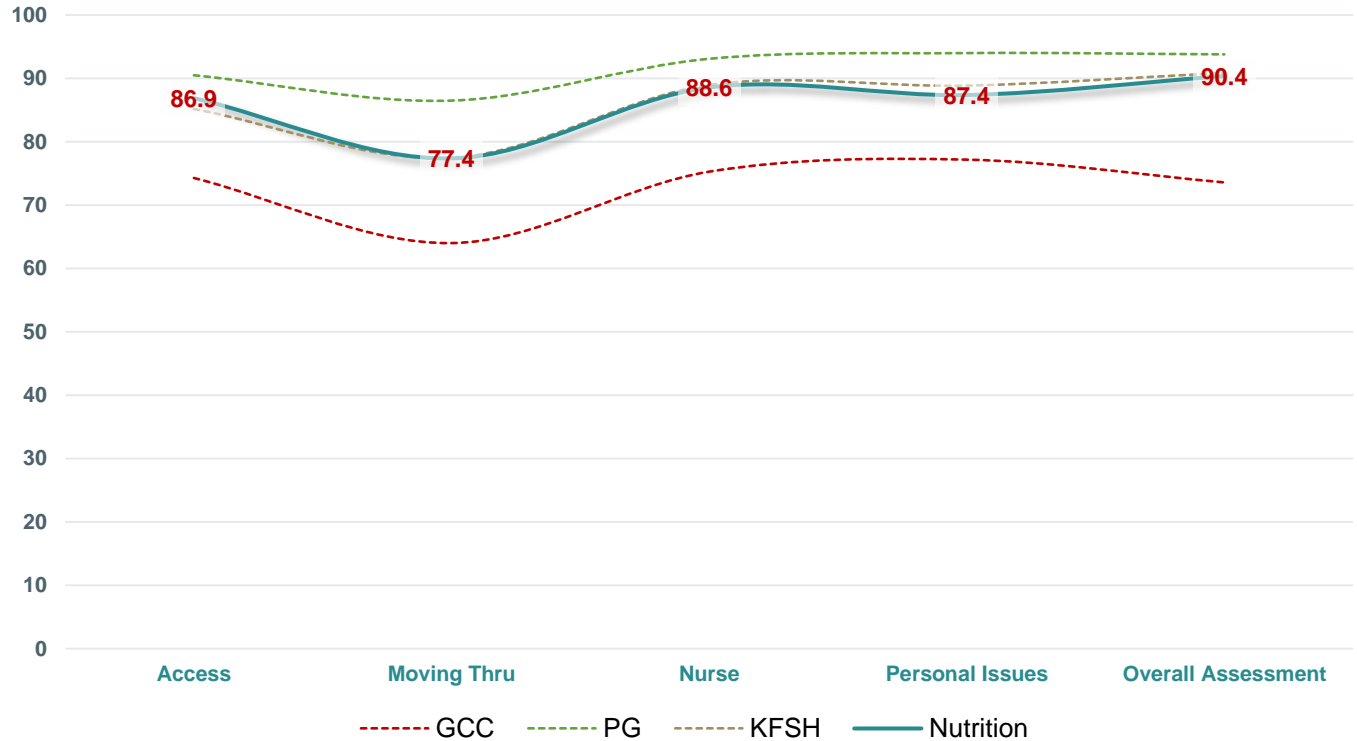
### Patient Journey



n-Size

96

Period: Jan 1st – Mar 31st, 2020



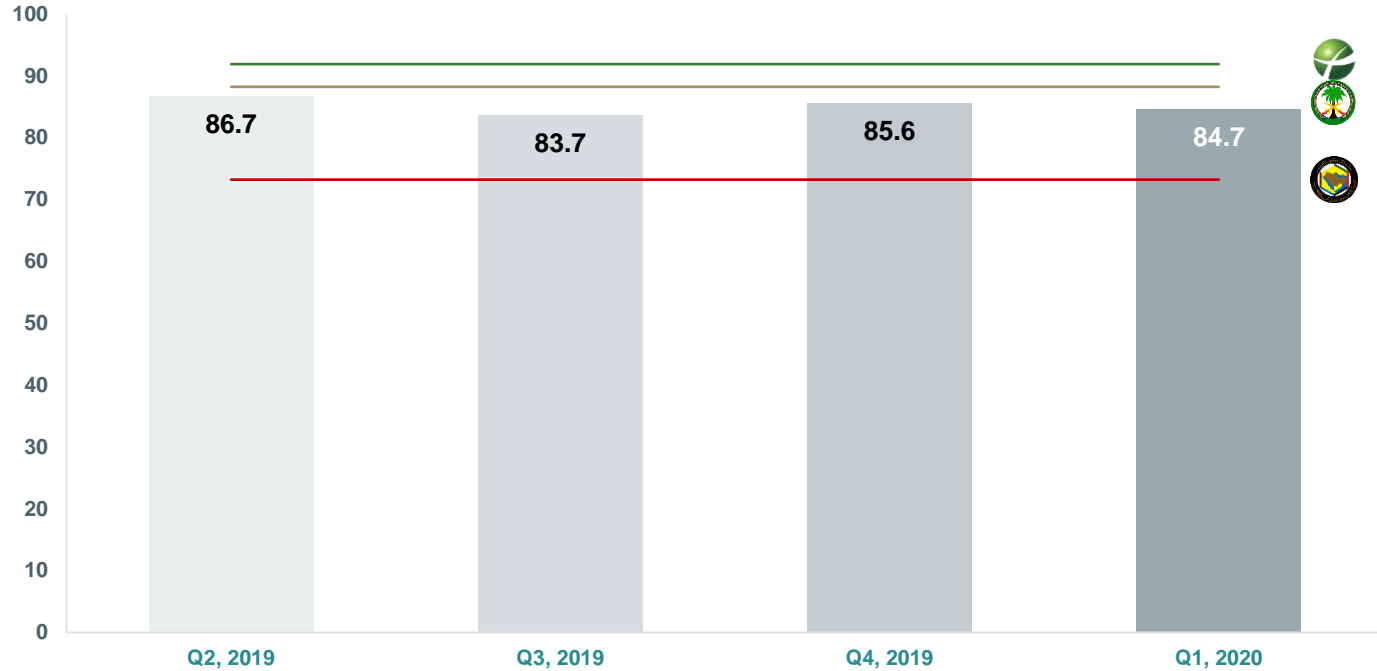
# OP – Departments

## Dermatology Overall Rating



**n-Size**  
146

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

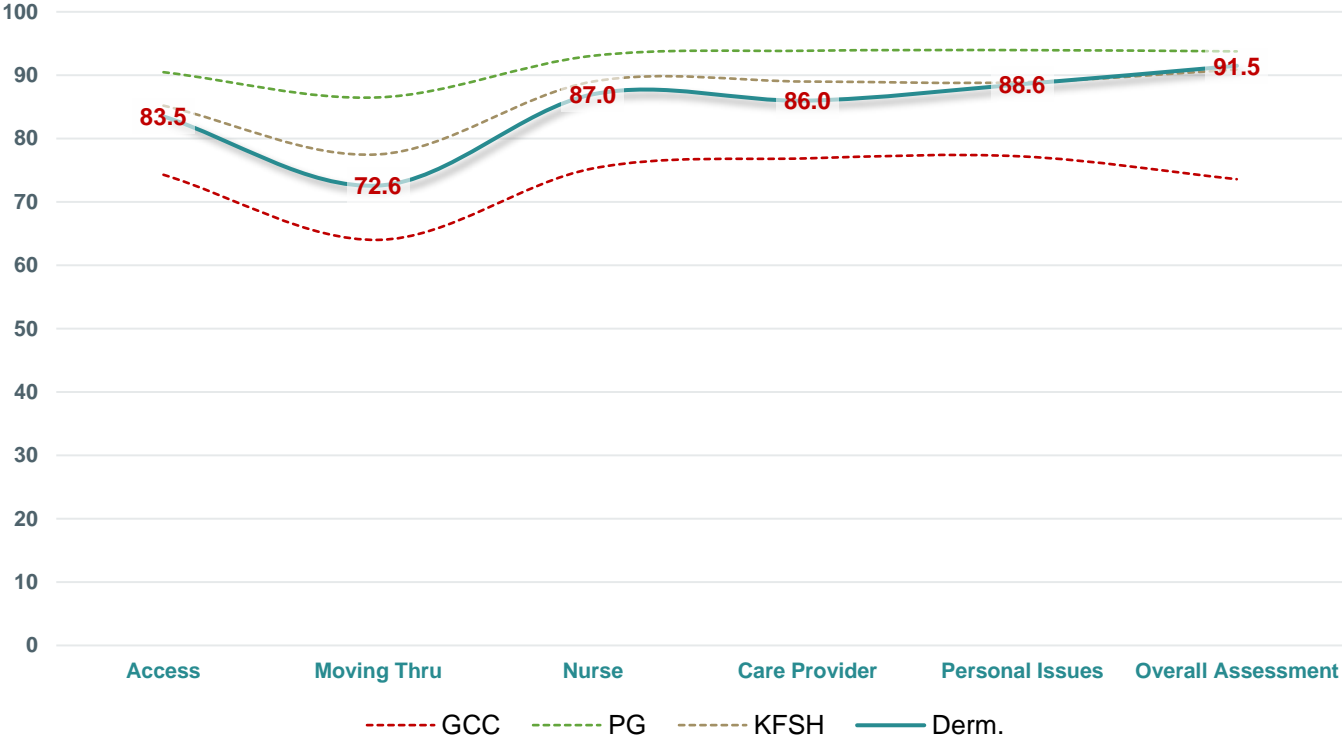
# OP – Departments

## Dermatology Patient Journey



n-Size  
146

Period: Jan 1st – Mar 31st, 2020



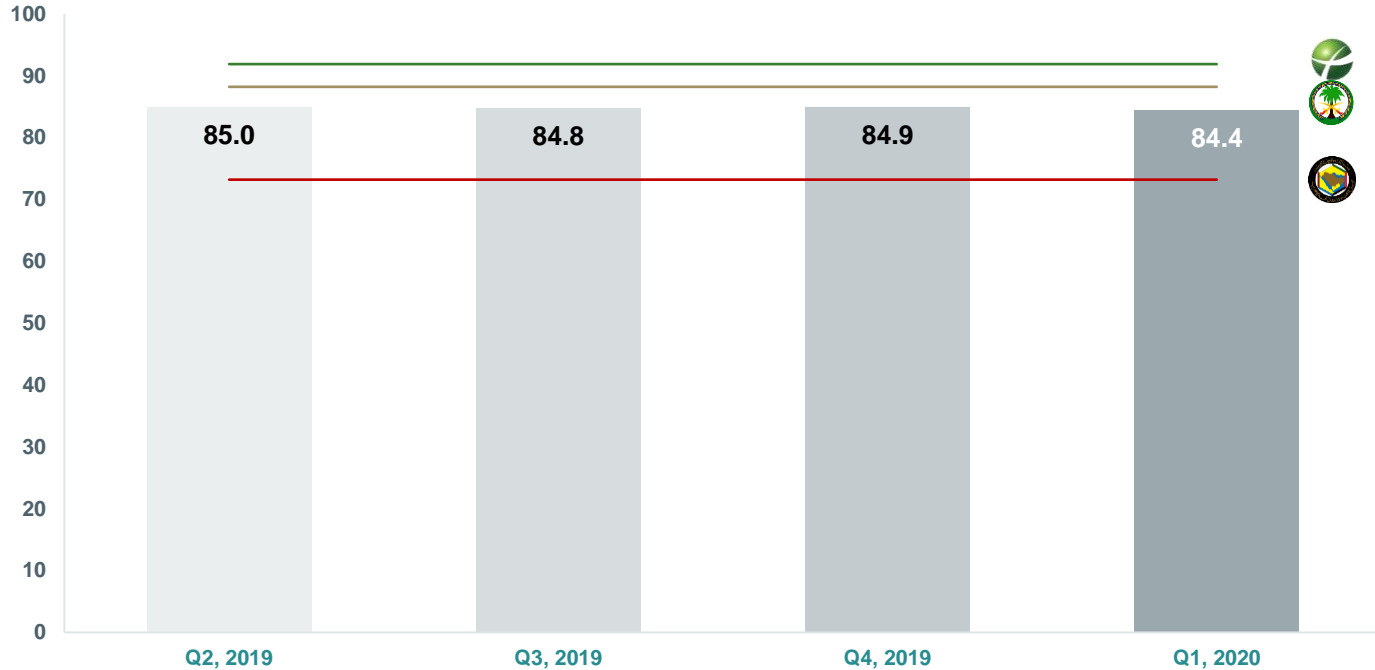
# OP – Departments

## Polyclinics (FM) Overall Rating



**n-Size**  
848

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020



**KFSH Target** [88.2]



**GCC Average** [73.2]



**PG Average** [91.9]

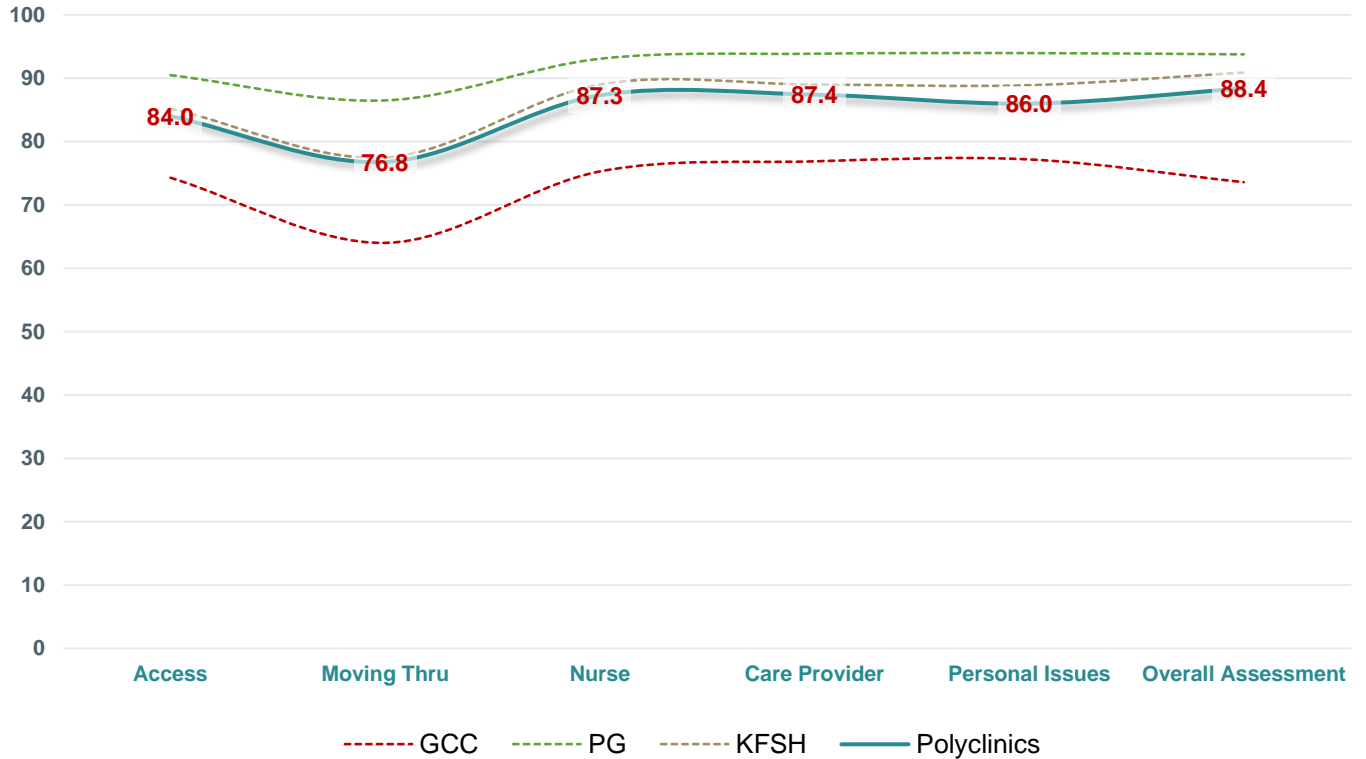
# OP – Departments

## Polyclinics (FM) Patient Journey



n-Size  
848

Period: Jan 1st – Mar 31st, 2020





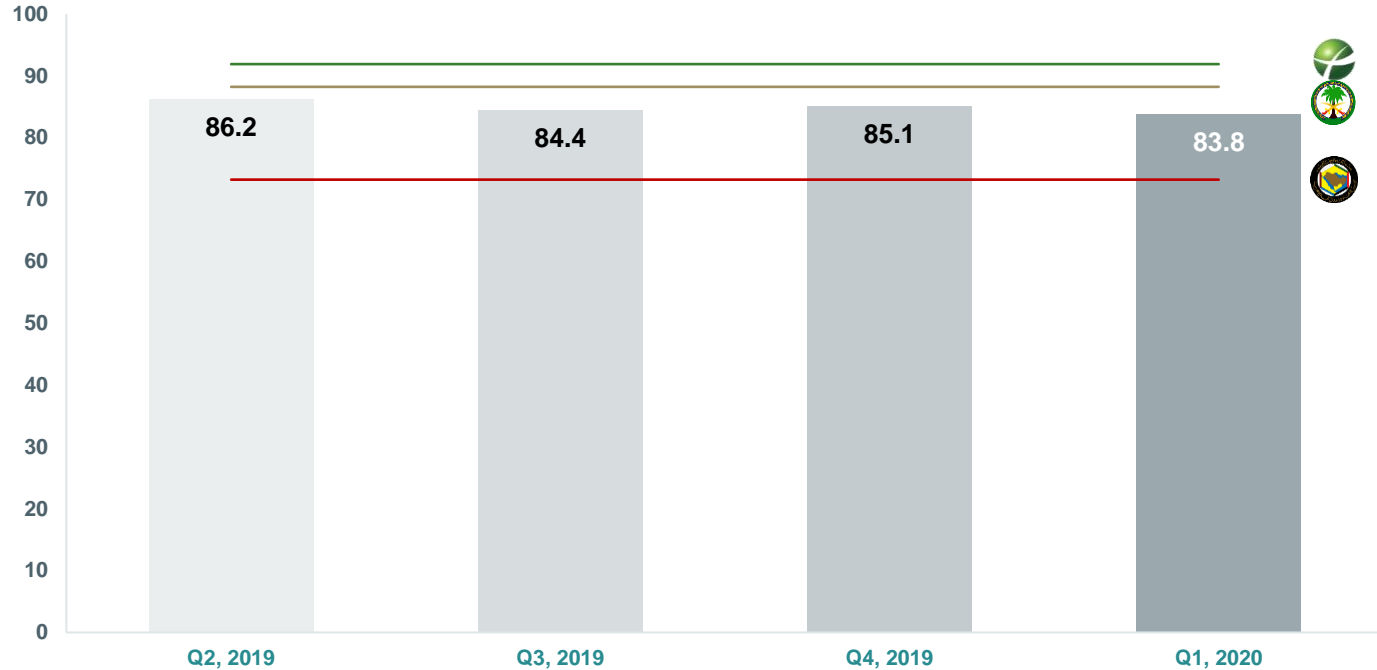
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

## OB/GYN Overall Rating



n-Size  
544



\* The survey tool was updated starting from Q1, 2020



KFSH Target [88.2]



GCC Average [73.2]



PG Average [91.9]

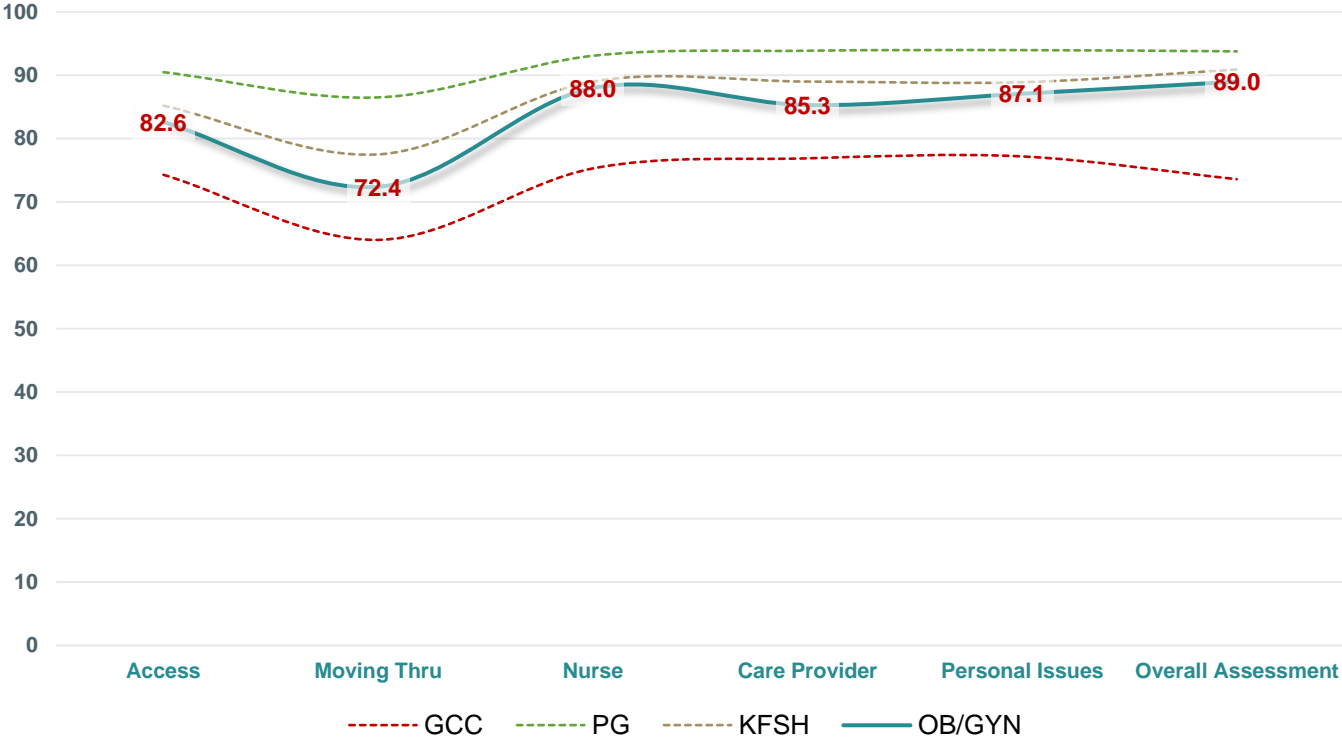
# OP – Departments

## OB/GYN Patient Journey



n-Size  
544

Period: Jan 1st – Mar 31st, 2020



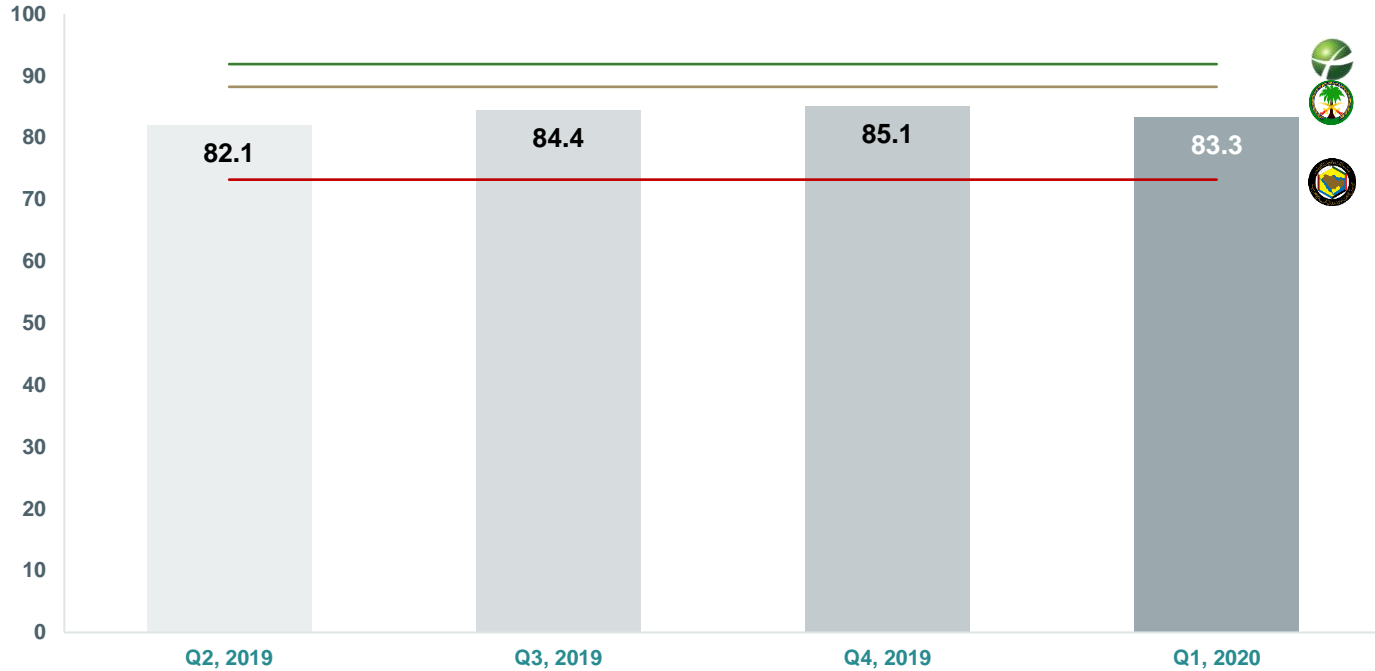
# OP – Departments

Period: Jan 1st – Mar 31st, 2020

## Urology Overall Rating



n-Size  
296



\* The survey tool was updated starting from Q1, 2020



KFSH Target [88.2]



GCC Average [73.2]



PG Average [91.9]

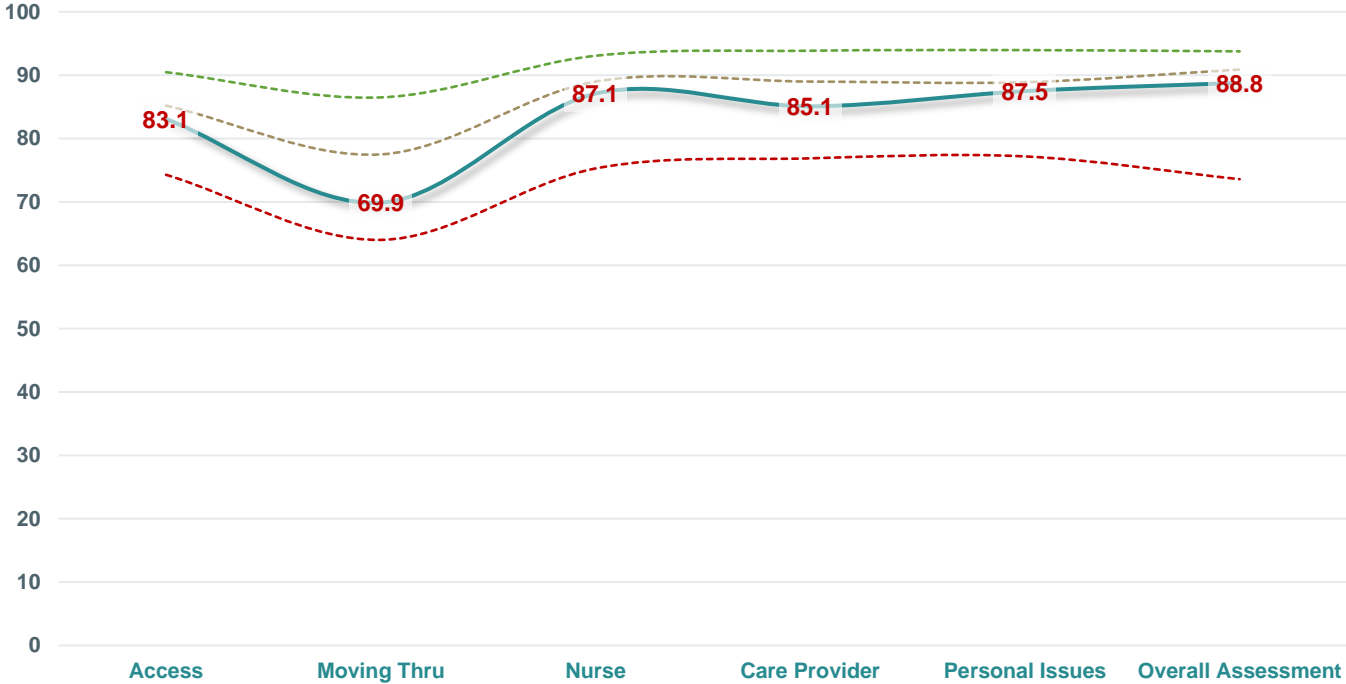
# OP – Departments

## Urology Patient Journey



n-Size  
296

Period: Jan 1st – Mar 31st, 2020



--- GCC    - - - PG    - - - KFSH    — Urology

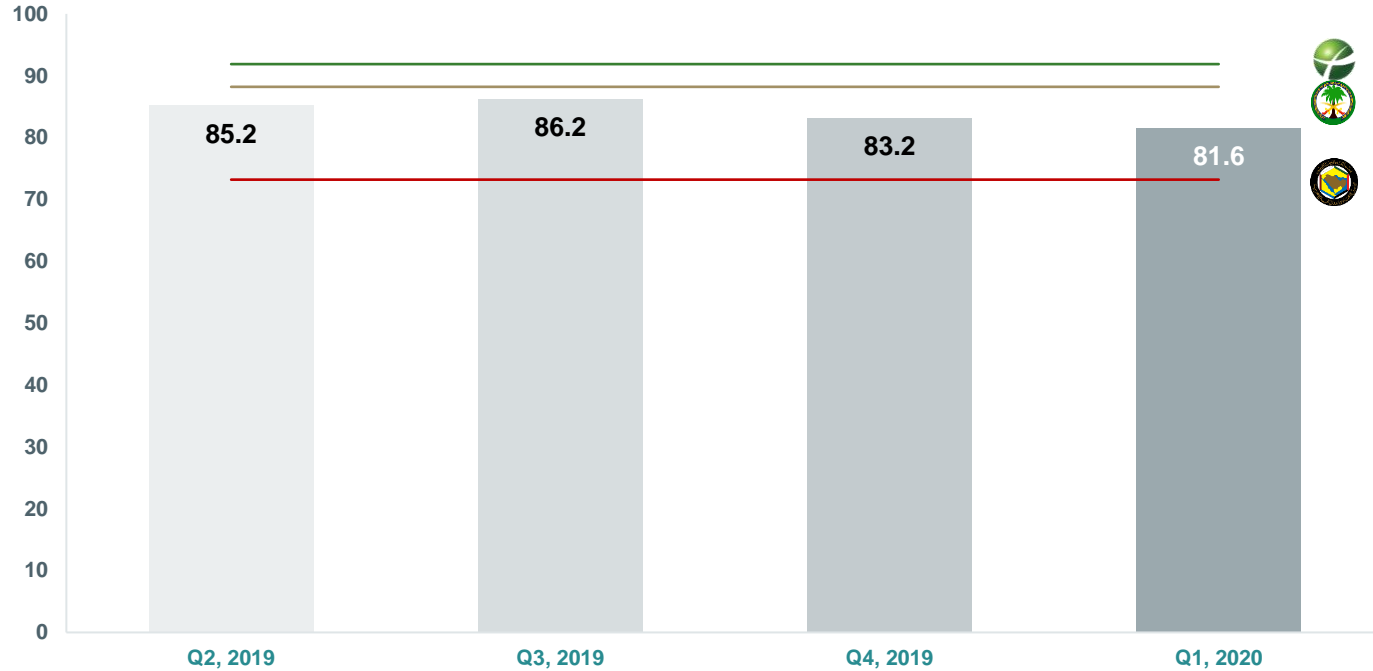
# OP – Departments

## Ophthalmology Overall Rating



**n-Size**  
214

Period: Jan 1st – Mar 31st, 2020



\* The survey tool was updated starting from Q1, 2020

 **KFSH Target** [88.2]

 **GCC Average** [73.2]

 **PG Average** [91.9]

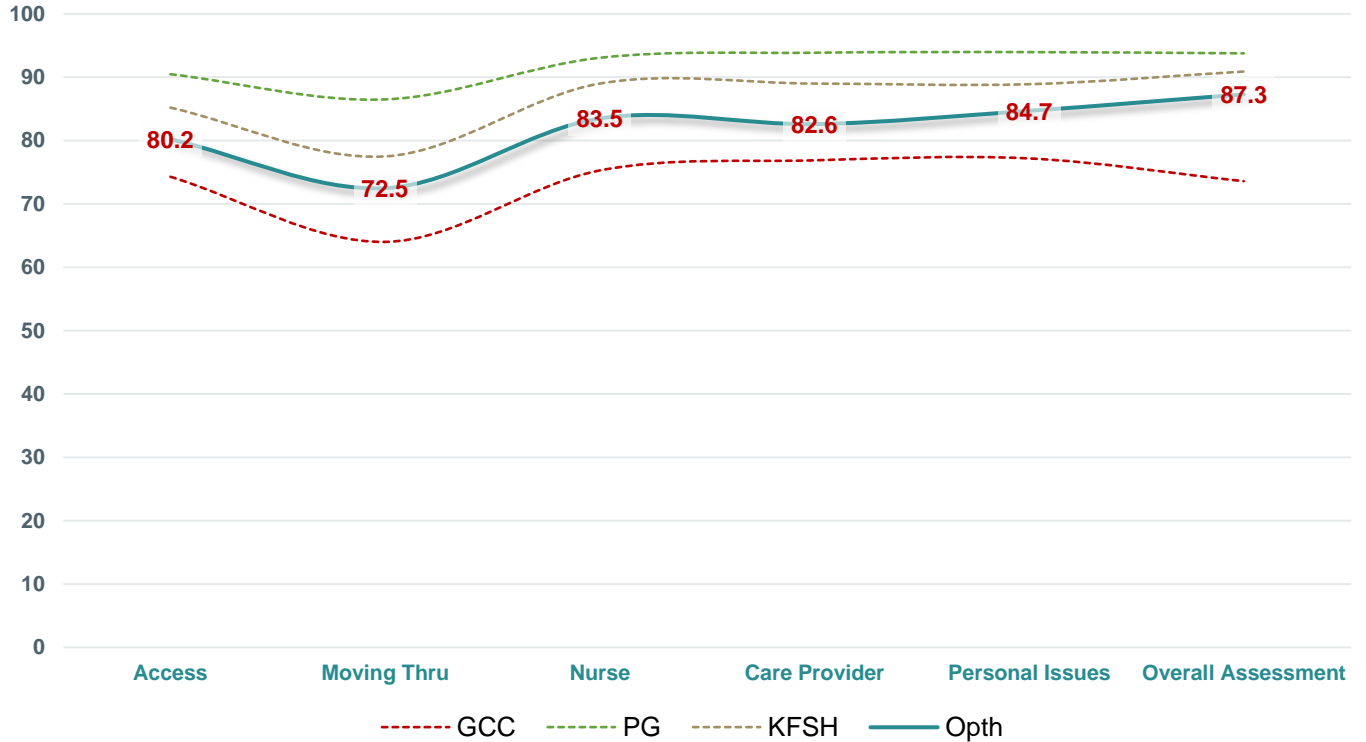
# OP – Departments

## Ophthalmology Patient Journey



n-Size  
214

Period: Jan 1st – Mar 31st, 2020



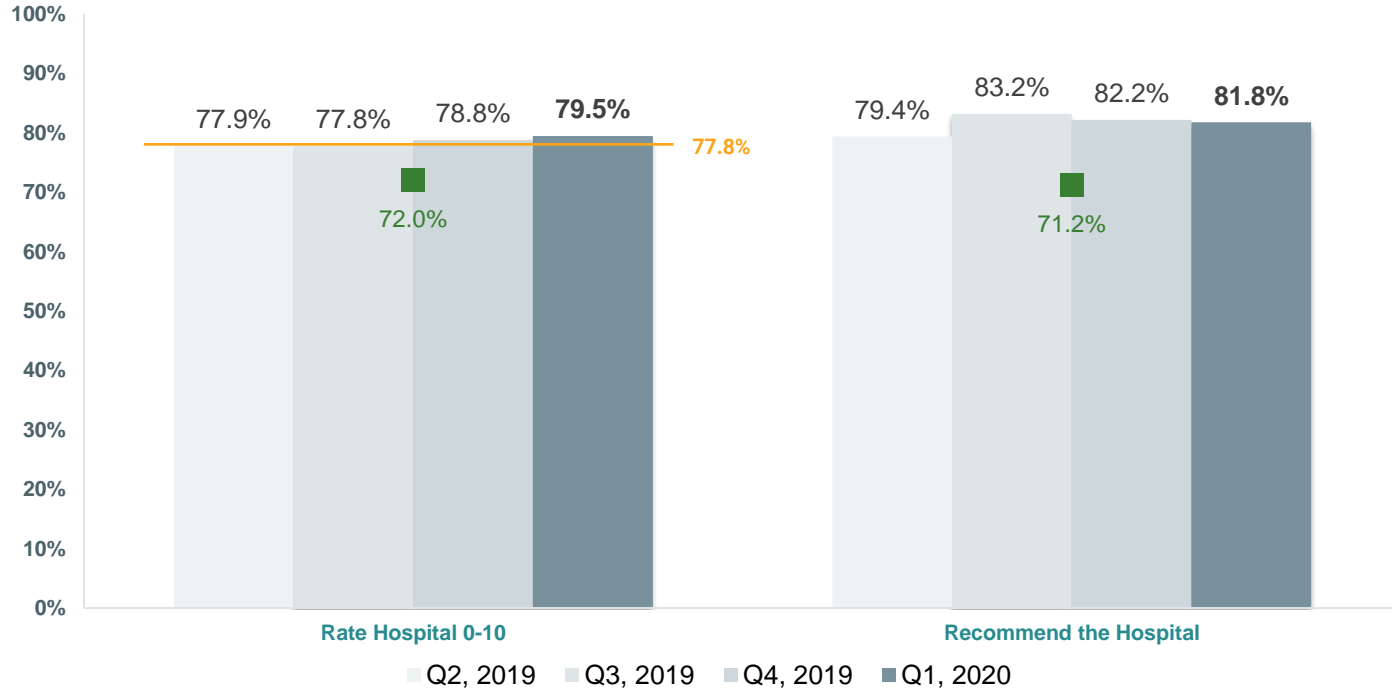


Inpatient  
Adults

# IP – Global Items

Period: Jan 1st – Mar 31st, 2020

## Global Items Overall



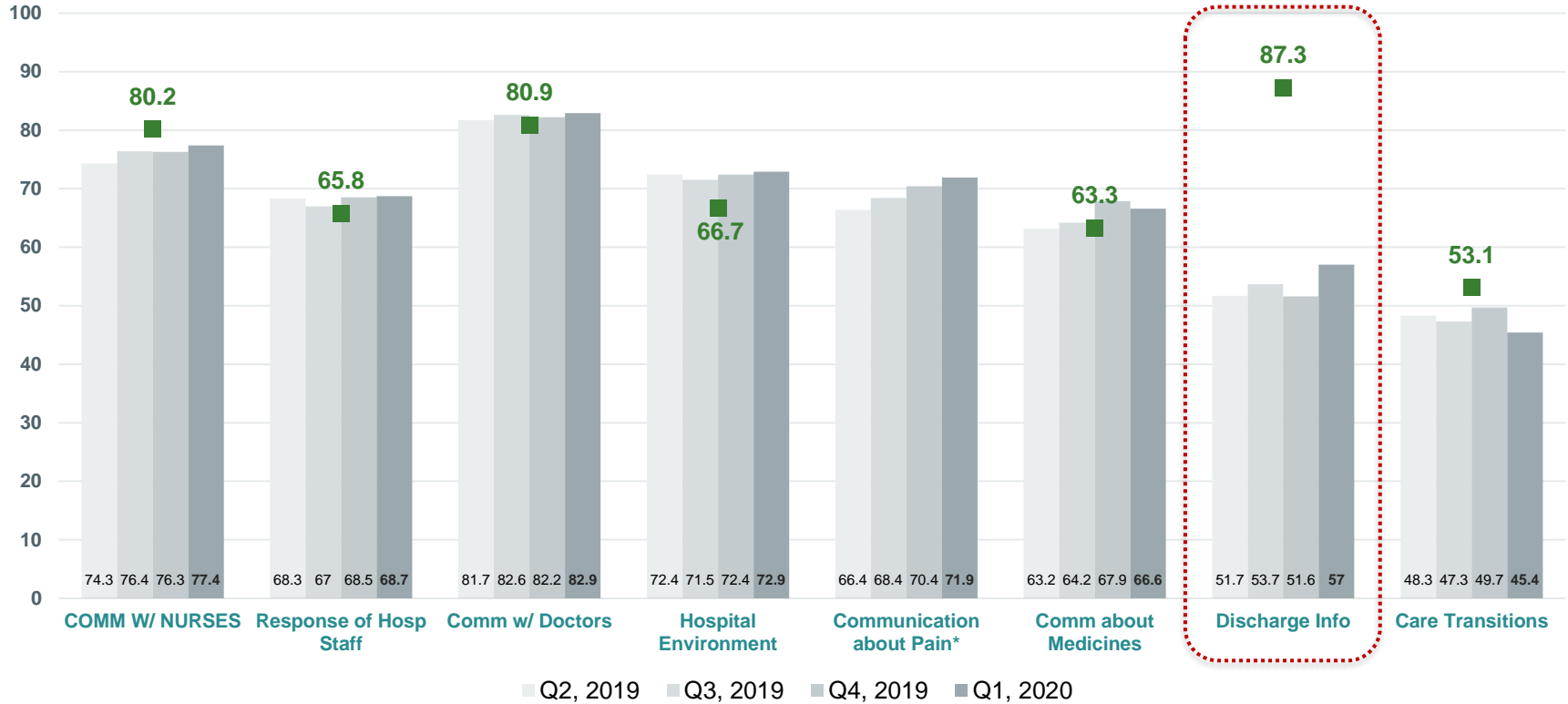
\* Top Box %

■ 2020 Target [77.8%]

■ PG Average



# IP – Survey Domains



\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG Average

# IP – Strengths

Nurses courtesy

3

2

4

Doctors Listen Carefully

Doctors Explanations

1

Doctors courtesy

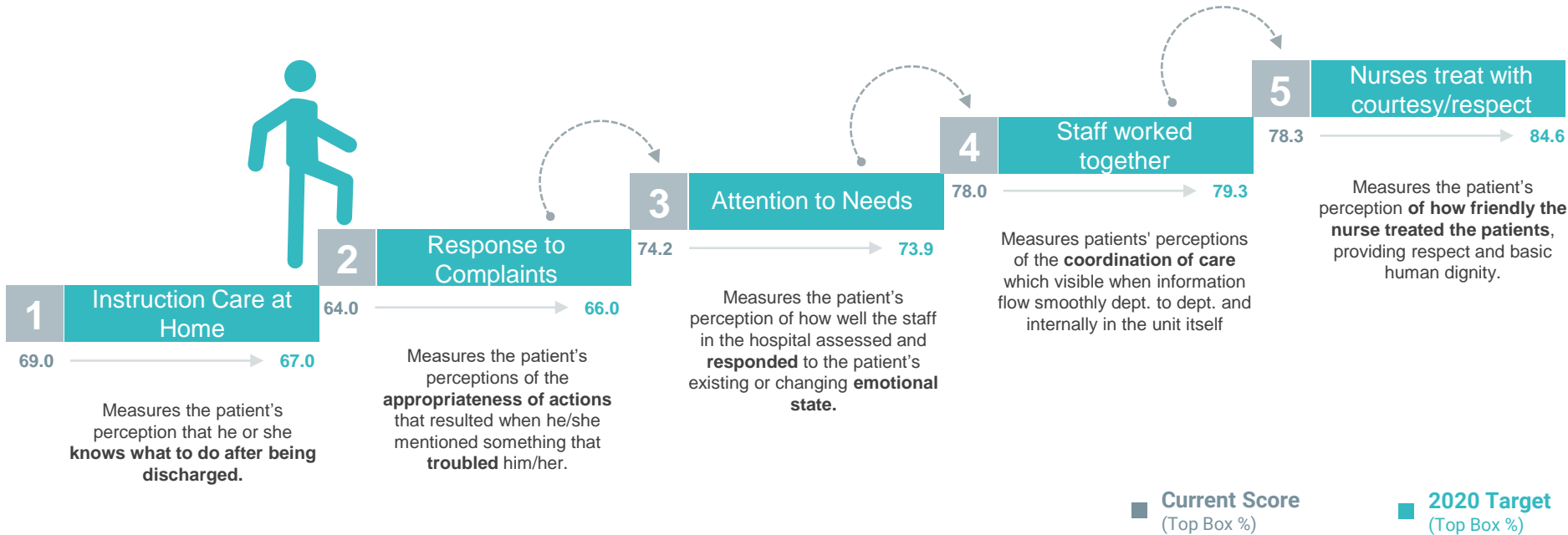
5

Tell about new medicine



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

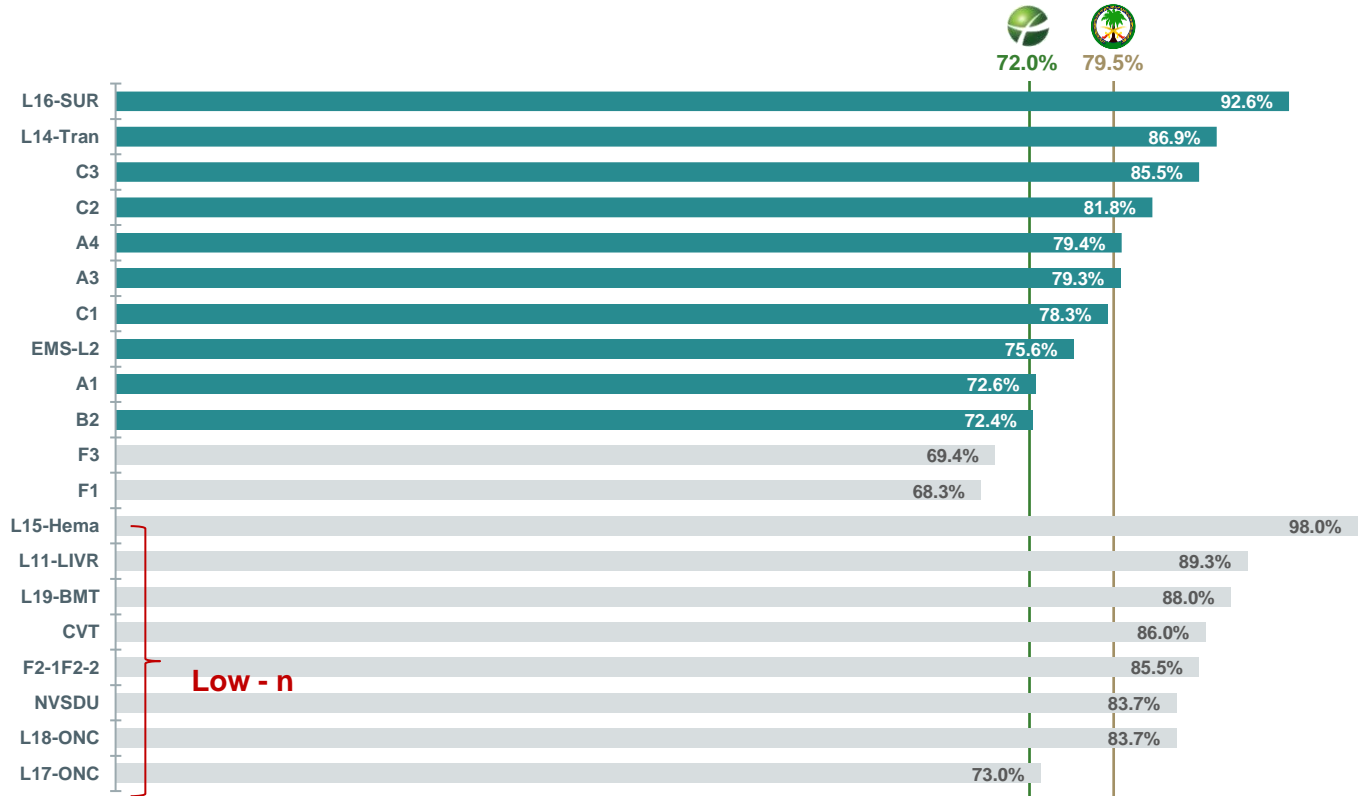
# IP – Priority Index (Q1, 2020)



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: Jan 1st – Mar 31st, 2020



KFSH Overall

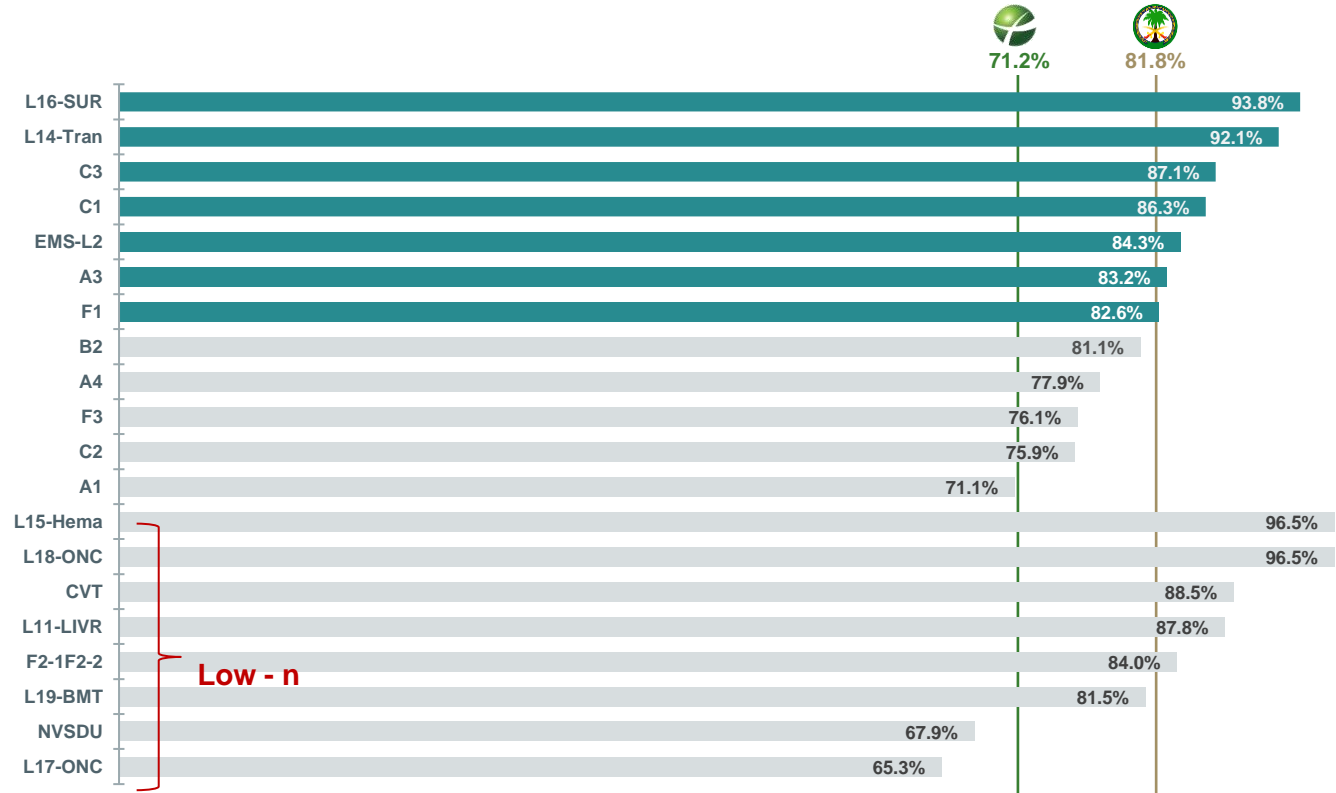


PG Average

\* Top Box %

# IP – Global Items

## Recommend Hospital Wards



Period: Jan 1st – Mar 31st, 2020

\* Top Box %



KFSH Overall



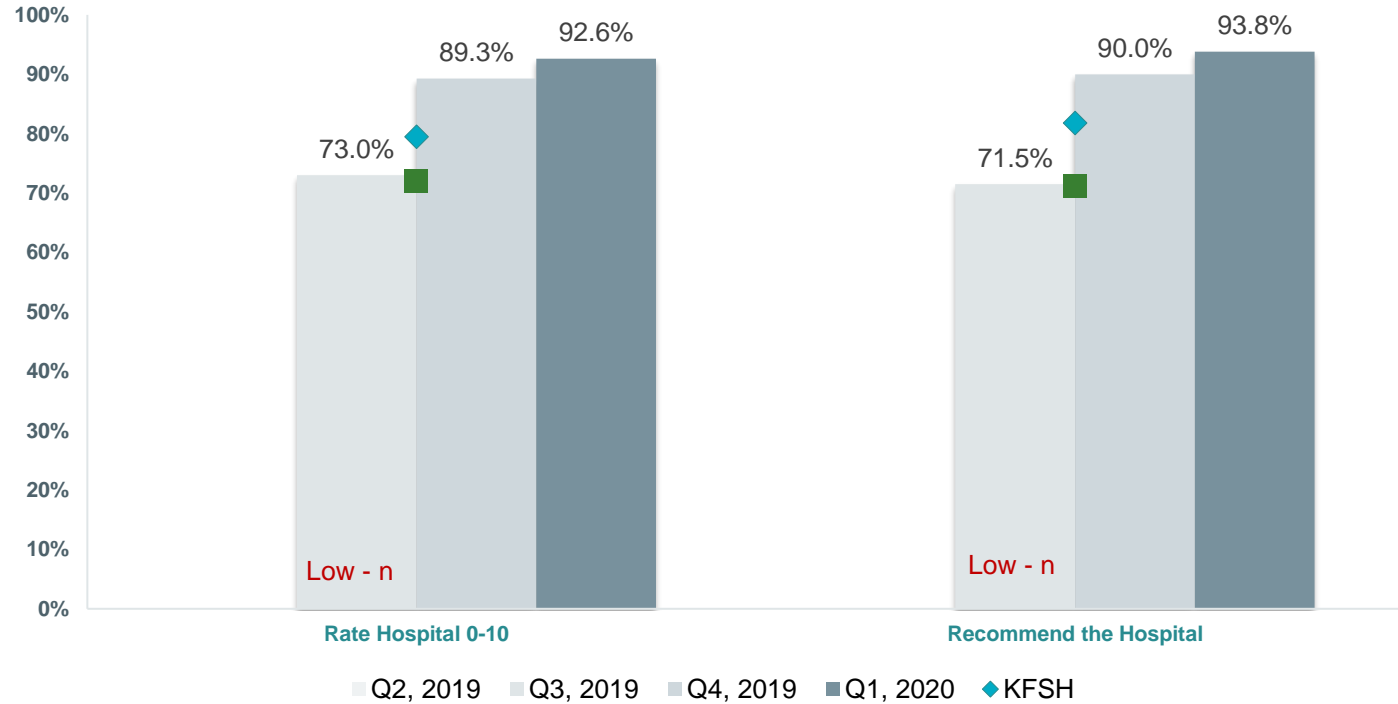
PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**L16-SUR**  
Global Items

**n-Size**  
37



\* Top Box %

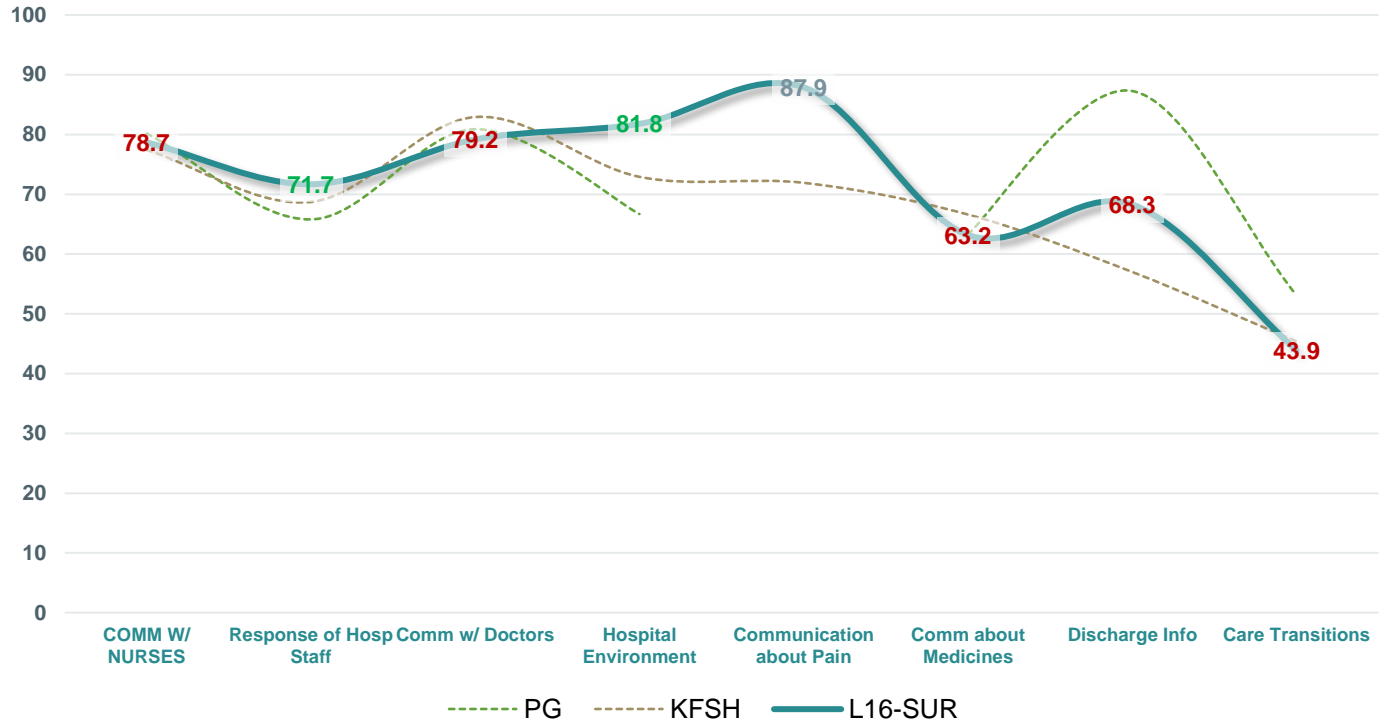
■ PG Average

# IP – Wards

**L16-SUR**  
Domains

**n-Size**  
37

Period: Jan 1st – Mar 31st, 2020



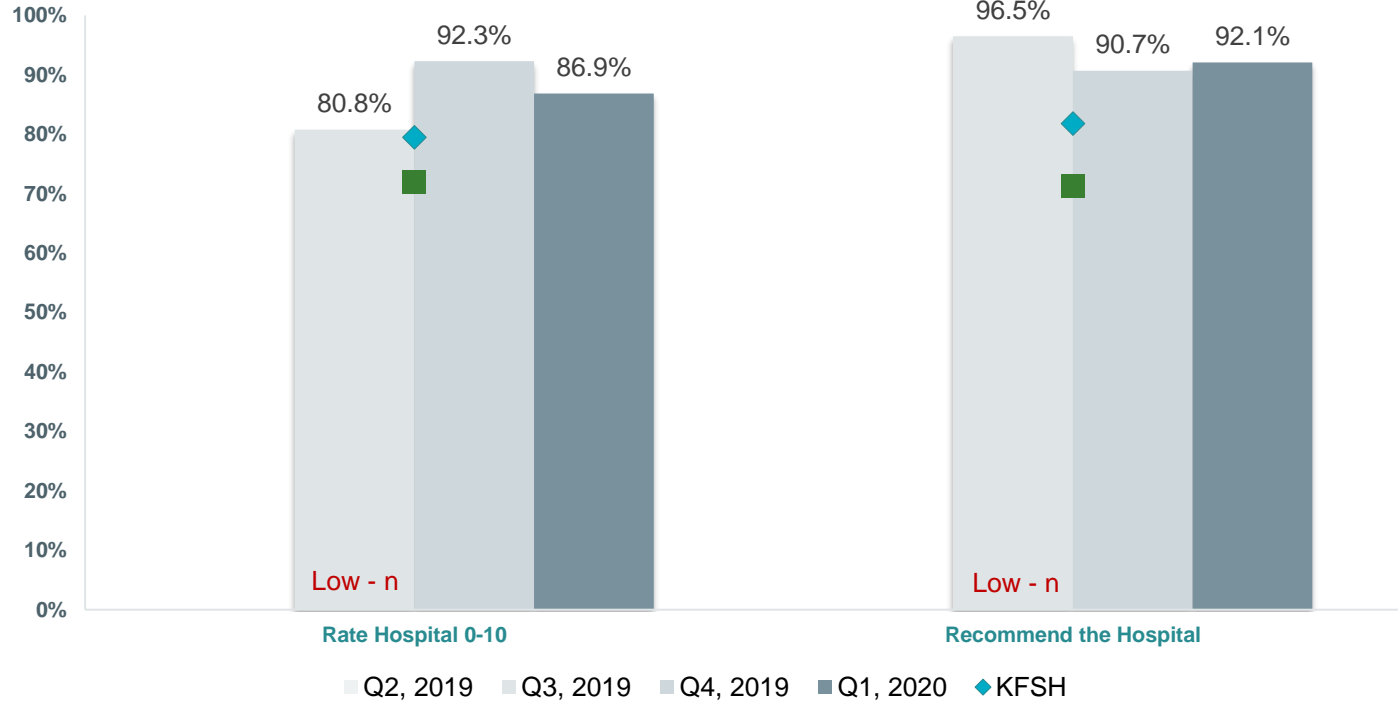
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**L14-Tran**  
Global Items

**n-Size**  
45



\* Top Box %

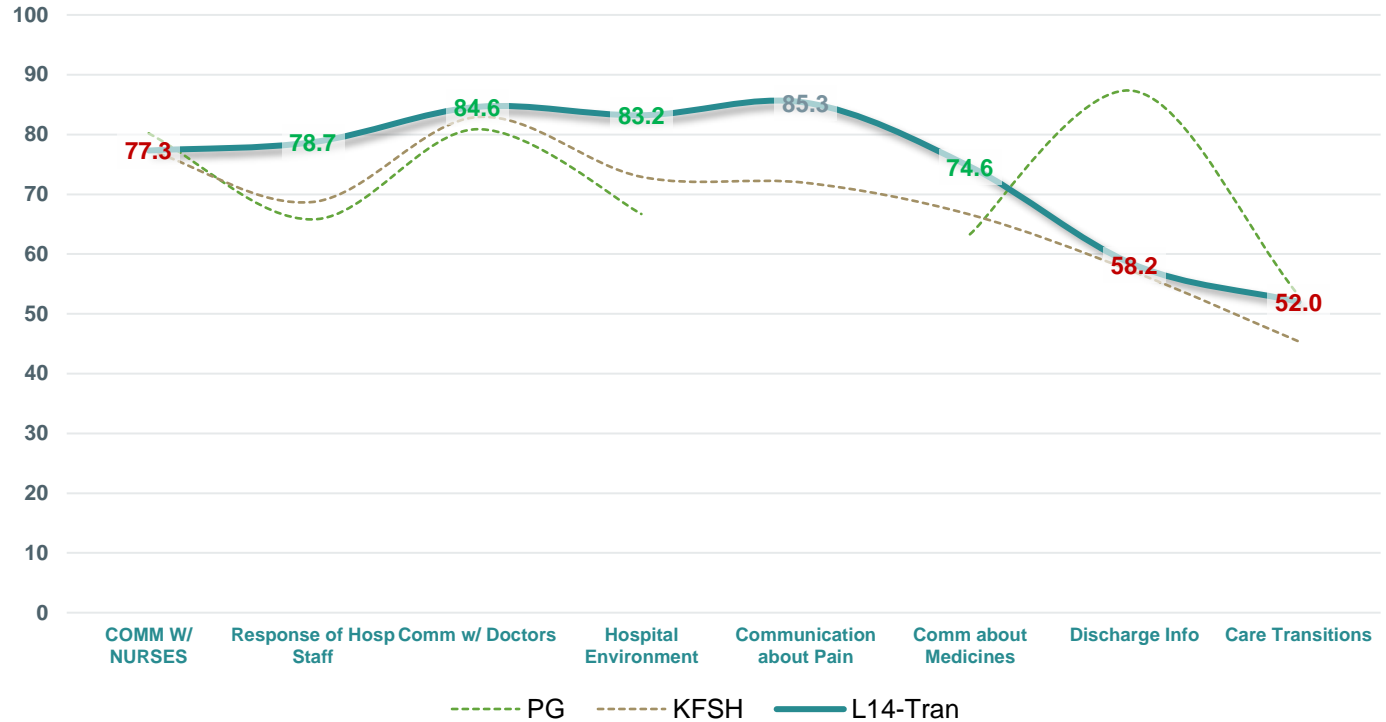
■ PG Average



## L14-Tran Domains

n-Size  
45

Period: Jan 1st – Mar 31st, 2020

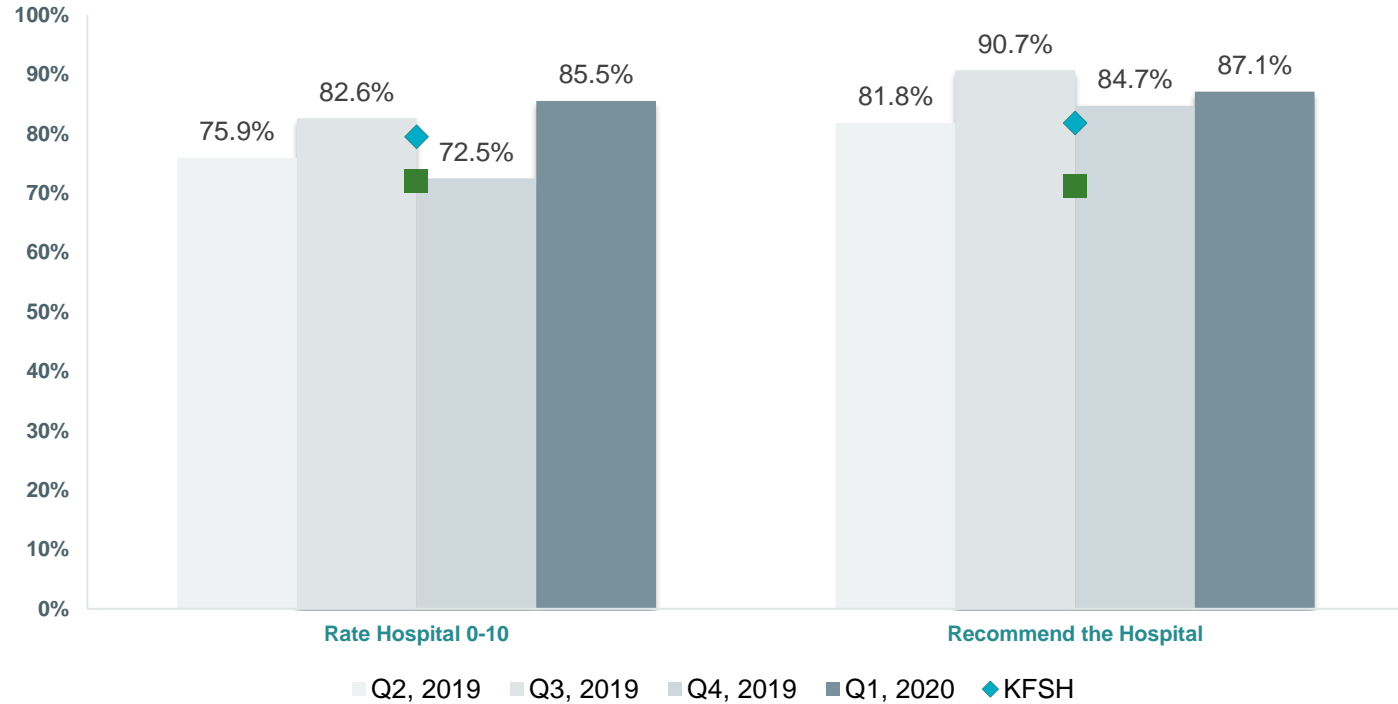


\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**C3**  
Global Items  
**n-Size**  
64



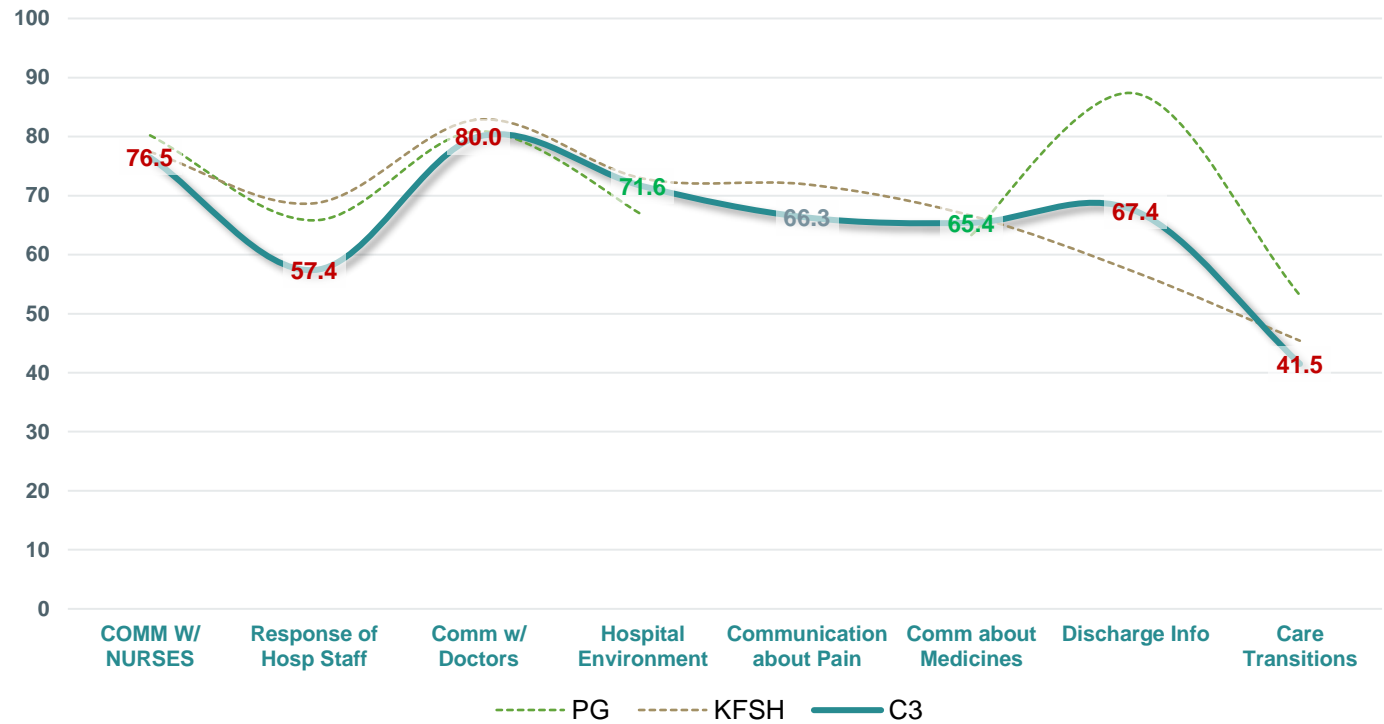
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**C3**  
Domains  
**n-Size**  
64

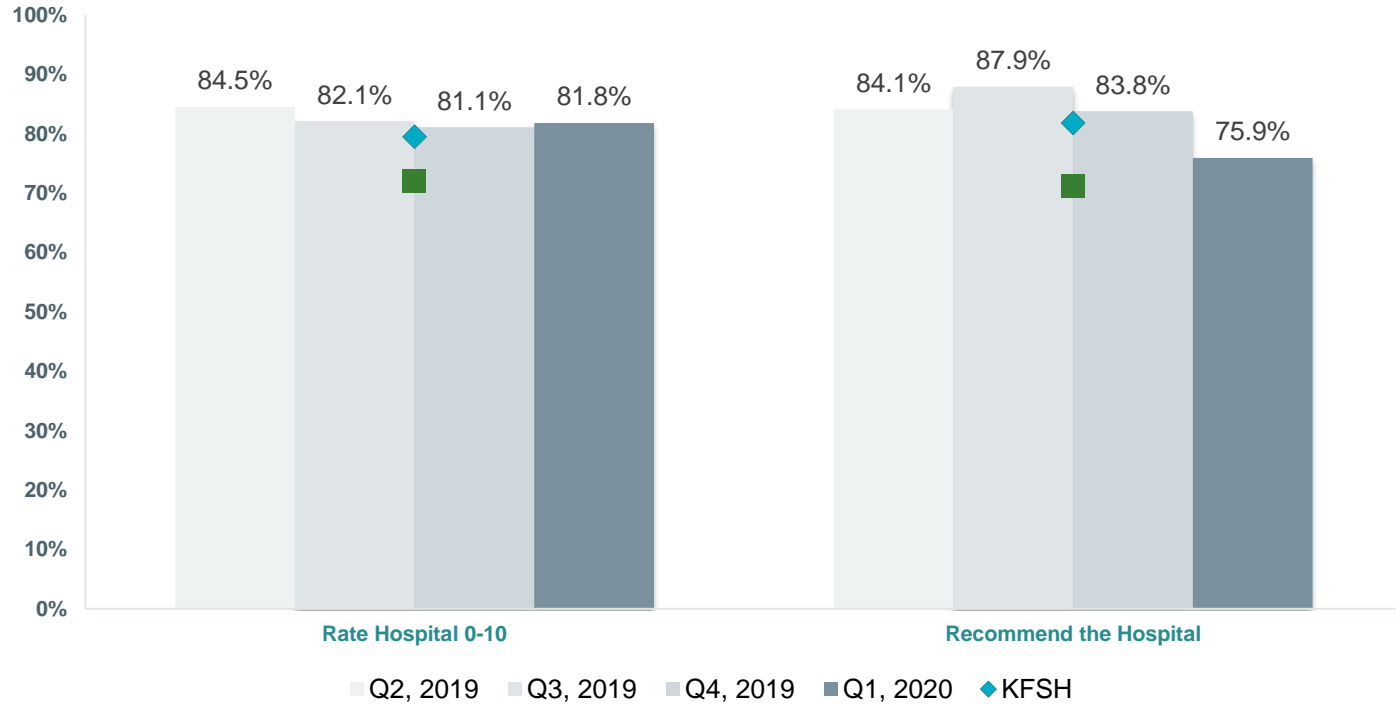


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**C2**  
Global Items  
**n-Size**  
68



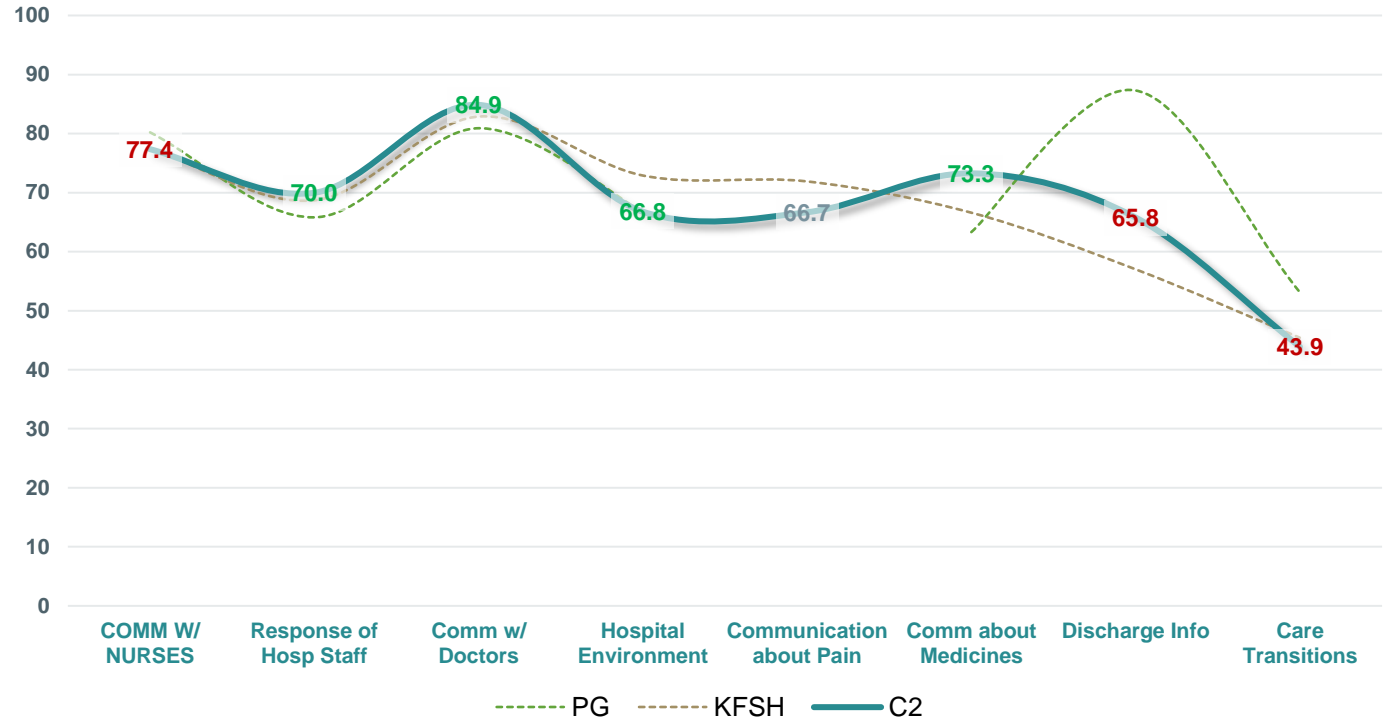
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**C2**  
Domains  
**n-Size**  
68

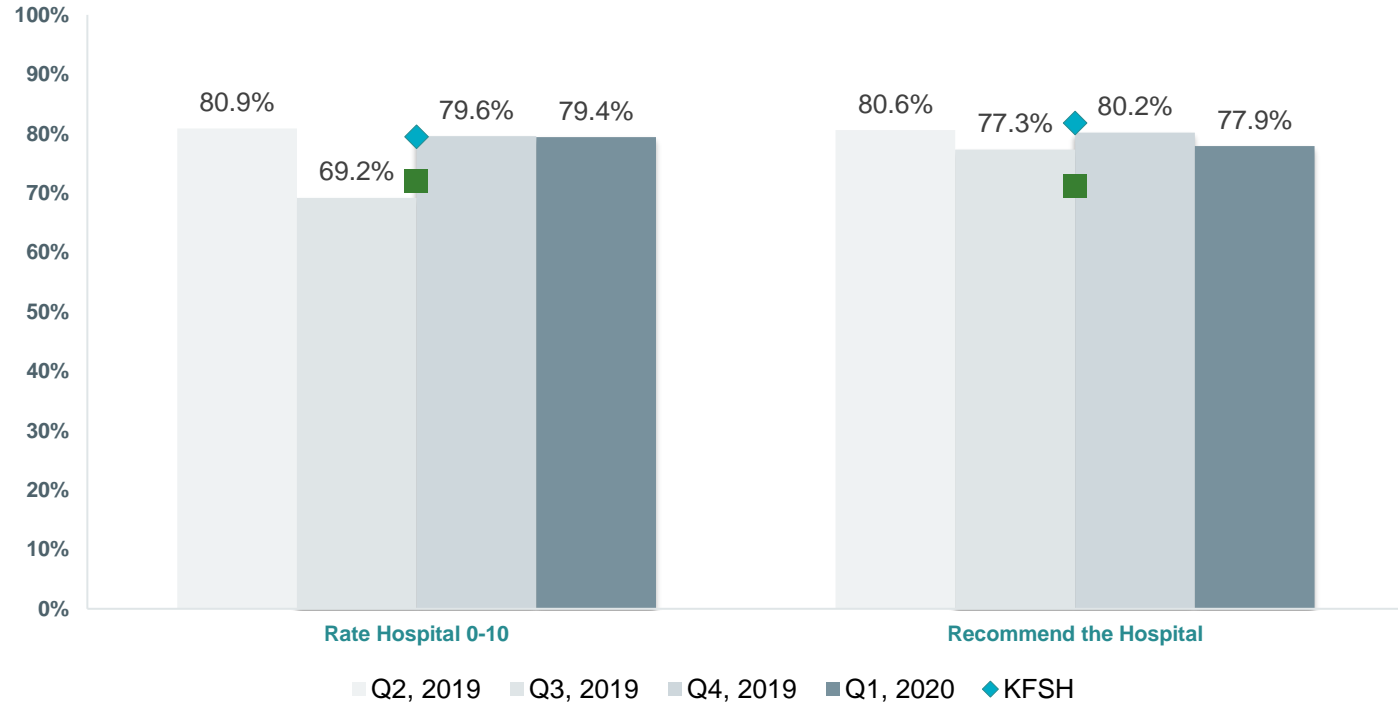


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**A4**  
Global Items  
**n-Size**  
43



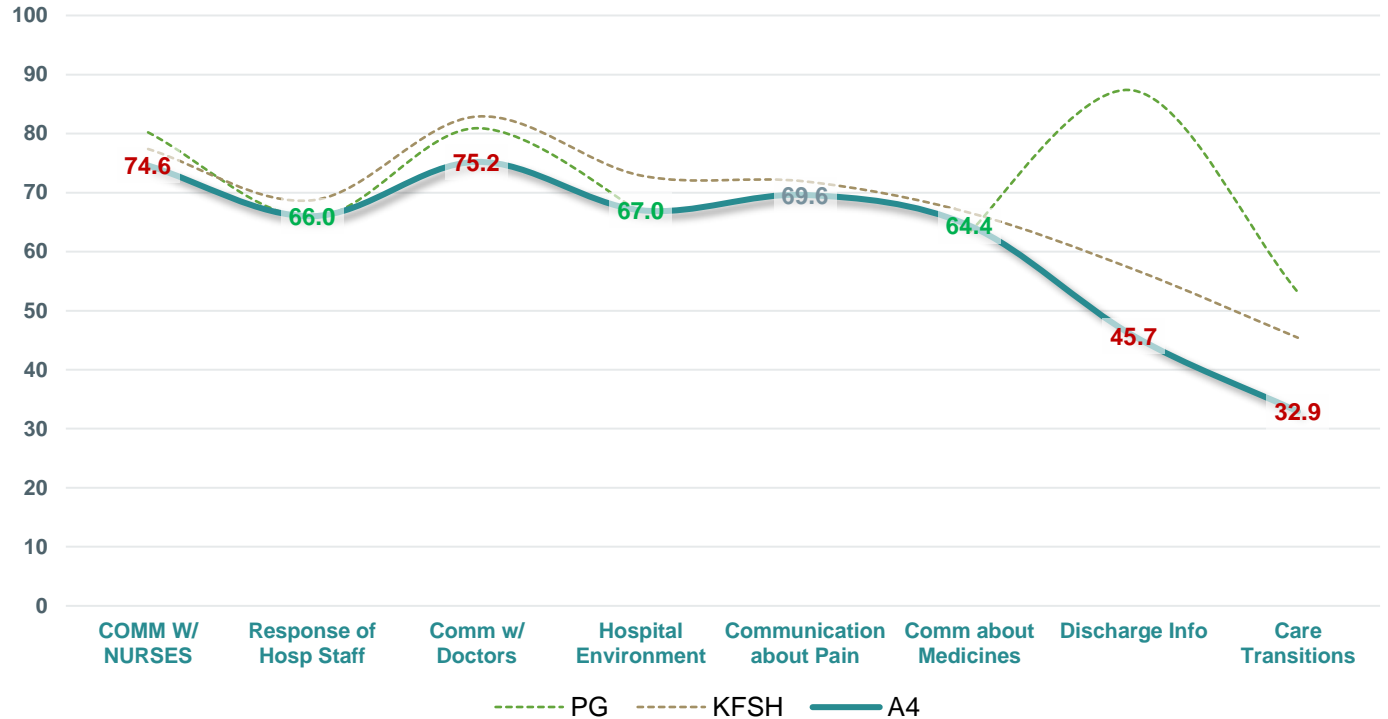
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**A4**  
Domains  
**n-Size**  
43

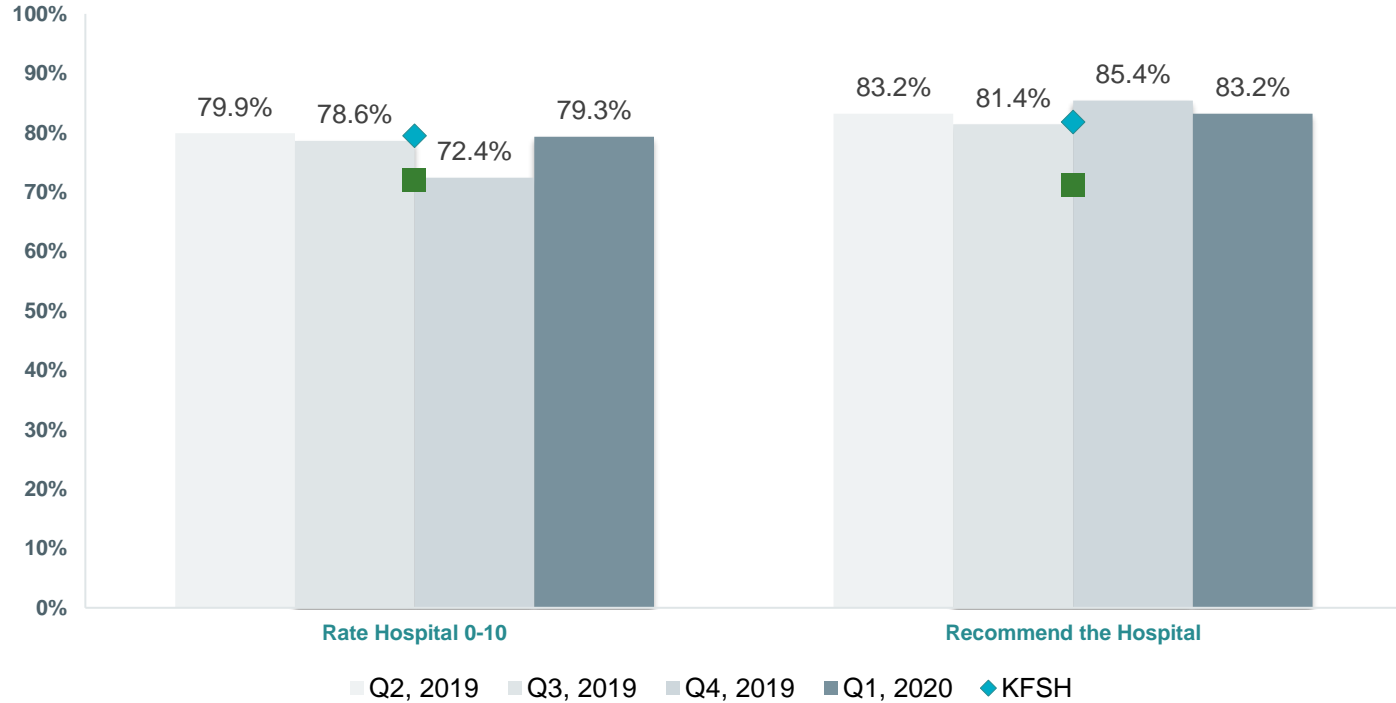


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**A3**  
Global Items  
**n-Size**  
75



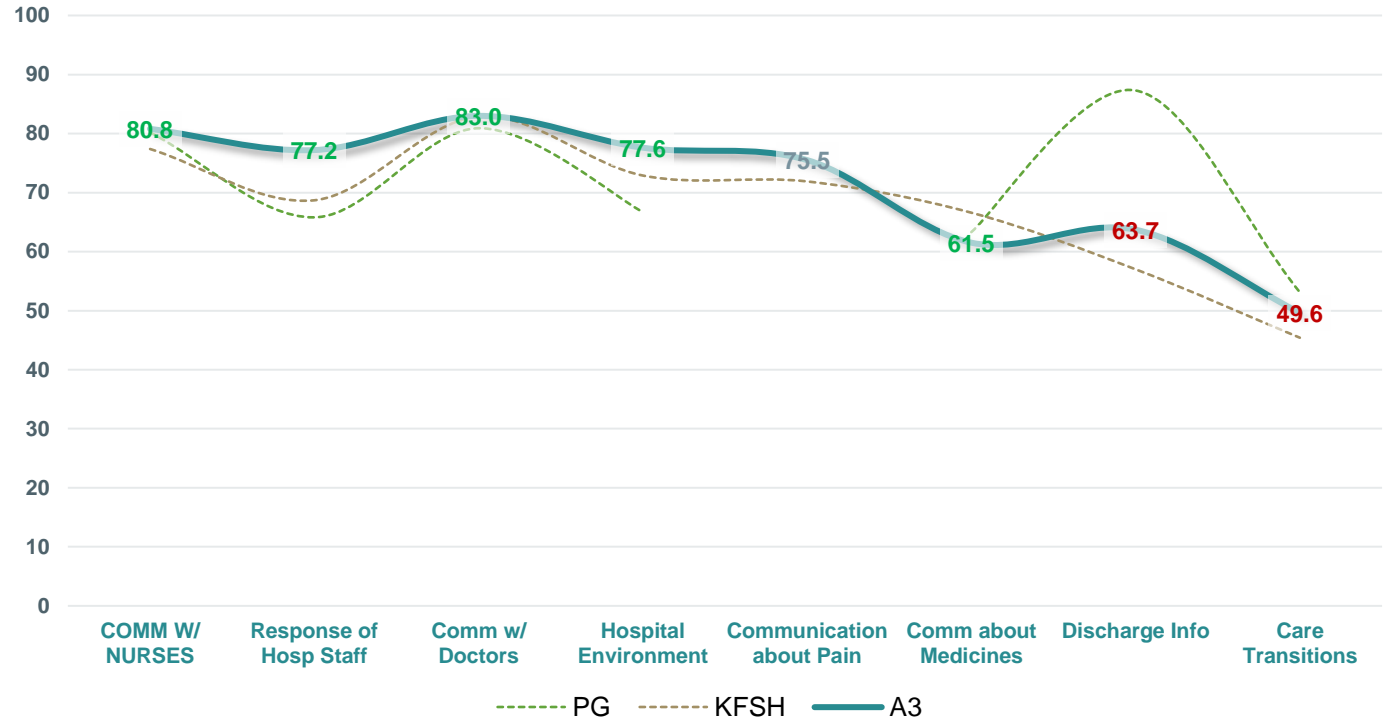
\* Top Box %

■ PG Average



# IP – Wards

Period: Jan 1st – Mar 31st, 2020



**A3**  
Domains

**n-Size**  
75

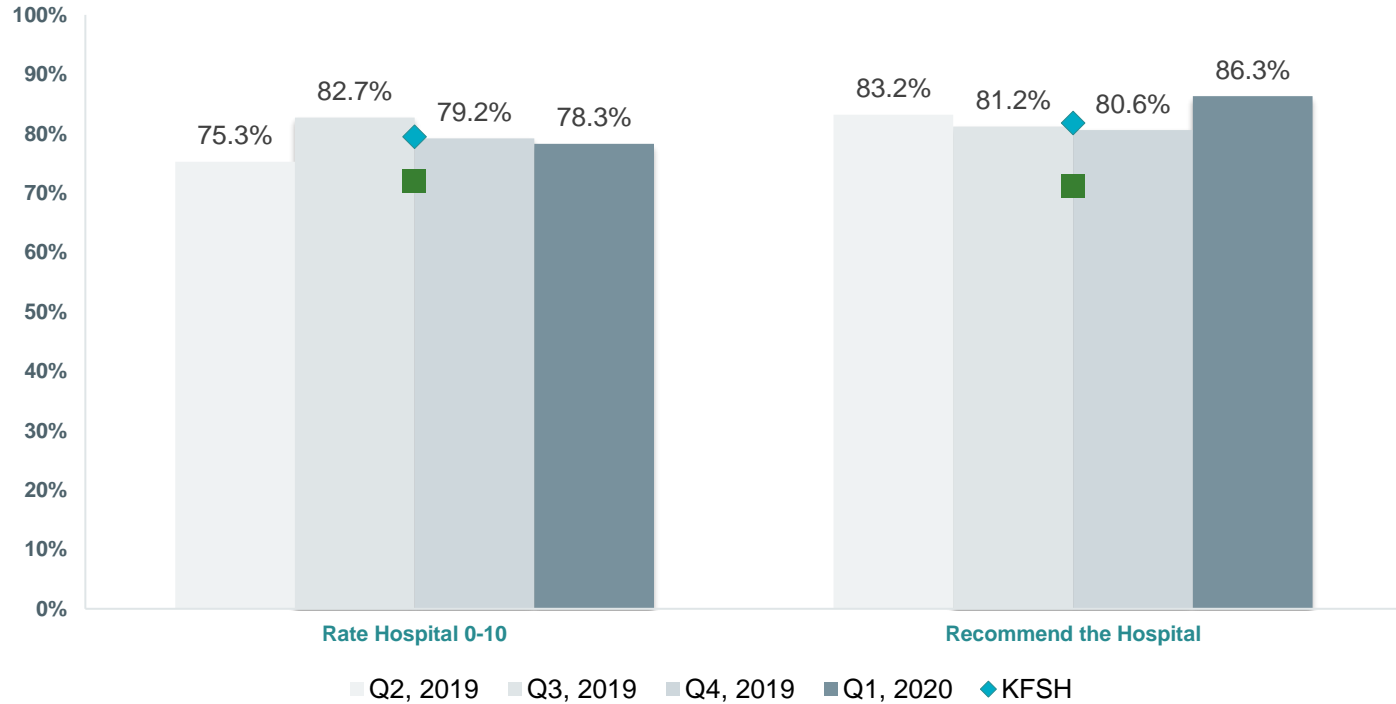
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**C1**  
Global Items

**n-Size**  
61

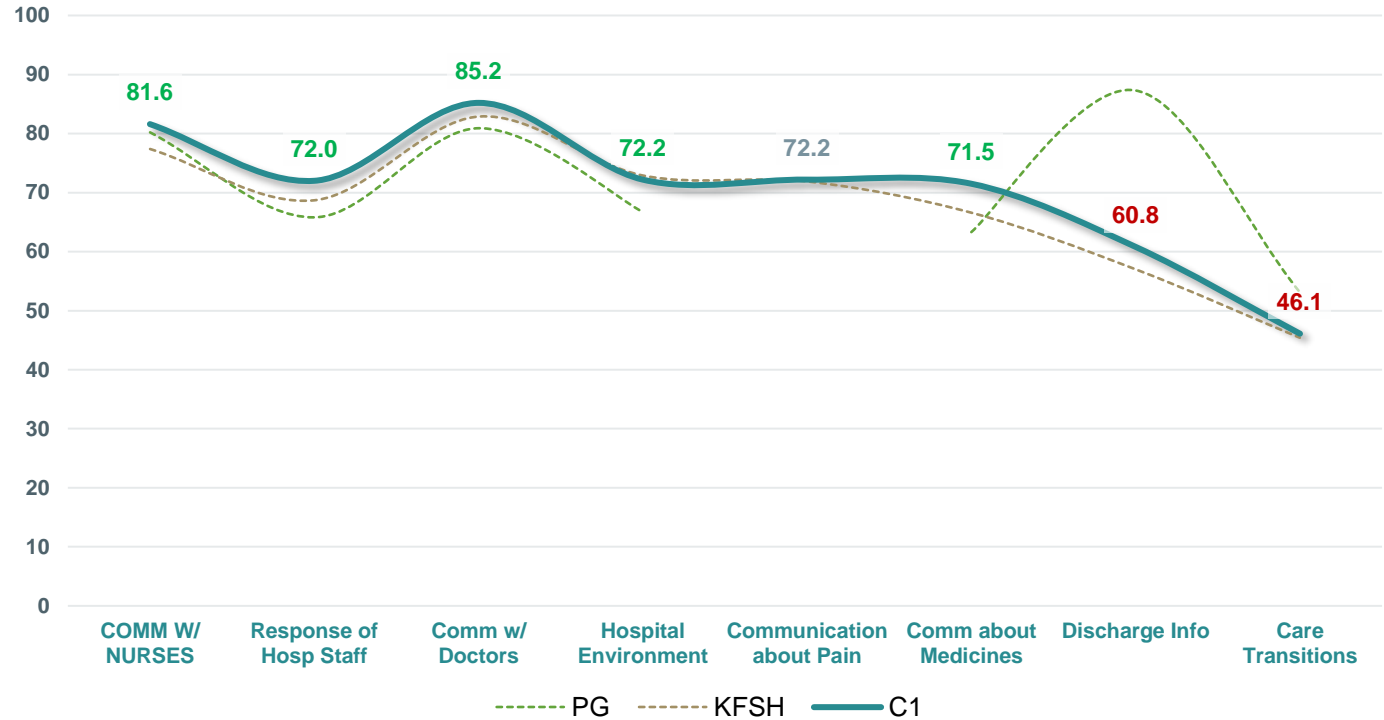


\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020



**C1**  
Domains

**n-Size**  
61

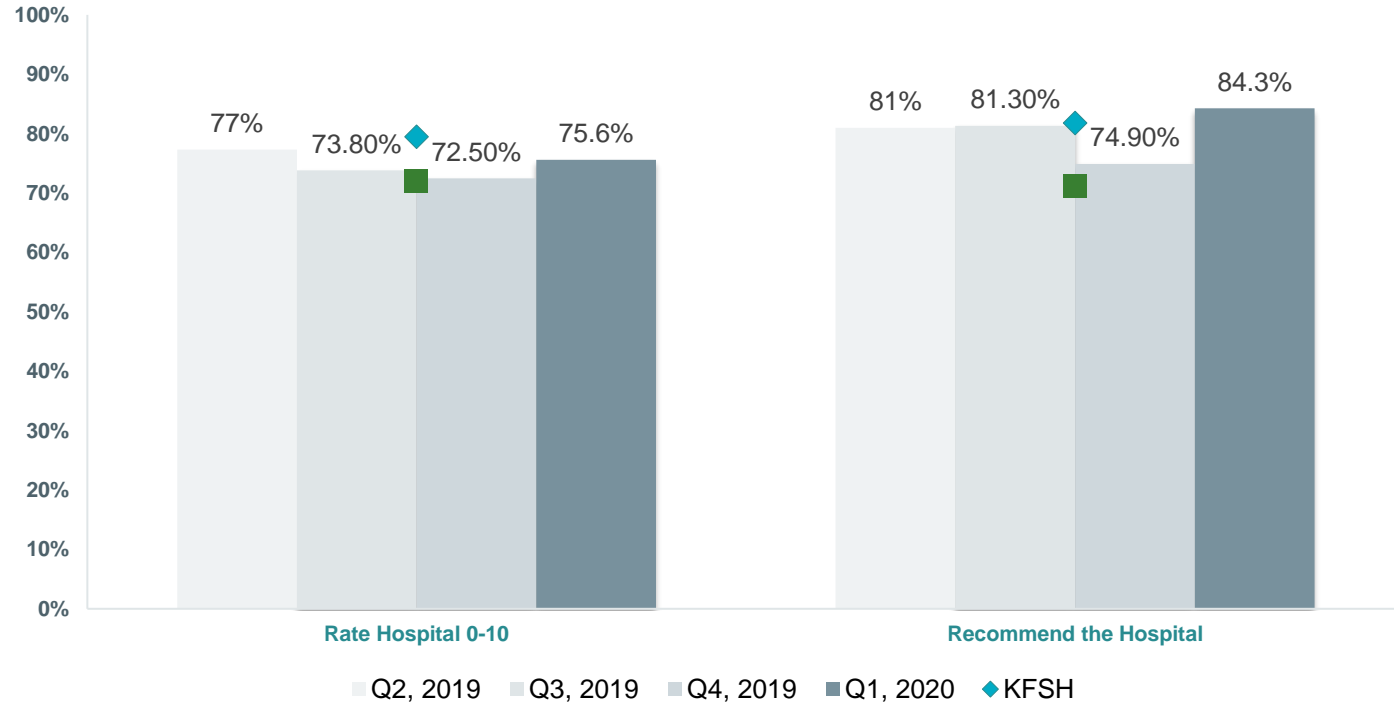
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**EMS-L2**  
Global Items

**n-Size**  
49



\* Top Box %

■ PG Average

# IP – Wards

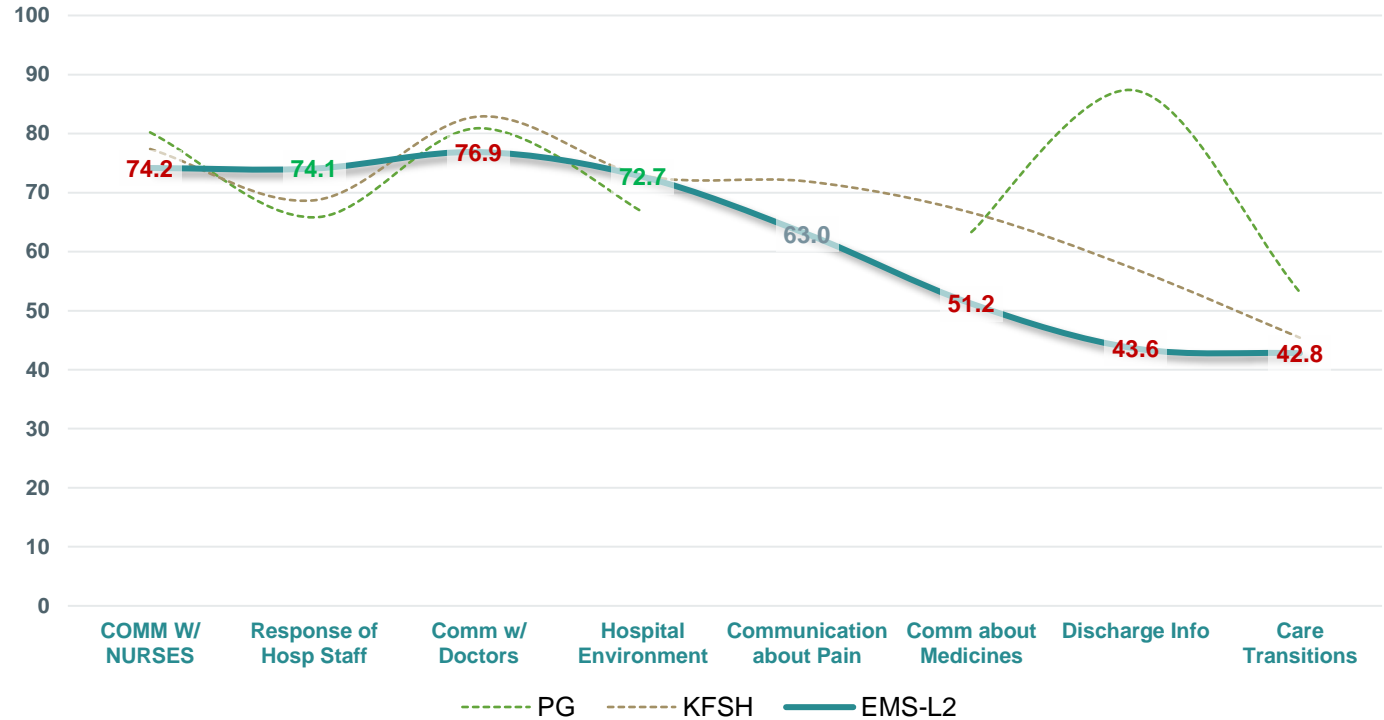
Period: Jan 1st – Mar 31st, 2020

## EMS-L2

Domains

### n-Size

49



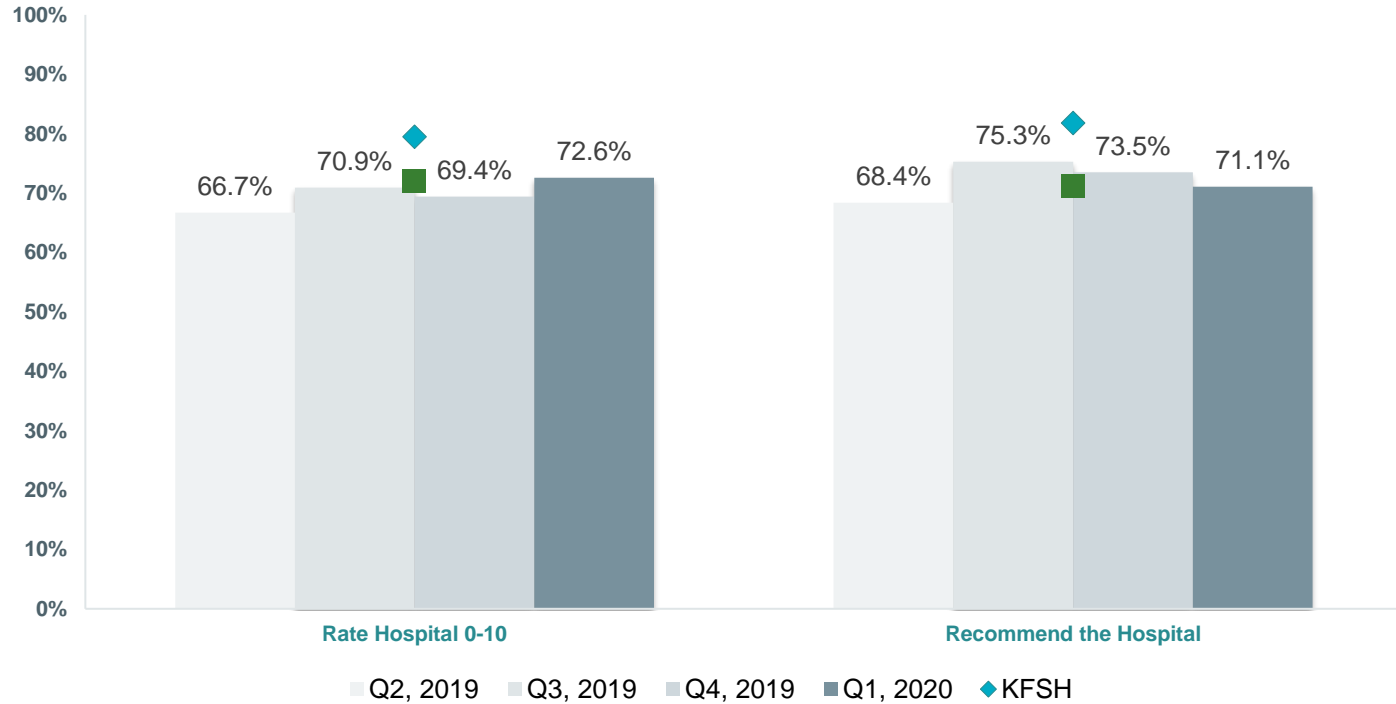
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**A1**  
Global Items

**n-Size**  
118



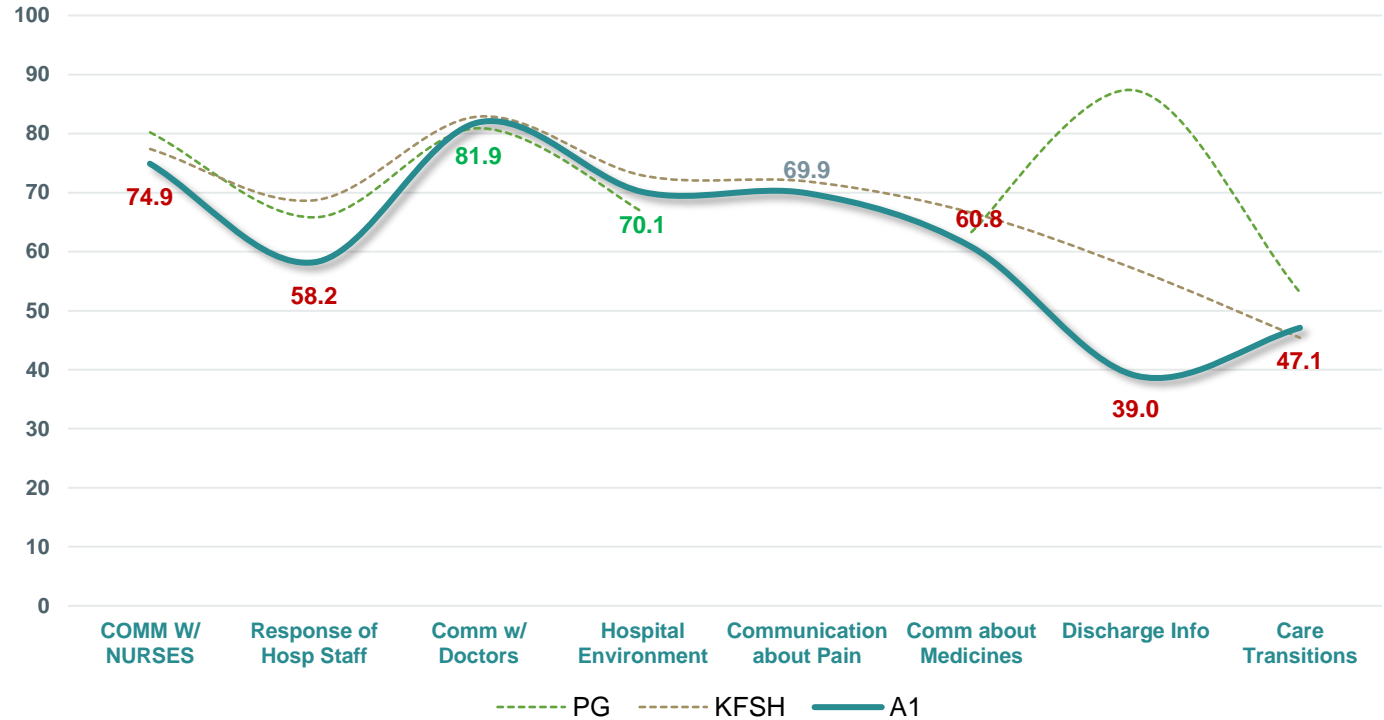
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**A1**  
Domains  
**n-Size**  
118



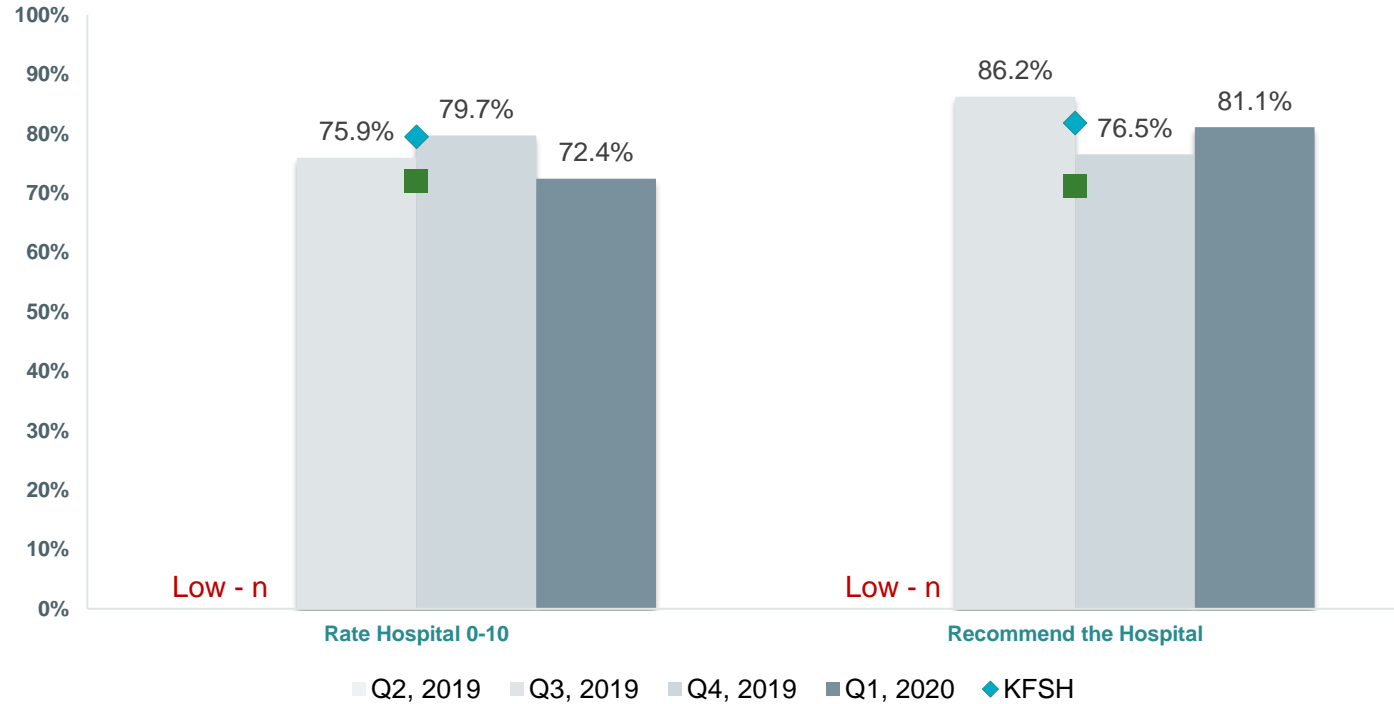
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**B2**  
Global Items

**n-Size**  
39



\* Top Box %

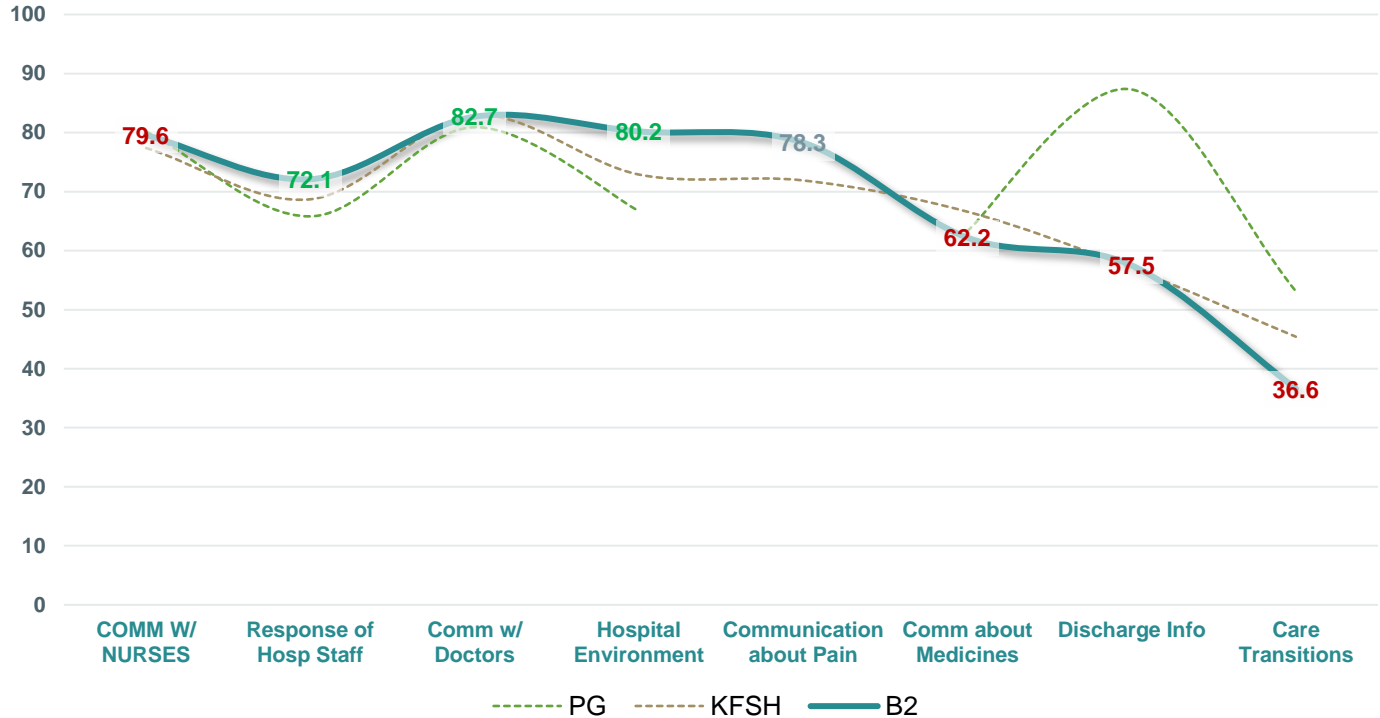
■ PG Average



# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**B2**  
Domains  
**n-Size**  
39

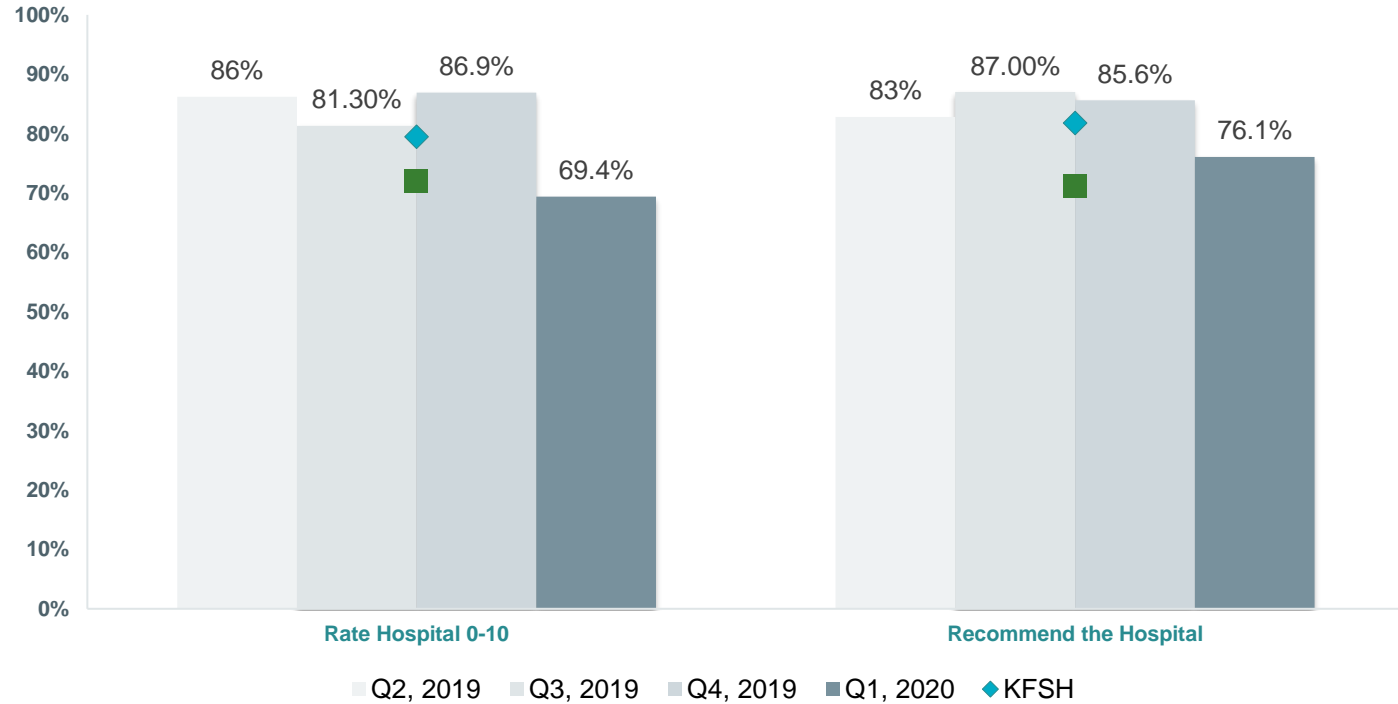


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**F3**  
Global Items  
**n-Size**  
49



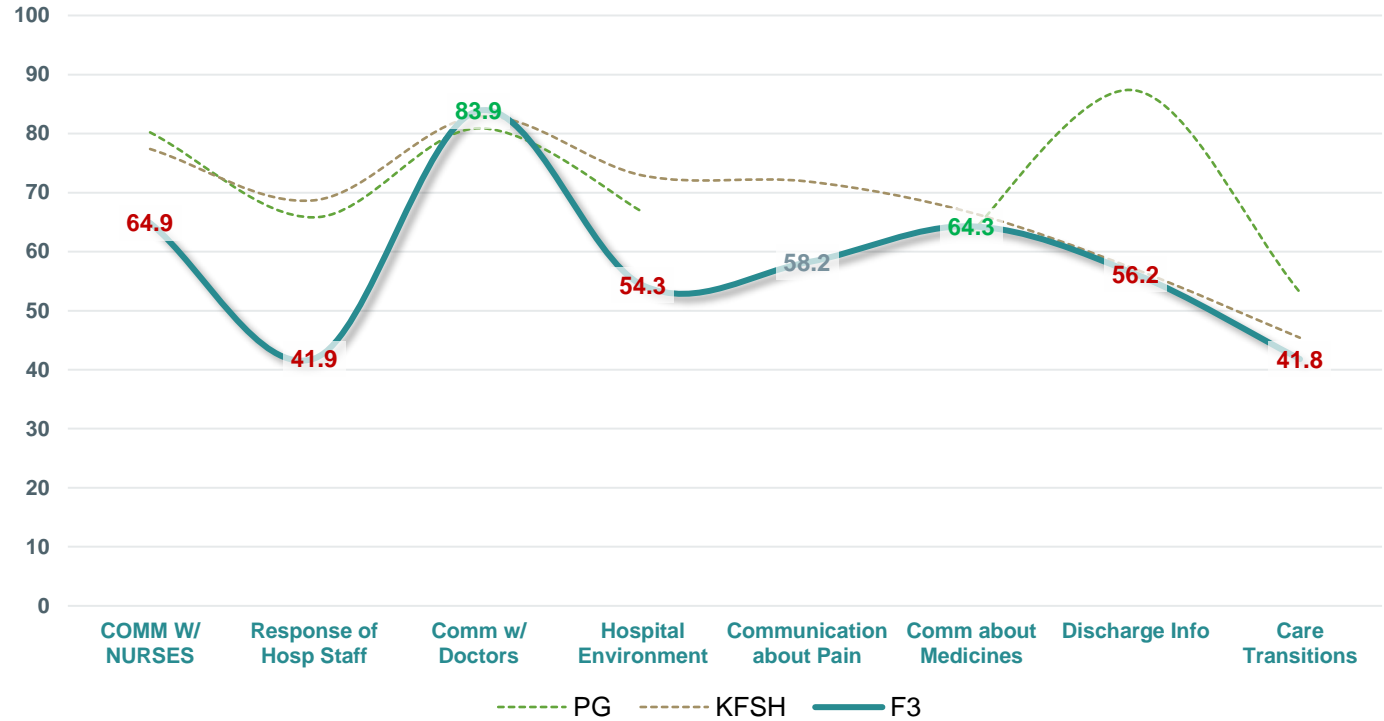
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**F3**  
Domains  
**n-Size**  
49

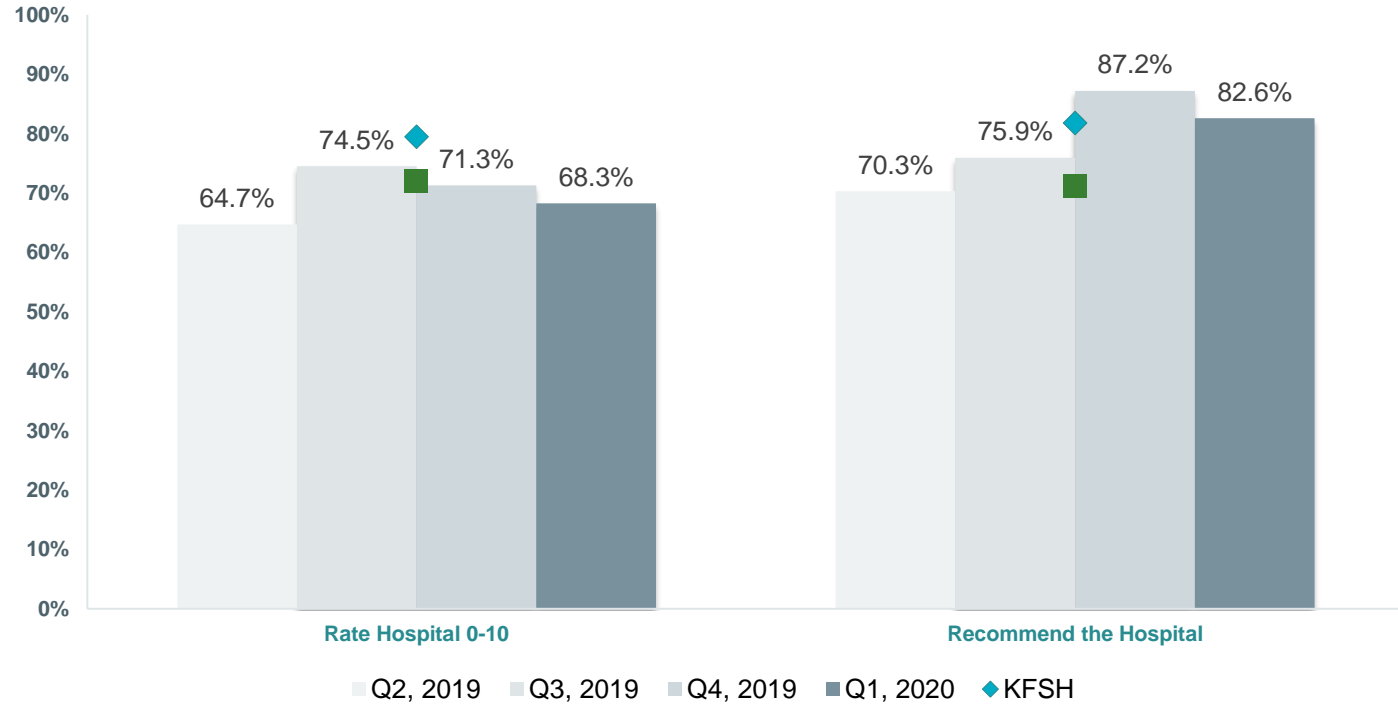


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**F1**  
Global Items  
**n-Size**  
37



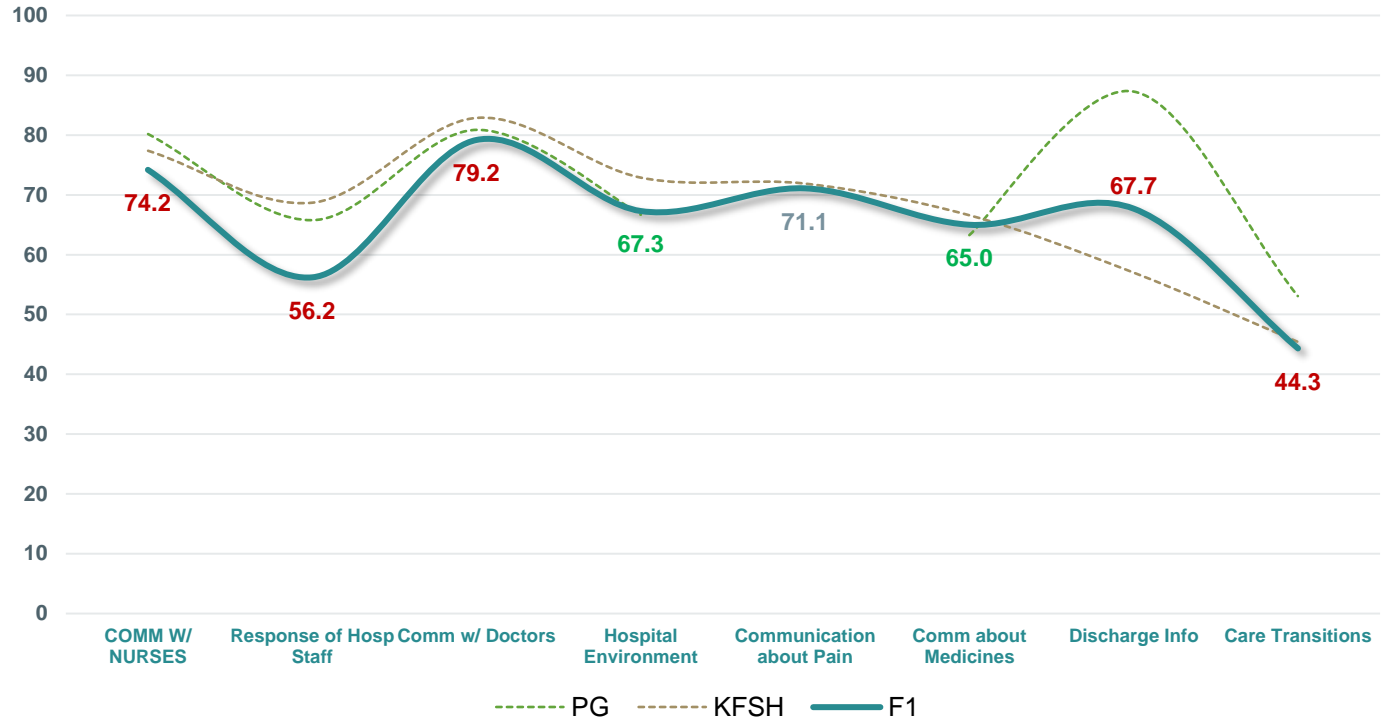
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**F1**  
Domains  
**n-Size**  
37



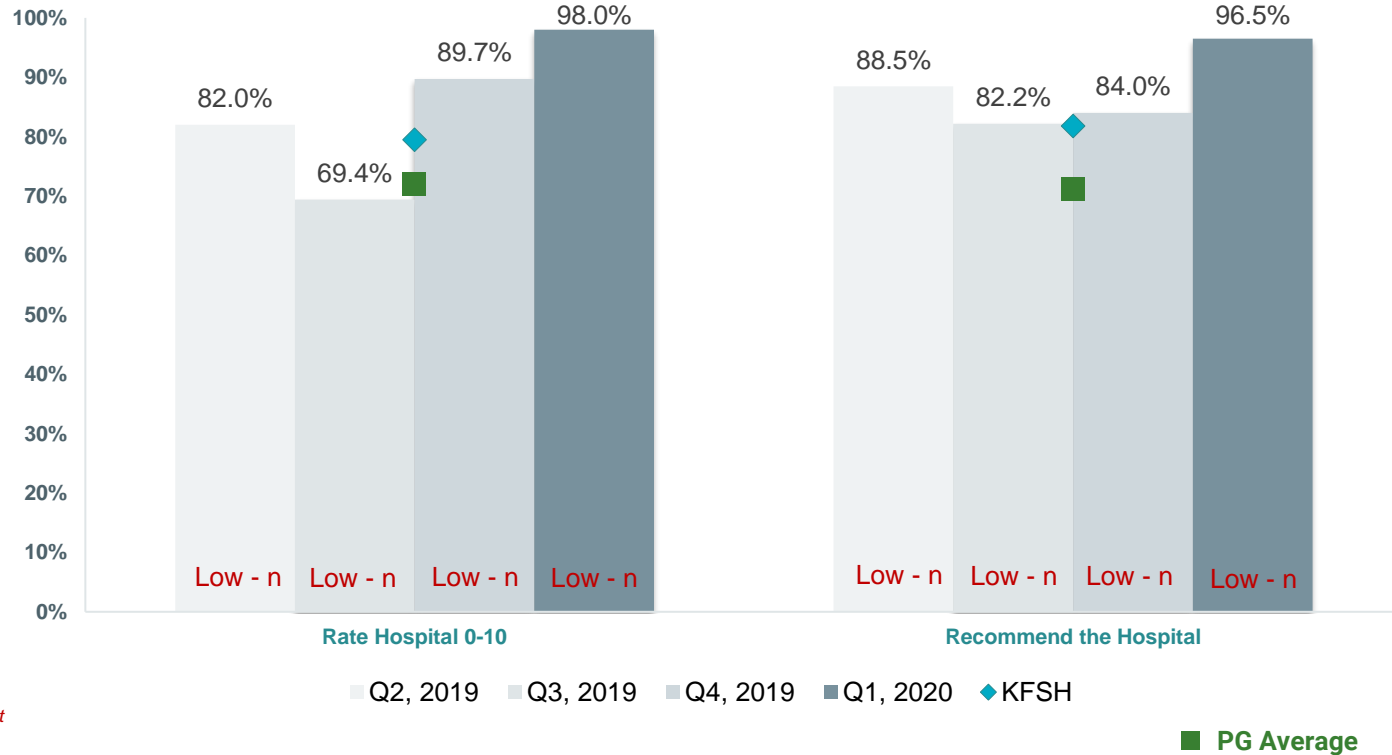
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

**L15-Hema**  
Global Items

**n-Size**  
**11\***

Period: Jan 1st – Mar 31st, 2020



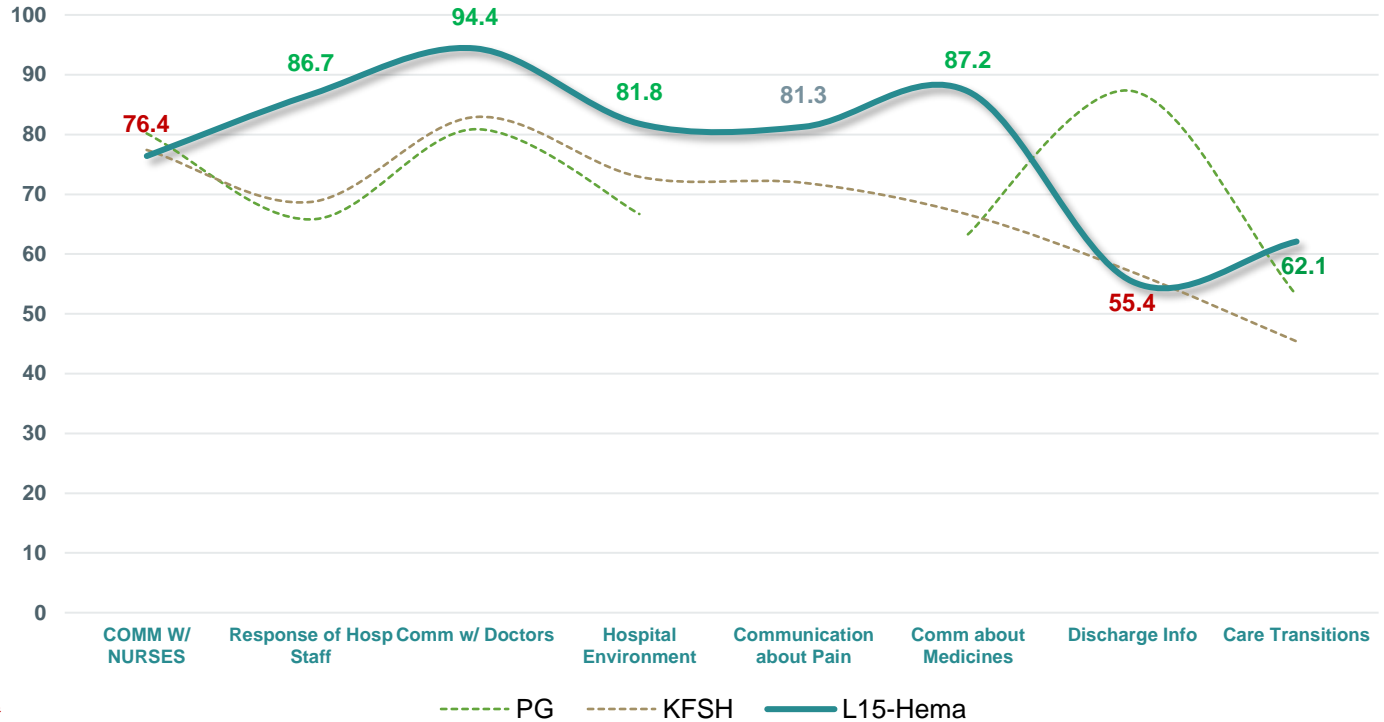
\* Sample size of less than 30 is not statistically significant

\* Top Box %

Period: Jan 1st – Mar 31st, 2020

## L15-Hema Domains

n-Size  
11\*



\* Sample size of less than 30 is not statistically significant

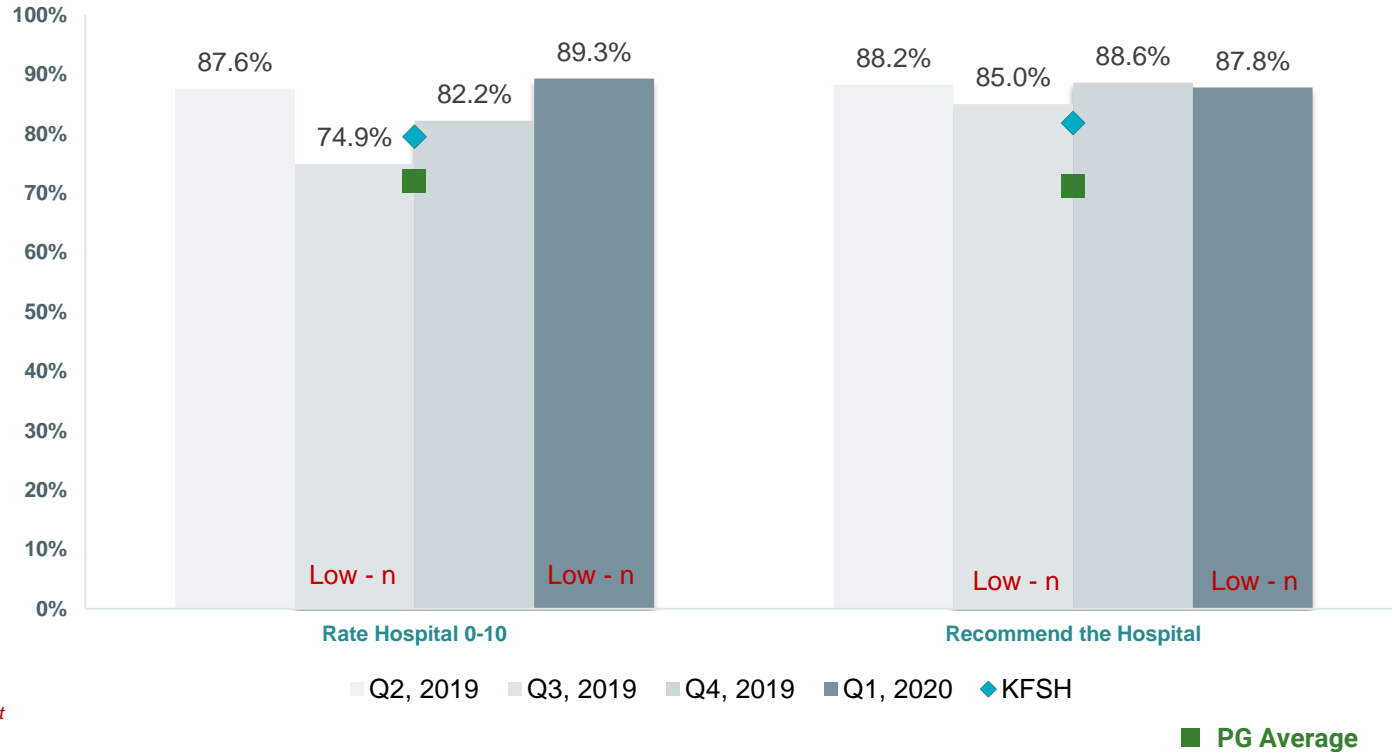
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**L11-LIVR**  
Global Items

**n-Size**  
**23\***



\* Sample size of less than 30 is not statistically significant

\* Top Box %



# IP – Wards

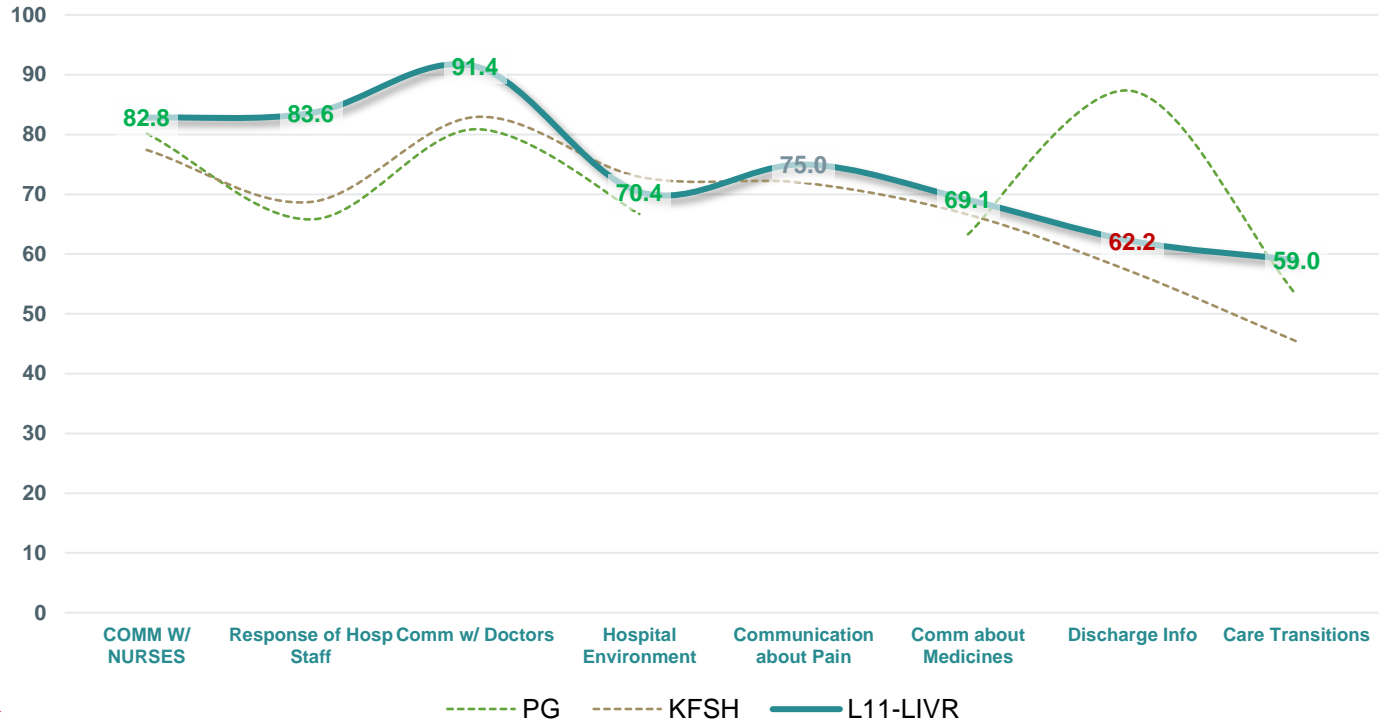
## L11-LIVR

Domains

n-Size

23\*

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant

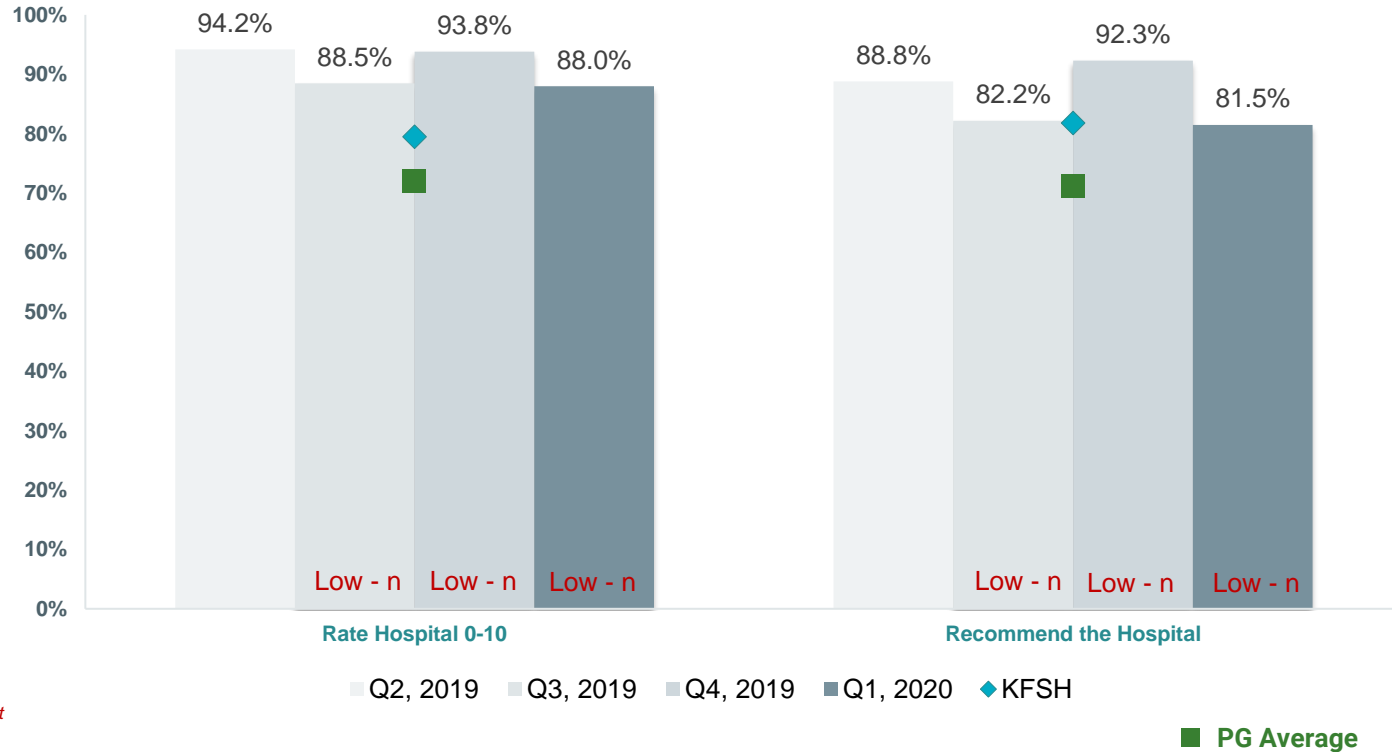
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**L19-BMT**  
Global Items

**n-Size**  
20\*



\* Sample size of less than 30 is not statistically significant

\* Top Box %

# IP – Wards

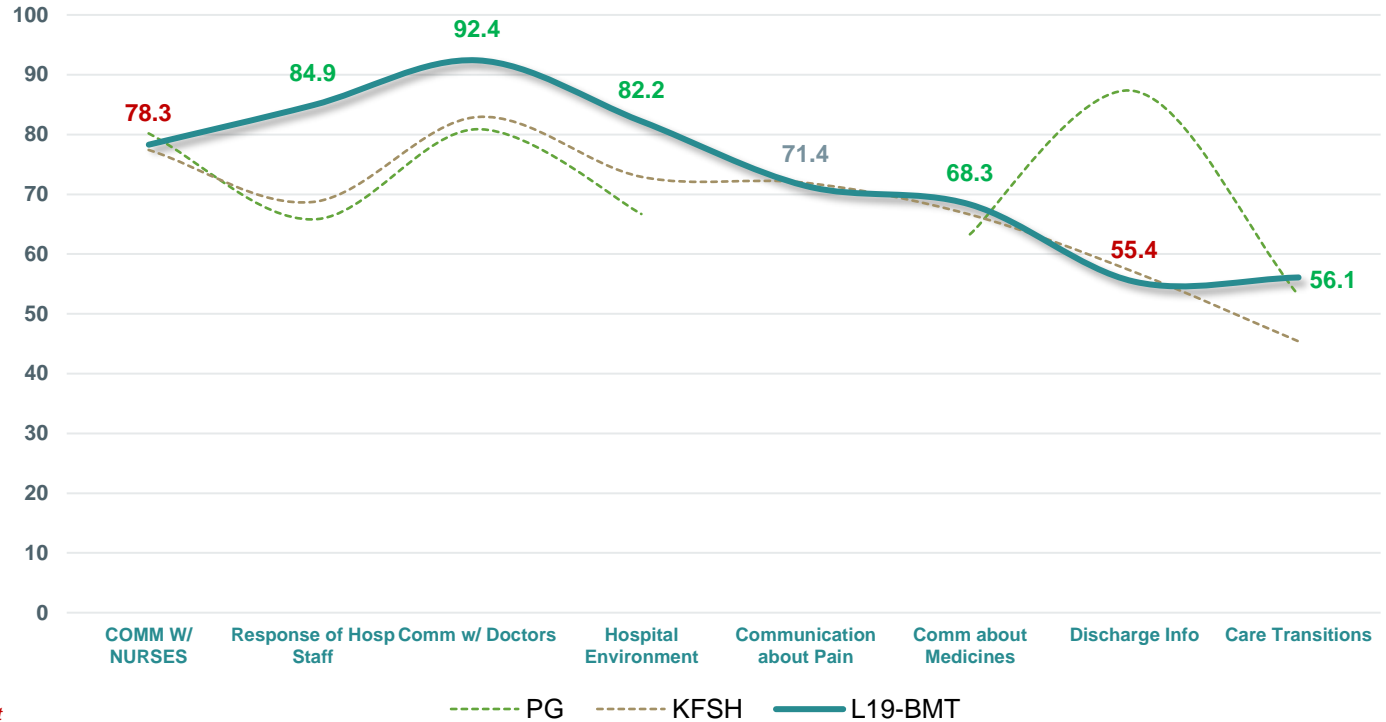
Period: Jan 1st – Mar 31st, 2020

## L19-BMT

Domains

n-Size

20\*



\* Sample size of less than 30 is not statistically significant

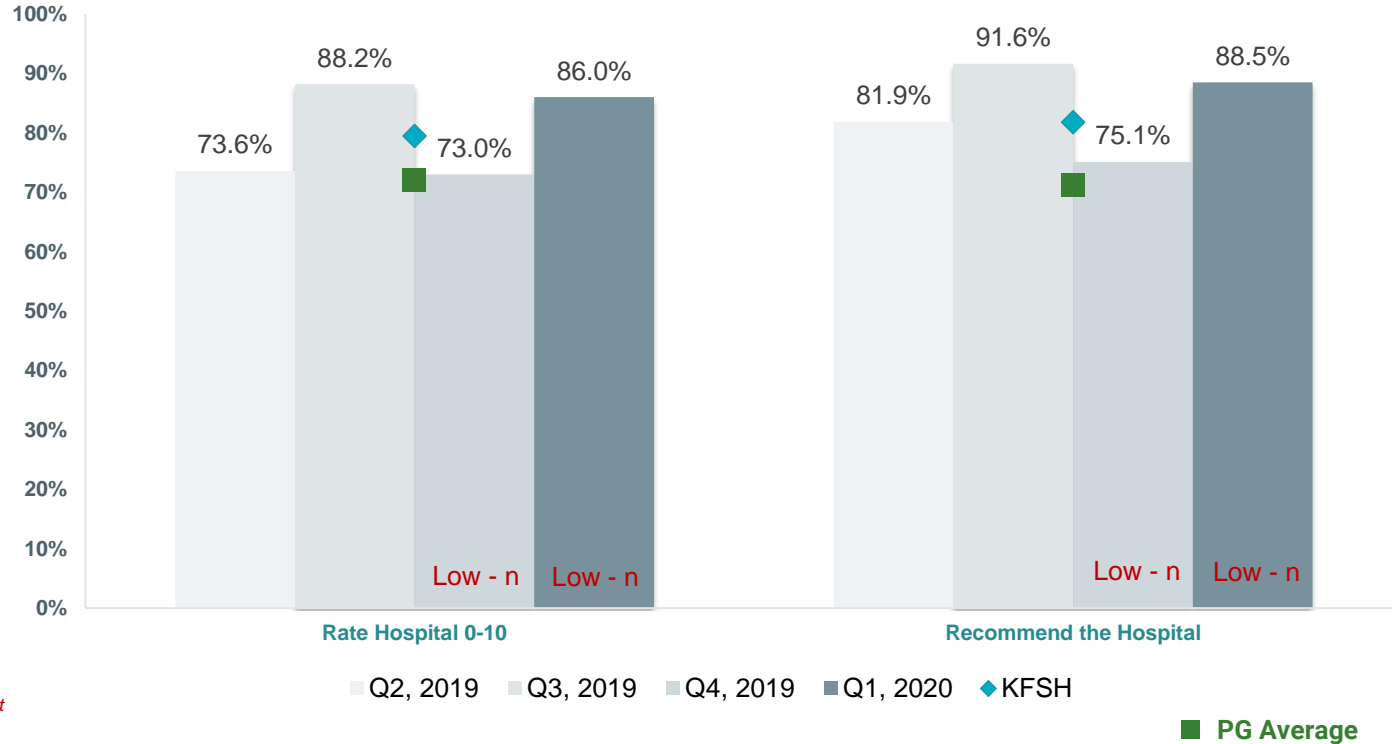
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**CVT**  
Global Items

**n-Size**  
25\*



\* Sample size of less than 30 is not statistically significant

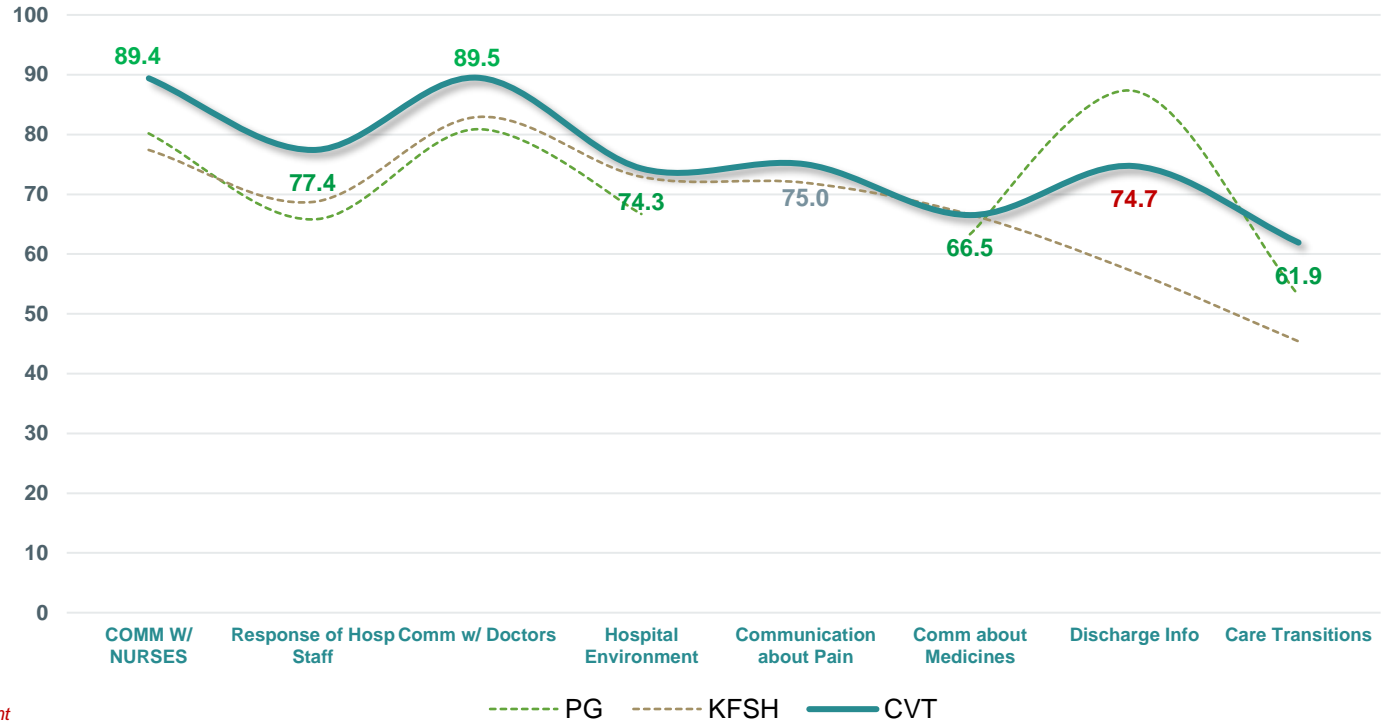
\* Top Box %

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**CVT**  
Domains

**n-Size**  
25\*



\* Sample size of less than 30 is not statistically significant

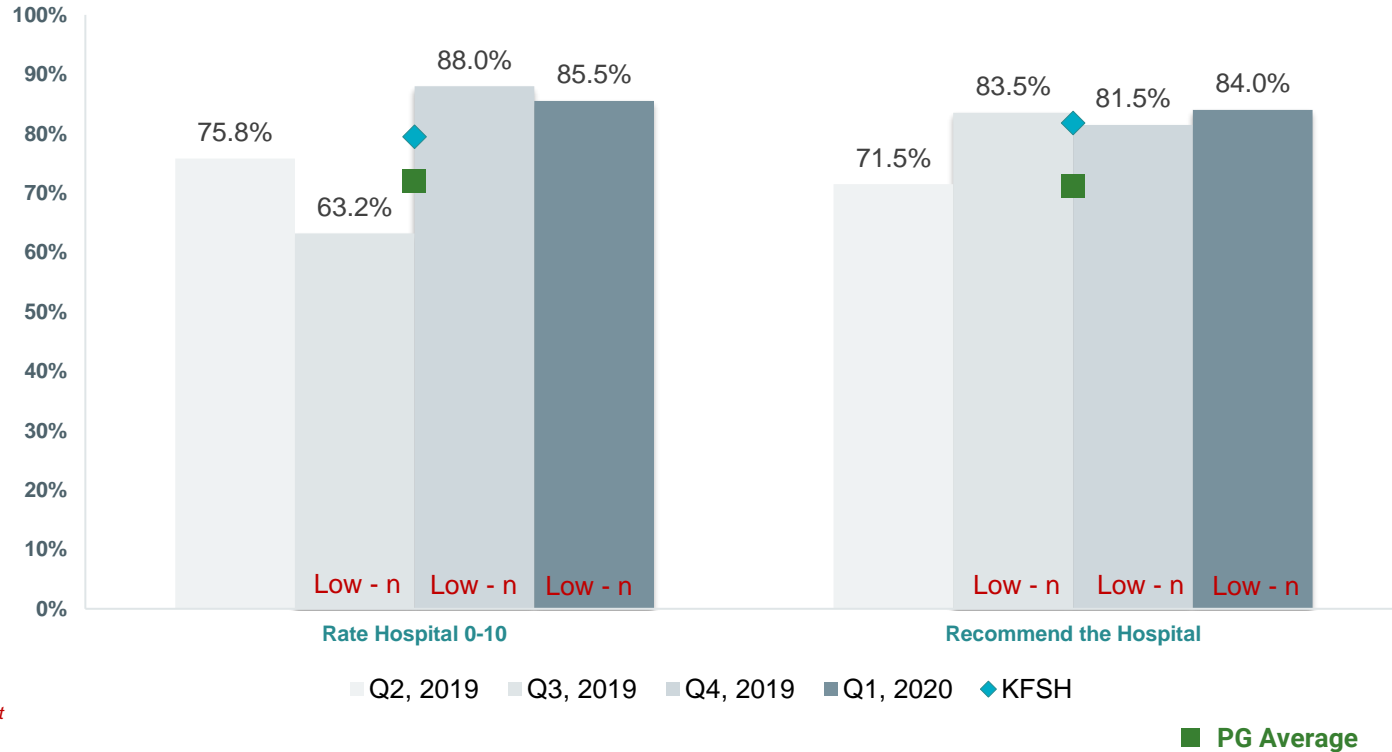
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**F2(1-2)**  
Global Items

**n-Size**  
**24\***



\* Sample size of less than 30 is not statistically significant

\* Top Box %

# IP – Wards

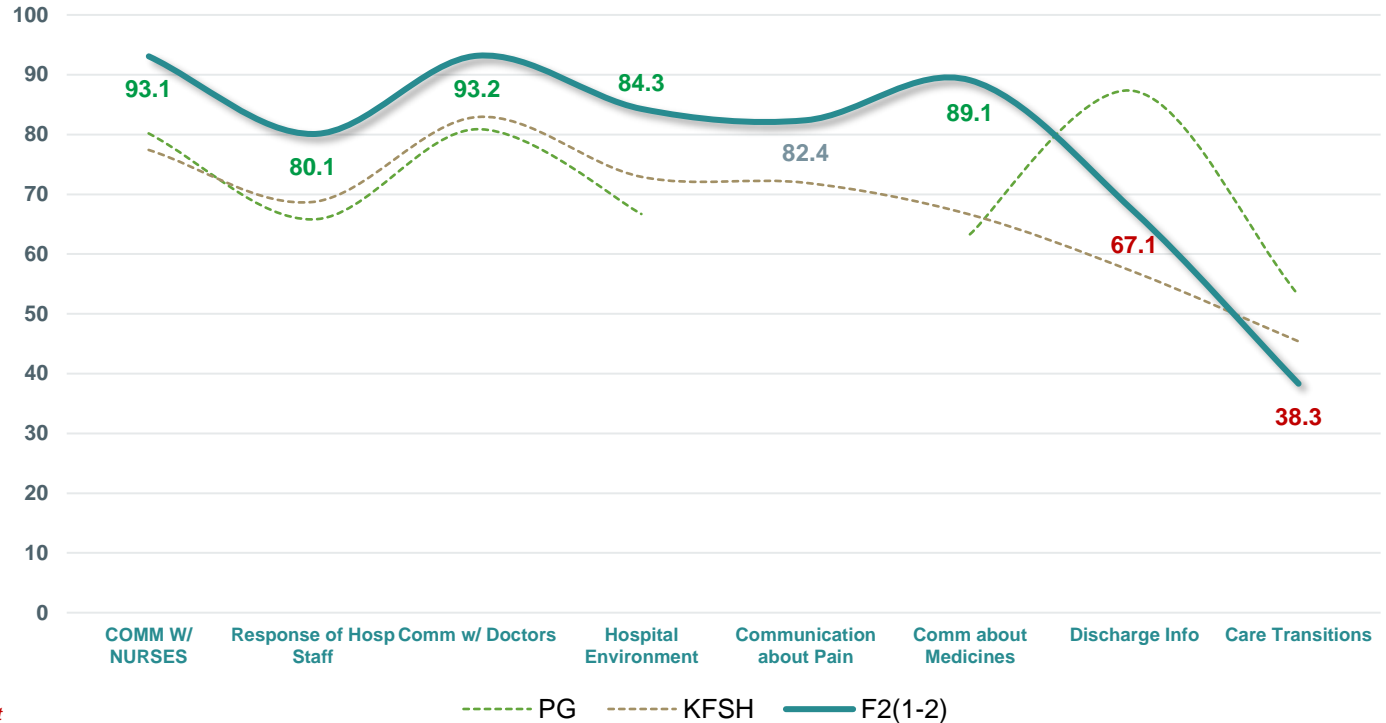
**F2(1-2)**

Domains

**n-Size**

**24\***

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant

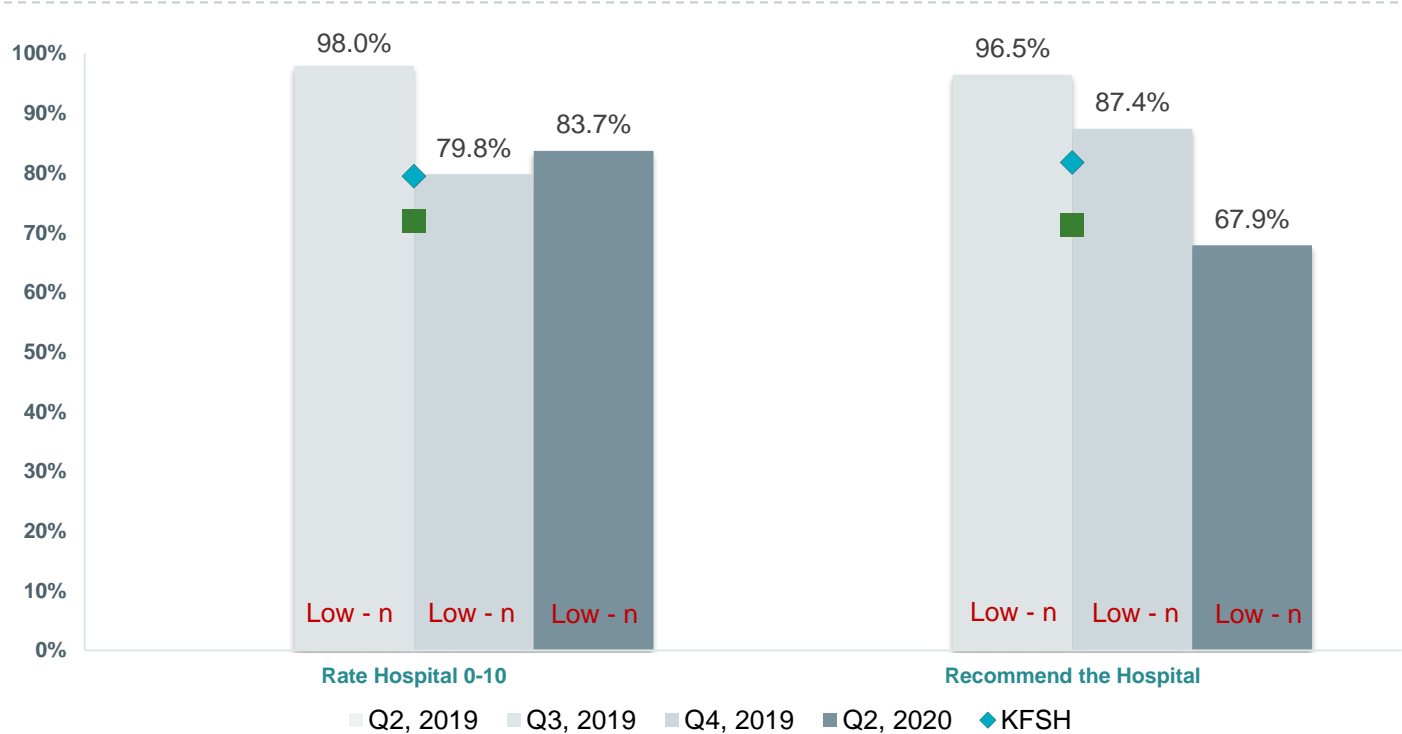
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**NVSDU**  
Global Items

**n-Size**  
7\*



■ PG Average

\* Sample size of less than 30 is not statistically significant

\* Top Box %



# IP – Wards

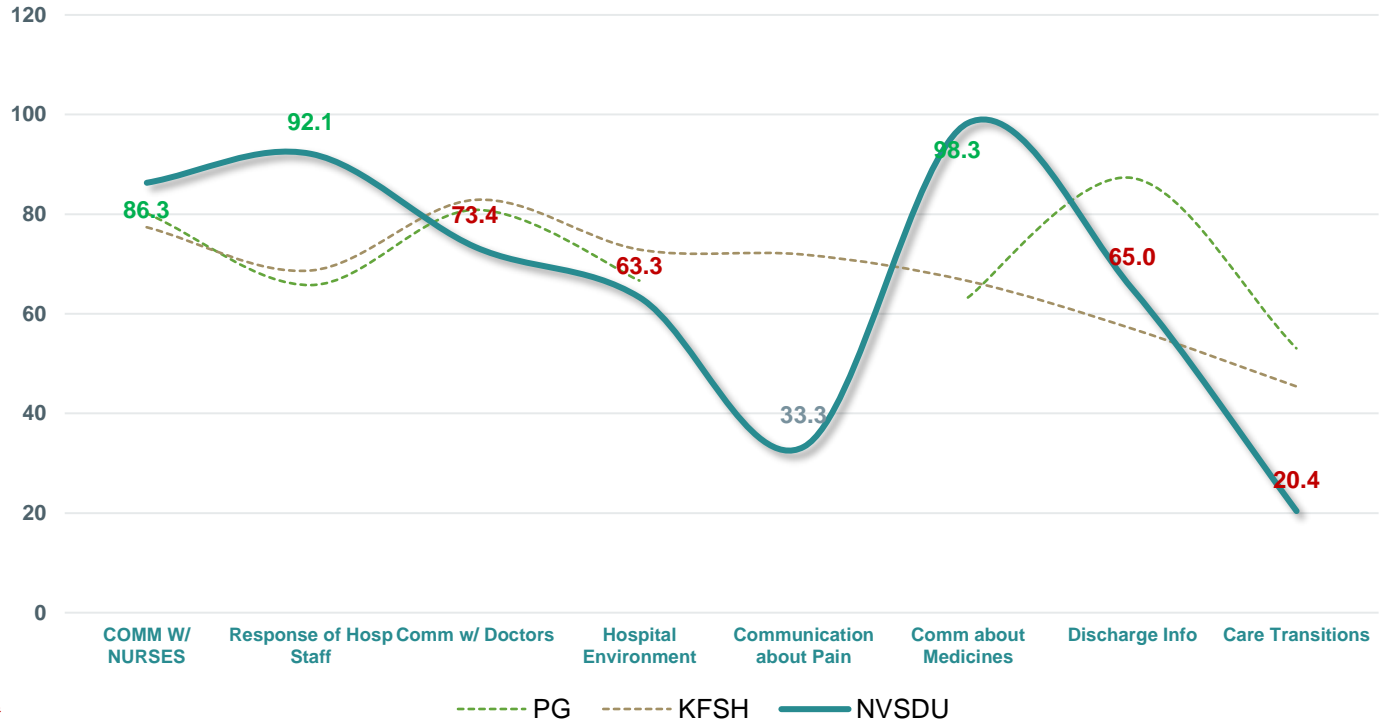
**NVSDU**

Domains

**n-Size**

**7\***

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant

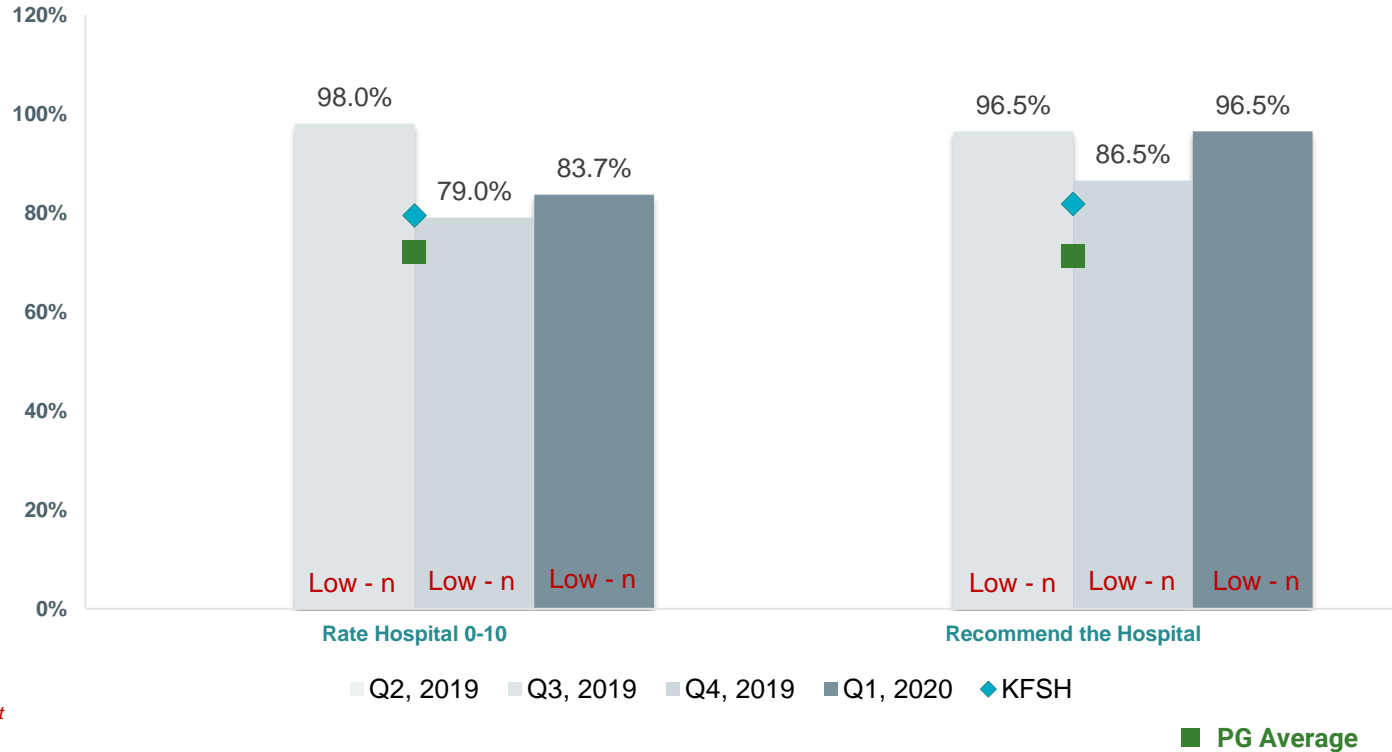
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**L18-ONC**  
Global Items

**n-Size**  
**14\***



\* Sample size of less than 30 is not statistically significant

\* Top Box %

# IP – Wards

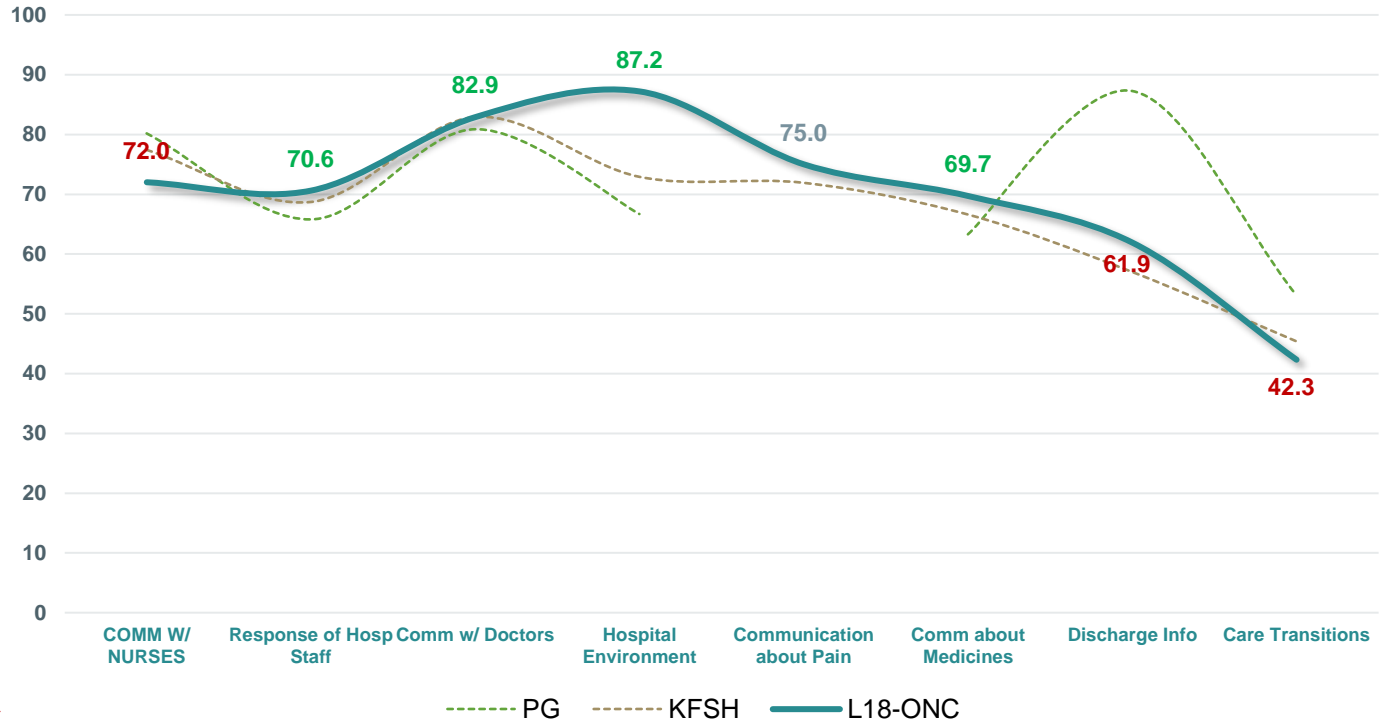
## L18-ONC

Domains

n-Size

14\*

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant

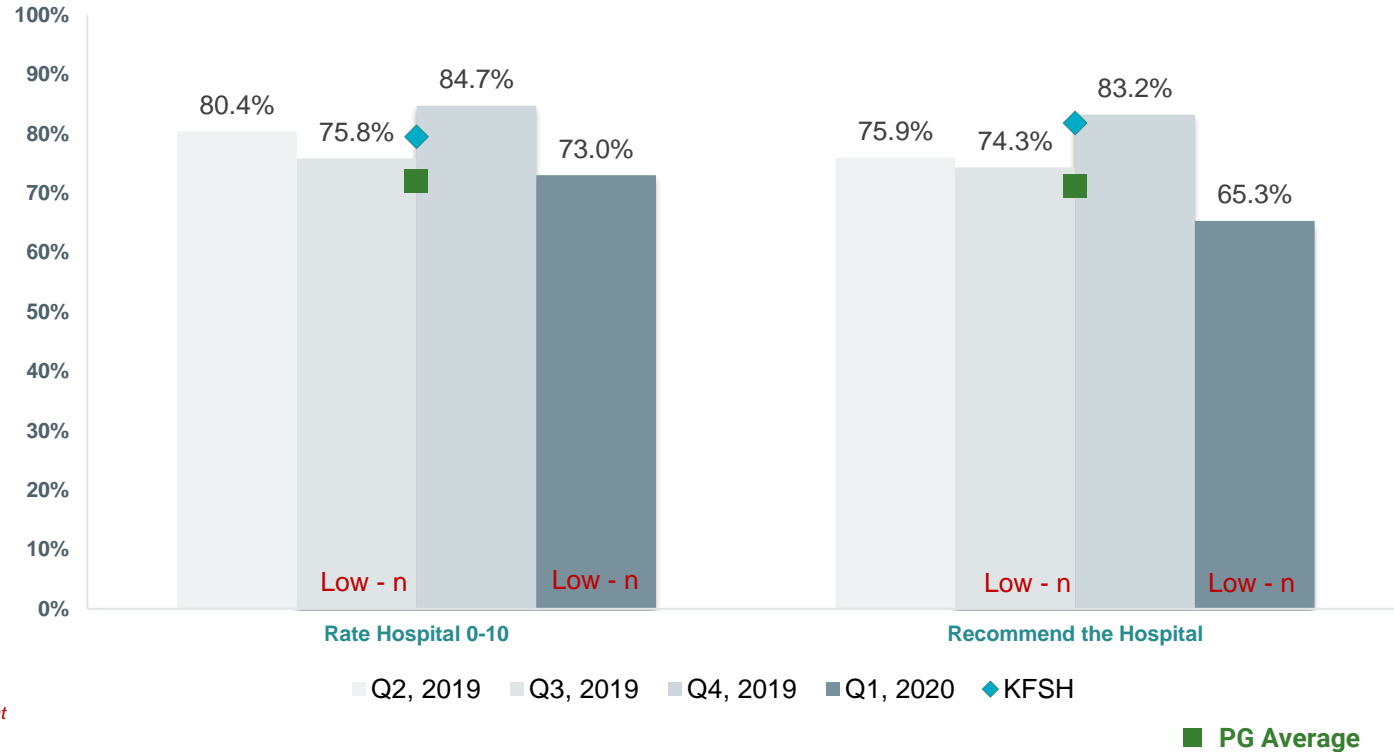
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jan 1st – Mar 31st, 2020

**L17-ONC**  
Global Items

**n-Size**  
**16\***



\* Sample size of less than 30 is not statistically significant

\* Top Box %

# IP – Wards

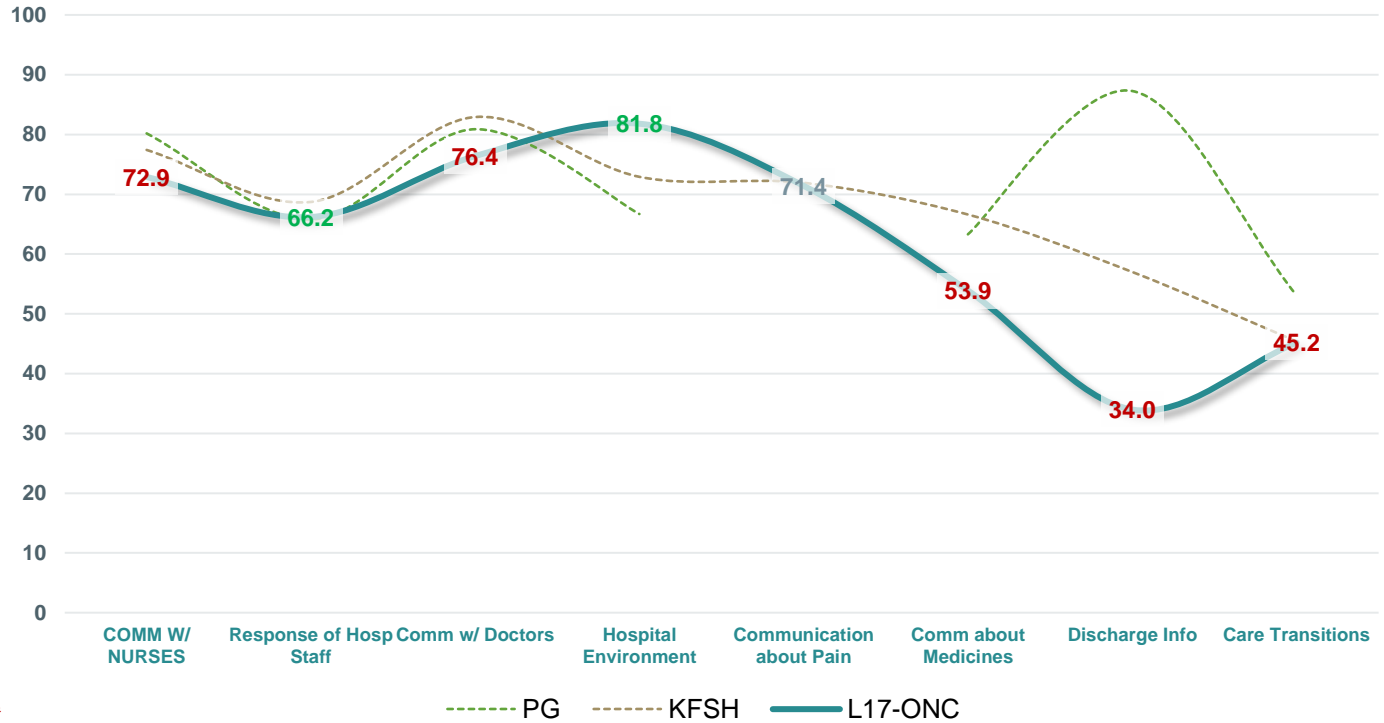
Period: Jan 1st – Mar 31st, 2020

## L17-ONC

Domains

n-Size

16\*



\* Sample size of less than 30 is not statistically significant

\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

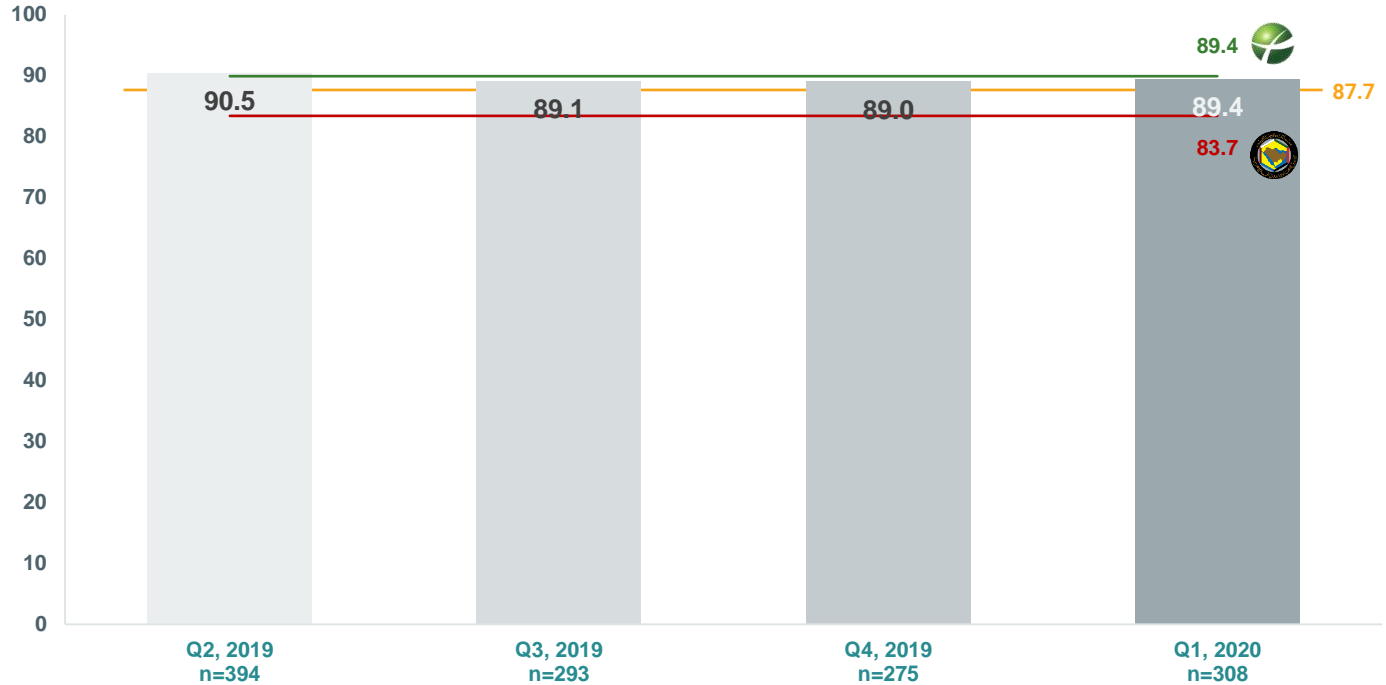


Inpatient  
Pediatrics

# IPP – Overall Rating



Overall Rating Trend [ Q2, 2019 – Q1, 2020 ]



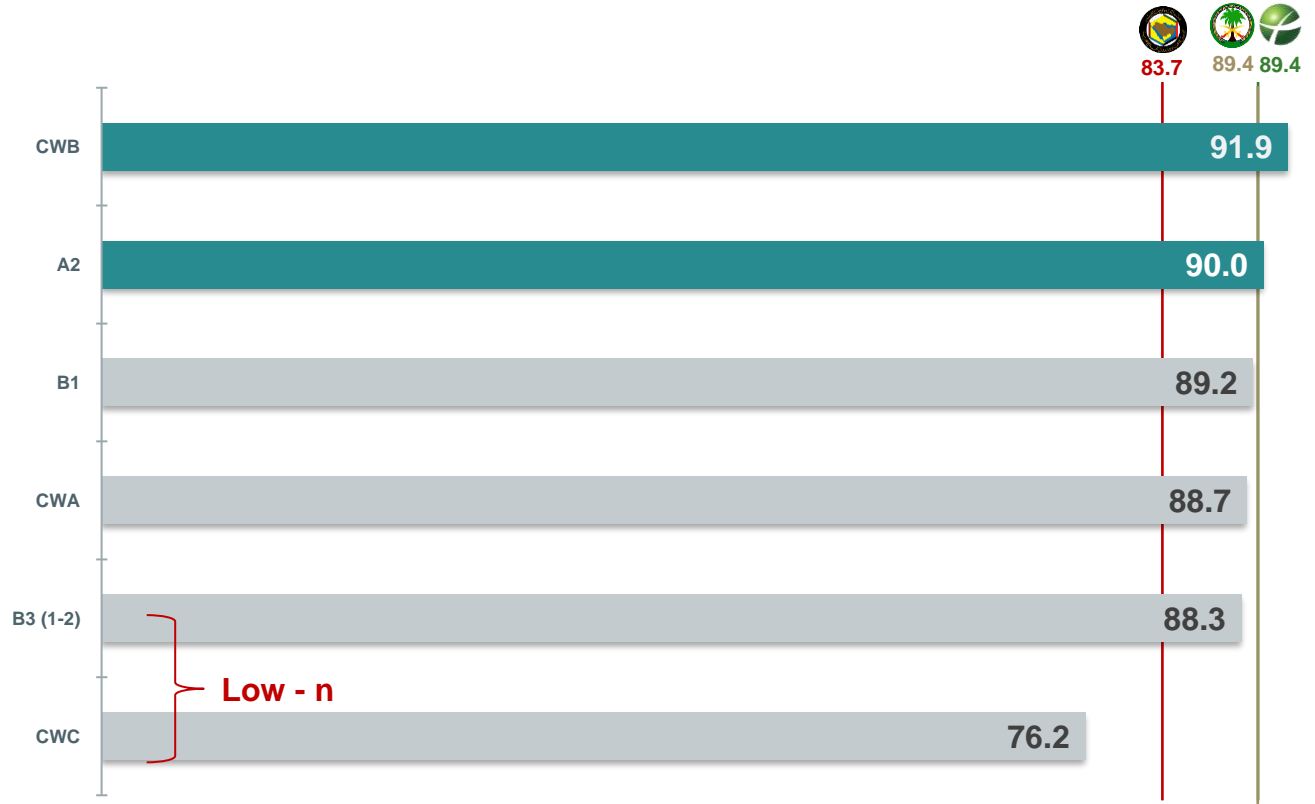
# IPP – Survey Domains





# IPP – Overall Rating

## Overall Rating Wards



Period: Jan 1st – Mar 31st, 2020



KFSH Average [89.4]



GCC Average [83.7]



PG Average [89.4]

# IPP – Wards

## CWB

Overall Rating

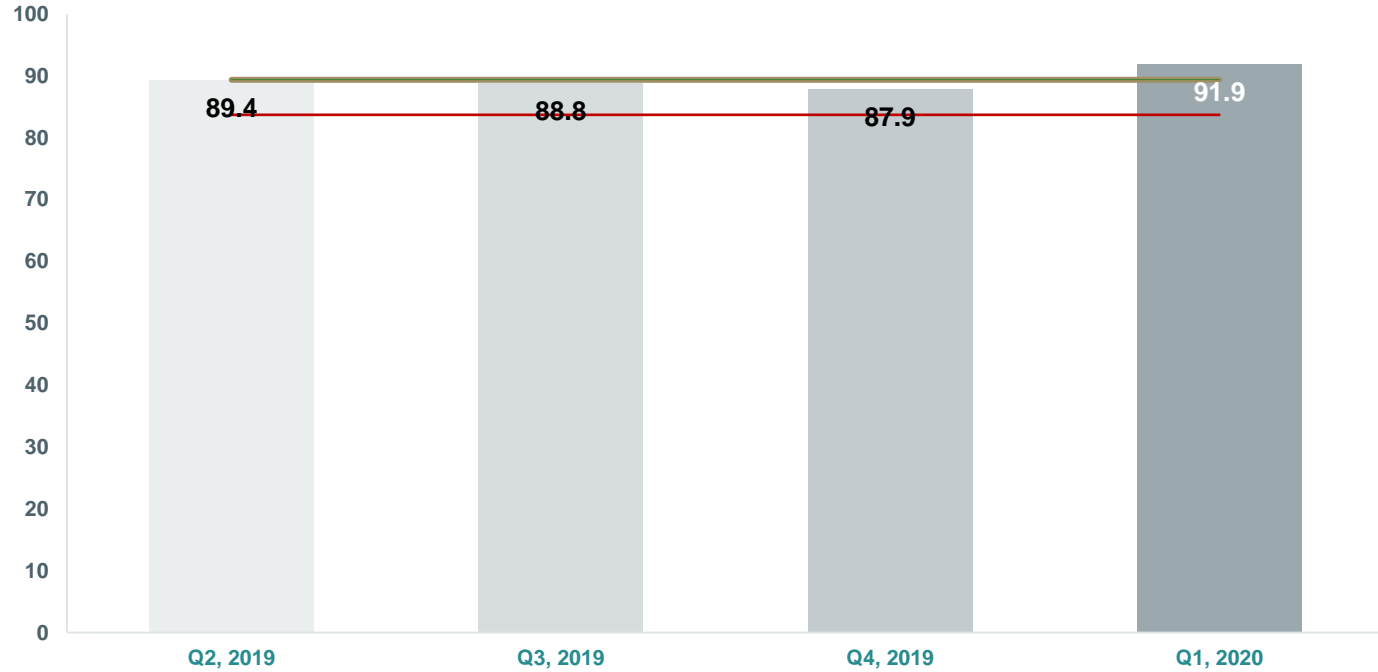
91.9

Q1, 2020

n-Size

34

Period: Jan 1st – Mar 31st, 2020



KFSH Average [89.4]



GCC Average [83.7]



PG Average [89.4]

# IPP – Wards

## CWB

Overall Rating

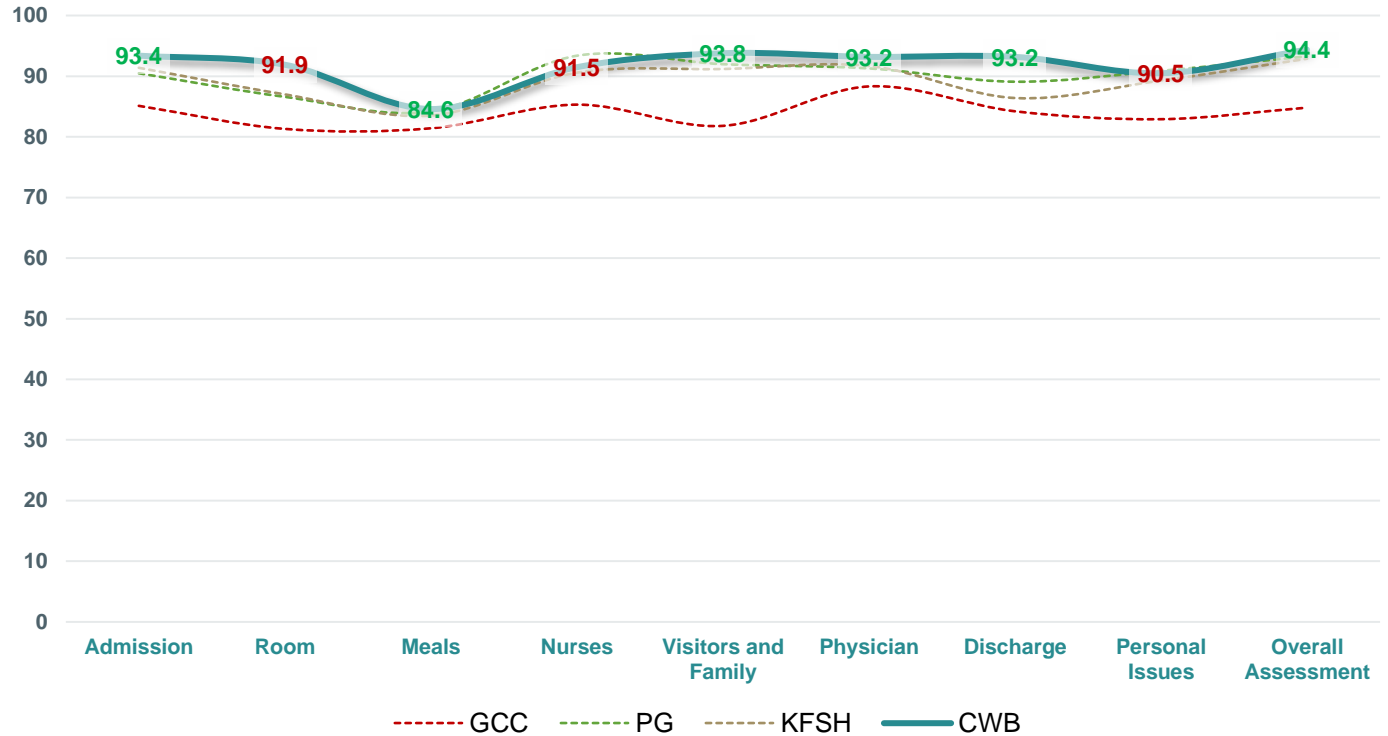
91.9

Q1, 2020

n-Size

34

Period: Jan 1st – Mar 31st, 2020



# IPP – Wards

## A2

Overall Rating

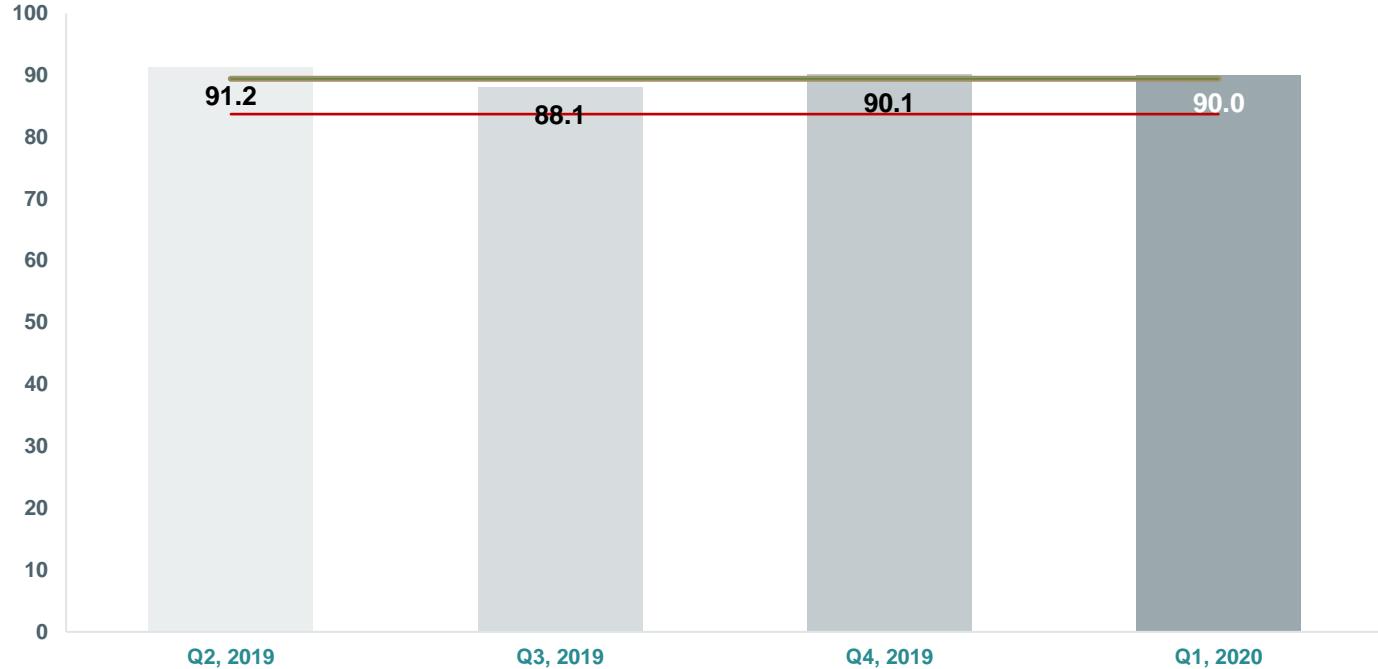
90.0

Q1, 2020

n-Size

95

Period: Jan 1st – Mar 31st, 2020



KFSH Average [89.4]



GCC Average [83.7]



PG Average [89.4]

# IPP – Wards

## A2

Overall Rating

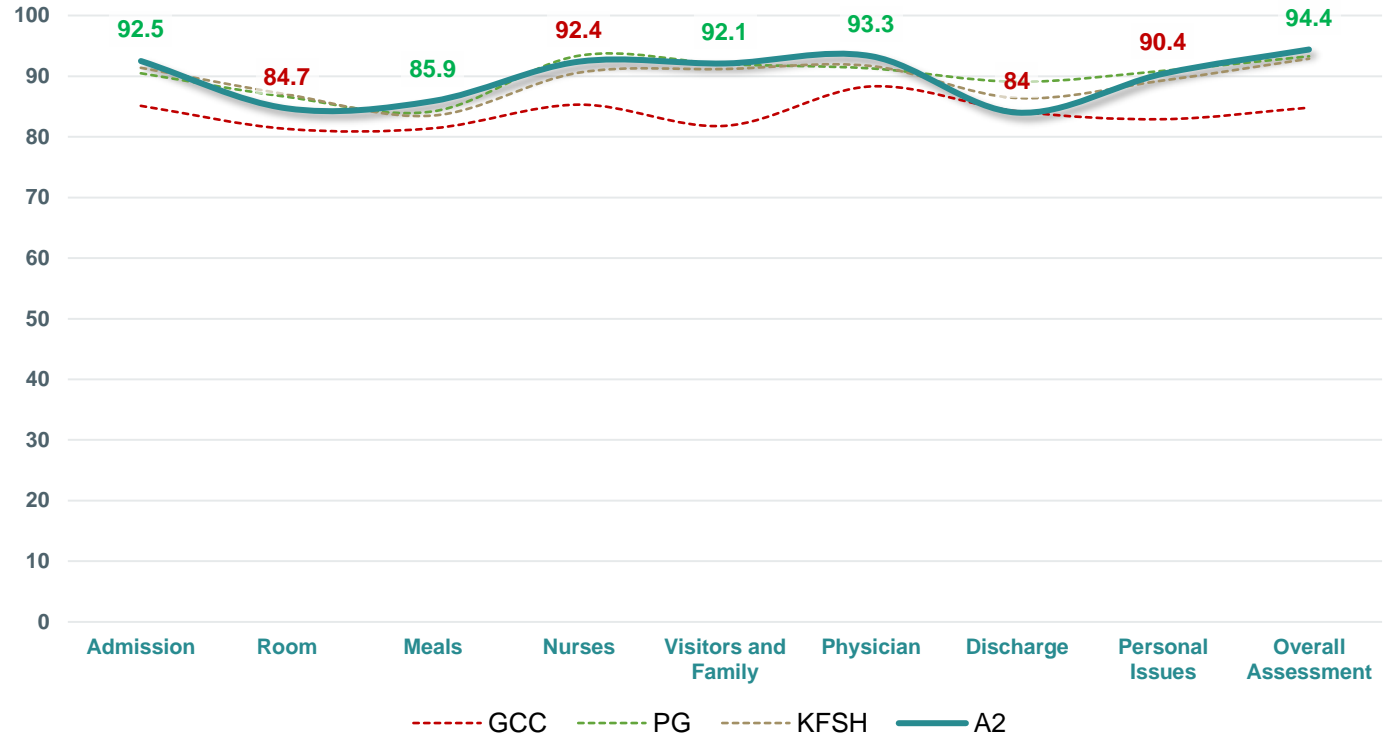
90.0

Q1, 2020

n-Size

95

Period: Jan 1st – Mar 31st, 2020



# IPP – Wards

## B1

Overall Rating

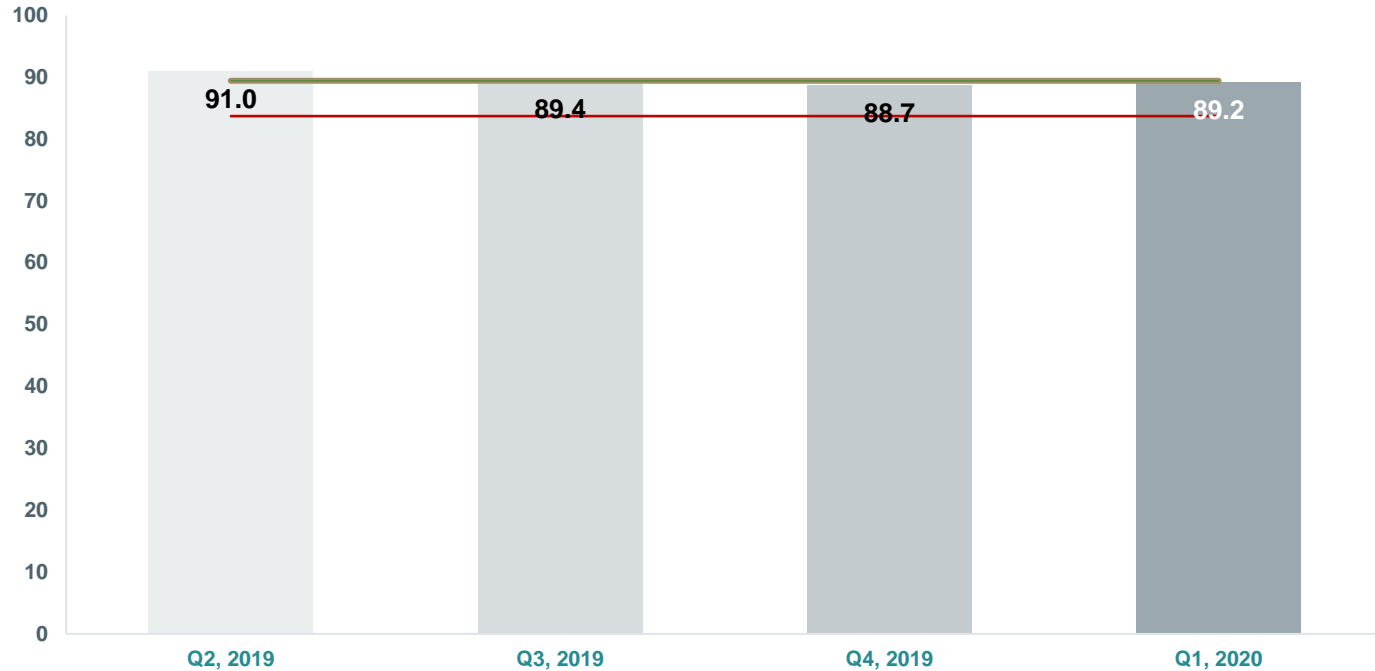
89.2

Q1, 2020

n-Size

112

Period: Jan 1st – Mar 31st, 2020



KFSH Average [89.4]



GCC Average [83.7]



PG Average [89.4]

# IPP – Wards

## B1

Overall Rating

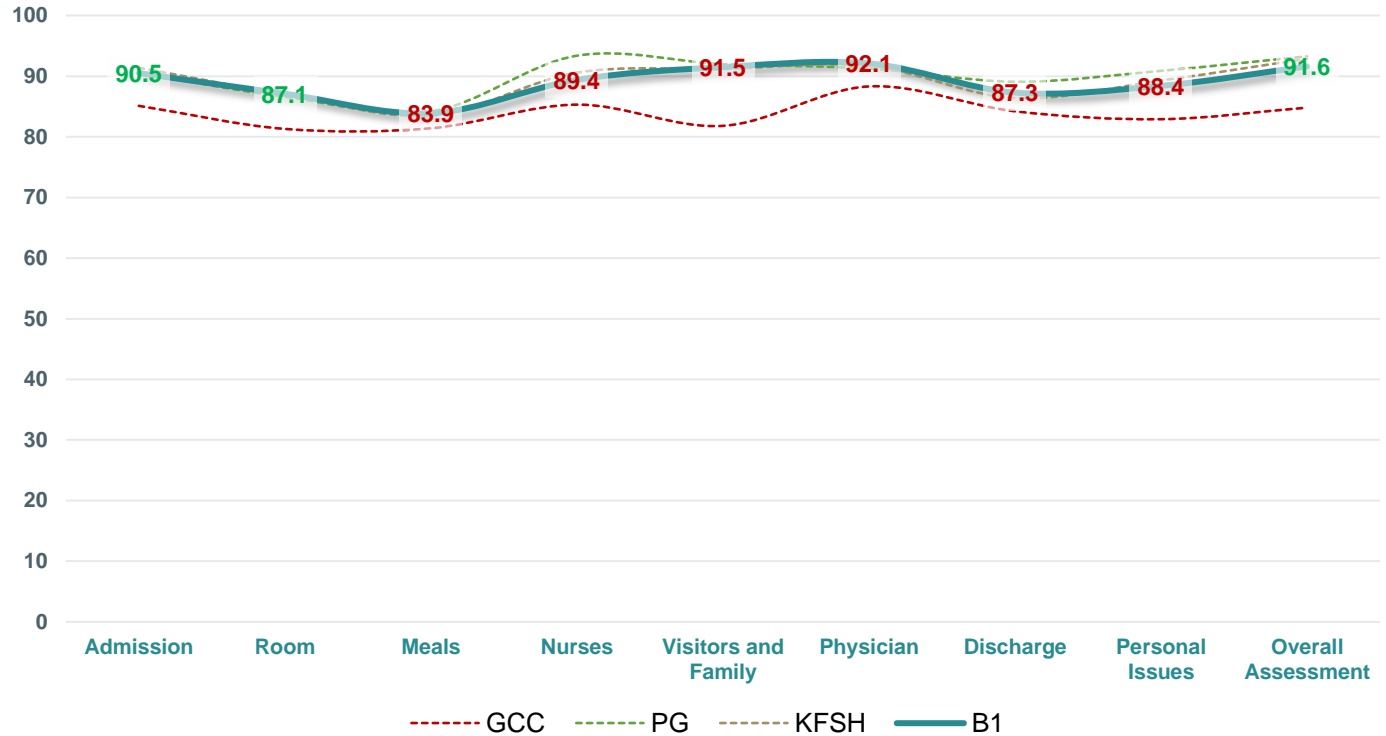
89.2

Q1, 2020

n-Size

112

Period: Jan 1st – Mar 31st, 2020



# IPP – Wards

## CWA

Overall Rating

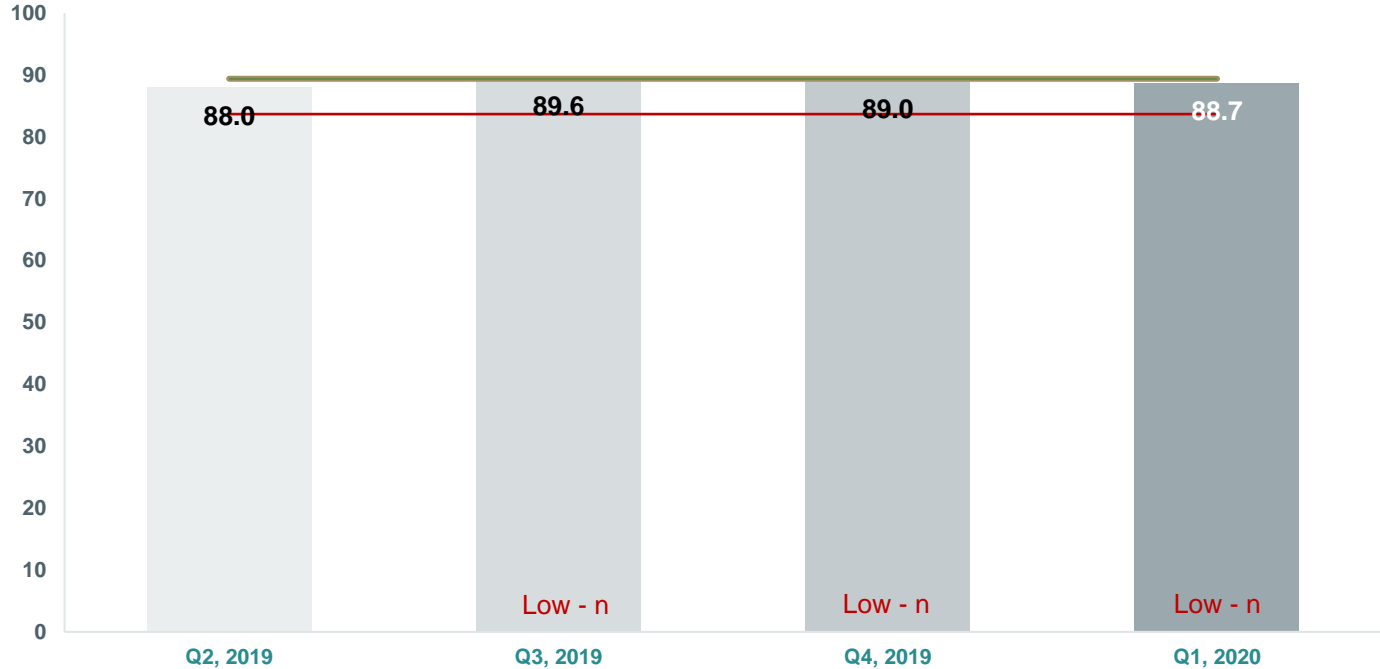
88.7

Q1, 2020

n-Size

25\*

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant



KFSH Average [89.4]



GCC Average [83.7]



PG Average [89.4]



# IPP – Wards

## CWA

Overall Rating

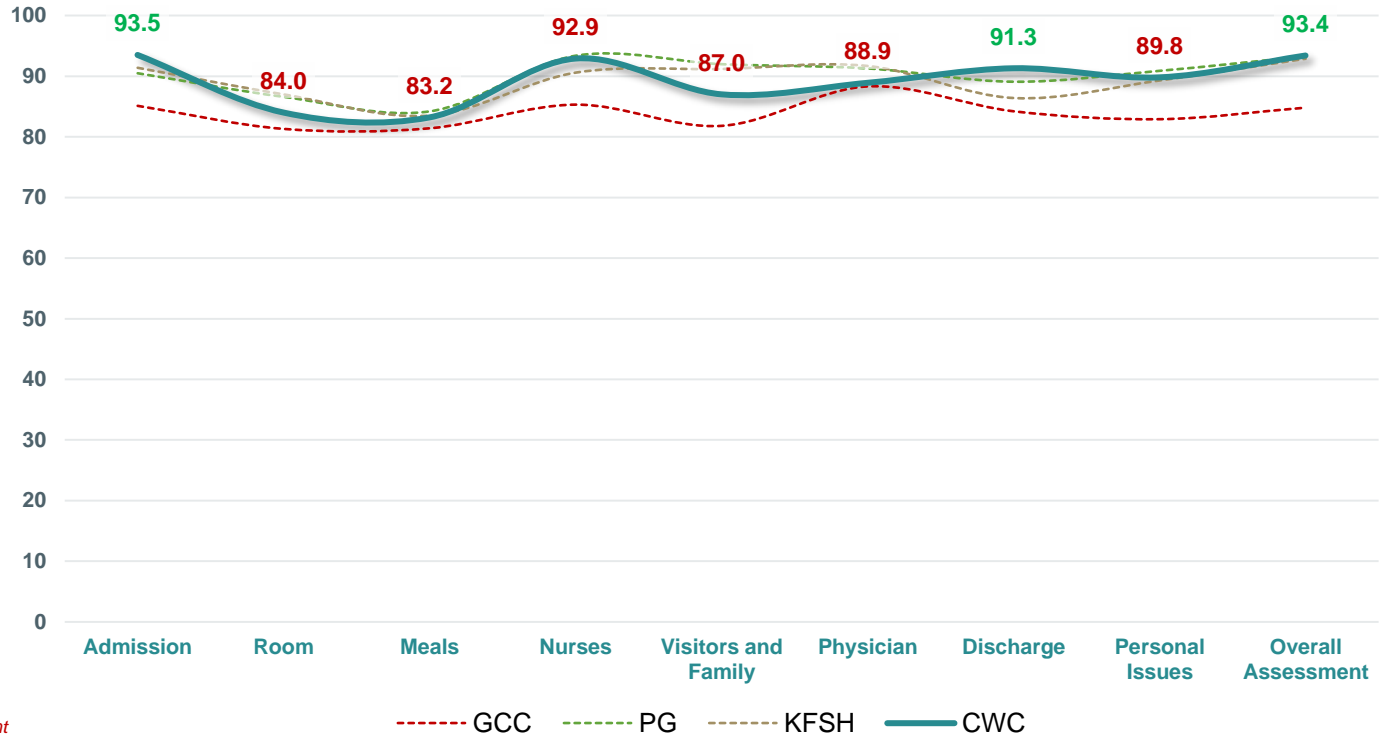
88.7

Q1, 2020

n-Size

25\*

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant

# IPP – Wards

## B3(1-2)

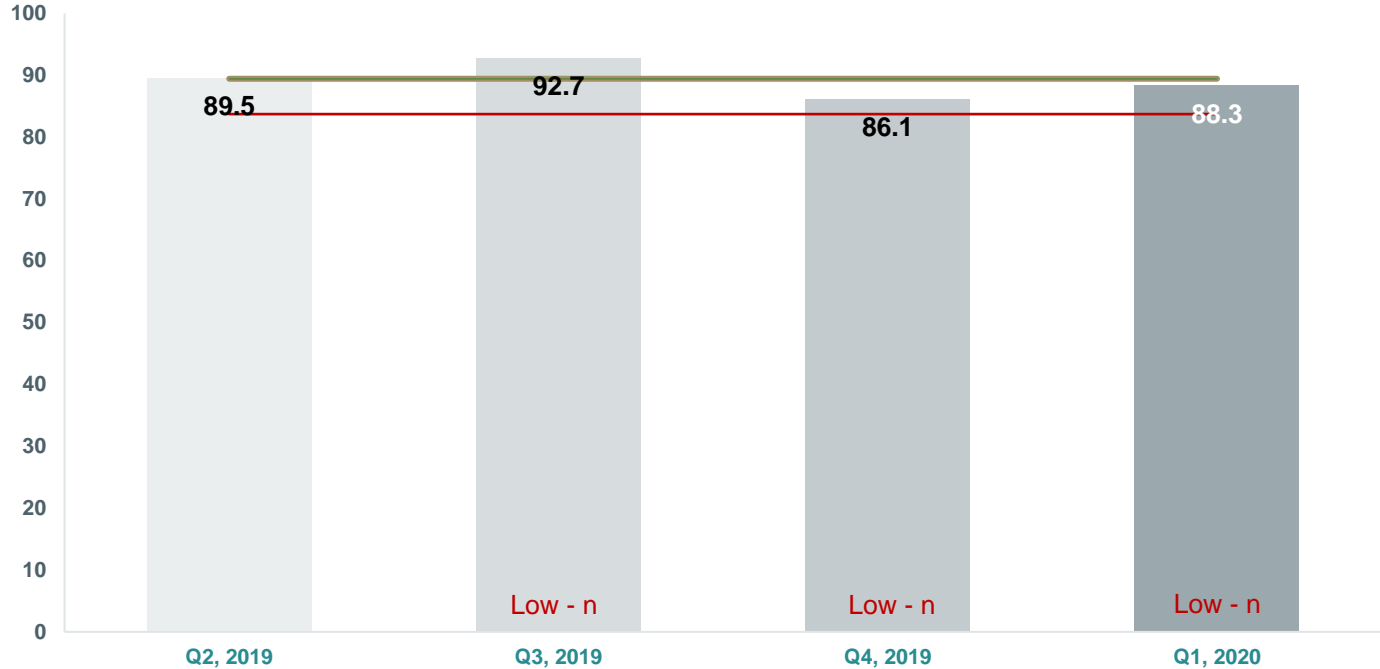
Overall Rating



### n-Size

36

Period: Jan 1st – Mar 31st, 2020



KFSH Average [89.4]



GCC Average [83.7]



PG Average [89.4]

# IPP – Wards

## B3(1-2)

Overall Rating

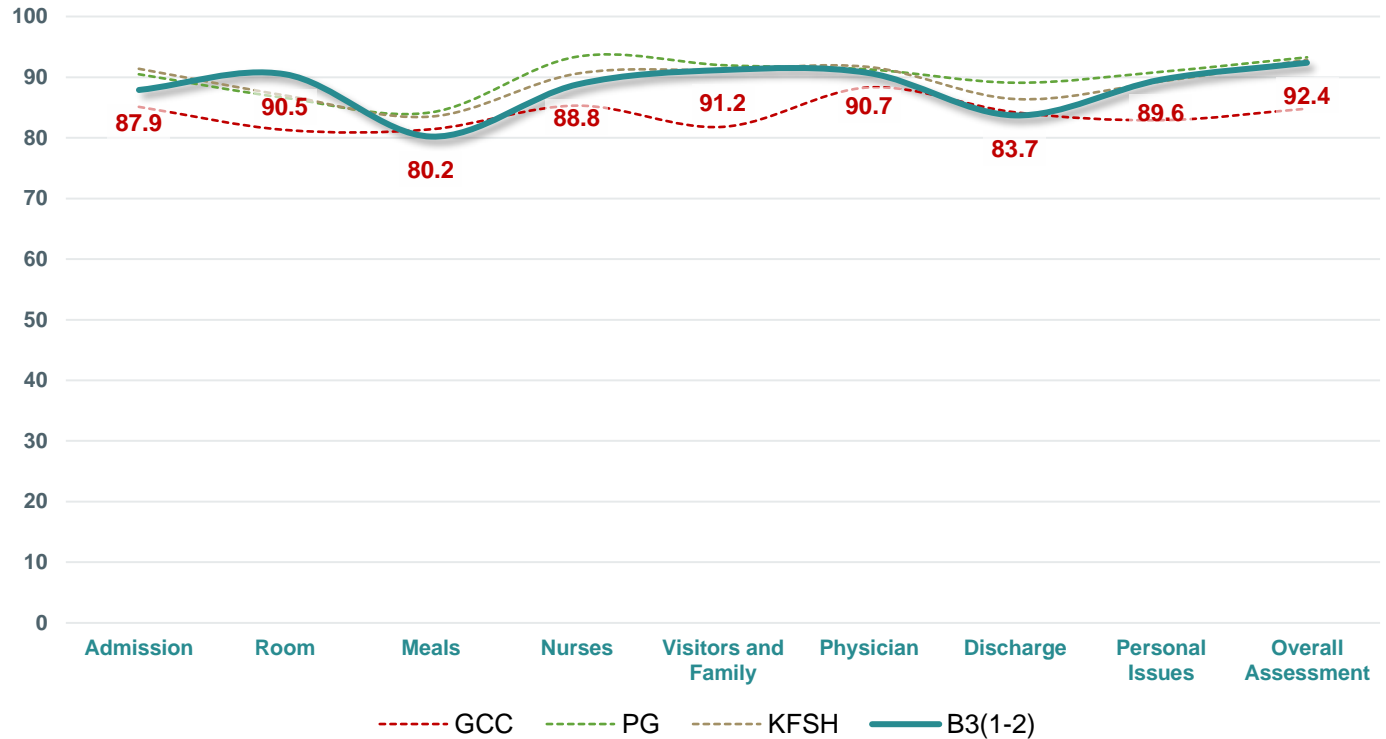
88.3

Q1, 2020

n-Size

36

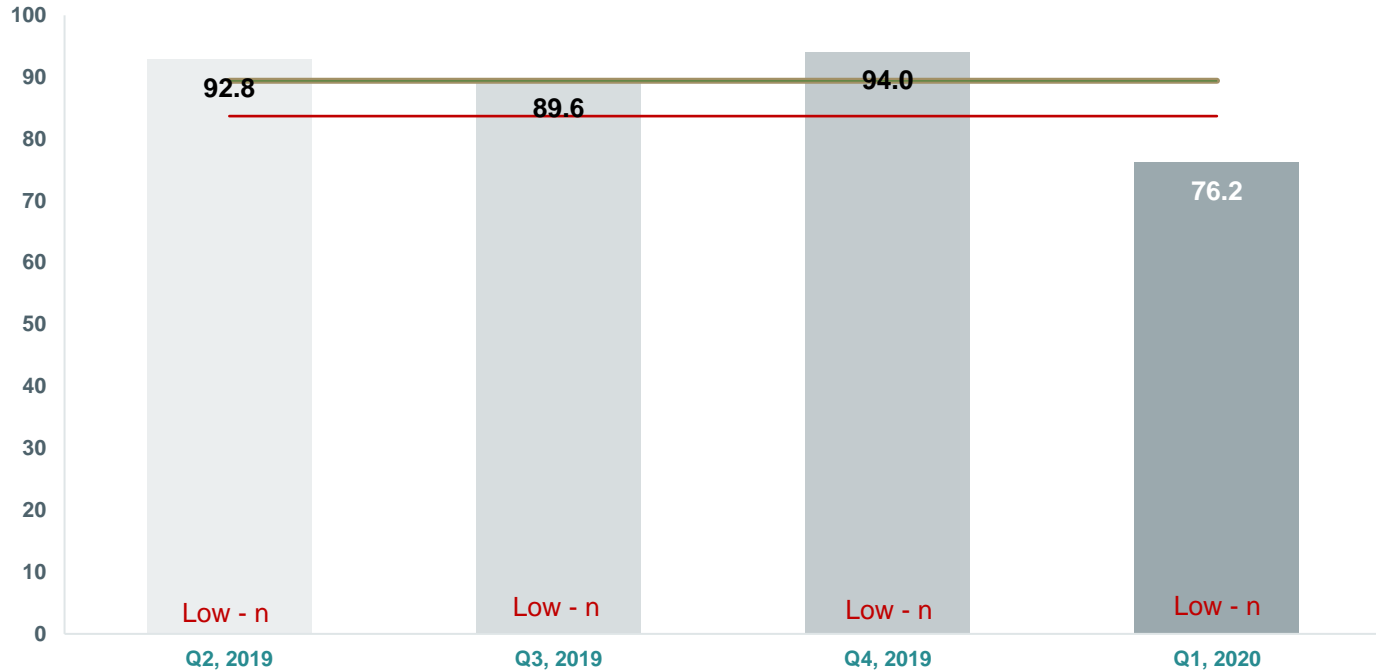
Period: Jan 1st – Mar 31st, 2020



# IPP – Wards



Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant



KFSH Average [89.4]



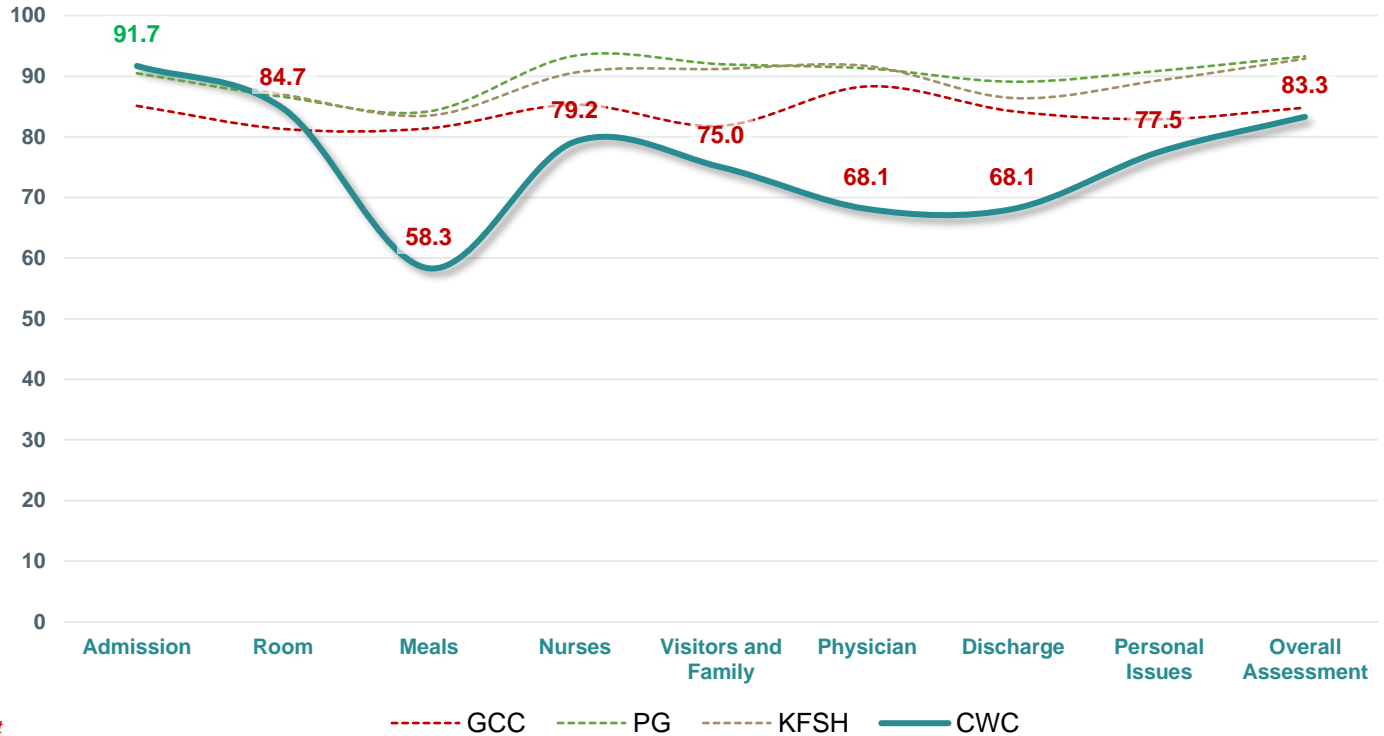
GCC Average [83.7]



PG Average [89.4]

# IPP – Wards

Period: Jan 1st – Mar 31st, 2020



\* Sample size of less than 30 is not statistically significant

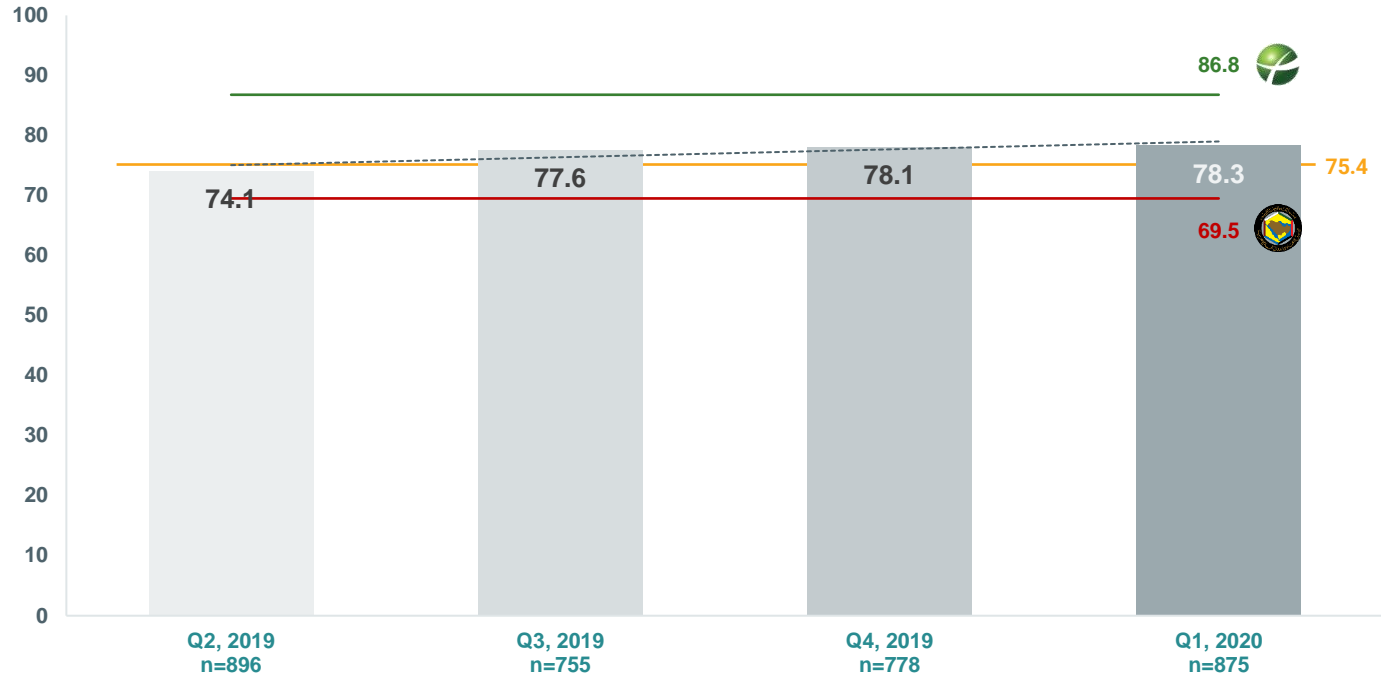


Emergency

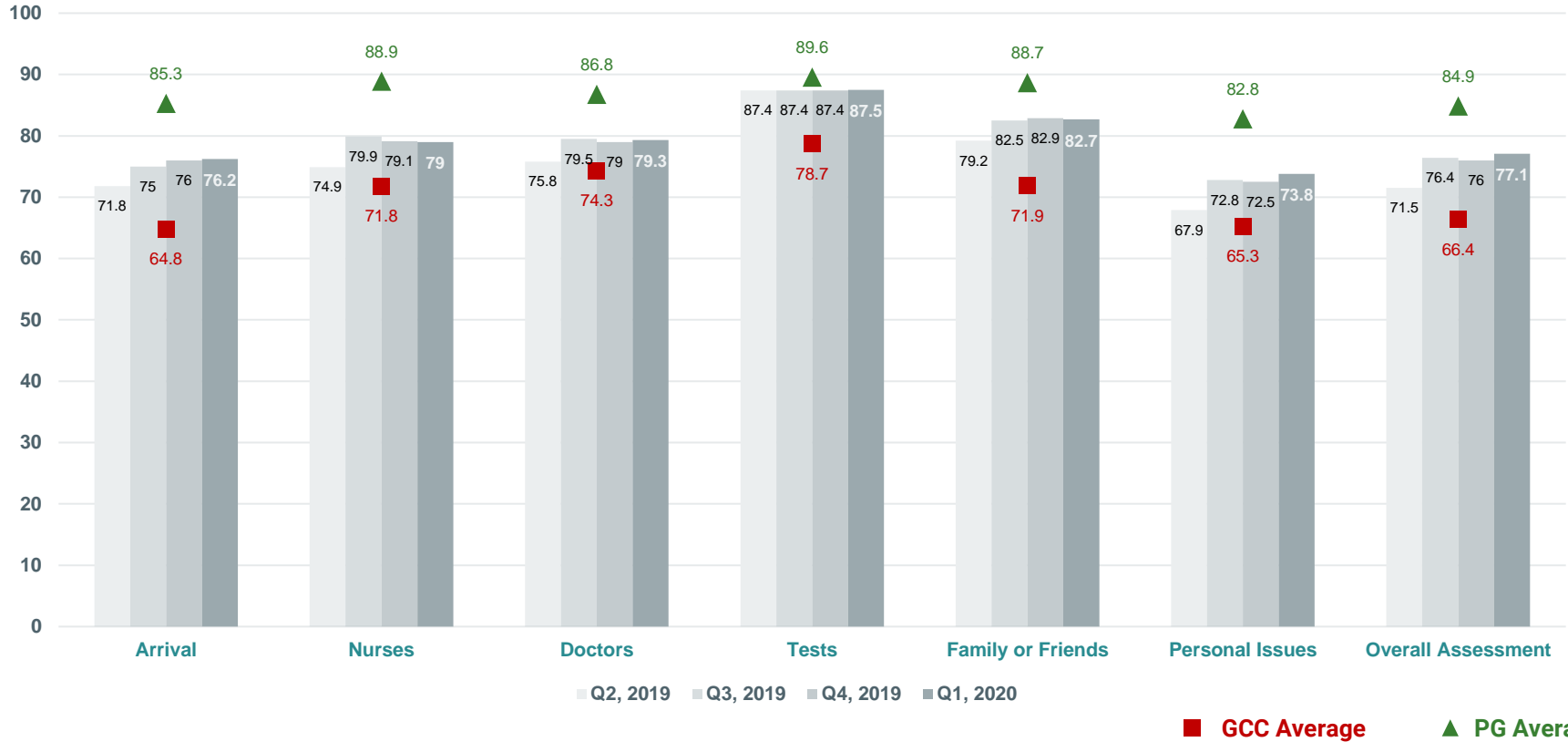
# ED – Overall Rating



Overall Rating Trend [ Q2, 2019 – Q1, 2020 ]



# ED – Survey Domains

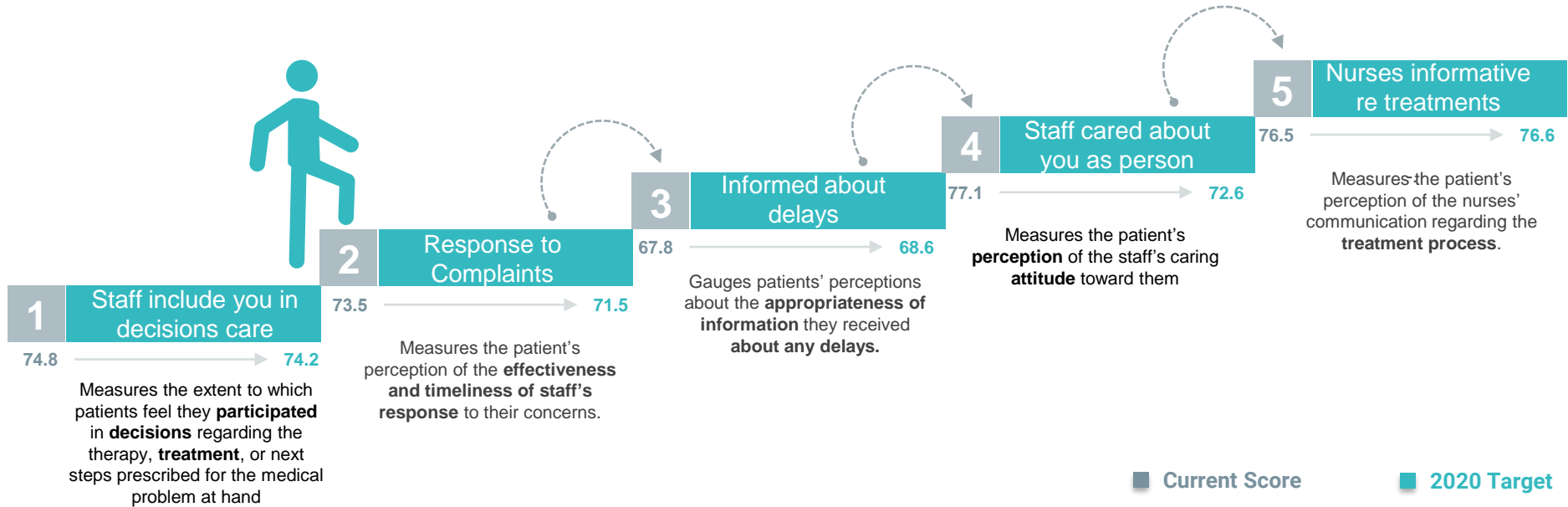




Let family/friend be  
with you



# ED – Priority Index (Q1, 2020)



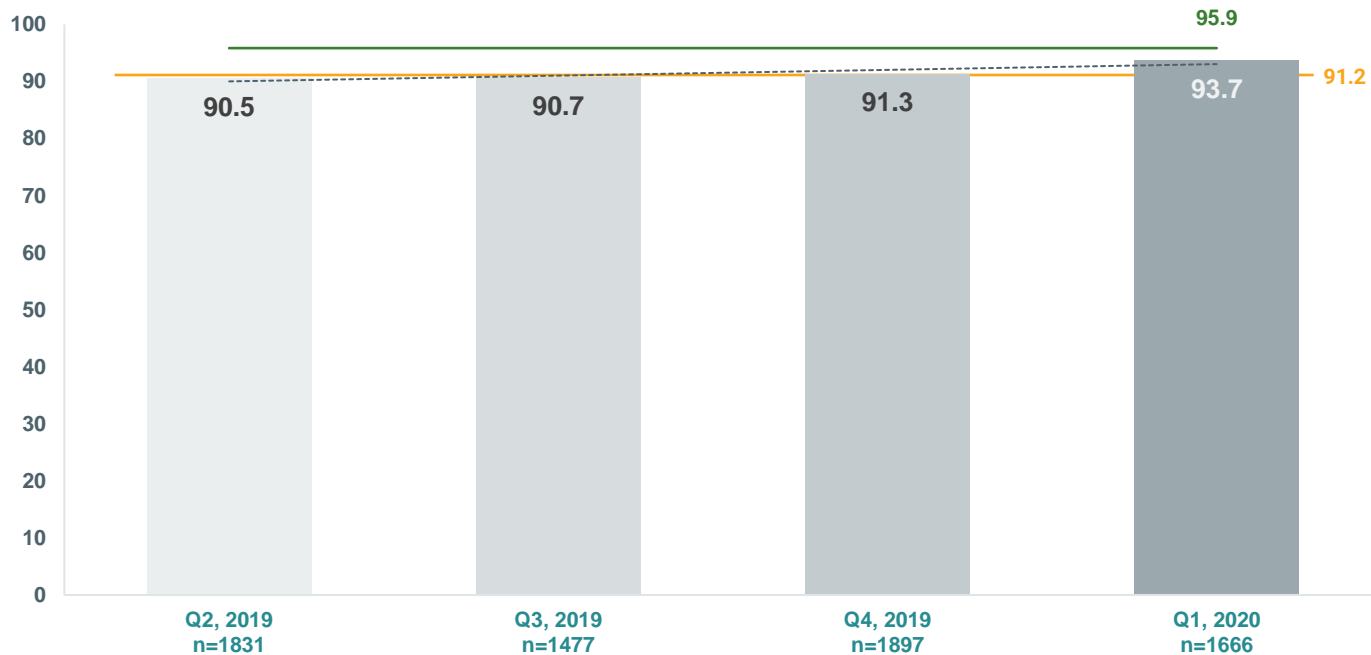
- The **Priority Index**<sup>®</sup> identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Emergency Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items were identified as priorities for 8 consecutive Quarters (Q1,2018 – Q1, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Ambulatory  
Surgery

# AS – Overall Rating

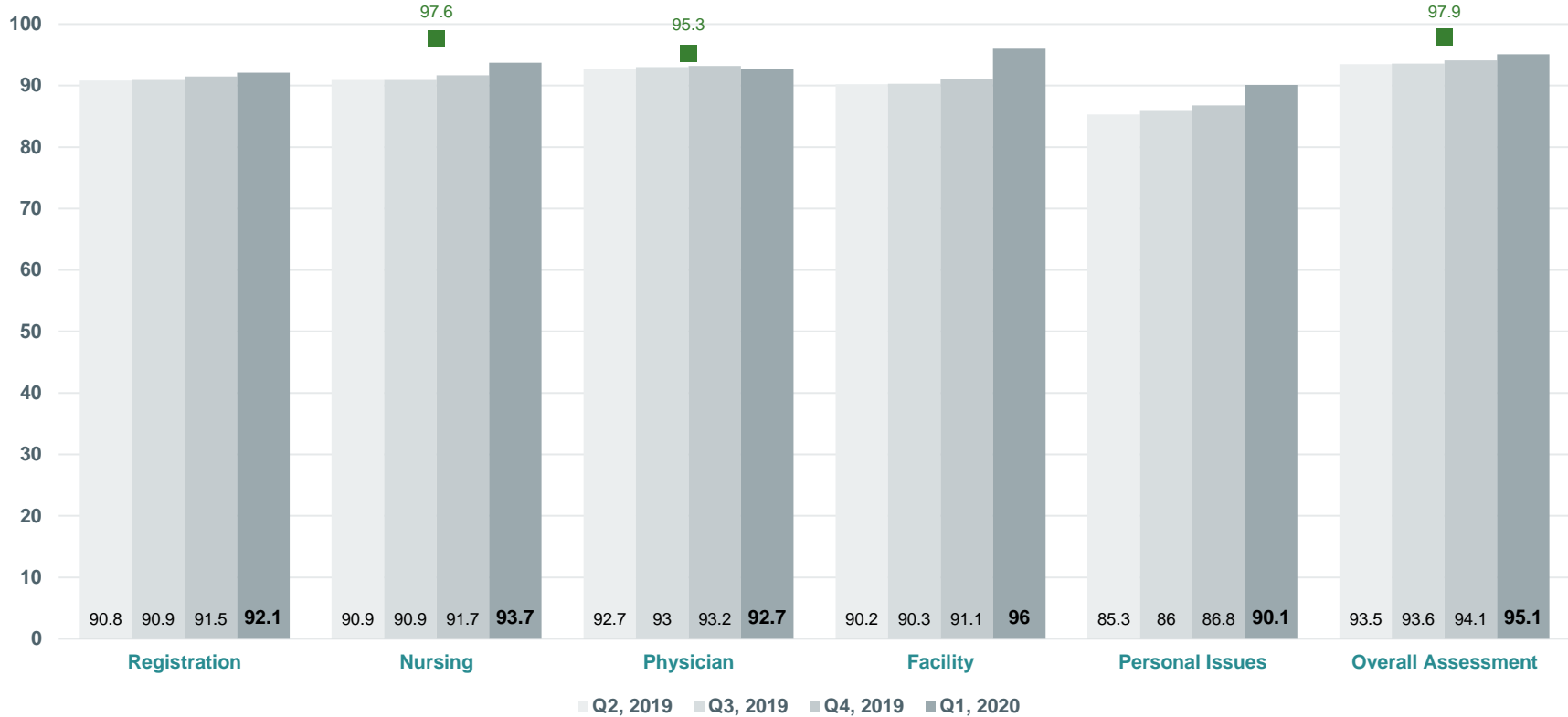
Overall Rating Trend [ Q2, 2019 – Q1, 2020 ]



2020 Target [91.2]

PG Average [95.9]

# AS – Survey Domains



▲ PG Average

# AS – Strengths

Friendliness of physician

3

Confidence in physician  
skill

2

Friendliness of  
Anesthesiologist

4

Cleanliness of center

1

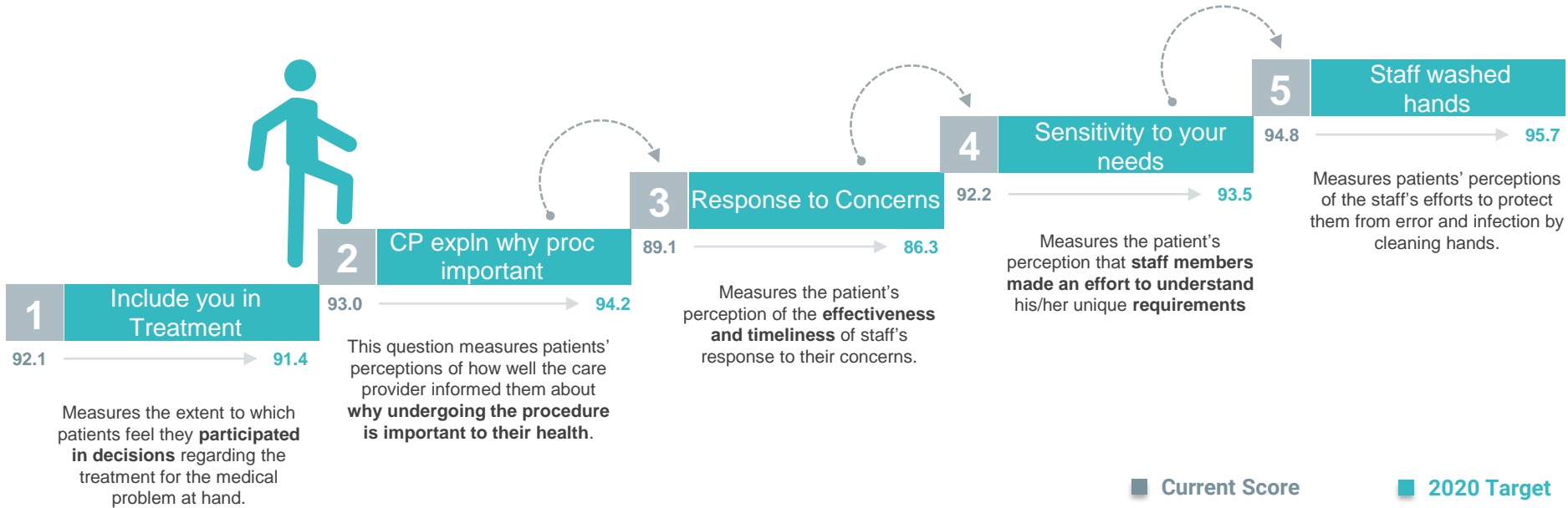
Staff worked together

5



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

# AS – Priority Index (Q1, 2020)



- 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.
- Most of these items 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: Jan 1st – Mar 31st, 2020

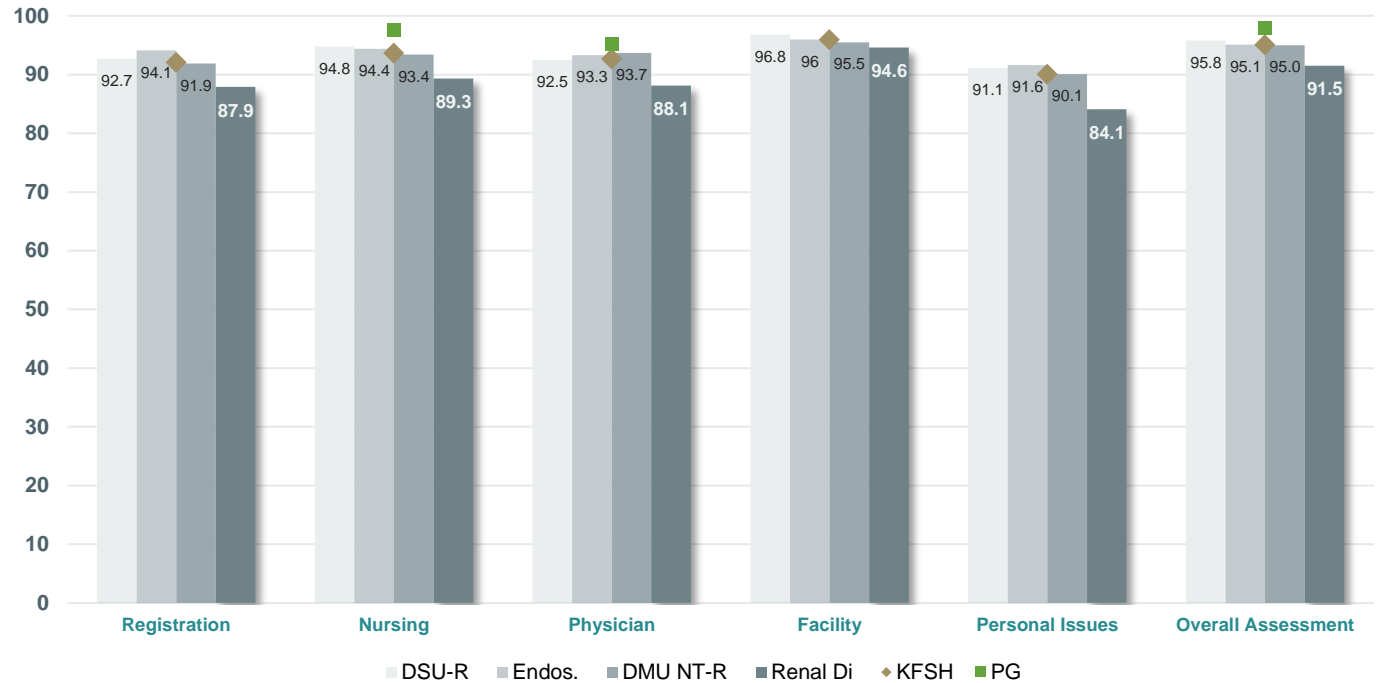
 **KFSH Average** [93.7]

 **PG Average** [95.9]



# AS – Survey Domains

## Patient Journey Departments



Period: Jan 1st – Mar 31st, 2020



KFSH Average



PG Average



Outpatient  
Oncology

# ON – Overall Rating

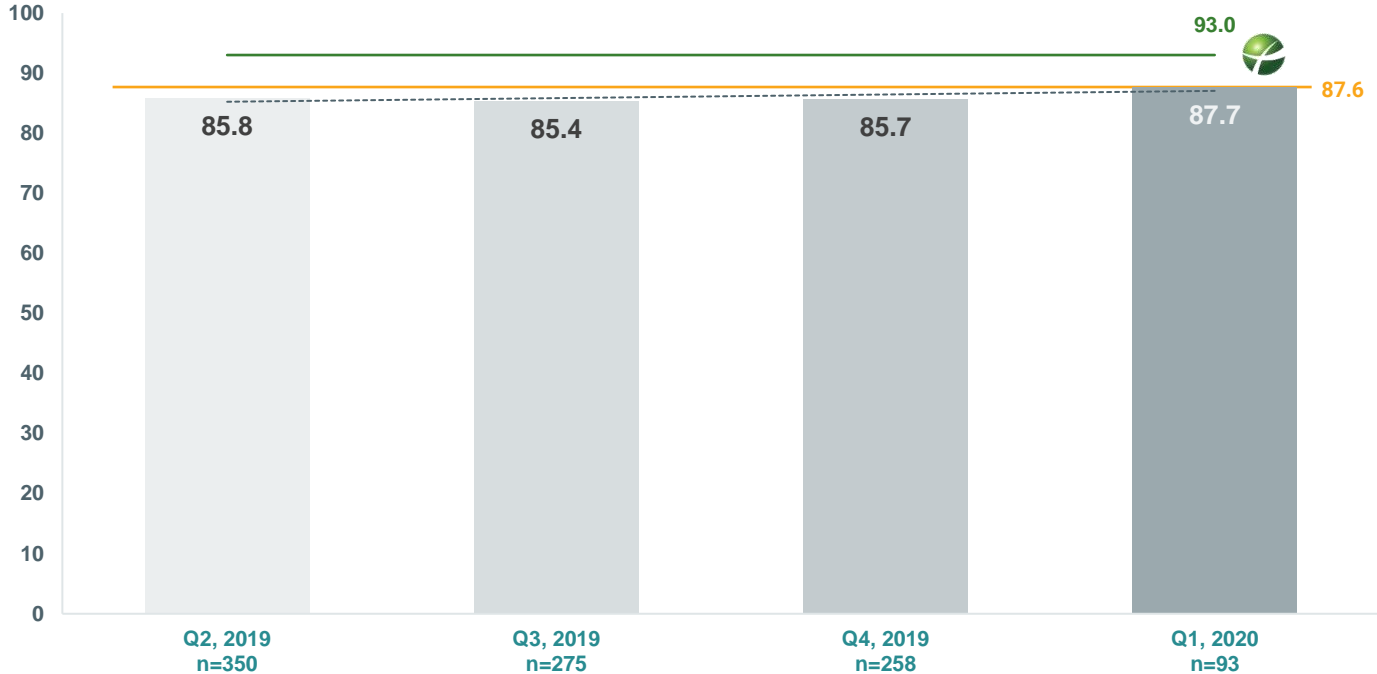
**KFSH**



**87.7**  
Q1, 2020

**n-Size**  
93

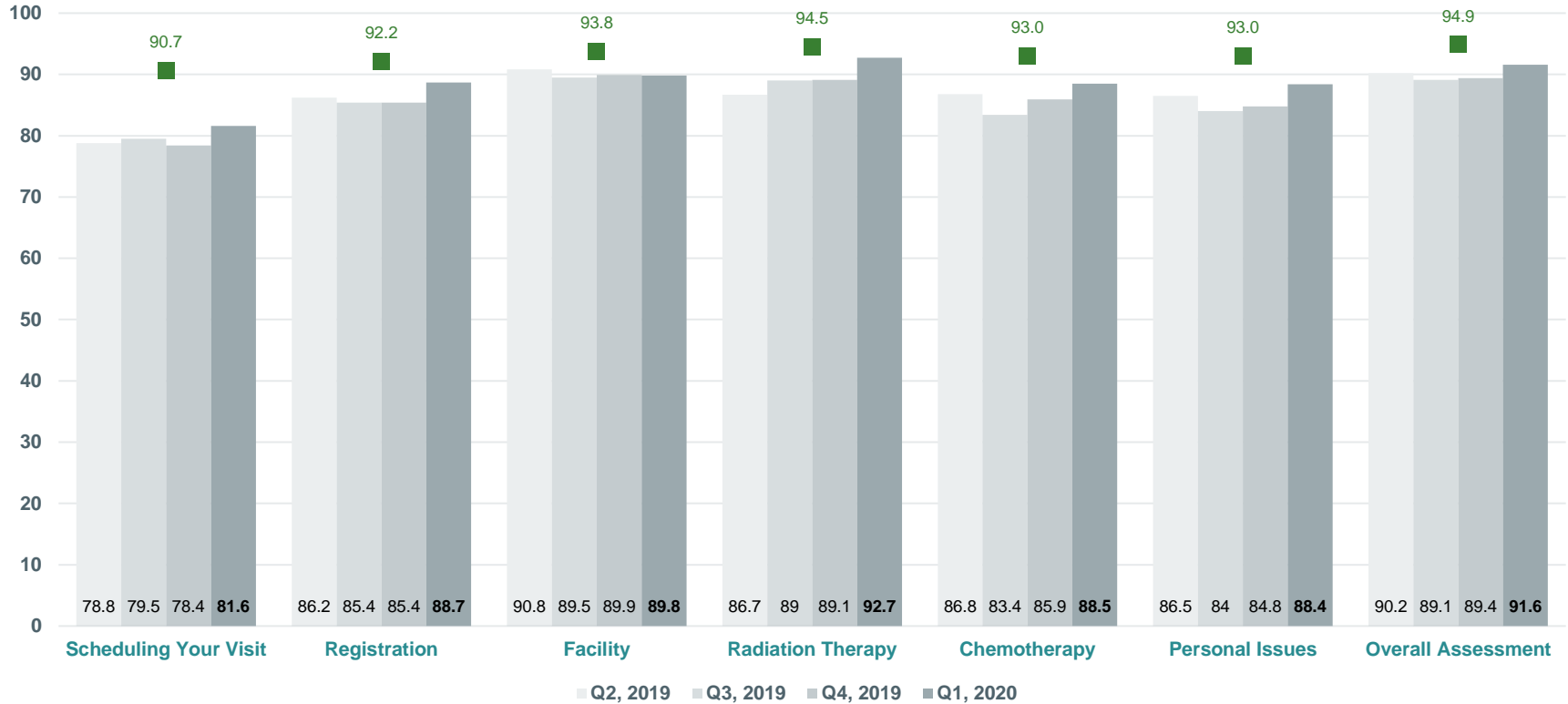
Overall Rating Trend [ Q2, 2019 – Q1, 2020 ]



■ 2020 Target [87.6]

PG Average [93.0]

# ON – Survey Domains



▲ PG Average

# ON – Overall Rating

## Overall Rating Units



Period: Jan 1st – Mar 31st, 2020

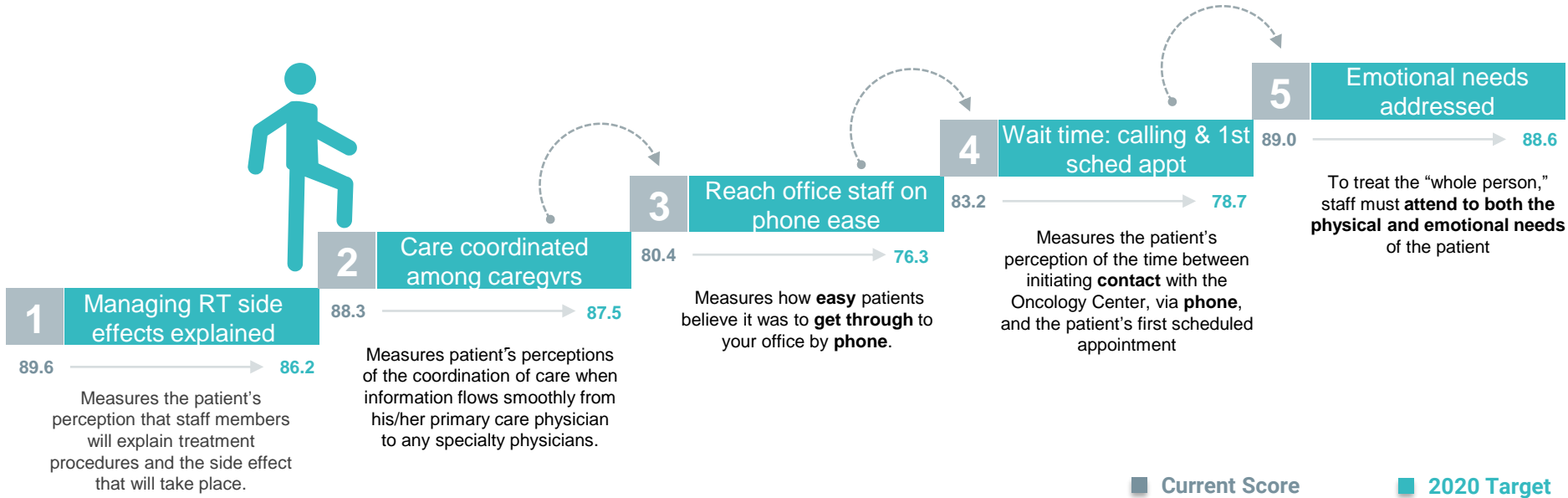
 **KFSH Average** [87.7]

 **PG Average** [93.0]

# ON – Strengths



# ON – Priority Index (Q1, 2020)



- The **Priority Index**<sup>®</sup> 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

## Radiation

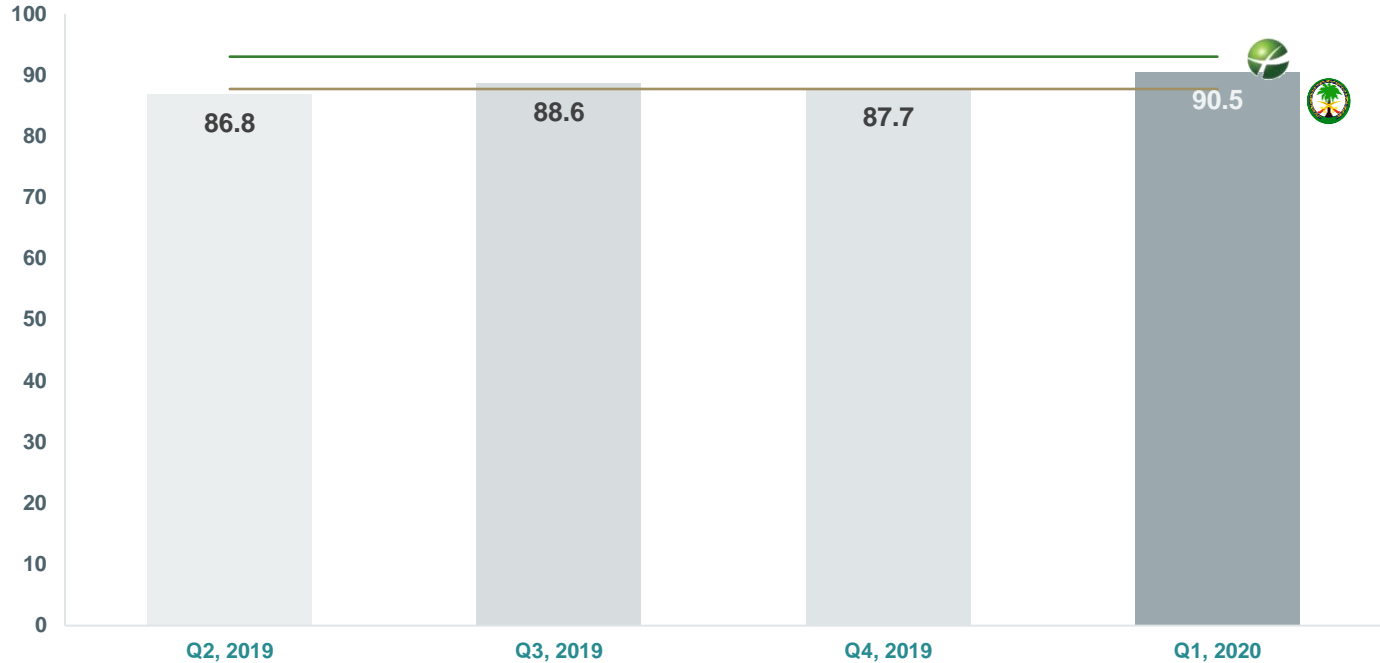
Overall Rating



n-Size

84

Period: Jan 1st – Mar 31st, 2020



 PG Average [93.0]

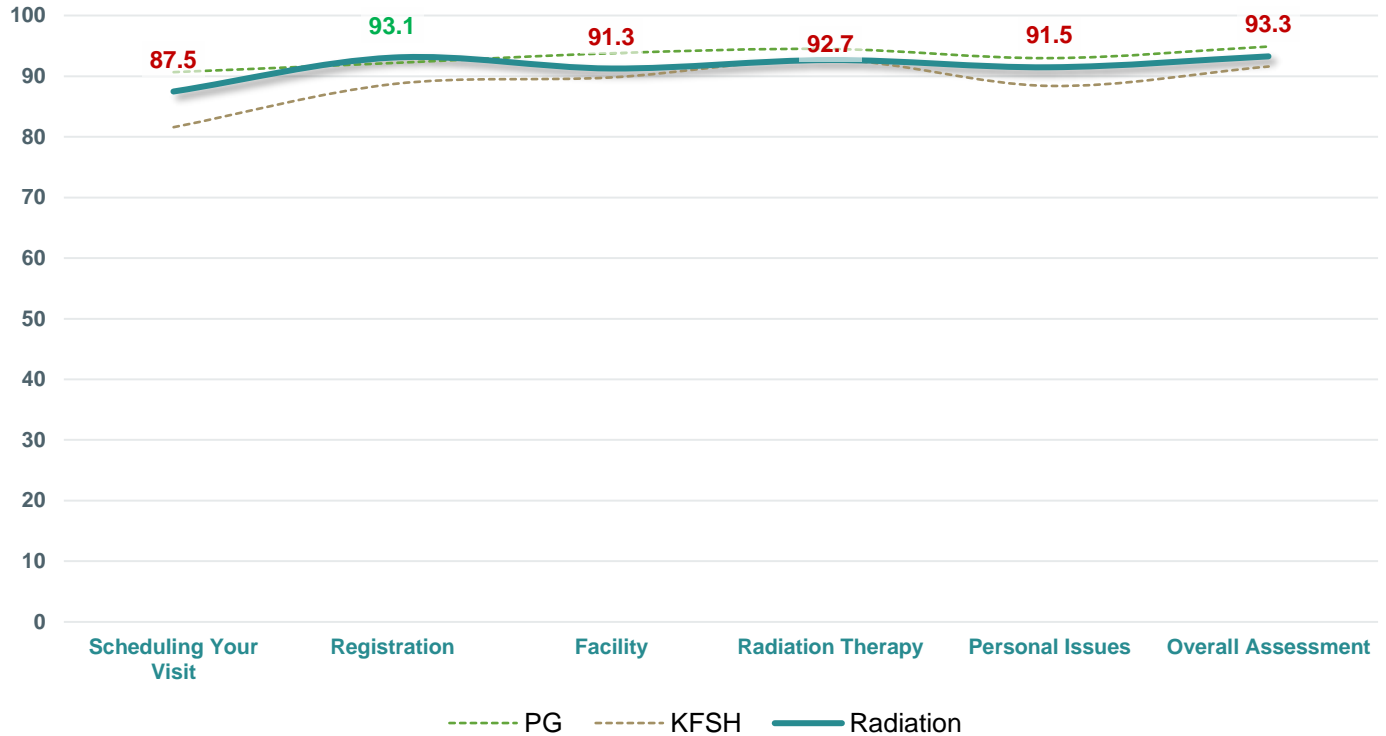


## Radiation Patient Journey



n-Size  
84

Period: Jan 1st – Mar 31st, 2020



## Infusion

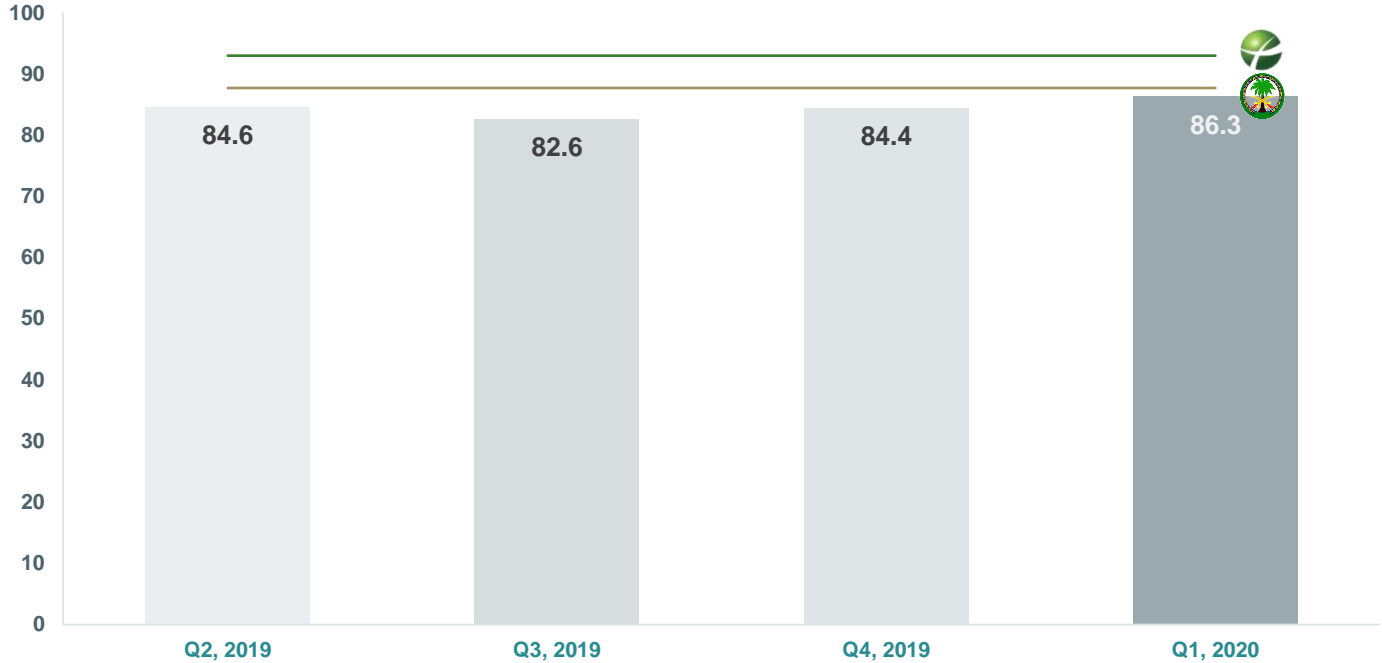
Overall Rating



n-Size

166

Period: Jan 1st – Mar 31st, 2020



 PG Average [93.0]

## Infusion

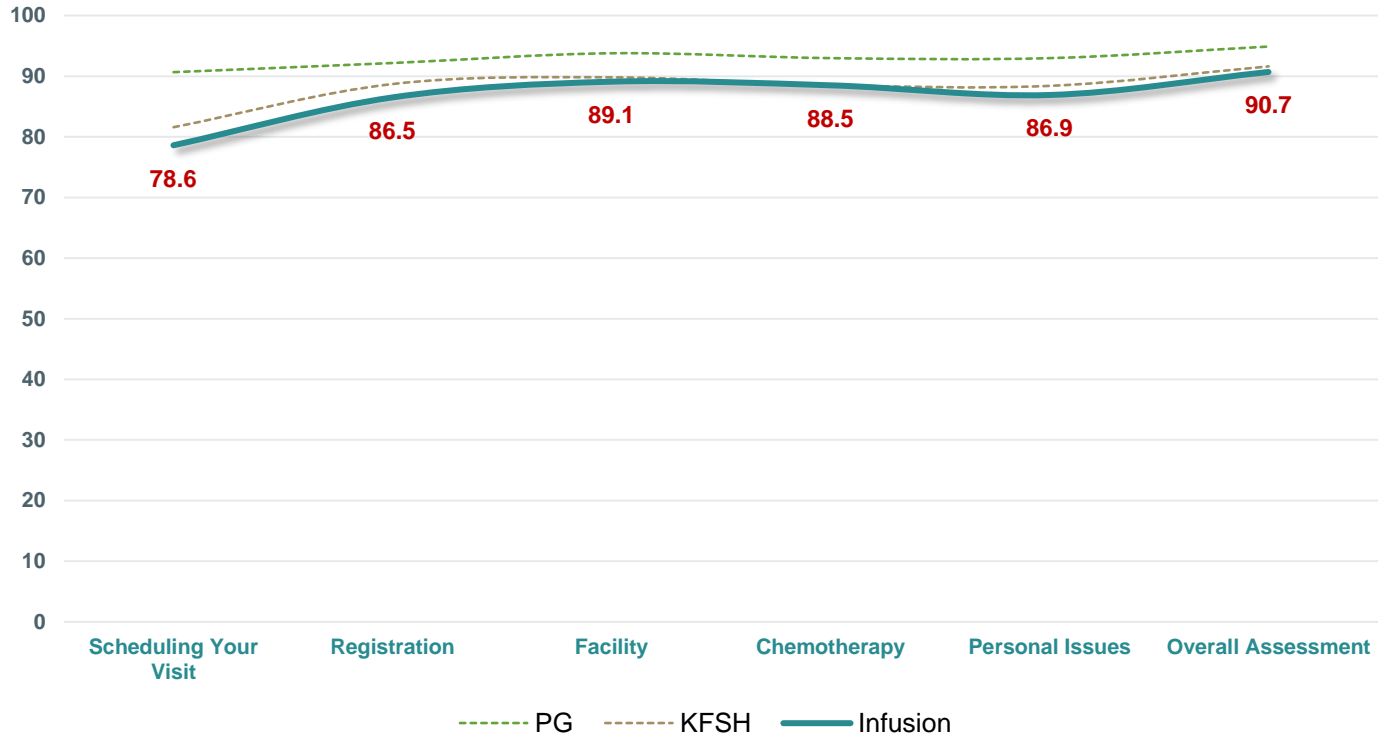
Patient Journey



n-Size

166

Period: Jan 1st – Mar 31st, 2020

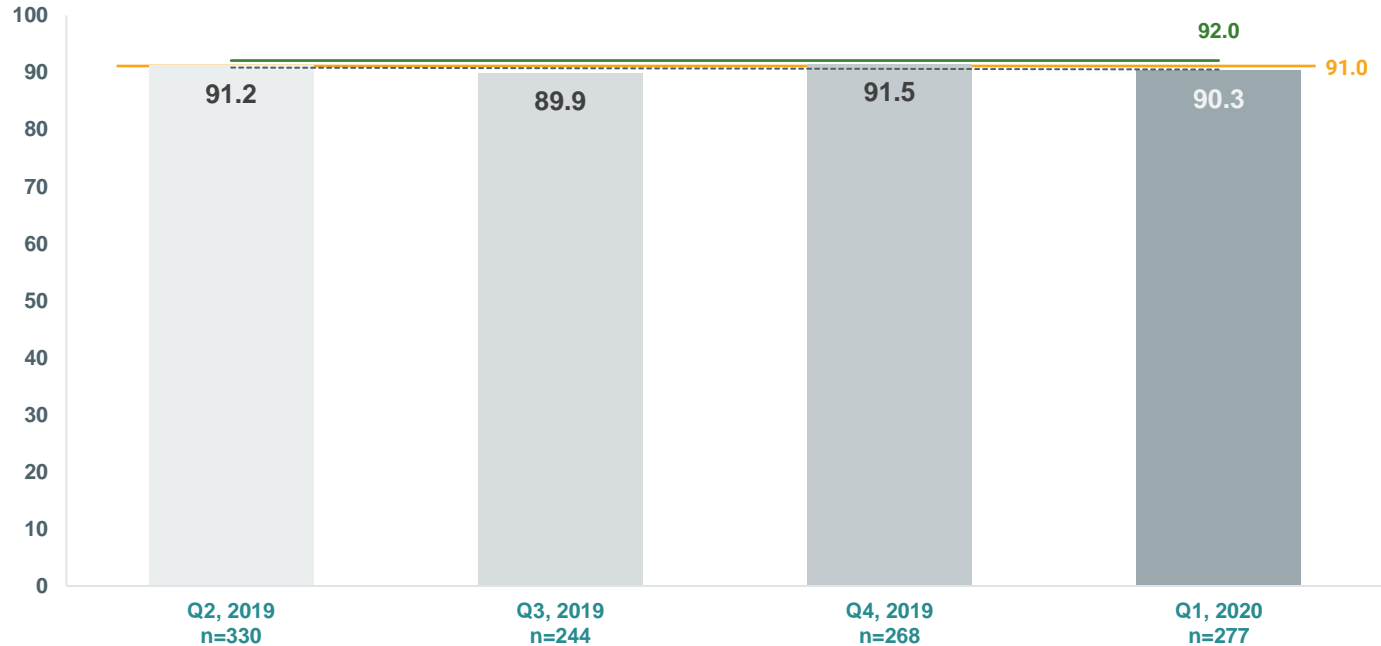




# DEN – Overall Rating



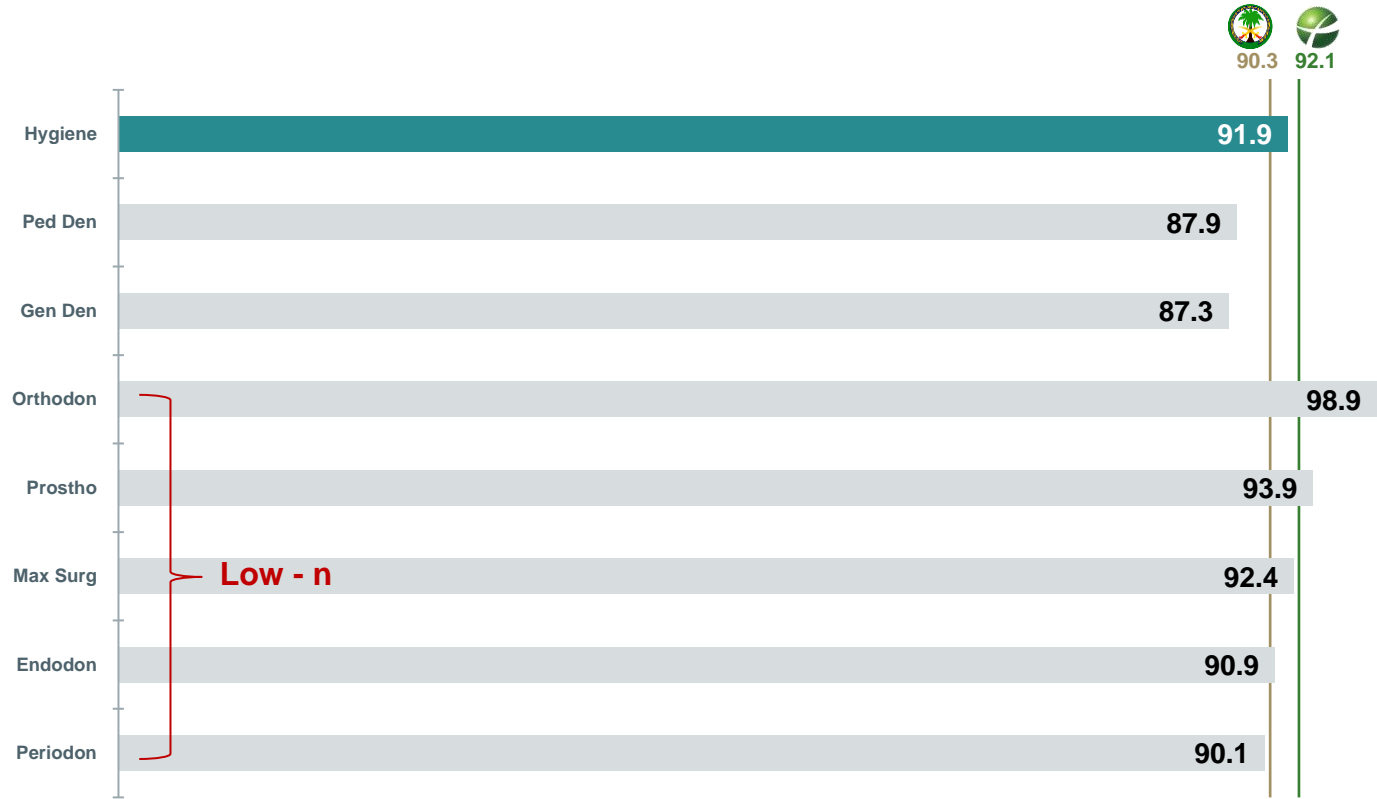
Overall Rating Trend [ Q2, 2019 – Q1, 2020 ]



■ 2020 Target [91.0] ■ PG Average

# DEN – Overall Rating

## Overall Rating Departments

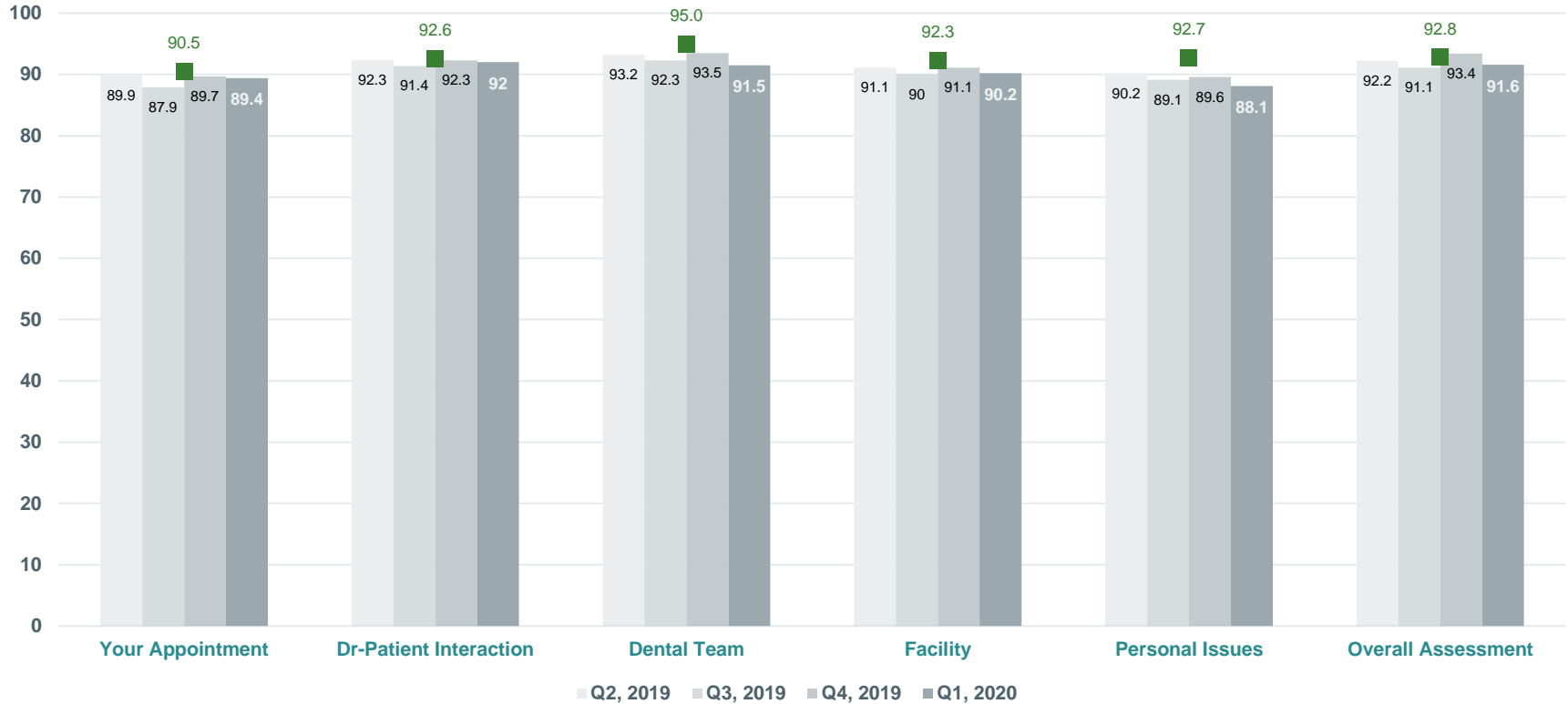


Period: Jan 1st – Mar 31st, 2020

 KFSH Average

 PG Average

# DEN – Survey Domains



▲ PG Average

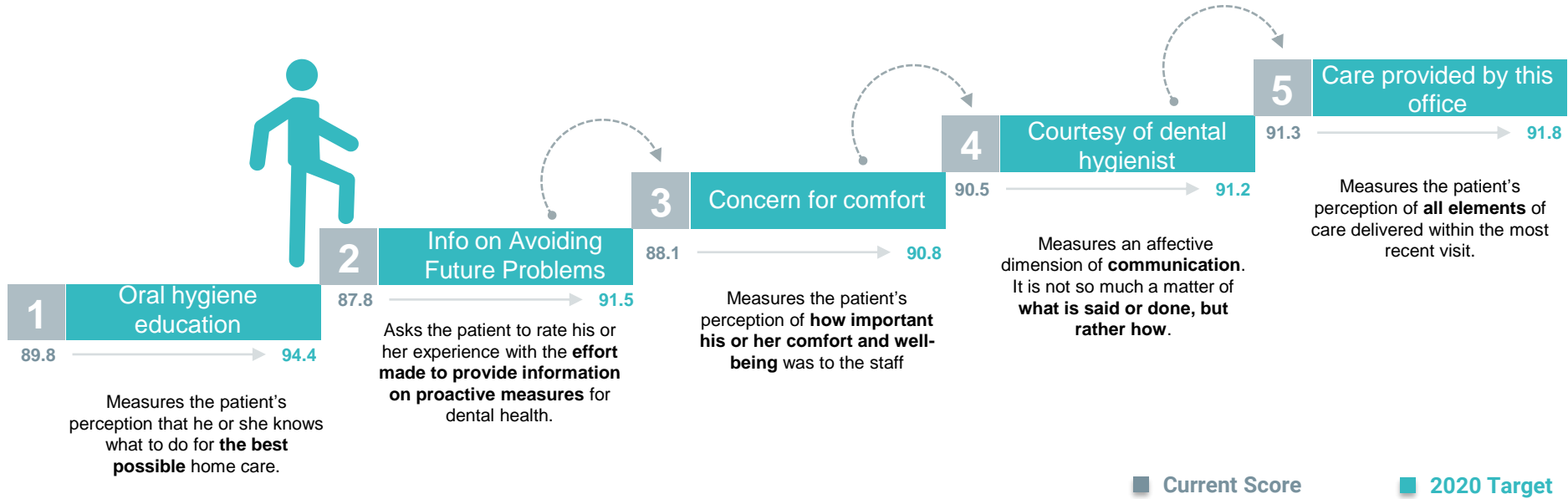
# Dental – Strengths

Professionalism of dental hygienist





# DEN – Priority Index (Q1, 2020)



- The **Priority Index**<sup>®</sup> identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- Items 1 & 3 have been identified as a priority for 8 consecutive quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

# Dental – Departments

## Hygiene

Patient Journey

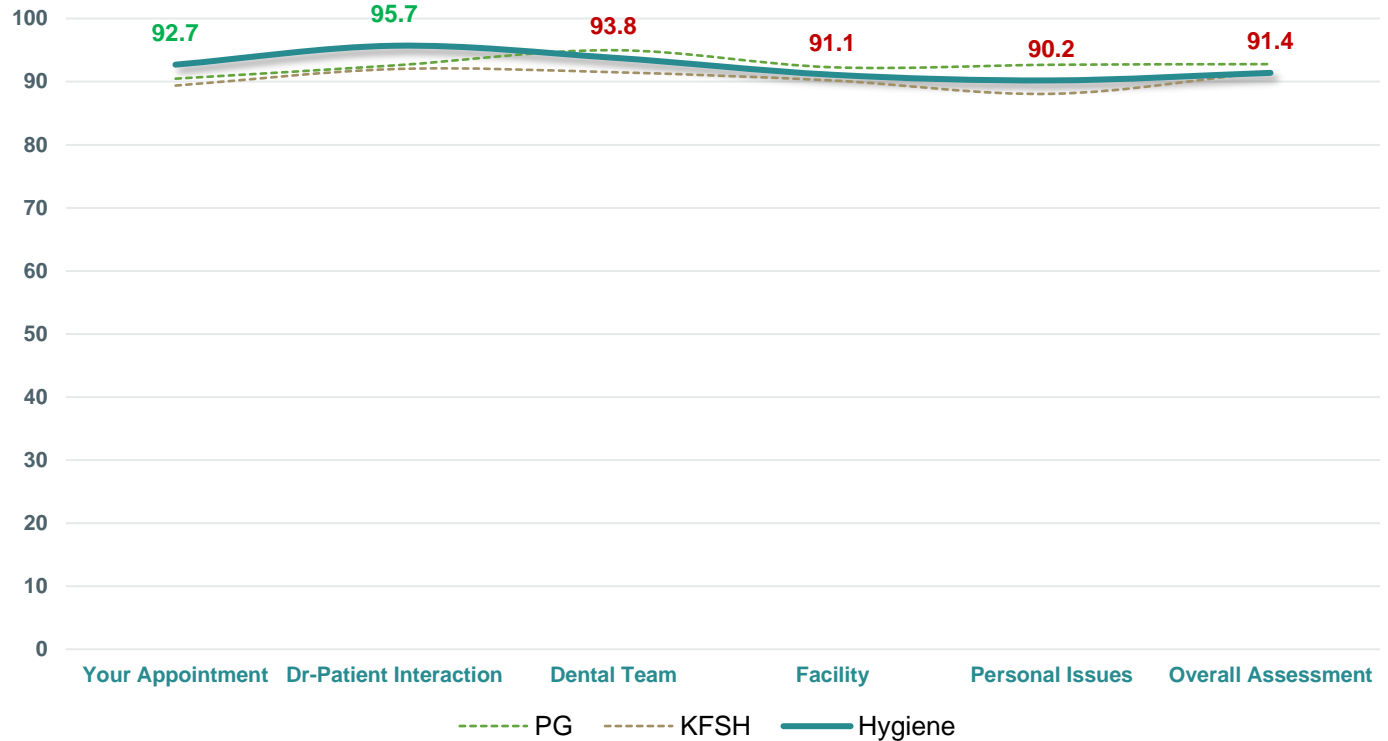
91.9

Q1, 2020

n-Size

68

Period: Jan 1st – Mar 31st, 2020



# Dental – Departments

## Ped Den

Patient Journey

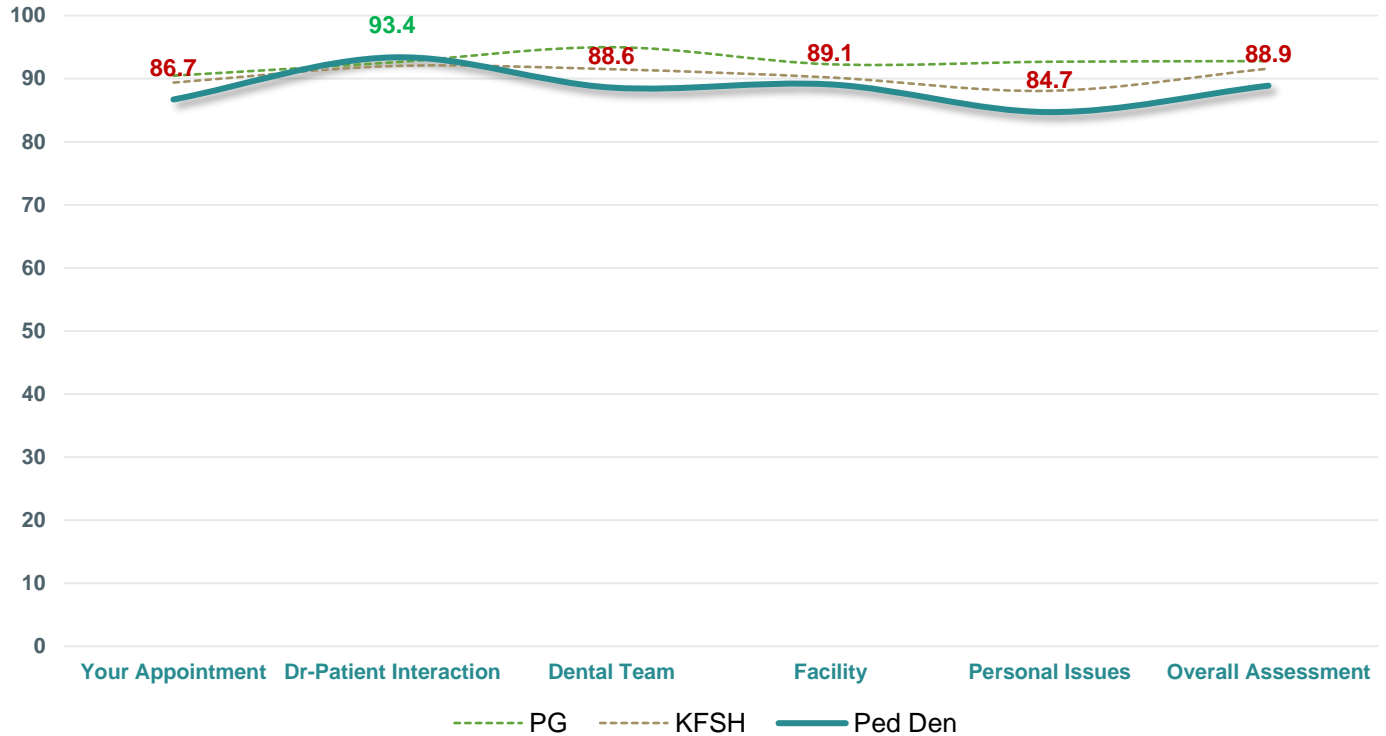
87.9

Q1, 2020

n-Size

31

Period: Jan 1st – Mar 31st, 2020



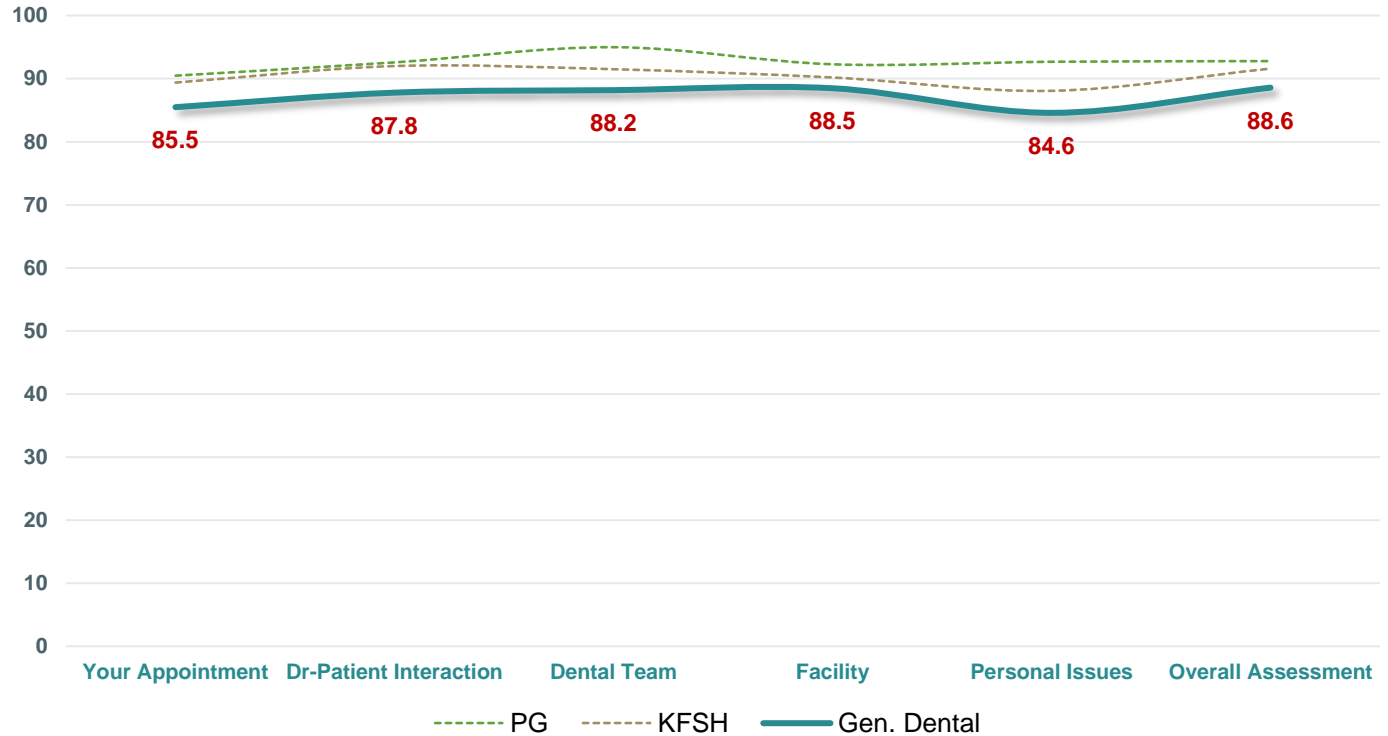
# Dental – Departments

## Gen. Dental Patient Journey



n-Size  
90

Period: Jan 1st – Mar 31st, 2020



# King Faisal Specialist Hospital - Riyadh

Patient Experience Results [Q1, 2020]



روابط للحلول الصحية

HEALTH LINKS

Powered by



PRESS GANEY®