



# Utilizing patient experience Data and priority index to drive improvements

## FAQs

	Question	Answer
1	Do the surveys sent to patients state the clinic/service clearly in Arabic for the patient to know which clinic/ service they are rating?	Yes, the clinic/service is stated in Arabic for the patients, so they know which clinic/service they are rating.
2	We have noticed in the comments that the patients tend to give us comments not related to our service which obviously affects the reliability of the data we get generally.	Patients do not view each visit in a vacuum. Patients will carry their previous experiences into their next visits and may comment about those visits on the next survey they receive. However, this does not impact the reliability of the service scores as the survey is designed to capture the experience of the service referred to on the survey that the patient last received. Additionally, comments do not factor into the overall rating score nor item level scores.
3	Why is it that in the Dental survey there were no questions pertaining to Nurses	Patient journey & interaction with providers in the Dental clinics differ from that in the outpatient clinics. The patient is attended by a Dental Assistant whose role is different than the nurse in the clinics. Patients will assess their experience with the Dental Assistant on the survey.
4	Have you looked at mean vs median	Yes. The results are checked using mean and median, however, given that the results are very concentrated, using the mean provides a better indicator for the patient experience data.
5	Are we able to obtain access to our individual units data? Especially the comment section? Even if access is only provided to the program directors for their individual areas of responsibility.	Yes, access to the individual unit data is possible through the Press Ganey Portal. Please contact your Patient Experience Team to obtain this information.
6	Can we use the Design Thinking approach at this stage?	Yes, design thinking is also a good way of organizing your improvement initiative and is internationally used for projects within healthcare quality improvement.
7	How to access the solution starter?	The Solution Starter can be accessed through the Press Ganey Portal. Please contact your Patient Experience Team to obtain this information.
8	Are these surveys sent to the patient themselves or to the sitter or right person? For example, the patient is satisfied with the service but the sitter is not. how would you know that the right person is the one answering the survey?	The surveys are sent to the patient. For pediatrics, the survey is intended for the parent/guardian

9	Regarding the survey and analysis. Would it be possible to segregate the survey for OPD visits? For example, separate the questions related to the journey (check in, parking, etc.) to the specific questions related to the rather than receiving a generic report?	Each survey contains several questions each capturing a specific interaction the patient experiences during their visit. A single question or a group of questions may be reported separately.
10	Is there a "Best Practices" Score model for each Survey Question. Means as an example, What is a tolerated score when looking at Speed of Service (Radiology waiting time, Meal delivery time, etc.)	For each question, there is a benchmark score available on the report based on the performance of other facilities within the Press Ganey database.
11	Do you use adjusted scores on phone surveys?	Yes. Patients generally provide higher responses in the Telephone-based surveys. A mode-adjustment is required in order to fairly compare against other facilities that may be using different modes.
12	The number of patients responding to the survey is low (Low sample). is it possible to have a QR code?	Surveys are sent out to patients via a unique link after their journey is fully complete to ensure that it is the patient who is responding to the survey, and that they have completed their experience at the hospital.
13	I'm wondering if it's possible to build a system for the healthcare provider to get instant patient feedback? (especially in case of a negative experience than needs an instant action)	This is currently in the works and will be available for use very soon.
14	Can we have the questions related to non-clinical services (registration, waiting areas) separate from all the questions focused on the services provided. Then all the scores for those non-clinical questions are directed to the concerned parties for action rather than us in the clinic as we have no control over those issues.	Each survey contains several questions each capturing a specific interaction the patient experiences during their visit. A single question or a group of questions may be reported separately.
15	Can we have a personalized profile for each patient to track their feedback overtime?	In order to protect patient confidentiality, patient identifiers are not stored in the database of Press Ganey.
16	Have we adapted our survey questions to align with the new service model (Paid services)	Frequently, KFSH&RC and Press Ganey revise the surveys in place and include new services into the Patient Experience program.
17	Do you advice that when staff feels an encounter went well, they can mention to the patient that a survey might be sent to them to ensure more interaction with the survey and hopefully more positive scores?	We advise that all patients be encouraged to complete the survey to obtain a more holistic understanding of patient experience within the hospital.