



EP20EO – Quality Care Monitoring and Improvement

EP20EO: Provide the most recent eight consecutive quarters of inpatient satisfaction data at the unit level collected to demonstrate outperformance of the mean, median or other measure of central tendency (benchmark provided by the vendor's national database).

Select four of the following nine categories and report data for each unit using these selected categories:

- A. Patient engagement or patient centered care
- B. Patient education
- C. Care coordination
- D. Safety
- E. Service recovery
- F. Courtesy and respect
- G. Responsiveness
- H. Pain
- I. Careful listening

Selected Patient Satisfaction Categories:

- EP20EO.B. Patient Education
EP20EO.D. Safety
EP20EO.F. Courtesy and Respect
EP20EO.I. Careful Listening

Eight Quarters (Q) of Data: The eight quarters of data are presented for Q1, 2020 to Q4, 2021.

Vendor: The Press Ganey Company.

Benchmark: KFSHRC-J has selected the Gulf Cooperation Countries (GCC) Mean benchmark as the benchmark for the Patient Satisfaction results.

Units not included: The below units are excluded as per the vendor and no data collection is completed:

- MSICU
- SICU

- VIP
- Coronary Care Unit
- Cardiac Surgery ICU
- Pediatric ICU
- NICU
- L&D

Units included: Table EP21EO.1 below lists the nursing units included for Inpatient Patient Satisfaction data collection.

Table EP20EO.1 Units included for Inpatient Patient Satisfaction Outcomes

Vendor Classification	Nursing Units
Inpatient	<ol style="list-style-type: none"> 1. J24ADM (24 Hour Admission) 2. JEN2 (Cardiac Vascular Telemetry) 3. JEN5 (Medical -5N) 4. JES1 (Neuroscience) 5. JES5 (Medical -5S) 6. JRT (Renal Transplant) 7. JEN/JES3 (Surgical) 8. JEN/JES4 (Oncology -Adult) 9. JWN/JWS1 (OB/GYN) 10. JEN1 (Pediatrics) 11. JES2 (Cardiac Vascular Telemetry-South) 12. BMT/PON (Pediatric Oncology))

Outcomes for Patient Satisfaction with Nursing: Inpatient

Table EP20EO.2 Inpatient Satisfaction Summary Results per Four Categories Measured, Quarter (Q) 1, 2020 to Q4, 2021

Summary of Patient Satisfaction with Nursing: Inpatient Four Categories; Q1, 2020 to Q4, 2021				
Units	Category I: Careful Listening	Category F: Courtesy and Respect	Category B: Patient Education	Category D: Safety
1. J24ADM	8/8	8/8	8/8	8/8
2. JEN2	8/8	8/8	8/8	8/8
3. JEN5	8/8	8/8	8/8	8/8
4. JES5	8/8	8/8	8/8	8/8
5. JES1	8/8	8/8	6/8	8/8
6. JRT	8/8	8/8	7/8	8/8
7. JEN/JES3	8/8	8/8	8/8	8/8
8. JEN/JES4	8/8	8/8	8/8	8/8
9. JWN/JWS1	8/8	8/8	8/8	8/8
10. JEN1	8/8	8/8	8/8	8/8
11. JES2	8/8	8/8	8/8	8/8
12. BMT/PON	8/8	8/8	8/8	8/8
Total Units Outperforming the GCC Mean	12/12	12/12	12/12	12/12

Outcomes:

- 12/12 Units (100%) outperformed the GCC Benchmark for Inpatient Satisfaction more than 50% of the time (5/8 quarters).