

# The KFSH Experience

مستشفى الملك فيصل  
التخصصي ومركز الأبحاث  
King Faisal Specialist  
Hospital & Research Centre



## Your Experience Matters

At King Faisal Specialist Hospital & Research Center, we place the utmost importance on you and your loved ones. We recognize the significance of involving you in your healthcare experience throughout the healthcare journey, and we are dedicated to providing compassionate care and comprehensive information to support you every step of the way.

From the first interaction to the last treatment, we recognize that we are meeting and treating people at one of the hardest times in their life. While in our care, the patient's experience is of the utmost importance to us.

## We Listen

Over the years, King Faisal Specialist Hospital & Research Center developed a comprehensive program to drive insights that can shape your own health care experience and future patients. Every year we receive over 100,000 patient experience surveys that serve as a guide to our improvement projects.

After leaving the hospital, you will receive a survey to confidentially share your experience from a third-party. We read every survey and comment to help improve our services. Your stories are an inspiration for us, and we love hearing them.

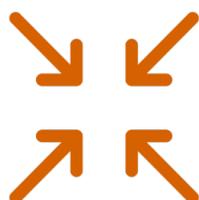
## Our Patient Experience Performance

King Faisal Specialist Hospital & Research Center continues to rank among the best national facilities in patient experience as a testament of our lasting commitment to excellence.

Below are some of the metrics we closely monitor as a compass to ensure that we continue to deliver on our patient experience promise. These results are based on patient experience surveys data collected, analysed and reported thru Press Ganey as a third-party. Press Ganey is global renowned leader in this field, working with over 41,000+ healthcare, including leading 3,100+ healthcare systems internationally, creating the most robust comparative databases in class for KFSH&RC.



**Compassionate  
Care**



**Patient Centered  
care**



**Overall  
Experience**



# Compassionate Care

Patients have consistently rated us highly on being treated with compassion and care and addressing their emotional needs. This is measured for every care provider, whether a nurse, physician or an allied health care professional and our performance top peer facilities in the region and internationally.



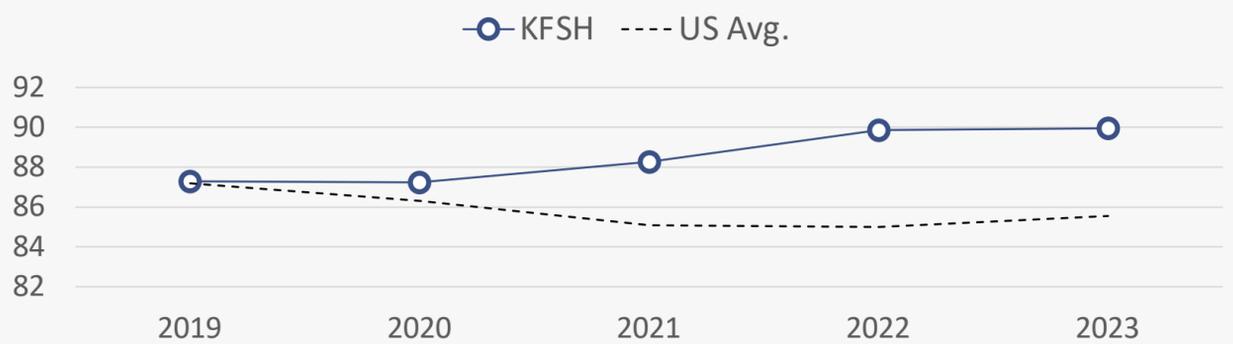
Inpatient Services

Outpatient Clinics

## Doctors treated you with courtesy and respect

% Top Box<sup>1</sup>

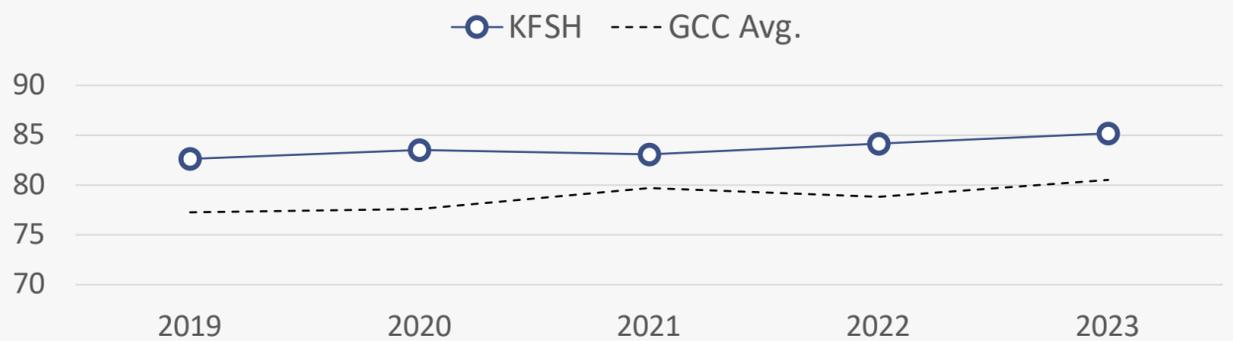
**89.95**



## Response to your concerns and complaints

% Top Box<sup>1</sup>

**85.18**



Source: Press Ganey

**1 US Benchmark:** Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results, including 1,200+ healthcare facilities. No GCC benchmark available.



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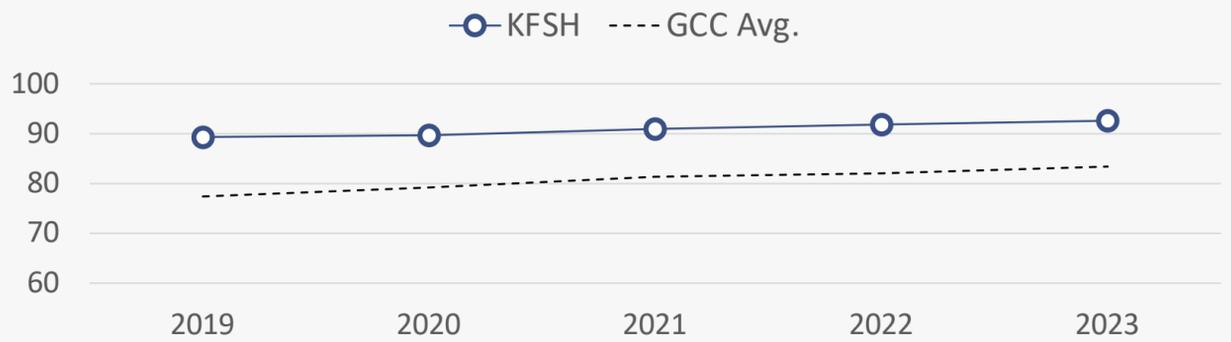
Inpatient Services

Outpatient Clinics

## Care provider concern for your questions and worries

Mean Score<sup>1</sup>

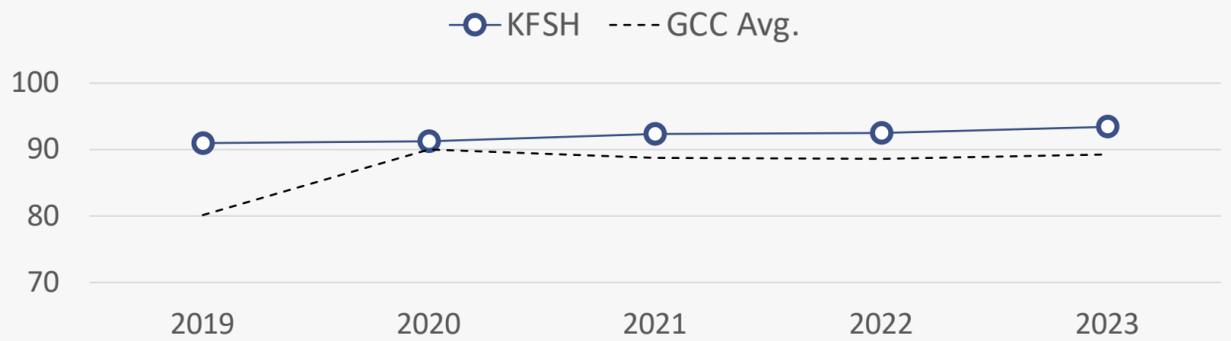
92.59



## Friendliness and courtesy of the care provider

Mean Score<sup>1</sup>

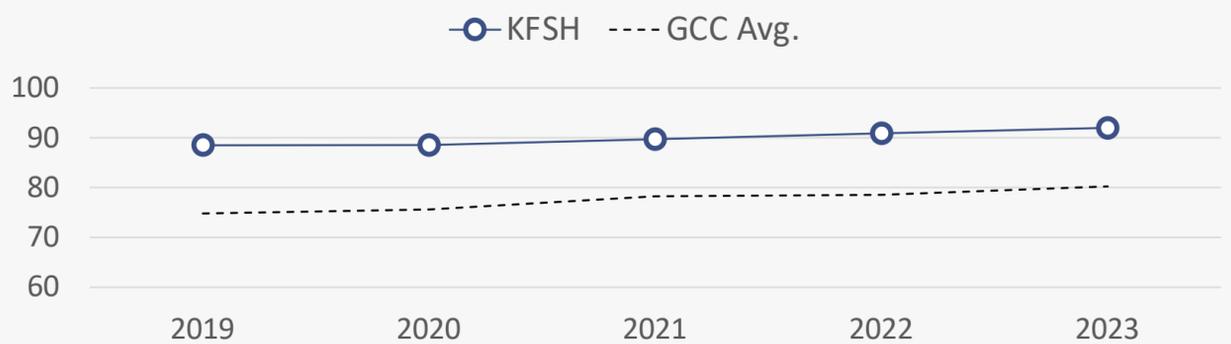
93.43



## Concern of nurses for your medical problem

Mean Score<sup>1</sup>

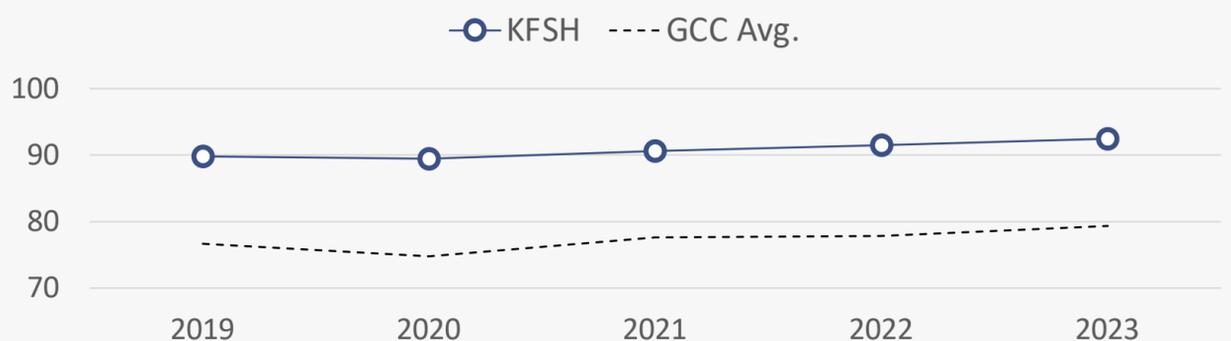
92.00



## Friendliness and courtesy of nurses

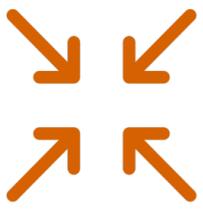
Mean Score<sup>1</sup>

92.47



Source: Press Ganey

<sup>1</sup> GCC Benchmark: based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.



# Patient Centered care

We ensure to involve patients in decisions related to their care and that all patients receive sufficient information about their care.

This is reflected in our information transparency scores when we ask patients about staff's effort in including them in decisions related to their treatment.



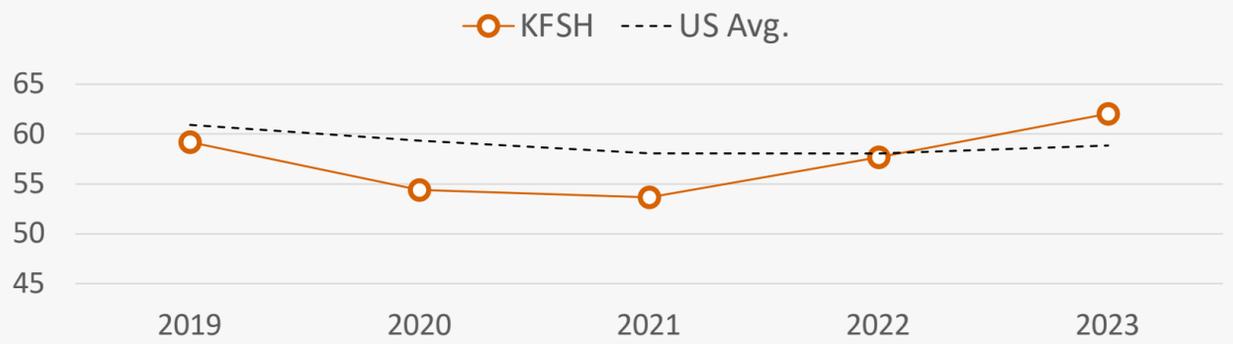
Inpatient Services

Outpatient Clinics

## I understood purpose of taking my medications

% Top Box<sup>1</sup>

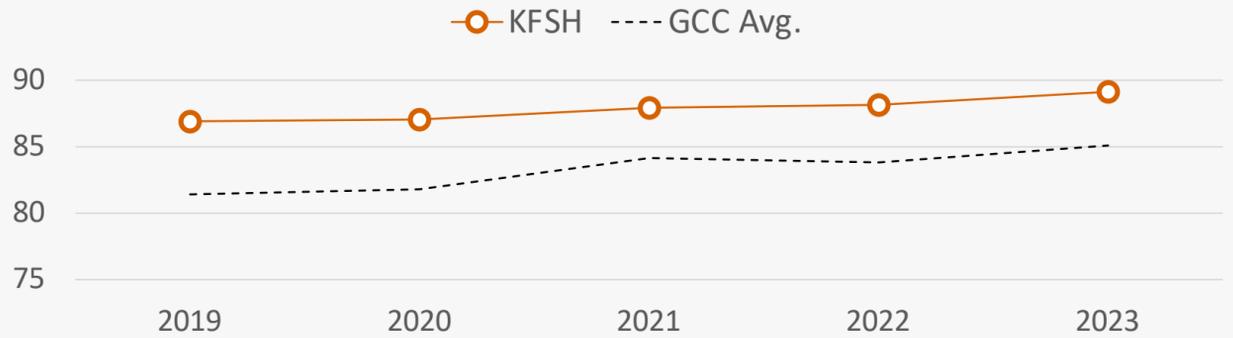
62.04



## Staff included you in decisions regarding your treatment

Mean Score<sup>2</sup>

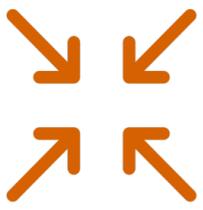
89.13



Source: Press Ganey

**1 US Benchmark:** Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results, including 1,200+ healthcare facilities. No GCC benchmark available.

**2 GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.



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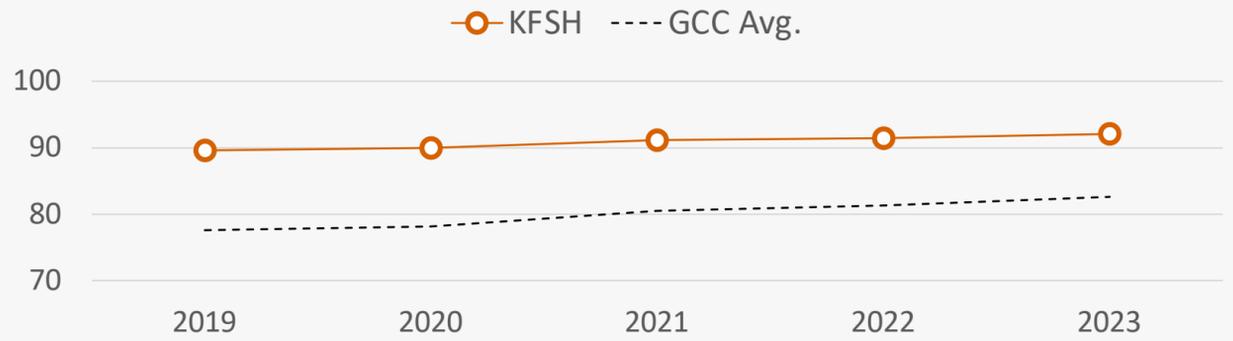


Inpatient Services

Outpatient Clinics

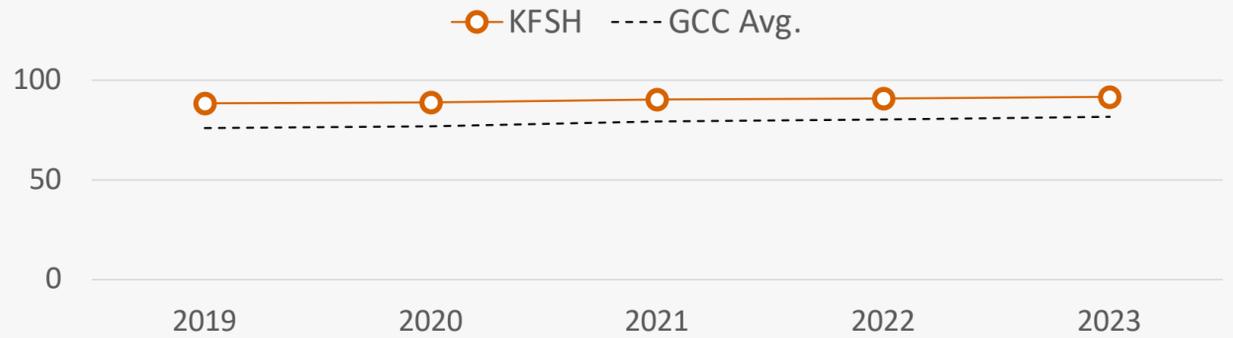
## Doctors' explanations of your health problem and medical condition

Mean Score<sup>1</sup>  
**92.06**



## Doctors' efforts to include you in decisions related to your treatment

Mean Score<sup>1</sup>  
**91.67**



Source: Press Ganey

**1 GCC Benchmark:** based on Press Ganey patient experience survey, including 350+ healthcare facilities in the GCC countries.



# Overall Experience

Our patient rates their overall experience during their visit or stay, this continuously tops the local and regional facilities performance with patient recommending KFSH&RC to others.



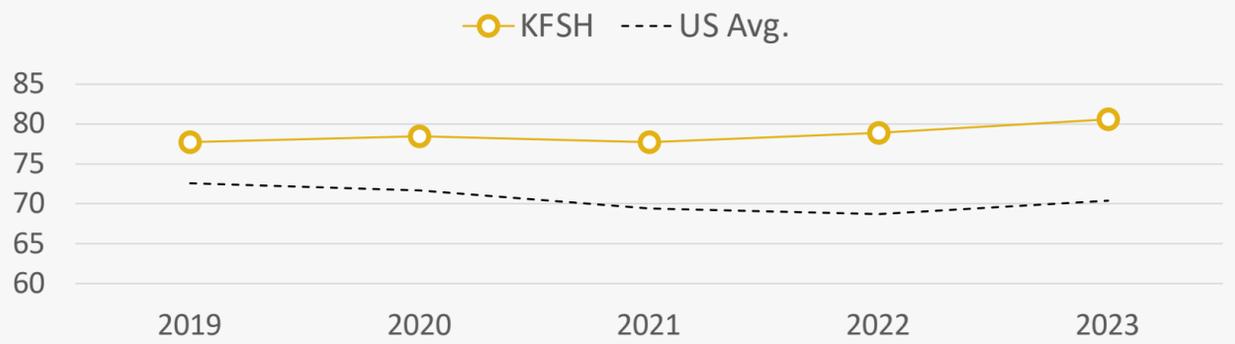
Inpatient Services

Outpatient Clinics

## Rate this hospital from 0-10

% Top Box<sup>1</sup>

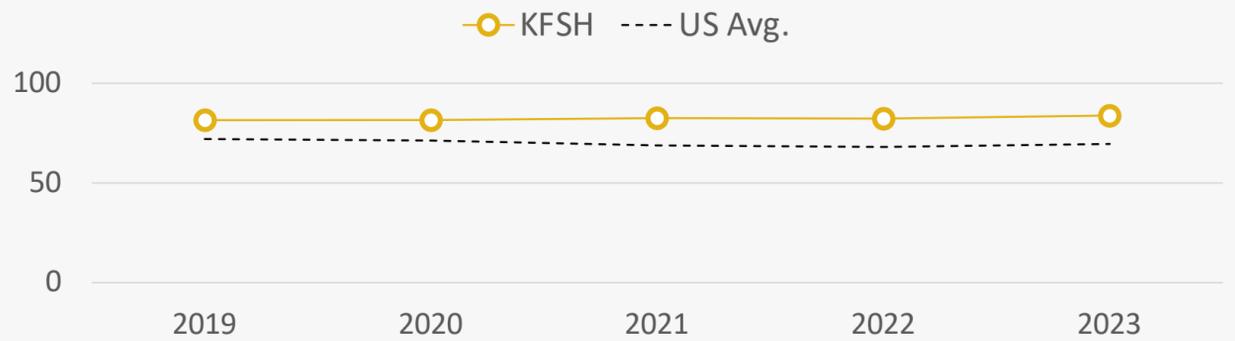
80.60



## Likelihood of recommending KFSH&RC to family and friends who need care

% Top Box<sup>1</sup>

83.81



Source: Press Ganey

**1 US Benchmark:** Based on Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results, including 1,200+ healthcare facilities. No GCC benchmark available.

# Benchmarking

KFSH&RC strives for continuous improvement, and for that we continue to benchmark our performance to leading facilities internationally, to help learn from what others are doing so that we improve our care, illustrating our unwavering dedication to patient experience.





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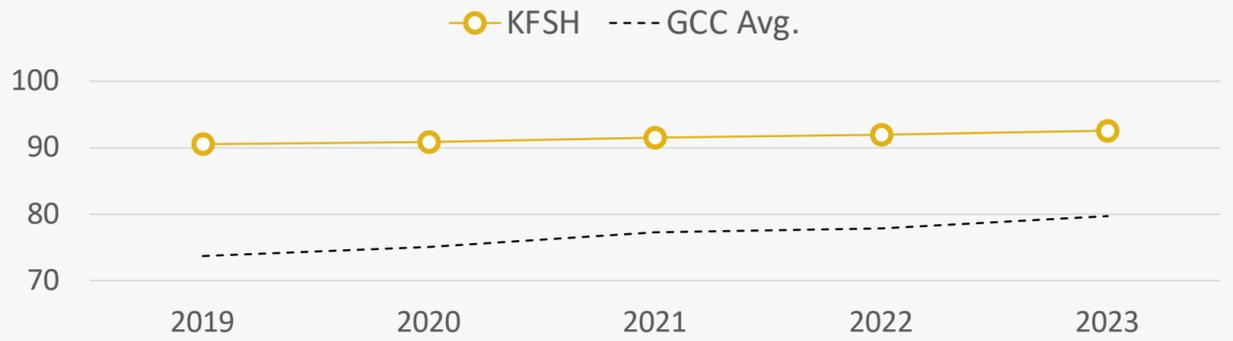
Inpatient Services

Outpatient Clinics

## Overall rating of care received during your visit

Mean Score<sup>1</sup>

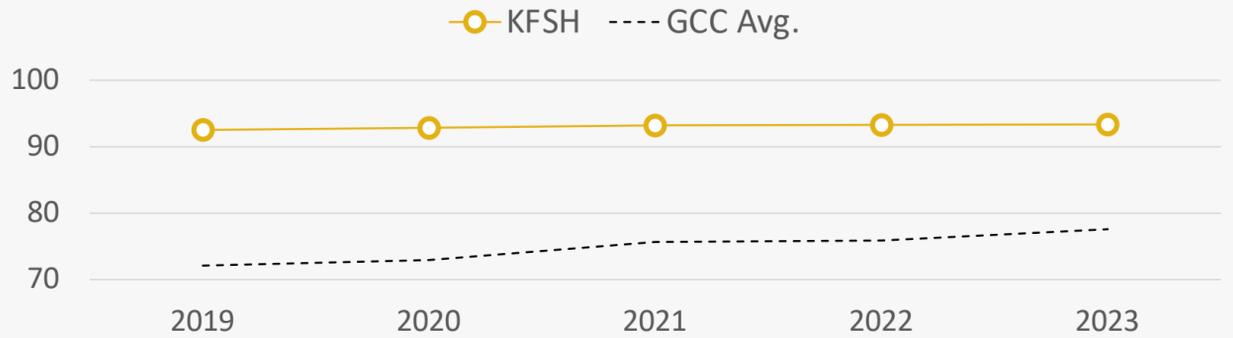
80.60



## Likelihood of recommending KFSH&RC to family and friends who need care

Mean Score<sup>1</sup>

93.35



Source: Press Ganey

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## Patient Testimonials

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*"Having been admitted to King Faisal Specialist Hospital & Research Center, I can say the level of care was exceptional. The staff went above and beyond to ensure I was comfortable and informed."*

*"The empathy and support provided by the nursing staff during my treatment made a significant difference in my recovery journey."*

*"I appreciated the clarity with which all procedures were explained to me, allowing me to be an active participant in my treatment decisions."*

*"We would like to express our gratitude for the high standard of care and attention provided during our difficult time."*

بعد أن تم إدخالني لمستشفى الملك فيصل التخصصي ومركز الأبحاث، أستطيع القول أن مستوى الرعاية كان استثنائياً. لقد بذل الموظفون قصارى جهدهم لضمان راحتي وحصولي على كافة المعلومات

“التعاطف والدعم الذي قدمه لي طاقم التمريض أثناء فترة علاجي أحدث فرقاً كبيراً في رحلة التعافي”

“أقدر الشرح الواضح لجميع الإجراءات، الأمر الذي خولني فرصة المشاركة بقرارات علاجي الخاصة”

“نود أن نعبر عن امتناننا للمستوى العالي للرعاية والاهتمام الذي قدمتموه لنا خلال هذه الفترة الصعبة”

## Continuous Improvement

We take pride in our efforts to continually enhance the patient experience. We are open to feedback and implement it constructively to serve you better.