

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q1, 2021]



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



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Q1-2021 Patient Experience Results-Jeddah

Service Type	This Quarter (Q1, 2021)	Previous Period (Q4, 2020)	PG Benchmark (60 th ile)
Medical Practice (OP)	86.9	86.1	93.5
Inpatient – Adults (IP)*	77.3%	74.5%	74.9%
Inpatient – Pediatric (PIP)	89.2	88.1	89.6
Emergency Department (ED)	77.8	76	88.0
Ambulatory Surgery (AS)	93.8	94.4	96.4
Outpatient Oncology (ON)	86.4	87	93.7
Dental (DEN)	89.5	90.7	92.5



Outpatient

OP – Overall Rating

KFSH



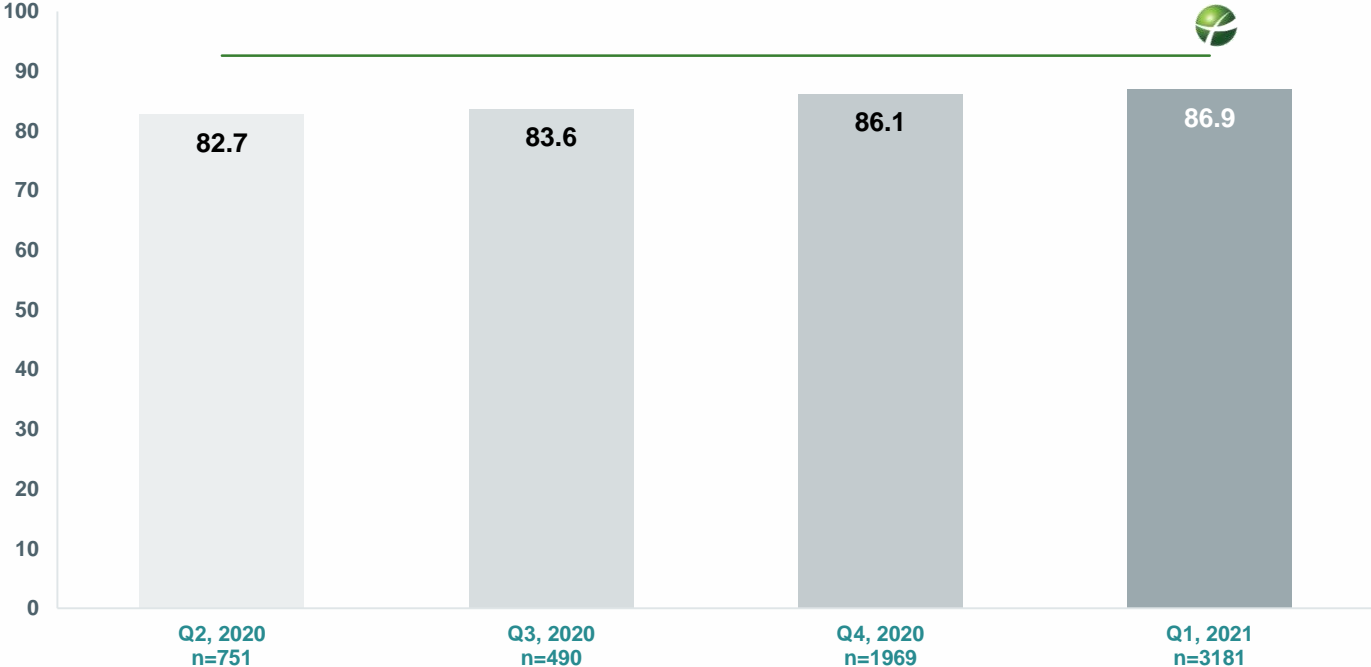
86.9

Q1, 2021

n-Size

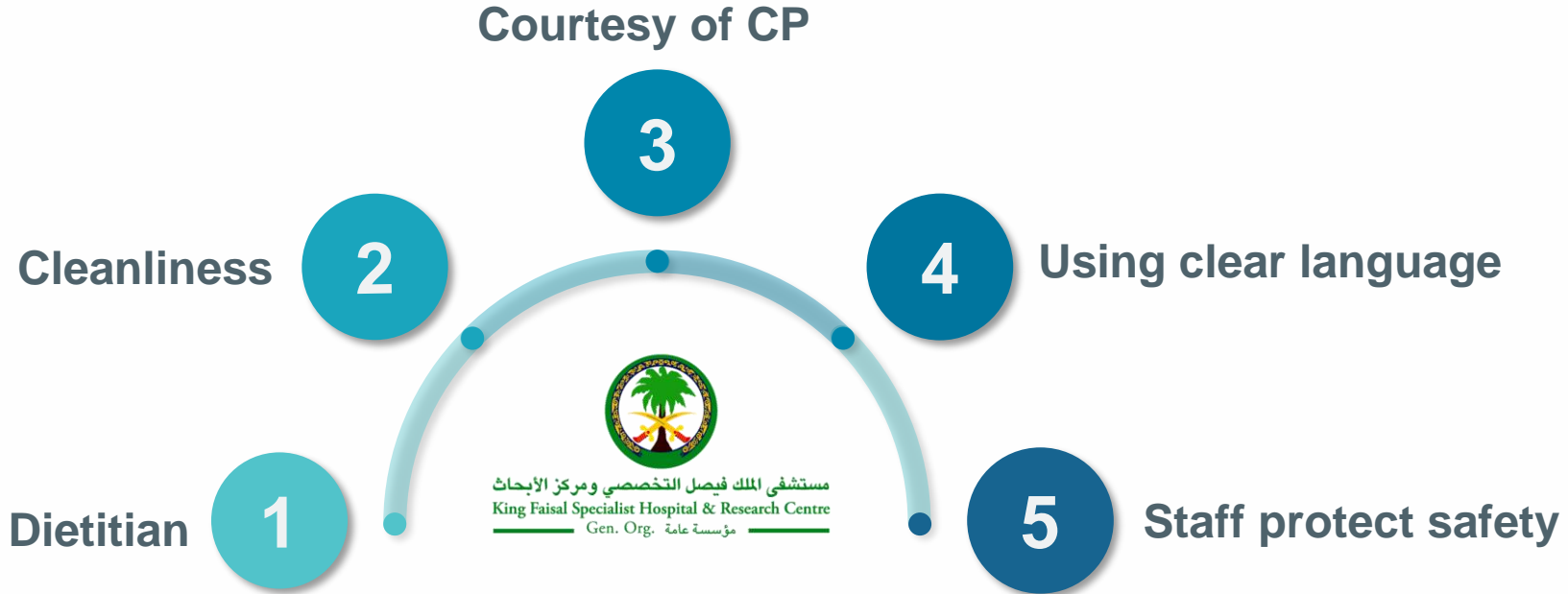
3,181

Overall Rating Trend [Q2, 2020 – Q1, 2021]

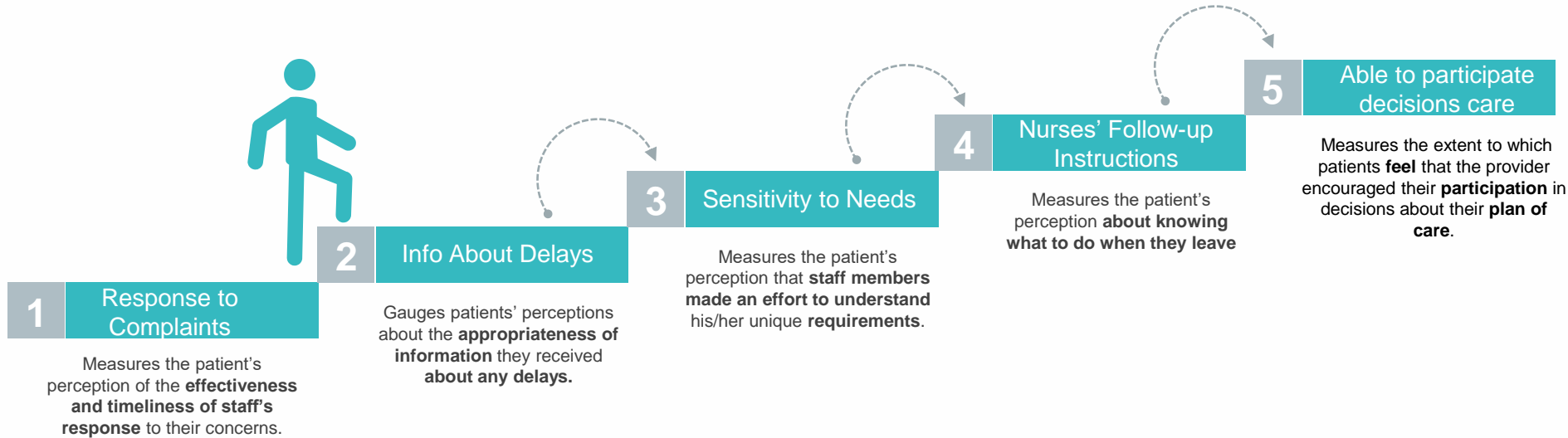


* The survey tool was updated starting from Q1, 2020





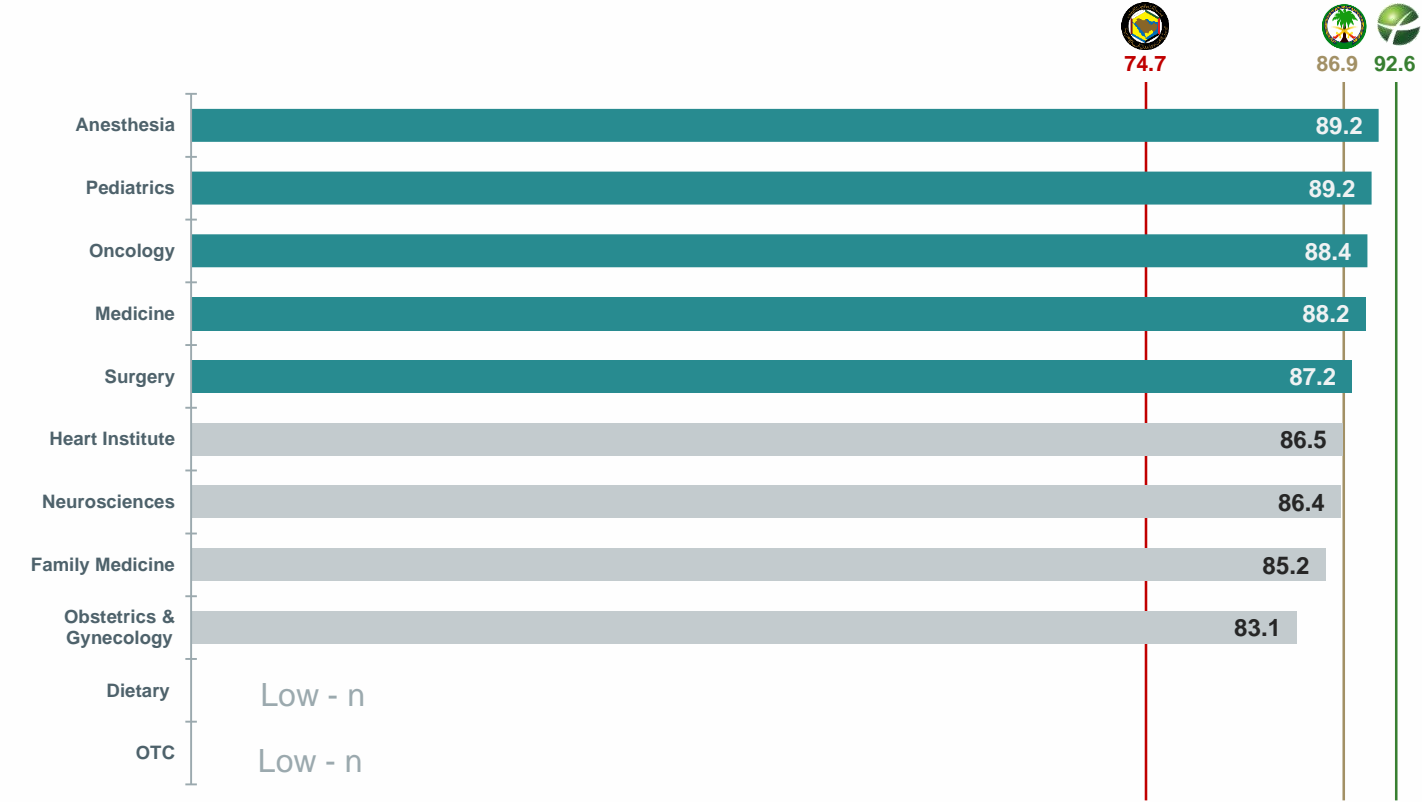
OP – Priority Index (Q1, 2021)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Outpatient Improvement Opportunities distributes across various domains in the patient journey.
- These items were identified as priorities for 13 consecutive Quarters (Q1, 2018-Q1, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: Jan 1st – Mar 31st, 2021

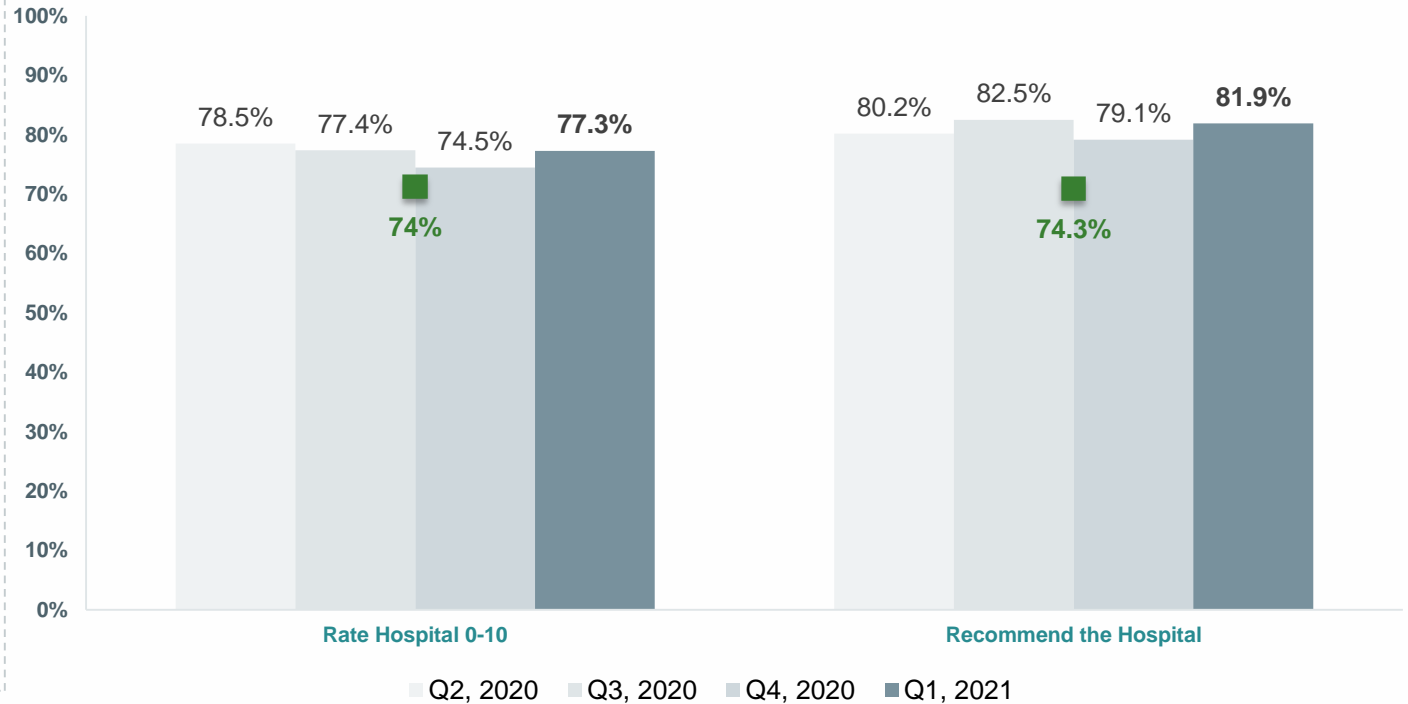


Inpatient
Adults

IP – Global Items

Global Items Overall

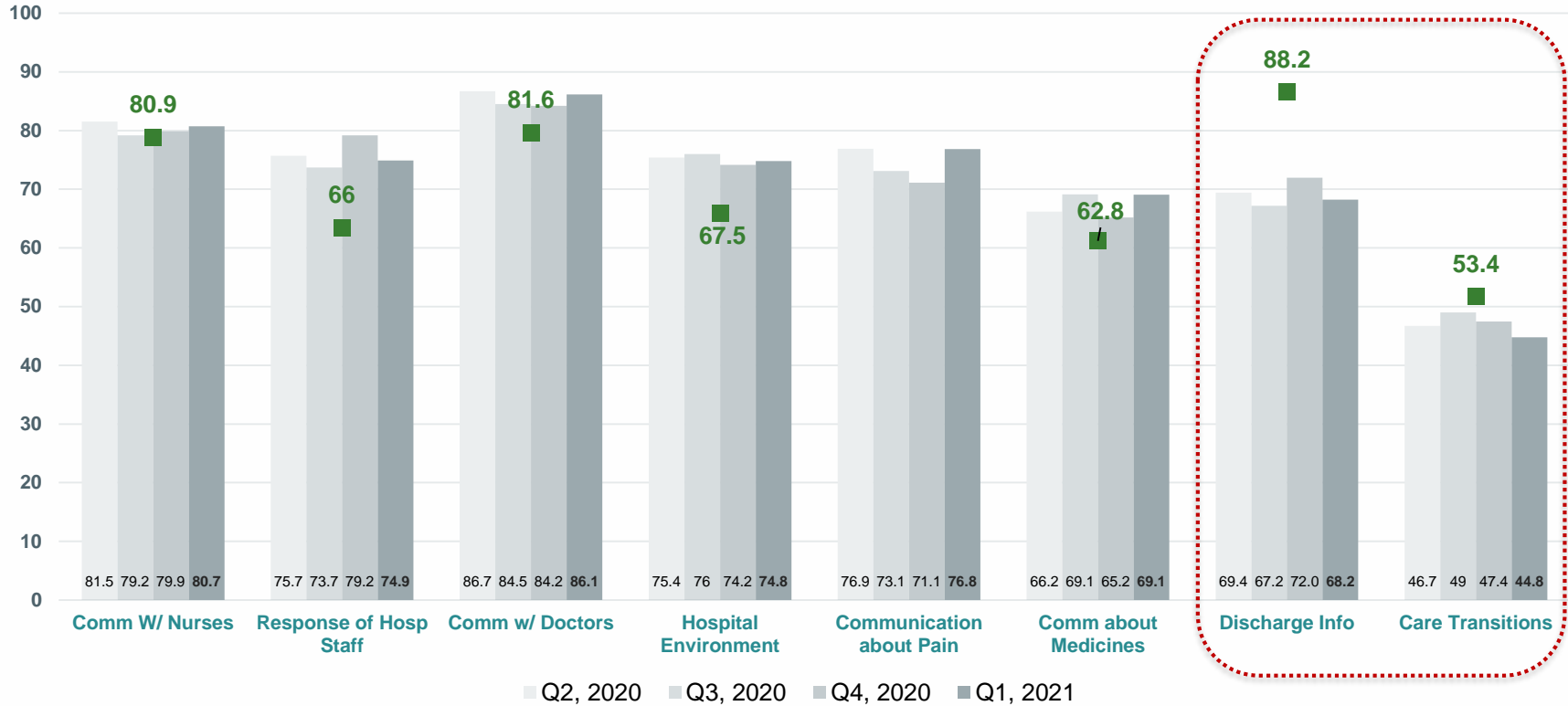
Overall Rating Trend [Q2, 2020 – Q1, 2021]



* Top Box %

■ PG 60th ile [74.9]

IP – Survey Domains

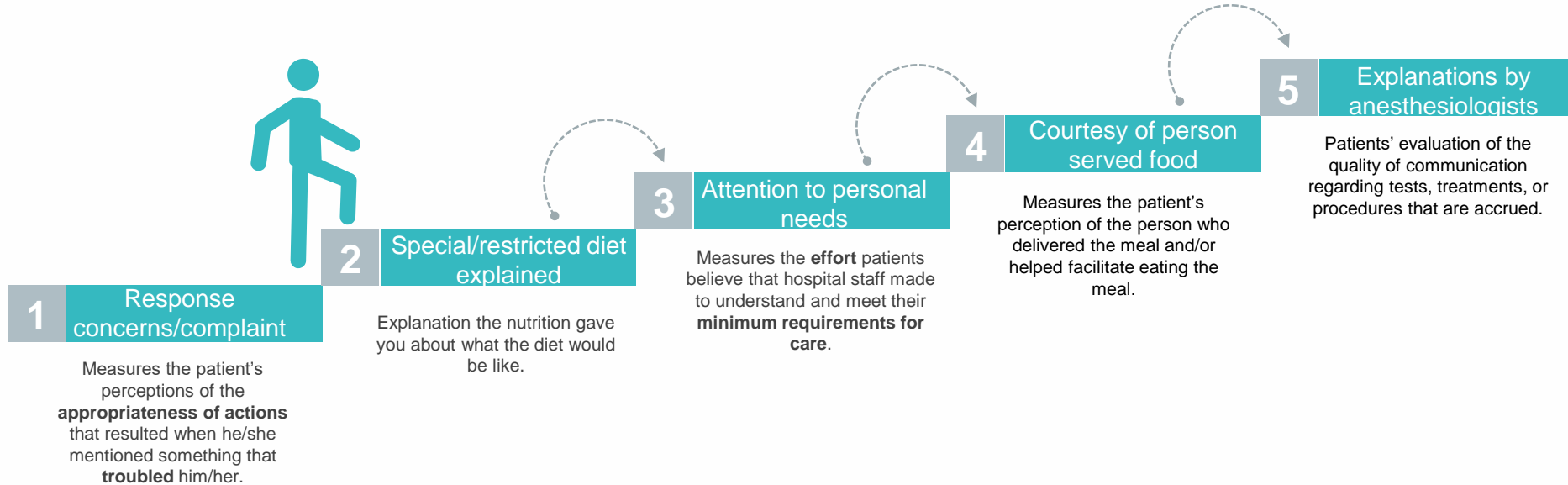


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG 60th ile [74.9]



IP – Priority Index (Q1, 2021)



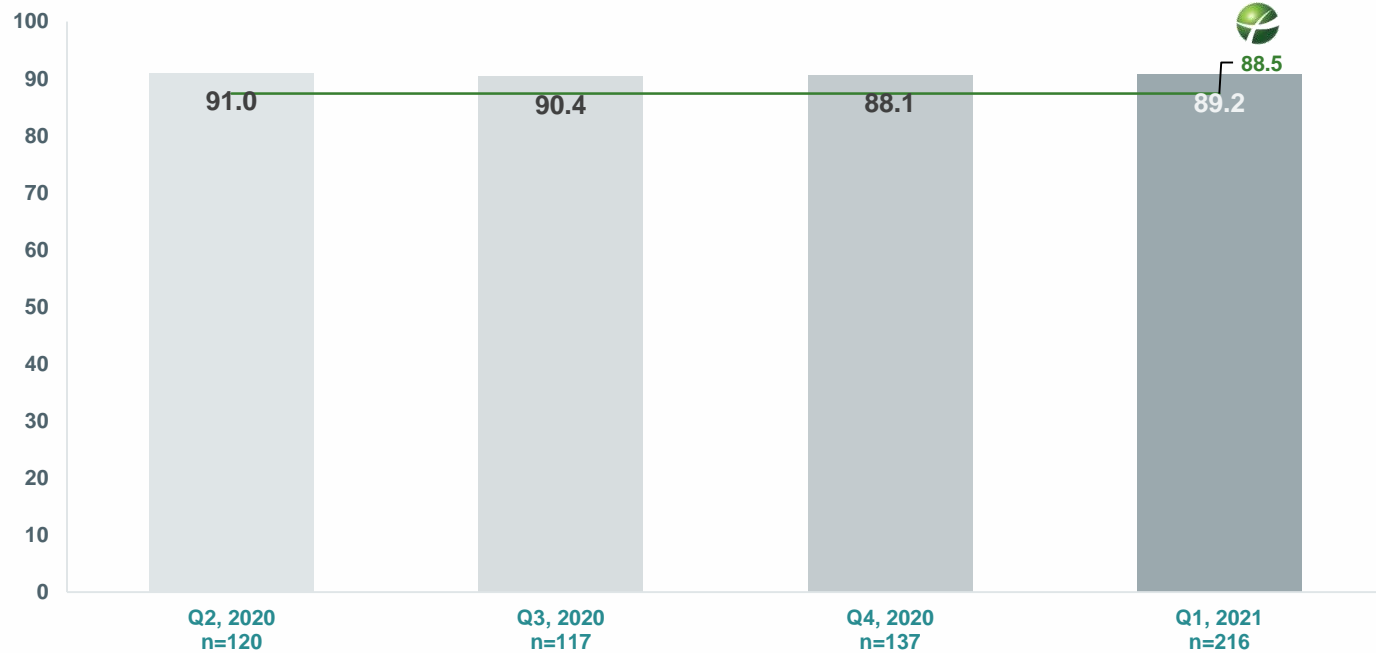
The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority.



Inpatient
Pediatrics

IPP – Overall Rating

Overall Rating Trend [Q2, 2020 – Q1, 2021]



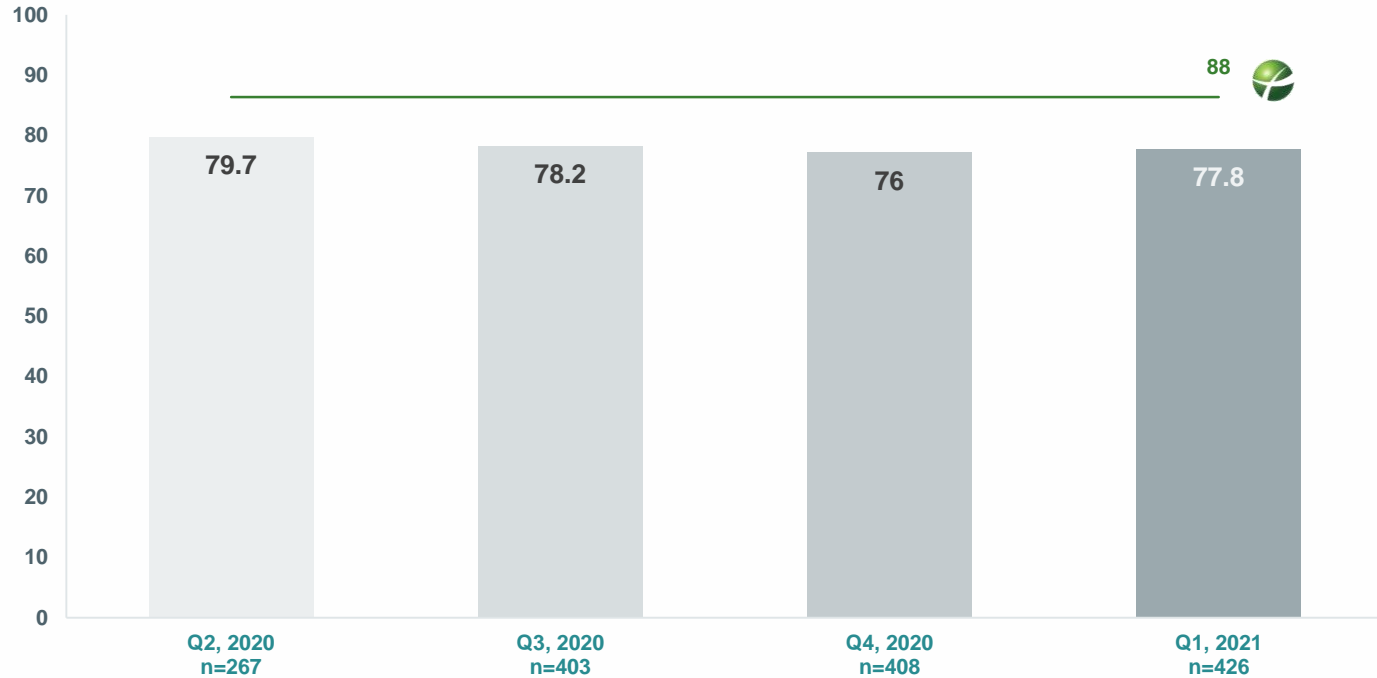
 **PG Average [89.6]**



Emergency

ED – Overall Rating

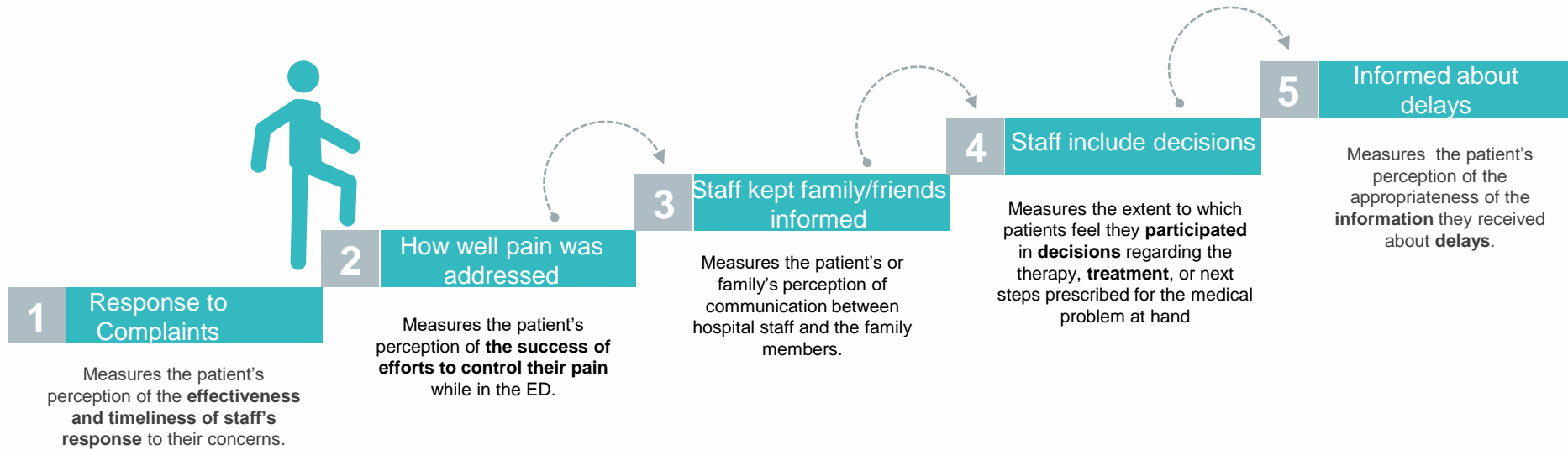
Overall Rating Trend [Q2, 2020 – Q1, 2021]



Staff washed their hands



ED – Priority Index (Q1, 2021)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Emergency Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items were identified as priorities for 13 consecutive Quarters (Q1,2018 – Q1, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Ambulatory
Surgery

AS – Overall Rating

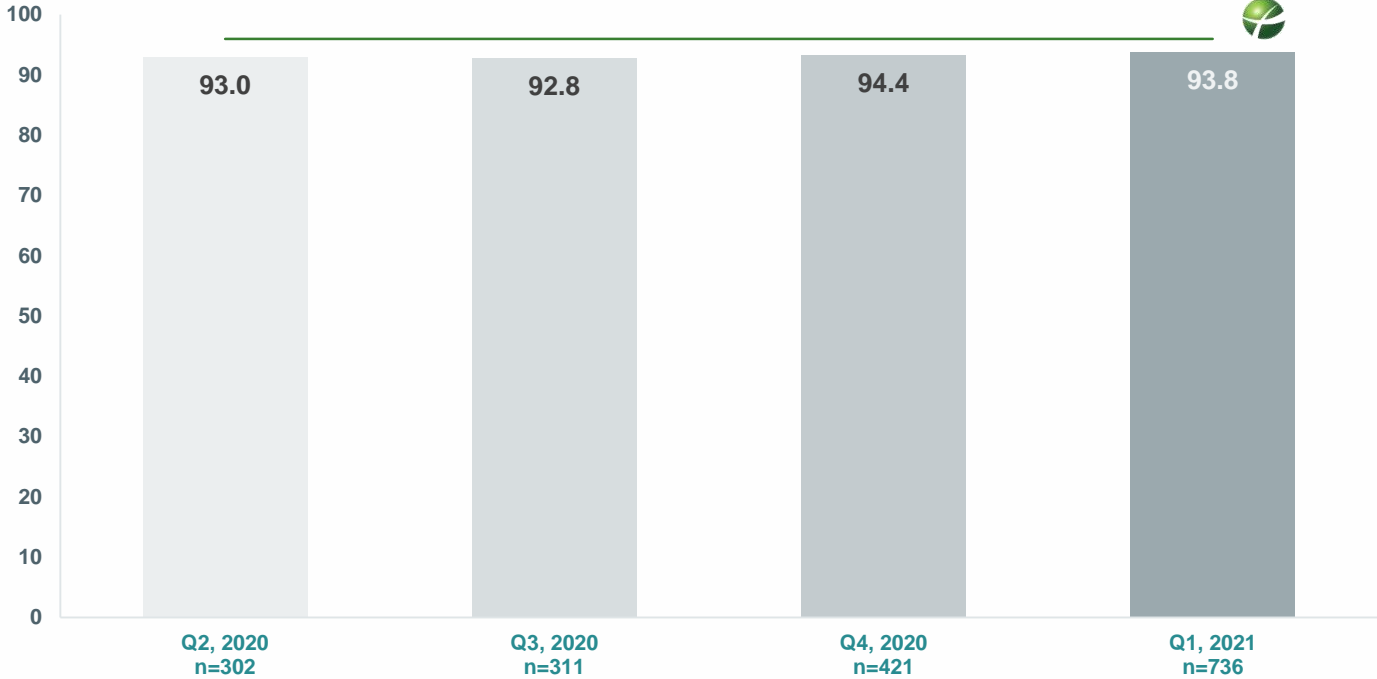
KFSH



93.8
Q1, 2021

n-Size
736

Overall Rating Trend [Q2, 2020 – Q1, 2021]



* The survey tool was updated starting from Q1, 2020

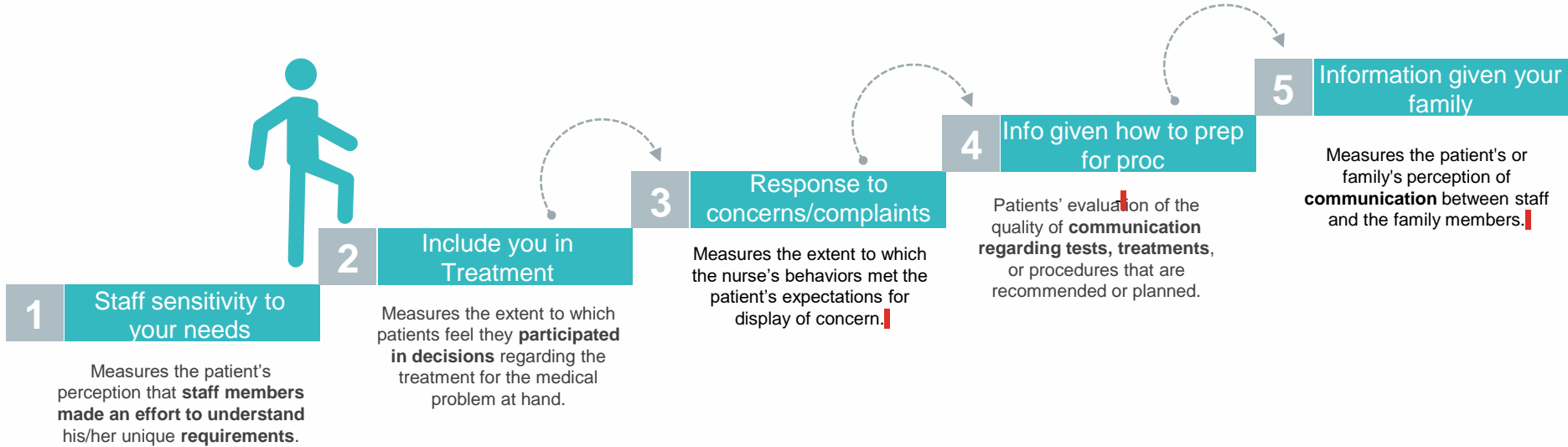


AS – Strengths

Confidence in CP skill



AS – Priority Index (Q1, 2021)



- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH Ambulatory Surgery Improvement Opportunities distributes across various domains in the patient journey.
- All items have been identified as a priority for 4 consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Outpatient
Oncology

ON – Overall Rating

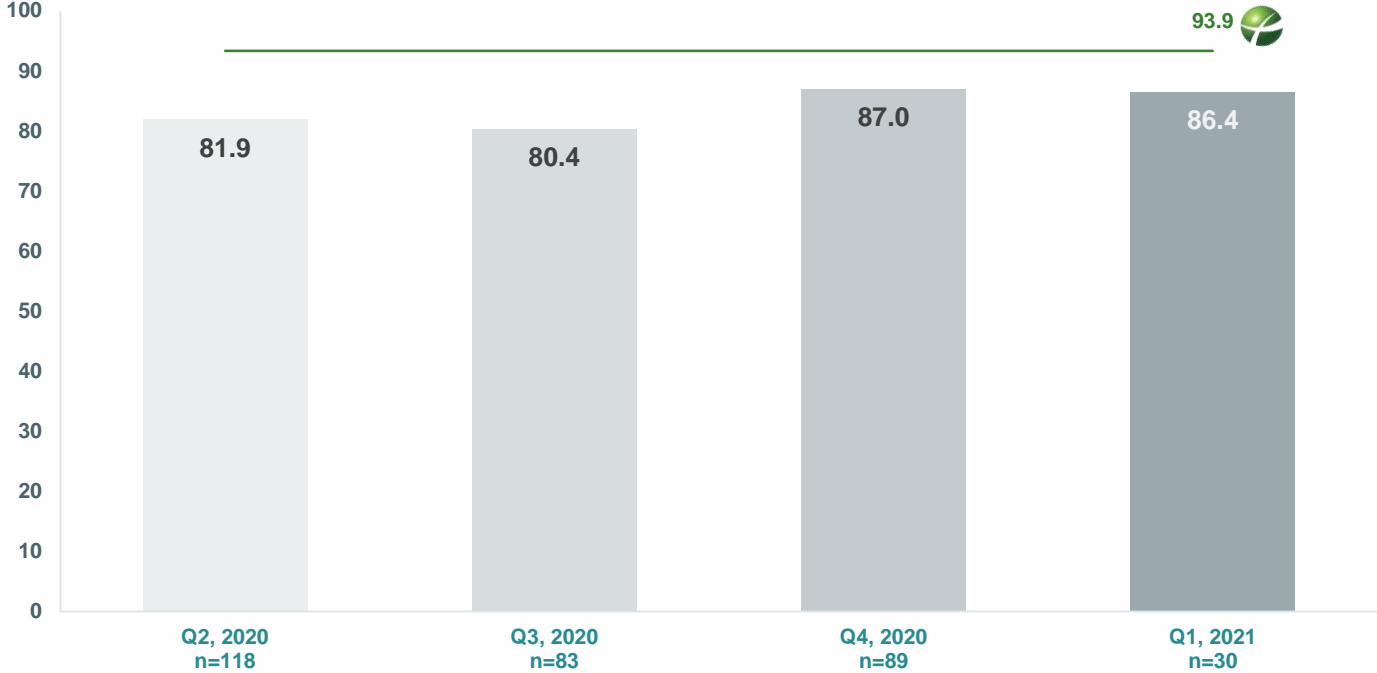
KFSH



86.4
Q1, 2021

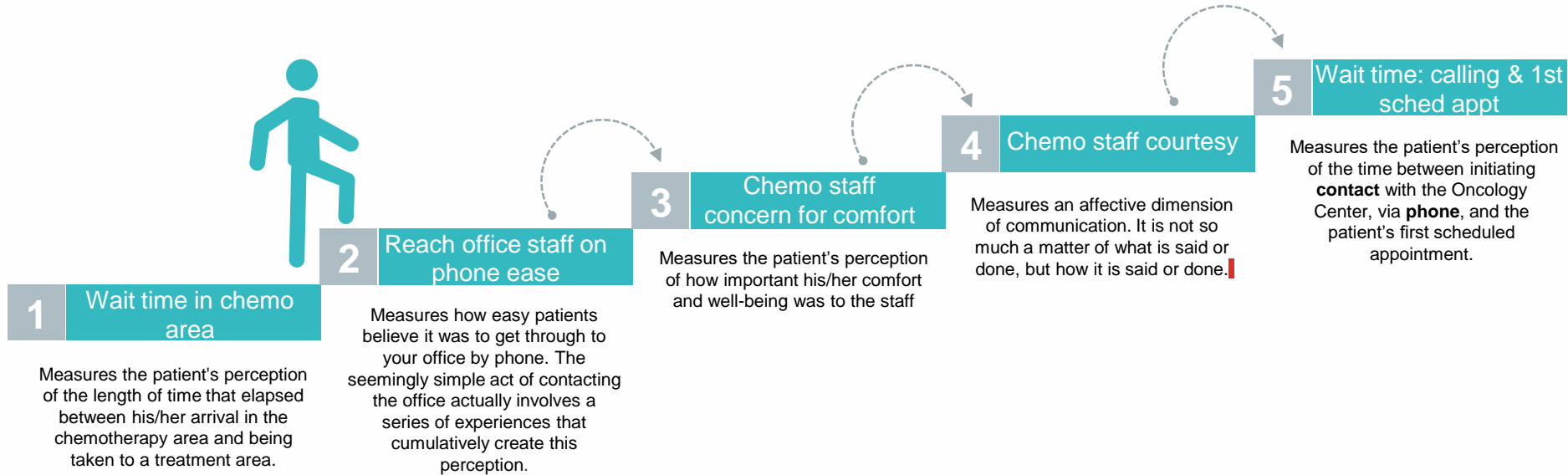
n-Size
30

Overall Rating Trend [Q2, 2020 – Q1, 2021]



 **PG 60th ile** [93.7]

ON – Priority Index (Q1, 2021)



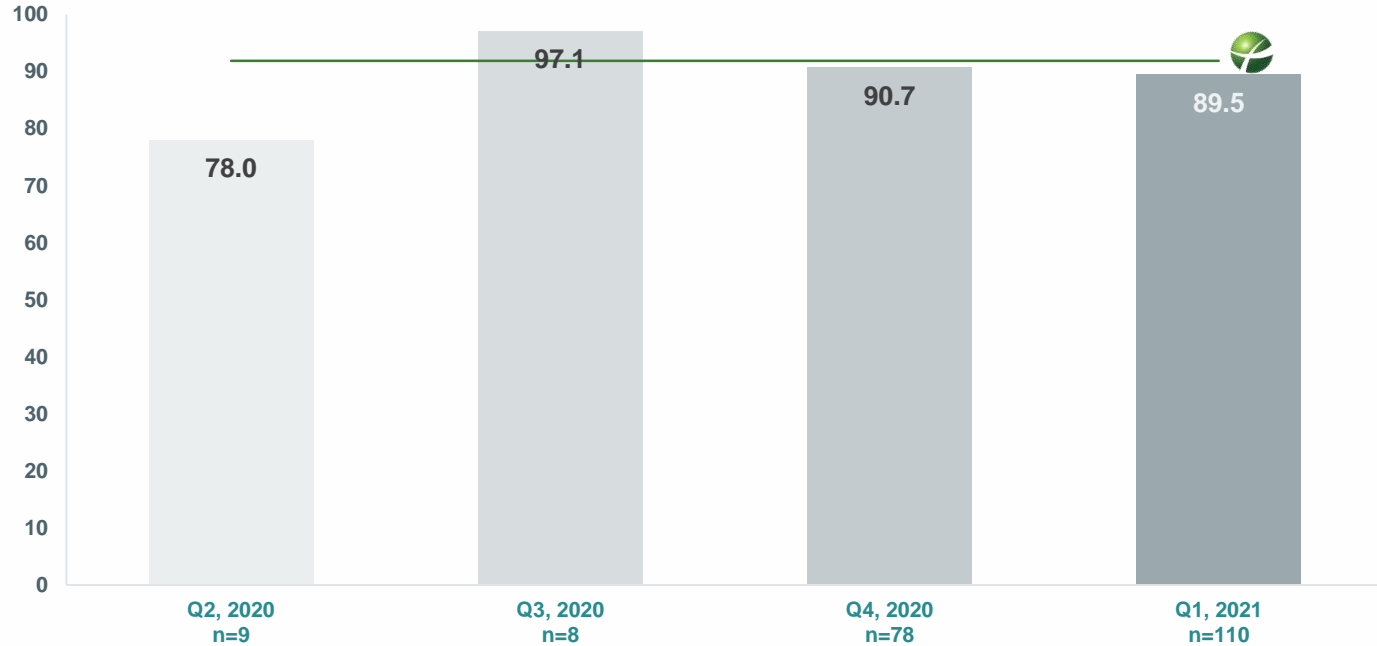
- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate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



DEN – Overall Rating



Overall Rating Trend [Q2, 2020 – Q1, 2021]



 **PG 60th ile** [92.5]



Telemedicine

Telemedicine – Overall Rating

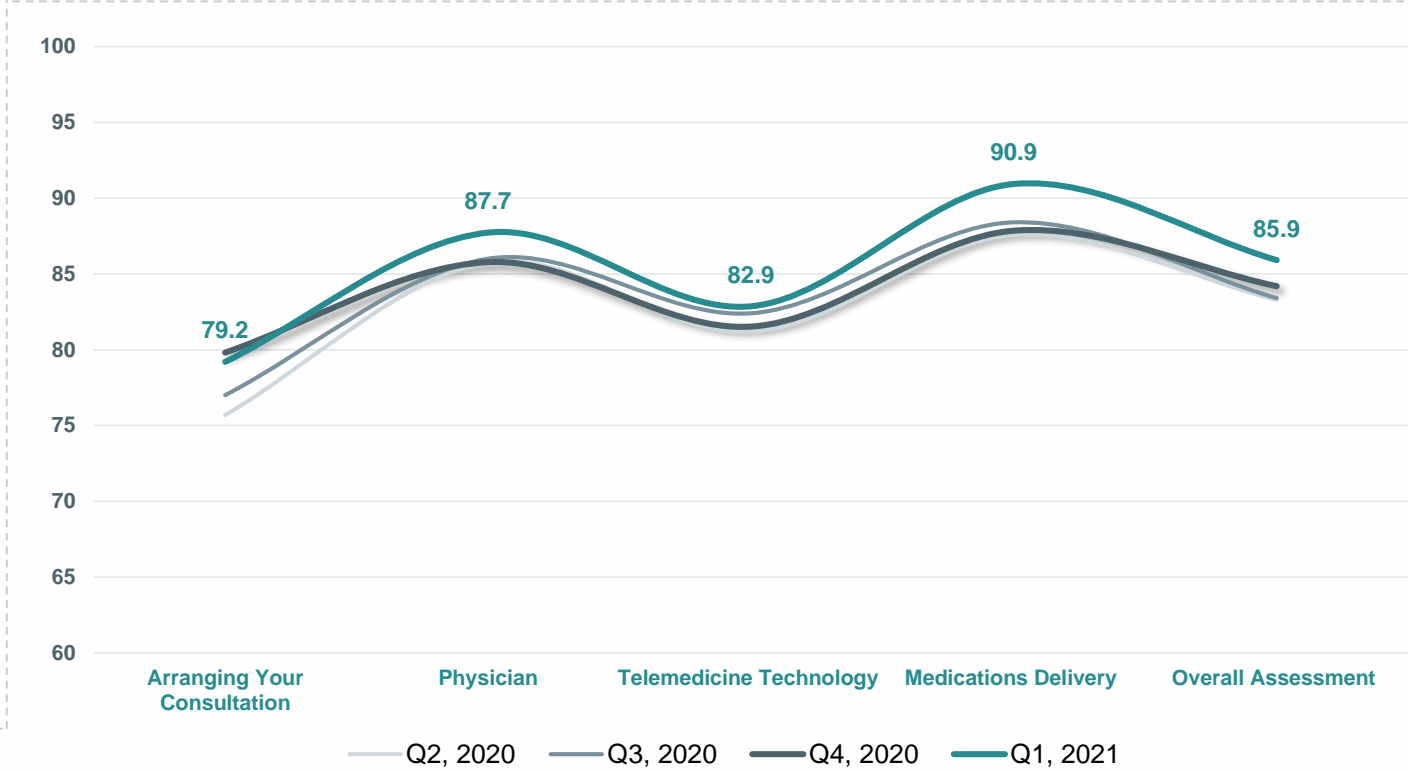
Period: Jan 1st, 2020 – Mar 31st, 2021

KFSH

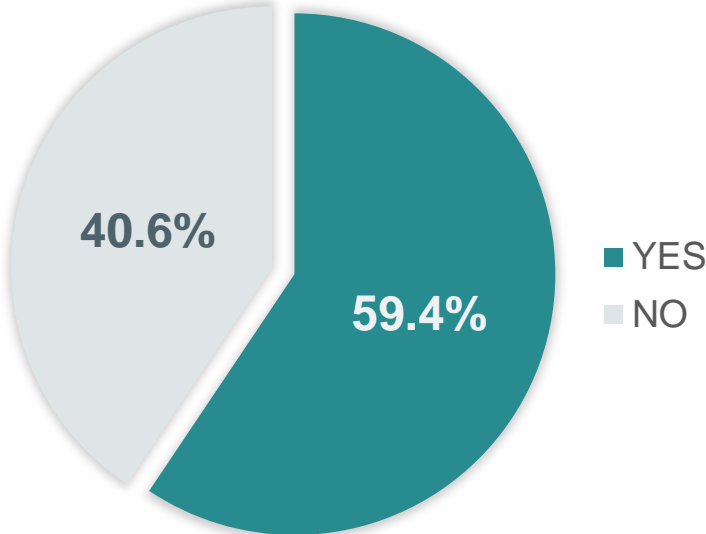


n-Size

596

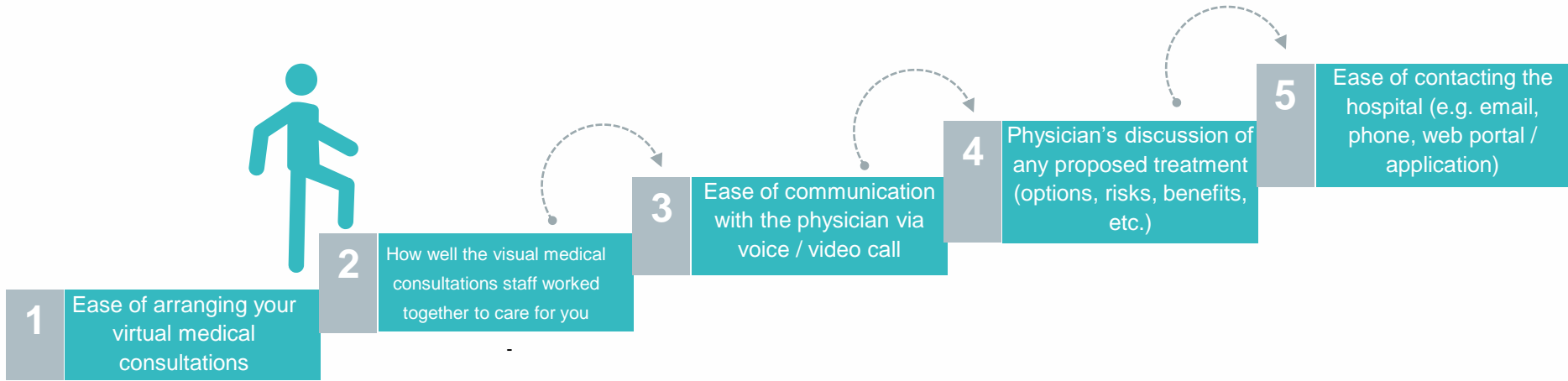


Did this telemedicine consultation spare you visiting the hospital?



Period: Jan 1st – Mar 31st, 2021

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

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