



EP21EO – Quality Care Monitoring and Improvement

EP21EO.B. Category: Patient Education – Ambulatory

Eight Quarters (Q) of Data: The eight quarters of data are presented for Q3, 2020 to Q2, 2022.

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 no benchmark is available from the vendor.

- CCL (Cardiac Cath Lab)
- Radiology
- HHC (Home Health Care)

Units included: Table EP21EO.B.1 below list the nursing units included for Ambulatory Patient Satisfaction data collection.

Table EP21EO.B.1 Units Included for Ambulatory Patient Satisfaction Outcomes

Vendor Classification	Nursing Units
Medical Practice	1. Family Medicine 2. OPD (Outpatient Department) 3. ART (Assisted Reproductive Technology)
Oncology Treatment Area	4. OTA (Oncology Treatment Area)
Emergency Department	5. Emergency Department
Ambulatory Surgery	6. JDPU (Day Procedure Unit) 7. Endo (Endoscopy) 8. Hemo EW (Hemodialysis)

Outcomes for Ambulatory Patient Satisfaction

Table EP21EO.B.2 Ambulatory Services Patient Satisfaction Summary Results for Category B: Patient Education, Quarter (Q) 3, 2020 to Q2, 2022

Summary of Patient Satisfaction with Nursing: Ambulatory Services Category B: Patient Education Q3 2020 – Q2 2022	
Unit Name	Category B: Patient Education
1. Family Medicine	No benchmark available from the vendor
2. OPD	No benchmark available from the vendor
3. ART	No benchmark available from the vendor
4. OTA	No benchmark available from the vendor
5. Emergency Department	8/8
6. JDPU	8/8
7. Endo	7/8
8. Hemo EW	5/8
Total Units Outperforming the GCC Mean	4/4

- 4/4 Units (100%) outperformed the GCC Benchmark for Ambulatory Services Patient Satisfaction: Category B – Patient Education, more than 50% of the time (5/8 quarters).
- No GCC benchmark was available from the vendor for the Patient Education category for Family Medicine, OPD, ART and OTA units.

EP21EO.B. Category Patient Education: Medical Practice

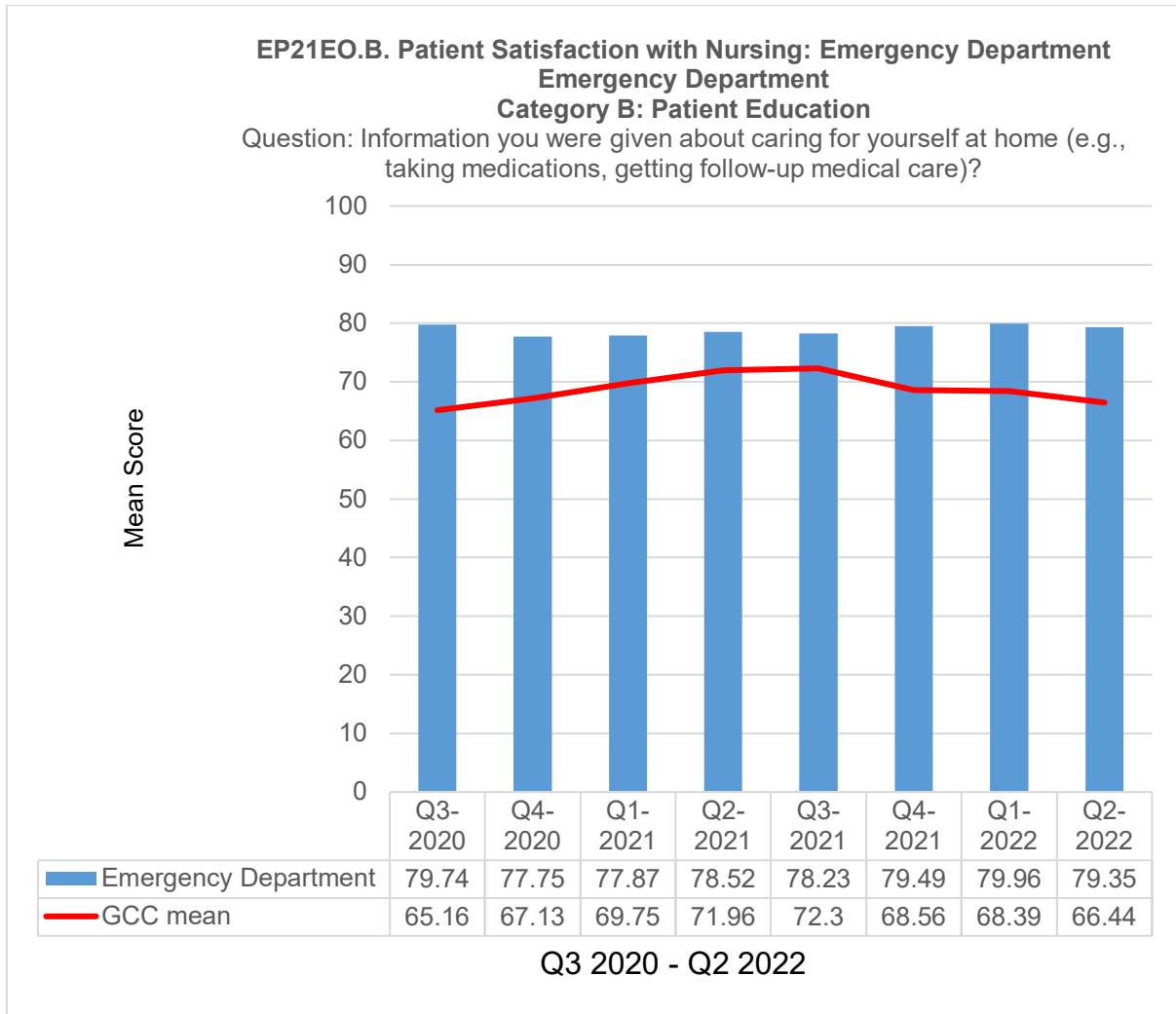
Medical Practice has no graph available as there was no GCC benchmark available from the vendor for this category for eight quarters.

EP21EO.B. Category Patient Education: Oncology Treatment Area (OTA)

OTA has no graph as there was no GCC benchmark available from the vendor for this category for eight quarters.

EP21EO.B. Category Patient Education: Emergency Services

Question: Information you were given about caring for yourself at home (e.g., taking medications, getting follow-up medical care)?

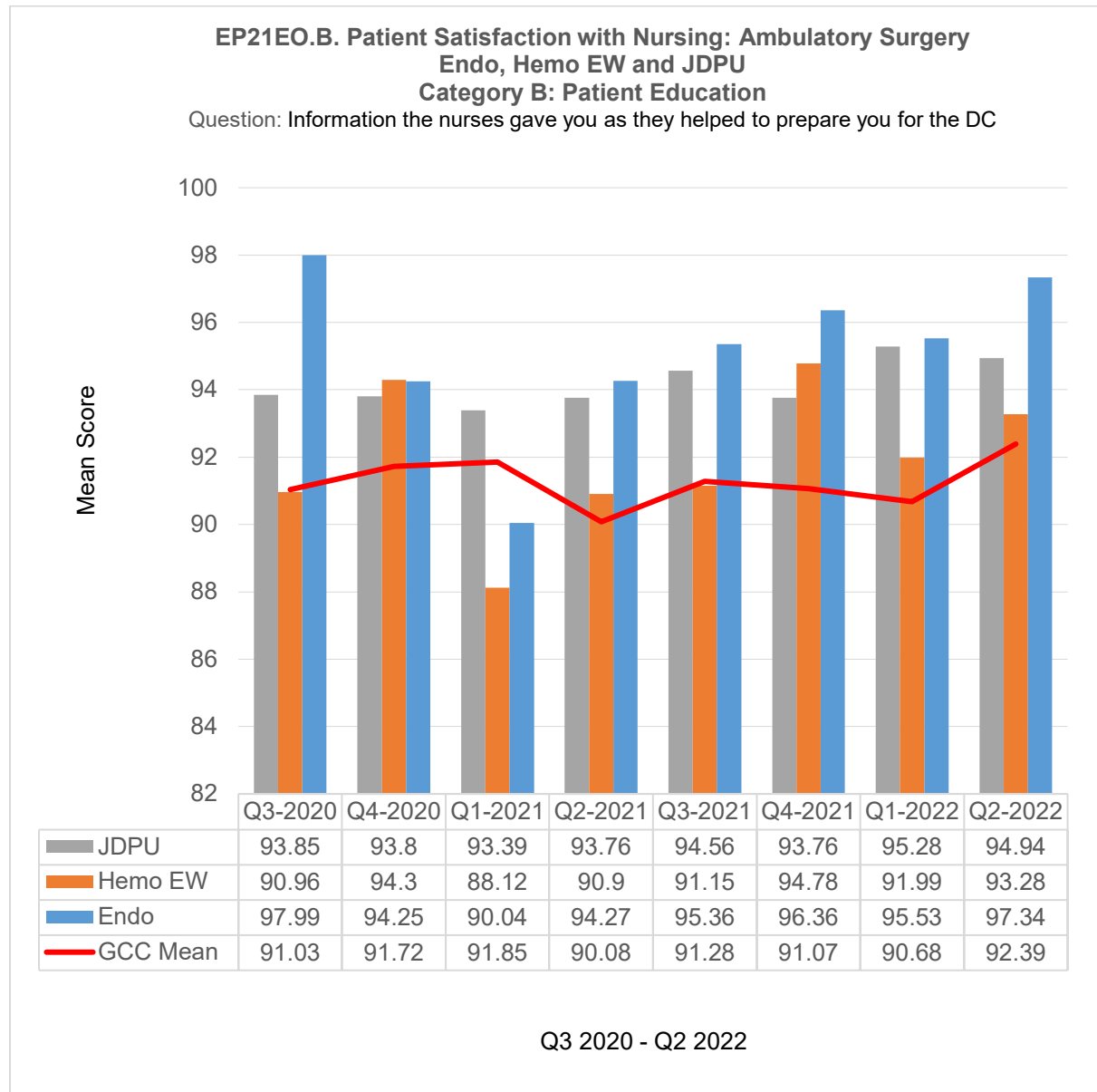


Emergency Department outperformed the GCC mean 8/8 quarters.

EP21EO.B. Category Patient Education: Ambulatory Surgery

Question: Information the nurses gave you as they helped to prepare you for the procedure?

(Original question: Instructions nurses gave you about caring of yourself at home?
Question modified by the vendor to: Information the nurses gave you as they helped to prepare you for the procedure?)



JDPU outperformed the GCC mean for 8/8 quarters. Endo outperformed the GCC mean for 7/8 quarters. Hemo EW outperformed the GCC mean for 5/8 quarters.