

King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q4, 2020]



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



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4th Quarter 2020 Overall Patient Experience Results-Riyadh

Surveyed Area	This Quarter (Q4, 2020)	Previous Period (Q3, 2020)	PG Benchmark (50 th Percentile)
Medical Practice (OP)	87.7	85.9	92.5
Telemedicine Survey (TM)	84.4	81.2	No Benchmark
Inpatient – Adults (HCAHPS)	78.2	78.9	71.7
Inpatient – Pediatric (PIP)	90.7	89.8	88.5
Emergency Department (ED)	78.6	78.3	86.5
Ambulatory Surgery (AS)	94.4	93.9	95.8
Outpatient Oncology (ON)	86.2	84.3	93.2
Dental (DEN)	92.5	89.7	92.0

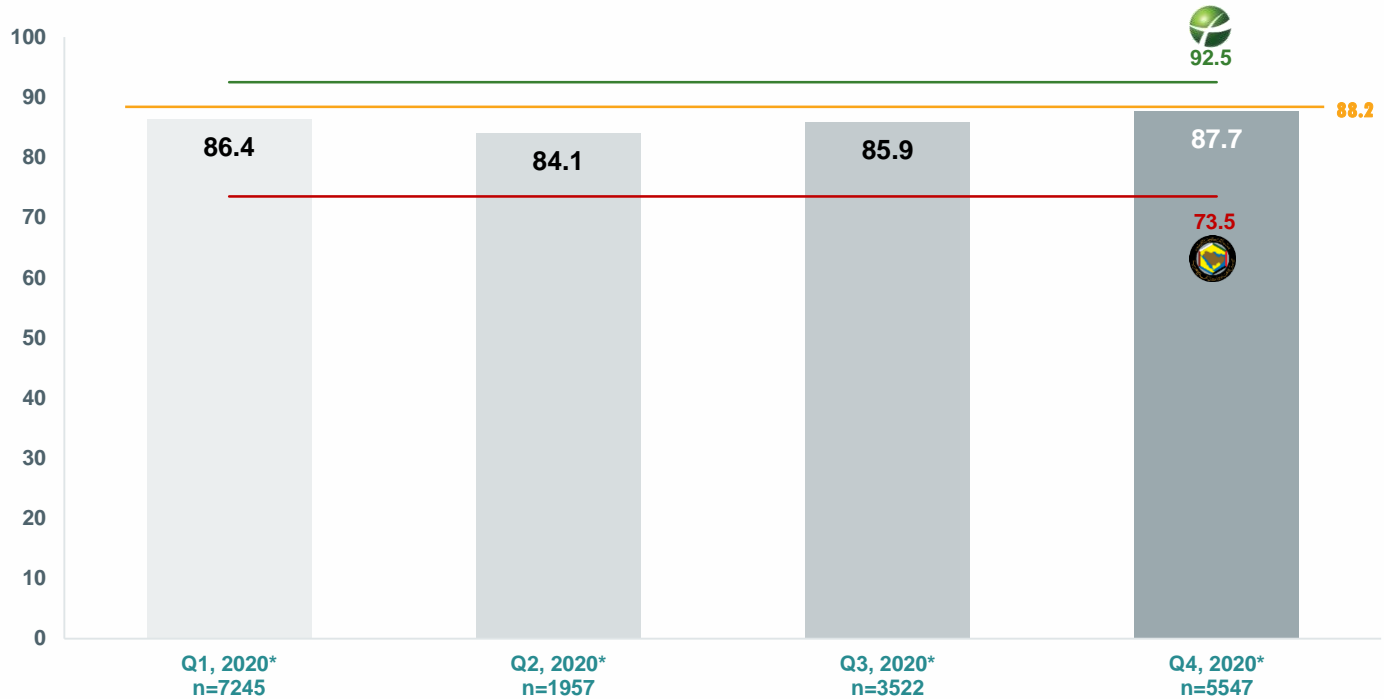


Outpatient

OP – Overall Rating



Overall Rating Trend [Q1, 2020 – Q4, 2020]



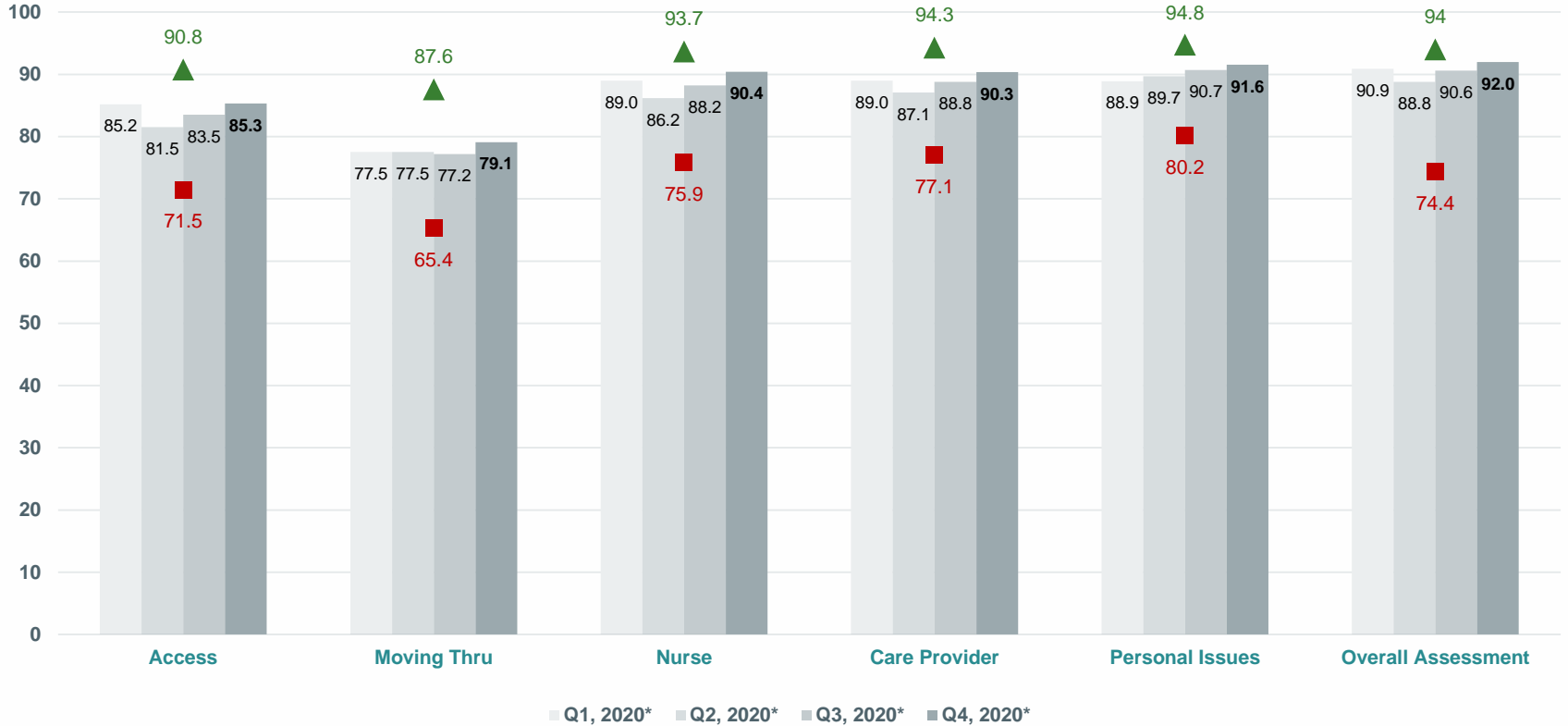
* The survey tool was updated starting from Q2, 2020

■ 2020 Target [88.2]

 GCC Average [73.5]

 PG Average [92.5]

OP – Survey Domains



* The survey tool was updated starting from Q2, 2020

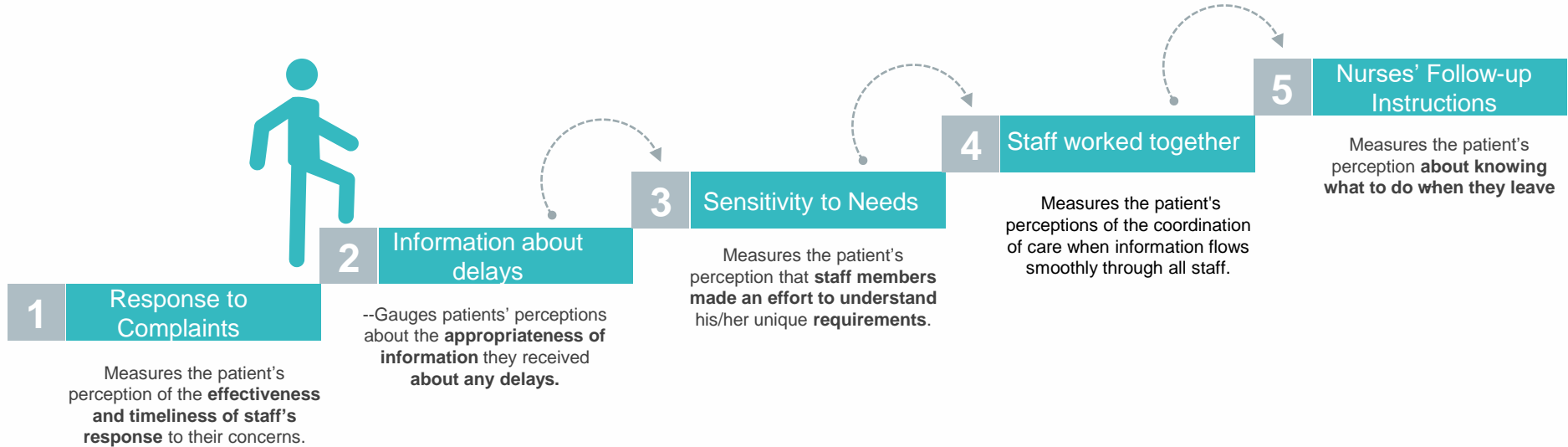
■ GCC Average

▲ PG Average

Dietician concern for questions



OP – Priority Index (Q4, 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 12 consecutive Quarters (Q3, 2018 – Q4, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Telemedicine

Telemedicine – Overall Rating

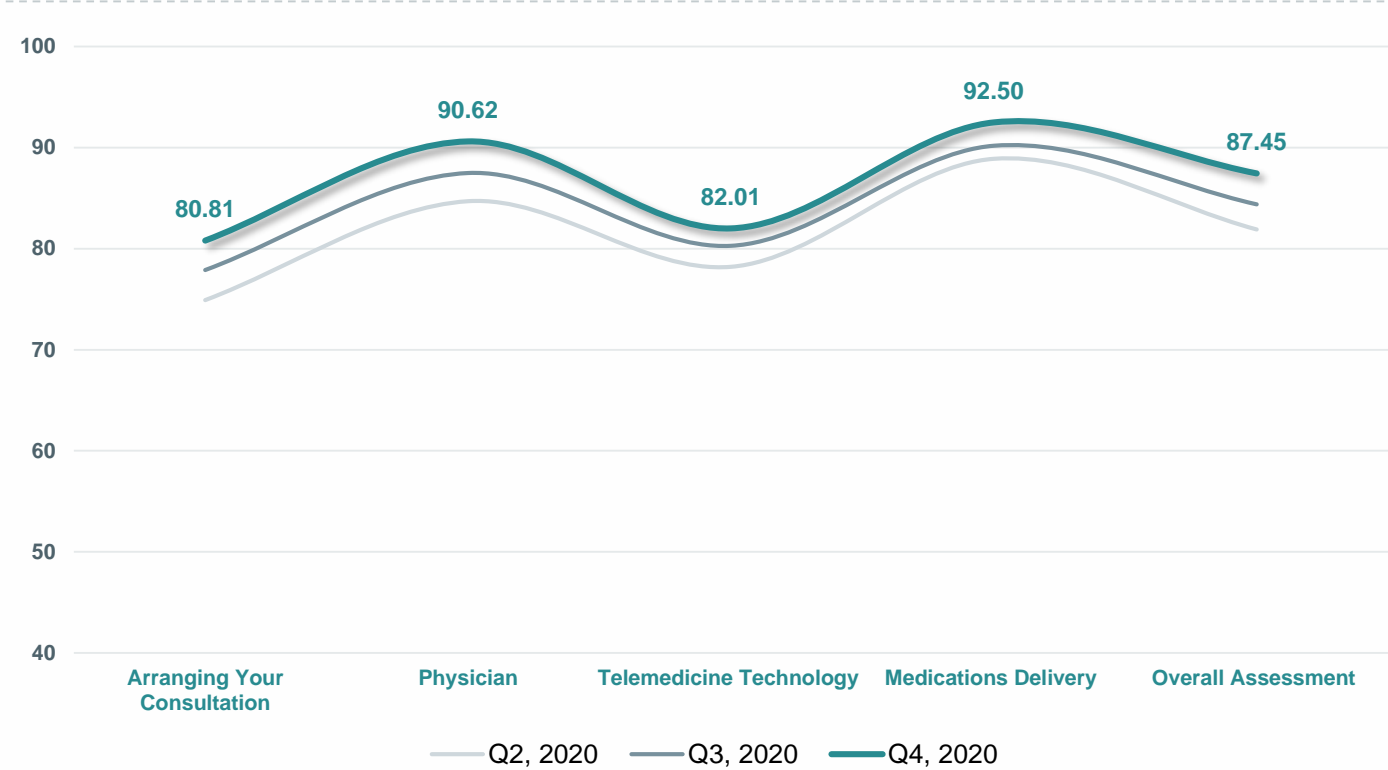
KFSH



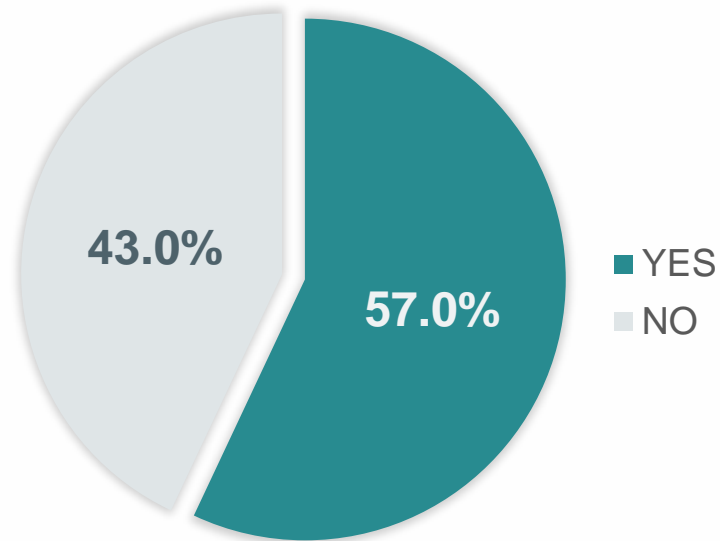
n-Size

449

Period: May 1st – Dec 31st, 2020

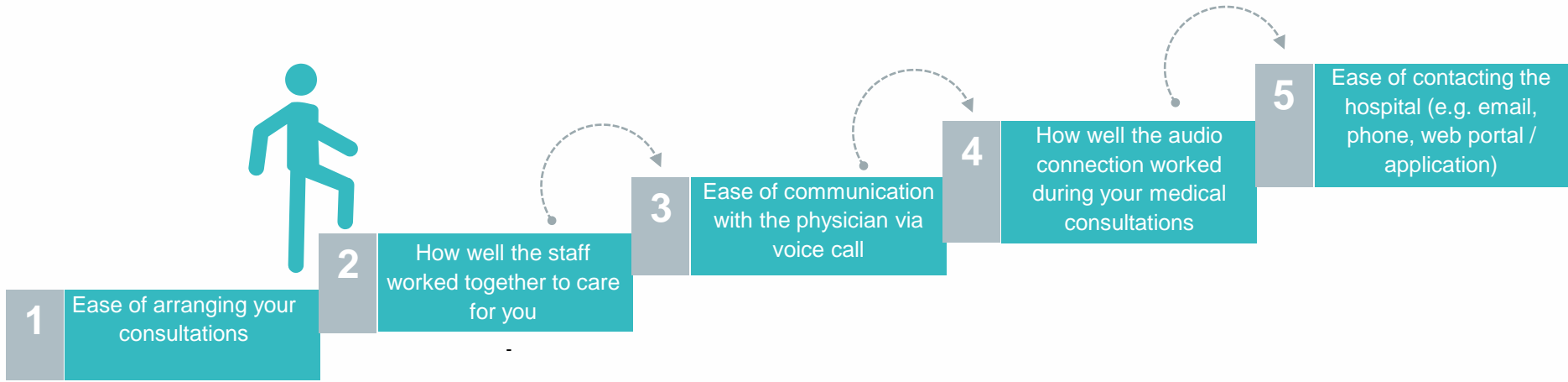


Did this telemedicine consultation spare you visiting the hospital?



Period: Oct 1st – Dec 31st, 2020

TM – Priority Index (Q4, 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

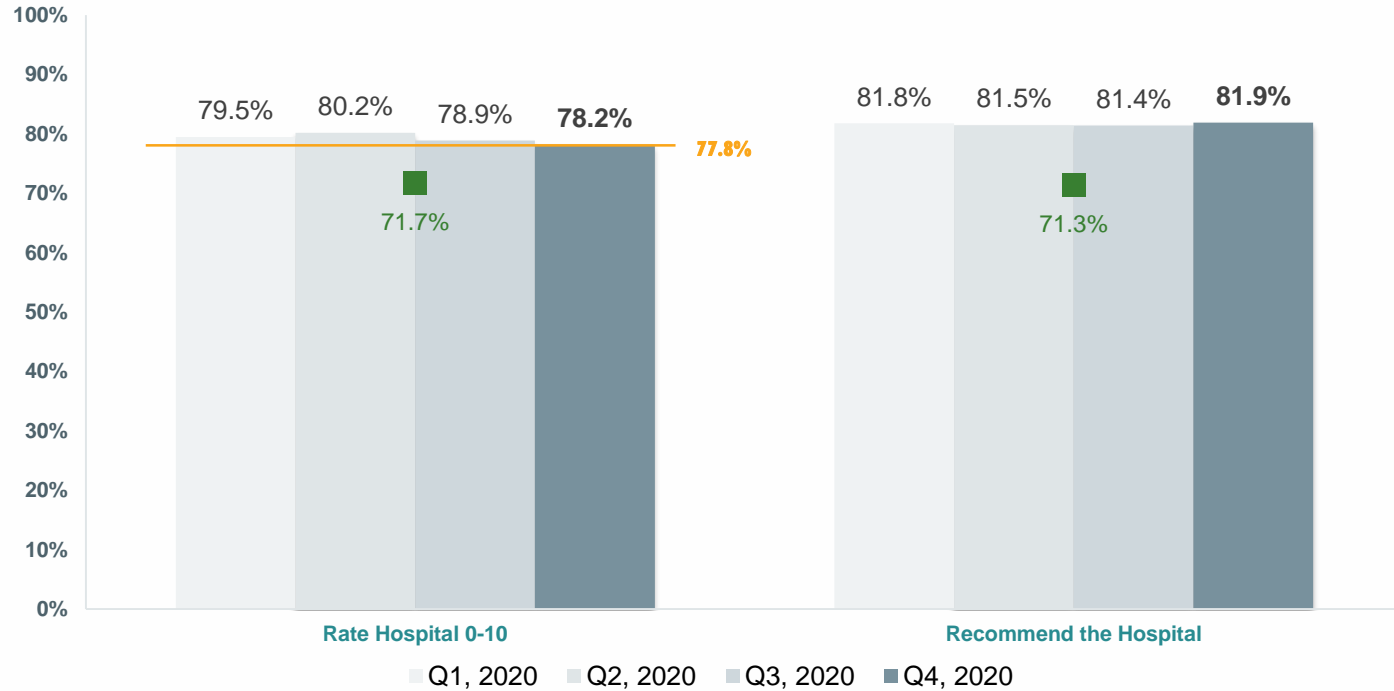


Inpatient
Adults

IP – Global Items

Period: Oct 1st – Dec 31st, 2020

Global Items Overall

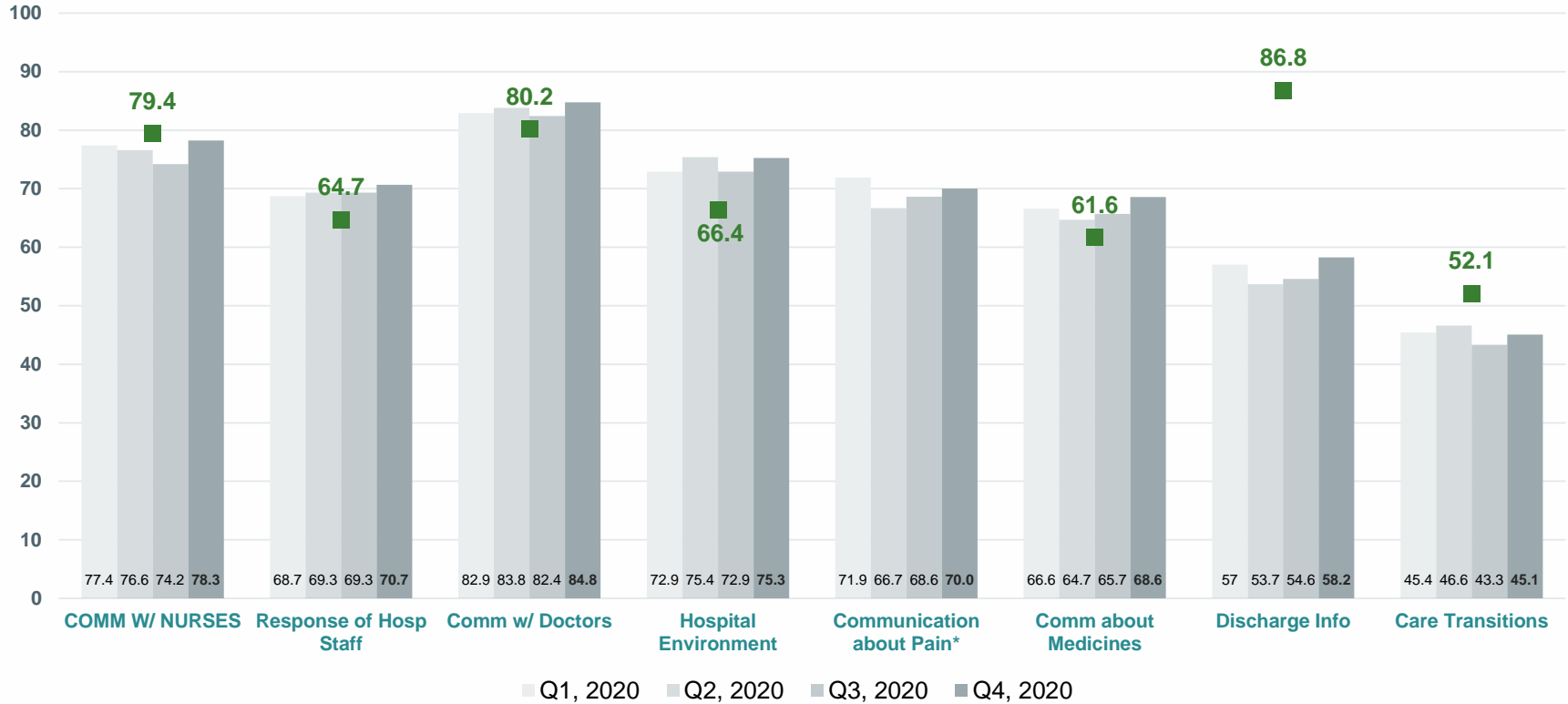


* Top Box %

■ 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

Doctors Explanations

3

2

4

1

5

Doctors Listen Carefully

Nurses listen carefully

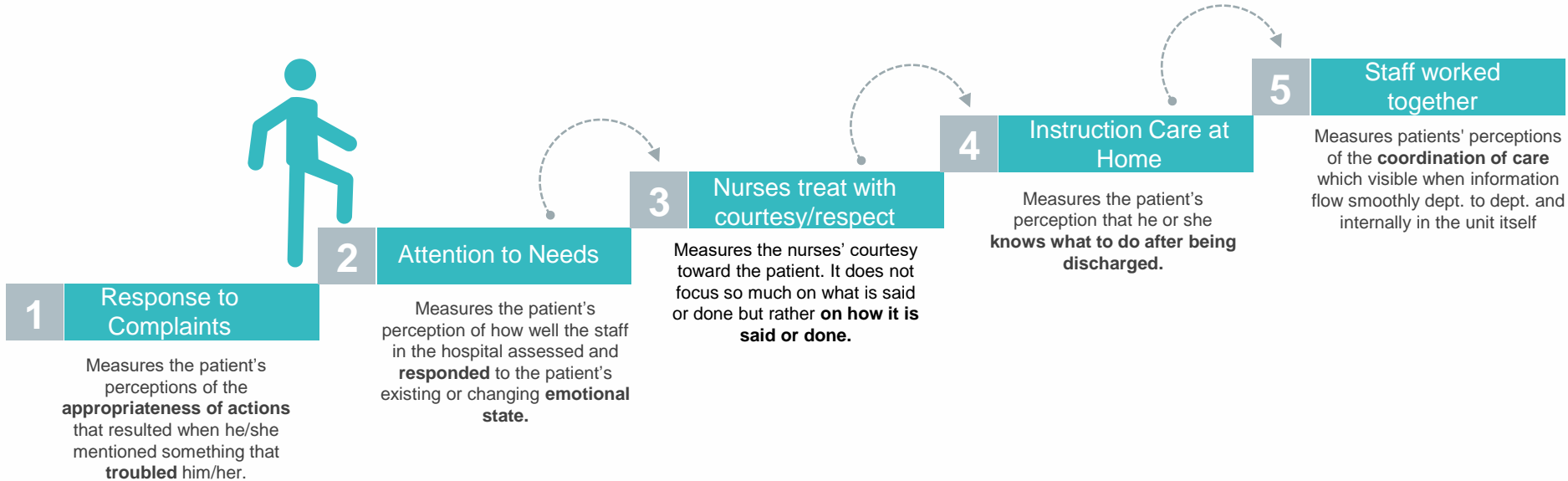
Doctors courtesy

Hospital environment



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IP – Priority Index (Q4, 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.

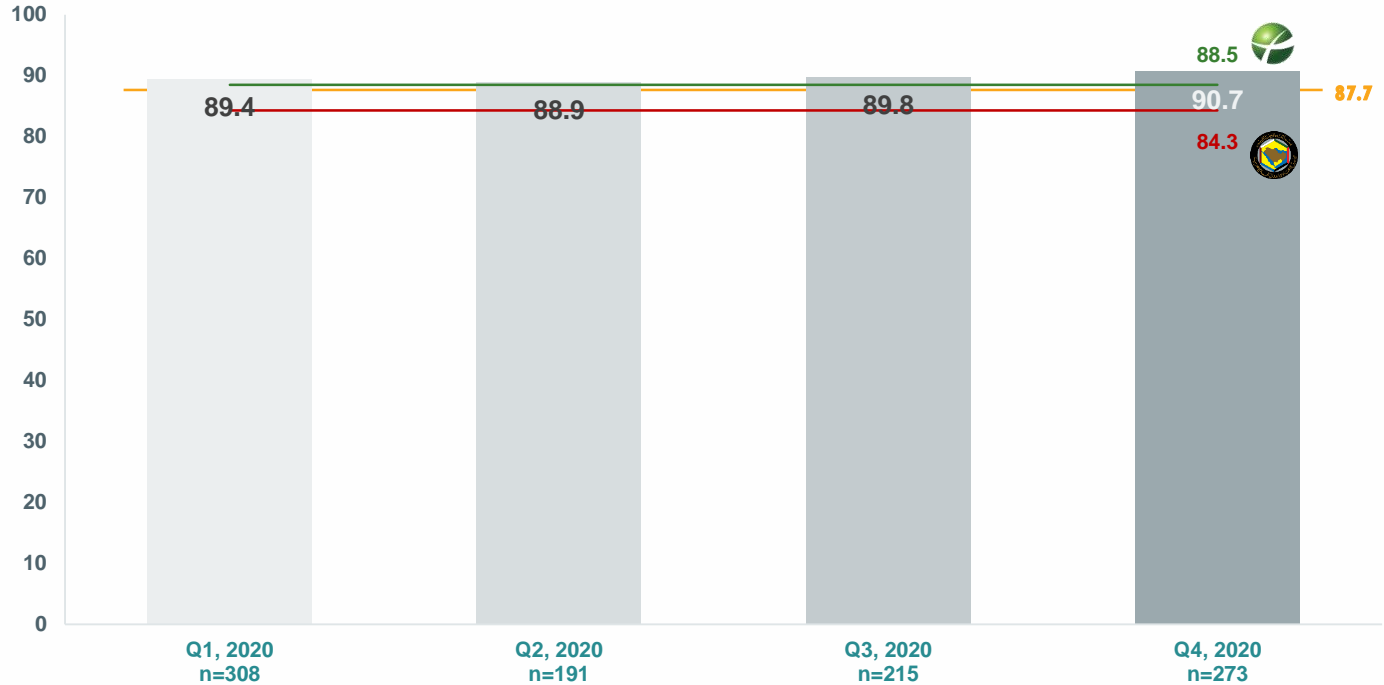


Inpatient
Pediatrics

IPP – Overall Rating



Overall Rating Trend [Q1, 2020 – Q4, 2020]

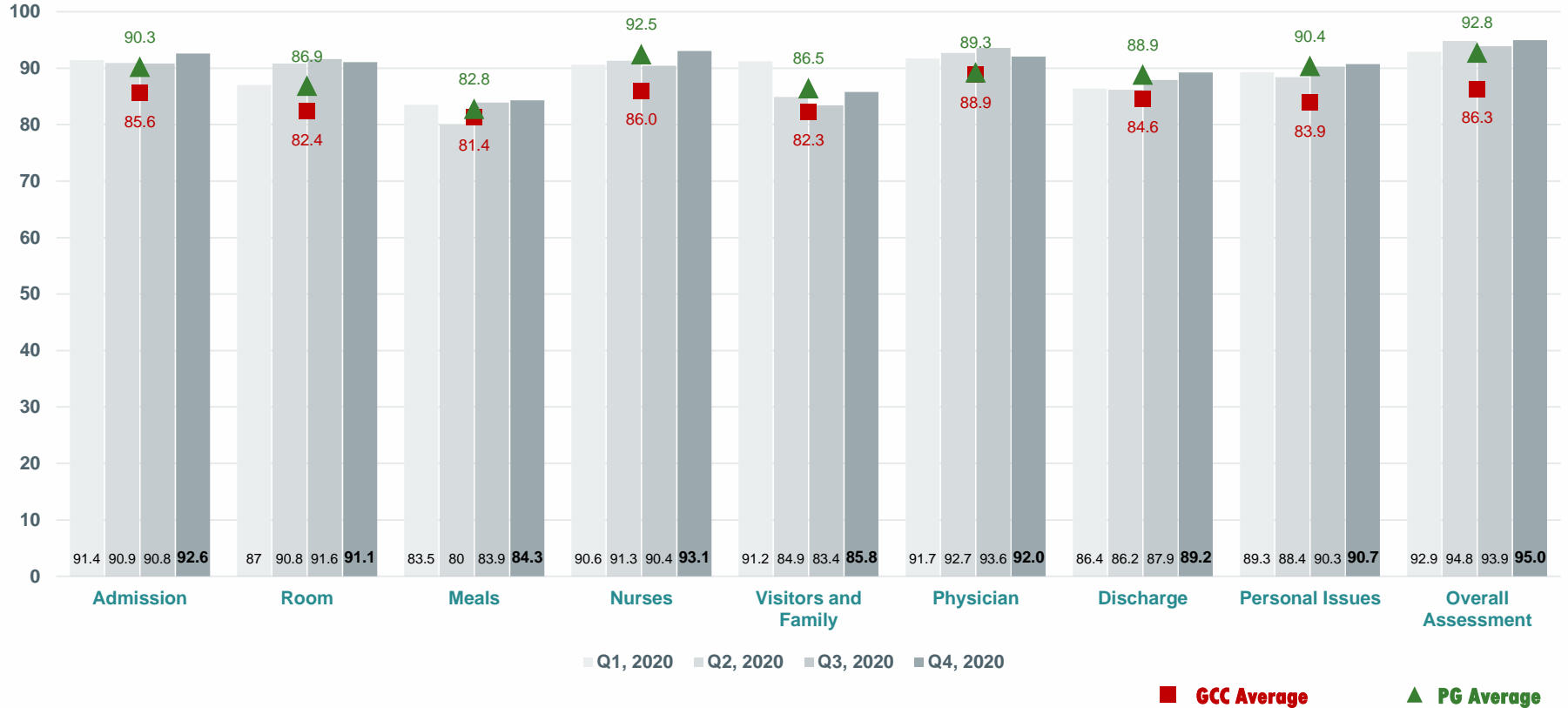


■ 2020 Target [87.7]

● GCC Average [84.3]

● PG Average [88.5]

IPP – Survey Domains



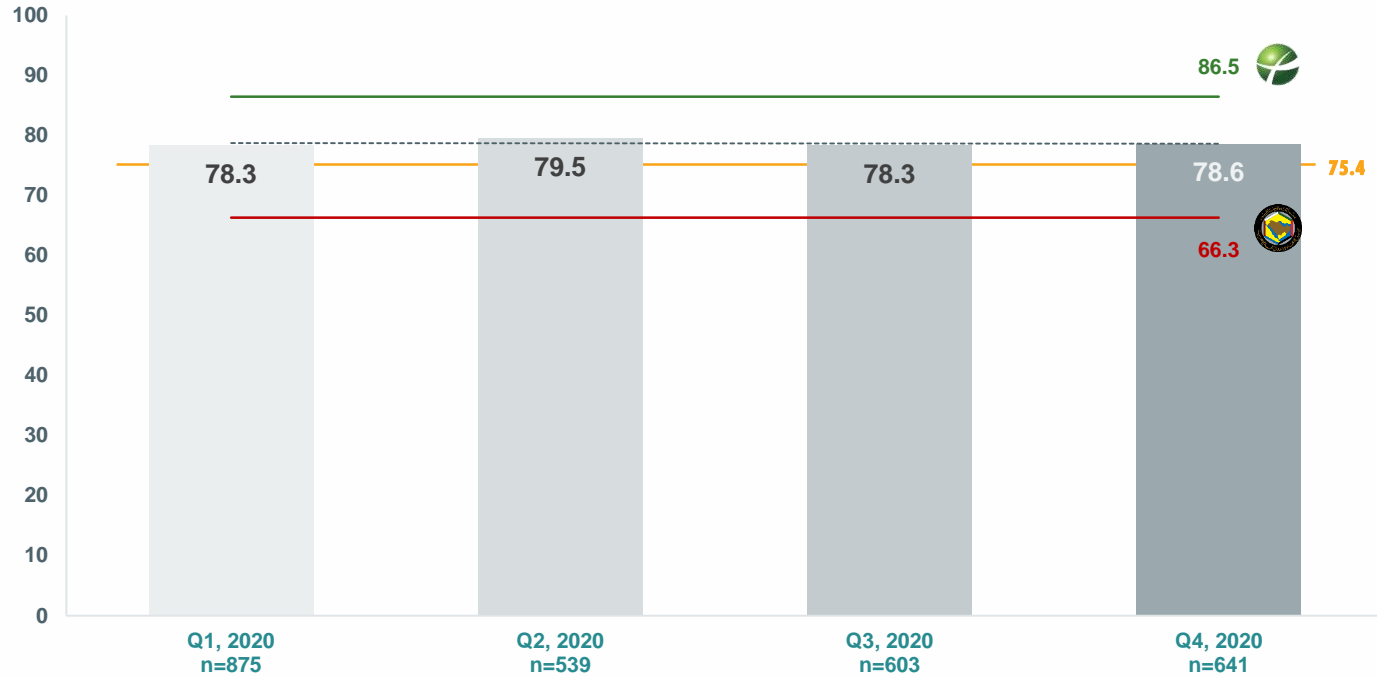


Emergency

ED – Overall Rating



Overall Rating Trend [Q1, 2020 – Q4, 2020]

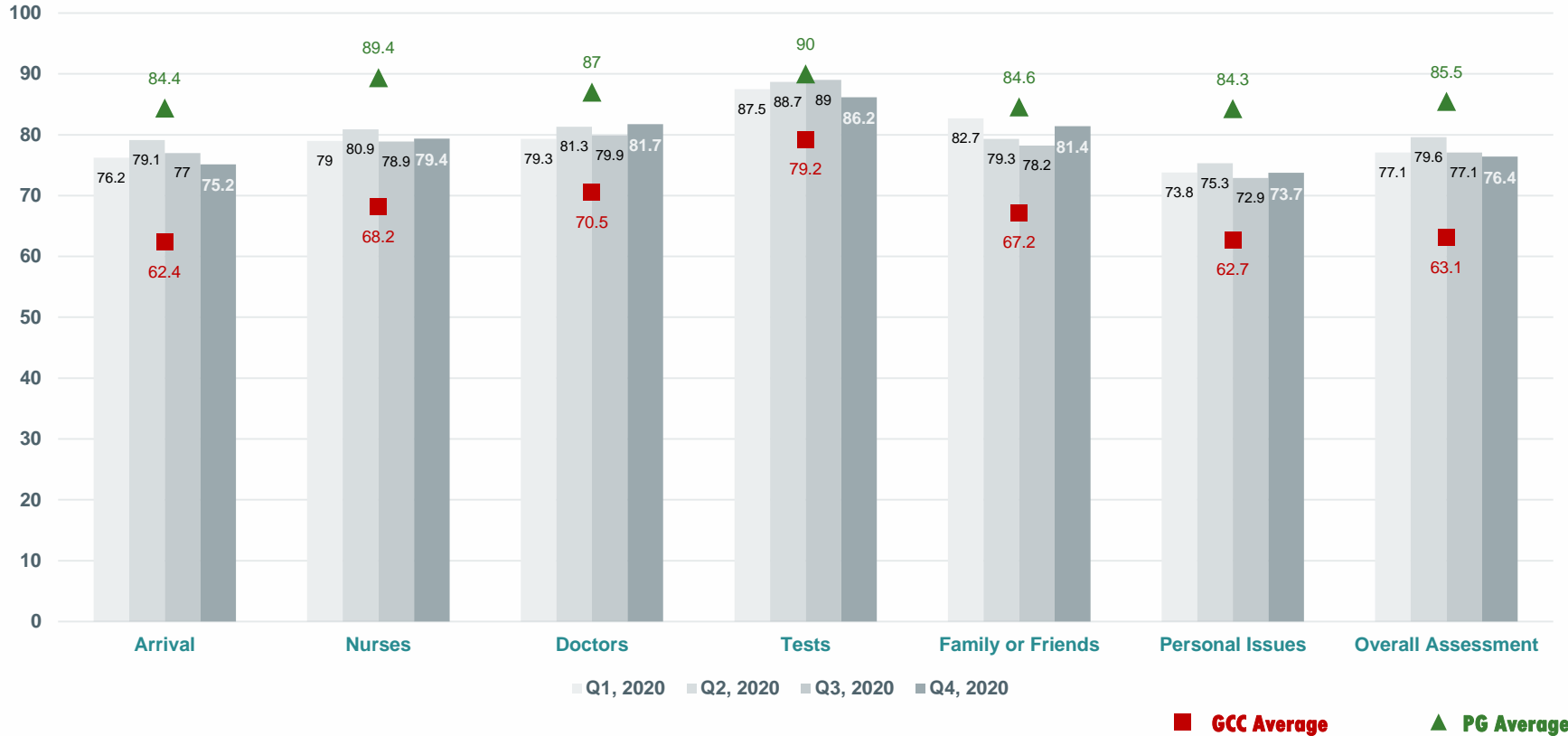


2020 Target [75.4]

GCC Average [66.3]

PG Average [86.5]

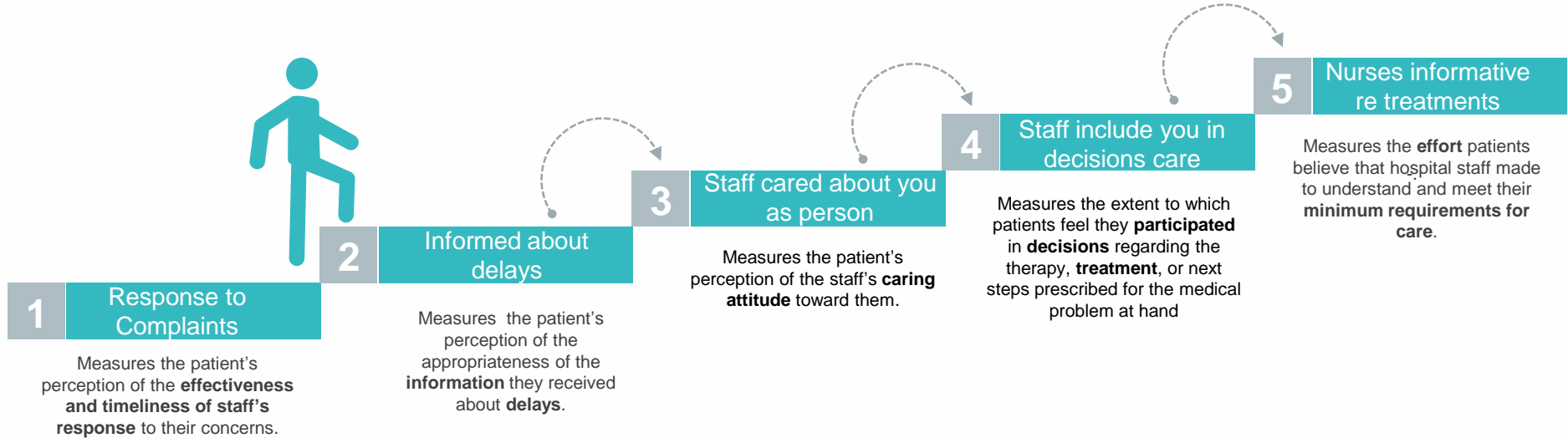
ED – Survey Domains



ED – Strengths



ED – Priority Index (Q4, 2020)



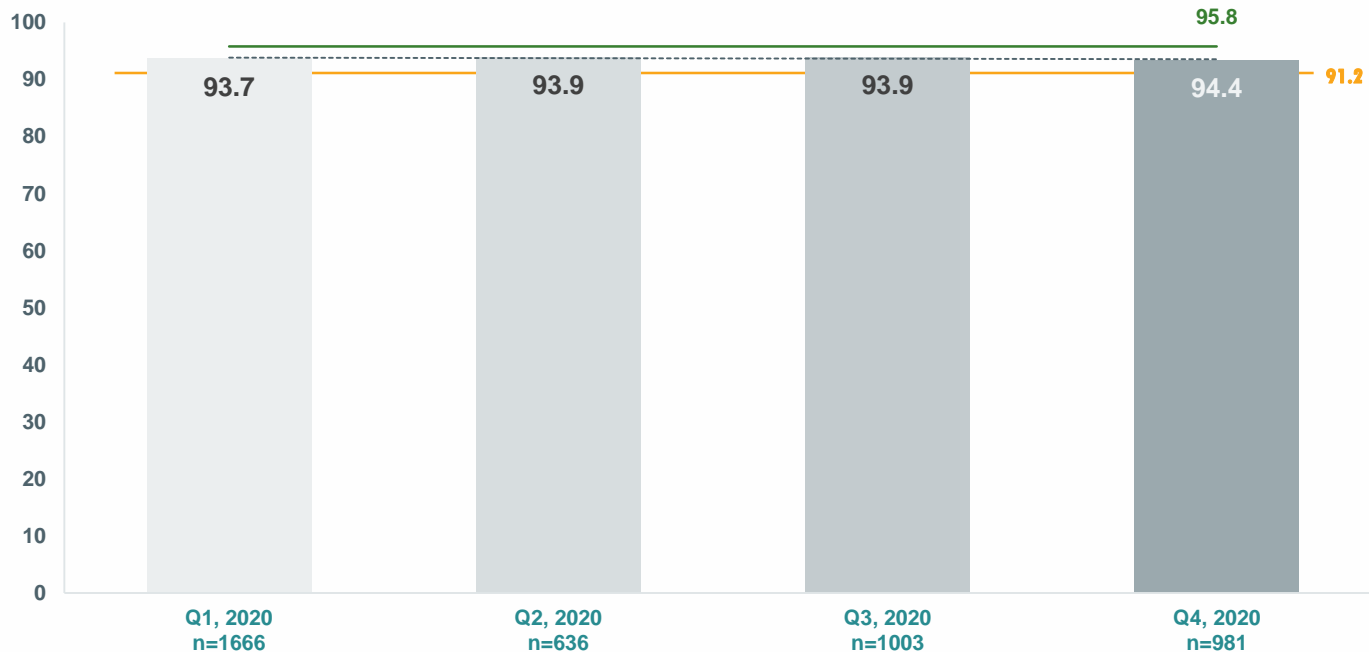
- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Emergency Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items were identified as priorities for 12 consecutive Quarters (Q1,2018 – Q4, 2020)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Ambulatory
Surgery

AS – Overall Rating

Overall Rating Trend [Q1, 2020 – Q4, 2020]

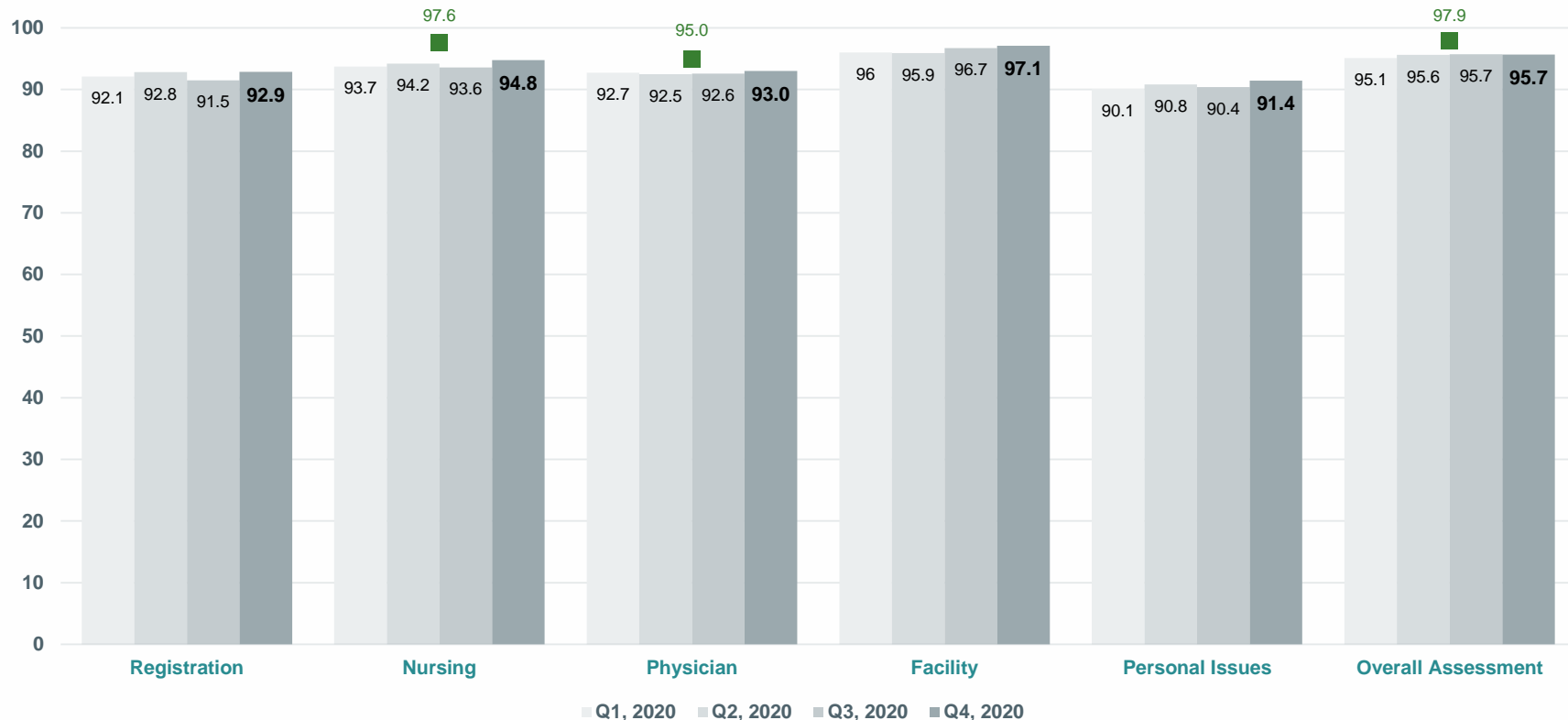


* The survey tool was updated starting from Q2, 2020

2020 Target [91.2]

PG Average [95.8]

AS – Survey Domains



* The survey tool was updated starting from Q2, 2020

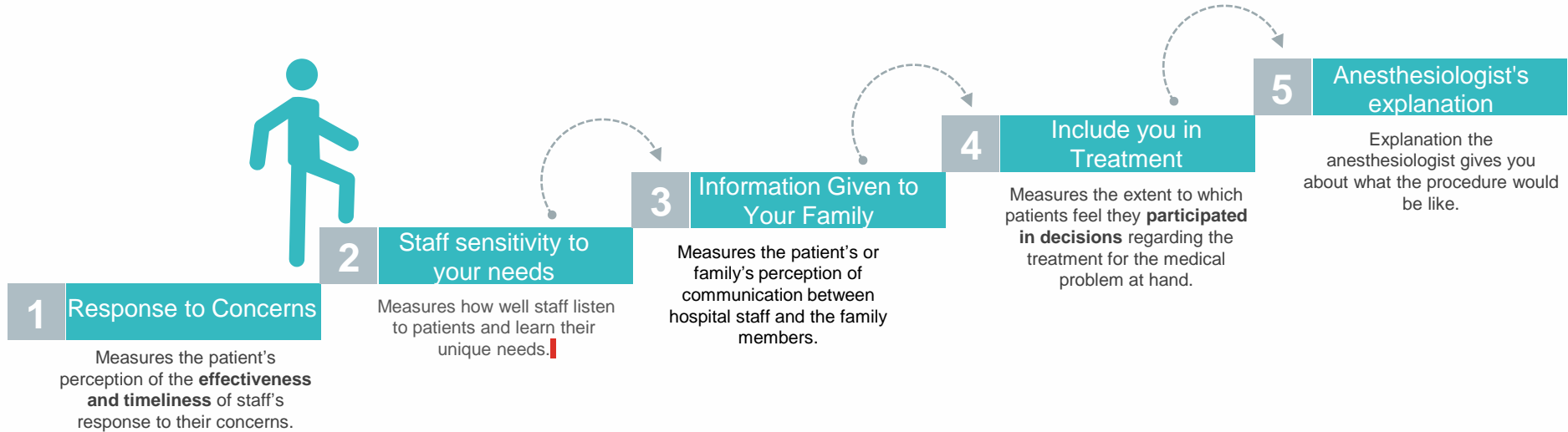
▲ PG Average

AS – Strengths

Confidence in skill of CP



AS – Priority Index (Q4, 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 6 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Outpatient
Oncology

ON – Overall Rating

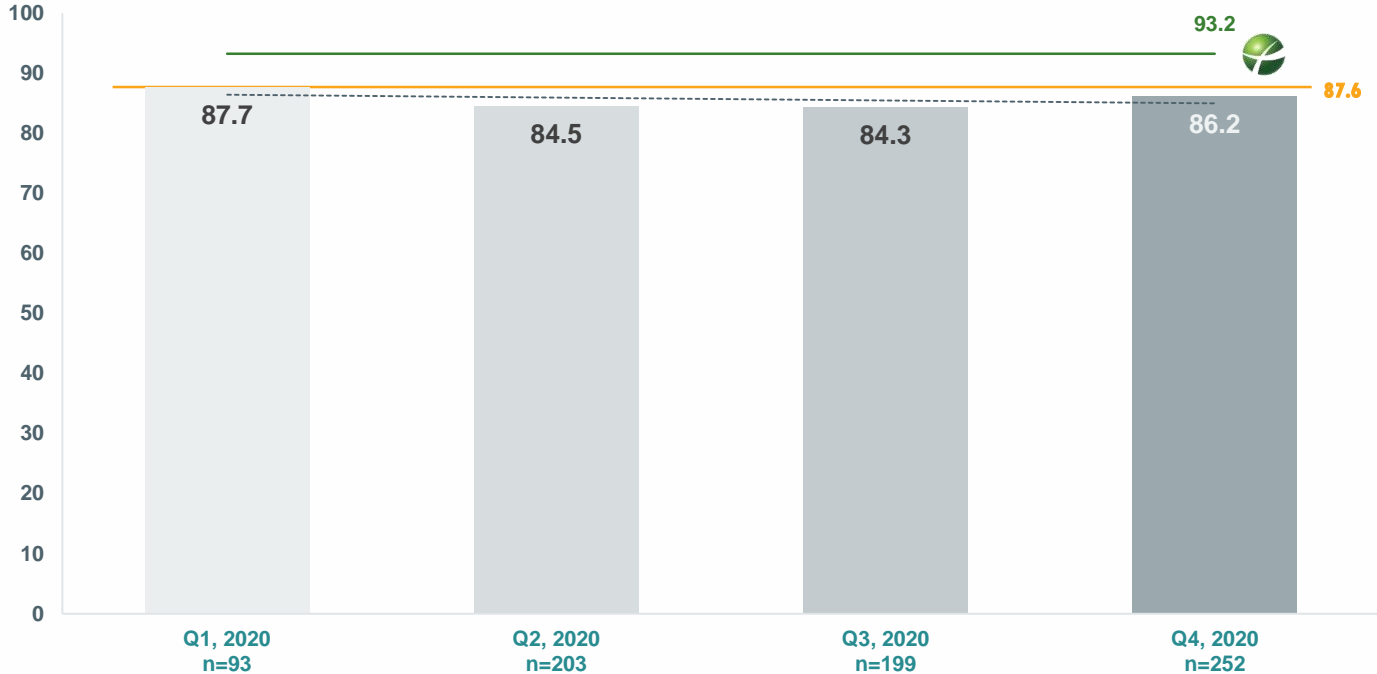
KFSH



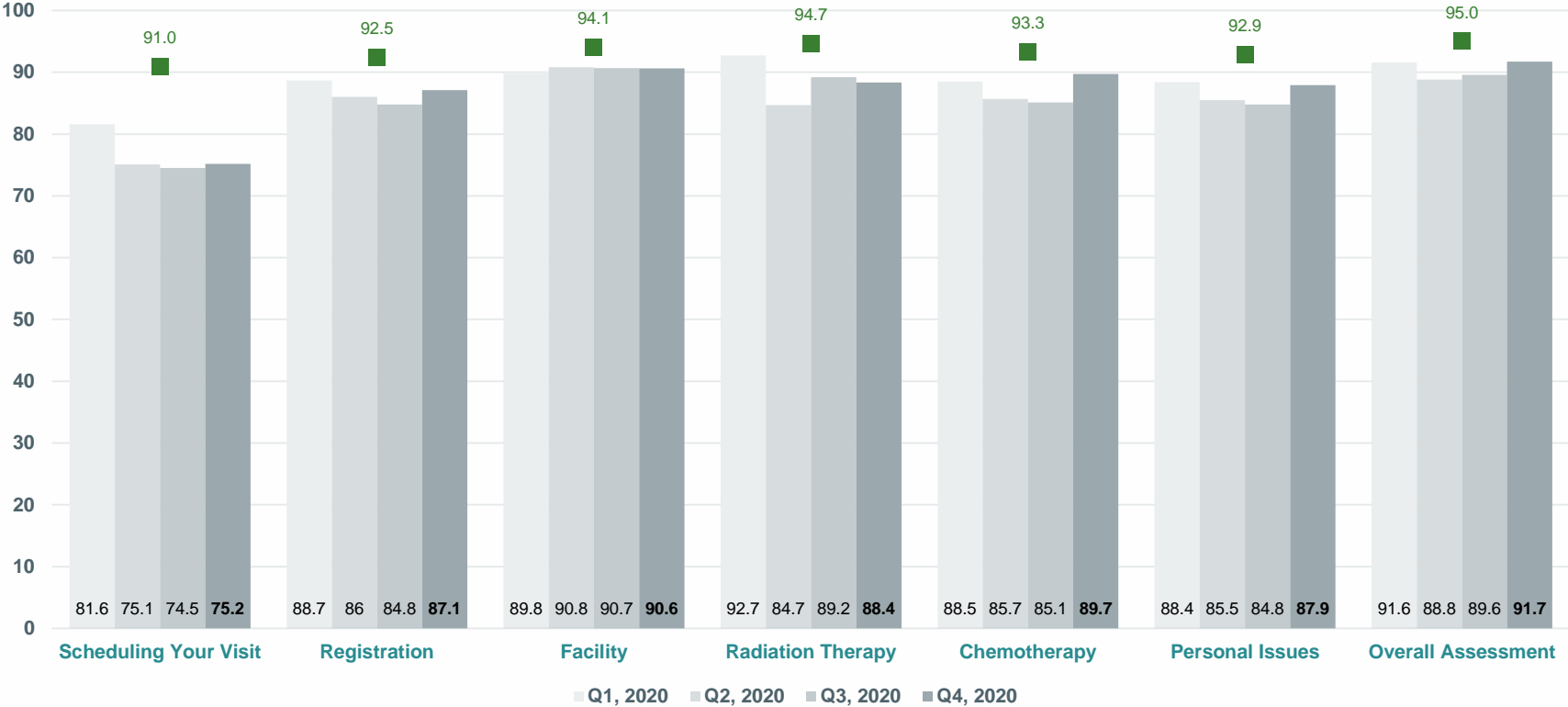
86.2
Q4, 2020

n-Size
252

Overall Rating Trend [Q1, 2020 – Q4, 2020]



ON – Survey Domains



▲ PG Average

ON – Overall Rating

Overall Rating Units



Period: Oct 1st – Dec 31st, 2020

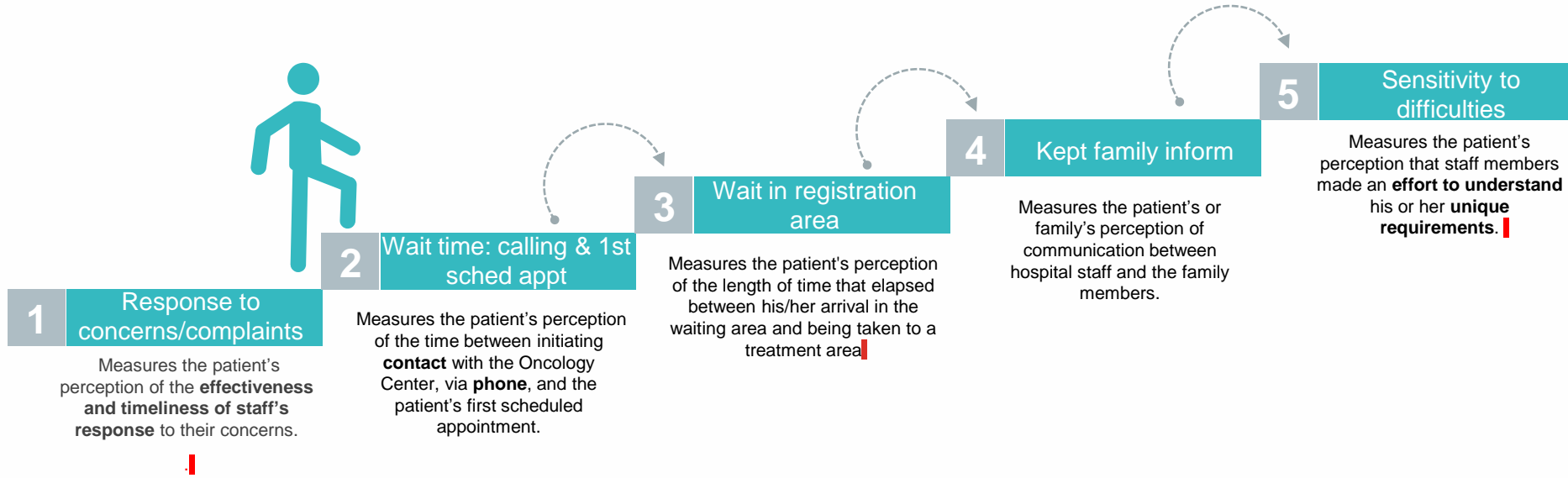
 **KFSH Average [86.2]**

 **PG Average [93.2]**

ON – Strengths



ON – Priority Index (Q4, 2020)



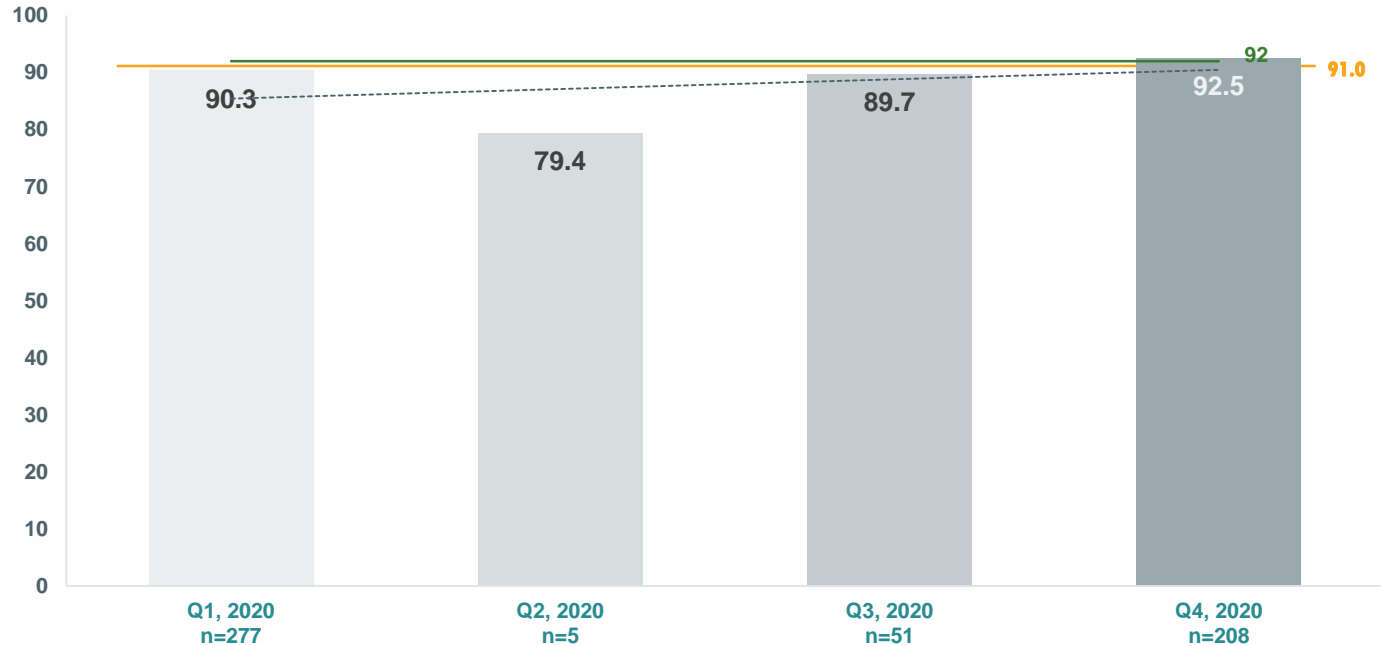
- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate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



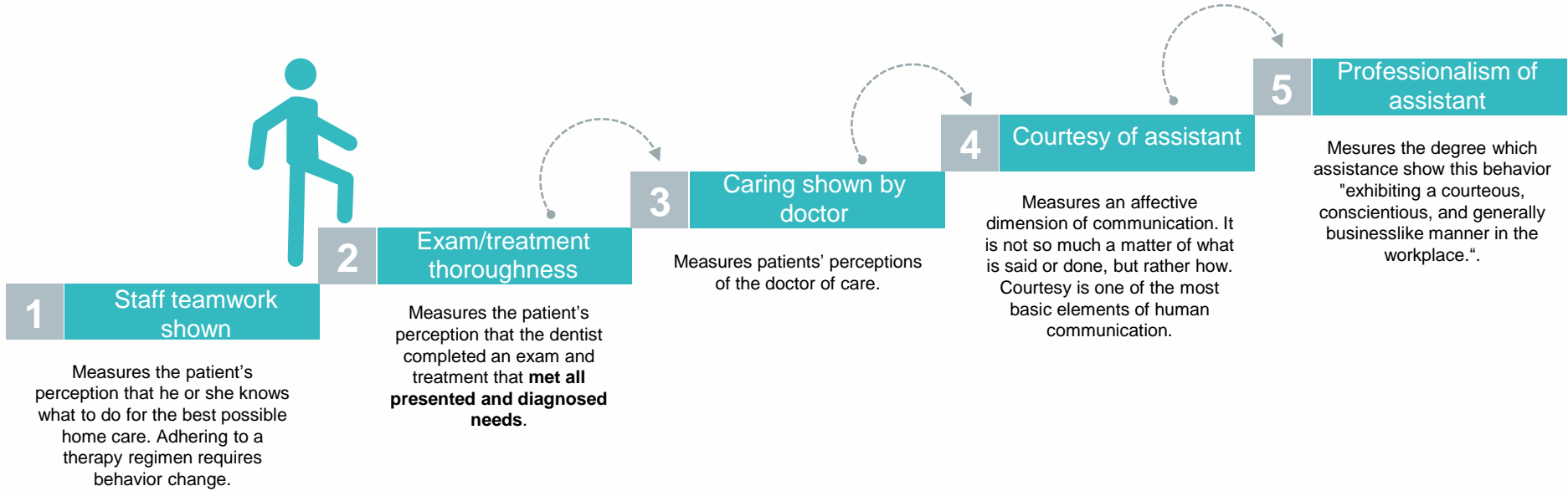
DEN – Overall Rating



Overall Rating Trend [Q1, 2020 – Q4, 2020]



DEN – Priority Index (Q4, 2020)



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

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