

# King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q3, 2021]



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



روابط للحلول الصحية  
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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 60<sup>th</sup> Percentile of the Press Ganey database at each one of the services:

Service Type	This Quarter (Q3, 2021)	Previous Period (Q2, 2021)	2021 Target Score
Medical Practice (OP)	87.4	86.2	93.6
Inpatient – Adults (IP)*	77.5%	75.9%	73.8%
Inpatient – Pediatric (PIP)	91.2	91.1	88.5
Emergency Department (ED)	78.1	77.0	88.0
Ambulatory Surgery (AS)	94.9	94.6	96.5
Outpatient Oncology (ON)	89.0	76.9	93.9
Dental (DEN)	90.9	92.4	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

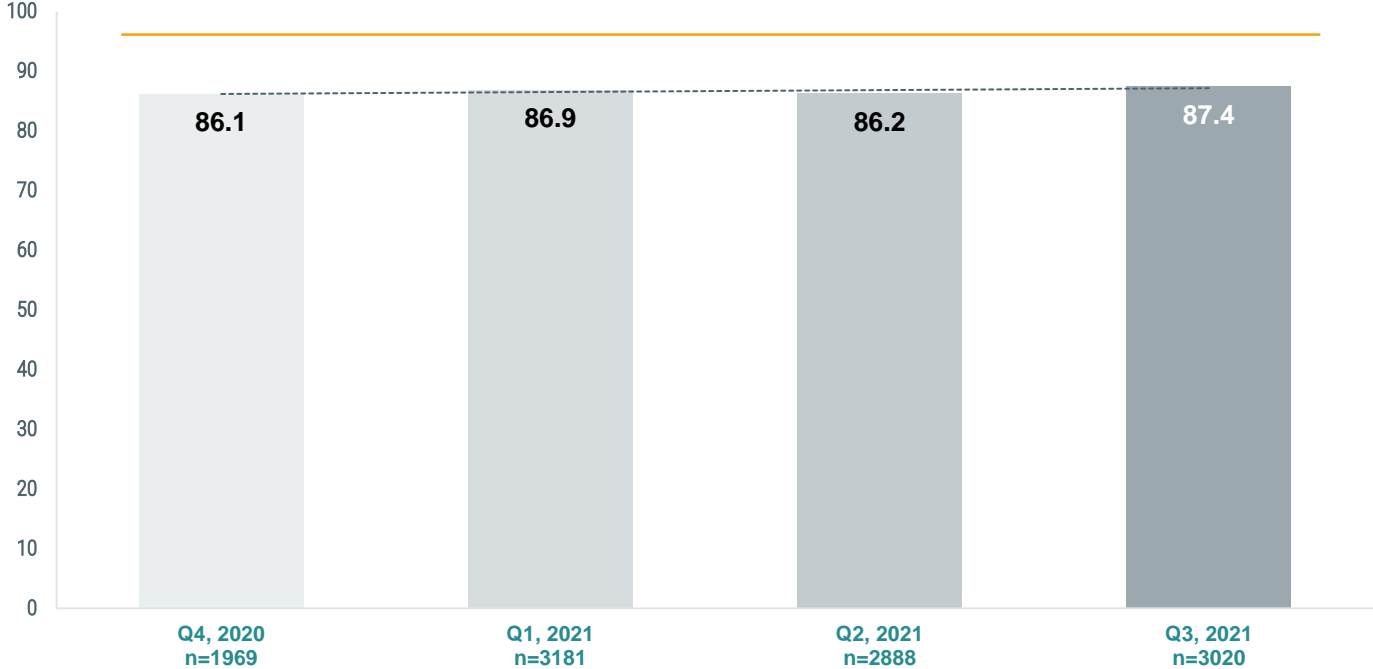
## KFSH



87.4  
Q3, 2021

**n-Size**  
3,020

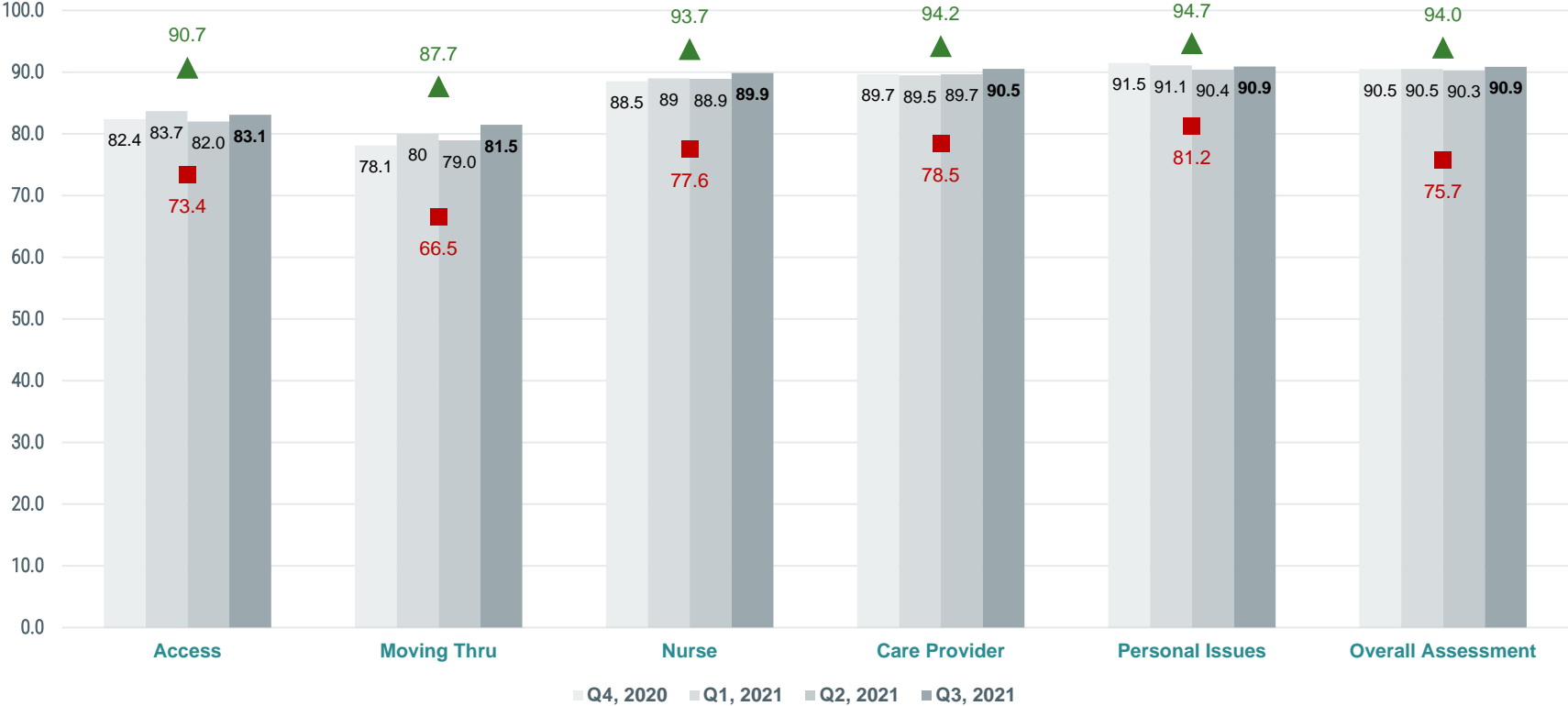
Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* 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

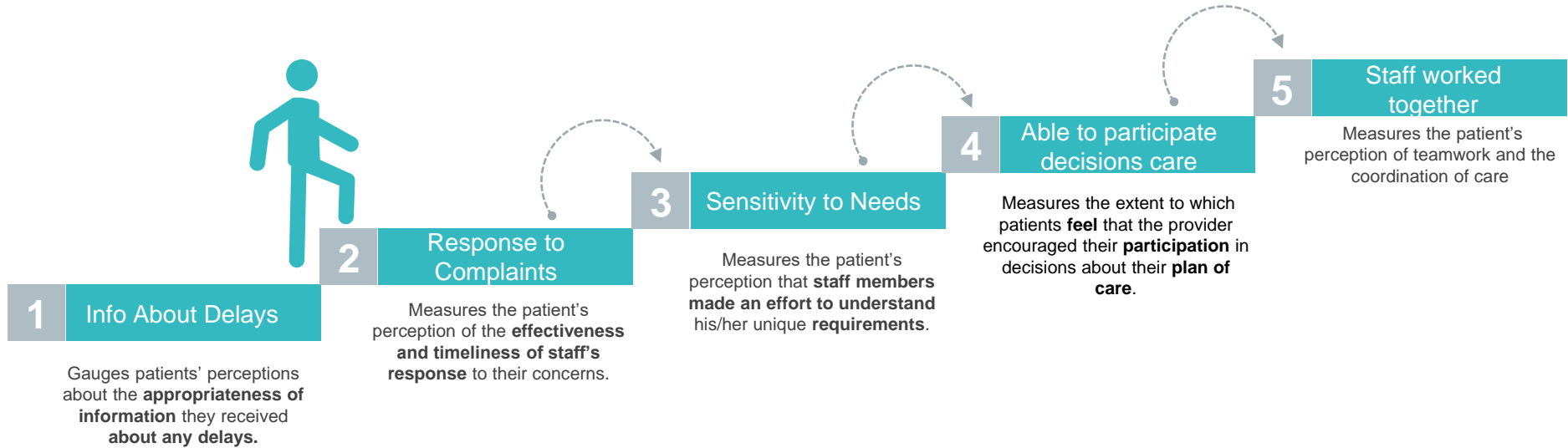
■ GCC Average ▲ PG Average

# OP – Strengths





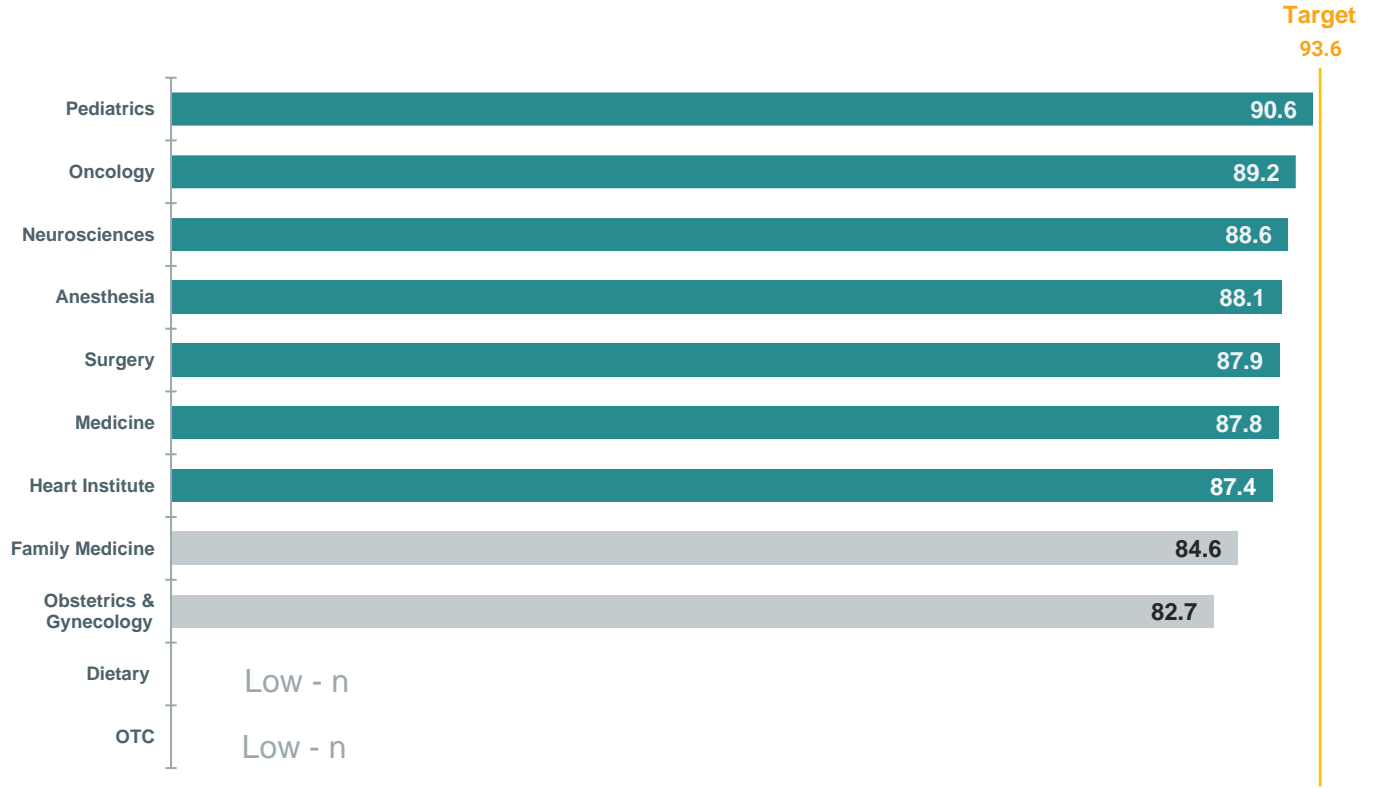
# OP – Priority Index (Q3, 2021)



- The **Priority Index**<sup>®</sup> 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 15 consecutive Quarters (Q1, 2018-Q3, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

# OP – Overall Rating

## Overall Rating Departments



Period: [Jul 1st – Sep 30th, 2021]

■ Above KFSH Average

# OP – Departments

## Pediatrics

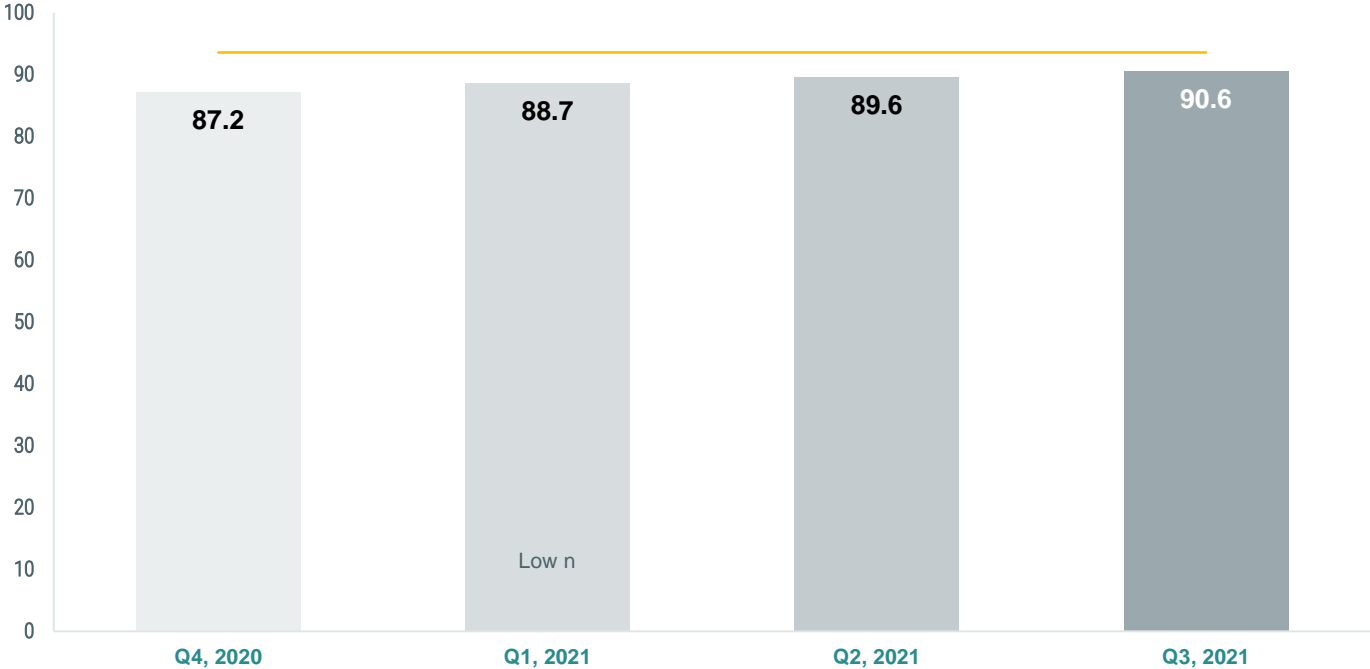
Overall Rating



n-Size

149

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

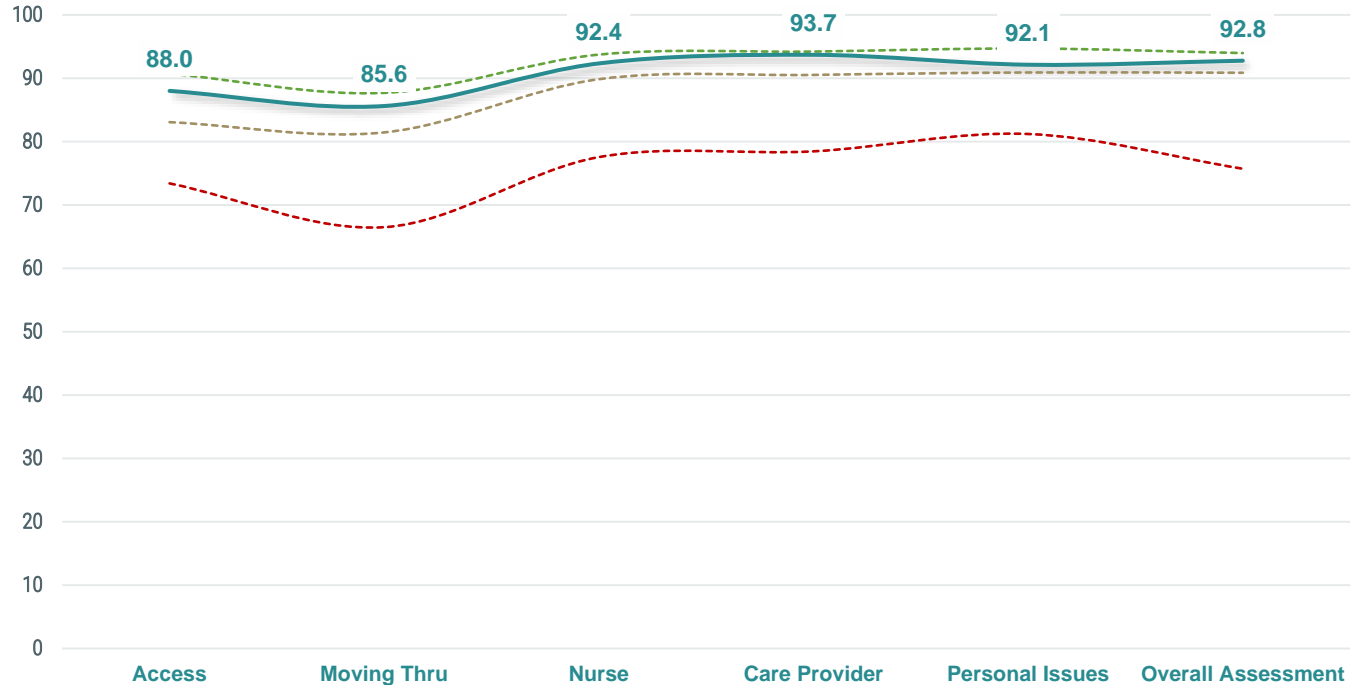
# OP – Departments

## Pediatrics Patient Journey



n-Size  
149

Period: [Jul 1st – Sep 30th, 2021]



--- GCC    - - - PG    - - - KFSH Q3, 2021    — Ped Q3, 2021

# OP – Departments

## Oncology

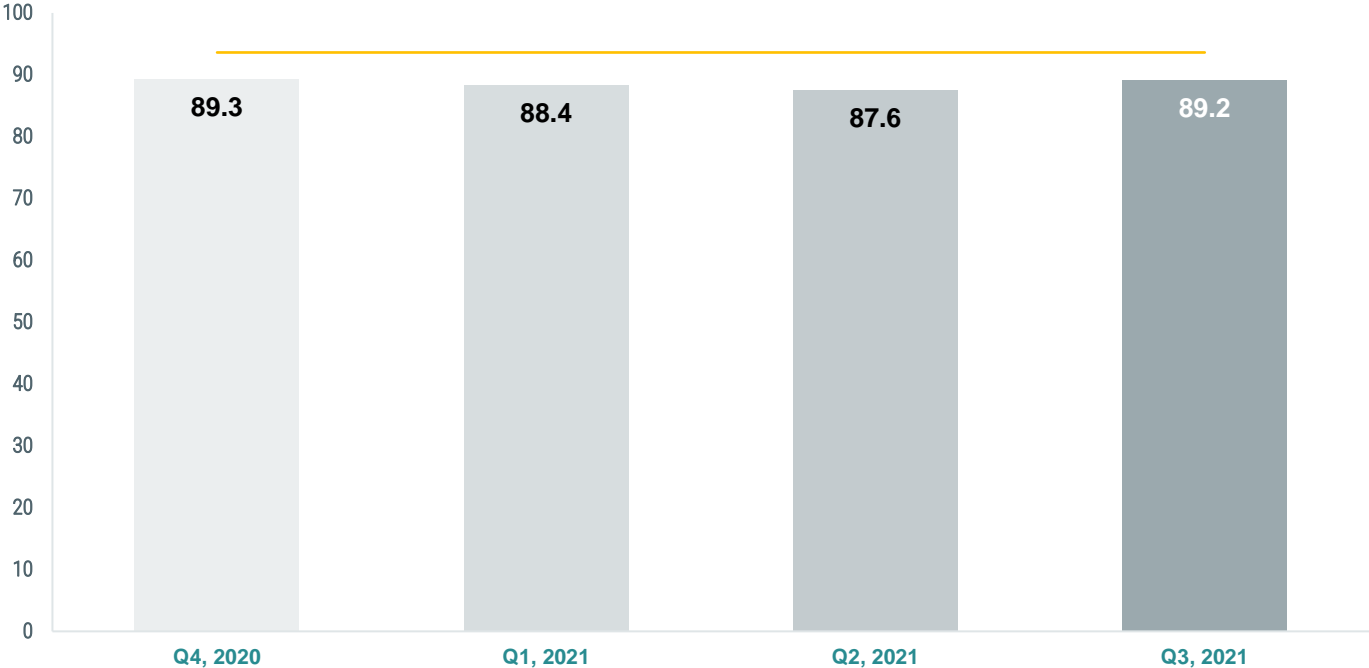
Overall Rating



n-Size

258

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

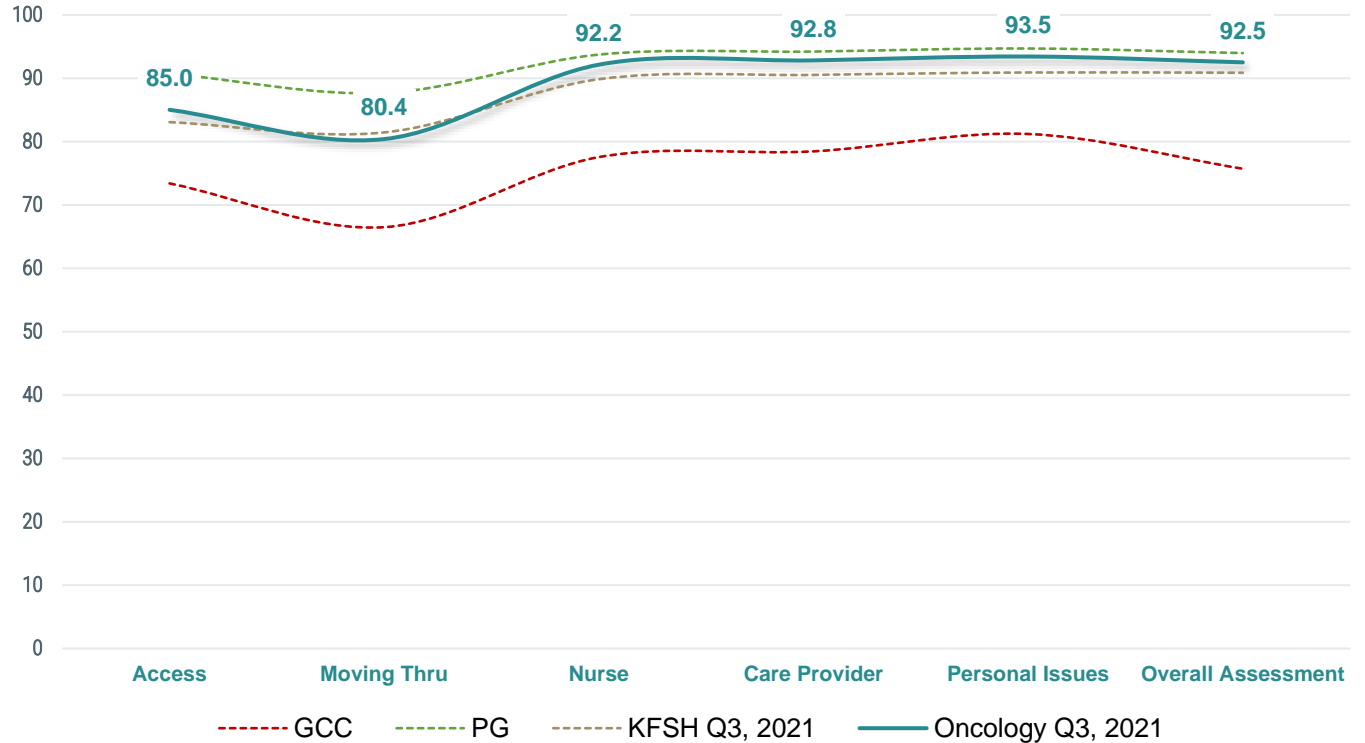
# OP – Departments

## Oncology Overall Rating



n-Size  
258

Period: [Jul 1st – Sep 30th, 2021]



# OP – Departments

## Neurosciences

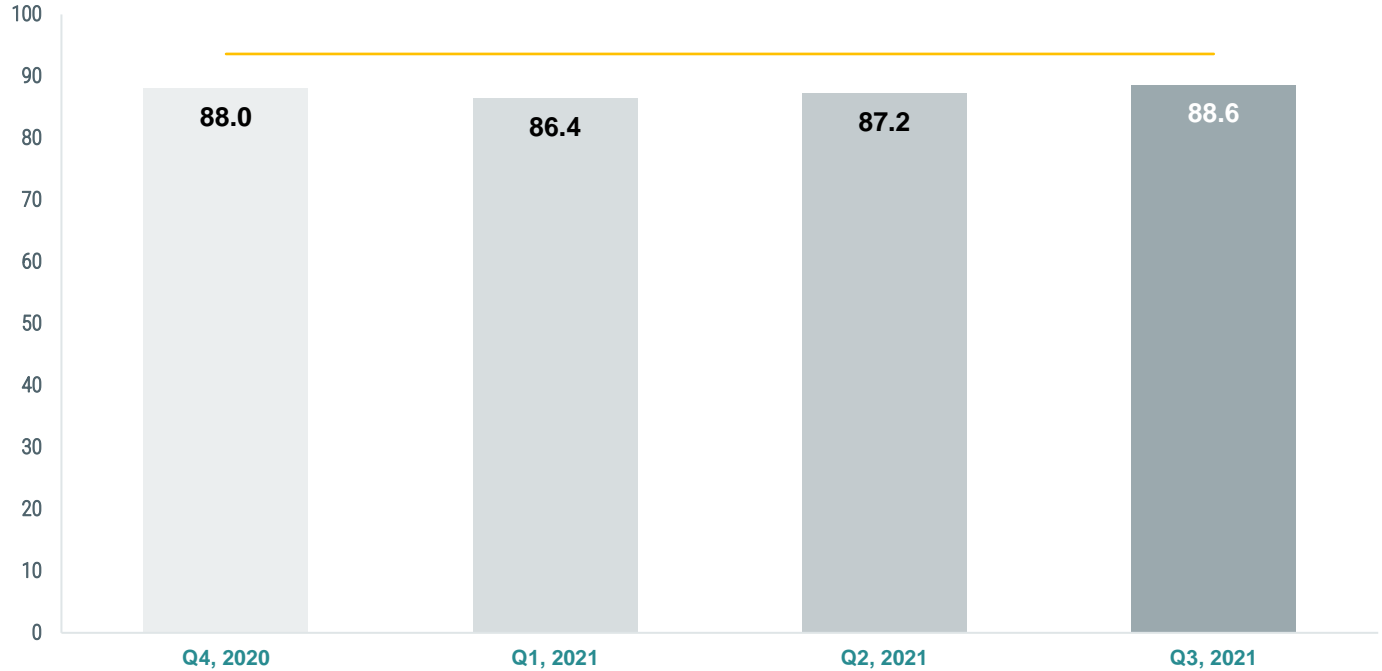
Overall Rating



n-Size

341

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

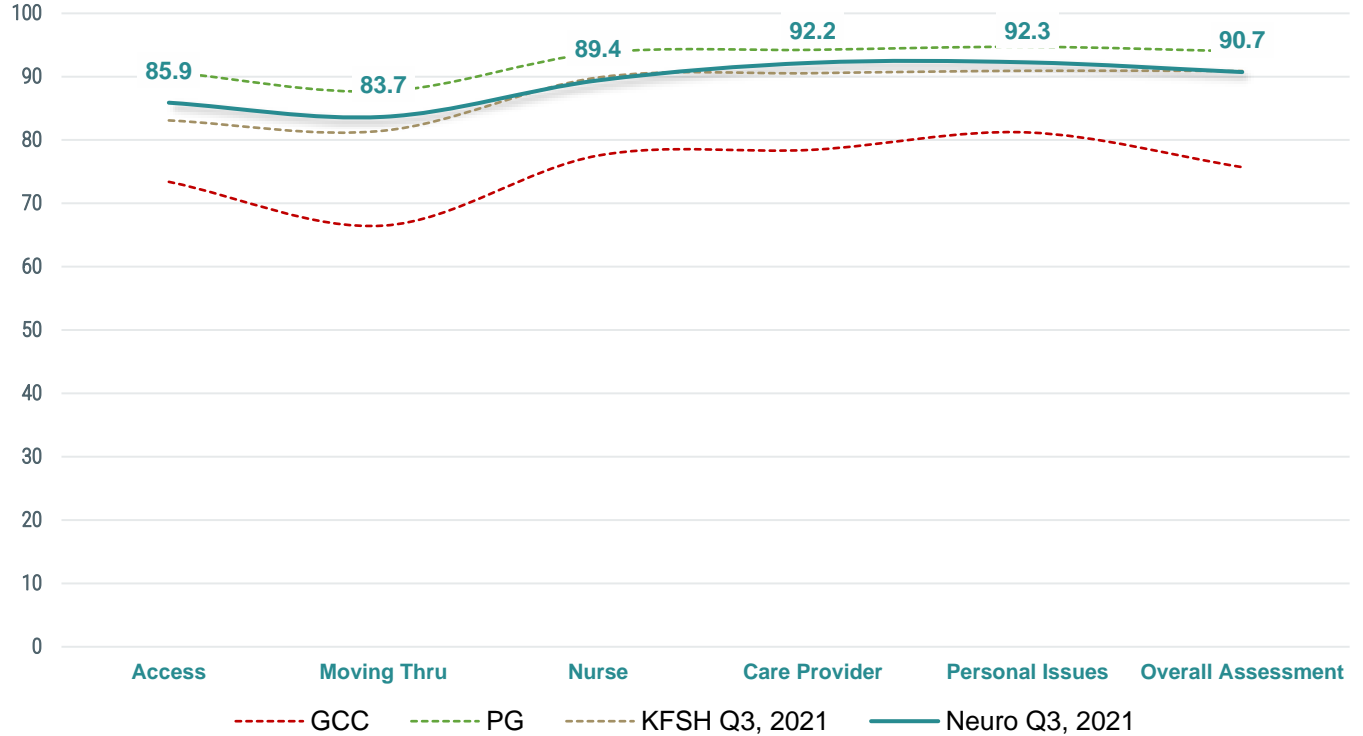
# OP – Departments

## Neurosciences Patient Journey



n-Size  
341

Period: [Jul 1st – Sep 30th, 2021]





# OP – Departments

## Anesthesia

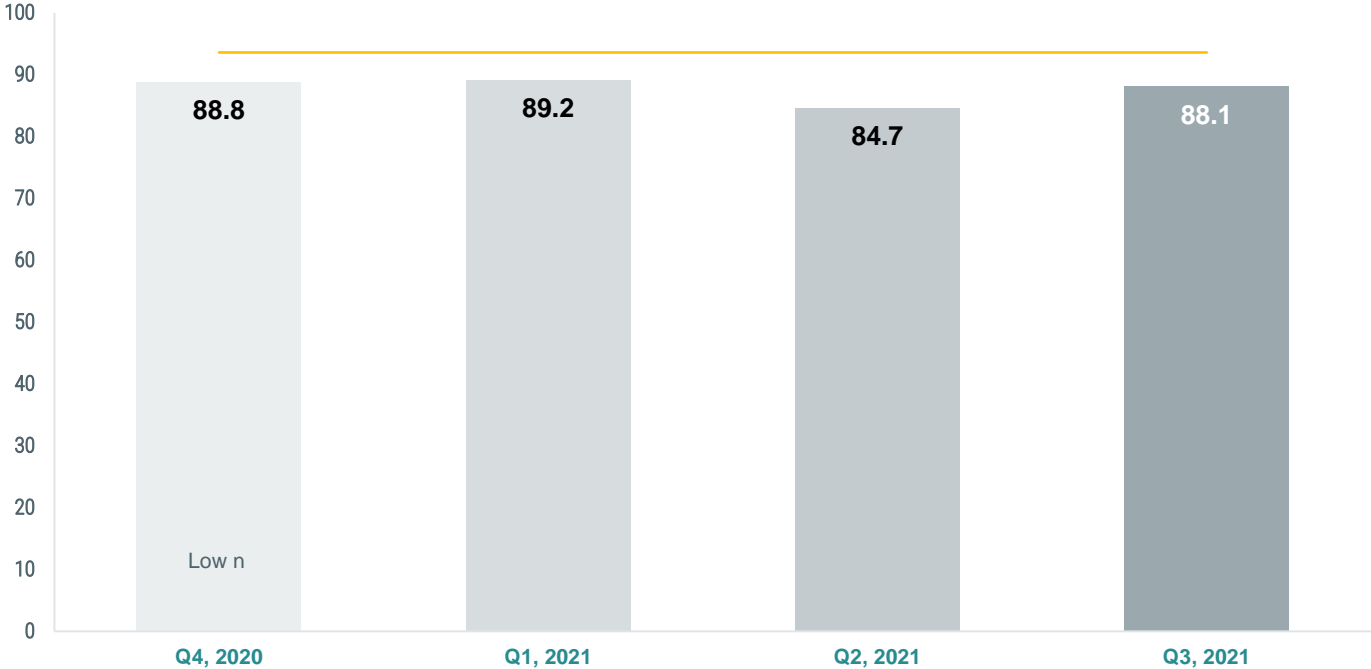
Overall Rating



n-Size

137

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

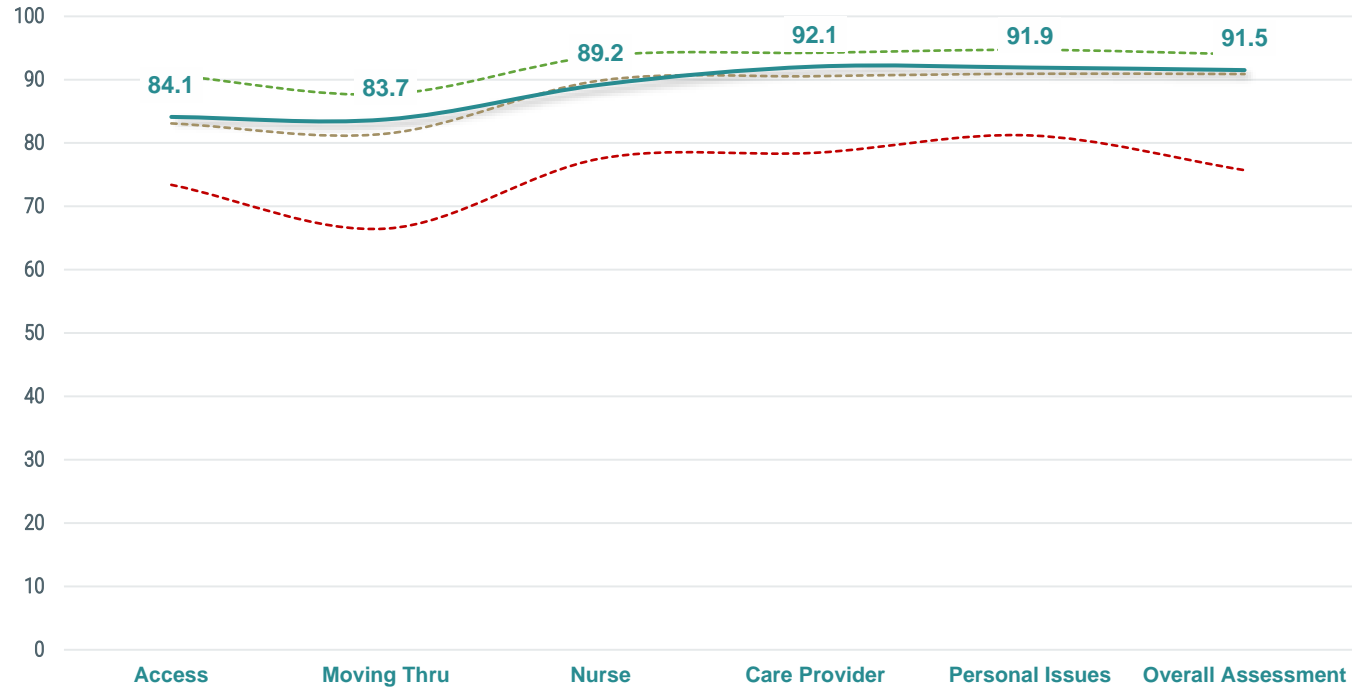
# OP – Departments

## Anesthesia Patient Journey



n-Size  
137

Period: [Jul 1st – Sep 30th, 2021]



--- GCC    - - - PG    - - - KFSH Q3, 2021    — Anes. Q3, 2021

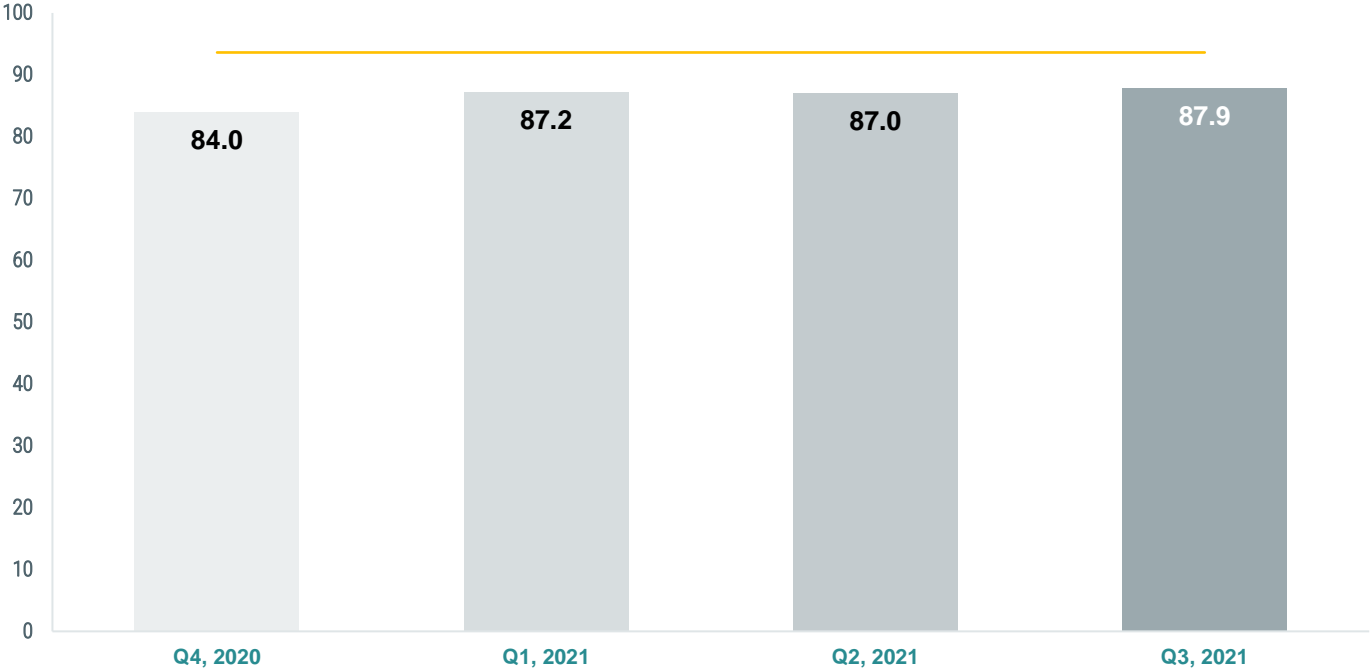
# OP – Departments

## Surgery Overall Rating



n-Size  
424

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

# OP – Departments

## Surgery

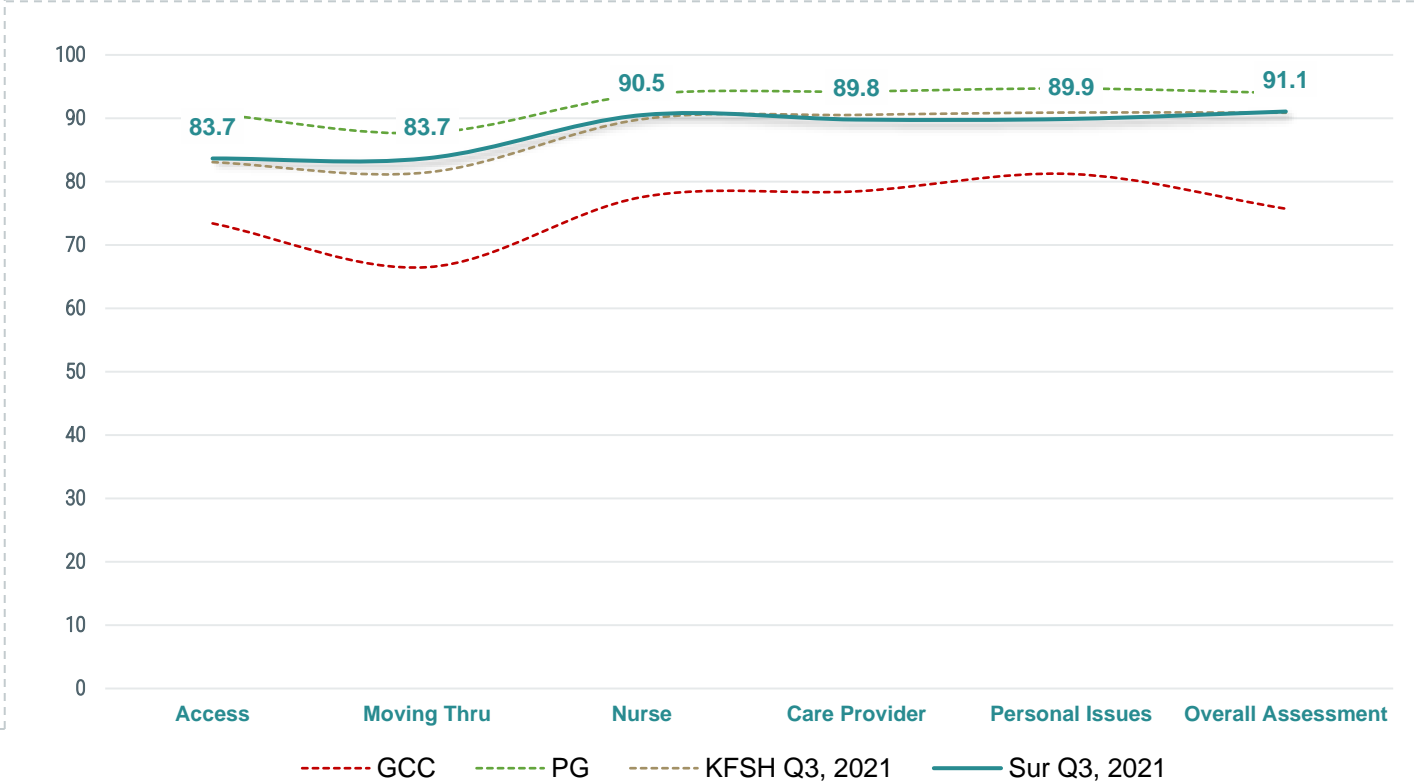
### Patient Journey



### n-Size

424

Period: [Jul 1st – Sep 30th, 2021]



# OP – Departments

## Medicine

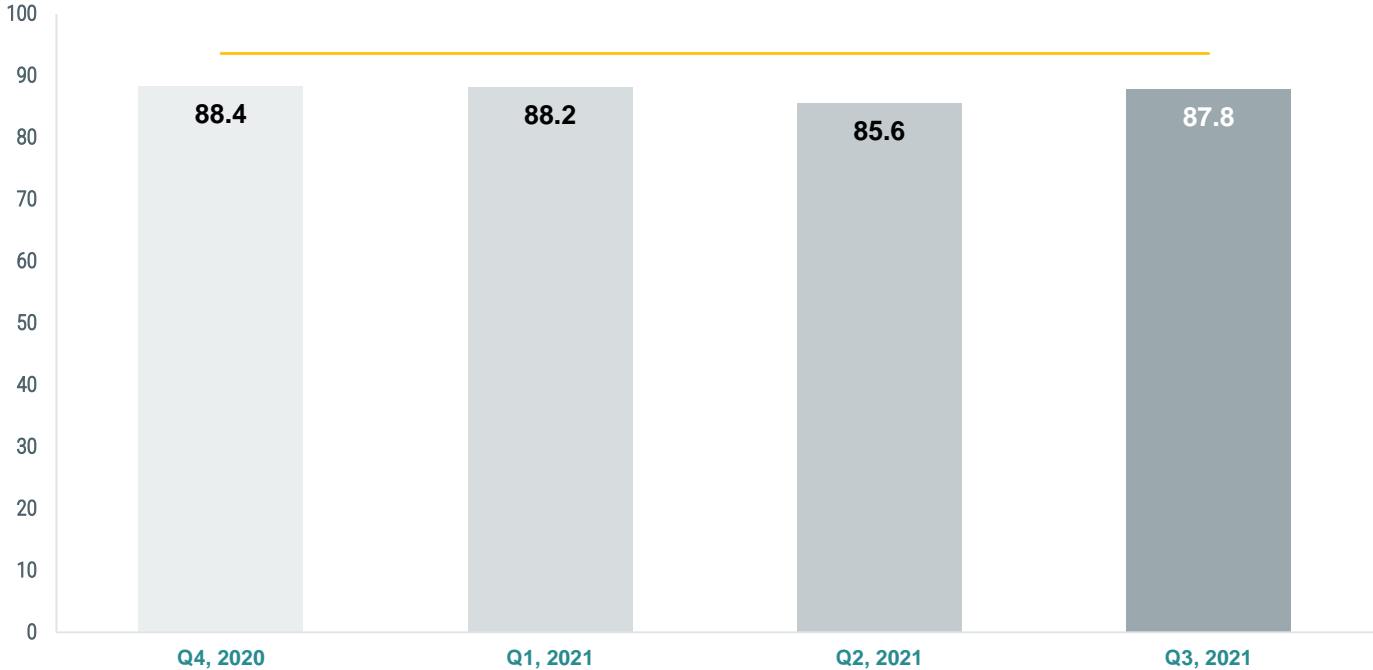
Overall Rating



n-Size

824

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

# OP – Departments

## Medicine

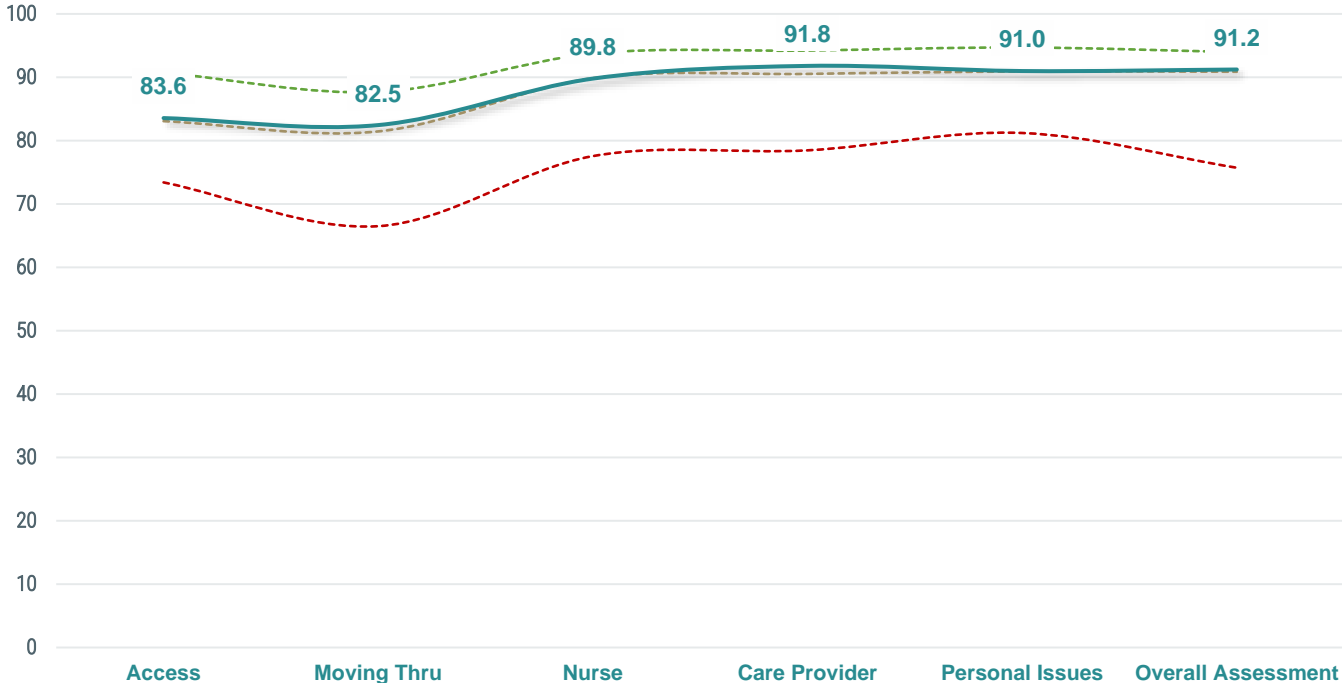
### Patient Journey



### n-Size

824

Period: [Jul 1st – Sep 30th, 2021]



--- GCC    - - - PG    - - - KFSH Q3, 2021    — Med Q3, 2021

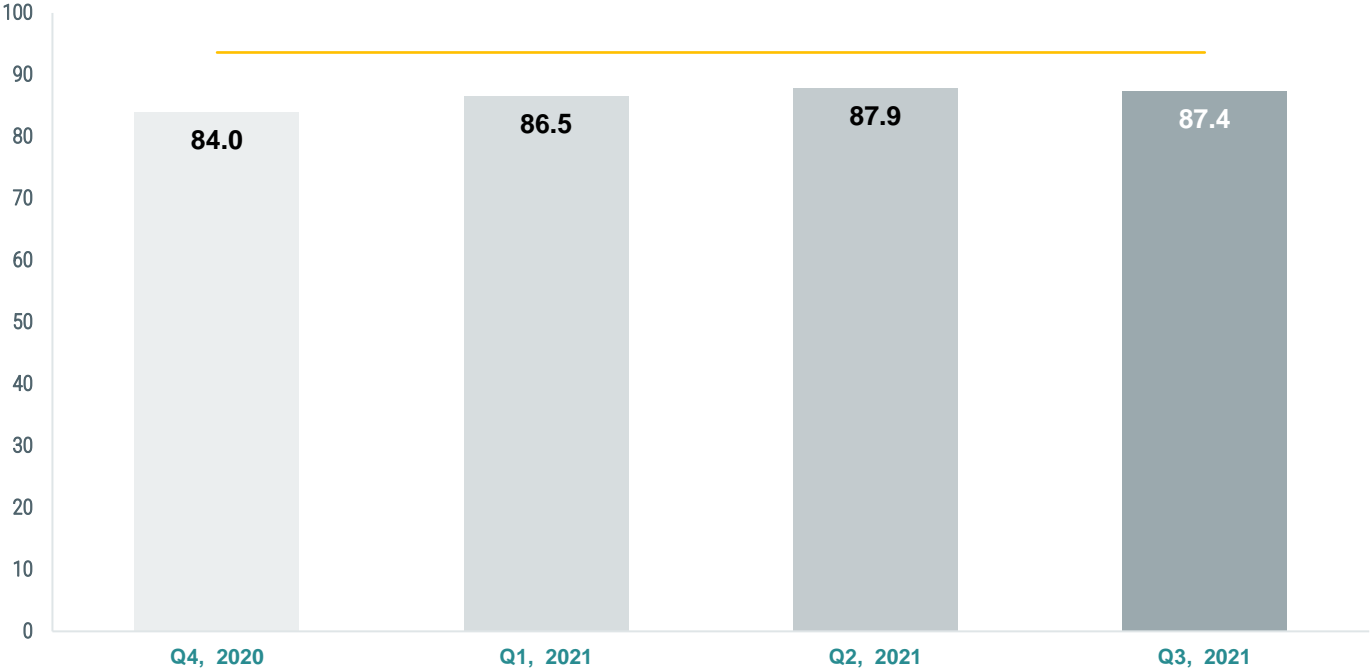
# OP – Departments

## Heart Institute Overall Rating



n-Size  
323

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

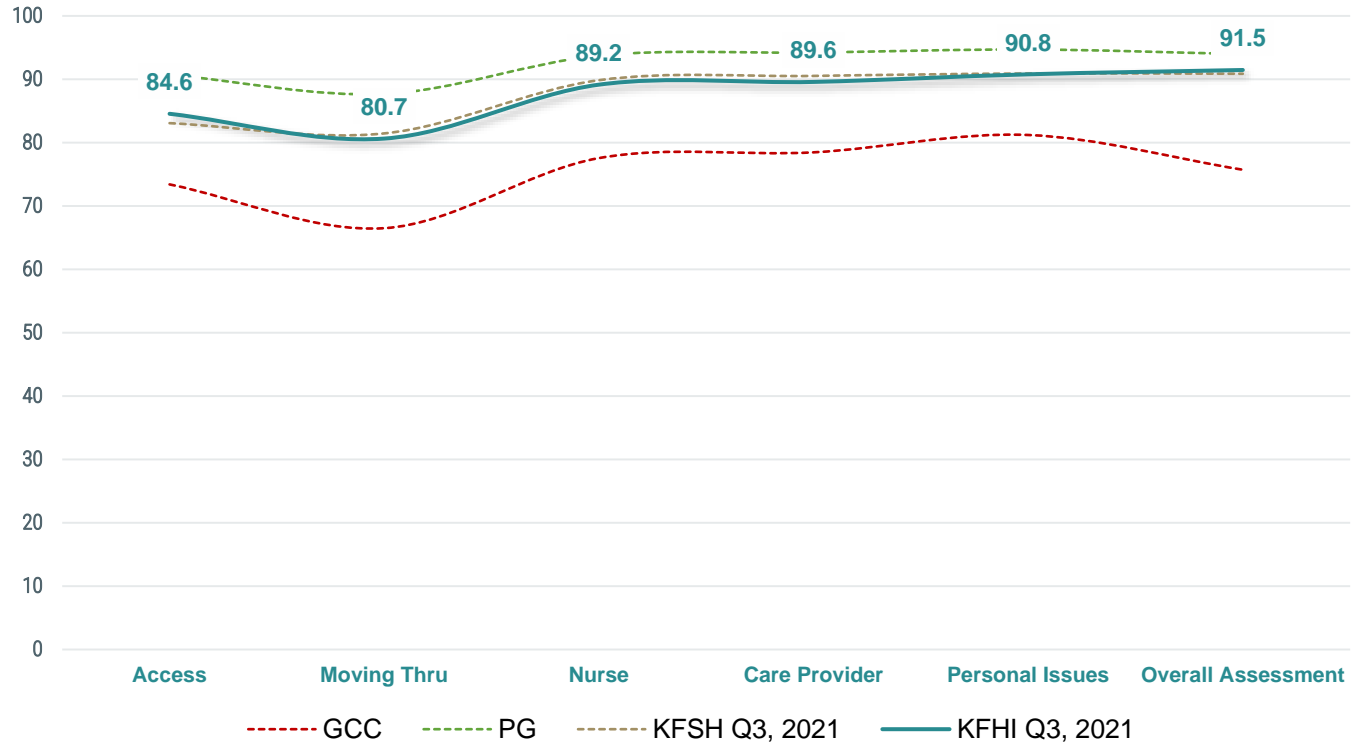
# OP – Departments

## Heart Institute Patient Journey



n-Size  
323

Period: [Jul 1st – Sep 30th, 2021]





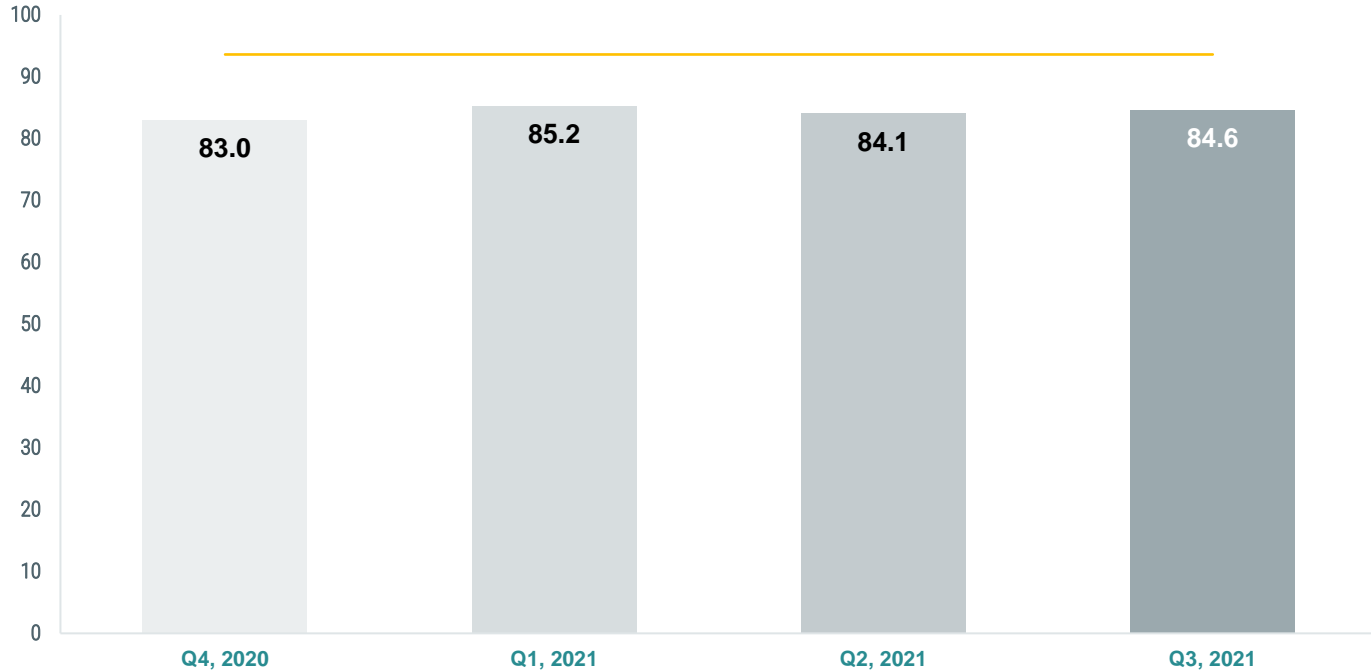
# OP – Departments

## Family Medicine Overall Rating



**n-Size**  
320

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

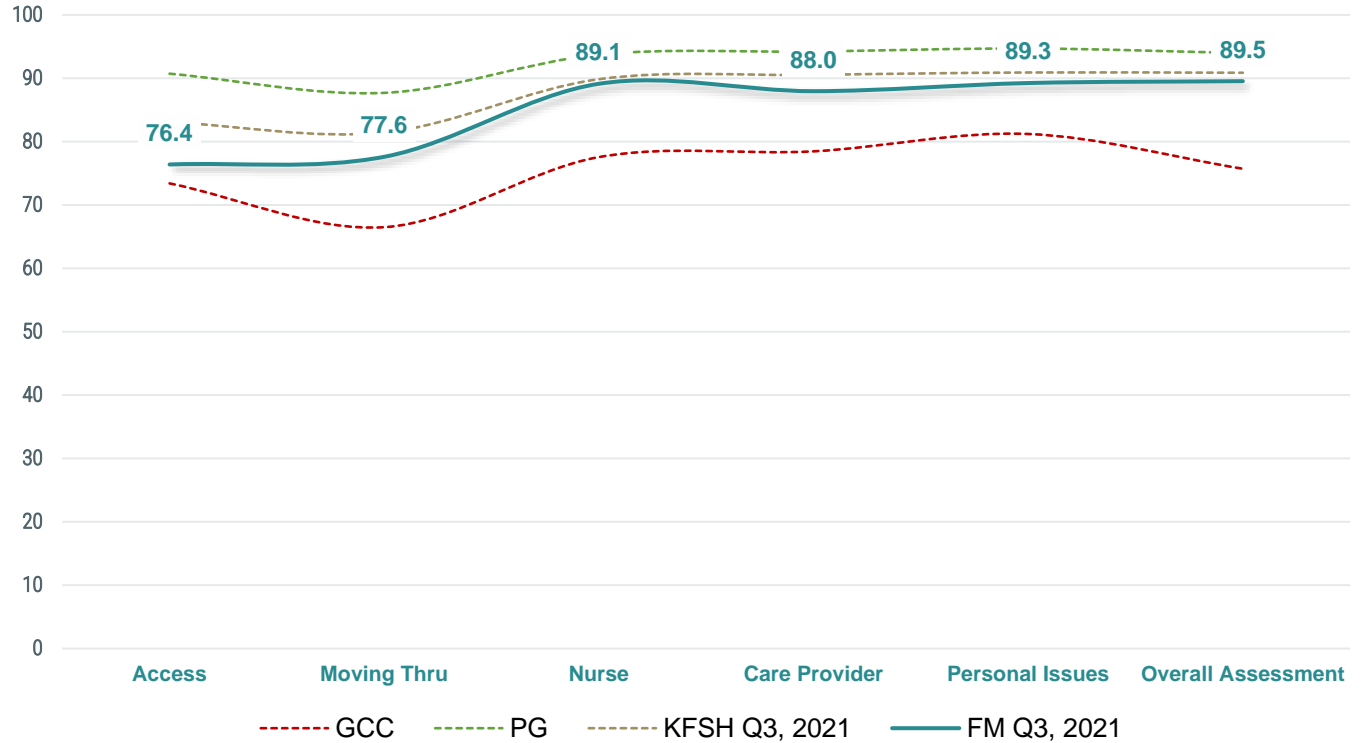
# OP – Departments

## Family Medicine Patient Journey



n-Size  
320

Period: [Jul 1st – Sep 30th, 2021]



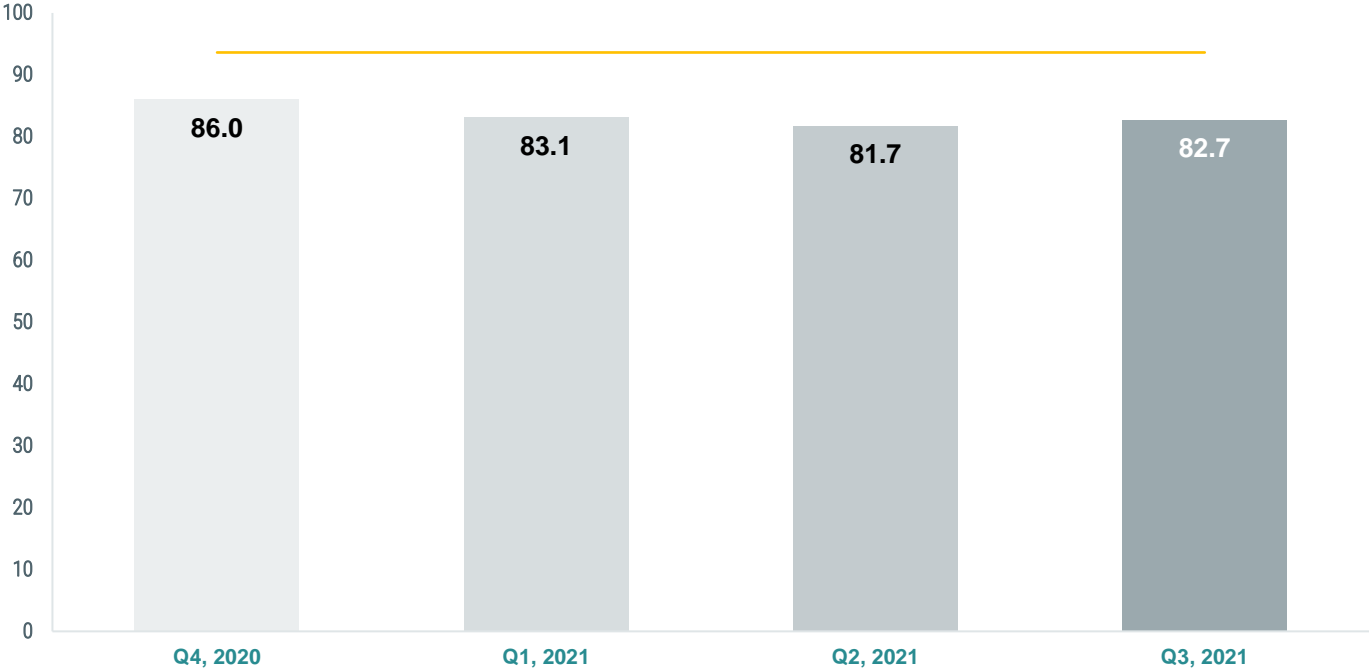
# OP – Departments

## Ob/Gyn Overall Rating



n-Size  
205

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

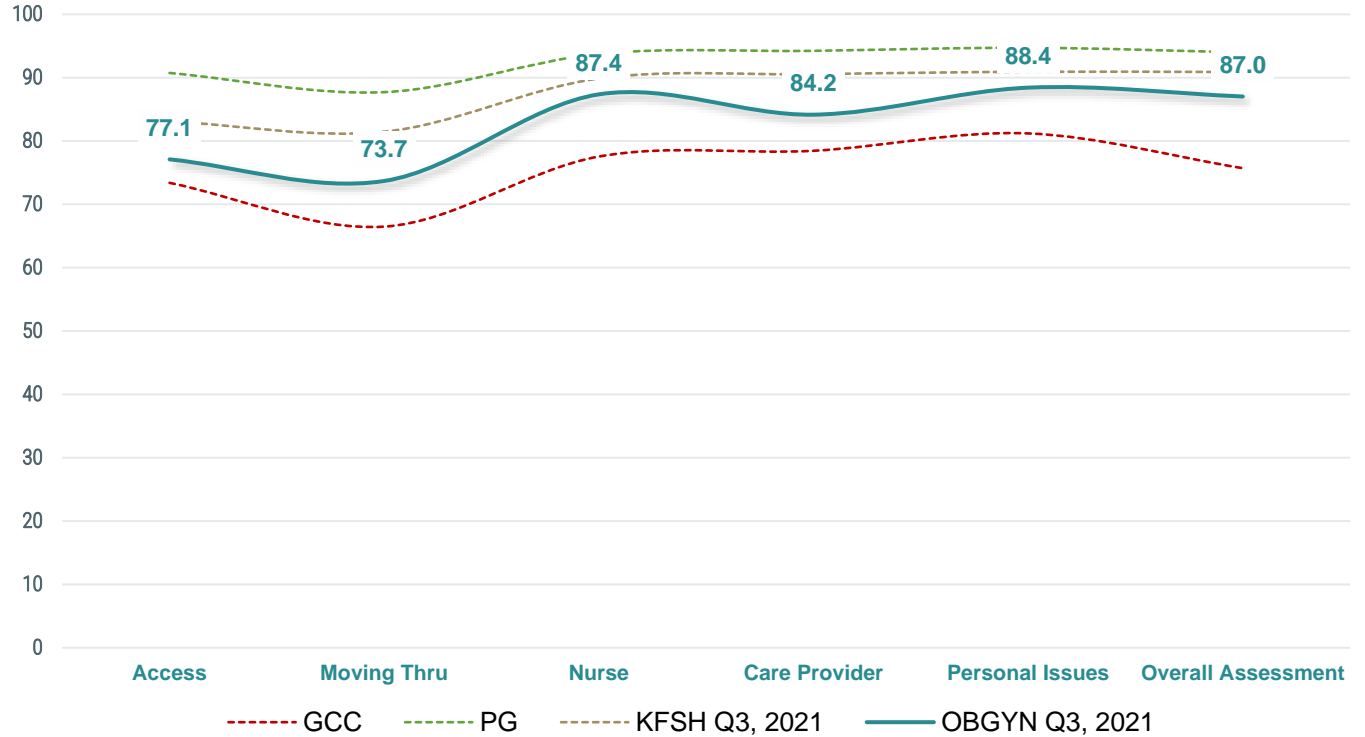
# OP – Departments

## Ob/Gyn Patient Journey



n-Size  
205

Period: [Jul 1st – Sep 30th, 2021]



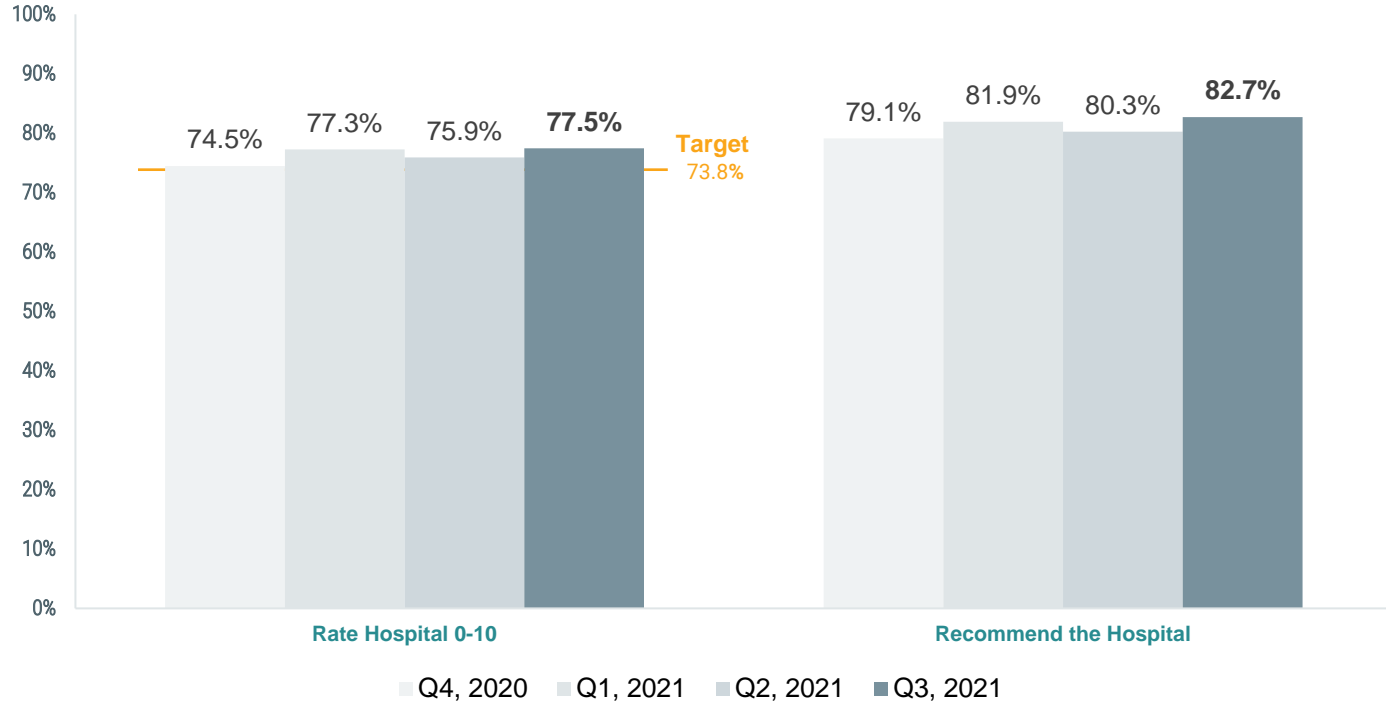


Inpatient  
Adults

# IP – Global Items

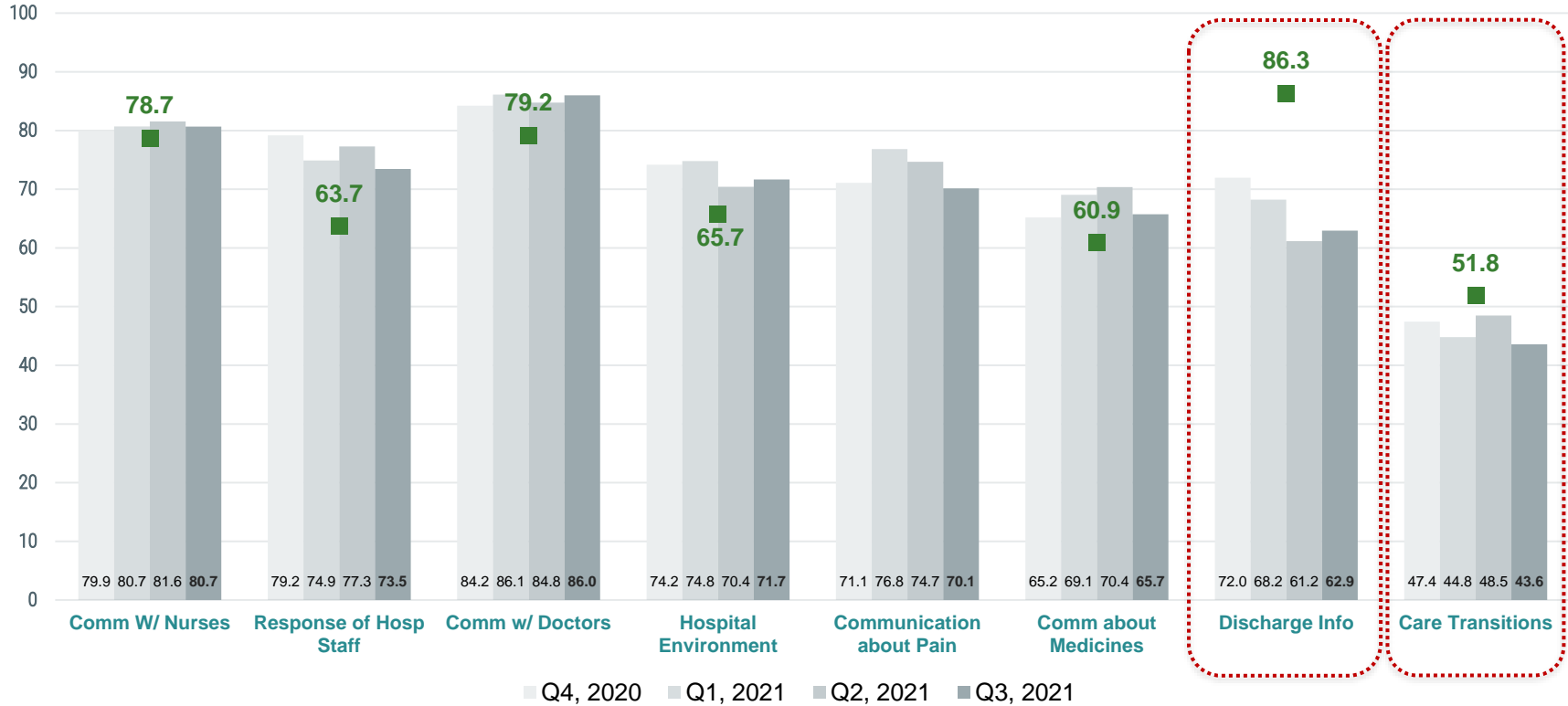
## Global Items Overall

Overall Rating Trend [ Q4, 2020 – Q3, 2021 ]



\* Top Box %

# IP – Survey Domains



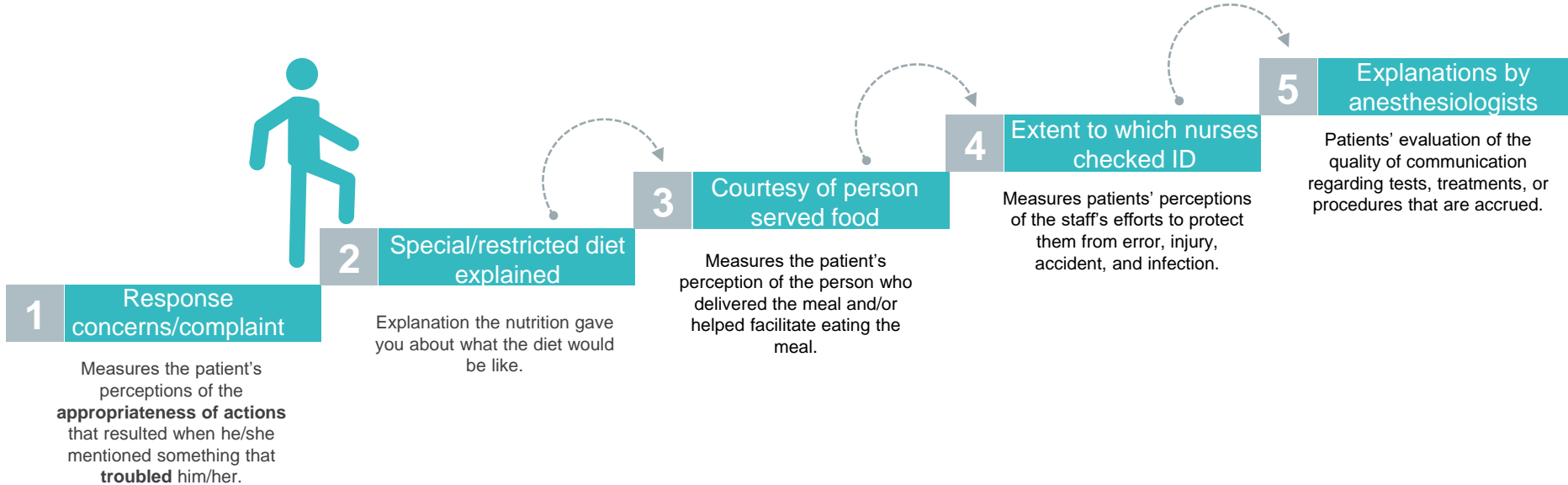
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG Average





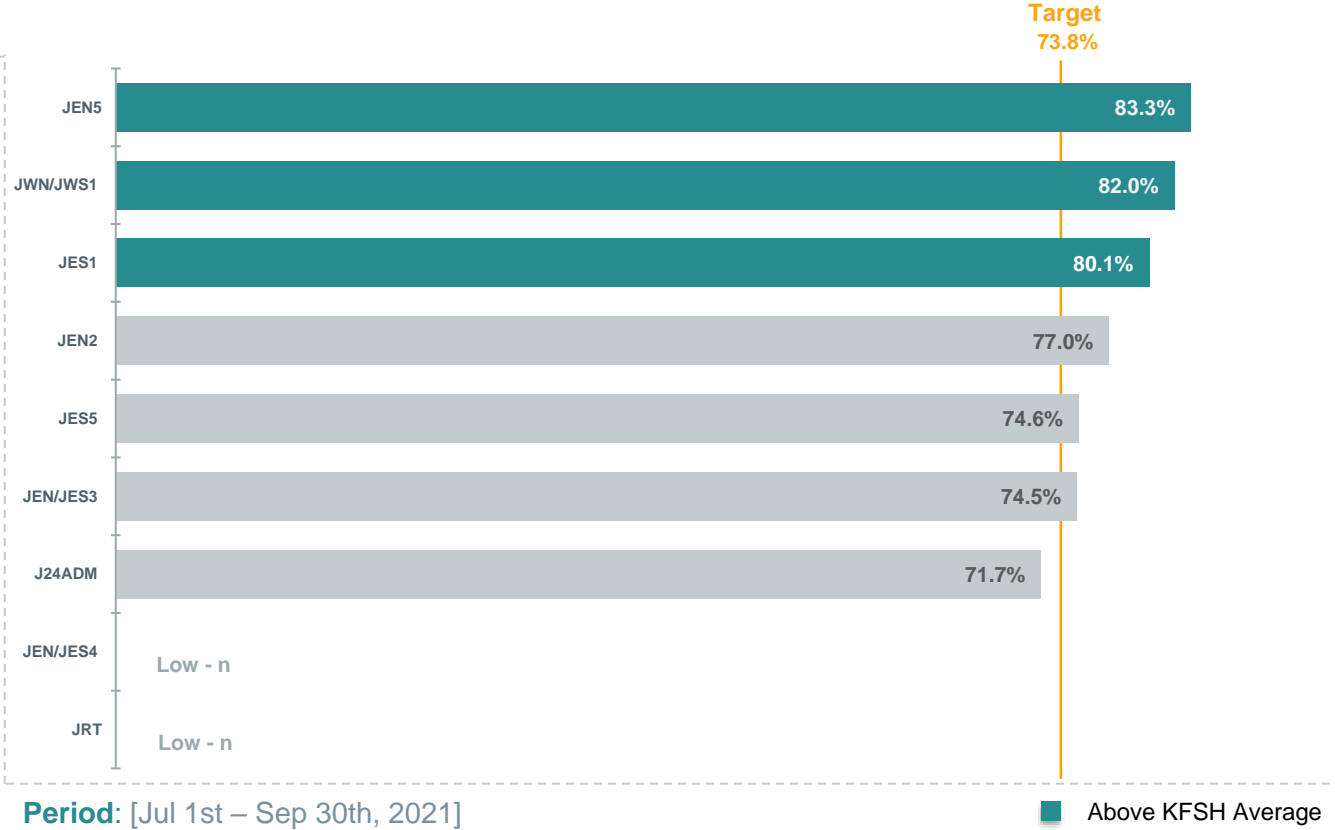
# IP – Priority Index (Q3, 2021)



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.

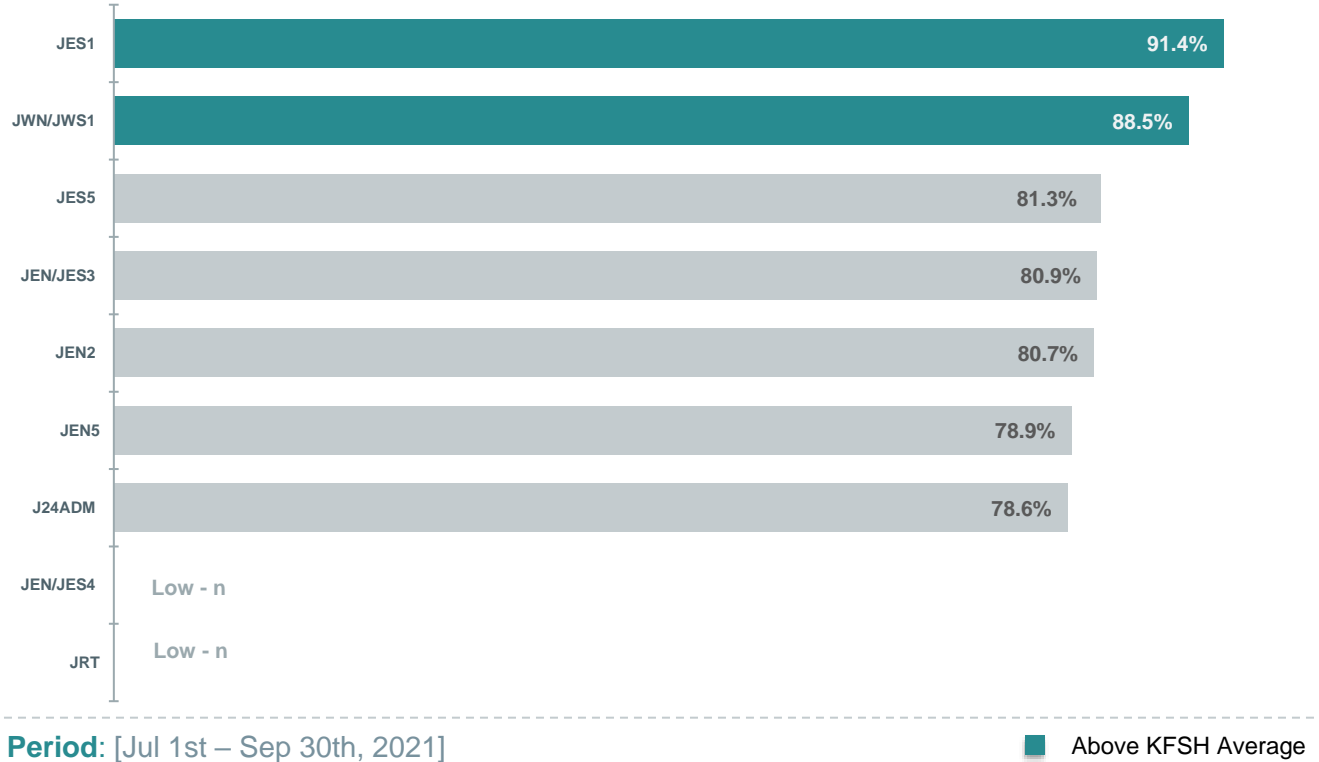
# IP – Global Items

## Rate Hospital 0-10 Wards



\* Top Box %

## Recommend Hospital Wards



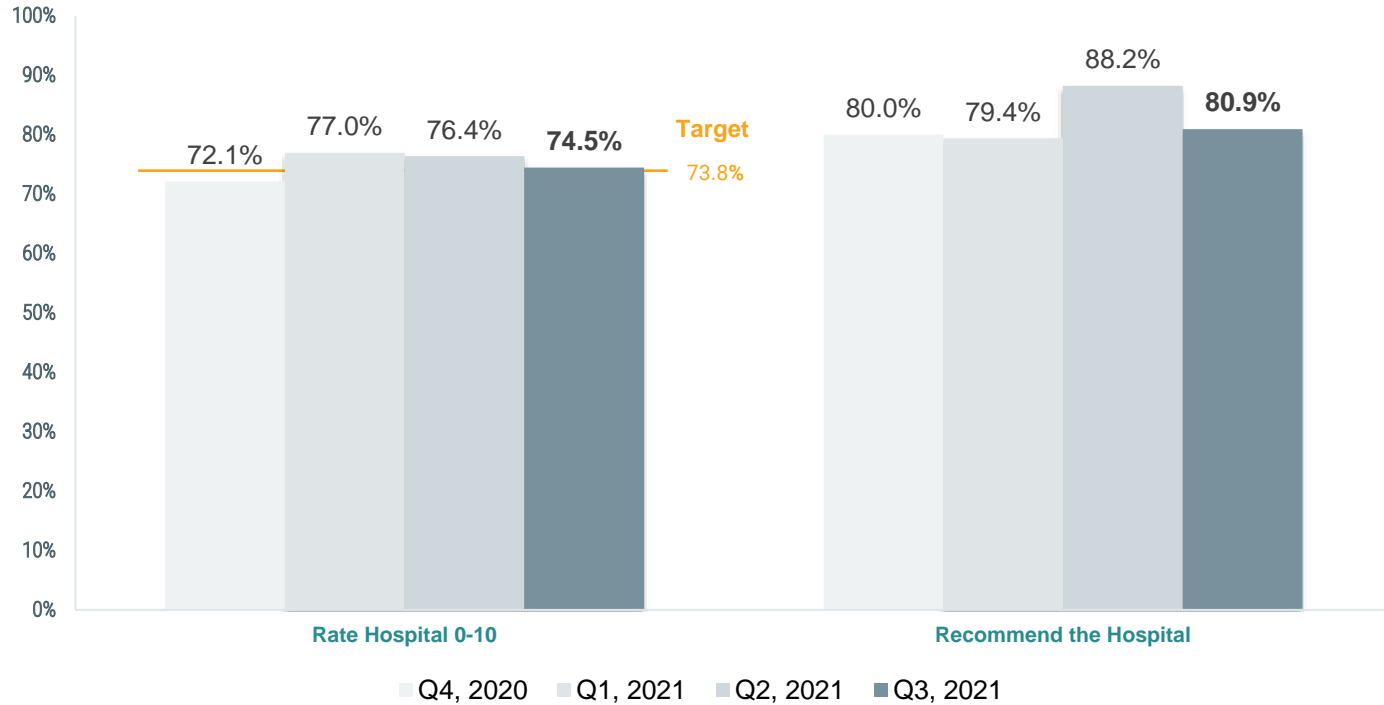
\* Top Box %

# IP – Wards

## JEN/JES3 Global Items

n-Size  
136

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* Top Box %

# IP – Wards

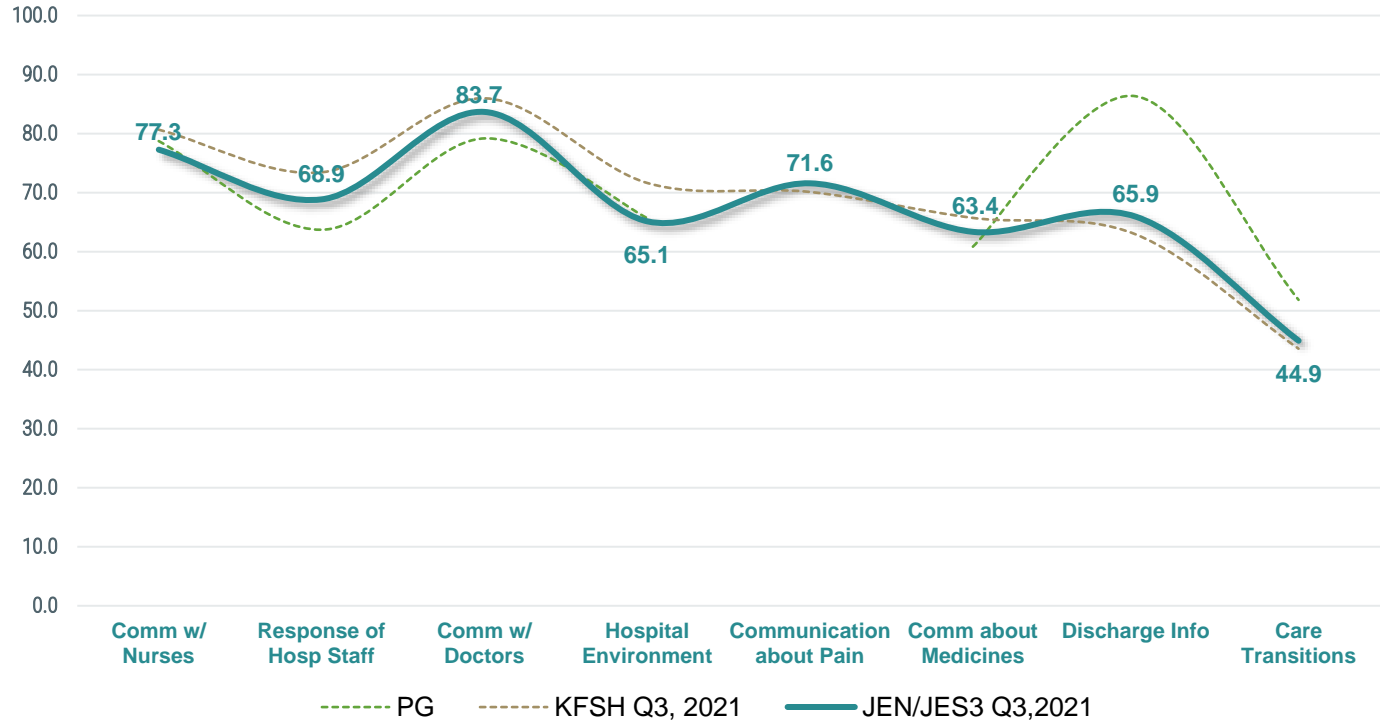
## JEN/JES3

Domains

### n-Size

136

Period: [Jul 1st – Sep 30th, 2021]



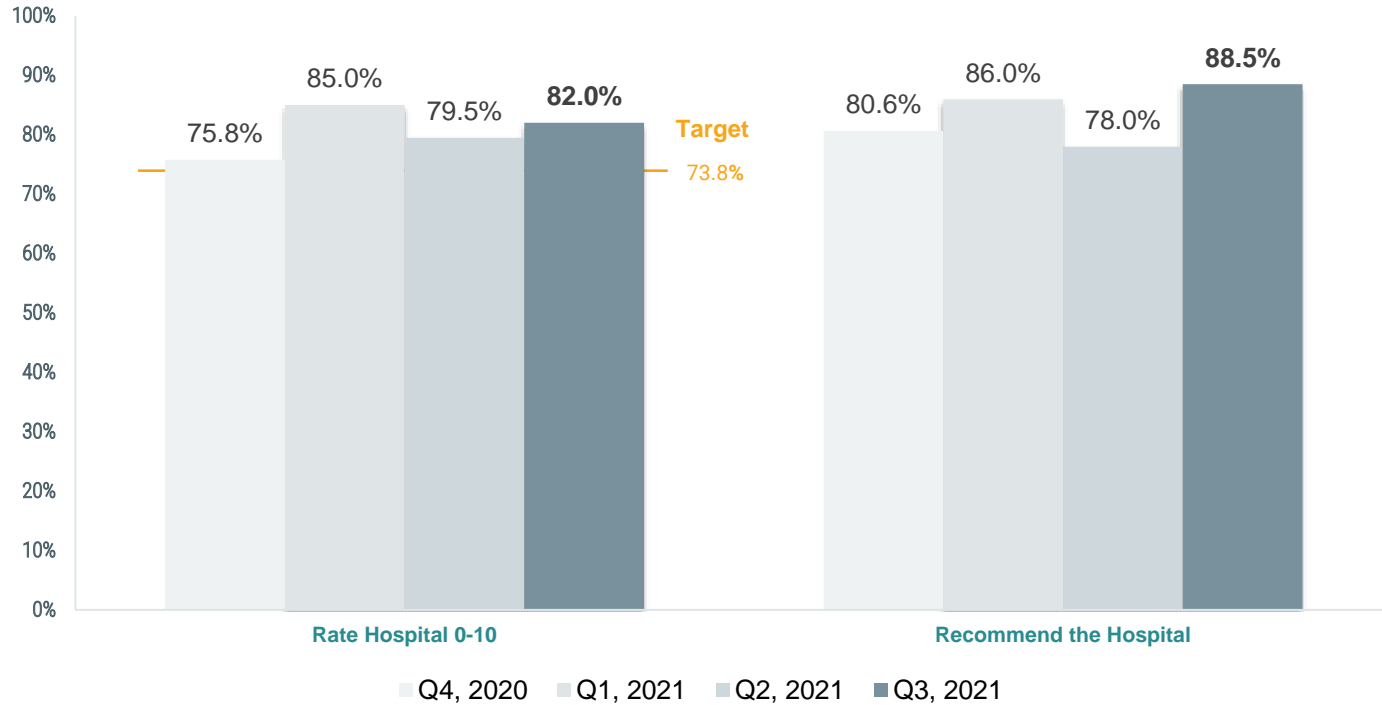
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

**JWN/JWS1**  
Global Items

**n-Size**  
50

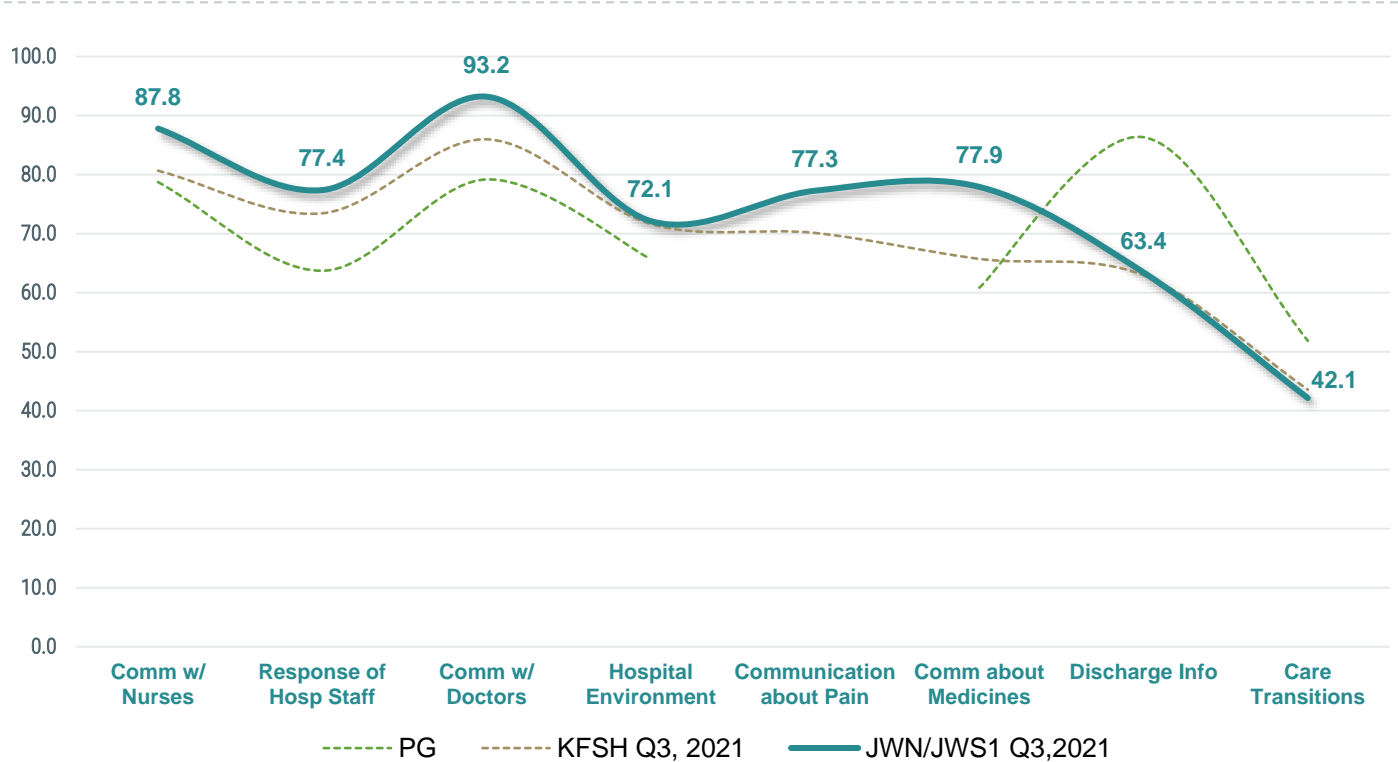
Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* Top Box %

# IP – Wards

Period: [Jul 1st – Sep 30th, 2021]



## JWN/JWS1

Domains

### n-Size

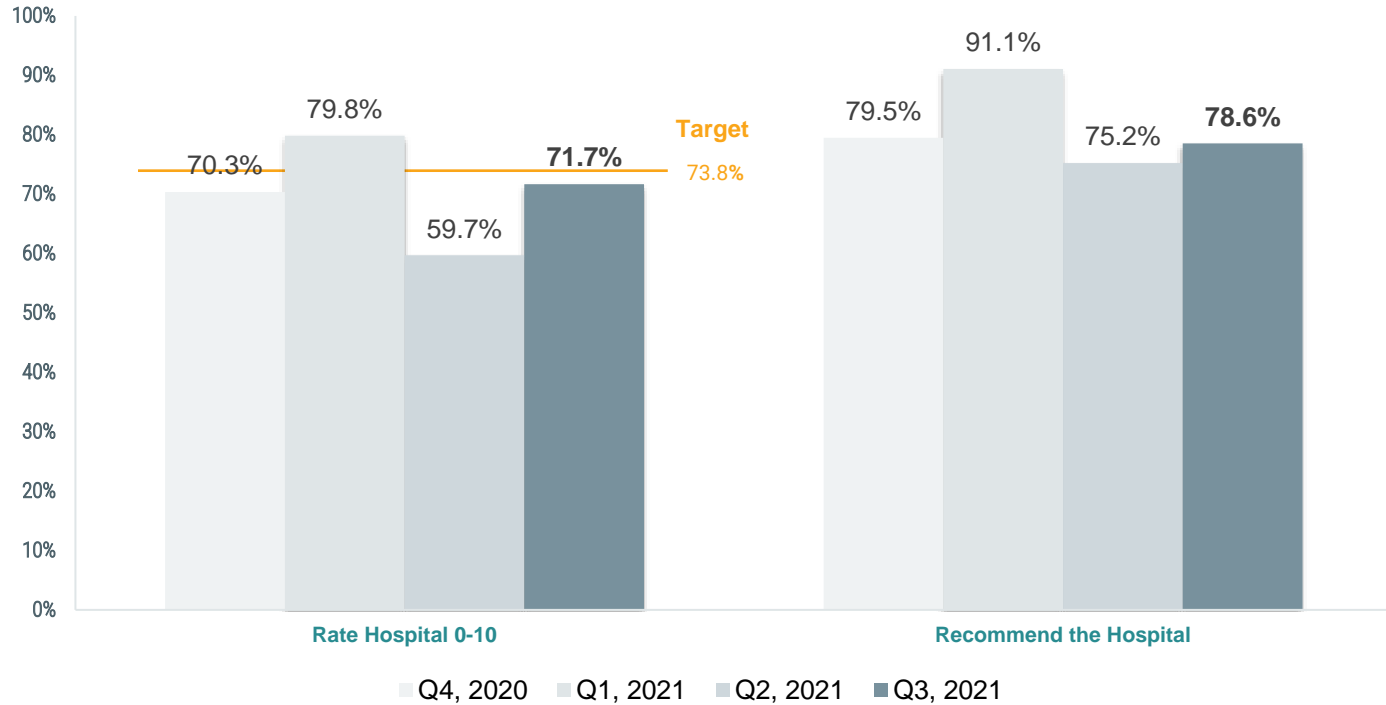
50

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

**J24ADM**  
Global Items

**n-Size**  
38

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



\* Top Box %



# IP – Wards

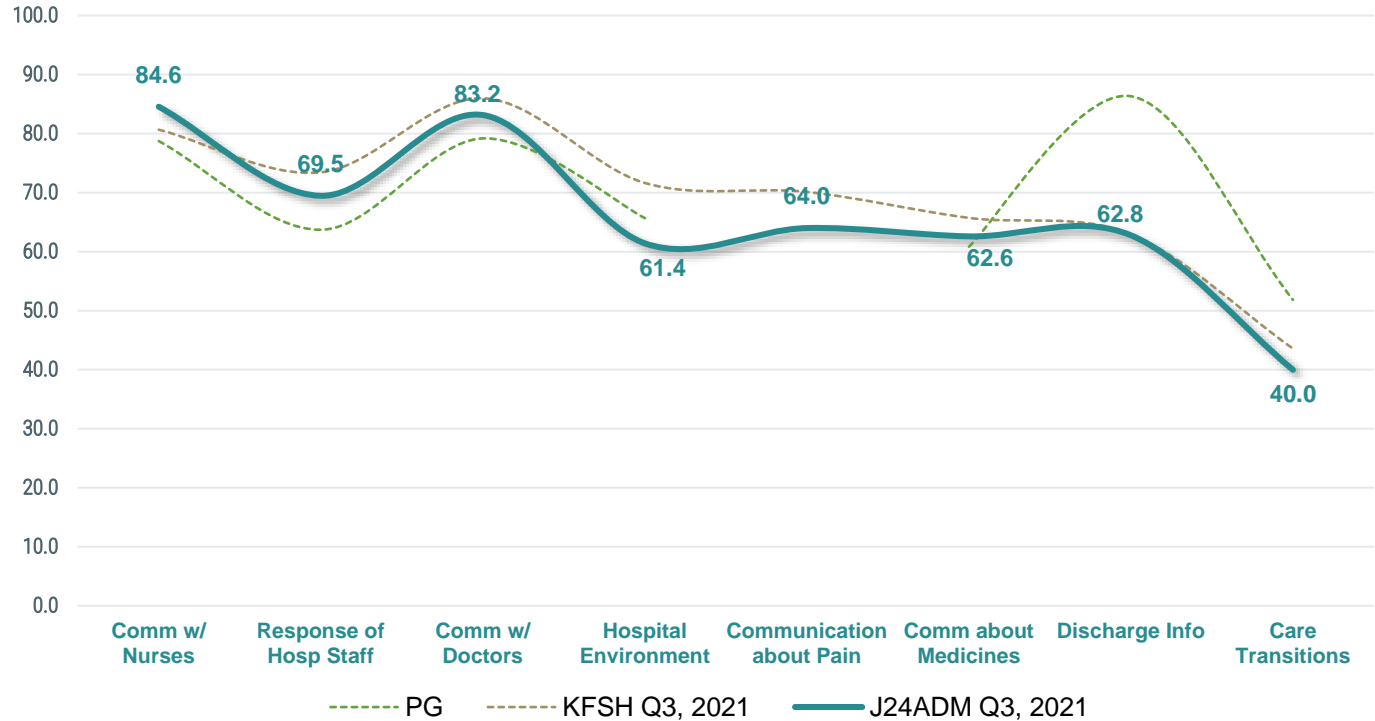
## J24ADM

Domains

### n-Size

38

Period: [Jul 1st – Sep 30th, 2021]

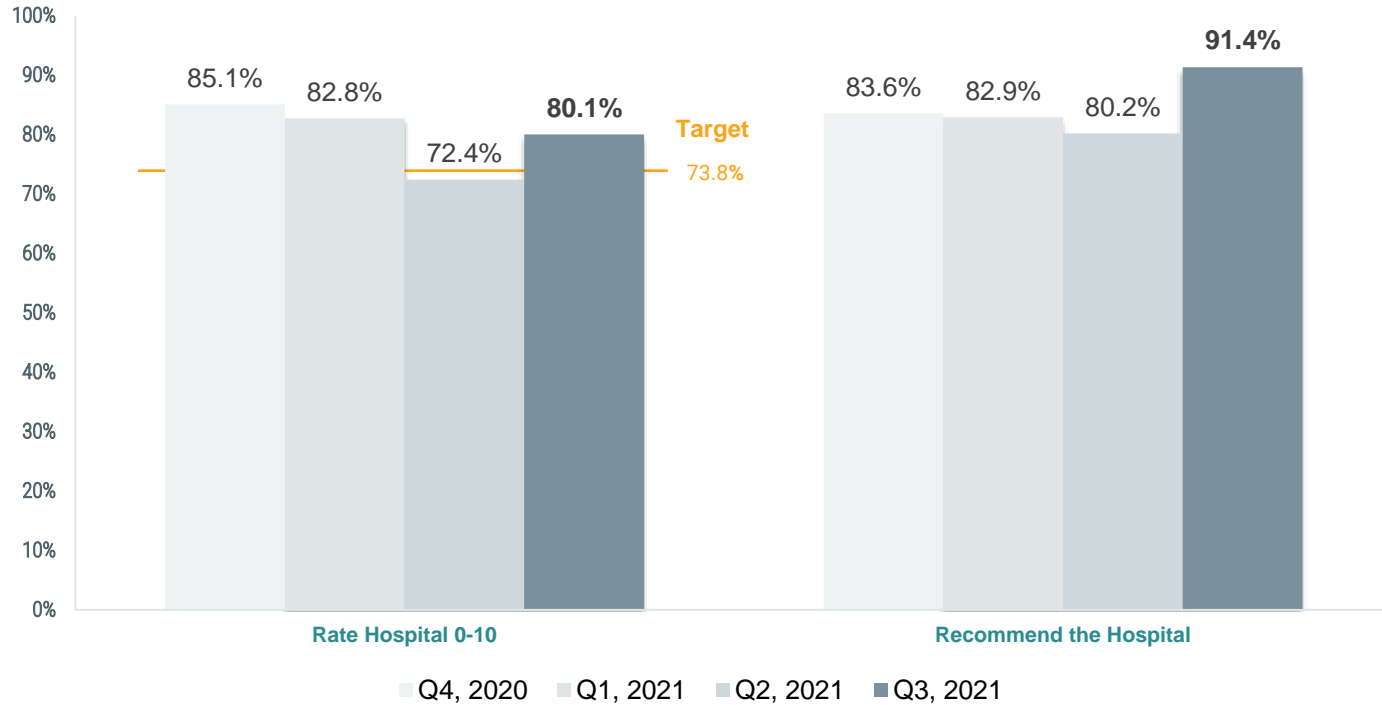


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

**JES1**  
Global Items

**n-Size**  
39

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]

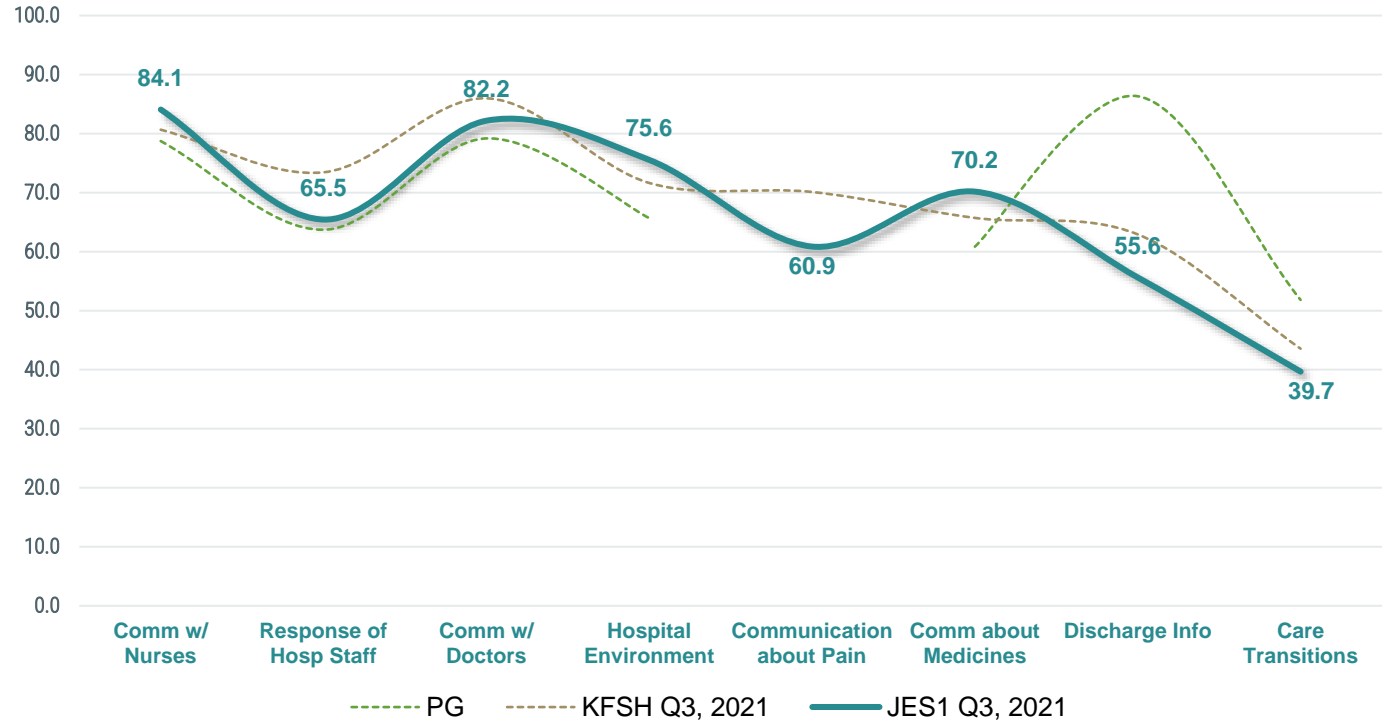


\* Top Box %

# IP – Wards

**JES1**  
Domains  
**n-Size**  
39

Period: [Jul 1st – Sep 30th, 2021]



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

# IP – Wards

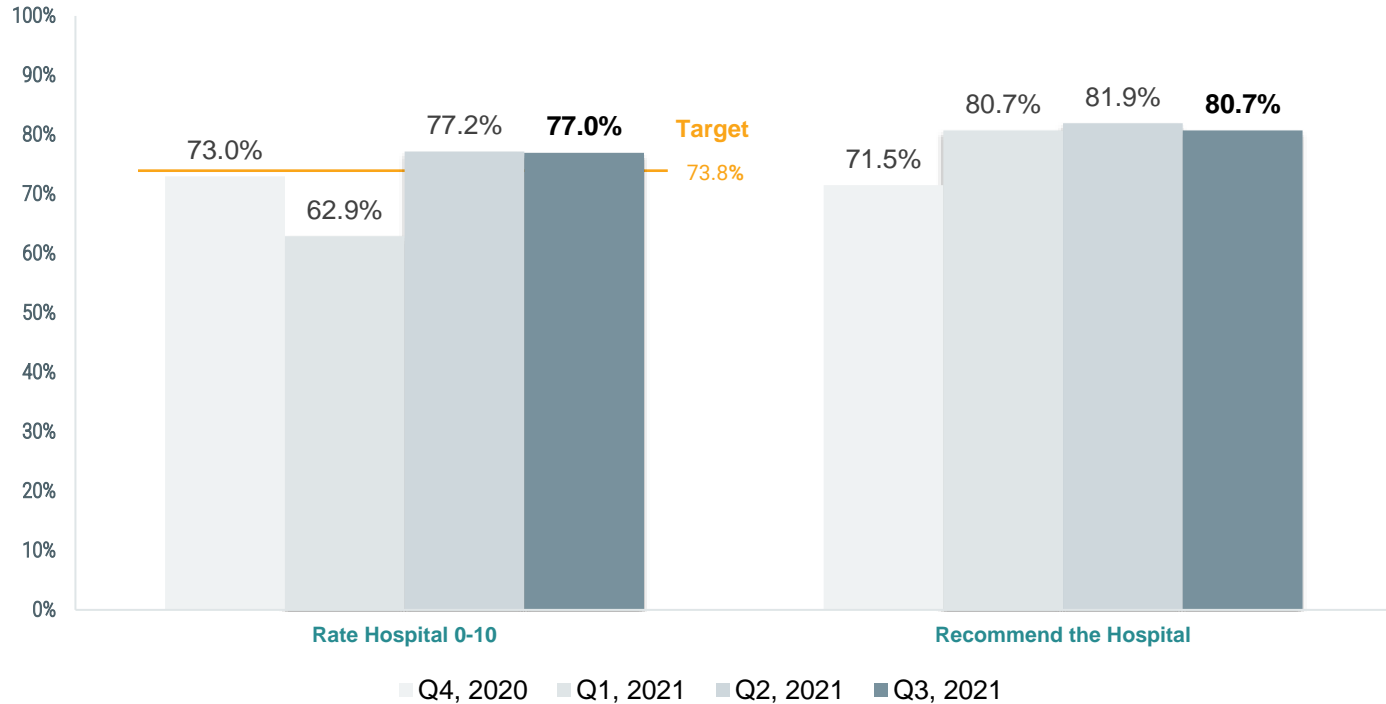
## JEN2

Global Items

### n-Size

57

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]

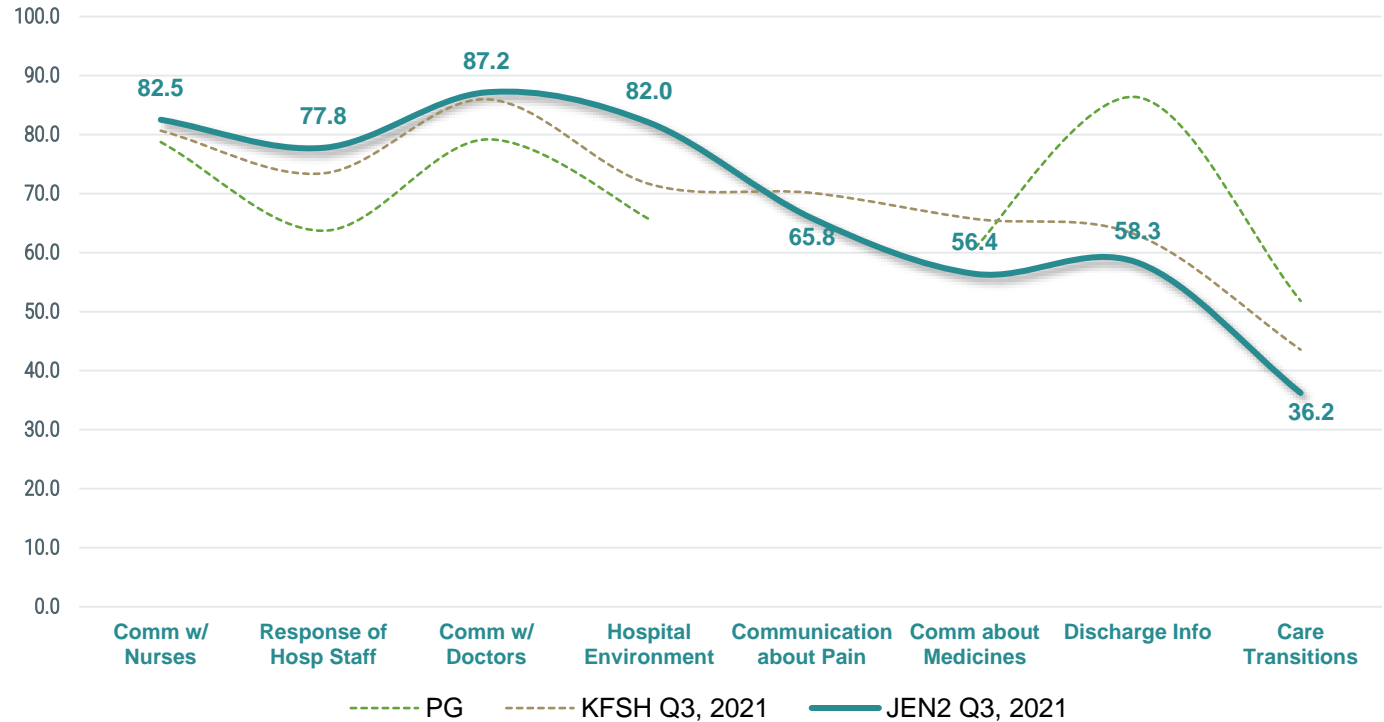


\* Top Box %

# IP – Wards

**JEN2**  
Domains  
**n-Size**  
57

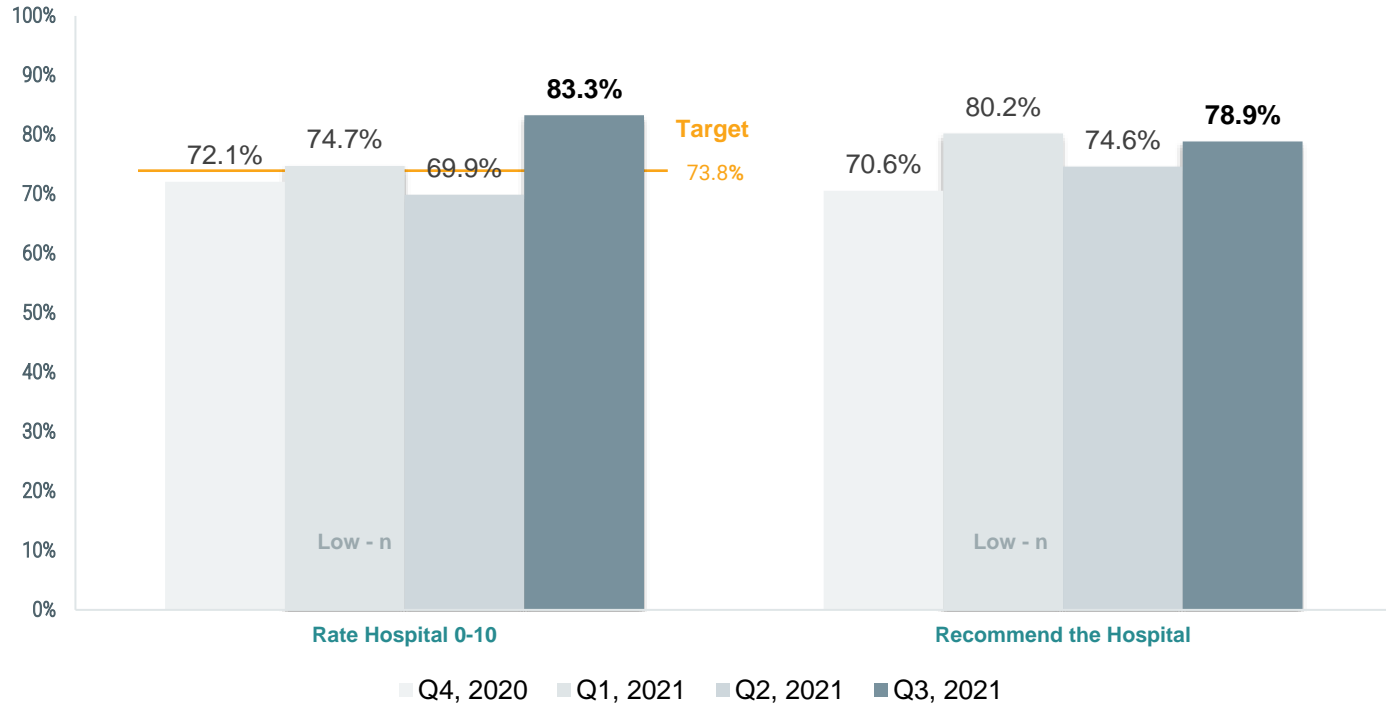
Period: [Jul 1st – Sep 30th, 2021]



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

# IP – Wards

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



**JEN5**  
Global Items

**n-Size**  
34

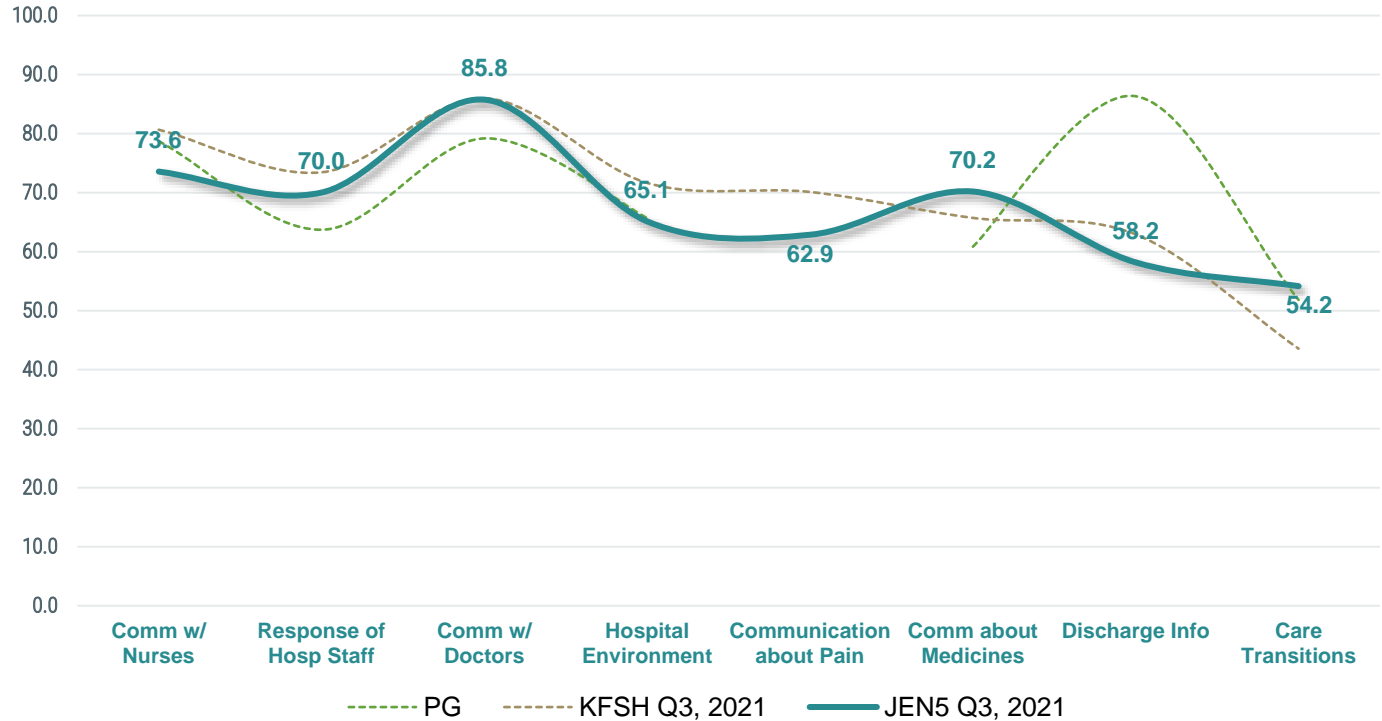
\* Top Box %

# IP – Wards

**JEN5**  
Domains

**n-Size**  
34

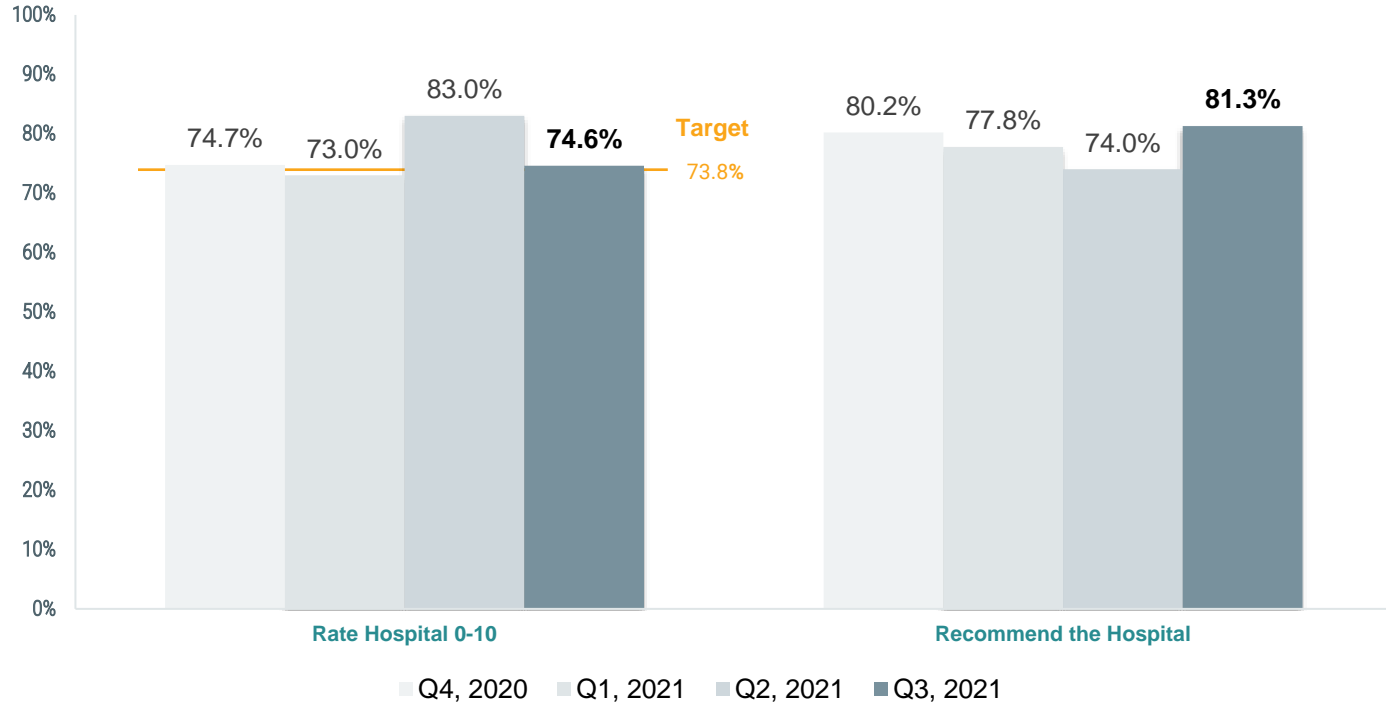
Period: [Jul 1st – Sep 30th, 2021]



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

# IP – Wards

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



**JES5**  
Global Items

**n-Size**  
47

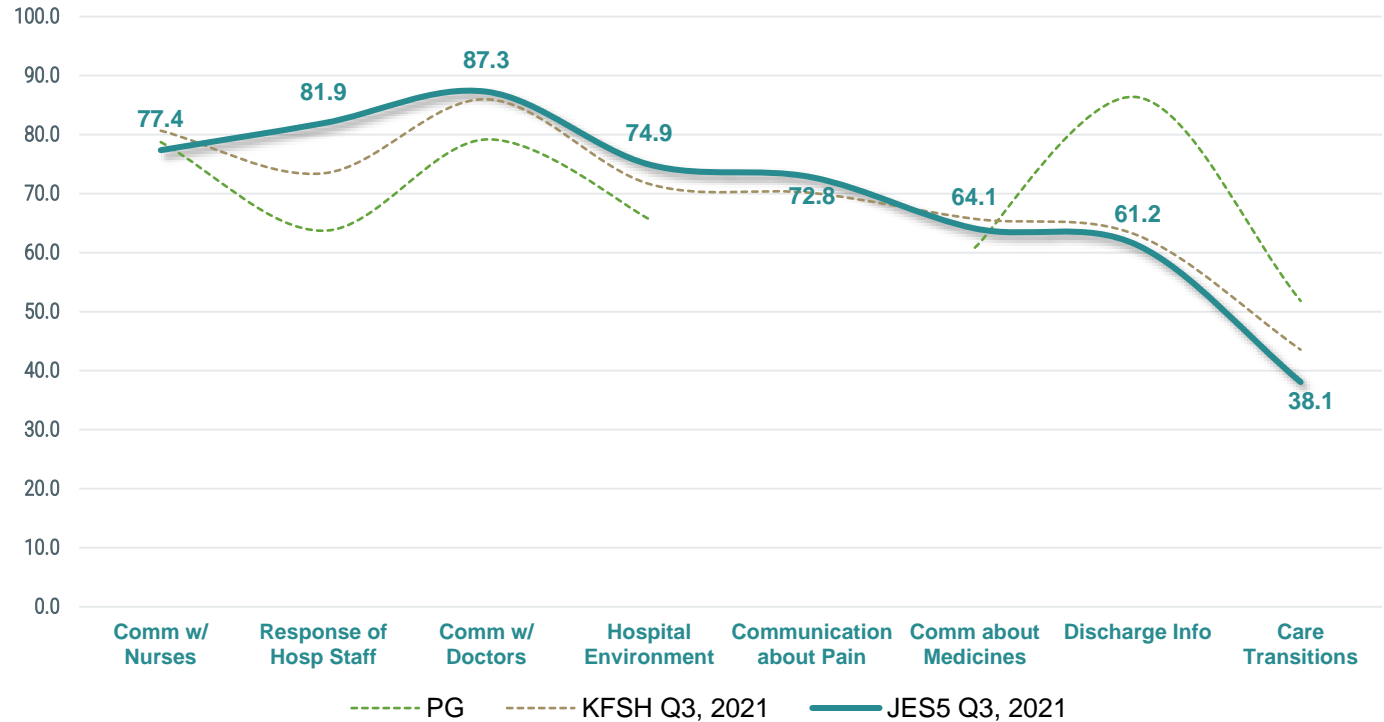
\* Top Box %



# IP – Wards

Period: [Jul 1st – Sep 30th, 2021]

**JES5**  
Domains  
**n-Size**  
47

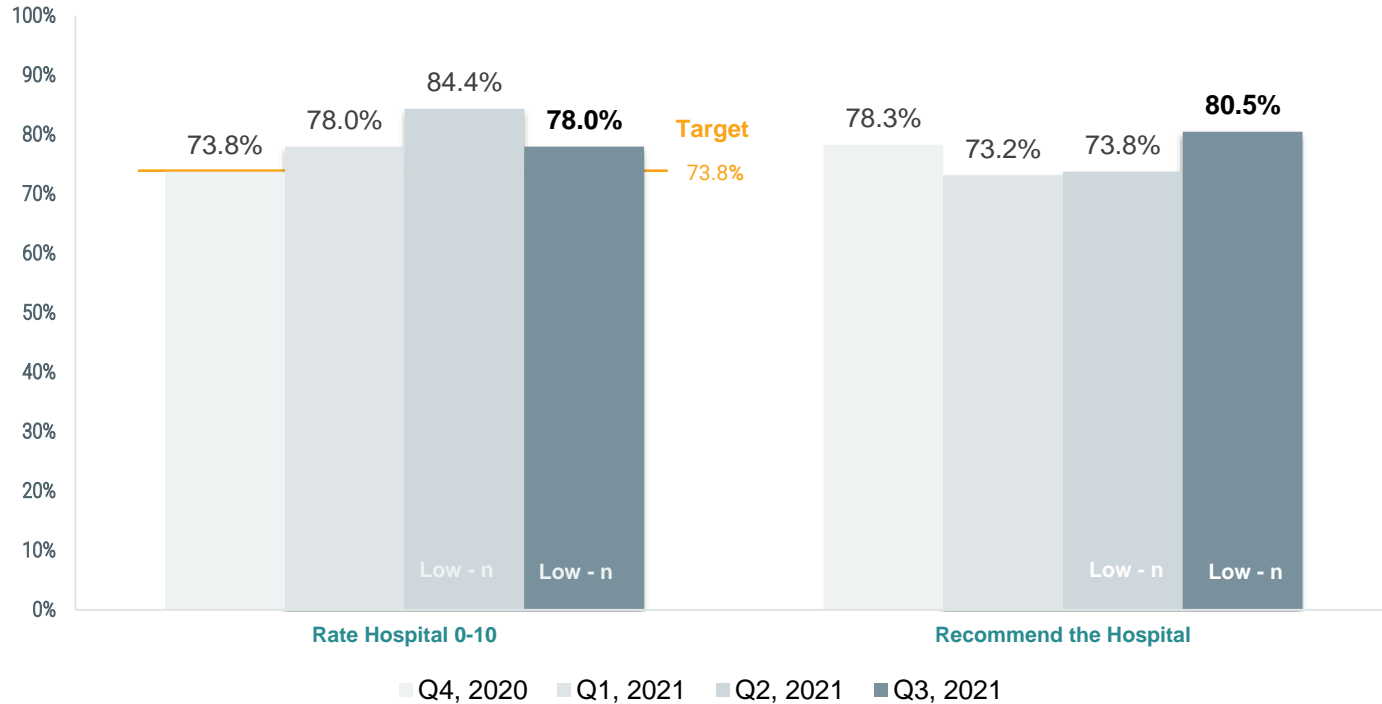


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

## JEN/JES4 Global Items

**n-Size**  
**25\***

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



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

\* Top Box %

# IP – Wards

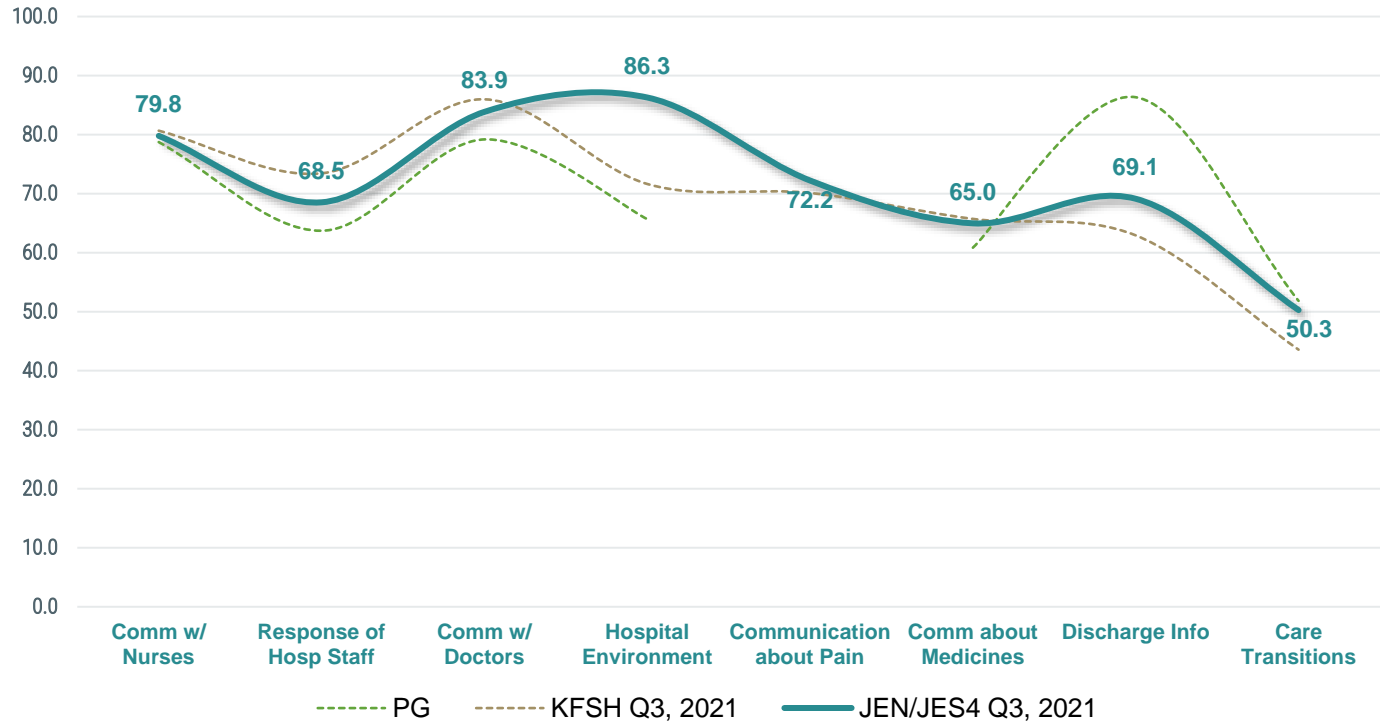
## JEN/JES4

Domains

n-Size

25\*

Period: [Jul 1st – Sep 30th, 2021]

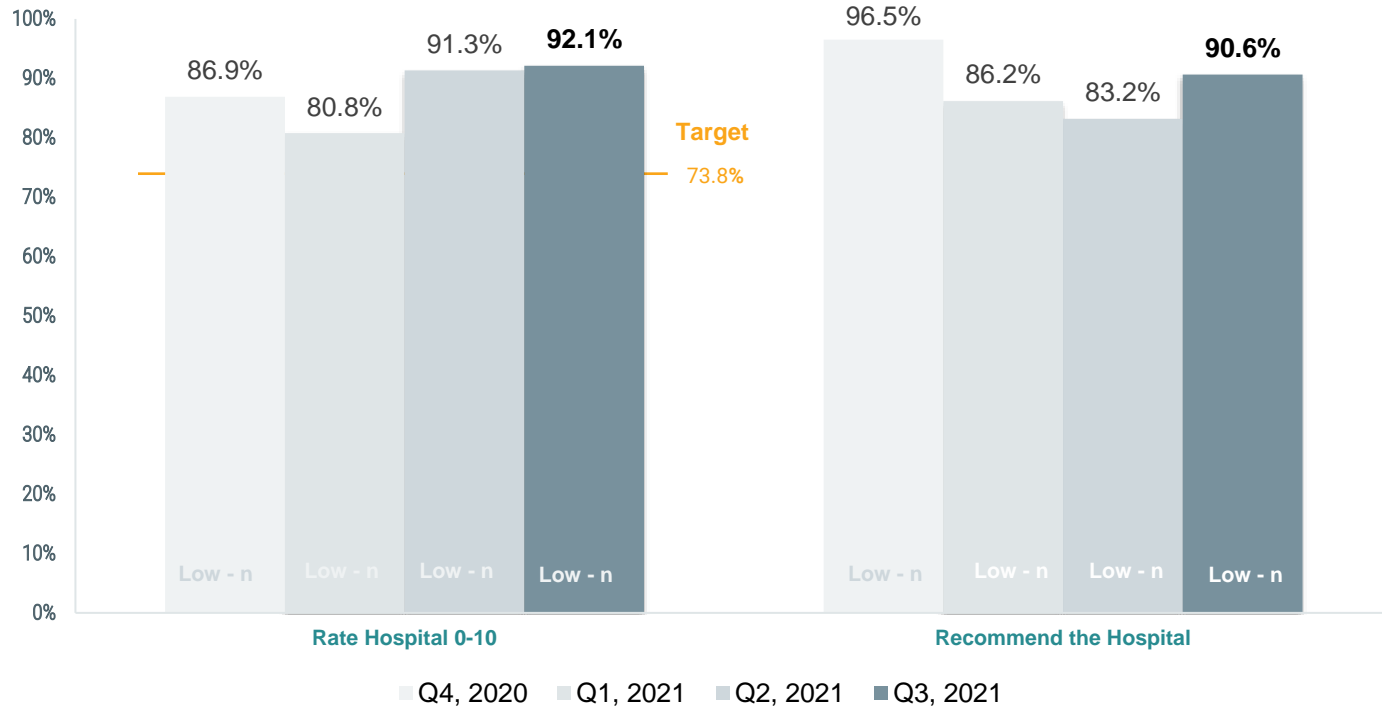


\*The score might not be reliable due to the sample size

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

# IP – Wards

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



**JRT**  
Global Items

**n-Size**  
**17\***

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

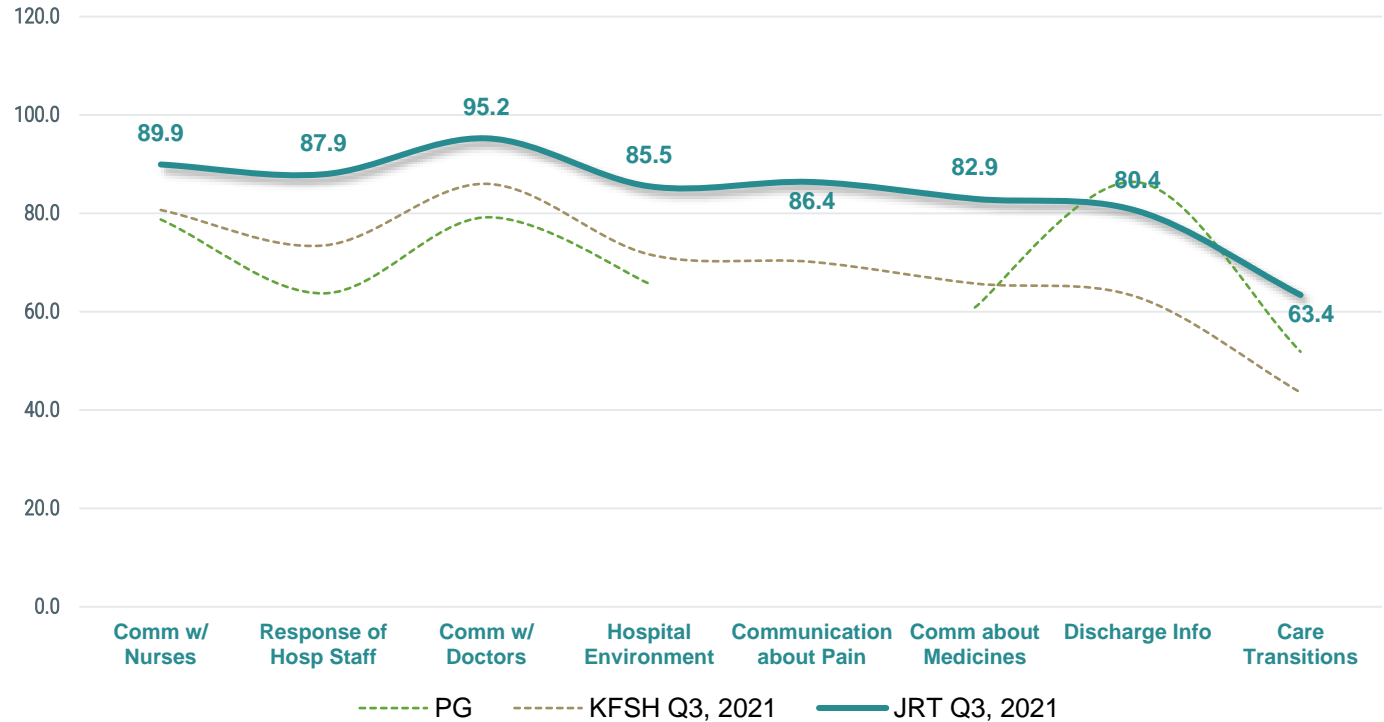
\* Top Box %

# IP – Wards

Period: [Jul 1st – Sep 30th, 2021]

**JRT**  
Domains

**n-Size**  
**17\***



\*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.

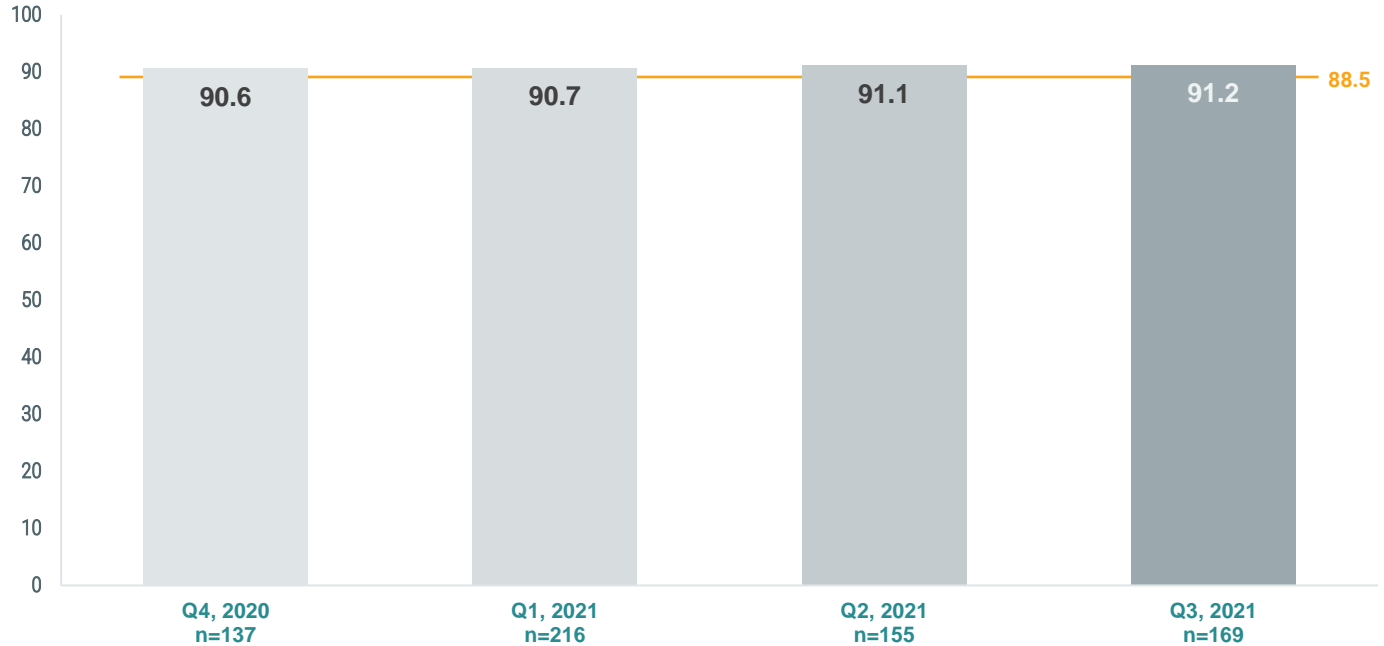


Inpatient  
Pediatrics

# IPP – Overall Rating

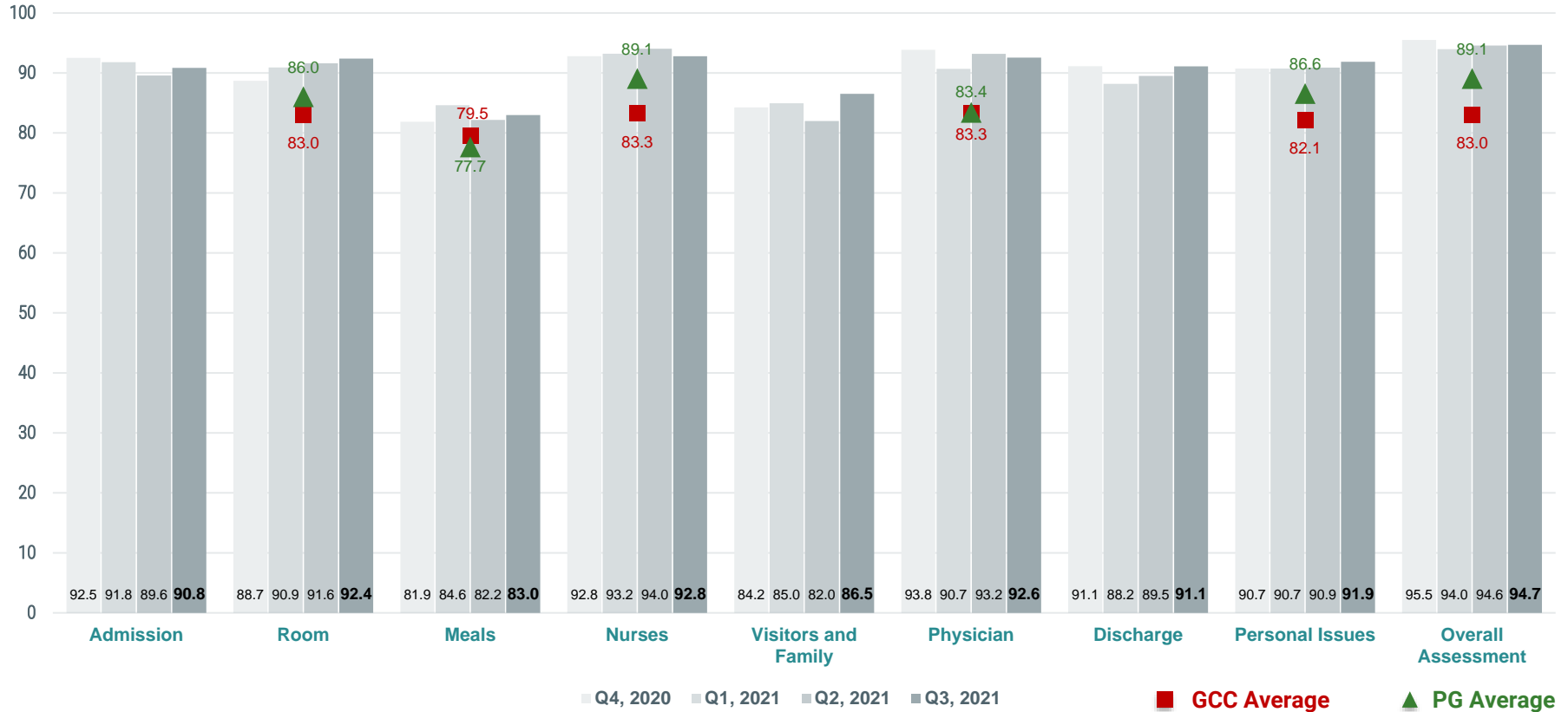


Overall Rating Trend [ Q4, 2020 – Q3, 2021 ]



■ 2021 Target [88.5]

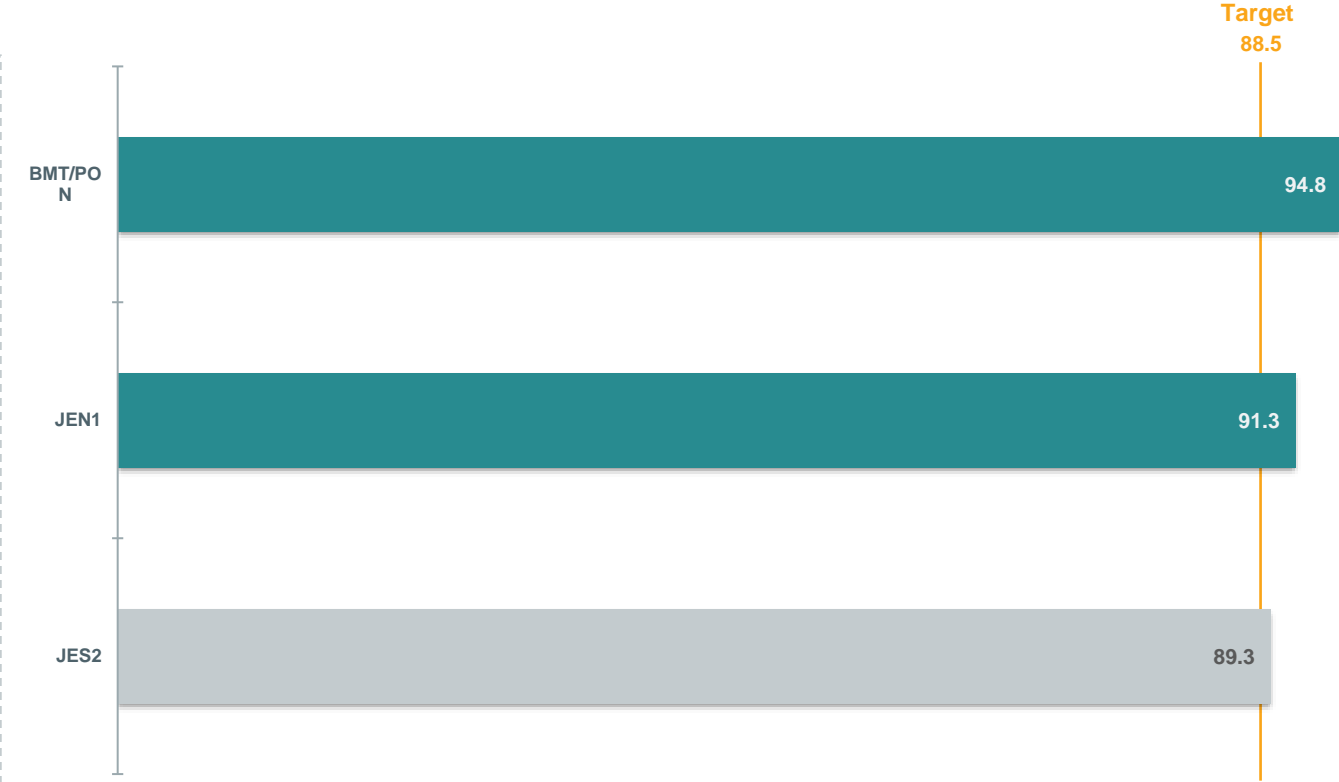
# IPP – Survey Domains





# IPP – Overall Rating

## Overall Rating Wards



Period: [Jul 1st – Sep 30th, 2021]

■ Above KFSH Average

# IPP – Wards

## BMT/PON

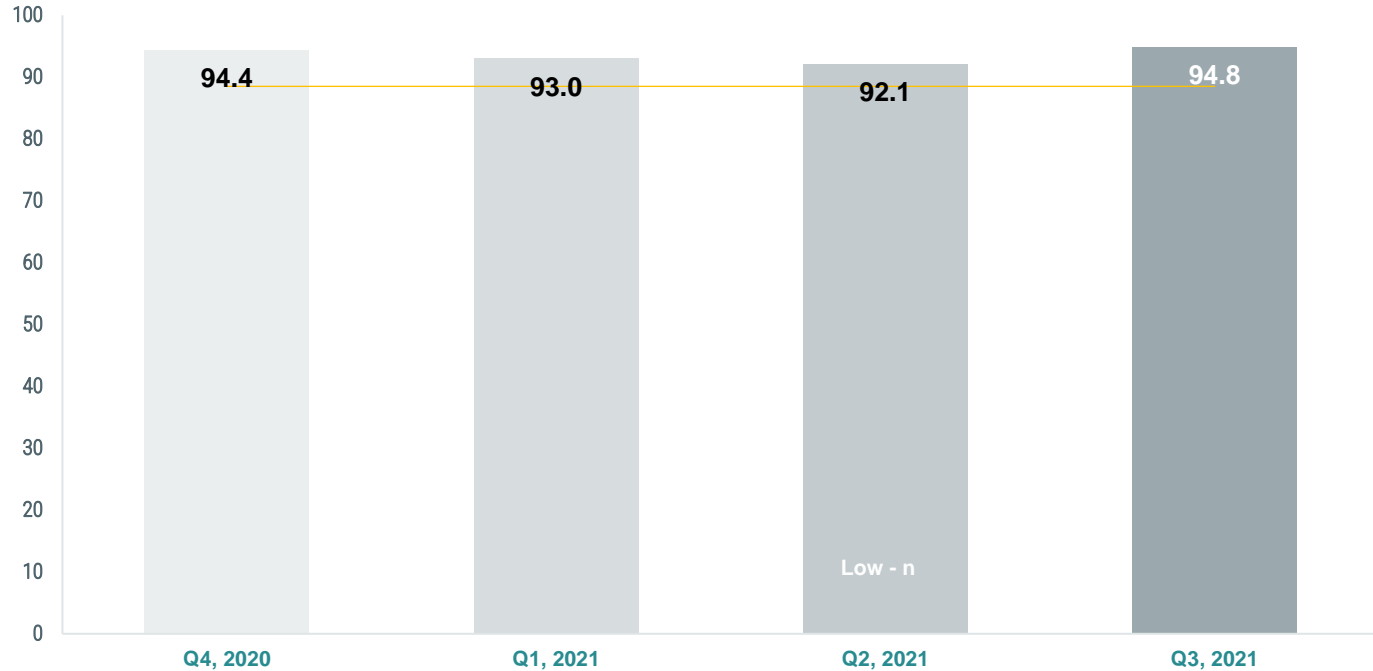
Overall Rating



n-Size

30

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



# IPP – Wards

## BMT/PON

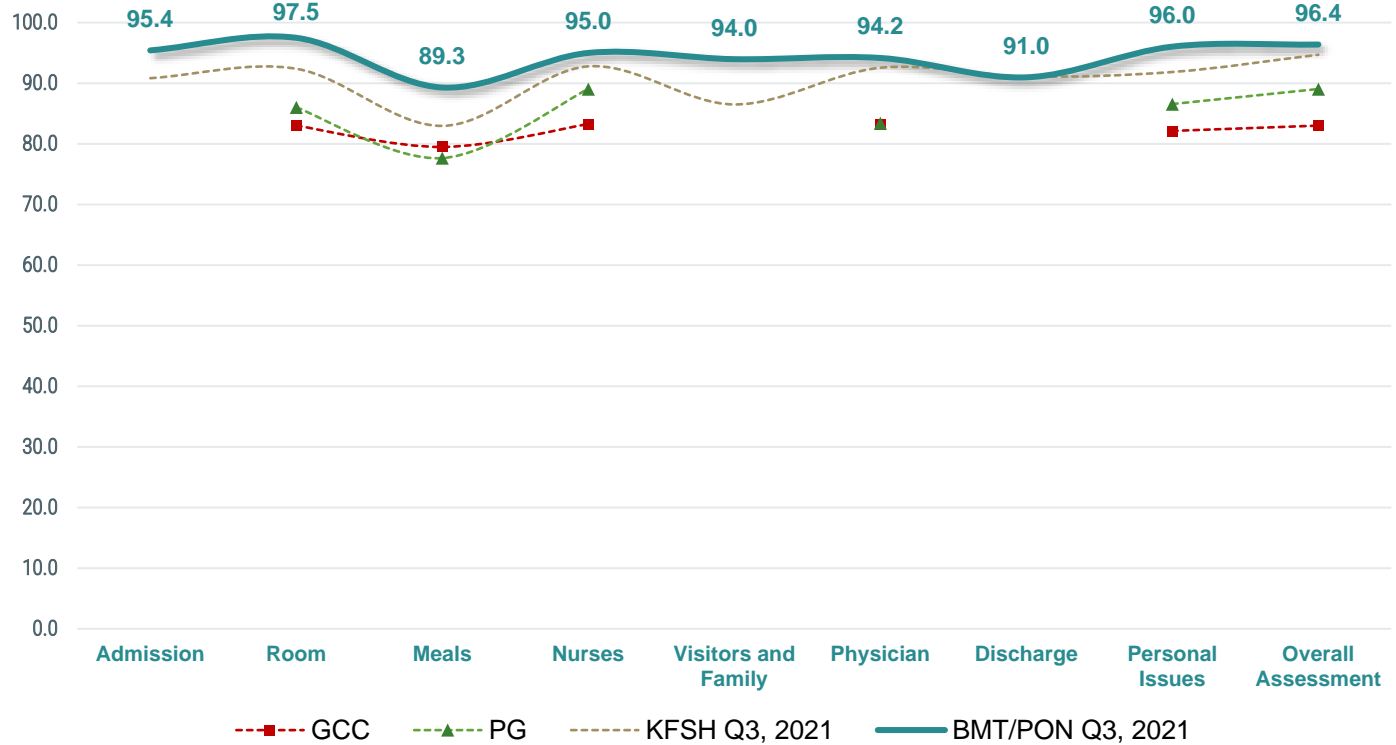
Patient Journey



n-Size

30

Period: [Jul 1st – Sep 30th, 2021]



# IPP – Wards

## JEN1

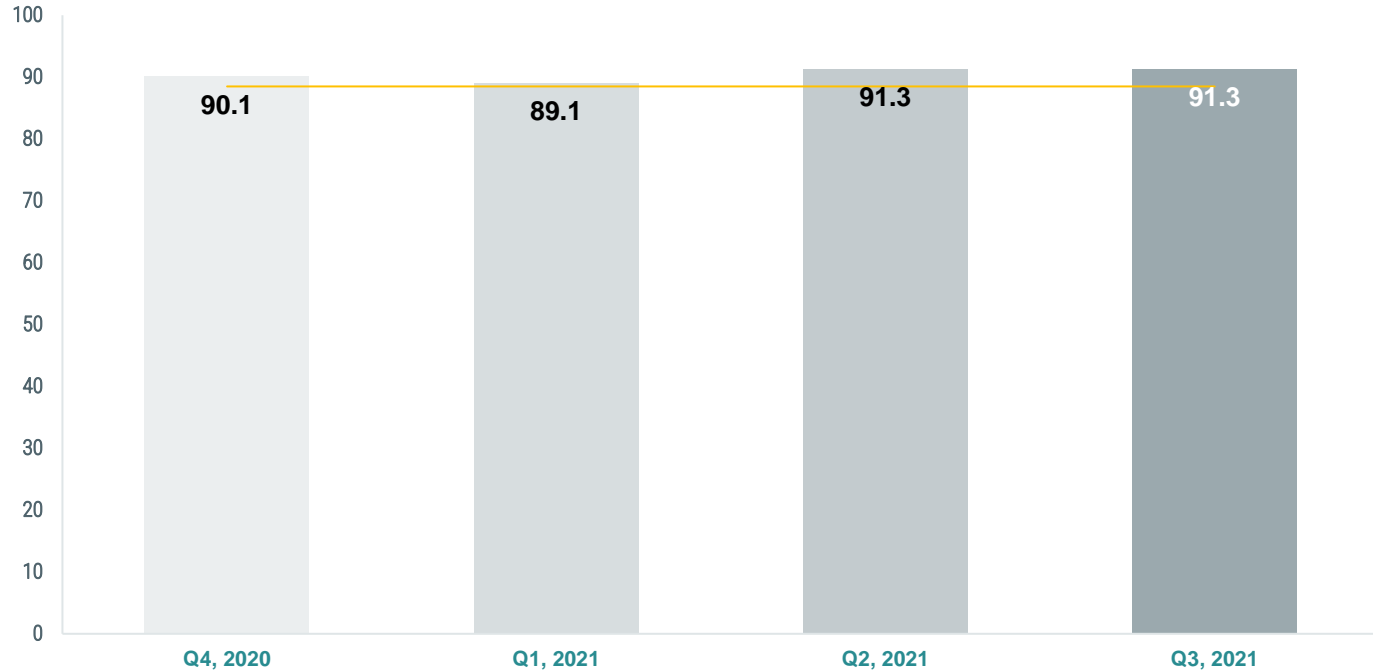
Overall Rating



n-Size

79

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



■ 2021 Target [88.5]

# IPP – Wards

## JEN1

Patient Journey

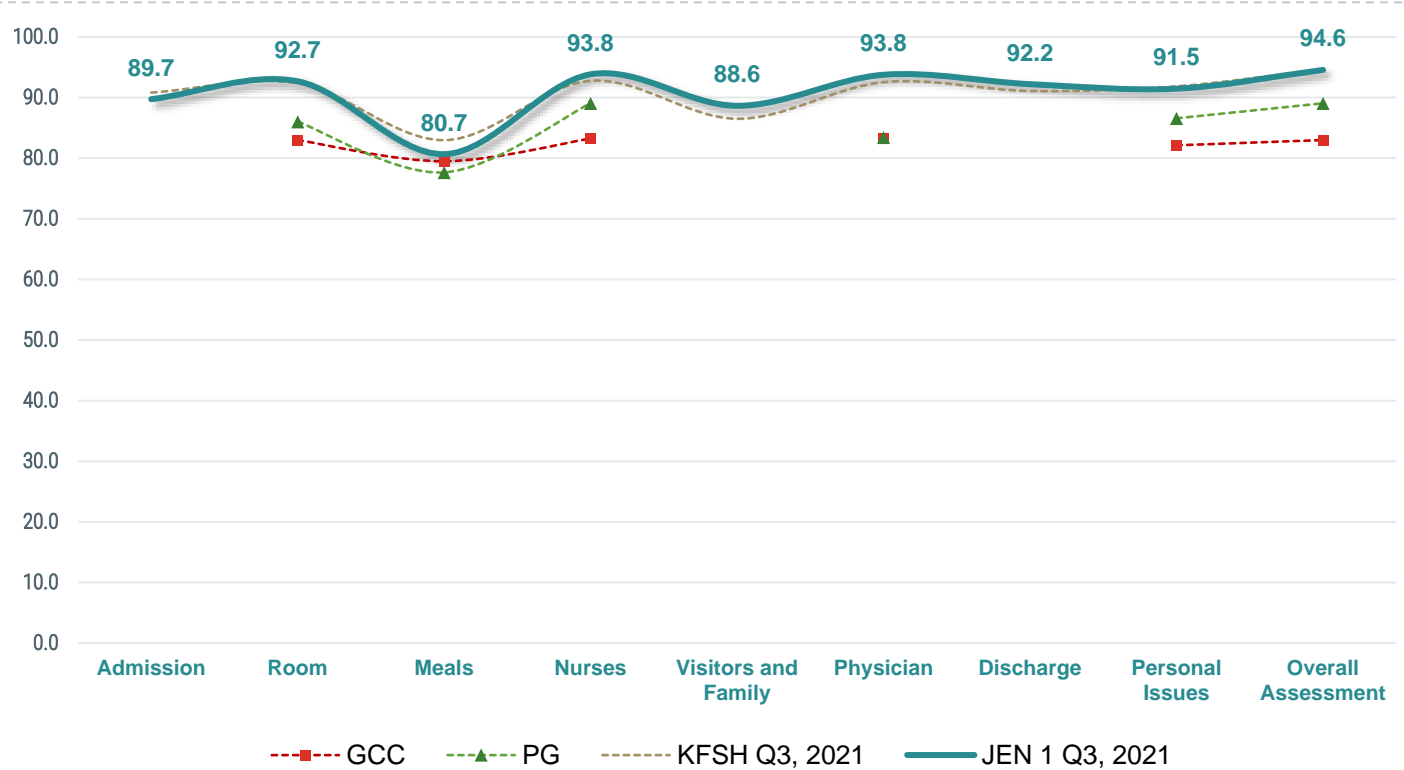
91.3

Q3, 2021

n-Size

79

Period: [Jul 1st – Sep 30th, 2021]



# IPP – Wards

## JES2

Overall Rating

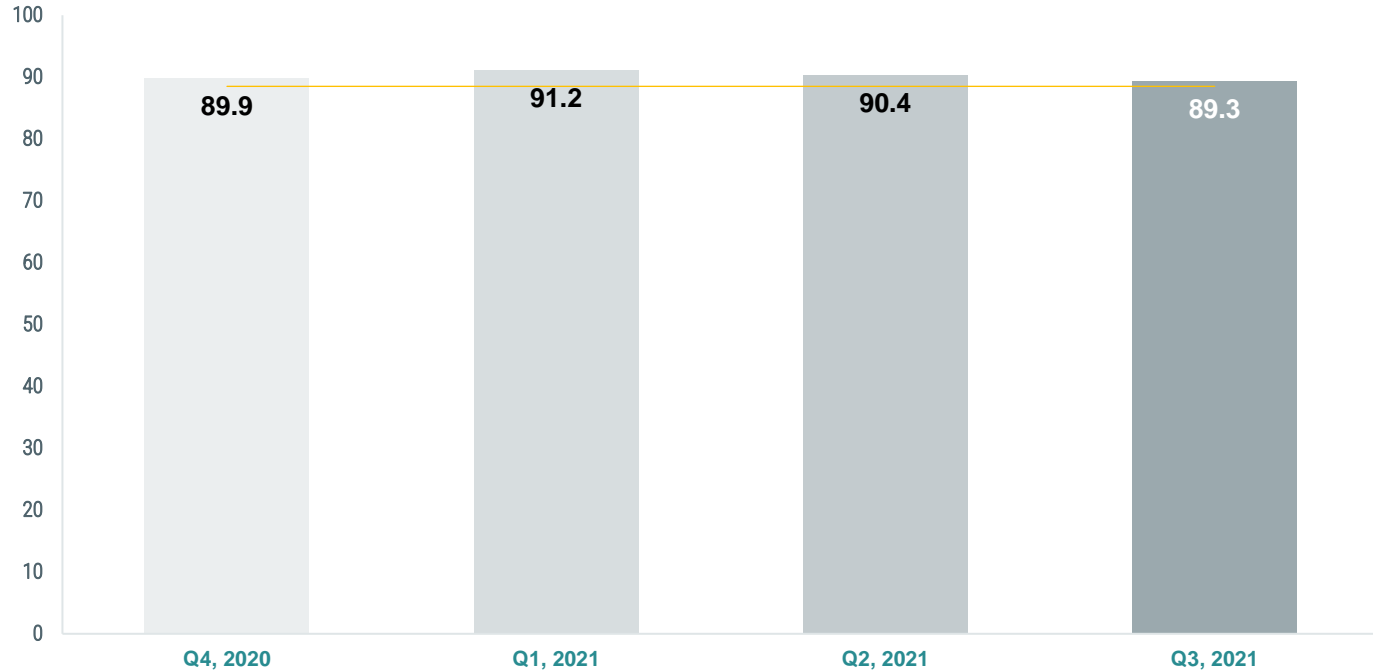
89.3

Q3, 2021

n-Size

60

Overall Rating Trend [Q4, 2020 – Q3, 2021 ]



■ 2021 Target [88.5]

# IPP – Wards

## JES2

Patient Journey

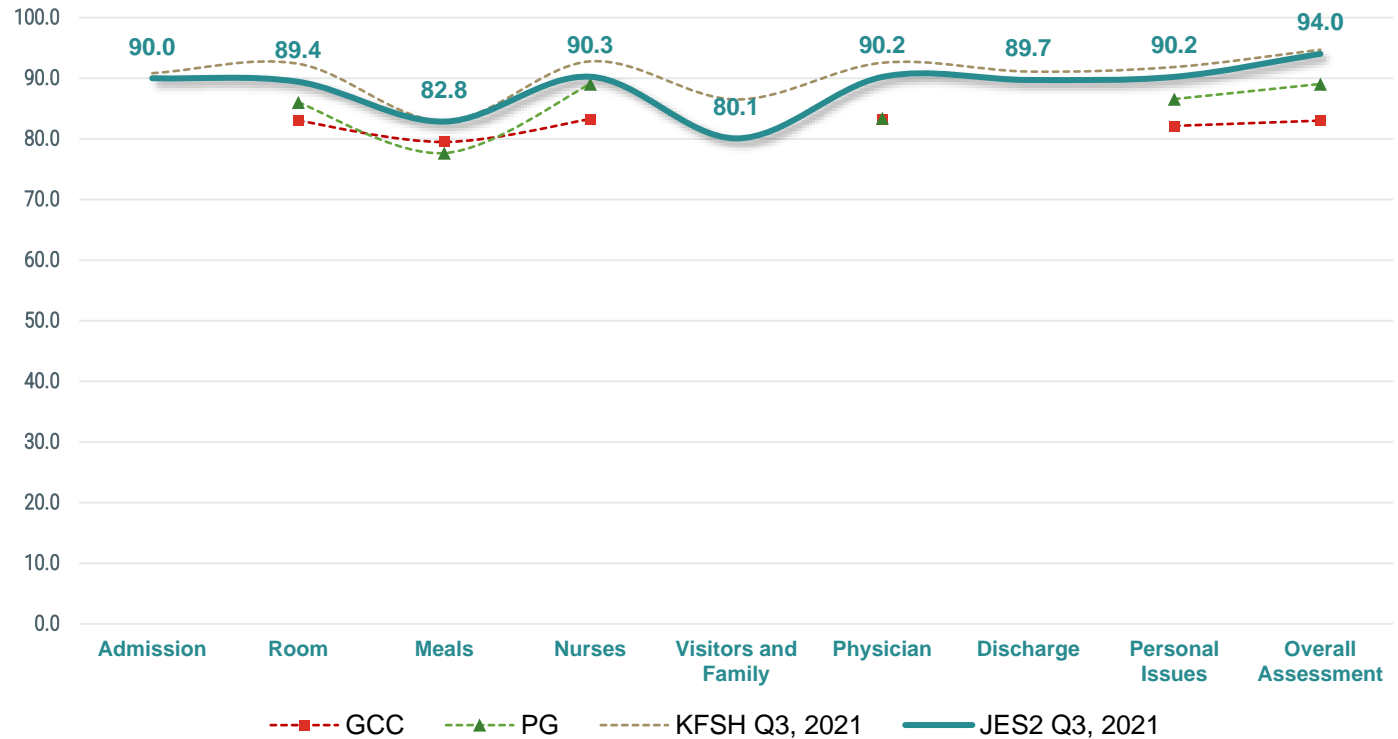
89.3

Q3, 2021

n-Size

60

Period: [Jul 1st – Sep 30th, 2021]



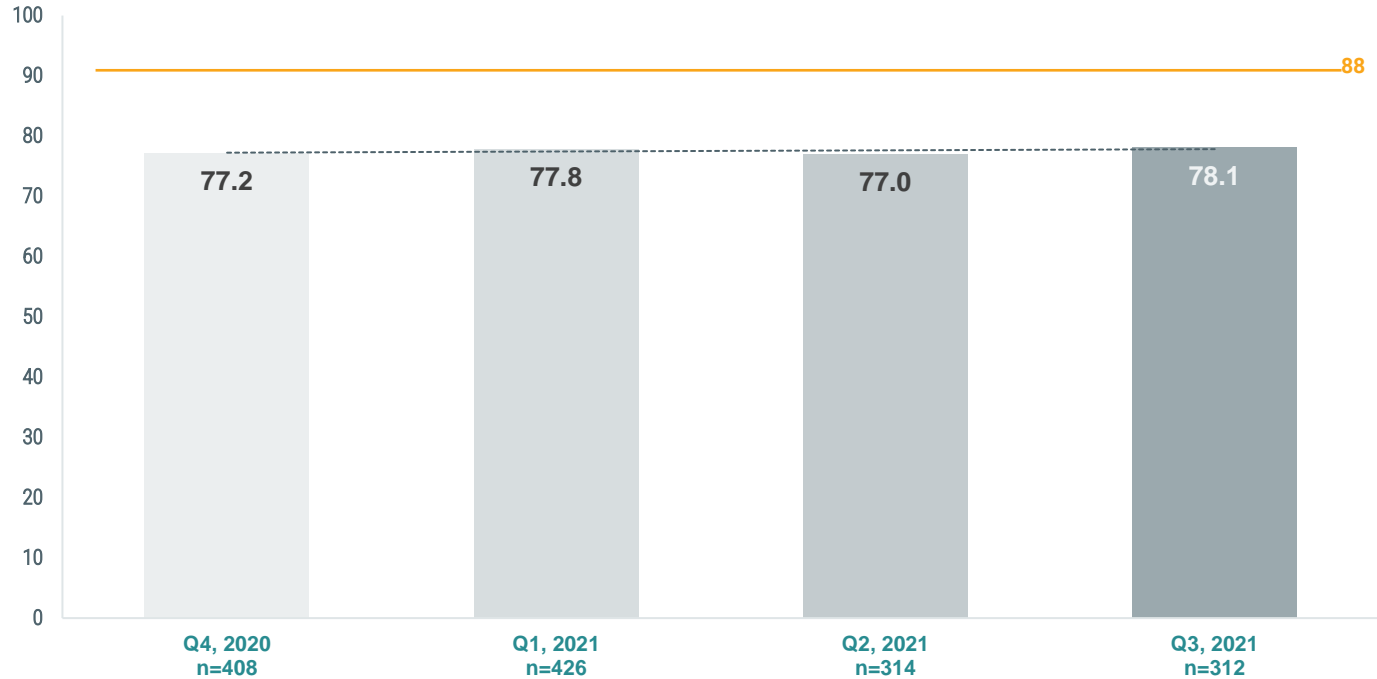




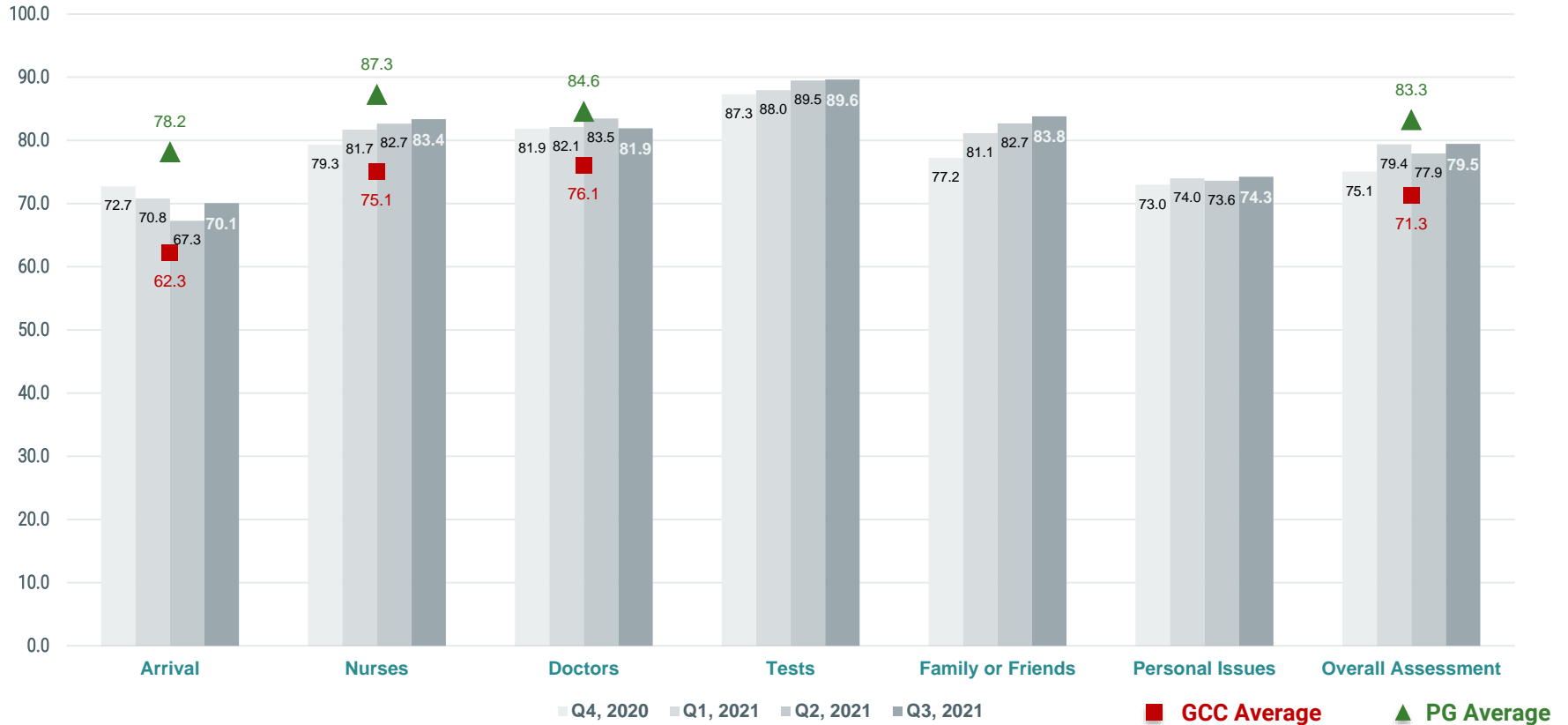
# ED – Overall Rating



Overall Rating Trend [ Q4, 2020 – Q3, 2021 ]



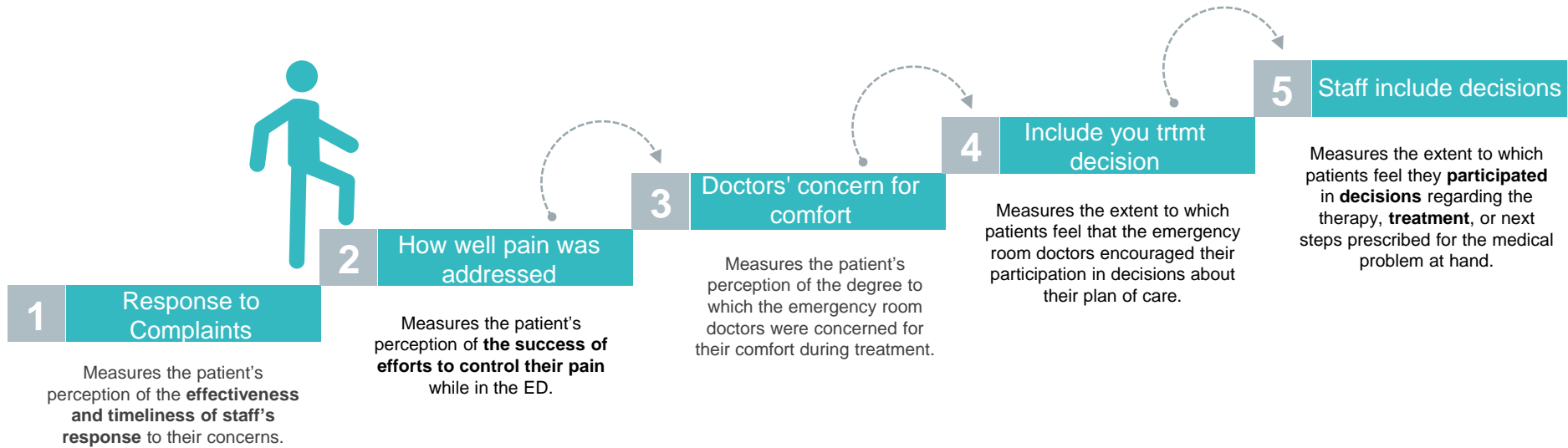
# ED – Survey Domains



let family/friend be with you



# ED – Priority Index (Q3, 2021)



- The **Priority Index**<sup>®</sup> 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 – Q3, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

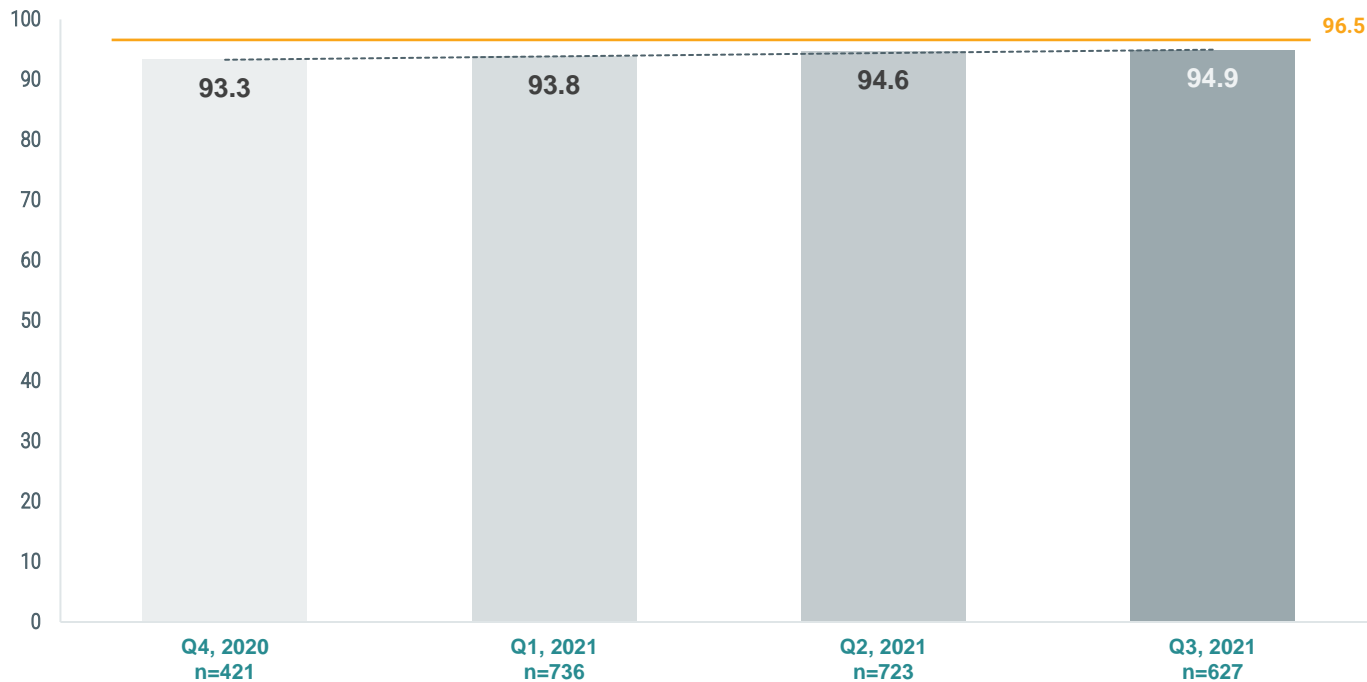


Ambulatory  
Surgery

# AS – Overall Rating



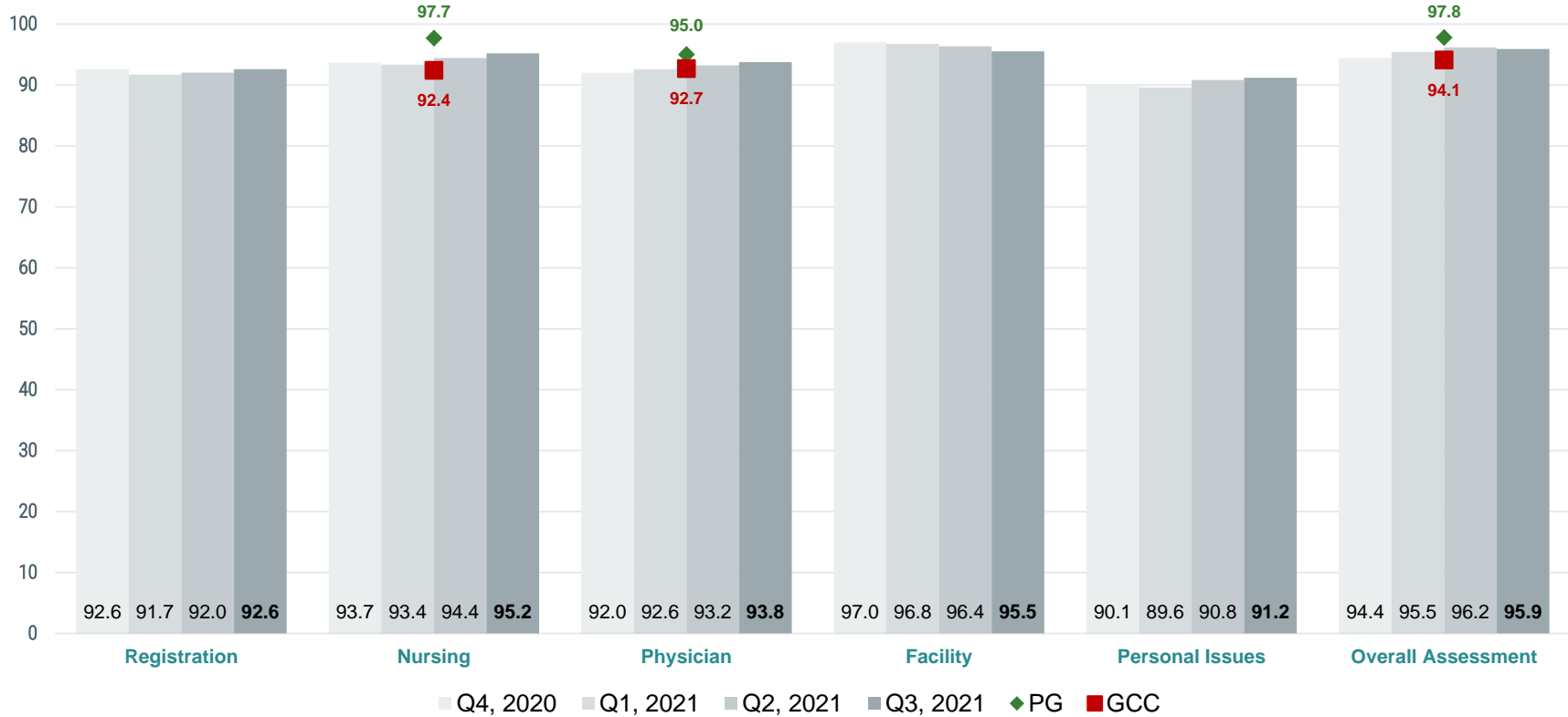
Overall Rating Trend [ Q4, 2020 – Q3, 2021 ]



\* The survey tool was updated starting from Q1, 2020

■ 2021 Target [96.5]

# AS – Survey Domains



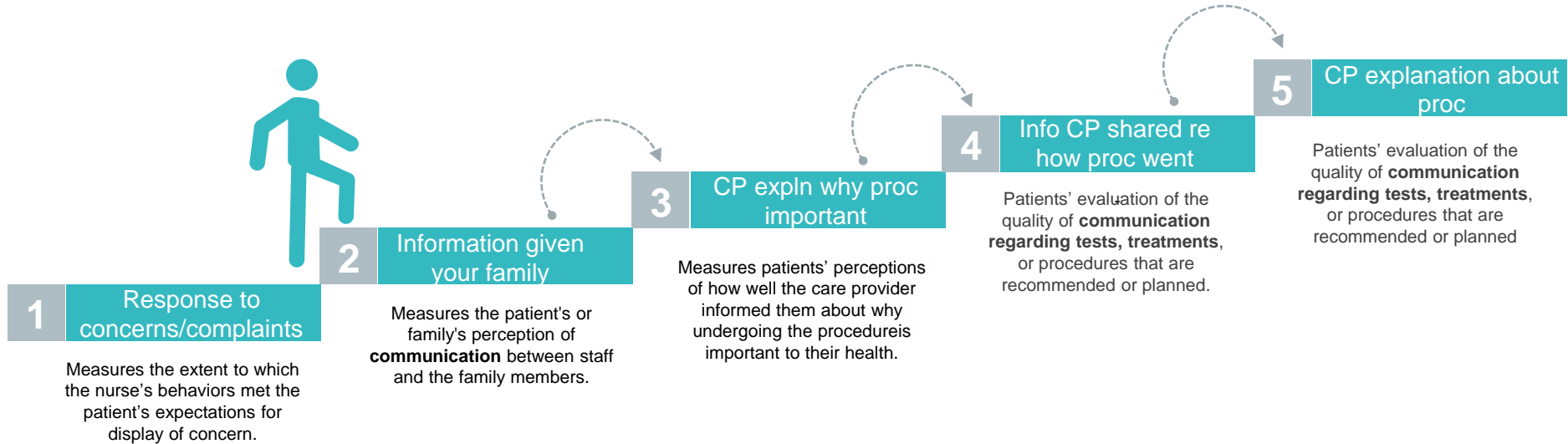
\* The survey tool was updated starting from Q1, 2020

# AS – Strengths





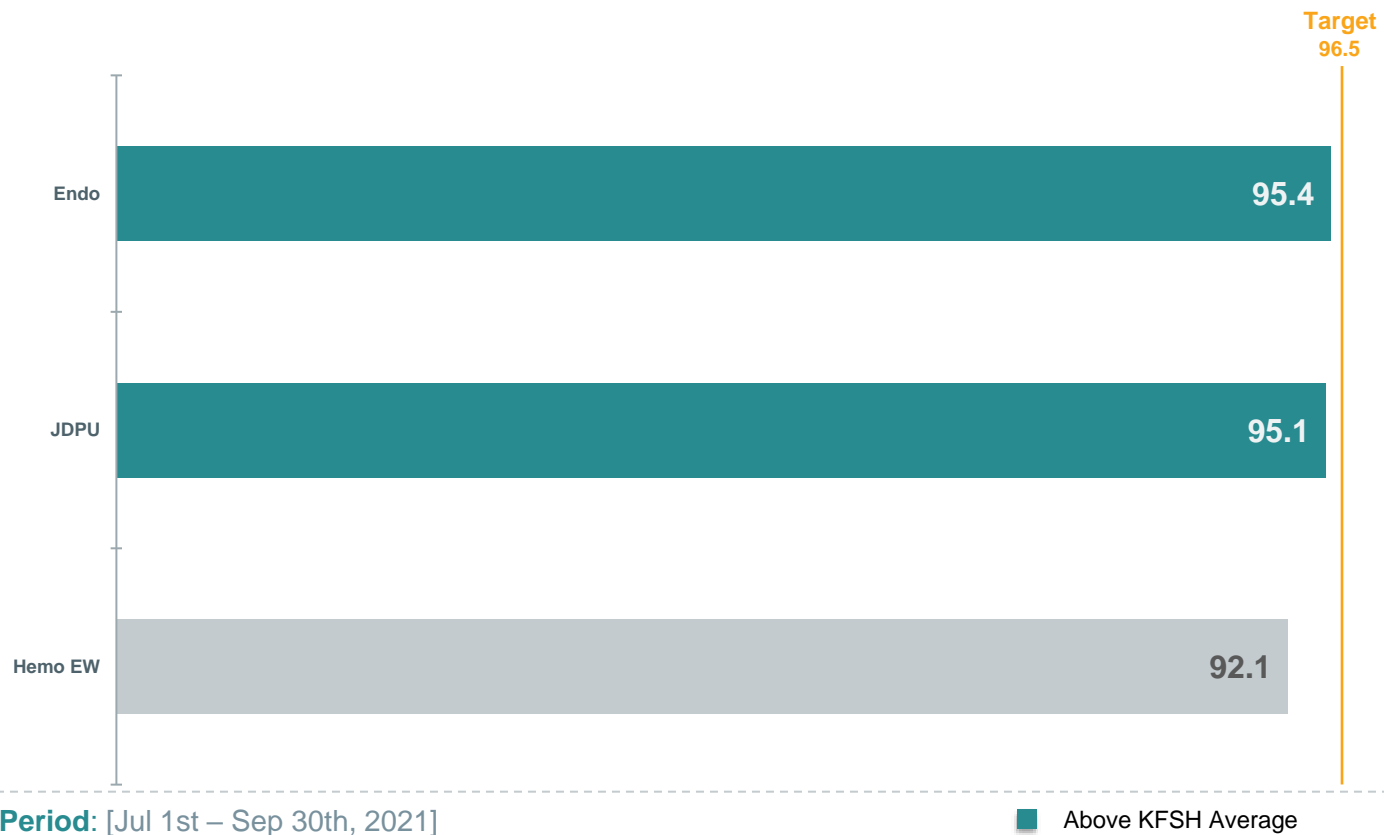
# AS – Priority Index (Q3, 2021)



- 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

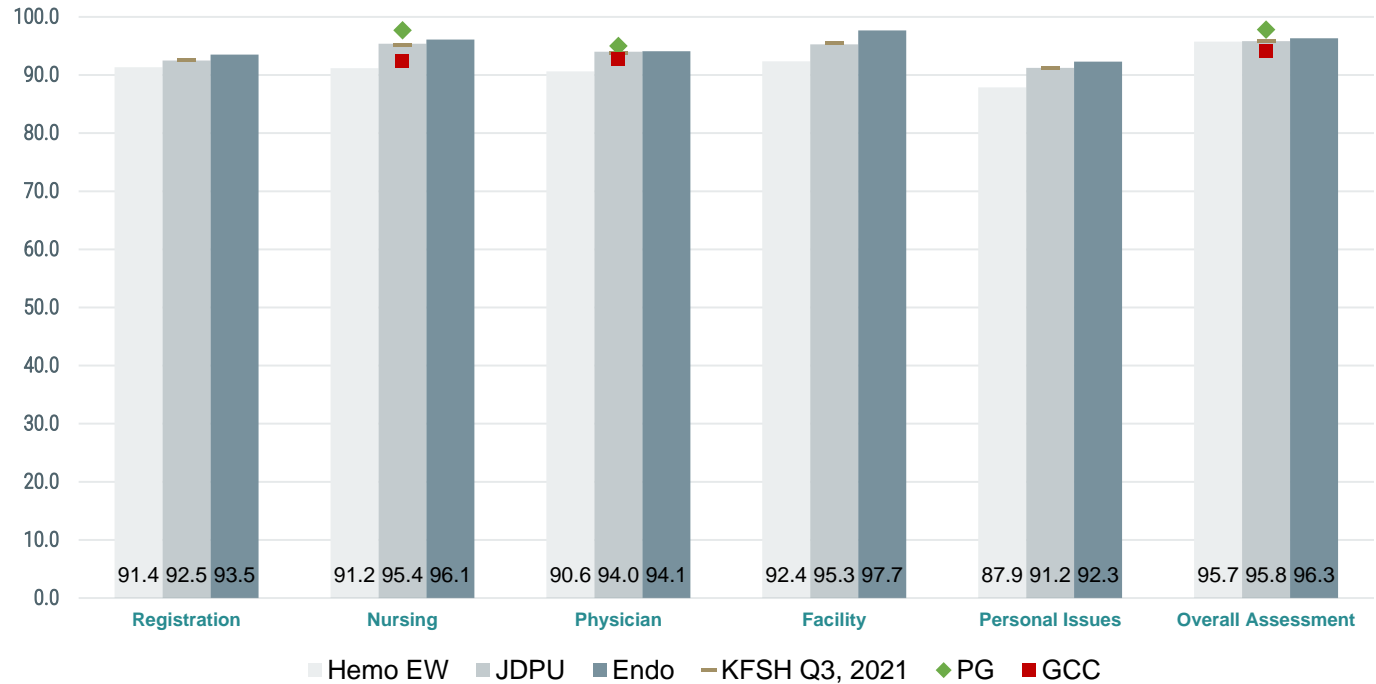
# AS – Departments

## Overall Rating Departments



# AS – Survey Domains

## Patient Journey Departments



Period: [Jul 1st – Sep 30th, 2021]

\* The survey tool was updated starting from Q1, 2020



Outpatient  
Oncology

# ON – Overall Rating

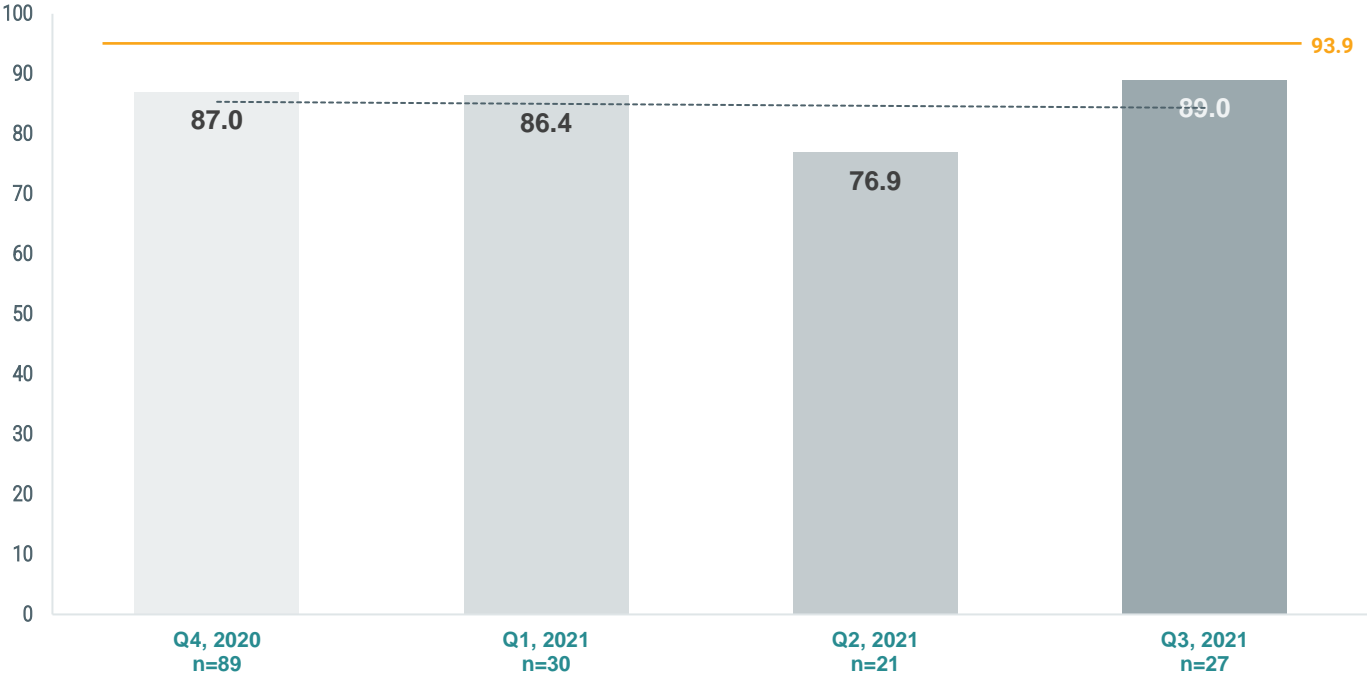
**KFSH**



**89.0**  
Q3, 2021

**n-Size**  
**27\***

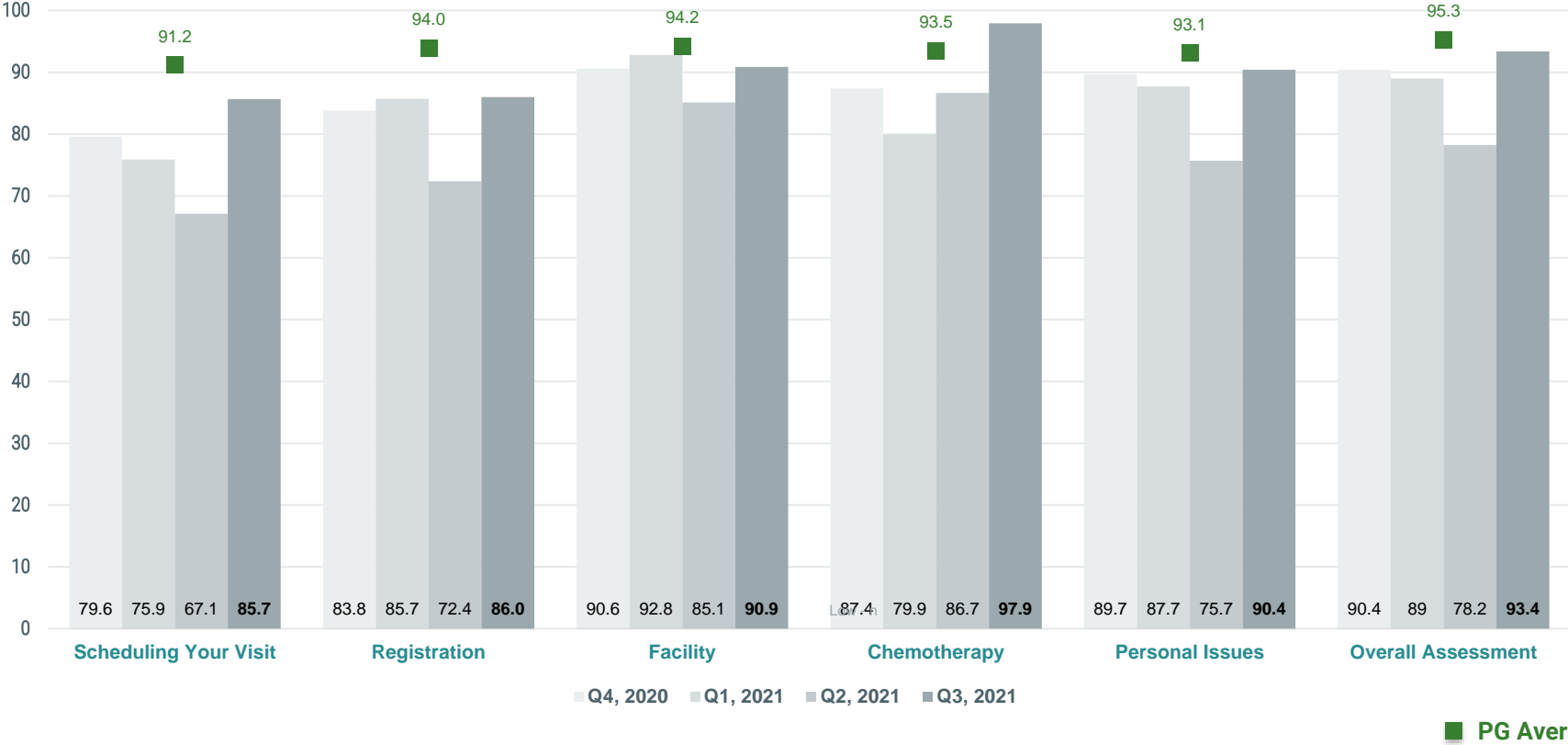
Overall Rating Trend [ Q4, 2020 – Q3, 2021 ]



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

■ 2021 Target [93.9]

# ON – Survey Domains



# ON – Priority Index (Q3, 2021)



## 1 Response to concerns/complaints

Measures the patient's perceptions of the appropriateness of actions that resulted when the patient mentioned something that troubled or worried him or her or when the patient expressed dissatisfaction with something that happened (or failed to happen)

## 2 Inclusion in treatment decisions

Measures the extent to which patients feel that the emergency room doctors encouraged their participation in decisions about their plan of care.

## 3 Care coordinated among Drs/caregvr

Measures patient's perceptions of the coordination of care when information flows smoothly from his/her primary care physician to any specialty physicians.

## 4 Wait time: calling & 1st sched appt

Measures the patient's perception of the time between initiating **contact** with the Oncology Center, via **phone**, and the patient's first scheduled appointment.

## 5 Reach office staff on phone ease

Measures the patient's perception of communication channels and get helps.

- The **Priority Index**<sup>®</sup> 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.

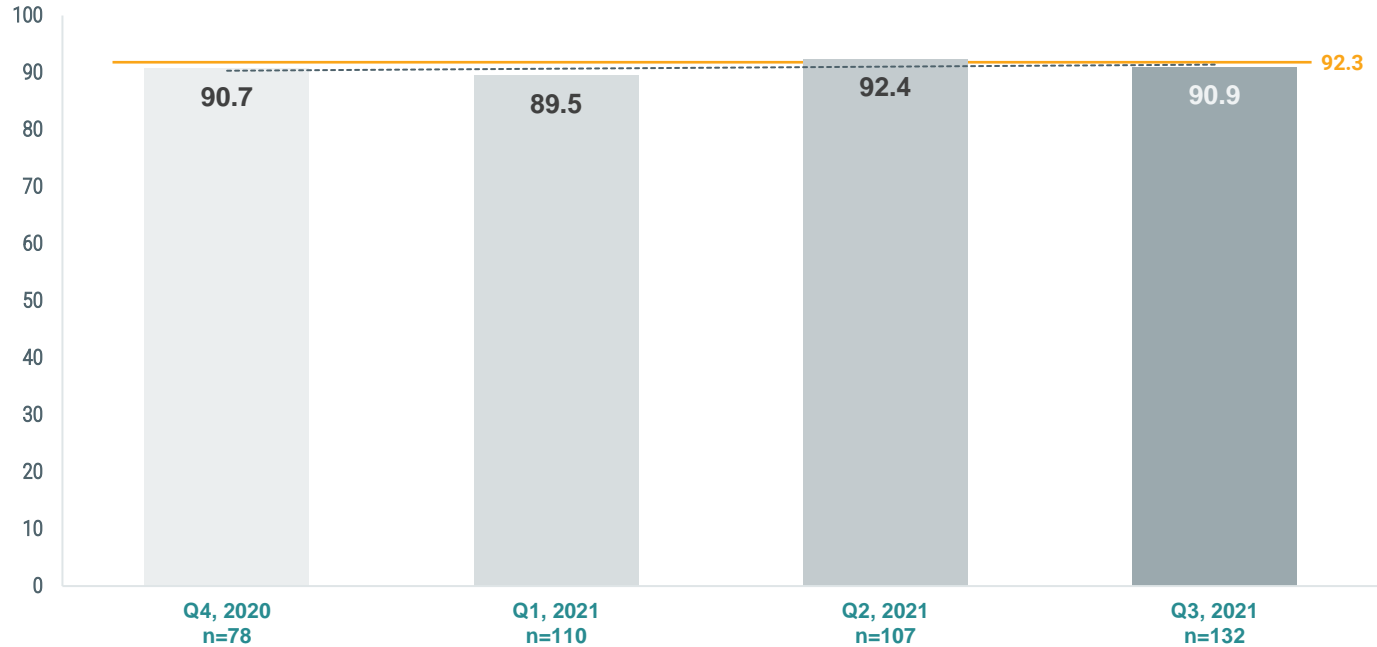




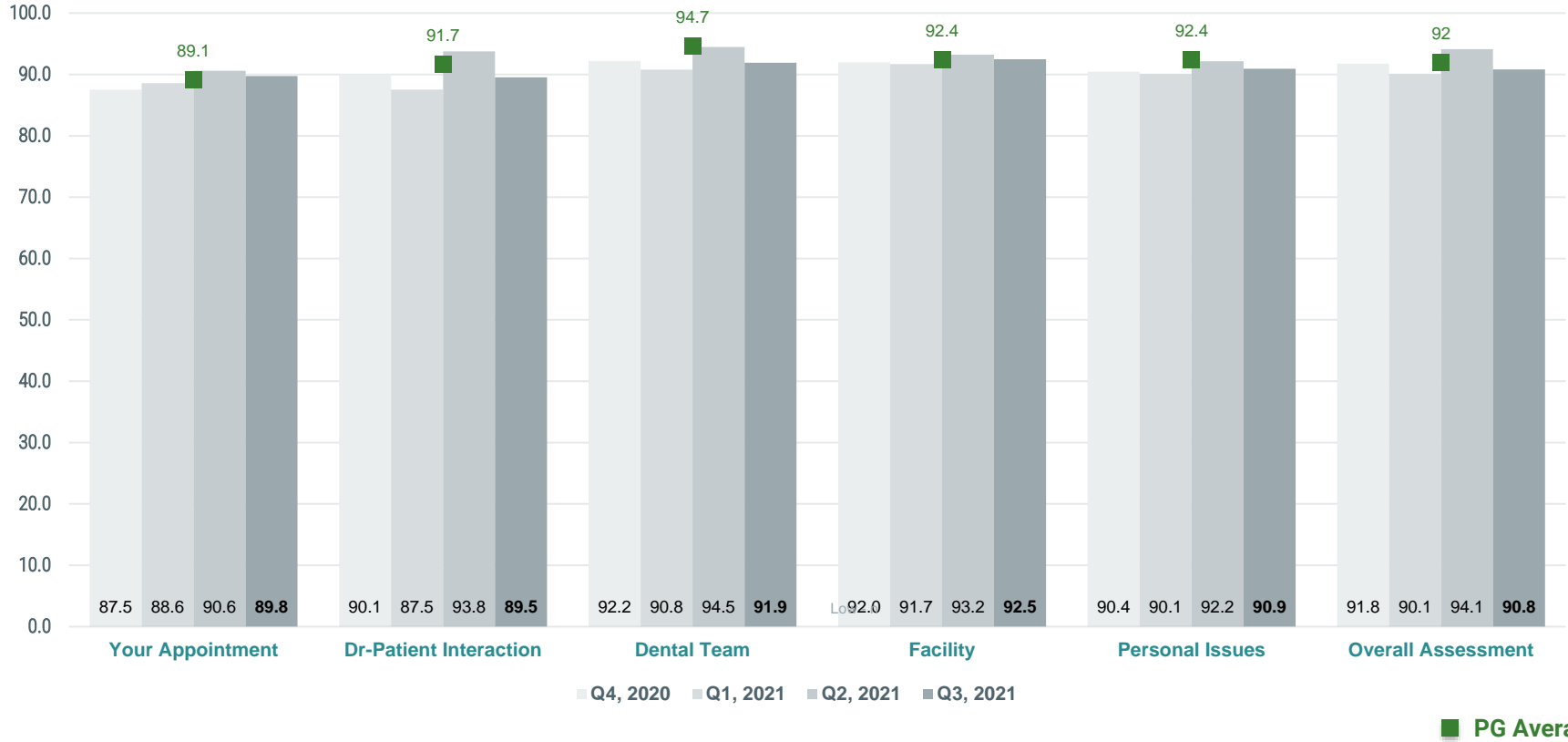
# DEN – Overall Rating



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



# Dental – Survey Domains



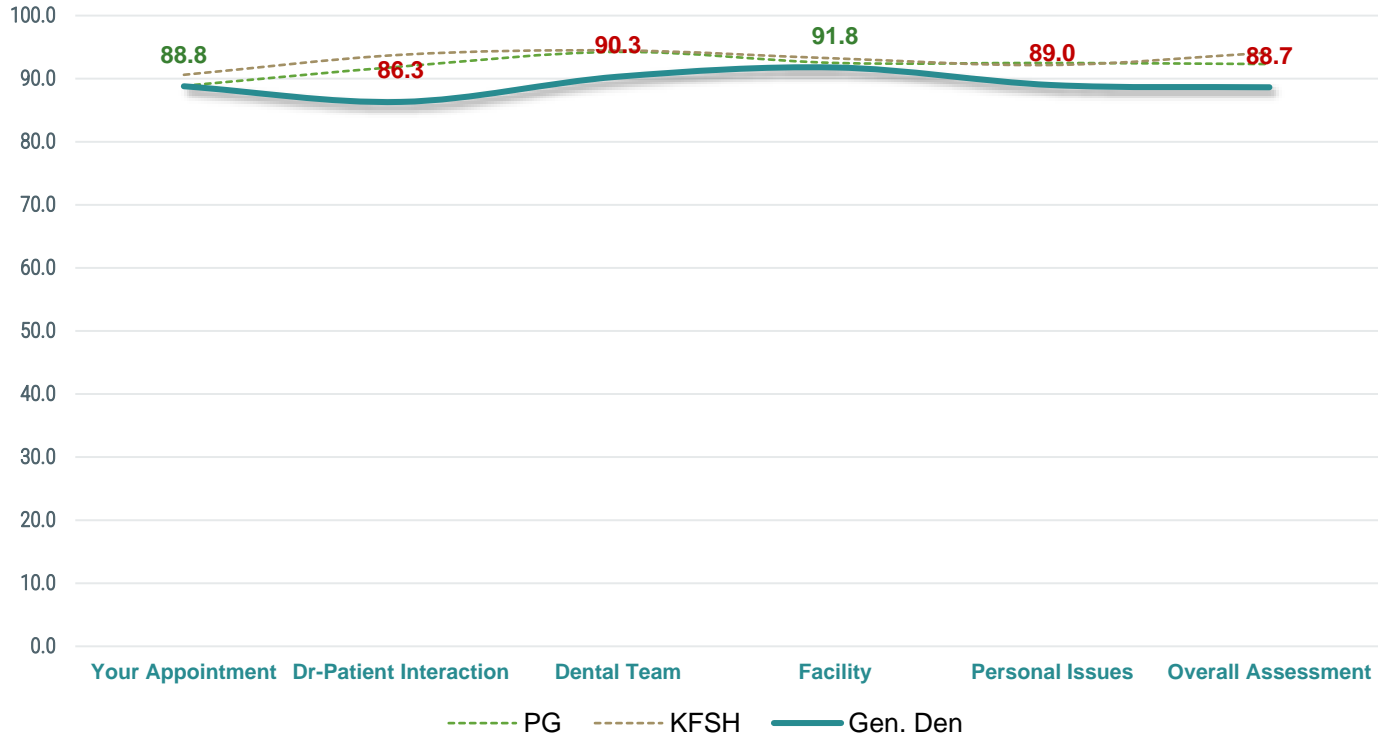
# Dental – Departments

## Gen. Dental Patient Journey

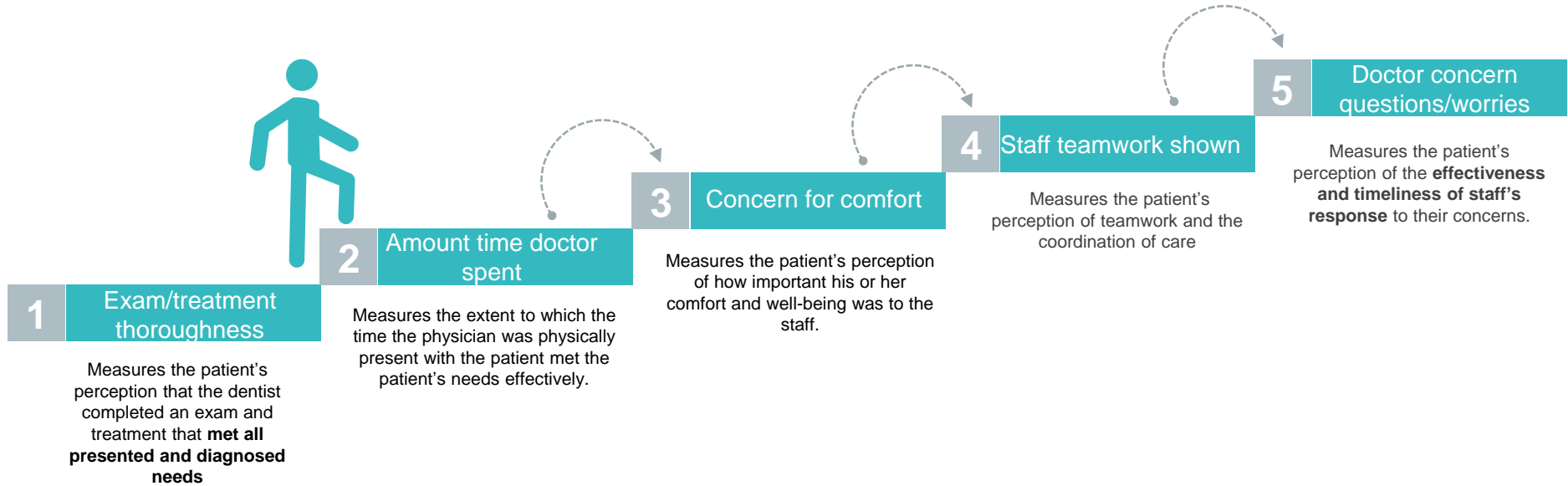


n-Size  
87

Period: Jul 1st – Sep 30th, 2021



# Dental – Priority Index (Q3, 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 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

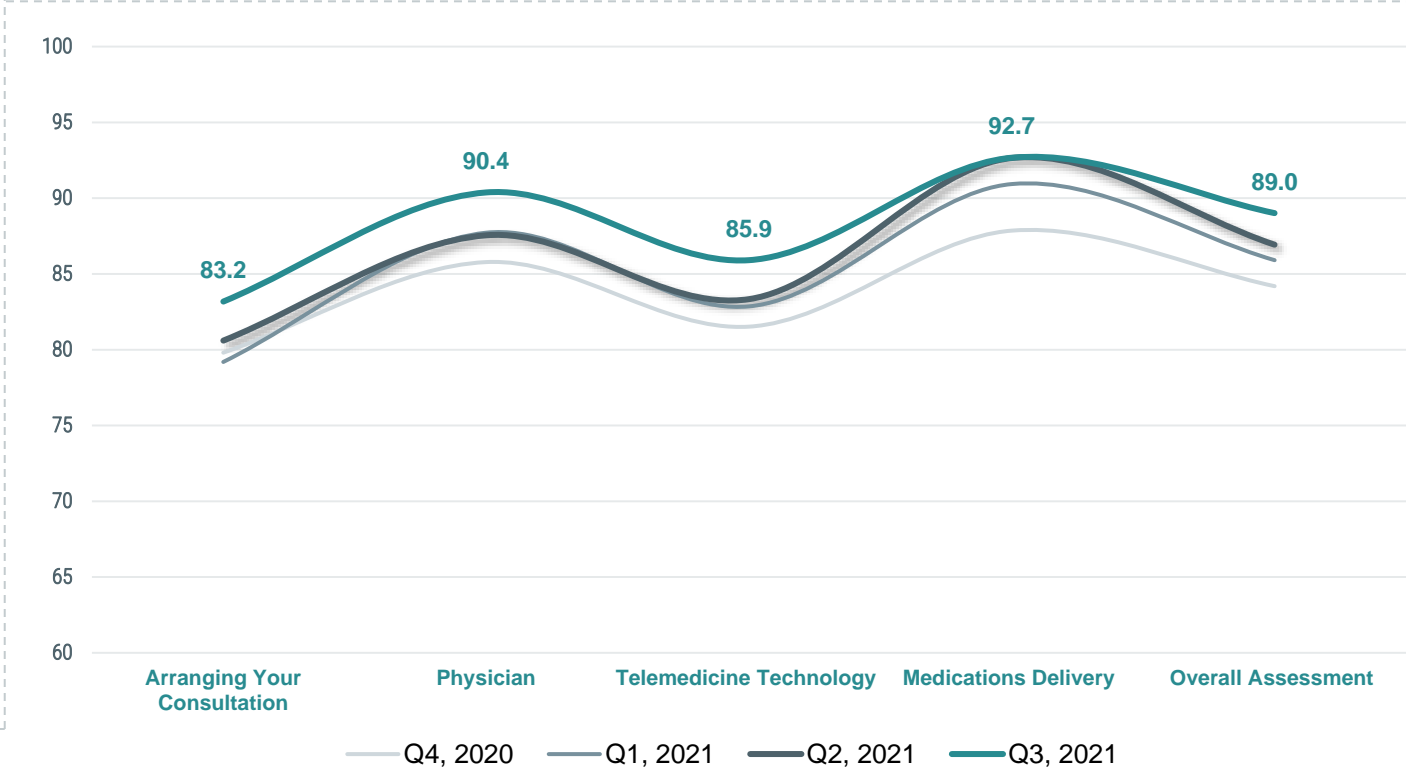
Period: Oct 1<sup>st</sup>, 2020 – Sep 30<sup>th</sup>, 2021

## KFSH



### n-Size

387



# Telemedicine – Overall Rating

## Overall Rating Departments

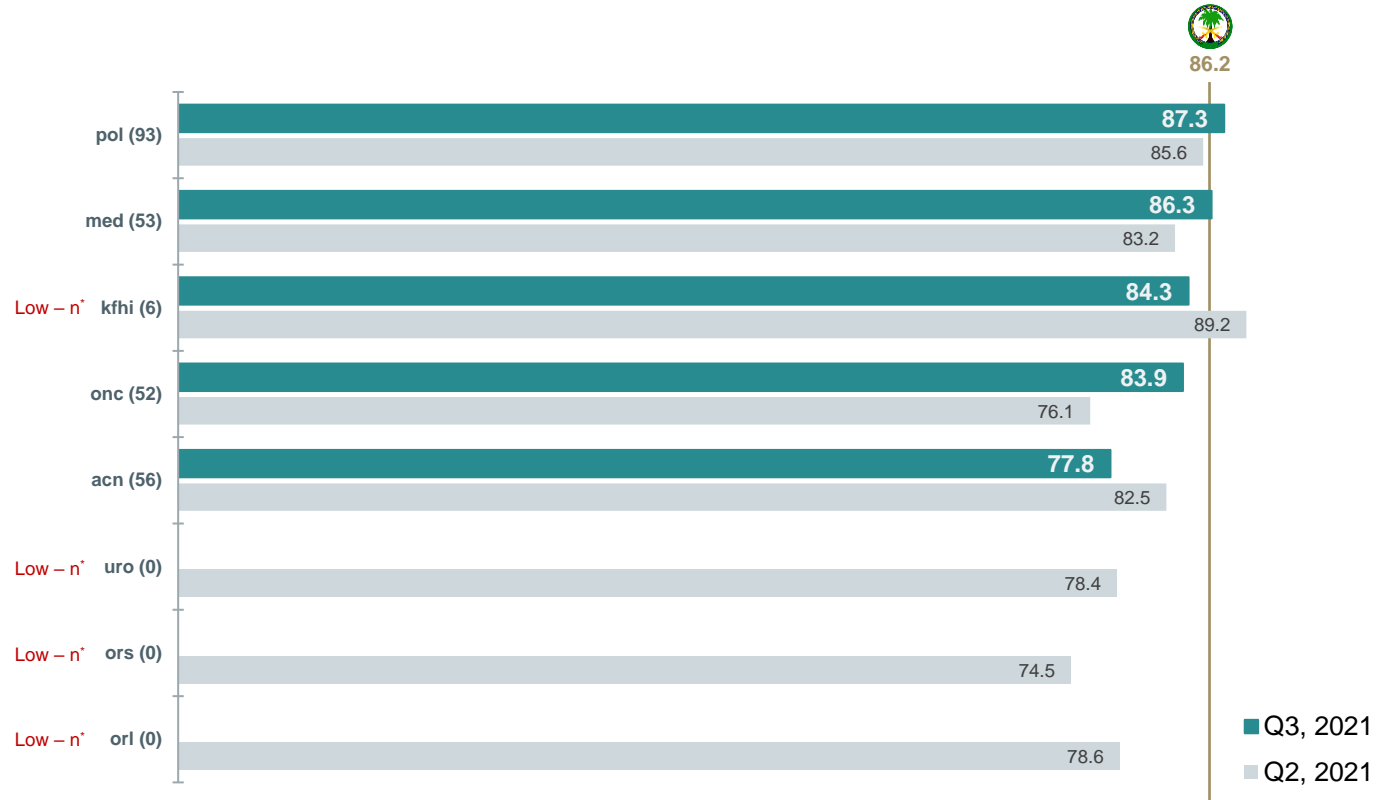


Period: Jul 1st – Sep 30th, 2021

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

# Telemedicine – Overall Rating

## Overall Rating Departments

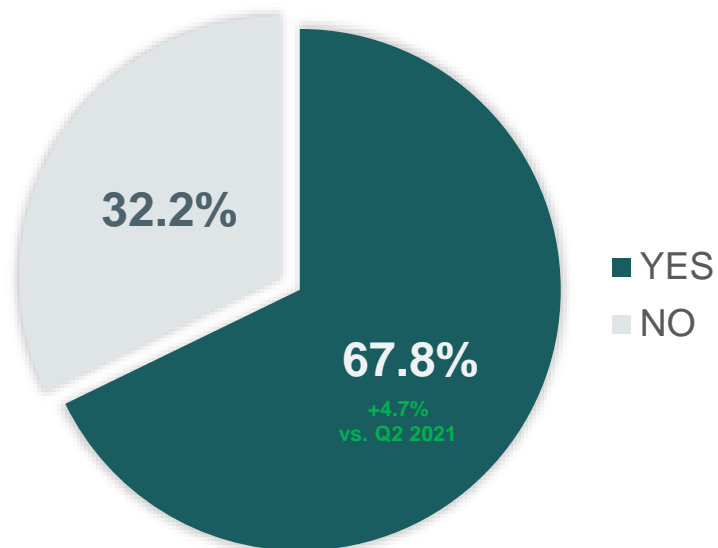


Period: Jul 1st – Sep 30th, 2021

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

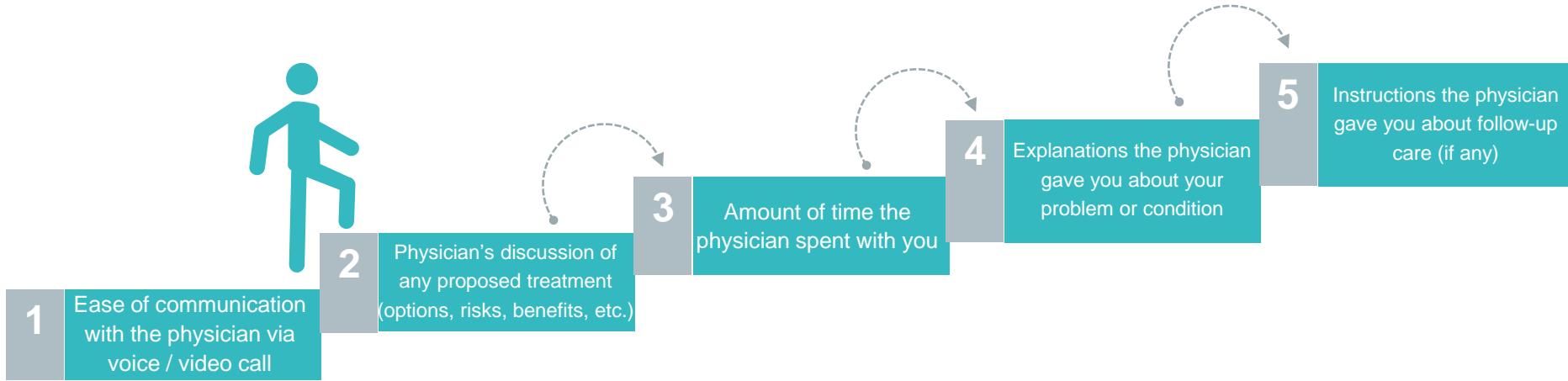


### Did this telemedicine consultation spare you visiting the hospital?



Period: Jul 1<sup>st</sup> – Sep 30<sup>th</sup>, 2021

# TM – Priority Index



- The **Priority Index**<sup>®</sup> 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 [Q3, 2021]



روابط للحلول الصحية

HEALTH LINKS

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