King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q1-Q4, 2018]

مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
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روابط للحلول الصحية
HEALTH•LINKS
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PRESS GANEY®

Outpatient

OP – Overall Rating

KFSH

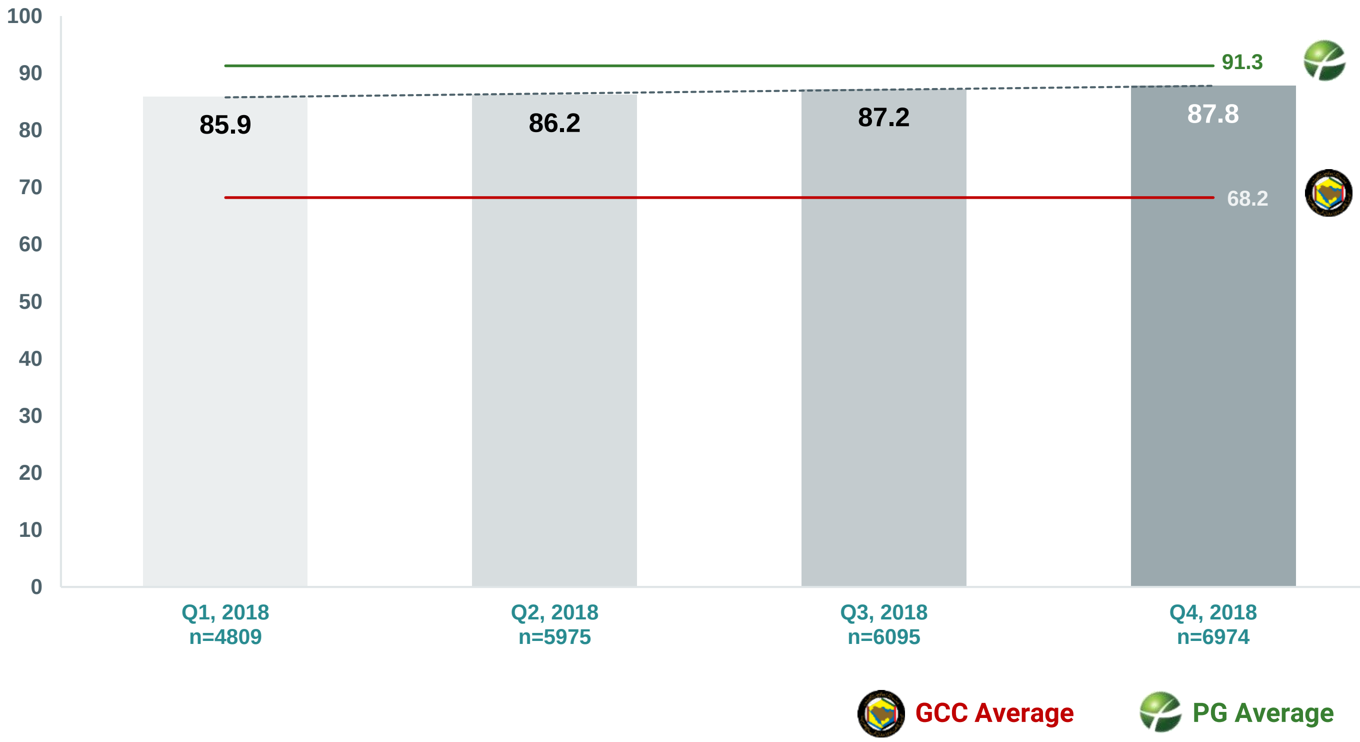
86.9

2018

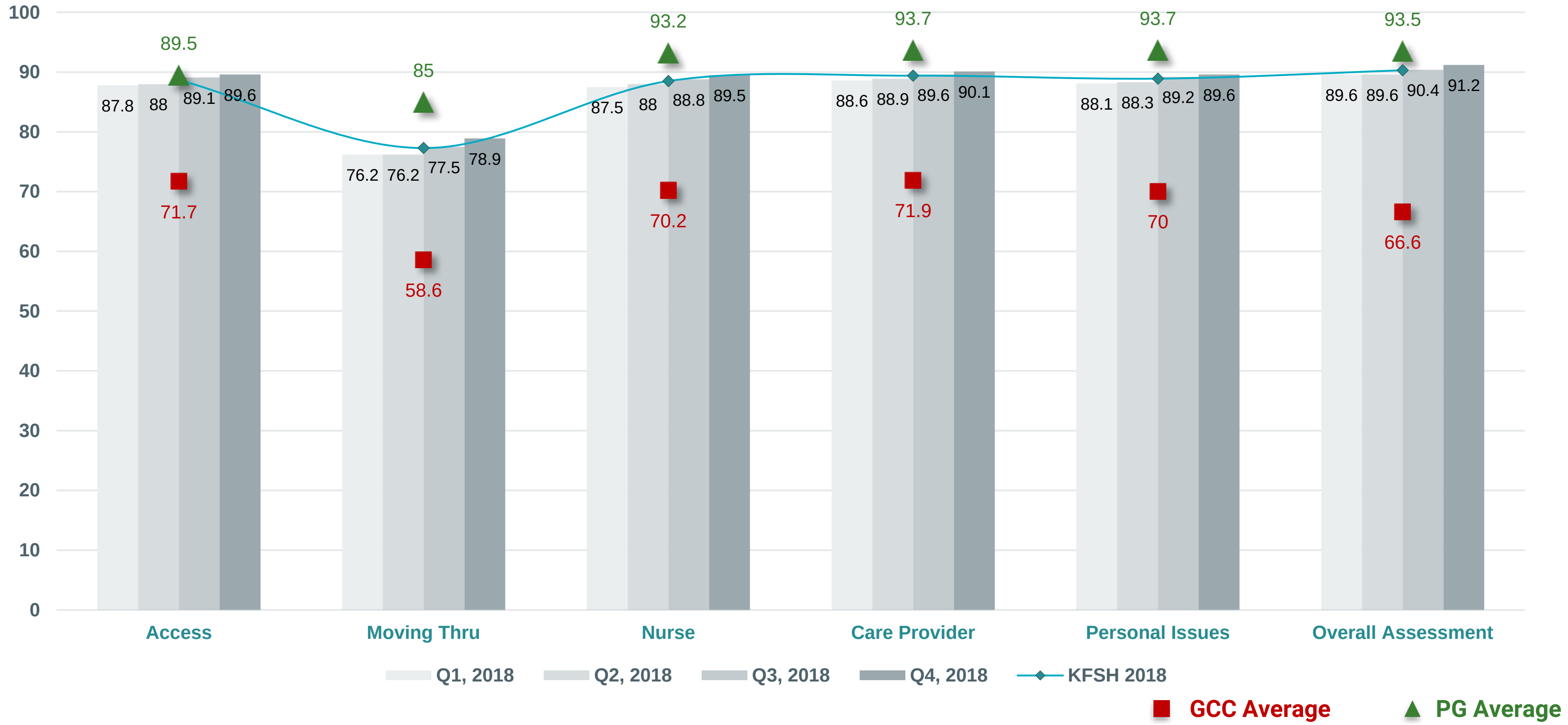
n-Size

23,853

Overall Rating Trend [Q1, 2018 – Q4, 2018]



OP – Survey Domains



OP – Strengths

Care Provider

Courtesy of Reg. Staff

Courtesy of Nurse

Cleanliness

Concern for Privacy

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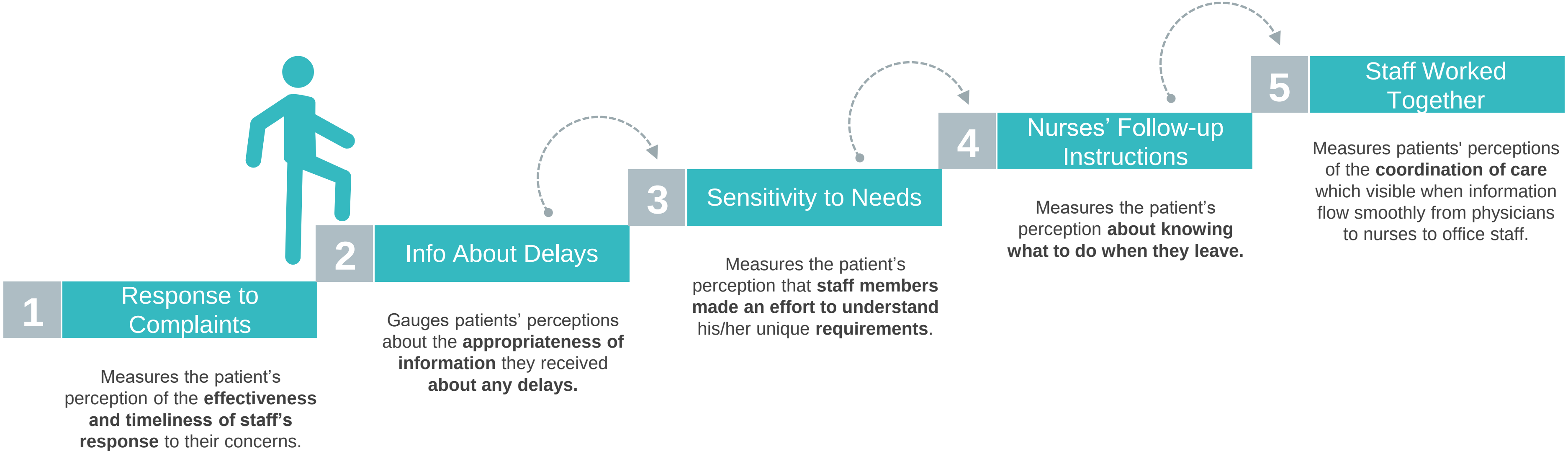
OP – Priority Index (Q4, 2018)



1 Response to Complaints

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

2 Info About Delays

Gauges patients' perceptions about the **appropriateness of information** they received **about any delays.**

3 Sensitivity to Needs

Measures the patient's perception that **staff members made an effort to understand** his/her unique **requirements**.

4 Nurses' Follow-up Instructions

Measures the patient's perception **about knowing what to do when they leave.**

5 Staff Worked Together

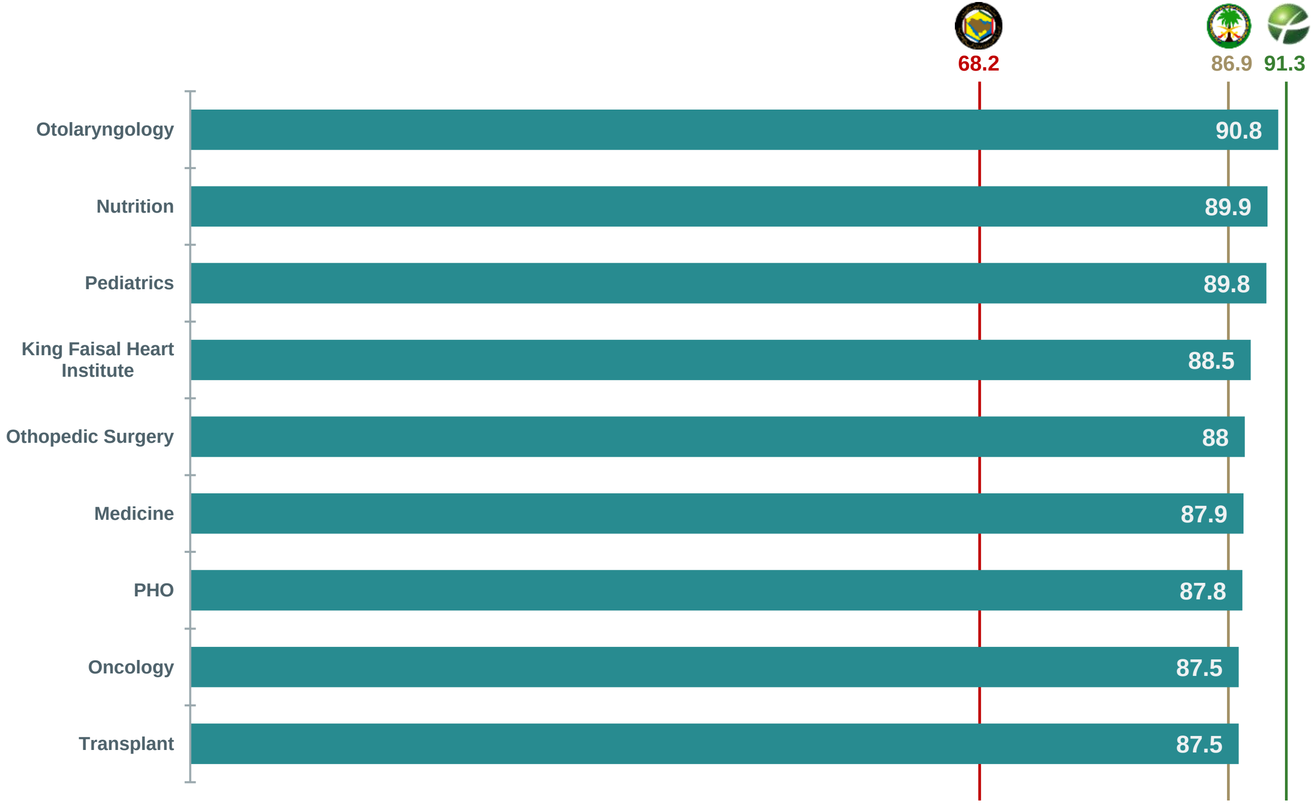
Measures patients' perceptions of the **coordination of care** which visible when information flow smoothly from physicians to nurses to office staff.

- 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 4 consecutive Quarters (Q1 – Q4, 2018)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating

Departments

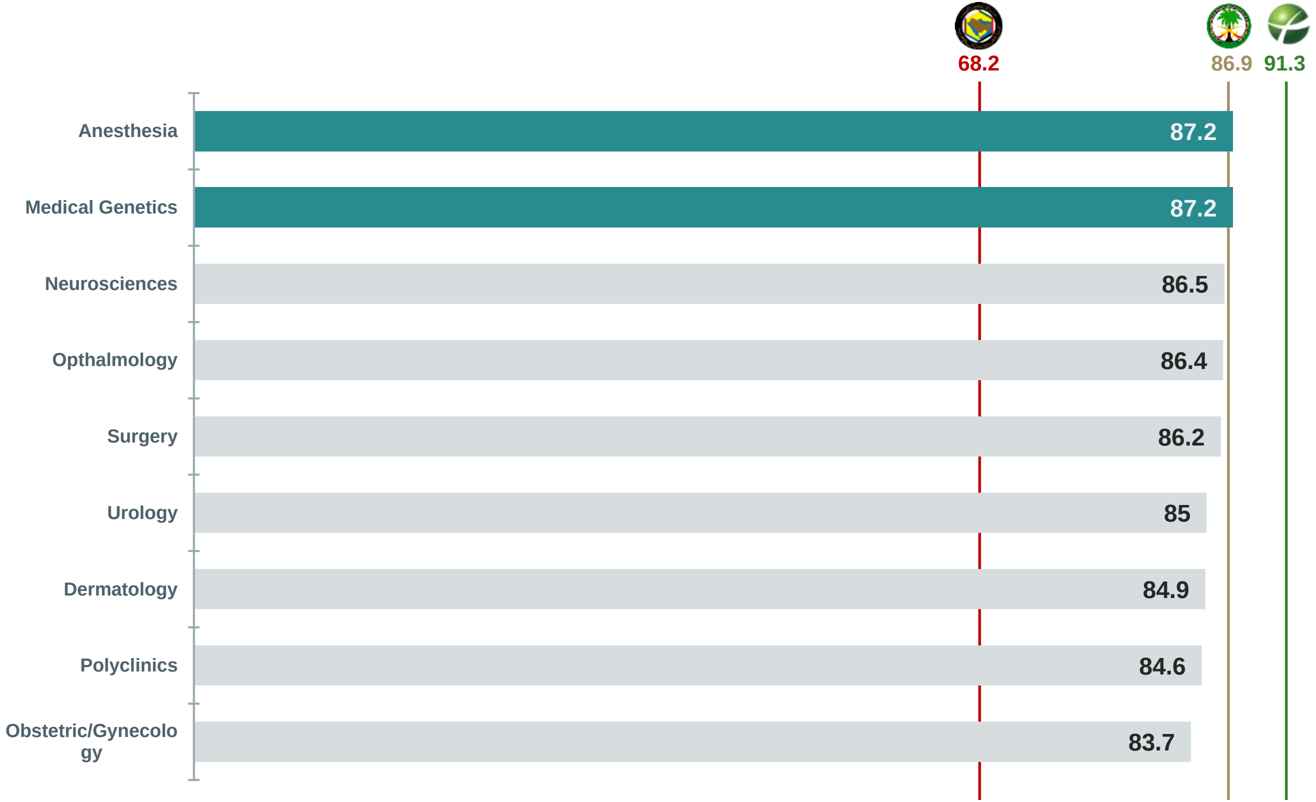


Period: Q1, 2018 – Q4, 2018

OP – Overall Rating

Overall Rating

Departments



Period: Q1, 2018 – Q4, 2018

OP – Departments

Period: Q1, 2018 – Q4, 2018

Otolaryngology

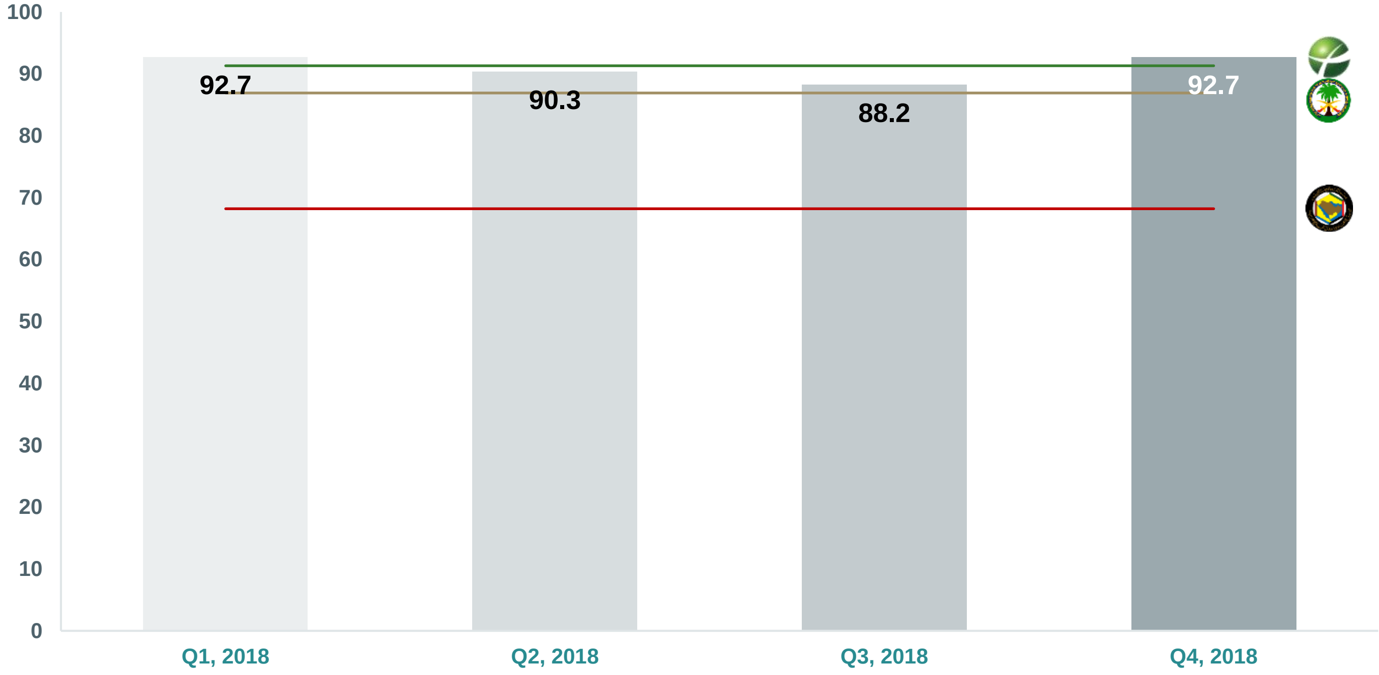
Overall Rating

90.8

2018

n-Size

416



KFSH Average 2018 GCC Average PG Average

OP – Departments

Otolaryngology

Patient Journey

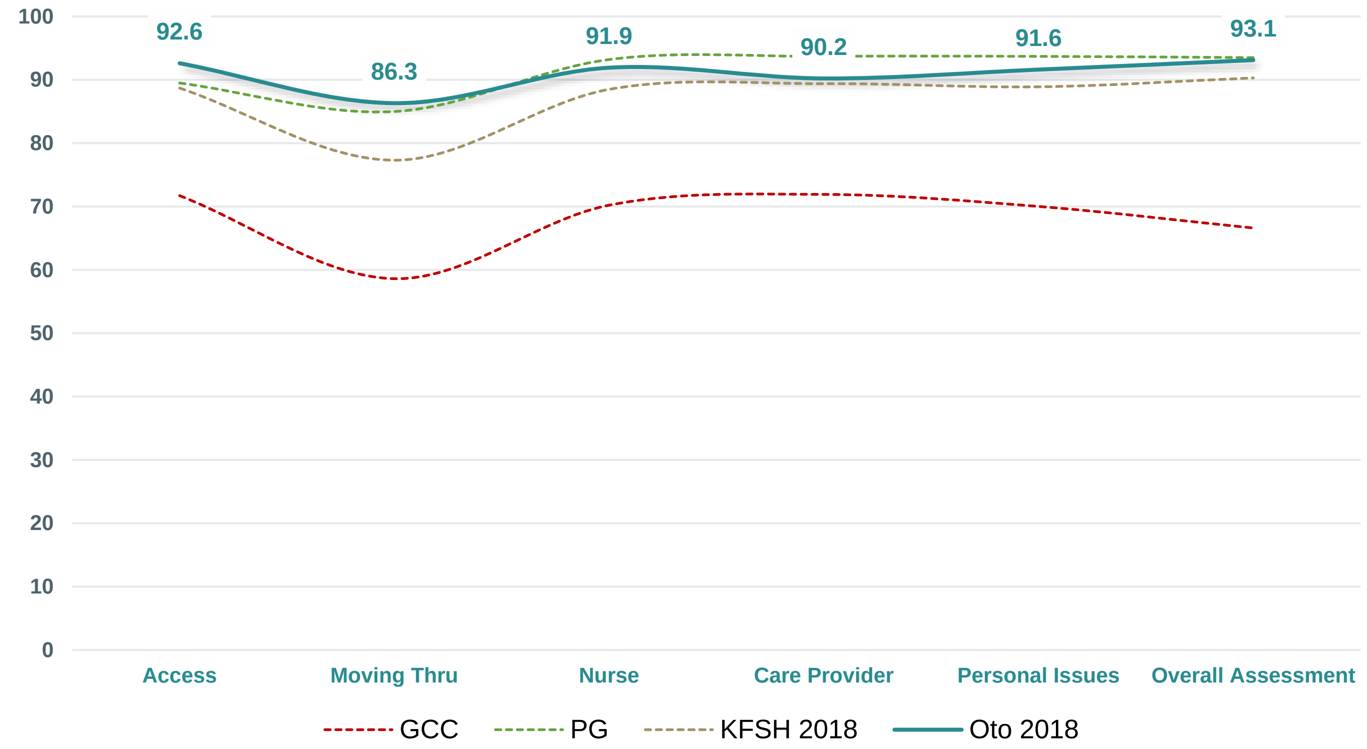
90.8

2018

n-Size

416

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Nutrition

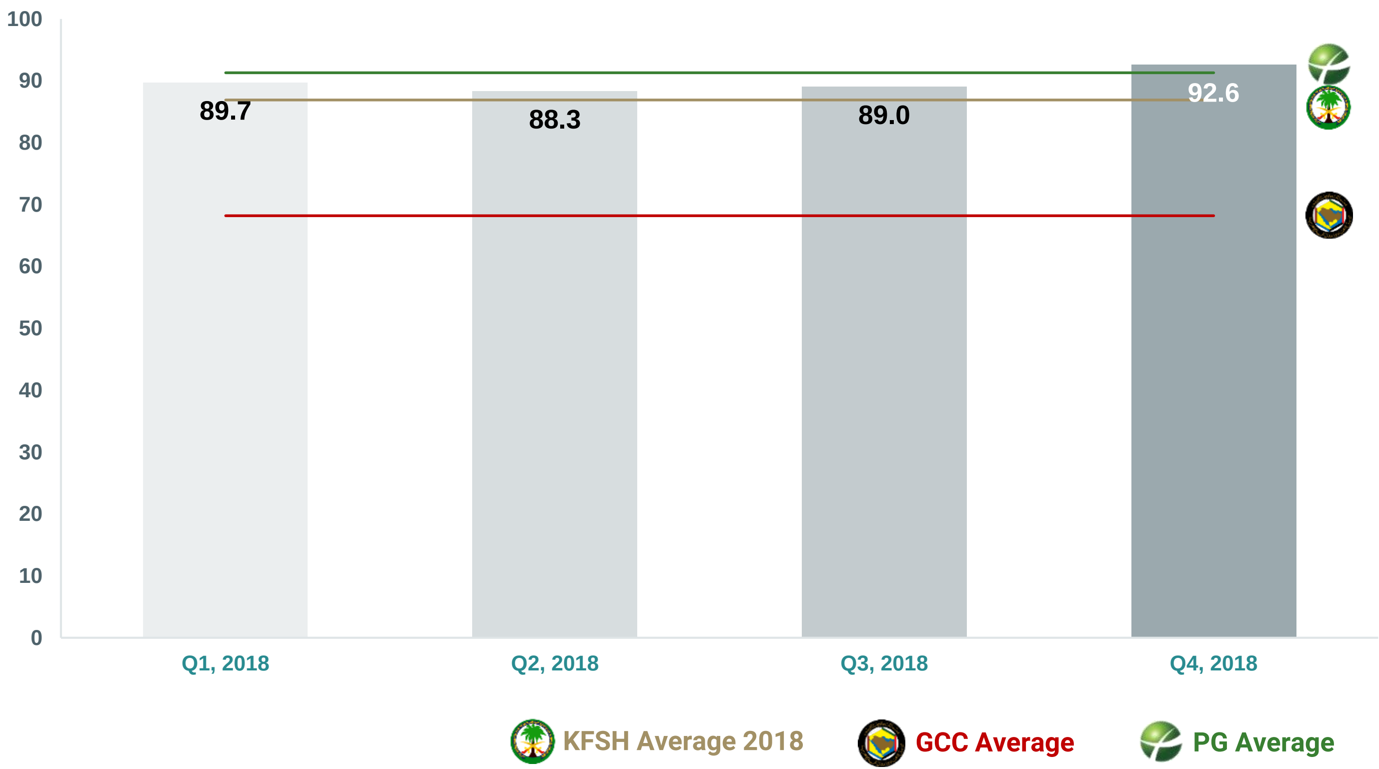
Overall Rating

89.9

2018

n-Size

451



OP – Departments

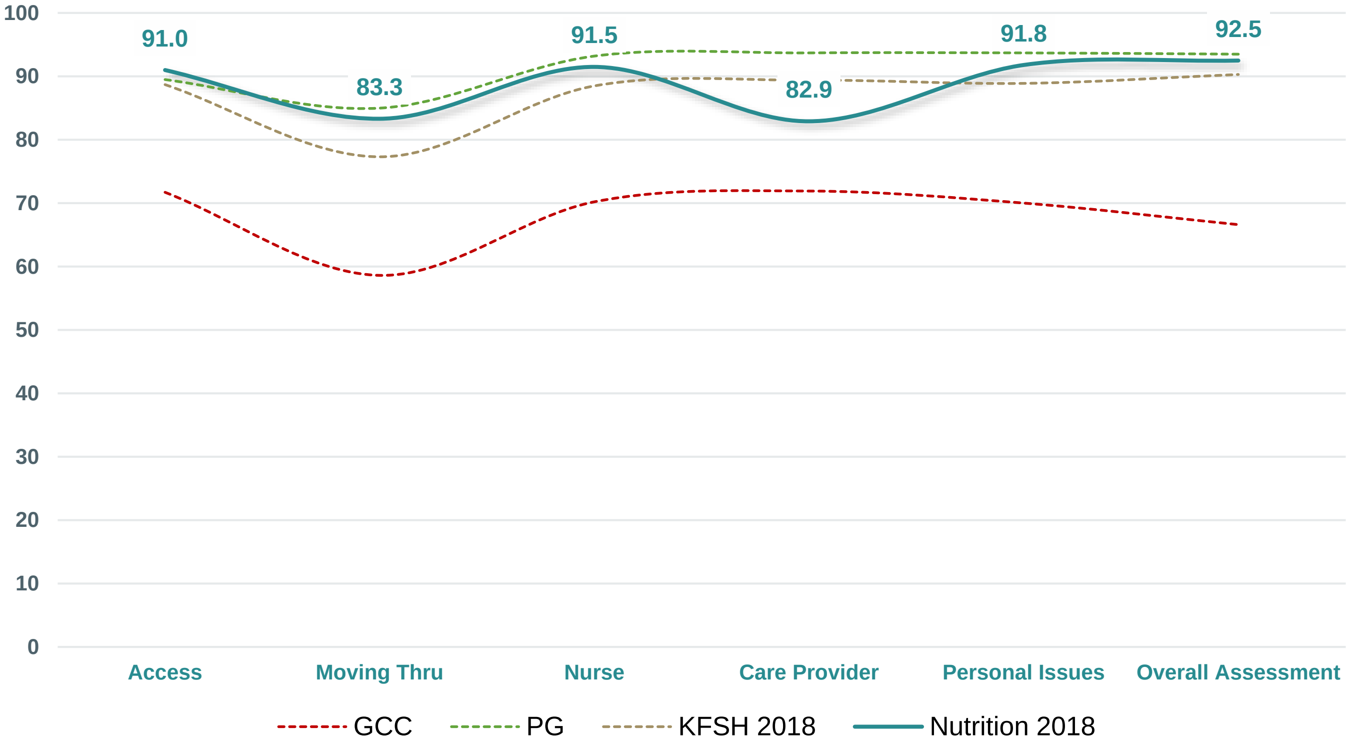
Nutrition

Patient Journey

n-Size

451

Period: Q1, 2018 – Q4, 2018



OP – Departments

Pediatrics

Overall Rating

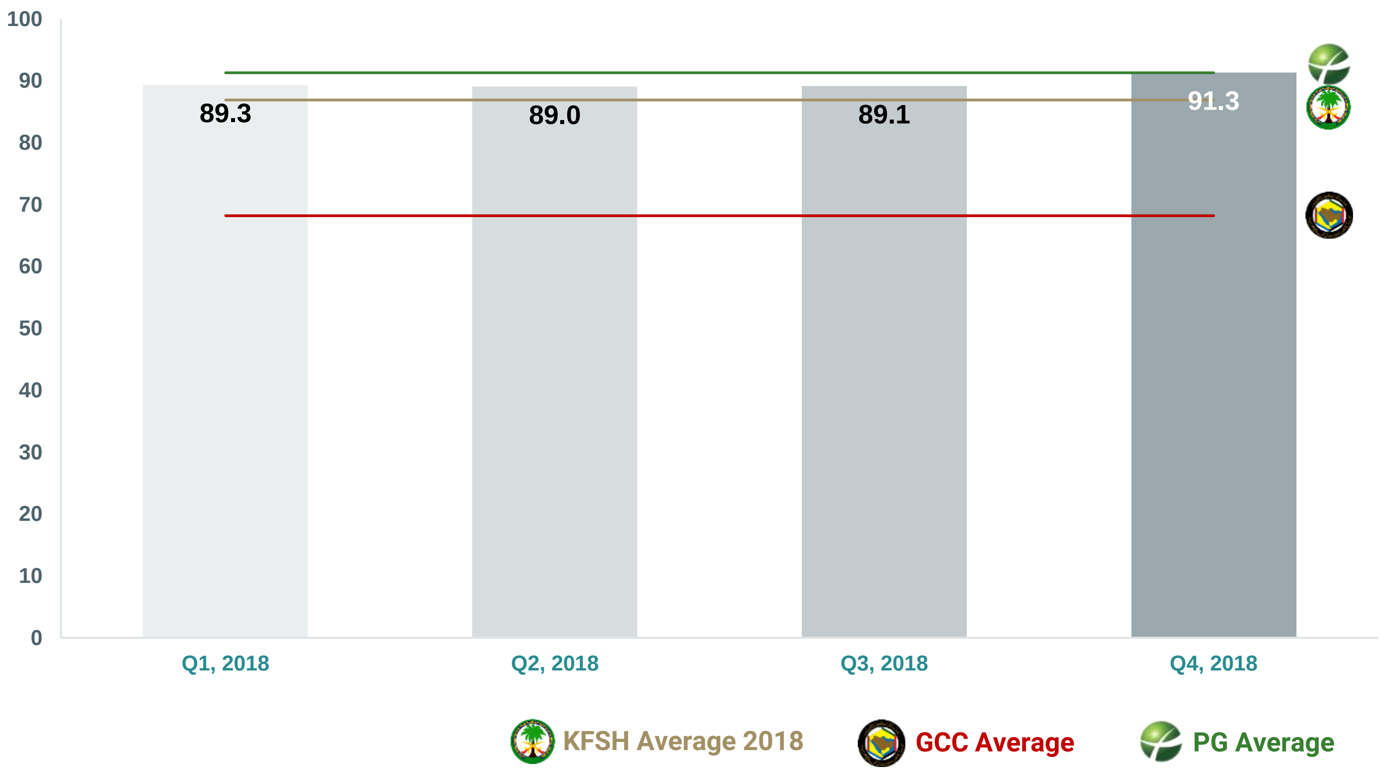
89.8

2018

n-Size

1,590

Period: Q1, 2018 – Q4, 2018



OP – Departments

Pediatrics

Patient Journey

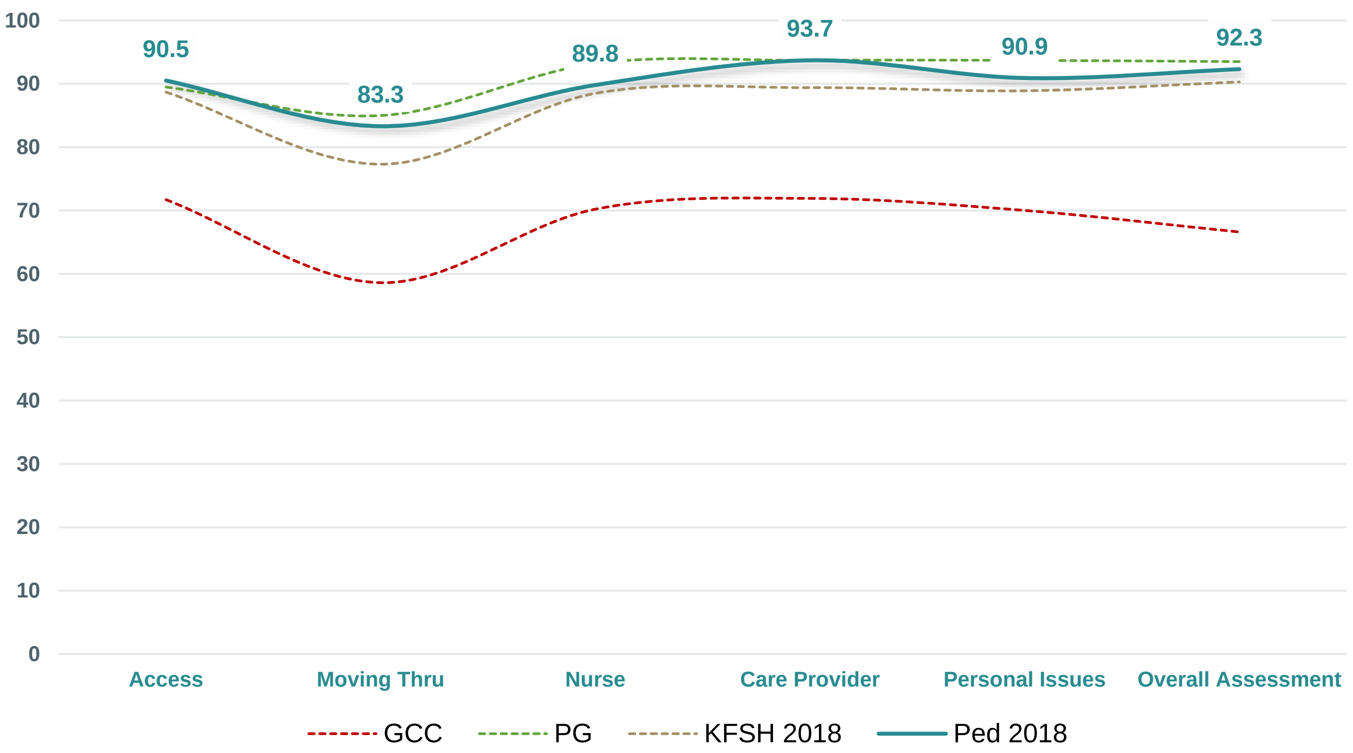
89.8

2018

n-Size

1,590

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Heart Institute

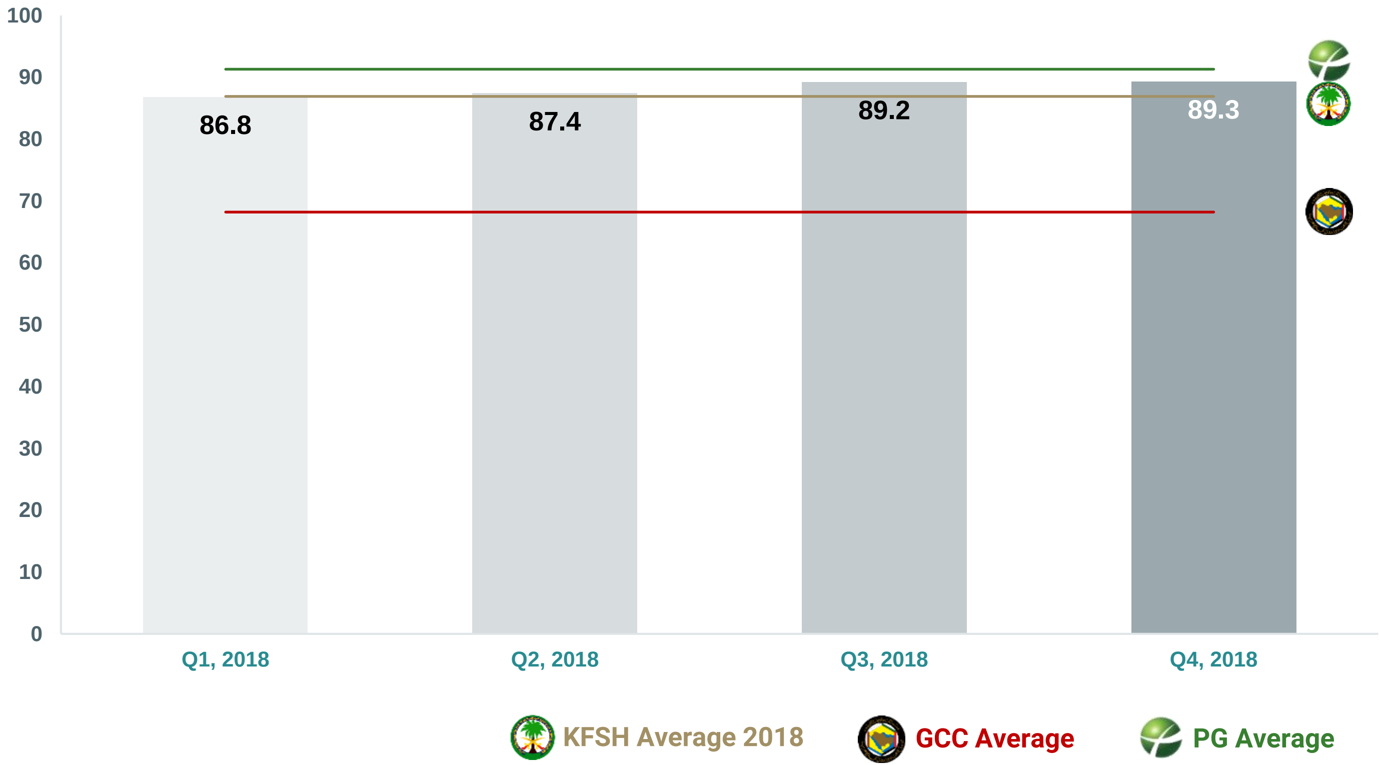
Overall Rating

88.5

2018

n-Size

1,729

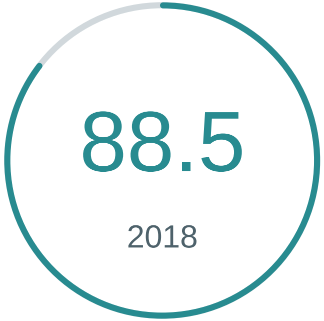


OP – Departments

Period: Q1, 2018 – Q4, 2018

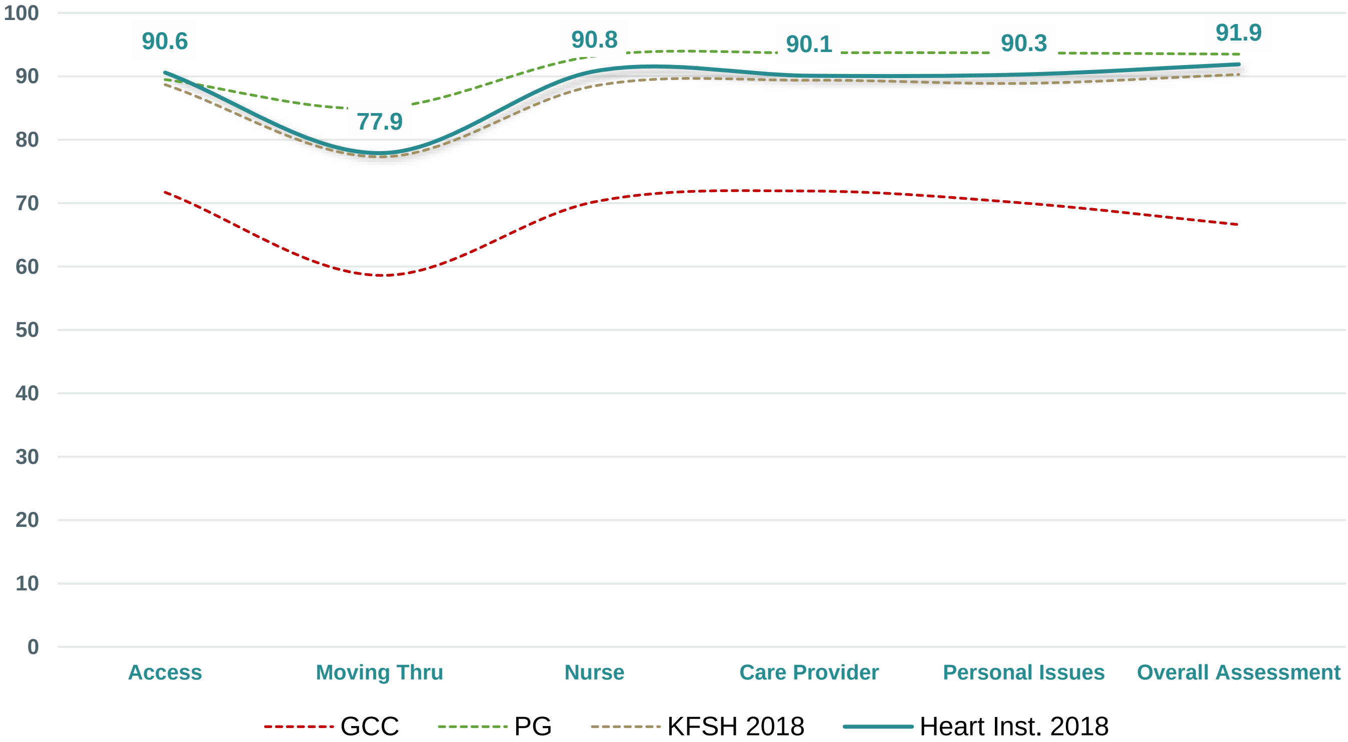
Heart Institute

Patient Journey



n-Size

1,729



OP – Departments

Ortho. Surgery

Overall Rating

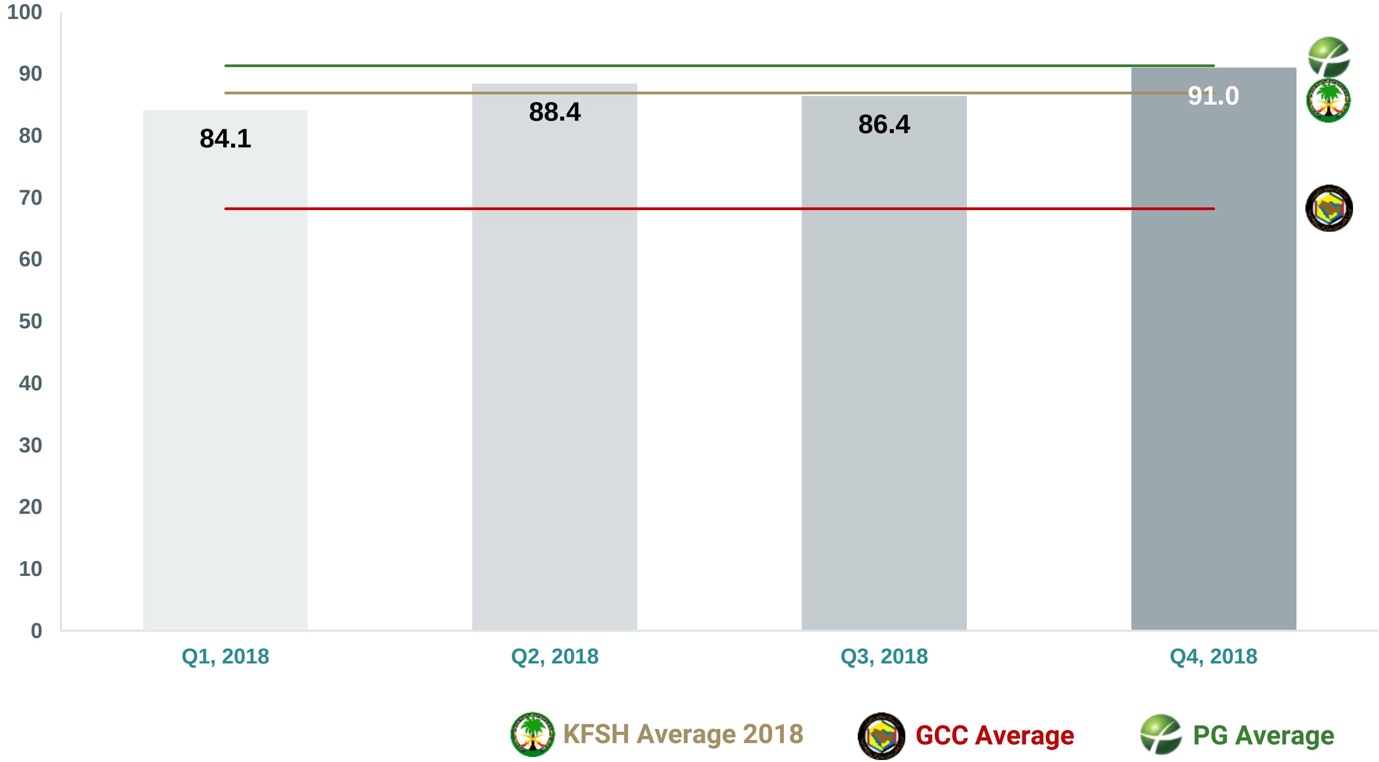
88.0

2018

n-Size

616

Period: Q1, 2018 – Q4, 2018



OP – Departments

Ortho. Surgery

Patient Journey

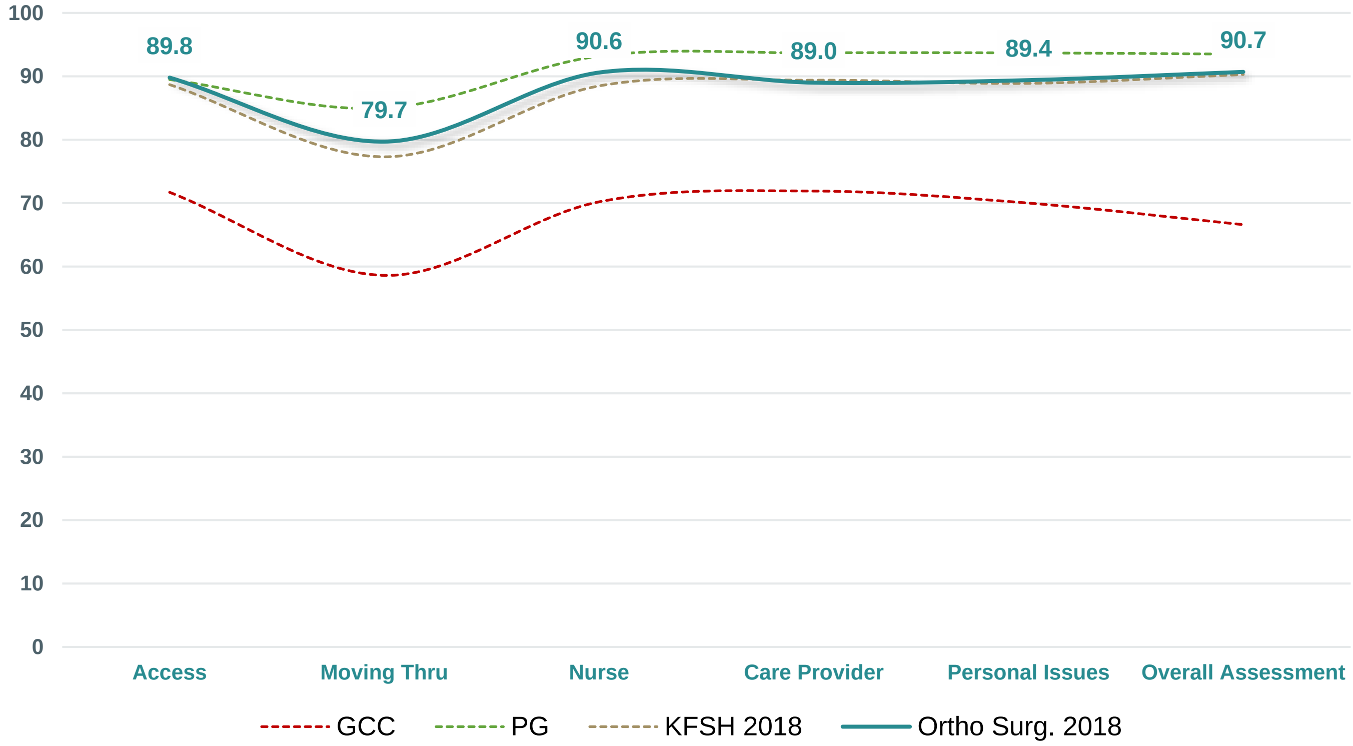
88.0

2018

n-Size

616

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Medicine

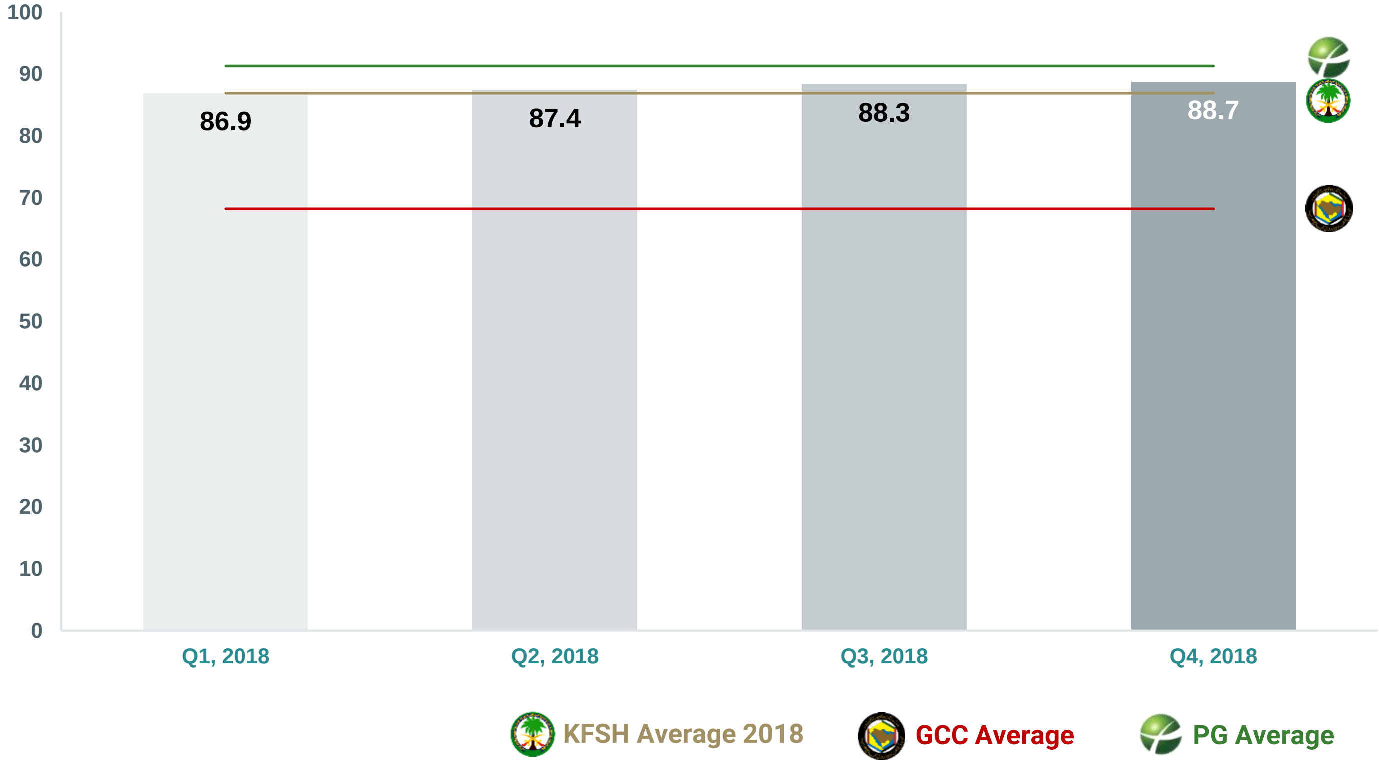
Overall Rating

87.9

2018

n-Size

3,580

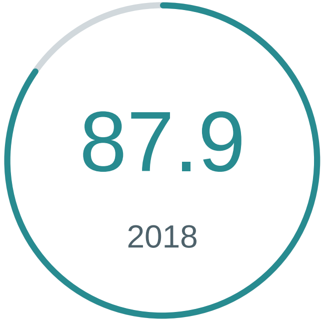


OP – Departments

Period: Q1, 2018 – Q4, 2018

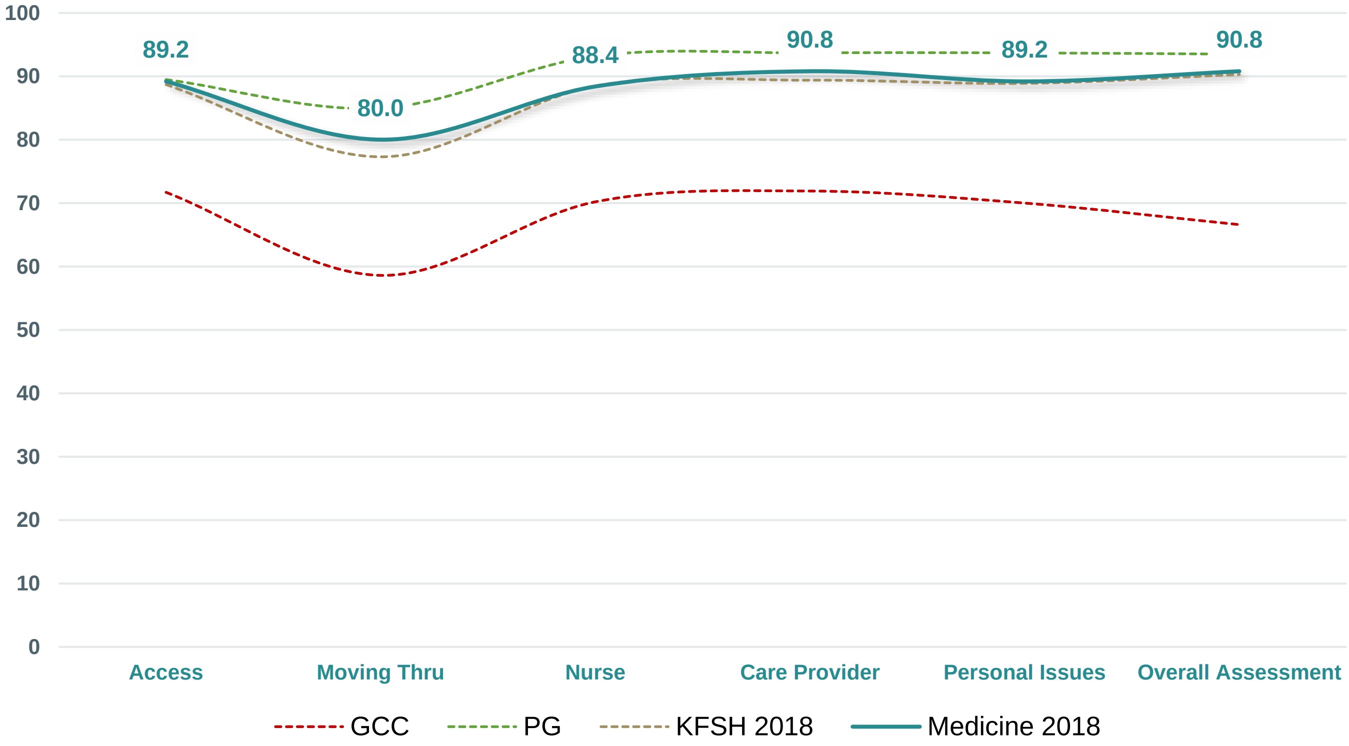
Medicine

Patient Journey



n-Size

3,580



OP – Departments

Period: Q1, 2018 – Q4, 2018

PHO

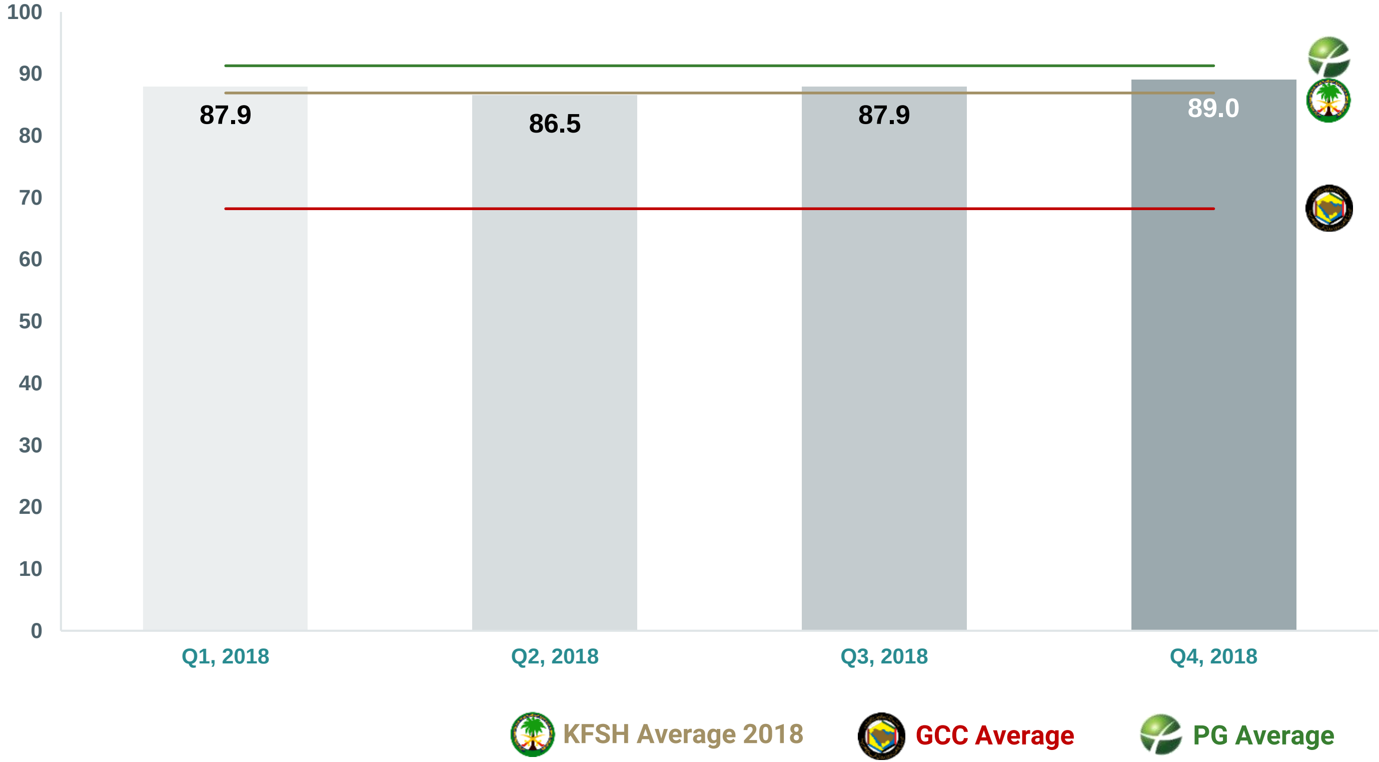
Overall Rating

87.8

2018

n-Size

722



OP – Departments

PHO

Patient Journey

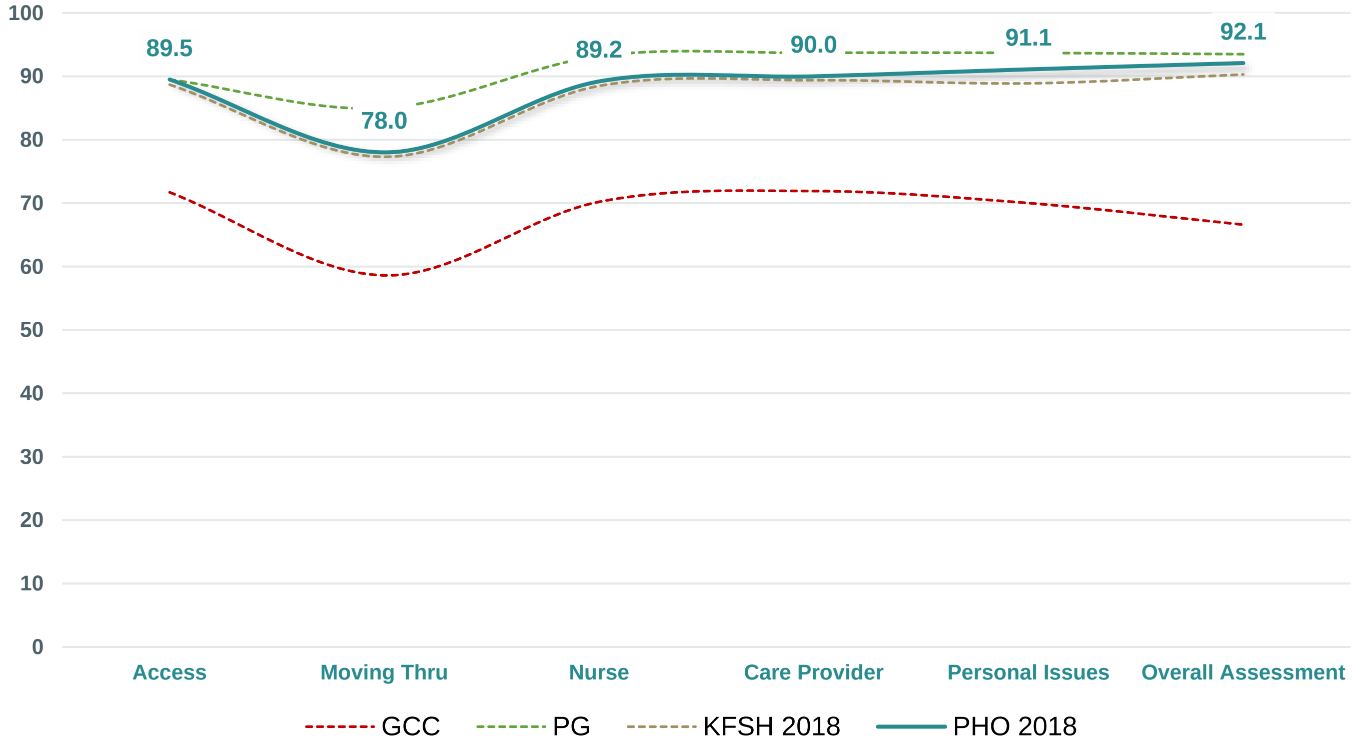
87.8

2018

n-Size

722

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Oncology

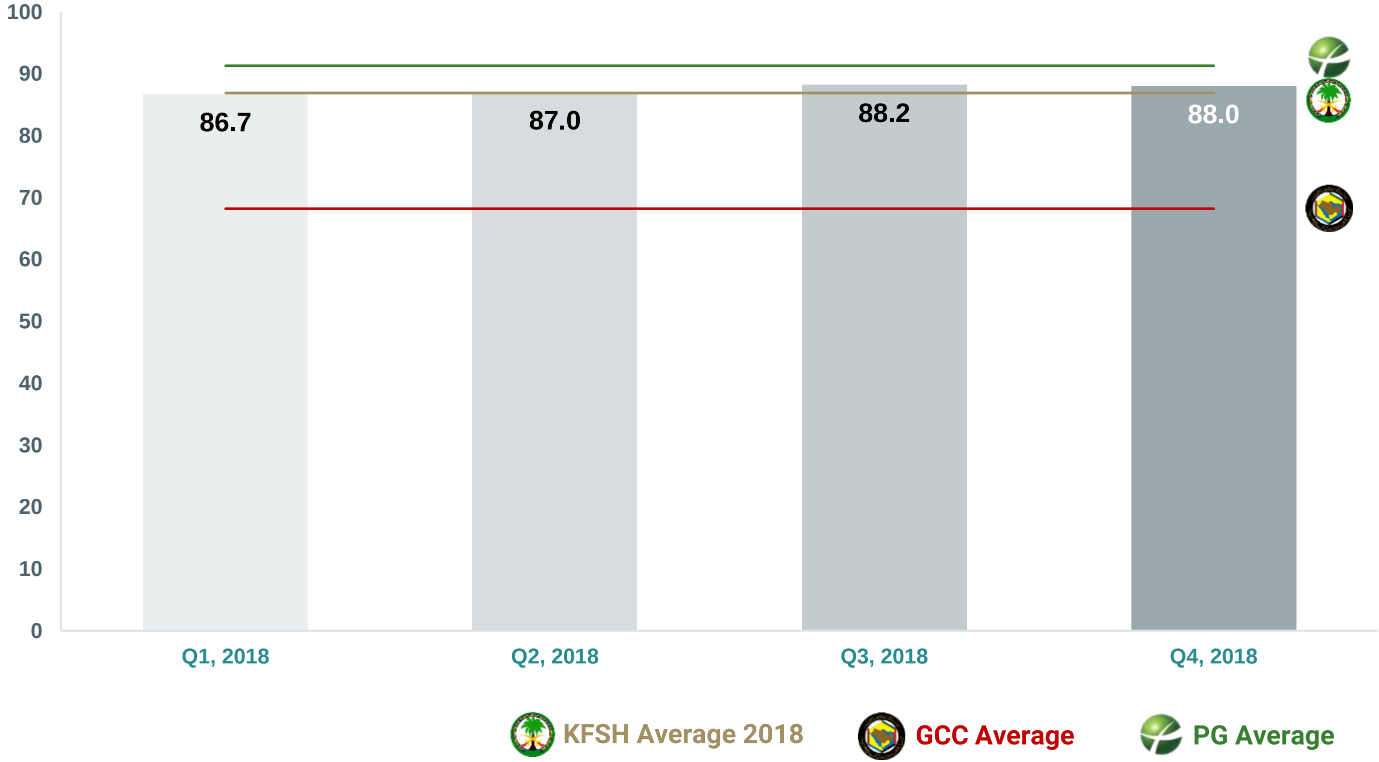
Overall Rating

87.5

2018

n-Size

2,328



OP – Departments

Period: Q1, 2018 – Q4, 2018

Oncology

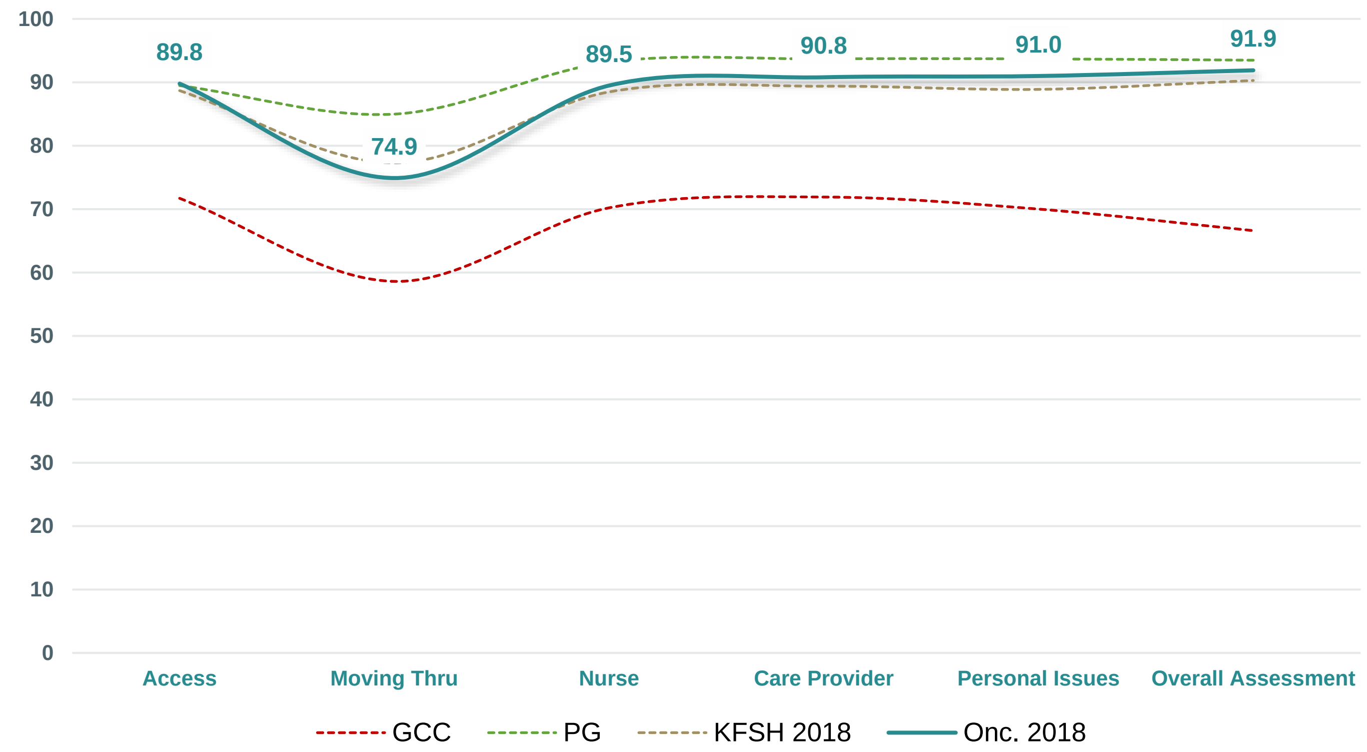
Patient Journey

87.5

2018

n-Size

2,328



OP – Departments

Period: Q1, 2018 – Q4, 2018

Transplant

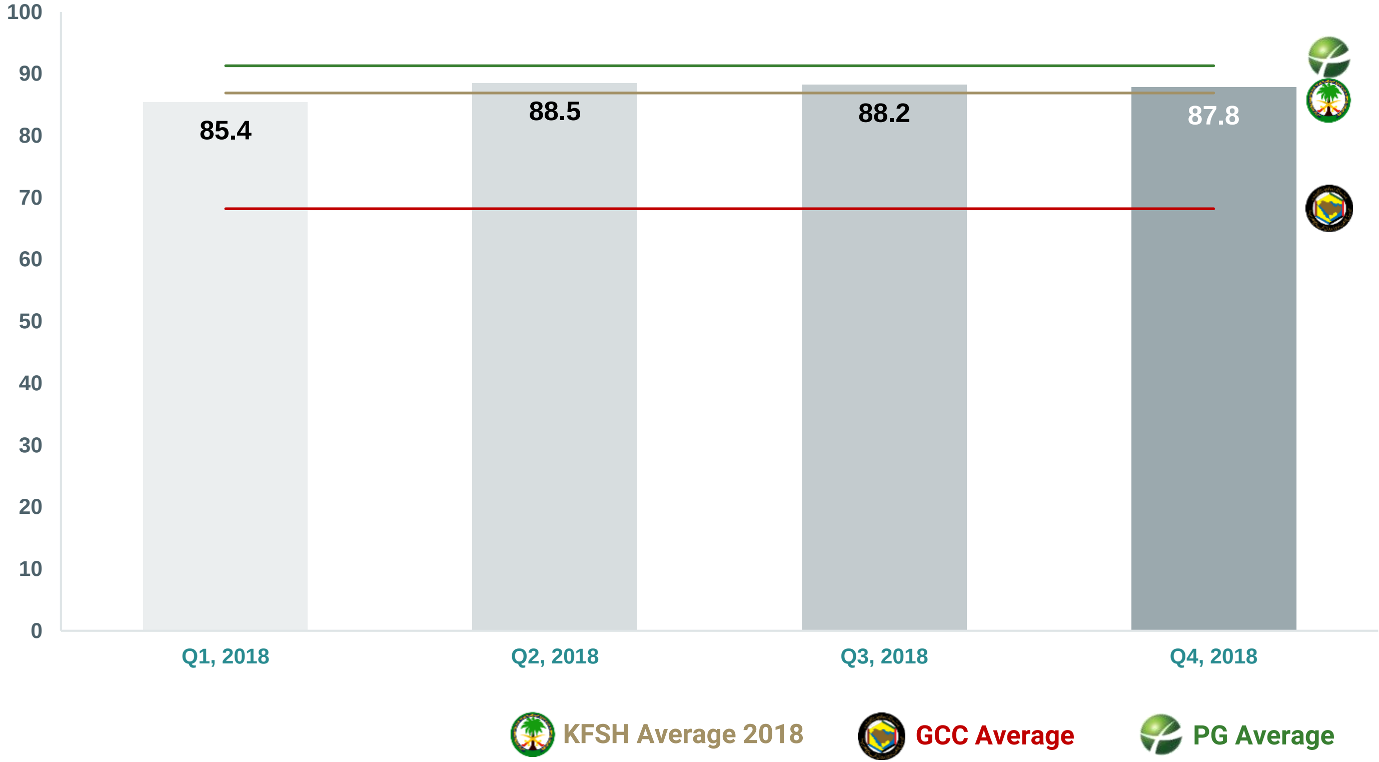
Overall Rating

87.5

2018

n-Size

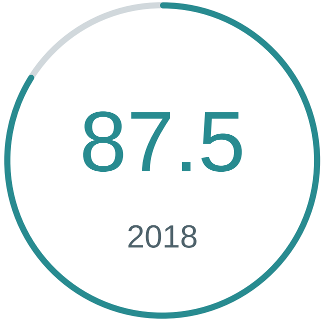
1,140



OP – Departments

Transplant

Patient Journey



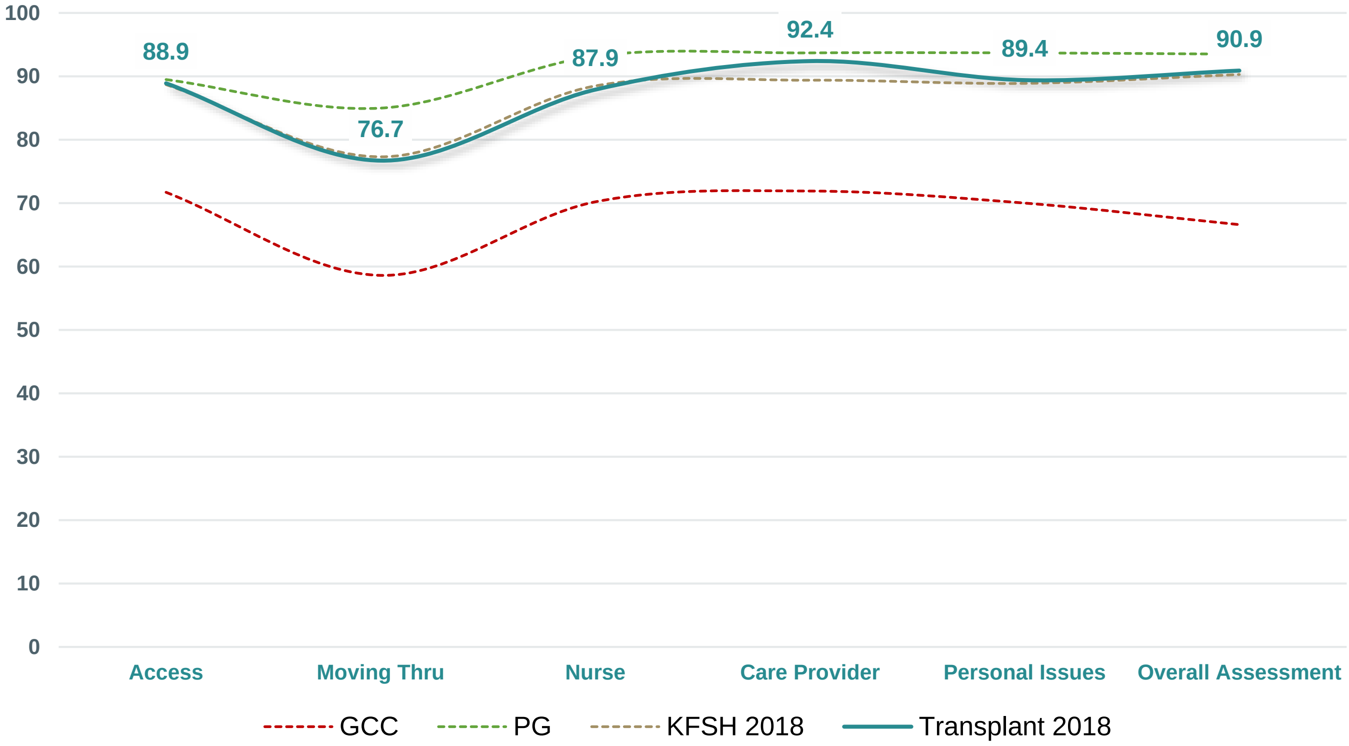
87.5

2018

n-Size

1,140

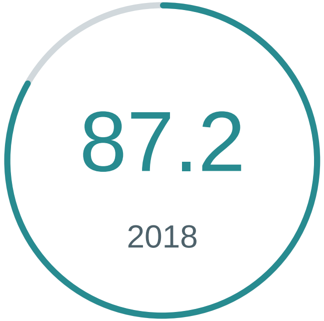
Period: Q1, 2018 – Q4, 2018



OP – Departments

Anesthesia

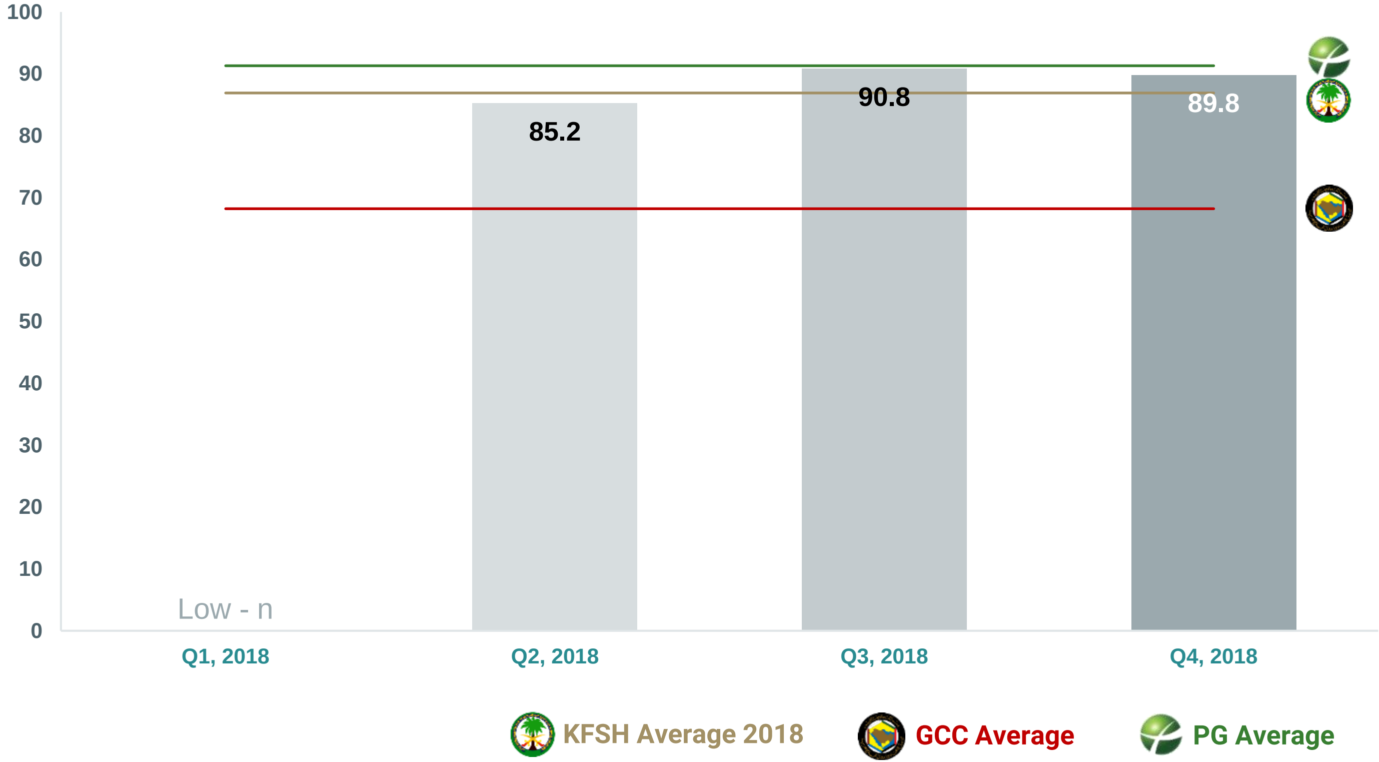
Overall Rating



n-Size

239

Period: Q1, 2018 – Q4, 2018



OP – Departments

Anesthesia

Patient Journey

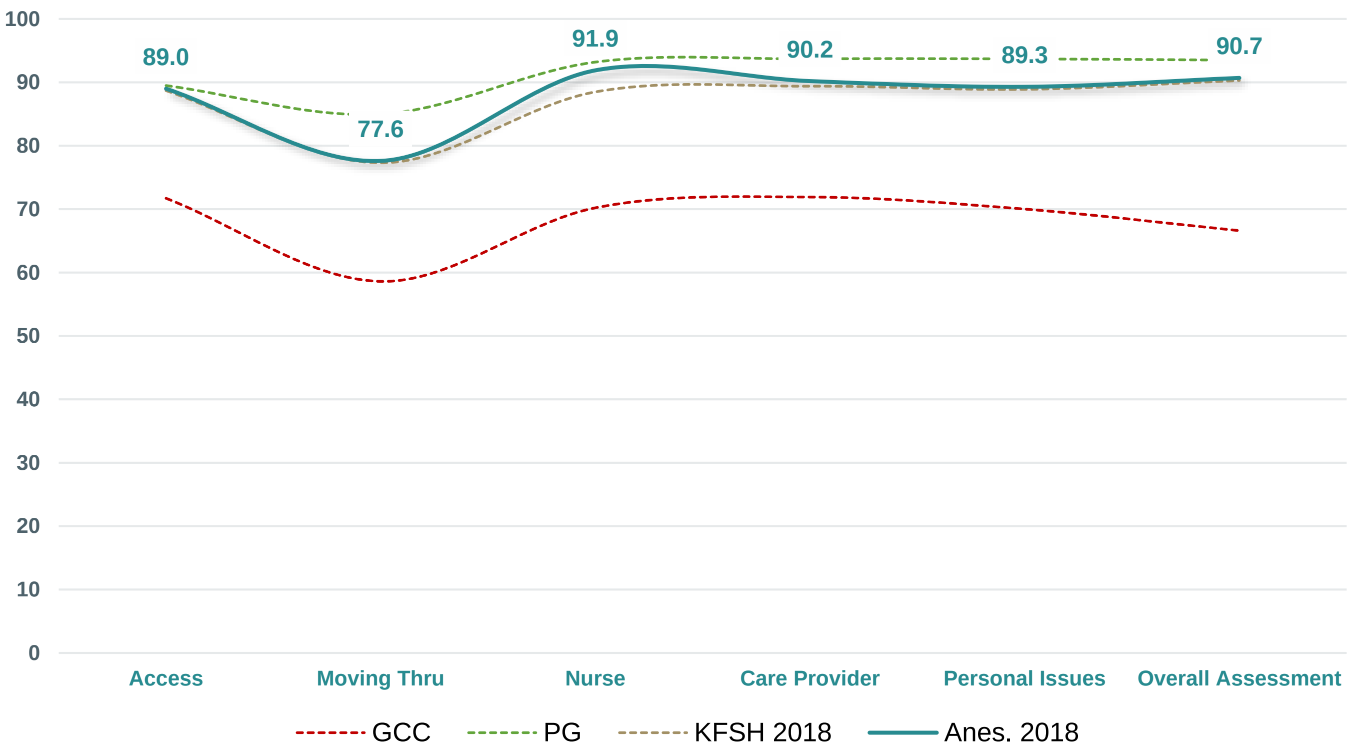
87.2

2018

n-Size

239

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Medical Genetics

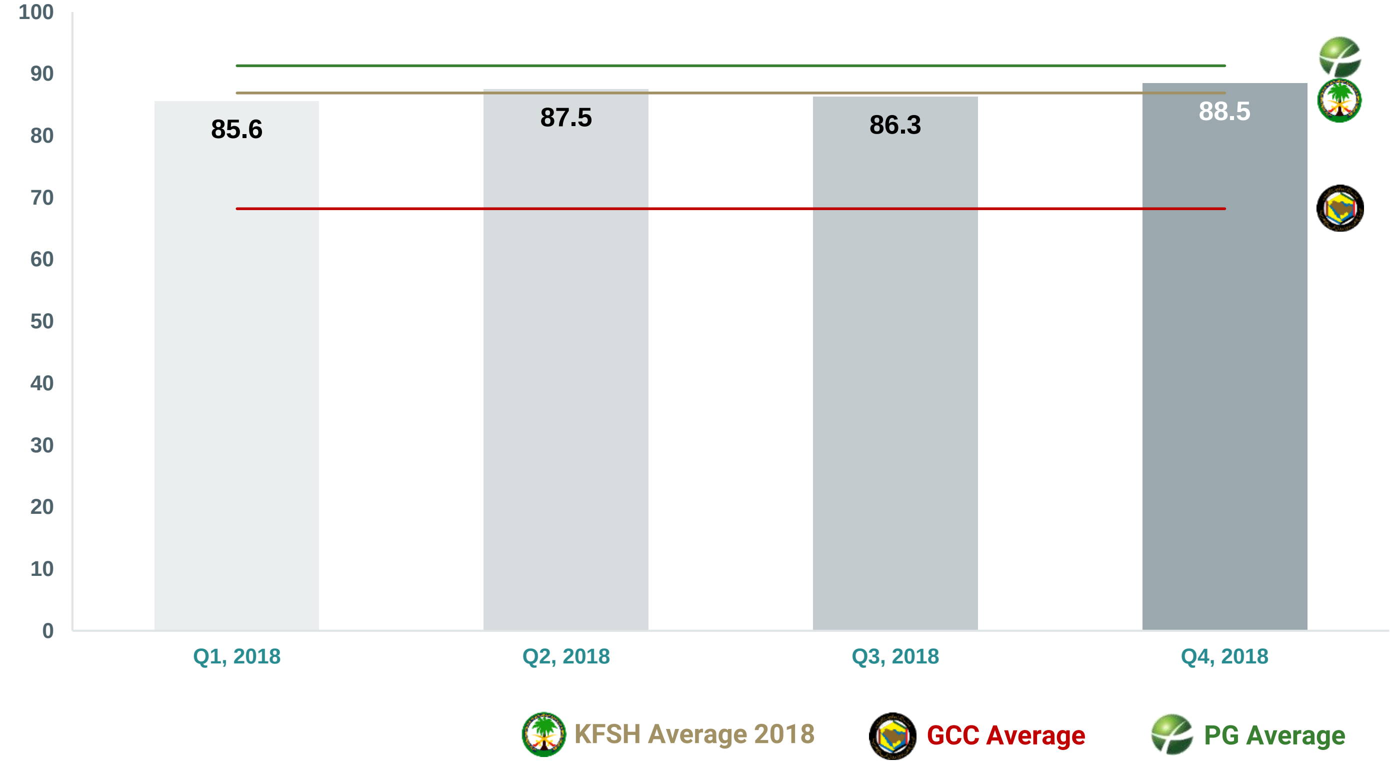
Overall Rating

87.2

2018

n-Size

470

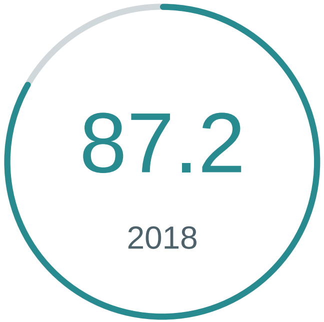


OP – Departments

Period: Q1, 2018 – Q4, 2018

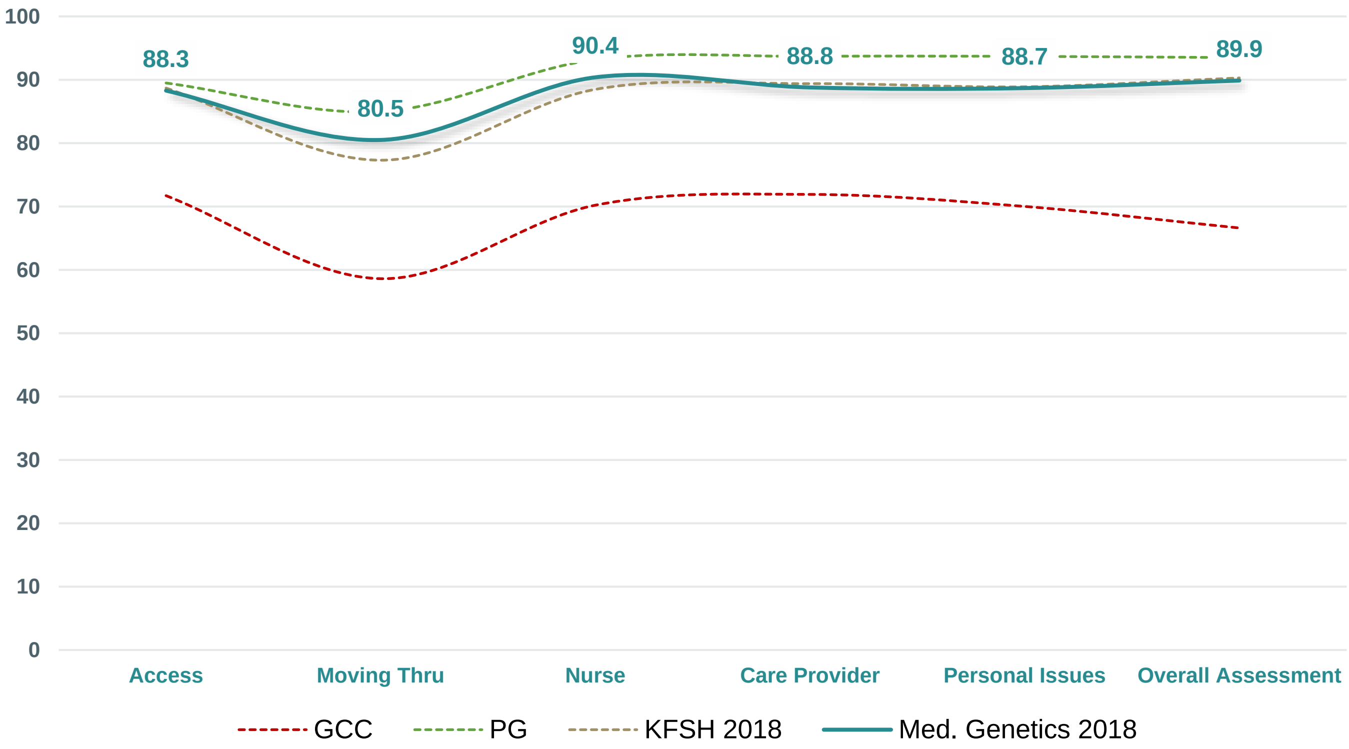
Medical Genetics

Patient Journey



n-Size

470



OP – Departments

Period: Q1, 2018 – Q4, 2018

Neurosciences

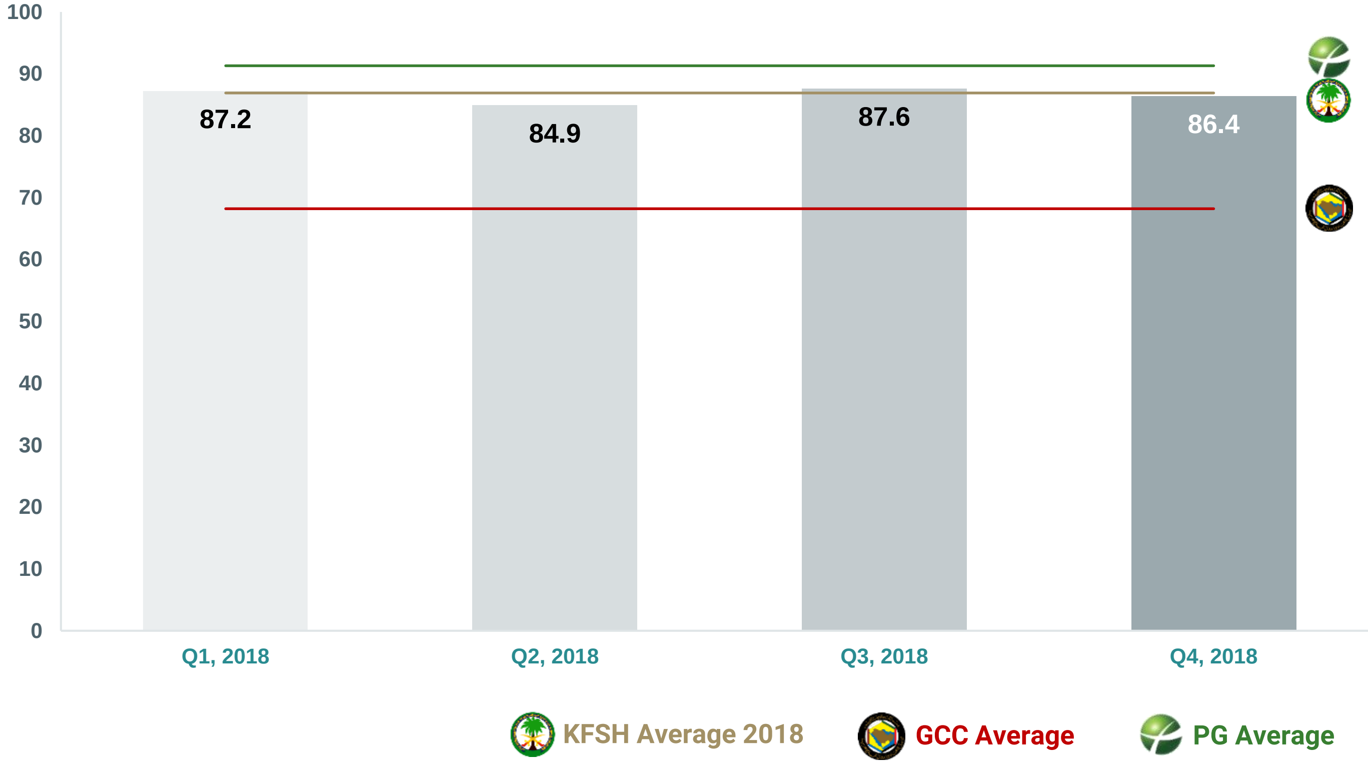
Overall Rating

86.5

2018

n-Size

1,510



OP – Departments

Period: Q1, 2018 – Q4, 2018

Neurosciences

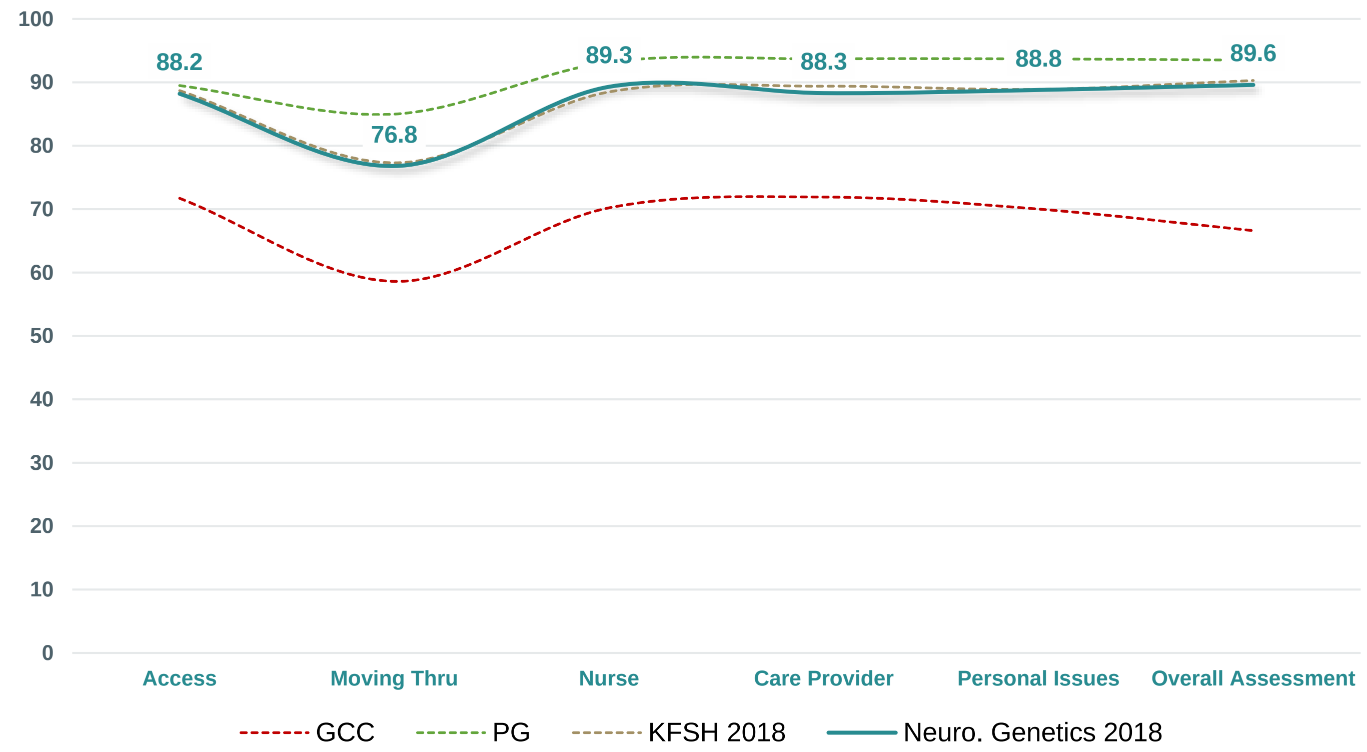
Patient Journey

86.5

2018

n-Size

1,510



OP – Departments

Period: Q1, 2018 – Q4, 2018

Ophthalmology

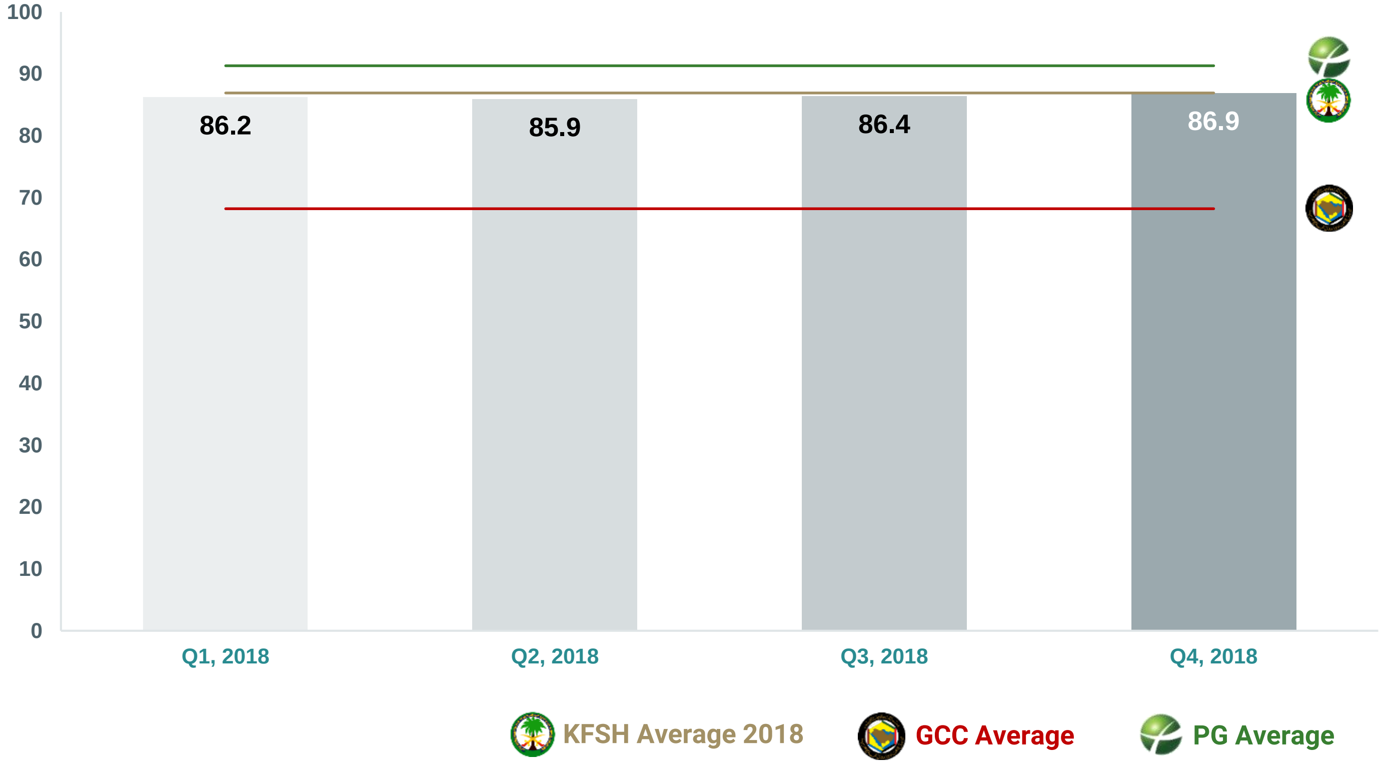
Overall Rating

86.4

2018

n-Size

1,035

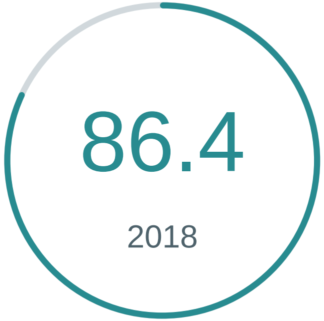


OP – Departments

Period: Q1, 2018 – Q4, 2018

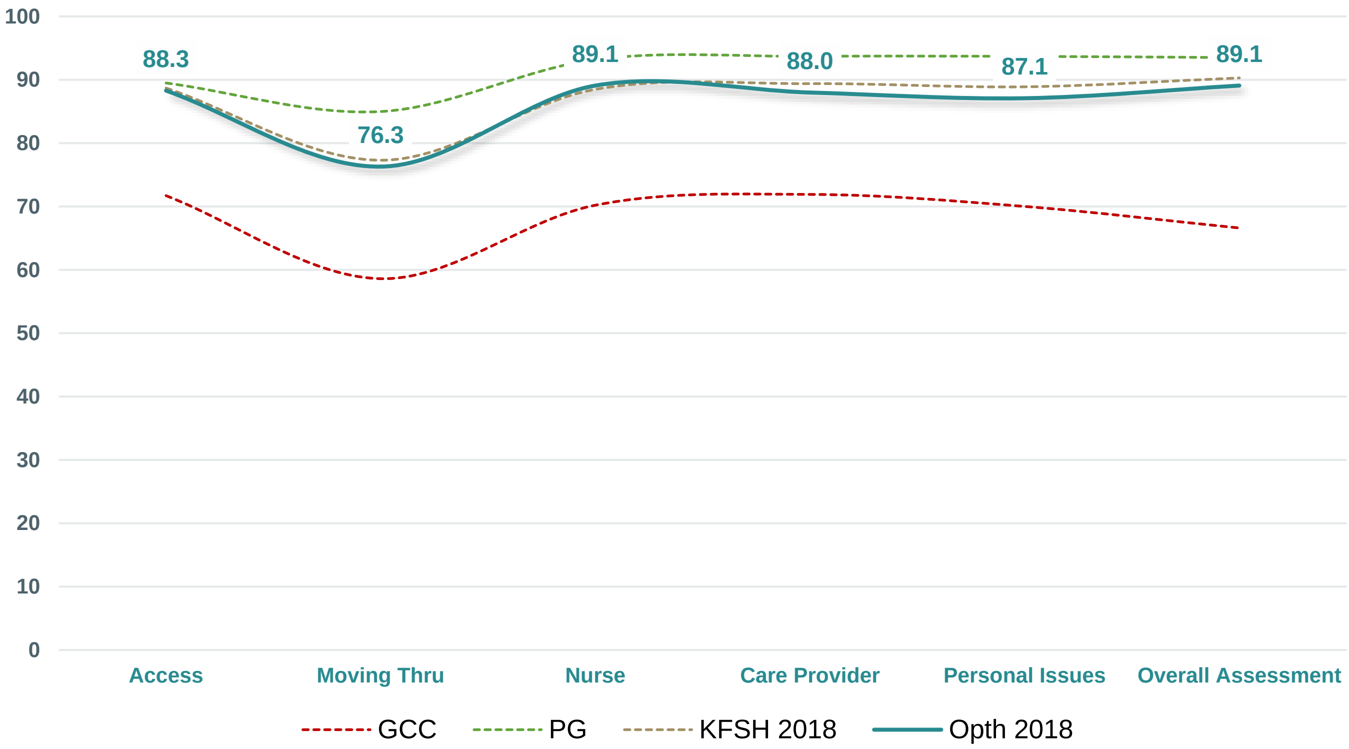
Ophthalmology

Patient Journey



n-Size

1,035



OP – Departments

Period: Q1, 2018 – Q4, 2018

Surgery

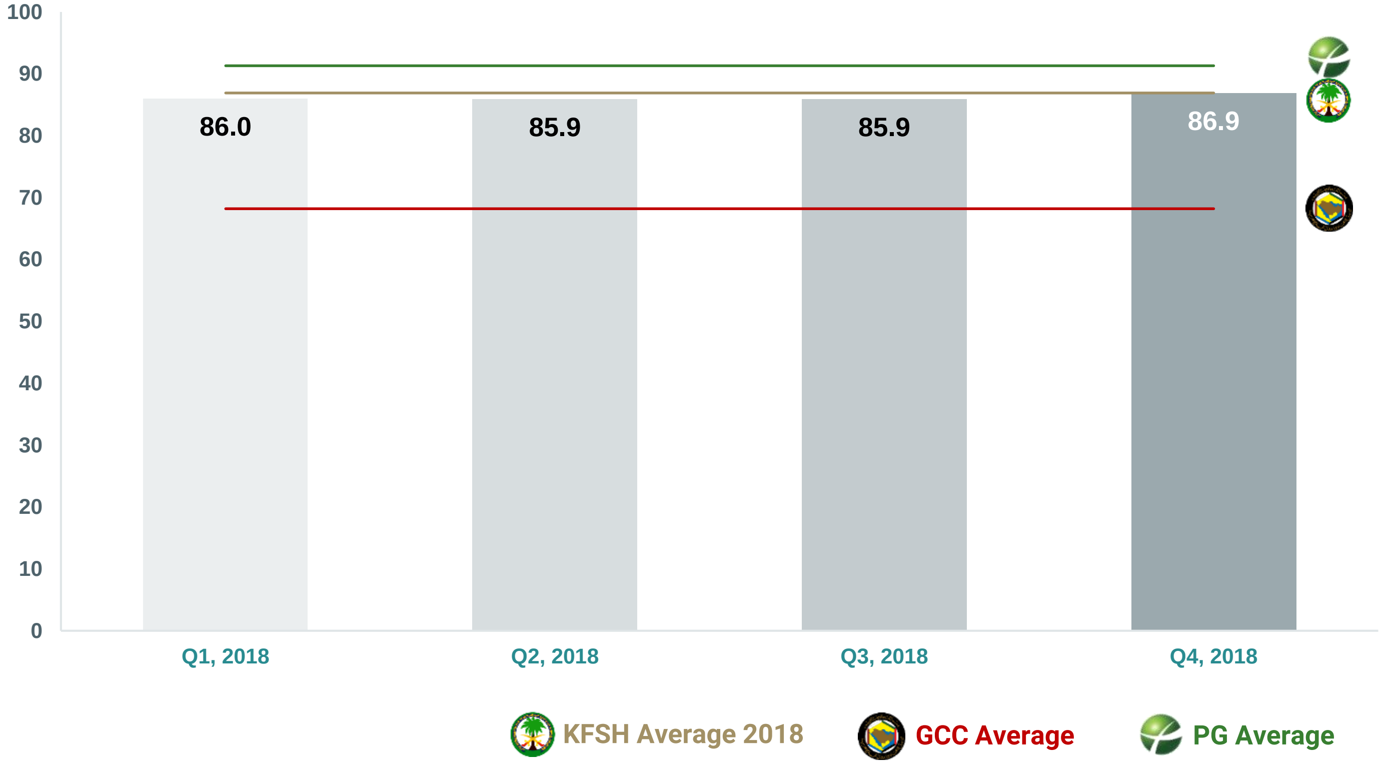
Overall Rating

86.2

2018

n-Size

1,359



OP – Departments

Surgery

Patient Journey

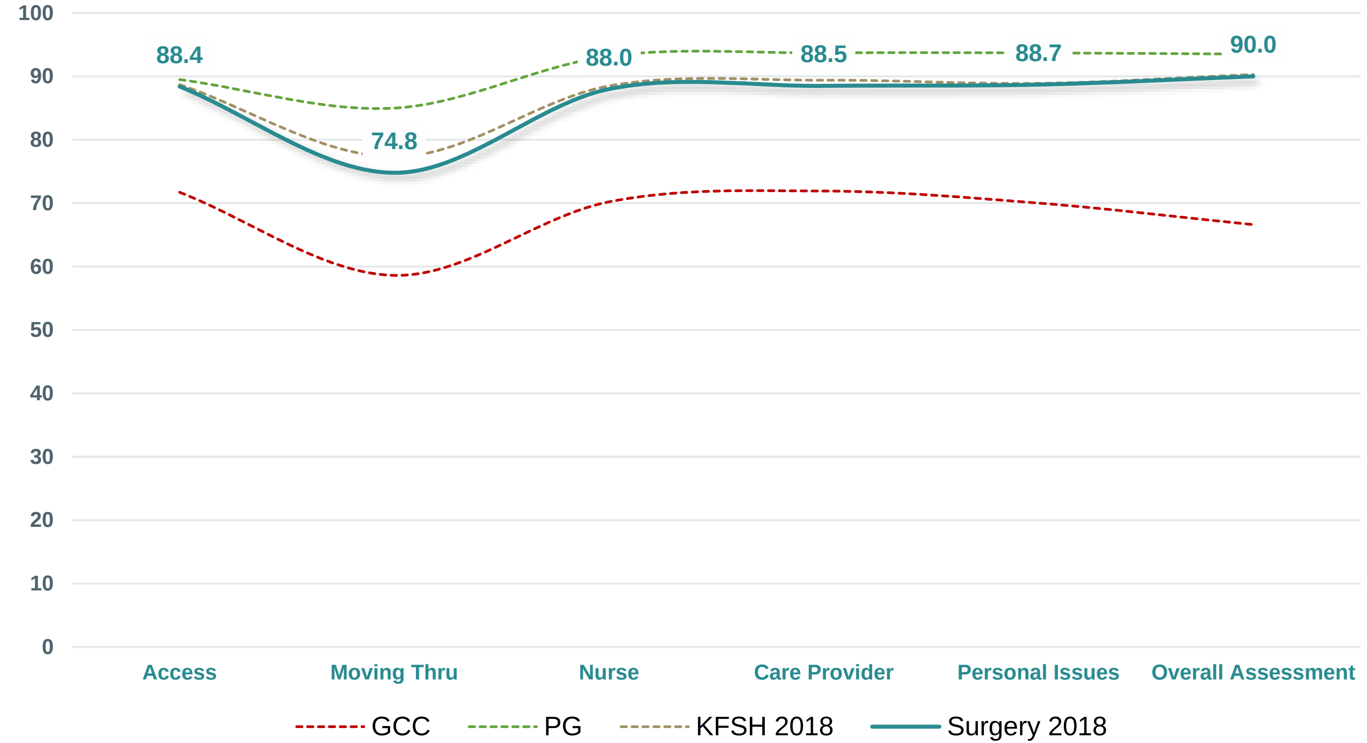
86.2

2018

n-Size

1,359

Period: Q1, 2018 – Q4, 2018



OP – Departments

Period: Q1, 2018 – Q4, 2018

Urology

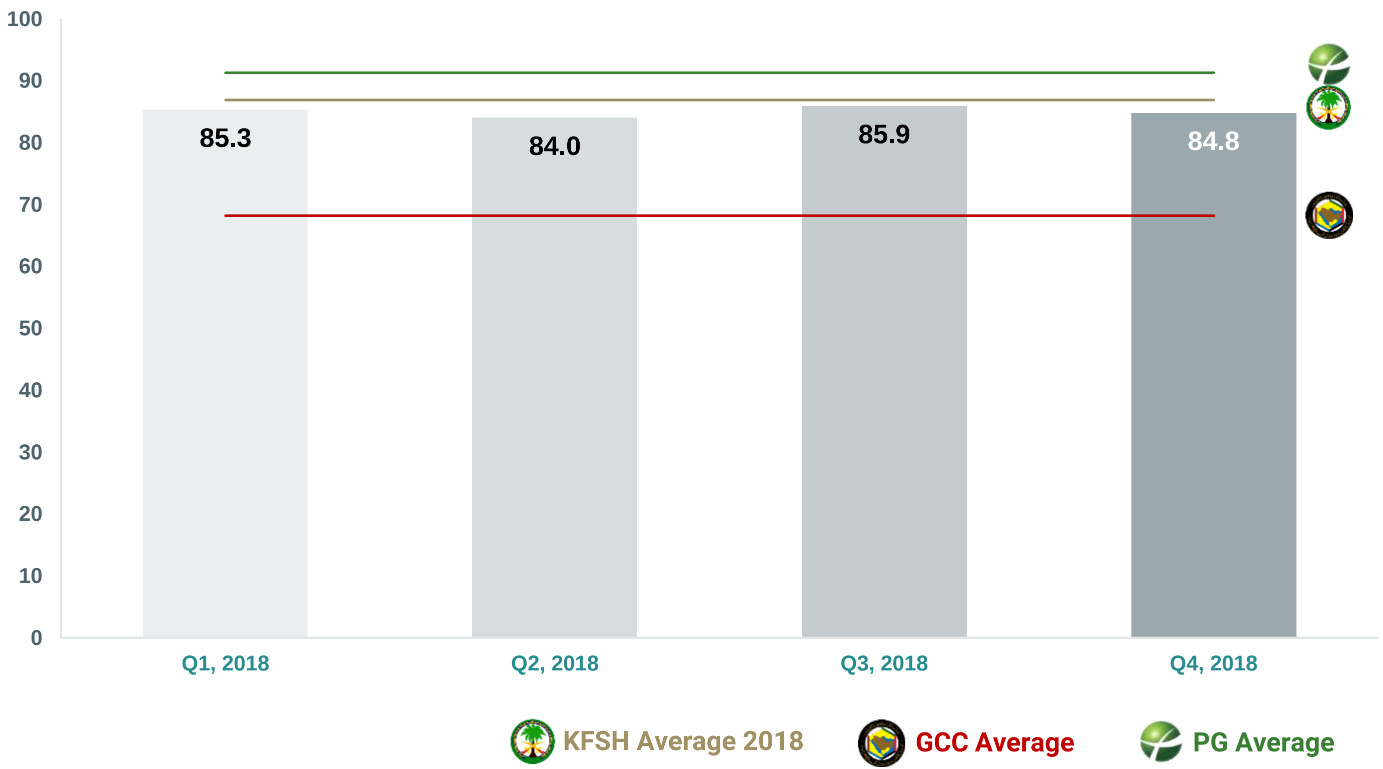
Overall Rating

85.0

2018

n-Size

769



OP – Departments

Urology

Patient Journey

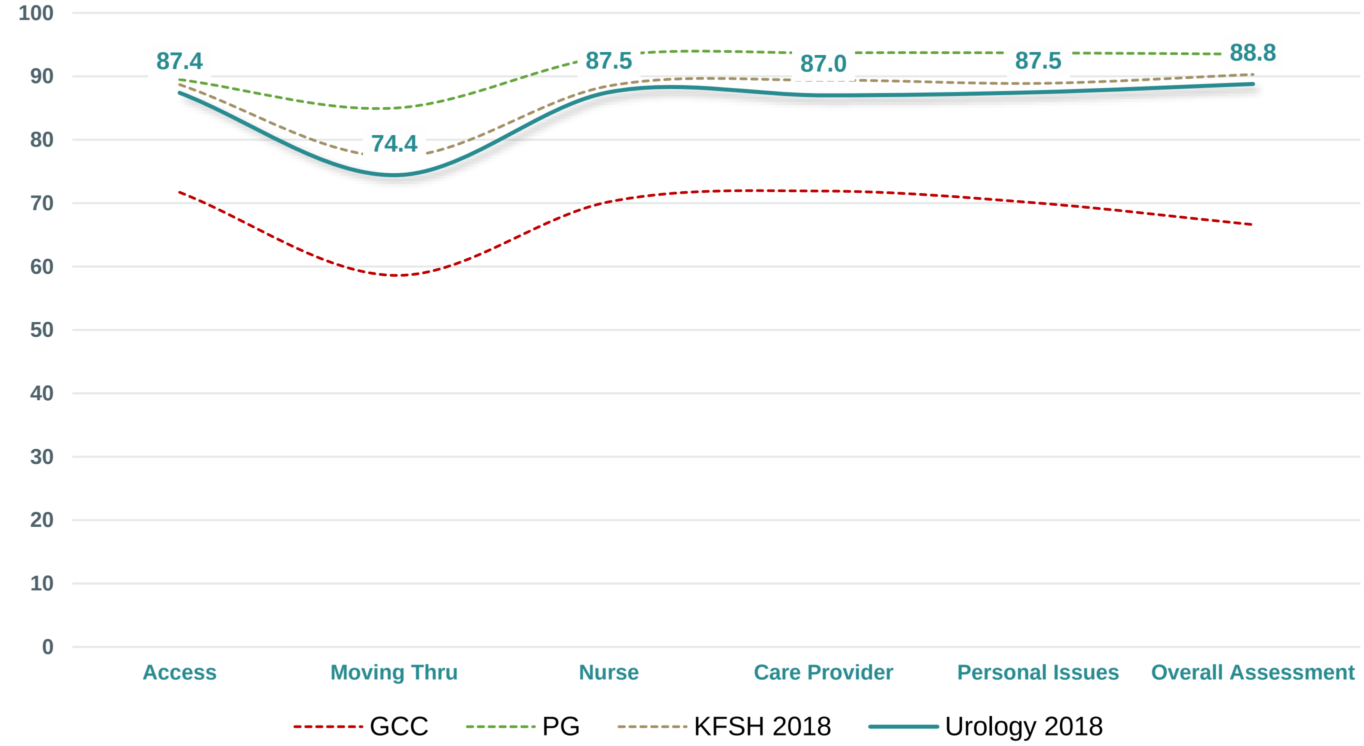
85.0

2018

n-Size

769

Period: Q1, 2018 – Q4, 2018



OP – Departments

Dermatology

Overall Rating

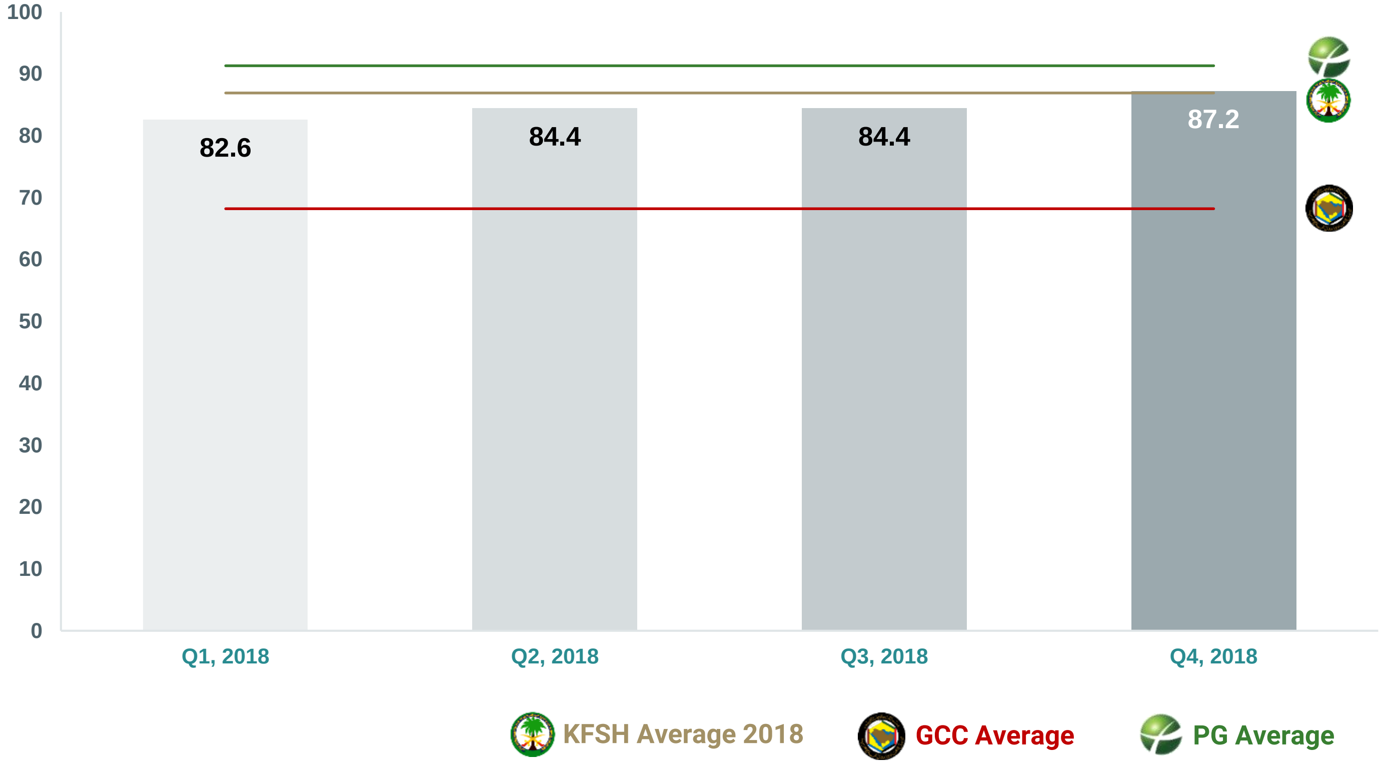
84.9

2018

n-Size

686

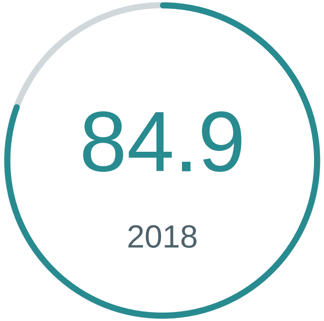
Period: Q1, 2018 – Q4, 2018



OP – Departments

Dermatology

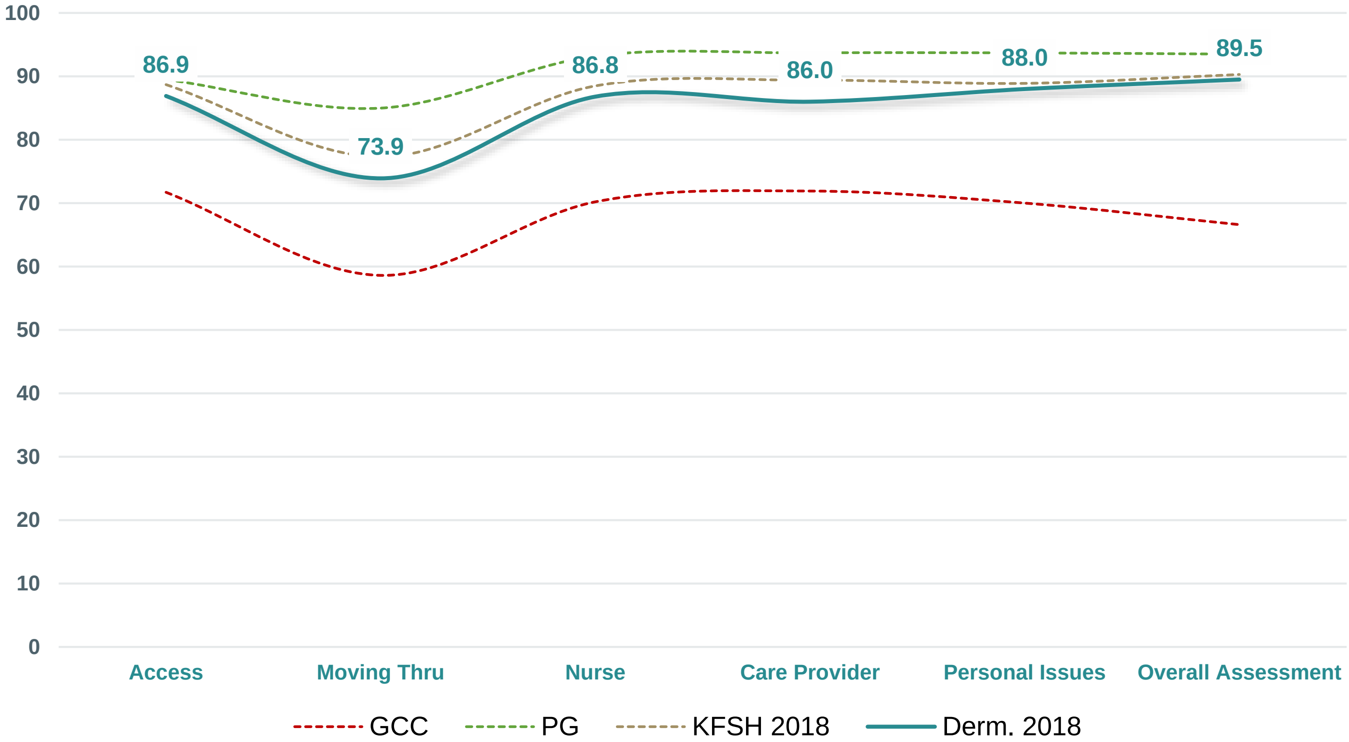
Patient Journey



n-Size

686

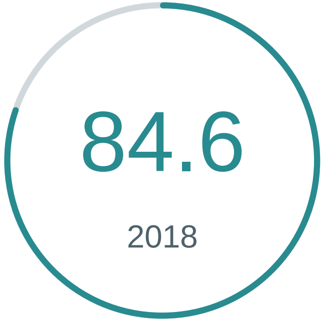
Period: Q1, 2018 – Q4, 2018



OP – Departments

Polyclinics

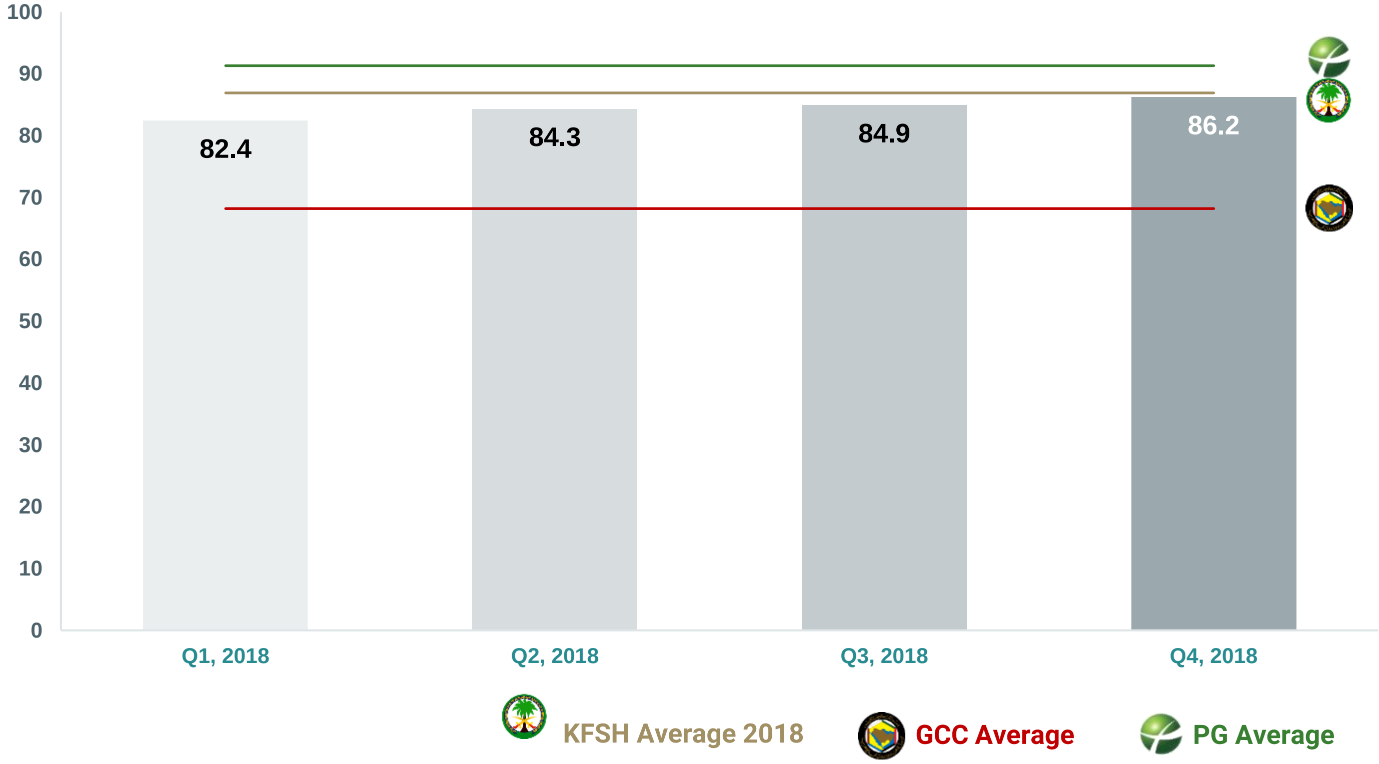
Overall Rating



n-Size

3,079

Period: Q1, 2018 – Q4, 2018

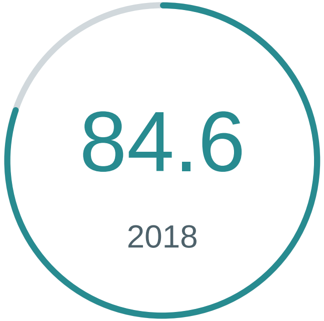


OP – Departments

Period: Q1, 2018 – Q4, 2018

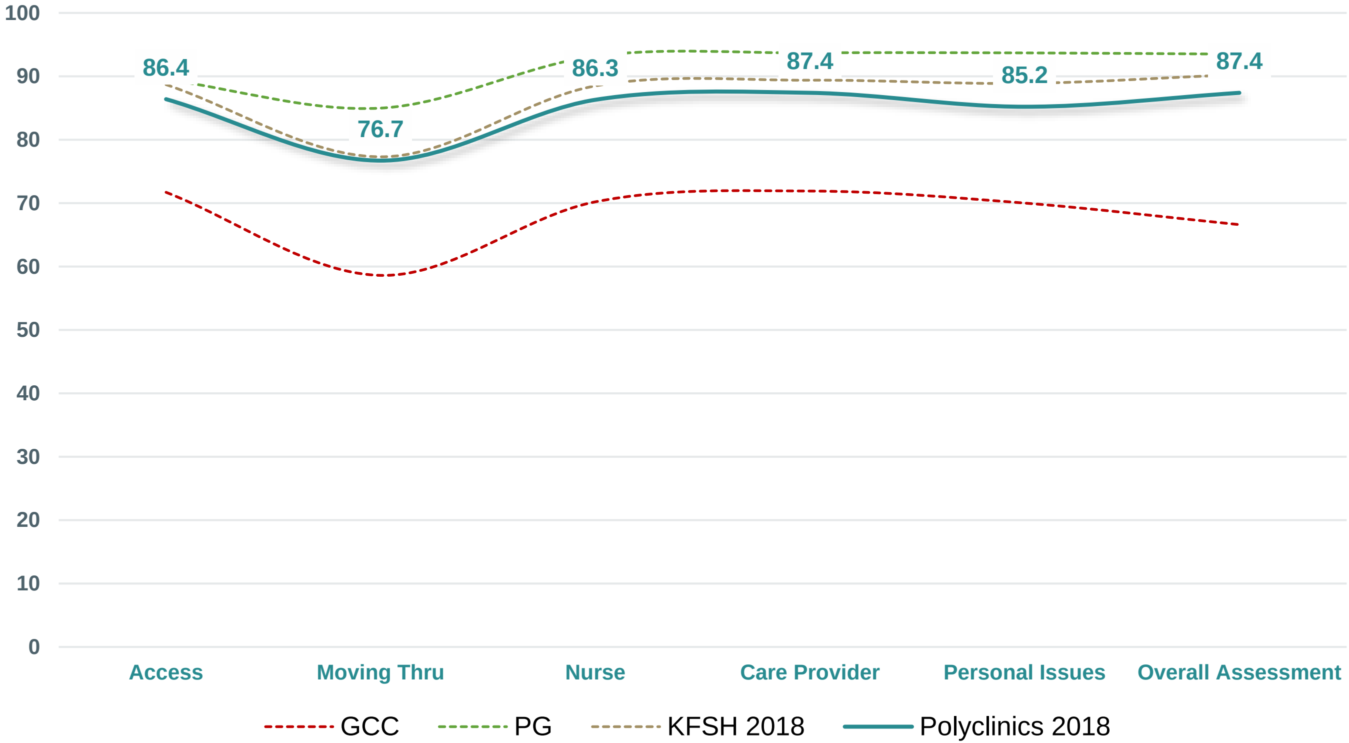
Polyclinics

Patient Journey



n-Size

3,079



OP – Departments

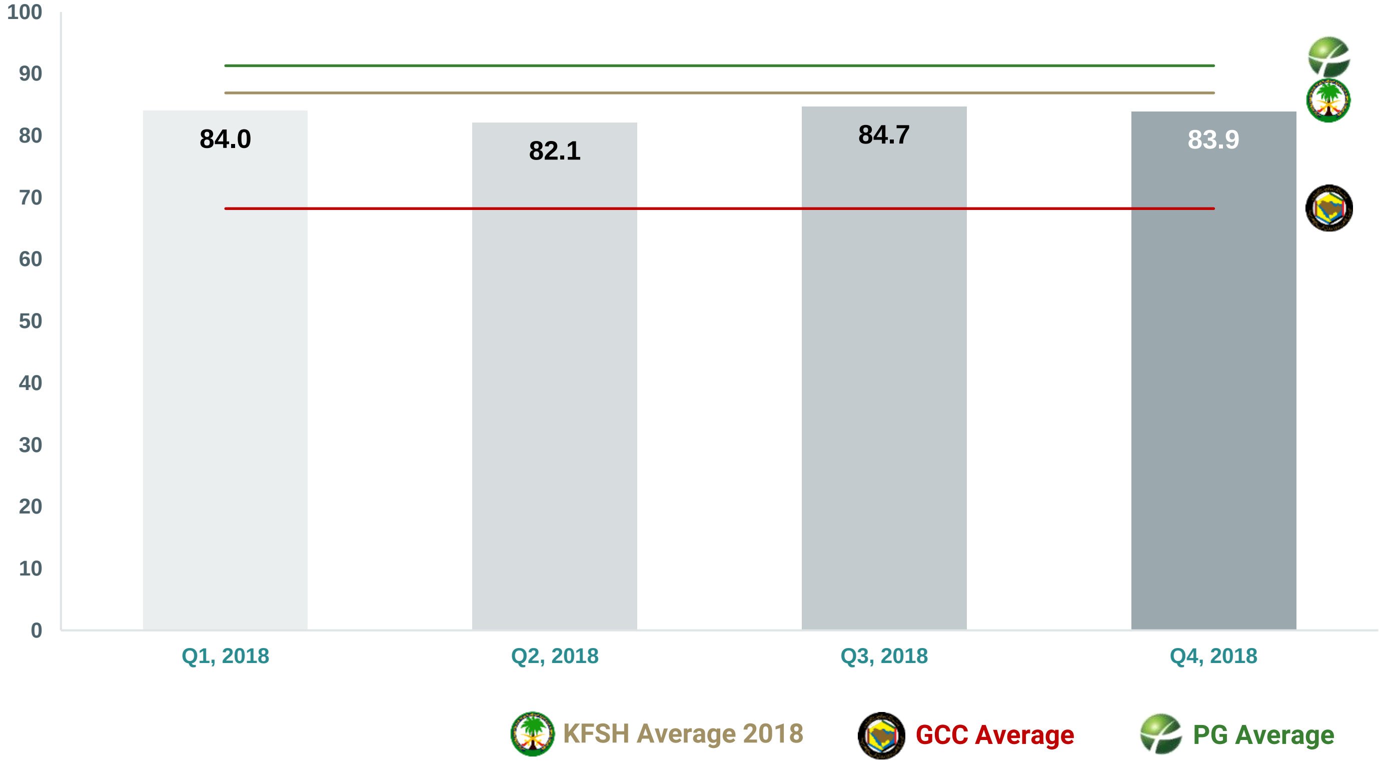
Period: Q1, 2018 – Q4, 2018

OB/GYN
Overall Rating

83.7

2018

n-Size
1,852

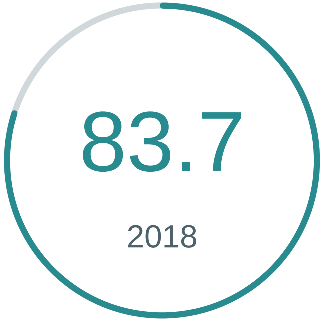


OP – Departments

Period: Q1, 2018 – Q4, 2018

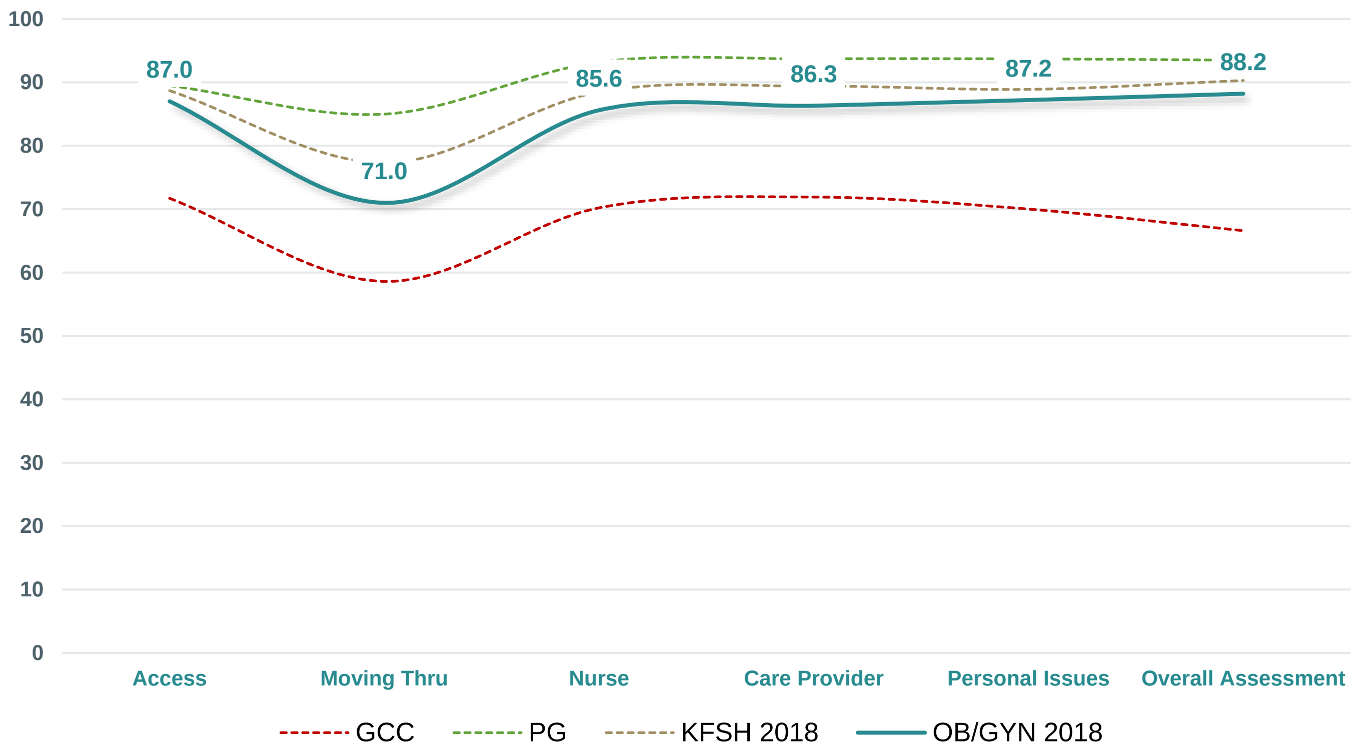
Gynecology

Patient Journey



n-Size

1,852

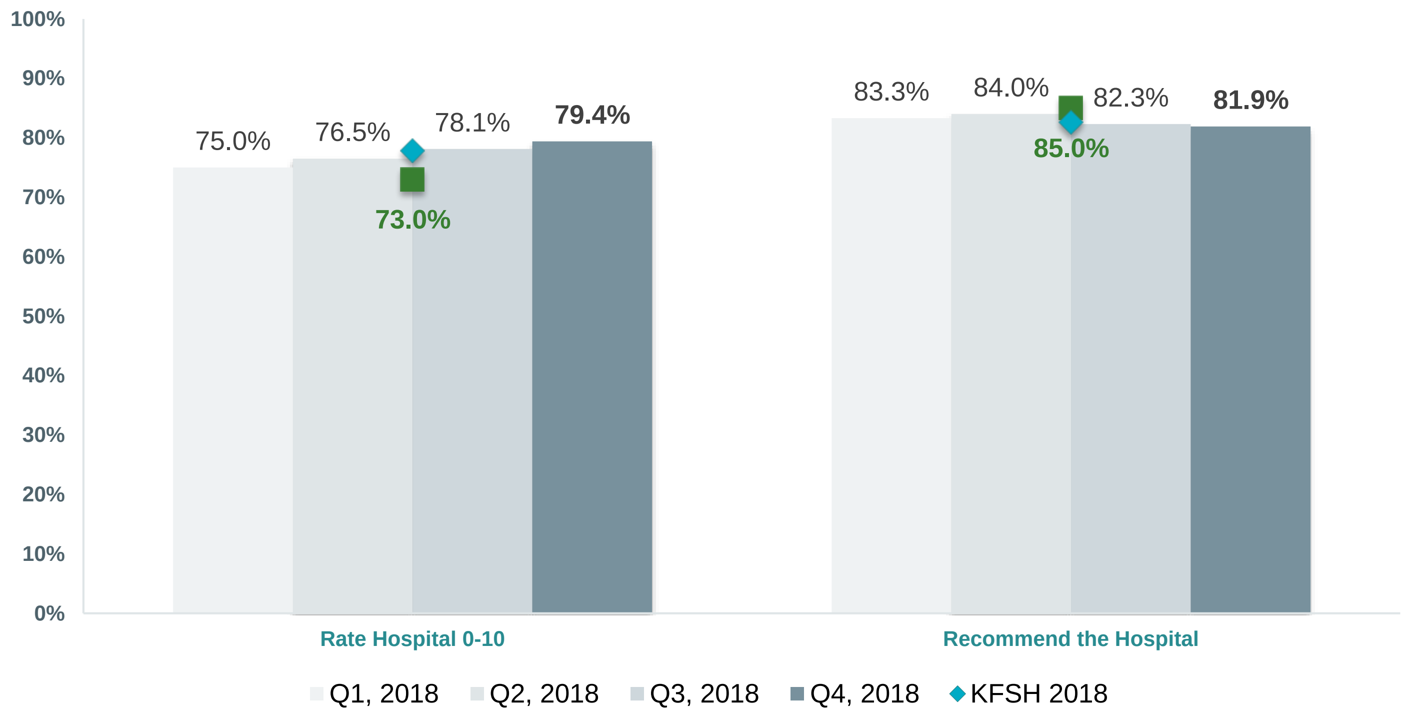


Inpatient Adults

IP – Global Items

Global Items
Overall

Global Items Trend [Q1, 2018 – Q4, 2018]

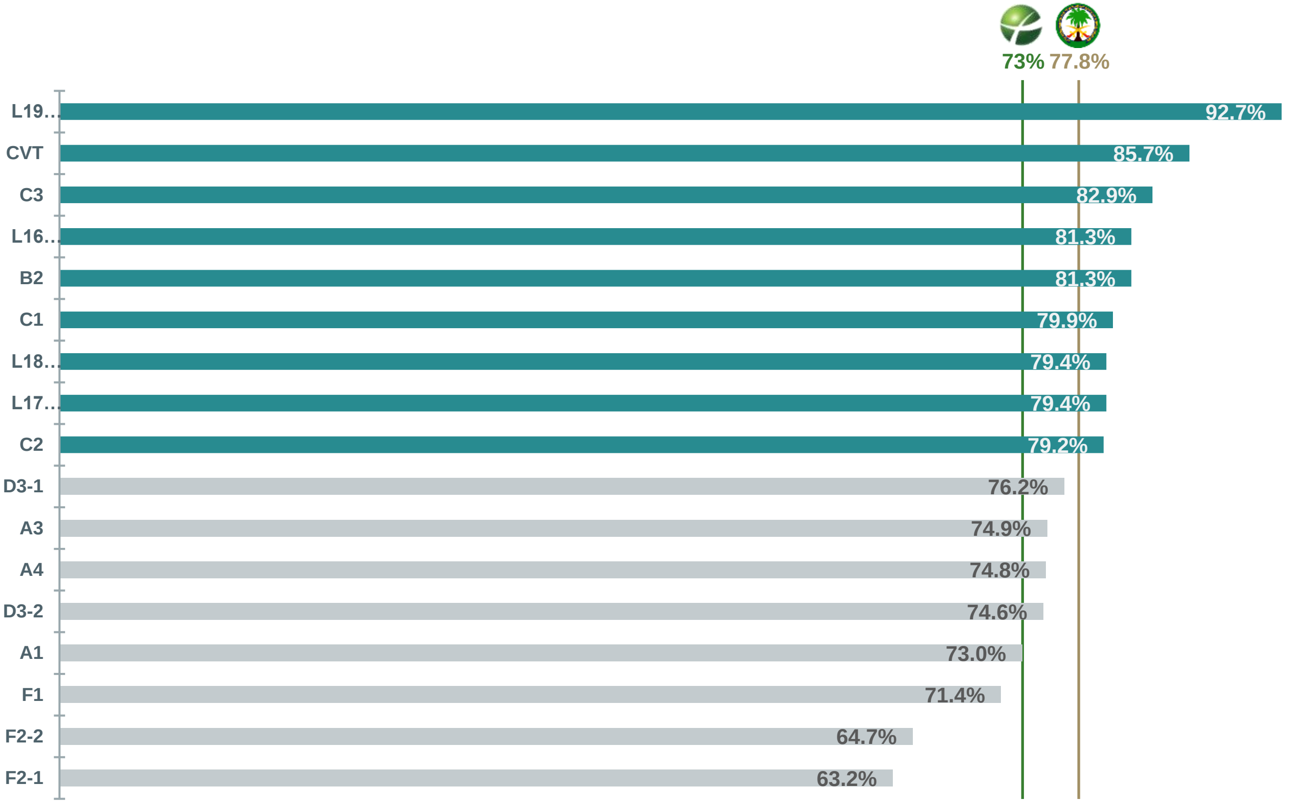


🟩 **PG Average**

** Top Box %*

IP – Global Items

Rate Hospital 0-10
Wards

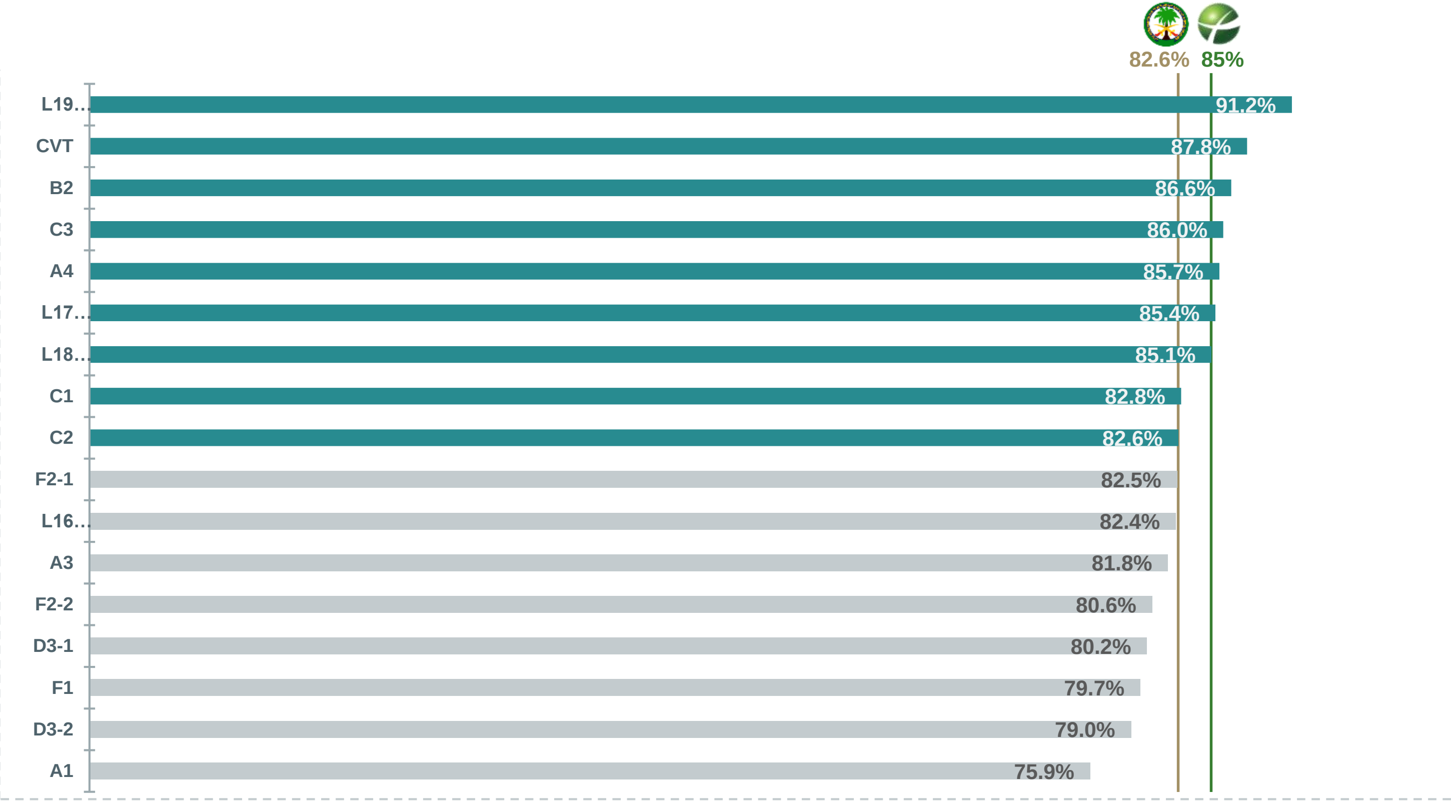


KFSH 2018 **PG Average**

** Top Box %*

IP – Global Items

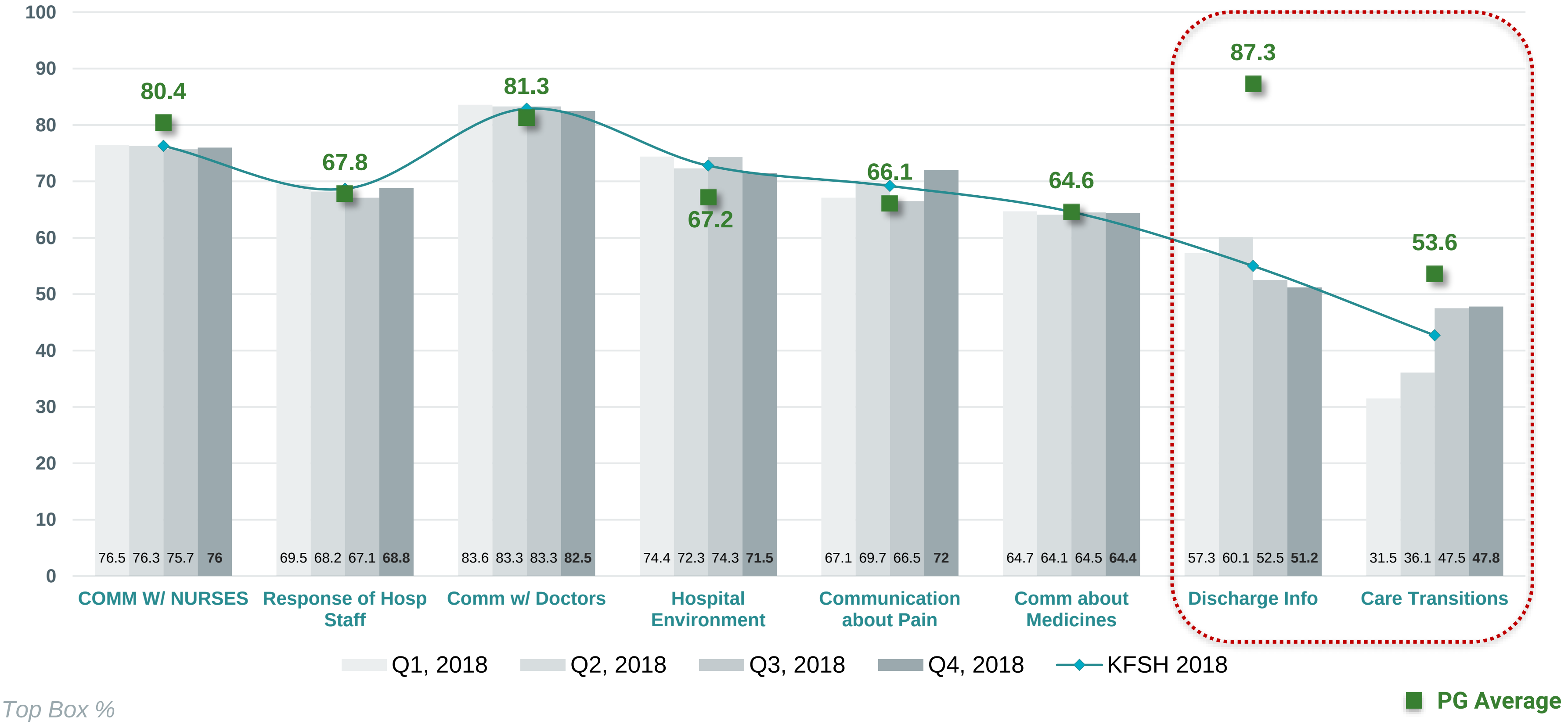
Recommend Hospital
Wards



KFSH 2018 **PG Average**

** Top Box %*

IP – Survey Domains



** Top Box %*

IP – Strengths

Comm about Pain

Doctors Listen

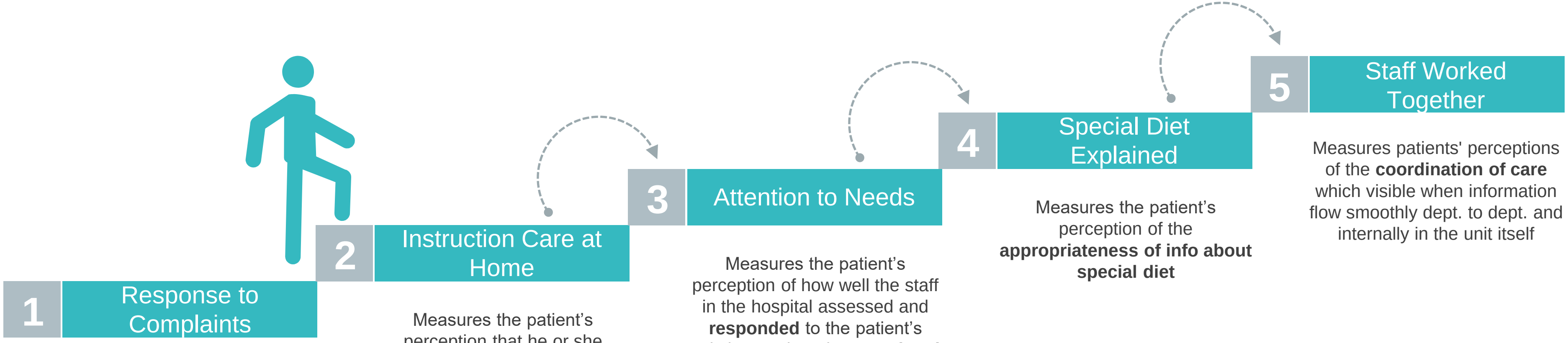
Staff Response

Quietness

Explain Med Side Effects

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

IP – Priority Index (2018)



1 Response to Complaints

Measures the patient’s perceptions of the **appropriateness of actions** that resulted when he/she mentioned something that **troubled** him/her.

2 Instruction Care at Home

Measures the patient’s perception that he or she **knows what to do after being discharged.**

3 Attention to Needs

Measures the patient’s perception of how well the staff in the hospital assessed and **responded** to the patient’s existing or changing **emotional state.**

4 Special Diet Explained

Measures the patient’s perception of the **appropriateness of info about special diet**

5 Staff Worked Together

Measures patients' perceptions of the **coordination of care** which visible when information flow smoothly dept. to dept. and internally in the unit itself

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 – Wards

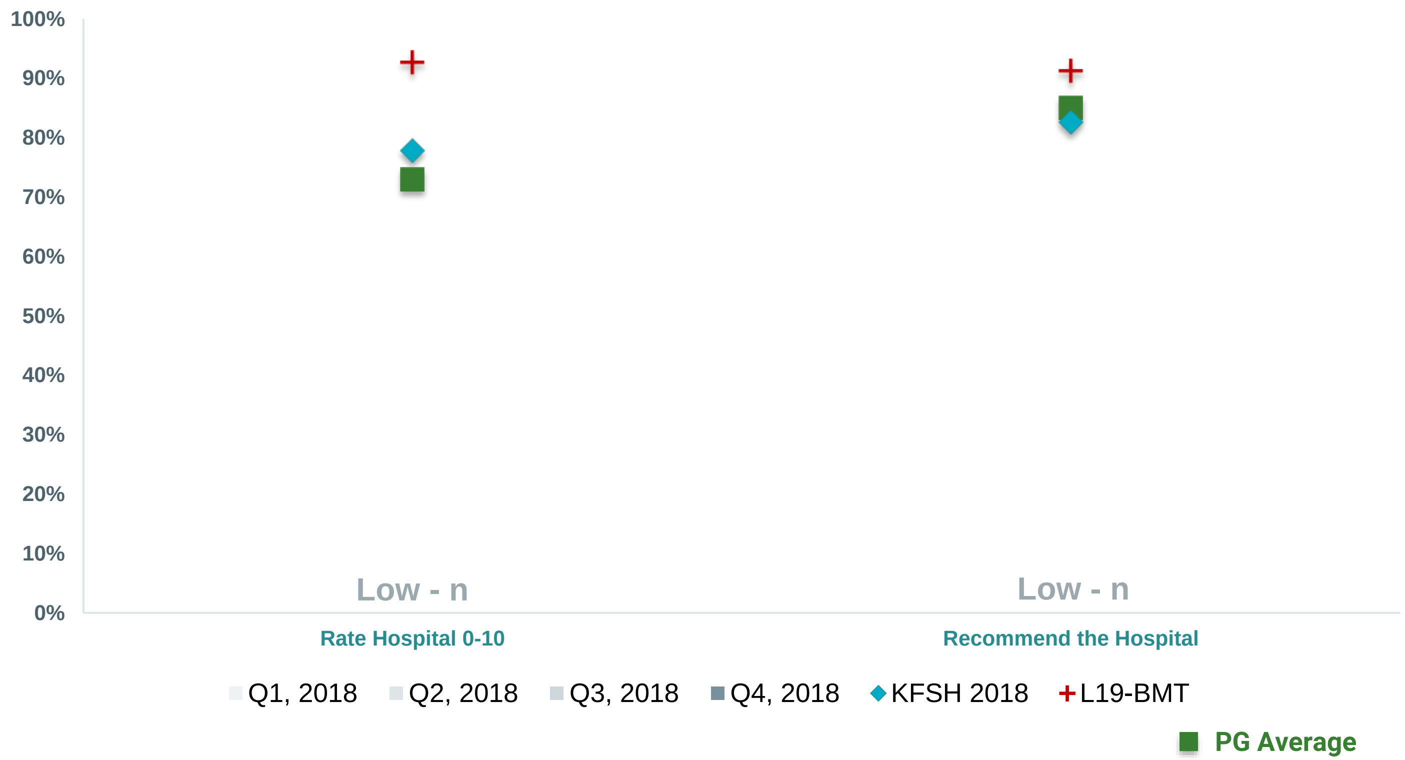
L19-BMT

Global Items

n-Size

95

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

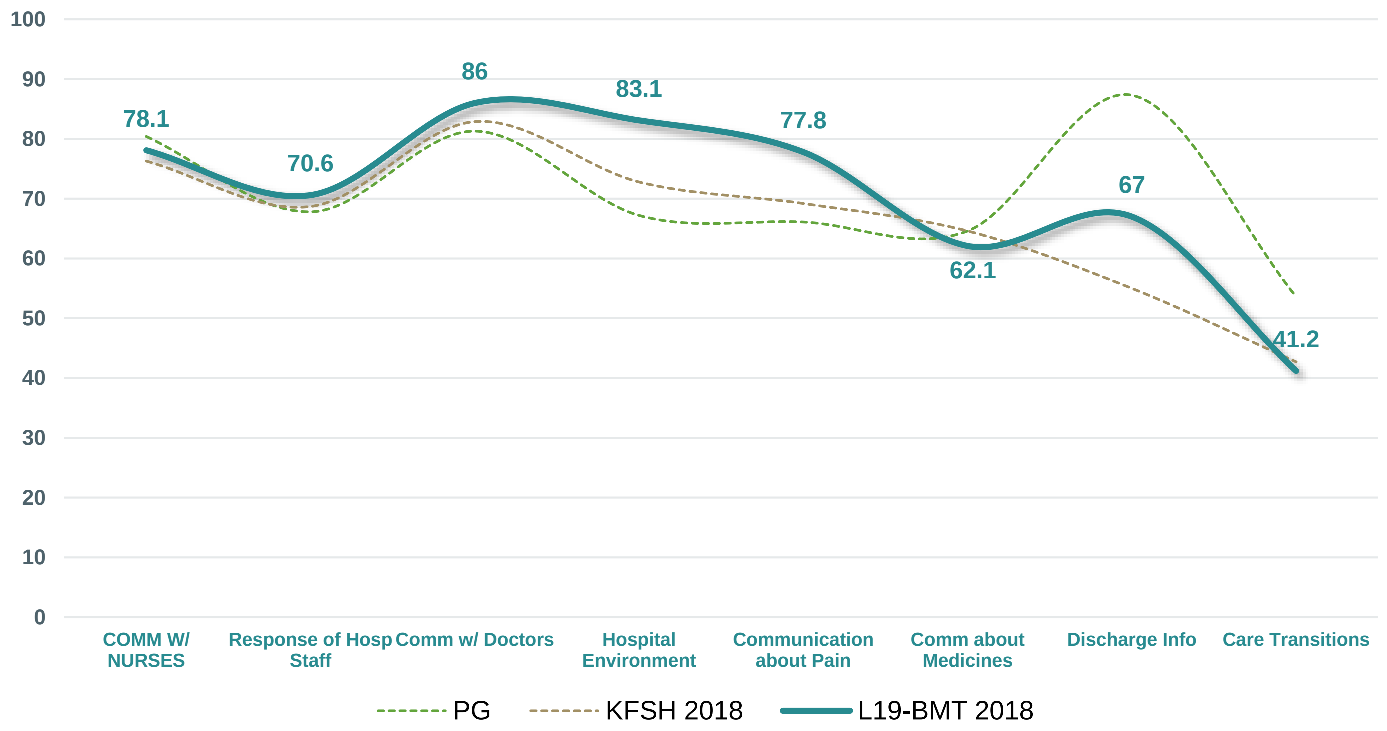
L19-BMT

Domains

n-Size

95

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

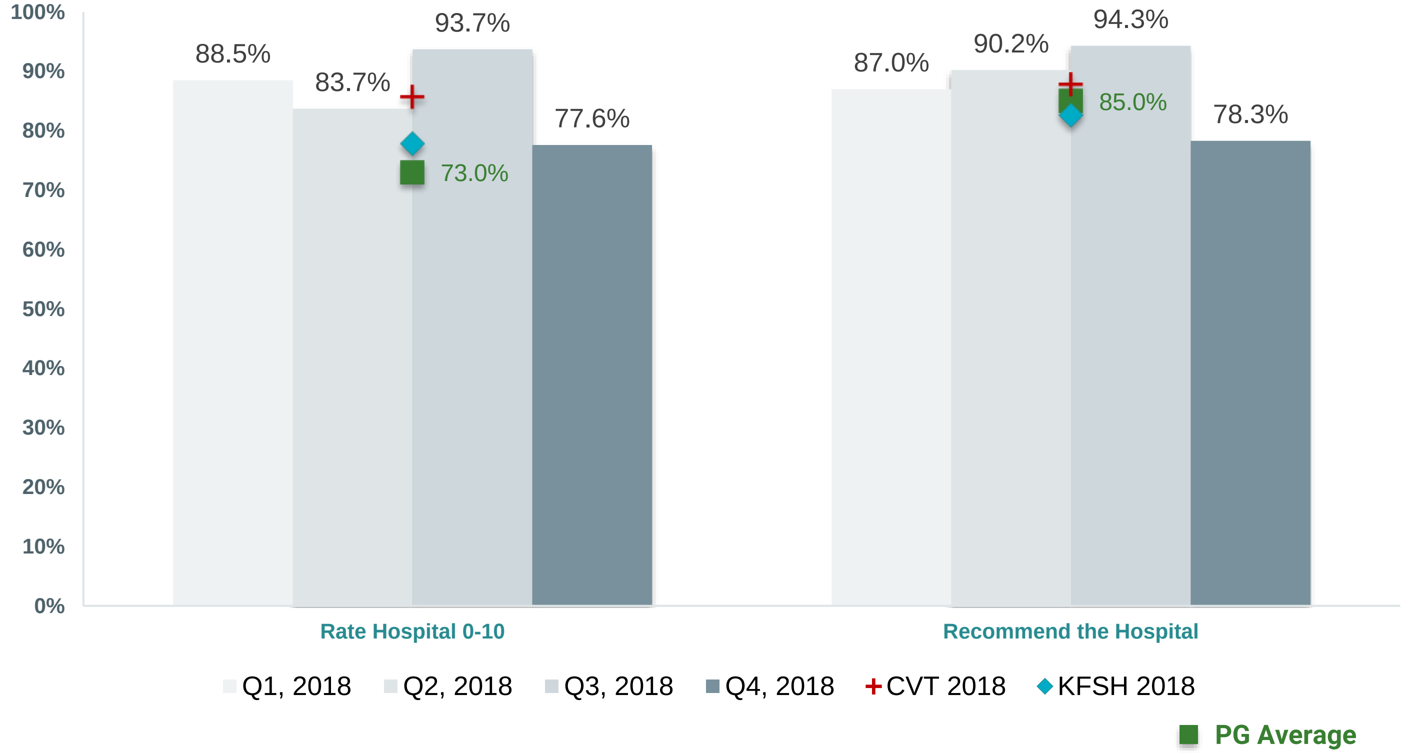
CVT

Global Items

n-Size

178

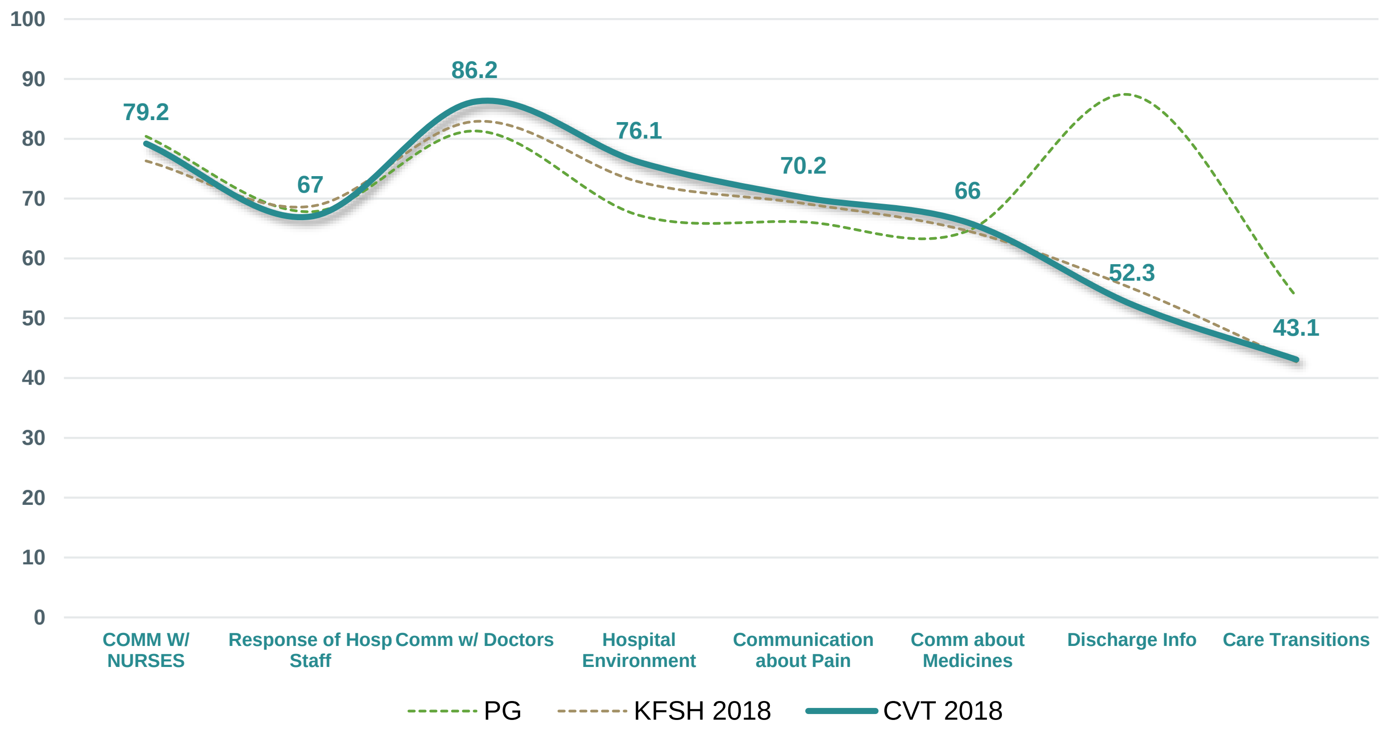
Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018



CVT

Domains

n-Size

178

** Top Box %*

IP – Wards

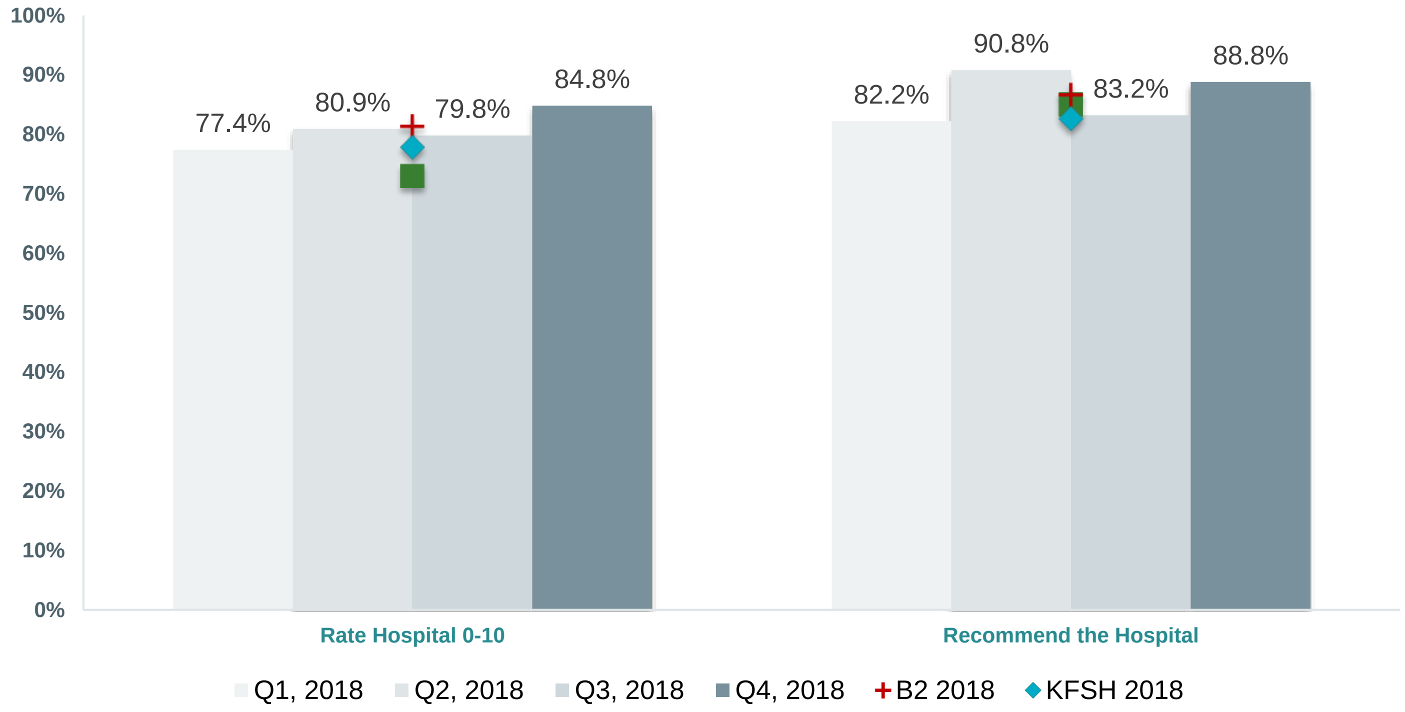
Period: Q1, 2018 – Q4, 2018

B2

Global Items

n-Size

265



🟩 **PG Average**

** Top Box %*

IP – Wards

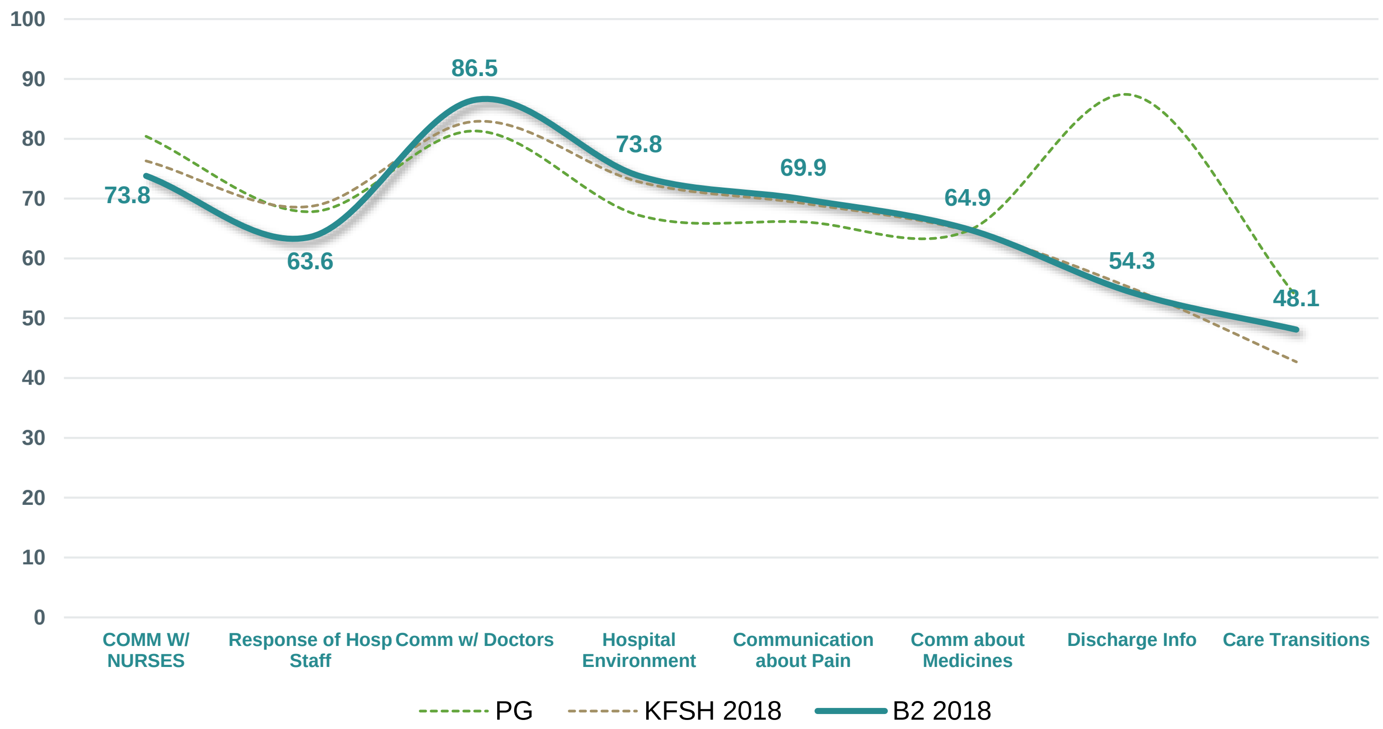
B2

Domains

n-Size

265

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

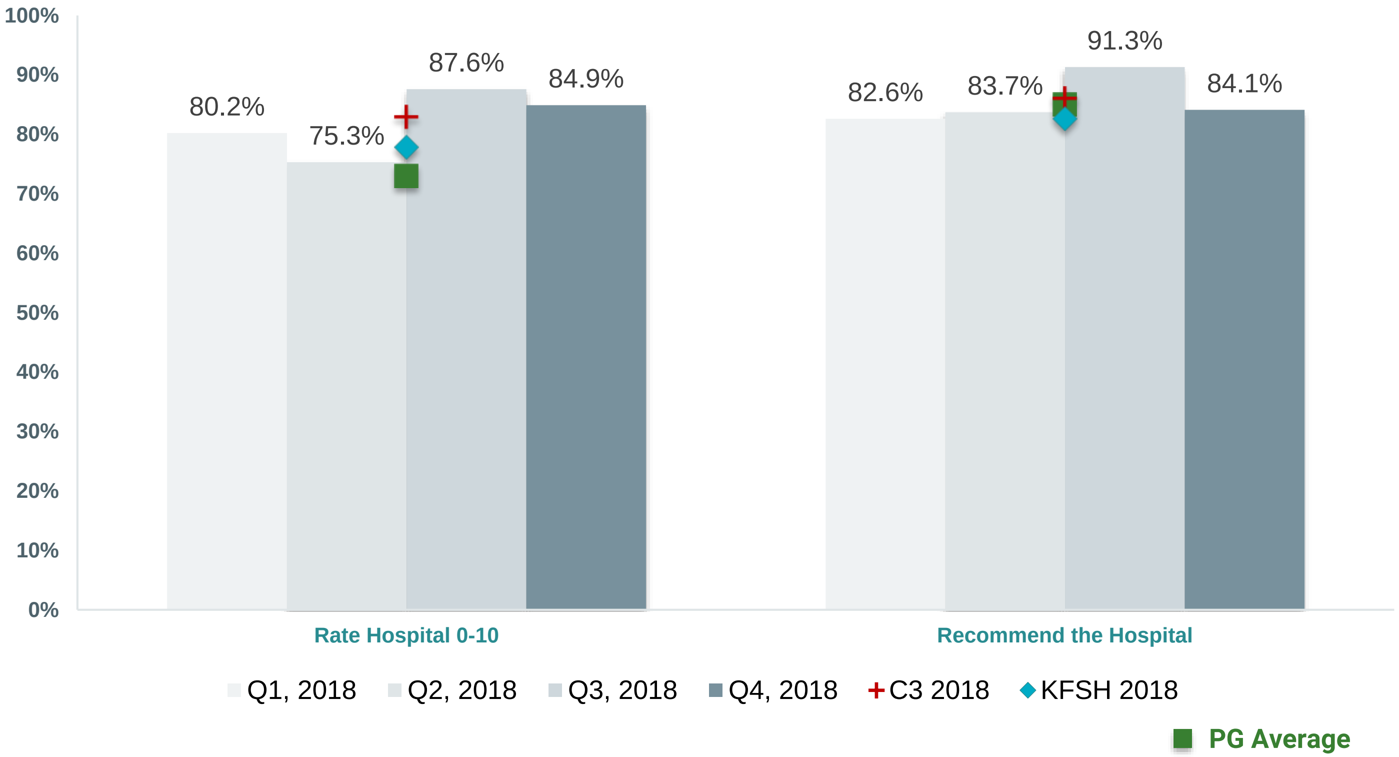
C3

Global Items

n-Size

341

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

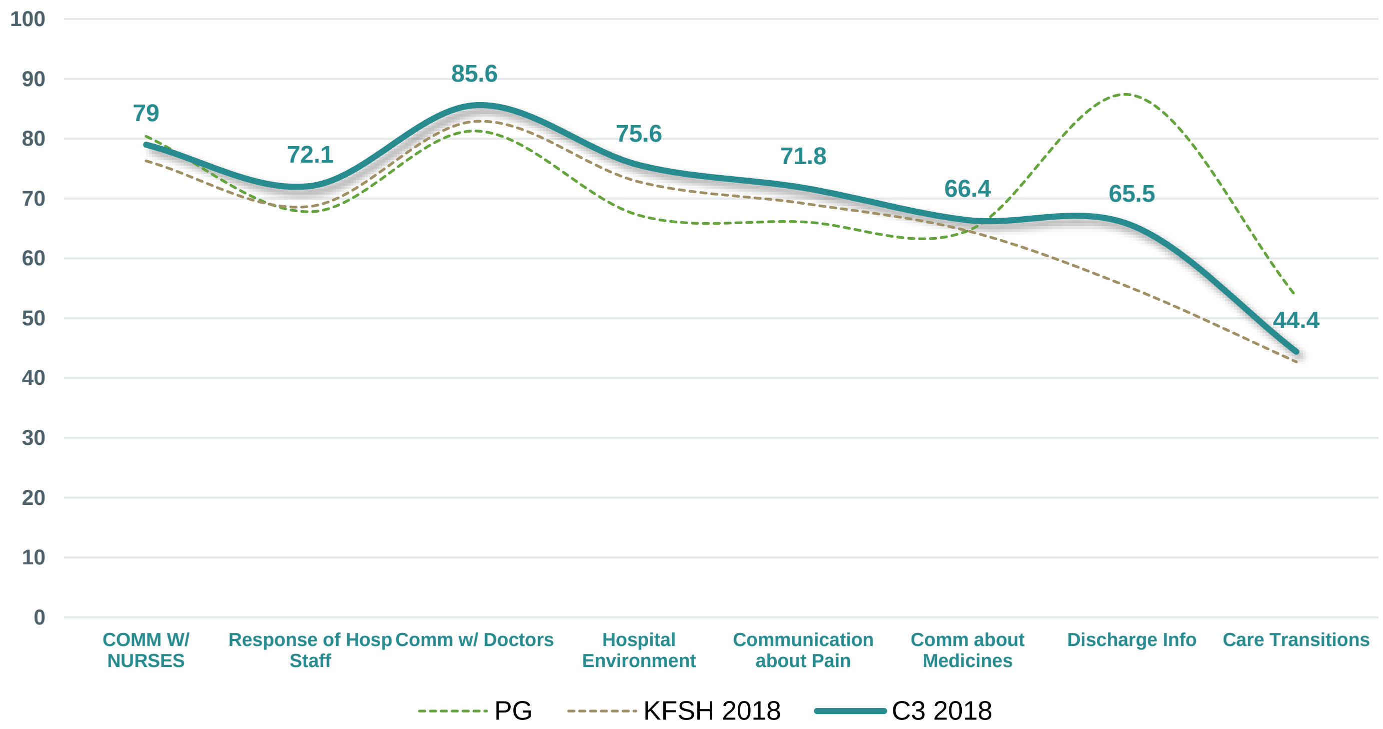
C3

Domains

n-Size

341

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

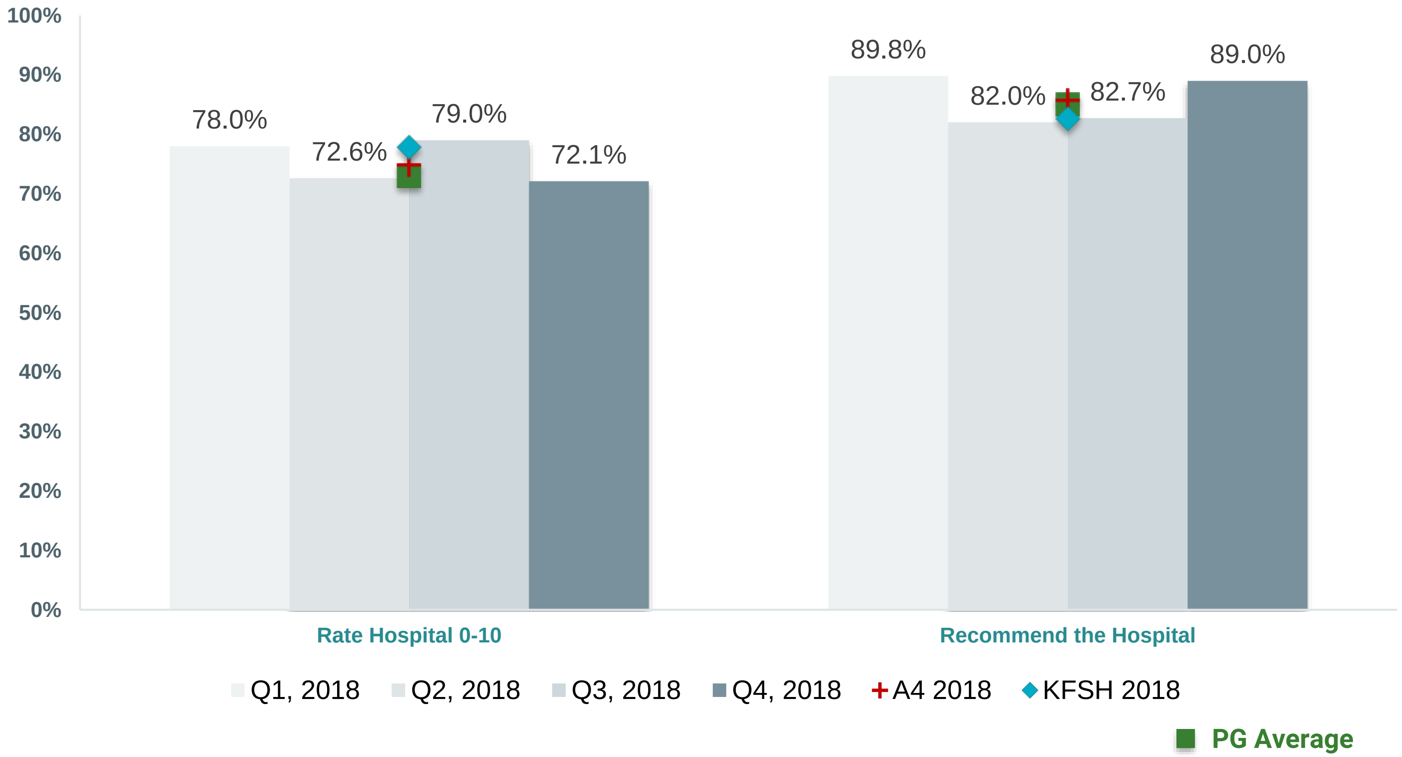
Period: Q1, 2018 – Q4, 2018

A4

Global Items

n-Size

199



* Top Box %

IP – Wards

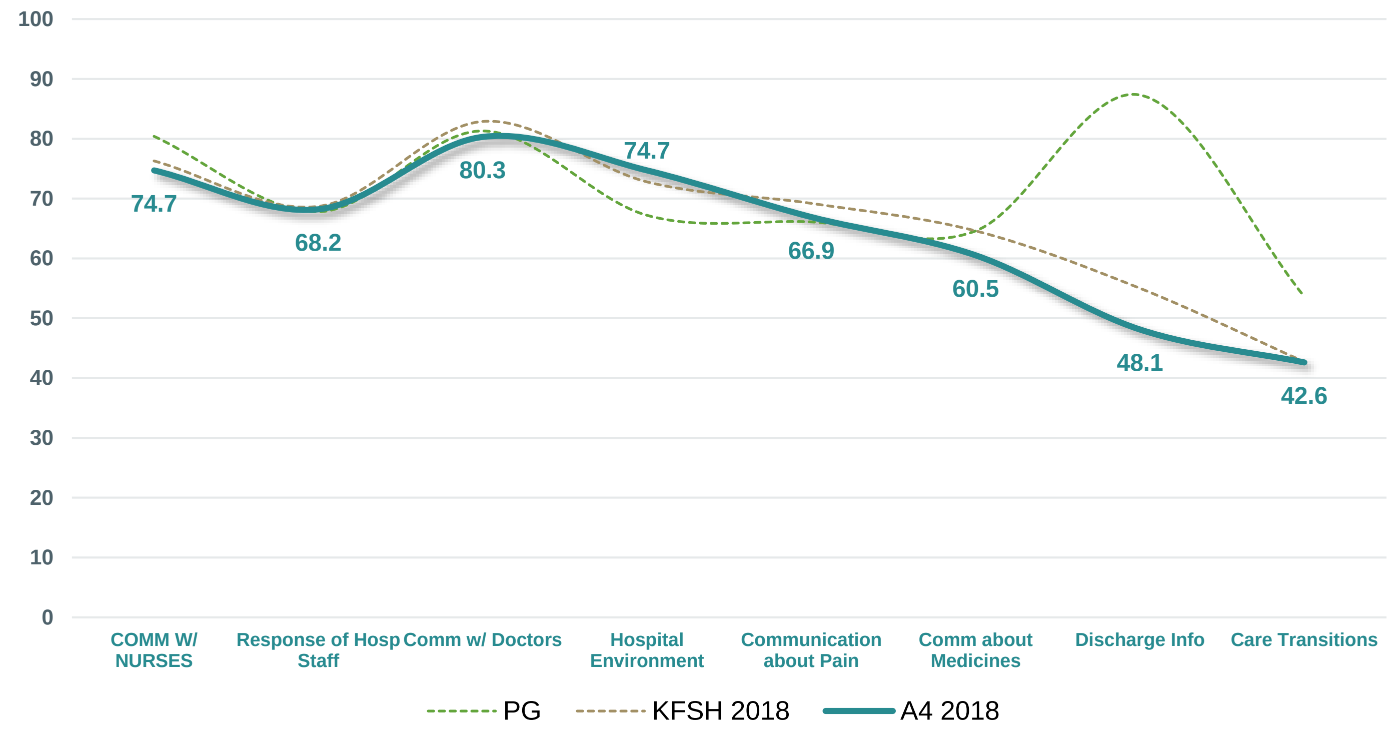
Period: Q1, 2018 – Q4, 2018

A4

Domains

n-Size

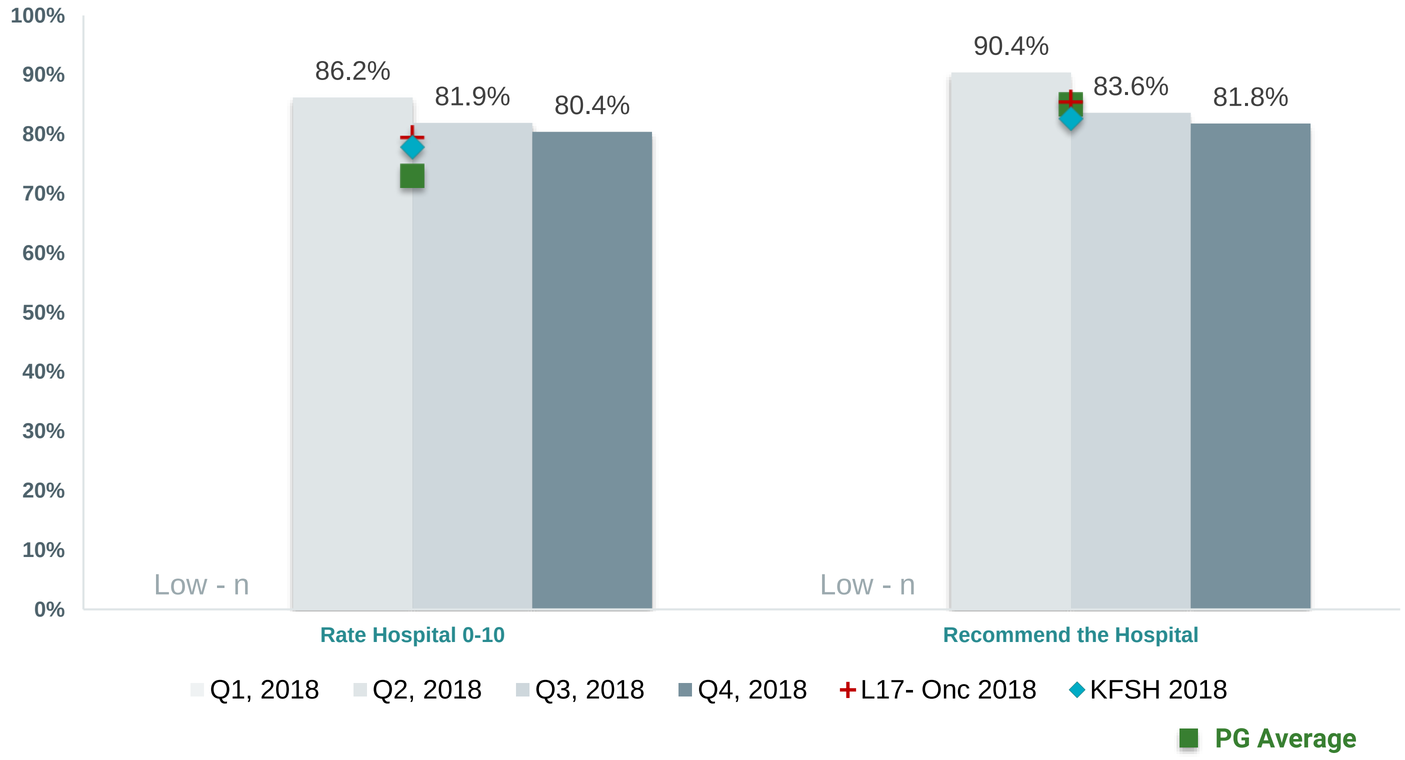
199



** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018



L17- Onc

Global Items

n-Size

128

** Top Box %*

IP – Wards

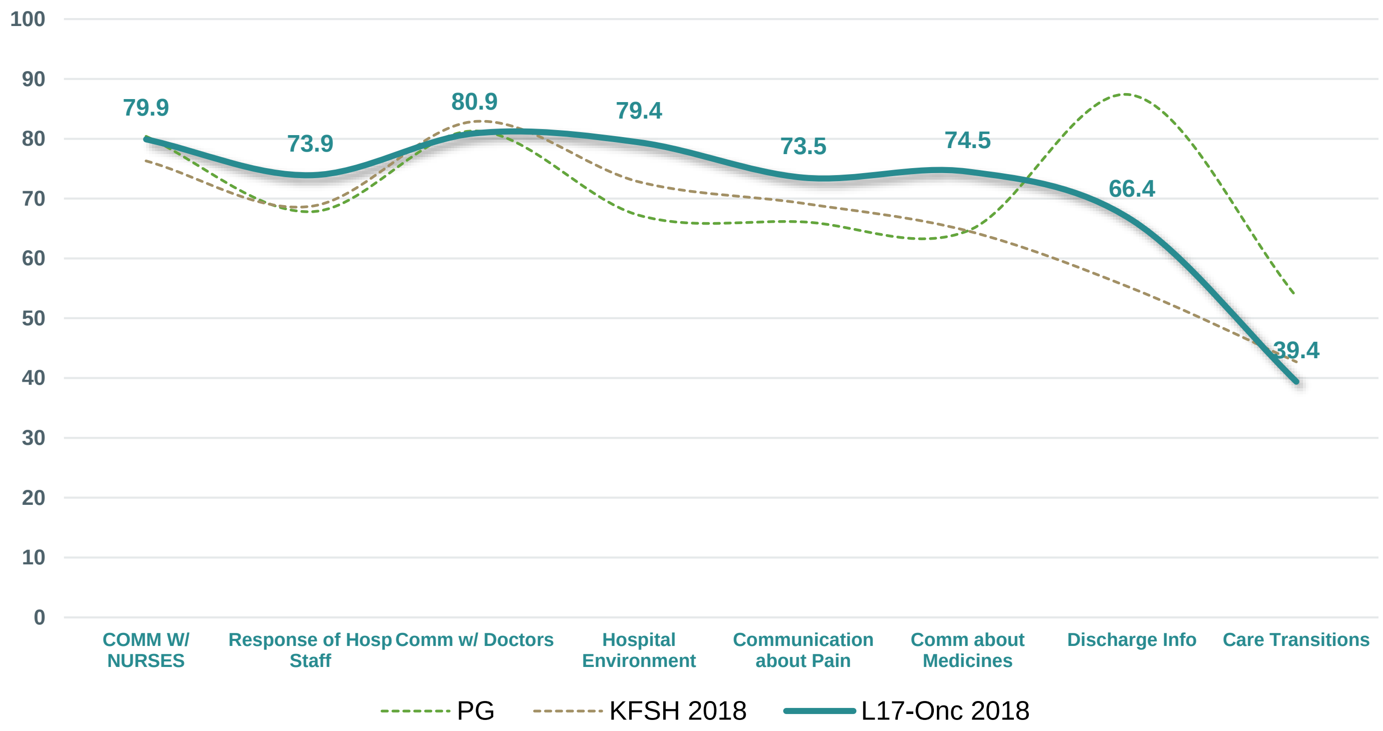
Period: Q1, 2018 – Q4, 2018

L17- Onc

Domains

n-Size

128



** Top Box %*

IP – Wards

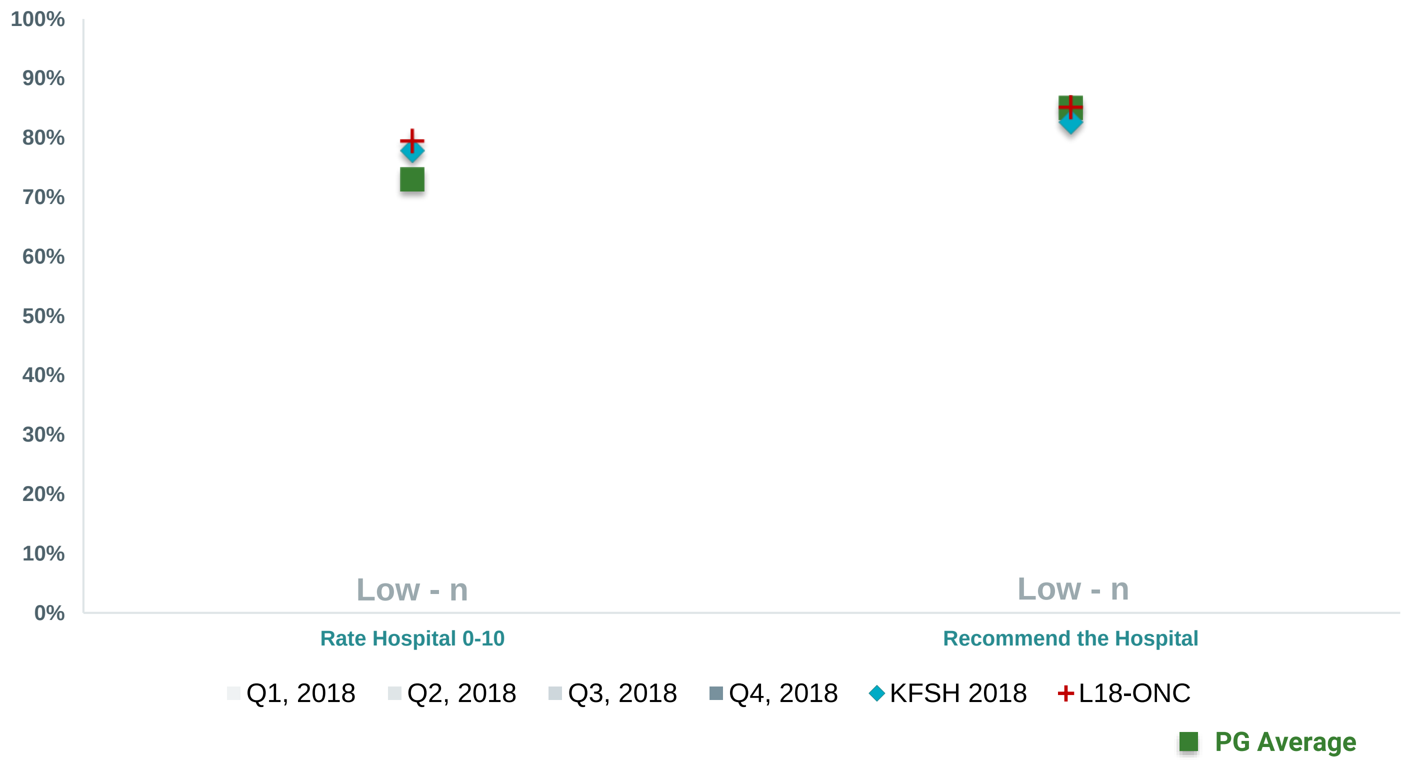
Period: Q1, 2018 – Q4, 2018

L18-ONC

Global Items

n-Size

70



** Top Box %*

IP – Wards

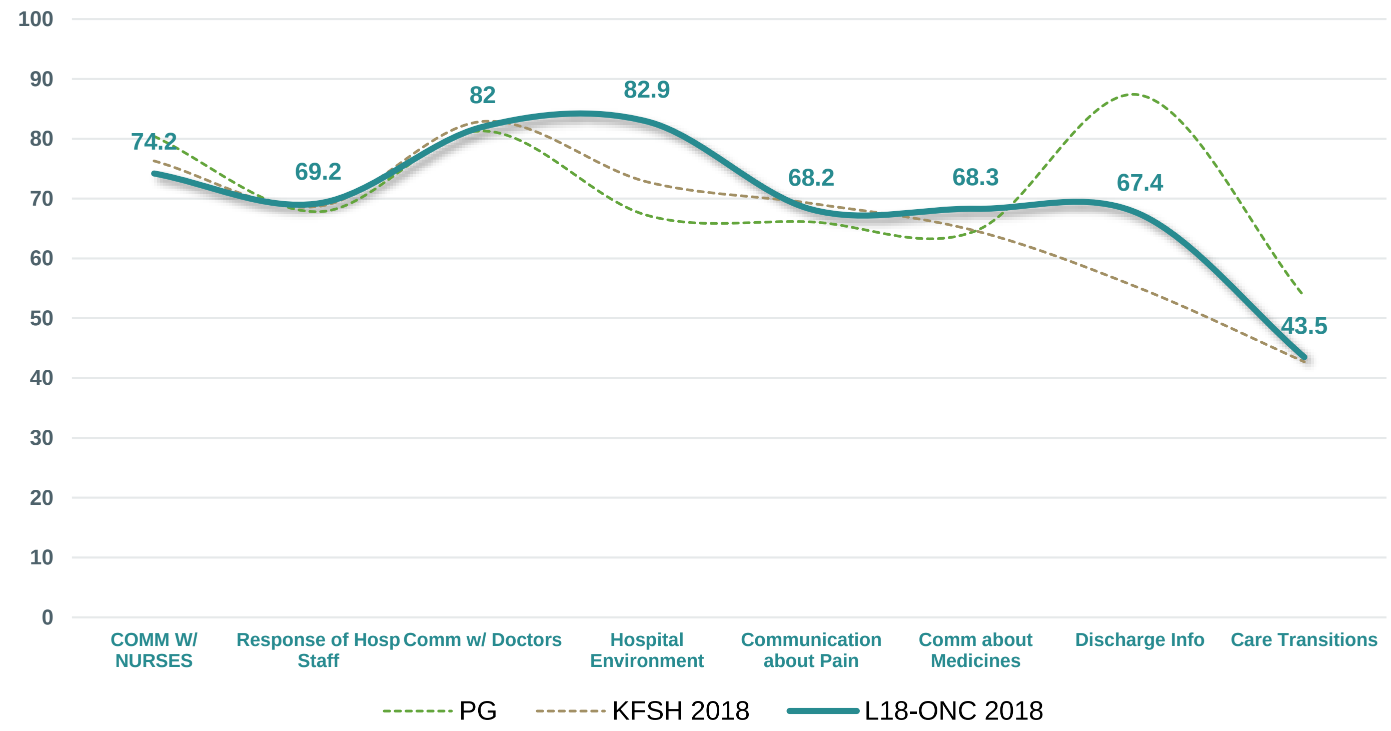
L18-ONC

Domains

n-Size

70

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

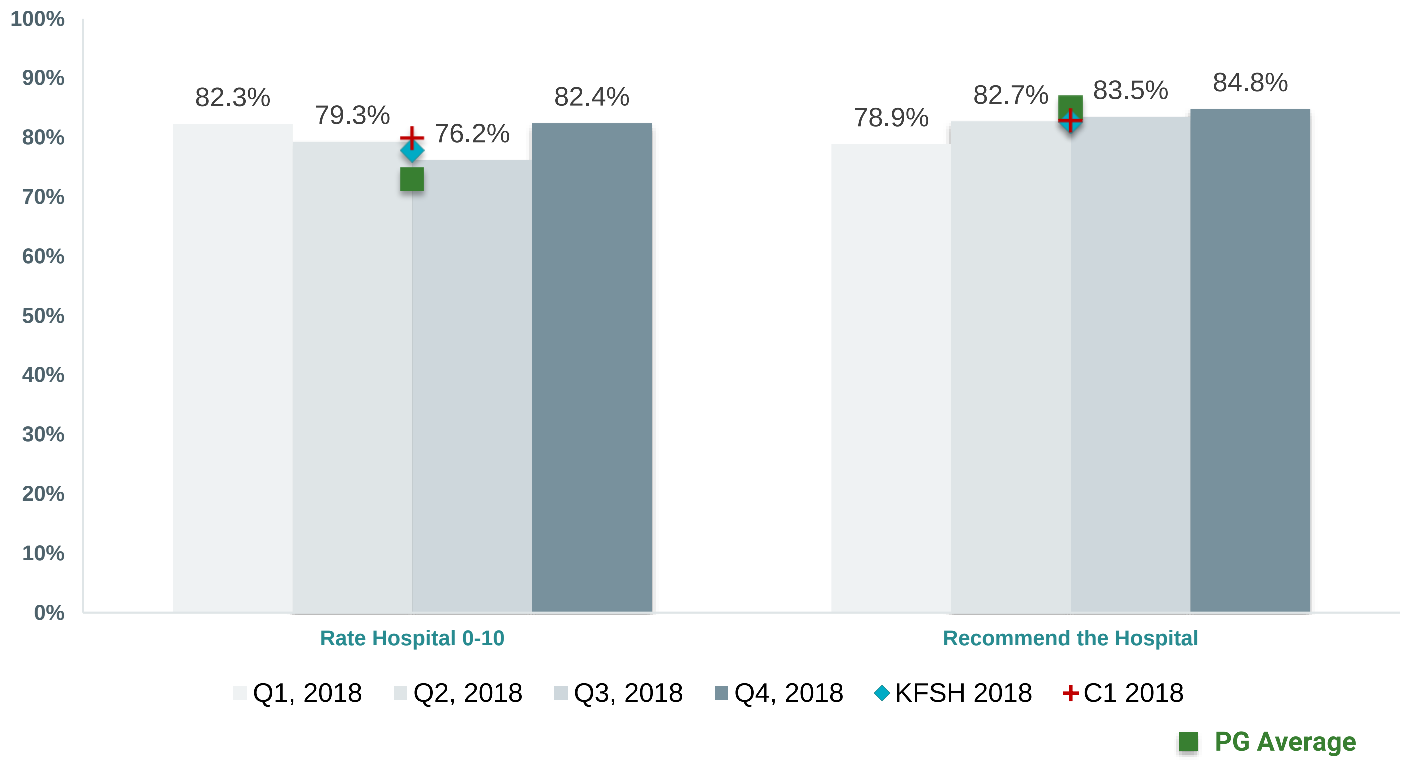
Period: Q1, 2018 – Q4, 2018

C1

Global Items

n-Size

233



** Top Box %*

IP – Wards

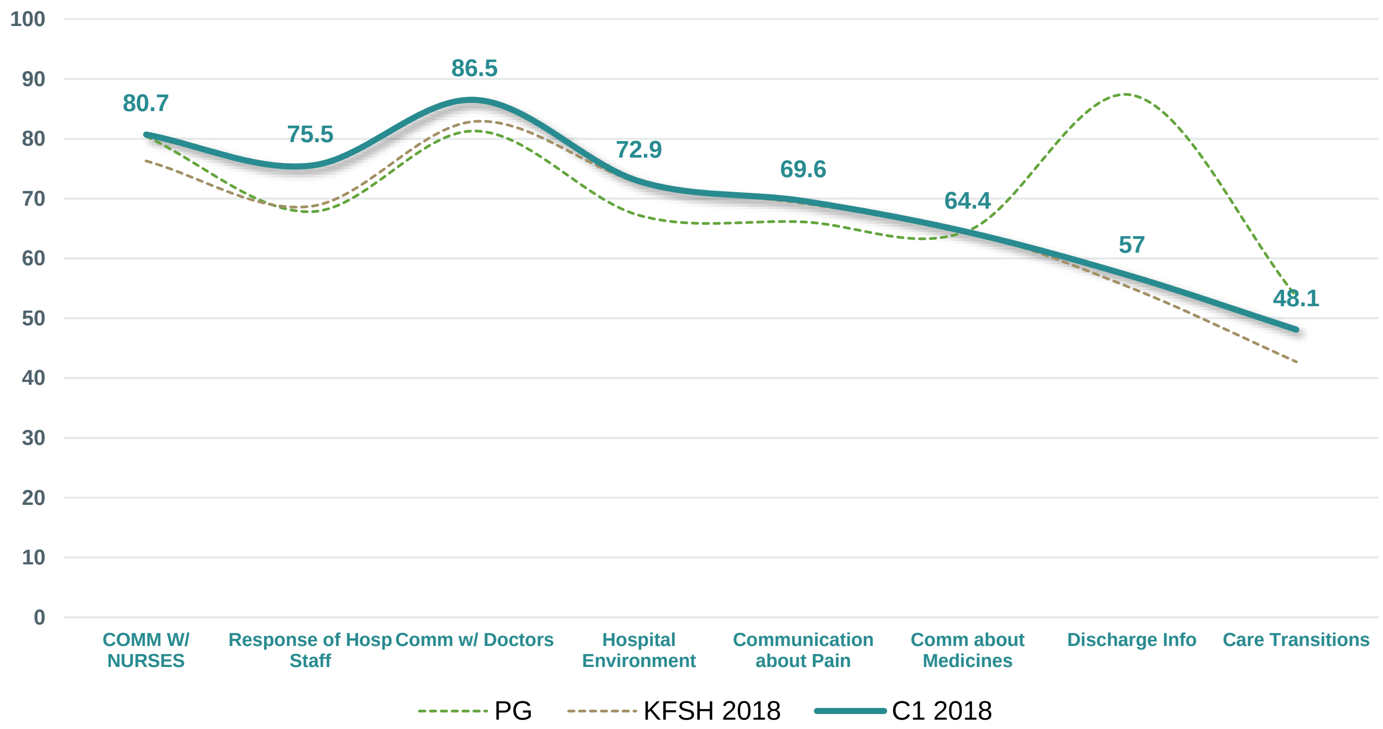
C1

Domains

n-Size

233

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

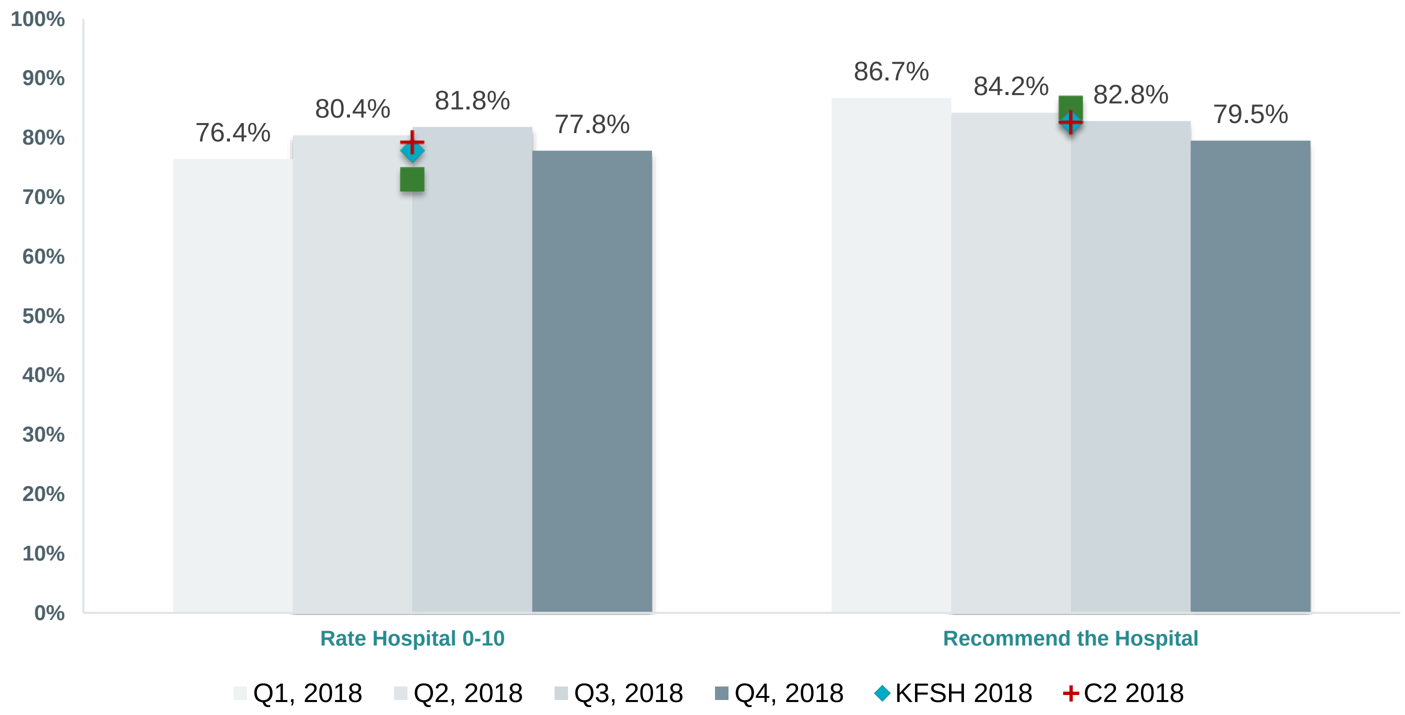
C2

Global Items

n-Size

266

Period: Q1, 2018 – Q4, 2018



🟩 **PG Average**

** Top Box %*

IP – Wards

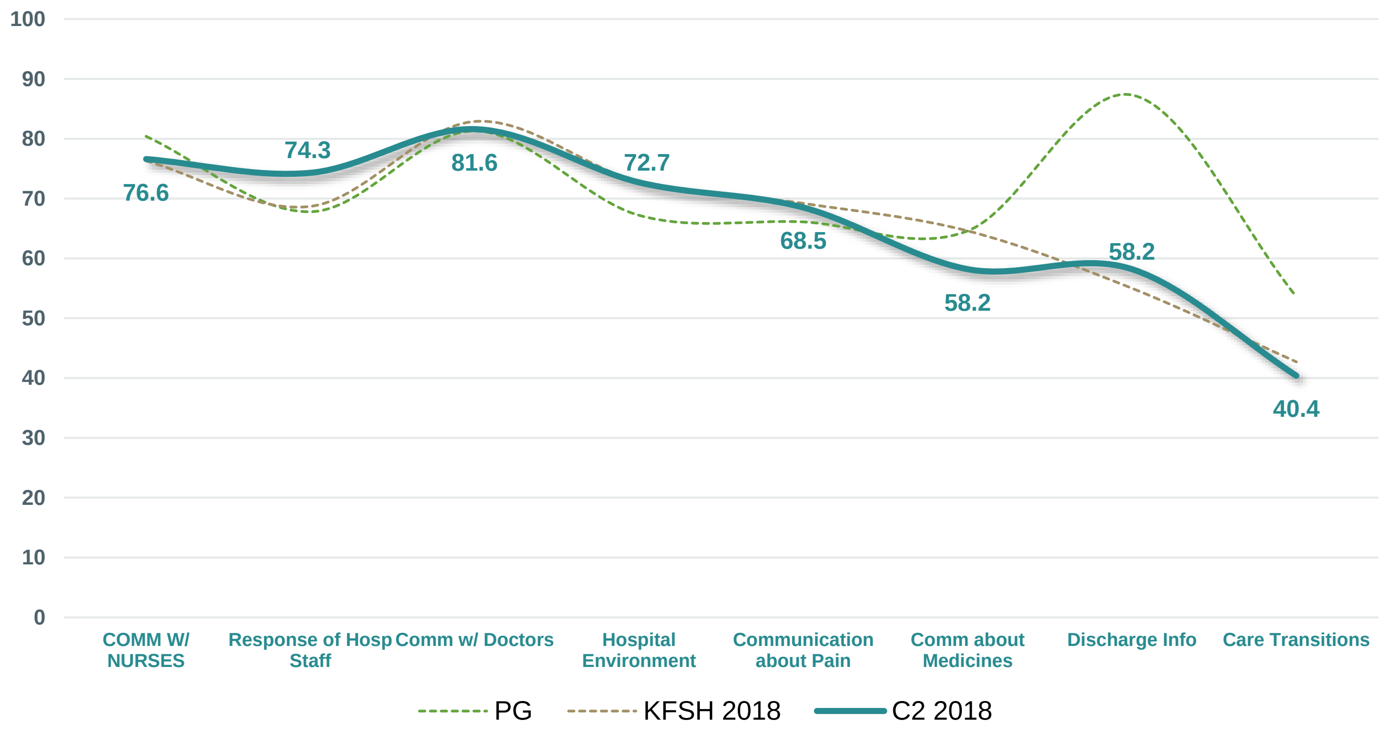
C2

Domains

n-Size

266

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

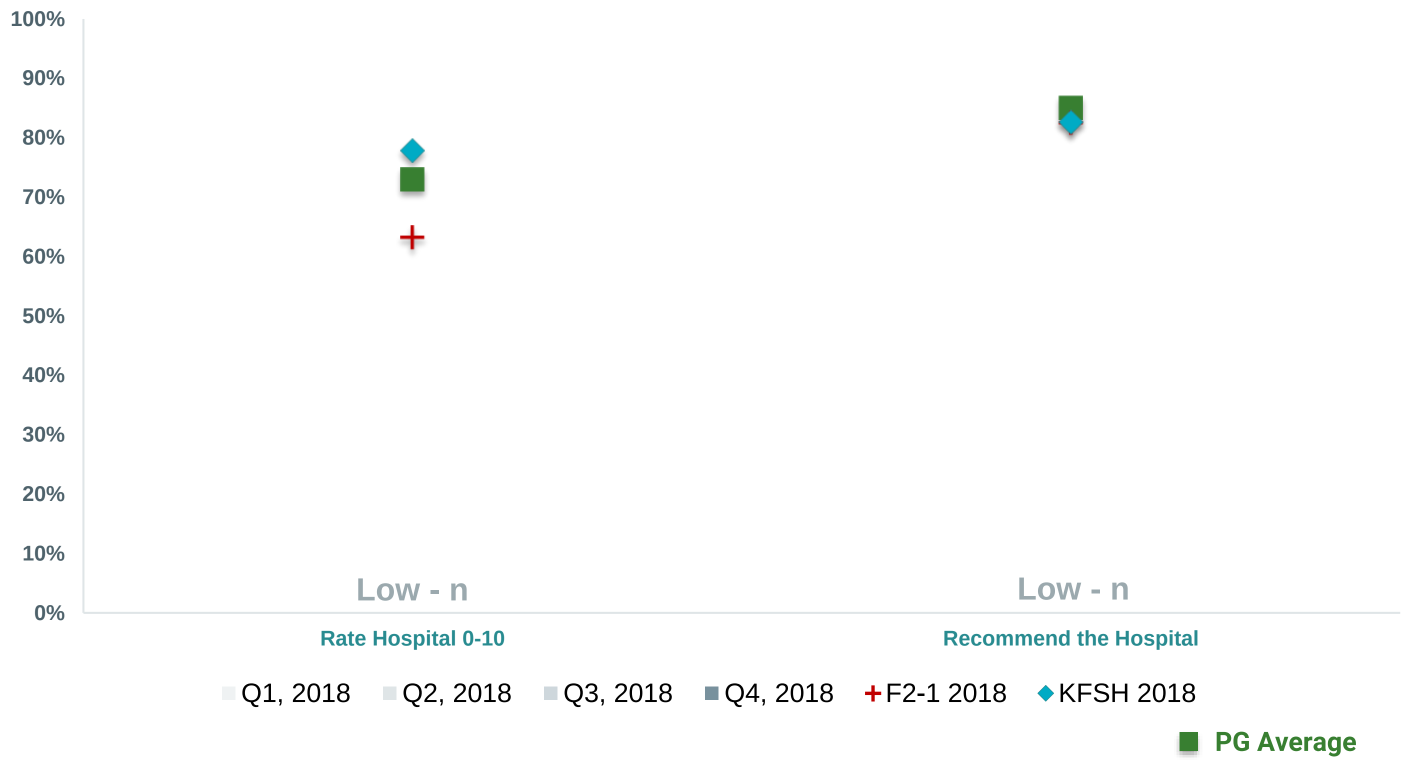
Period: Q1, 2018 – Q4, 2018

F2-1

Global Items

n-Size

93



** Top Box %*

IP – Wards

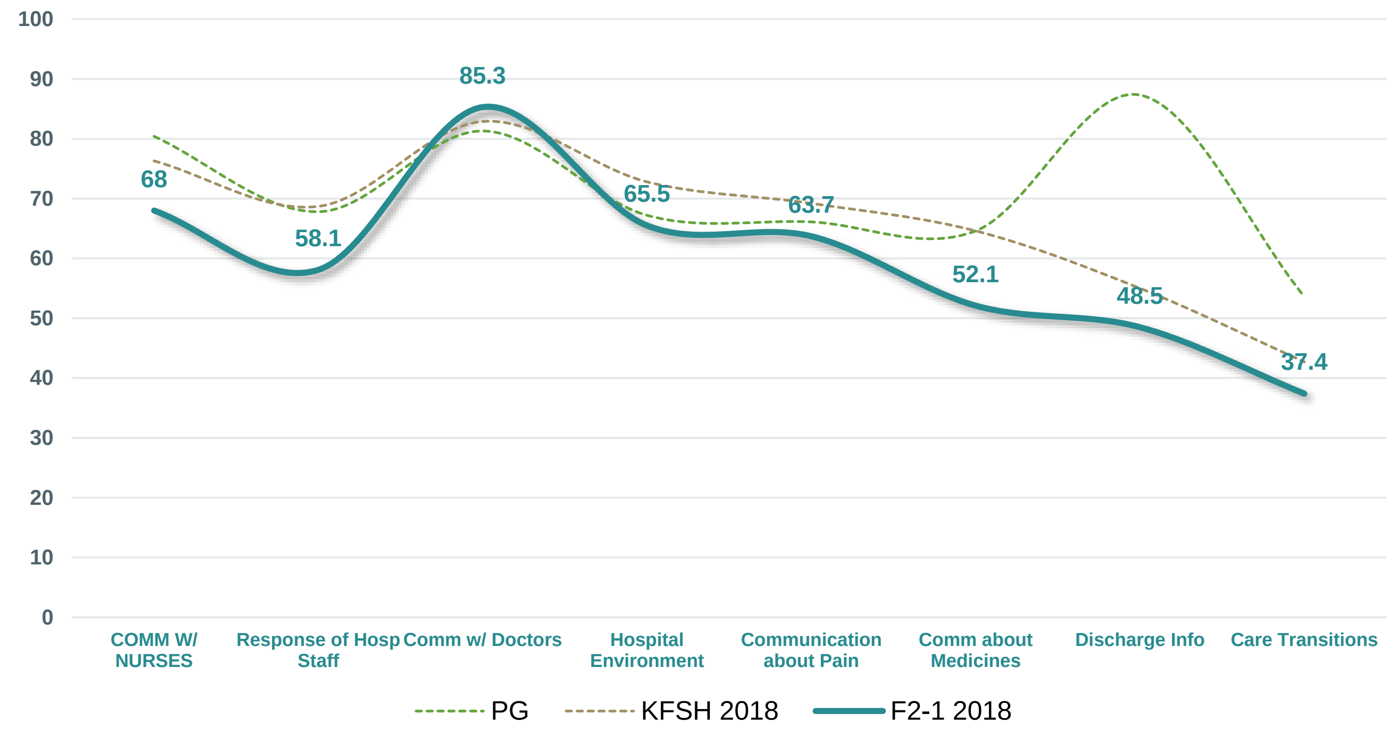
F2-1

Domains

n-Size

93

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

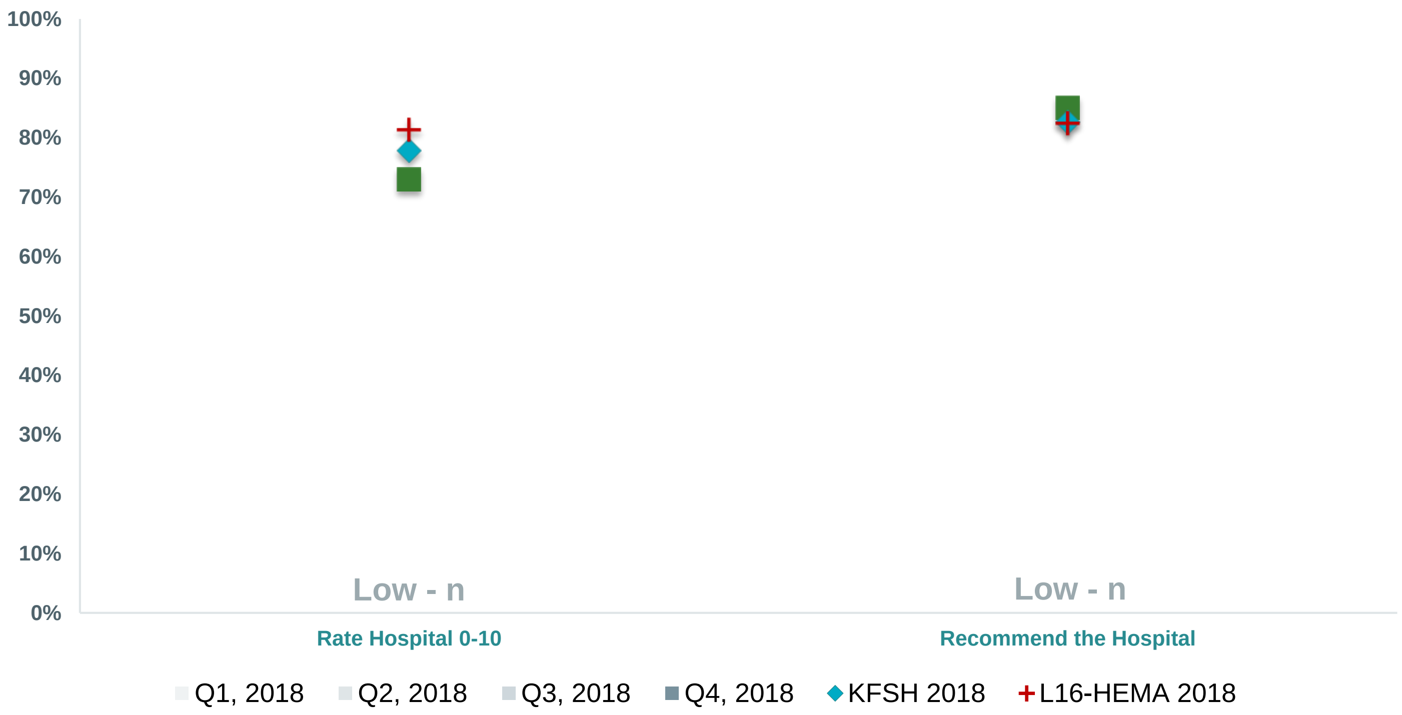
L16-HEMA

Global Items

n-Size

92

Period: Q1, 2018 – Q4, 2018



🟩 **PG Average**

** Top Box %*

IP – Wards

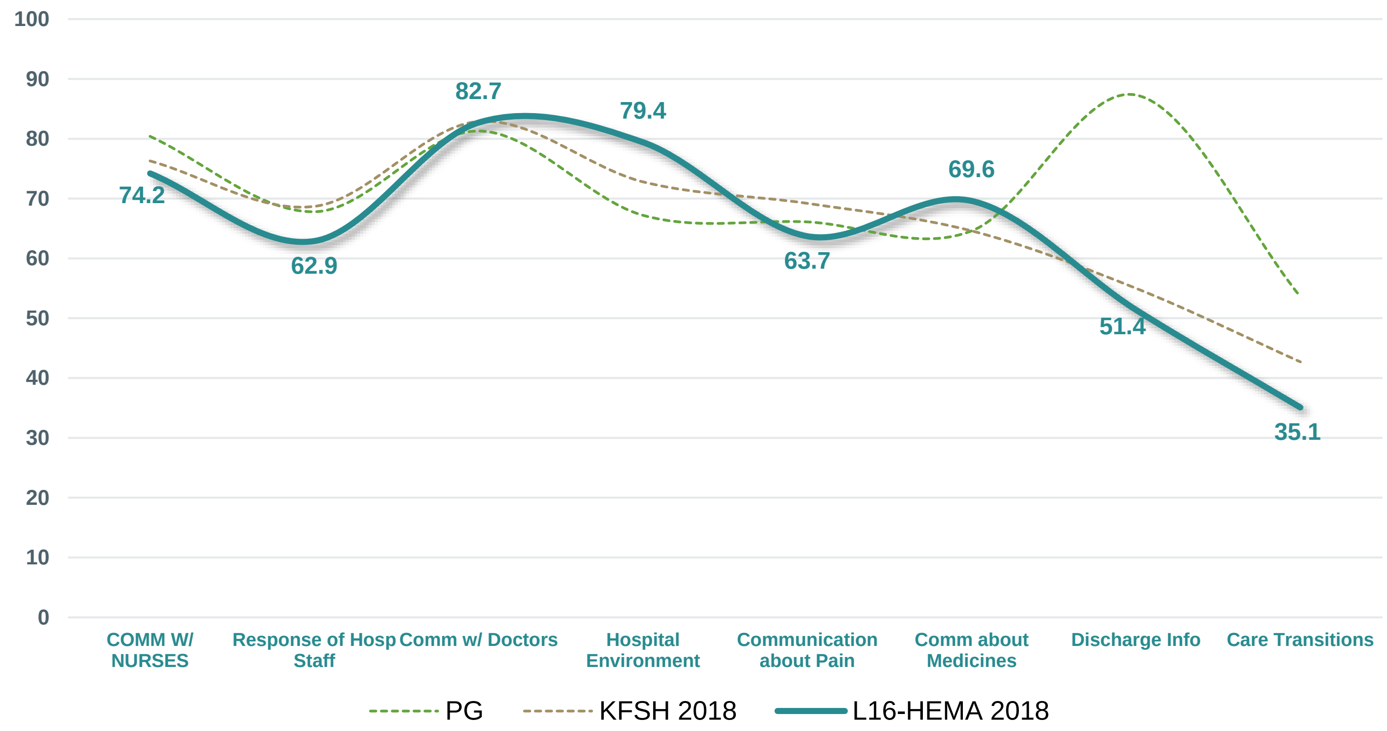
Period: Q1, 2018 – Q4, 2018

L16-HEMA

Domains

n-Size

92



** Top Box %*

IP – Wards

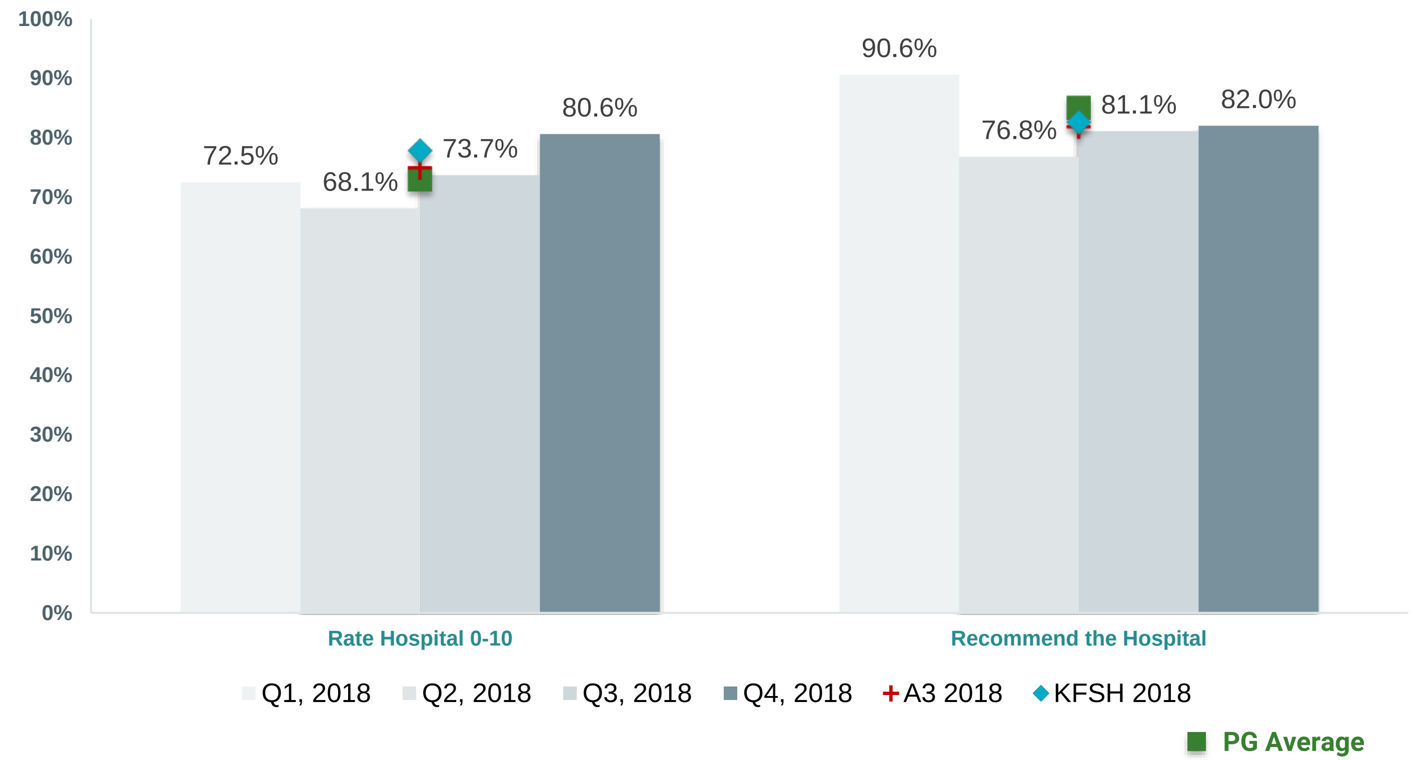
Period: Q1, 2018 – Q4, 2018

A3

Global Items

n-Size

342



** Top Box %*

IP – Wards

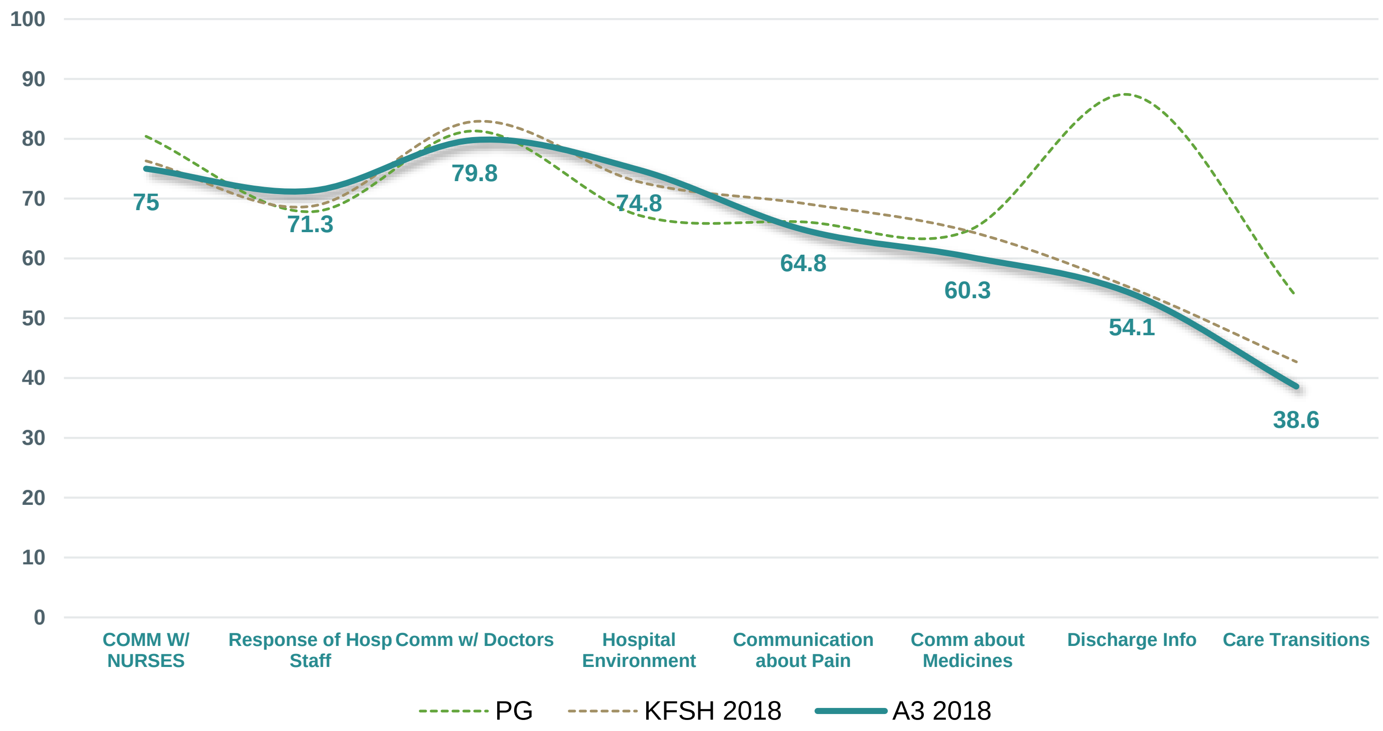
Period: Q1, 2018 – Q4, 2018

A3

Domains

n-Size

342



** Top Box %*

IP – Wards

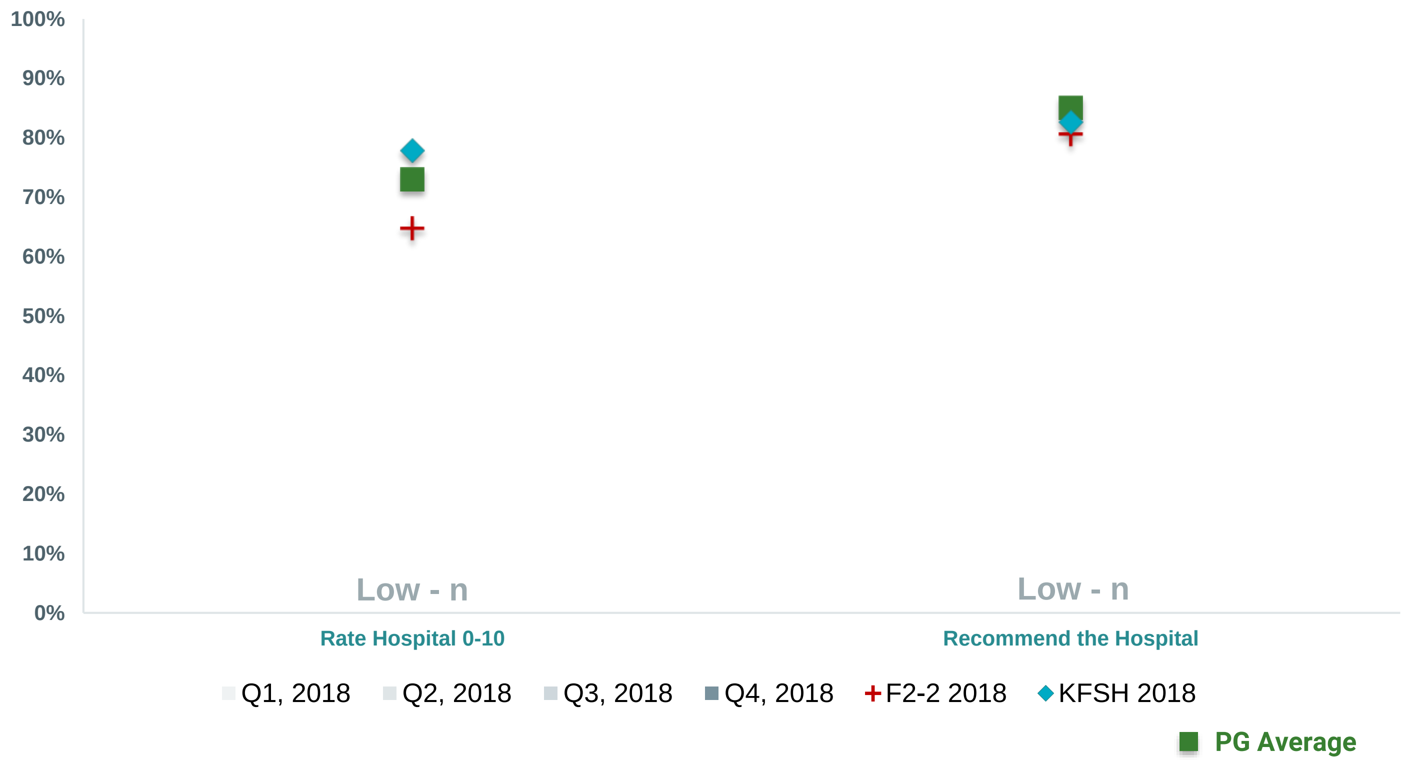
F2-2

Global Items

n-Size

63

Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

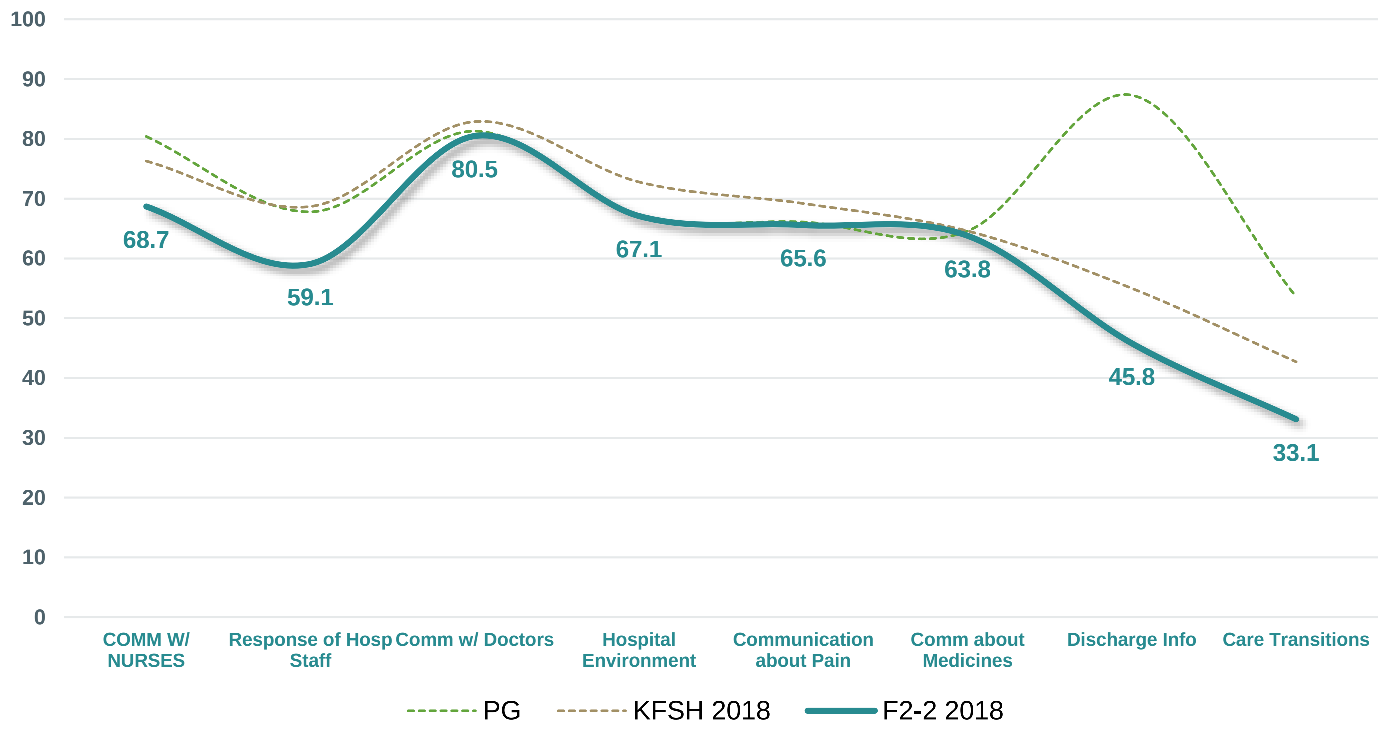
F2-2

Domains

n-Size

63

Period: Q1, 2018 – Q4, 2018



* Top Box %

IP – Wards

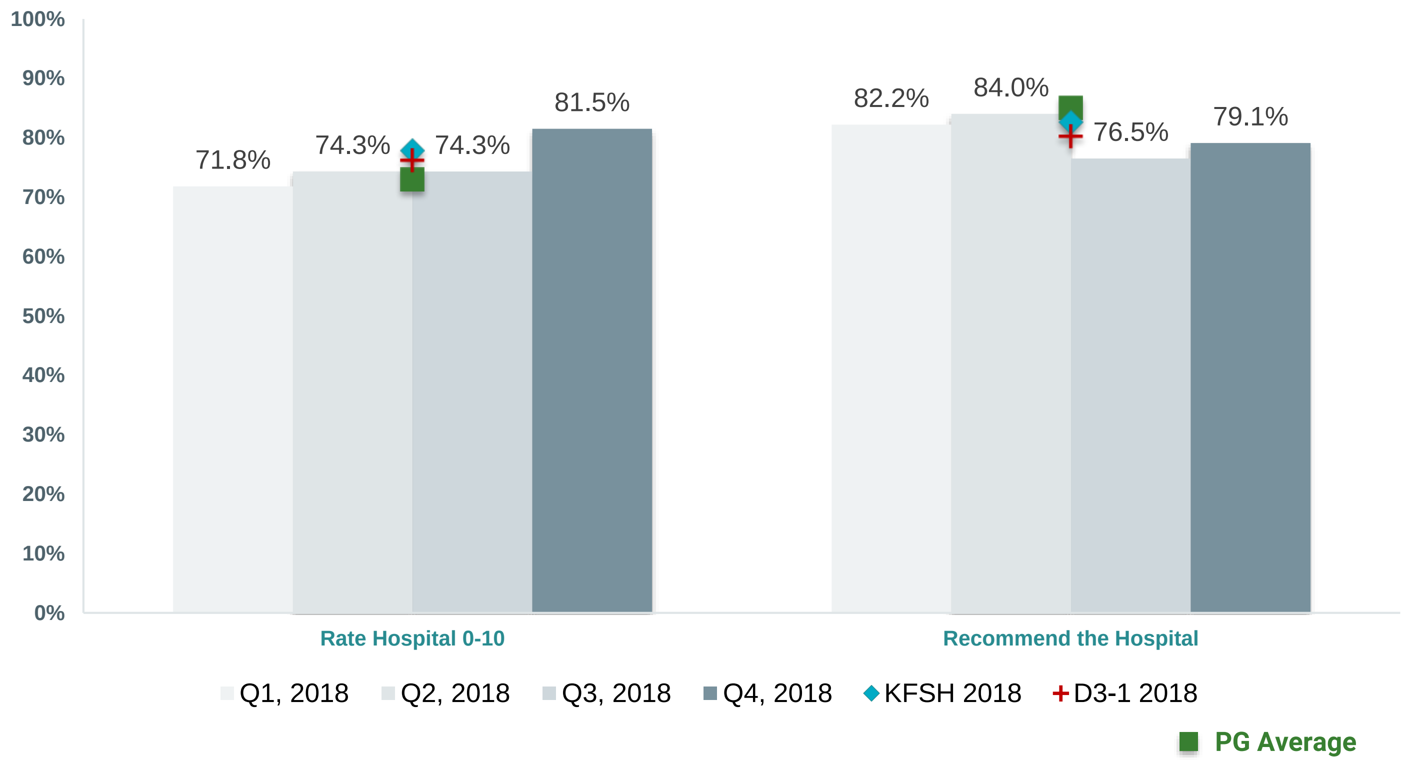
Period: Q1, 2018 – Q4, 2018

D3-1

Global Items

n-Size

242



** Top Box %*

IP – Wards

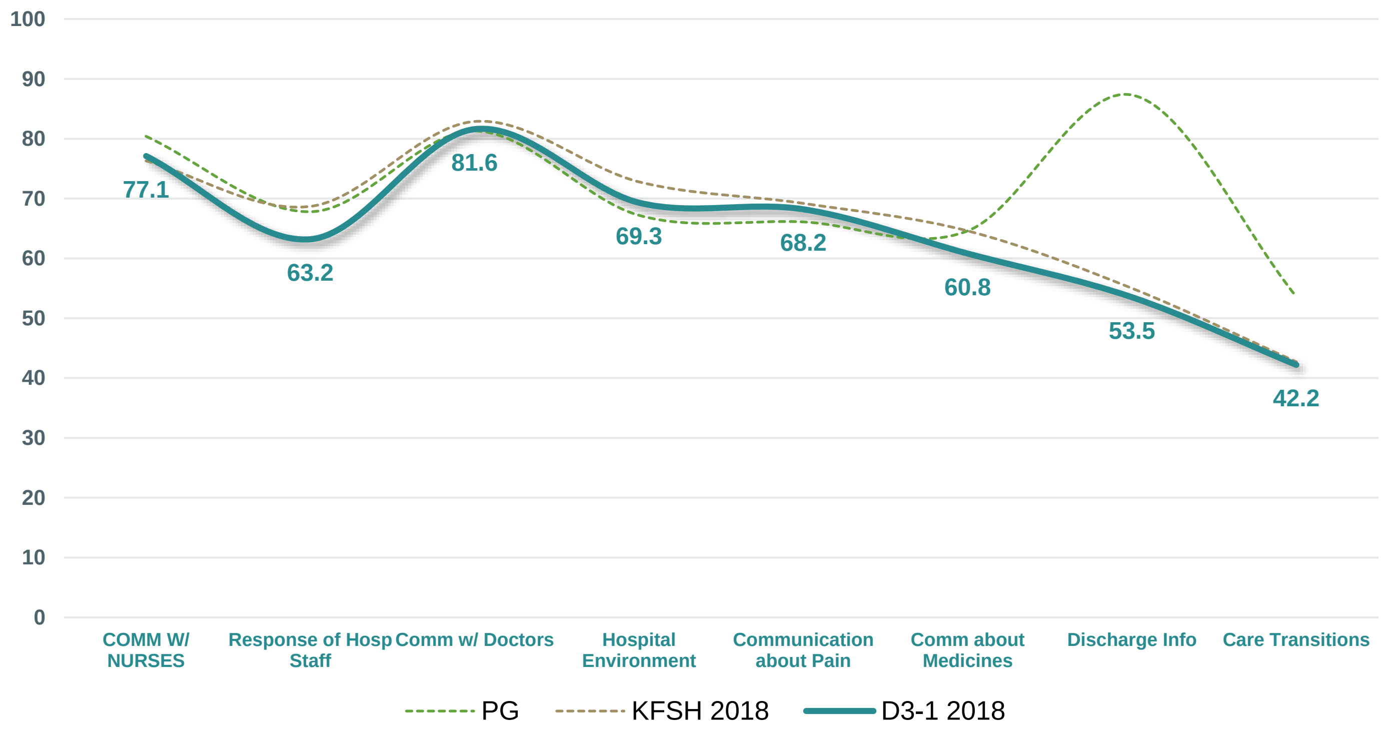
Period: Q1, 2018 – Q4, 2018

D3-1

Domains

n-Size

242



** Top Box %*

IP – Wards

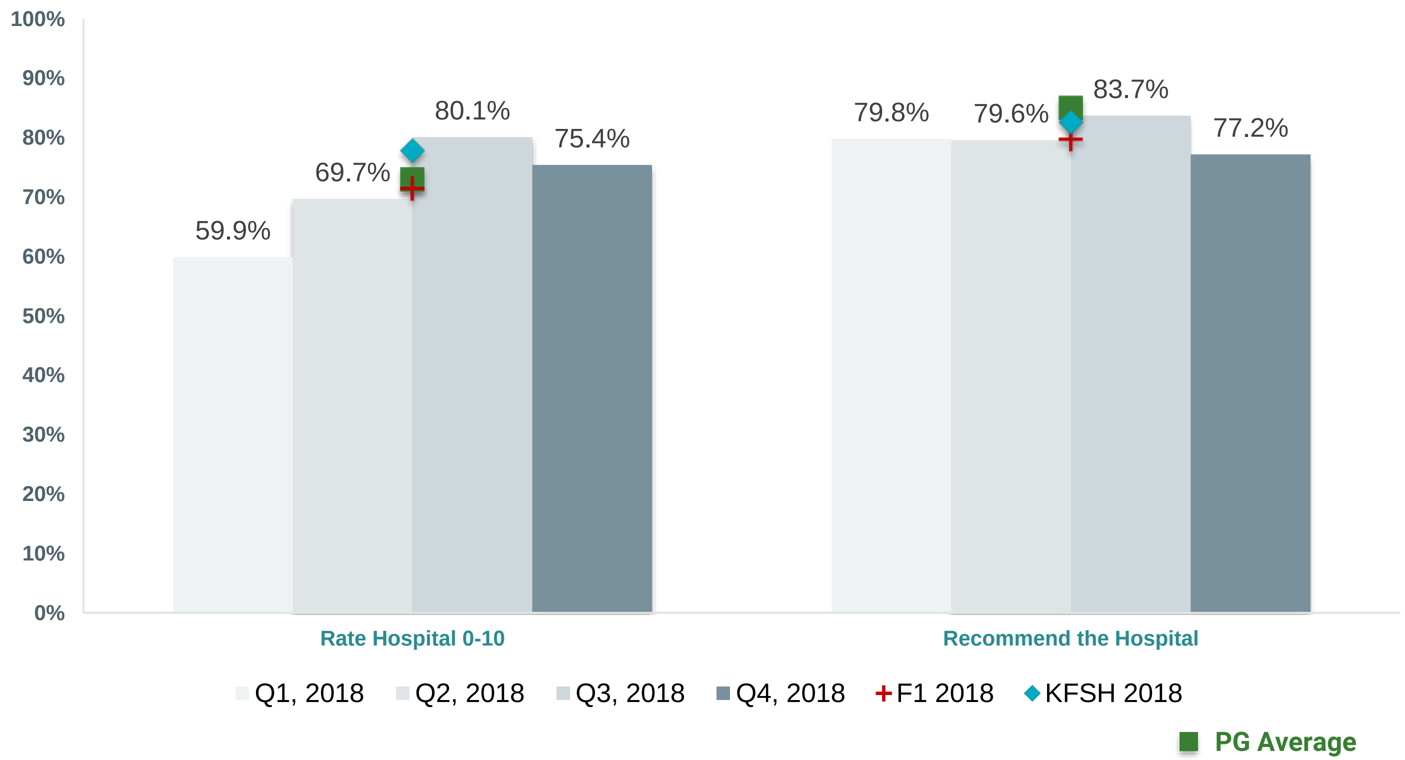
F1

Global Items

n-Size

168

Period: Q1, 2018 – Q4, 2018



* Top Box %

IP – Wards

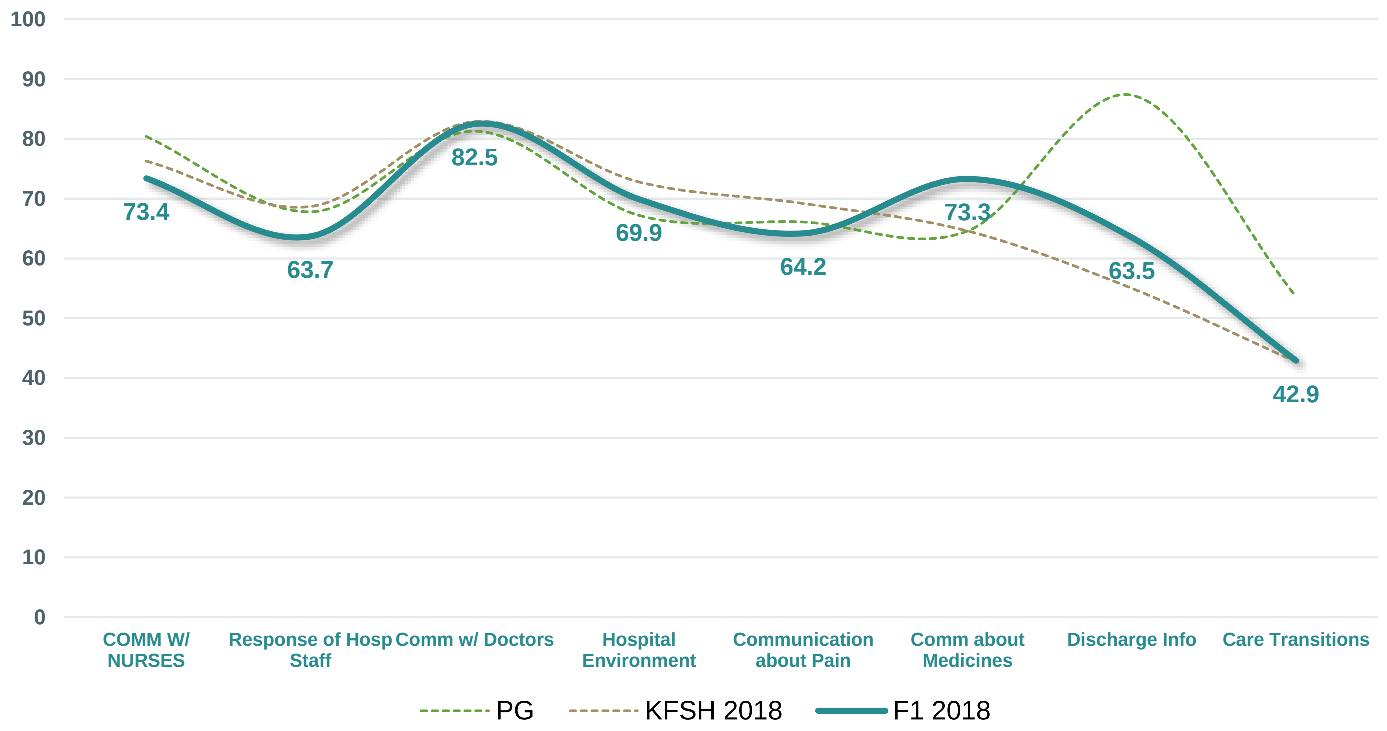
F1

Domains

n-Size

168

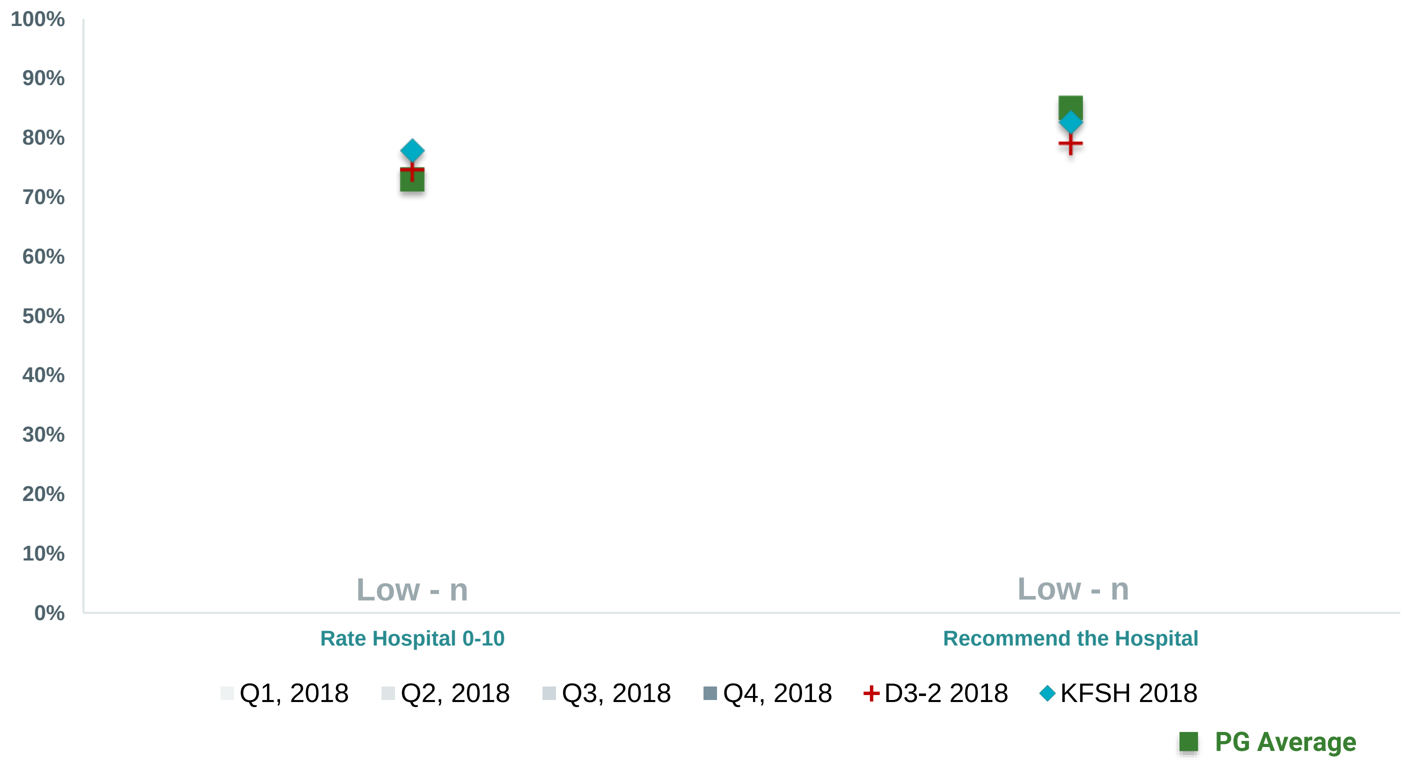
Period: Q1, 2018 – Q4, 2018



** Top Box %*

IP – Wards

Period: Q1, 2018 – Q4, 2018



D3-2

Global Items

n-Size

63

** Top Box %*

IP – Wards

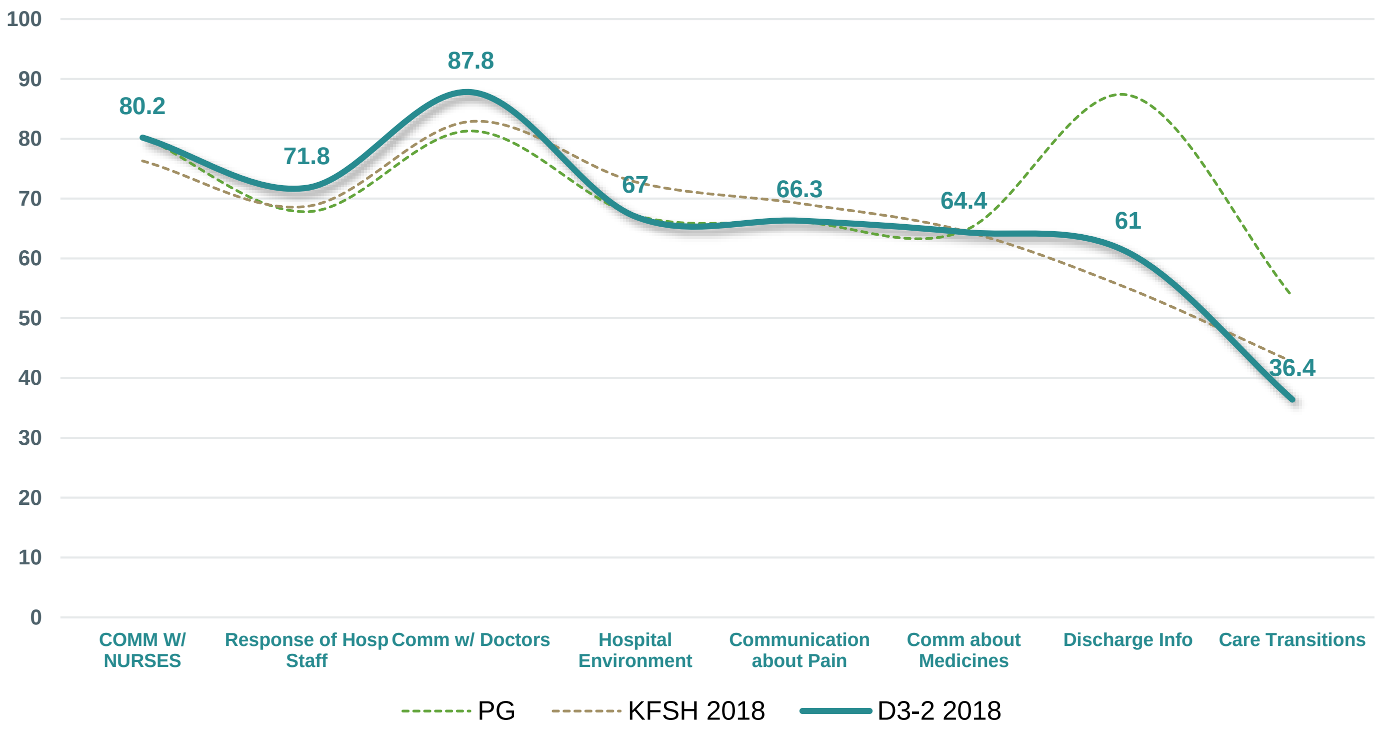
Period: Q1, 2018 – Q4, 2018

D3-2

Domains

n-Size

63



** Top Box %*

IP – Wards

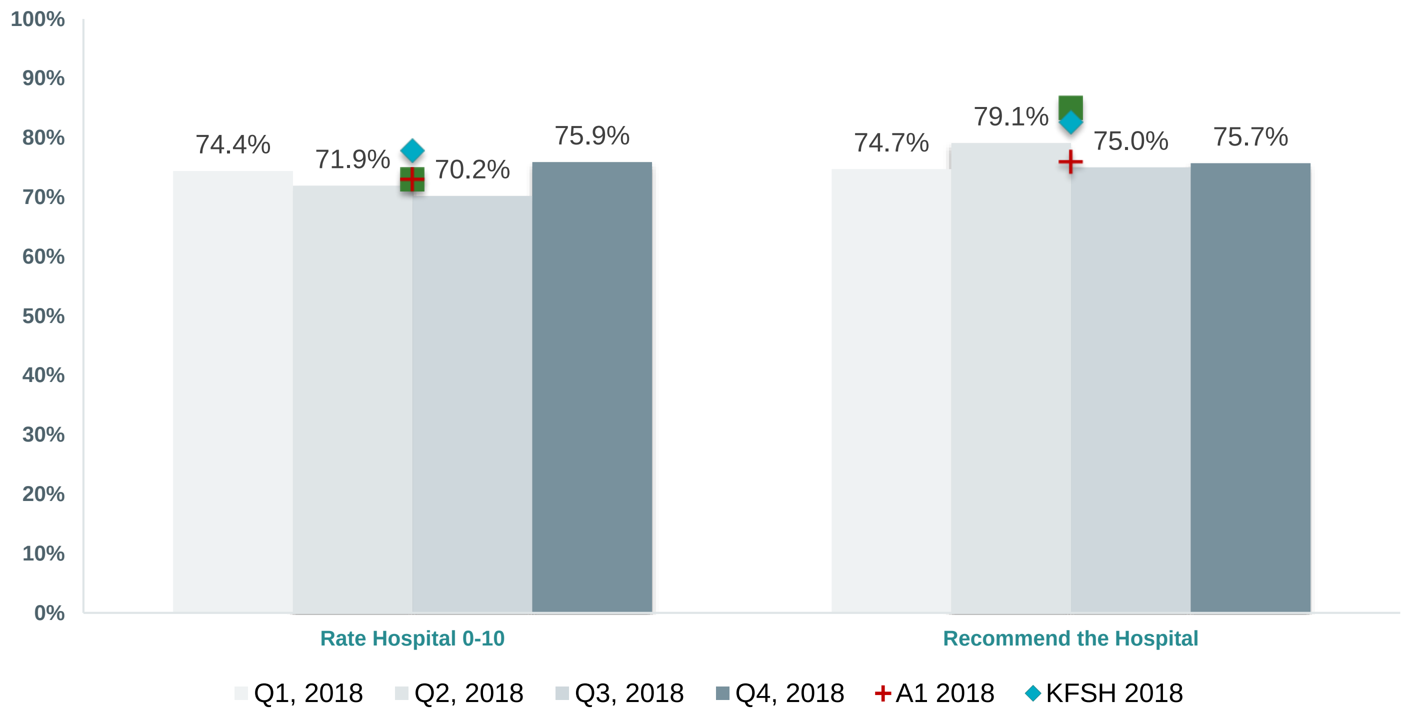
A1

Global Items

n-Size

346

Period: Q1, 2018 – Q4, 2018



🟩 **PG Average**

** Top Box %*

IP – Wards

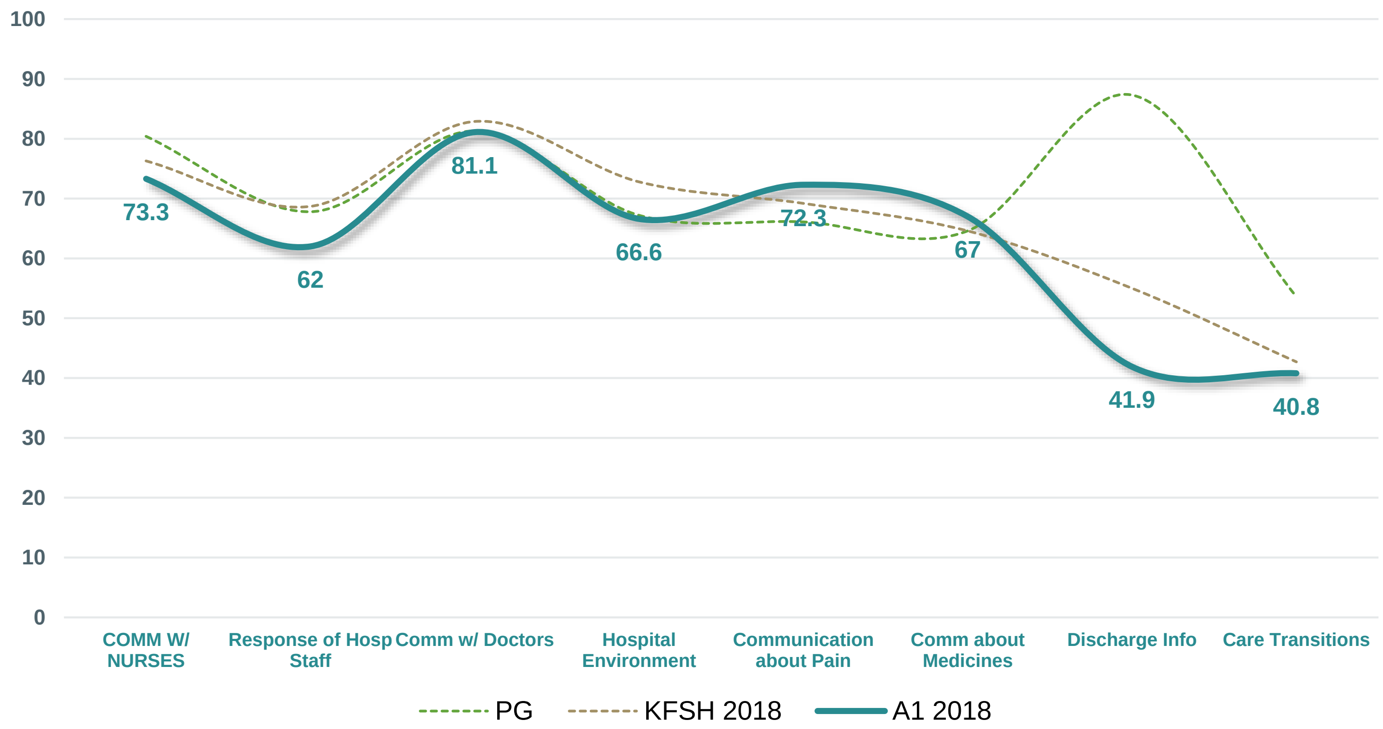
A1

Domains

n-Size

346

Period: Q1, 2018 – Q4, 2018

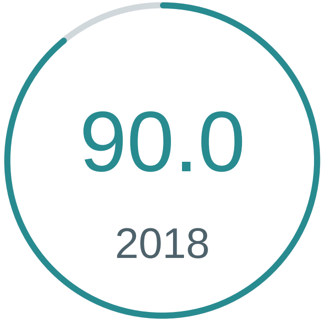


** Top Box %*

Inpatient Pediatrics

IPP – Overall Rating

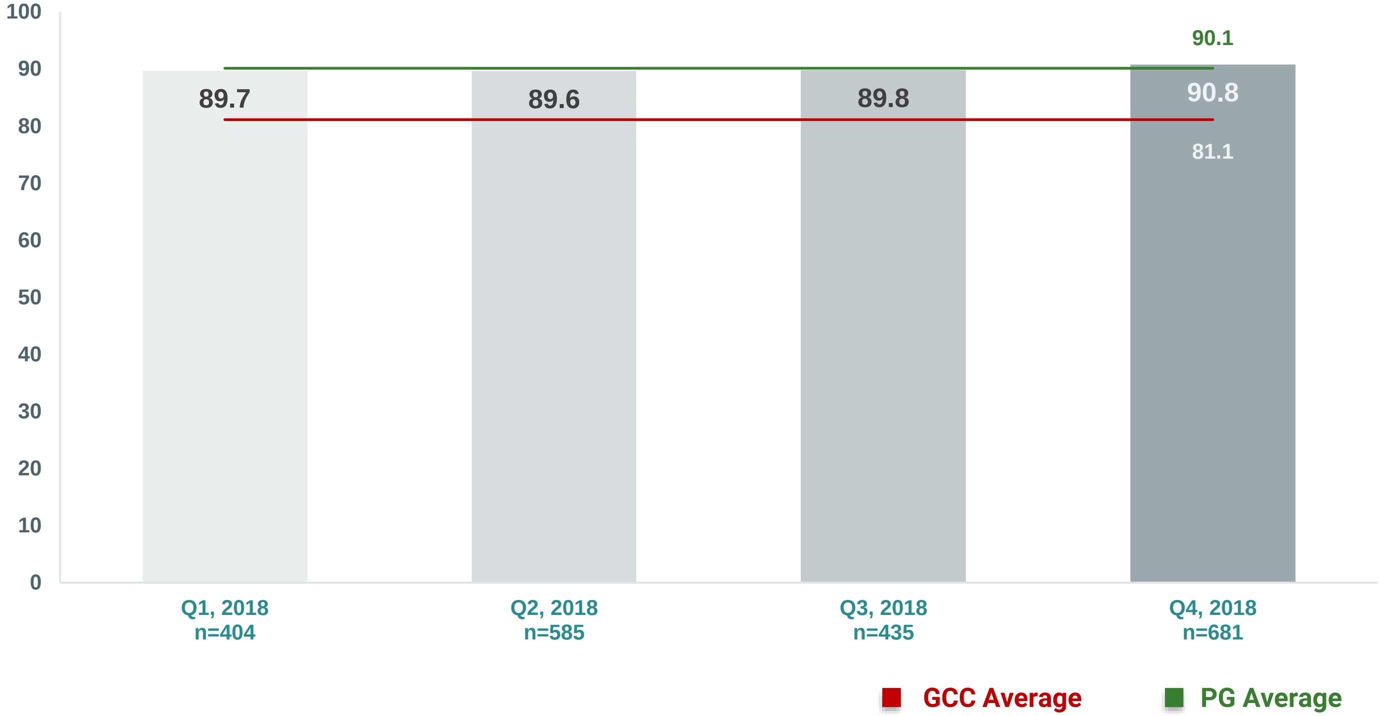
KFSH



n-Size

2,105

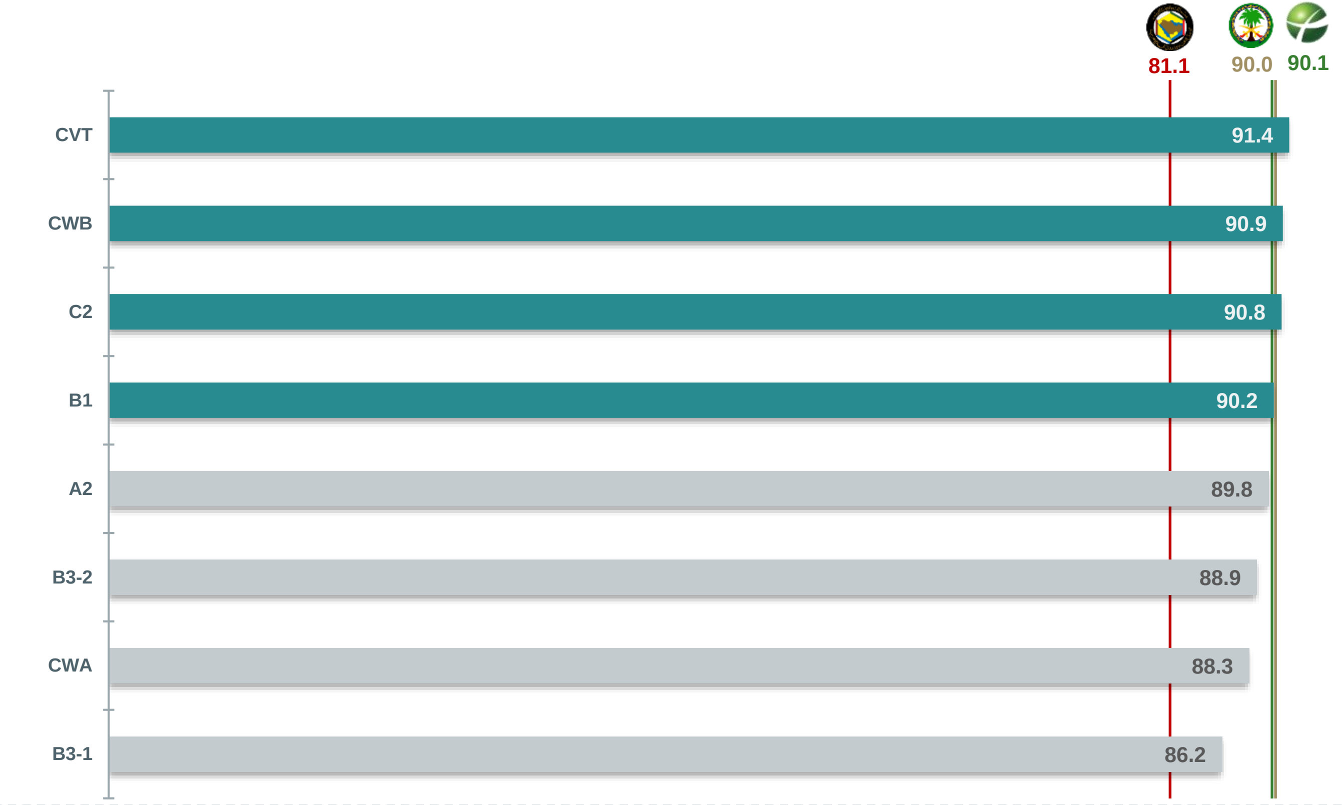
Overall Rating Trend [Q1, 2018 – Q4, 2018]



IPP – Overall Rating

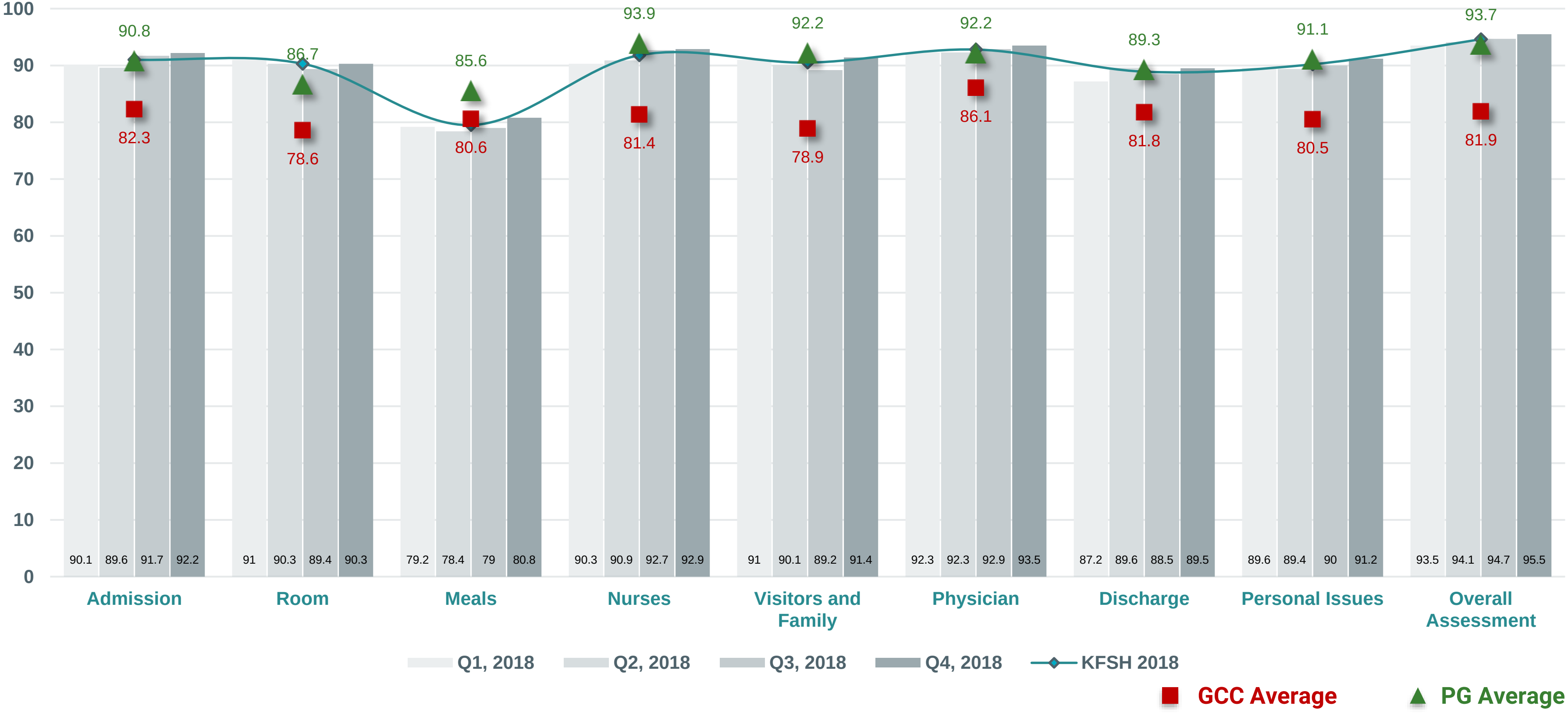
Overall Rating

Wards



GCC Average **PG Average**

IPP – Survey Domains



IPP – Wards

Period: Q1, 2018 – Q4, 2018

CVT

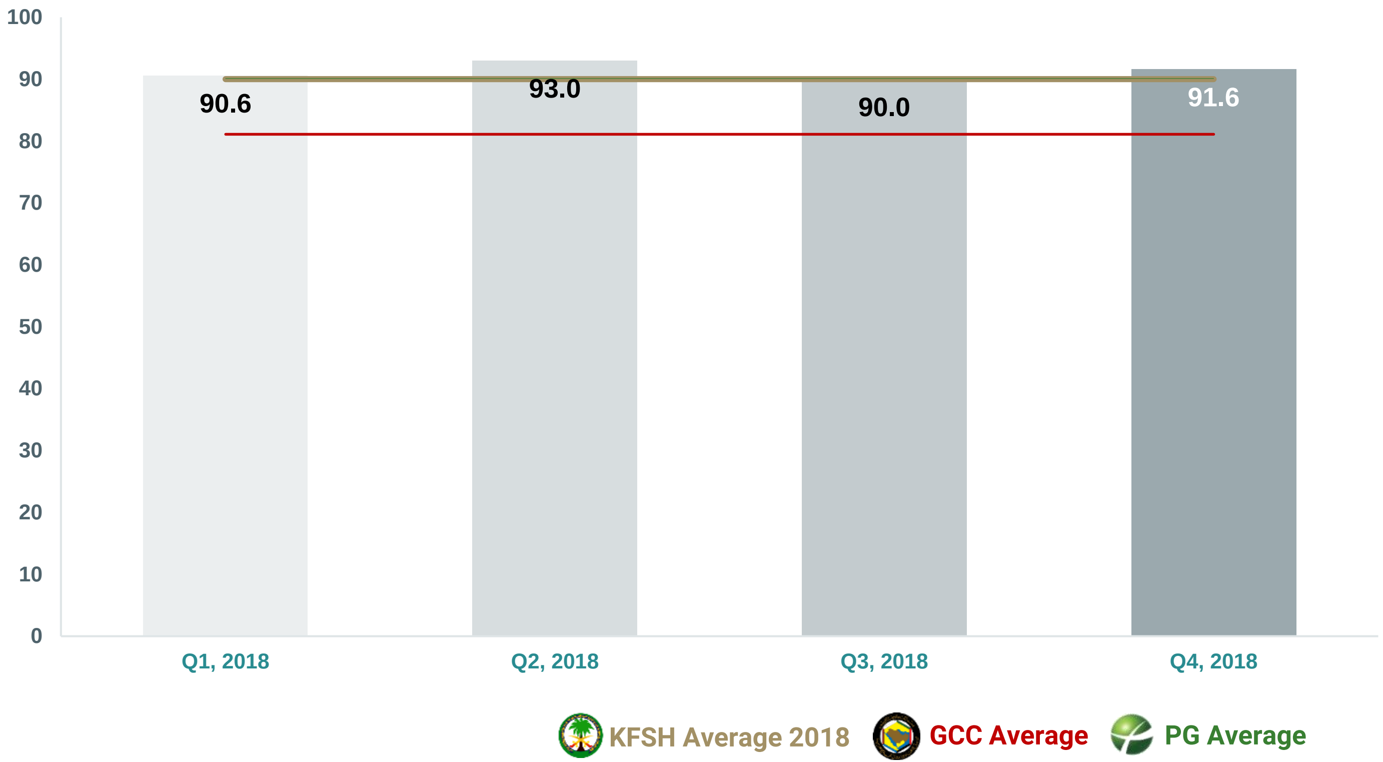
Overall Rating

91.4

2018

n-Size

306



IPP – Wards

CVT

Patient Journey

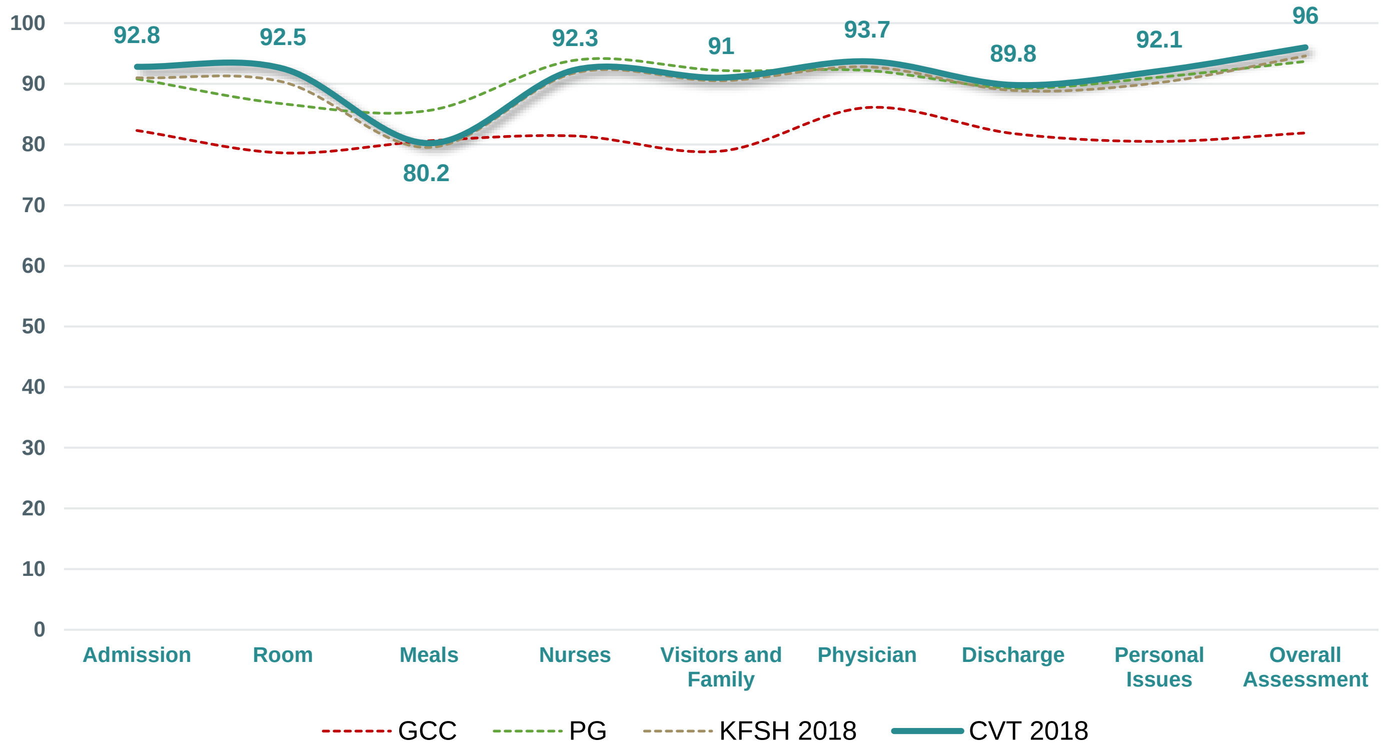
91.4

2018

n-Size

306

Period: Q1, 2018 – Q4, 2018



IPP – Wards

Period: Q1, 2018 – Q4, 2018

CWB

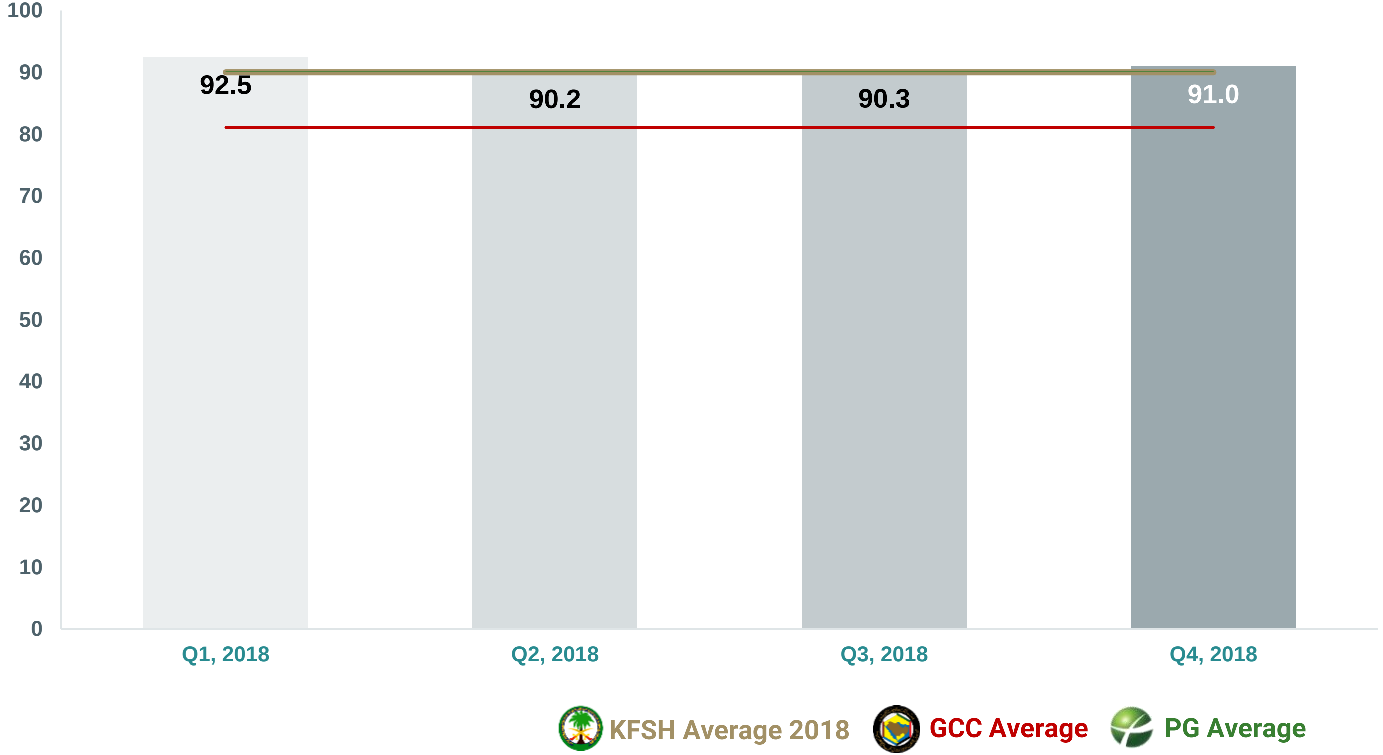
Overall Rating

90.9

2018

n-Size

223



IPP – Wards

Period: Q1, 2018 – Q4, 2018

CWB

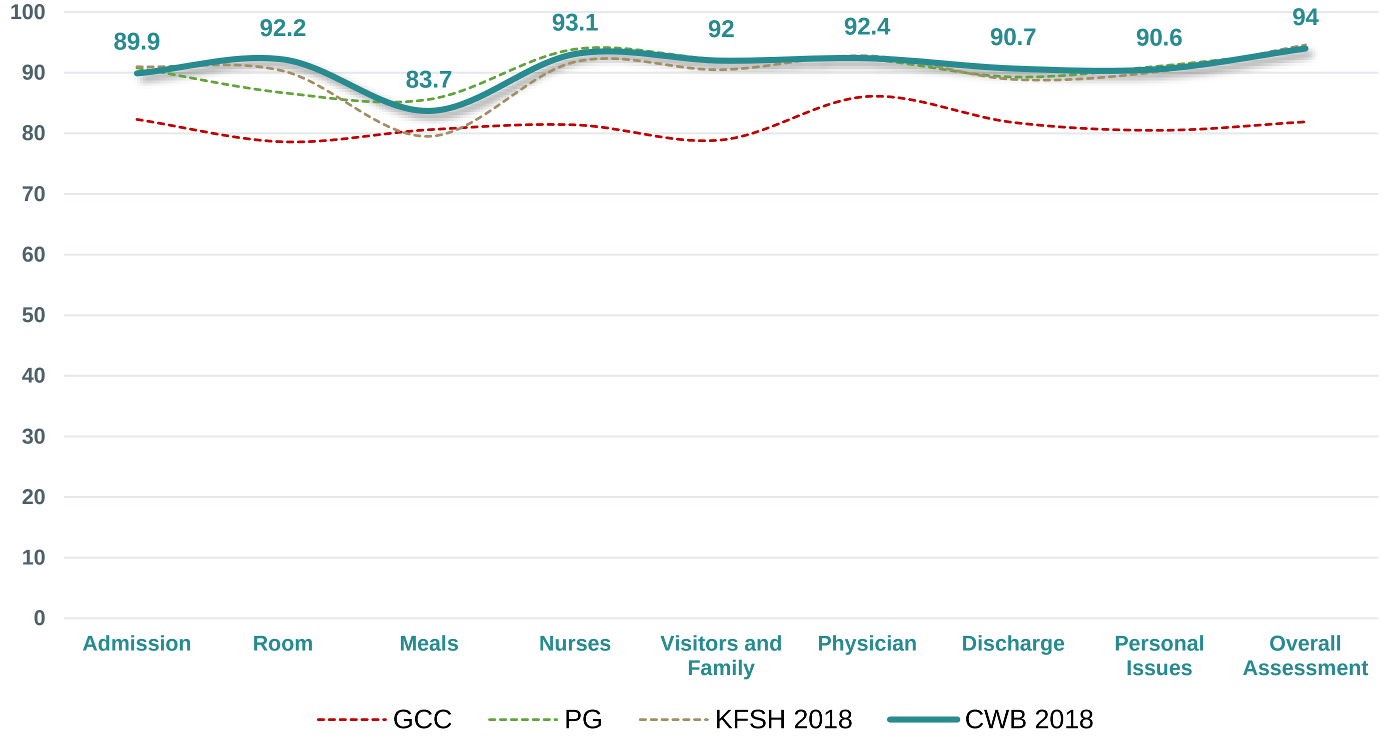
Patient Journey

90.9

2018

n-Size

223



IPP – Wards

Period: Q1, 2018 – Q4, 2018

C2

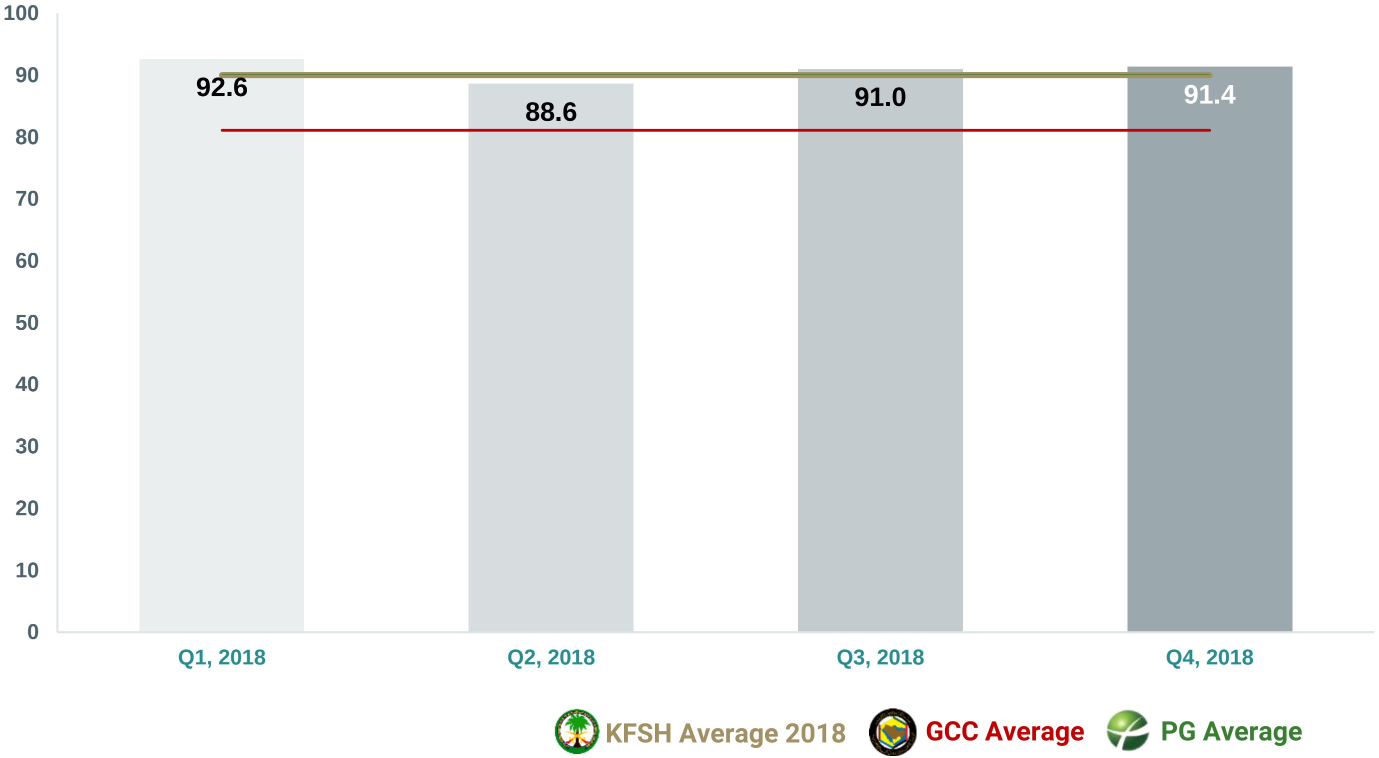
Overall Rating

90.8

2018

n-Size

246



IPP – Wards

Period: Q1, 2018 – Q4, 2018

C2

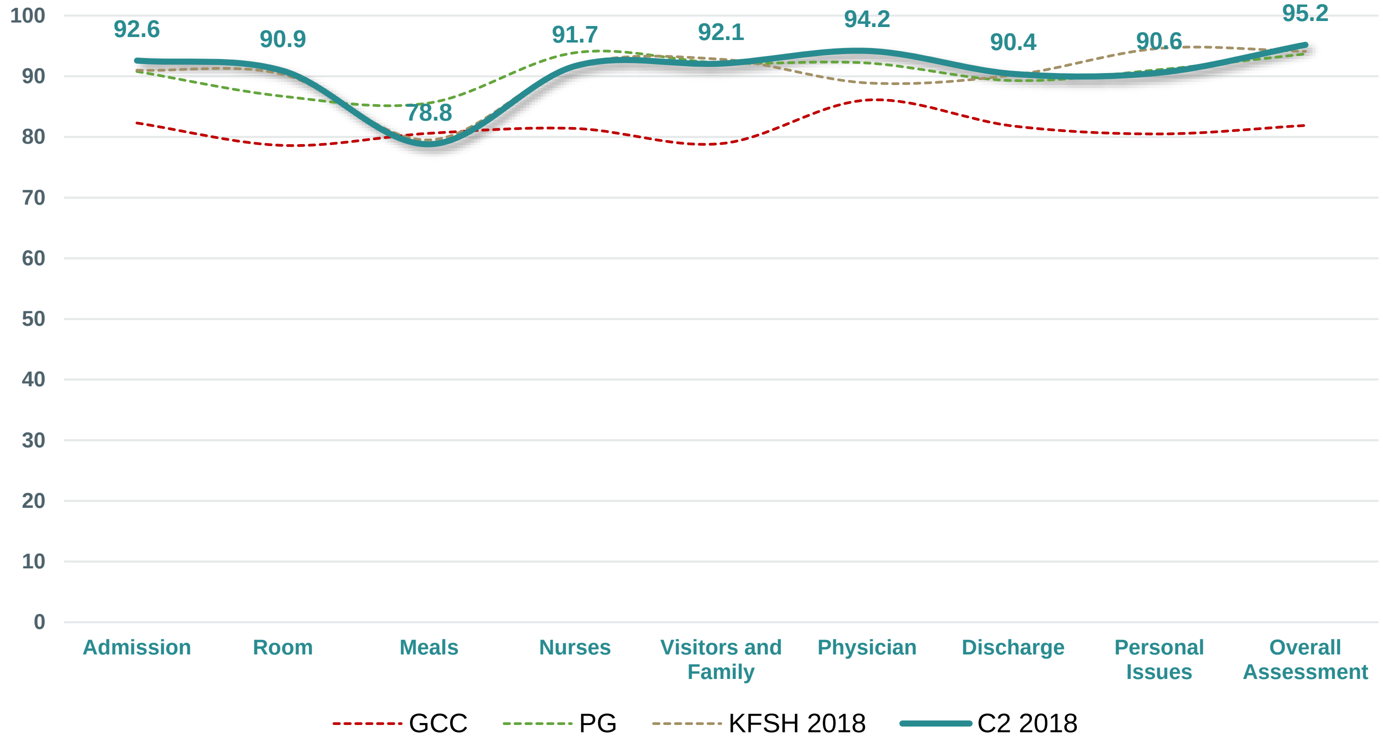
Patient Journey

90.8

2018

n-Size

246



IPP – Wards

Period: Q1, 2018 – Q4, 2018

B1

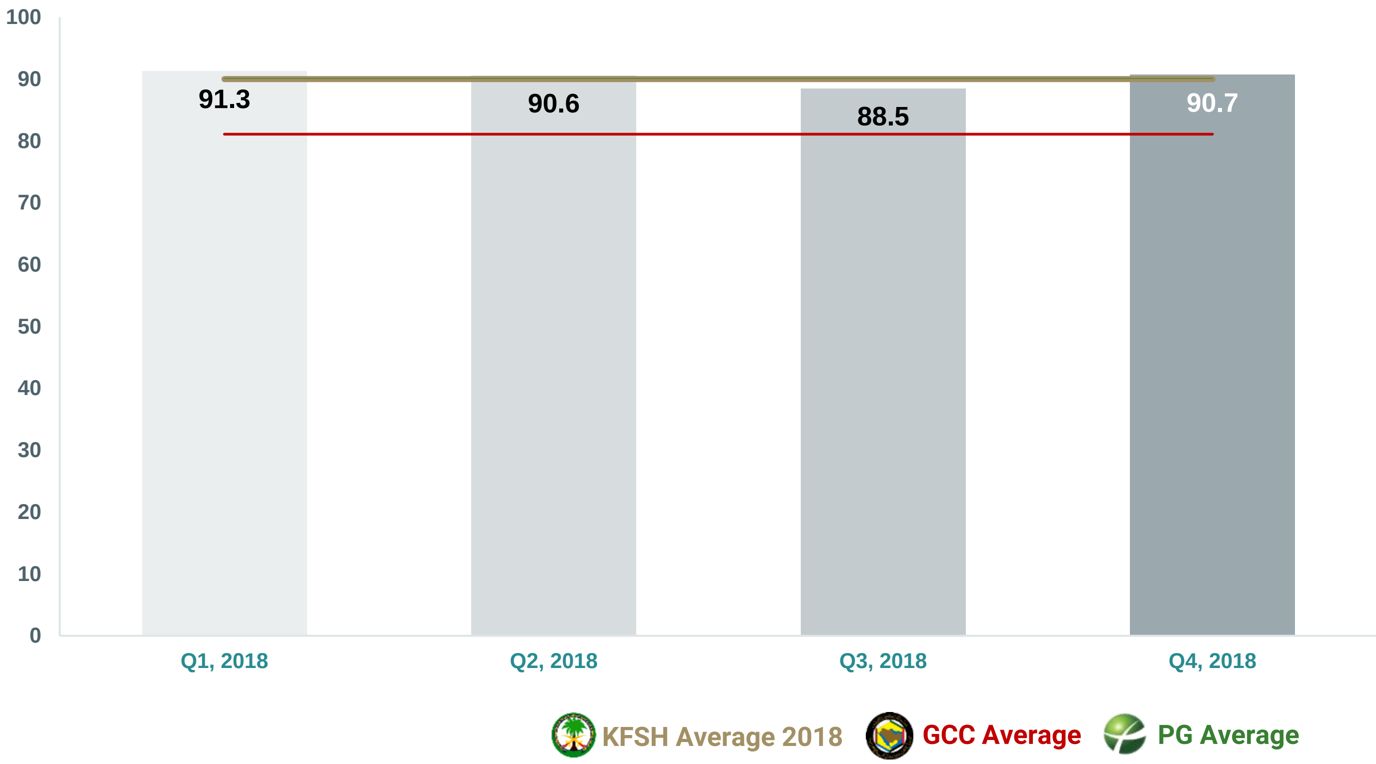
Overall Rating

90.2

2018

n-Size

438

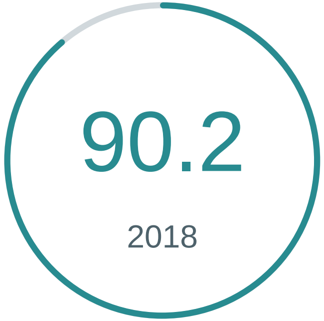


IPP – Wards

Period: Q1, 2018 – Q4, 2018

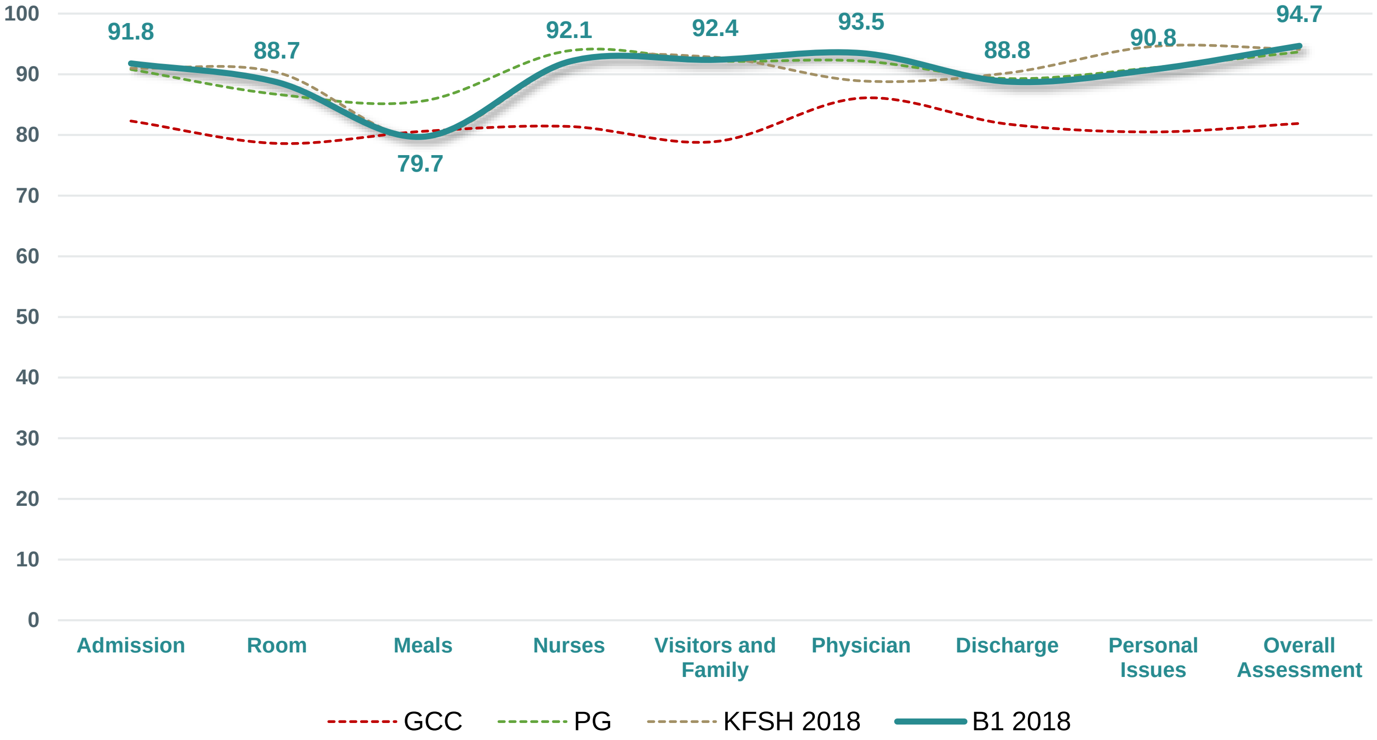
B1

Patient Journey



n-Size

438



IPP – Wards

Period: Q1, 2018 – Q4, 2018

A2

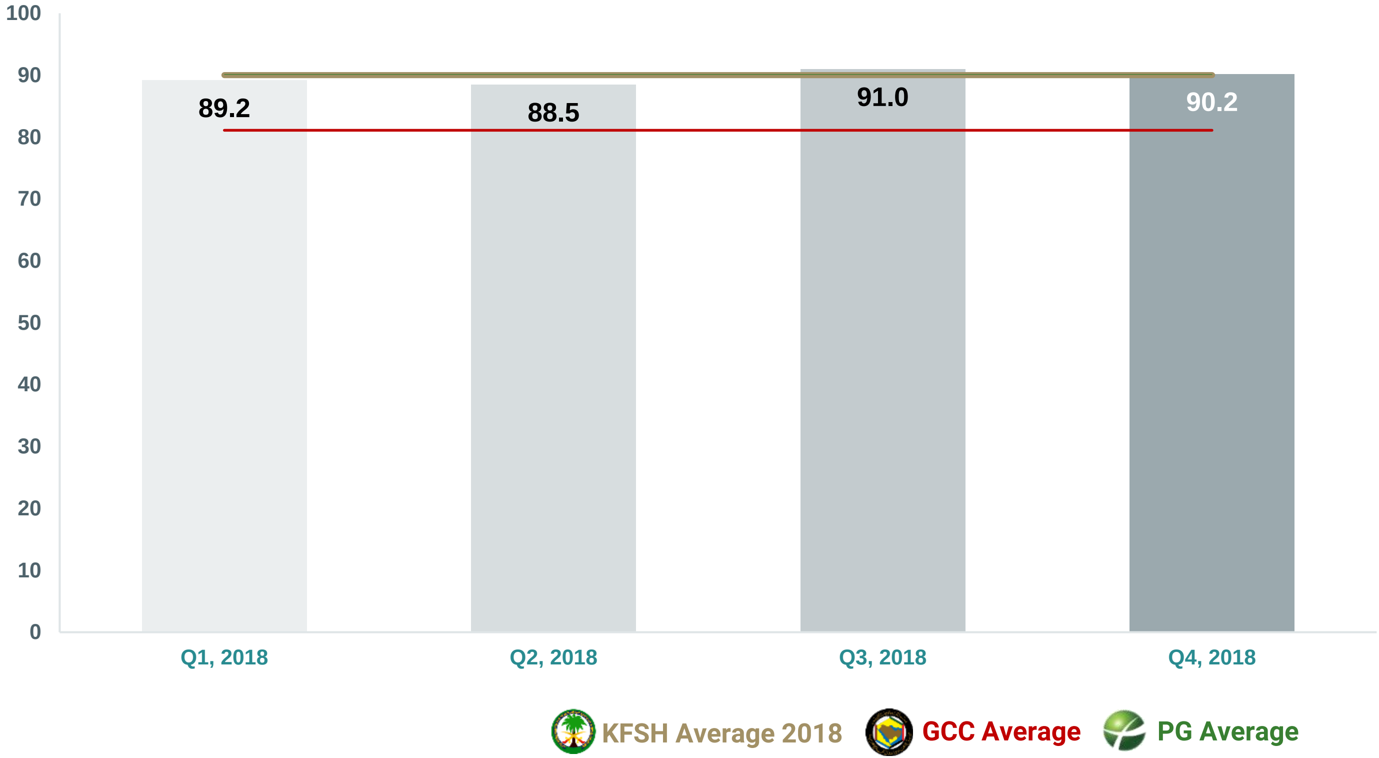
Overall Rating

89.8

2018

n-Size

371



IPP – Wards

Period: Q1, 2018 – Q4, 2018

A2

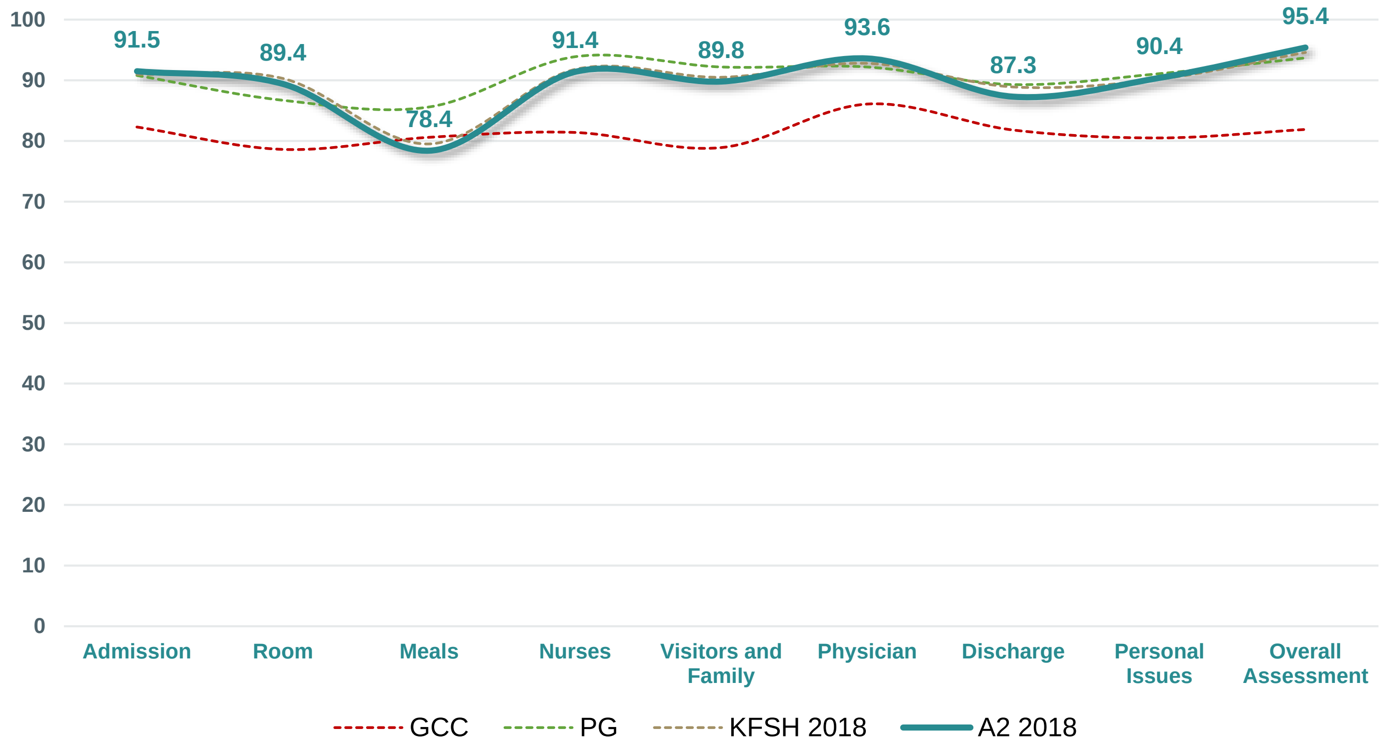
Patient Journey

89.8

2018

n-Size

371

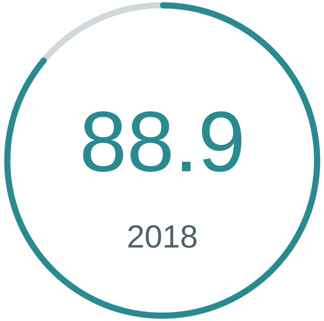


IPP – Wards

Period: Q1, 2018 – Q4, 2018

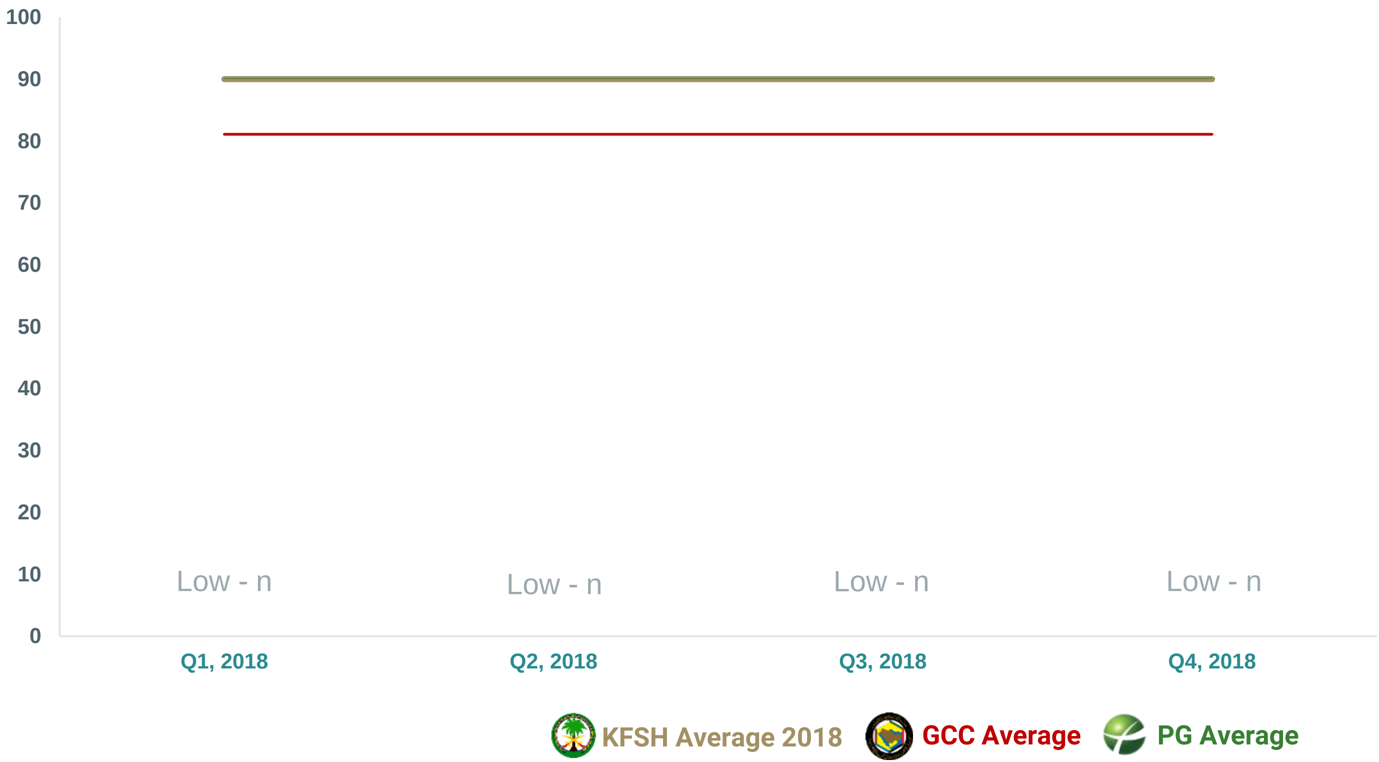
B3-2

Overall Rating



n-Size

76



IPP – Wards

B3-2

Patient Journey

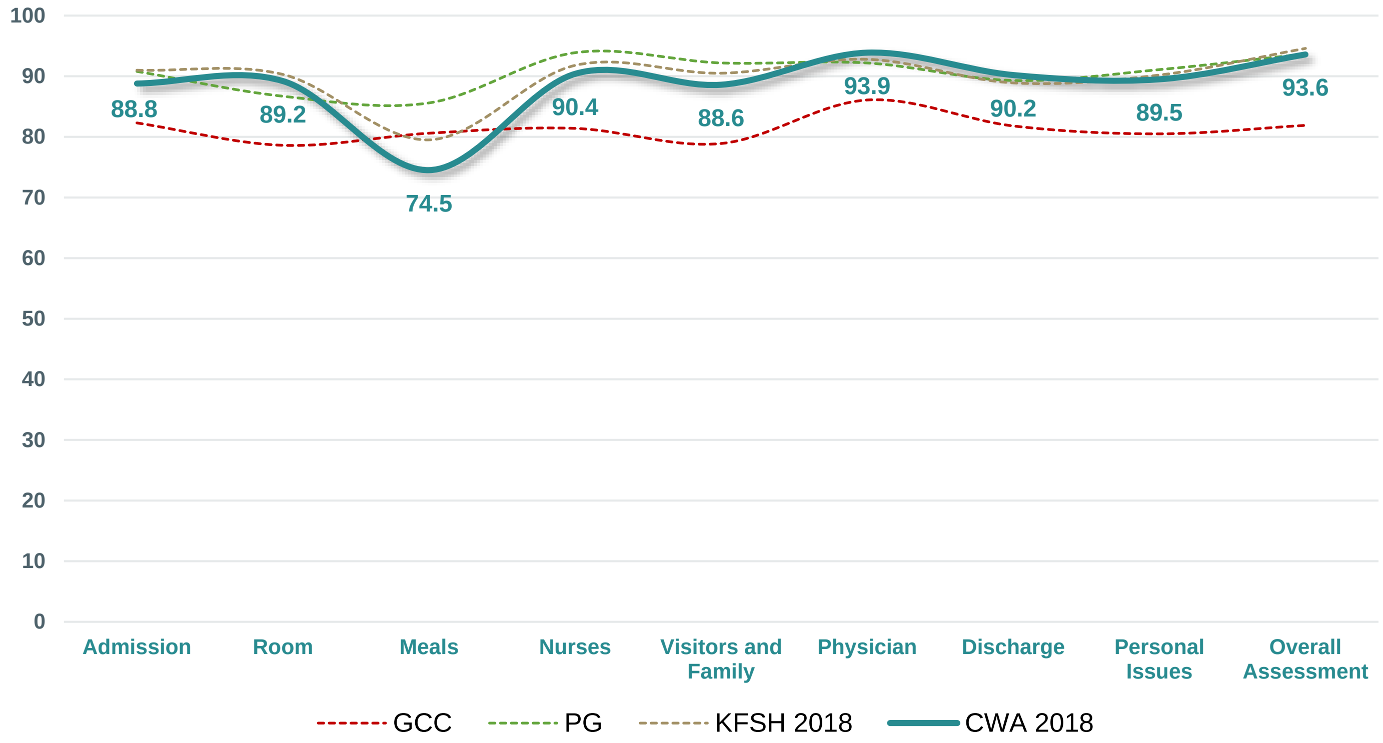
88.9

2018

n-Size

76

Period: Q1, 2018 – Q4, 2018



IPP – Wards

Period: Q1, 2018 – Q4, 2018

CWA

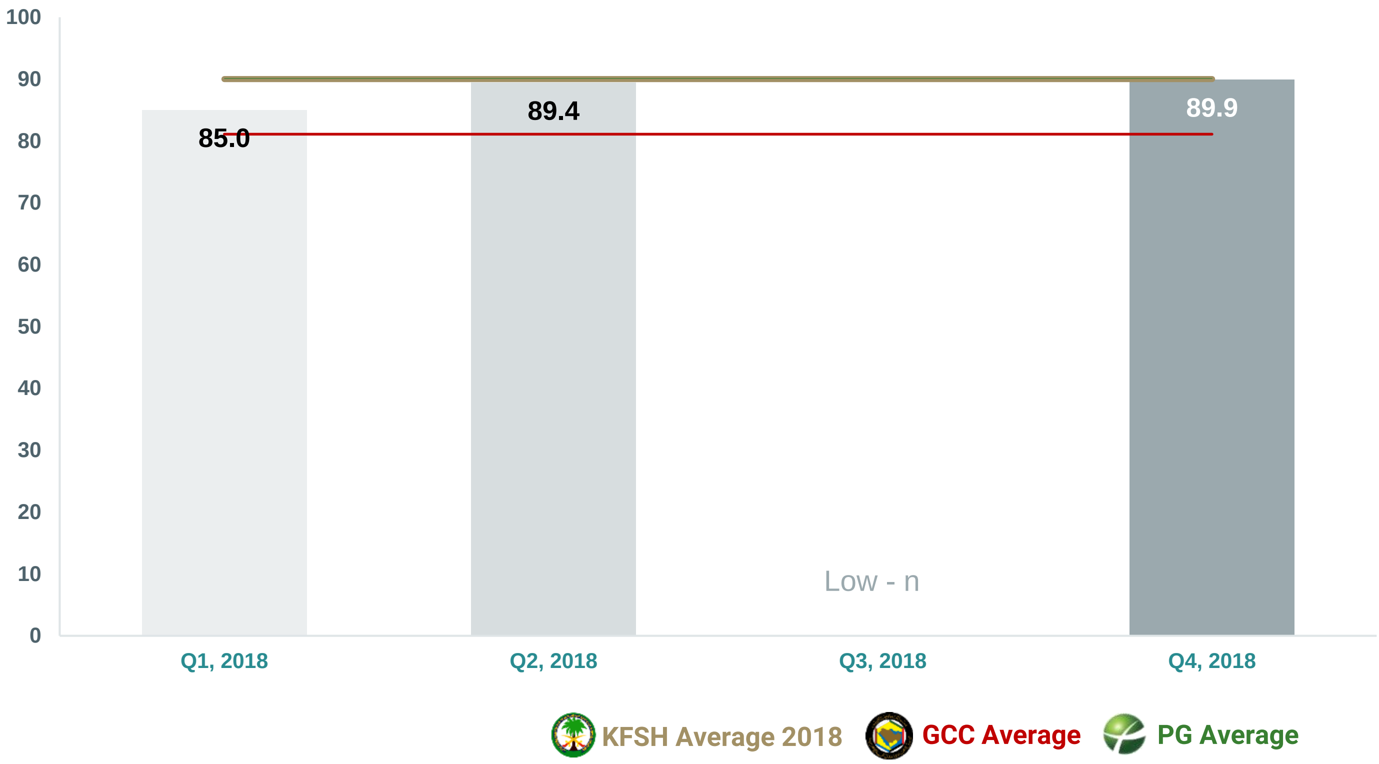
Overall Rating

88.3

2018

n-Size

173



IPP – Wards

CWA

Patient Journey

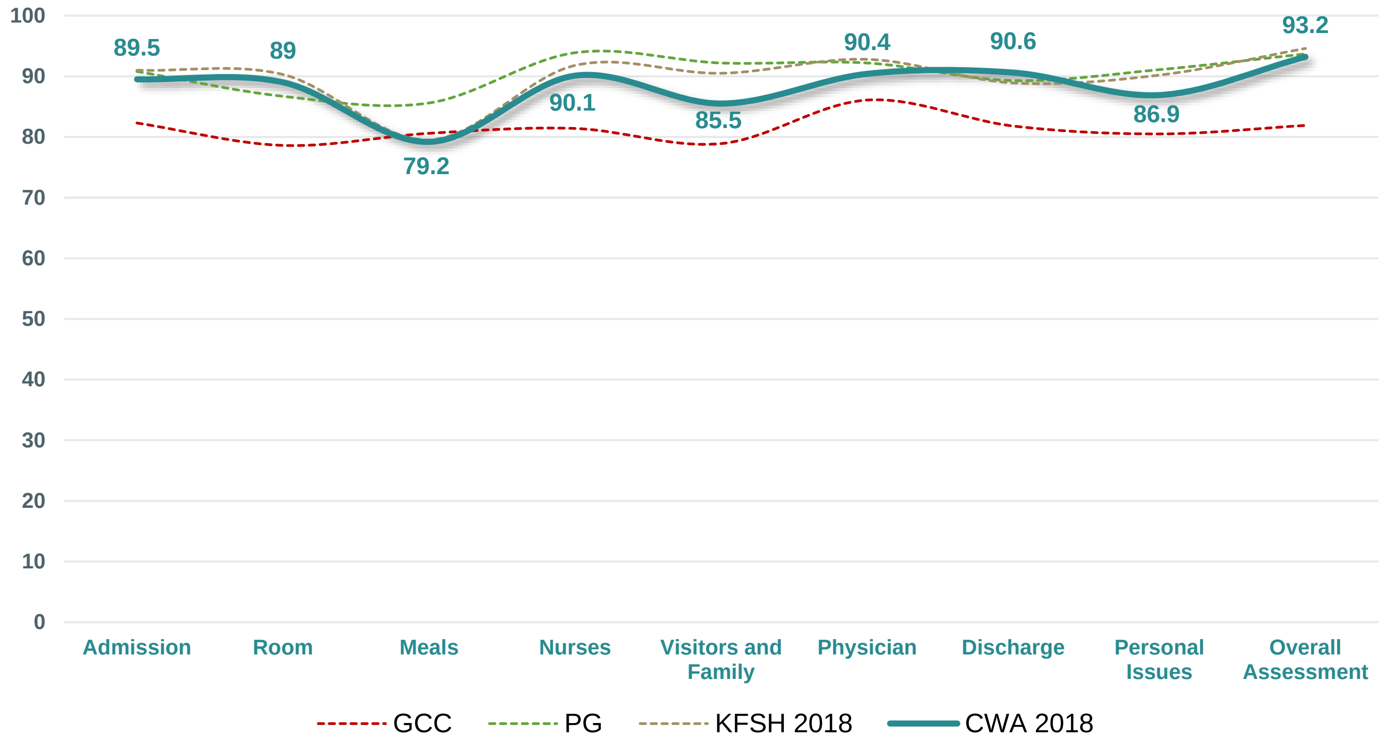
88.3

2018

n-Size

173

Period: Q1, 2018 – Q4, 2018



IPP – Wards

Period: Q1, 2018 – Q4, 2018

B3-1

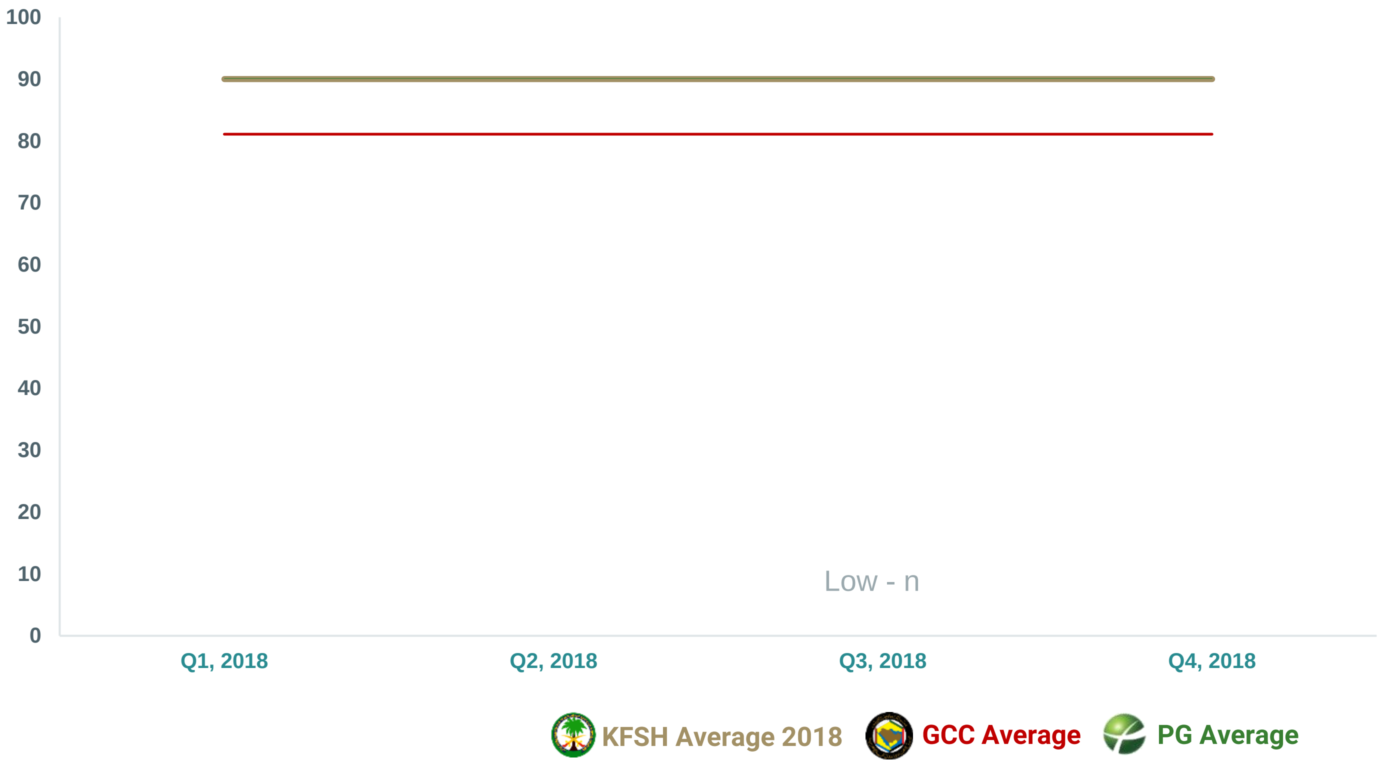
Overall Rating

86.2

2018

n-Size

91



IPP – Wards

Period: Q1, 2018 – Q4, 2018

B3-1

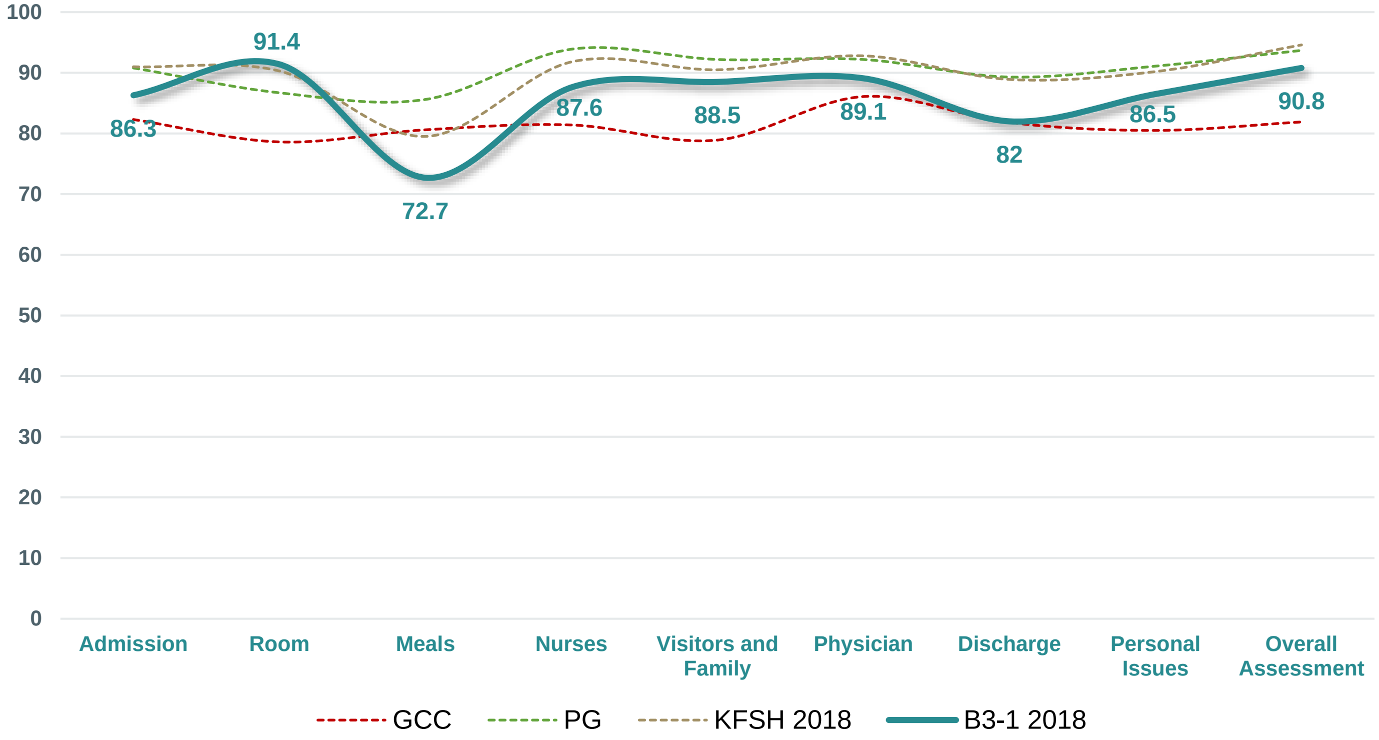
Patient Journey

86.2

2018

n-Size

91



Emergency

ED – Overall Rating

KFSH

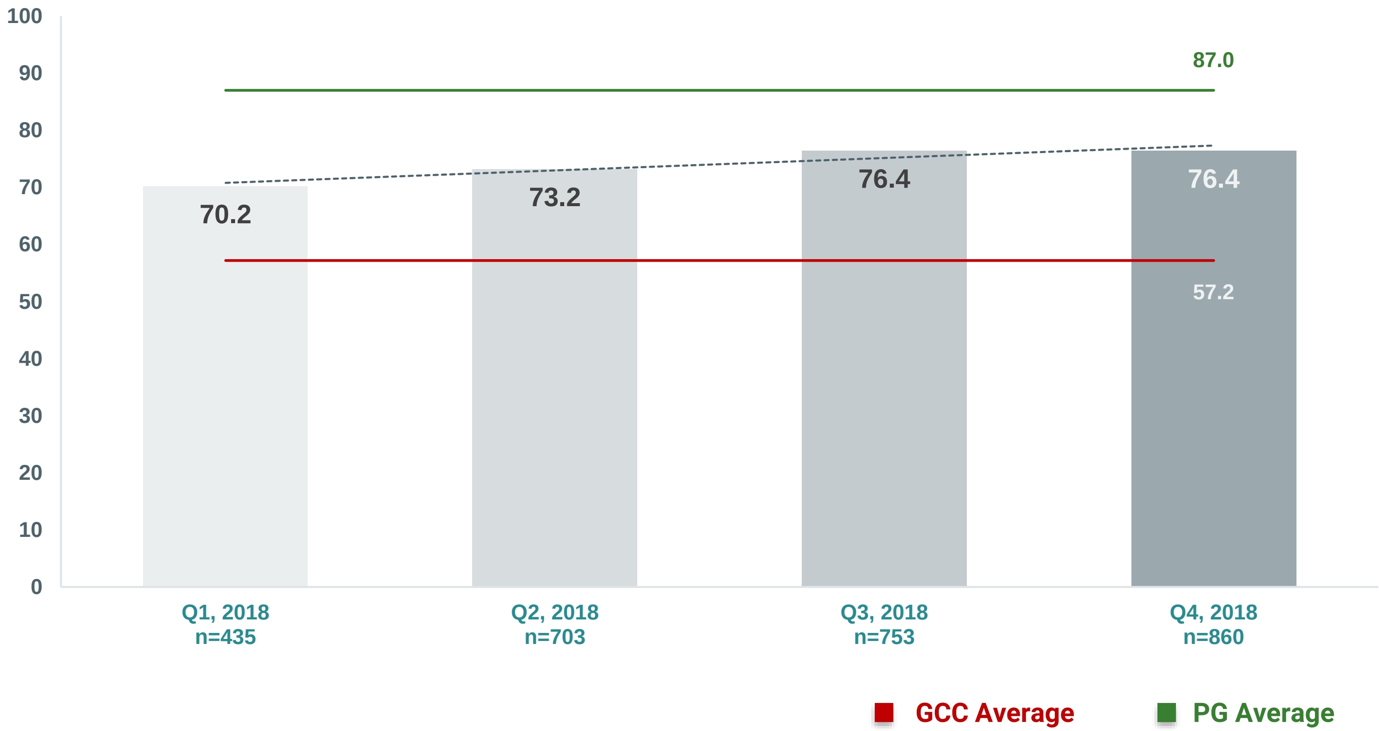
74.6

2018

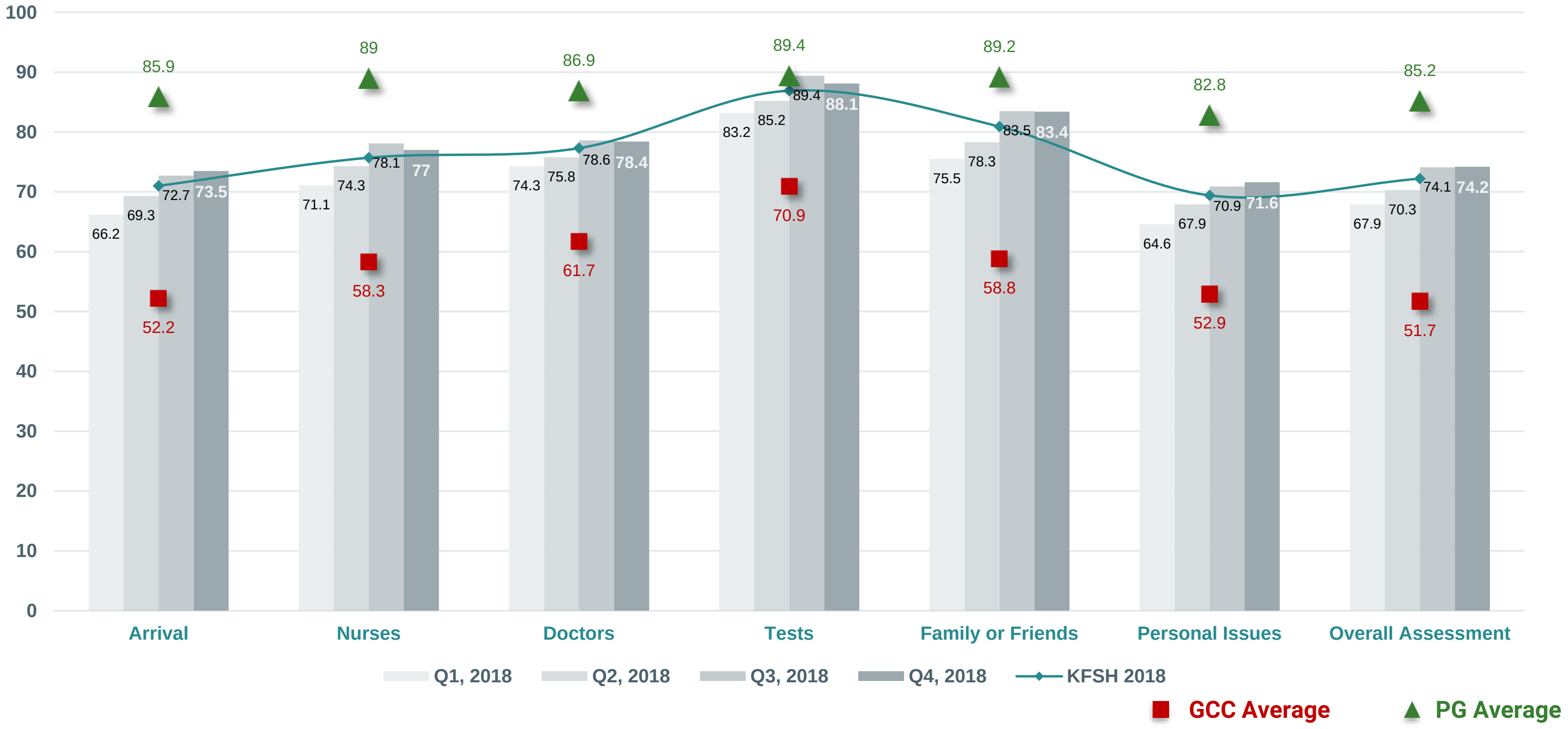
n-Size

2,751

Overall Rating Trend [Q1, 2018 – Q4, 2018]



ED – Survey Domains



ER – Strengths

Radiology

Laboratory

Family & Friends

Safety

Concern for Privacy

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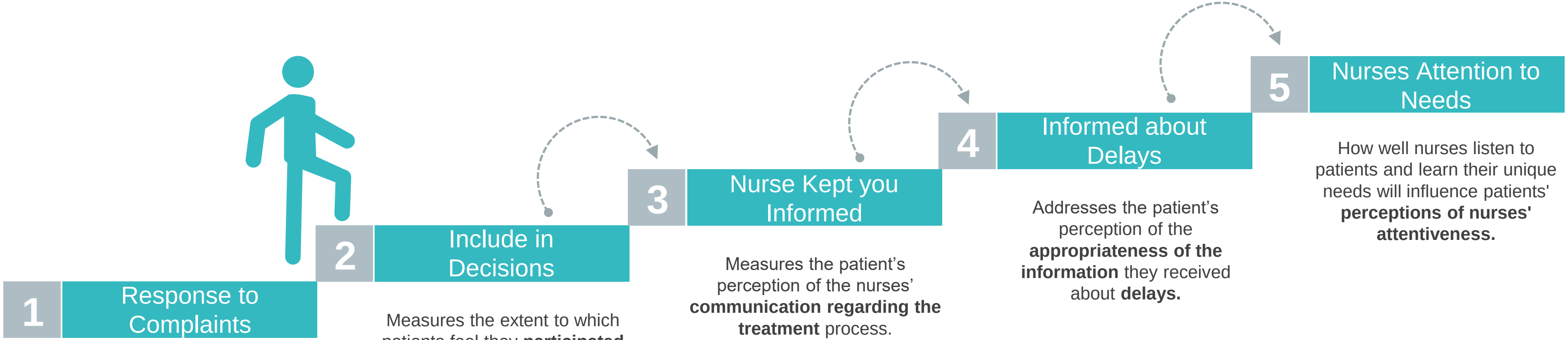
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

ER – Priority Index (Q4, 2018)



1 Response to Complaints

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

2 Include in Decisions

Measures the extent to which patients feel they **participated in decisions** regarding the treatment for the medical problem at hand.

3 Nurse Kept you Informed

Measures the patient's perception of the nurses' **communication regarding the treatment** process.

4 Informed about Delays

Addresses the patient's perception of the **appropriateness of the information** they received about **delays.**

5 Nurses Attention to Needs

How well nurses listen to patients and learn their unique needs will influence patients' **perceptions of nurses' attentiveness.**

- 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.
- These items were identified as priorities for 4 consecutive Quarters (Q1 – Q4, 2018)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

Ambulatory Surgery

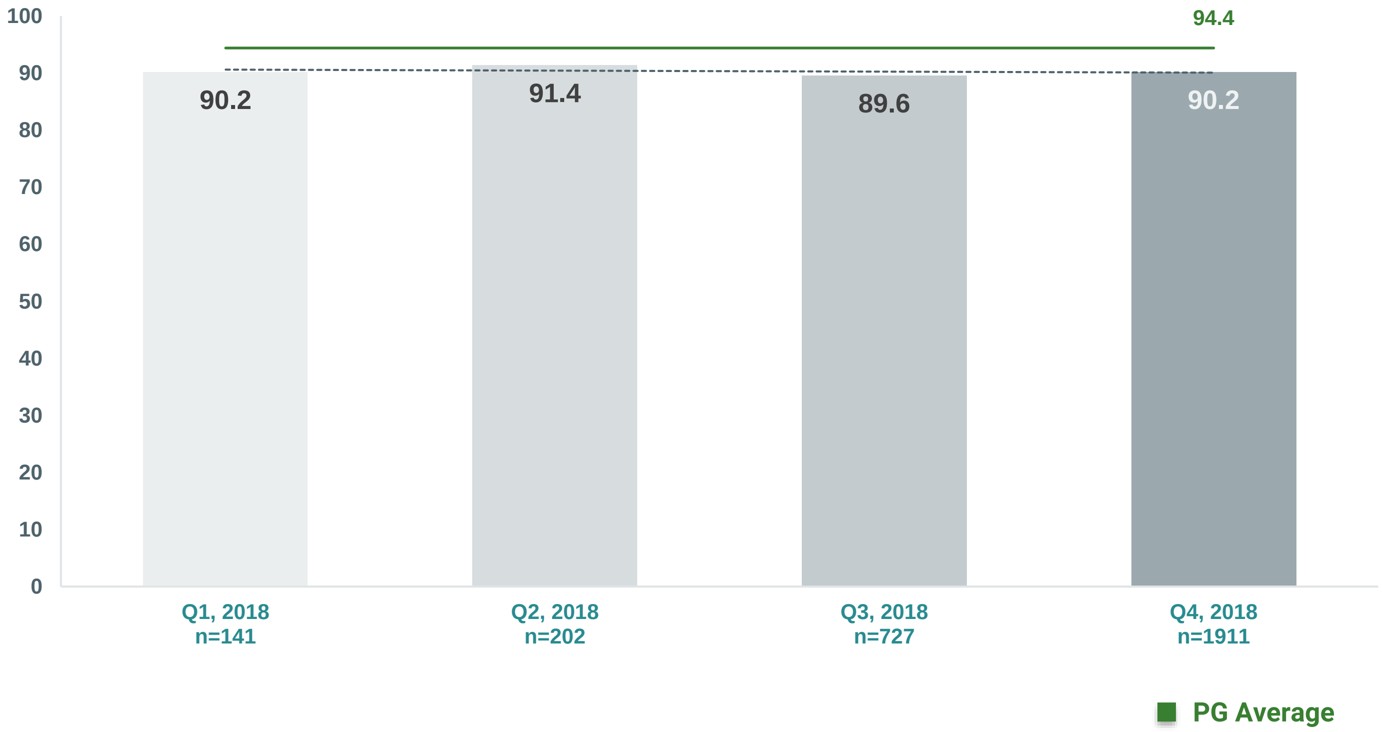
AS – Overall Rating

KFSH

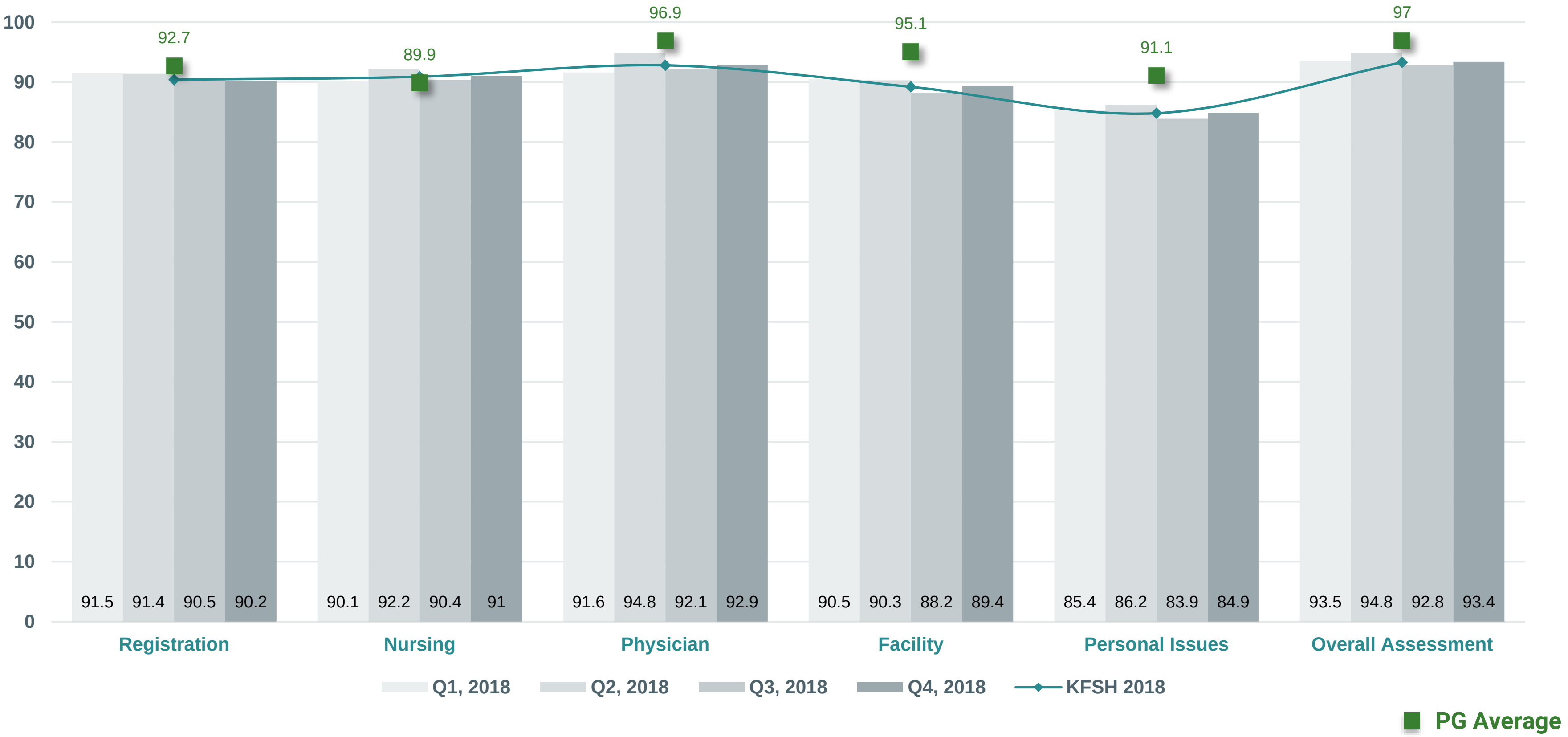
n-Size

2,981

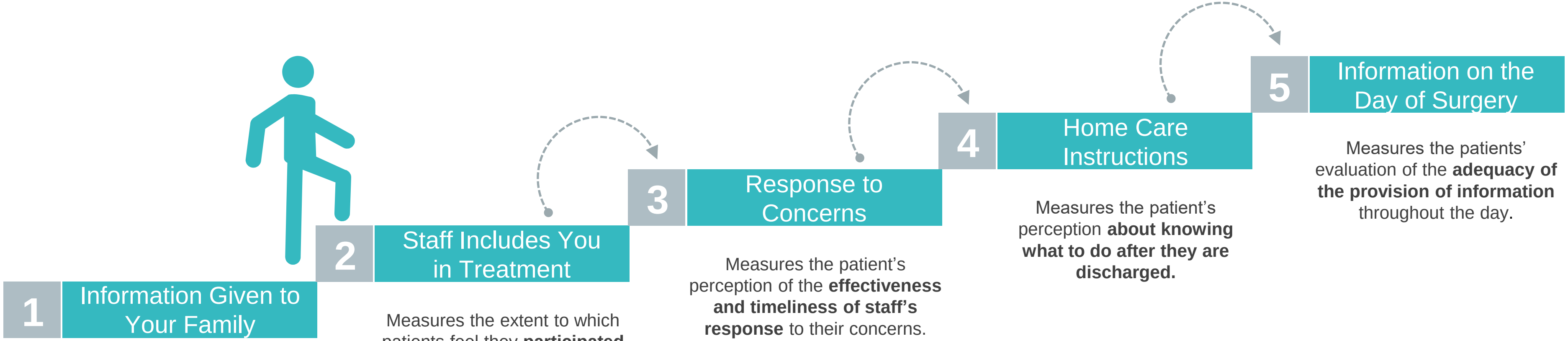
Overall Rating Trend [Q1, 2018 – Q4, 2018]



AS – Survey Domains



AS – Priority Index (Q4, 2018)



1 Information Given to Your Family

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

2 Staff Includes You in Treatment

Measures the extent to which patients feel they **participated in decisions** regarding the treatment for the medical problem at hand.

3 Response to Concerns

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

4 Home Care Instructions

Measures the patient's perception **about knowing what to do after they are discharged.**

5 Information on the Day of Surgery

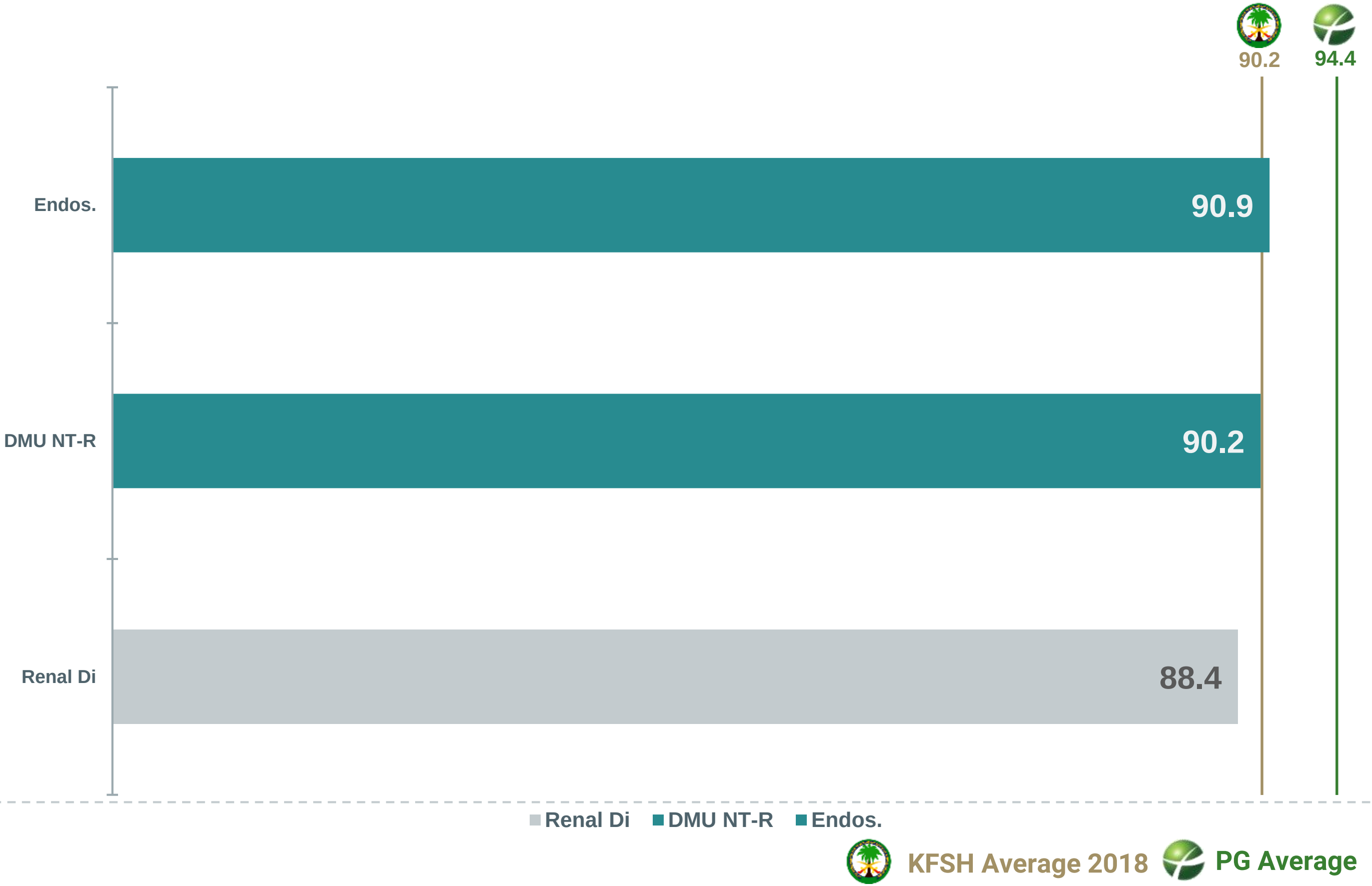
Measures the patients' evaluation of the **adequacy of the provision of information** throughout the day.

- 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.
- The majority of these priorities falls under the Nursing domain.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

AS – Departments

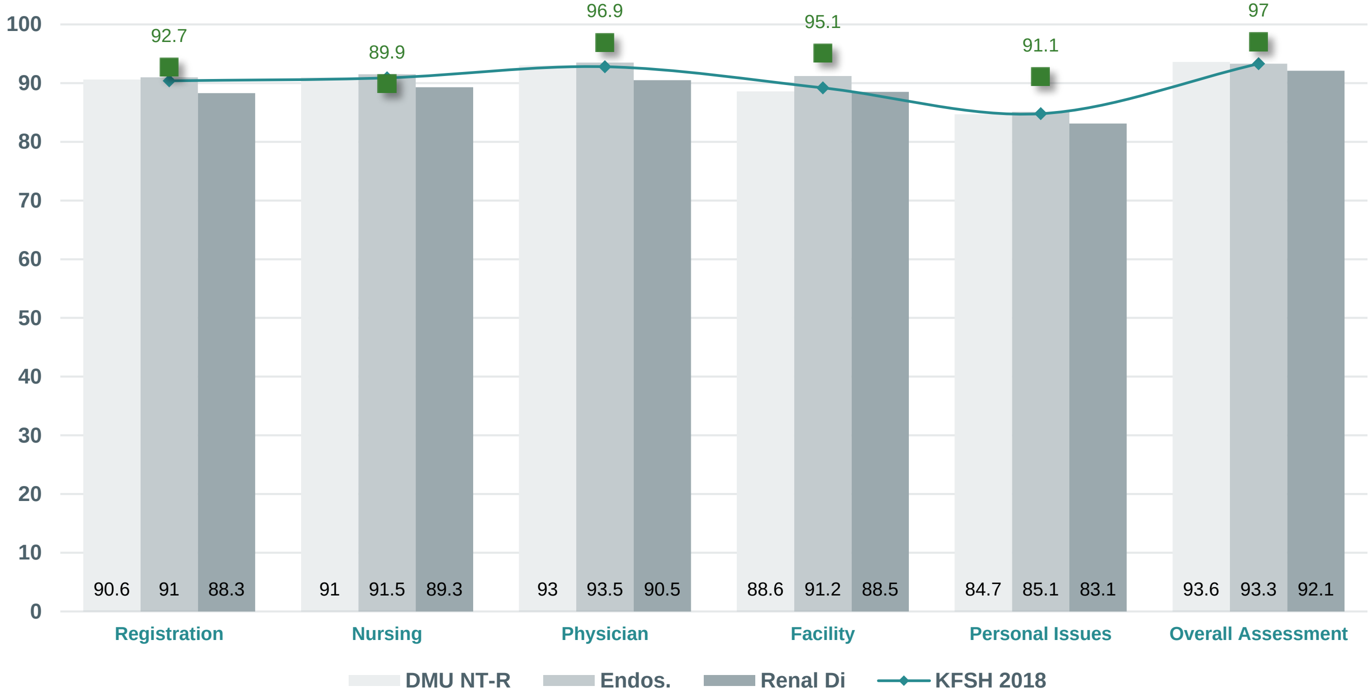
Overall Rating

Departments



AS – Survey Domains

Patient Journey
Departments

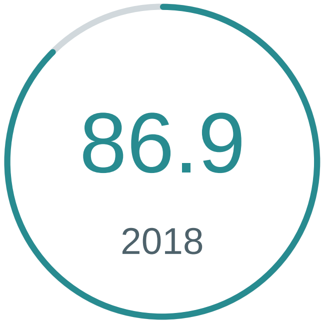


PG Average

Outpatient Oncology

ON – Overall Rating

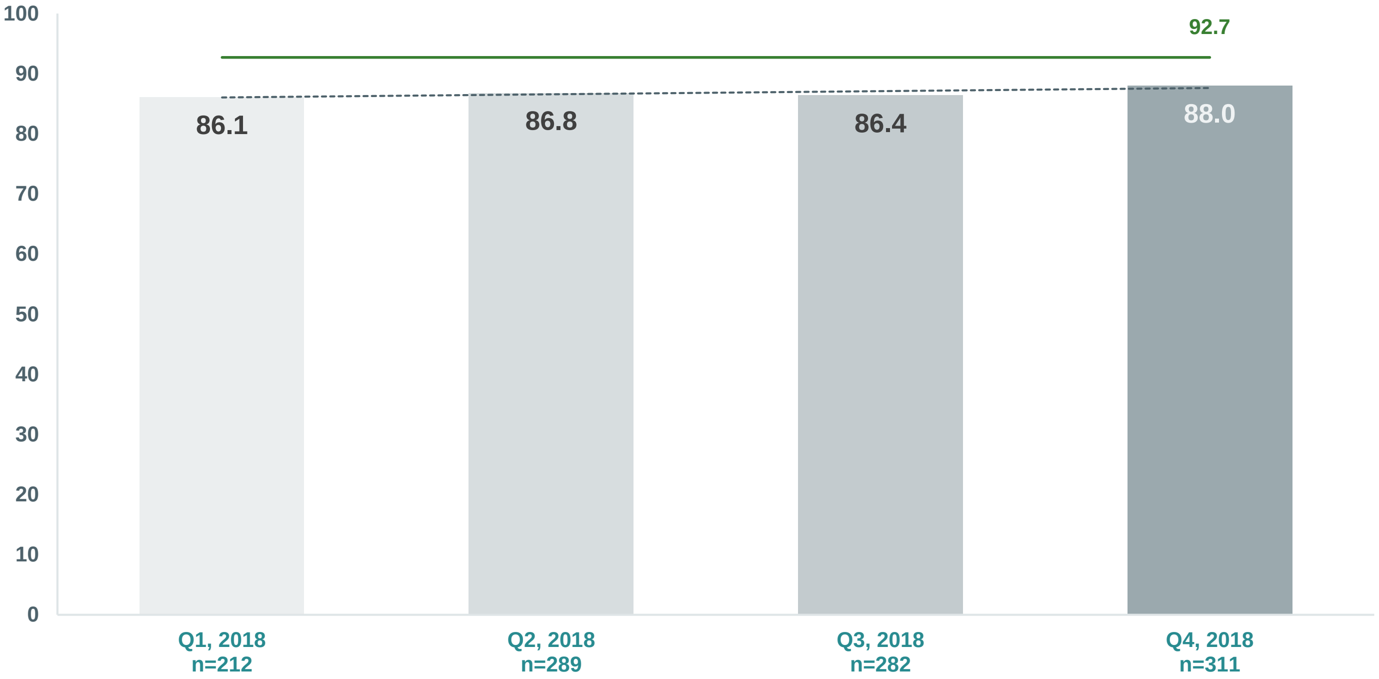
KFSH



n-Size

1,094

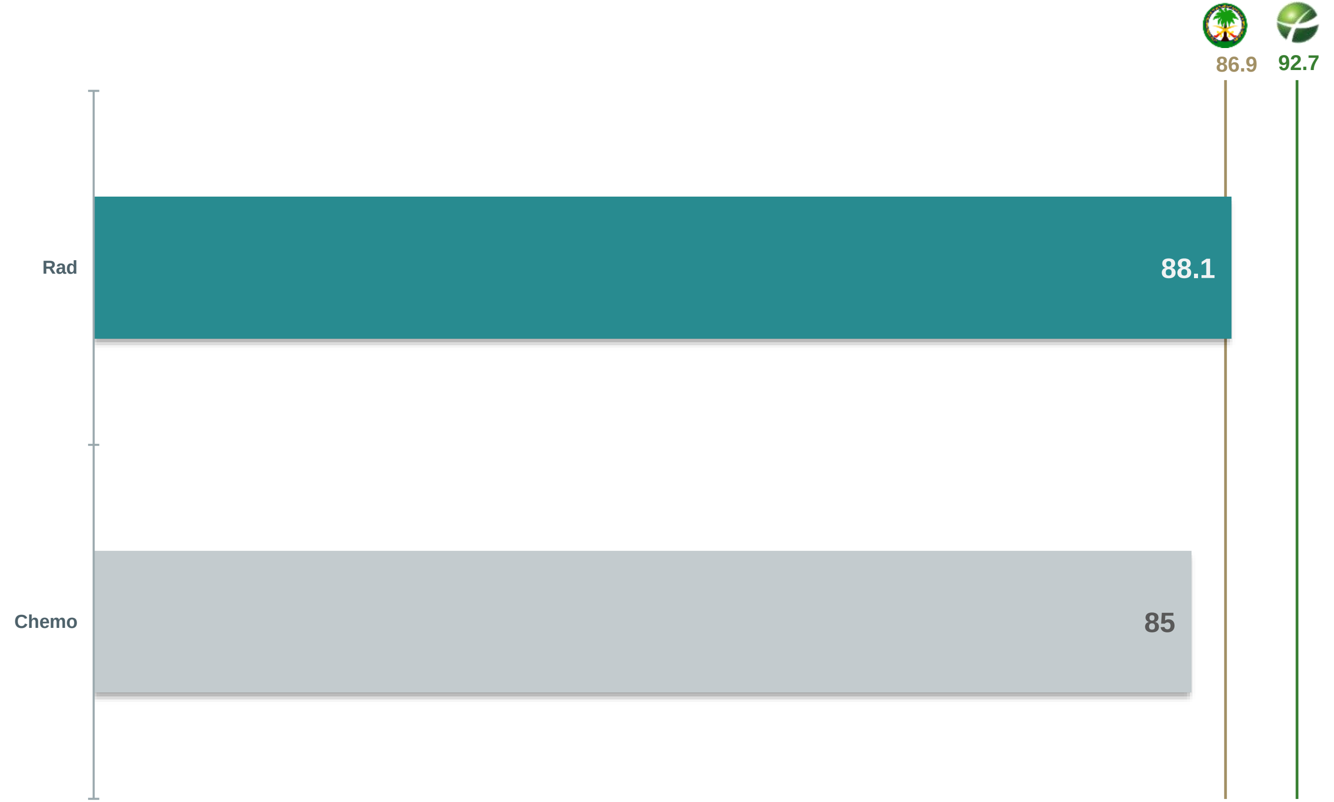
Overall Rating Trend [Q1, 2018 – Q4, 2018]



🟩 **PG Average**

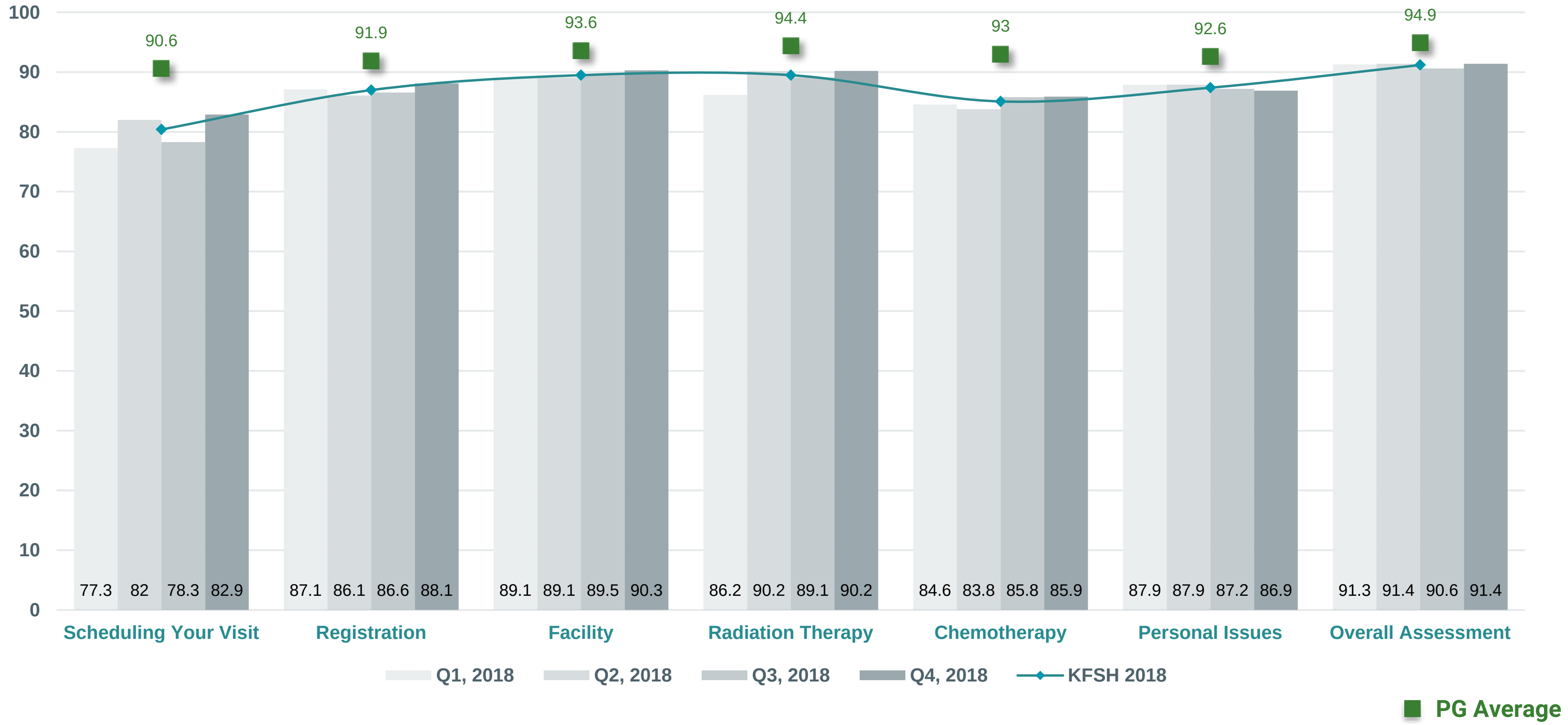
ON – Overall Rating

Overall Rating
Units

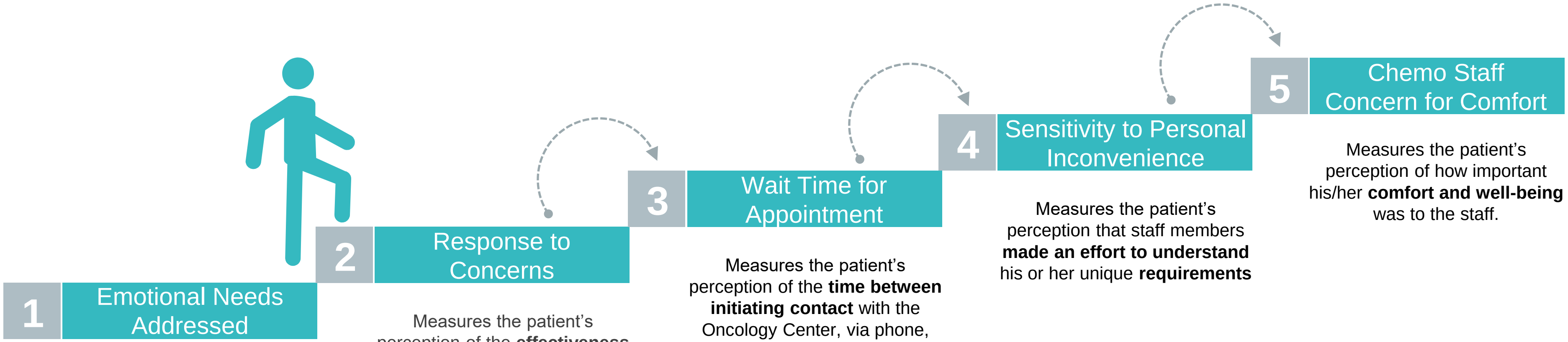


Period: Q1, 2018 – Q4, 2018

ON – Survey Domains



ON – Priority Index (Q4, 2018)



1 Emotional Needs Addressed

To treat the "whole person," staff must **attend to both the physical and emotional needs** of the patient

2 Response to Concerns

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

3 Wait Time for Appointment

Measures the patient's perception of the **time between initiating contact** with the Oncology Center, via phone, and the patient's **first scheduled appointment**.

4 Sensitivity to Personal Inconvenience

Measures the patient's perception that staff members **made an effort to understand** his or her unique **requirements**

5 Chemo Staff Concern for Comfort

Measures the patient's perception of how important his/her **comfort and well-being** was to the staff.

- 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

ON – Units

Period: Q1, 2018 – Q4, 2018

Radiation

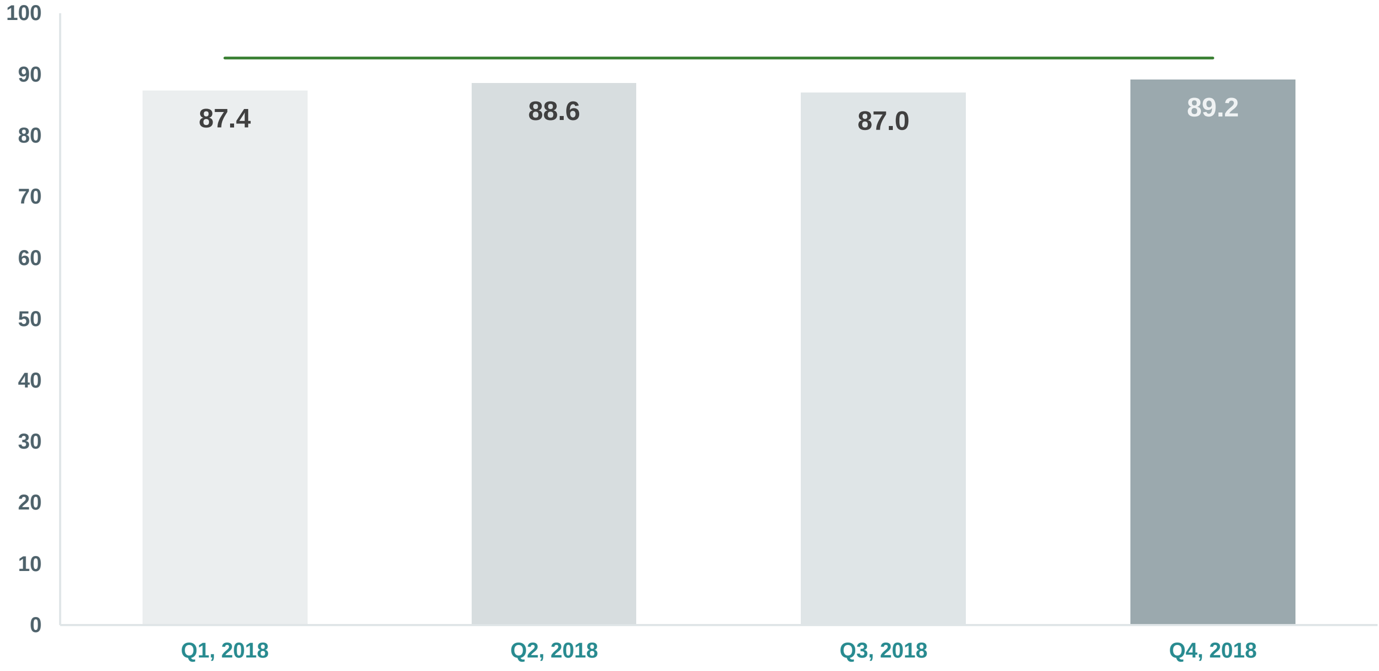
Overall Rating

88.1

2018

n-Size

663



🟩 **PG Average**

ON – Units

Radiation

Patient Journey

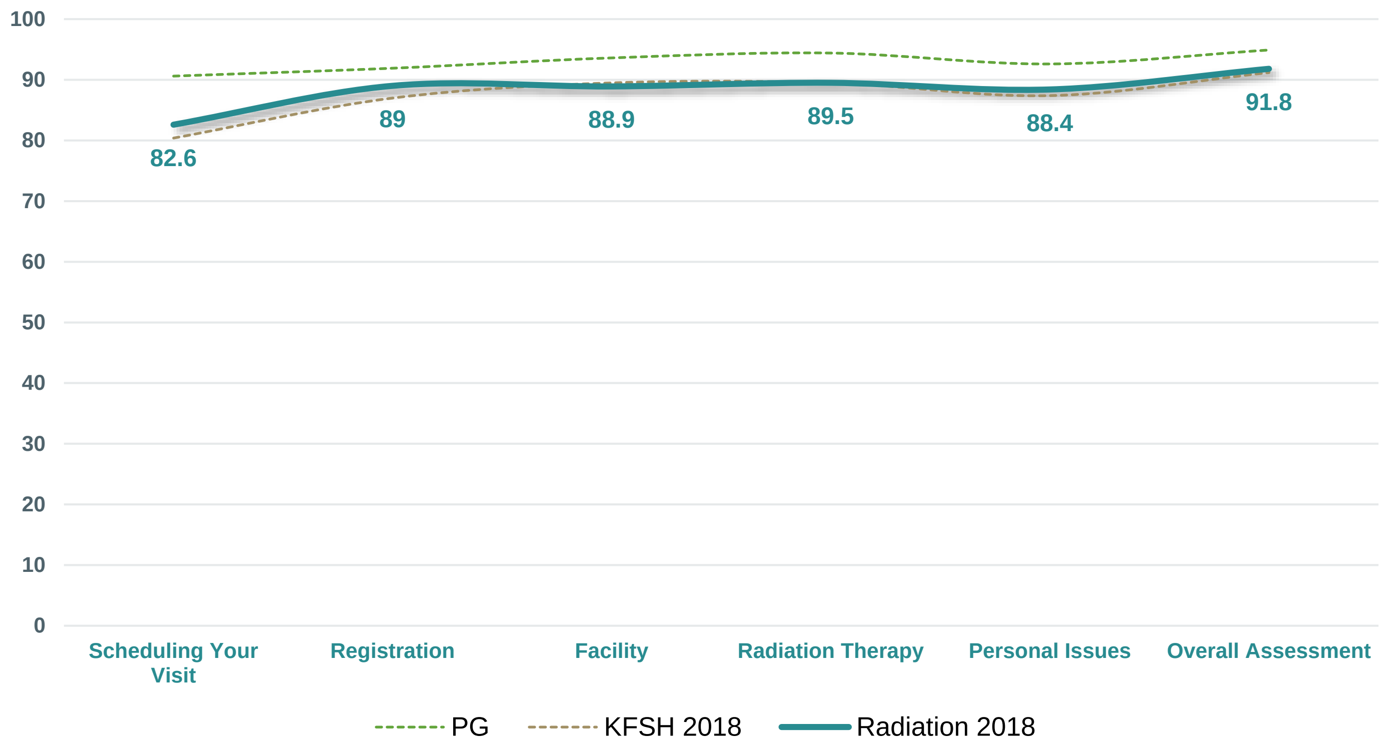
88.1

2018

n-Size

663

Period: Q1, 2018 – Q4, 2018



ON – Units

Period: Q1, 2018 – Q4, 2018

Infusion

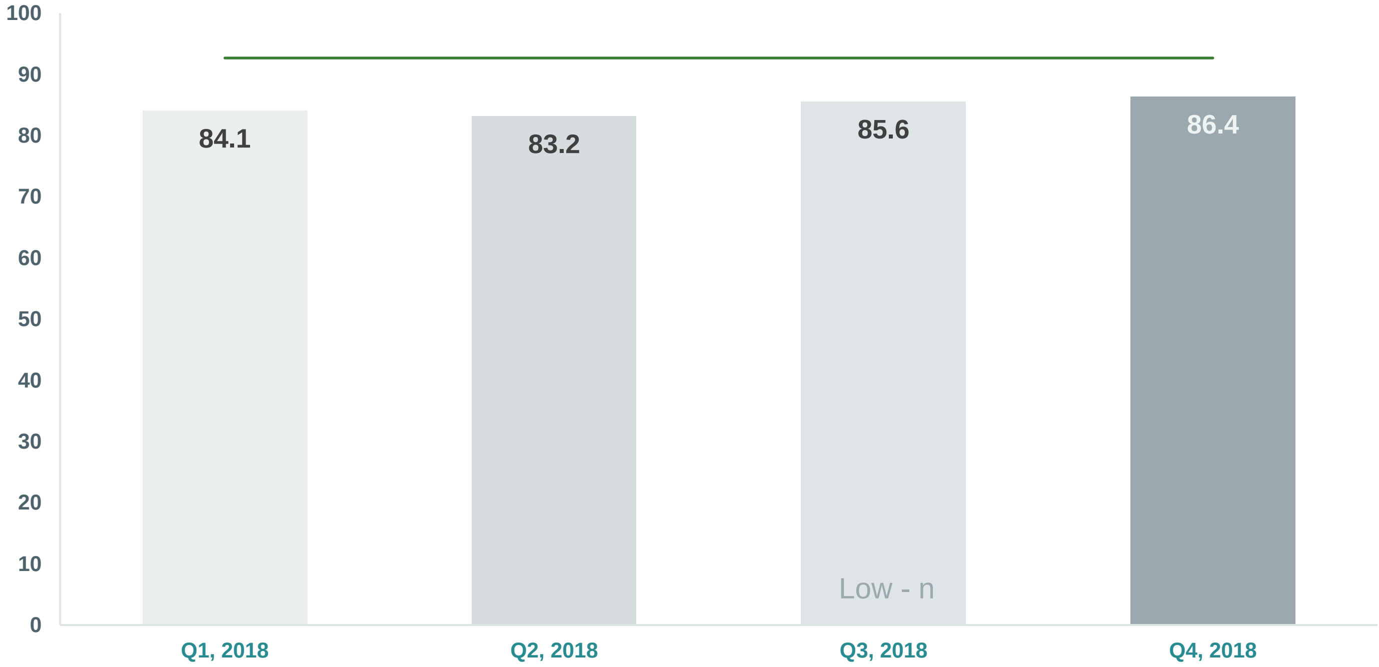
Overall Rating

85.0

2018

n-Size

431



🟩 **PG Average**

ON – Units

Infusion

Patient Journey

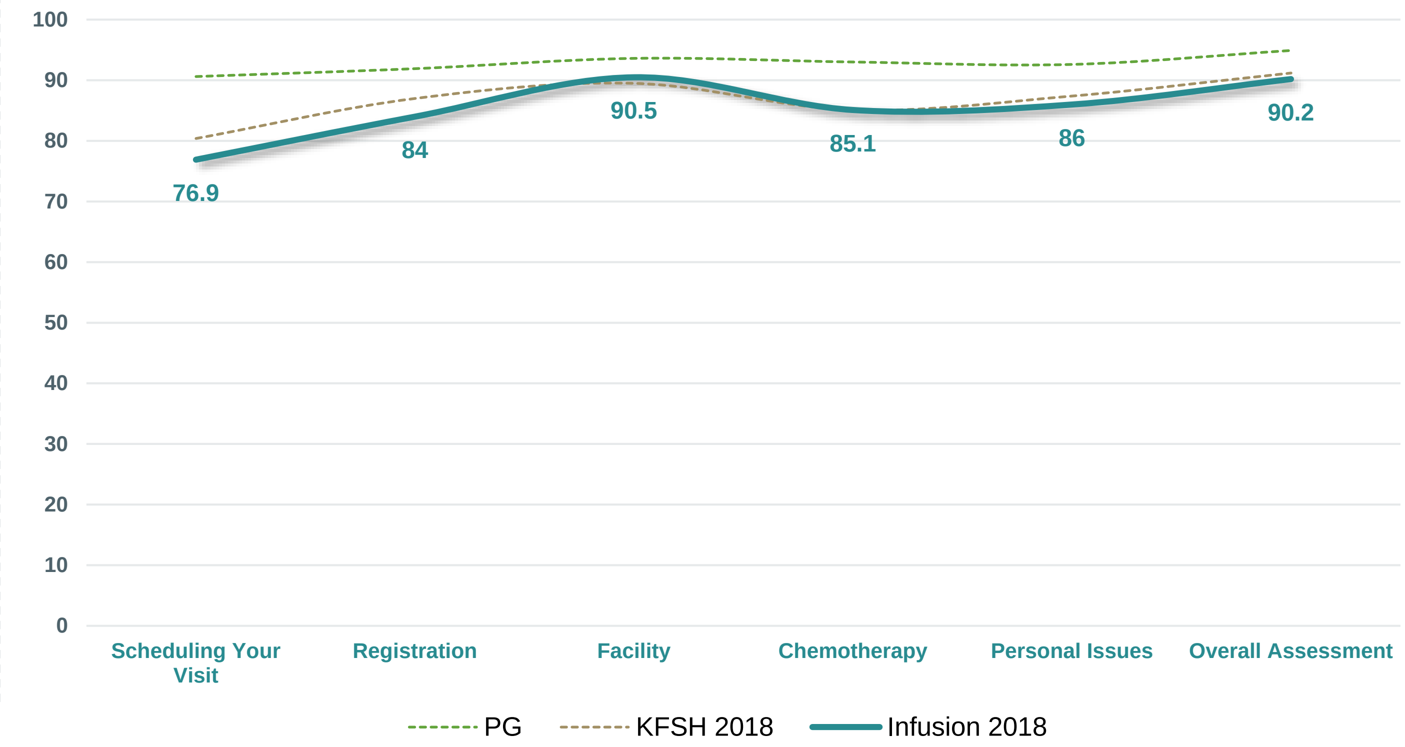
85.0

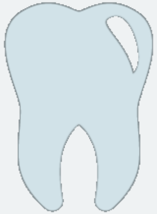
2018

n-Size

431

Period: Q1, 2018 – Q4, 2018

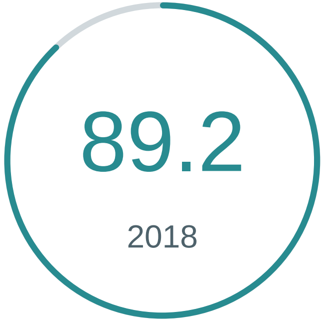




Dental

DEN – Overall Rating

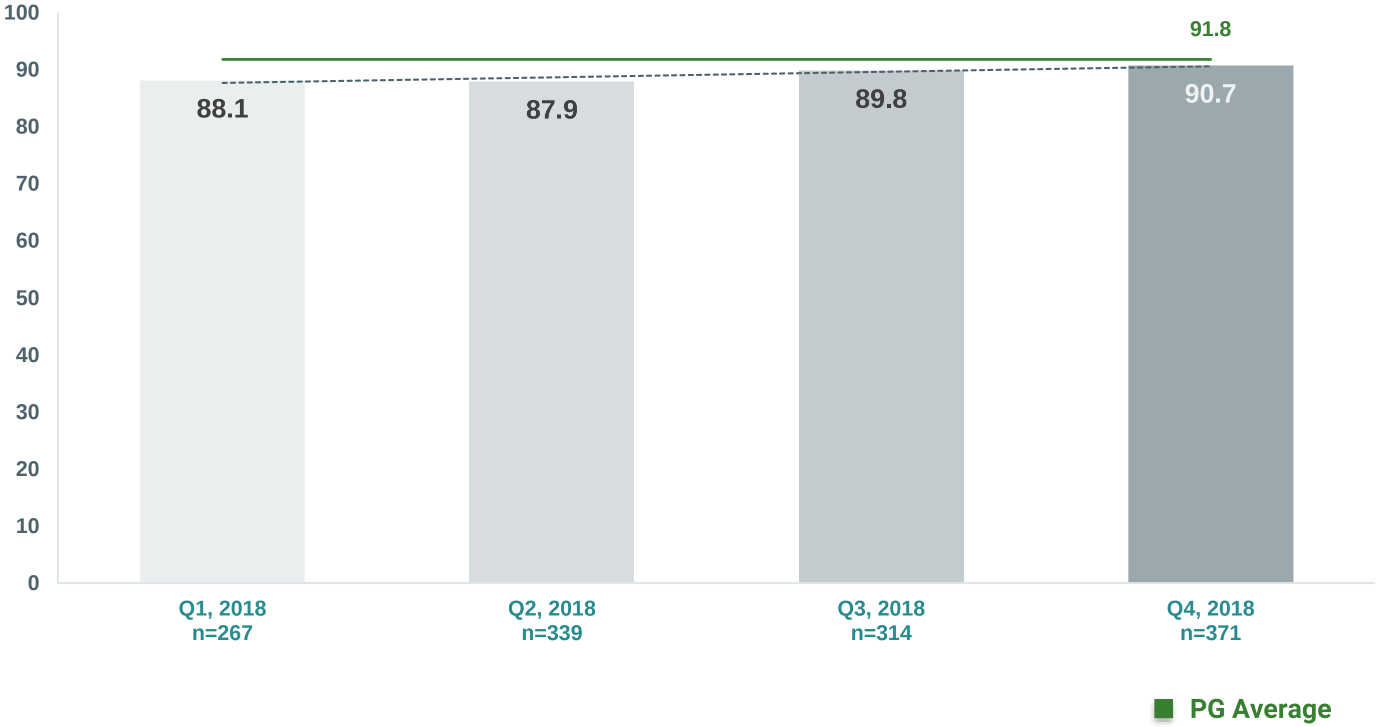
KFSH



n-Size

1,291

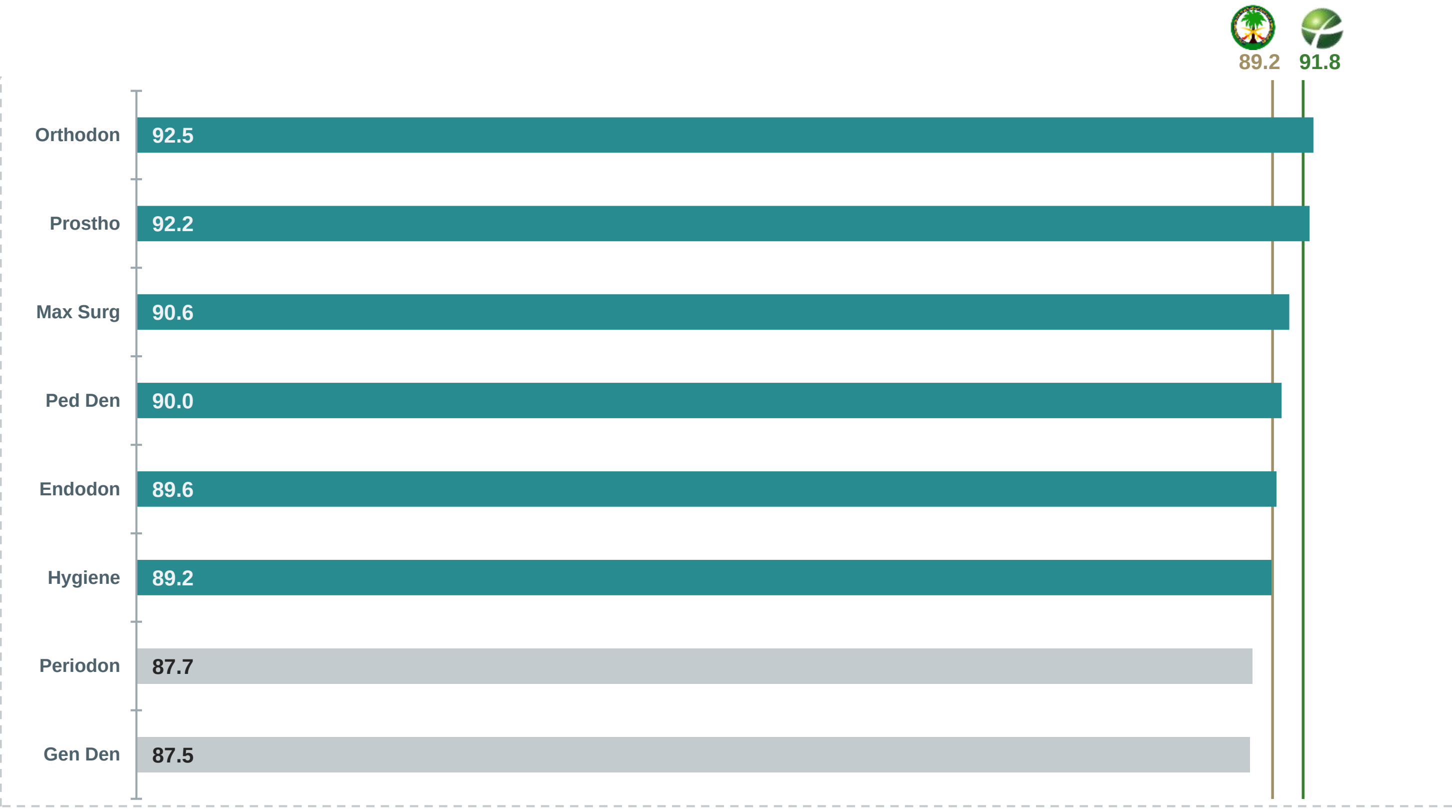
Overall Rating Trend [Q1, 2018 – Q4, 2018]



DEN – Overall Rating

Overall Rating

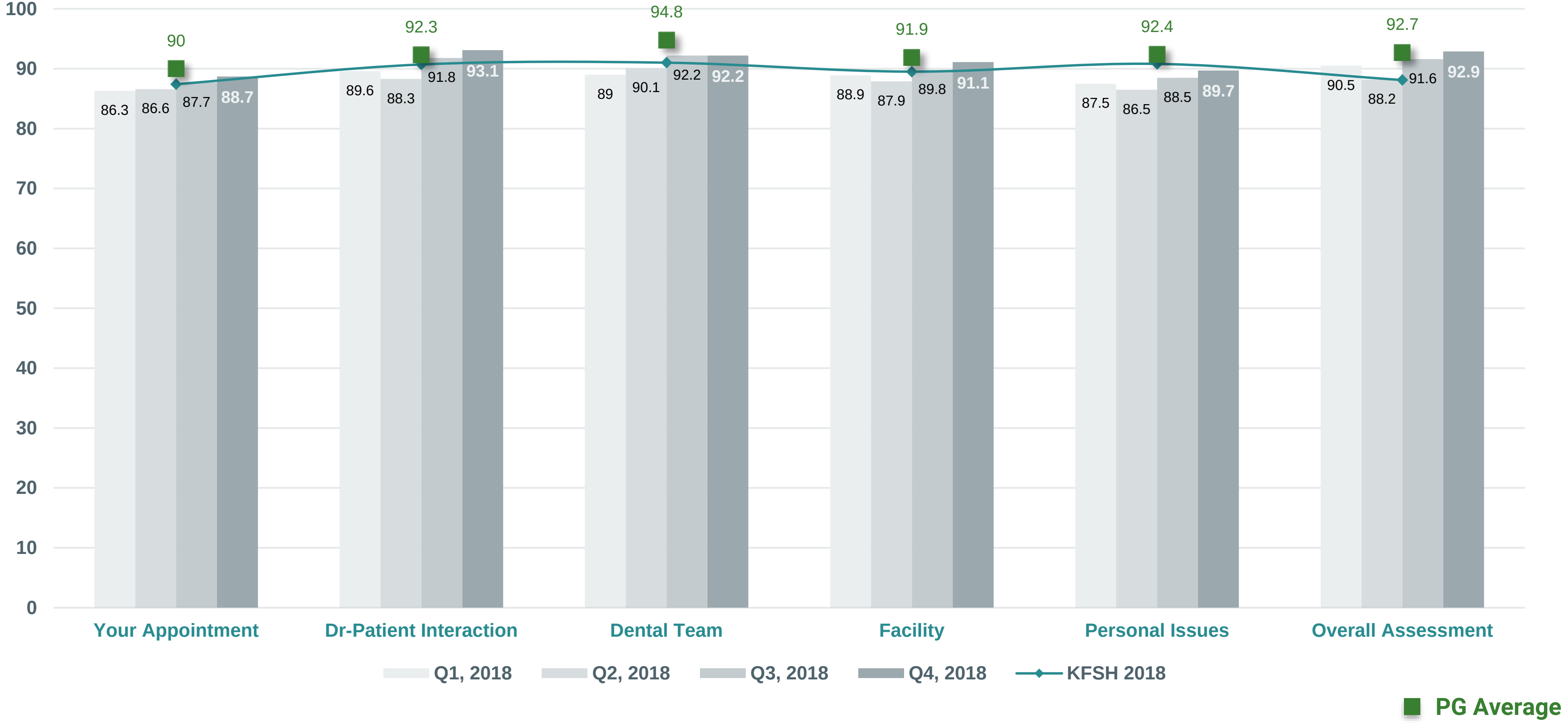
Departments



Overall Rating [Q1, 2018 – Q4, 2018]

KFSH Average 2018 PG Average

DEN – Survey Domains



DEN – Priority Index (Q4, 2018)

1 Oral Hygiene Education

Measures the patient’s perception that he or she **knows what to do for the best possible home care**

2 Professionalism of Hygienist

The definition of professionalism is, "**exhibiting a courteous, conscientious, and generally businesslike manner in the workplace.**"

3 Courtesy of Hygienist

Measures an affective dimension of communication. It is **not so much a matter of what is said or done, but rather how**

4 Info on Avoiding Future Problems

Asks the patient to rate his or her experience with the **effort made to provide information on proactive measures** for dental health.

5 Concern for Comfort

Measures the patient’s perception of **how important his or her comfort and well-being** was to the staff

- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- The top 3 priorities concern the interaction between the patient and the dental hygienist.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

Dental – Departments

Period: Q1, 2018 – Q4, 2018

Orthodon

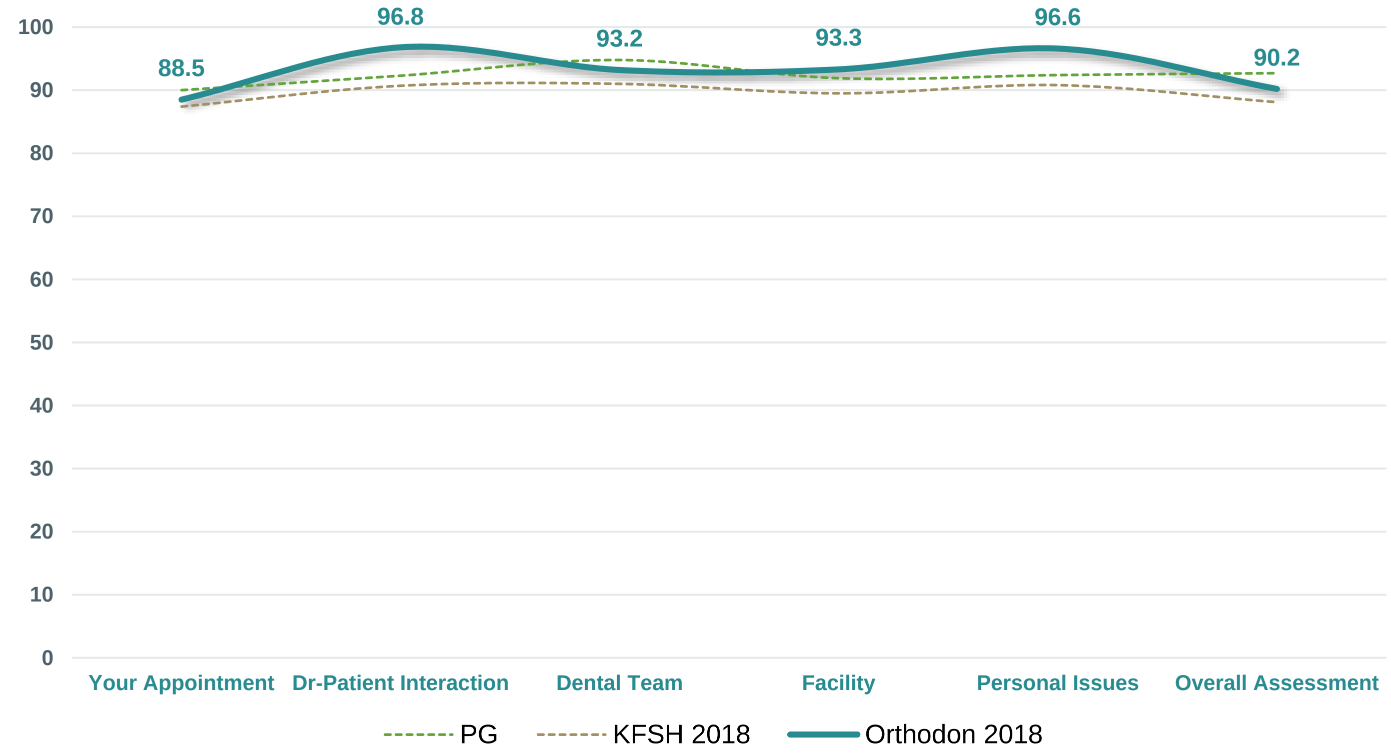
Patient Journey

92.5

2018

n-Size

91



Dental – Departments

Period: Q1, 2018 – Q4, 2018

Prostho

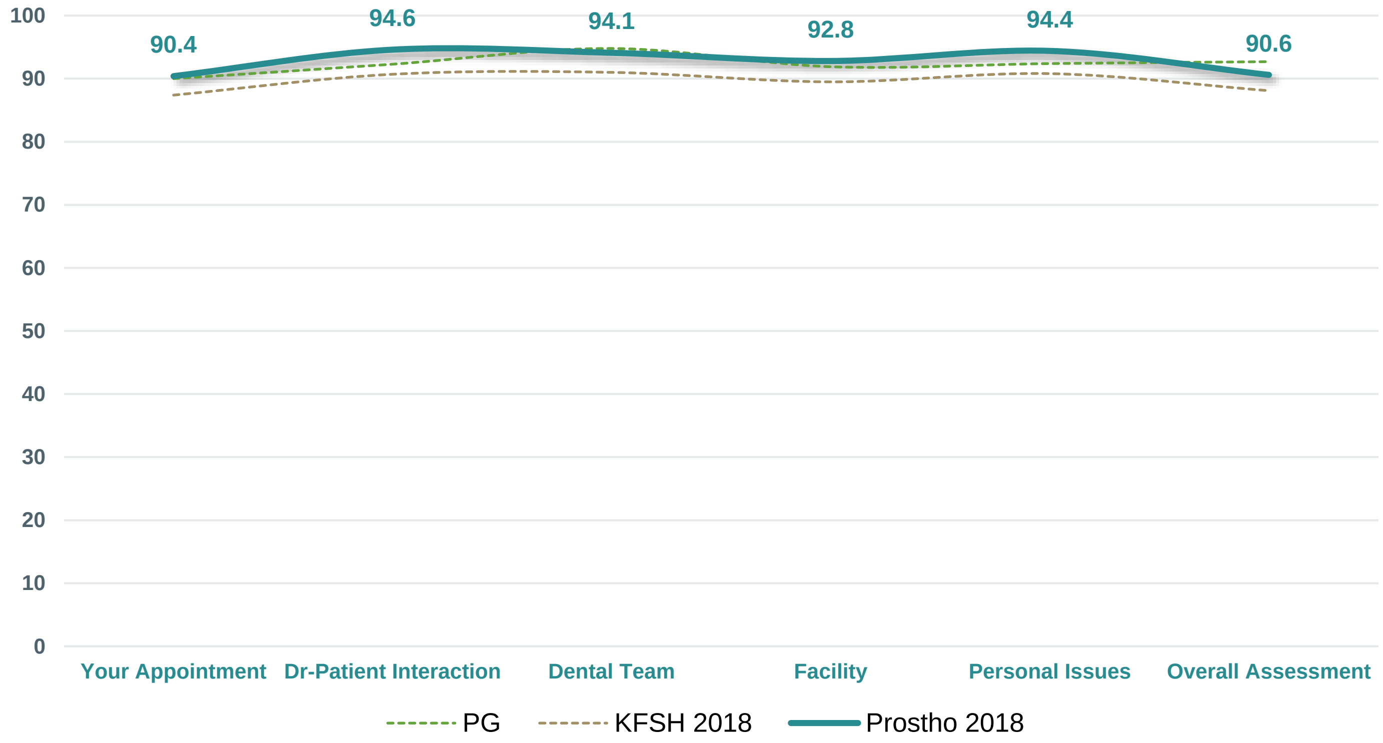
Patient Journey

92.2

2018

n-Size

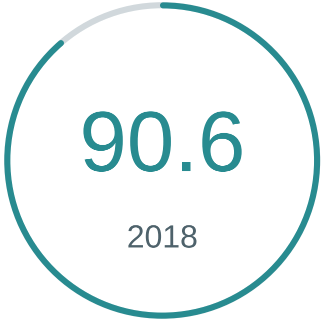
81



Dental – Departments

Max. Surgery

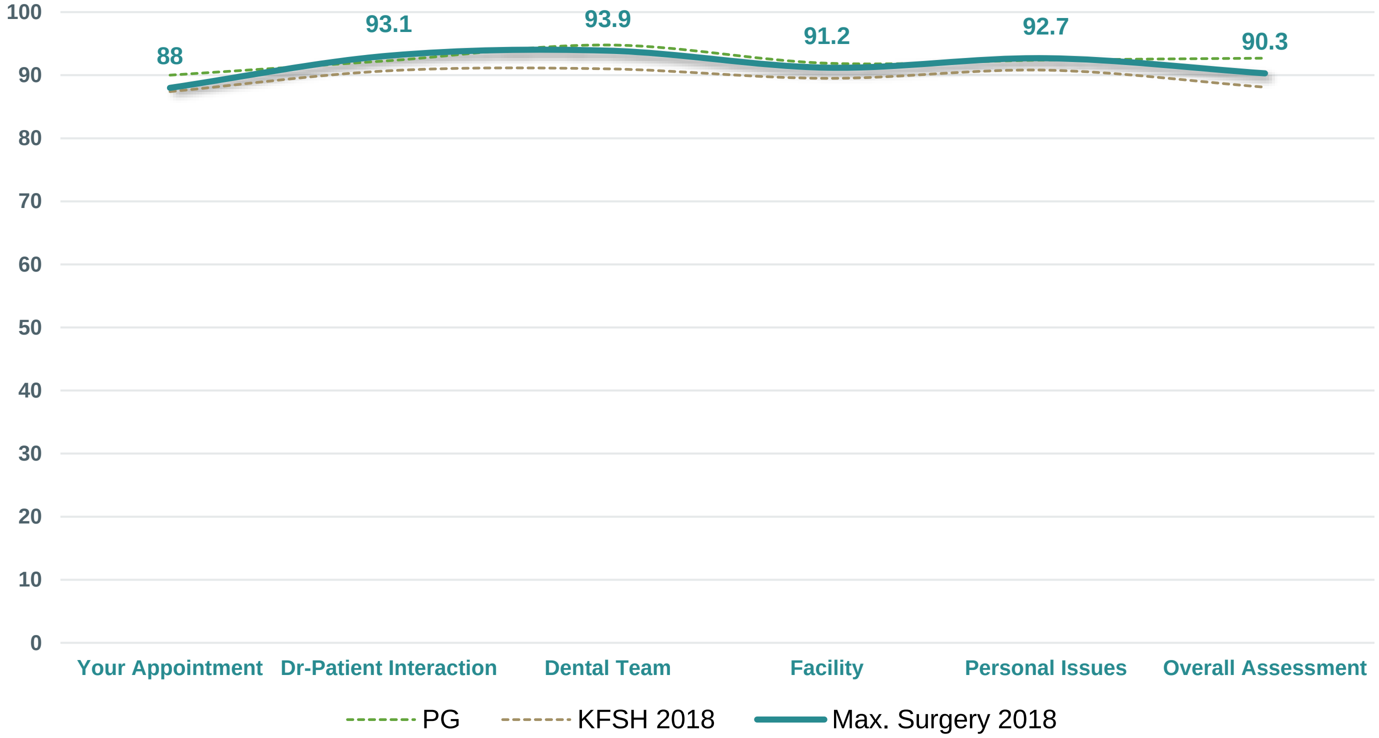
Patient Journey



n-Size

114

Period: Q1, 2018 – Q4, 2018



Dental – Departments

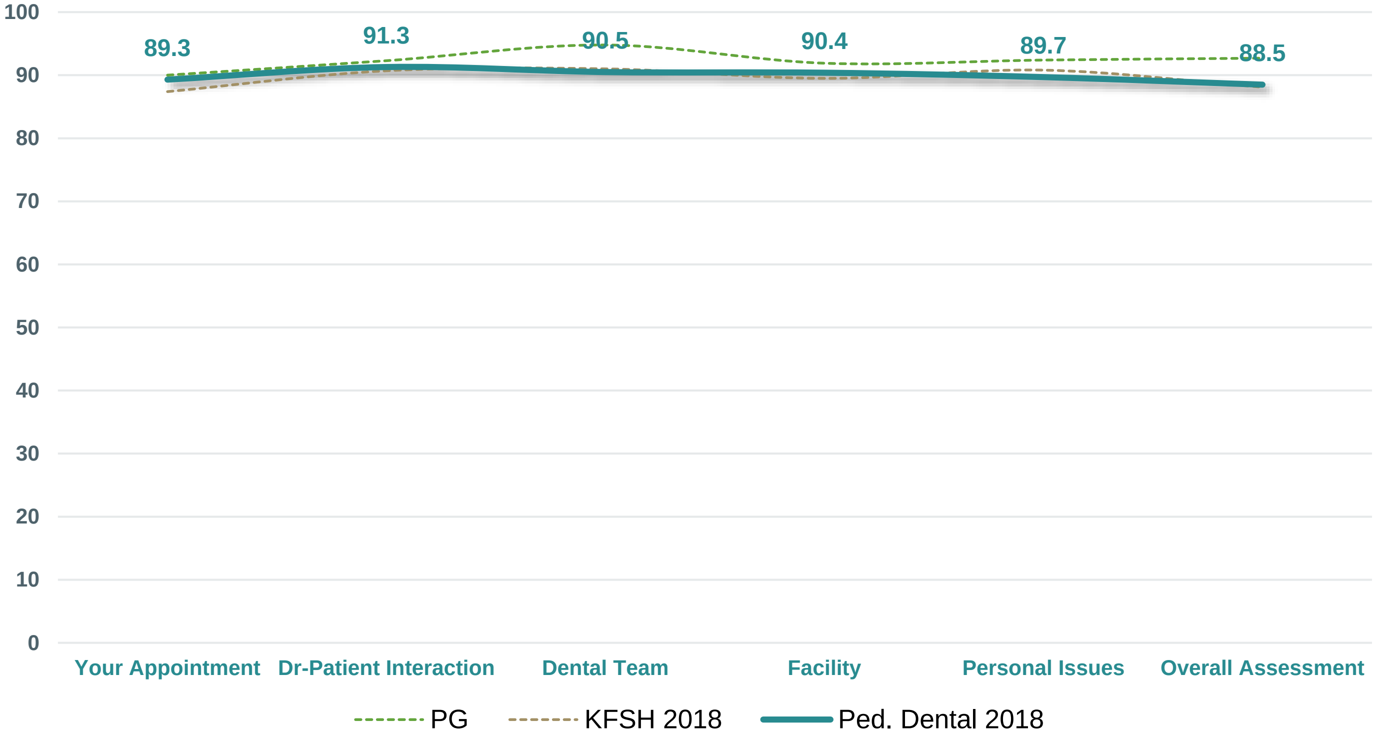
Ped. Dental

Patient Journey

n-Size

138

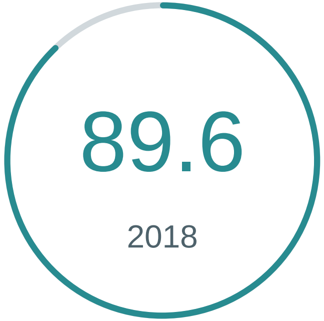
Period: Q1, 2018 – Q4, 2018



Dental – Departments

Endodon.

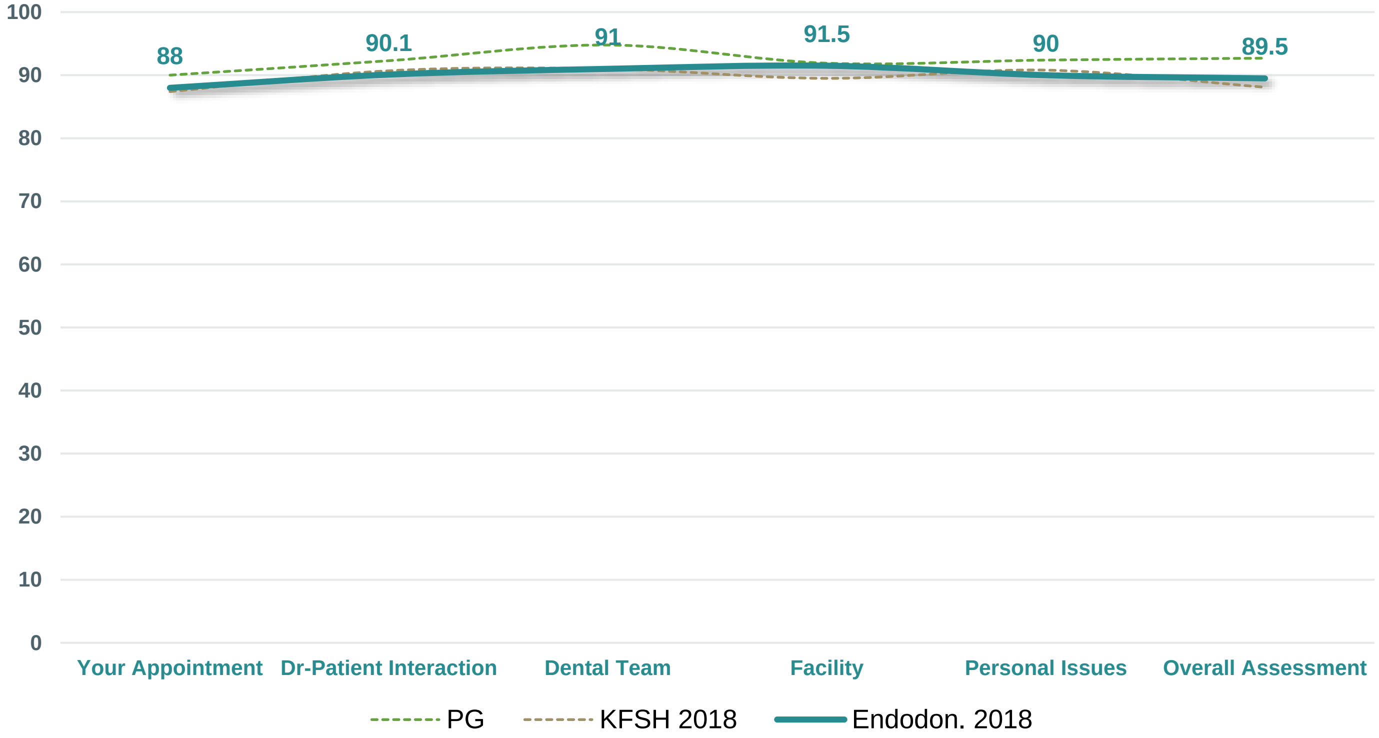
Patient Journey



n-Size

65

Period: Q1, 2018 – Q4, 2018



Dental – Departments

Hygiene

Patient Journey

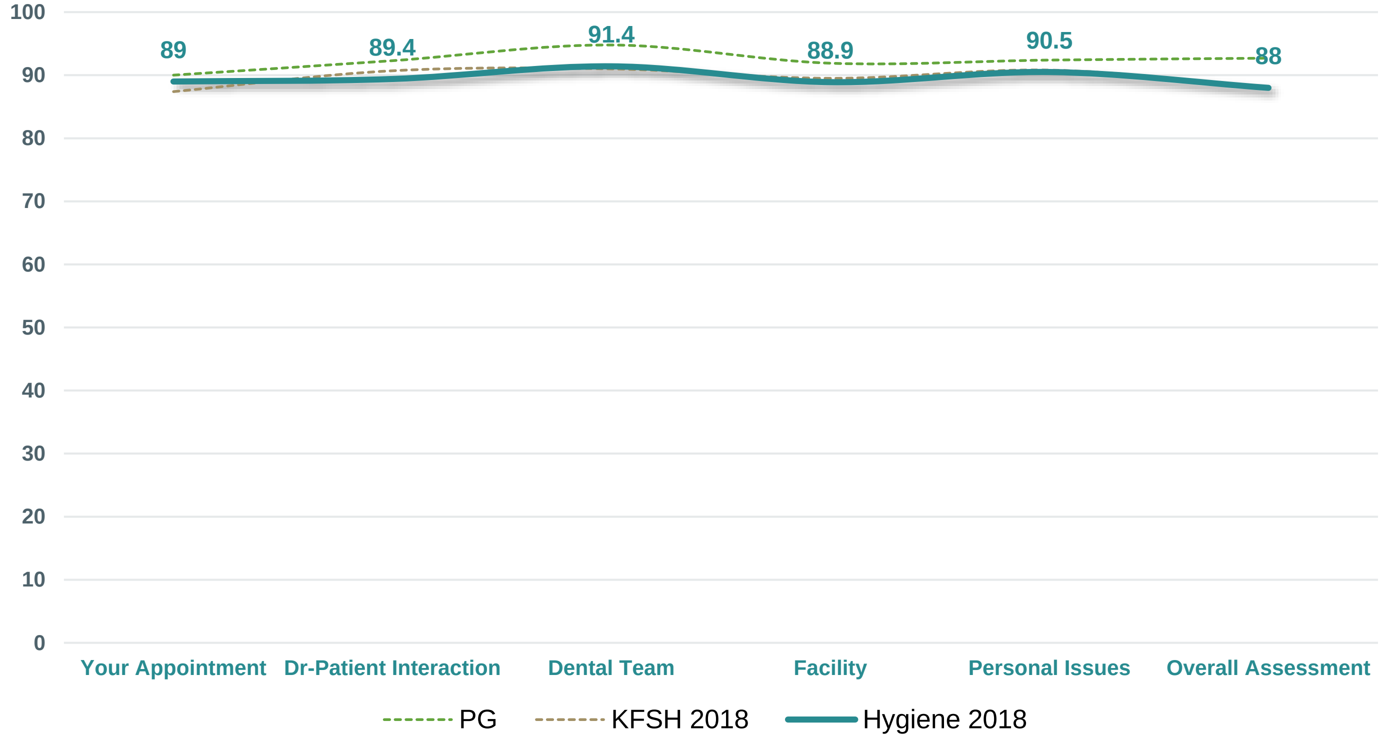
89.2

2018

n-Size

324

Period: Q1, 2018 – Q4, 2018



Dental – Departments

Periodon.

Patient Journey

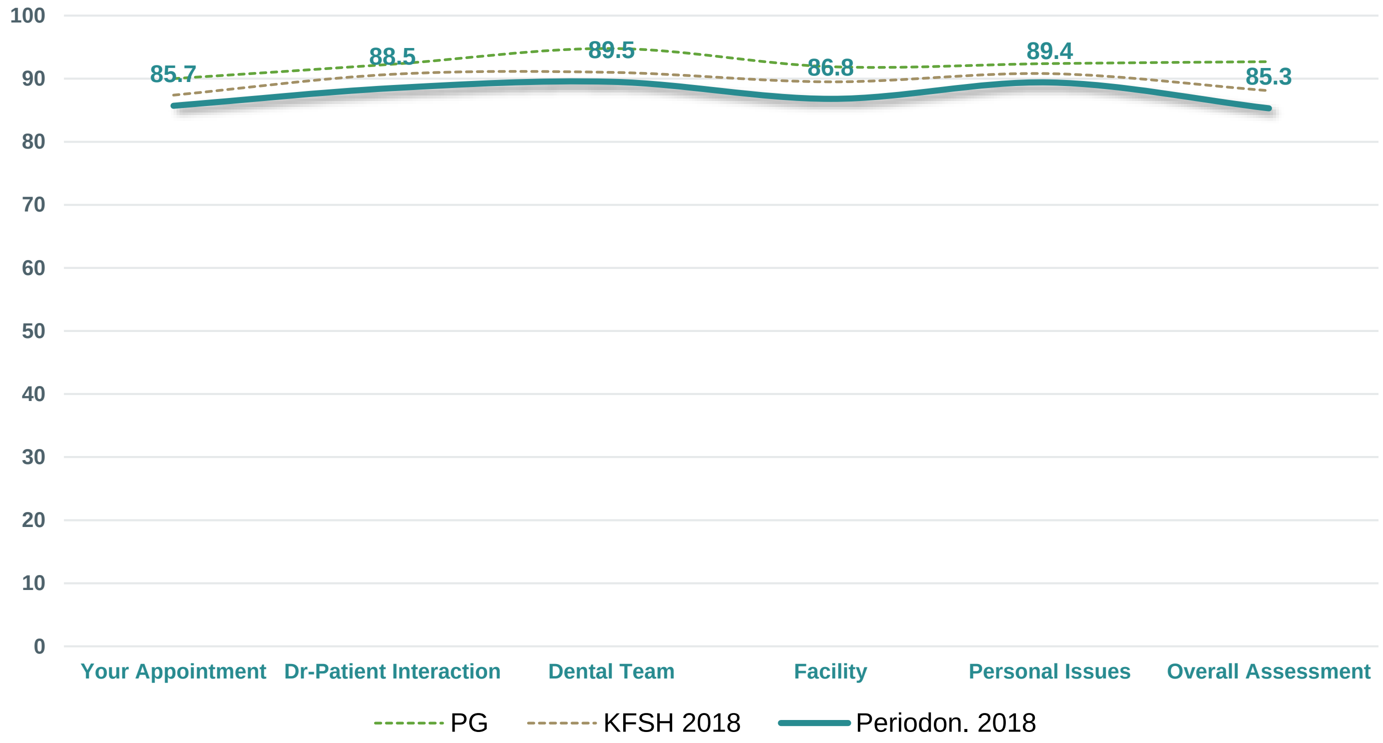
87.7

2018

n-Size

66

Period: Q1, 2018 – Q4, 2018



Dental – Departments

Period: Q1, 2018 – Q4, 2018

Gen. Dental

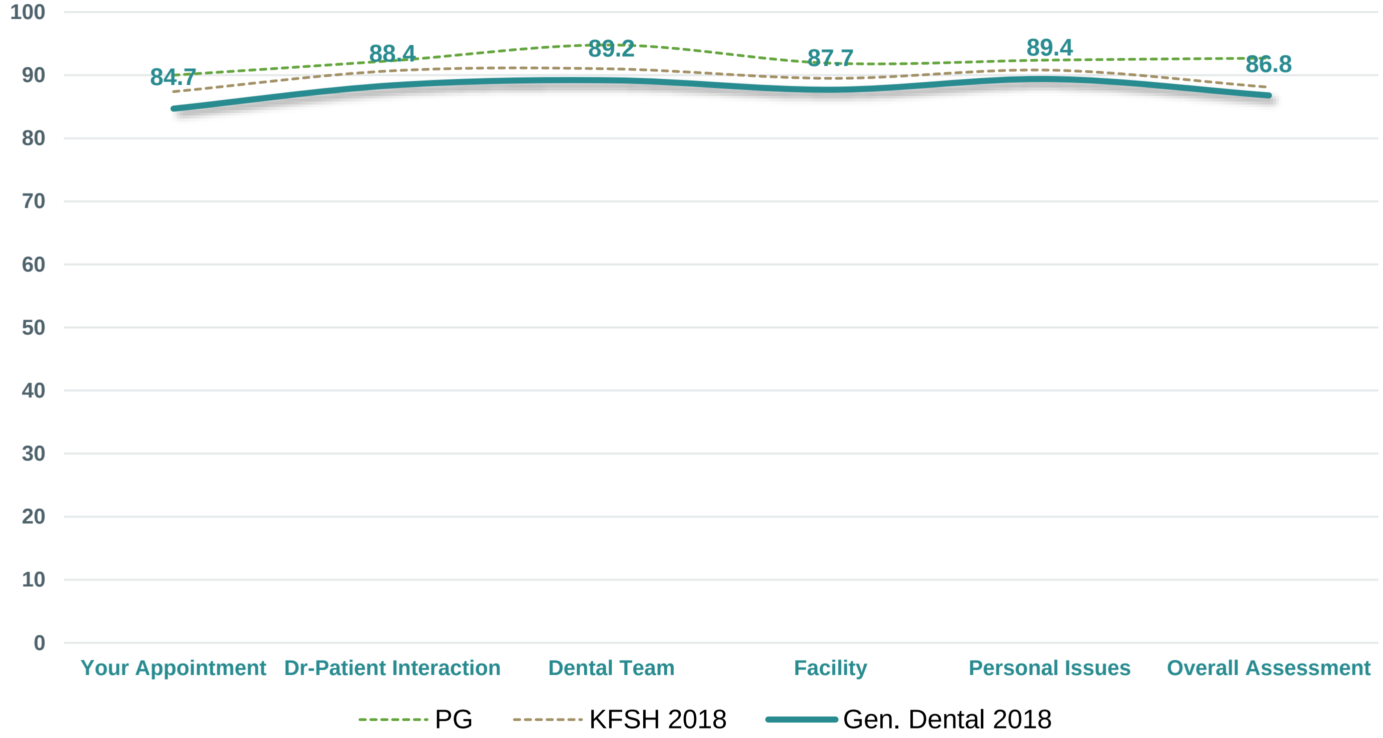
Patient Journey

87.5

2018

n-Size

412



King Faisal Specialist Hospital - Riyadh

Patient Experience Results [Q1-Q4, 2018]

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