



Your Experience Matters

KFSH&RC 2024 Patient Experience Performance Report

Surveys administered in the period January – September 2024

Your Experience Matters

At King Faisal Specialist Hospital & Research Center, we place the utmost importance on you and your loved ones. We recognize the significance of involving you in your healthcare experience throughout the healthcare journey, and we are dedicated to providing compassionate care and comprehensive information to support you every step of the way.

From the first interaction to the last treatment, we recognize that we are meeting and treating people at one of the hardest times in their life. While in our care, the patient's experience is of the utmost importance to us.



We Listen

Over the years, King Faisal Specialist Hospital & Research Center developed a comprehensive program to drive insights that can shape your own health care experience and future patients. Every year we receive over 100,000 patient experience surveys that serve as a guide to our improvement projects.

After leaving the hospital, you will receive a survey to confidentially share your experience from a third-party. We read every survey and comment to help improve our services. Your stories are an inspiration for us, and we love hearing them.

Our Patient Experience Performance

King Faisal Specialist Hospital & Research Center continues to rank among the best national facilities in patient experience as a testament of our lasting commitment to excellence.

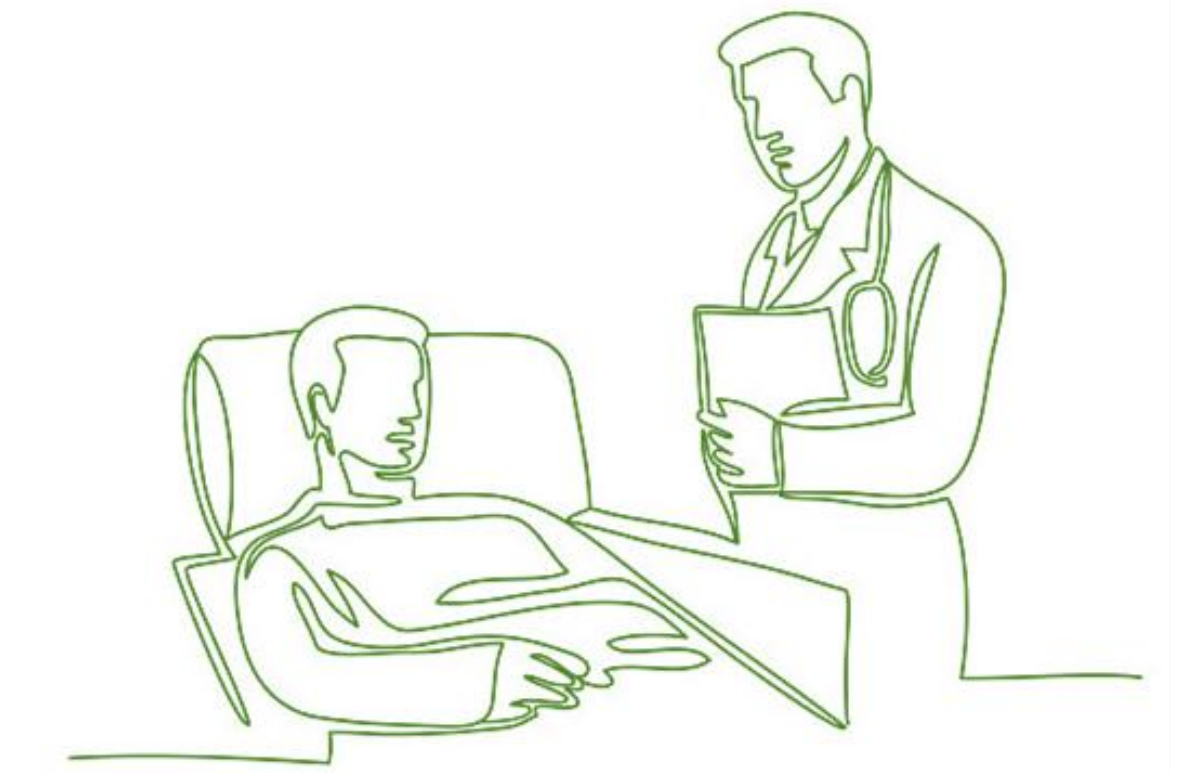
Below are some of the metrics we closely monitor as a compass to ensure that we continue to deliver on our patient experience promise. These results are based on patient experience surveys data collected, analysed and reported thru Press Ganey as a third-party. Press Ganey is global renowned leader in this field, working with over 41,000+ healthcare, including leading 3,100+ healthcare systems internationally, creating the most robust comparative databases in class for KFSH&RC.



Benchmarking

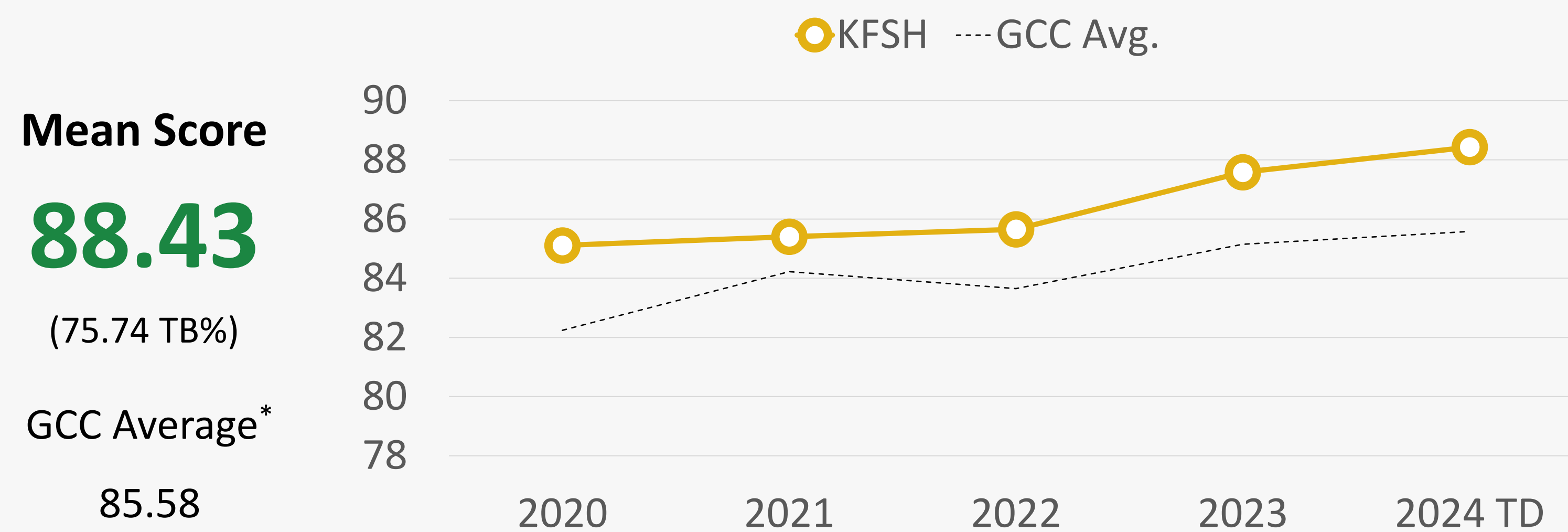
KFSH&RC strives for continuous improvement, and for that we continue to benchmark our performance to leading facilities internationally, to help learn from what others are doing so that we improve our care, illustrating our unwavering dedication to patient experience.

Adult Inpatient Survey Results

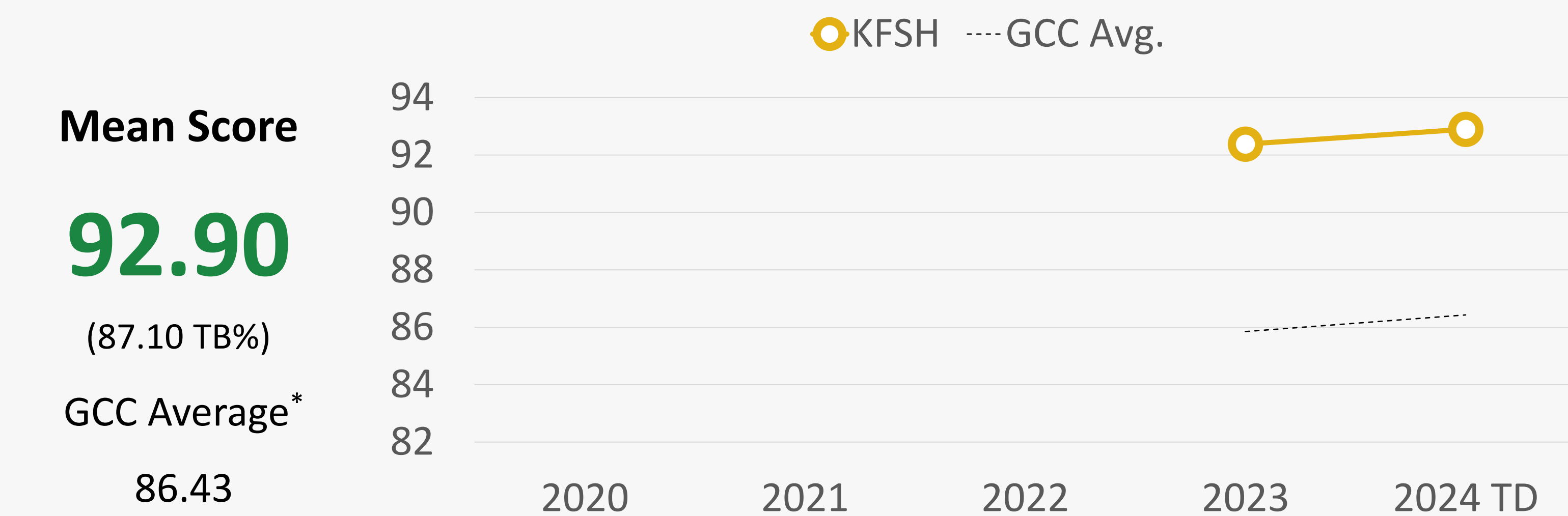


- Inpatient**
- Pediatric IP
- Outpatient
- Emergency
- Ambulatory Surgery
- Oncology OP
- Rehabilitation
- Dental

Press Ganey - Overall Experience



Press Ganey – Likelihood to Recommend



Source: Press Ganey

* **US Benchmark:** Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results, including 1,200+ healthcare facilities. No GCC benchmark available.

* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Pediatrics Inpatient Survey Results



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|-----------|---------------------|------------|-----------|--------------------|-------------|----------------|--------|
| Inpatient | Pediatric IP | Outpatient | Emergency | Ambulatory Surgery | Oncology OP | Rehabilitation | Dental |
|-----------|---------------------|------------|-----------|--------------------|-------------|----------------|--------|

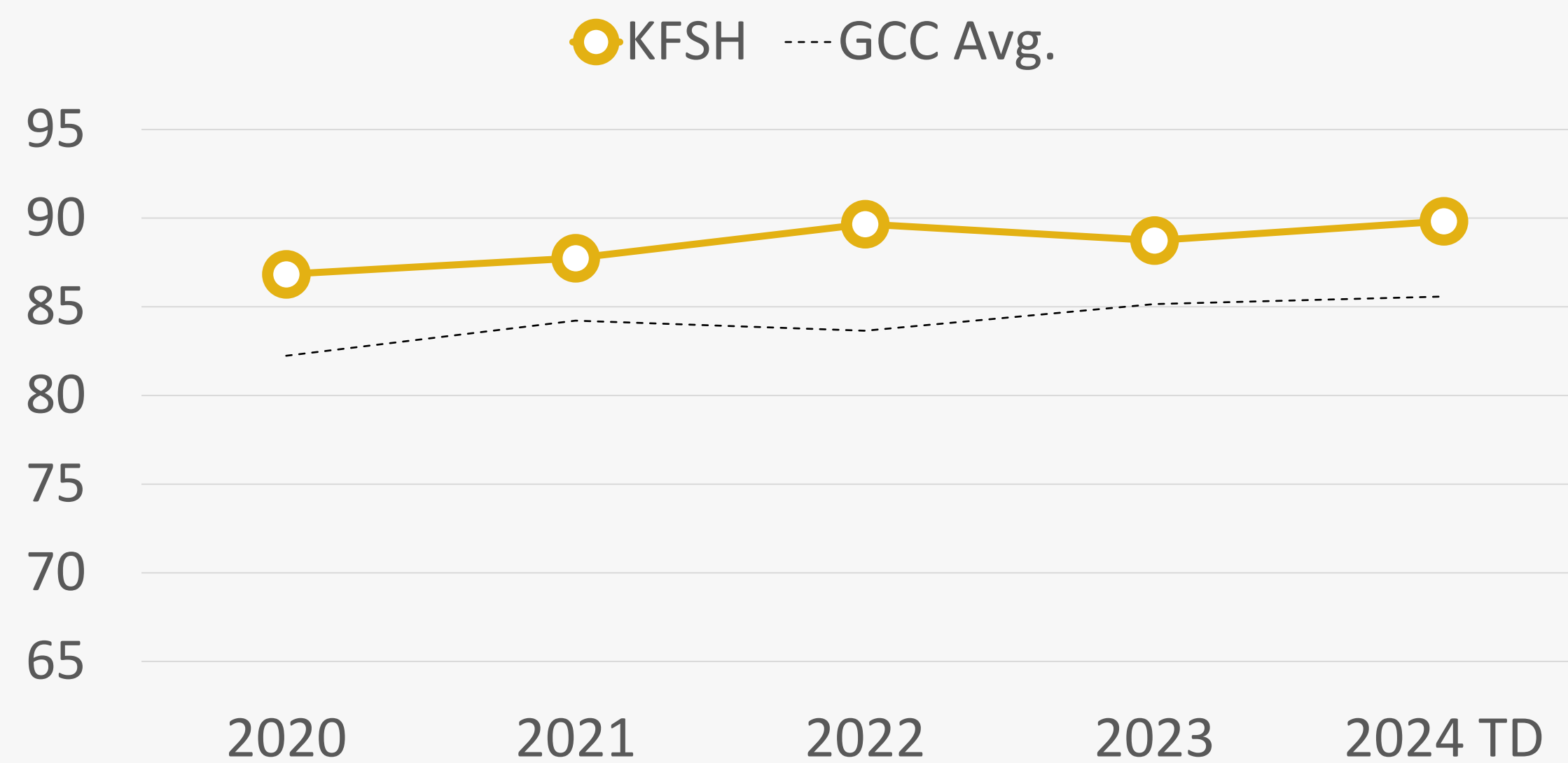
Press Ganey - Overall Experience

Mean Score

89.83

(77.90 TB%)

GCC Average*
85.58



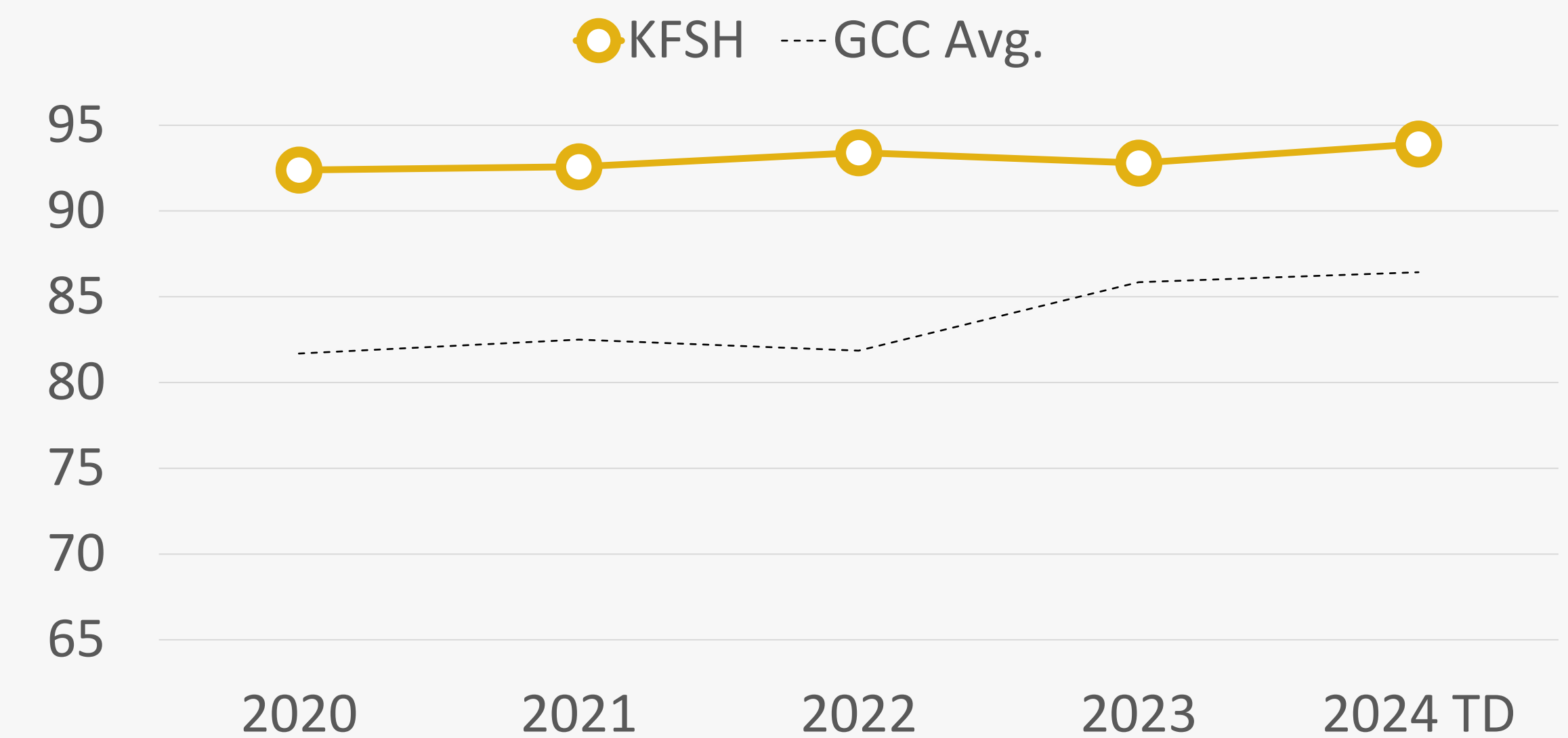
Press Ganey – Likelihood to Recommend

Mean Score

93.91

(90.29 TB%)

GCC Average*
86.43



Source: Press Ganey

* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Outpatient Survey Results



- Inpatient
- Pediatric IP
- Outpatient**
- Emergency
- Ambulatory Surgery
- Oncology OP
- Rehabilitation
- Dental

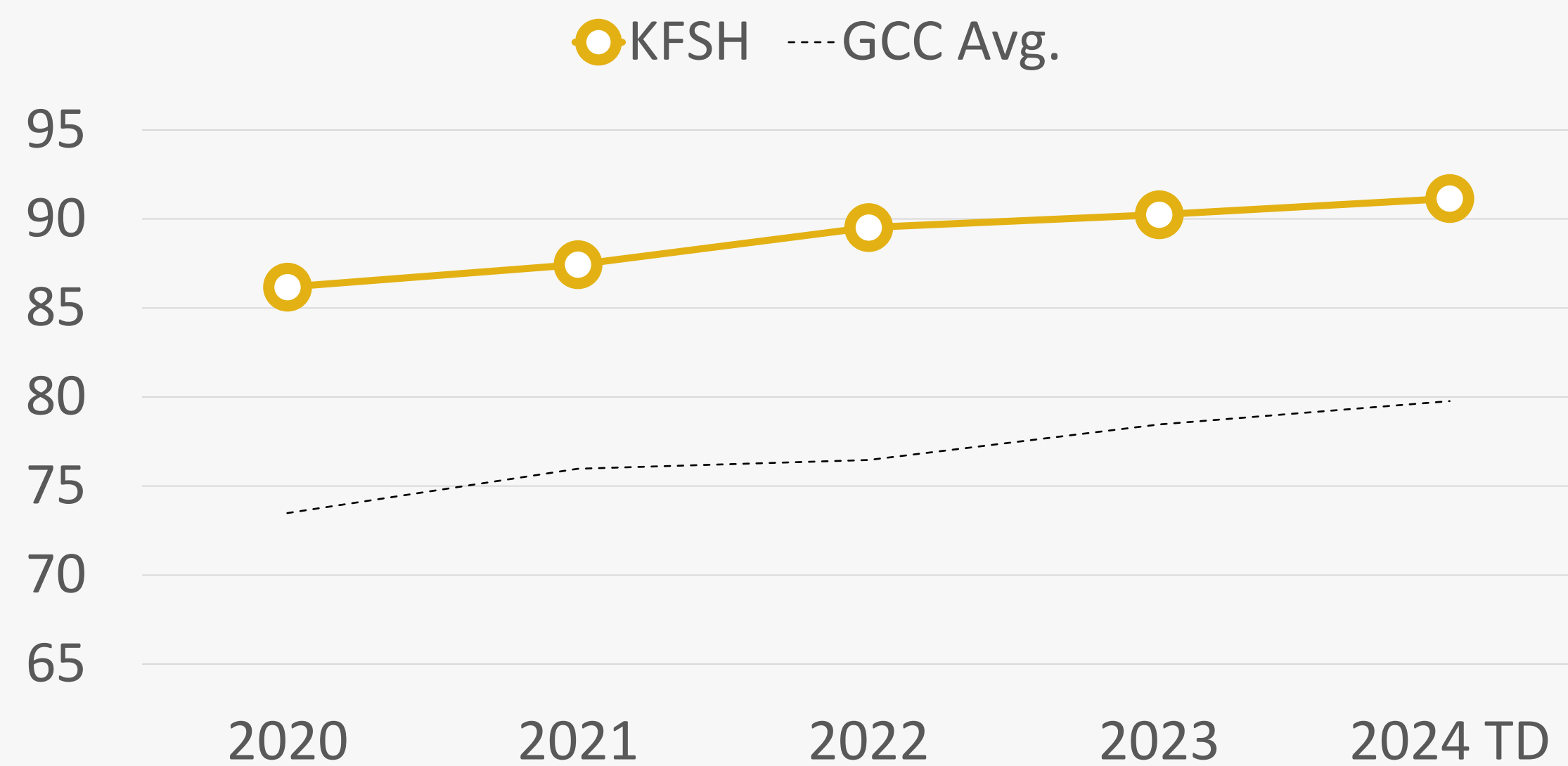
Press Ganey - Overall Experience

Mean Score

91.15

(81.41 TB%)

GCC Average*
79.77



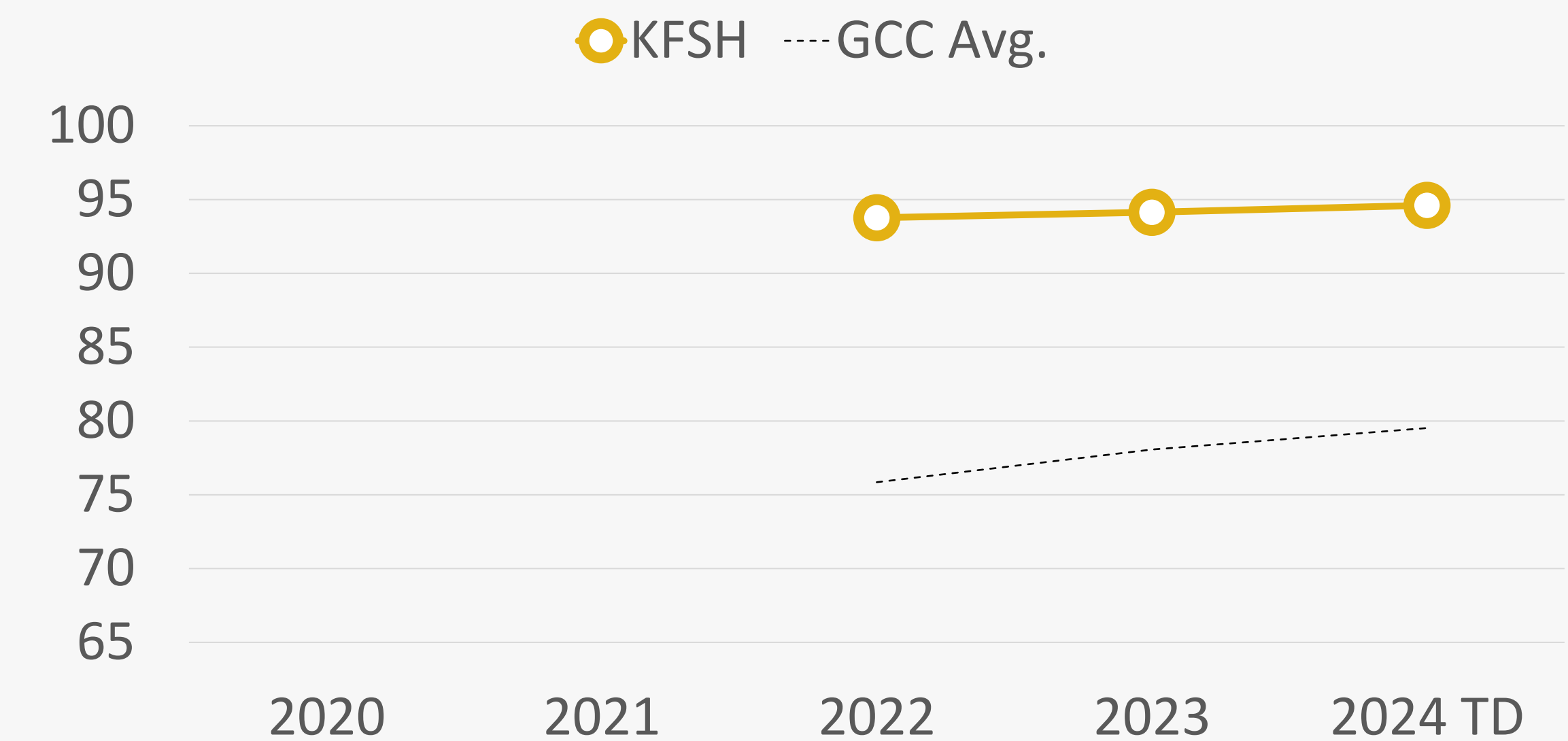
Press Ganey – Likelihood to Recommend

Mean Score

94.61

(86.91 TB%)

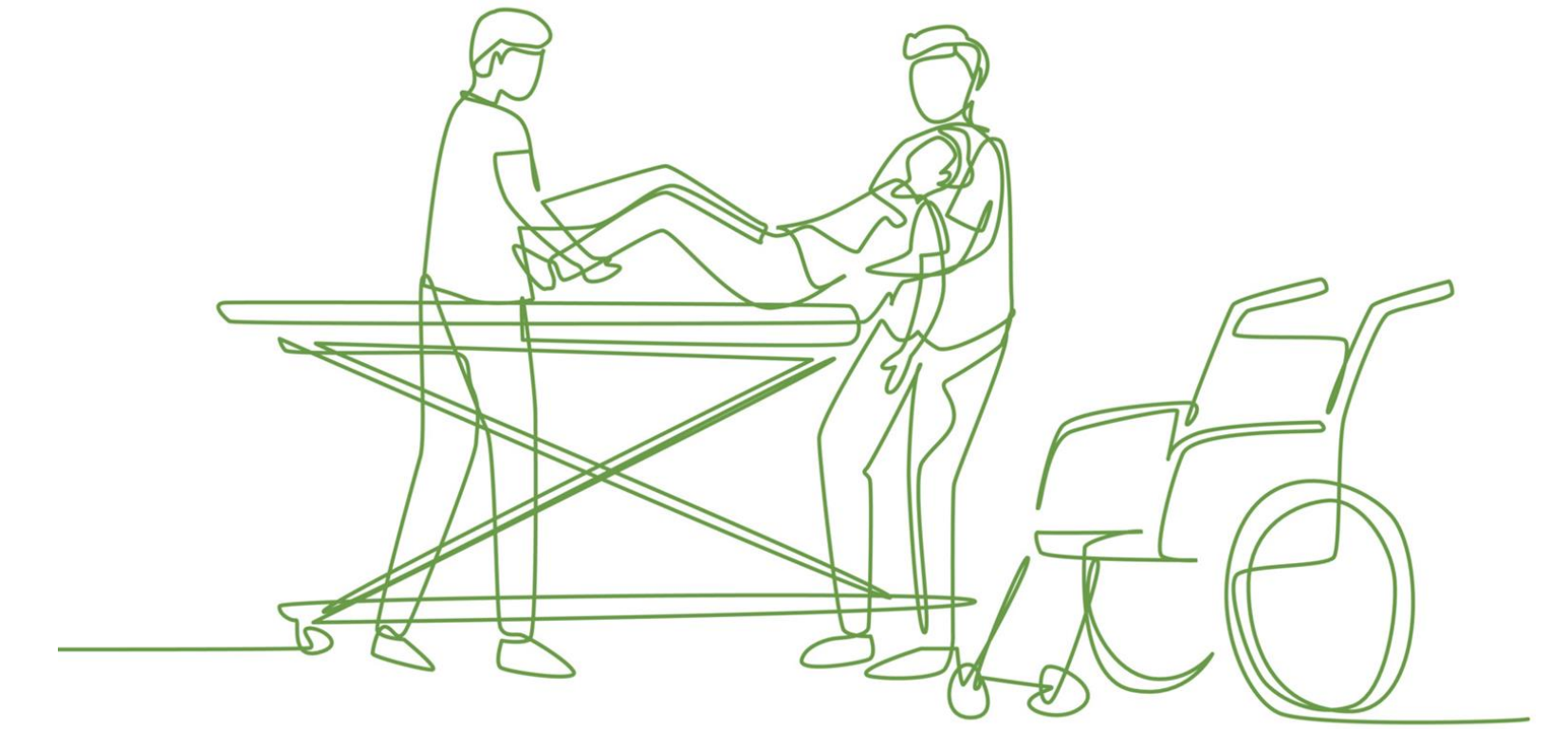
GCC Average*
79.52



Source: Press Ganey
Excluding Telehealth/Virtual visits

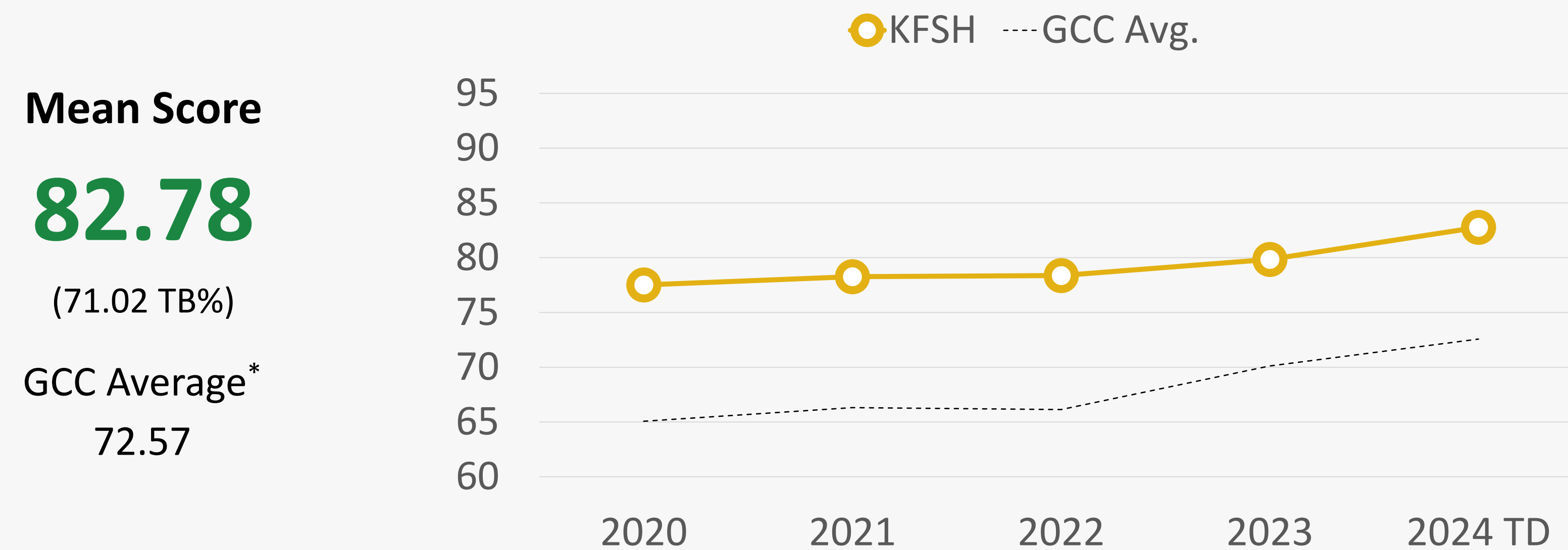
* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Emergency Department Survey Results

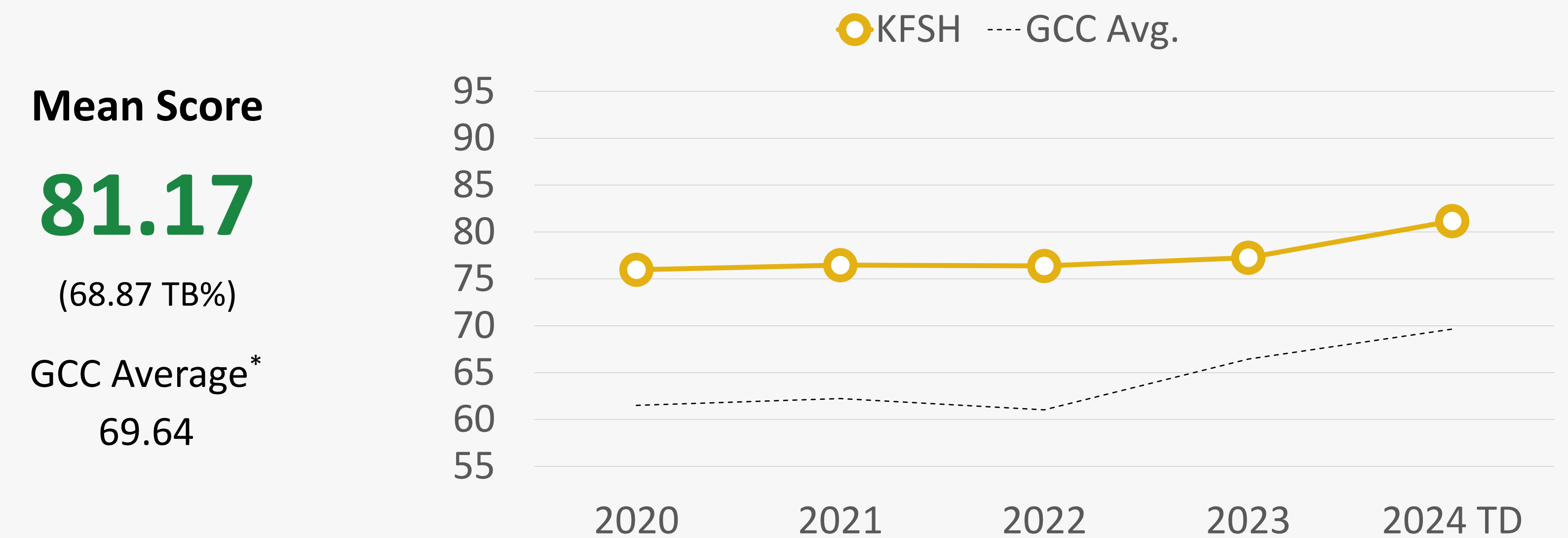


- Inpatient
- Pediatric IP
- Outpatient
- Emergency**
- Ambulatory Surgery
- Oncology OP
- Rehabilitation
- Dental

Press Ganey - Overall Experience



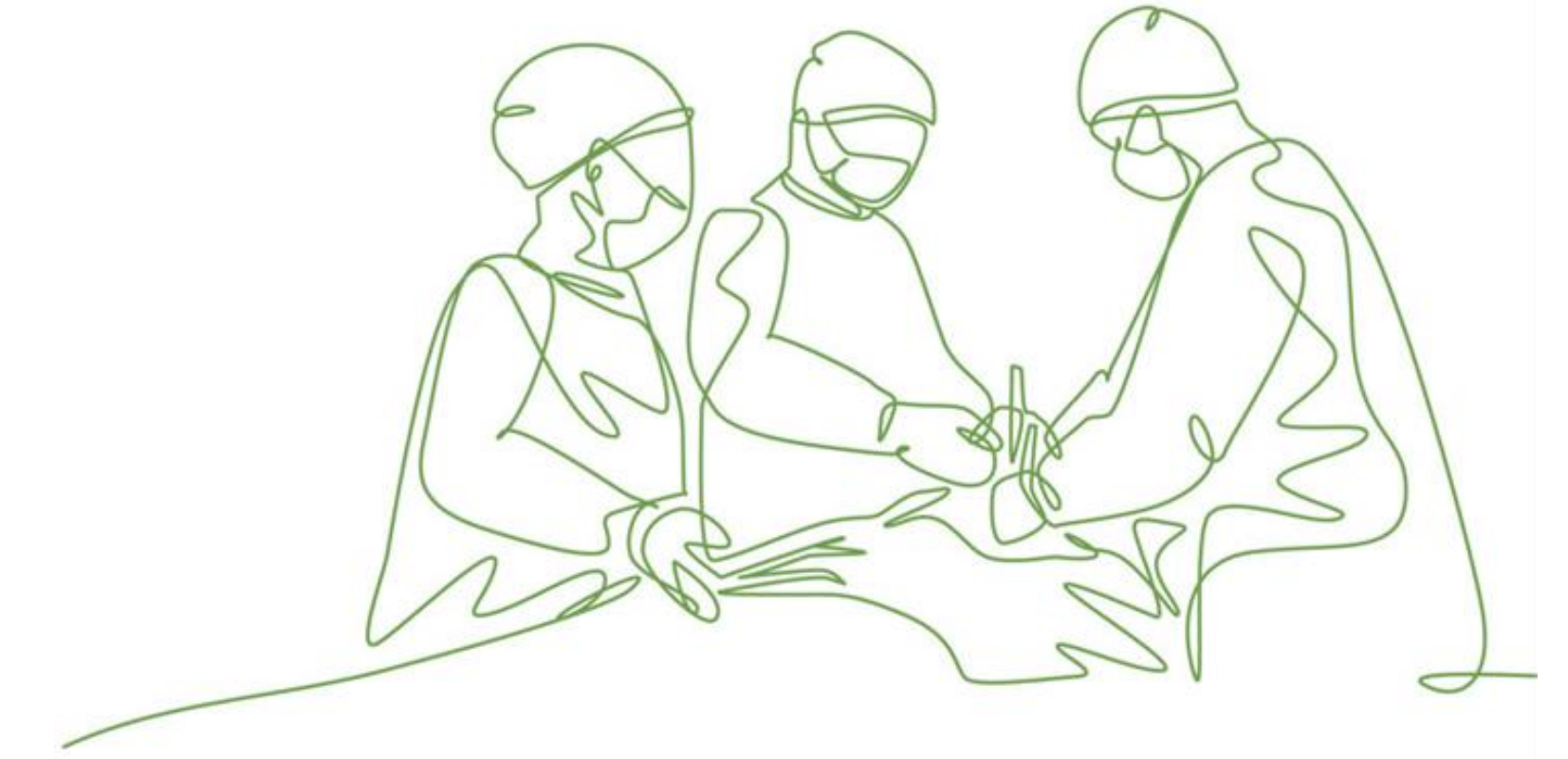
Press Ganey – Likelihood to Recommend



Source: Press Ganey

* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Ambulatory Surgery Survey Results



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|-----------|--------------|------------|-----------|---------------------------|-------------|----------------|--------|
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|-----------|--------------|------------|-----------|---------------------------|-------------|----------------|--------|

Press Ganey - Overall Experience

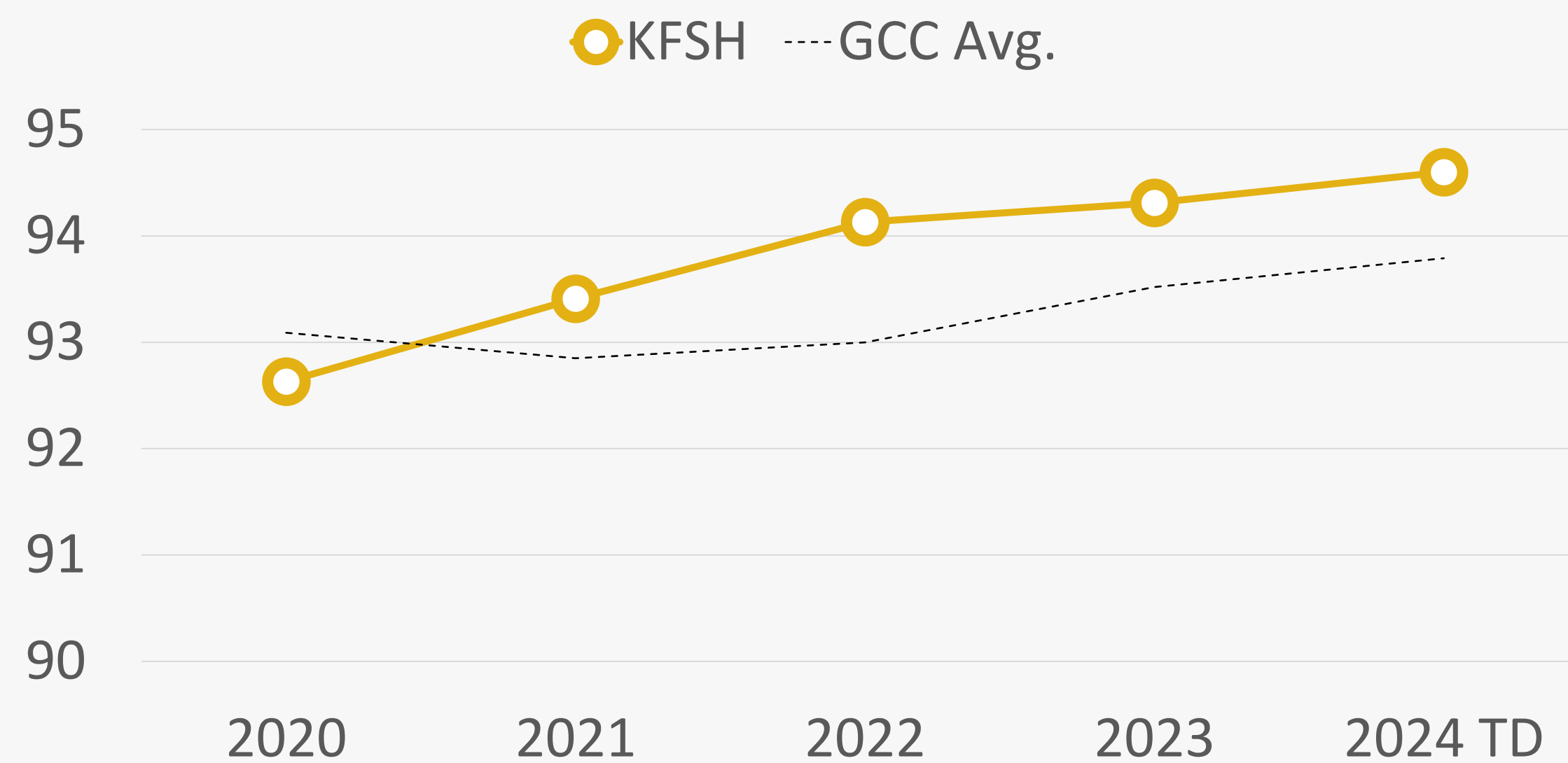
Mean Score

94.60

(87.77 TB%)

GCC Average*

93.79



Press Ganey – Likelihood to Recommend

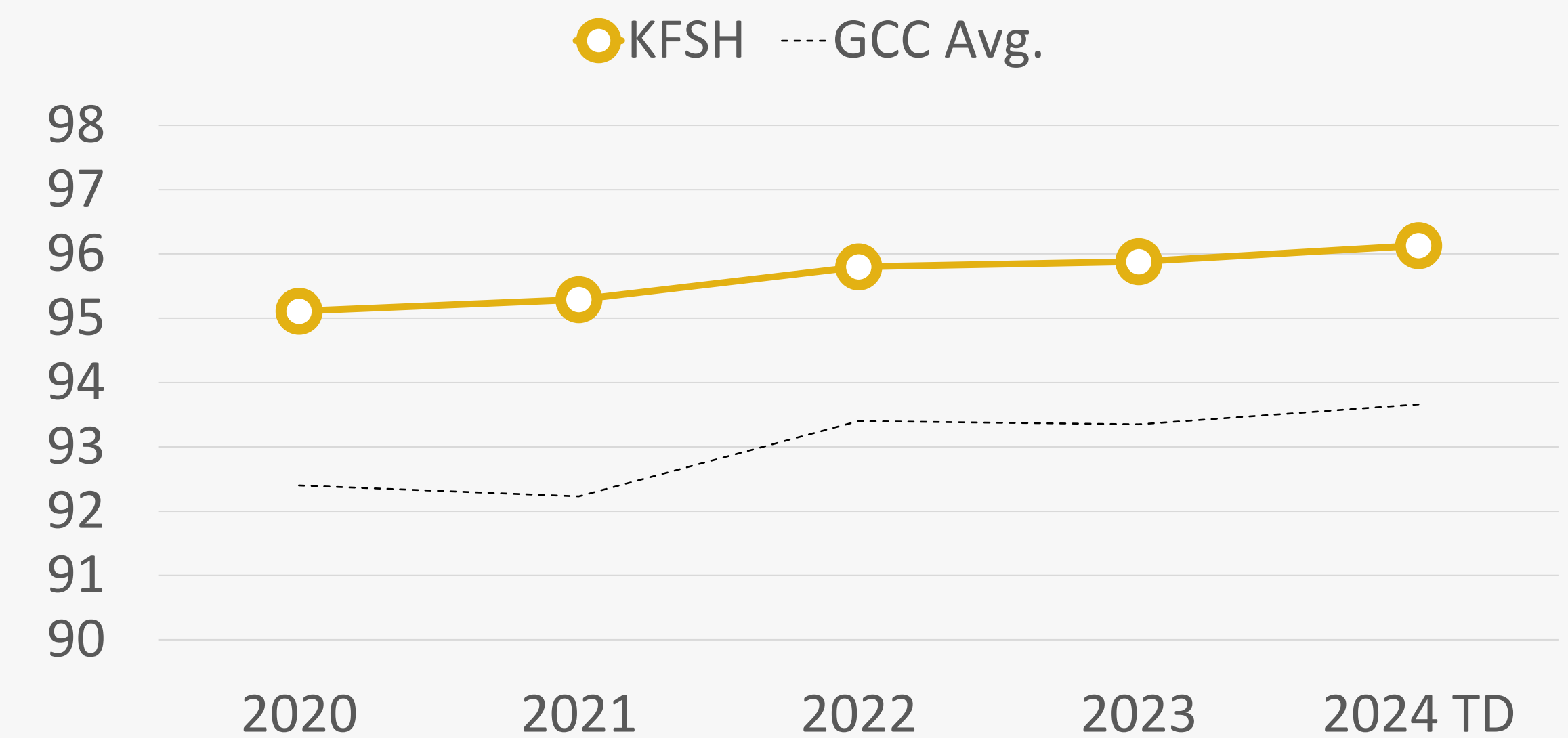
Mean Score

96.13

(90.54 TB%)

GCC Average*

93.66



Source: Press Ganey

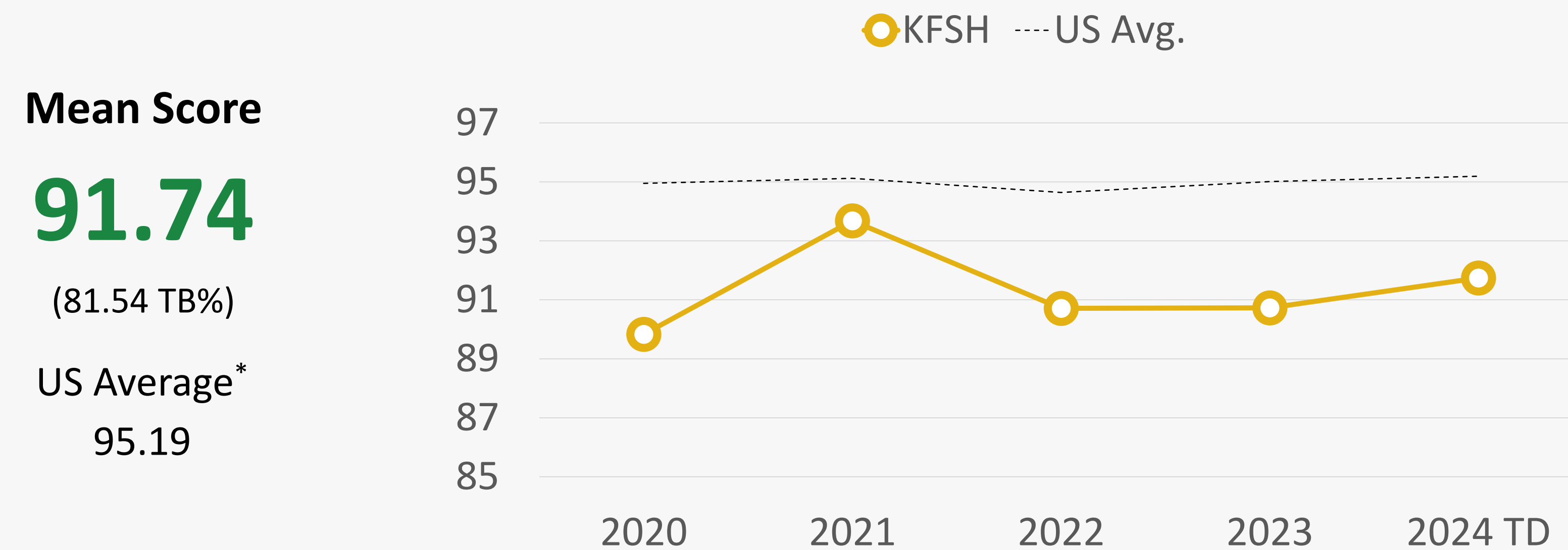
* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Outpatient Oncology Survey Results

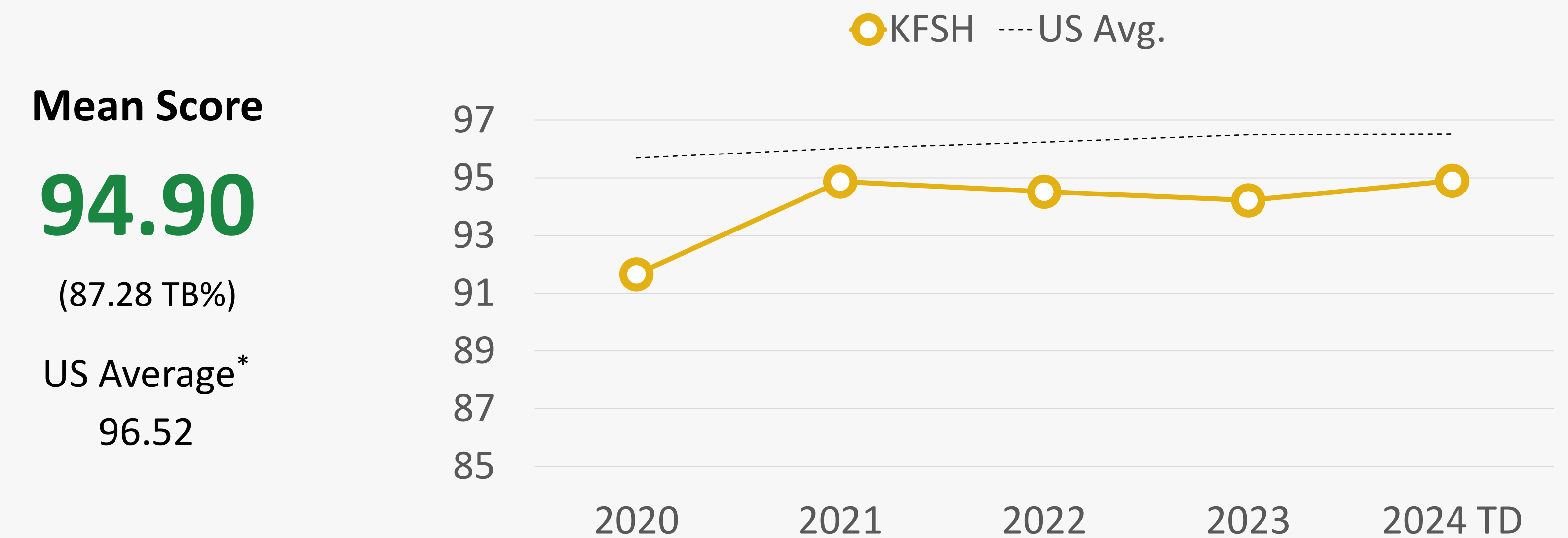


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|-----------|--------------|------------|-----------|--------------------|--------------------|----------------|--------|
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|-----------|--------------|------------|-----------|--------------------|--------------------|----------------|--------|

Press Ganey - Overall Experience



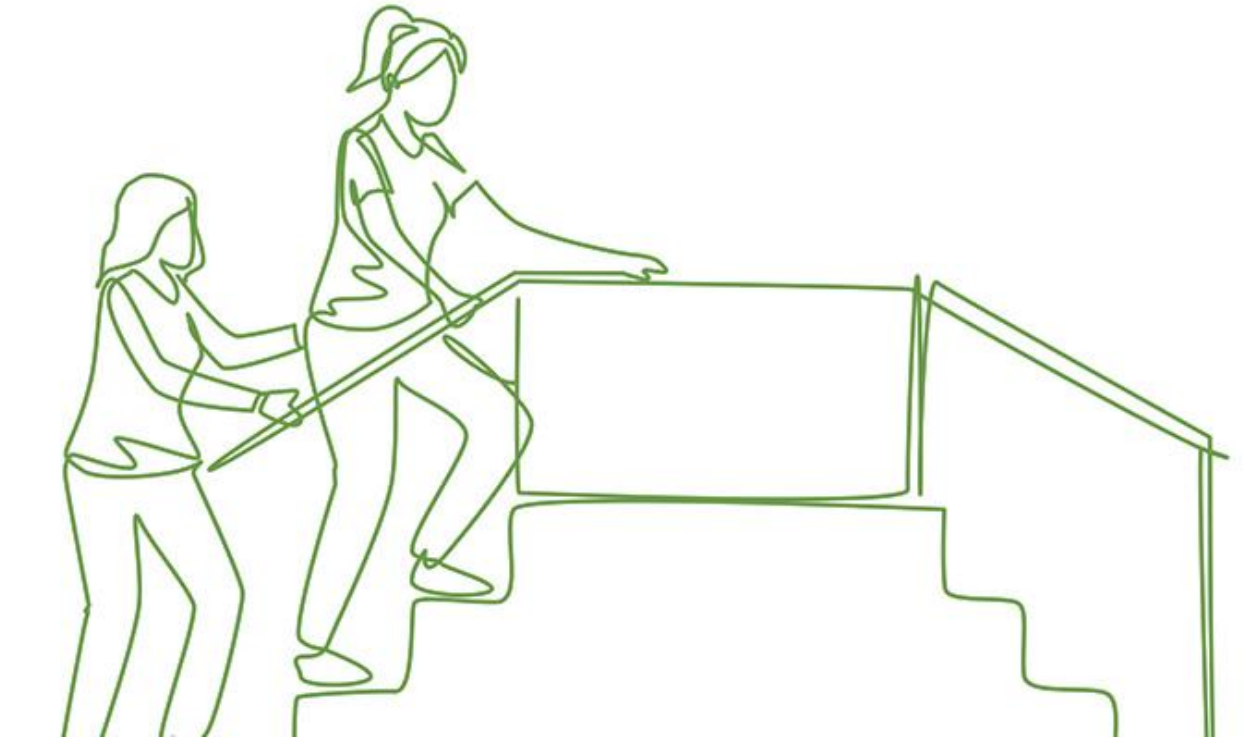
Press Ganey – Likelihood to Recommend



Source: Press Ganey

* **US Benchmark:** Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results, including 1,200+ healthcare facilities. No GCC benchmark available.

Rehabilitation Services Survey Results



| | | | | | | | |
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|-----------|--------------|------------|-----------|--------------------|-------------|-----------------------|--------|

Press Ganey - Overall Experience

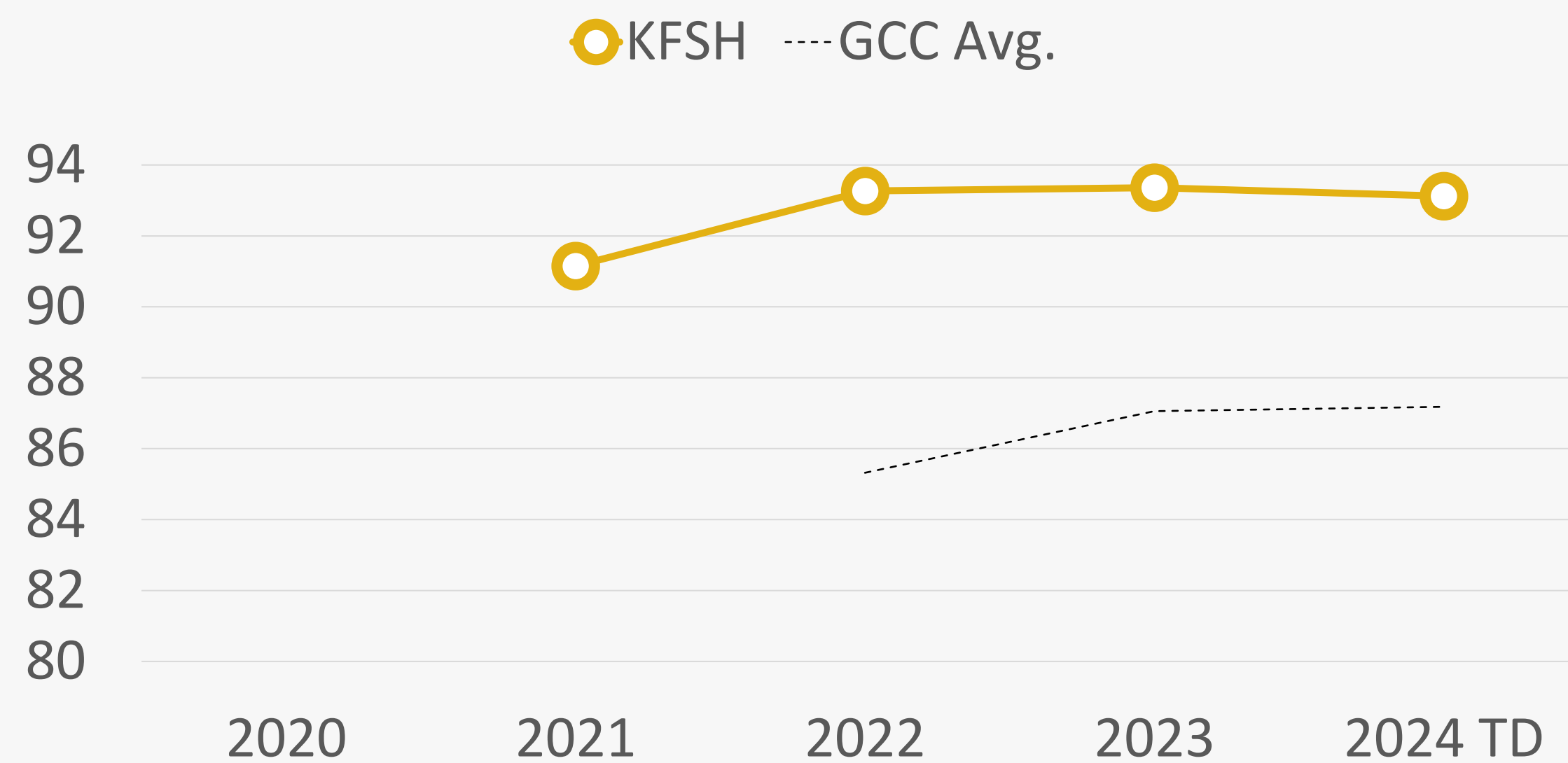
Mean Score

93.12

(85.89 TB%)

GCC Average*

87.18



Press Ganey – Likelihood to Recommend

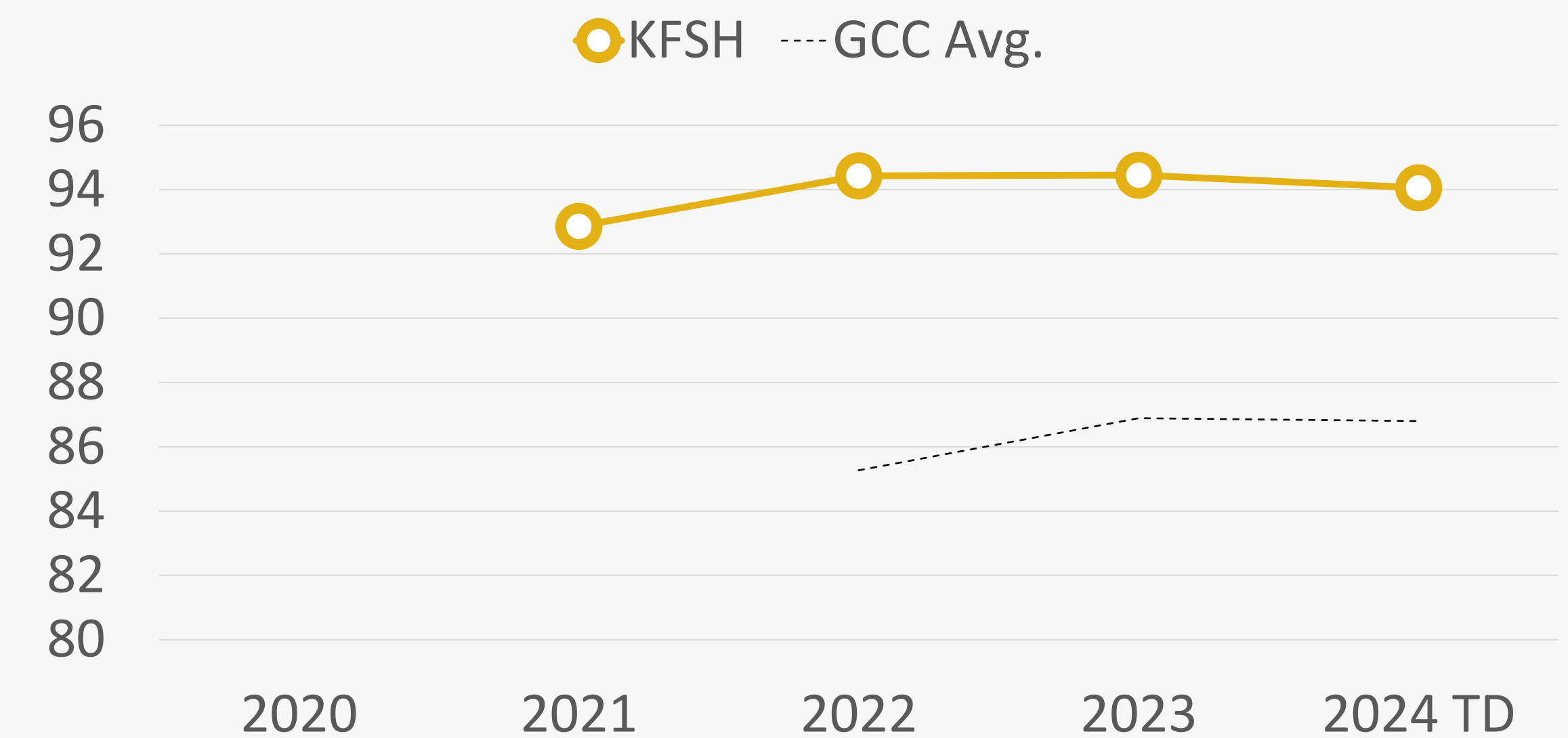
Mean Score

94.06

(86.26 TB%)

GCC Average*

86.8



Source: Press Ganey

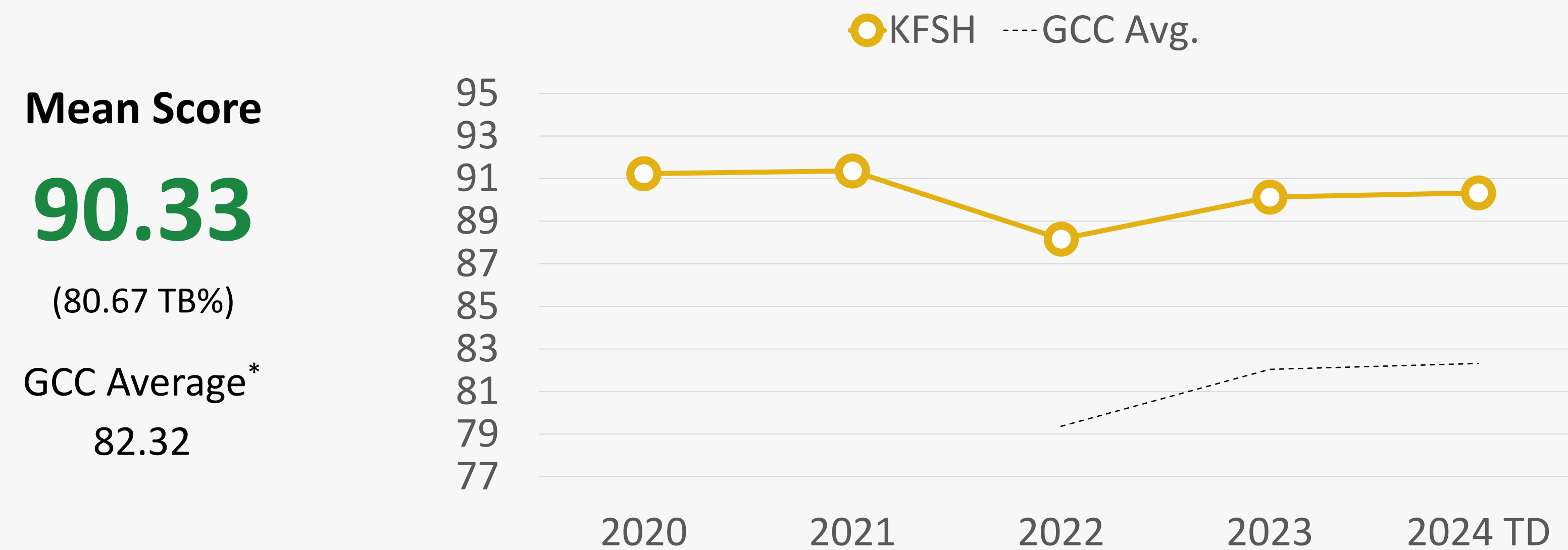
* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Dental Services Survey Results

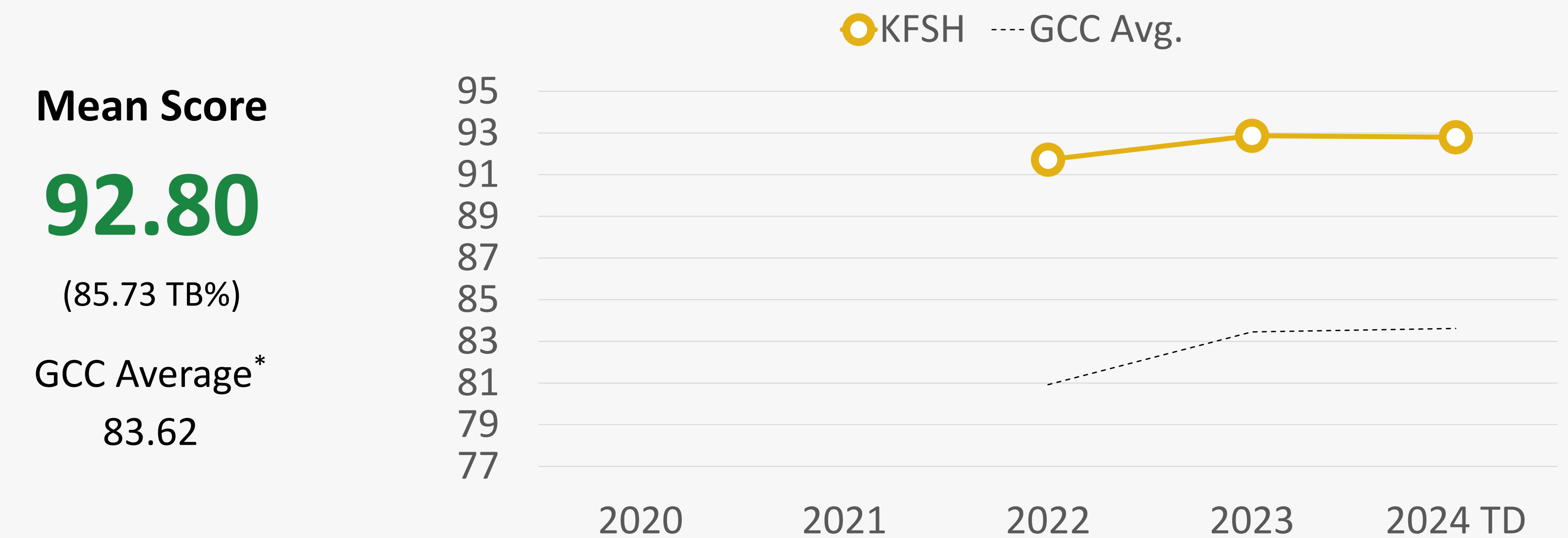


Inpatient
Pediatric IP
Outpatient
Emergency
Ambulatory Surgery
Oncology OP
Rehabilitation
Dental

Press Ganey - Overall Experience



Press Ganey – Likelihood to Recommend



Source: Press Ganey

* **GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.

Patient Testimonials

At KFSH&RC we pride ourselves in helping our patients through their healing journey and put every effort into building an enduring relationship that last a lifetime. Below are some of the lasting comments and reviews we received through our patient experience program and wanted to share with you.



"Having been admitted to King Faisal Specialist Hospital & Research Center, I can say the level of care was exceptional. The staff went above and beyond to ensure I was comfortable and informed."

"The empathy and support provided by the nursing staff during my treatment made a significant difference in my recovery journey."

"I appreciated the clarity with which all procedures were explained to me, allowing me to be an active participant in my treatment decisions."

"We would like to express our gratitude for the high standard of care and attention provided during our difficult time."

"بعد أن تم إدخالني لمستشفى الملك فيصل التخصصي ومركز الأبحاث، أستطيع القول أن مستوى الرعاية كان استثنائياً. لقد بذل الموظفون قصارى جهدهم لضمان راحتي وحصولي على كافة المعلومات".

"التعاطف والدعم الذي قدمه لي طاقم التمريض أثناء فترة علاجي أحدث فرقاً كبيراً في رحلة التعافي".

"أقدر الشرح الواضح لجميع الإجراءات، الأمر الذي خولني فرصة المشاركة بقرارات علاجي الخاصة".

"نود أن نعبر عن امتناننا للمستوى العالي للرعاية والاهتمام الذي قدّمتموه لنا خلال هذه الفترة الصعبة".