

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q2, 2022]



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



روابط للحلول الصحية
HEALTH LINKS

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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 (Q2, 2022)	Previous Period (Q1, 2022)	2022 Target Score
Medical Practice (OP)	88.0	87.6	93.5
Inpatient – Adults (IP)*	78.6%	75.0%	73.6%
Inpatient – Pediatric (PIP)	90.5	91.3	88.7
Emergency Department (ED)	78.6	78.6	85.7
Ambulatory Surgery (AS)	94.4	94.6	96.6
Outpatient Oncology (ON)	87.8	93.9	95.5
Dental (DEN)	90.1	91.7	91.5
Outpatient Services (OU) Consists of: Audiology, Radiology, Neurophysiology, Echocardiography (Adults-Peds), Electrocardiography, Respiratory, Optometry	92.1	92.2	94.6
Outpatient Rehabilitation (OR) Consists of: Physical Therapy, Speech Therapy	91.3	89.9	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

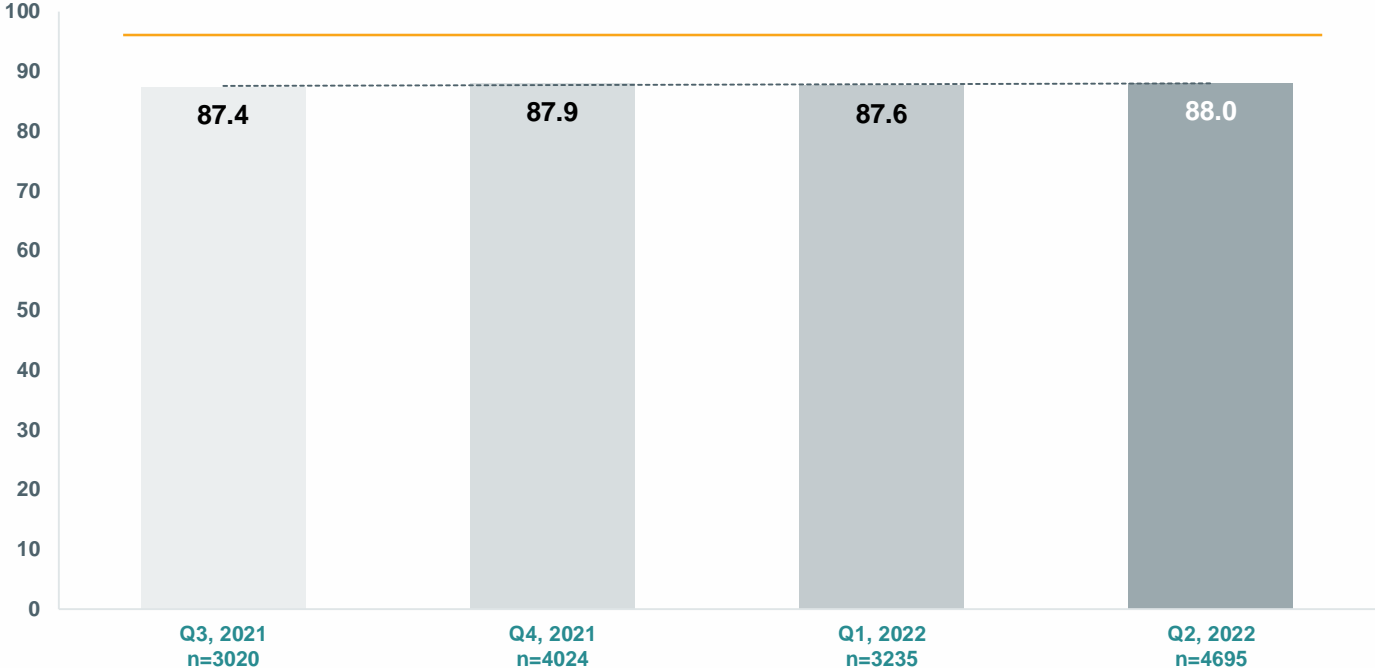
88.0

Q2, 2022

n-Size

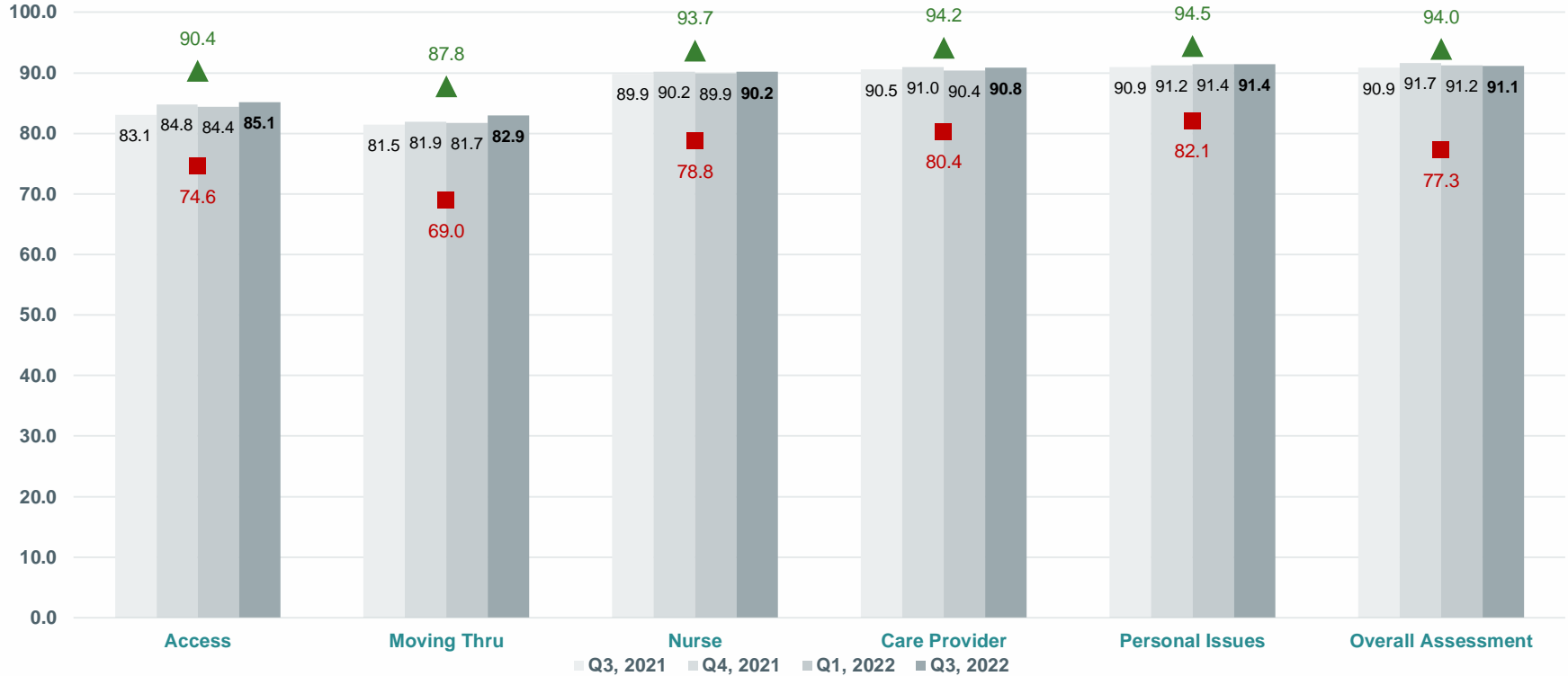
4,695

Overall Rating Trend [Q3, 2021 – Q2, 2022]



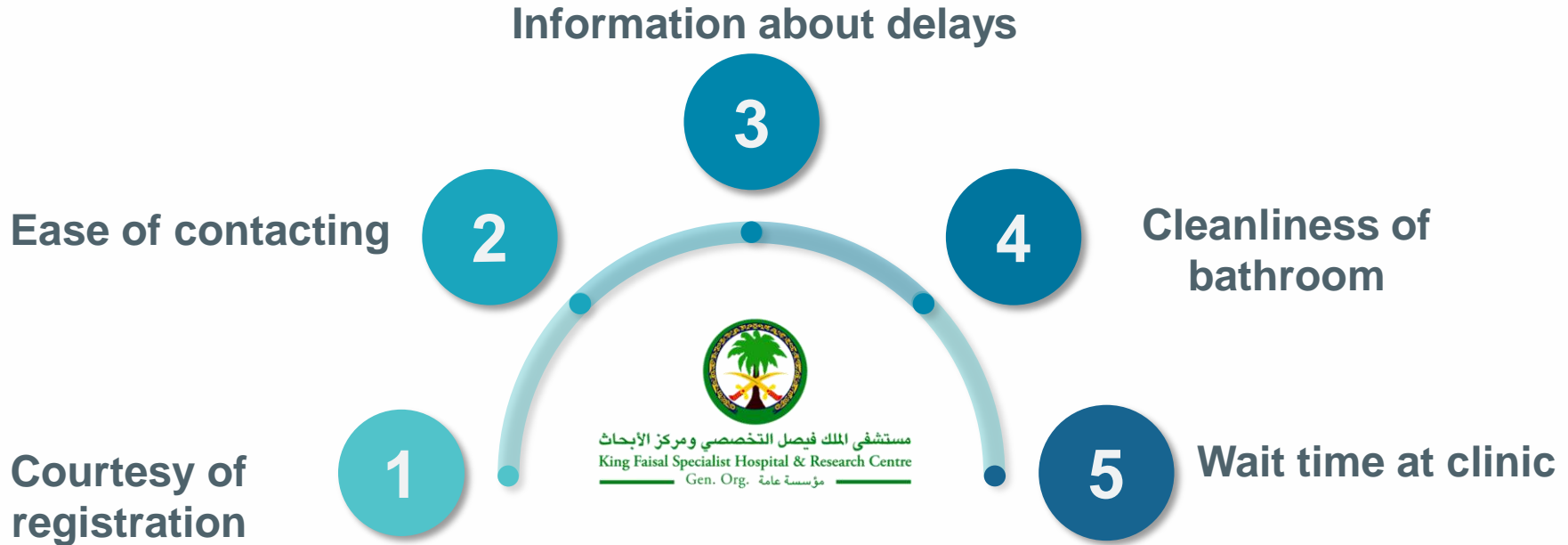
■ 2022 Target [93.5]

OP – Survey Domains

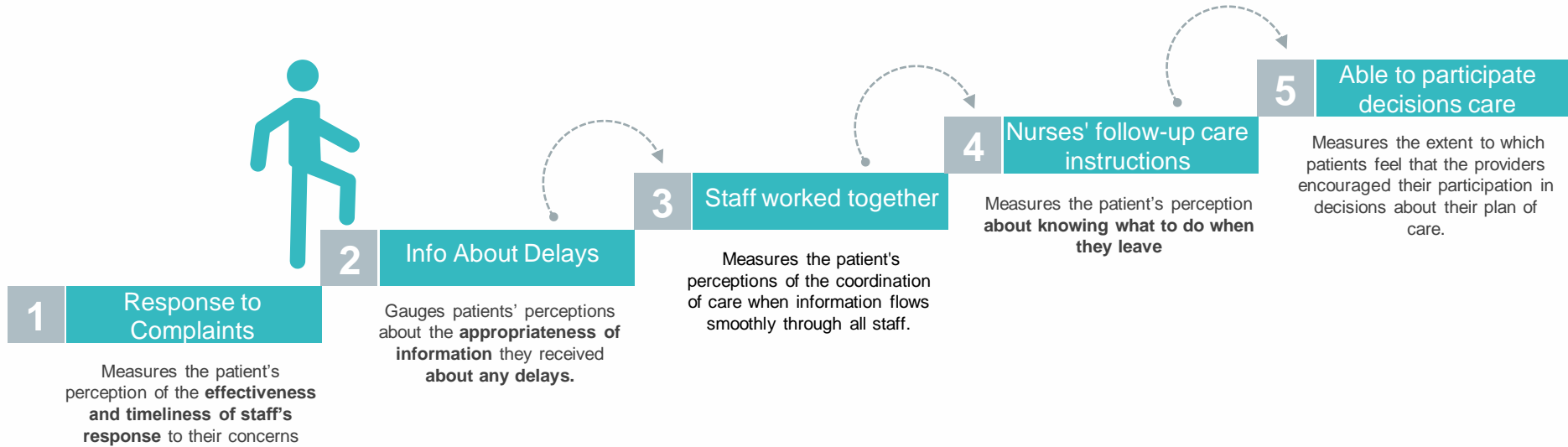


■ GCC Average

▲ PG Average



OP – Priority Index (Q2, 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-Q2, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: [Apr 1st – Jun 30th, 2022]

■ Above KFSH Average

OP – Departments

Pediatrics

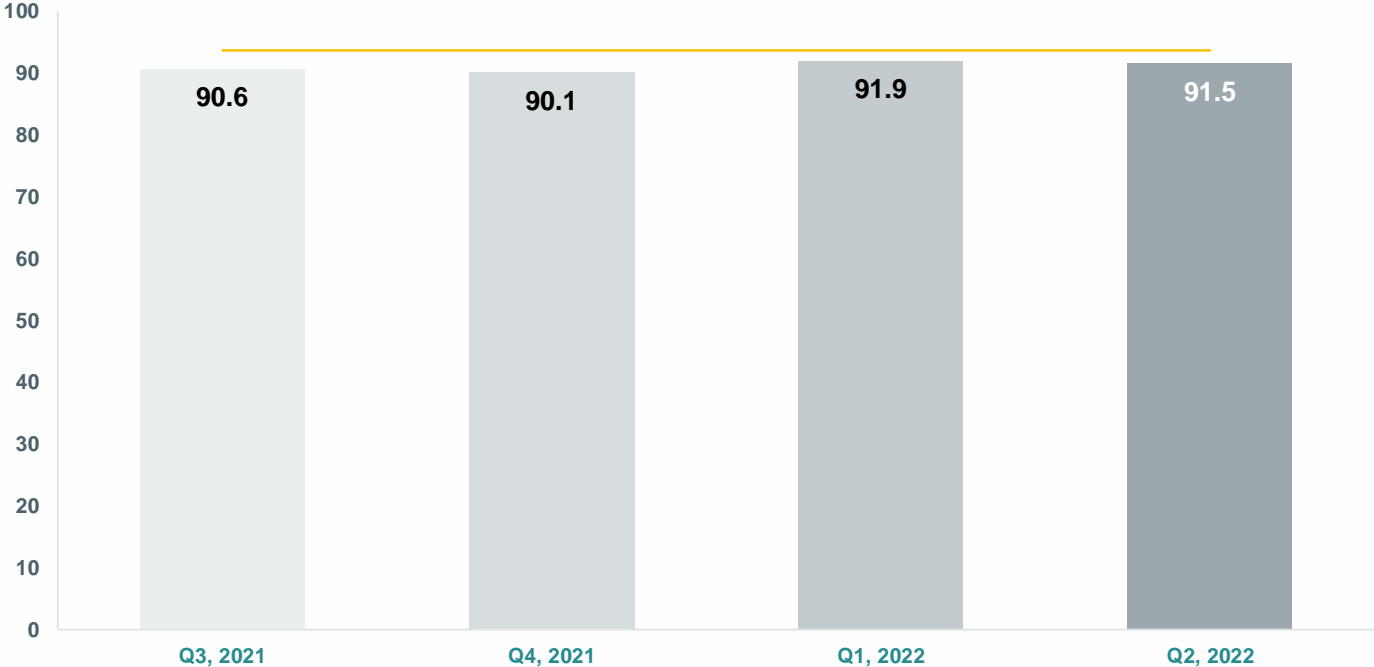
Overall Rating



n-Size

238

Overall Rating Trend [Q3, 2021 – Q2, 2022]



2022 Target [93.5]

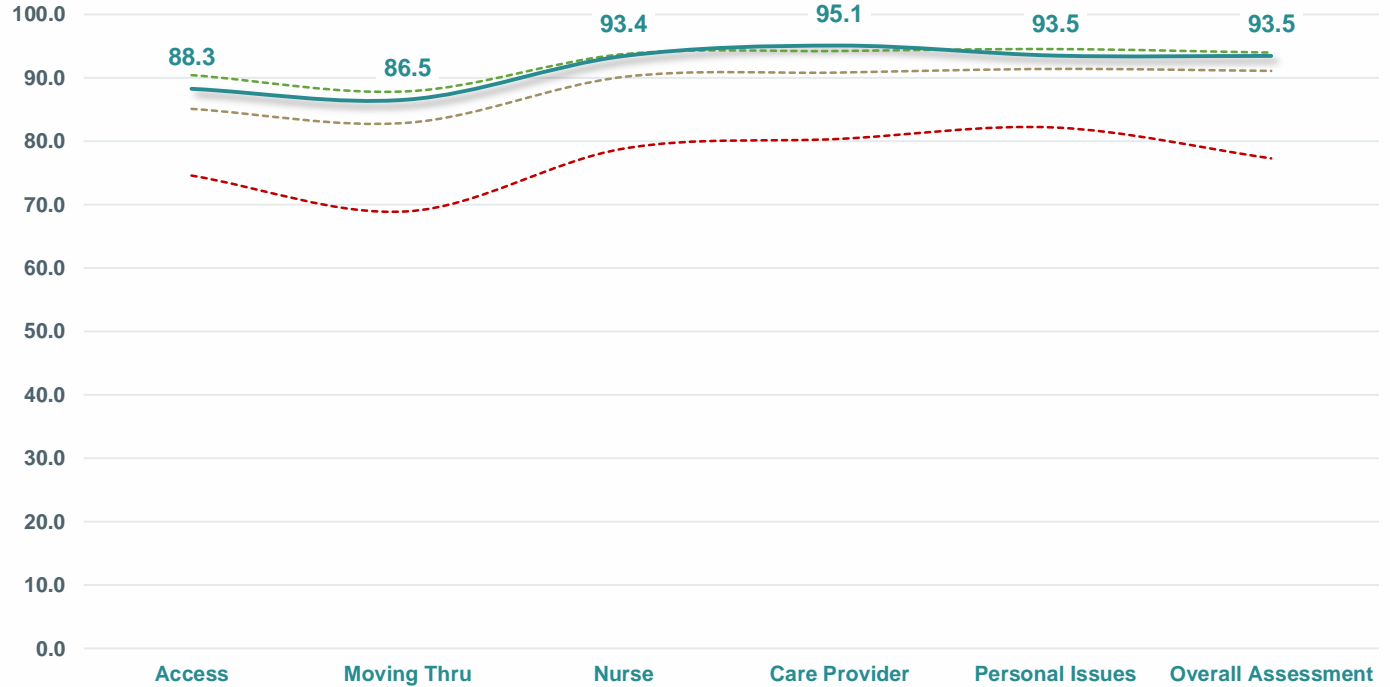
OP – Departments

Pediatrics Patient Journey



n-Size
238

Period: [Apr 1st – Jun 30th, 2022]



--- GCC - - - PG - - - KFSH Q2, 2022 — Ped Q2, 2022

OP – Departments

Oncology

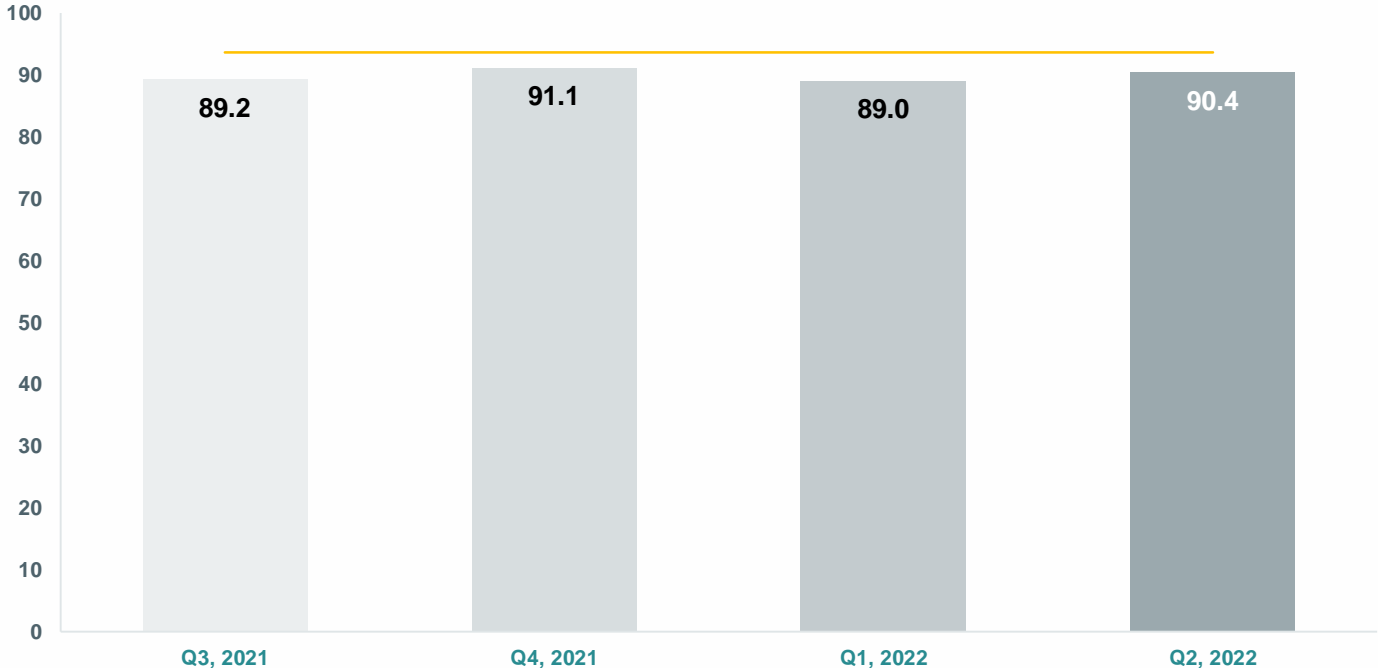
Overall Rating



n-Size

399

Overall Rating Trend [Q3, 2021 – Q2, 2022]



2022 Target [93.5]

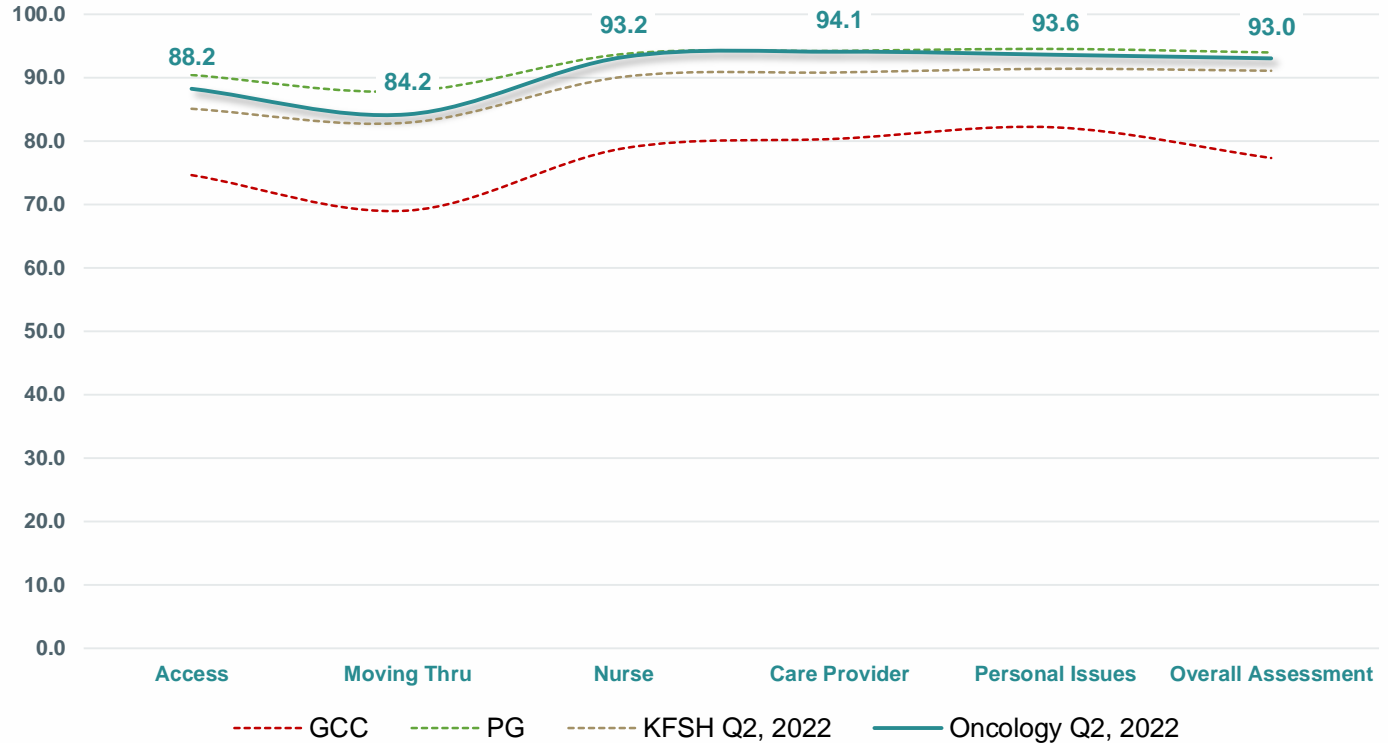
OP – Departments

Oncology Overall Rating



n-Size
399

Period: [Apr 1st – Jun 30th, 2022]



OP – Departments

Anesthesia

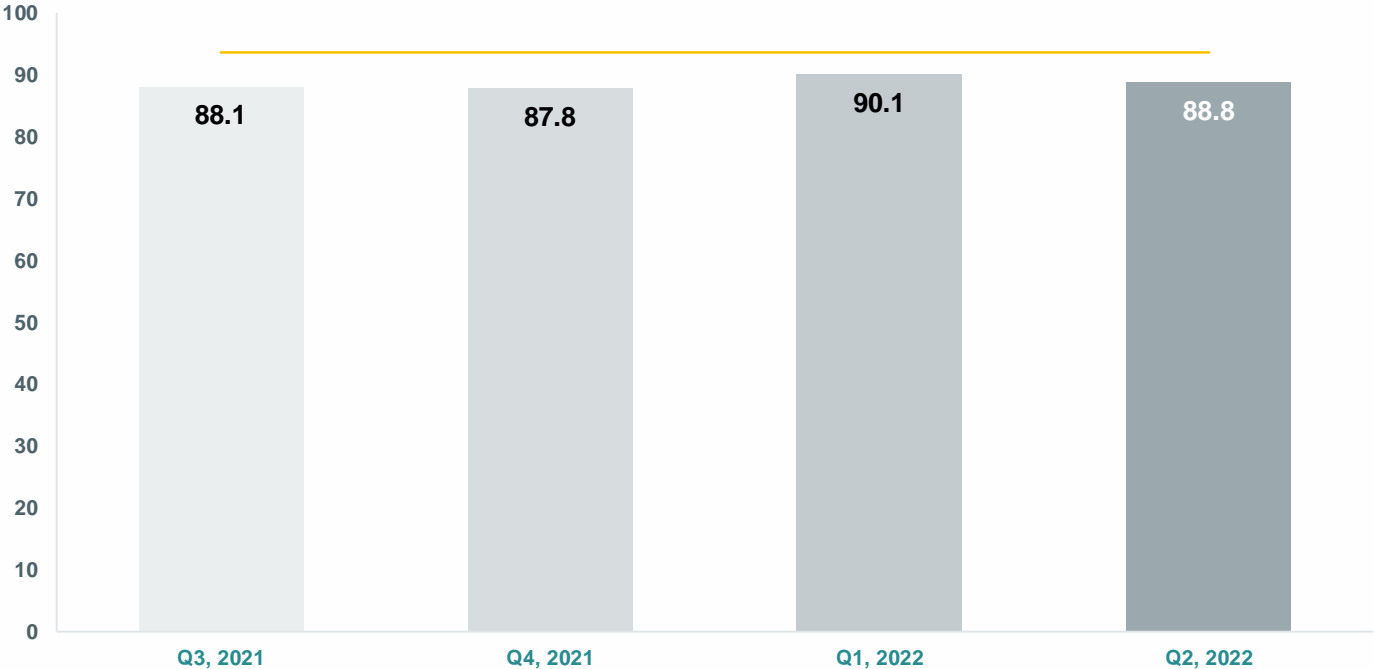
Overall Rating



n-Size

163

Overall Rating Trend [Q3, 2021 – Q2, 2022]



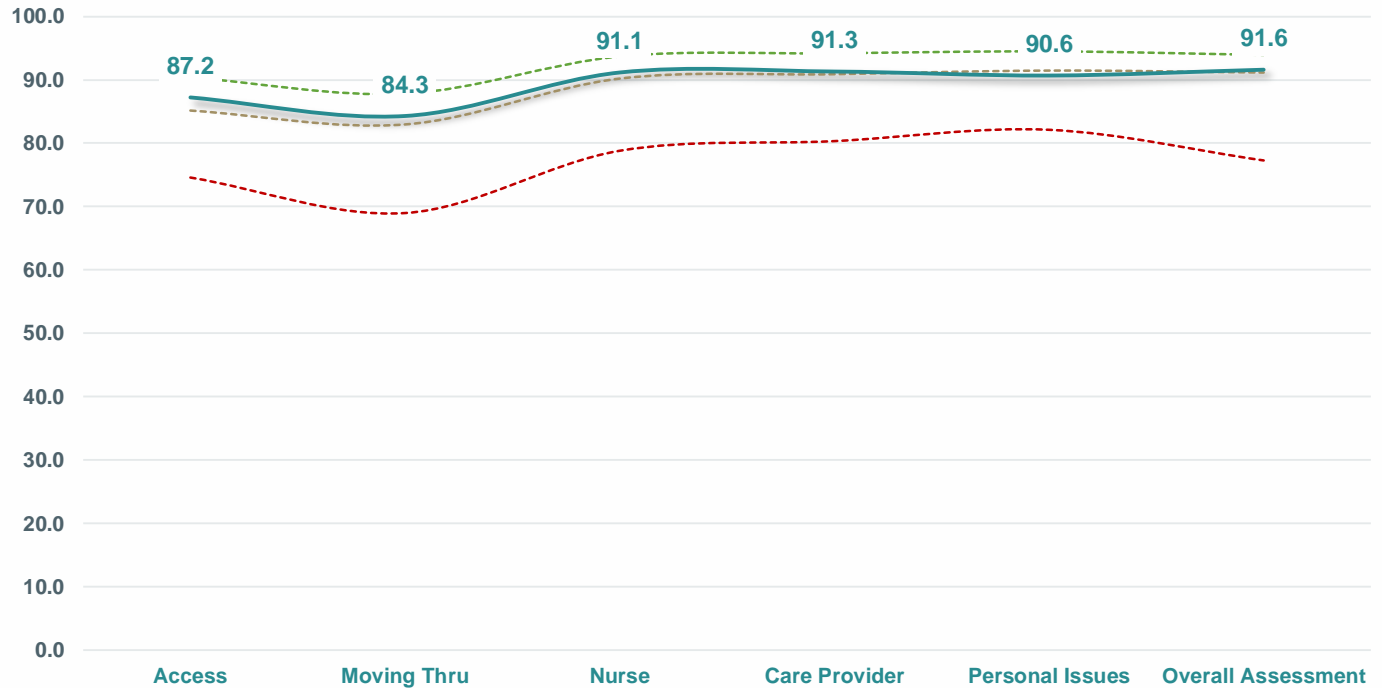
OP – Departments

Anesthesia Patient Journey



n-Size
163

Period: [Apr 1st – Jun 30th, 2022]



--- GCC - - - PG - - - KFSH Q2, 2022 — Anes. Q2, 2022

OP – Departments

Medicine

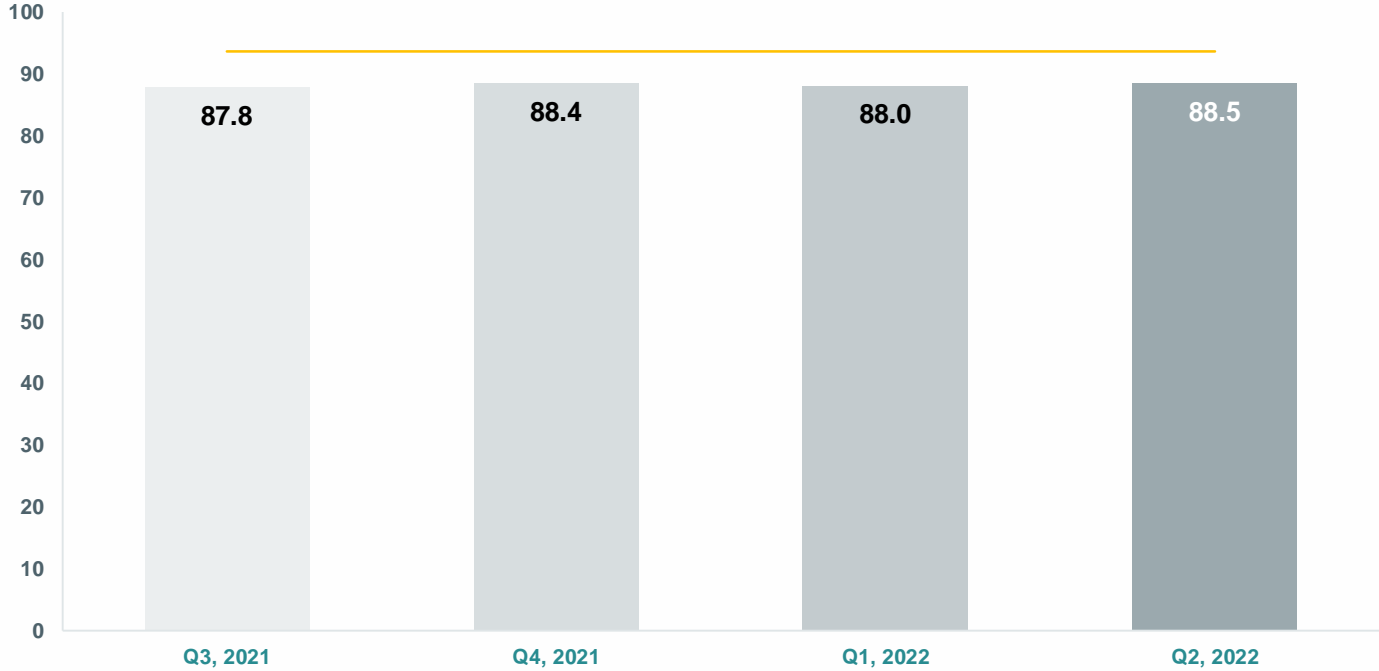
Overall Rating



n-Size

933

Overall Rating Trend [Q3, 2021 – Q2, 2022]



OP – Departments

Medicine

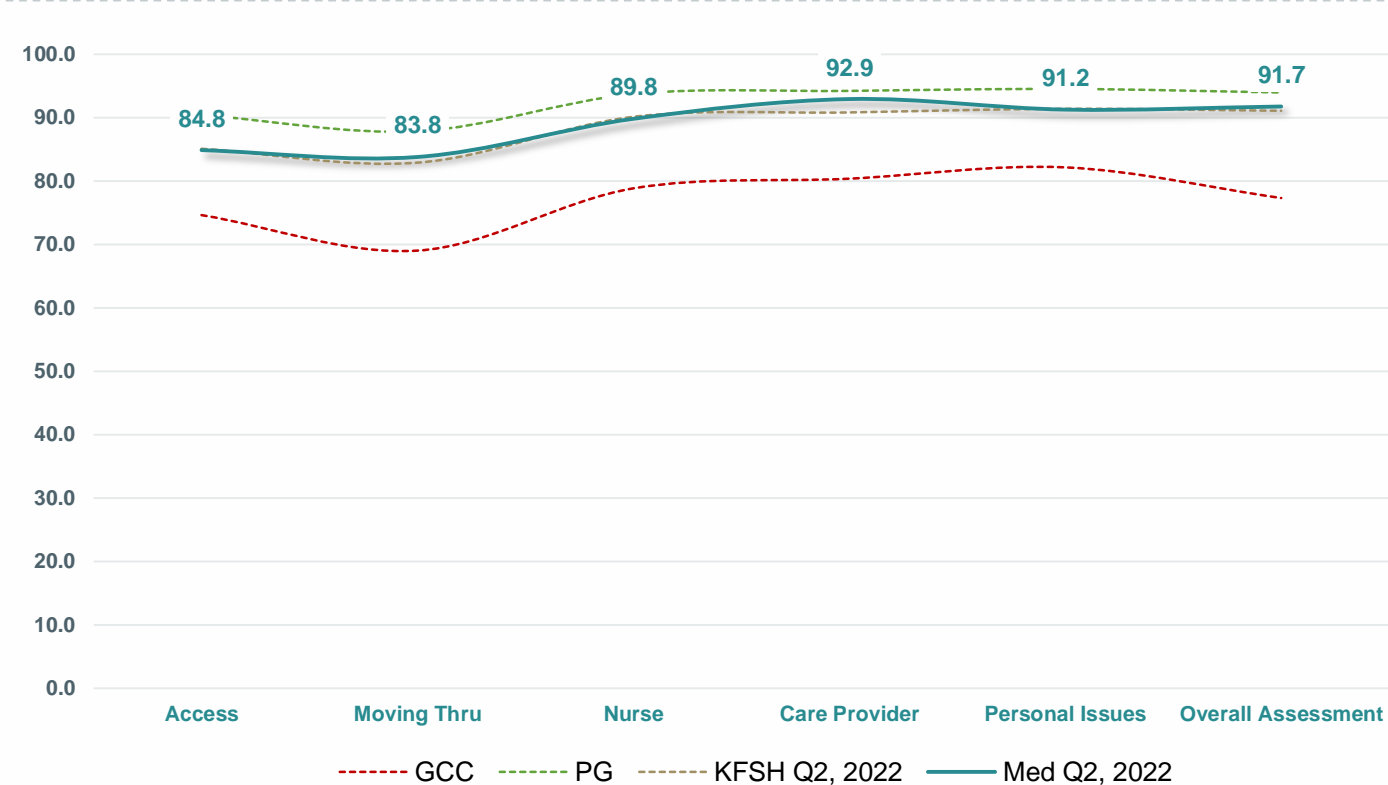
Patient Journey



n-Size

933

Period: [Apr 1st – Jun 30th, 2022]



OP – Departments

Nutrition

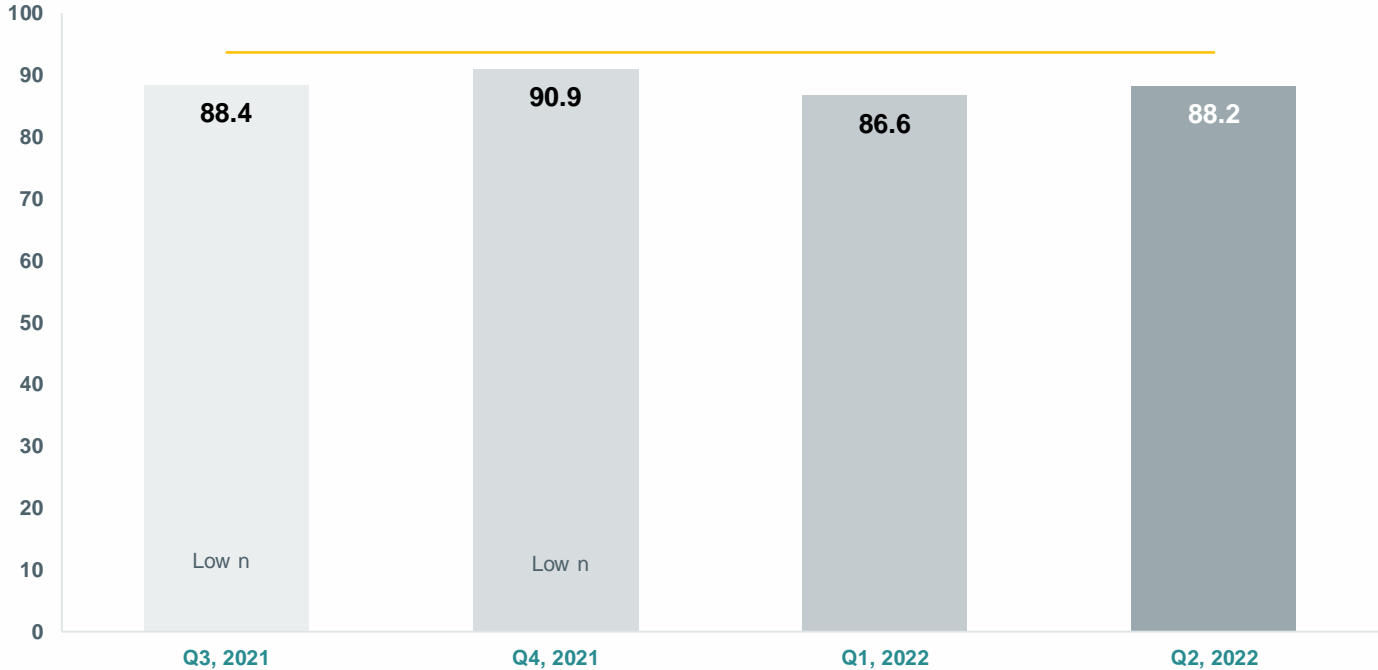
Overall Rating



n-Size

86

Overall Rating Trend [Q3, 2021 – Q2, 2022]



2022 Target [93.5]

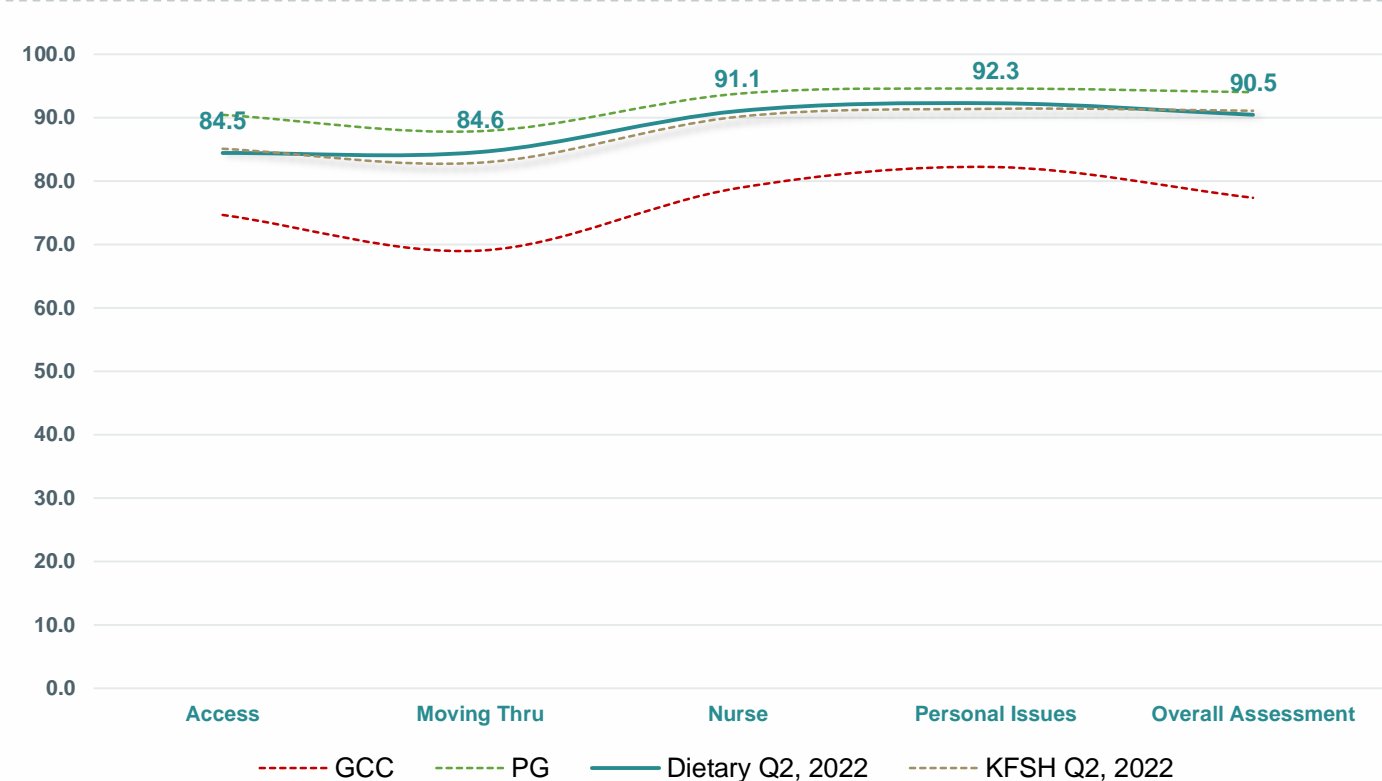
OP – Departments

Nutrition Patient Journey



n-Size
86

Period: [Apr 1st – Jun 30th, 2022]



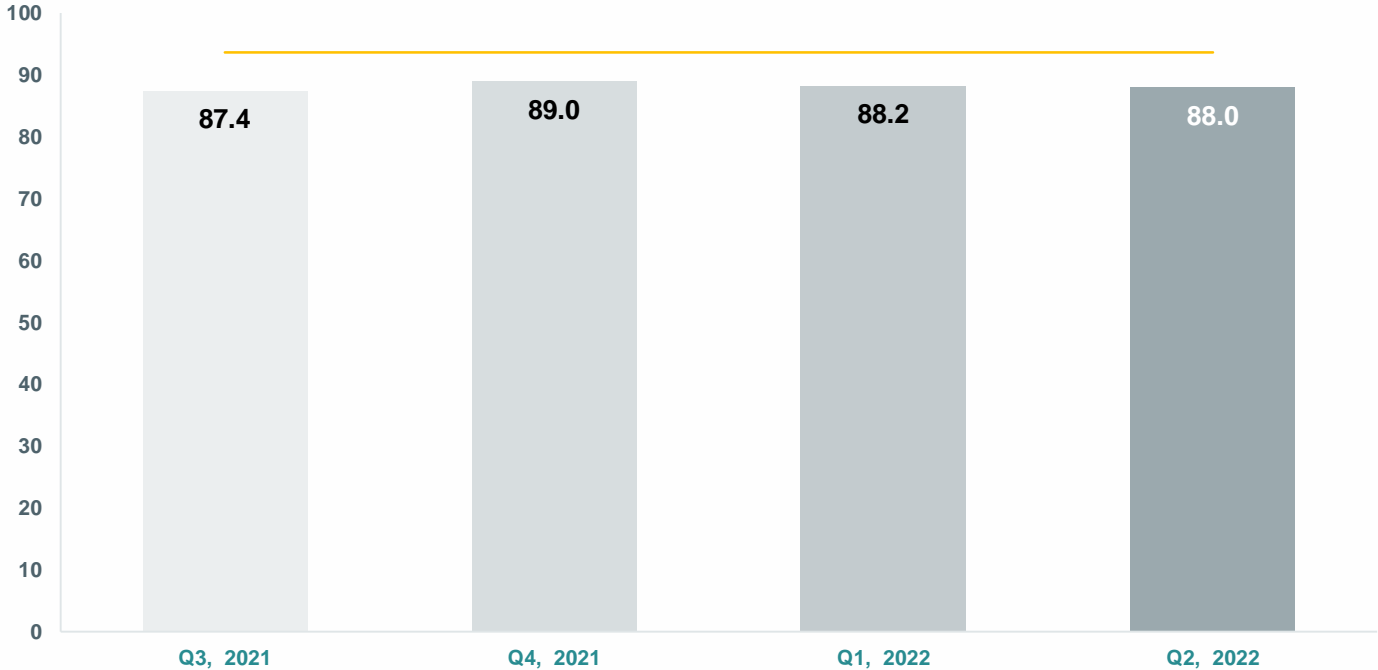
OP – Departments

Heart Institute Overall Rating



n-Size
534

Overall Rating Trend [Q3, 2021 – Q2, 2022]



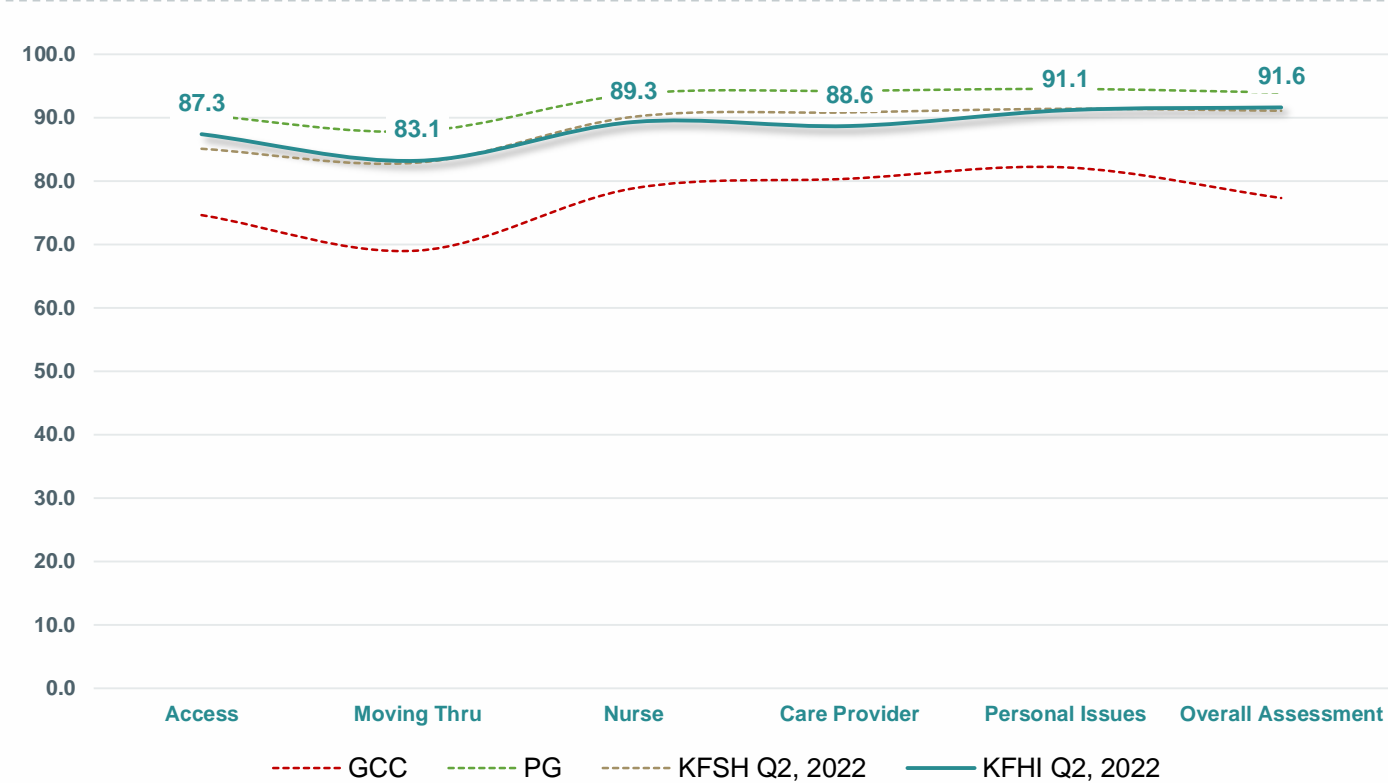
OP – Departments

Heart Institute Patient Journey



n-Size
534

Period: [Apr 1st – Jun 30th, 2022]



OP – Departments

Neurosciences

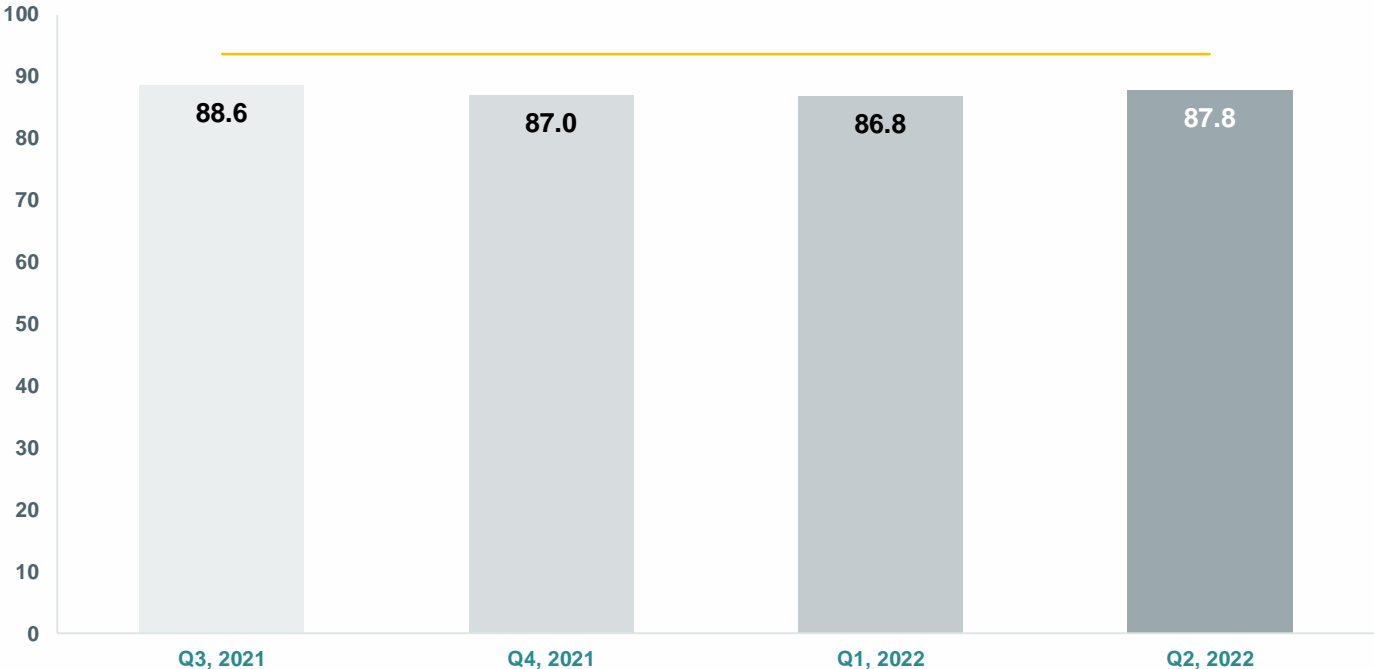
Overall Rating



n-Size

464

Overall Rating Trend [Q3, 2021 – Q2, 2022]



2022 Target [93.5]

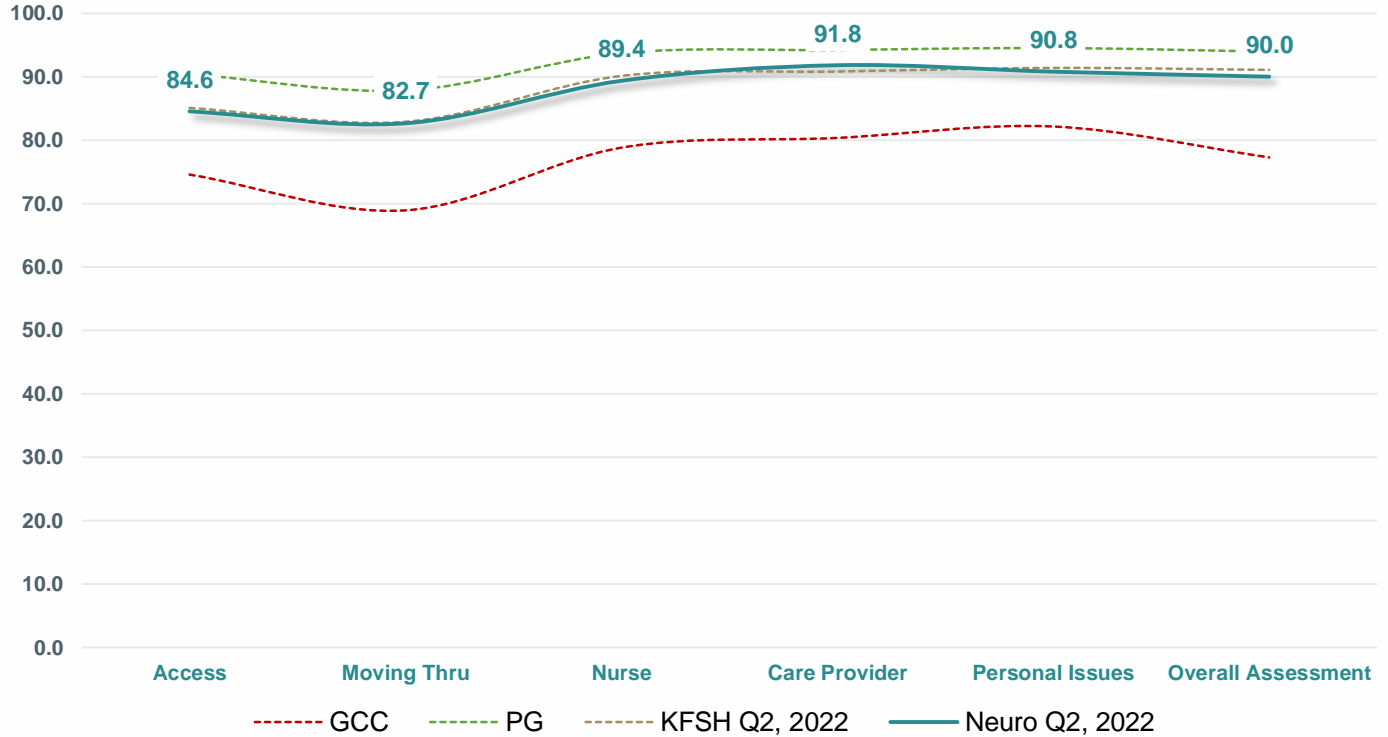
OP – Departments

Neurosciences Patient Journey



n-Size
464

Period: [Apr 1st – Jun 30th, 2022]



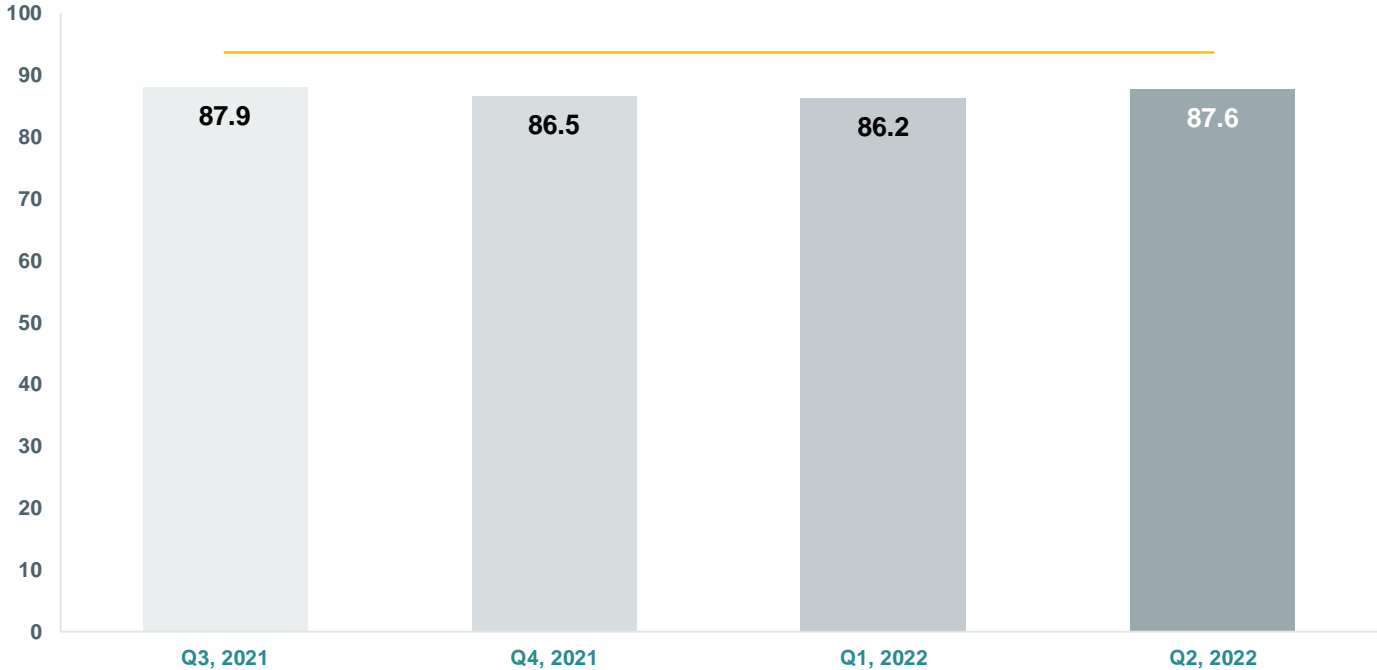
OP – Departments

Surgery Overall Rating



n-Size
919

Overall Rating Trend [Q3, 2021 – Q2, 2022]



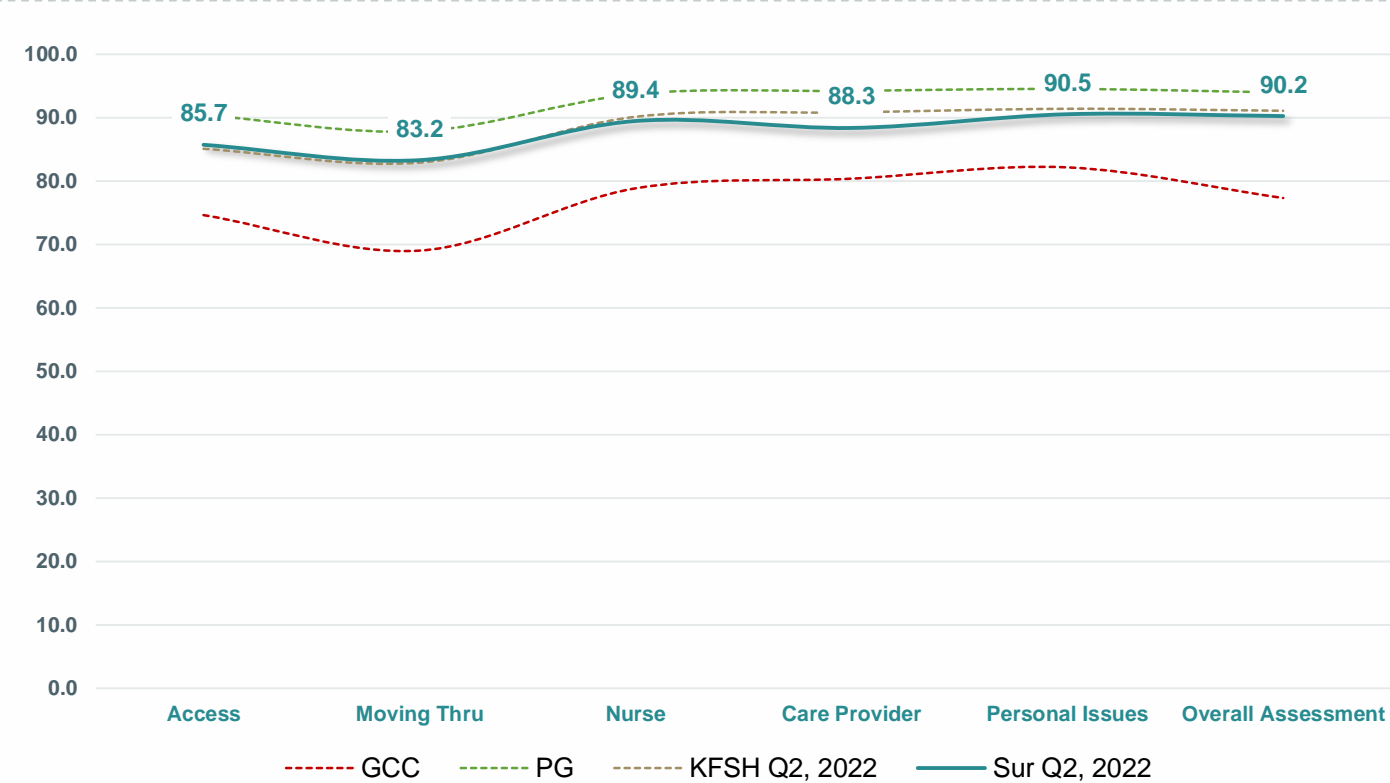
OP – Departments

Surgery Patient Journey



n-Size
919

Period: [Apr 1st – Jun 30th, 2022]



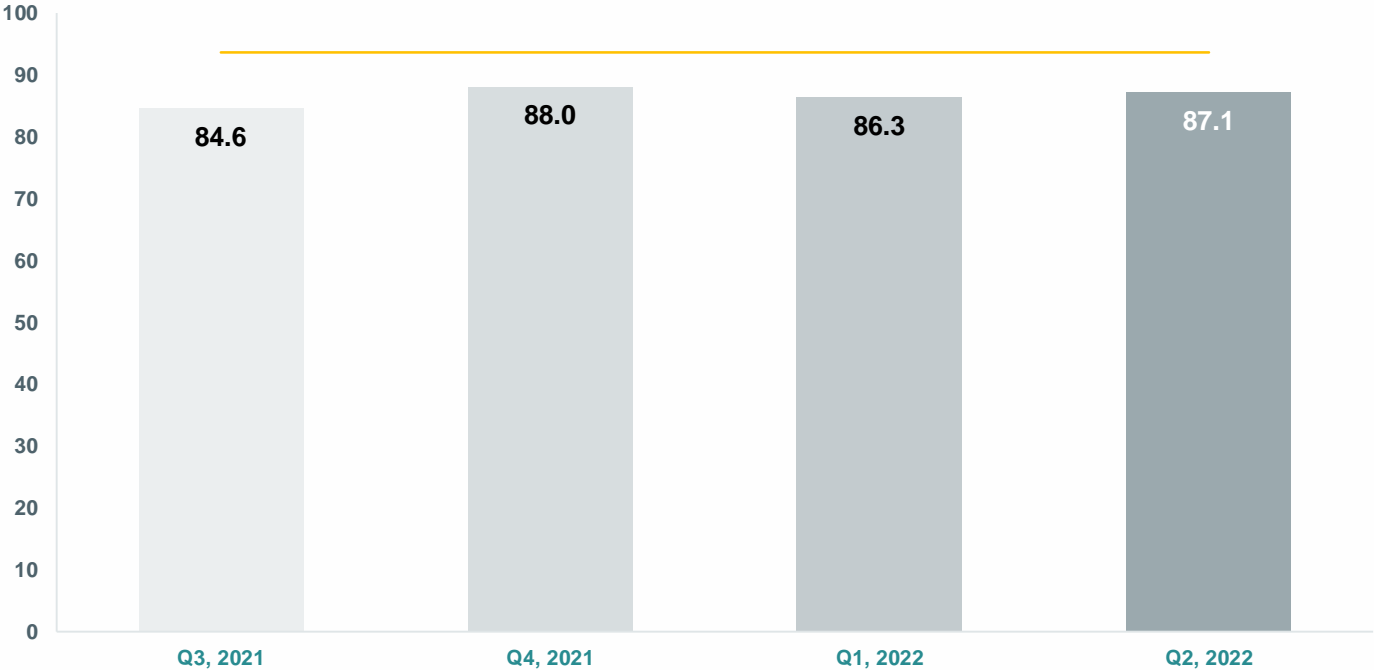
OP – Departments

Family Medicine Overall Rating



n-Size
688

Overall Rating Trend [Q3, 2021 – Q2, 2022]



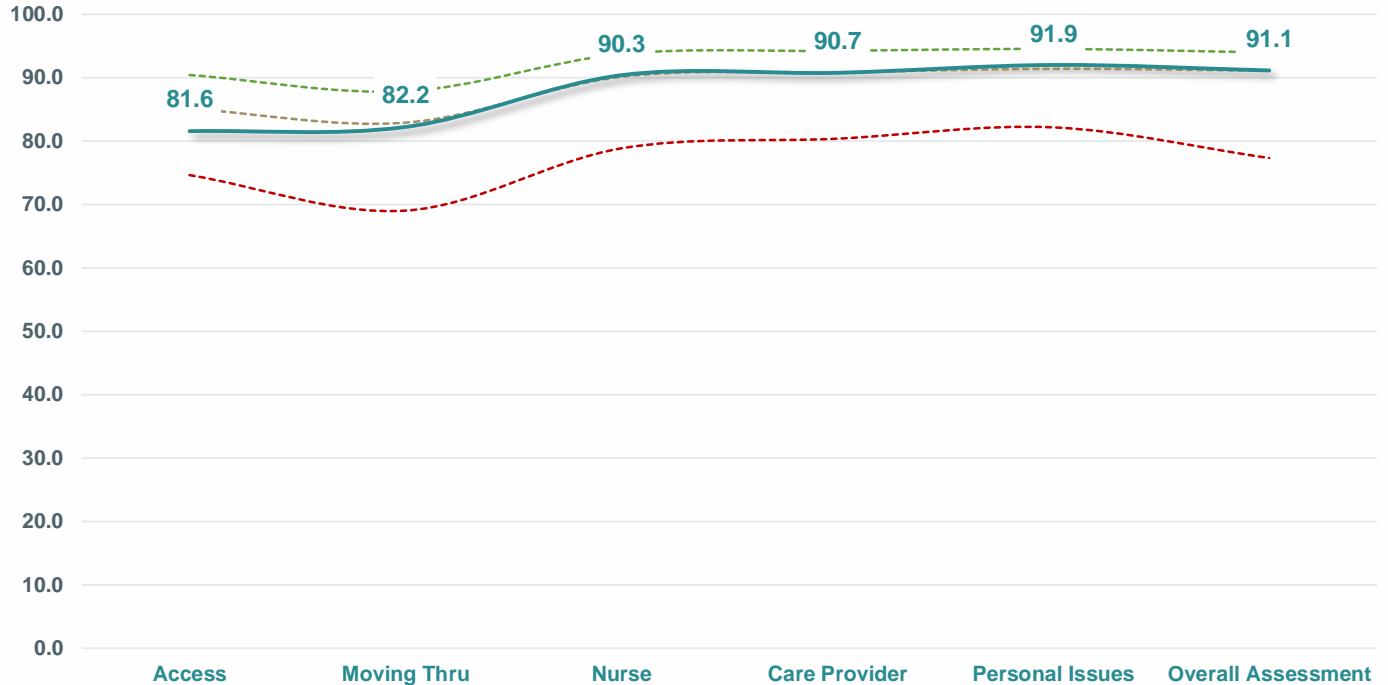
OP – Departments

Family Medicine Patient Journey



n-Size
688

Period: [Apr 1st – Jun 30th, 2022]



--- GCC - - - PG - - - KFSH Q2, 2022 — FM Q2, 2022

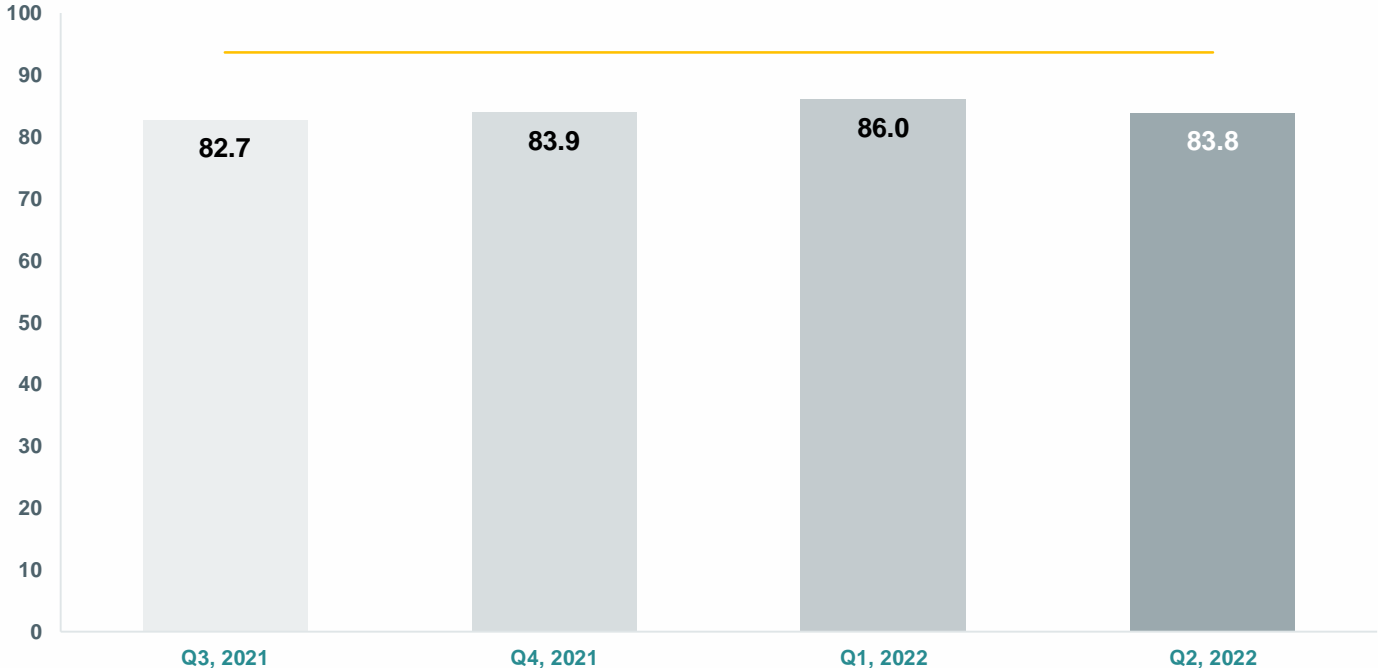
OP – Departments

Ob/Gyn Overall Rating



n-Size
246

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [93.5]

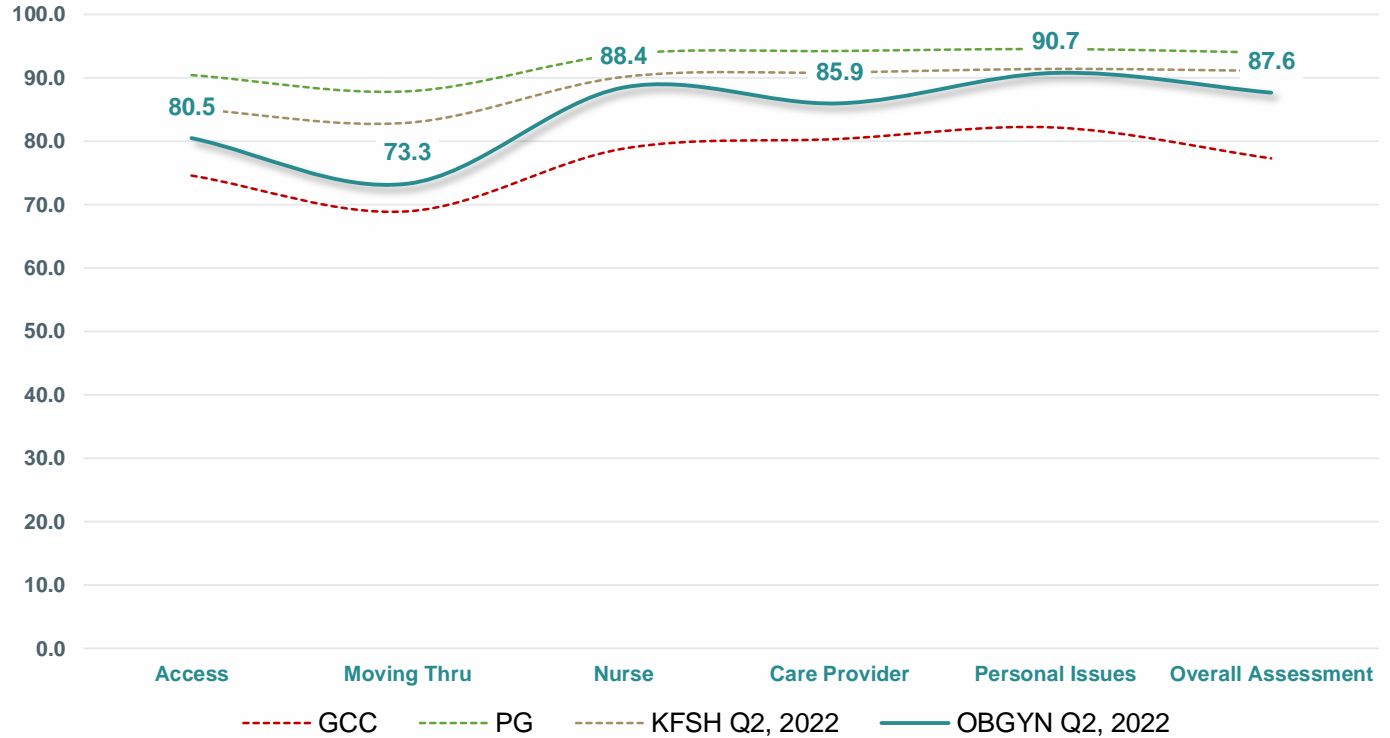
OP – Departments

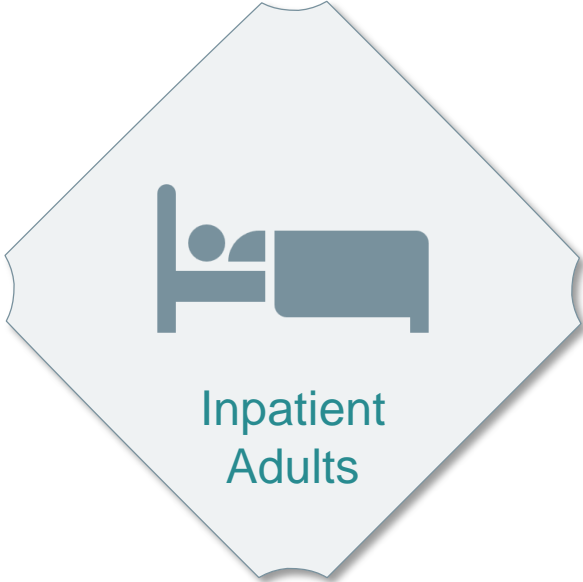
Ob/Gyn Patient Journey



n-Size
246

Period: [Apr 1st – Jun 30th, 2022]



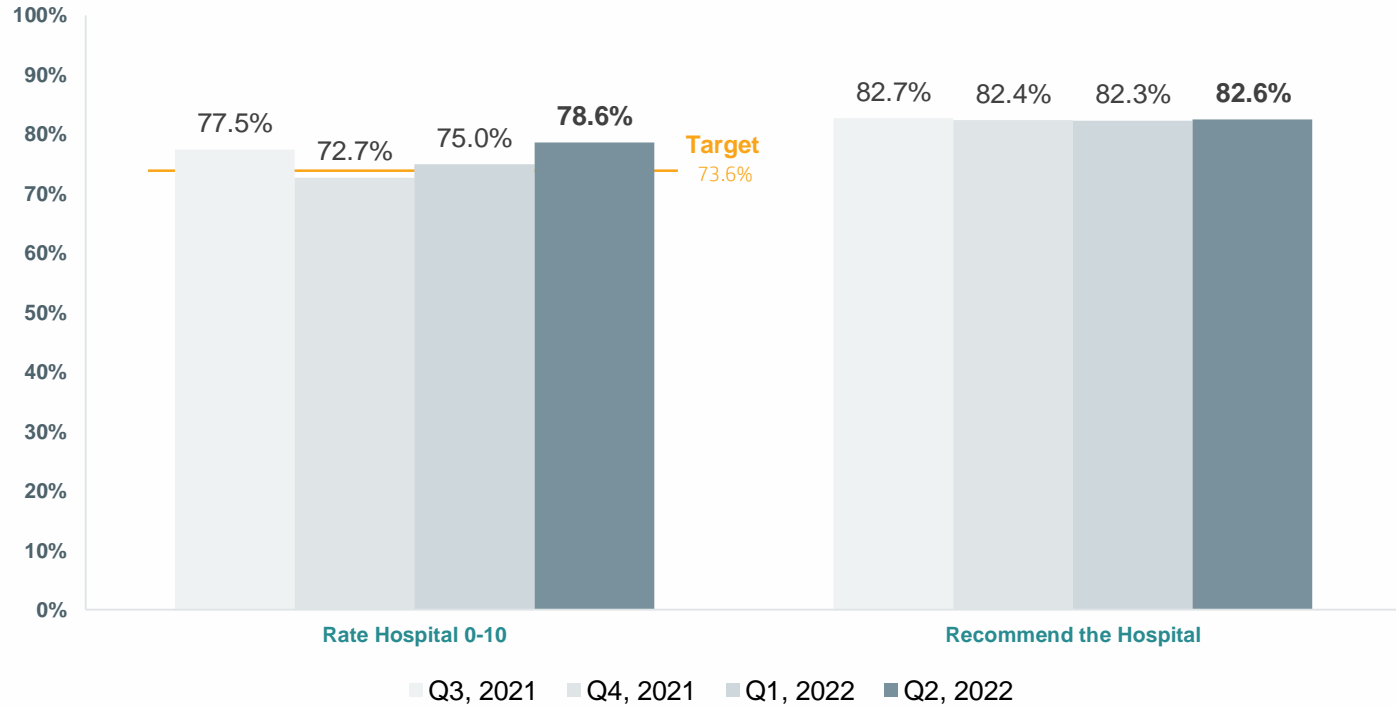


Inpatient
Adults

IP – Global Items

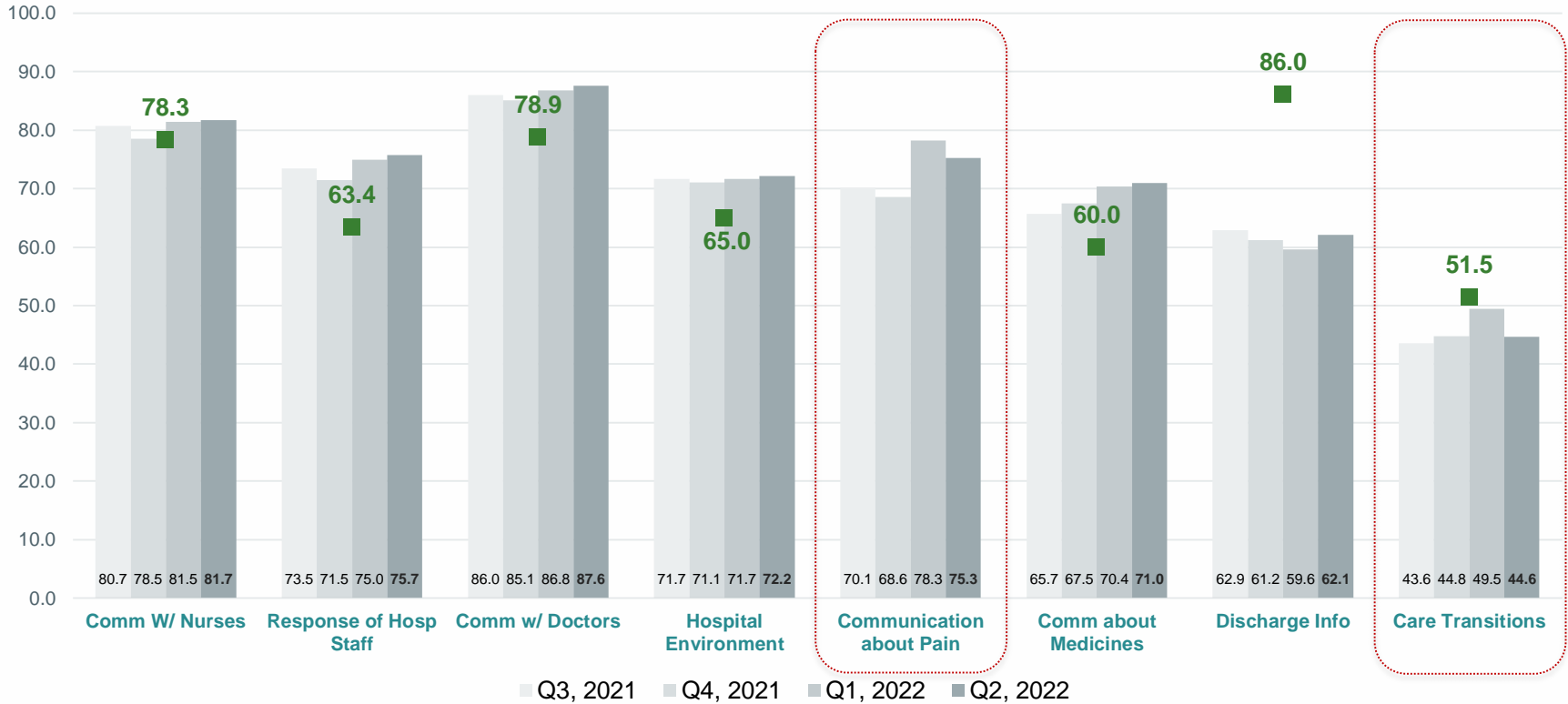
Global Items Overall

Overall Rating Trend [Q3, 2021 – Q2, 2022]



* Top Box %

IP – Survey Domains



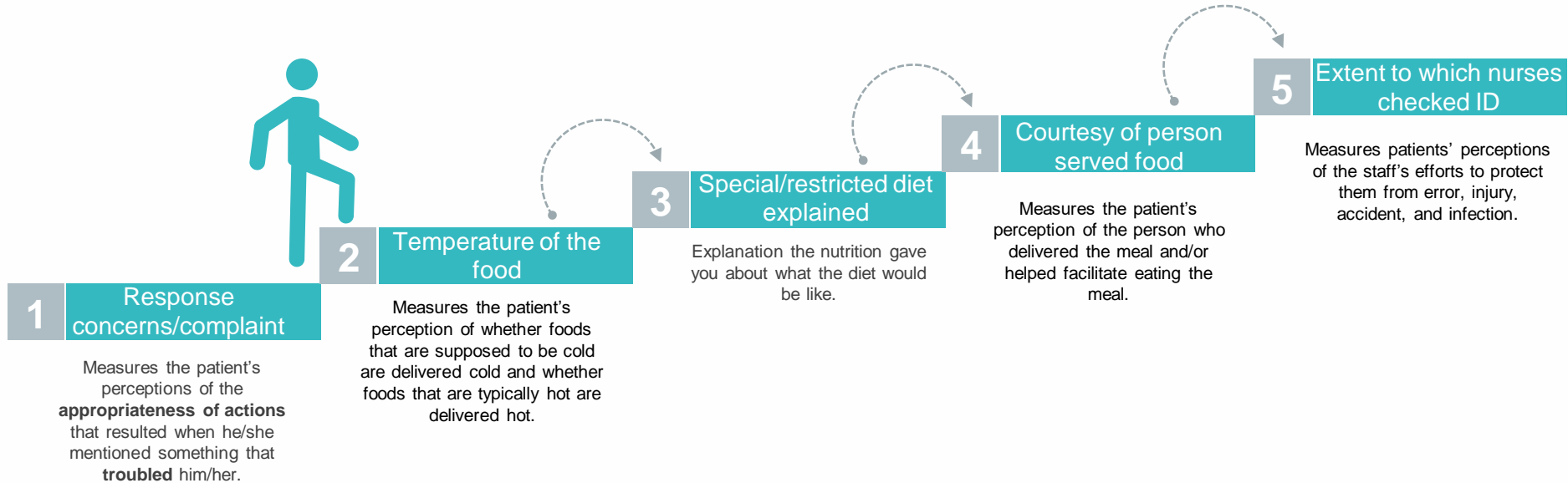
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG Average

Nurses treat with courtesy



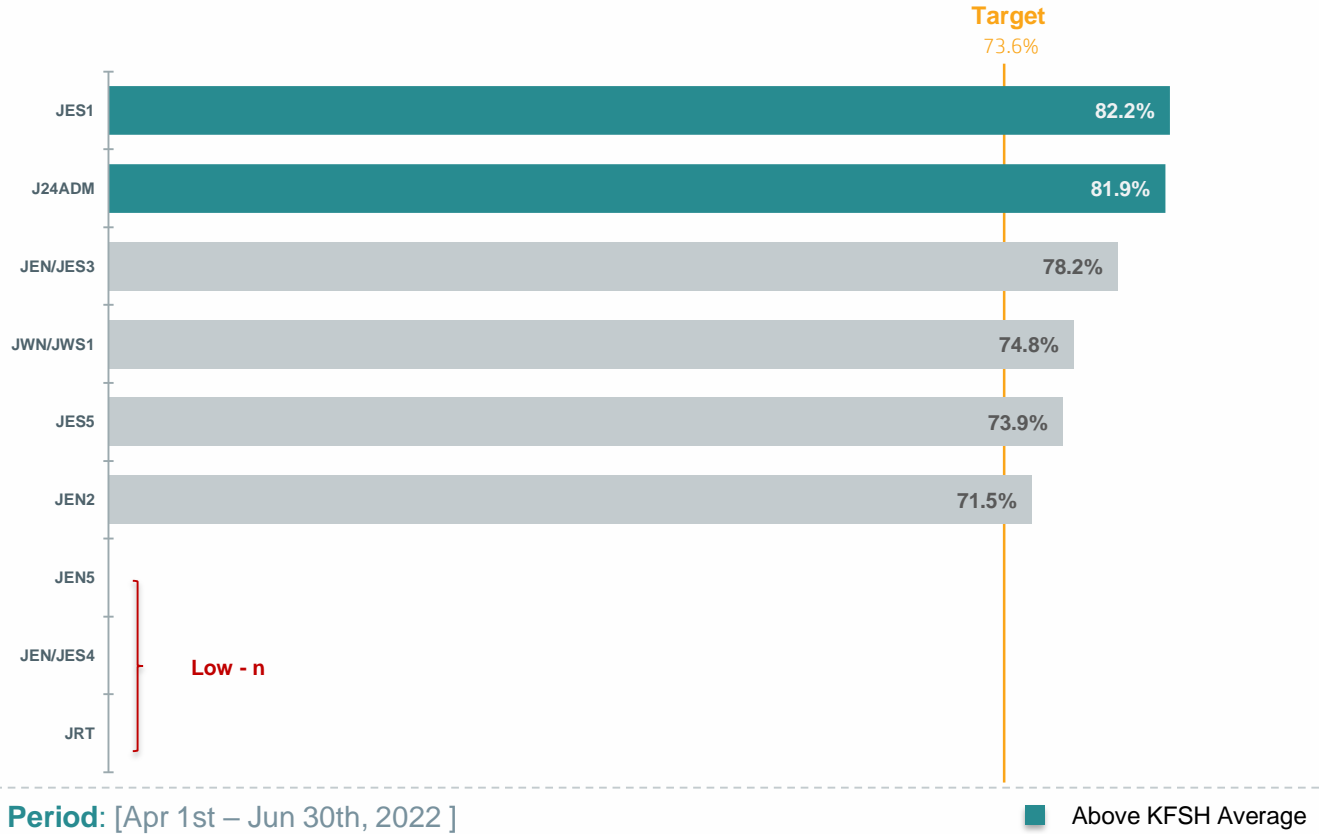
IP – Priority Index (Q2, 2022)



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

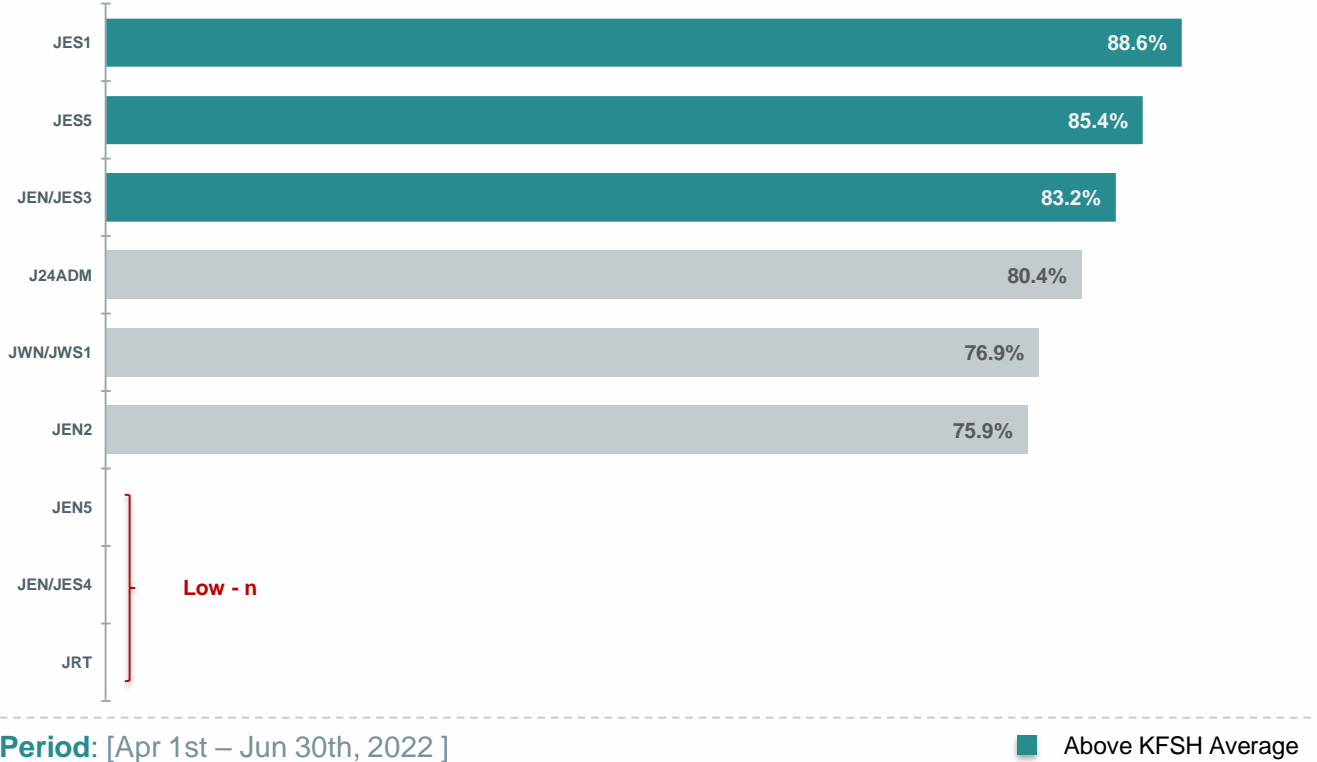
Rate Hospital 0-10 Wards



* Top Box %

IP – Global Items

Recommend Hospital Wards



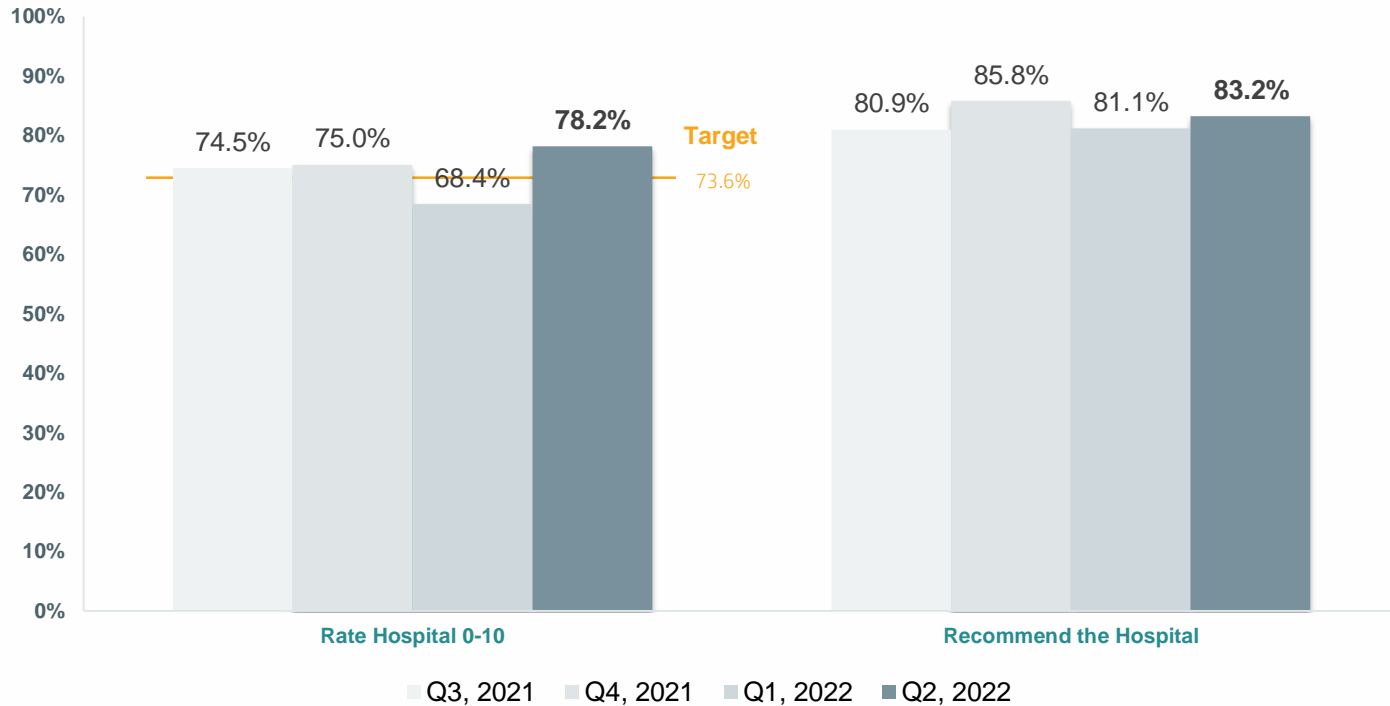
* Top Box %

IP – Wards

JEN/JES3 Global Items

n-Size
106

Overall Rating Trend [Q3, 2021 – Q2, 2022]



* Top Box %

IP – Wards

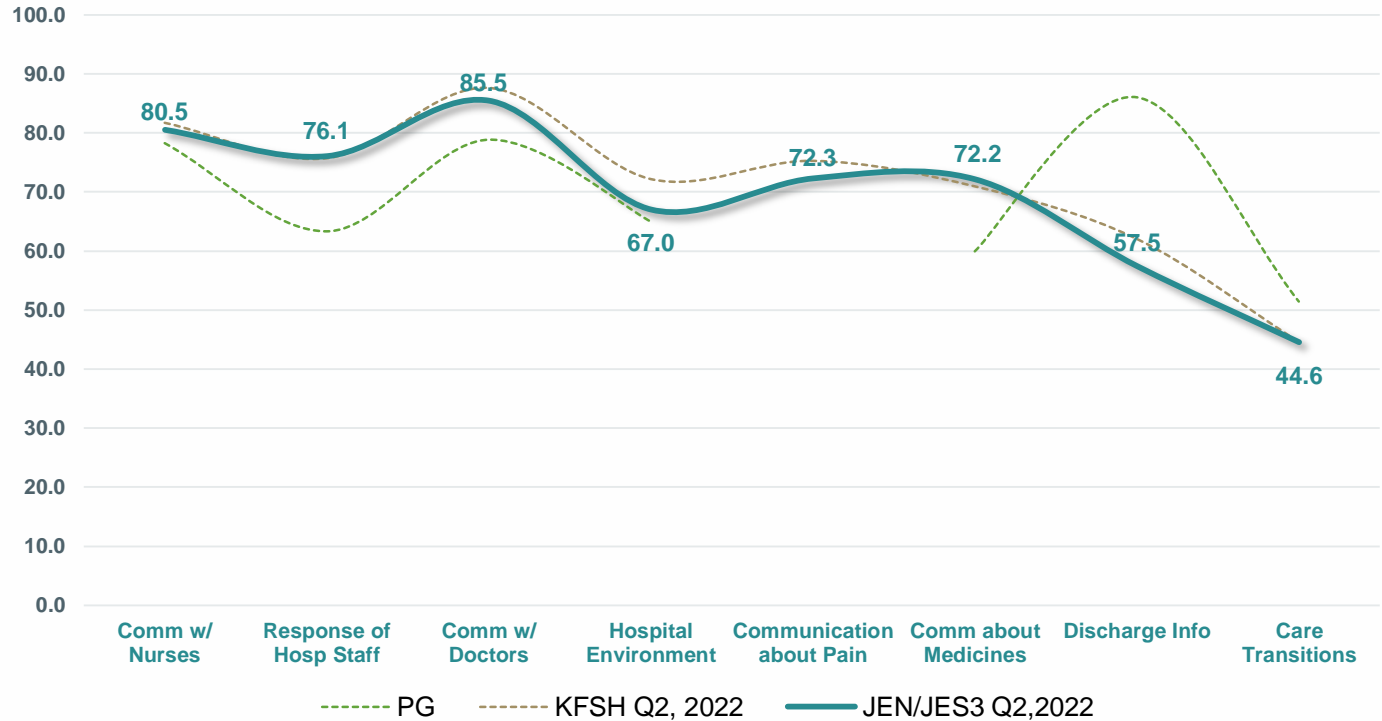
Period: [Apr 1st – Jun 30th, 2022]

JEN/JES3

Domains

n-Size

106



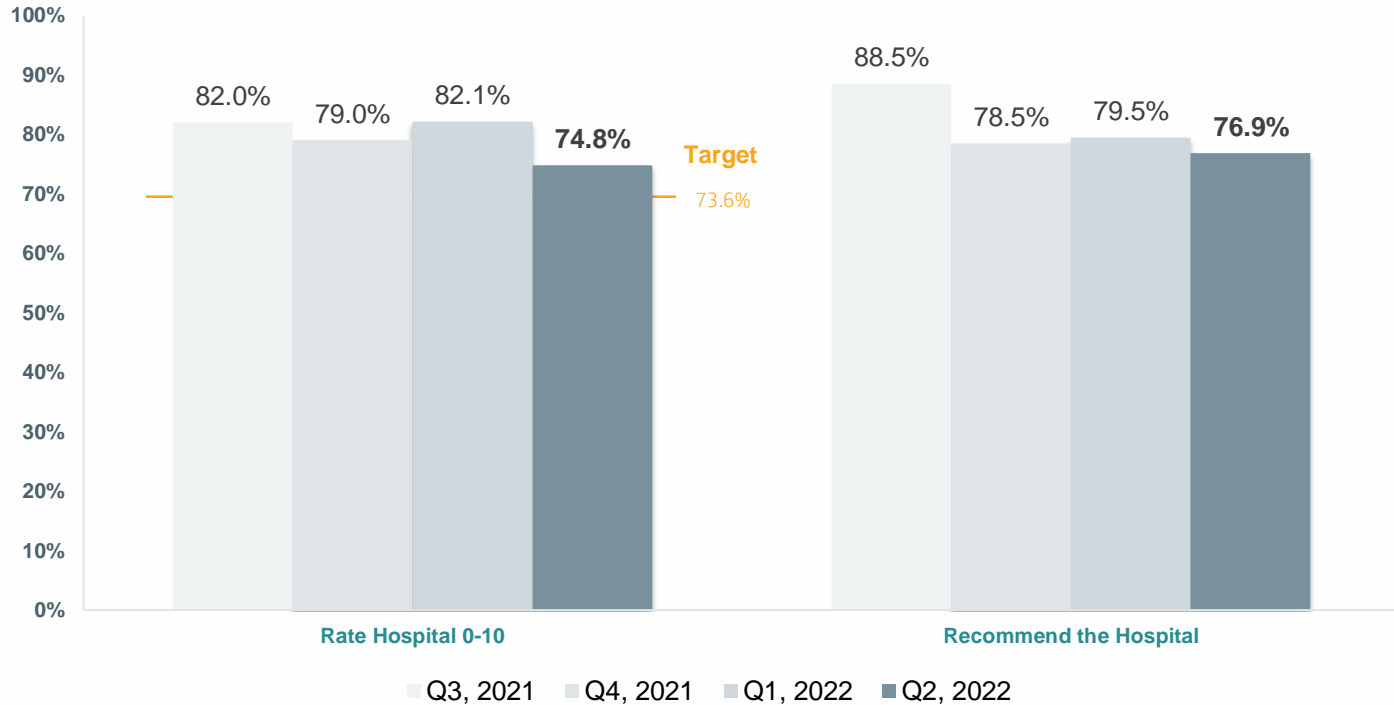
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JWN/JWS1
Global Items

n-Size
56

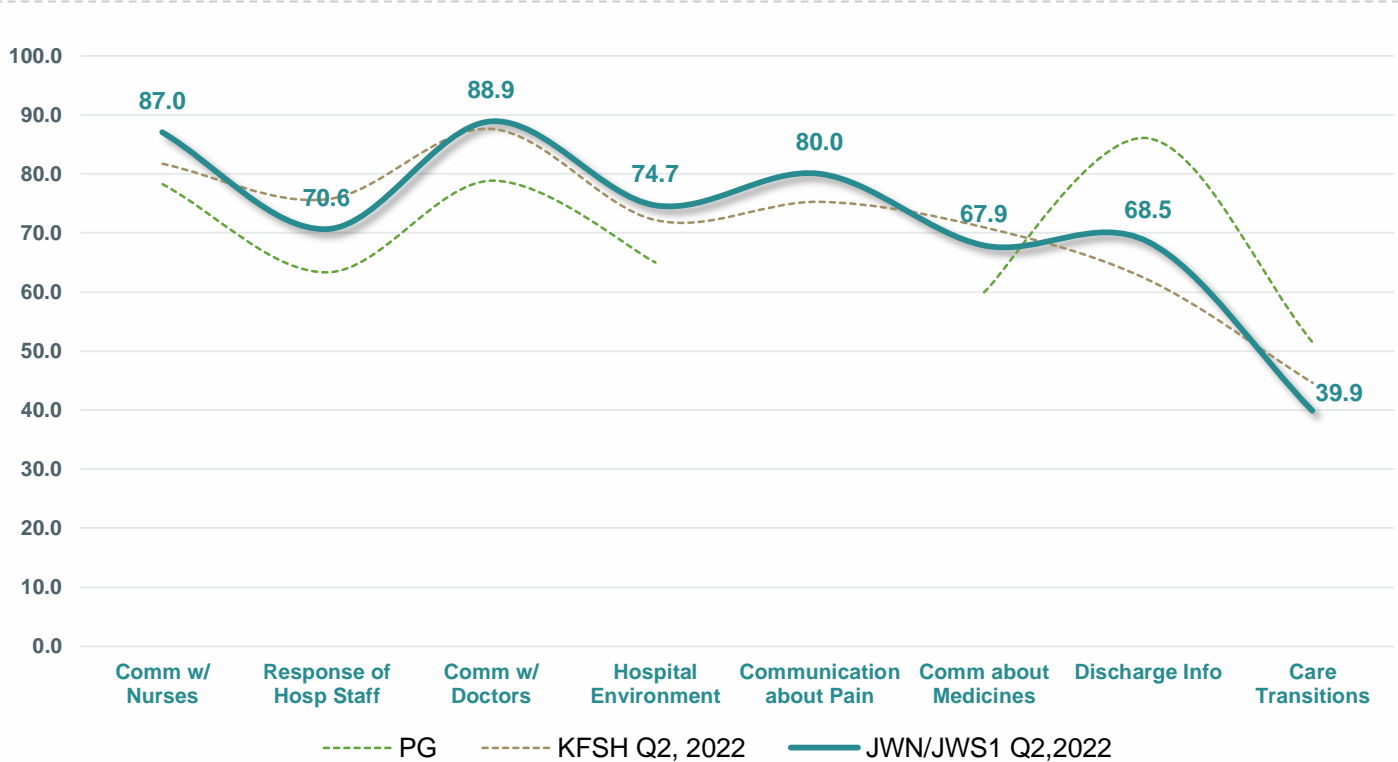
Overall Rating Trend [Q3, 2021 – Q2, 2022]



* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]



JWN/JWS1

Domains

n-Size

56

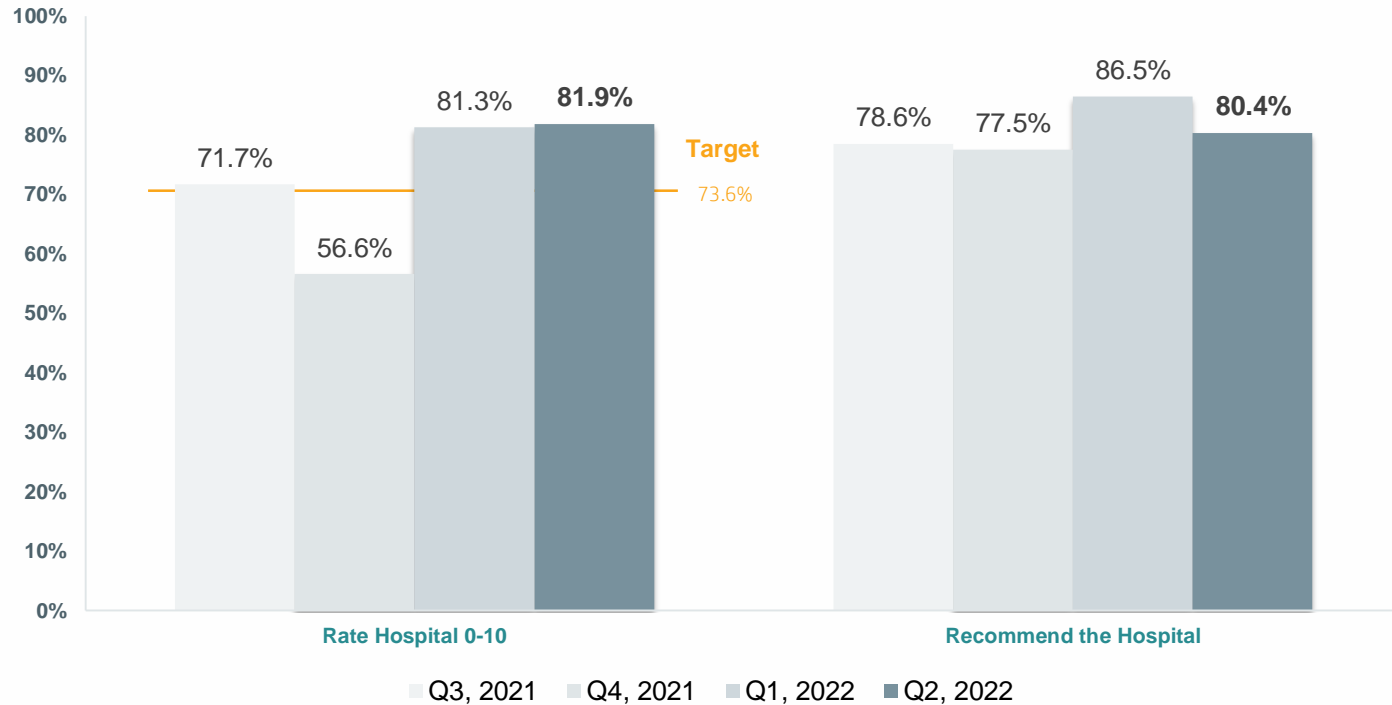
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

J24ADM
Global Items

n-Size
31

Overall Rating Trend [Q3, 2021 – Q2, 2022]

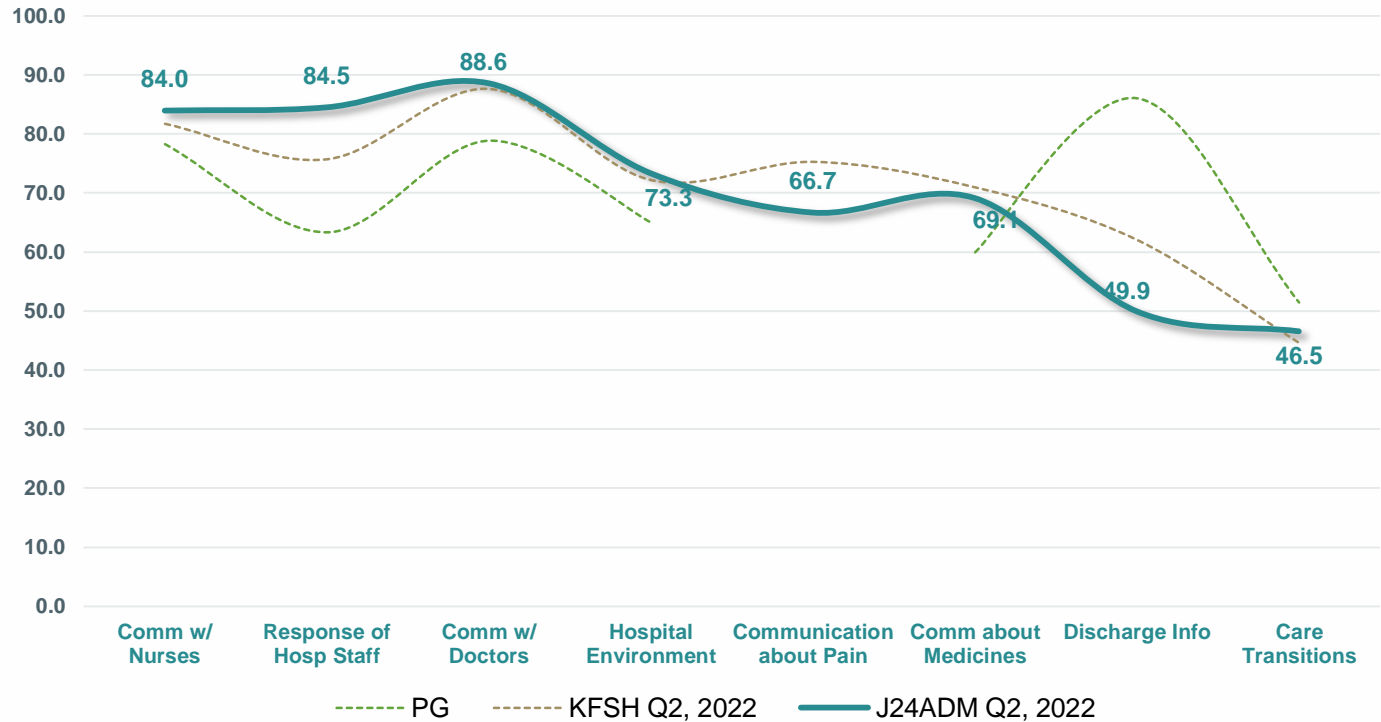


* Top Box %

IP – Wards

J24ADM
Domains
n-Size
31

Period: [Apr 1st – Jun 30th, 2022]



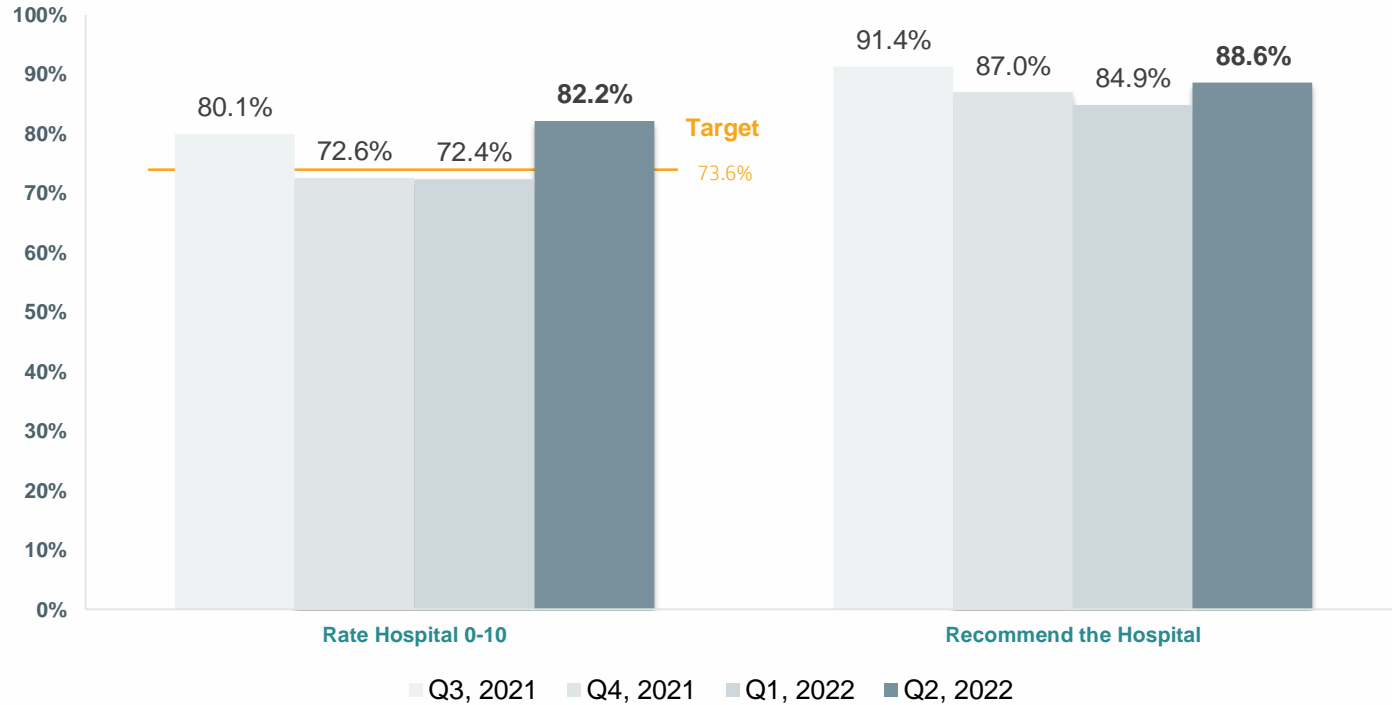
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JES1
Global Items

n-Size
38

Overall Rating Trend [Q3, 2021 – Q2, 2022]



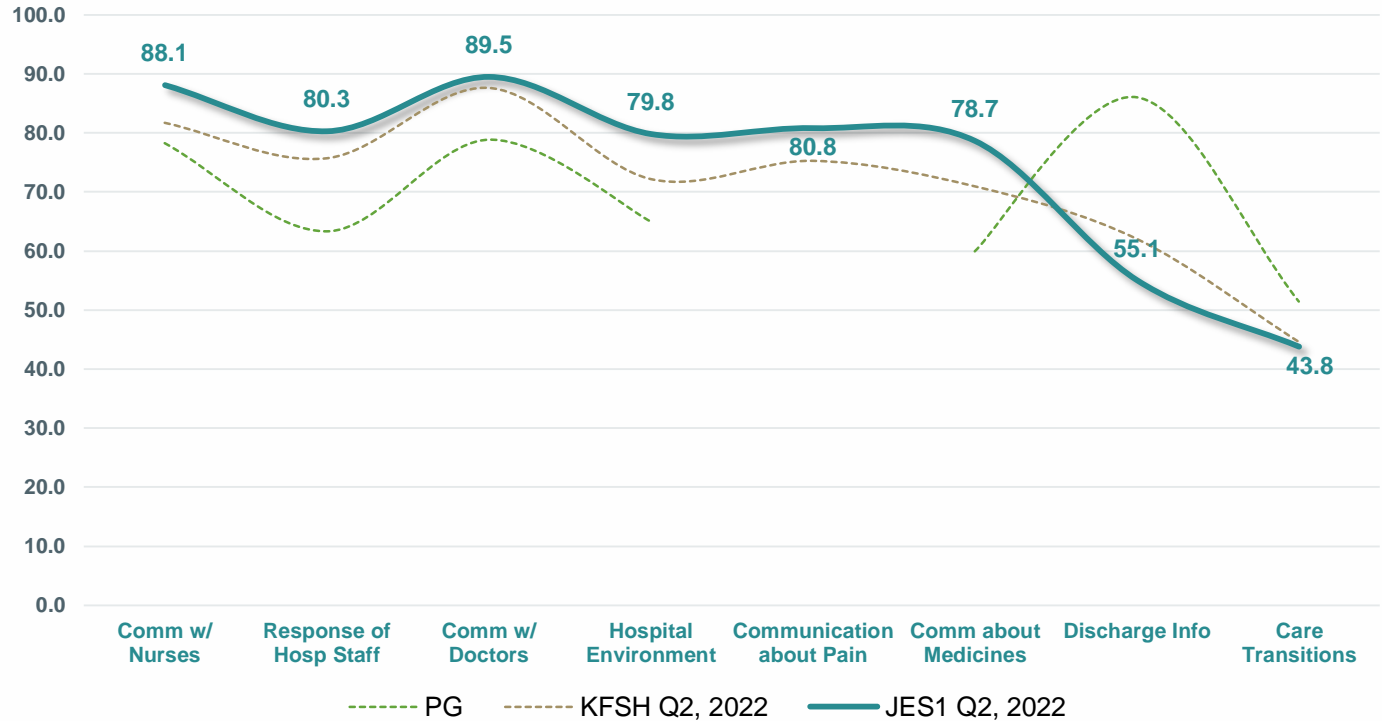
* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]

JES1
Domains

n-Size
38

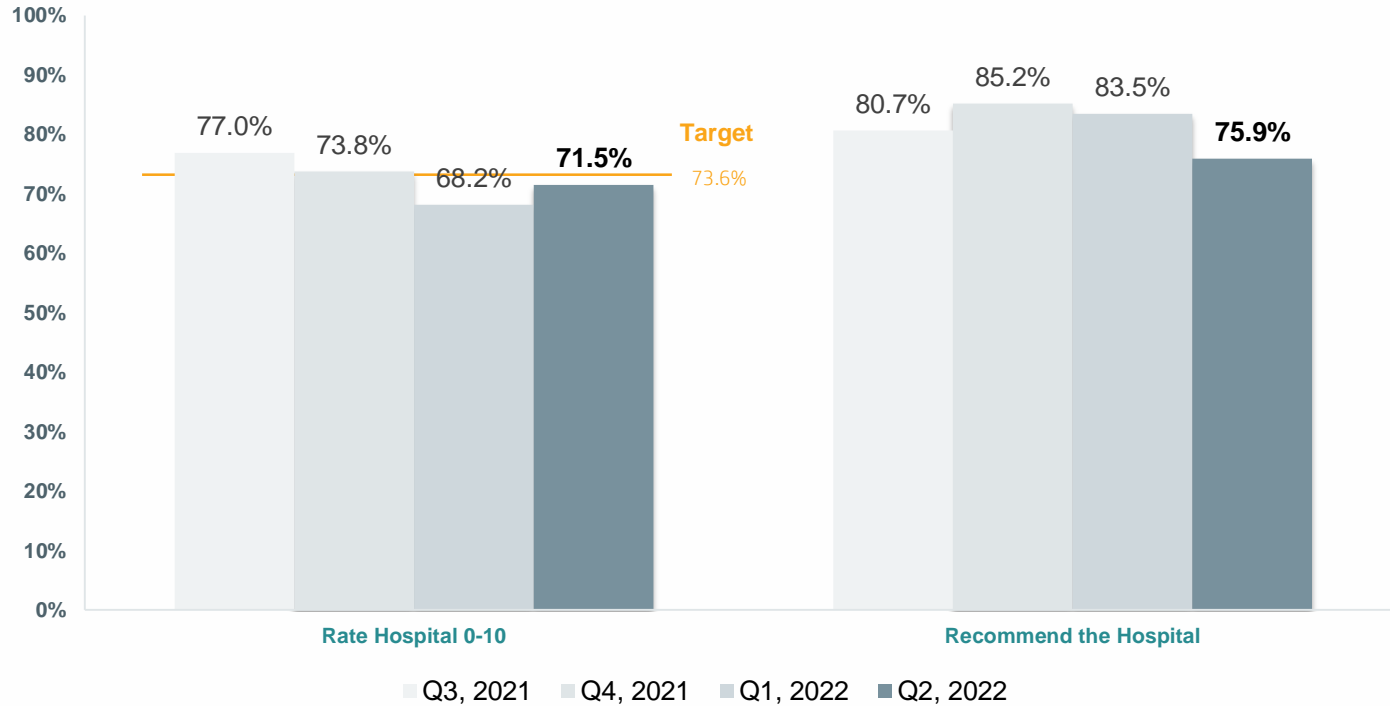


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JEN2
Global Items
n-Size
34

Overall Rating Trend [Q3, 2021 – Q2, 2022]

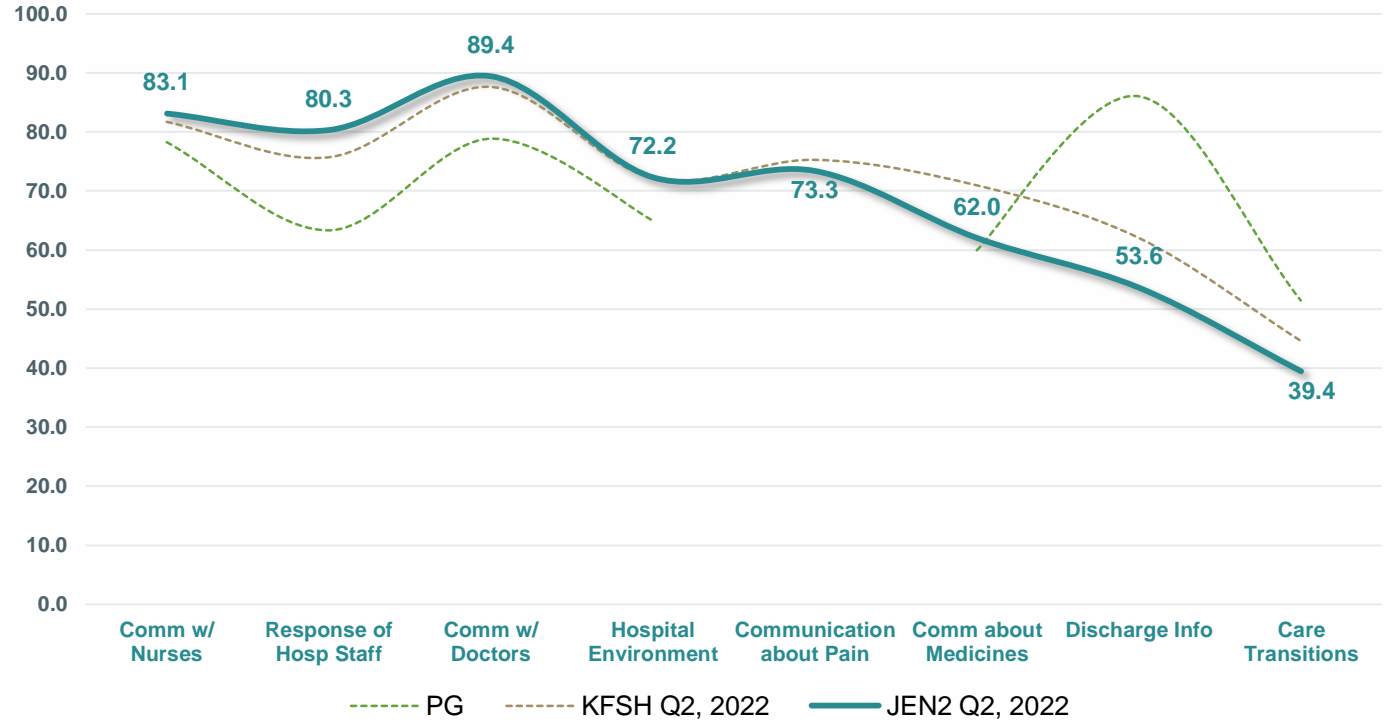


* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]

JEN2
Domains
n-Size
34



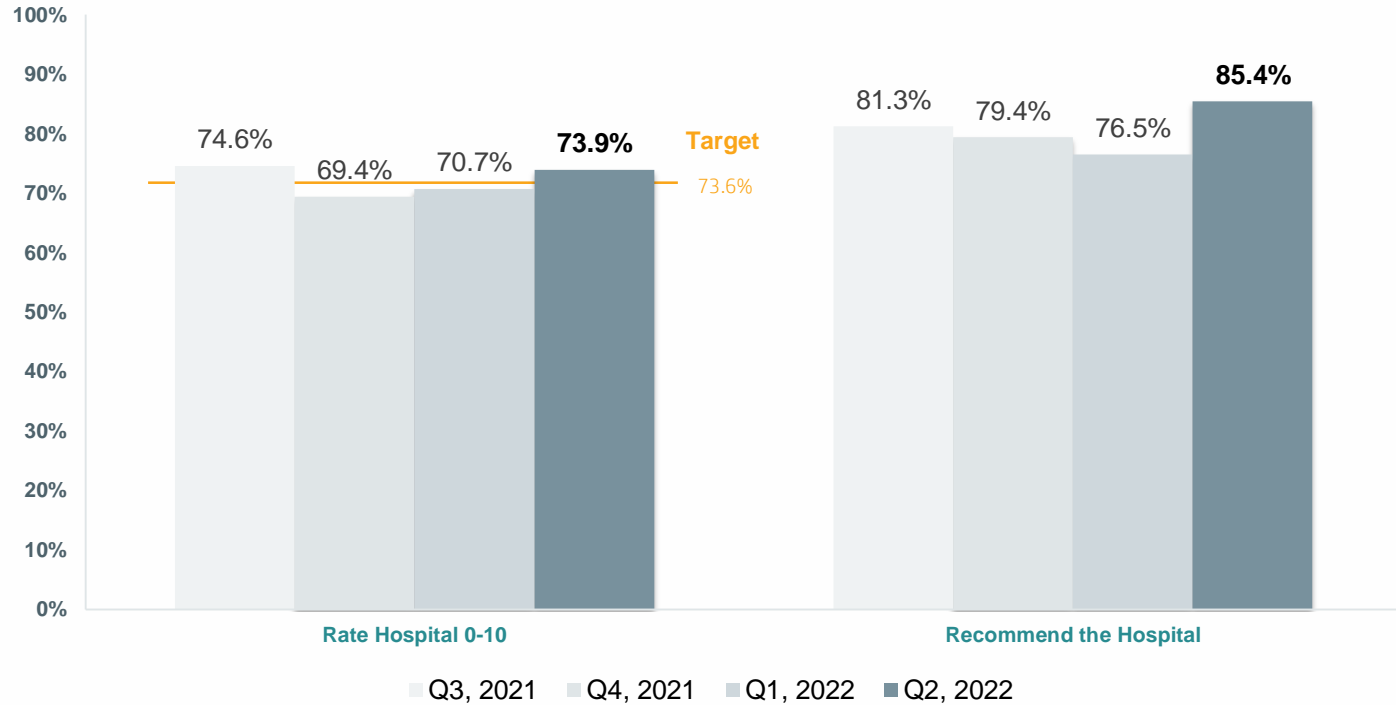
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JES5
Global Items

n-Size
54

Overall Rating Trend [Q3, 2021 – Q2, 2022]

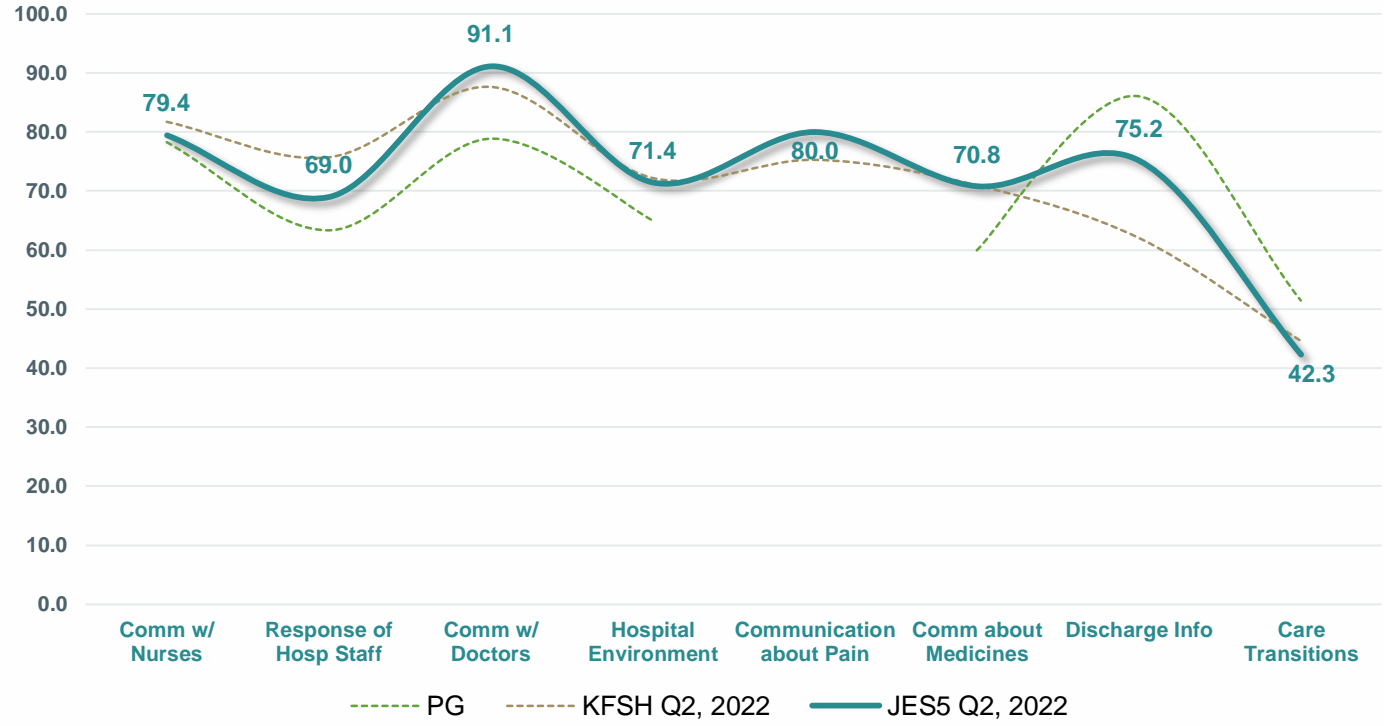


* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]

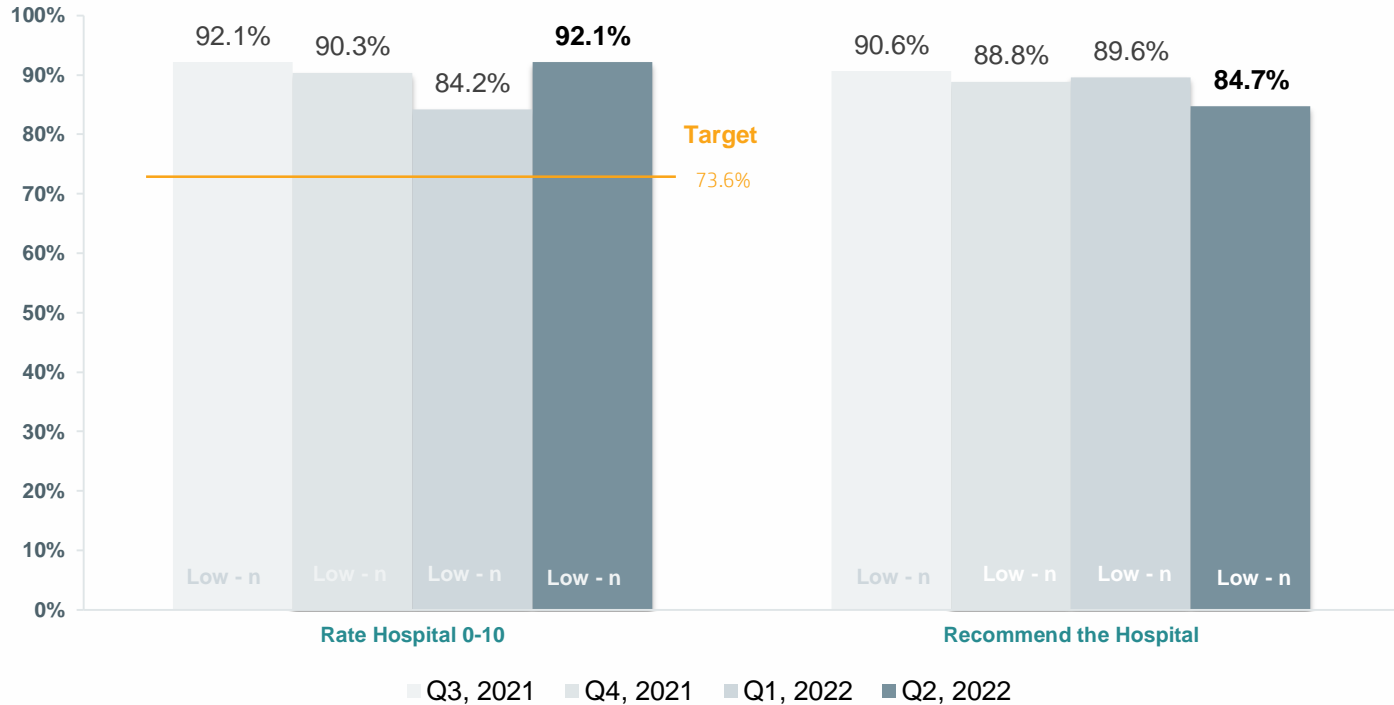
JES5
Domains
n-Size
54



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



JRT
Global Items

n-Size
17*

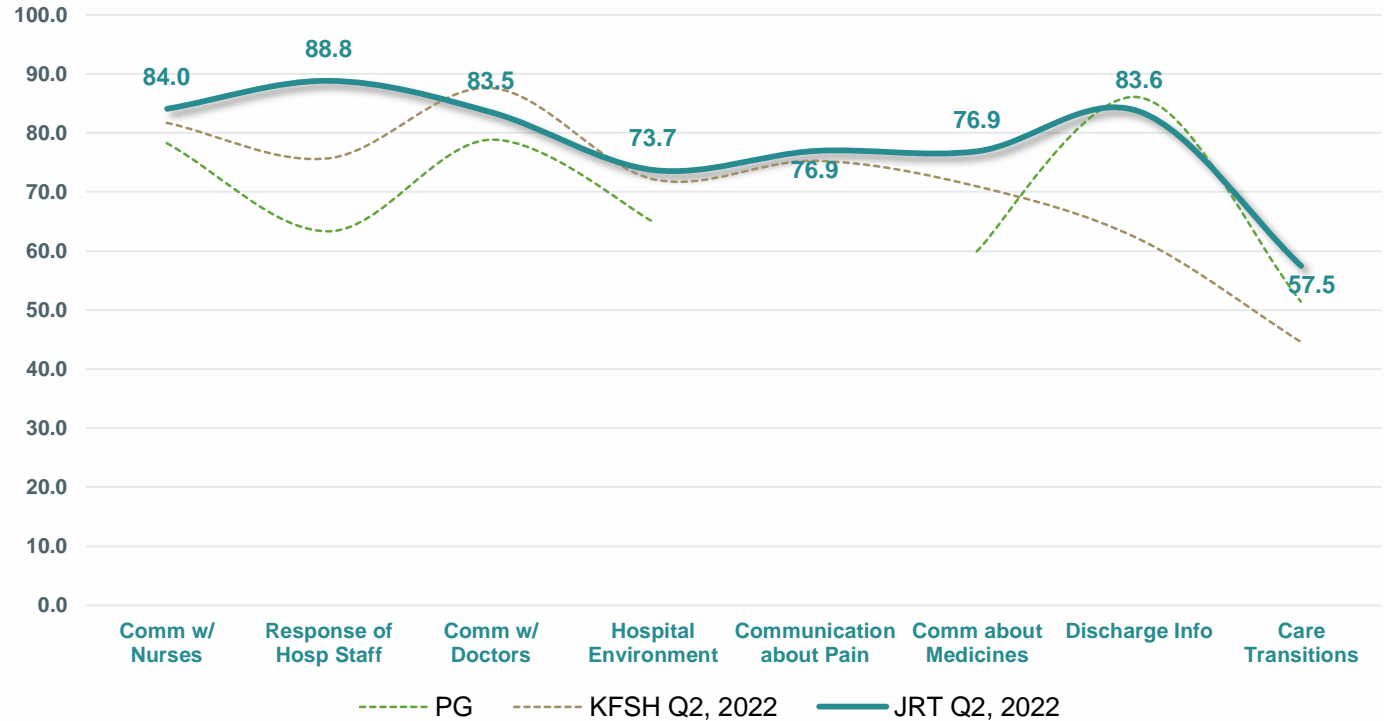
*The score might not be reliable due to the sample size

* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]

JRT
Domains
n-Size
17*



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

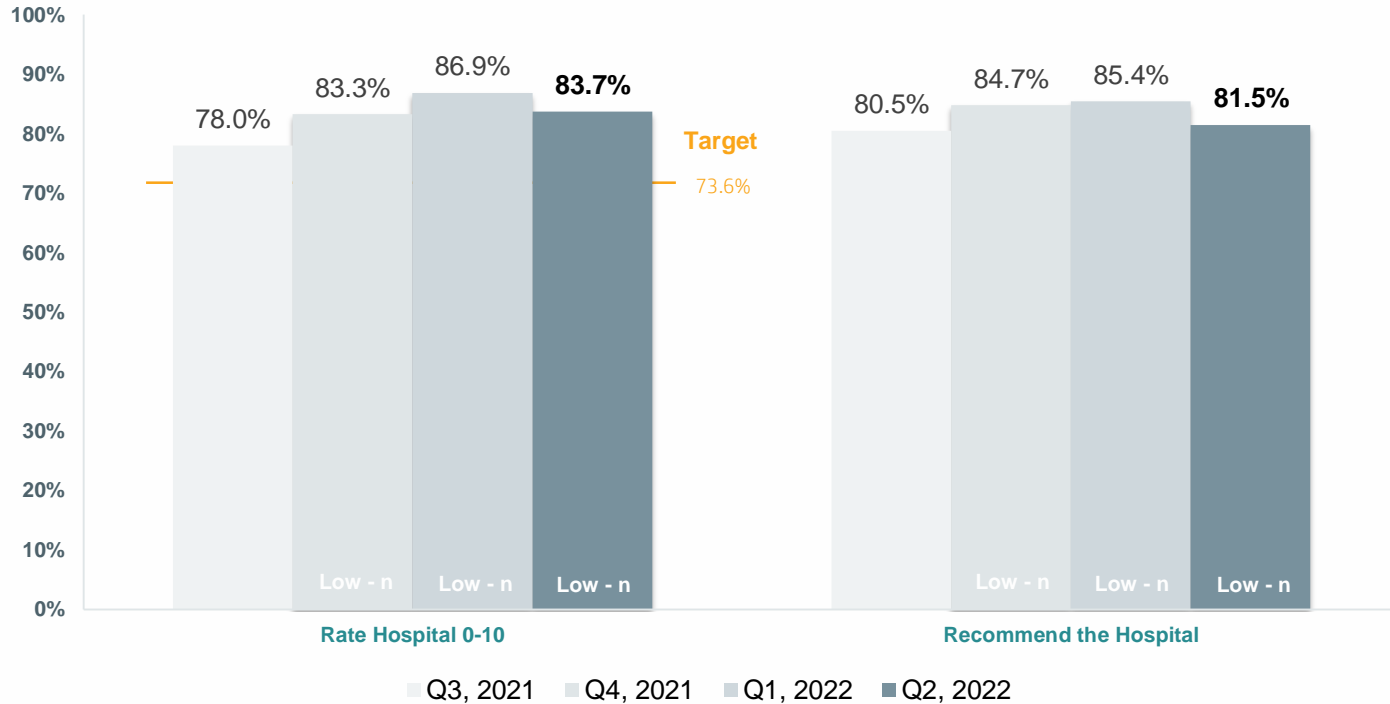
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JEN/JES4 Global Items

n-Size
21*

Overall Rating Trend [Q3, 2021 – Q2, 2022]



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

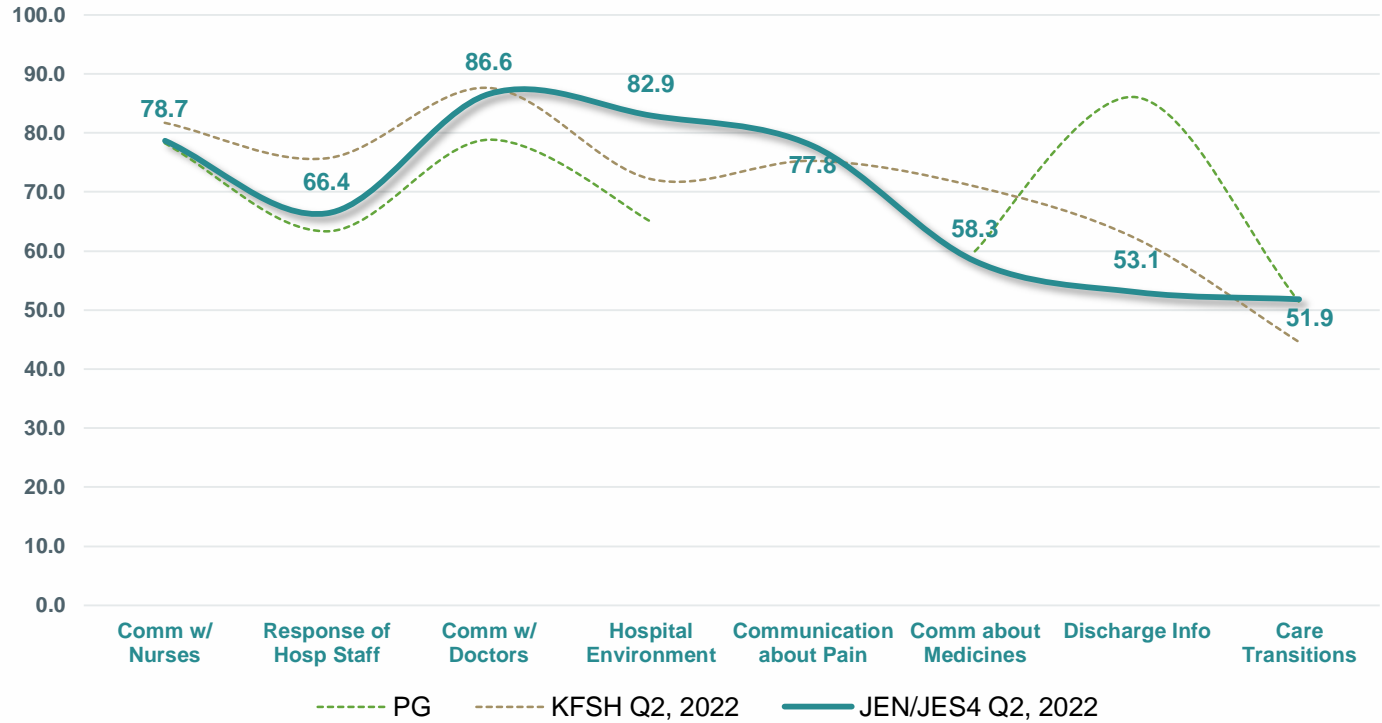
* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]

JEN/JES4
Domains

n-Size
21*



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

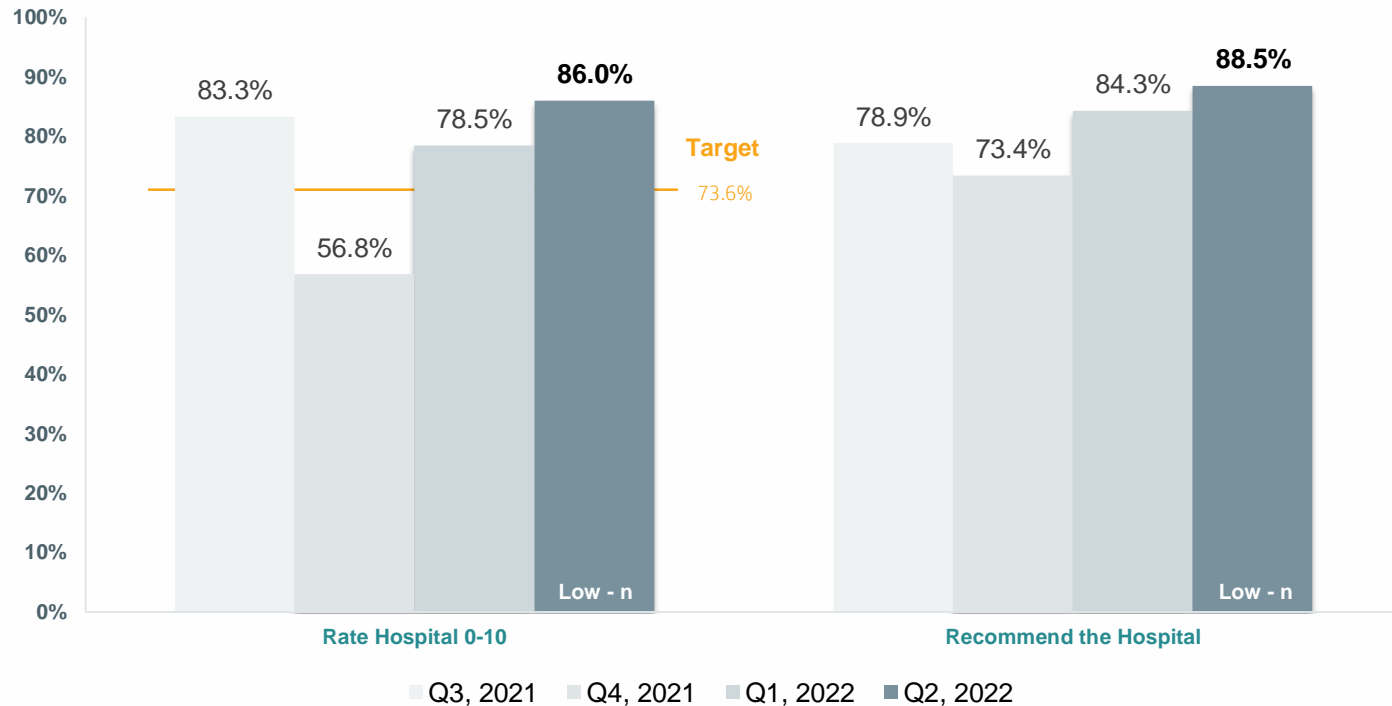
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JEN5
Global Items

n-Size
25*

Overall Rating Trend [Q3, 2021 – Q2, 2022]



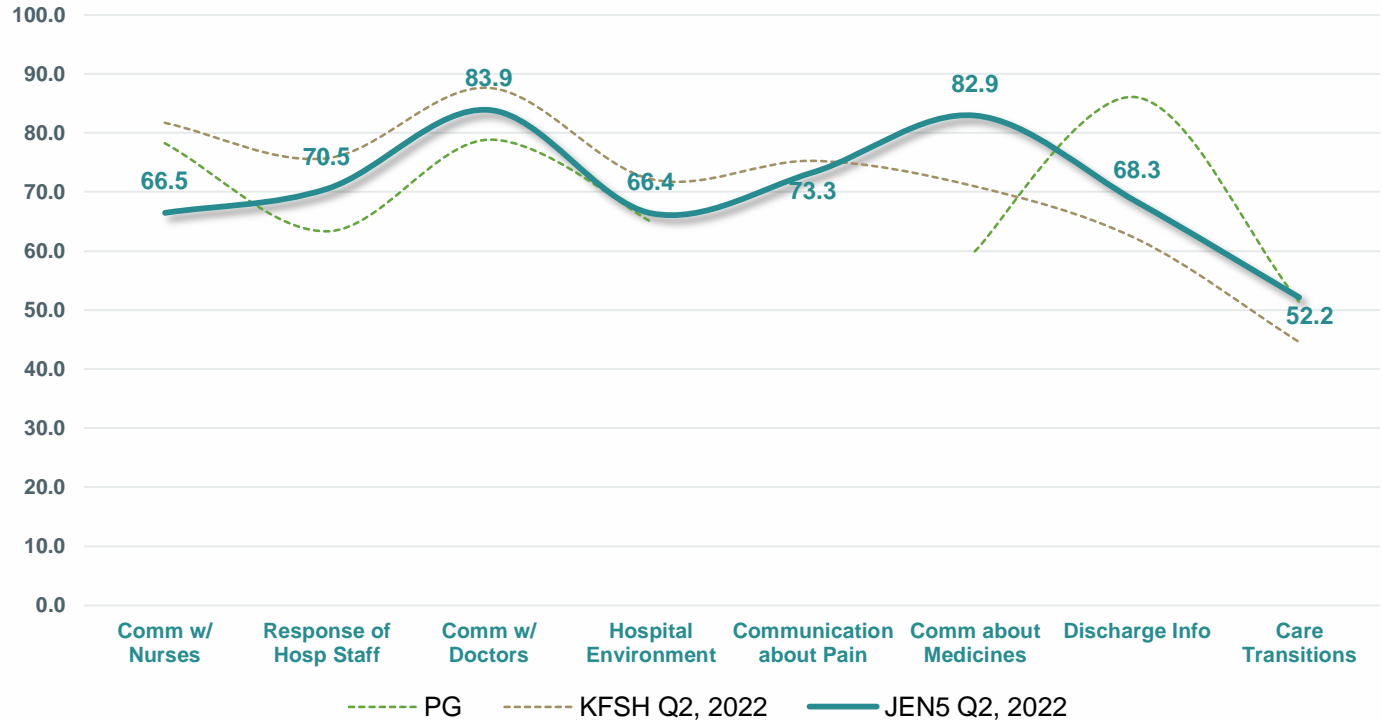
* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2022]

JEN5
Domains

n-Size
25*



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

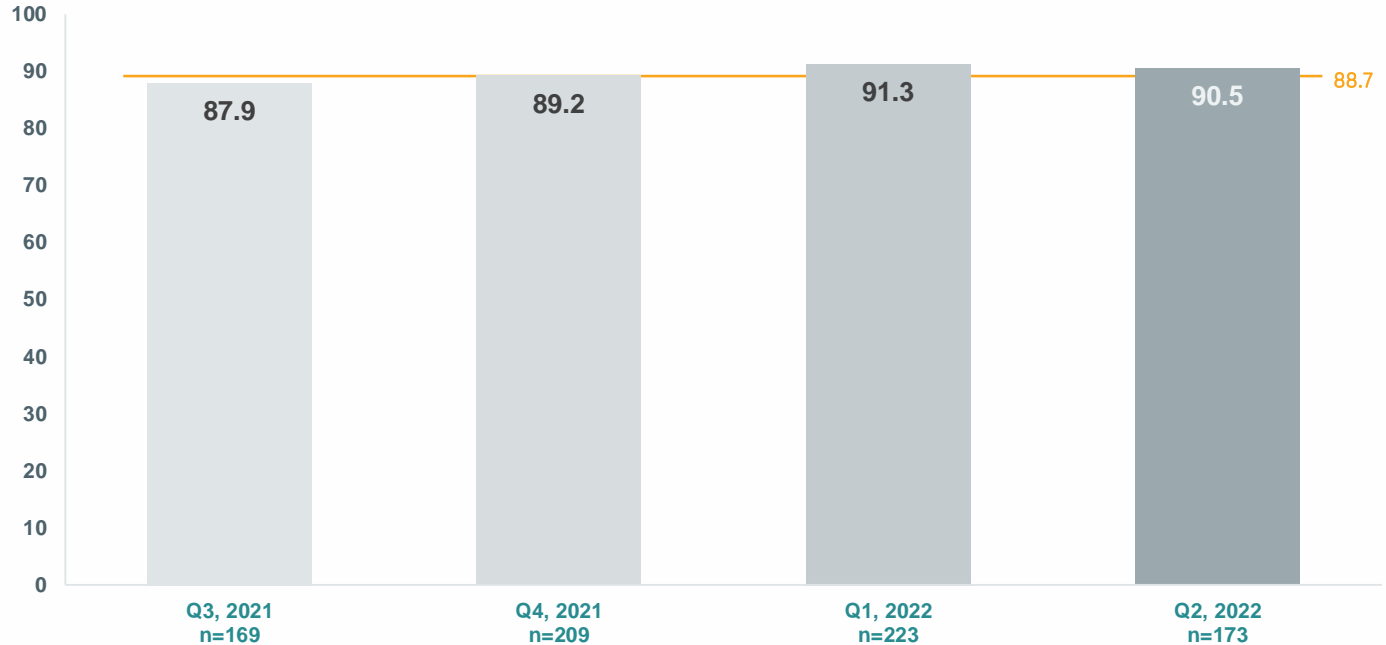


Inpatient
Pediatrics

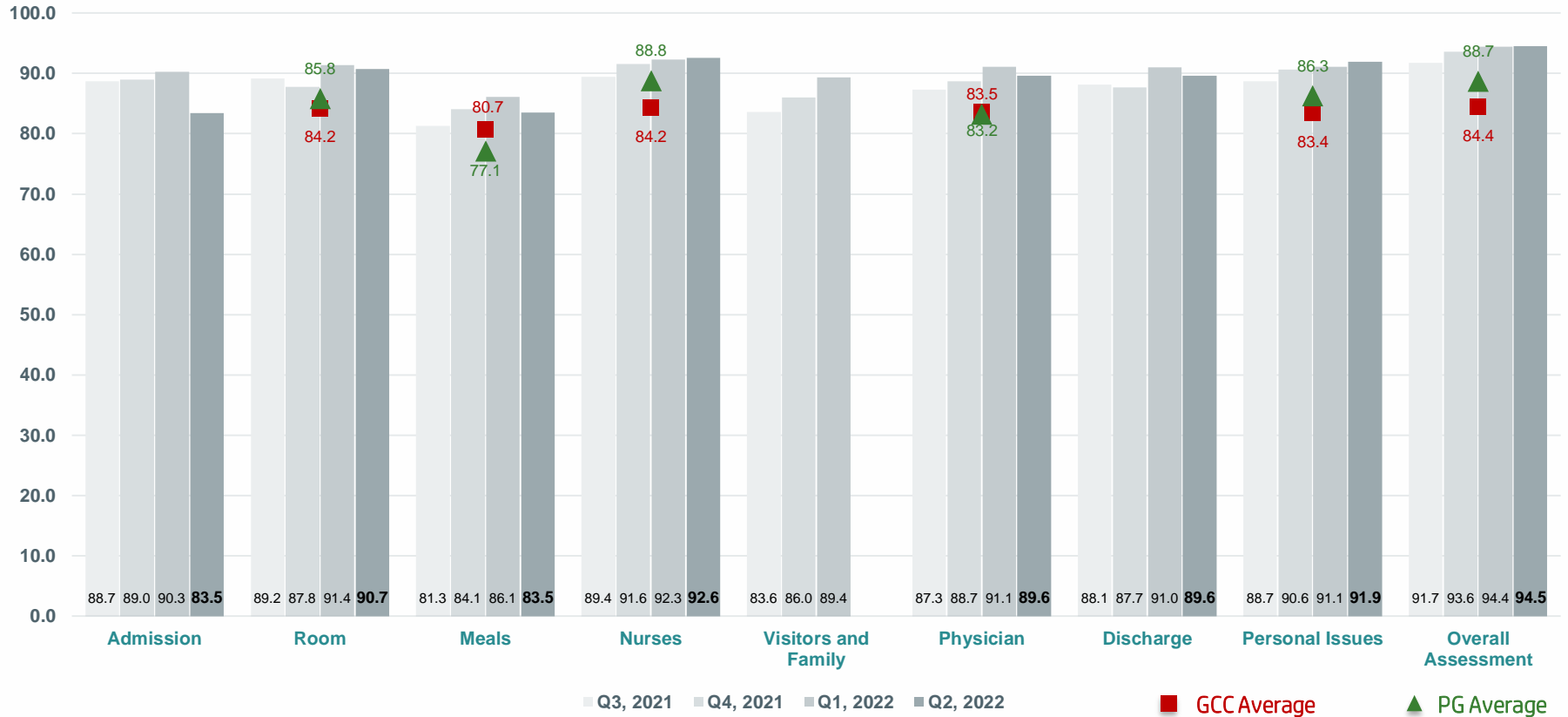
IPP – Overall Rating



Overall Rating Trend [Q3, 2021 – Q2, 2022]

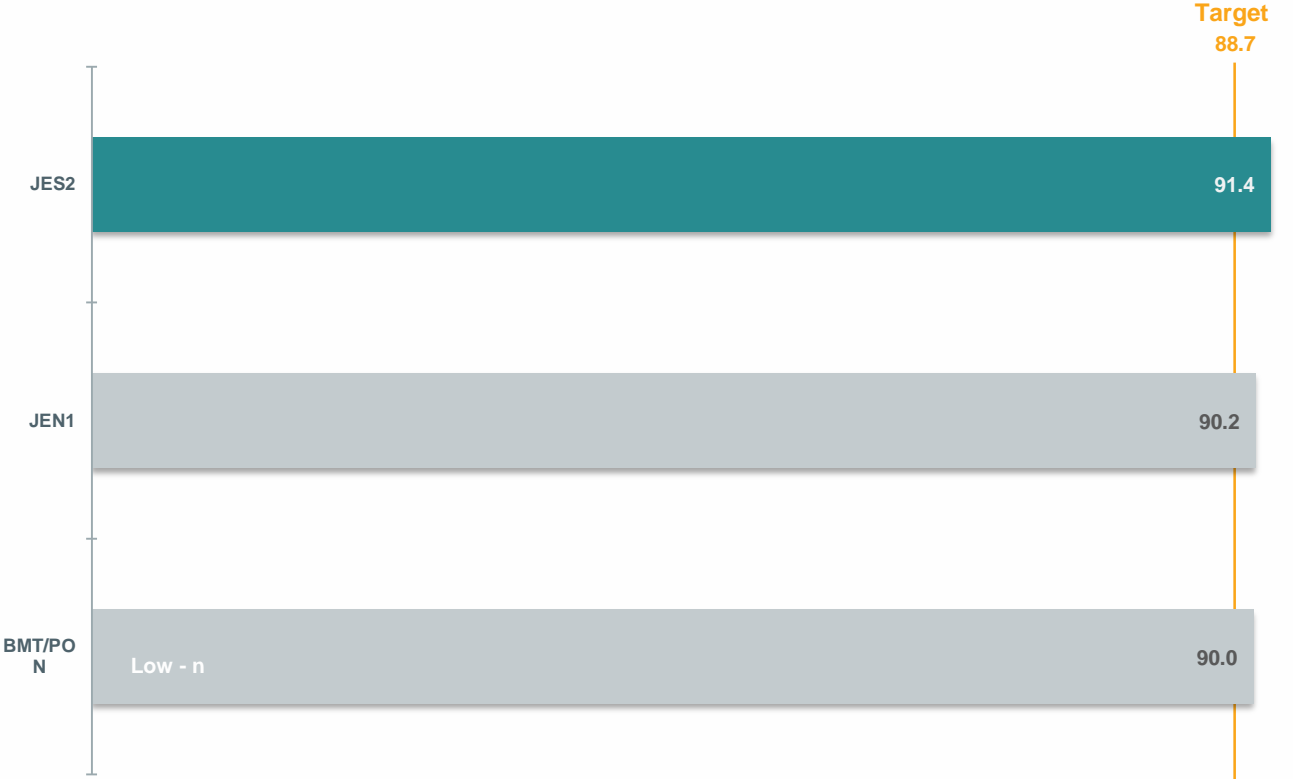


IPP – Survey Domains



IPP – Overall Rating

Overall Rating Wards



Period: [Apr 1st – Jun 30th, 2022]

■ Above KFSH Average

IPP – Wards

JES2

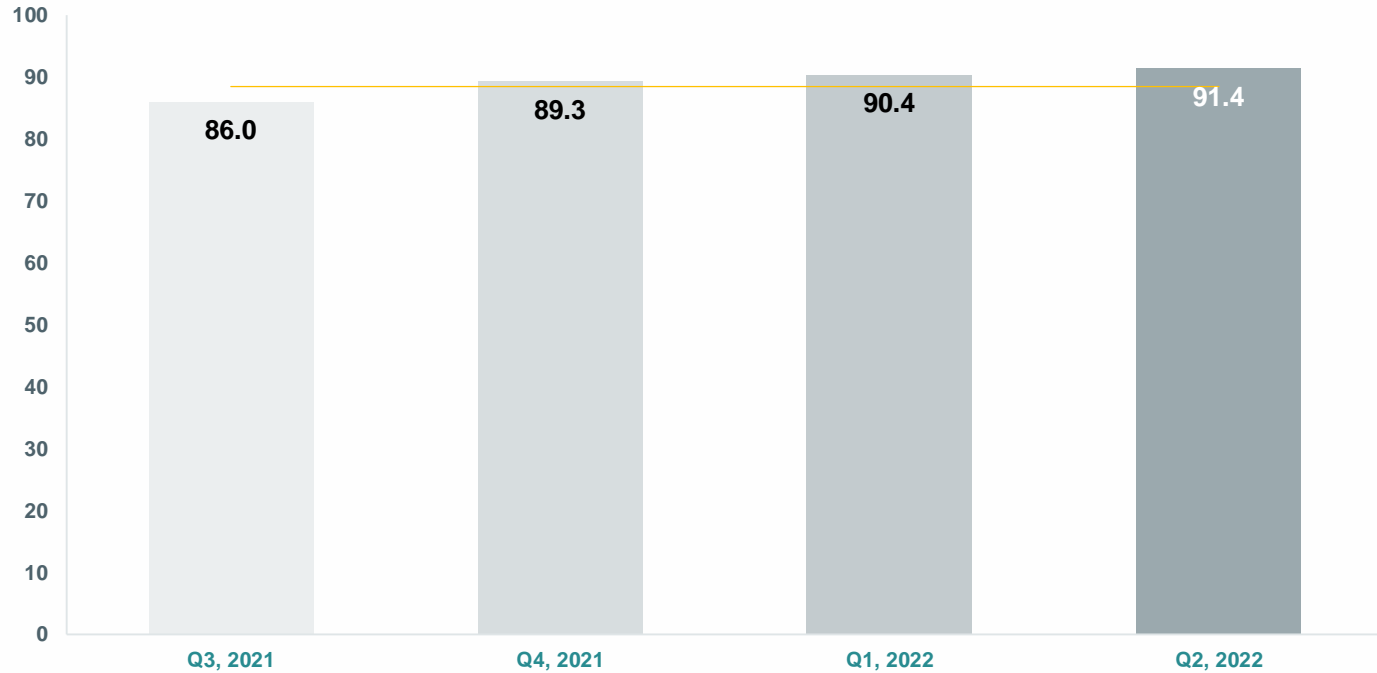
Overall Rating



n-Size

54

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [88.7]

IPP – Wards

JES2

Patient Journey

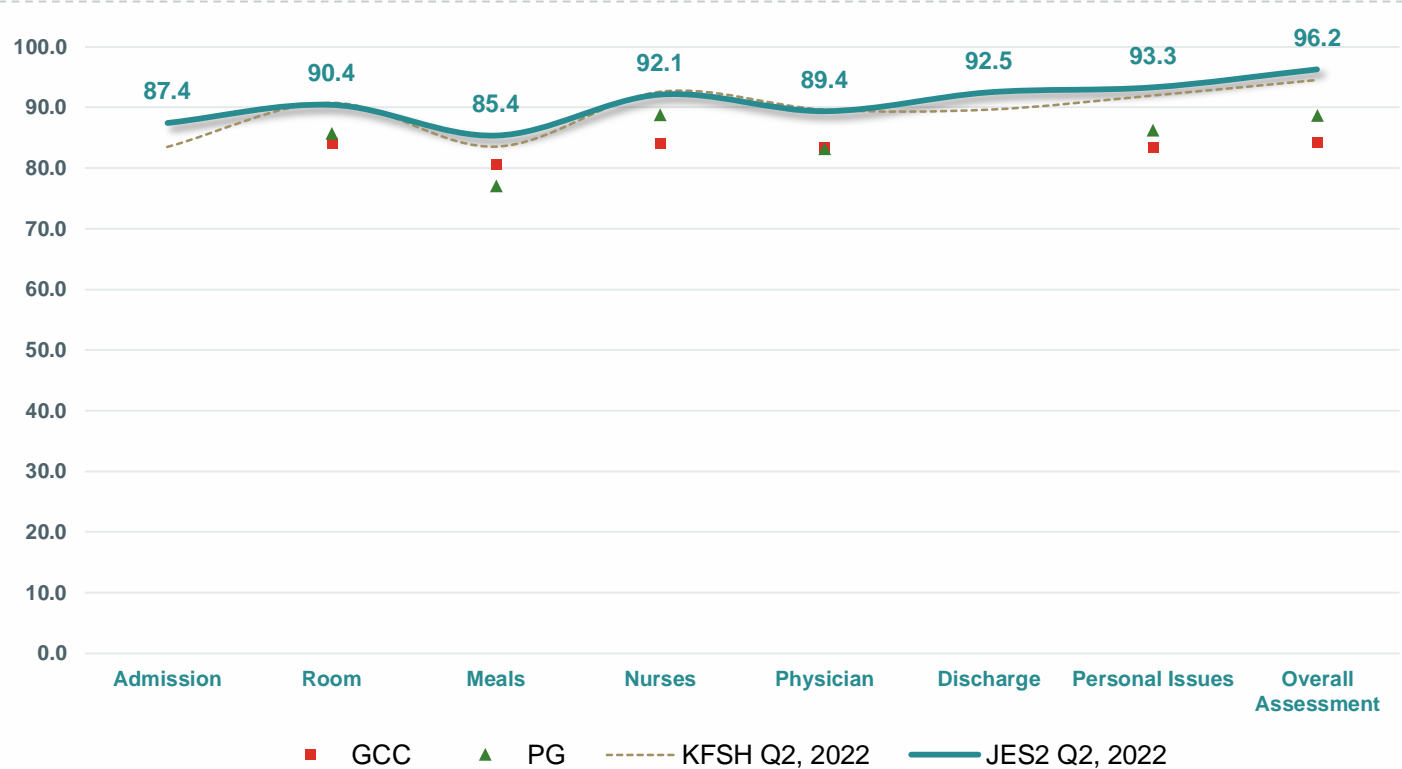
91.4

Q2, 2022

n-Size

54

Period: [Apr 1st – Jun 30th, 2022]



IPP – Wards

JEN1

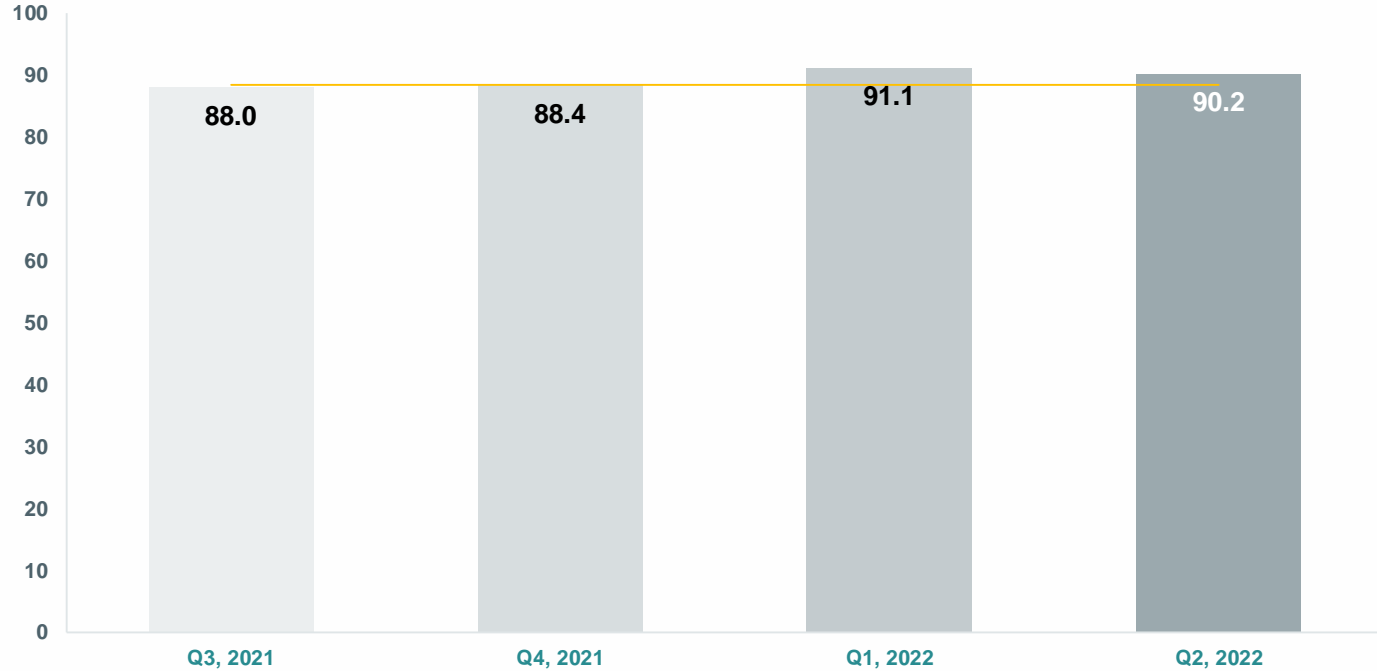
Overall Rating



n-Size

91

Overall Rating Trend [Q3, 2021 – Q2, 2022]



JEN1

Patient Journey

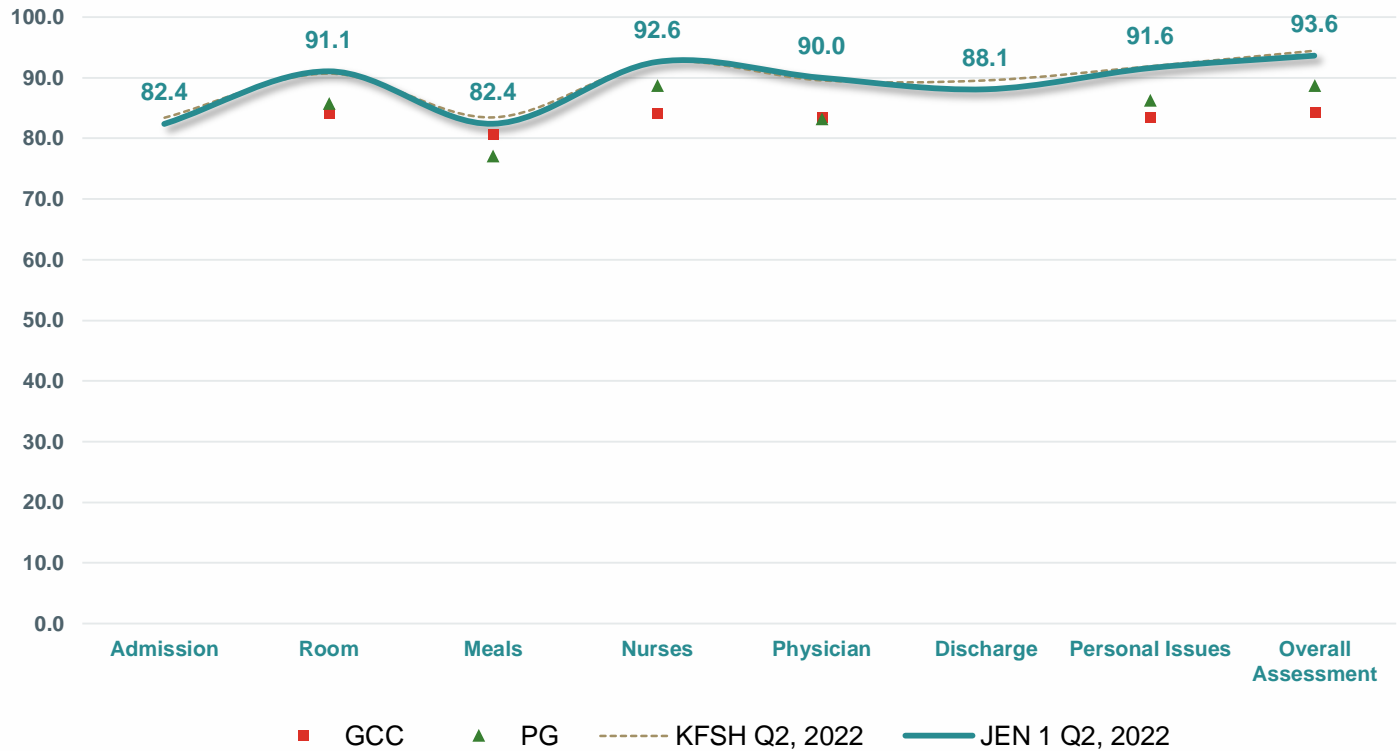
90.2

Q2, 2022

n-Size

91

Period: [Apr 1st – Jun 30th, 2022]



IPP – Wards

BMT/PON

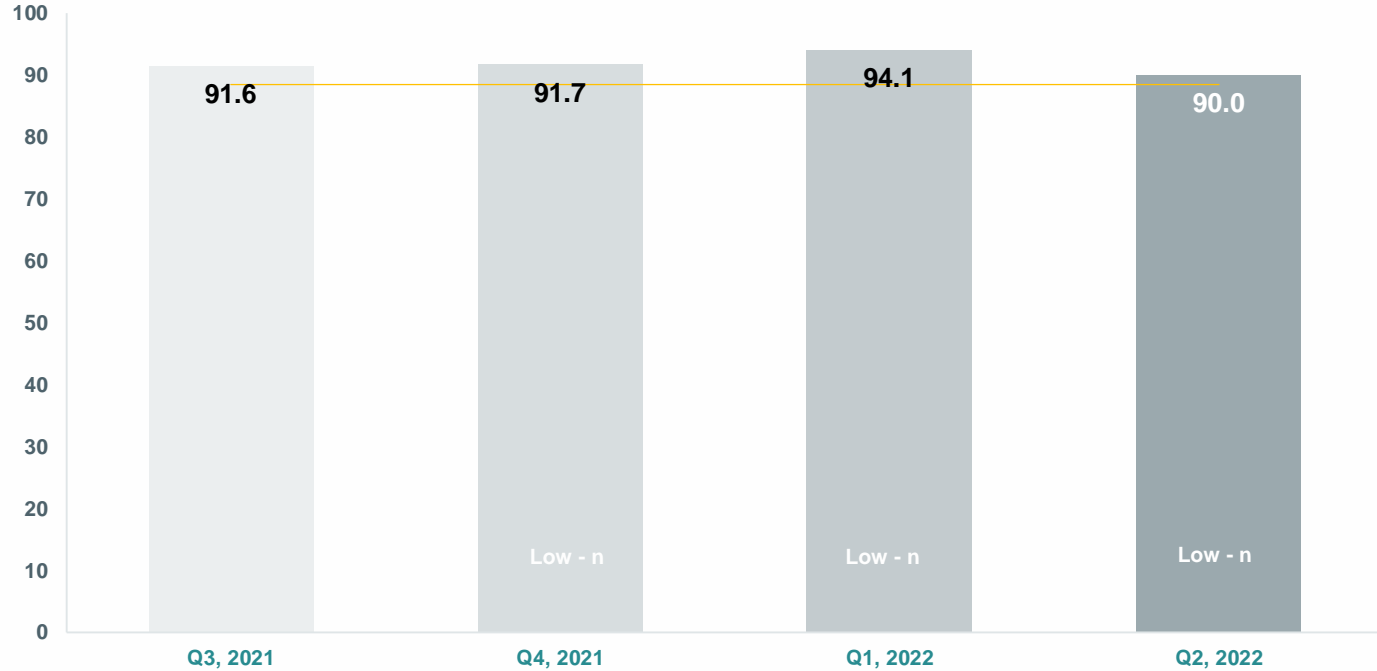
Overall Rating



n-Size

27*

Overall Rating Trend [Q3, 2021 – Q2, 2022]



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

IPP – Wards

BMT/PON

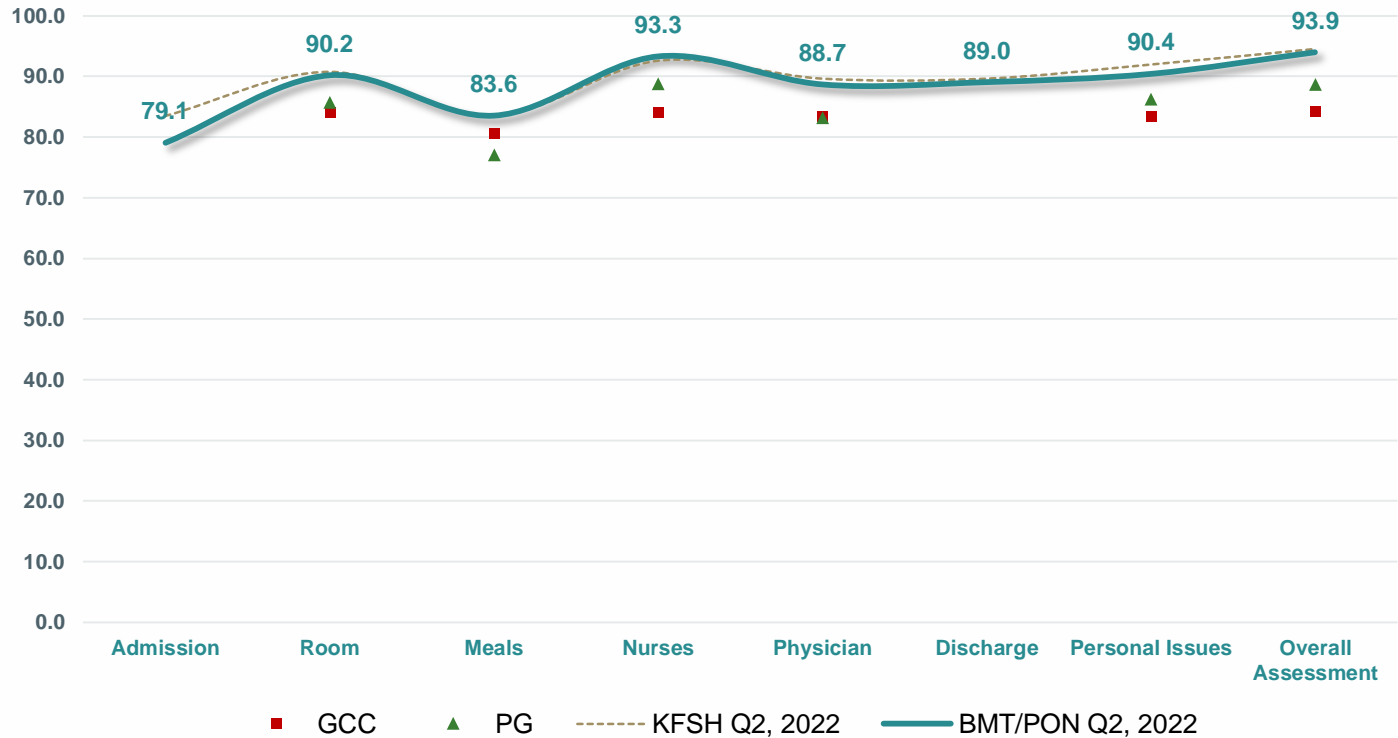
Patient Journey



n-Size

27*

Period: [Apr 1st – Jun 30th, 2022]



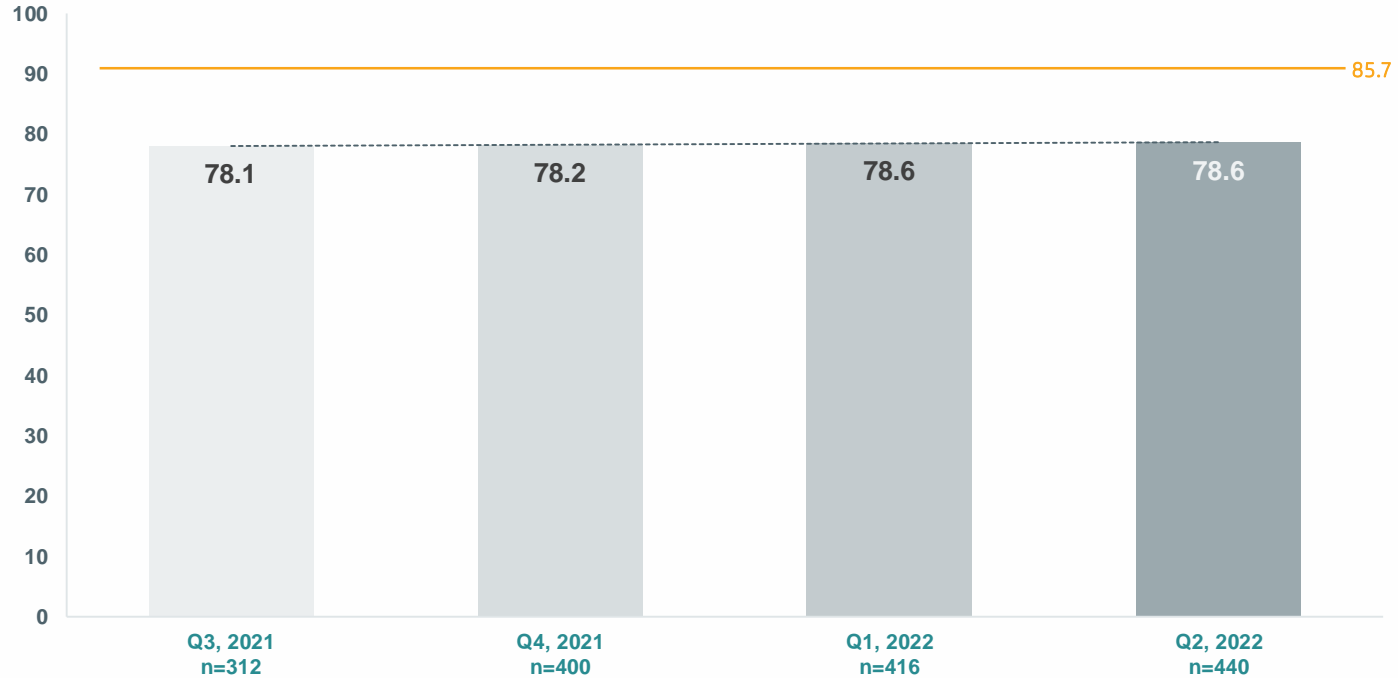
*The score might not be reliable due to the sample size



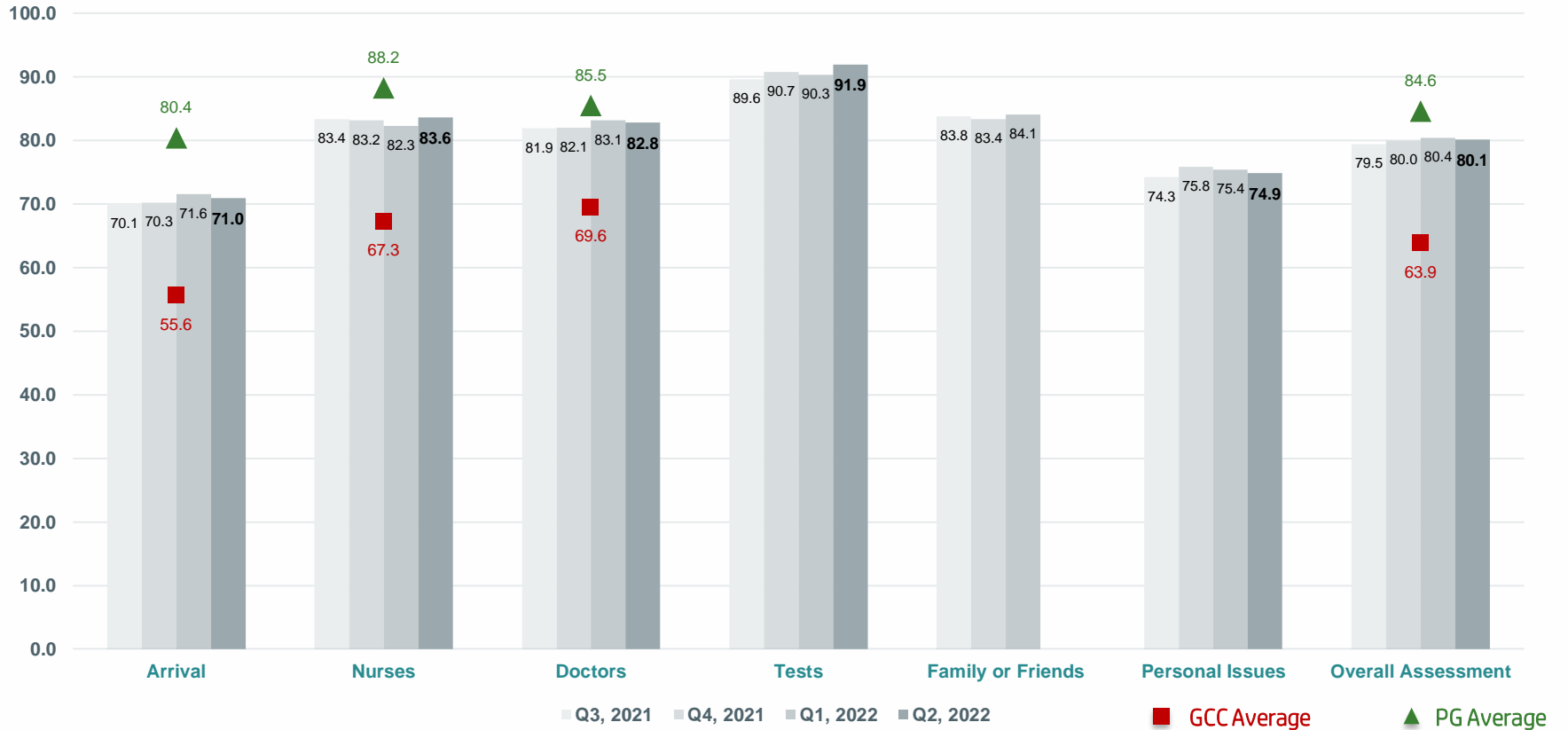
Emergency

ED – Overall Rating

Overall Rating Trend [Q3, 2021 – Q2, 2022]



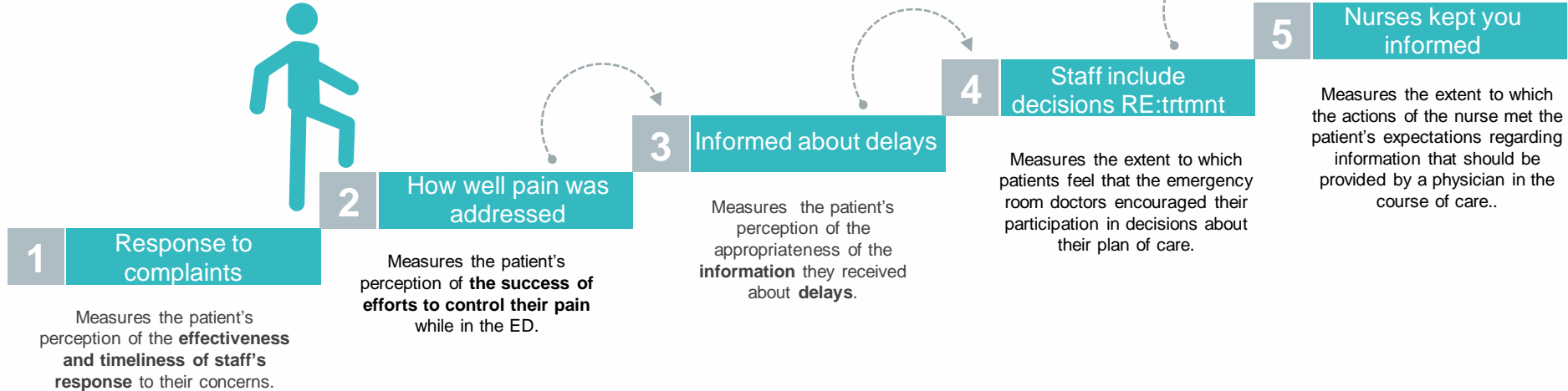
ED – Survey Domains



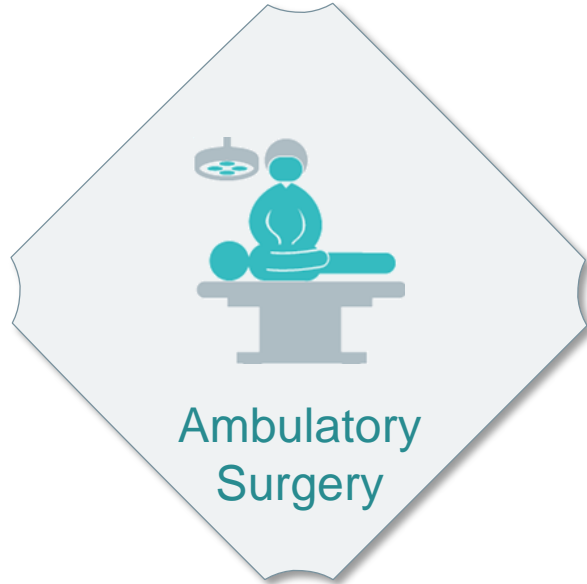
Nurses took time to listen



ED – Priority Index (Q2, 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 – Q2, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

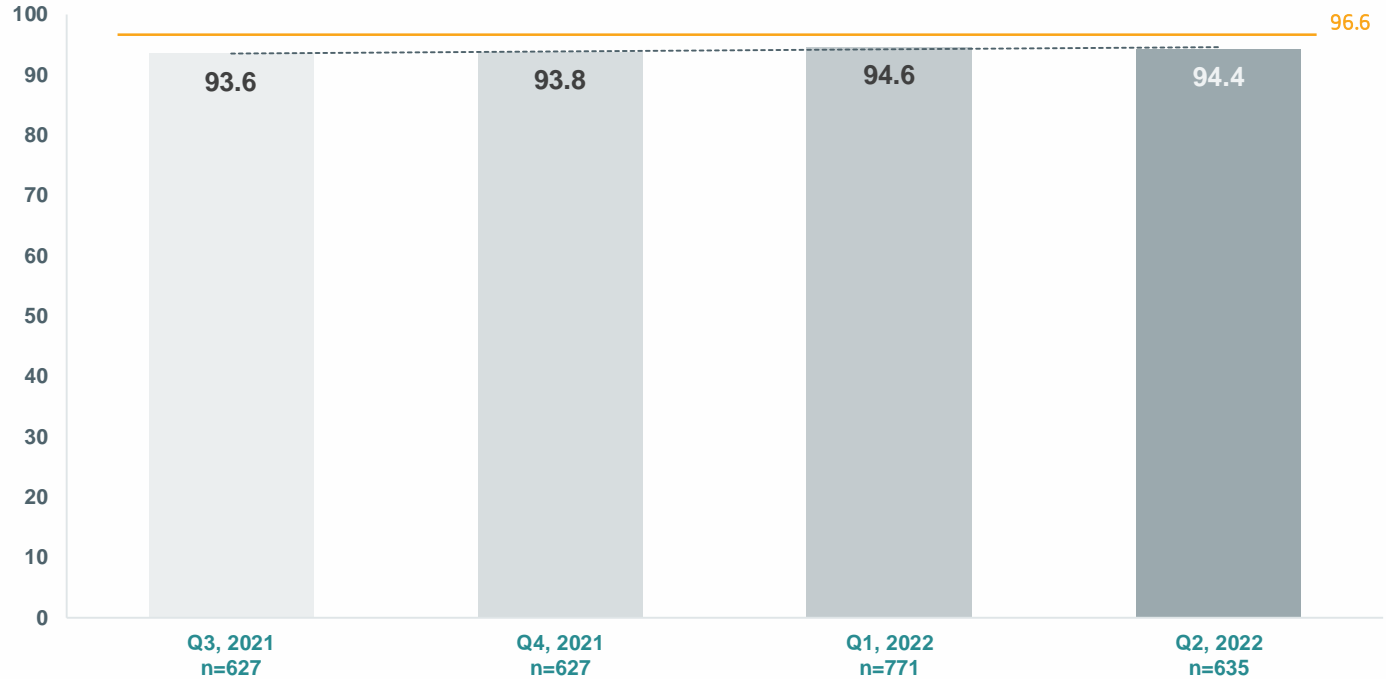


Ambulatory
Surgery

AS – Overall Rating

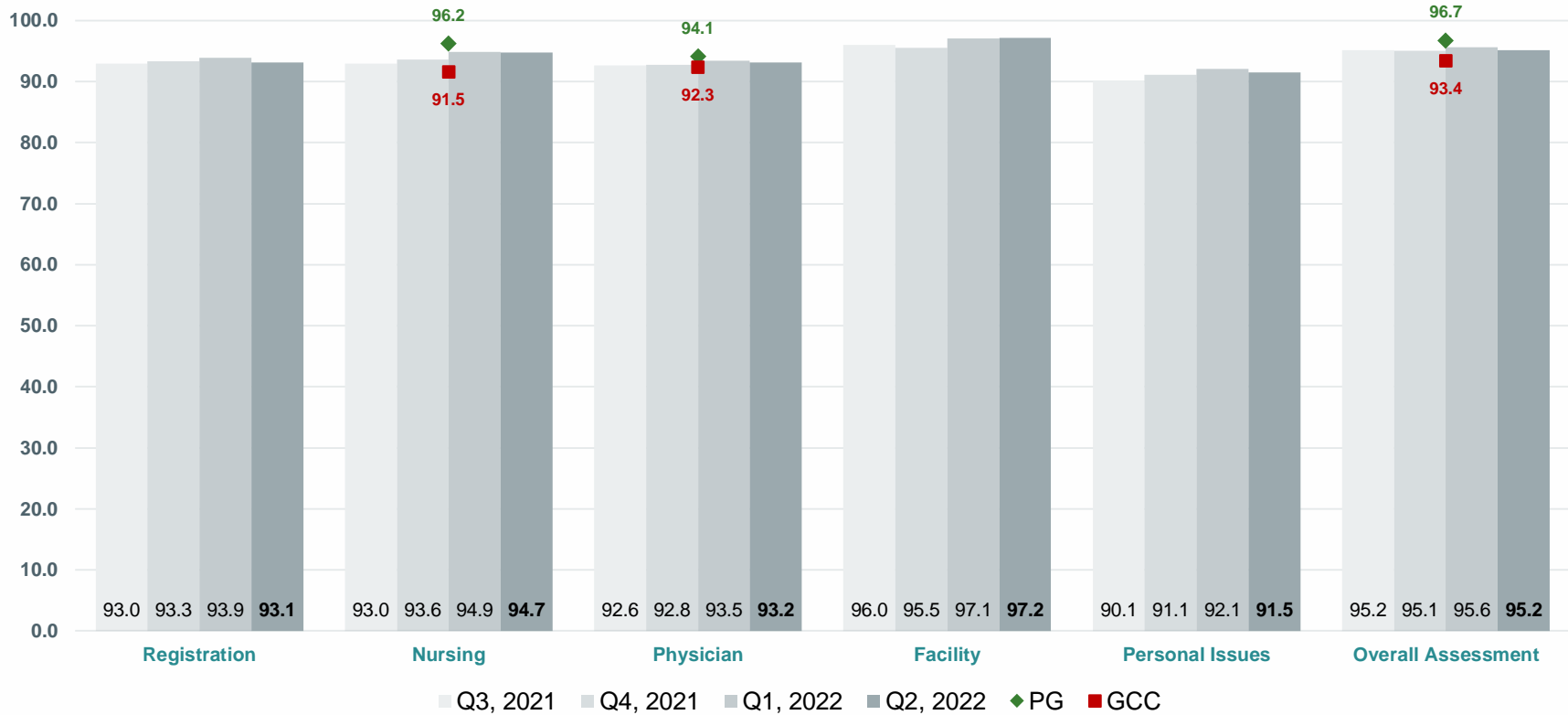


Overall Rating Trend [Q3, 2021 – Q2, 2022]



* The survey tool was updated starting from Q1, 2020

AS – Survey Domains

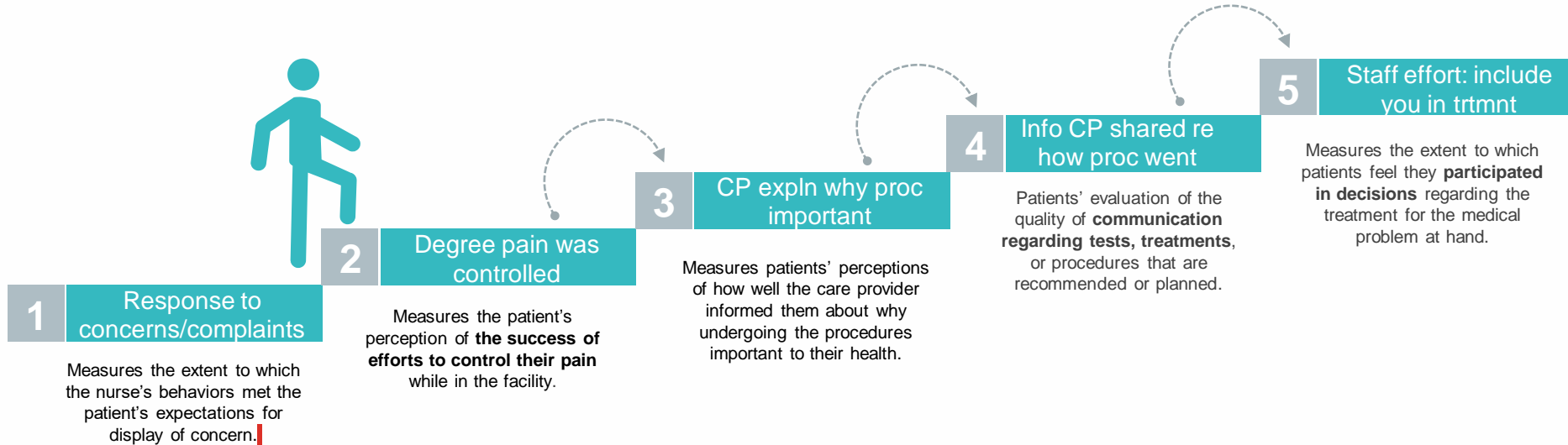


* The survey tool was updated starting from Q1, 2020

AS – Strengths



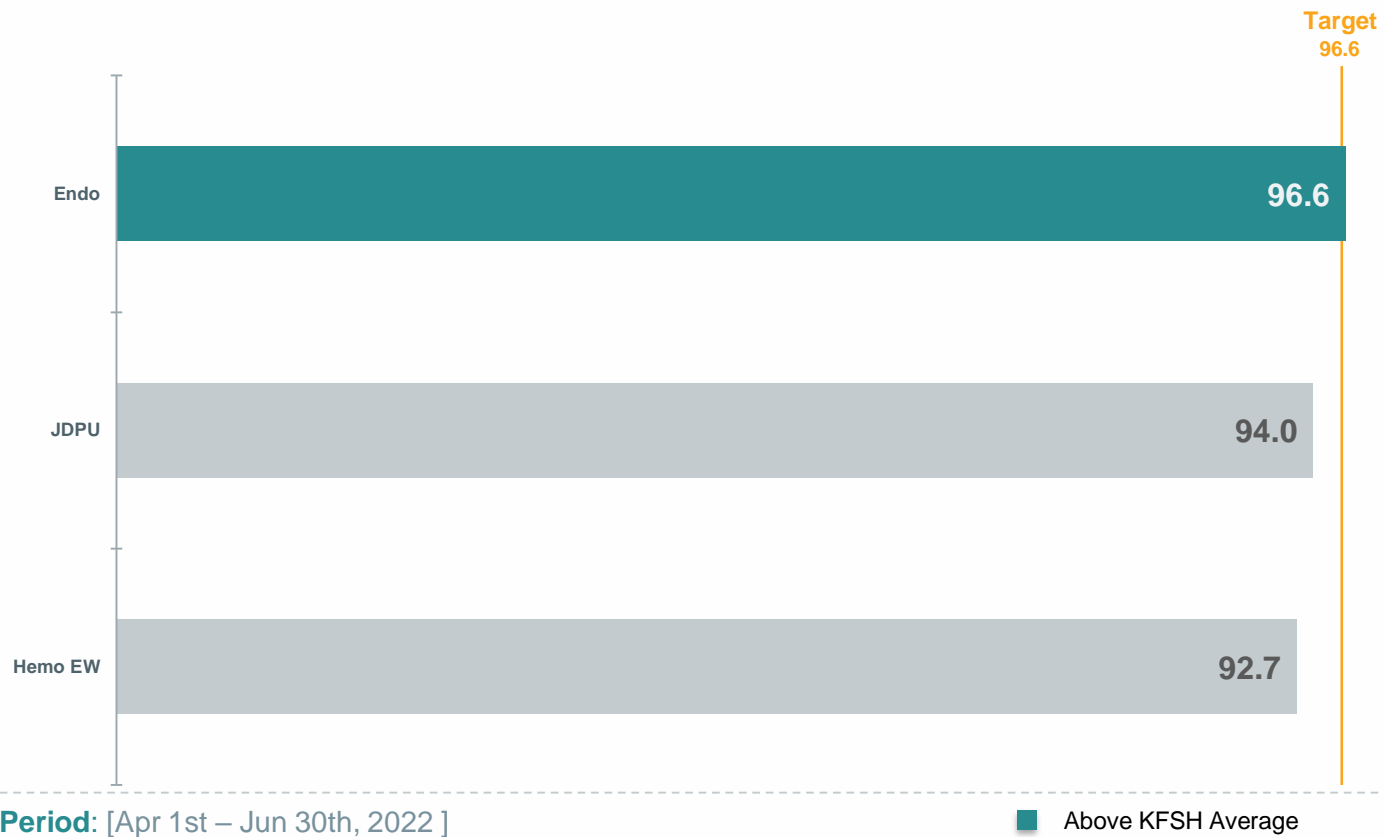
AS – Priority Index (Q2, 2022)



- 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

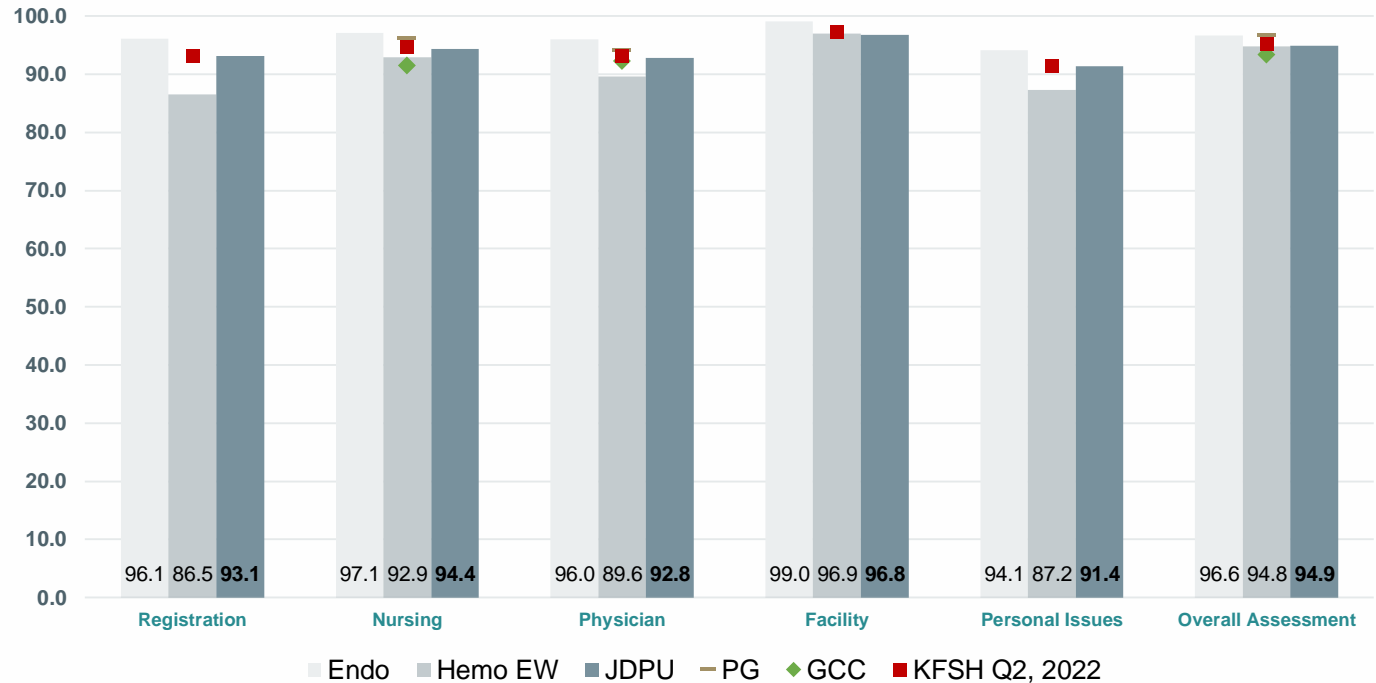
AS – Departments

Overall Rating Departments



AS – Survey Domains

Patient Journey Departments



Period: [Apr 1st – Jun 30th, 2022]

* The survey tool was updated starting from Q1, 2020



Outpatient
Oncology

ON – Overall Rating

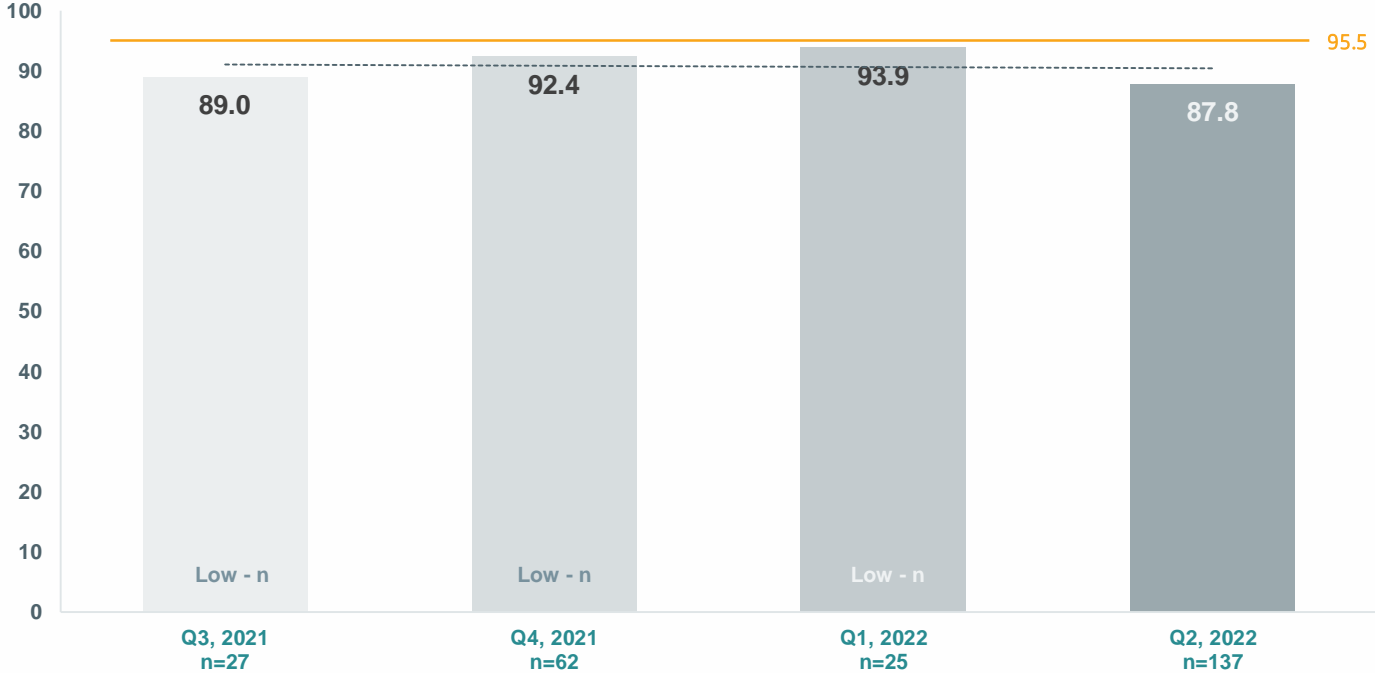
KFSH



87.8
Q2, 2022

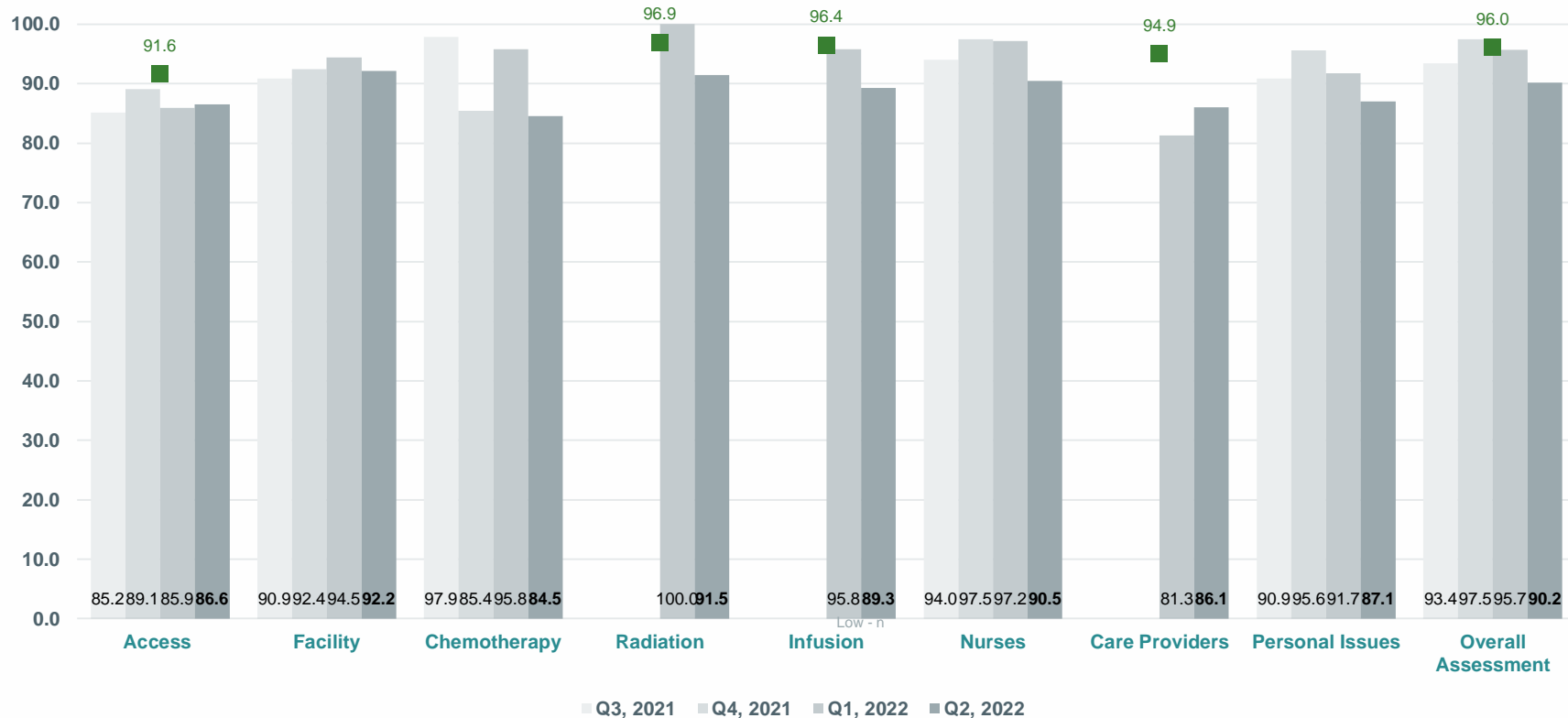
n-Size
137

Overall Rating Trend [Q3, 2021 – Q2, 2022]



Survey has changed on Q1,2022.

ON – Survey Domains



■ PG Average

Survey has changed on Q1,2022.

ON – Priority Index (Q2, 2022)



1

CPs concern for questions & worries

Measures the extent to which the nurse's behaviors met the patient's expectations for display of concern.

2

IT staff make time for you

Addresses how well the radiation therapy staff takes the time to get to know the patient and address all their needs, including informational needs and psychosocial needs.

3

Expl how to manage CT side effects

Measures the patient's perception of how important the staff explain the side effect of their treatment.

4

CPs discussion of trtmnt options

Assesses how well information offered by the providers met patient expectations about the impact of the care and treatment offered.

5

Staff effort: include you in trtmnt

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

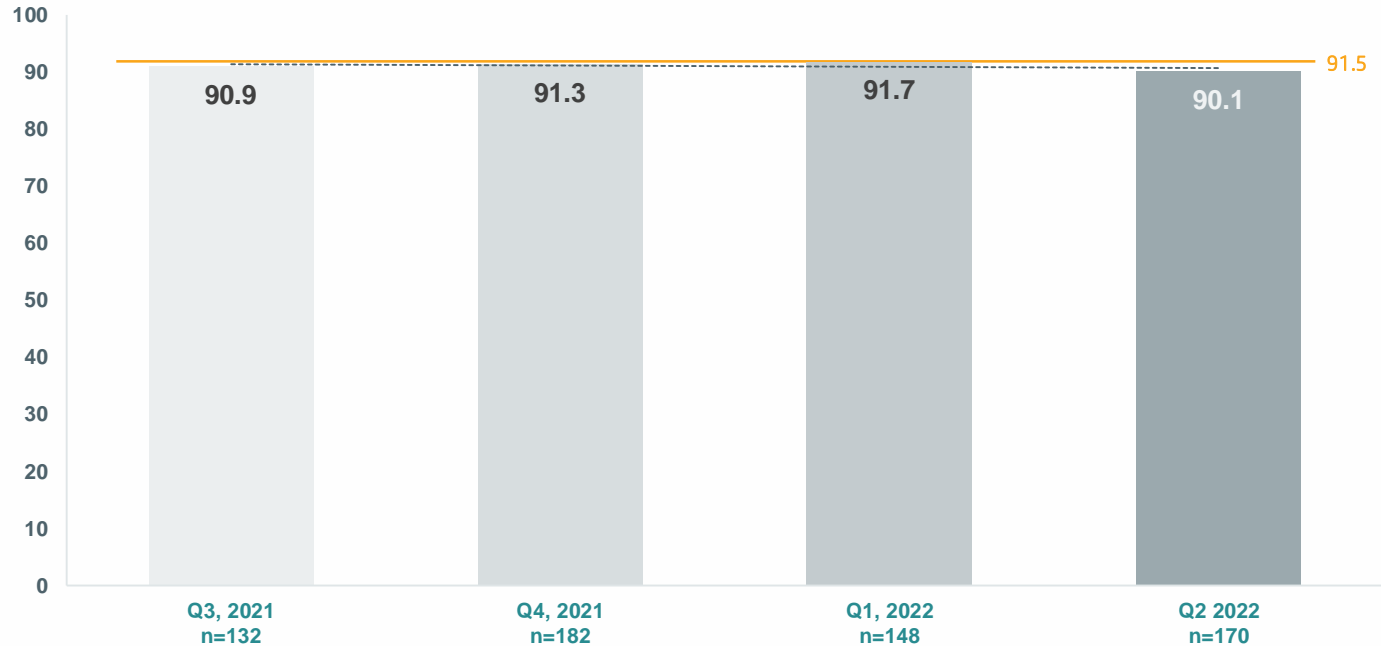
- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 3 months**.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities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



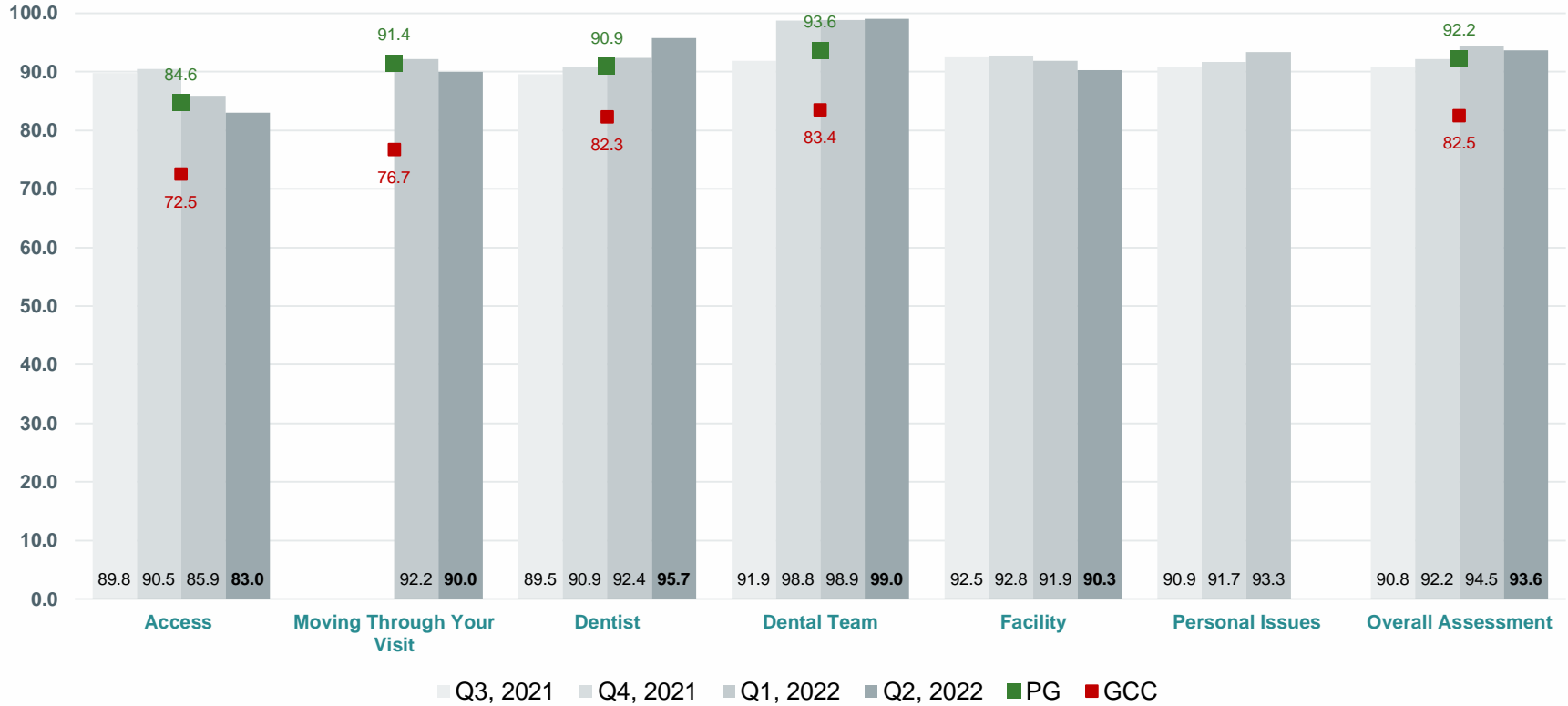
DEN – Overall Rating



Overall Rating Trend [Q3, 2021 – Q2, 2022]



Dental – Survey Domains



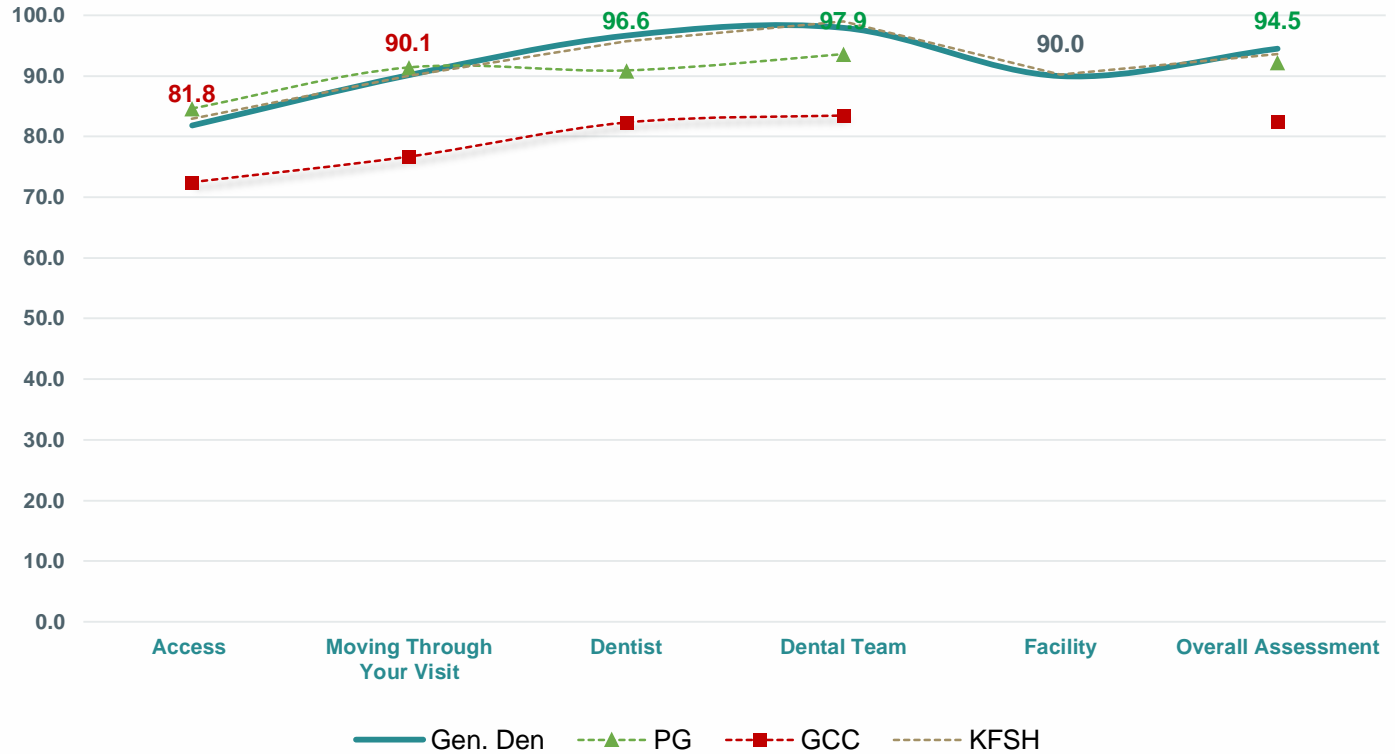
Dental – Departments

Gen. Dental Patient Journey



n-Size
108

Period: Apr 1st – Jun 30th, 2022



Dental – Priority Index (Q2, 2022)



1 Ease of contacting

Gauges the patient's perception of how easy it was to reach someone from the dental office through various modes of communication.

2 Comfort of reception room

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

3 Informed about delays

Measures how patients feel about the information they received about delays.

4 If nervous, support from staff

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

5 Ease of scheduling your appointment

Measures how easy it was for the patient to schedule their visit to the dental office.

- 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

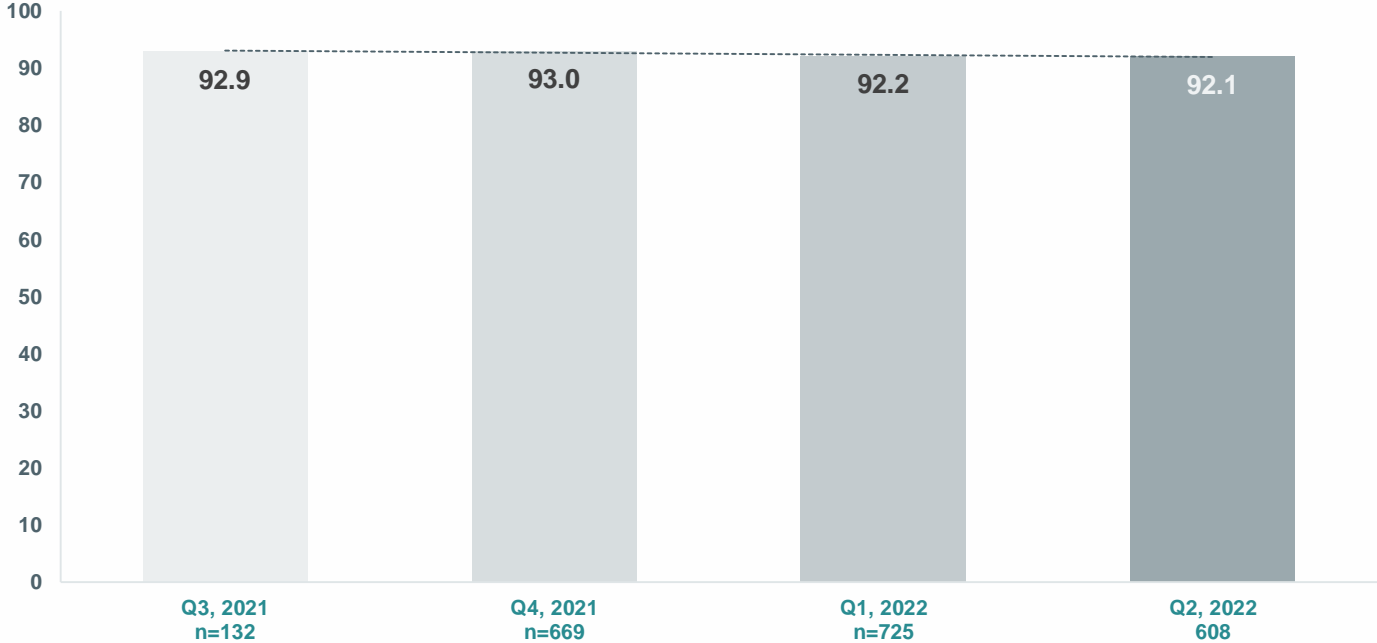
KFSH



92.1
Q2, 2022

n-Size
608

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



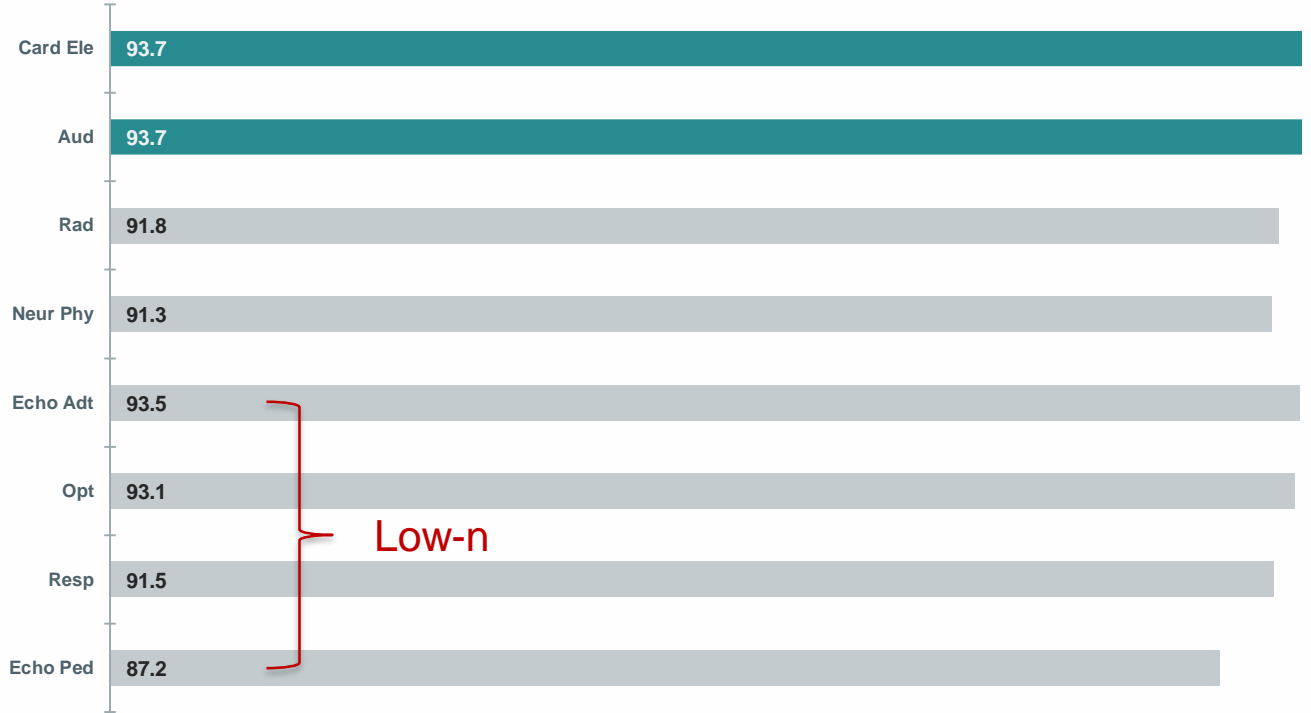
OU – Survey Domains



■ PG Average

OU – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

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

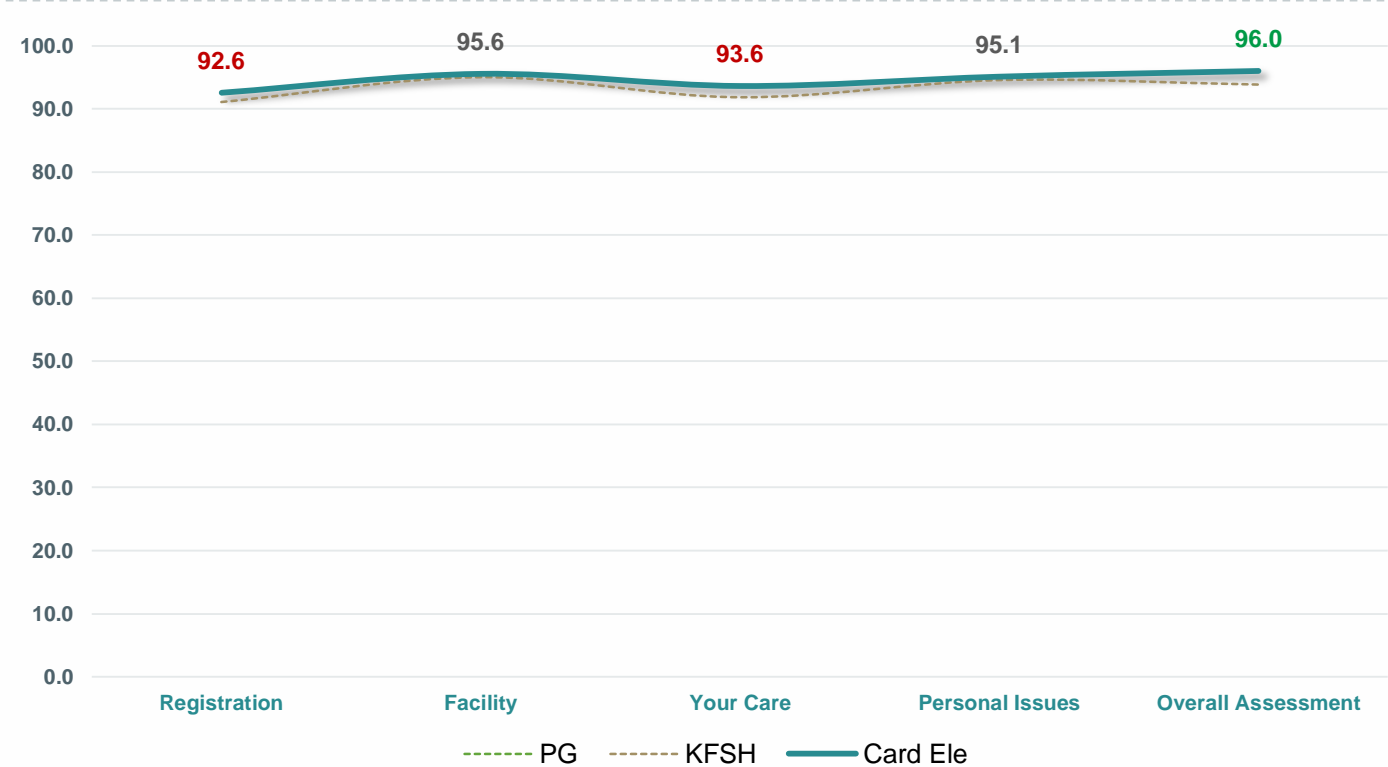
OU – Departments

Card Ele Patient Journey



n-Size
47

Period: Apr 1st – Jun 30th, 2022



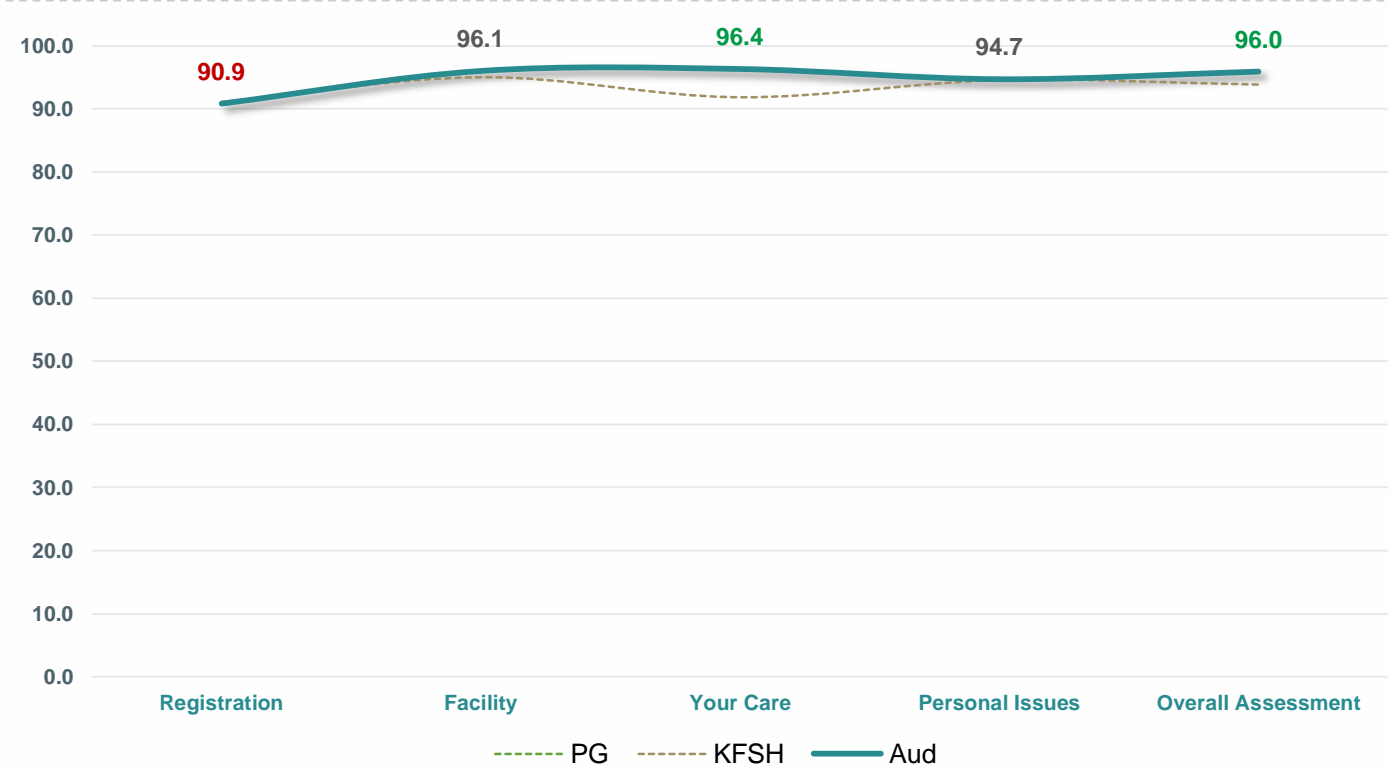
OU – Departments

Aud Patient Journey



n-Size
39

Period: Apr 1st – Jun 30th, 2022



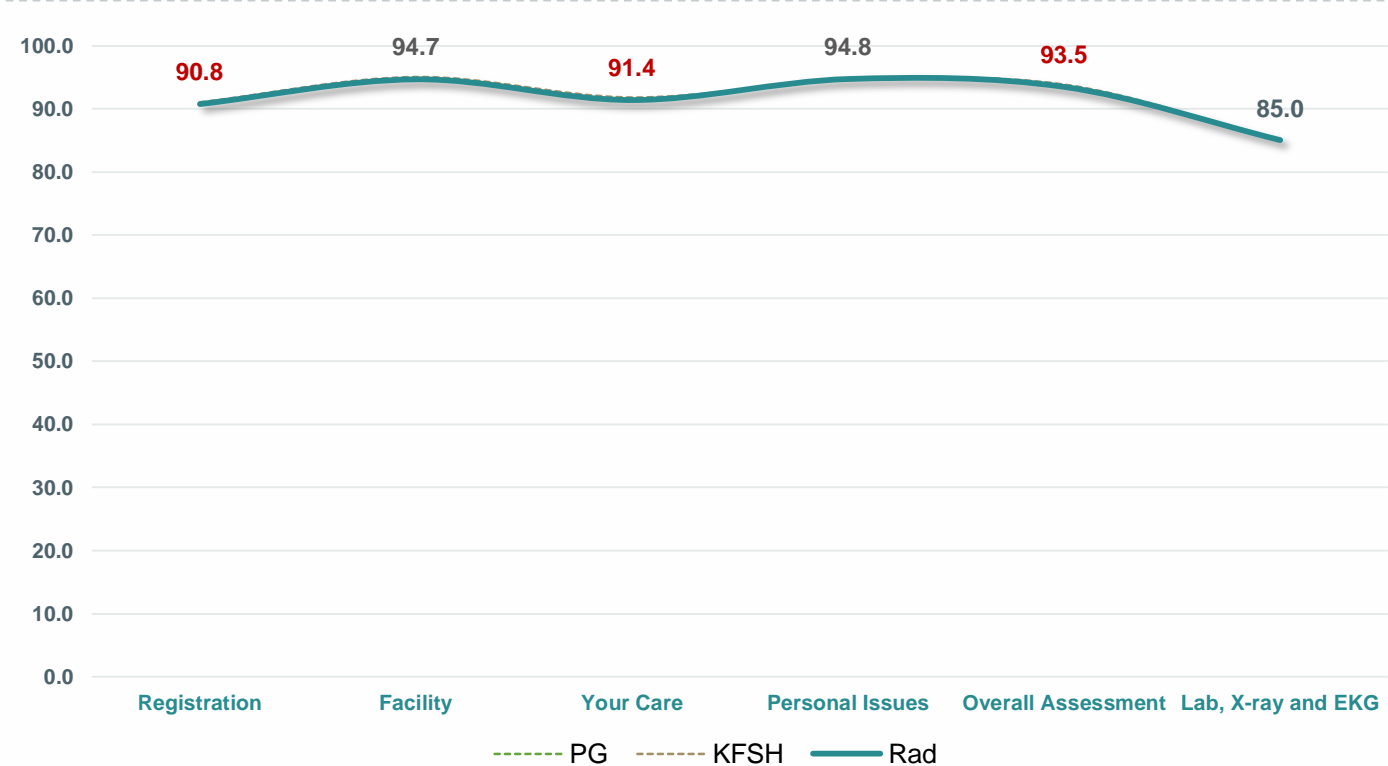
OU – Departments

Rad Patient Journey



n-Size
443

Period: Apr 1st – Jun 30th, 2022



OU – Departments

Neur Phy

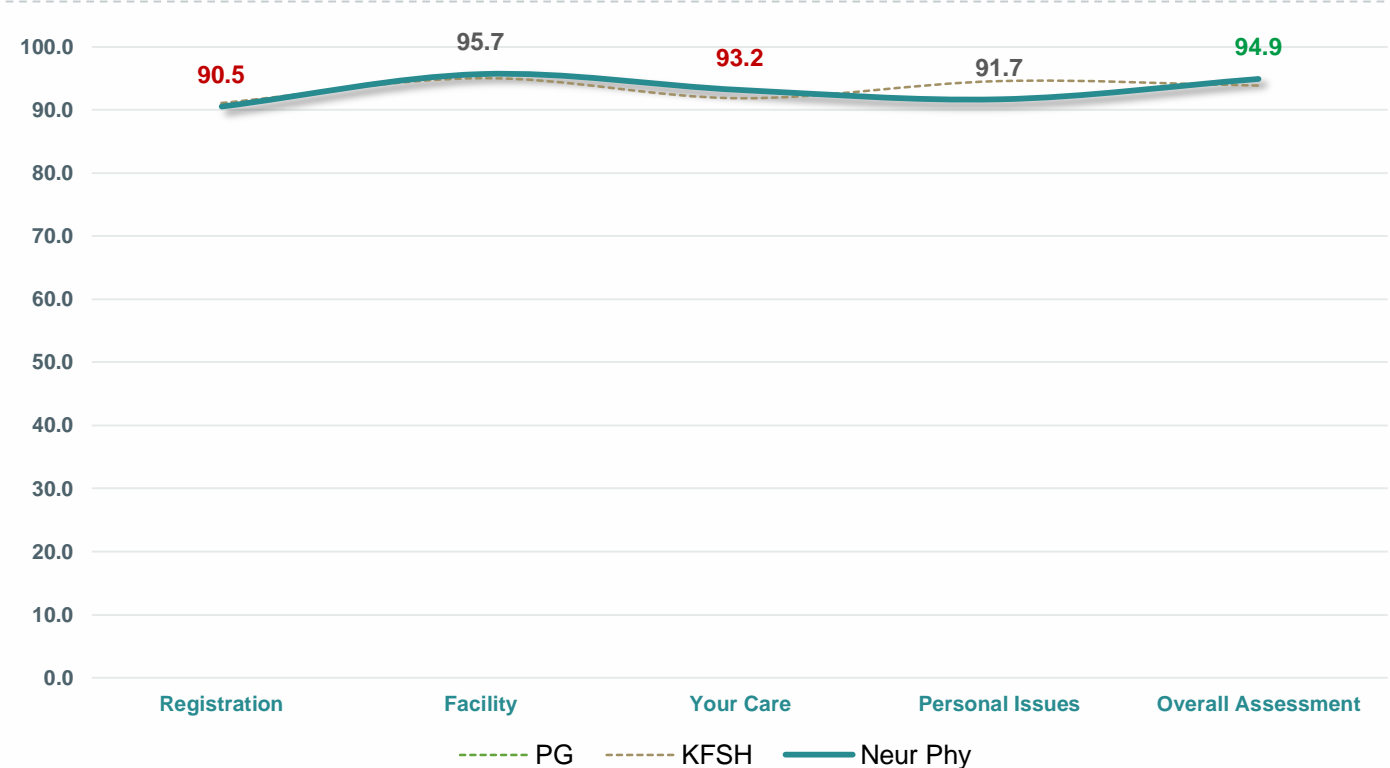
Patient Journey



n-Size

31

Period: Apr 1st – Jun 30th, 2022



OU – Departments

Echo Adt

Patient Journey

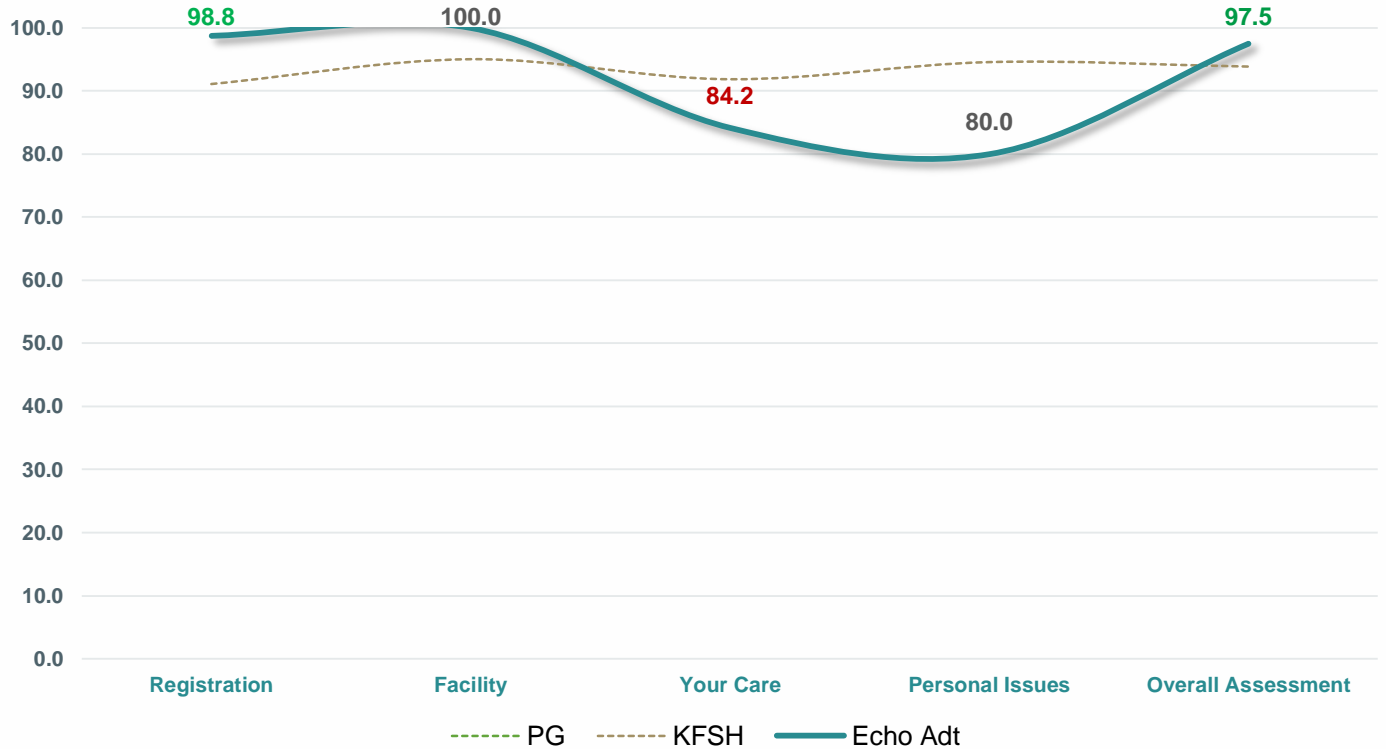


n-Size

5*

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

Period: Apr 1st – Jun 30th, 2022



OU – Departments

Period: Apr 1st – Jun 30th, 2022

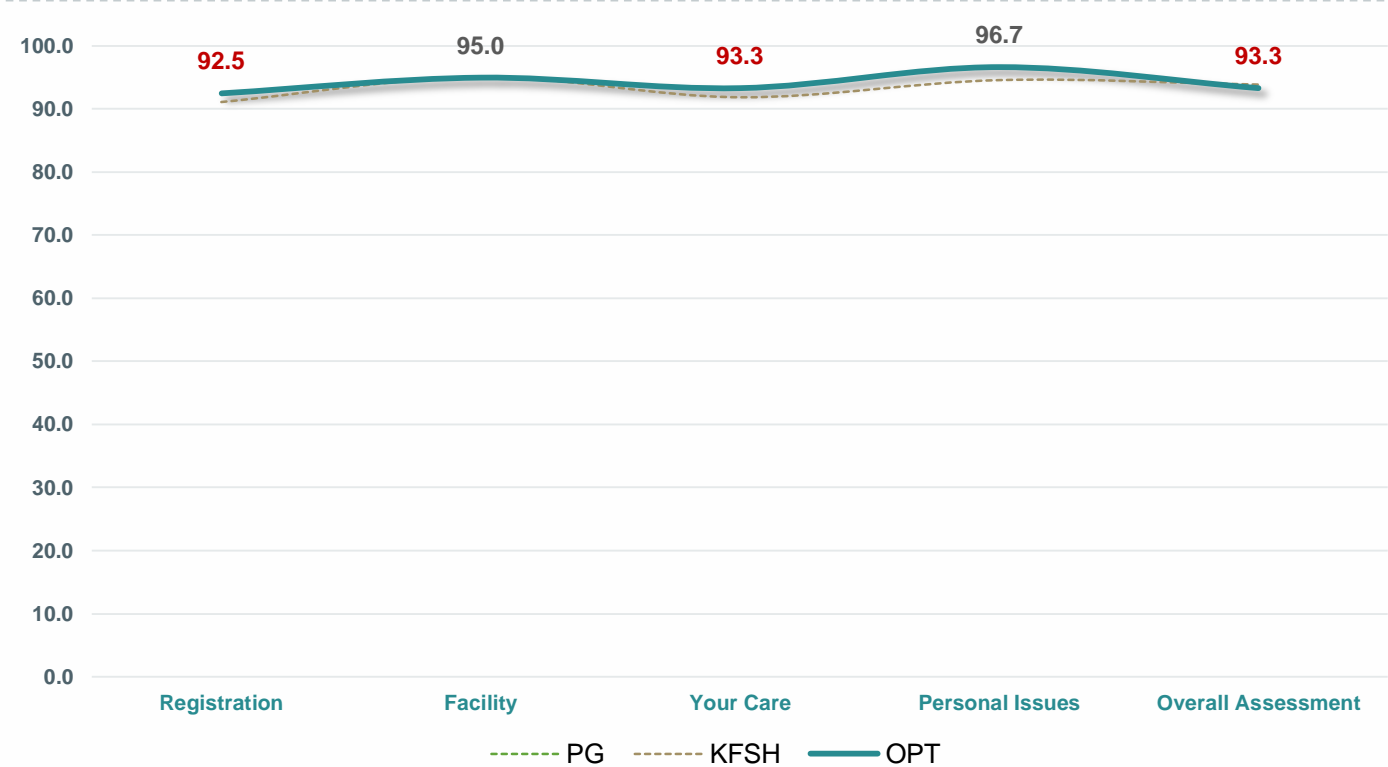
Opt Patient Journey



n-Size

15*

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



OU – Departments

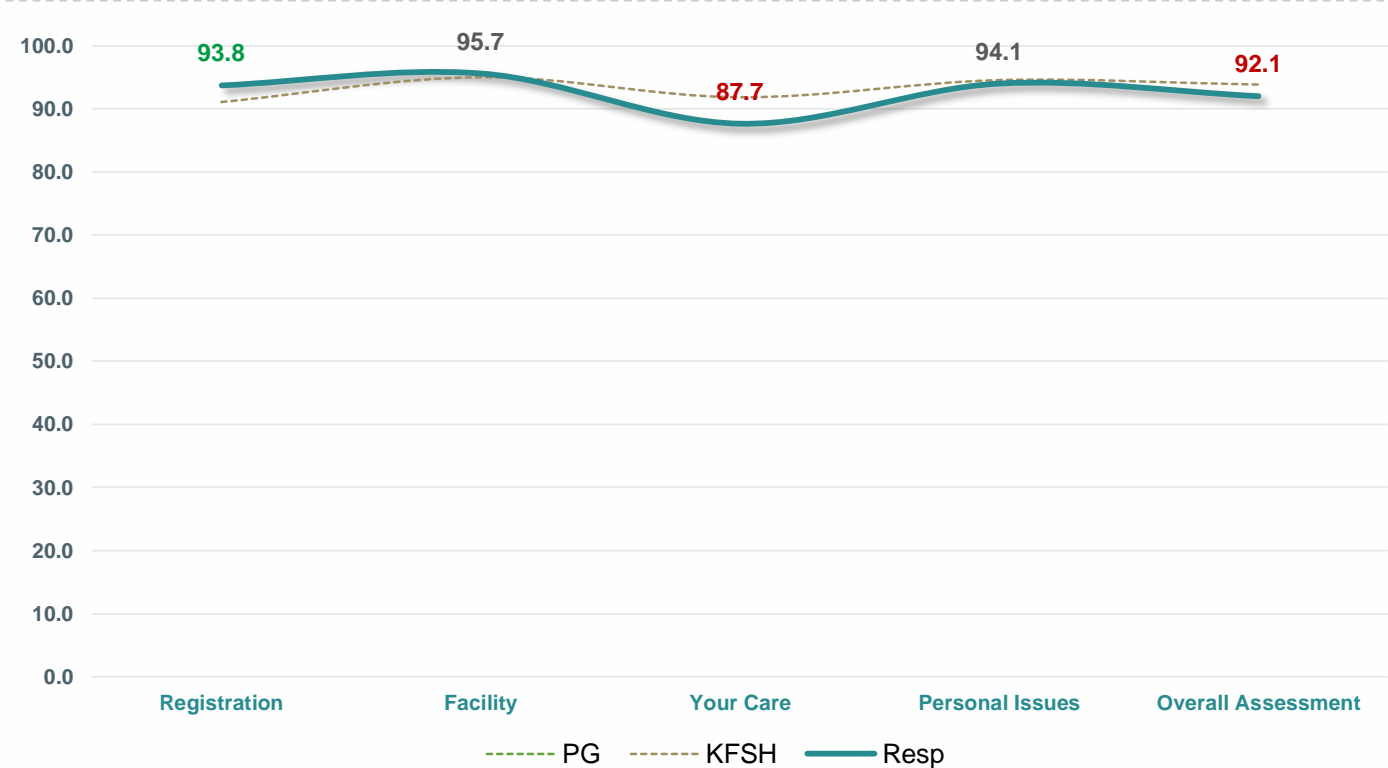
Period: Apr 1st – Jun 30th, 2022

Resp
Patient Journey



n-Size
23*

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



OU – Departments

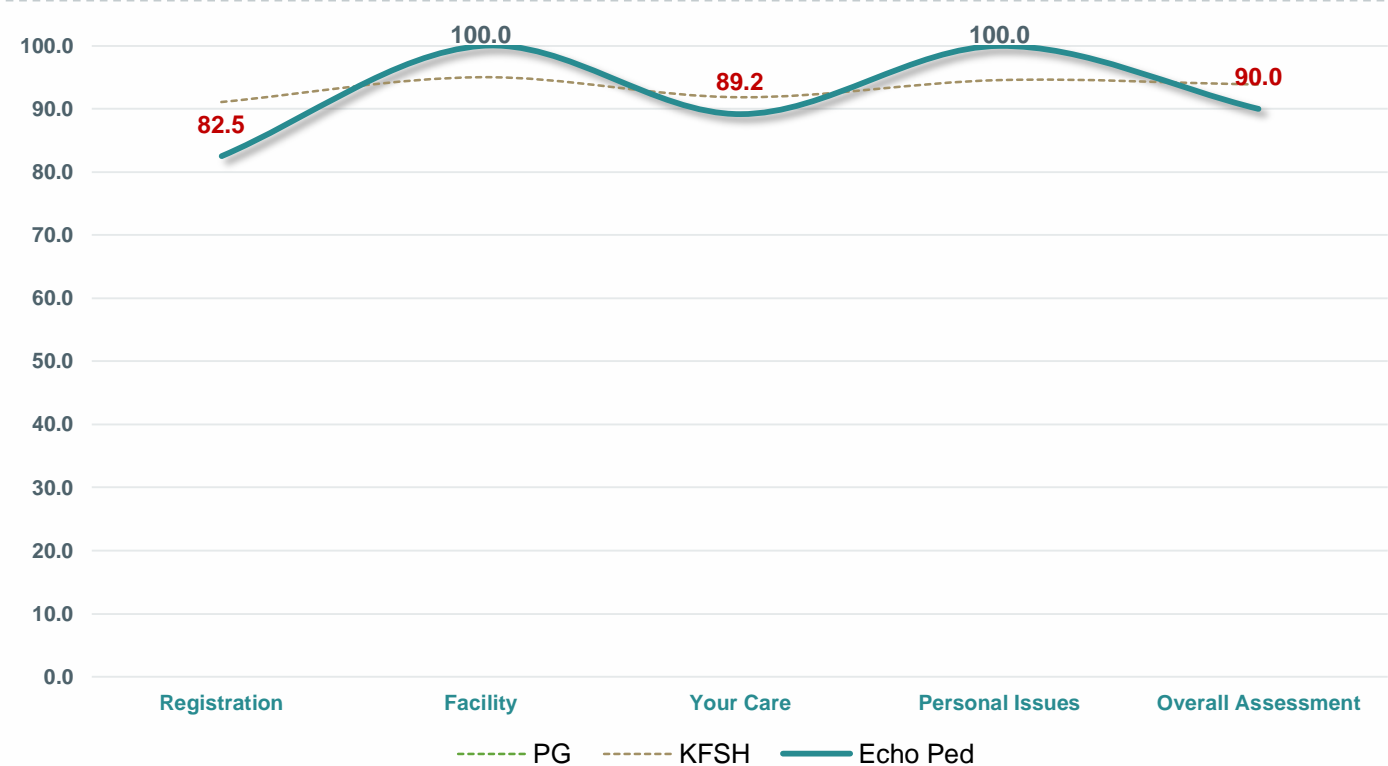
Echo Ped Patient Journey



n-Size

5*

Period: Apr 1st – Jun 30th, 2022



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

OU – Priority Index (Q2, 2022)



1

Waiting time in X-ray

Measures the speed process and the length of the timeline spent waiting in the Rad waiting area.

2

Staff worked together

Measures the patient's perceptions of the coordination of care when information flows smoothly through all staff.

3

Response to Complaints

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

4

Waiting time in registration

Measures the speed process and the length of the timeline spent waiting in the Rad waiting area.

5

Staff's explanation test/treat

Asks patients to identify experience using the treatment options that they are given, and in the manner in which those options are presented

- 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 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

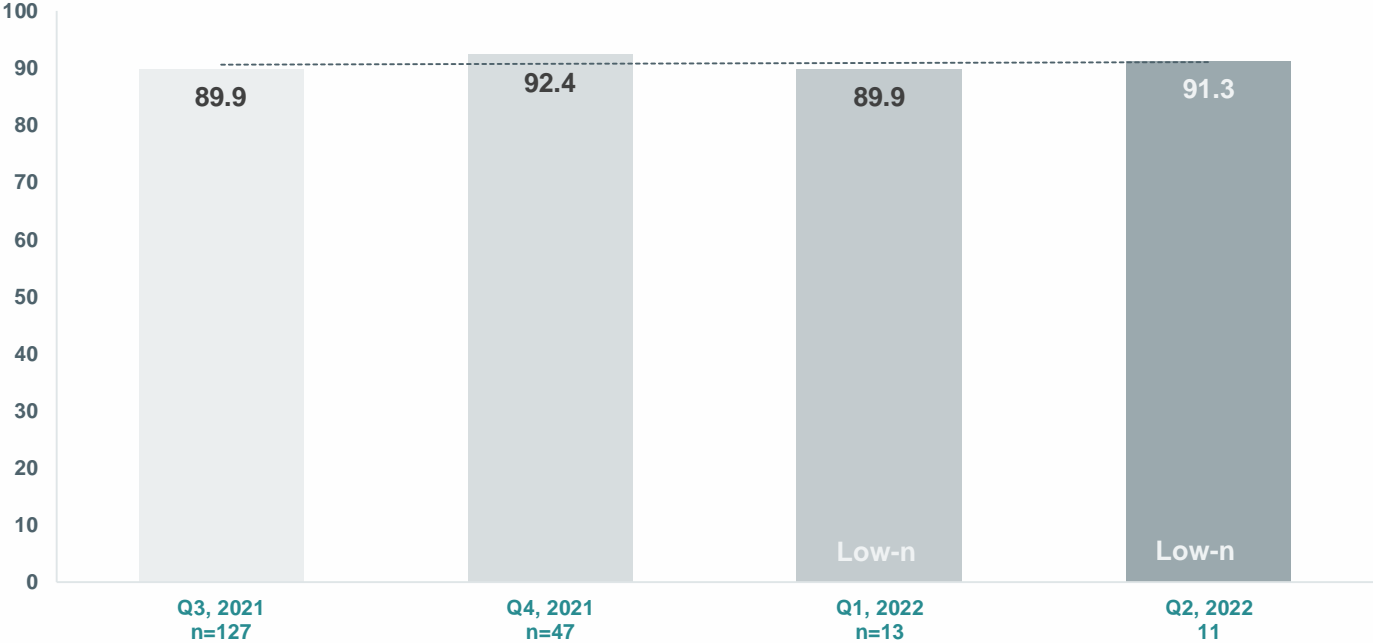
KFSH



91.3
Q2, 2022

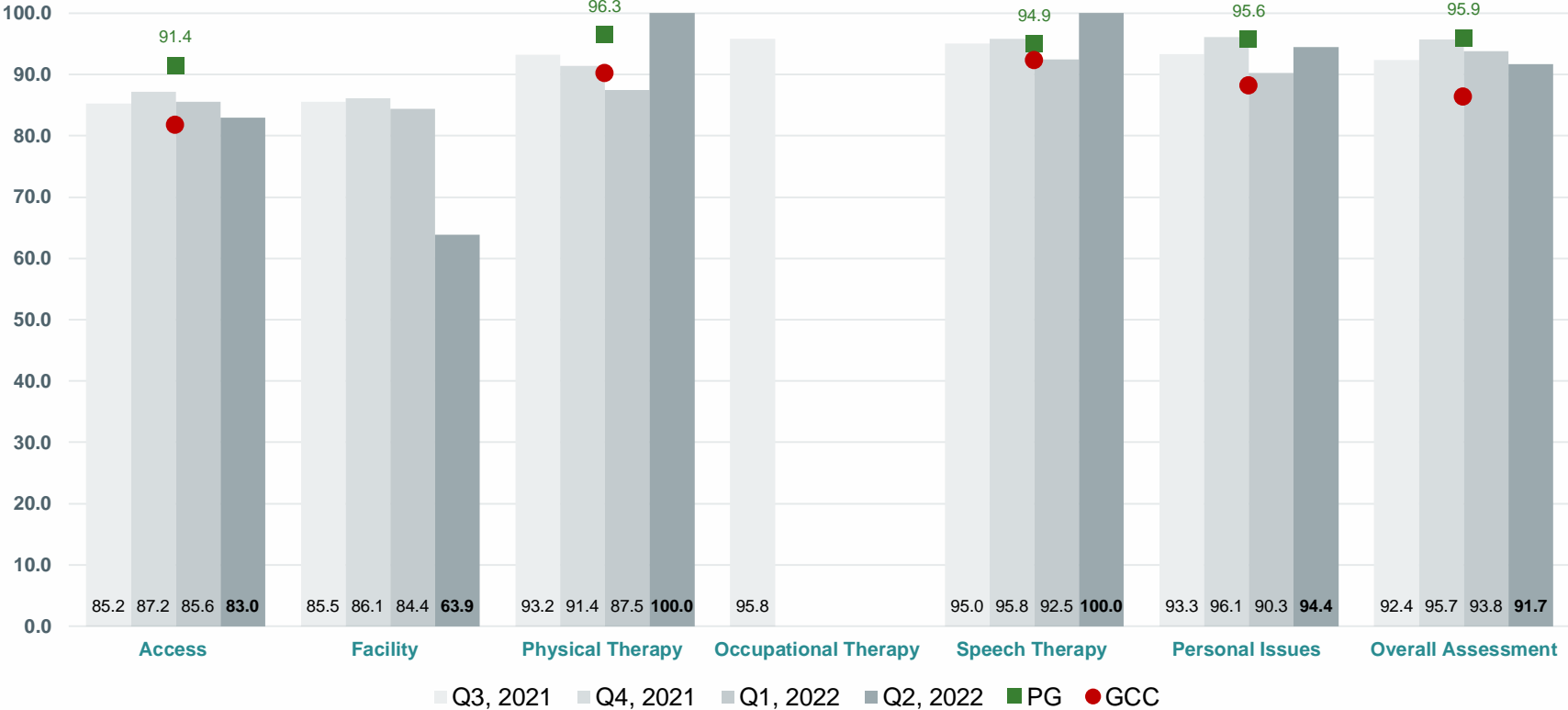
n-Size
11*

Overall Rating Trend [Q3, 2021 – Q2, 2022]



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

OR – Survey Domains



■ PG Average

OR – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

OR – Departments

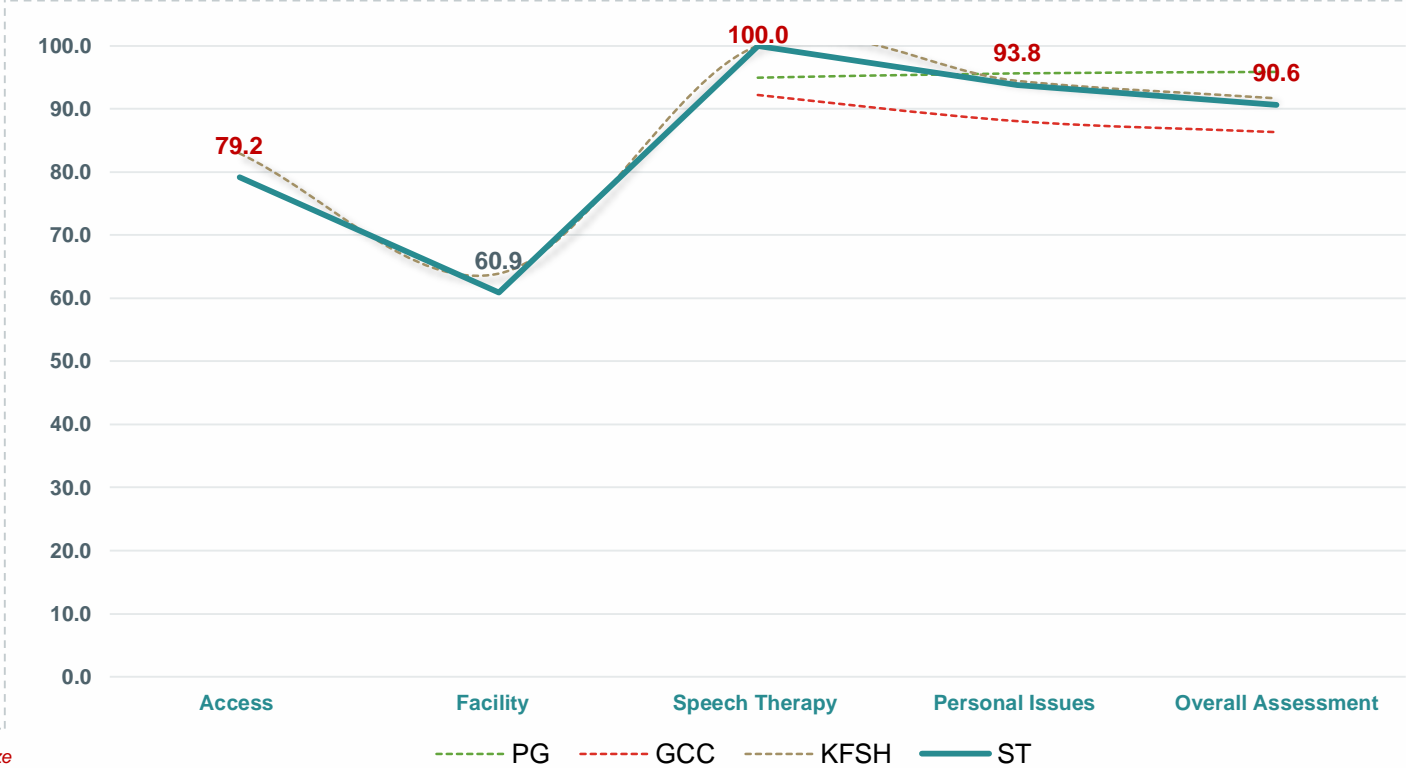
ST Patient Journey



n-Size

9*

Period: Apr 1st – Jun 30th, 2022



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

OR – Priority Index (Q2, 2022)

9.0 Priority Index (Internal)

The Internal Priority Index combines information about your facility's performance and the relative importance of each question to respondents' overall satisfaction. Higher priority is given to those issues that are relatively important to respondents (high correlation coefficients) and that you scored low on (low mean scores). Questions are listed in decreasing priority. Pay particular attention to questions that are consistently among your top ten priorities. **Questions that are among this period's top ten priorities appear in bold italics in this and previous sections of the report.**

Current Order	Previous Order	Periods Top 10	Question	Mean Score	Correlation Coefficient	Priority Index
1	-	1	<i>Therapy progress toward goals[†]</i>	87.4 (19)	.76 (19)	19 19 38
2	-	1	<i>Ease of registration process</i>	88.0 (18)	.76 (18)	18 18 36
3	-	1	<i>Overall rating of care</i>	91.9 (14)	.77 (20)	14 20 34
4	-	1	<i>Convenience of parking[†]</i>	74.4 (21)	.66 (12)	21 12 33
5	-	1	<i>Staff worked together care for you</i>	92.4 (13)	.75 (17)	13 17 30
6	-	1	<i>Explanations PT treatment/progress</i>	91.7 (15)	.68 (14)	15 14 29
6	-	1	<i>Staff concern for comfort</i>	94.1 (8)	.78 (21)	8 21 29
8	-	1	<i>Ease of scheduling convenient times</i>	83.6 (20)	.63 (7)	20 7 27
9	-	1	<i>Staff concern for quest/worries</i>	93.6 (10)	.74 (16)	10 16 26
10	-	1	<i>Include you in decisions PT goals</i>	89.5 (17)	.64 (8)	17 8 25

- 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

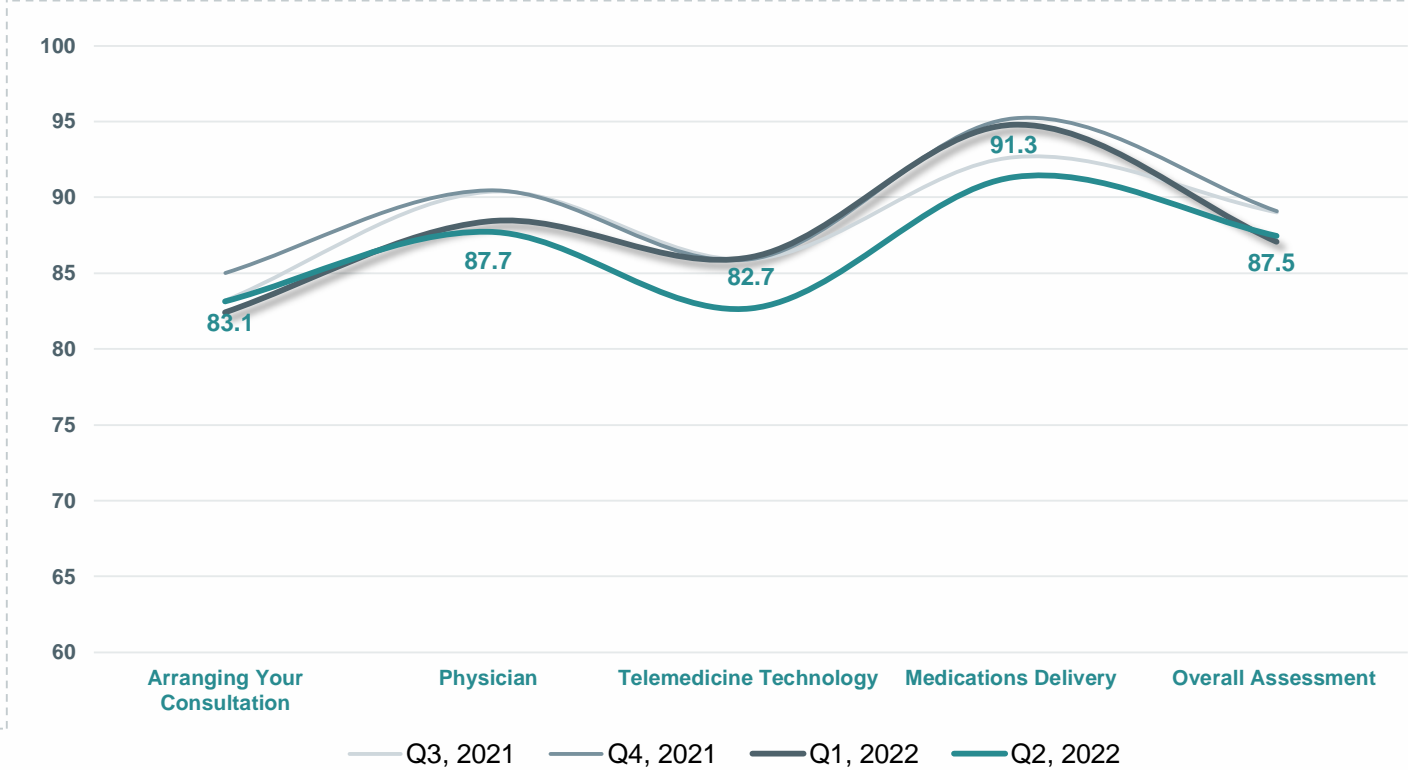
Period: Jul 1st, 2021 – Jun 30th, 2022

KFSH

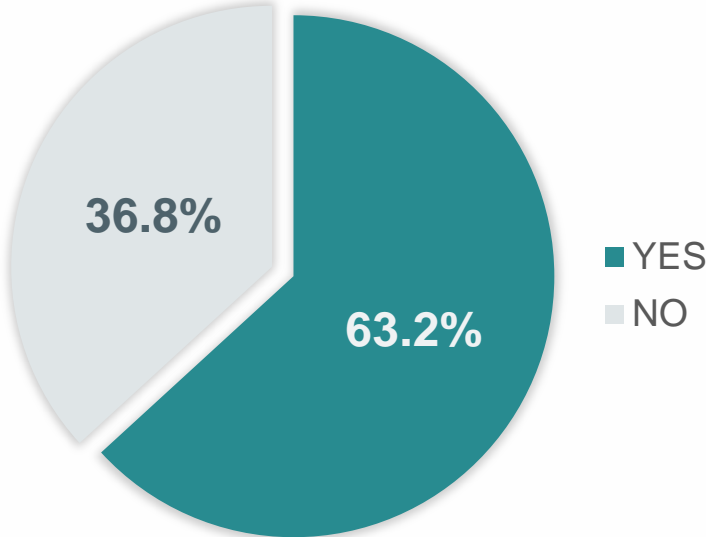


n-Size

154

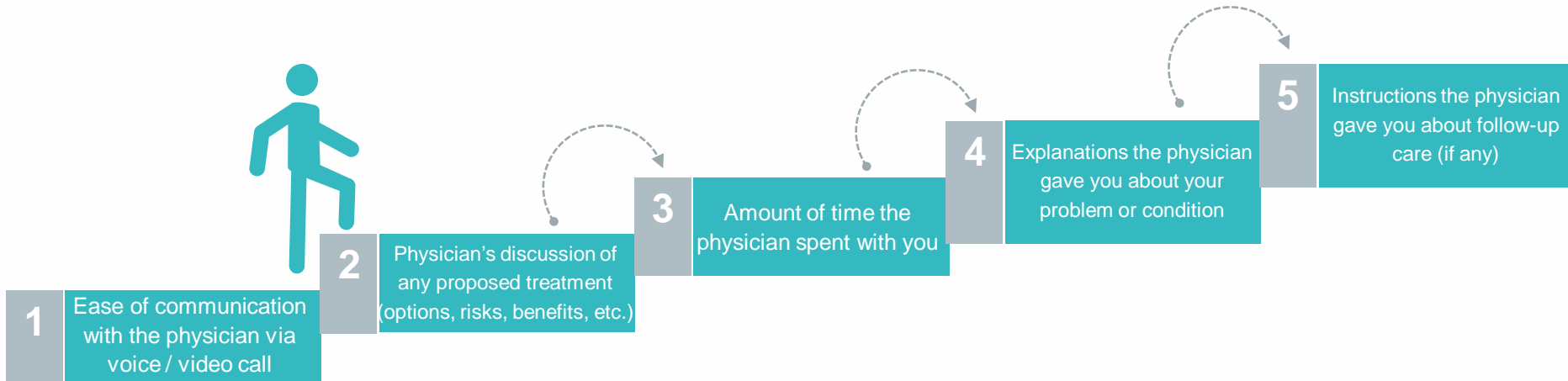


Did this telemedicine consultation spare you visiting the hospital?



Period: Apr 1st – Jun 30th, 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 [Q2, 2022]



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HEALTH LINKS

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