

King Faisal Specialist Hospital

Jeddah

Patient Experience Results [Q4, 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 60th Percentile of the Press Ganey database at each one of the services:

Service Type	This Quarter (Q4, 2021)	Previous Period (Q3, 2021)	2021 Target Score
Medical Practice (OP)	87.9	87.4	93.6
Inpatient – Adults (IP)*	72.7%	77.5%	73.8%
Inpatient – Pediatric (PIP)	92.5	91.2	88.5
Emergency Department (ED)	78.2	78.1	88.0
Ambulatory Surgery (AS)	94.8	94.9	96.5
Outpatient Oncology (ON)	92.4	89.0	93.9
Dental (DEN)	91.3	90.9	92.3
Outpatient Services (OU)	92.9	93.0	NA
Outpatient Rehabilitation (OR)	92.4	89.9	NA

* 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

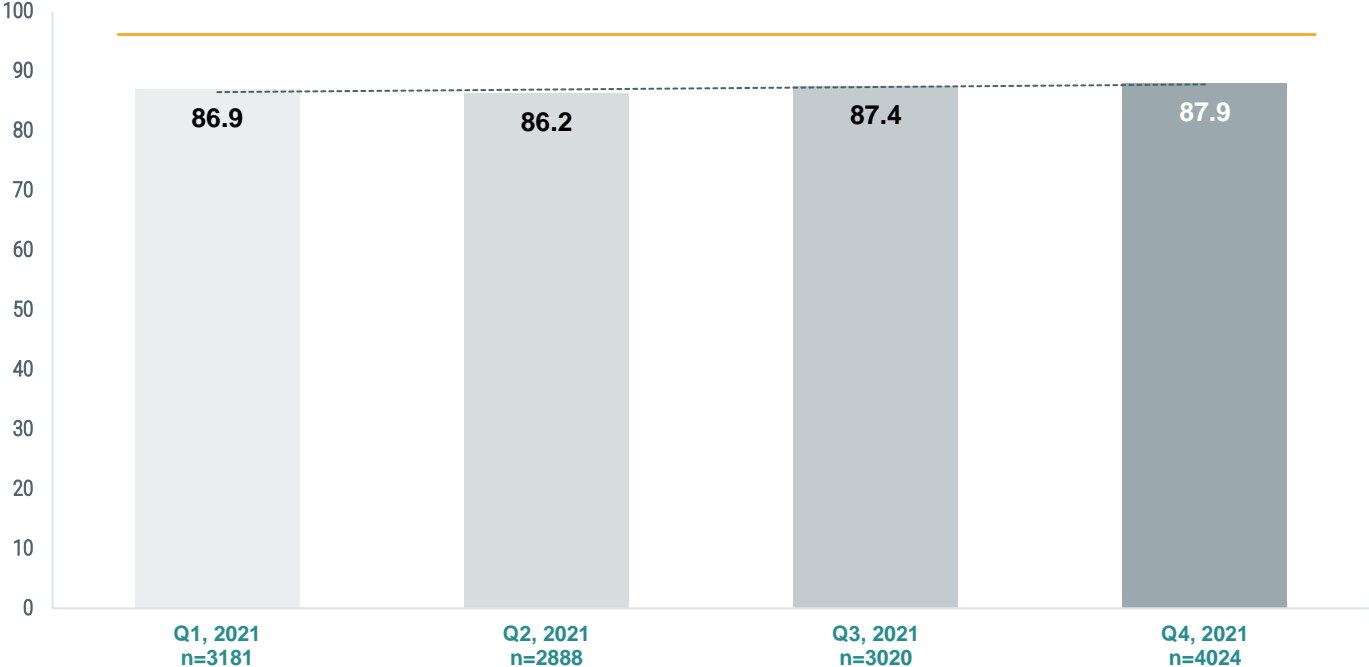
87.9

Q4, 2021

n-Size

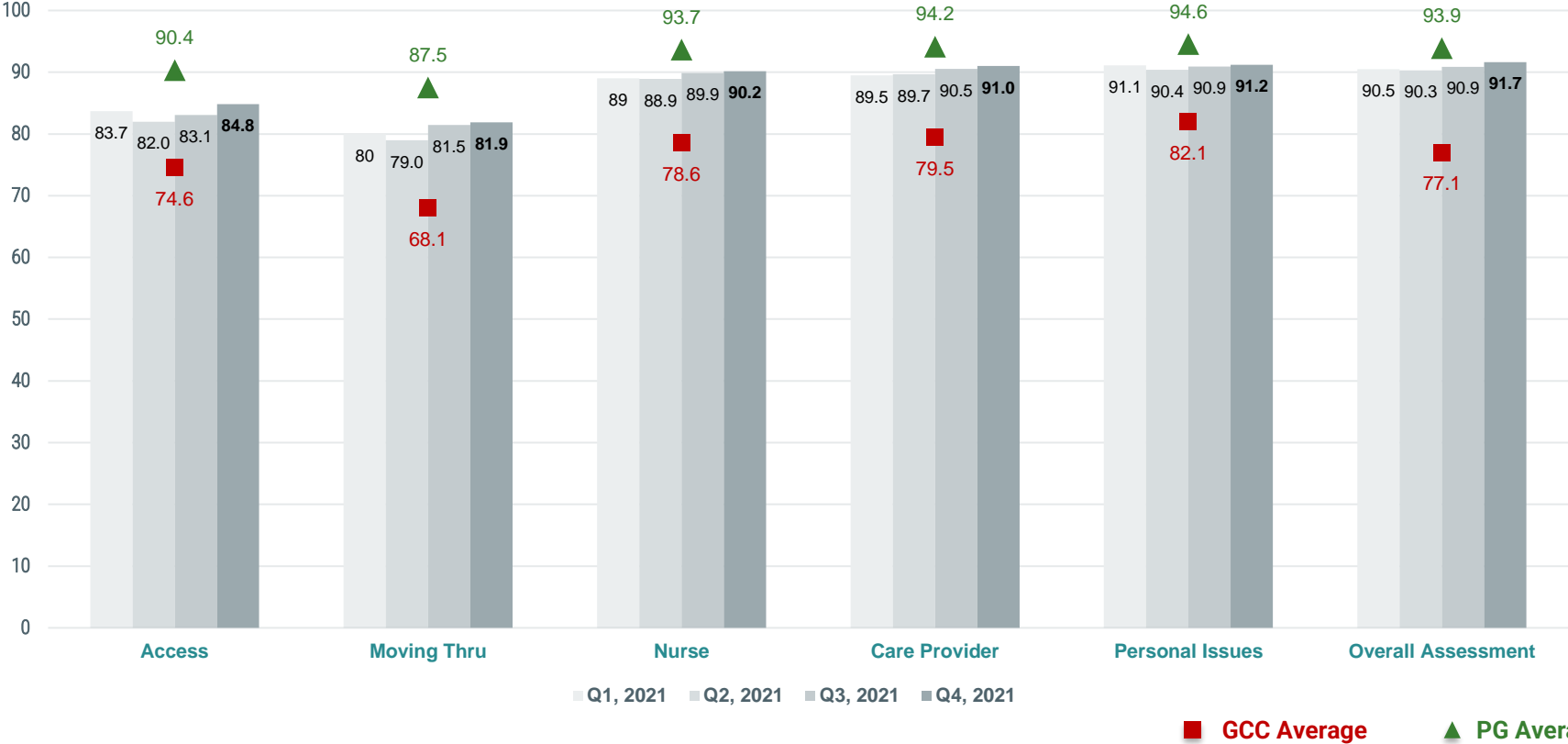
4,024

Overall Rating Trend [Q1, 2021 – Q4, 2021]



■ 2021 Target [93.6]

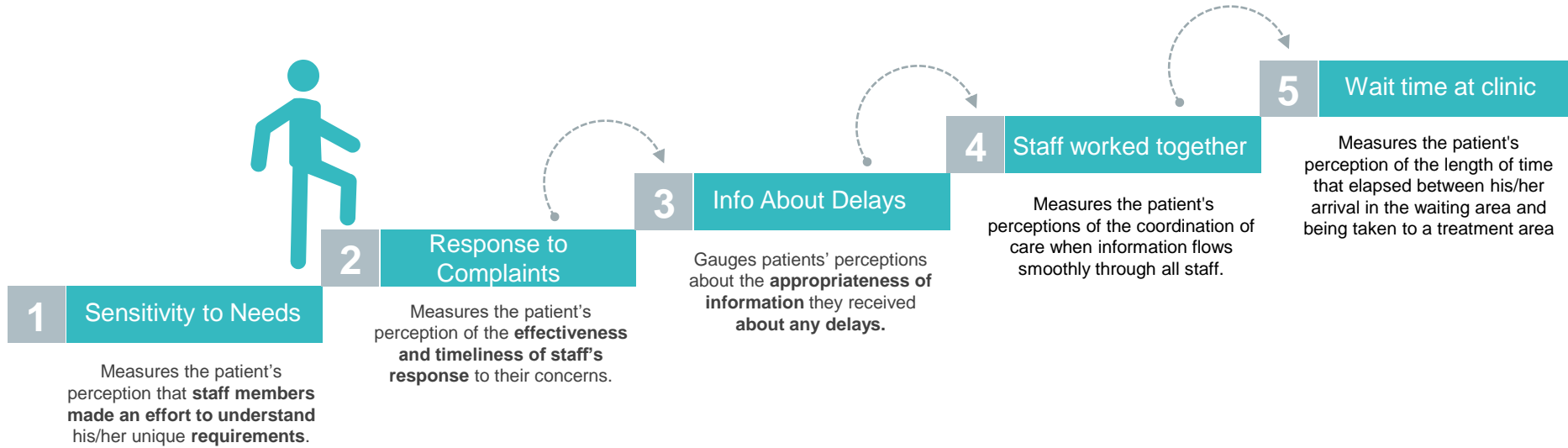
OP – Survey Domains



OP – Strengths



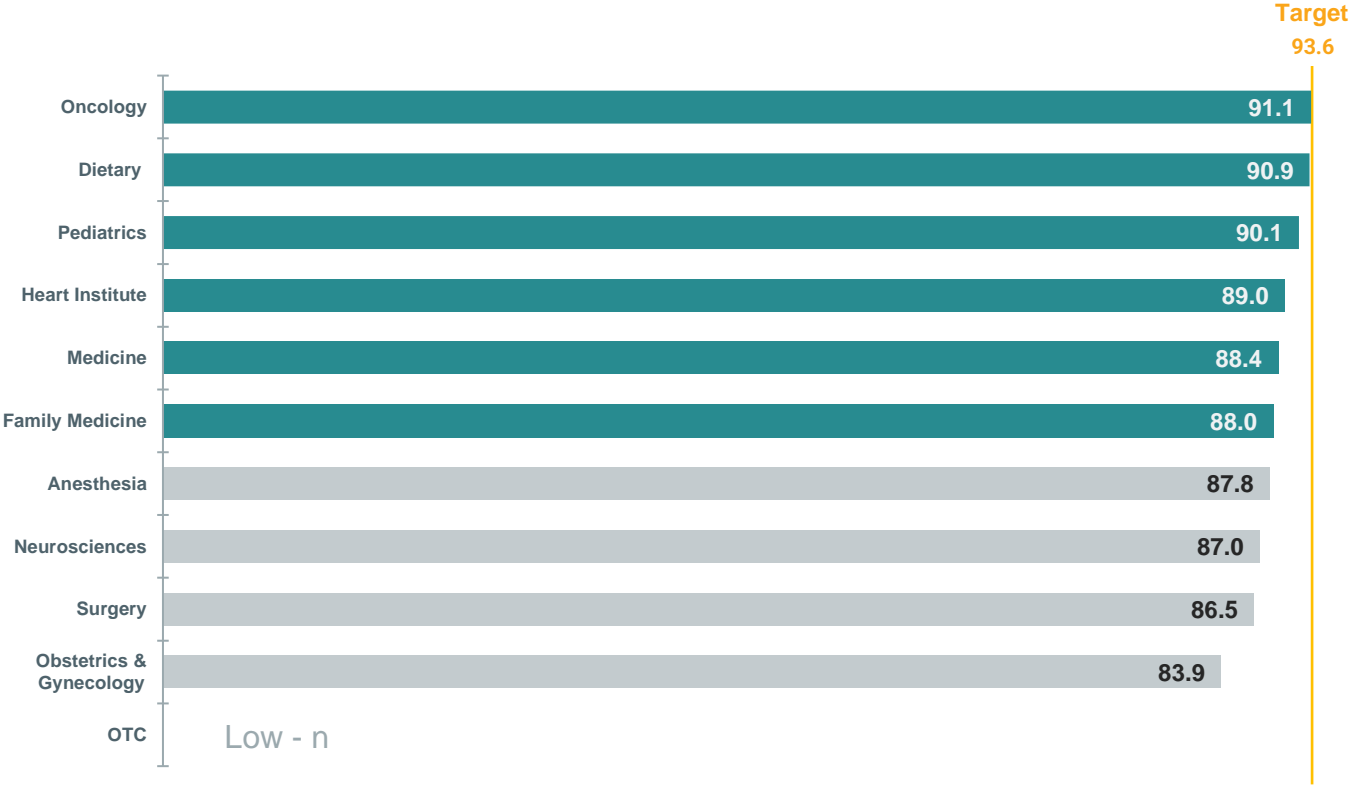
OP – Priority Index (Q4, 2021)



- 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.
- Some of these items were identified as priorities for 16 consecutive Quarters (Q1, 2018-Q4, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: [Oct 1st – Dec 31st, 2021]

■ Above KFSH Average

OP – Departments

Oncology

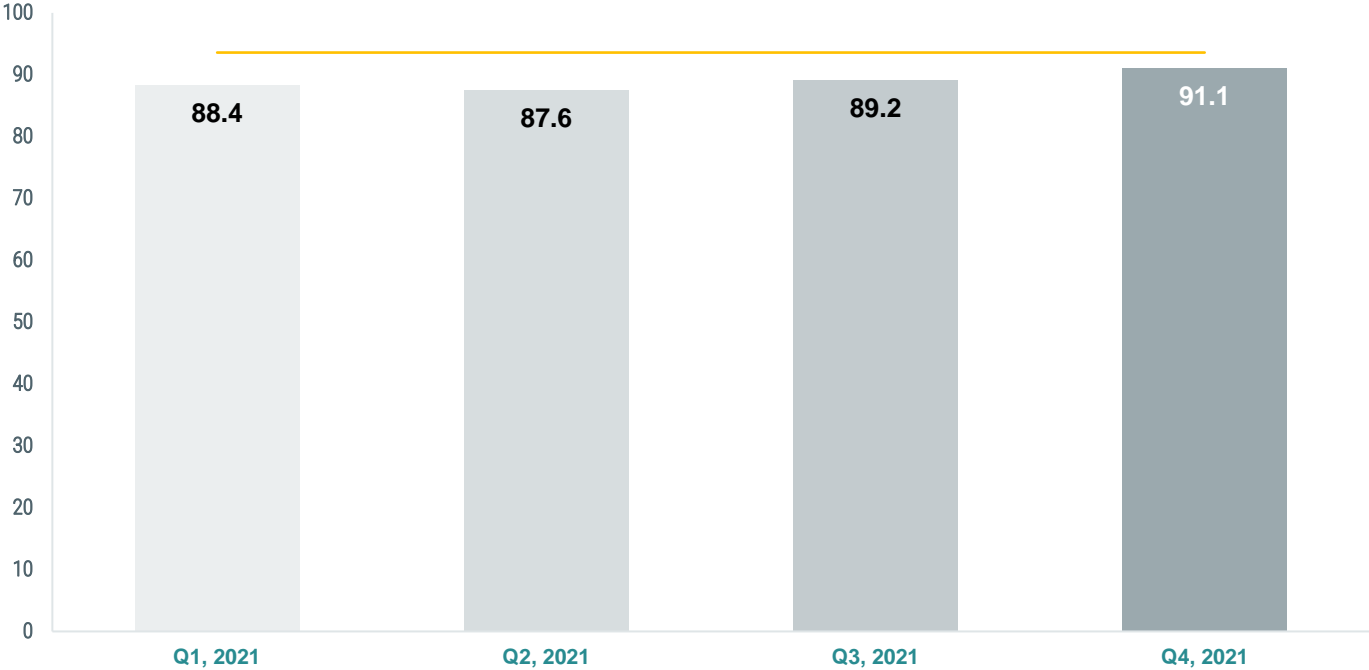
Overall Rating



n-Size

344

Overall Rating Trend [Q1, 2021 – Q4, 2021]



■ 2021 Target [93.6]

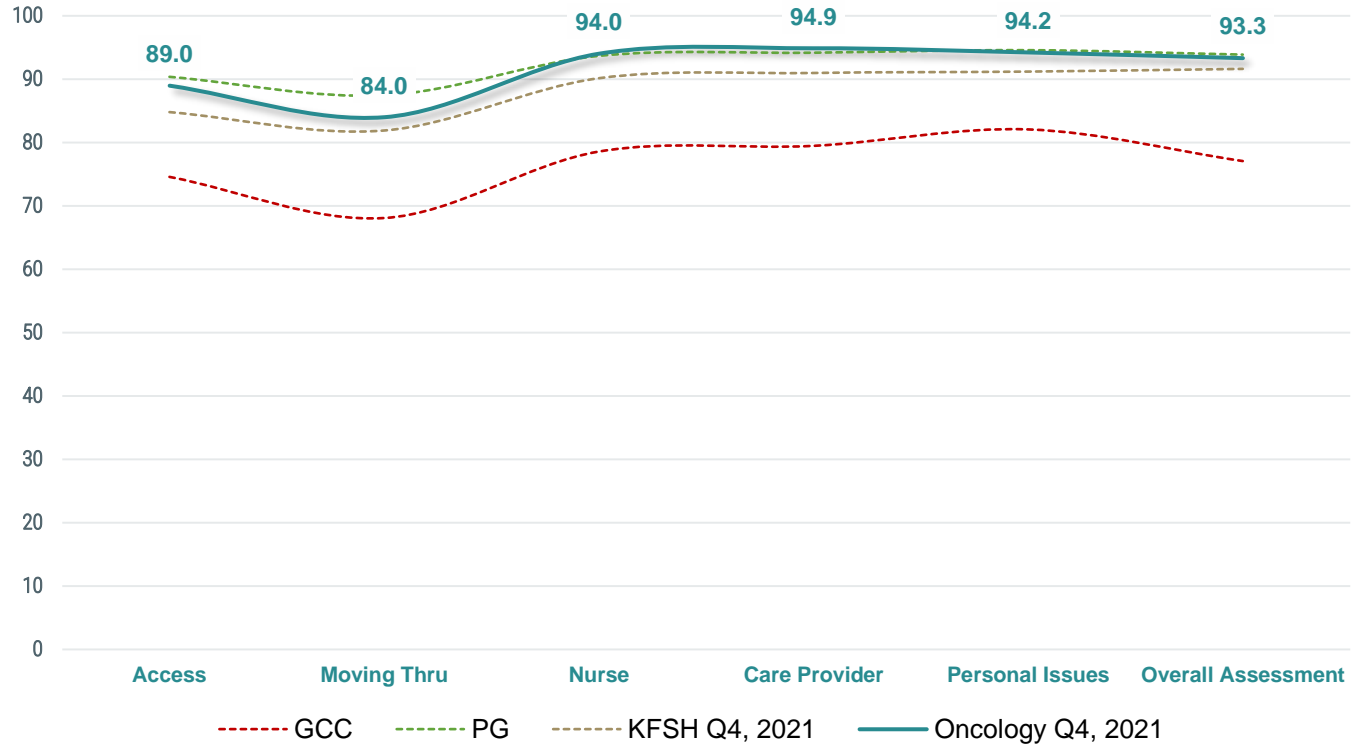
OP – Departments

Oncology Overall Rating



n-Size
344

Period: [Oct 1st – Dec 31st, 2021]



OP – Departments

Dietary

Overall Rating



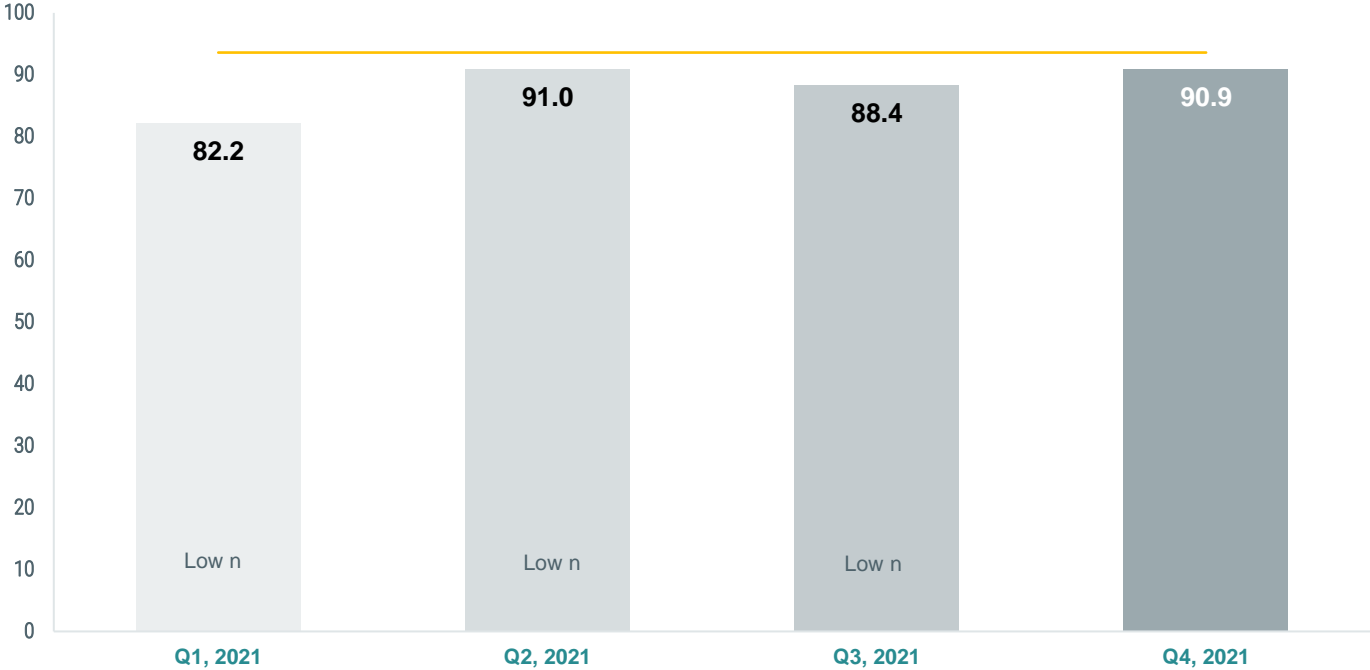
90.9

Q4, 2021

n-Size

40

Overall Rating Trend [Q1, 2021 – Q4, 2021]



2021 Target [93.6]

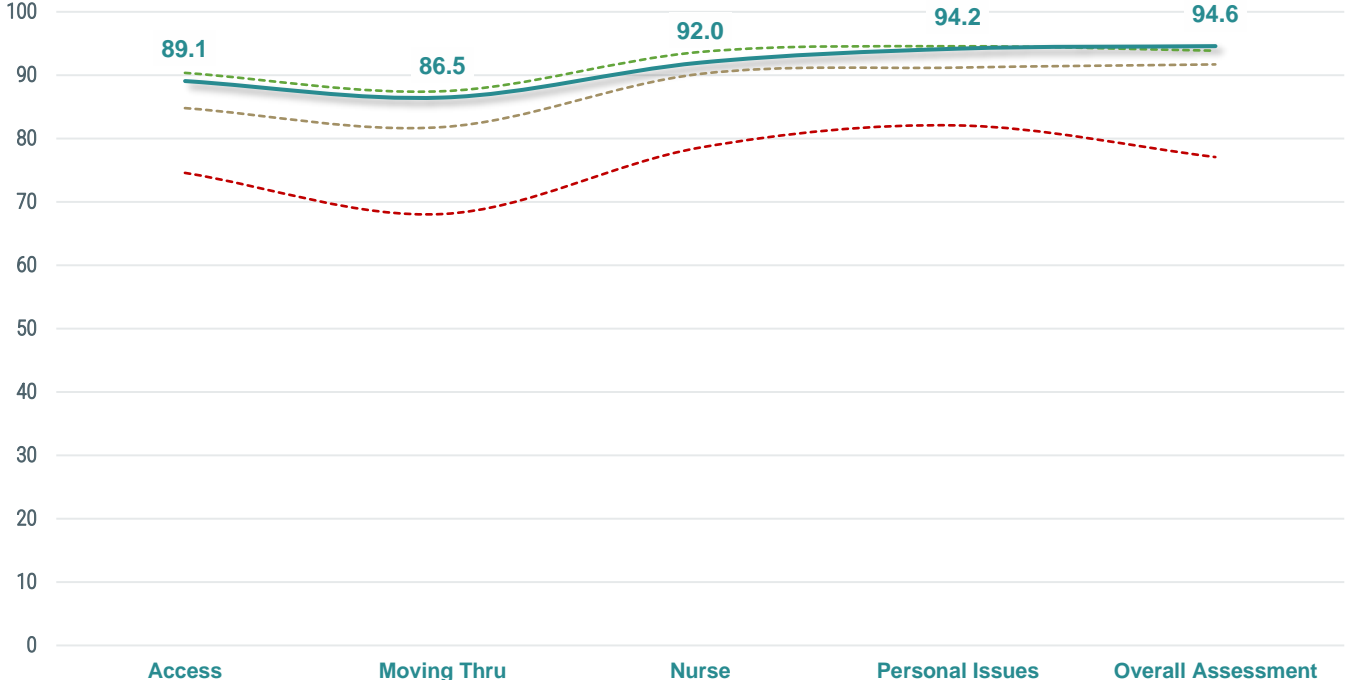
OP – Departments

Dietary Patient Journey



n-Size
40

Period: [Oct 1st – Dec 31st, 2021]



--- GCC - - - PG - - - KFSH Q4, 2021 — Dietary Q4, 2021

OP – Departments

Pediatrics

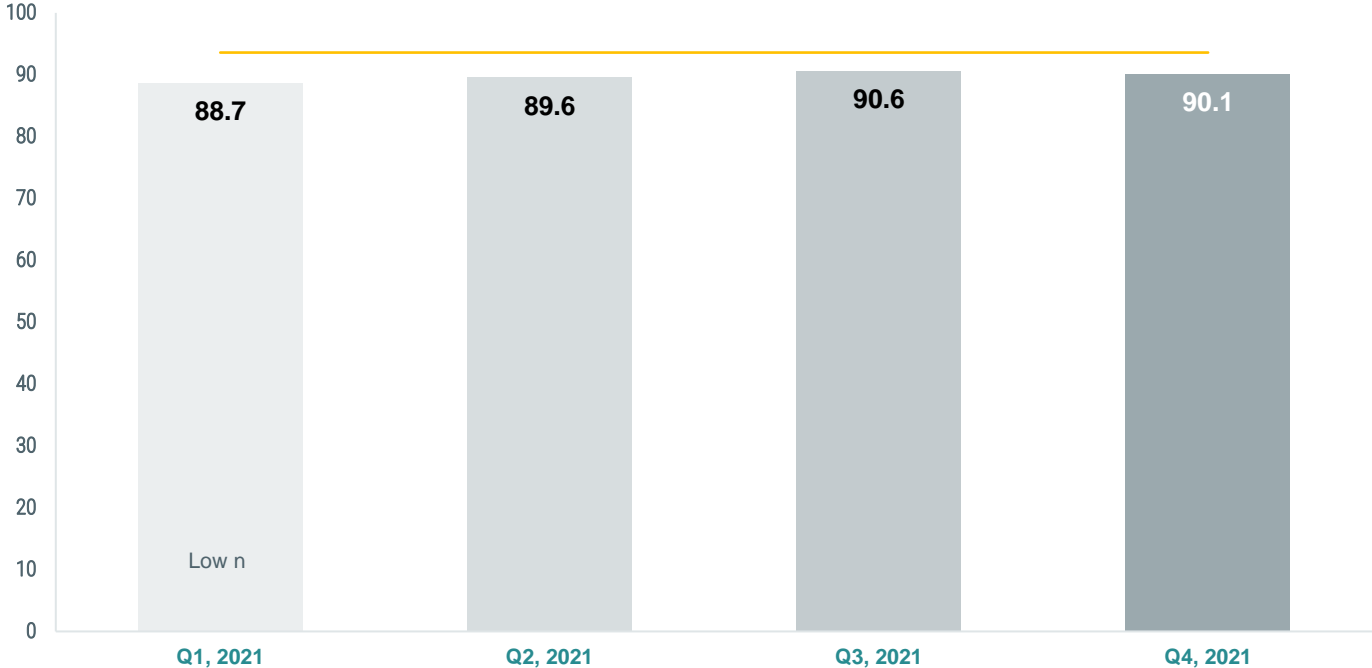
Overall Rating



n-Size

197

Overall Rating Trend [Q1, 2021 – Q4, 2021]



2021 Target [93.6]

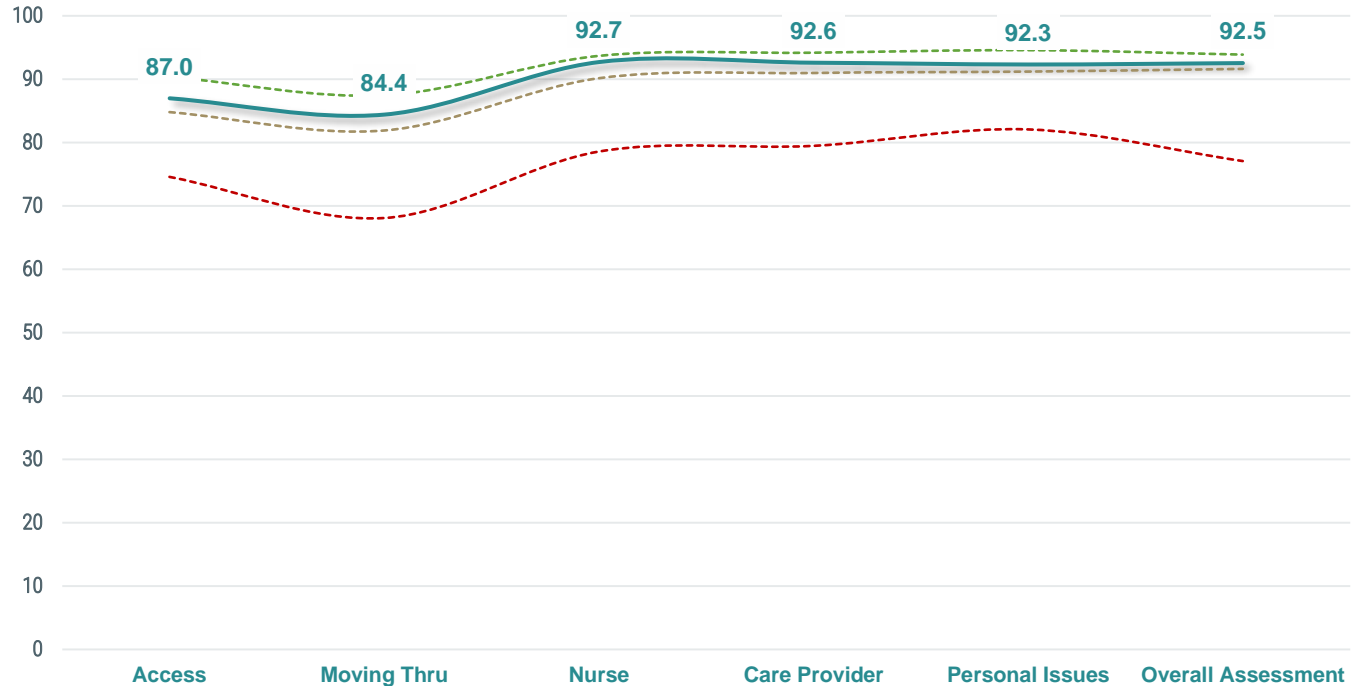
OP – Departments

Pediatrics Patient Journey



n-Size
197

Period: [Oct 1st – Dec 31st, 2021]



--- GCC - - - PG - - - KFSH Q4, 2021 — Ped Q4, 2021

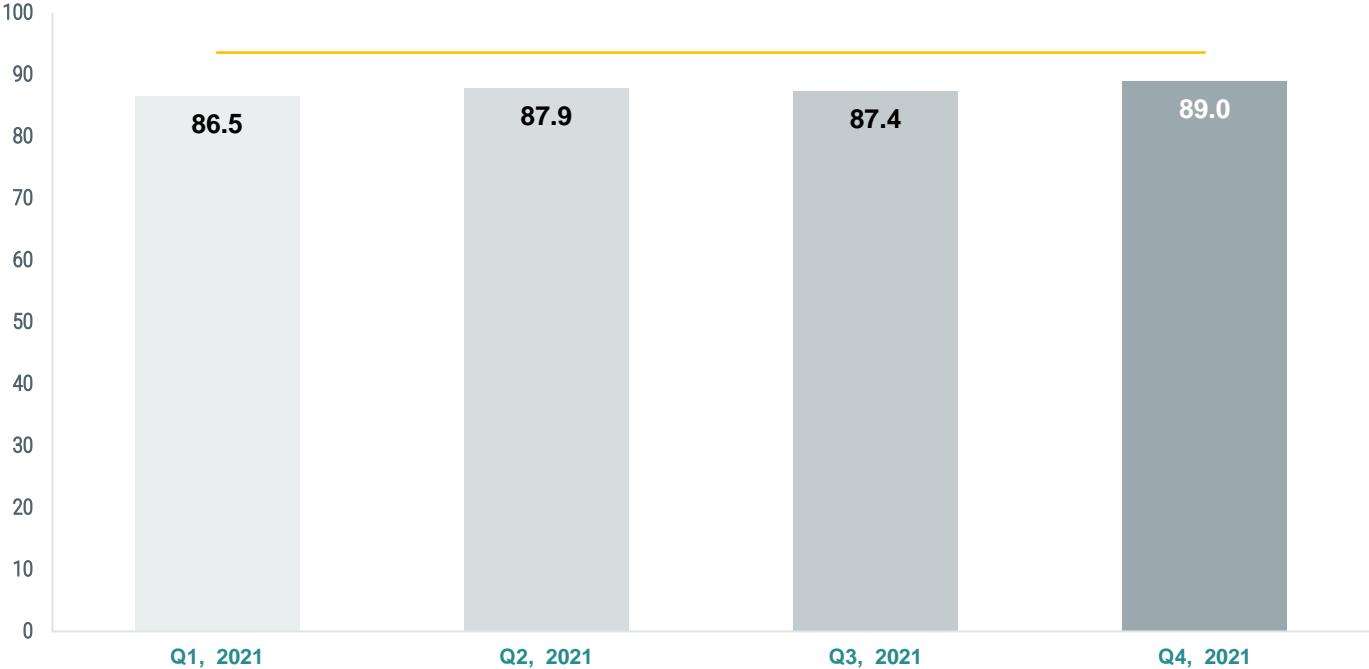
OP – Departments

Heart Institute Overall Rating



n-Size
451

Overall Rating Trend [Q1, 2021 – Q4, 2021]



■ 2021 Target [93.6]

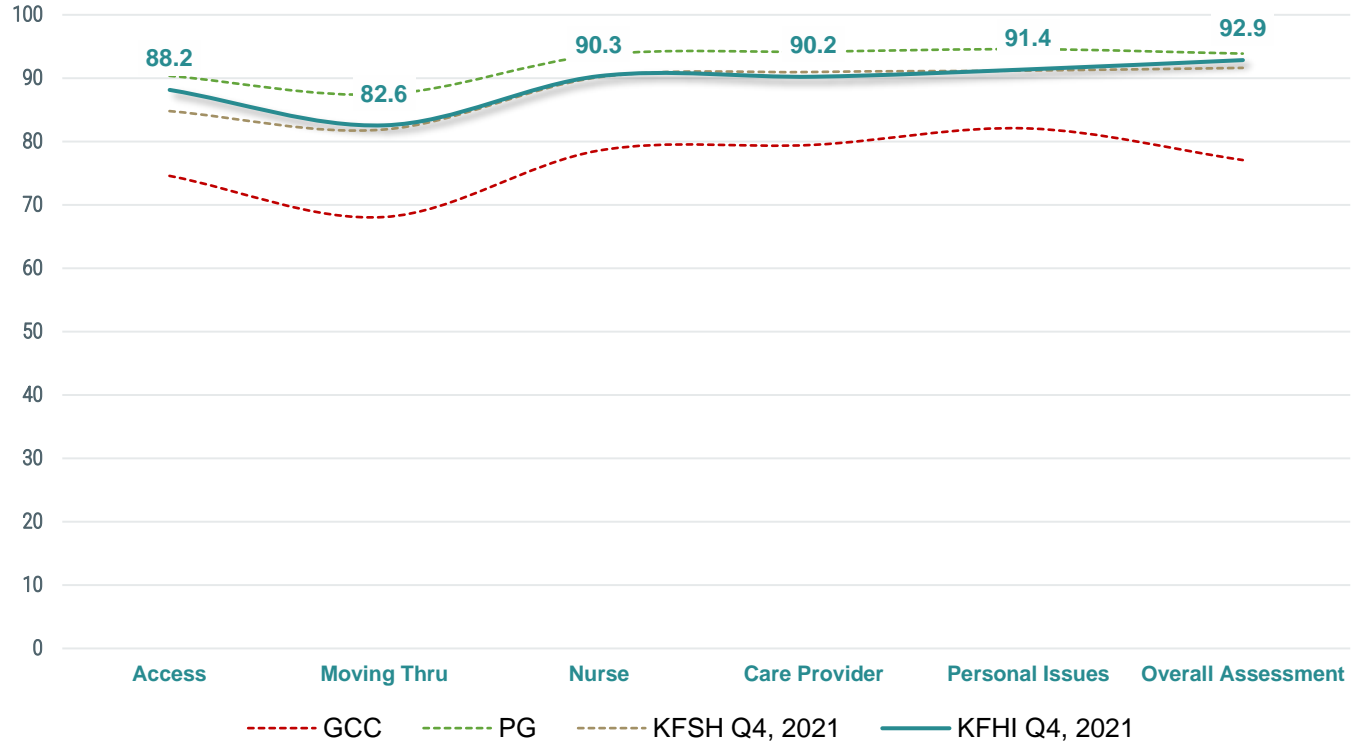
OP – Departments

Heart Institute Patient Journey



n-Size
451

Period: [Oct 1st – Dec 31st, 2021]



OP – Departments

Medicine

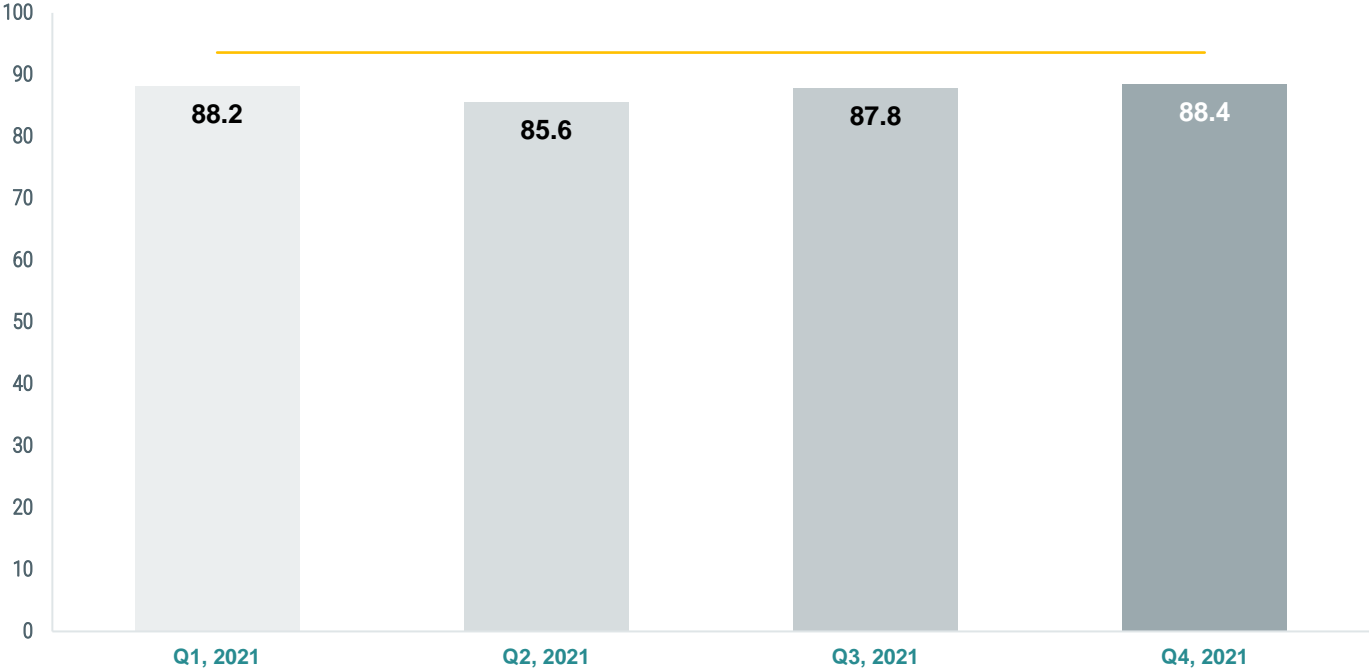
Overall Rating



n-Size

1,007

Overall Rating Trend [Q1, 2021 – Q4, 2021]



2021 Target [93.6]

OP – Departments

Medicine

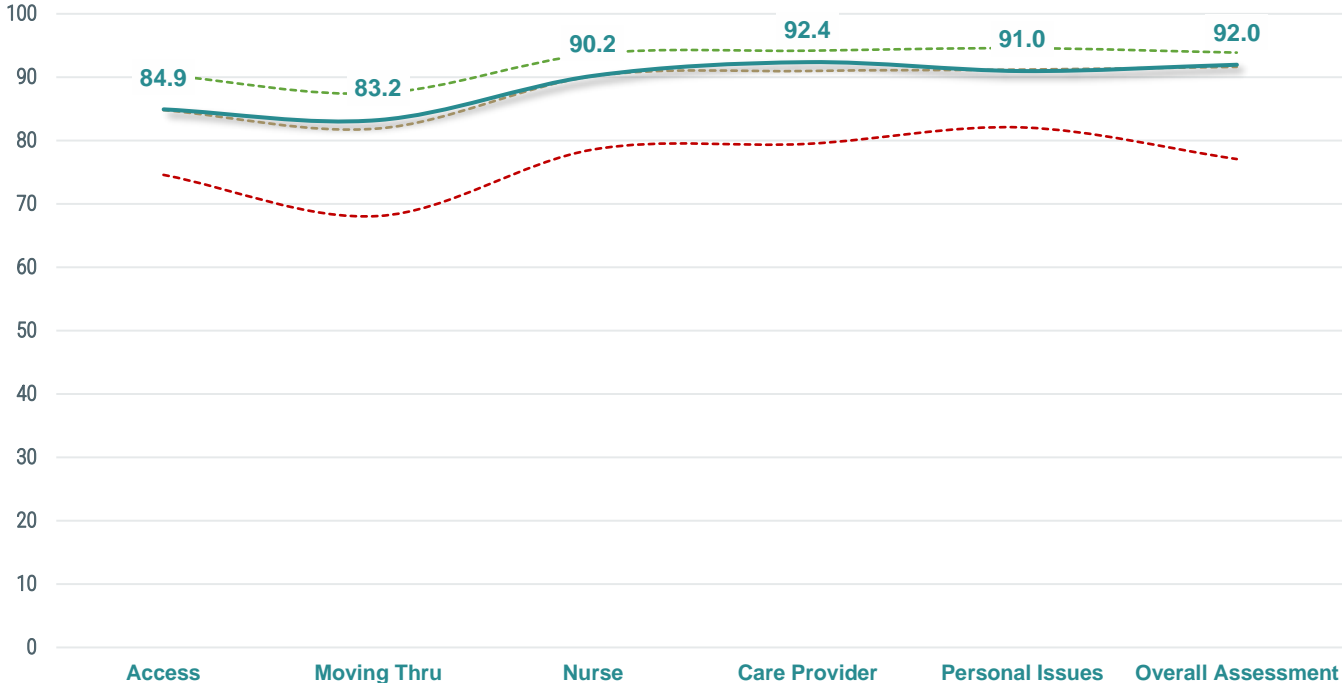
Patient Journey



n-Size

1,007

Period: [Oct 1st – Dec 31st, 2021]



--- GCC - - - PG - - - KFSH Q4, 2021 — Med Q4, 2021

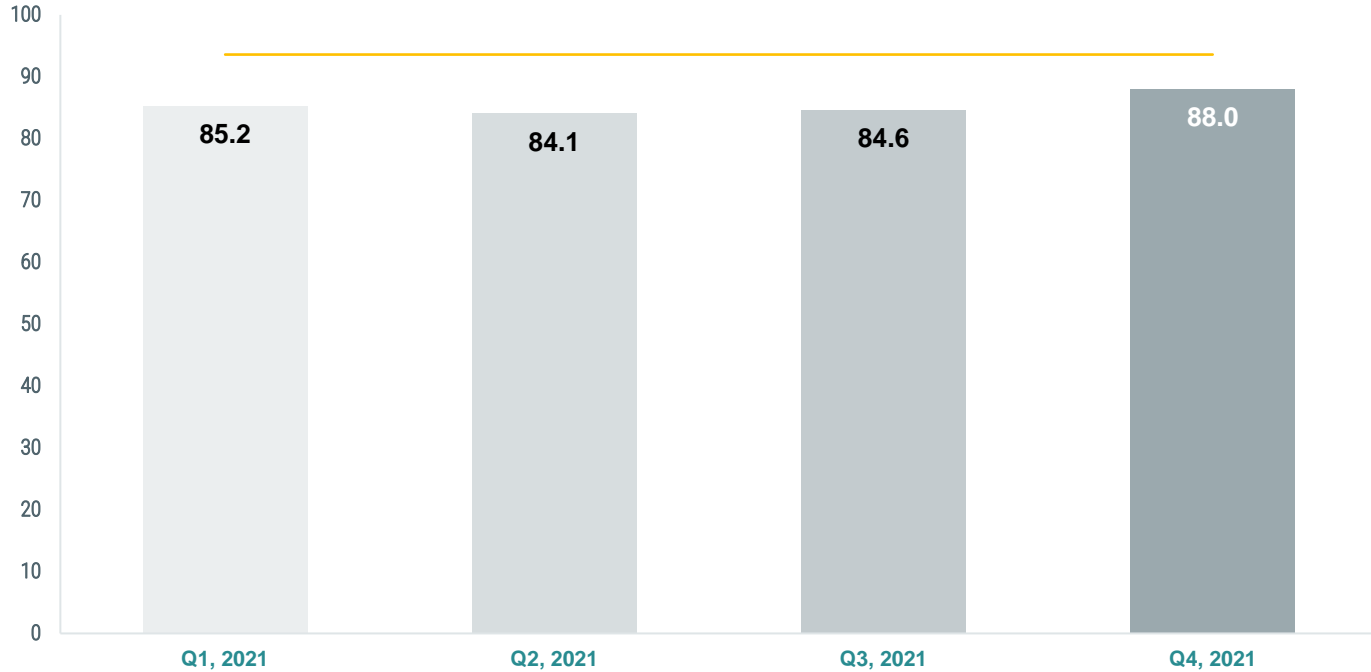
OP – Departments

Family Medicine Overall Rating



n-Size
364

Overall Rating Trend [Q1, 2021 – Q4, 2021]



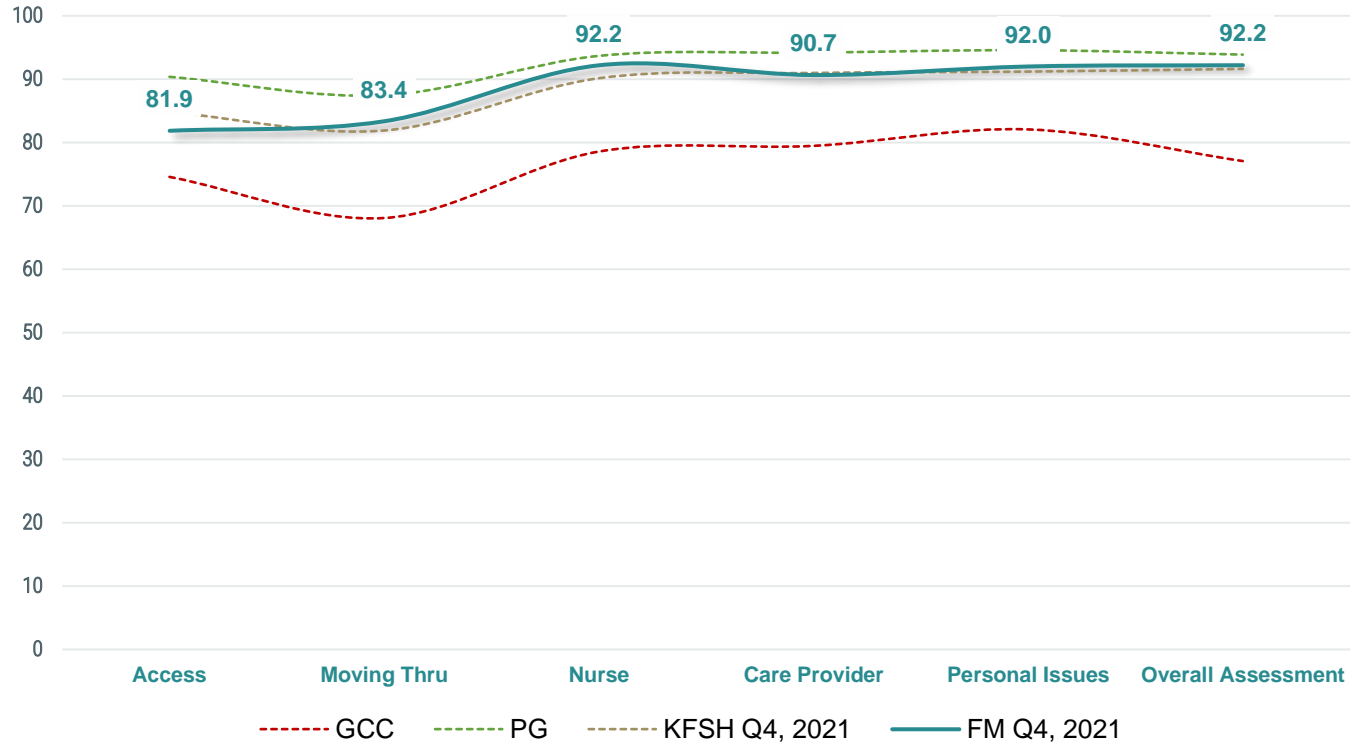
OP – Departments

Family Medicine Patient Journey



n-Size
364

Period: [Oct 1st – Dec 31st, 2021]



OP – Departments

Anesthesia

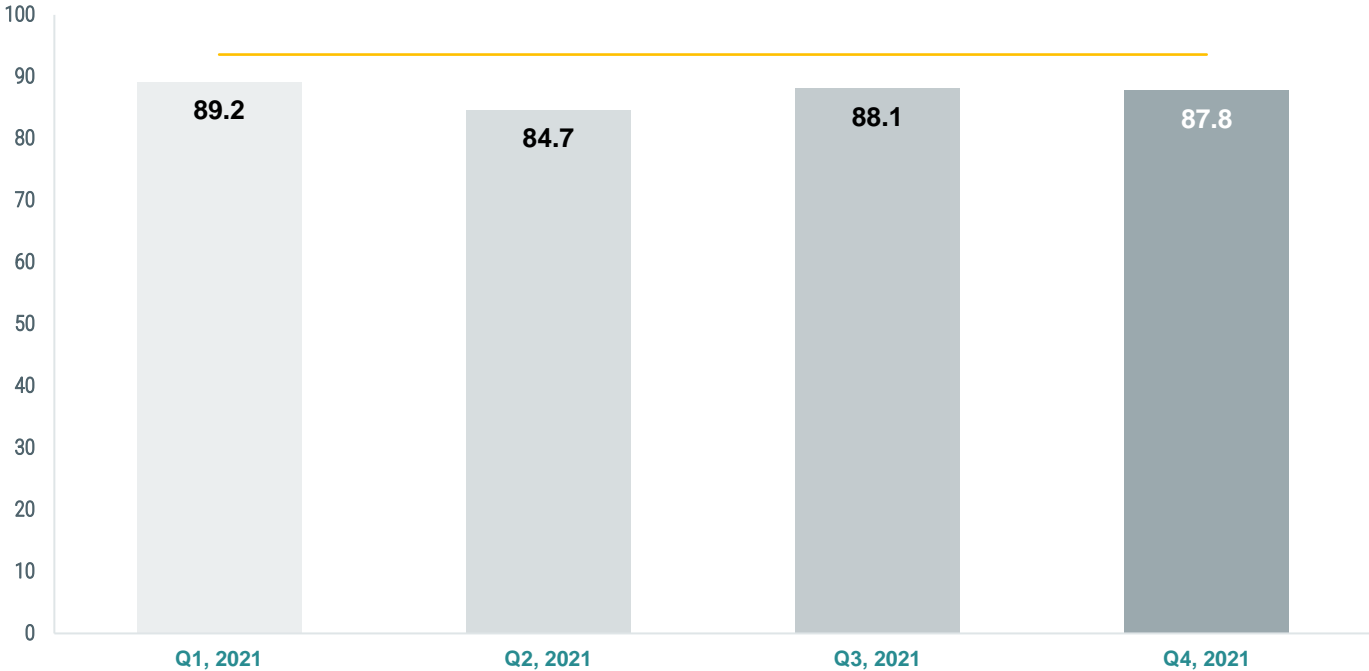
Overall Rating



n-Size

167

Overall Rating Trend [Q1, 2021 – Q4, 2021]



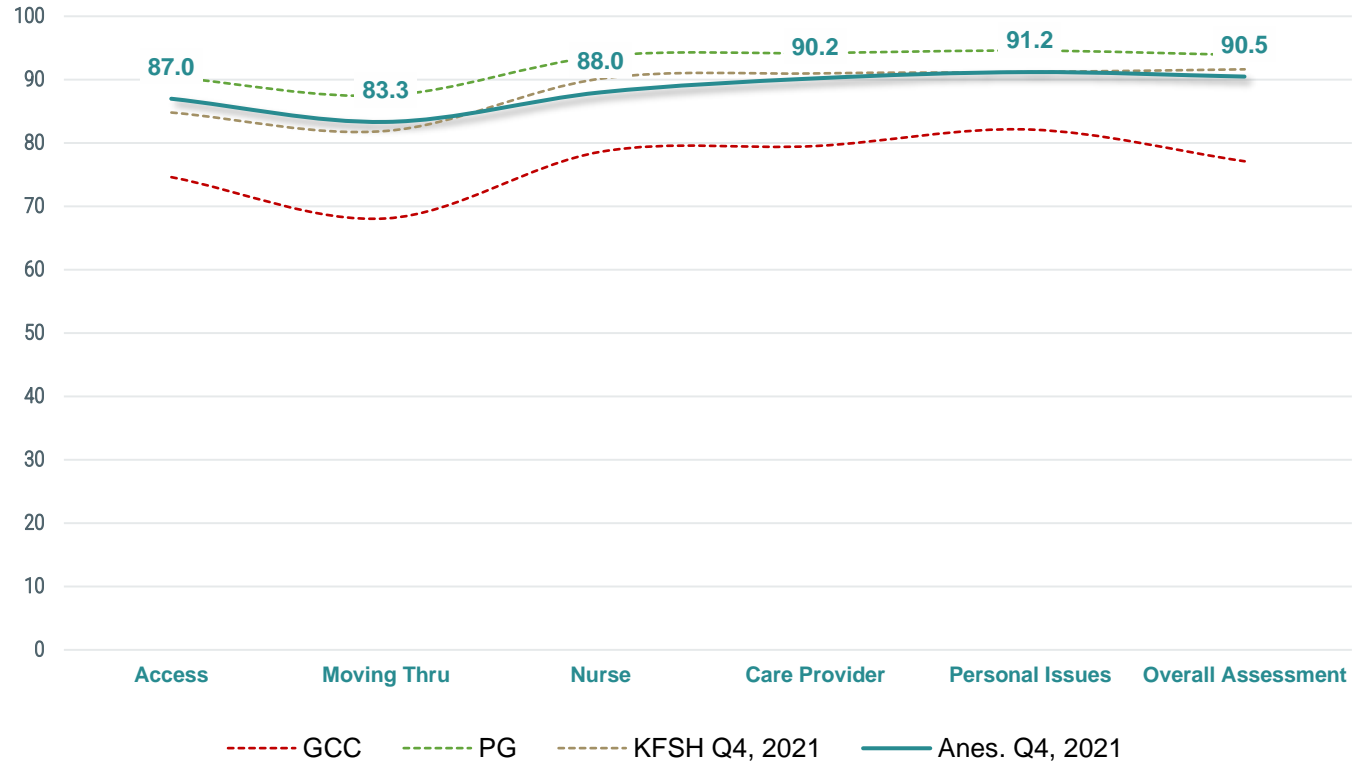
OP – Departments

Anesthesia Patient Journey



n-Size
167

Period: [Oct 1st – Dec 31st, 2021]



OP – Departments

Neurosciences

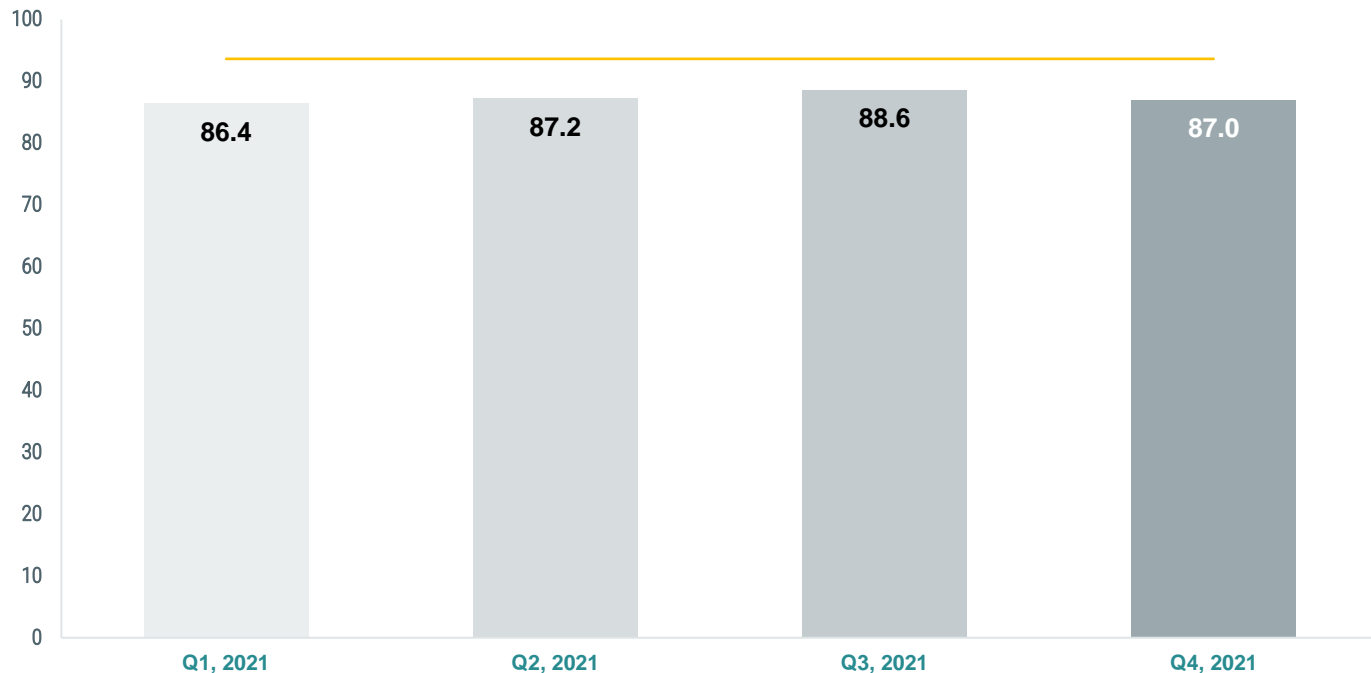
Overall Rating



n-Size

441

Overall Rating Trend [Q1, 2021 – Q4, 2021]



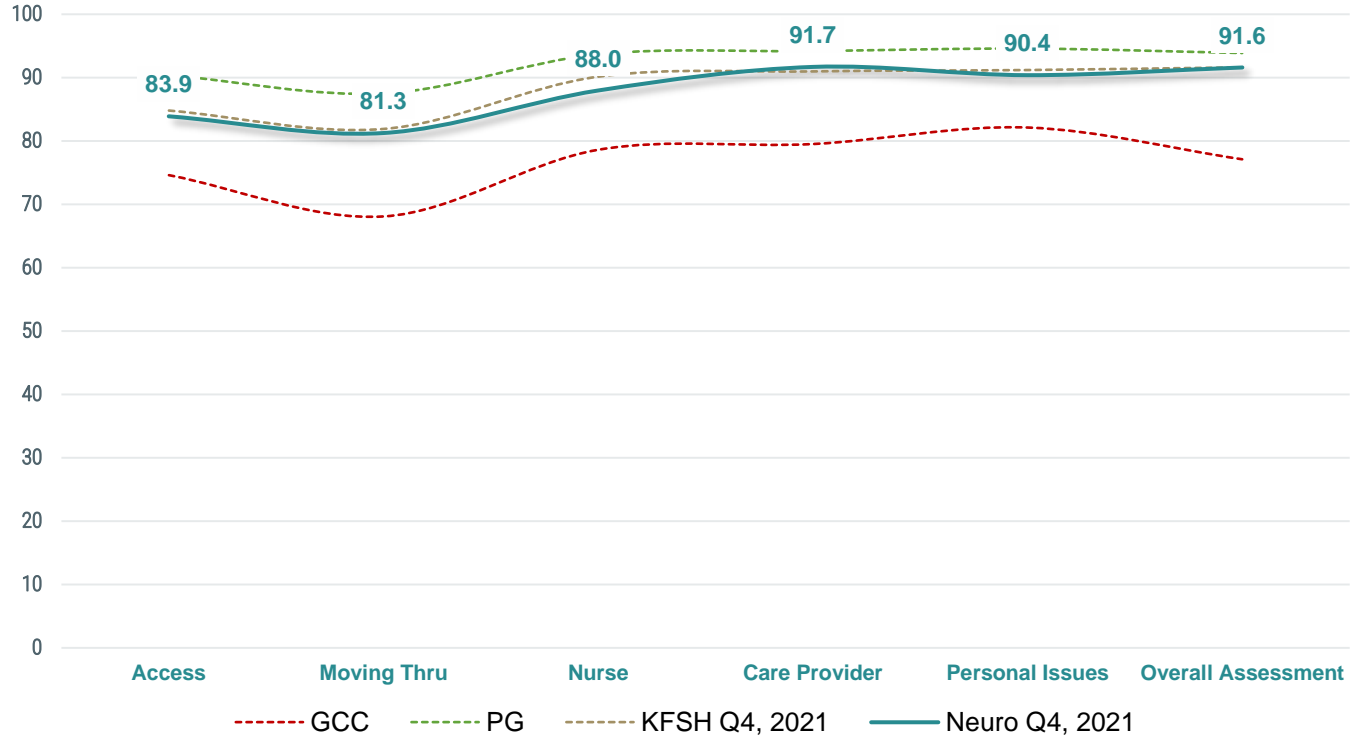
OP – Departments

Neurosciences Patient Journey



n-Size
441

Period: [Oct 1st – Dec 31st, 2021]



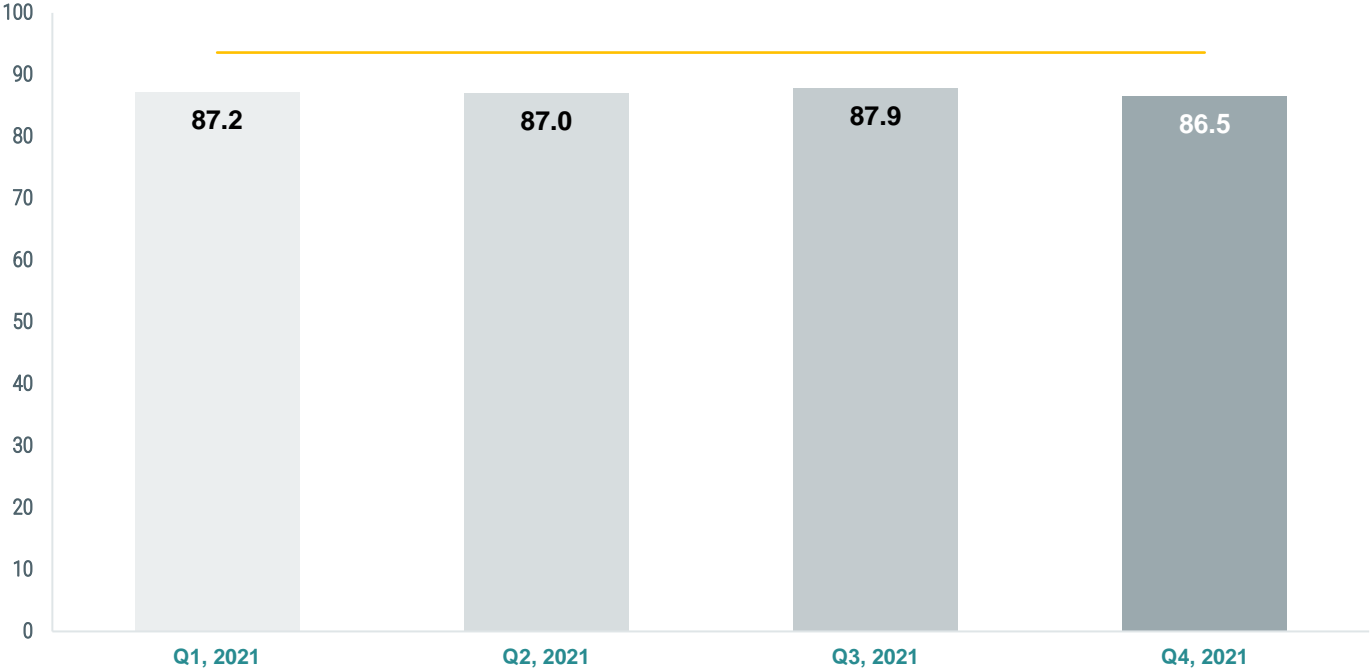
OP – Departments

Surgery Overall Rating



n-Size
643

Overall Rating Trend [Q1, 2021 – Q4, 2021]



OP – Departments

Surgery

Patient Journey

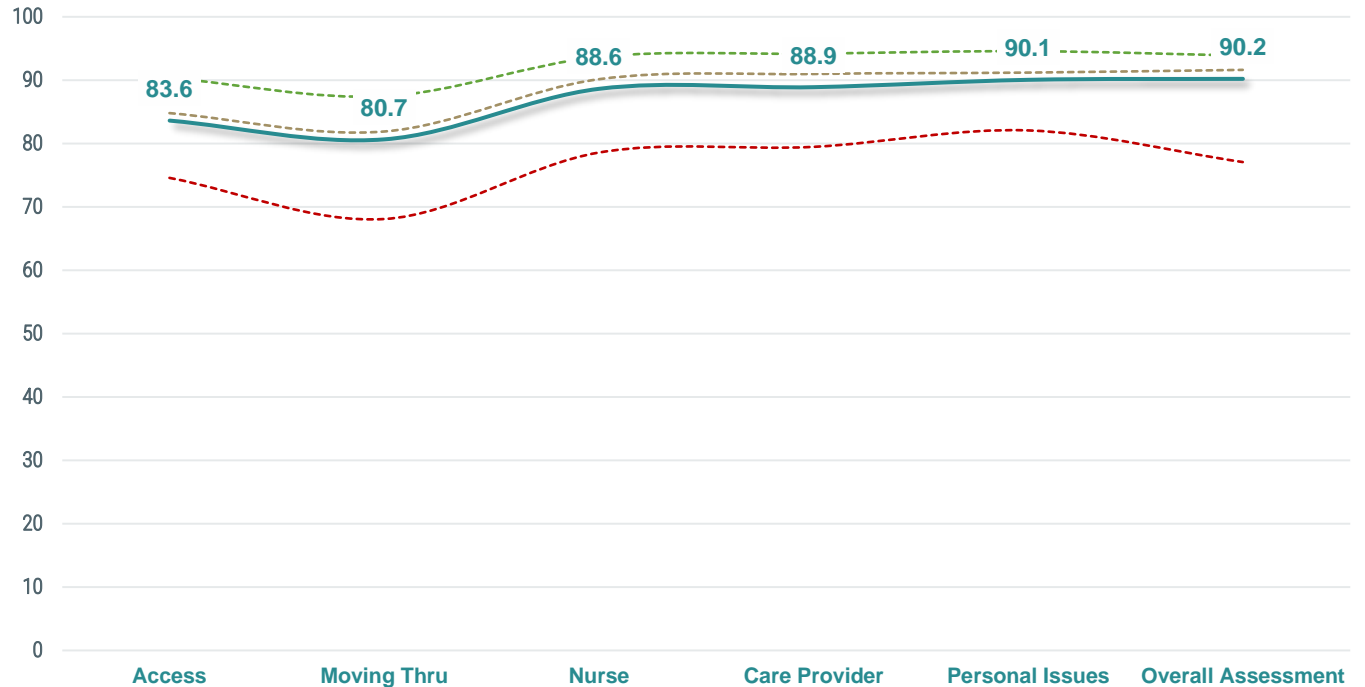
86.5

Q4, 2021

n-Size

643

Period: [Oct 1st – Dec 31st, 2021]



--- GCC - - - PG - - - KFSH Q4, 2021 — Sur Q4, 2021

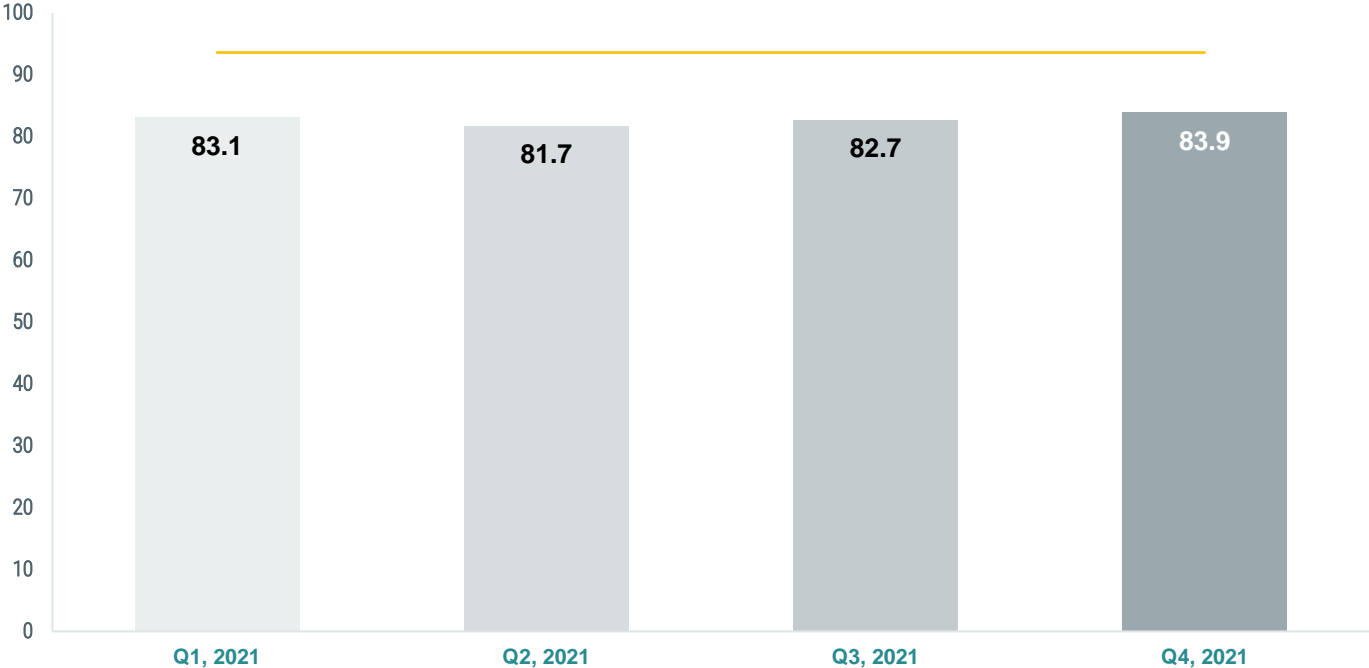
OP – Departments

Ob/Gyn Overall Rating



n-Size
357

Overall Rating Trend [Q1, 2021 – Q4, 2021]



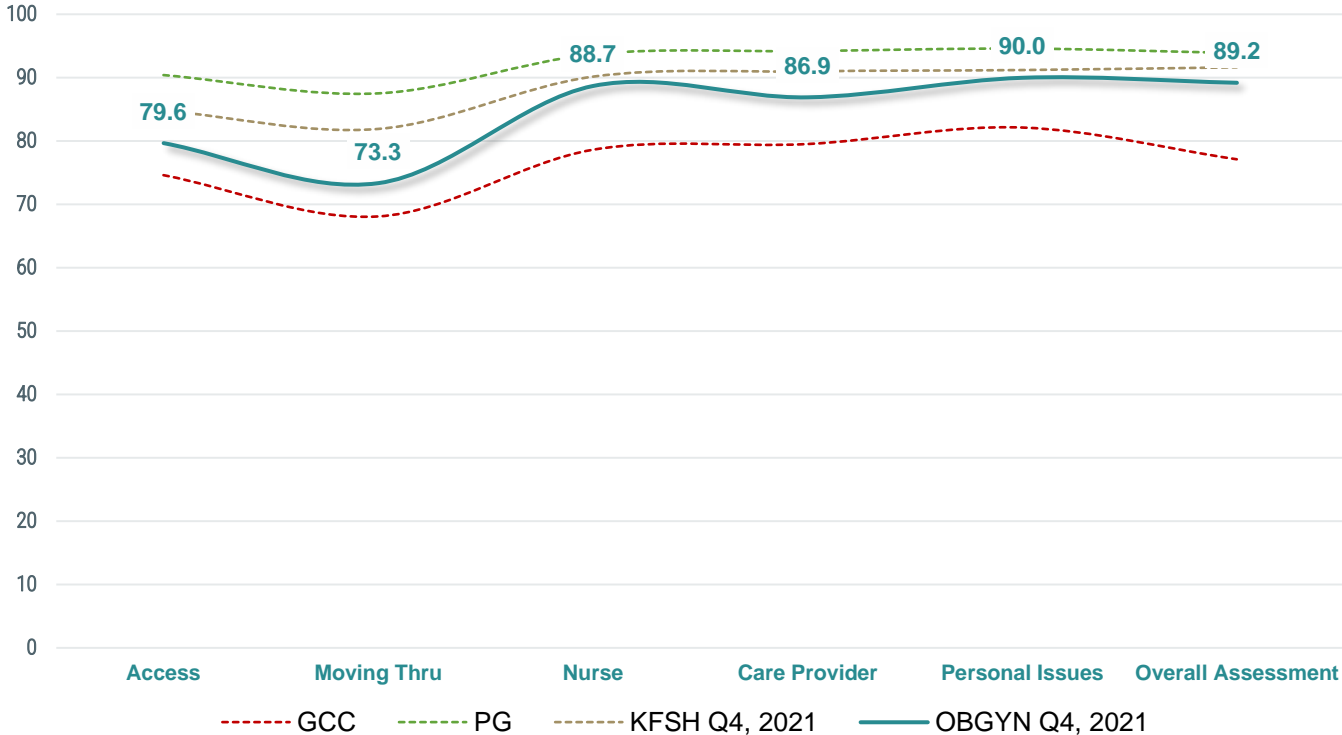
OP – Departments

Ob/Gyn Patient Journey



n-Size
357

Period: [Oct 1st – Dec 31st, 2021]



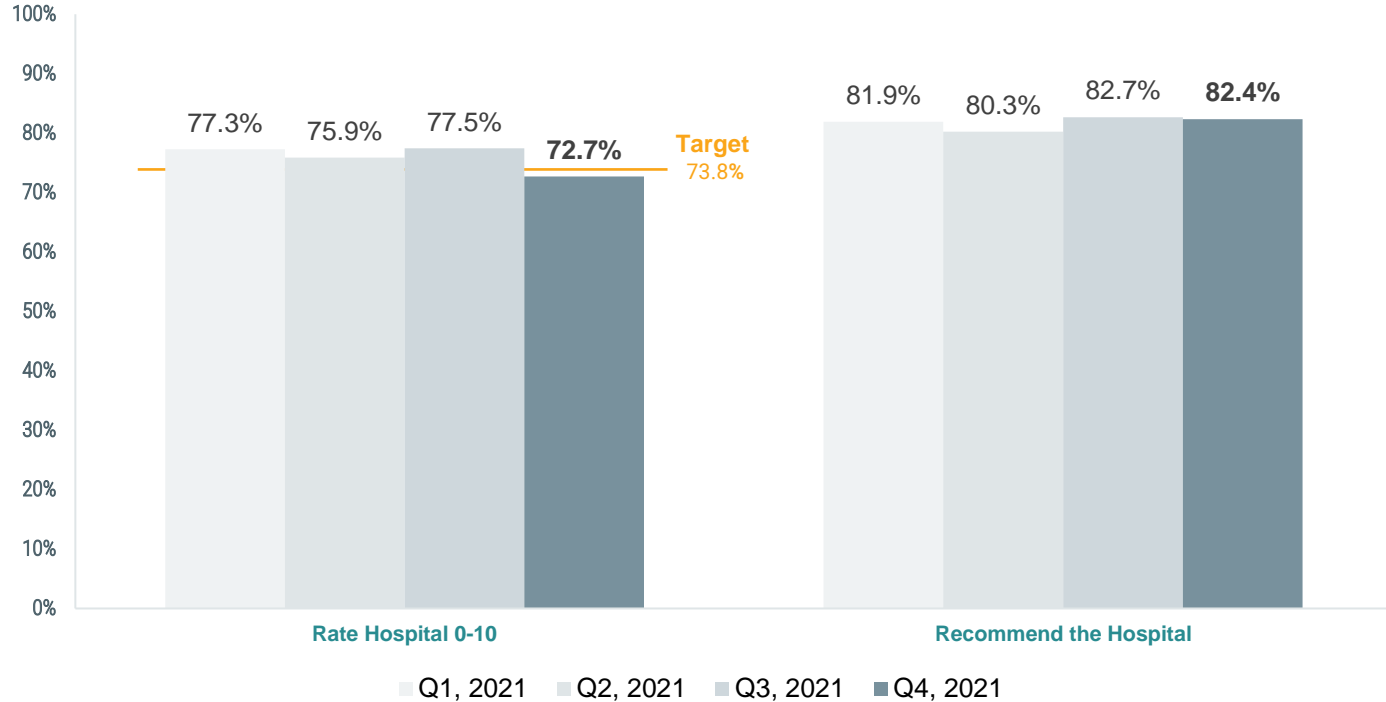


Inpatient
Adults

IP – Global Items

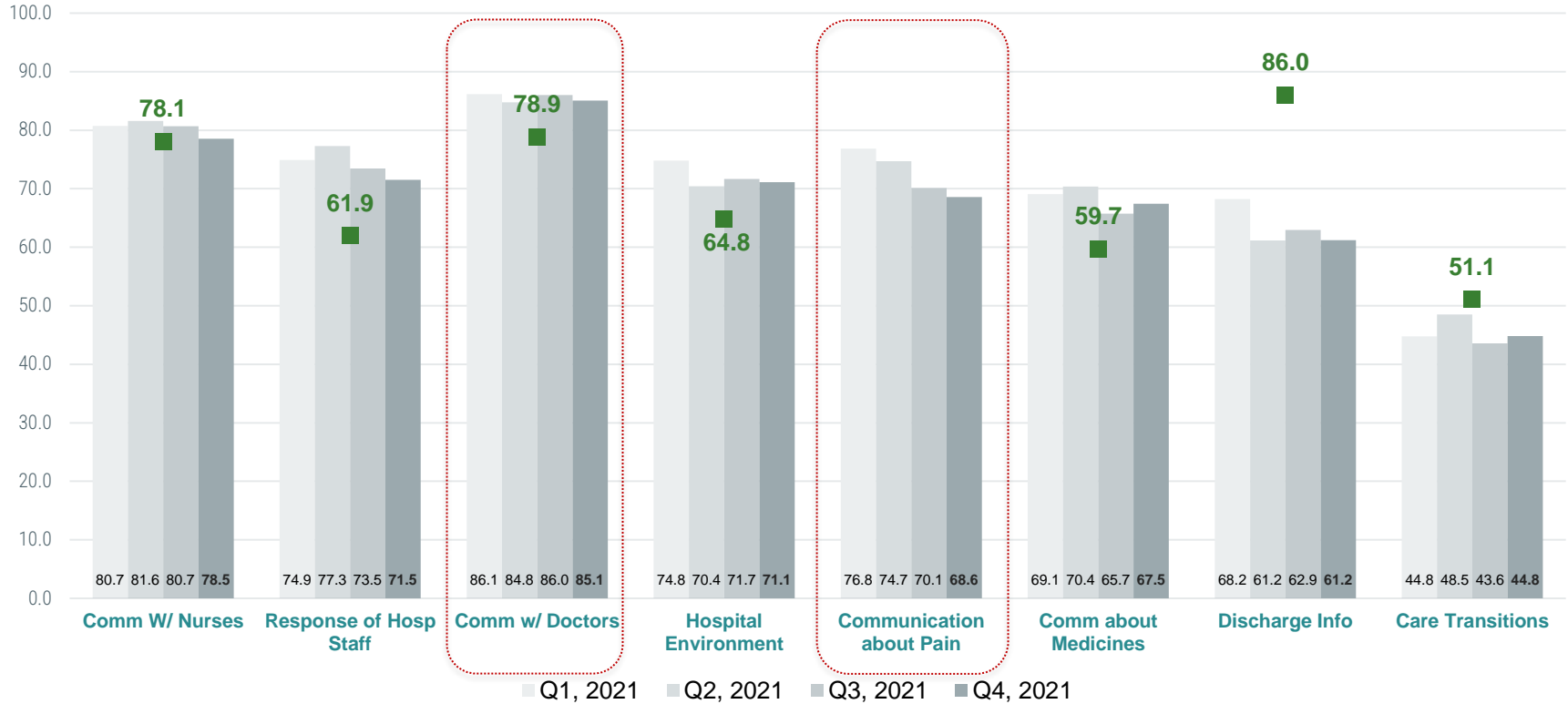
Global Items Overall

Overall Rating Trend [Q1, 2021 – Q4, 2021]



* Top Box %

IP – Survey Domains

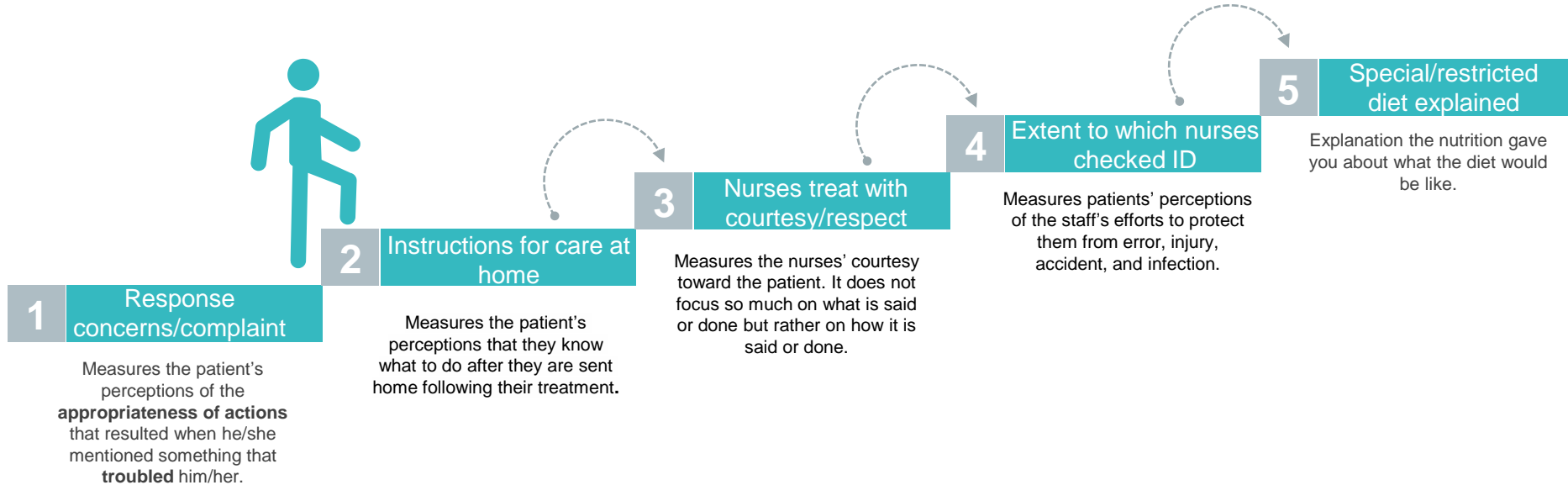


* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

■ PG Average



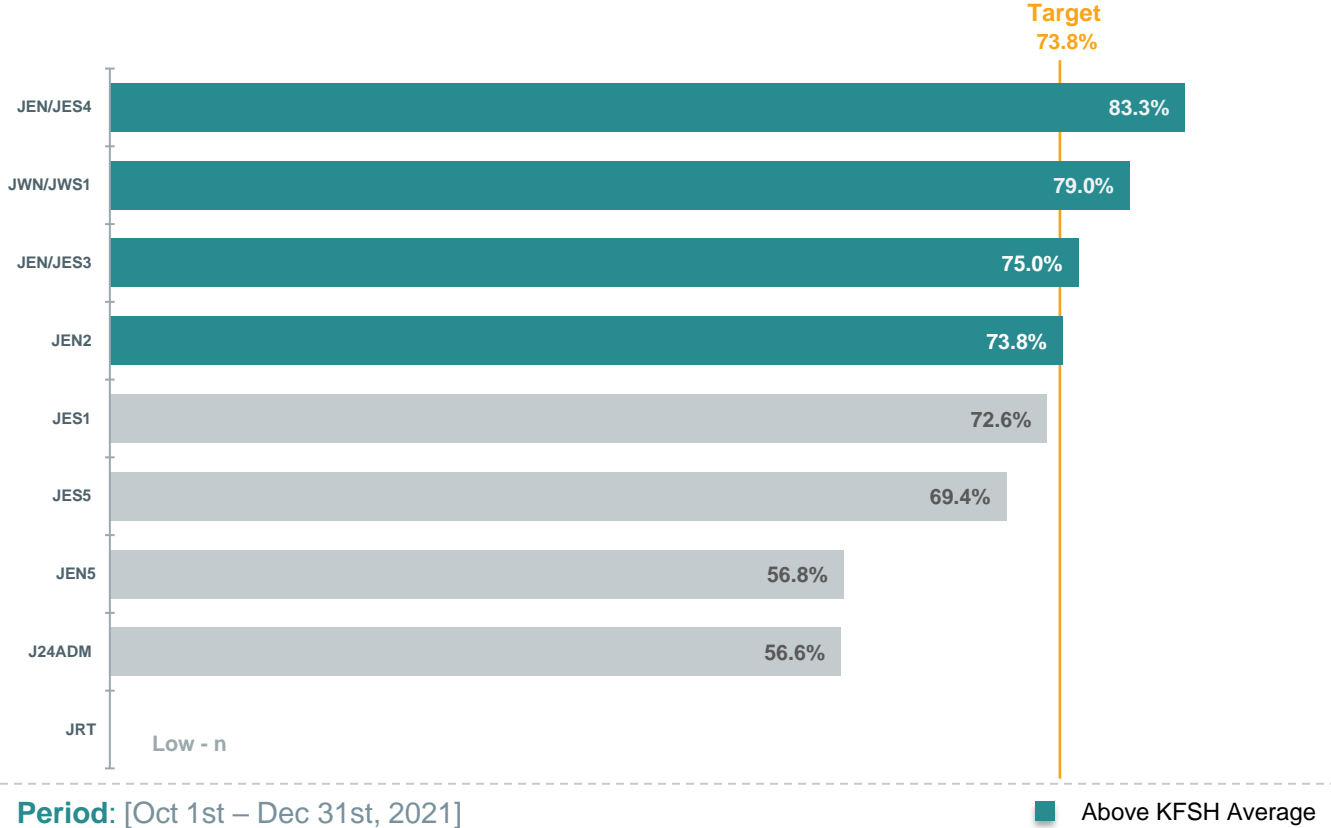
IP – Priority Index (Q4, 2021)



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 %

Period: [Oct 1st – Dec 31st, 2021]

■ Above KFSH Average

Recommend Hospital Wards



Period: [Oct 1st – Dec 31st, 2021]

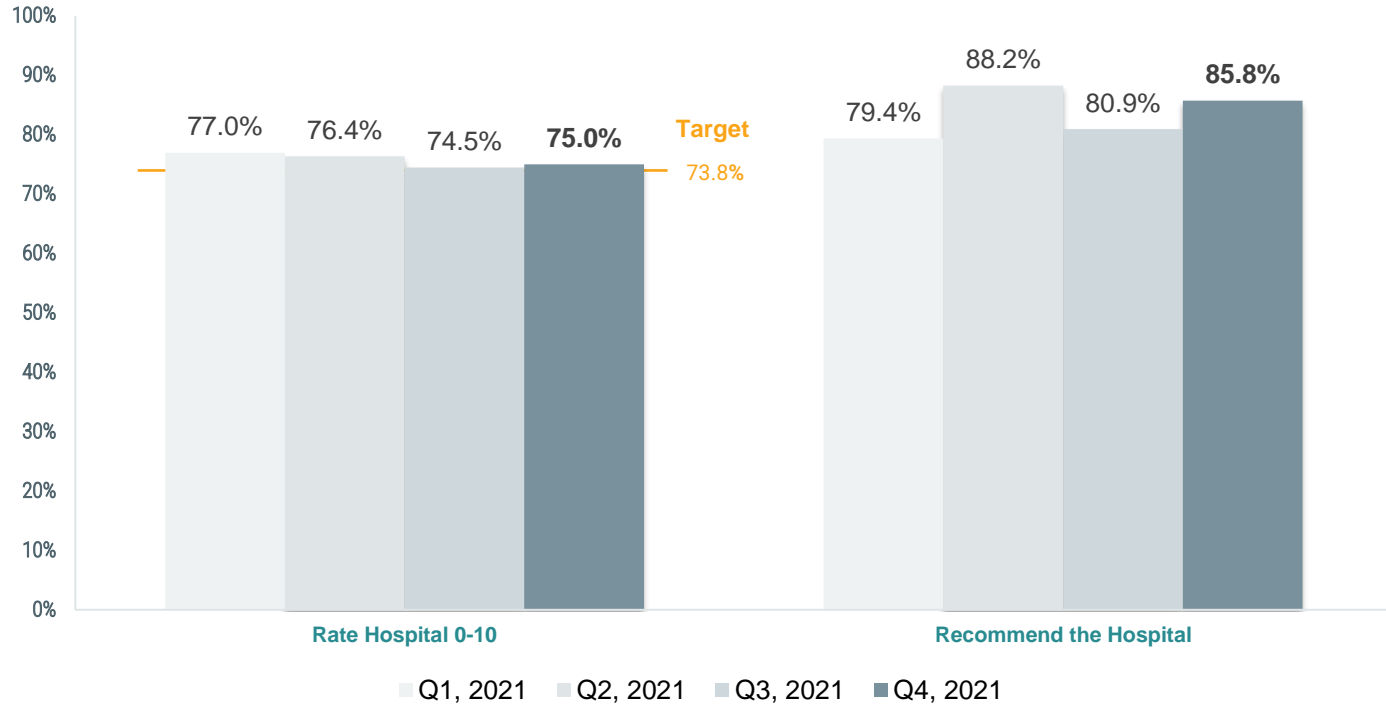
■ Above KFSH Average

* Top Box %

JEN/JES3 Global Items

n-Size
187

Overall Rating Trend [Q1, 2021 – Q4, 2021]



* Top Box %

IP – Wards

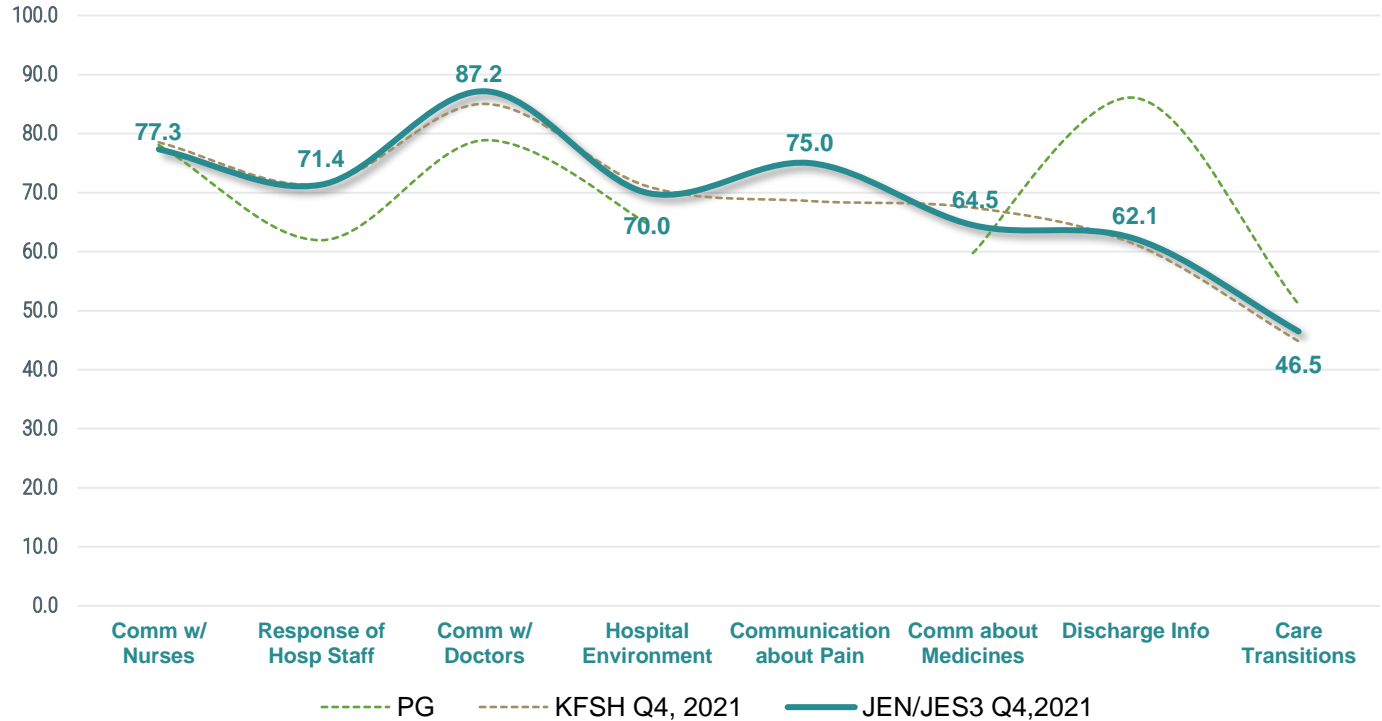
JEN/JES3

Domains

n-Size

187

Period: [Oct 1st – Dec 31st, 2021]



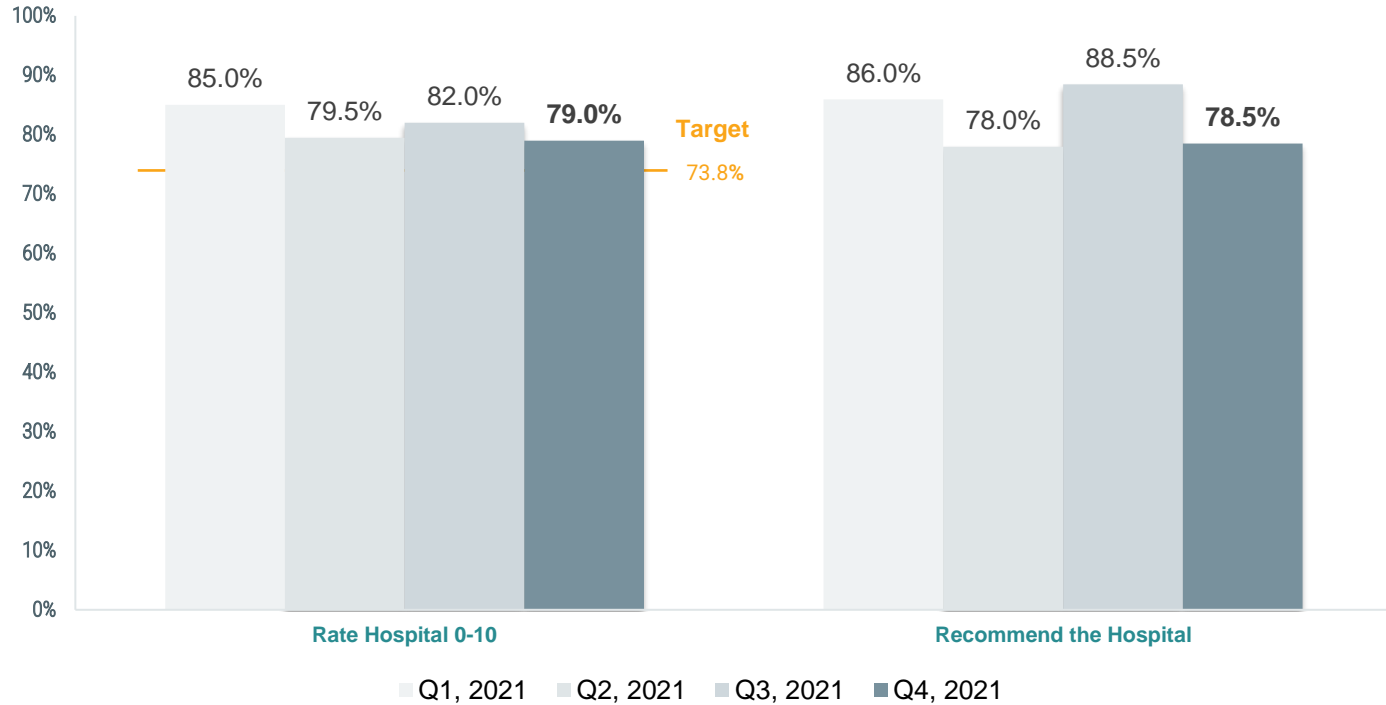
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

JWN/JWS1
Global Items

n-Size
79

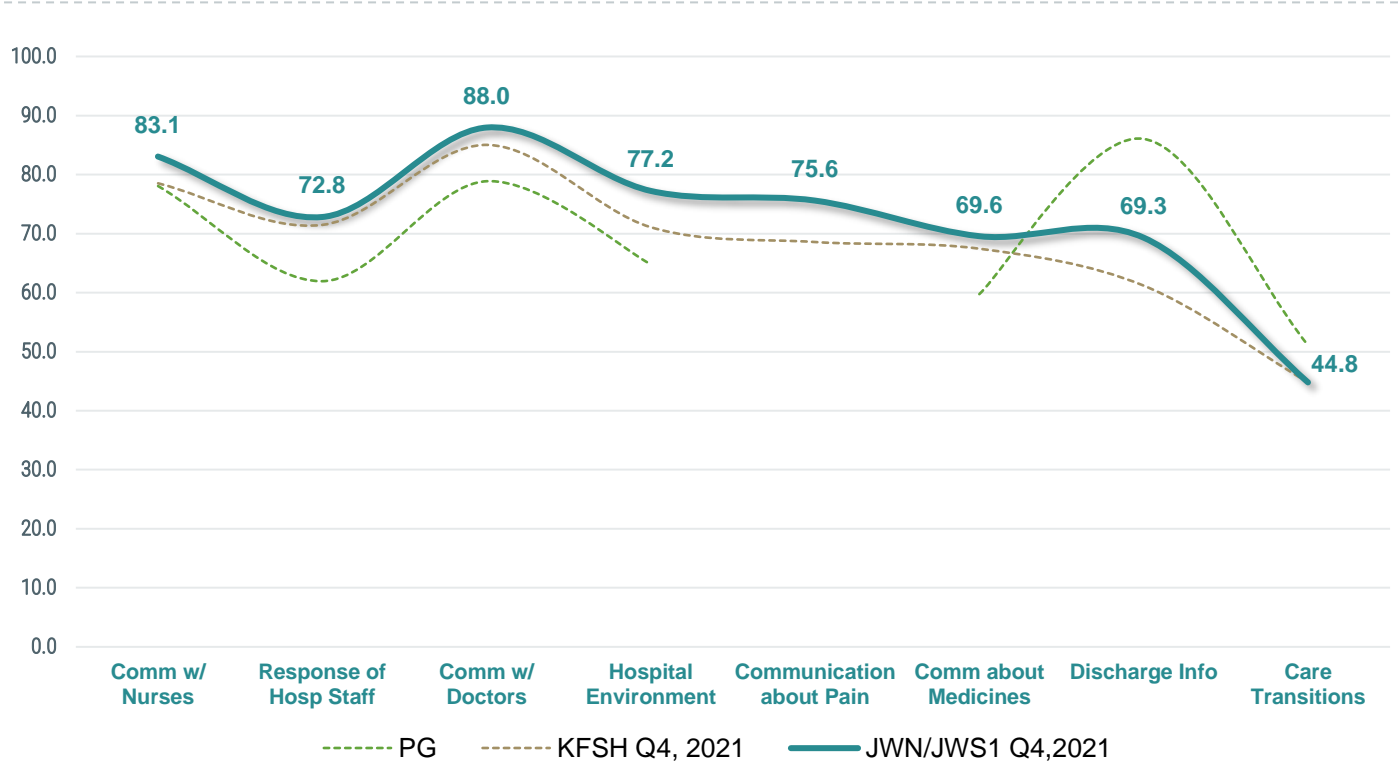
Overall Rating Trend [Q1, 2021 – Q4, 2021]



* Top Box %

IP – Wards

Period: [Oct 1st – Dec 31st, 2021]



JWN/JWS1

Domains

n-Size

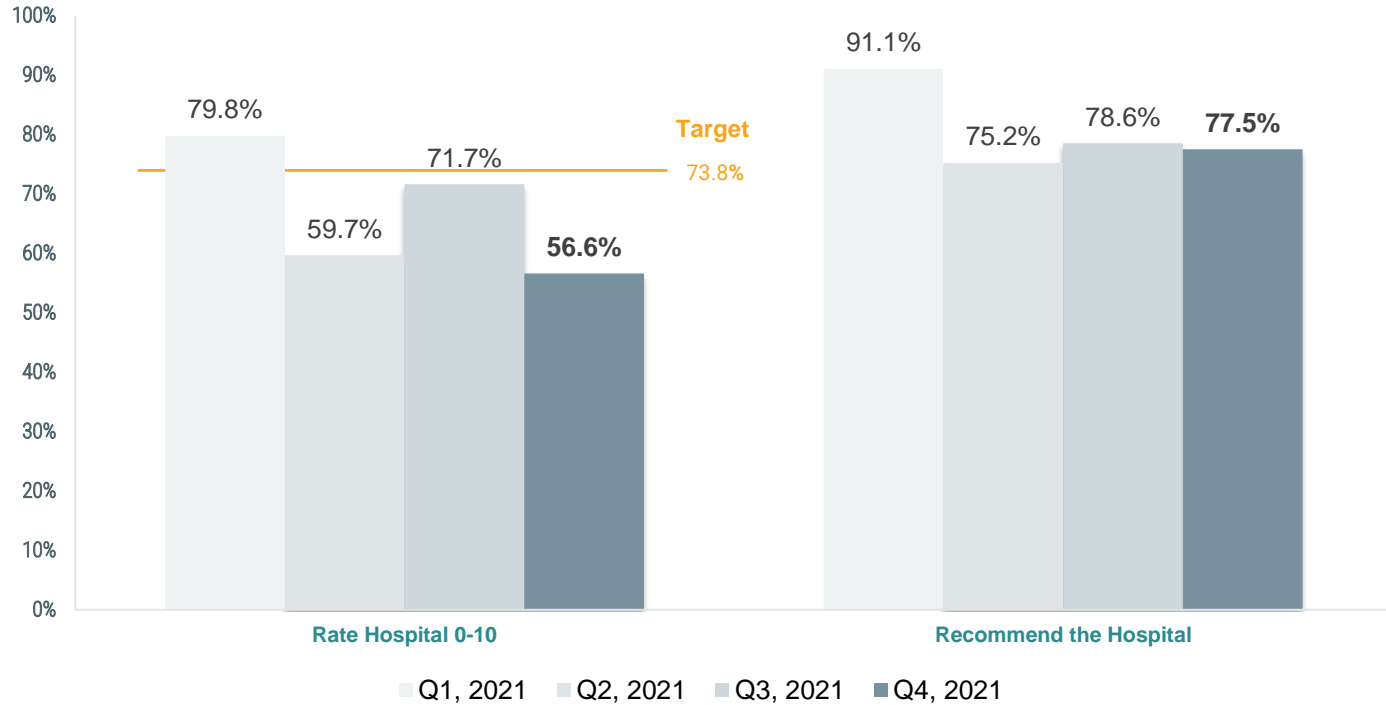
79

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

J24ADM
Global Items

n-Size
58

Overall Rating Trend [Q1, 2021 – Q4, 2021]



* Top Box %

IP – Wards

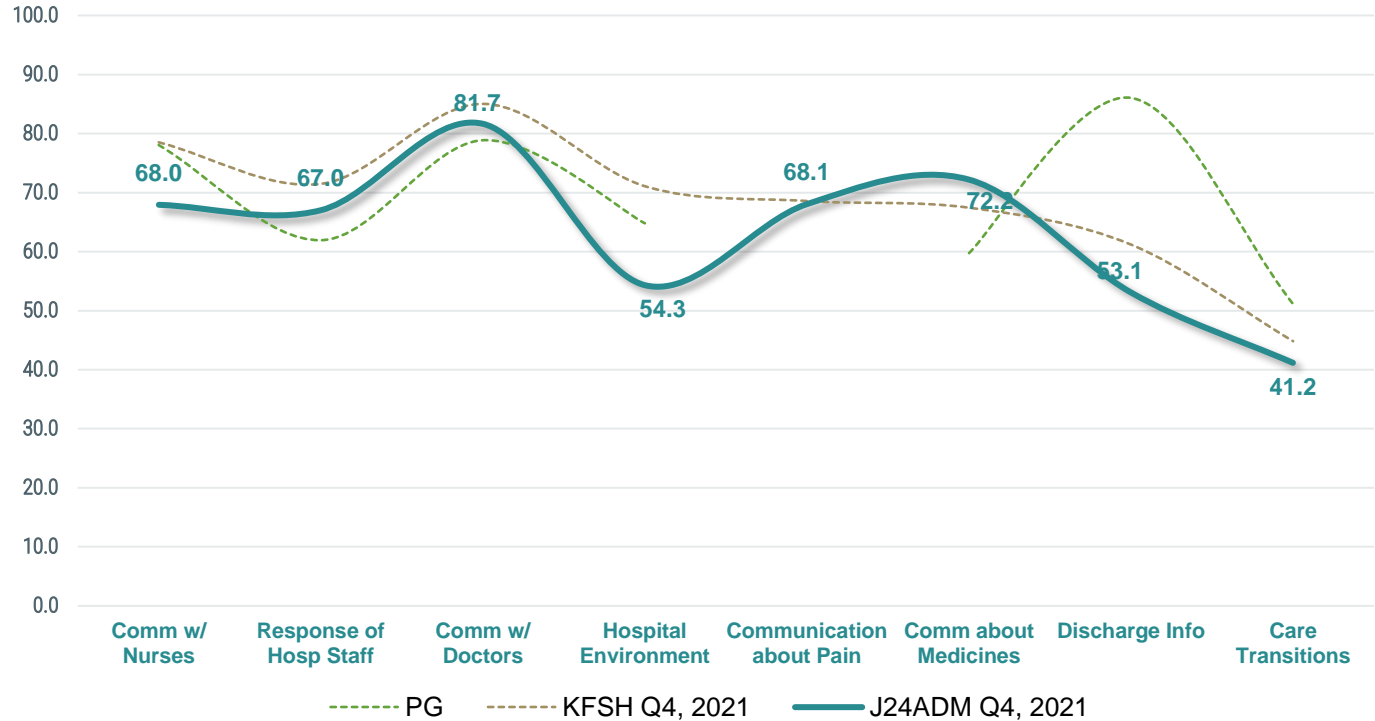
J24ADM

Domains

n-Size

58

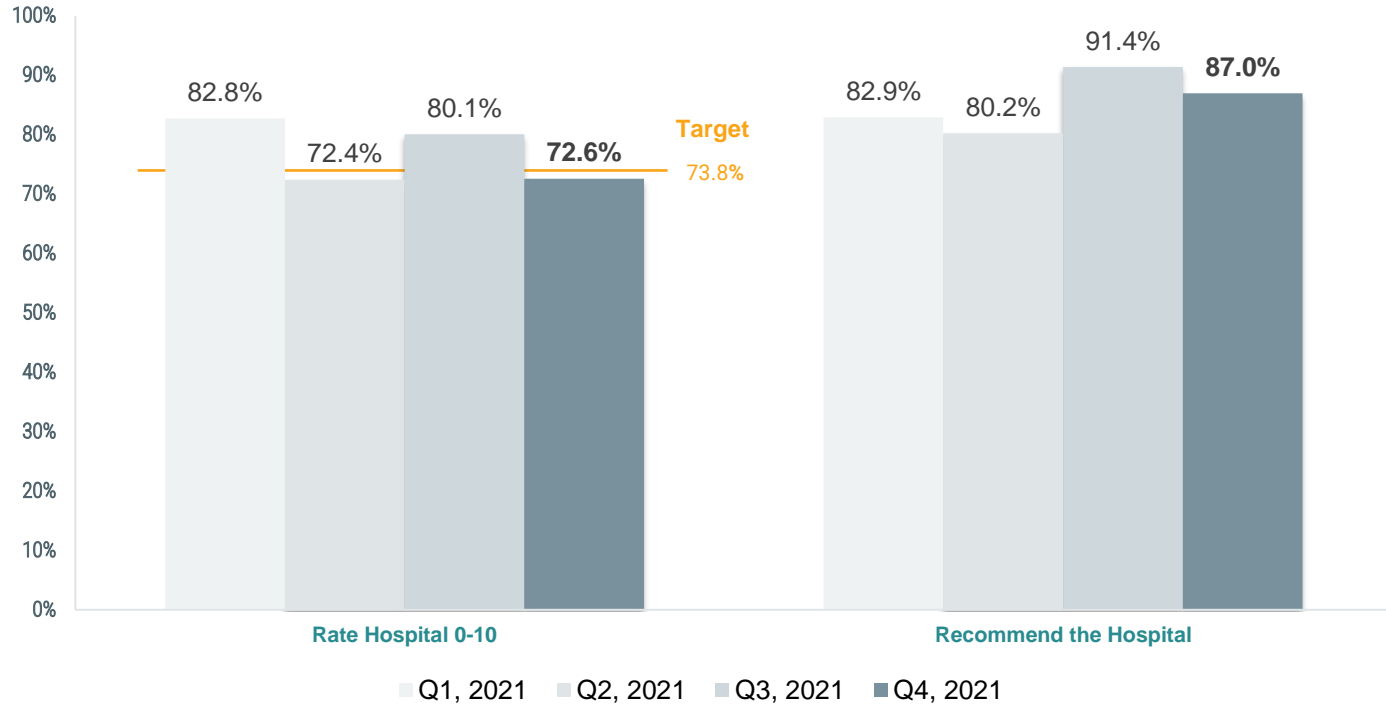
Period: [Oct 1st – Dec 31st, 2021]



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

IP – Wards

Overall Rating Trend [Q1, 2021 – Q4, 2021]



JES1
Global Items

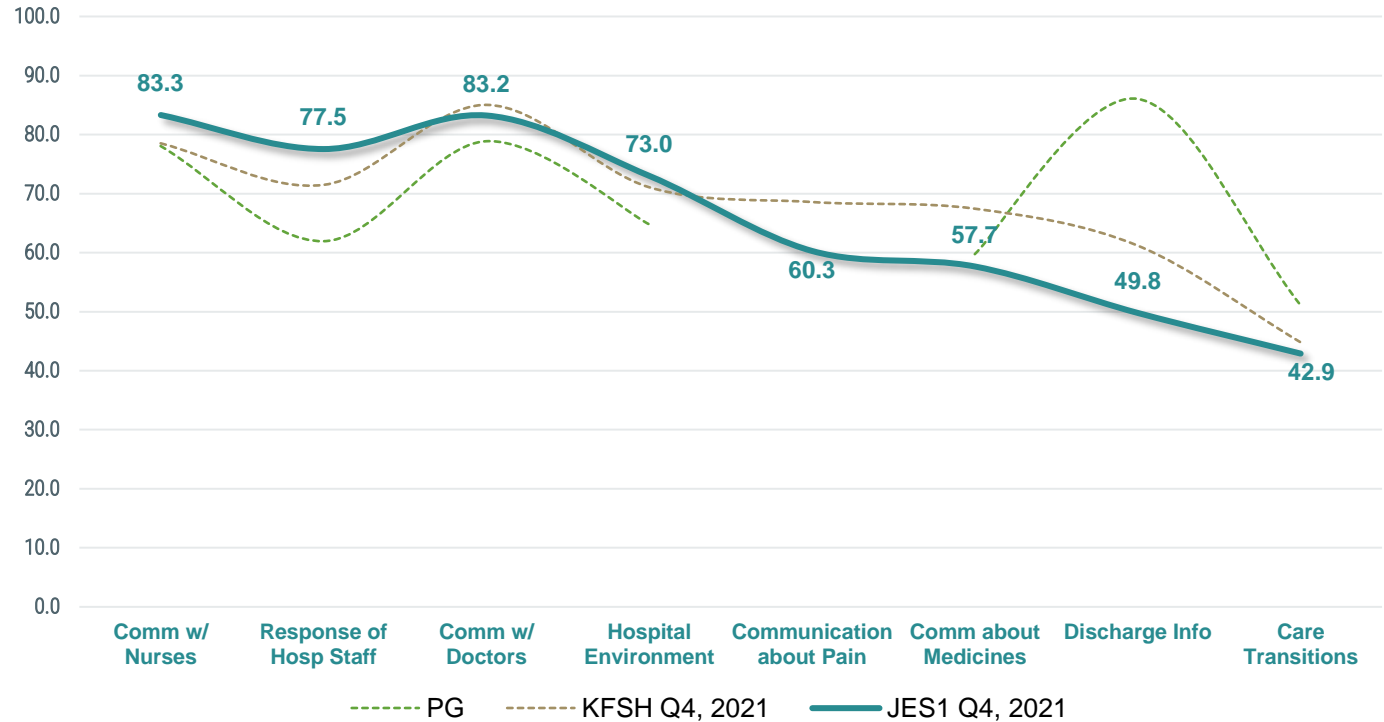
n-Size
63

* Top Box %

IP – Wards

JES1
Domains
n-Size
63

Period: [Oct 1st – Dec 31st, 2021]



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

IP – Wards

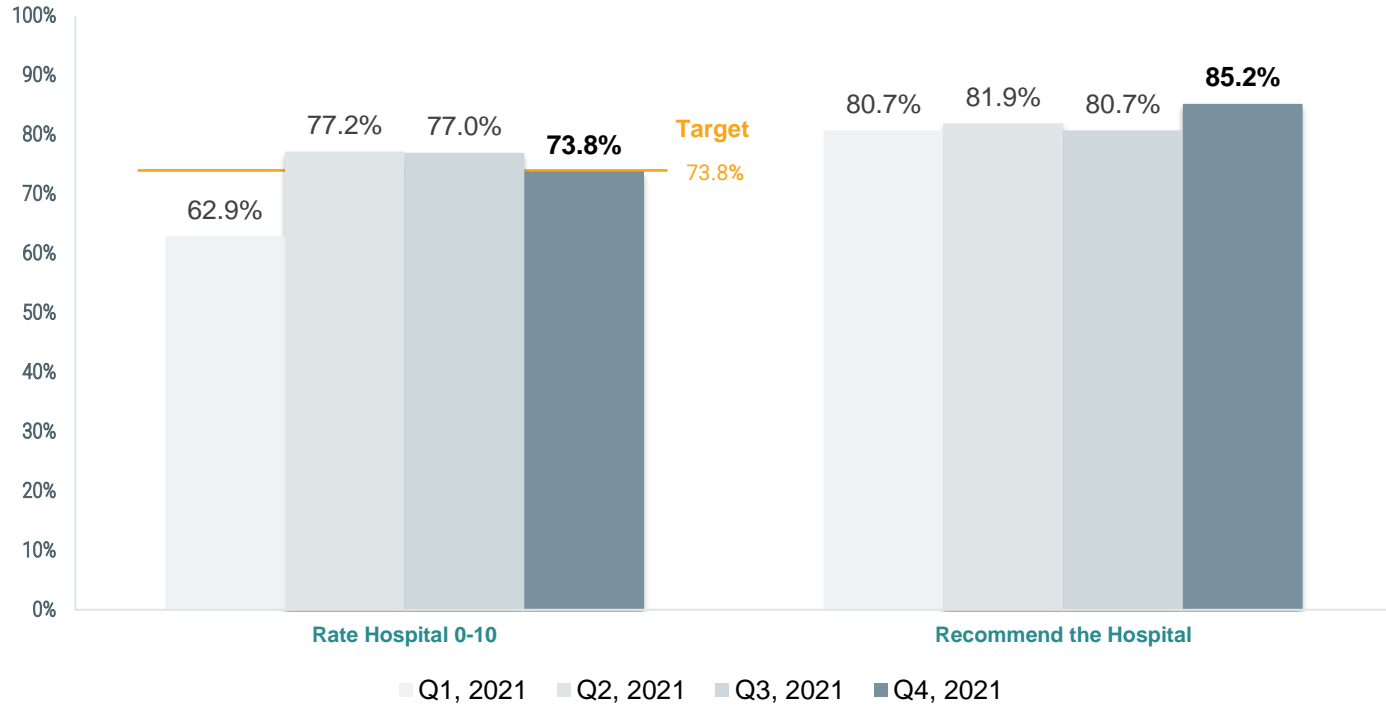
JEN2

Global Items

n-Size

62

Overall Rating Trend [Q1, 2021 – Q4, 2021]

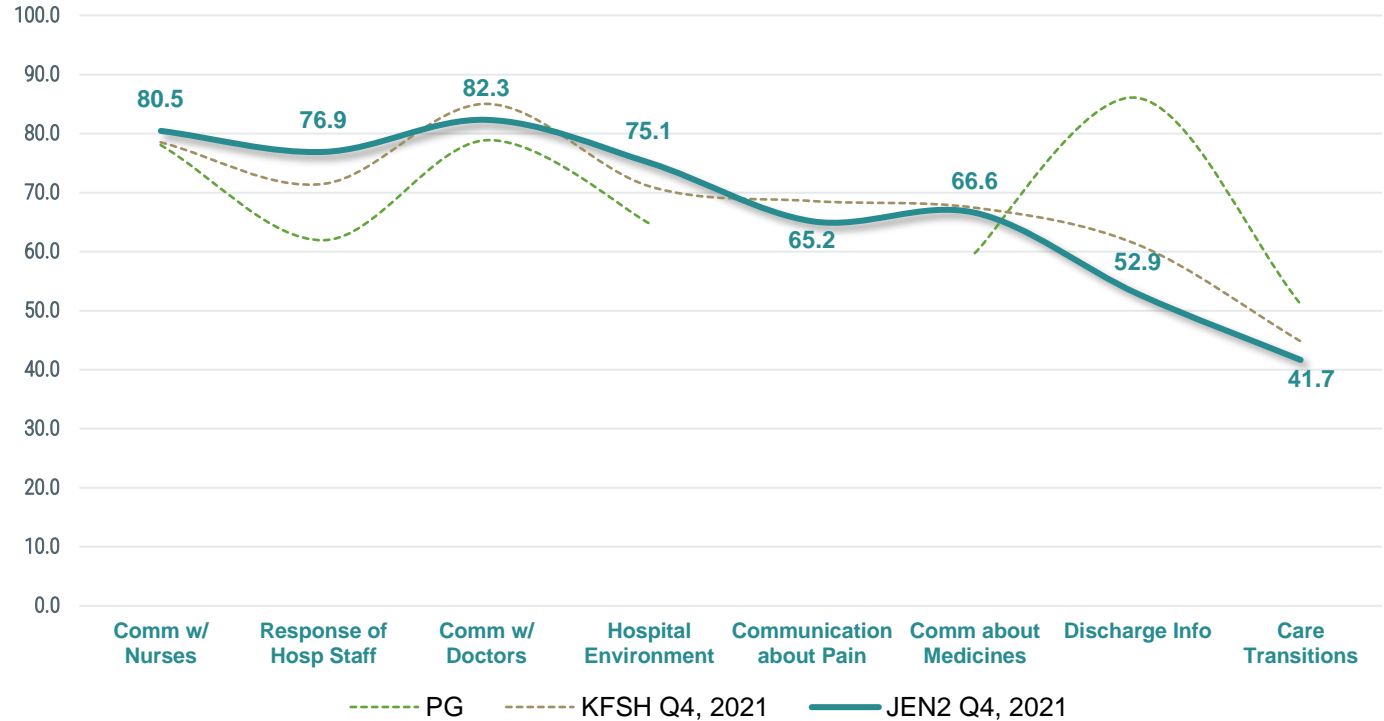


* Top Box %

IP – Wards

JEN2
Domains
n-Size
62

Period: [Oct 1st – Dec 31st, 2021]



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

IP – Wards

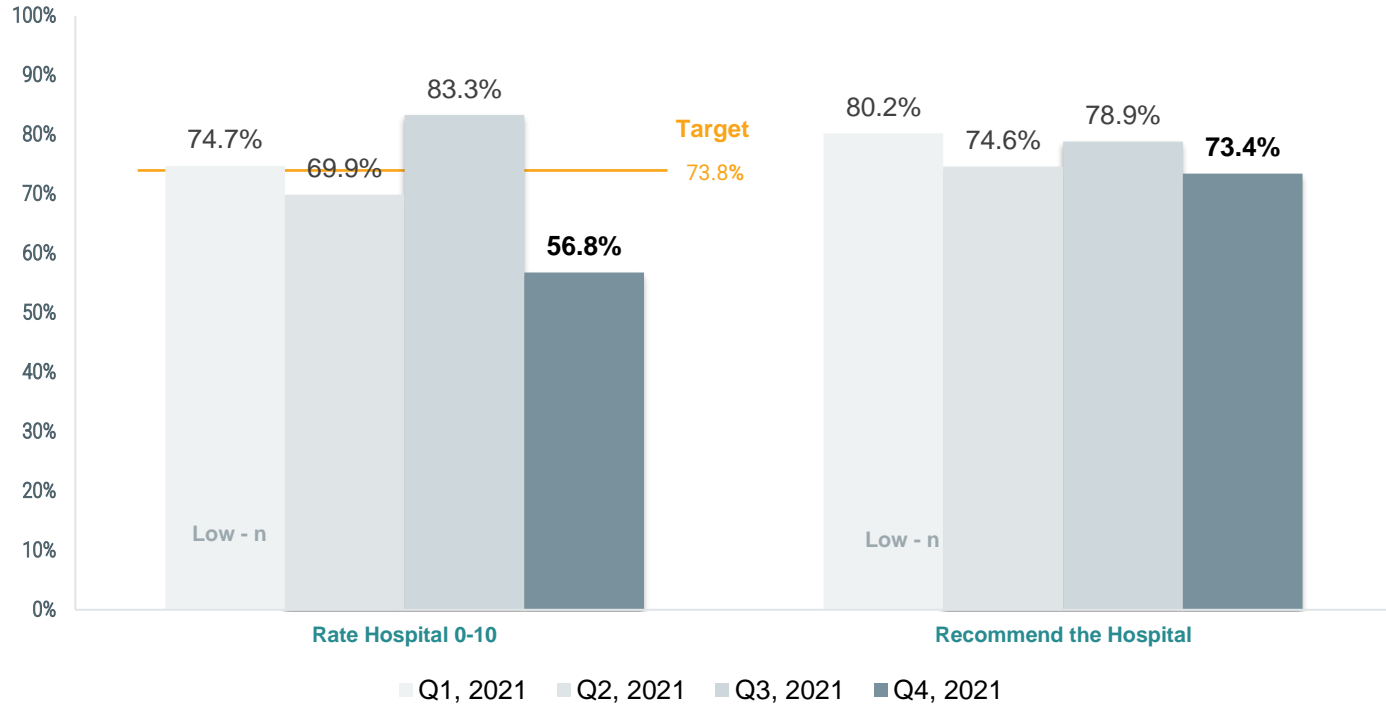
JEN5

Global Items

n-Size

51

Overall Rating Trend [Q1, 2021 – Q4, 2021]



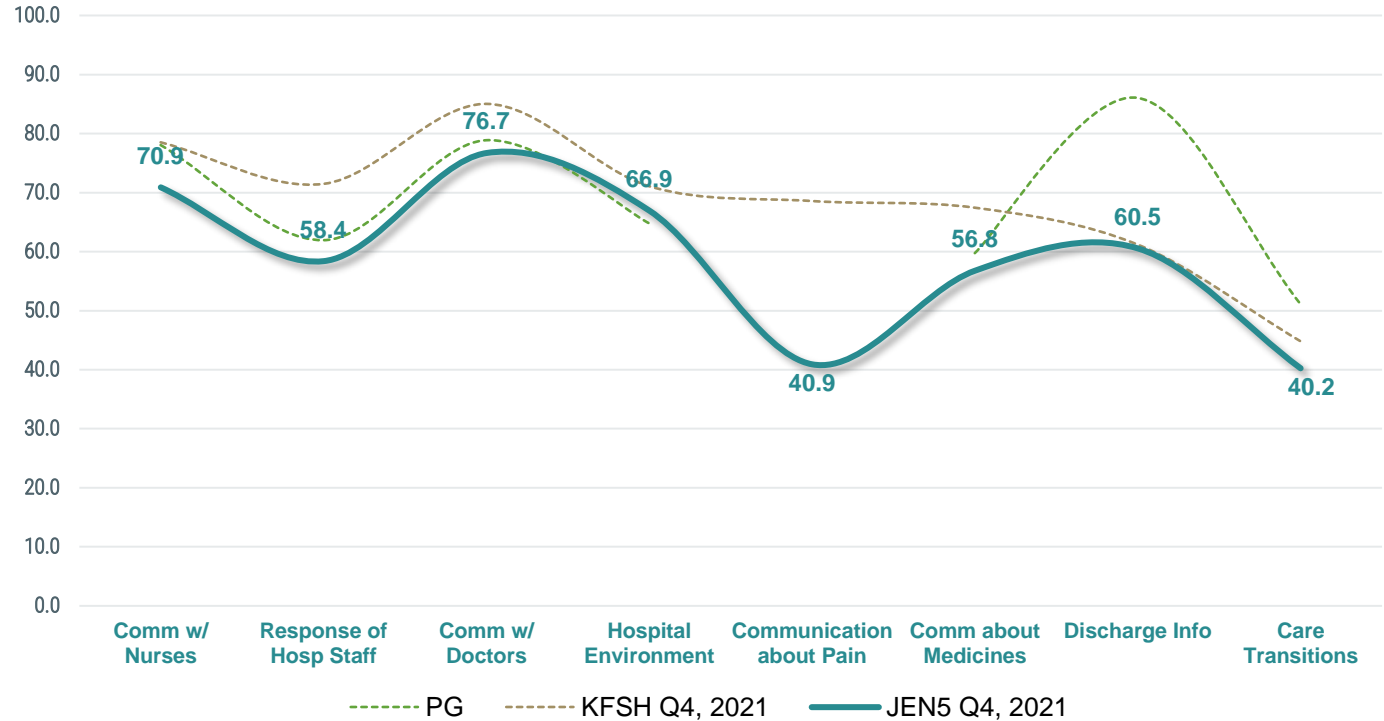
* Top Box %

IP – Wards

JEN5
Domains

n-Size
51

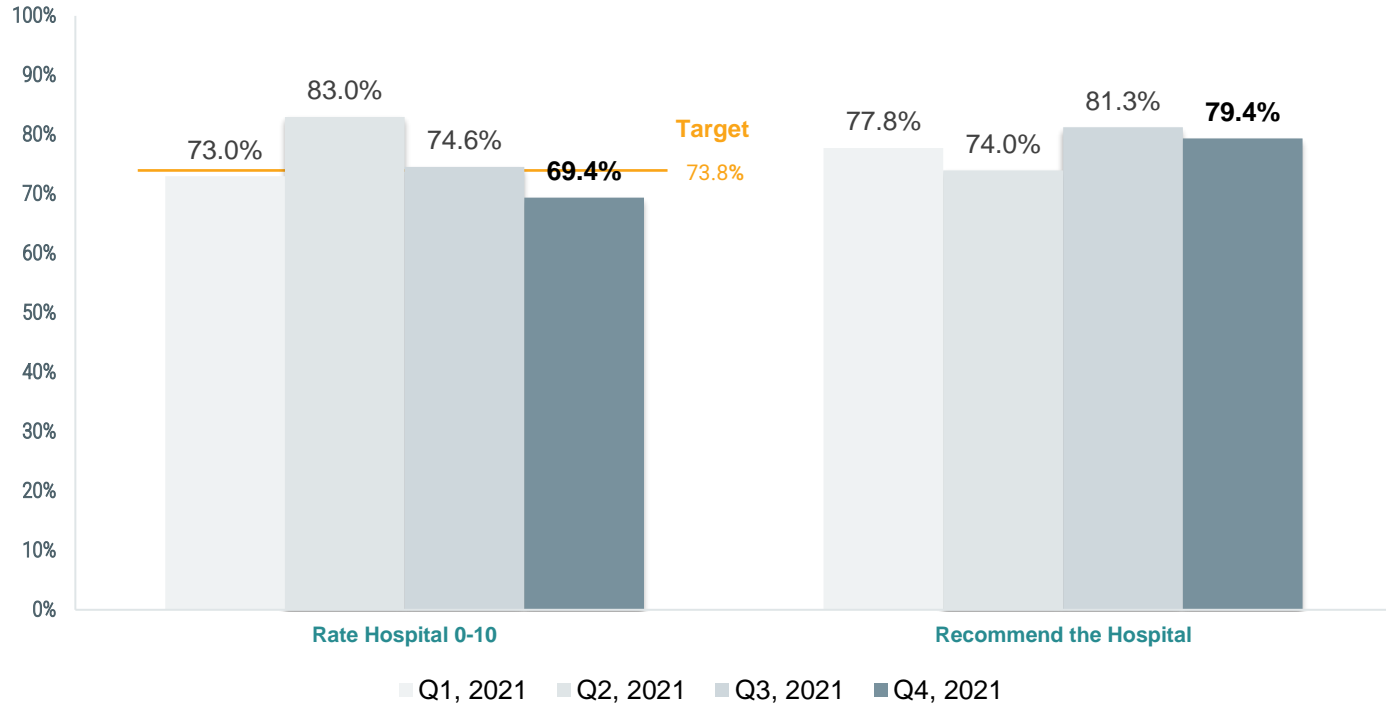
Period: [Oct 1st – Dec 31st, 2021]



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

JES5
Global Items
n-Size
70

Overall Rating Trend [Q1, 2021 – Q4, 2021]

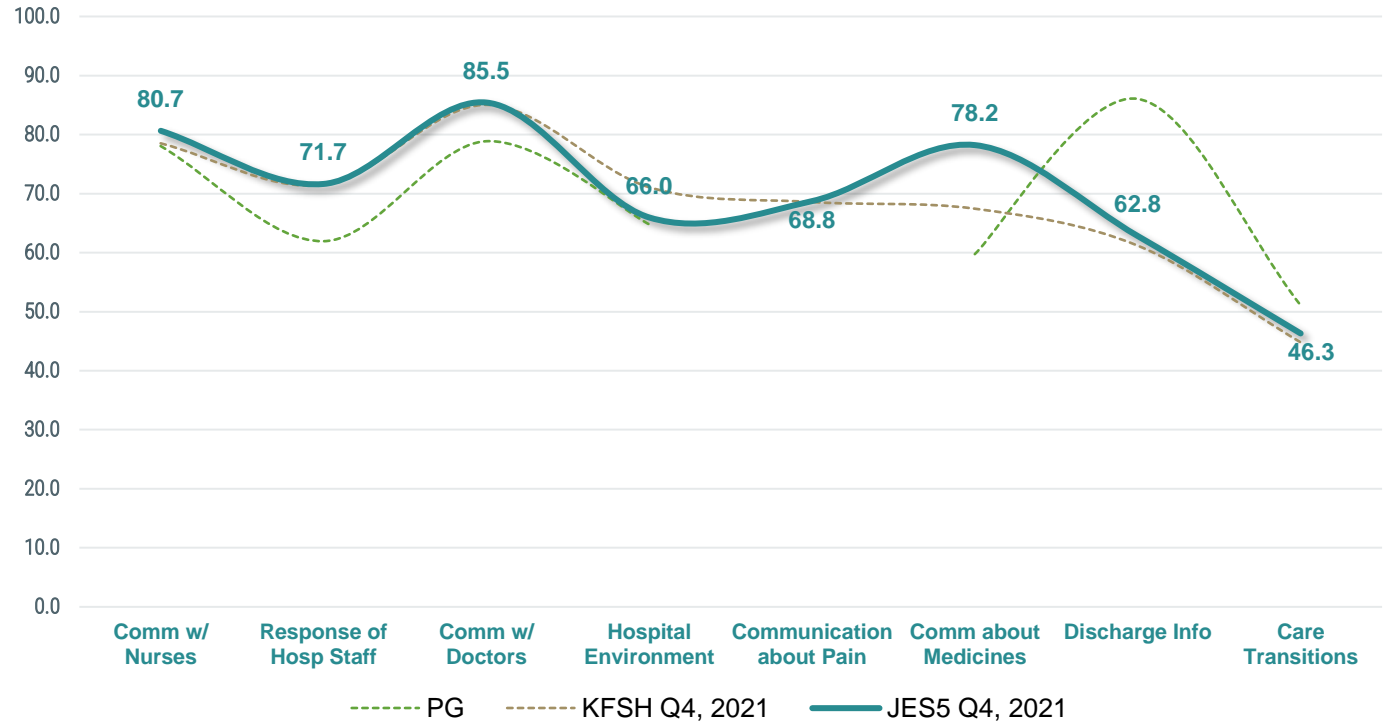


* Top Box %

IP – Wards

JES5
Domains
n-Size
70

Period: [Oct 1st – Dec 31st, 2021]

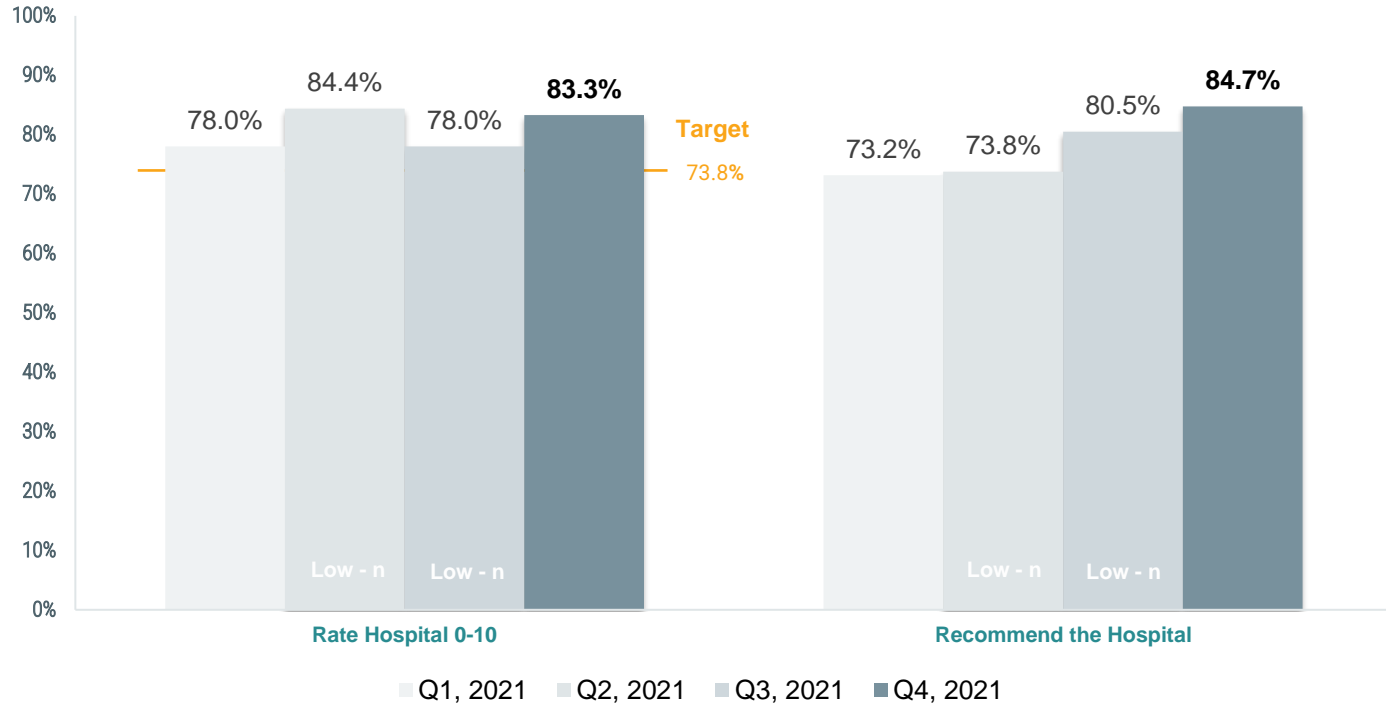


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

JEN/JES4 Global Items

n-Size
34

Overall Rating Trend [Q1, 2021 – Q4, 2021]

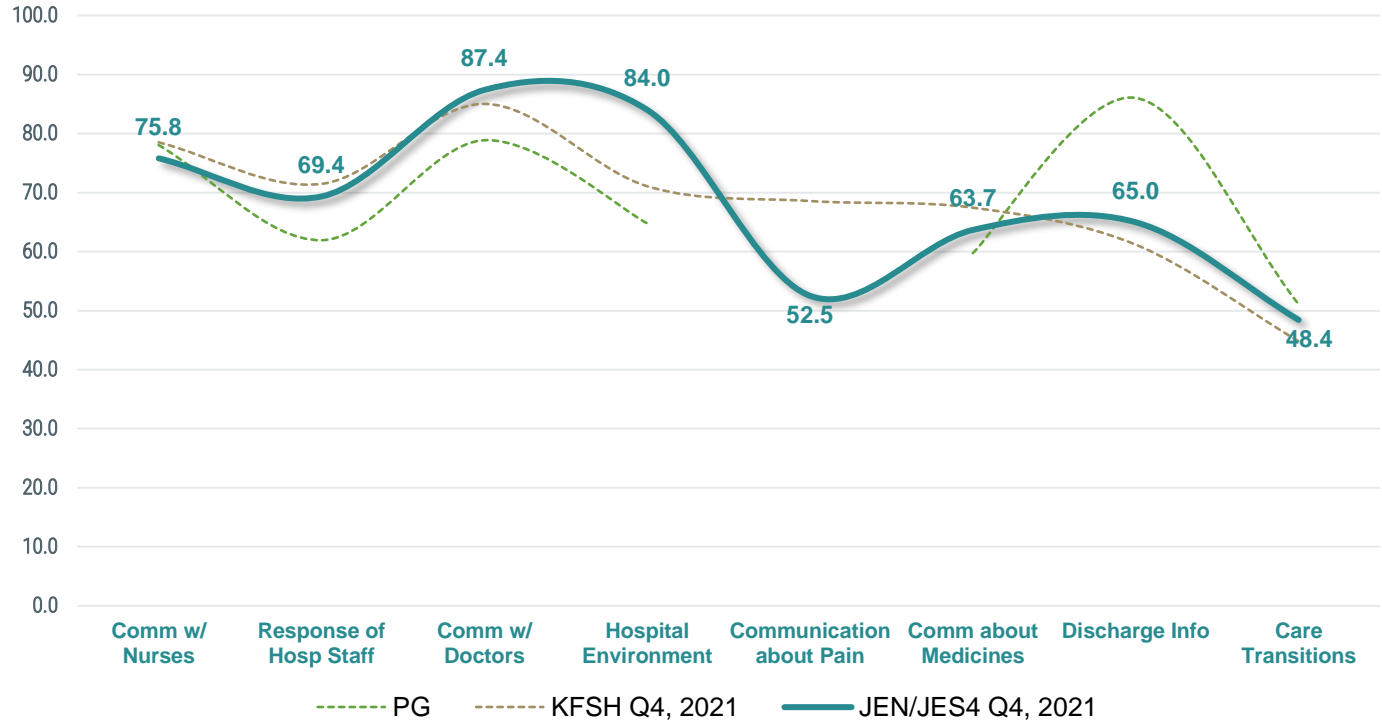


* Top Box %

IP – Wards

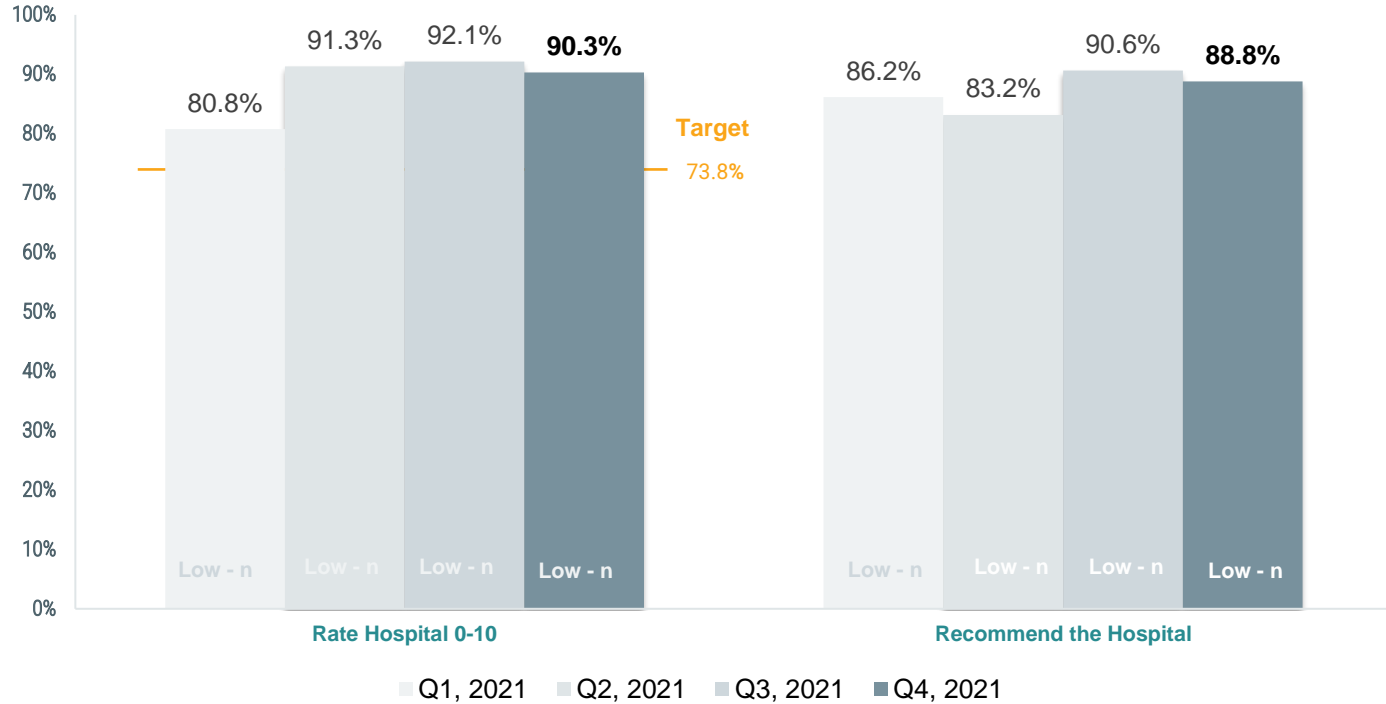
JEN/JES4
Domains
n-Size
34

Period: [Oct 1st – Dec 31st, 2021]



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

Overall Rating Trend [Q1, 2021 – Q4, 2021]



JRT
Global Items

n-Size
26*

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

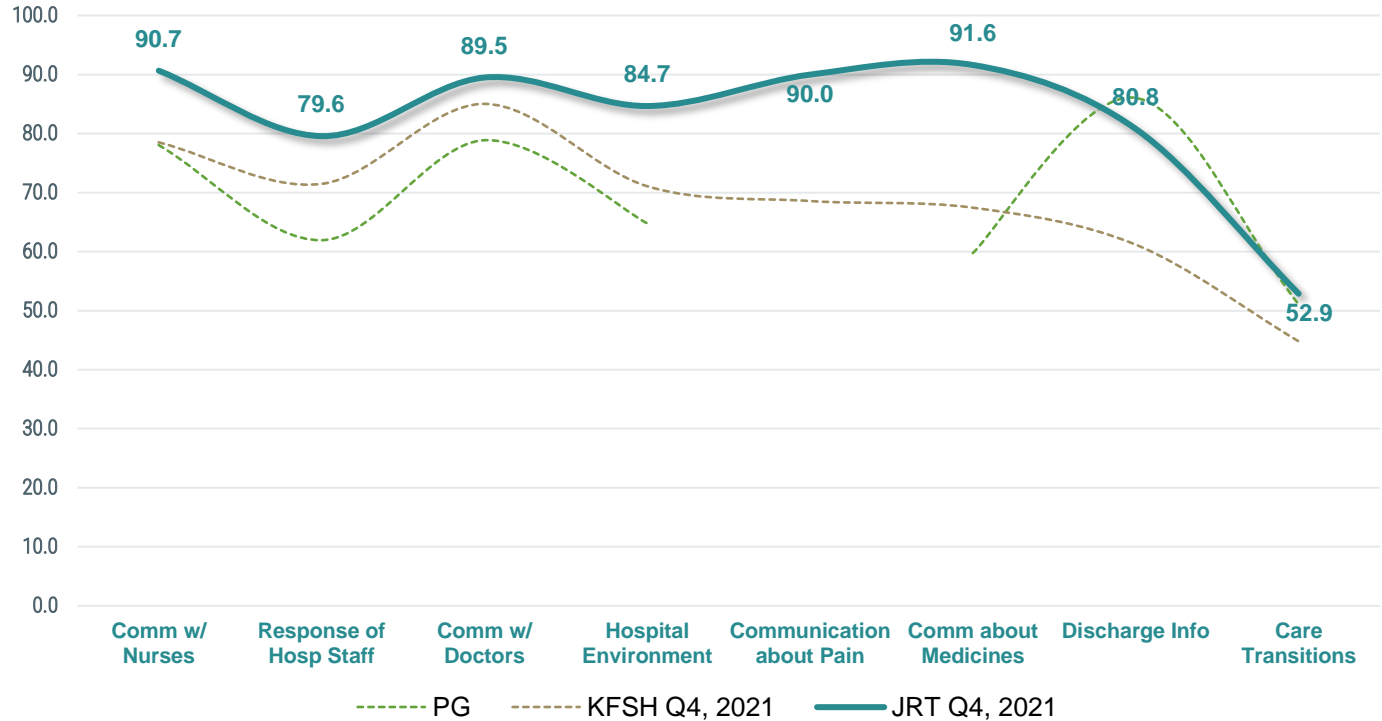
* Top Box %

IP – Wards

Period: [Oct 1st – Dec 31st, 2021]

JRT
Domains

n-Size
26*



*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.

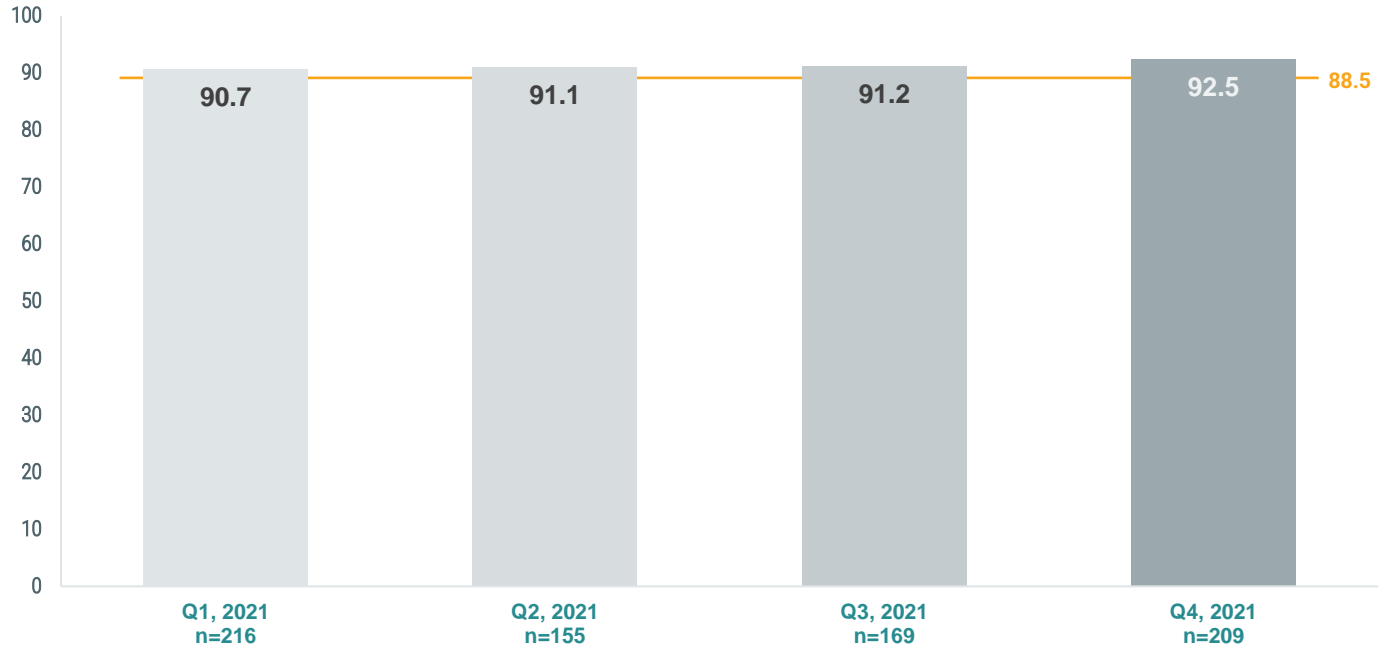


Inpatient
Pediatrics

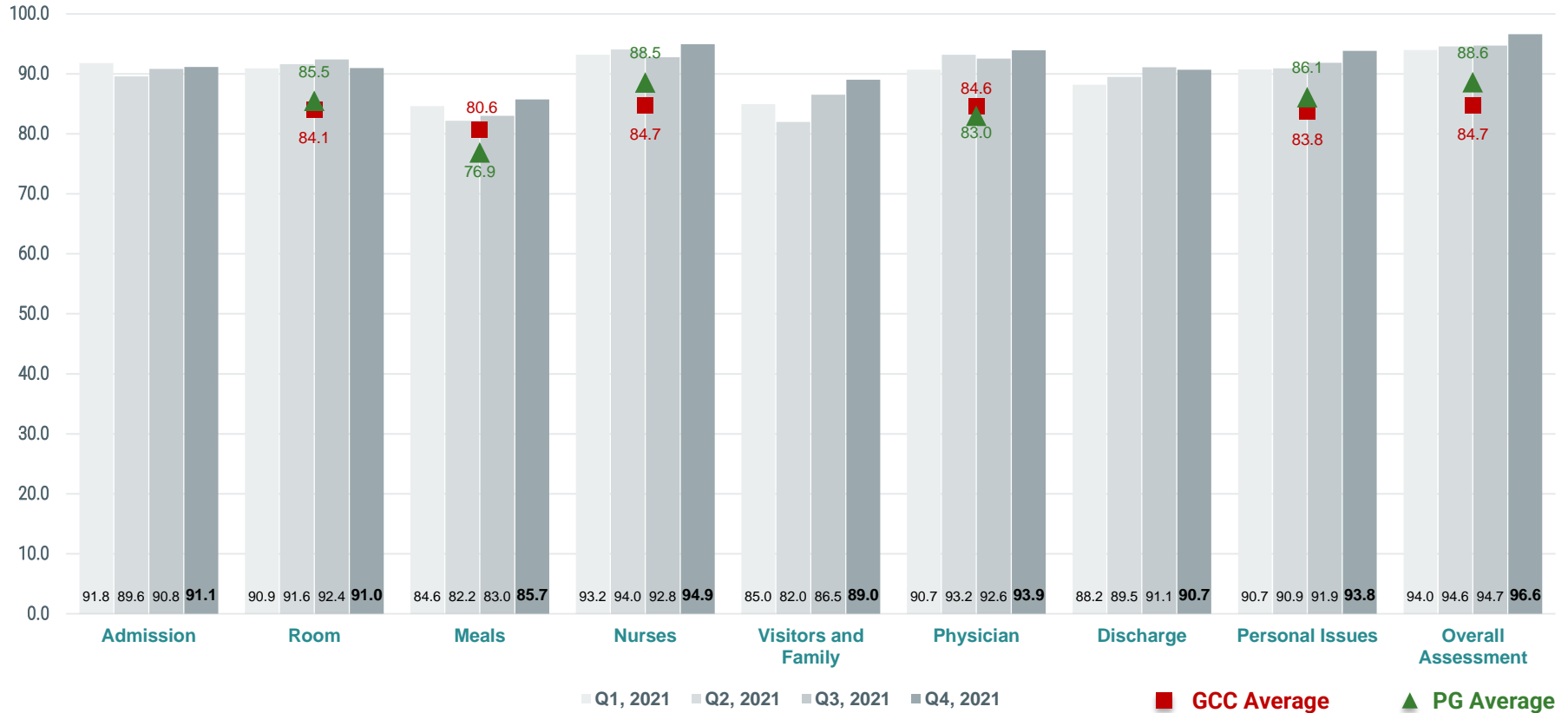
IPP – Overall Rating



Overall Rating Trend [Q1, 2021 – Q4, 2021]

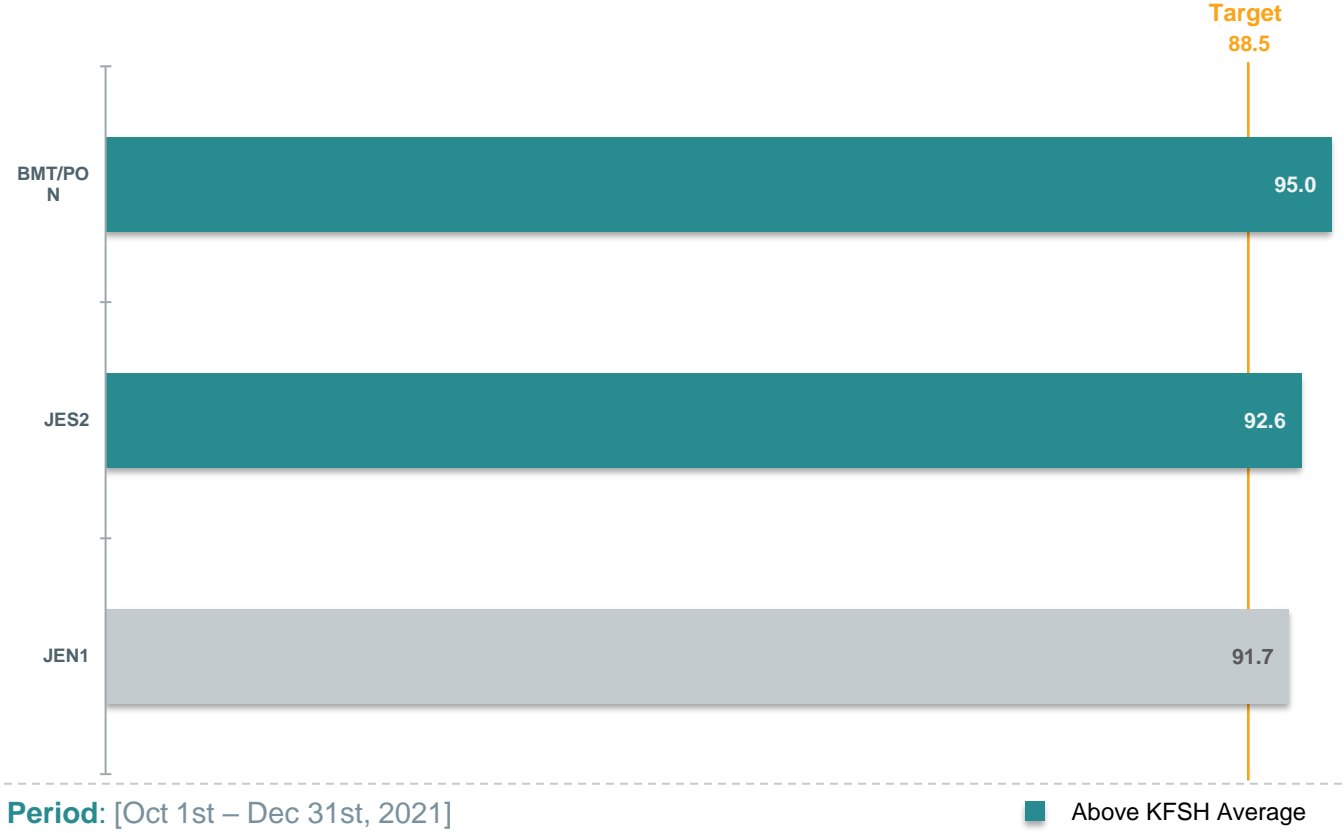


IPP – Survey Domains



IPP – Overall Rating

Overall Rating Wards



IPP – Wards

BMT/PON

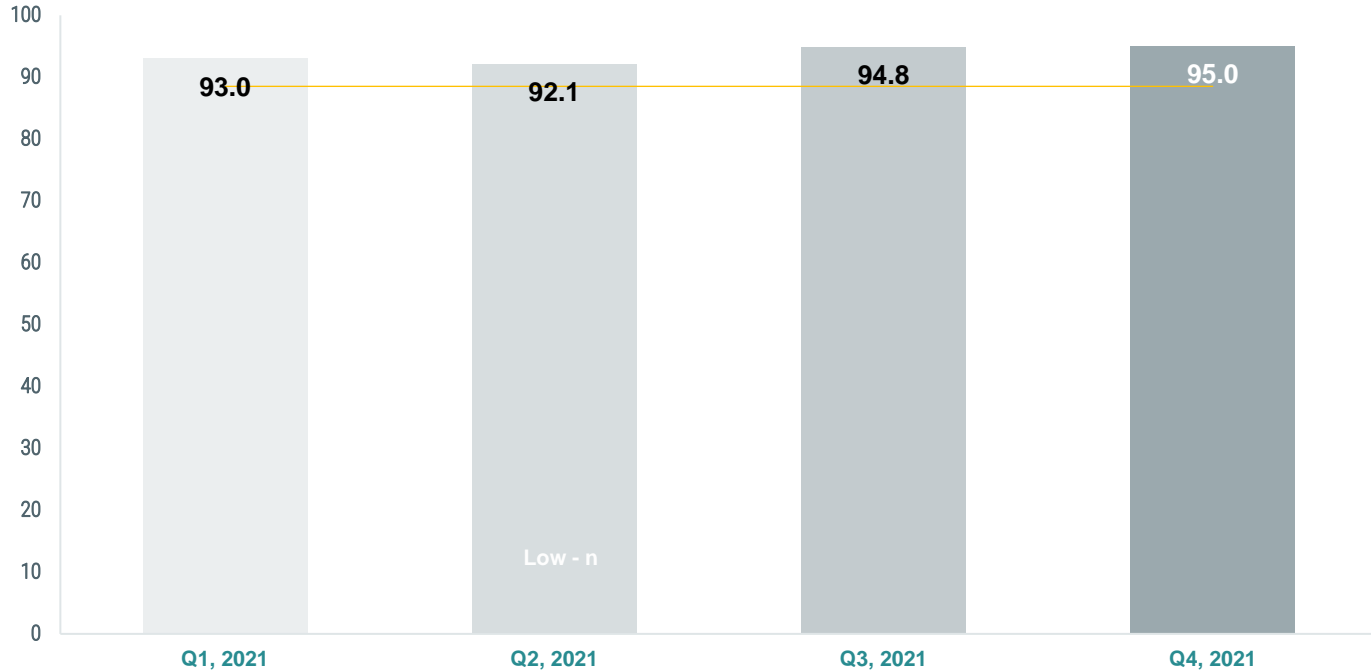
Overall Rating



n-Size

30

Overall Rating Trend [Q1, 2021 – Q4, 2021]



■ 2021 Target [88.5]

IPP – Wards

BMT/PON

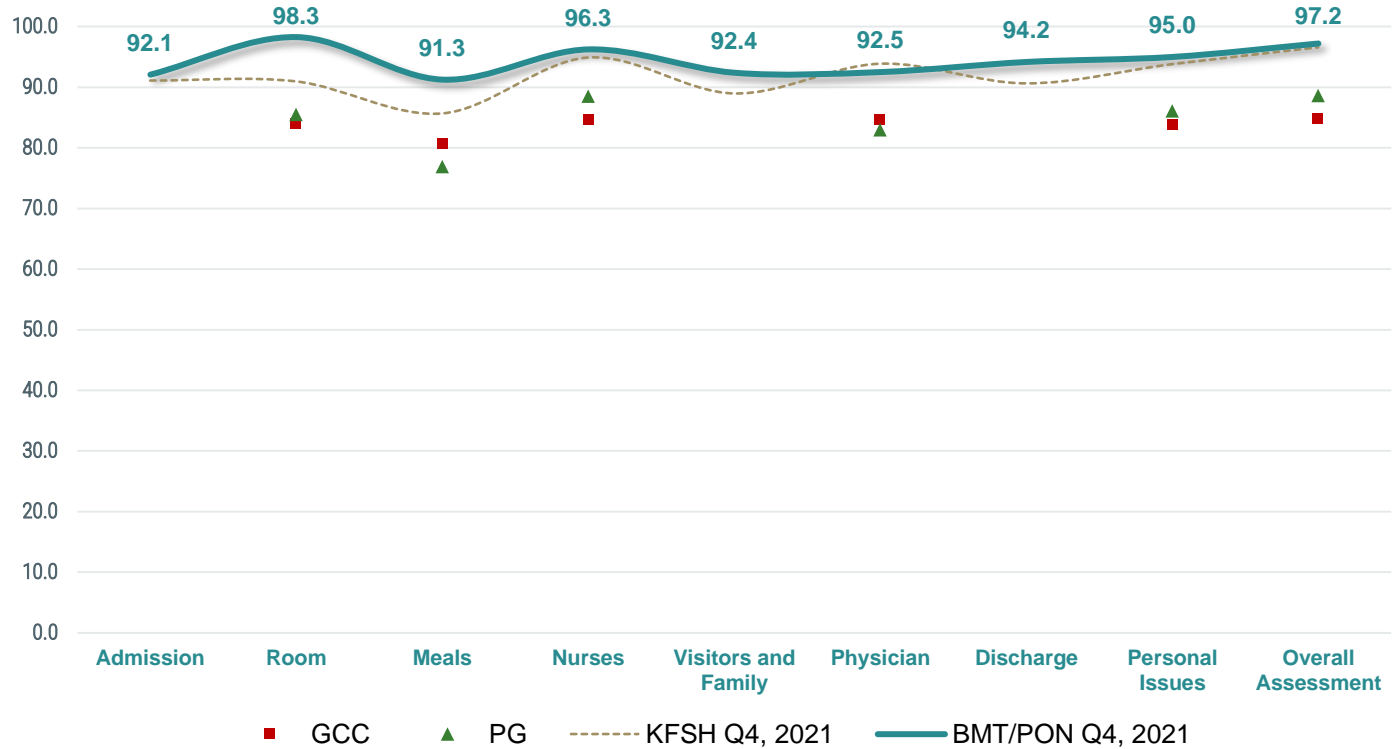
Patient Journey



n-Size

30

Period: [Oct 1st – Dec 31st, 2021]



IPP – Wards

JES2

Overall Rating

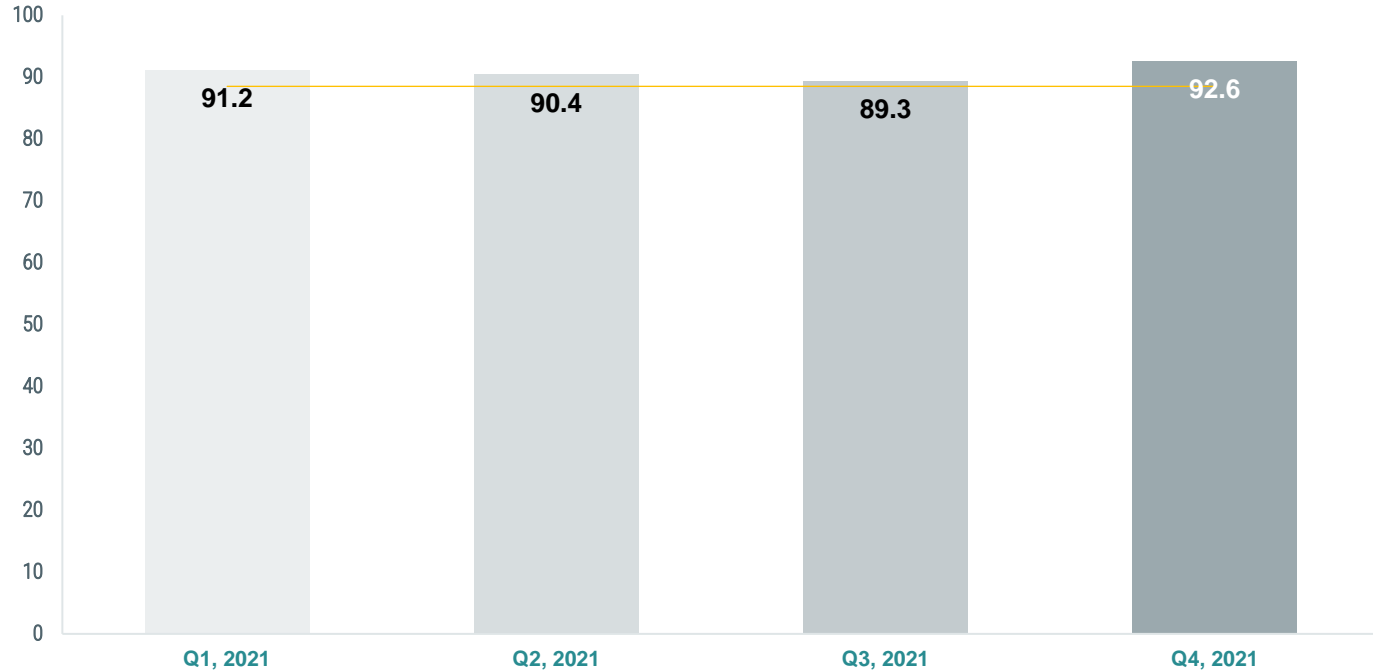
92.6

Q4, 2021

n-Size

85

Overall Rating Trend [Q1, 2021 – Q4, 2021]



IPP – Wards

JES2

Patient Journey

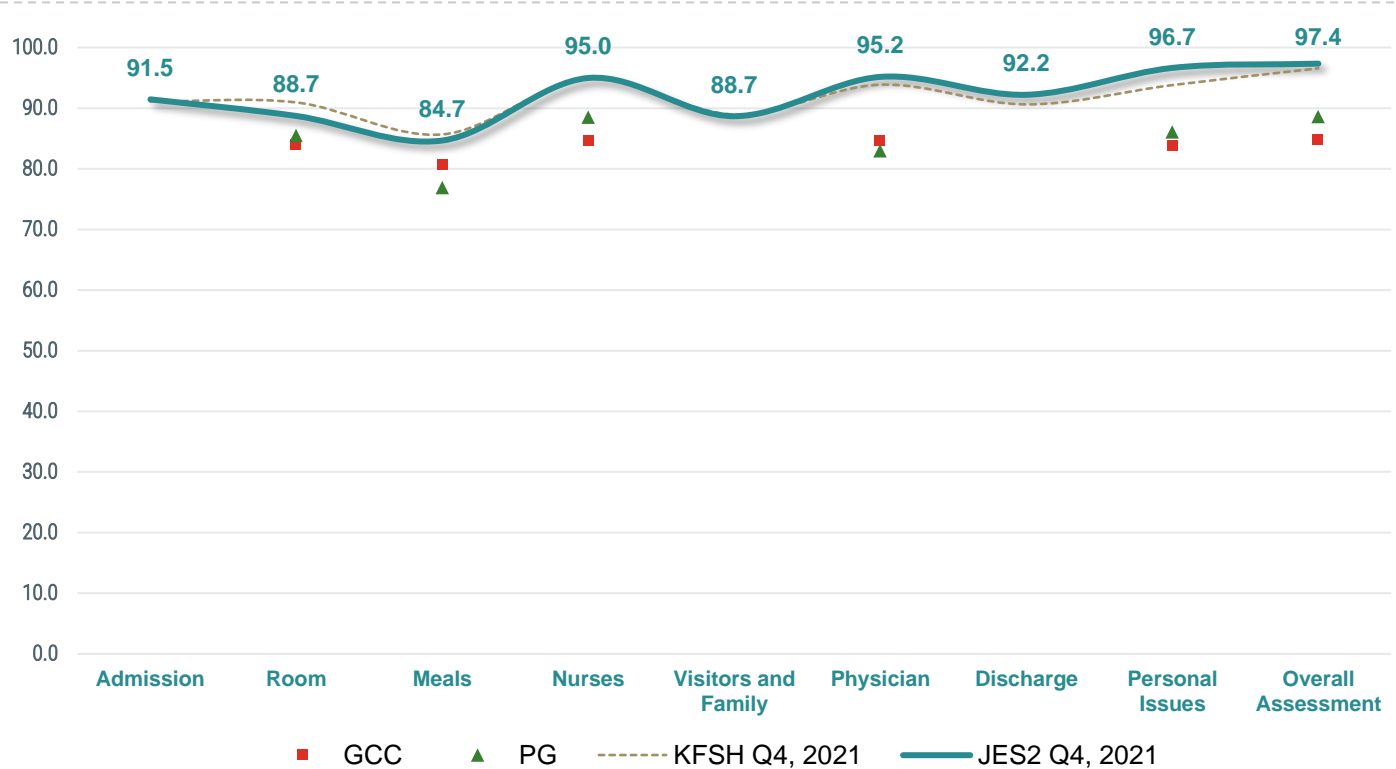
92.6

Q4, 2021

n-Size

85

Period: [Oct 1st – Dec 31st, 2021]



IPP – Wards

JEN1

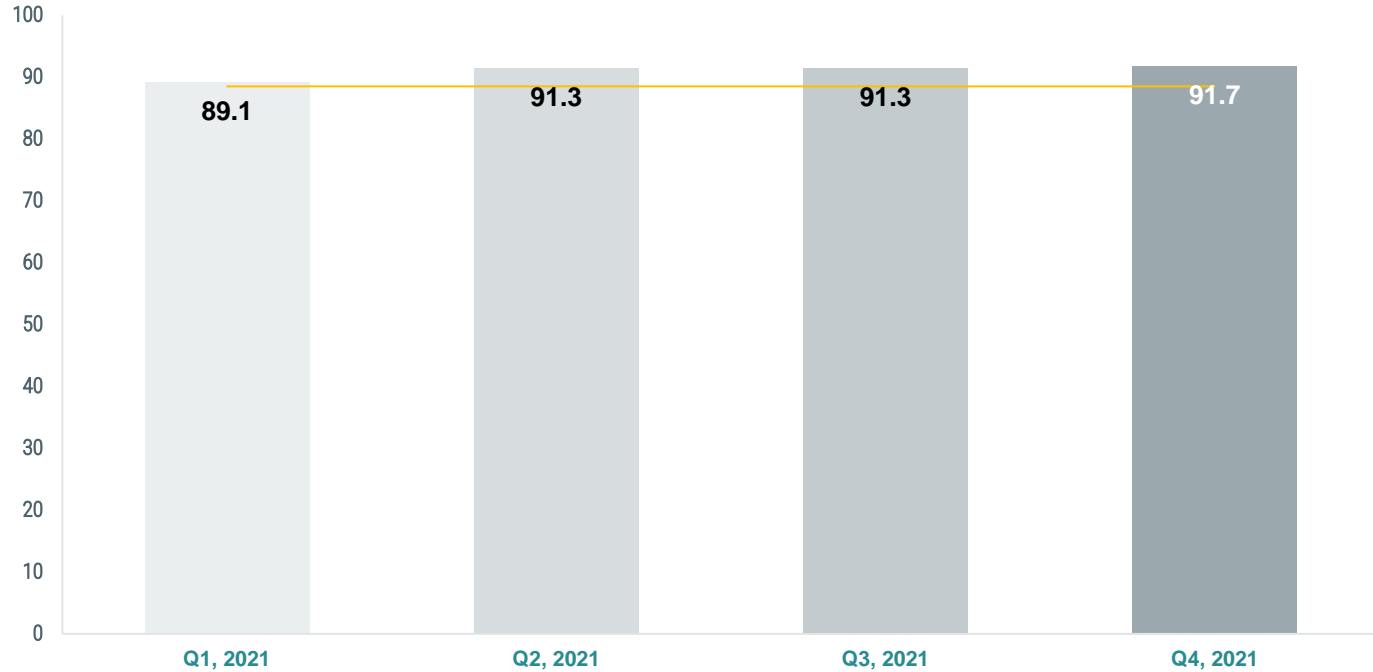
Overall Rating



n-Size

94

Overall Rating Trend [Q1, 2021 – Q4, 2021]



■ 2021 Target [88.5]

IPP – Wards

JEN1

Patient Journey

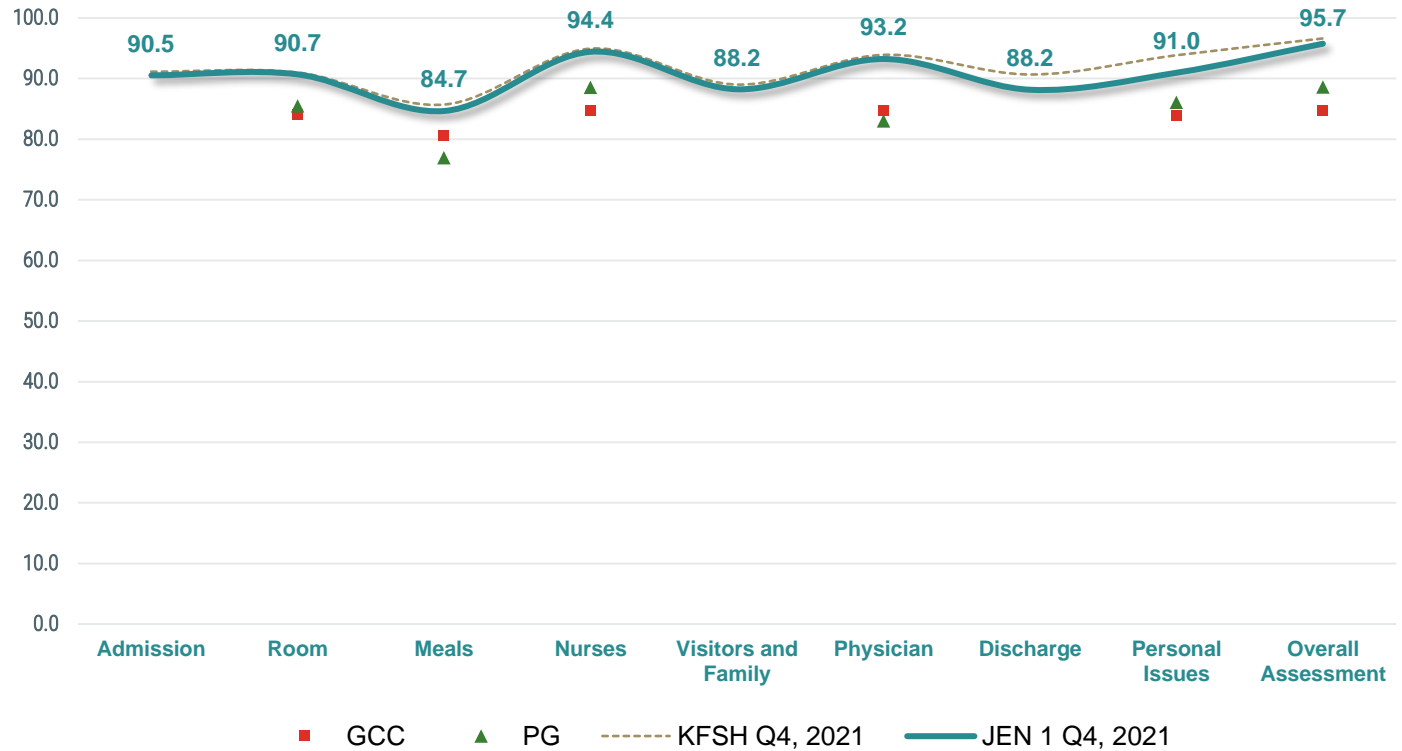
91.7

Q4, 2021

n-Size

94

Period: [Oct 1st – Dec 31st, 2021]

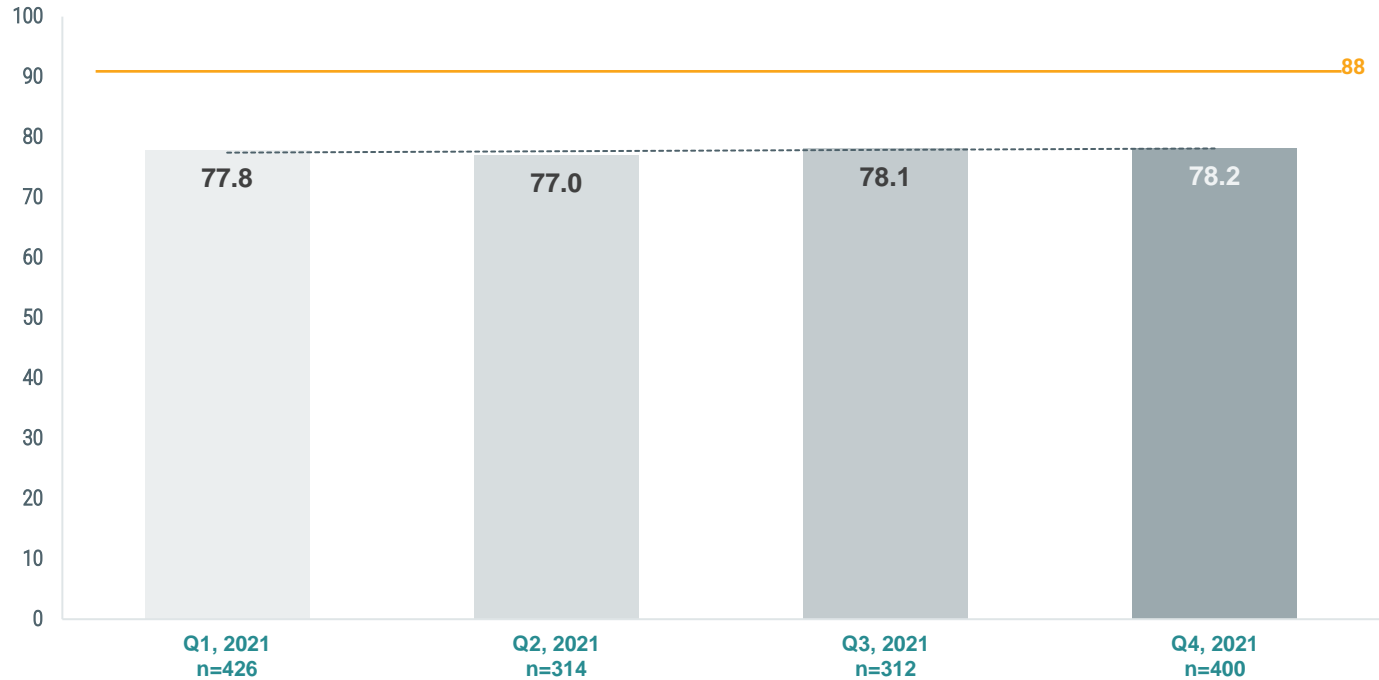




ED – Overall Rating

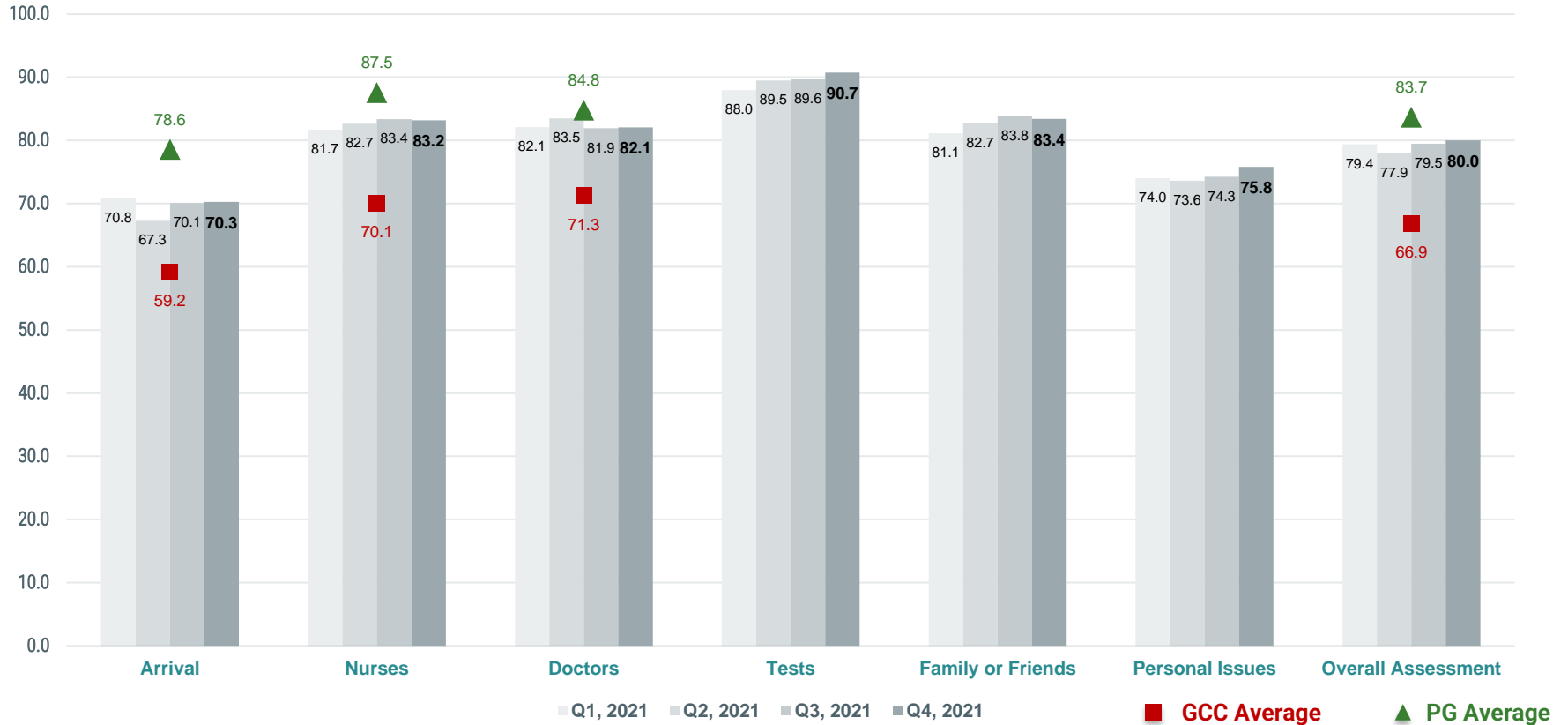


Overall Rating Trend [Q1, 2021 – Q4, 2021]



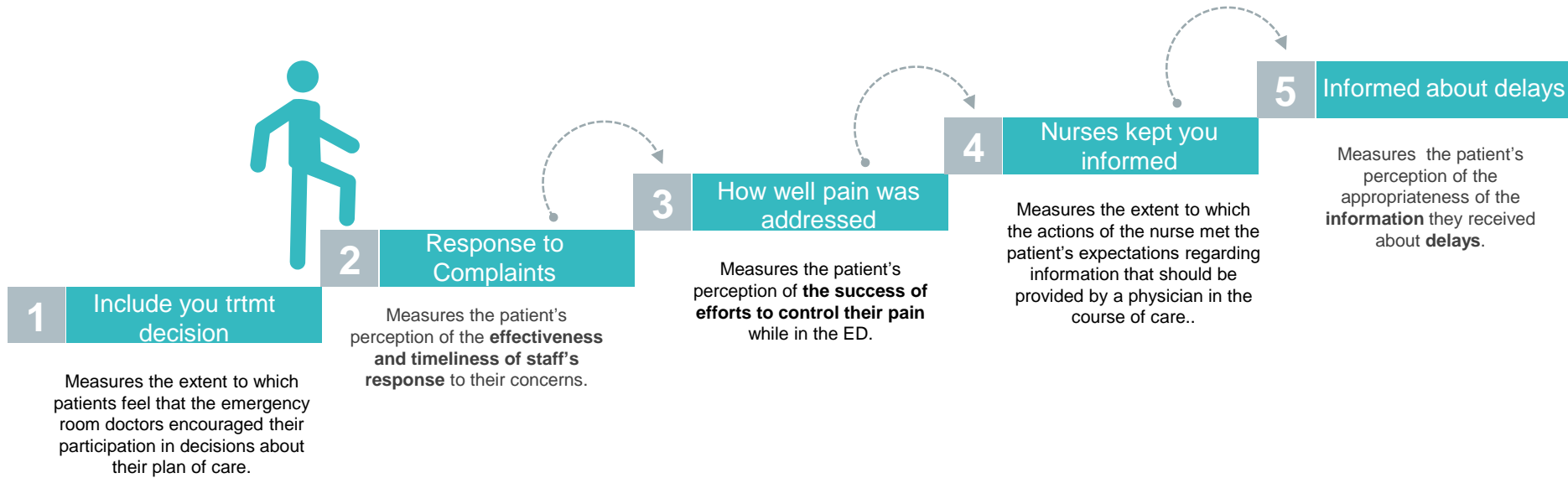
■ 2021 Target [88.0]

ED – Survey Domains





ED – Priority Index (Q4, 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 16 consecutive Quarters (Q1,2018 – Q4, 2021)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

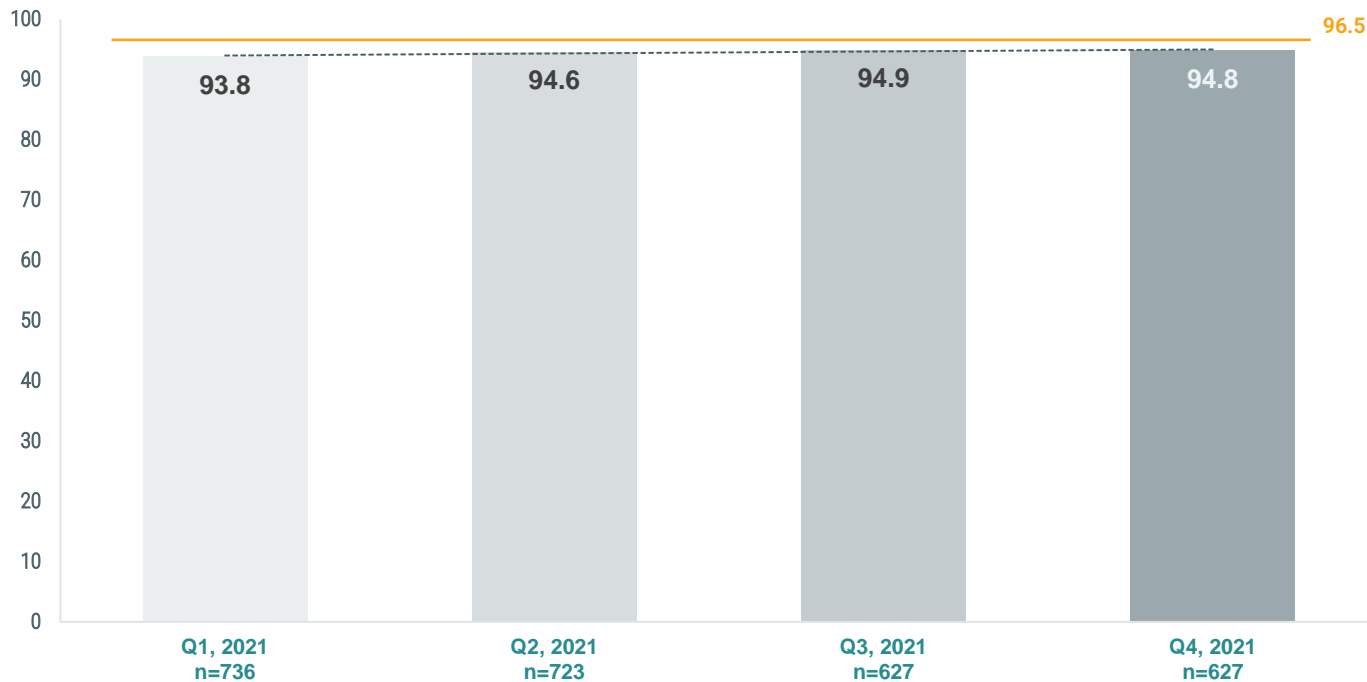


Ambulatory
Surgery

AS – Overall Rating



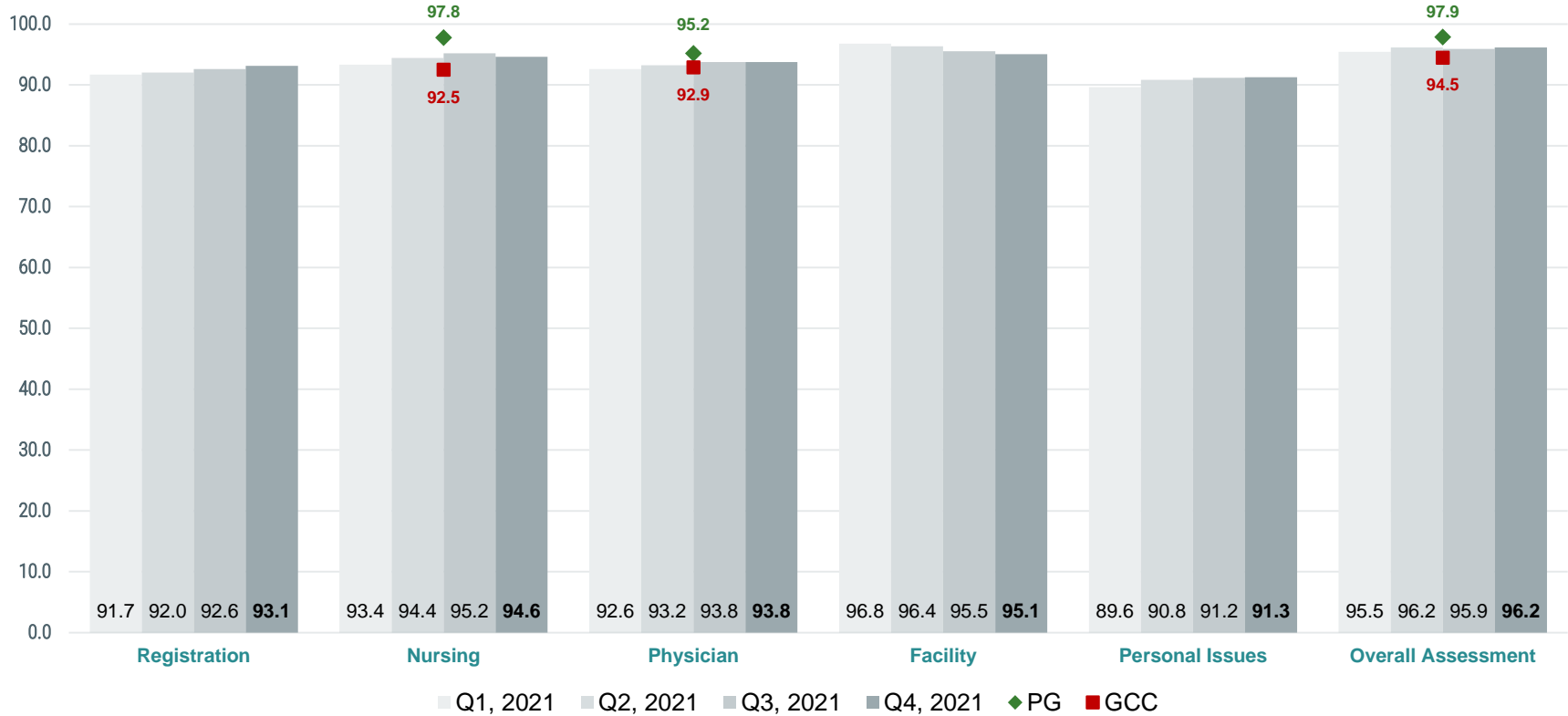
Overall Rating Trend [Q1, 2021 – Q4, 2021]



* The survey tool was updated starting from Q1, 2020

■ 2021 Target [96.5]

AS – Survey Domains

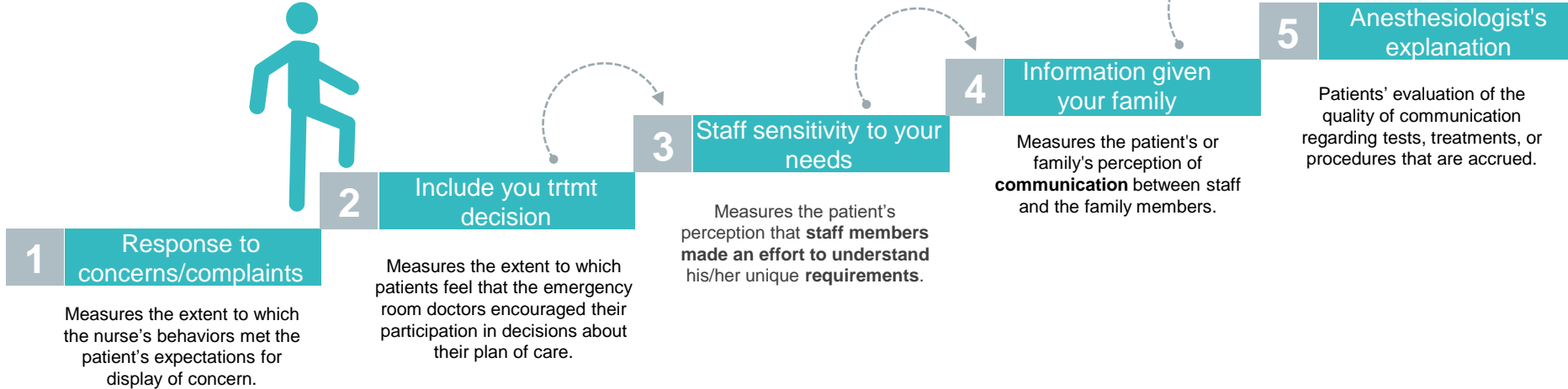


* The survey tool was updated starting from Q1, 2020

AS – Strengths



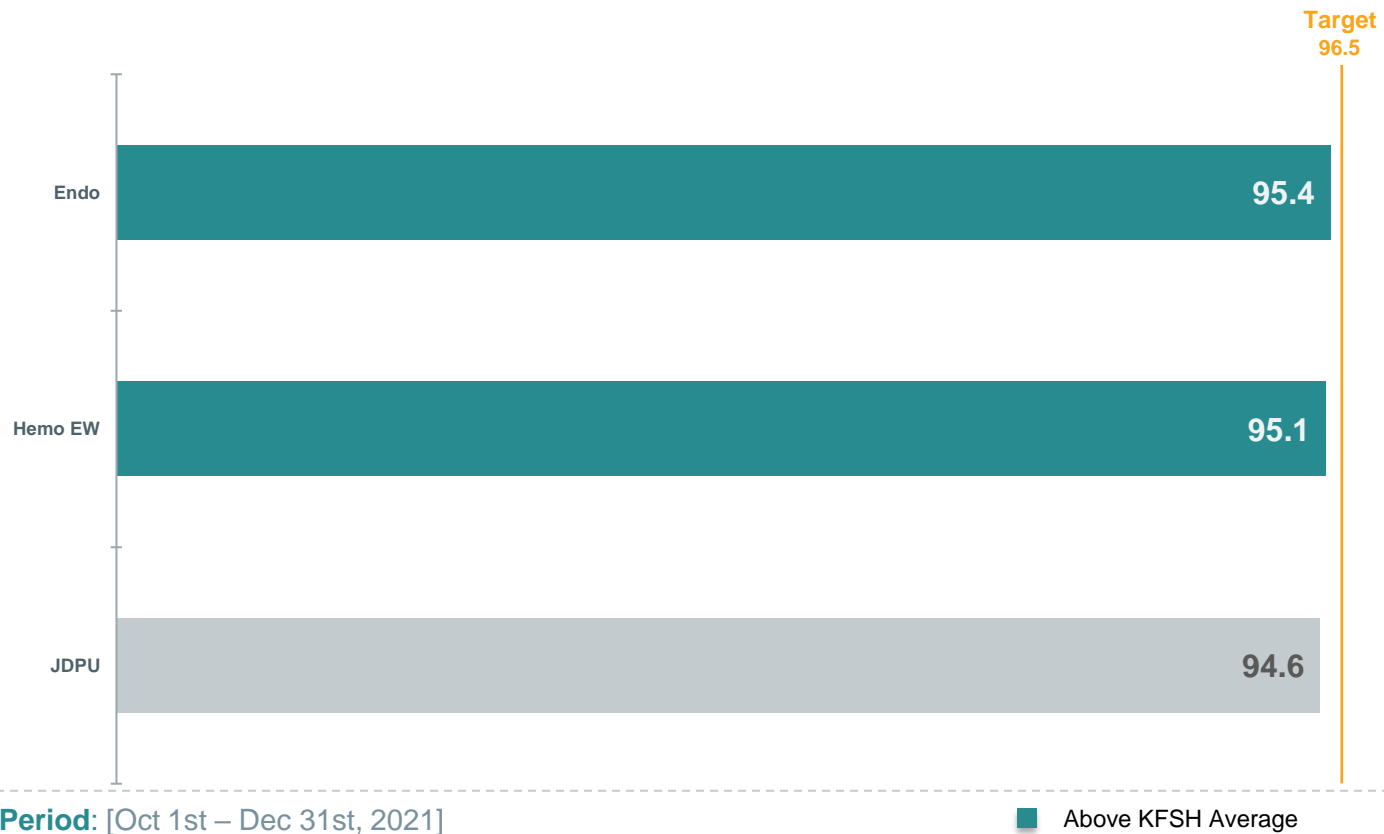
AS – Priority Index (Q4, 2021)



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

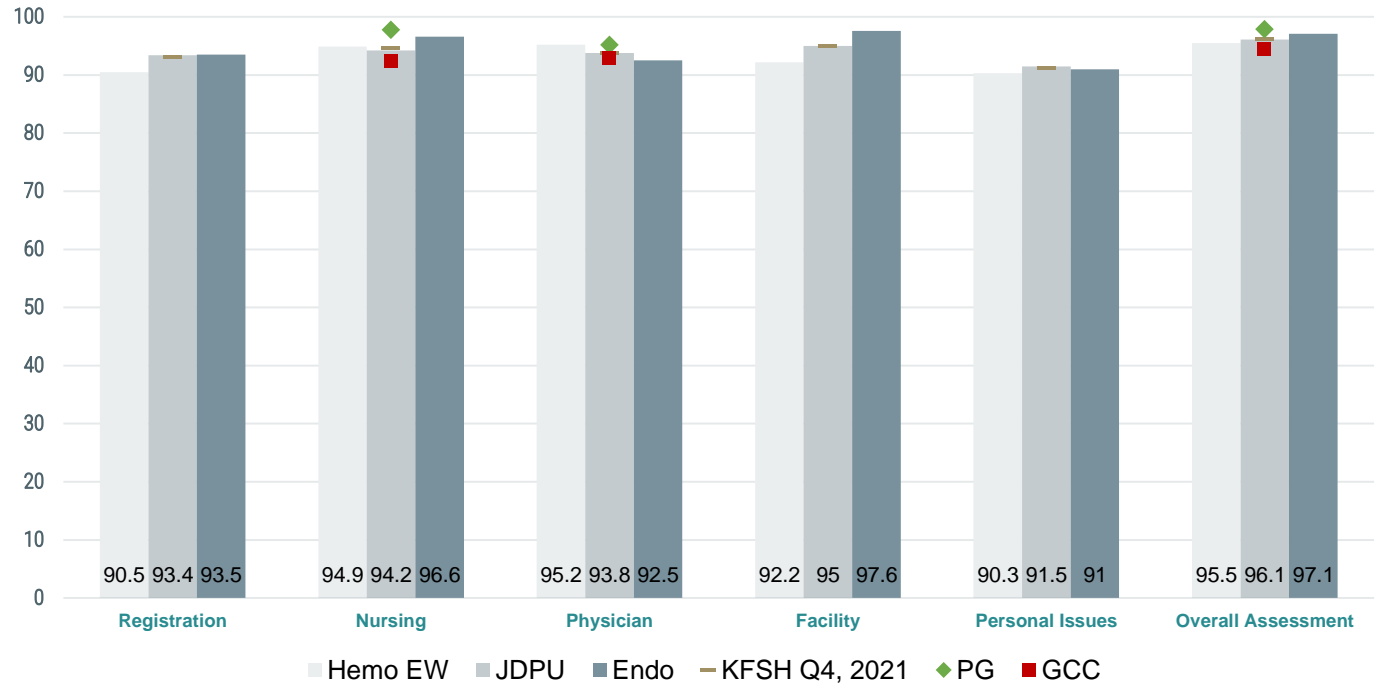
AS – Departments

Overall Rating Departments



AS – Survey Domains

Patient Journey Departments



Period: [Oct 1st – Dec 31st, 2021]

* The survey tool was updated starting from Q1, 2020



Outpatient
Oncology

ON – Overall Rating

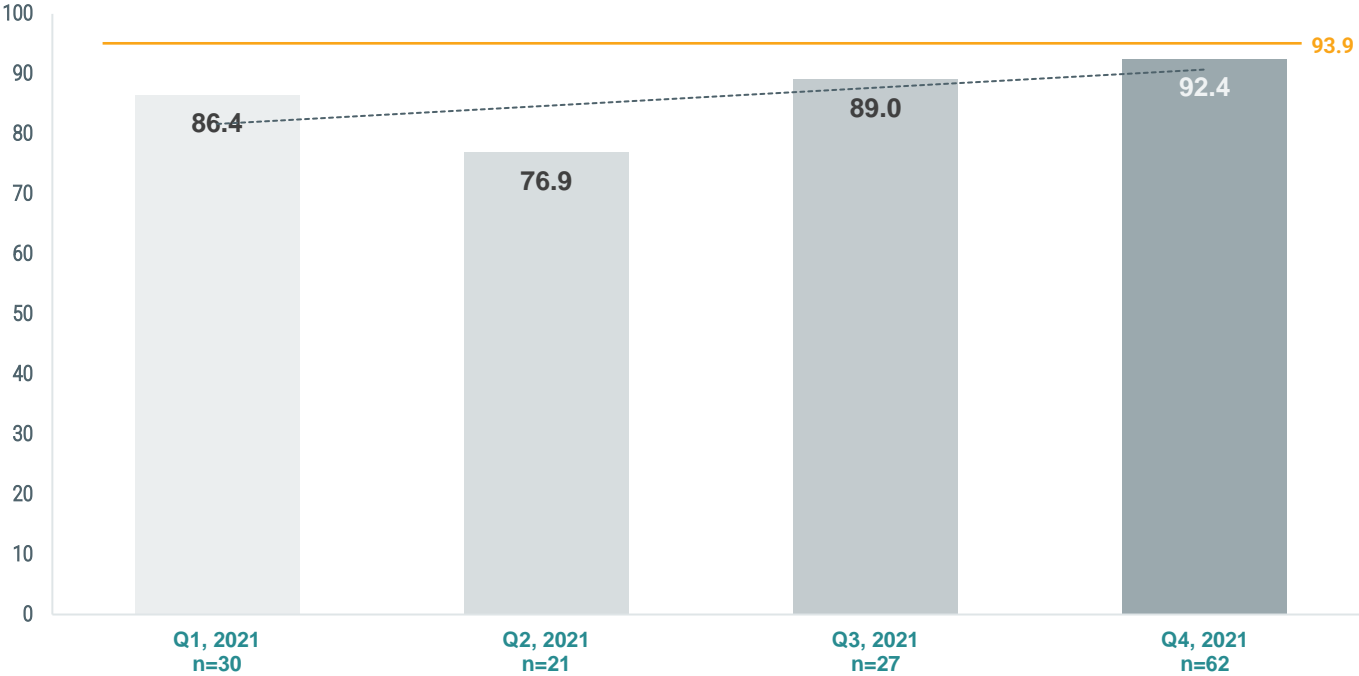
KFSH



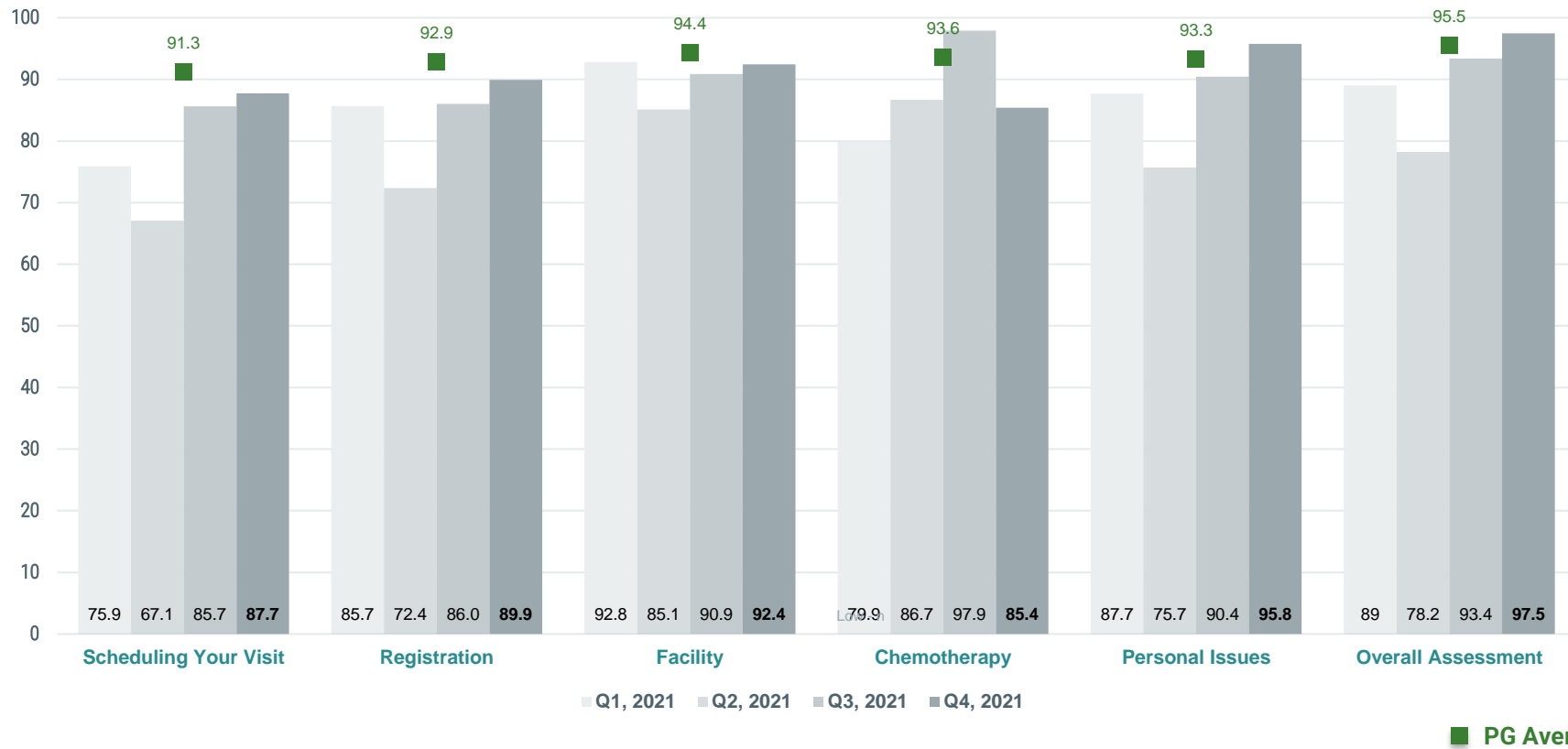
92.4
Q4, 2021

n-Size
62

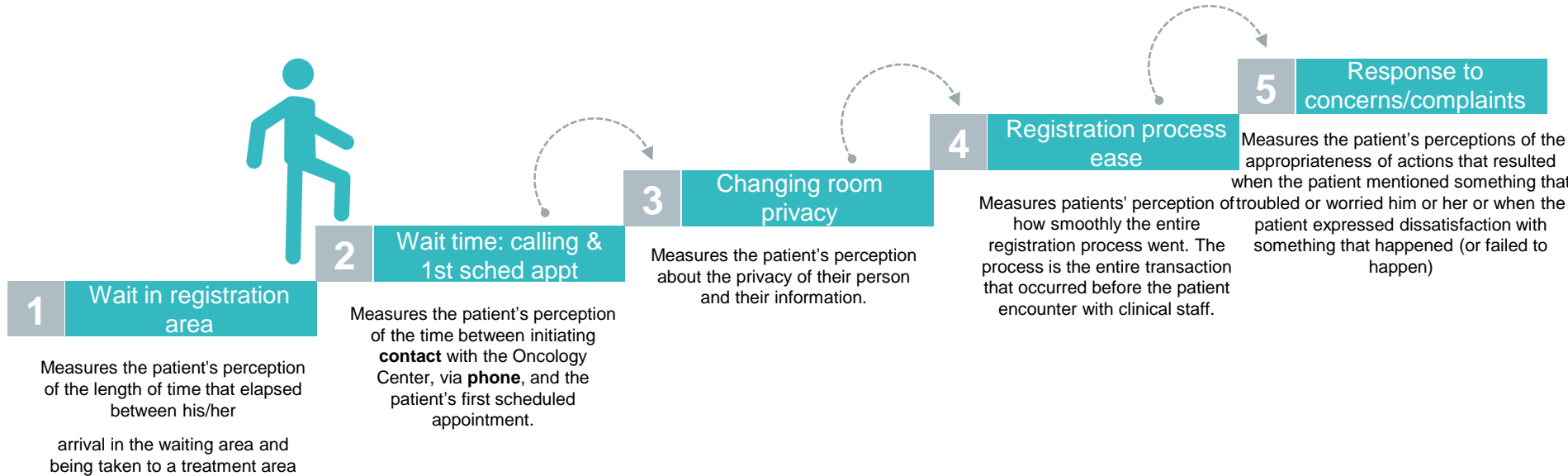
Overall Rating Trend [Q1, 2021 – Q4, 2021]



ON – Survey Domains



ON – Priority Index (Q4, 2021)



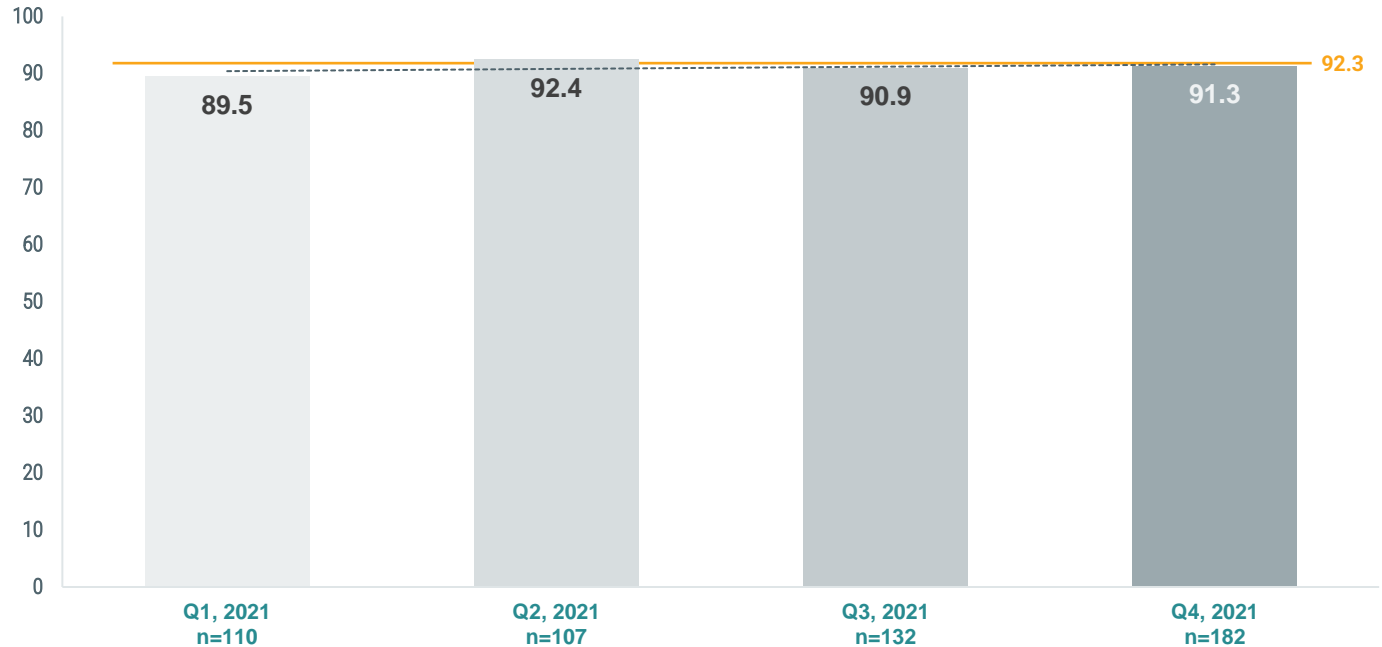
- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 3 months**.
- KFSH OP-Oncology Improvement Opportunities revolves mainly around addressing the patients' needs and concerns.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.



DEN – Overall Rating

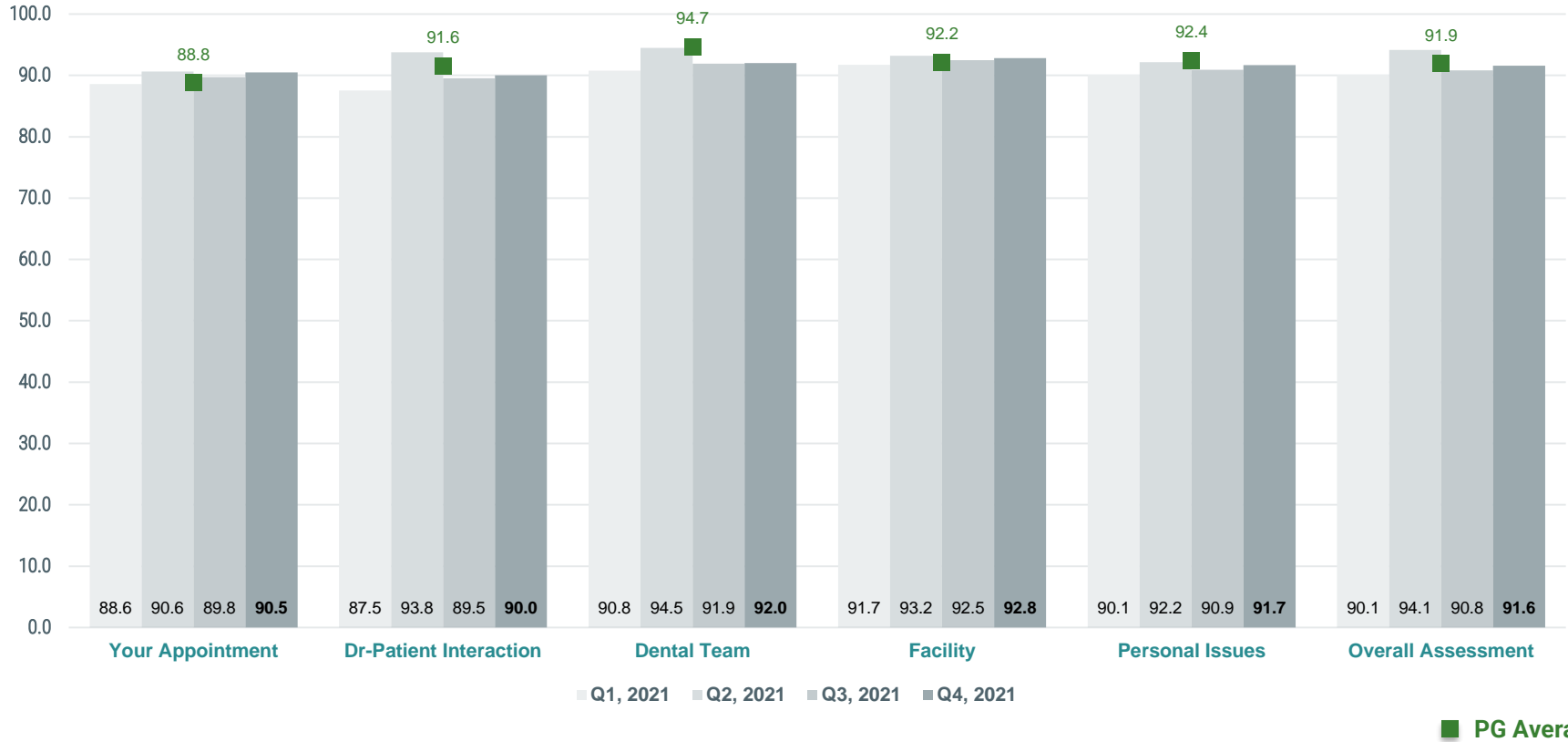


Overall Rating Trend [Q1, 2021 – Q4, 2021]



■ 2021 Target [92.3]

Dental – Survey Domains



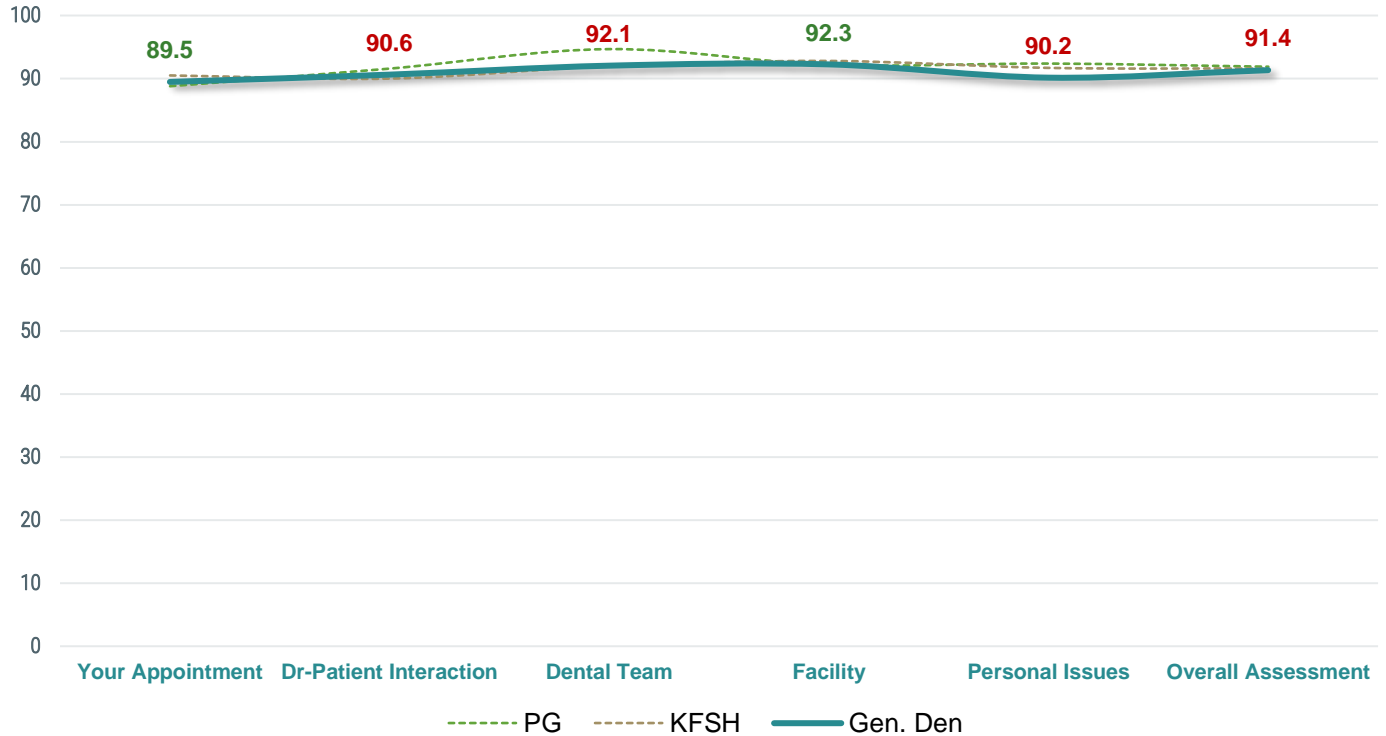
Dental – Departments

Gen. Dental Patient Journey

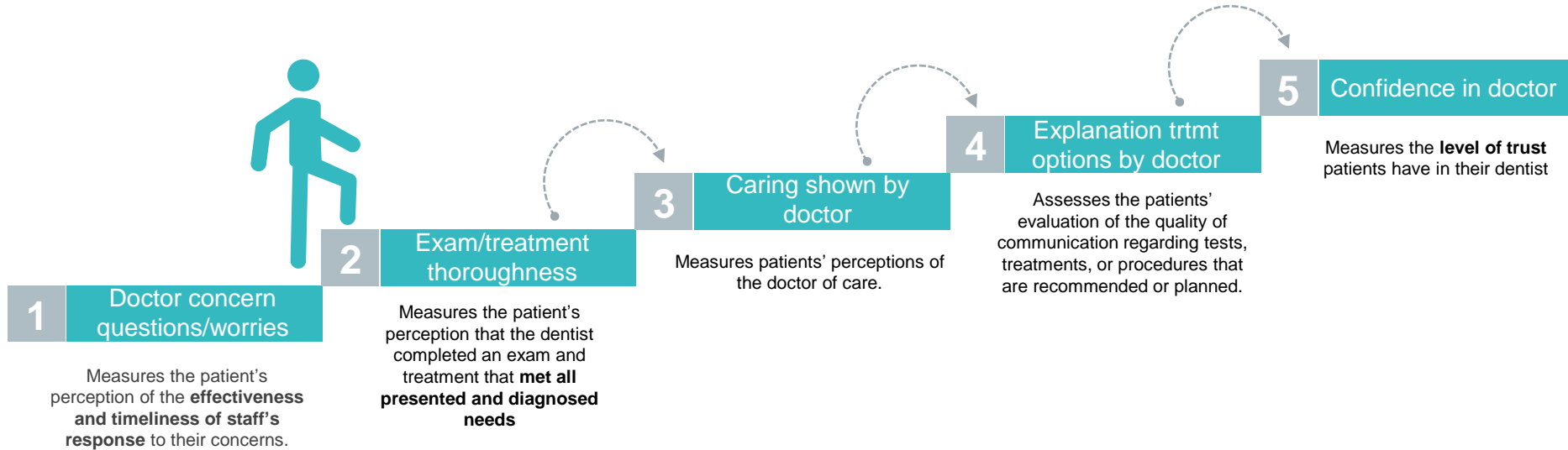


n-Size
113

Period: Oct 1st – Dec 31st, 2021



Dental – Priority Index (Q4, 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.



Outpatient
Services

OU – Overall Rating

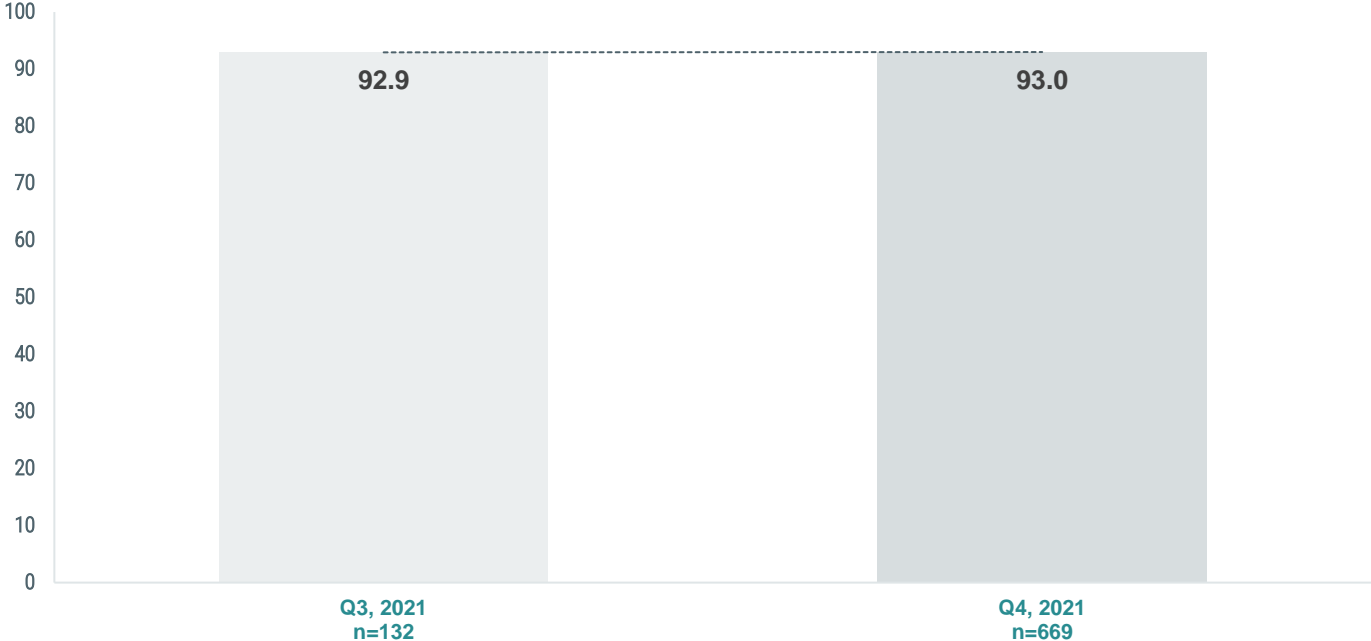
KFSH



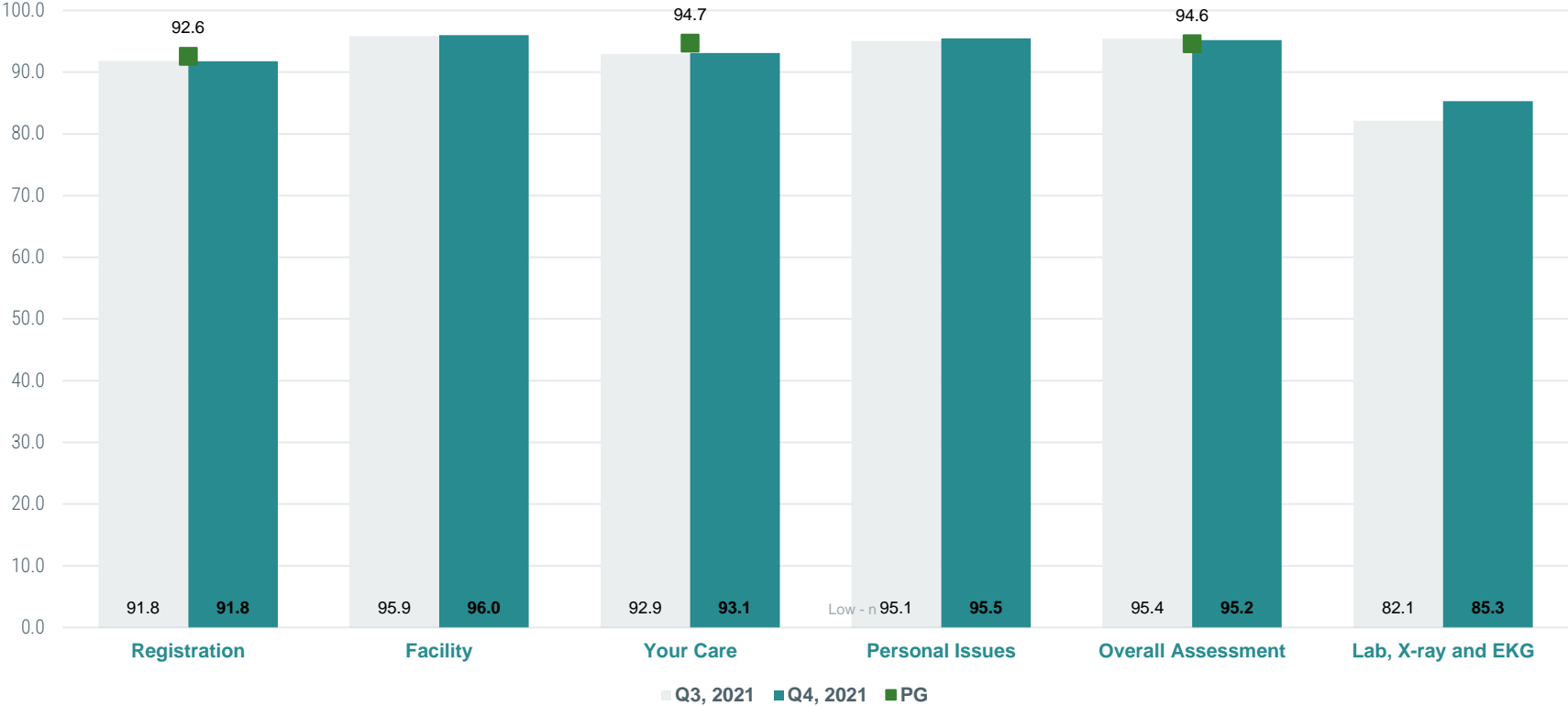
93.0
Q4, 2021

n-Size
669

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



OU – Survey Domains



■ PG Average

OU – Overall Rating

Overall Rating Departments



Period: Oct 1st – Dec 31st, 2021

■ Above KFSH Average

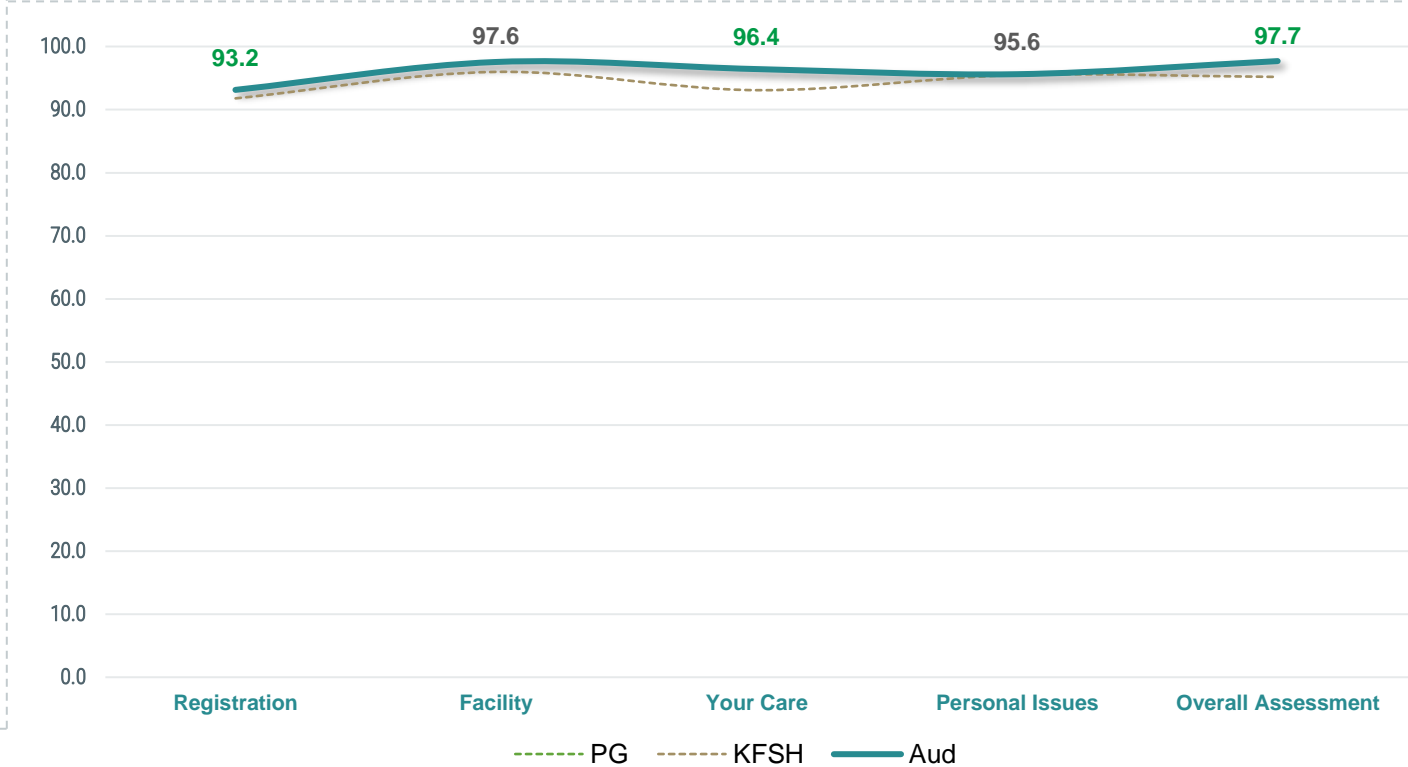
OU – Departments

Aud Patient Journey



n-Size
42

Period: Oct 1st – Dec 31st, 2021



OU – Departments

Echo Adt

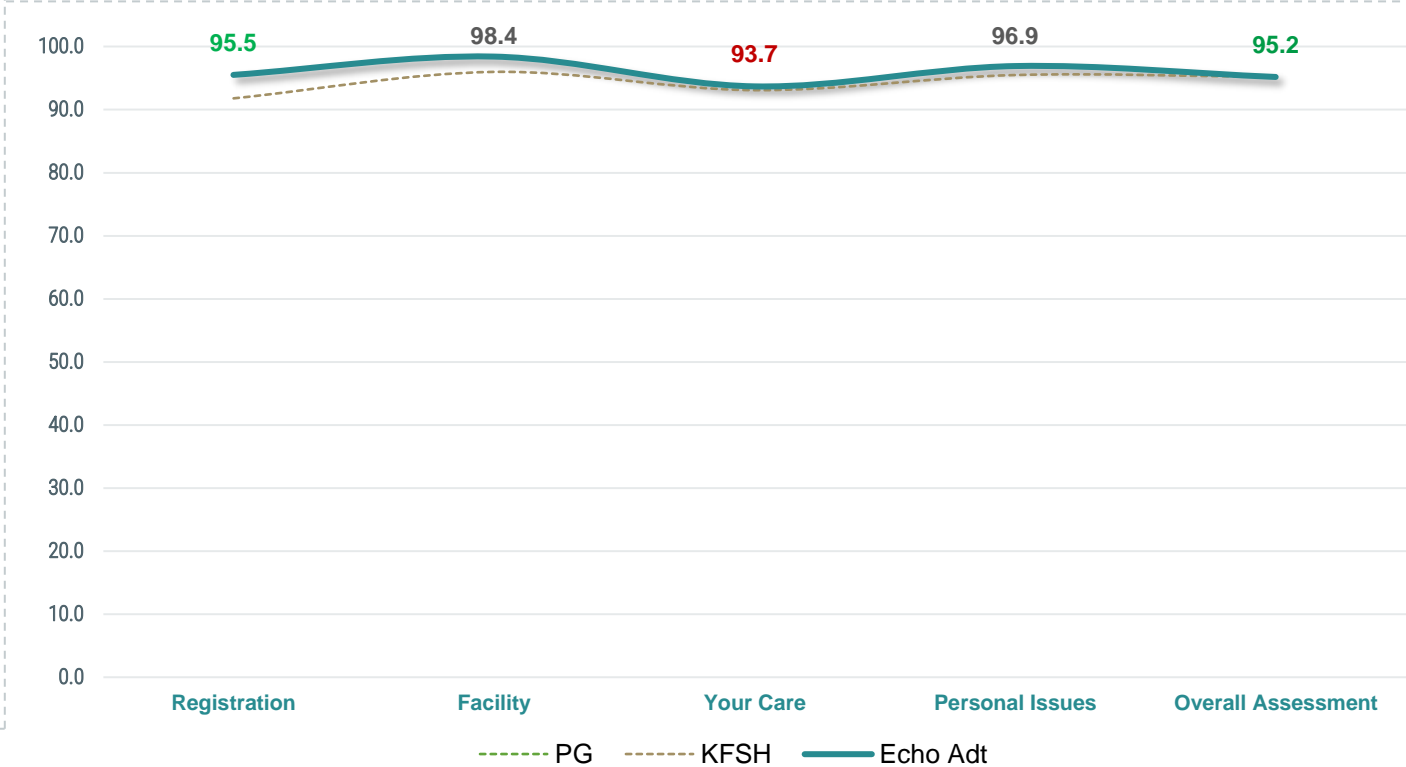
Patient Journey



n-Size

49

Period: Oct 1st – Dec 31st, 2021



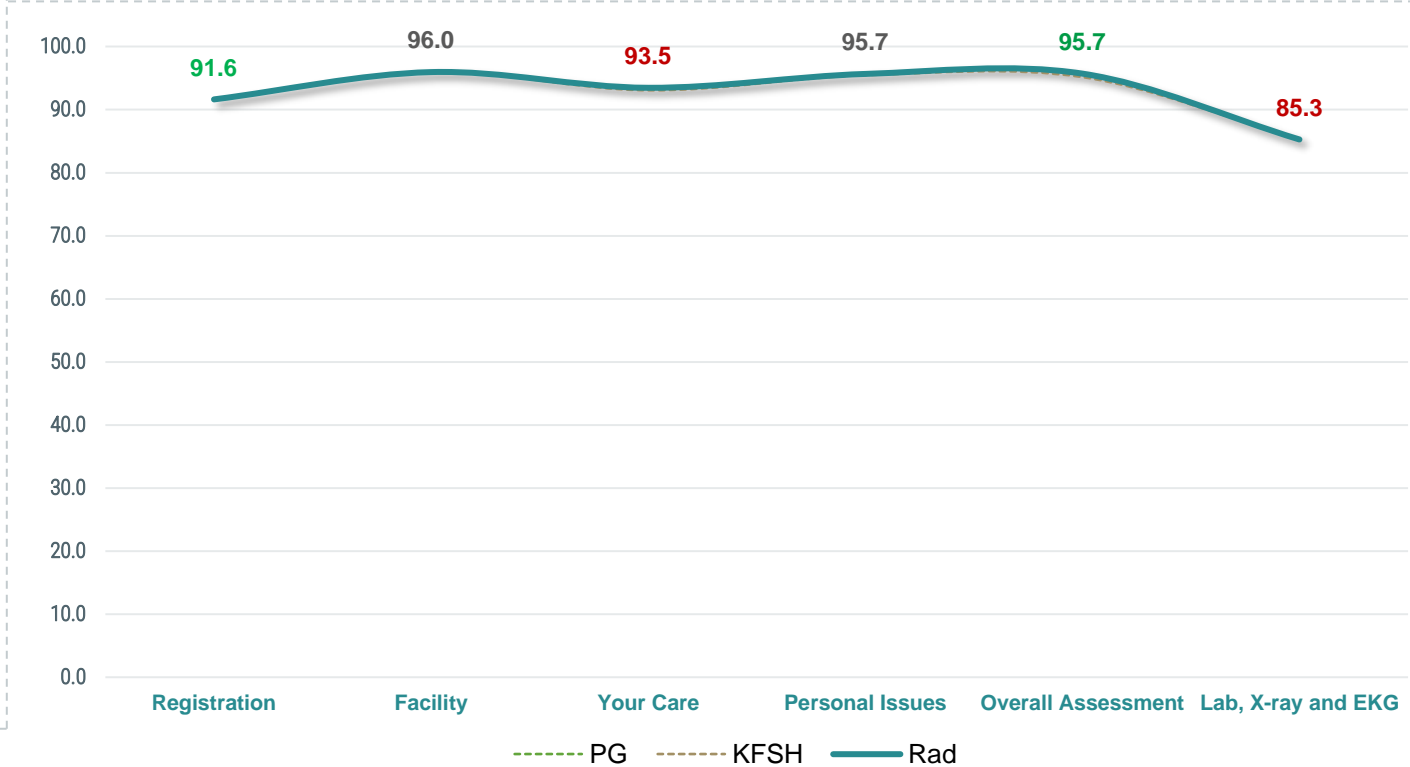
OU – Departments

Rad Patient Journey



n-Size
388

Period: Oct 1st – Dec 31st, 2021



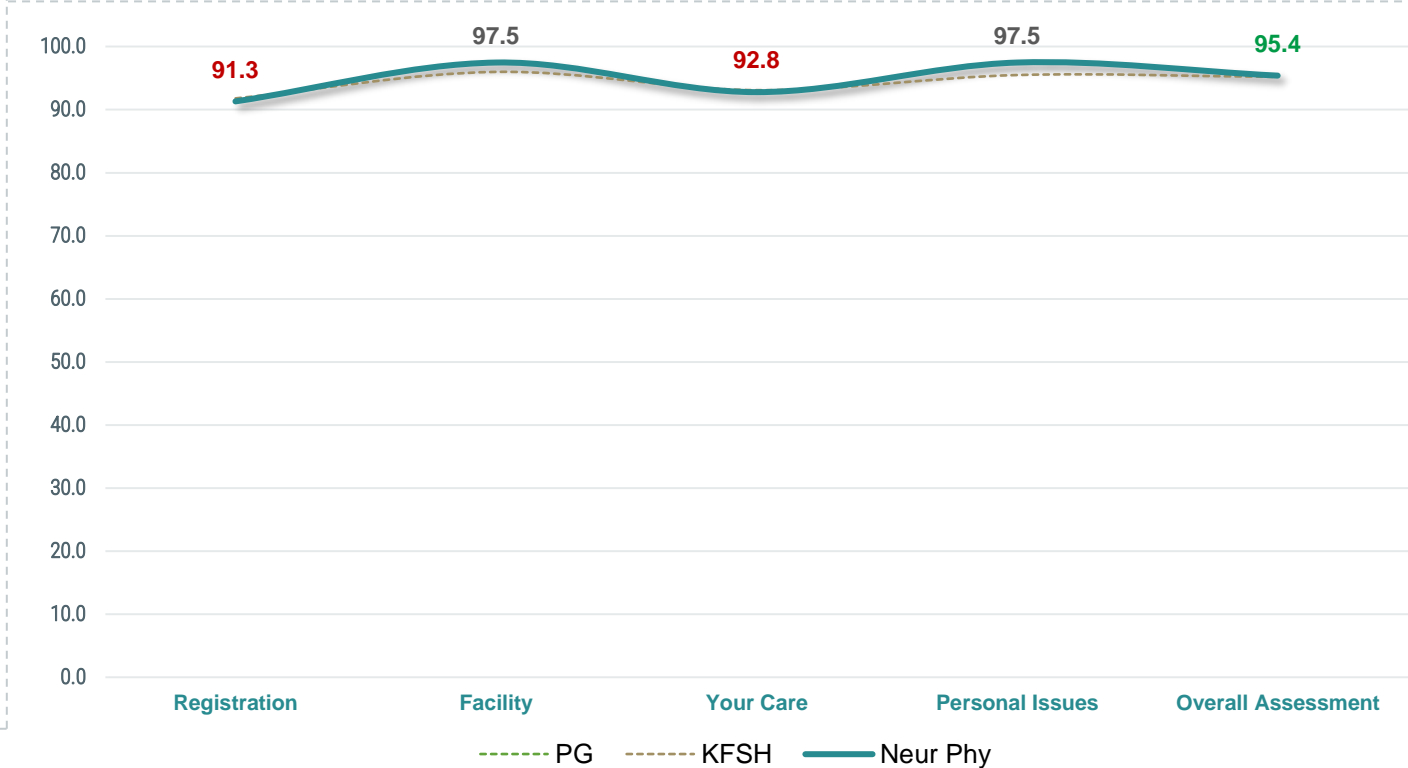
OU – Departments

Neur Phy Patient Journey



n-Size
31

Period: Oct 1st – Dec 31st, 2021



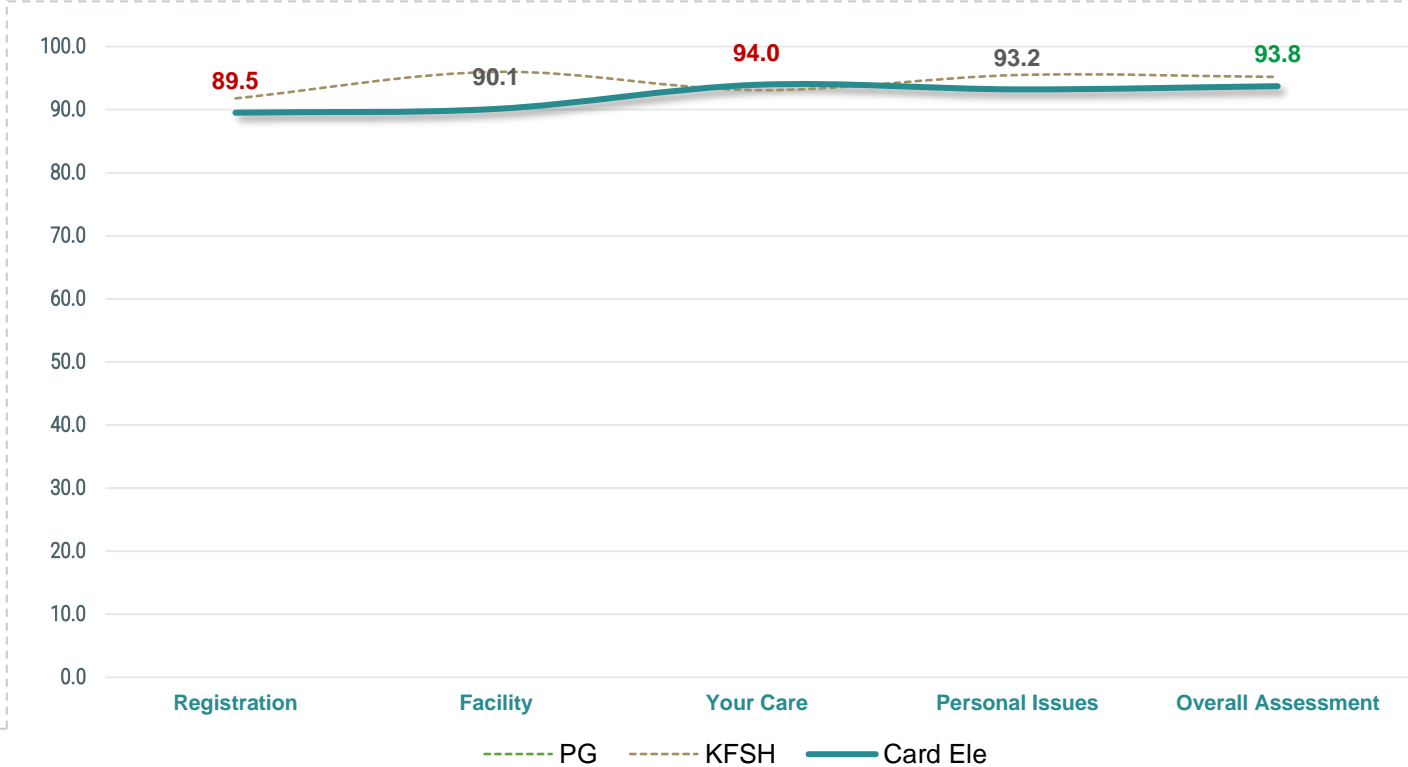
OU – Departments

Card Ele Patient Journey



n-Size
40

Period: Oct 1st – Dec 31st, 2021



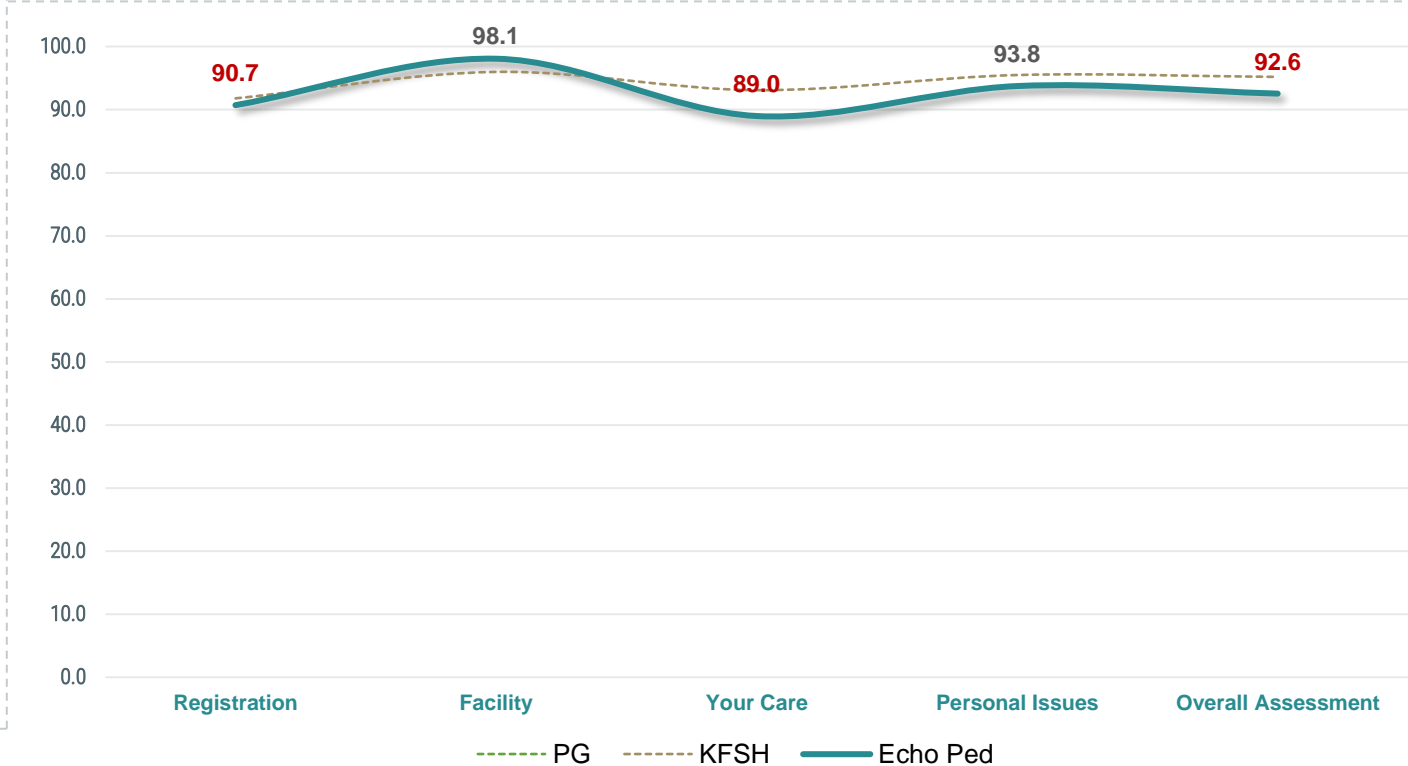
OU – Departments

Echo Ped Patient Journey



n-Size
57

Period: Oct 1st – Dec 31st, 2021



OU – Departments

OPT

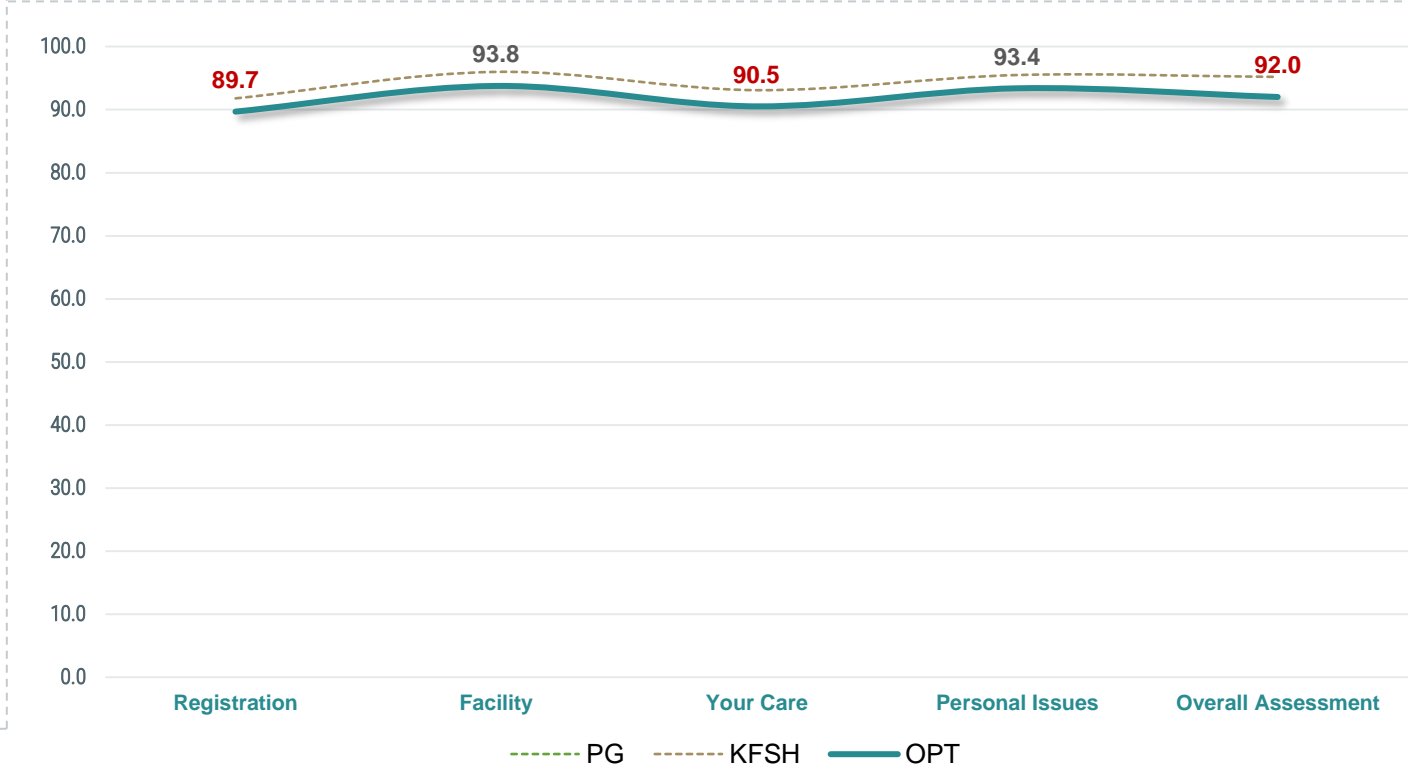
Patient Journey



n-Size

39

Period: Oct 1st – Dec 31st, 2021





Outpatient
Rehabilitation

OR – Overall Rating

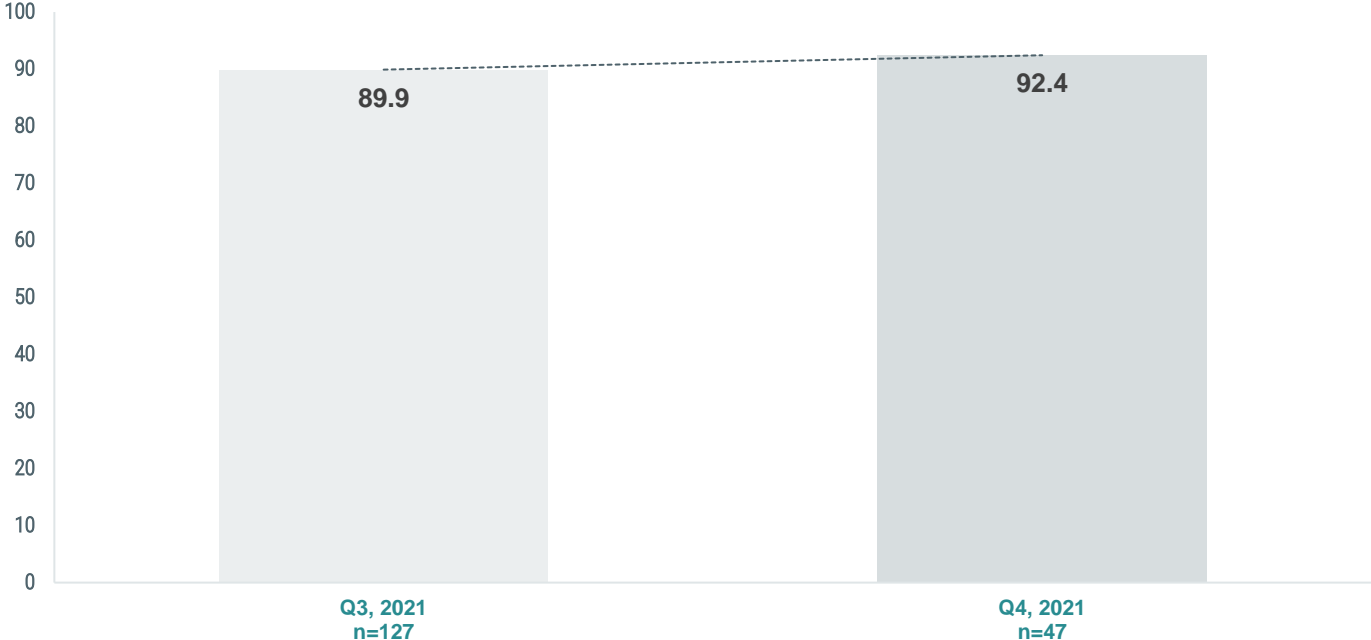
KFSH



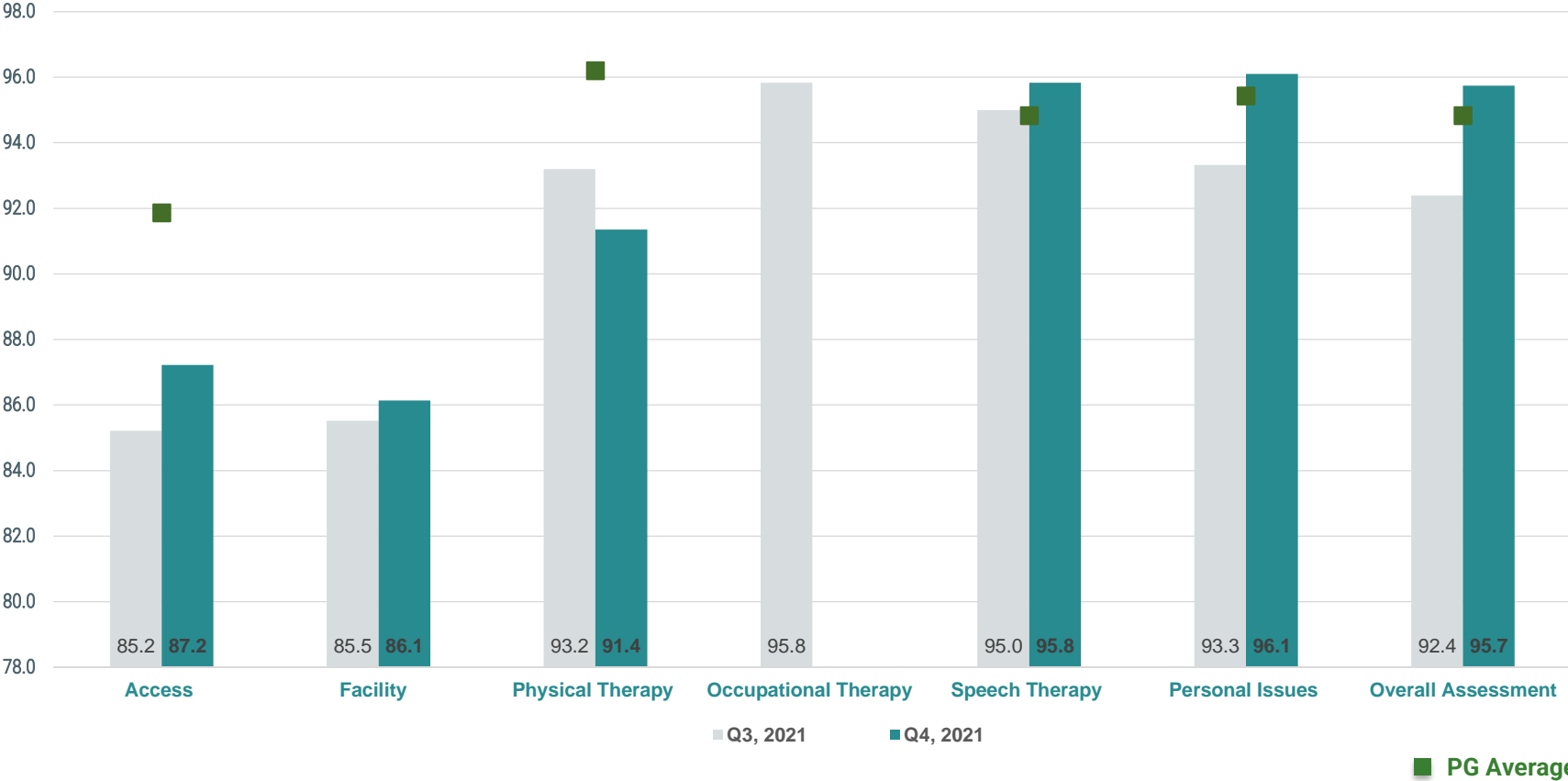
92.4
Q4, 2021

n-Size
47

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



OR – Survey Domains



OR – Overall Rating

Overall Rating Departments



Period: Oct 1st – Dec 31st, 2021

■ Above KFSH Average

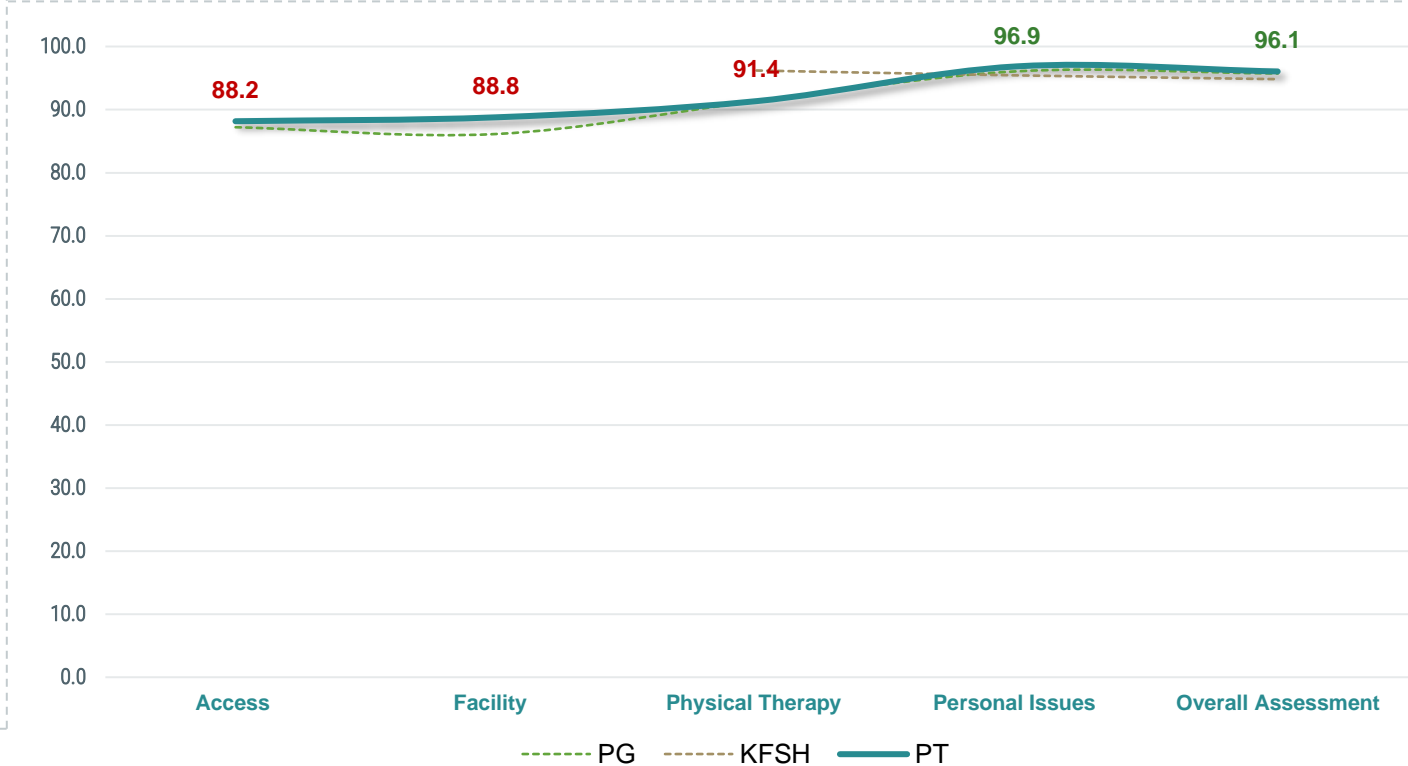
OR – Departments

PT Patient Journey



n-Size
40

Period: Oct 1st – Dec 31st, 2021



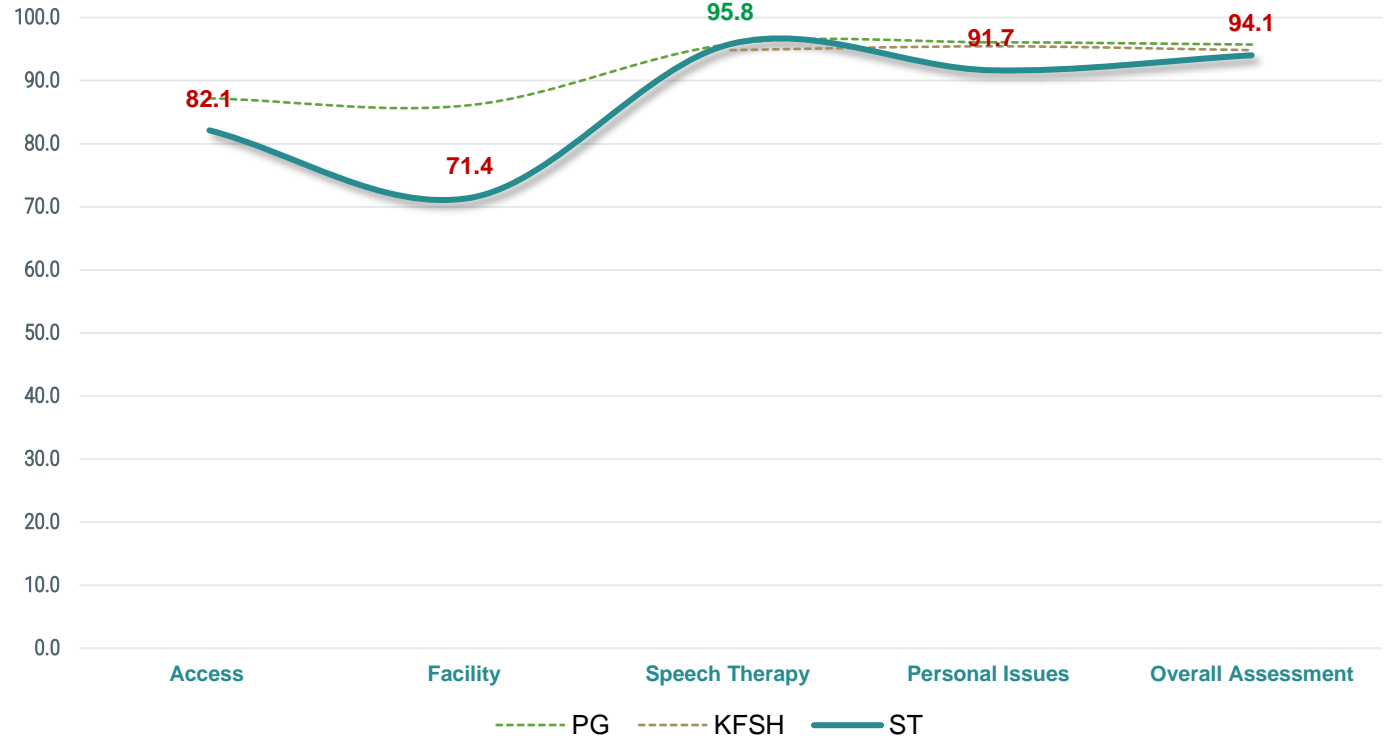
OR – Departments

ST Patient Journey



n-Size
7*

Period: Oct 1st – Dec 31st, 2021



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



Telemedicine

Telemedicine – Overall Rating

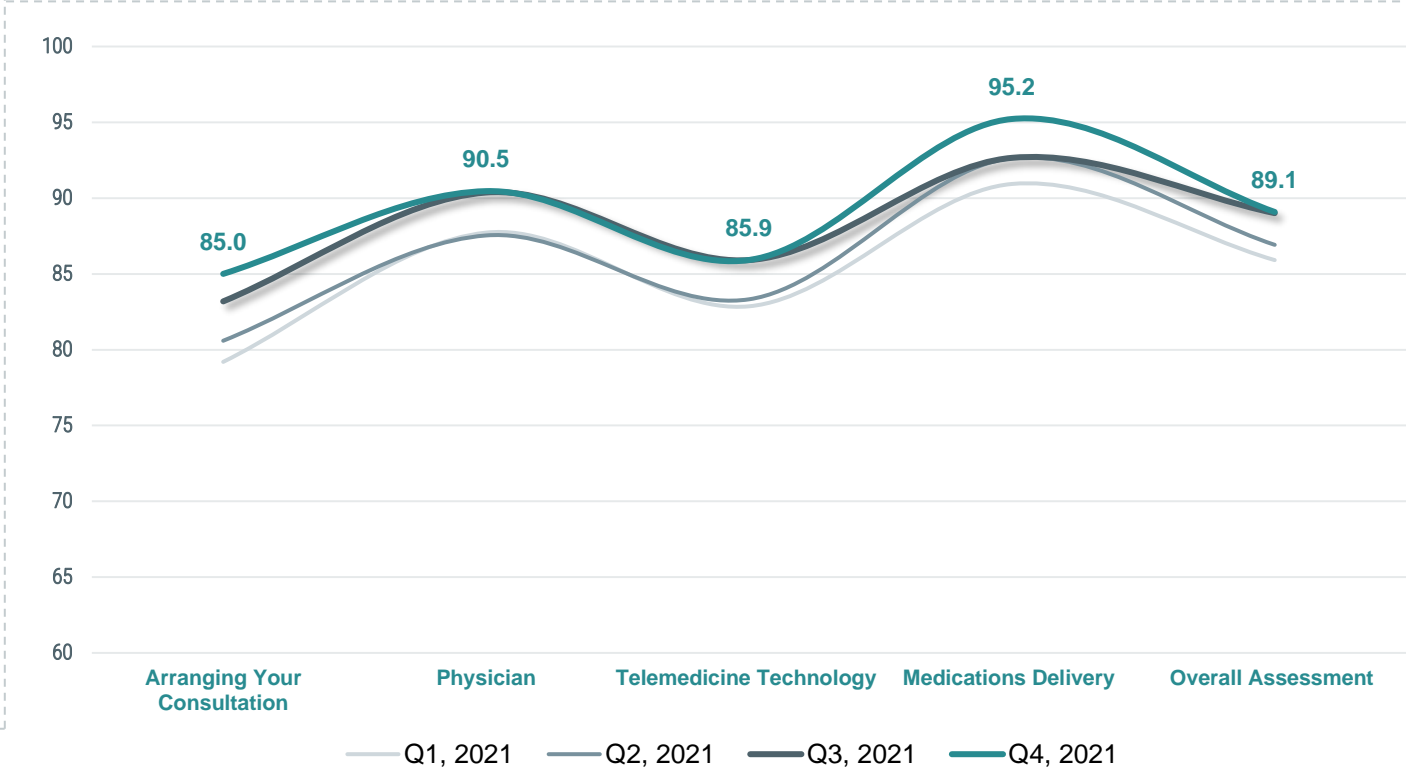
Period: Jan 1st, 2021 – Dec 31st, 2021

KFSH

87.0

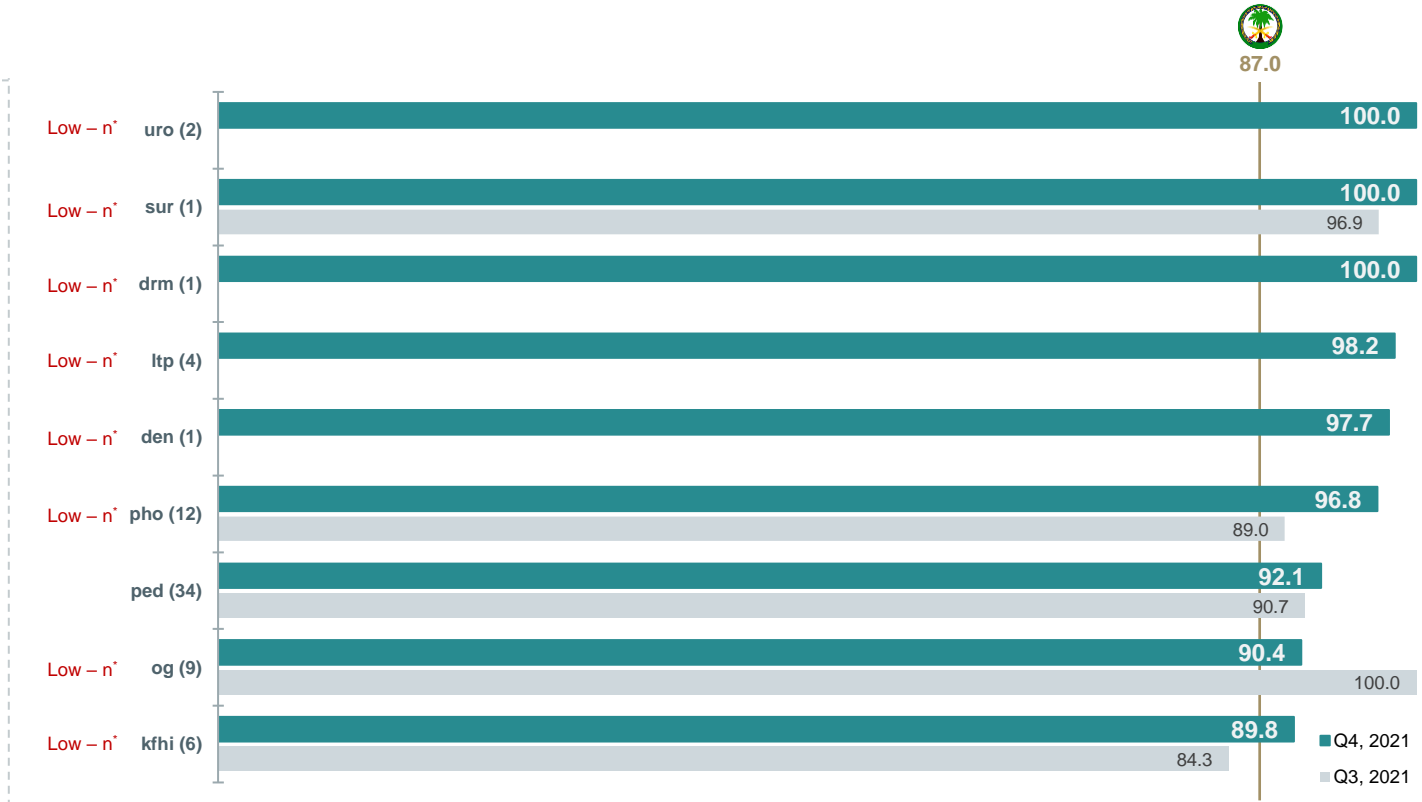
Q4, 2021
+0.8 vs. Q3 2021

n-Size
447



Telemedicine – Overall Rating

Overall Rating Departments

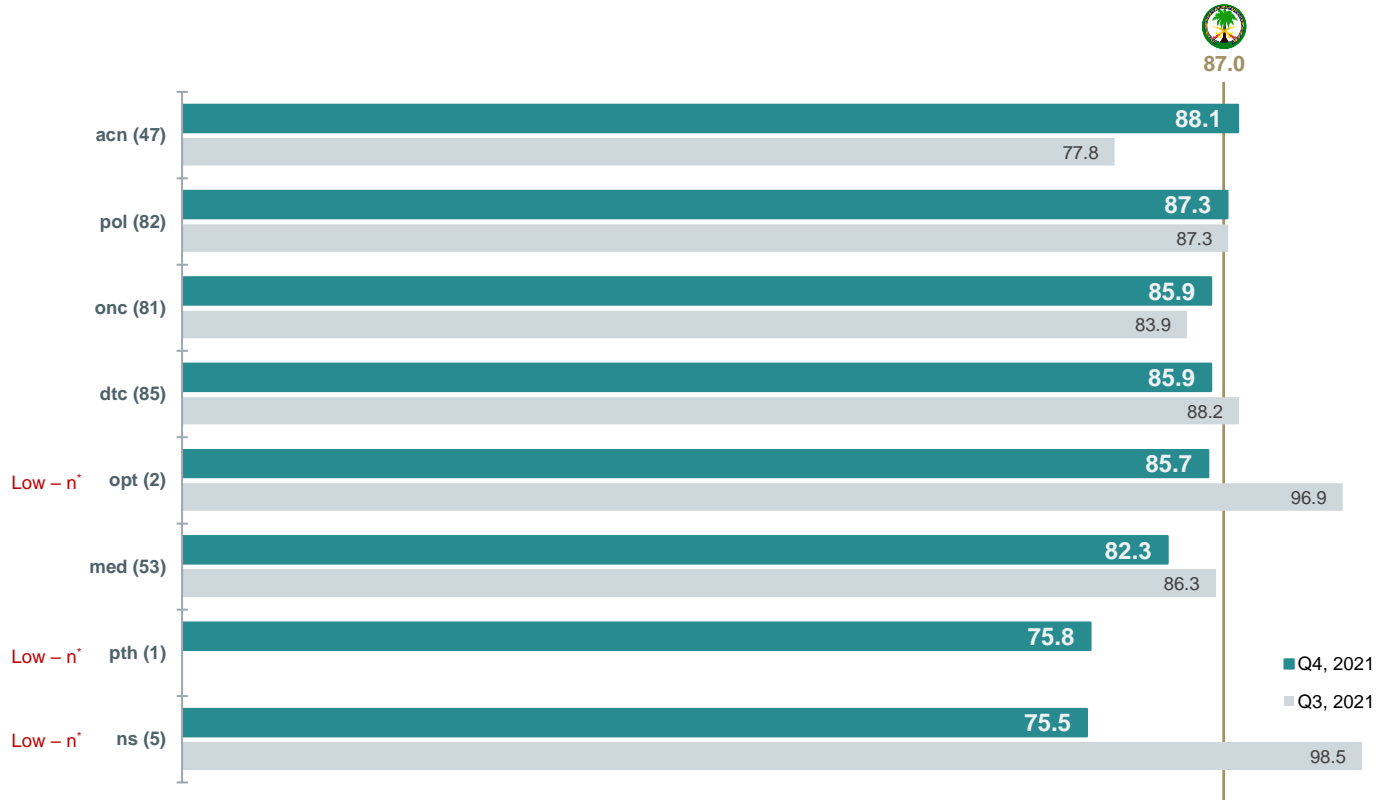


Period: Oct 1st – Dec 31st, 2021

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

Telemedicine – Overall Rating

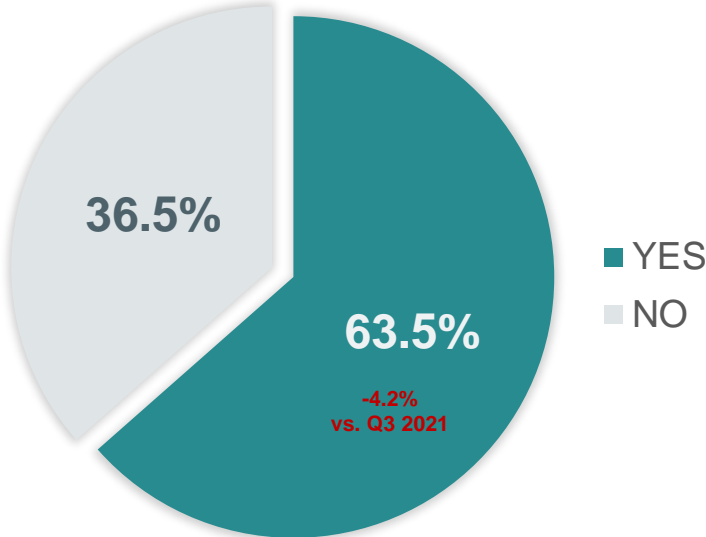
Overall Rating Departments



Period: Oct 1st – Dec 31st, 2021

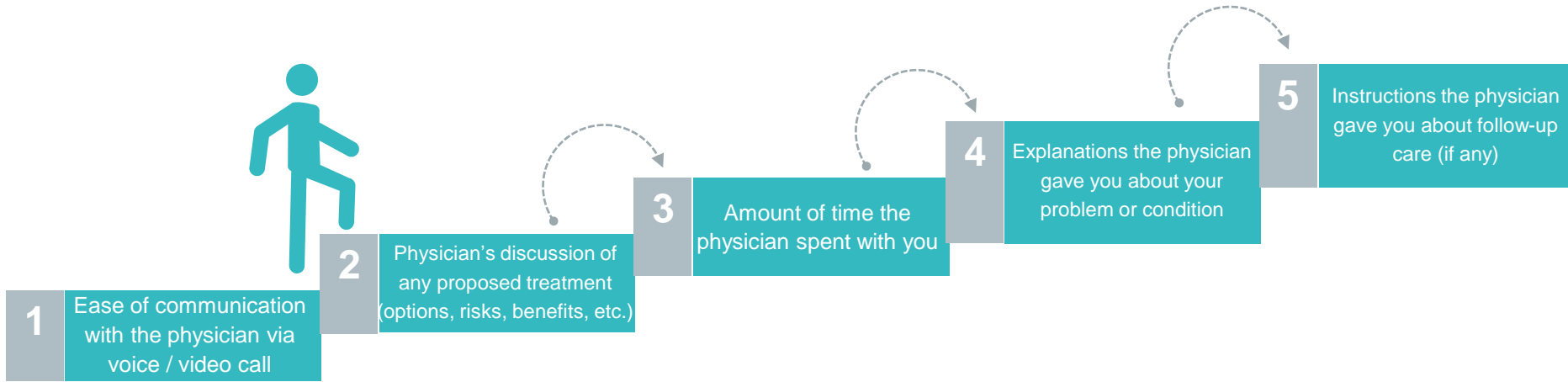
* The results of the department are not stable due to low number of responses (n<30)

Did this telemedicine consultation spare you visiting the hospital?



Period: Oct 1st – Dec 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 [Q4, 2021]



روابط للحلول الصحية

HEALTH LINKS

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