

# King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q3, 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®

# Impact of Covid-19 Pandemic on Patient Experience

- The COVID-19 pandemic has altered patients' perceptions of high-quality care and the emergence of new exceptional trends & priorities in Patient Experience. Amid so much change and uncertainty, the fundamental question healthcare leaders must answer is **"How to earn patients' trust?"**

- These radical developments requires us to carefully look at the Patient Experience Results keeping in mind the new reality that the pandemic imposed on the healthcare services:

- **Telemedicine** use has surged, rapidly shifting health systems to new delivery models. Performance on the **technology-specific items** on the telemedicine survey are less favourable. This is expected given the quick, large-scale transition to telemedicine and the learning curve for the provider and the patient.
- **Sample Size** for many services/settings has sharply decreased due to restrictions and in some cases closure of some sites.
- **Population characteristics (e.g., demographics, acuity / specialty-mix)** have been disturbed, affecting the ability to trend performance from historical scores.
- **Patient verbatim comments** is a valuable source of understanding perception to care. **Kindness** and **professionalism** of staff continue to be top themes in patients' positive related commentary. Not surprisingly, negative comments indicate patients' concerns about efforts to ensure **safety, hygiene and communication on test results** reflecting an evolving of new standards and the new patient's perceptions.
- **Goals & Incentives:** Press Ganey recommends to wait until circumstances allow for a new baseline to be created -likely 6-12 months after the crisis has subsided- to set new goals, possibly skipping goals/incentive for up to two cycles. This is due to the disruption in population characteristics caused by the crisis, as data collected during and directly after this period will likely not provide an accurate baseline.
- **Survey practices:** Press Ganey recommends retaining current surveying practices in order to collect data that facilitates identification of where and when breakdowns in service occurred during this crisis. This would allow addressing pressing quality improvement needs, as well as redesign service weak points uncovered after the COVID-19 crisis has subsided. This could also include assessing the quality and efficacy of newly adopted virtual modes of care delivery.

*Press Ganey has developed a comprehensive resource page to address the evolving challenges this pandemic presents, [Access Press Ganey COVID-19 Resources](#)*



**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 (Q3, 2020)	Previous Period (Q2, 2020)	2020 Target Score	PG Average
Medical Practice (OP)	85.9	84.1	88.2	92.6
Inpatient – Adults (IP)*	78.9%	80.2%	77.8%	72.1%
Inpatient – Pediatric (PIP)	89.8	88.9	87.7	88.5
Emergency Department (ED)	78.3	79.5	75.4	86.8
Ambulatory Surgery (AS)	93.9	93.9	91.2	95.7
Outpatient Oncology (ON)	84.3	84.5	87.6	93.2
Dental (DEN)	89.7	79.4	91.0	92.2

\* 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

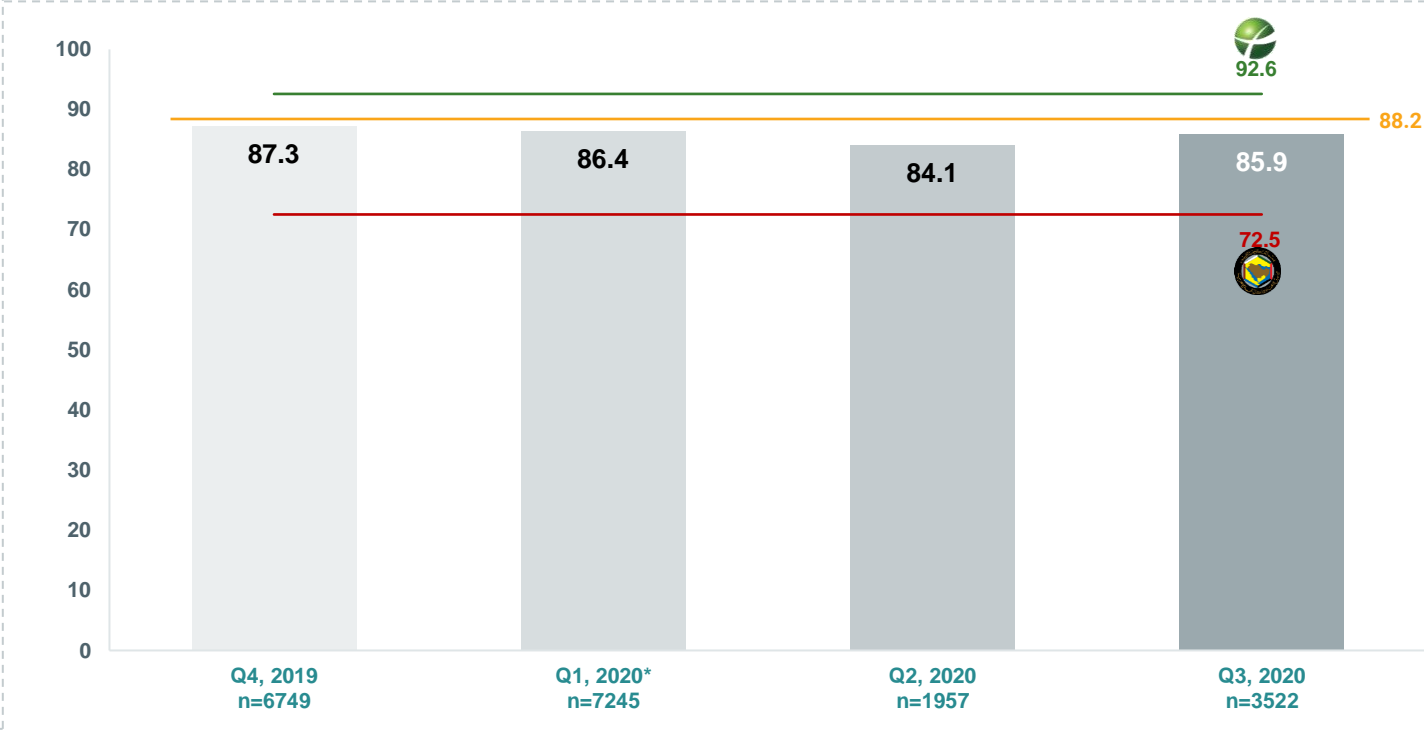
# OP – Overall Rating

**KFSH**

**85.9**  
Q3, 2020

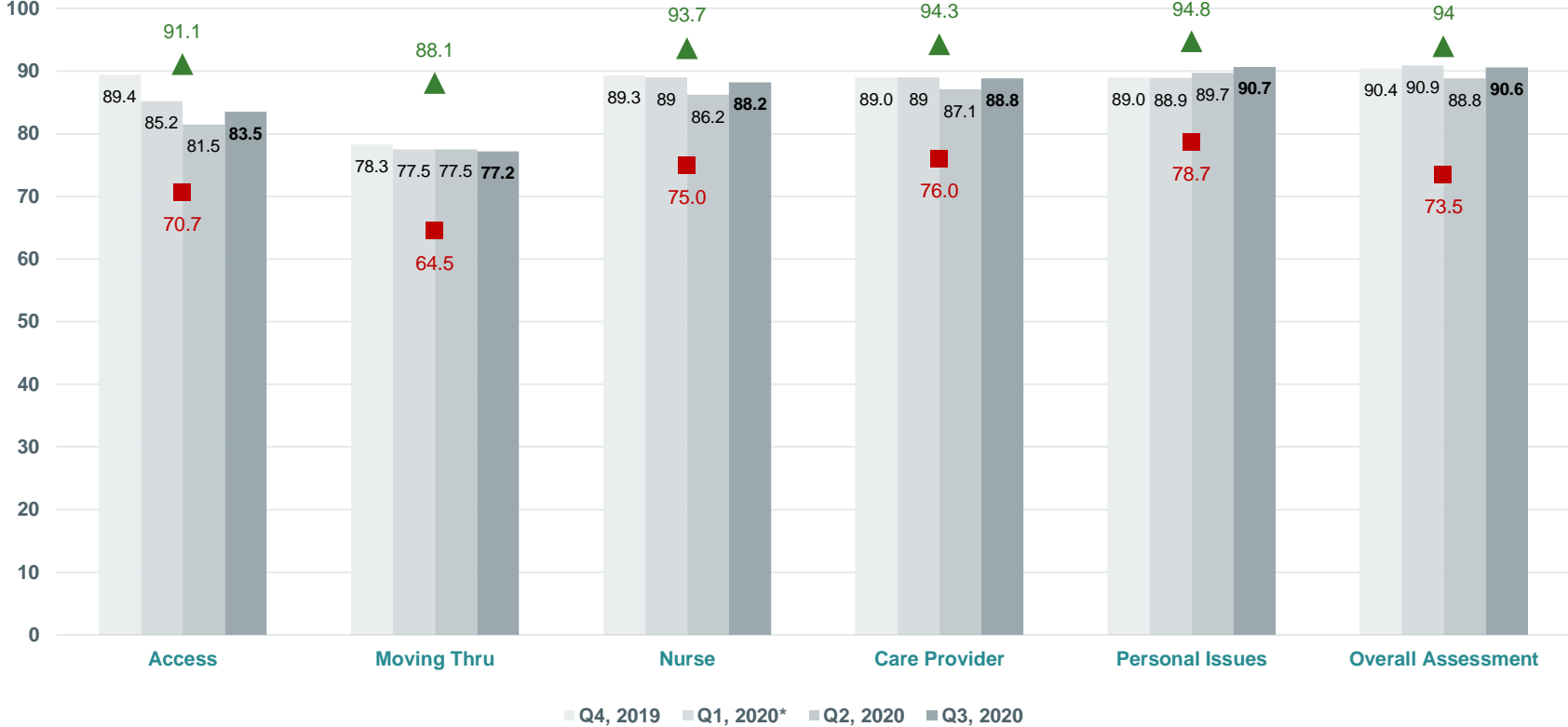
**n-Size**  
3,522

Overall Rating Trend [ Q4, 2019 – Q3, 2020 ]



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

# OP – Survey Domains



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

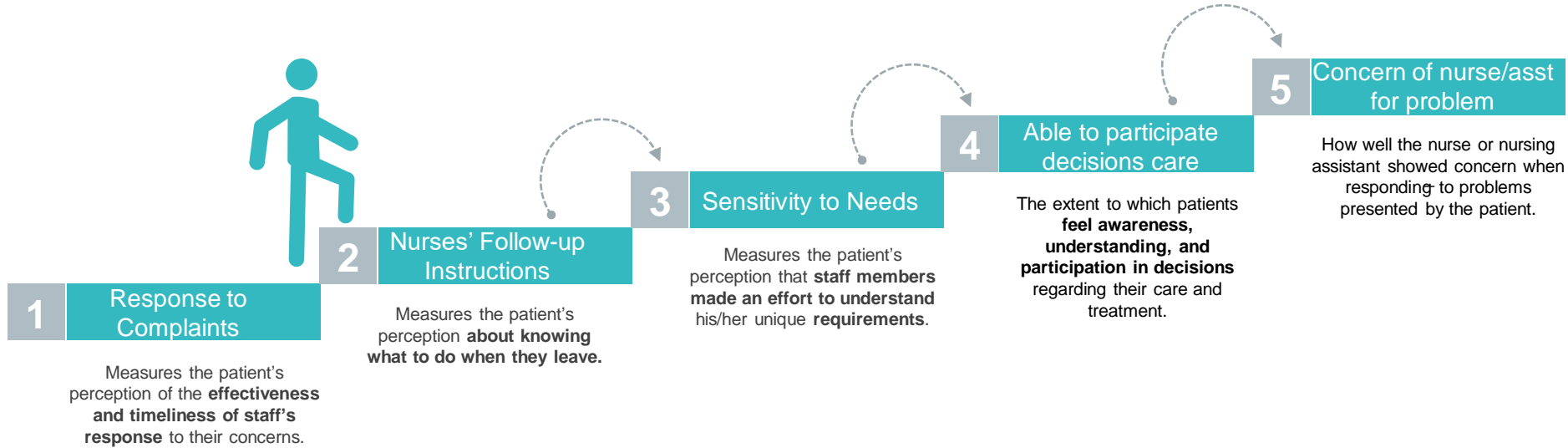
■ GCC Average ▲ PG Average

# OP – Strengths





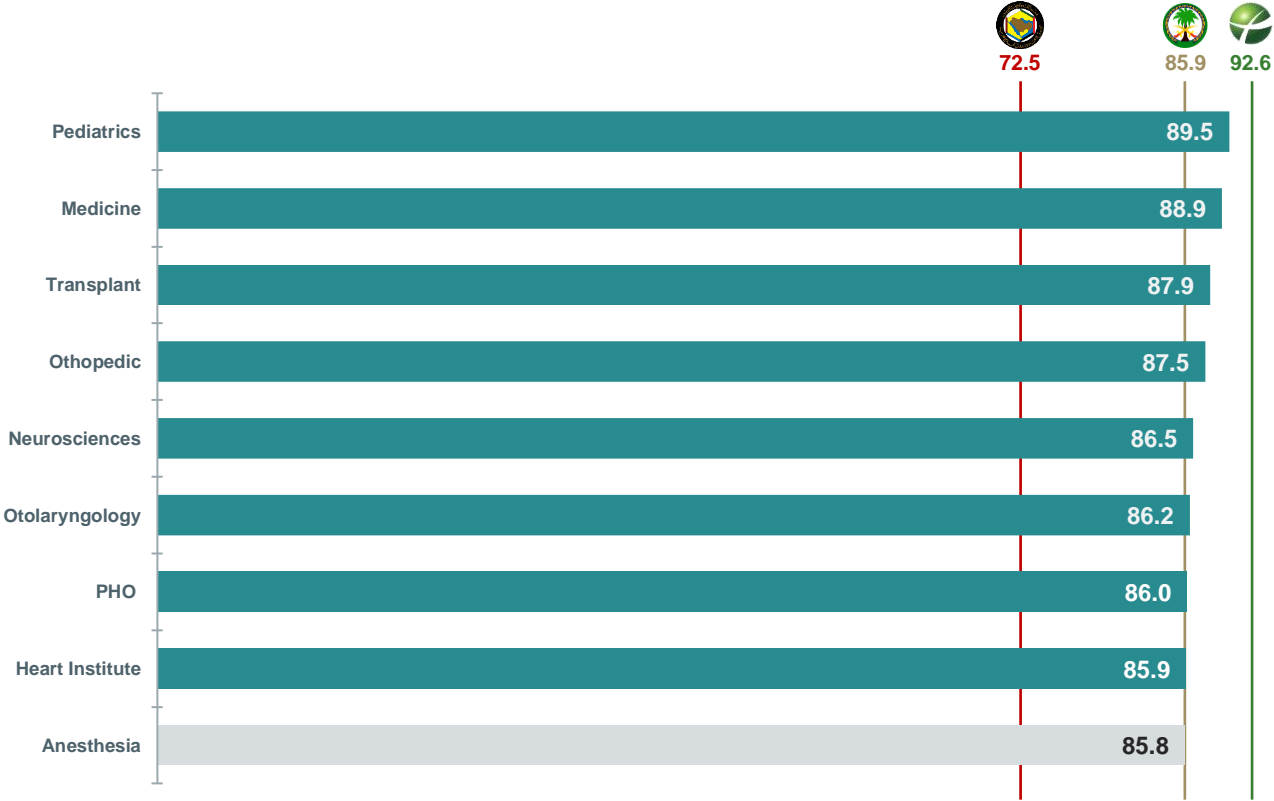
# OP – Priority Index (Q3, 2020)



- 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 11 consecutive Quarters (Q1, 2019 – Q3, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

# OP – Overall Rating

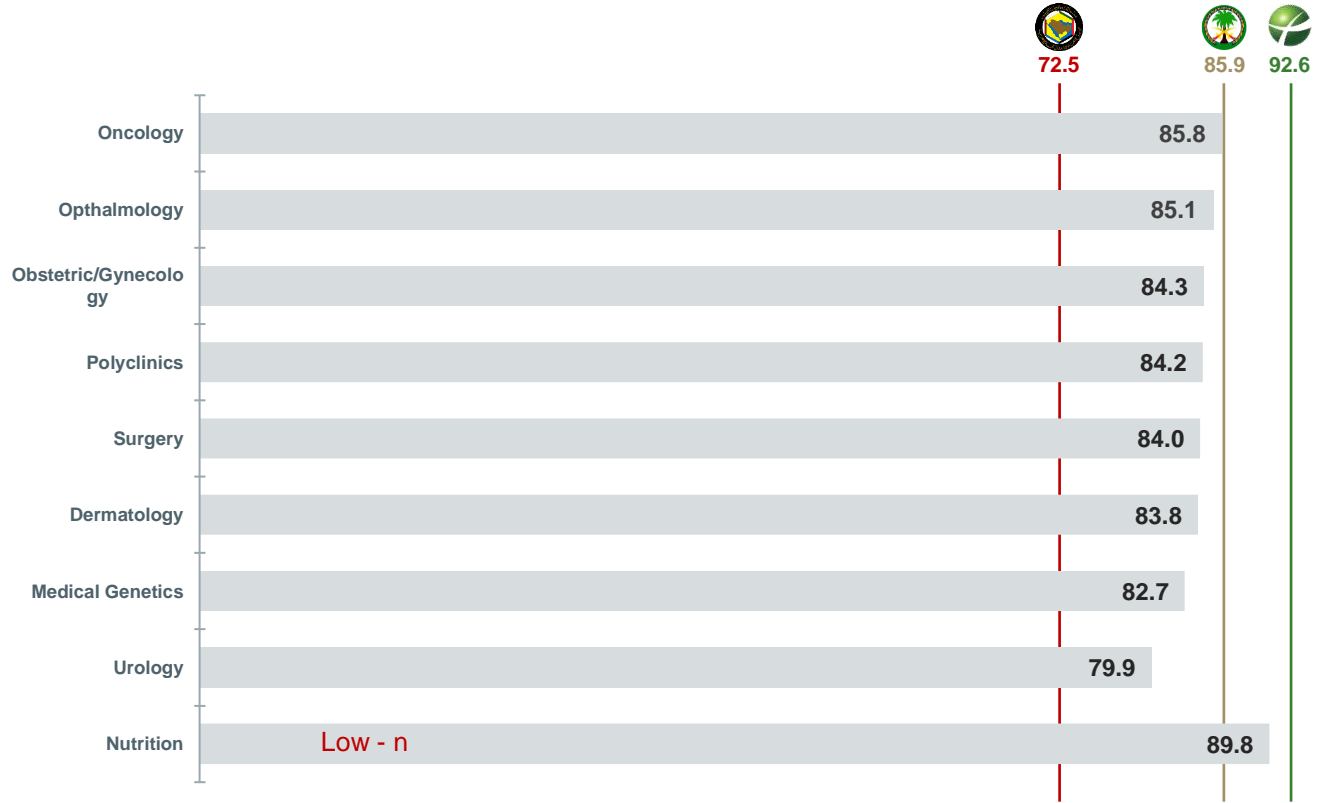
## Overall Rating Departments



Period: Jul 1st – Sep 30th, 2020

# OP – Overall Rating

## Overall Rating Departments



Period: Jul 1st – Sep 30th, 2020

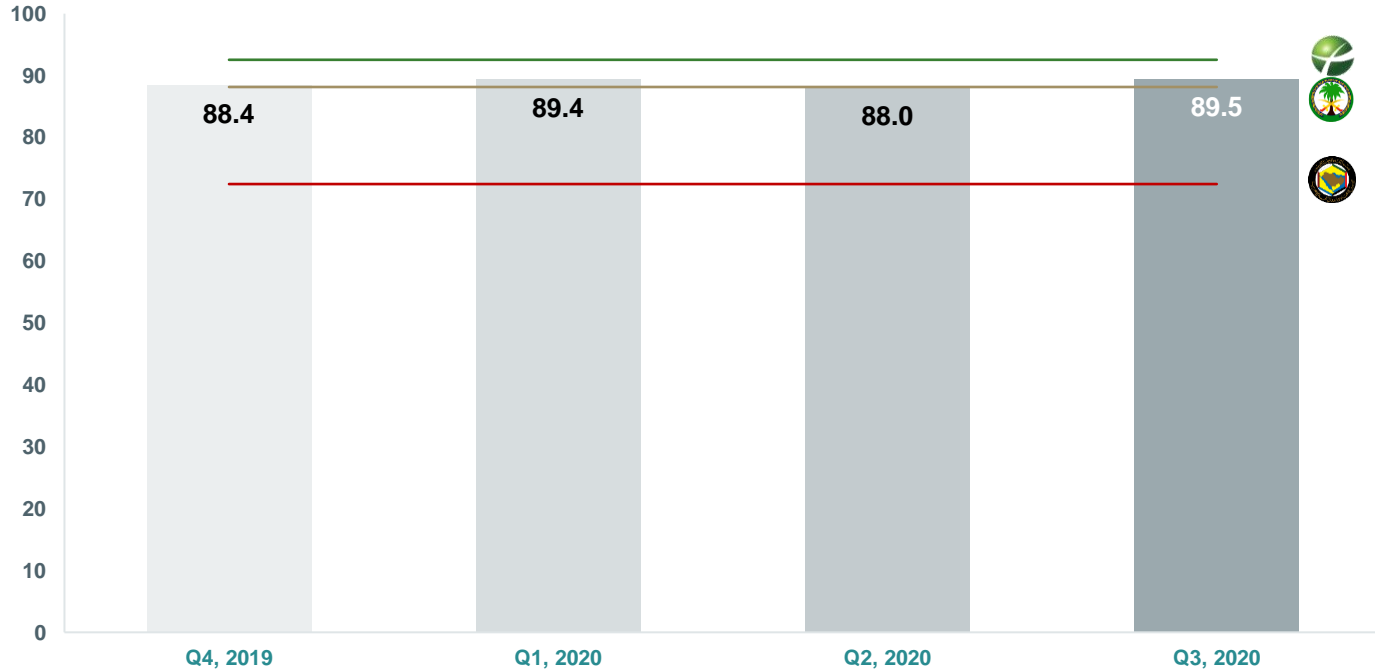
# OP – Departments

## Pediatrics Overall Rating



n-Size  
161

Period: Jul 1st – Sep 30th, 2020



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

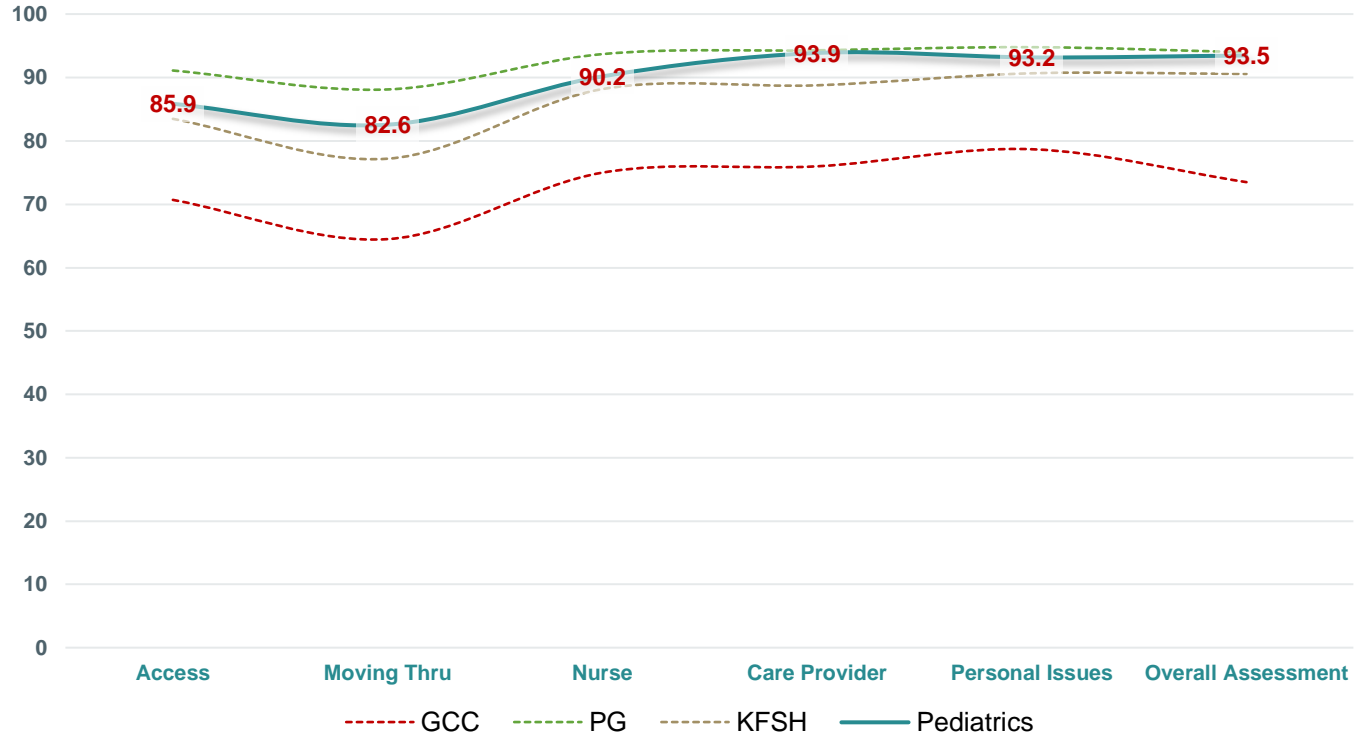
# OP – Departments

## Pediatrics Patient Journey



n-Size  
161

Period: Jul 1st – Sep 30th, 2020



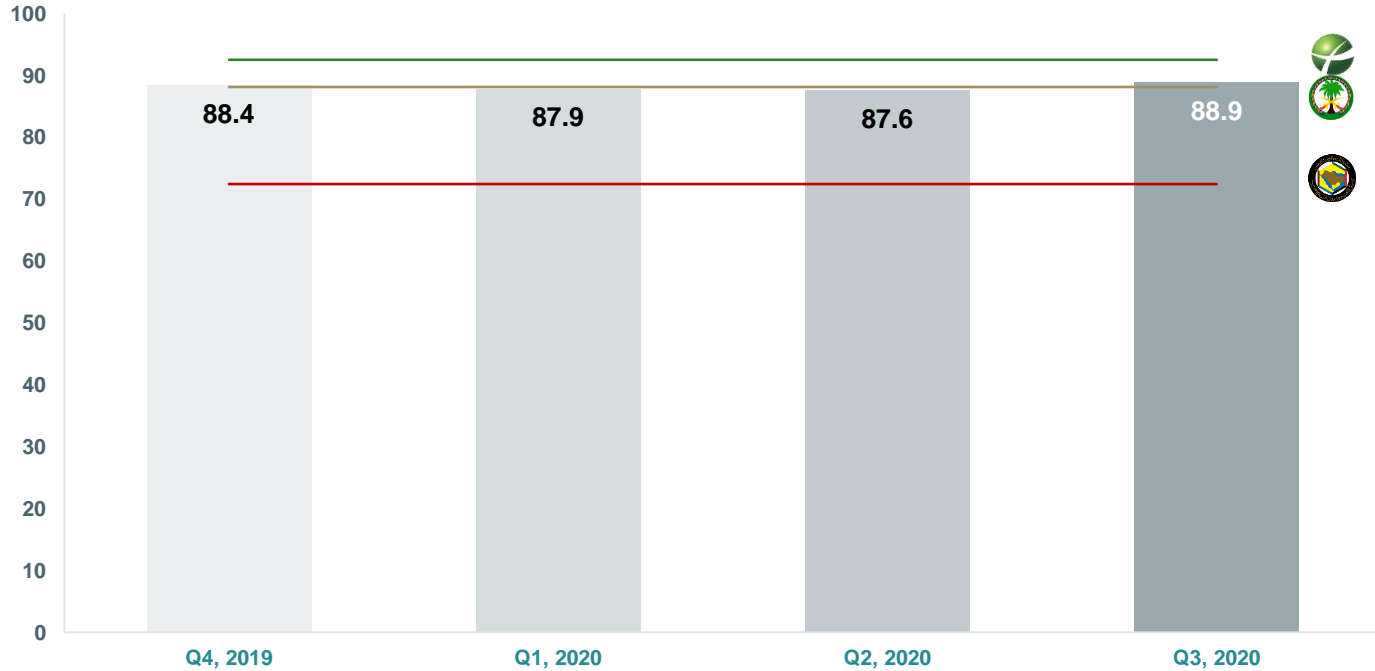
# OP – Departments

## Medicine Overall Rating



n-Size  
457

Period: Jul 1st – Sep 30th, 2020



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

# OP – Departments

## Medicine

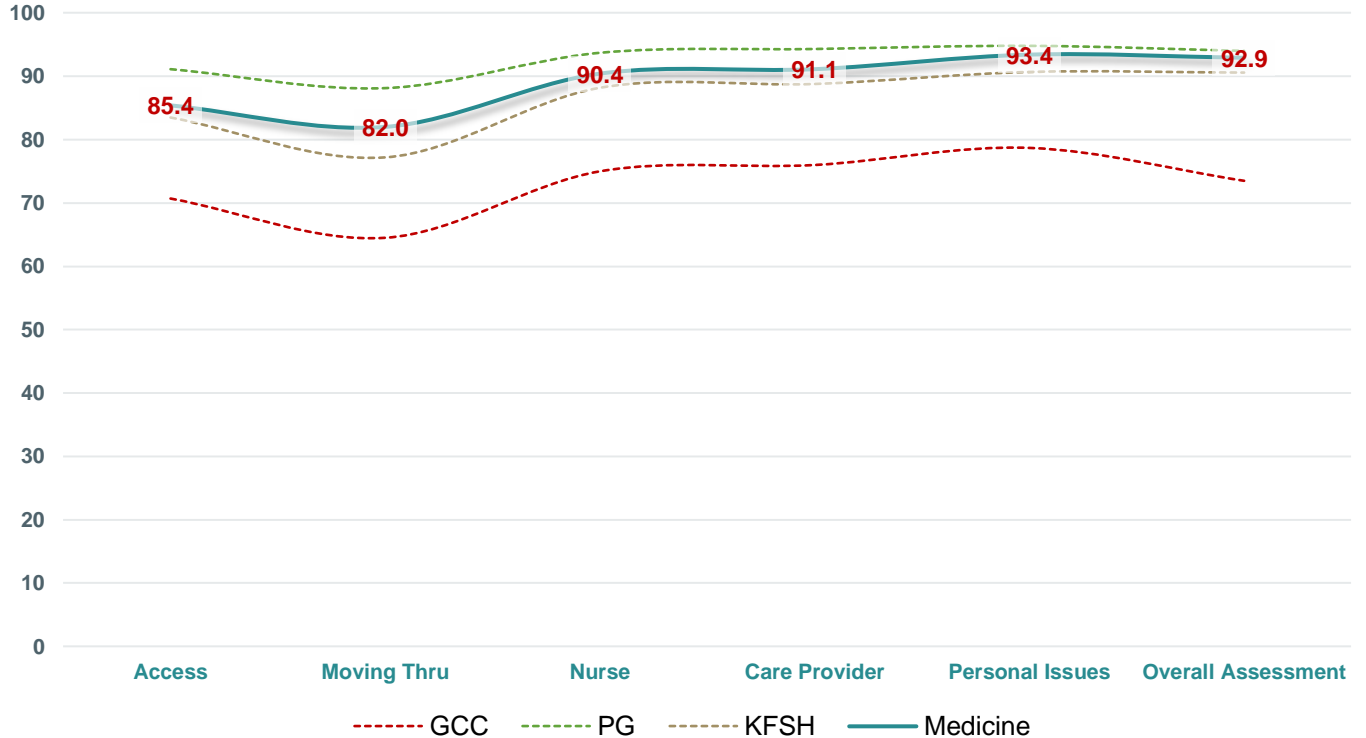
### Patient Journey



n-Size

457

Period: Jul 1st – Sep 30th, 2020



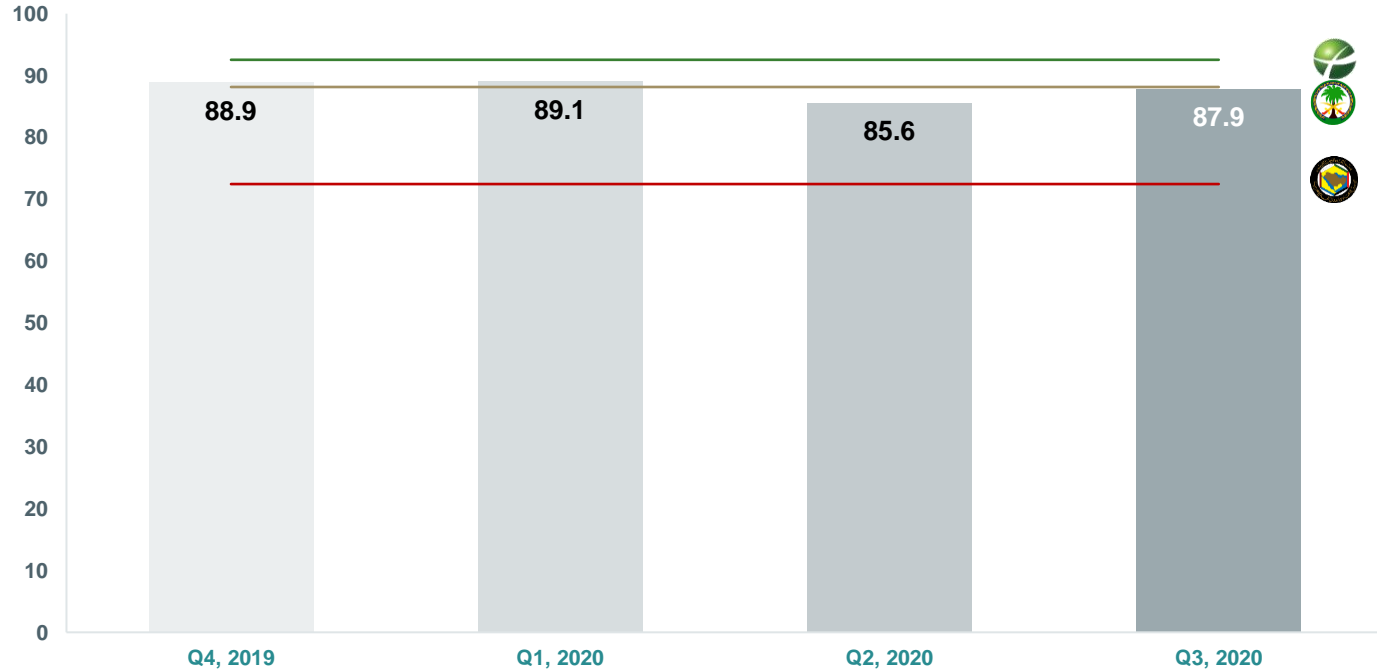
# OP – Departments

## Transplant Overall Rating



n-Size  
217

Period: Jul 1st – Sep 30th, 2020



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



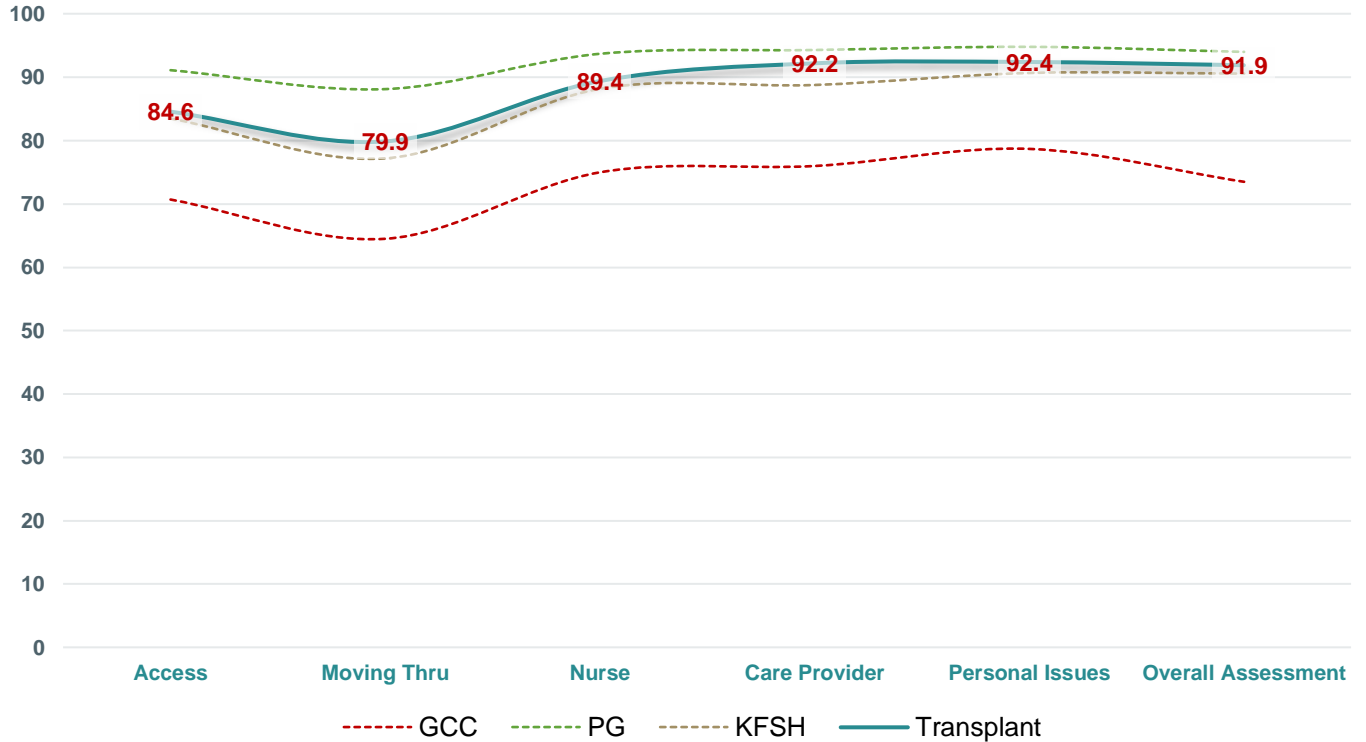
# OP – Departments

## Transplant Patient Journey



n-Size  
217

Period: Jul 1st – Sep 30th, 2020



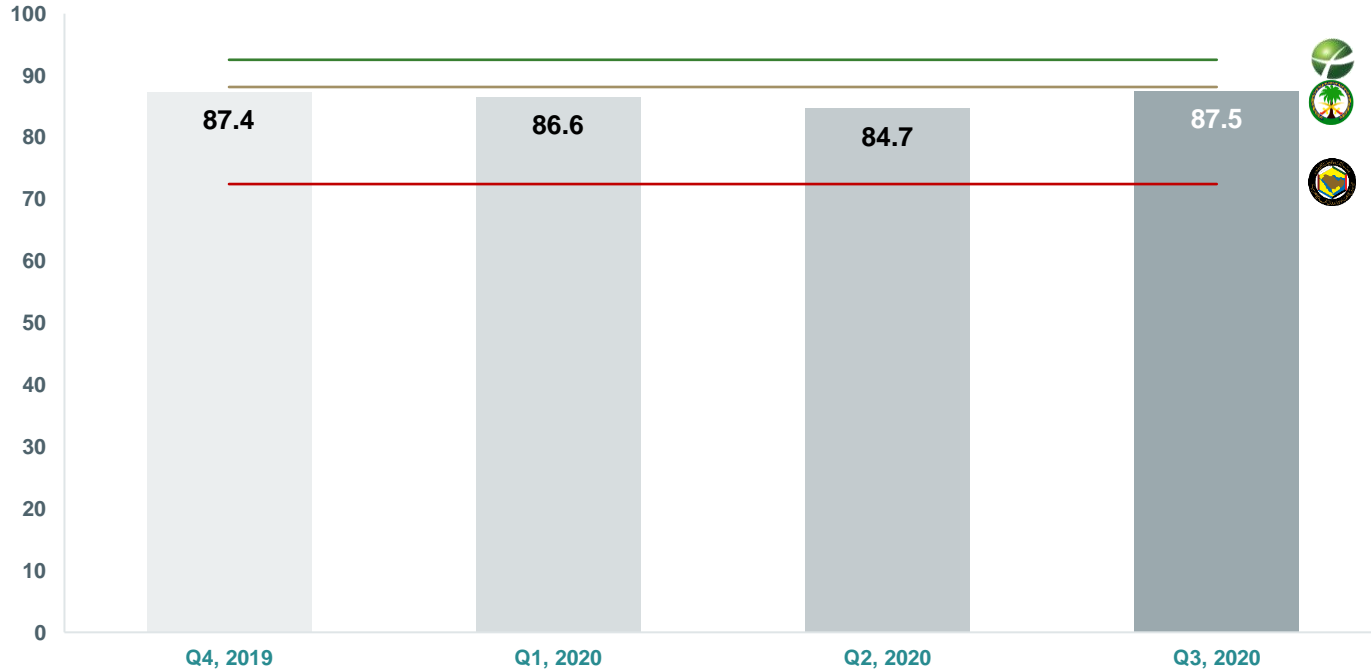
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## Ortho. Surgery Overall Rating



n-Size  
168



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

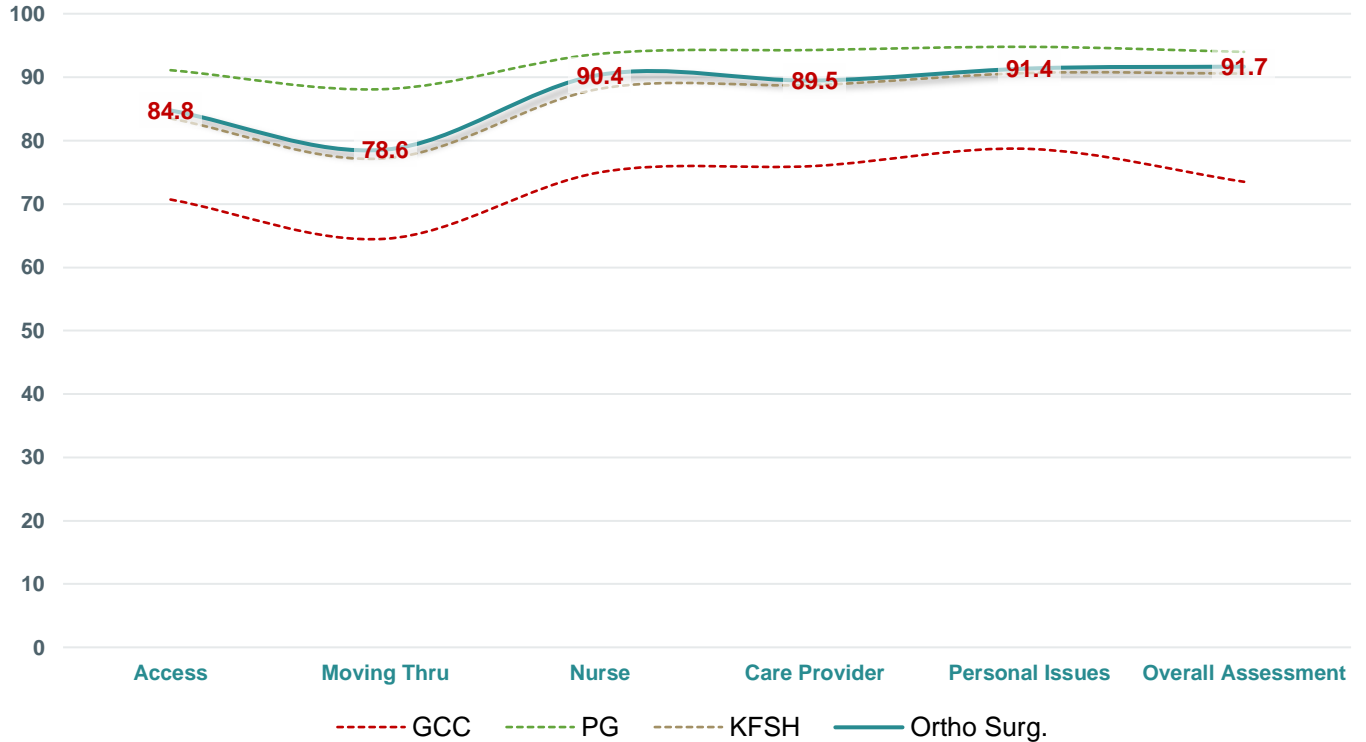
# OP – Departments

## Ortho. Surgery Patient Journey



n-Size  
168

Period: Jul 1st – Sep 30th, 2020



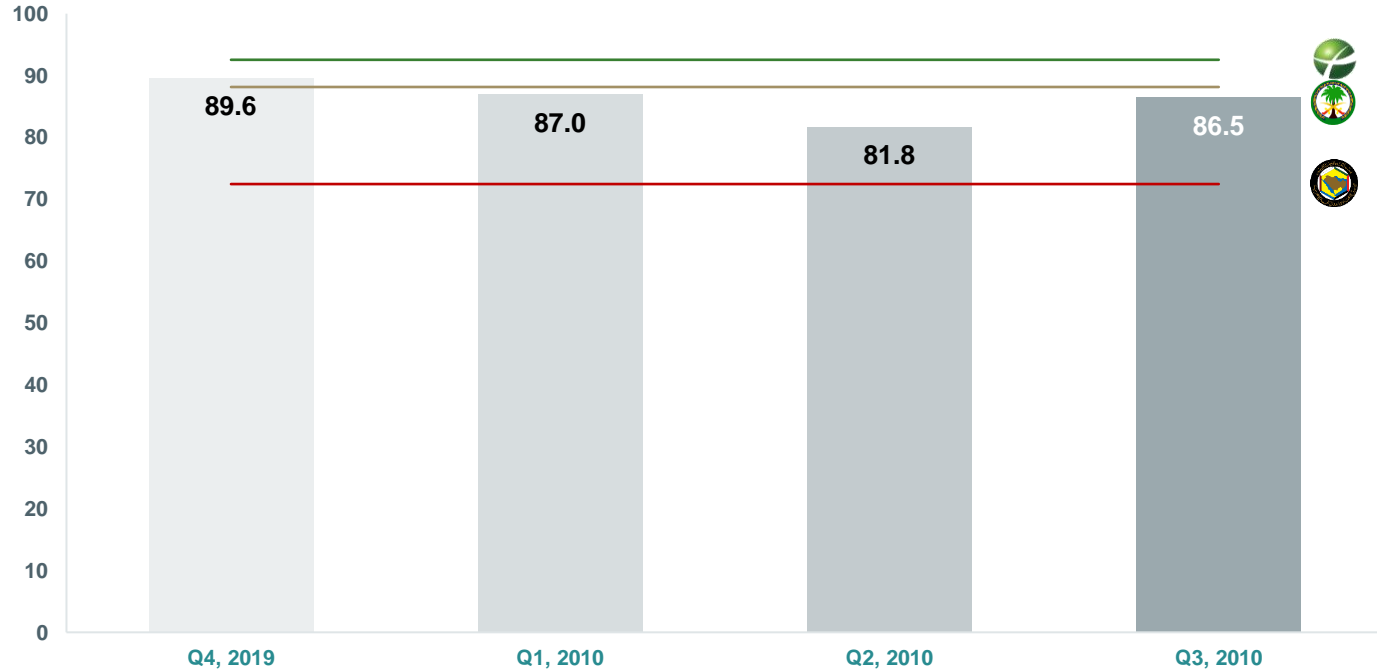
# OP – Departments

## Neurosciences Overall Rating



n-Size  
259

Period: Jul 1st – Sep 30th, 2020



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

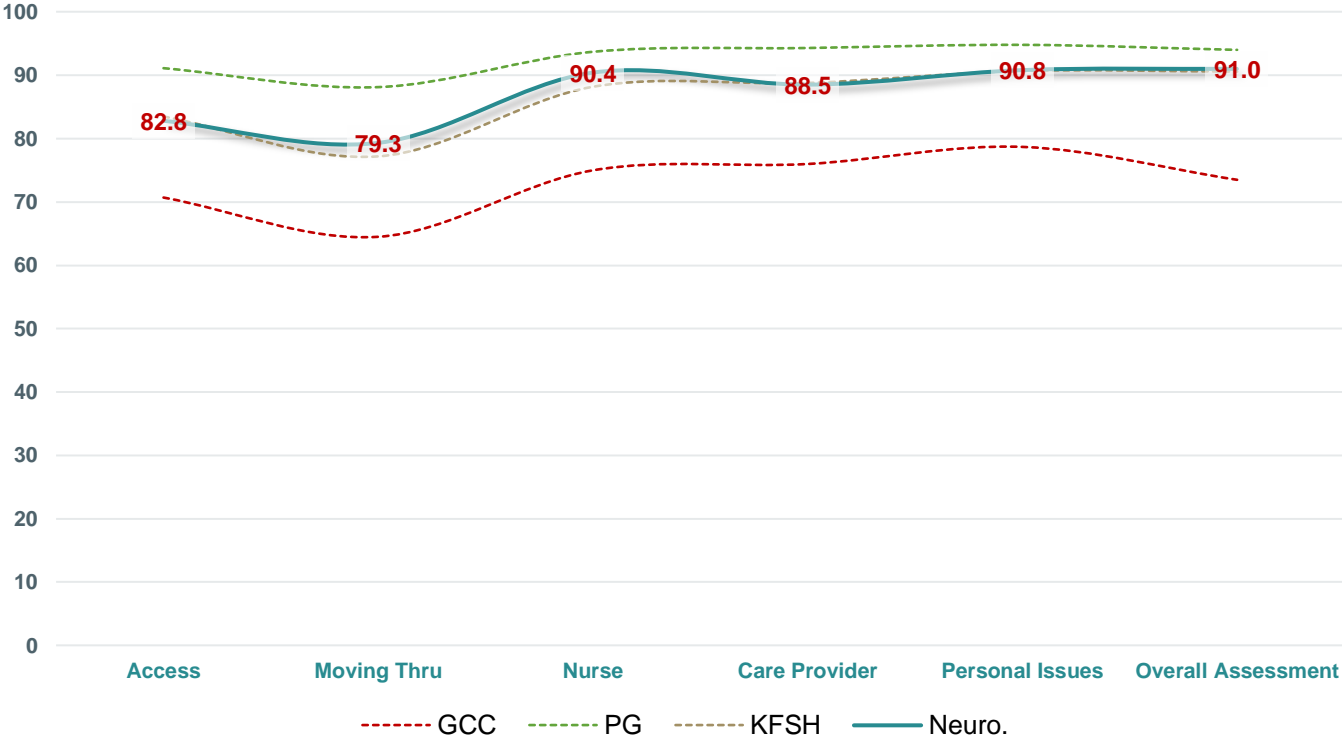
# OP – Departments

## Neurosciences Patient Journey



n-Size  
259

Period: Jul 1st – Sep 30th, 2020



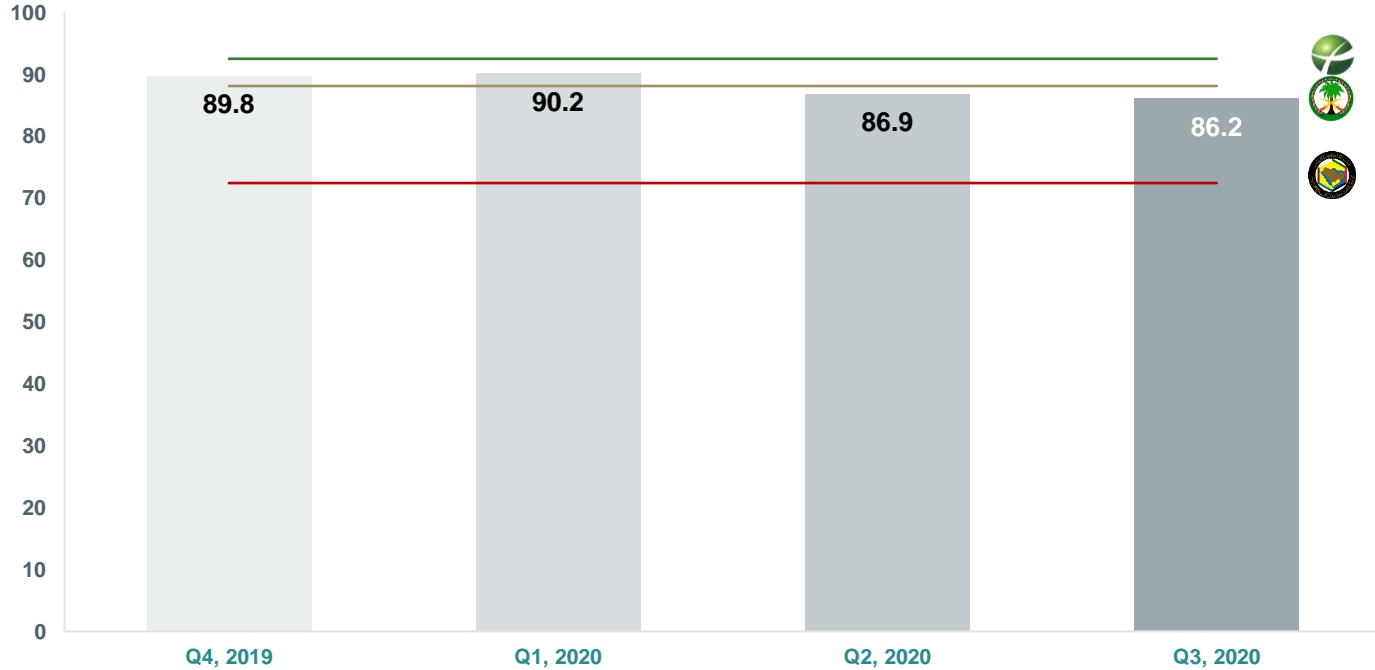
# OP – Departments

## Otolaryngology Overall Rating



**n-Size**  
104

Period: Jul 1st – Sep 30th, 2020



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

 **KFSH Target** [88.2]

 **GCC Average** [72.5]

 **PG Average** [92.6]

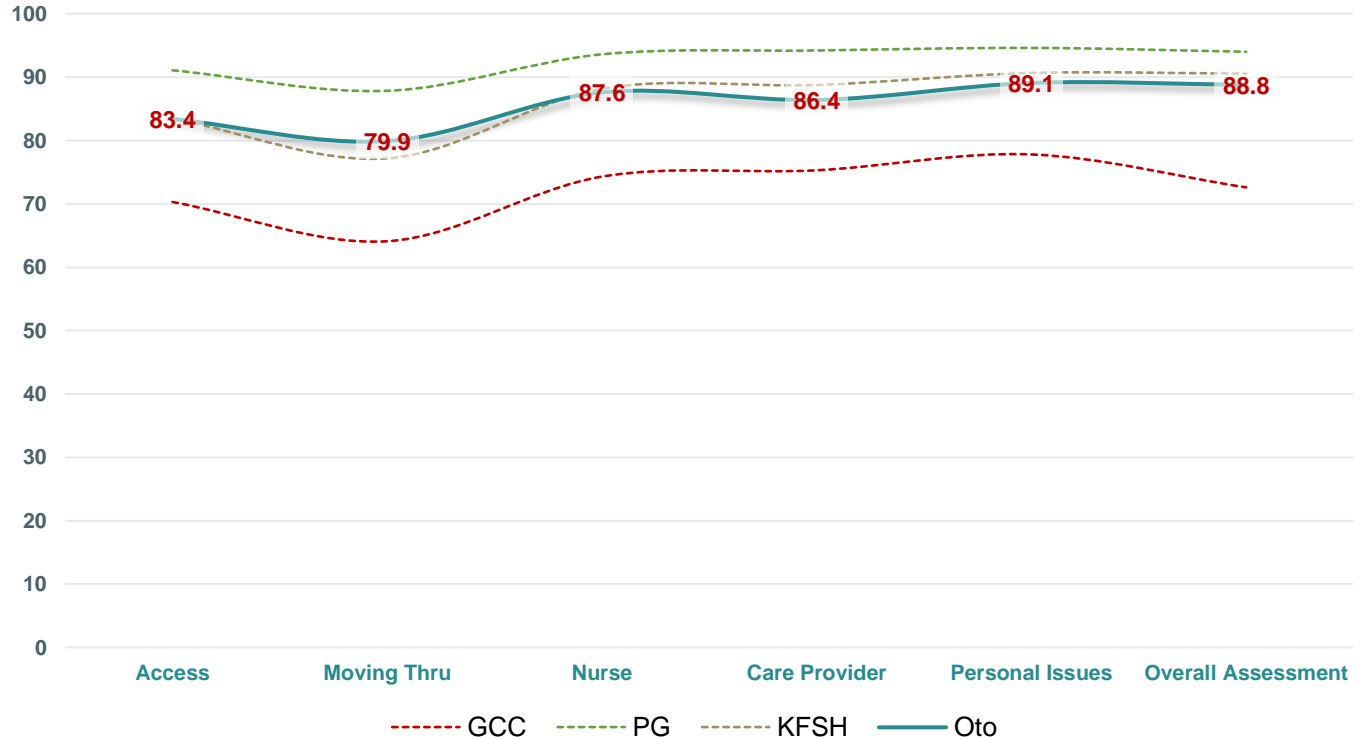
# OP – Departments

## Otolaryngology Patient Journey



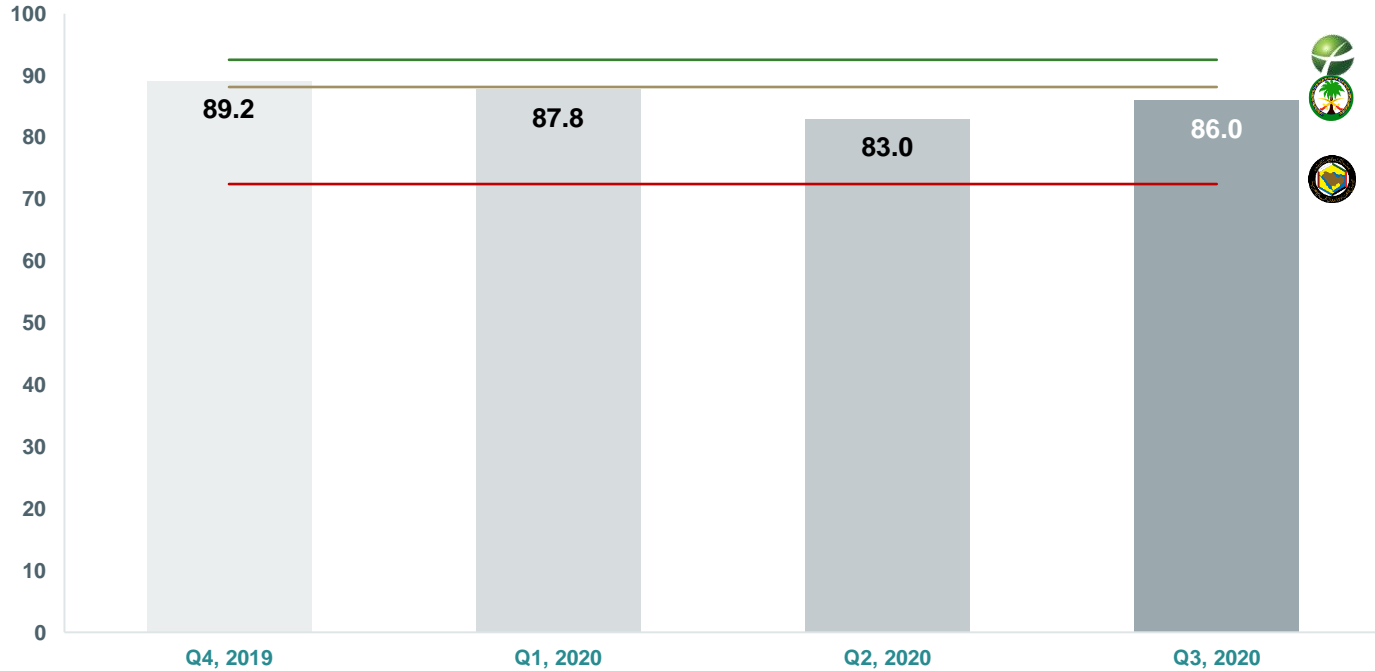
n-Size  
104

Period: Jul 1st – Sep 30th, 2020



# OP – Departments

Period: Jul 1st – Sep 30th, 2020



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

 **KFSH Target** [88.2]

 **GCC Average** [72.5]

 **PG Average** [92.6]



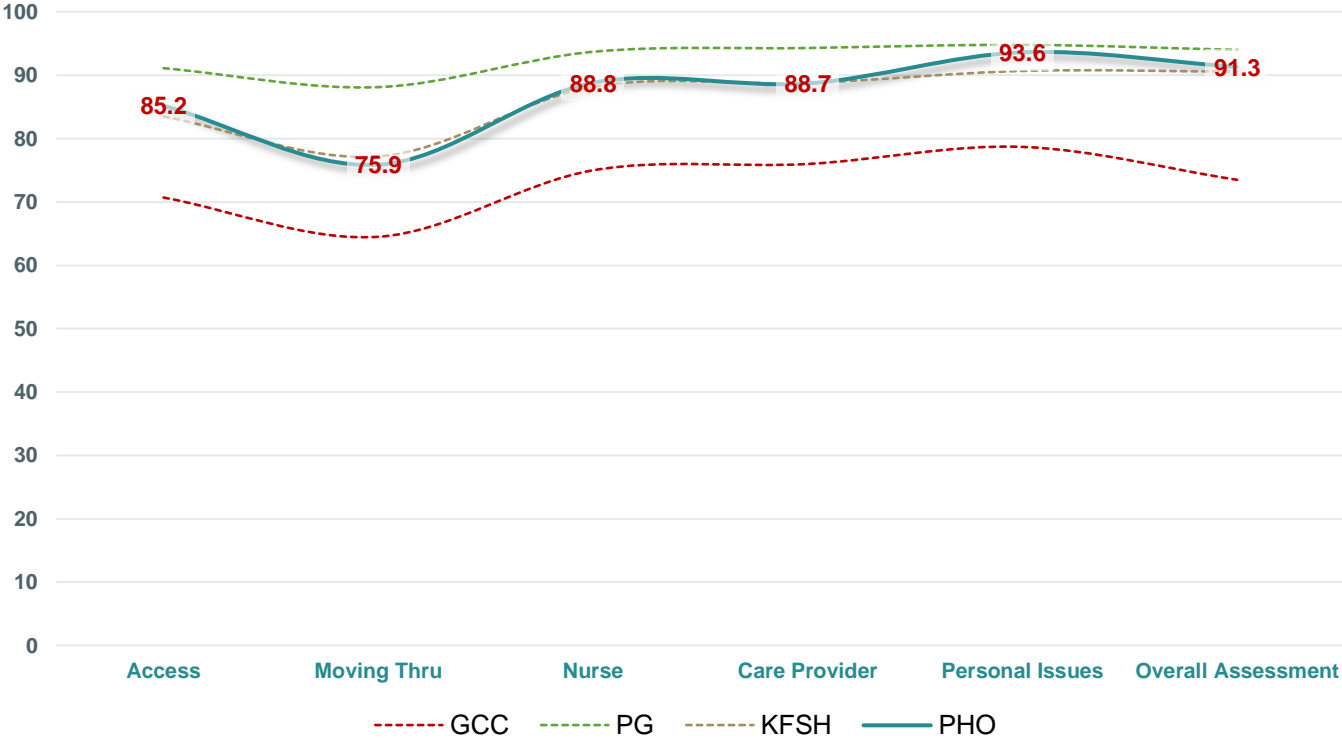
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## PHO Patient Journey



n-Size  
120



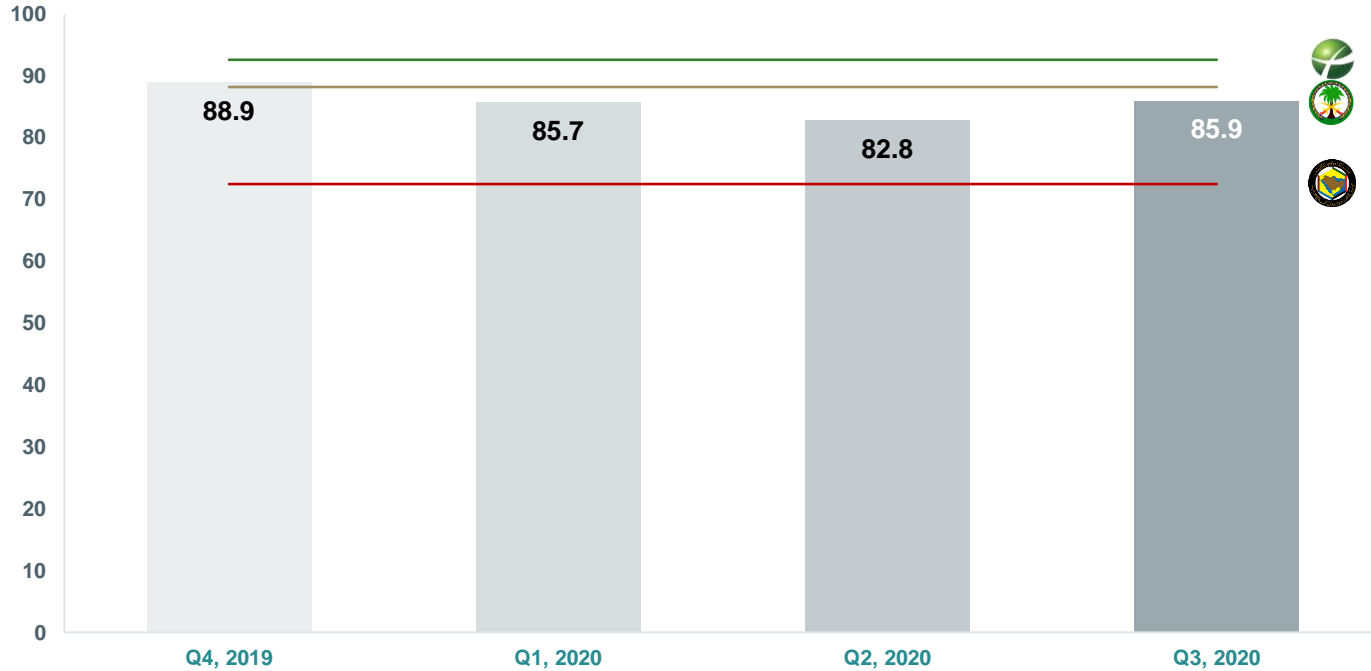
# OP – Departments

## Heart Institute Overall Rating



n-Size  
227

Period: Jul 1st – Sep 30th, 2020



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

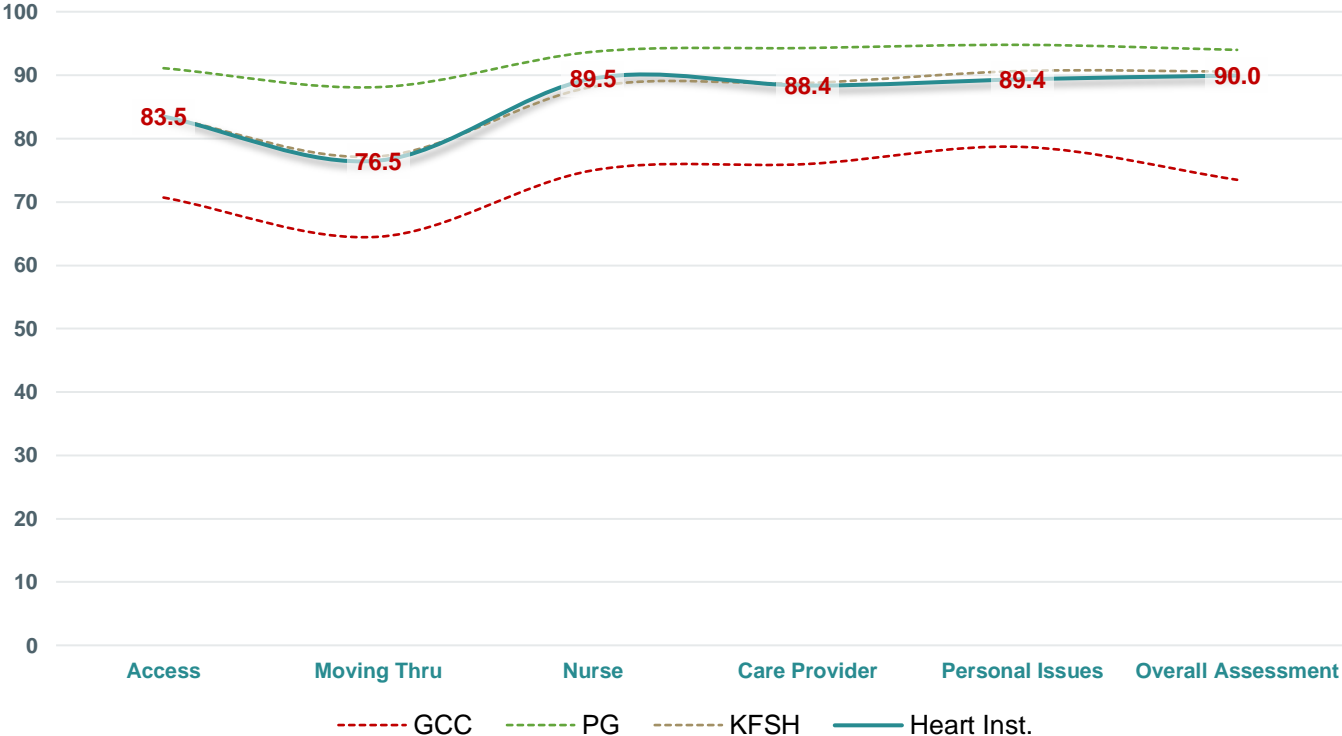
# OP – Departments

## Heart Institute Patient Journey



n-Size  
227

Period: Jul 1st – Sep 30th, 2020



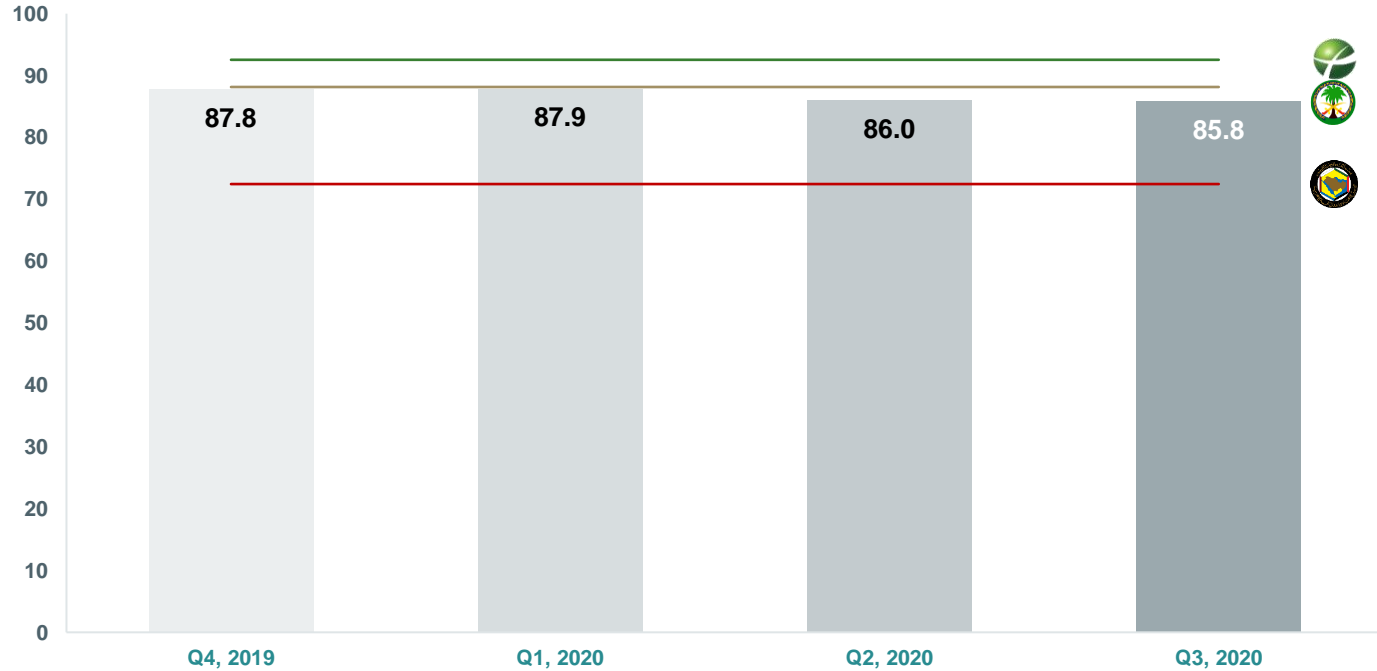
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## Oncology Overall Rating



n-Size  
353



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

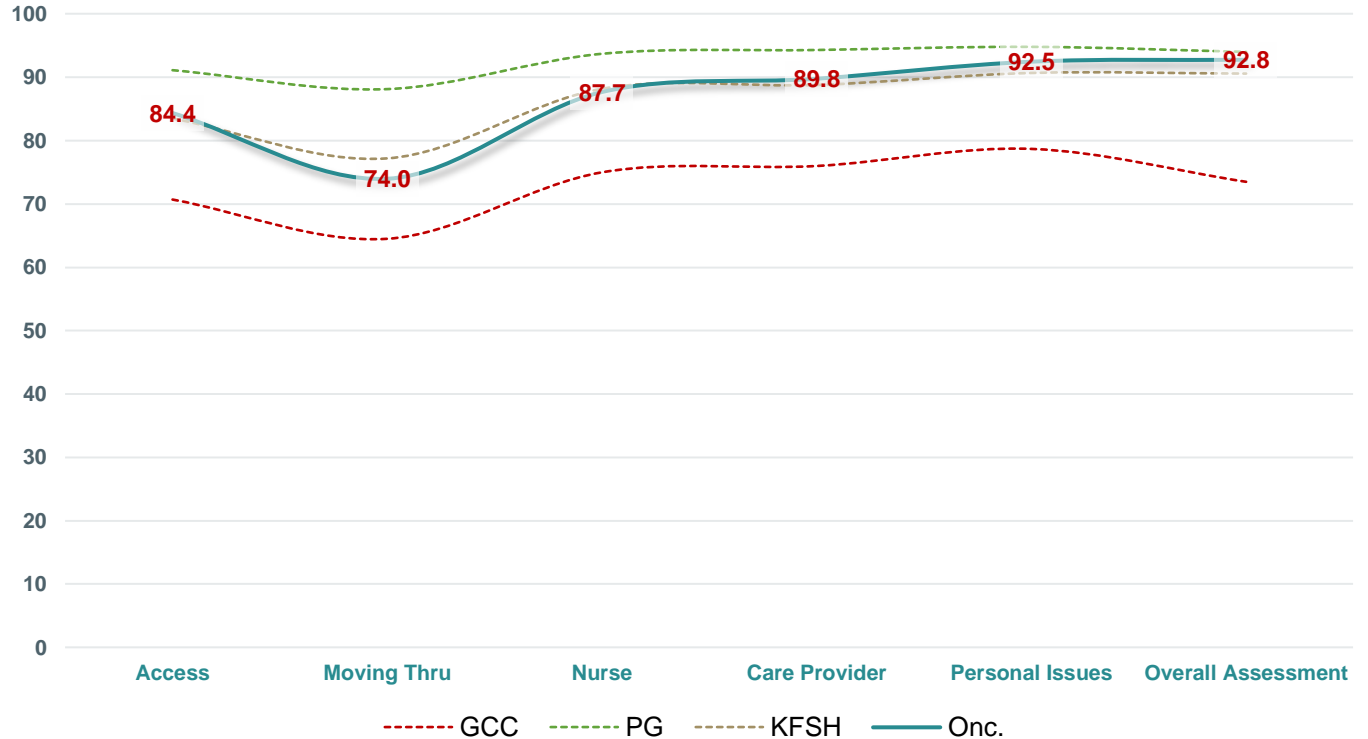
# OP – Departments

## Oncology Patient Journey



n-Size  
353

Period: Jul 1st – Sep 30th, 2020



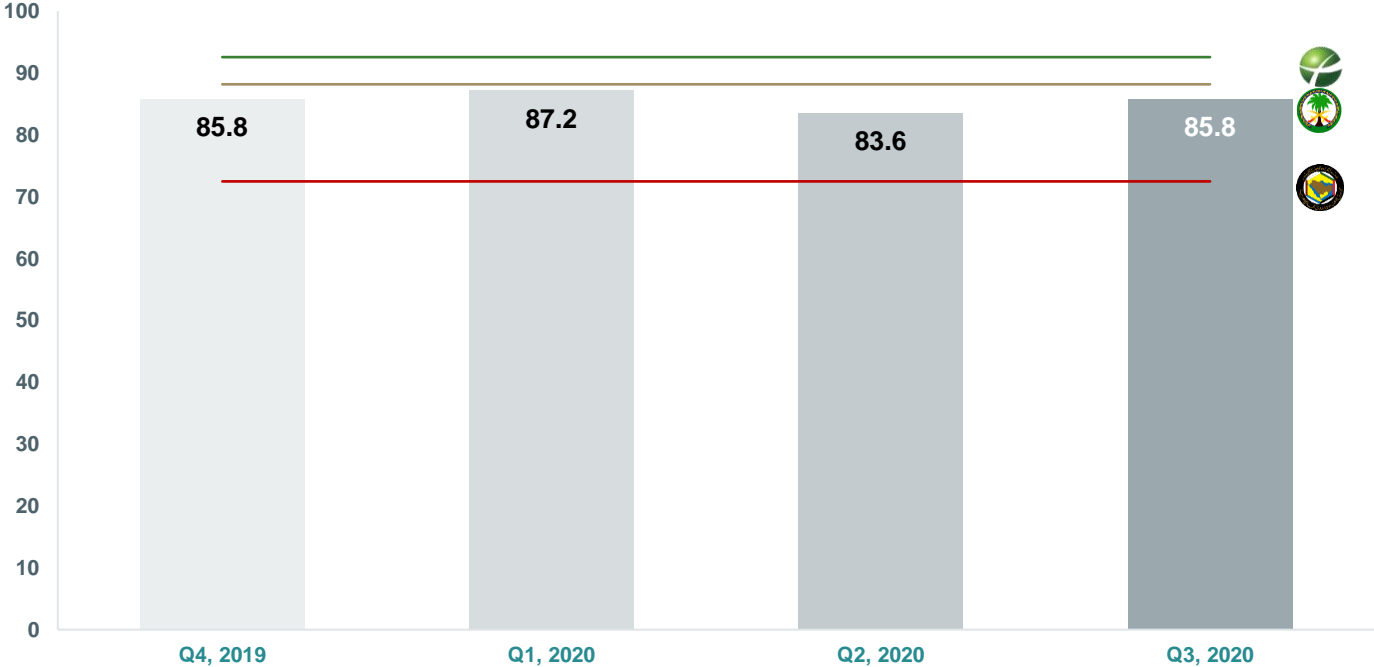
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## Anesthesia Overall Rating



n-Size  
155



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

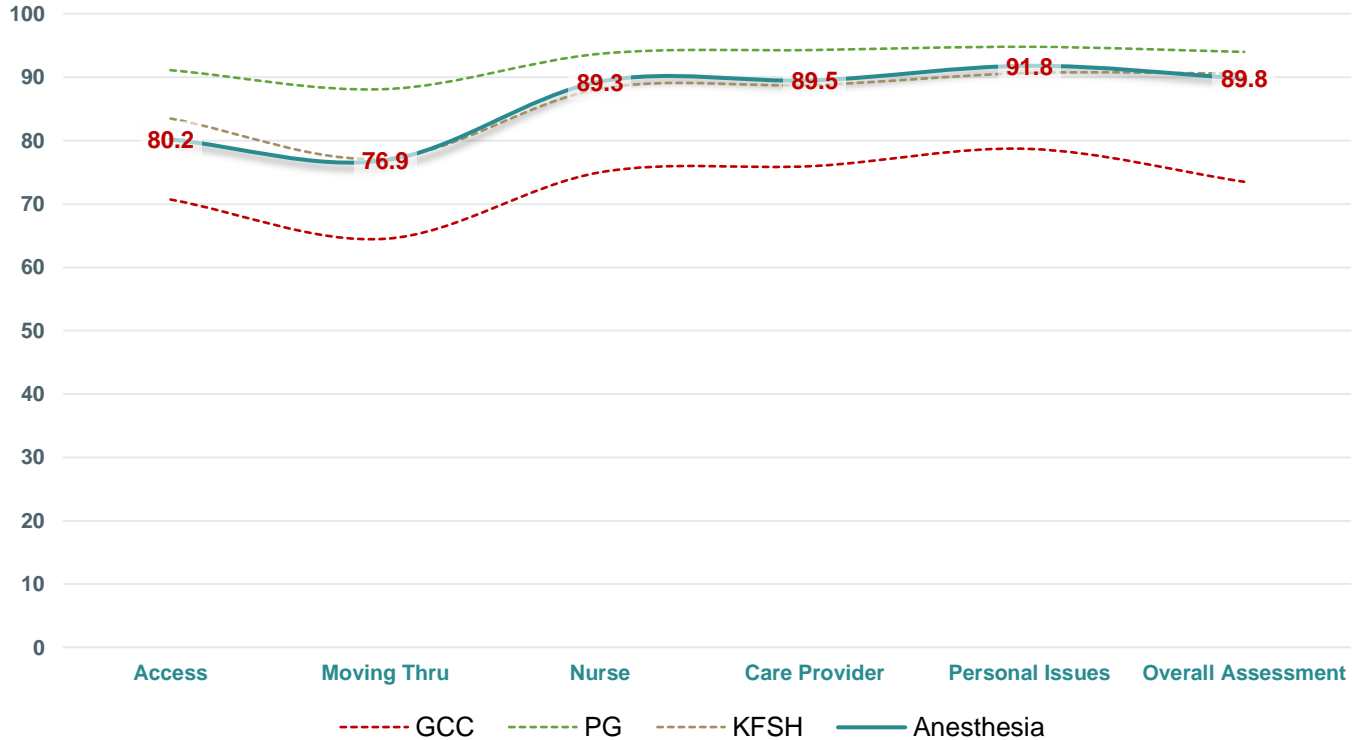
# OP – Departments

## Anesthesia Patient Journey



n-Size  
155

Period: Jul 1st – Sep 30th, 2020



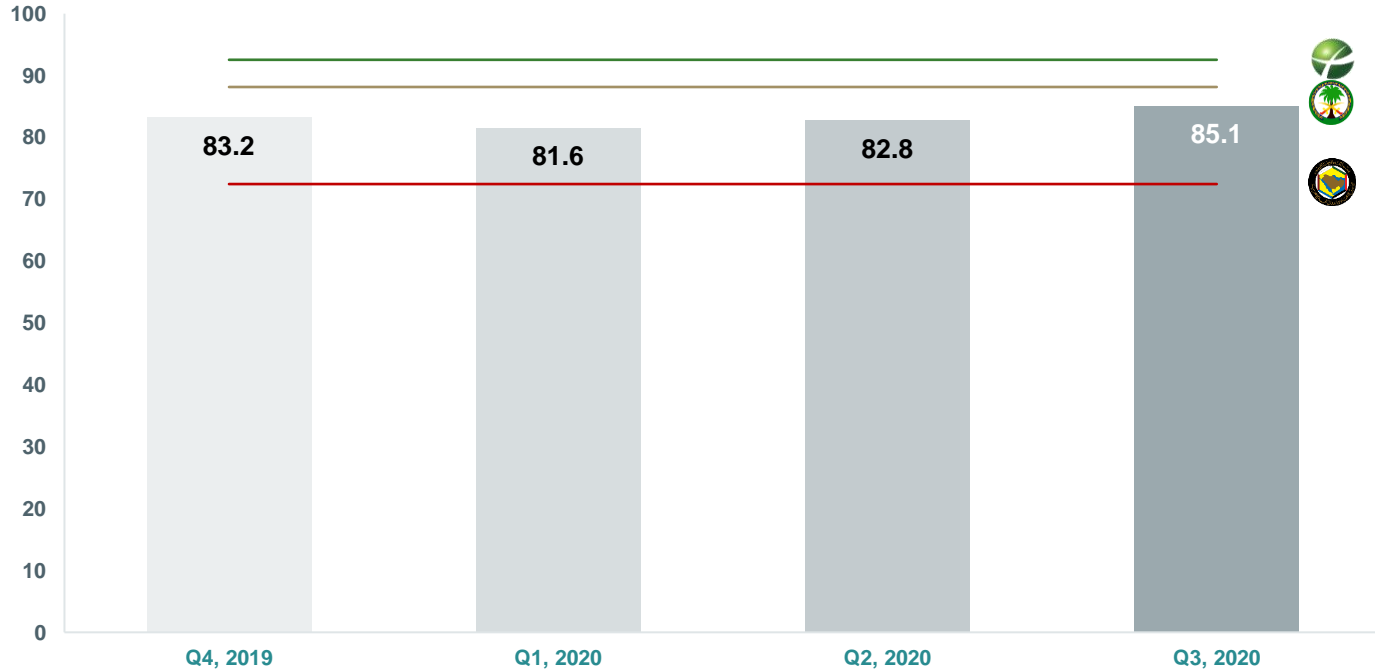
# OP – Departments

## Ophthalmology Overall Rating



**n-Size**  
161

Period: Jul 1st – Sep 30th, 2020



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

 **KFSH Target** [88.2]

 **GCC Average** [72.5]

 **PG Average** [92.6]



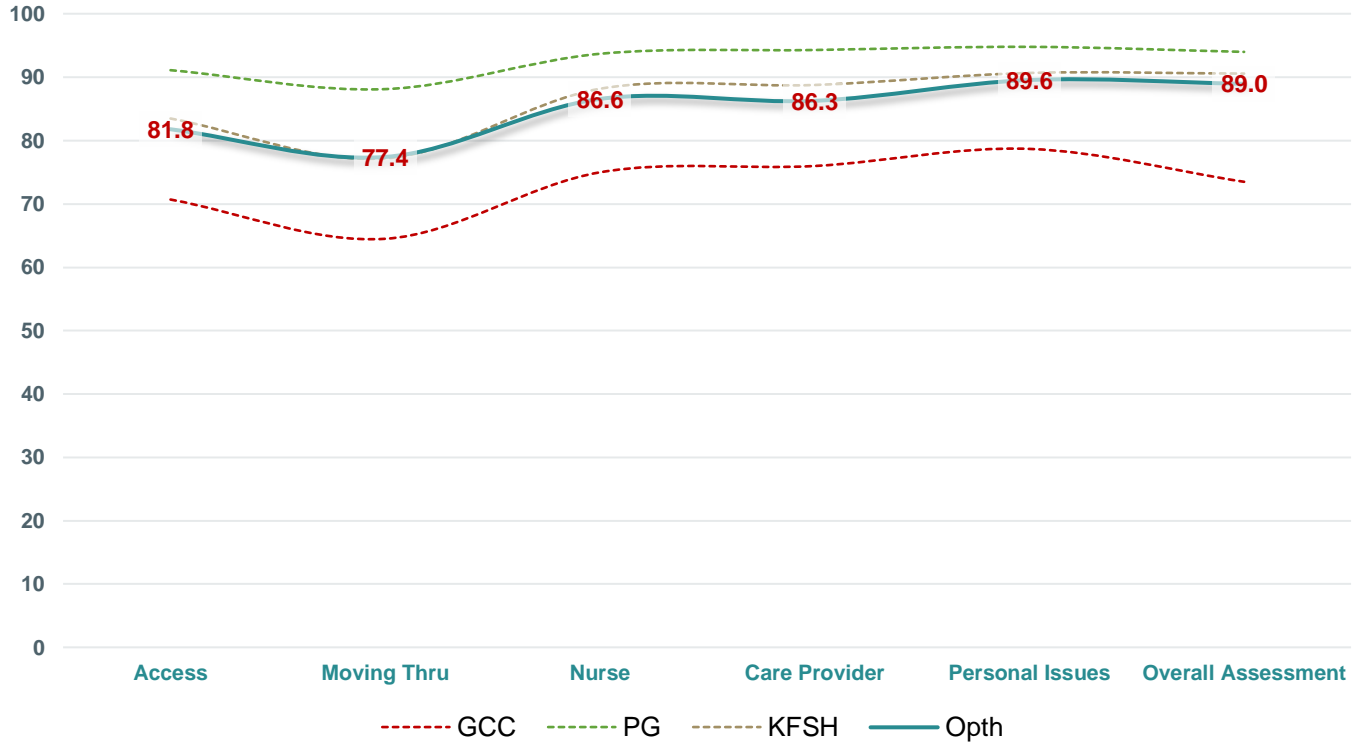
# OP – Departments

## Ophthalmology Patient Journey



n-Size  
161

Period: Jul 1st – Sep 30th, 2020



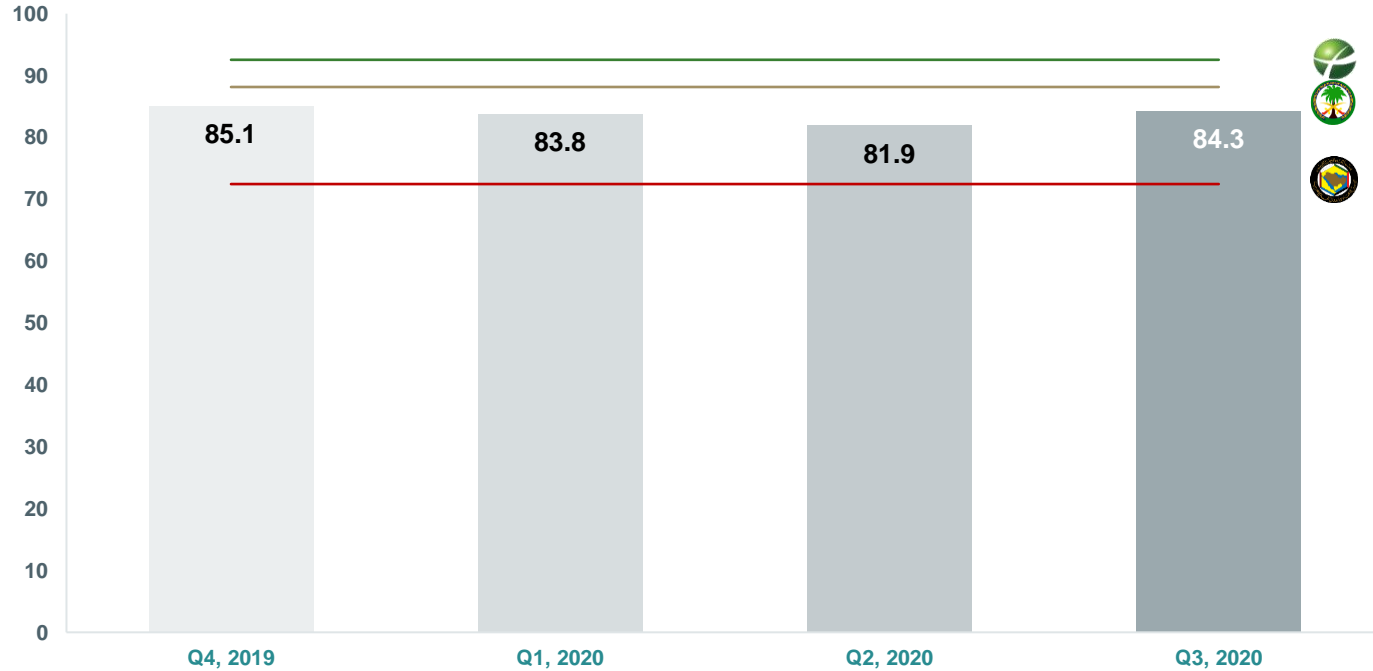
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## OB/GYN Overall Rating



n-Size  
256



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

 **KFSH Target** [88.2]

 **GCC Average** [72.5]

 **PG Average** [92.6]

# OP – Departments

## OB/GYN

### Patient Journey

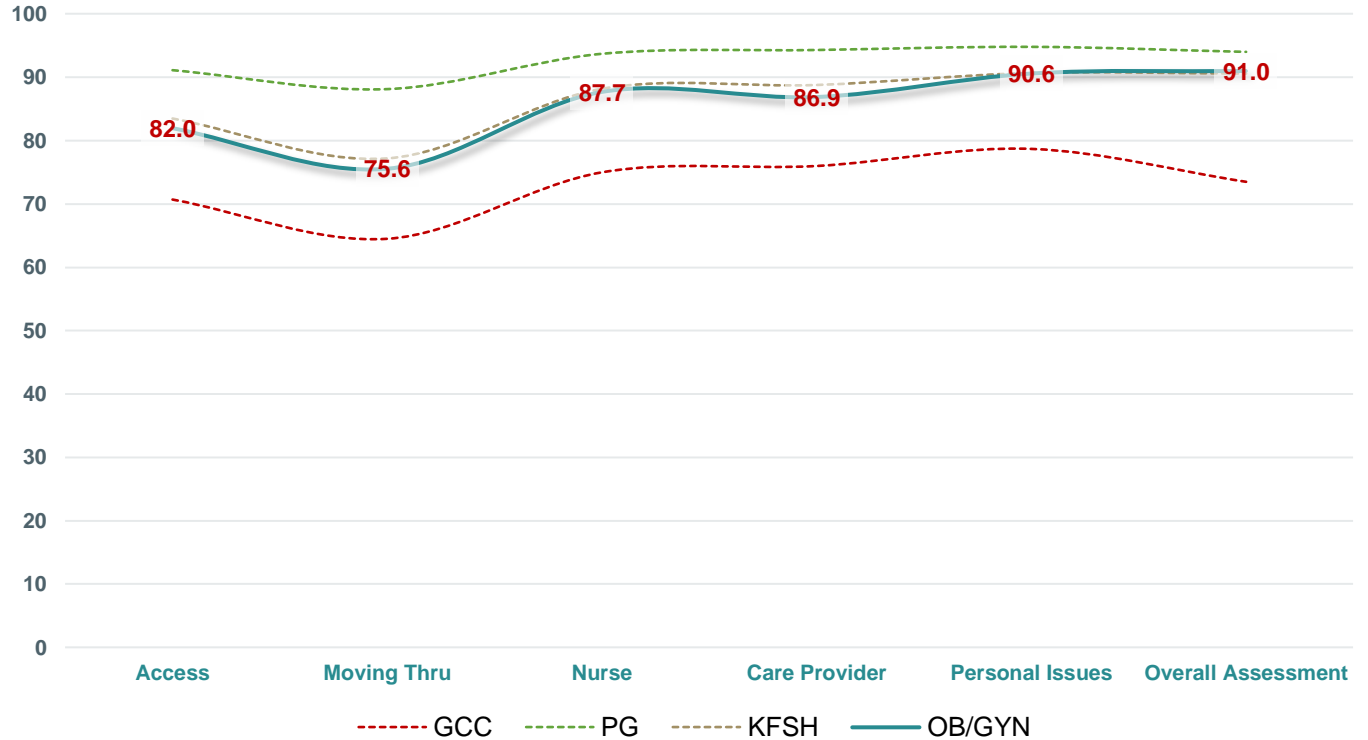
84.3

Q3, 2020

n-Size

256

Period: Jul 1st – Sep 30th, 2020



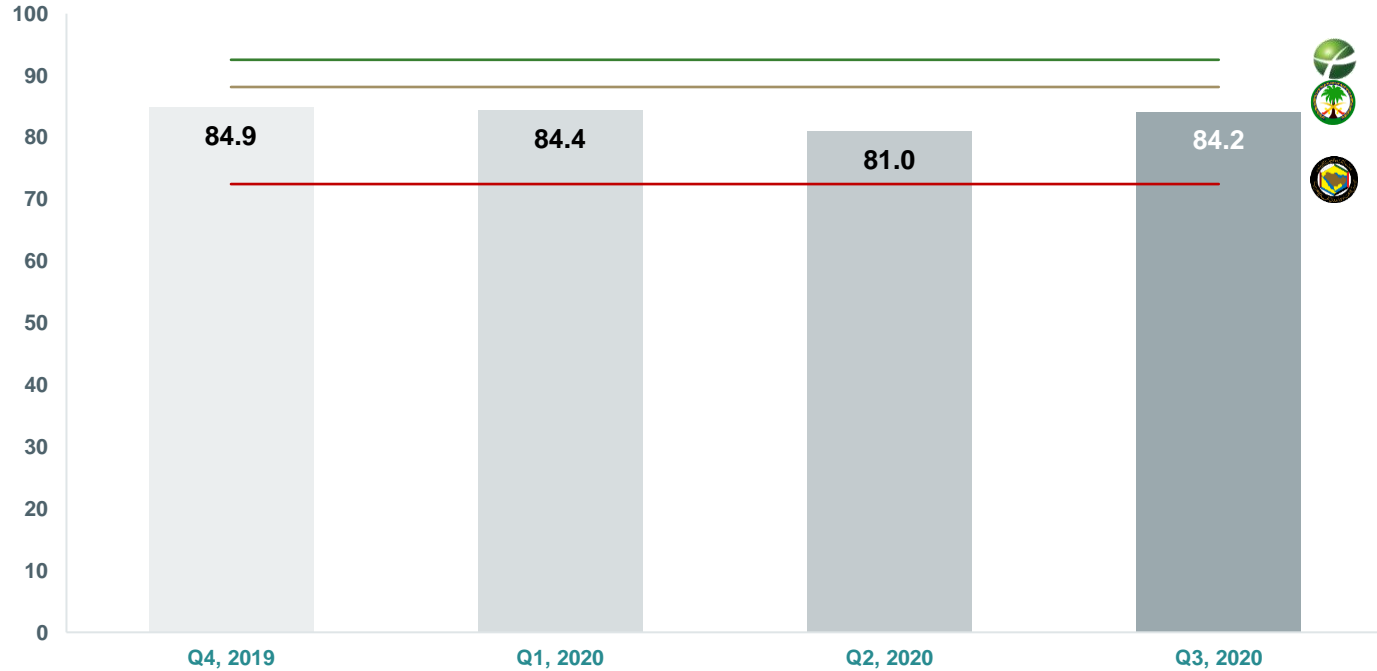
# OP – Departments

## Polyclinics (FM) Overall Rating



n-Size  
358

Period: Jul 1st – Sep 30th, 2020



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

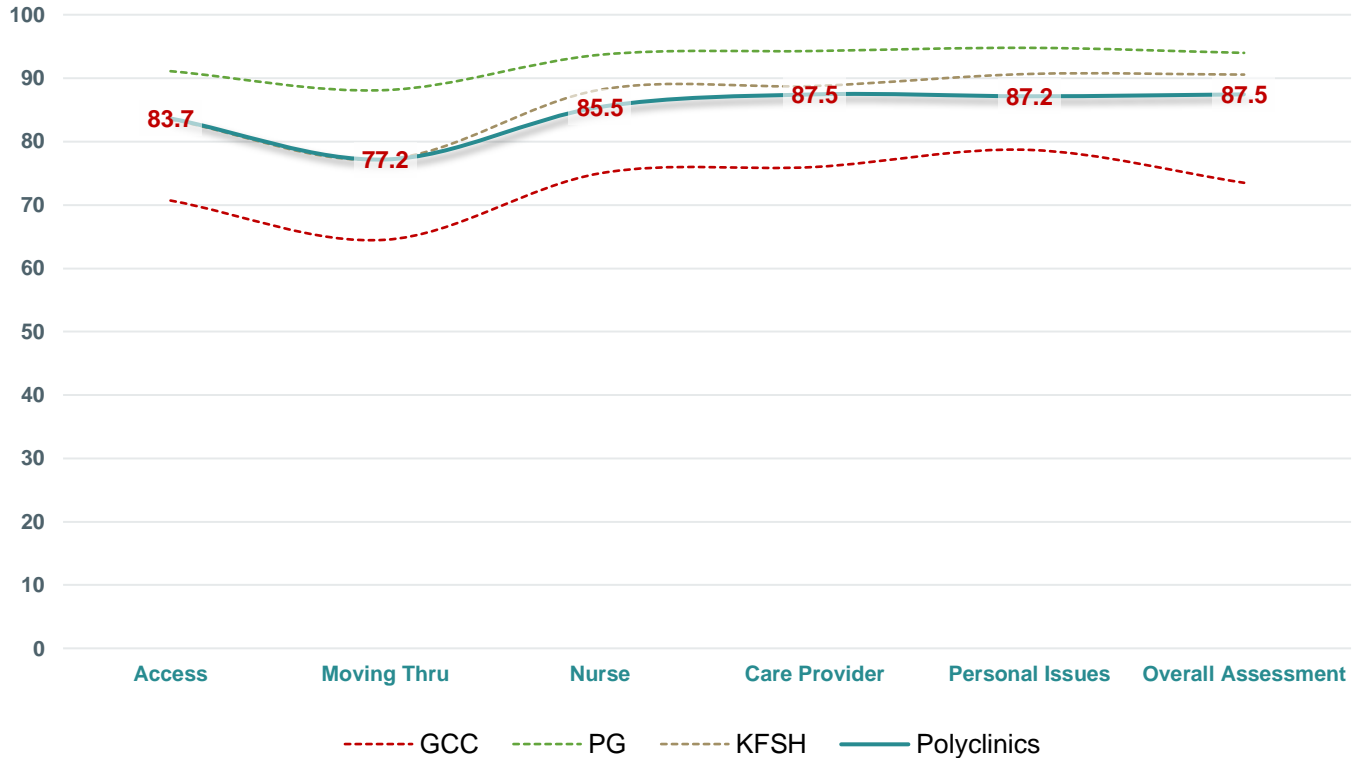
# OP – Departments

## Polyclinics (FM) Patient Journey



n-Size  
358

Period: Jul 1st – Sep 30th, 2020



# OP – Departments

Period: Jul 1st – Sep 30th, 2020

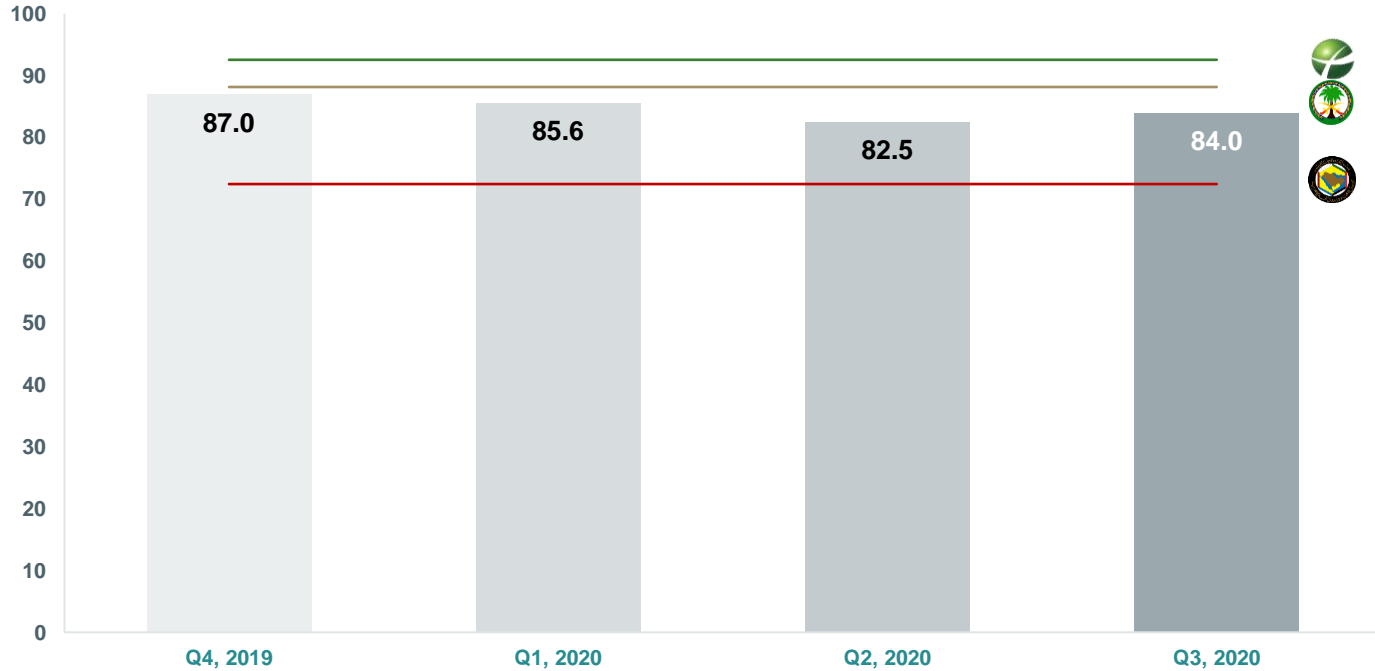
## Surgery

Overall Rating



n-Size

158



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

# OP – Departments

## Surgery

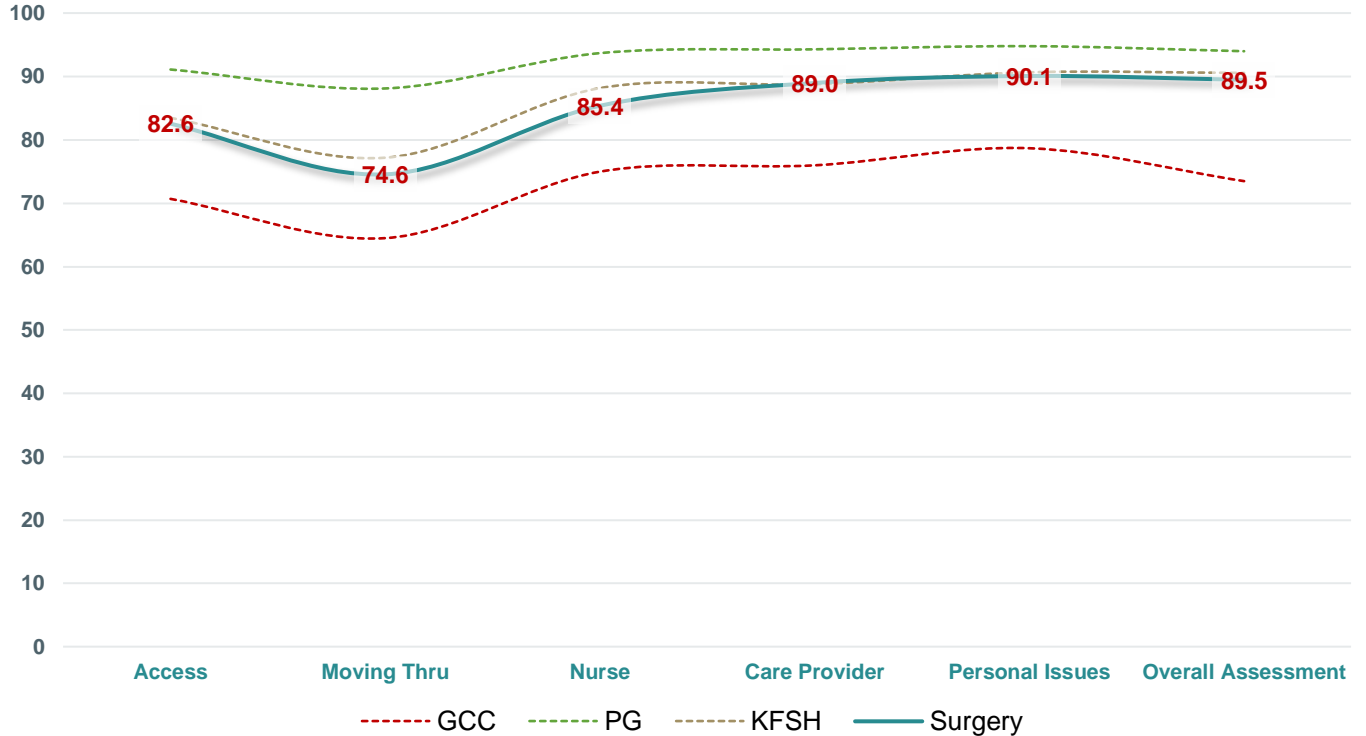
### Patient Journey



n-Size

158

Period: Jul 1st – Sep 30th, 2020



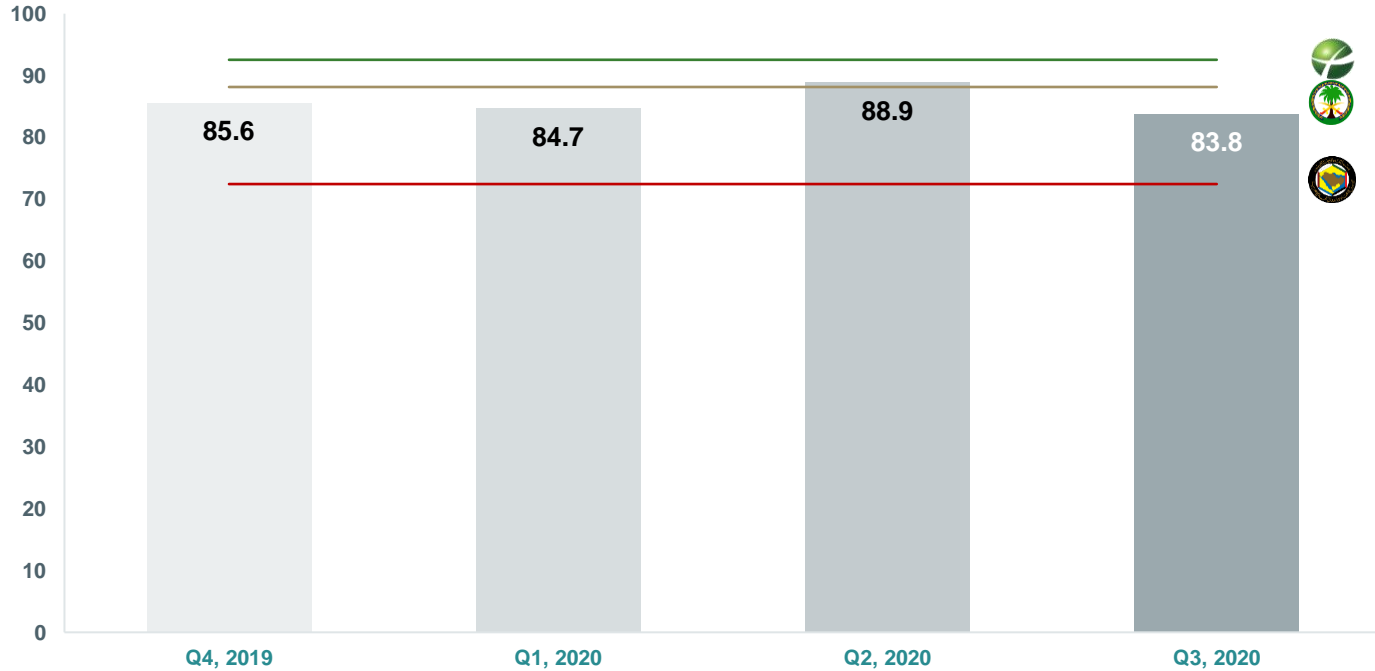
# OP – Departments

## Dermatology Overall Rating



n-Size  
140

Period: Jul 1st – Sep 30th, 2020



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]



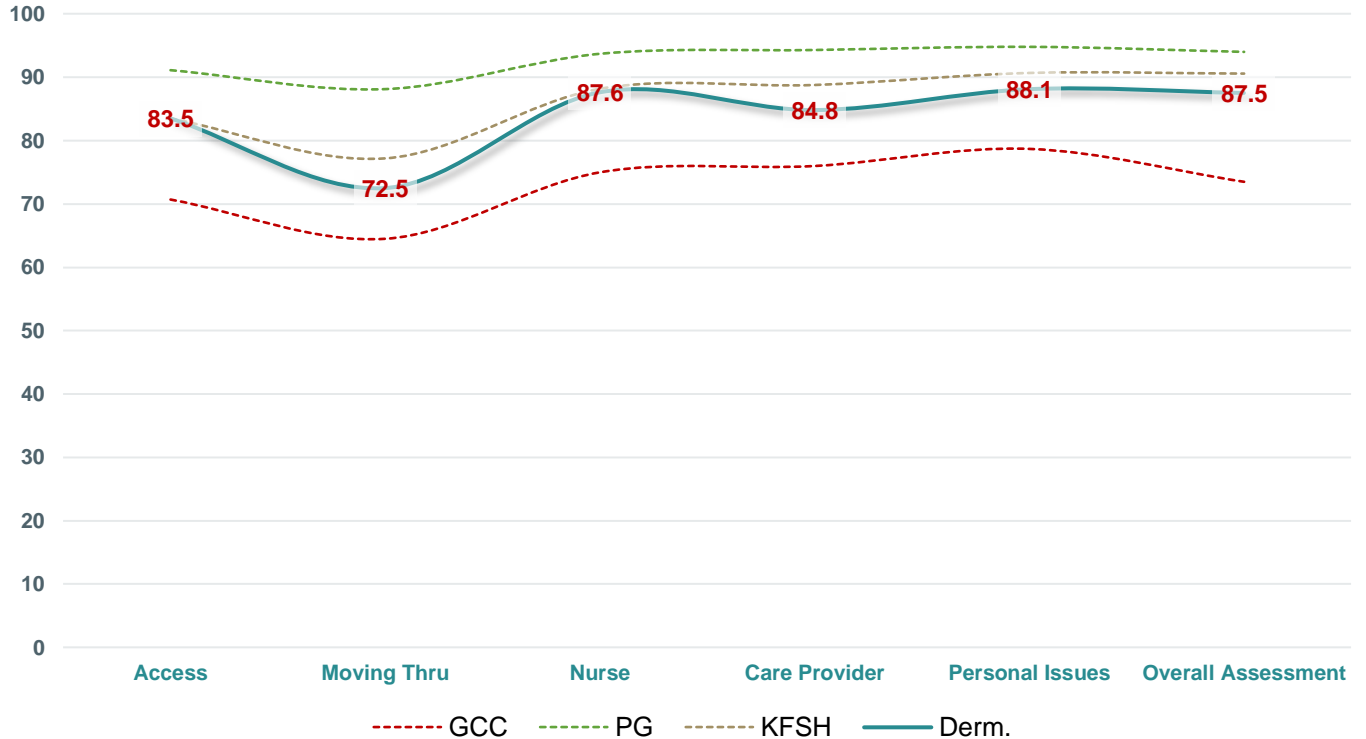
# OP – Departments

## Dermatology Patient Journey



n-Size  
140

Period: Jul 1st – Sep 30th, 2020



# OP – Departments

Period: Jul 1st – Sep 30th, 2020

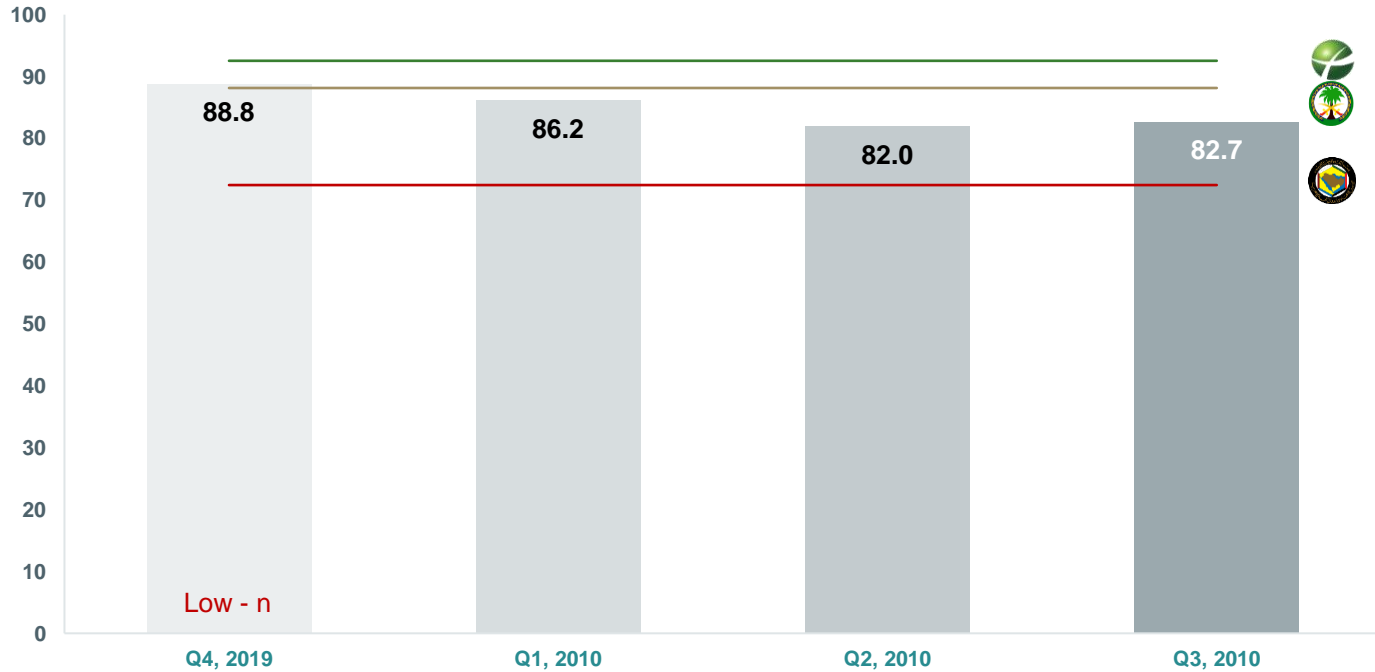
## Medical Genetics

Overall Rating



n-Size

54



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

 KFSH Target [88.2]

 GCC Average [72.5]

 PG Average [92.6]

# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## Medical Genetics

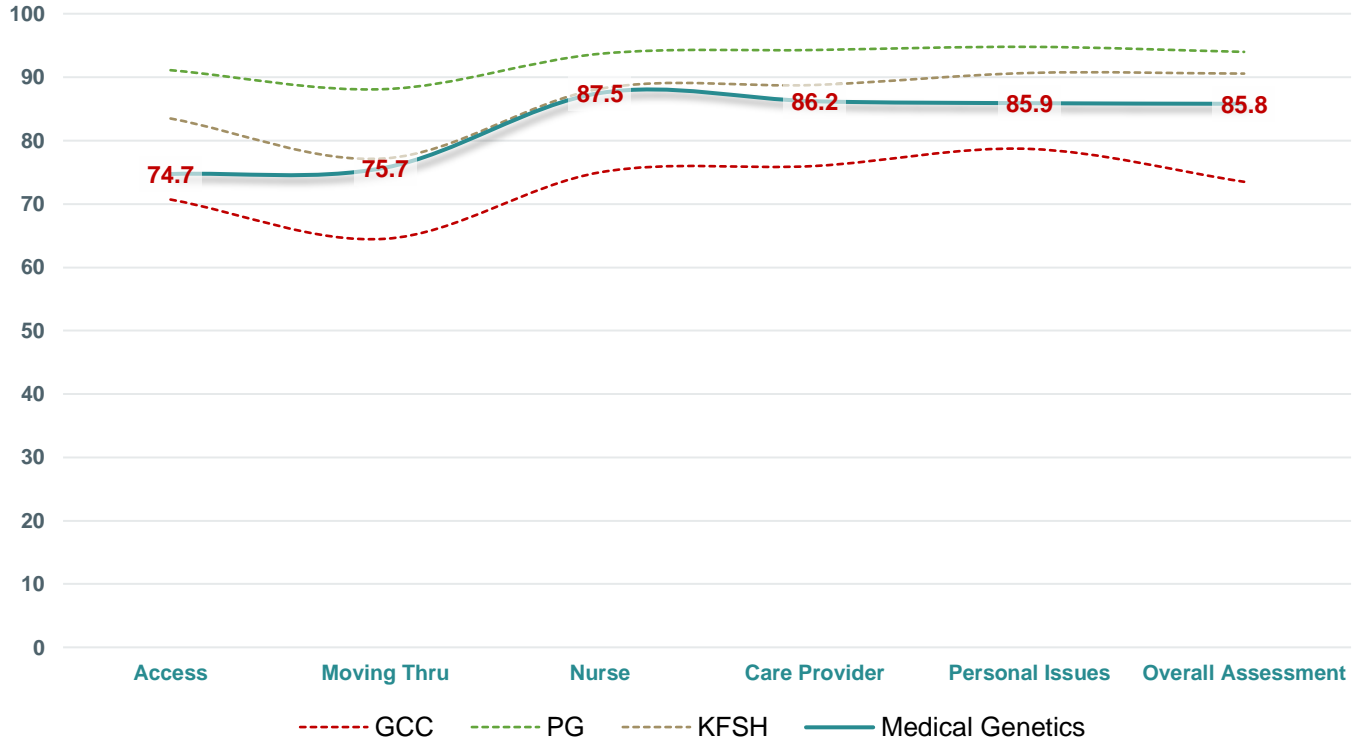
Overall Rating



Q3, 2020

n-Size

54



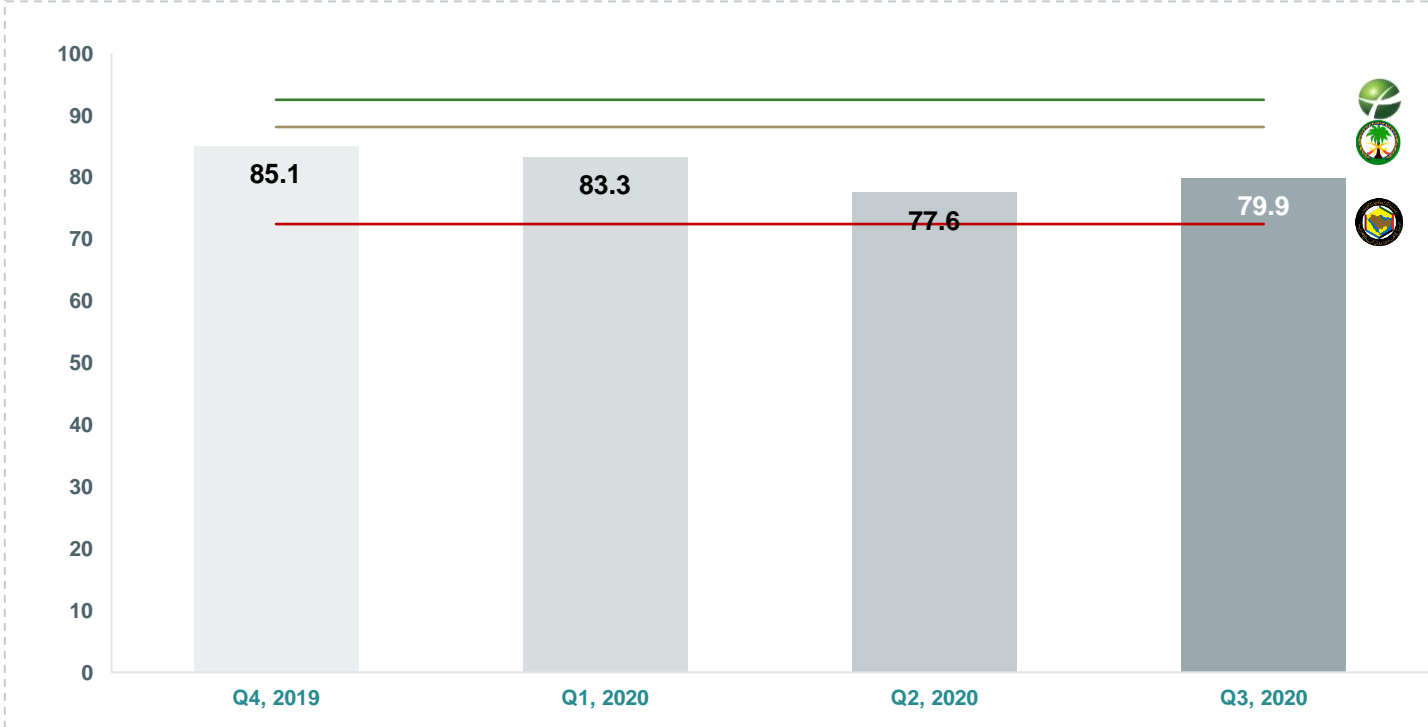
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## Urology Overall Rating



n-Size  
134



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

 **KFSH Target** [88.2]

 **GCC Average** [72.5]

 **PG Average** [92.6]

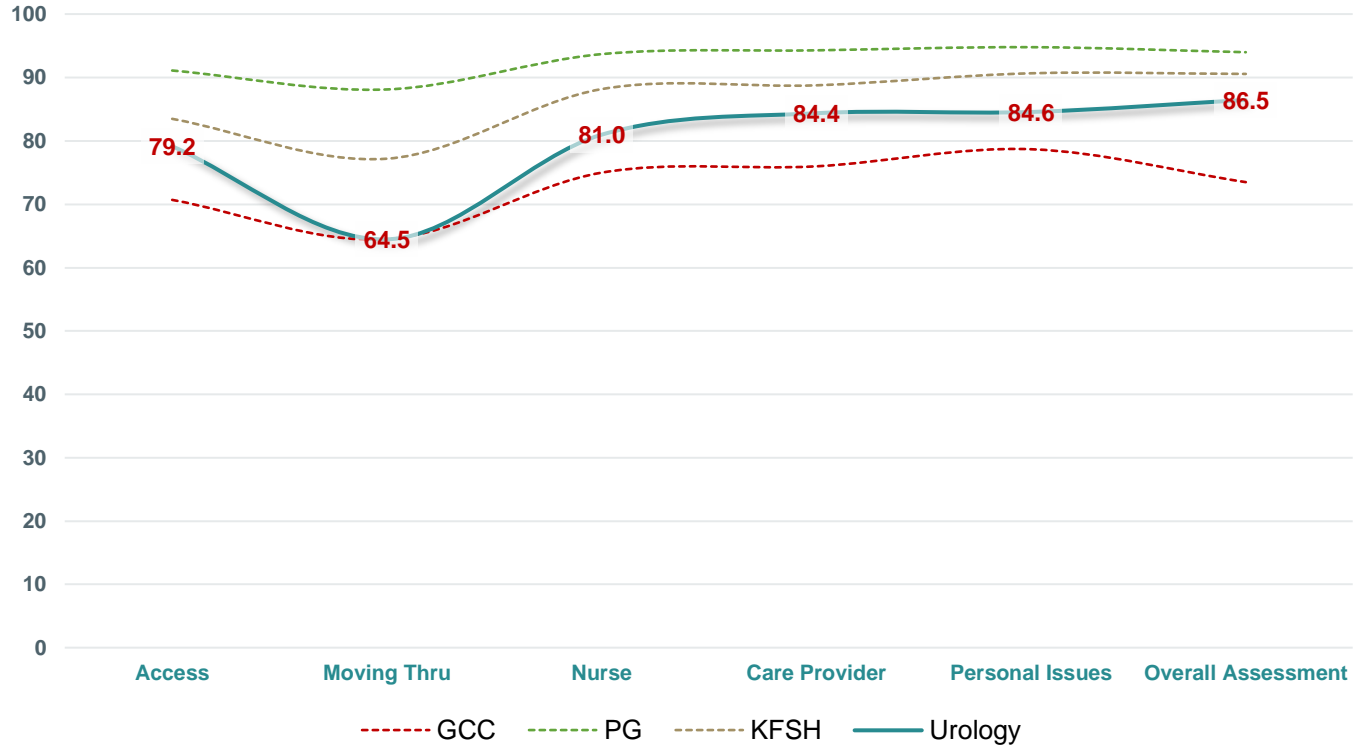
# OP – Departments

## Urology Patient Journey



n-Size  
134

Period: Jul 1st – Sep 30th, 2020



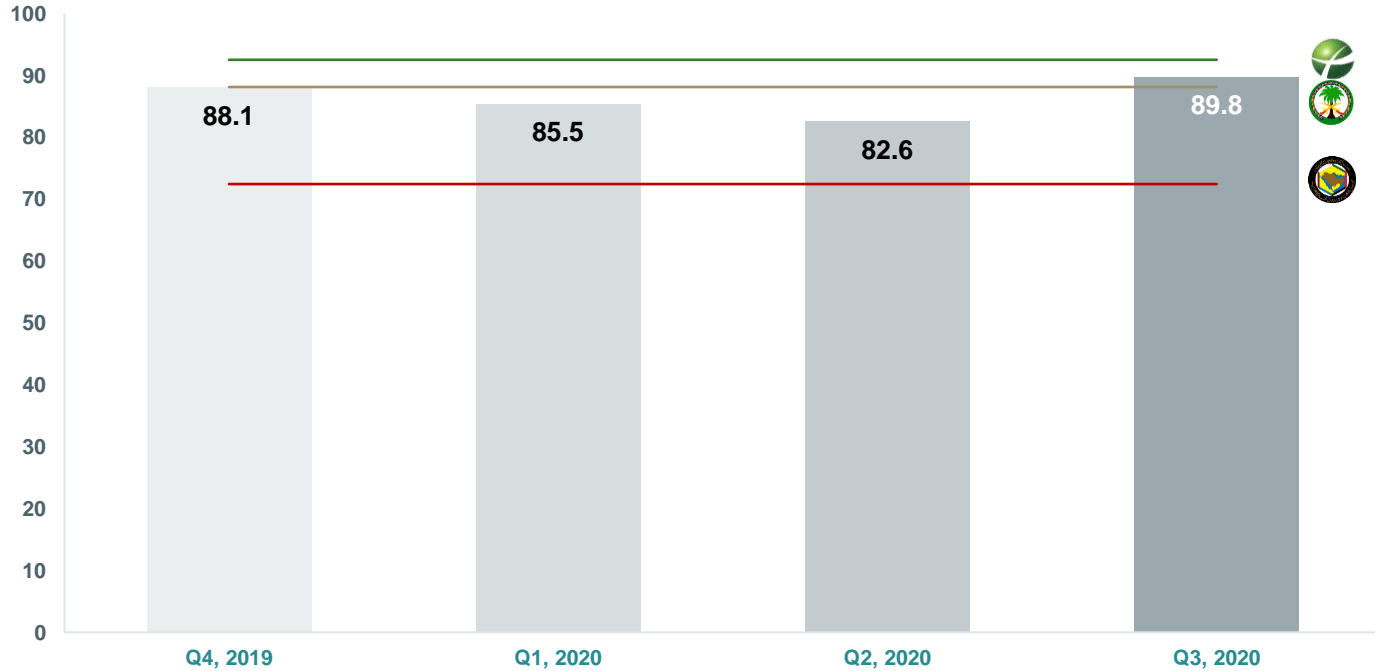
# OP – Departments

Period: Jul 1st – Sep 30th, 2020

## Nutrition Overall Rating



n-Size  
27\*



\* 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** [72.5]

 **PG Average** [92.6]

# OP – Departments

## Nutrition

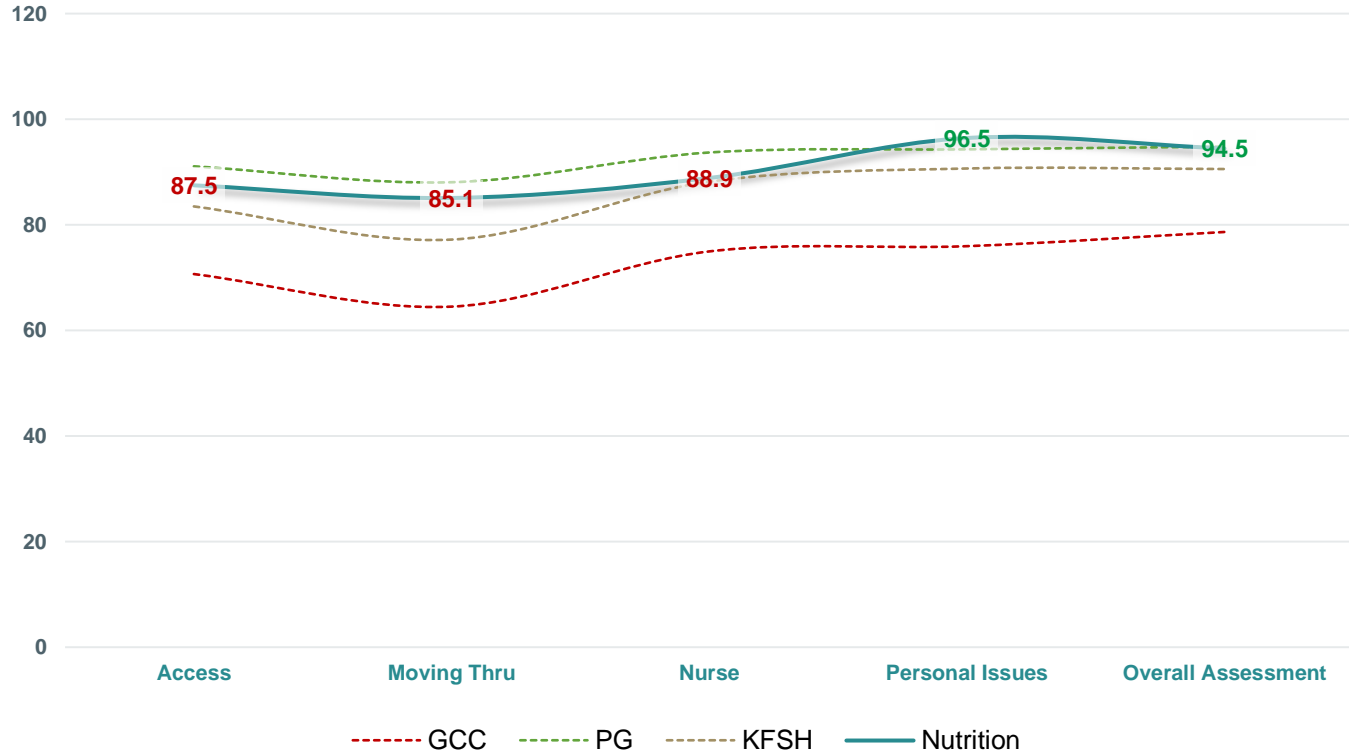
### Patient Journey



n-Size

27\*

Period: Jul 1st – Sep 30th, 2020





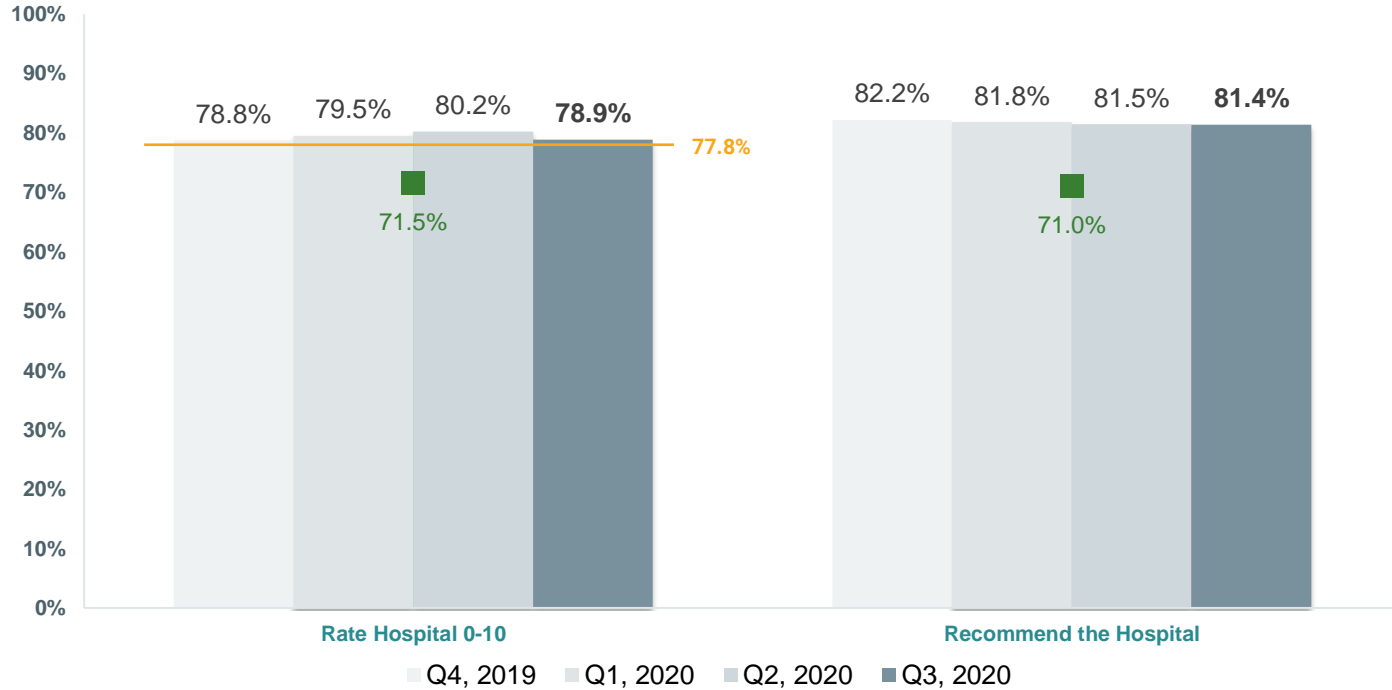
Inpatient  
Adults



# IP – Global Items

Period: Jul 1st – Sep 30th, 2020

## Global Items Overall

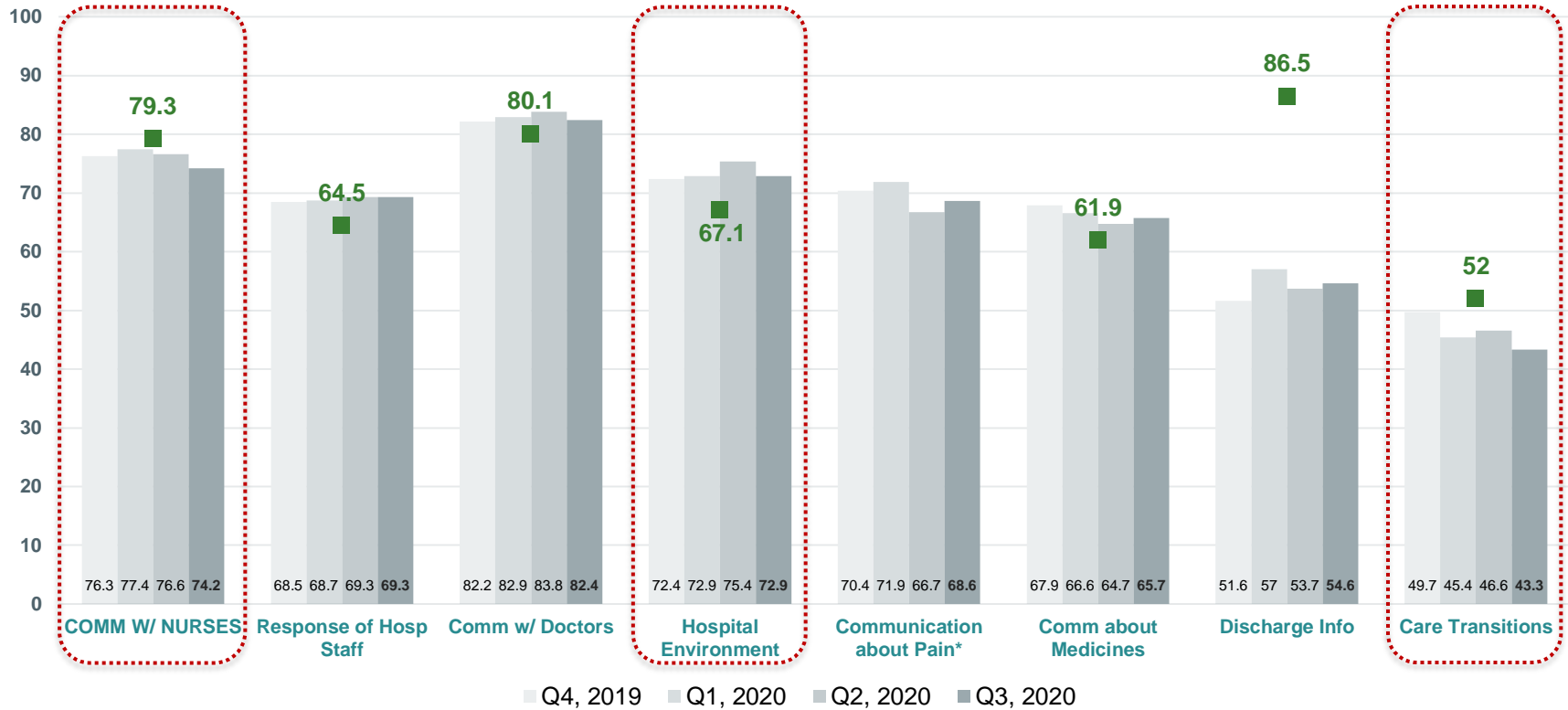


\* Top Box %

■ 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

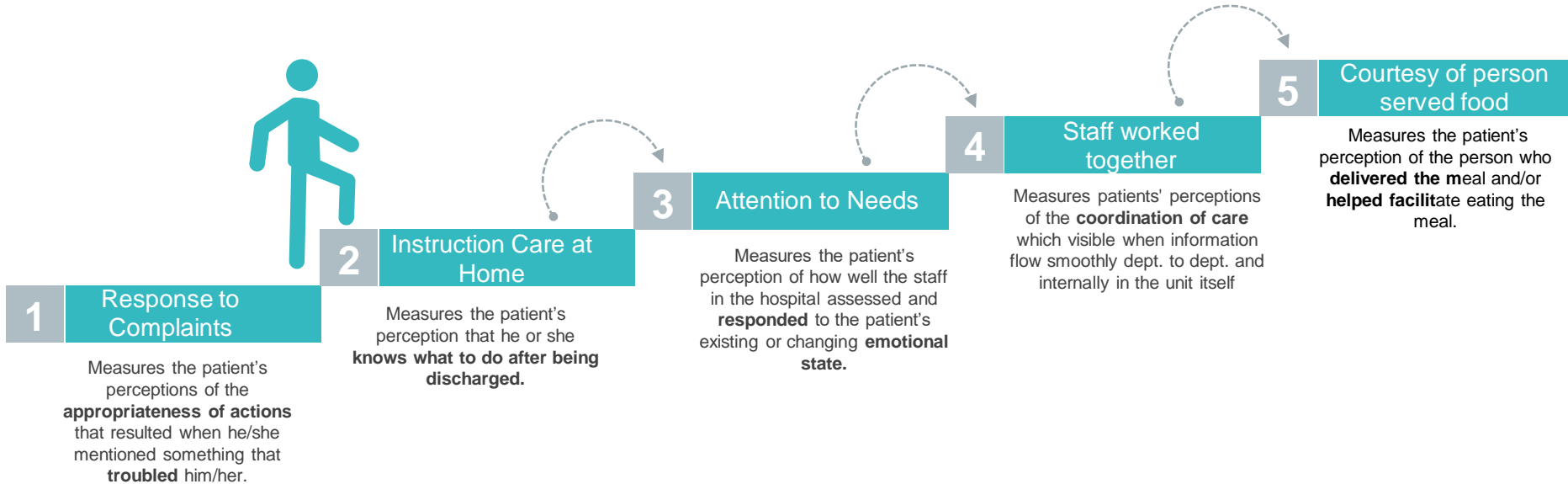
Doctors courtesy

Nurses listen carefully



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

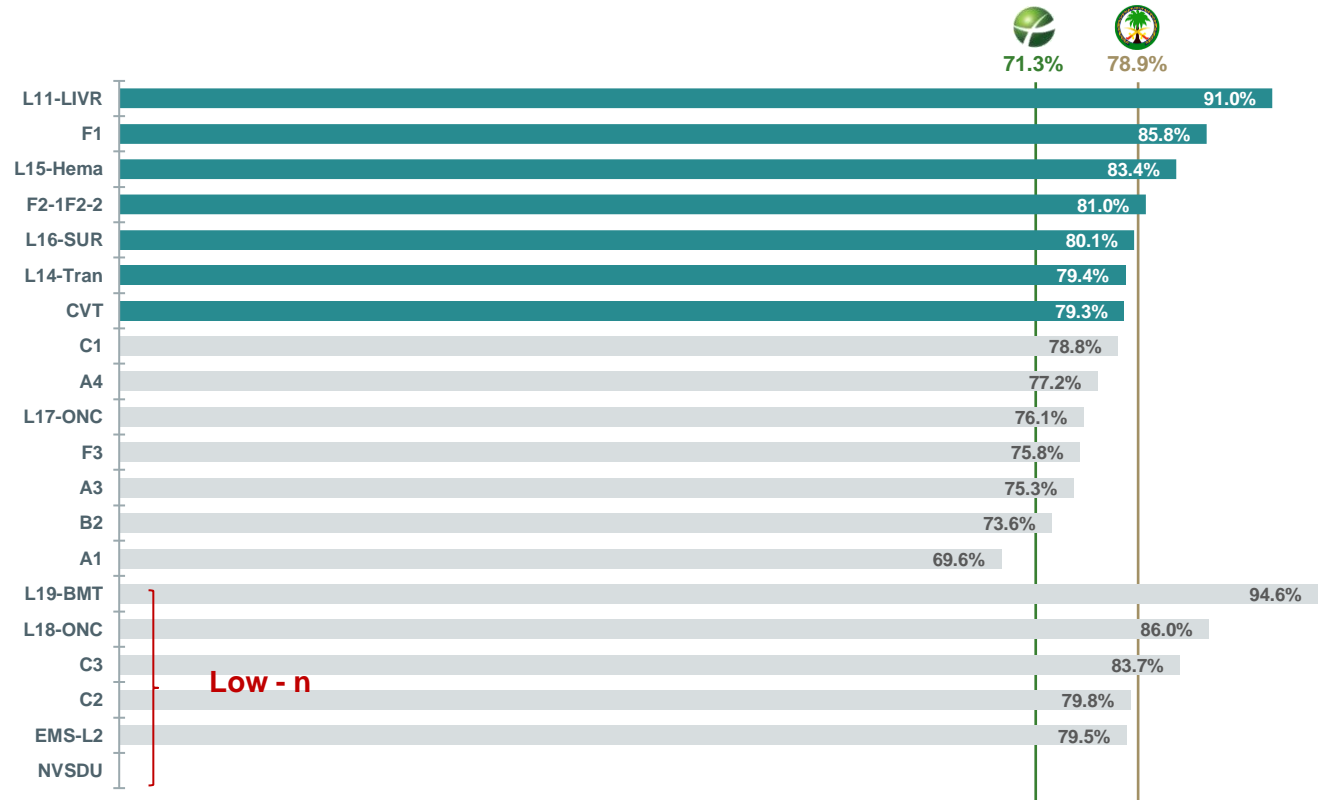
# IP – Priority Index (Q3, 2020)



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: Jul 1st – Sep 30th, 2020

\* Top Box %



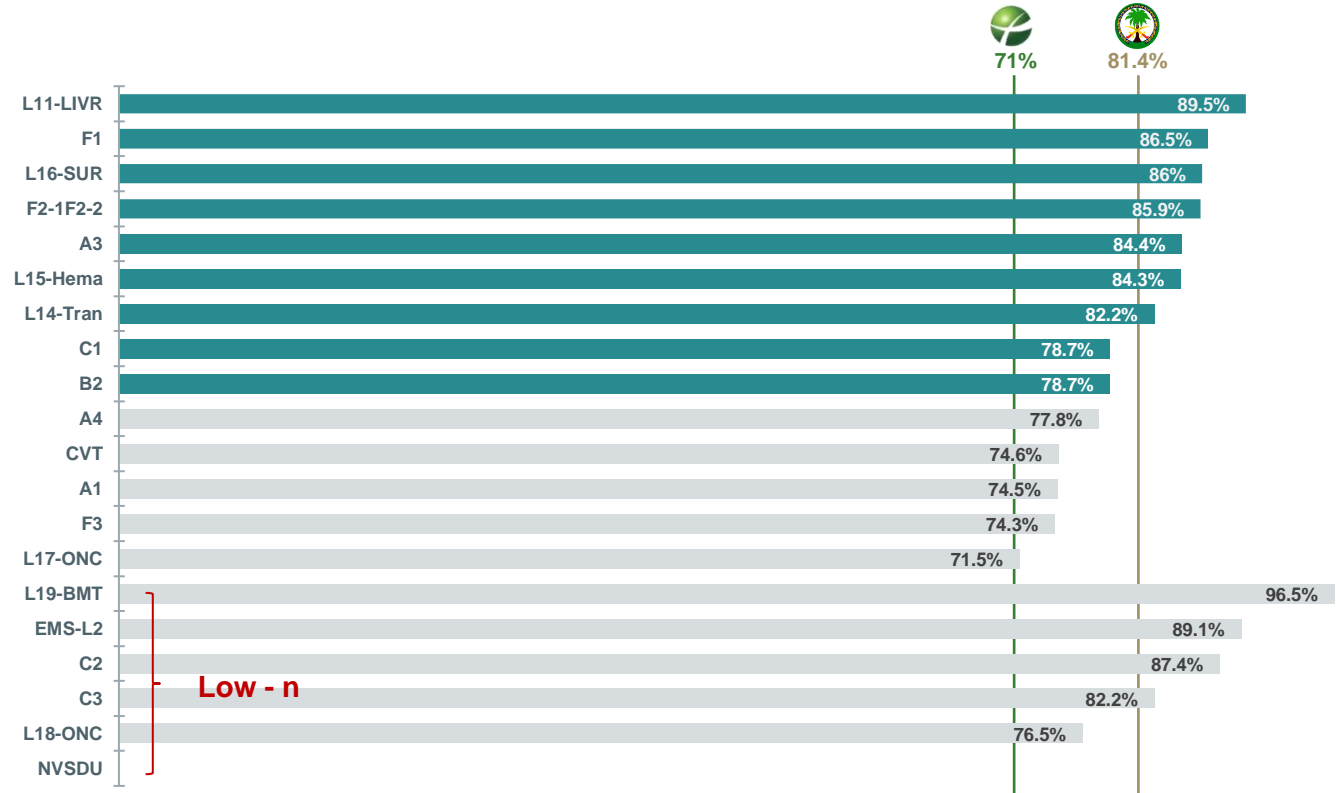
KFSH Overall



PG Average

# IP – Global Items

## Recommend Hospital Wards



Period: Jul 1st – Sep 30th, 2020



KFSH Overall



PG Average

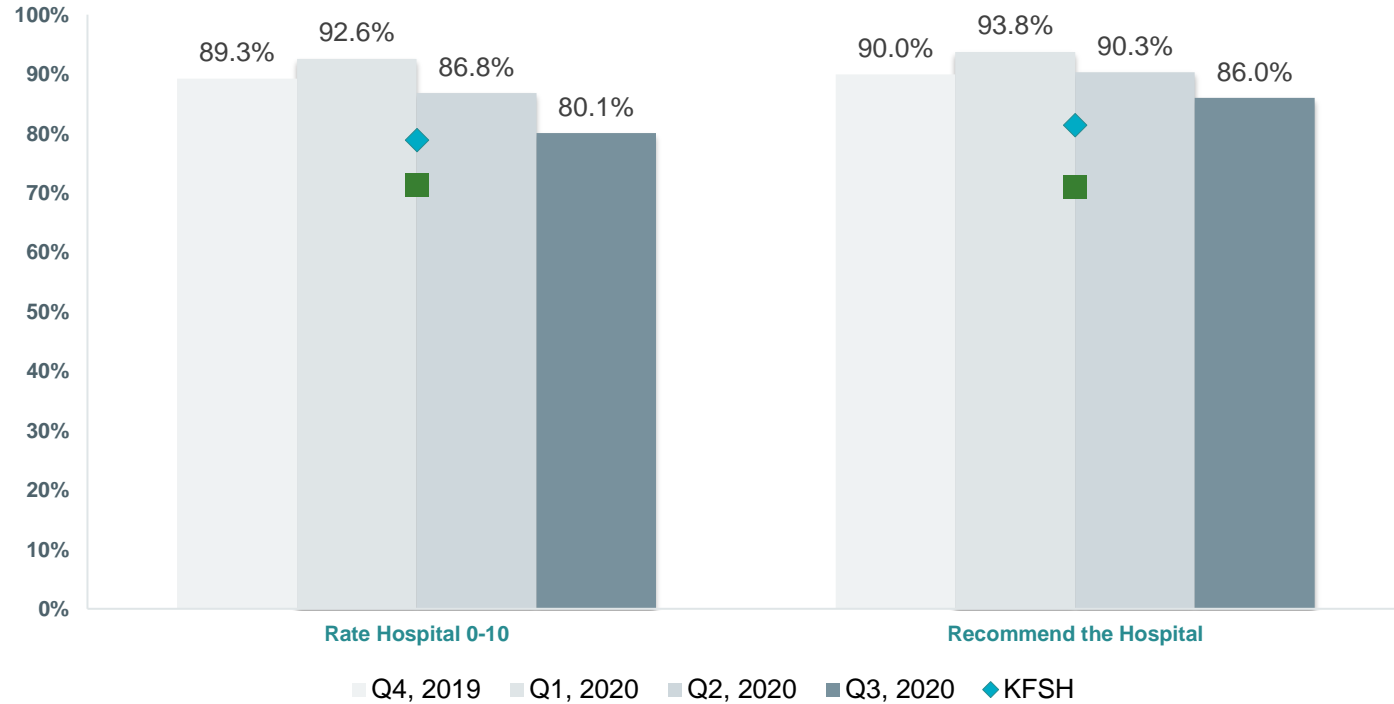
\* Top Box %

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L16-SUR**  
Global Items

**n-Size**  
95



\* Top Box %

■ PG Average

# IP – Wards

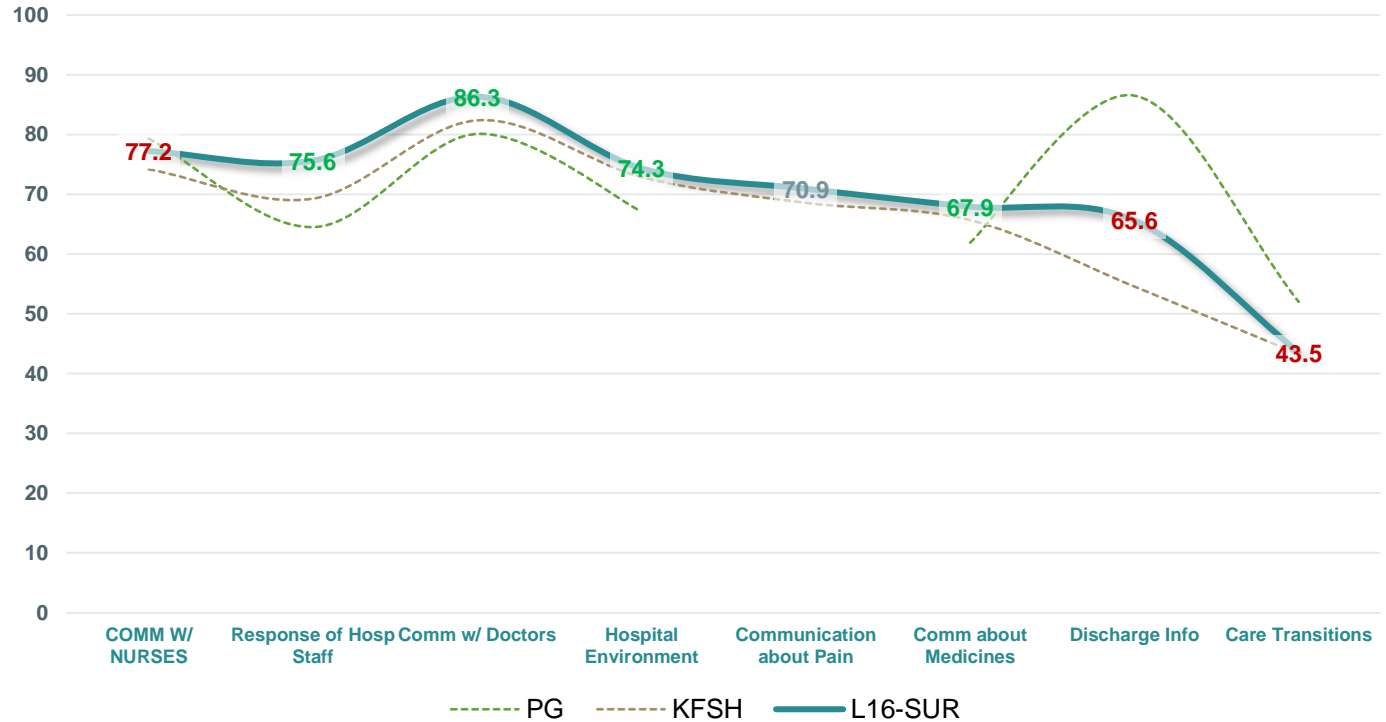
## L16-SUR

Domains

### n-Size

95

Period: Jul 1st – Sep 30th, 2020



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

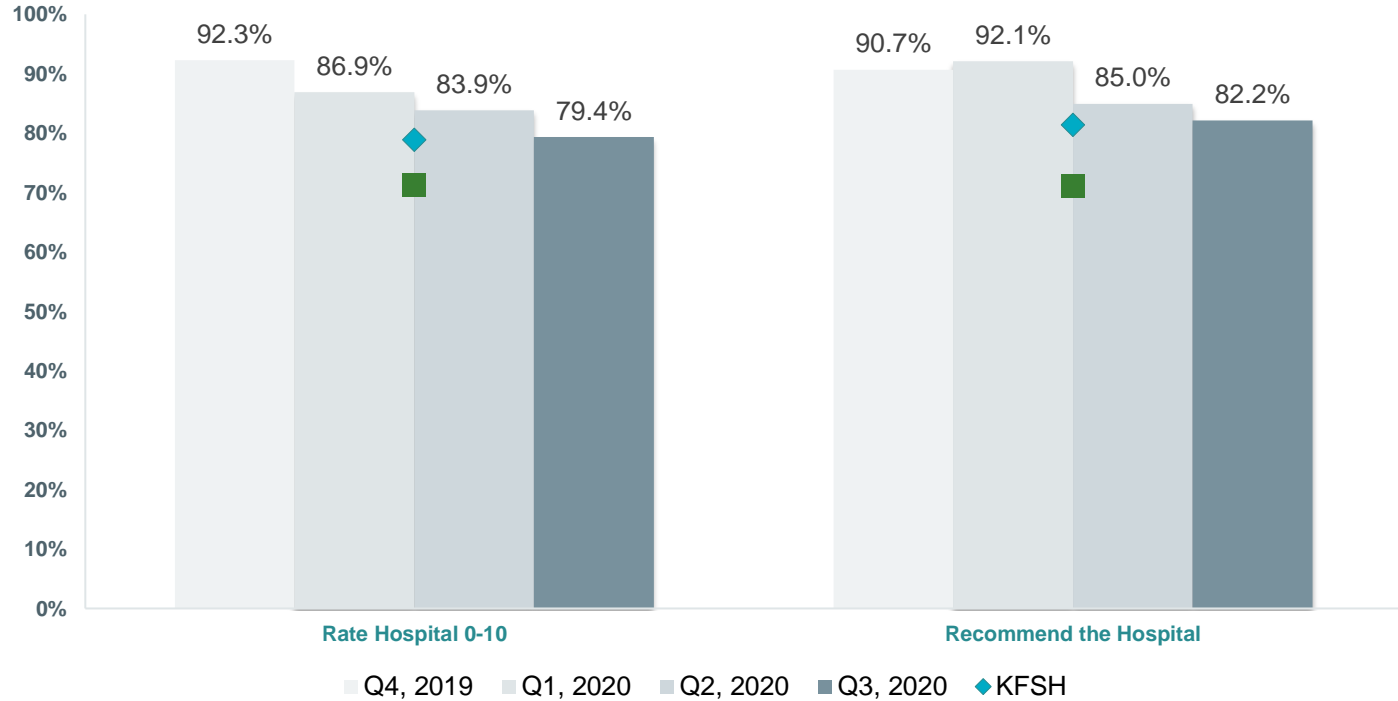


# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L14-Tran**  
Global Items

**n-Size**  
70



\* Top Box %

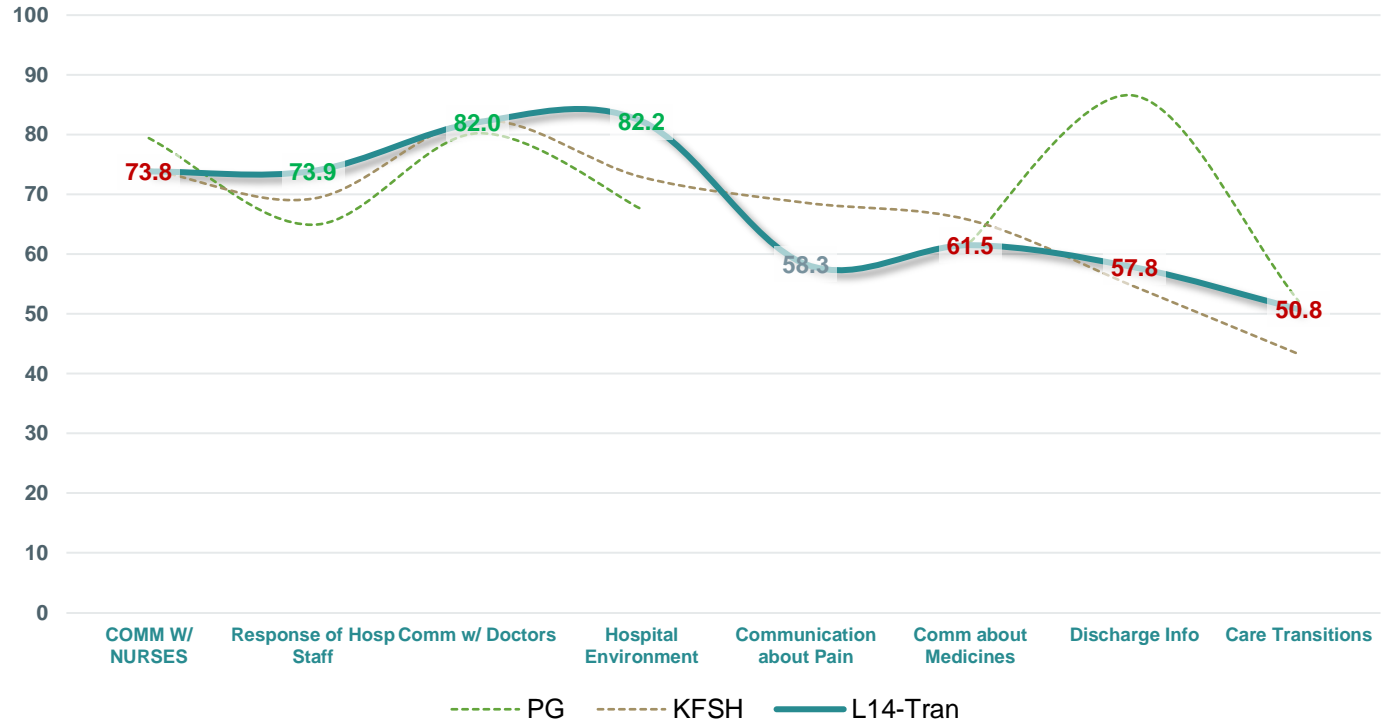
■ PG Average

# IP – Wards

L14-Tran  
Domains

n-Size  
70

Period: Jul 1st – Sep 30th, 2020

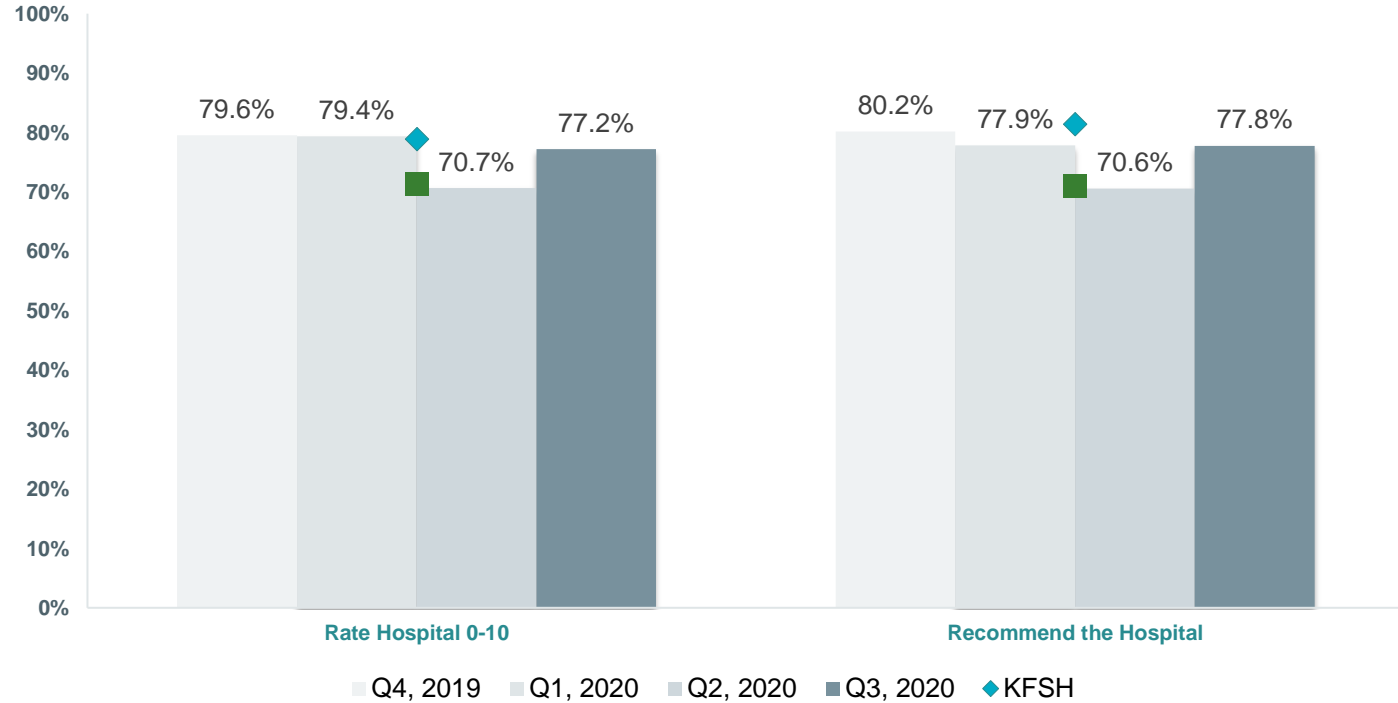


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**A4**  
Global Items  
**n-Size**  
48



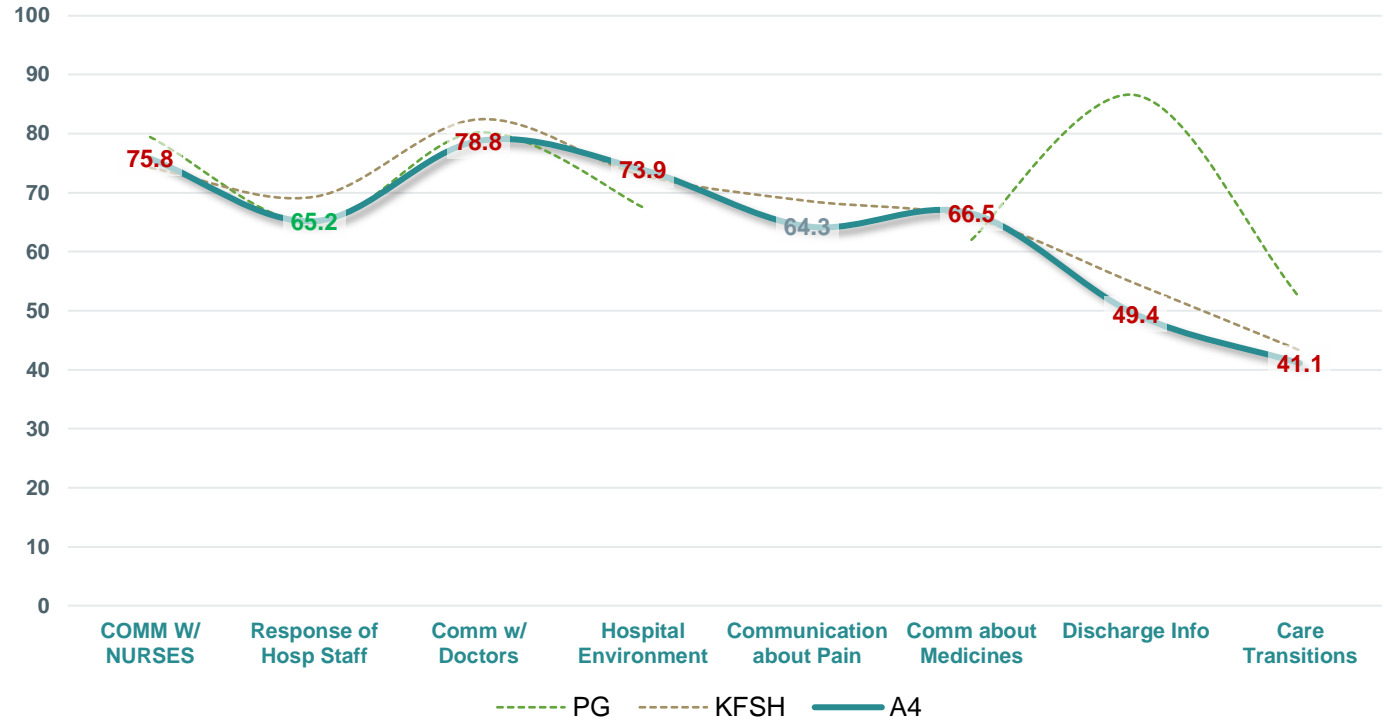
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**A4**  
Domains  
**n-Size**  
48



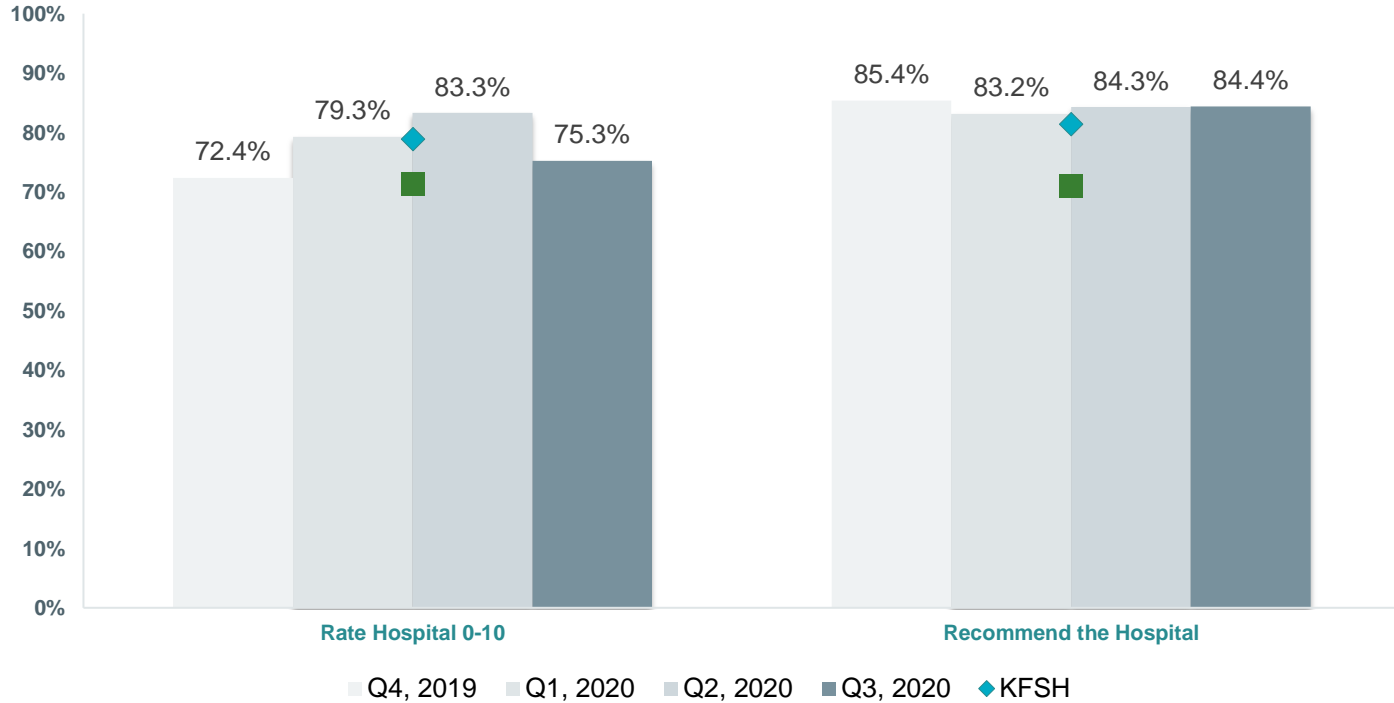
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**A3**  
Global Items

**n-Size**  
66



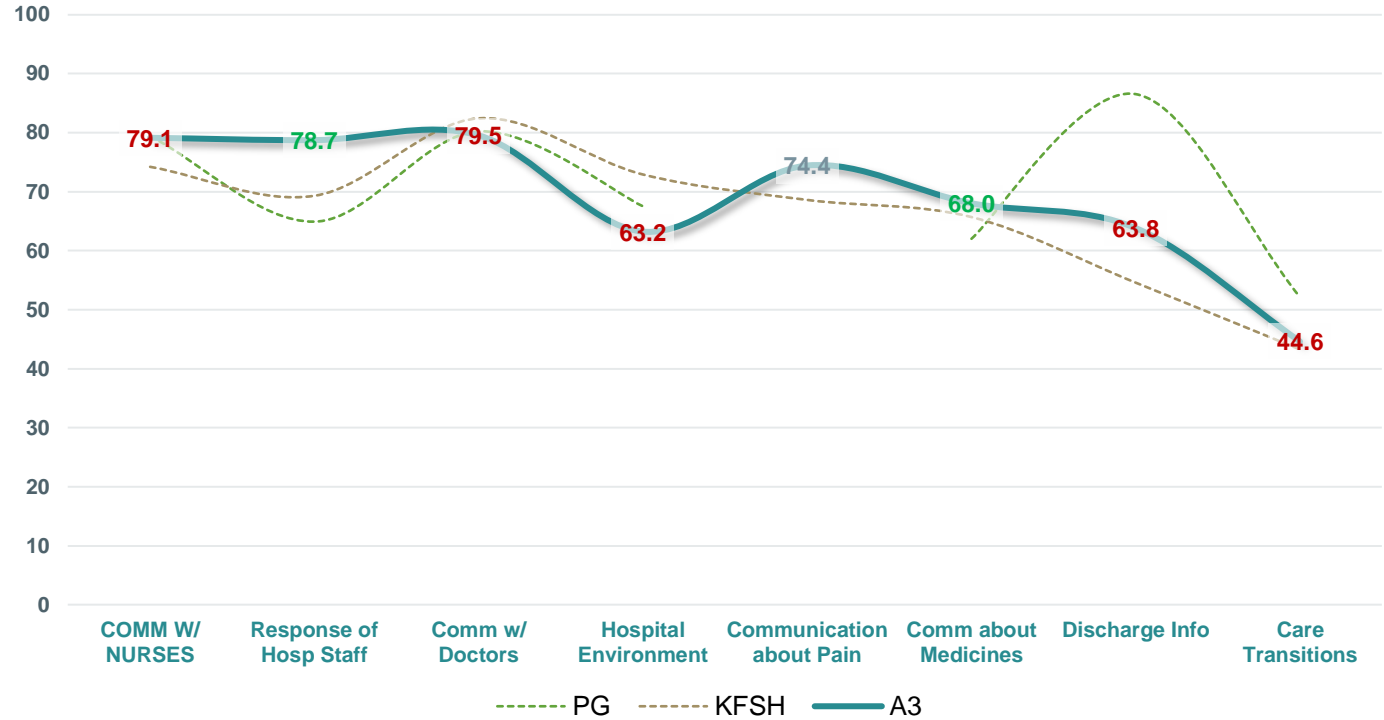
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**A3**  
Domains  
**n-Size**  
66



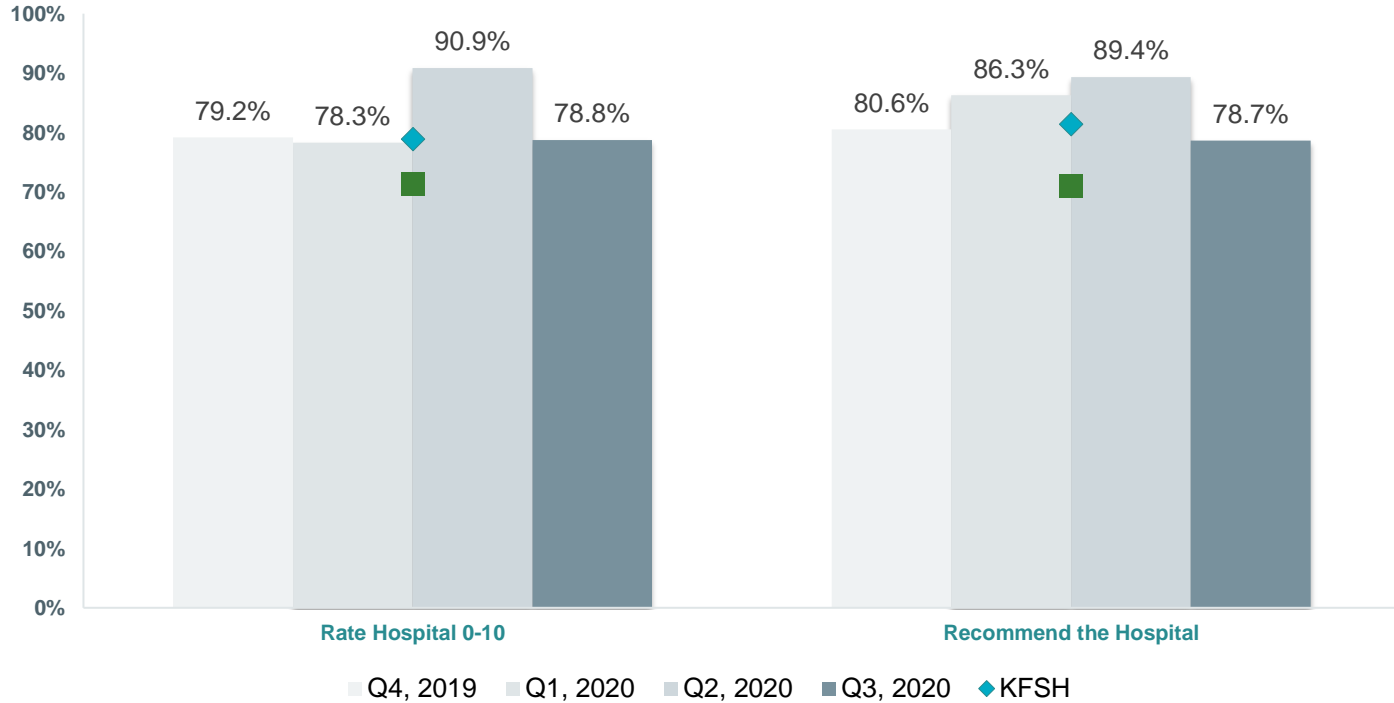
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**C1**  
Global Items

**n-Size**  
73



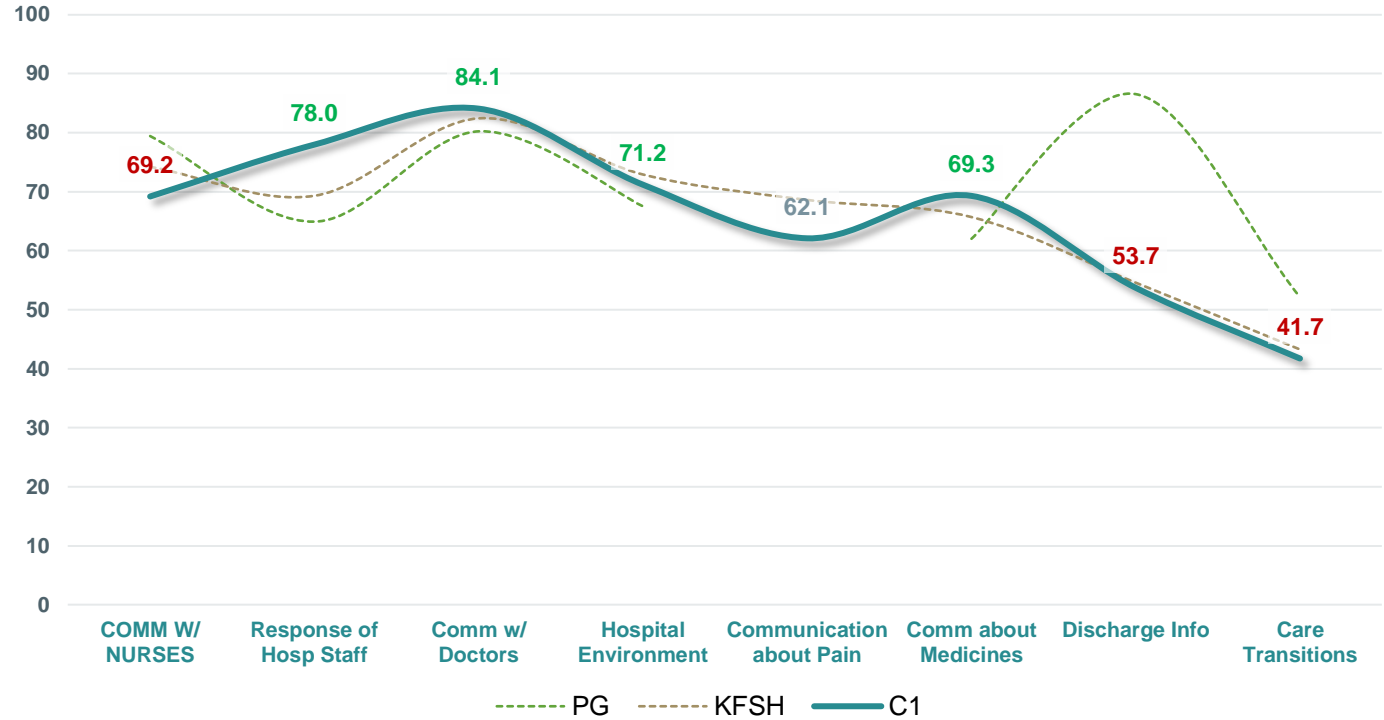
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**C1**  
Domains  
**n-Size**  
73



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

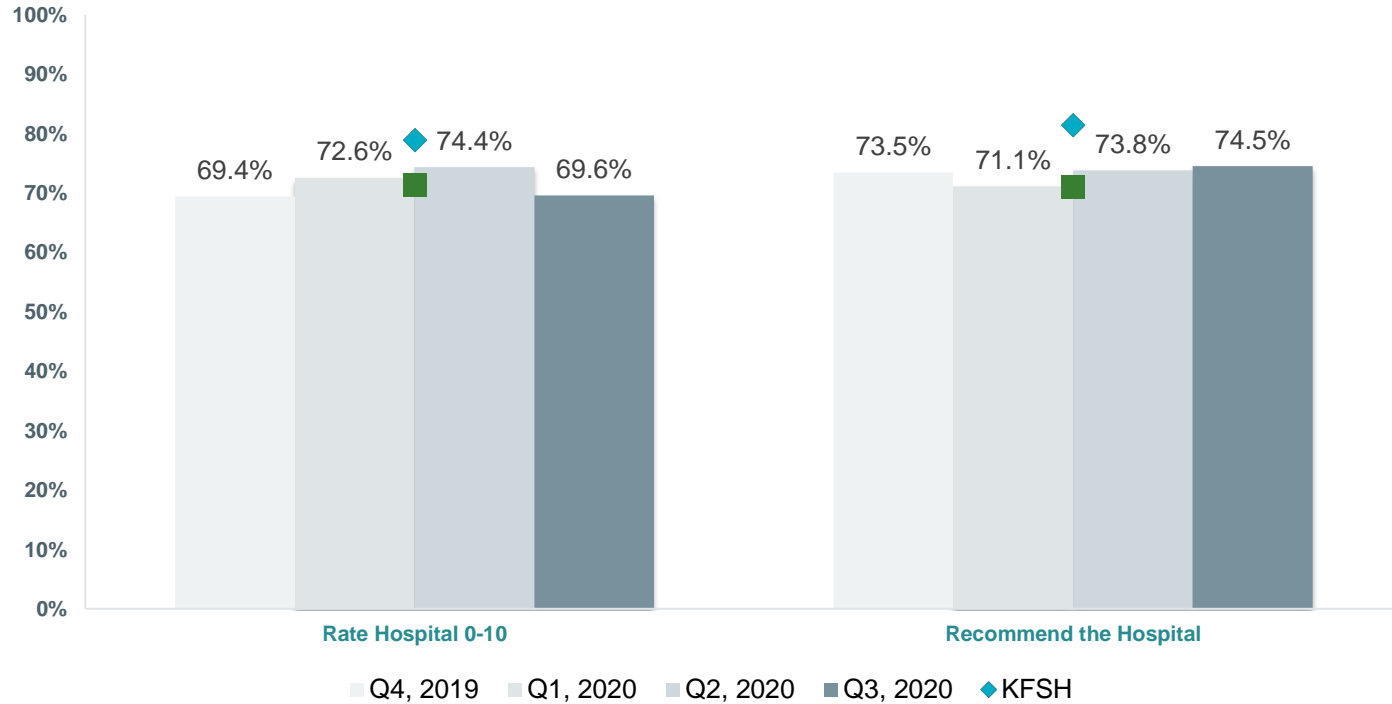


# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**A1**  
Global Items

**n-Size**  
141



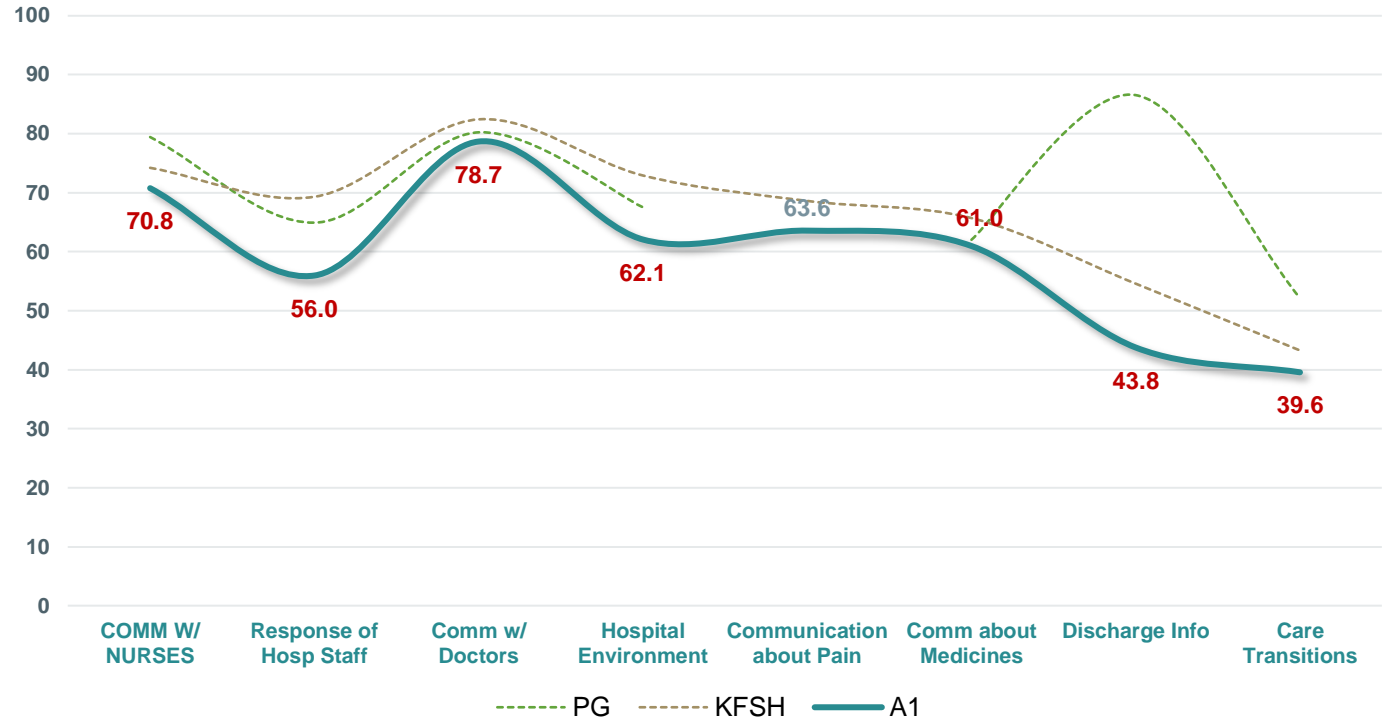
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**A1**  
Domains  
**n-Size**  
141



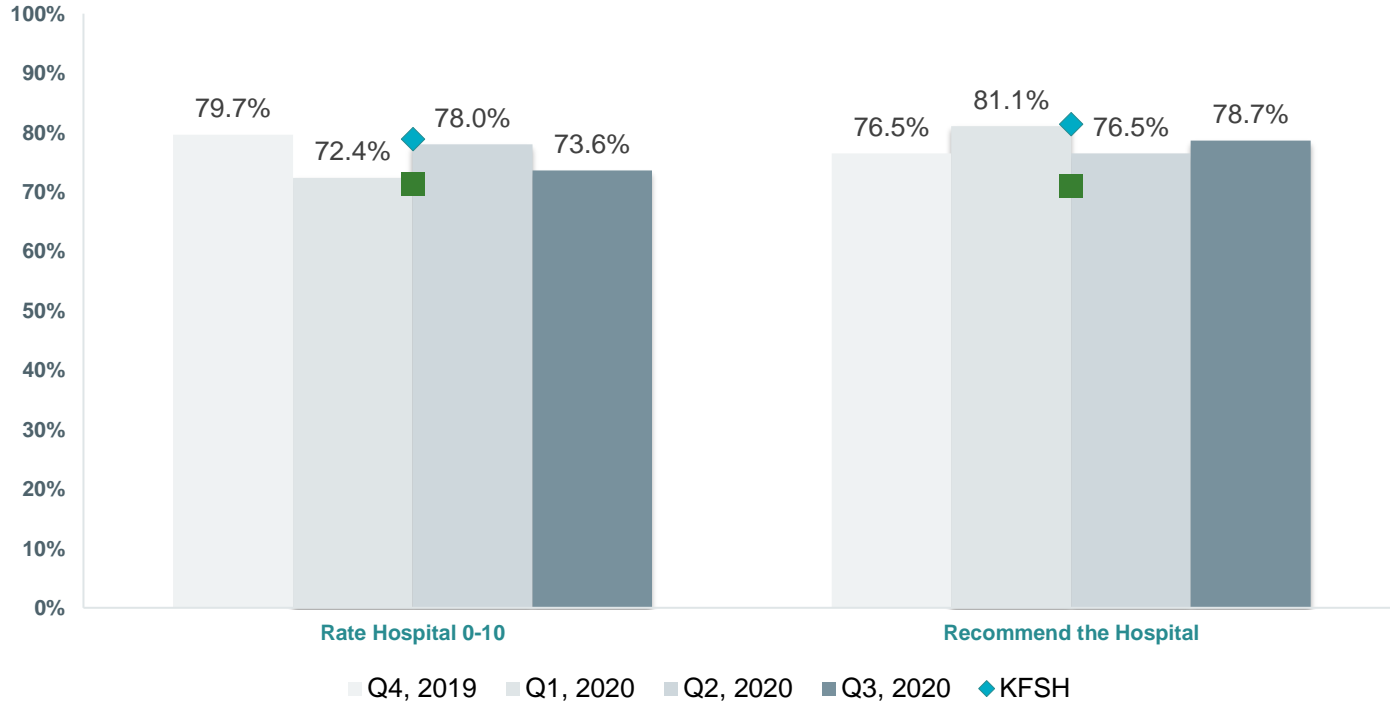
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**B2**  
Global Items

**n-Size**  
45



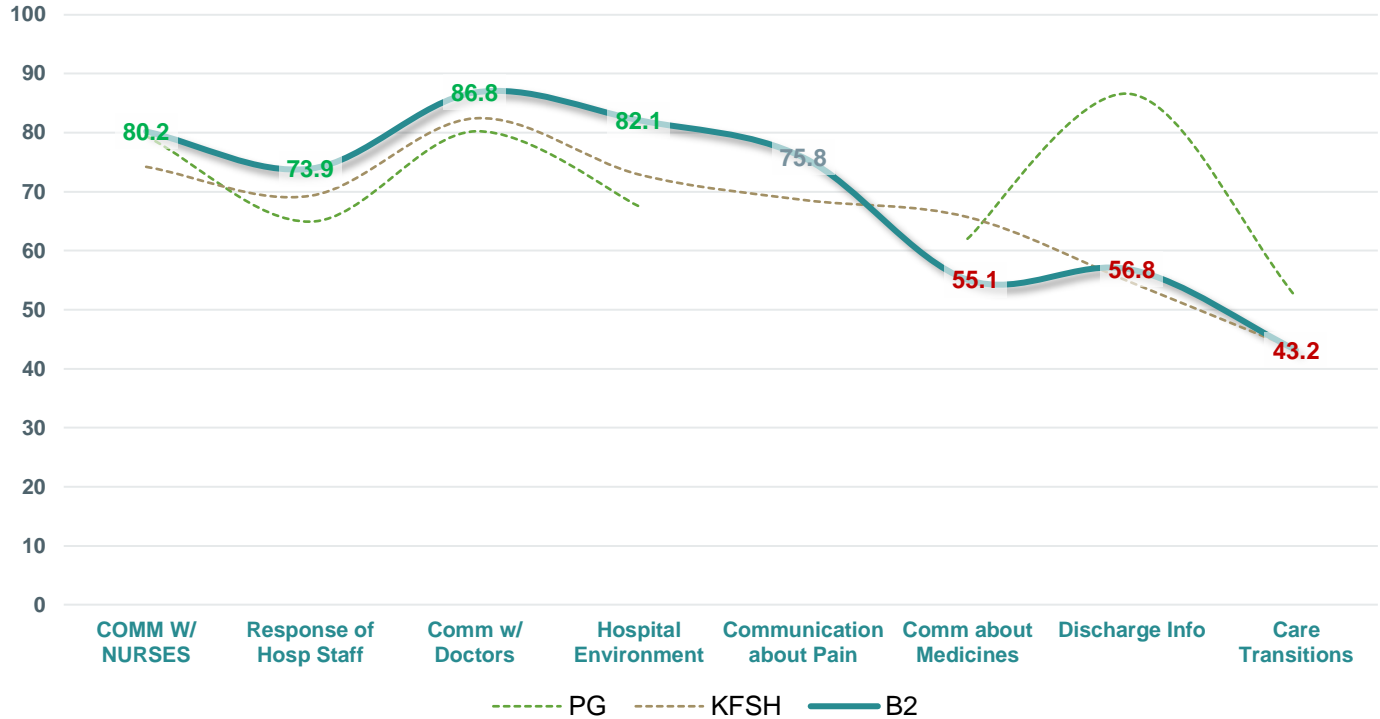
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**B2**  
Domains  
**n-Size**  
45



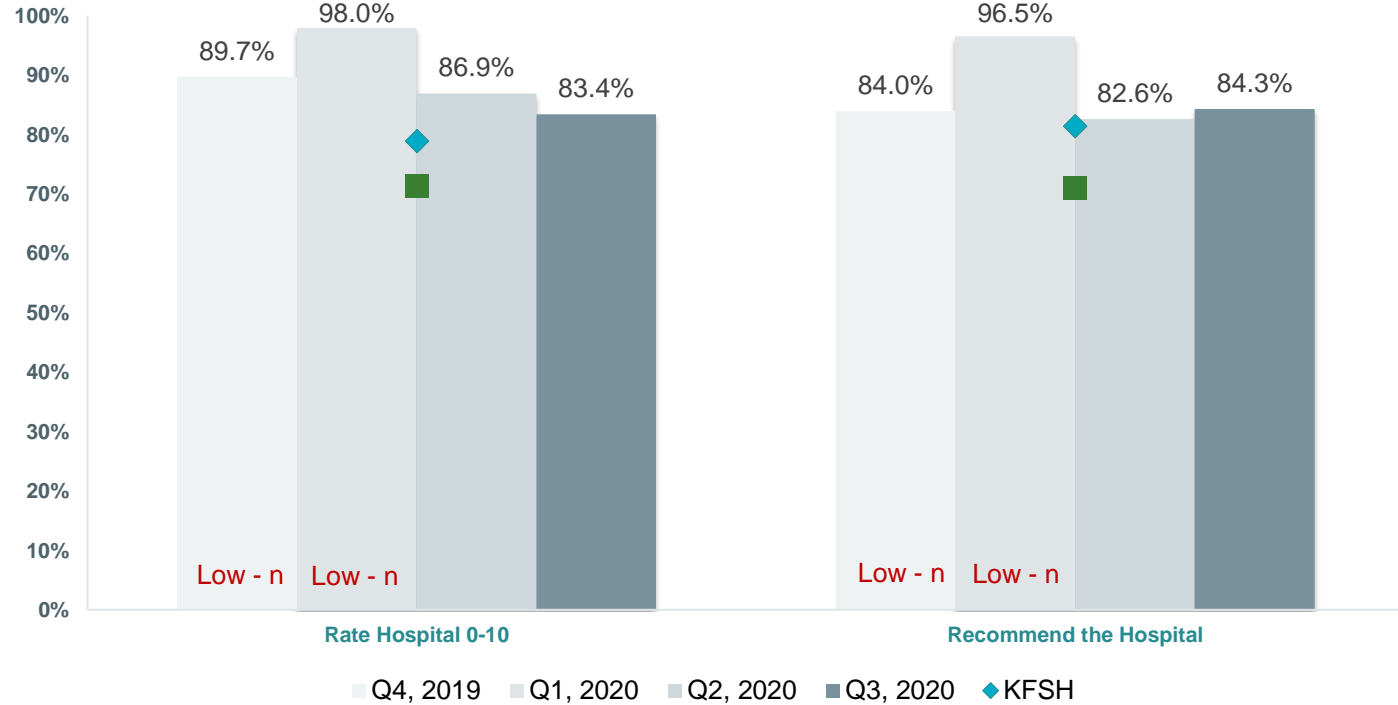
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

**L15-Hema**  
Global Items

**n-Size**  
41

Period: Jul 1st – Sep 30th, 2020



\* Top Box %

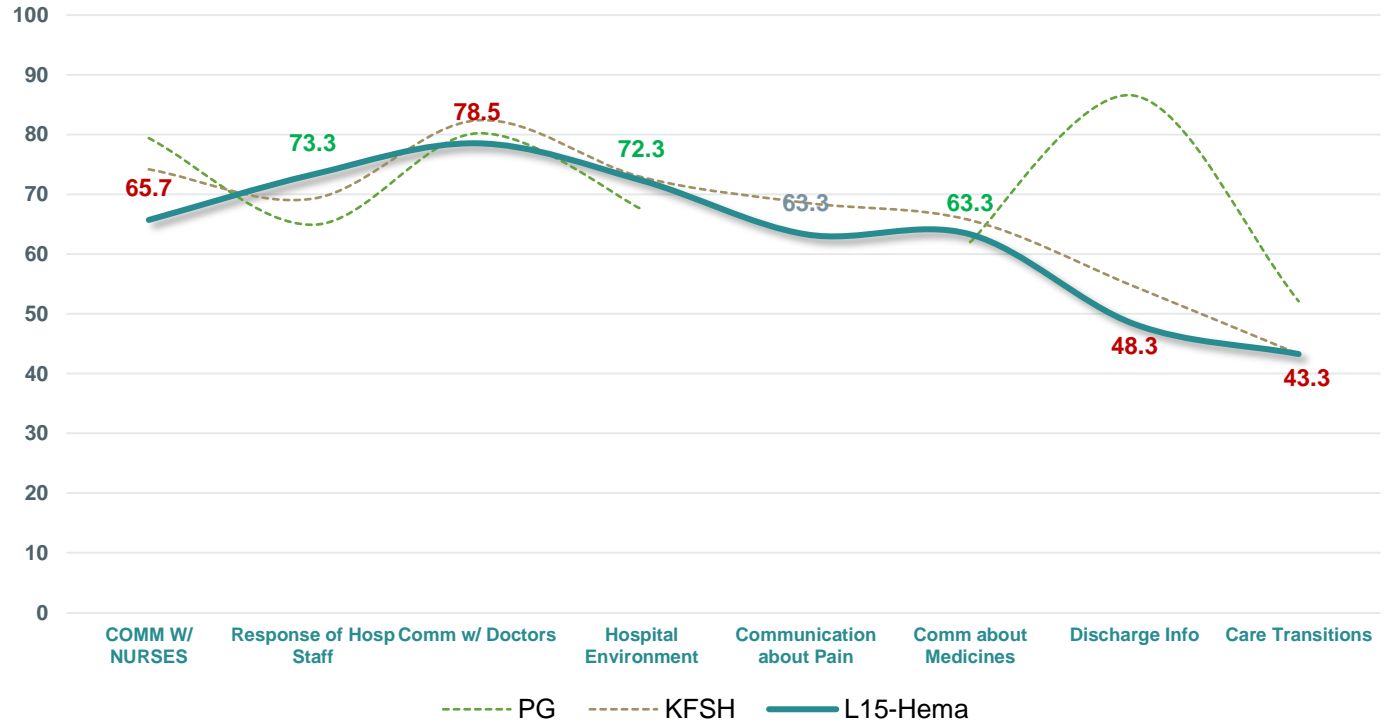
■ PG Average

# IP – Wards

## L15-Hema Domains

n-Size  
41

Period: Jul 1st – Sep 30th, 2020



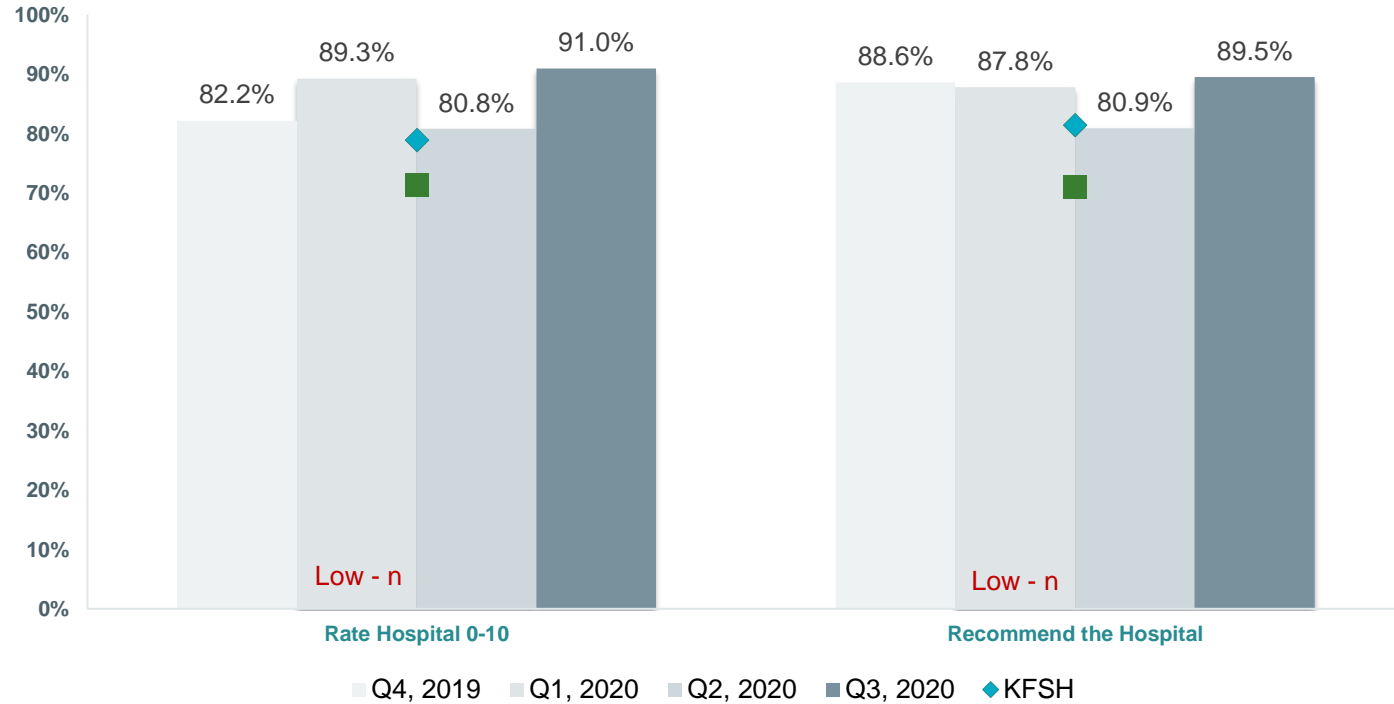
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L11-LIVR**  
Global Items

**n-Size**  
43



\* Top Box %

■ PG Average

# IP – Wards

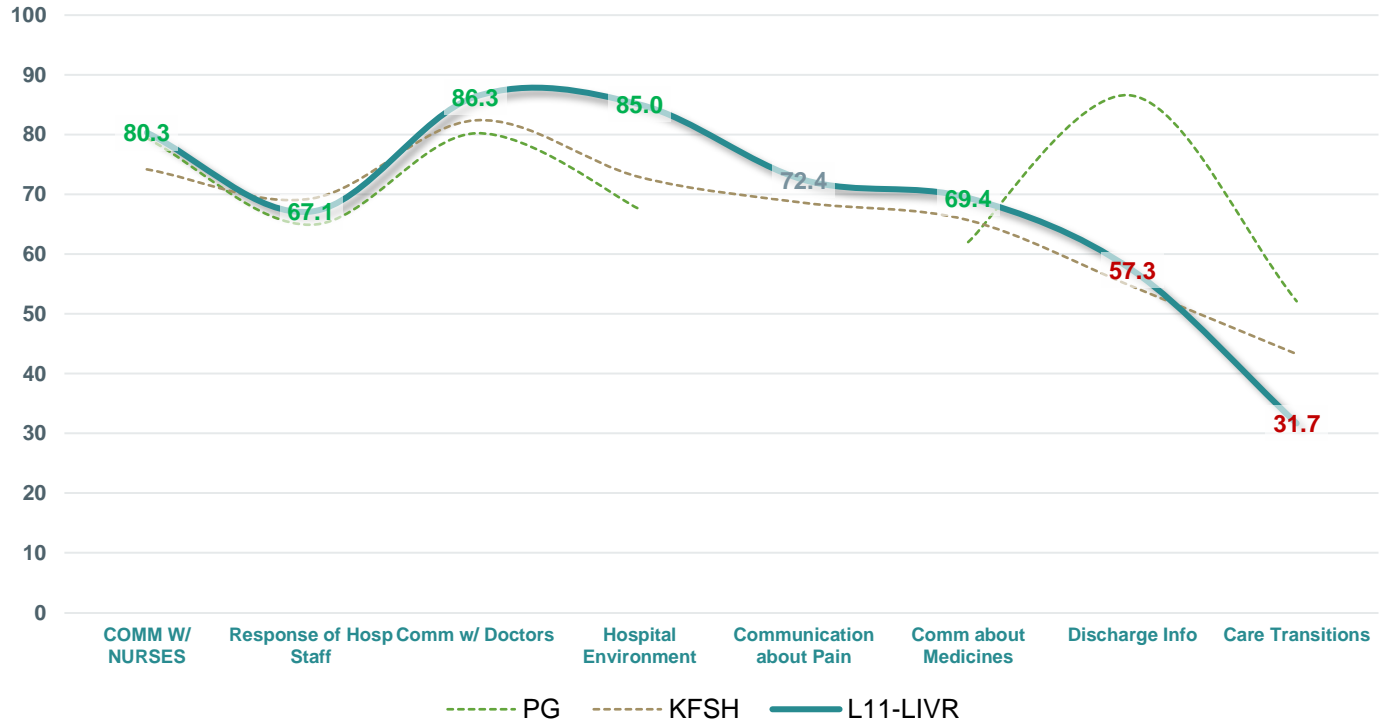
## L11-LIVR

Domains

### n-Size

43

Period: Jul 1st – Sep 30th, 2020



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

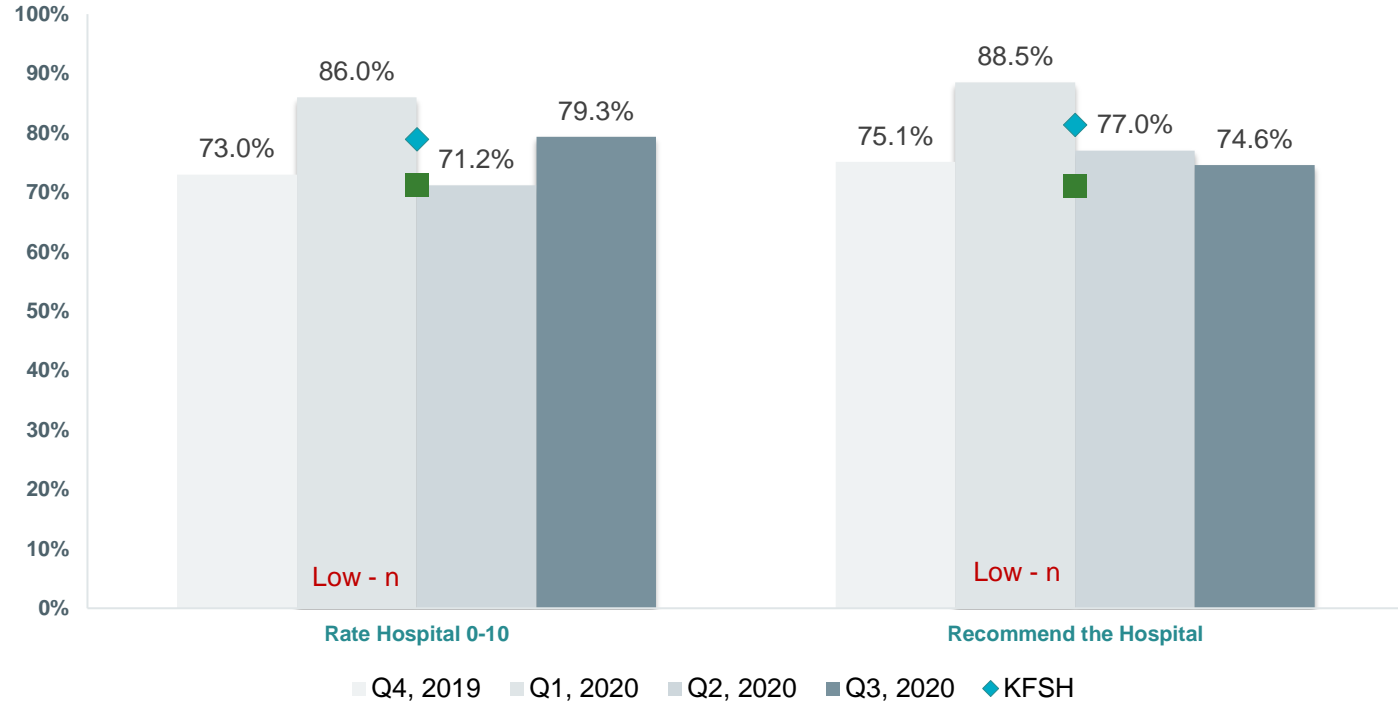


# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**CVT**  
Global Items

**n-Size**  
32



\* Top Box %

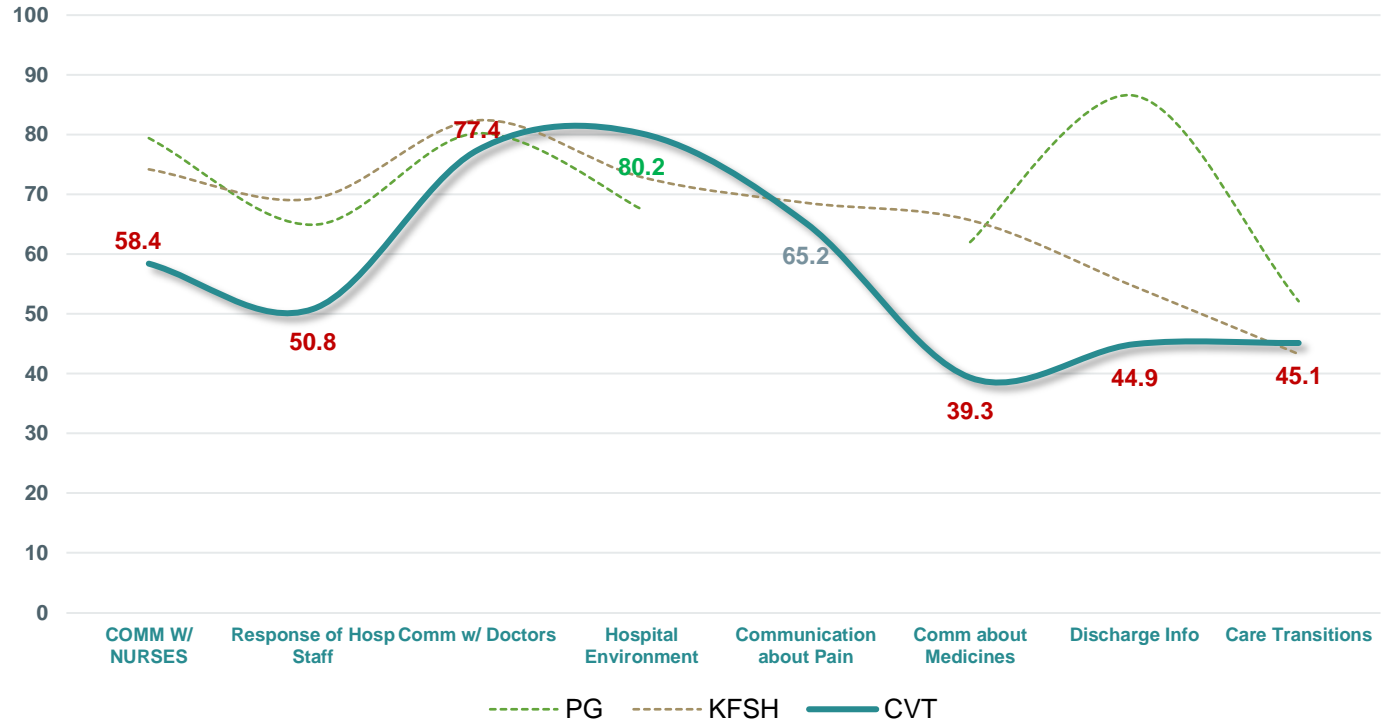
■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**CVT**  
Domains

**n-Size**  
32



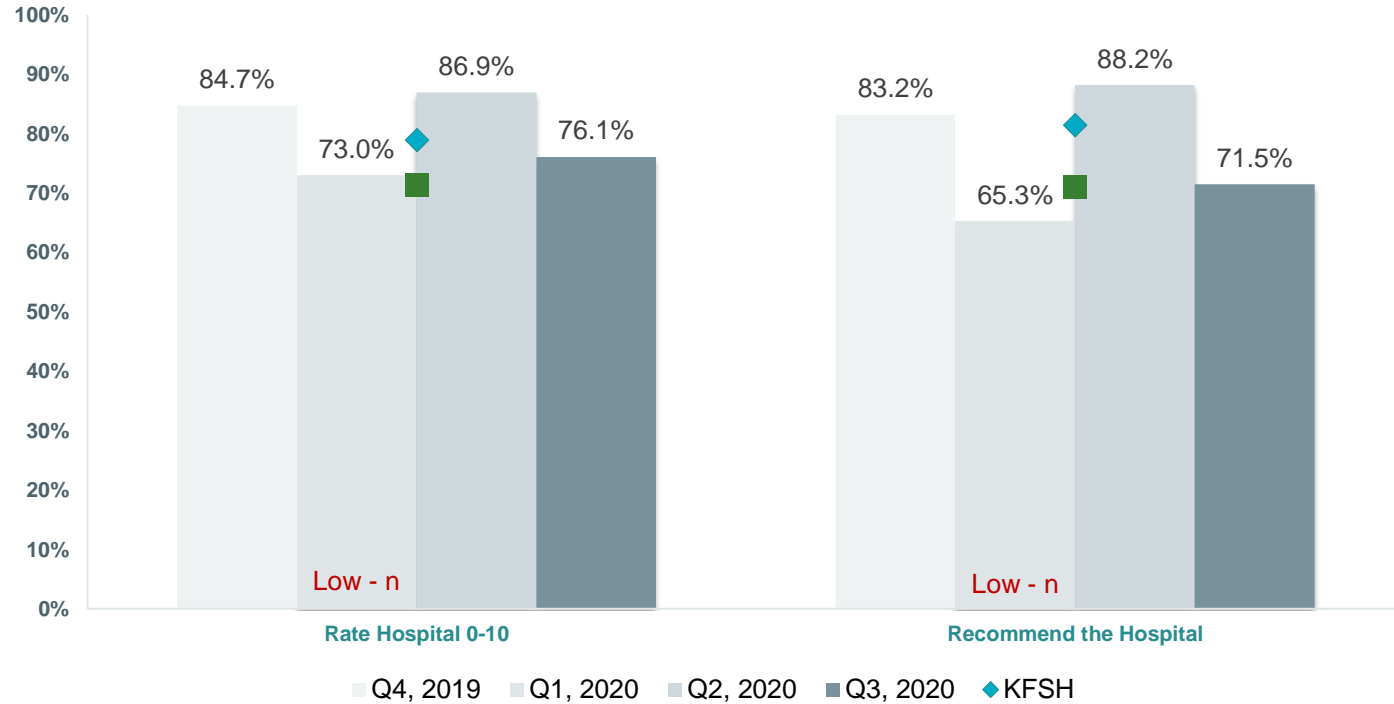
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L17-ONC**  
Global Items

**n-Size**  
32



\* Top Box %

■ PG Average

# IP – Wards

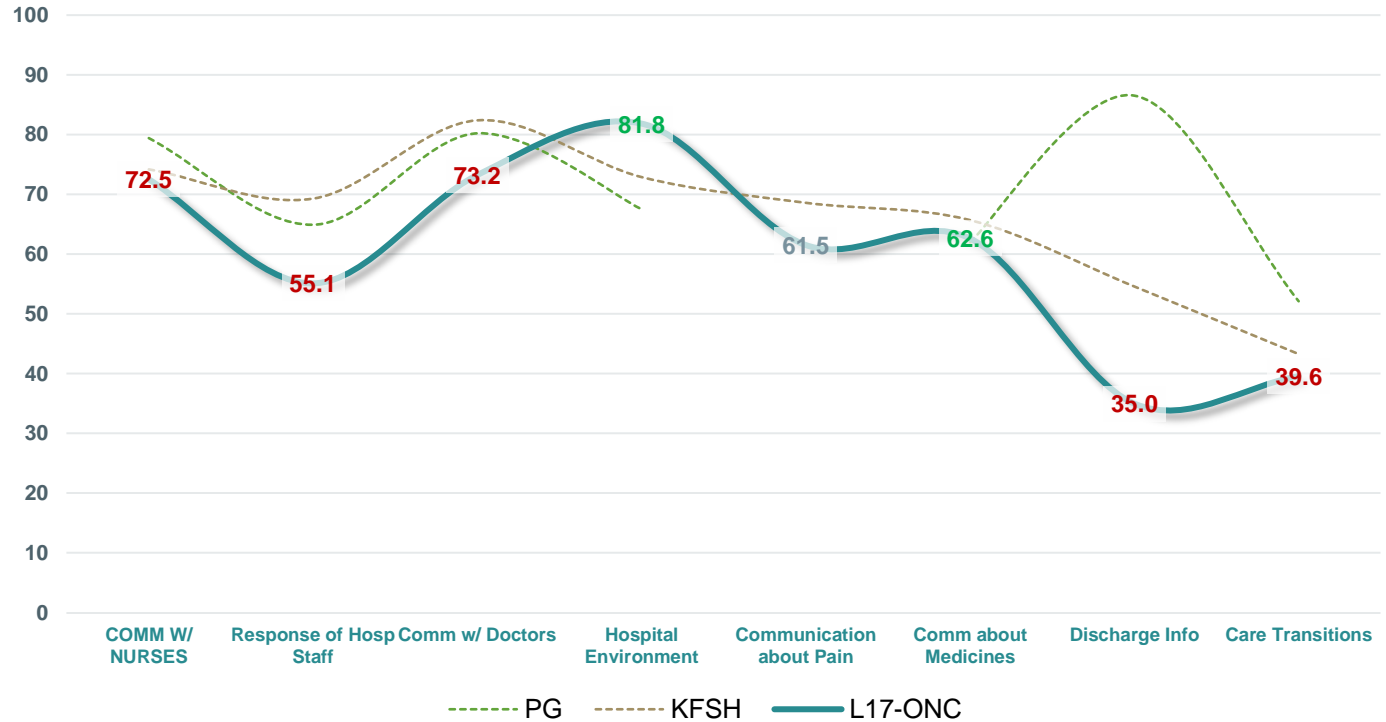
## L17-ONC

Domains

### n-Size

32

Period: Jul 1st – Sep 30th, 2020



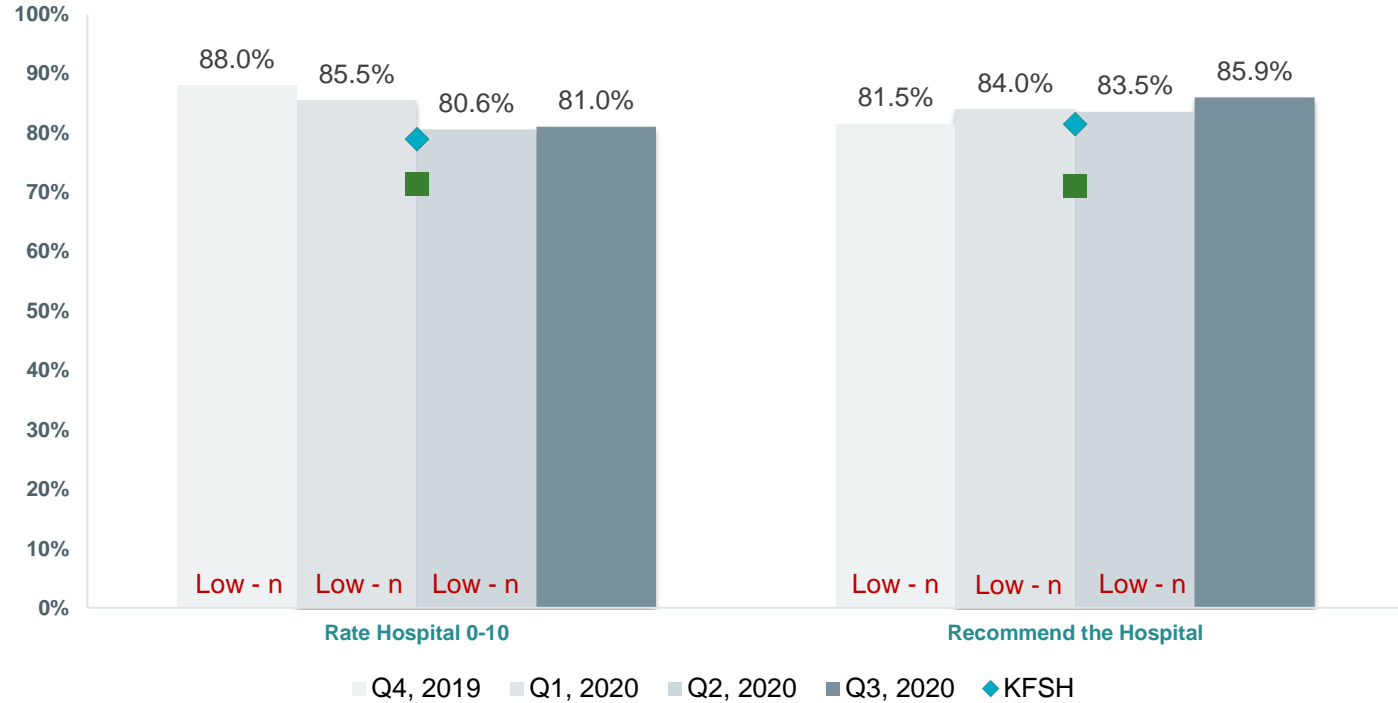
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

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

**n-Size**  
47



\* Top Box %

■ PG Average

# IP – Wards

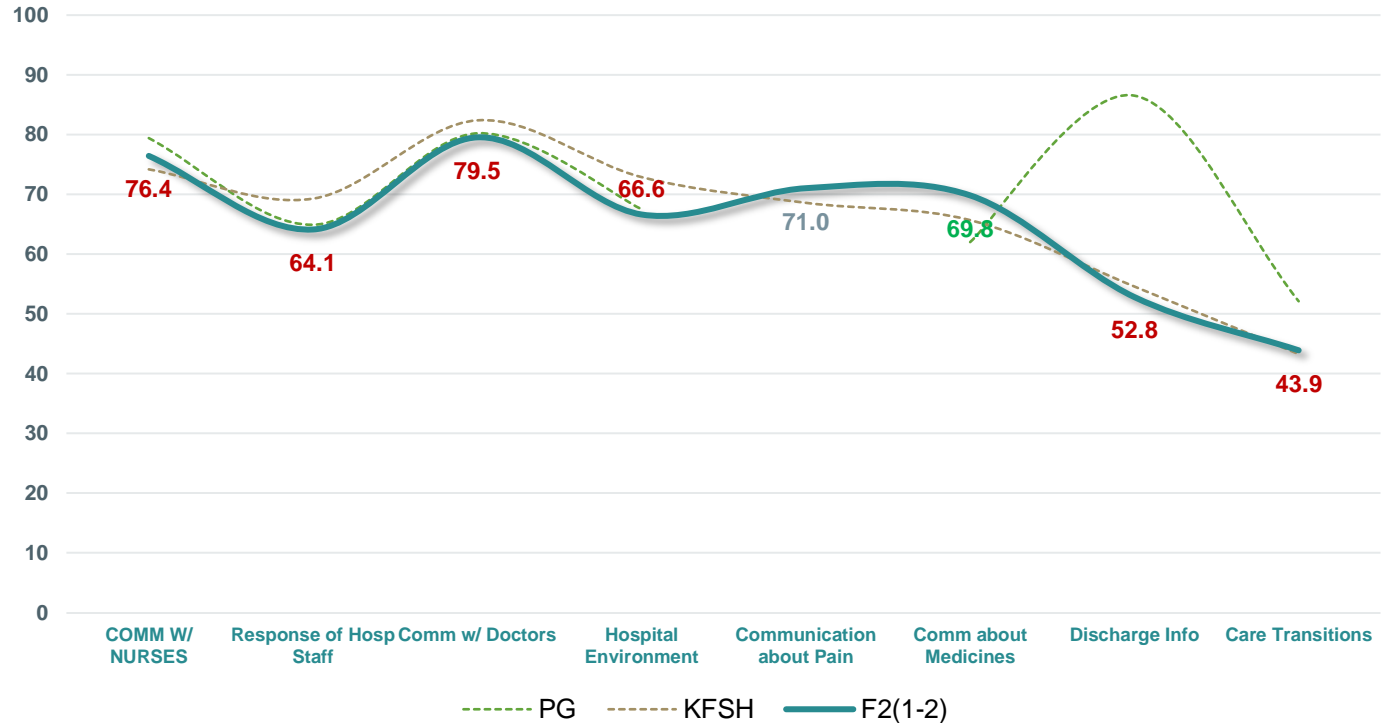
**F2(1-2)**

Domains

**n-Size**

47

Period: Jul 1st – Sep 30th, 2020



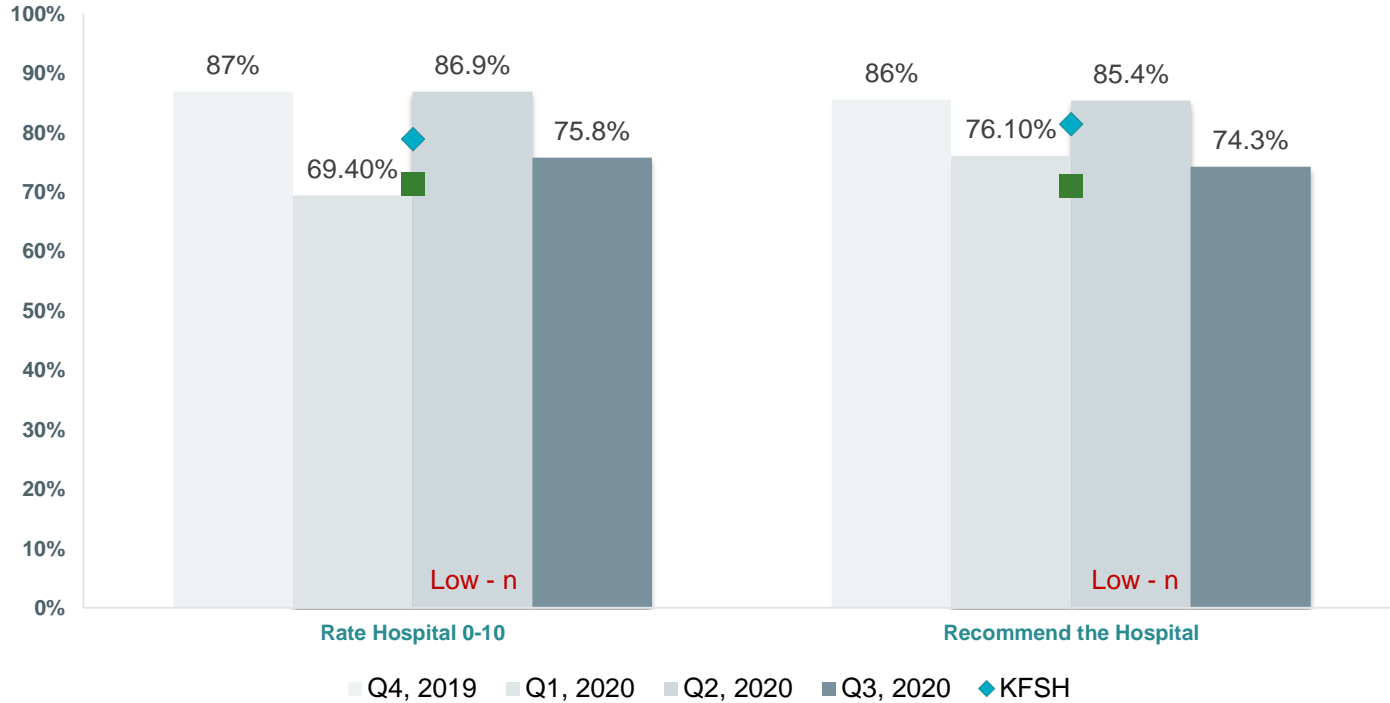
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**F3**  
Global Items

**n-Size**  
36



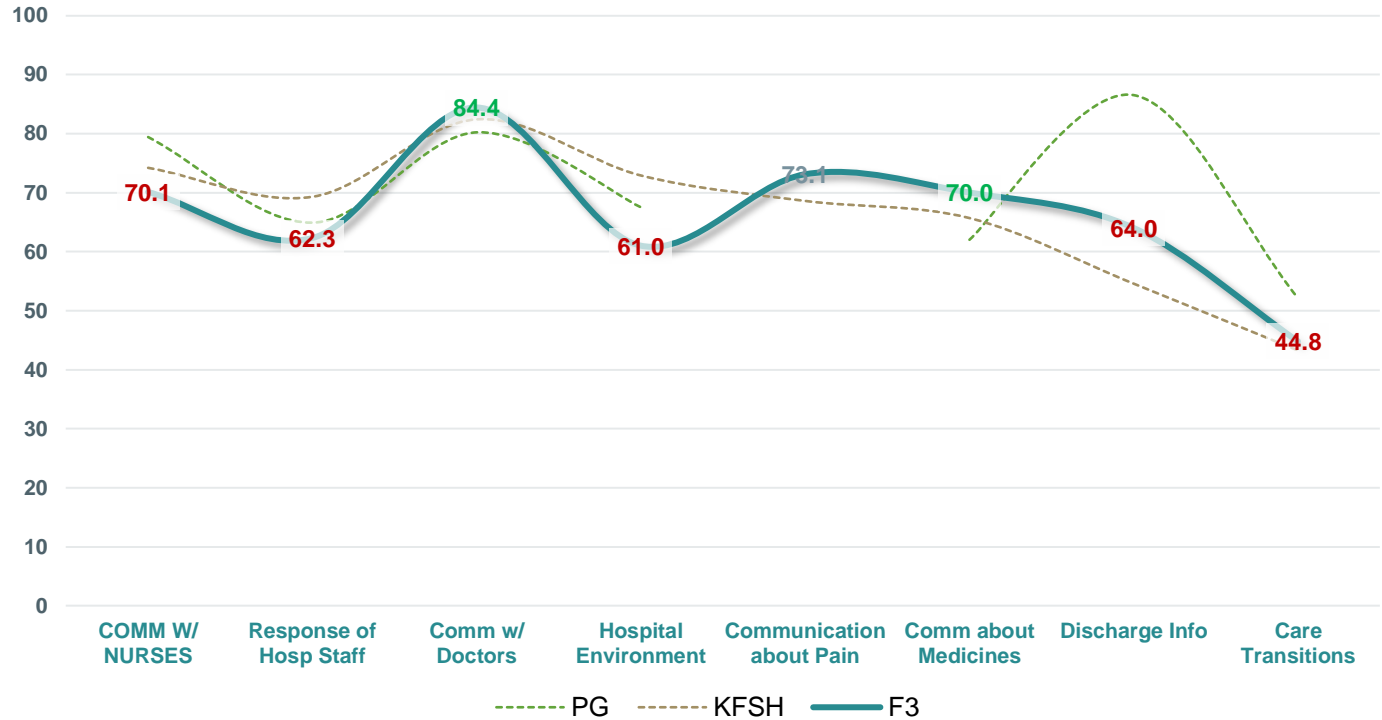
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**F3**  
Domains  
**n-Size**  
36



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

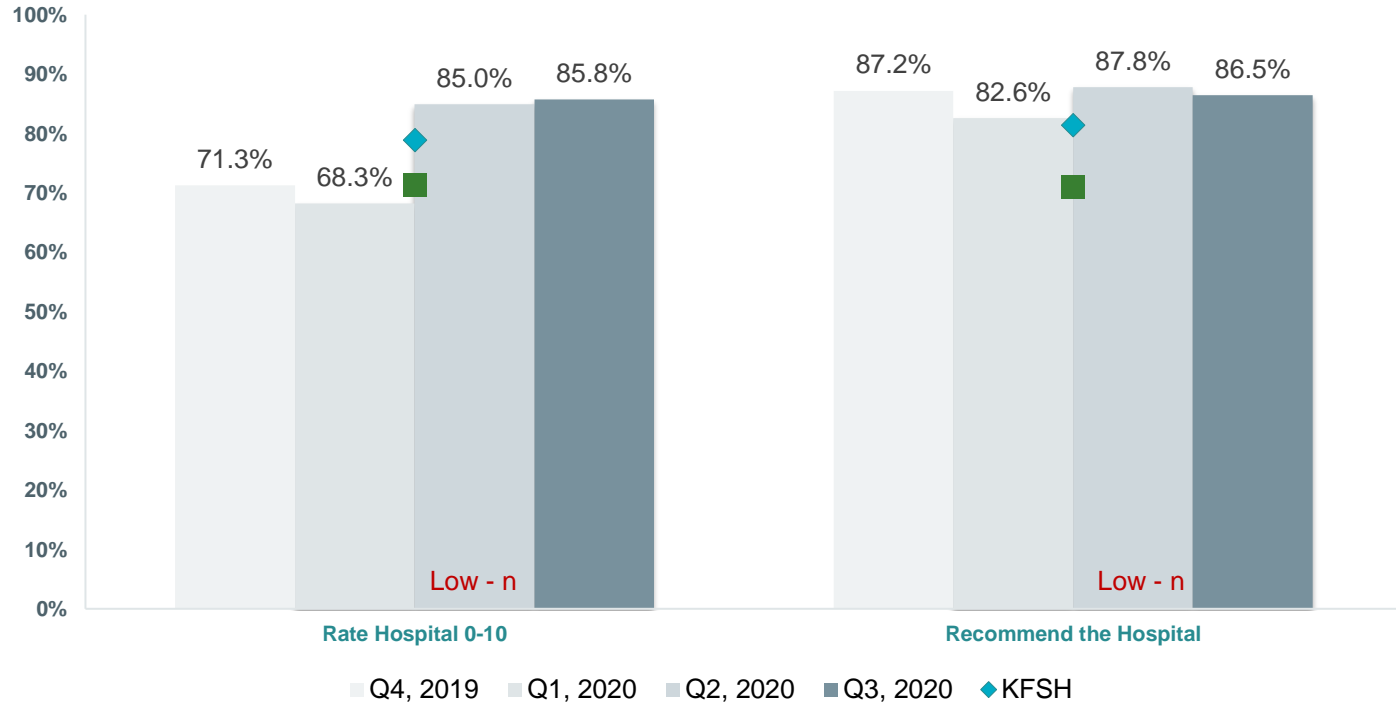


# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**F1**  
Global Items

**n-Size**  
49



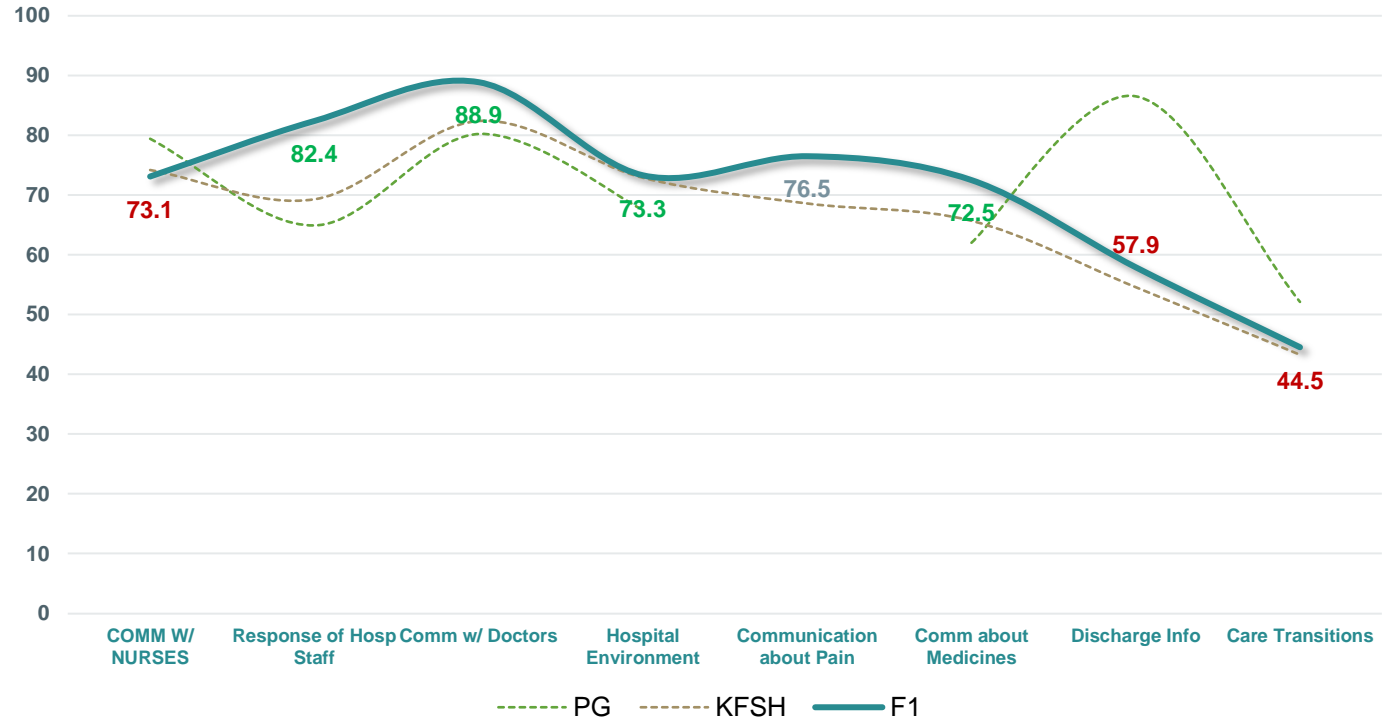
\* Top Box %

■ PG Average

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**F1**  
Domains  
**n-Size**  
49



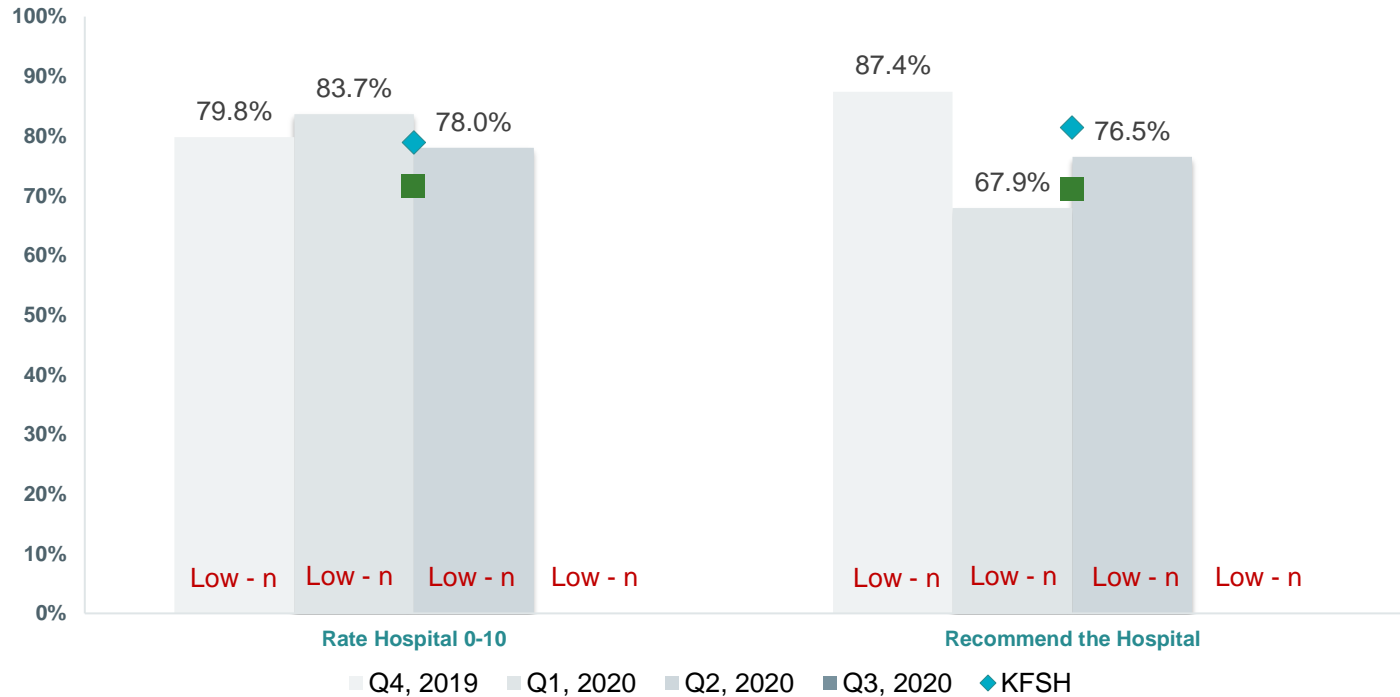
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**NVSDU**  
Global Items

**n-Size**  
0\*



■ PG Average

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

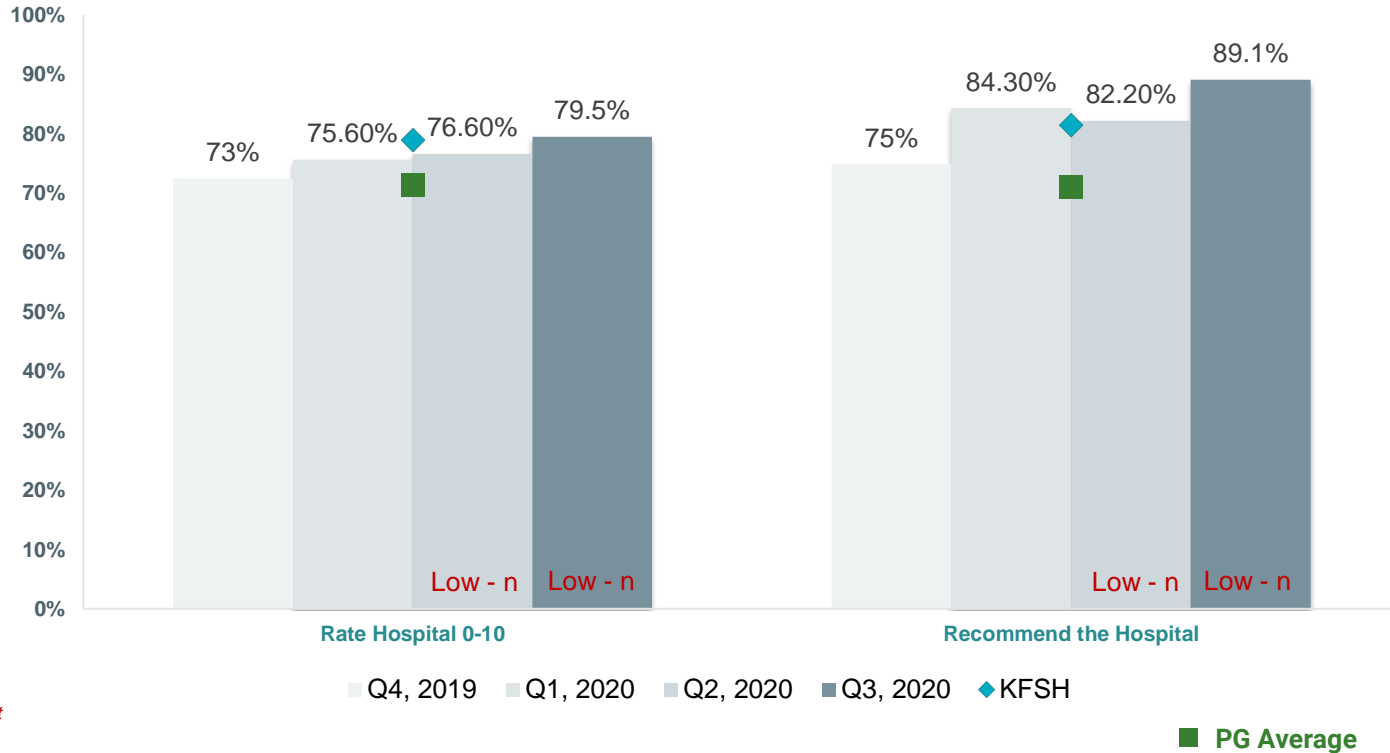
\* Top Box %

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**EMS-L2**  
Global Items

**n-Size**  
**27\***



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

\* Top Box %

# IP – Wards

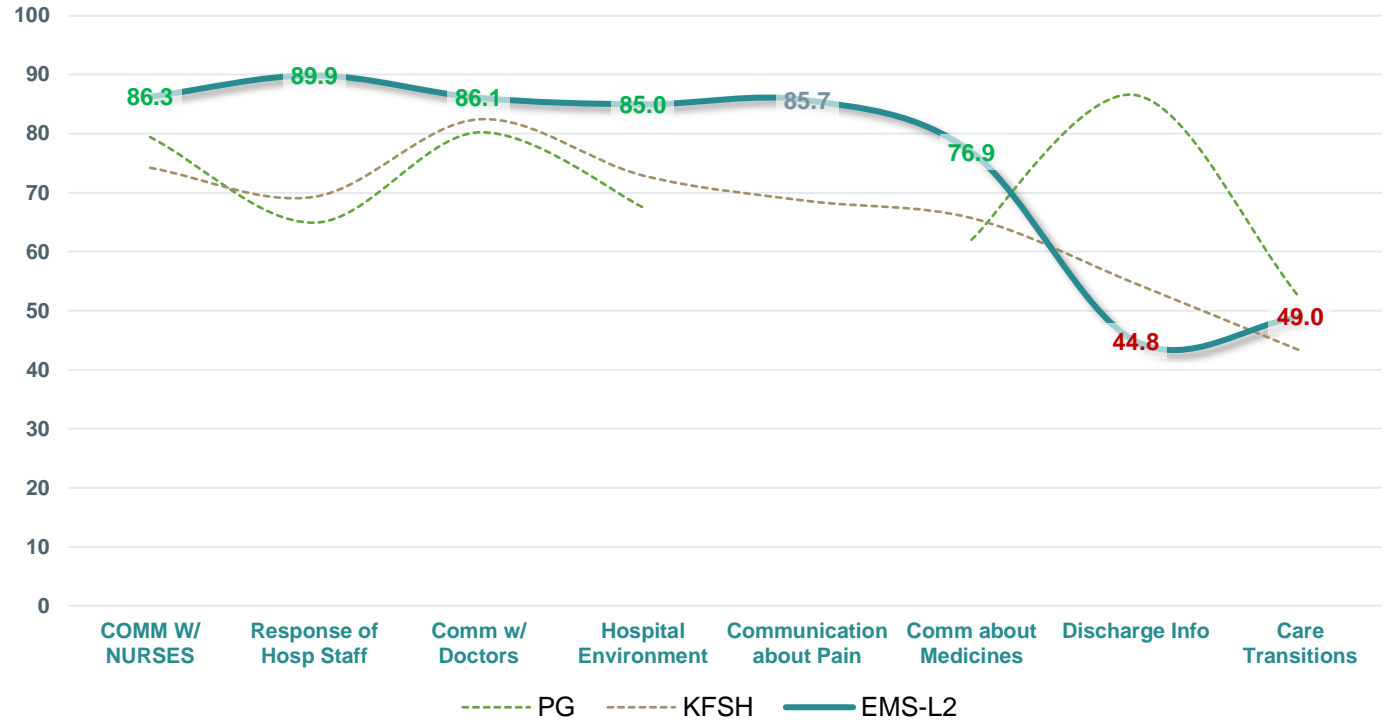
Period: Jul 1st – Sep 30th, 2020

## EMS-L2

Domains

n-Size

27\*



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

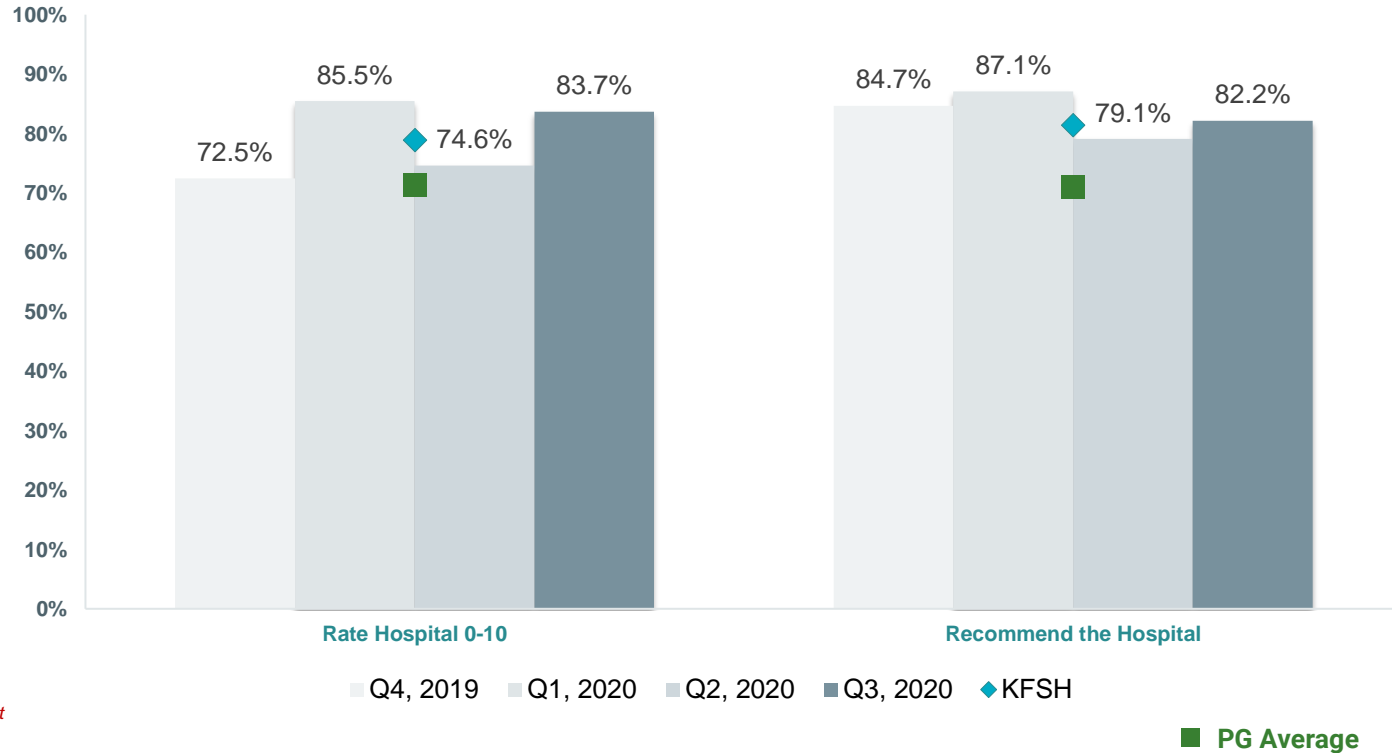
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**C3**  
Global Items

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



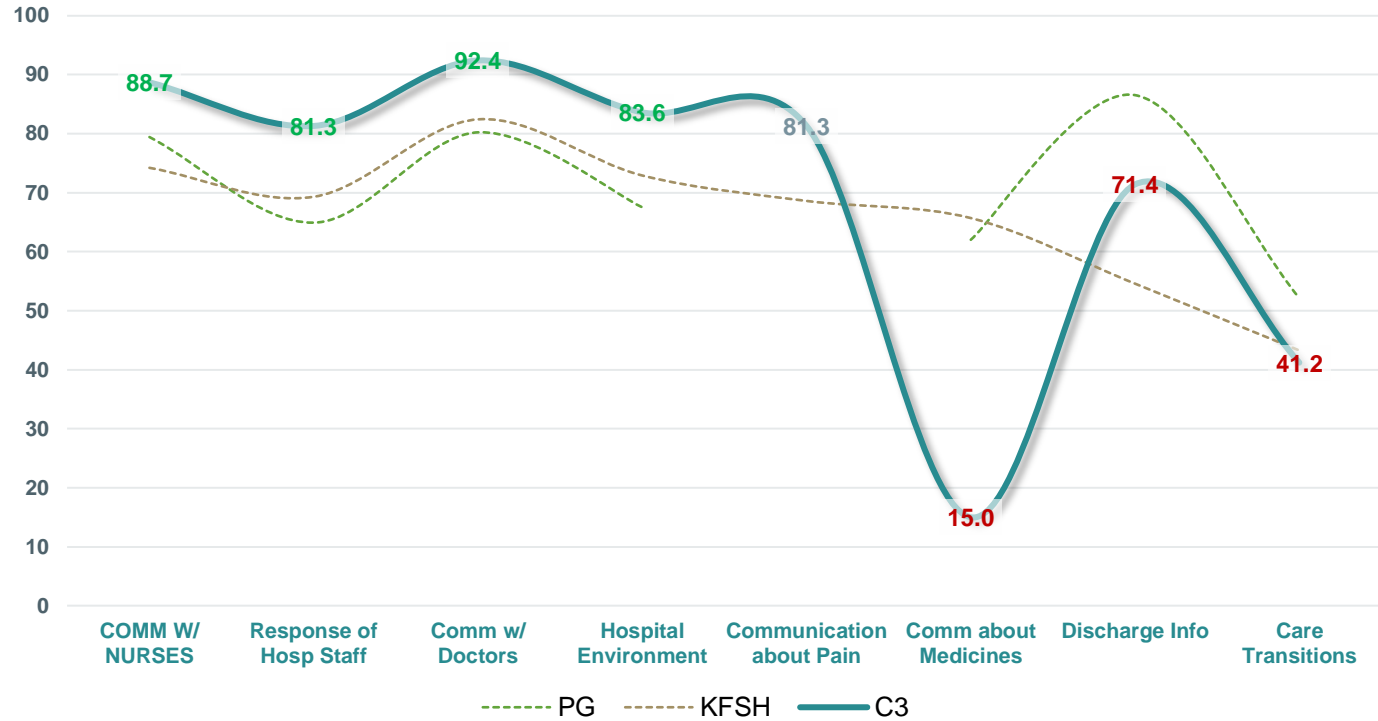
\* Sample size of less than 30 is not statistically significant

\* Top Box %

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**C3**  
Domains  
**n-Size**  
**14\***

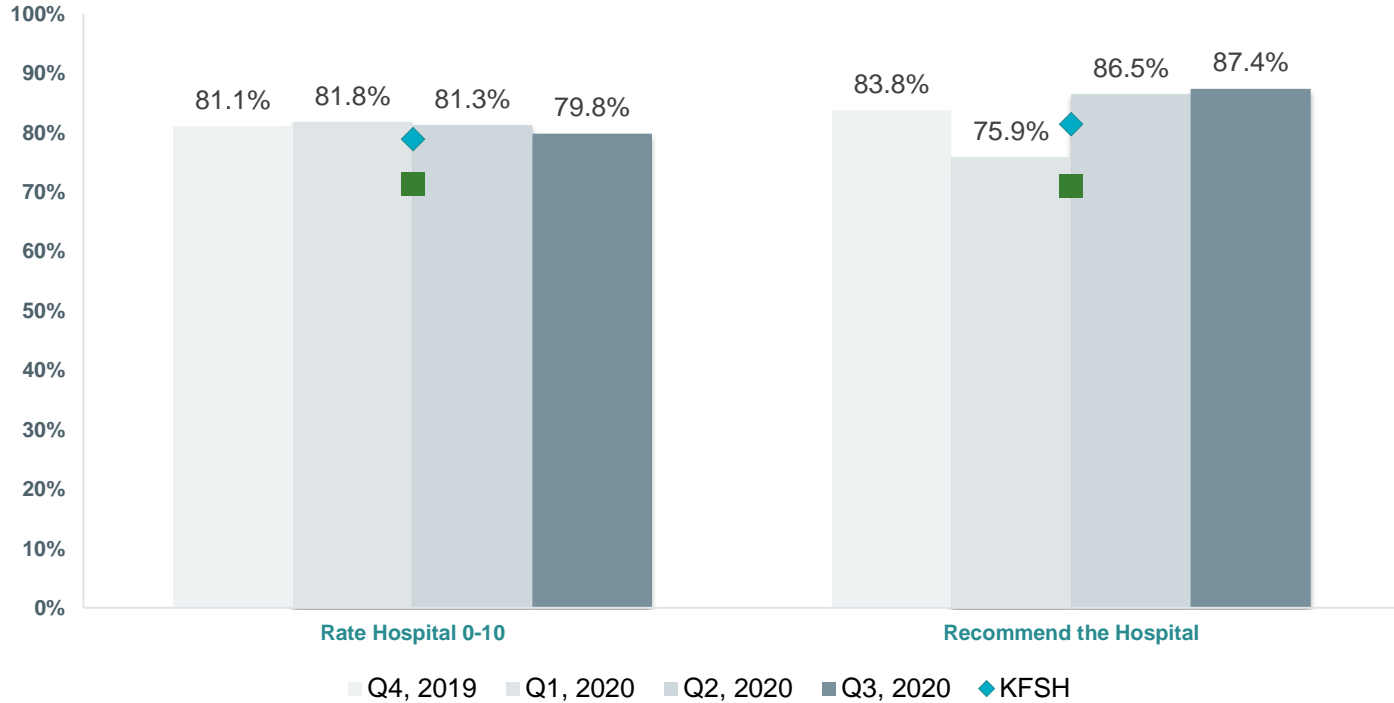


\* Sample size of less than 30 is not statistically significant

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

# IP – Wards

Period: Jul 1st – Sep 30th, 2020



**C2**  
Global Items

**n-Size**  
22\*

■ PG Average

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

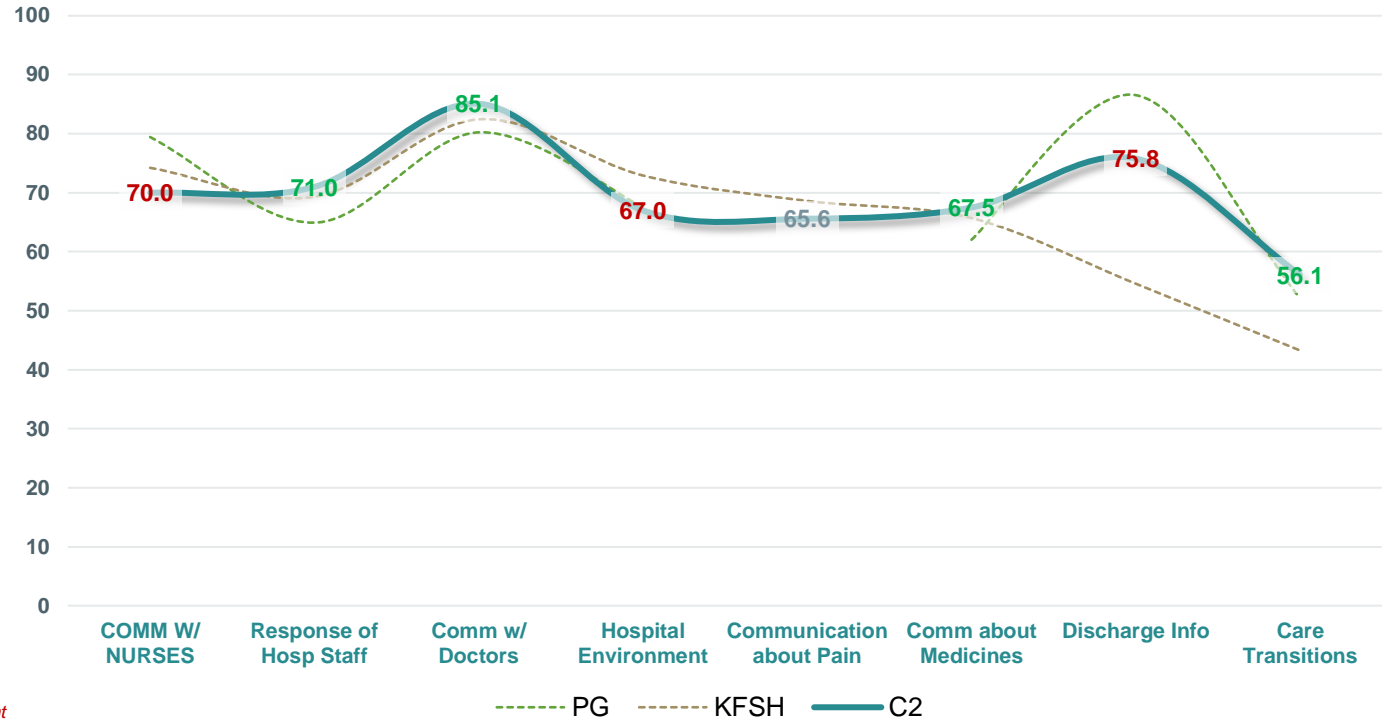
\* Top Box %



# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**C2**  
Domains  
**n-Size**  
22\*



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

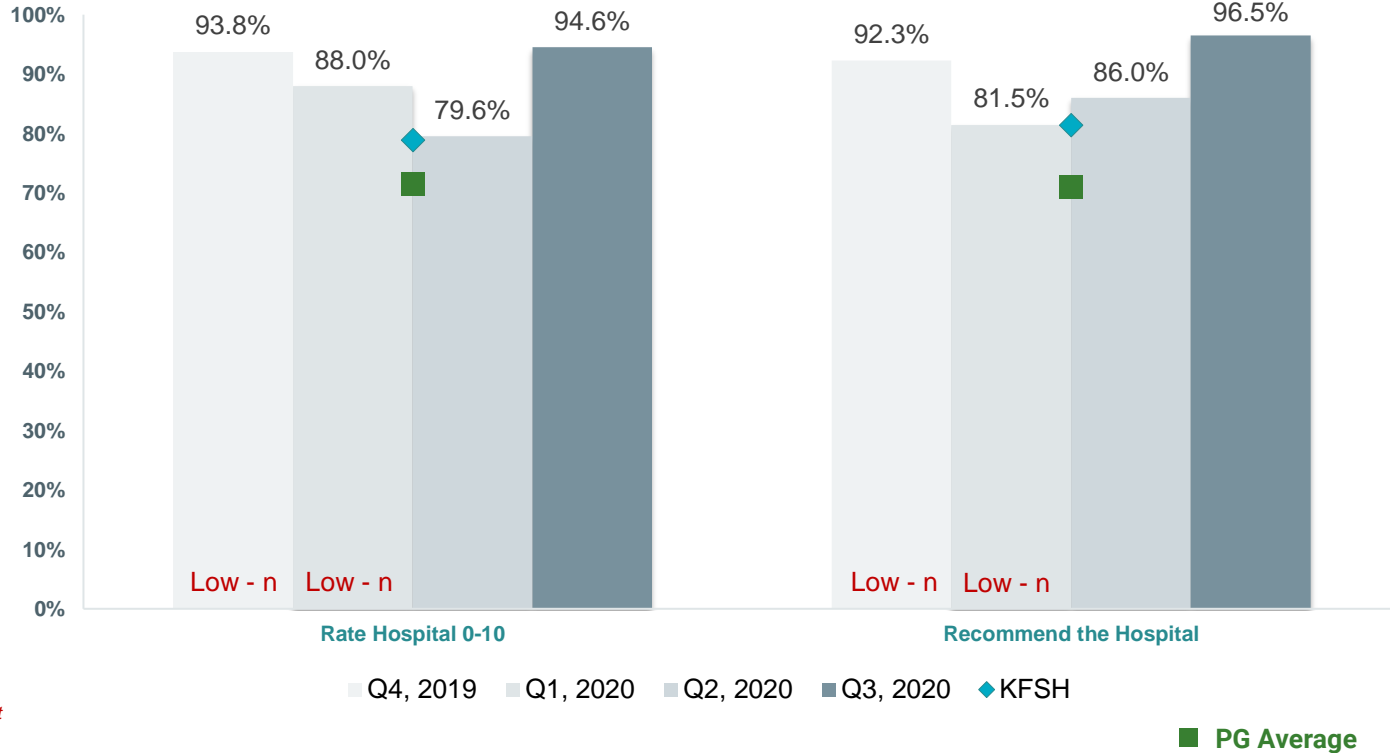
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L19-BMT**  
Global Items

**n-Size**  
29\*



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

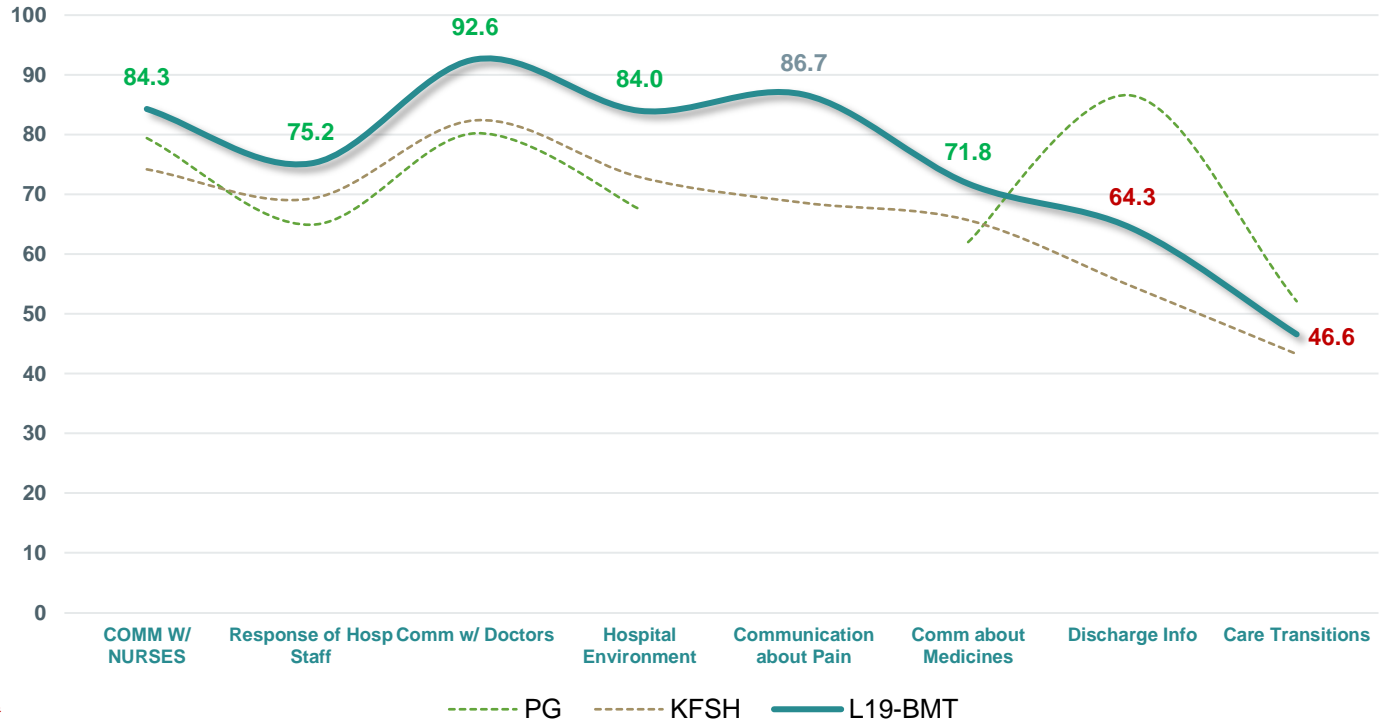
\* Top Box %

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L19-BMT**  
Domains

**n-Size**  
29\*



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

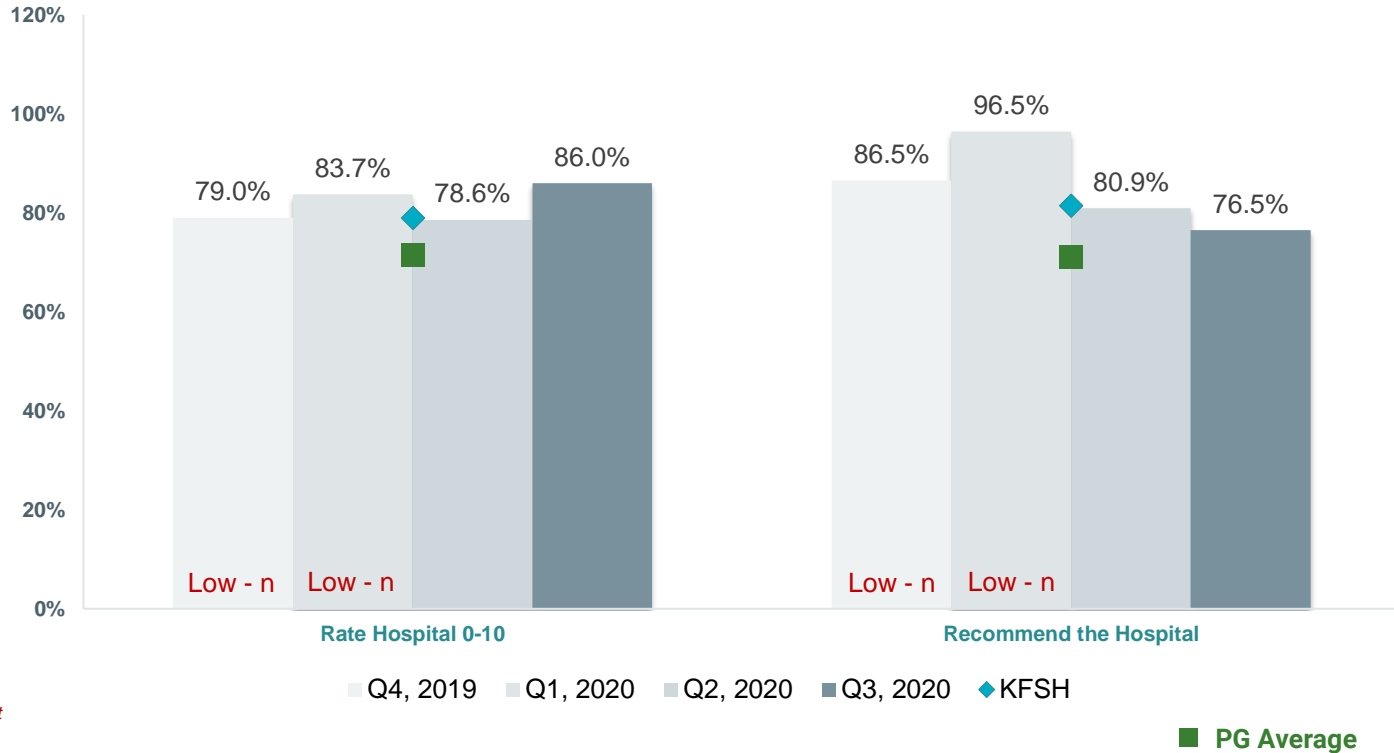
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L18-ONC**  
Global Items

**n-Size**  
25\*



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

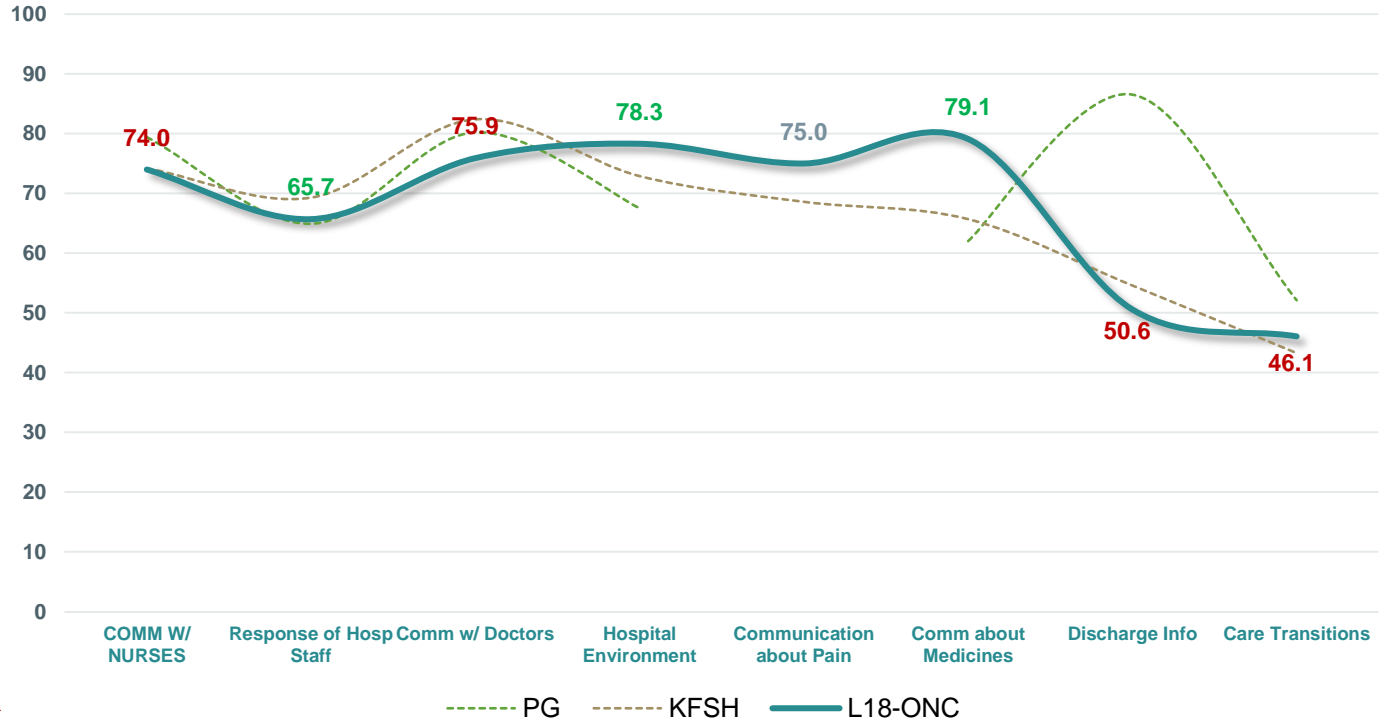
\* Top Box %

# IP – Wards

Period: Jul 1st – Sep 30th, 2020

**L18-ONC**  
Domains

**n-Size**  
25\*



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

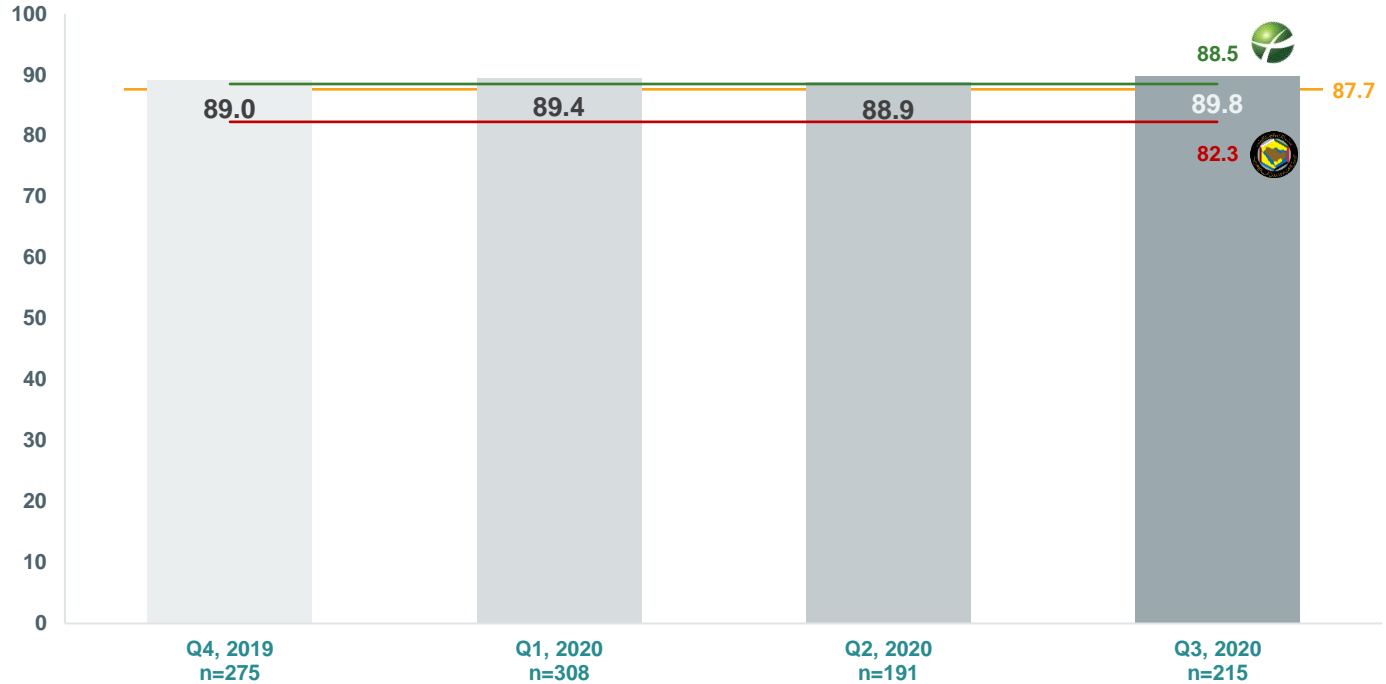
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.



Inpatient  
Pediatrics

# IPP – Overall Rating

Overall Rating Trend [ Q4, 2019 – Q3, 2020 ]



■ 2020 Target [87.7]



GCC Average [82.3]



PG Average [88.5]

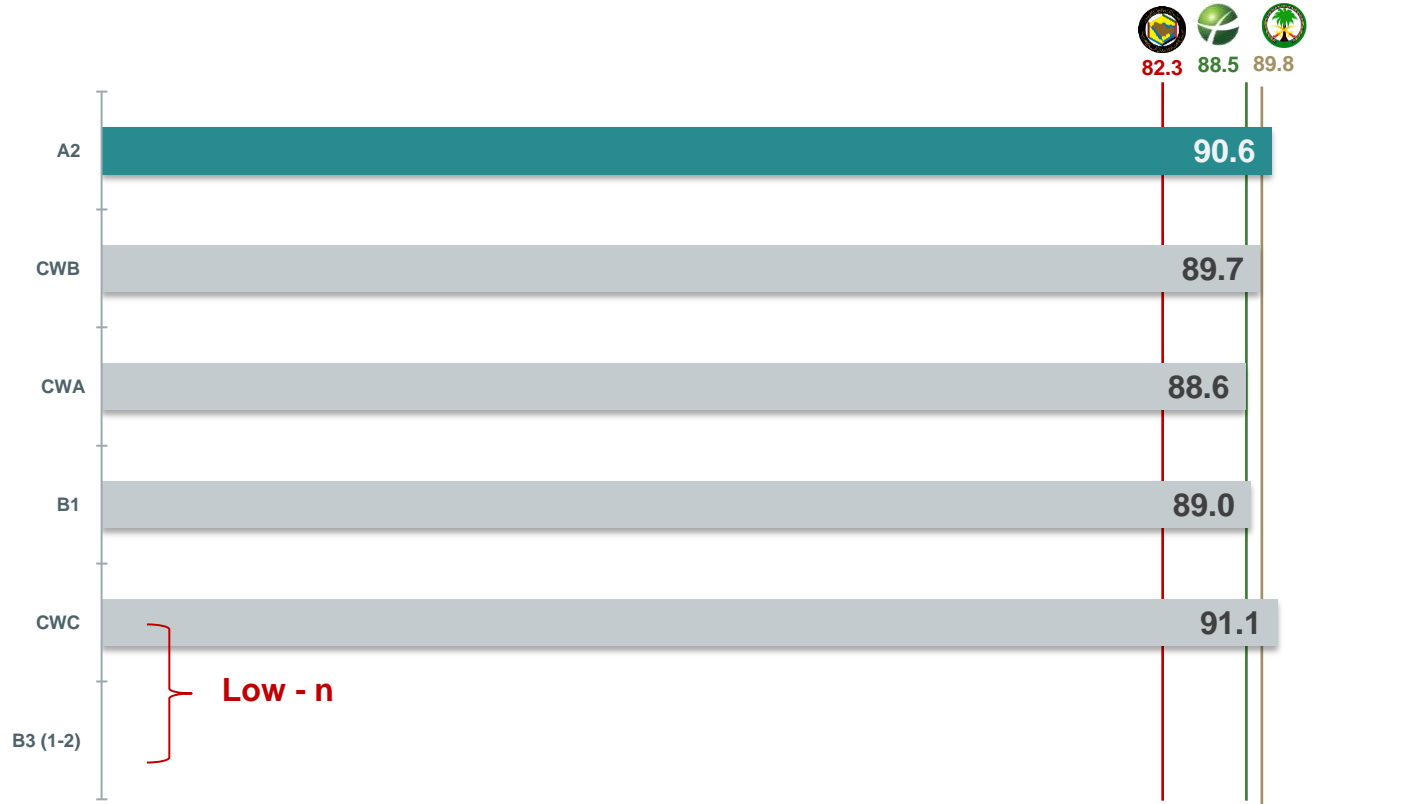
# IPP – Survey Domains





# IPP – Overall Rating

## Overall Rating Wards



# IPP – Wards

## A2

Overall Rating

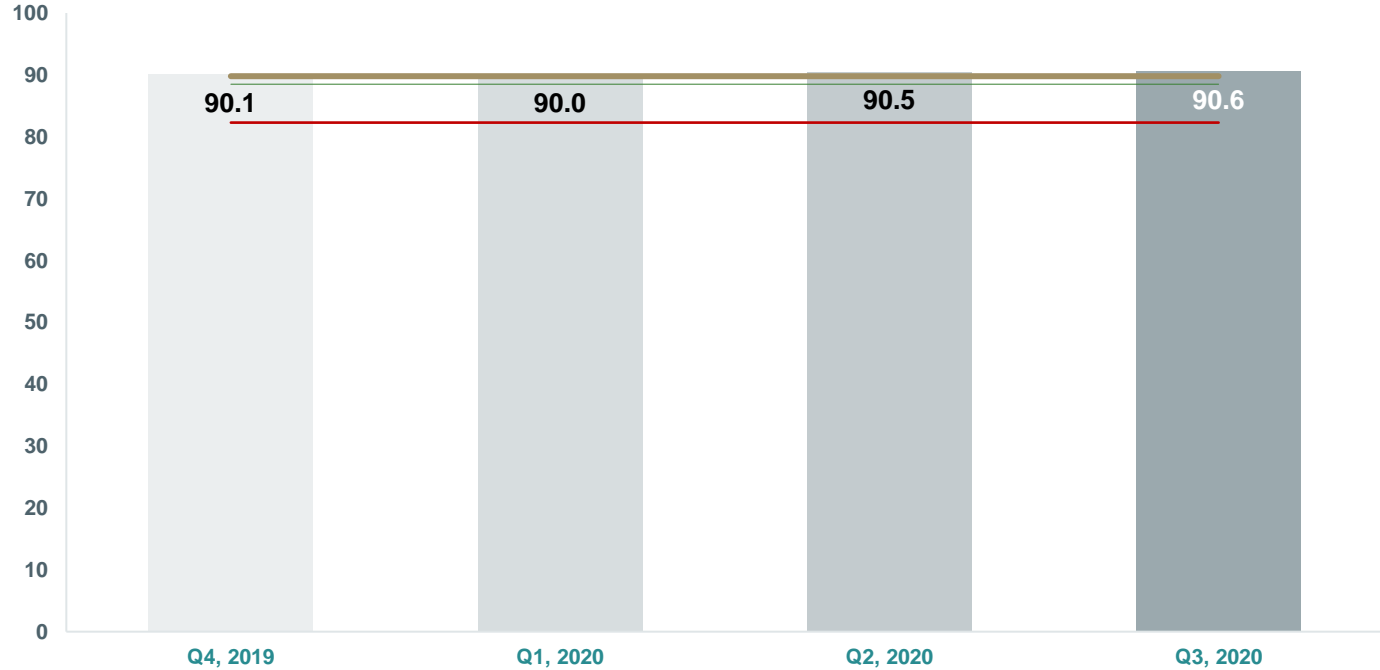
90.6

Q3, 2020

n-Size

97

Period: Jul 1st – Sep 30th, 2020



KFSH Average [89.8]



GCC Average [82.3]



PG Average [88.5]

# IPP – Wards

## A2

Overall Rating

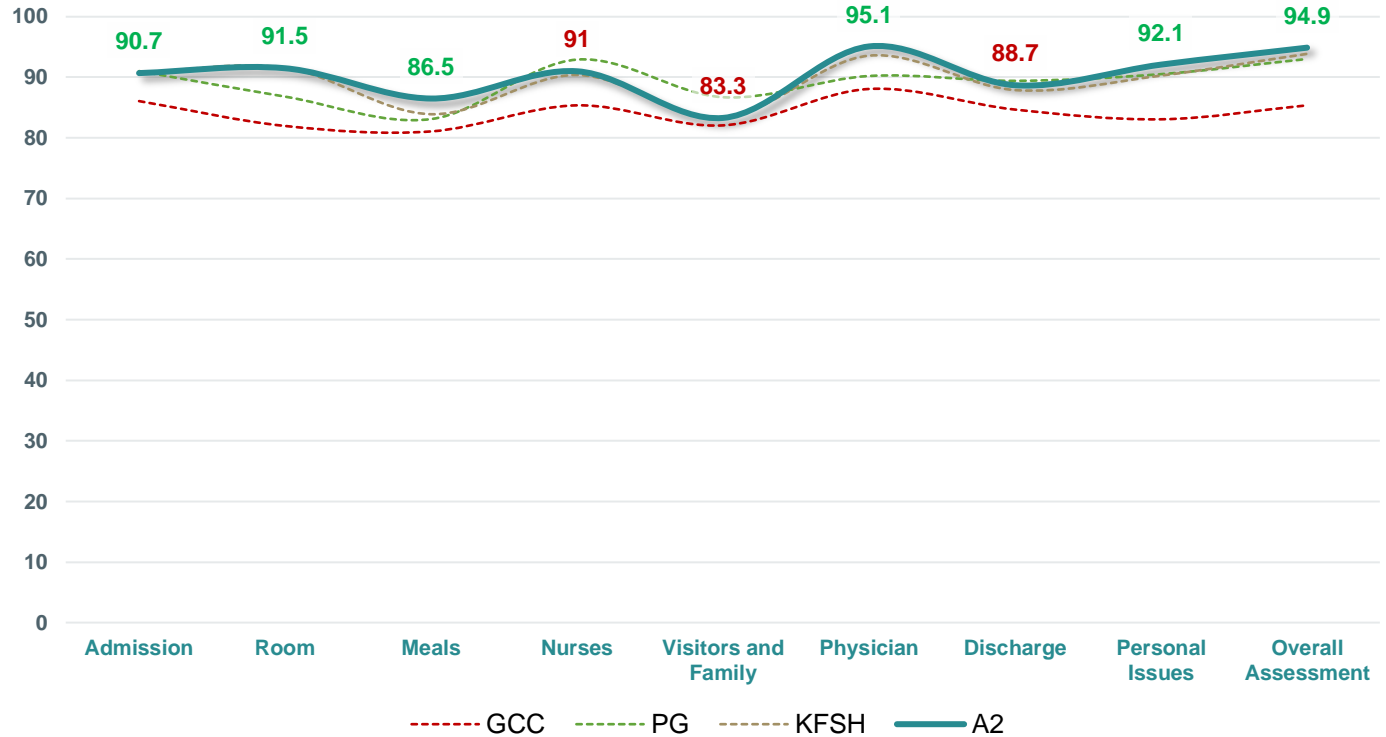
90.6

Q3, 2020

n-Size

97

Period: Jul 1st – Sep 30th, 2020



# IPP – Wards

## CWB

Overall Rating

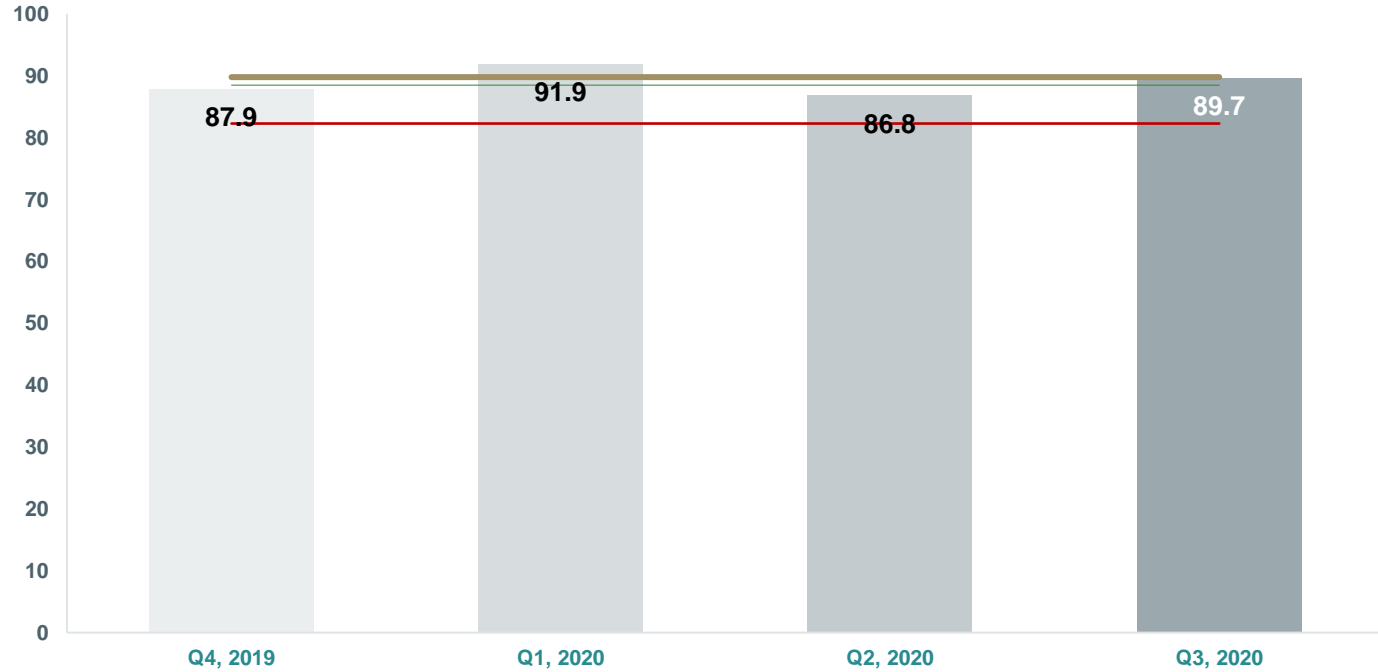
89.7

Q3, 2020

n-Size

43

Period: Jul 1st – Sep 30th, 2020



KFSH Average [89.8]



GCC Average [82.3]



PG Average [88.5]

# IPP – Wards

## CWB

Overall Rating

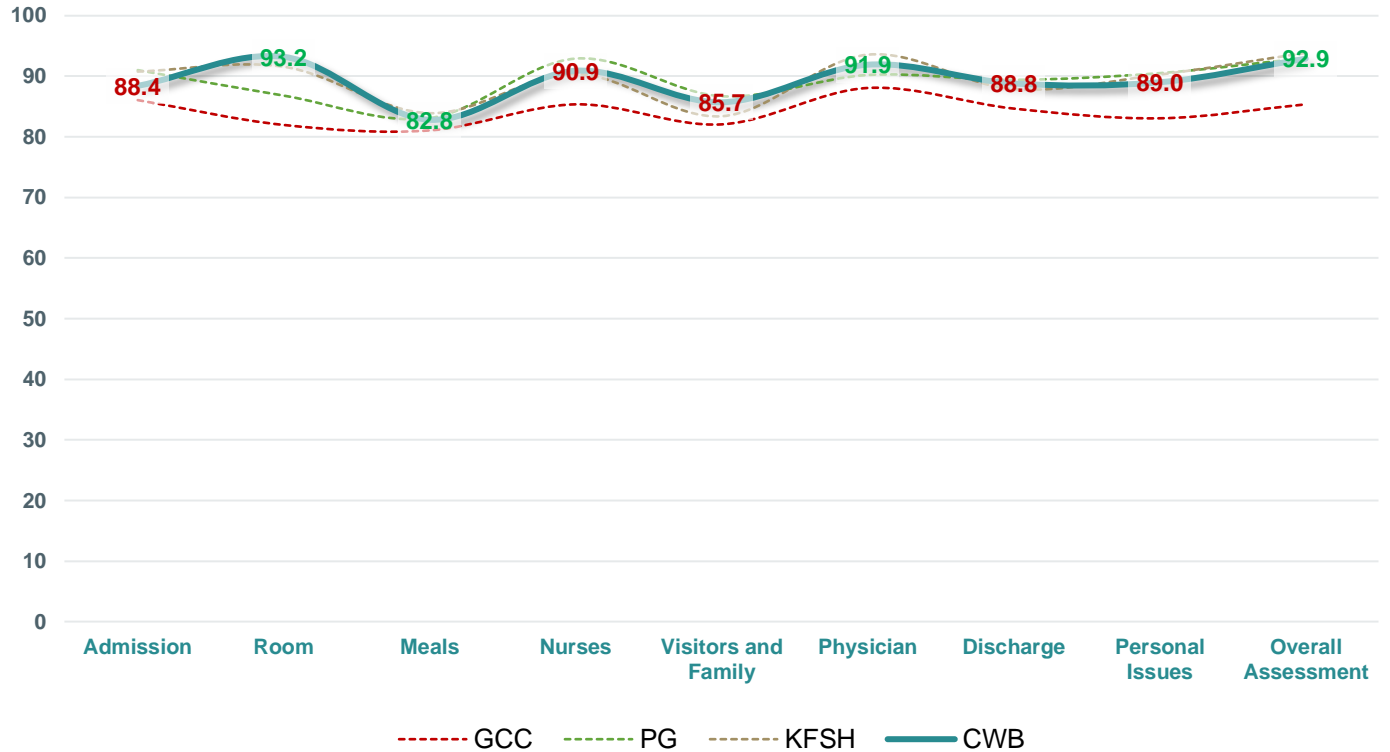
89.7

Q3, 2020

n-Size

43

Period: Jul 1st – Sep 30th, 2020



# IPP – Wards

Period: Jul 1st – Sep 30th, 2020

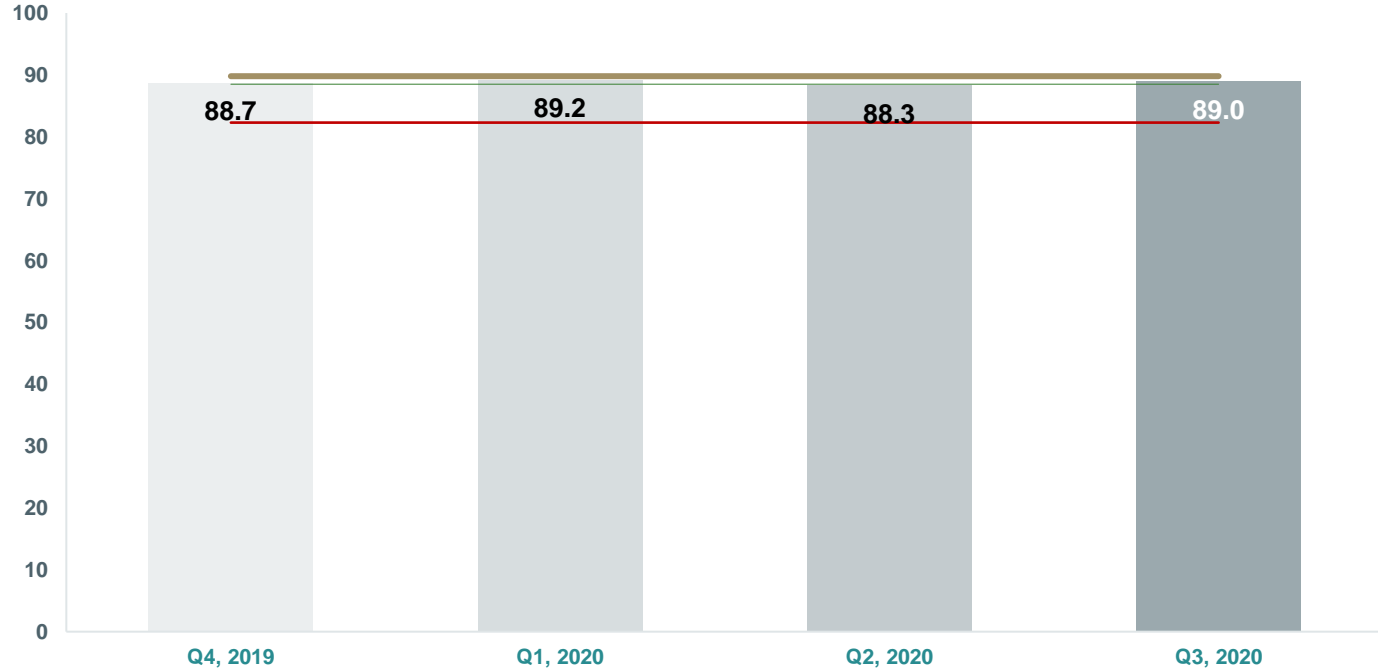
## B1

Overall Rating



## n-Size

37



KFSH Average [89.8]



GCC Average [82.3]



PG Average [88.5]

# IPP – Wards

## B1

Overall Rating

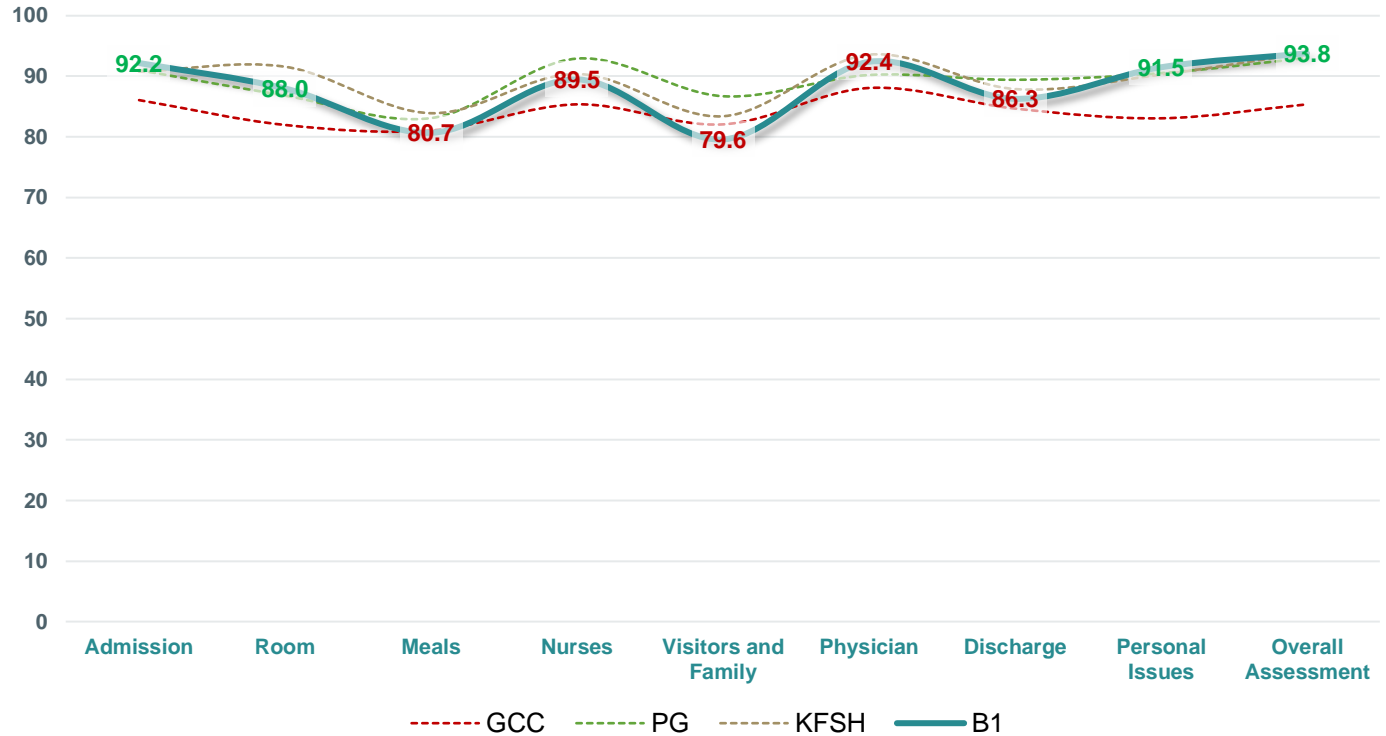
# 89

Q3, 2020

## n-Size

# 37

Period: Jul 1st – Sep 30th, 2020



# IPP – Wards

## CWA

Overall Rating

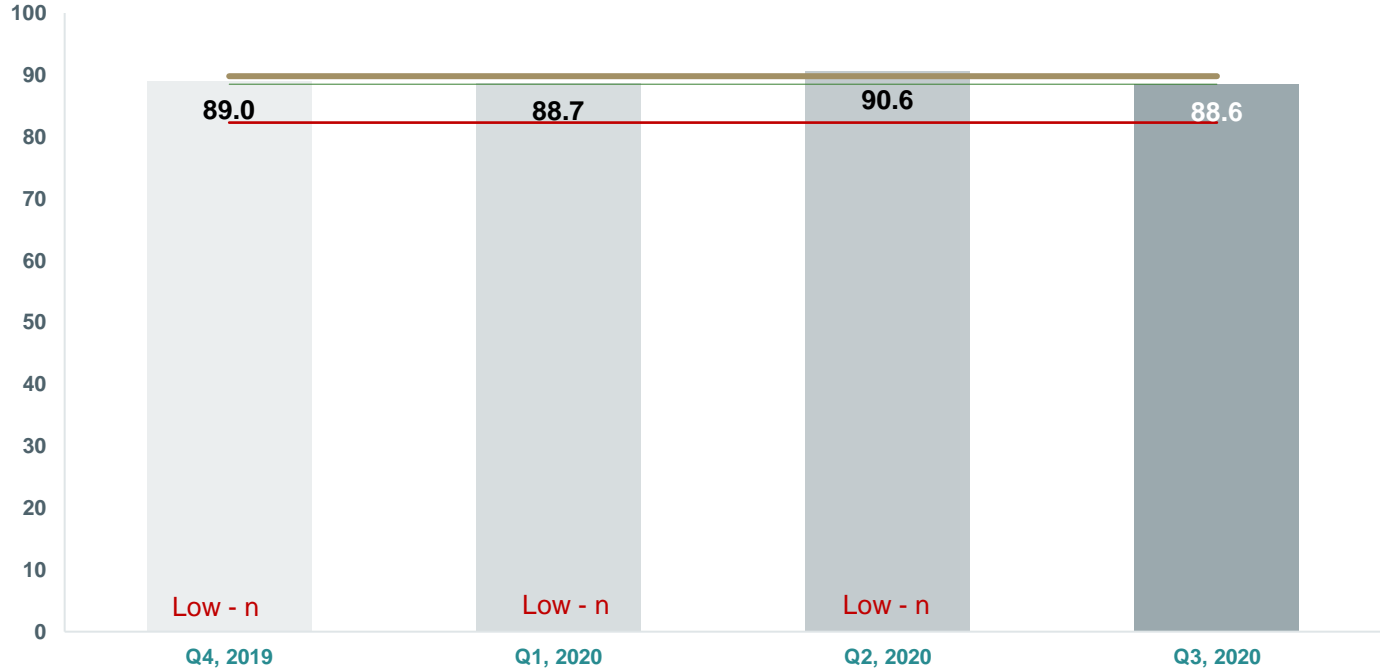
88.6

Q3, 2020

n-Size

33

Period: Jul 1st – Sep 30th, 2020



KFSH Average [89.8]



GCC Average [82.3]



PG Average [88.5]



# IPP – Wards

## CWA

Overall Rating

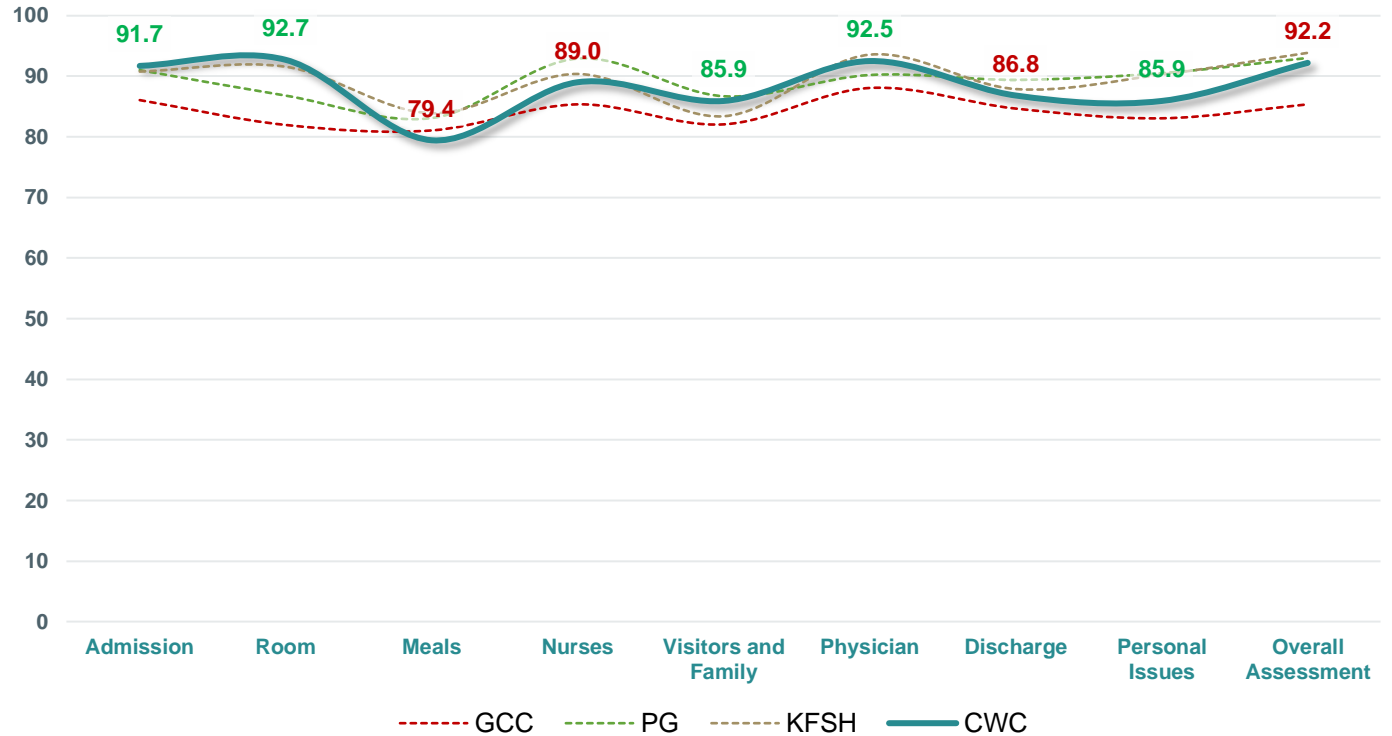
88.6

Q3, 2020

n-Size

33

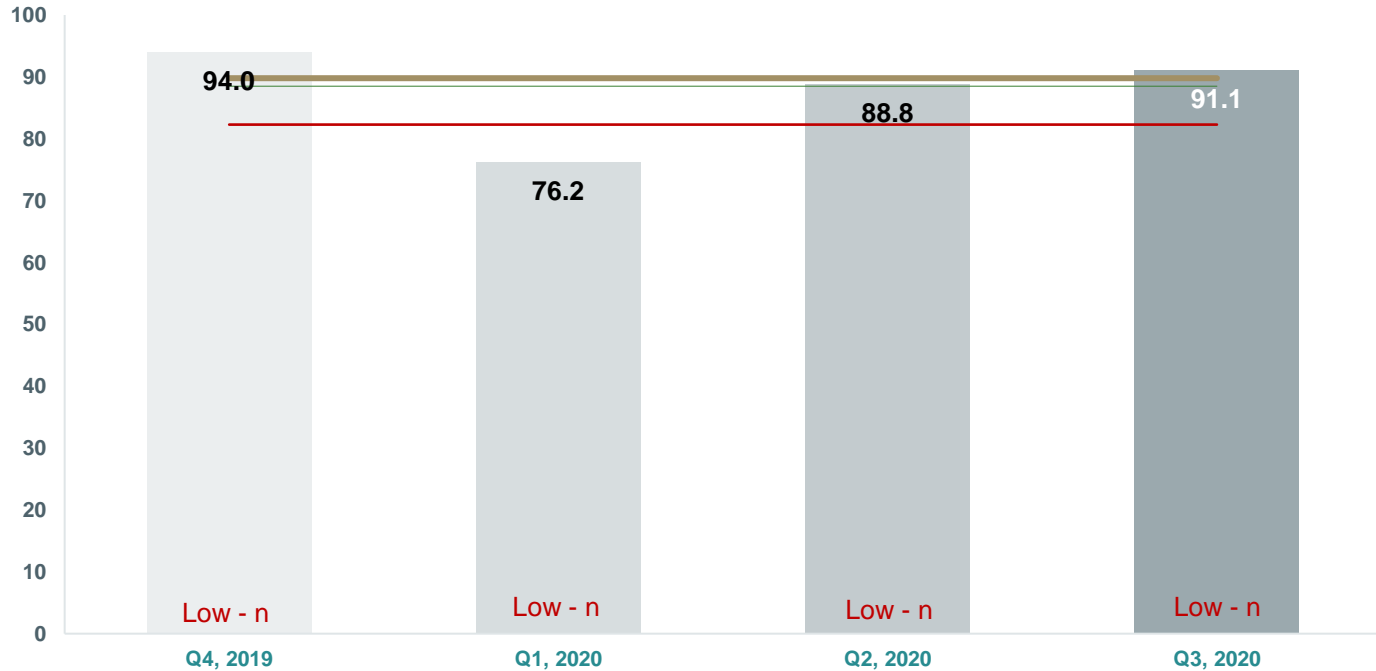
Period: Jul 1st – Sep 30th, 2020



# IPP – Wards



Period: Jul 1st – Sep 30th, 2020



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



KFSH Average [89.8]



GCC Average [82.3]



PG Average [88.5]

# IPP – Wards

## CWC

Overall Rating

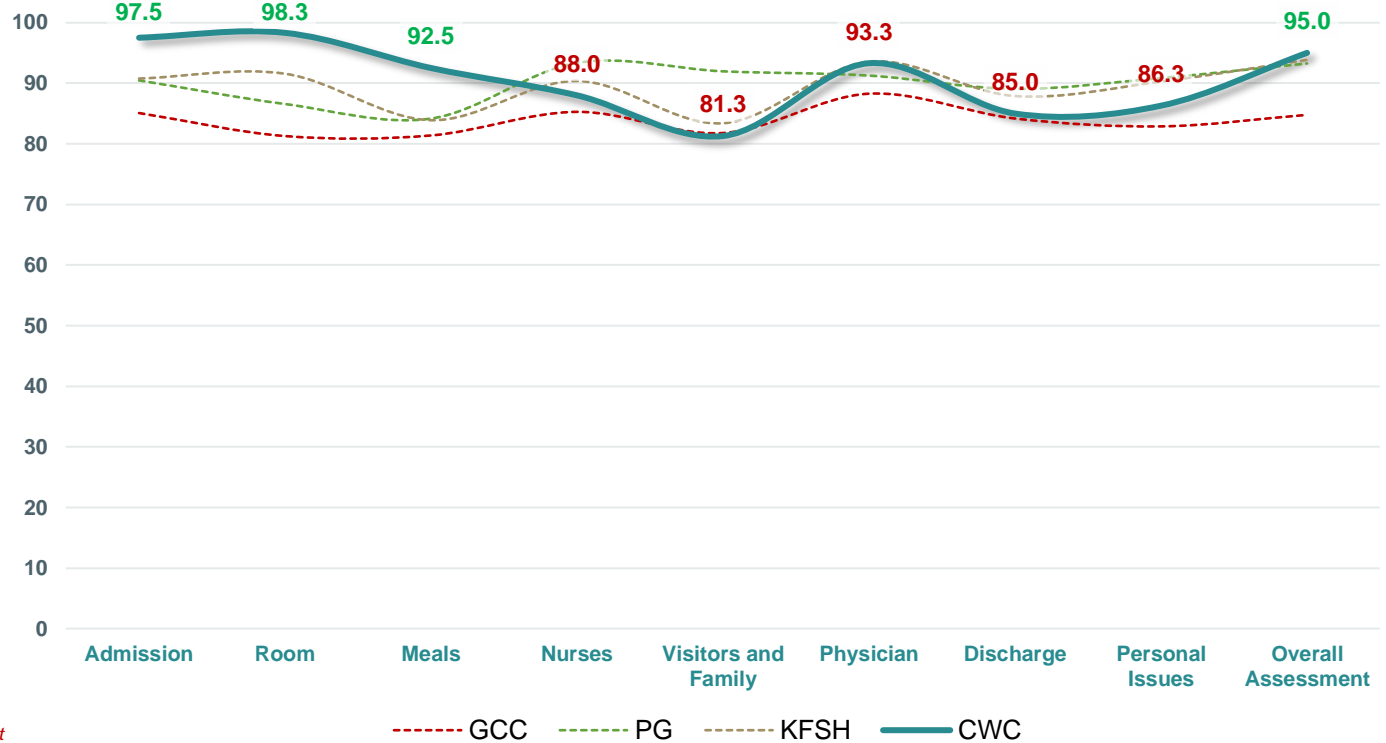
91.1

Q3, 2020

n-Size

5\*

Period: Jul 1st – Sep 30th, 2020



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

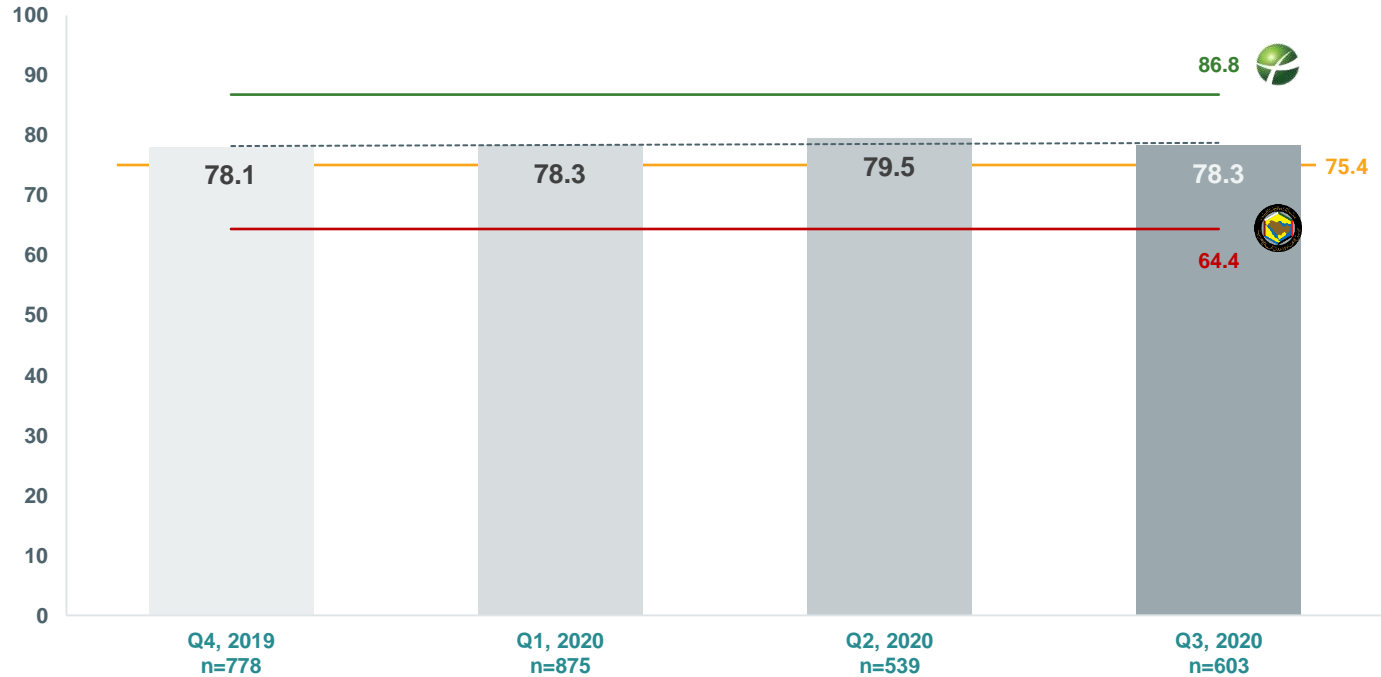


Emergency

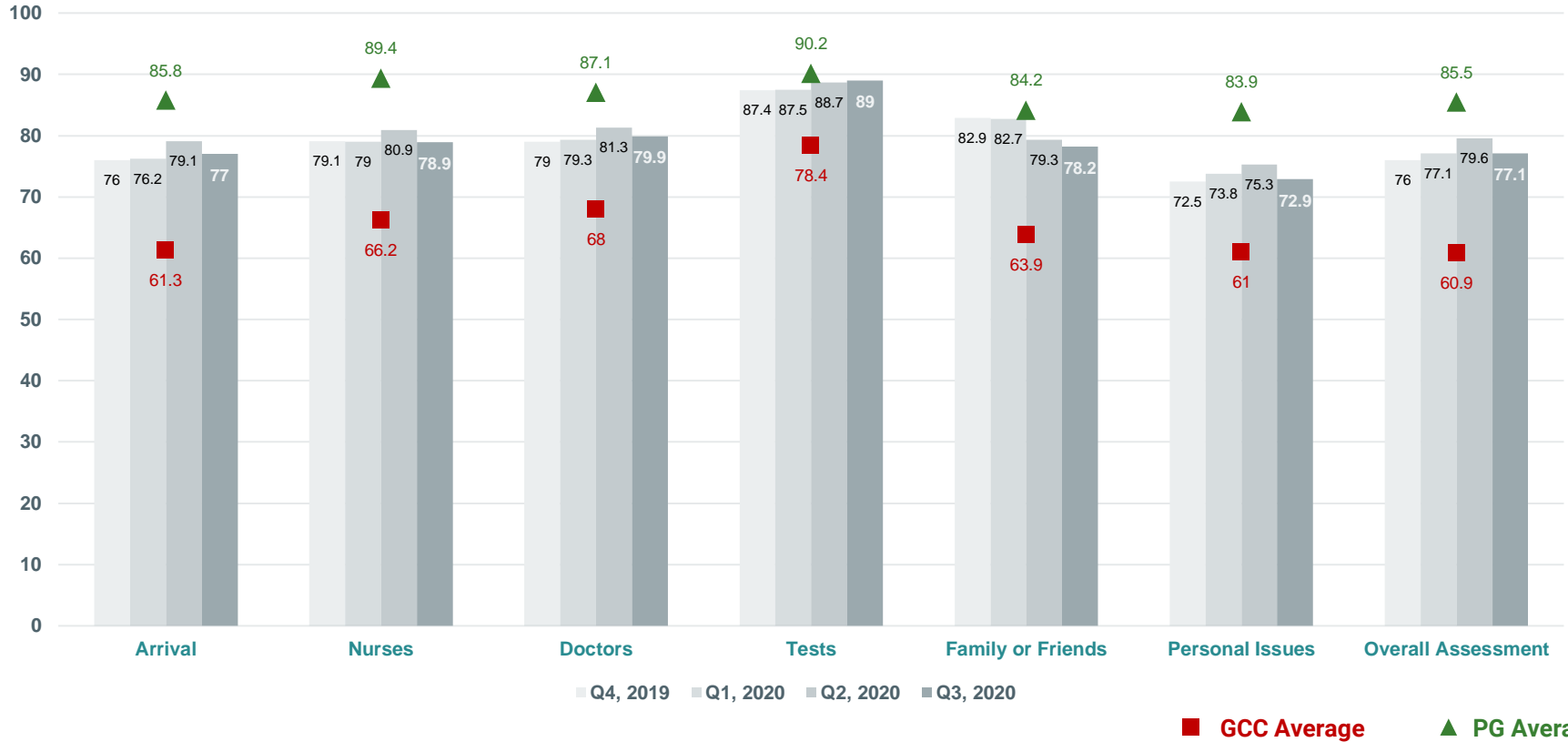
# ED – Overall Rating



Overall Rating Trend [ Q4, 2019 – Q3, 2020 ]



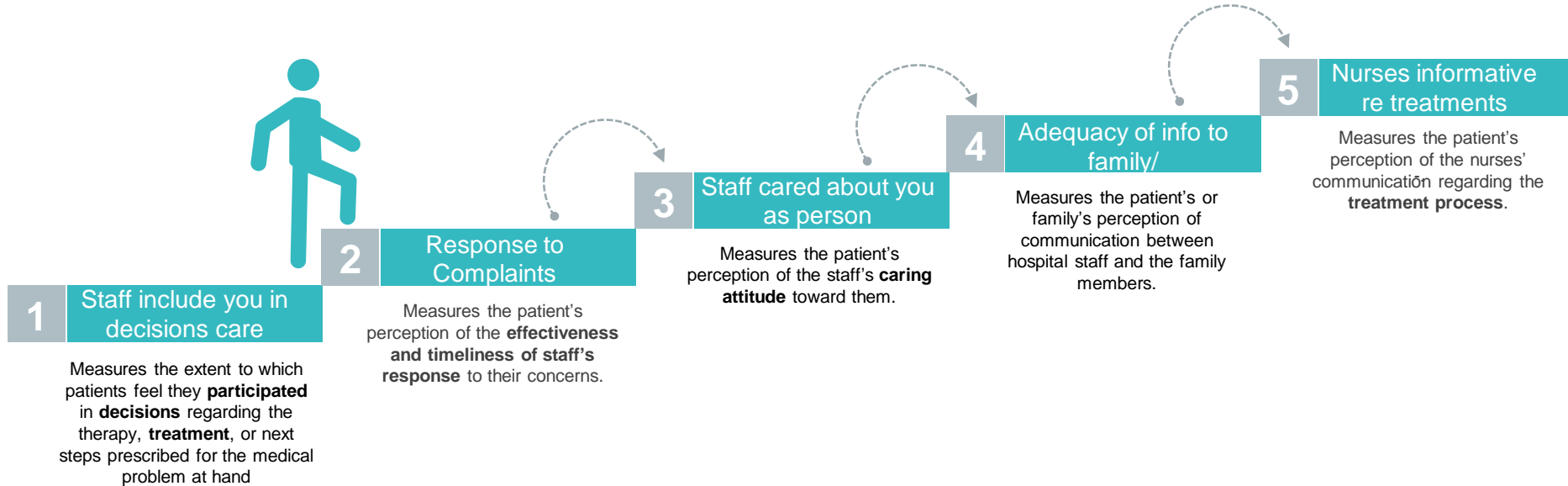
# ED – Survey Domains



# ED – Strengths



# ED – Priority Index (Q3, 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 10 consecutive Quarters (Q1,2018 – Q3, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

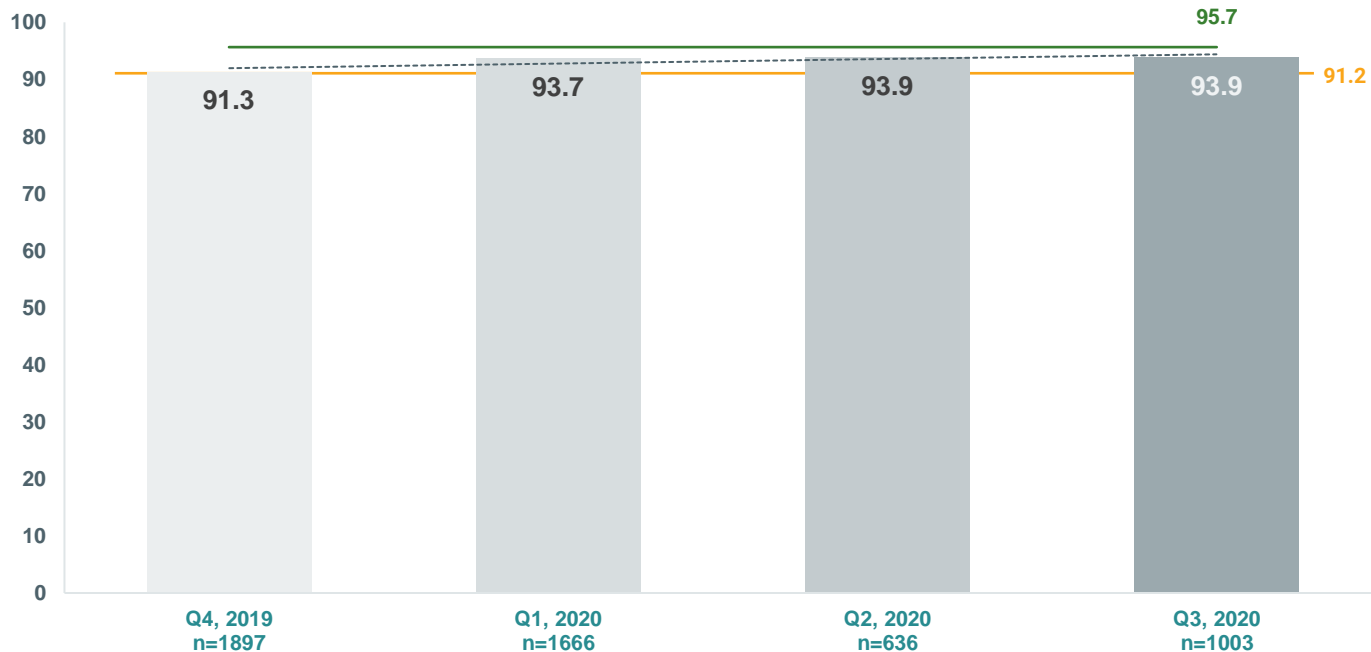




Ambulatory  
Surgery

# AS – Overall Rating

Overall Rating Trend [ Q4, 2019 – Q3, 2020 ]

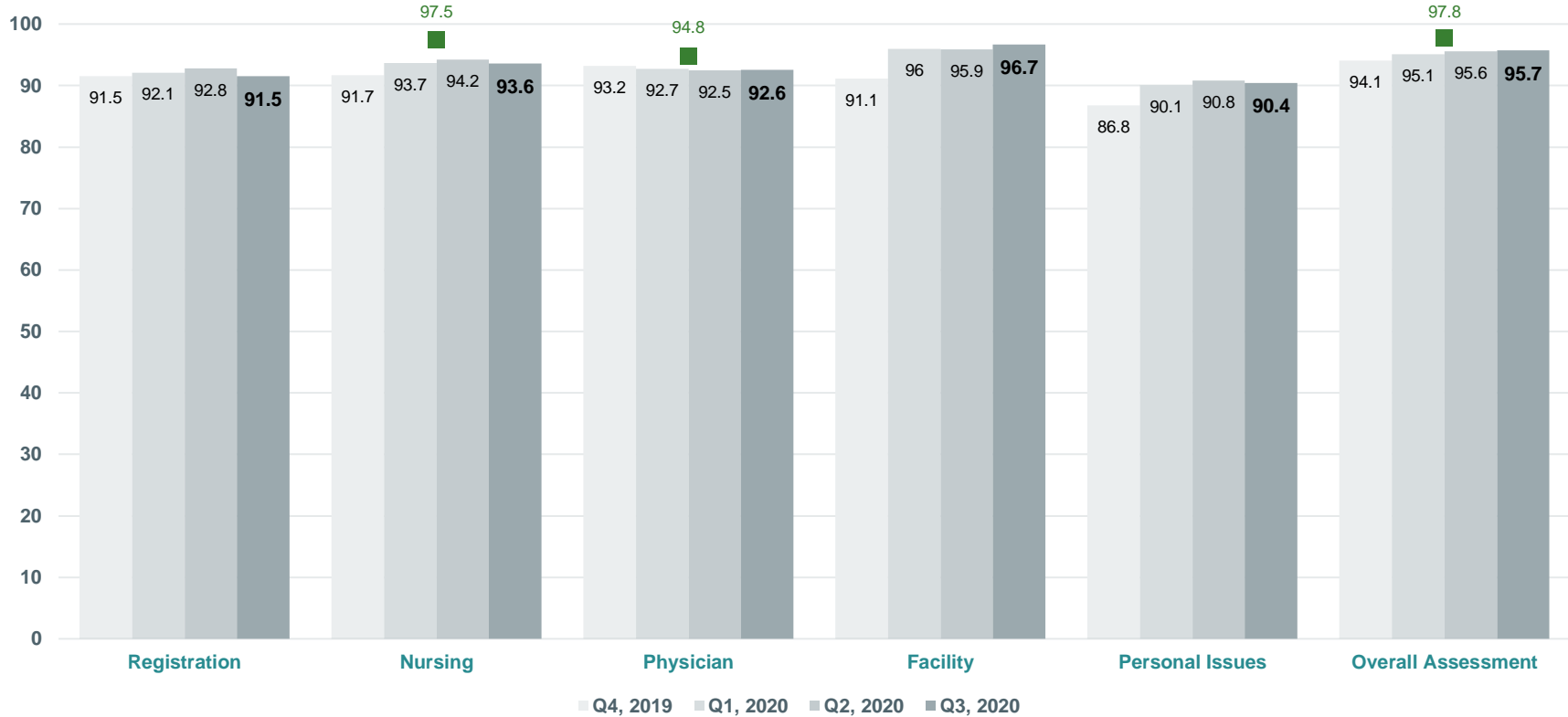


\* The survey tool was updated starting from Q1, 2020

■ 2020 Target [91.2]

PG Average [95.7]

# AS – Survey Domains



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

▲ PG Average

# AS – Strengths



# AS – Priority Index (Q3, 2020)



## 1 Response to Concerns

Measures the patient's perception of the **effectiveness and timeliness** of staff's response to their concerns.

2

## CP explain why process important

Measures patients' perceptions of how well the care provider informed them about why undergoing the procedure is important to their health.

3

## Information Given to Your Family

Measures the patient's or family's perception of communication between hospital staff and the family members.

4

## Instructions re home care

Measures the patient's perceptions that they know what to do **after they are sent home** following their treatment.

5

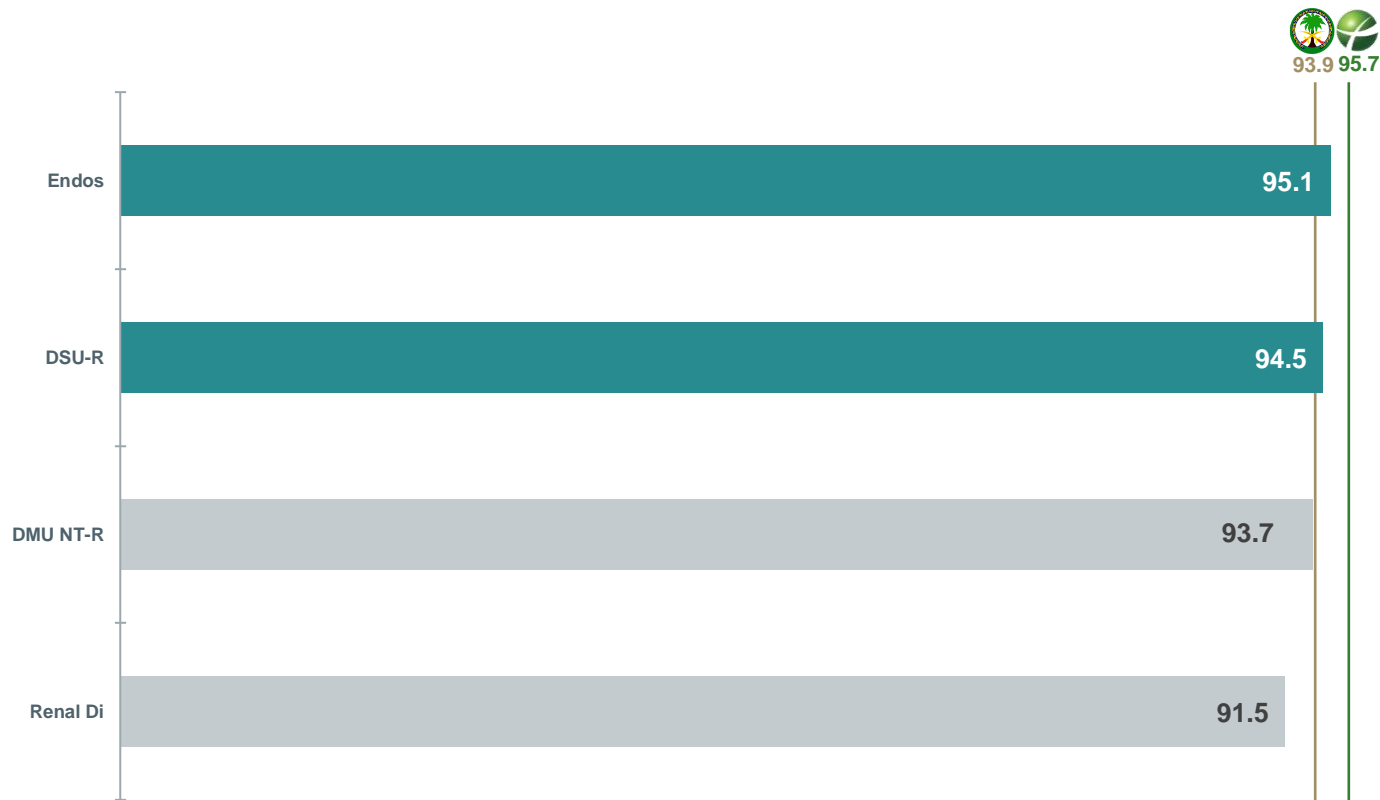
## Info given how to prepare for process

Measures how well patients thought their nurse informed them about how to prepare for, and what to expect during a procedure.

- The **Priority Index**<sup>®</sup> 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.
- First and fourth items have been identified as a priority for the 11 times consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

# AS – Departments

## Overall Rating Departments



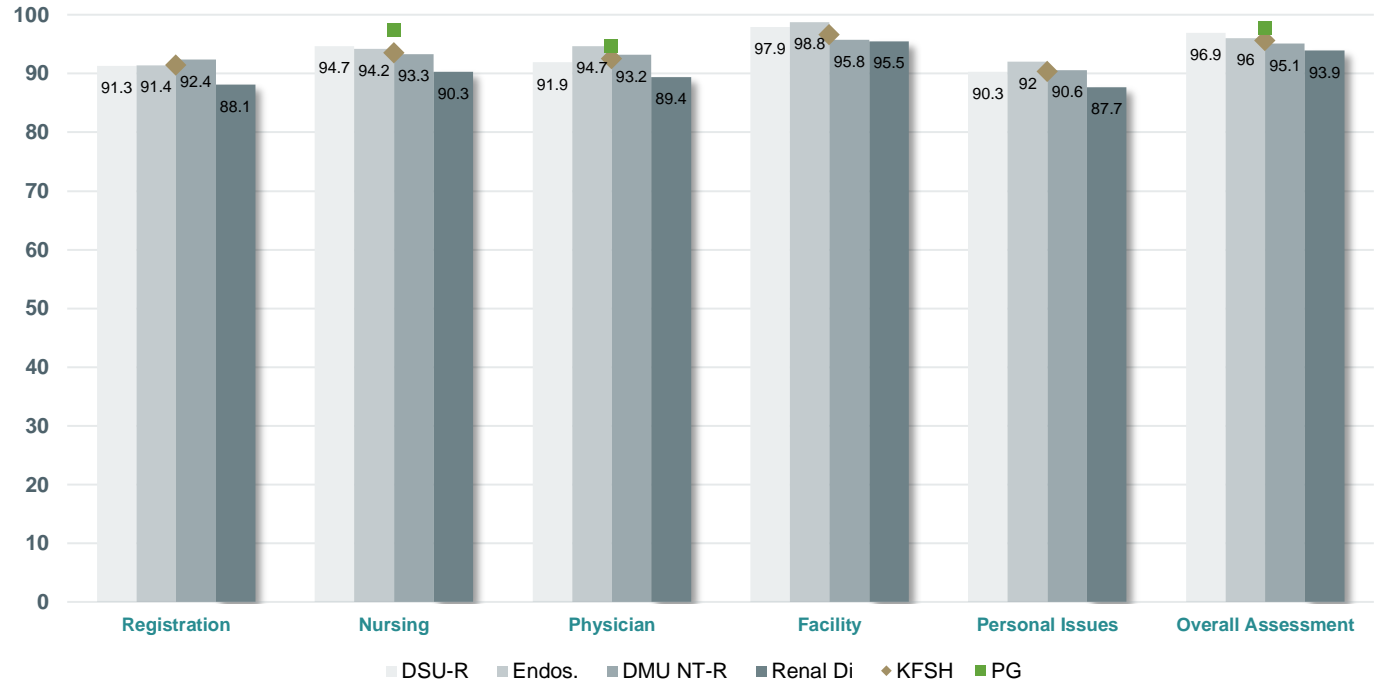
Period: Jul 1st – Sep 30th, 2020

 **KFSH Average** [93.9]

 **PG Average** [95.7]

# AS – Survey Domains

## Patient Journey Departments



Period: Jul 1st – Sep 30th, 2020



KFSH Average



PG Average



Outpatient  
Oncology



# ON – Overall Rating

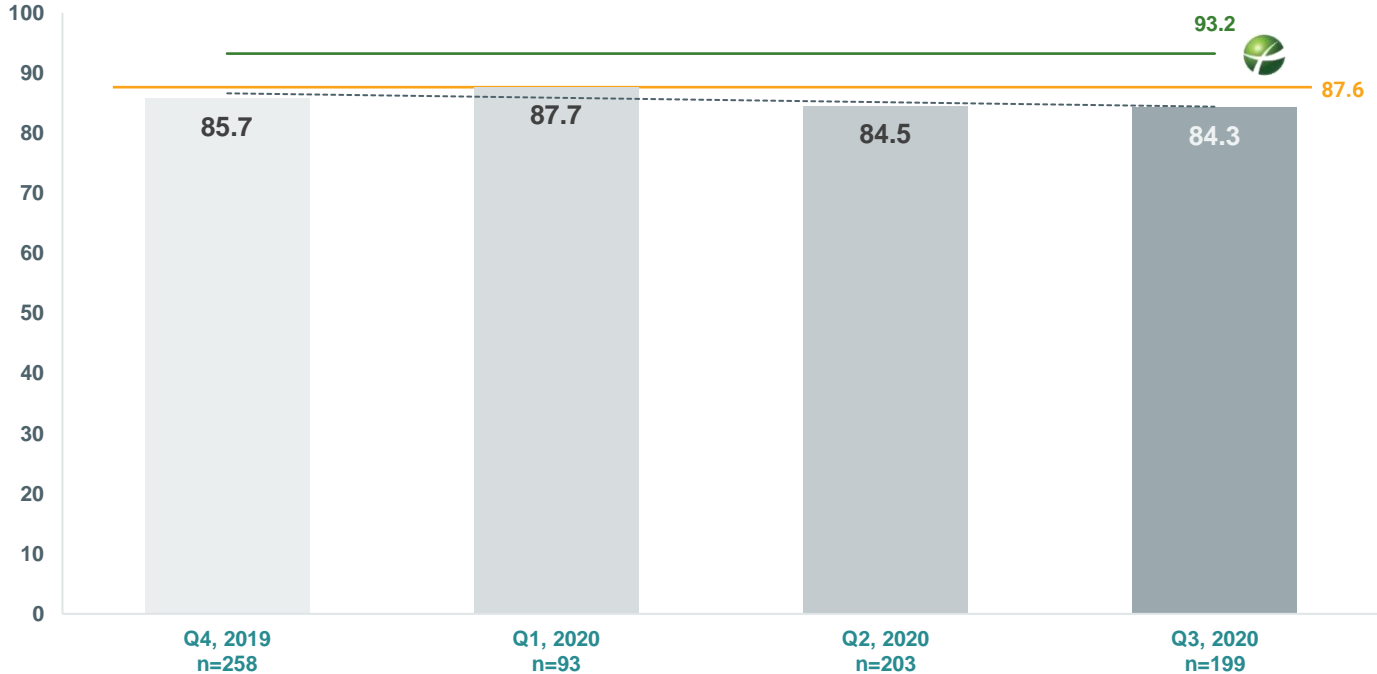
**KFSH**



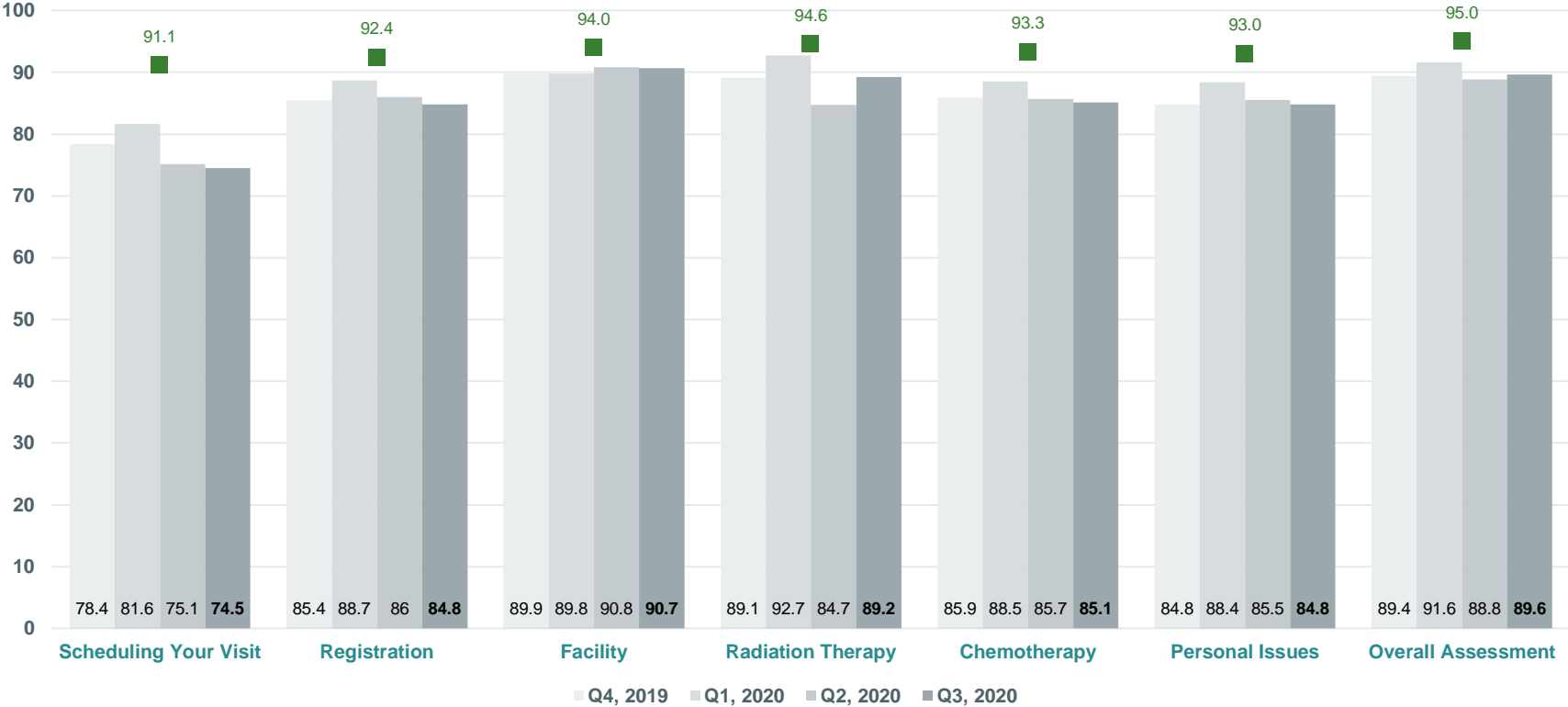
**84.3**  
Q3, 2020

**n-Size**  
199

Overall Rating Trend [ Q4, 2019 – Q3, 2020 ]



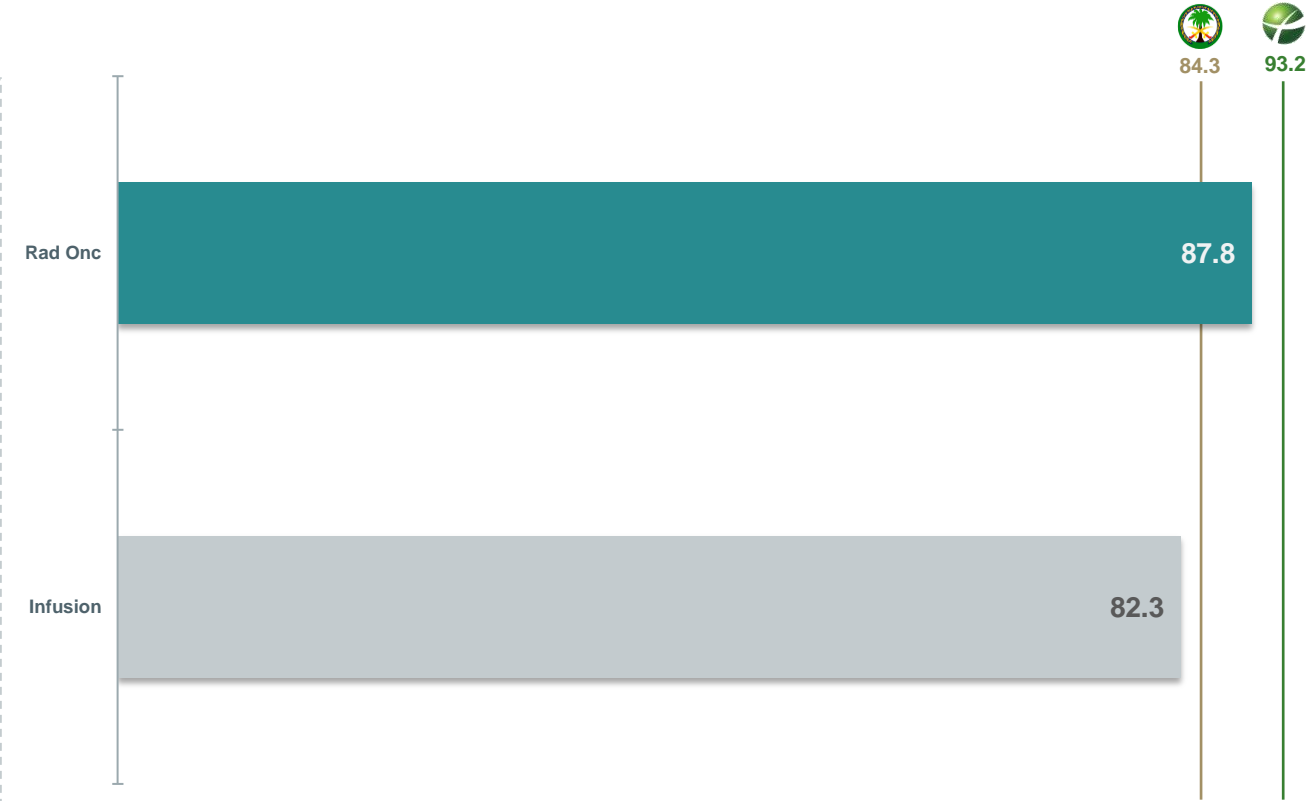
# ON – Survey Domains



▲ PG Average

# ON – Overall Rating

## Overall Rating Units



Period: Jul 1st – Sep 30th, 2020

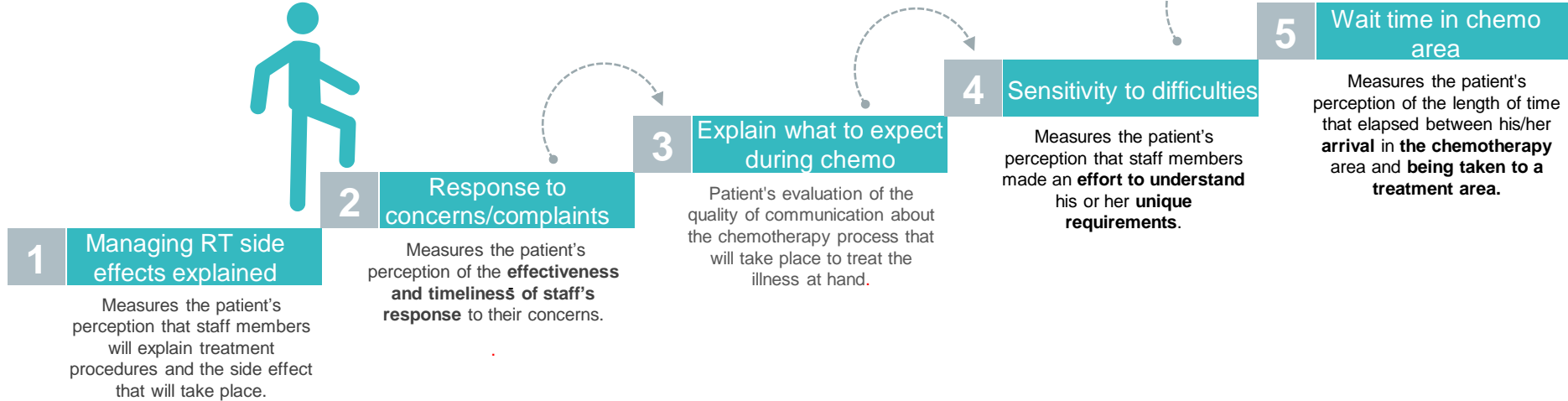
 **KFSH Average** [84.3]

 **PG Average** [93.2]

# ON – Strengths



# ON – Priority Index (Q3, 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

## Radiation

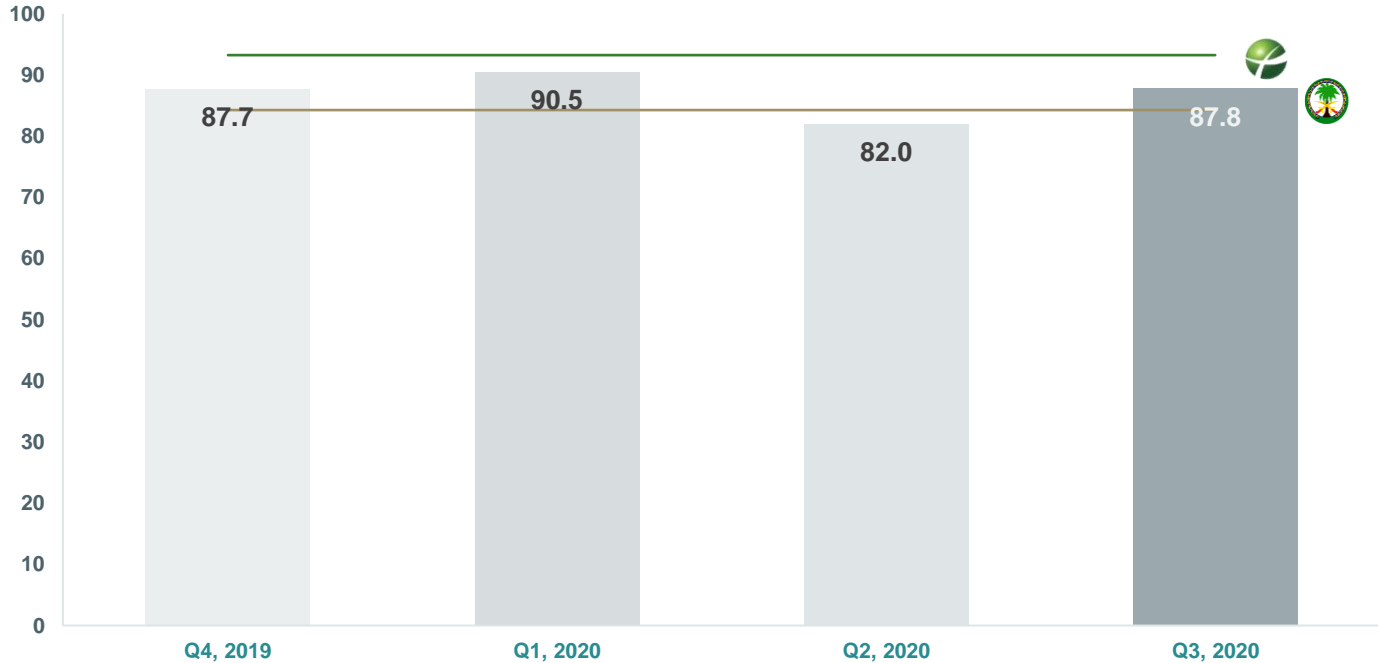
Overall Rating



n-Size

71

Period: Jul 1st – Sep 30th, 2020



 PG Average [93.2]

## Radiation

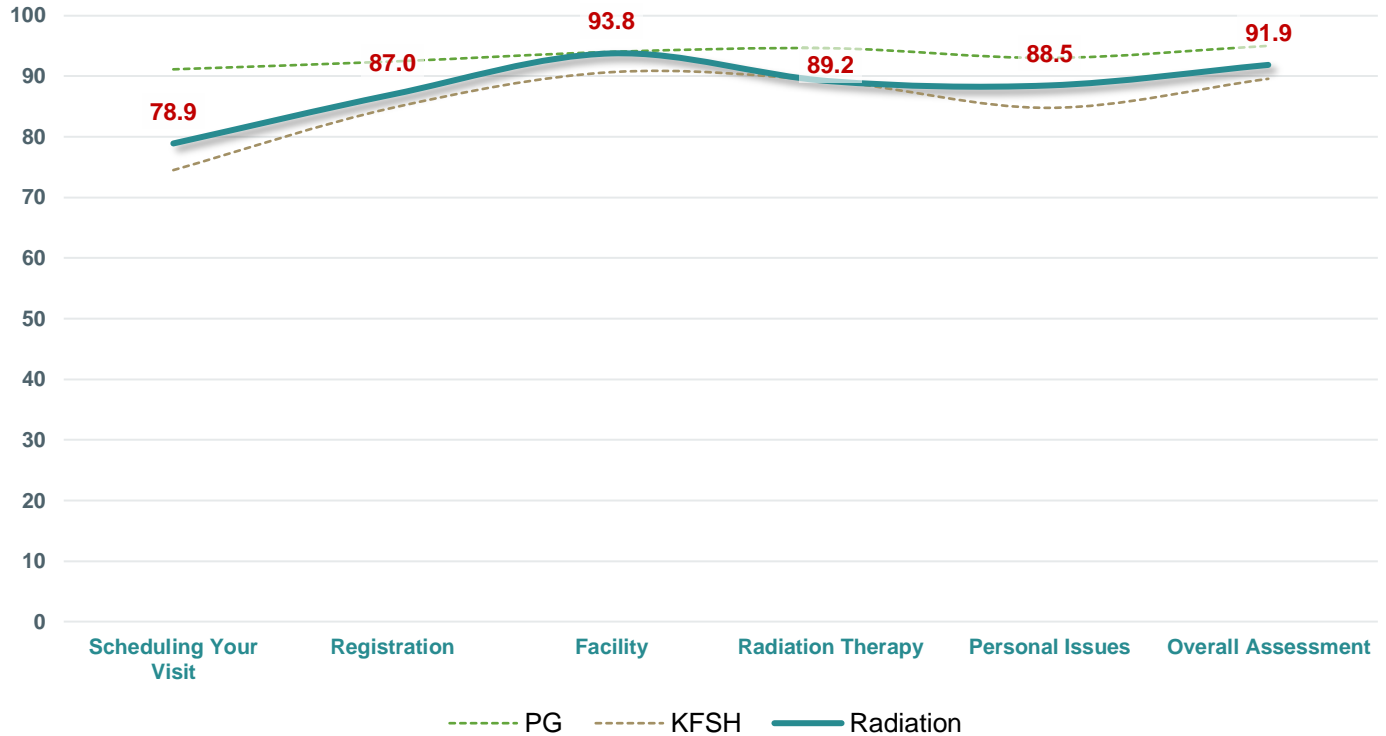
Patient Journey



n-Size

71

Period: Jul 1st – Sep 30th, 2020



## Infusion

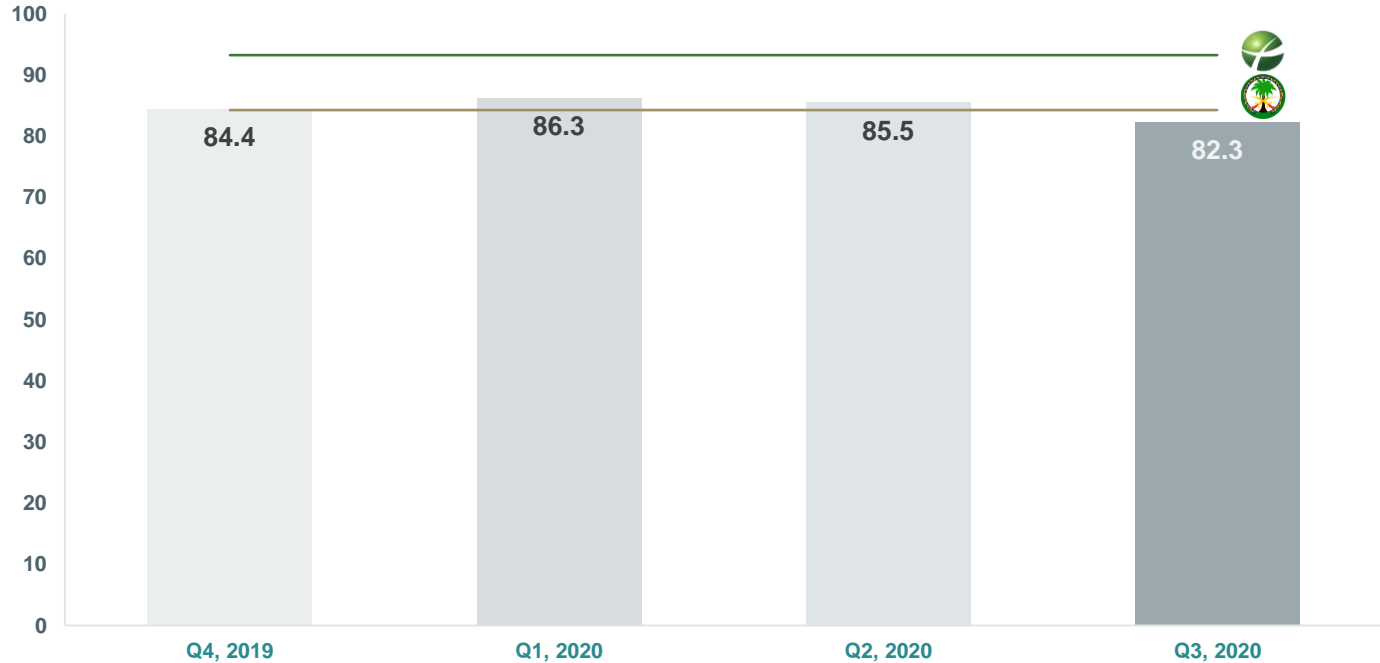
Overall Rating



n-Size

128

Period: Jul 1st – Sep 30th, 2020



 PG Average [93.2]



## Infusion

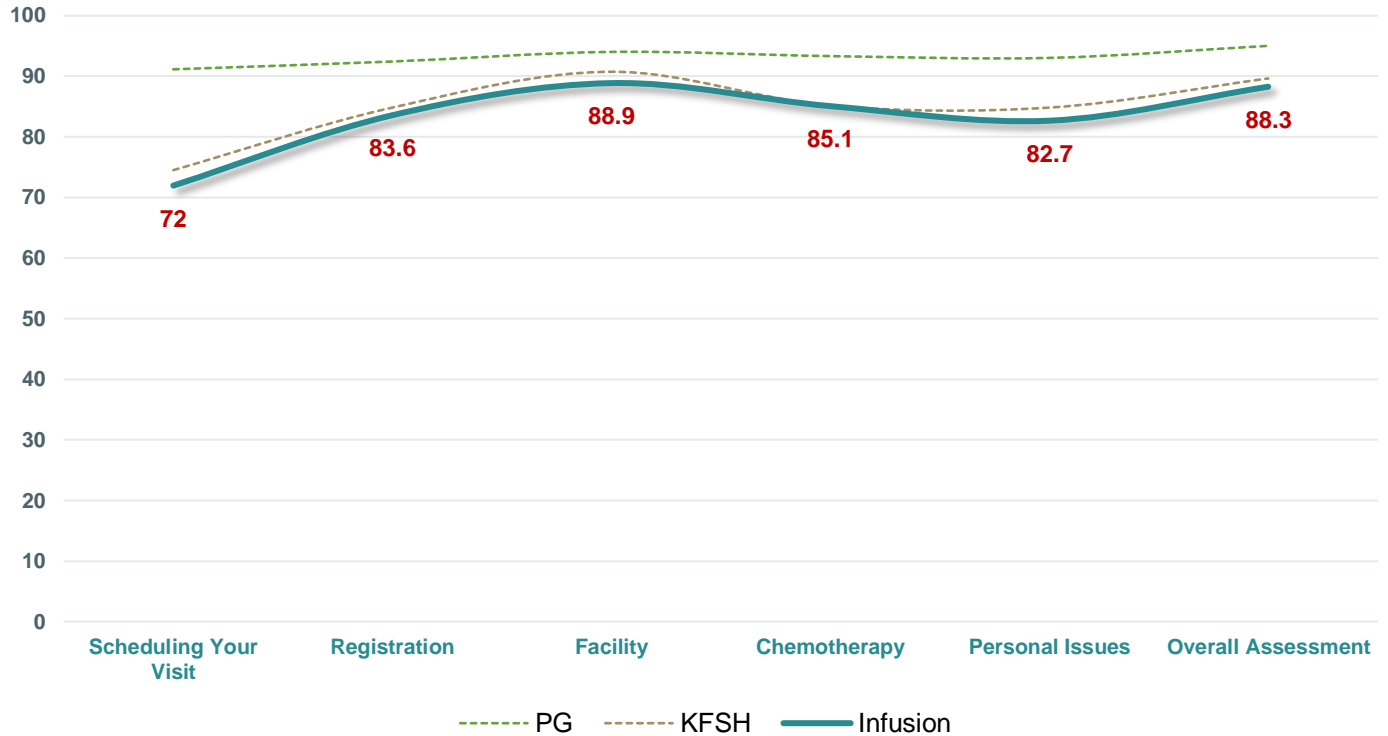
Patient Journey



n-Size

128

Period: Jul 1st – Sep 30th, 2020

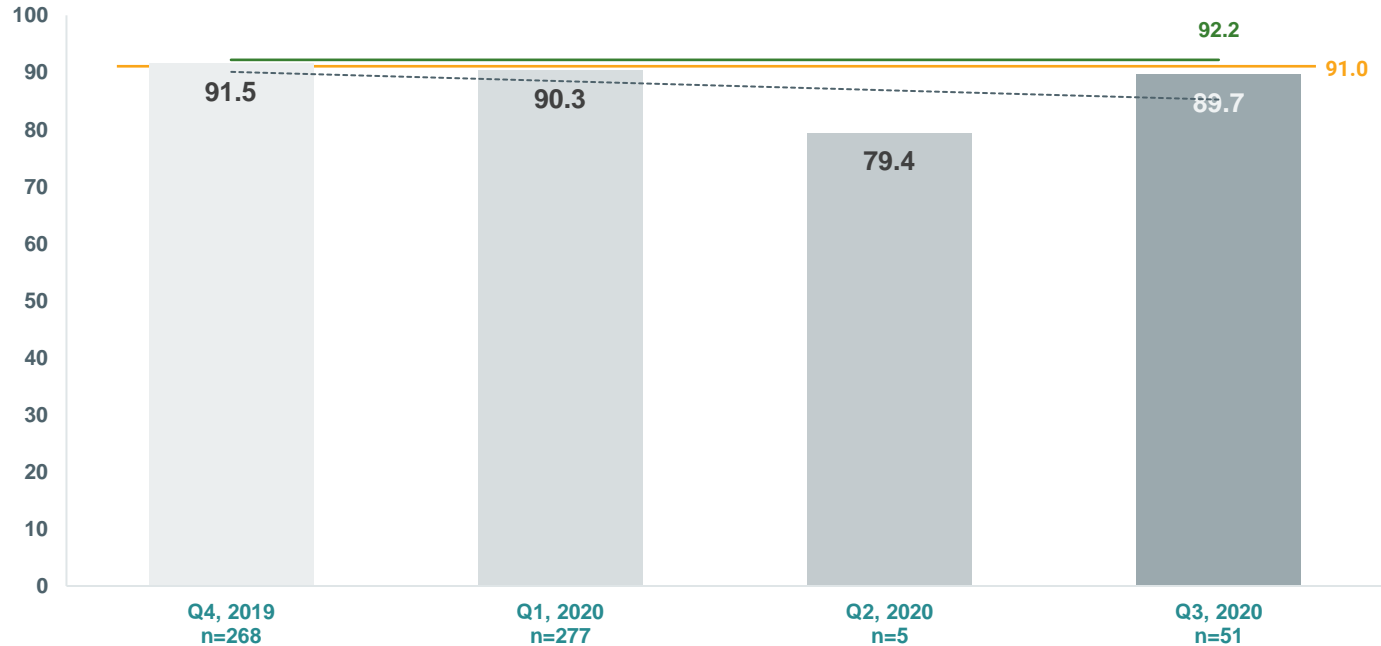




# DEN – Overall Rating



Overall Rating Trend [ Q4, 2019 – Q3, 2020 ]



■ 2020 Target [91.0] ■ PG Average



Telemedicine

# Telemedicine – Overall Rating

## KFSH

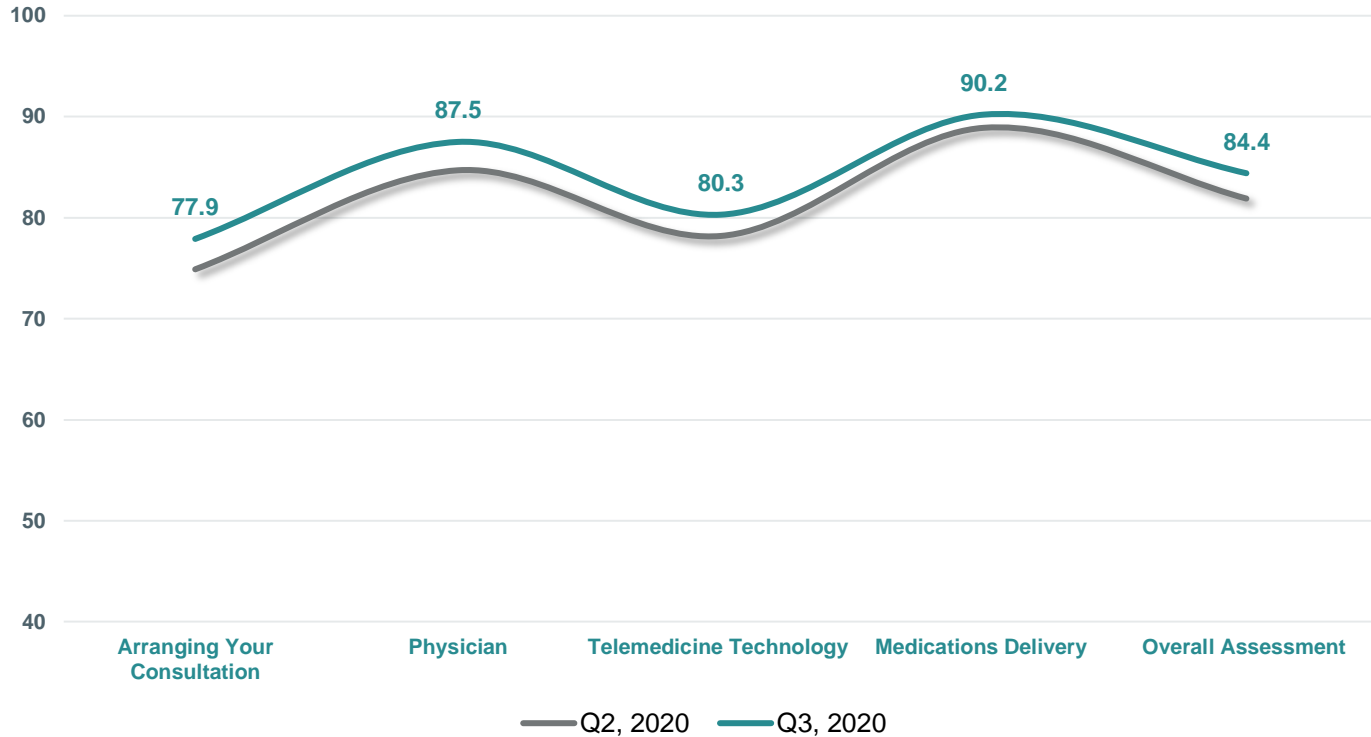
### 81.2

Q3, 2020  
+2.0 Vs. Q2 2020

### n-Size

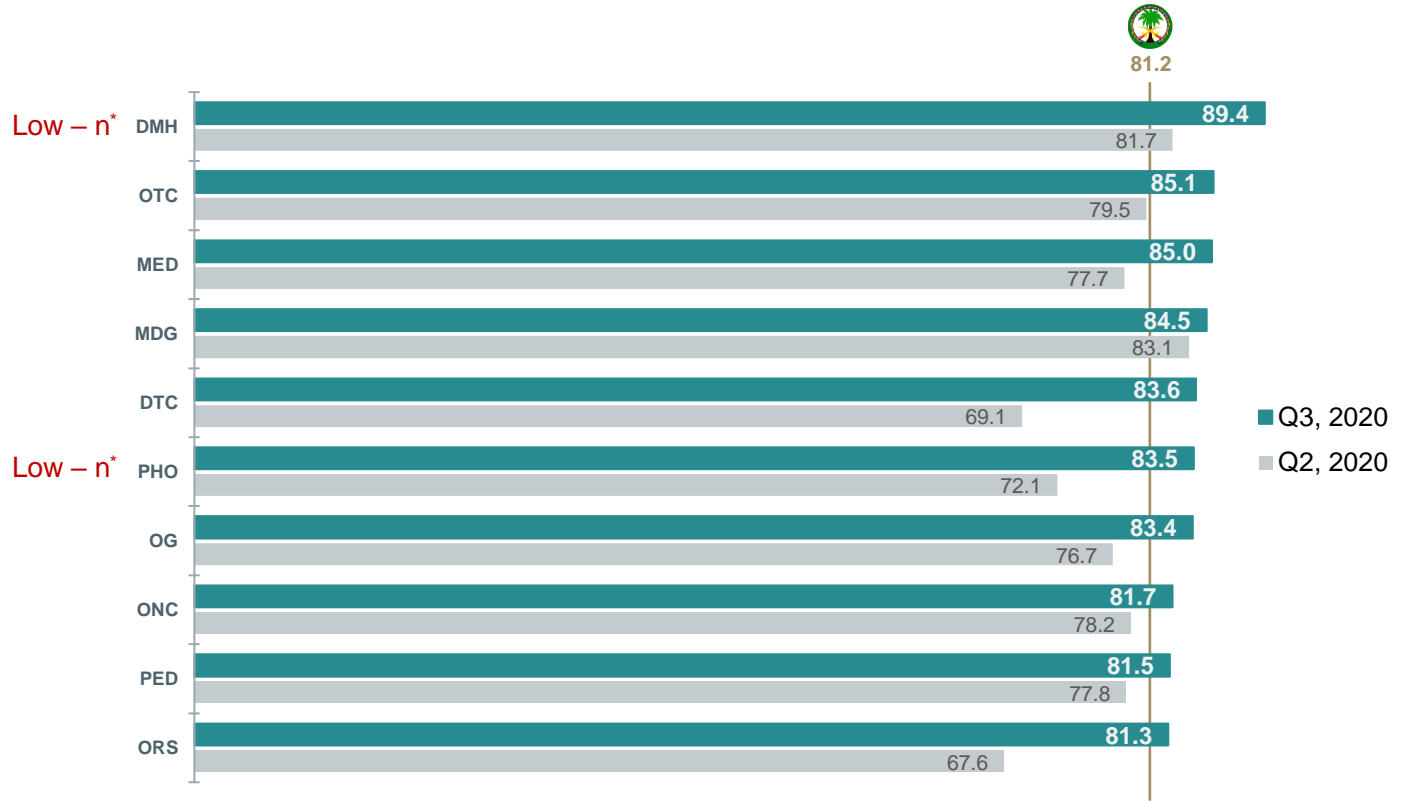
### 1,502

Period: May 1st – Sep 30th, 2020



# Telemedicine – Overall Rating

## Overall Rating Departments

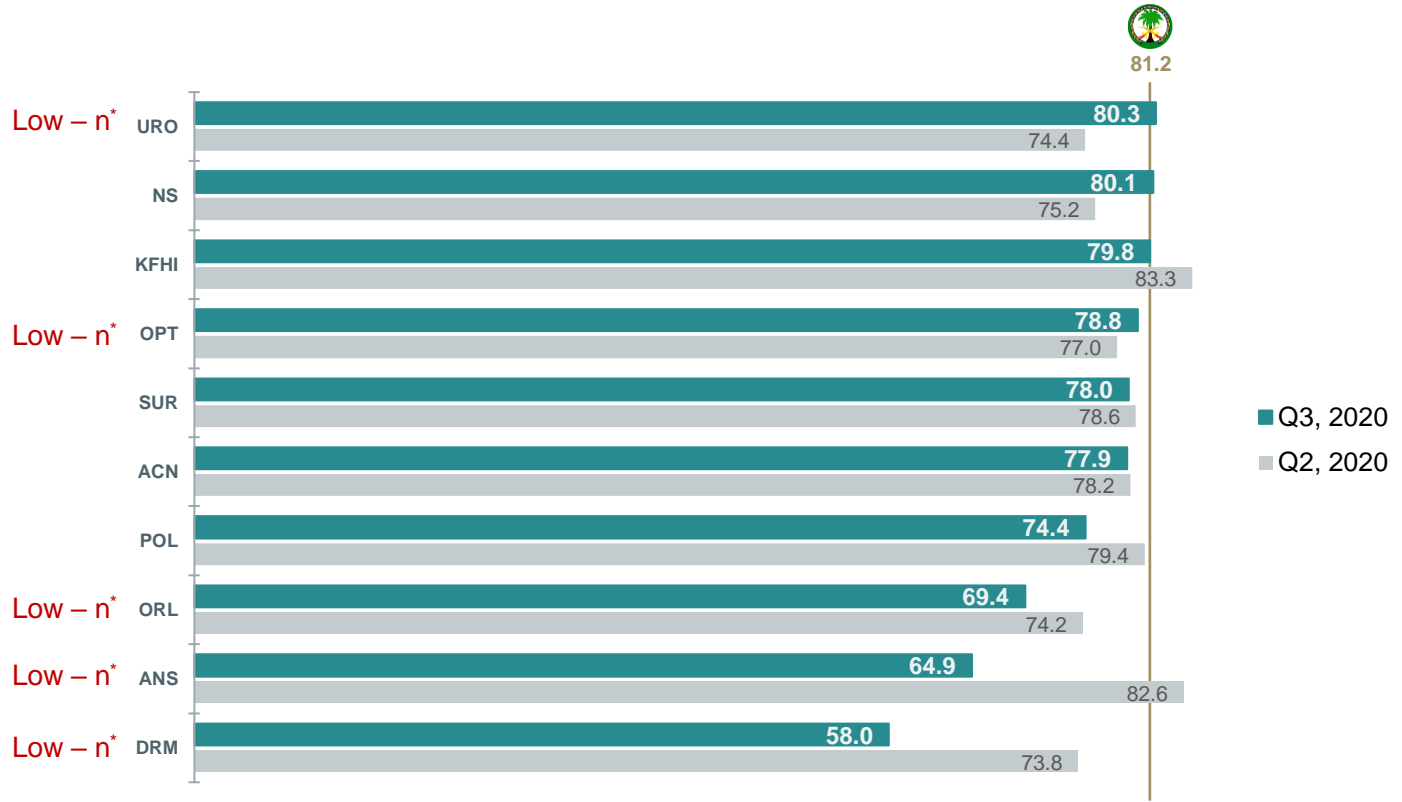


Period: May 1st – Sep 30th, 2020

\* The results of the department are not stable due to low number of responses (n<30)

# Telemedicine – Overall Rating

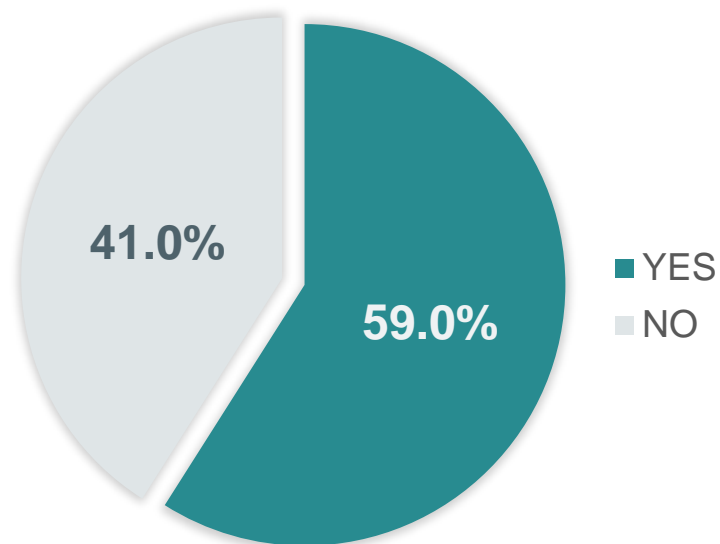
## Overall Rating Departments



Period: May 1st – Sep 30th, 2020

\* The results of the department are not stable due to low number of responses (n<30)

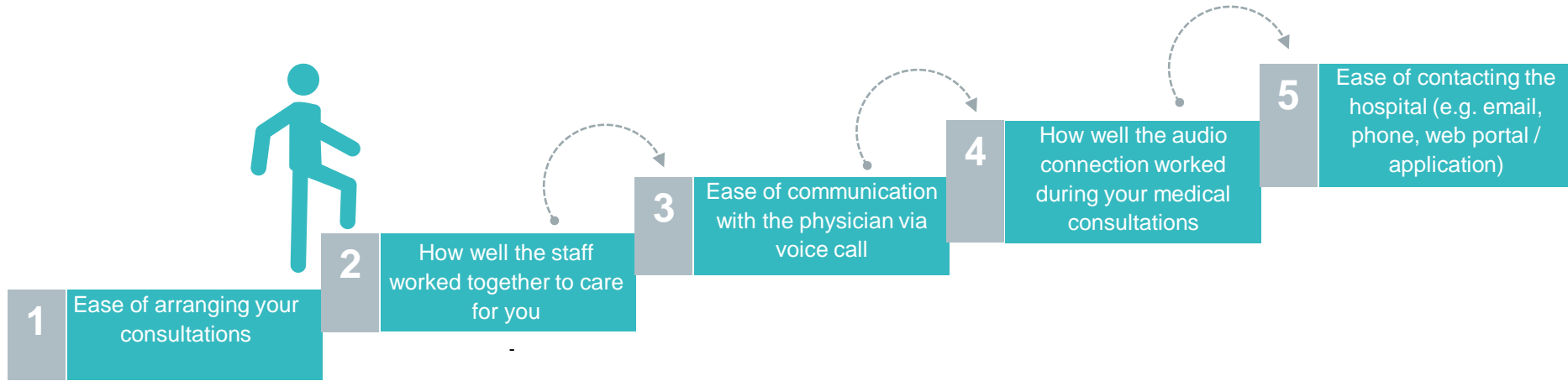
### Did this telemedicine consultation spare you visiting the hospital?



Period: Jul 1st – Sep 30th, 2020



# TM – Priority Index (Q3, 2020)



- The **Priority Index**<sup>®</sup> 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

# King Faisal Specialist Hospital - Riyadh

Patient Experience Results [Q3, 2020]



روابط للحلول الصحية

HEALTH LINKS

Powered by



PRESS GANEY®