

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q2, 2021]



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



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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
2021 Patient Experience Goals



2021 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, 2021)	Previous Period (Q1, 2021)	2021 Target Score
Medical Practice (OP)	86.2	86.9	93.6
Inpatient – Adults (IP)*	75.9%	77.3%	73.8%
Inpatient – Pediatric (PIP)	91.1	90.7	88.5
Emergency Department (ED)	77.0	77.8	88.0
Ambulatory Surgery (AS)	94.6	93.8	96.5
Outpatient Oncology (ON)	76.9	86.4	93.9
Dental (DEN)	92.4	89.5	92.3

* 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

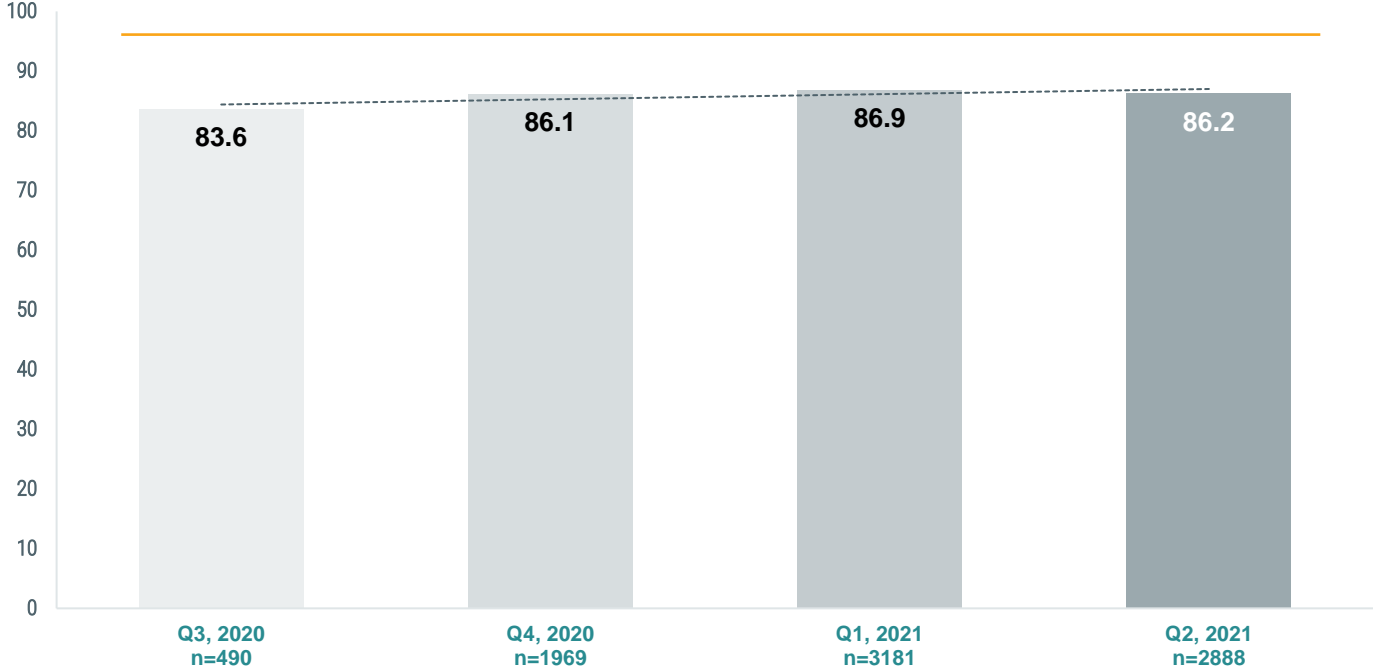
KFSH



86.2
Q2, 2021

n-Size
2,888

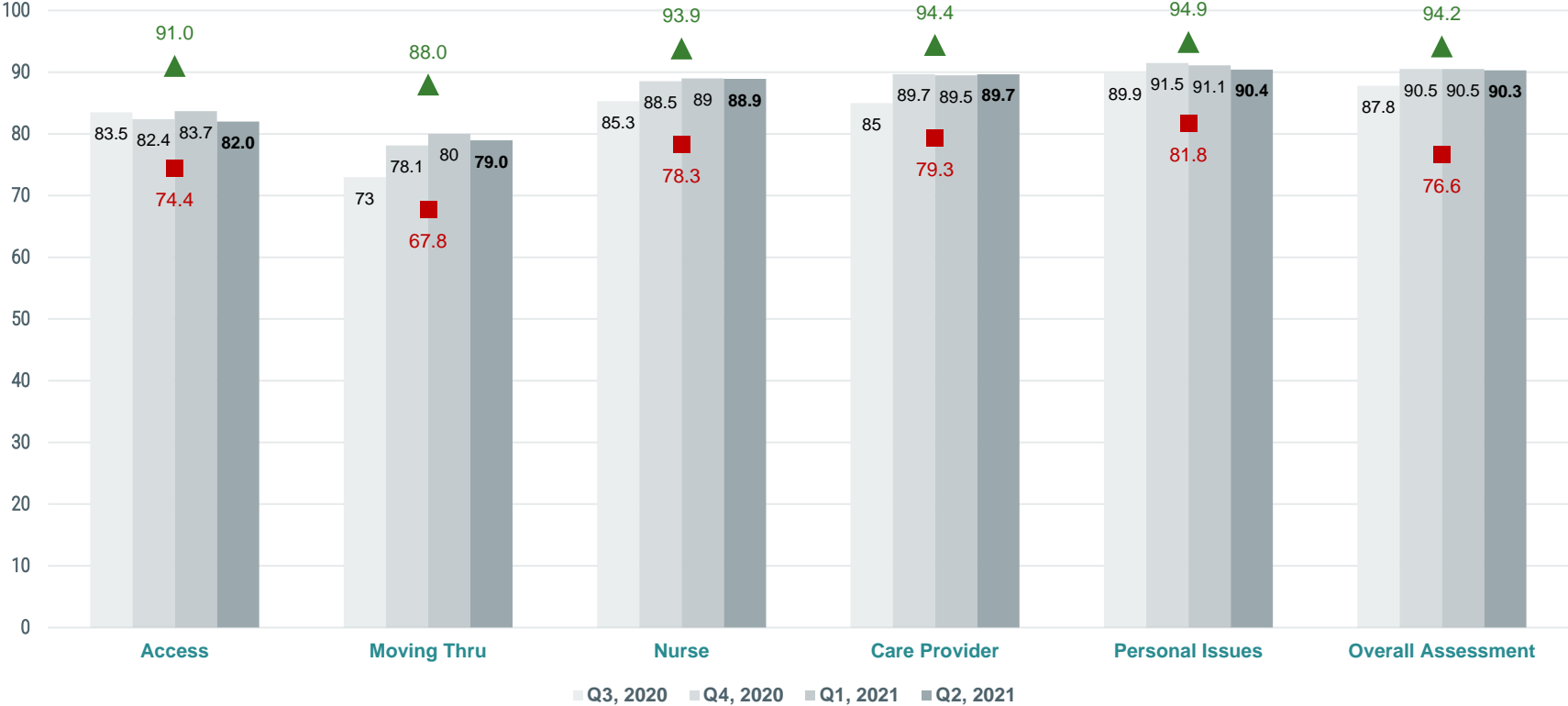
Overall Rating Trend [Q3, 2020 – Q2, 2021]



* The survey tool was updated starting from Q1, 2020

■ 2021 Target [93.6]

OP – Survey Domains



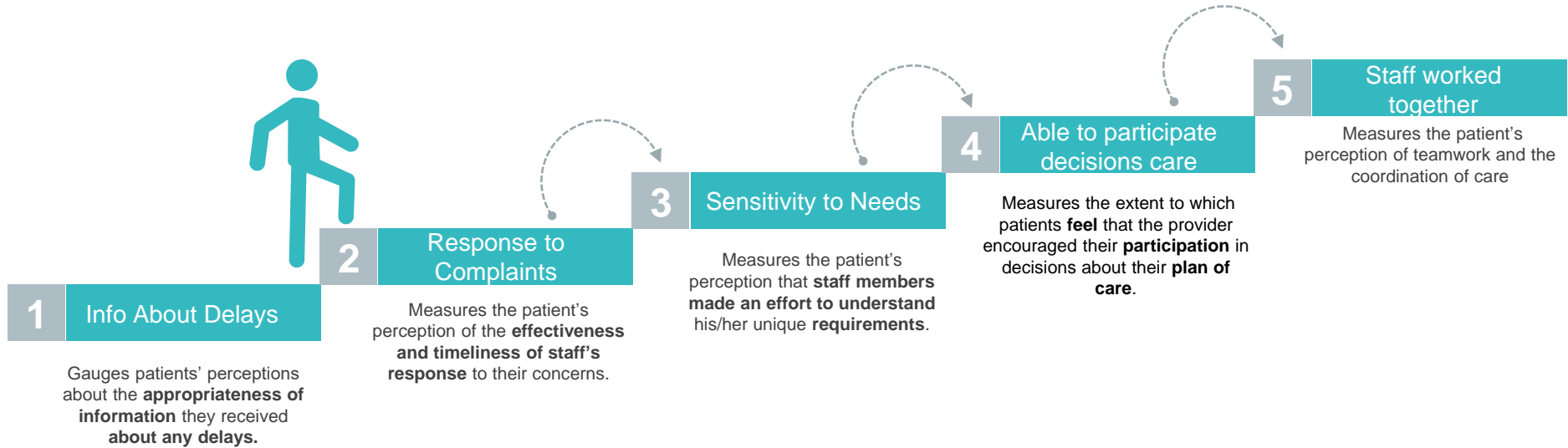
* The survey tool was updated starting from Q1, 2020

■ GCC Average ▲ PG Average

OP – Strengths



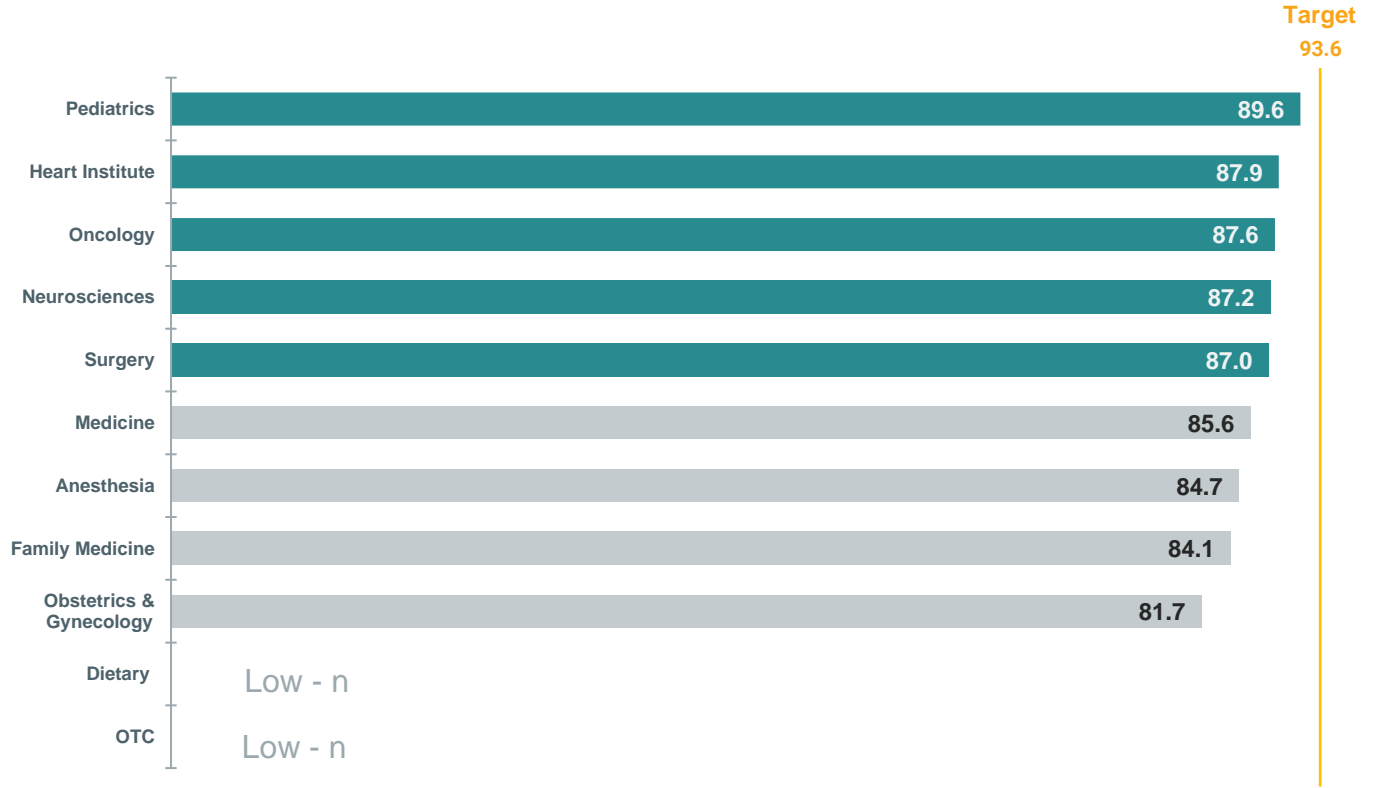
OP – Priority Index (Q2, 2021)



- 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.
- These items were identified as priorities for 11 consecutive Quarters (Q1, 2018-Q2, 2021)
- 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, 2021]

■ Above KFSH Average

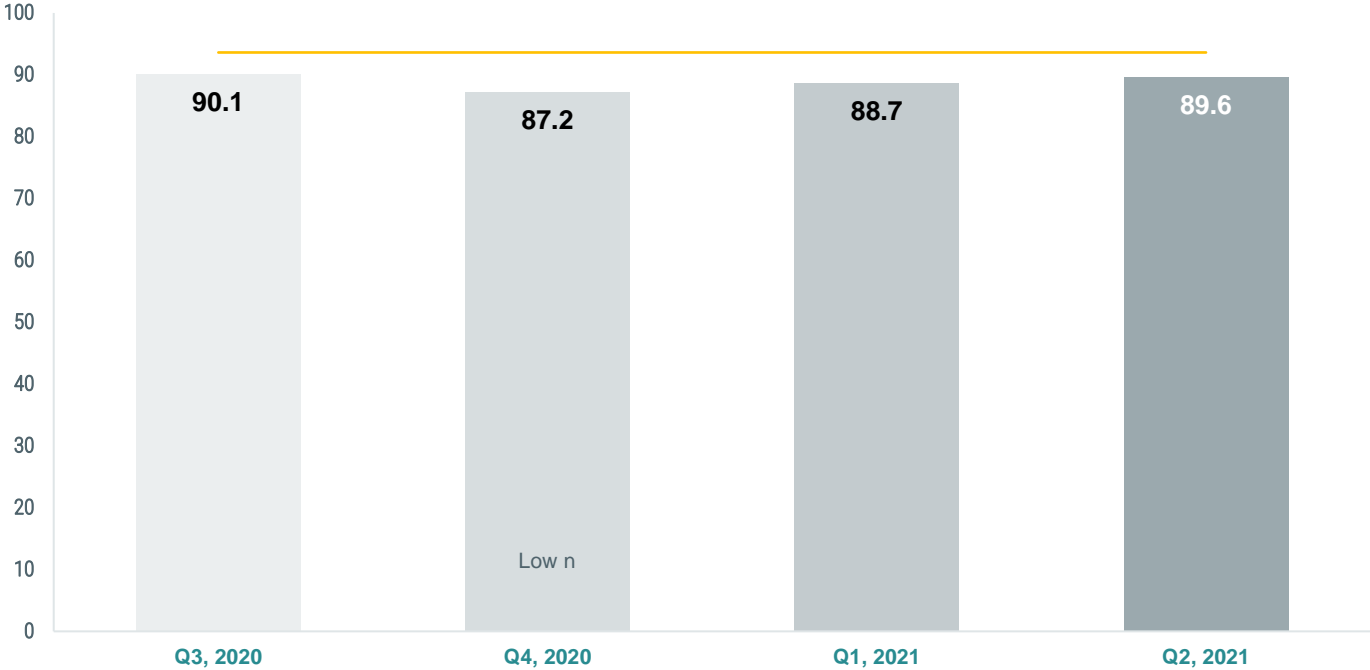
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Pediatrics Overall Rating



n-Size
136



* The survey tool was updated starting from Q2, 2020

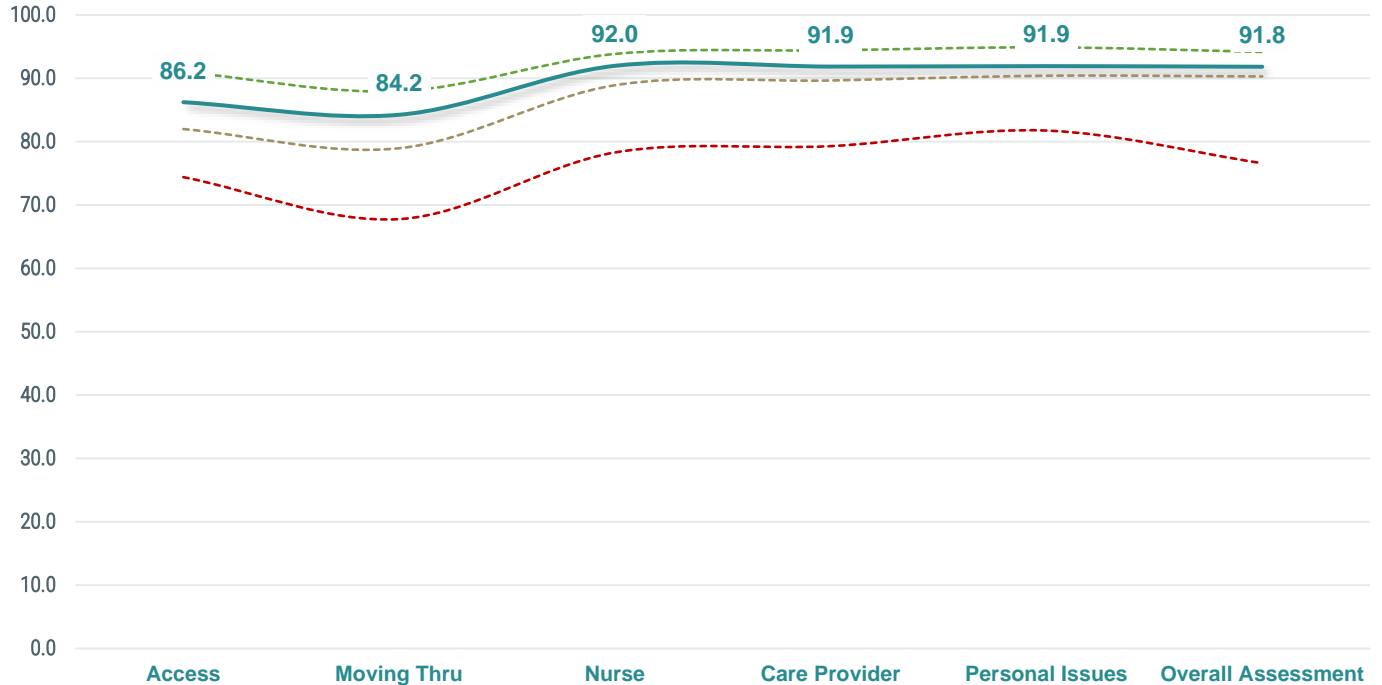
OP – Departments

Pediatrics Patient Journey



n-Size
136

Period: [Apr 1st – Jun 30th, 2021]



--- GCC - - - PG - - - KFSH Q2, 2021 — Ped Q2, 2021

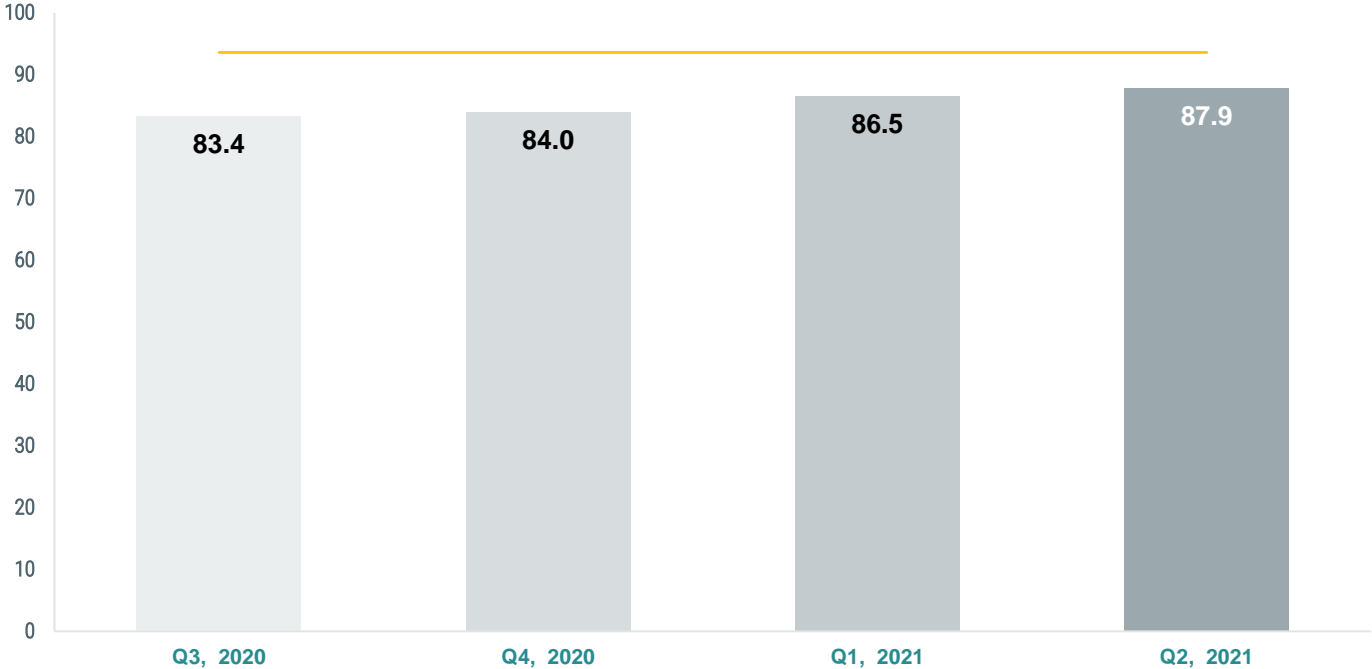
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Heart Institute Overall Rating



n-Size
341



* The survey tool was updated starting from Q1, 2020

■ 2021 Target [93.6]

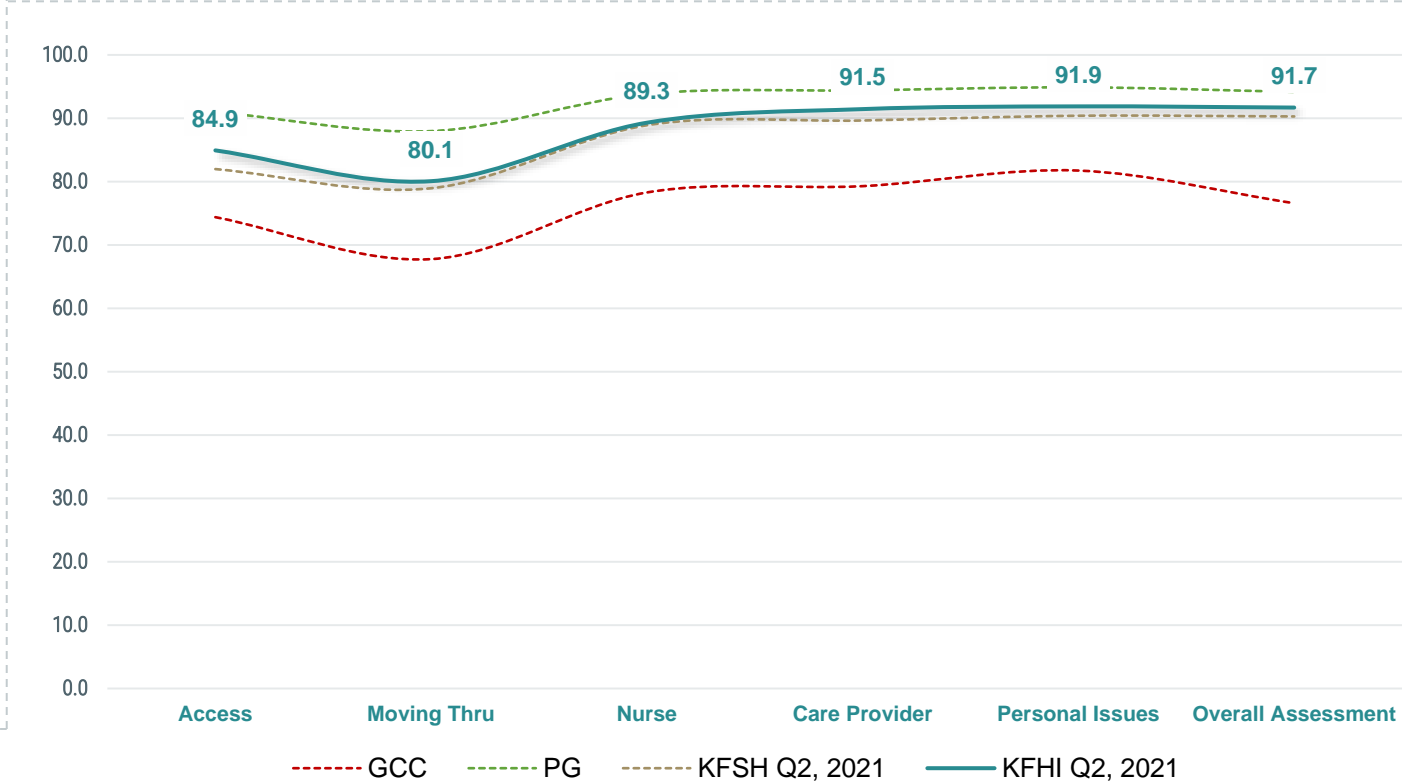
OP – Departments

Heart Institute Patient Journey



n-Size
341

Period: [Apr 1st – Jun 30th, 2021]



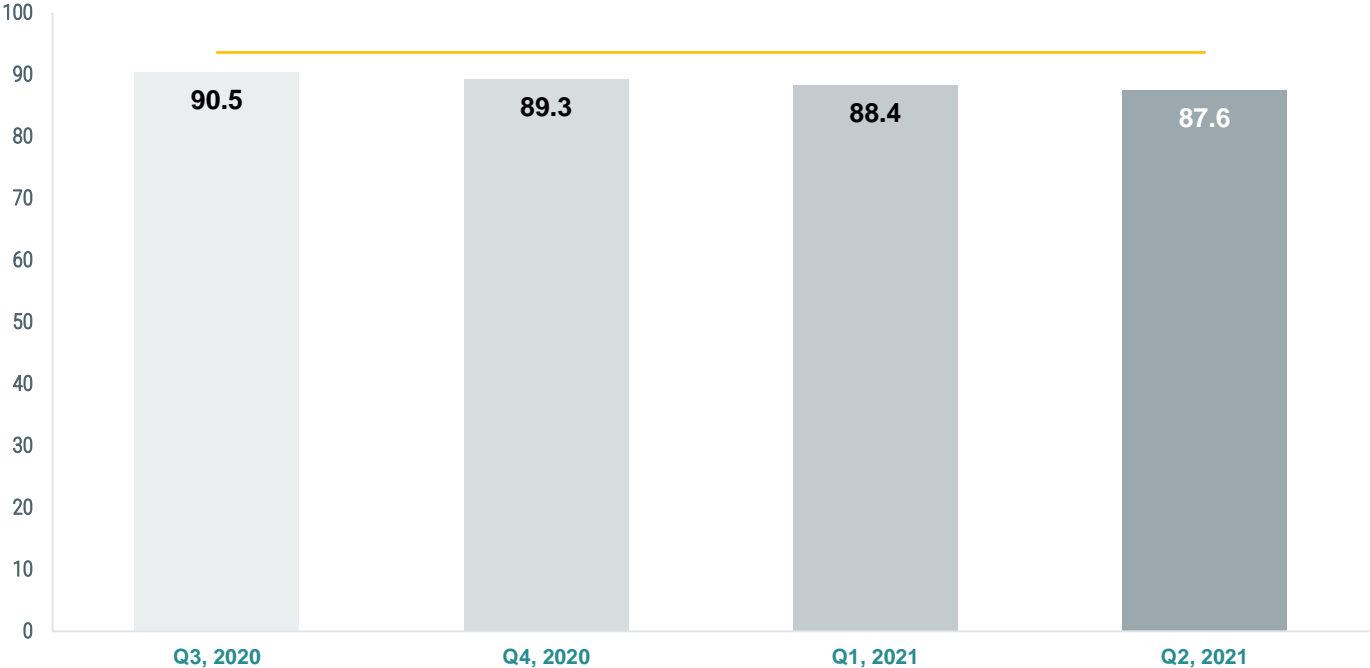
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Oncology Overall Rating



n-Size
245



* The survey tool was updated starting from Q1, 2020

■ 2021 Target [93.6]

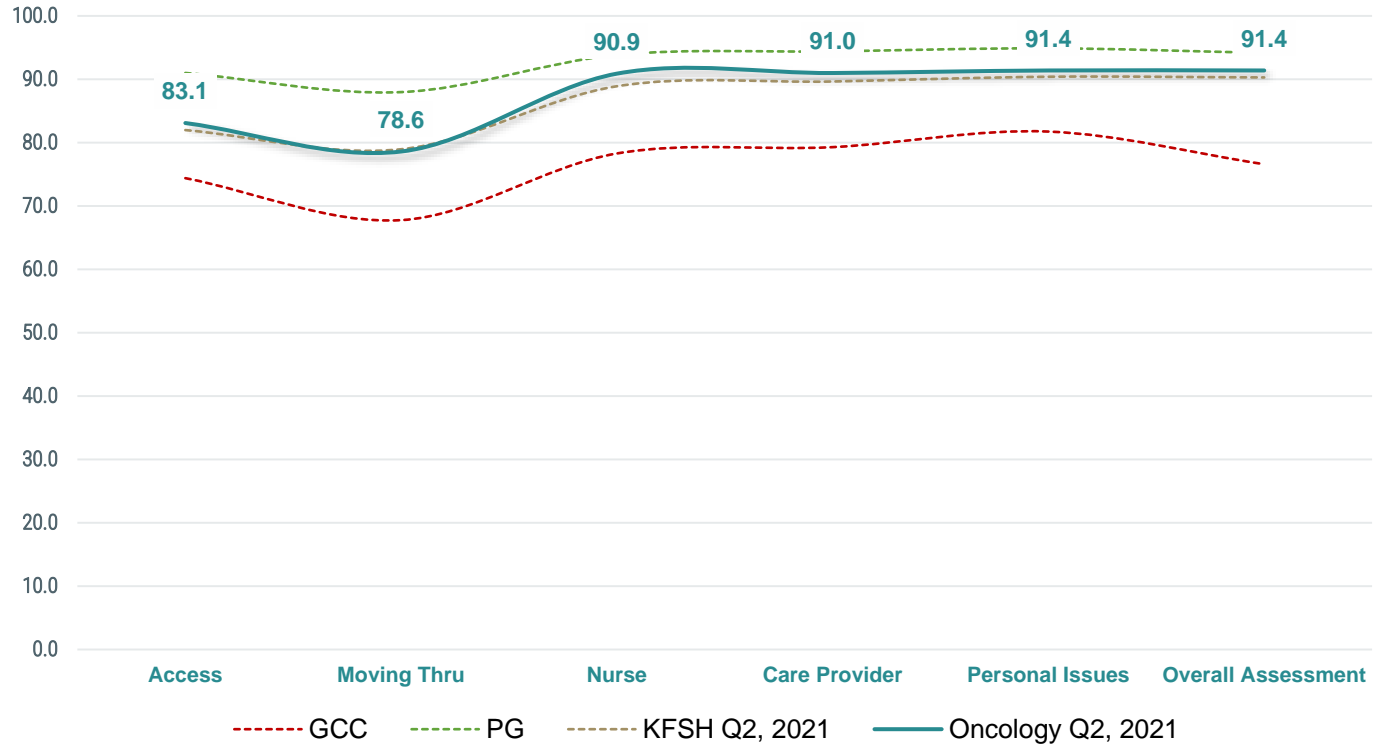
OP – Departments

Oncology Overall Rating



n-Size
245

Period: [Apr 1st – Jun 30th, 2021]



OP – Departments

Neurosciences

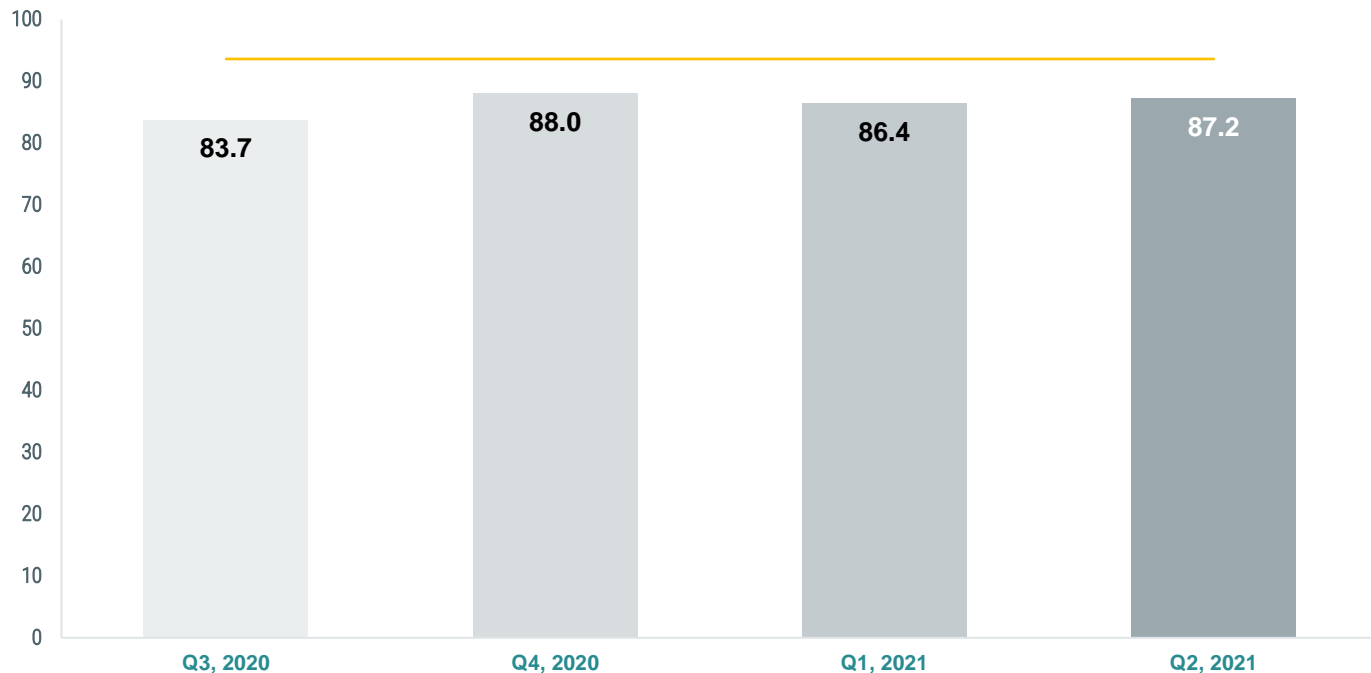
Overall Rating



n-Size

319

Period: [Apr 1st – Jun 30th, 2021]



* The survey tool was updated starting from Q1, 2020

■ 2021 Target [93.6]

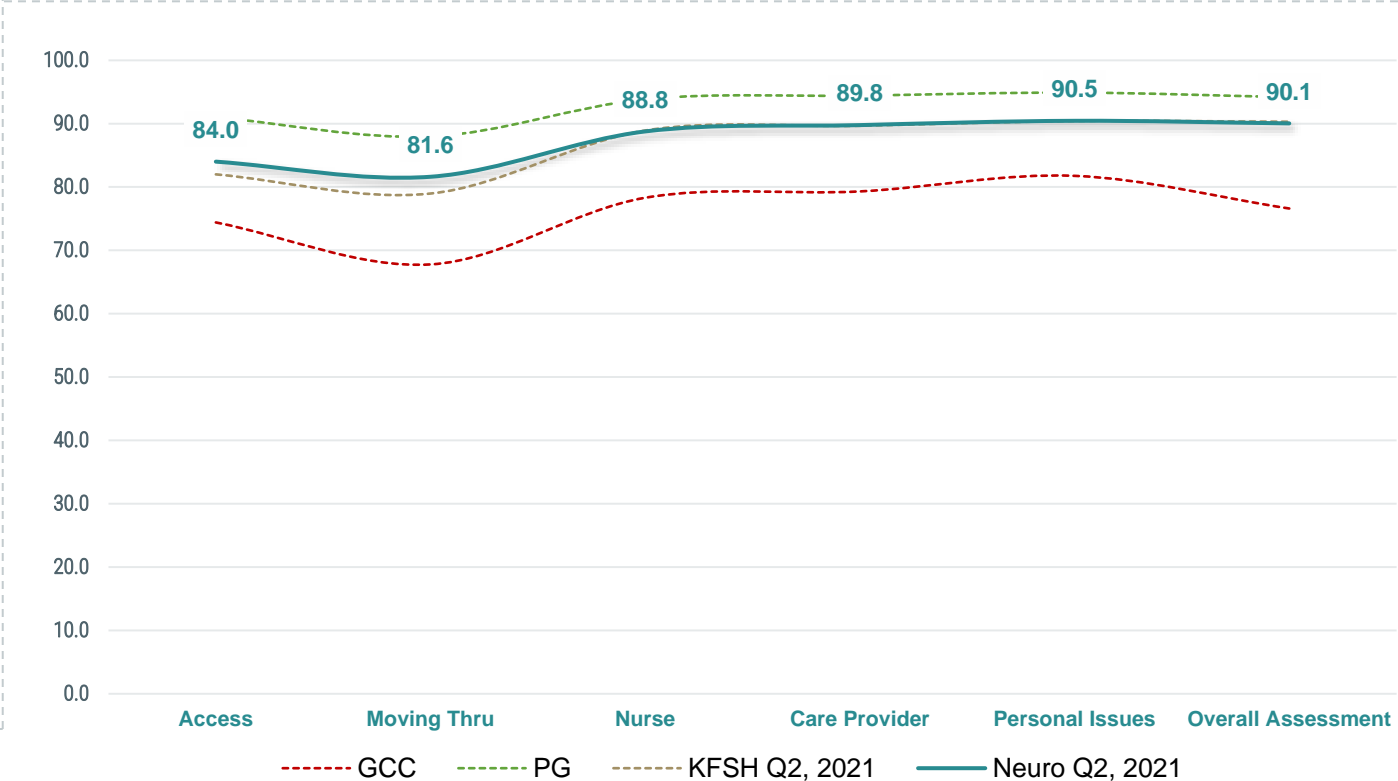
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Neurosciences Patient Journey



n-Size
319



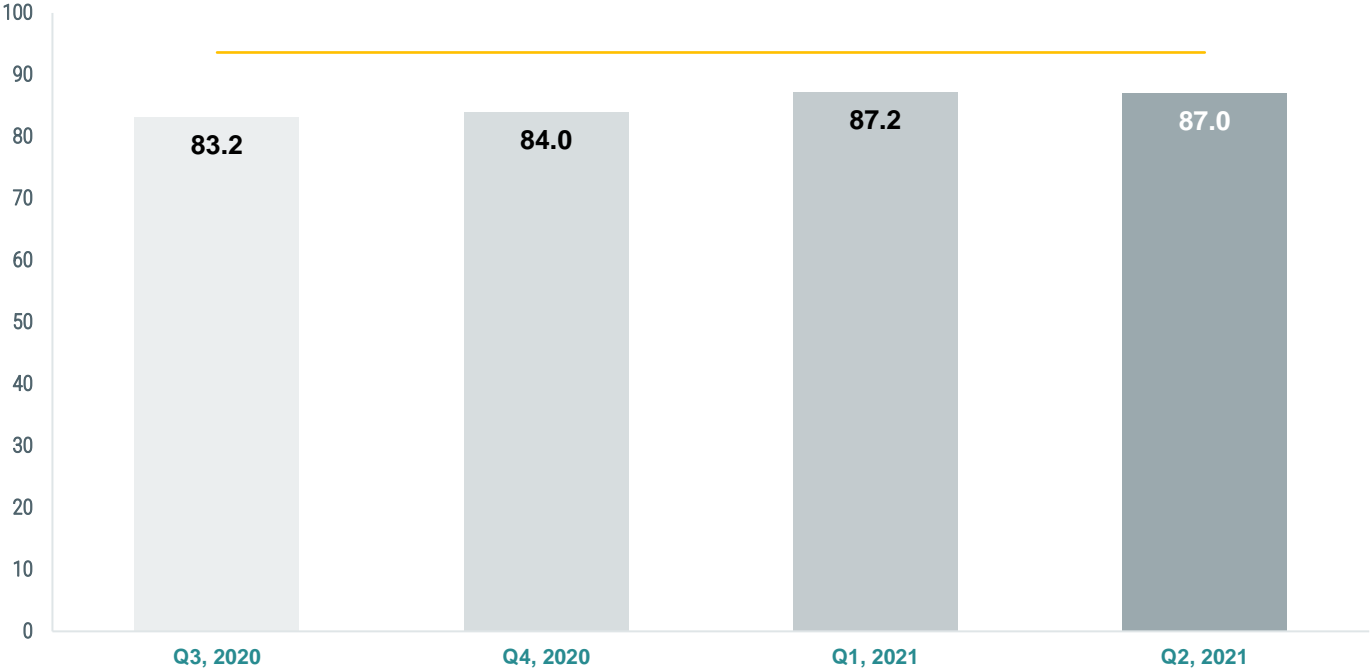
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Surgery Overall Rating



n-Size
457



* The survey tool was updated starting from Q1, 2020

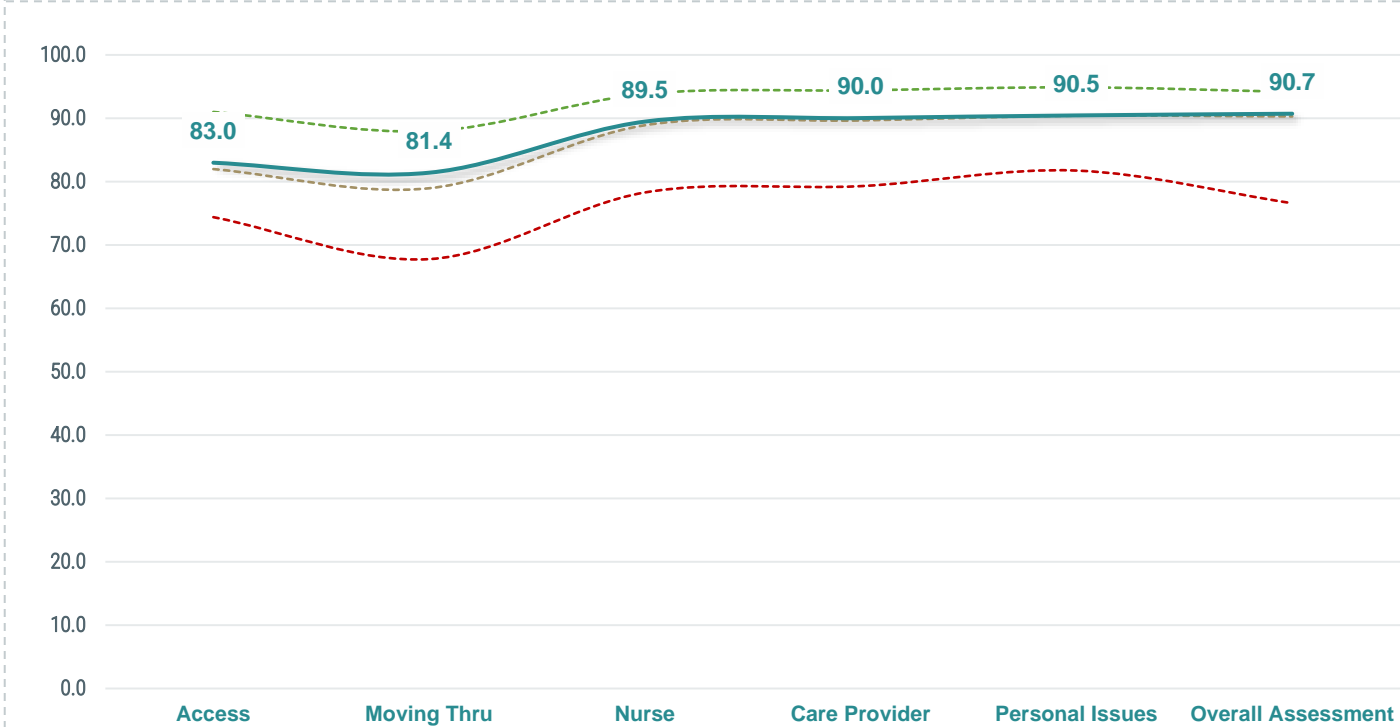
OP – Departments

Surgery Patient Journey



n-Size
457

Period: [Apr 1st – Jun 30th, 2021]



--- GCC - - - PG - - - KFSH Q2, 2021 — Sur Q2, 2021

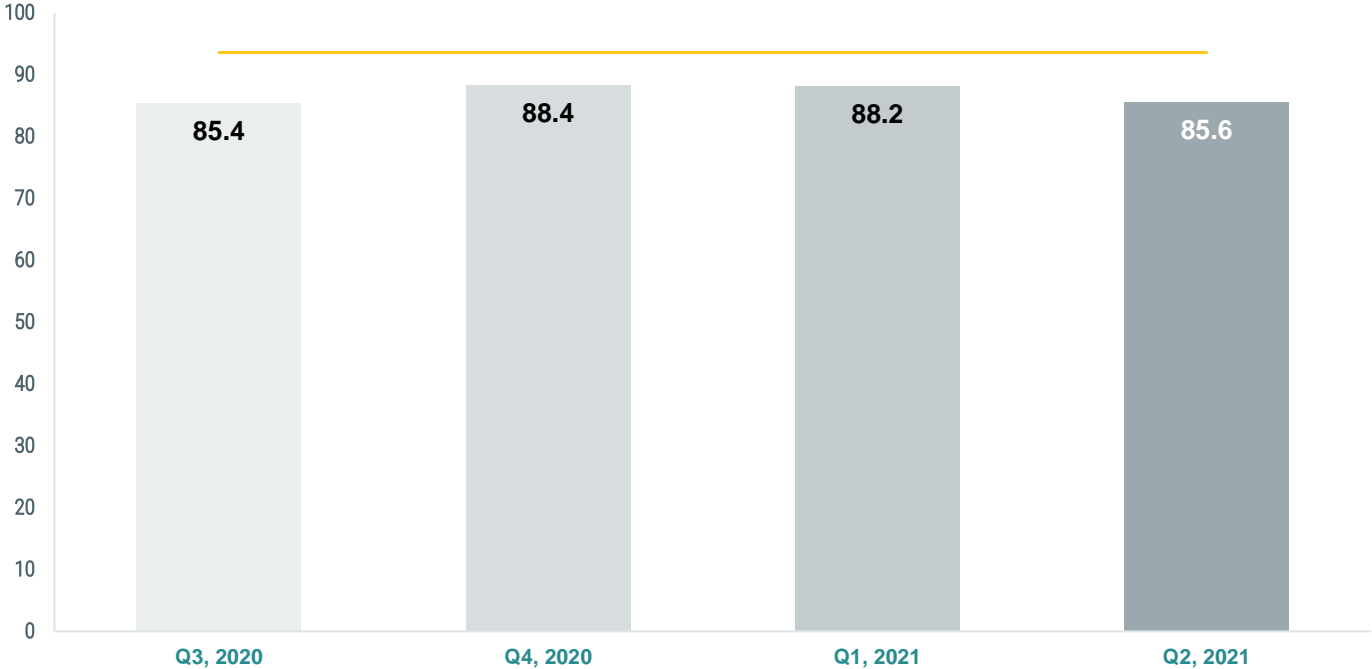
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Medicine Overall Rating



n-Size
770



* The survey tool was updated starting from Q1, 2020

■ 2021 Target [93.6]

OP – Departments

Medicine

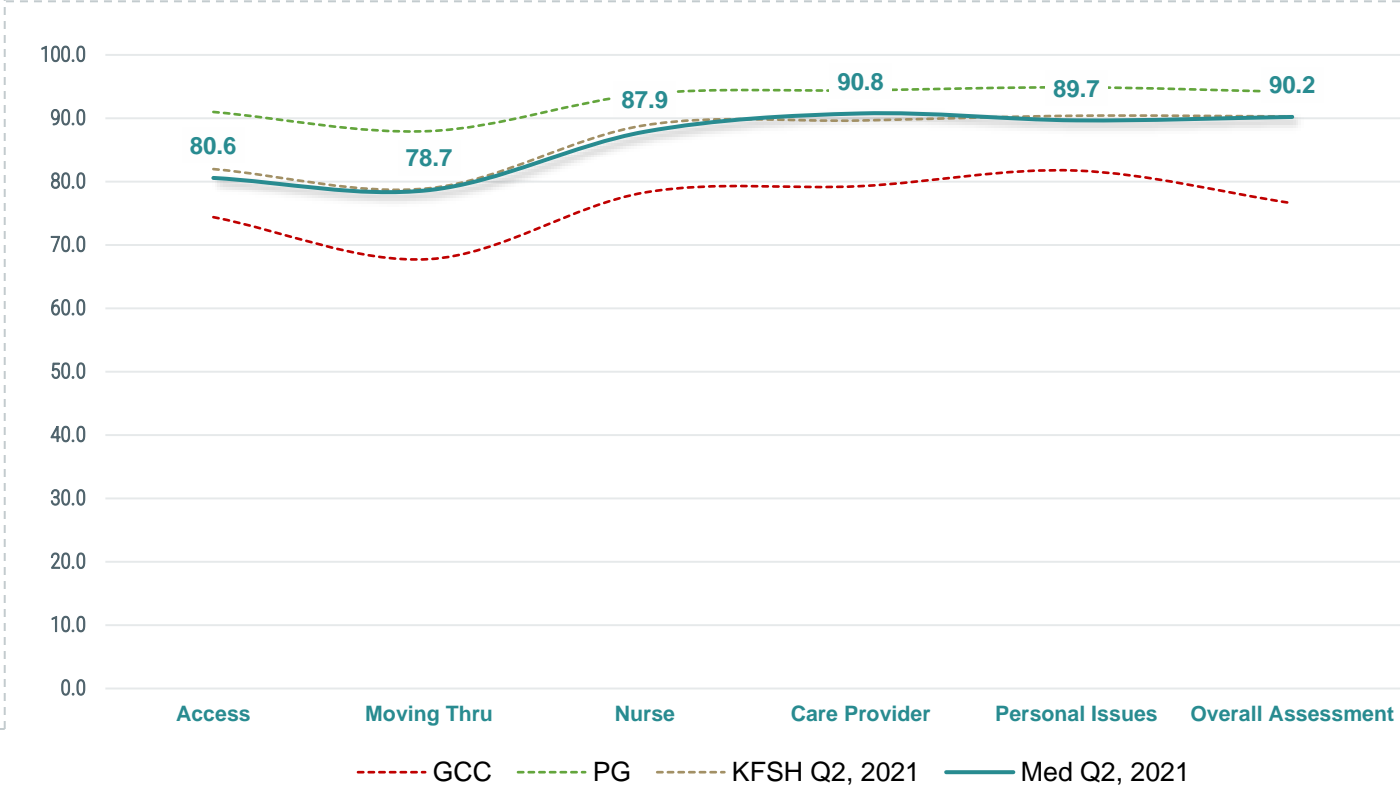
Patient Journey



n-Size

770

Period: [Apr 1st – Jun 30th, 2021]



OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

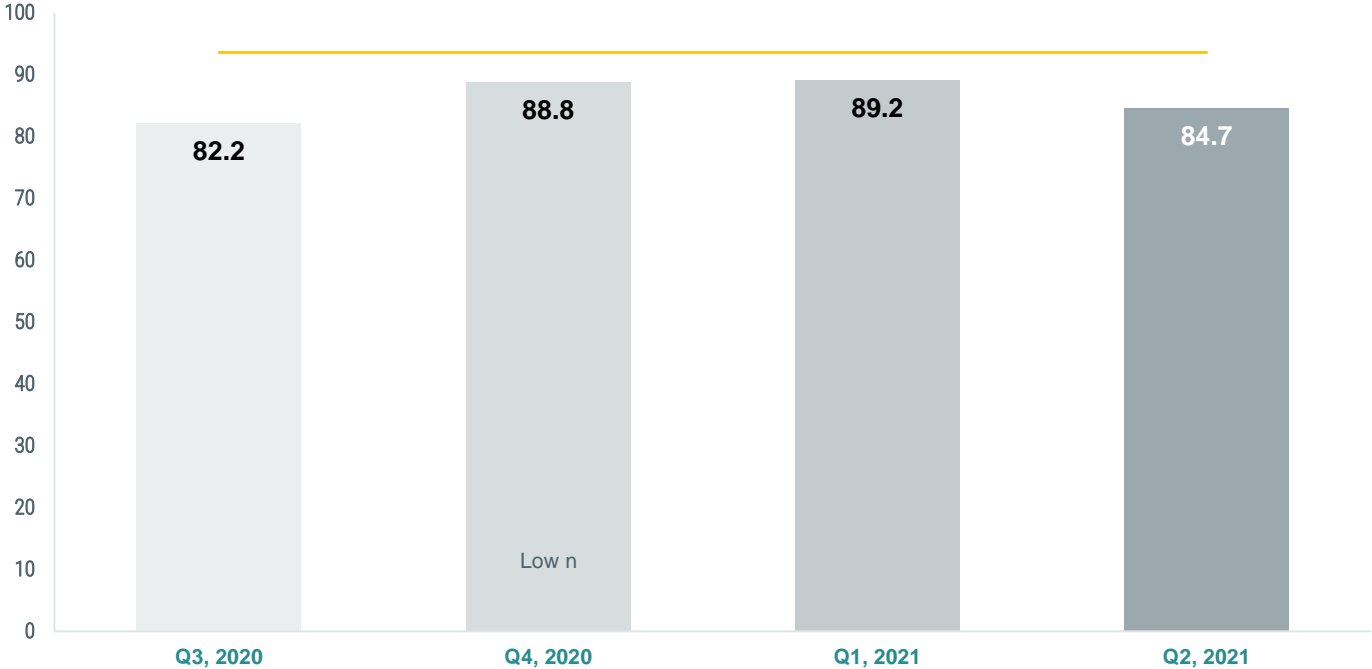
Anesthesia

Overall Rating



n-Size

122



* The survey tool was updated starting from Q2, 2020

2021 Target [93.6]

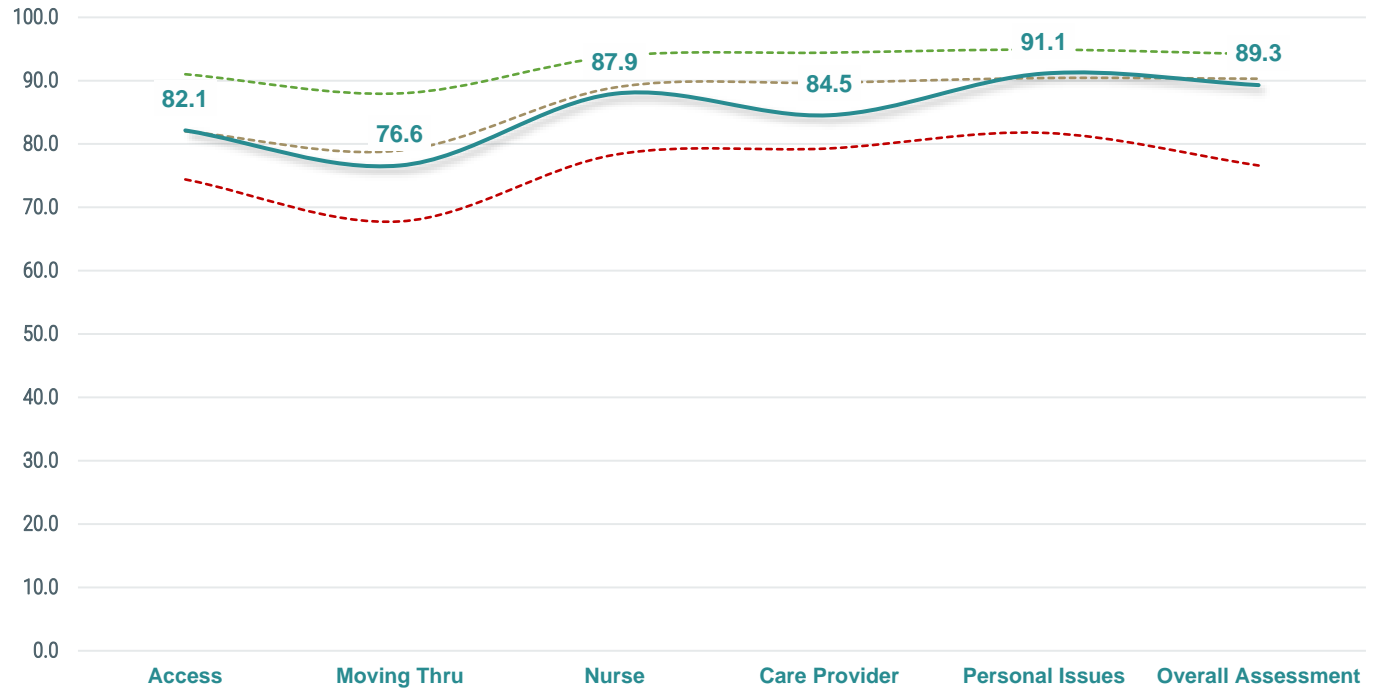
OP – Departments

Anesthesia Patient Journey



n-Size
122

Period: [Apr 1st – Jun 30th, 2021]



--- GCC - - - PG - - - KFSH Q2, 2021 — Anes. Q2, 2021

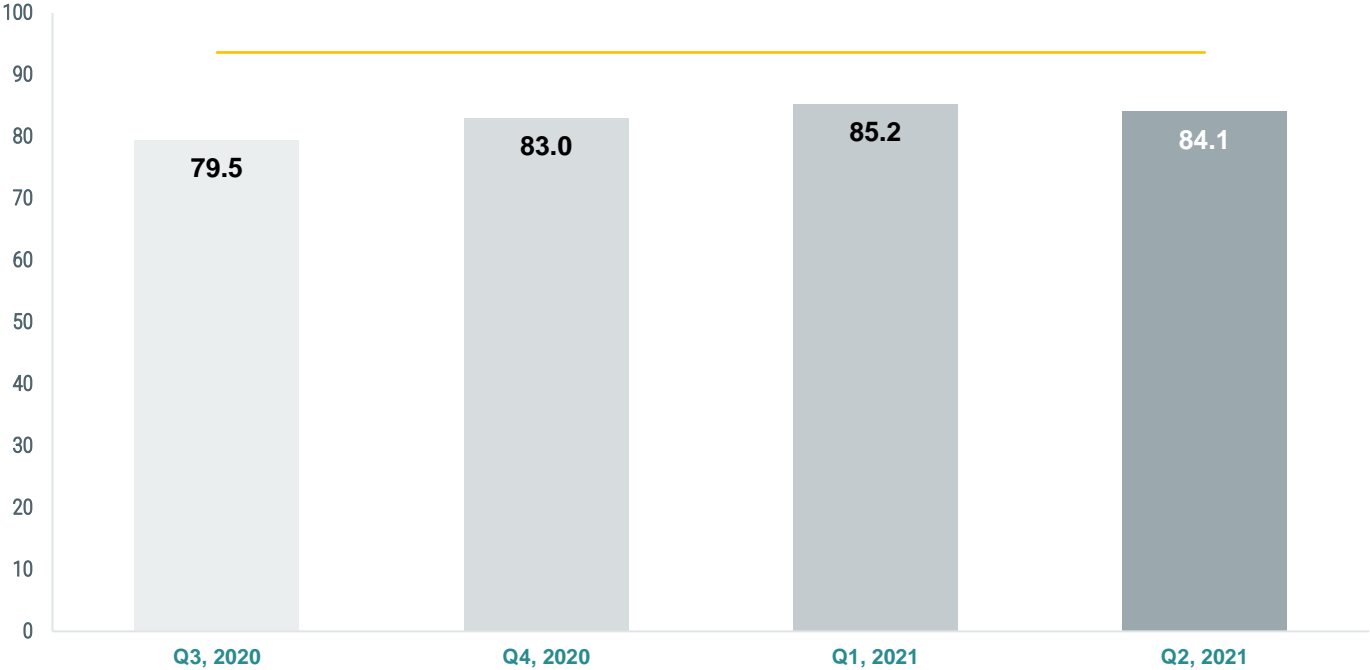
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Family Medicine Overall Rating



n-Size
262



* The survey tool was updated starting from Q1, 2020

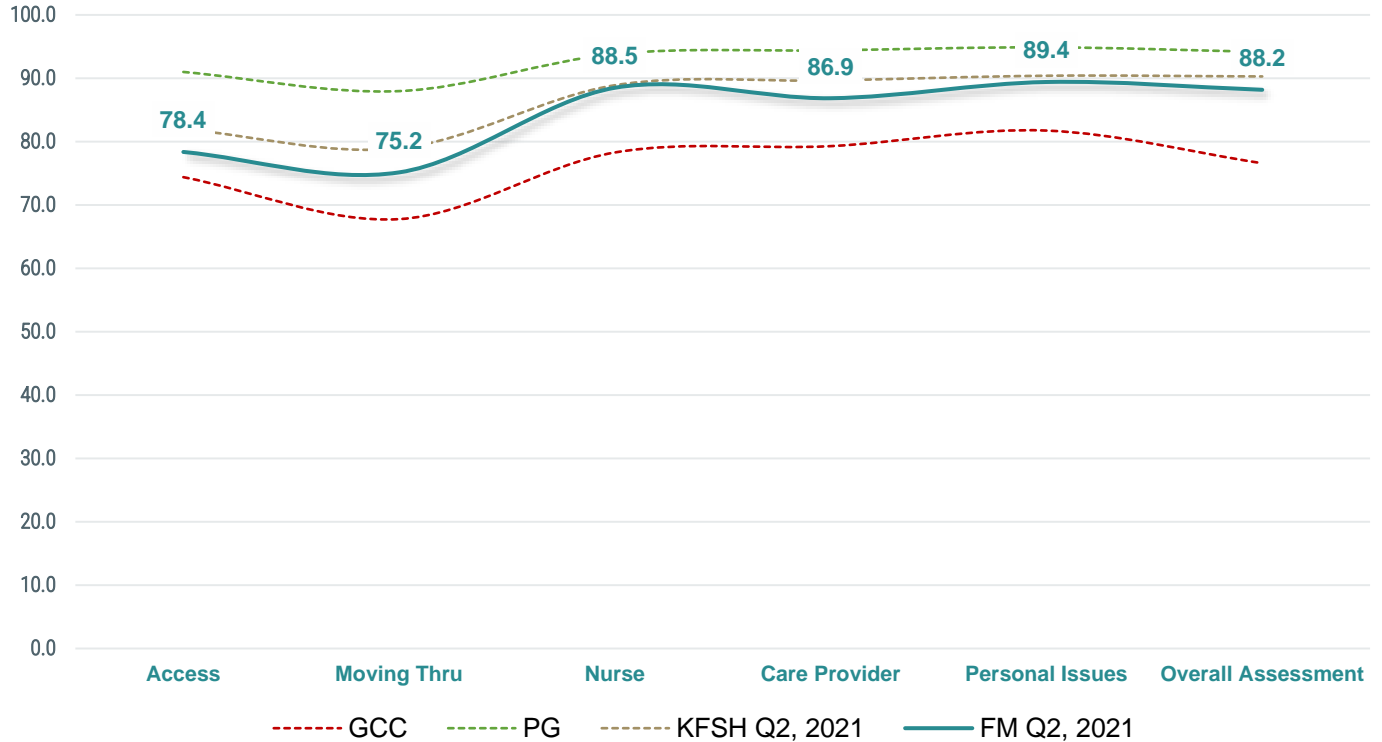
OP – Departments

Family Medicine Patient Journey



n-Size
262

Period: [Apr 1st – Jun 30th, 2021]



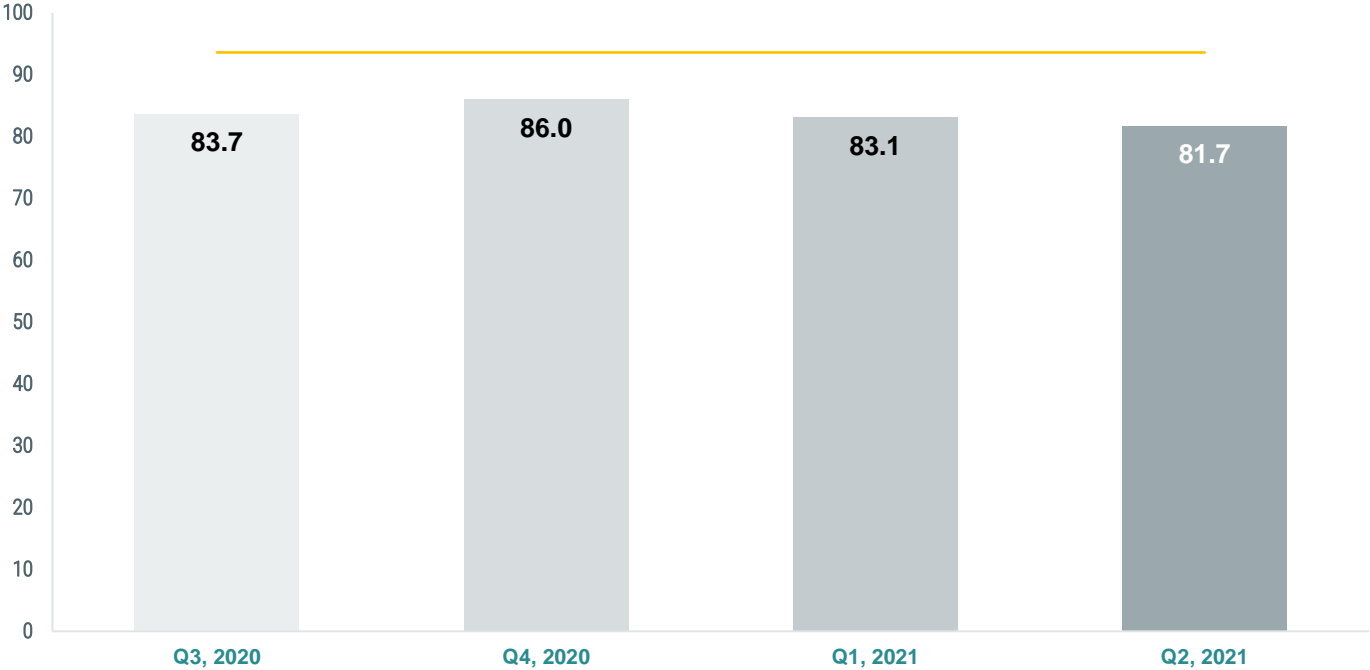
OP – Departments

Period: [Apr 1st – Jun 30th, 2021]

Ob/Gyn Overall Rating



n-Size
202



* The survey tool was updated starting from Q1, 2020

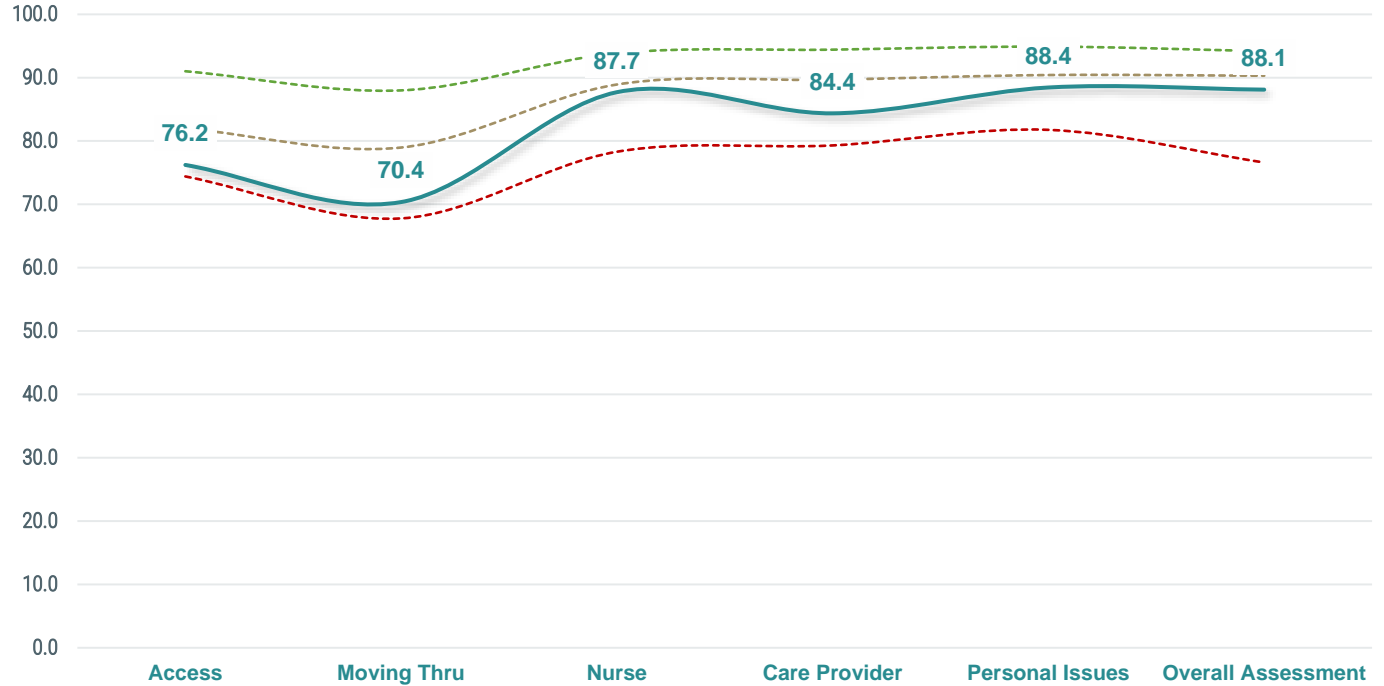
OP – Departments

Ob/Gyn Patient Journey



n-Size
202

Period: [Apr 1st – Jun 30th, 2021]



--- GCC - - - PG - - - KFSH Q2, 2021 — OBGYN Q2, 2021

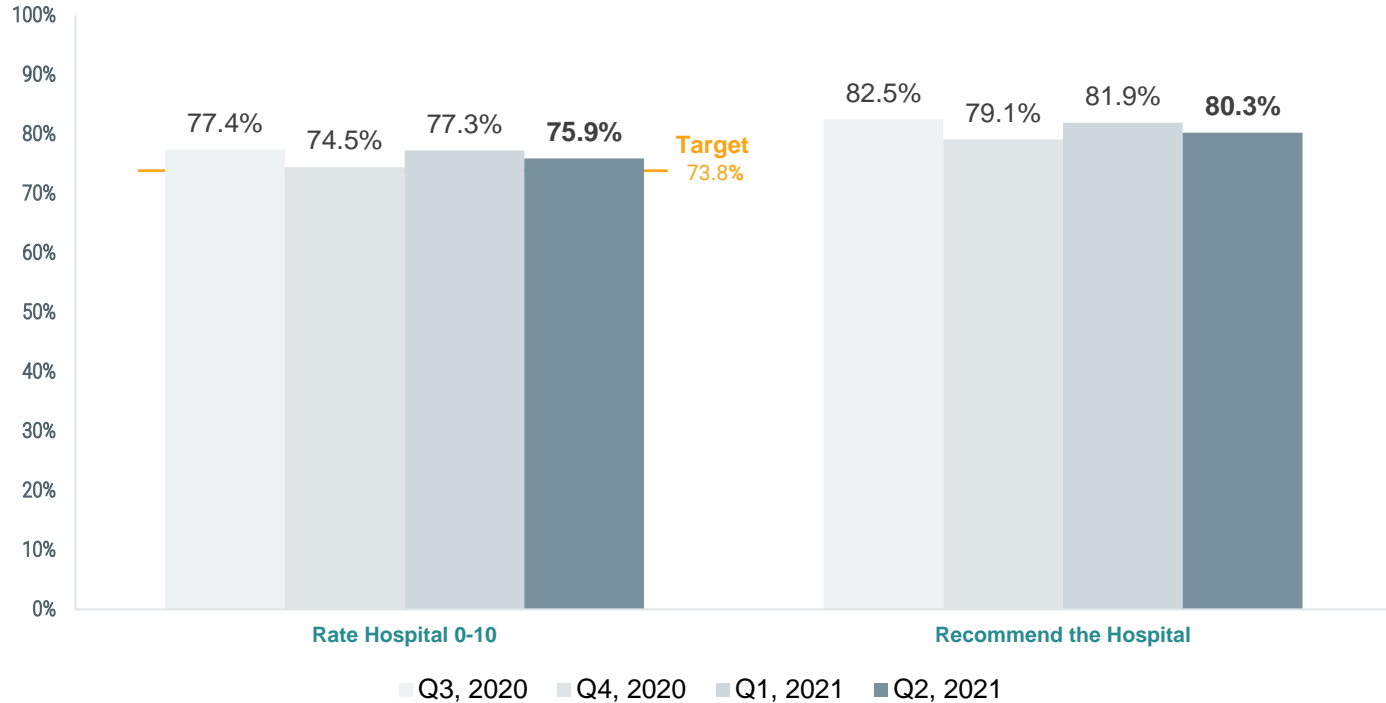


Inpatient
Adults

IP – Global Items

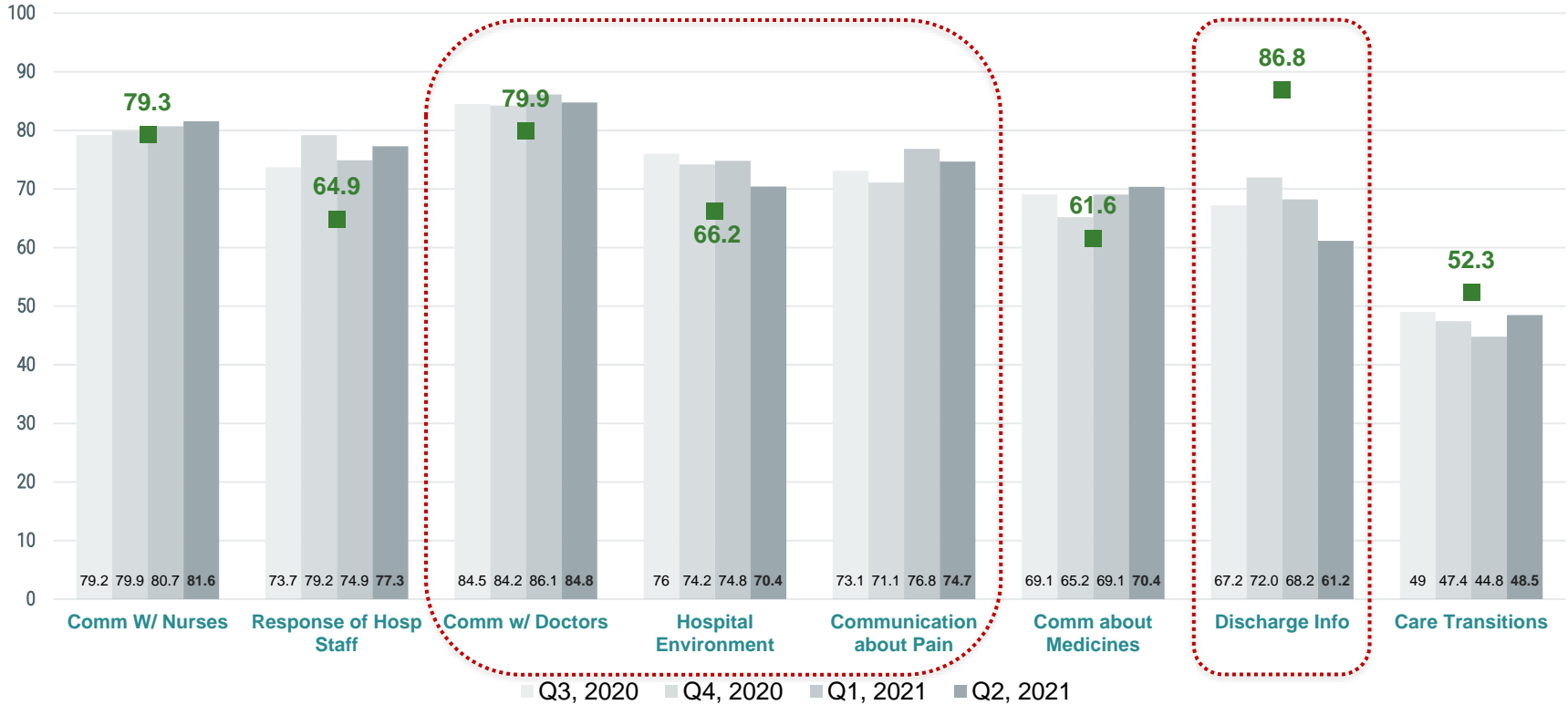
Global Items Overall

Overall Rating Trend [Q3, 2020 – Q2, 2021]



* Top Box %

IP – Survey Domains

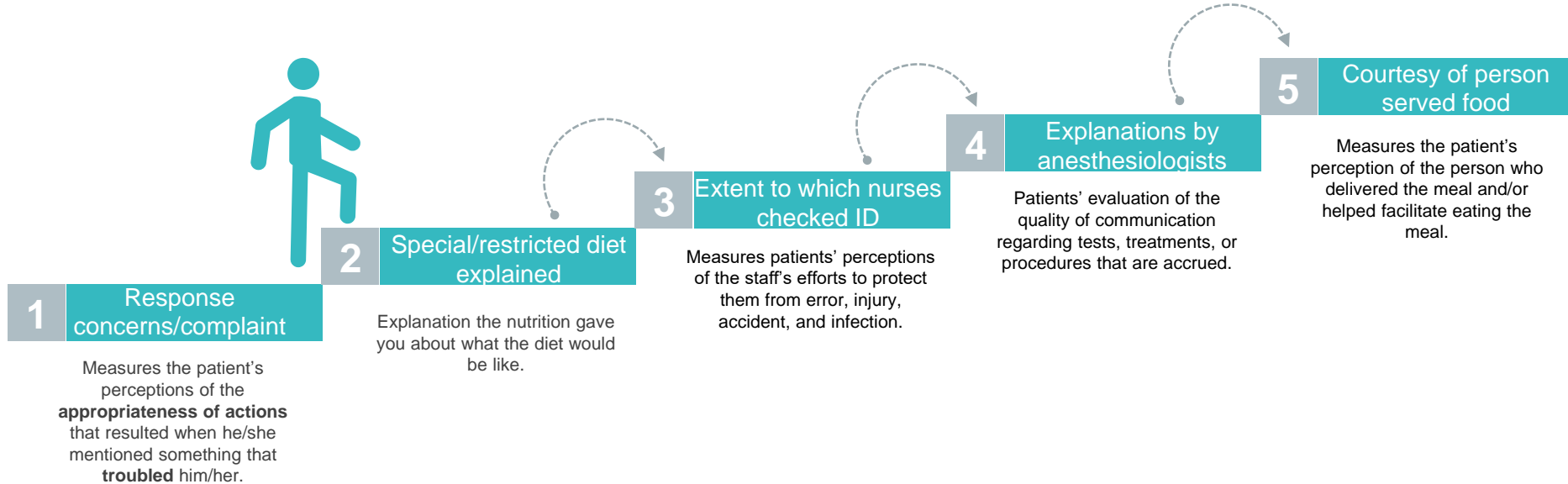


* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG Average



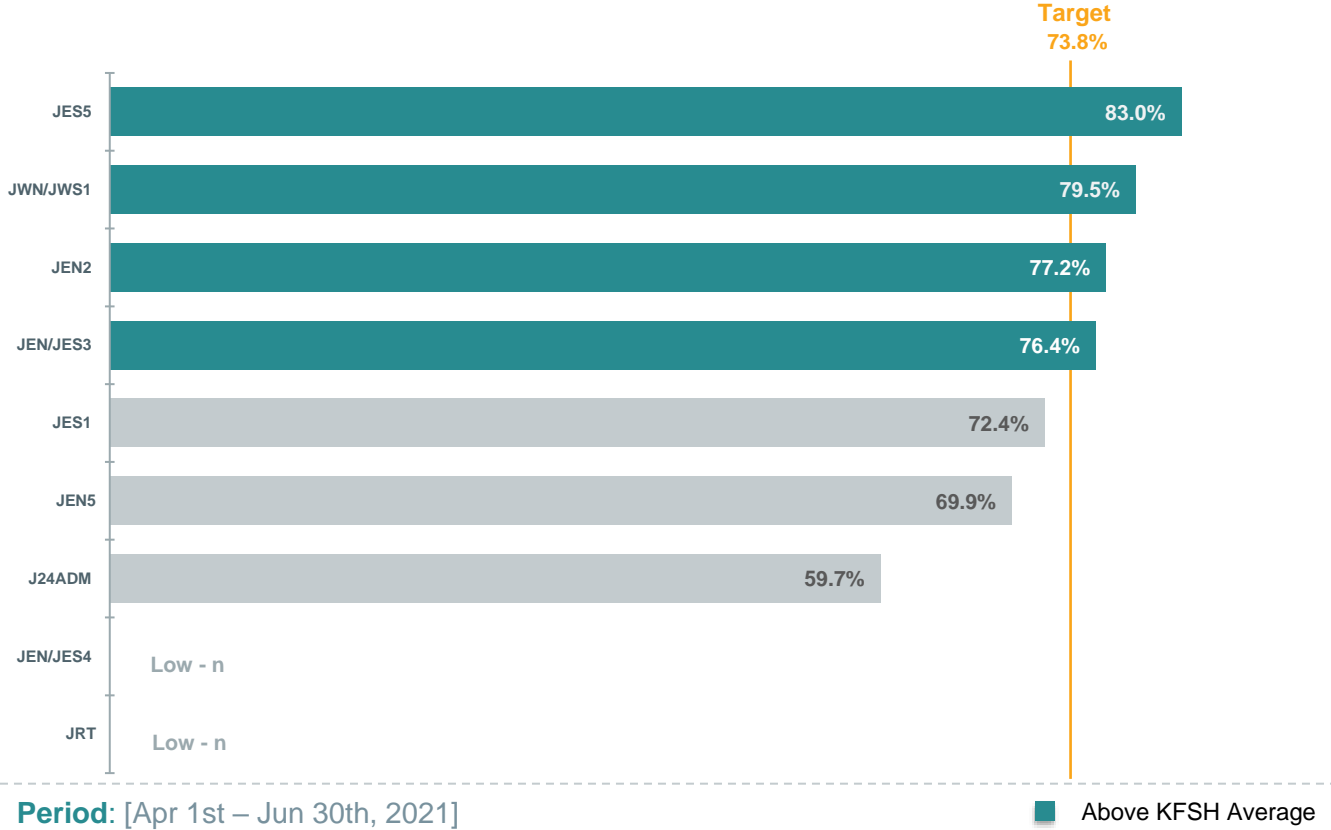
IP – Priority Index (Q2, 2021)



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.

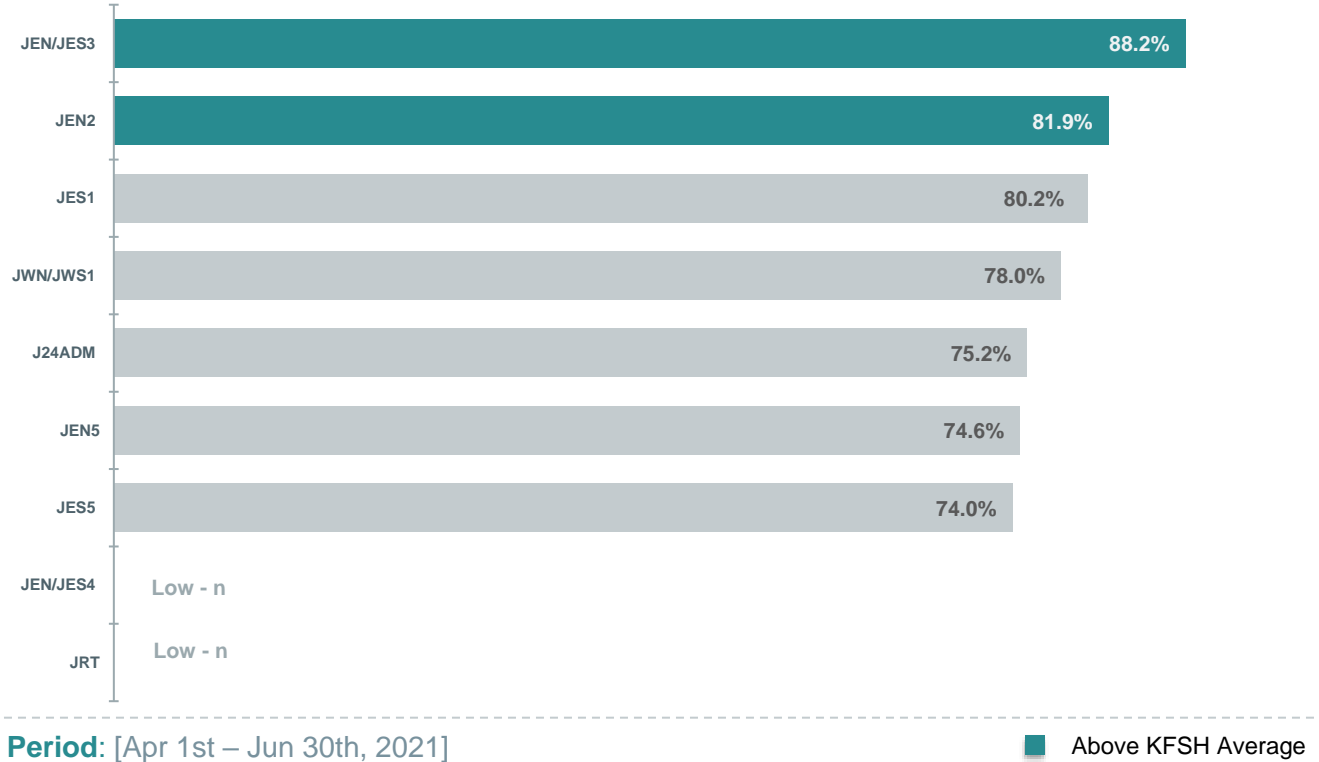
IP – Global Items

Rate Hospital 0-10 Wards



* Top Box %

Recommend Hospital Wards



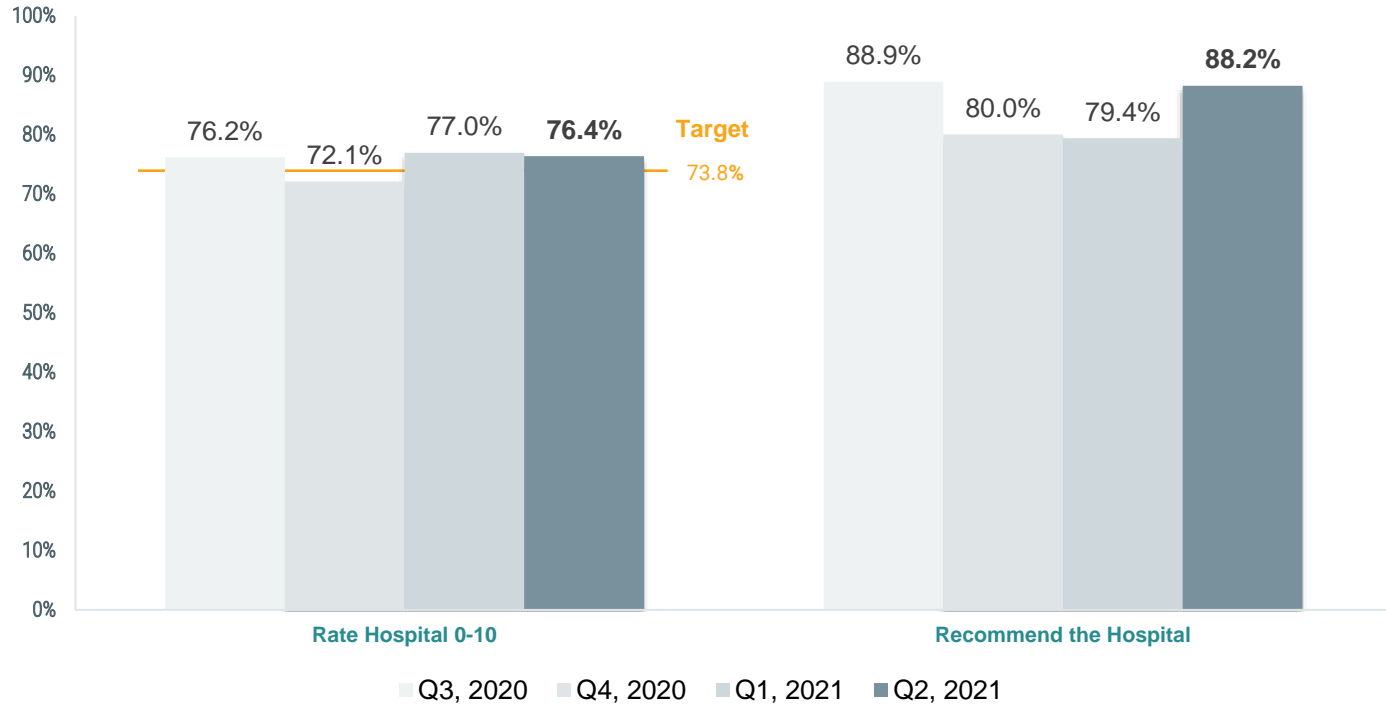
* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JEN/JES3 Global Items

n-Size
111



* Top Box %

IP – Wards

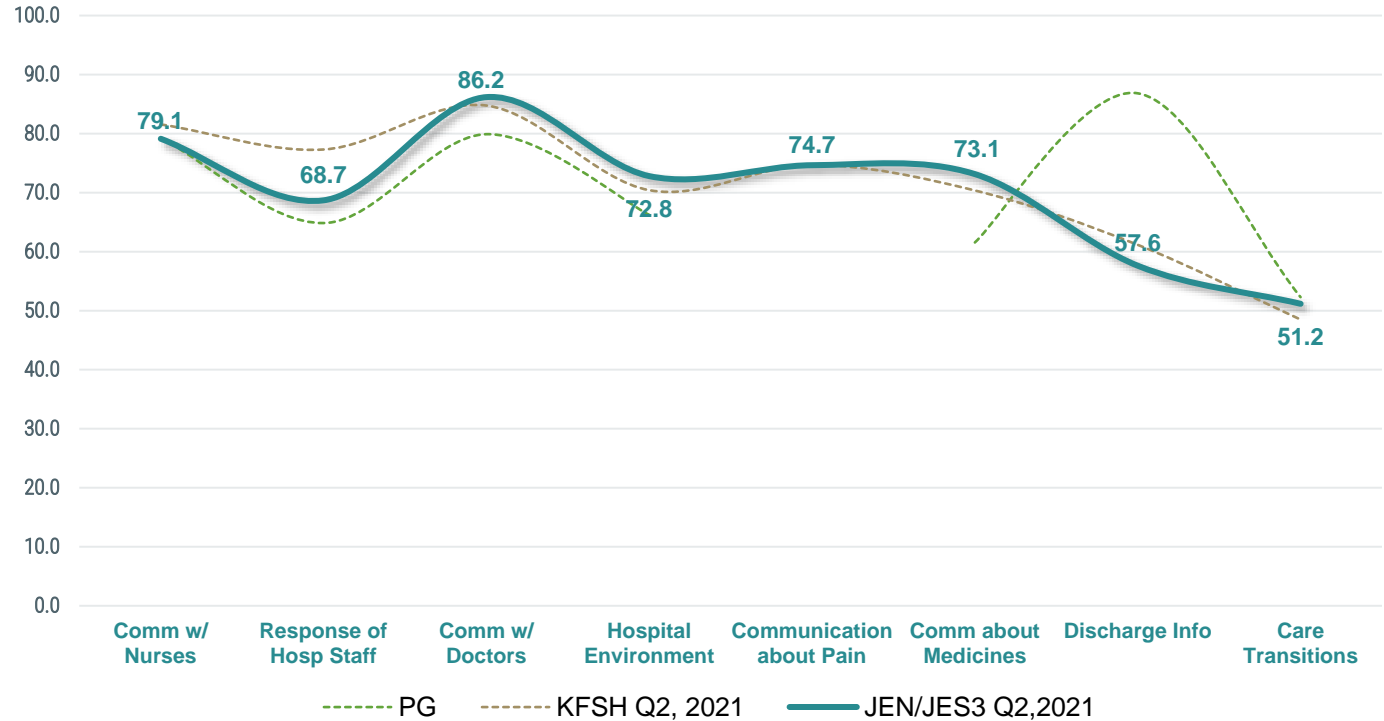
JEN/JES3

Domains

n-Size

111

Period: [Apr 1st – Jun 30th, 2021]



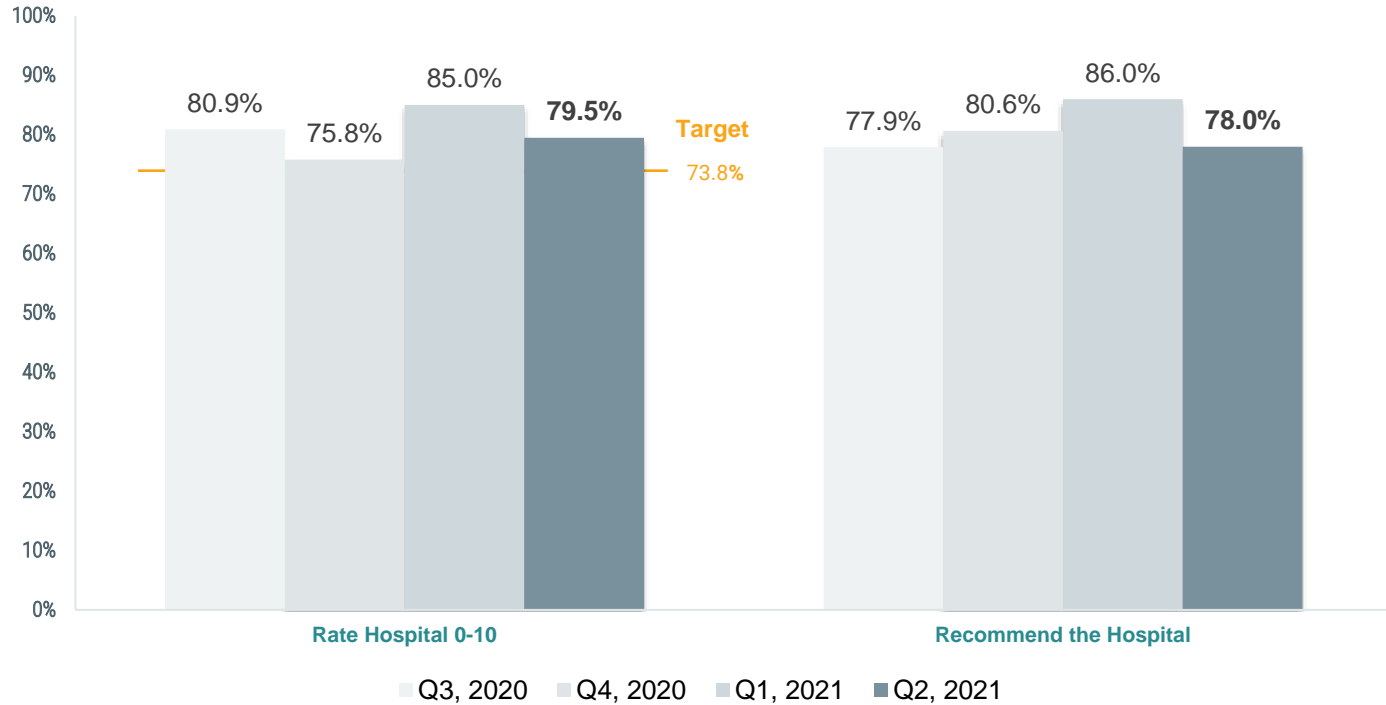
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JWN/JWS1
Global Items

n-Size
81



* Top Box %

IP – Wards

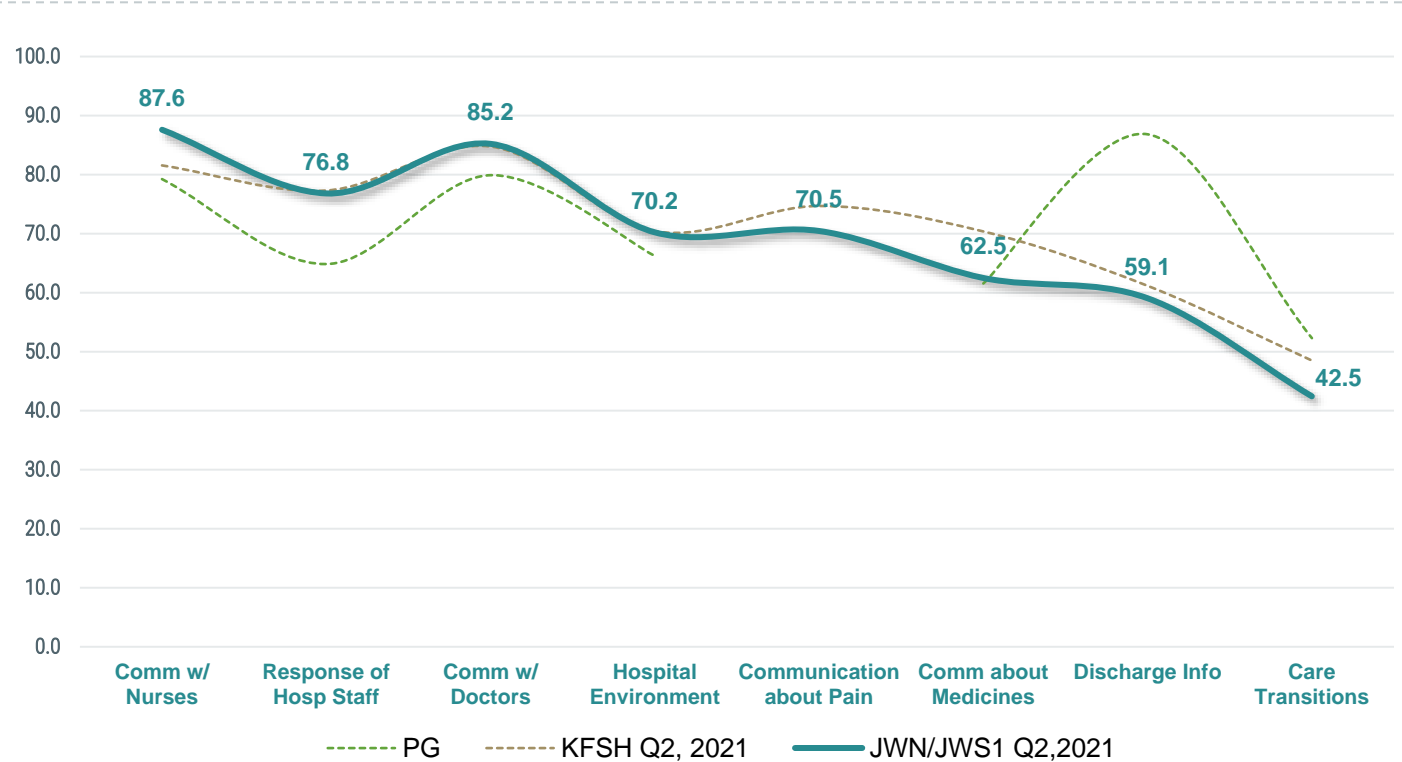
JWN/JWS1

Domains

n-Size

81

Period: [Apr 1st – Jun 30th, 2021]



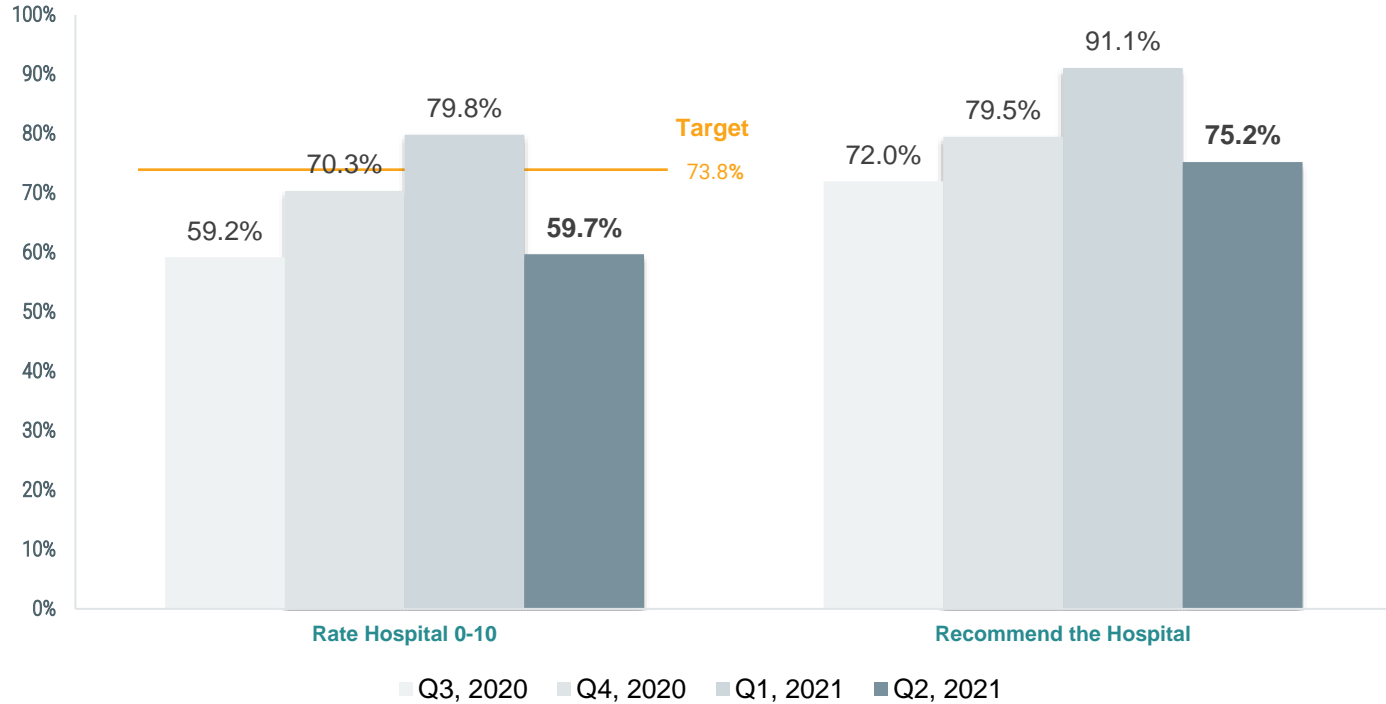
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

J24ADM
Global Items

n-Size
47

Period: [Apr 1st – Jun 30th, 2021]



* Top Box %

IP – Wards

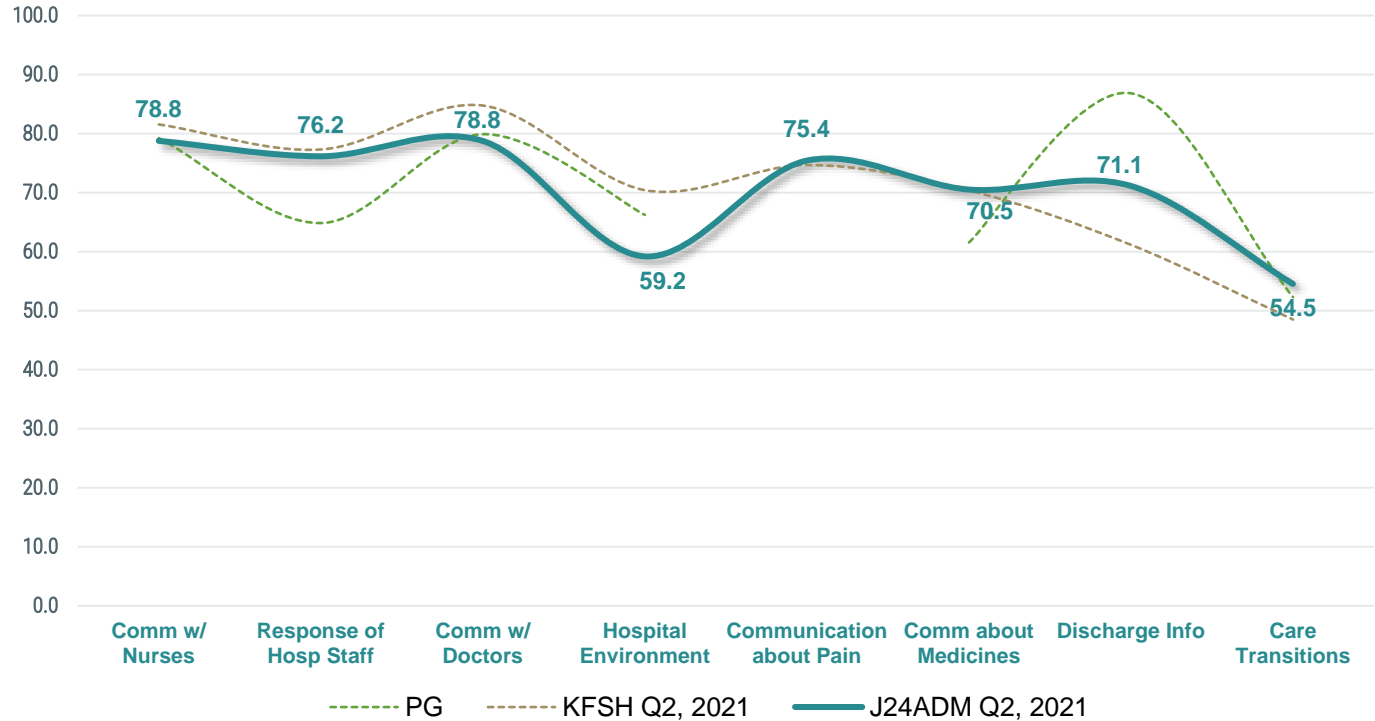
J24ADM

Domains

n-Size

47

Period: [Apr 1st – Jun 30th, 2021]



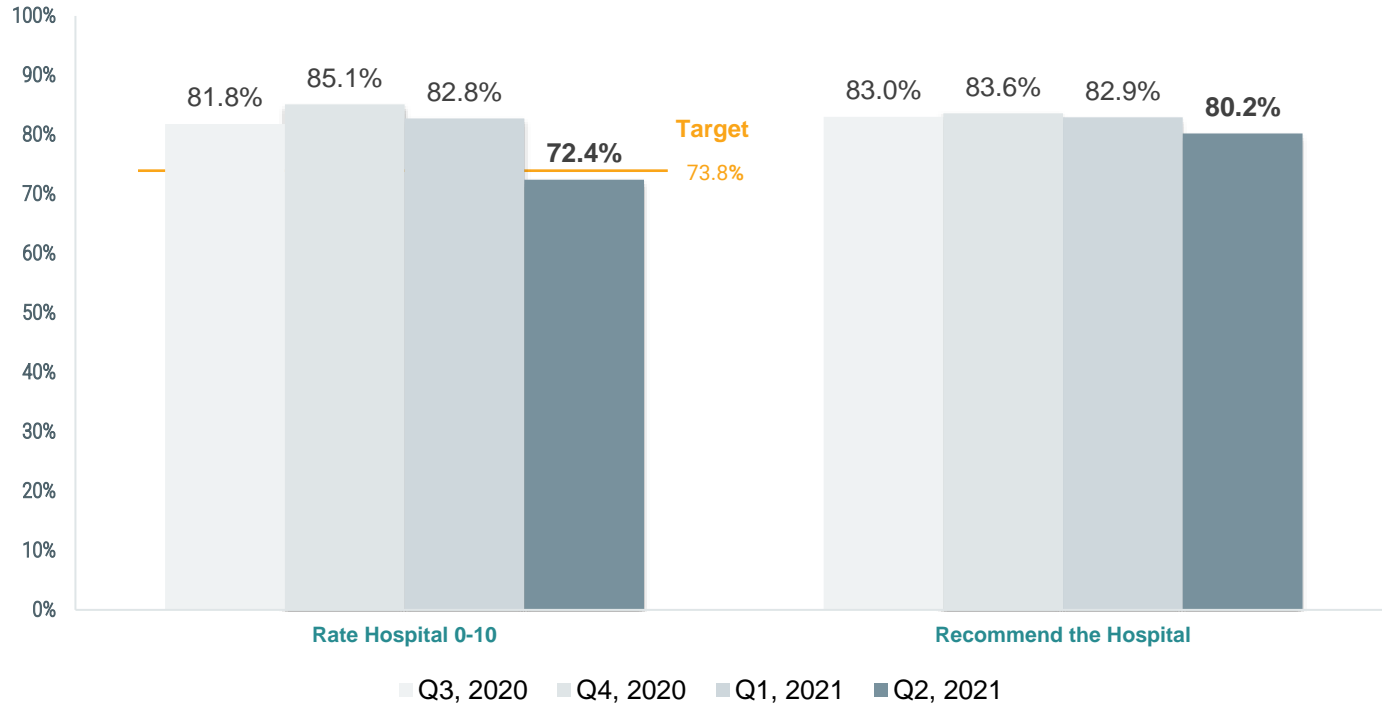
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JES1
Global Items

n-Size
43



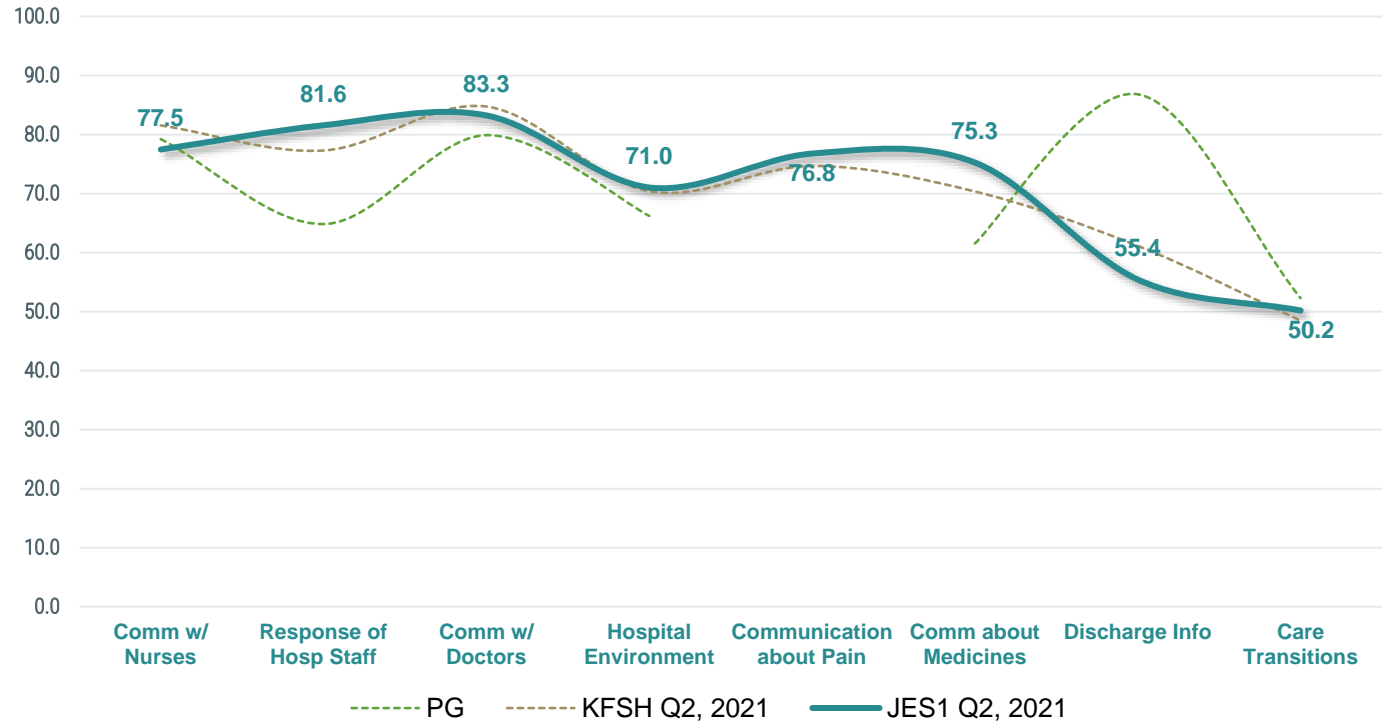
* Top Box %

IP – Wards

JES1
Domains

n-Size
43

Period: [Apr 1st – Jun 30th, 2021]



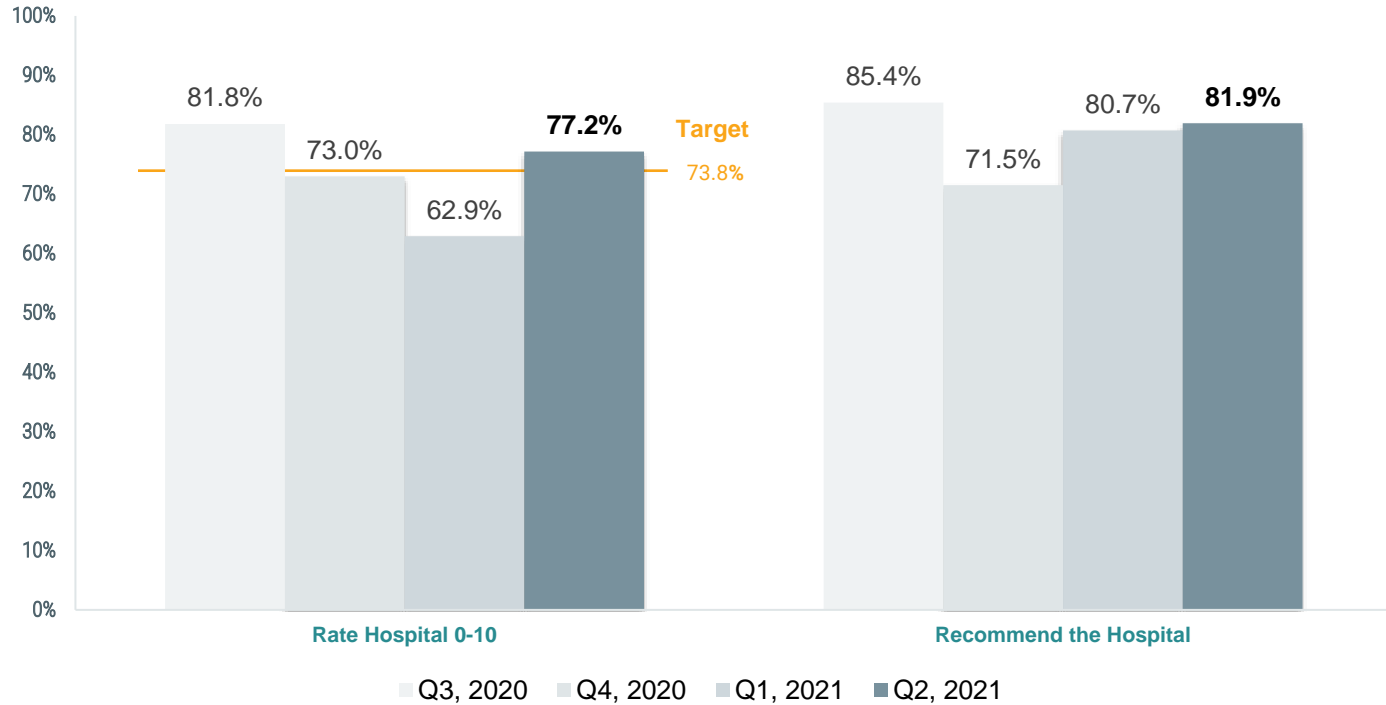
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JEN2
Global Items

n-Size
48

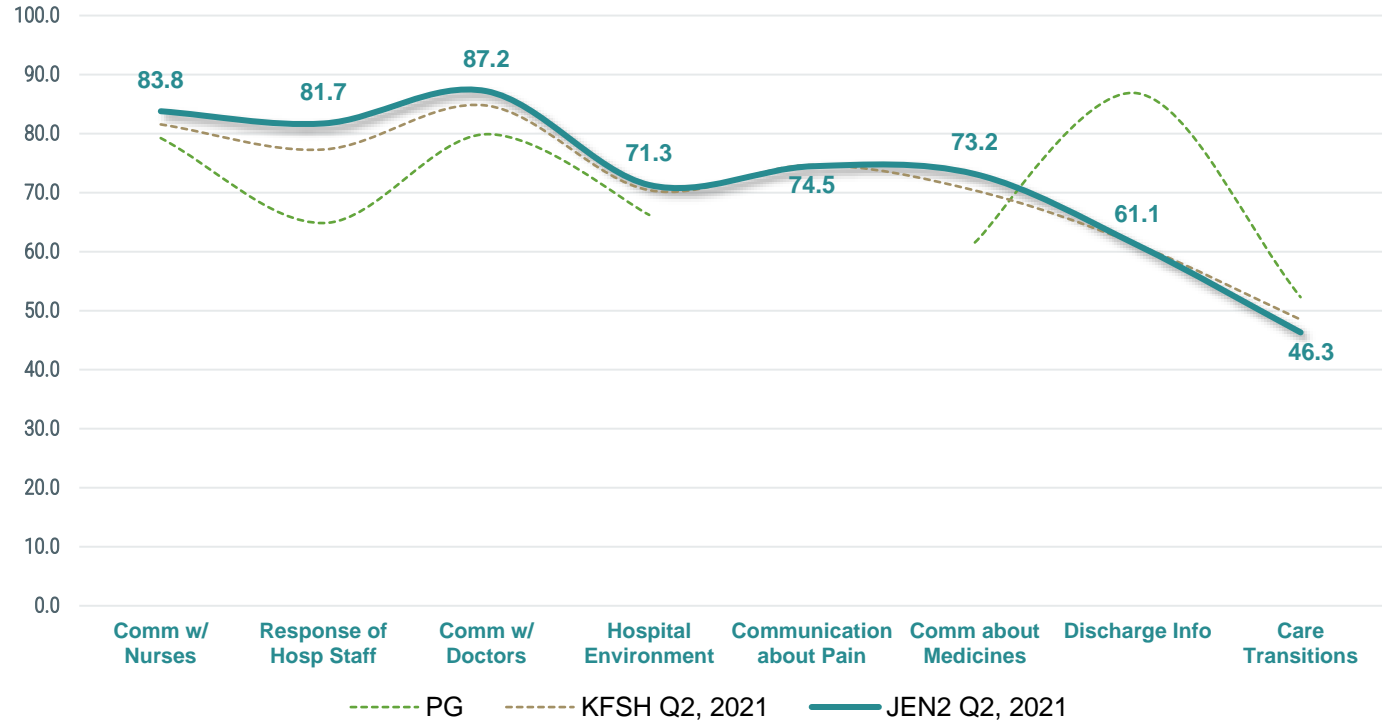


* Top Box %

IP – Wards

JEN2
Domains
n-Size
48

Period: [Apr 1st – Jun 30th, 2021]



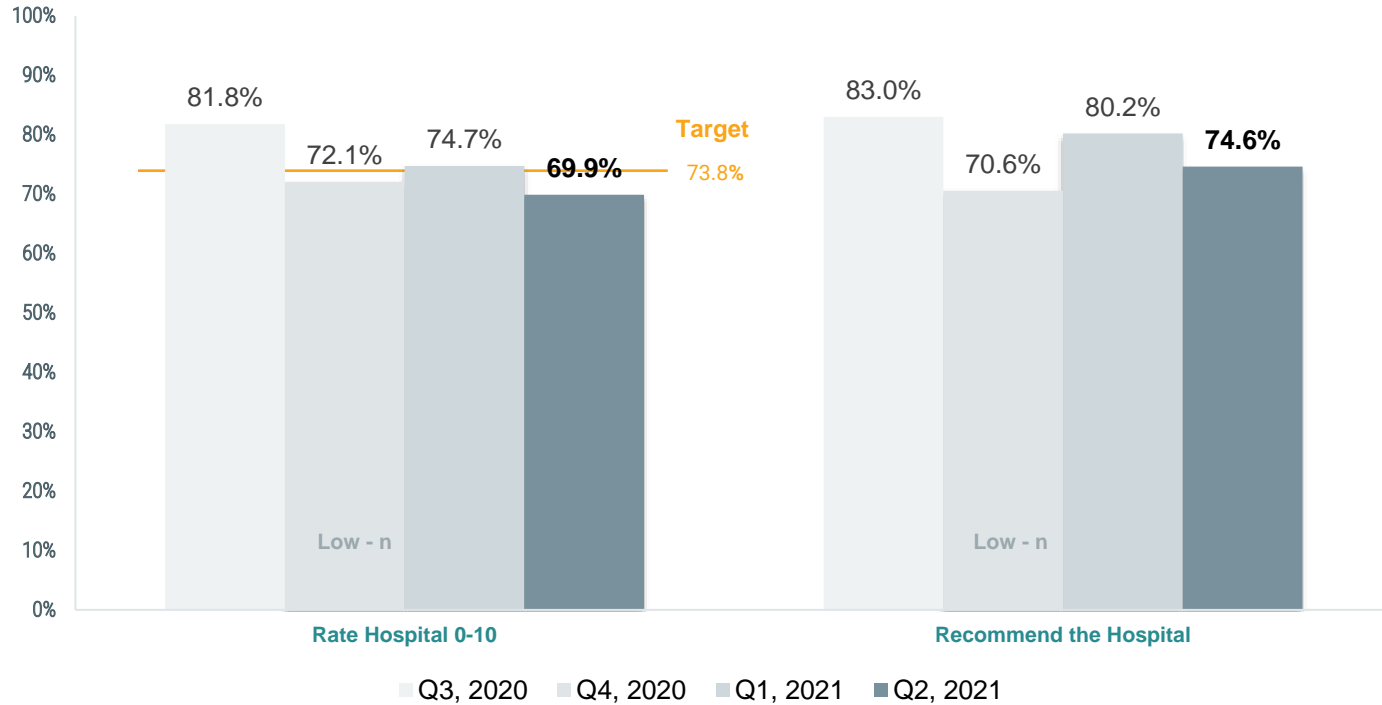
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JEN5
Global Items

n-Size
32

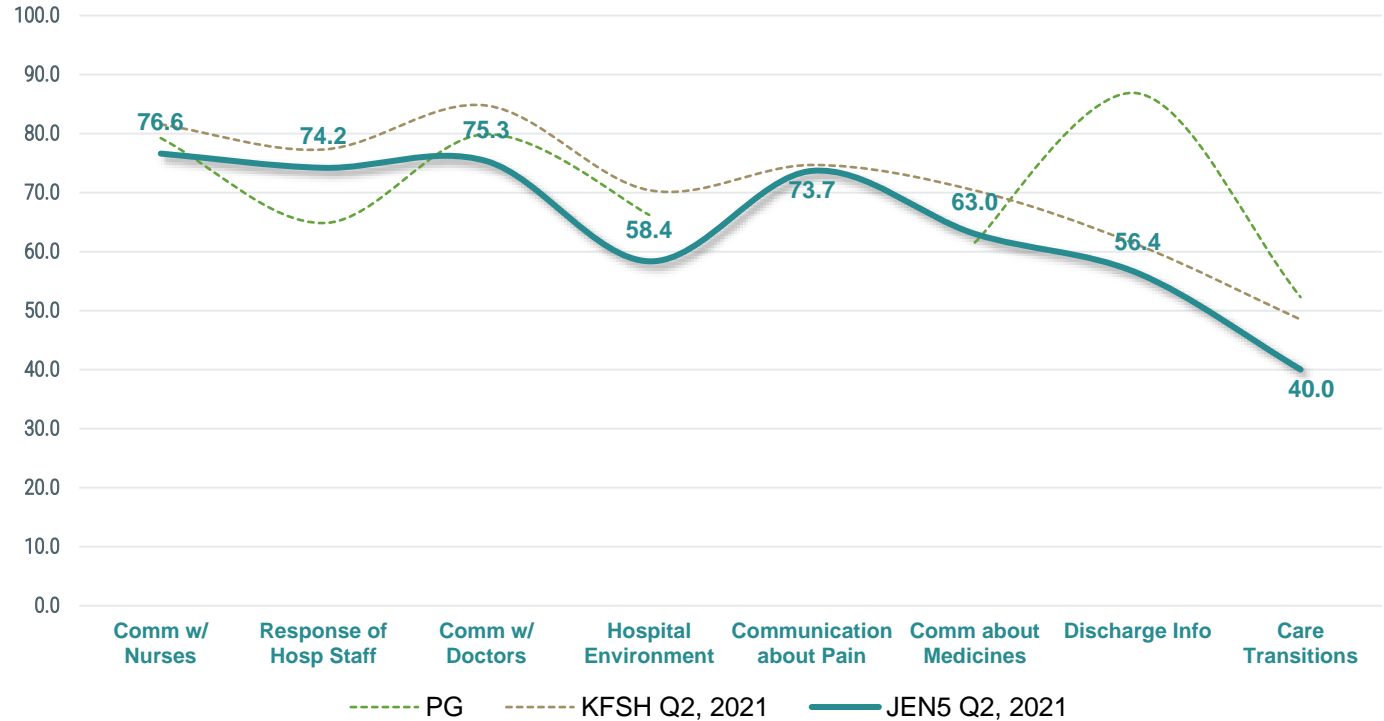


* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JEN5
Domains
n-Size
32



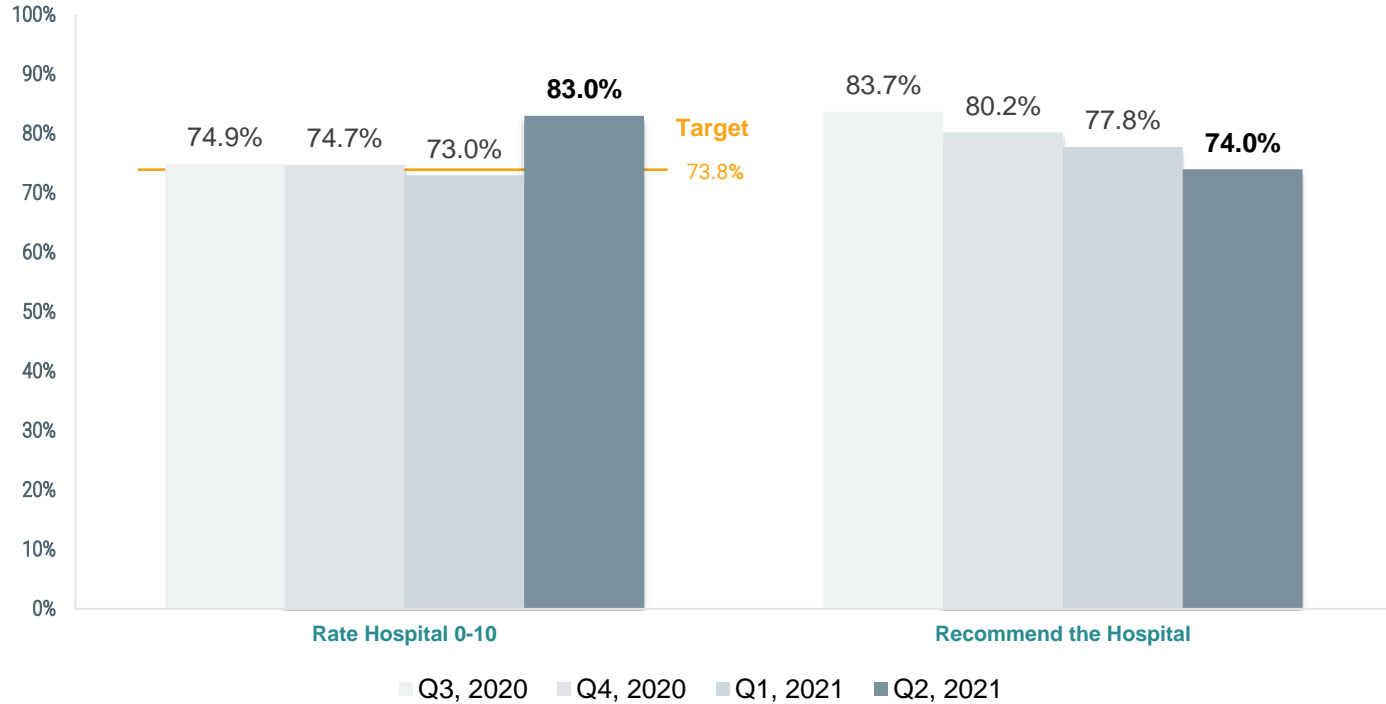
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JES5
Global Items

n-Size
40

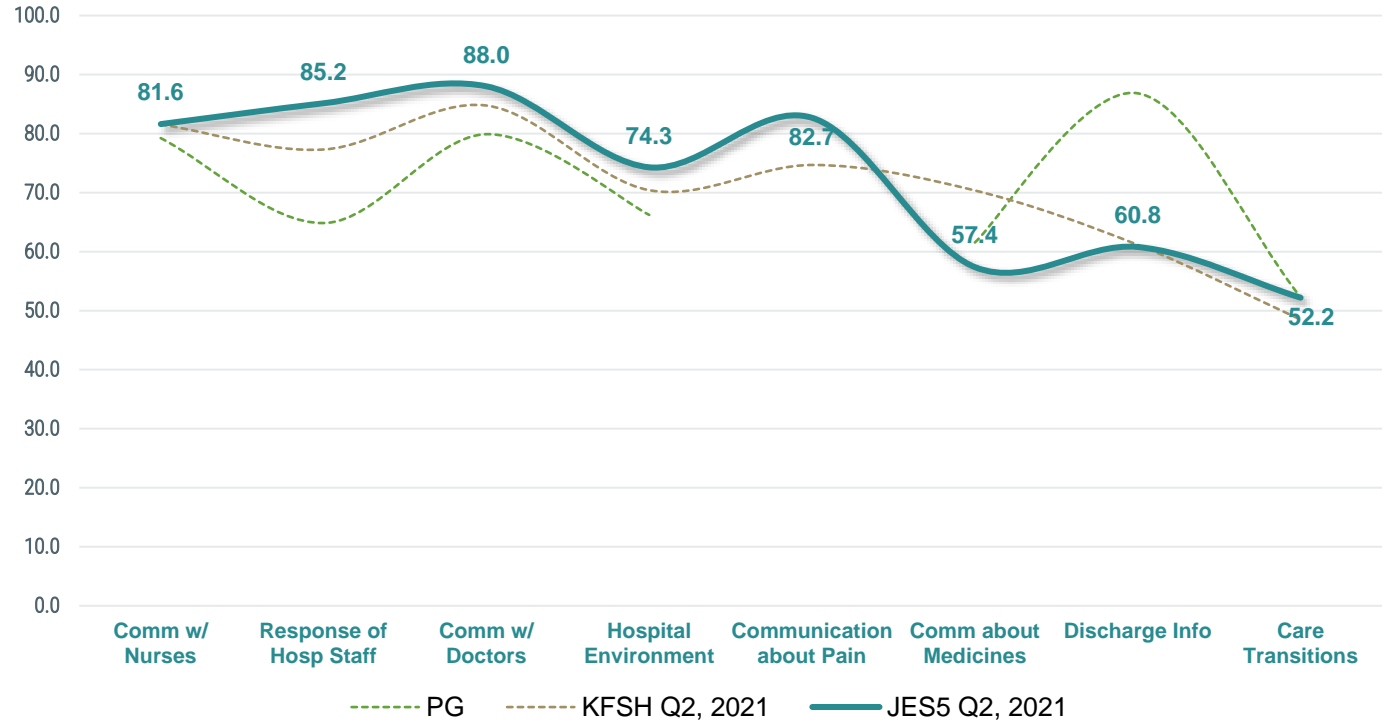


* Top Box %

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JES5
Domains
n-Size
40



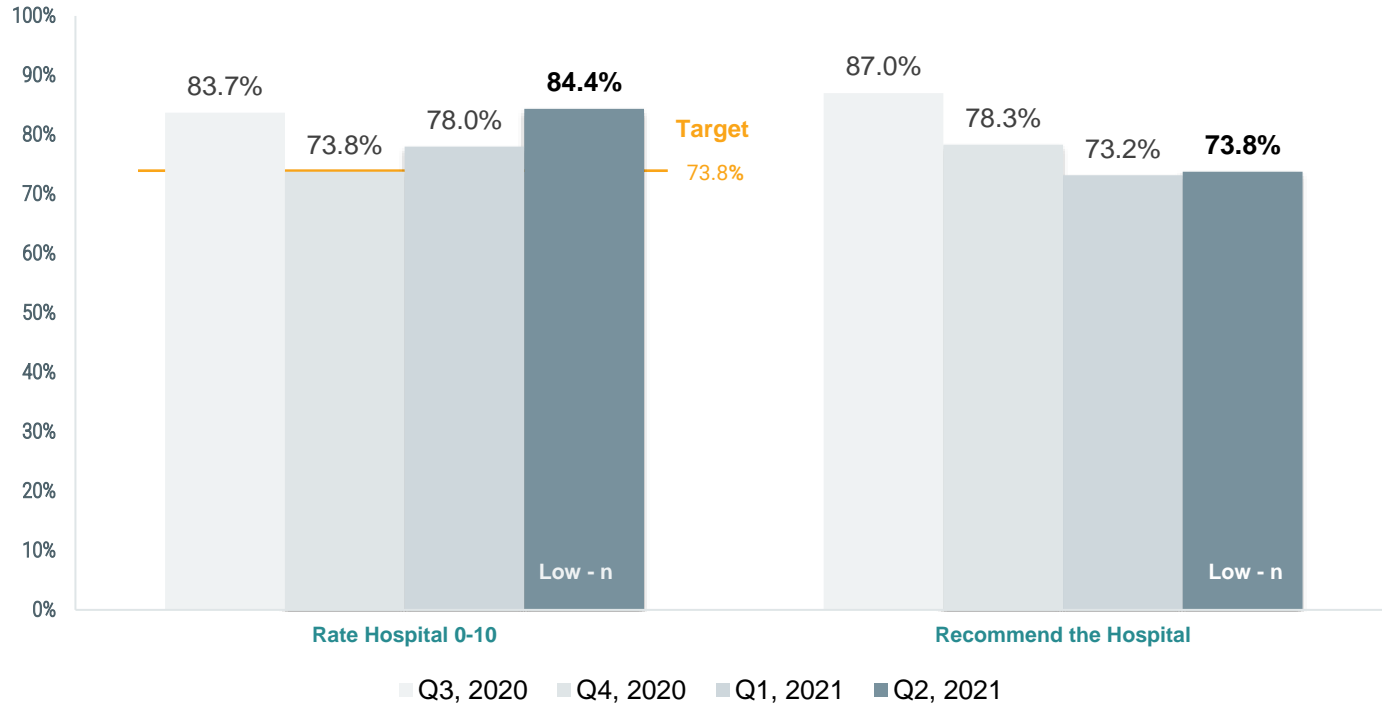
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Period: [Apr 1st – Jun 30th, 2021]

JEN/JES4
Global Items

n-Size
22*



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

* Top Box %

IP – Wards

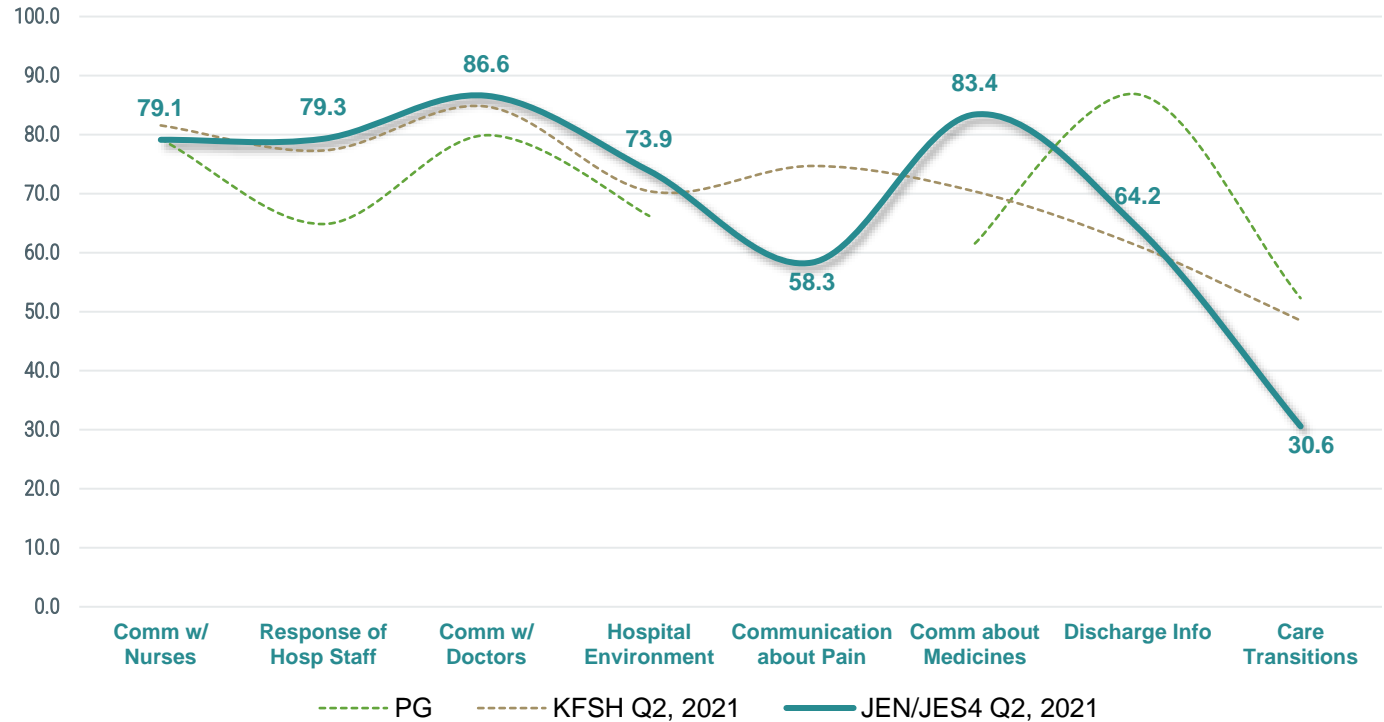
Period: [Apr 1st – Jun 30th, 2021]

JEN/JES4

Domains

n-Size

22*



*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.

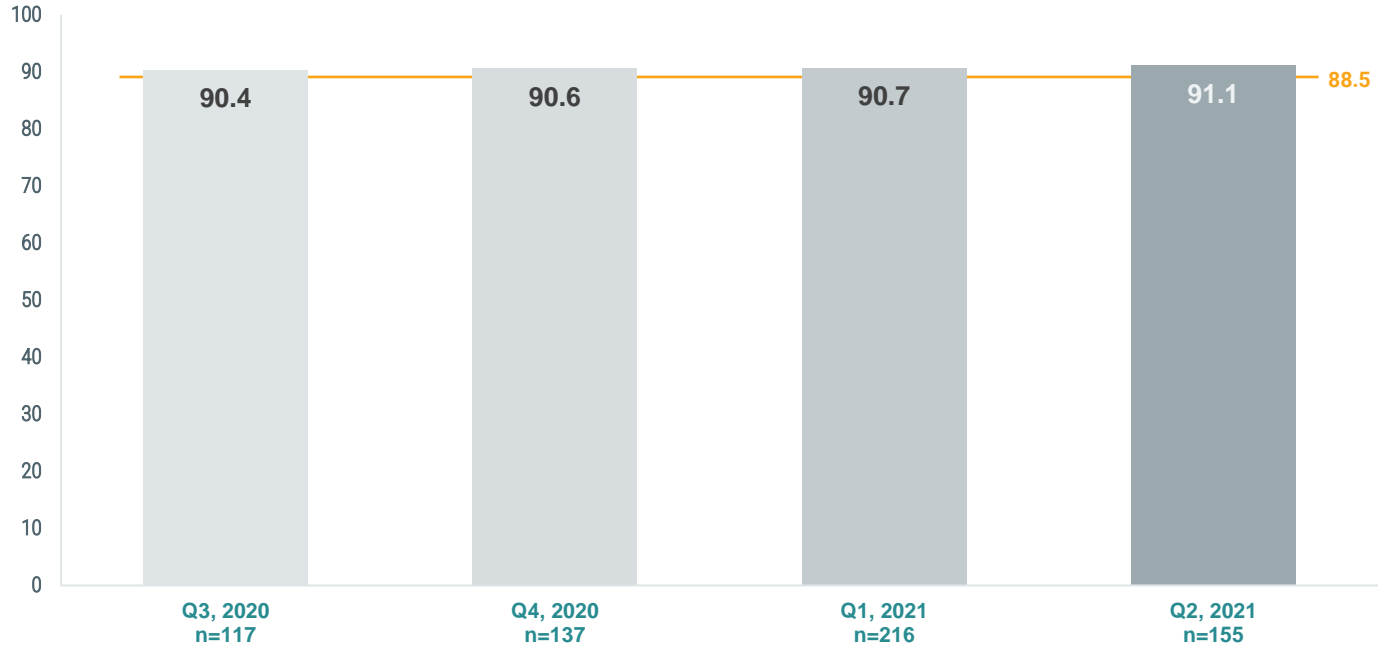


Inpatient
Pediatrics

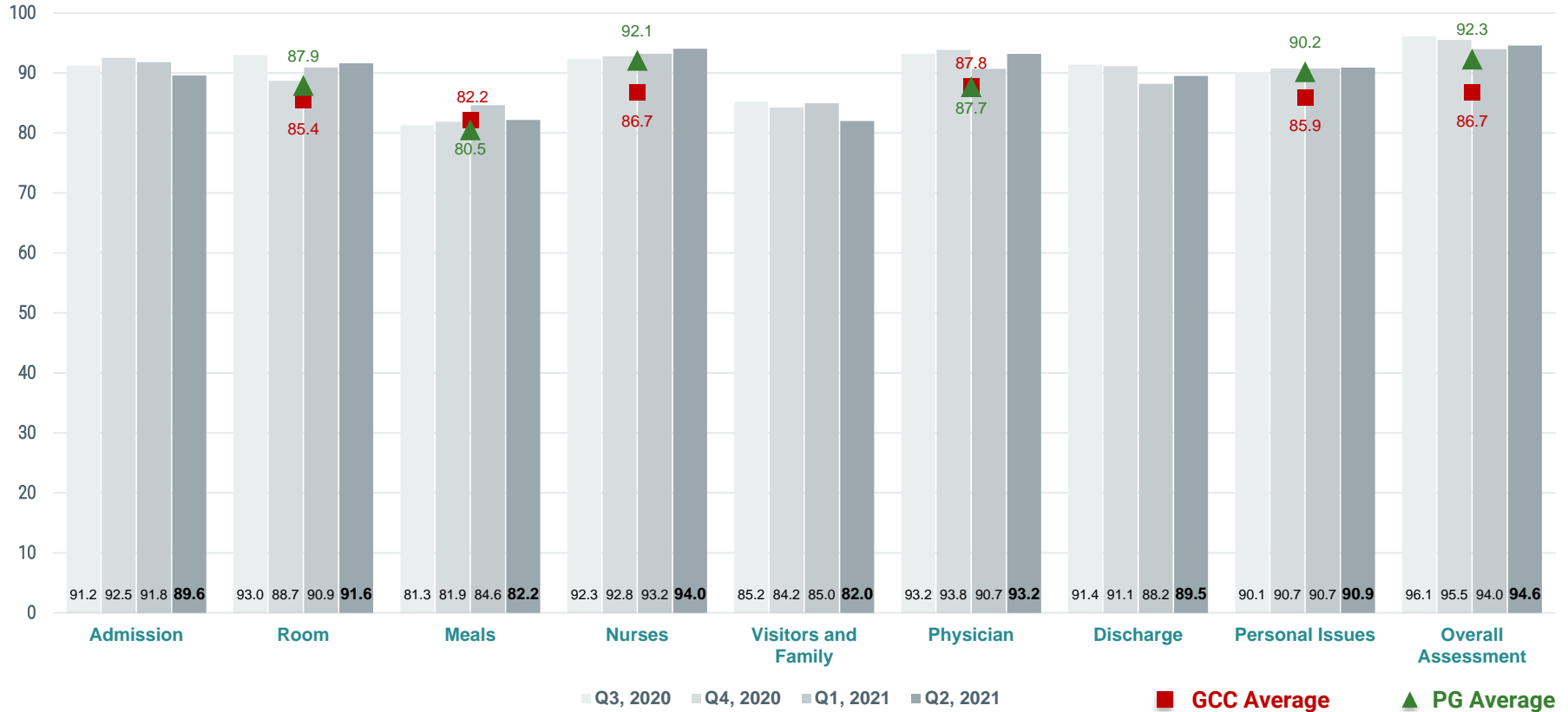
IPP – Overall Rating



Overall Rating Trend [Q3, 2020 – Q2, 2021]



IPP – Survey Domains



IPP – Overall Rating

Overall Rating Wards



IPP – Wards

Period: [Apr 1st – Jun 30th, 2021]

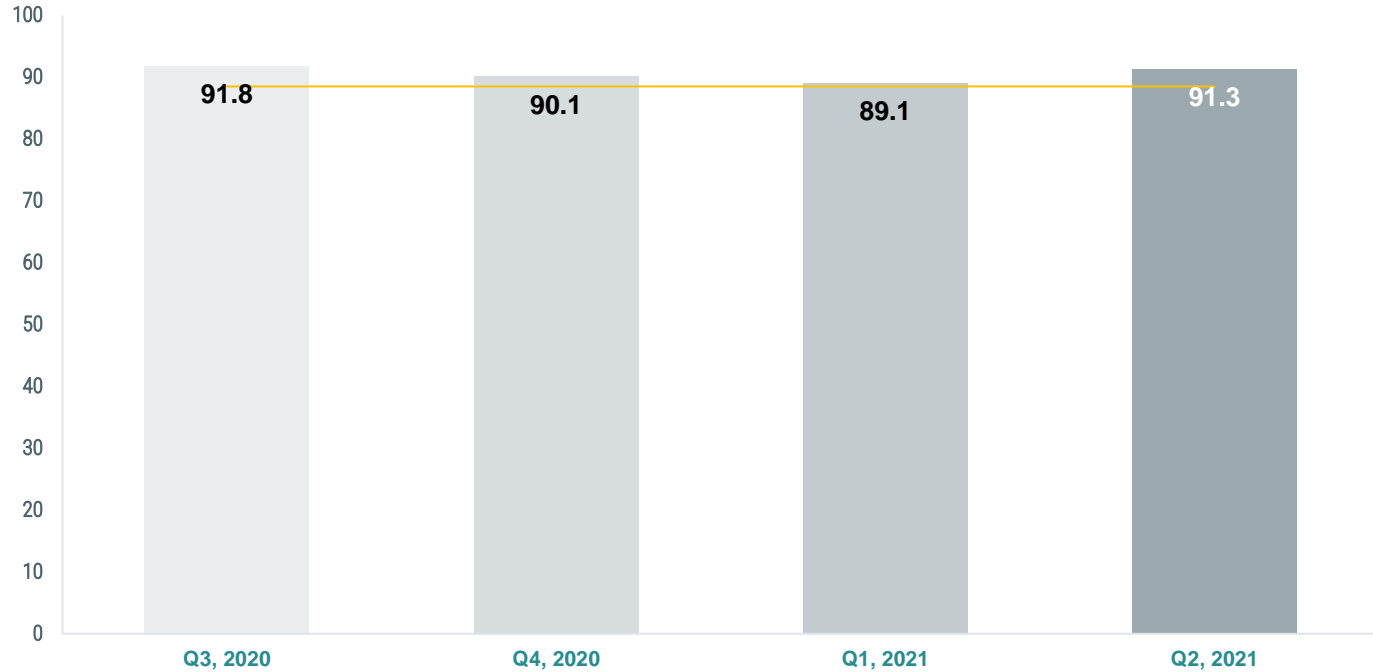
JEN1

Overall Rating



n-Size

86



■ 2021 Target [88.5]

IPP – Wards

JEN1

Patient Journey

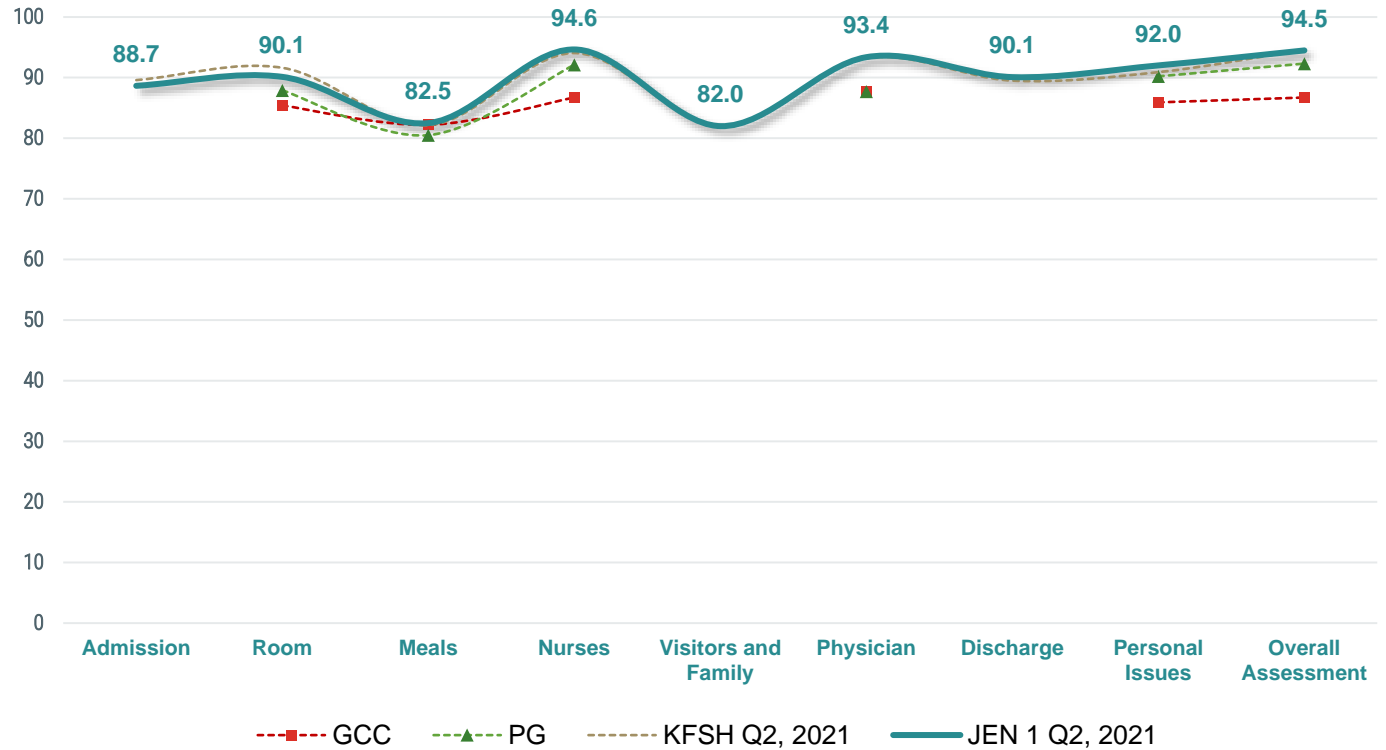
91.3

Q2, 2021

n-Size

86

Period: [Apr 1st – Jun 30th, 2021]



IPP – Wards

JES2

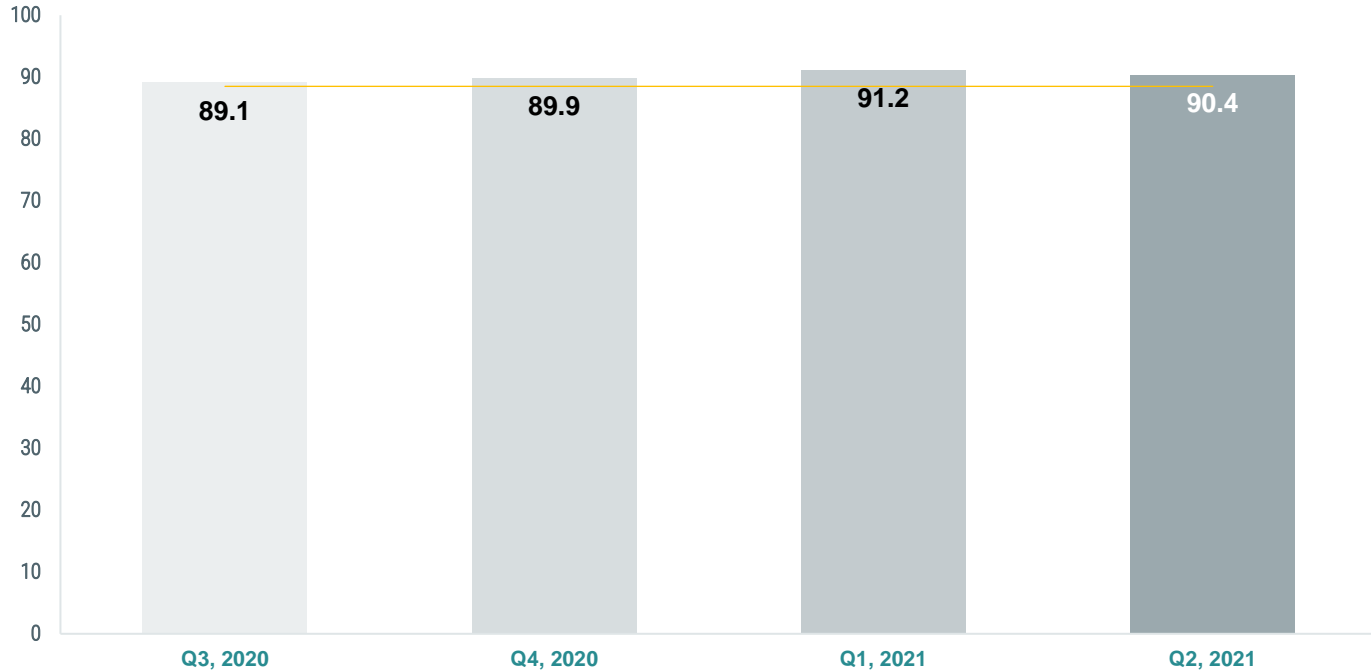
Overall Rating



n-Size

50

Period: [Apr 1st – Jun 30th, 2021]



■ 2021 Target [88.5]

IPP – Wards

JES2

Patient Journey

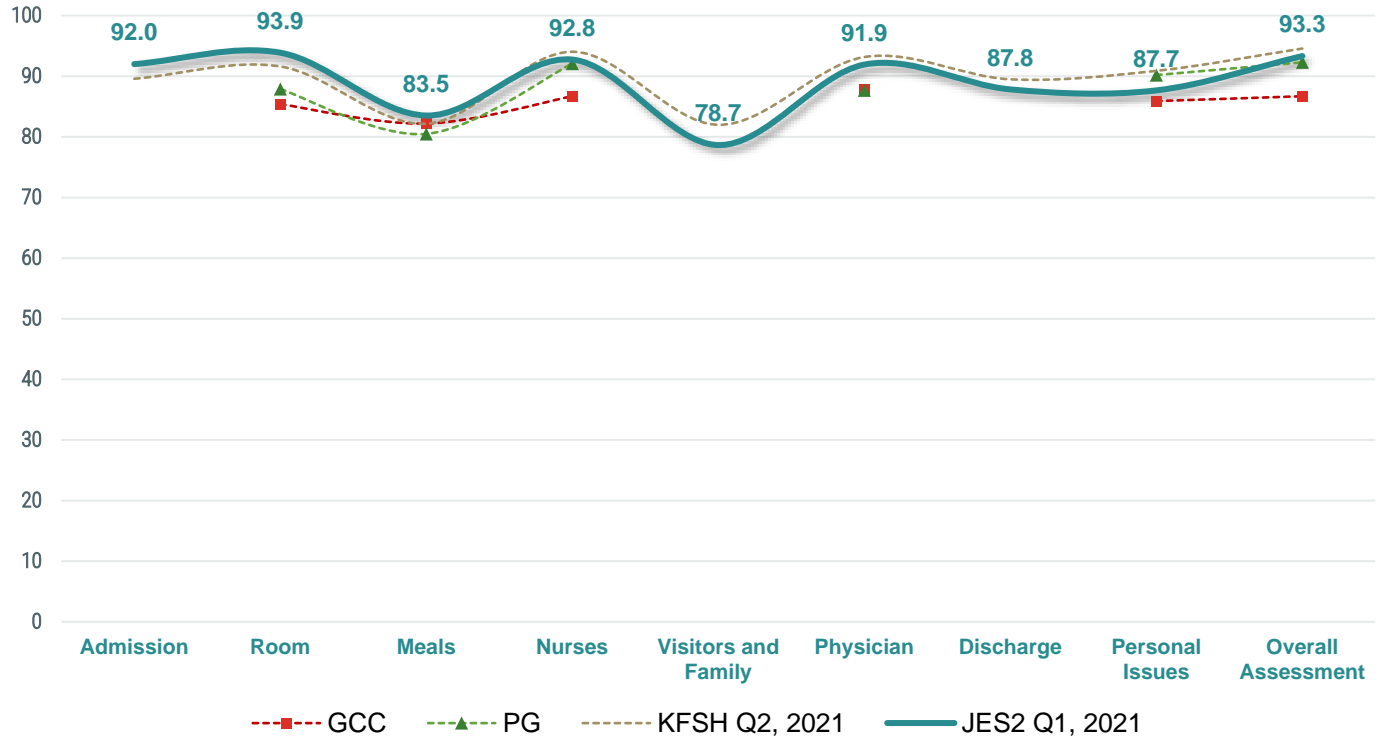
90.4

Q2, 2021

n-Size

50

Period: [Apr 1st – Jun 30th, 2021]



IPP – Wards

BMT/PON

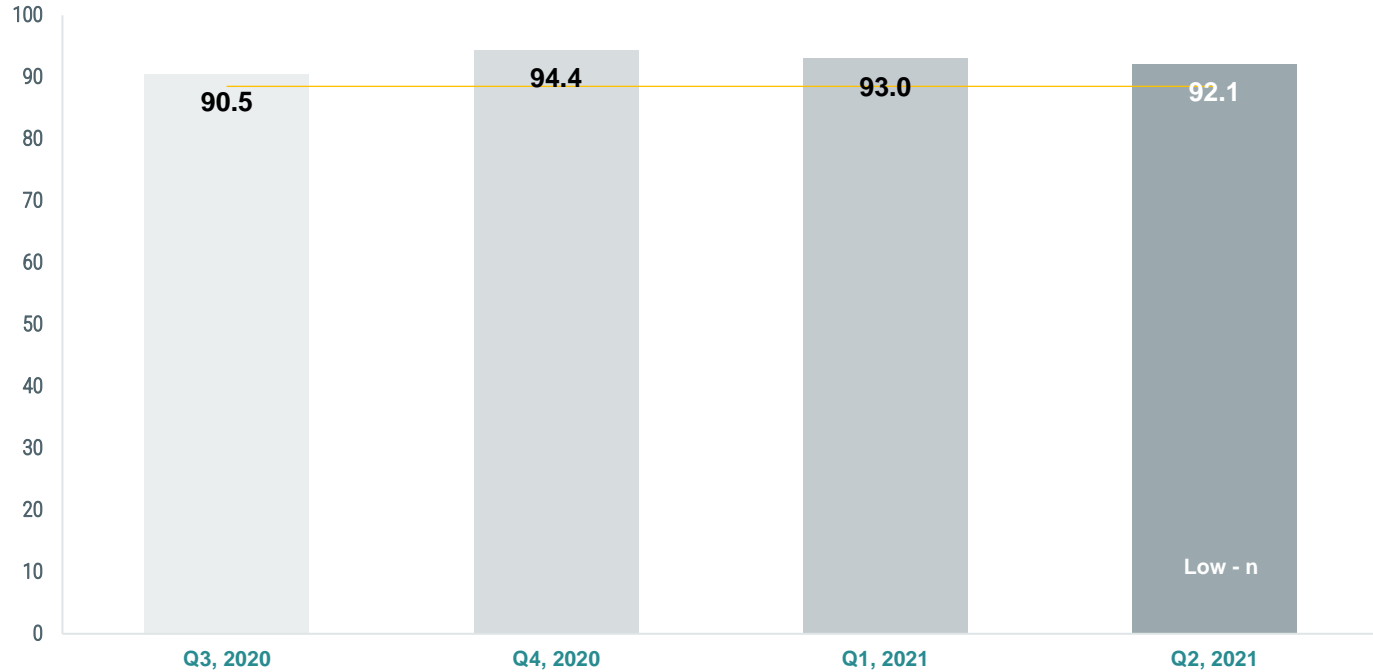
Overall Rating



n-Size

19*

Period: [Apr 1st – Jun 30th, 2021]



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

IPP – Wards

BMT/PON

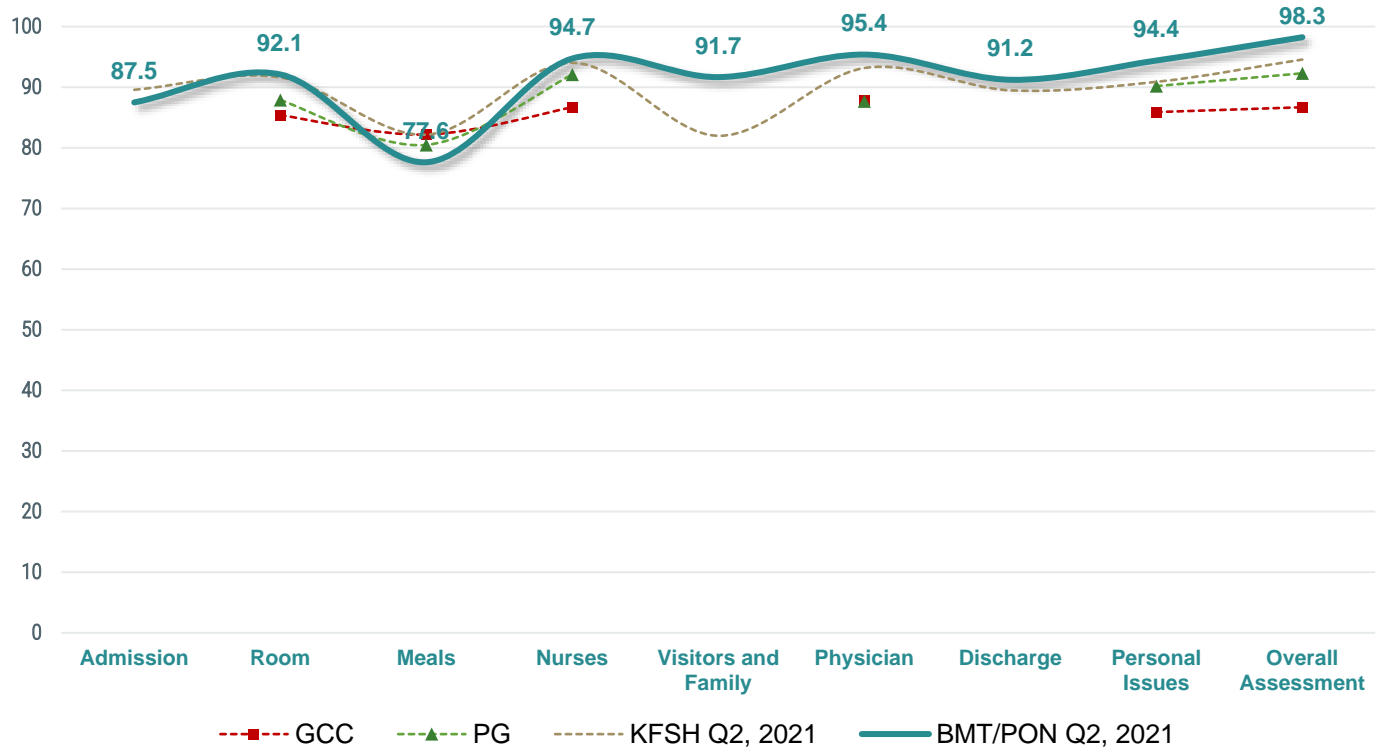
Patient Journey



n-Size

19*

Period: [Apr 1st – Jun 30th, 2021]



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

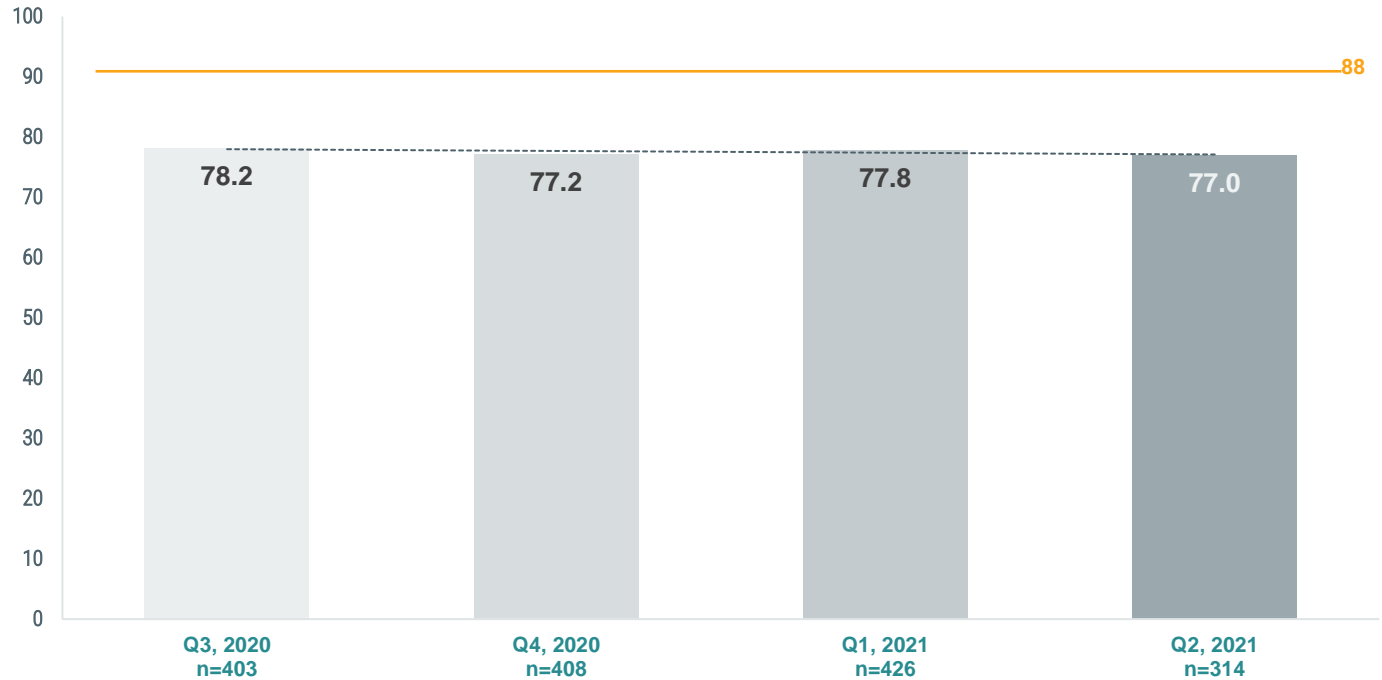


Emergency

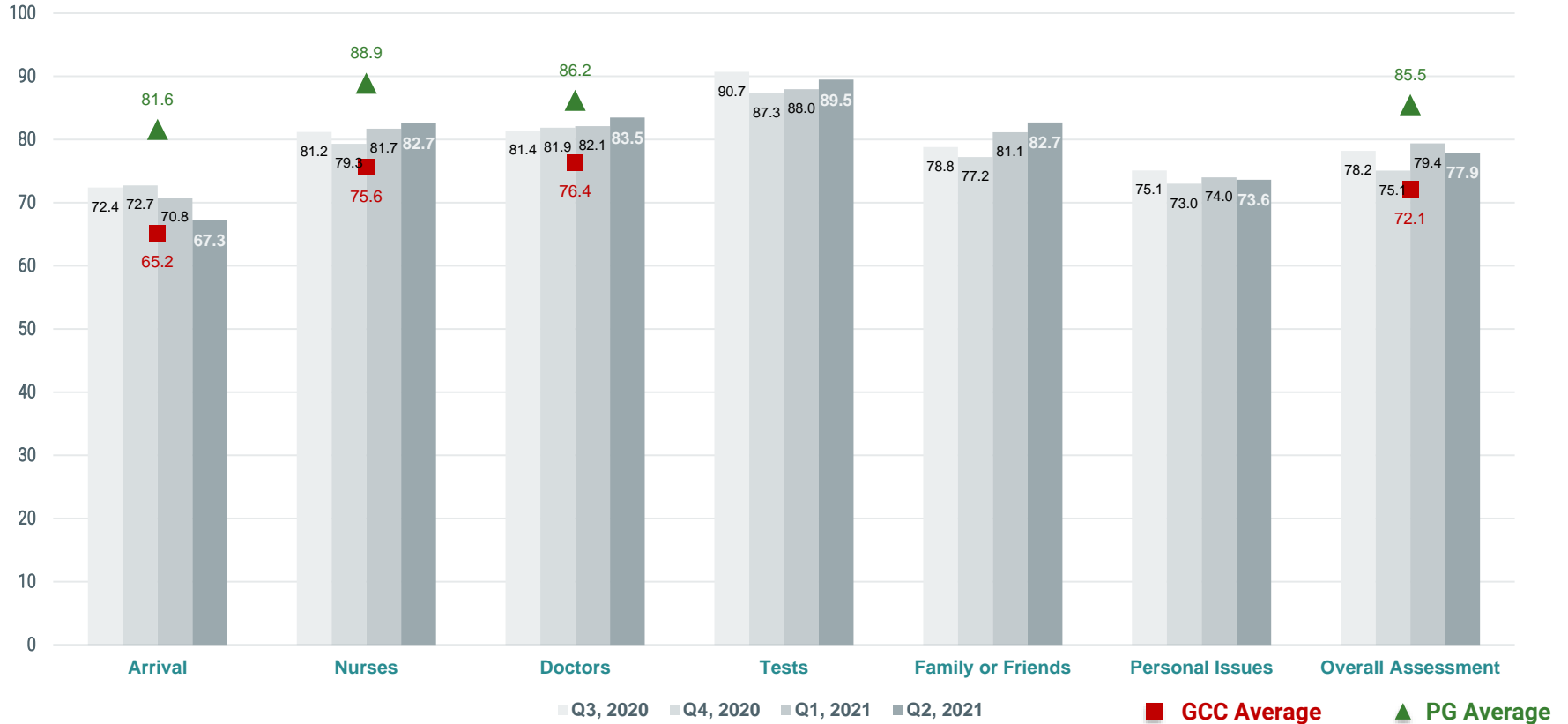
ED – Overall Rating



Overall Rating Trend [Q3, 2020 – Q2, 2021]



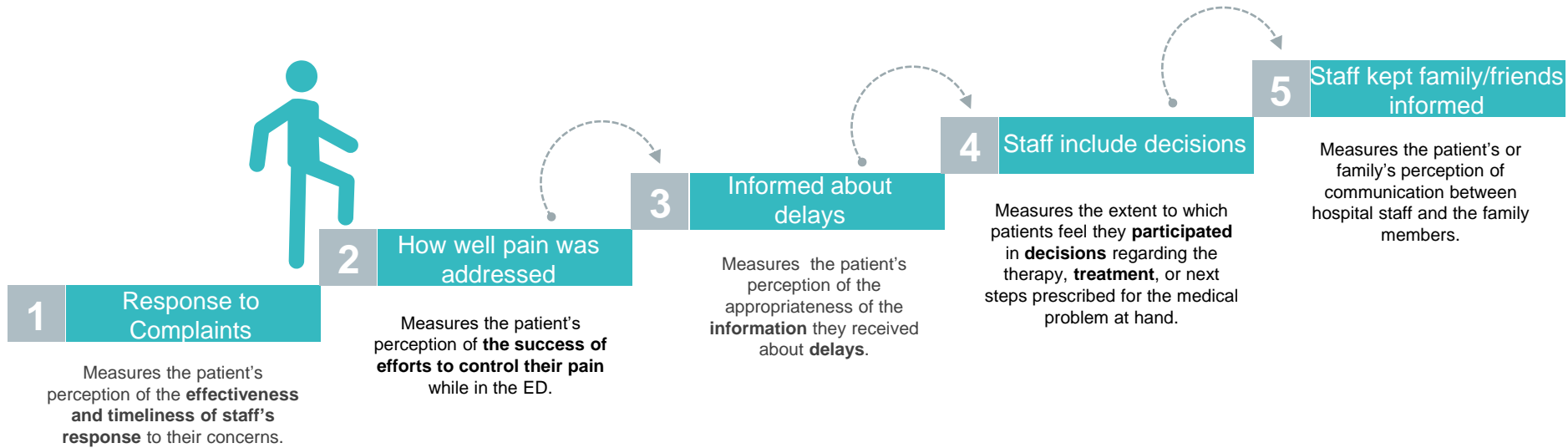
ED – Survey Domains



let family/friend be with you



ED – Priority Index (Q2, 2021)



- 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 13 consecutive Quarters (Q1,2018 – Q2, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

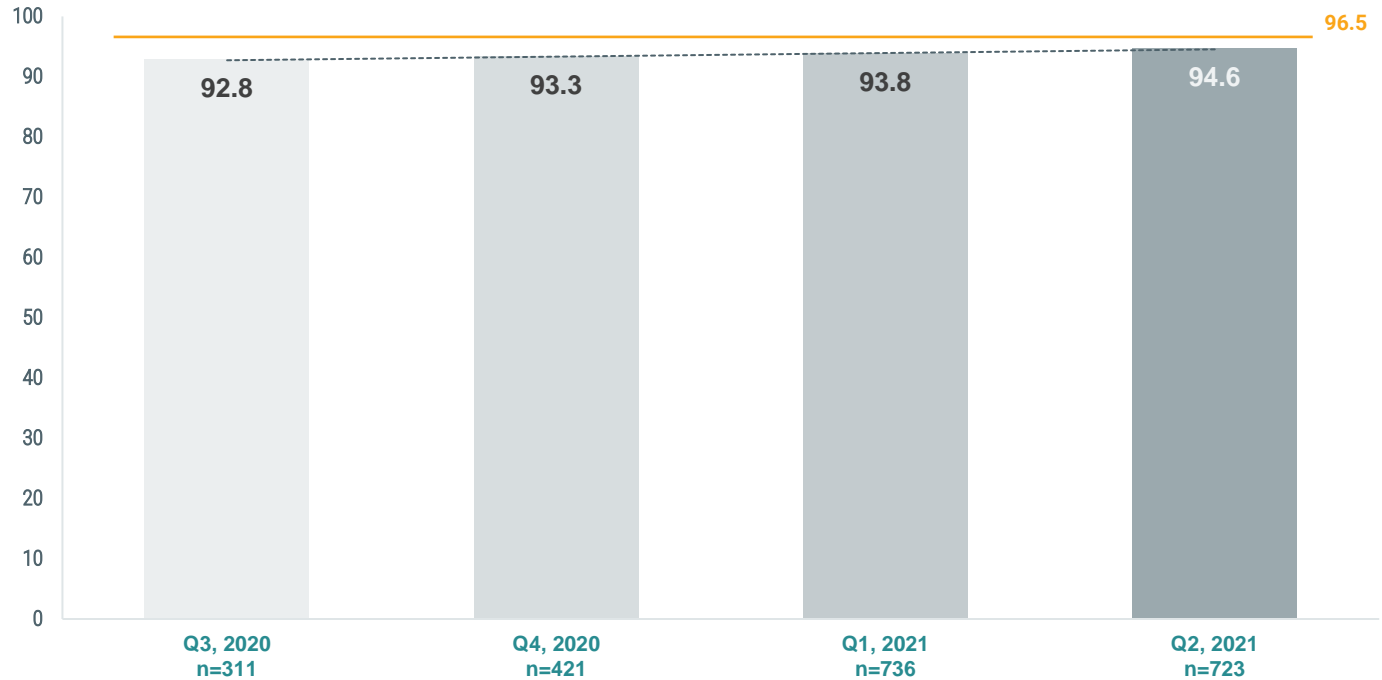


Ambulatory
Surgery

AS – Overall Rating



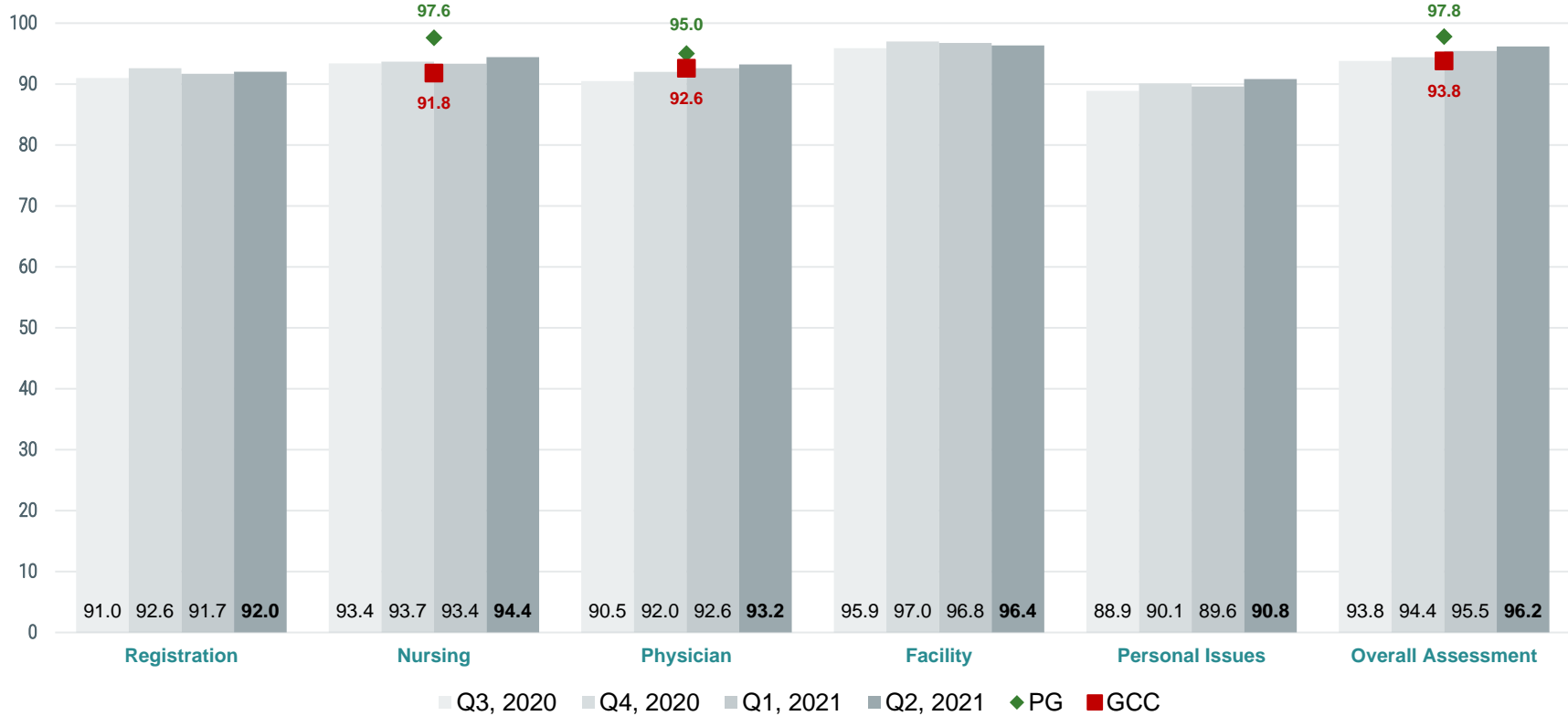
Overall Rating Trend [Q3, 2020 – Q2, 2021]



* The survey tool was updated starting from Q1, 2020

2021 Target [96.5]

AS – Survey Domains

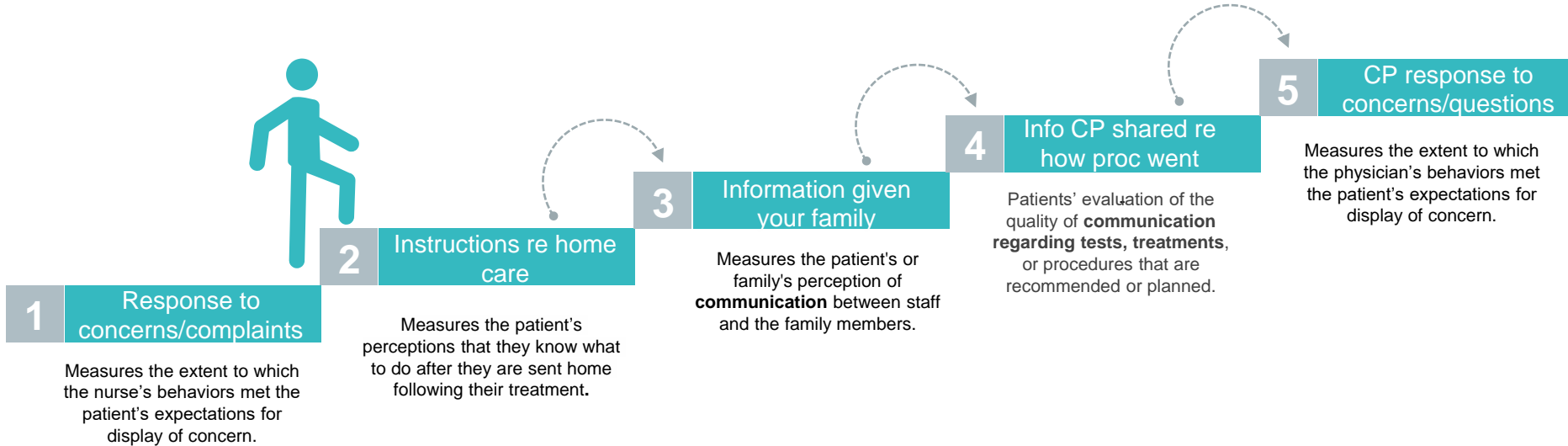


* The survey tool was updated starting from Q1, 2020

AS – Strengths



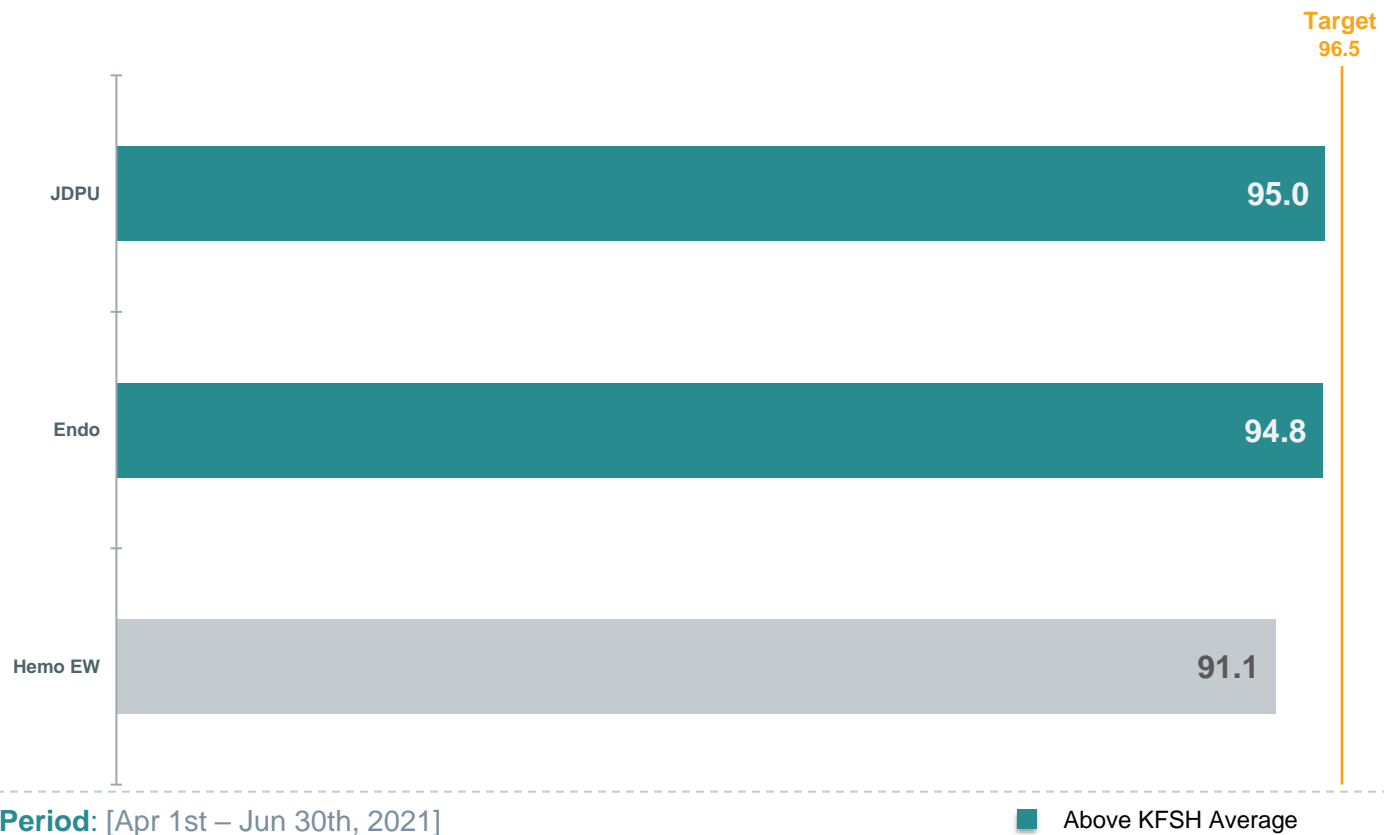
AS – Priority Index (Q2, 2021)



- 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.
- All items have been identified as a priority for 5 consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

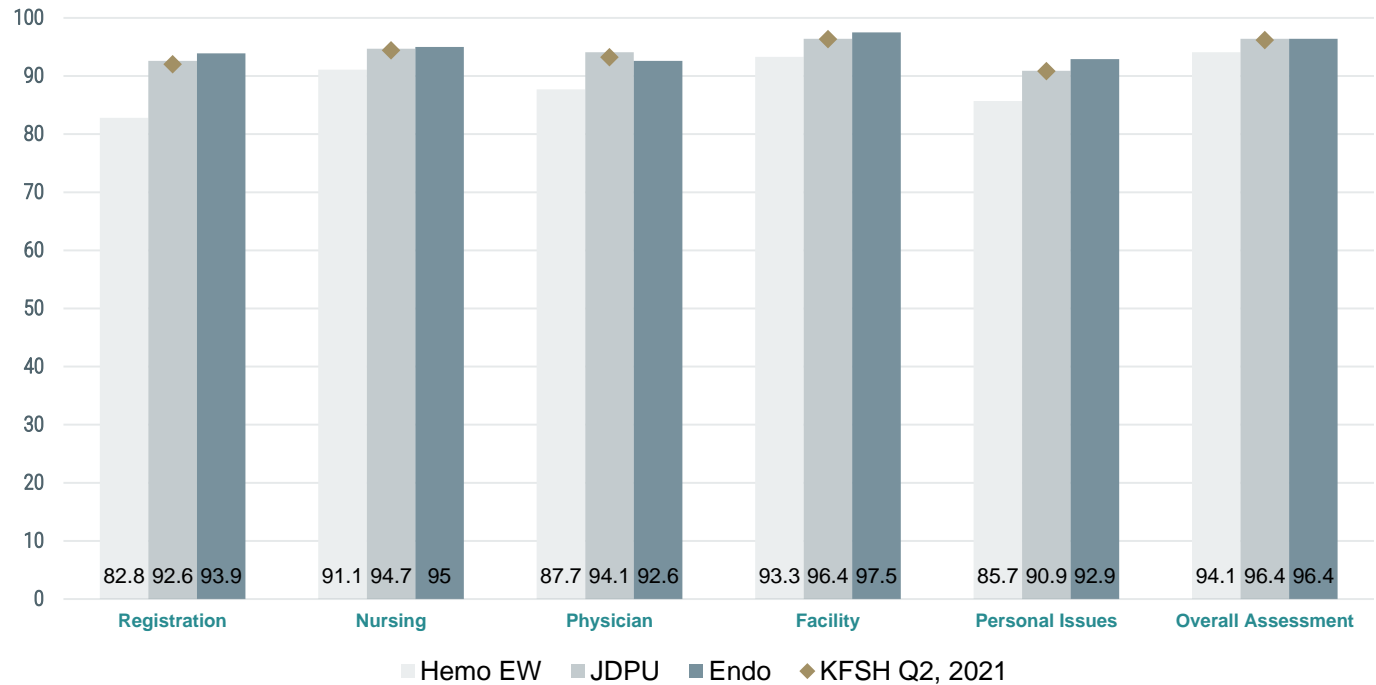
AS – Departments

Overall Rating Departments



AS – Survey Domains

Patient Journey Departments



Period: [Apr 1st – Jun 30th, 2021]

* The survey tool was updated starting from Q1, 2020



Outpatient
Oncology

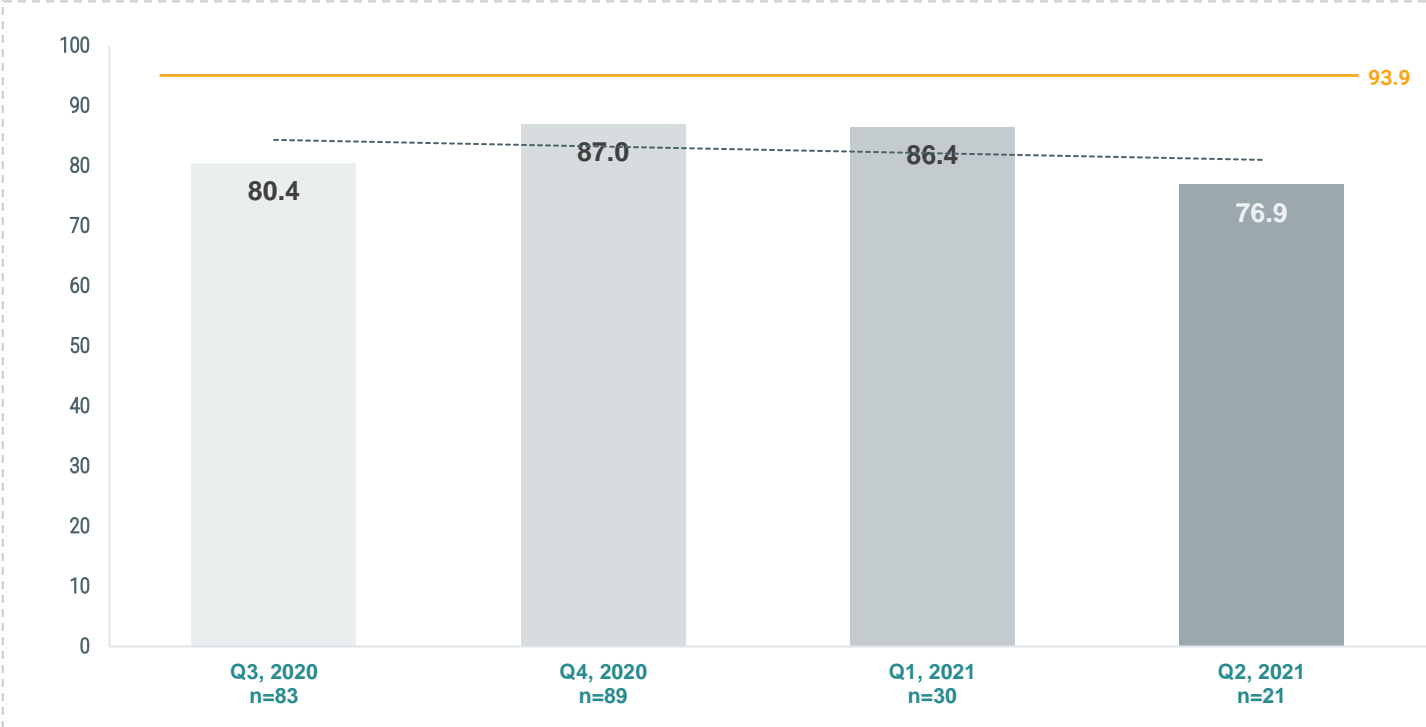
ON – Overall Rating

KFSH

76.9
Q2, 2021

n-Size
21*

Overall Rating Trend [Q3, 2020 – Q2, 2021]

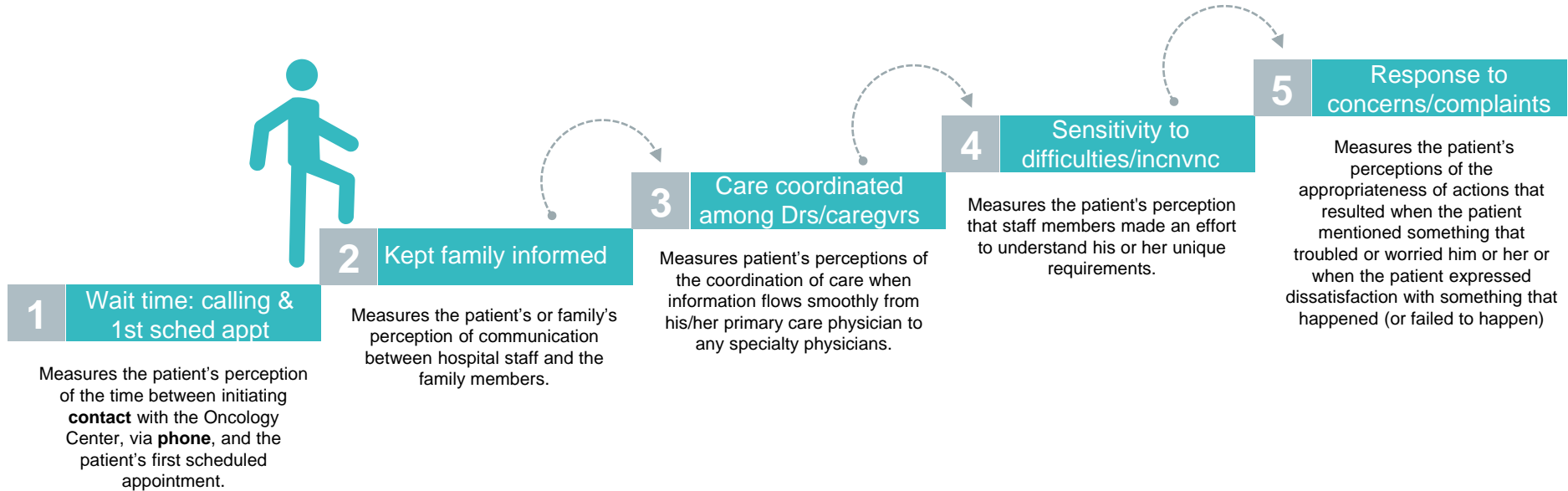


*The score might not be reliable due to the sample size

ON – Survey Domains



ON – Priority Index (Q2, 2021)



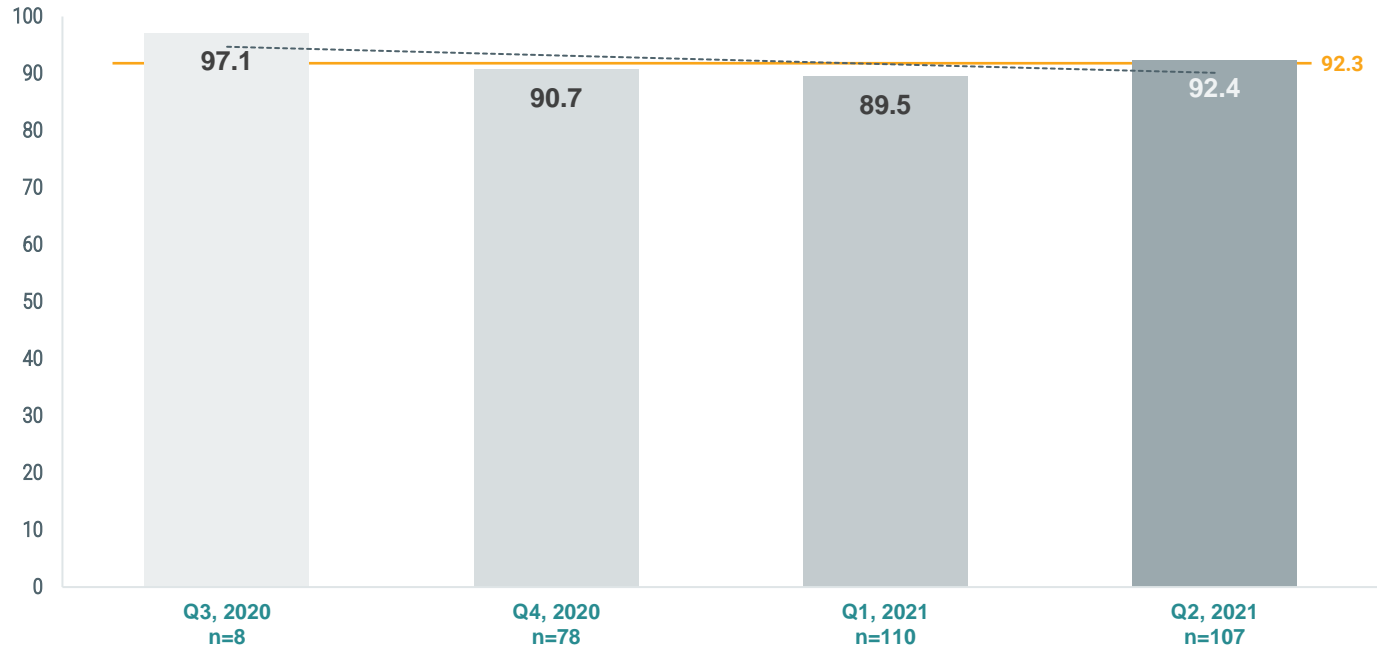
- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 6 months**.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.



DEN – Overall Rating



Overall Rating Trend [Q3, 2020 – Q2, 2021]



■ 2021 Target [92.3]

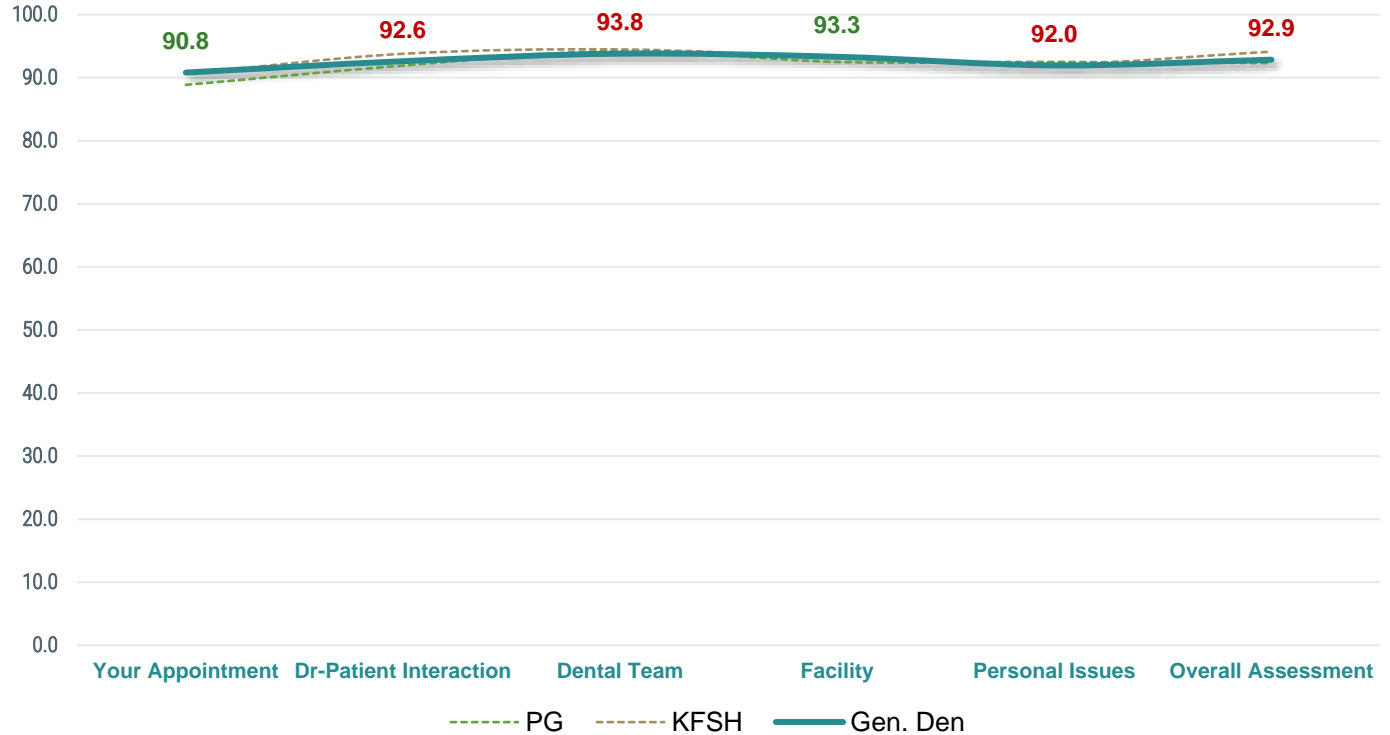
Dental – Departments

Gen. Dental Patient Journey



n-Size
59

Period: Apr 1st – Jun 30th, 2021



Dental – Priority Index (Q2, 2021)



1

Friendly/courtesy of dental hygienist

Measures an affective dimension of communication. It is not so much a matter of what is said or done, but rather how.

2

Professionalism of dental hygienist

It stands that this question asks the degree to which the dental hygienist exhibited this behavior.

3

Caring shown by doctor

Asks a patient to rate the degree to which she felt the dentist cared for her as a complete person.

4

Info on avoiding future problems

Asks the patient to rate his or her experience with the effort made to provide information on proactive measures for dental health.

5

Concern for comfort

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

- 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.



Telemedicine

Telemedicine – Overall Rating

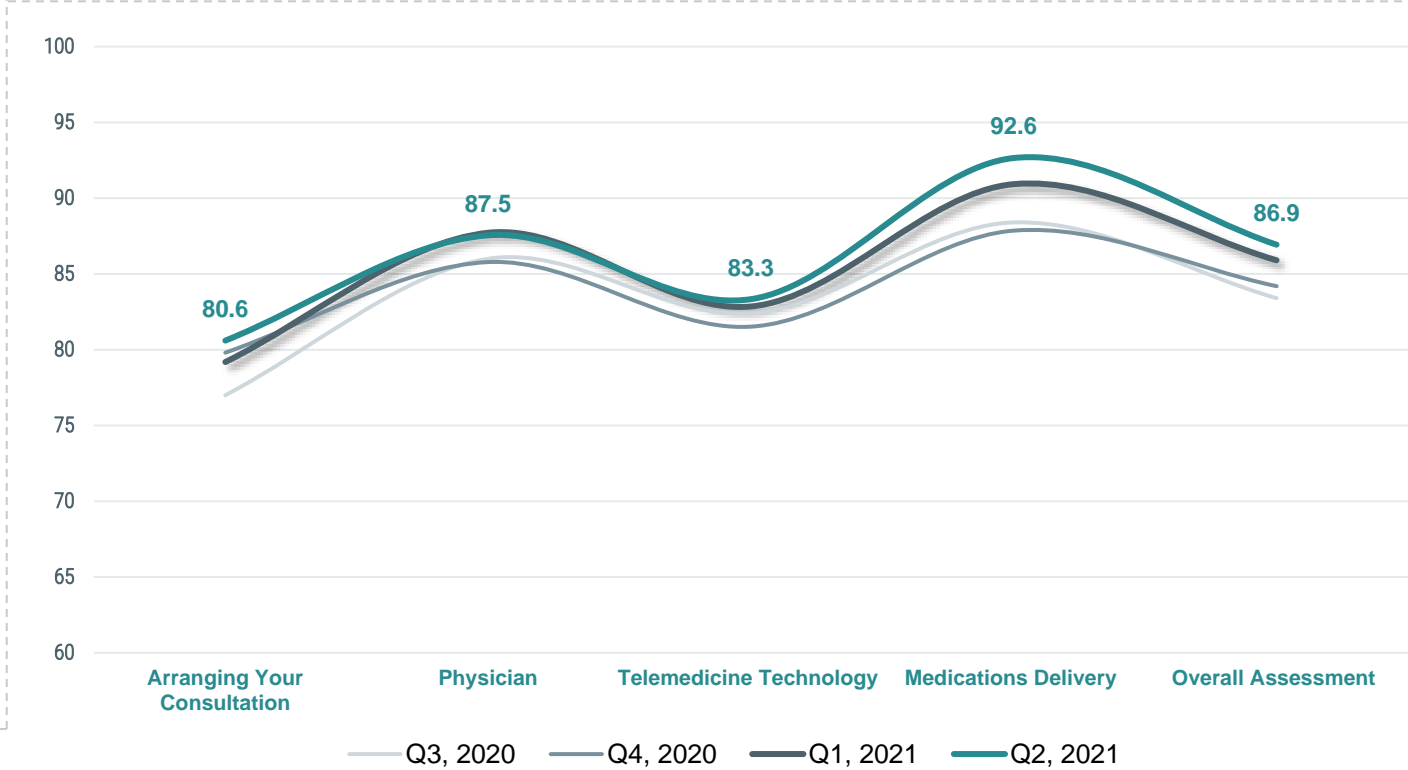
Period: July 1st, 2020 – June 30th, 2021

KFSH



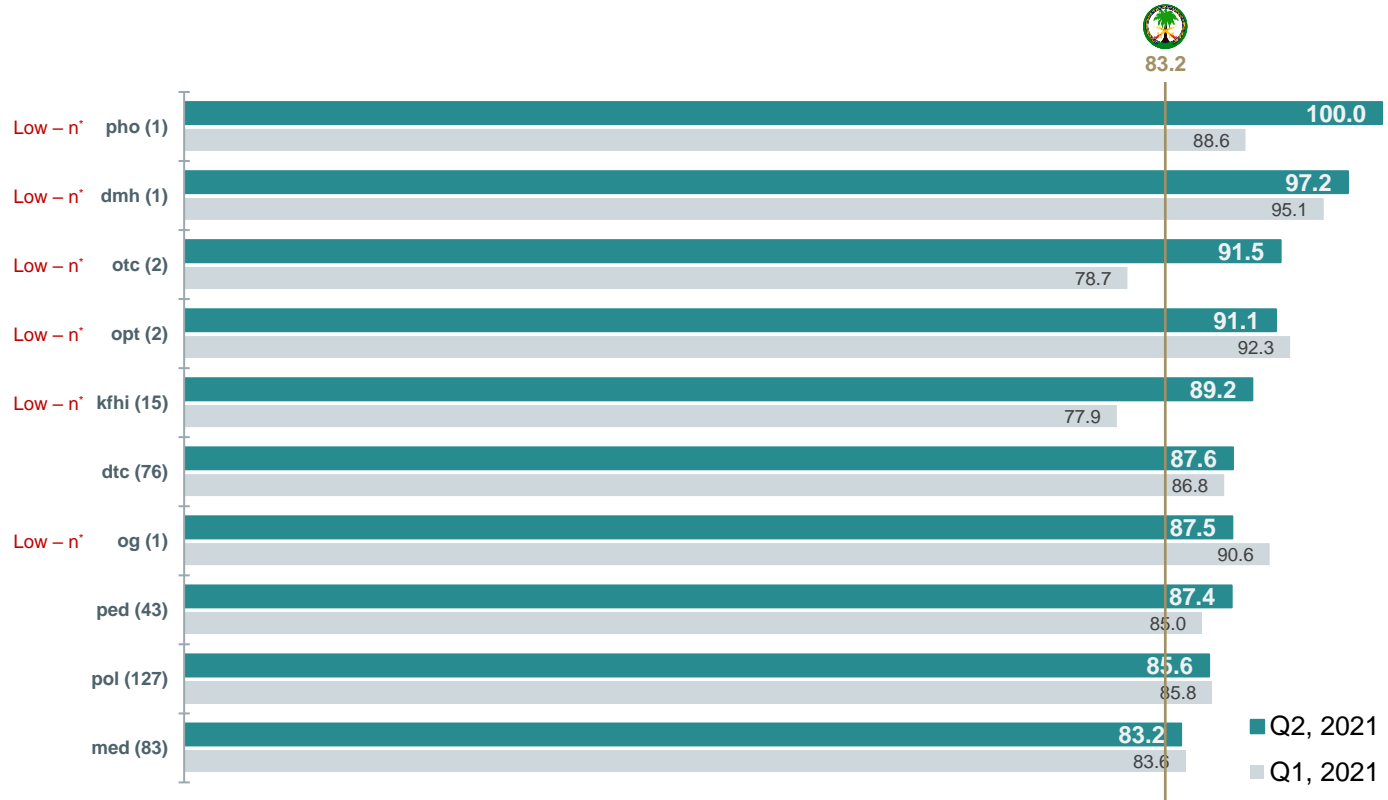
n-Size

479



Telemedicine – Overall Rating

Overall Rating Departments

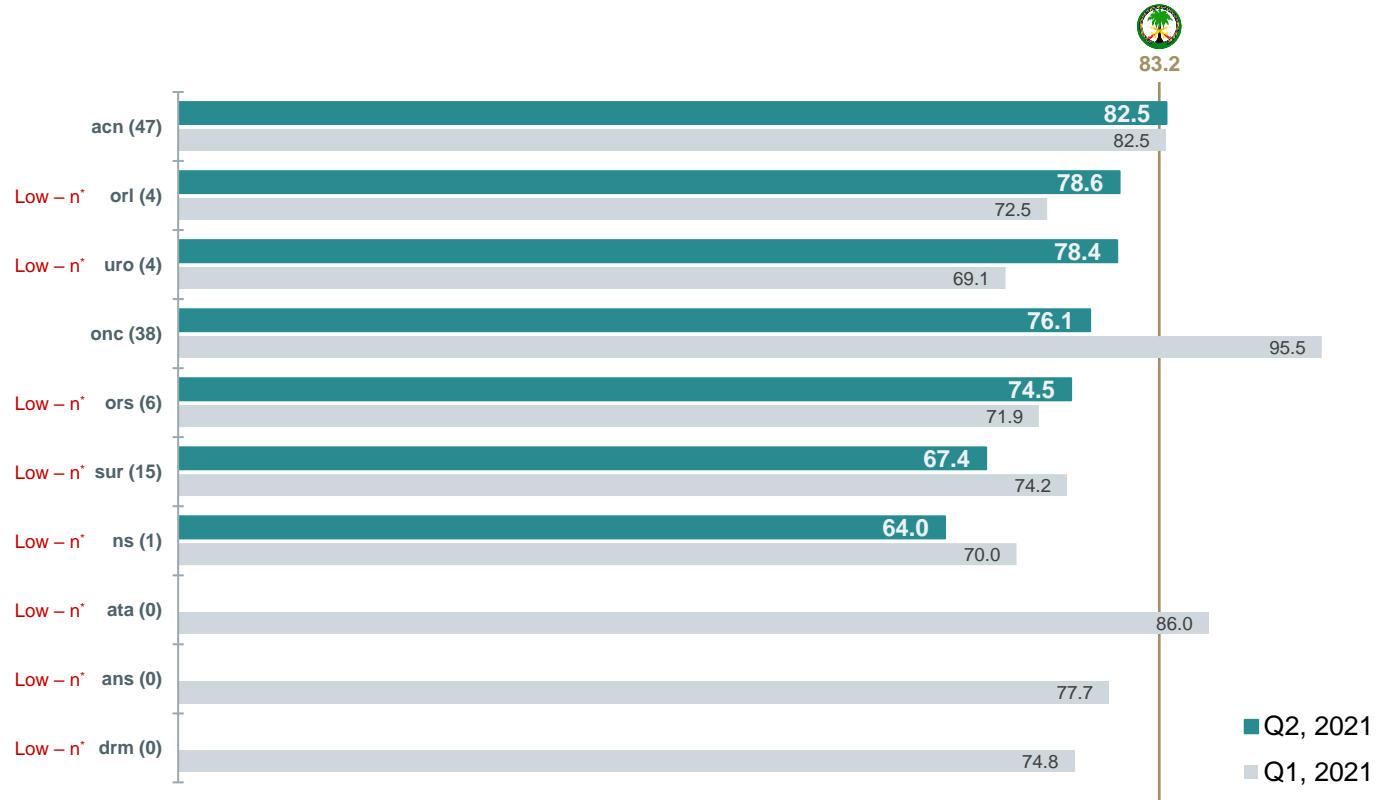


Period: Apr 1st – Jun 30th, 2021

* The results of the department are not stable due to low number of responses (n<30)

Telemedicine – Overall Rating

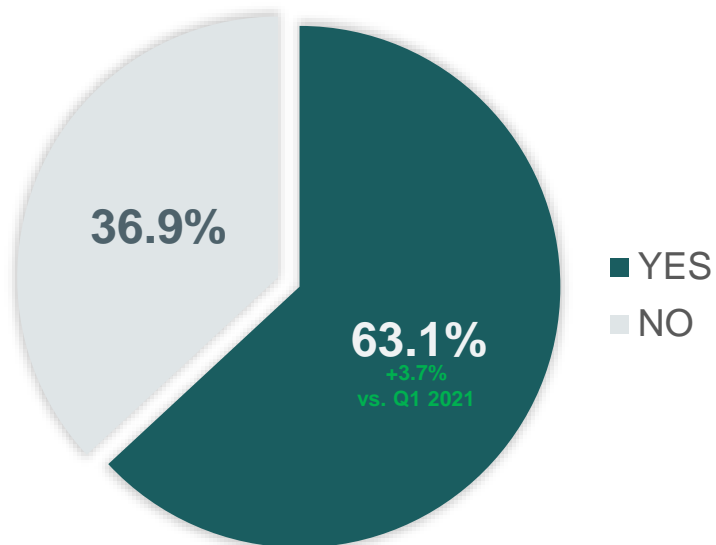
Overall Rating Departments



Period: Apr 1st – Jun 30th, 2021

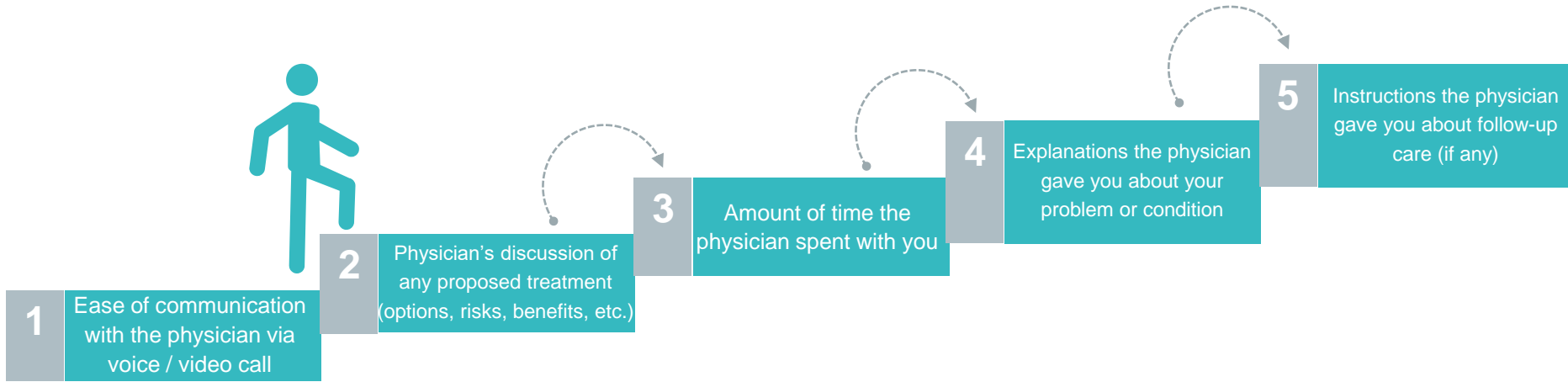
* The results of the department are not stable due to low number of responses (n<30)

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

King Faisal Specialist Hospital - Jeddah

Patient Experience Results [Q2, 2021]



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