

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q1, 2022]



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



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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 - Jeddah
2022 Patient Experience Goals



2022 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 represent the 60th Percentile of the Press Ganey database at each one of the services:

Service Type	This Quarter (Q1, 2022)	Previous Period (Q4, 2021)	2022 Target Score
Medical Practice (OP)	87.6	87.9	93.5
Inpatient – Adults (IP)*	75.0%	72.7%	70.7%
Inpatient – Pediatric (PIP)	94.5	92.5	87.7
Emergency Department (ED)	78.6	78.2	85.7
Ambulatory Surgery (AS)	95.6	94.8	96.6
Outpatient Oncology (ON)	93.9	92.4	95.5
Dental (DEN)	91.7	91.3	91.5
Outpatient Services (OU)	92.2	92.9	94.6
Outpatient Rehabilitation (OR)	89.9	92.4	95.7

* HCHAPS Survey - Top Box % is used

This effort is intended into aligning KFSH-Jeddah 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

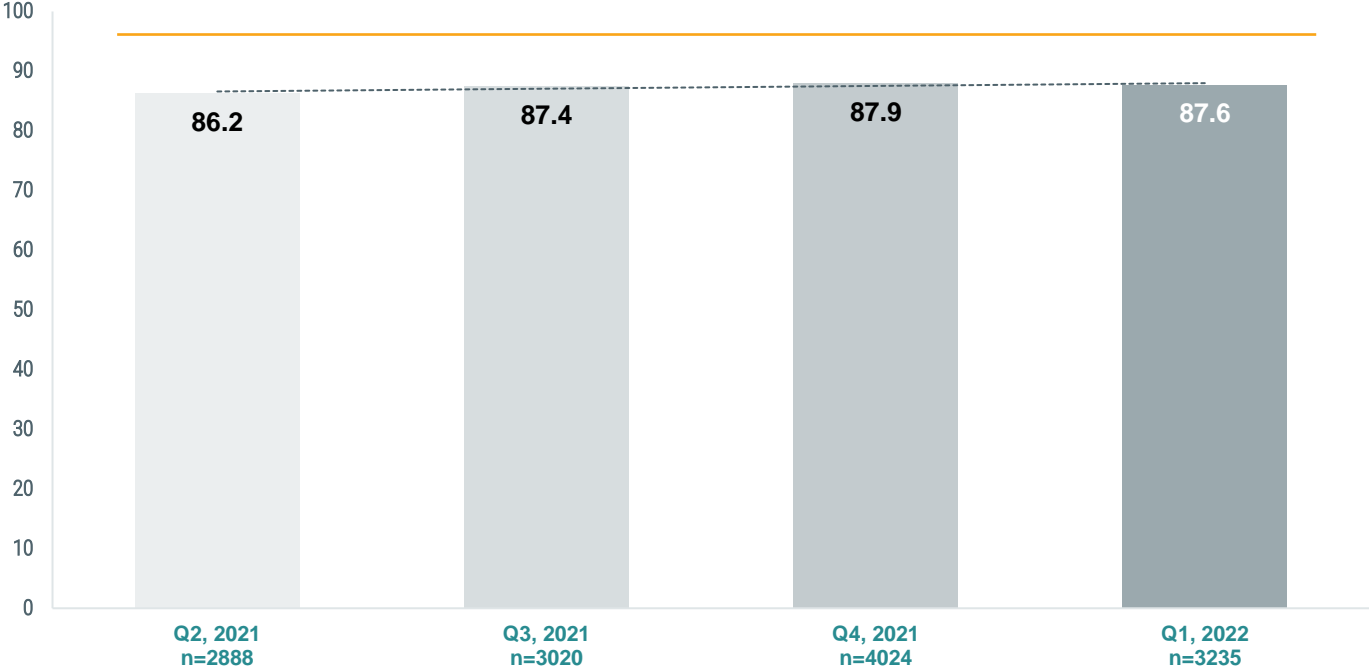
KFSH



87.6
Q1, 2022

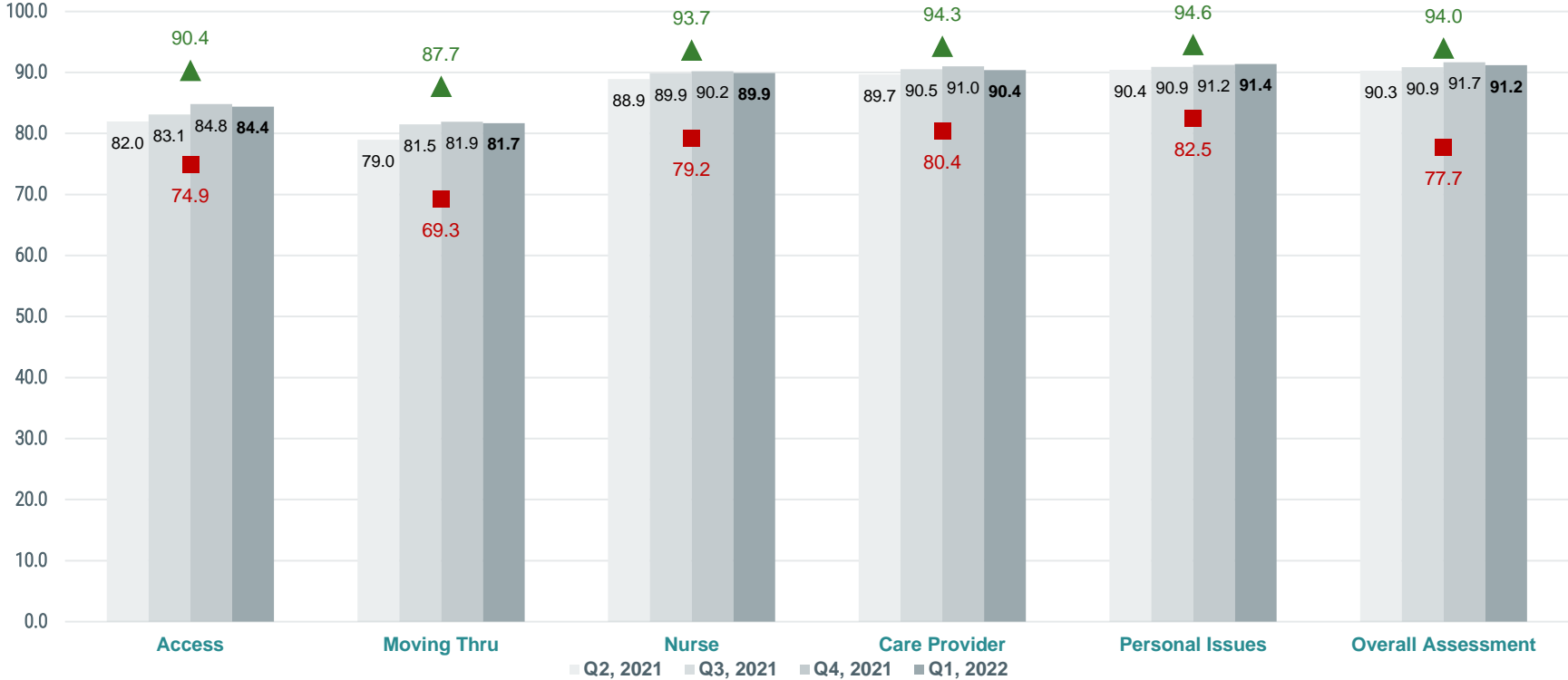
n-Size
3,235

Overall Rating Trend [Q2, 2021 – Q1, 2022]



■ 2022 Target [93.5]

OP – Survey Domains

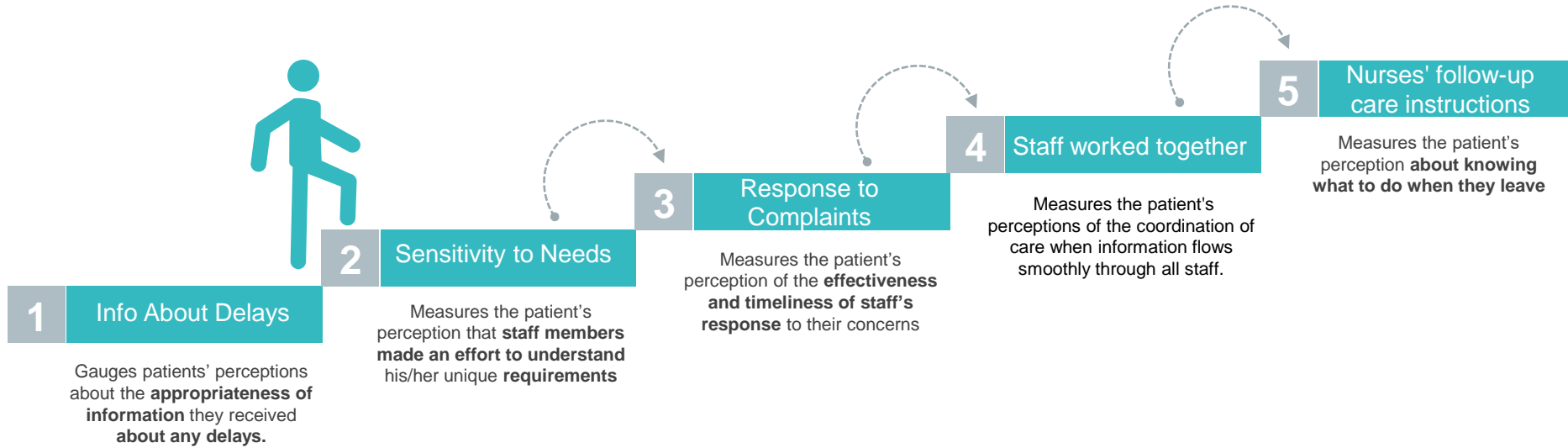


■ GCC Average ▲ PG Average

OP – Strengths



OP – Priority Index (Q1, 2022)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 3 months**.
- KFSH Outpatient Improvement Opportunities distributes across various domains in the patient journey.
- Some of these items were identified as priorities for 16 consecutive Quarters (Q1, 2018-Q1, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: [Jan 1st – Mar 31st, 2022]

■ Above KFSH Average

OP – Departments

Pediatrics

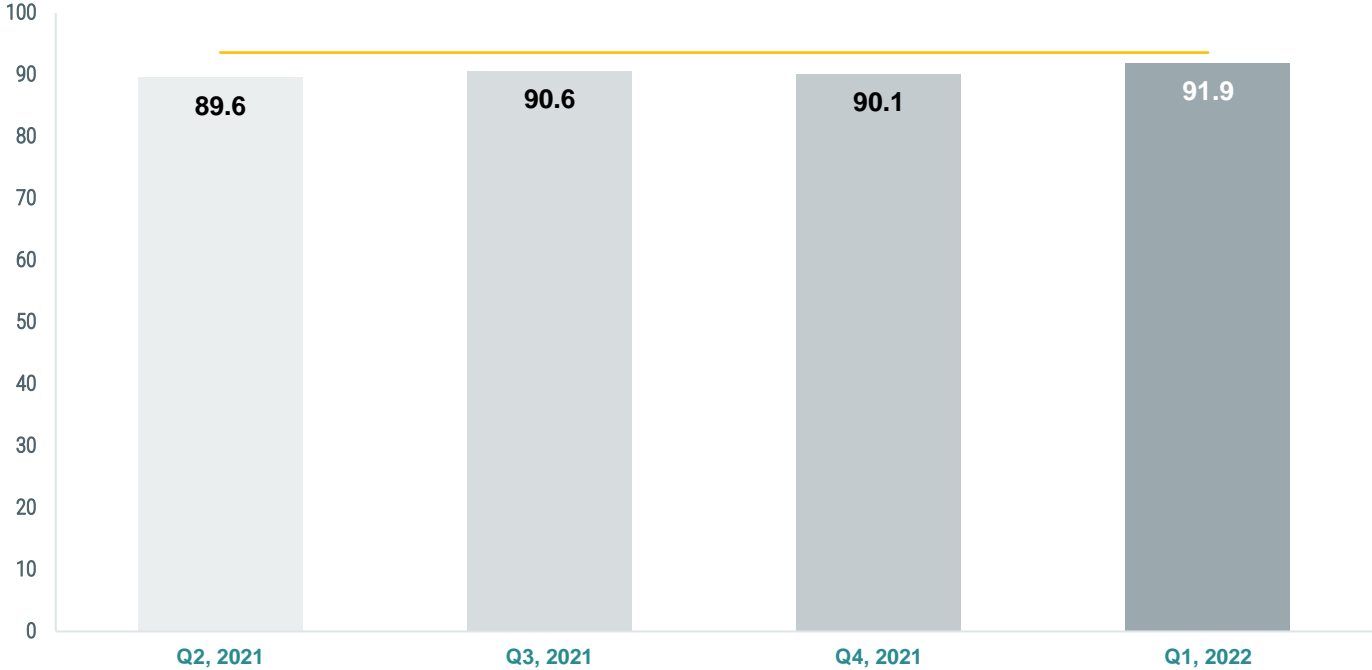
Overall Rating



n-Size

144

Overall Rating Trend [Q2, 2021 – Q1, 2022]



■ 2022 Target [93.5]

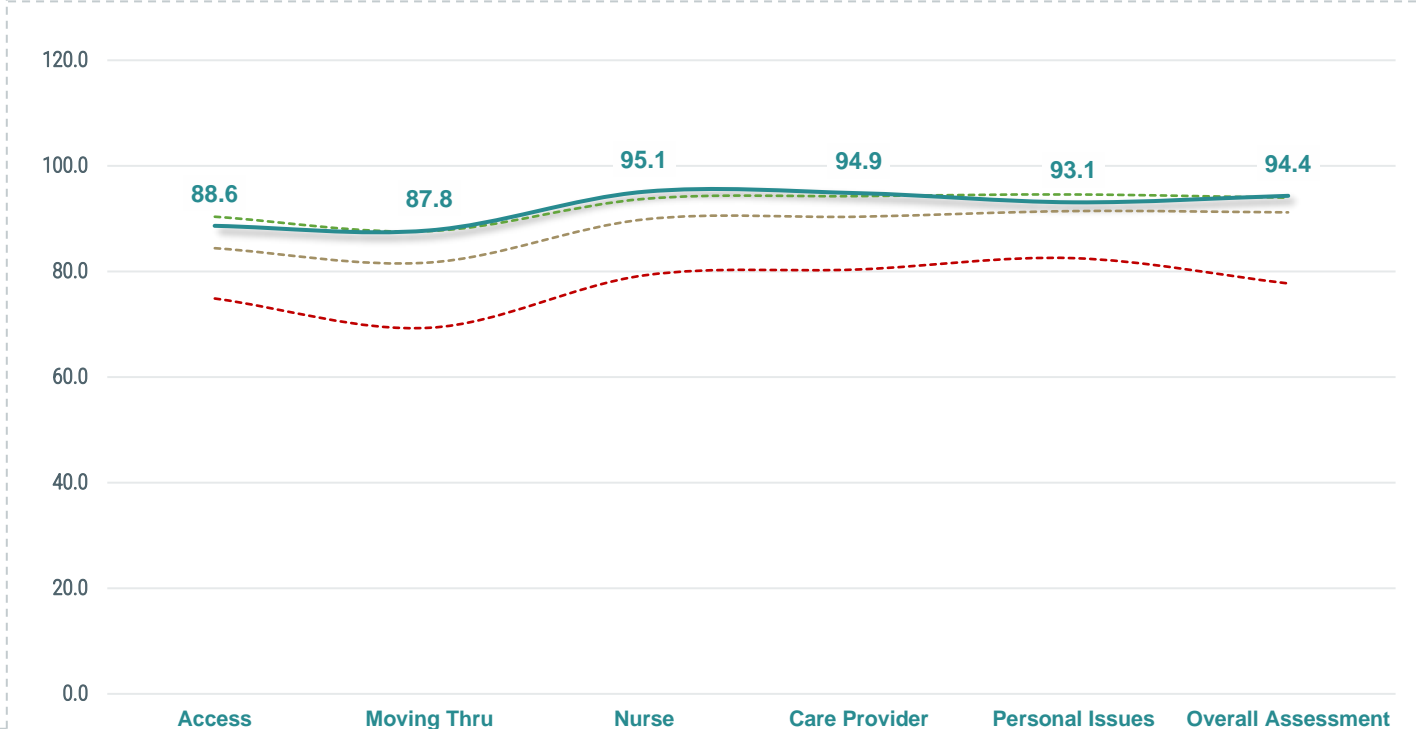
OP – Departments

Pediatrics Patient Journey



n-Size
144

Period: [Jan 1st – Mar 31st, 2022]



--- GCC - - - PG - - - KFSH Q1, 2022 — Ped Q1, 2022

OP – Departments

Anesthesia

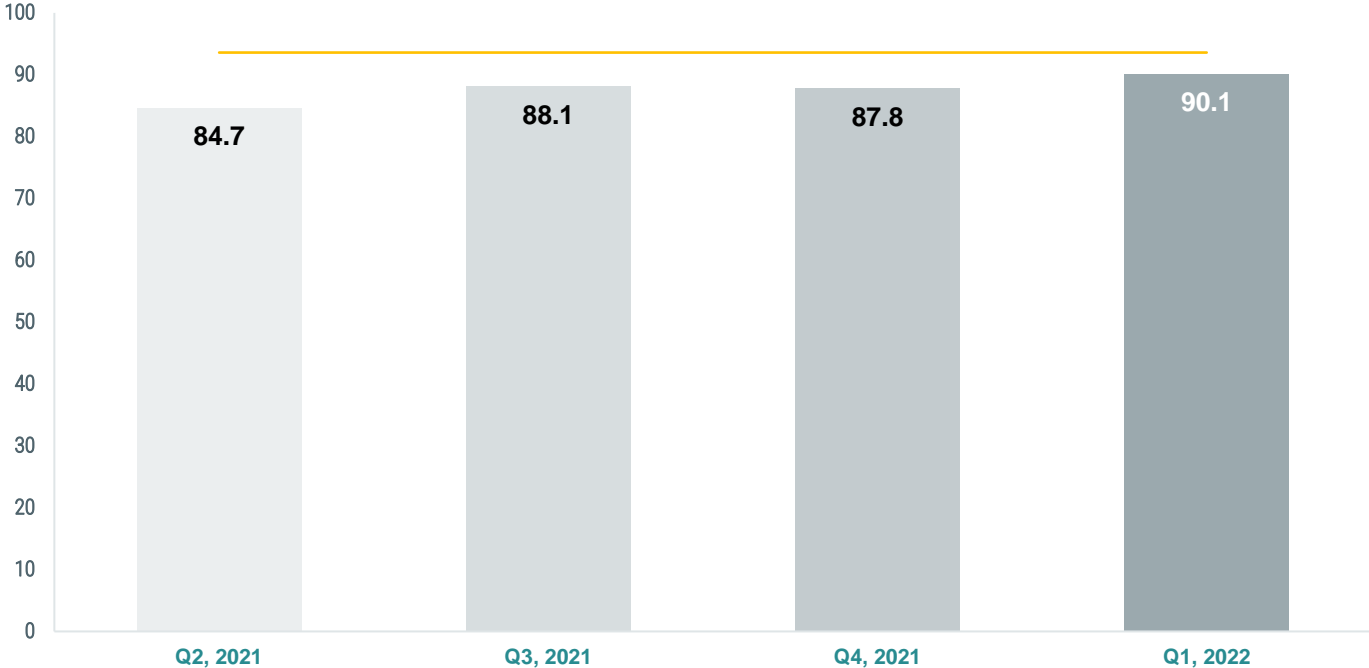
Overall Rating



n-Size

143

Overall Rating Trend [Q2, 2021 – Q1, 2022]



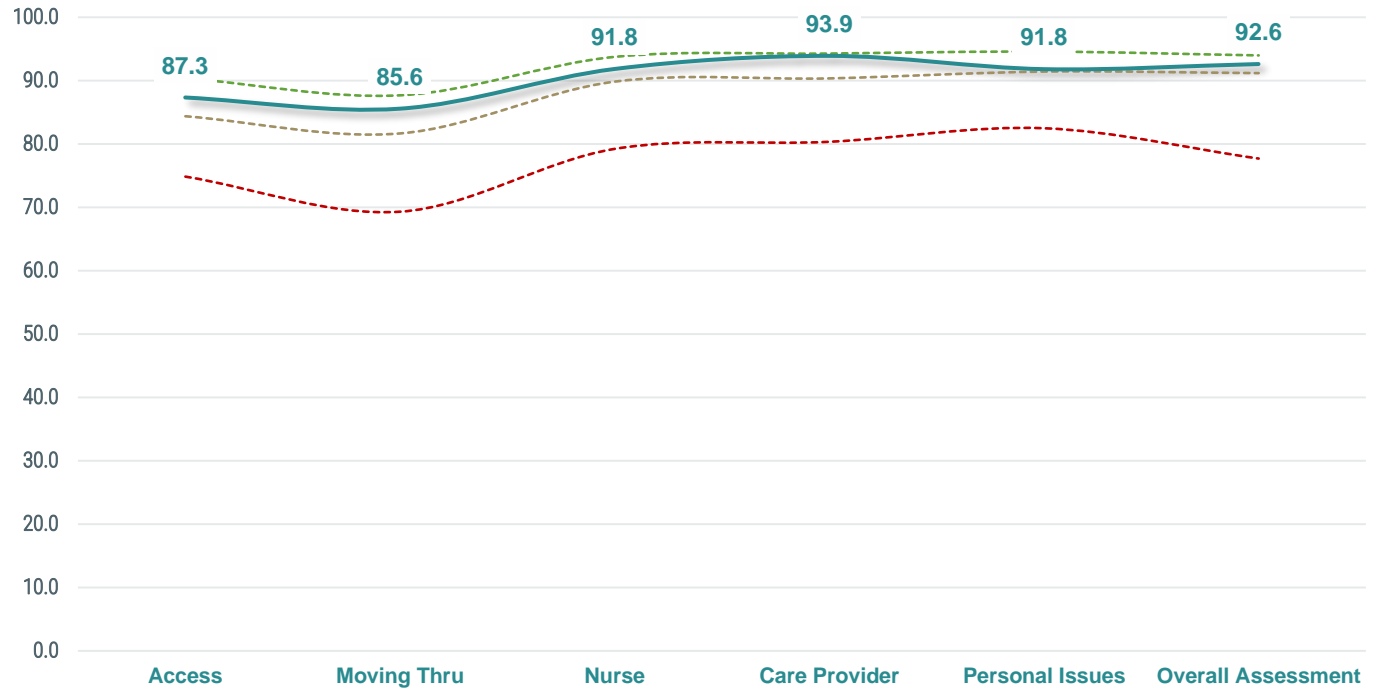
OP – Departments

Anesthesia Patient Journey



n-Size
143

Period: [Jan 1st – Mar 31st, 2022]



--- GCC - - - PG - - - KFSH Q1, 2022 — Anes. Q1, 2022

OP – Departments

Oncology

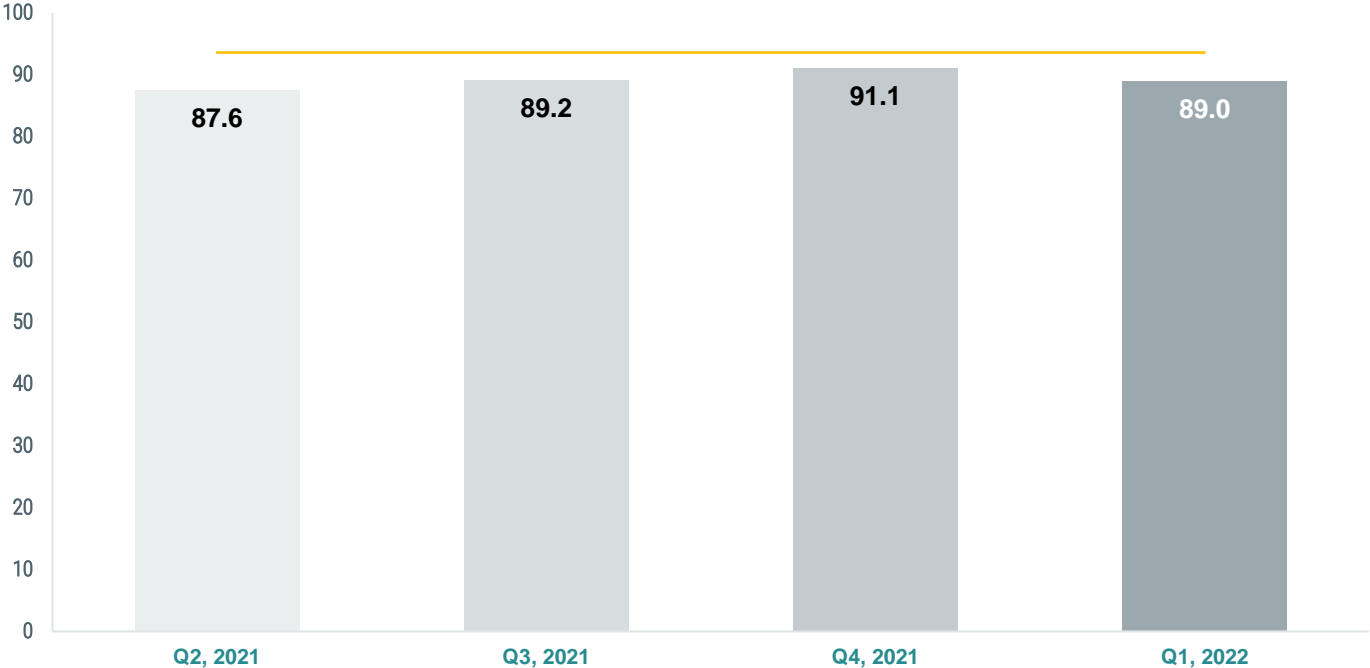
Overall Rating



n-Size

276

Overall Rating Trend [Q2, 2021 – Q1, 2022]



■ 2022 Target [93.5]

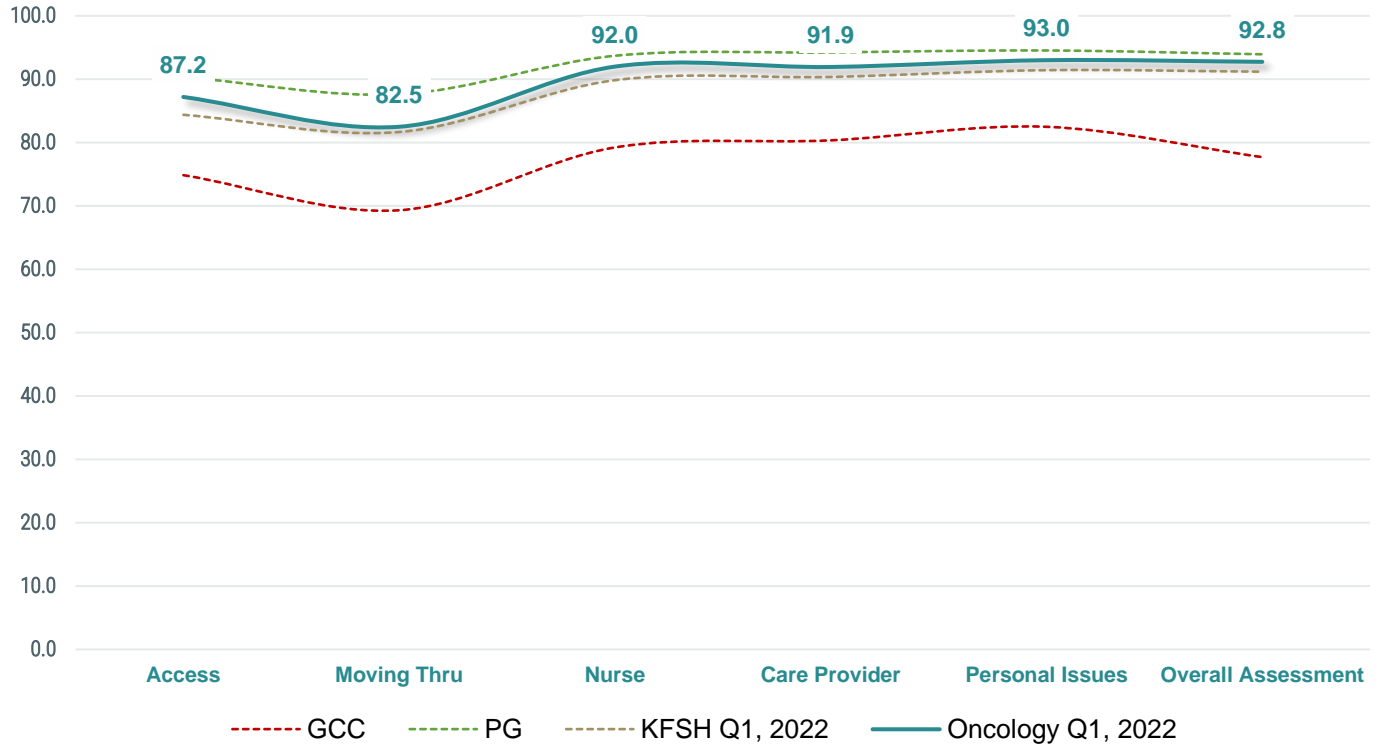
OP – Departments

Oncology Overall Rating



n-Size
276

Period: [Jan 1st – Mar 31st, 2022]



OP – Departments

Heart Institute

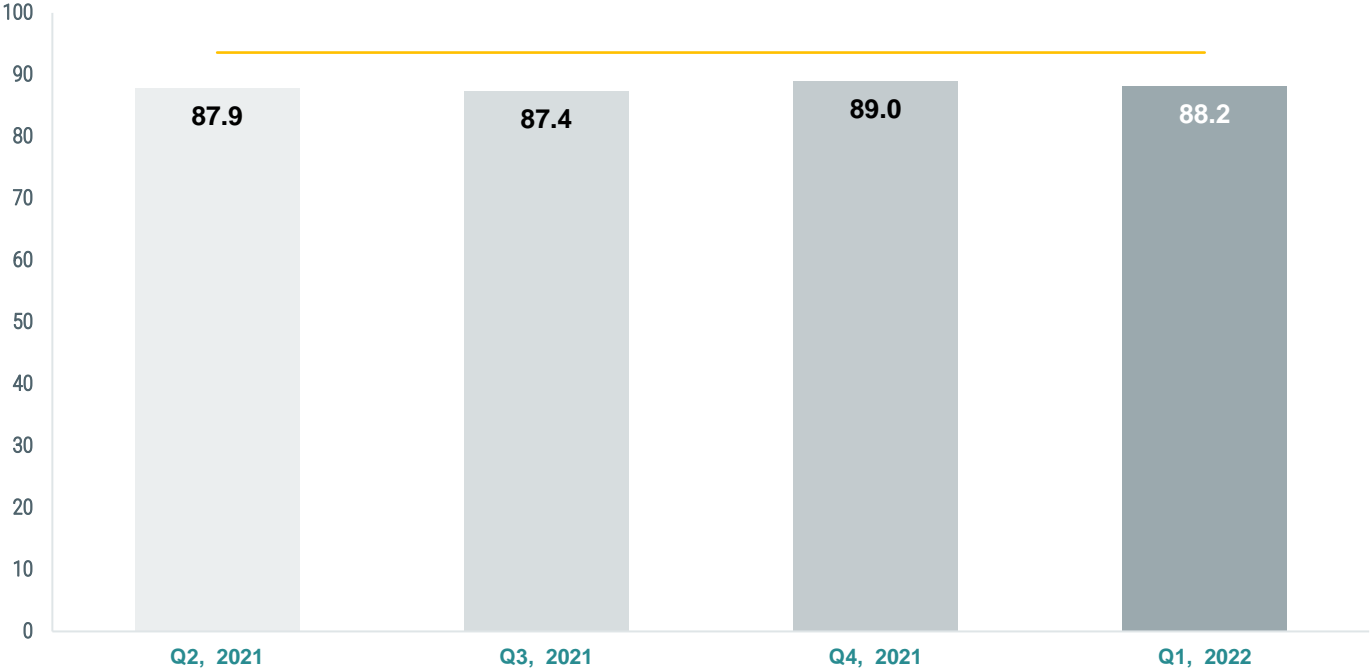
Overall Rating



n-Size

354

Overall Rating Trend [Q2, 2021 – Q1, 2022]



■ 2022 Target [93.5]

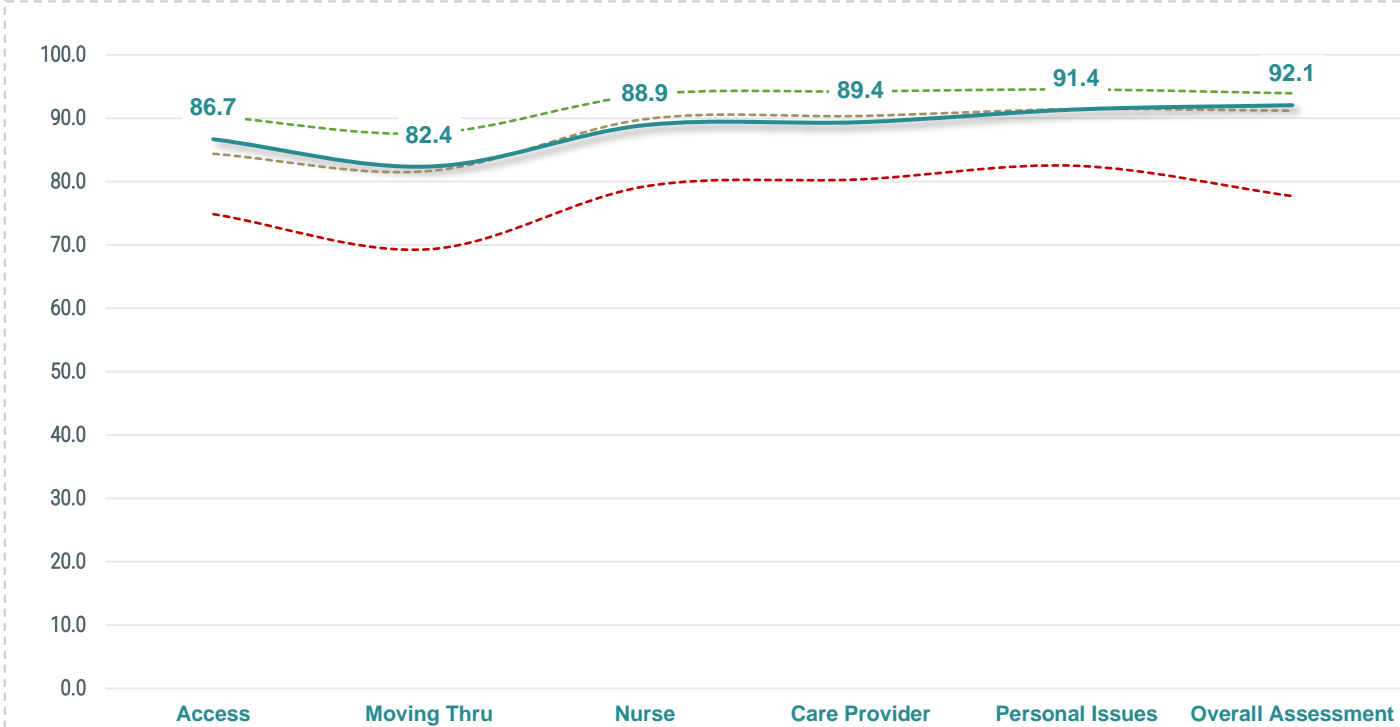
OP – Departments

Heart Institute Patient Journey



n-Size
354

Period: [Jan 1st – Mar 31st, 2022]



--- GCC - - - PG - - - KFSH Q1, 2022 — KFHI Q1, 2022

OP – Departments

Medicine

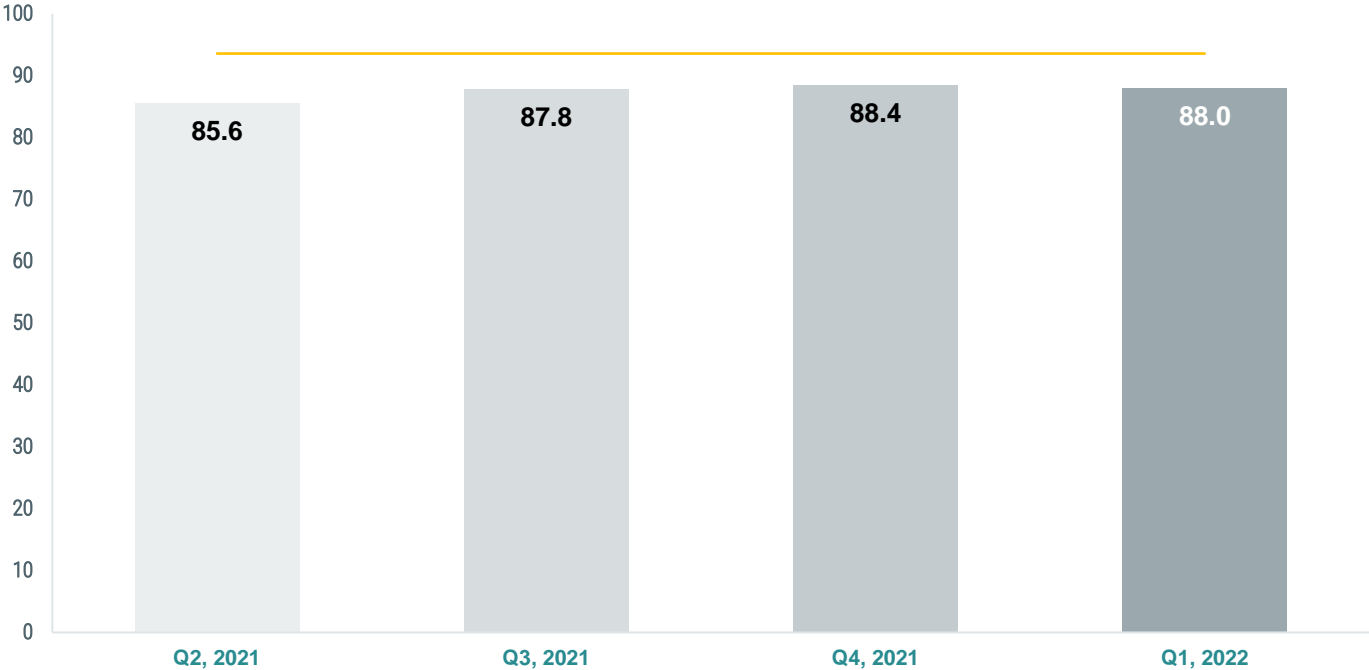
Overall Rating



n-Size

776

Overall Rating Trend [Q2, 2021 – Q1, 2022]



2022 Target [93.5]

OP – Departments

Medicine

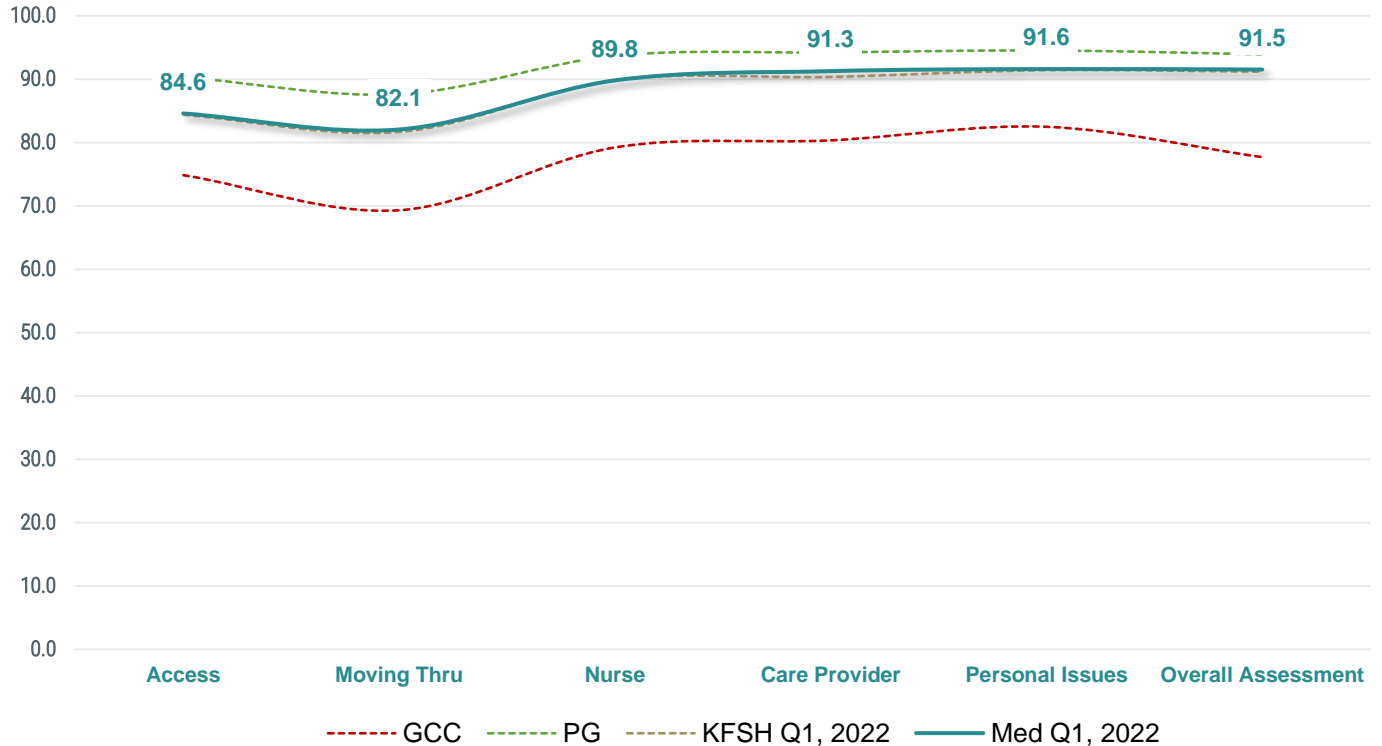
Patient Journey



n-Size

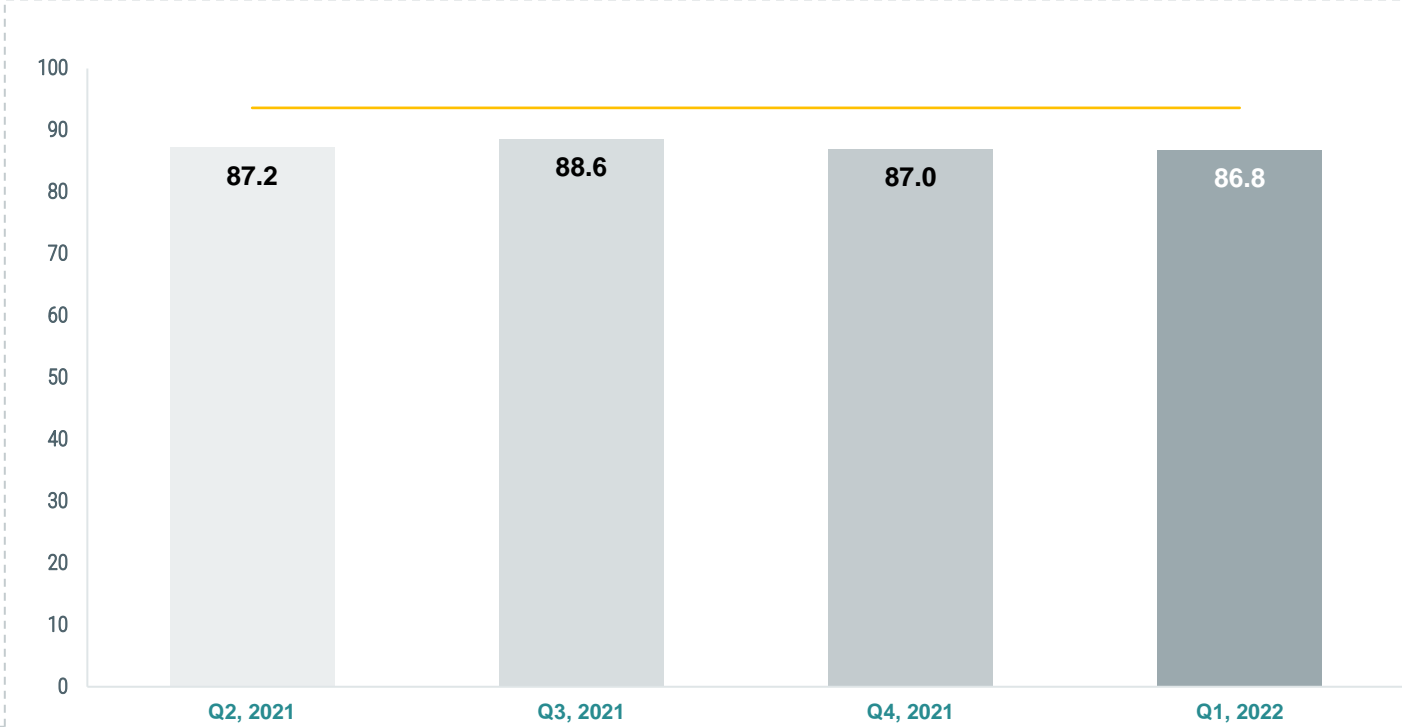
776

Period: [Jan 1st – Mar 31st, 2022]



OP – Departments

Overall Rating Trend [Q2, 2021 – Q1, 2022]



Neurosciences

Overall Rating



n-Size

322

■ 2022 Target [93.5]

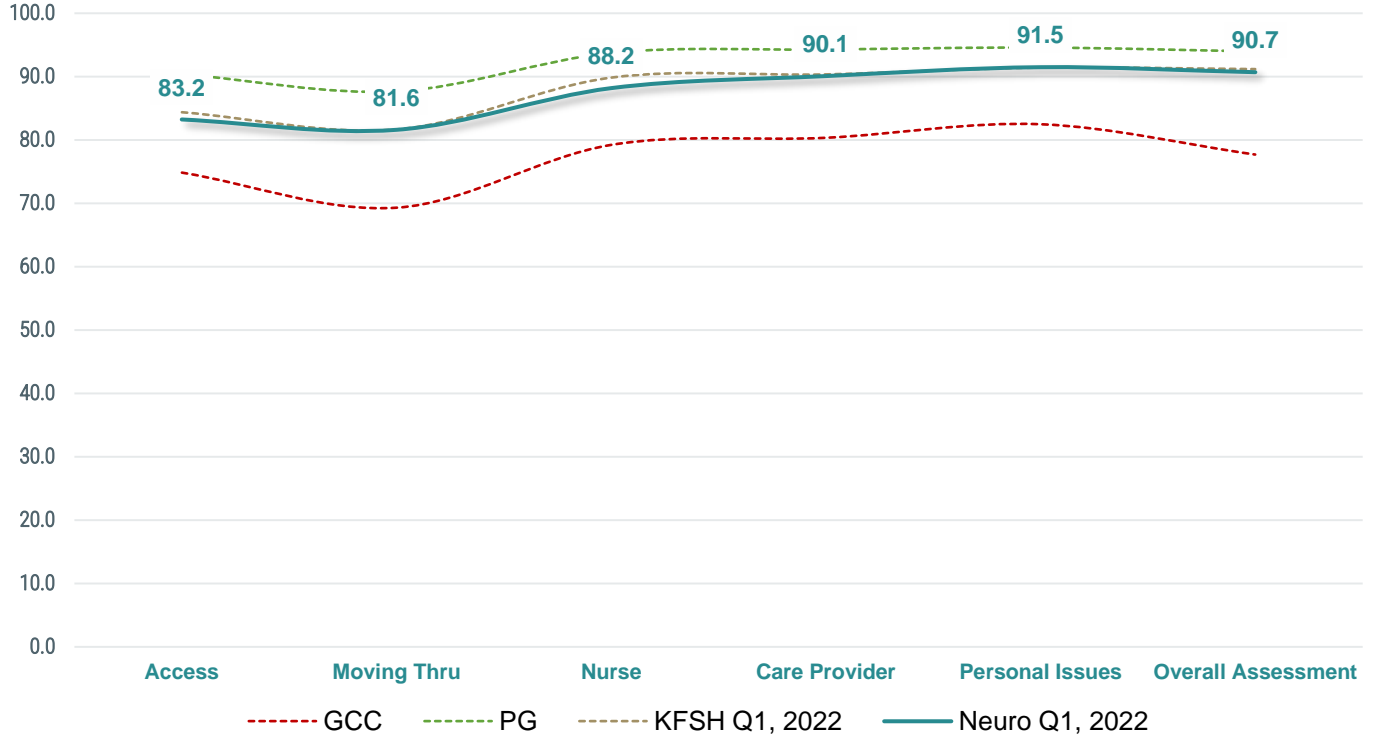
OP – Departments

Neurosciences Patient Journey



n-Size
322

Period: [Jan 1st – Mar 31st, 2022]



OP – Departments

Nutrition

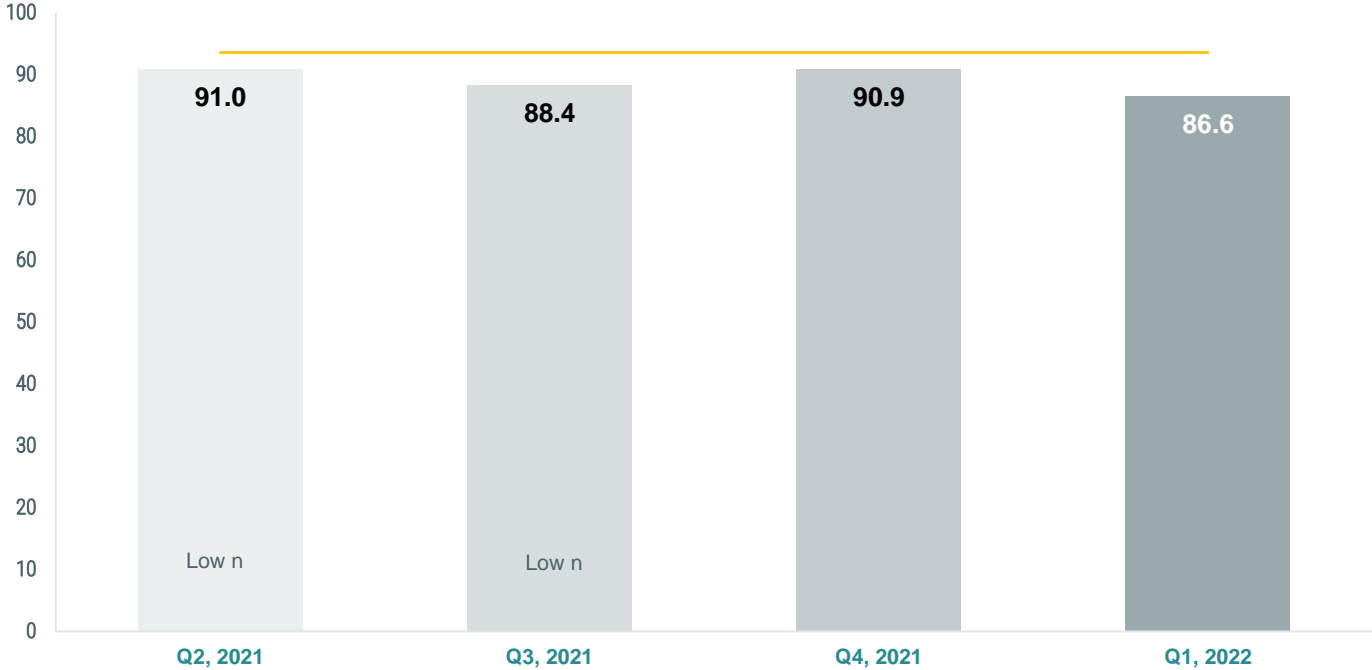
Overall Rating



n-Size

31

Overall Rating Trend [Q2, 2021 – Q1, 2022]



OP – Departments

Nutrition

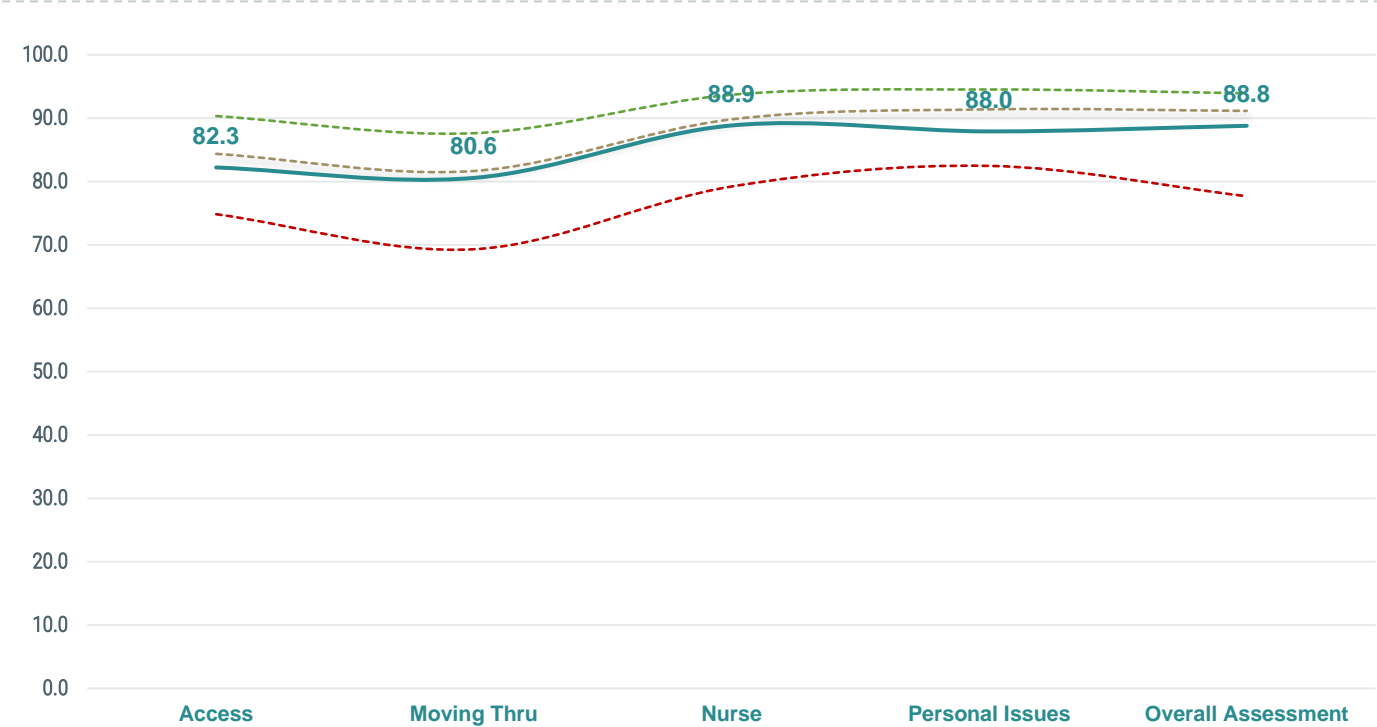
Patient Journey



n-Size

31

Period: [Jan 1st – Mar 31st, 2022]



--- GCC - - - PG — Dietary Q1, 2022 - - - KFSH Q1, 2022

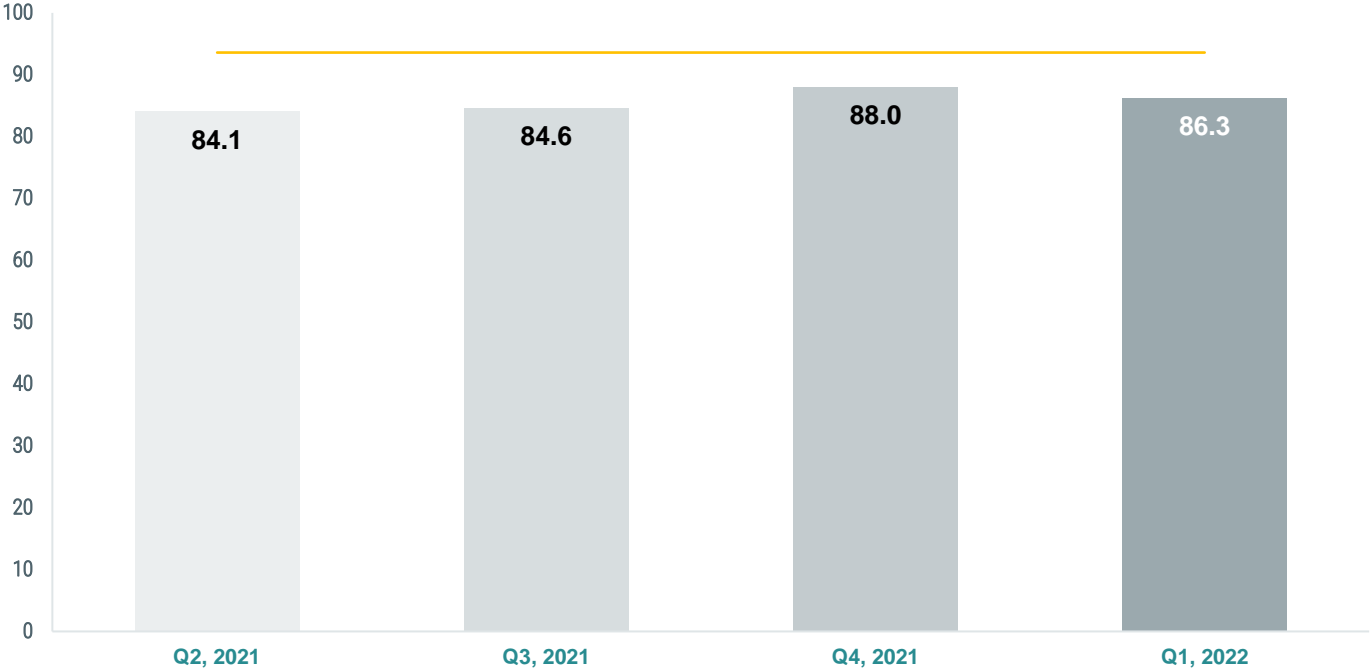
OP – Departments

Family Medicine Overall Rating



n-Size
343

Overall Rating Trend [Q2, 2021 – Q1, 2022]



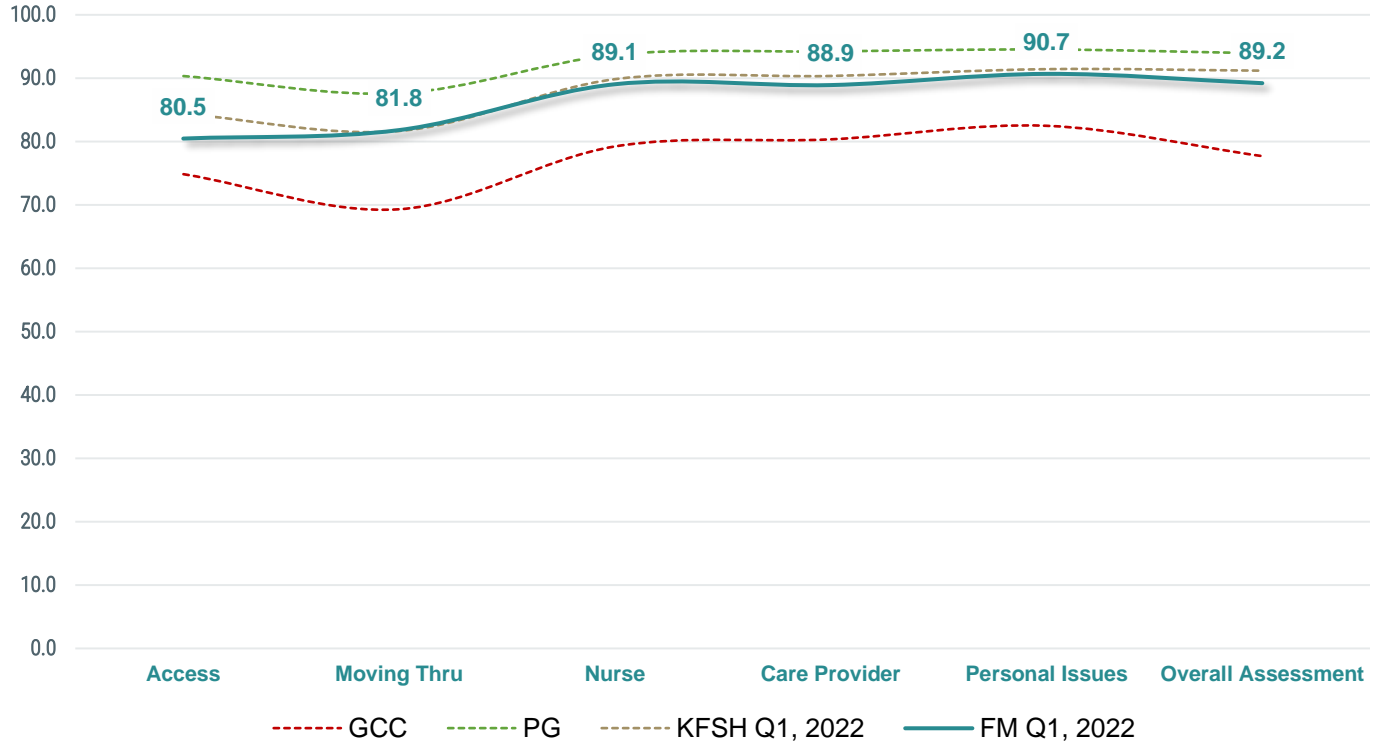
OP – Departments

Family Medicine Patient Journey



n-Size
343

Period: [Jan 1st – Mar 31st, 2022]



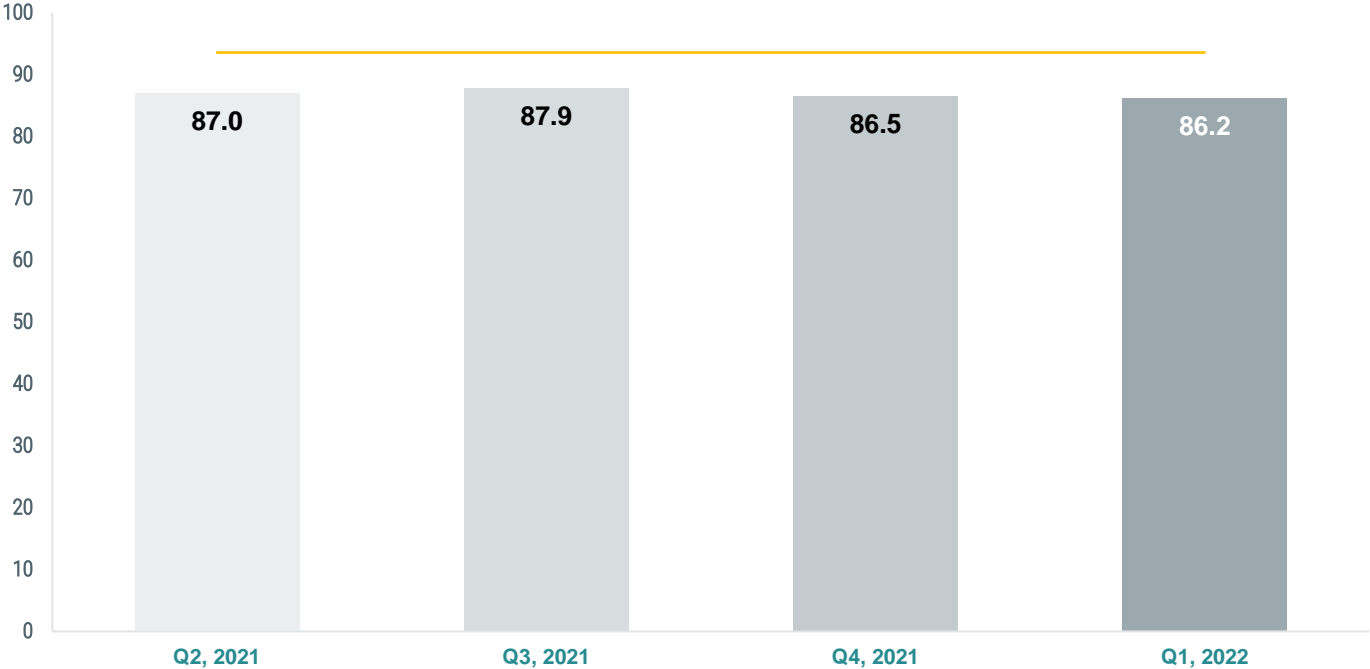
OP – Departments

Surgery Overall Rating



n-Size
599

Overall Rating Trend [Q2, 2021 – Q1, 2022]



OP – Departments

Surgery

Patient Journey

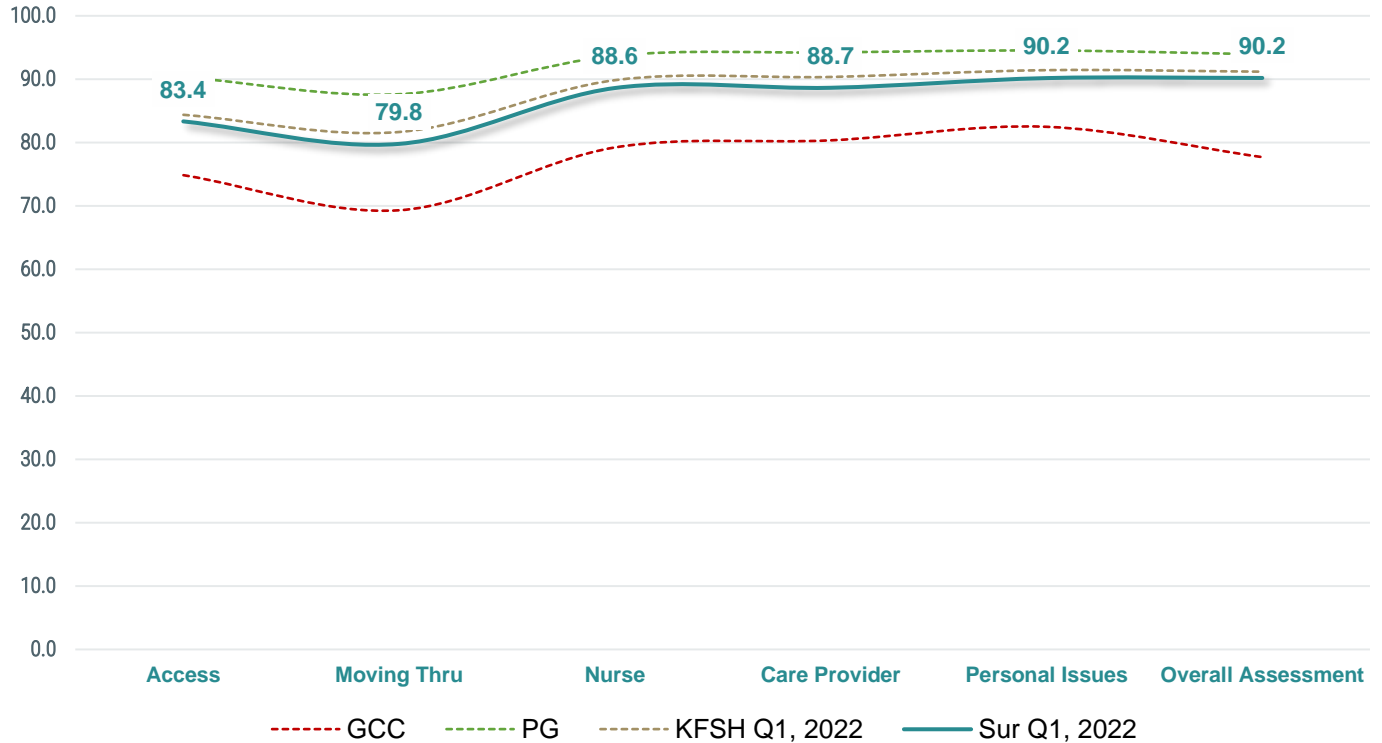
86.2

Q1, 2022

n-Size

599

Period: [Jan 1st – Mar 31st, 2022]



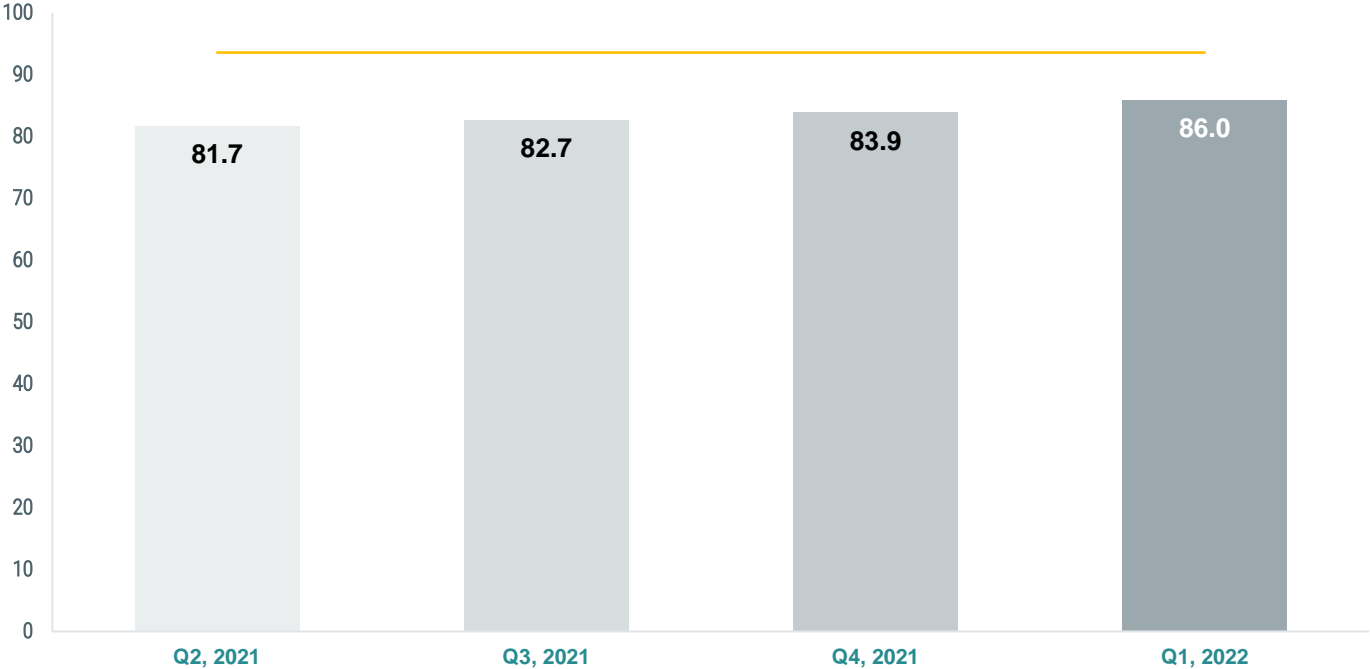
OP – Departments

Ob/Gyn Overall Rating



n-Size
237

Overall Rating Trend [Q2, 2021 – Q1, 2022]



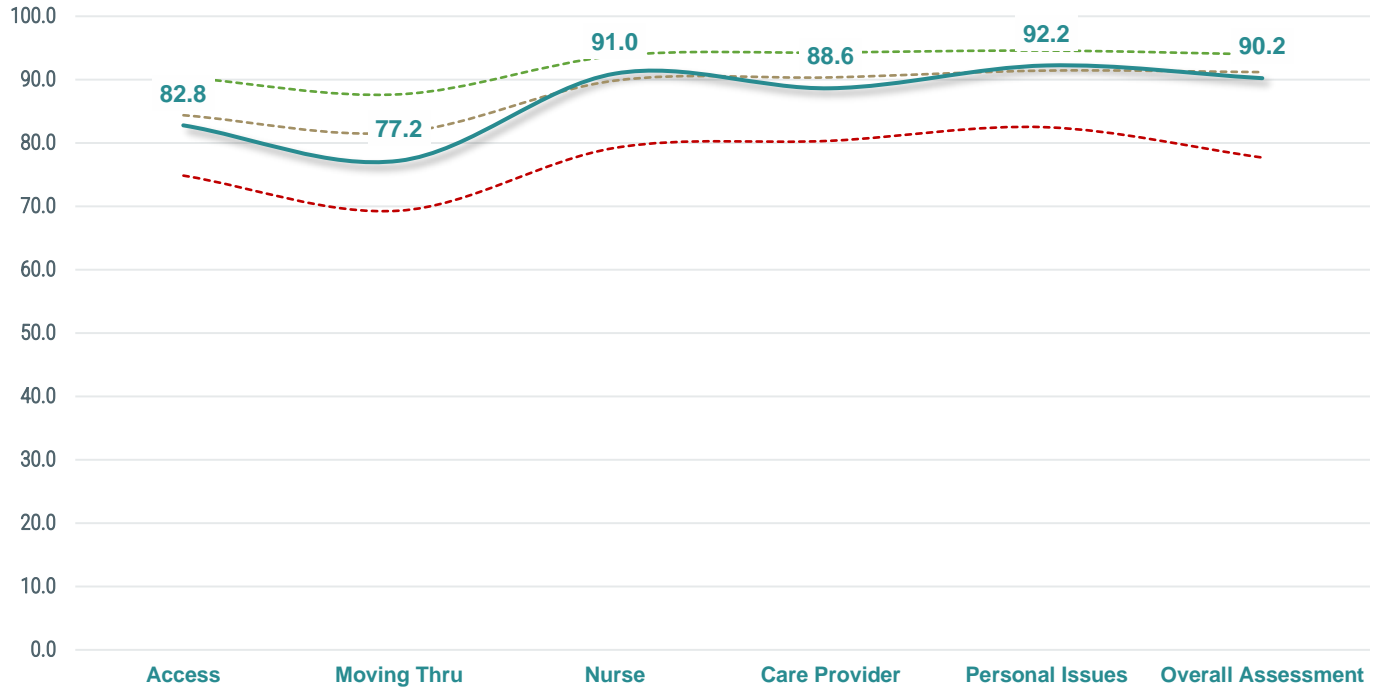
OP – Departments

Ob/Gyn Patient Journey



n-Size
237

Period: [Jan 1st – Mar 31st, 2022]



--- GCC - - - PG - - - KFSH Q1, 2022 — OBGYN Q1, 2022

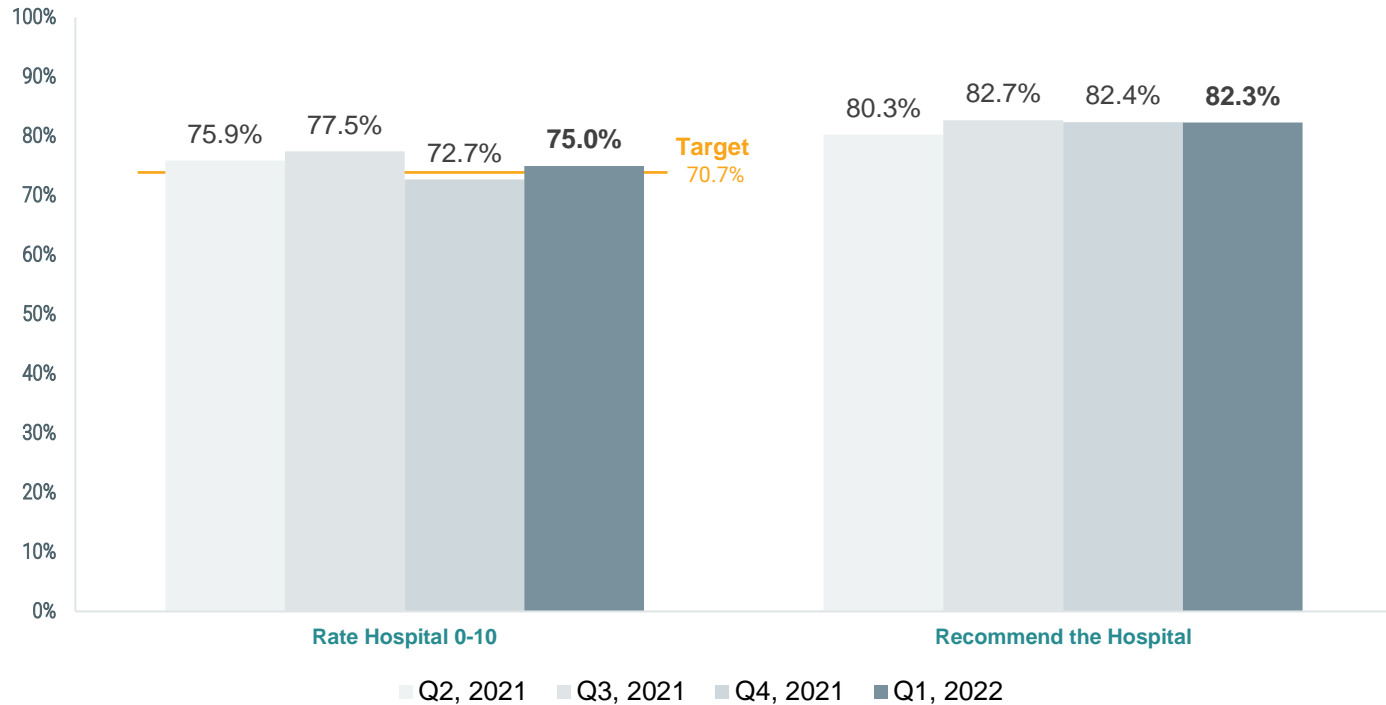


Inpatient
Adults

IP – Global Items

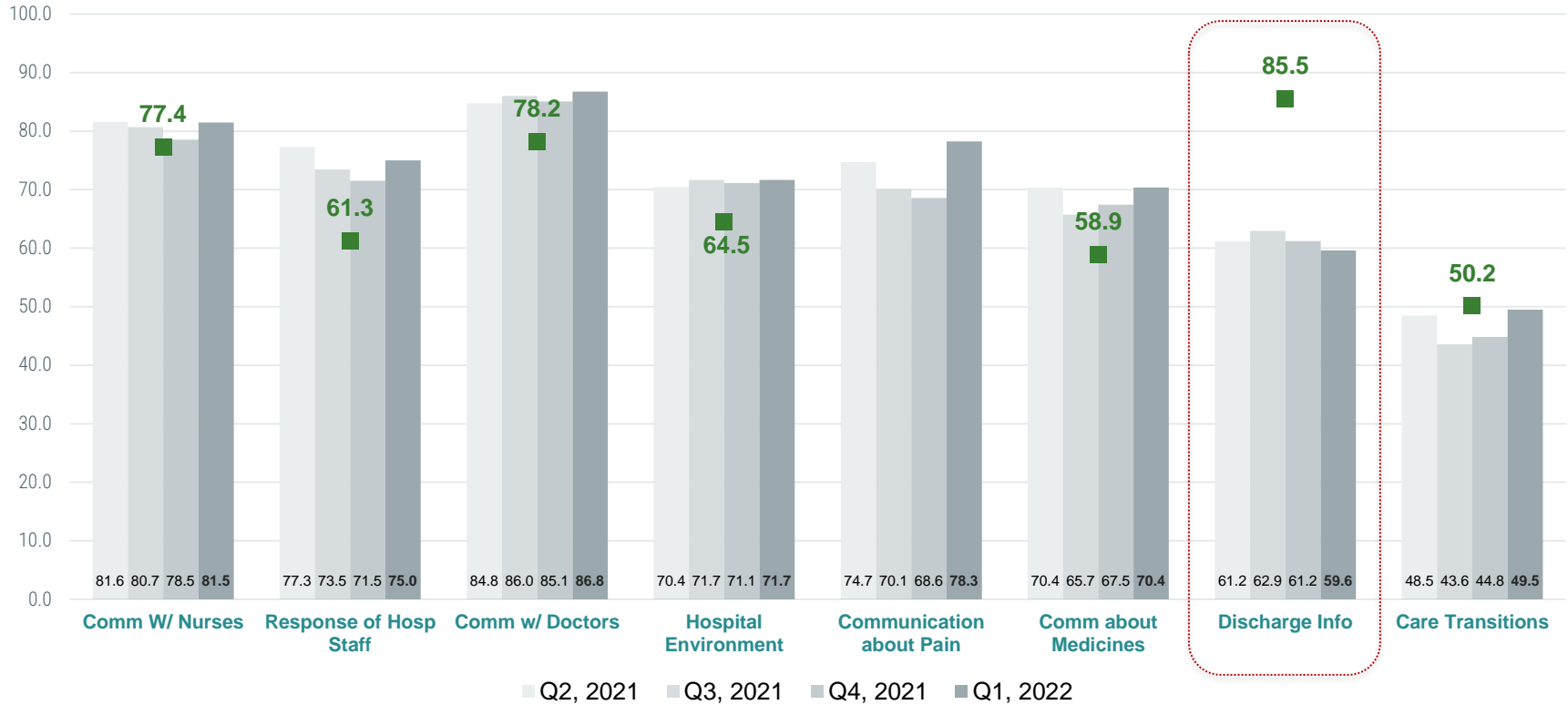
Global Items Overall

Overall Rating Trend [Q2, 2021 – Q1, 2022]



* Top Box %

IP – Survey Domains

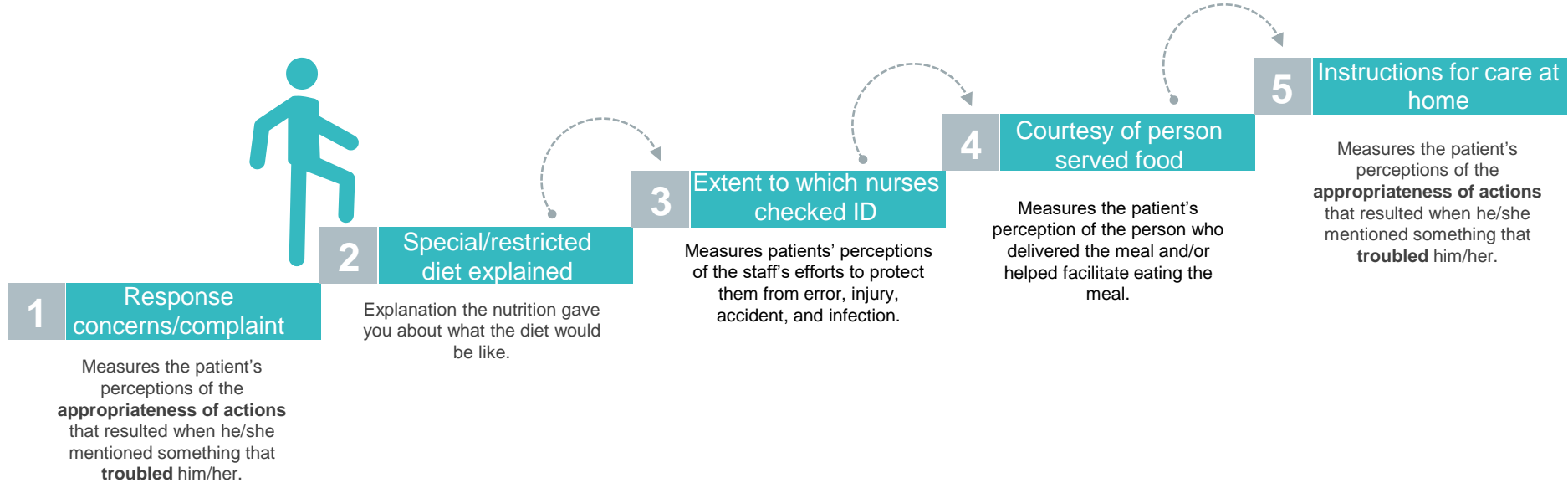


* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG Average



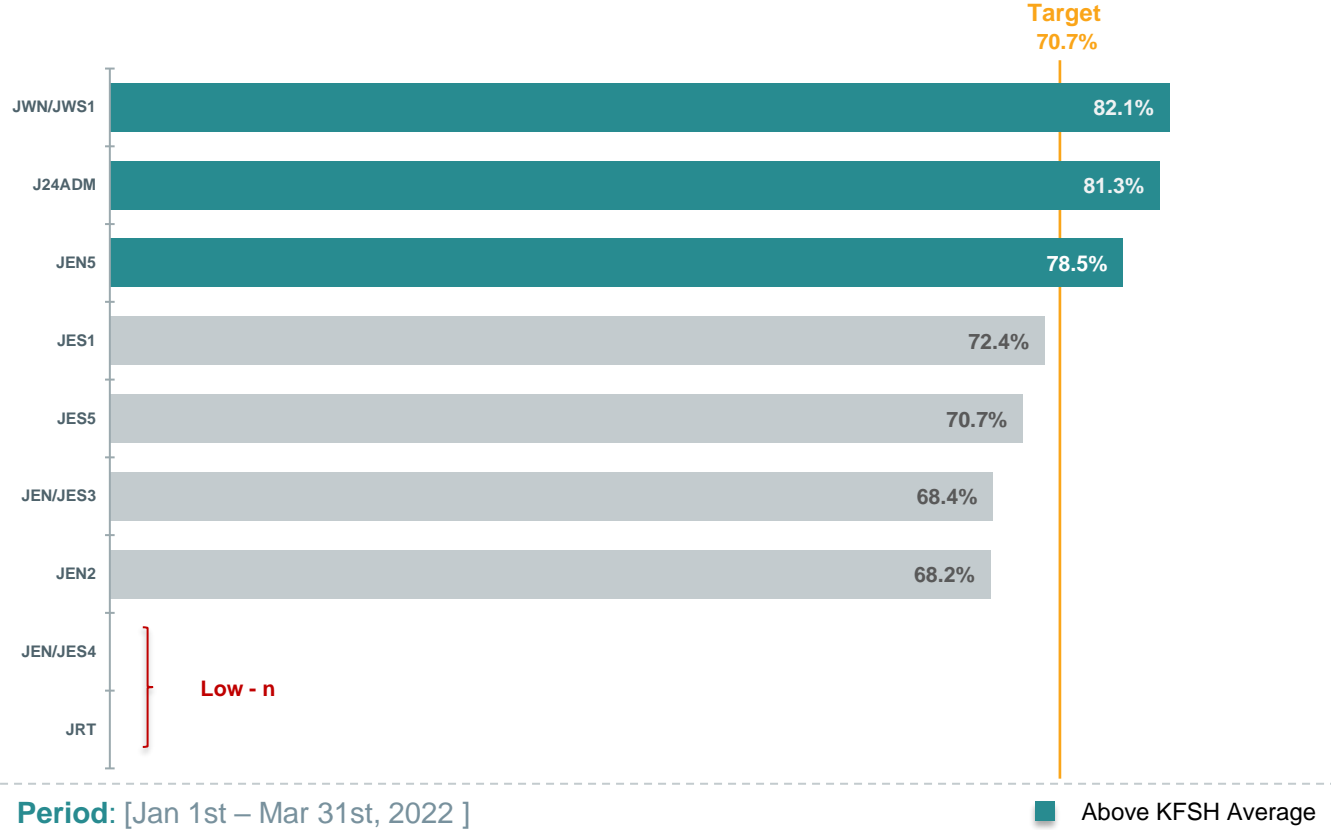
IP – Priority Index (Q1, 2022)



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

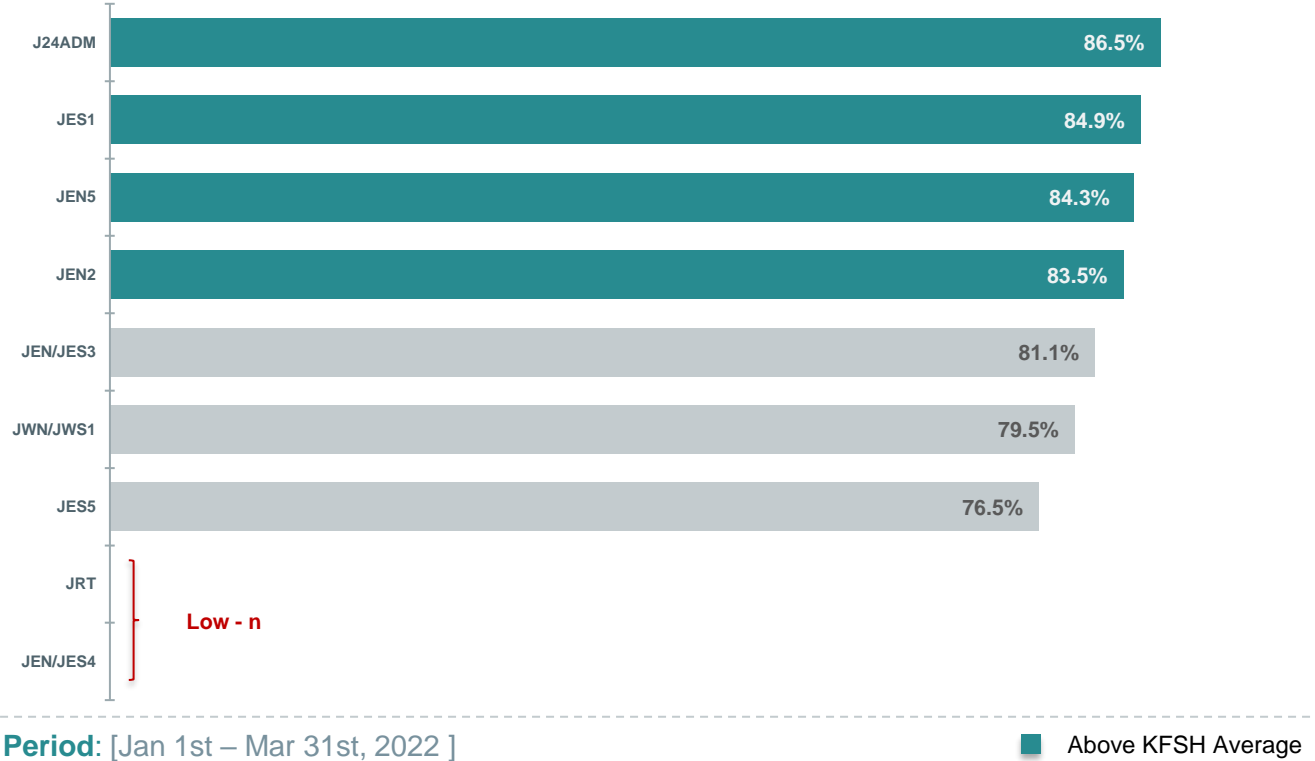
Rate Hospital 0-10 Wards



* Top Box %

IP – Global Items

Recommend Hospital Wards



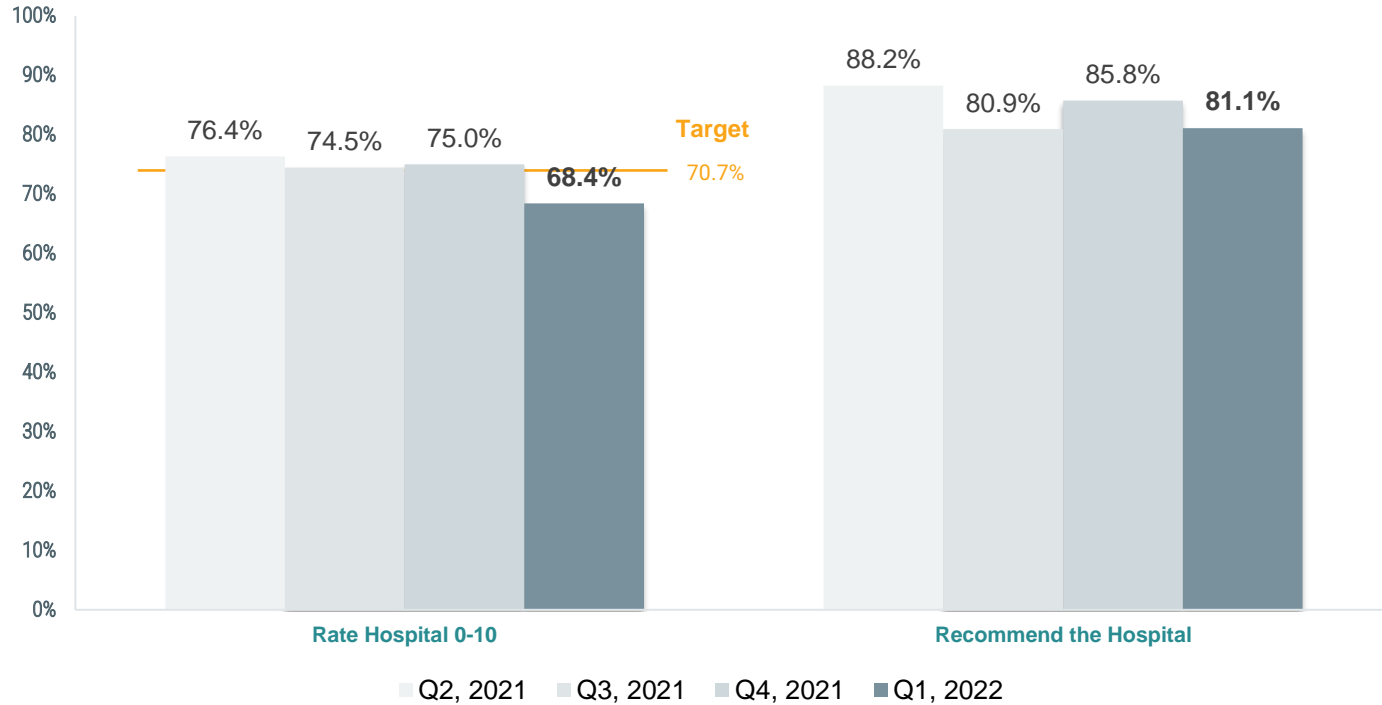
* Top Box %

IP – Wards

JEN/JES3 Global Items

n-Size
142

Overall Rating Trend [Q2, 2021 – Q1, 2022]



* Top Box %

IP – Wards

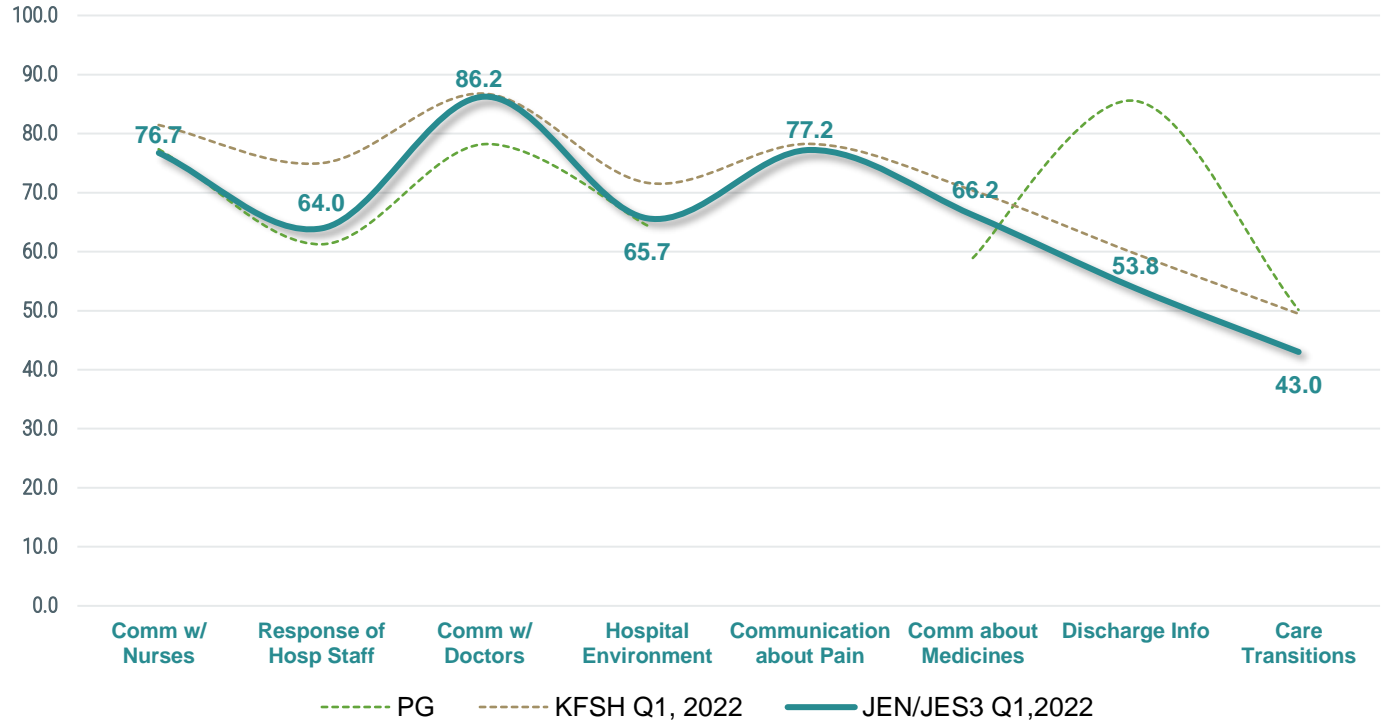
JEN/JES3

Domains

n-Size

142

Period: [Jan 1st – Mar 31st, 2022]



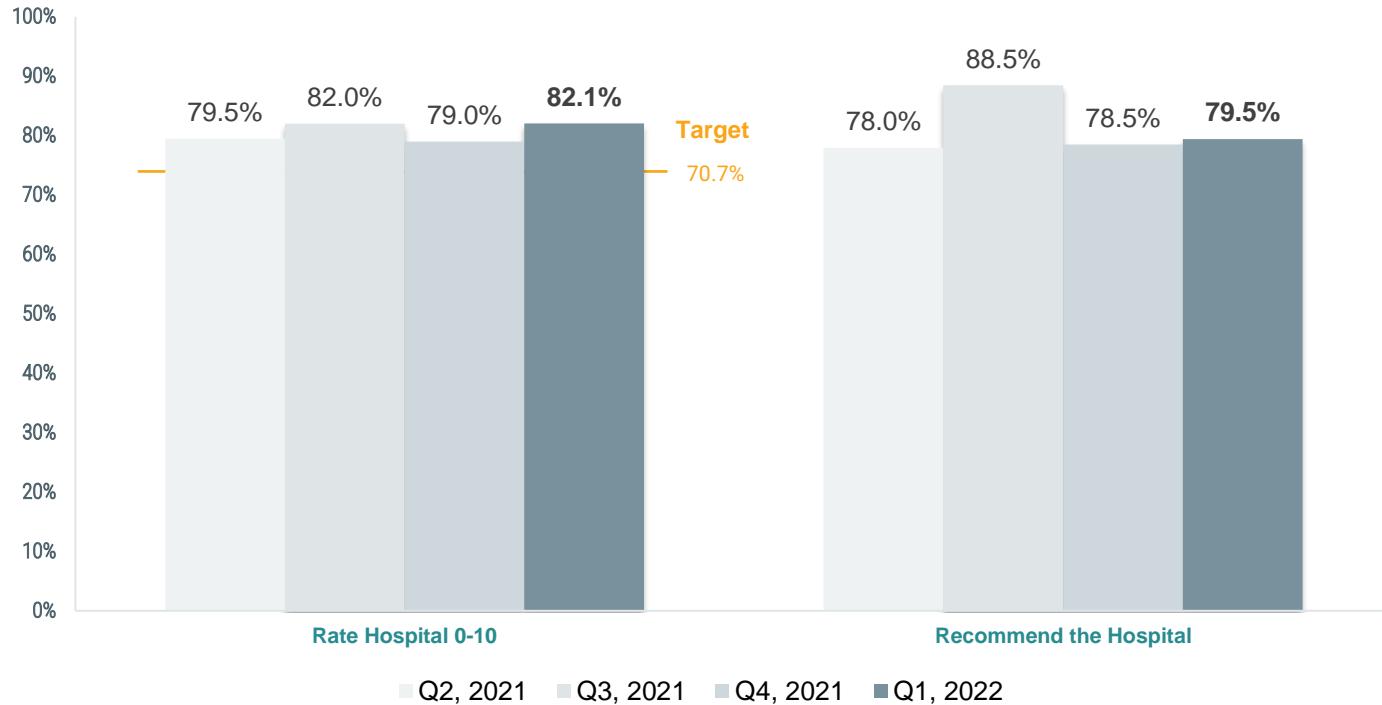
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JWN/JWS1
Global Items

n-Size
88

Overall Rating Trend [Q2, 2021 – Q1, 2022]



* Top Box %

IP – Wards

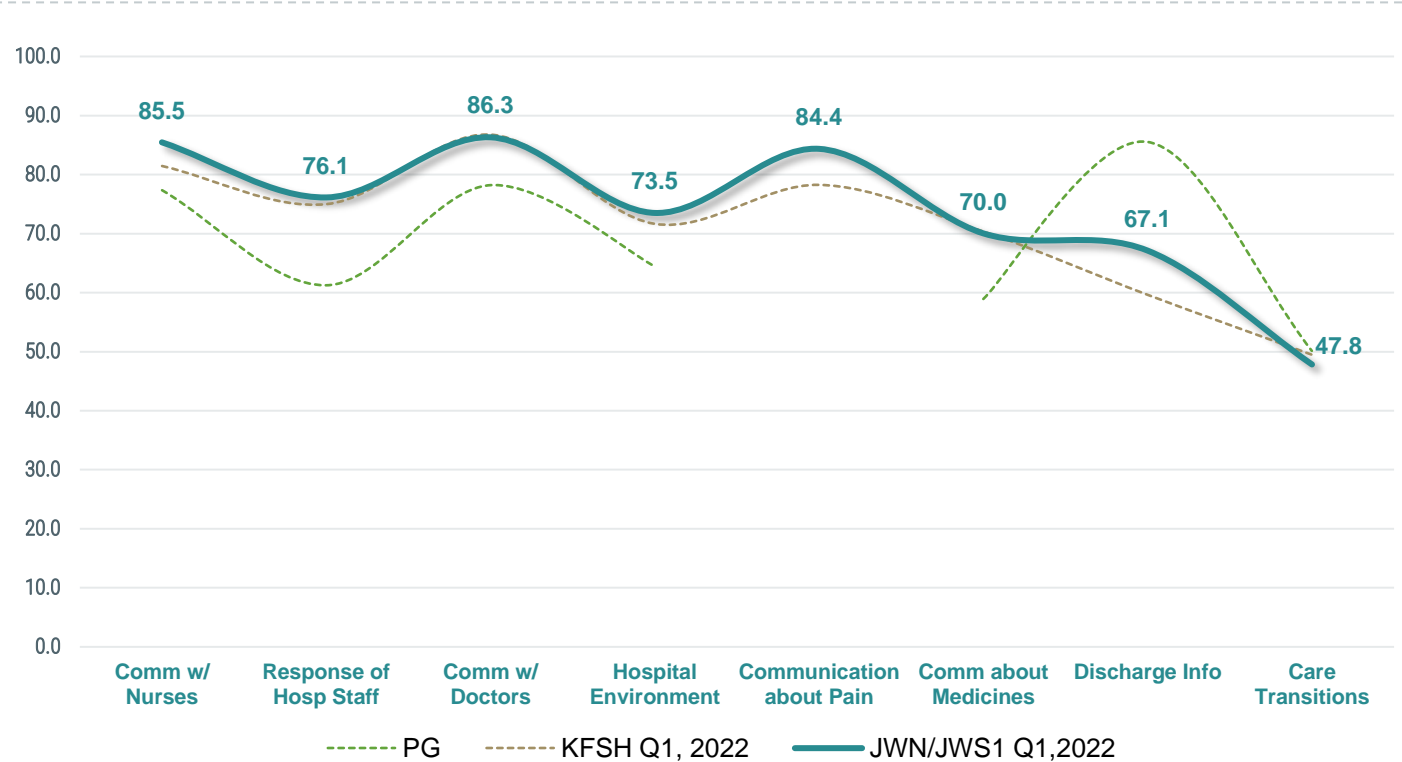
JWN/JWS1

Domains

n-Size

88

Period: [Jan 1st – Mar 31st, 2022]



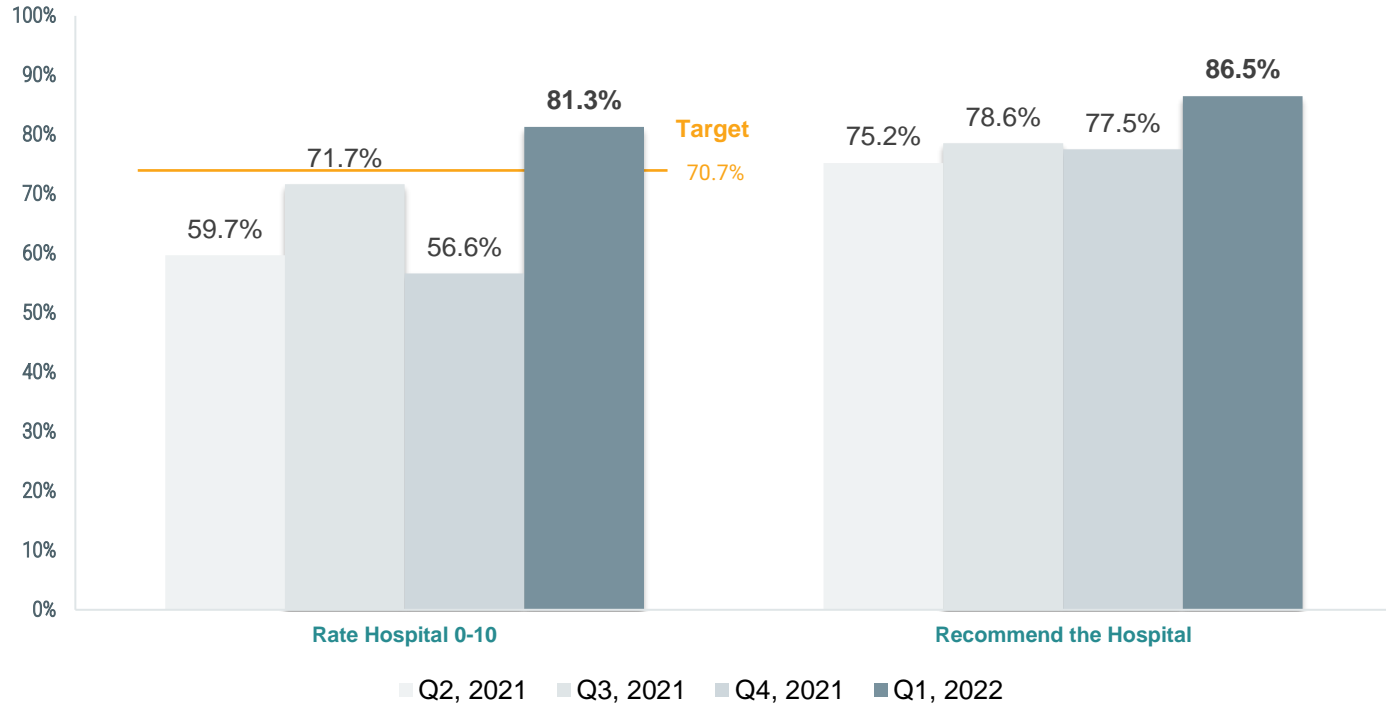
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

J24ADM
Global Items

n-Size
30

Overall Rating Trend [Q2, 2021 – Q1, 2022]

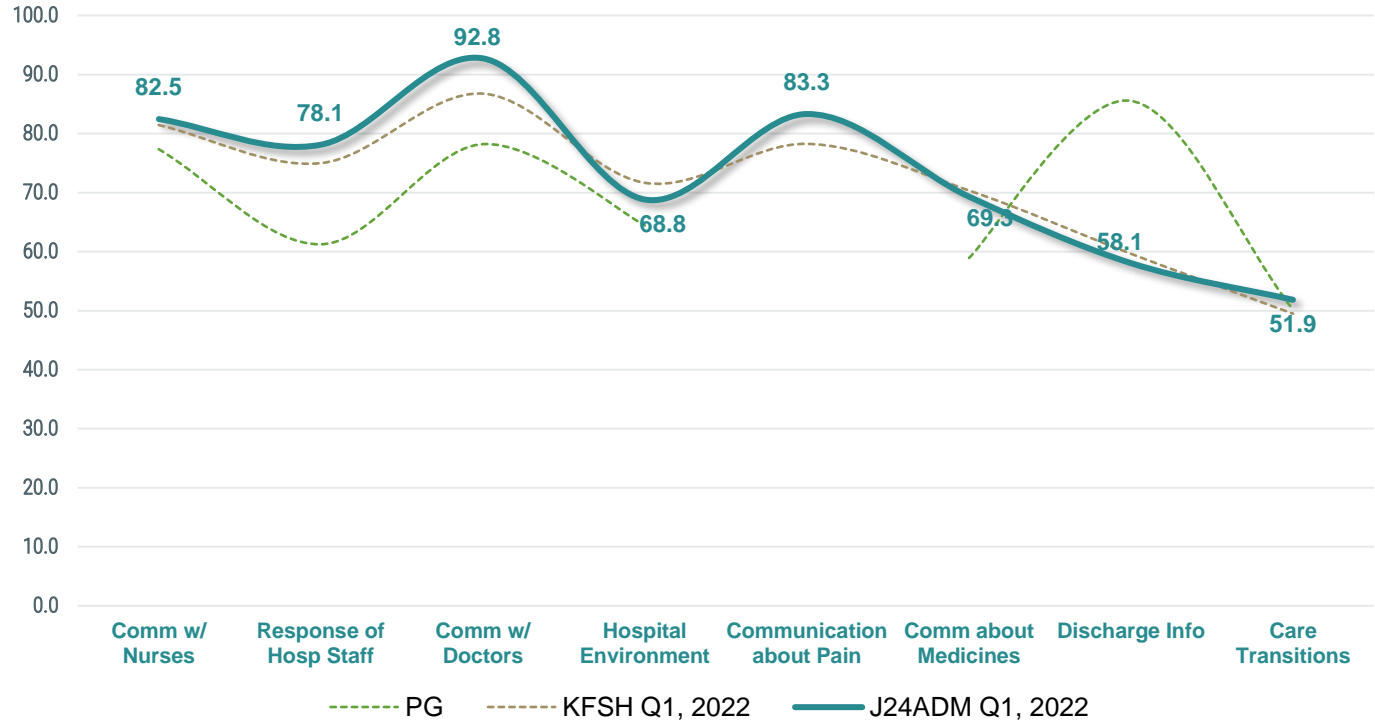


* Top Box %

IP – Wards

J24ADM
Domains
n-Size
30

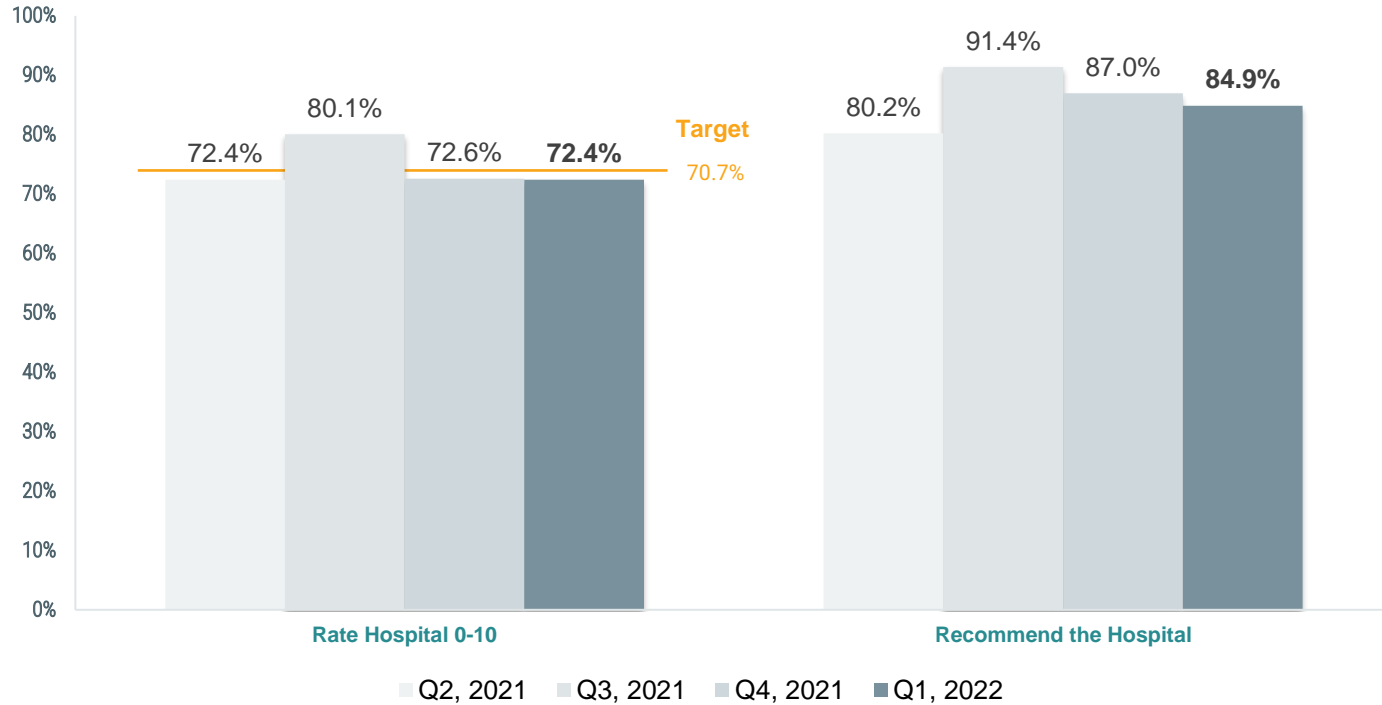
Period: [Jan 1st – Mar 31st, 2022]



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

IP – Wards

Overall Rating Trend [Q2, 2021 – Q1, 2022]



JES1
Global Items

n-Size
43

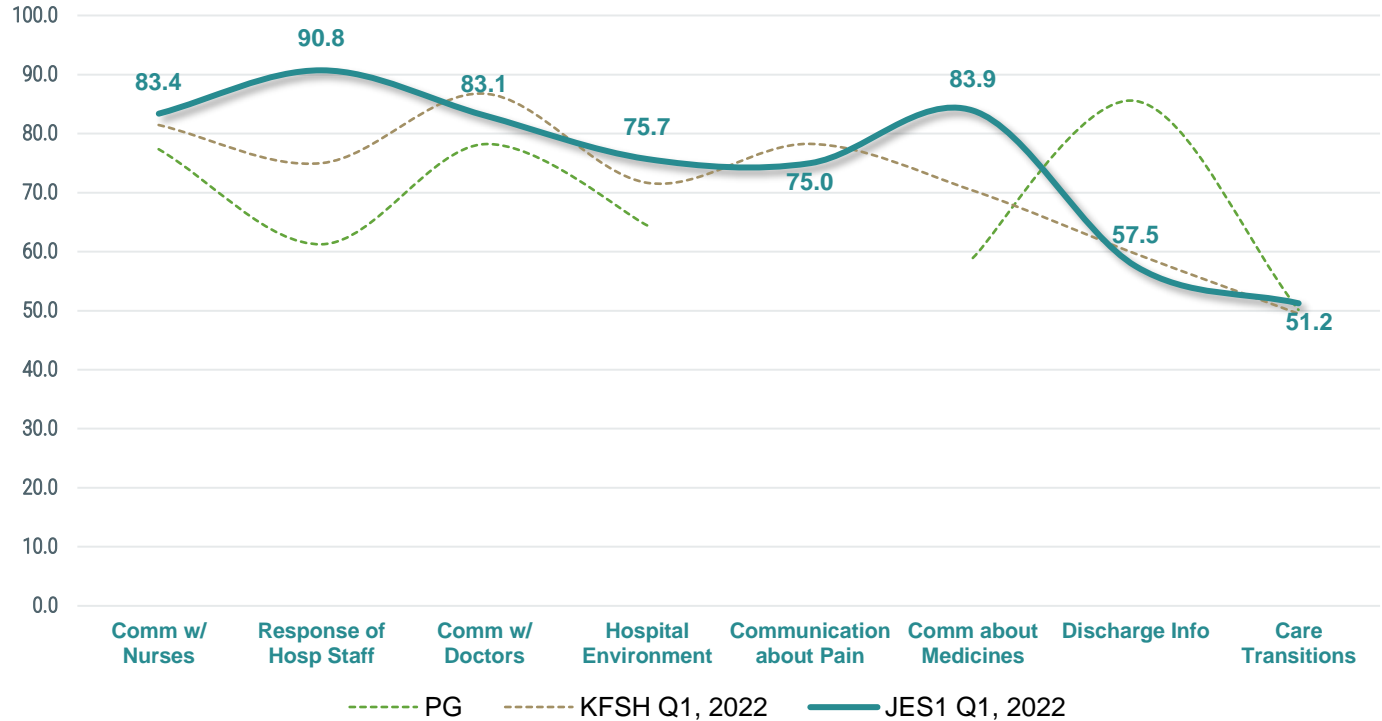
* Top Box %

IP – Wards

Period: [Jan 1st – Mar 31st, 2022]

JES1
Domains

n-Size
43



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

IP – Wards

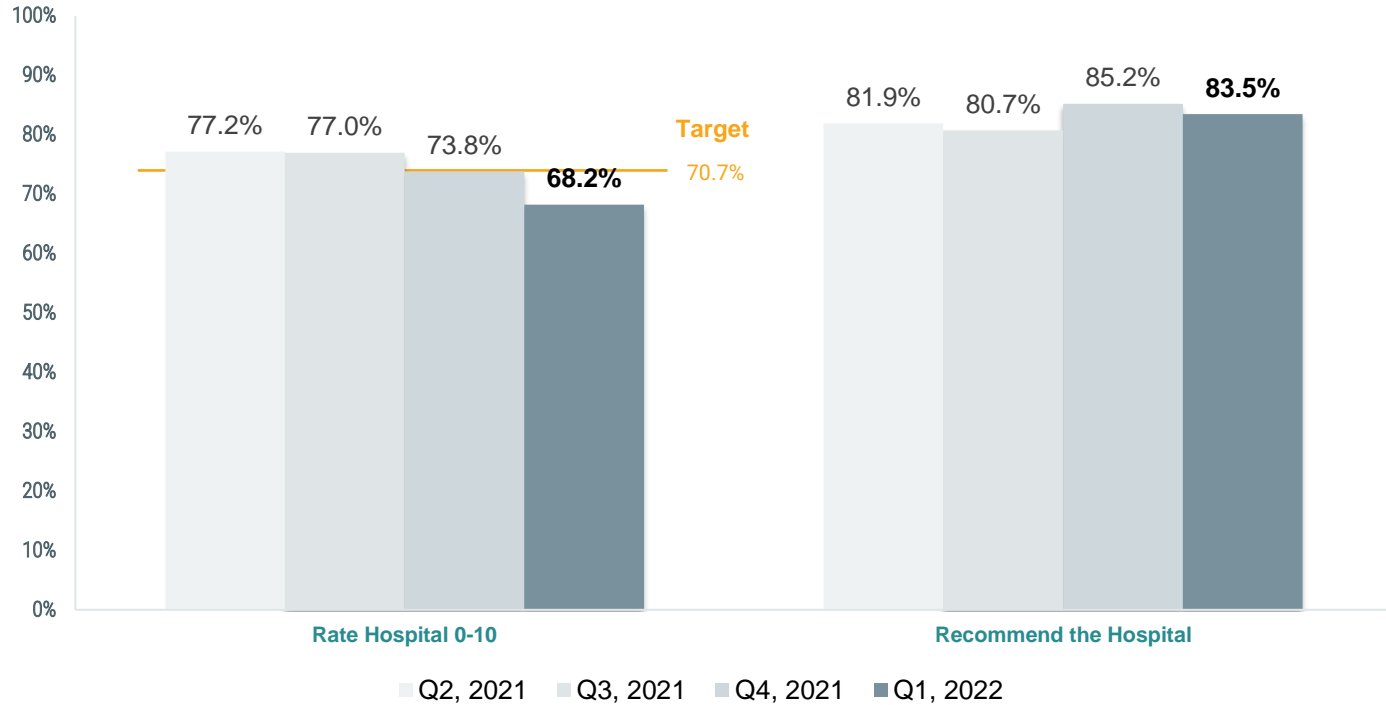
JEN2

Global Items

n-Size

47

Overall Rating Trend [Q2, 2021 – Q1, 2022]



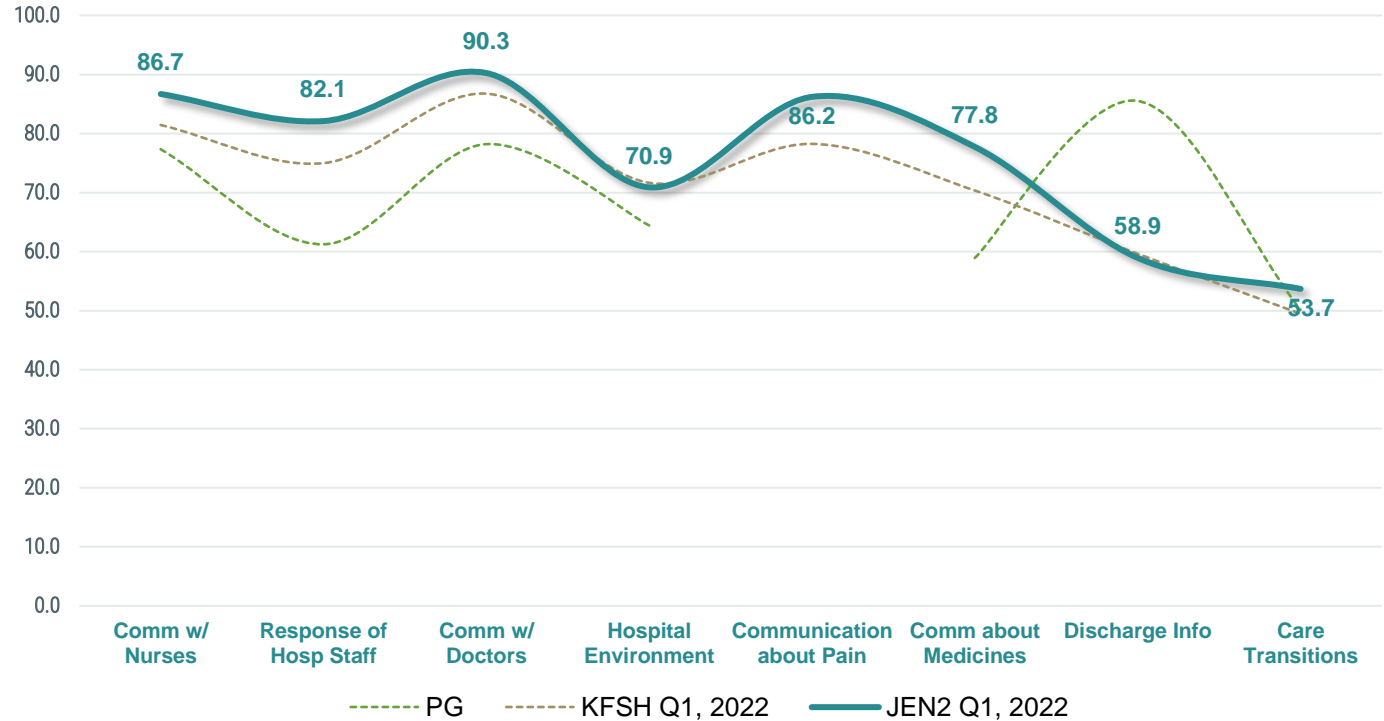
* Top Box %

IP – Wards

Period: [Jan 1st – Mar 31st, 2022]

JEN2
Domains

n-Size
47



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

IP – Wards

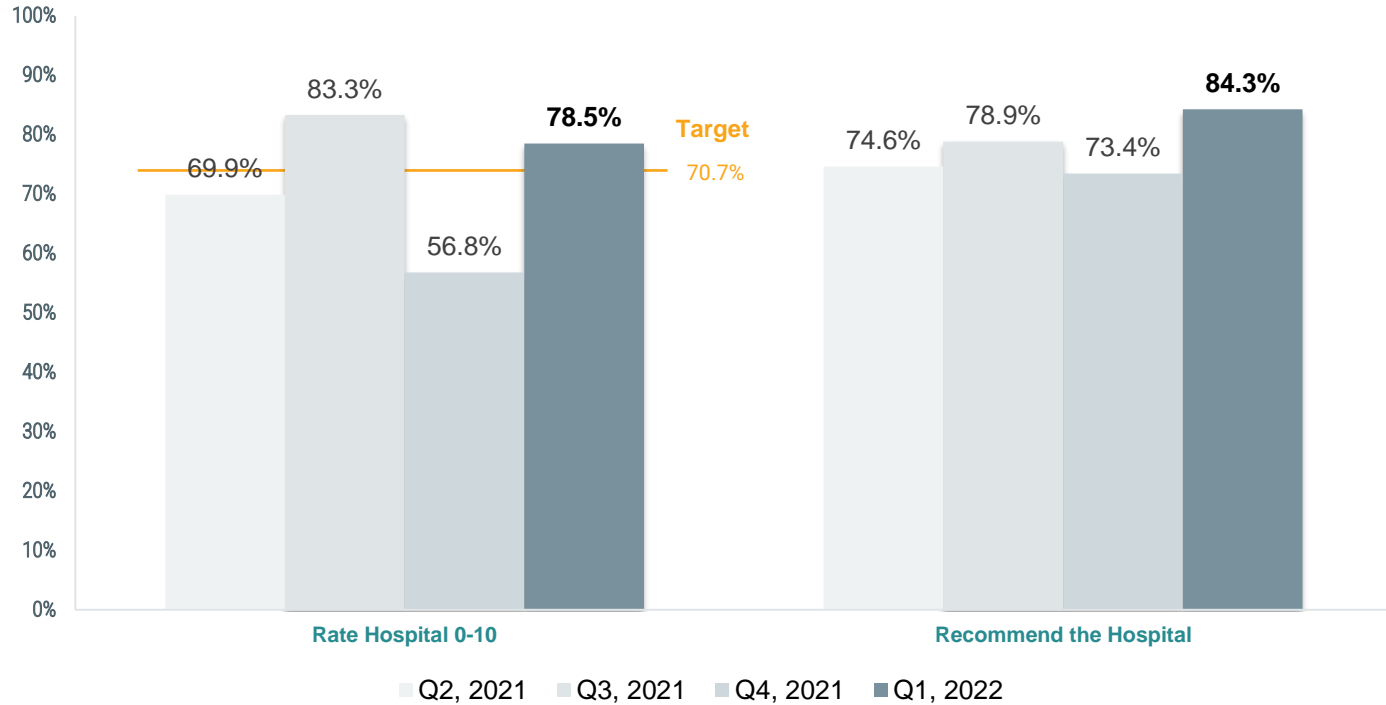
JEN5

Global Items

n-Size

41

Overall Rating Trend [Q2, 2021 – Q1, 2022]



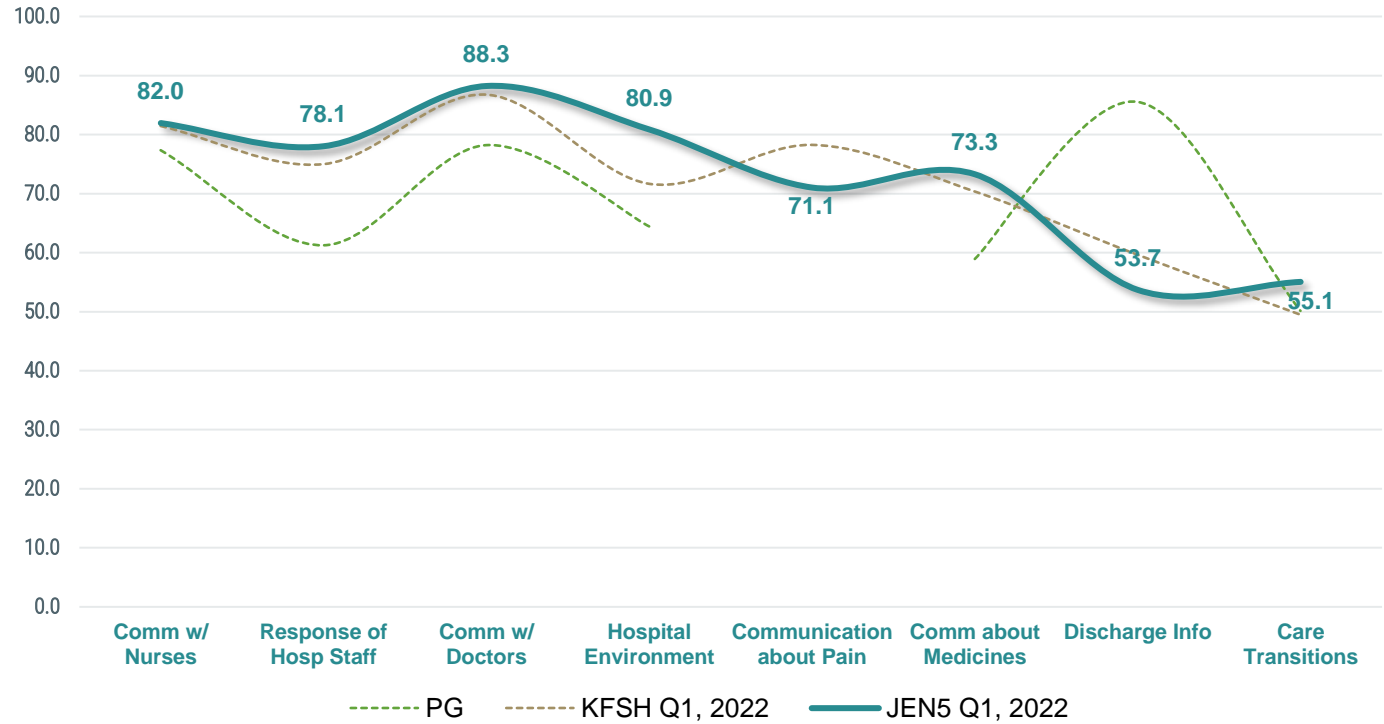
* Top Box %

IP – Wards

JEN5
Domains

n-Size
41

Period: [Jan 1st – Mar 31st, 2022]

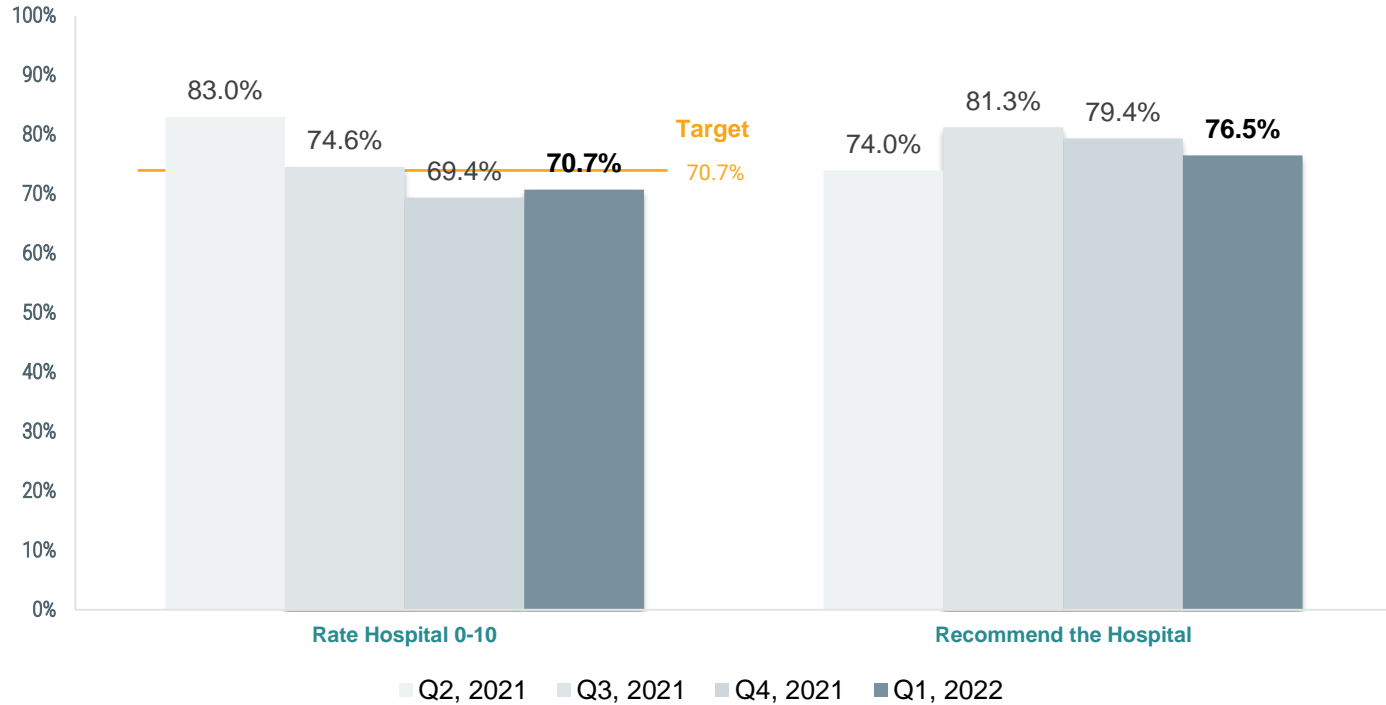


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JES5
Global Items
n-Size
44

Overall Rating Trend [Q2, 2021 – Q1, 2022]

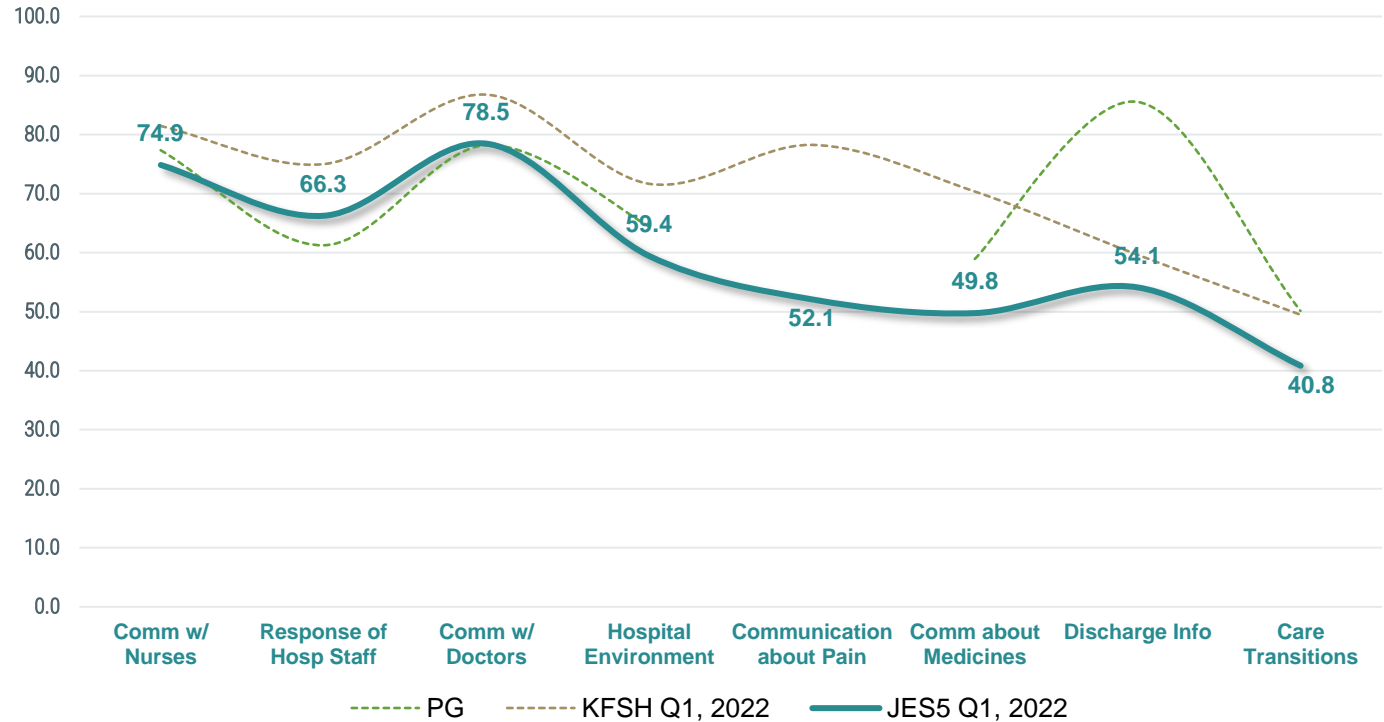


* Top Box %

IP – Wards

JES5
Domains
n-Size
44

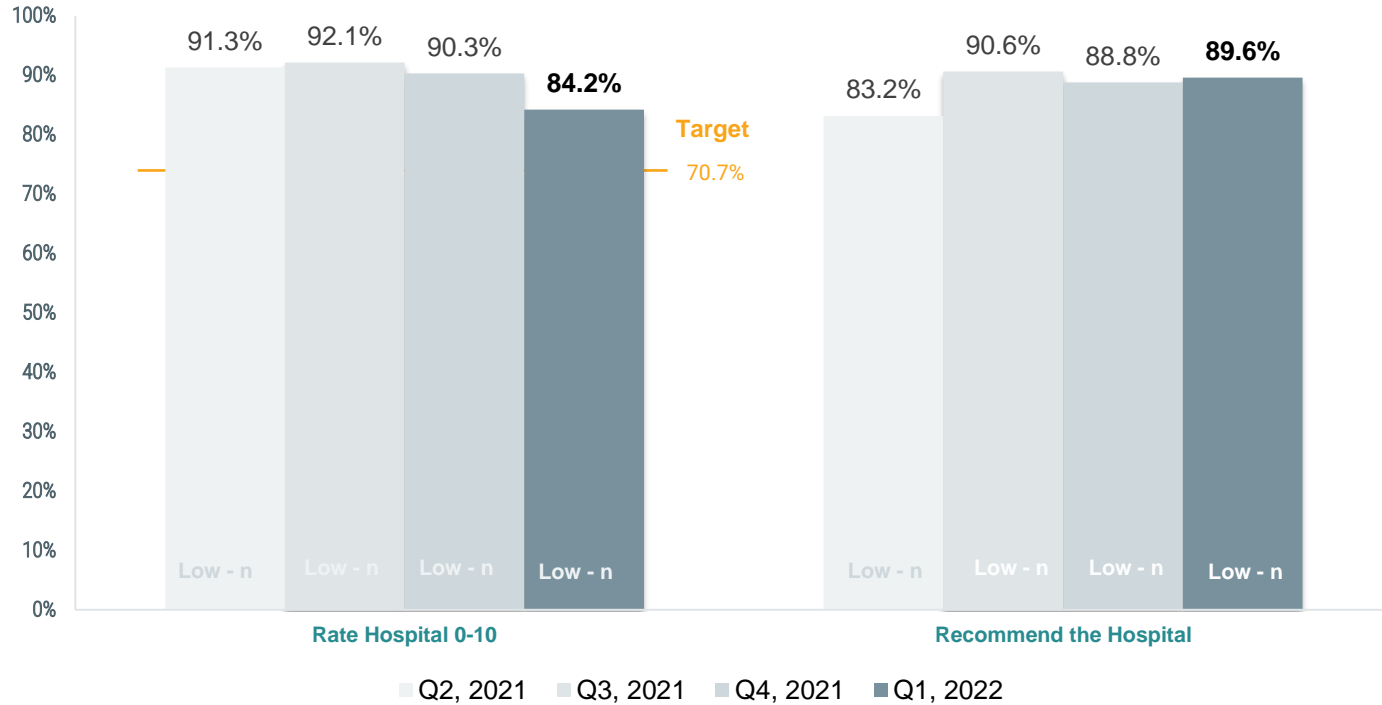
Period: [Jan 1st – Mar 31st, 2022]



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

IP – Wards

Overall Rating Trend [Q2, 2021 – Q1, 2022]



JRT
Global Items

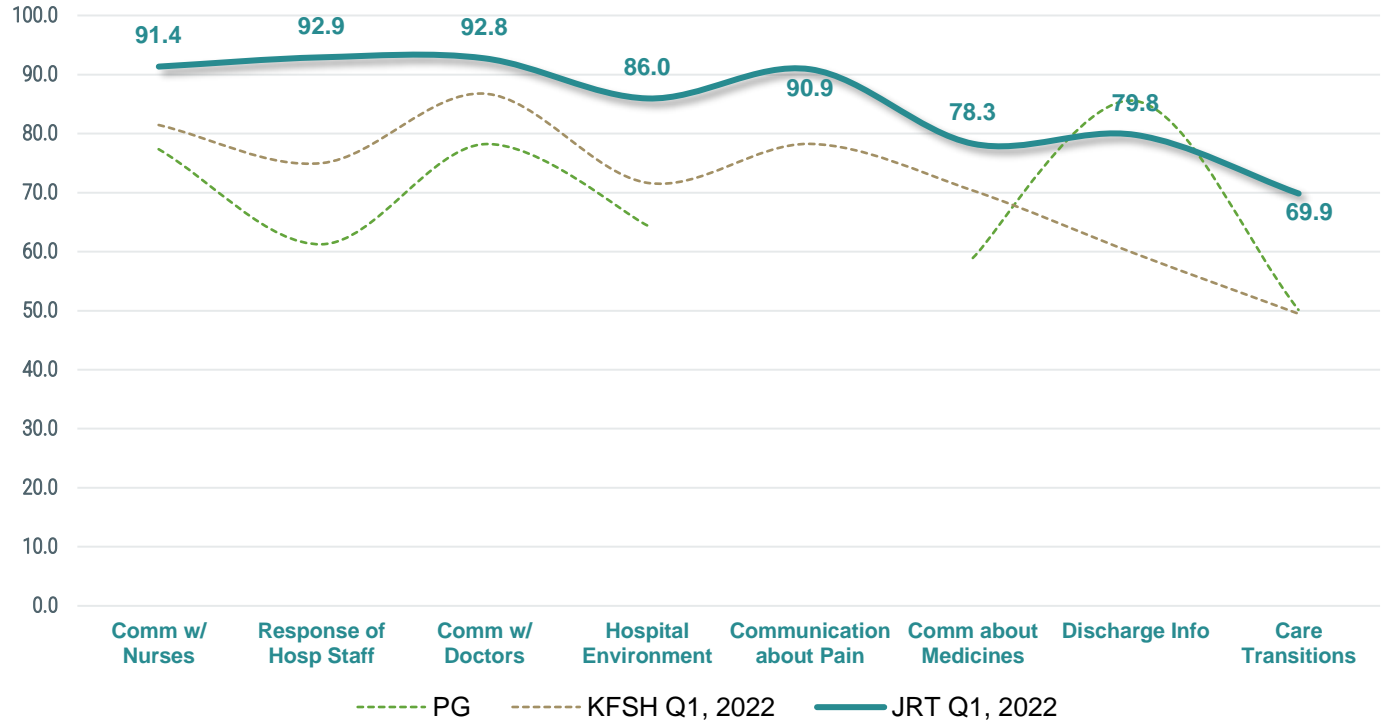
n-Size
29*

*The score might not be reliable due to the sample size

* Top Box %

IP – Wards

Period: [Jan 1st – Mar 31st, 2022]



JRT
Domains

n-Size
29*

*The score might not be reliable due to the sample size

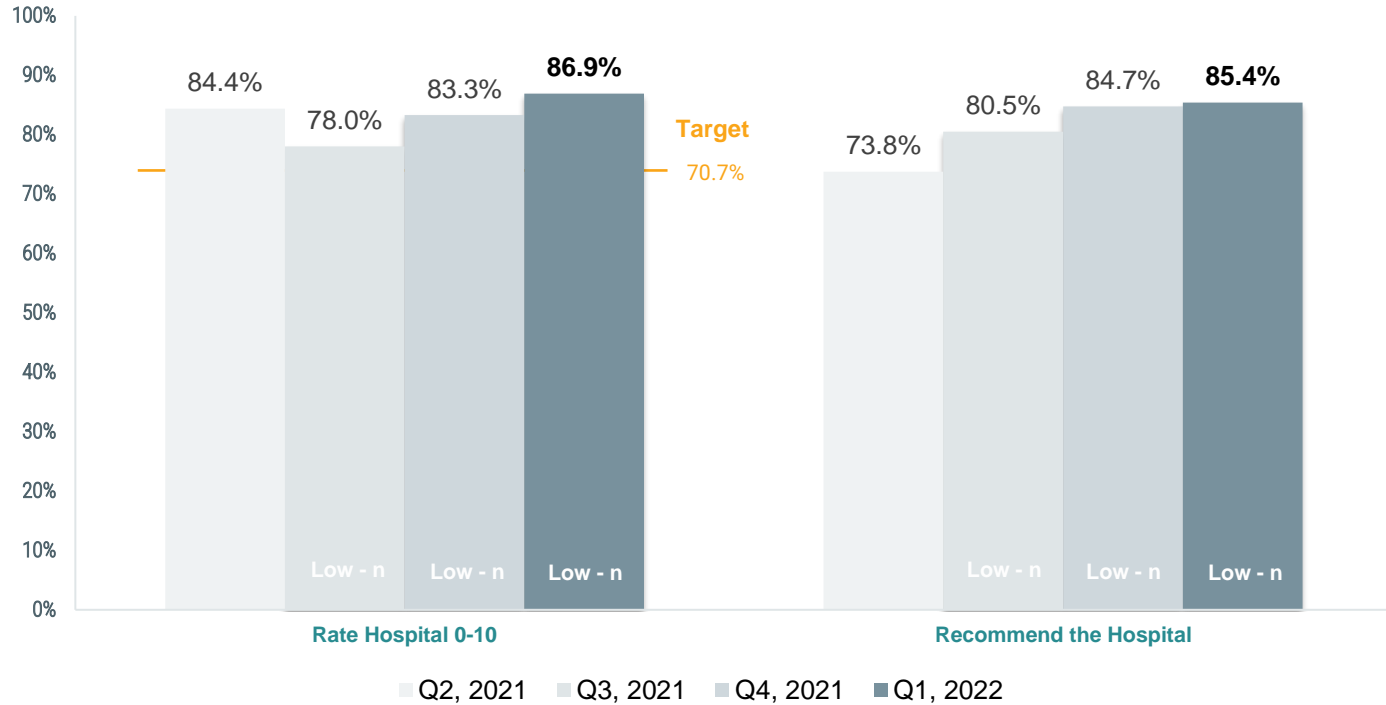
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JEN/JES4 Global Items

n-Size
27*

Overall Rating Trend [Q2, 2021 – Q1, 2022]



*The score might not be reliable due to the sample size

* Top Box %

IP – Wards

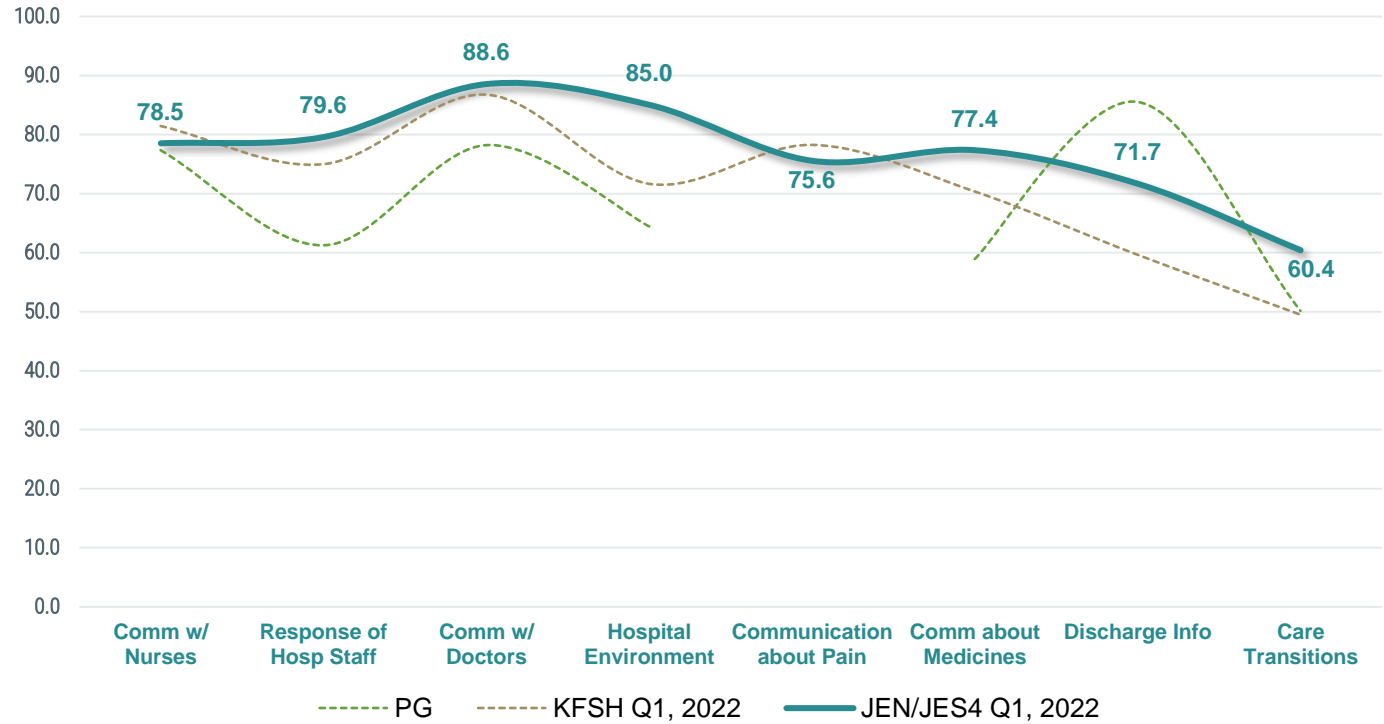
Period: [Jan 1st – Mar 31st, 2022]

JEN/JES4

Domains

n-Size

27*



*The score might not be reliable due to the sample size

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

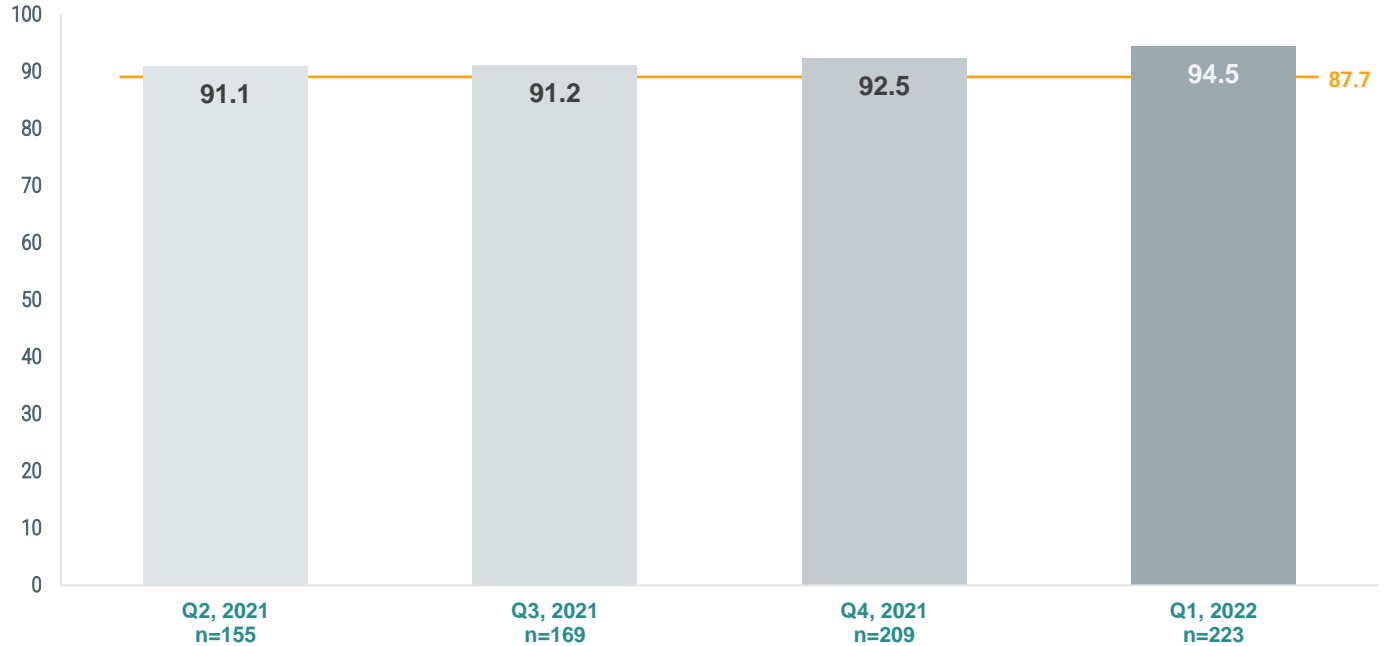


Inpatient
Pediatrics

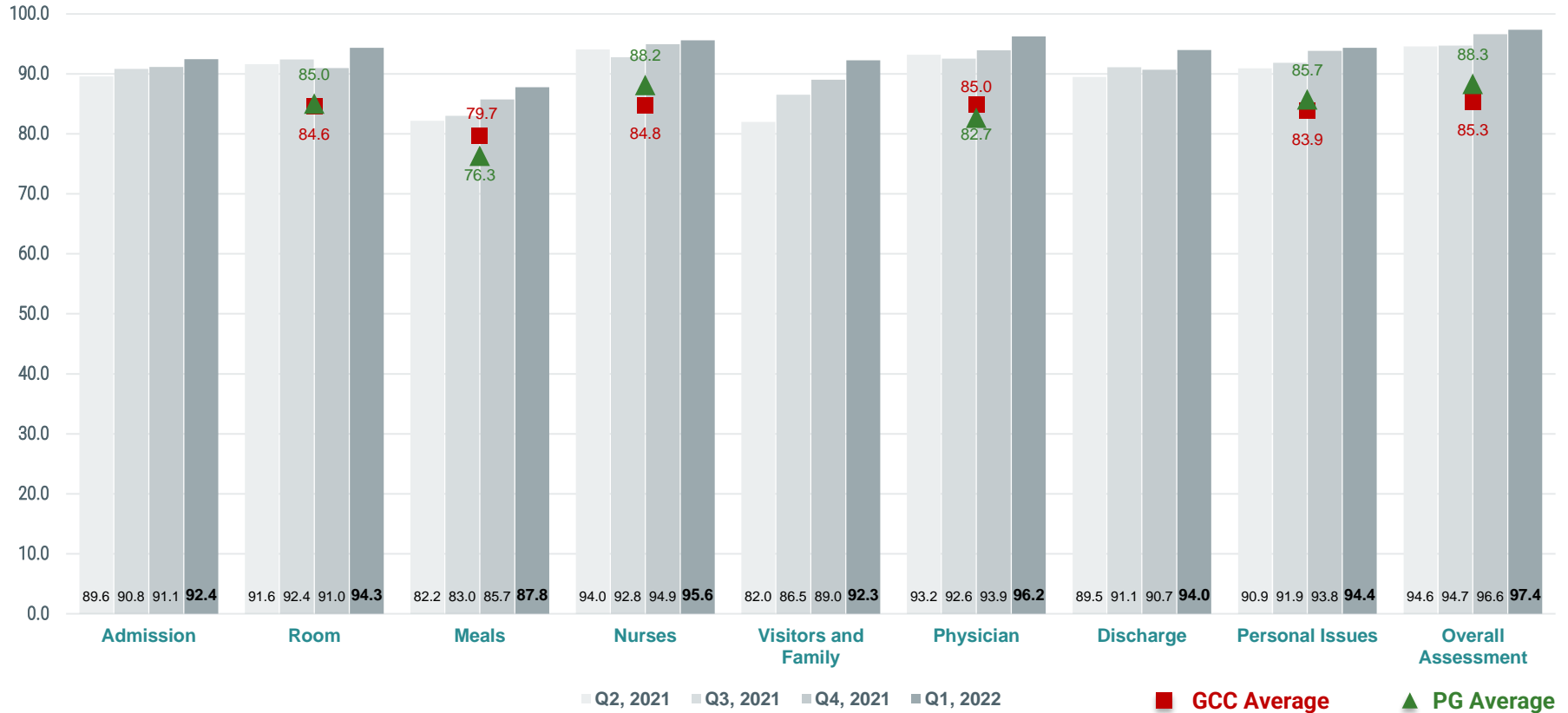
IPP – Overall Rating



Overall Rating Trend [Q2, 2021 – Q1, 2022]

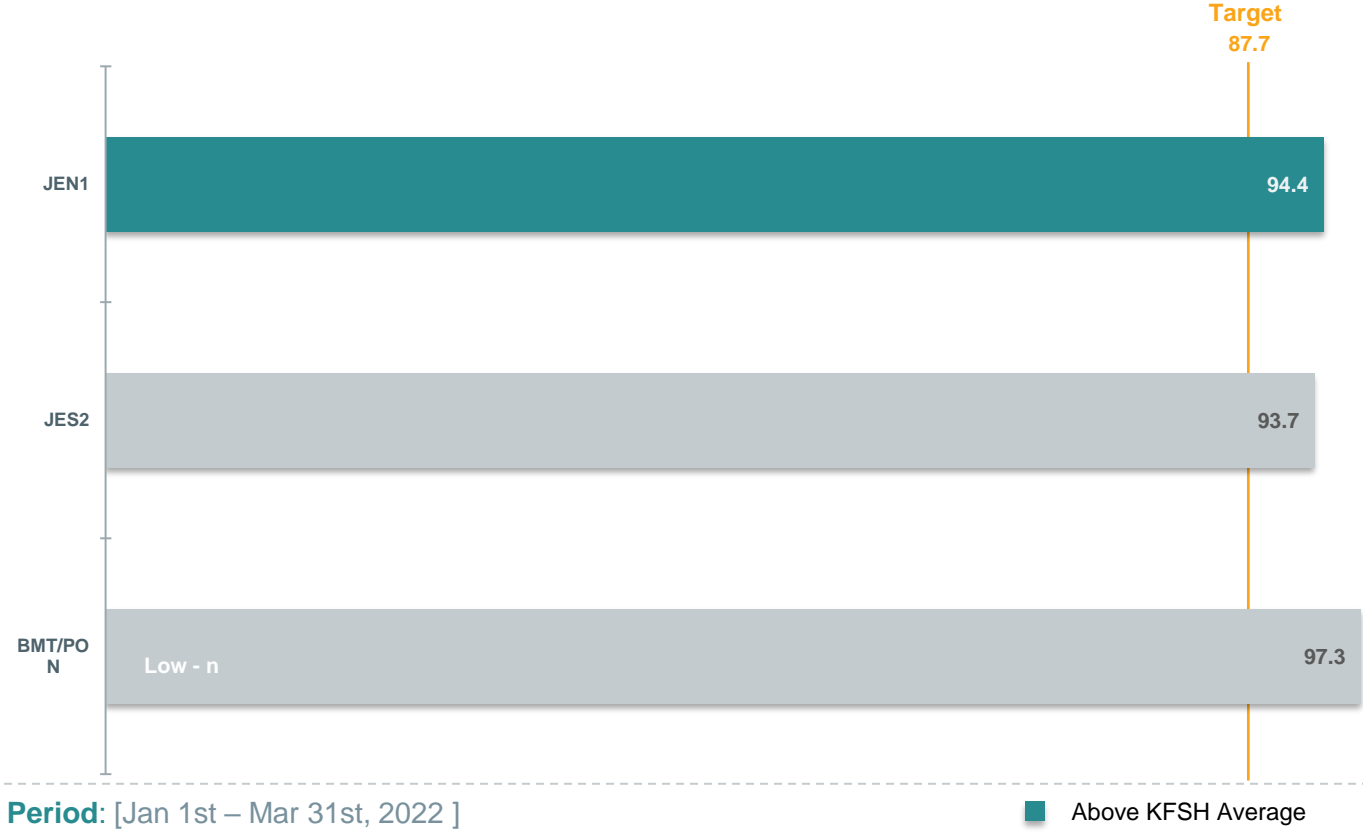


IPP – Survey Domains



IPP – Overall Rating

Overall Rating Wards



IPP – Wards

JEN1

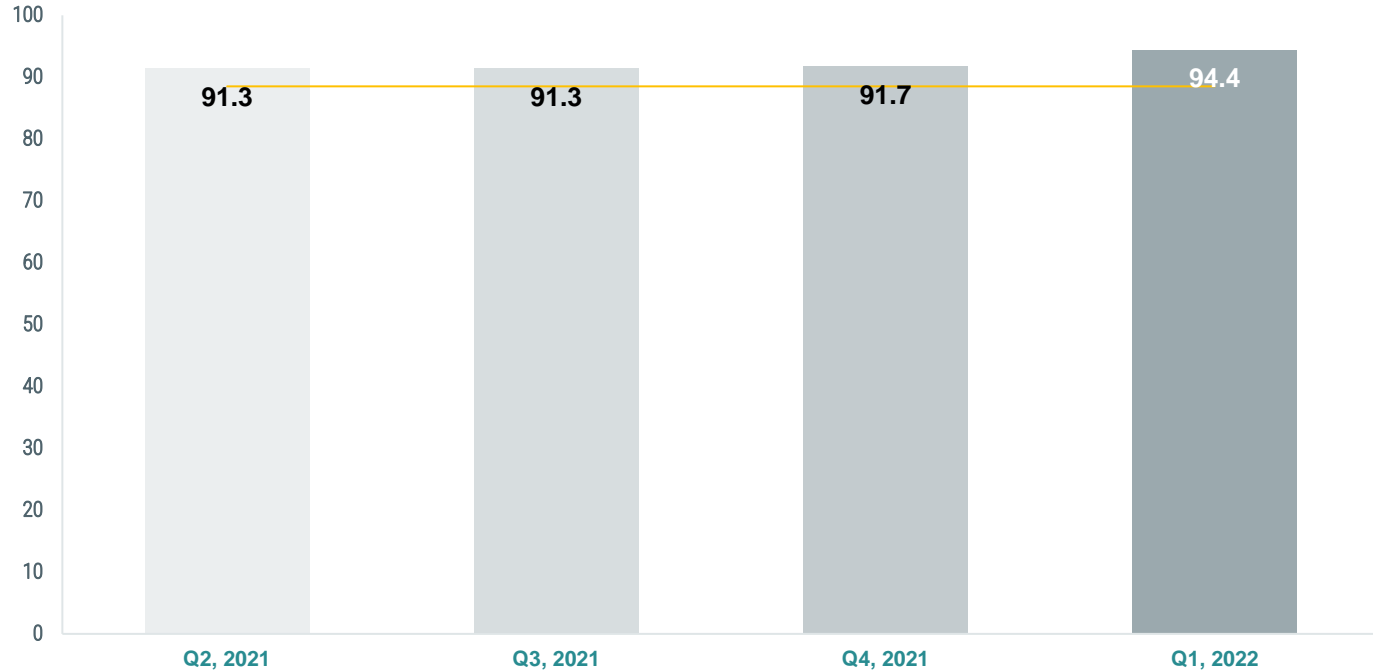
Overall Rating



n-Size

137

Overall Rating Trend [Q2, 2021 – Q1, 2022]



■ 2022 Target [87.7]

IPP – Wards

JEN1

Patient Journey

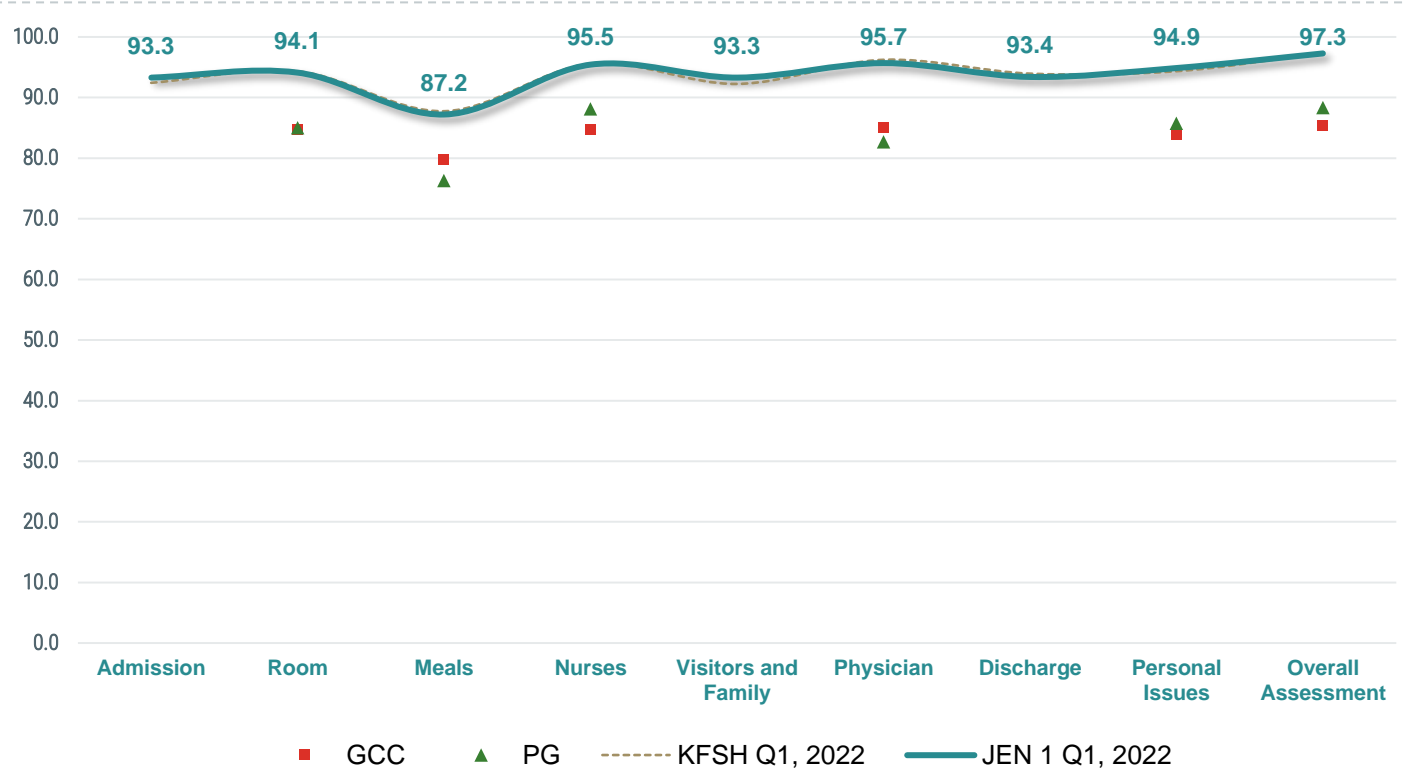
94.4

Q1, 2022

n-Size

137

Period: [Jan 1st – Mar 31st, 2022]



IPP – Wards

JES2

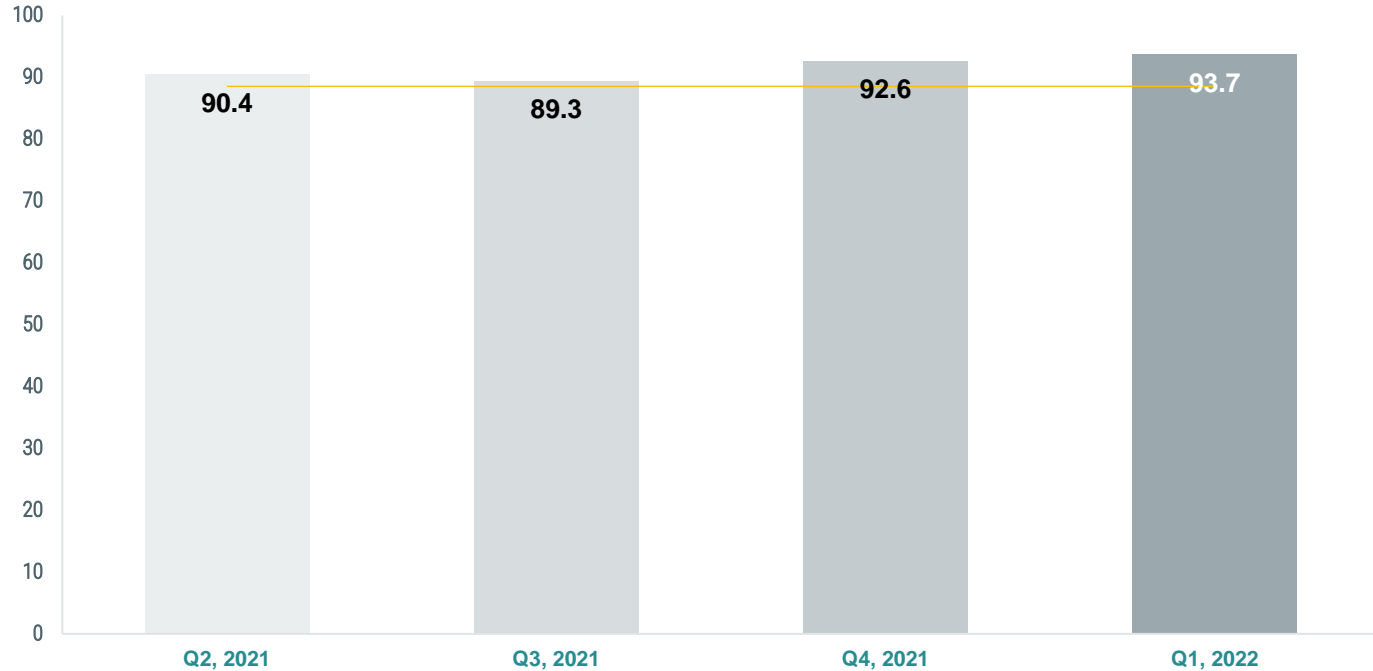
Overall Rating



n-Size

61

Overall Rating Trend [Q2, 2021 – Q1, 2022]



IPP – Wards

JES2

Patient Journey

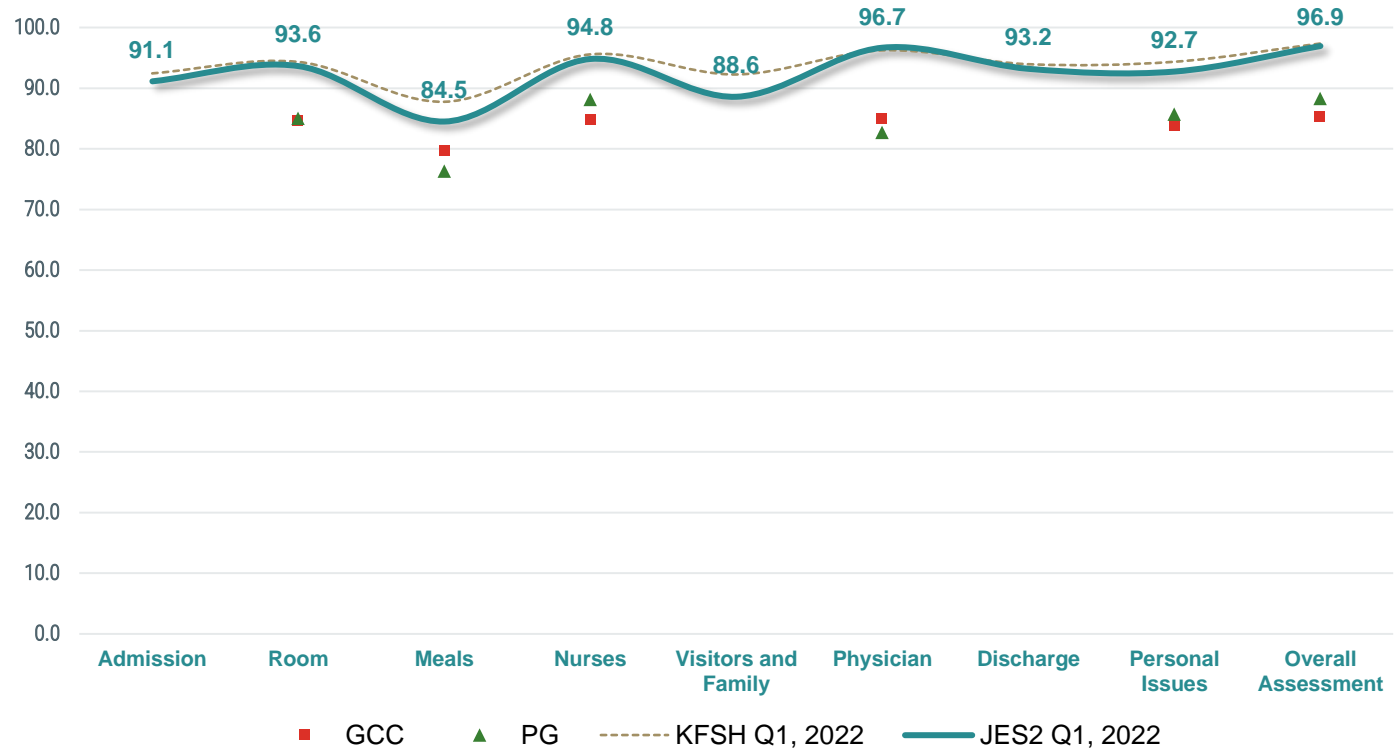
93.7

Q1, 2022

n-Size

61

Period: [Jan 1st – Mar 31st, 2022]



IPP – Wards

BMT/PON

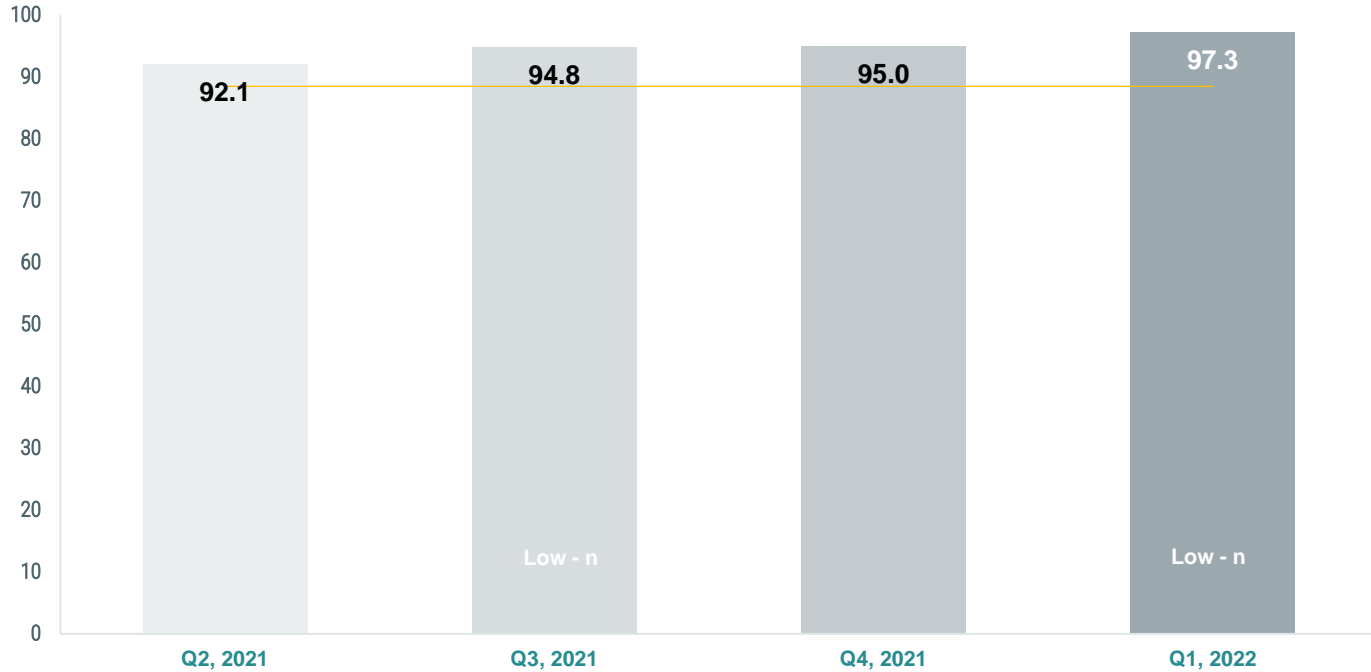
Overall Rating



n-Size

25*

Overall Rating Trend [Q2, 2021 – Q1, 2022]



*The score might not be reliable due to the sample size

IPP – Wards

BMT/PON

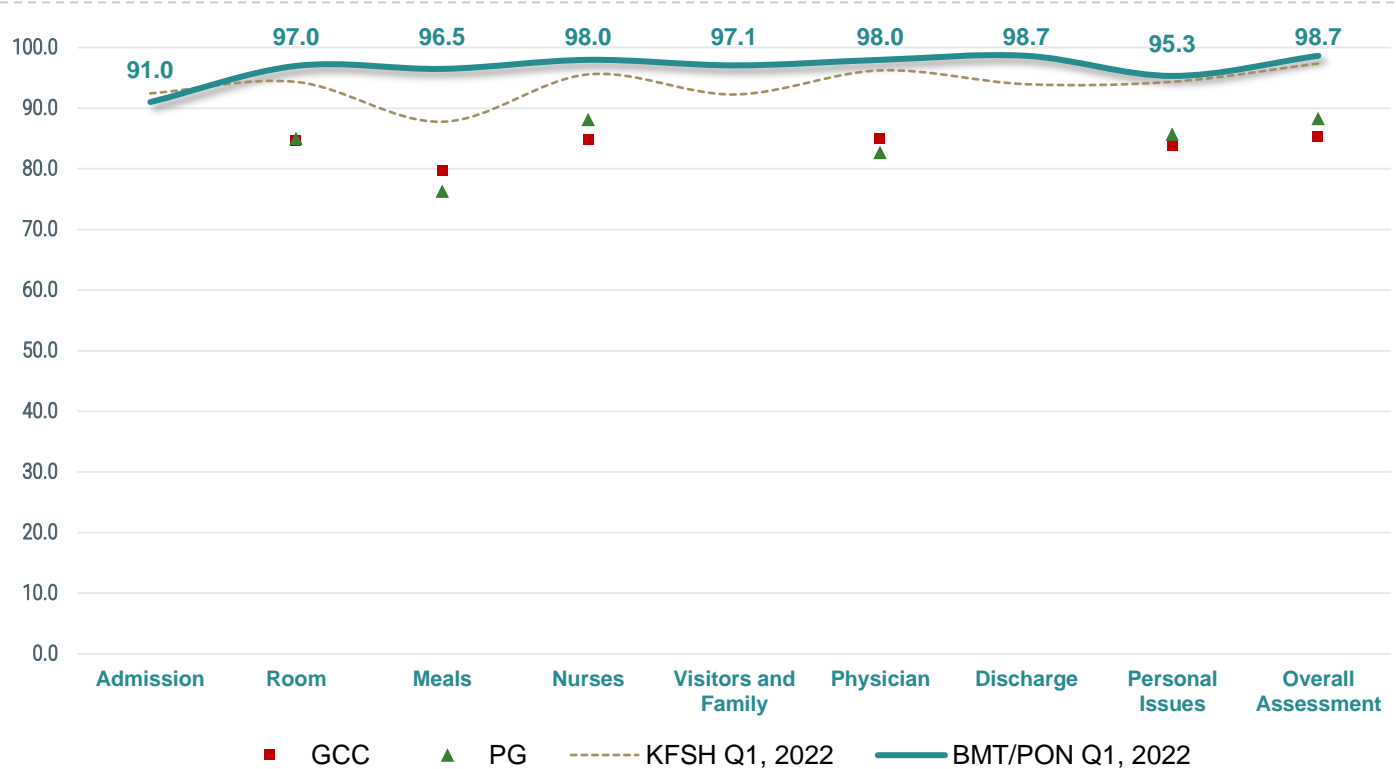
Patient Journey



n-Size

25*

Period: [Jan 1st – Mar 31st, 2022]



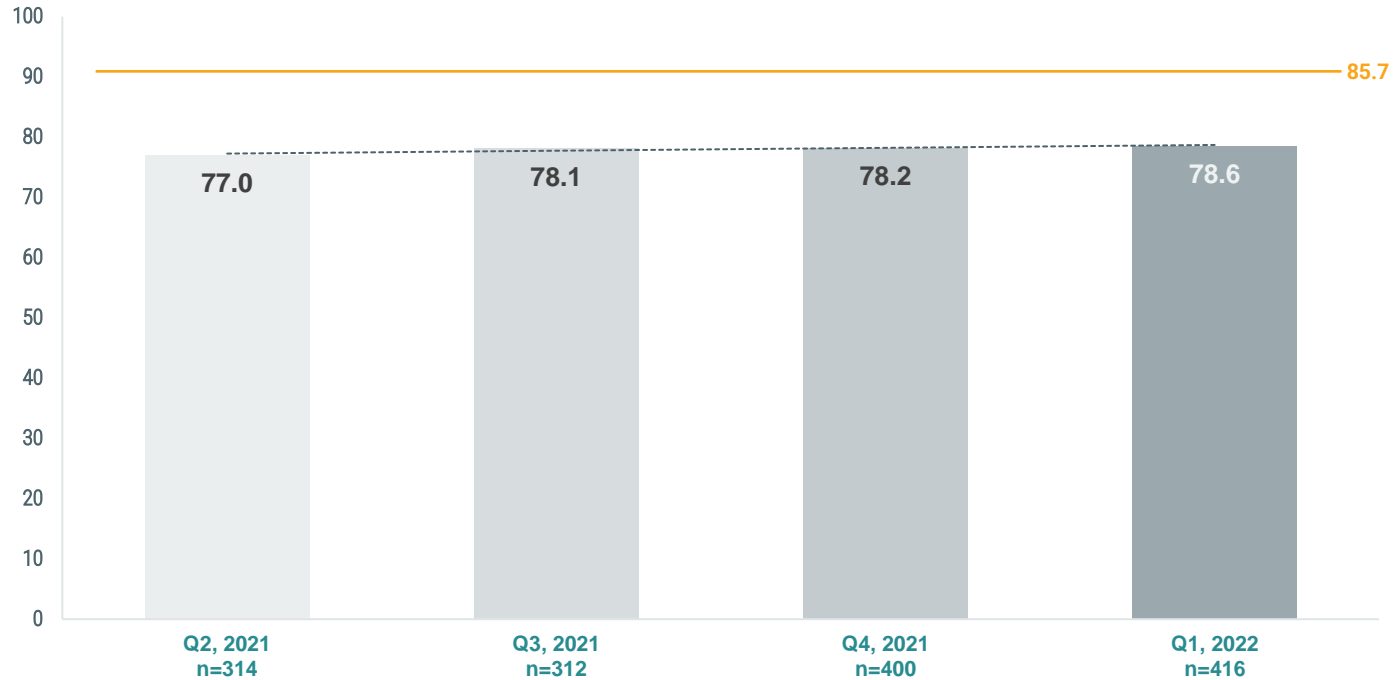
*The score might not be reliable due to the sample size



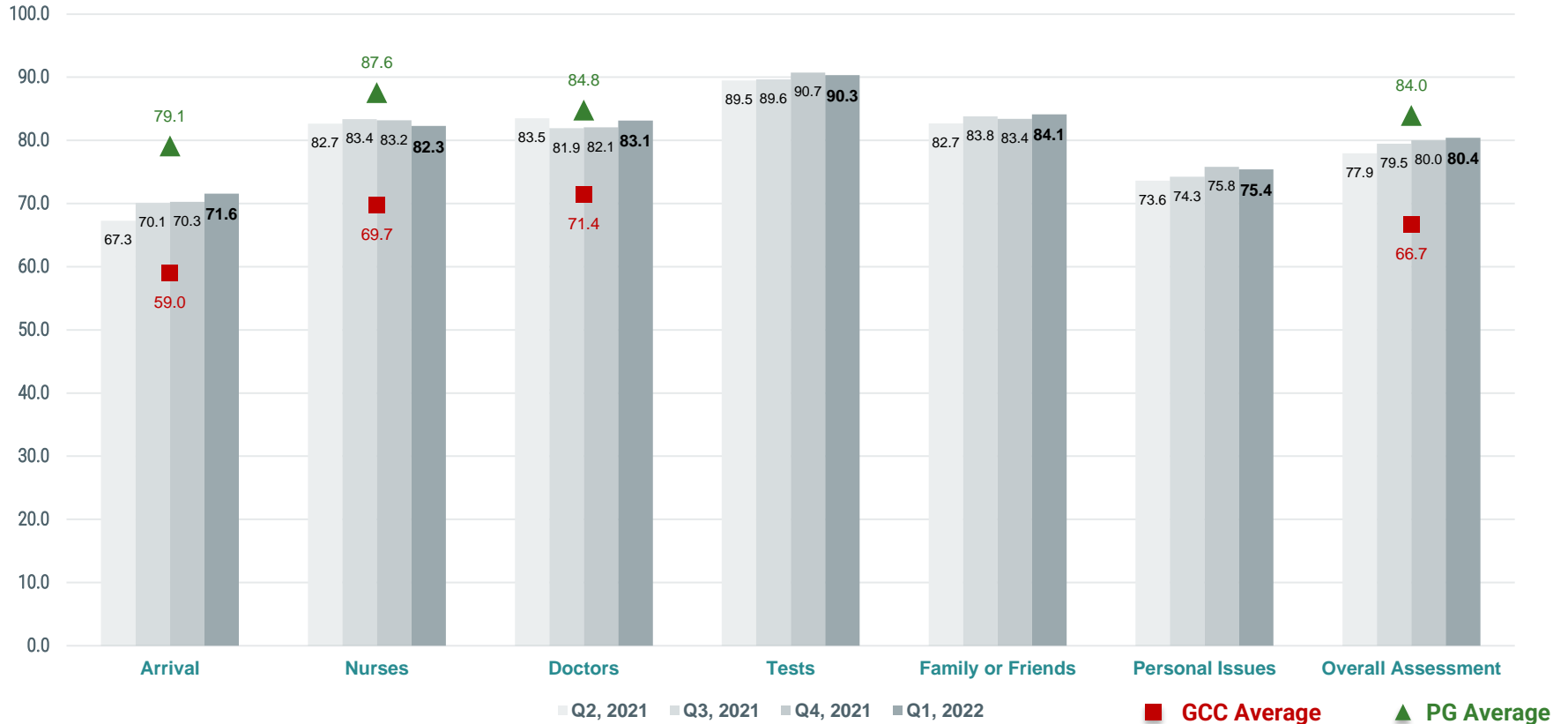
ED – Overall Rating

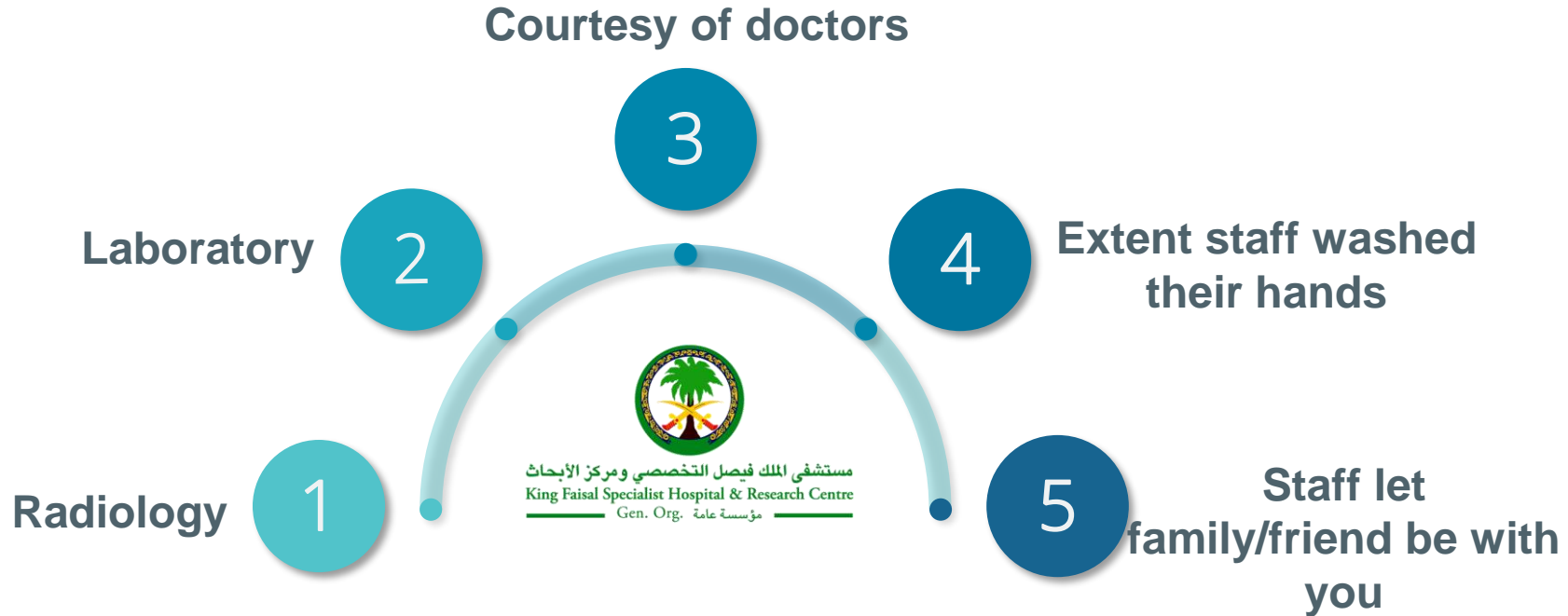


Overall Rating Trend [Q2, 2021 – Q1, 2022]

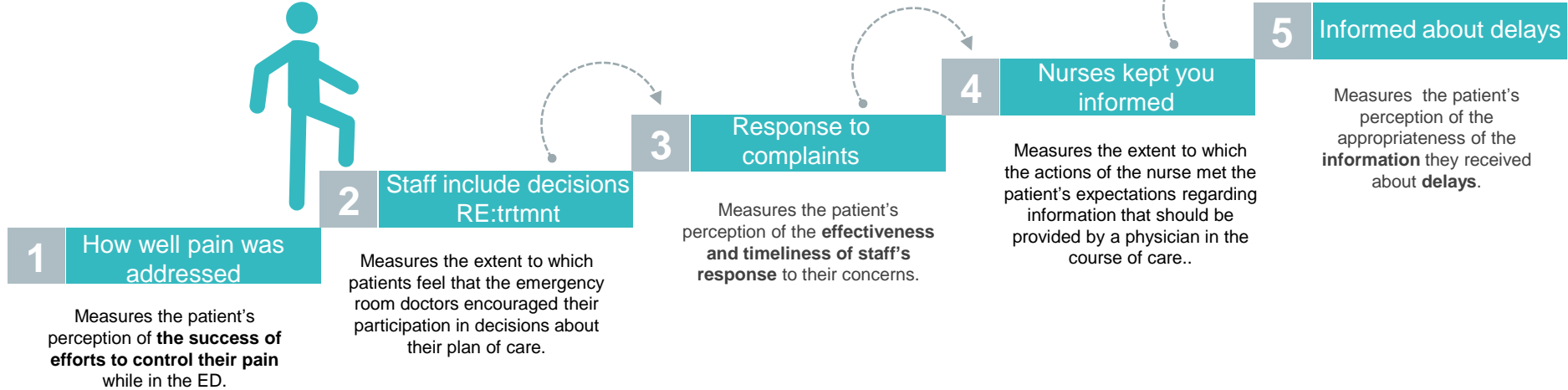


ED – Survey Domains





ED – Priority Index (Q1, 2022)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores **for the last 3 months.**
- KFSH Emergency Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items were identified as priorities for 16 consecutive Quarters (Q1,2018 – Q1, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

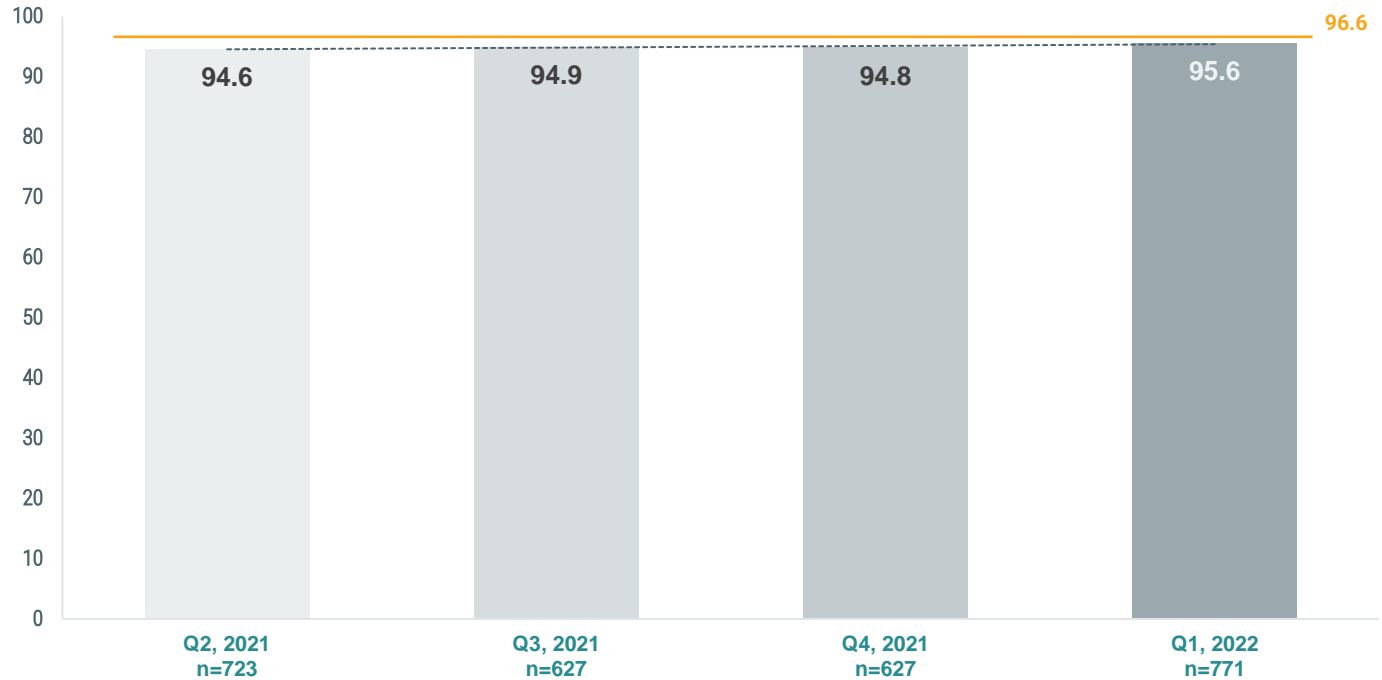


Ambulatory
Surgery

AS – Overall Rating

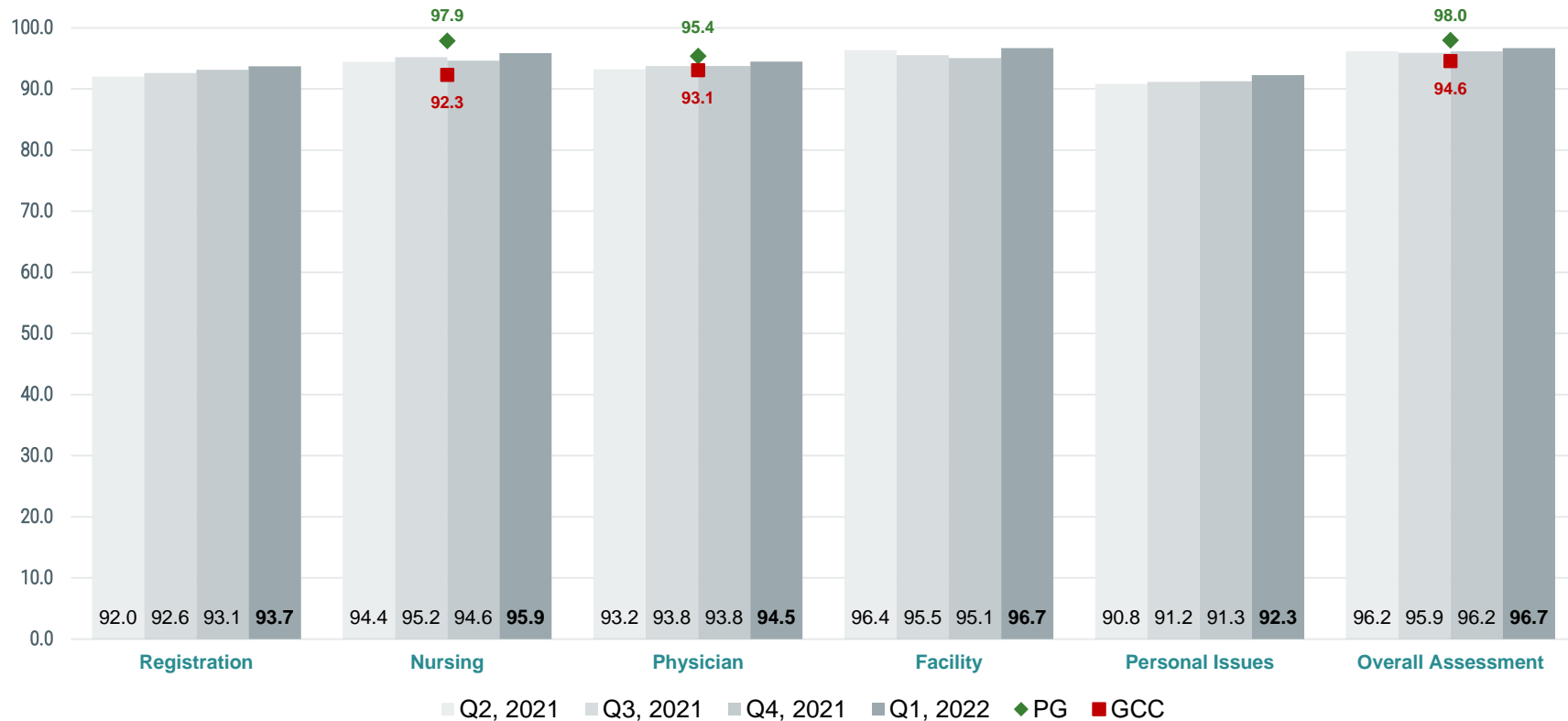


Overall Rating Trend [Q2, 2021 – Q1, 2022]



* The survey tool was updated starting from Q1, 2020

AS – Survey Domains

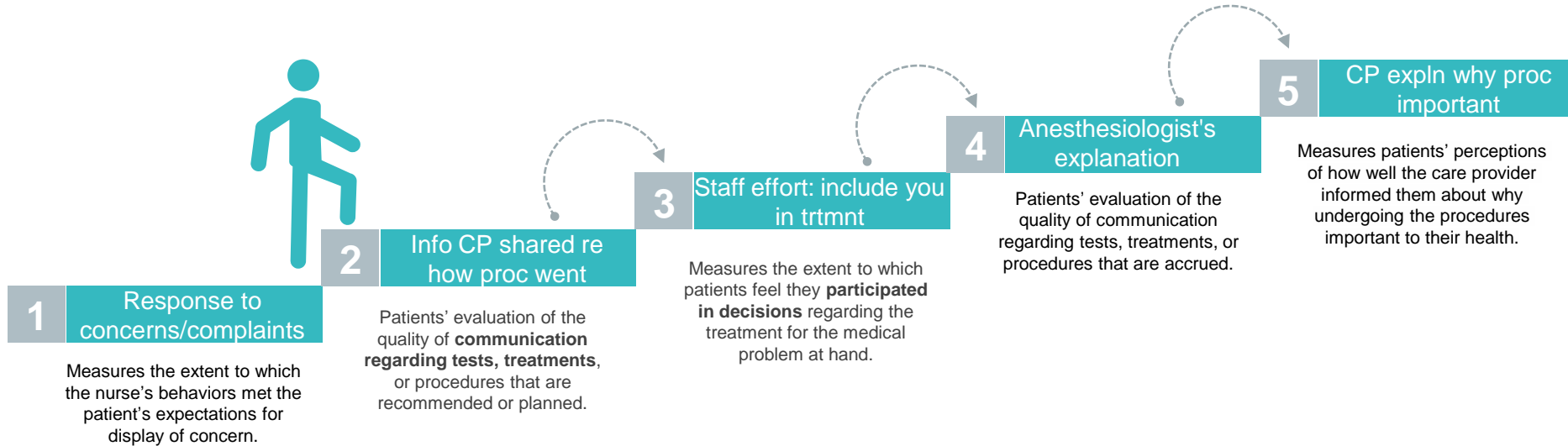


* The survey tool was updated starting from Q1, 2020

AS – Strengths



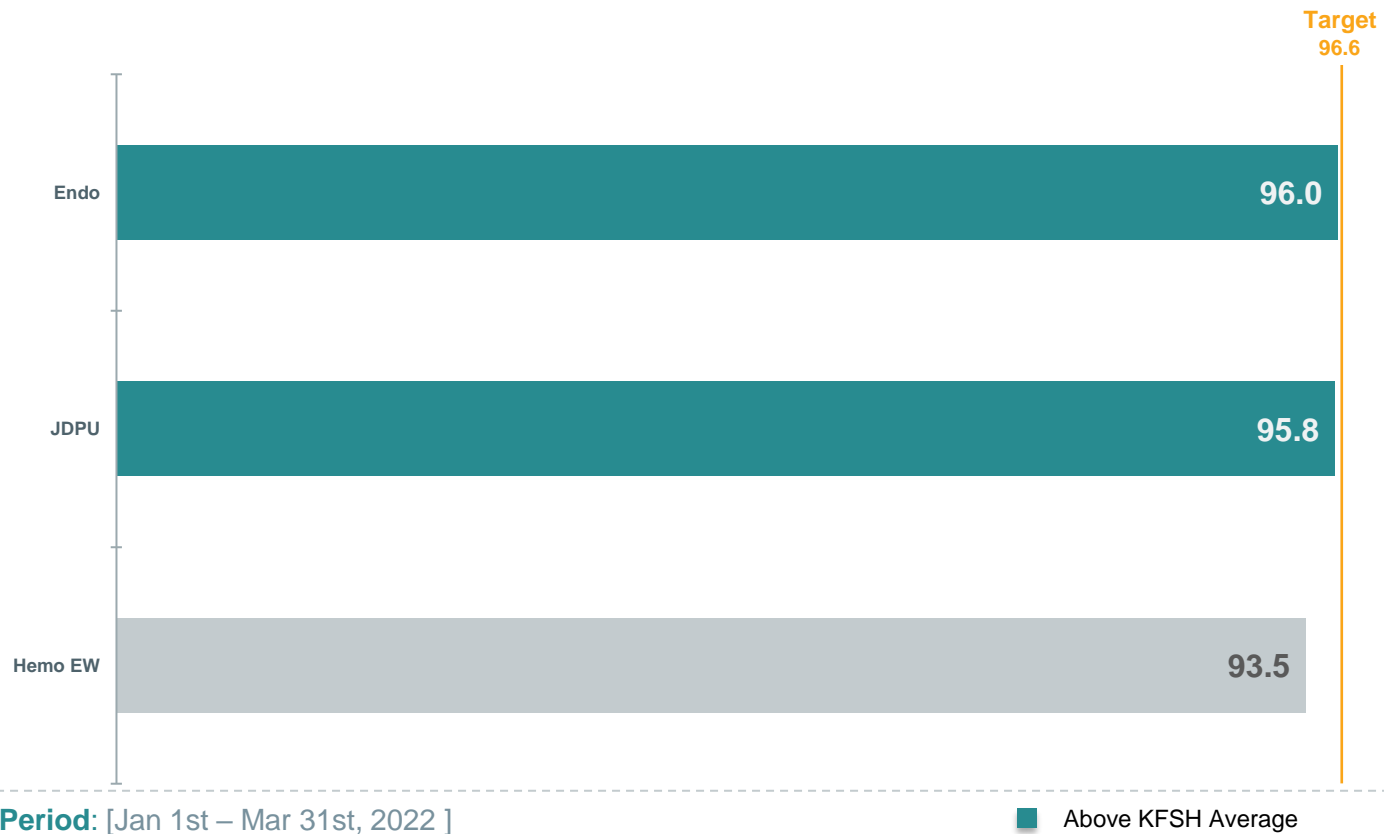
AS – Priority Index (Q1, 2022)



- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores **for the last 3 months**.
- KFSH Ambulatory Surgery Improvement Opportunities distributes across various domains in the patient journey.
- Some items have been identified as a priority for multiple consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

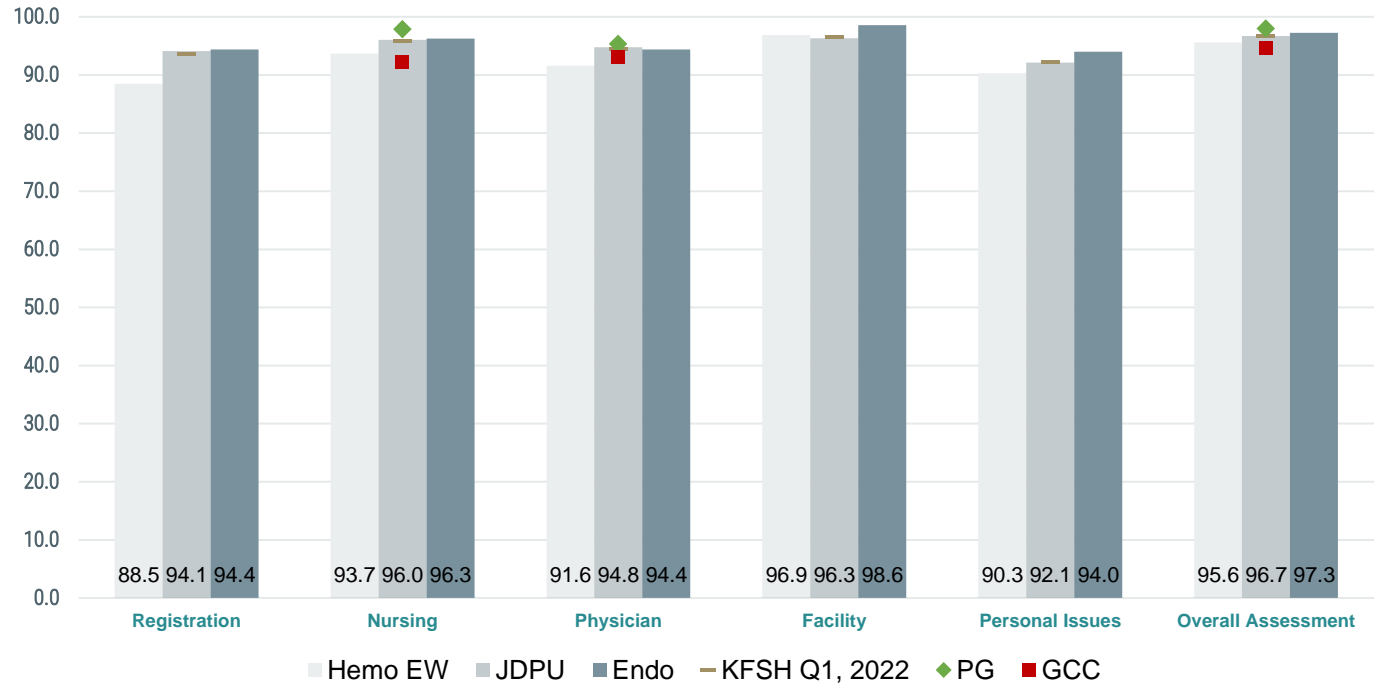
AS – Departments

Overall Rating Departments



AS – Survey Domains

Patient Journey Departments



Period: [Jan 1st – Mar 31st, 2022]

* The survey tool was updated starting from Q1, 2020



Outpatient
Oncology

ON – Overall Rating

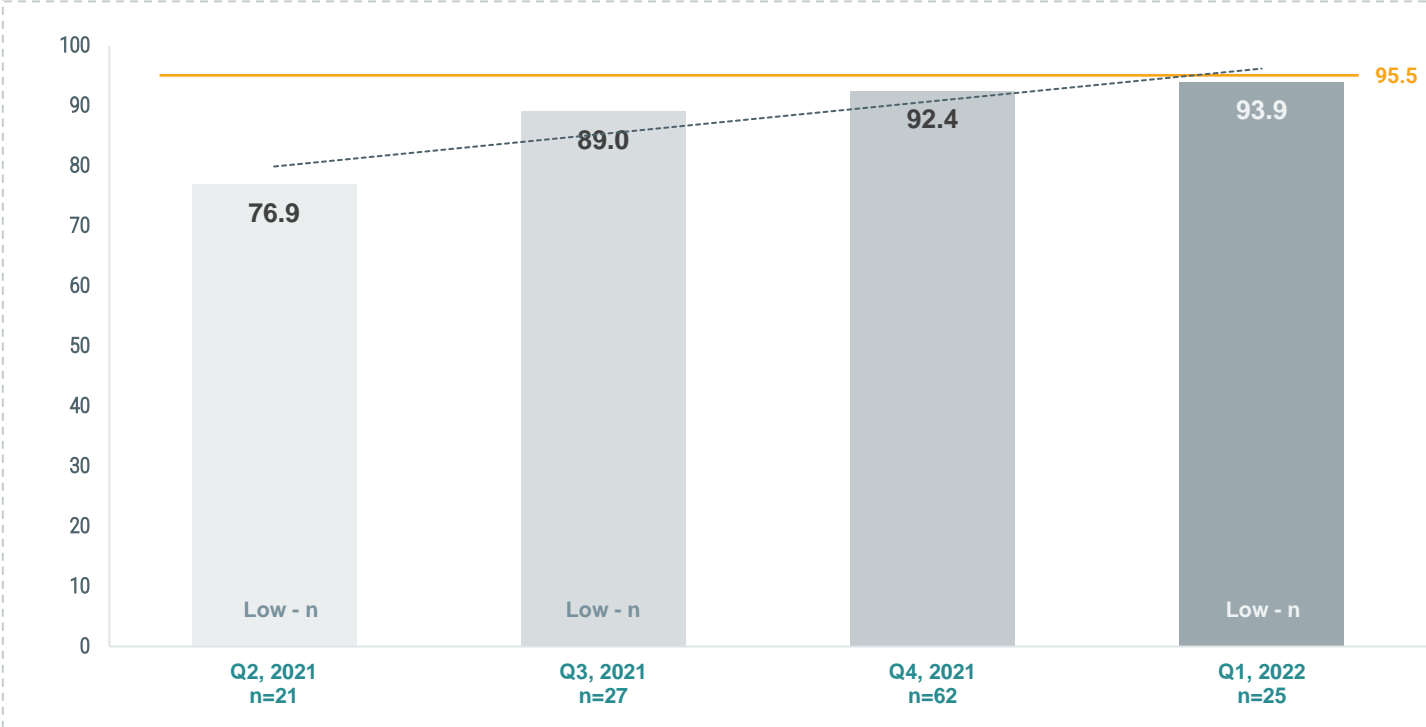
KFSH



93.9
Q1, 2022

n-Size
25*

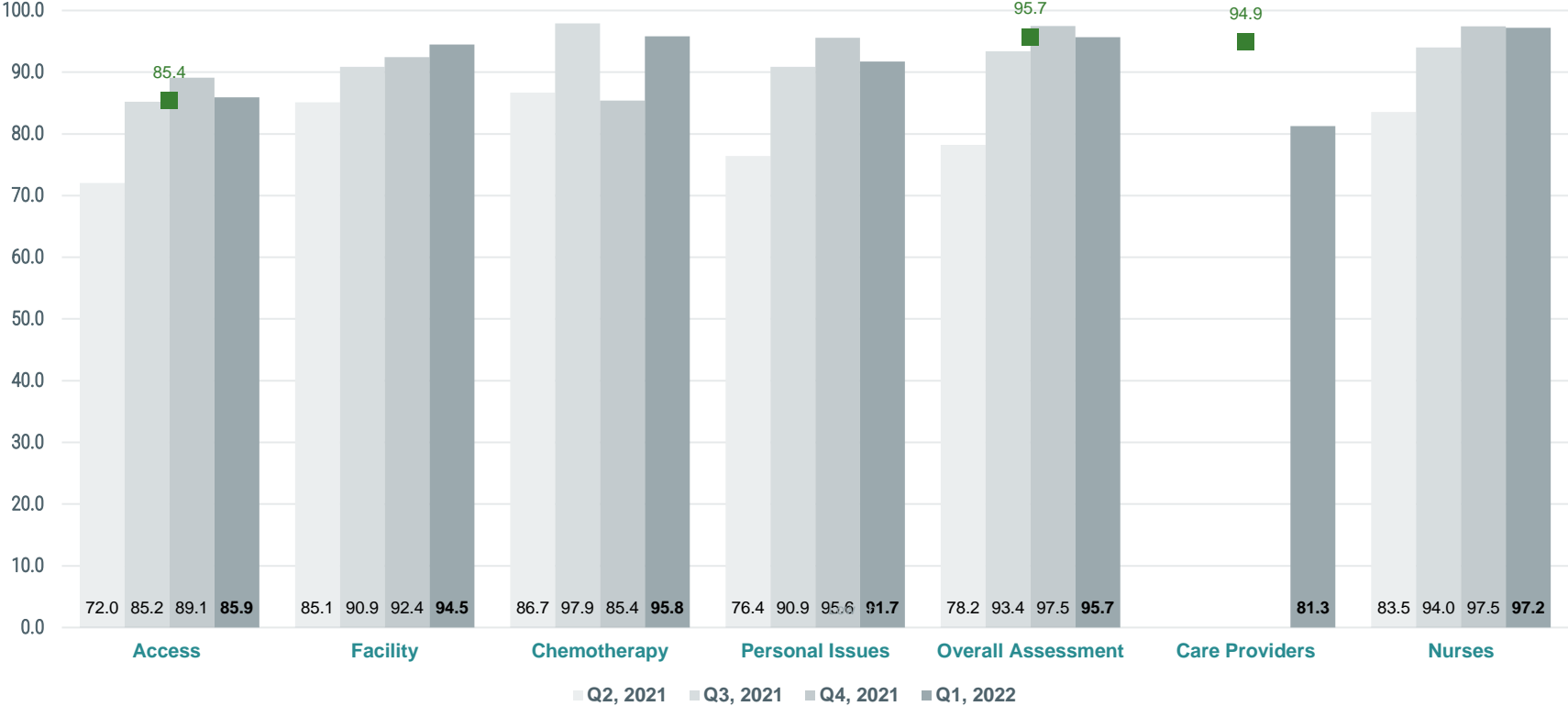
Overall Rating Trend [Q2, 2021 – Q1, 2022]



*The score might not be reliable due to the sample size
Survey has changed on Q1,2022.

■ 2022 Target [95.5]

ON – Survey Domains



Survey has changed on Q1,2022.

■ PG Average

ON – Priority Index (Q1, 2022)

Priority Index ⓘ Access Solutions Starters

PG Report Period: 6 months | CAHPS Report Period: 12 months

Current Order	Survey Type	Question	Mean Score	Correlation
1	PG	Wait time: calling & first appt†	86.84	0.85
2	PG	Include you in treatment decisionst	92.82	0.87
3	PG	Wait in registration area†	87.34	0.82
4	PG	Staff kept fam informed about cond†	93.90	0.88
5	PG	How well your pain was addressed†	92.24	0.85
6	PG	Sensitivity to difficulties of cond†	94.54	0.88
7	PG	Staff worked together care for you	95.88	0.86
8	PG	Ease of reaching office staff phonet	90.26	0.71
9	PG	Privacy of changing roomst	91.03	0.72
10	PG	Staff concern for privacy†	95.69	0.82

- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 6 months**.
- 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 underperforming units.

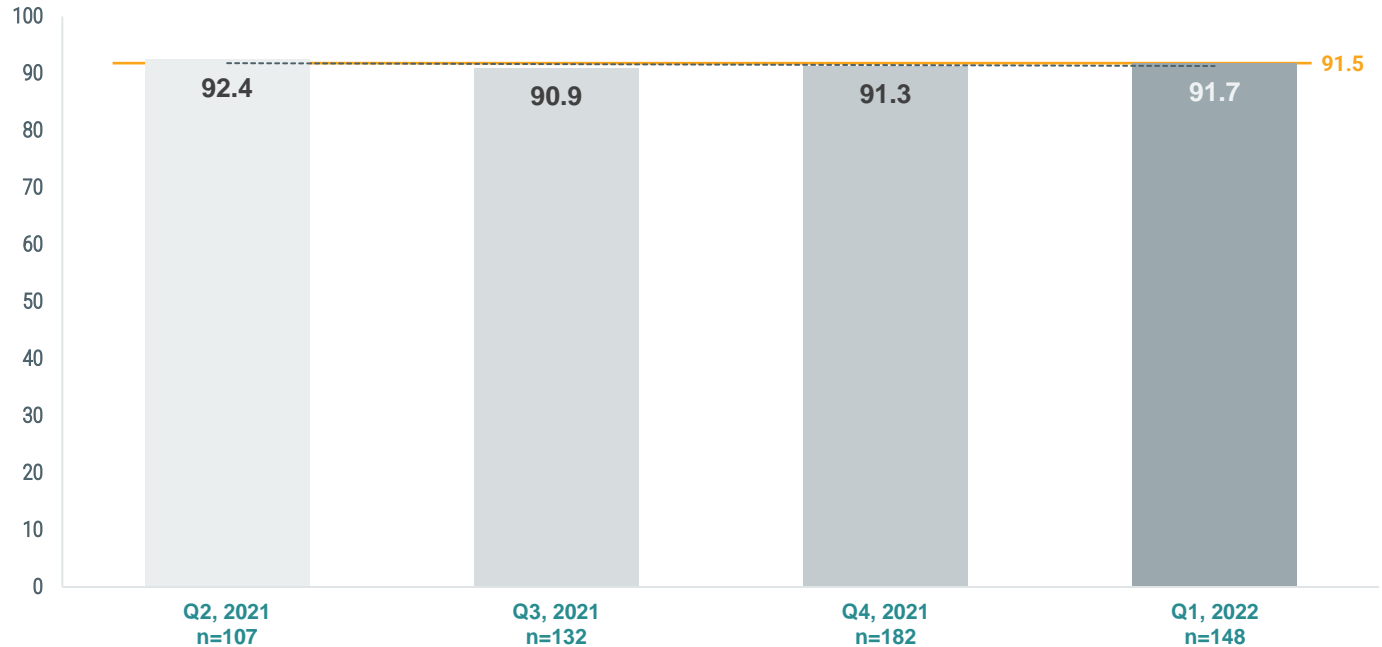


Dental

DEN – Overall Rating

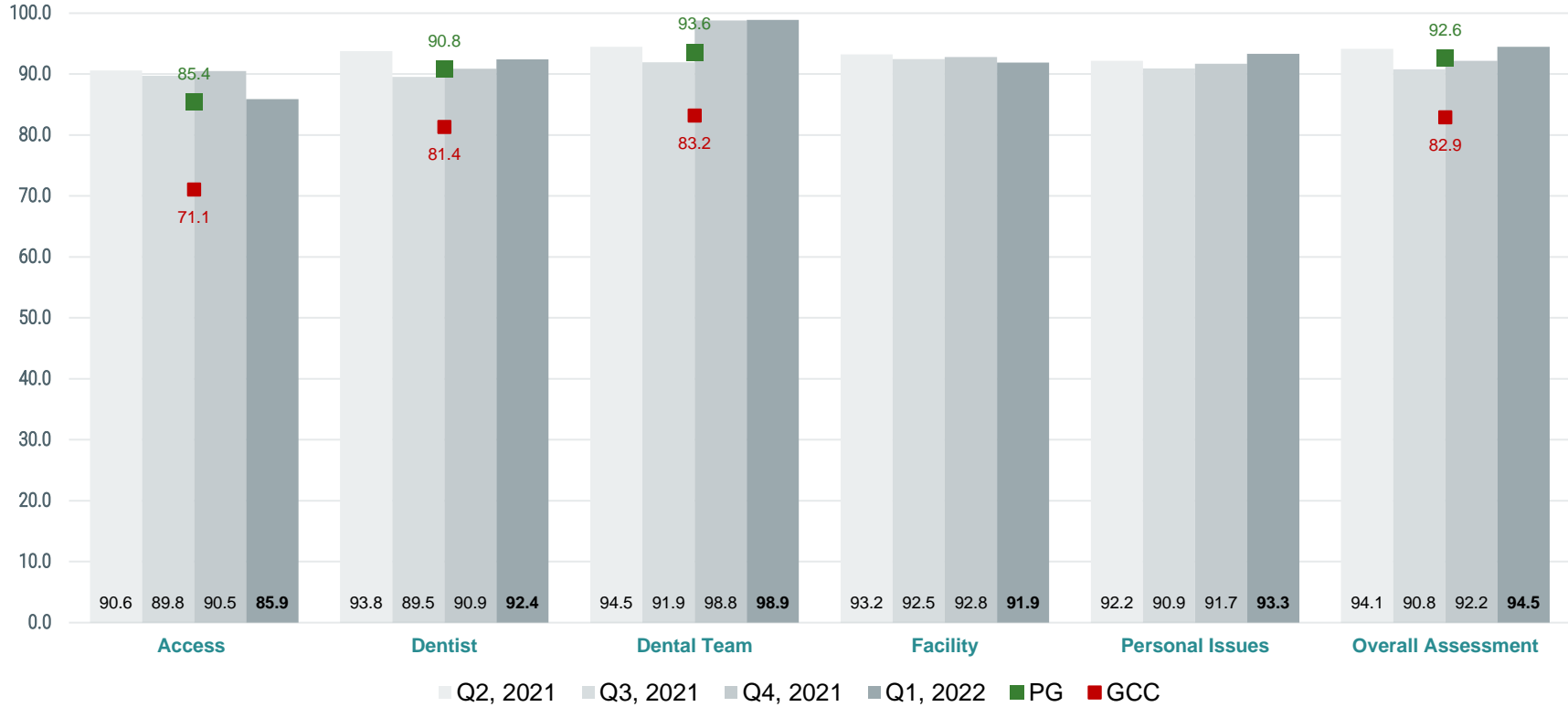


Overall Rating Trend [Q2, 2021 – Q1, 2022]



■ 2022 Target [91.5]

Dental – Survey Domains



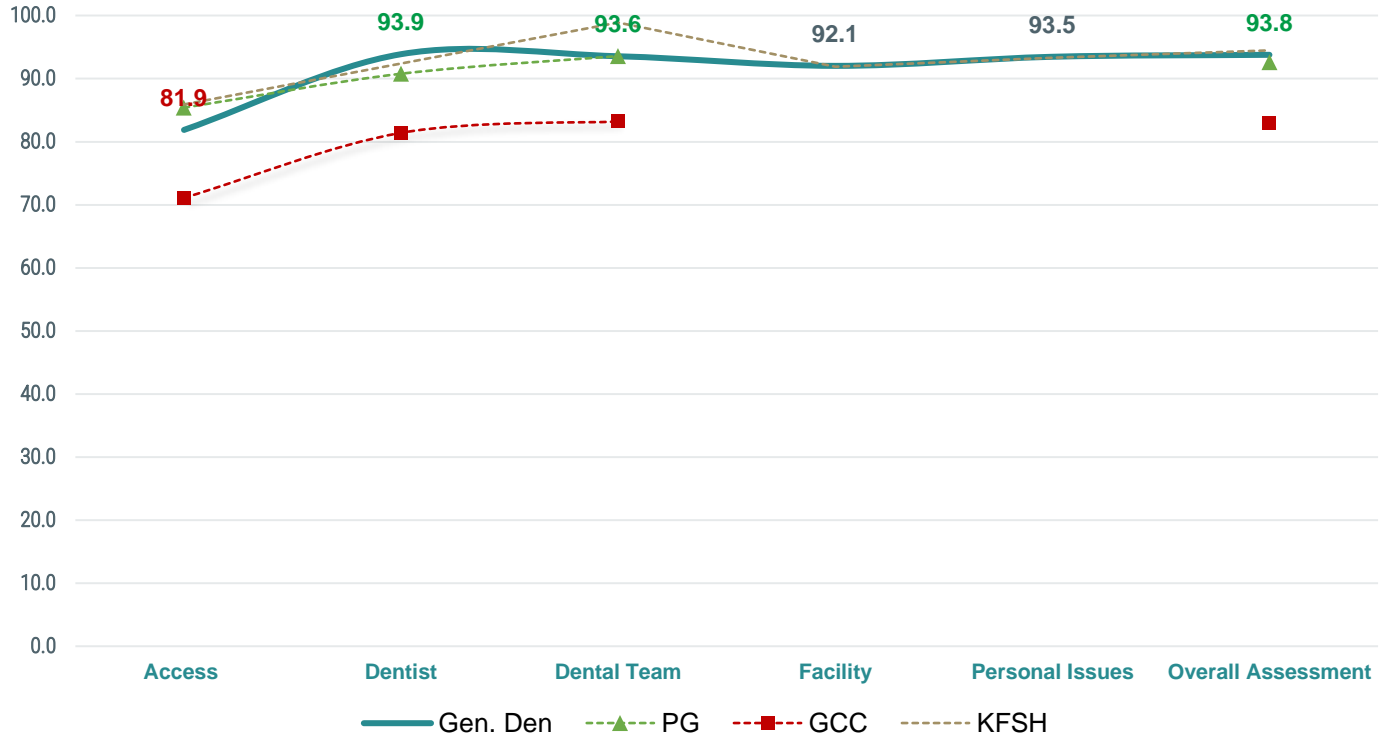
Dental – Departments

Gen. Dental Patient Journey



n-Size
83

Period: Jan 1st – Mar 31st, 2022



Dental – Priority Index (Q1, 2022)



1

Wait before treatment/exam room

Measures patients' perceptions of the amount of time spent at the office before being treated.

2

Convenience of office hours

Measures whether patients perceive the dental office's operating hours as convenient relative to their work and home life schedules.-

3

Time between calling and being seen

Measures patients' perceptions of the amount of time spent at the office from arrival to departure.

4

Availability of dentist

Measures patients' perceptions of the availability of dentists in the clinic.

5

Concern/steps taken to protect

This question measures the patient's perception that these concerns are taken seriously by dental staff and addressed appropriately.

- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 3 months**.
- KFSH Dental Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.



Outpatient
Services

OU – Overall Rating

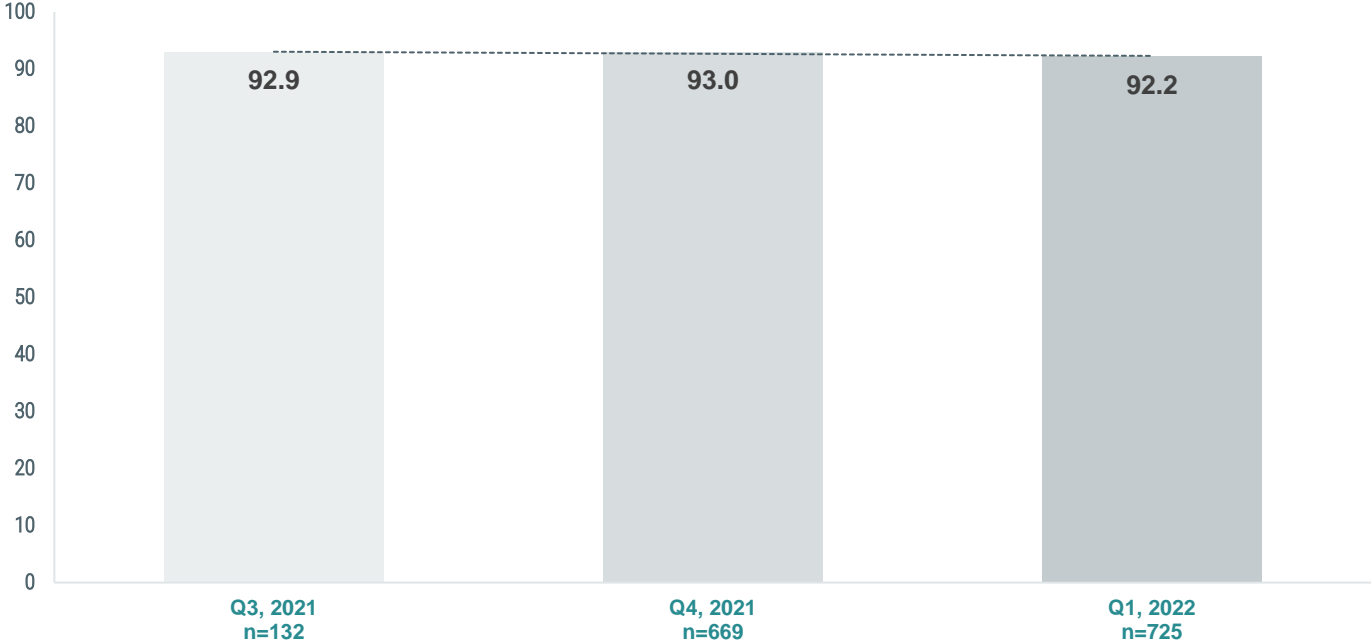
KFSH



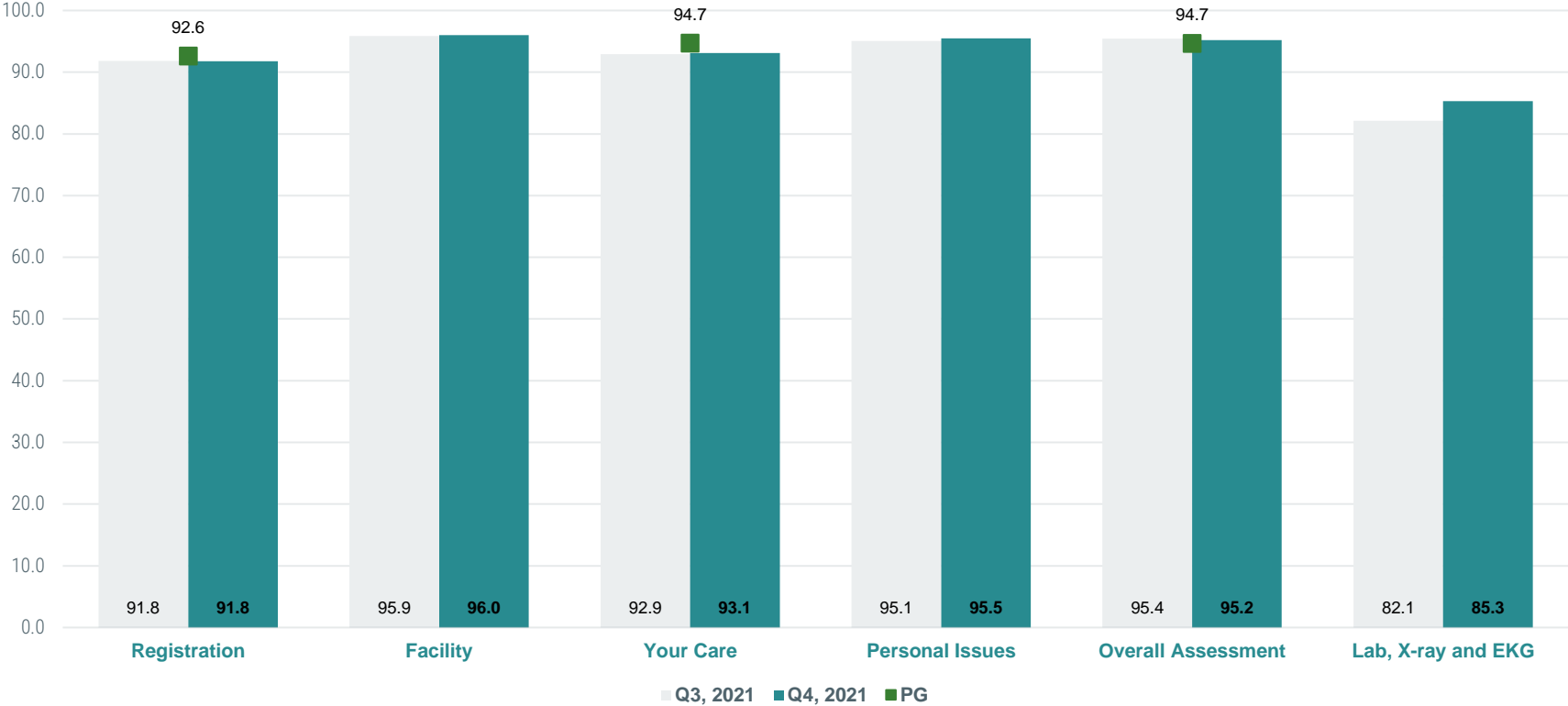
92.2
Q1, 2022

n-Size
725

Overall Rating Trend [Q3, 2021 – Q1, 2022]



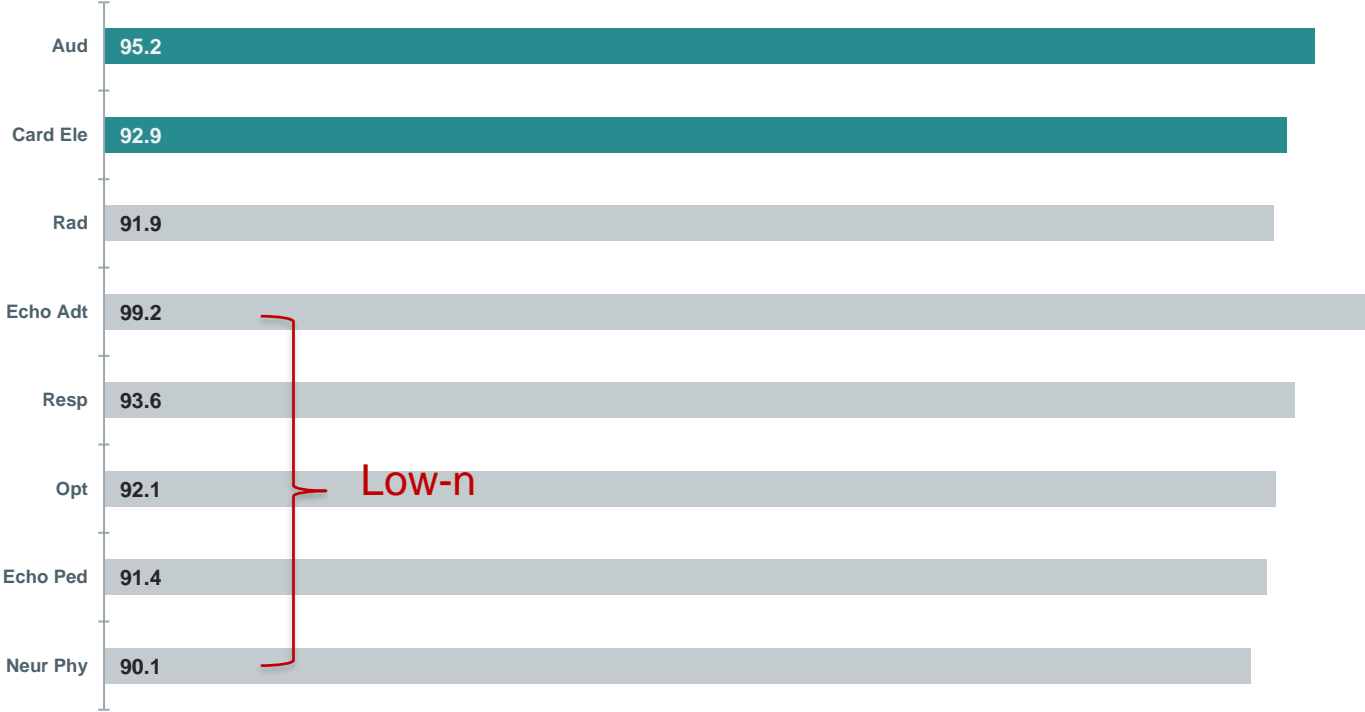
OU – Survey Domains



■ PG Average

OU – Overall Rating

Overall Rating Departments



Period: Jan 1st – Mar 31st, 2022

■ Above KFSH Average

*The score might not be reliable due to the sample size

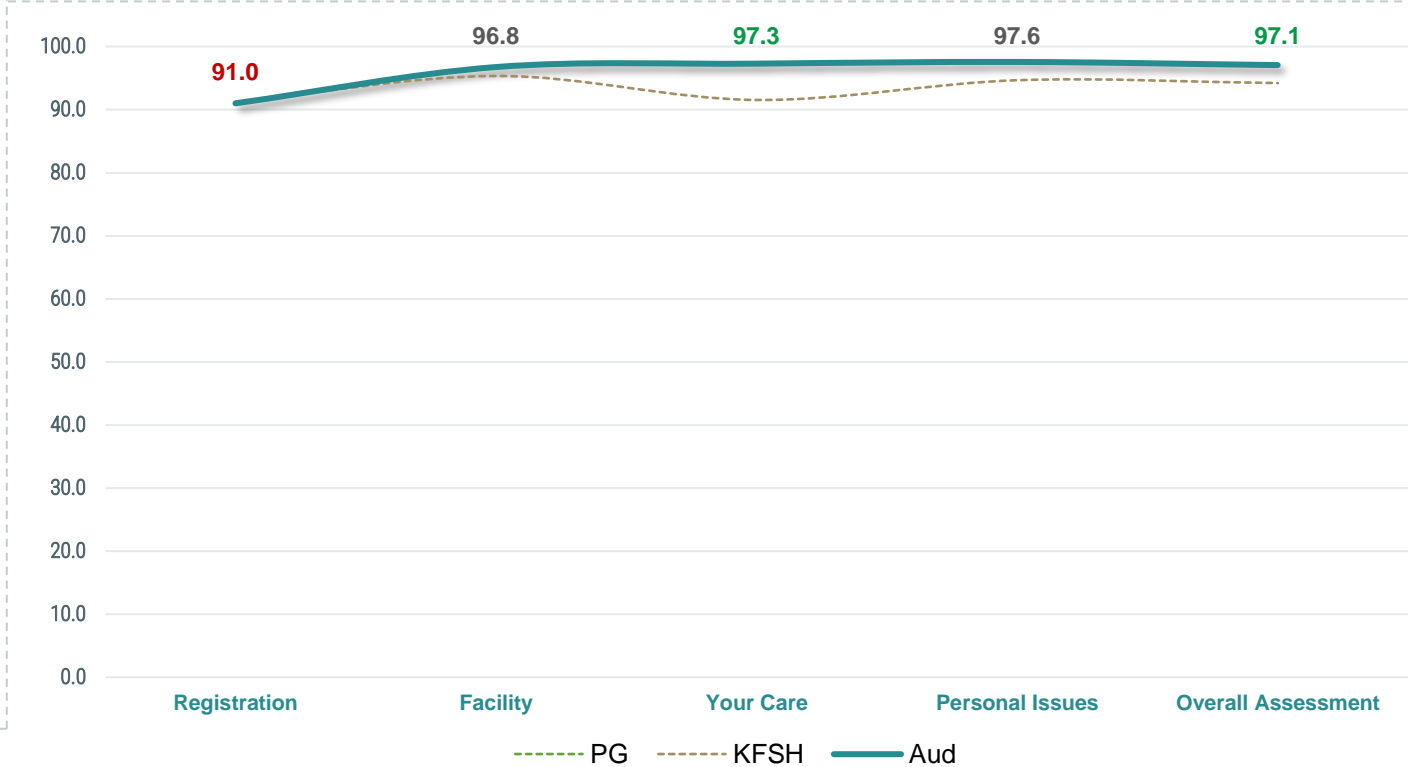
OU – Departments

Aud Patient Journey



n-Size
31

Period: Jan 1st – Mar 31st, 2022



OU – Departments

Card Ele Patient Journey



n-Size
55

Period: Jan 1st – Mar 31st, 2022



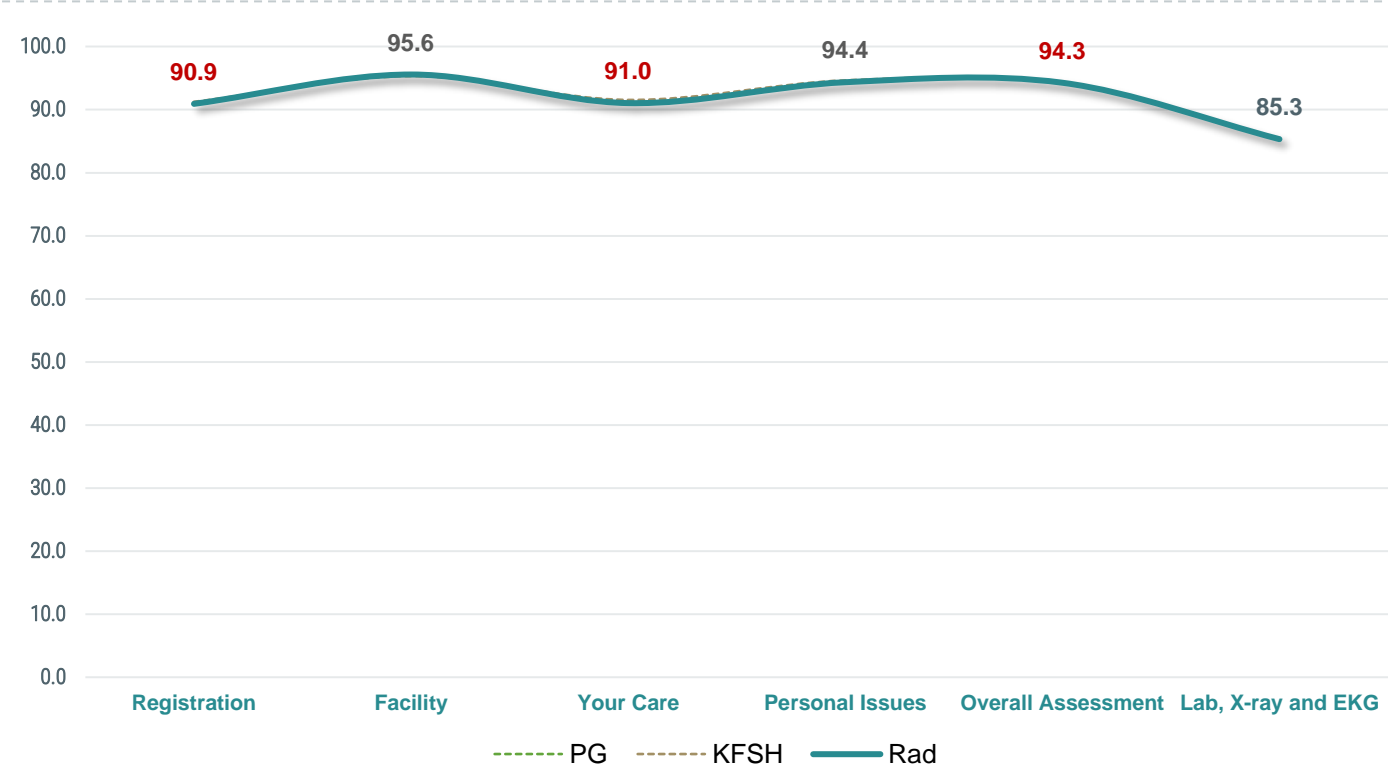
OU – Departments

Rad Patient Journey



n-Size
549

Period: Jan 1st – Mar 31st, 2022



OU – Departments

Echo Adt

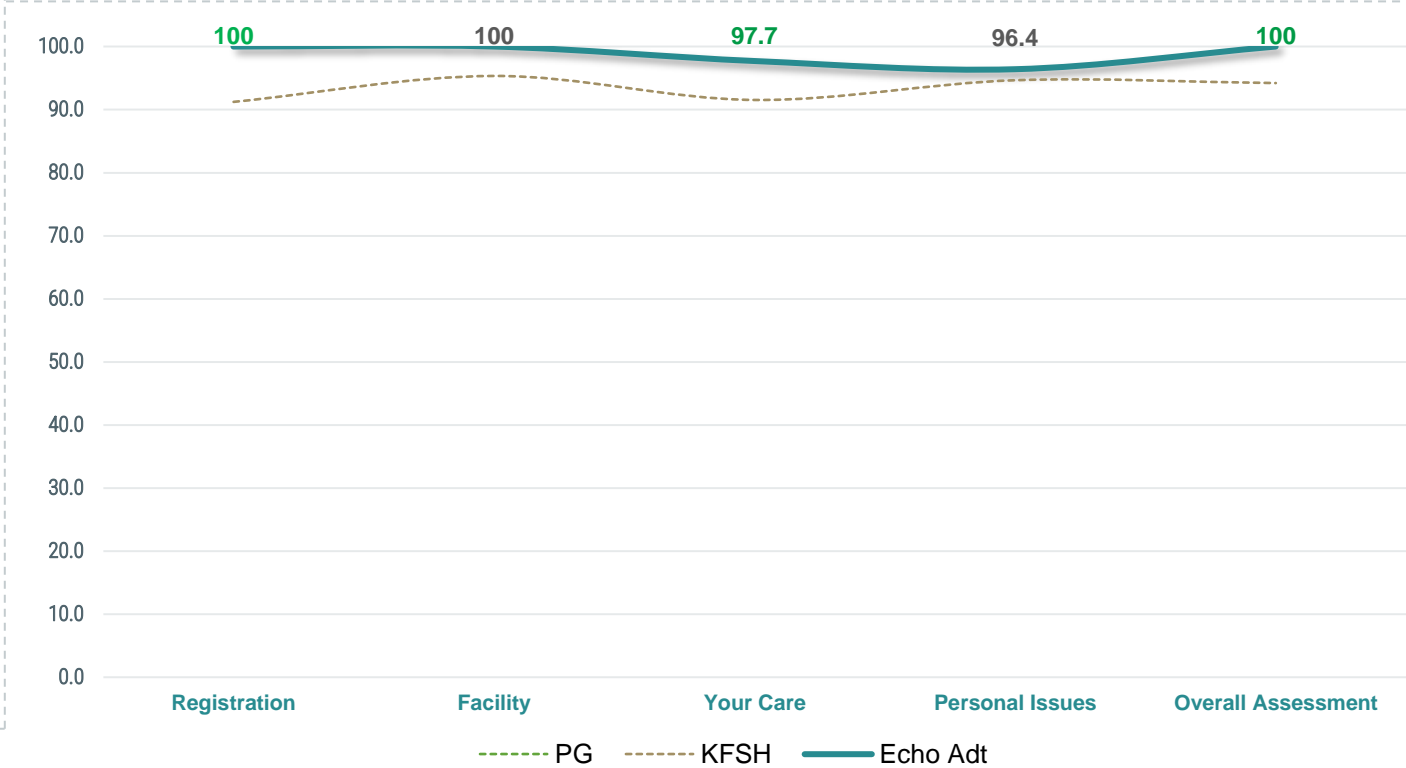
Patient Journey



n-Size

8*

Period: Jan 1st – Mar 31st, 2022



*The score might not be reliable due to the sample size

OU – Departments

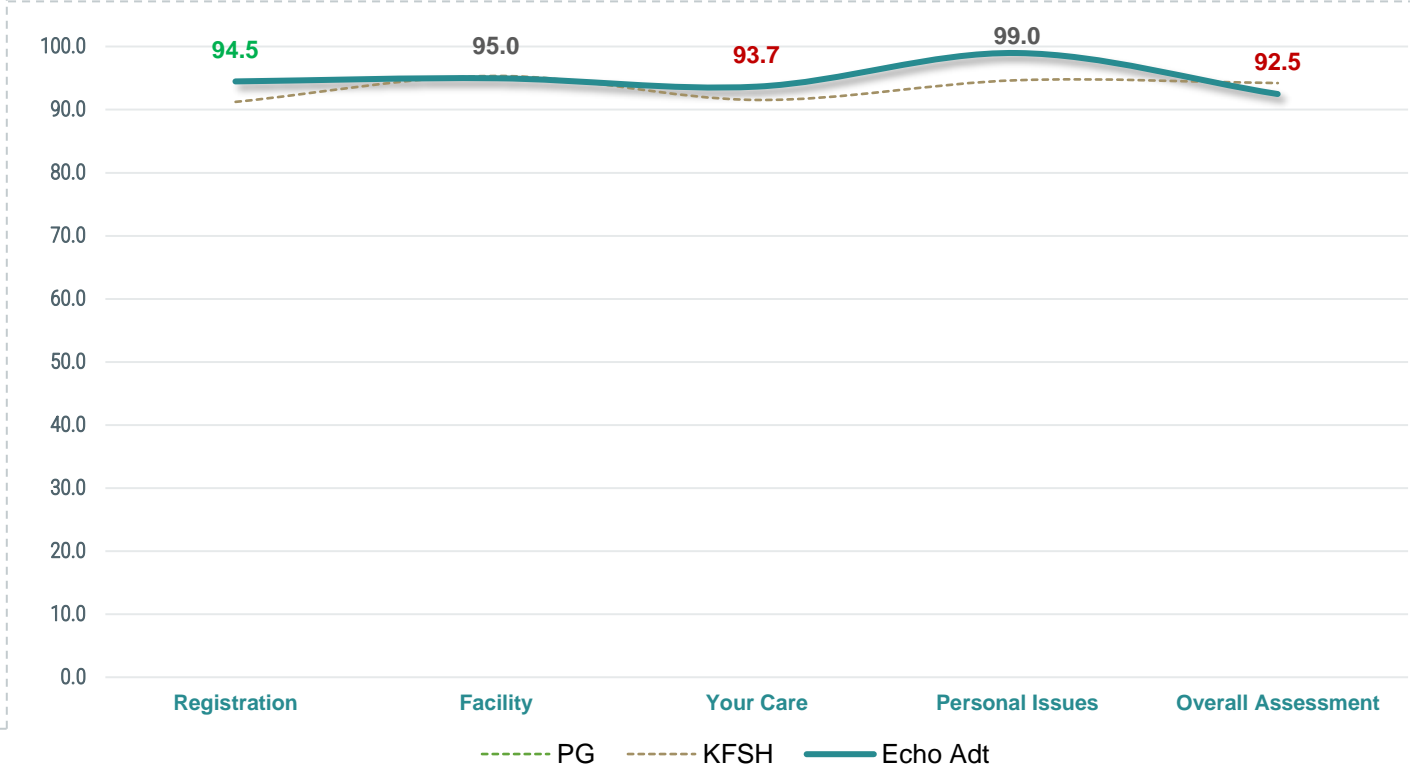
Resp Patient Journey



n-Size
25*

*The score might not be reliable due to the sample size

Period: Jan 1st – Mar 31st, 2022



OU – Departments

OPT

Patient Journey

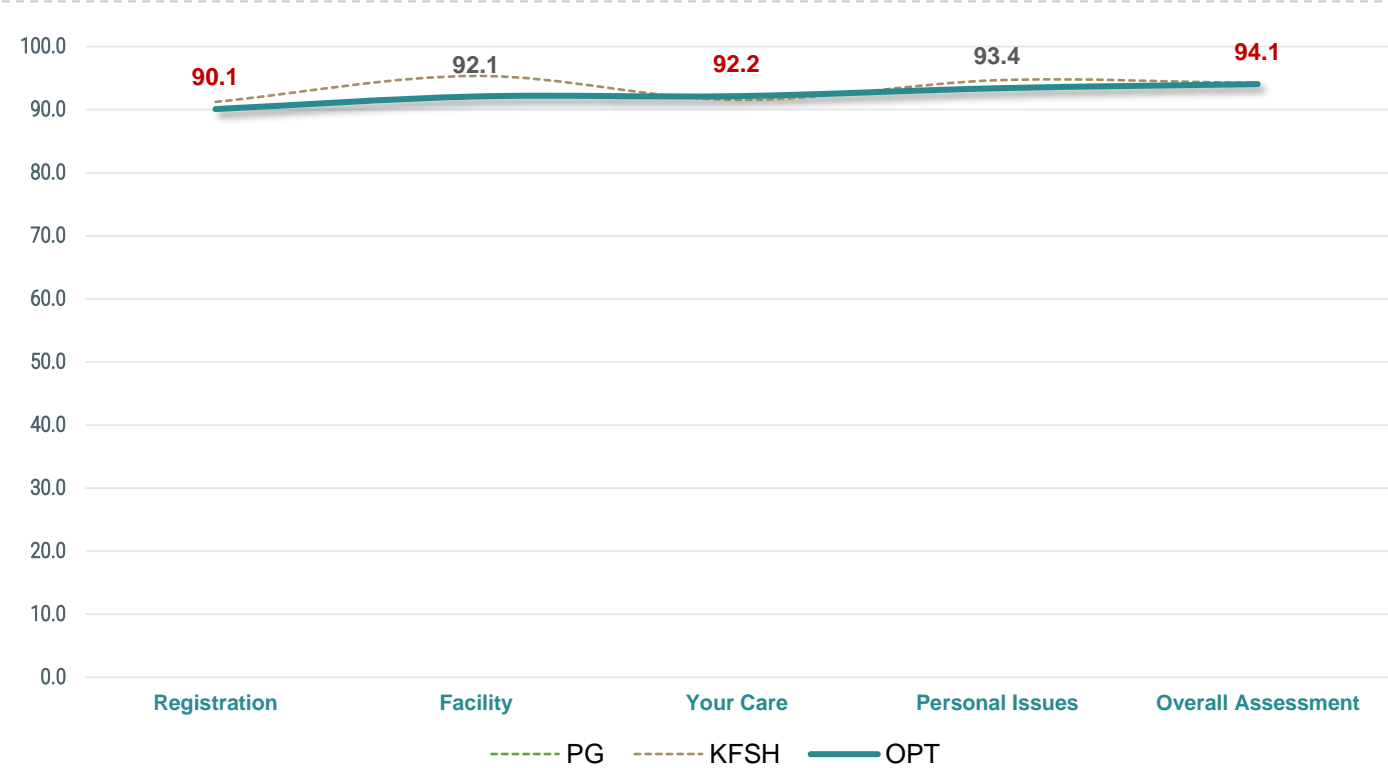


n-Size

24*

*The score might not be reliable due to the sample size

Period: Jan 1st – Mar 31st, 2022



OU – Departments

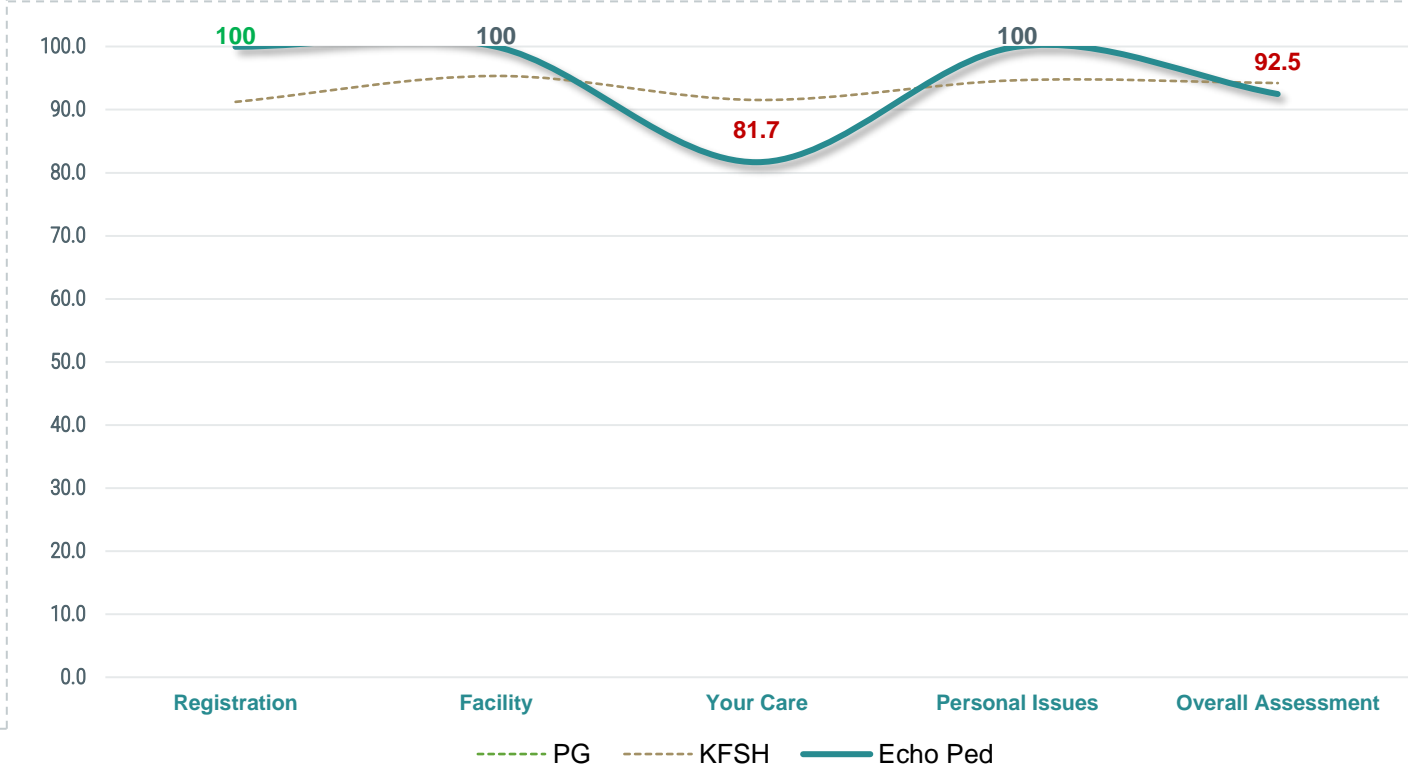
Echo Ped Patient Journey



n-Size
5*

*The score might not be reliable due to the sample size

Period: Jan 1st – Mar 31st, 2022



OU – Departments

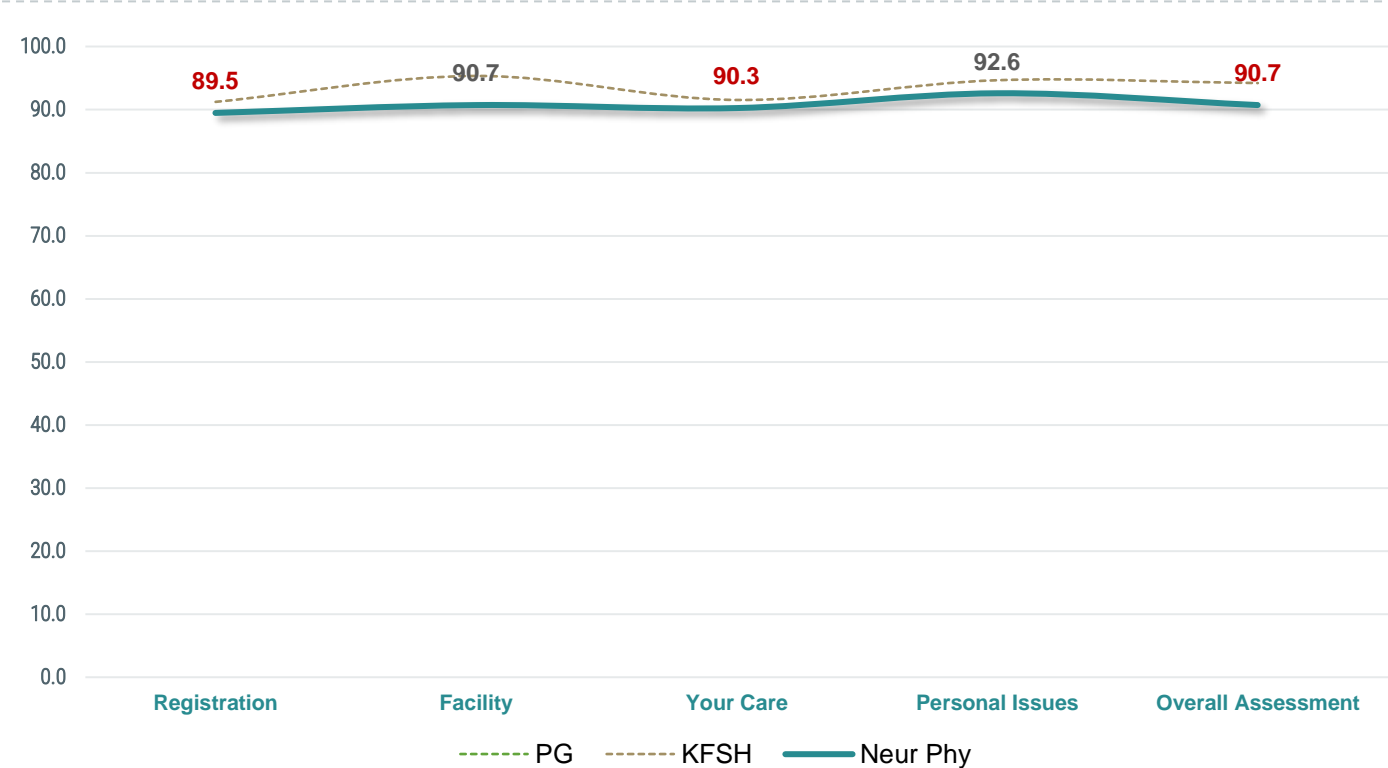
Neur Phy Patient Journey



n-Size
28*

*The score might not be reliable due to the sample size

Period: Jan 1st – Mar 31st, 2022



OU – Priority Index (Q1, 2022)

Priority Index ⓘ Access Solutions Starters

PG Report Period: 6 months | CAHPS Report Period: 12 months

Current Order	Survey Type	Question	Mean Score	Correlation
1	PG	Waiting time in X-ray†	85.31	0.82
2	PG	Response to concerns/complaints	91.80	0.79
3	PG	Overall rating of care†	94.45	0.83
4	PG	Staff worked together care for you	93.76	0.82
5	PG	Comfort of waiting area	88.30	0.73
6	PG	Waiting time in registration	88.74	0.72
7	PG	Trust in skill of staff	92.89	0.75
8	PG	Our concern for privacy†	95.05	0.81
9	PG	Staff concern for comfort	93.27	0.74
10	PG	Opp to ask questions	90.56	0.7

- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 6 months**.
- KFSH OU Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.

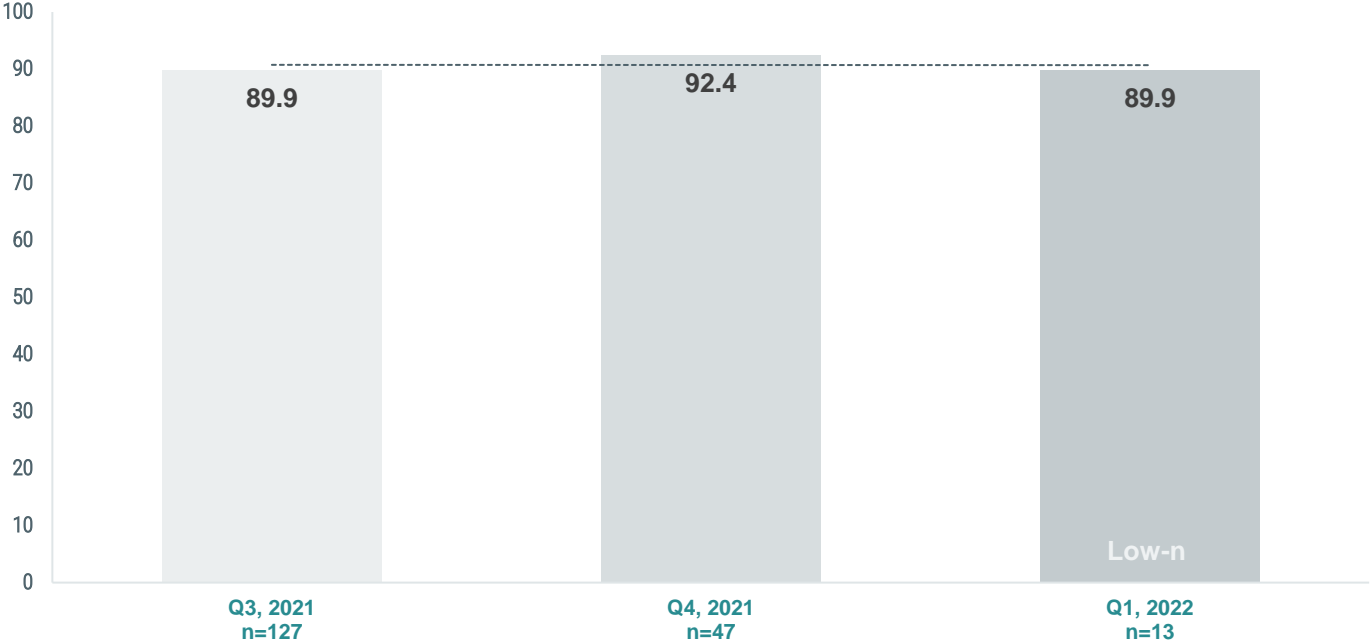


Outpatient
Rehabilitation

OR – Overall Rating

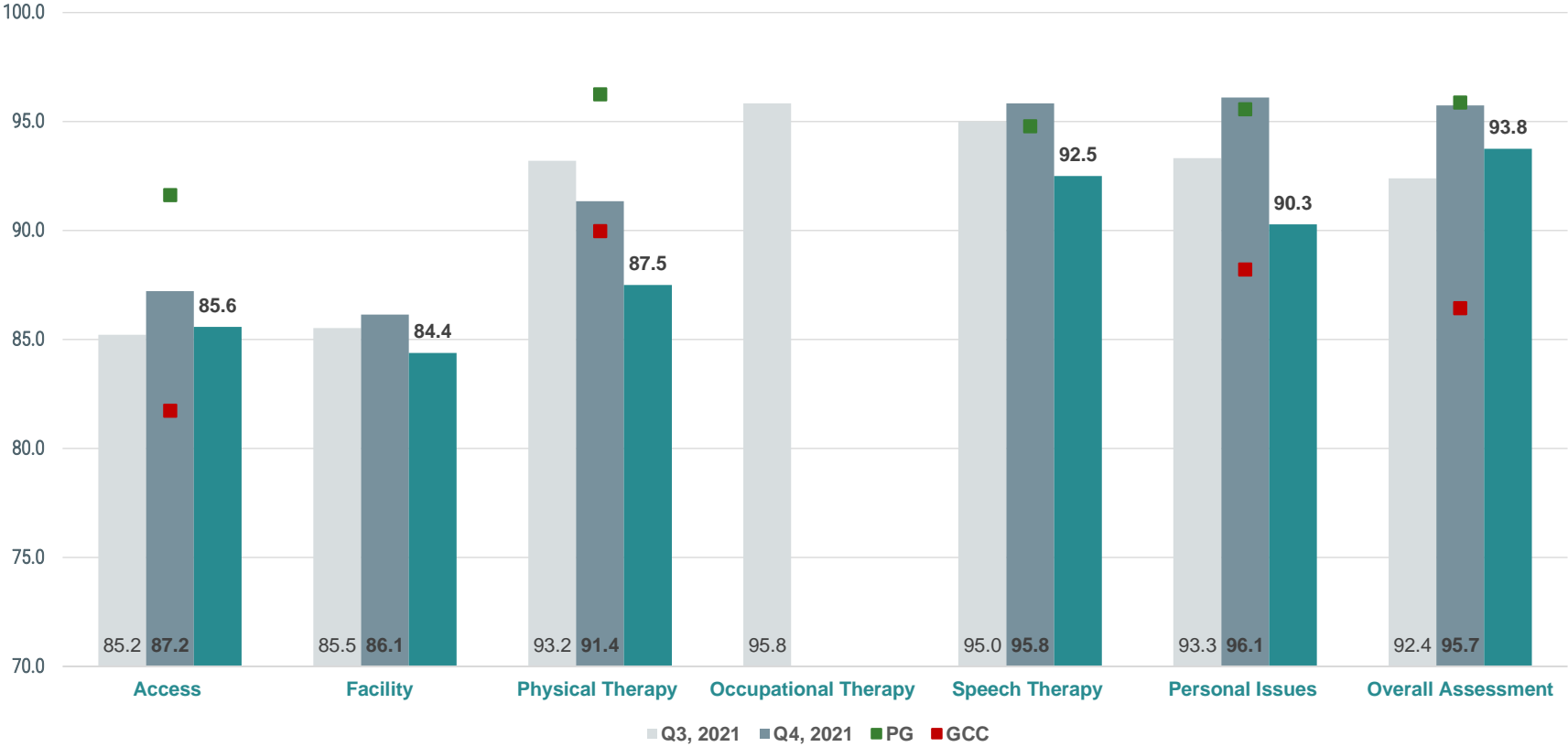


Overall Rating Trend [Q3, 2021 – Q1, 2022]



*The score might not be reliable due to the sample size

OR – Survey Domains



■ PG Average

OR – Overall Rating

Overall Rating Departments



Period: Jan 1st – Mar 31st, 2022

■ Above KFSH Average

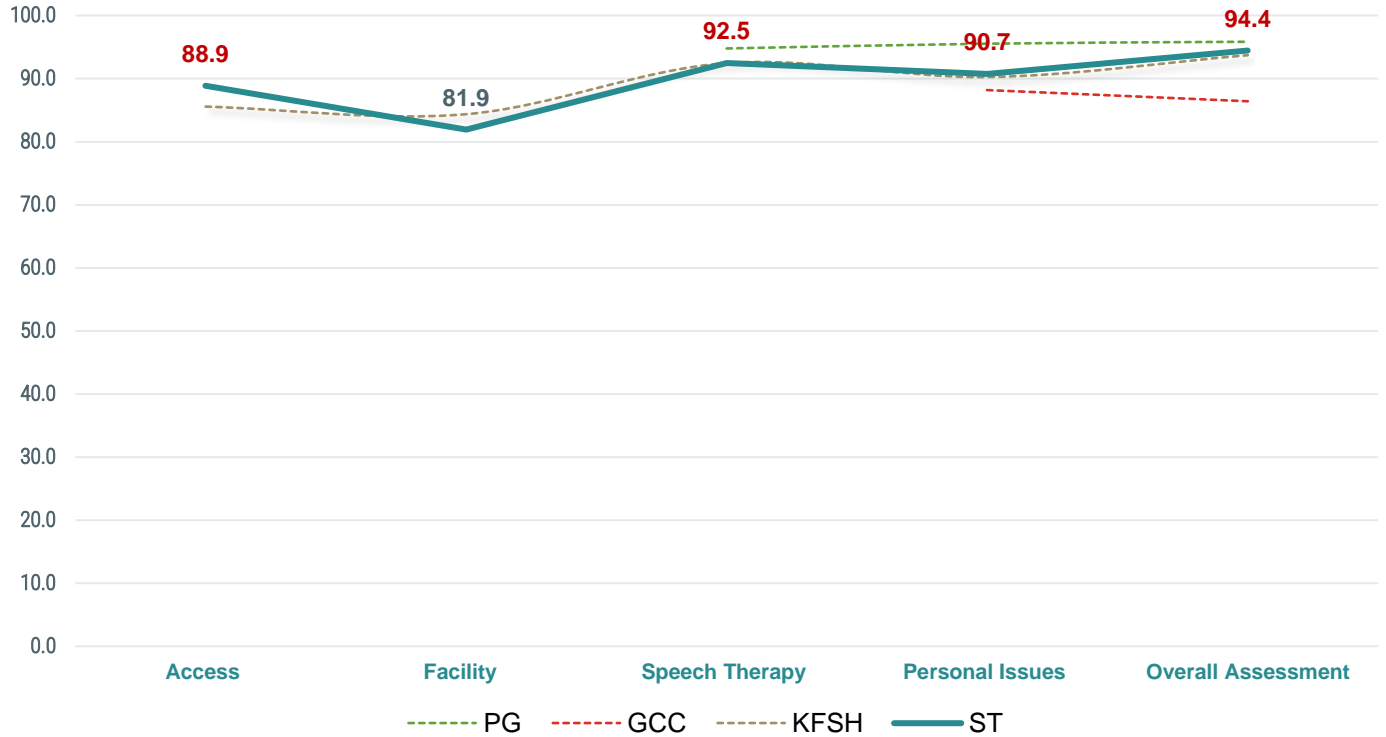
OR – Departments

ST Patient Journey



n-Size
9*

Period: Jan 1st – Mar 31st, 2022



*The score might not be reliable due to the sample size

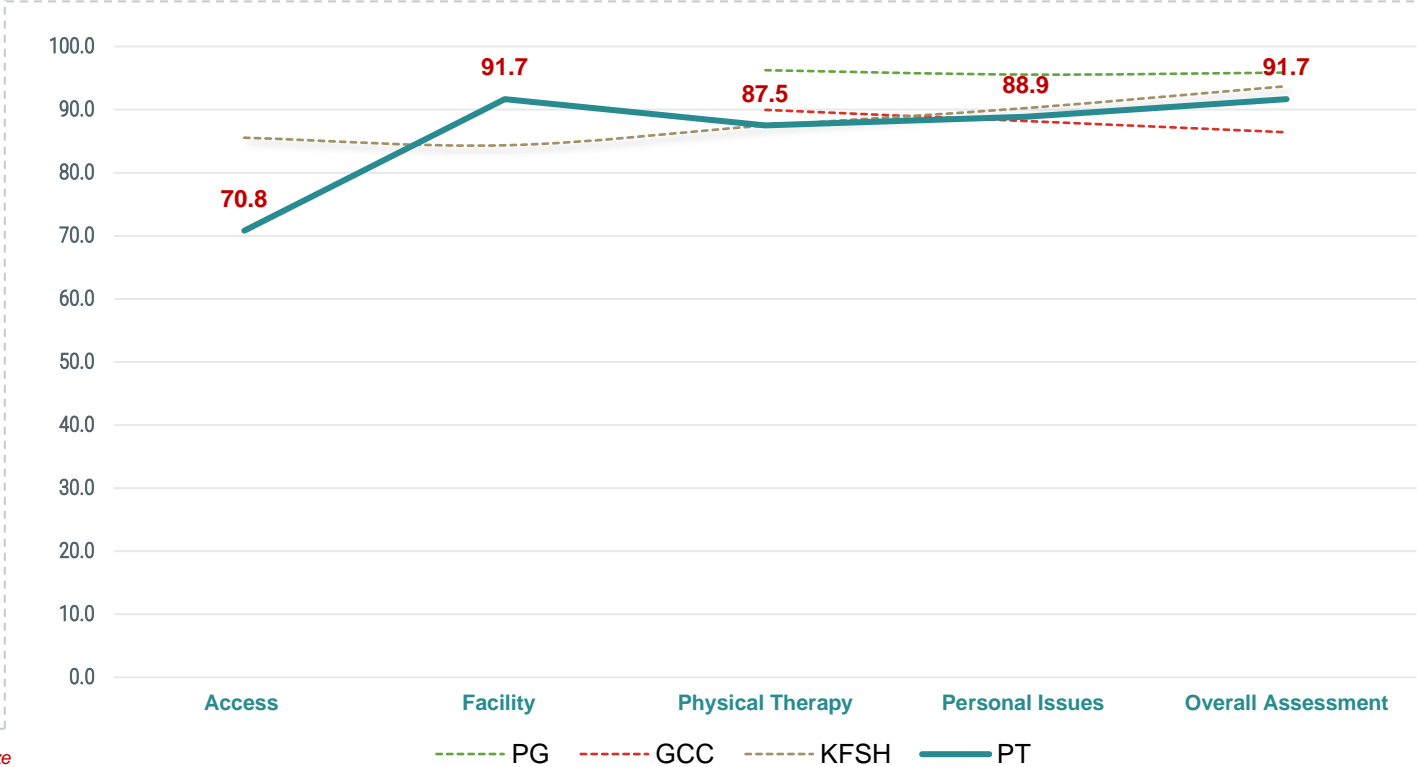
OR – Departments

PT Patient Journey



n-Size
3*

Period: Jan 1st – Mar 31st, 2022



*The score might not be reliable due to the sample size

OR – Priority Index (Q1, 2022)

Priority Index ⓘ Access Solutions Starters

PG Report Period: 6 months | CAHPS Report Period: 12 months

Current Order	Survey Type	Question	Mean Score	Correlation
1	PG	Therapy progress toward goal†	87.27	0.82
2	PG	Include you in decisions PT goals	89.74	0.82
3	PG	Ease of registration process	89.22	0.74
4	PG	Convenience of parking†	76.85	0.68
5	PG	Explanations PT treatment/progress	89.88	0.71
6	PG	Staff concern for quest/worries	92.98	0.74
7	PG	Trust in skill of PT staff	90.48	0.71
8	PG	Overall rating of care	94.09	0.76
9	PG	Ease of scheduling convenient times	84.48	0.58
10	PG	Staff worked together care for you	95.37	0.8

- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 6 months**.
- KFSH OR Improvement Opportunities revolves mainly around addressing the patients’ needs and concerns.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.



Telemedicine

Telemedicine – Overall Rating

KFSH



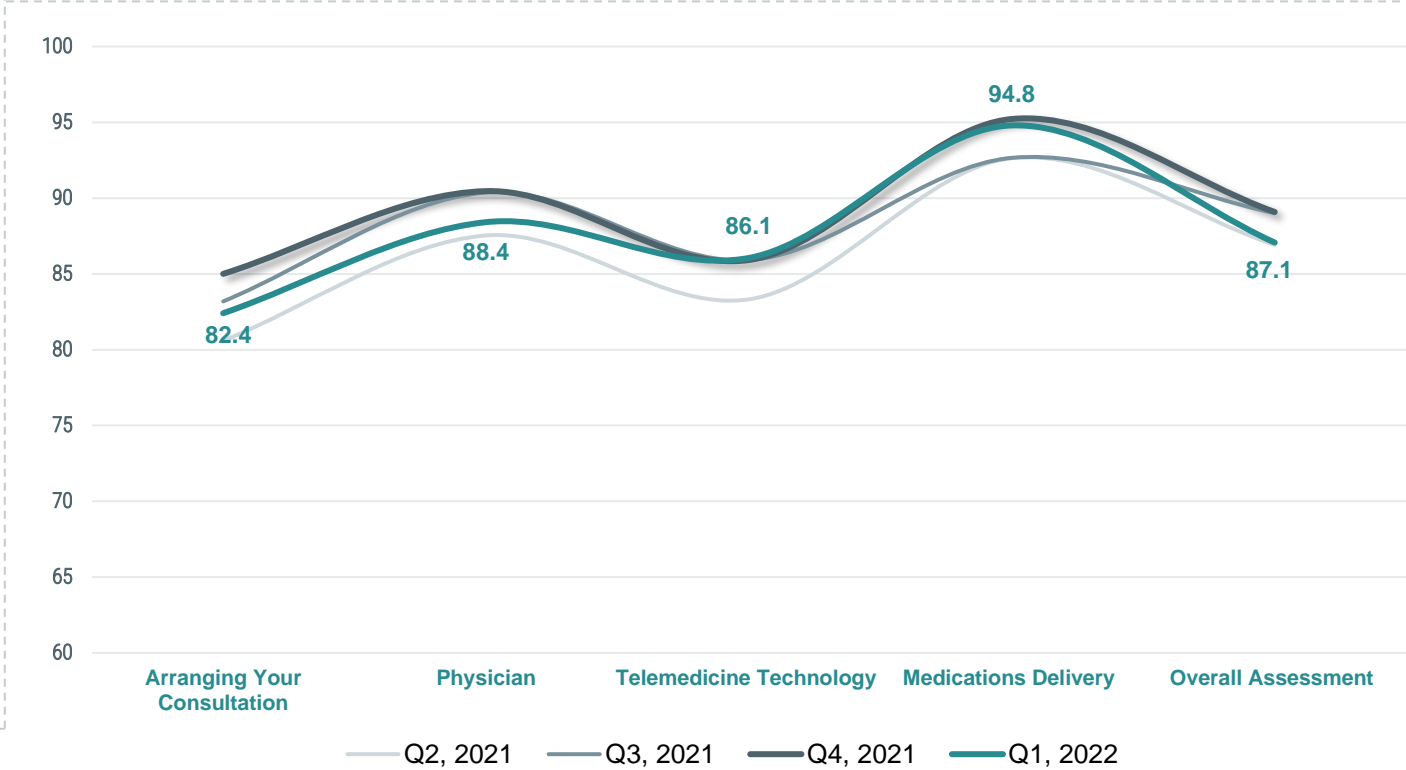
84.8

Q1, 2022
-2.2 vs. Q4 2021

n-Size

809

Period: Q2, 2021 – Q1, 2022



Telemedicine – Overall Rating

Overall Rating Departments

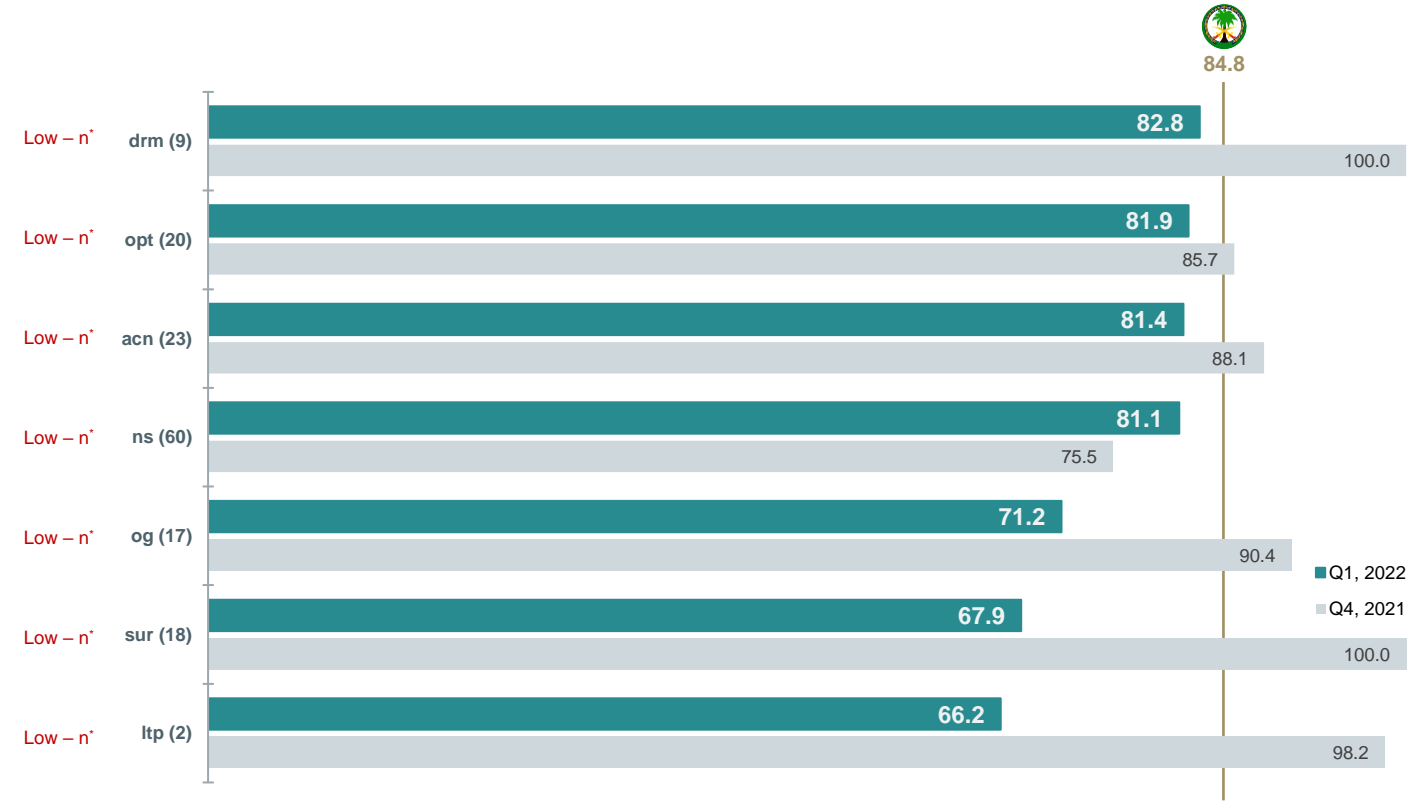


Period: Jan 1st – Mar 31st, 2022

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

Telemedicine – Overall Rating

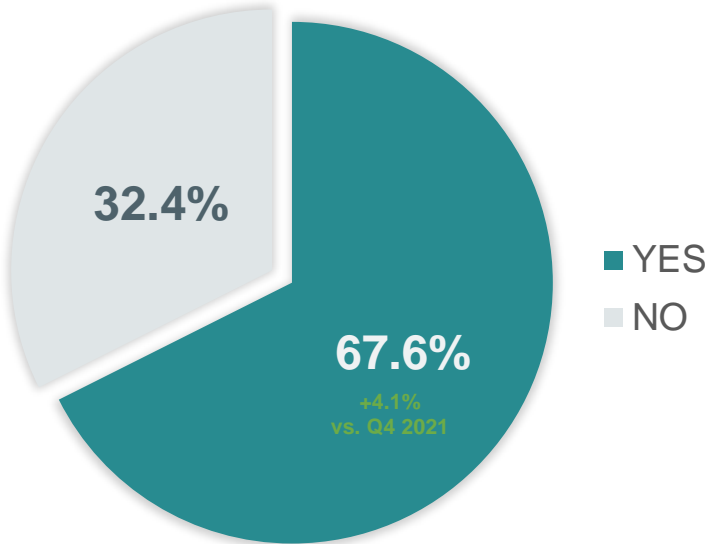
Overall Rating Departments



Period: Jan 1st – Mar 31st, 2022

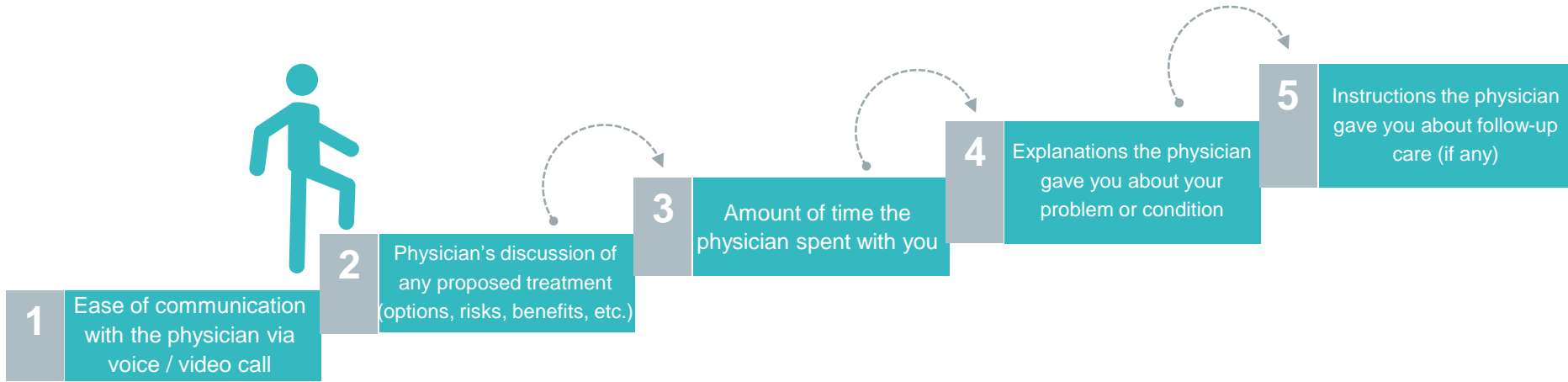
* The results of the department are not stable due to low number of responses (n<30)

Did this telemedicine consultation spare you visiting the hospital?



Period: Jan 1st – Mar 31st, 2022

TM – Priority Index



- 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

King Faisal Specialist Hospital - Jeddah

Patient Experience Results [Q1, 2022]



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