

King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q2, 2020]



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



روابط للحلول الصحية
HEALTH•LINKS

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2nd Quarter 2020 Patient Experience Results-Riyadh

- Medical Practice **Did Not Meet** the KFSH Target
- Telemedicine Survey **No Benchmark** is available -it's a new survey
- Adult Inpatients (HCAHPS) **Met** the KFSH Target and Press Ganey Benchmark
- Inpatient Pediatrics **Met** the KFSH Target
- Emergency Department **Met** the KFSH Target
- Ambulatory Surgery **Met** the KFSH Target
- Outpatient Oncology **Did Not Meet** the KFSH Target
- Dental **Met** the KFSH Target

Service Type	This Quarter (Q2, 2020)	Previous Quarter (Q1, 2020)	2020 Target Score	PG Average
Medical Practice (OP)	84.1	86.4	88.2	92.4
Telemedicine Survey (TM)	Not Available	78.2	Not Available	Not Available
Inpatient – Adults (IP)*	80.2%	79.5%	77.8%	72.1%
Inpatient – Pediatric (PIP)	88.9	89.4	87.7	88.7
Emergency Department (ED)	79.5	78.3	75.4	87.8
Ambulatory Surgery (AS)	93.9	93.7	91.2	95.9
Outpatient Oncology (ON)	84.5	87.7	87.6	93.1
Dental (DEN)	79.4* <i>*Sample is less than 30 is not statistically significant</i>	90.3	91.0	92.2

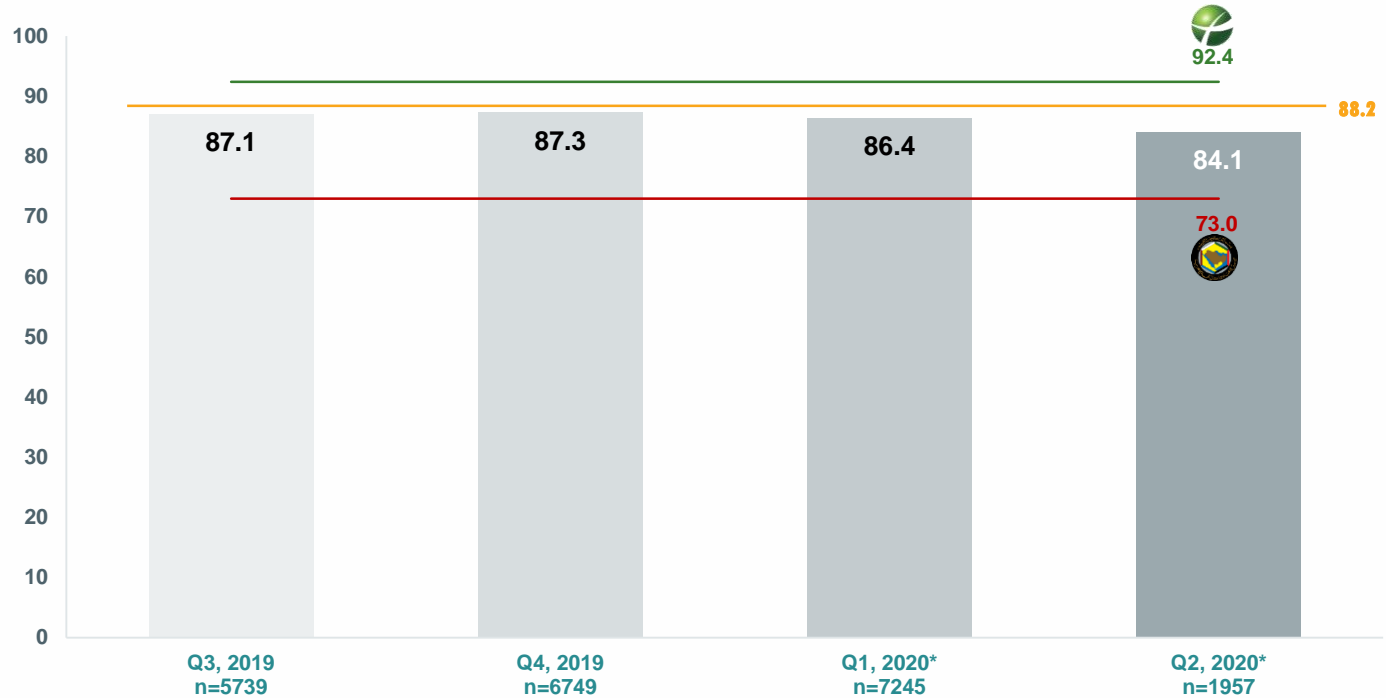


Outpatient

OP – Overall Rating

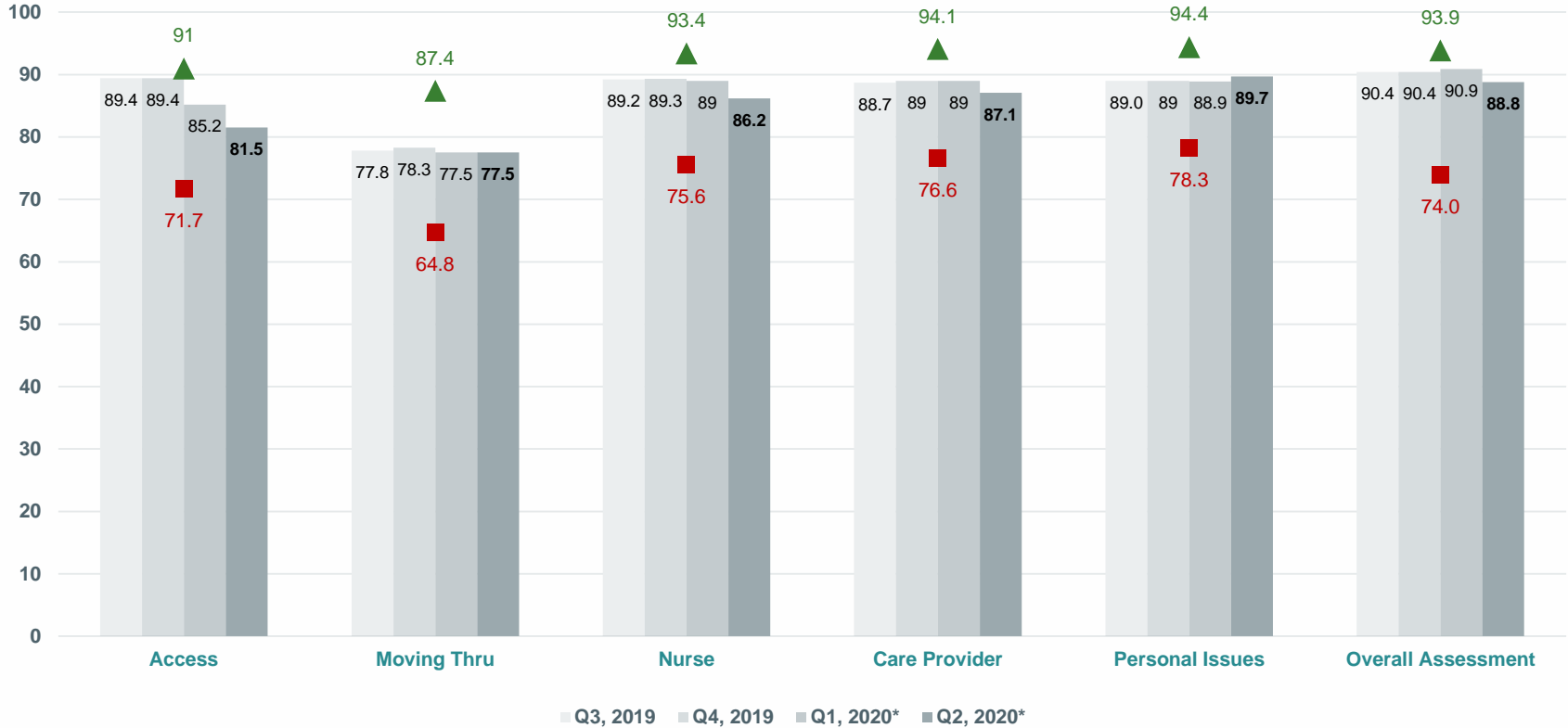


Overall Rating Trend [Q3, 2019 – Q2, 2020]



* The survey tool was updated starting from Q1, 2020

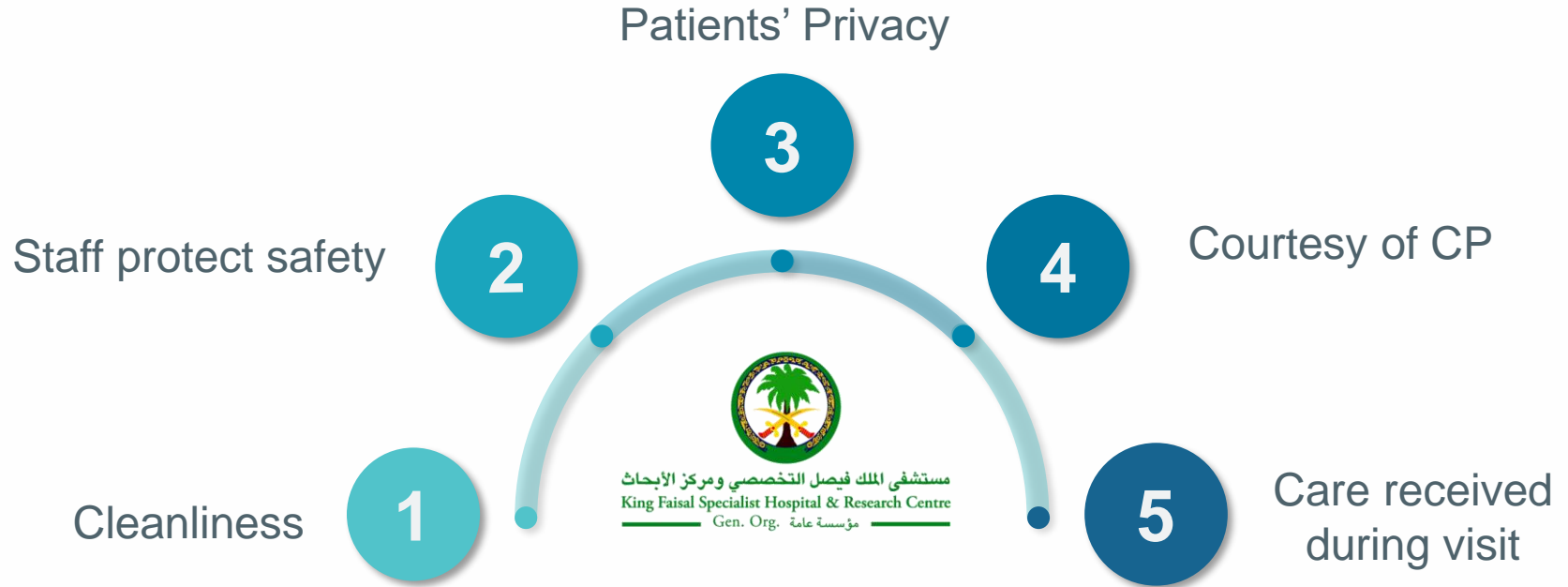
OP – Survey Domains



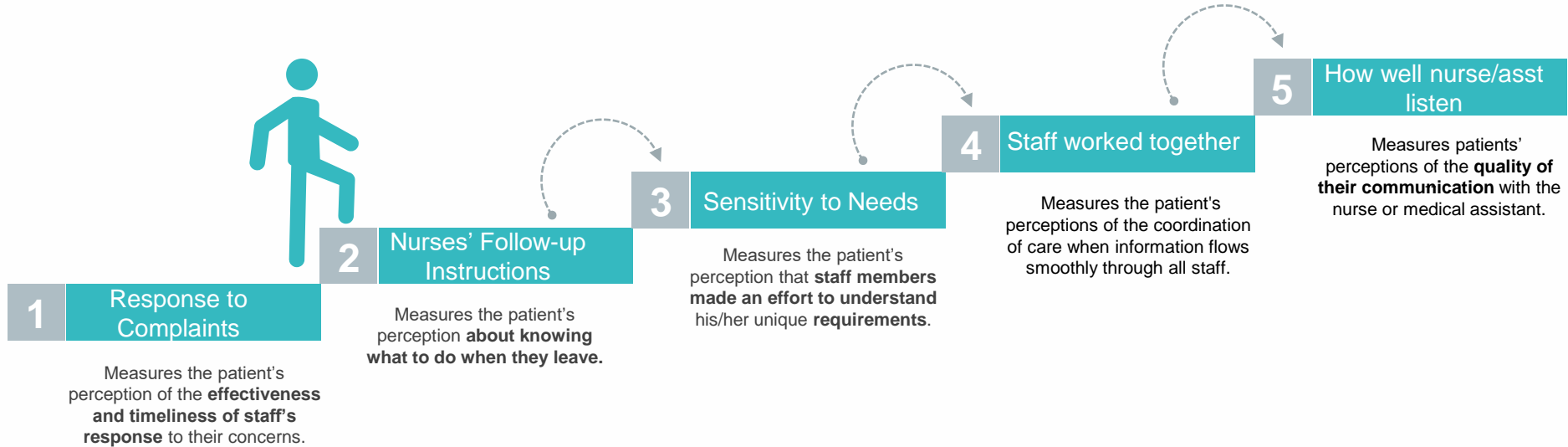
* The survey tool was updated starting from Q1, 2020

■ GCC Average

▲ PG Average



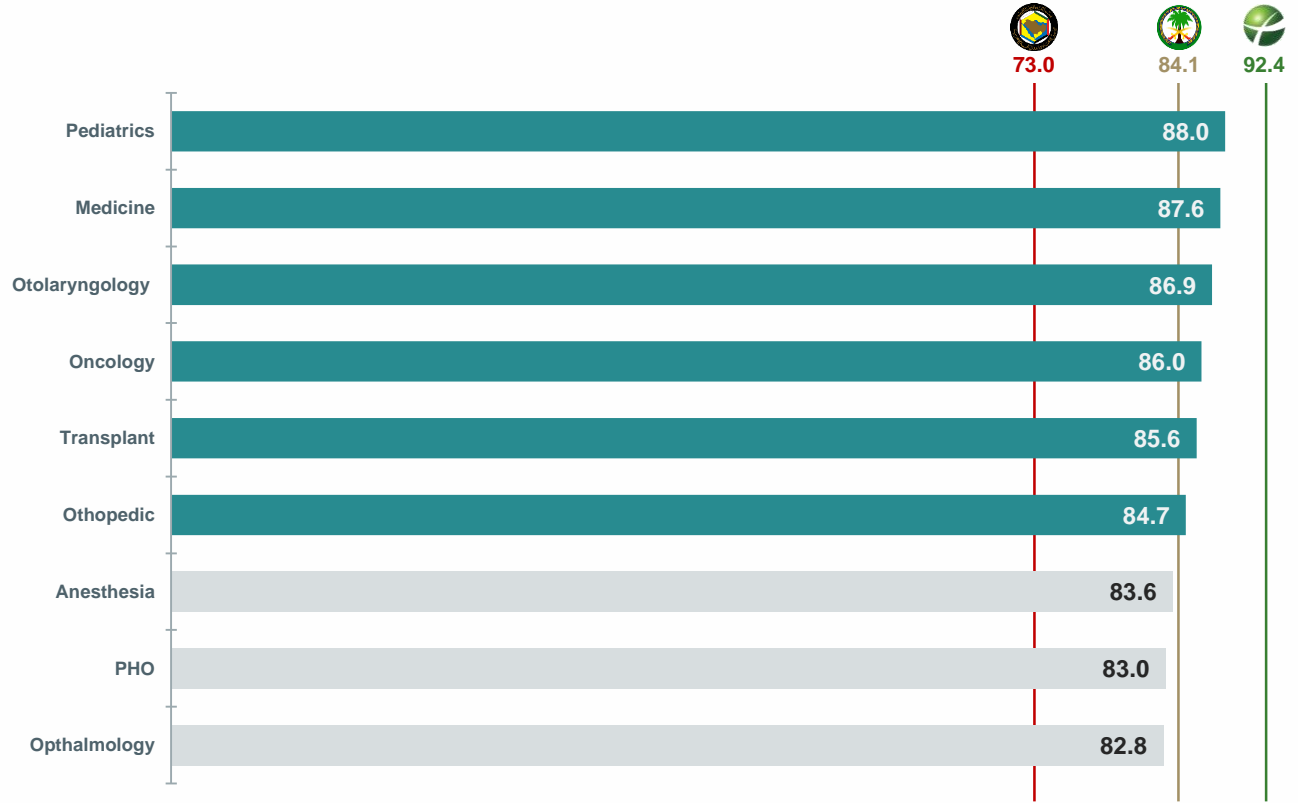
OP – Priority Index (Q2, 2020)



- 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 9 consecutive Quarters (Q1, 2019 – Q2, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

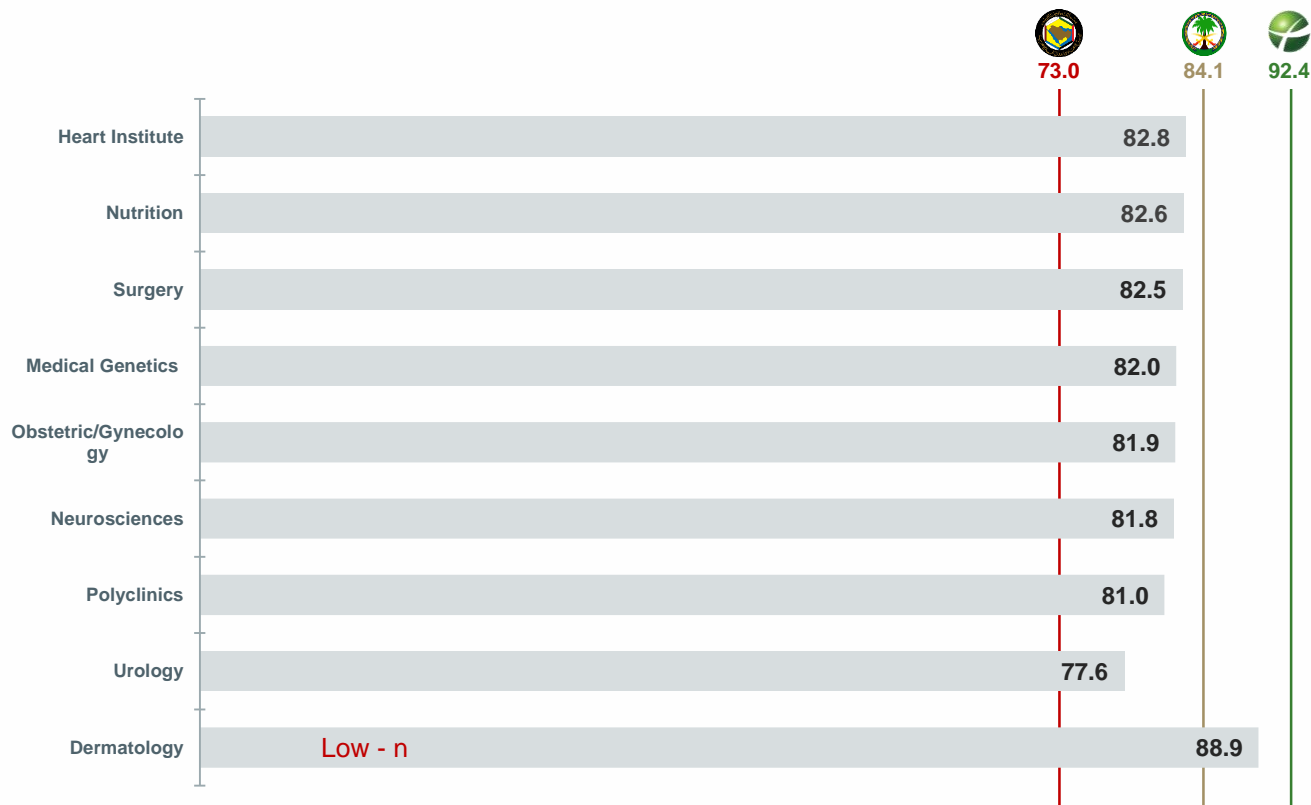
Overall Rating Departments



Period: Apr 1st – Jun 30th, 2020

OP – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2020

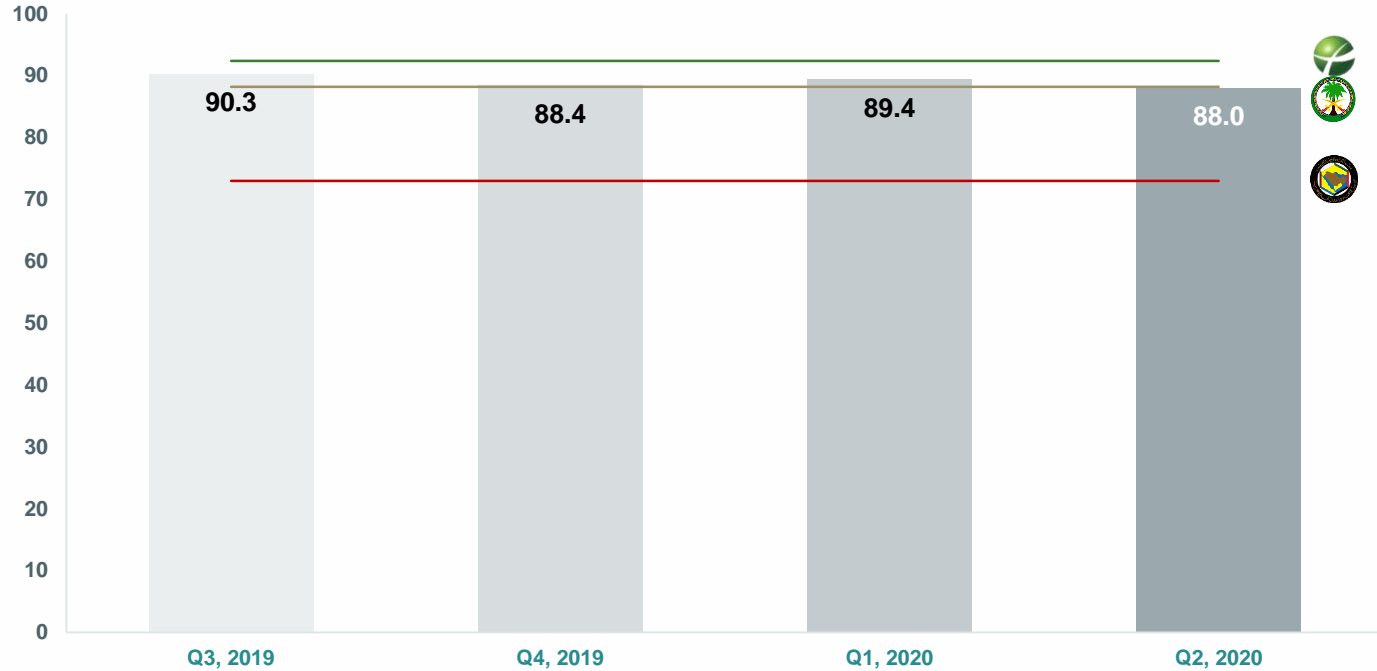
OP – Departments

Pediatrics Overall Rating



n-Size
58

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

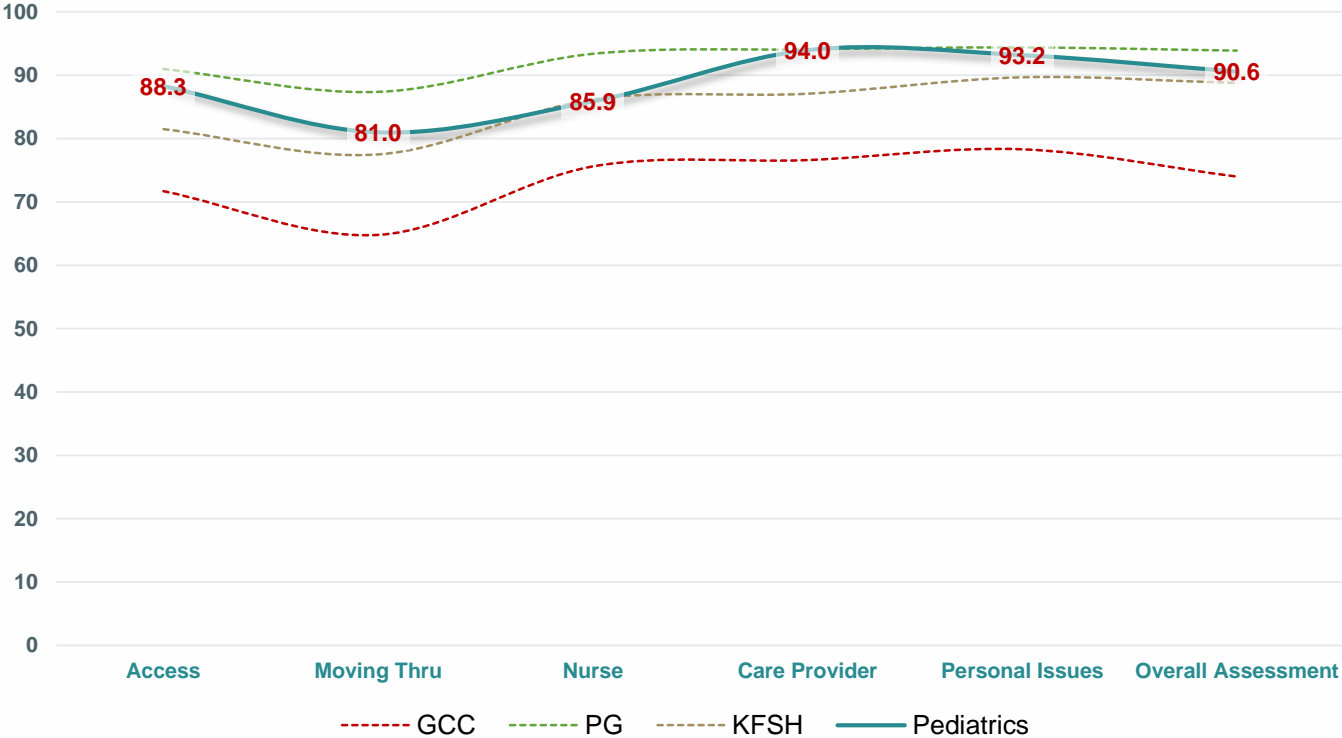
OP – Departments

Pediatrics Patient Journey



n-Size
58

Period: Apr 1st – Jun 30th, 2020



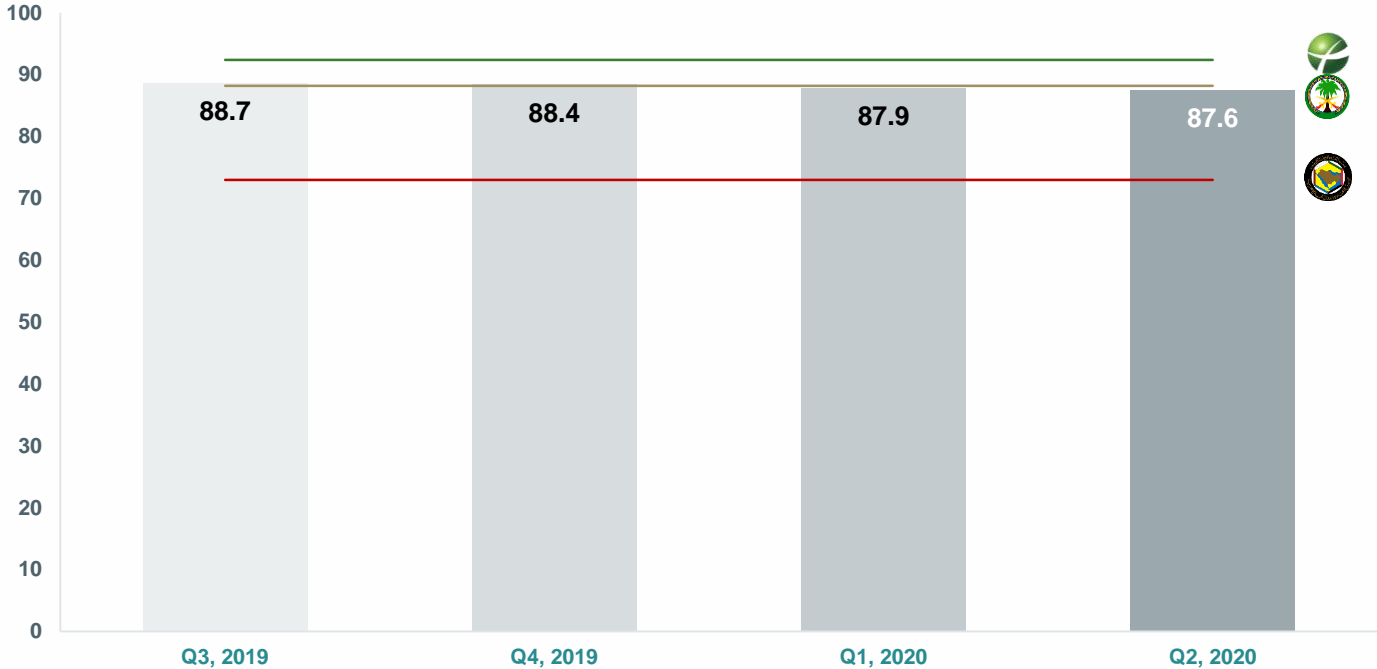
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Medicine Overall Rating



n-Size
225



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

OP – Departments

Medicine

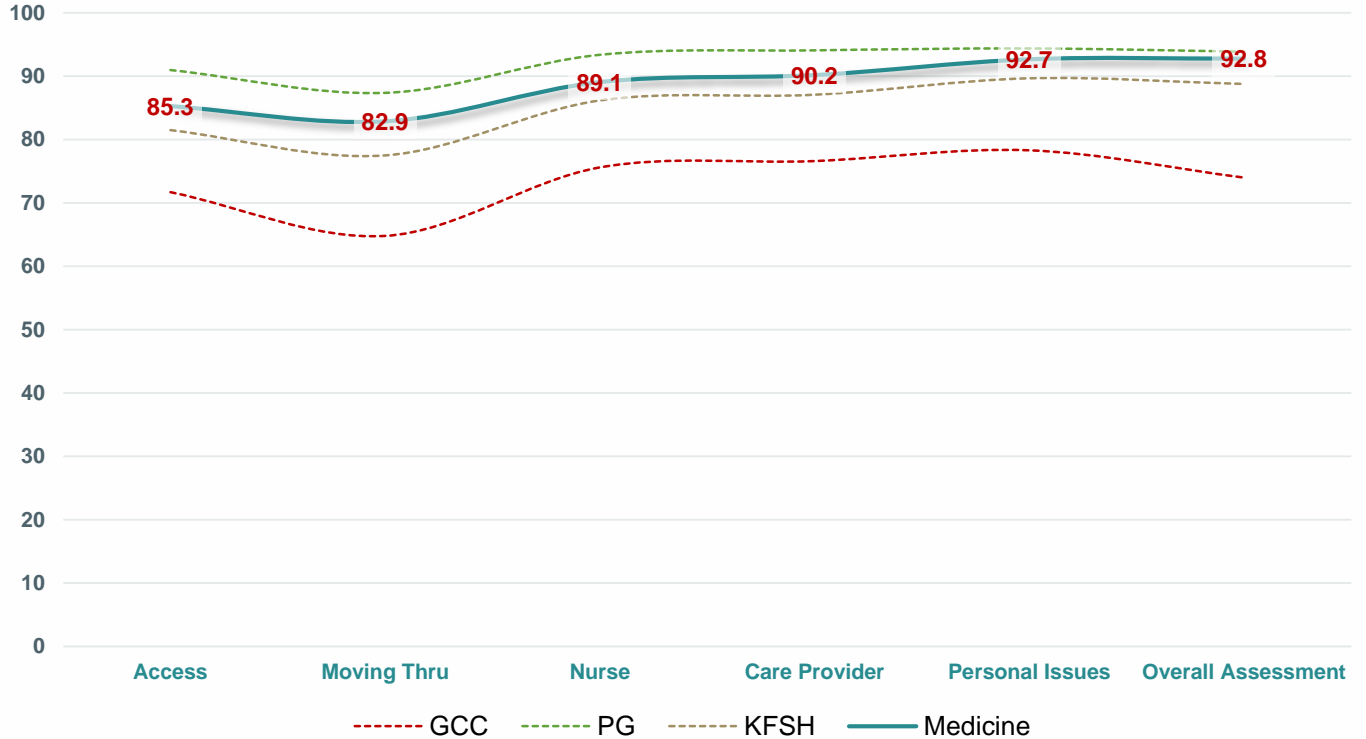
Patient Journey



n-Size

225

Period: Apr 1st – Jun 30th, 2020



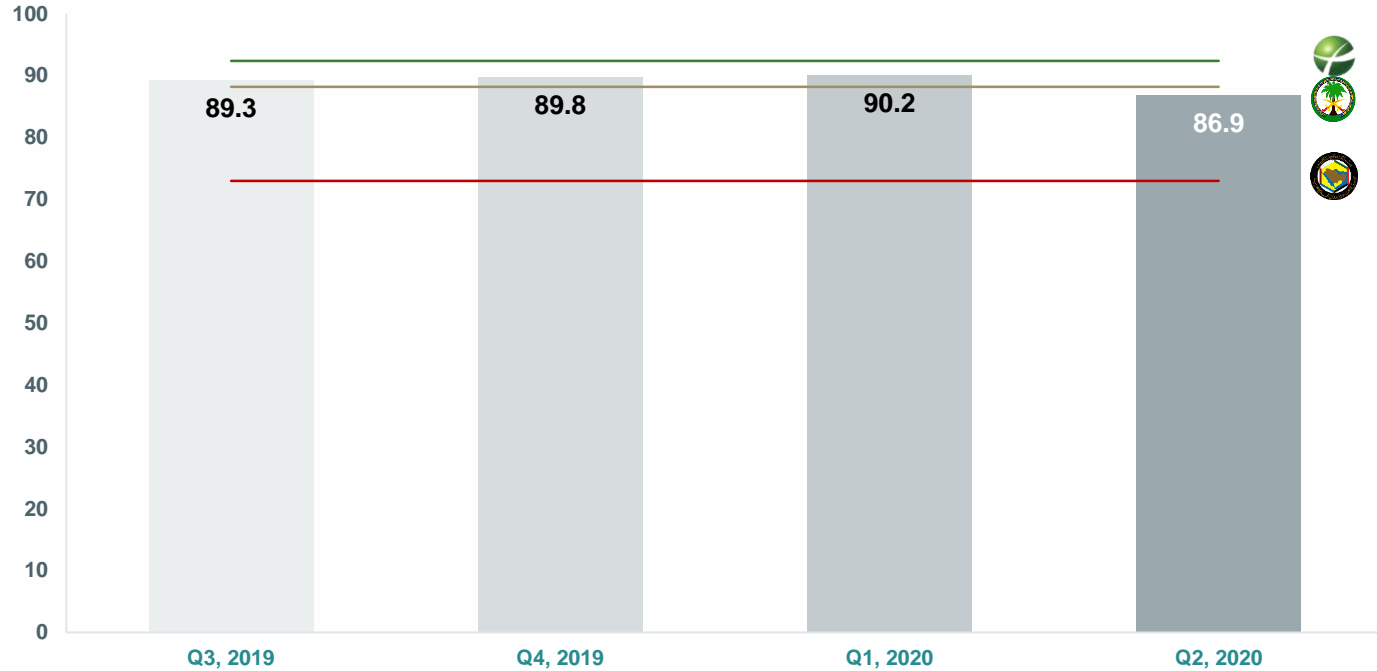
OP – Departments

Otolaryngology Overall Rating



n-Size
33

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

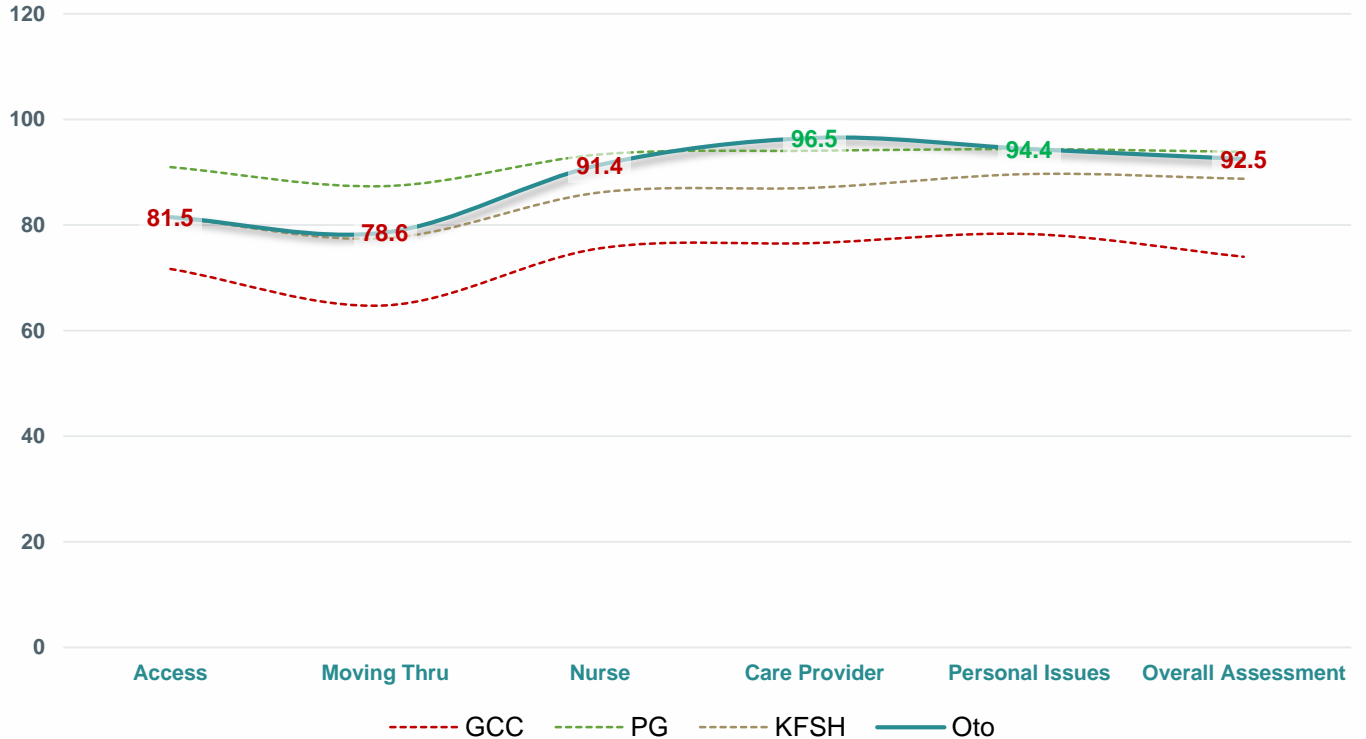
OP – Departments

Otolaryngology Patient Journey



n-Size
33

Period: Apr 1st – Jun 30th, 2020



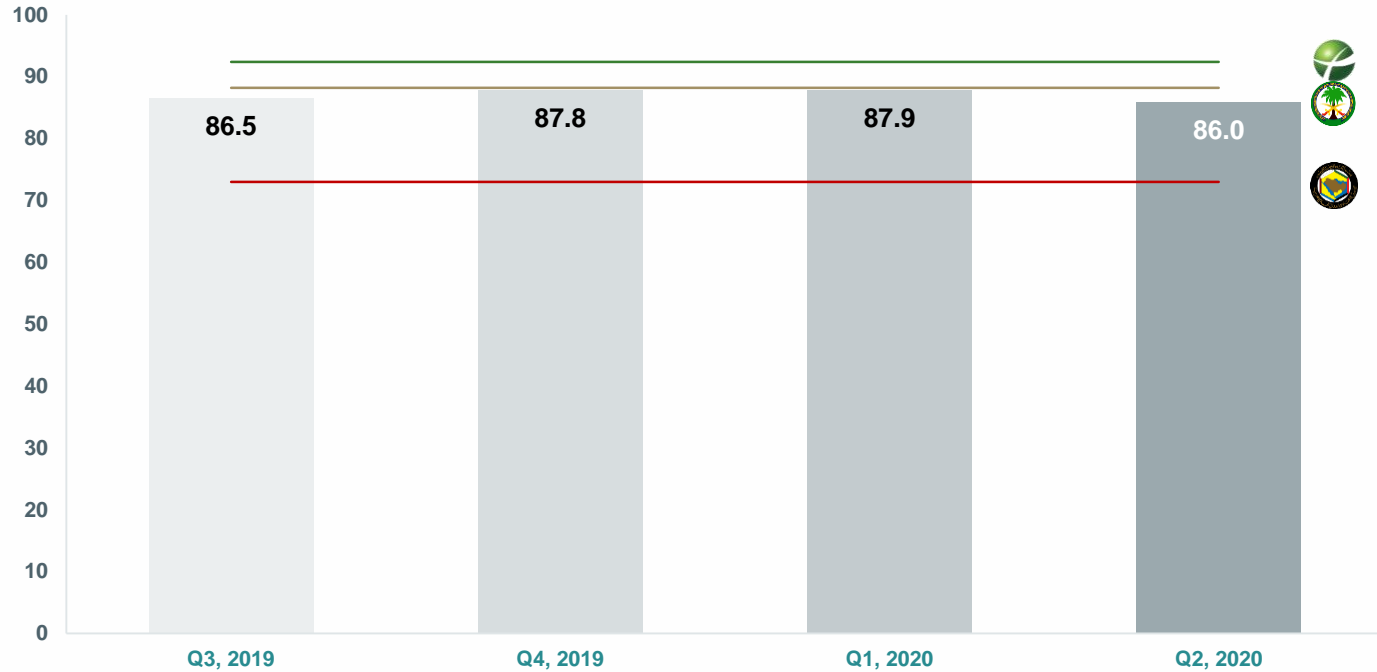
OP – Departments

Oncology Overall Rating



n-Size
366

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

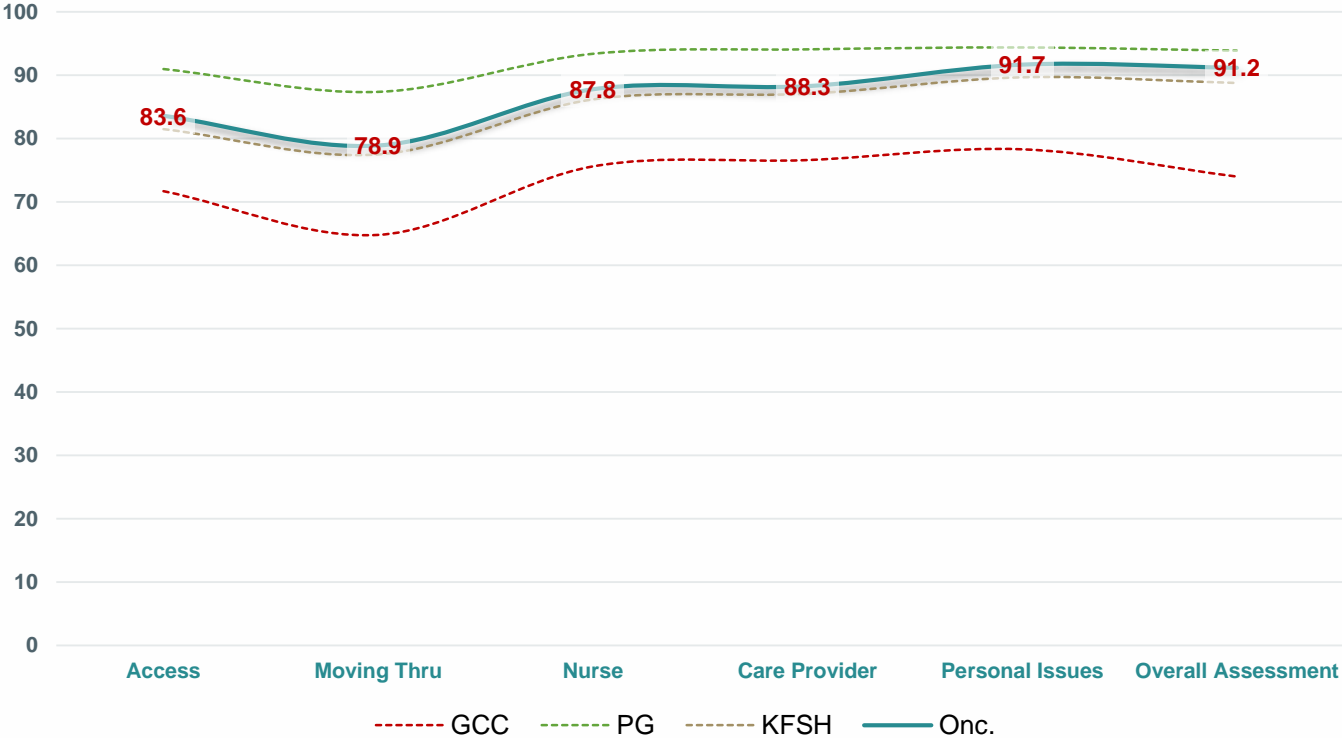
OP – Departments

Oncology Patient Journey



n-Size
366

Period: Apr 1st – Jun 30th, 2020



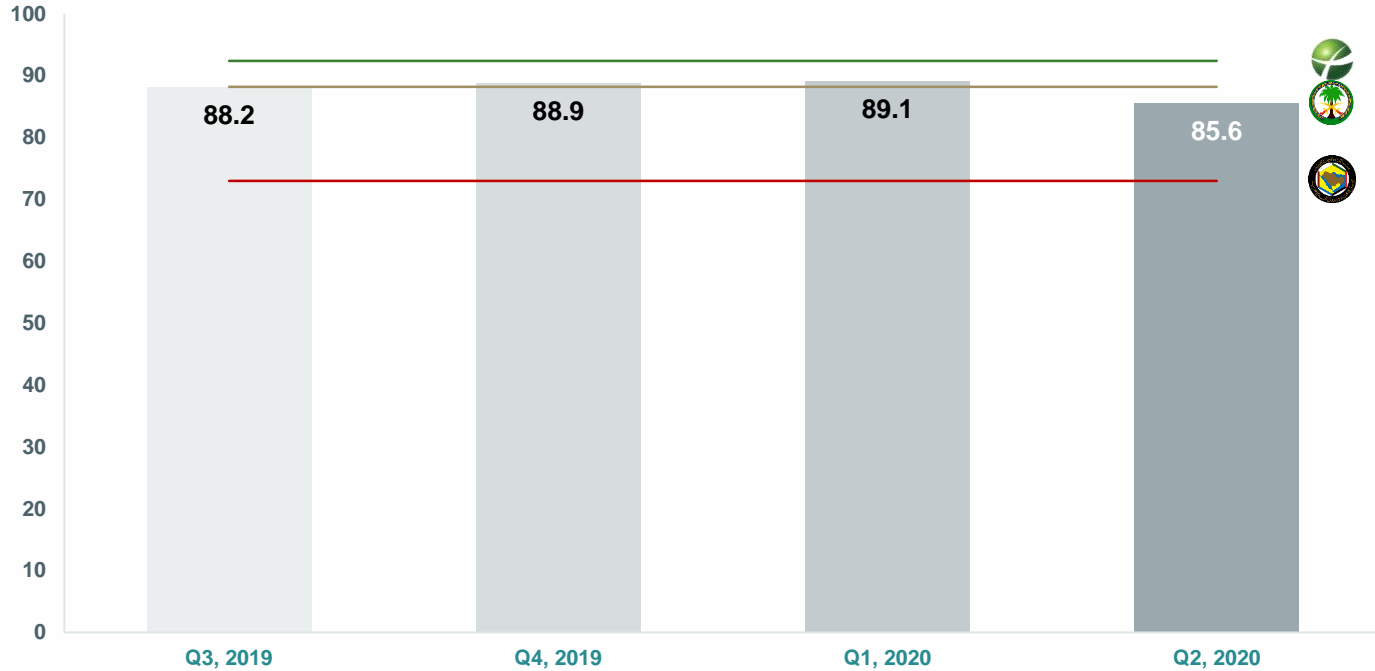
OP – Departments

Transplant Overall Rating



n-Size
203

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

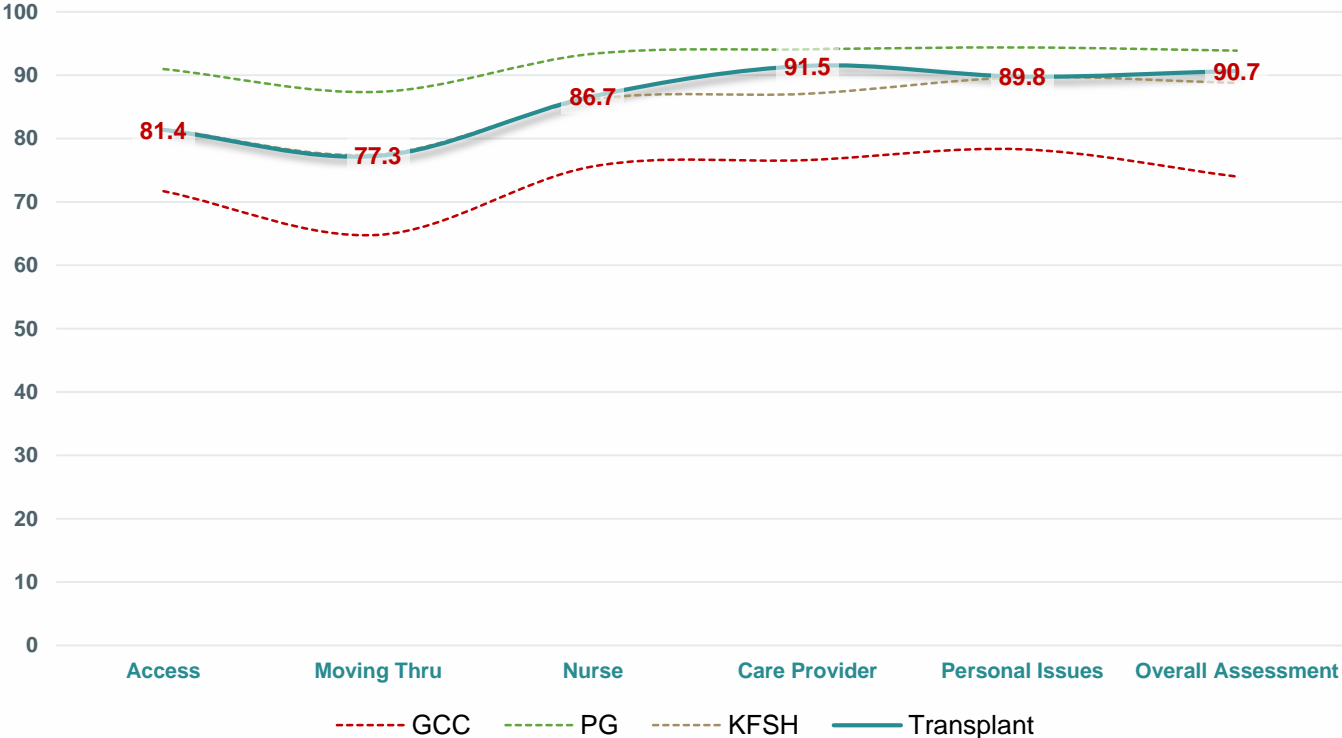
OP – Departments

Transplant Patient Journey



n-Size
203

Period: Apr 1st – Jun 30th, 2020



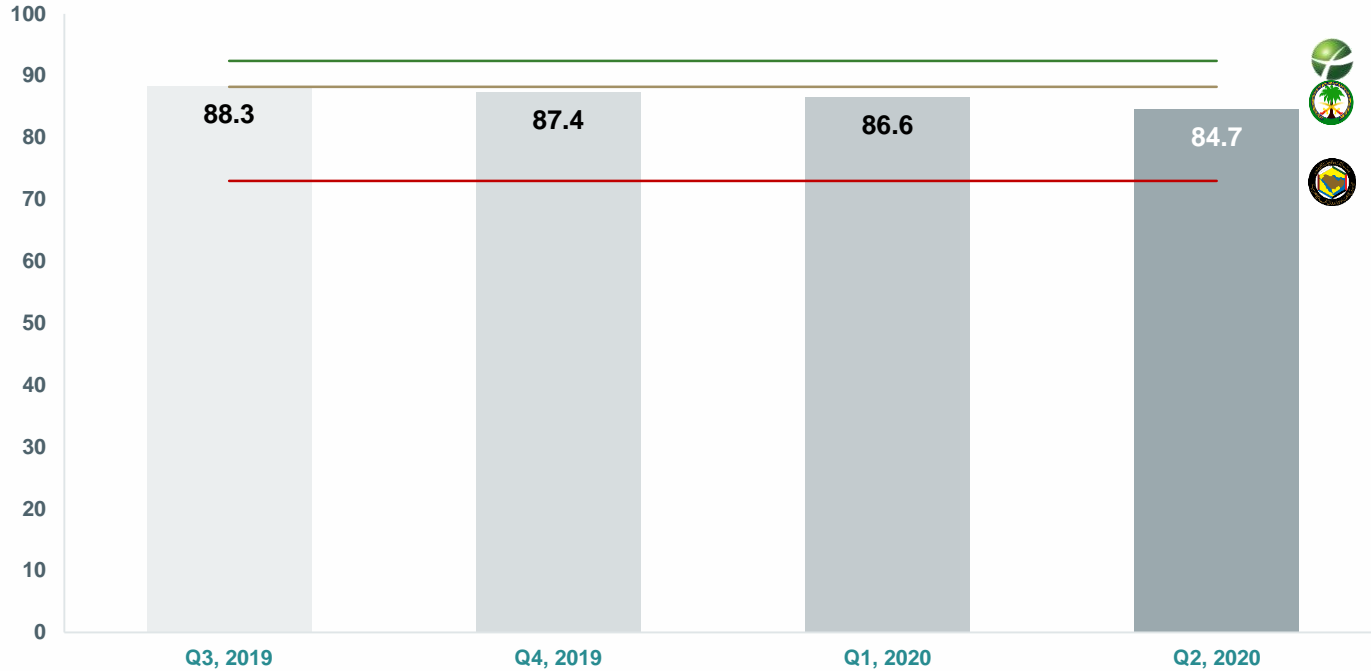
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Ortho. Surgery Overall Rating



n-Size
55



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

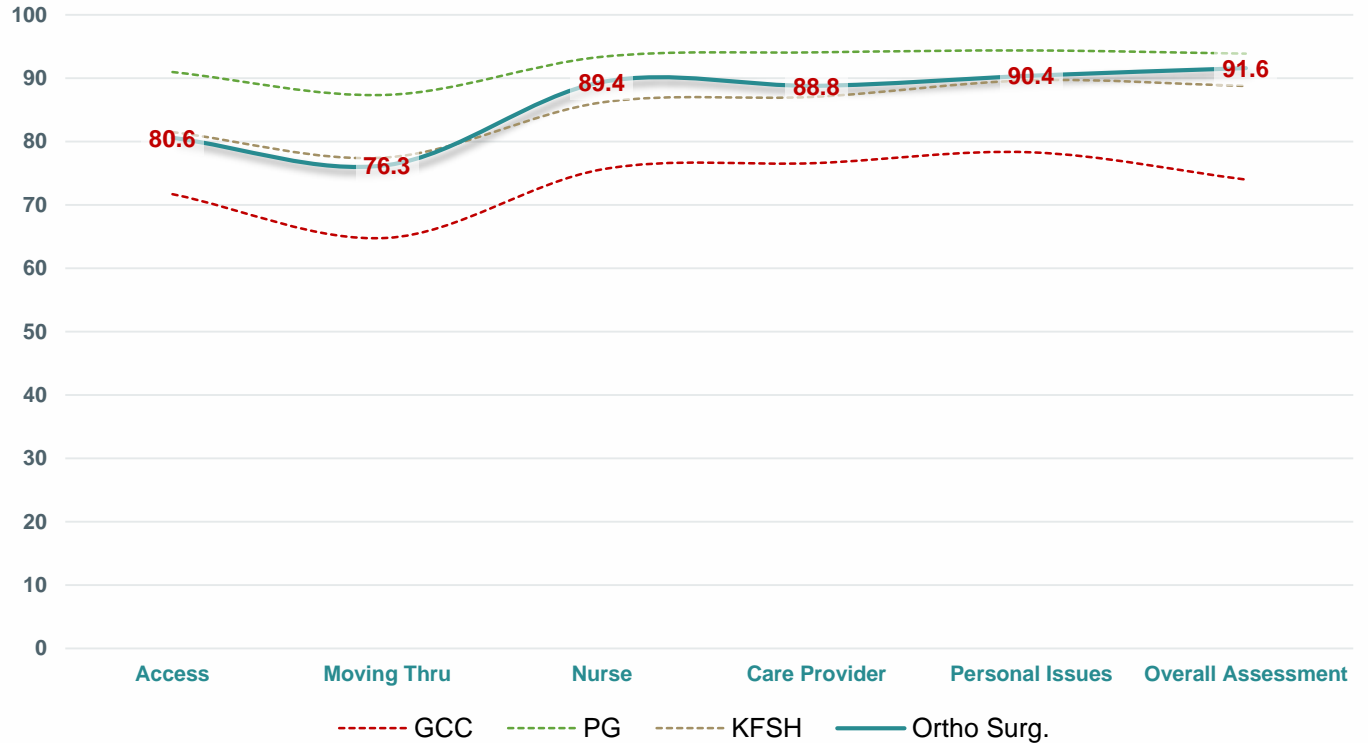
OP – Departments

Ortho. Surgery Patient Journey



n-Size
55

Period: Apr 1st – Jun 30th, 2020



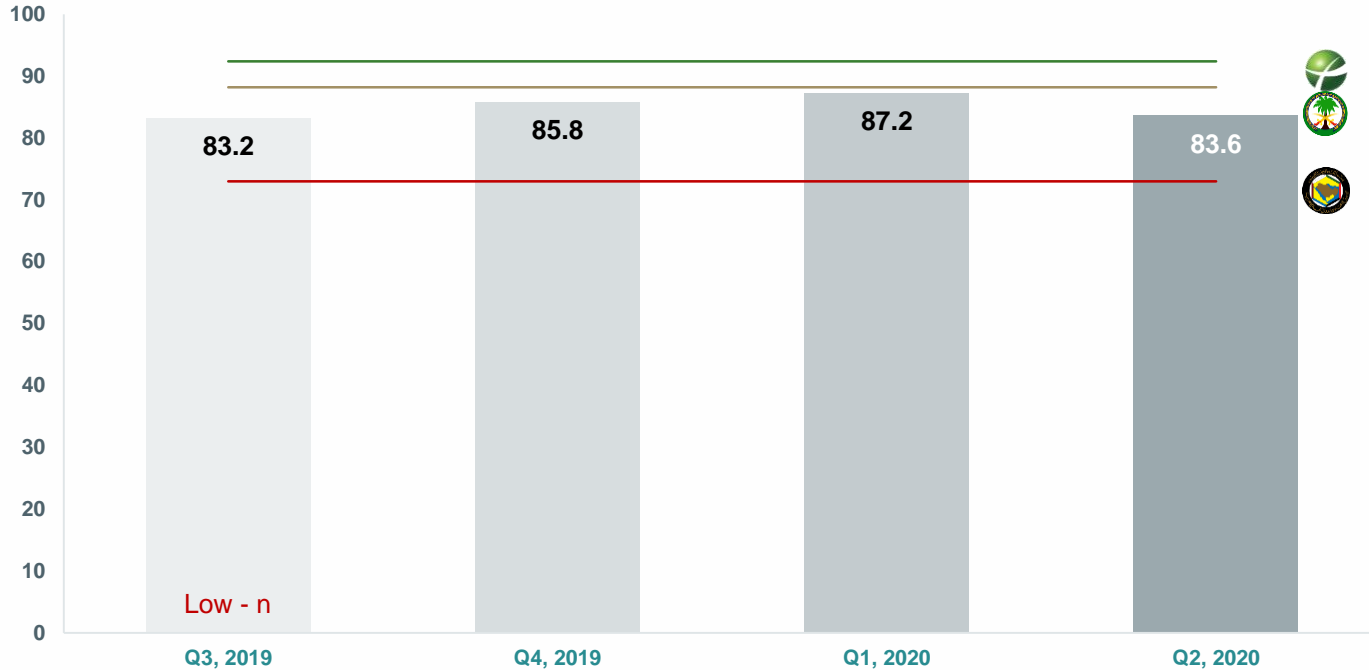
OP – Departments

Anesthesia Overall Rating



n-Size
58

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

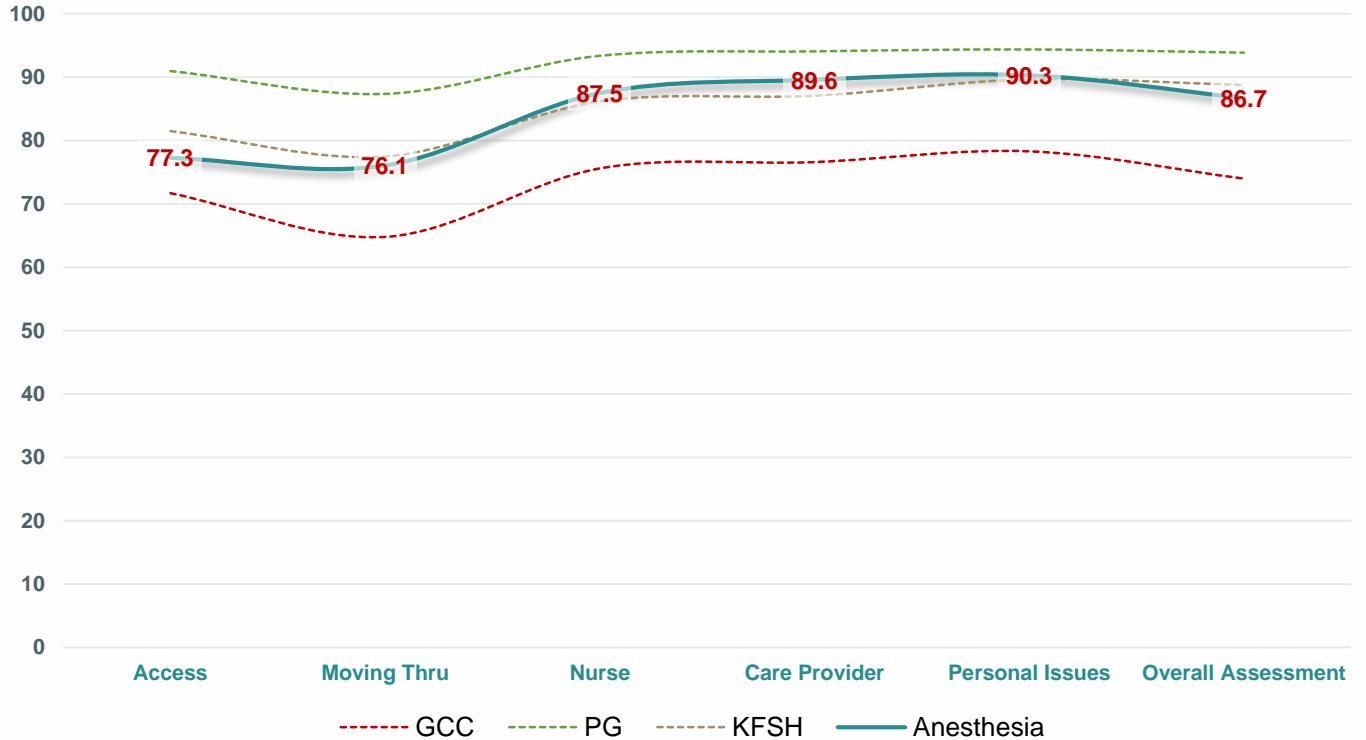
OP – Departments

Anesthesia Patient Journey



n-Size
58

Period: Apr 1st – Jun 30th, 2020



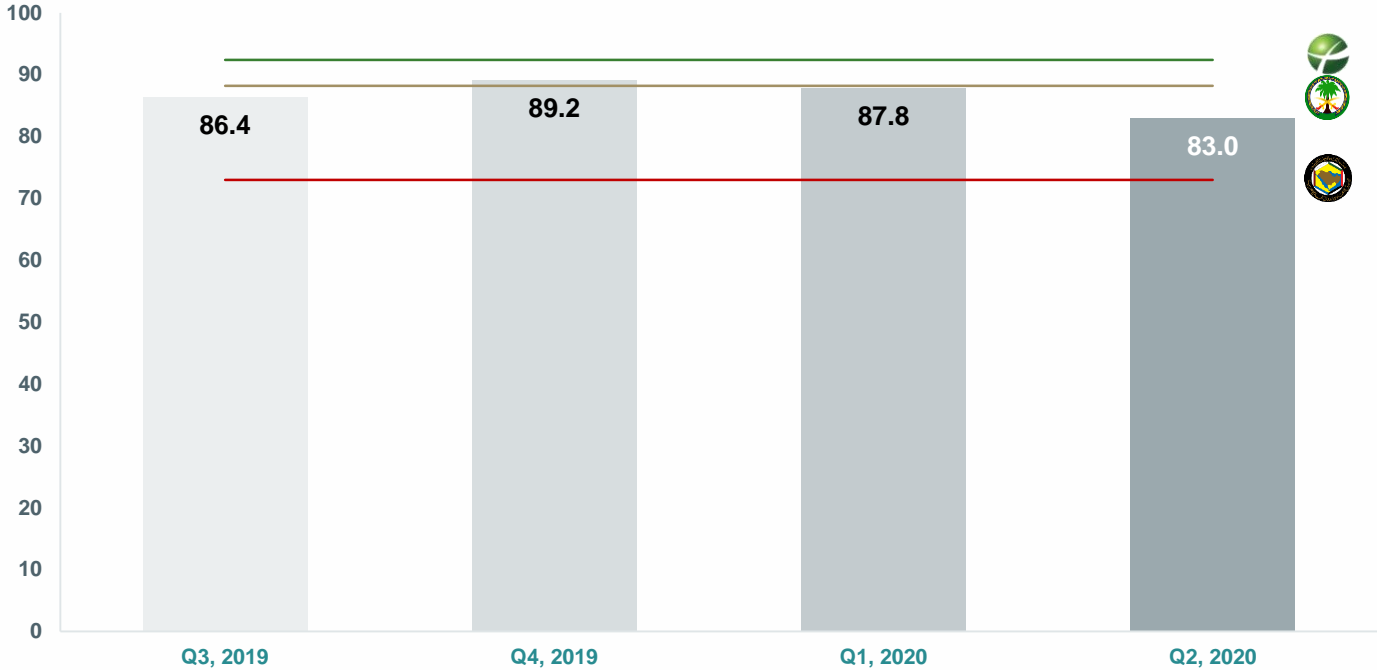
OP – Departments

Period: Apr 1st – Jun 30th, 2020

PHO
Overall Rating

83.0
Q2, 2020

n-Size
89



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

OP – Departments

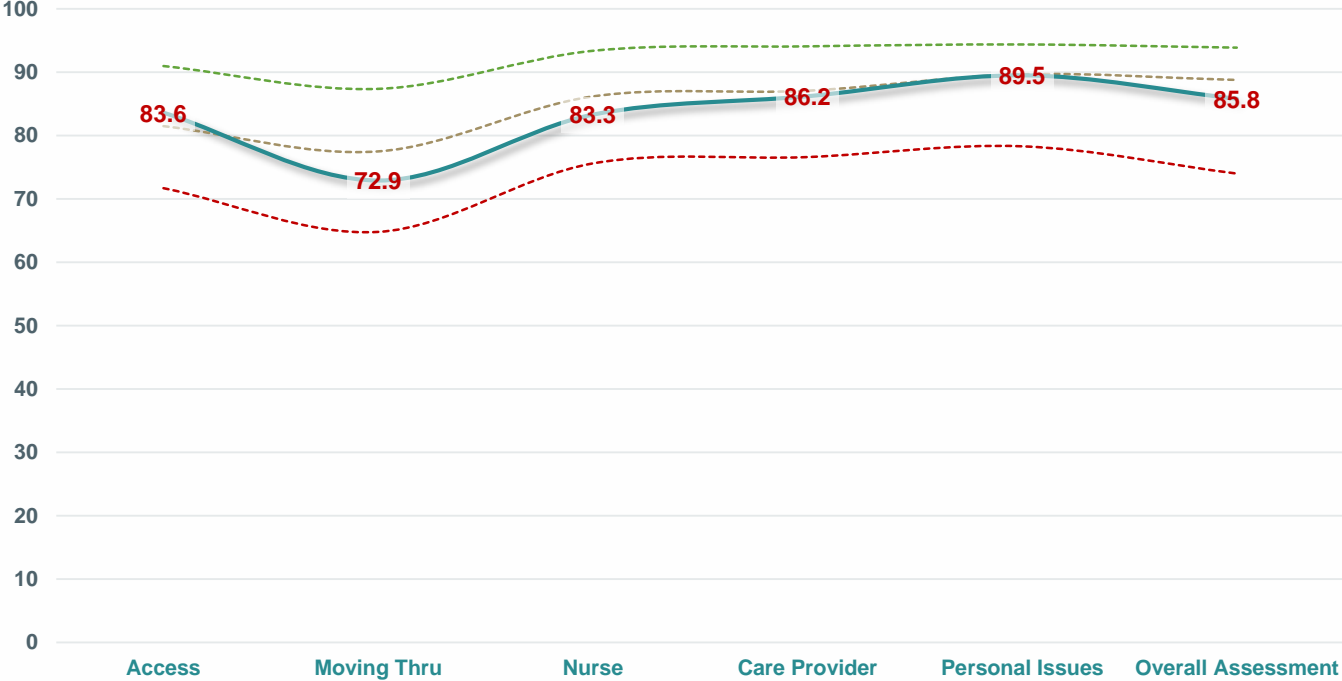
Period: Apr 1st – Jun 30th, 2020

PHO Patient Journey



n-Size

89



--- GCC - - - PG - - - KFSH — PHO

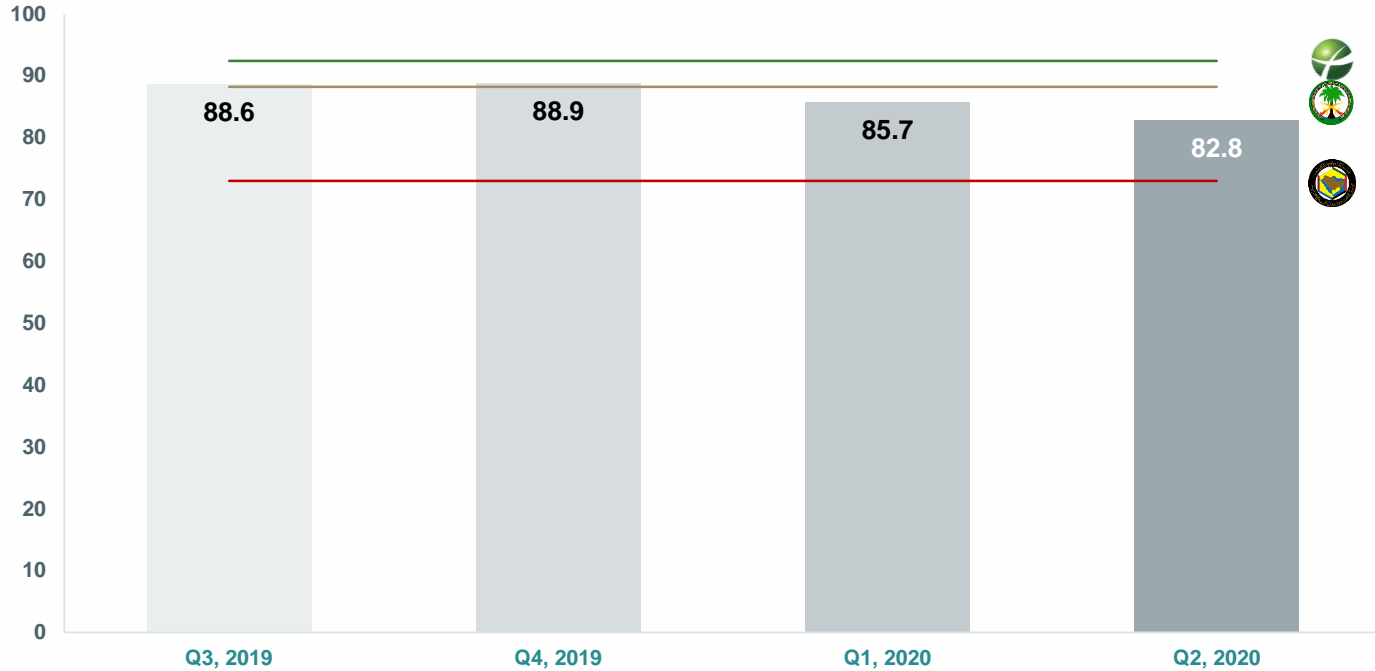
OP – Departments

Heart Institute Overall Rating



n-Size
127

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

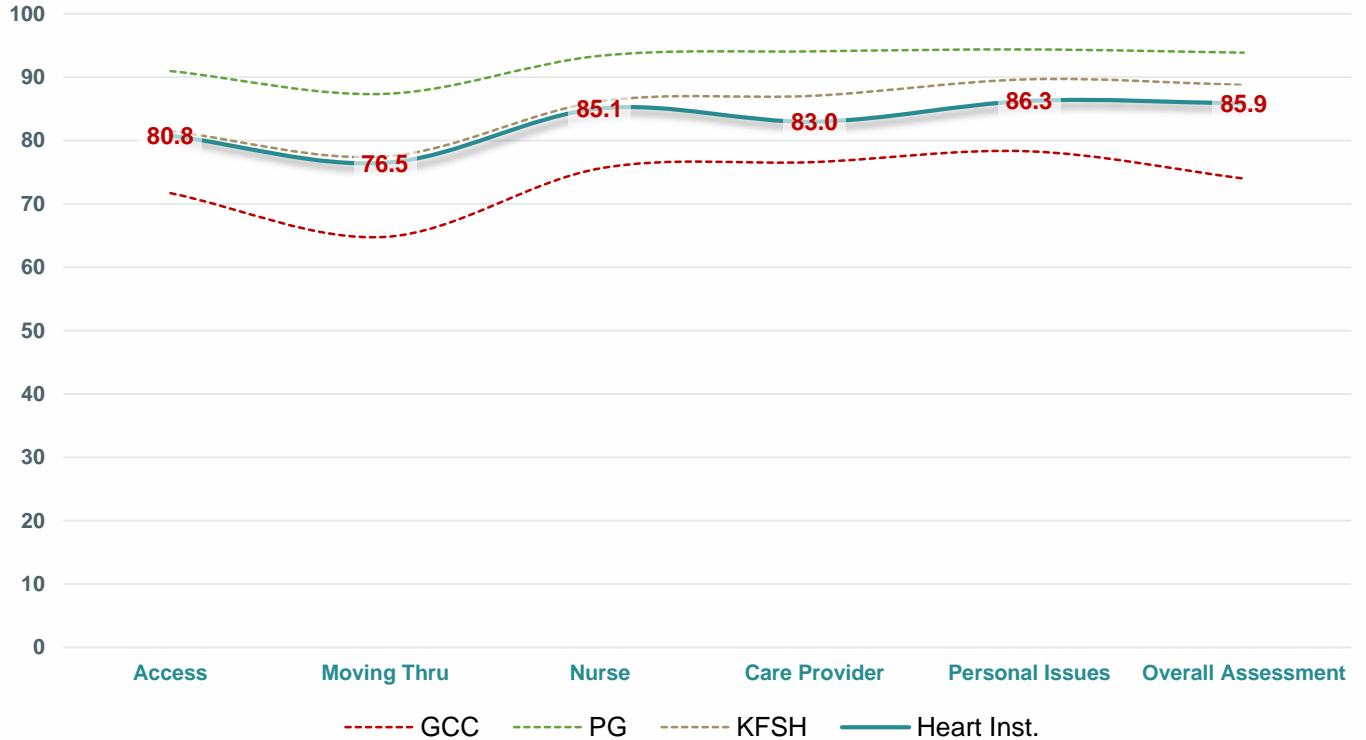
OP – Departments

Heart Institute Patient Journey



n-Size
127

Period: Apr 1st – Jun 30th, 2020



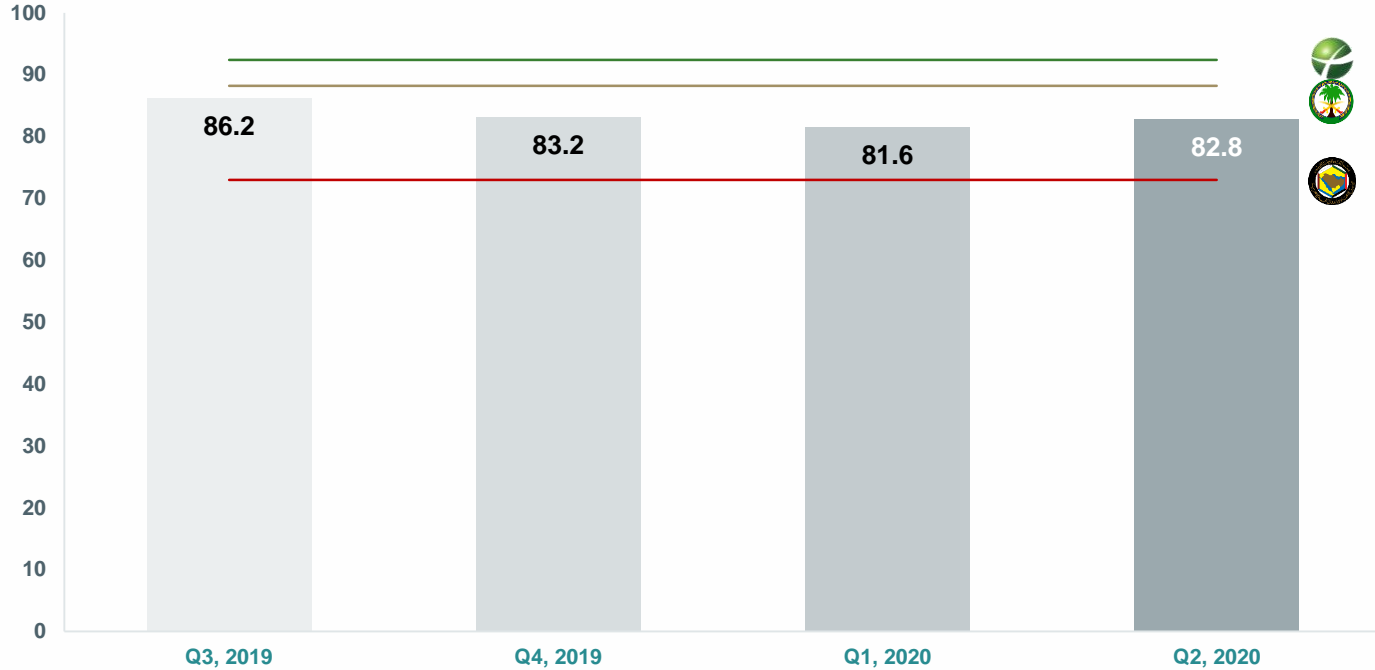
OP – Departments

Ophthalmology Overall Rating



n-Size
40

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

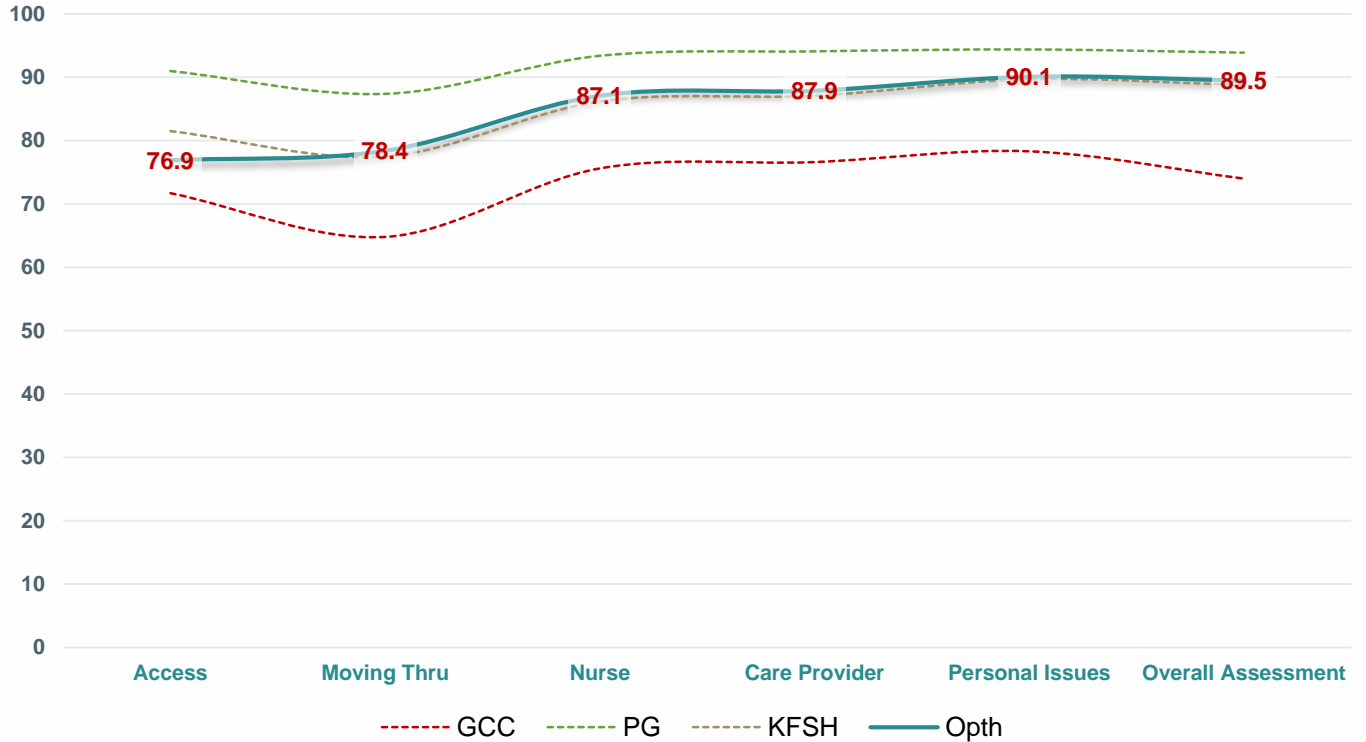
OP – Departments

Ophthalmology Patient Journey



n-Size
40

Period: Apr 1st – Jun 30th, 2020



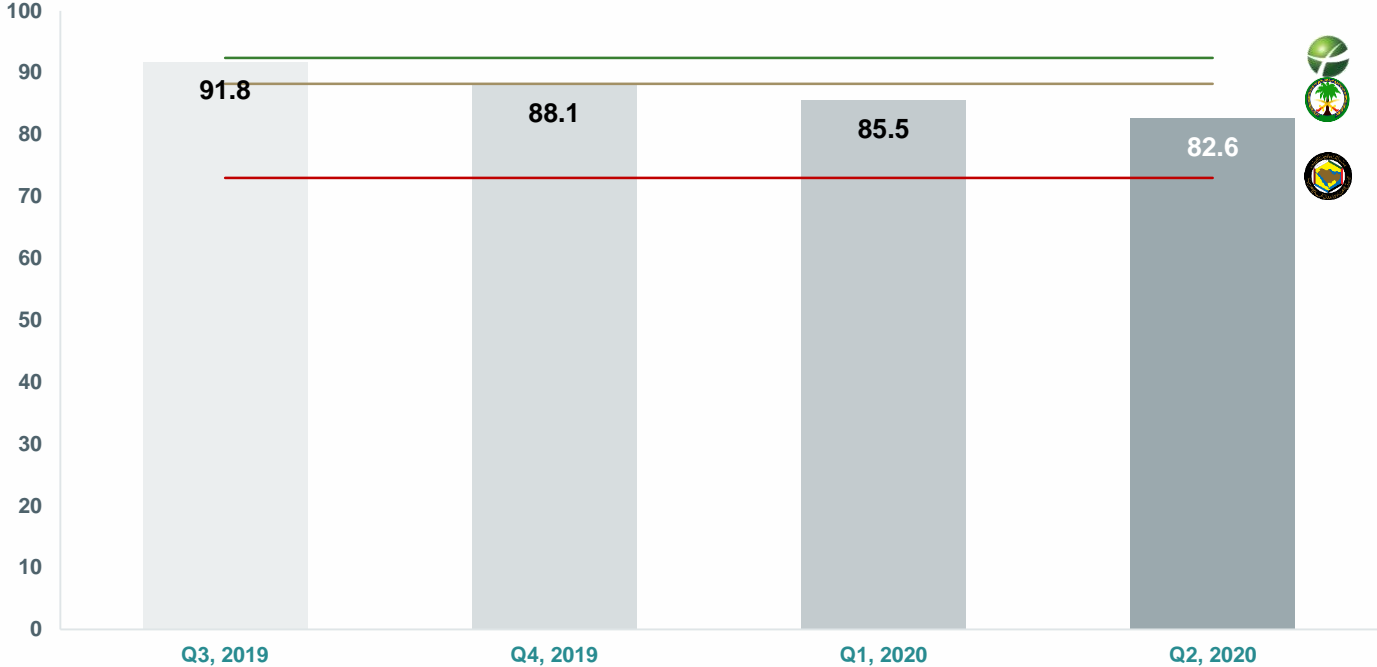
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Nutrition Overall Rating



n-Size
34



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

OP – Departments

Nutrition

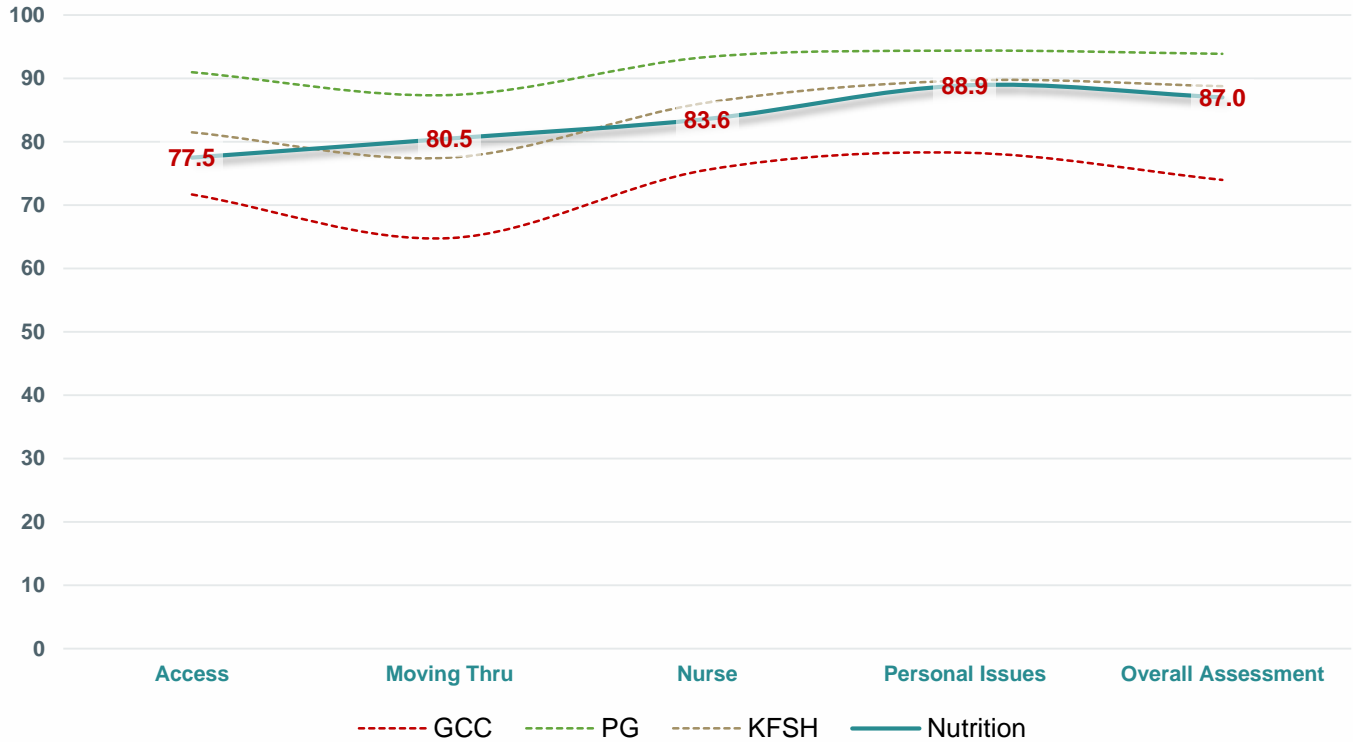
Patient Journey



n-Size

34

Period: Apr 1st – Jun 30th, 2020



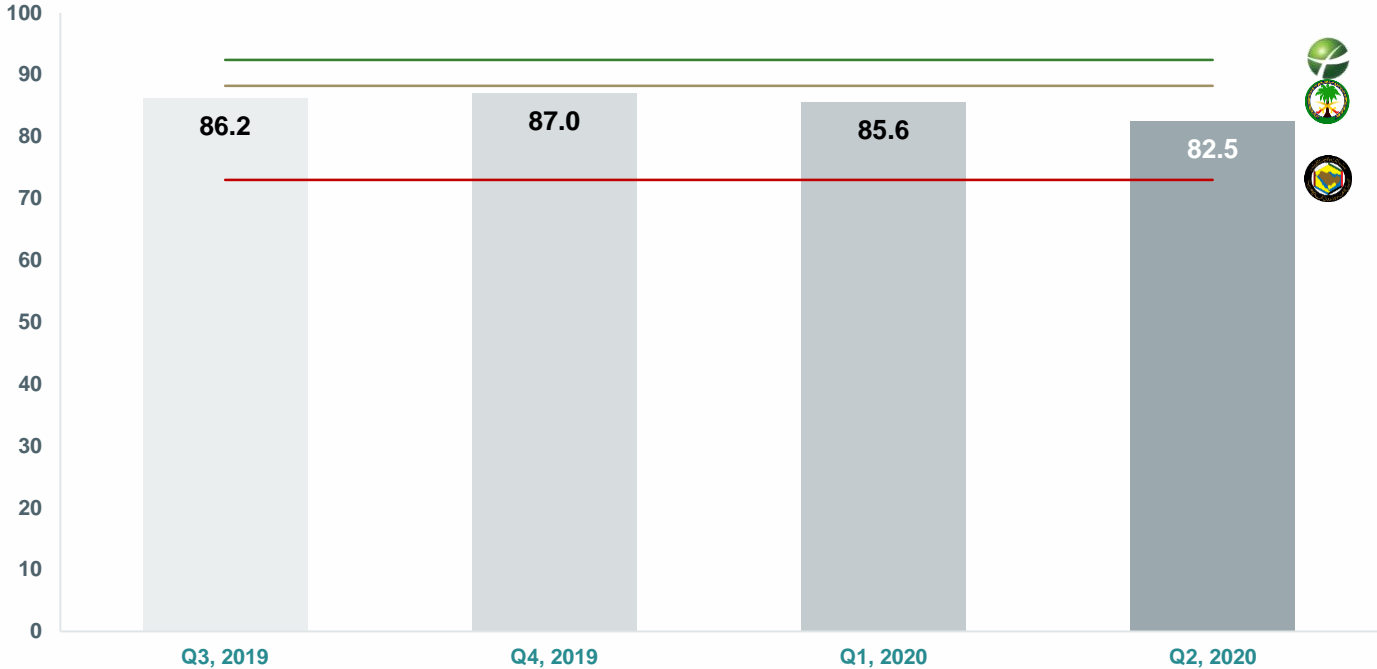
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Surgery Overall Rating



n-Size
57



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

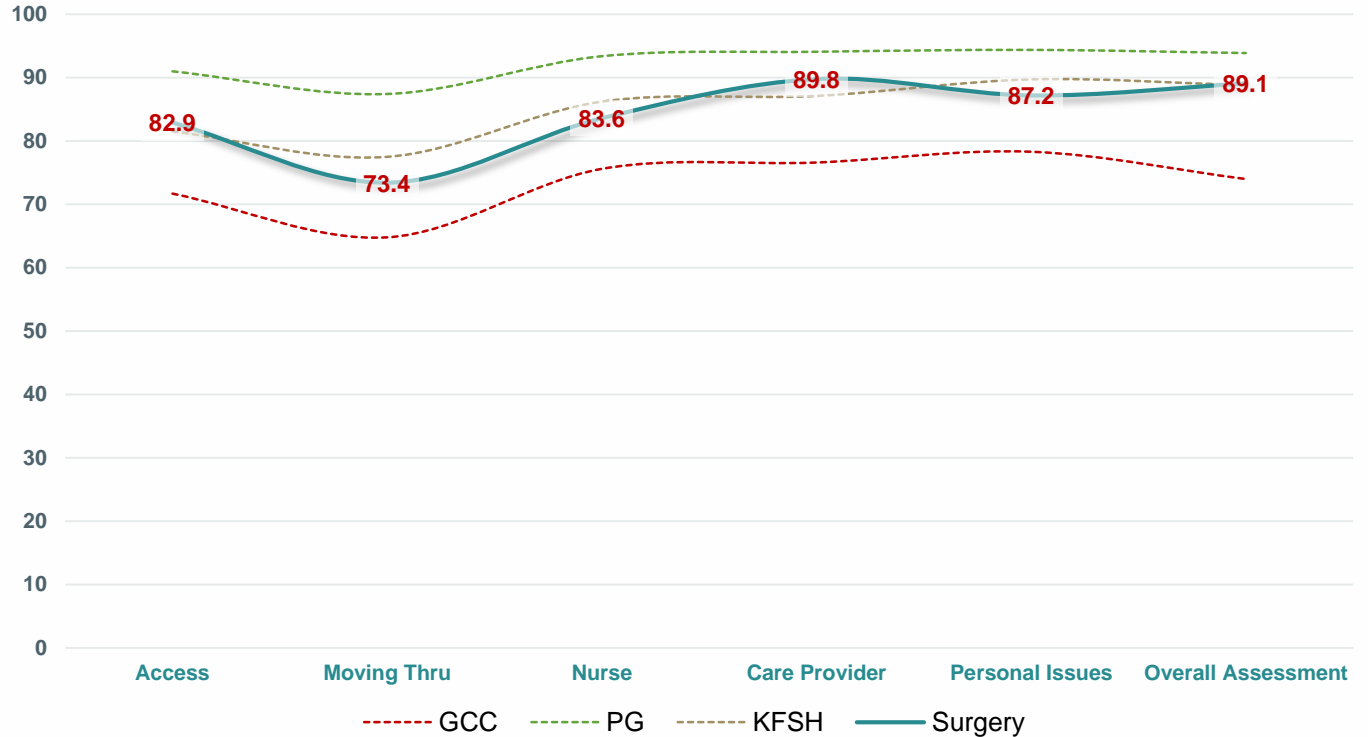
OP – Departments

Surgery Patient Journey



n-Size
57

Period: Apr 1st – Jun 30th, 2020



OP – Departments

Period: Apr 1st – Jun 30th, 2020

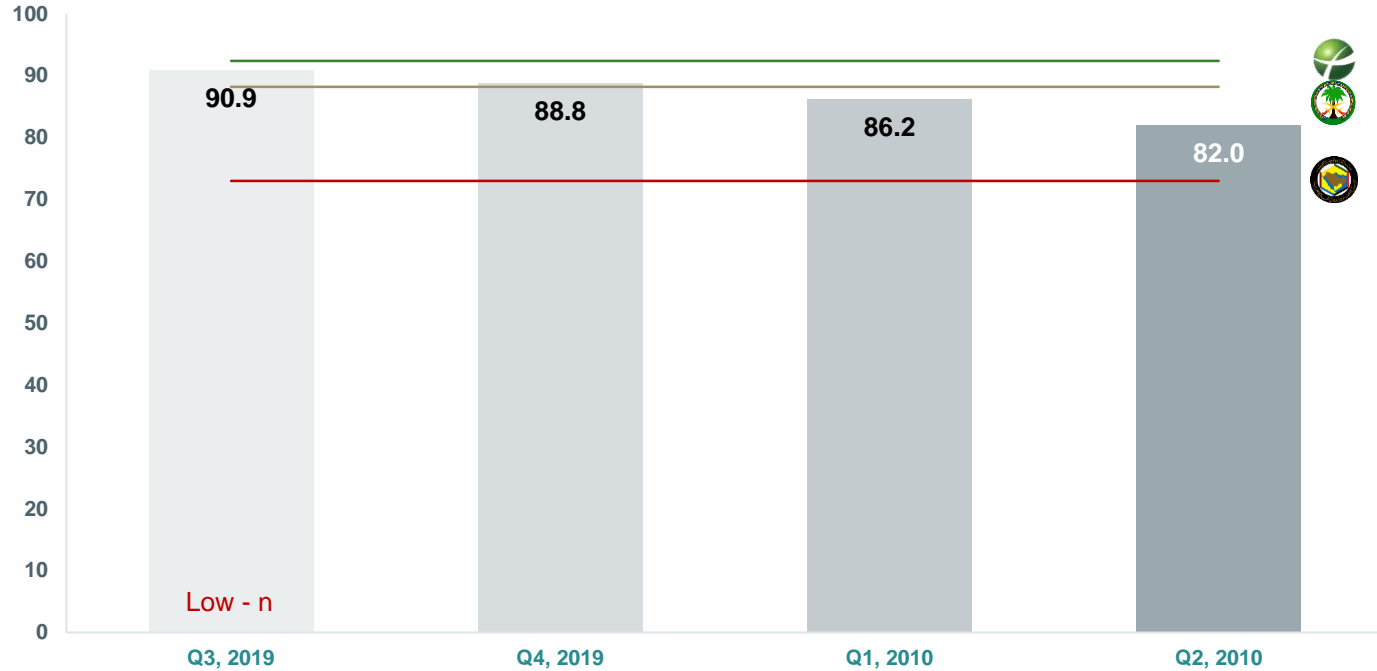
Medical Genetics

Overall Rating



n-Size

33



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

OP – Departments

Period: Apr 1st – Jun 30th, 2020

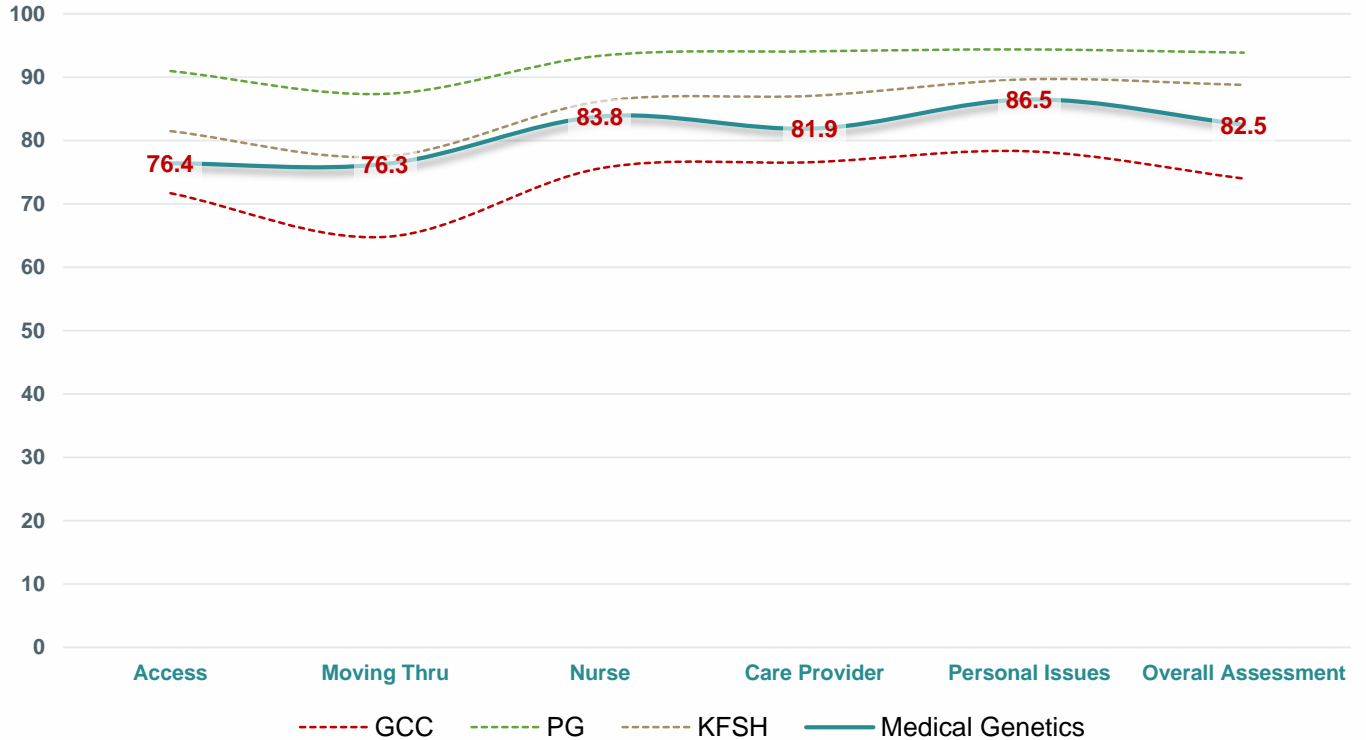
Medical Genetics

Overall Rating



n-Size

33



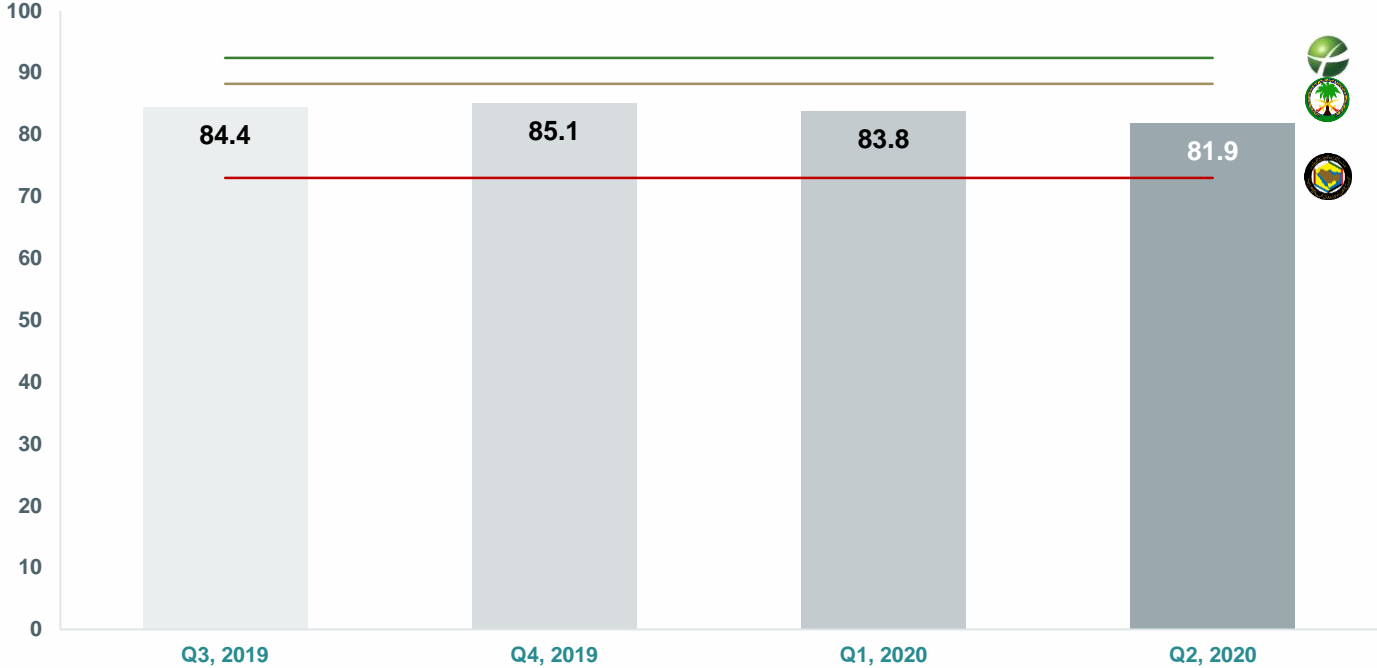
OP – Departments

Period: Apr 1st – Jun 30th, 2020

OB/GYN Overall Rating



n-Size
119



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

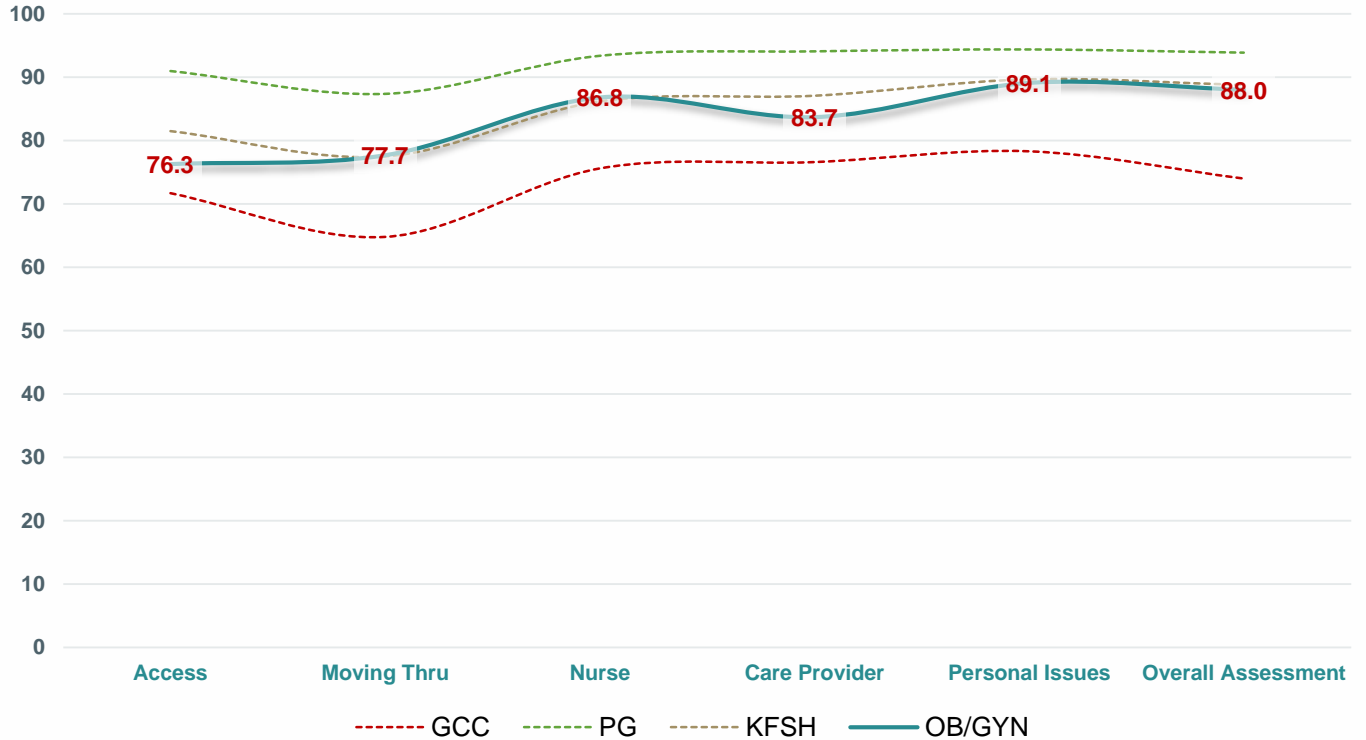
OP – Departments

OB/GYN Patient Journey



n-Size
119

Period: Apr 1st – Jun 30th, 2020



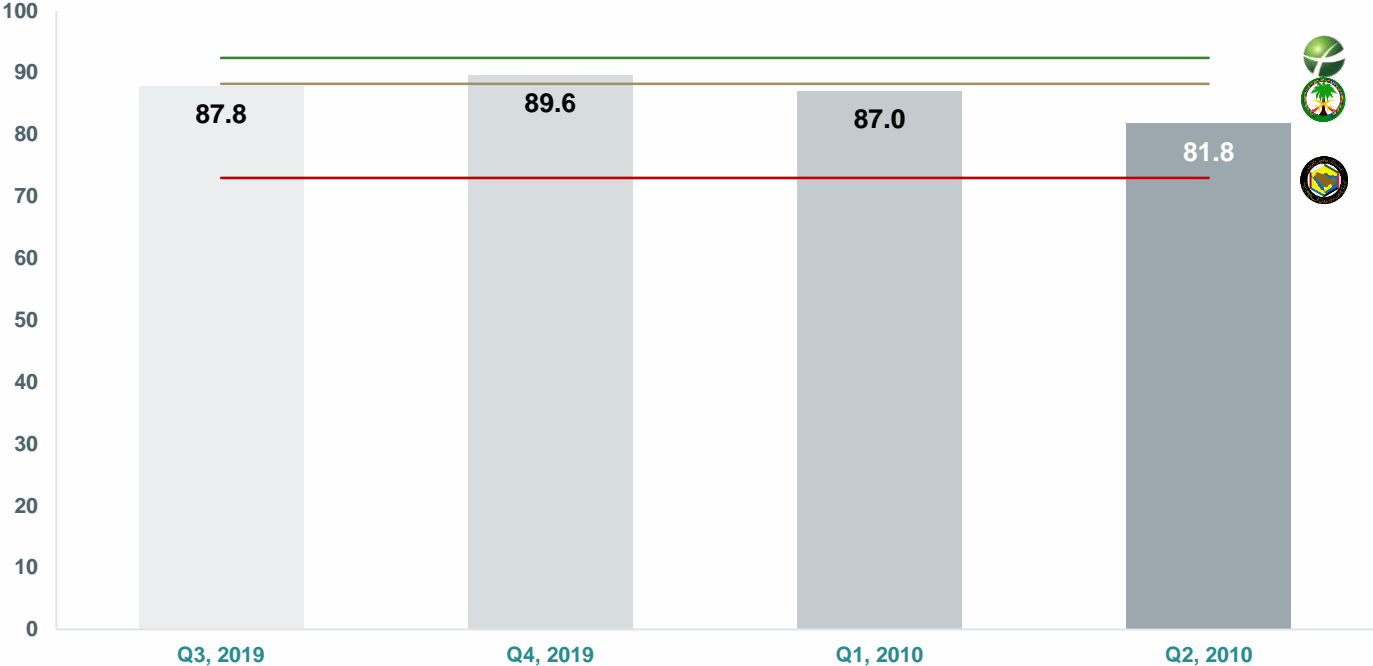
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Neurosciences Overall Rating



n-Size
106



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

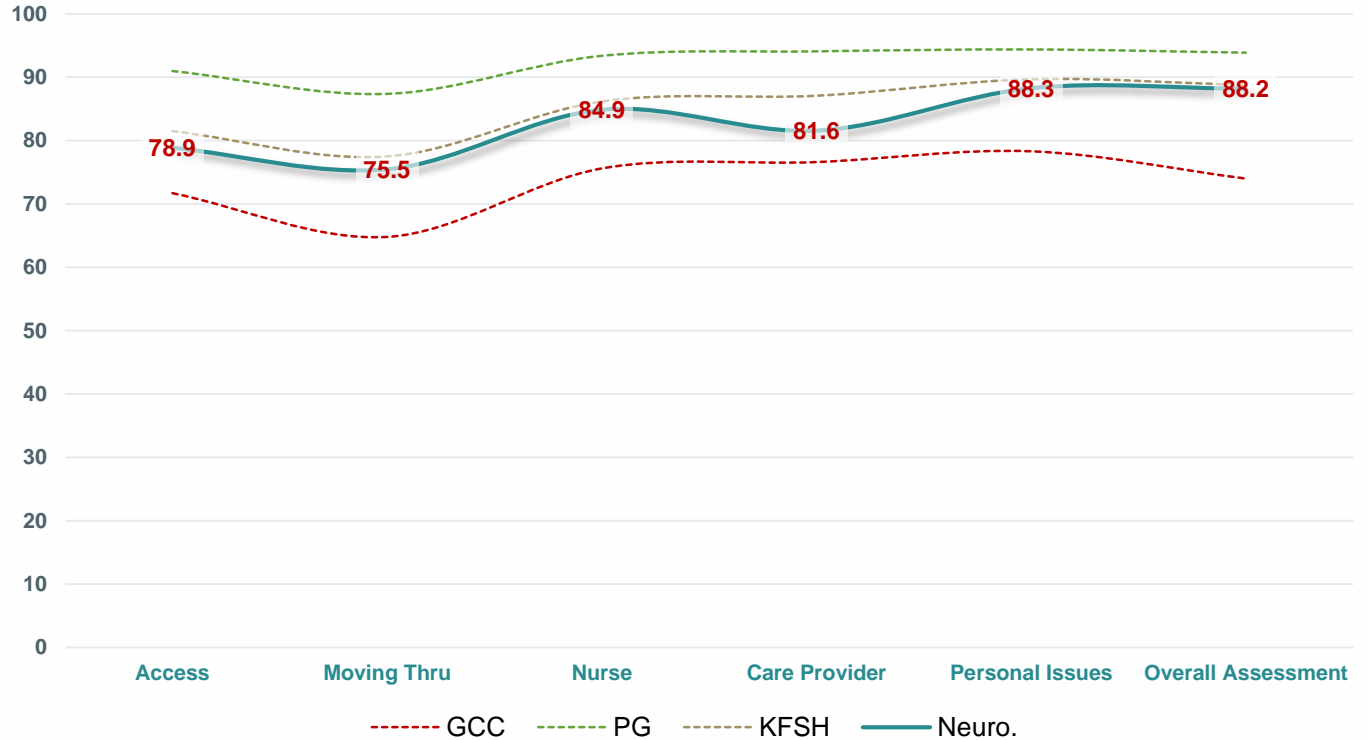
OP – Departments

Neurosciences Patient Journey



n-Size
106

Period: Apr 1st – Jun 30th, 2020



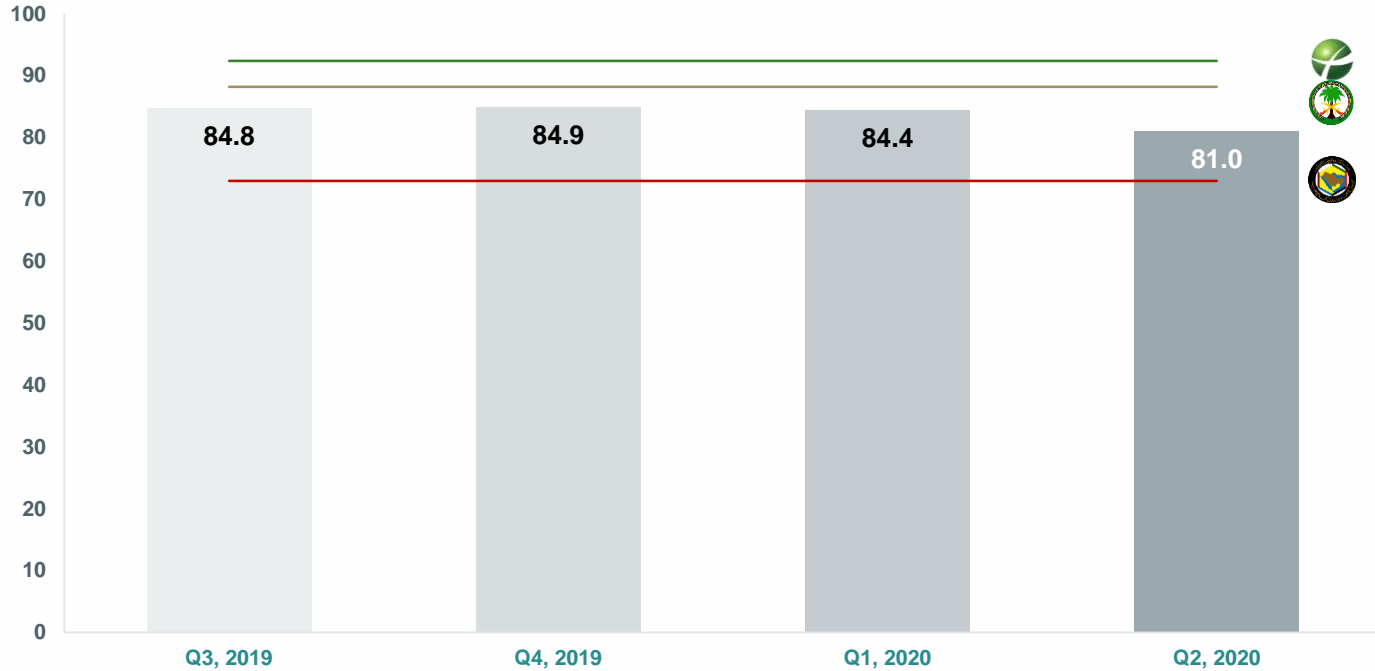
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Polyclinics (FM) Overall Rating



n-Size
282



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

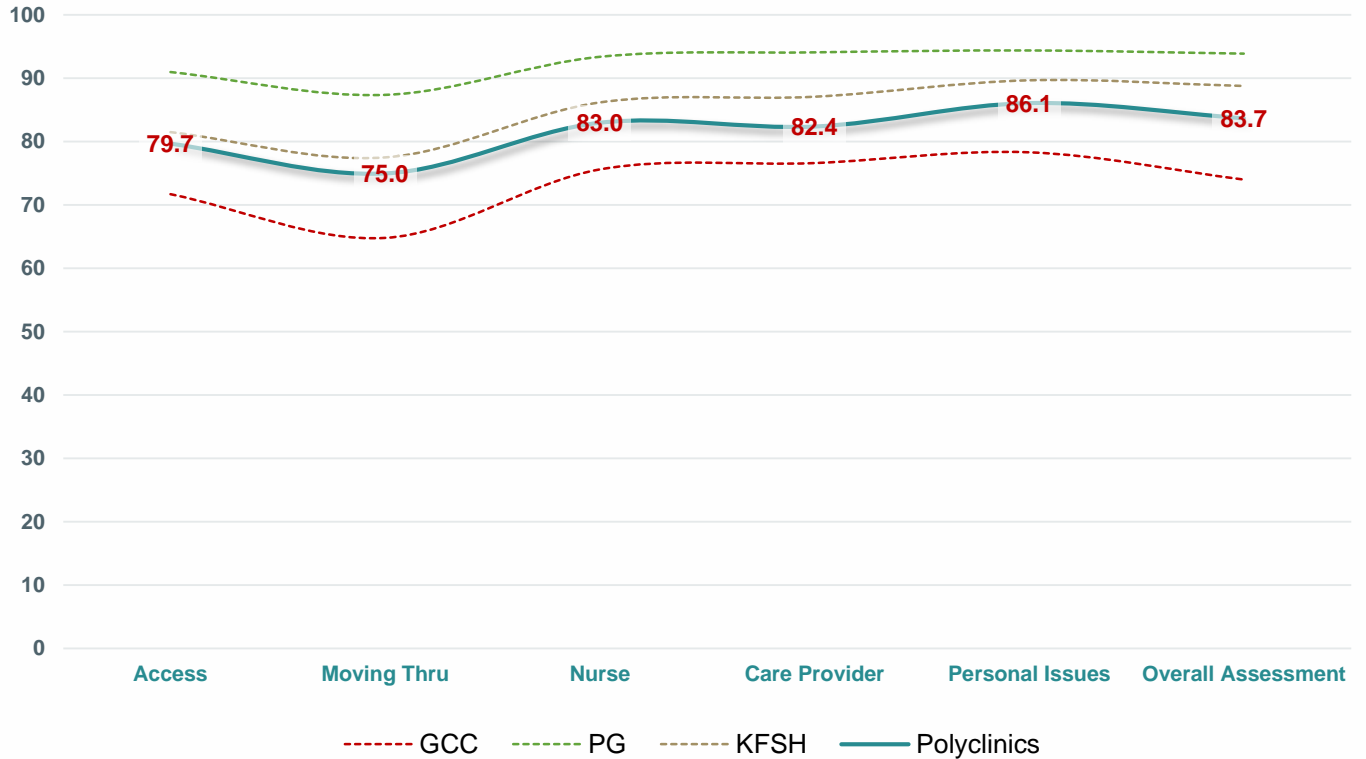
OP – Departments

Polyclinics (FM) Patient Journey



n-Size
282

Period: Apr 1st – Jun 30th, 2020



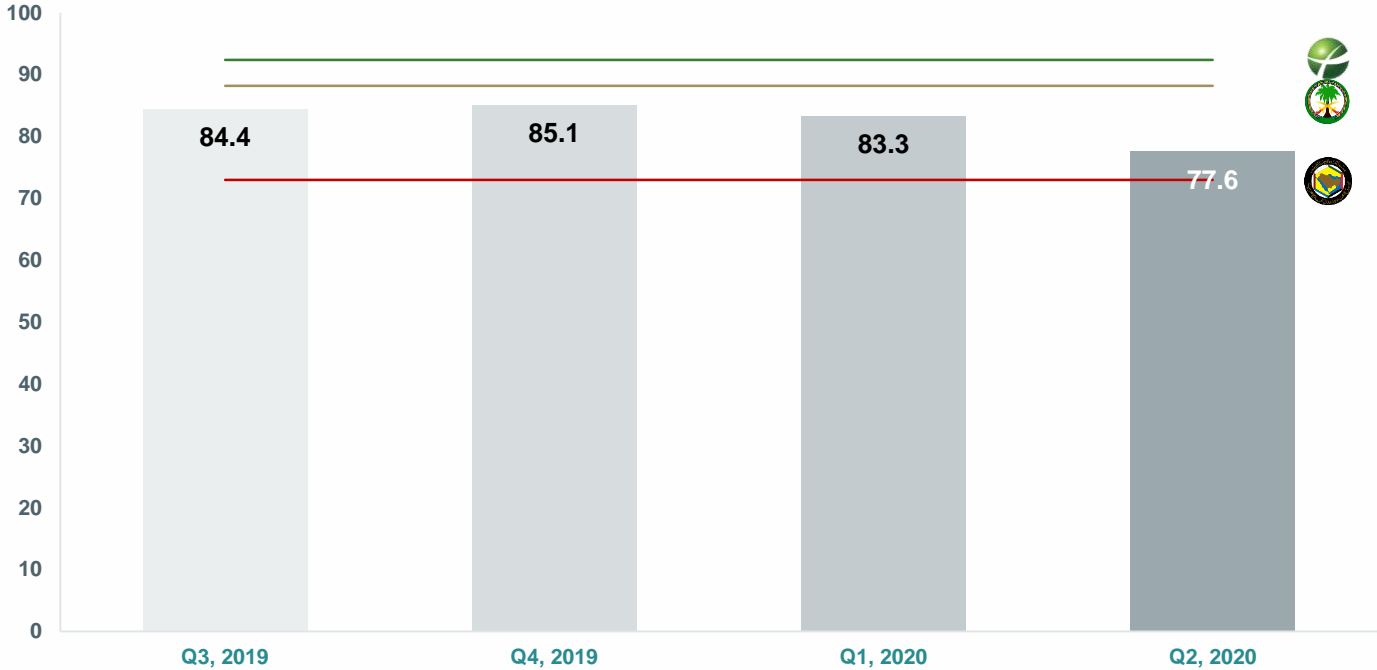
OP – Departments

Period: Apr 1st – Jun 30th, 2020

Urology Overall Rating



n-Size
38



* The survey tool was updated starting from Q1, 2020

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

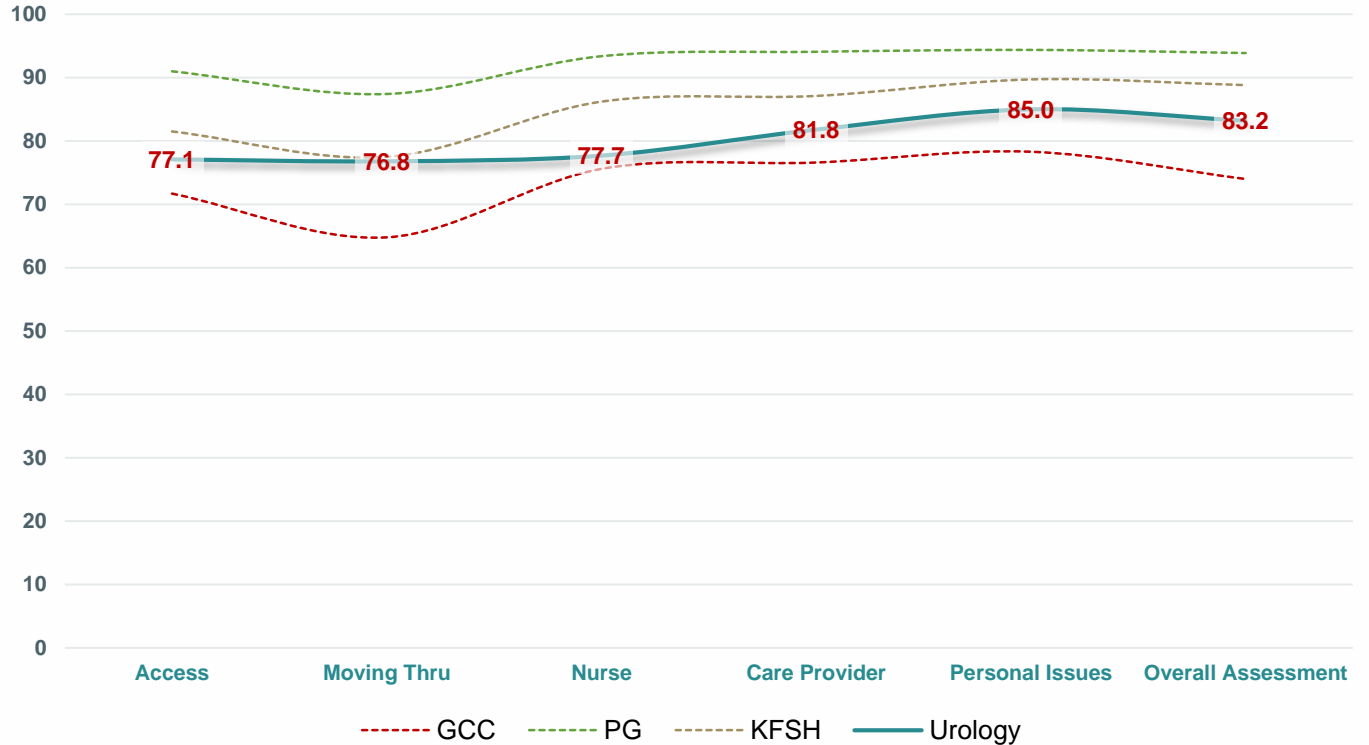
OP – Departments

Urology Patient Journey



n-Size
38

Period: Apr 1st – Jun 30th, 2020



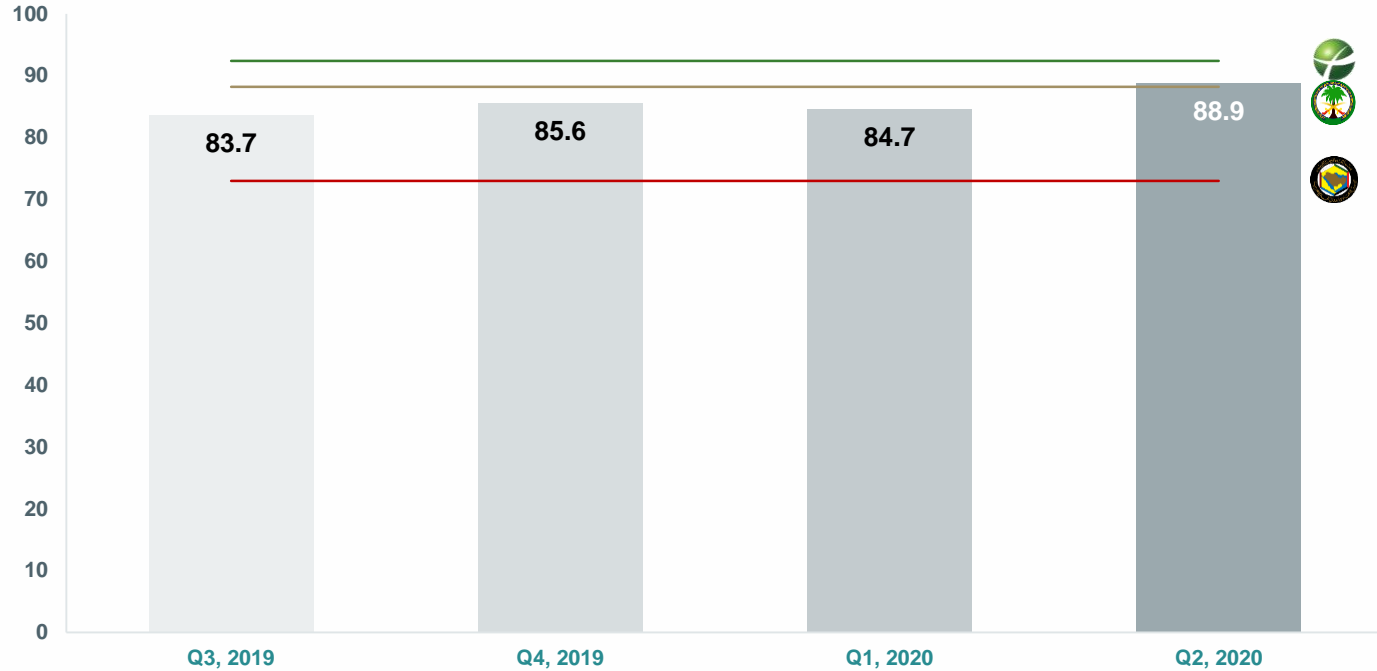
OP – Departments

Dermatology Overall Rating



n-Size
25*

Period: Apr 1st – Jun 30th, 2020



* The survey tool was updated starting from Q1, 2020

* Sample size of less than 30 is not statistically significant

 **KFSH Target [88.2]**

 **GCC Average [73.0]**

 **PG Average [92.4]**

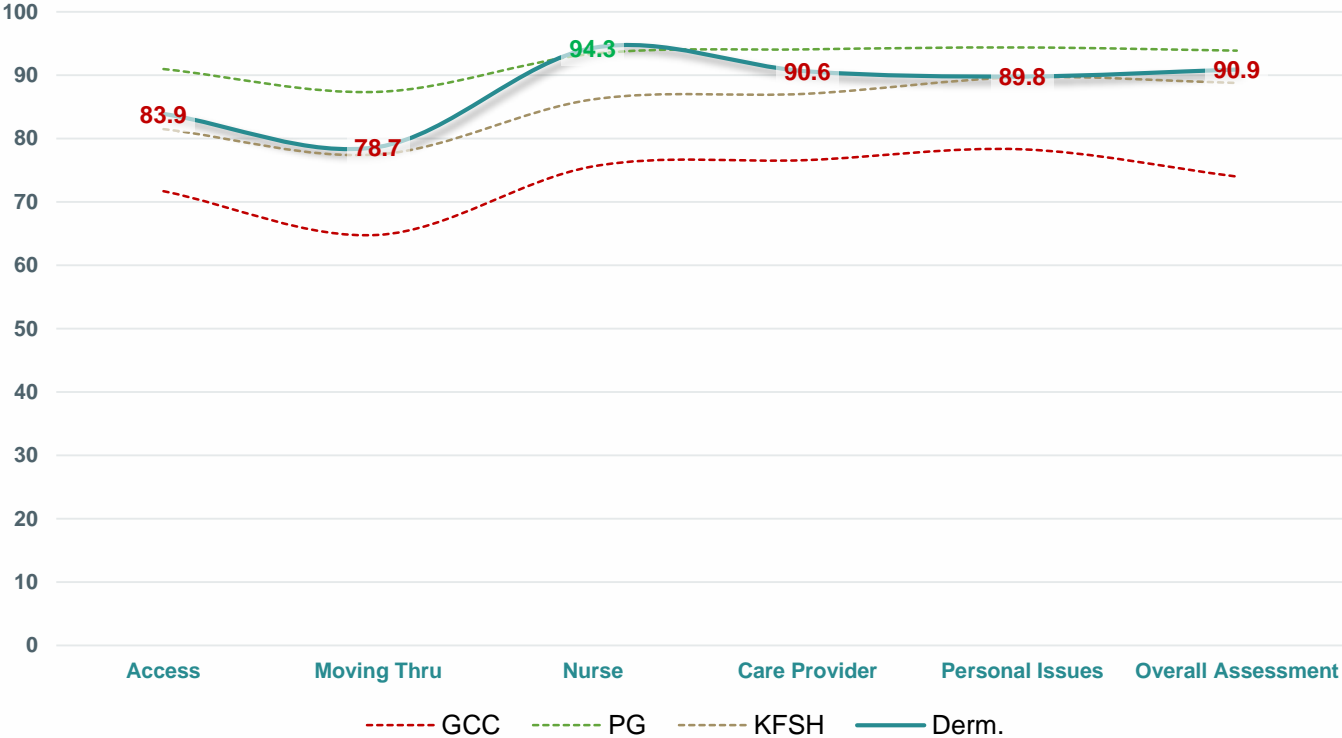
OP – Departments

Dermatology Patient Journey



n-Size
25*

Period: Apr 1st – Jun 30th, 2020





Telemedicine

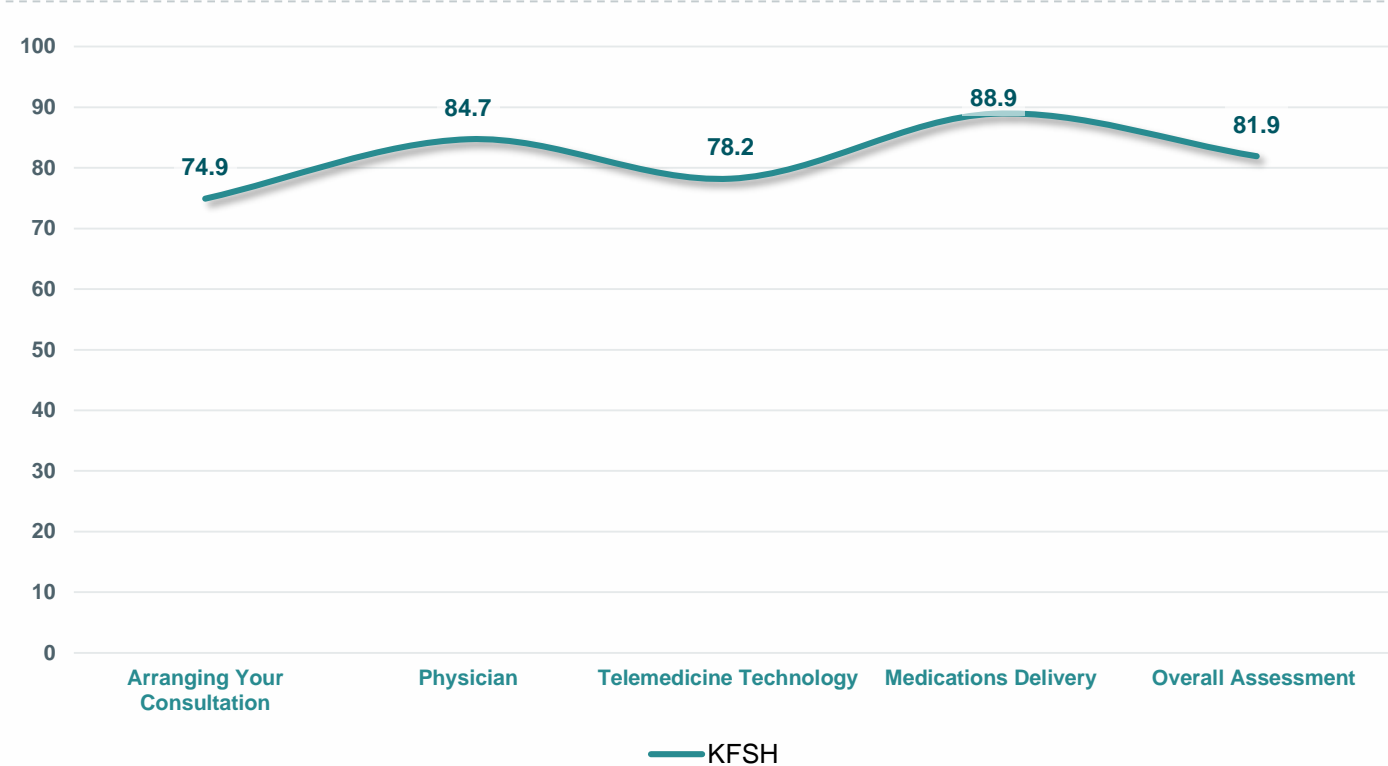
Telemedicine – Overall Rating

KFSH



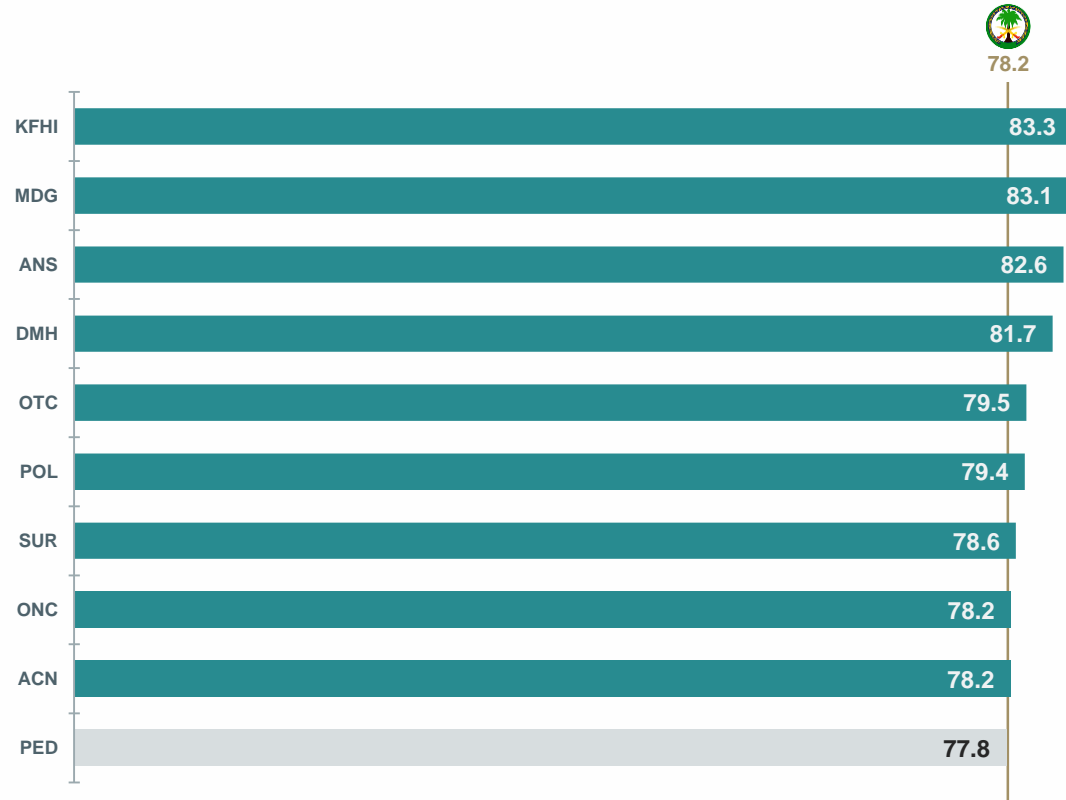
n-Size
1,621

Period: May 1st – Jun 30th, 2020



Telemedicine – Overall Rating

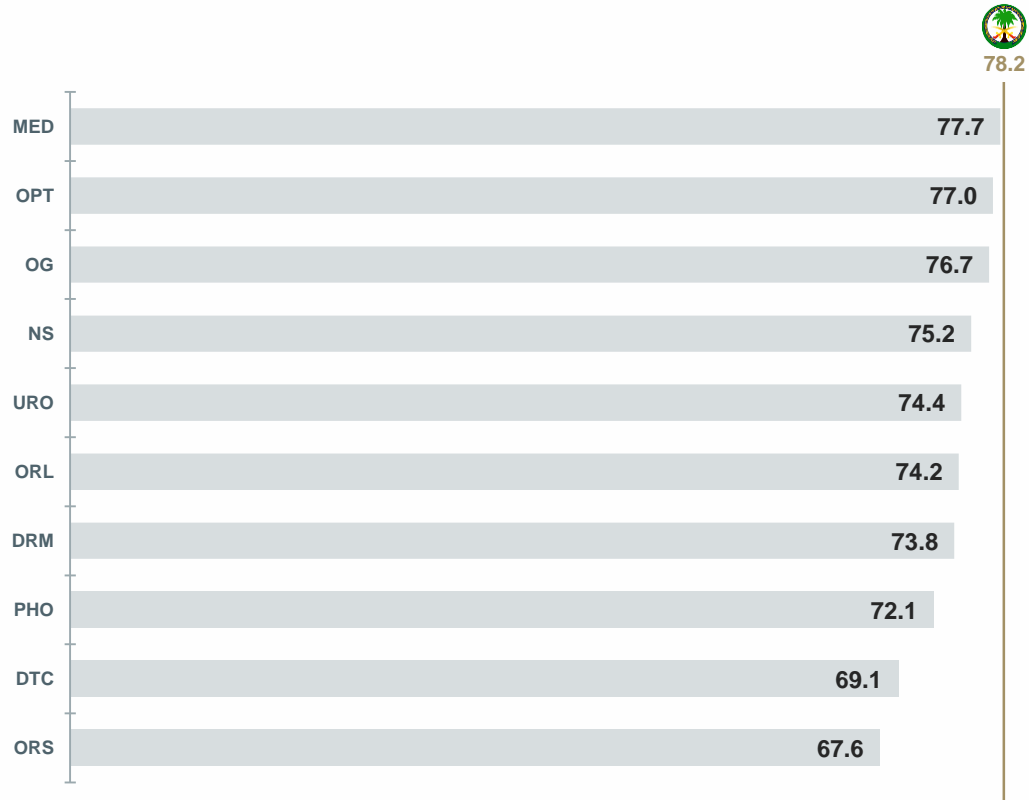
Overall Rating Departments



Period: May 1st – Jun 30th, 2020

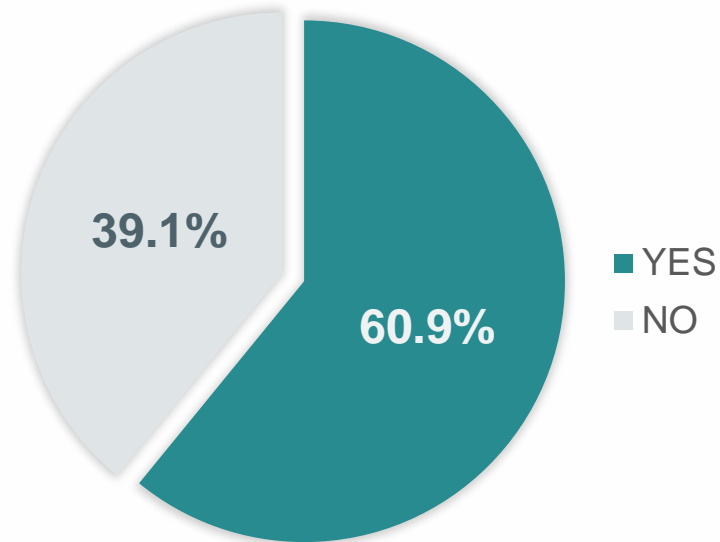
Telemedicine – Overall Rating

Overall Rating Departments

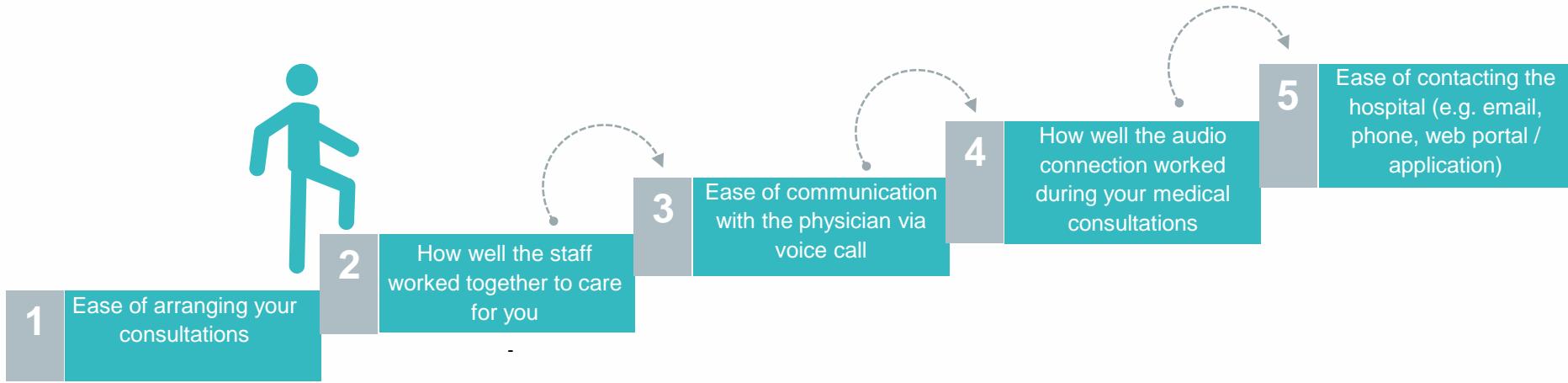


Period: May 1st – Jun 30th, 2020

Did this telemedicine consultation spare you visiting the hospital?



TM – Priority Index (Q2, 2020)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH TM-Telemedicine 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

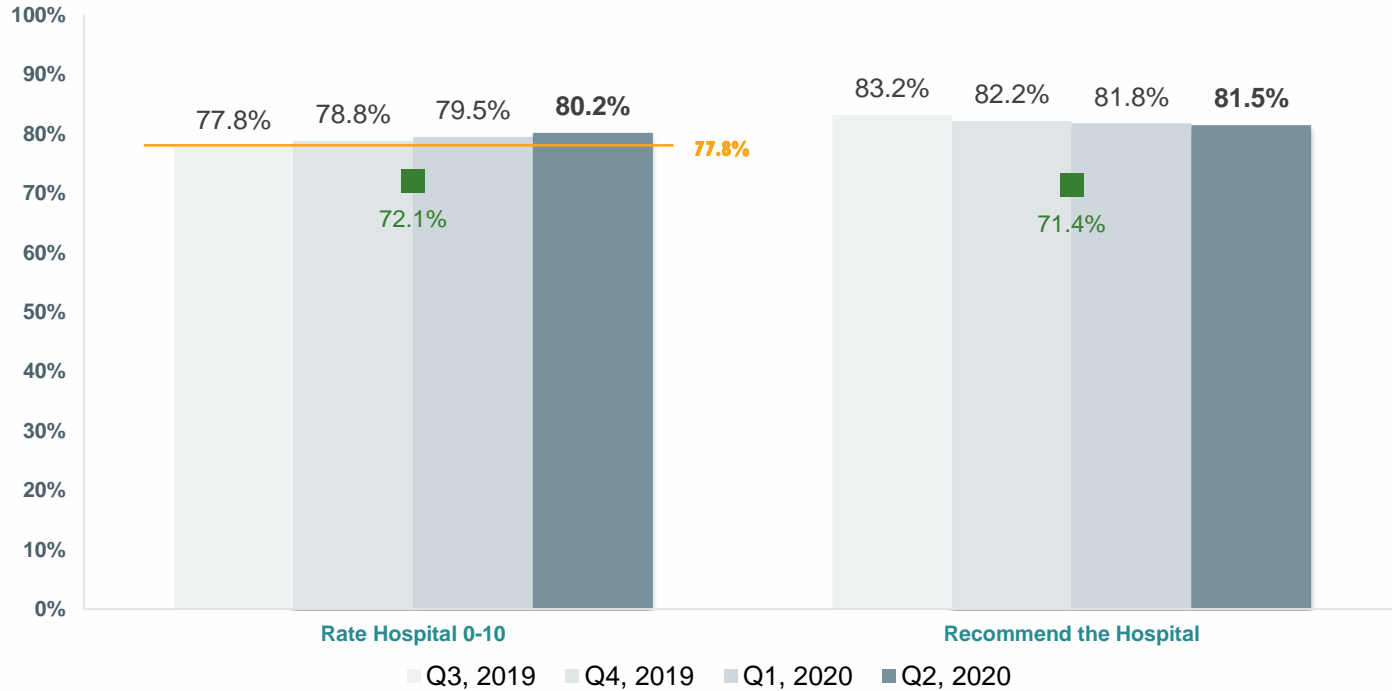


Inpatient
Adults

IP – Global Items

Period: Apr 1st – Jun 30th, 2020

Global Items Overall

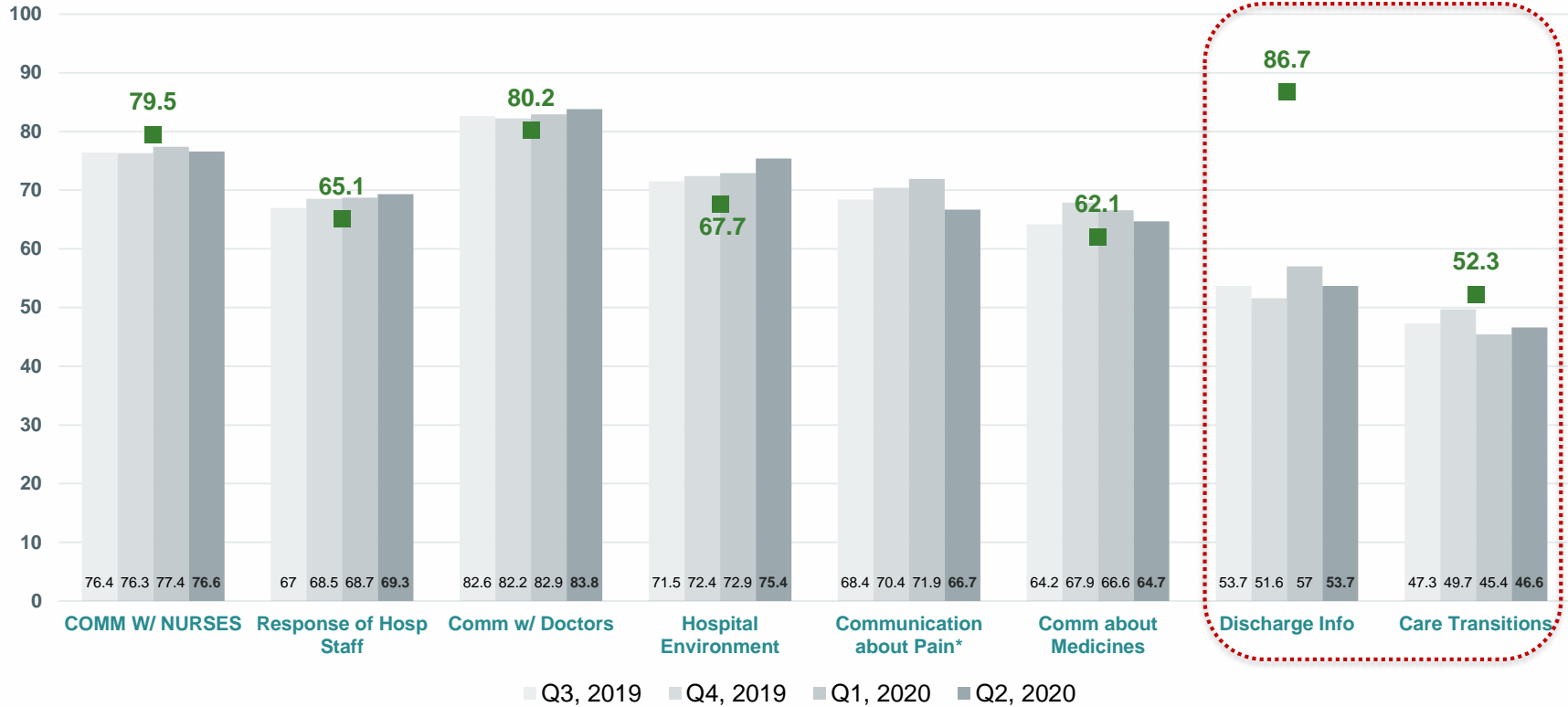


* Top Box %

■ 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

1

5

Doctors Listen Carefully

Doctors Explanations

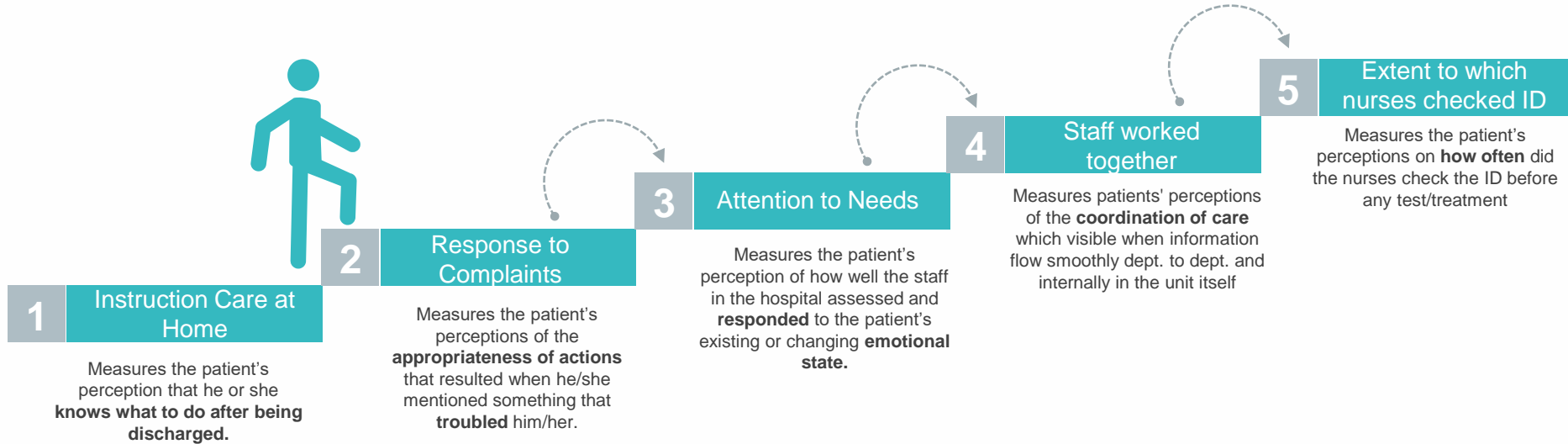
Doctors courtesy

Nurses listen carefully



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

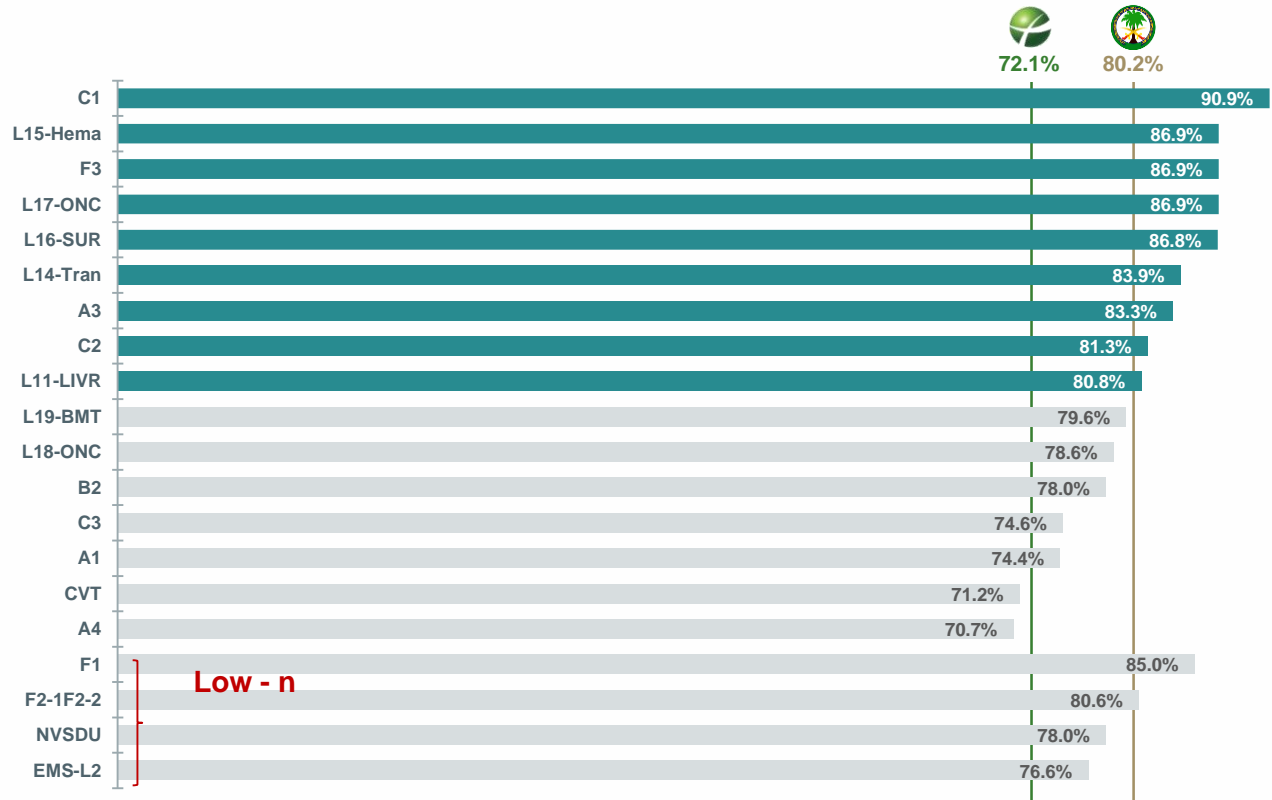
IP – Priority Index (Q2, 2020)



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: Apr 1st – Jun 30th, 2020

* Top Box %



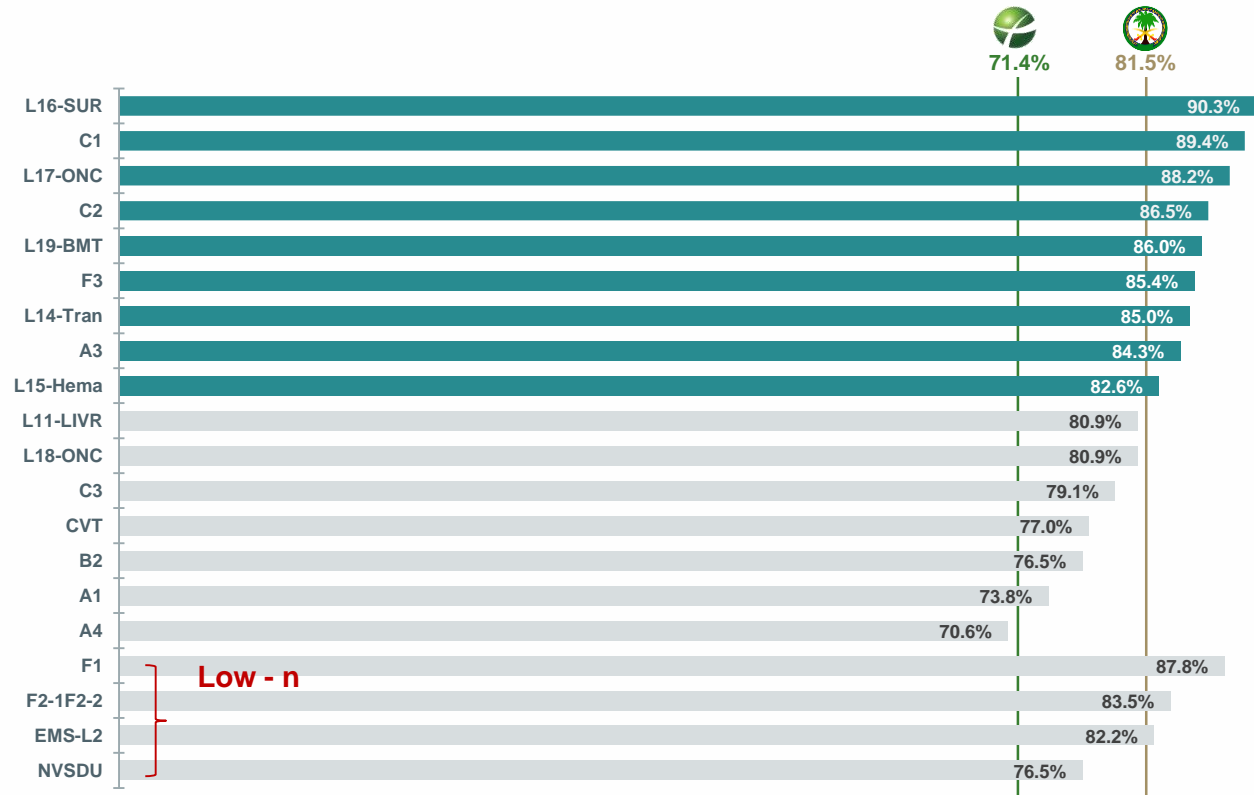
KFSH Overall



PG Average

IP – Global Items

Recommend Hospital Wards



Period: Apr 1st – Jun 30th, 2020

 **KFSH Overall**

 **PG Average**

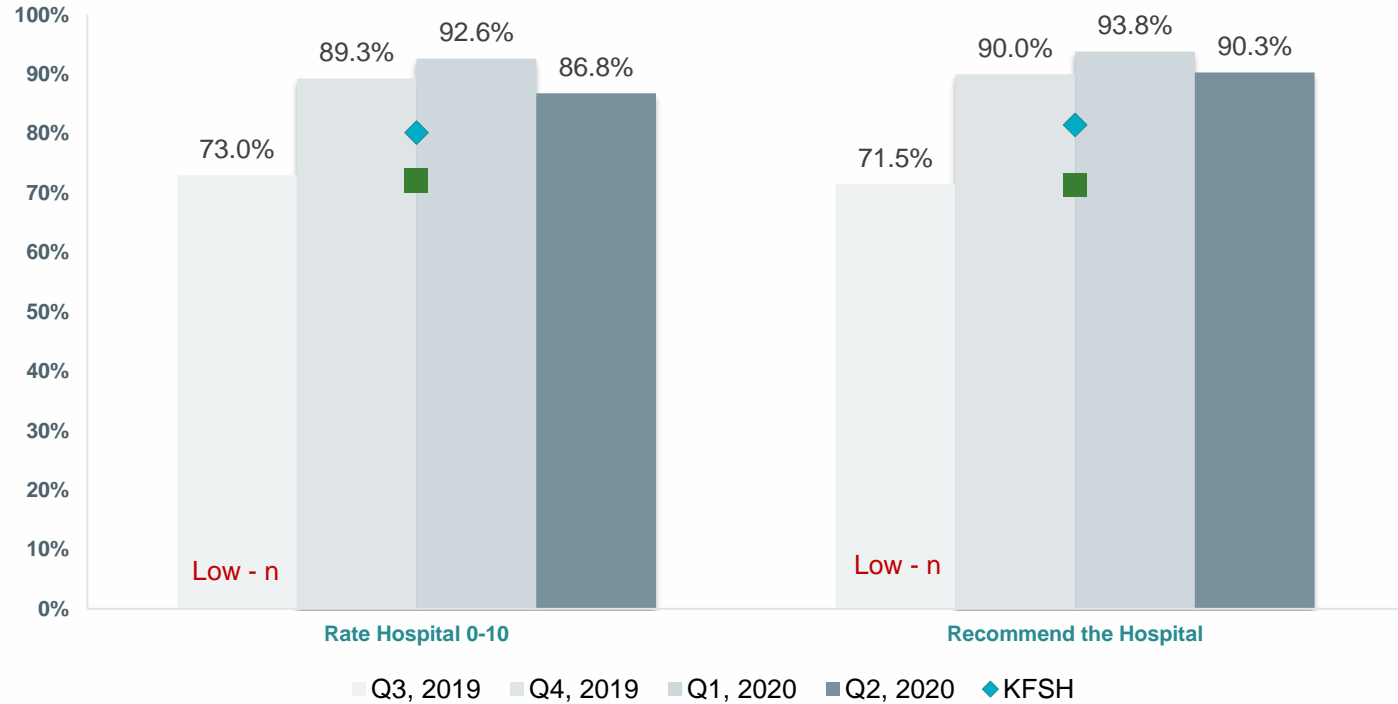
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2020

L16-SUR
Global Items

n-Size
80



* Top Box %

■ PG Average

IP – Wards

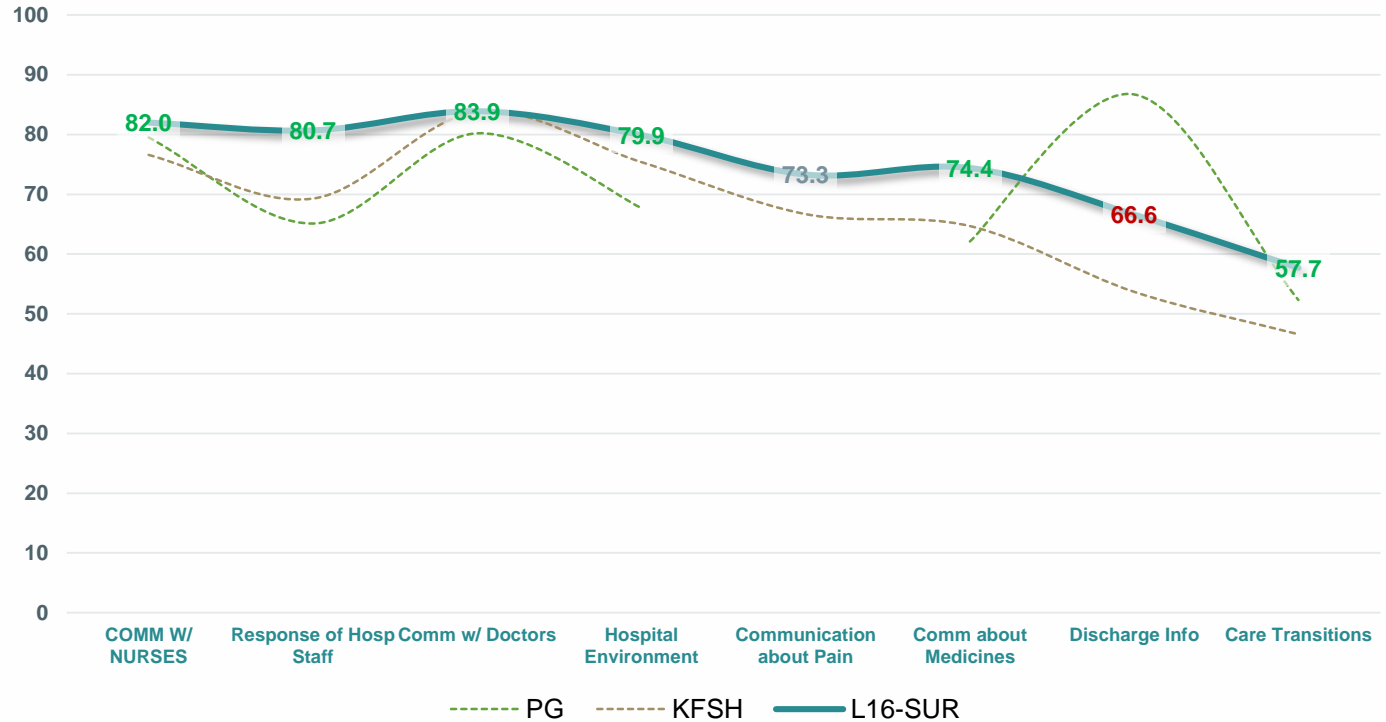
L16-SUR

Domains

n-Size

80

Period: Apr 1st – Jun 30th, 2020



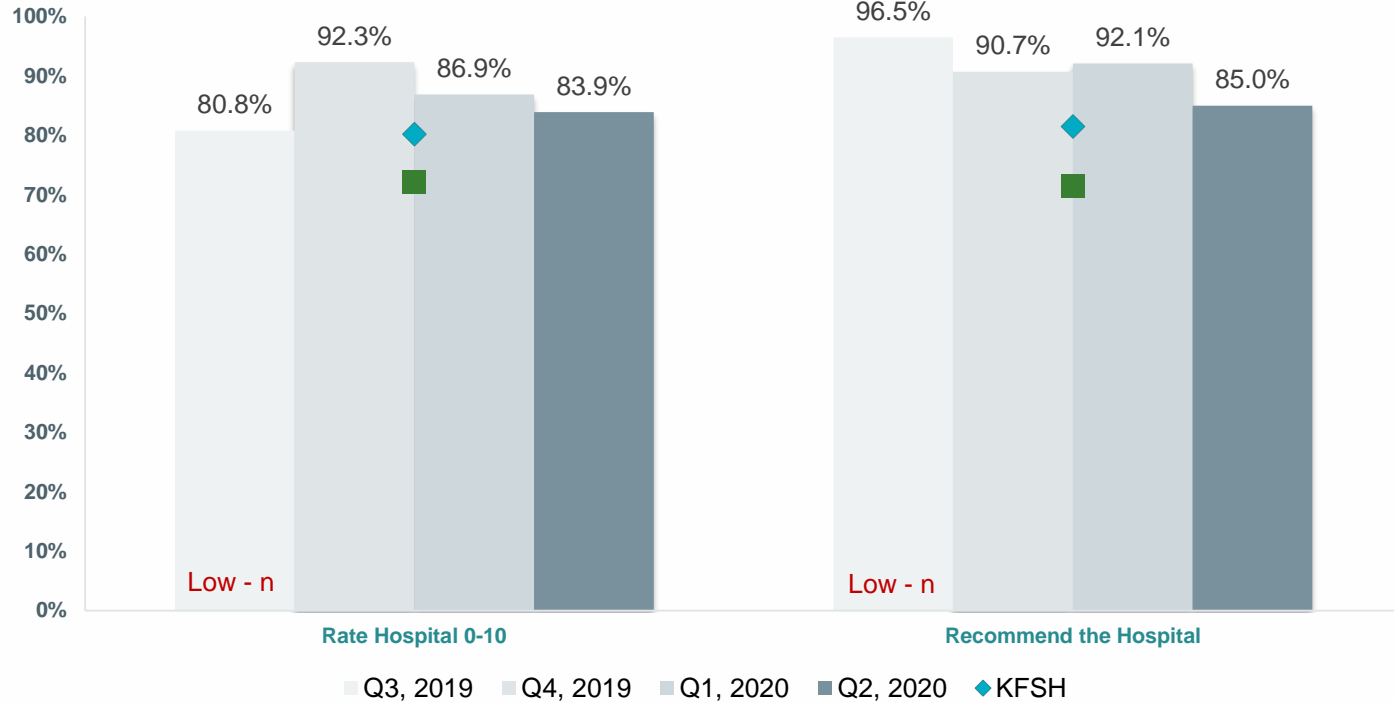
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

L14-Tran
Global Items

n-Size
78



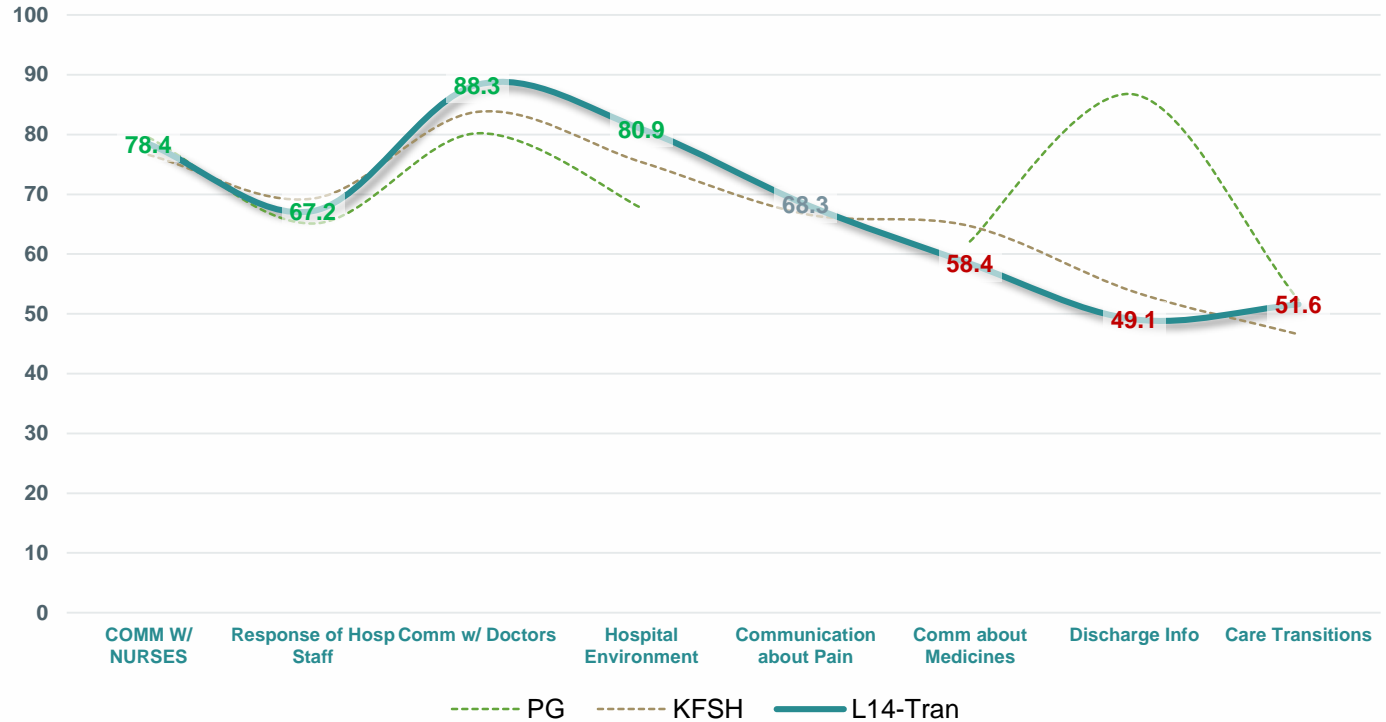
* Top Box %

■ PG Average

L14-Tran Domains

n-Size
78

Period: Apr 1st – Jun 30th, 2020



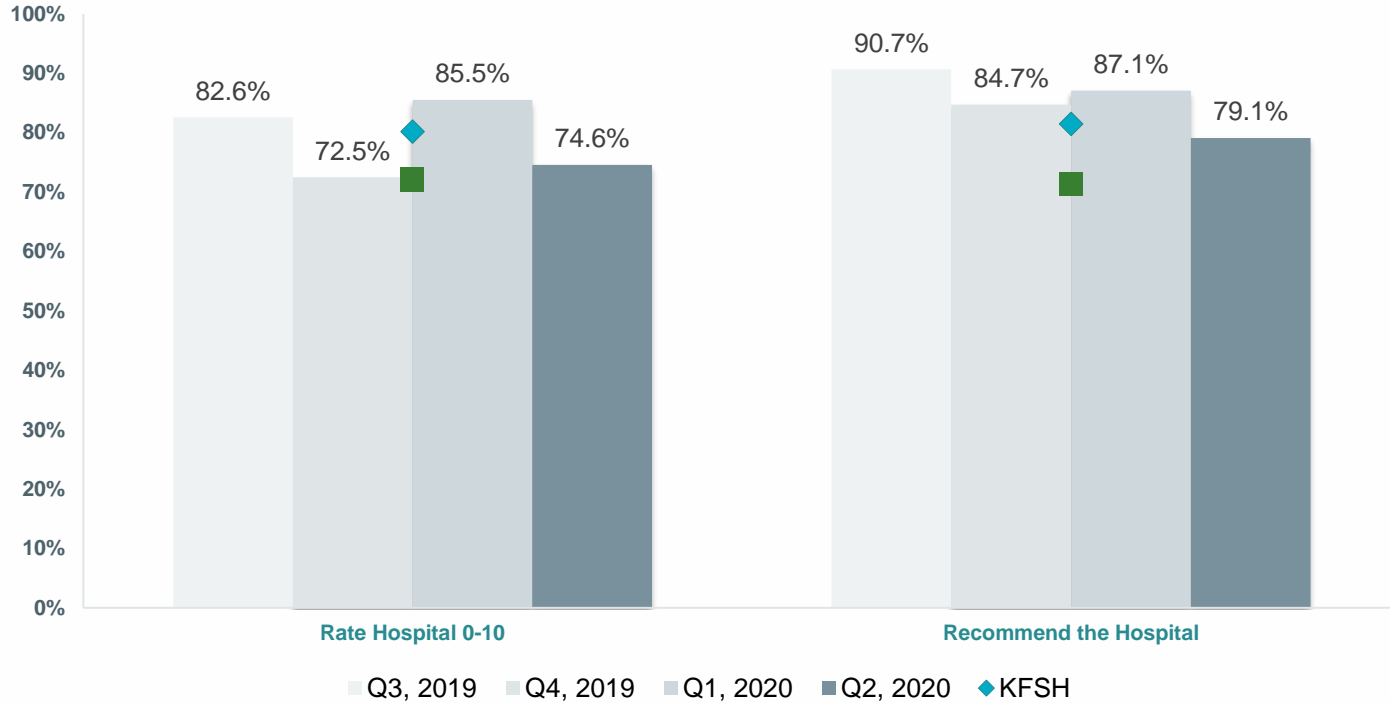
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

C3
Global Items

n-Size
47



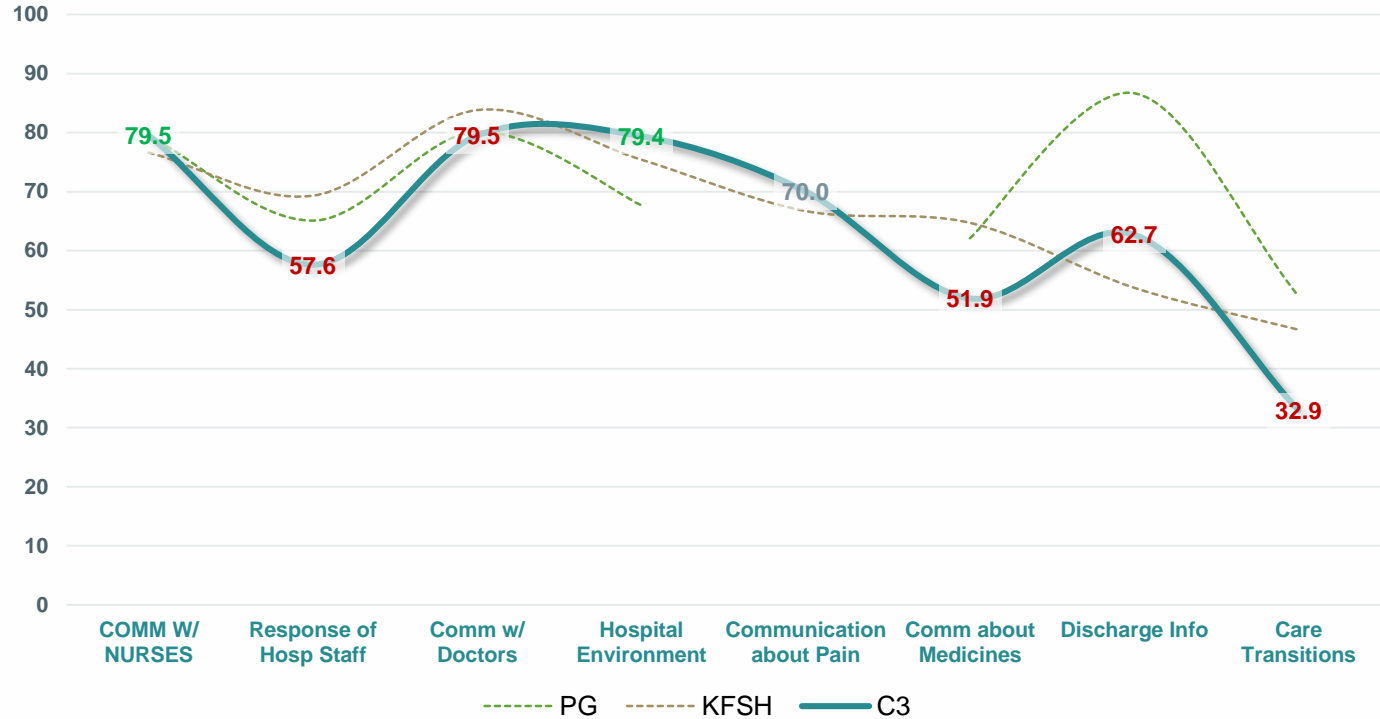
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

C3
Domains
n-Size
47



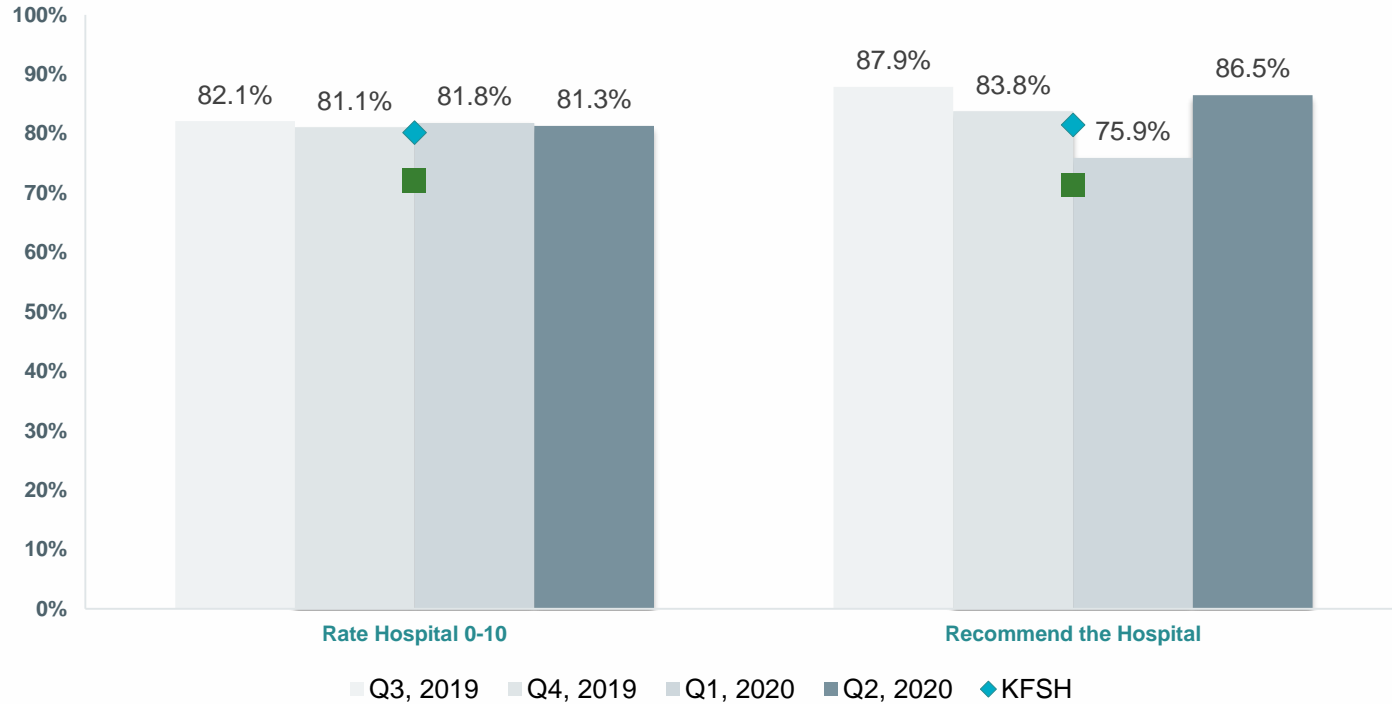
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

C2
Global Items

n-Size
30



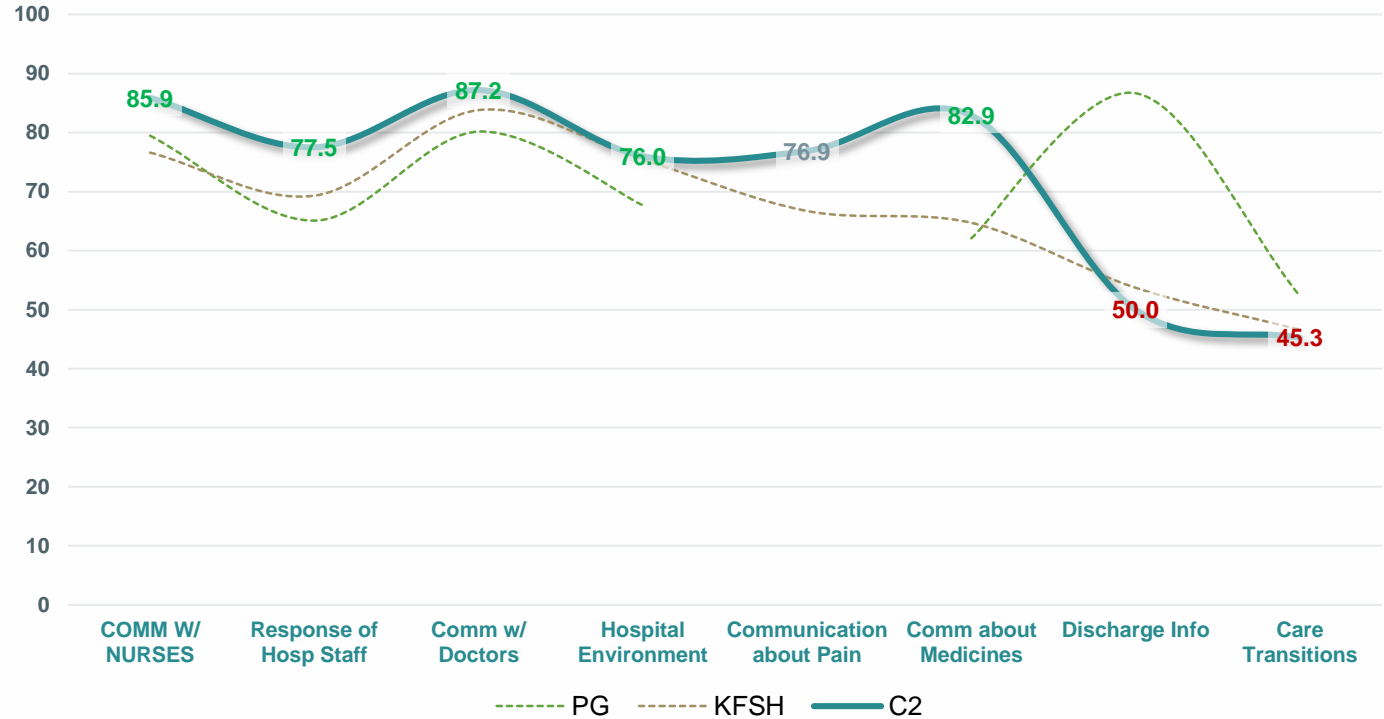
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

C2
Domains
n-Size
30



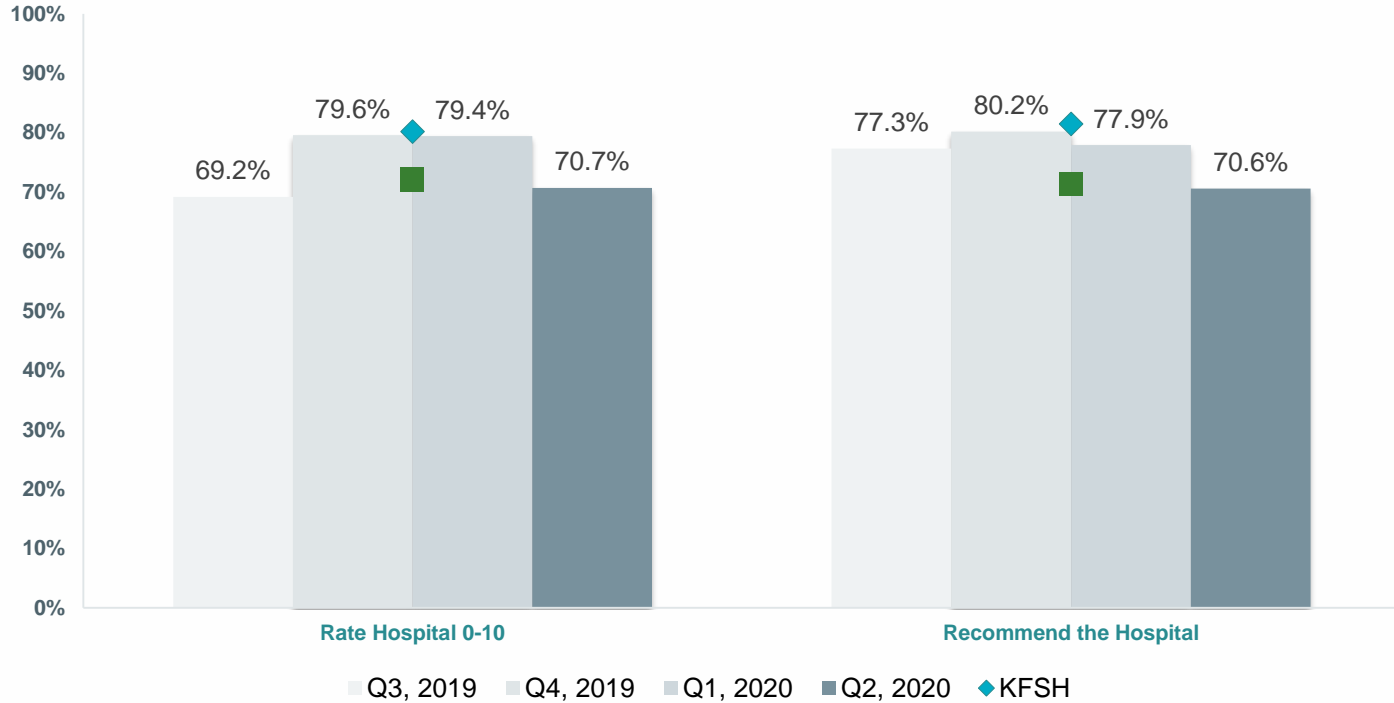
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

A4
Global Items

n-Size
55



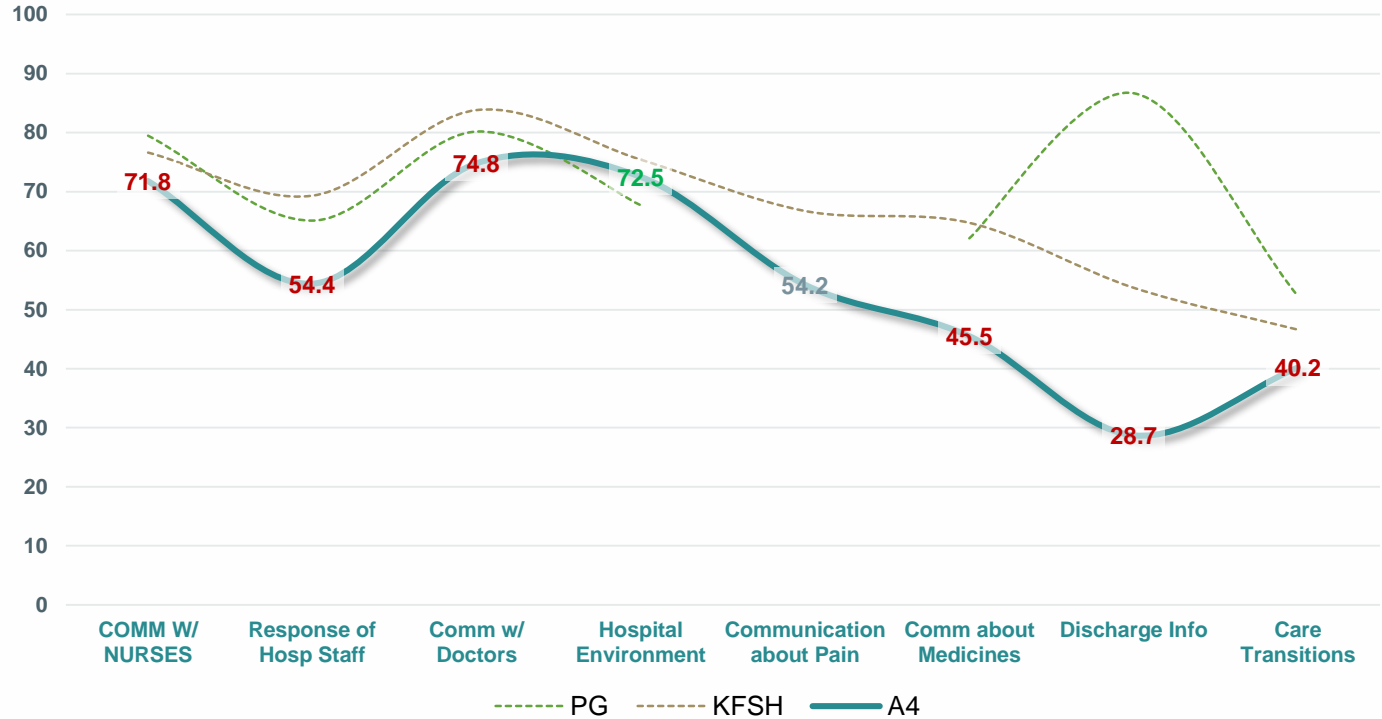
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

A4
Domains
n-Size
55

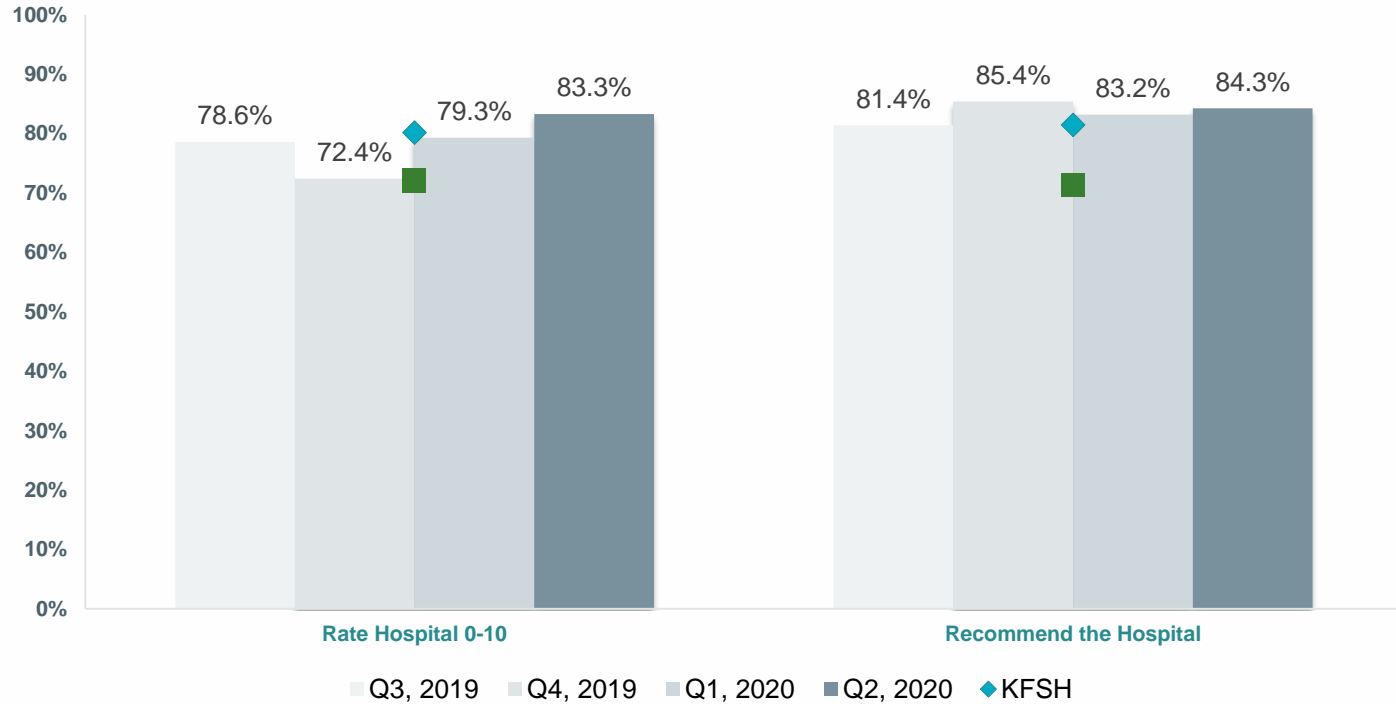


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

A3
Global Items
n-Size
75



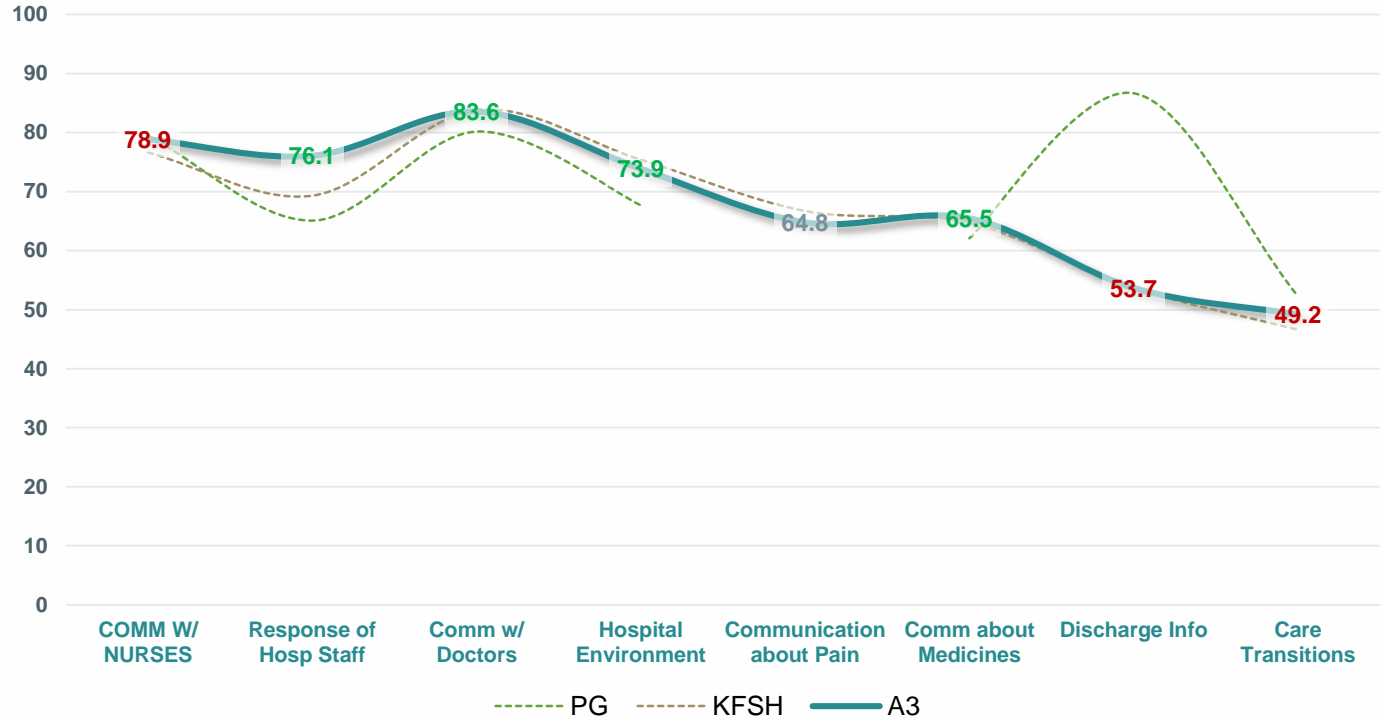
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

A3
Domains
n-Size
75



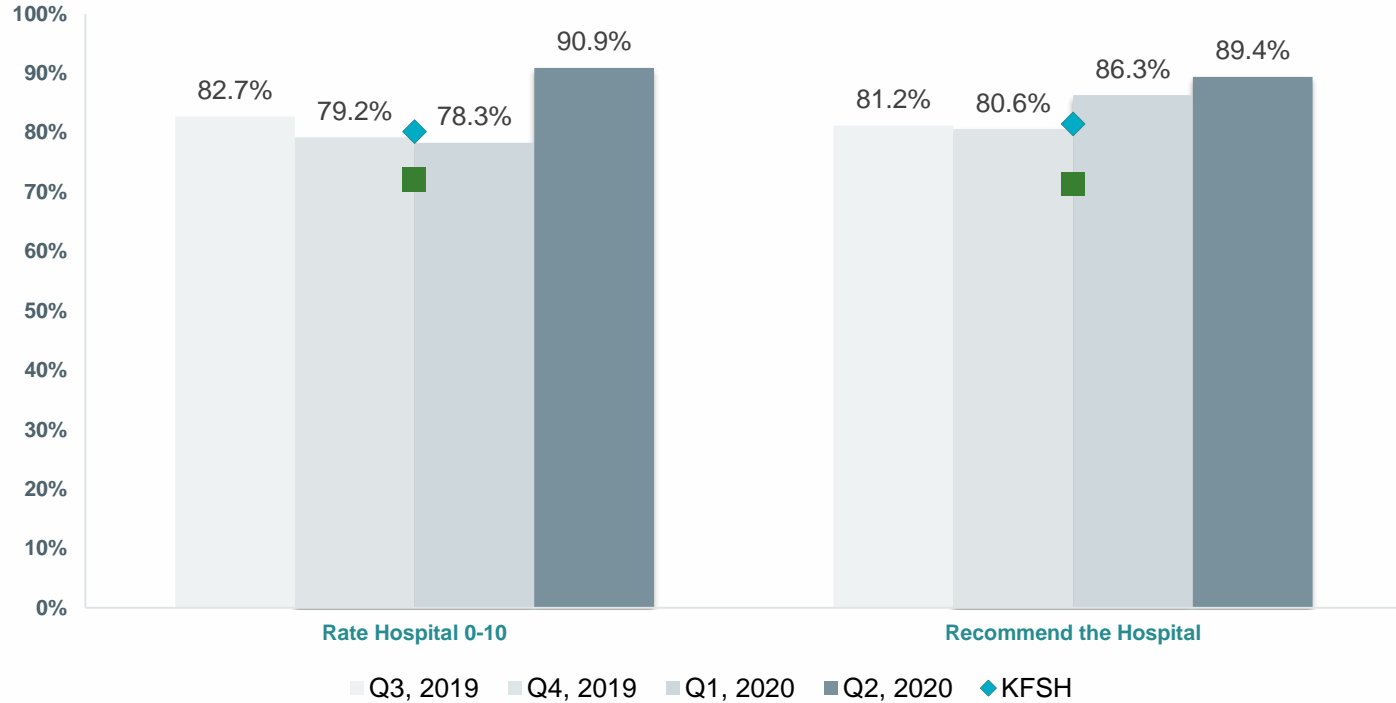
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

C1
Global Items

n-Size
42



* Top Box %

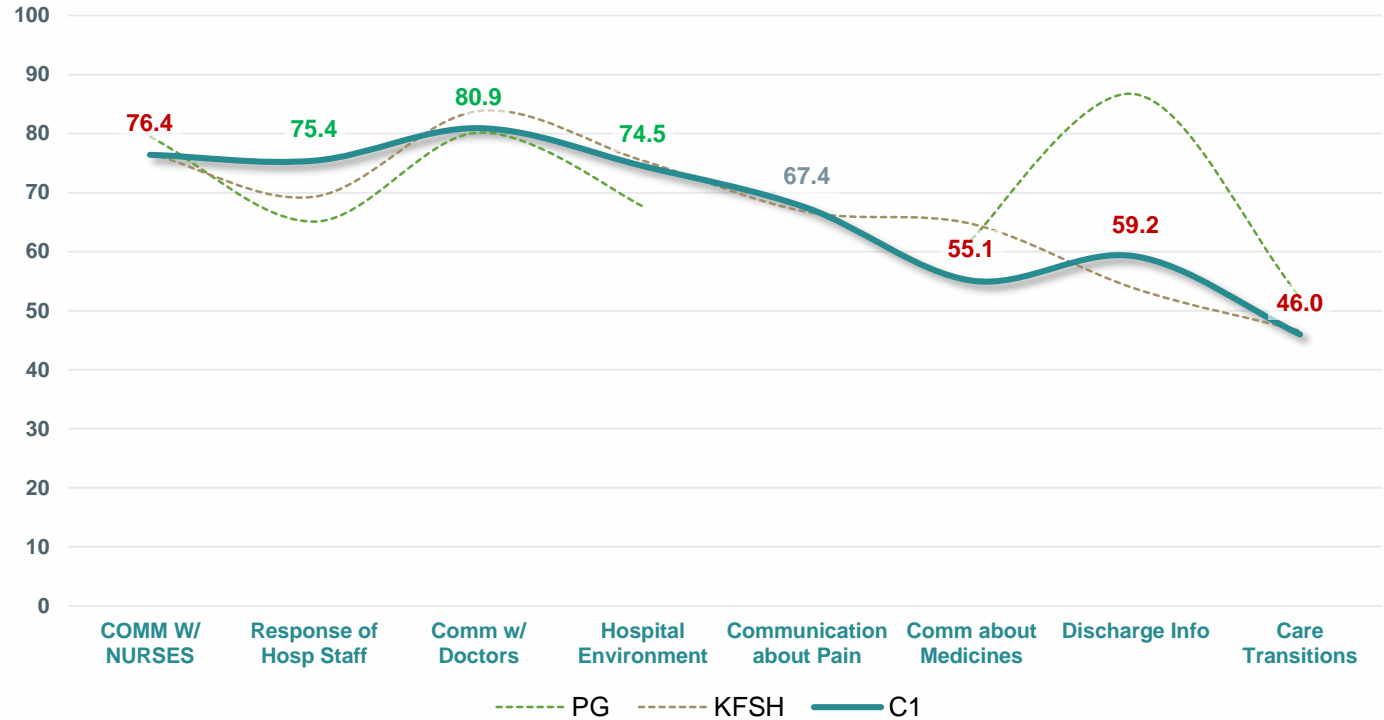
■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

C1
Domains

n-Size
42



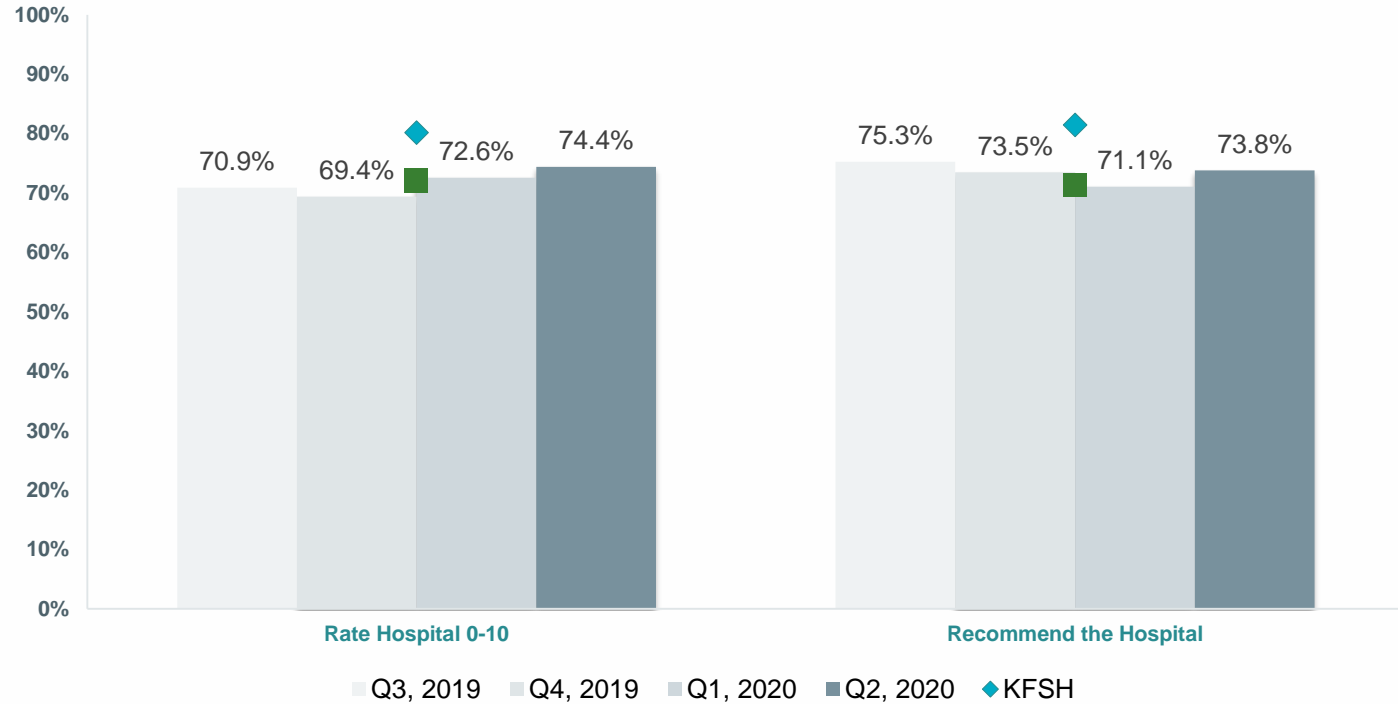
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

A1
Global Items

n-Size
165



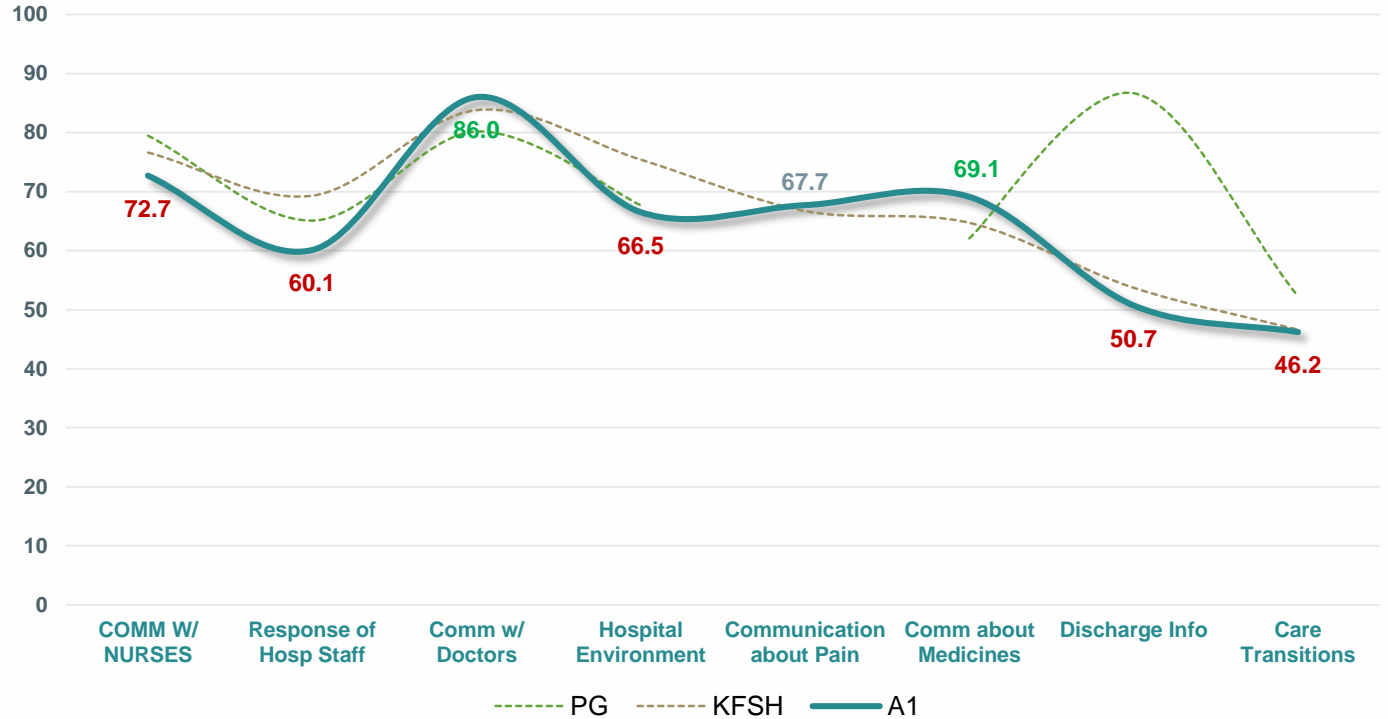
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

A1
Domains
n-Size
165

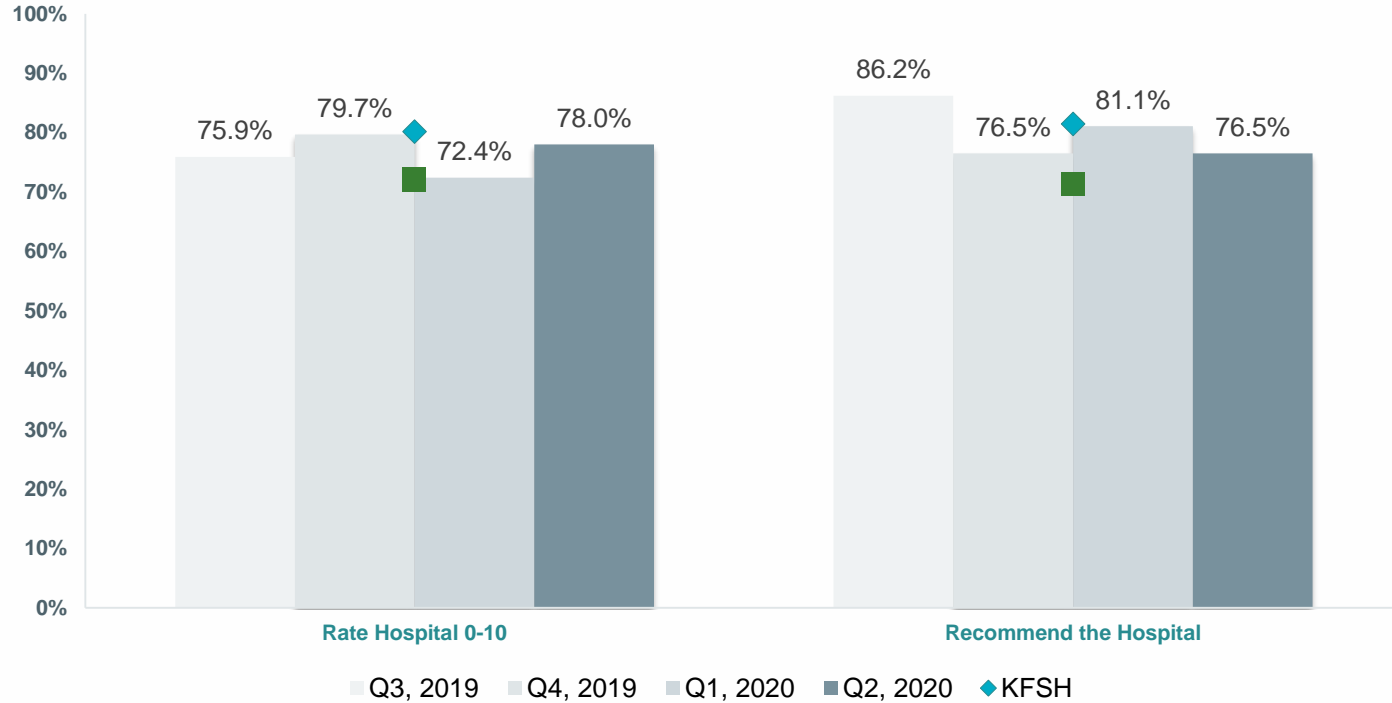


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

B2
Global Items
n-Size
35



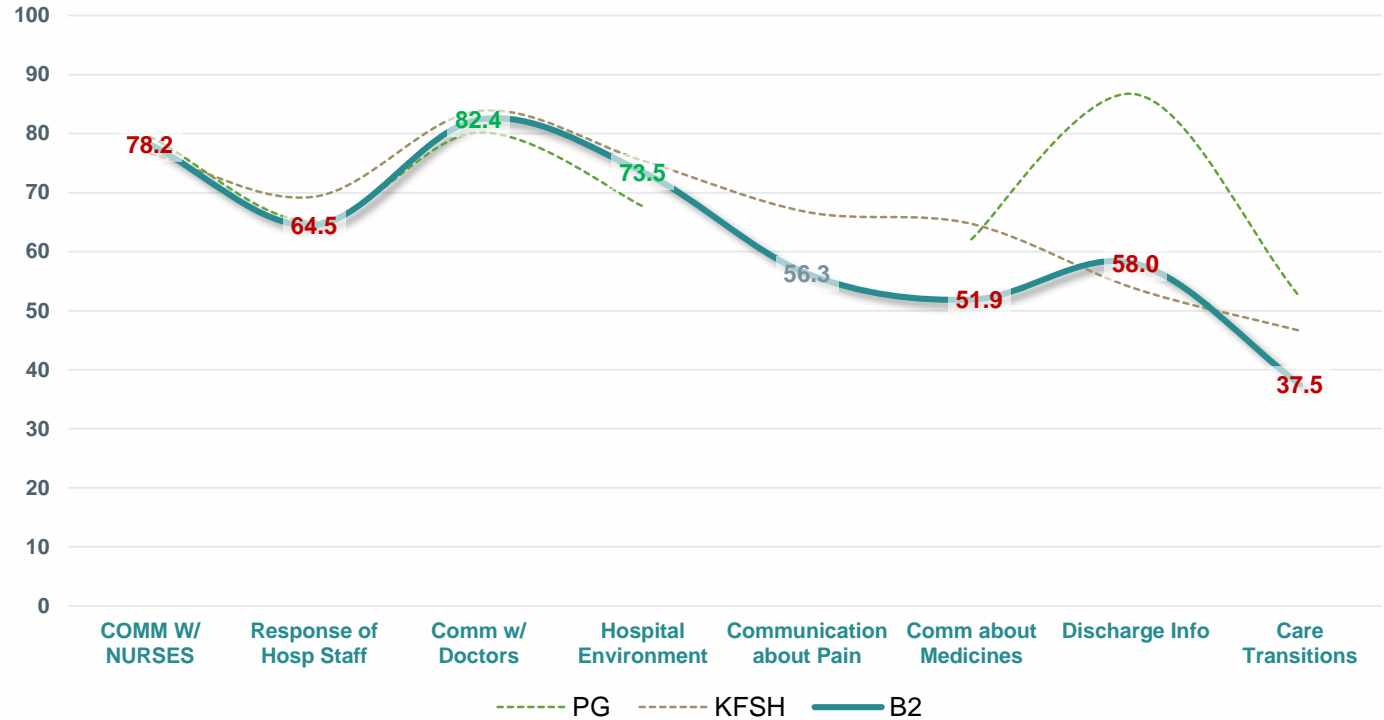
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

B2
Domains
n-Size
35



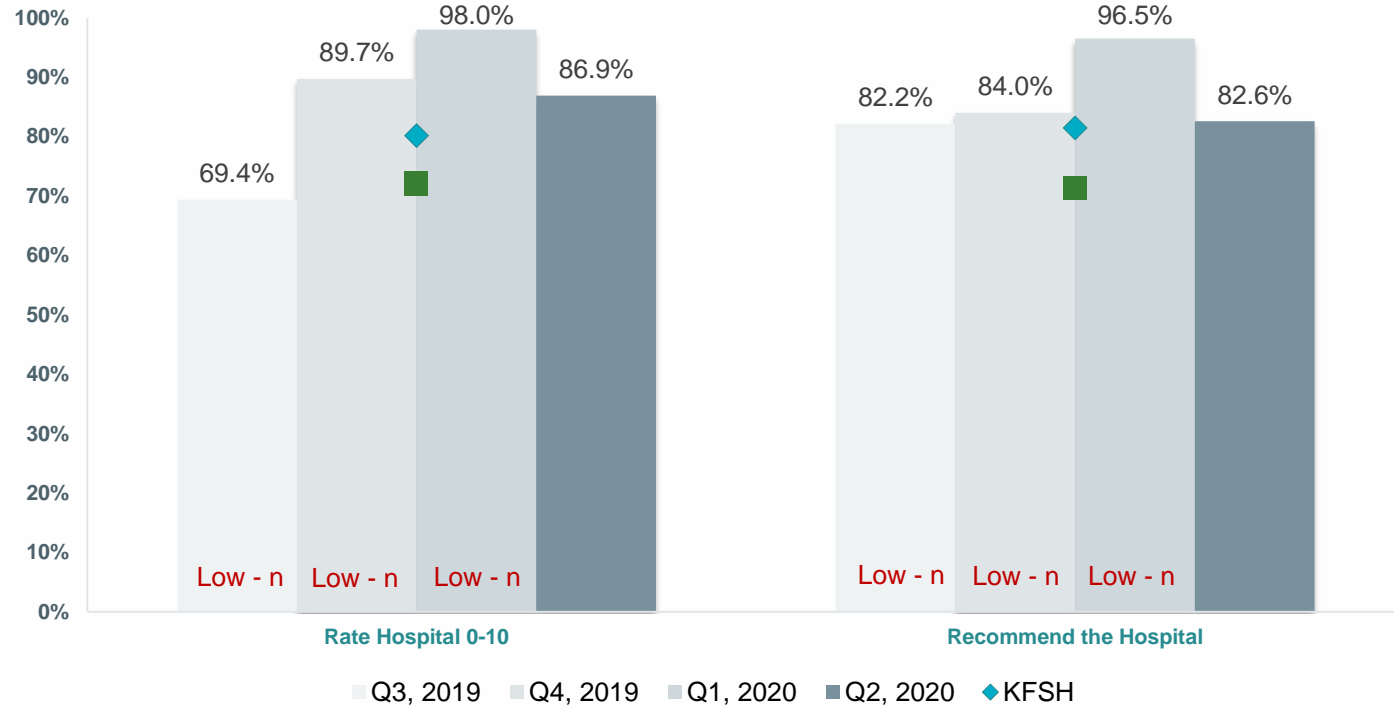
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

L15-Hema Global Items

n-Size
36

Period: Apr 1st – Jun 30th, 2020



* Top Box %

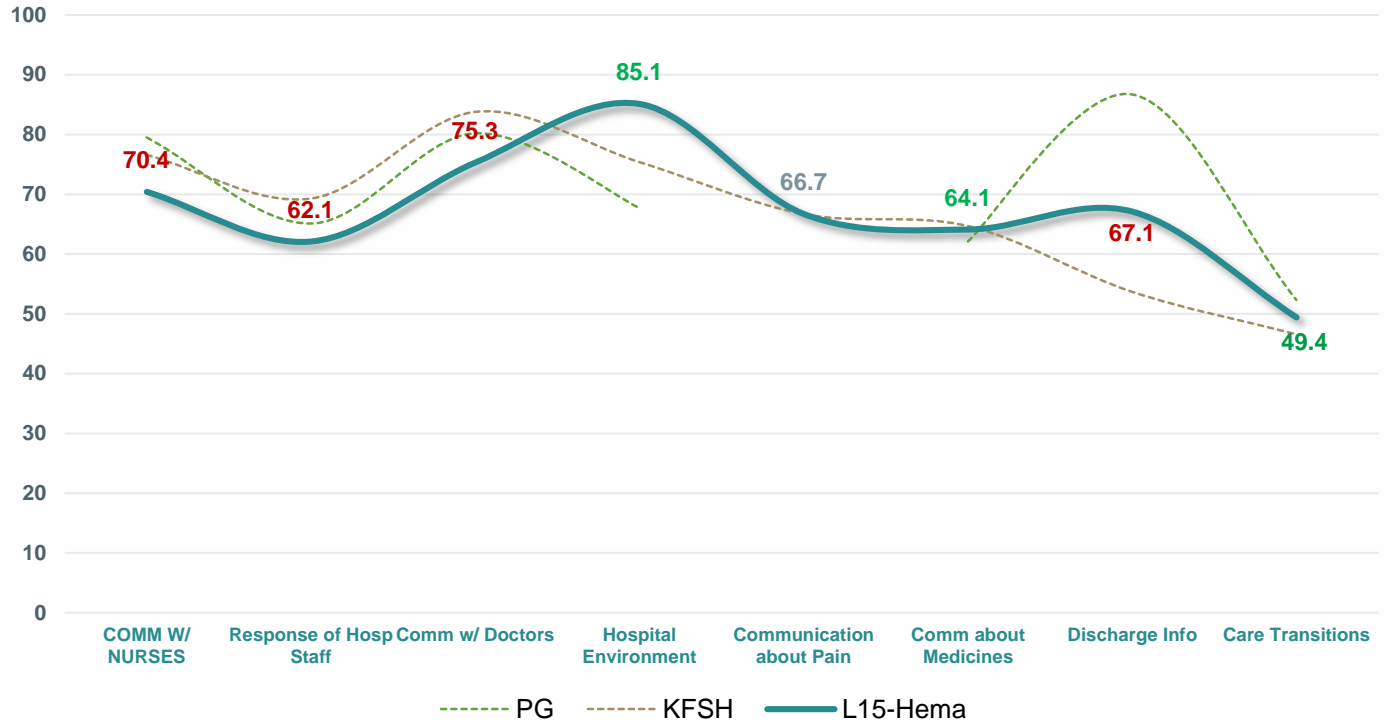
■ PG Average

IP – Wards

L15-Hema Domains

n-Size
36

Period: Apr 1st – Jun 30th, 2020



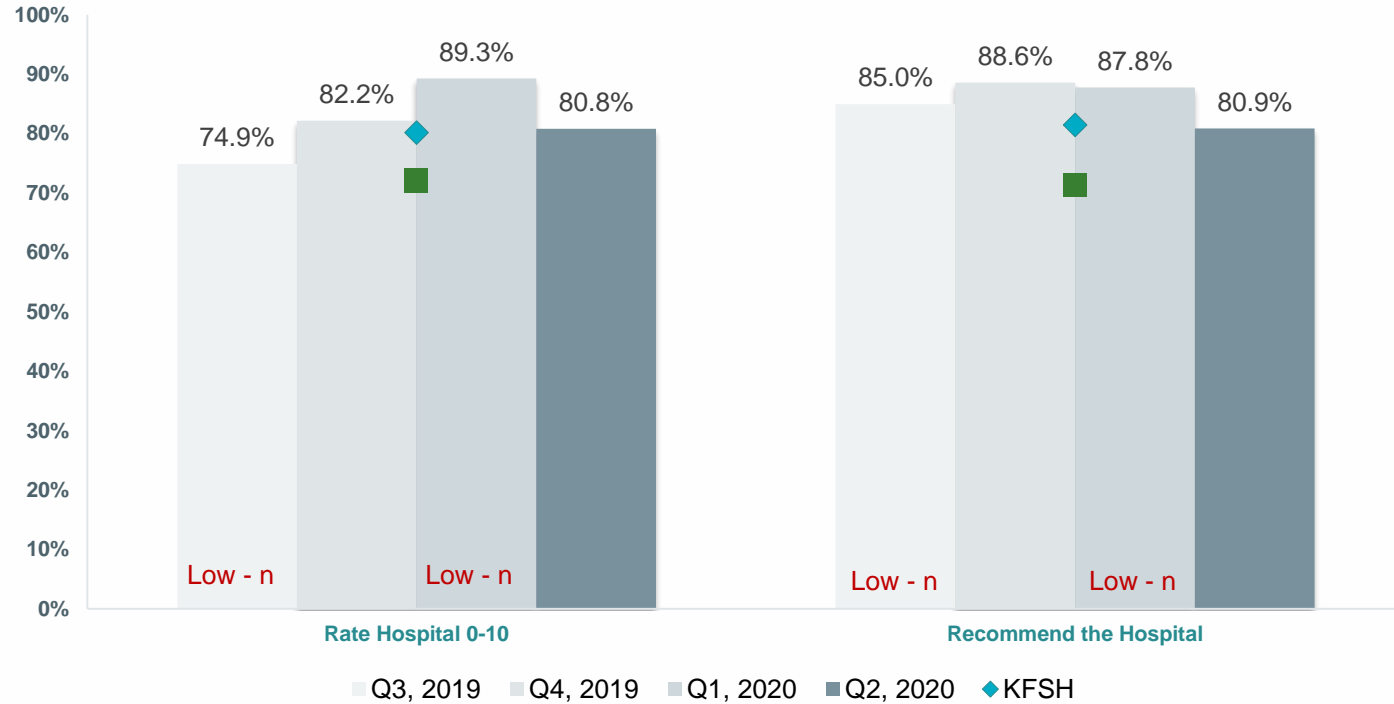
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

L11-LIVR
Global Items

n-Size
64



* Top Box %

■ PG Average

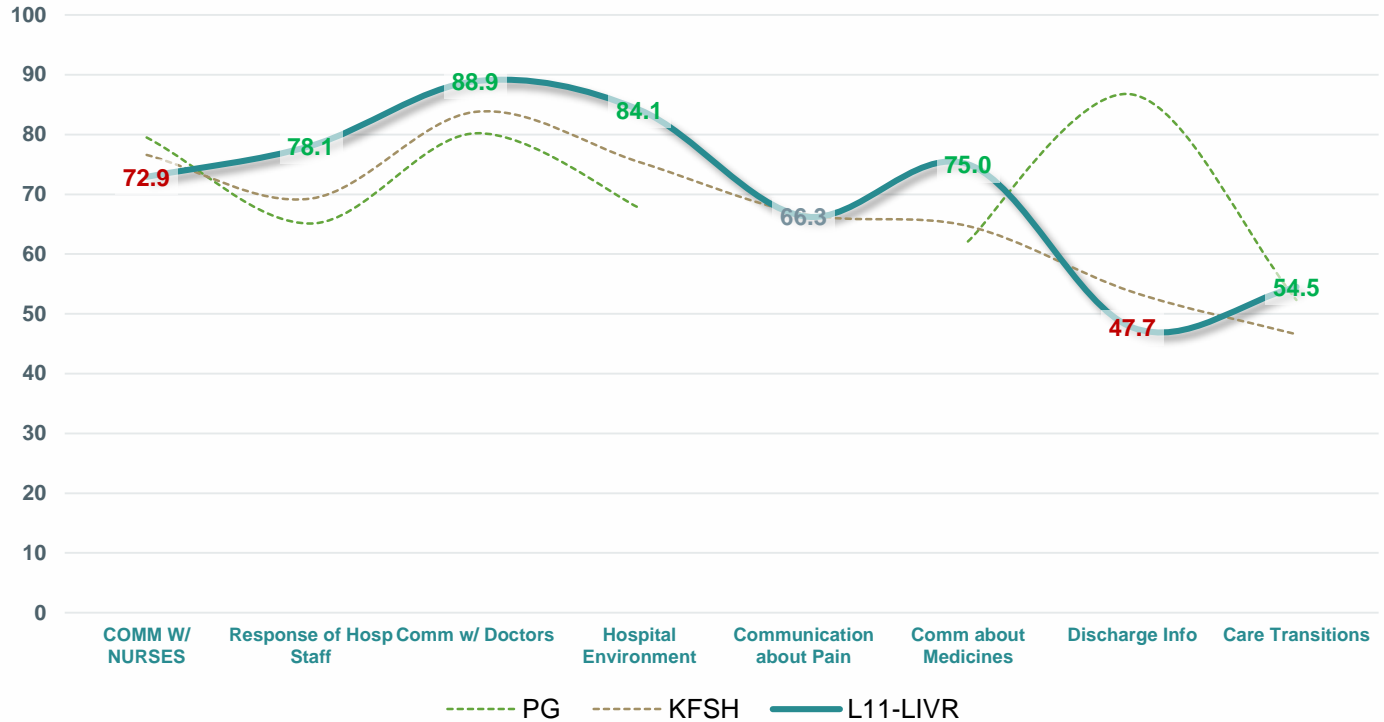
L11-LIVR

Domains

n-Size

64

Period: Apr 1st – Jun 30th, 2020



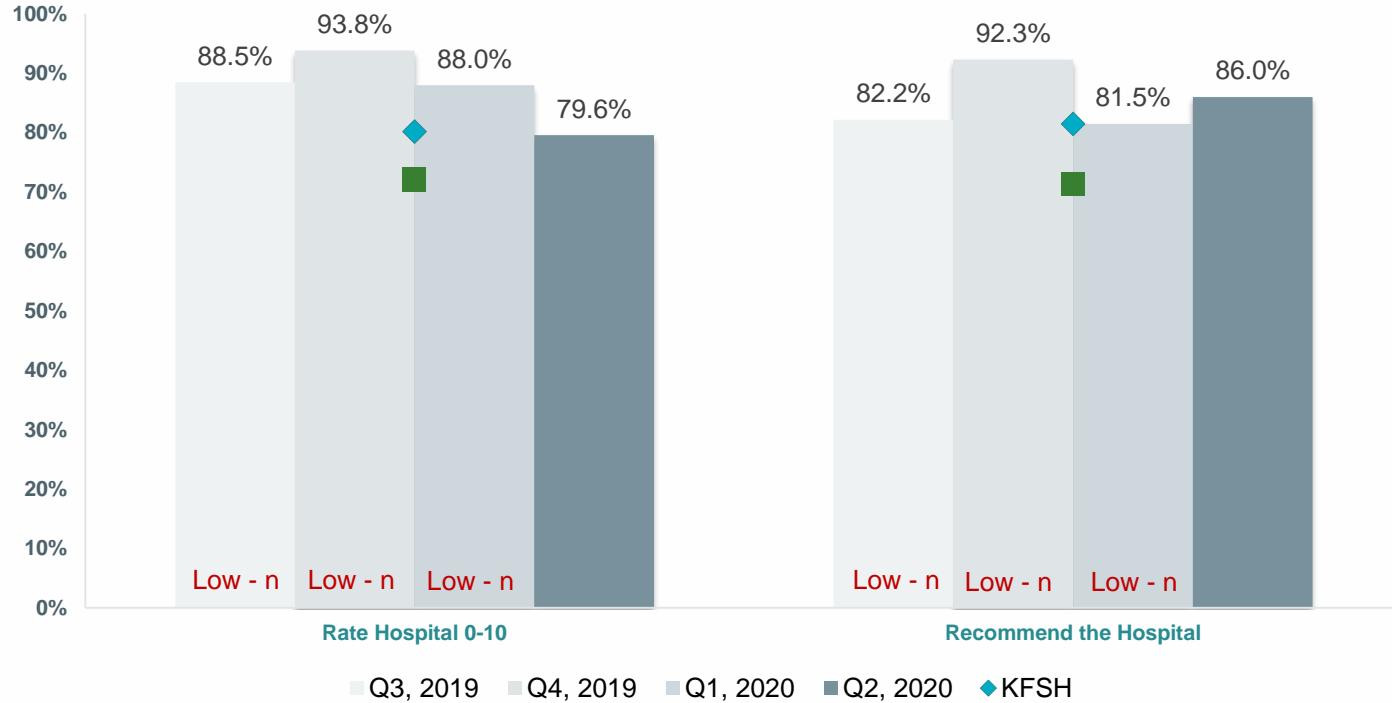
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

L19-BMT
Global Items

n-Size
38



* Top Box %

■ PG Average

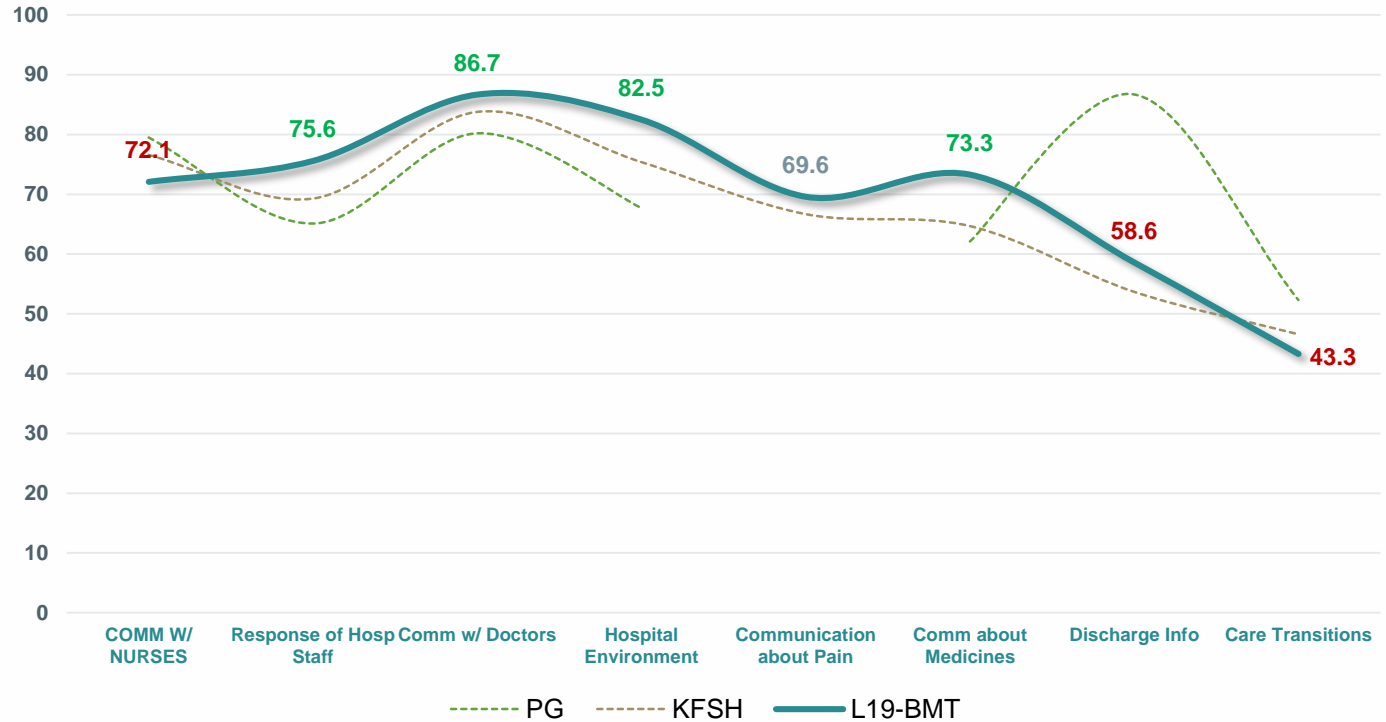
L19-BMT

Domains

n-Size

38

Period: Apr 1st – Jun 30th, 2020



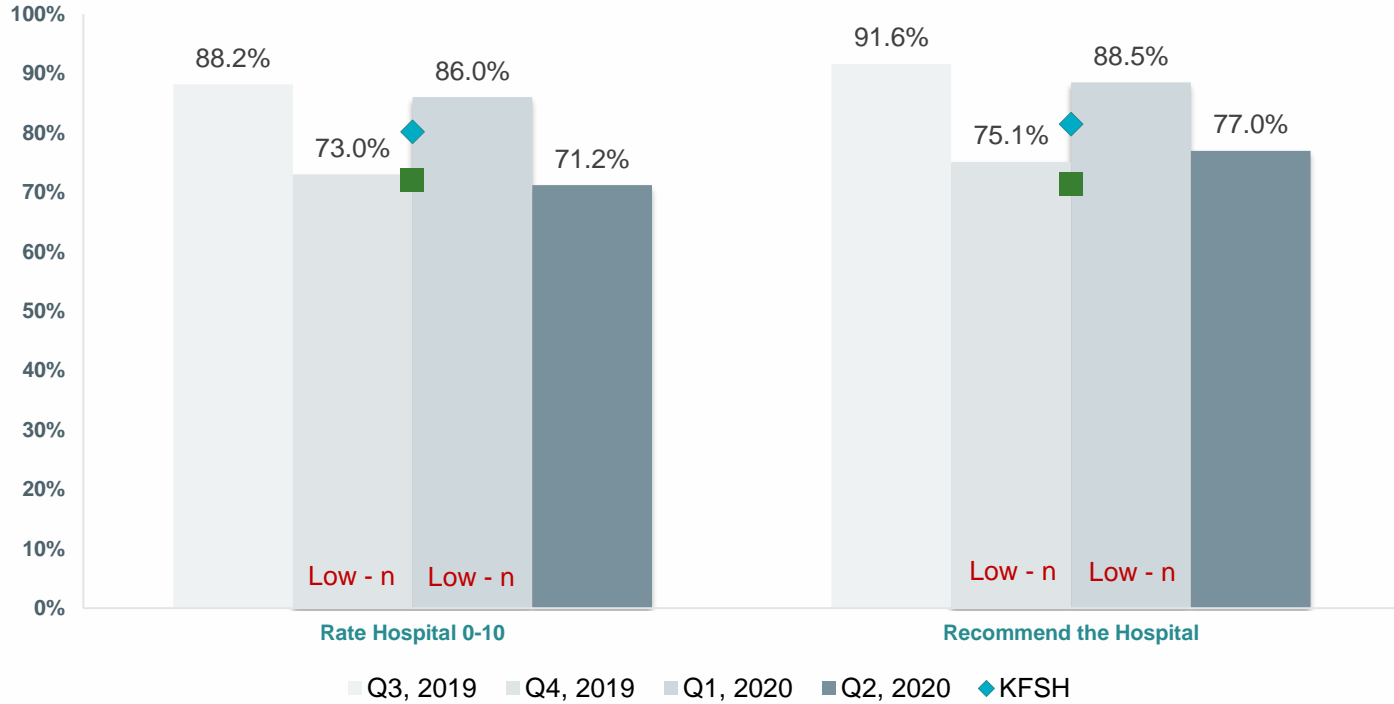
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

CVT
Global Items

n-Size
41



* Top Box %

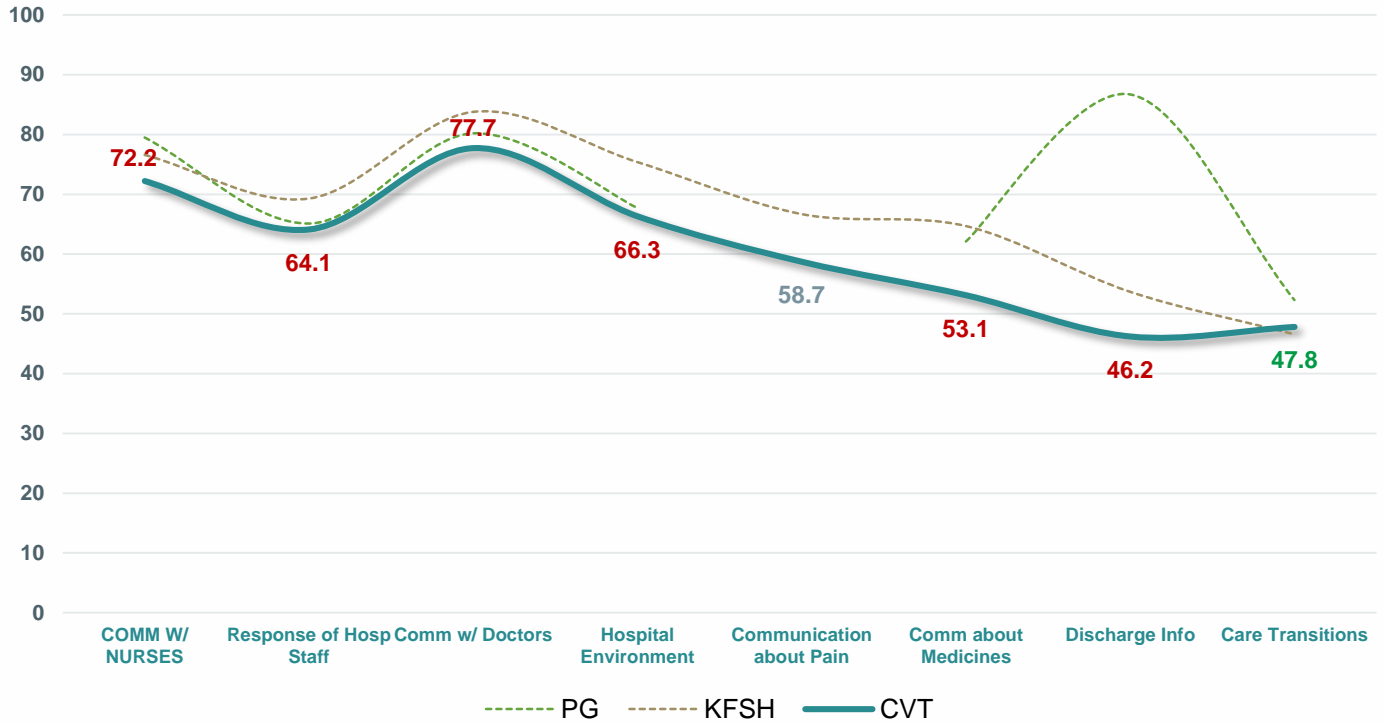
■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

CVT
Domains

n-Size
41



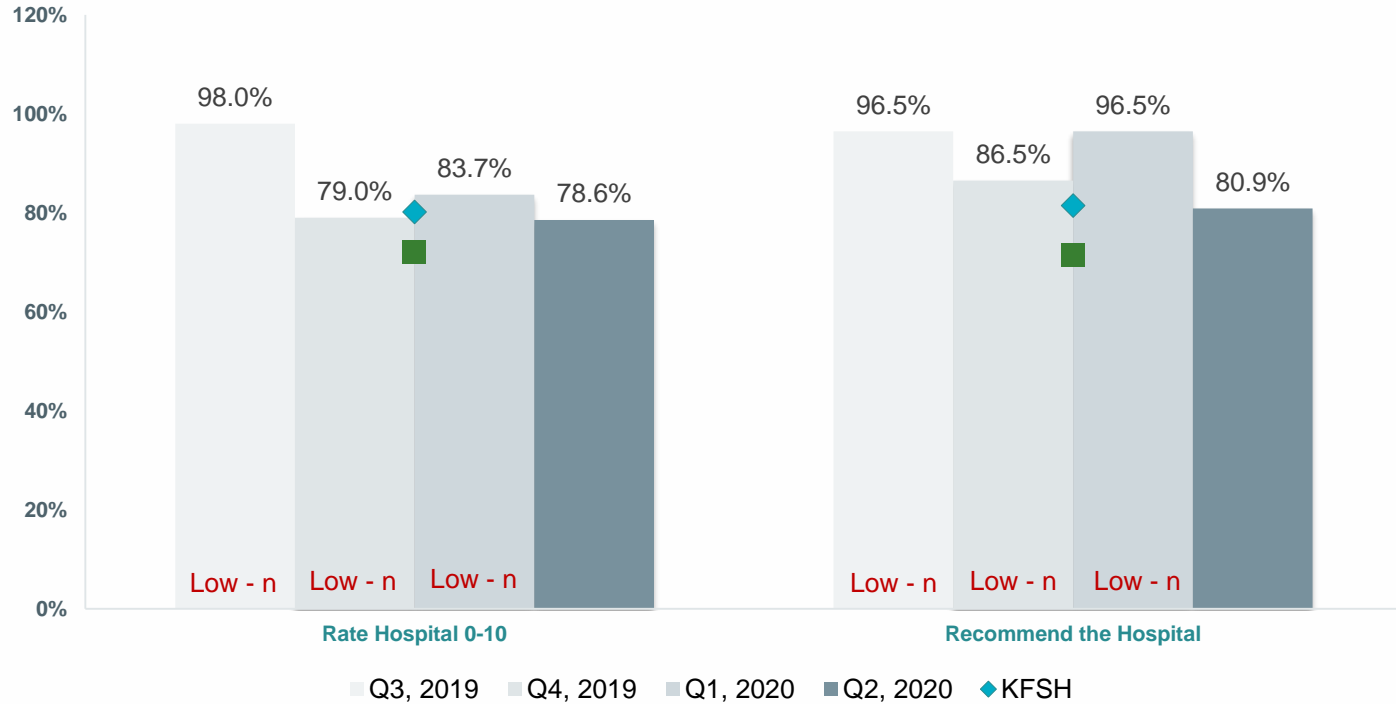
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

L18-ONC
Global Items

n-Size
31



* Top Box %

■ PG Average

IP – Wards

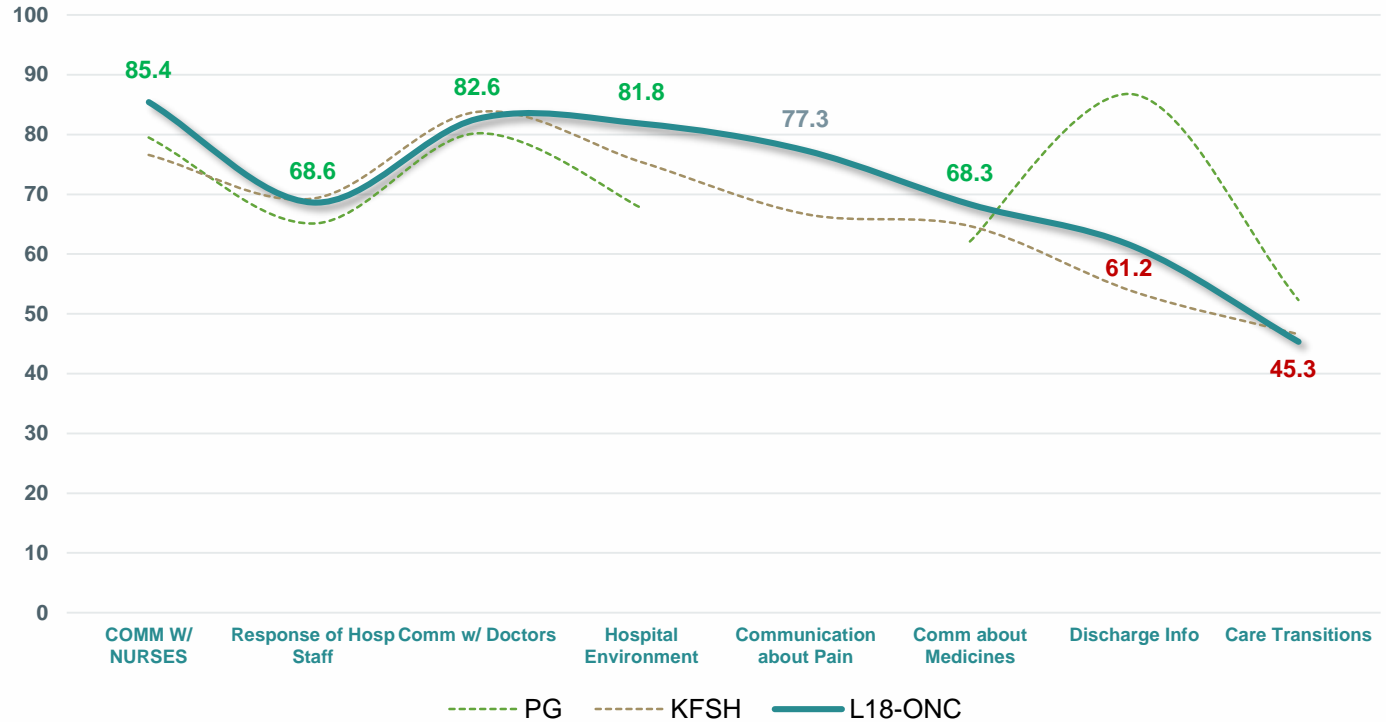
L18-ONC

Domains

n-Size

31

Period: Apr 1st – Jun 30th, 2020



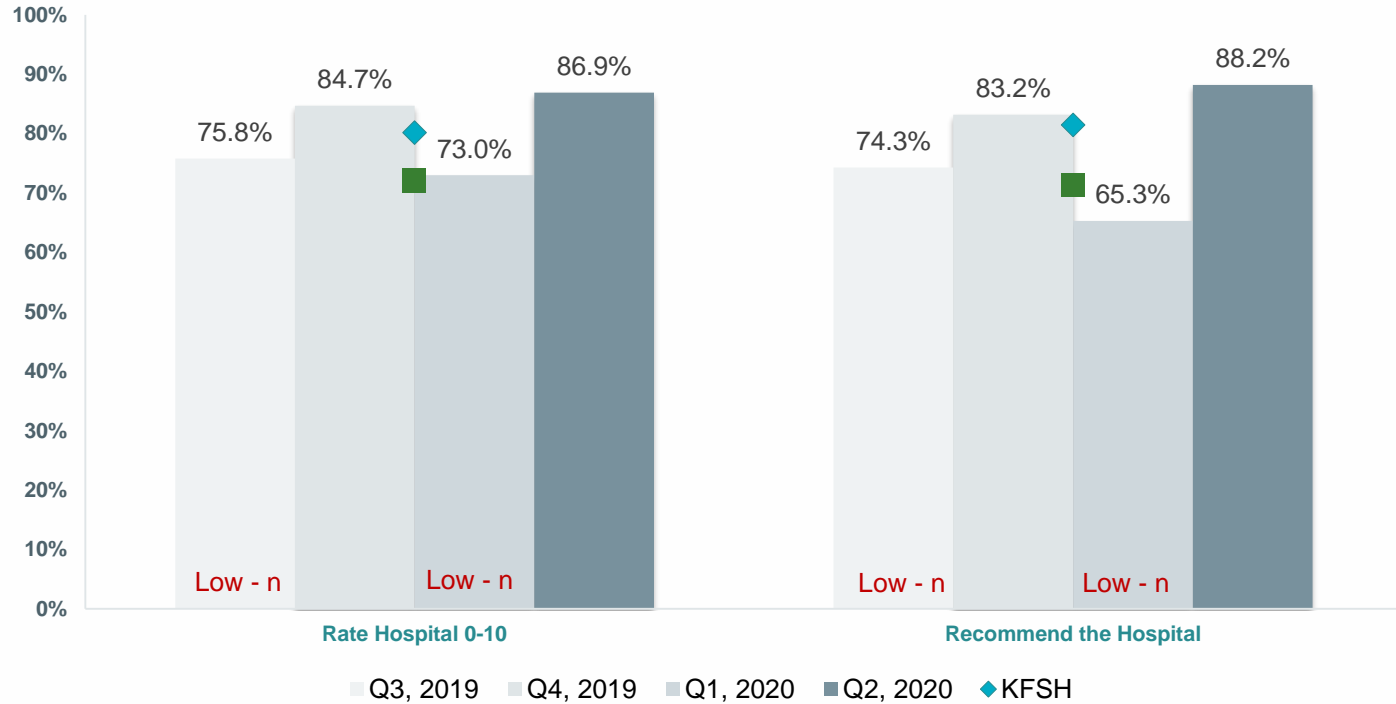
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

L17-ONC
Global Items

n-Size
36



* Top Box %

■ PG Average

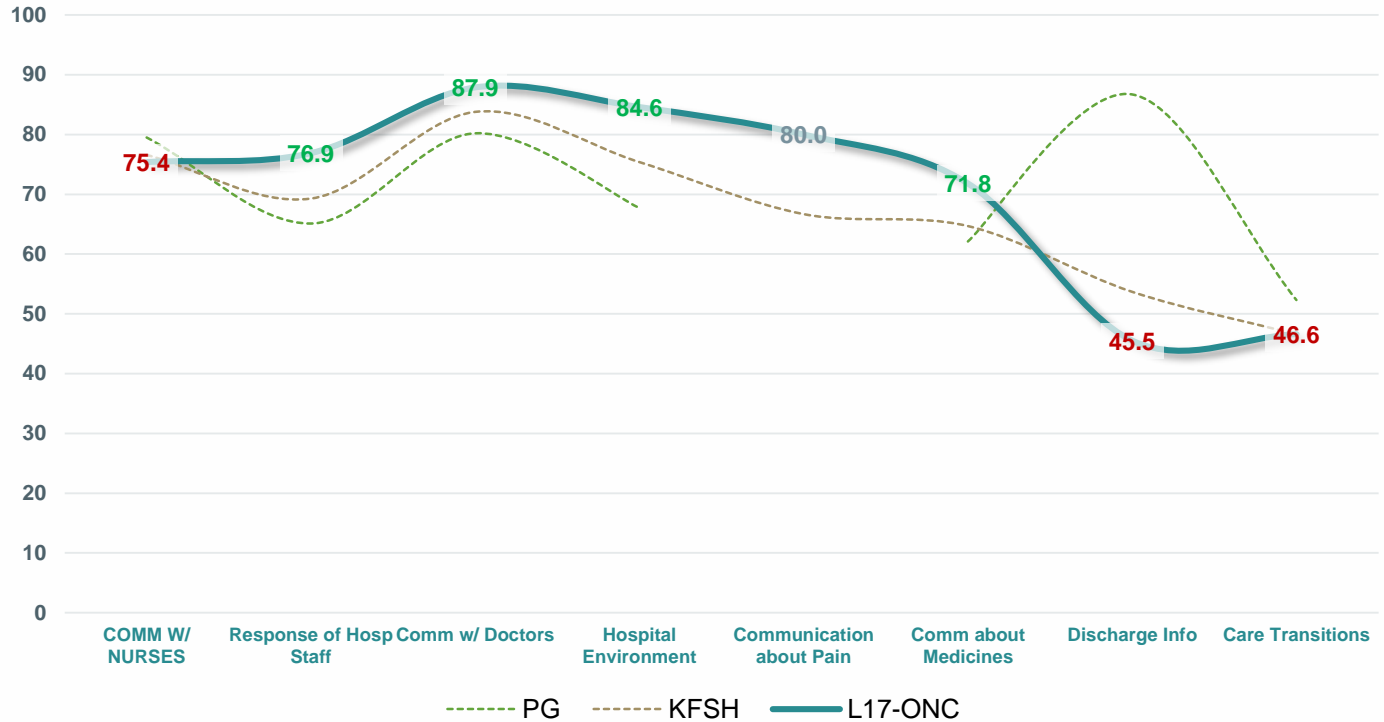
L17-ONC

Domains

n-Size

36

Period: Apr 1st – Jun 30th, 2020



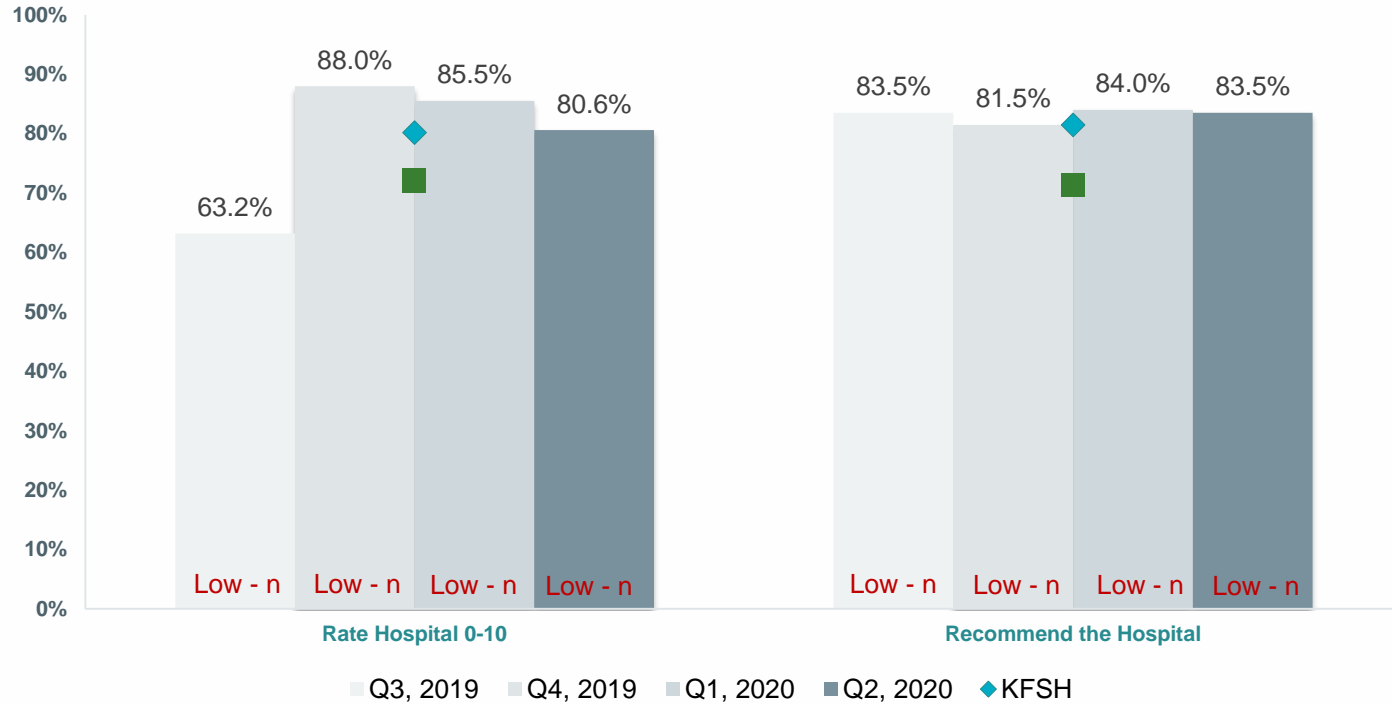
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

F2(1-2)
Global Items

n-Size
23*



■ PG Average

* Sample size of less than 30 is not statistically significant

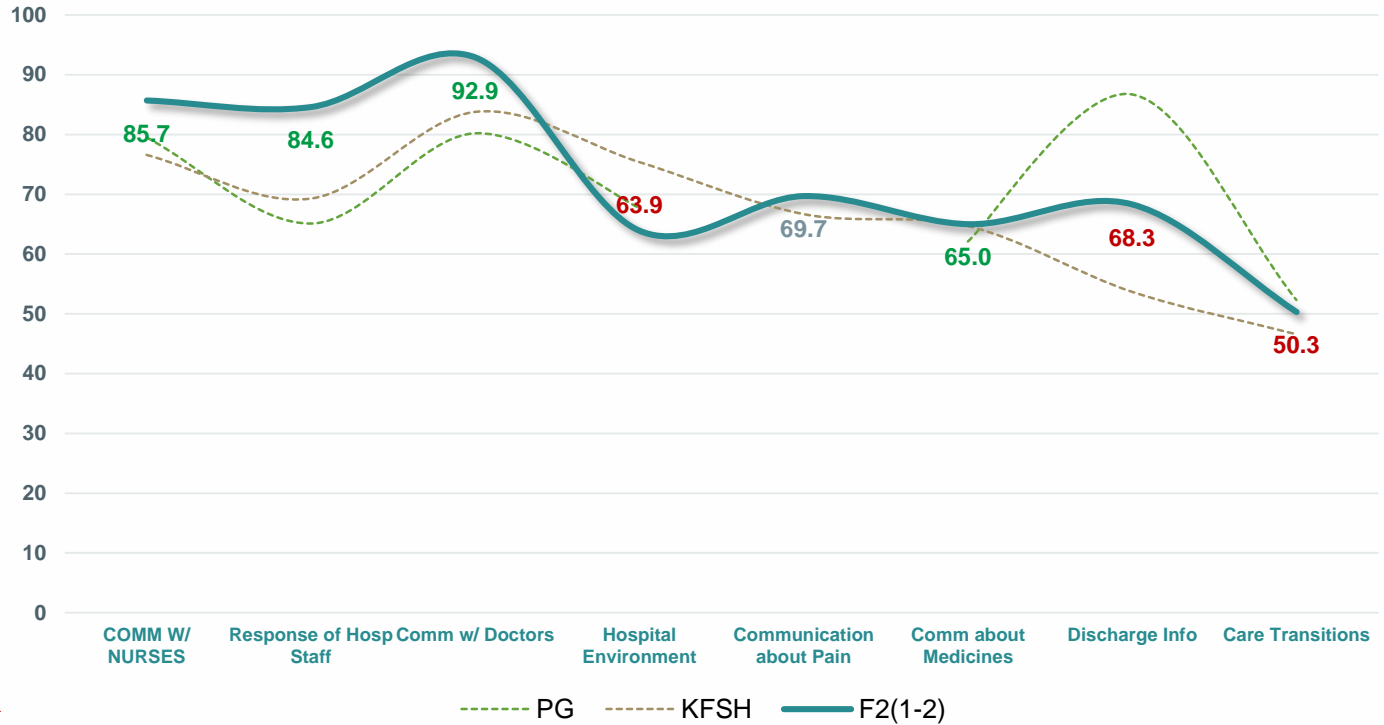
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2020

F2(1-2)
Domains

n-Size
23*



* Sample size of less than 30 is not statistically significant

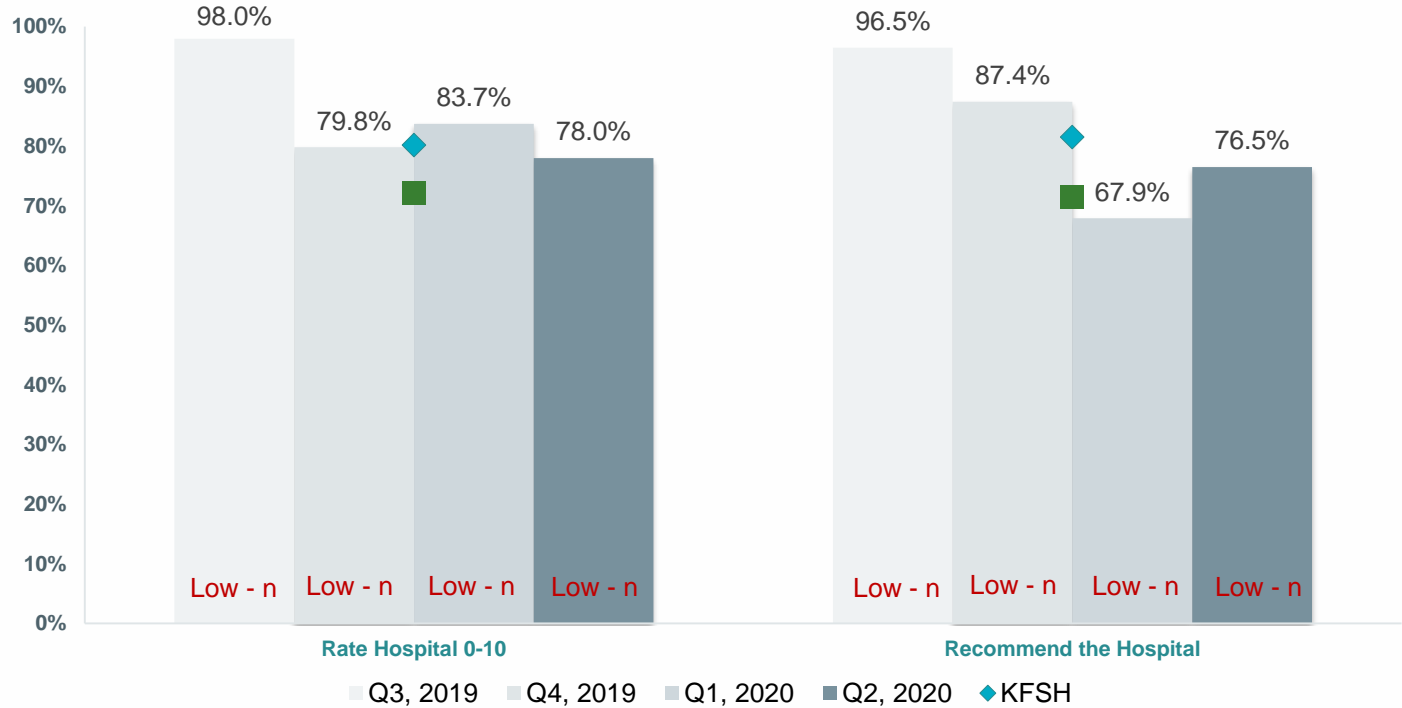
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

NVSDU
Global Items

n-Size
5*



■ PG Average

* Sample size of less than 30 is not statistically significant

* Top Box %

IP – Wards

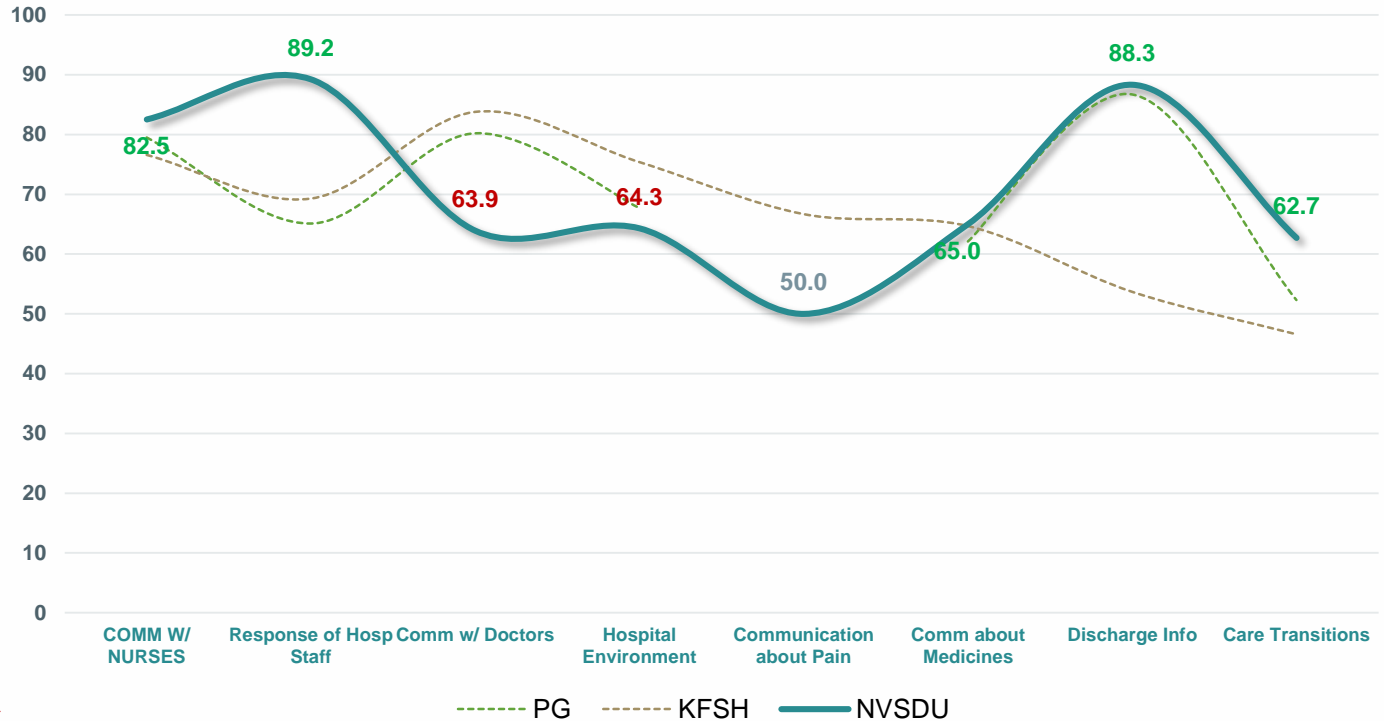
Period: Apr 1st – Jun 30th, 2020

NVSDU

Domains

n-Size

5*



* Sample size of less than 30 is not statistically significant

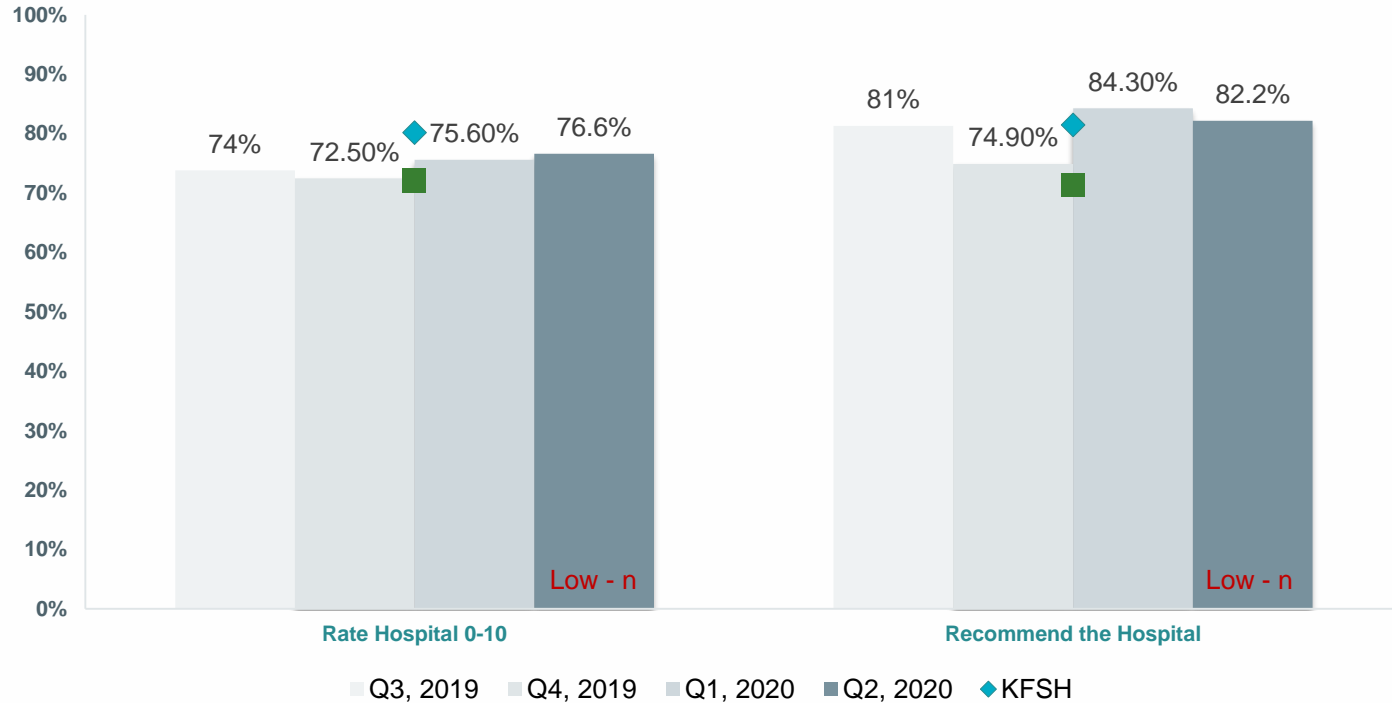
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

EMS-L2
Global Items

n-Size
28*



■ PG Average

* Sample size of less than 30 is not statistically significant

* Top Box %

IP – Wards

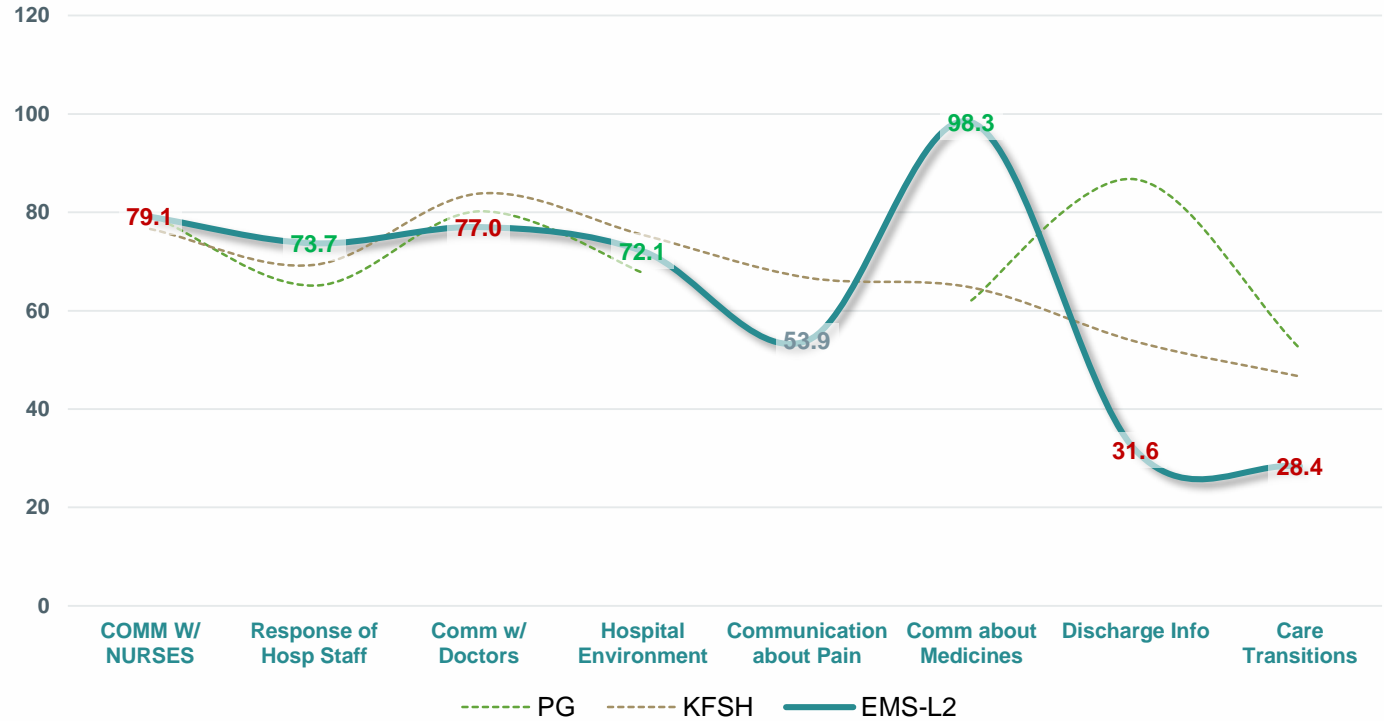
EMS-L2

Domains

n-Size

28*

Period: Apr 1st – Jun 30th, 2020



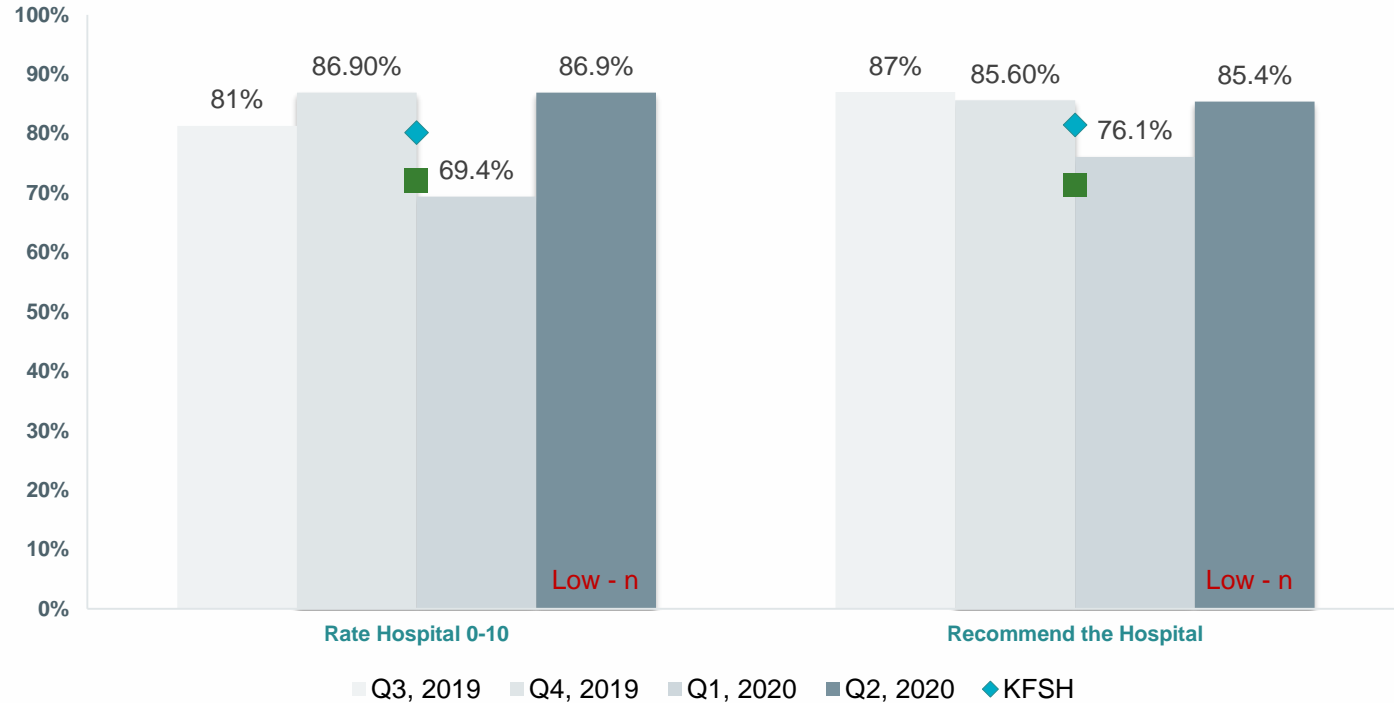
* Sample size of less than 30 is not statistically significant

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

IP – Wards

Period: Apr 1st – Jun 30th, 2020

F3
Global Items
n-Size
27*



* Sample size of less than 30 is not statistically significant

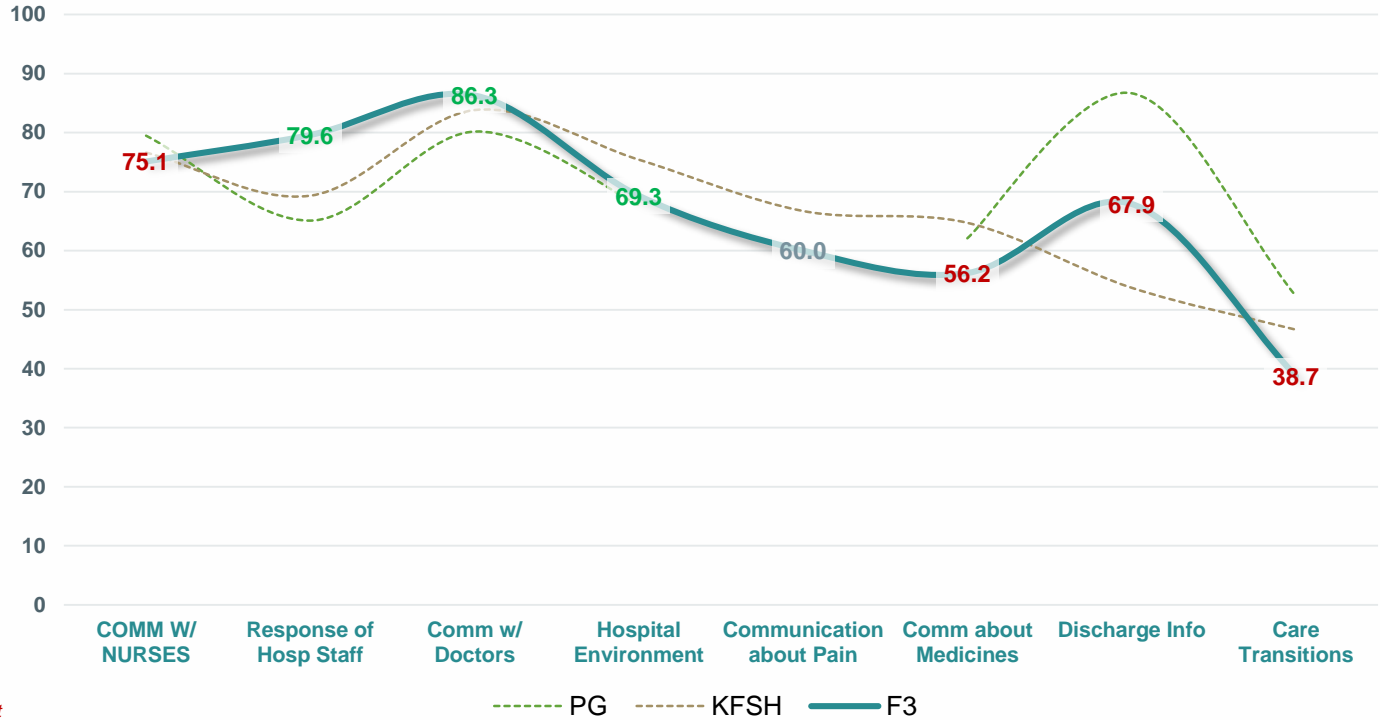
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2020

F3
Domains
n-Size
27*



* Sample size of less than 30 is not statistically significant

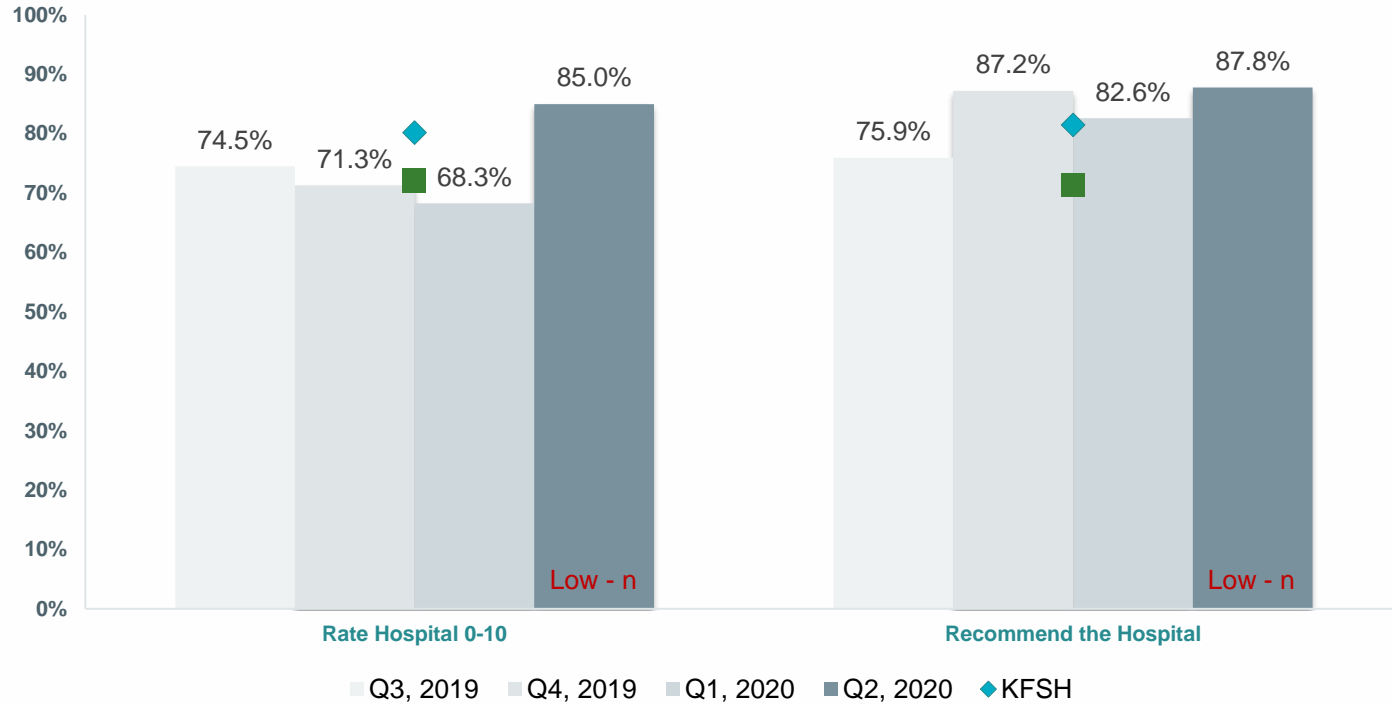
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: Apr 1st – Jun 30th, 2020

F1
Global Items

n-Size
23*



■ PG Average

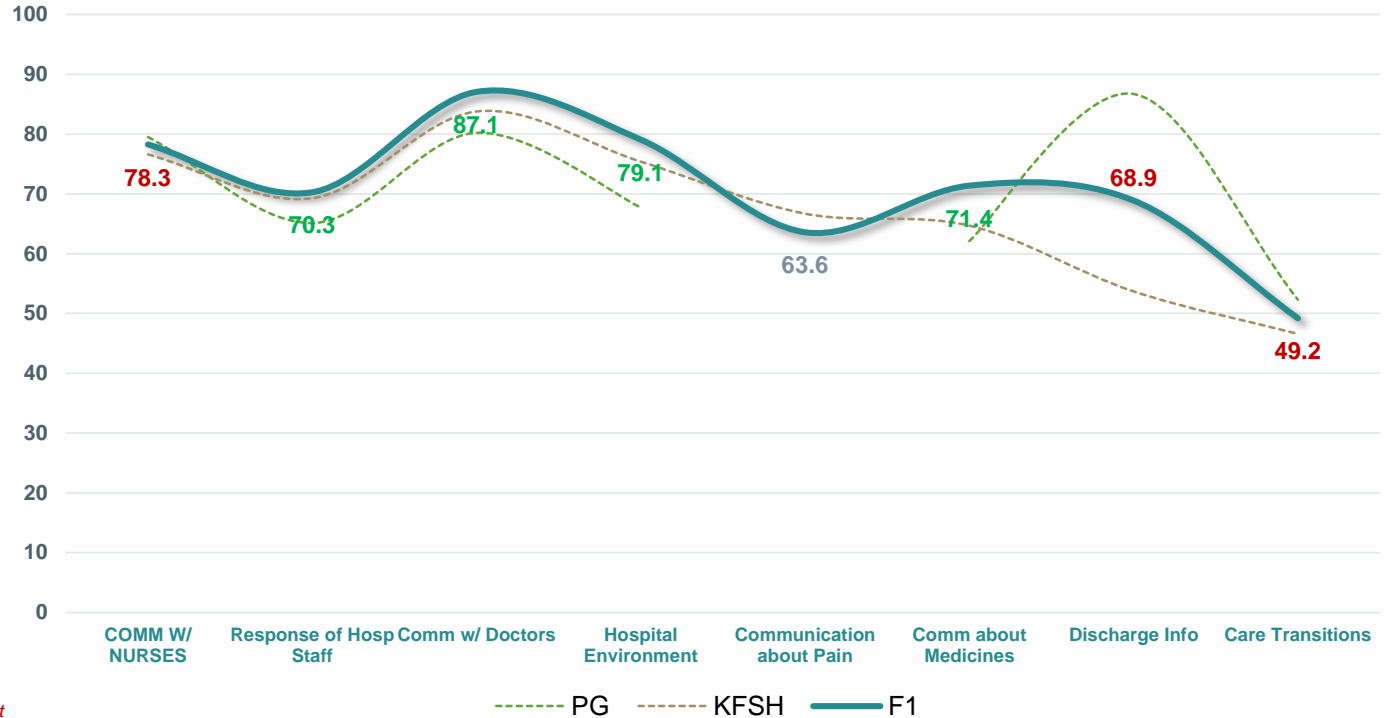
* Sample size of less than 30 is not statistically significant

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2020

F1
Domains
n-Size
23*



* 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.

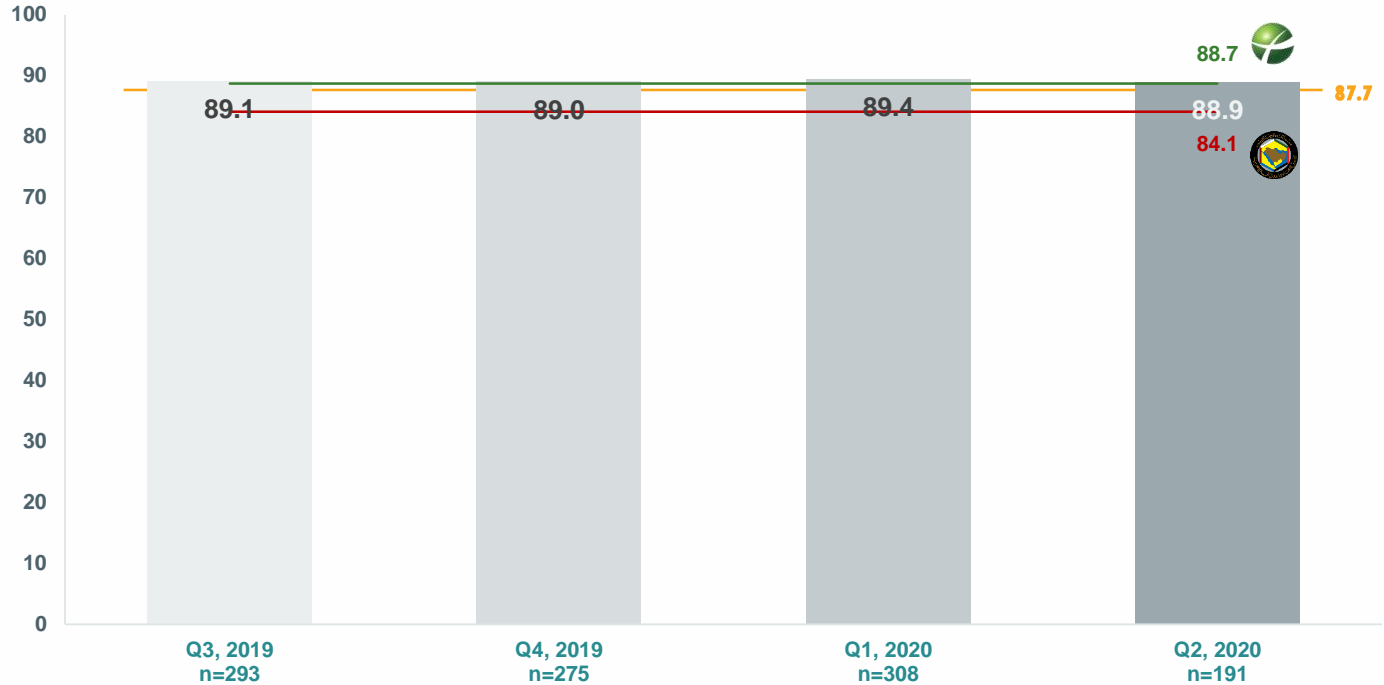


Inpatient
Pediatrics

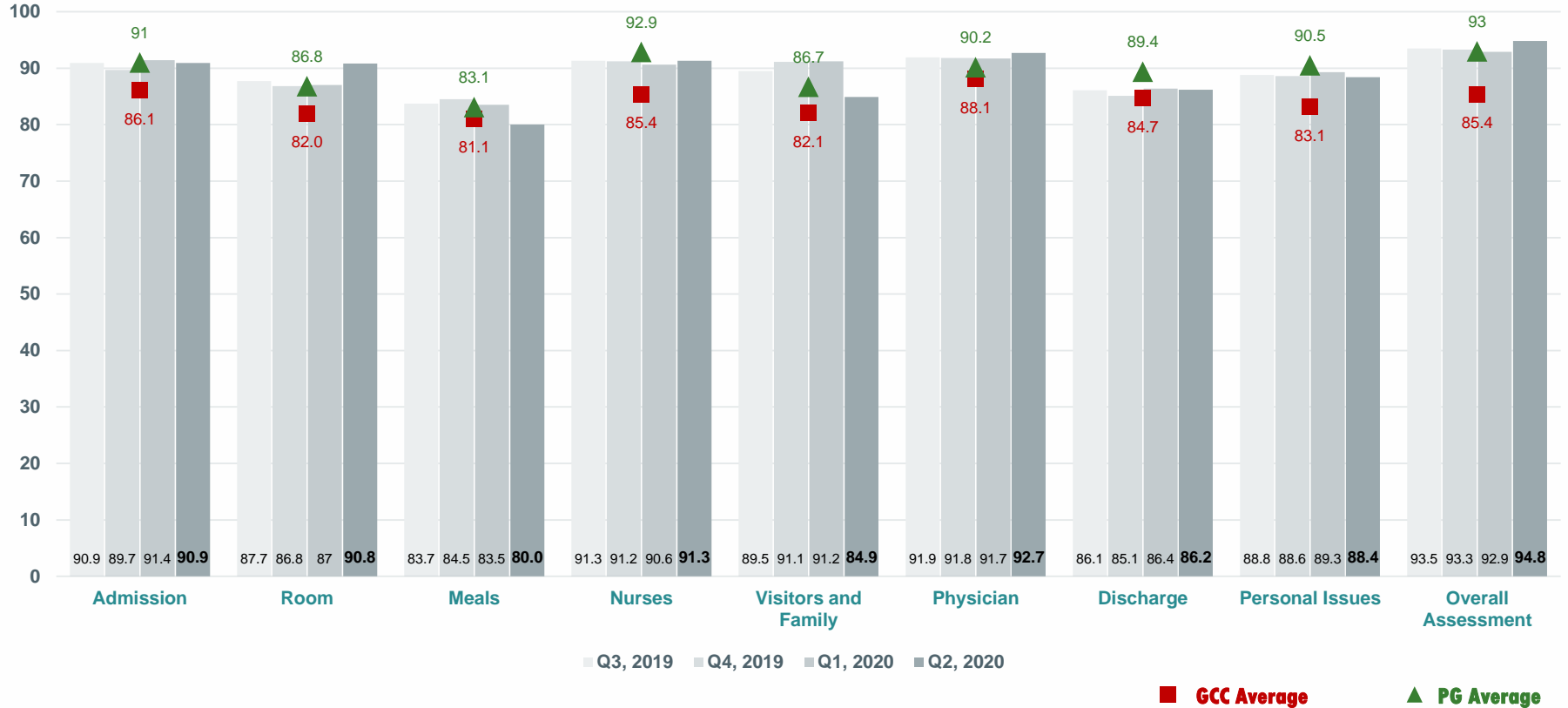
IPP – Overall Rating



Overall Rating Trend [Q3, 2019 – Q2, 2020]

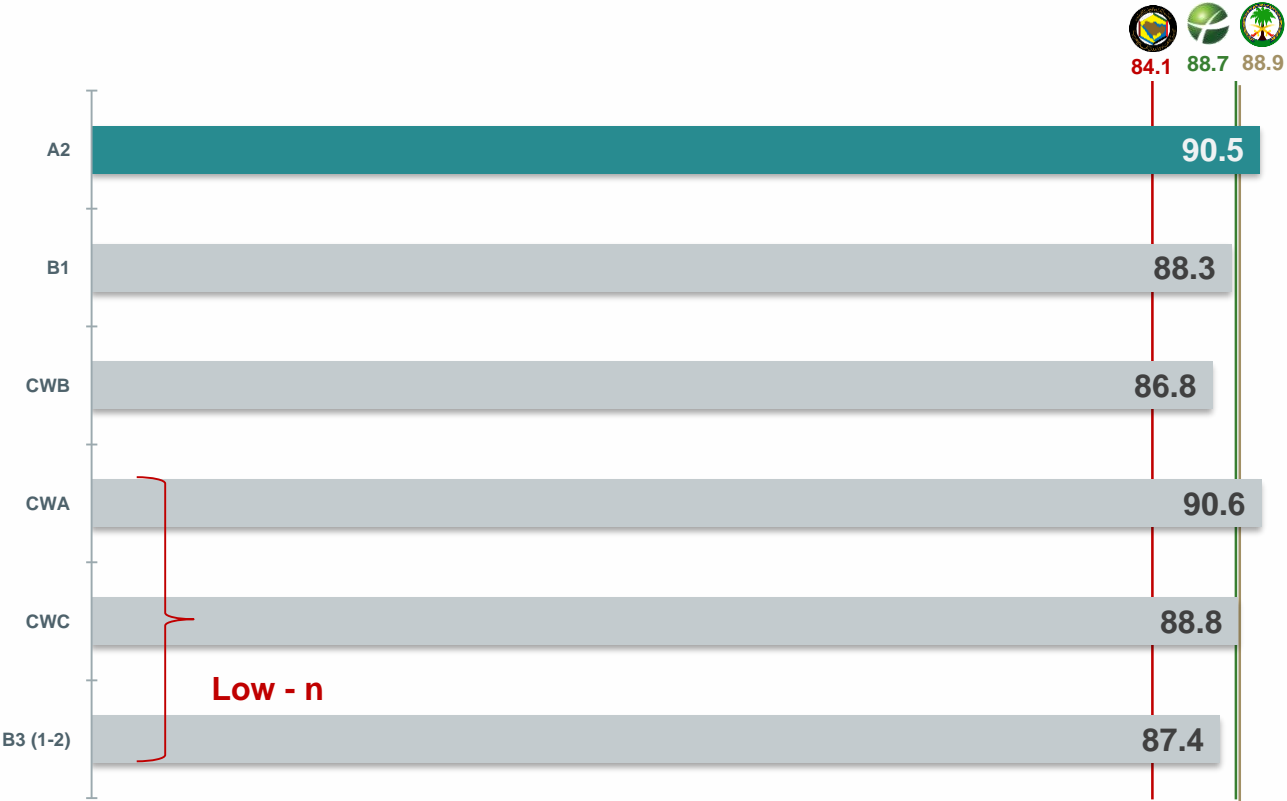


IPP – Survey Domains



IPP – Overall Rating

Overall Rating Wards



Period: Apr 1st – Jun 30th, 2020

 **KFSH Average** [88.9]

 **GCC Average** [84.1]

 **PG Average** [88.7]

IPP – Wards

Period: Apr 1st – Jun 30th, 2020

A2

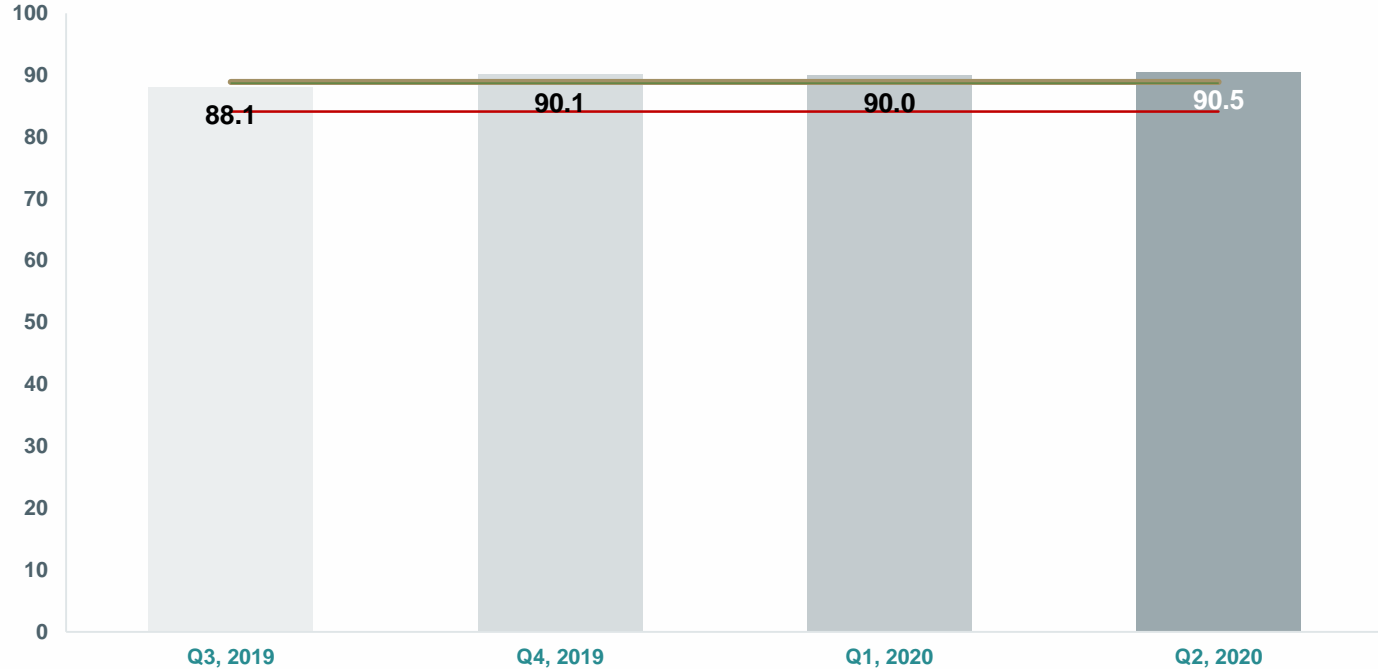
Overall Rating

90.5

Q2, 2020

n-Size

61



 **KFSH Average [88.9]**

 **GCC Average [84.1]**

 **PG Average [88.7]**

IPP – Wards

A2

Overall Rating

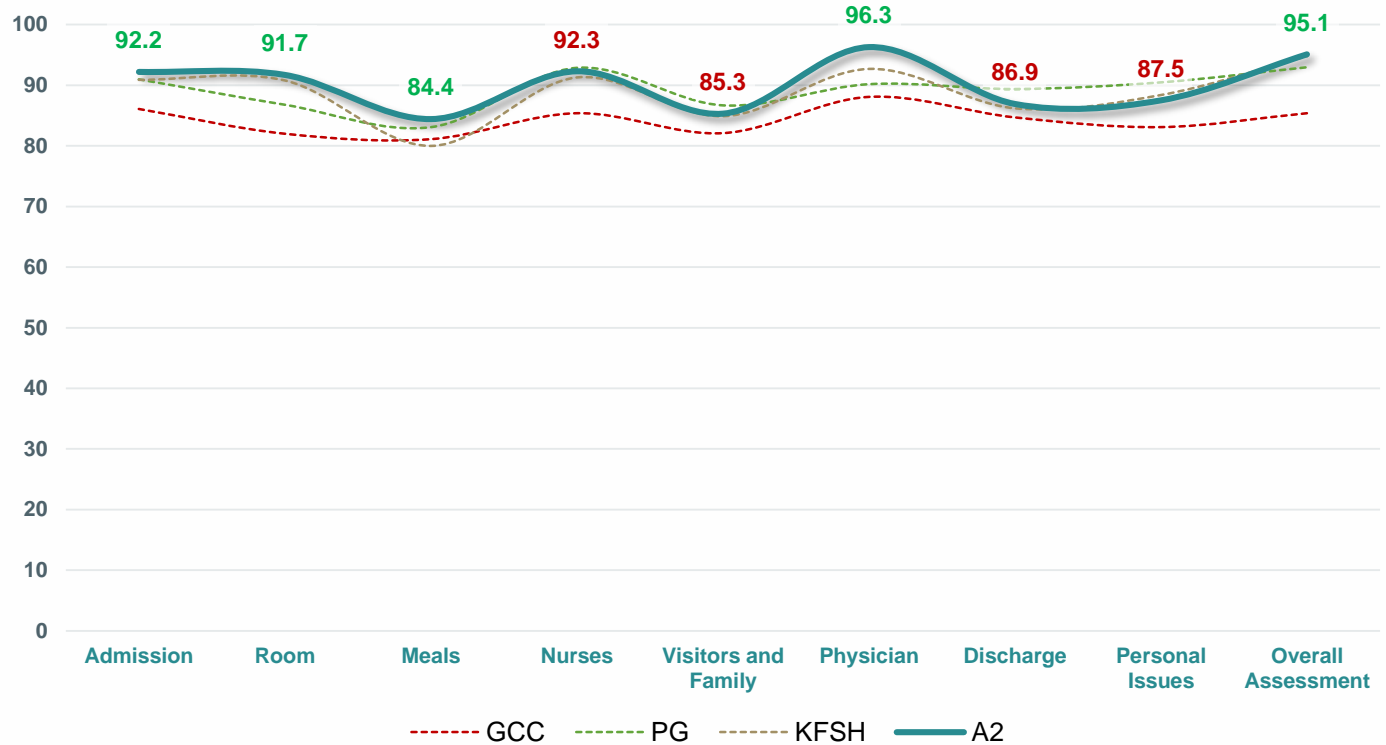
90.5

Q2, 2020

n-Size

61

Period: Apr 1st – Jun 30th, 2020



IPP – Wards

Period: Apr 1st – Jun 30th, 2020

B1

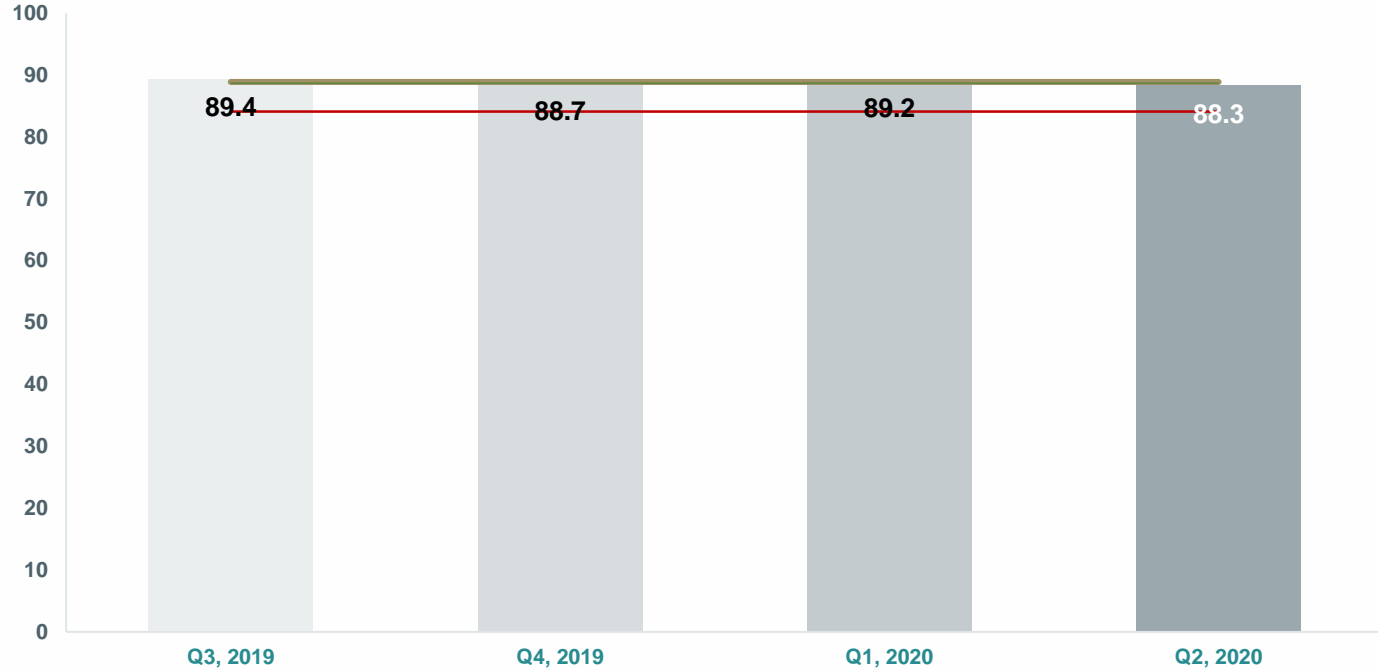
Overall Rating

88.3

Q2, 2020

n-Size

30



 **KFSH Average [88.9]**

 **GCC Average [84.1]**

 **PG Average [88.7]**

IPP – Wards

B1

Overall Rating

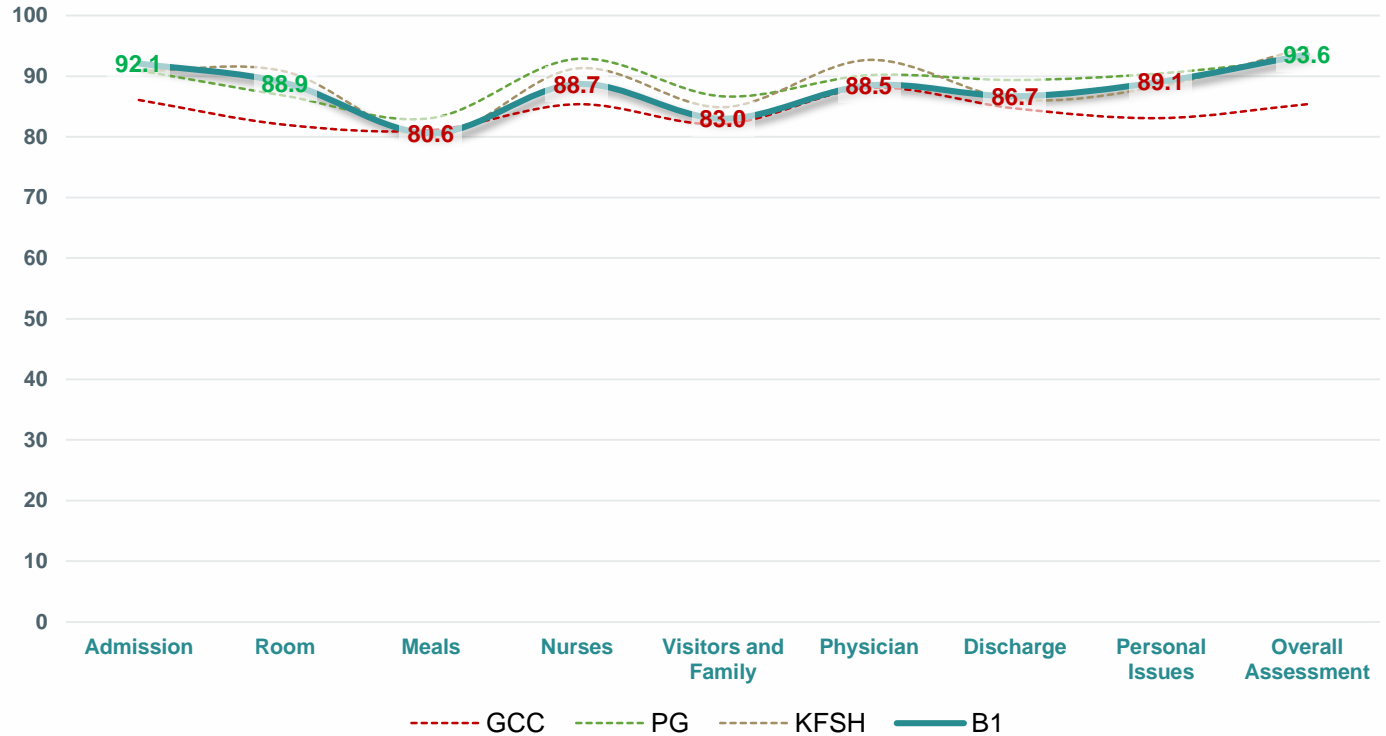
88.3

Q2, 2020

n-Size

30

Period: Apr 1st – Jun 30th, 2020



IPP – Wards

CWB

Overall Rating

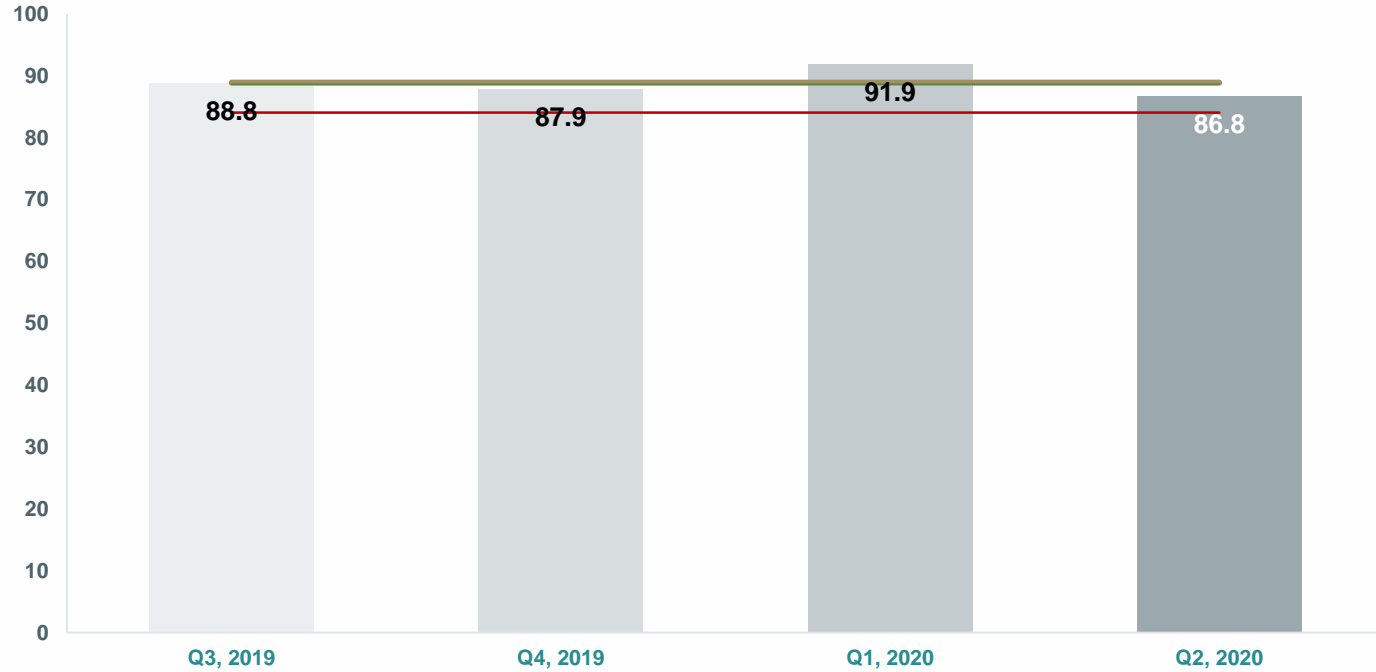
86.8

Q2, 2020

n-Size

42

Period: Apr 1st – Jun 30th, 2020



 **KFSH Average [88.9]**

 **GCC Average [84.1]**

 **PG Average [88.7]**

IPP – Wards

CWB

Overall Rating

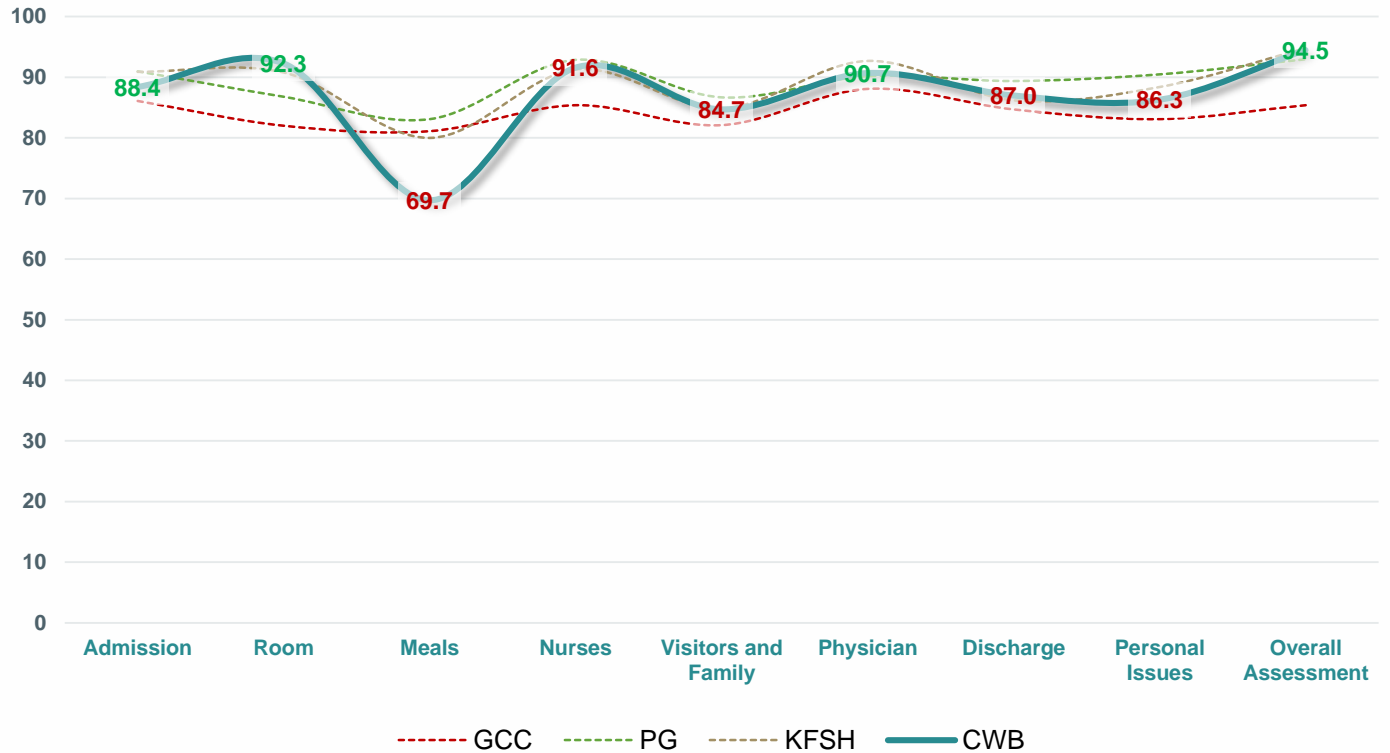
86.8

Q2, 2020

n-Size

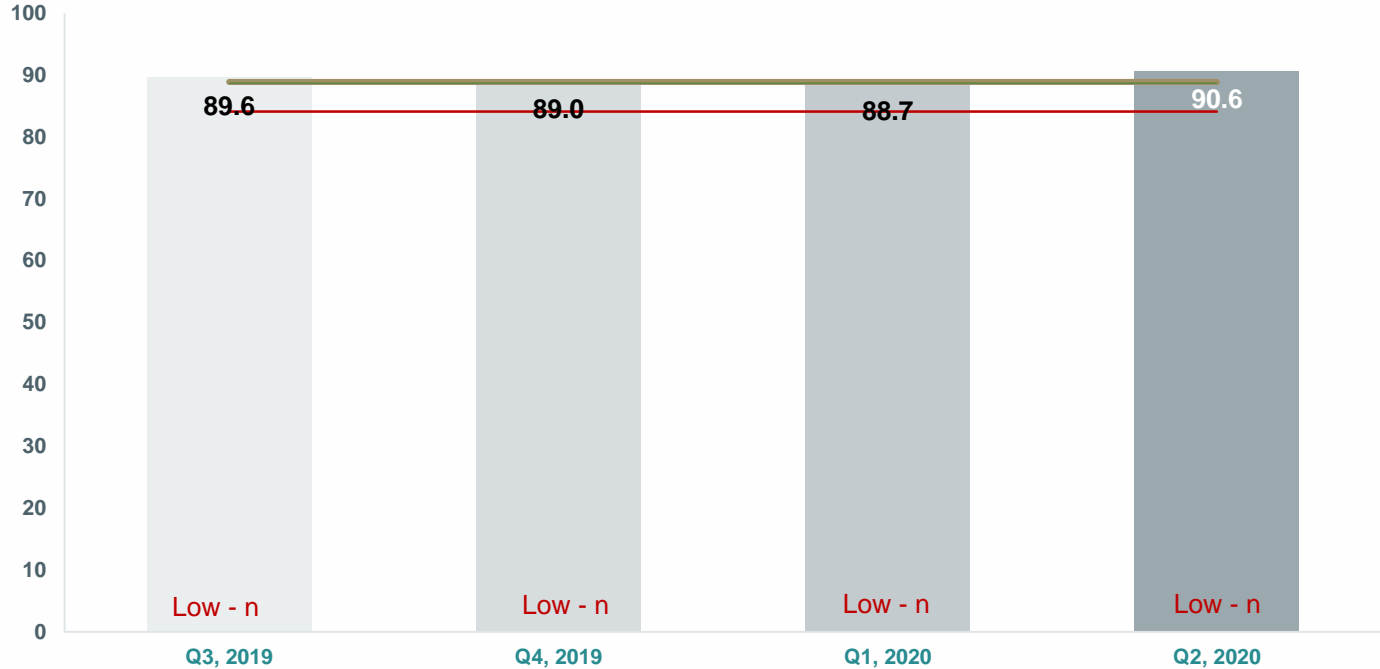
42

Period: Apr 1st – Jun 30th, 2020



IPP – Wards

Period: Apr 1st – Jun 30th, 2020



 **KFSH Average** [88.9]

 **GCC Average** [84.1]

 **PG Average** [88.7]

* Sample size of less than 30 is not statistically significant

IPP – Wards

CWA

Overall Rating

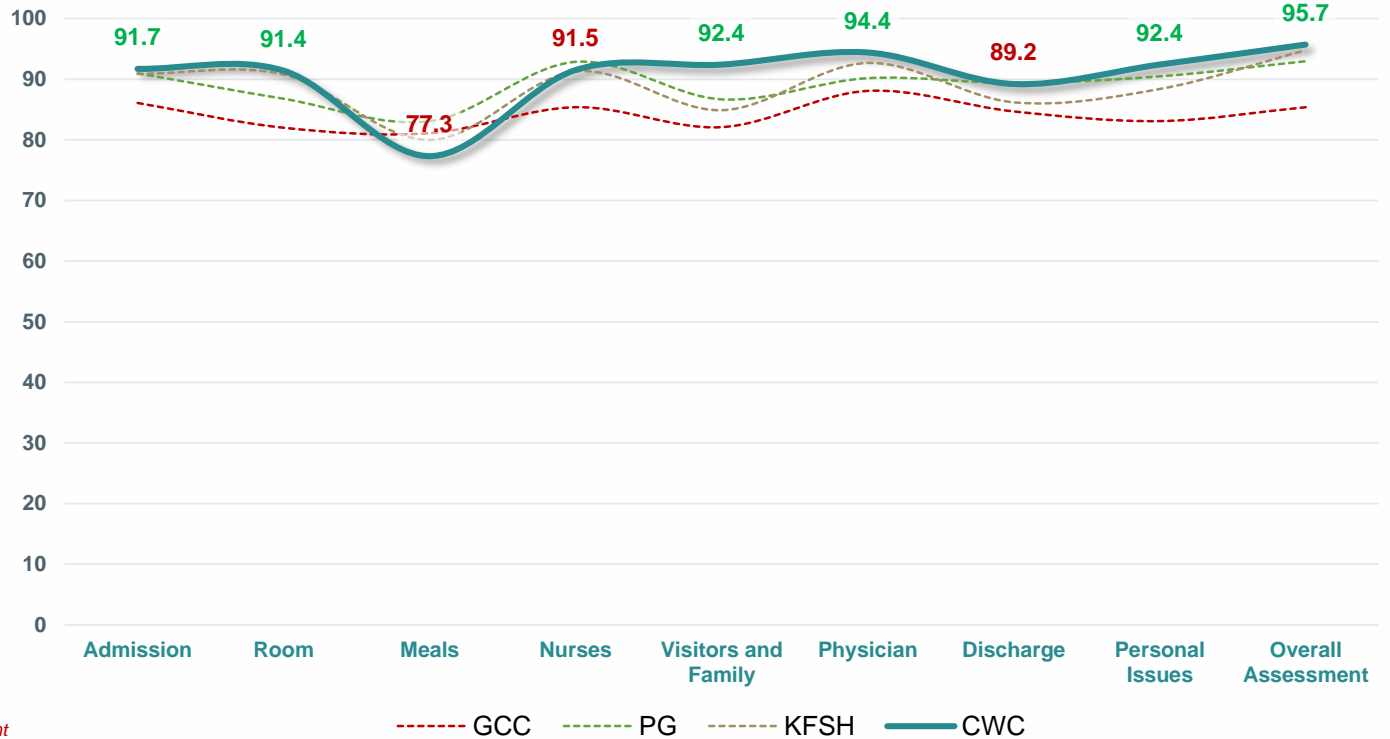
90.6

Q2, 2020

n-Size

27*

Period: Apr 1st – Jun 30th, 2020



* Sample size of less than 30 is not statistically significant

IPP – Wards

CWC

Overall Rating

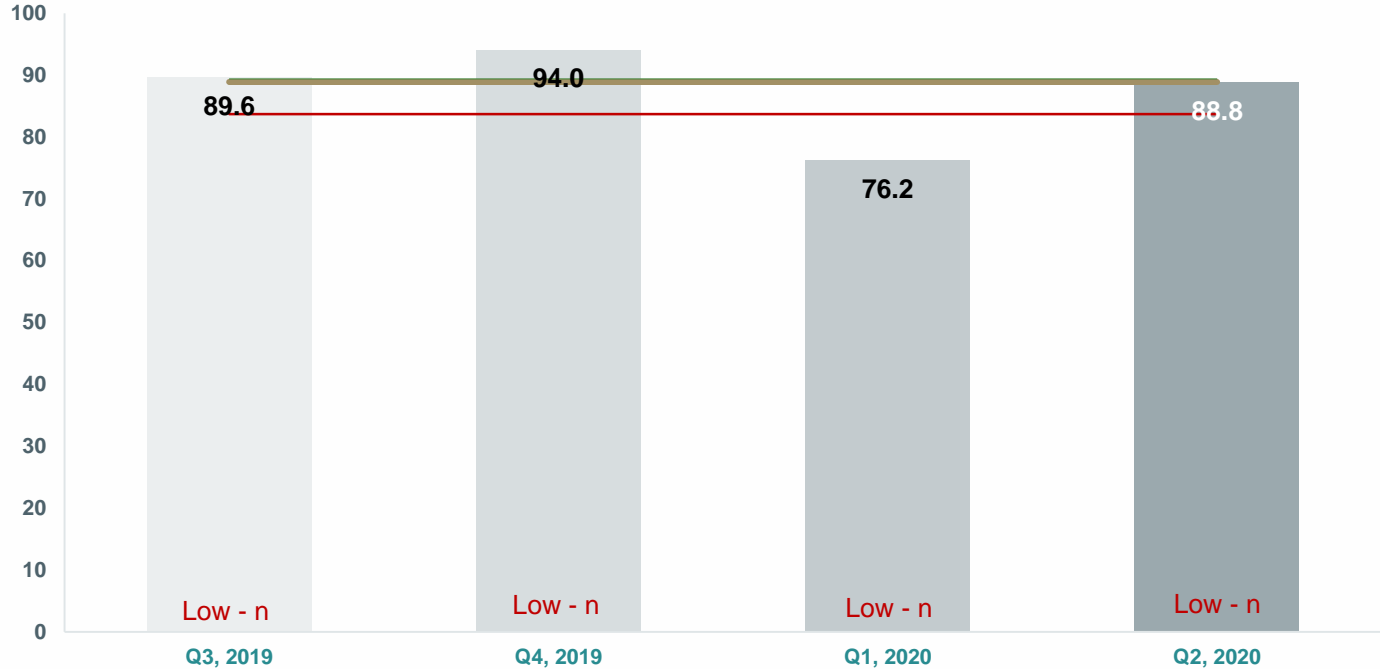
88.8

Q2, 2020

n-Size

14*

Period: Apr 1st – Jun 30th, 2020



 **KFSH Average [88.9]**

 **GCC Average [84.1]**

 **PG Average [88.7]**

* Sample size of less than 30 is not statistically significant

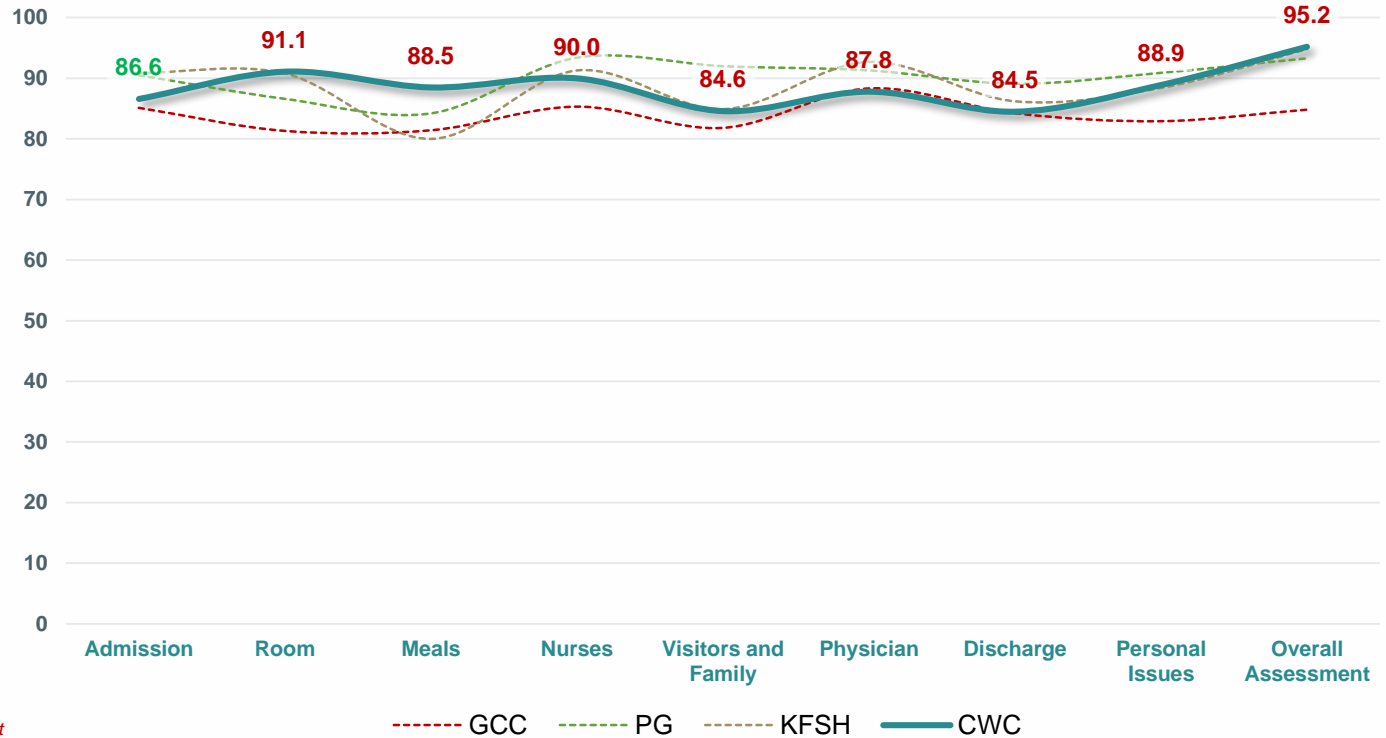
IPP – Wards

CWC
Overall Rating



n-Size
14*

Period: Apr 1st – Jun 30th, 2020



* Sample size of less than 30 is not statistically significant

IPP – Wards

B3(1-2)

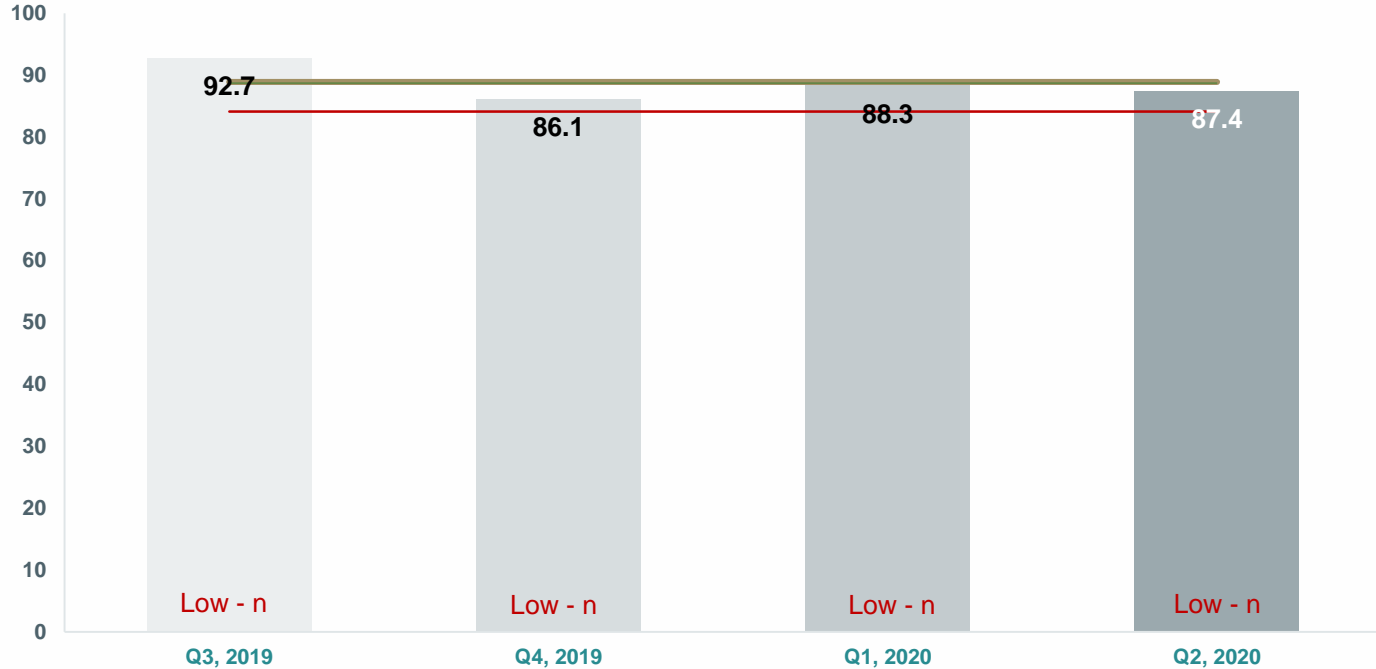
Overall Rating



n-Size

17*

Period: Apr 1st – Jun 30th, 2020



 **KFSH Average** [88.9]

 **GCC Average** [84.1]

 **PG Average** [88.7]

* Sample size of less than 30 is not statistically significant

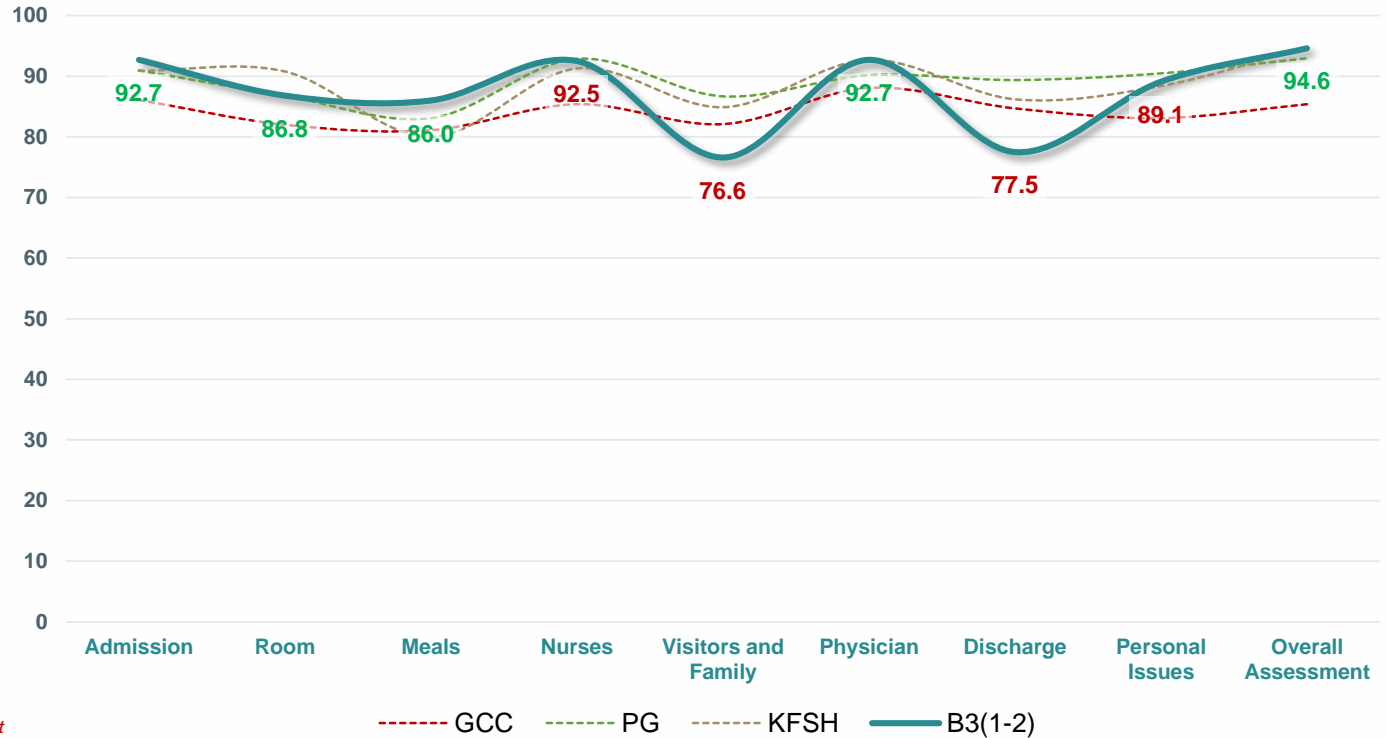
IPP – Wards

B3(1-2) Overall Rating



n-Size
17*

Period: Apr 1st – Jun 30th, 2020



* Sample size of less than 30 is not statistically significant

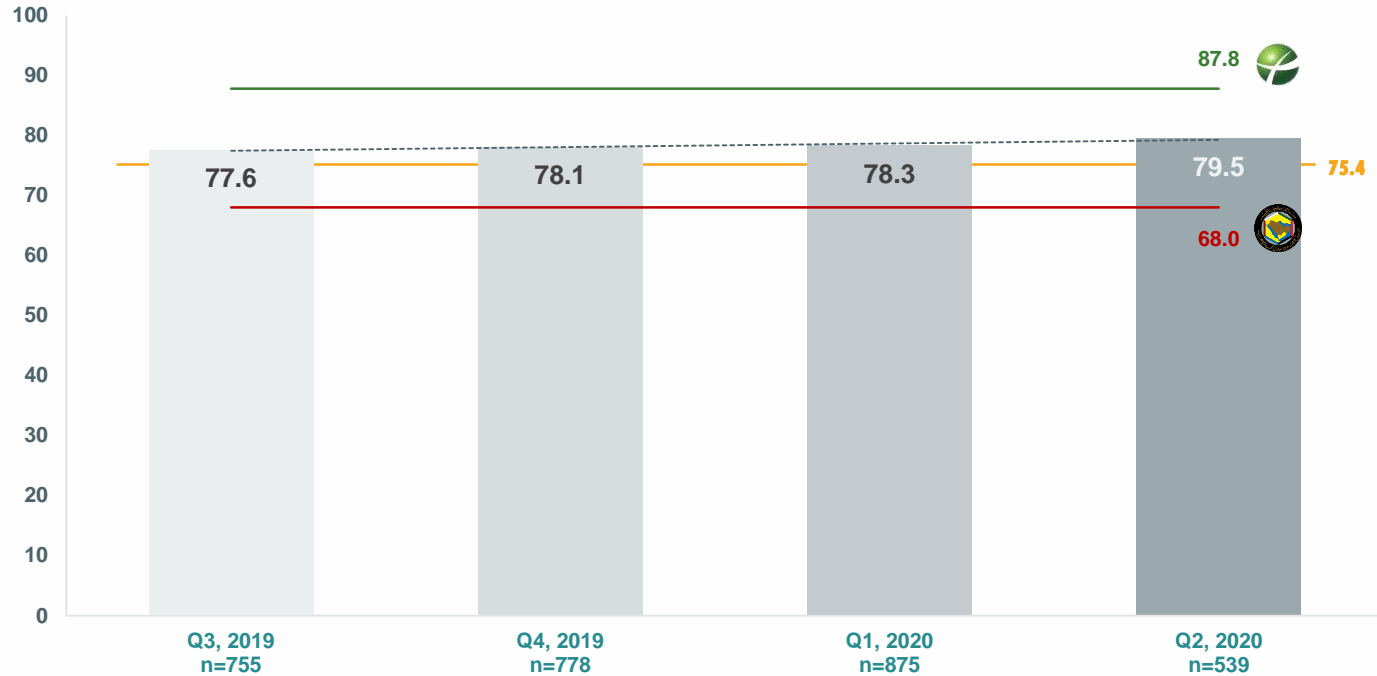


Emergency

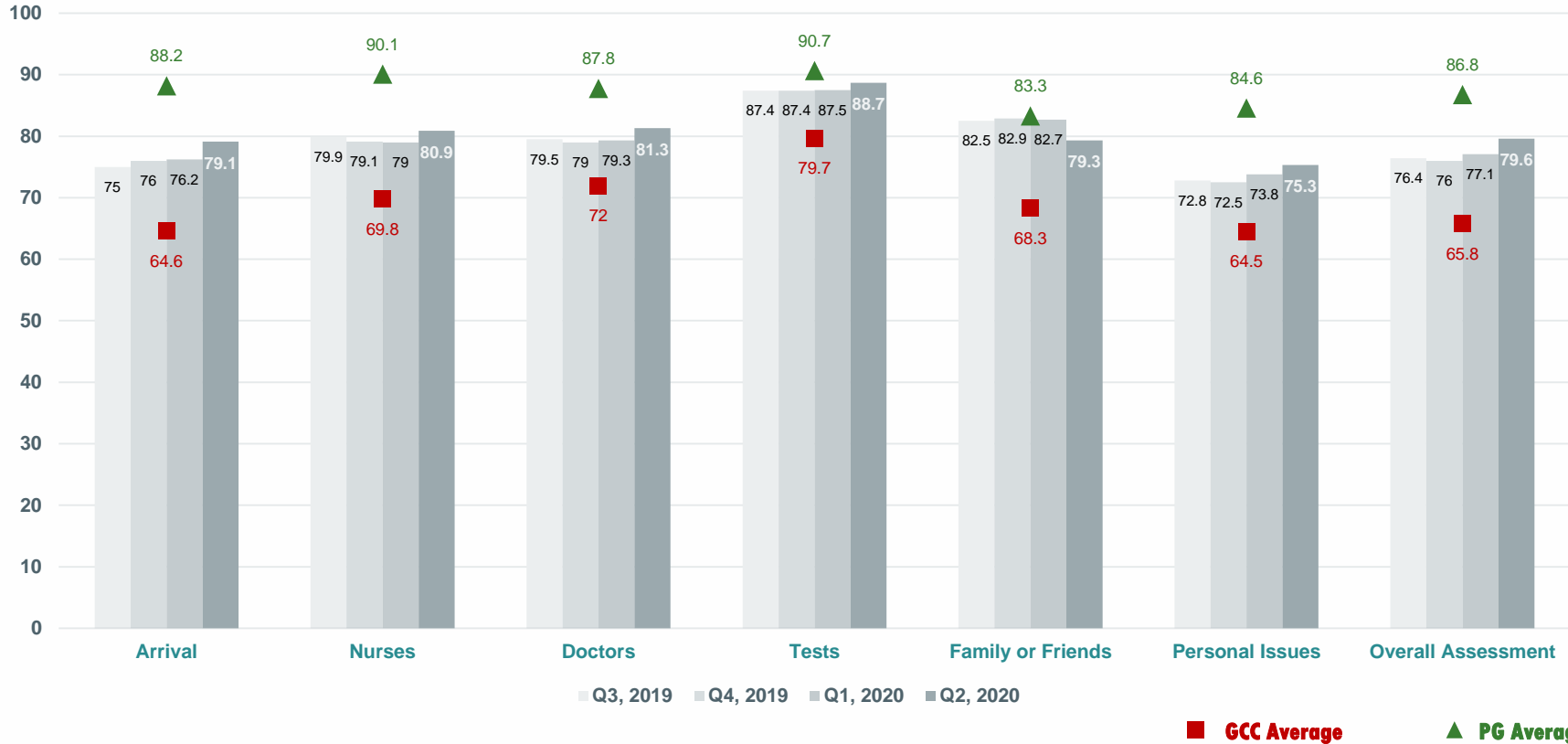
ED – Overall Rating



Overall Rating Trend [Q3, 2019 – Q2, 2020]

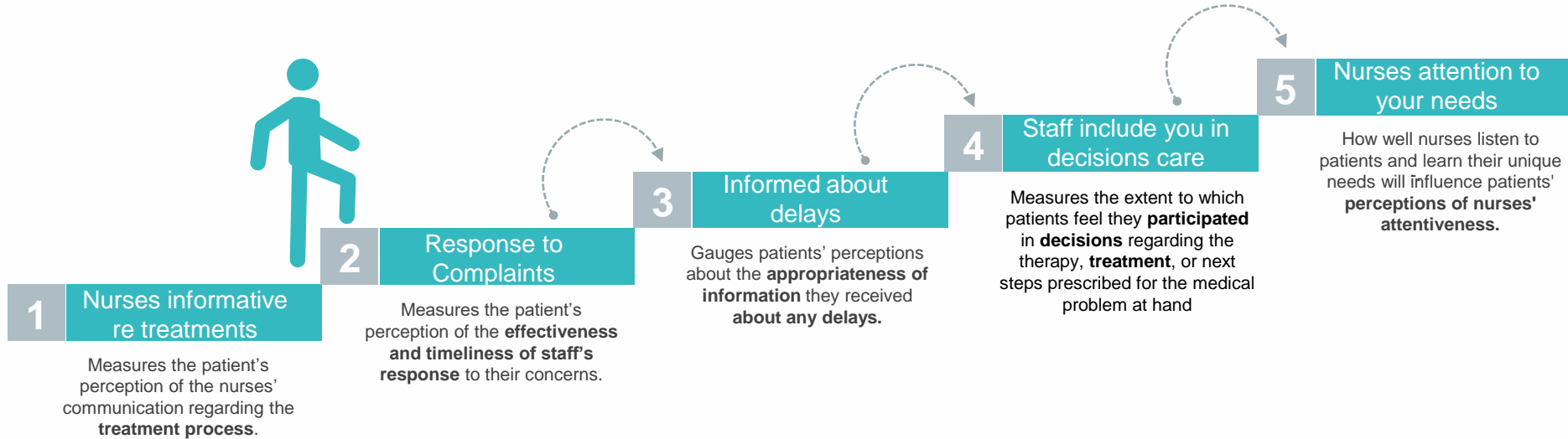


ED – Survey Domains





ED – Priority Index (Q2, 2020)



- 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 10 consecutive Quarters (Q1,2018 – Q2, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

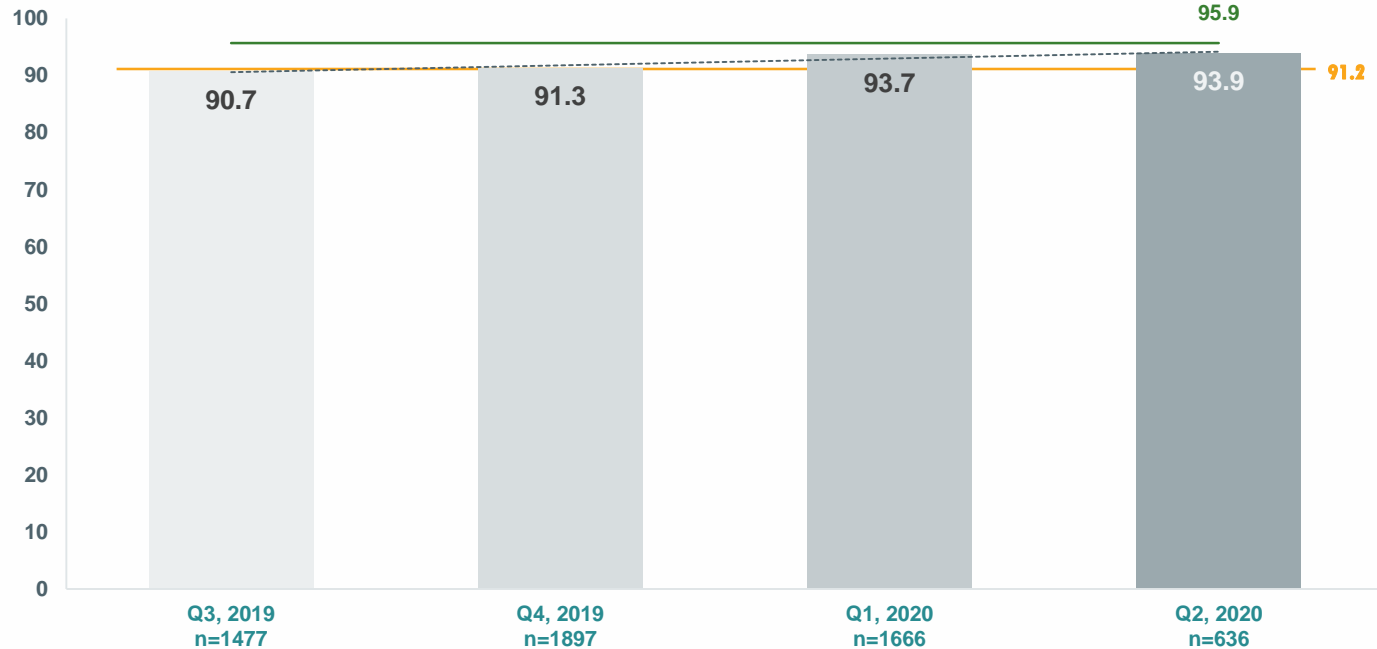


Ambulatory
Surgery

AS – Overall Rating



Overall Rating Trend [Q3, 2019 – Q2, 2020]

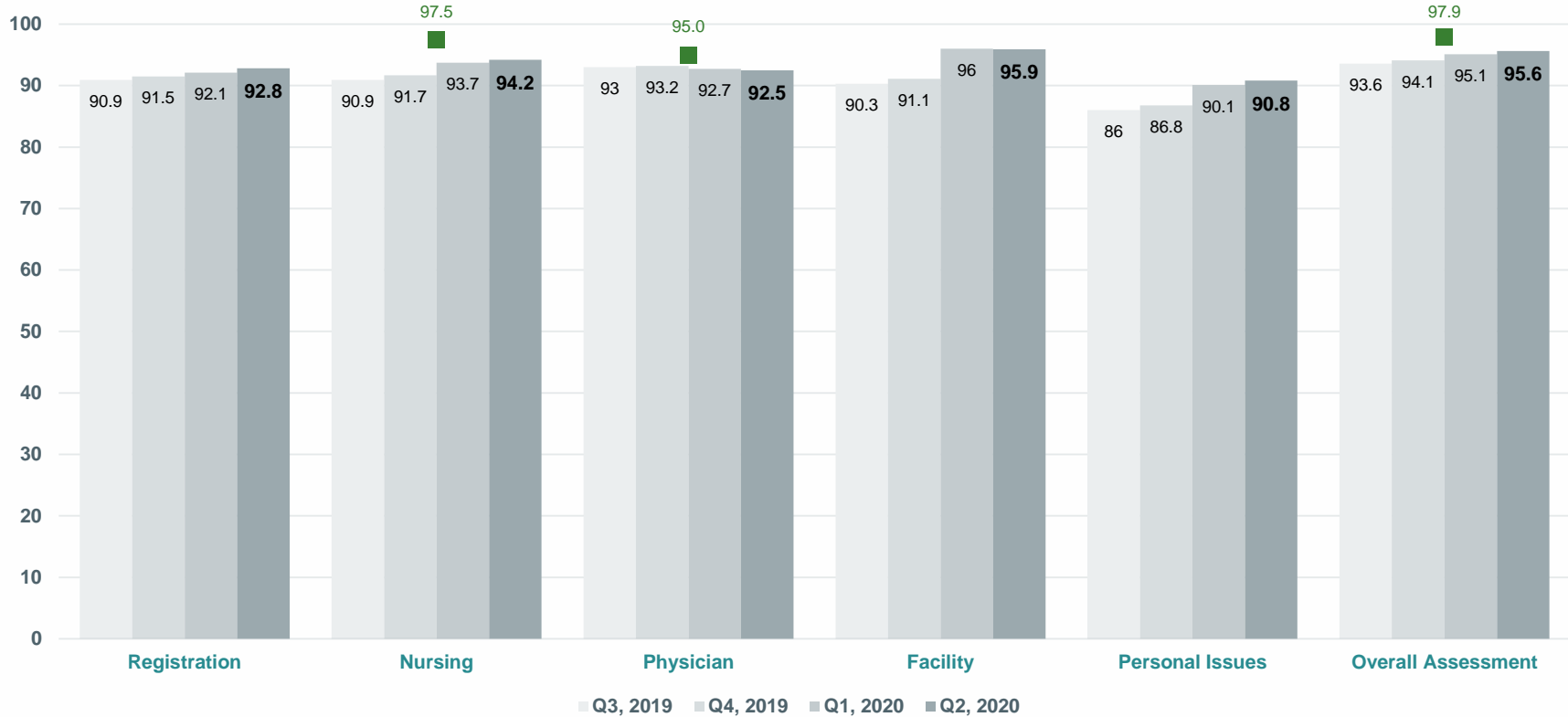


* The survey tool was updated starting from Q1, 2020

2020 Target [91.2]

PG Average [95.9]

AS – Survey Domains



* The survey tool was updated starting from Q1, 2020

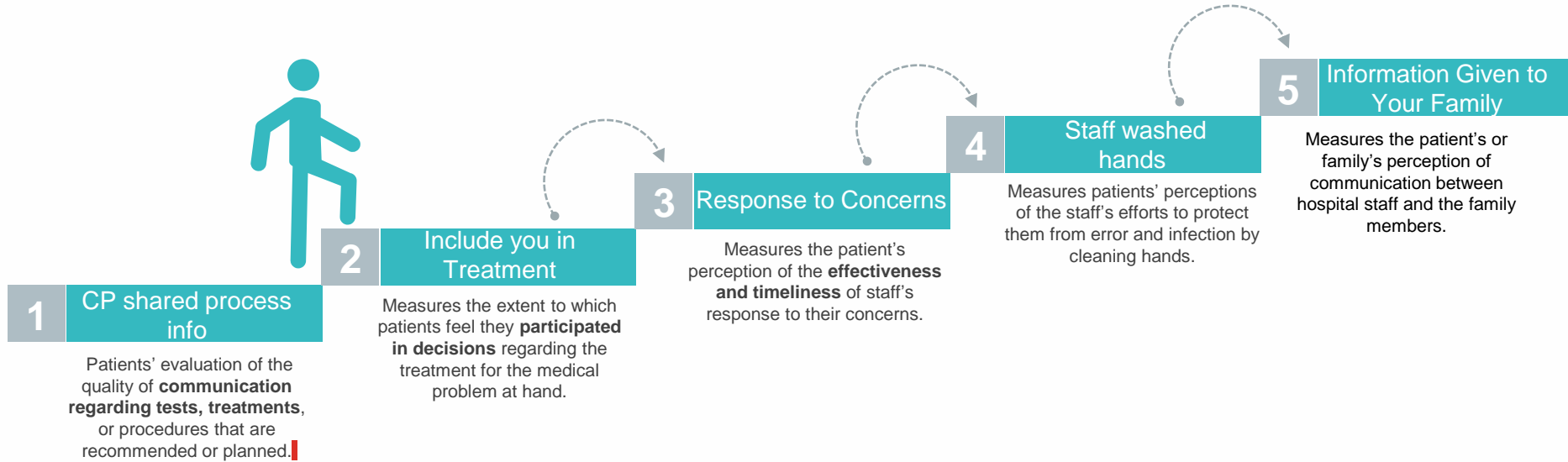
▲ PG Average

AS – Strengths

Confidence in physician skill



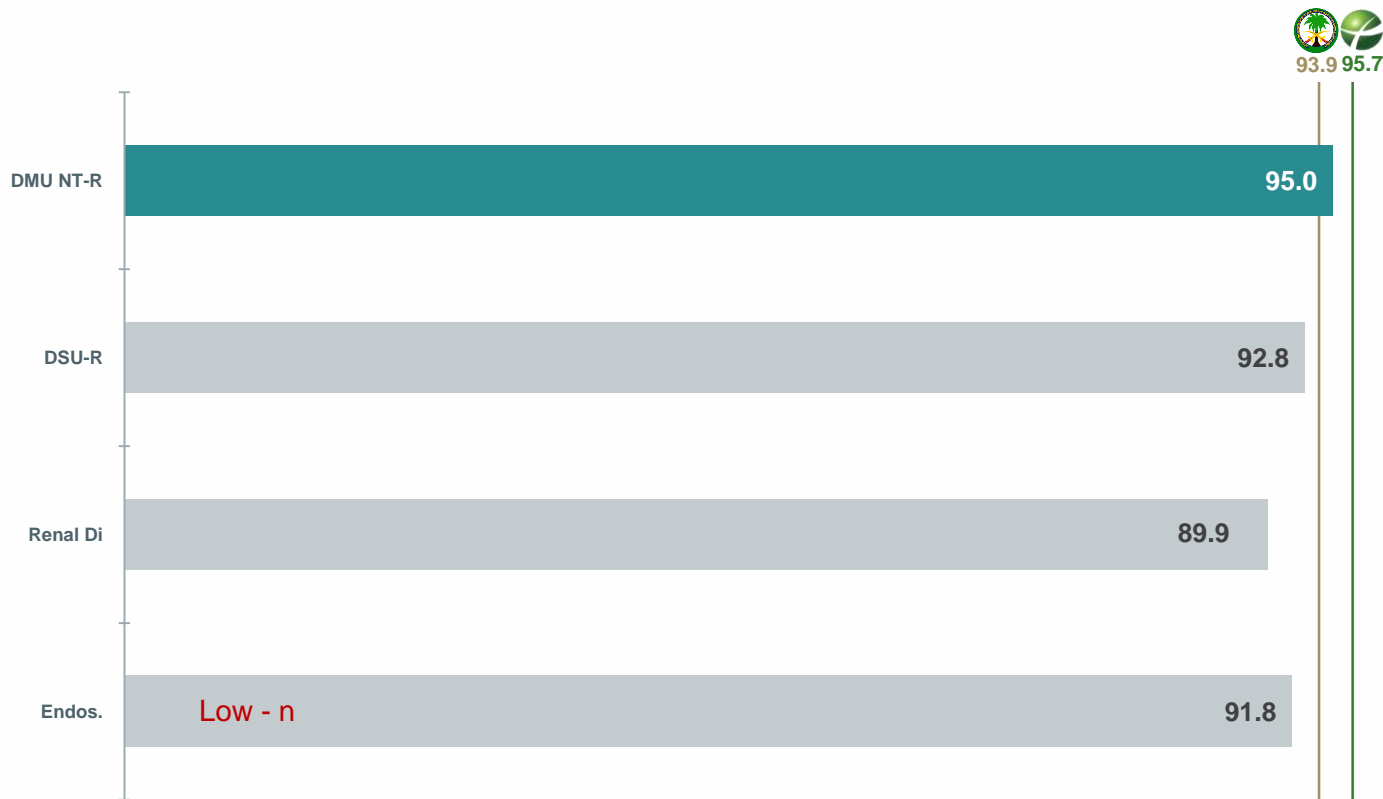
AS – Priority Index (Q2, 2020)



- 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



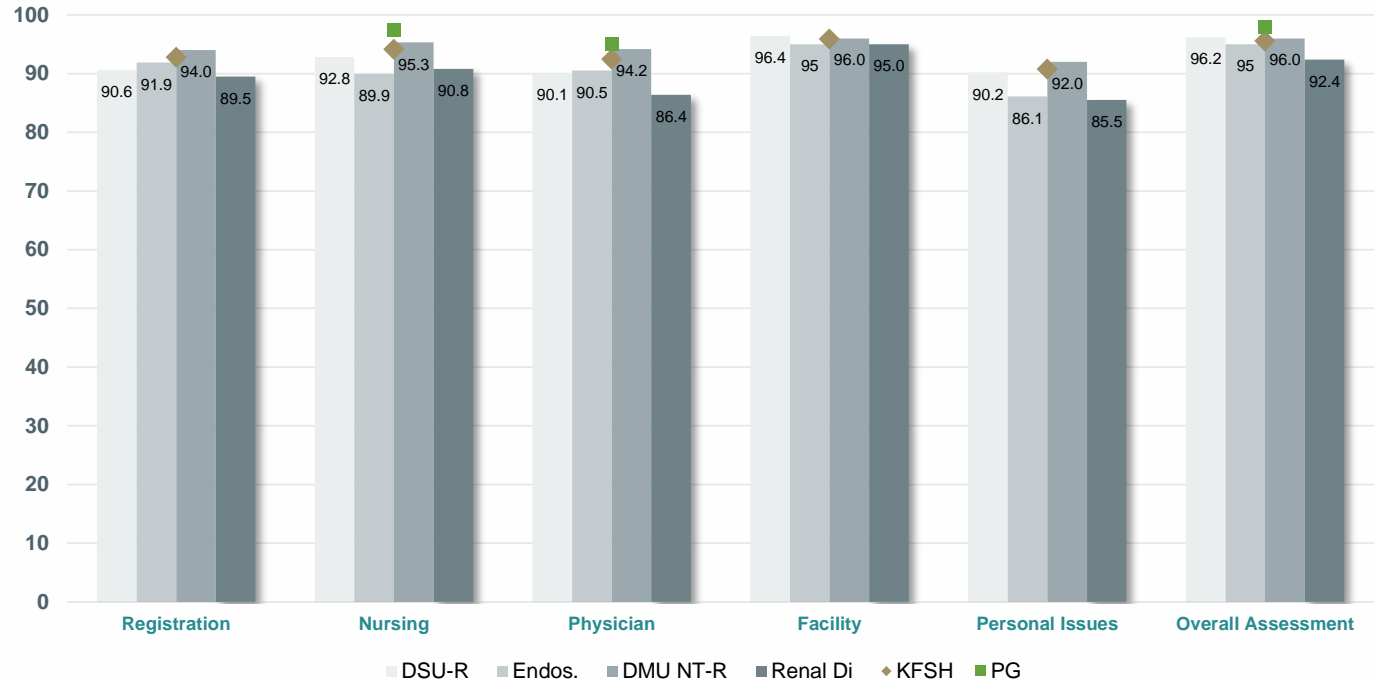
Period: Apr 1st – Jun 30th, 2020

 **KFSH Average** [93.9]

 **PG Average** [95.7]

AS – Survey Domains

Patient Journey Departments



Period: Apr 1st – Jun 30th, 2020

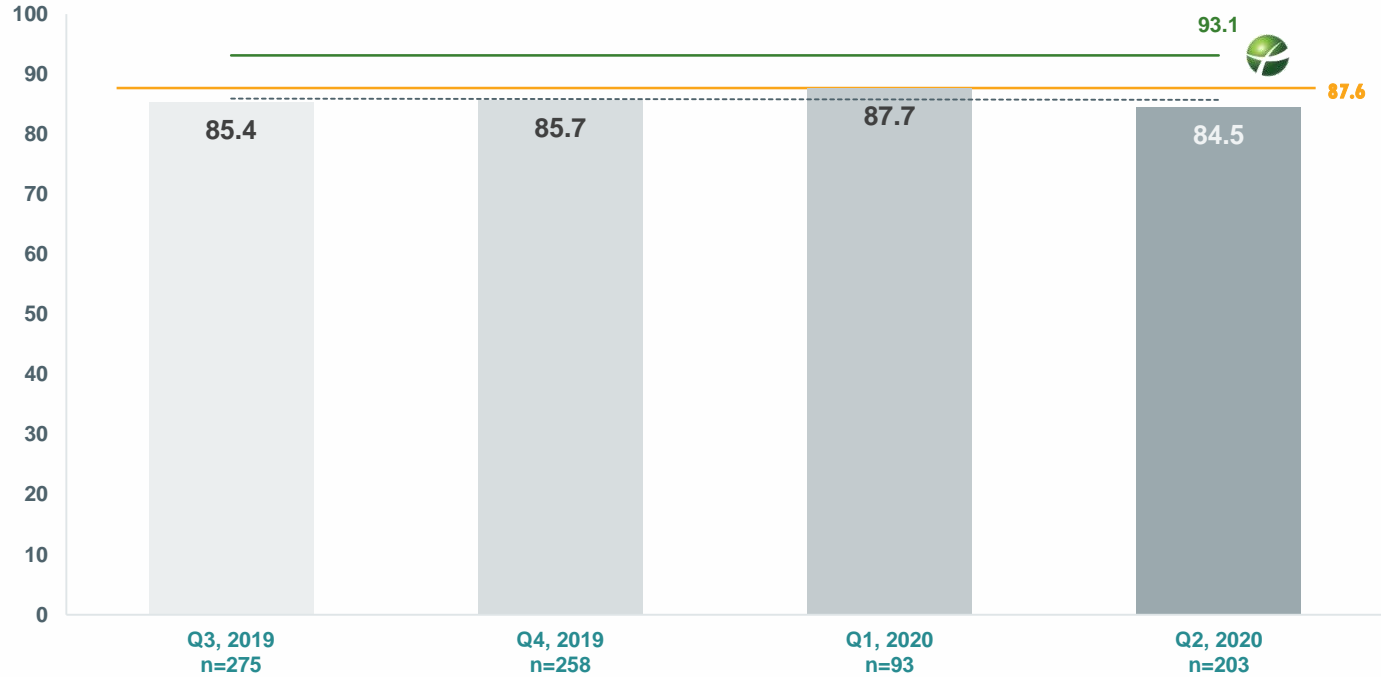




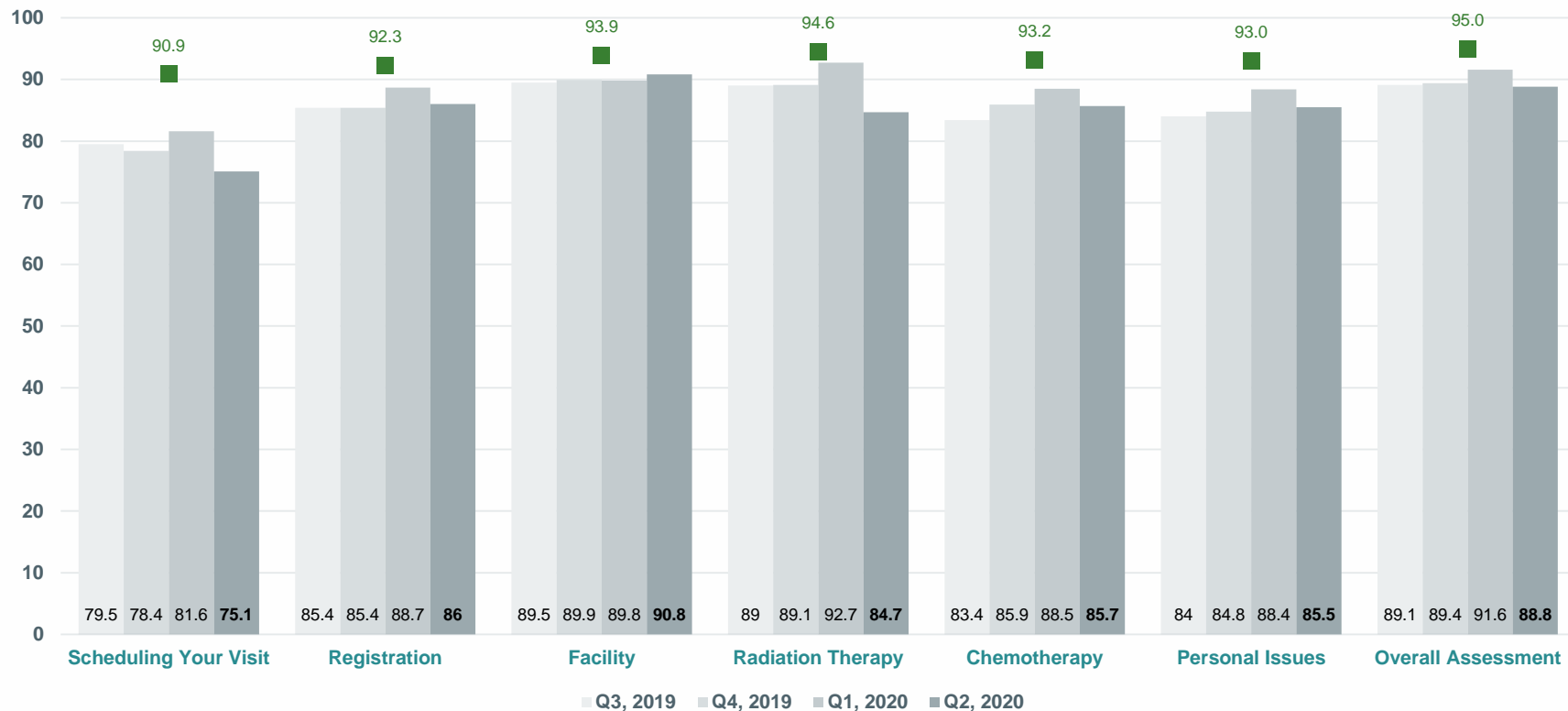
ON – Overall Rating



Overall Rating Trend [Q3, 2019 – Q2, 2020]



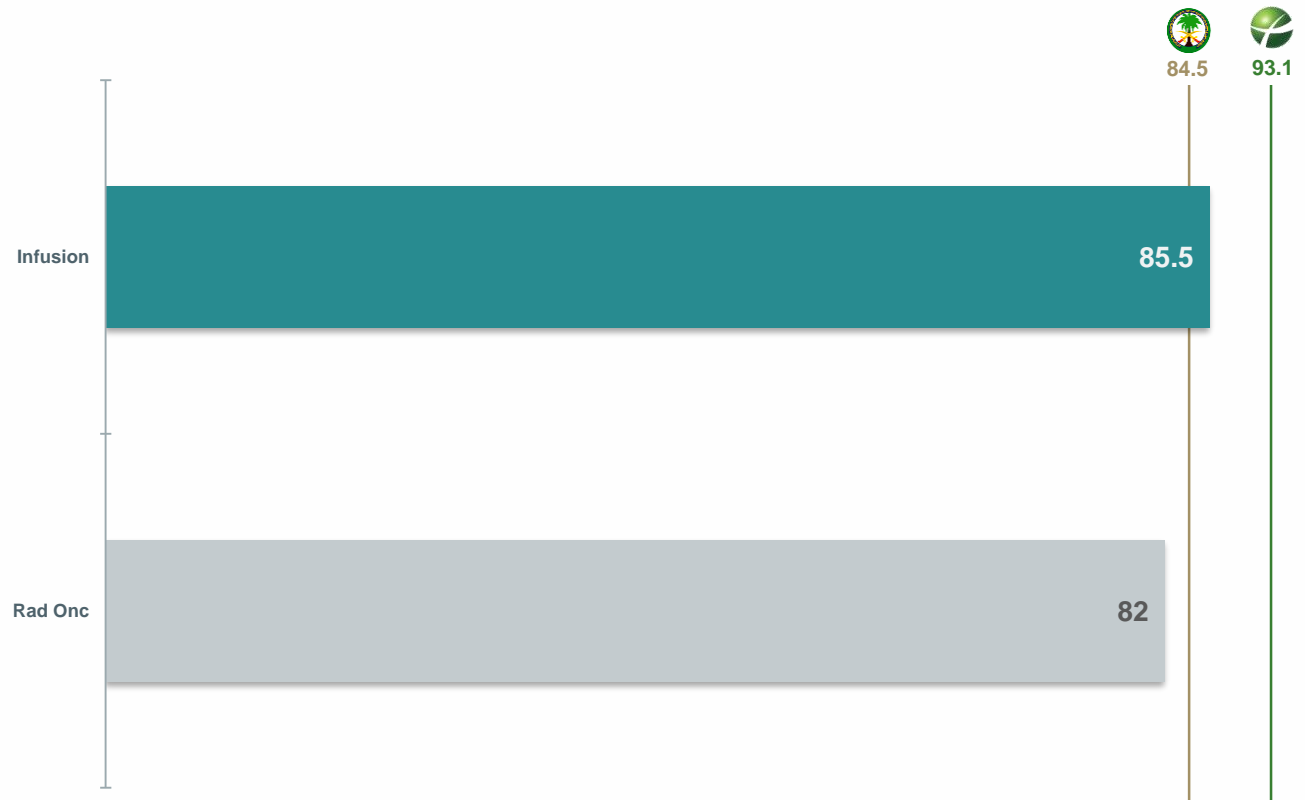
ON – Survey Domains



▲ PG Average

ON – Overall Rating

Overall Rating Units

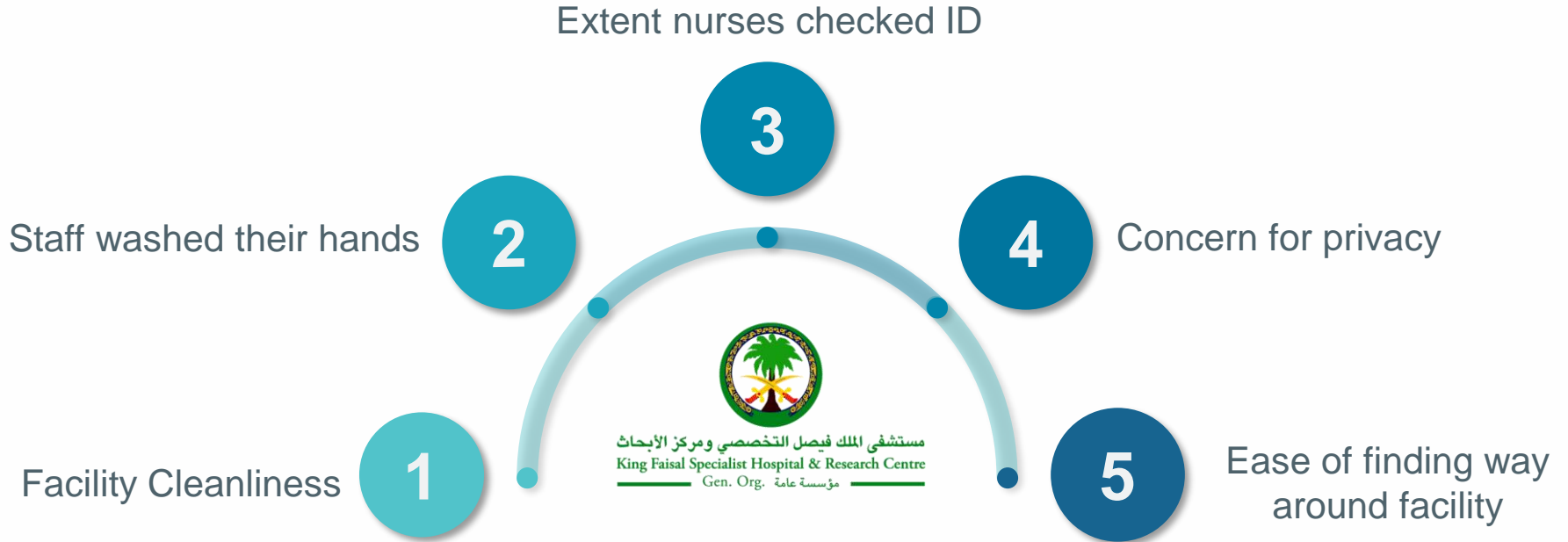


Period: Apr 1st – Jun 30th, 2020

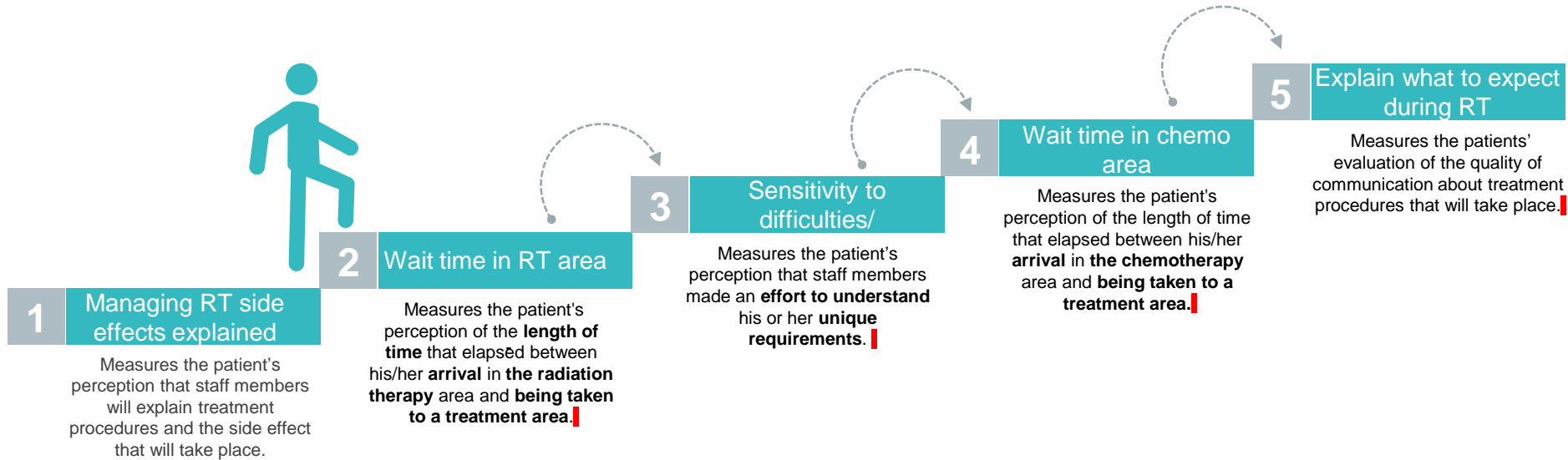
 **KFSH Average [84.5]**

 **PG Average [93.1]**

ON – Strengths



ON – Priority Index (Q2, 2020)



- 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

Infusion

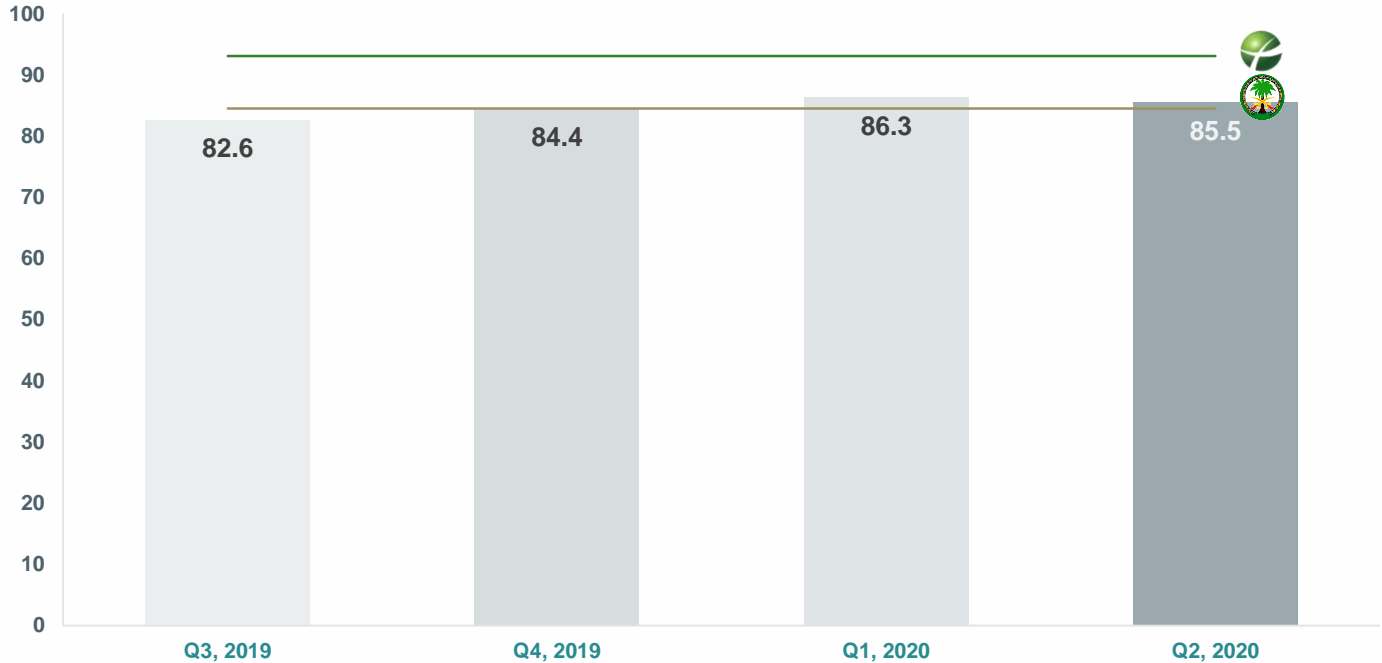
Overall Rating



n-Size

147

Period: Apr 1st – Jun 30th, 2020



 PG Average [93.1]

Infusion

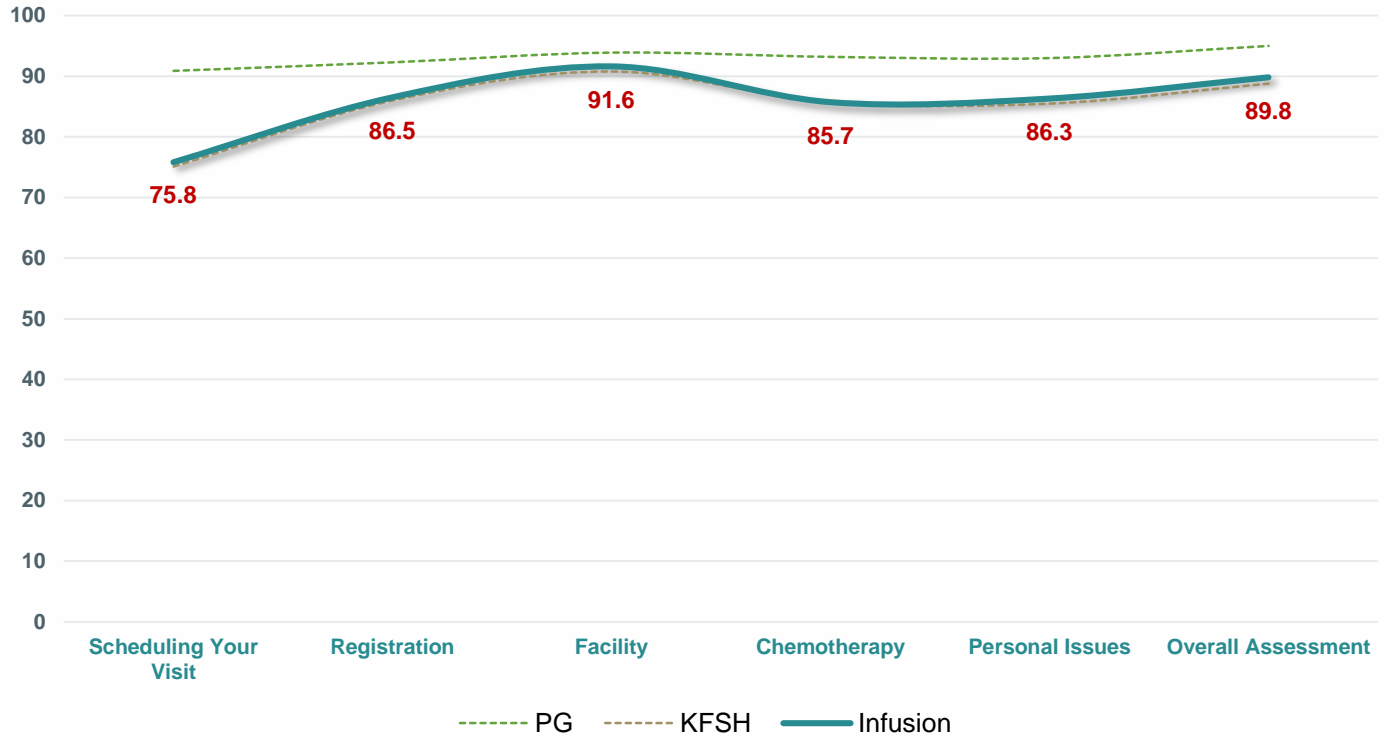
Patient Journey



n-Size

147

Period: Apr 1st – Jun 30th, 2020



Radiation

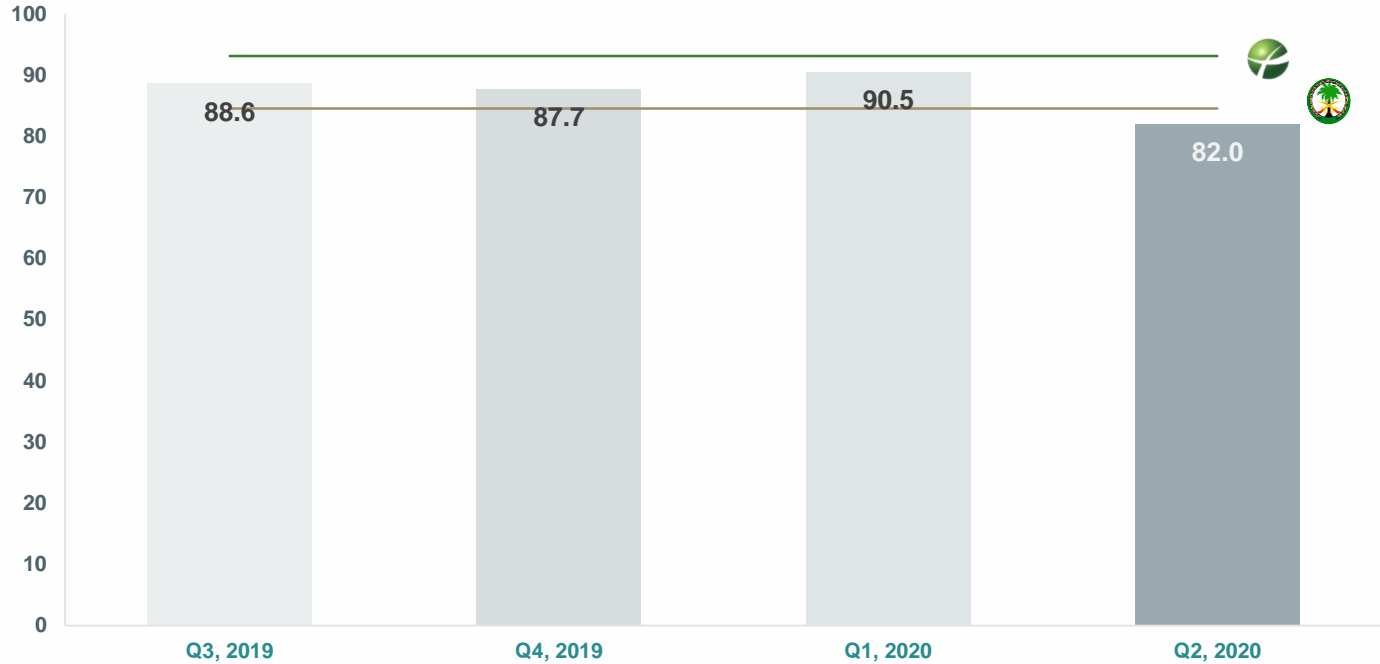
Overall Rating



n-Size

56

Period: Apr 1st – Jun 30th, 2020



 **PG Average** [93.1]

Radiation

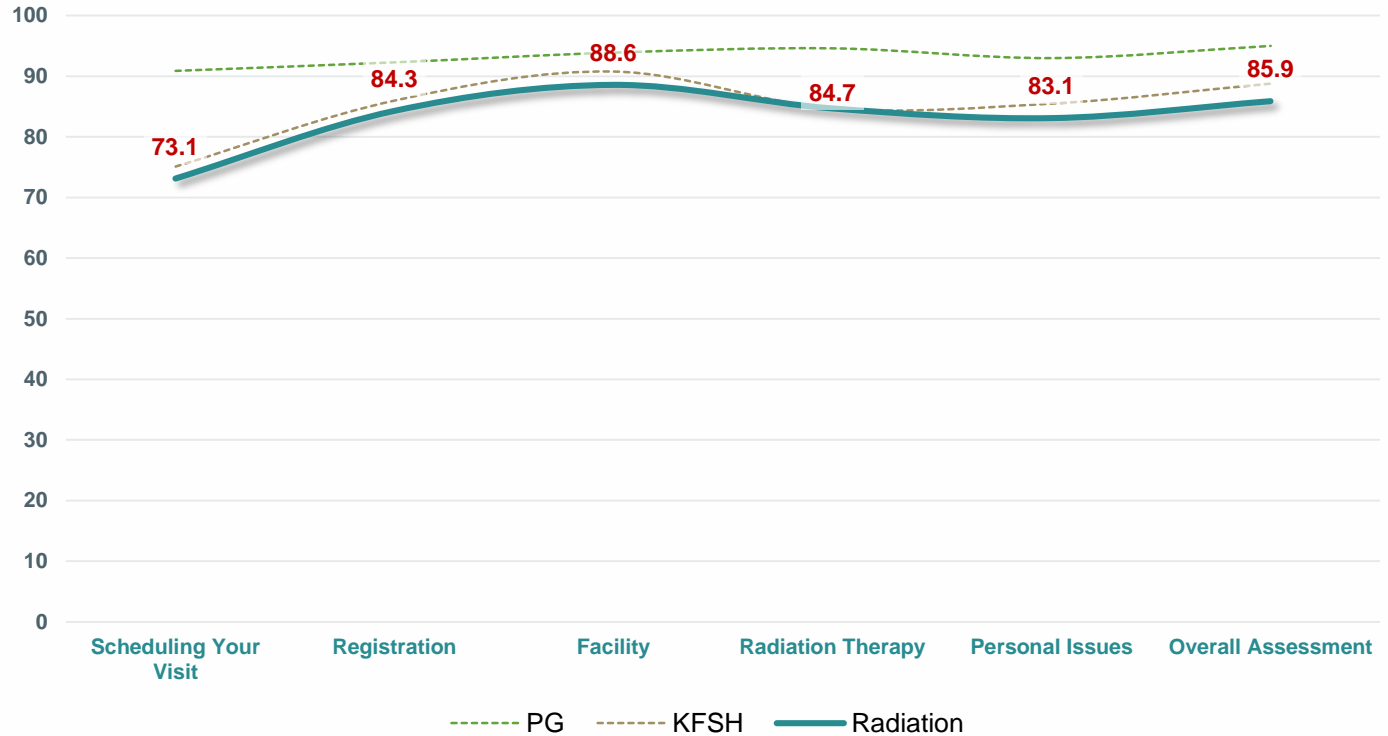
Patient Journey



n-Size

56

Period: Apr 1st – Jun 30th, 2020

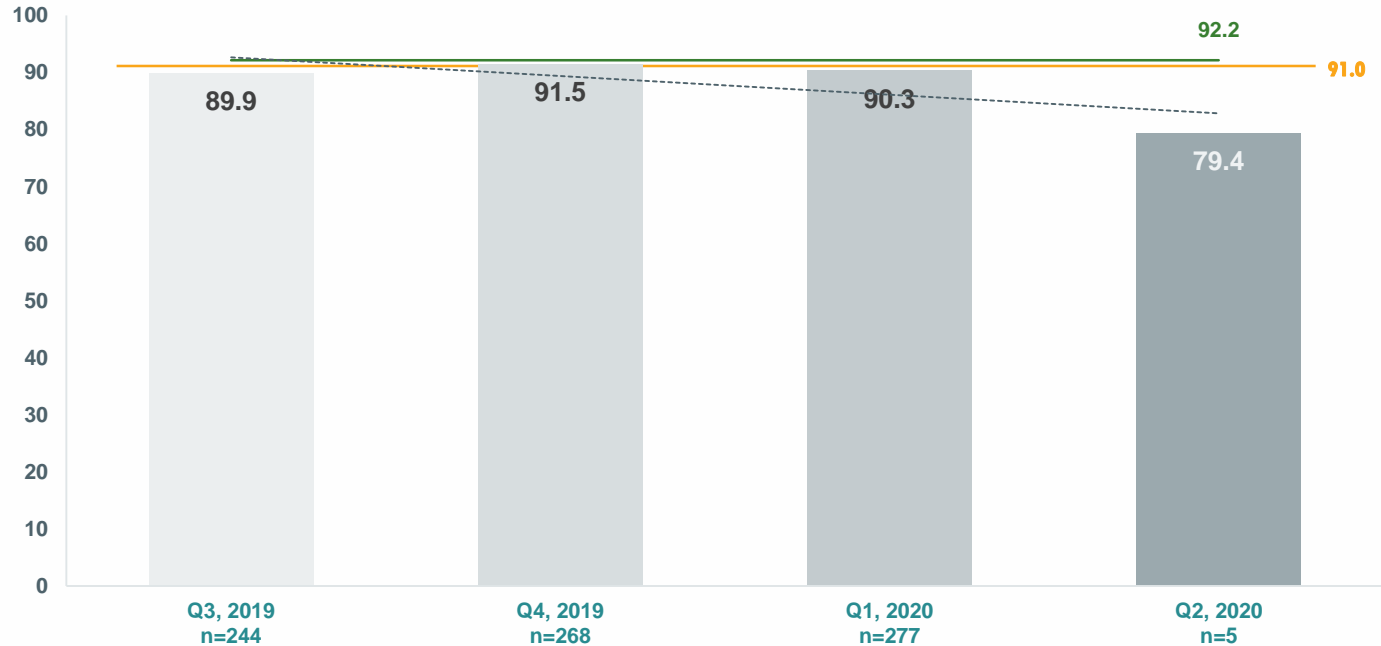




DEN – Overall Rating



Overall Rating Trend [Q3, 2019 – Q2, 2020]



* Sample size of less than 30 is not statistically significant

King Faisal Specialist Hospital - Riyadh

Patient Experience Results [Q2, 2020]



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