

# King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q1, 2022]



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



روابط للحلول الصحية  
HEALTH LINKS

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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 - Riyadh**  
2022 Patient Experience Goals



# 2022 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 (Q1, 2022)	Previous Period (Q4, 2021)	2022 Target Score
Medical Practice (OP)	88.2	87.8	93.5
Inpatient – Adults (IP)*	78.3%	80.2%	70.7%
Inpatient – Pediatric (PIP)	92.2	92.8	87.7
Emergency Department (ED)	80.0	81.0	85.7
Ambulatory Surgery (AS)	93.9	95.0	96.6
Outpatient Oncology (ON)	90.3	94.3	95.5
Dental (DEN)	88.2	92.2	91.5
Outpatient Services (OU)	91.6	91.0	94.6
Outpatient Rehabilitation (OR)	92.7	90.9	95.7

\* HCHAPS Survey - Top Box % is used

This effort is intended into aligning KFSH-Riyadh 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

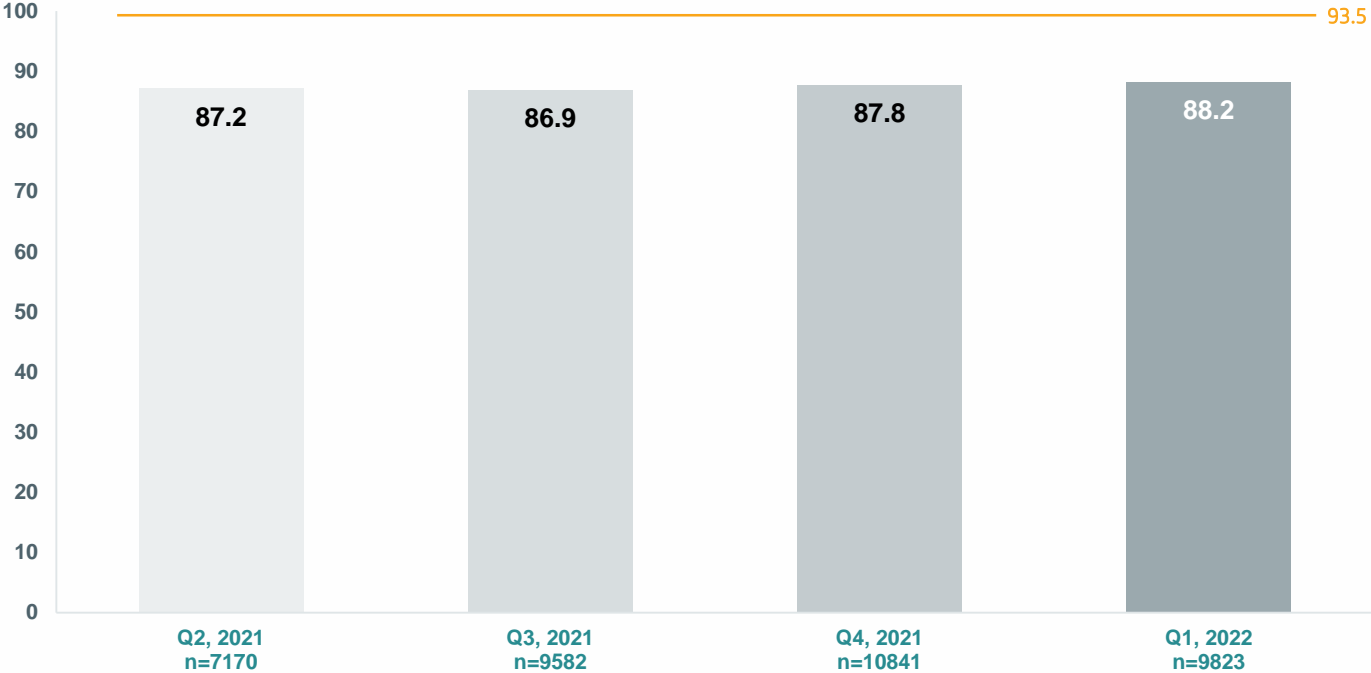
Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

**KFSH**



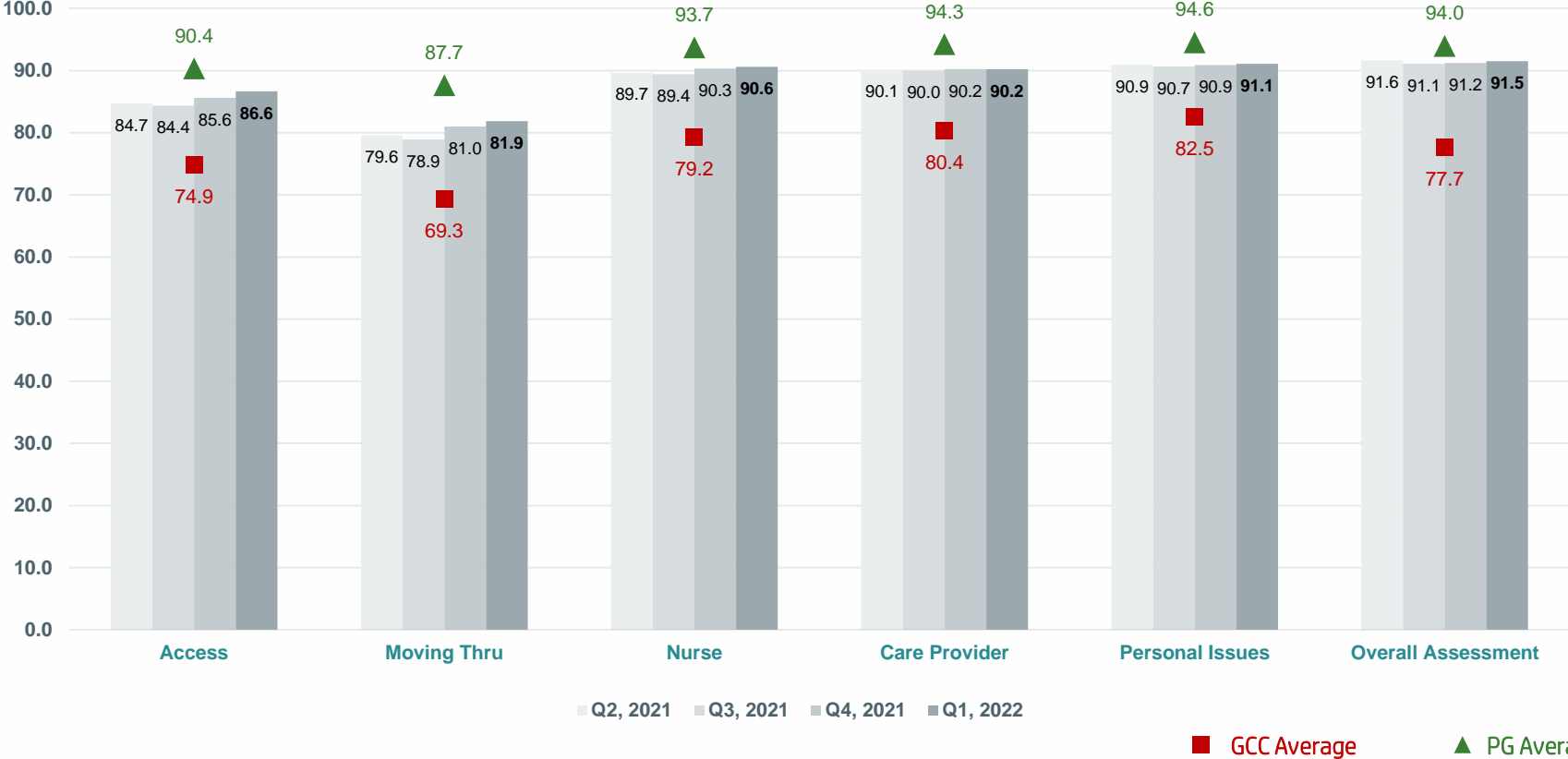
**88.2**  
Q1, 2022

**n-Size**  
9,823



■ 2022 Target [93.5]

# OP – Survey Domains

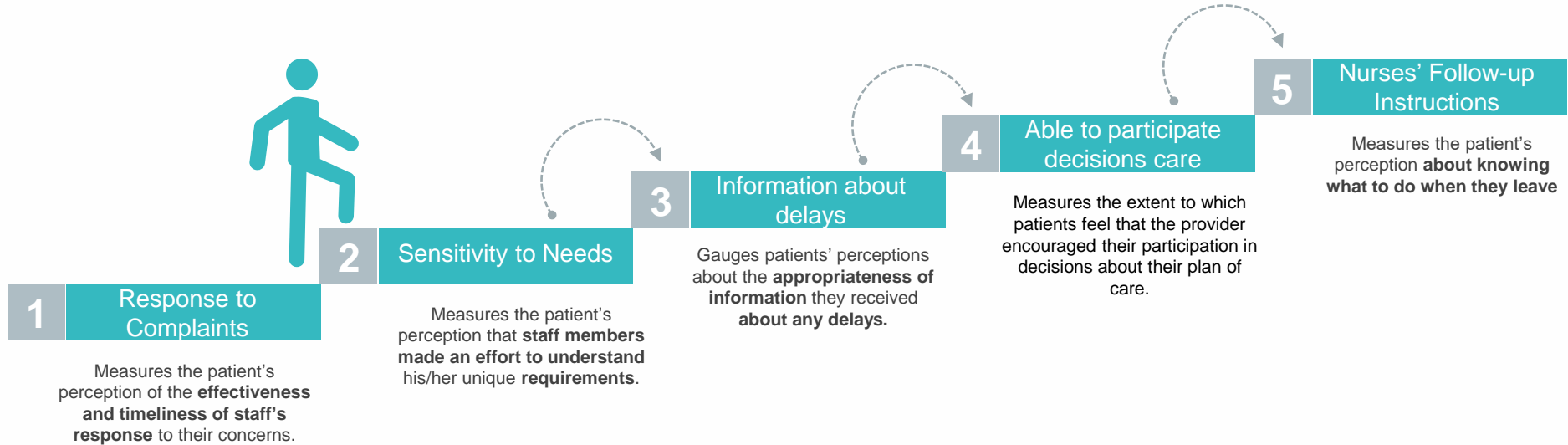


Skill which proceed were done





# OP – Priority Index (Q1, 2022)



- 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 14 consecutive Quarters (Q3, 2018 – Q1, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

# OP – Overall Rating

## Overall Rating Departments



Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

# OP – Overall Rating

## Overall Rating Departments



Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

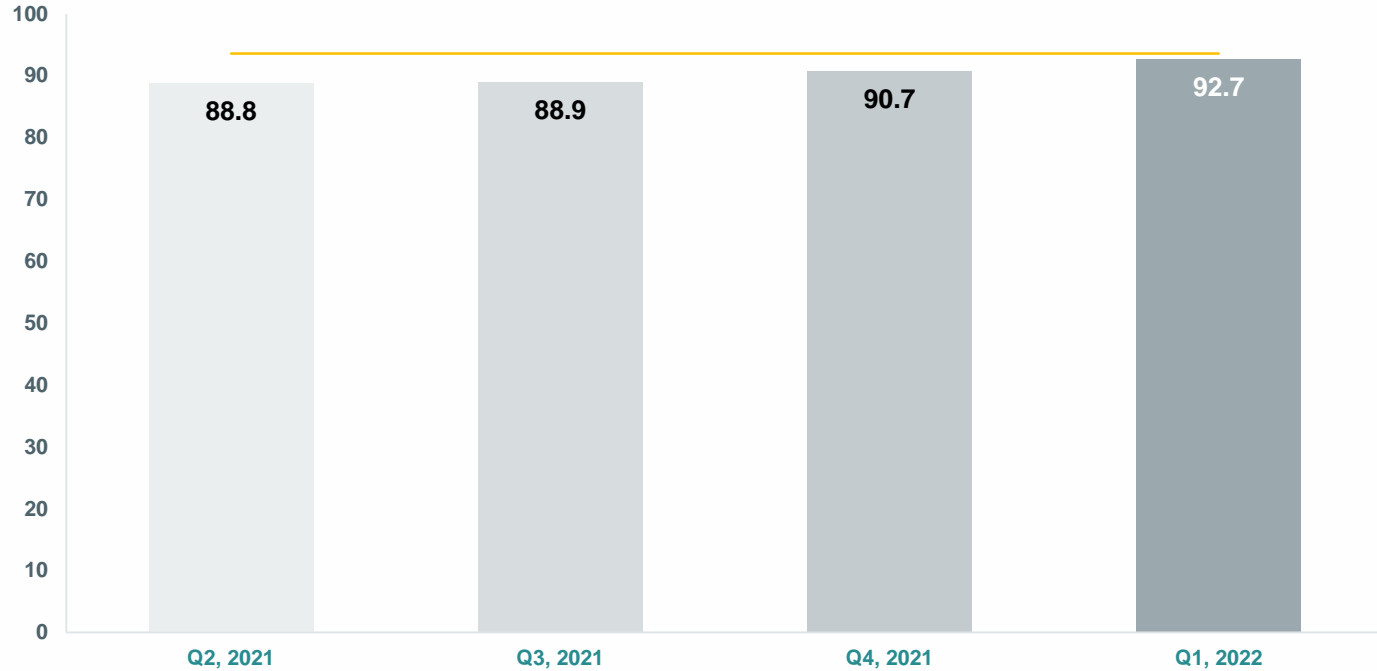
# OP – Departments

## Otolaryngology Overall Rating



n-Size  
242

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



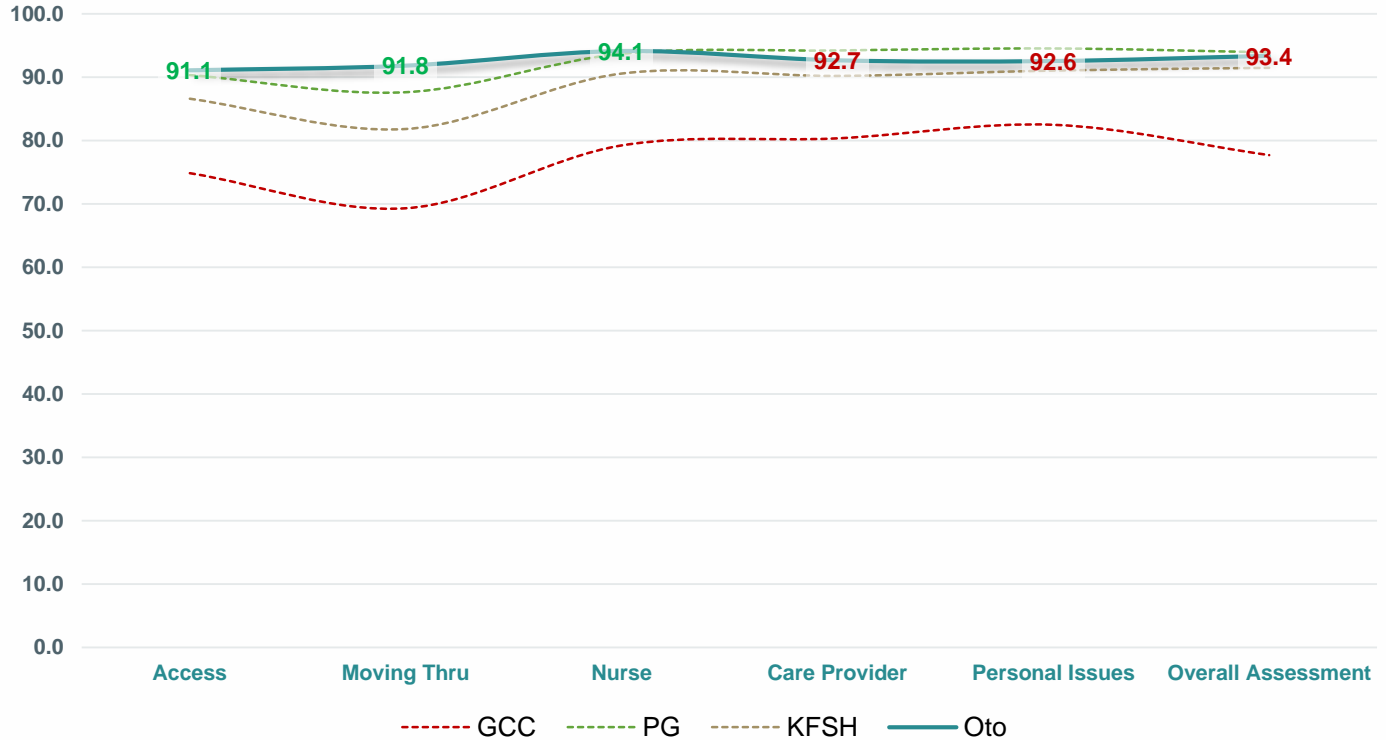
# OP – Departments

## Otolaryngology Patient Journey



n-Size  
242

Period: Jan1st – Mar 31st, 2022



# OP – Departments

## Pediatrics

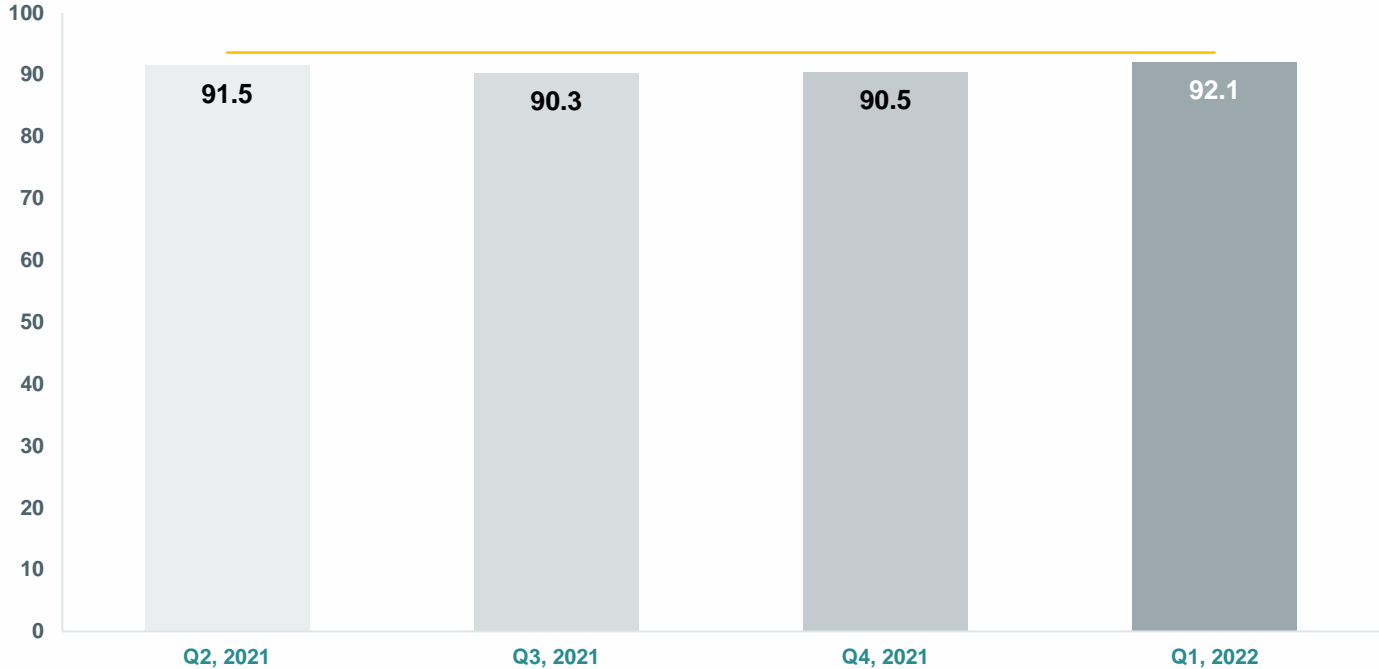
Overall Rating



n-Size

455

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



2022 Target [93.5]

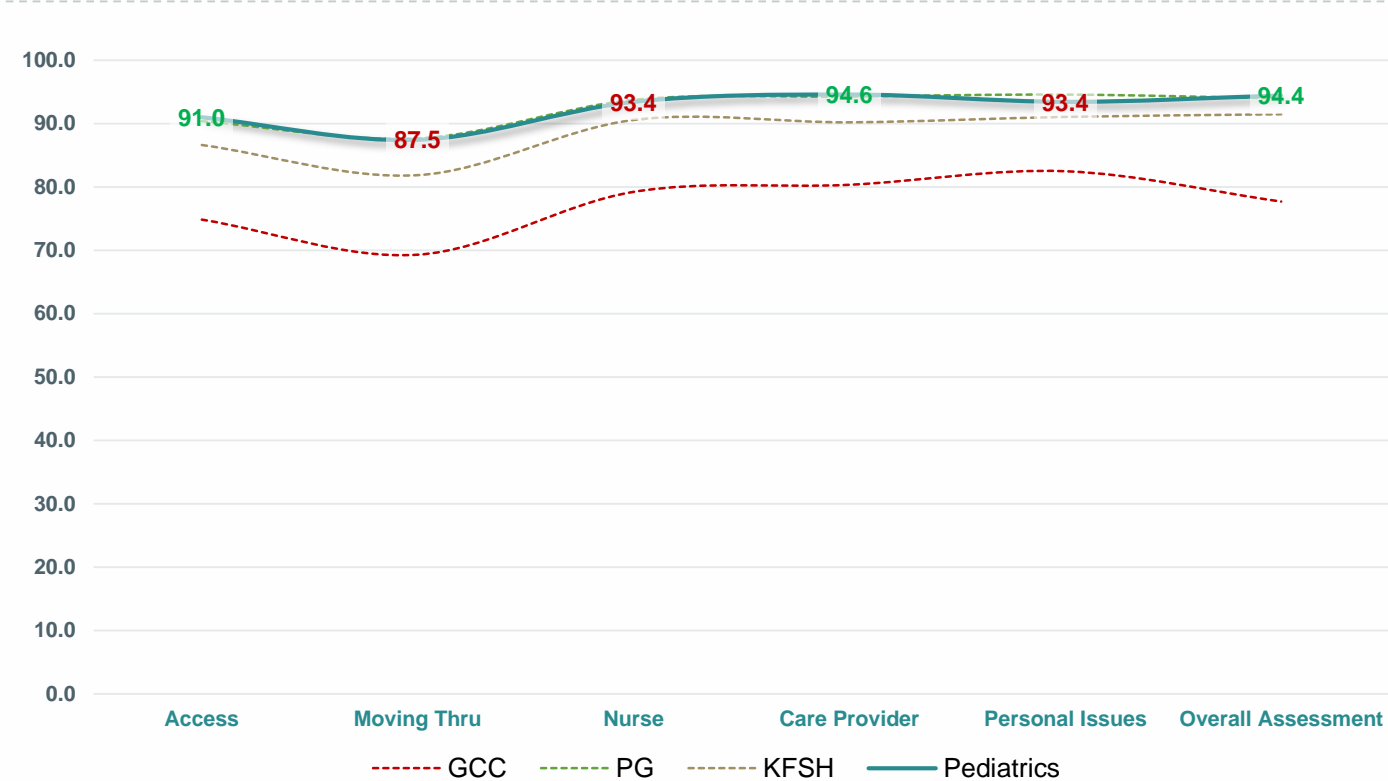
# OP – Departments

## Pediatrics Patient Journey



n-Size  
455

Period: Jan1st – Mar 31st, 2022



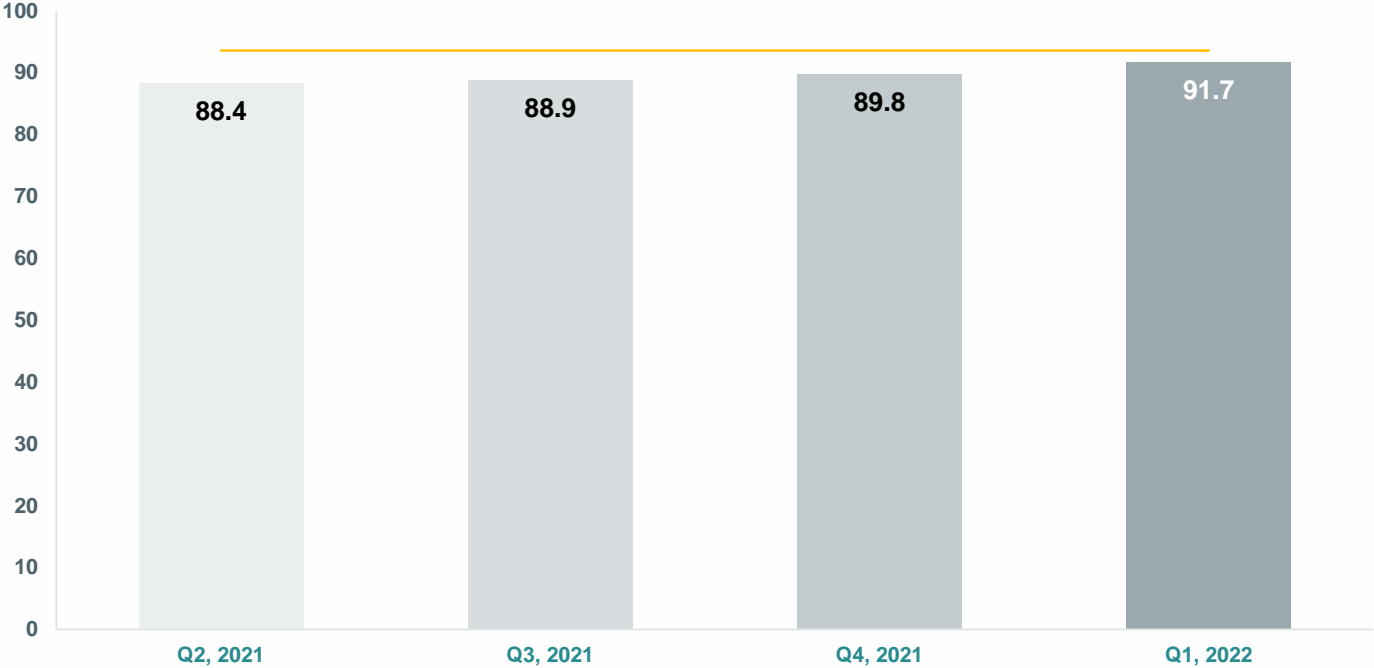
# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

## Nutrition Overall Rating



**n-Size**  
172



■ 2022 Target [93.5]



# OP – Departments

## Nutrition

### Patient Journey



n-Size

172

Period: Jan1st – Mar 31st, 2022



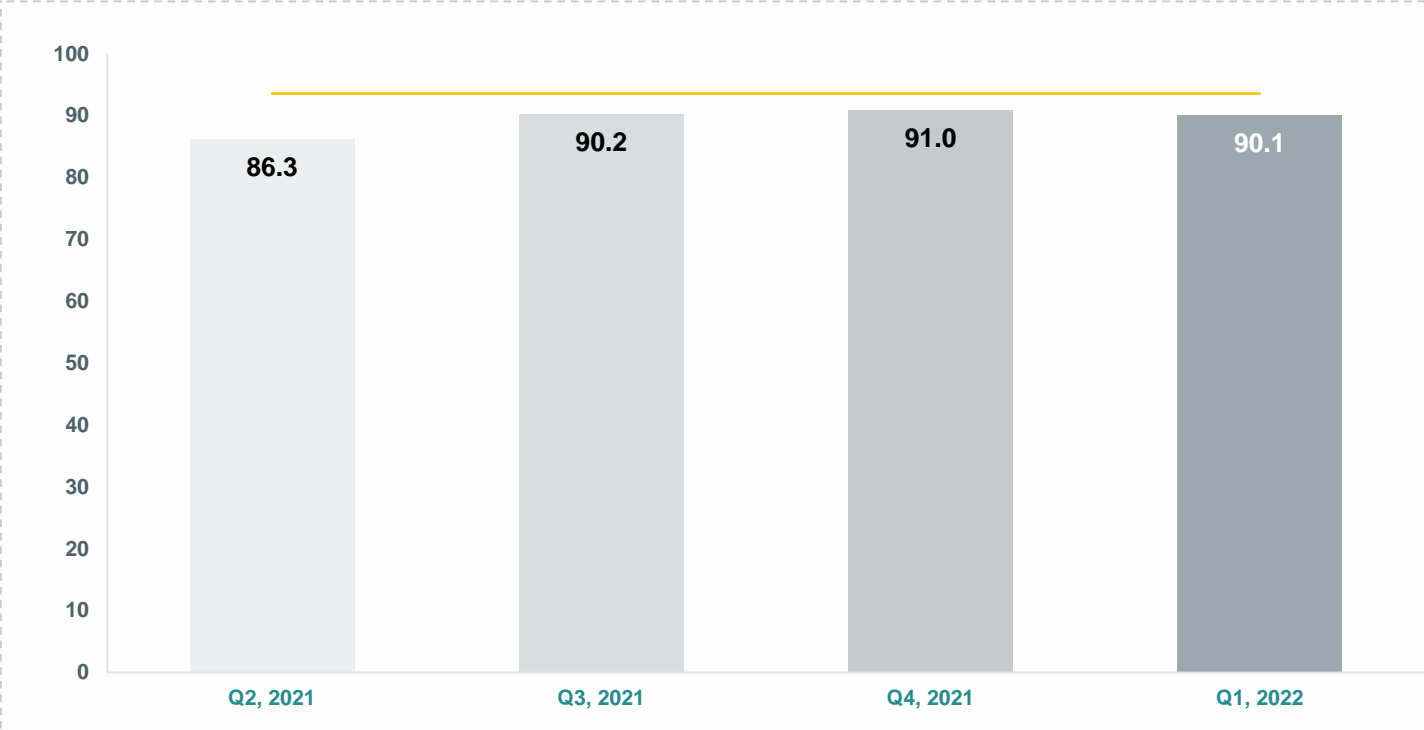
# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

**PHO**  
Overall Rating

**90.1**  
Q1, 2022

**n-Size**  
148



■ 2022 Target [93.5]

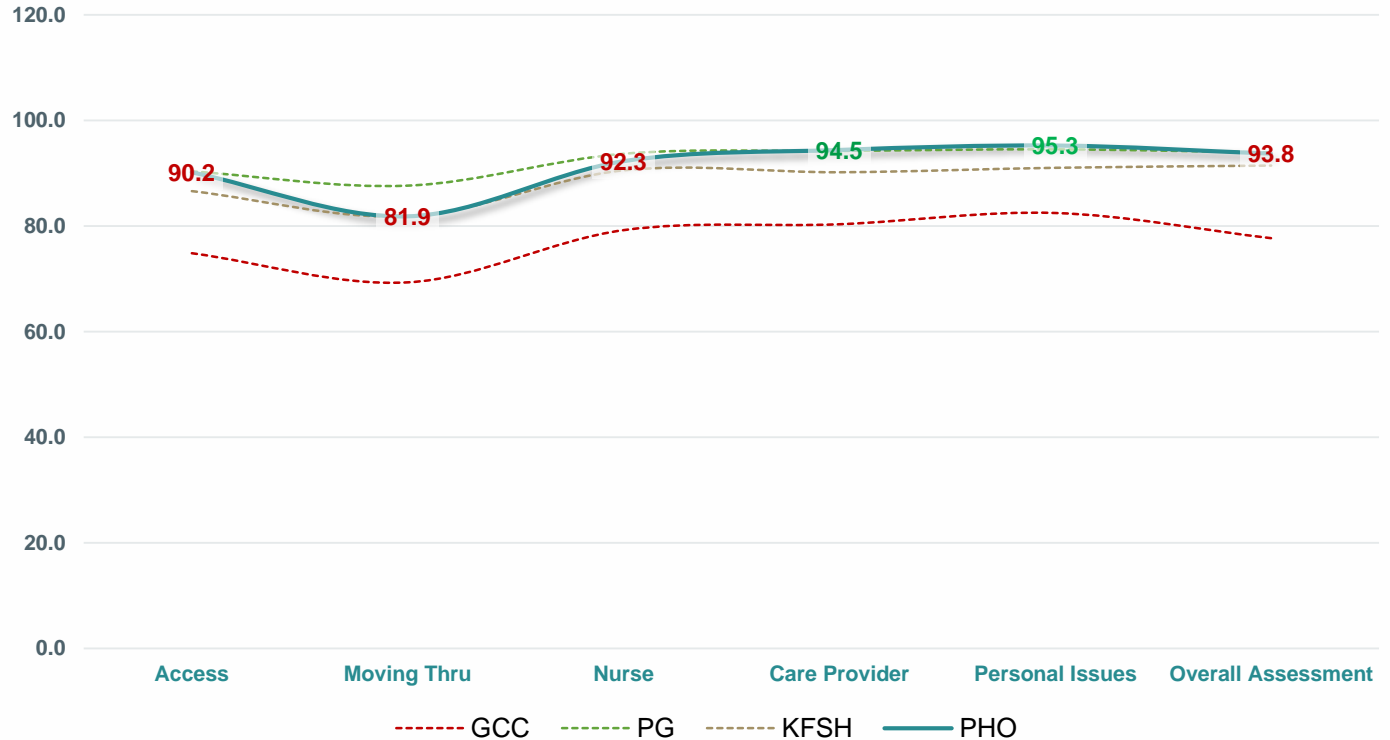
# OP – Departments

## PHO Patient Journey



n-Size  
148

Period: Jan1st – Mar 31st, 2022



# OP – Departments

## Medicine

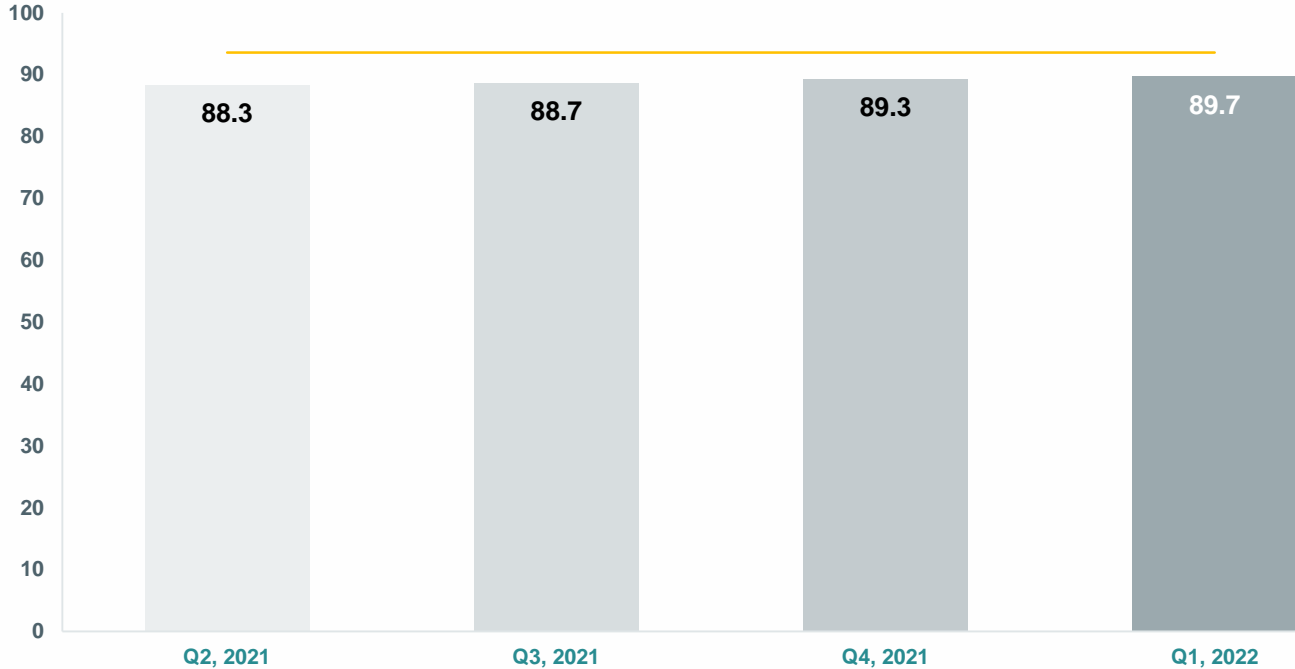
Overall Rating



n-Size

1,158

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



2022 Target [93.5]

# OP – Departments

## Medicine

### Patient Journey



### n-Size

1,158

Period: Jan1st – Mar 31st, 2022



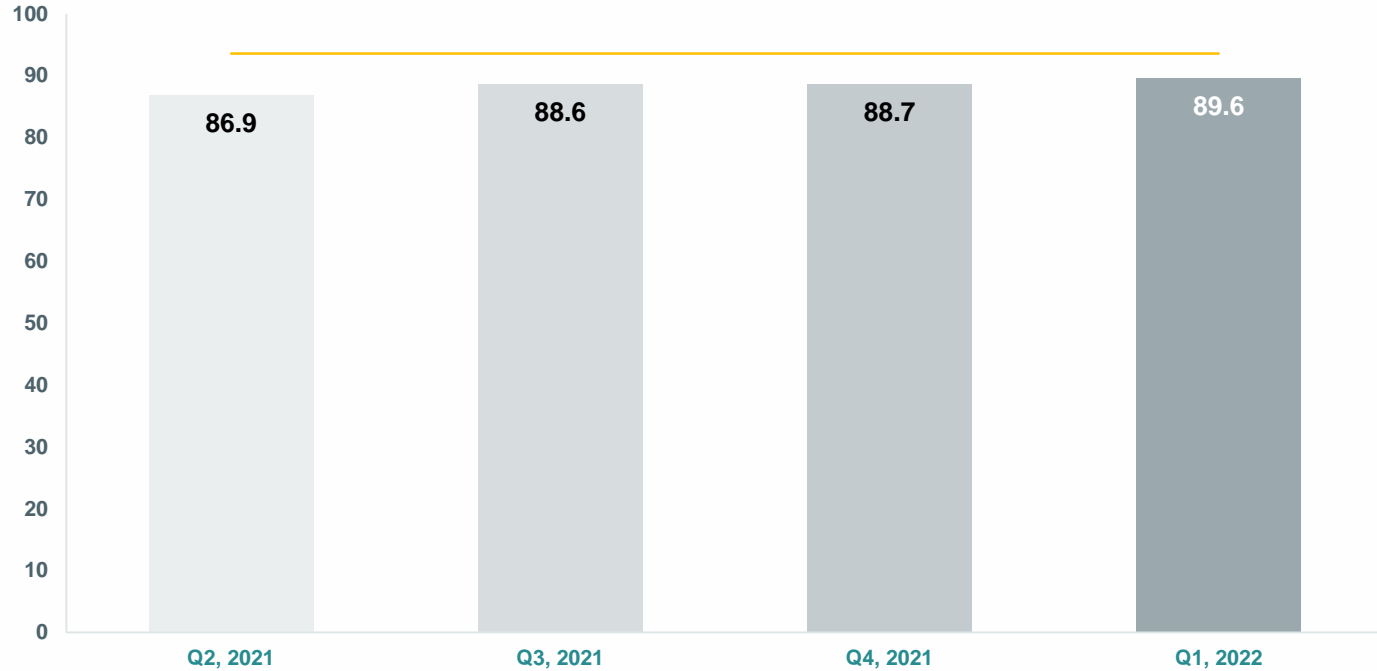
# OP – Departments

## Neurosciences Overall Rating



**n-Size**  
652

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



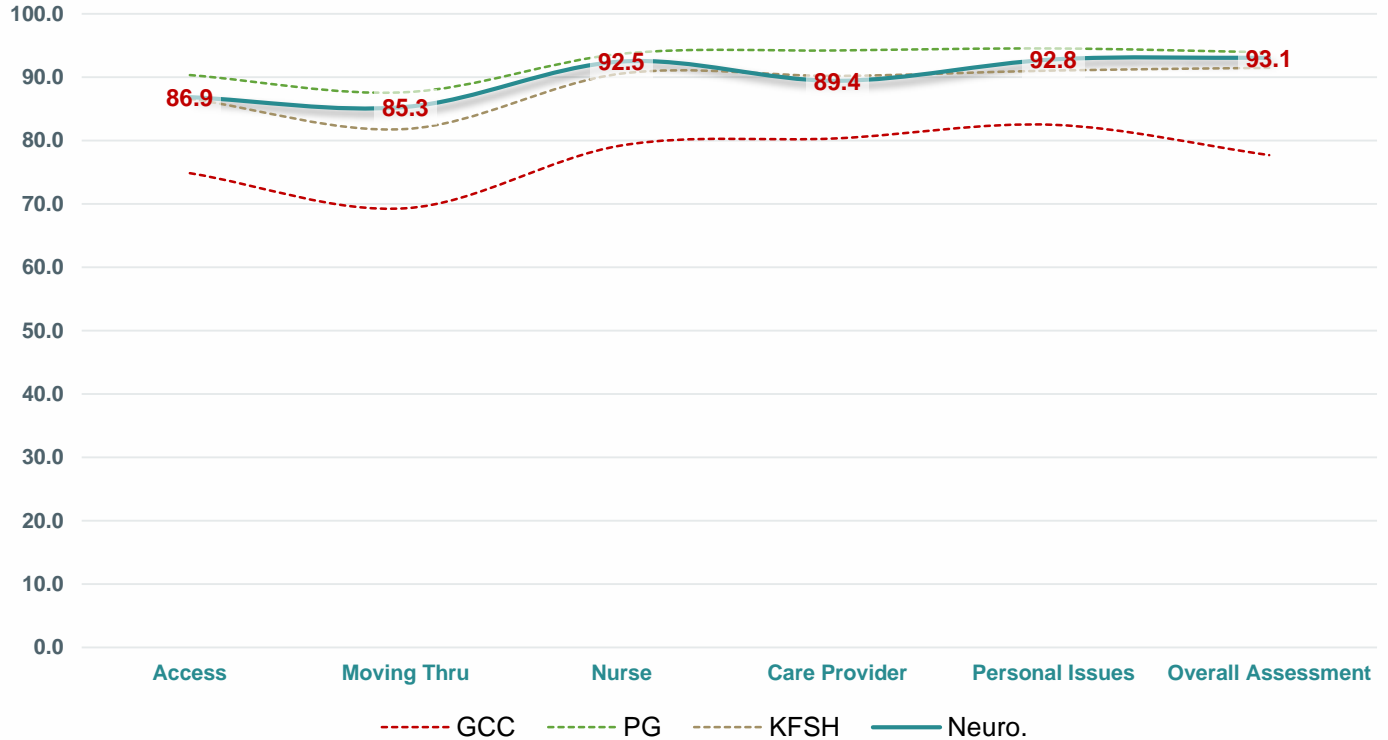
# OP – Departments

## Neurosciences Patient Journey



n-Size  
652

Period: Jan1st – Mar 31st, 2022



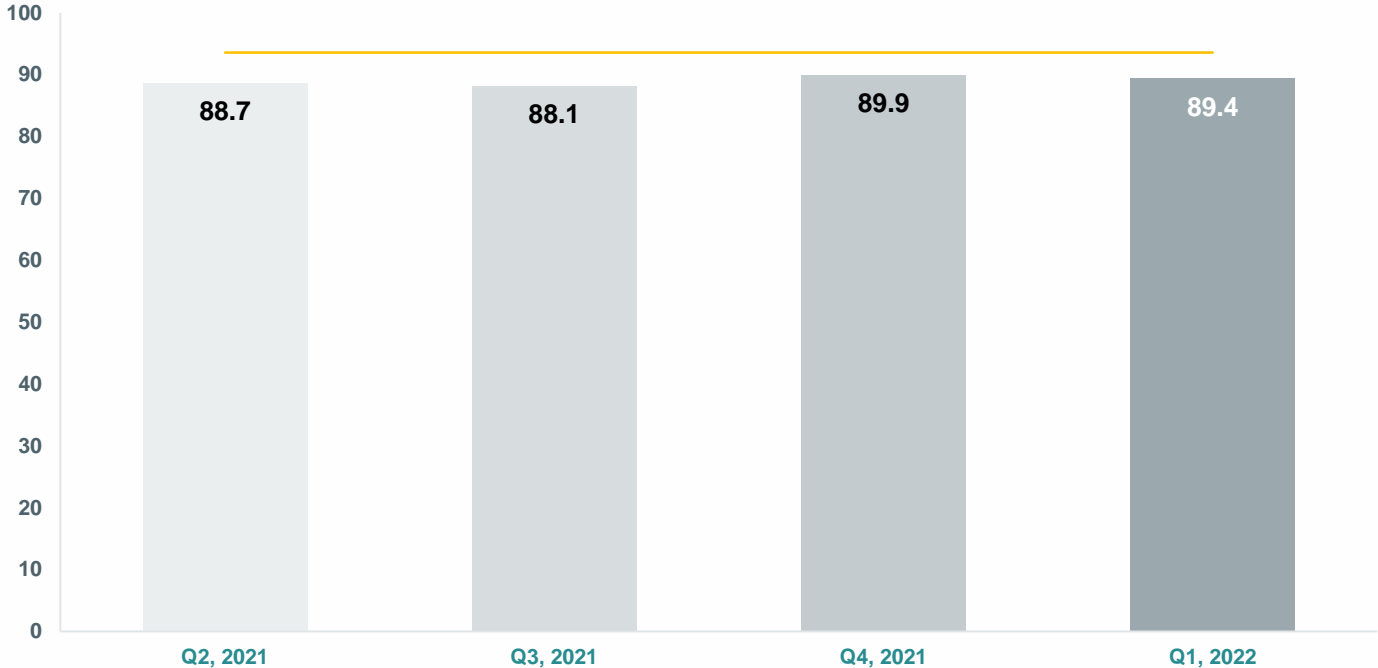
# OP – Departments

## Oncology Overall Rating



n-Size  
1,259

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]





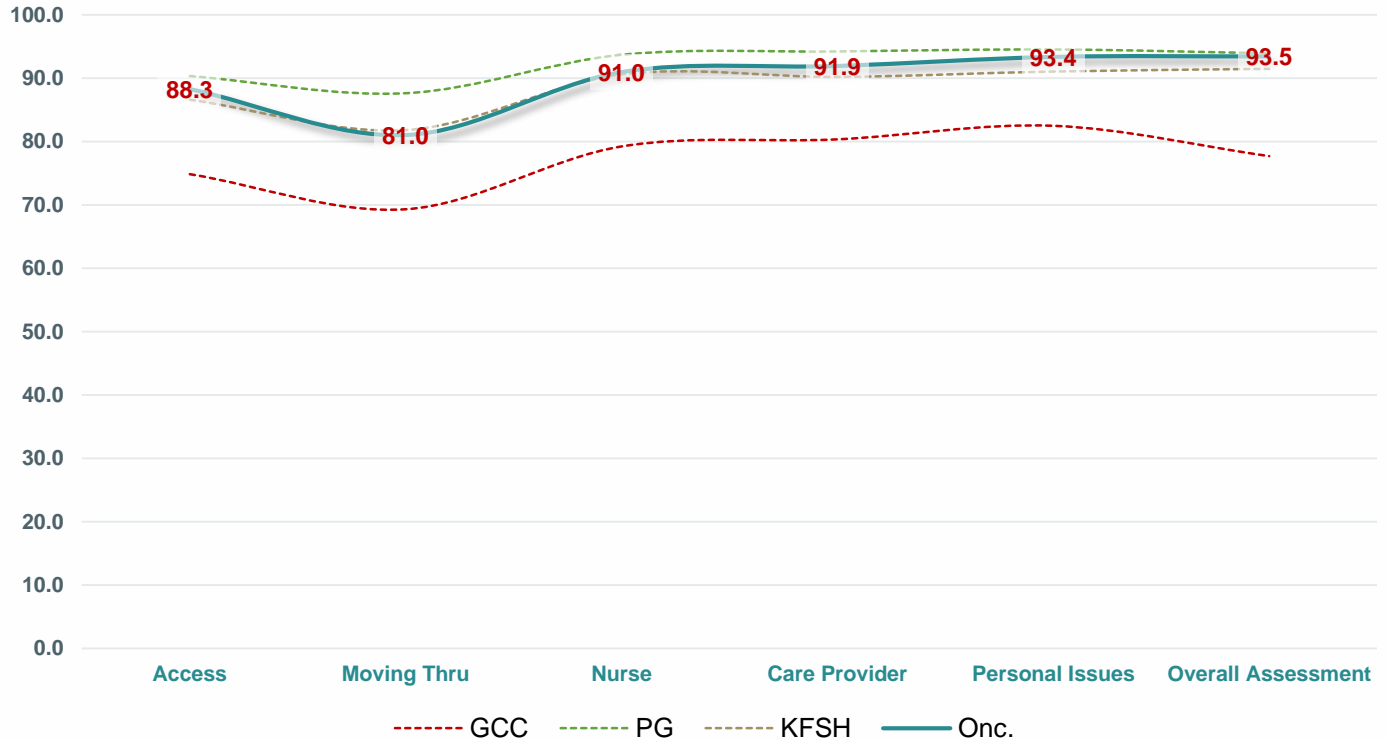
# OP – Departments

## Oncology Patient Journey



n-Size  
1,259

Period: Jan1st – Mar 31st, 2022



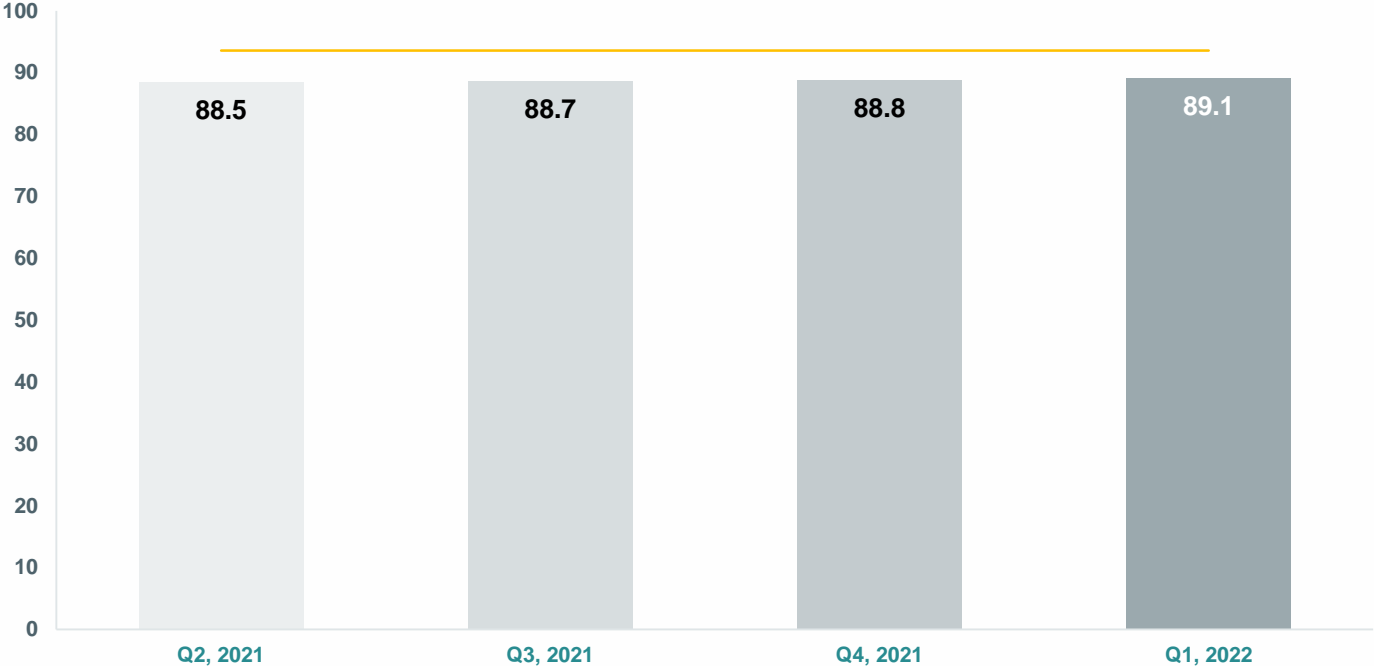
# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

## Heart Institute Overall Rating



**n-Size**  
841



■ 2022 Target [93.5]

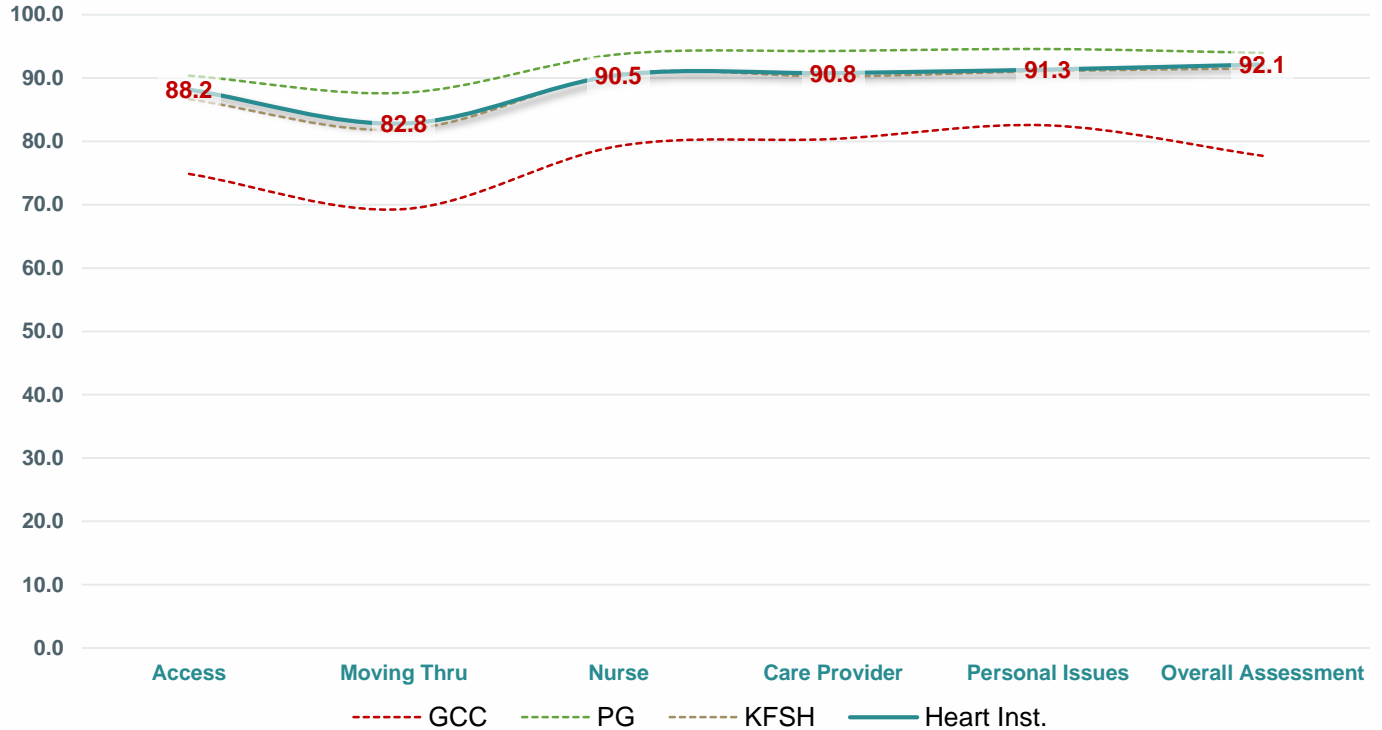
# OP – Departments

## Heart Institute Patient Journey



n-Size  
841

Period: Jan1st – Mar 31st, 2022



# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

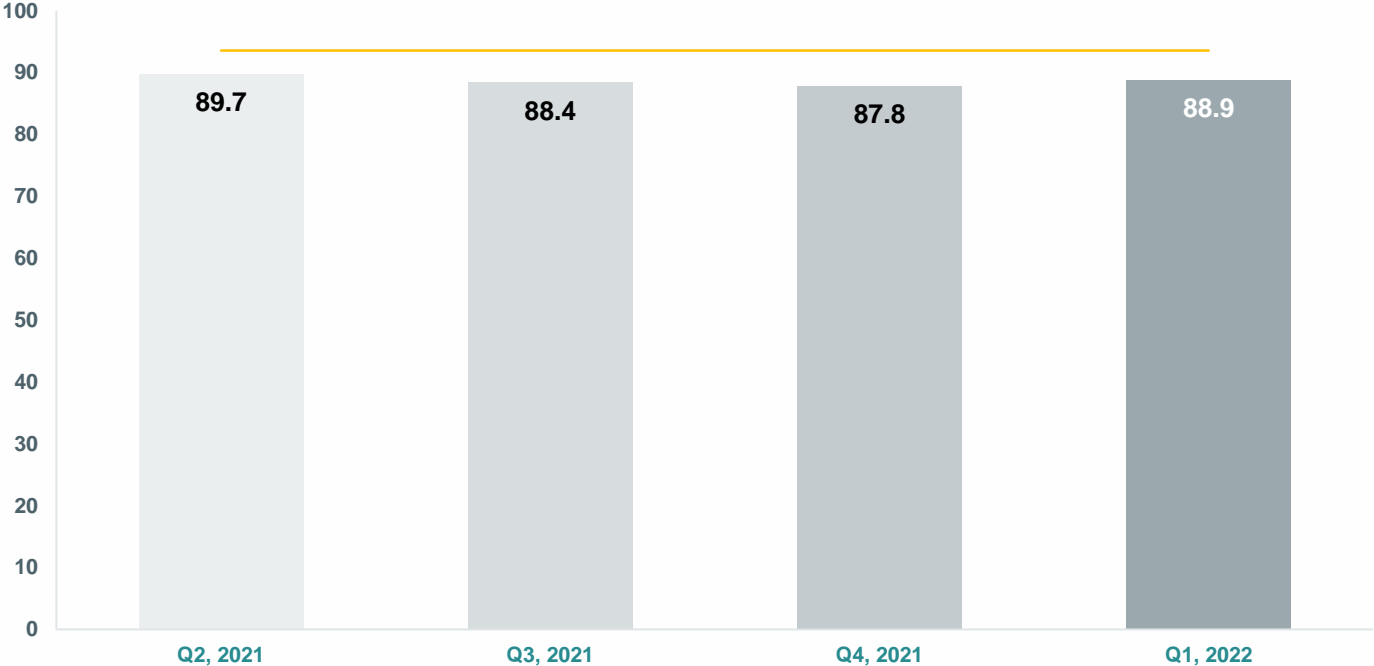
## Medical Genetics

Overall Rating



n-Size

212



# OP – Departments

Period: Jan1st – Mar 31st, 2022

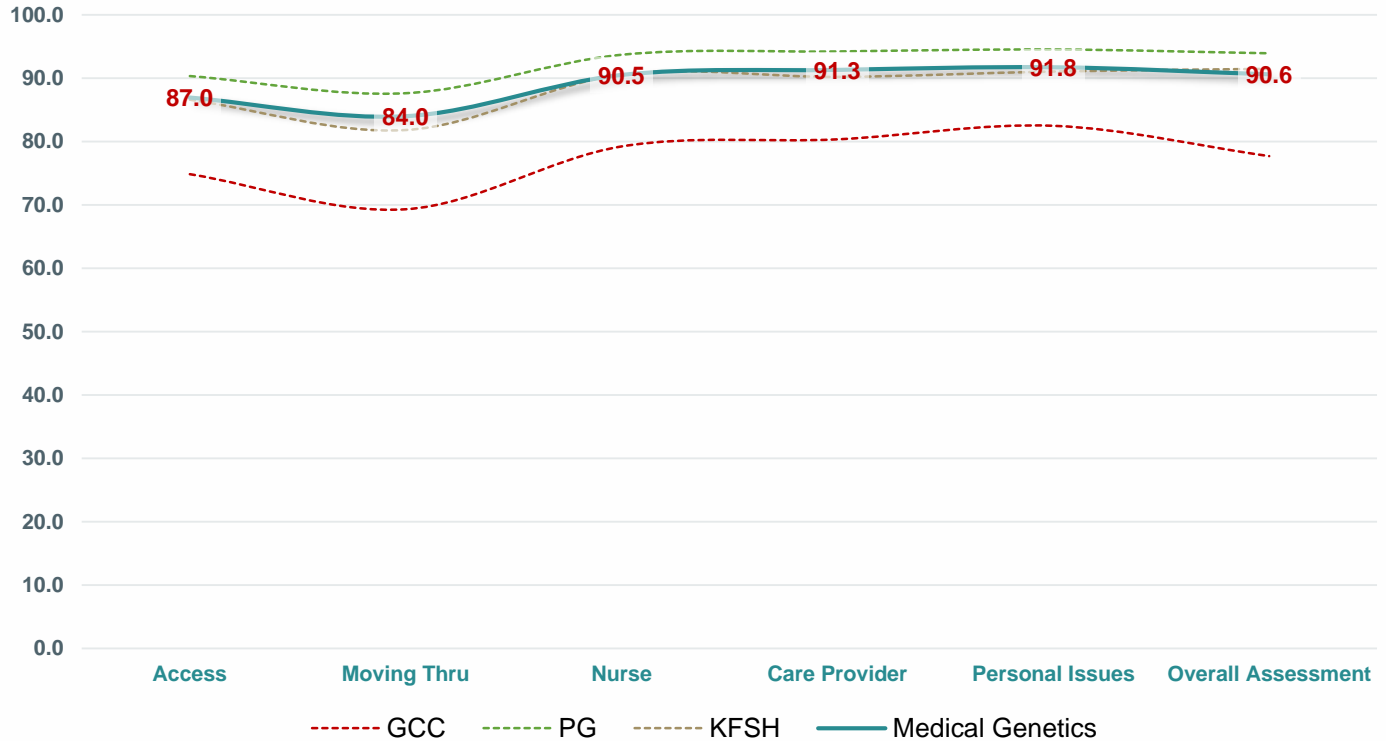
## Medical Genetics

Overall Rating



n-Size

212



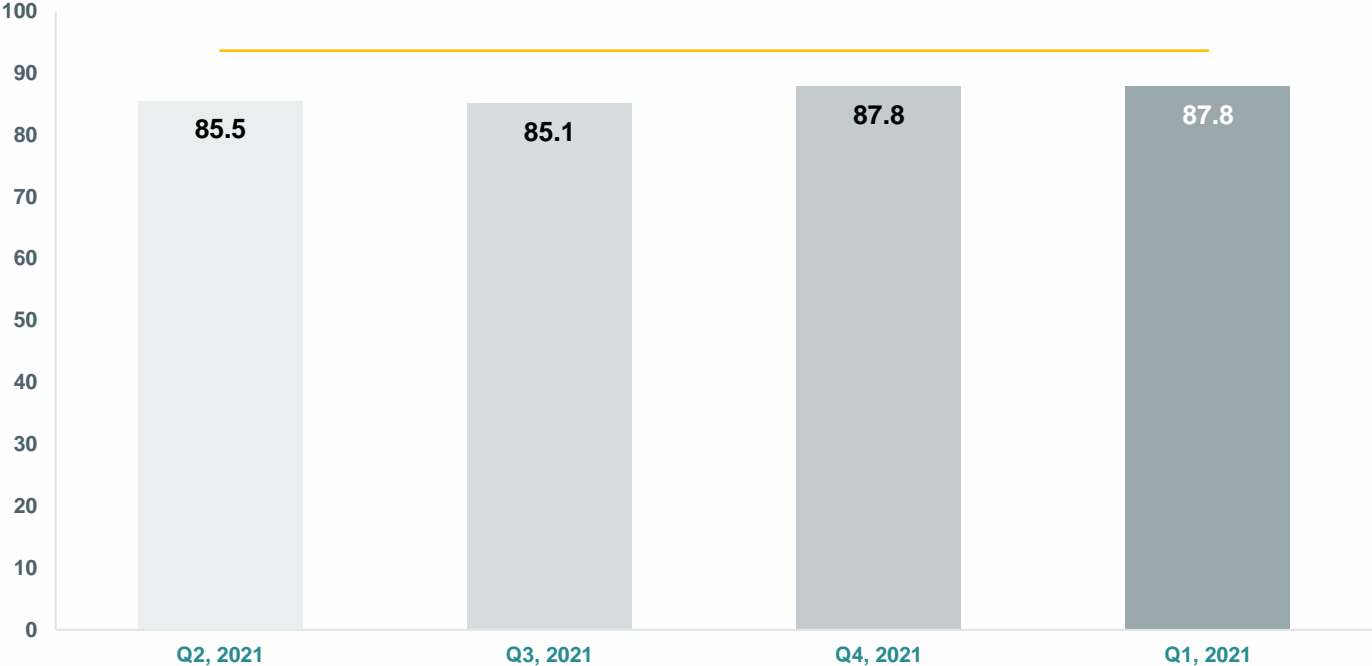
# OP – Departments

## Anesthesia Overall Rating



n-Size  
428

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



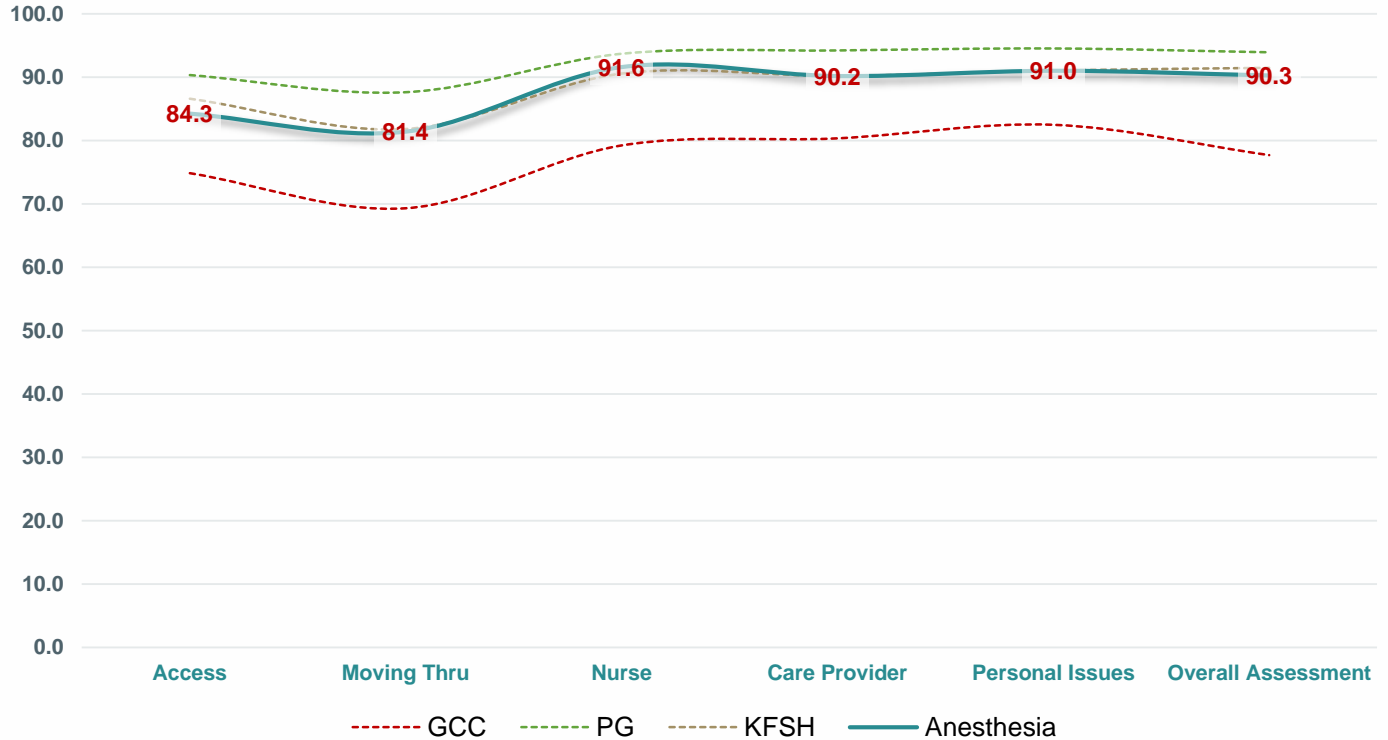
# OP – Departments

## Anesthesia Patient Journey



n-Size  
428

Period: Jan1st – Mar 31st, 2022



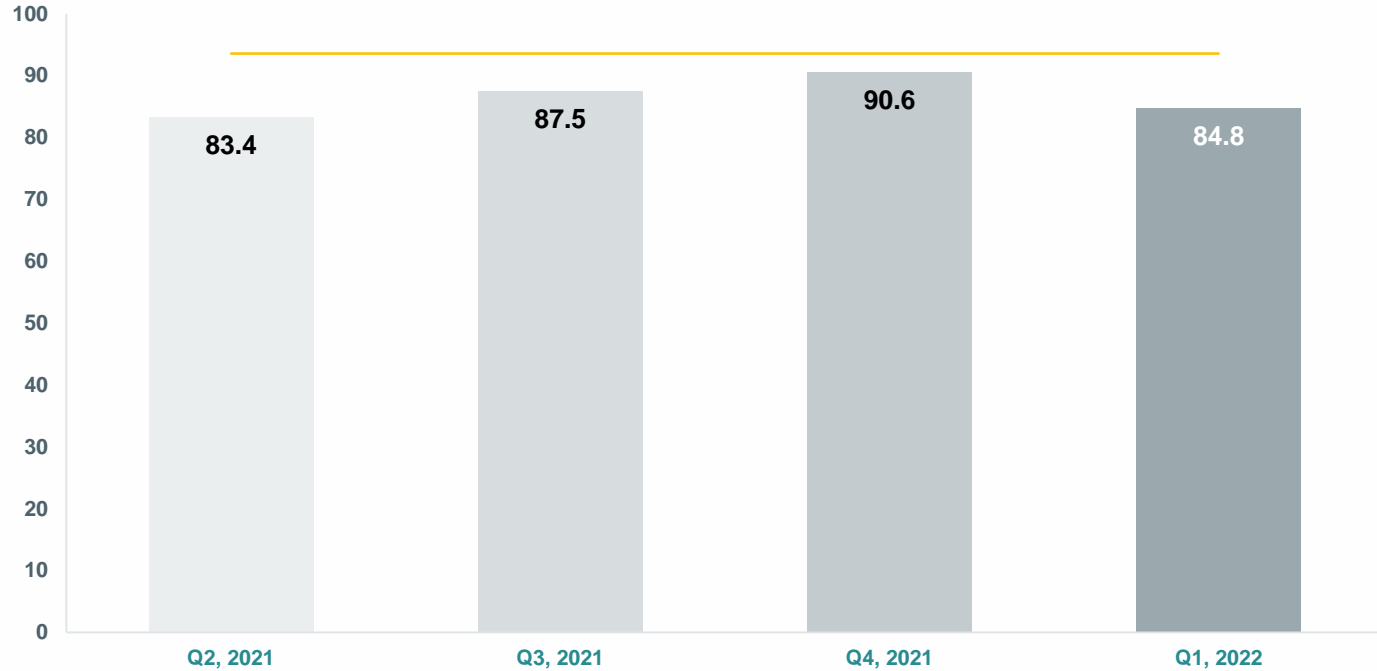
# OP – Departments

## Ophthalmology Overall Rating



**n-Size**  
315

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]





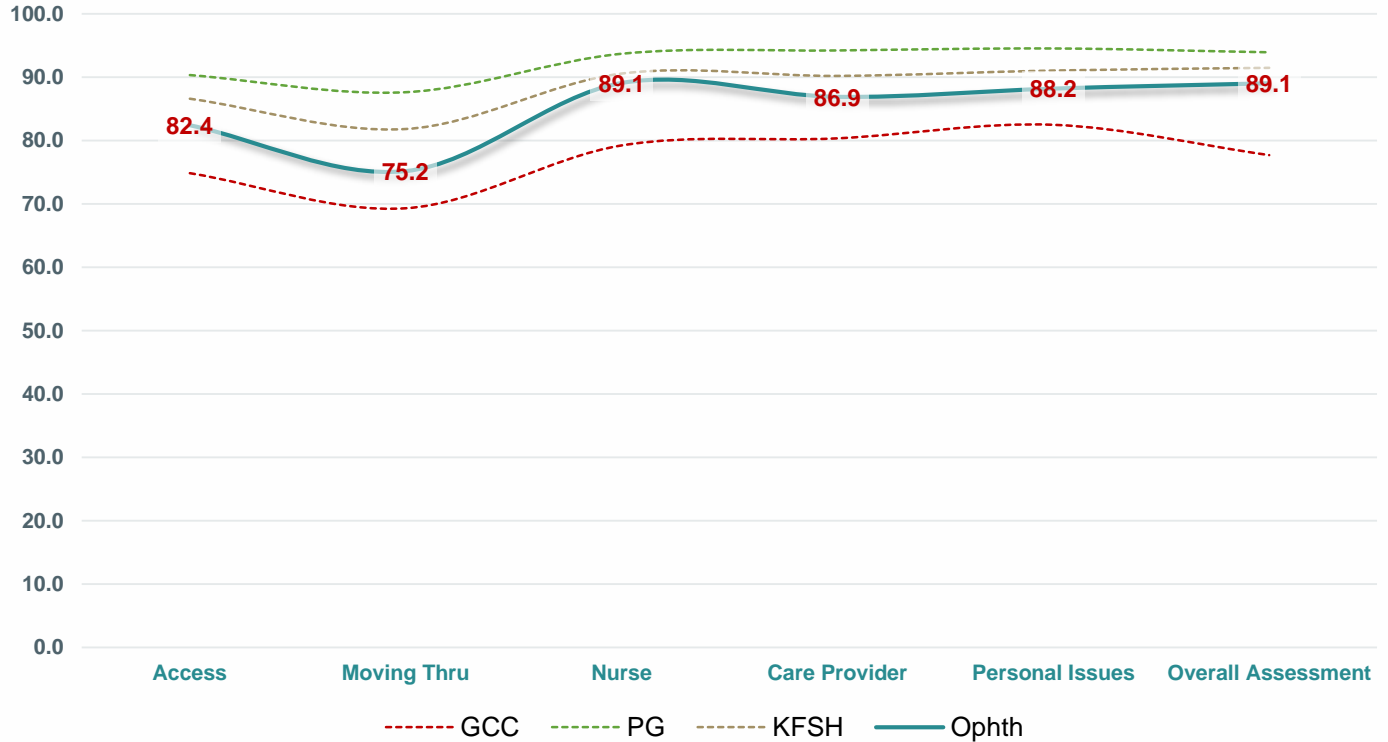
# OP – Departments

## Ophthalmology Patient Journey



n-Size  
315

Period: Jan1st – Mar 31st, 2022



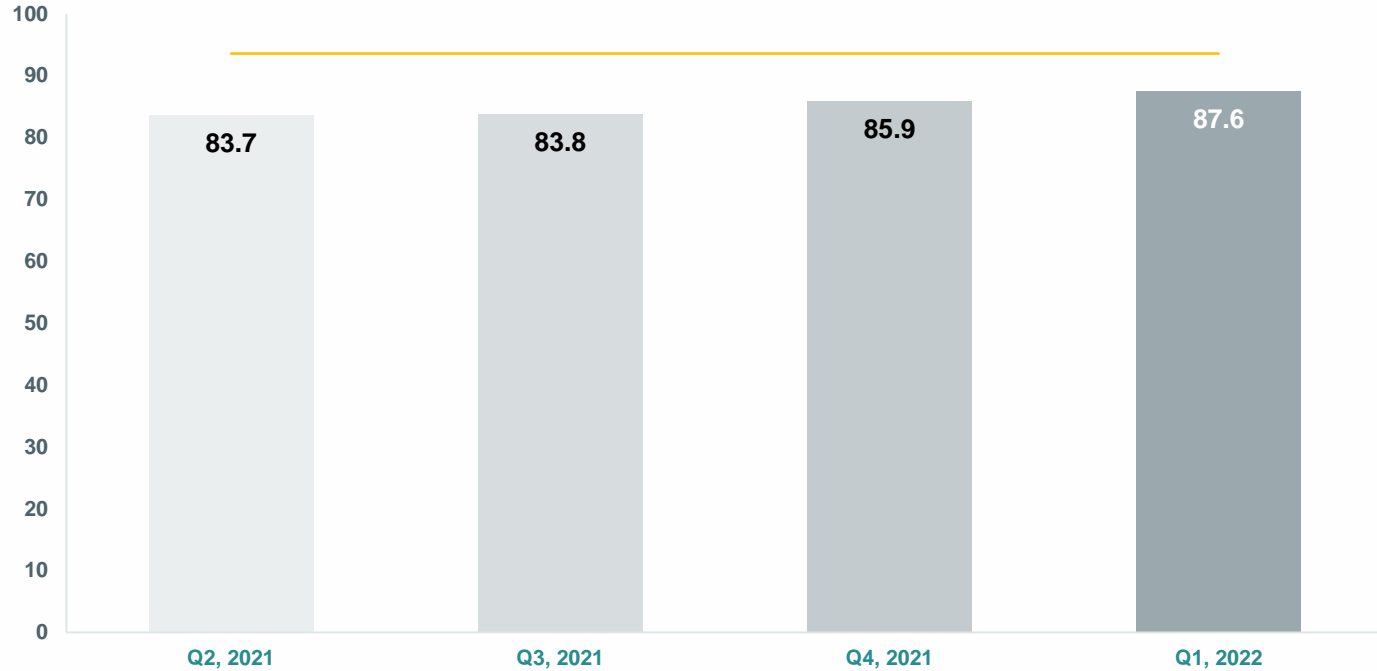
# OP – Departments

## Dermatology Overall Rating



n-Size  
247

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



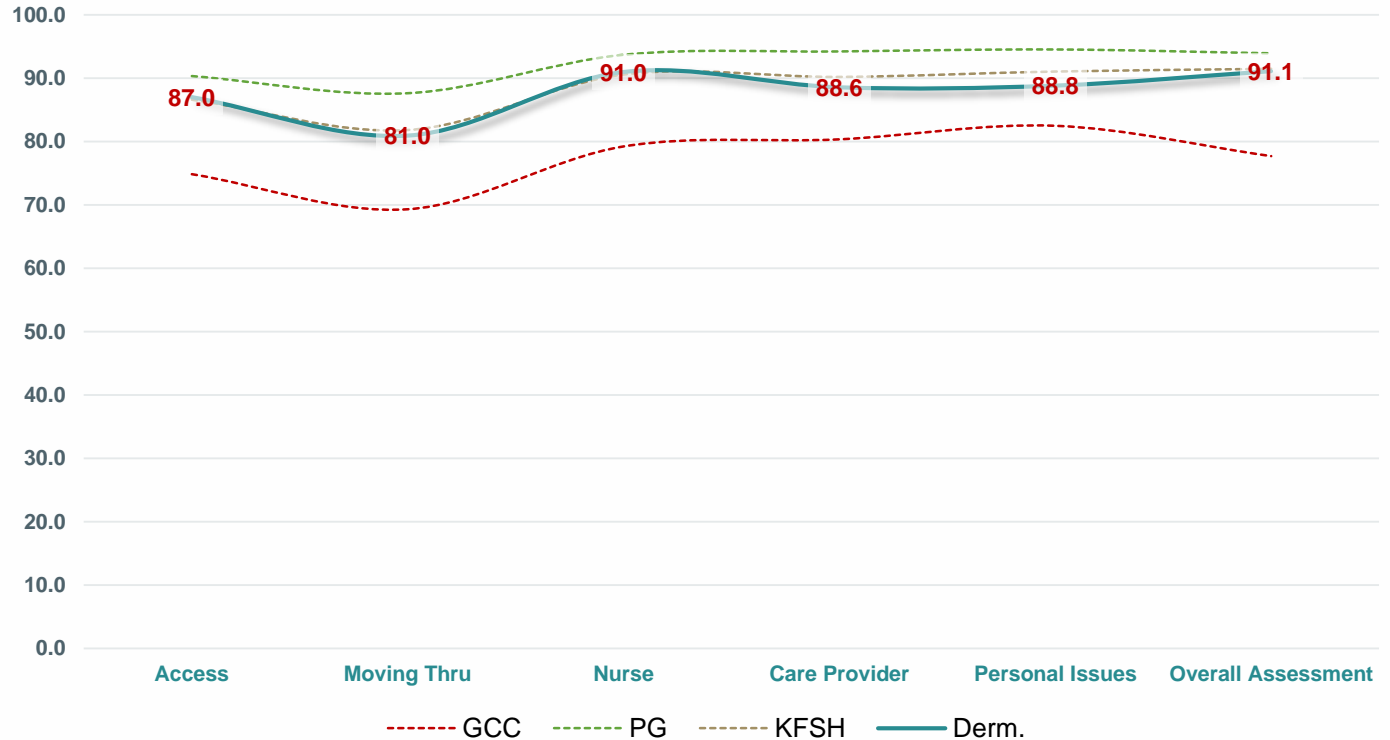
# OP – Departments

## Dermatology Patient Journey



n-Size  
247

Period: Jan1st – Mar 31st, 2022



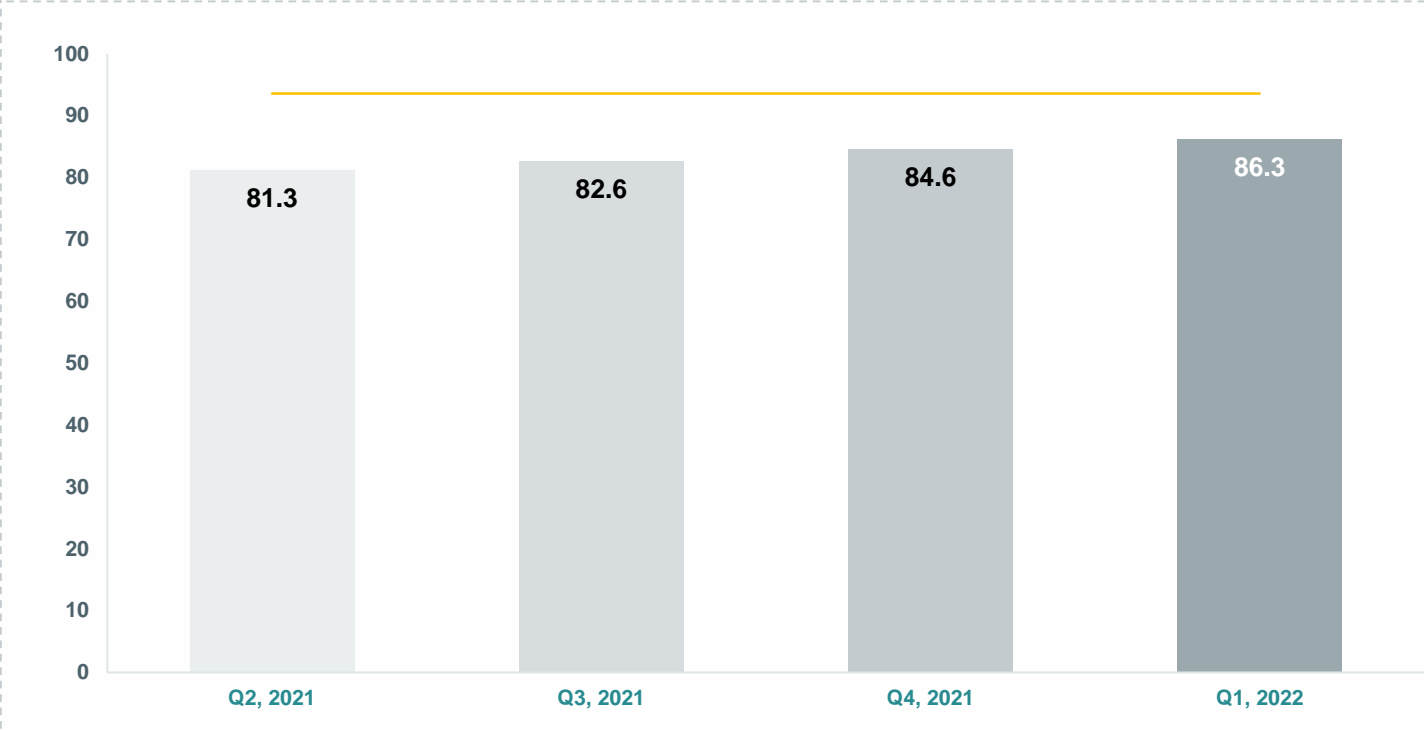
# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

**OB/GYN**  
Overall Rating

**86.3**  
Q1, 2022

**n-Size**  
761



■ 2022 Target [93.5]

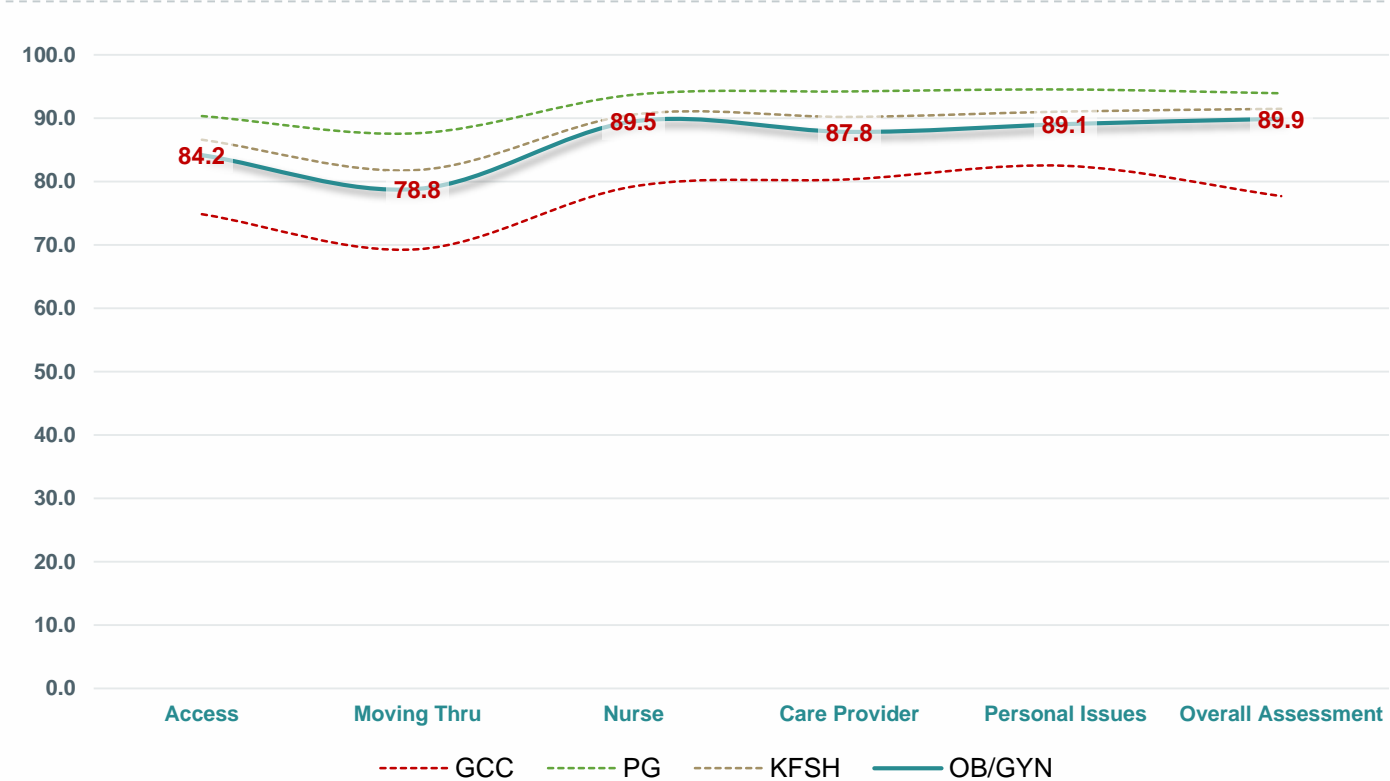
# OP – Departments

## OB/GYN Patient Journey



n-Size  
761

Period: Jan1st – Mar 31st, 2022



# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

## Surgery

Overall Rating

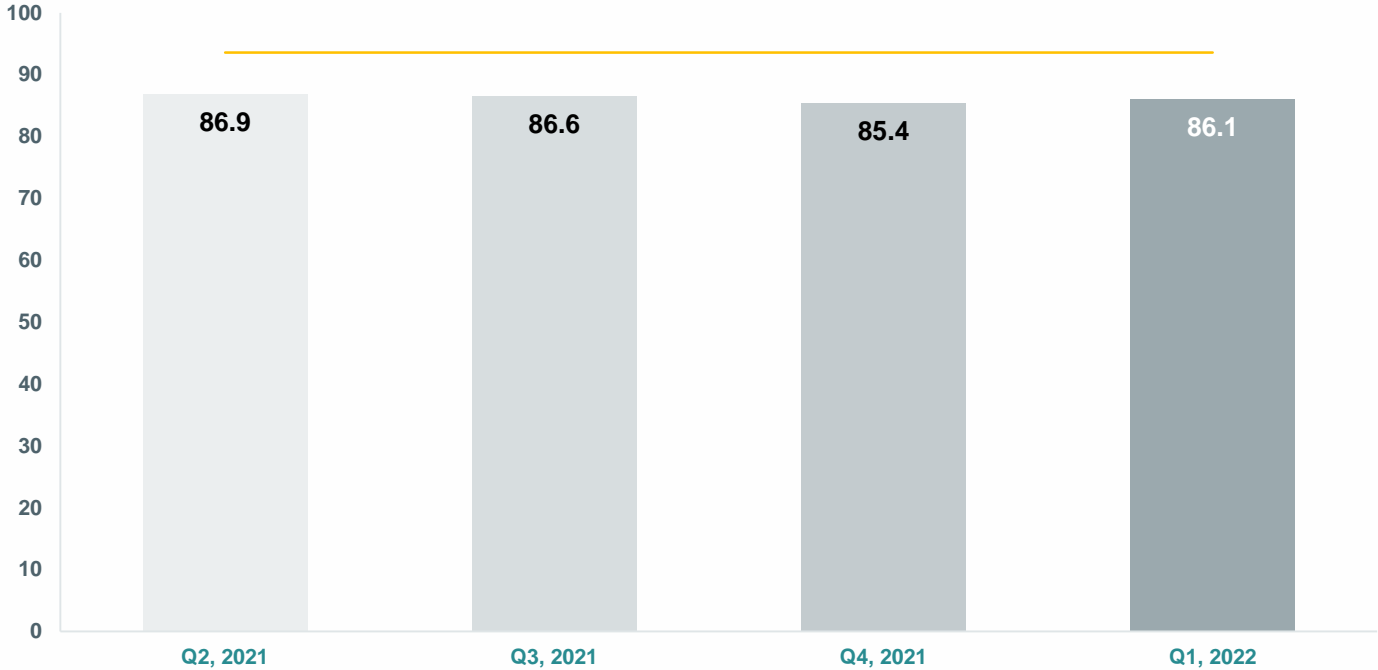


86.1

Q1, 2022

### n-Size

437



\* The survey tool was updated starting from Q2, 2020

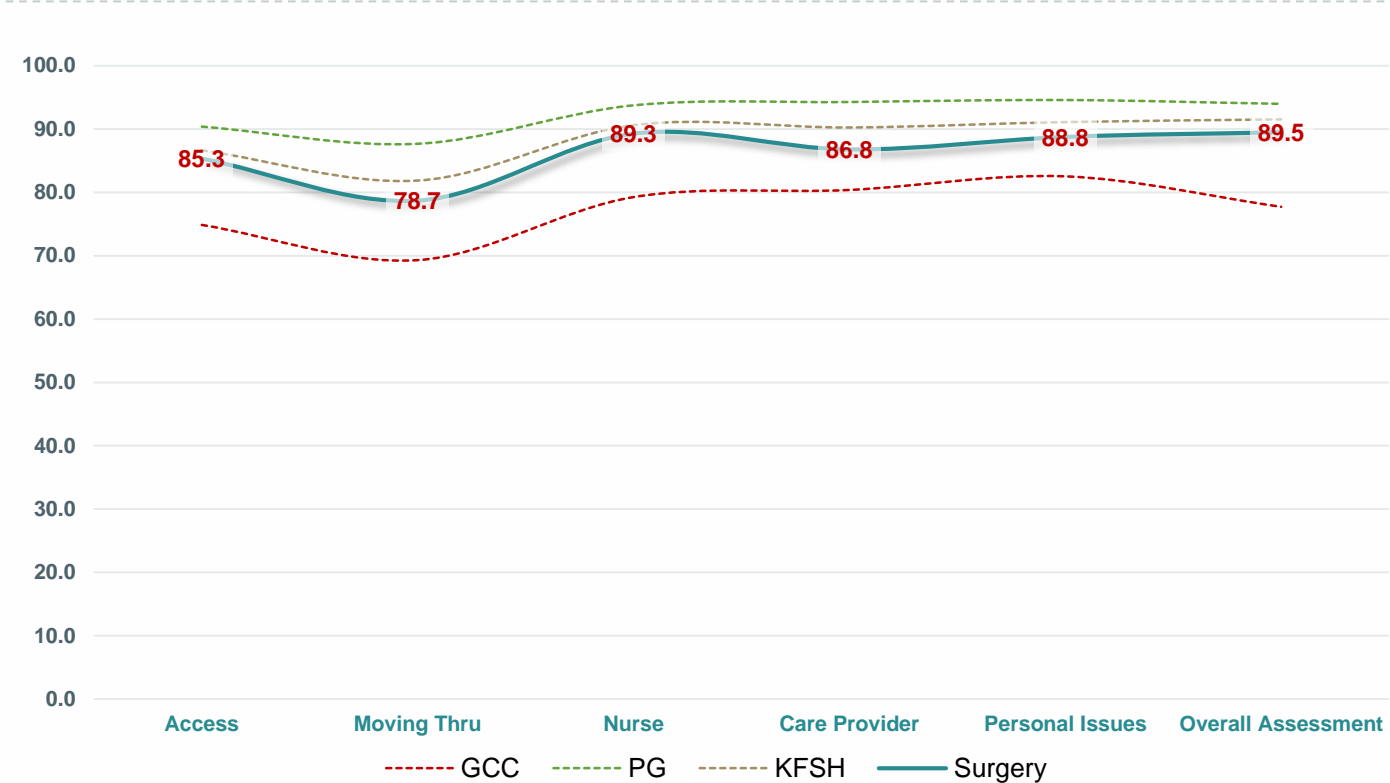
# OP – Departments

## Surgery Patient Journey



n-Size  
437

Period: Jan1st – Mar 31st, 2022



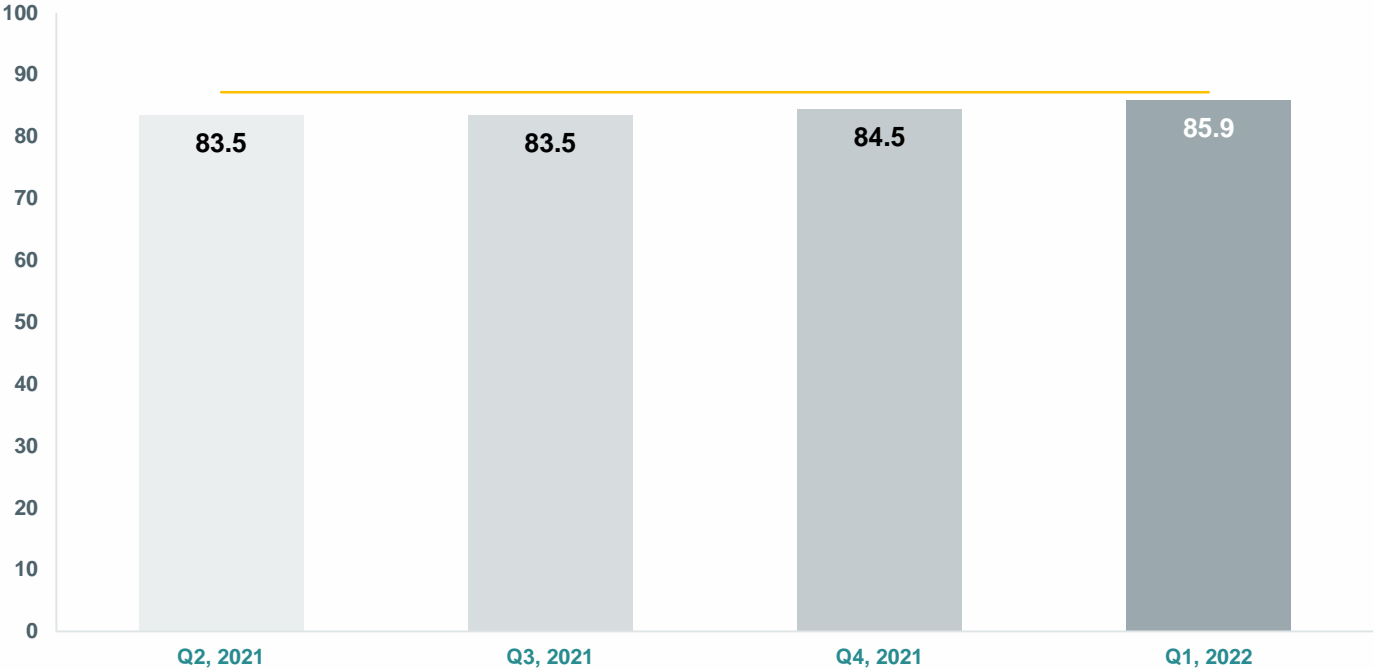
# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

## Polyclinics (FM) Overall Rating



**n-Size**  
1,249



■ 2022 Target [93.5]



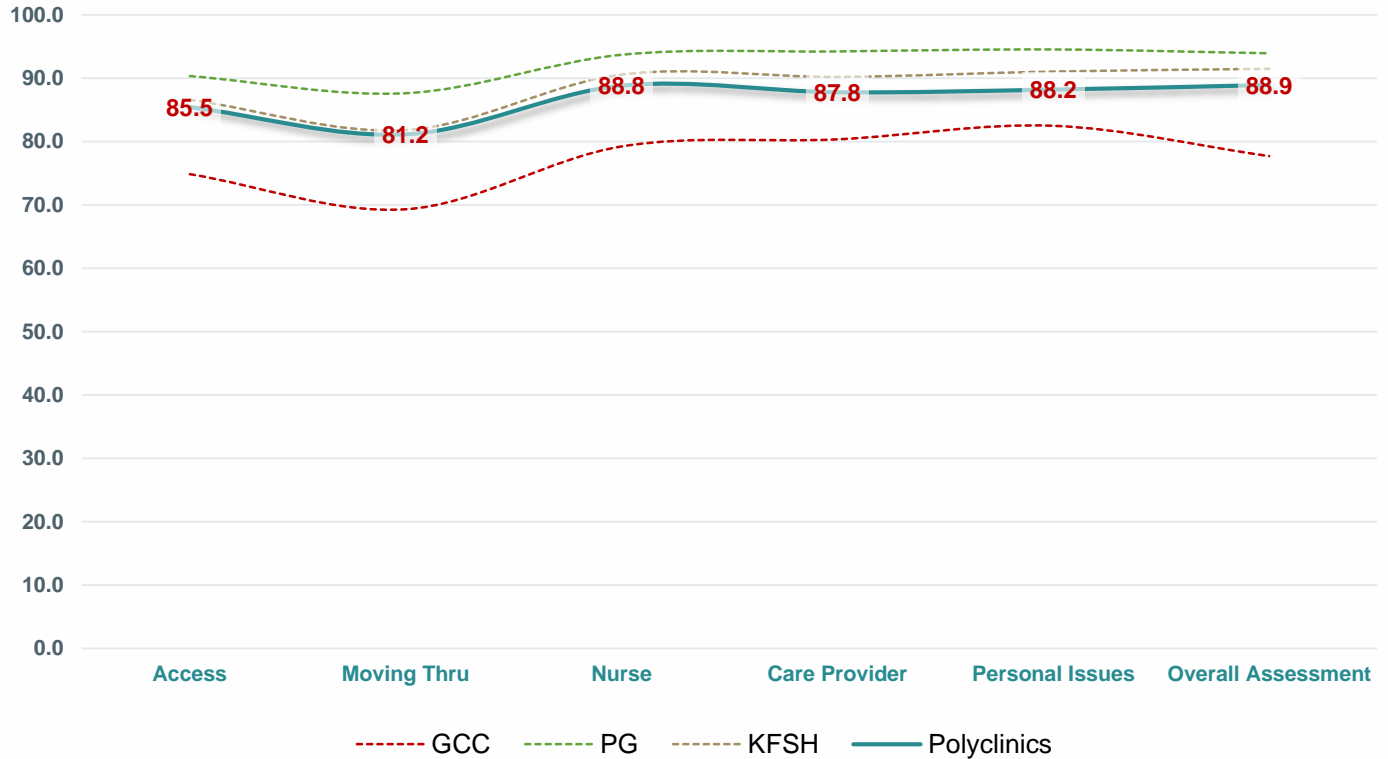
# OP – Departments

## Polyclinics (FM) Patient Journey



n-Size  
1,249

Period: Jan1st – Mar 31st, 2022



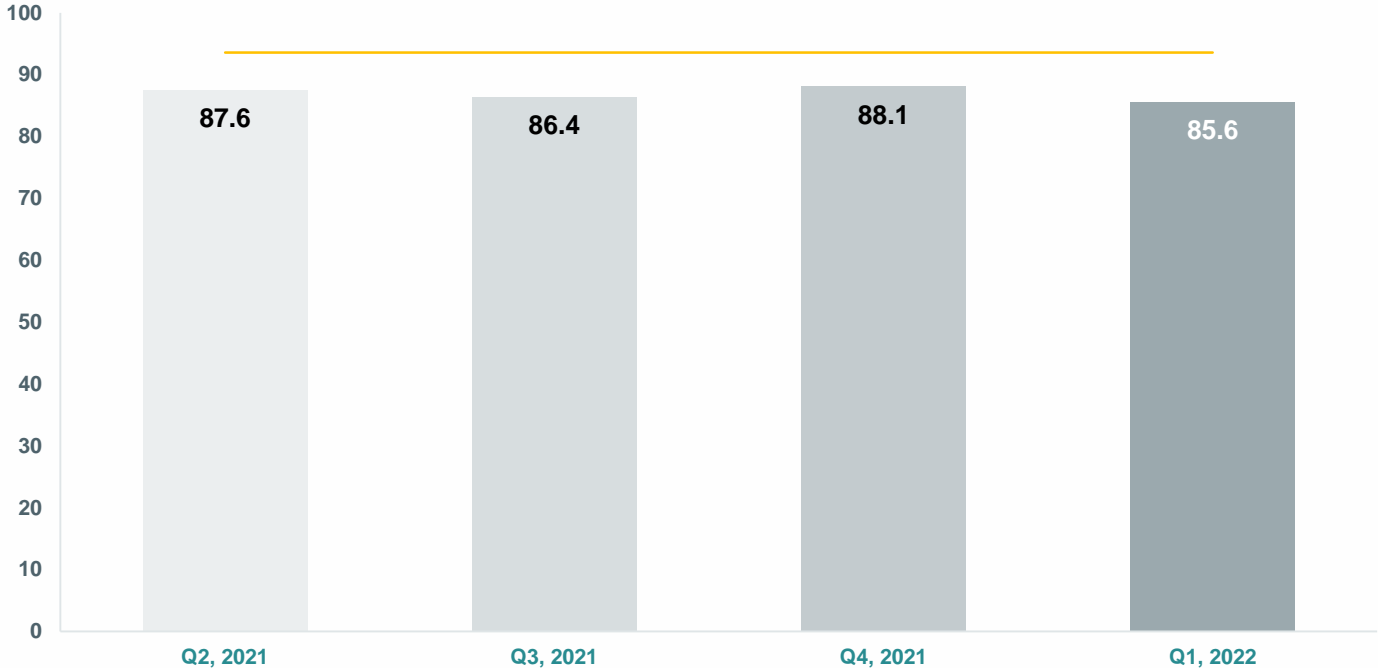
# OP – Departments

## Transplant Overall Rating



n-Size  
236

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



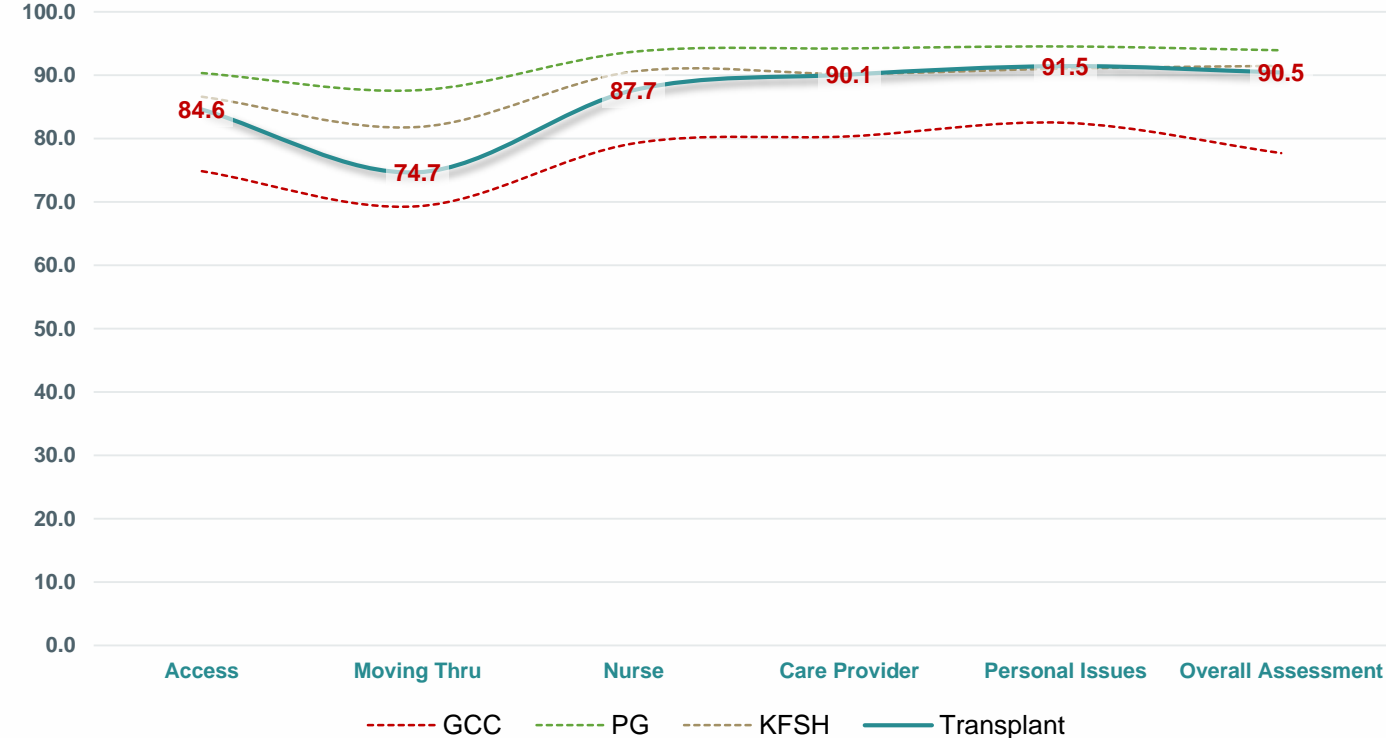
# OP – Departments

## Transplant Patient Journey



n-Size  
236

Period: Jan1st – Mar 31st, 2022



# OP – Departments

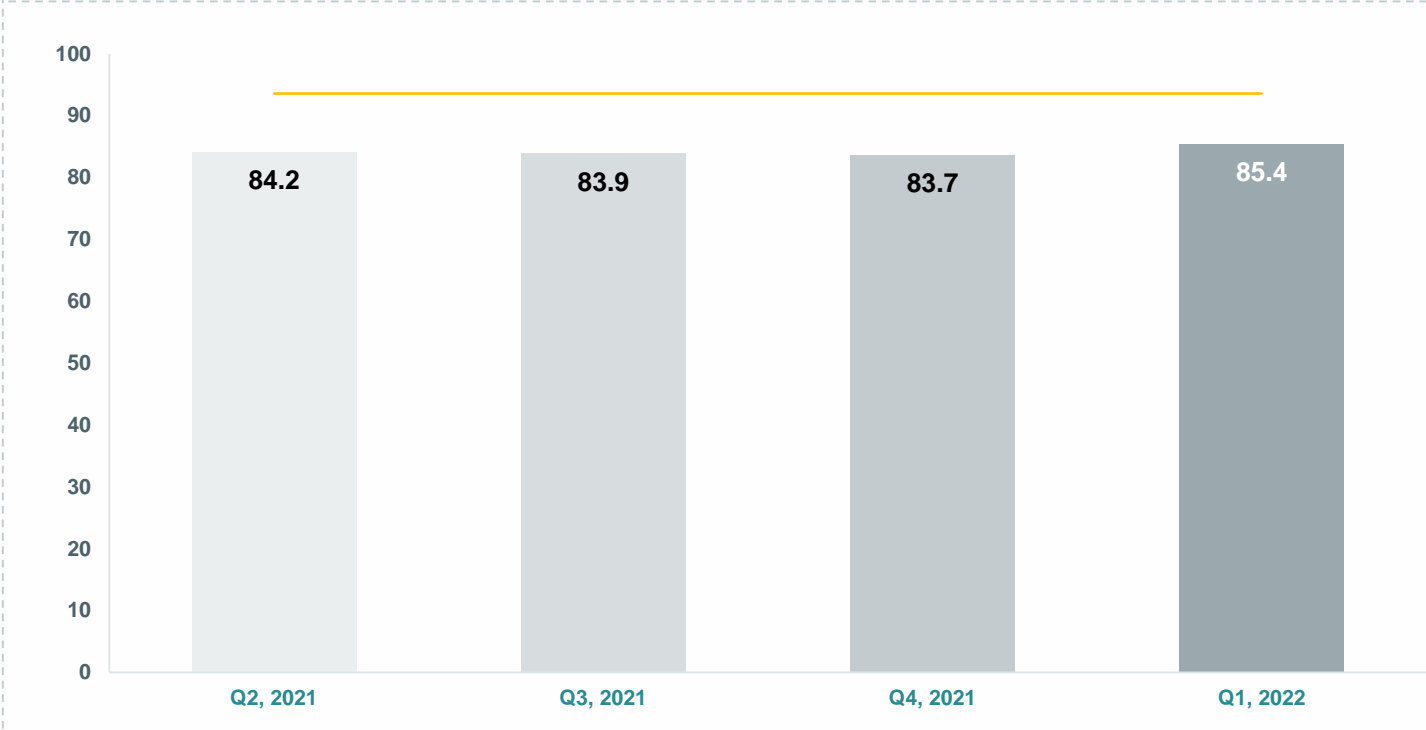
Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

**Urology**  
Overall Rating



**85.4**  
Q1, 2022

**n-Size**  
460



■ 2022 Target [93.5]

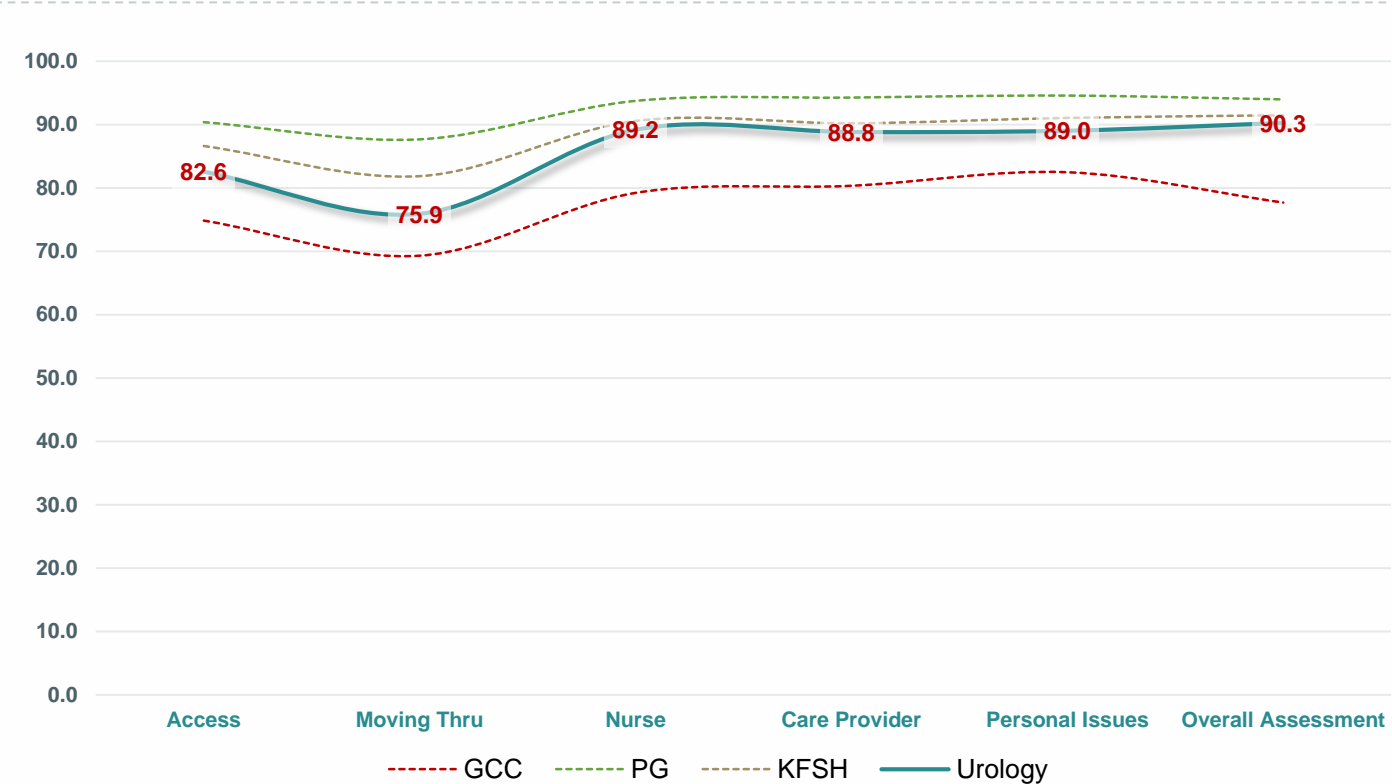
# OP – Departments

## Urology Patient Journey



n-Size  
460

Period: Jan1st – Mar 31st, 2022



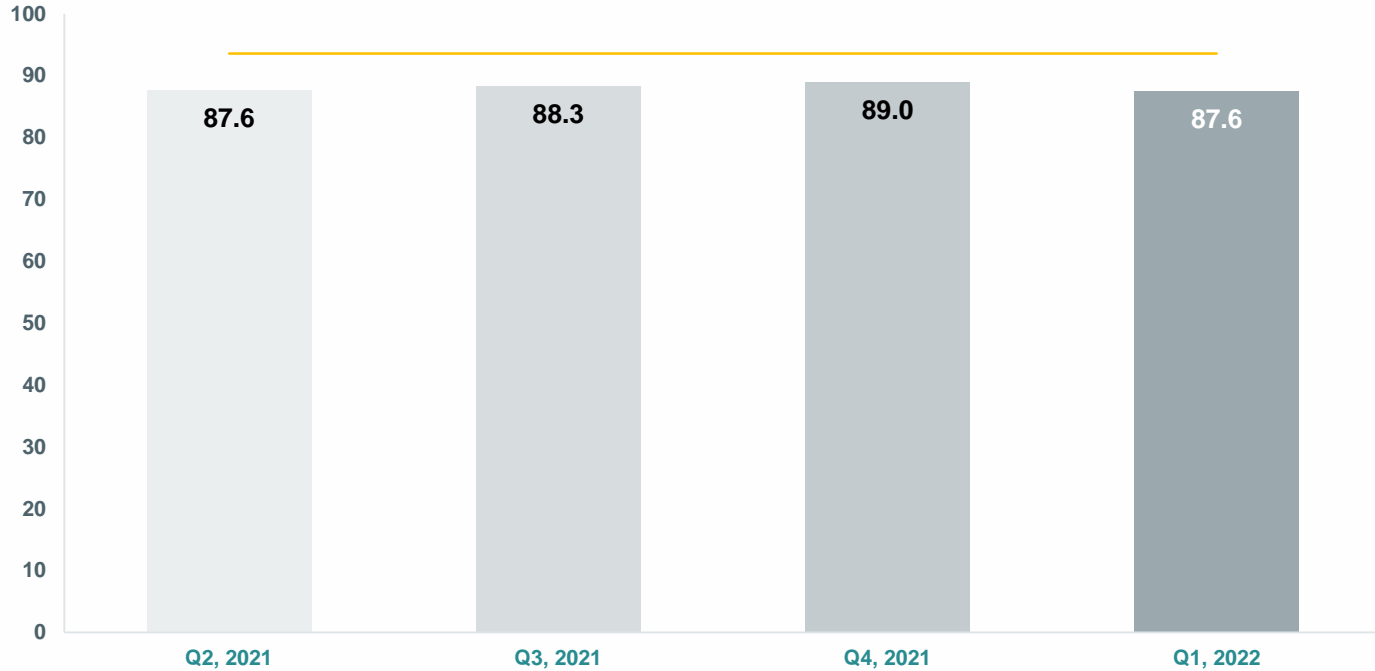
# OP – Departments

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

## Ortho. Surgery Overall Rating



**n-Size**  
410



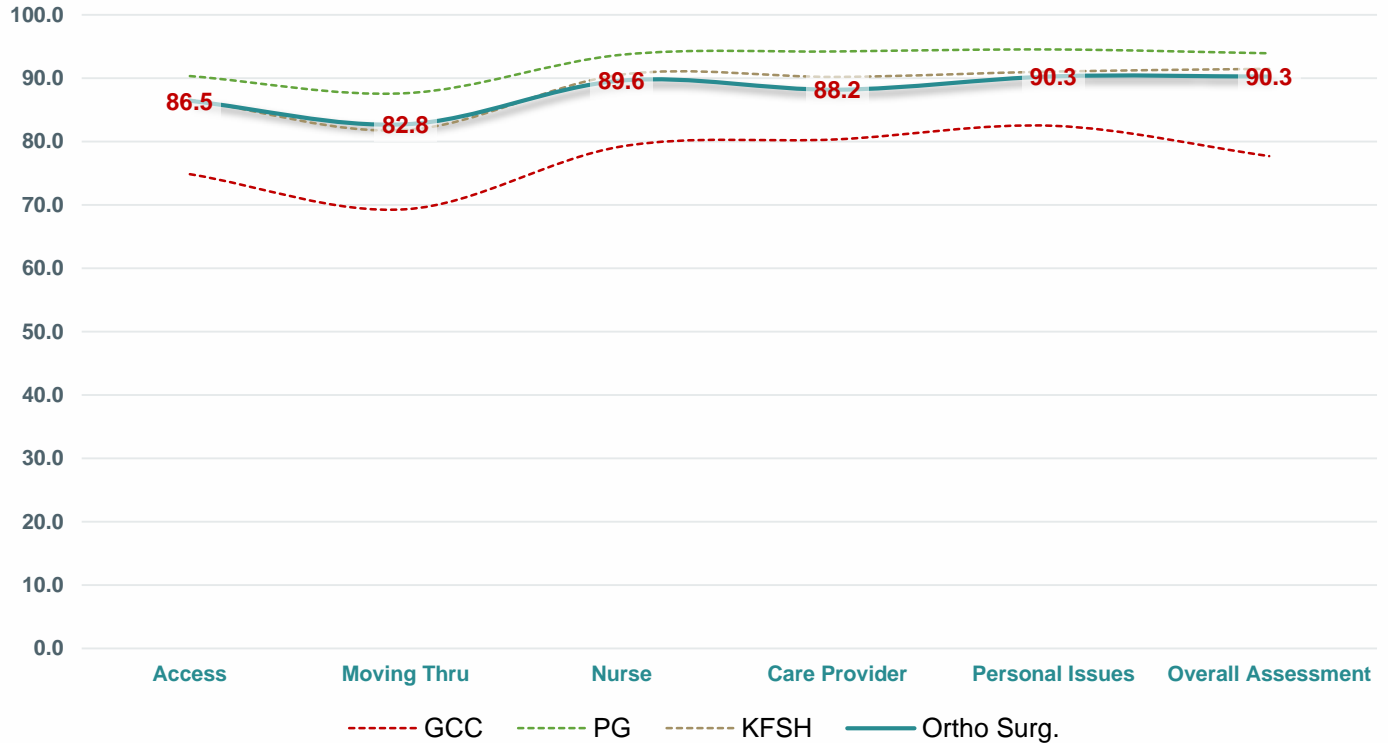
# OP – Departments

Period: Jan1st – Mar 31st, 2022

## Ortho. Surgery Patient Journey



n-Size  
410





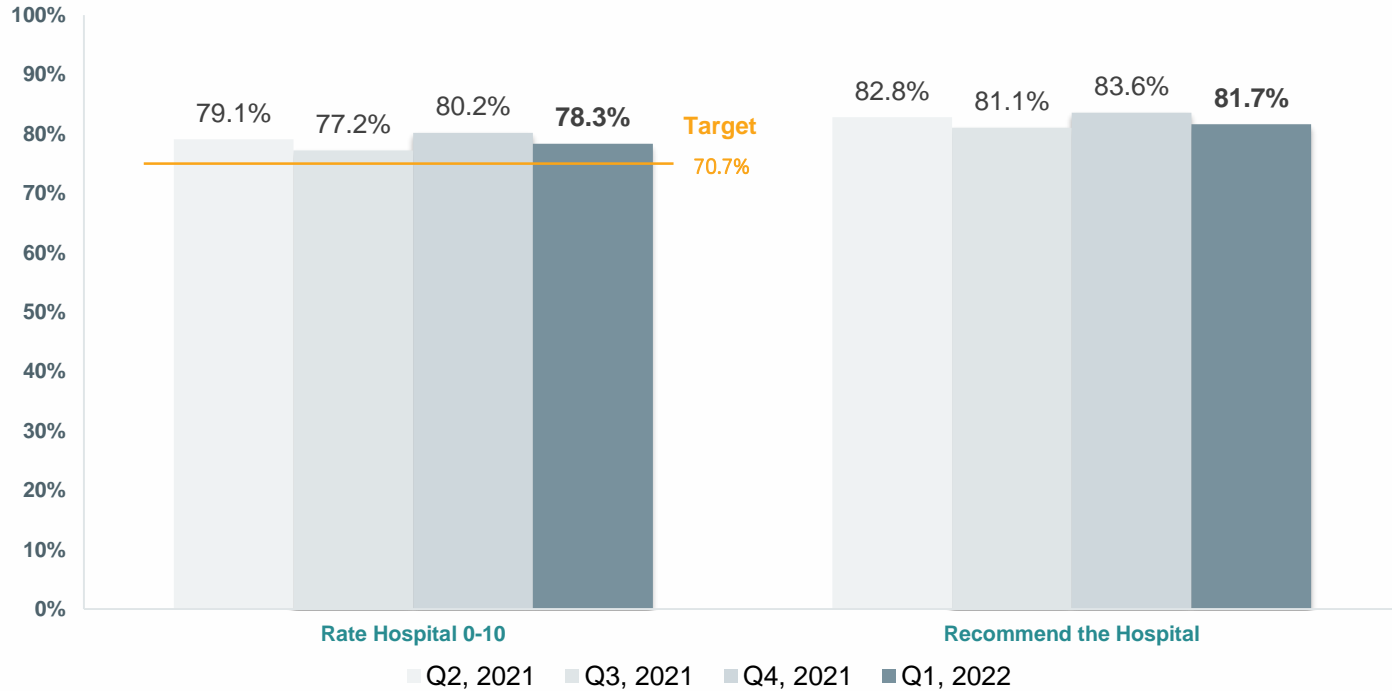
Inpatient  
Adults



# IP – Global Items

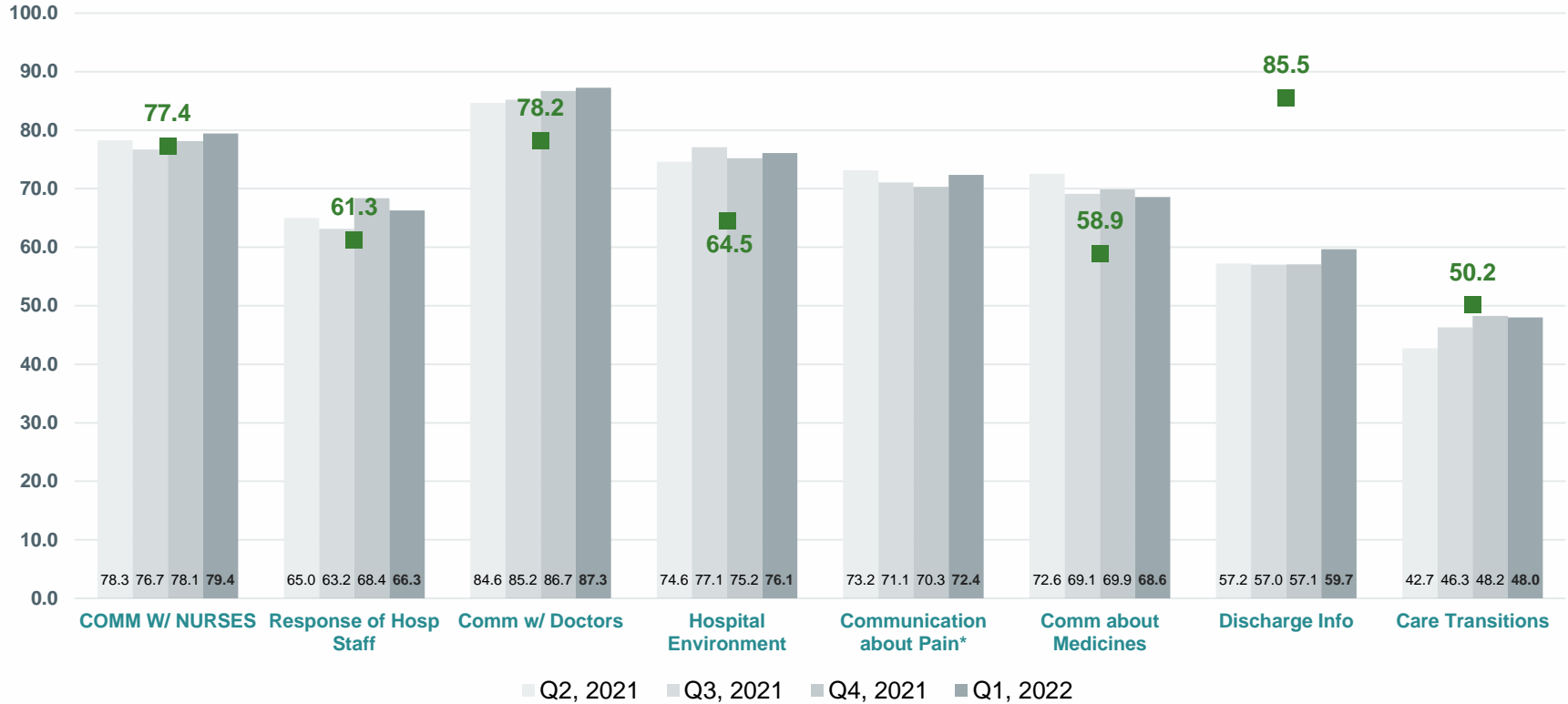
## Global Items Overall

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



\* 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 – Strengths

Doctors explain in way you understand



# IP – Priority Index (Q1, 2022)



1

## Response to Complaints

Measures the patient's perceptions of the **appropriateness of actions** that resulted when he/she mentioned something that **troubled** him/her.

2

## Nurses treat with courtesy/respect

Measures the nurses' courtesy toward the patient. It does not focus so much on what is said or done but rather on how it is said or done.

3

## Instructions for care at home

Measures the patient's perceptions that they know what to do after they are sent home following their treatment.

4

## Extent to which nurses checked ID

Measures the patient's perceptions on **how often** did the nurses check the ID before any test/treatment

5

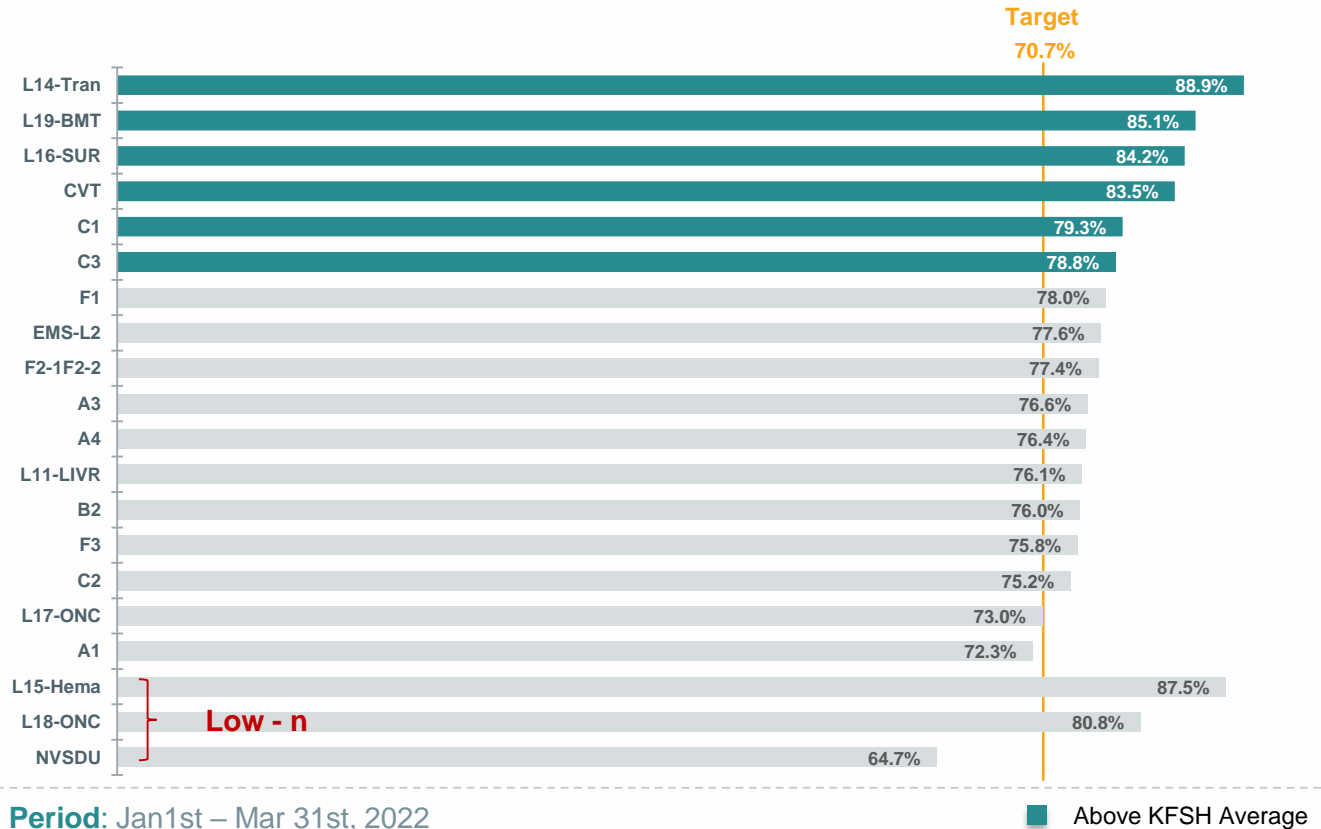
## Special/restricted diet explained

Explanation the nutrition gave you about what the diet would be like.

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

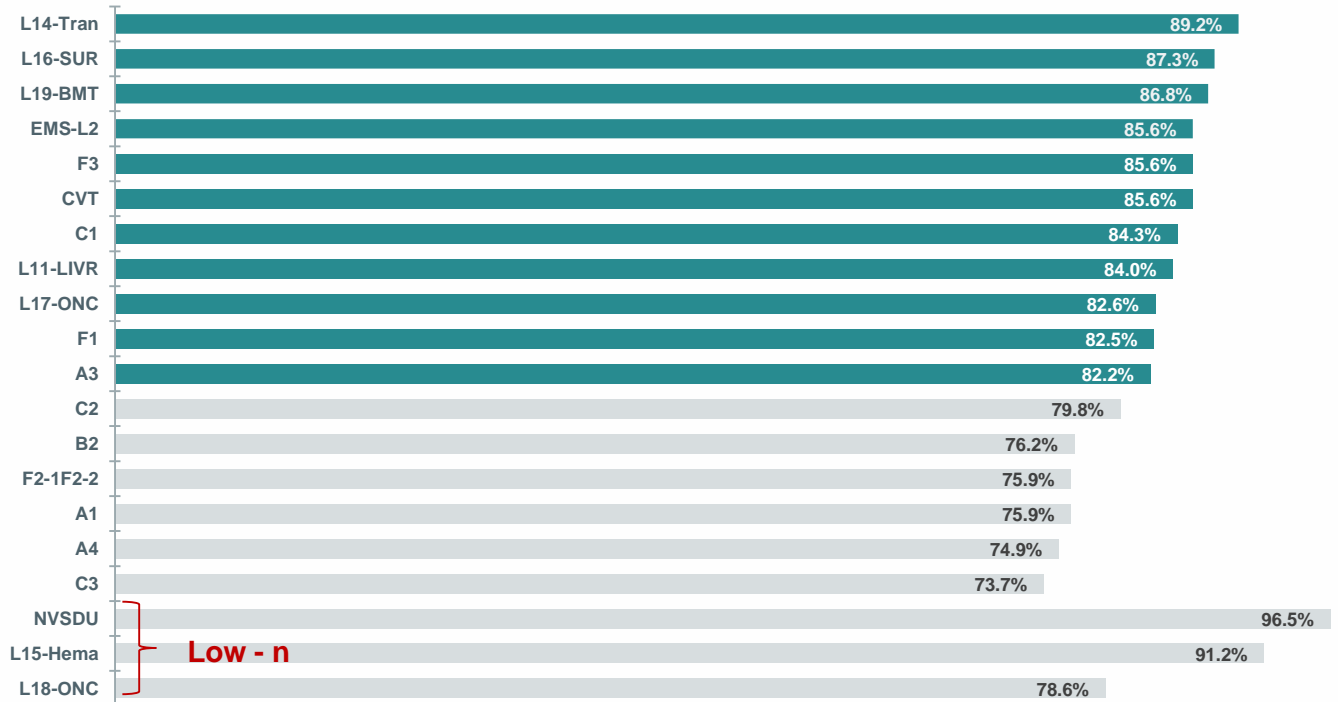
## Rate Hospital 0-10 Wards



\* Top Box %

# IP – Global Items

## Recommend Hospital Wards



Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

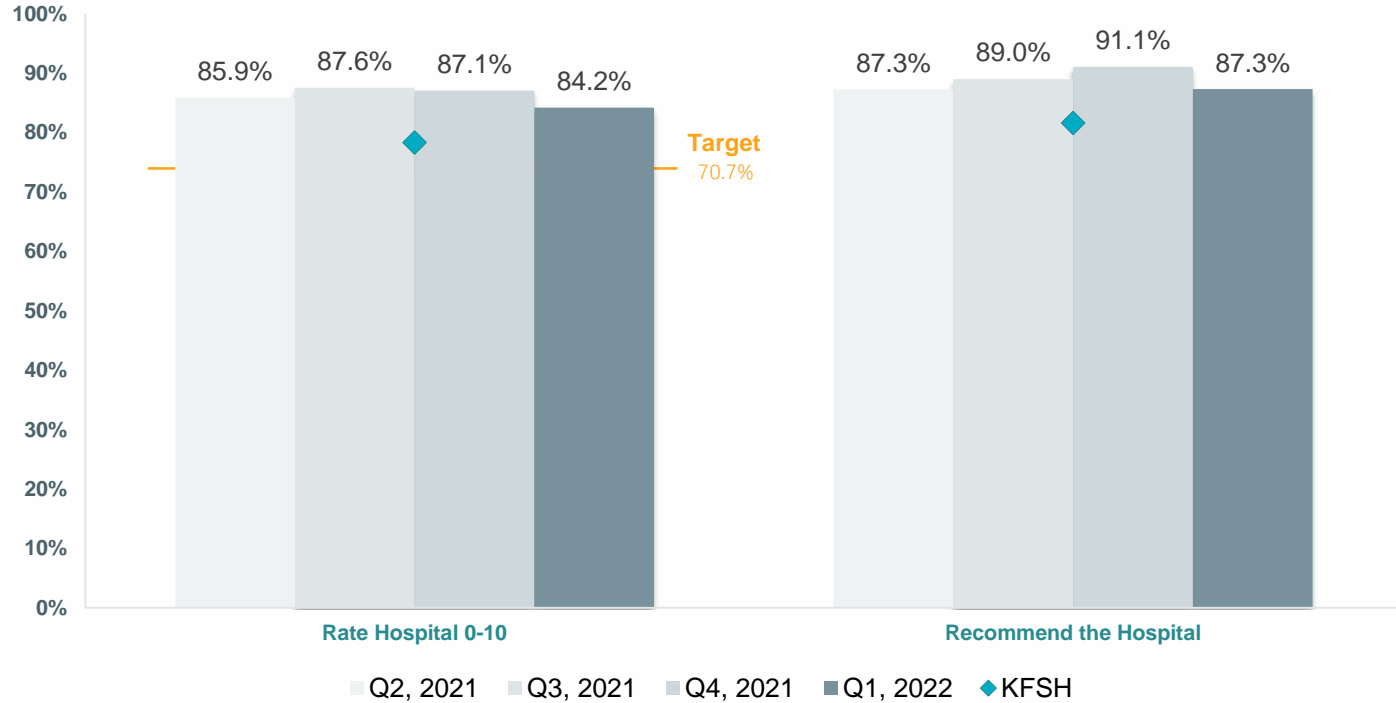
\* Top Box %

# IP – Wards

**L16-SUR**  
Global Items

**n-Size**  
109

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



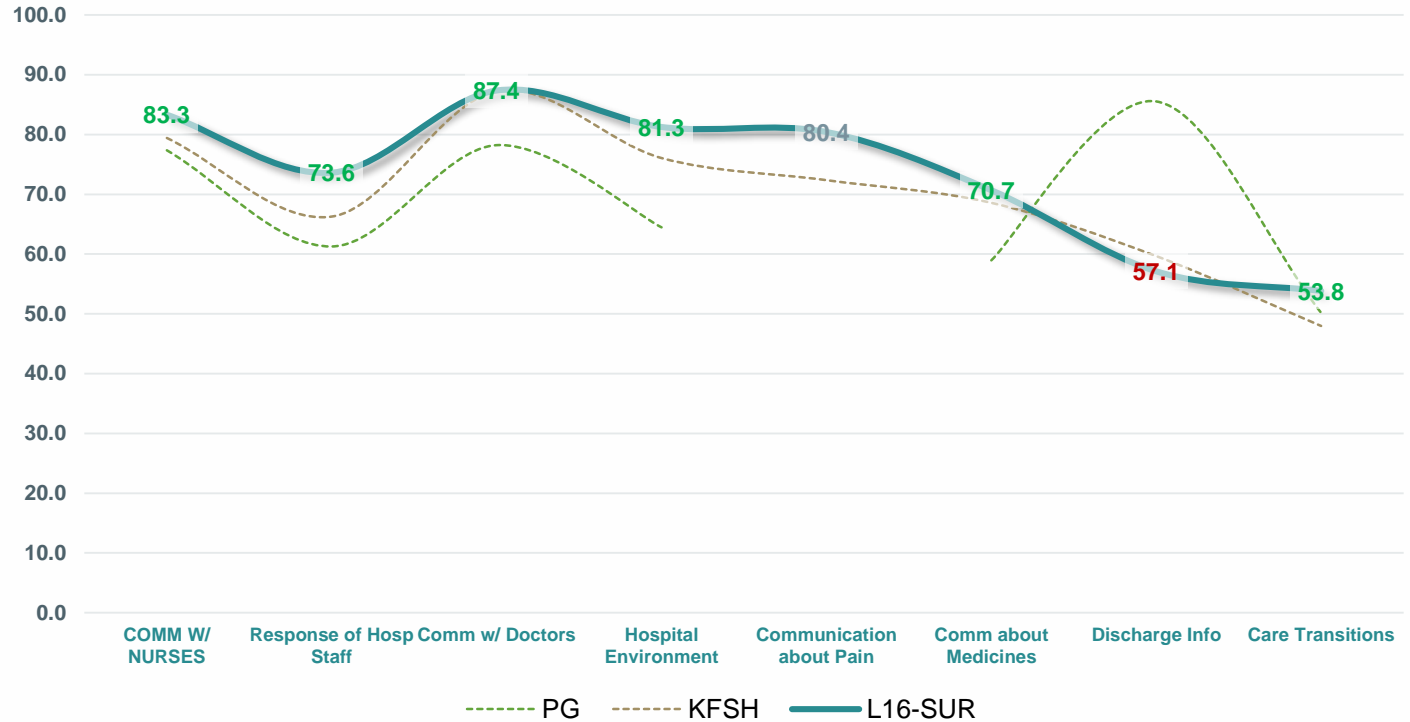
\* Top Box %

# IP – Wards

**L16-SUR**  
Domains

**n-Size**  
109

Period: Jan1st – Mar 31st, 2022



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

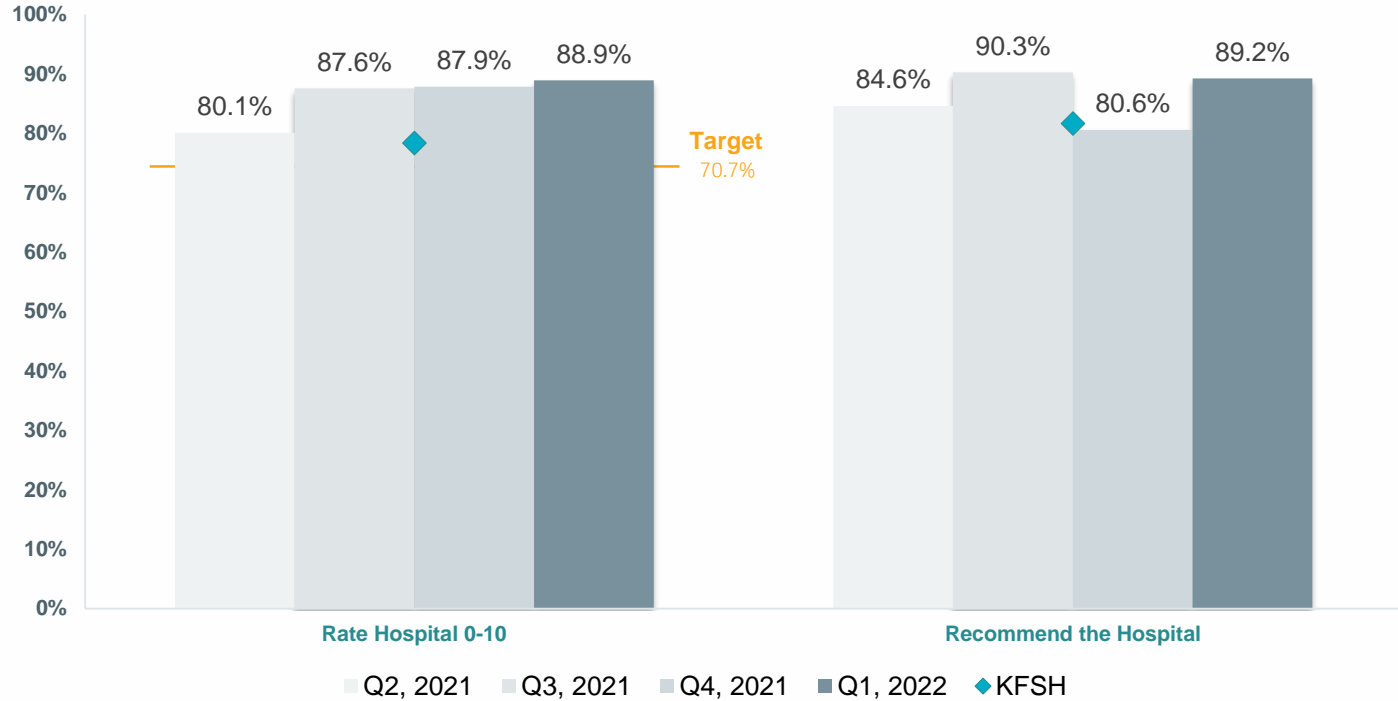


# IP – Wards

**L14-Tran**  
Global Items

**n-Size**  
55

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



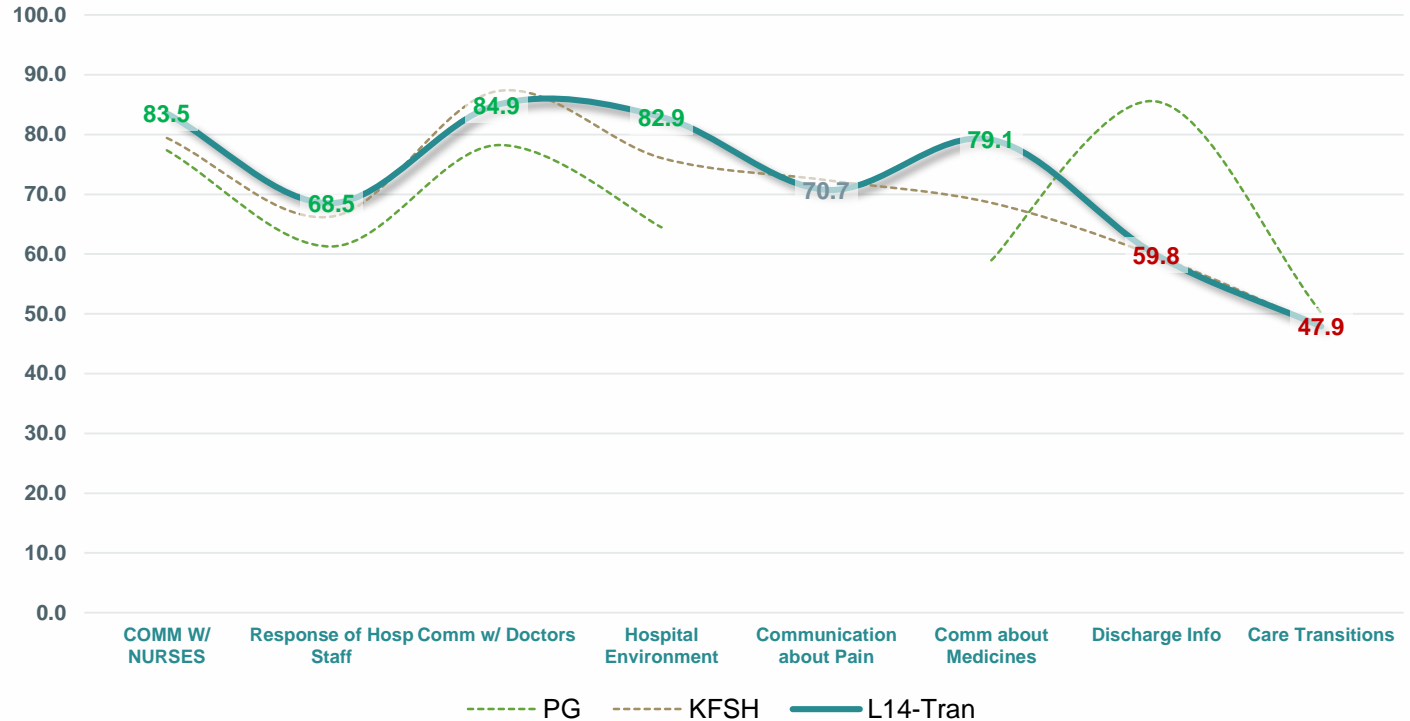
\* Top Box %

# IP – Wards

L14-Tran  
Domains

n-Size  
55

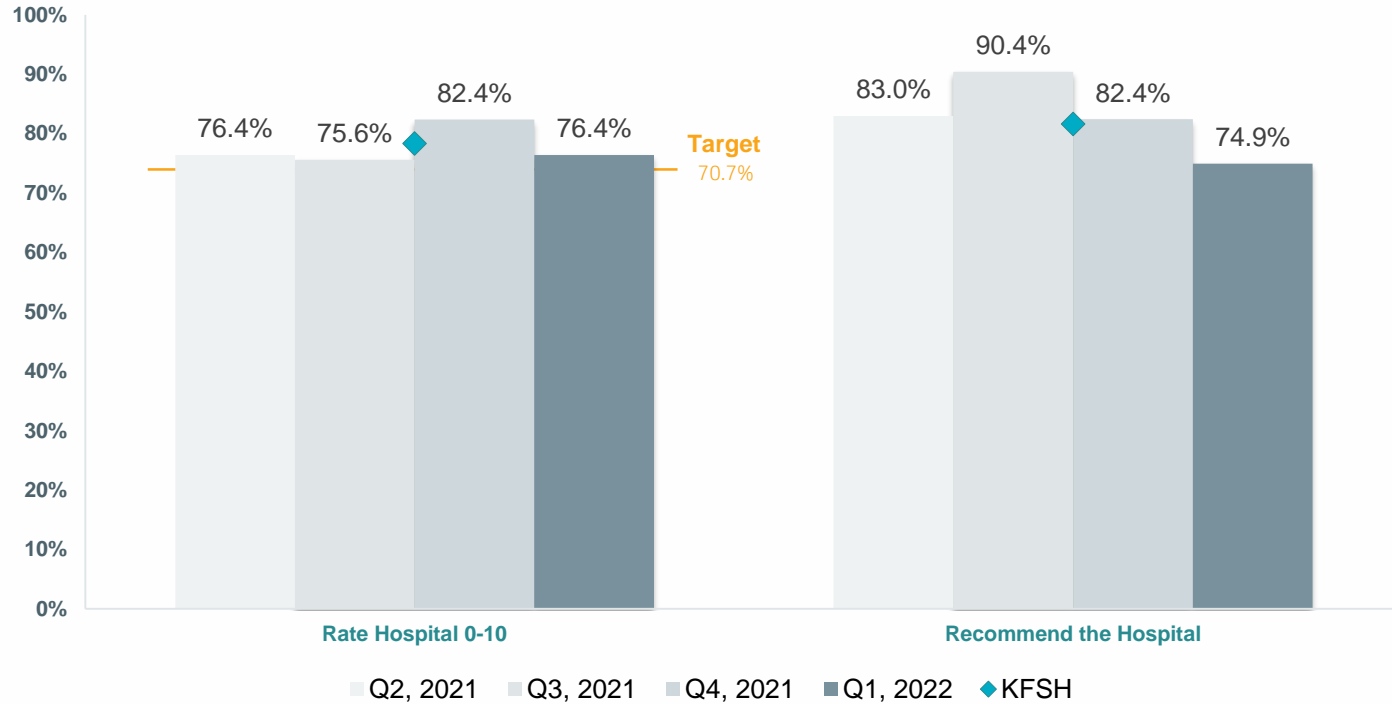
Period: Jan1st – Mar 31st, 2022



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



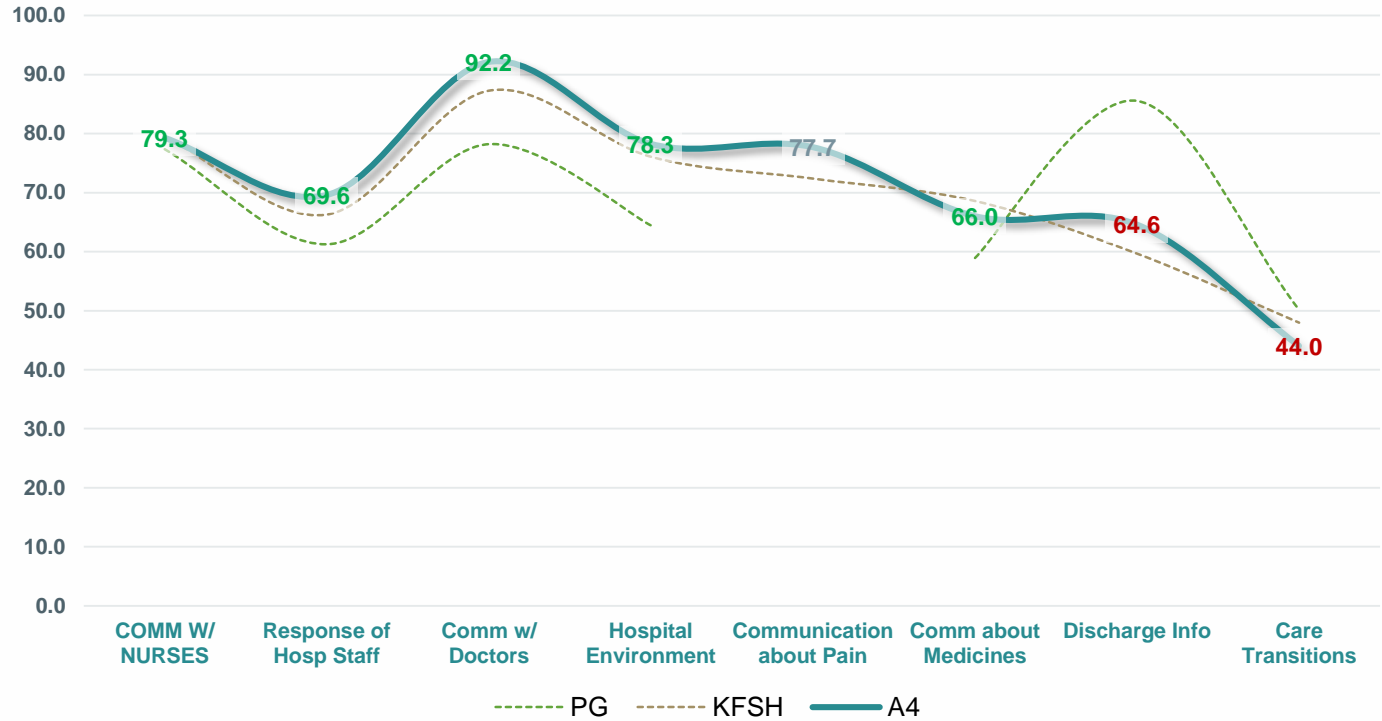
**A4**  
Global Items

**n-Size**  
51

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

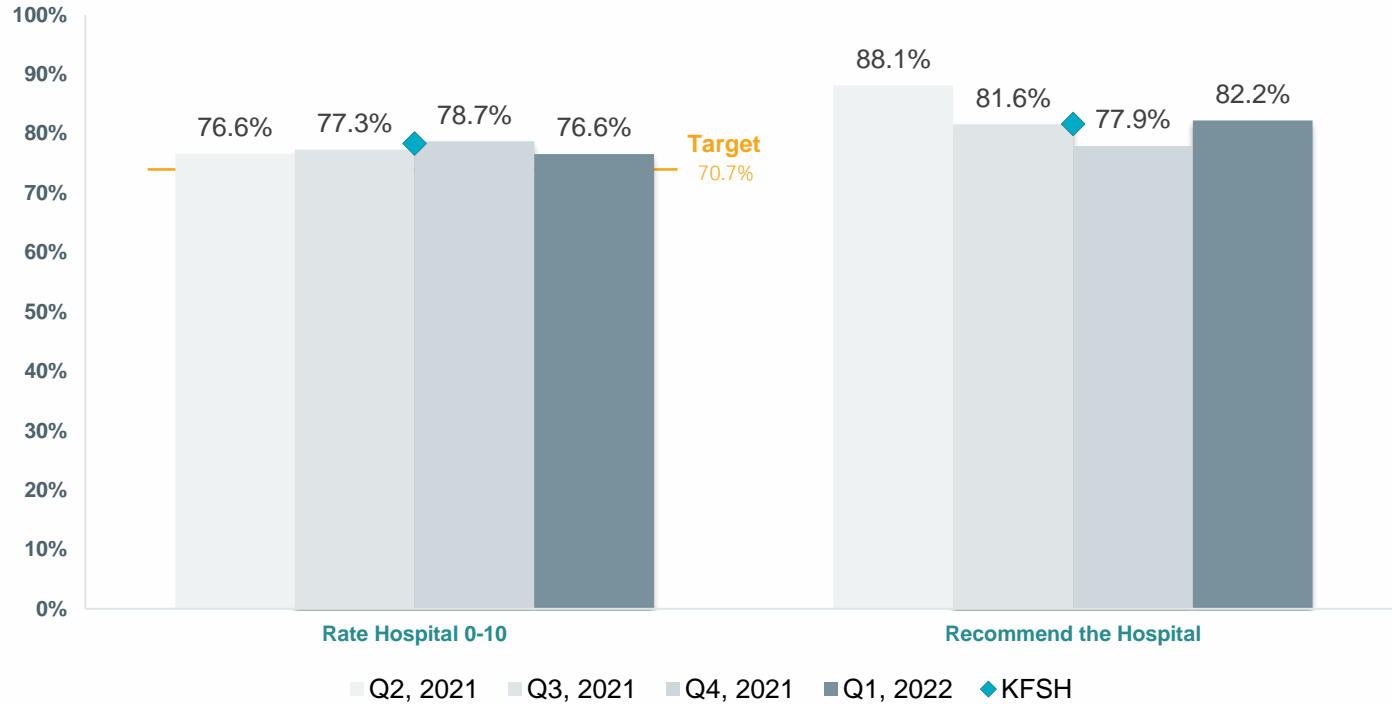


**A4**  
Domains  
**n-Size**  
51

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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**A3**  
Global Items

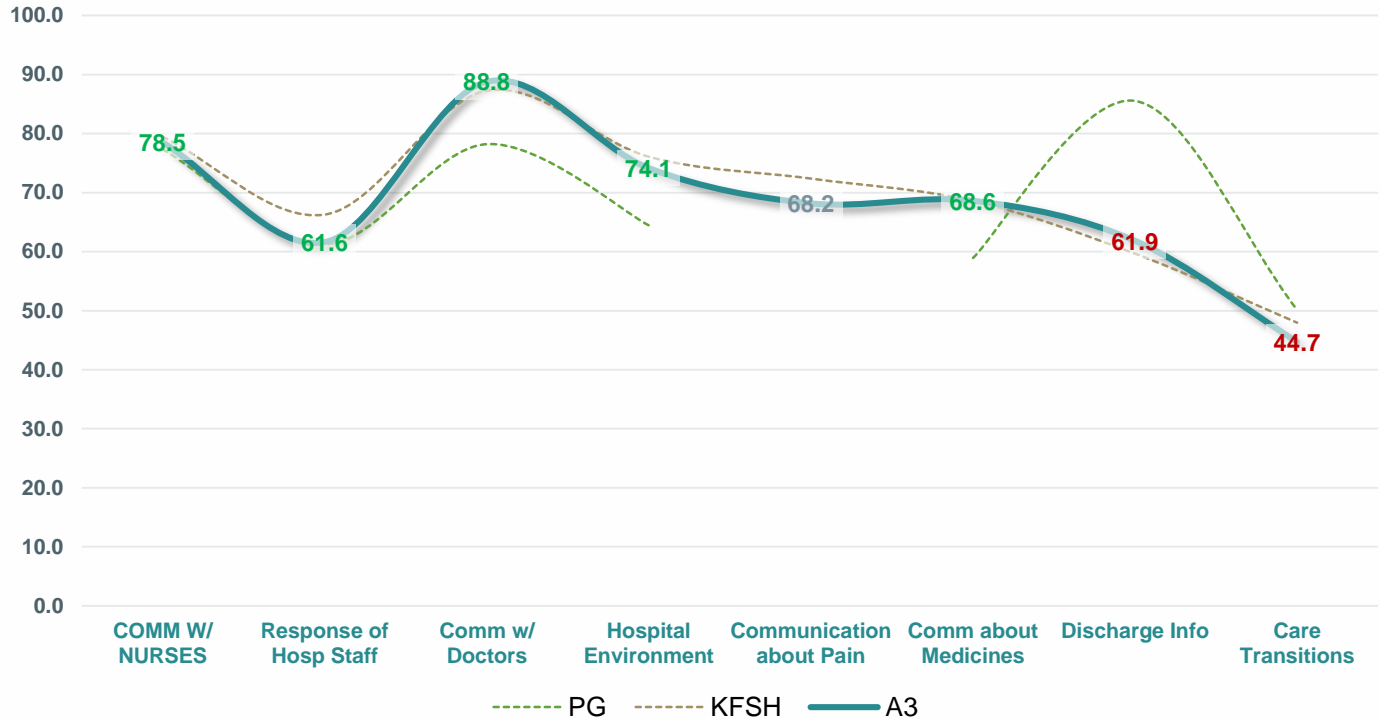
**n-Size**  
126

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

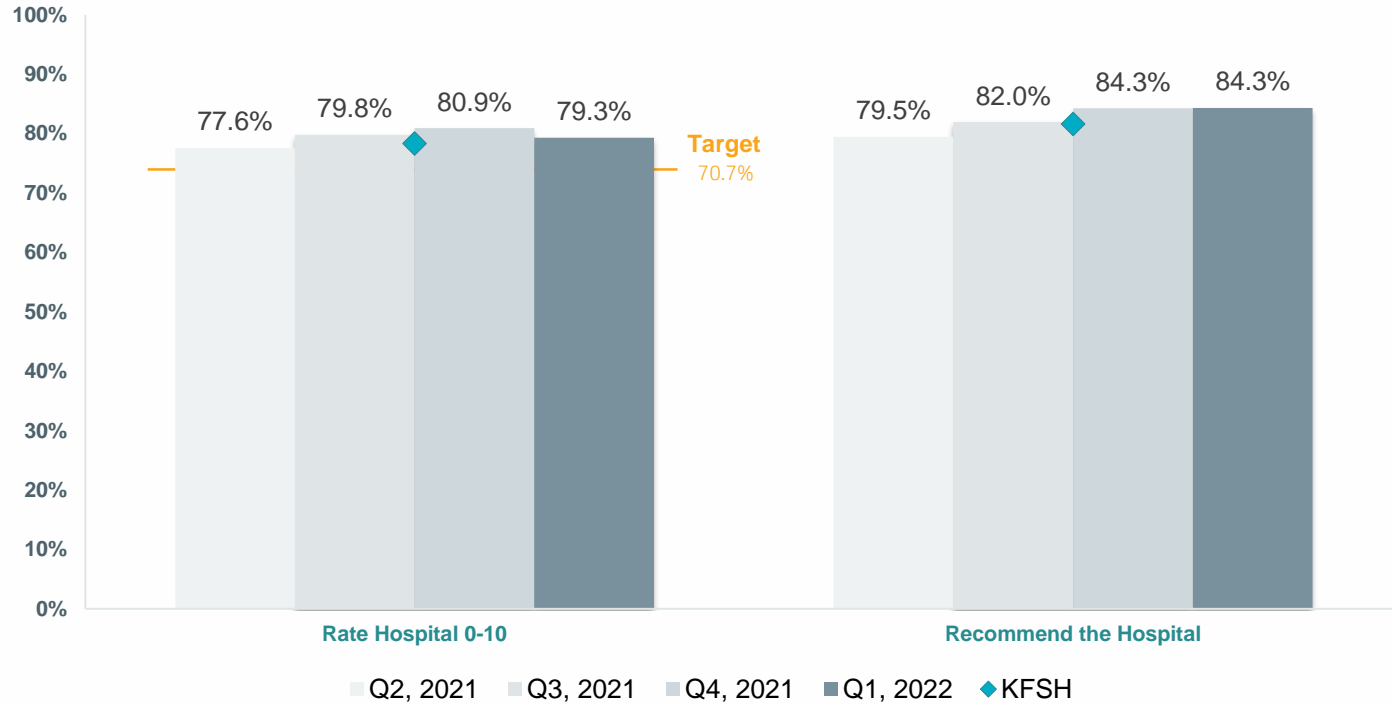
**A3**  
Domains  
**n-Size**  
126



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**C1**  
Global Items

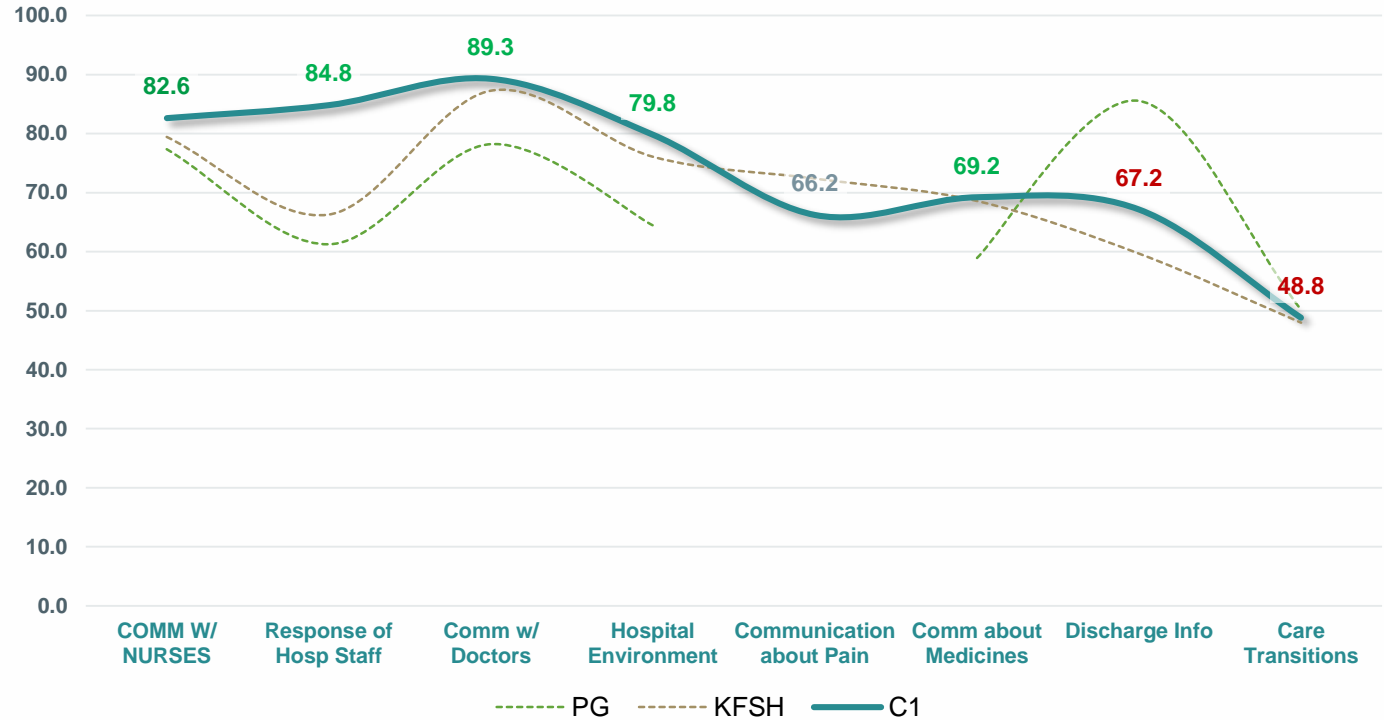
**n-Size**  
75

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

**C1**  
Domains  
**n-Size**  
75

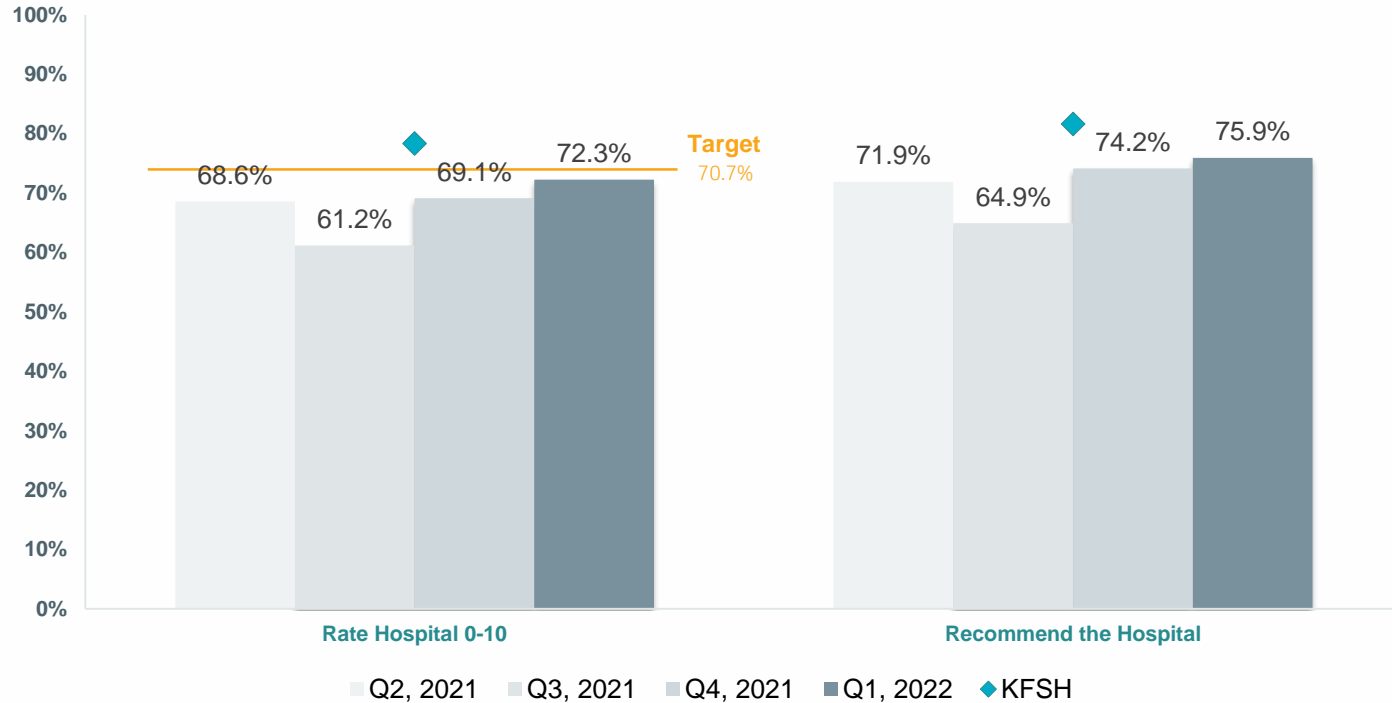


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.



# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



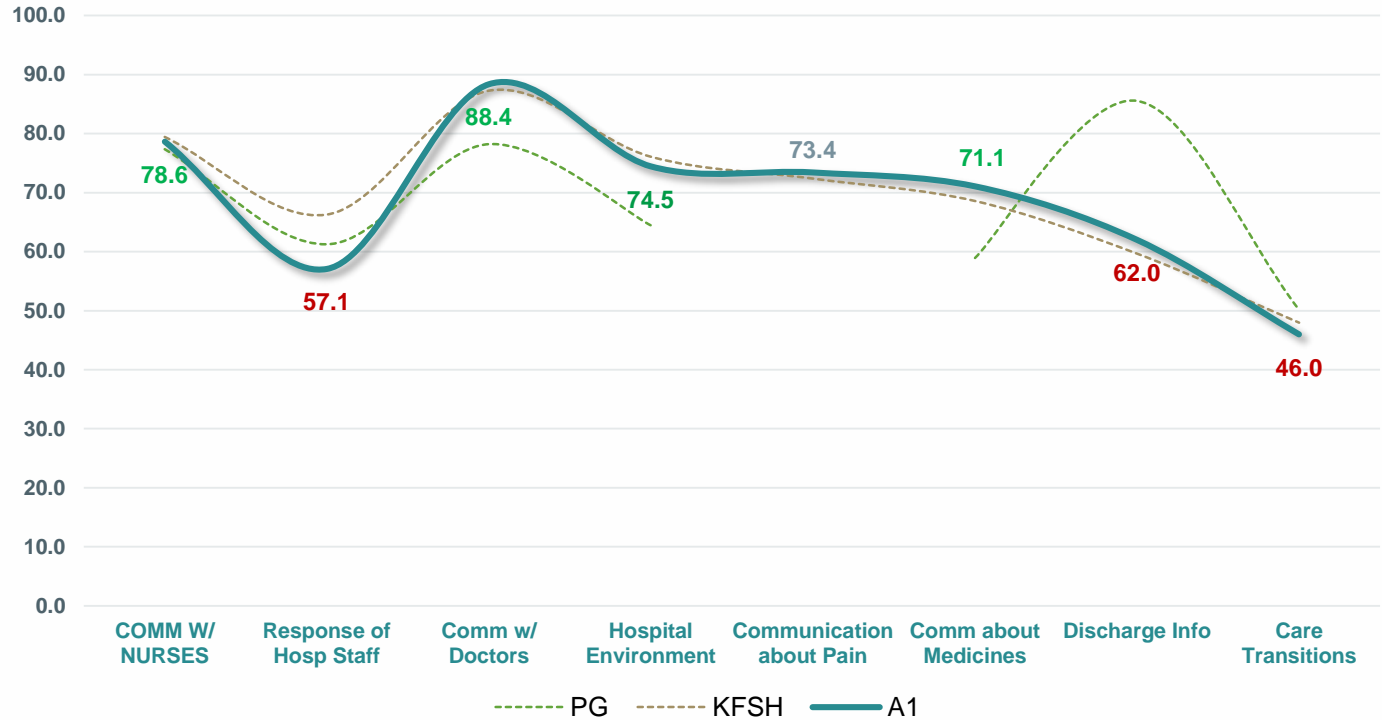
**A1**  
Global Items

**n-Size**  
136

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022



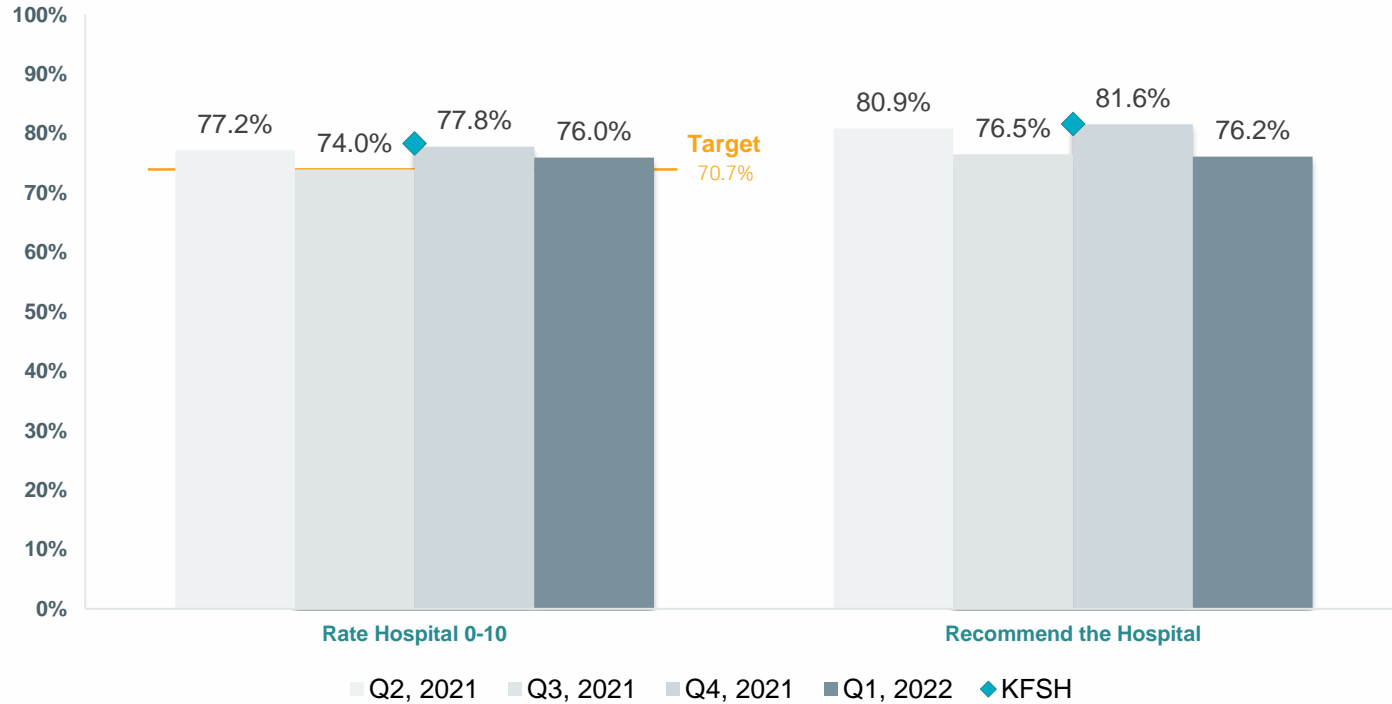
**A1**  
Domains

**n-Size**  
136

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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**B2**  
Global Items

**n-Size**  
59

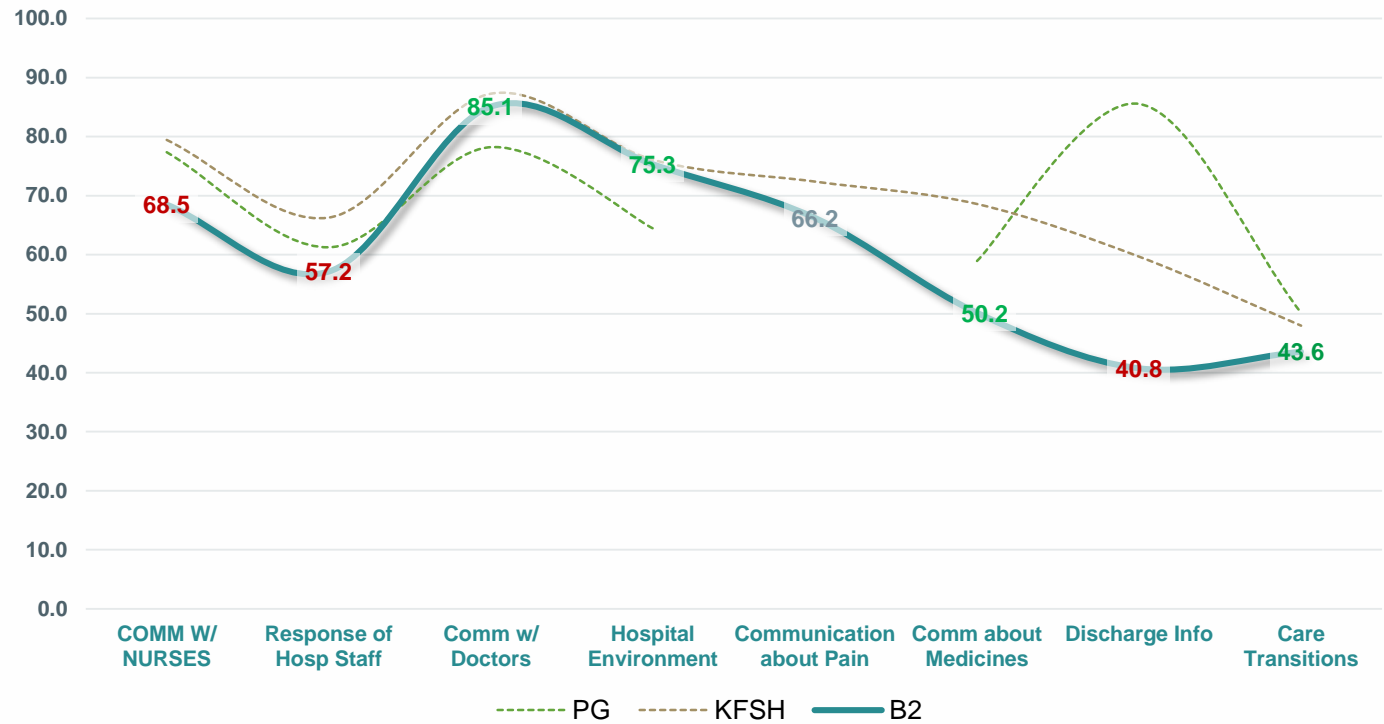
\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

**B2**  
Domains

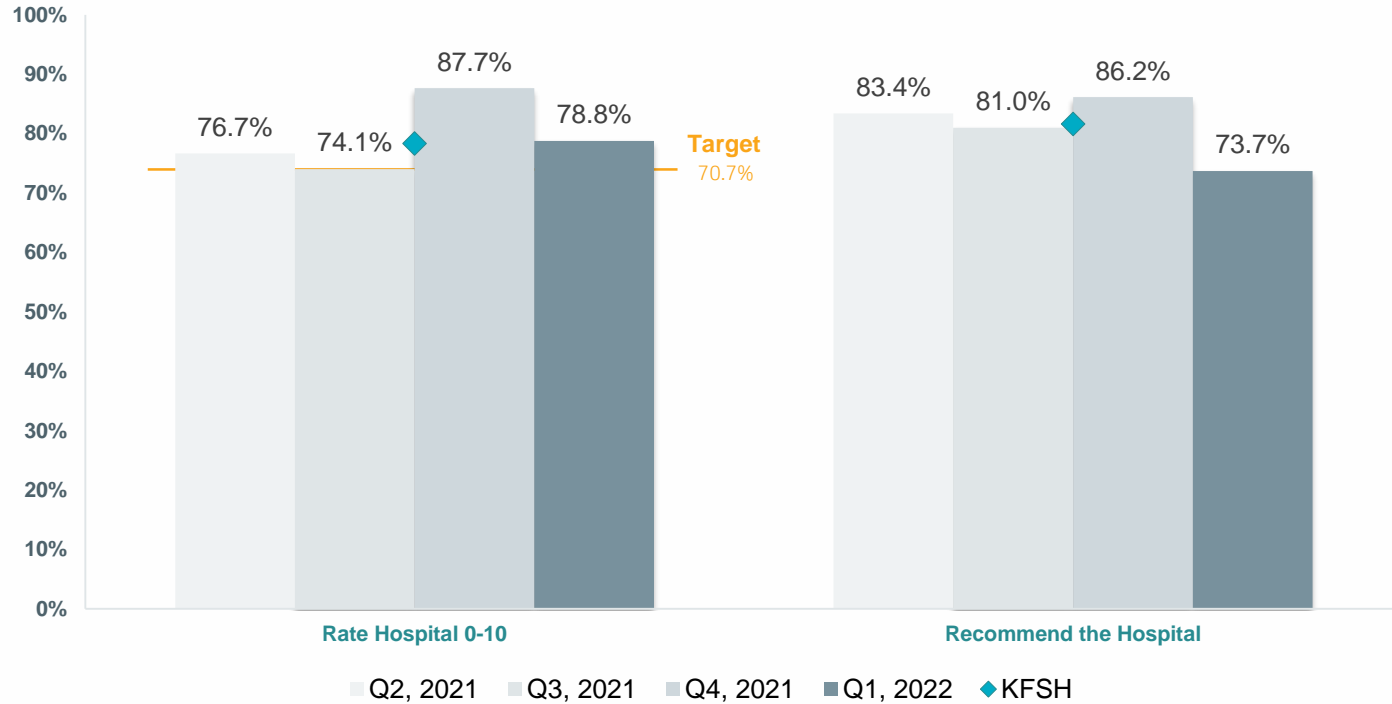
**n-Size**  
59



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**C3**  
Global Items

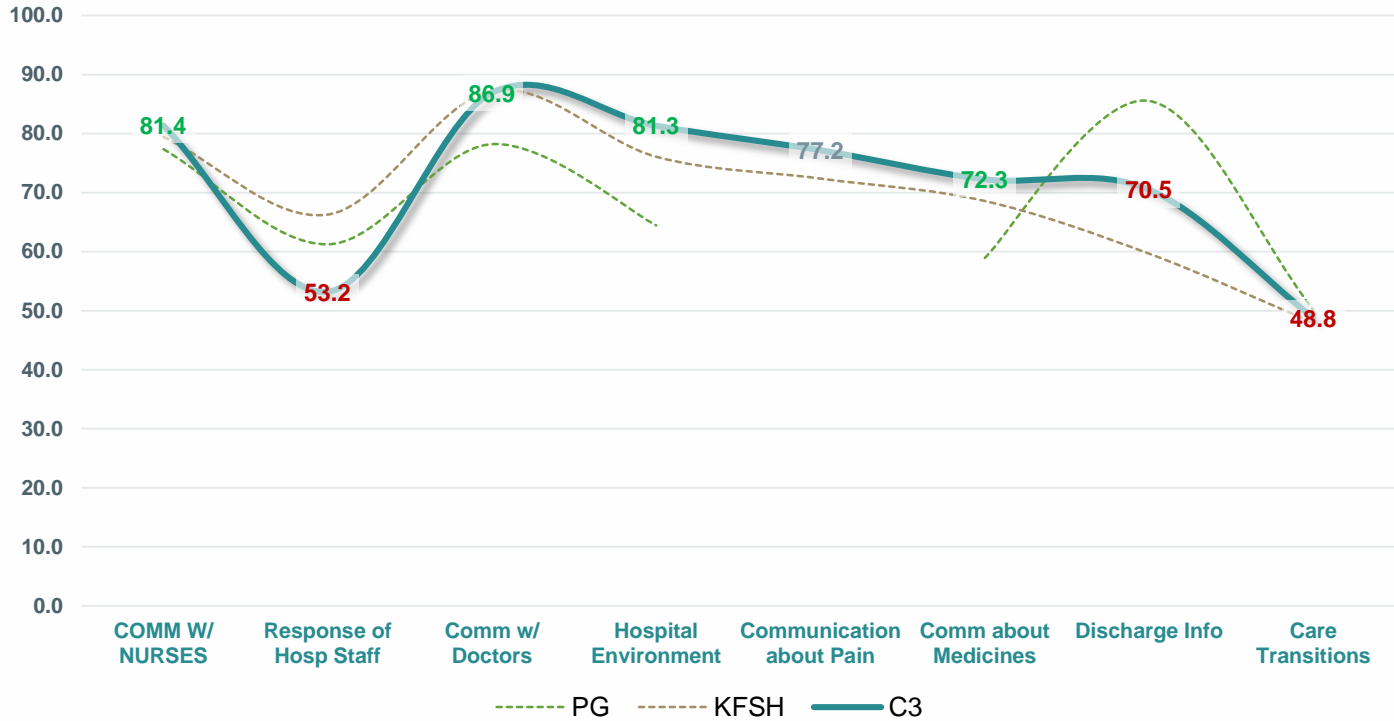
**n-Size**  
78

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

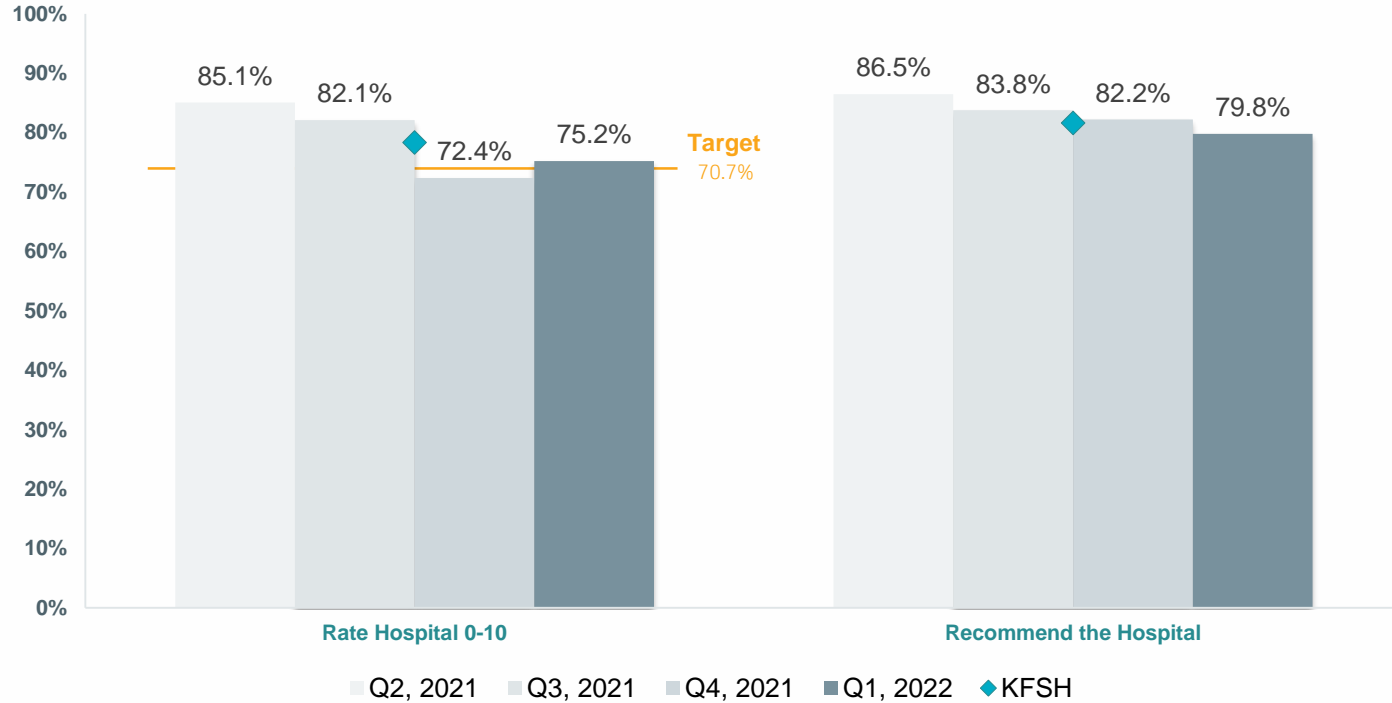
**C3**  
Domains  
**n-Size**  
78



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**C2**  
Global Items

**n-Size**  
79

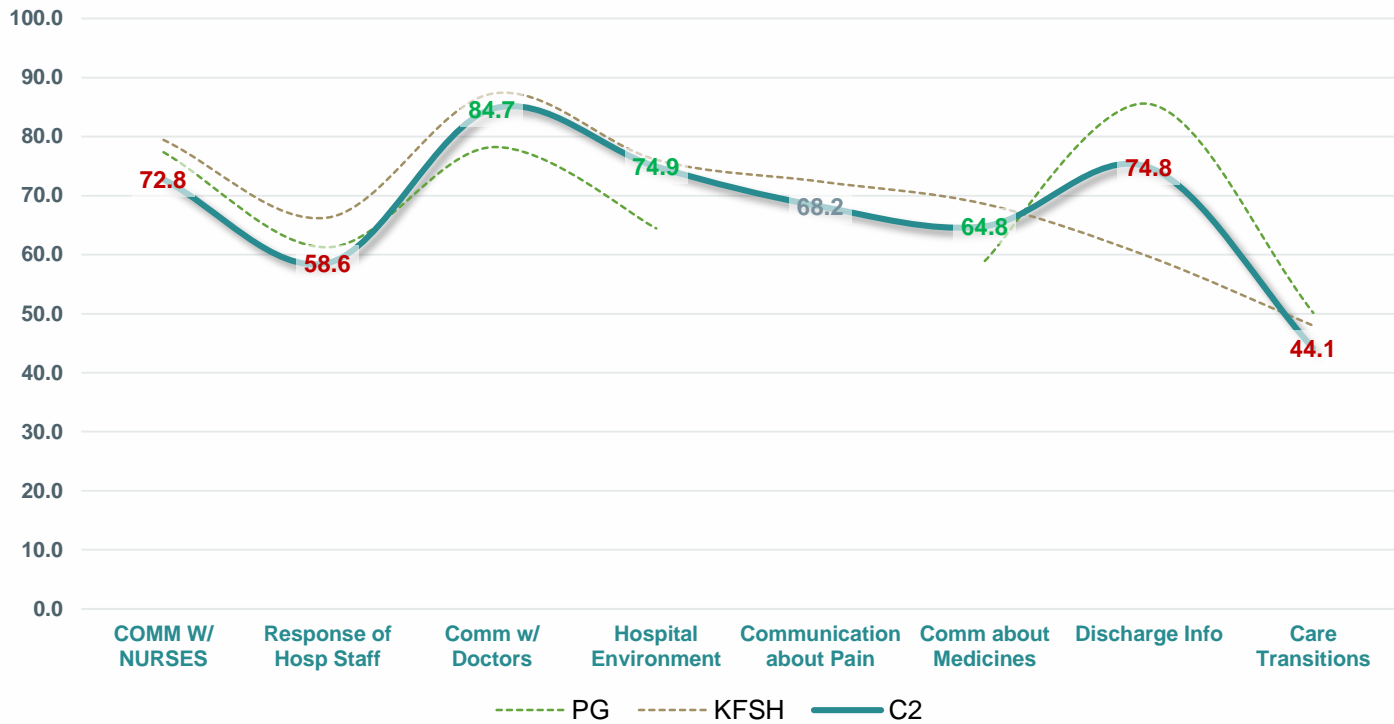
\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

**C2**  
Domains

**n-Size**  
79

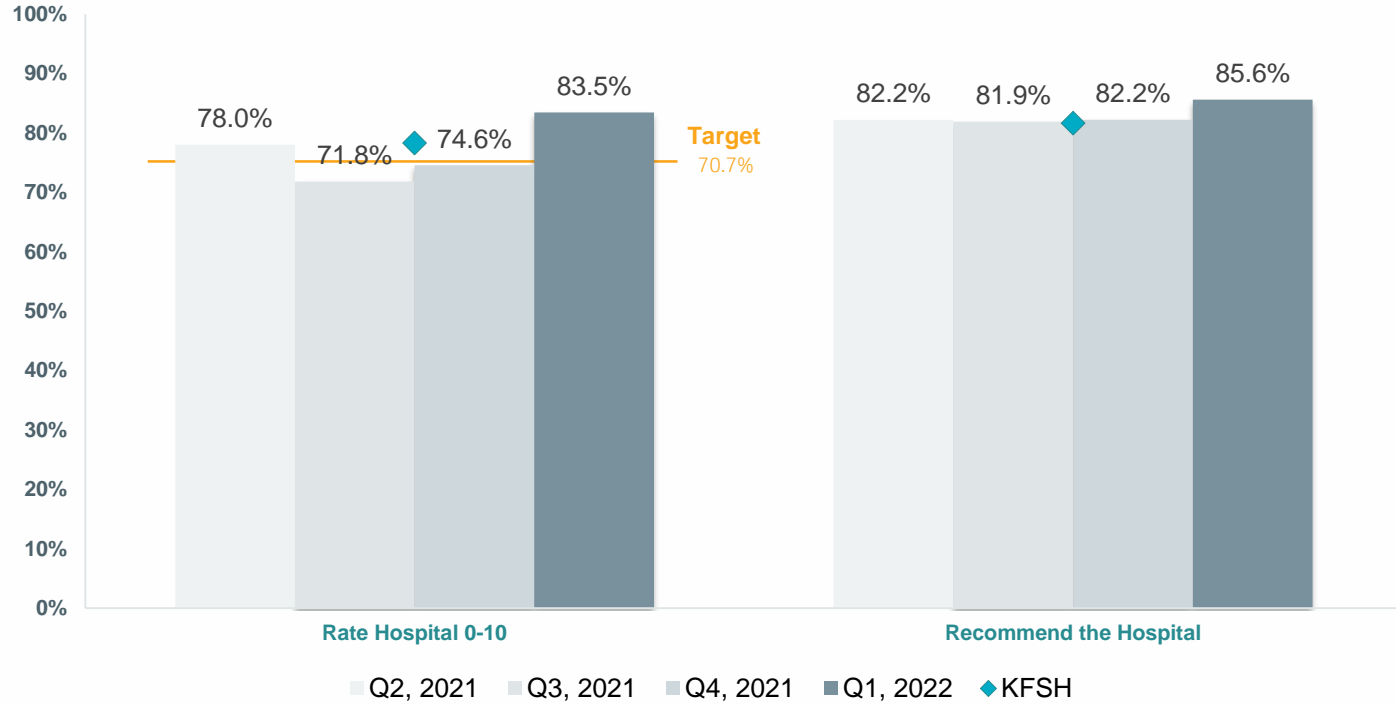


\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.



# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



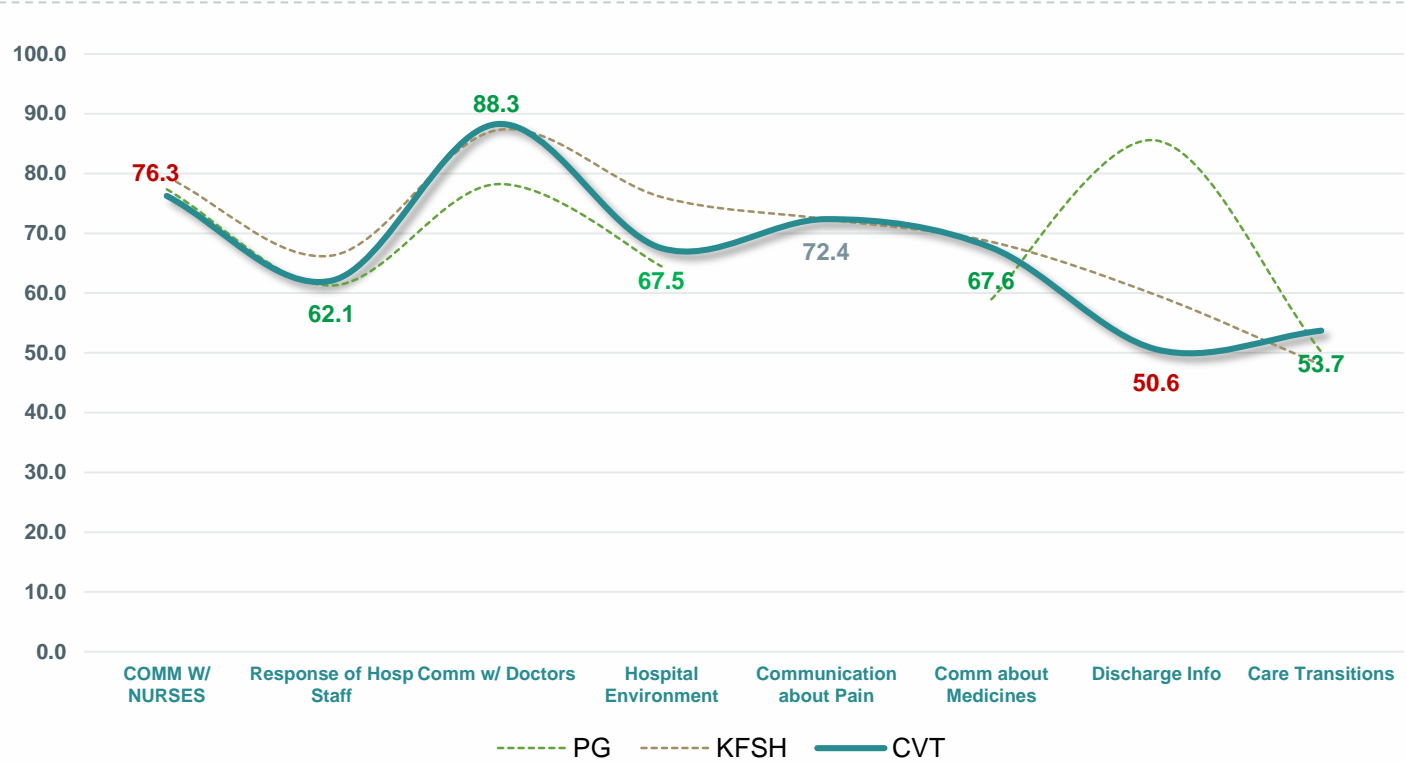
**CVT**  
Global Items

**n-Size**  
55

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022



**CVT**  
Domains

**n-Size**  
55

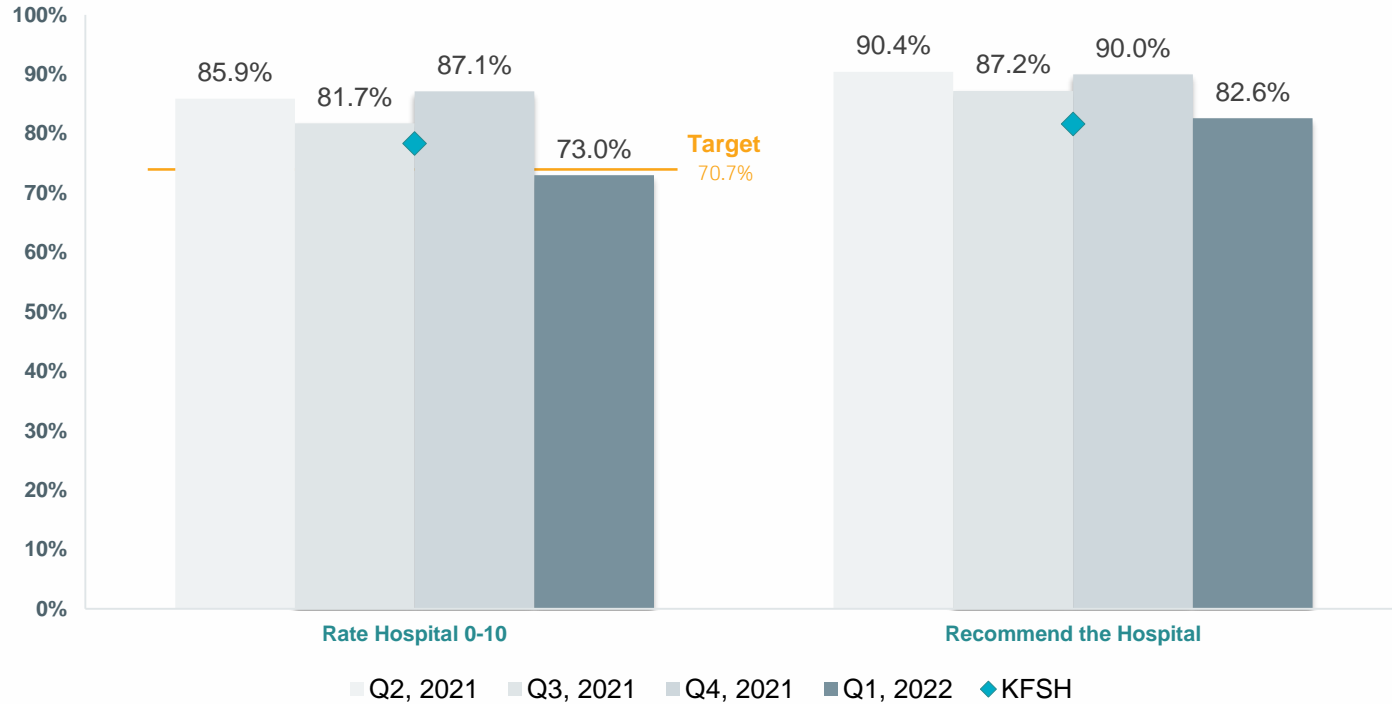
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

**L17-ONC**  
Global Items

**n-Size**  
36

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



\* Top Box %

# IP – Wards

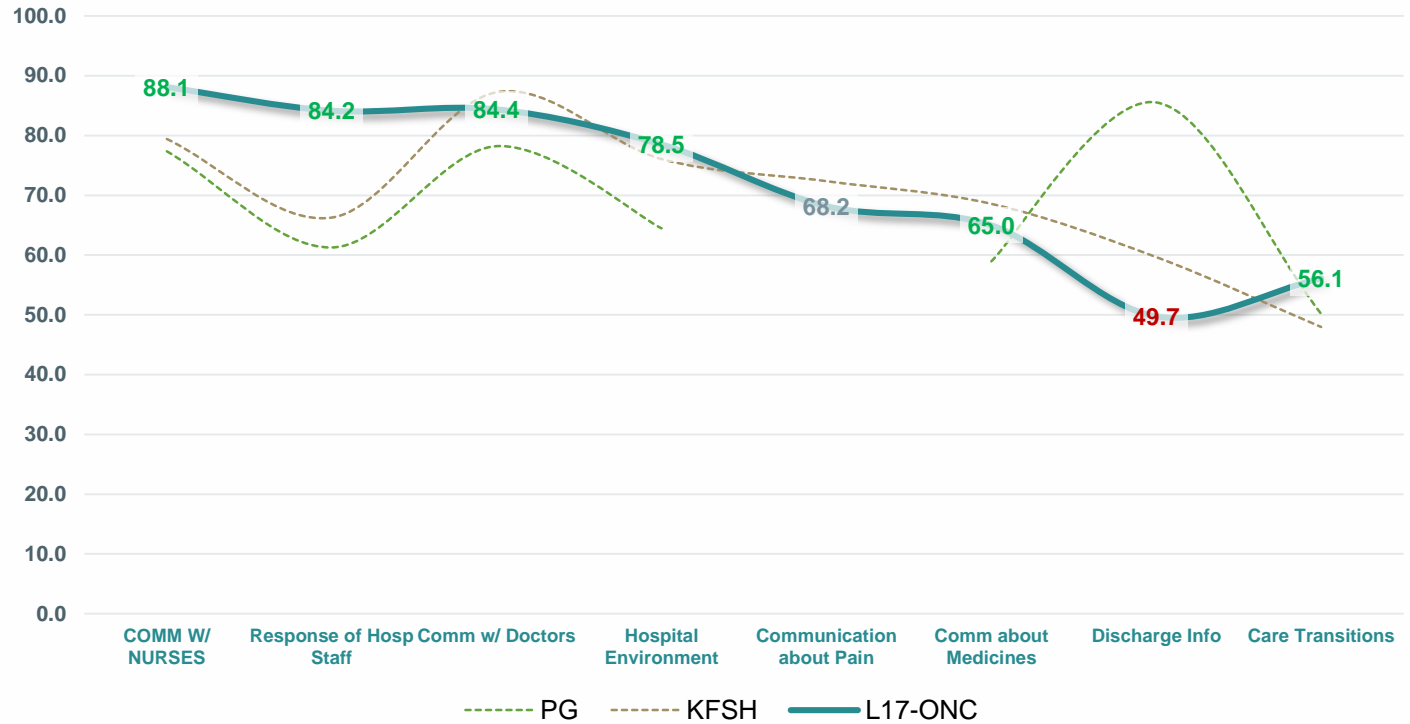
## L17-ONC

Domains

### n-Size

36

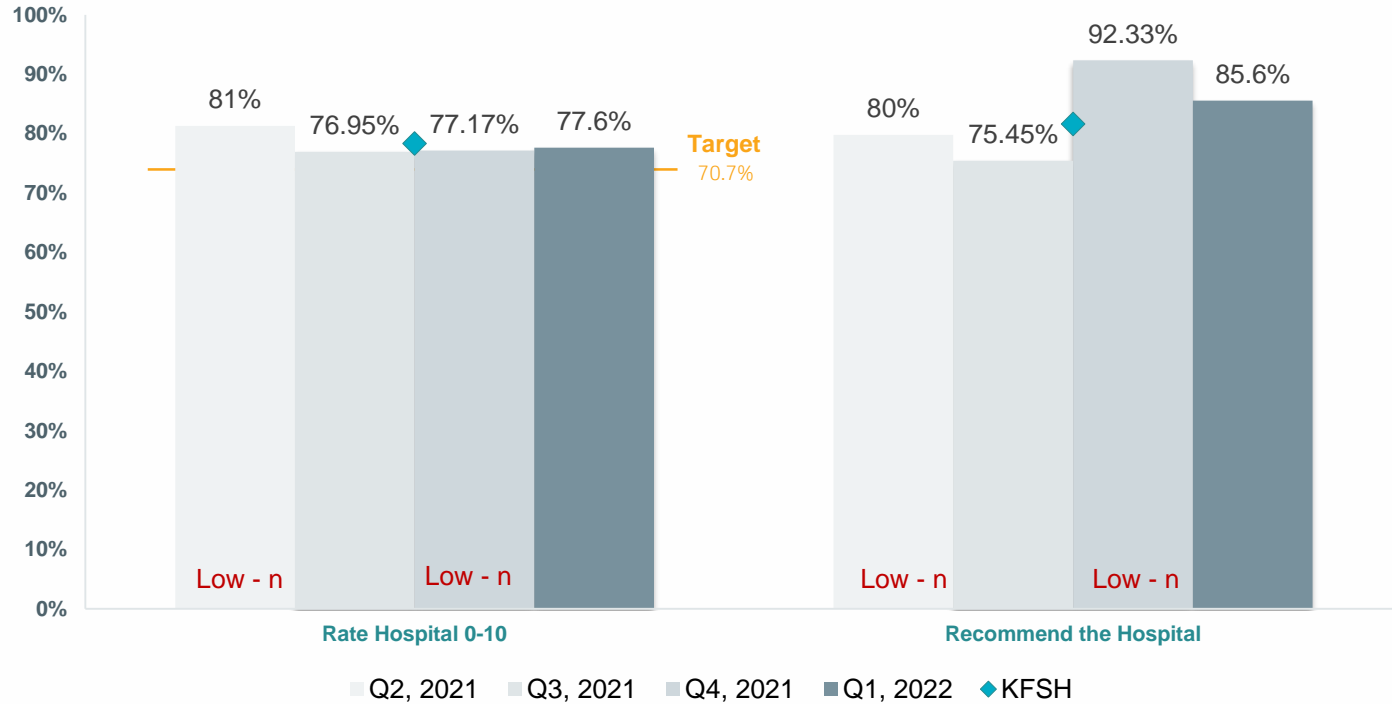
Period: Jan1st – Mar 31st, 2022



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**EMS-L2**  
Global Items

**n-Size**  
54

\* Top Box %

■ PG Average

# IP – Wards

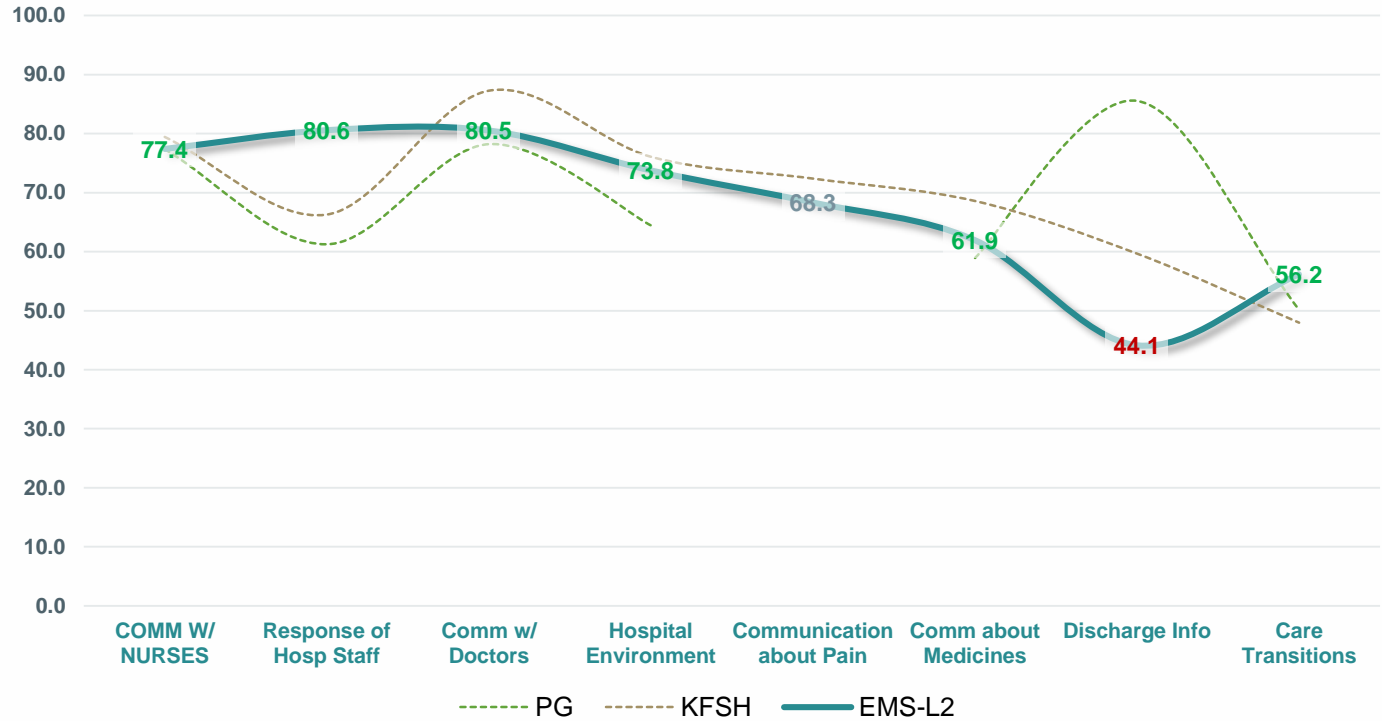
Period: Jan1st – Mar 31st, 2022

## EMS-L2

Domains

### n-Size

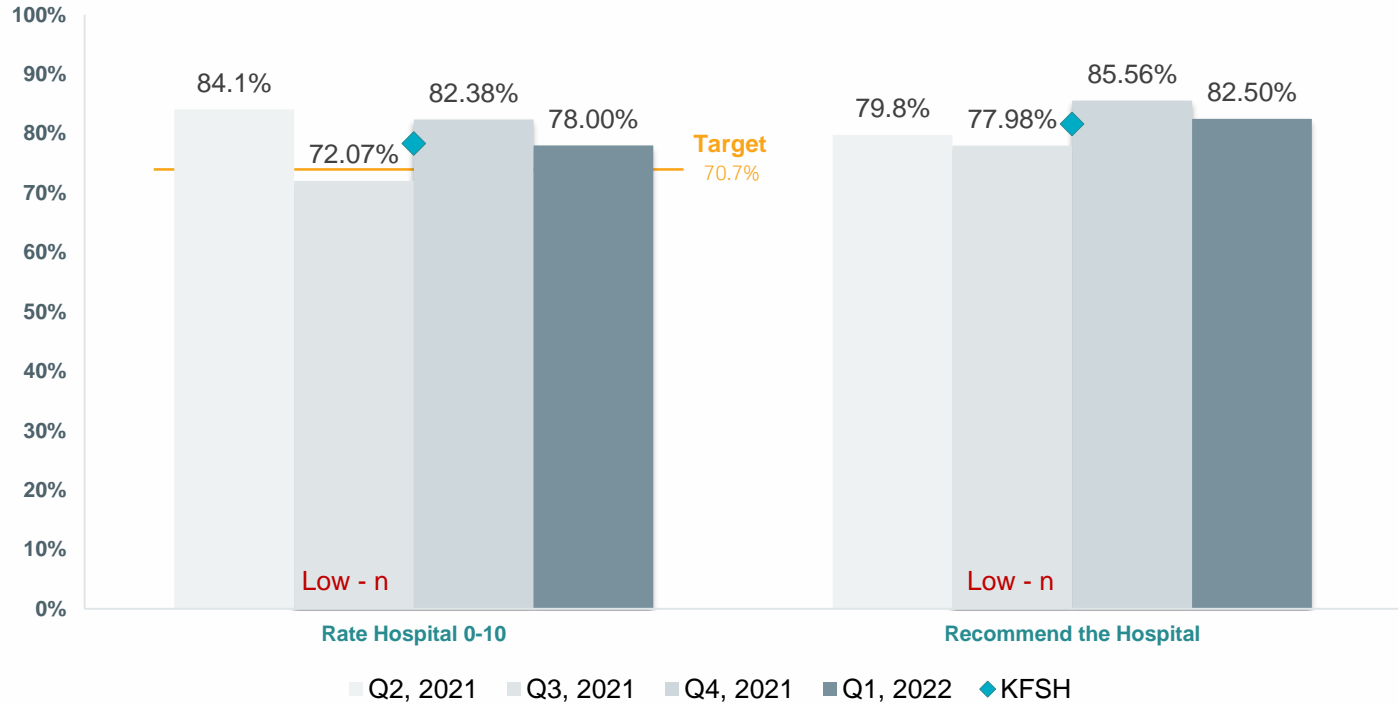
54



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**F1**  
Global Items

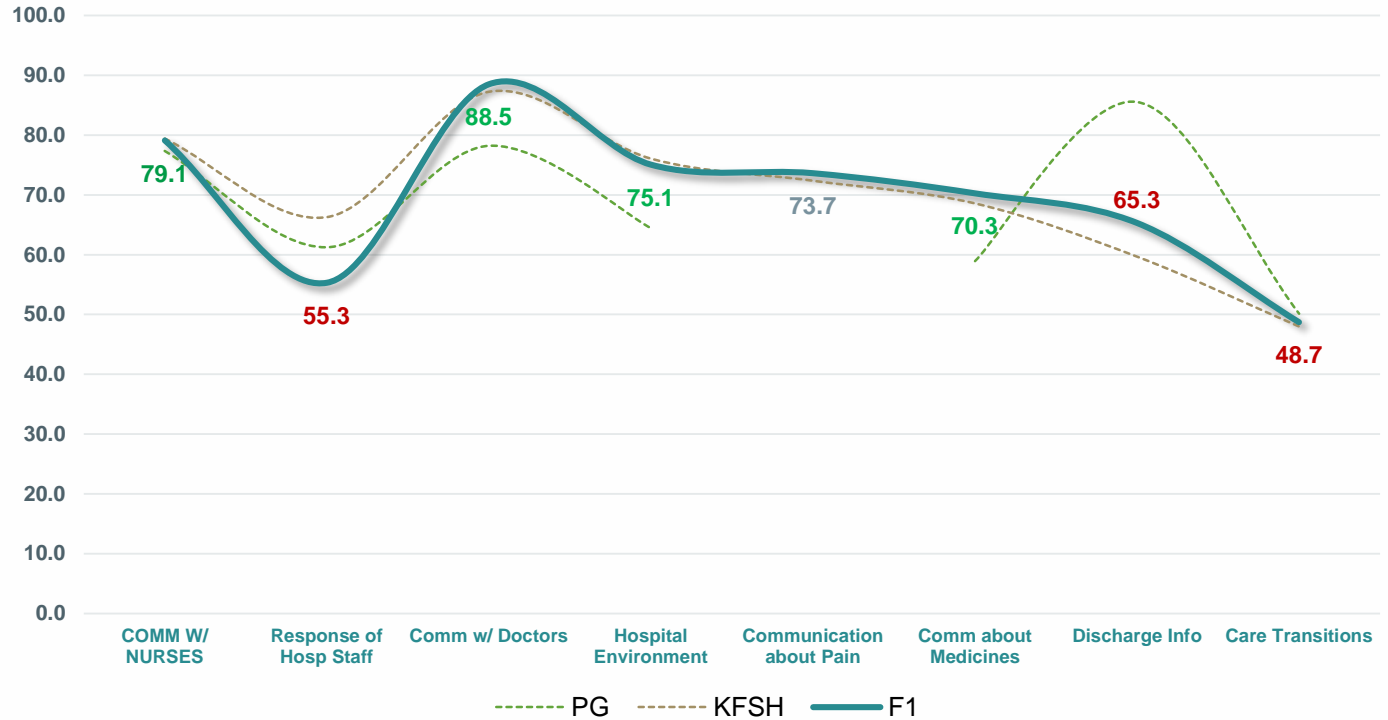
**n-Size**  
50

\* Top Box %

# IP – Wards

Period: Jan1st – Mar 31st, 2022

**F1**  
Domains  
**n-Size**  
50

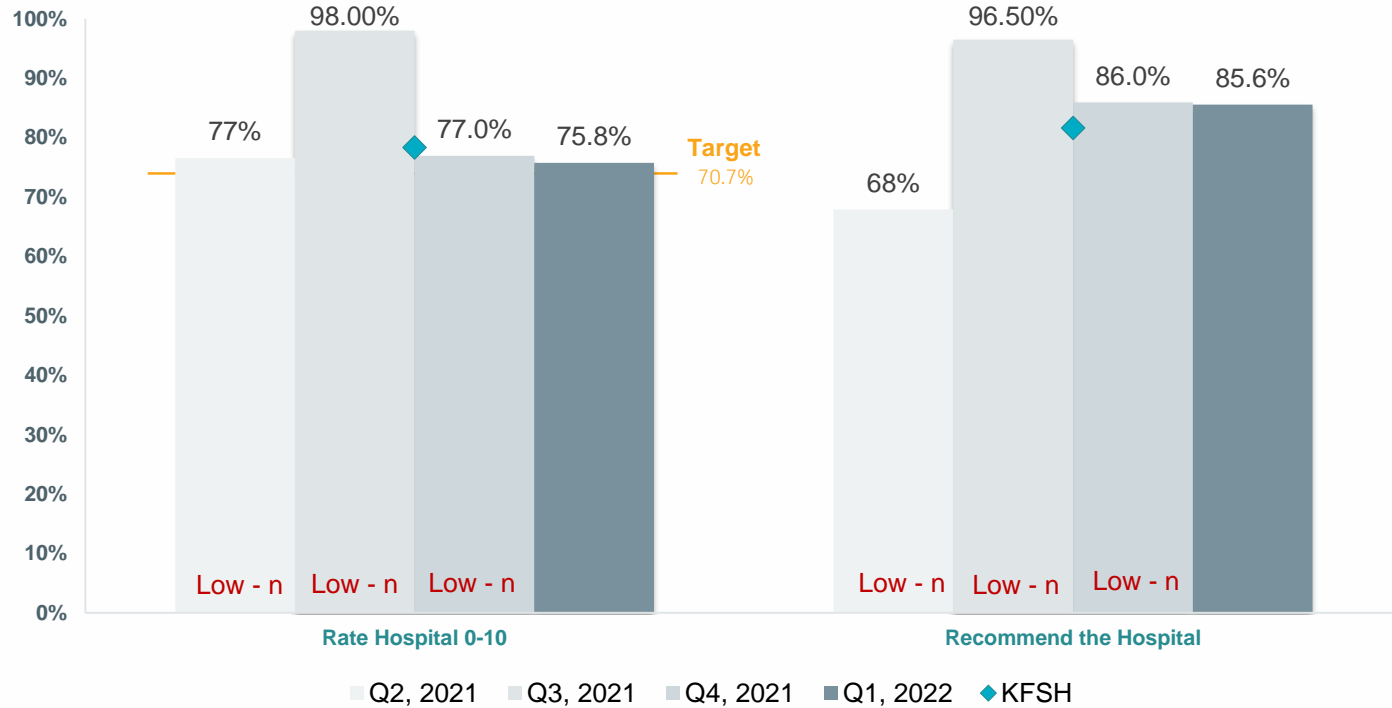


\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.



# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**F3**  
Global Items

**n-Size**  
54

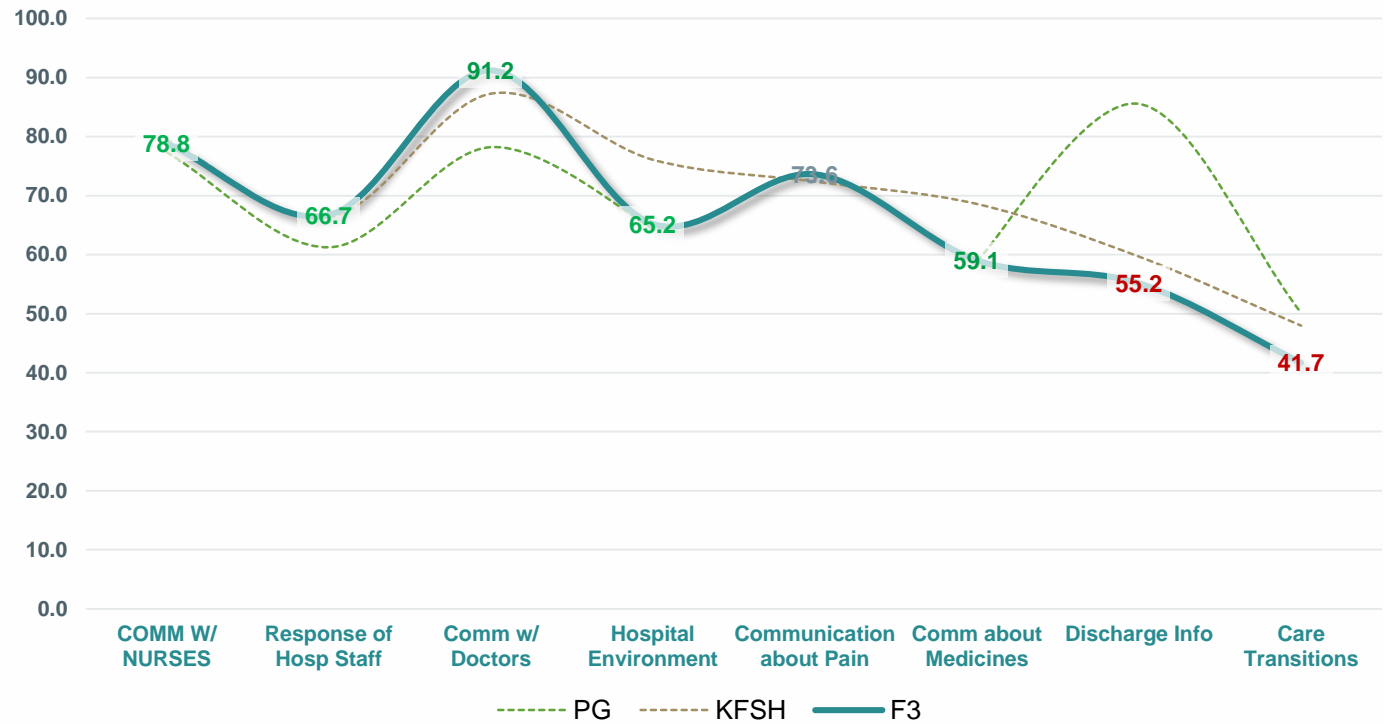
\* Top Box %

■ PG Average

# IP – Wards

Period: Jan1st – Mar 31st, 2022

**F3**  
Domains  
**n-Size**  
54



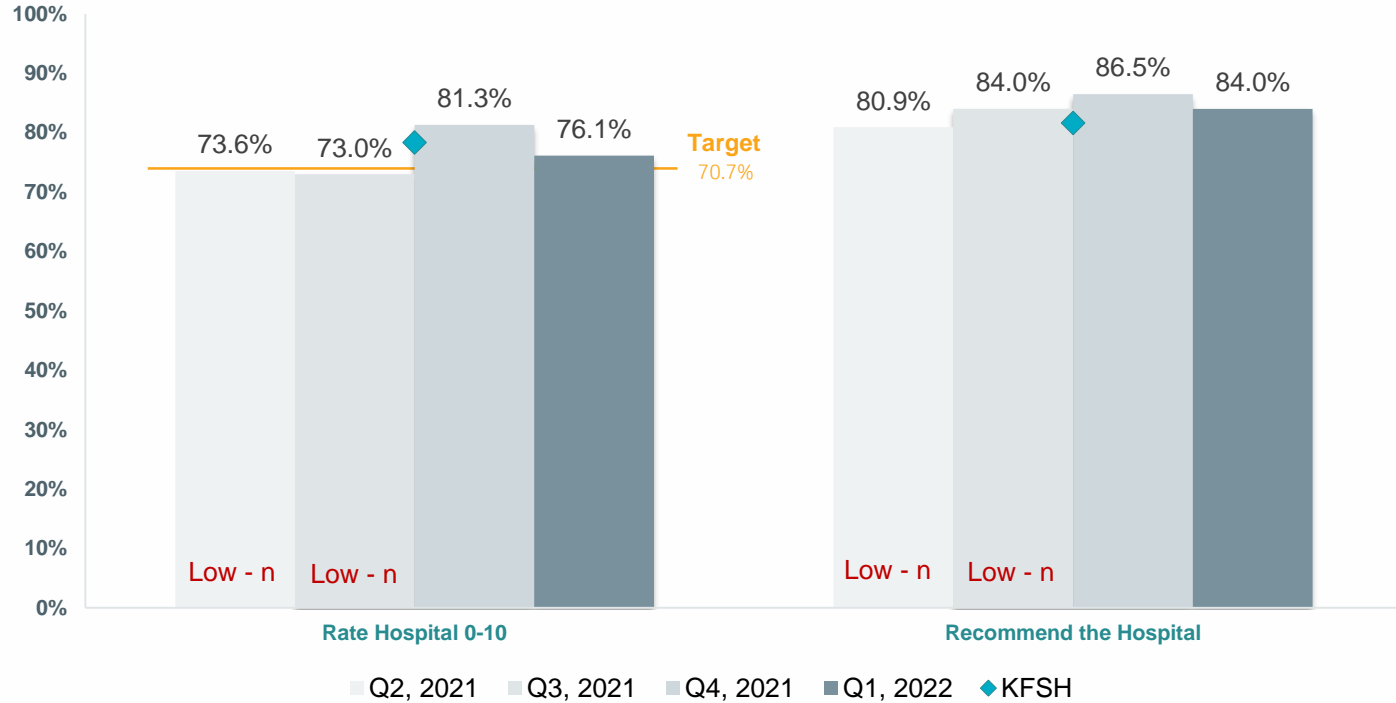
\* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

**L11-LIVR**  
Global Items

**n-Size**  
32

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



\* Top Box %

# IP – Wards

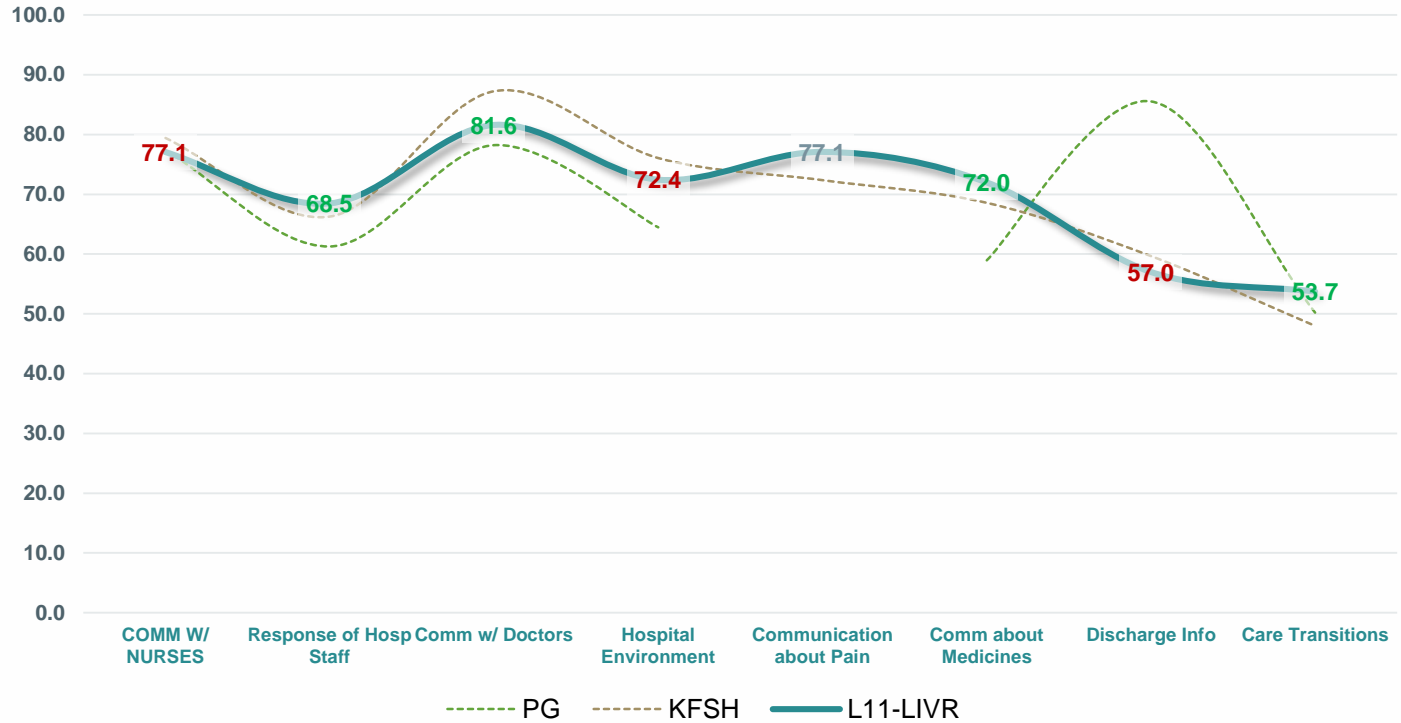
## L11-LIVR

Domains

### n-Size

32

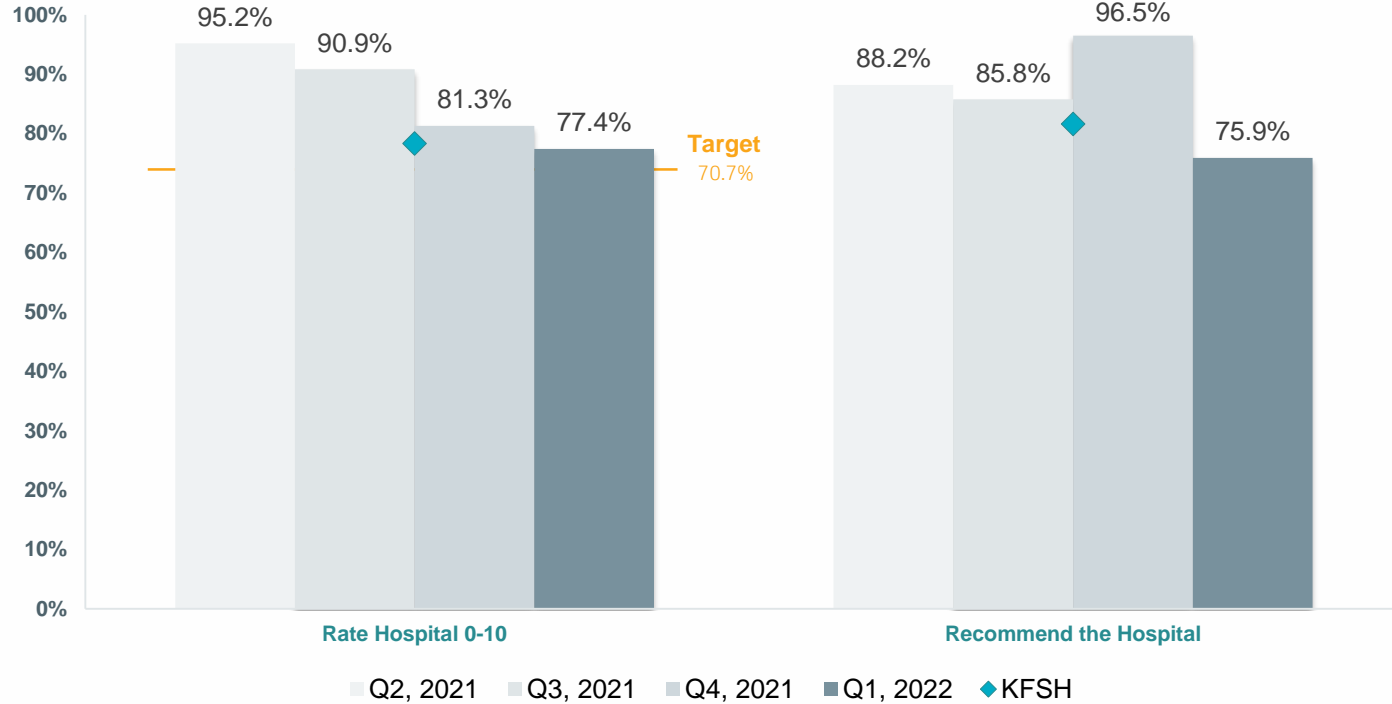
Period: Jan1st – Mar 31st, 2022



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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**F2(1-2)**  
Global Items

**n-Size**  
34

\* Top Box %

# IP – Wards

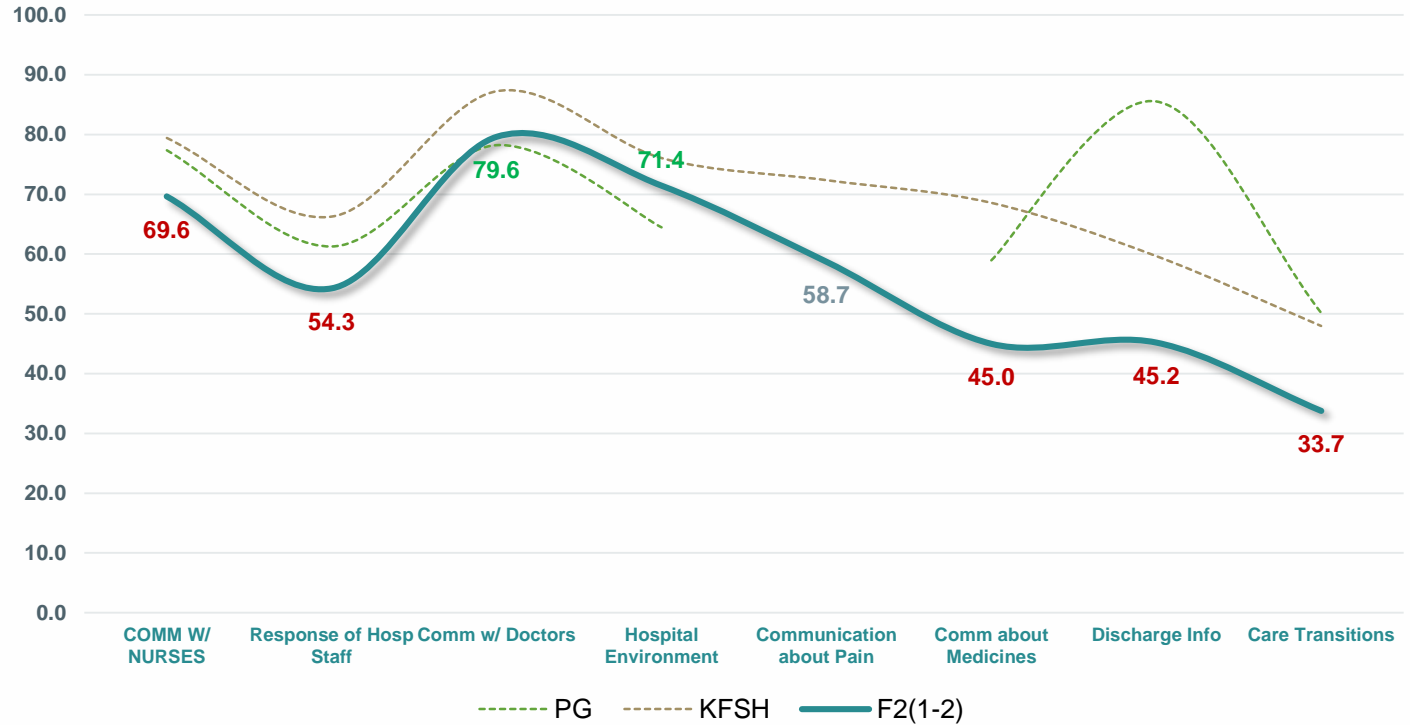
**F2(1-2)**

Domains

**n-Size**

34

Period: Jan1st – Mar 31st, 2022



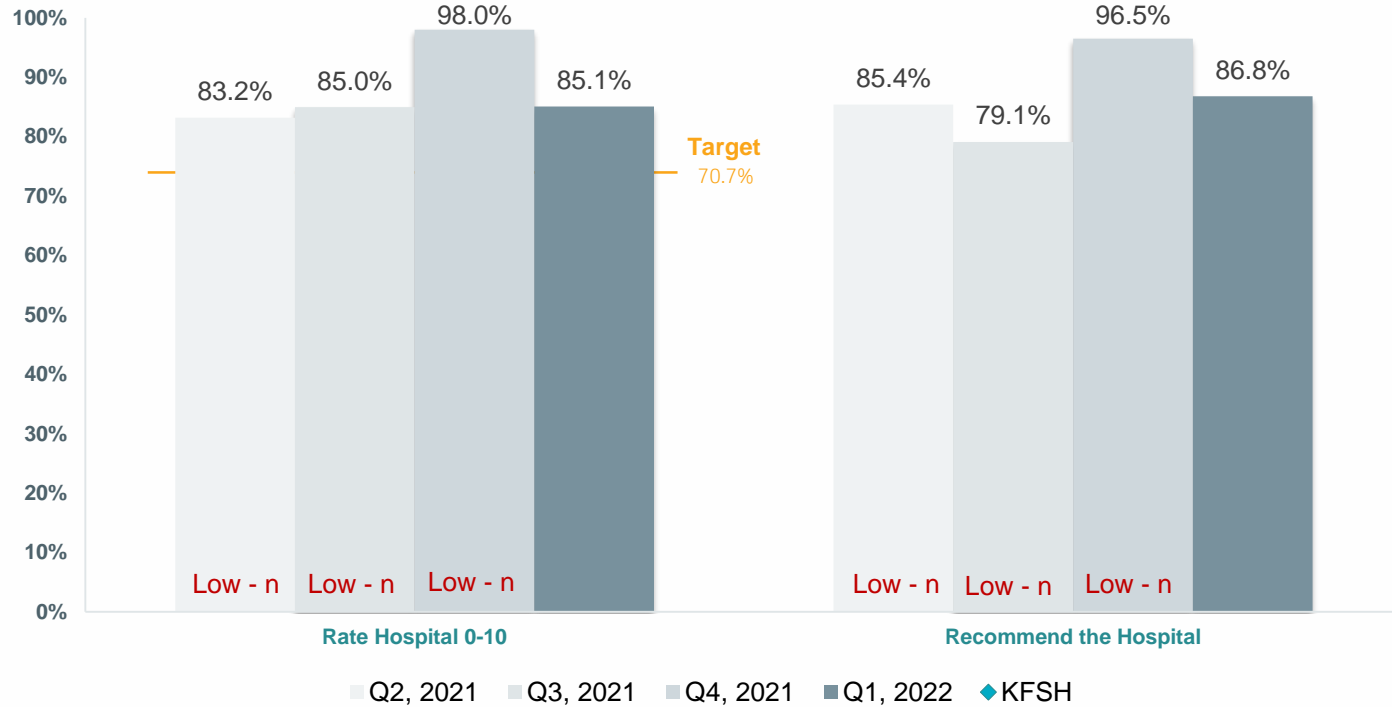
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

## L19-BMT Global Items

n-Size  
31

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



\* Top Box %

■ PG Average

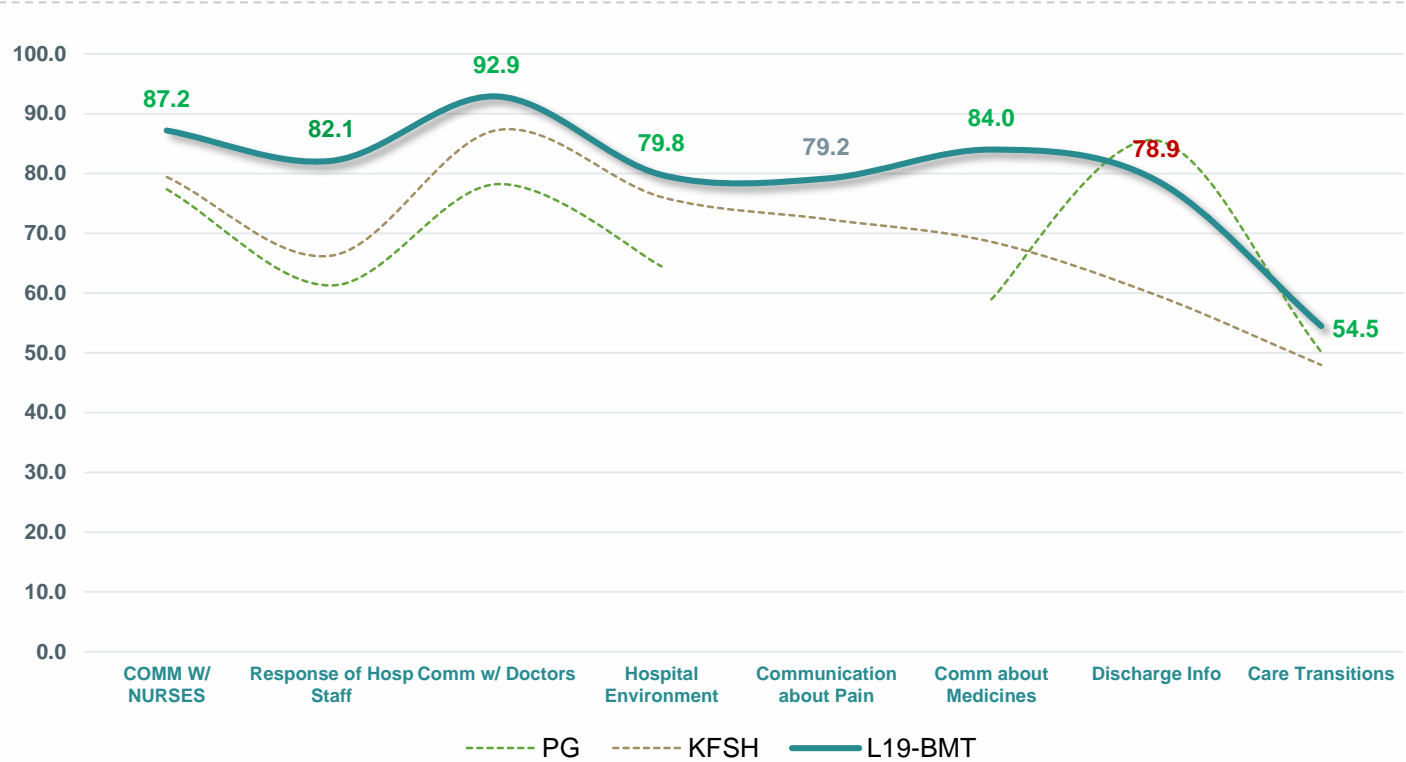
## L19-BMT

Domains

n-Size

31

Period: Jan1st – Mar 31st, 2022

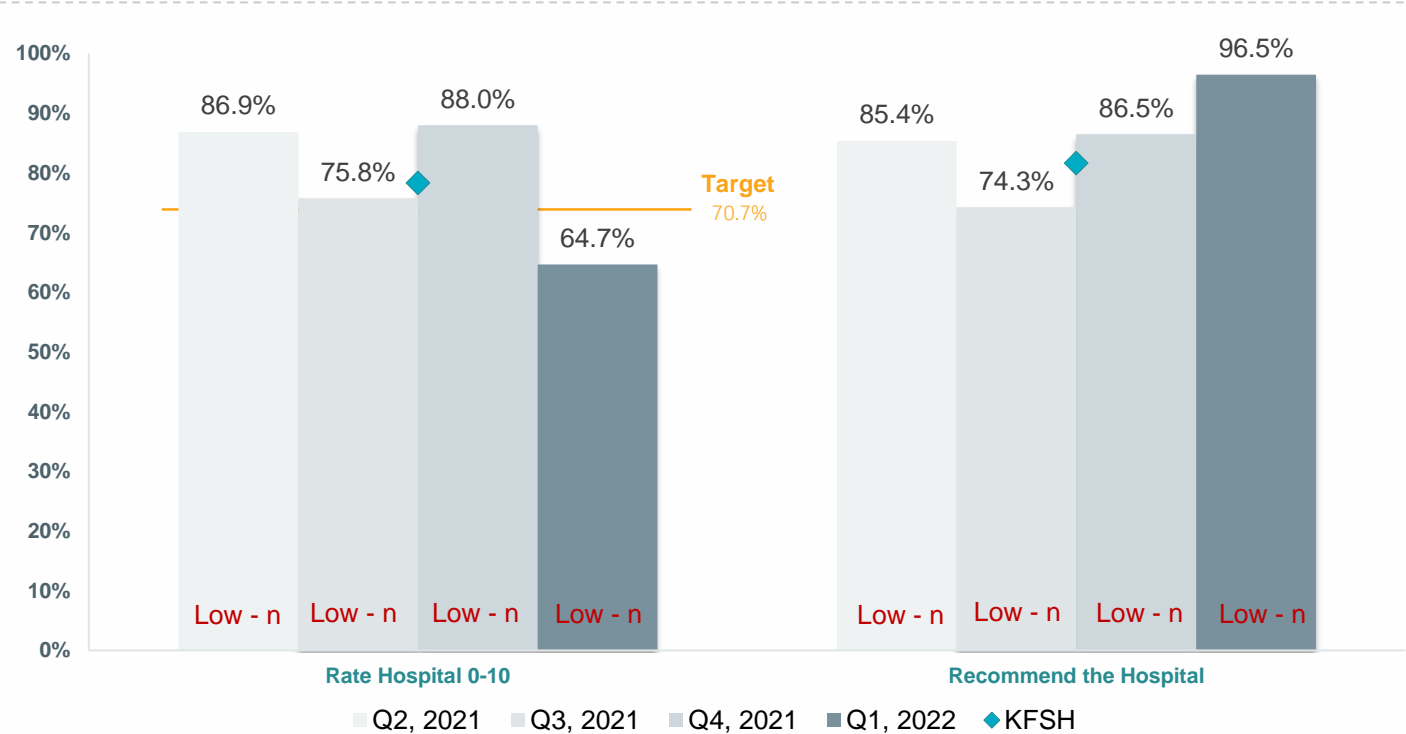


\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.



# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**NVSDU**  
Global Items

**n-Size**  
3\*

\* Sample size of less than 30 is not statistically significant

\* Top Box %

# IP – Wards

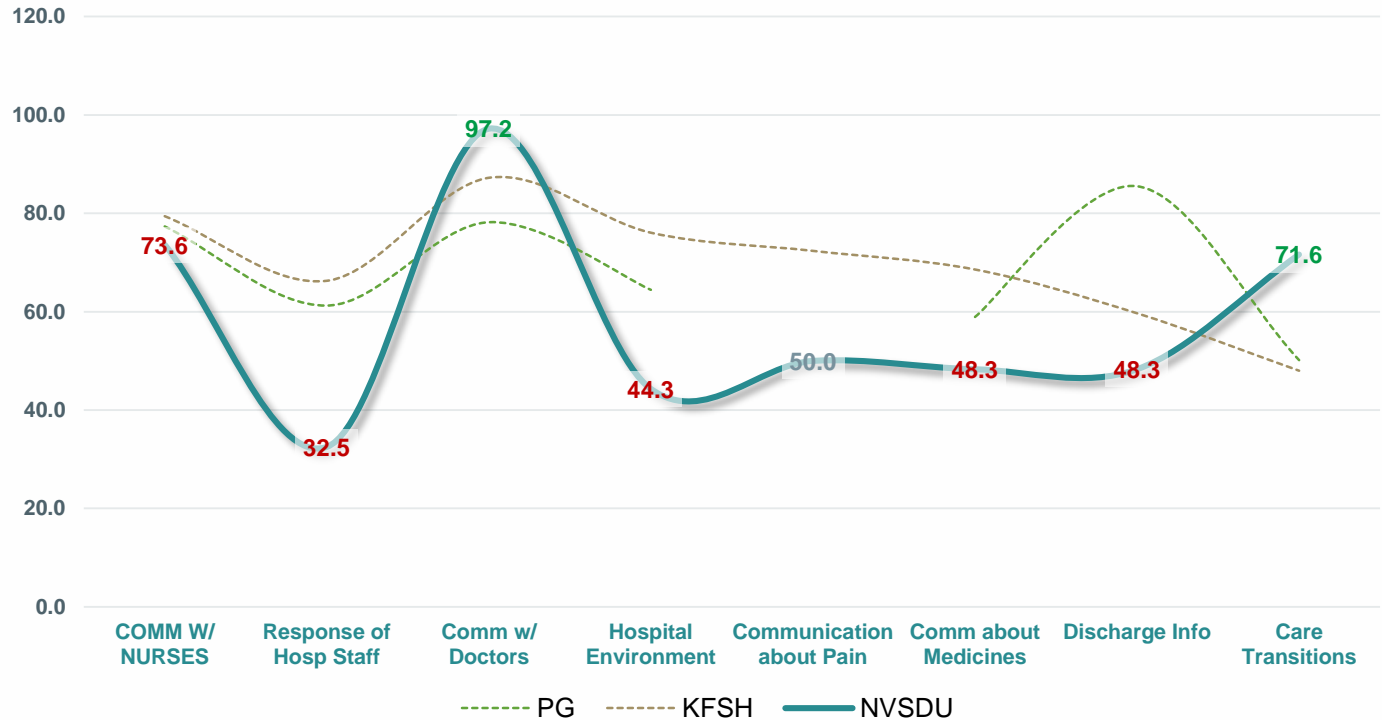
Period: Jan1st – Mar 31st, 2022

**NVSDU**

Domains

**n-Size**

3\*



\* Sample size of less than 30 is not statistically significant

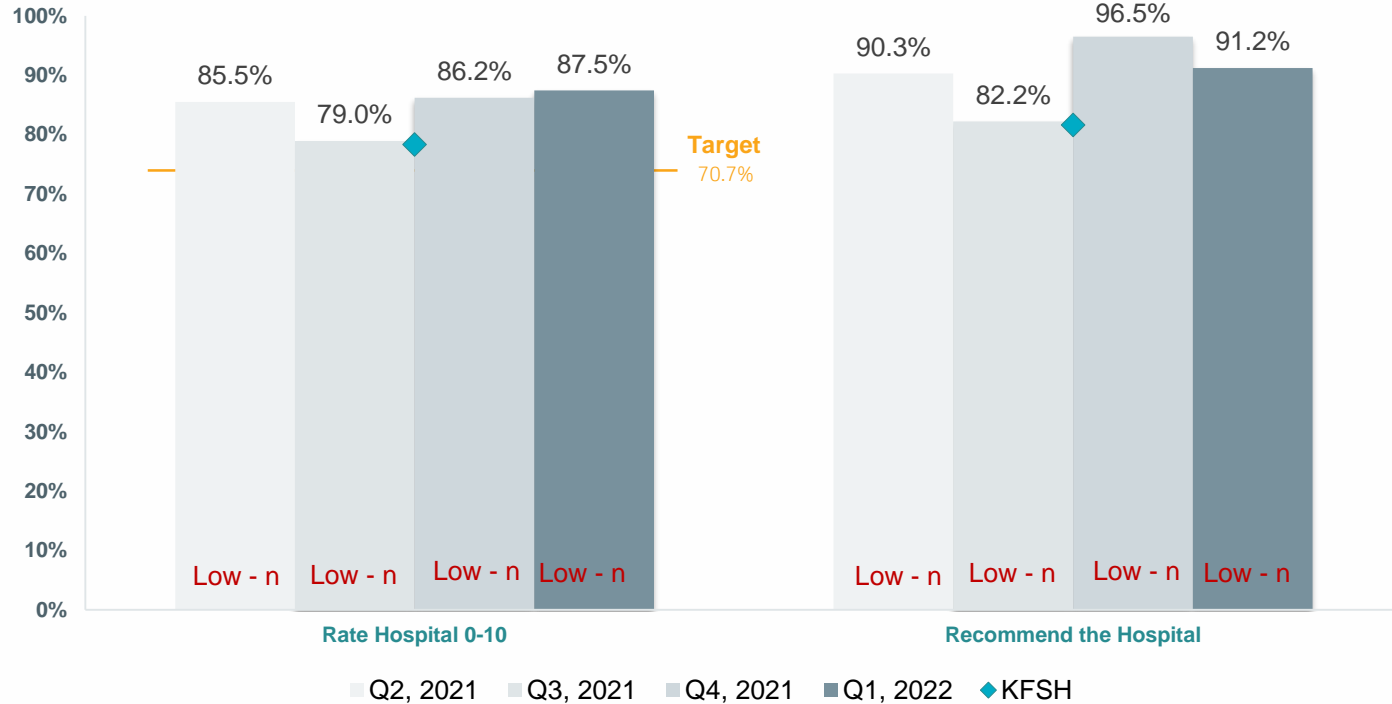
\* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

# IP – Wards

**L15-Hema**  
Global Items

**n-Size**  
19\*

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



■ PG Average

\* Sample size of less than 30 is not statistically significant

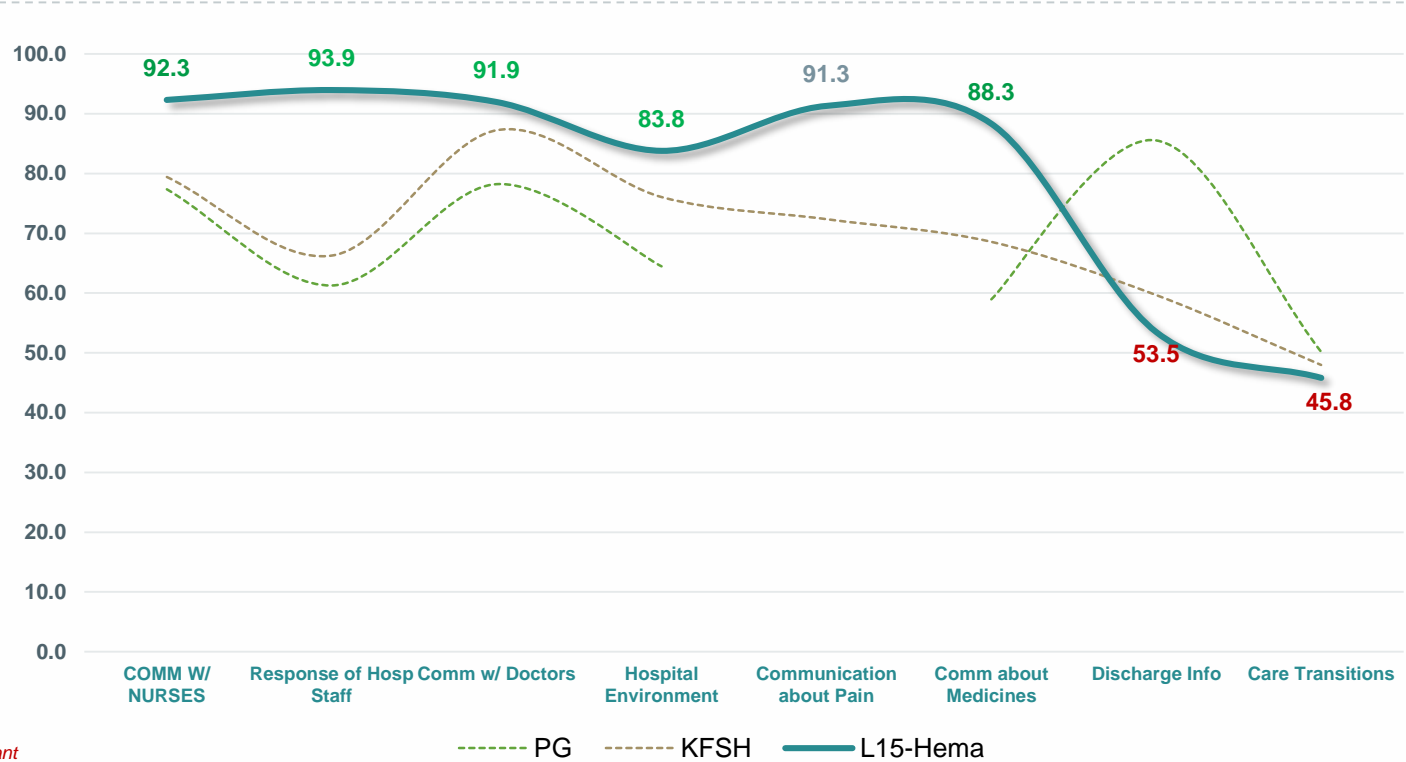
\* Top Box %

# IP – Wards

## L15-Hema Domains

n-Size  
19\*

Period: Jan1st – Mar 31st, 2022

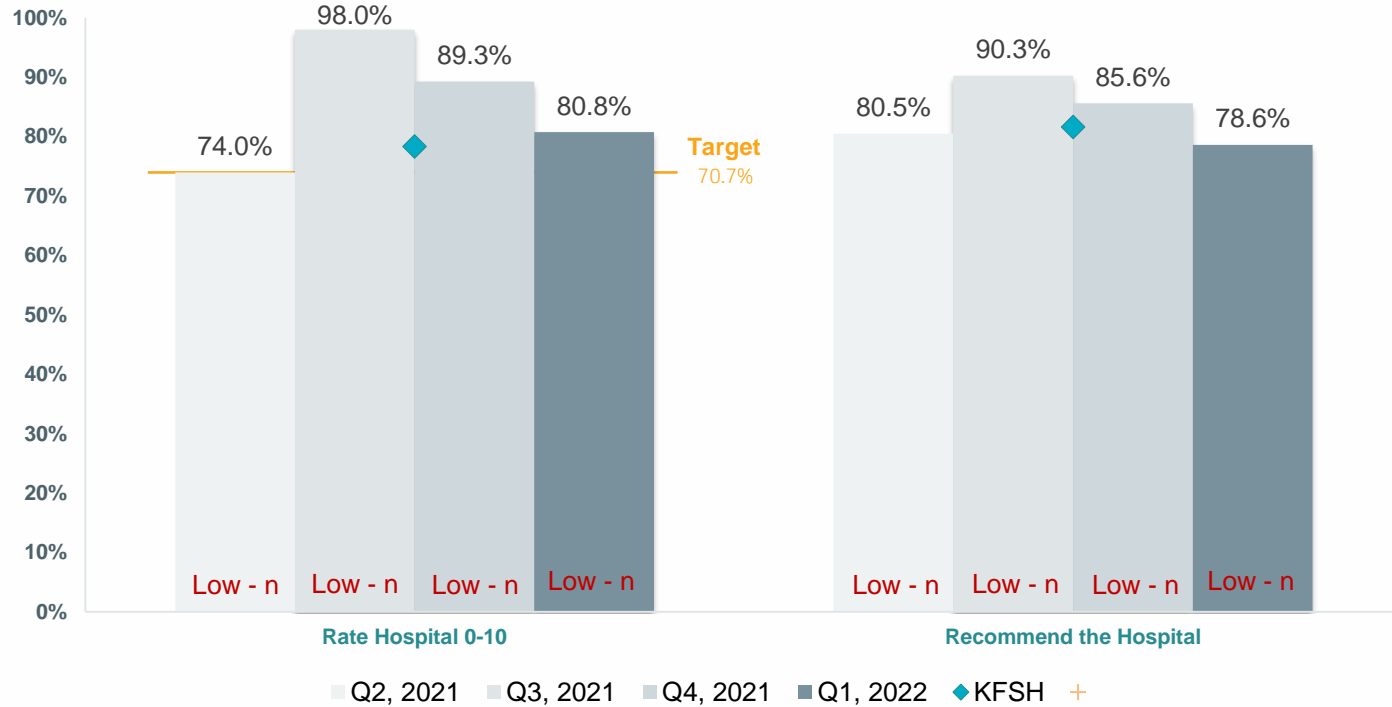


\* Sample size of less than 30 is not statistically significant

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

# IP – Wards

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



**L18-ONC**  
Global Items

**n-Size**  
29\*

■ PG Average

\* Sample size of less than 30 is not statistically significant

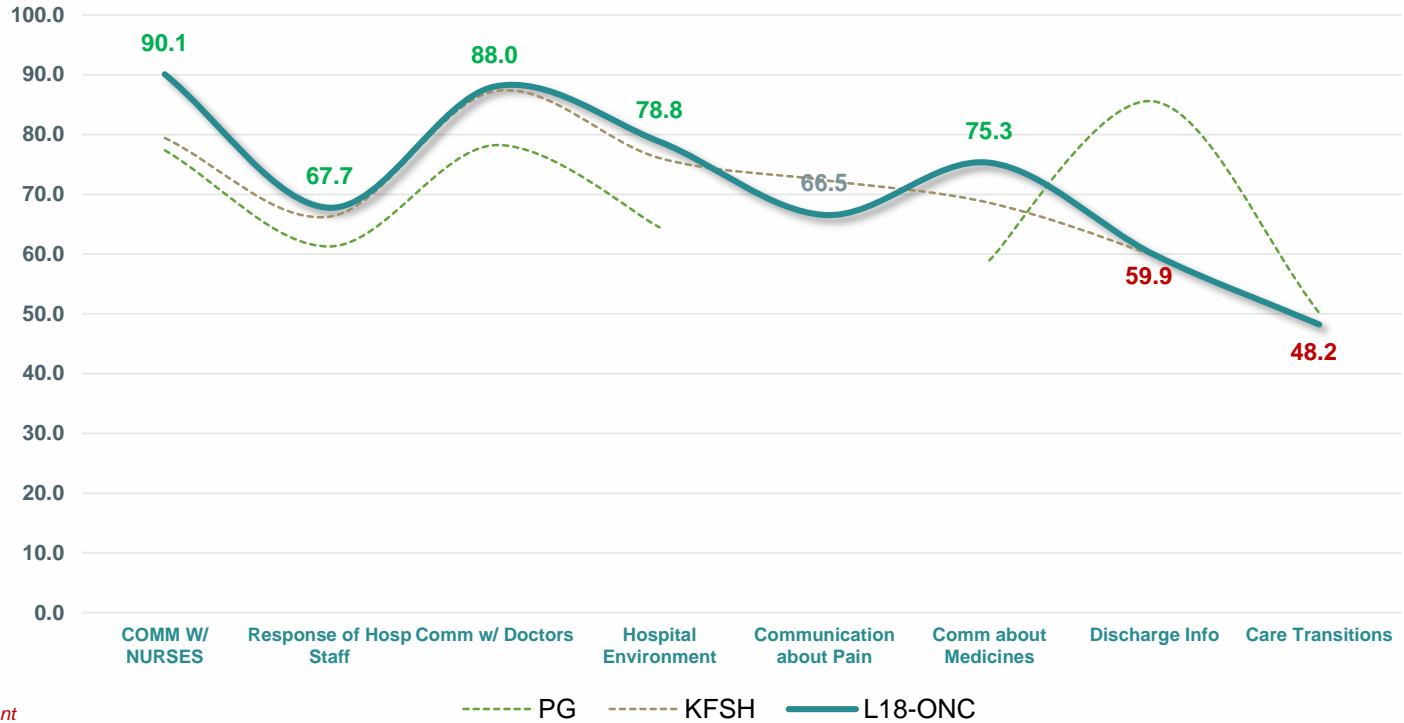
\* Top Box %

# IP – Wards

**L18-ONC**  
Domains

**n-Size**  
29\*

Period: Jan1st – Mar 31st, 2022



\* Sample size of less than 30 is not statistically significant

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

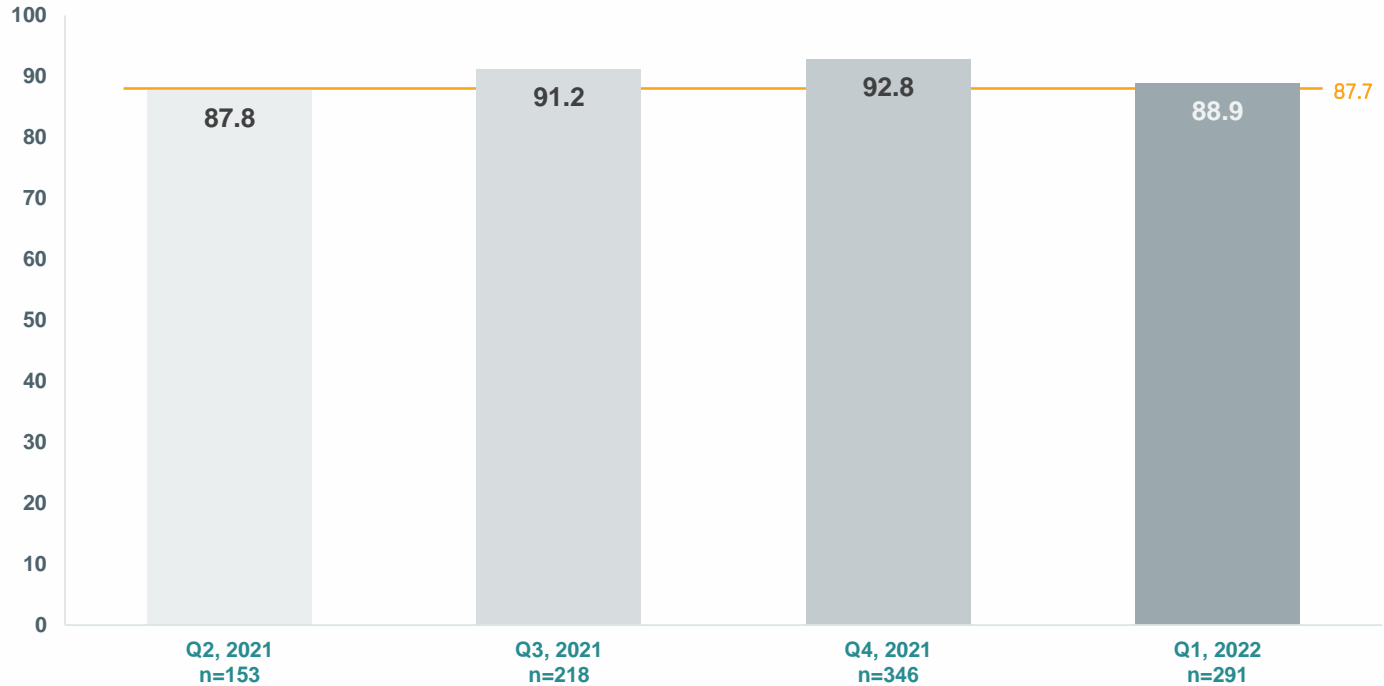


Inpatient  
Pediatrics

# IPP – Overall Rating



Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

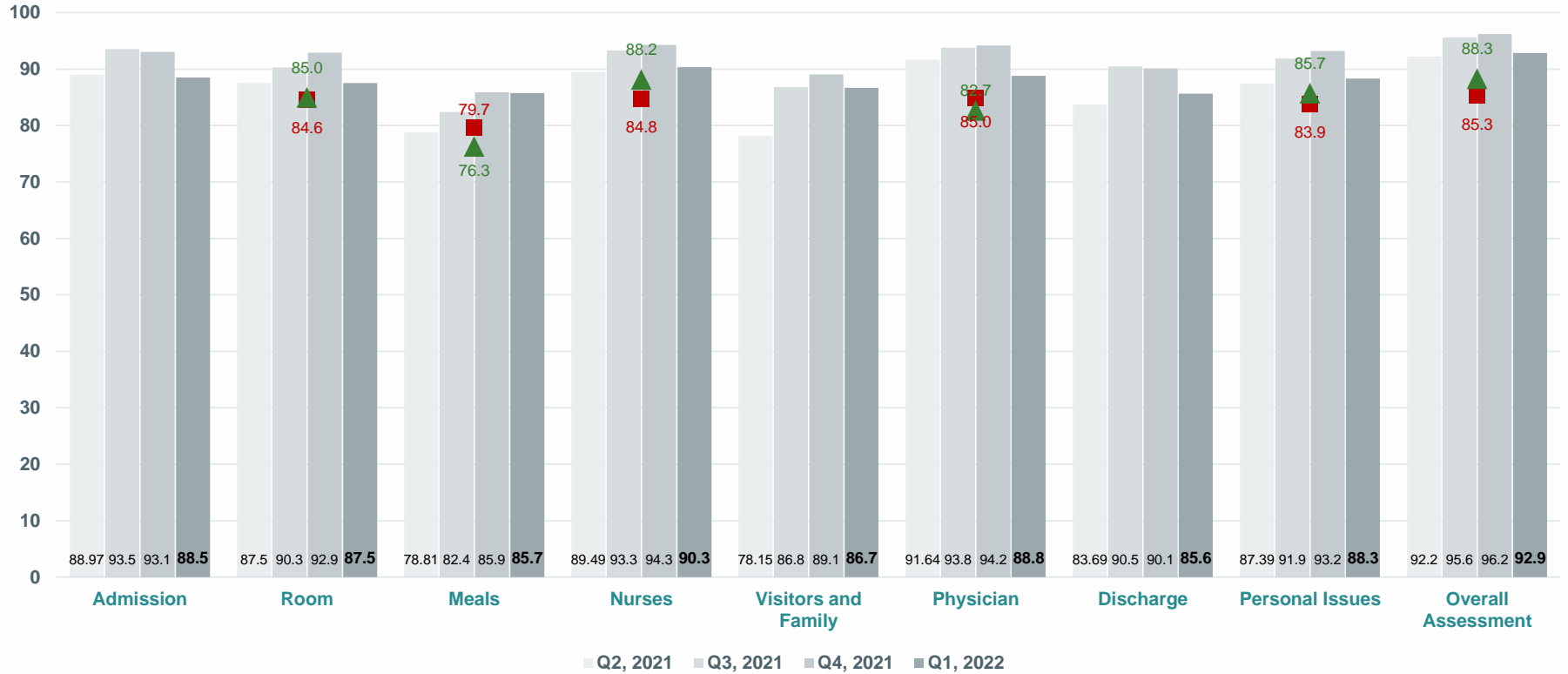


Adjusted data :  
Because patients tend to respond less negatively to a phone survey, an adjustment may be made to phone data to make it comparable to the reference mode which is mail.  
Scores are adjusted, as needed, and then compared to other facilities in the Press Ganey database.

■ 2022 Target [87.7]



# IPP – Survey Domains



\* Admission, Visitors & Family and Discharge Domains are no longer being standard questions since January 2021.

■ GCC Average

▲ PG Average

# IPP – Overall Rating

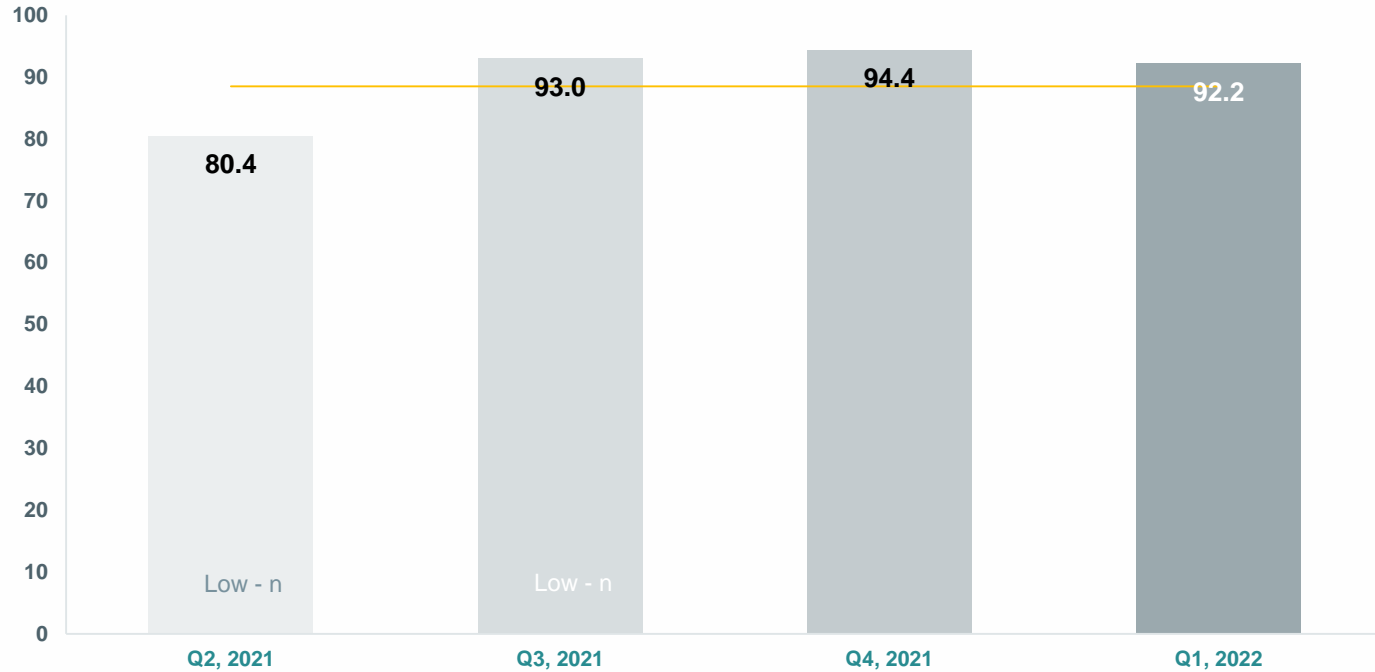
## Overall Rating Wards



# IPP – Wards



Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



# IPP – Wards

## CWB

Overall Rating

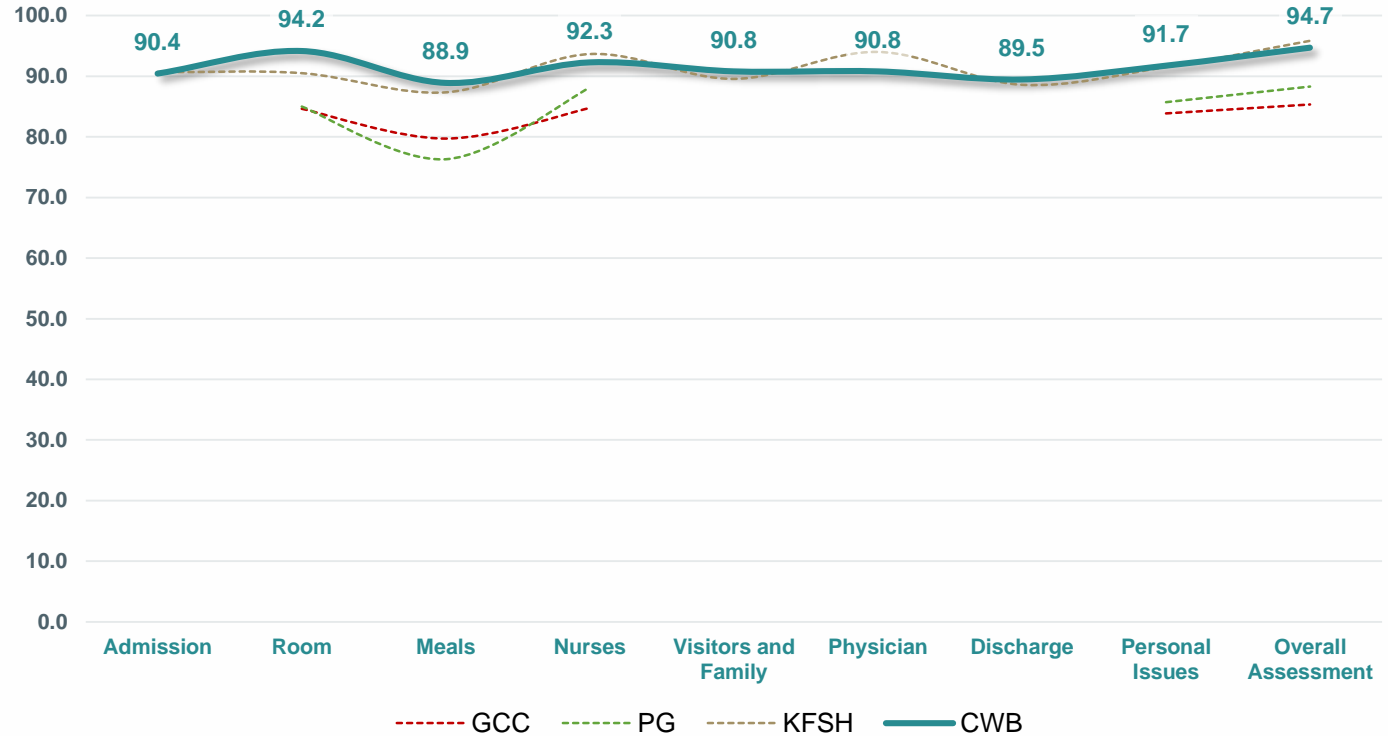
95.4

Q1, 2022

n-Size

54

Period: Jan1st – Mar 31st, 2022



\* Admission, Visitors & Family and Discharge Domains are no longer being standard questions since January 2021.

# IPP – Wards

## B3(1-2)

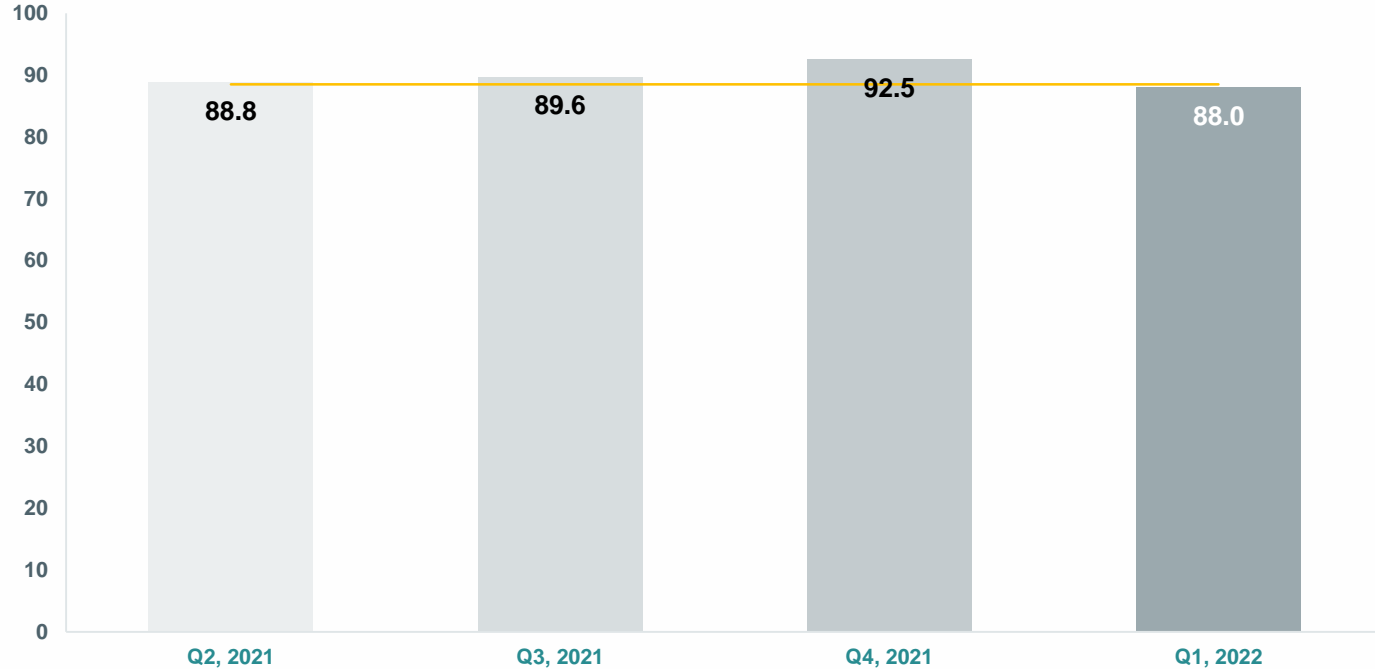
Overall Rating



### n-Size

102

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



■ 2022 Target [87.7]

# IPP – Wards

## B3(1-2)

Overall Rating

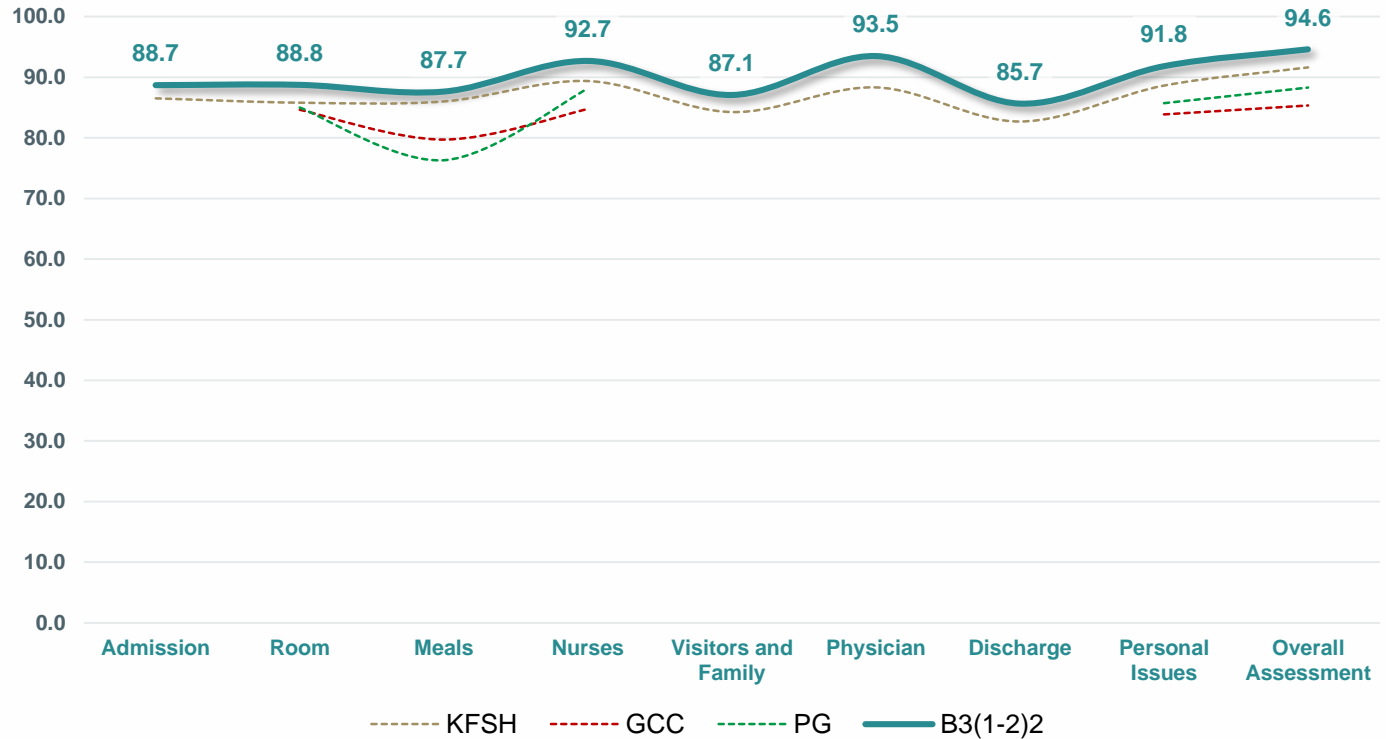
91.3

Q1, 2022

n-Size

102

Period: Jan1st – Mar 31st, 2022

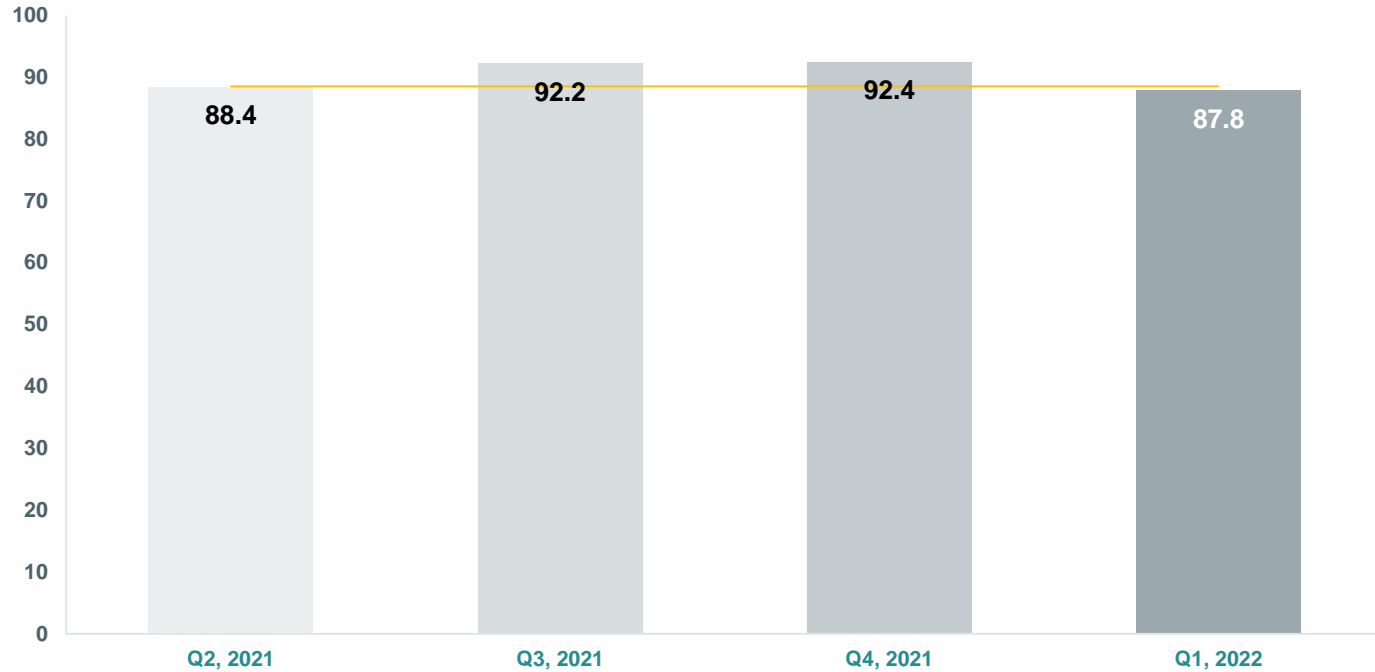


\* Admission, Visitors & Family and Discharge Domains are no longer being standard questions since January 2021.

# IPP – Wards



Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



■ 2022 Target [87.7]

# IPP – Wards

## A2

Overall Rating

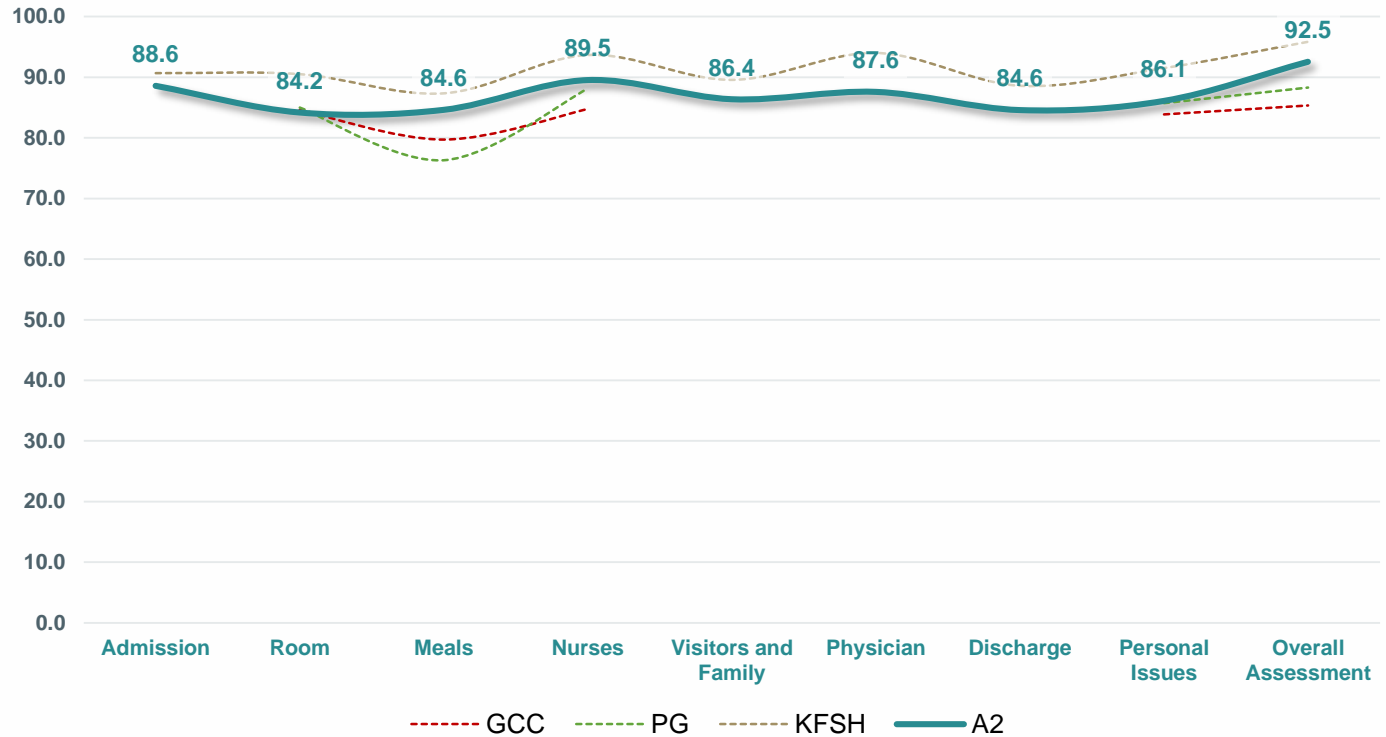
# 91.0

Q1, 2022

## n-Size

# 92

Period: Jan1st – Mar 31st, 2022



\* Admission, Visitors & Family and Discharge Domains are no longer being standard questions since January 2021.



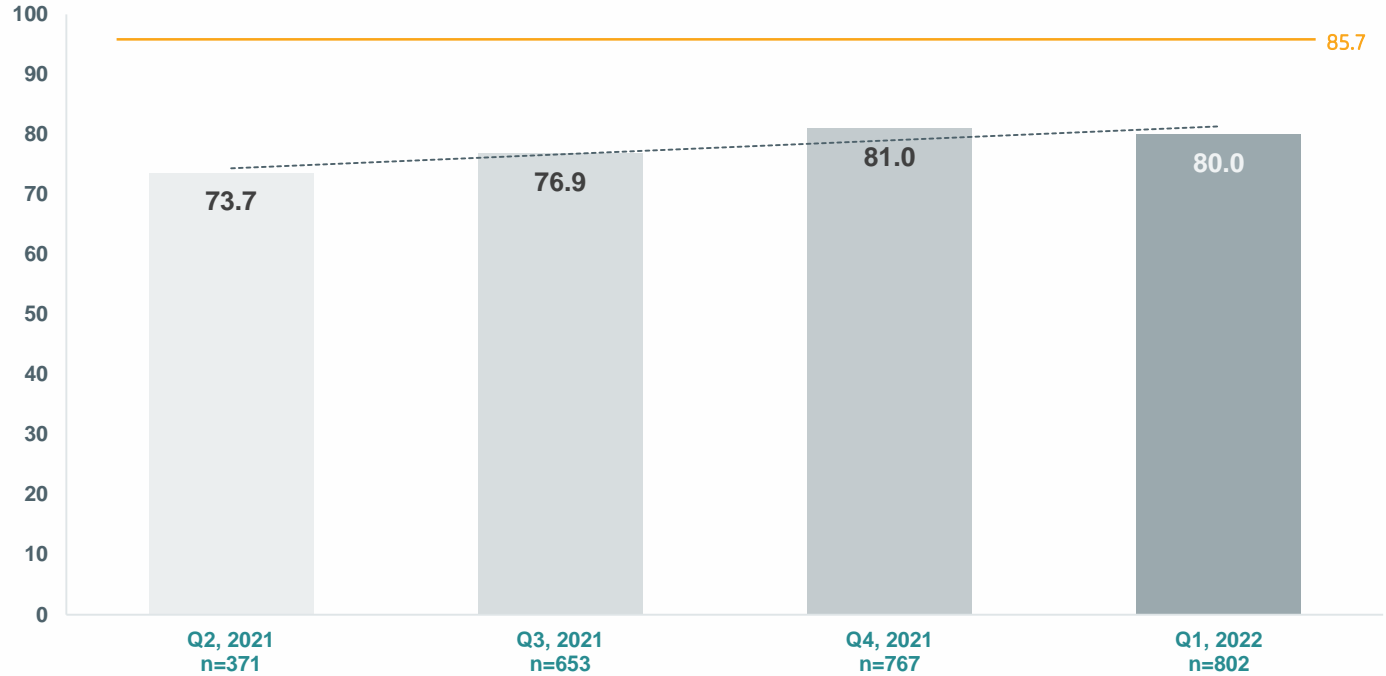


Emergency

# ED – Overall Rating



Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]

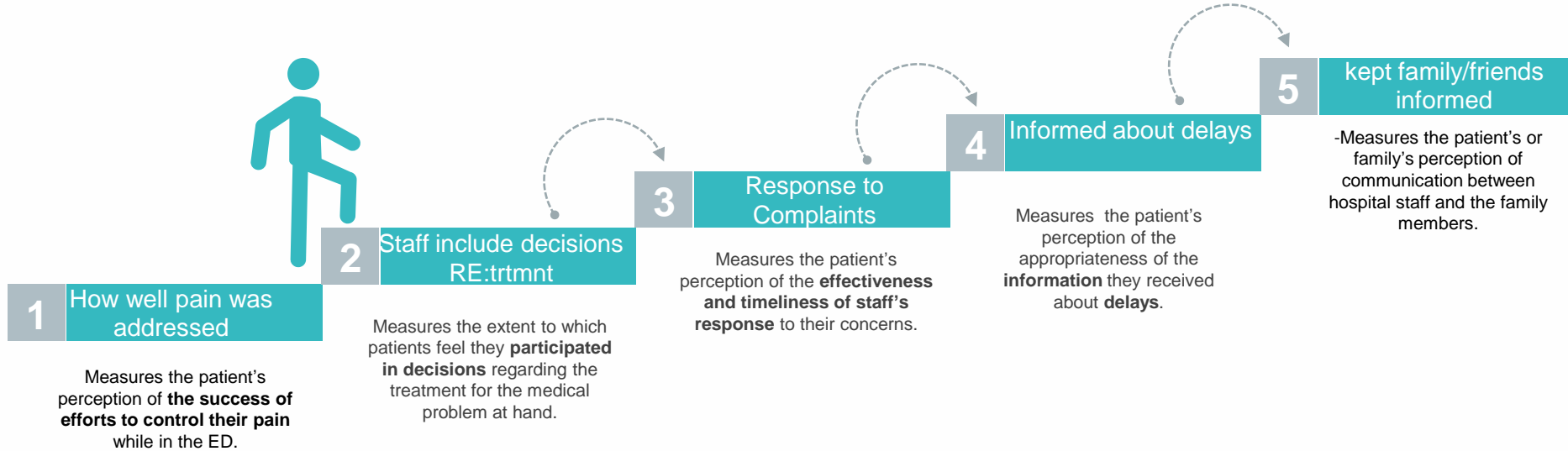


# ED – Survey Domains





# ED – Priority Index (Q1, 2022)



- 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 15 consecutive Quarters (Q1,2018 – Q1, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Ambulatory  
Surgery

# AS – Overall Rating

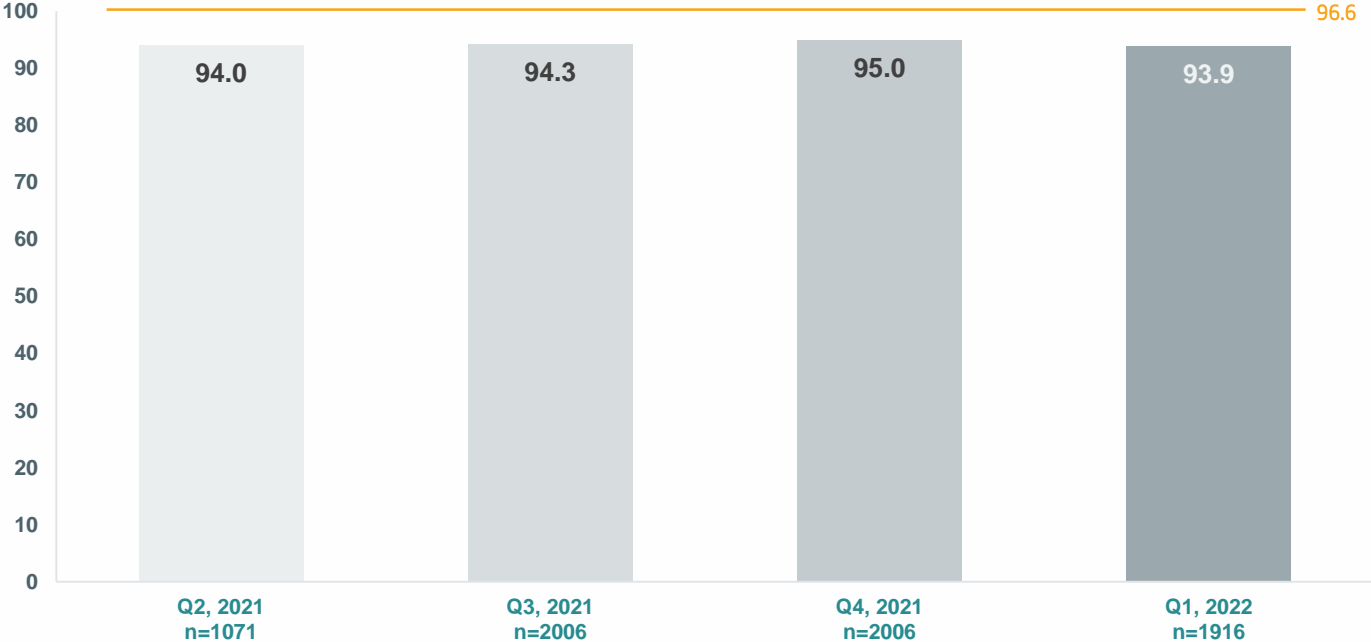
**KFSH**



**95.0**  
Q1, 2022

**n-Size**  
1,916

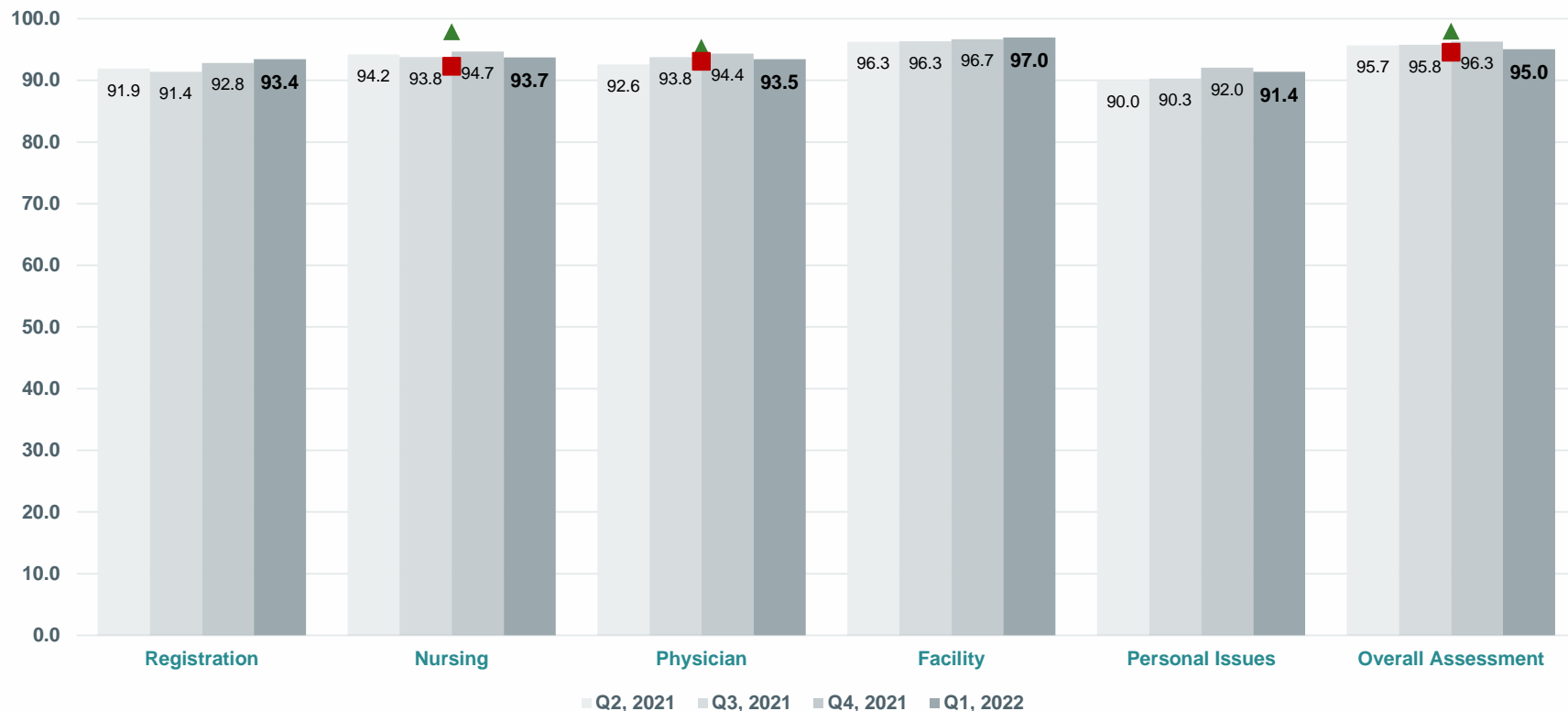
Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



Adjusted data :  
Because patients tend to respond less negatively to a phone survey, an adjustment may be made to phone data to make it comparable to the reference mode which is mail. \* The survey tool was updated starting from Q2, 2020  
Scores are adjusted, as needed, and then compared to other facilities in the Press Ganey database.

■ 2022 Target [96.6]

# AS – Survey Domains



\* The survey tool was updated starting from Q2, 2020

■ GCC Average

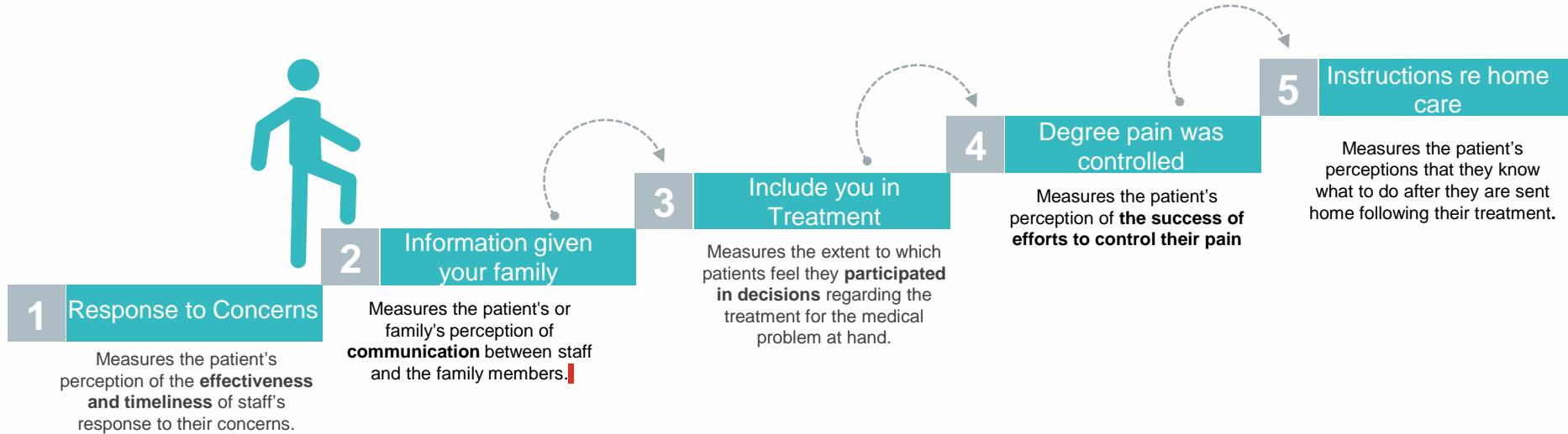
▲ PG Average



# AS – Strengths



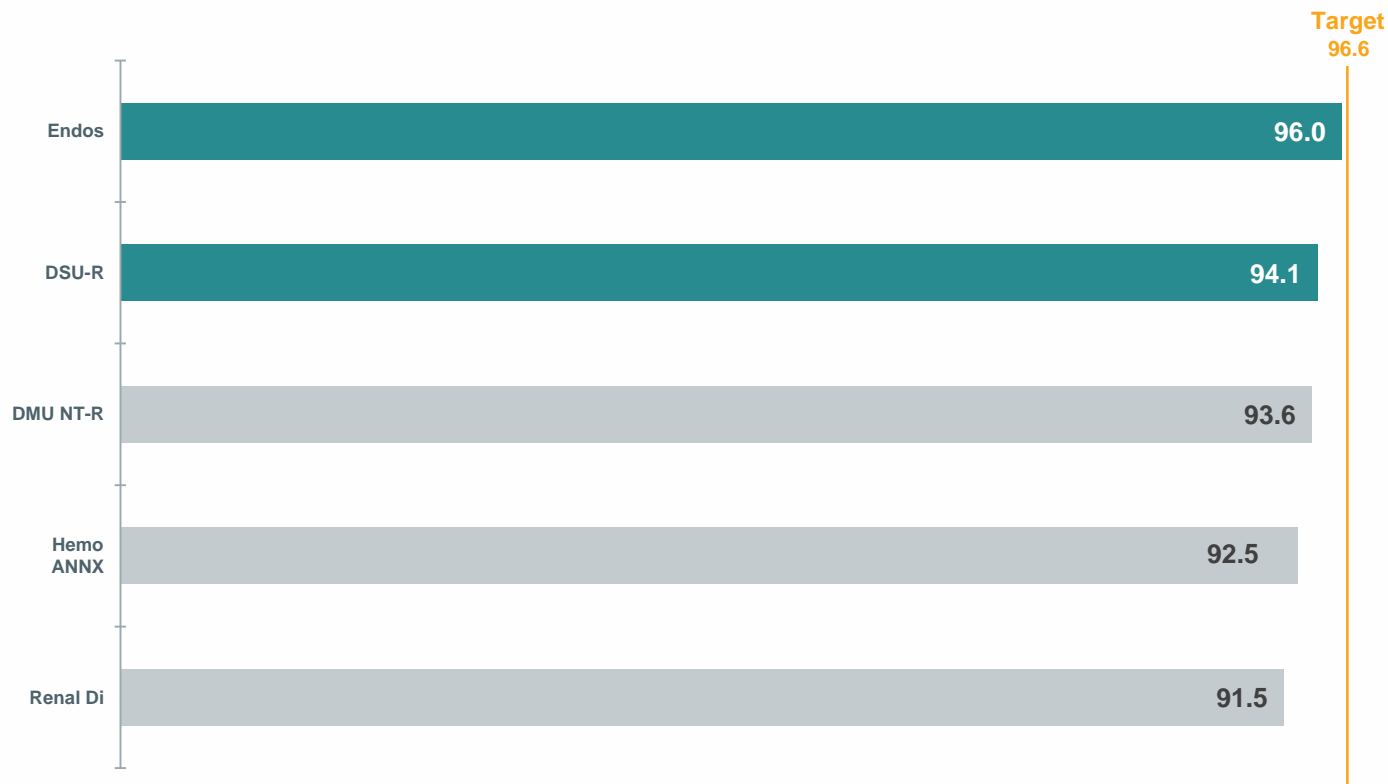
# AS – Priority Index (Q1, 2022)



- 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 Ambulatory Surgery Improvement Opportunities distributes across various domains in the patient journey.
- Most of these items have been identified as a priority for the 15 or more consecutive Quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

# AS – Departments

## Overall Rating Departments

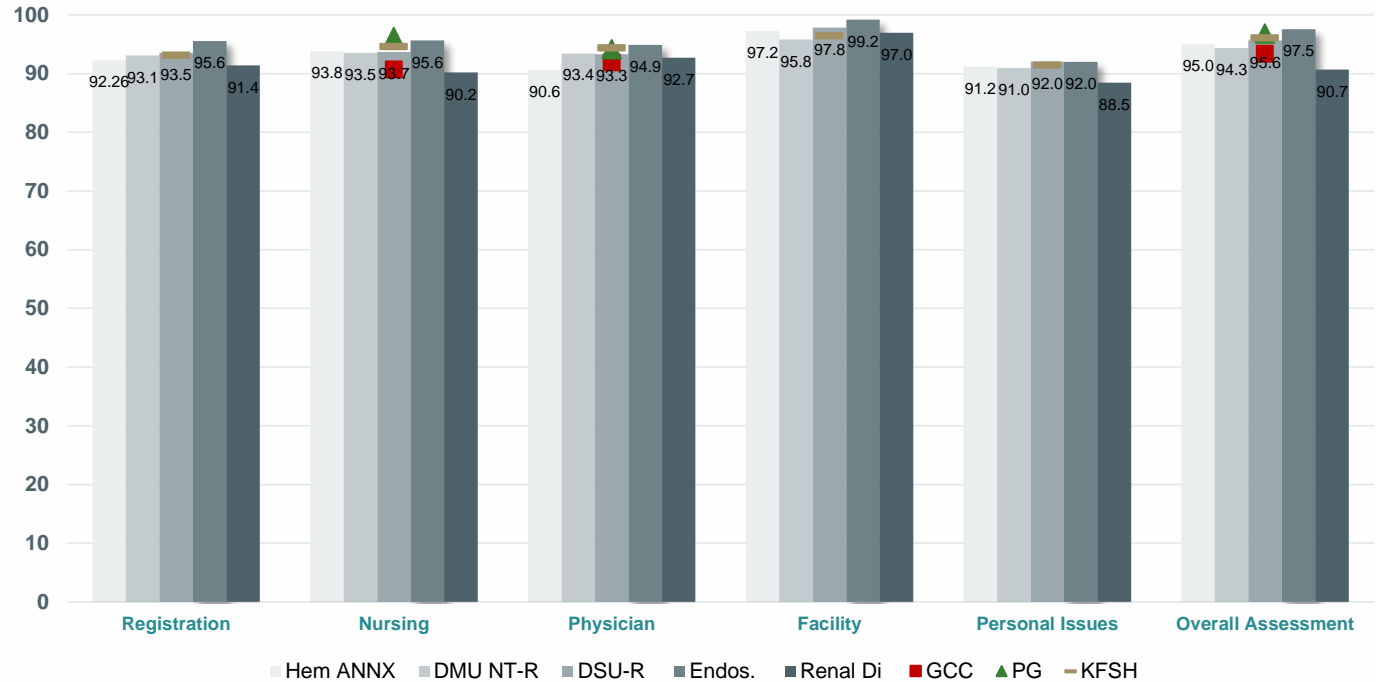


Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

# AS – Survey Domains

## Patient Journey Departments



Period: Jan1st – Mar 31st, 2022

KFSH Average

GCC Average

PG Average



Outpatient  
Oncology

# ON – Overall Rating

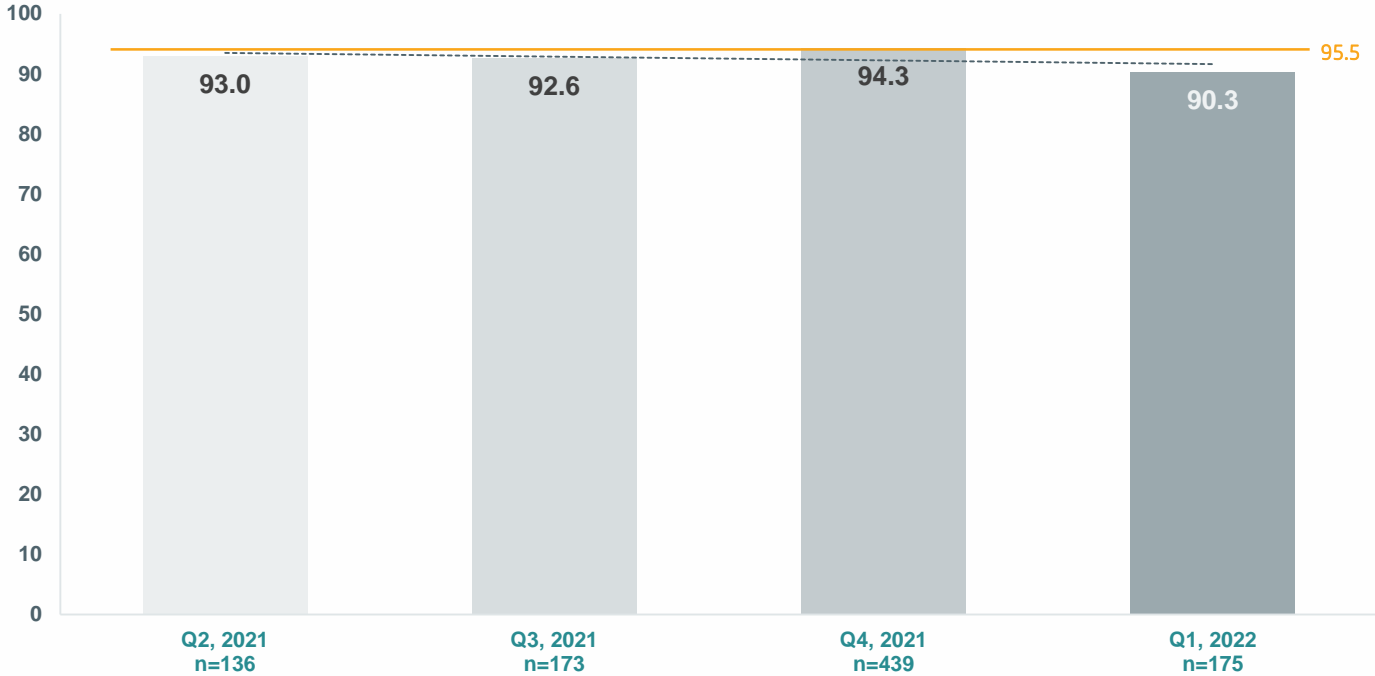
**KFSH**



**90.3**  
Q1, 2022

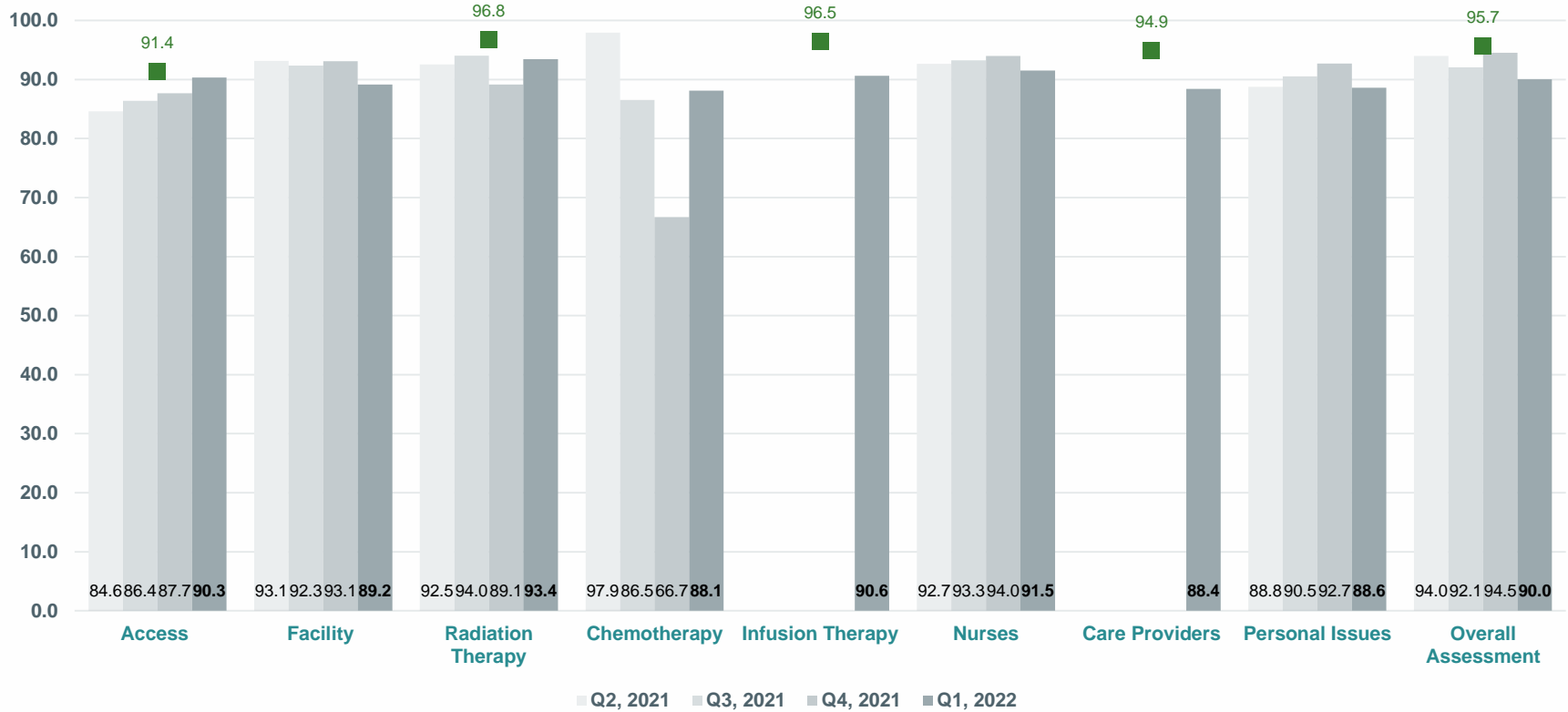
**n-Size**  
175

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



Survey has changed on Q1,2022.

# ON – Survey Domains

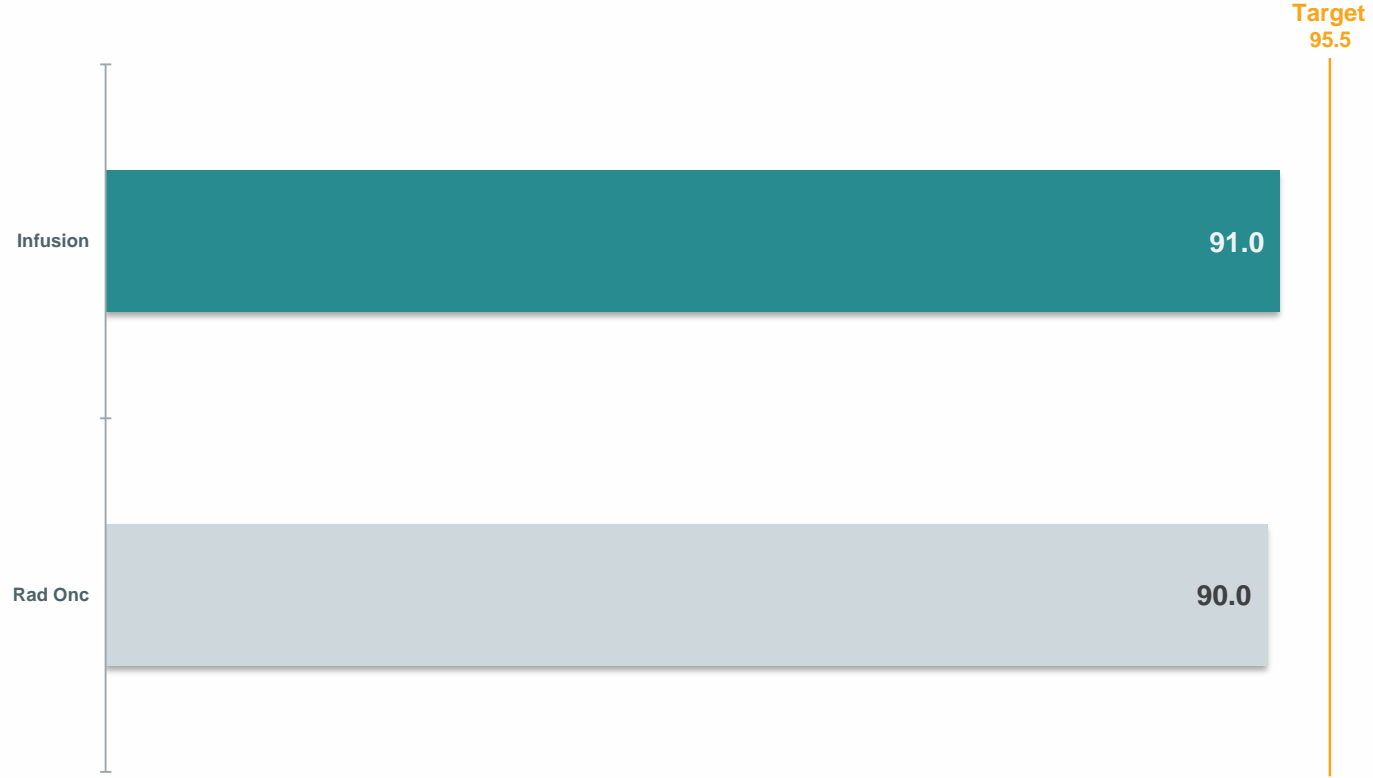


▲ PG Average

Survey has changed on Q1,2022.

# ON – Overall Rating

## Overall Rating Units



Period: Jan1st – Mar 31st, 2022

Survey has changed on Q1,2022.

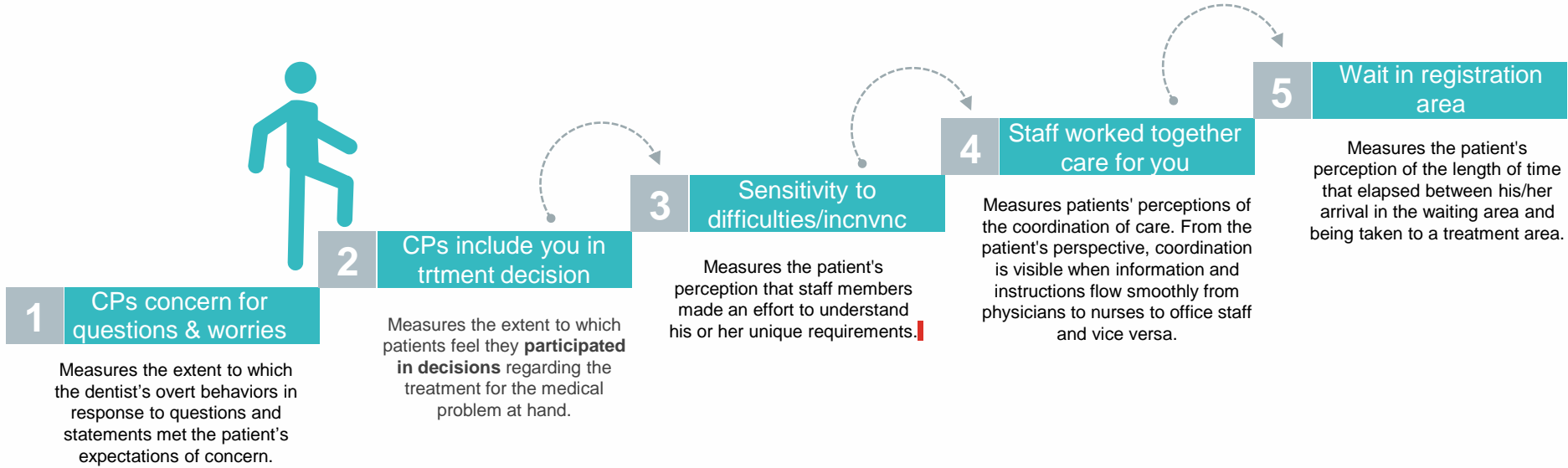


# ON – Strengths

## Ease of registration process



# ON – Priority Index (Q1, 2022)



- 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 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 concerned units

# ON – Units

## Infusion

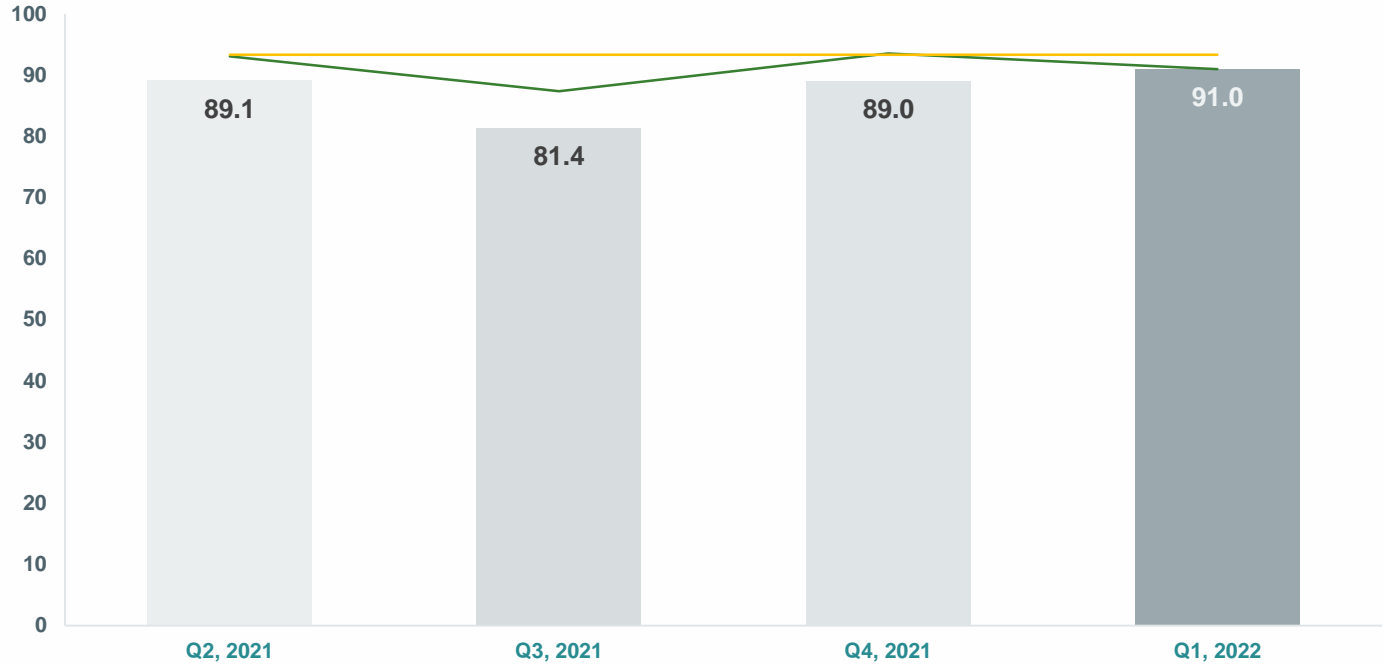
Overall Rating



n-Size

62

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



■ 2022 Target [95.5]

Survey has changed on Q1,2022.

## Infusion

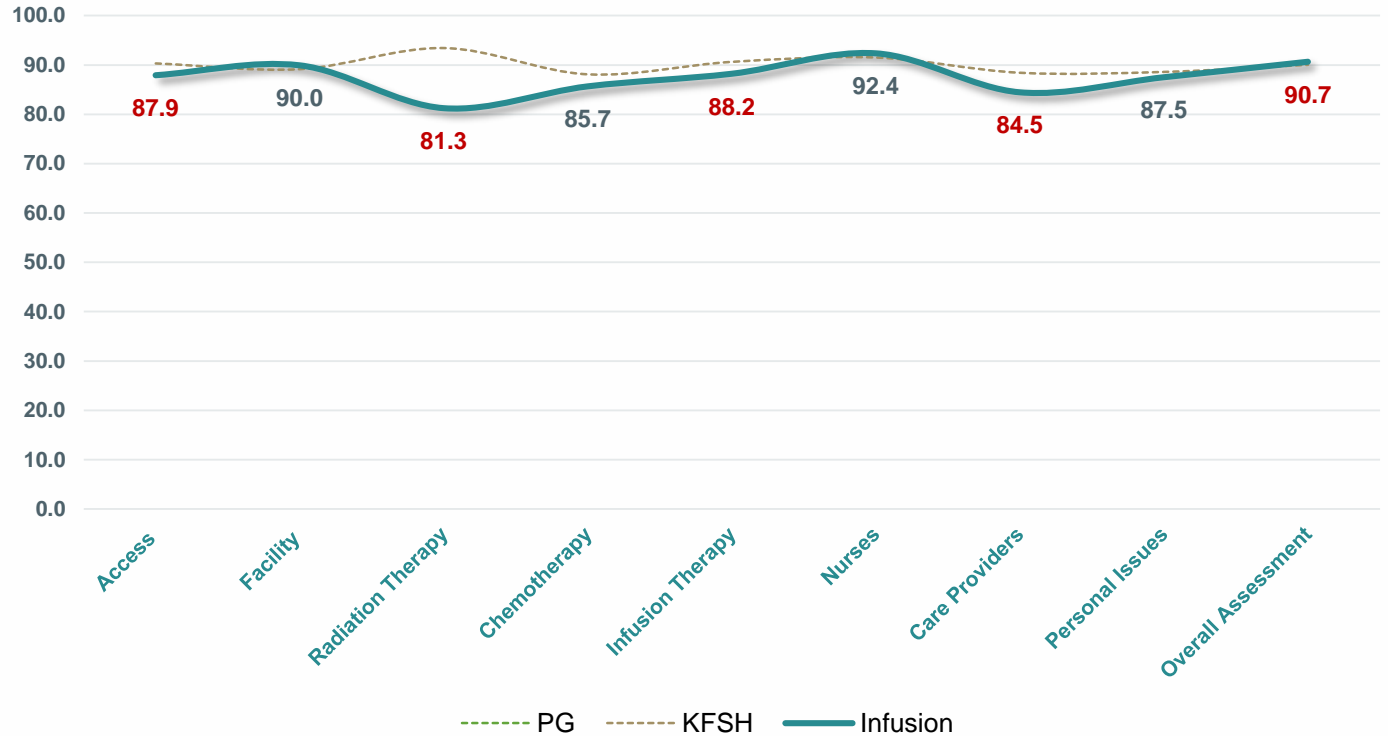
Patient Journey



n-Size

62

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

## Radiation

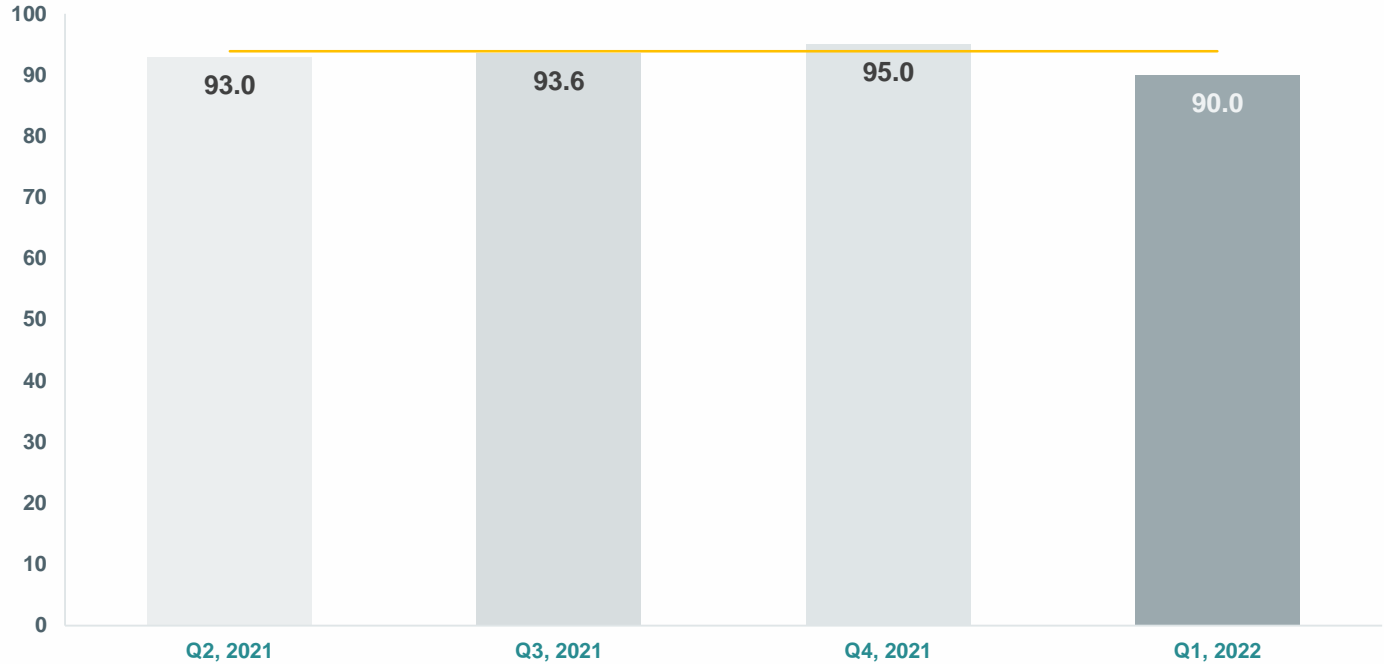
Overall Rating



n-Size

113

Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



■ 2022 Target [95.5]

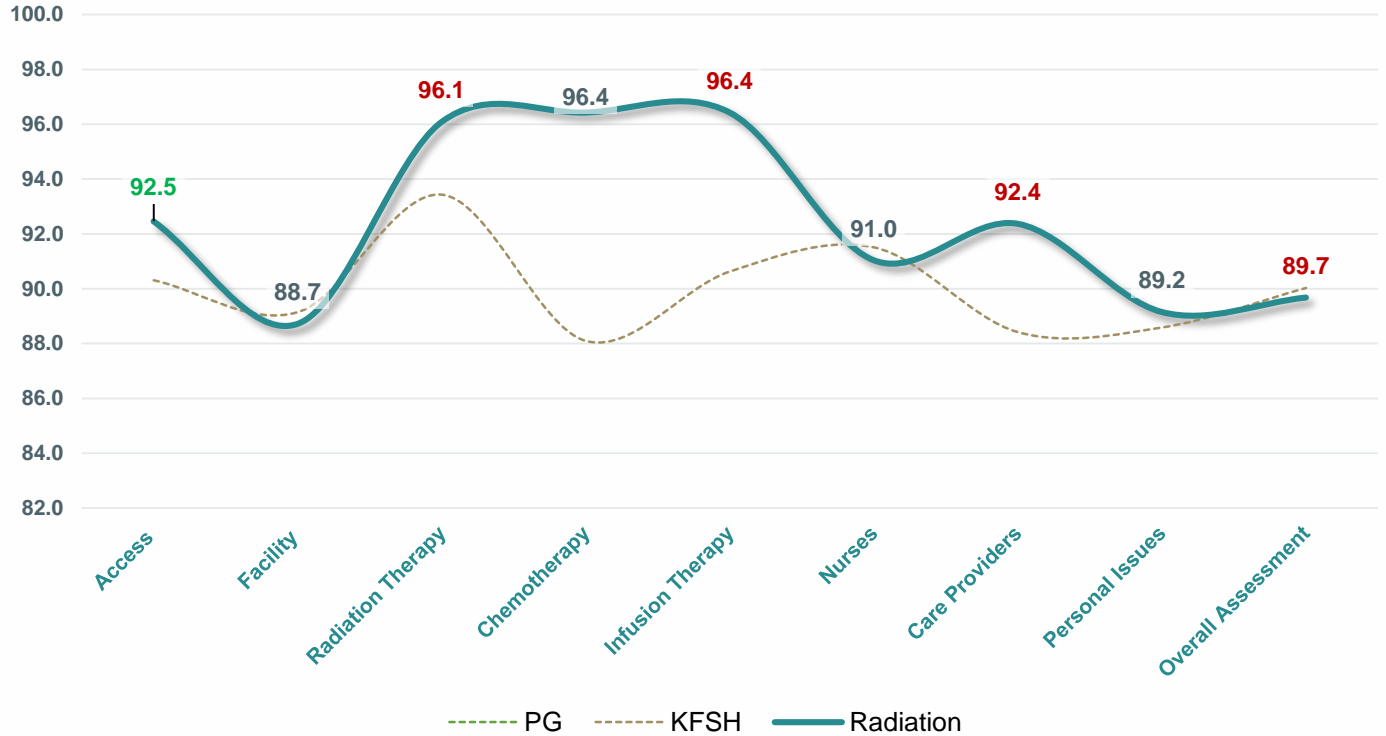
Survey has changed on Q1,2022.

## Radiation Patient Journey



n-Size  
113

Period: Jan1st – Mar 31st, 2022



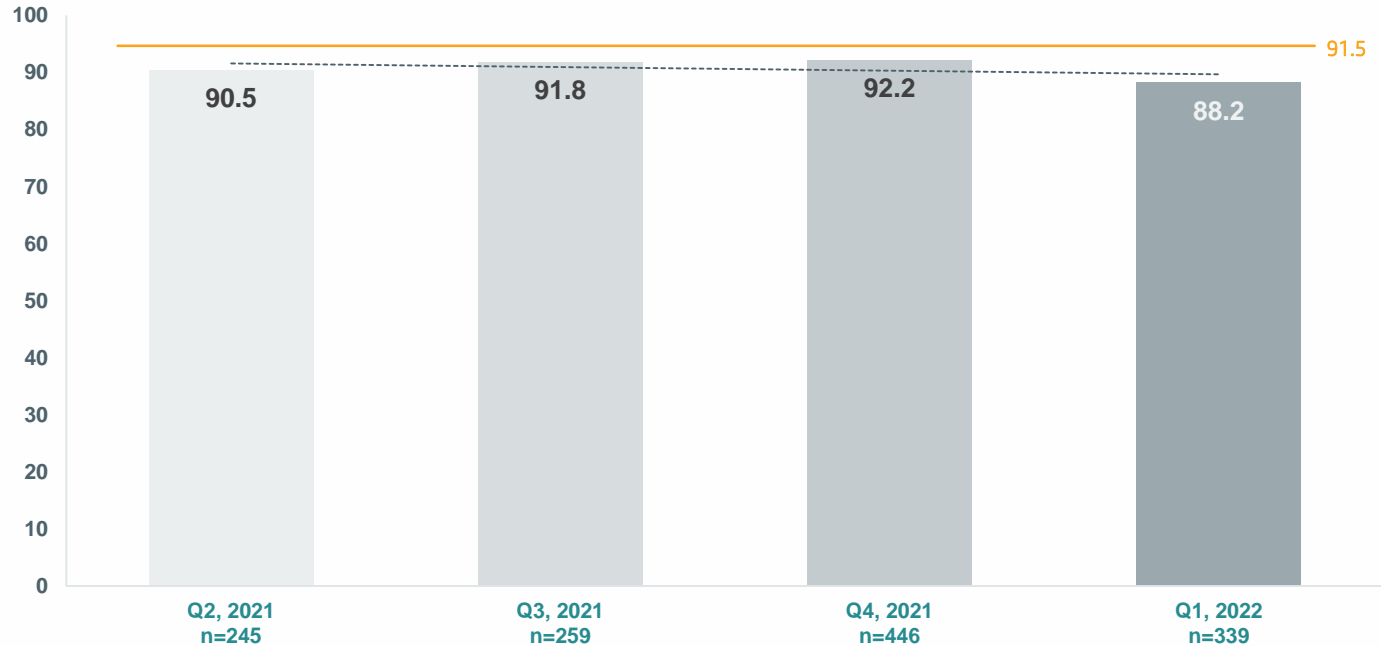
Survey has changed on Q1,2022.



# DEN – Overall Rating



Overall Rating Trend [ Q2, 2021 – Q1, 2022 ]



Survey has changed on Q1,2022.



# Dental – Departments

## KFSH

### Patient Journey

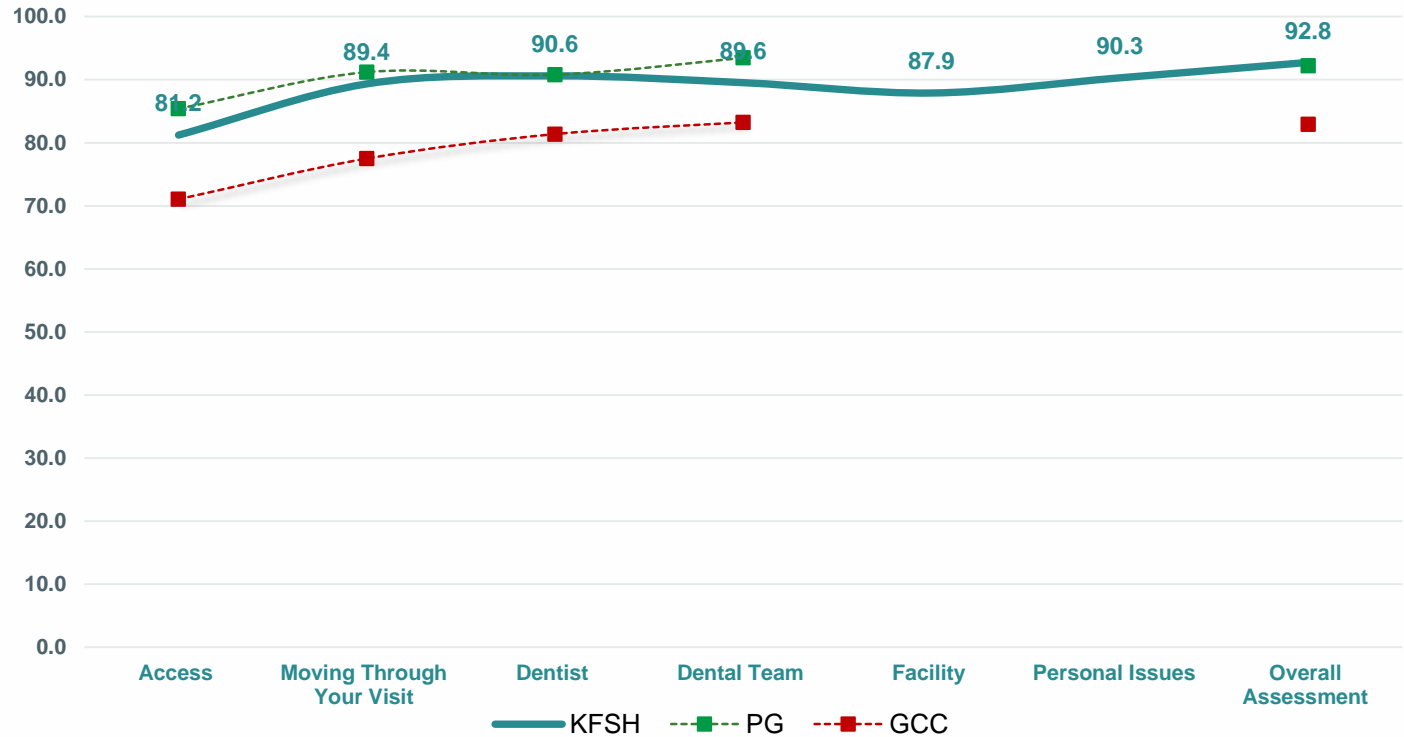
# 88.2

Q1, 2022

## n-Size

# 339

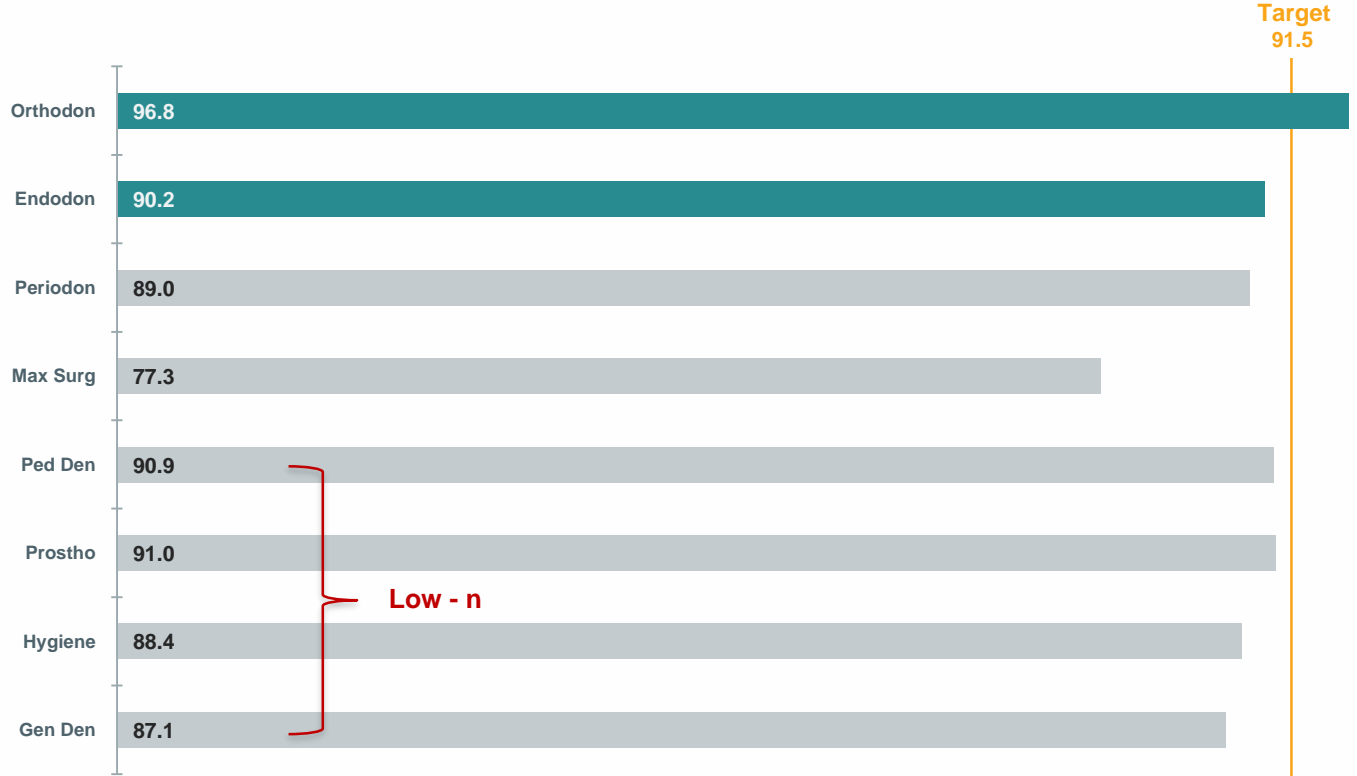
Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

# DEN – Overall Rating

## Overall Rating Departments



Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

Survey has changed on Q1,2022.

# DEN – Priority Index (Q1, 2022)



## 1 Ease of contacting

Gauges the patient's perception of how easy it was to reach someone from the dental office through various modes of communication.

## 2 DH discuss outcome exam

Measures the patient's perception that the dentist completed an exam and treatment that **met all presented and diagnosed needs**.

## 3 Informed about delays

-Gauges patients' perceptions about the **appropriateness of information** they received **about any delays**.

## 4 Dentist discussion of treatment

Identify patient experience based on the treatment options given and the manner in which those options were presented

## 5 Ease of scheduling your appointment

measures how easy it was for the patient to schedule their visit to the dental office

- 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**.
- The Top 3 Priorities have been identified as a priority for 5 consecutive quarters.
- Addressing these priorities should be at a corporate level cascaded down to concerned units

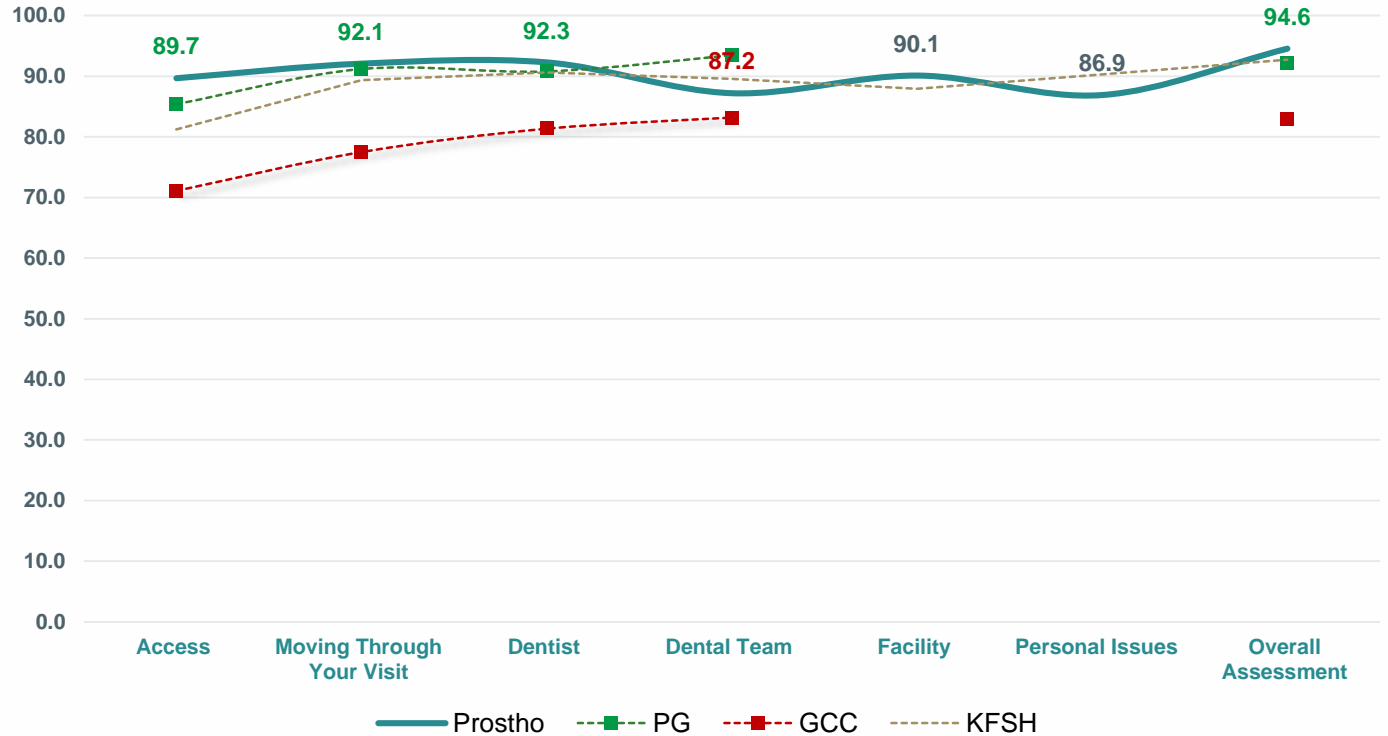
# Dental – Departments

## Prostho Patient Journey



n-Size  
36

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

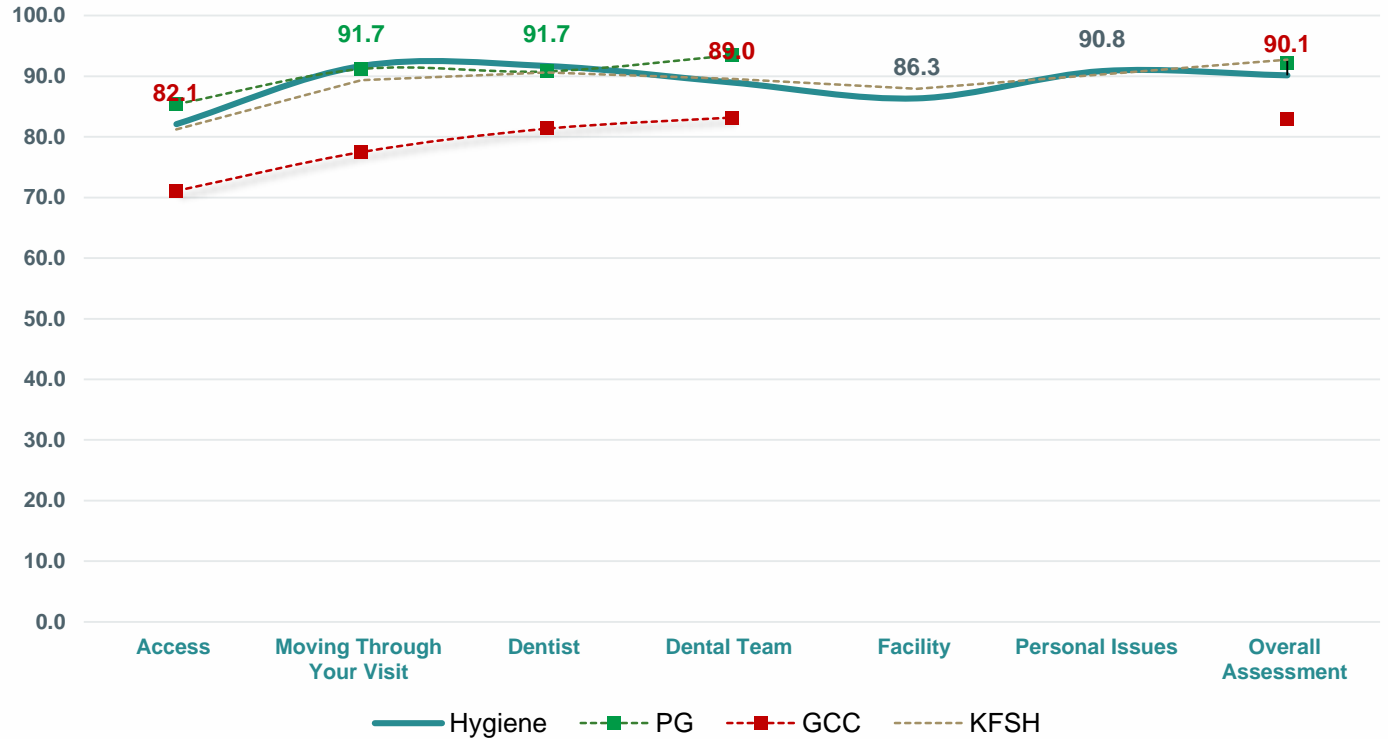
# Dental – Departments

## Hygiene Patient Journey



n-Size  
60

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

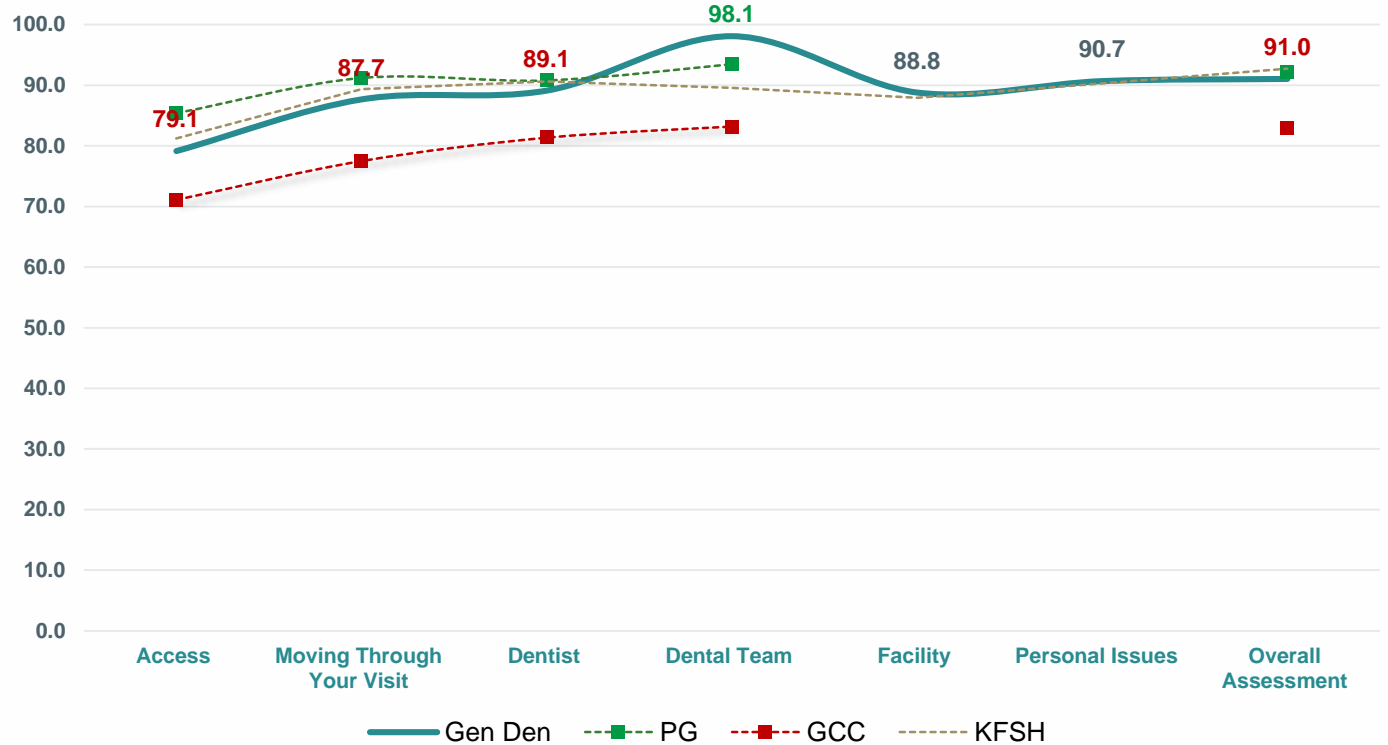
# Dental – Departments

## Gen Den Patient Journey



n-Size  
136

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

# Dental – Departments

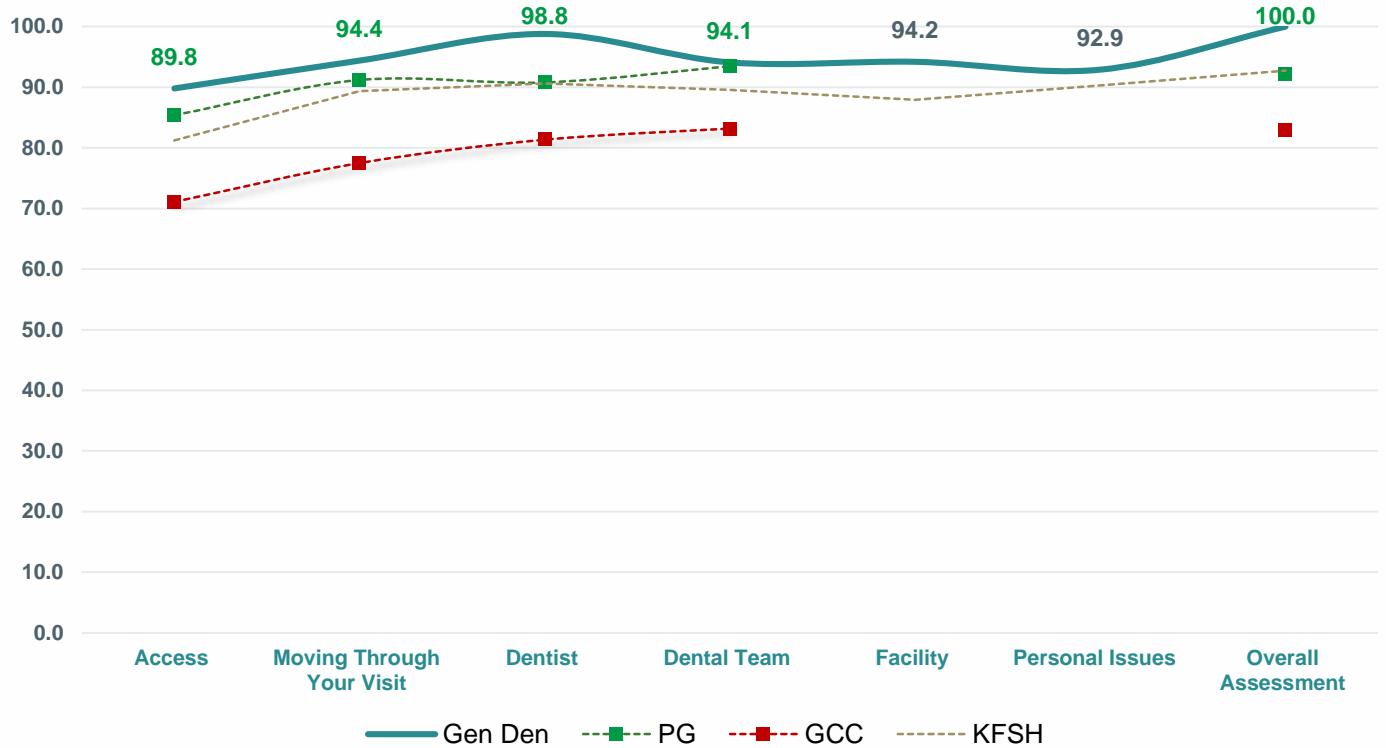
## Orthodon Patient Journey



n-Size  
16\*

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

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

# Dental – Departments

## Endodon

### Patient Journey

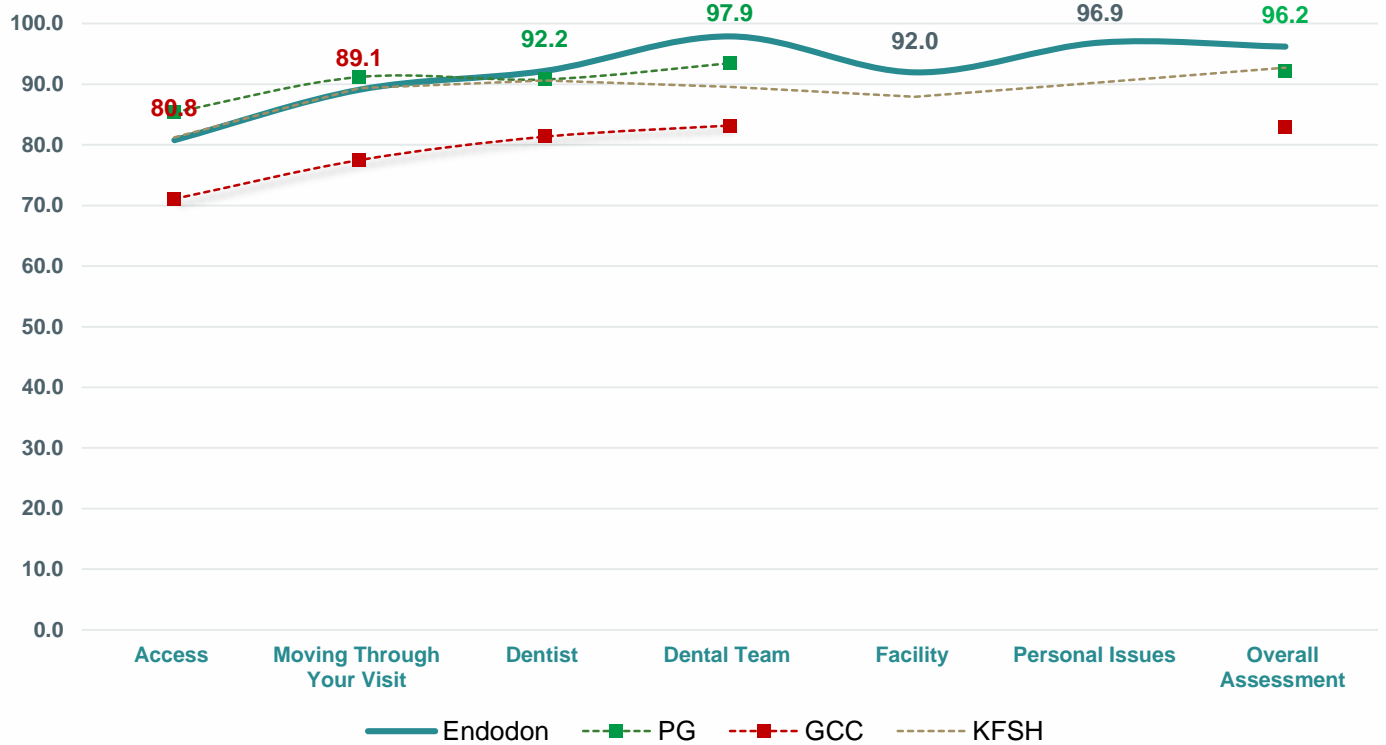


n-Size

21\*

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

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.



# Dental – Departments

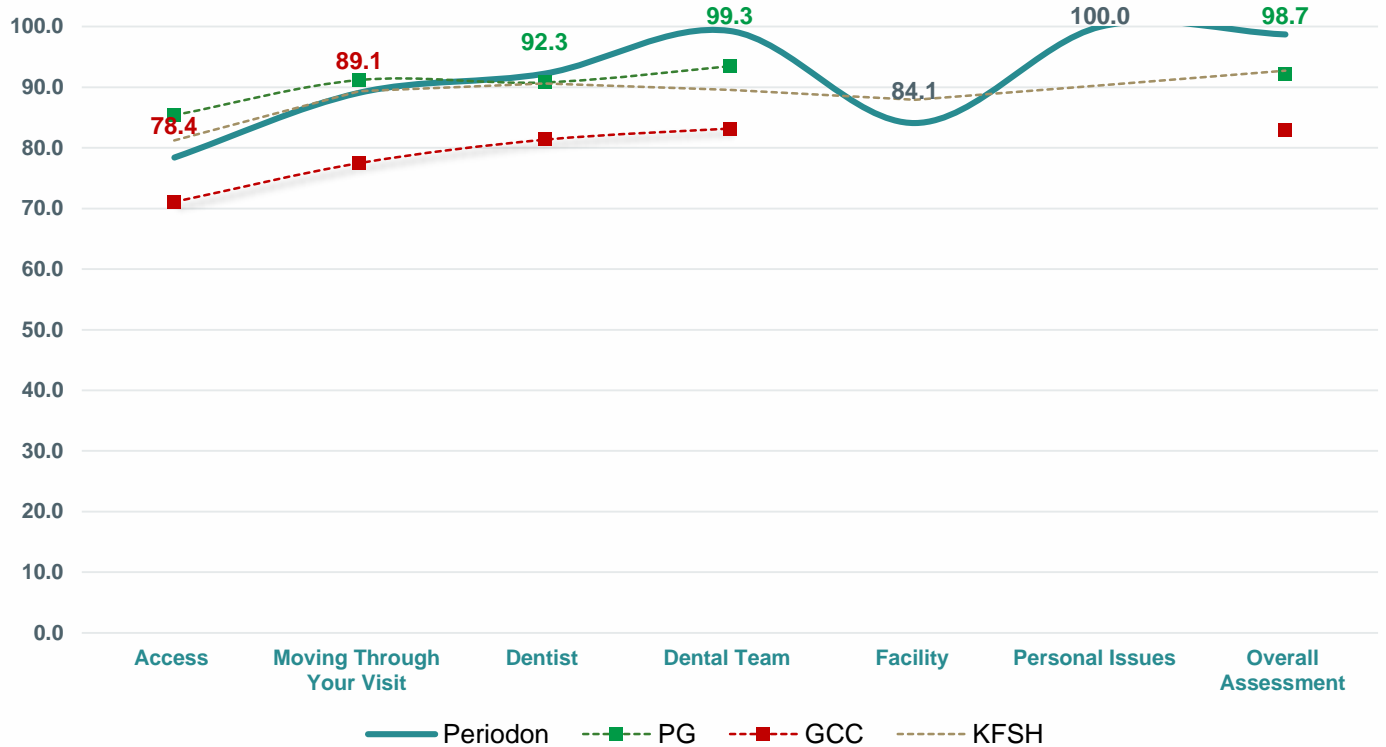
## Periodon Patient Journey



n-Size  
23\*

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

Period: Jan1st – Mar 31st, 2022



Survey has changed on Q1,2022.

# Dental – Departments

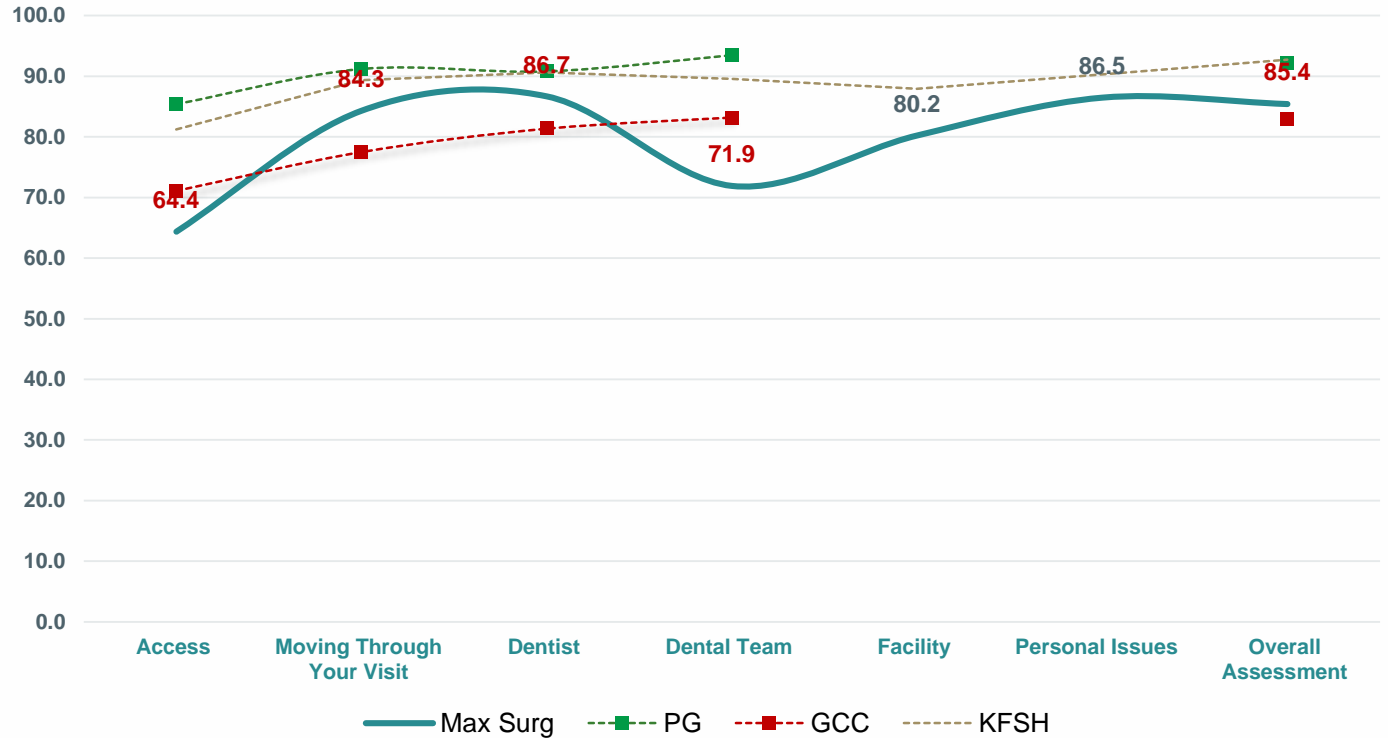
Period: Jan1st – Mar 31st, 2022

## Max Surg Patient Journey



n-Size  
18\*

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



Survey has changed on Q1,2022.

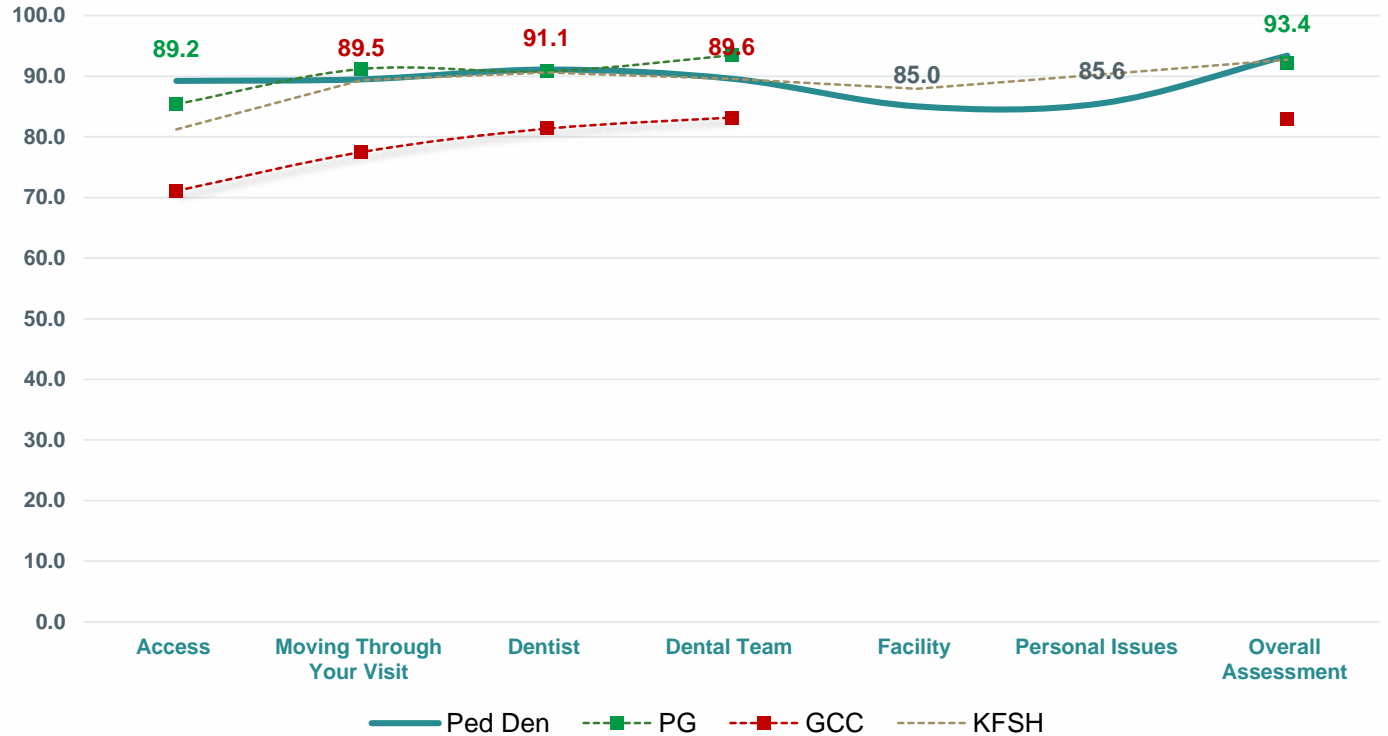
# Dental – Departments

## Ped Den Patient Journey



n-Size  
28\*

Period: Jan1st – Mar 31st, 2022



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

Survey has changed on Q1,2022.



Outpatient  
Services

# OU – Overall Rating

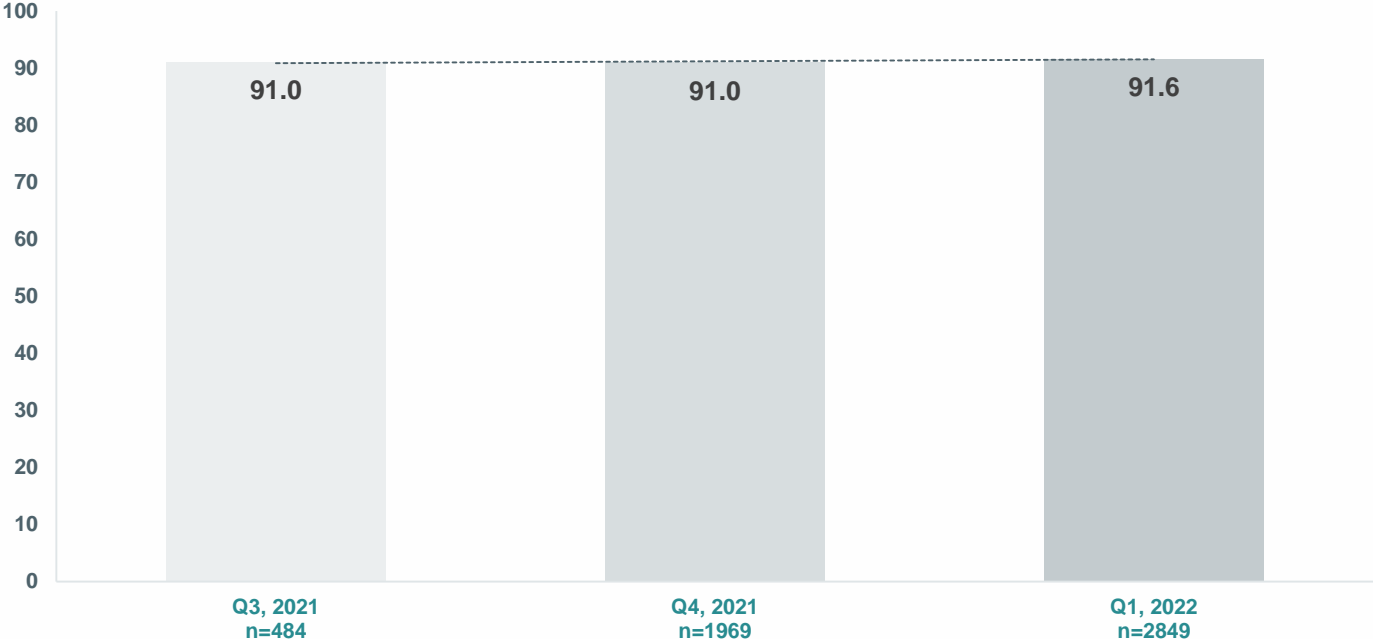
**KFSH**



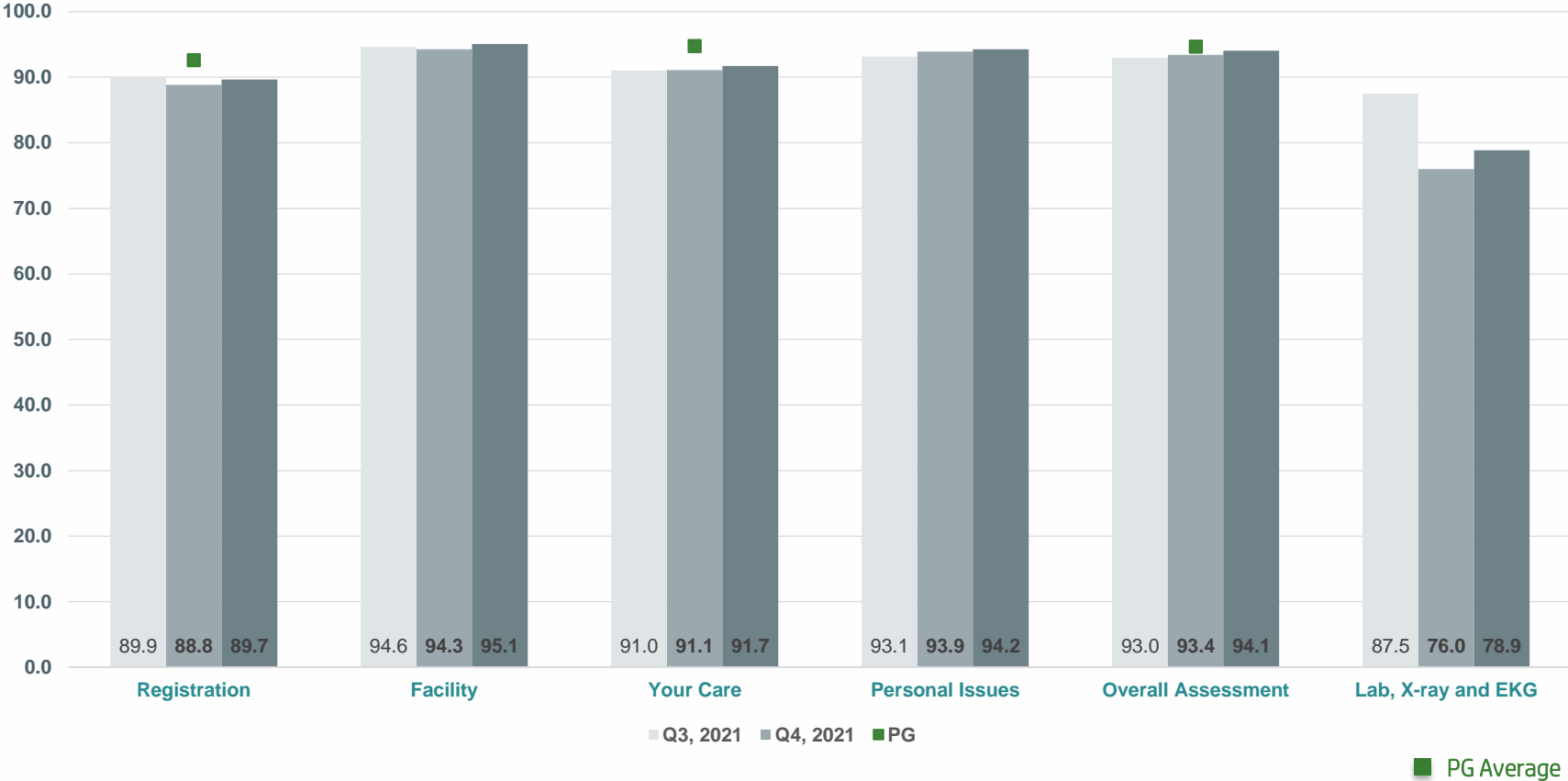
**91.6**  
Q1, 2022

**n-Size**  
2,849

Overall Rating Trend [ Q3, 2021 – Q1, 2022 ]



# OU – Survey Domains



# OU – Overall Rating

## Overall Rating Departments



Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

# OU – Departments

## Neur Phy

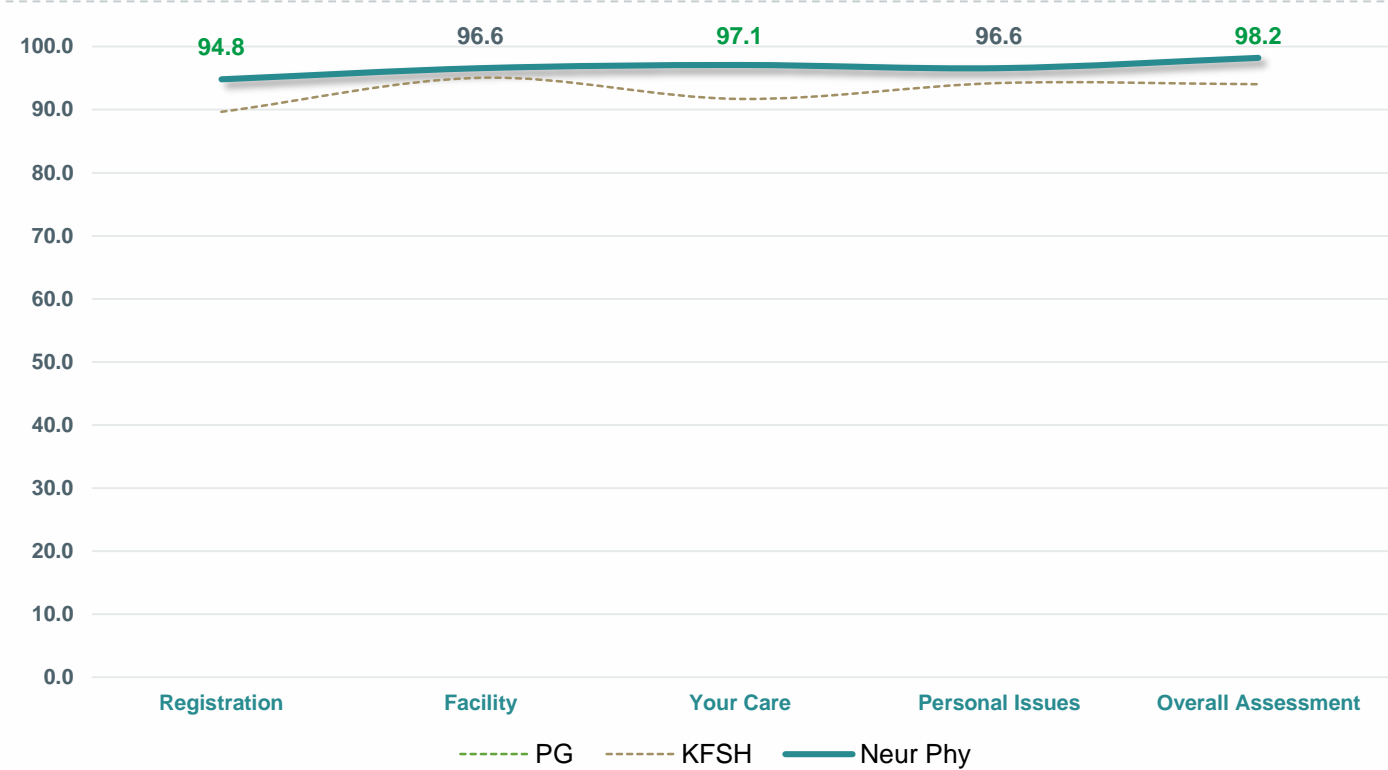
Patient Journey



n-Size

46

Period: Jan1st – Mar 31st, 2022





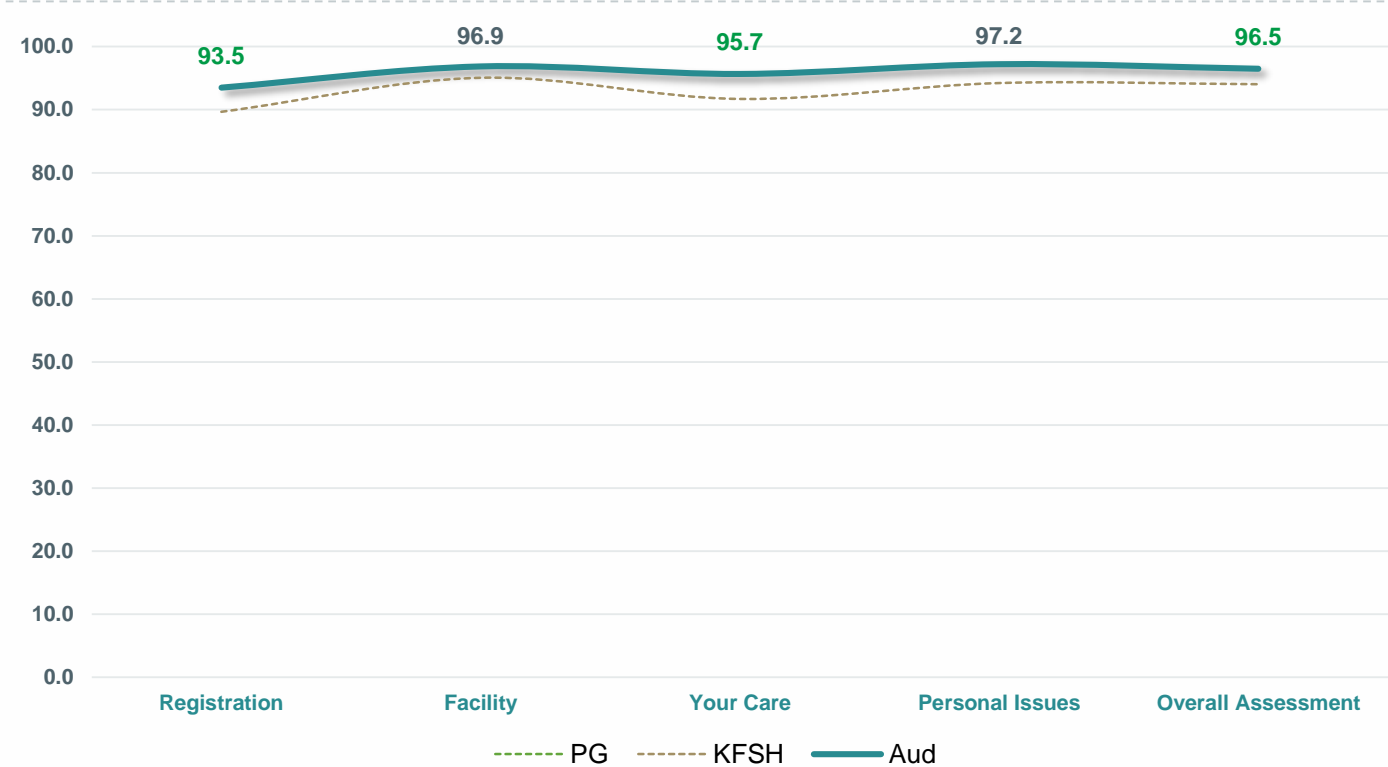
# OU – Departments

**Aud**  
Patient Journey



**n-Size**  
135

Period: Jan1st – Mar 31st, 2022



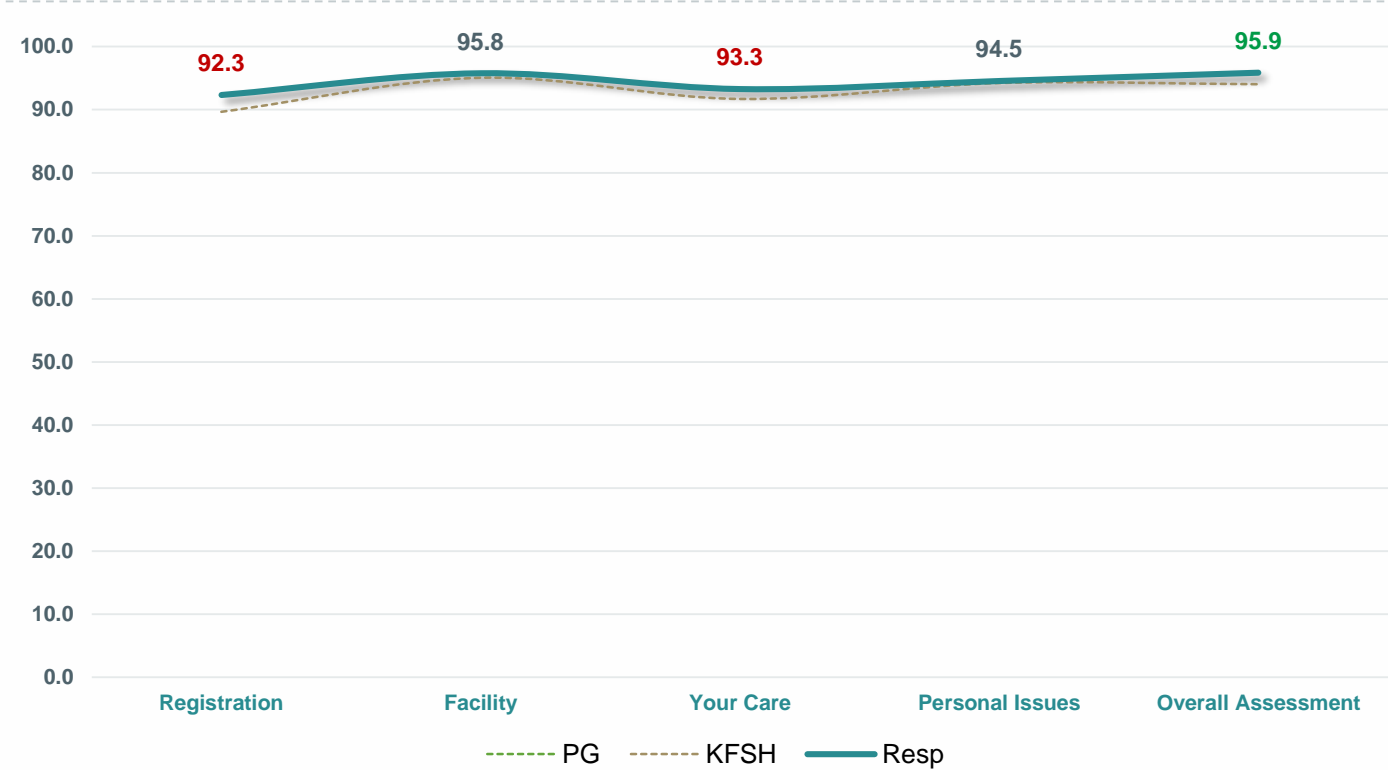
# OU – Departments

## Resp Patient Journey



n-Size  
190

Period: Jan1st – Mar 31st, 2022



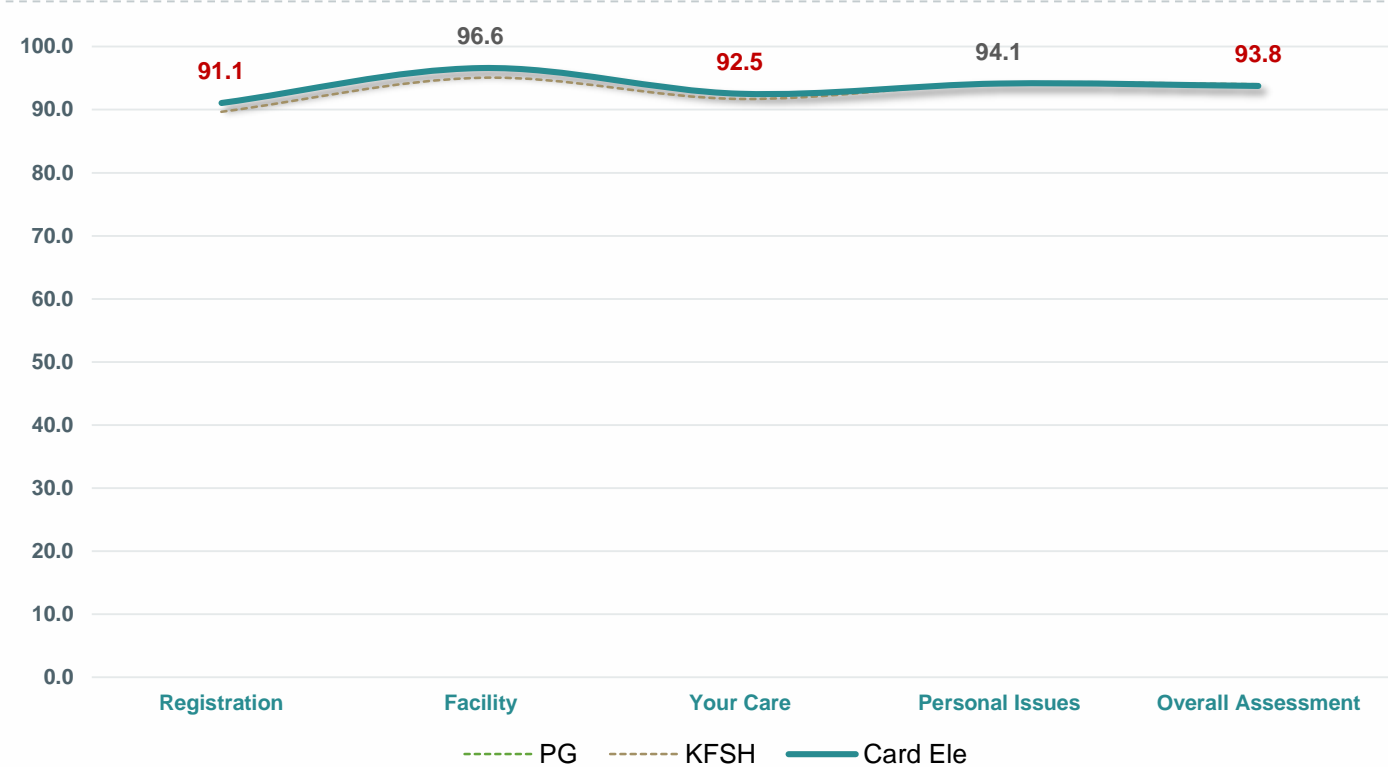
# OU – Departments

## Card Ele Patient Journey



n-Size  
121

Period: Jan1st – Mar 31st, 2022



# OU – Departments

## Echo Ped

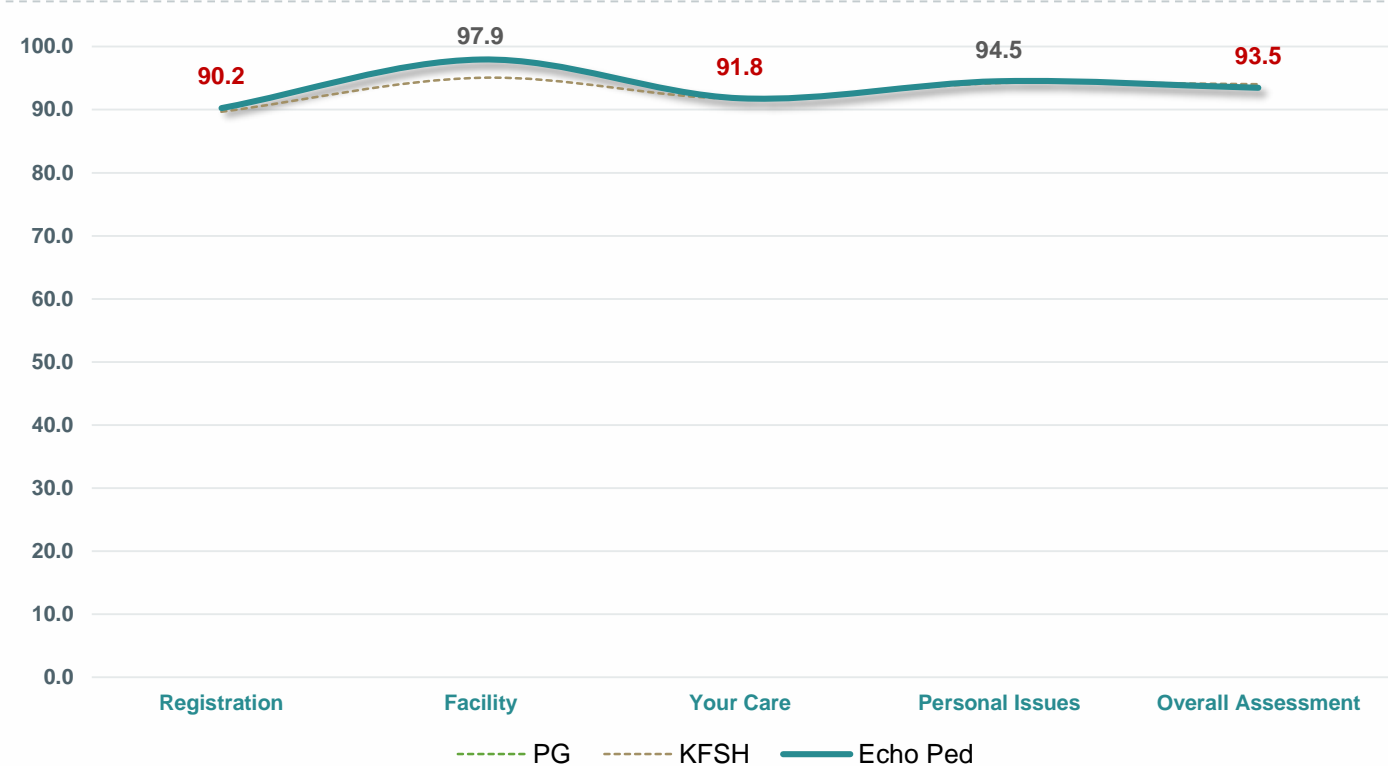
Patient Journey



n-Size

114

Period: Jan1st – Mar 31st, 2022



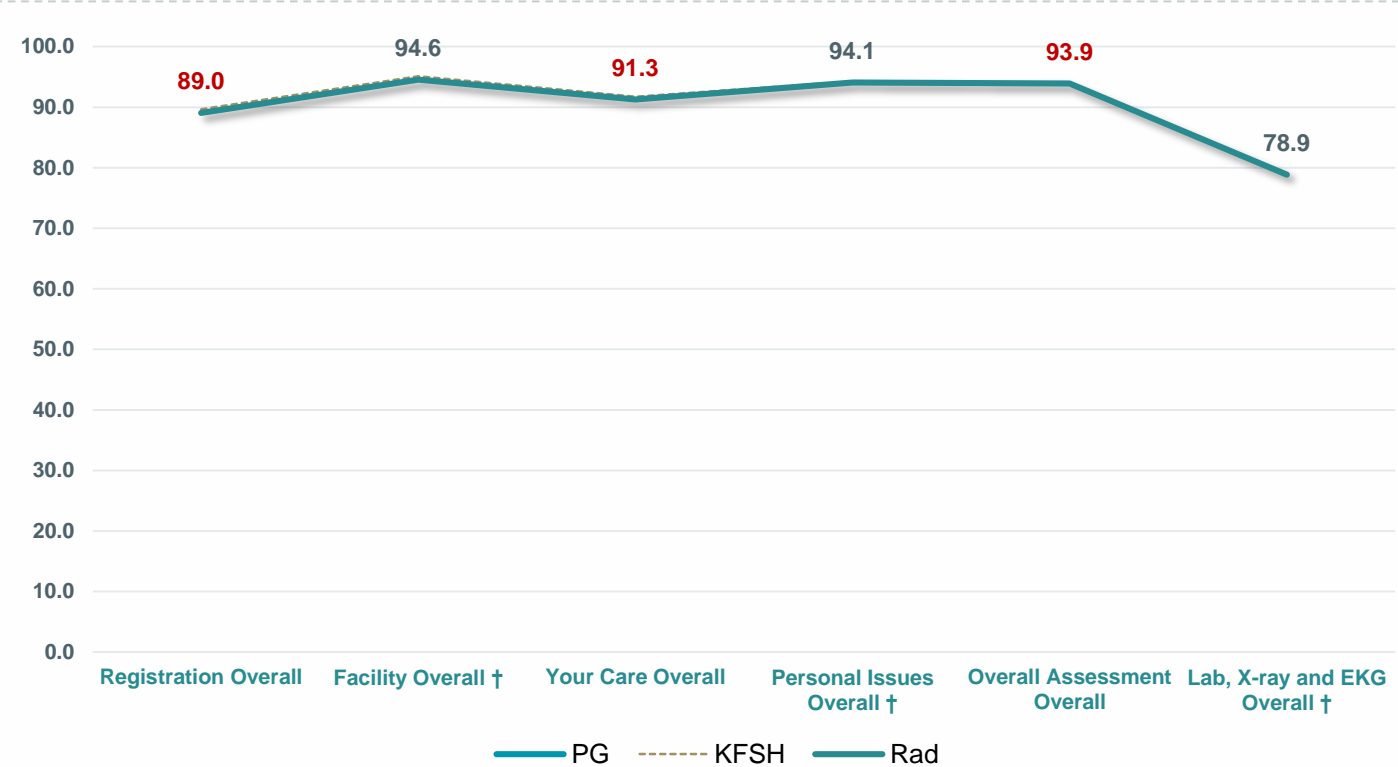
# OU – Departments

## Rad Patient Journey



n-Size  
2,069

Period: Jan1st – Mar 31st, 2022



# OU – Departments

## Echo Adt

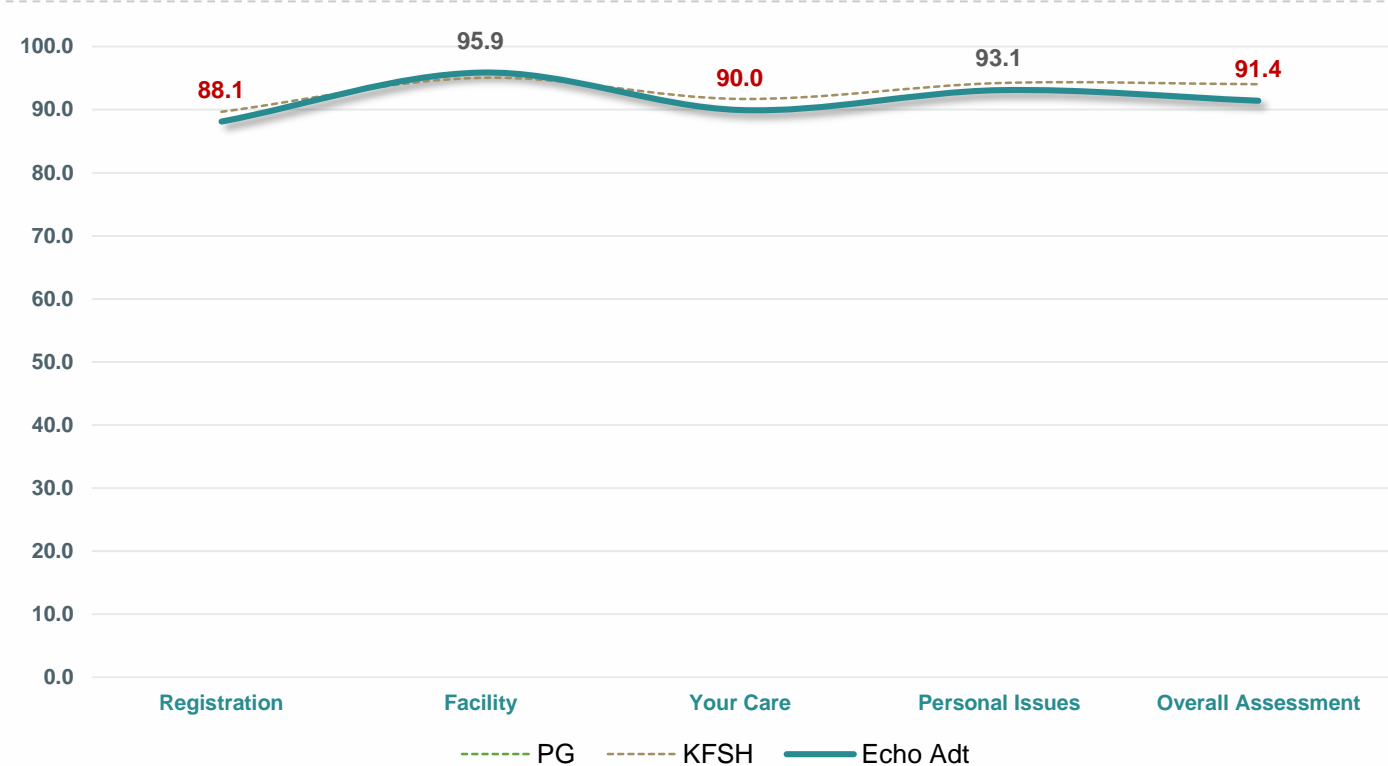
Patient Journey



n-Size

169

Period: Jan1st – Mar 31st, 2022



# OU – Priority Index (Q1, 2022)

**Priority Index** ⓘ Access Solutions Starters

PG Report Period: 6 months | CAHPS Report Period: 12 months

Current Order	Survey Type	Question	Mean Score	Correlation
1	PG	Waiting time in X-ray†	77.77	0.81
2	PG	Staff worked together care for you	92.67	0.82
3	PG	Response to concerns/complaints	90.15	0.78
4	PG	Overall rating of care†	92.88	0.81
5	PG	Comfort of waiting area	83.96	0.74
6	PG	Staff's explanation test/treat	89.97	0.74
7	PG	Opp to ask questions	89.92	0.72
8	PG	Waiting time in registration	86.48	0.71
9	PG	Our concern for privacy†	94.11	0.79
10	PG	Trust in skill of staff	92.49	0.74

- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall experience scores.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.
- The Priority Index reports data on a 6 months look-back.



Outpatient  
Rehabilitation



# OR – Overall Rating

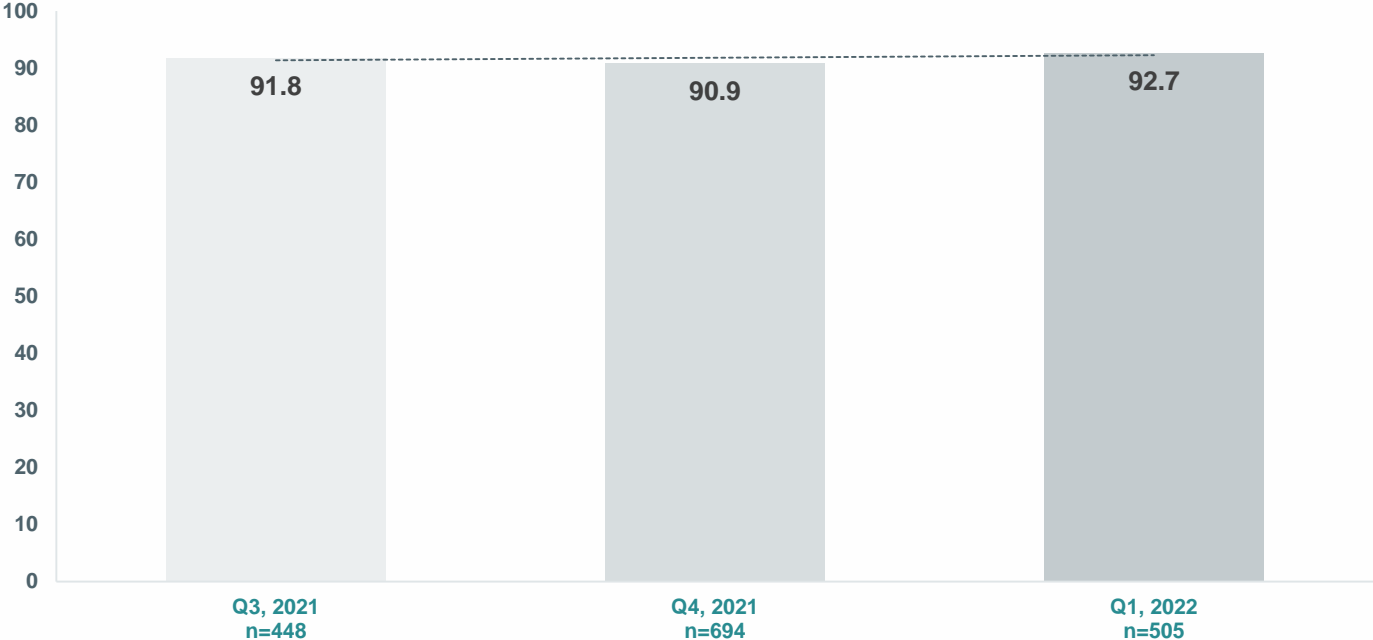
**KFSH**



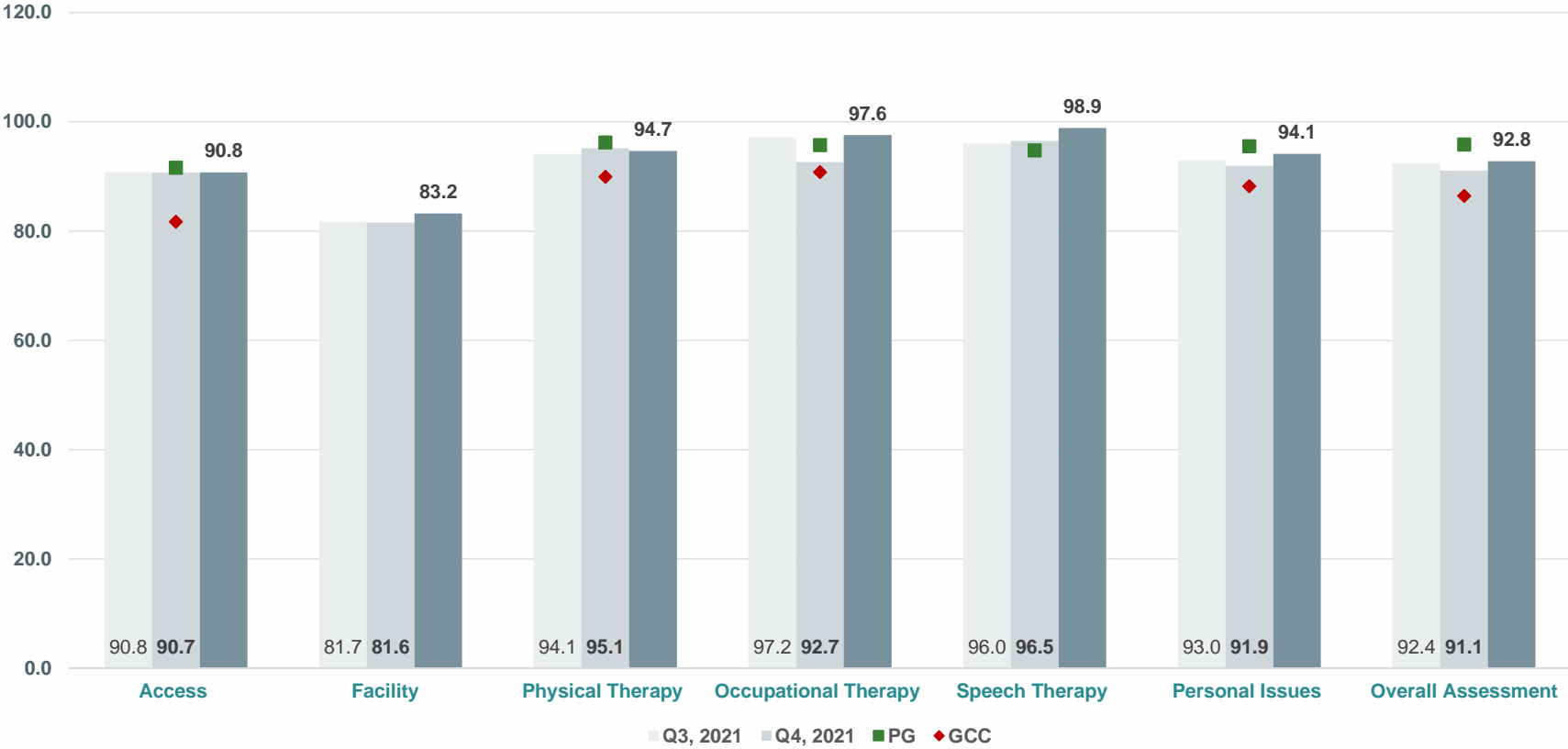
**92.7**  
Q1, 2022

**n-Size**  
505

Overall Rating Trend [ Q3, 2021 – Q1, 2022 ]



# OR – Survey Domains



■ PG Average

# OR – Overall Rating

## Overall Rating Departments



Period: Jan1st – Mar 31st, 2022

■ Above KFSH Average

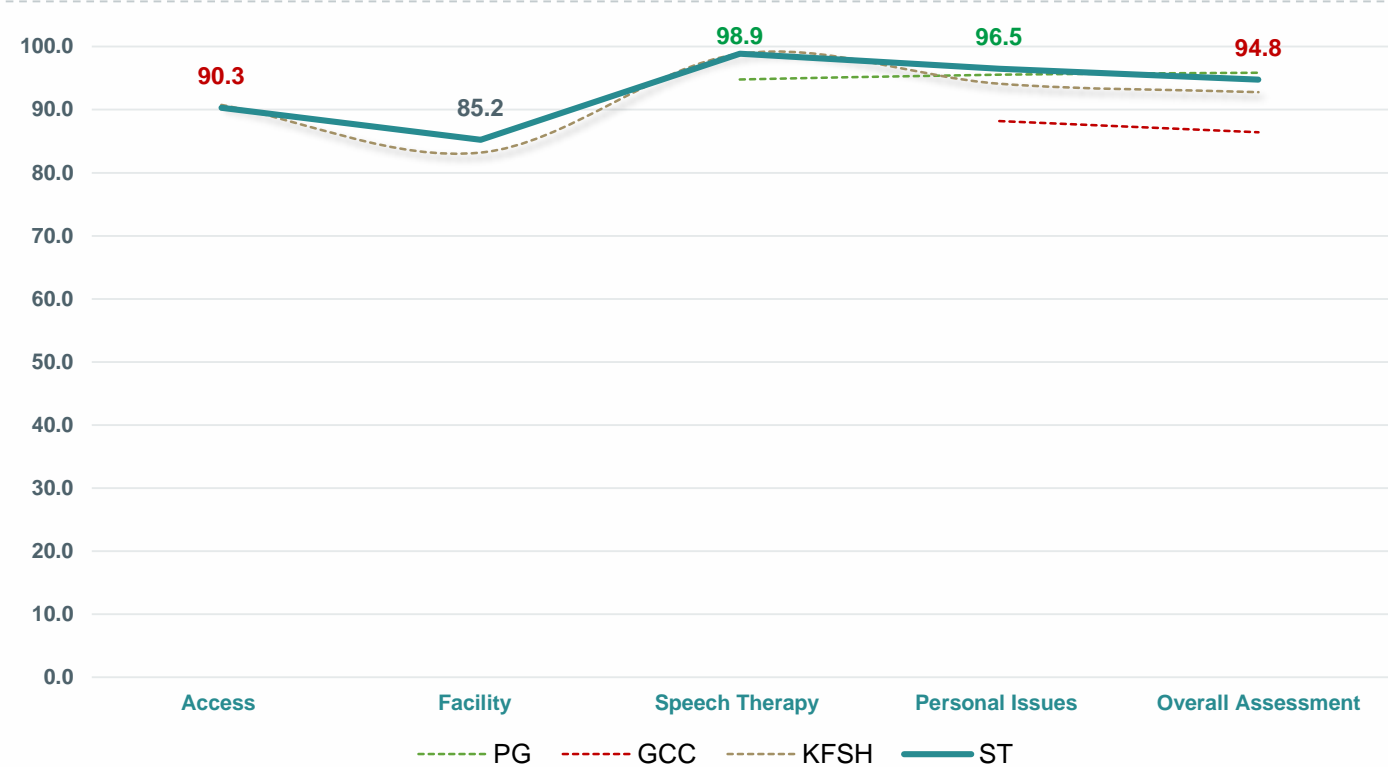
# OR – Departments

## ST Patient Journey



n-Size  
86

Period: Jan1st – Mar 31st, 2022



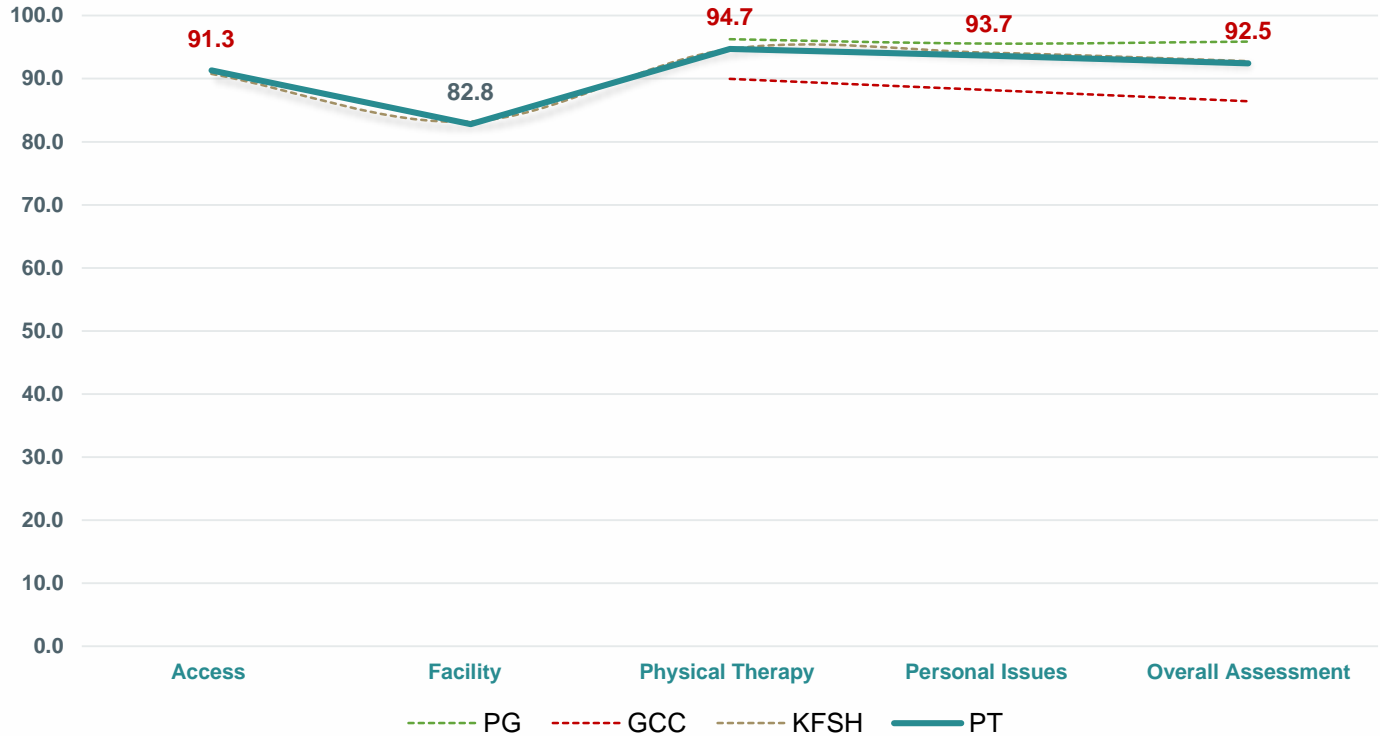
# OR – Departments

## PT Patient Journey



n-Size  
388

Period: Jan1st – Mar 31st, 2022



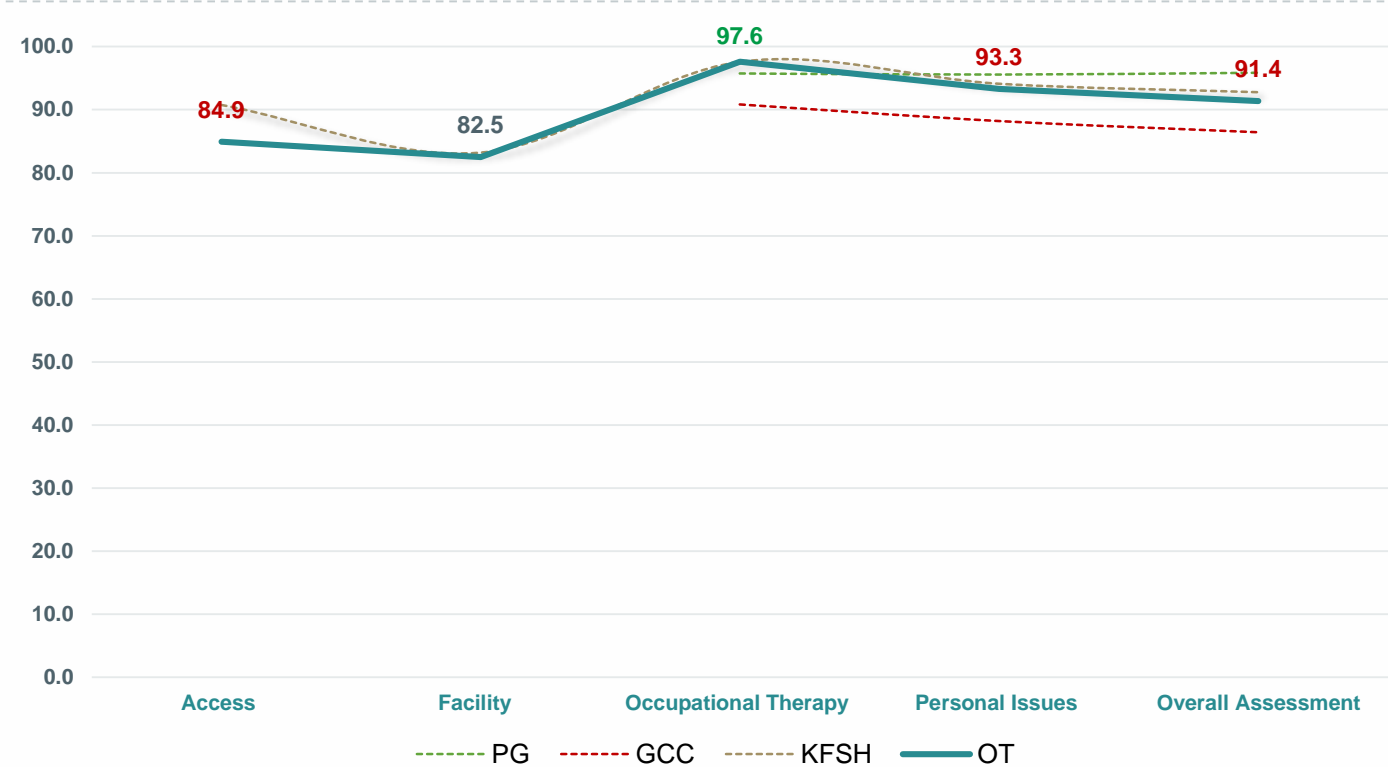
# OR – Departments

## OT Patient Journey



n-Size  
31

Period: Jan1st – Mar 31st, 2022



# OR – Priority Index (Q1, 2022)

Priority Index ⓘ			Access Solutions Starters	
PG Report Period: 6 months   CAHPS Report Period: 12 months				
Current Order	Survey Type	Question	Mean Score	Correlation
1	PG	Staff worked together care for you	92.11	0.86
2	PG	Overall rating of care	91.02	0.84
3	PG	Therapy progress toward goal†	88.76	0.8
4	PG	Staff concern for quest/worries	92.03	0.85
5	PG	Ease of scheduling convenient times	89.54	0.79
6	PG	Staff concern for comfort	93.10	0.85
7	PG	Staff concern for privacy	93.68	0.82
8	PG	Ease of registration process	91.91	0.76
9	PG	Convenience of parking†	71.56	0.54
10	PG	Explanations PT treatment/progress	93.82	0.81

- The **Priority Index**® identifies the top priorities for the hospital with the greatest impact on the overall experience scores.
- Addressing these priorities should be at a corporate level cascaded down to underperforming units.
- The Priority Index reports data on a 6 months look-back.



Telemedicine



# Telemedicine – Overall Rating

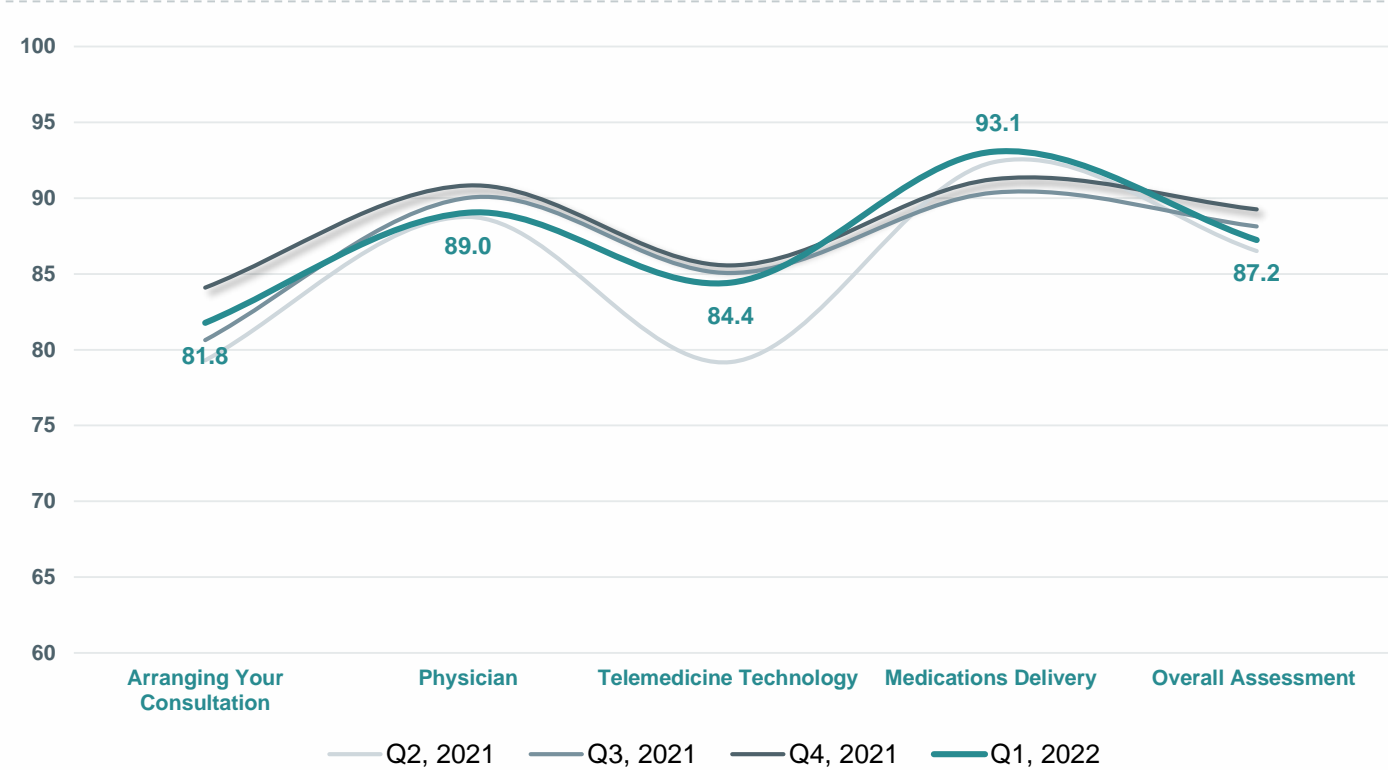
## KFSH



### n-Size

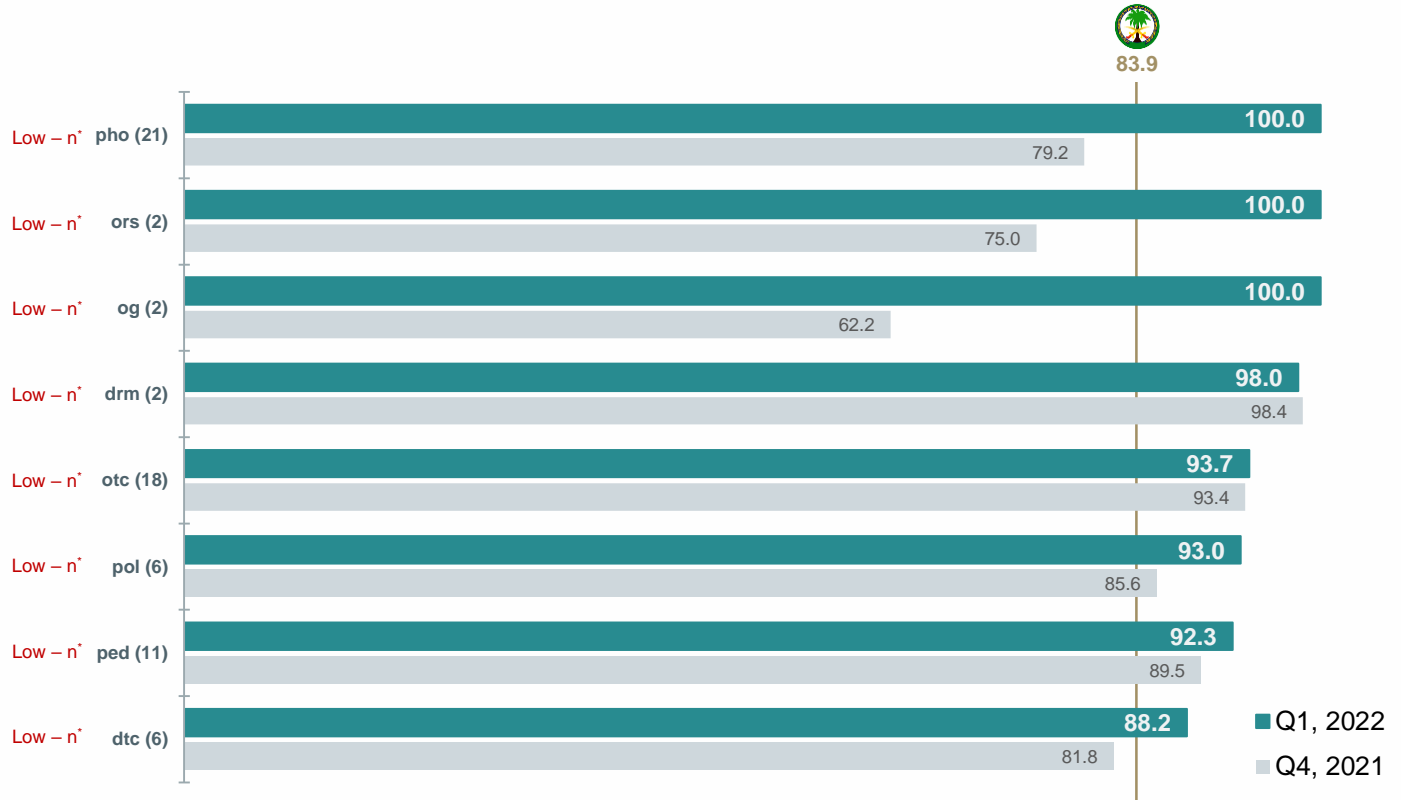
294

Period: Jan 1<sup>st</sup>, 2021 – Dec 31<sup>st</sup>, 2021



# Telemedicine – Overall Rating

## Overall Rating Departments

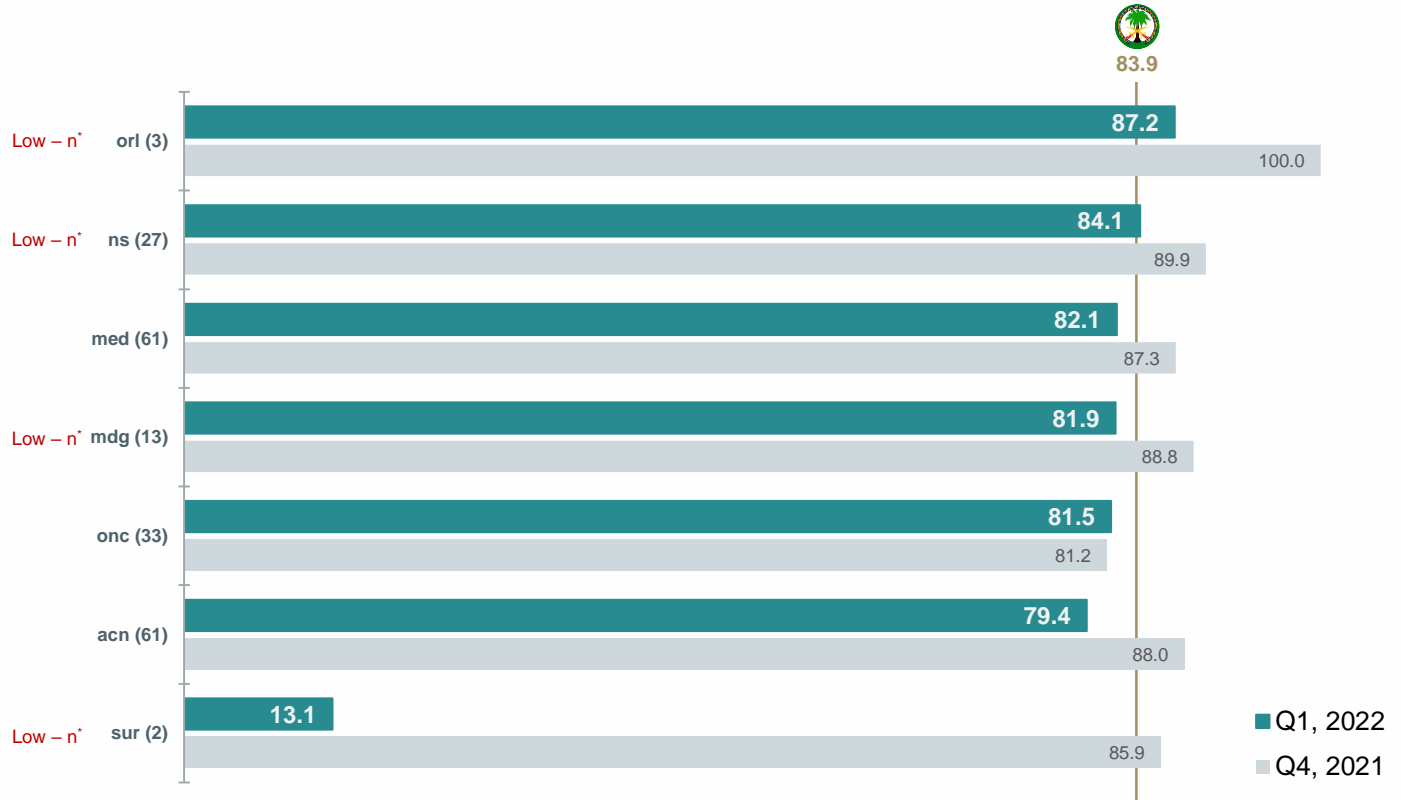


Period: Jan1st – Mar 31st, 2022

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

# Telemedicine – Overall Rating

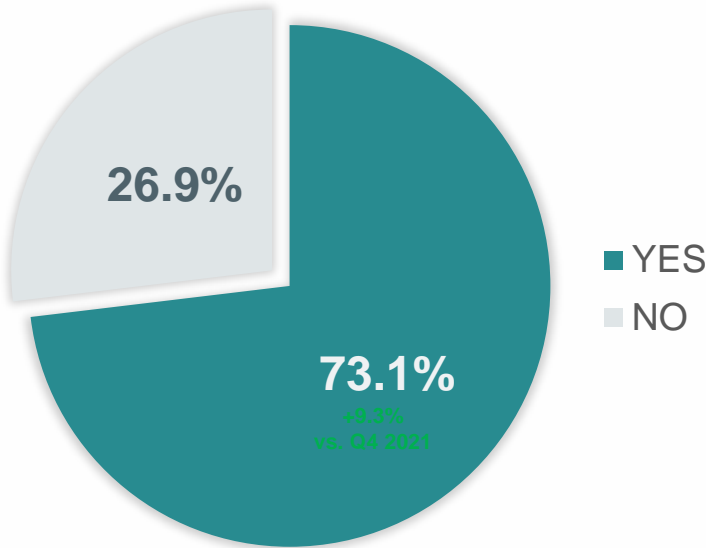
## Overall Rating Departments



Period: Jan1st – Mar 31st, 2022

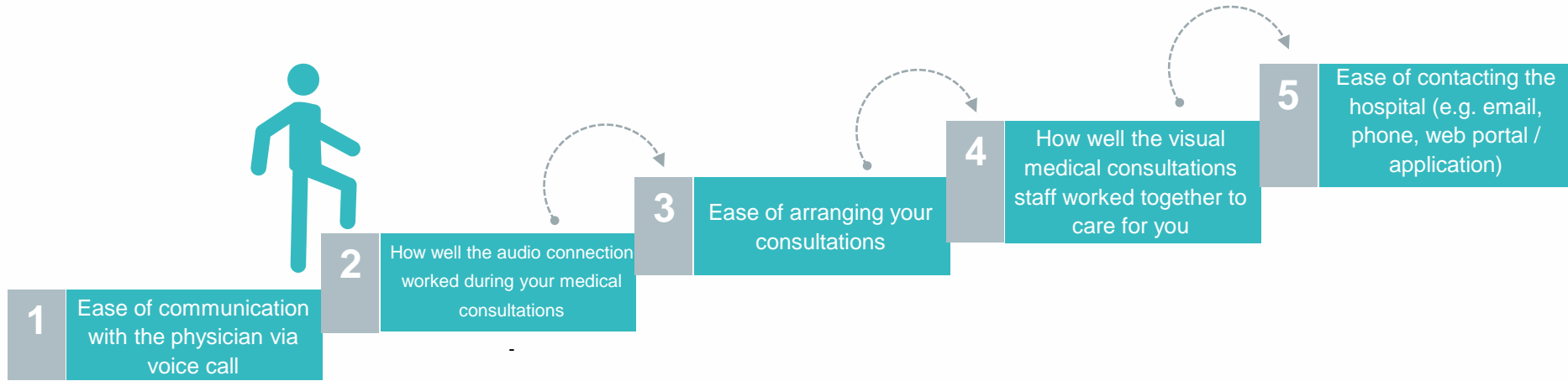
\* The results of the department are not stable due to low number of responses (n<30)

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



Period: Jan1st – Mar 31st, 2022

# 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 - Riyadh

Patient Experience Results [Q1, 2022]



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