

King Faisal Specialist Hospital

Riyadh

Patient Experience Results [Q2, 2022]



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 - 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 60th Percentile of the Press Ganey database at each one of the services:

Service Type	This Quarter (Q2, 2022)	Previous Period (Q1, 2022)	2022 Target Score
Medical Practice (OP)	88.7	88.2	93.5
Inpatient – Adults (IP)*	78.7%	78.3%	73.6%
Inpatient – Pediatric (PIP)	89.8	89.0	88.7
Emergency Department (ED)	73.6	80.0	85.7
Ambulatory Surgery (AS)	94.1	94.0	96.6
Outpatient Oncology (ON)	89.2	90.3	95.5
Dental (DEN)	87.7	88.2	91.5
Outpatient Services (OU) Consists of: Audiology, Radiology, Neurophysiology, Echocardiography (Adults-Peds), Electrocardiography, Respiratory	91.9	91.6	94.6
Outpatient Rehabilitation (OR) Consists of: Physical Therapy, Occupational Therapy, Speech Therapy	92.9	92.7	95.7

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

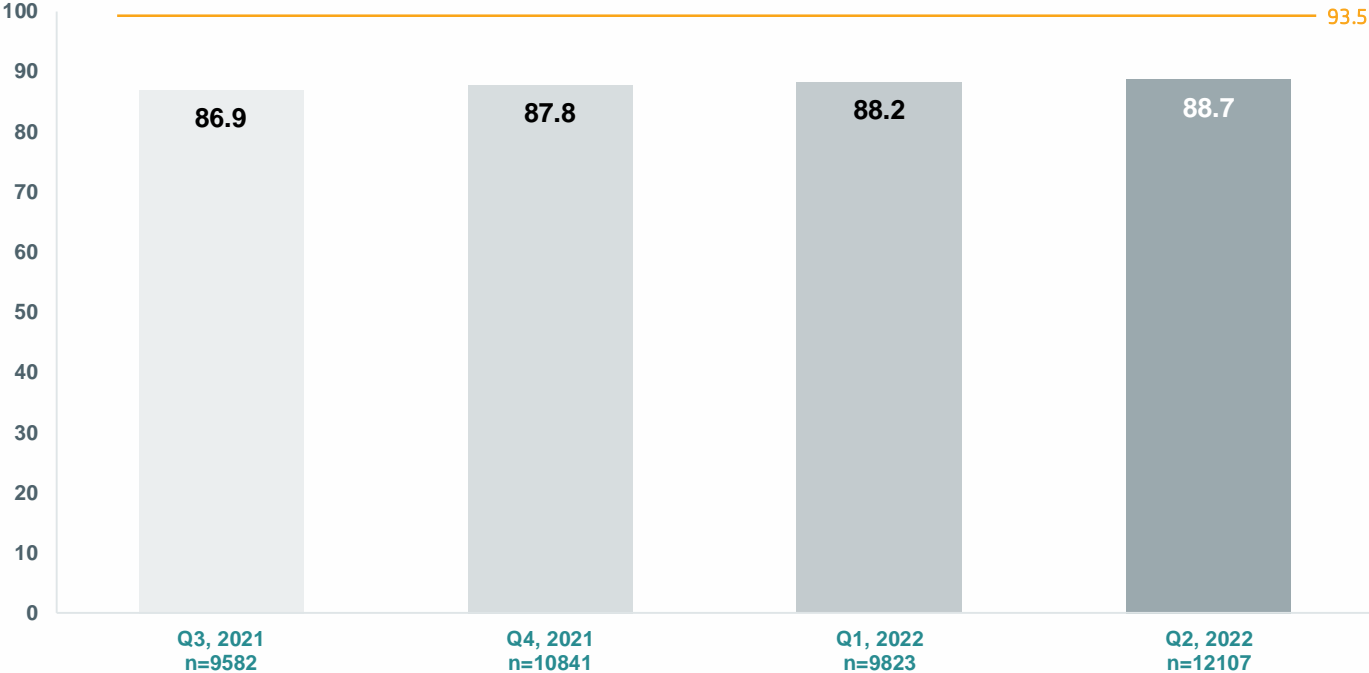
Overall Rating Trend [Q3, 2021 – Q2, 2022]

KFSH



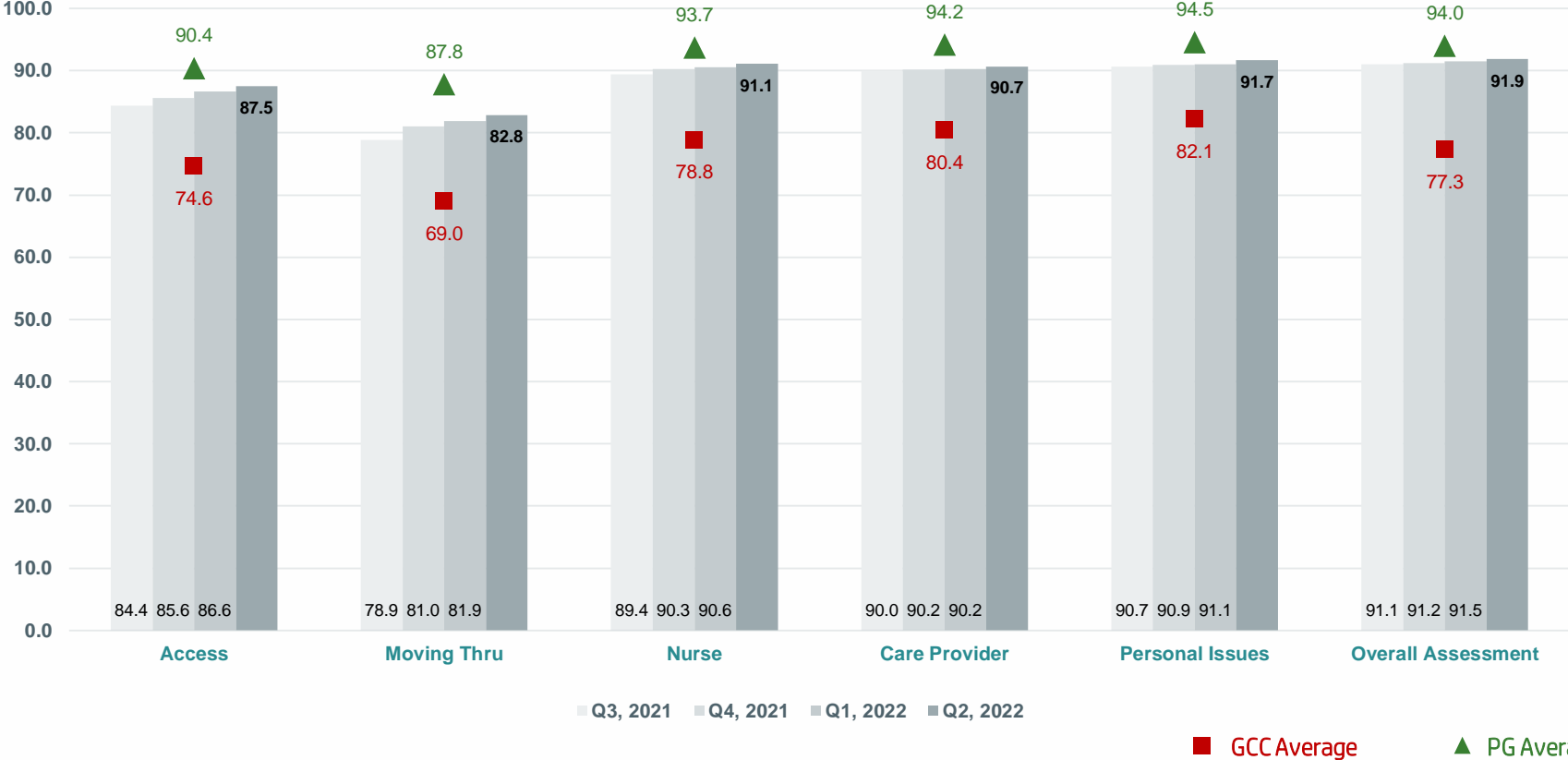
88.7
Q2, 2022

n-Size
12,107



2022 Target [93.5]

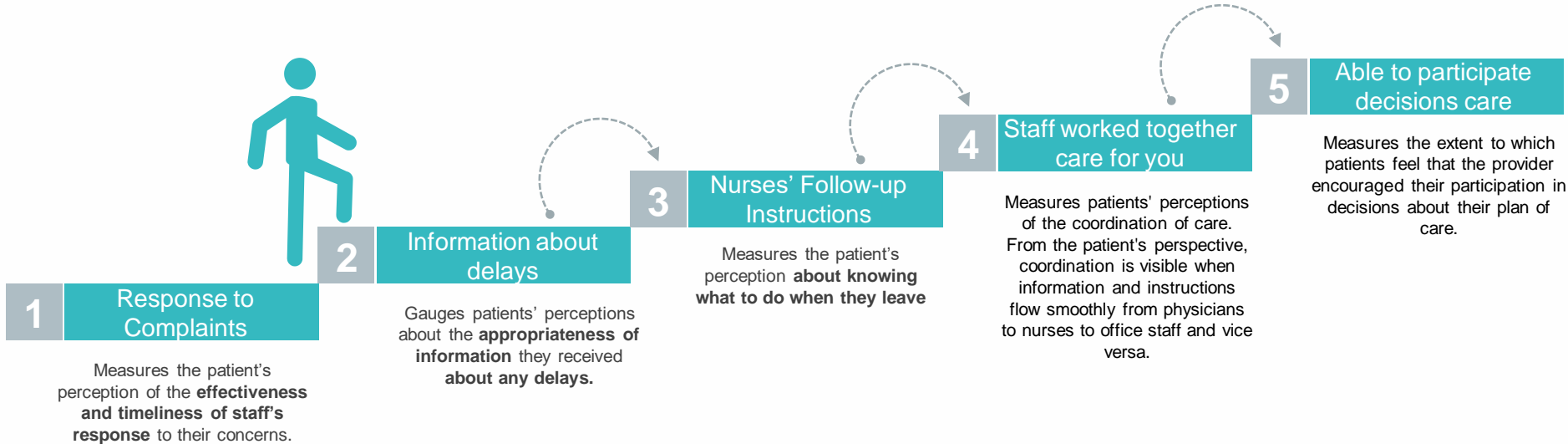
OP – Survey Domains



Skill which proceed were done



OP – Priority Index (Q2, 2022)



- The **Priority Index**[®] identifies the top priorities for the hospital with the greatest impact on the overall satisfaction scores for **the last 3 months**.
- KFSH Outpatient Improvement Opportunities distributes across various domains in the patient journey.
- These items were identified as priorities for 15 consecutive Quarters (Q3, 2018 – Q2, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units

OP – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

OP – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

OP – Departments

Pediatrics

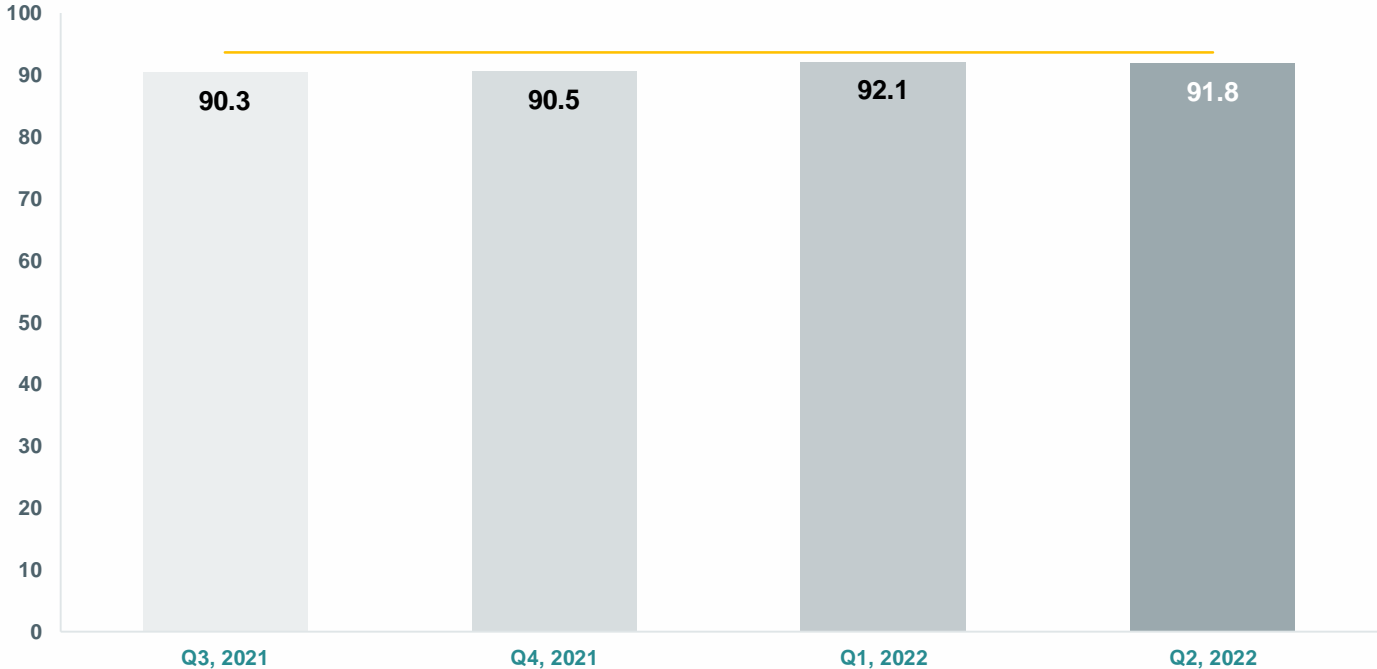
Overall Rating



n-Size

551

Overall Rating Trend [Q3, 2021 – Q2, 2022]



2022 Target [93.5]

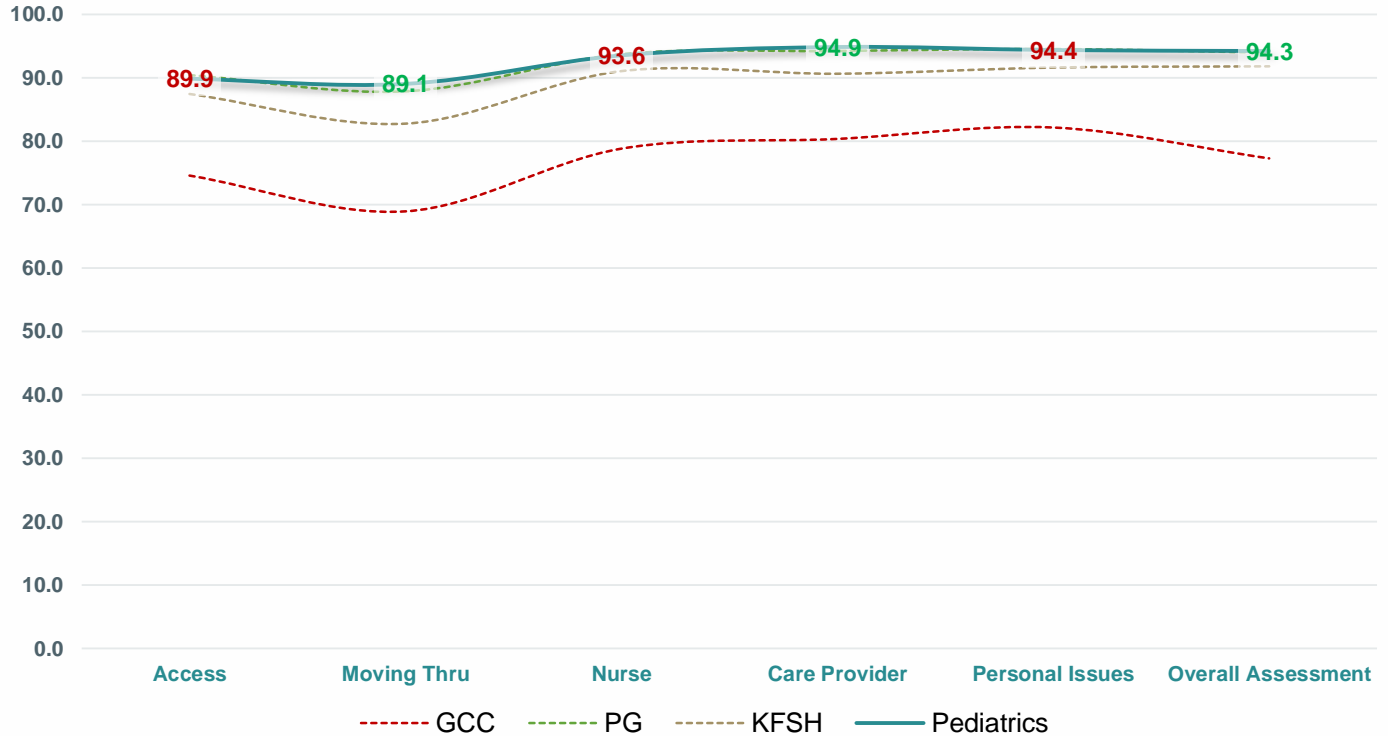
OP – Departments

Pediatrics Patient Journey



n-Size
551

Period: Apr 1st – Jun 30th, 2022



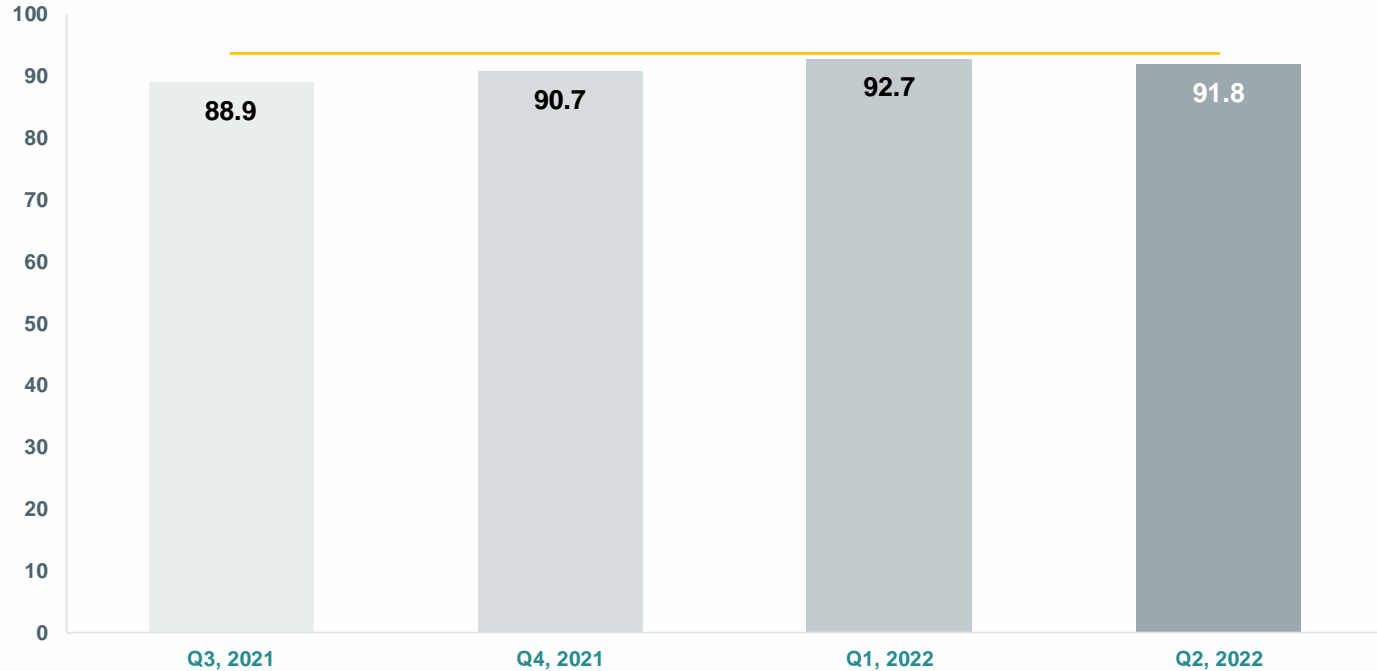
OP – Departments

Otolaryngology Overall Rating



n-Size
311

Overall Rating Trend [Q3, 2021 – Q2, 2022]



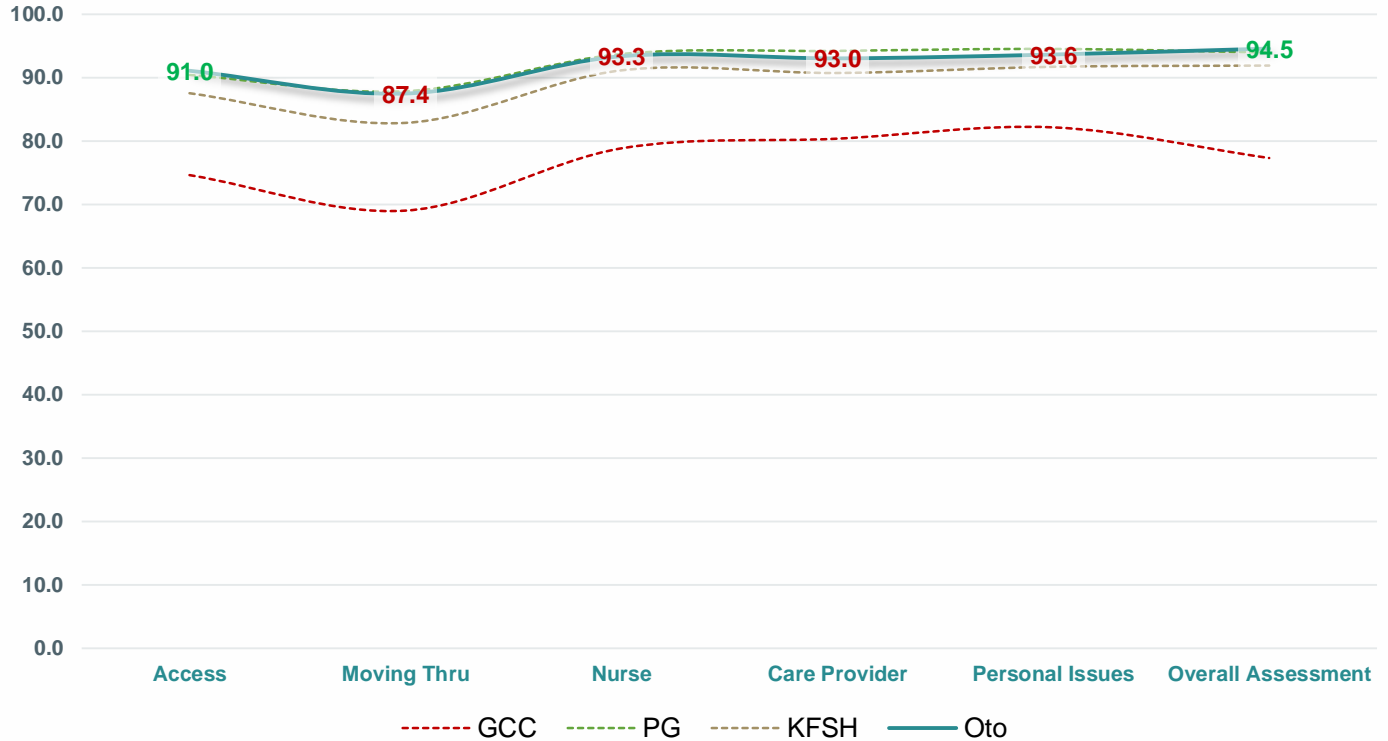
OP – Departments

Otolaryngology Patient Journey



n-Size
311

Period: Apr 1st – Jun 30th, 2022



OP – Departments

Overall Rating Trend [Q3, 2021 – Q2, 2022]

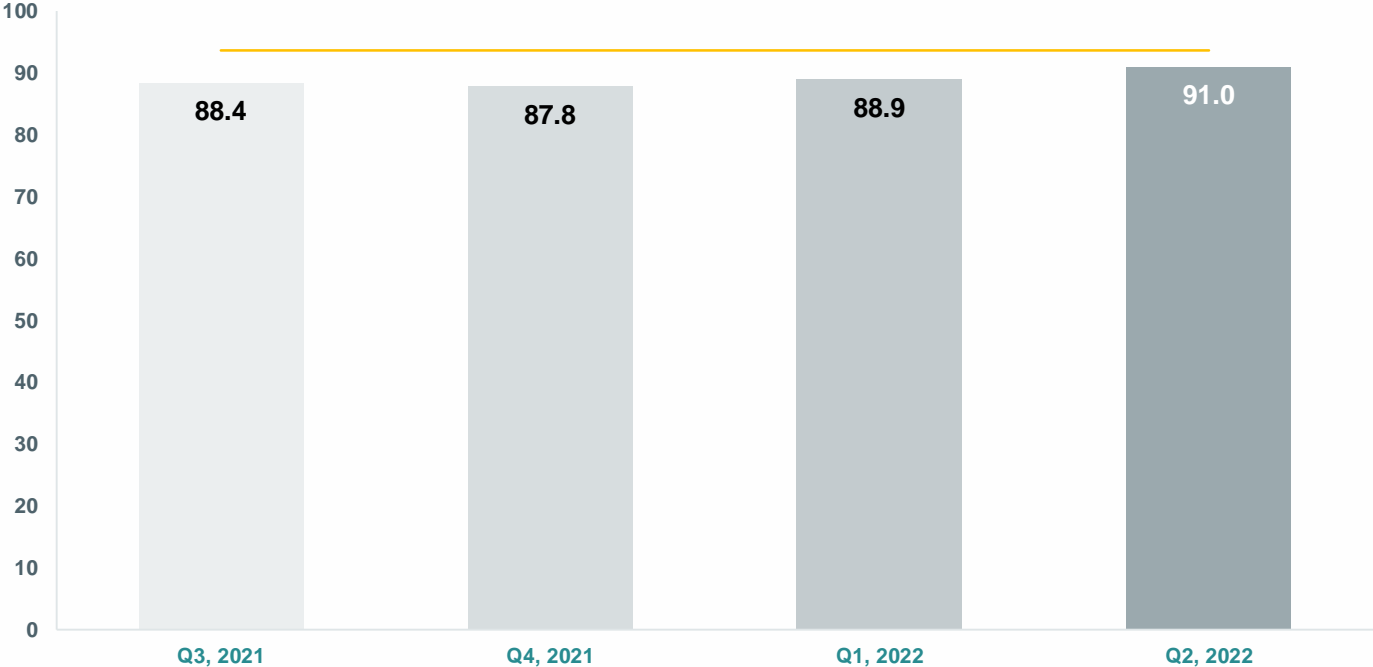
Medical Genetics

Overall Rating



n-Size

267



2022 Target [93.5]

OP – Departments

Period: Apr 1st – Jun 30th, 2022

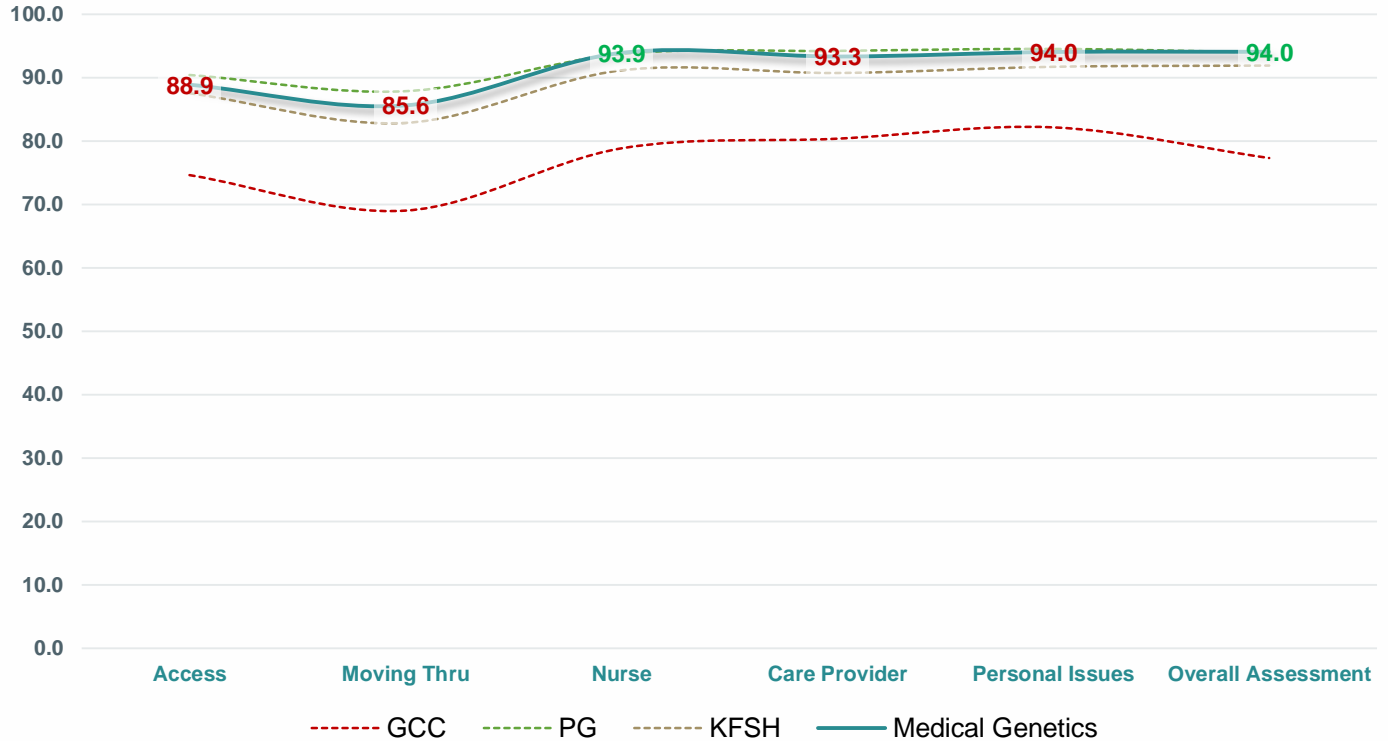
Medical Genetics

Overall Rating



n-Size

267



OP – Departments

Medicine

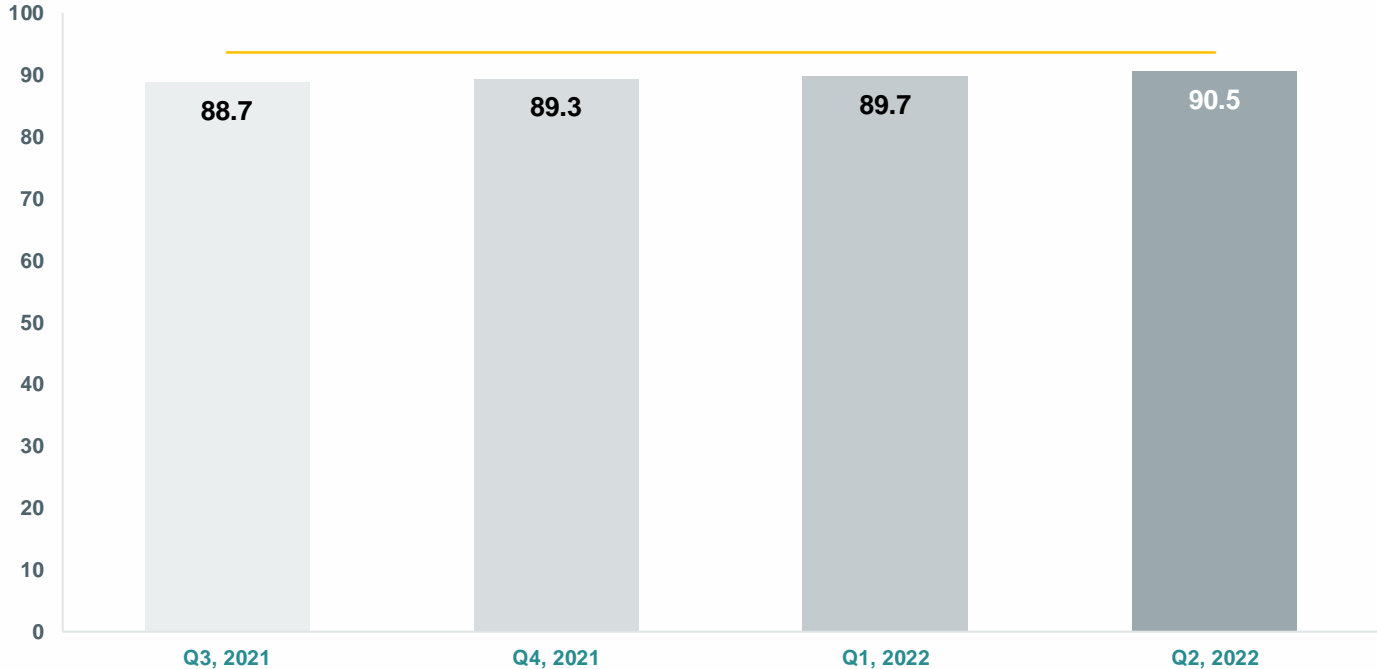
Overall Rating



n-Size

1,342

Overall Rating Trend [Q3, 2021 – Q2, 2022]



2022 Target [93.5]

OP – Departments

Medicine

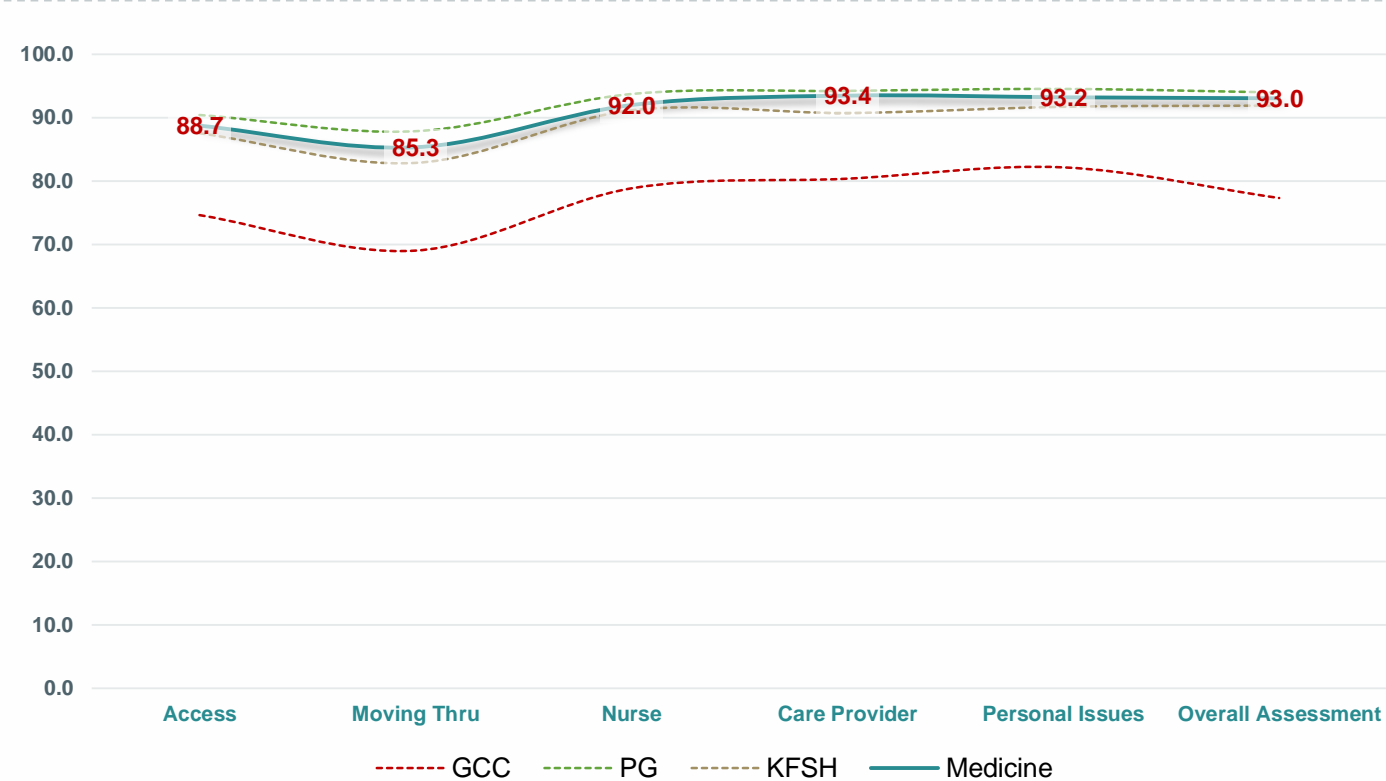
Patient Journey



n-Size

1,342

Period: Apr 1st – Jun 30th, 2022



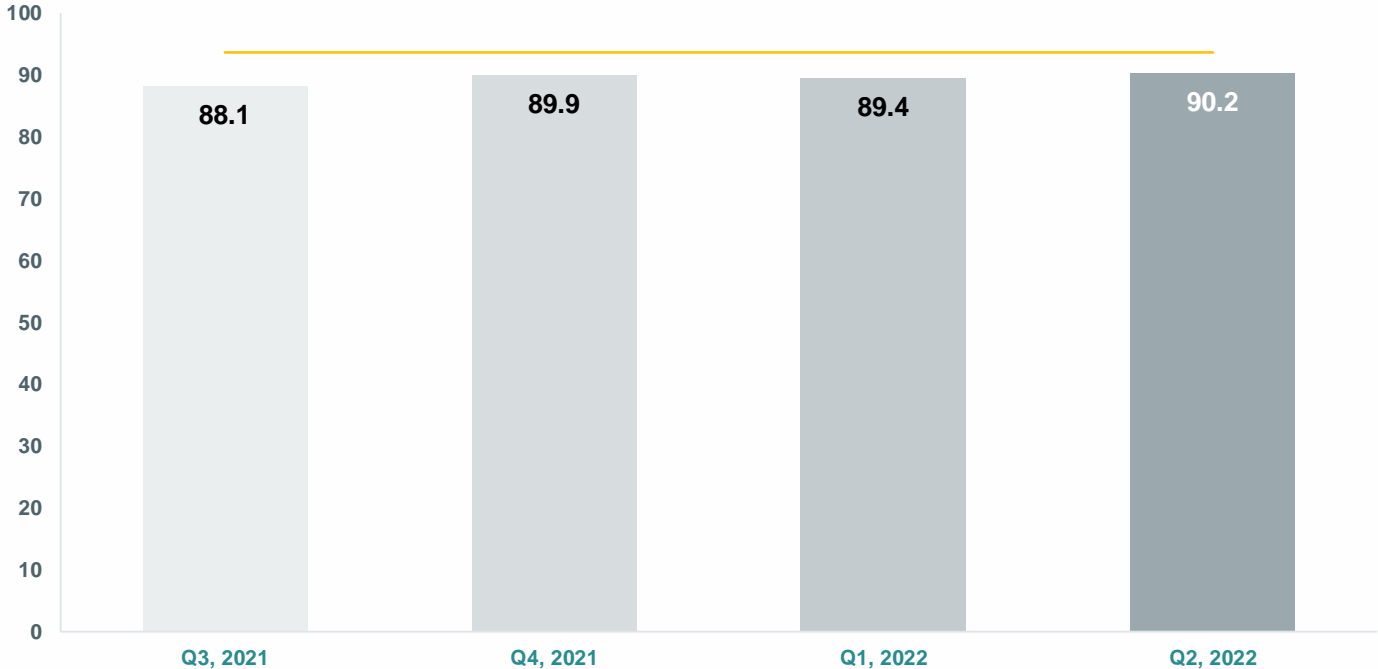
OP – Departments

Oncology Overall Rating



n-Size
1,405

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [93.5]

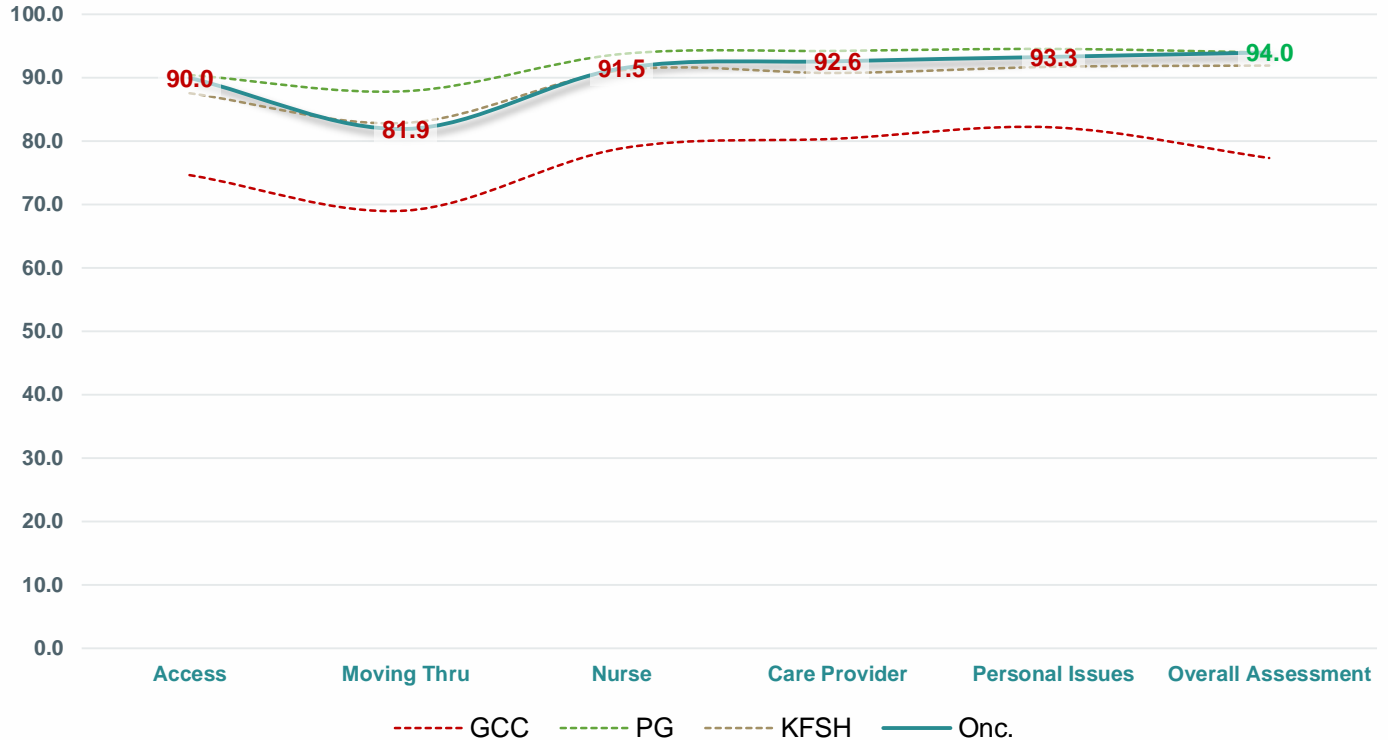
OP – Departments

Oncology Patient Journey



n-Size
1,405

Period: Apr 1st – Jun 30th, 2022



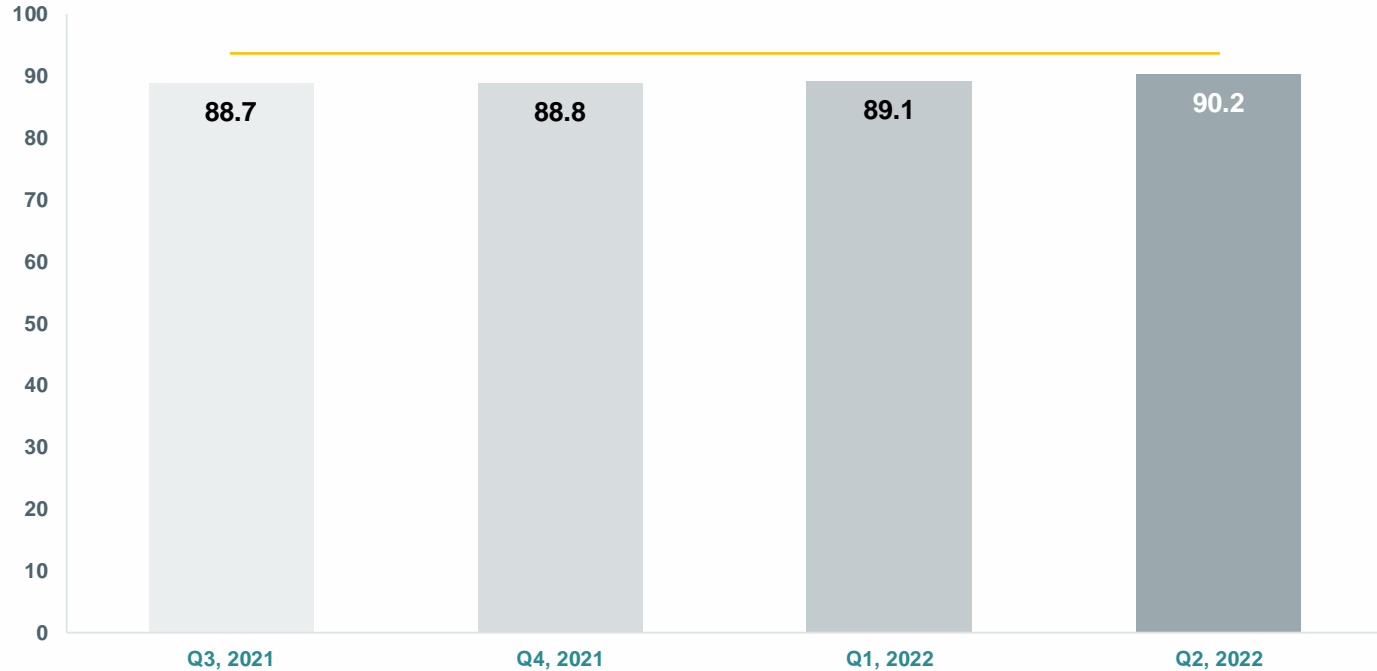
OP – Departments

Heart Institute Overall Rating



n-Size
889

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [93.5]

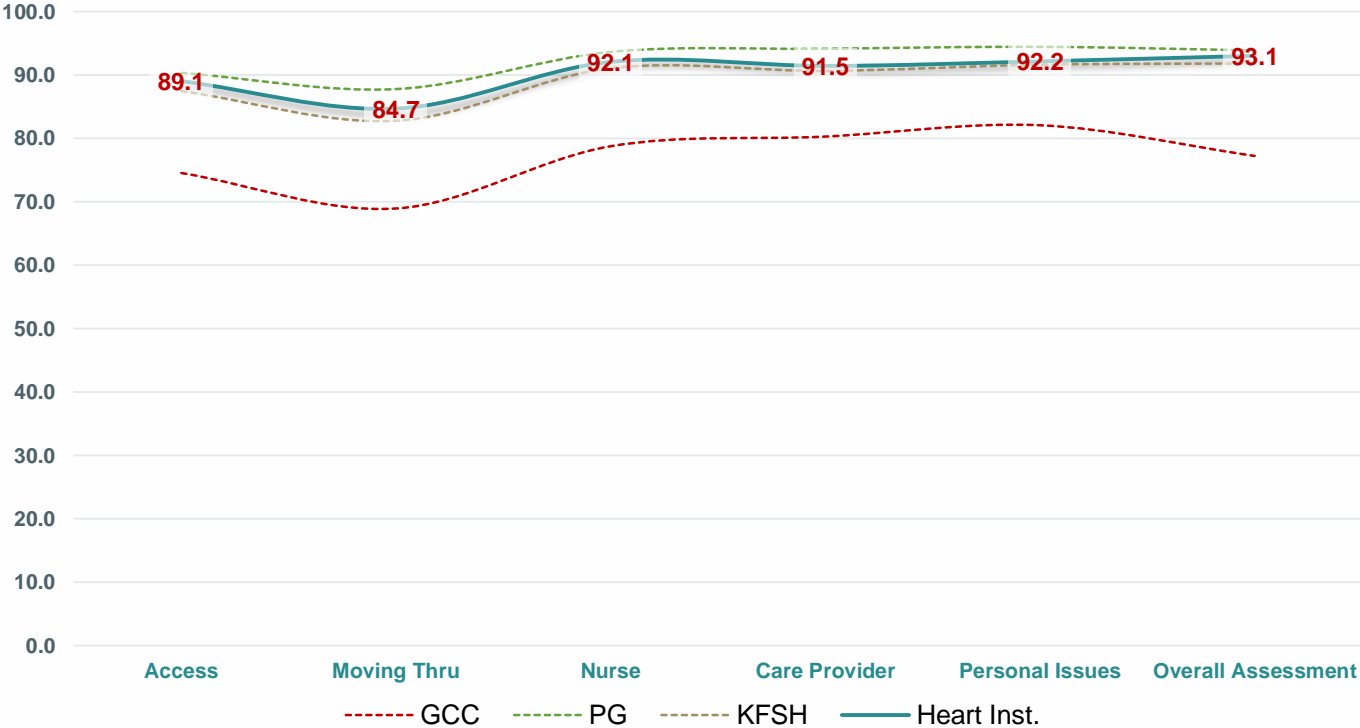
OP – Departments

Heart Institute Patient Journey



n-Size
889

Period: Apr 1st – Jun 30th, 2022



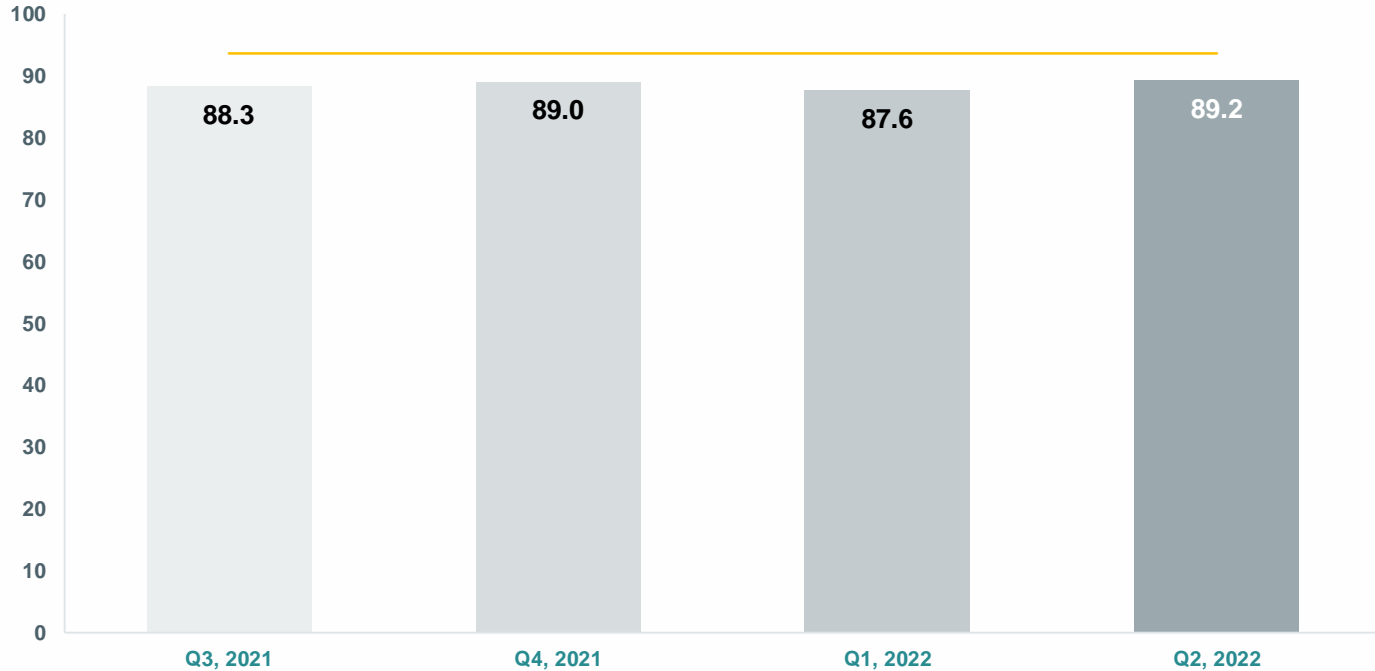
OP – Departments

Overall Rating Trend [Q3, 2021 – Q2, 2022]

Ortho. Surgery Overall Rating



n-Size
463



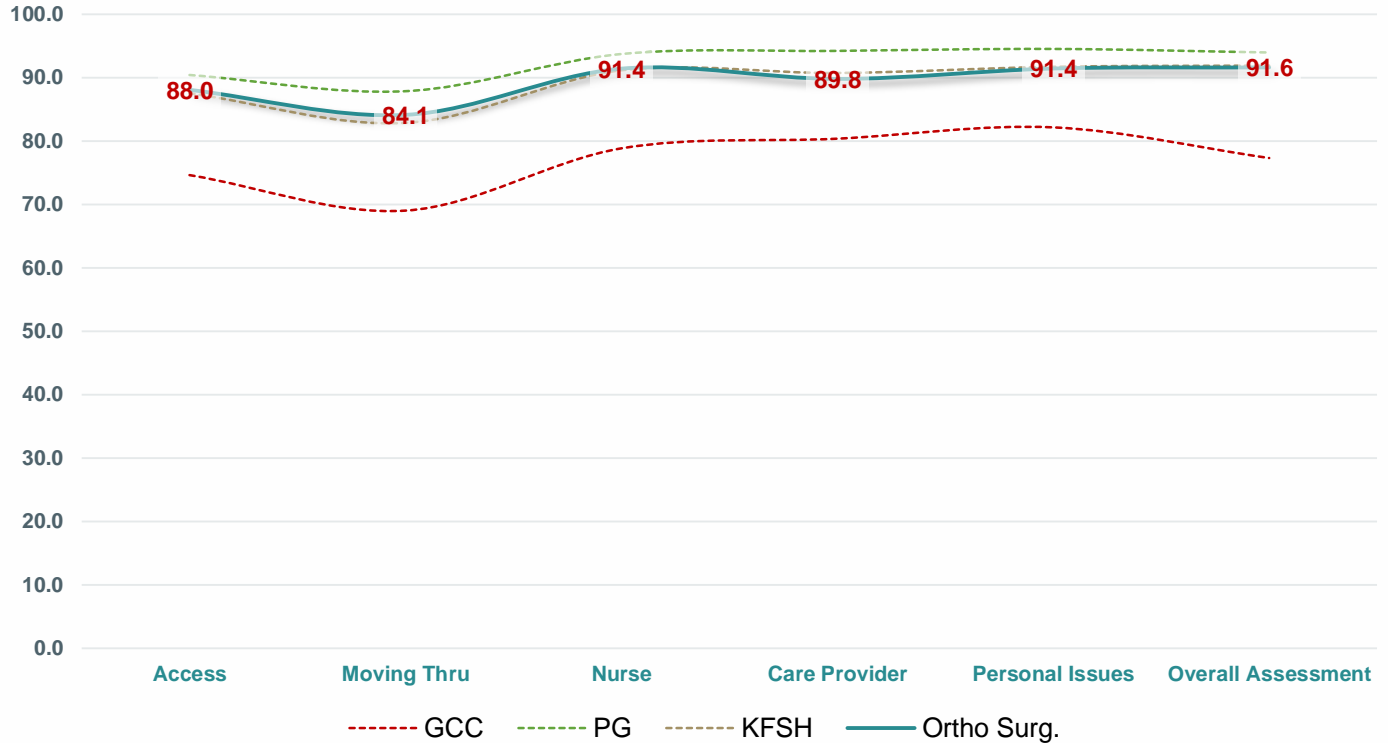
OP – Departments

Ortho. Surgery Patient Journey



n-Size
463

Period: Apr 1st – Jun 30th, 2022



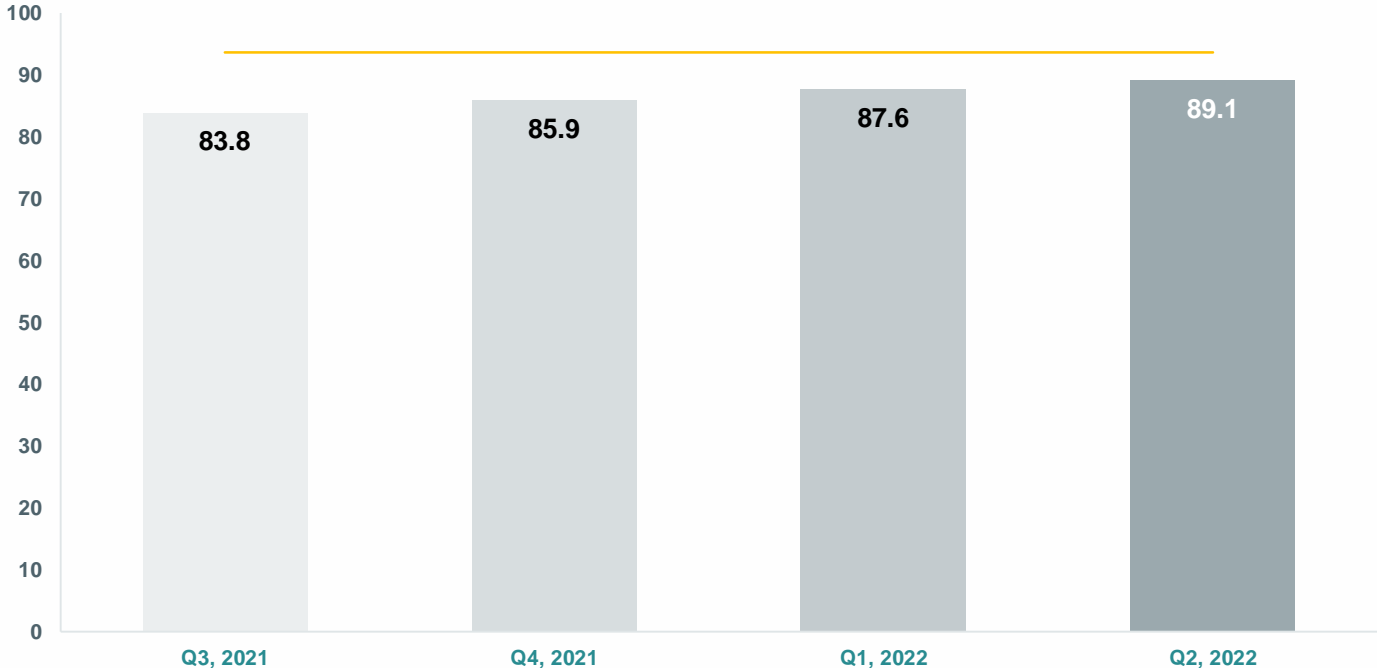
OP – Departments

Dermatology Overall Rating



n-Size
305

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [93.5]

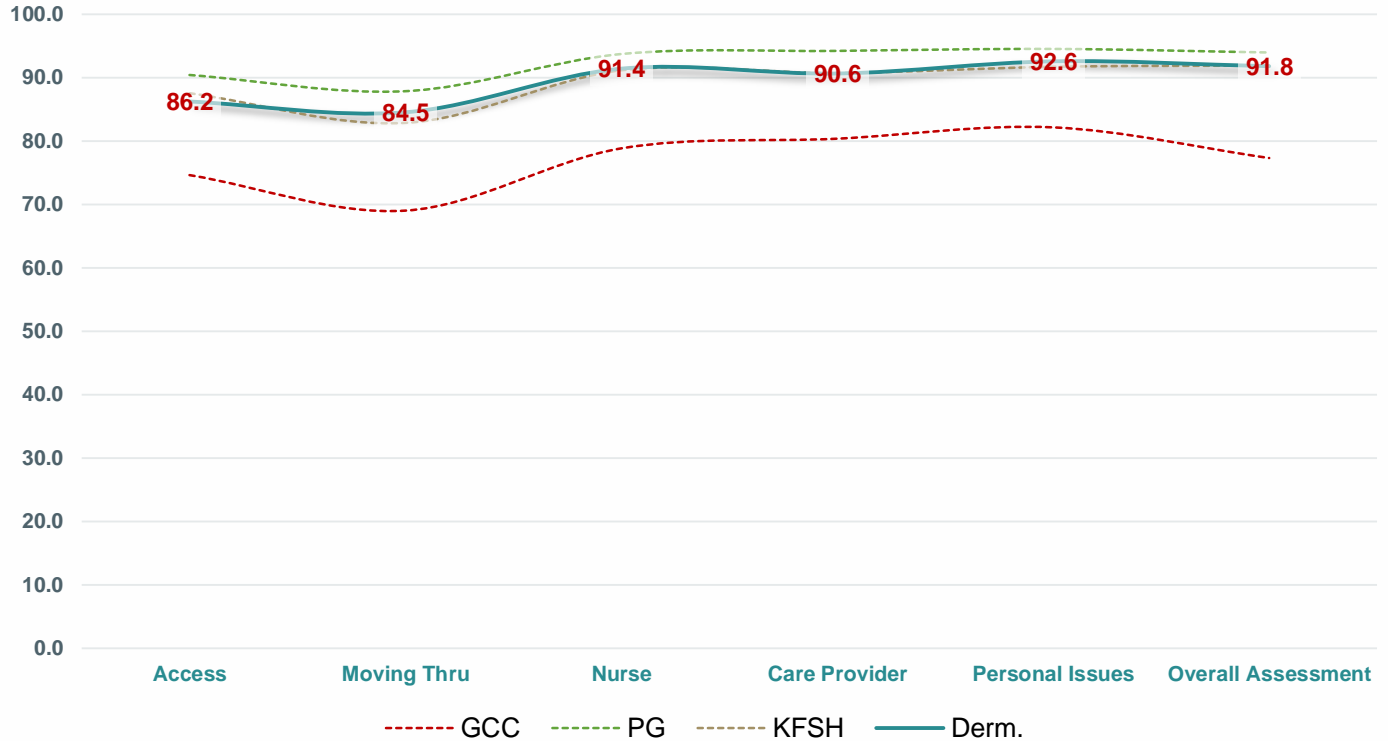
OP – Departments

Dermatology Patient Journey



n-Size
305

Period: Apr 1st – Jun 30th, 2022



OP – Departments

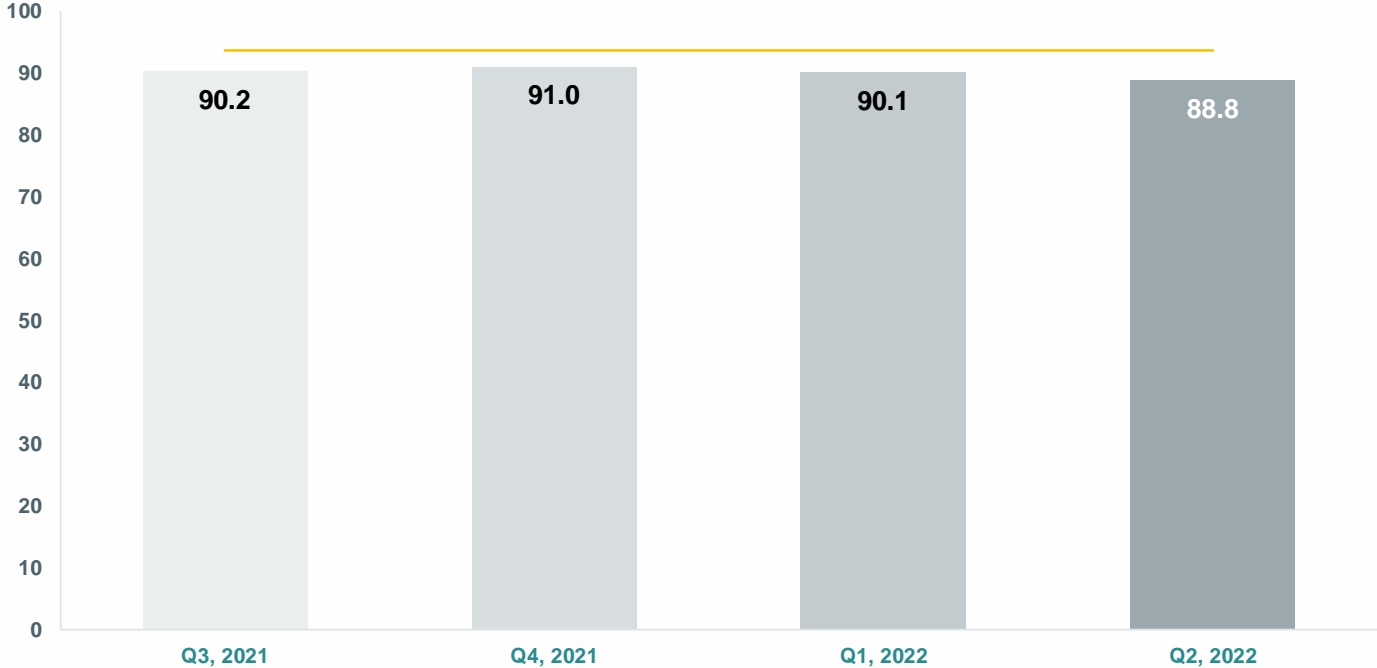
Overall Rating Trend [Q3, 2021 – Q2, 2022]

PHO
Overall Rating



88.8
Q2, 2022

n-Size
221



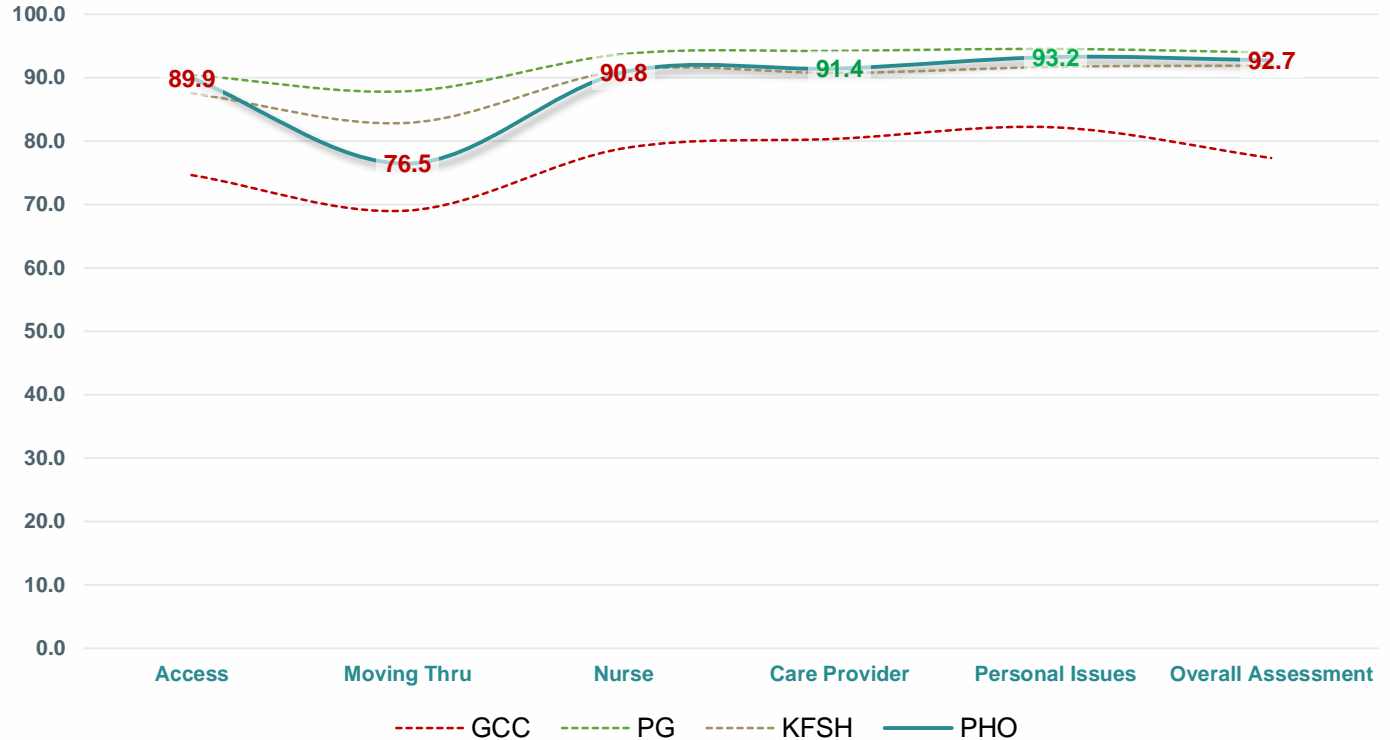
OP – Departments

PHO Patient Journey



n-Size
221

Period: Apr 1st – Jun 30th, 2022



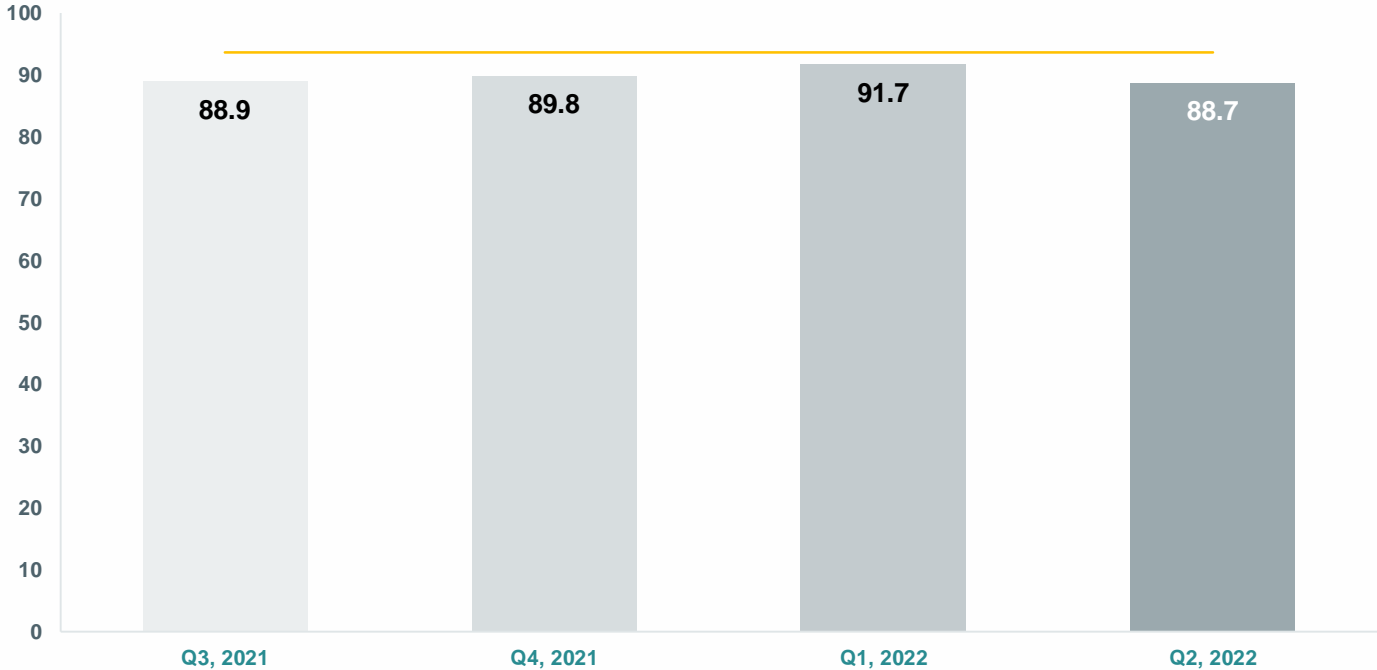
OP – Departments

Overall Rating Trend [Q3, 2021 – Q2, 2022]

Nutrition Overall Rating



n-Size
193



OP – Departments

Nutrition Patient Journey



n-Size
193

Period: Apr 1st – Jun 30th, 2022



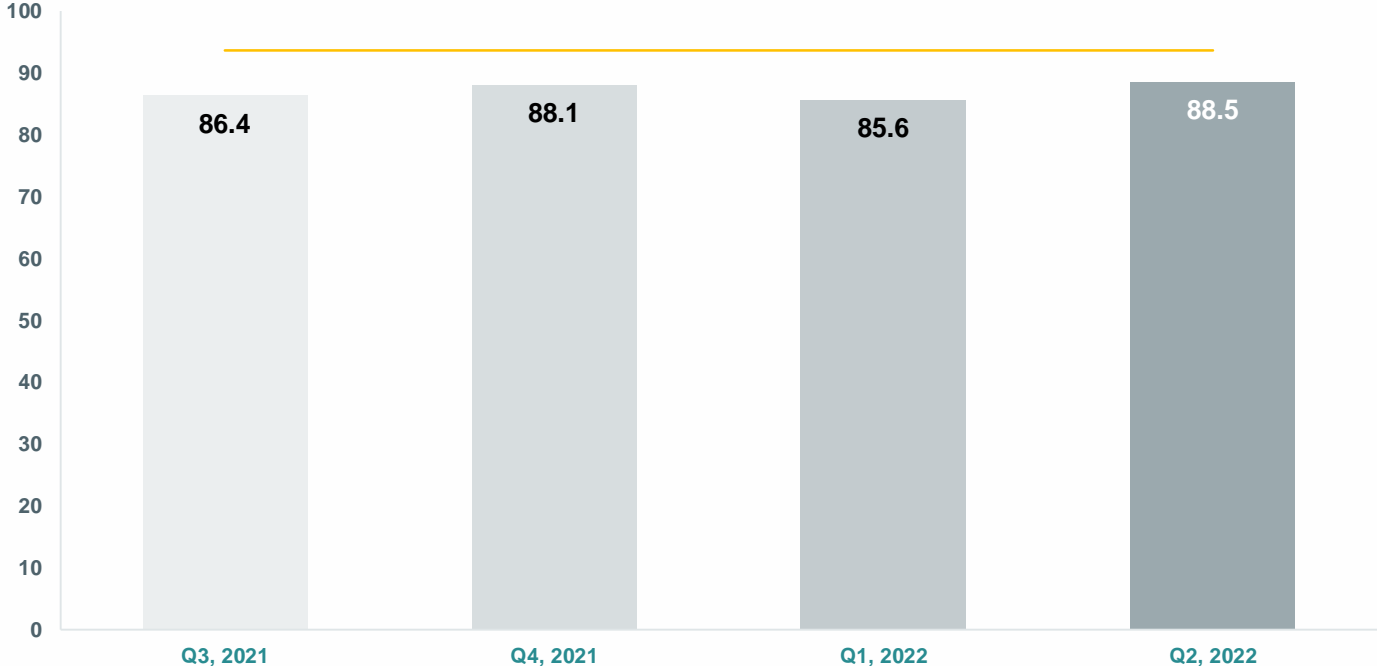
OP – Departments

Transplant Overall Rating



n-Size
540

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [93.5]

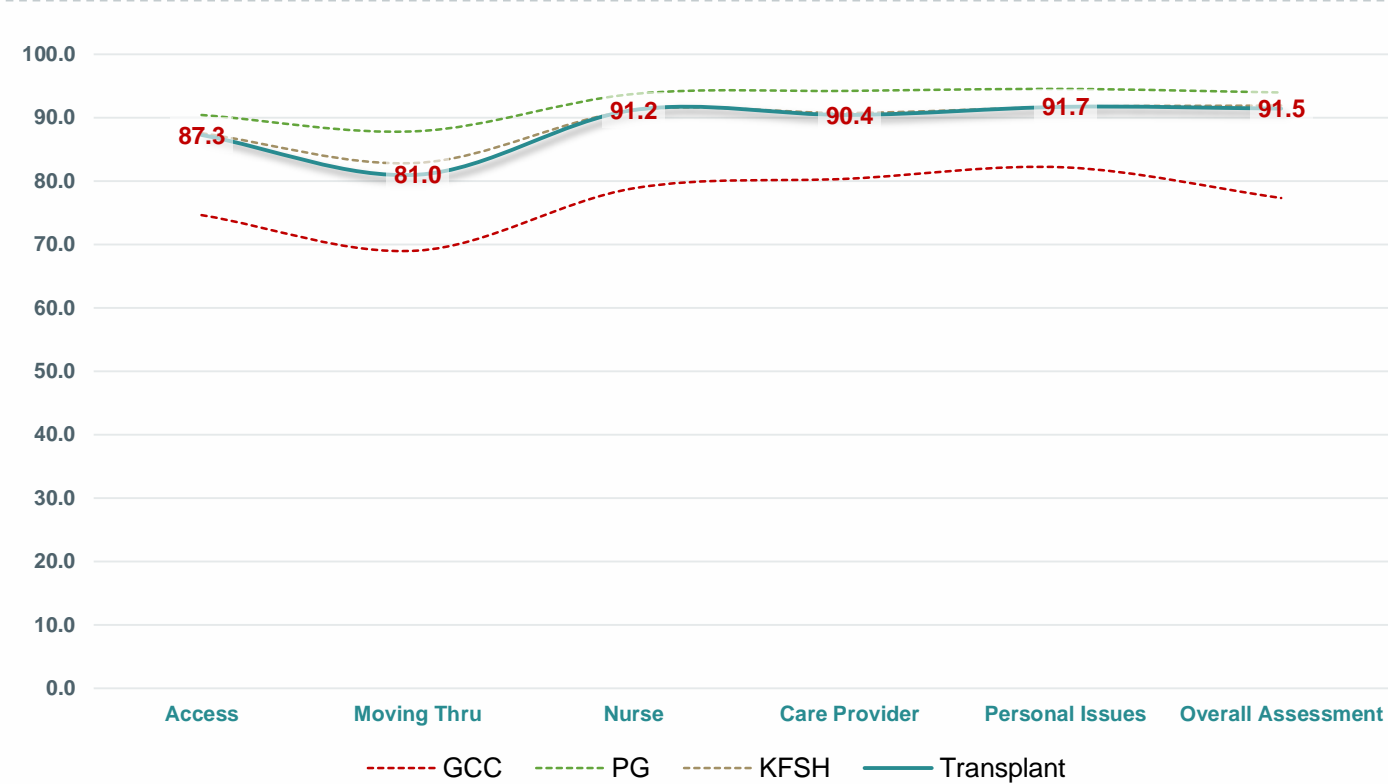
OP – Departments

Transplant Patient Journey



n-Size
540

Period: Apr 1st – Jun 30th, 2022



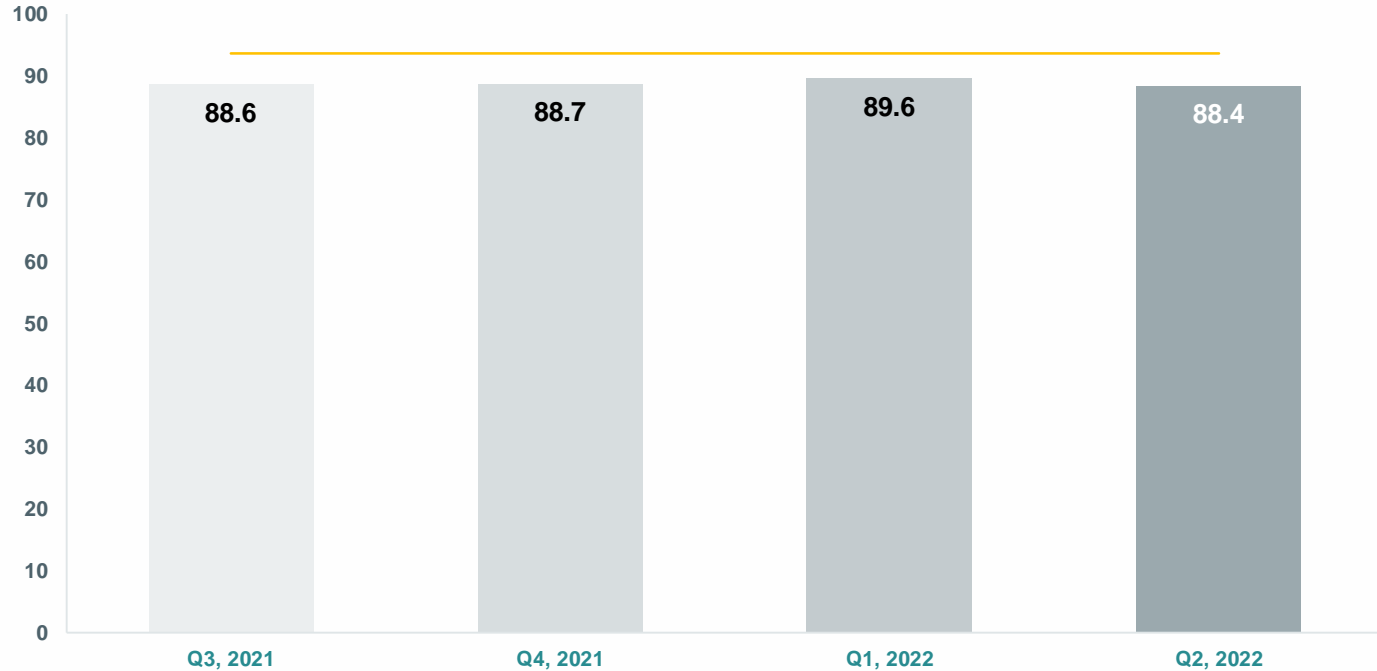
OP – Departments

Neurosciences Overall Rating



n-Size
710

Overall Rating Trend [Q3, 2021 – Q2, 2022]



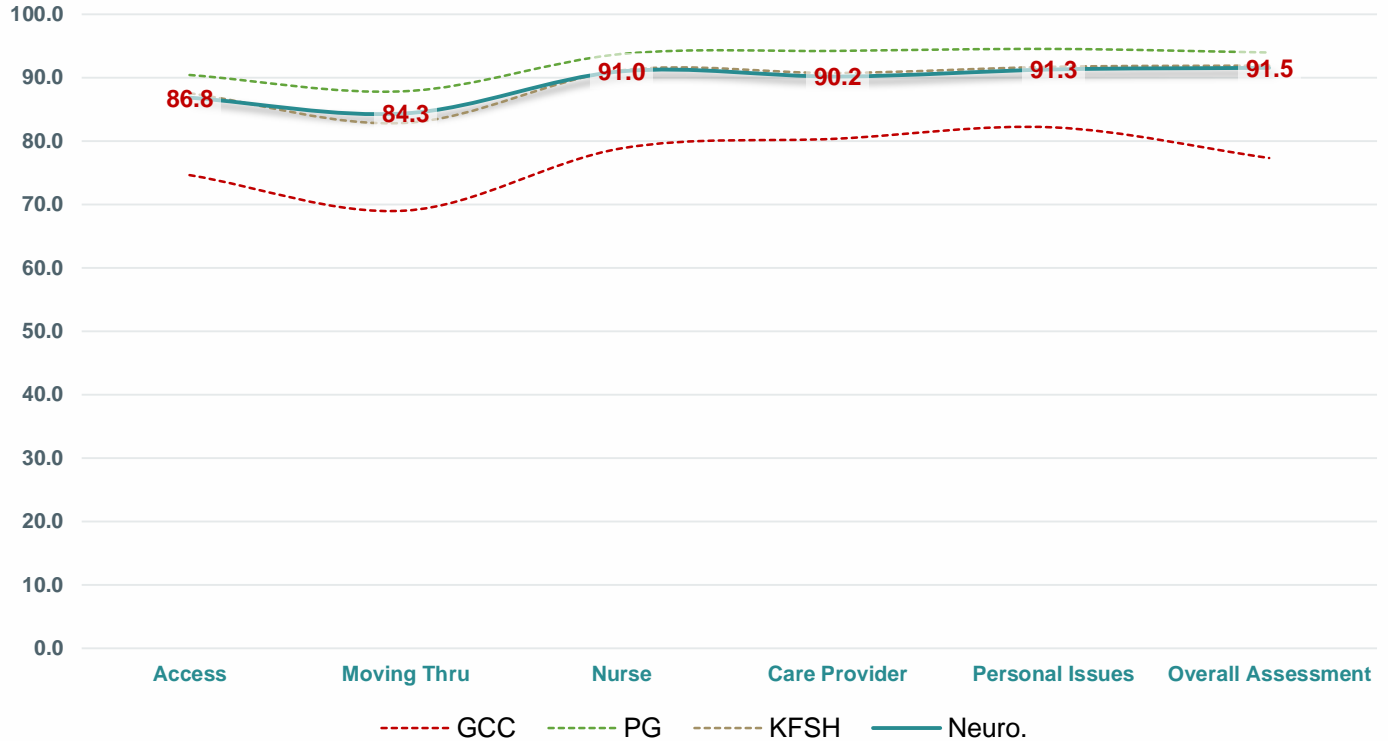
OP – Departments

Neurosciences Patient Journey



n-Size
710

Period: Apr 1st – Jun 30th, 2022



OP – Departments

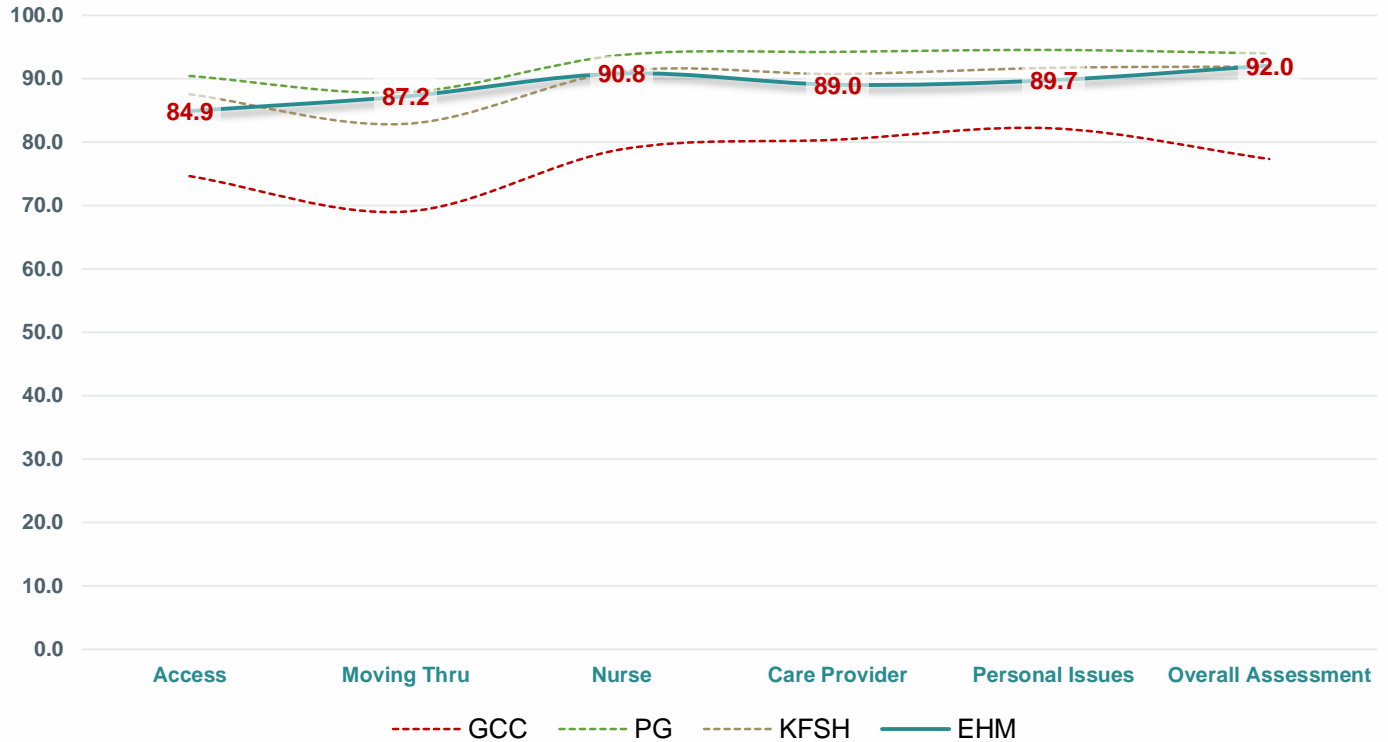
Executive Health Medicine Patient Journey



n-Size
43

This department is newly added in Q2,2022

Period: Apr 1st – Jun 30th, 2022



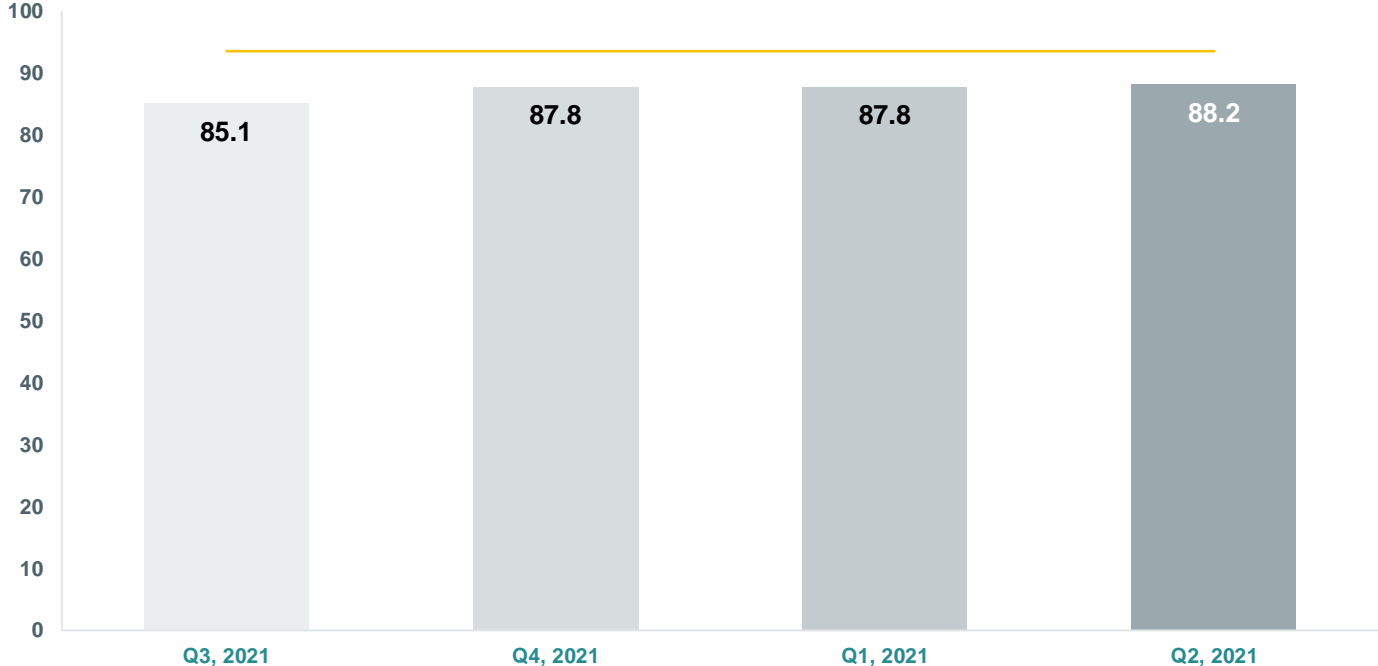
OP – Departments

Anesthesia Overall Rating



n-Size
473

Overall Rating Trend [Q3, 2021 – Q2, 2022]



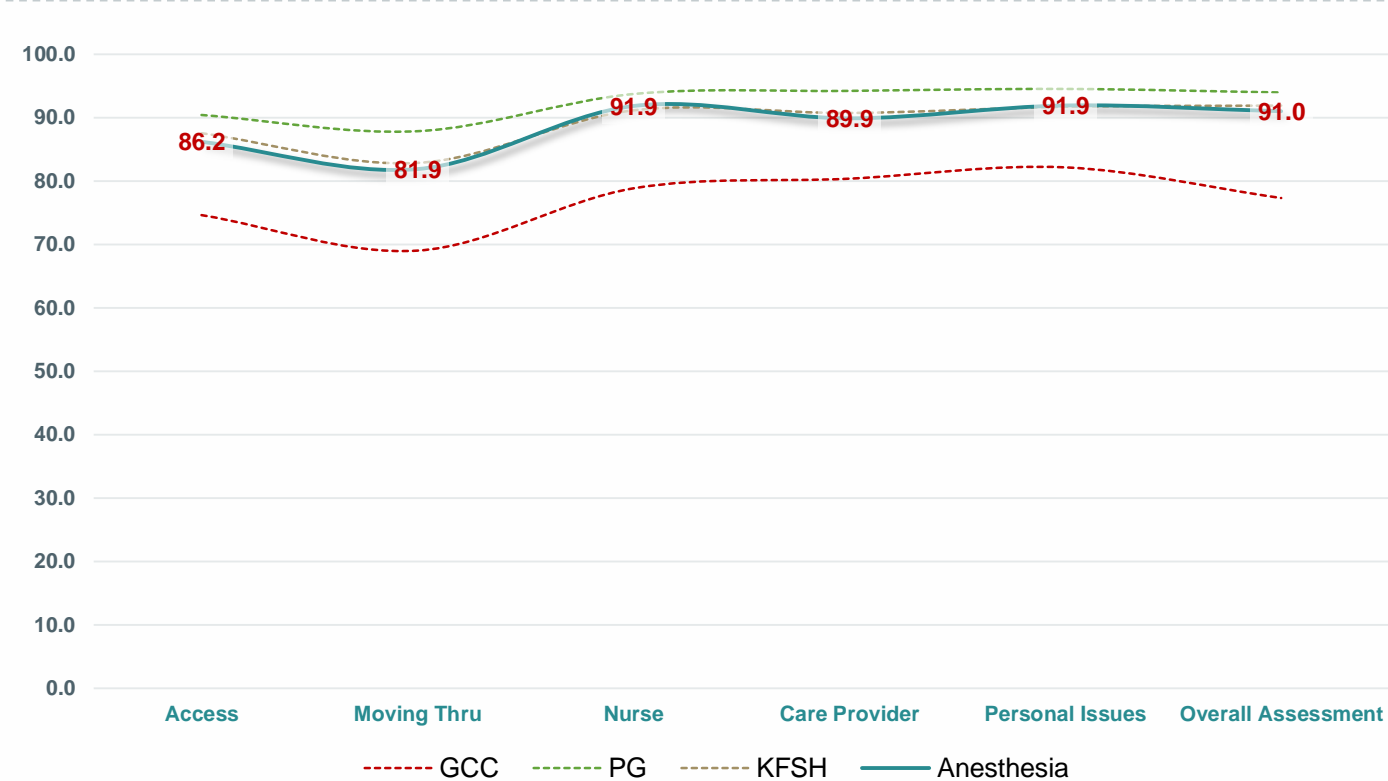
OP – Departments

Anesthesia Patient Journey



n-Size
473

Period: Apr 1st – Jun 30th, 2022



OP – Departments

Overall Rating Trend [Q3, 2021 – Q2, 2022]

Surgery

Overall Rating

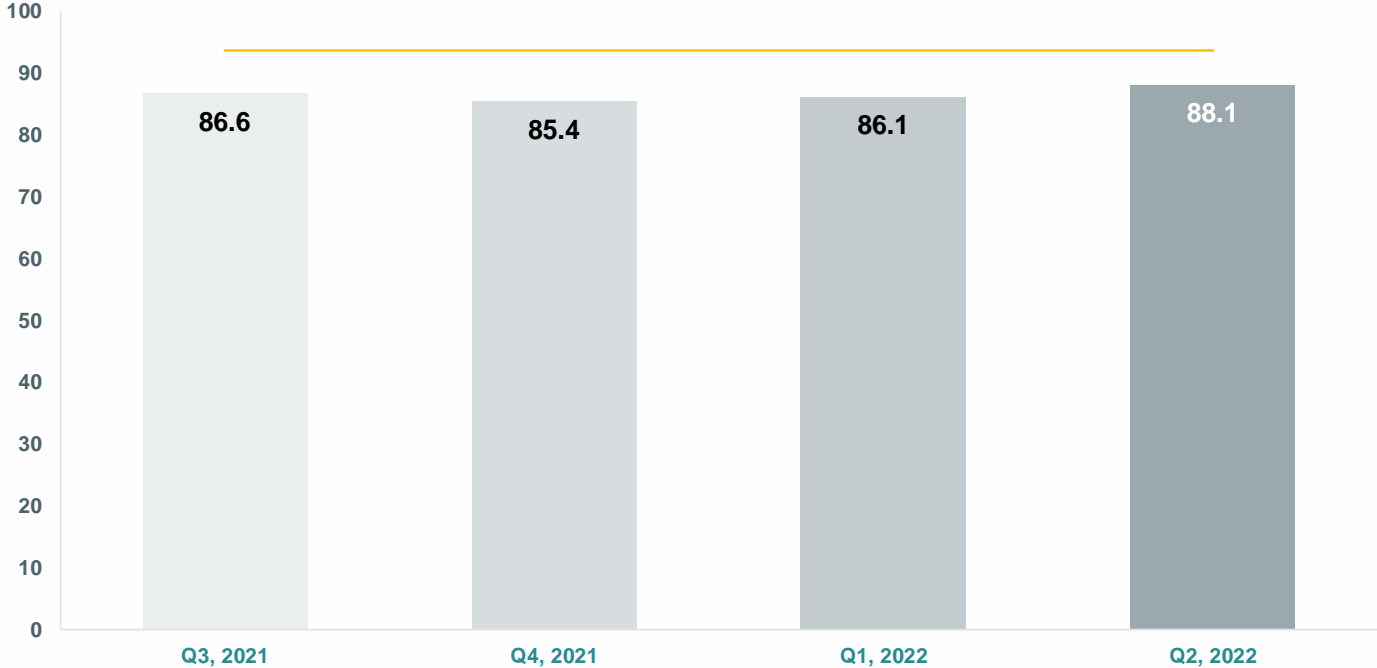


88.1

Q2, 2022

n-Size

567



* The survey tool was updated starting from Q2, 2020

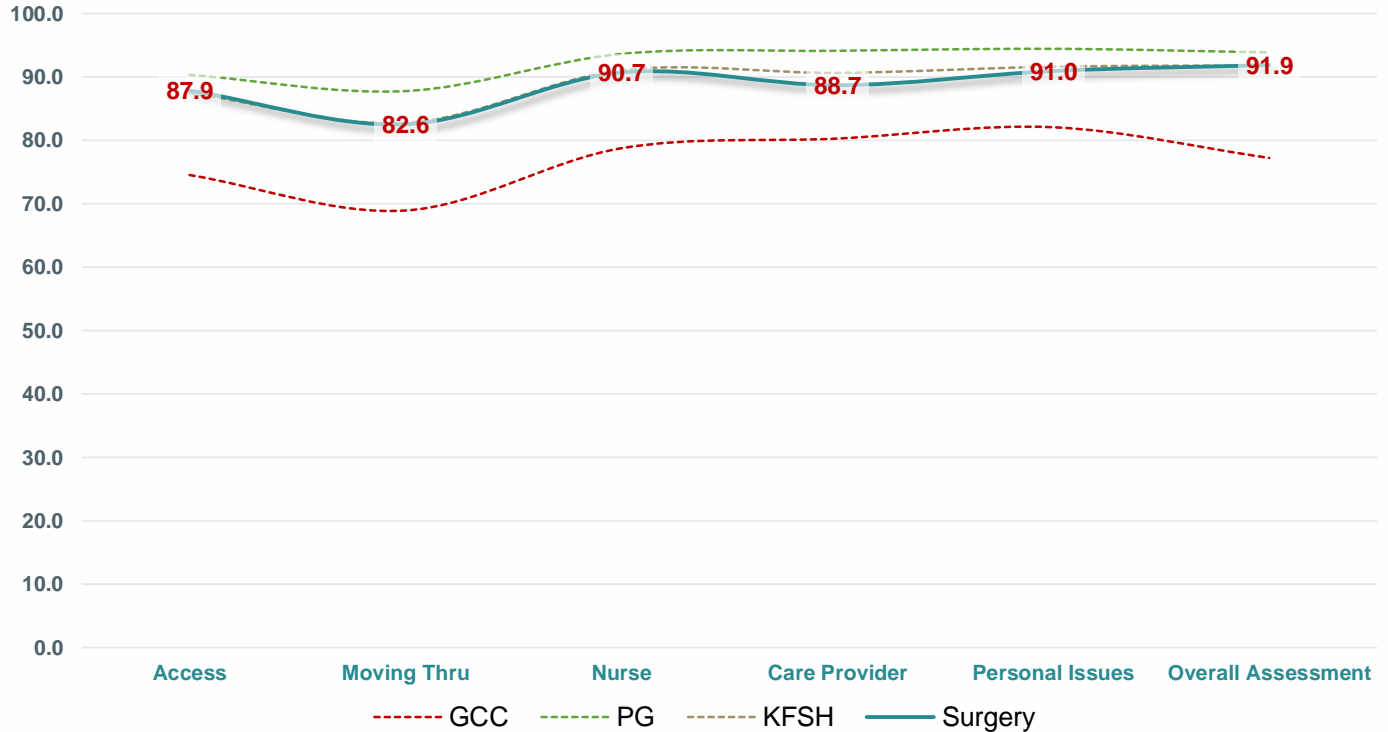
OP – Departments

Period: Apr 1st – Jun 30th, 2022

Surgery Patient Journey

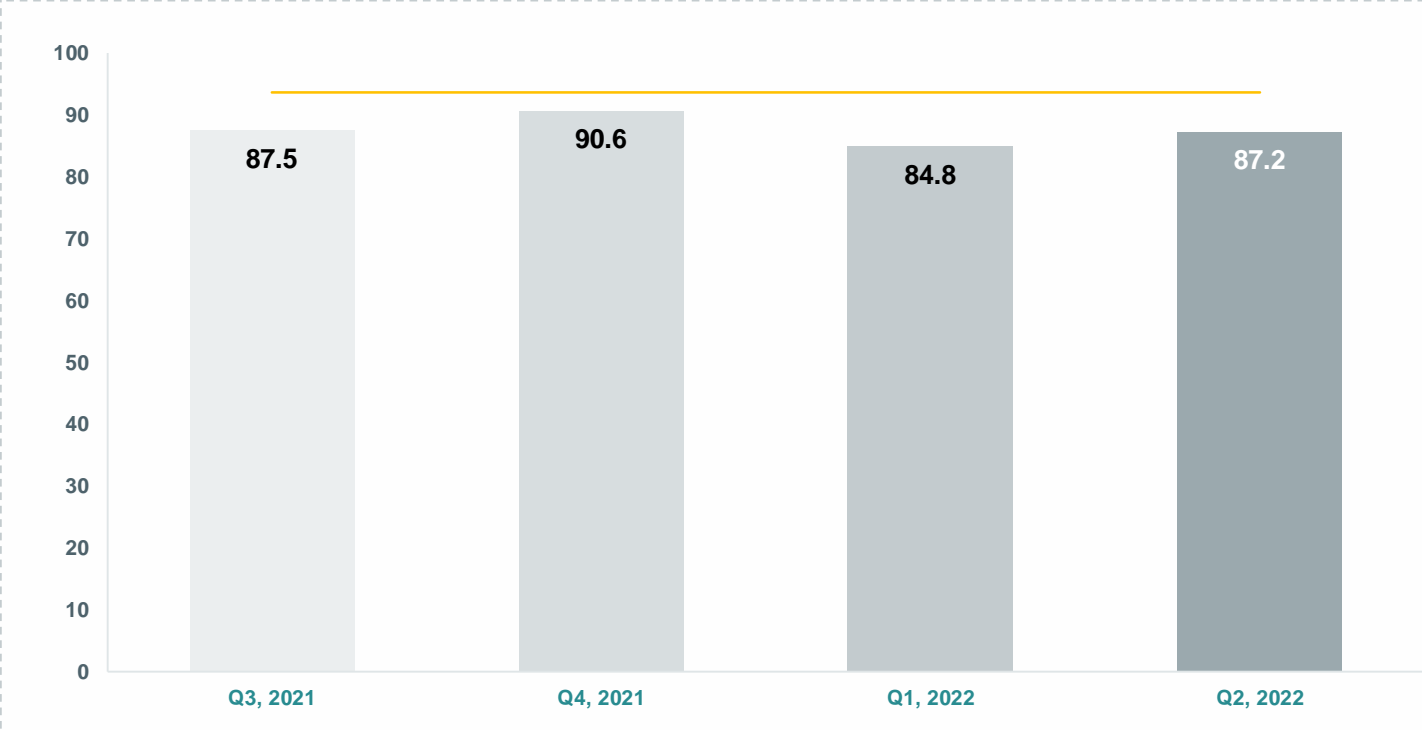


n-Size
567



OP – Departments

Overall Rating Trend [Q3, 2021 – Q2, 2022]



Ophthalmology Overall Rating



n-Size
271

2022 Target [93.5]

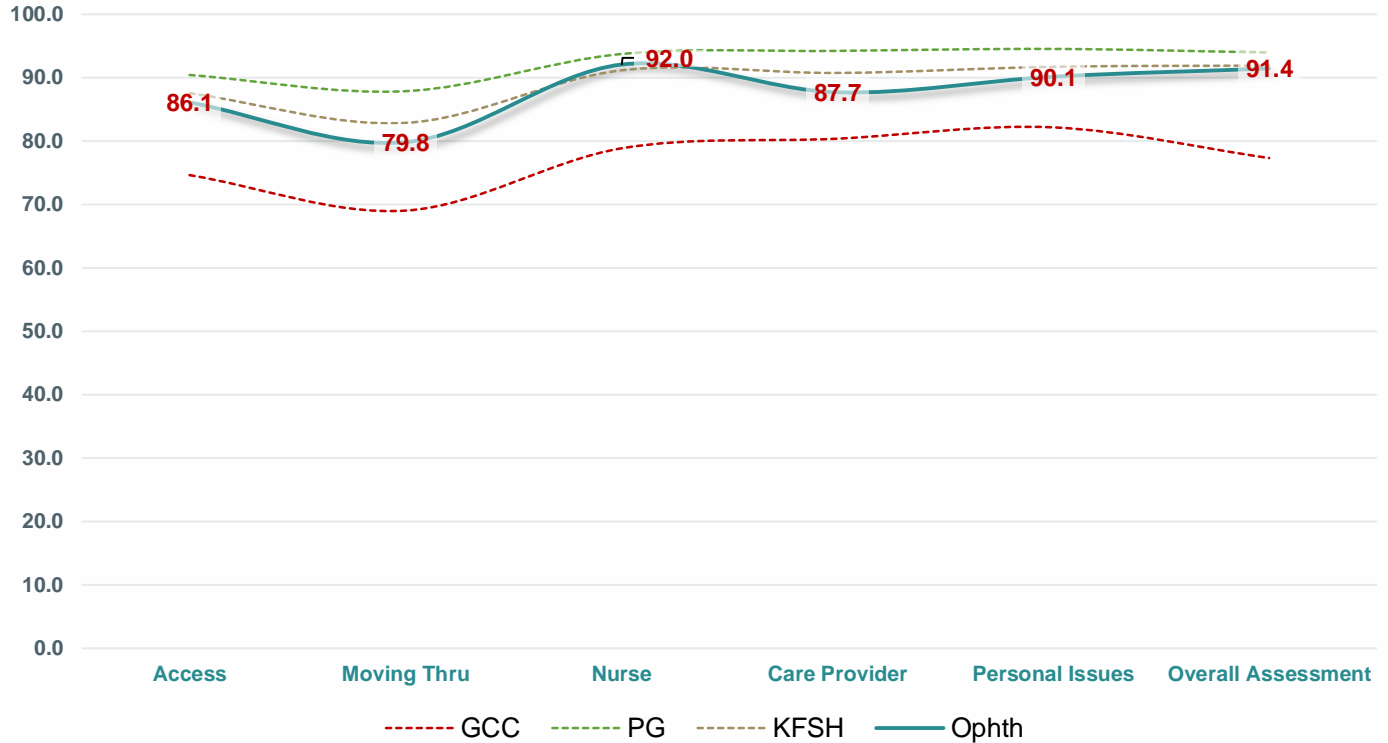
OP – Departments

Ophthalmology Patient Journey



n-Size
271

Period: Apr 1st – Jun 30th, 2022



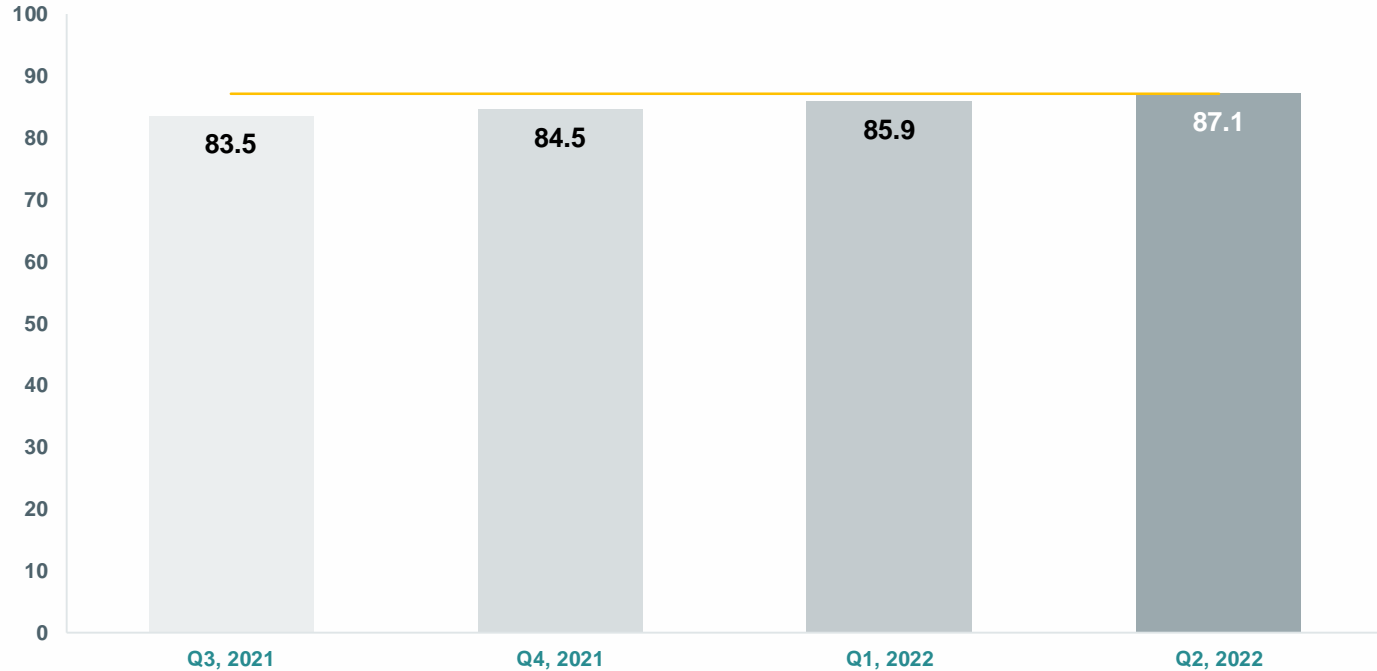
OP – Departments

Polyclinics (FM) Overall Rating



n-Size
2,049

Overall Rating Trend [Q3, 2021 – Q2, 2022]



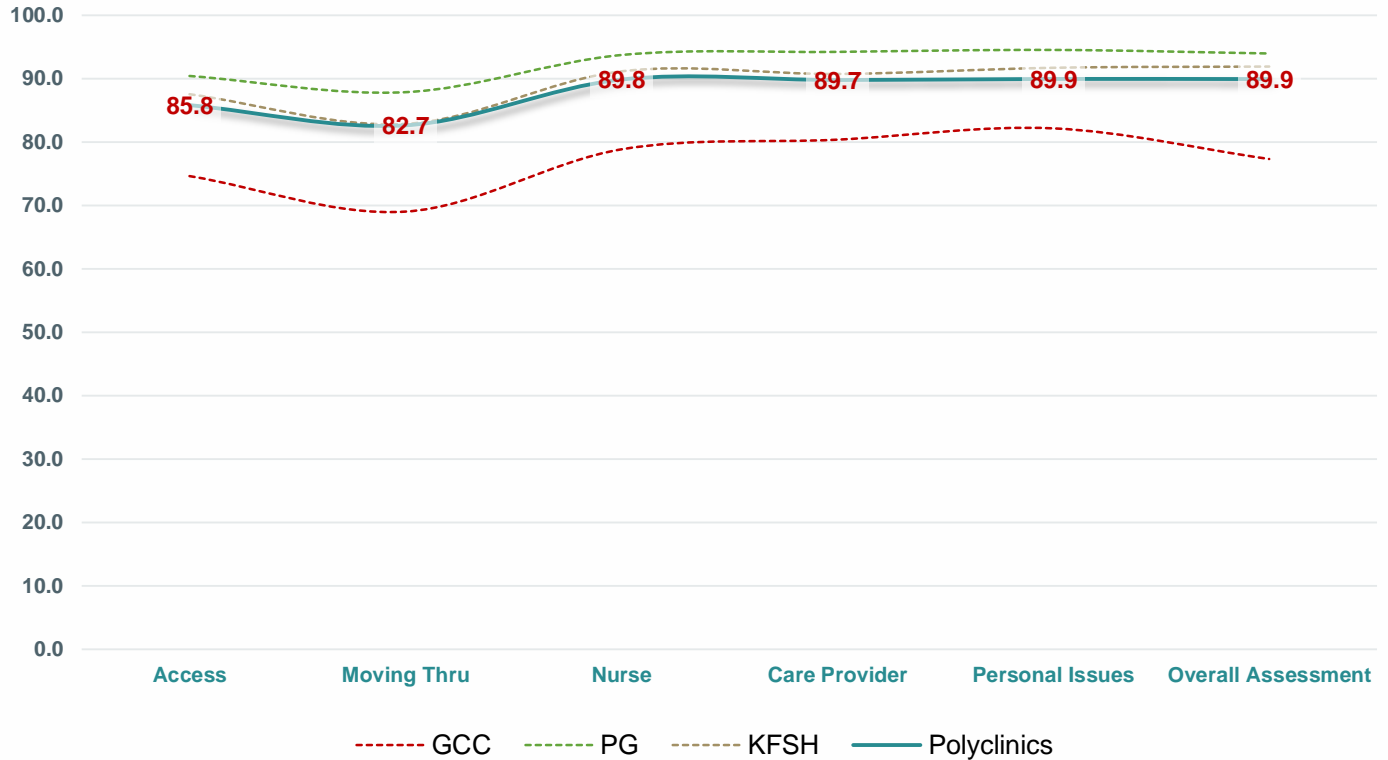
OP – Departments

Polyclinics (FM) Patient Journey



n-Size
2,049

Period: Apr 1st – Jun 30th, 2022



OP – Departments

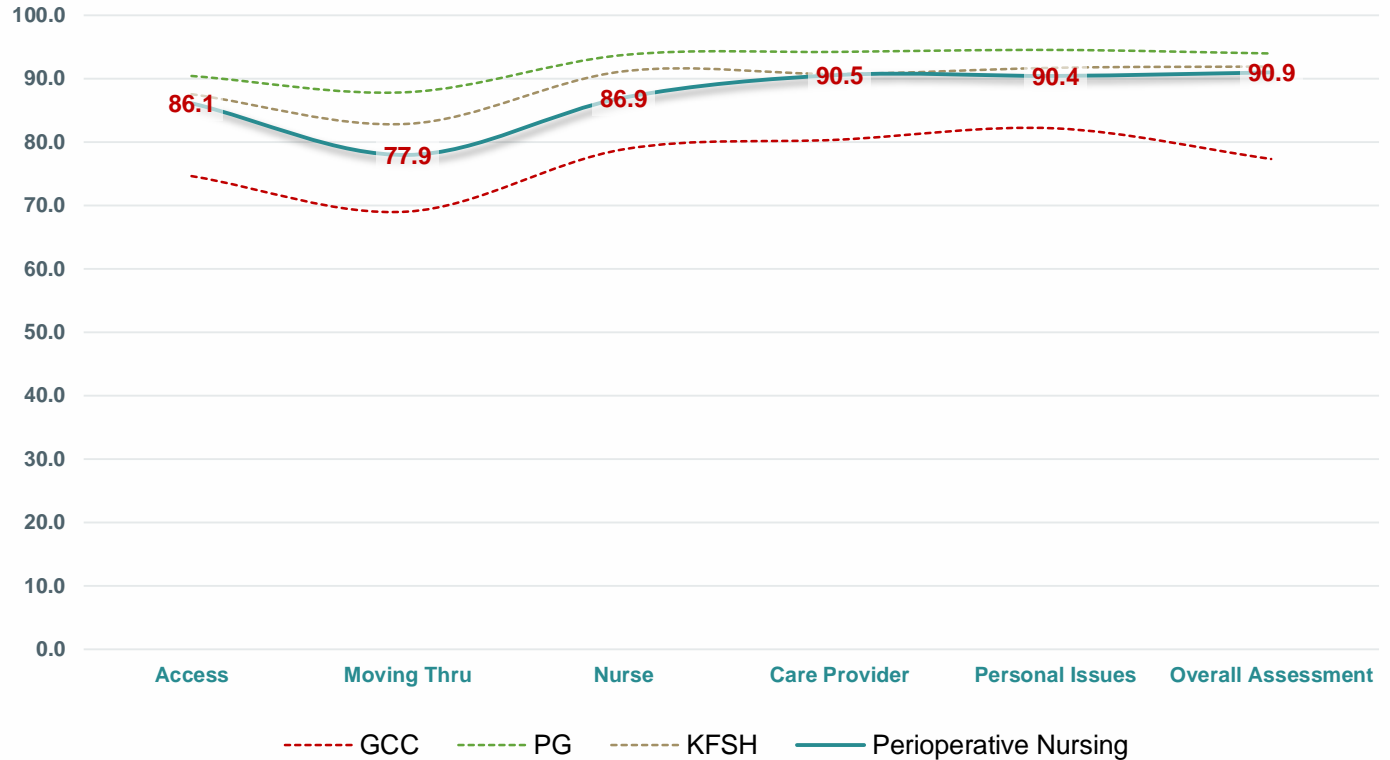
Perioperative Nursing Patient Journey



n-Size
119

This department is newly added in Q2,2022

Period: Apr 1st – Jun 30th, 2022



OP – Departments

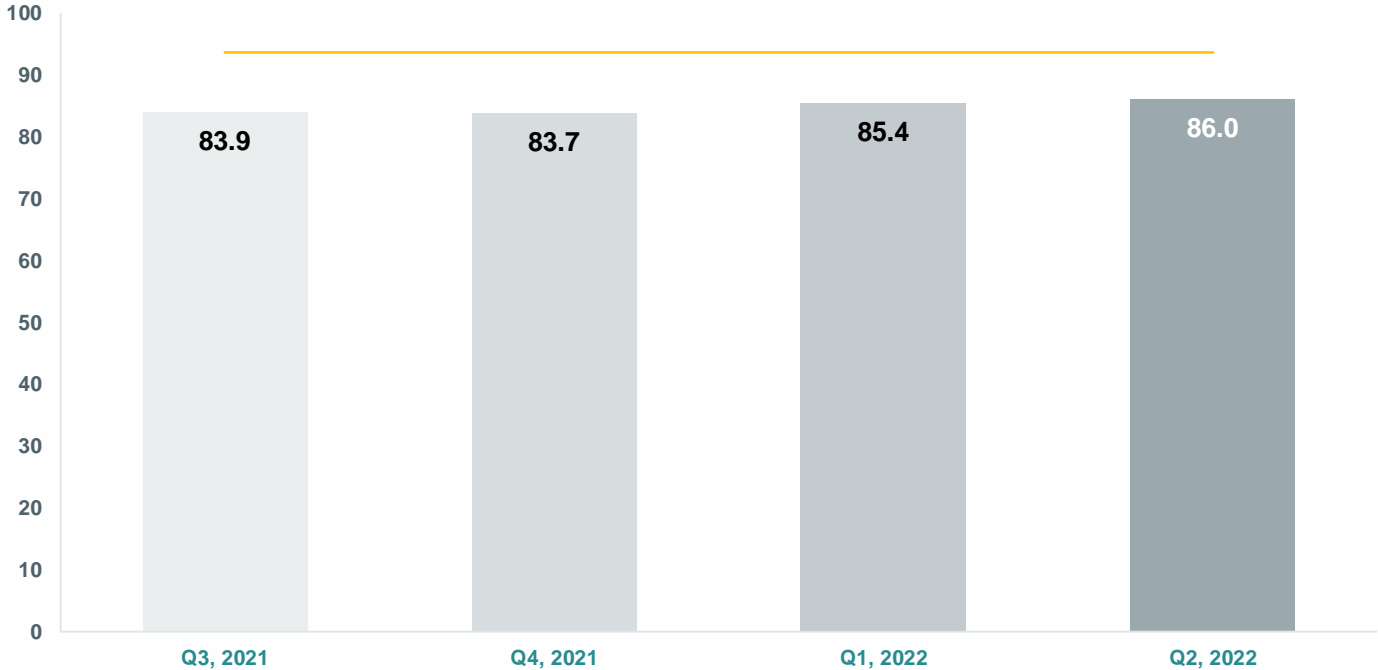
Overall Rating Trend [Q3, 2021 – Q2, 2022]

Urology
Overall Rating



86.0
Q2, 2022

n-Size
535



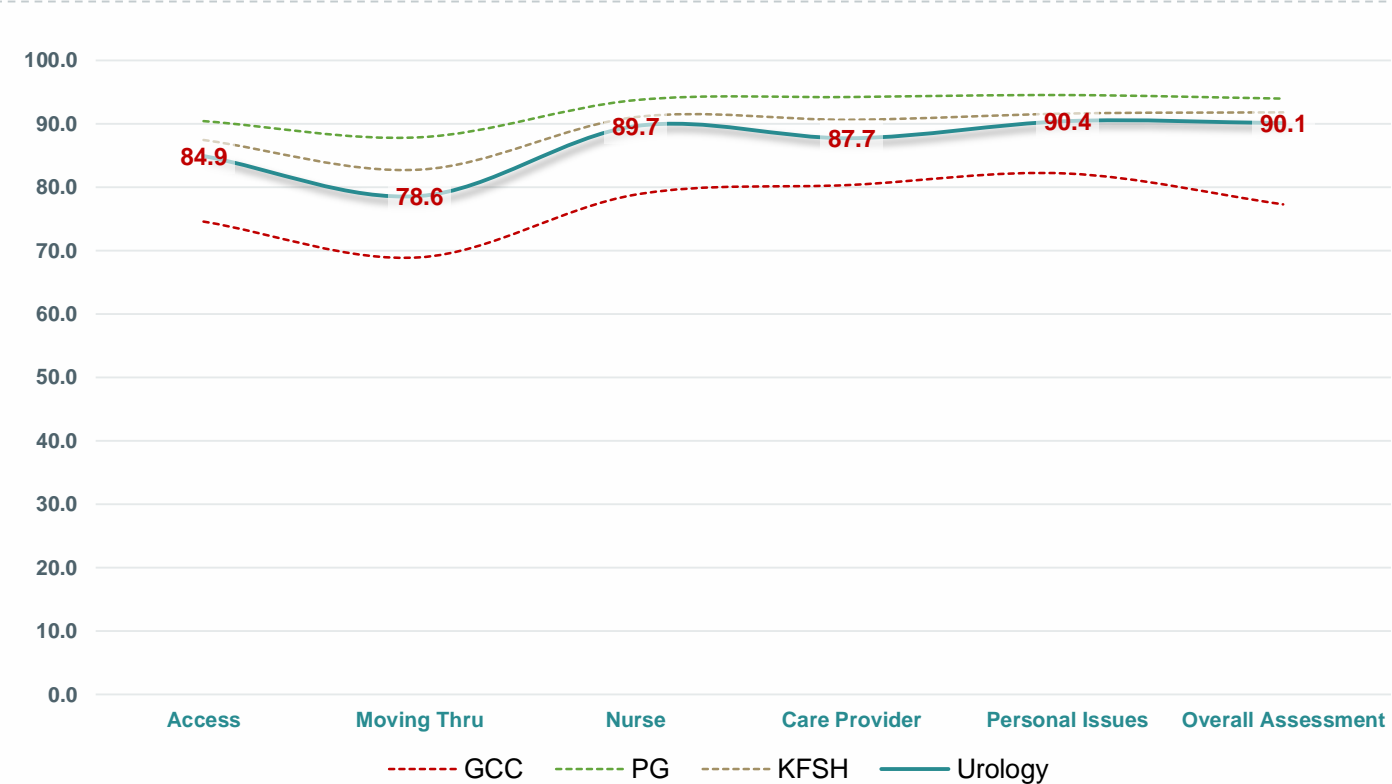
OP – Departments

Urology Patient Journey



n-Size
535

Period: Apr 1st – Jun 30th, 2022



OP – Departments

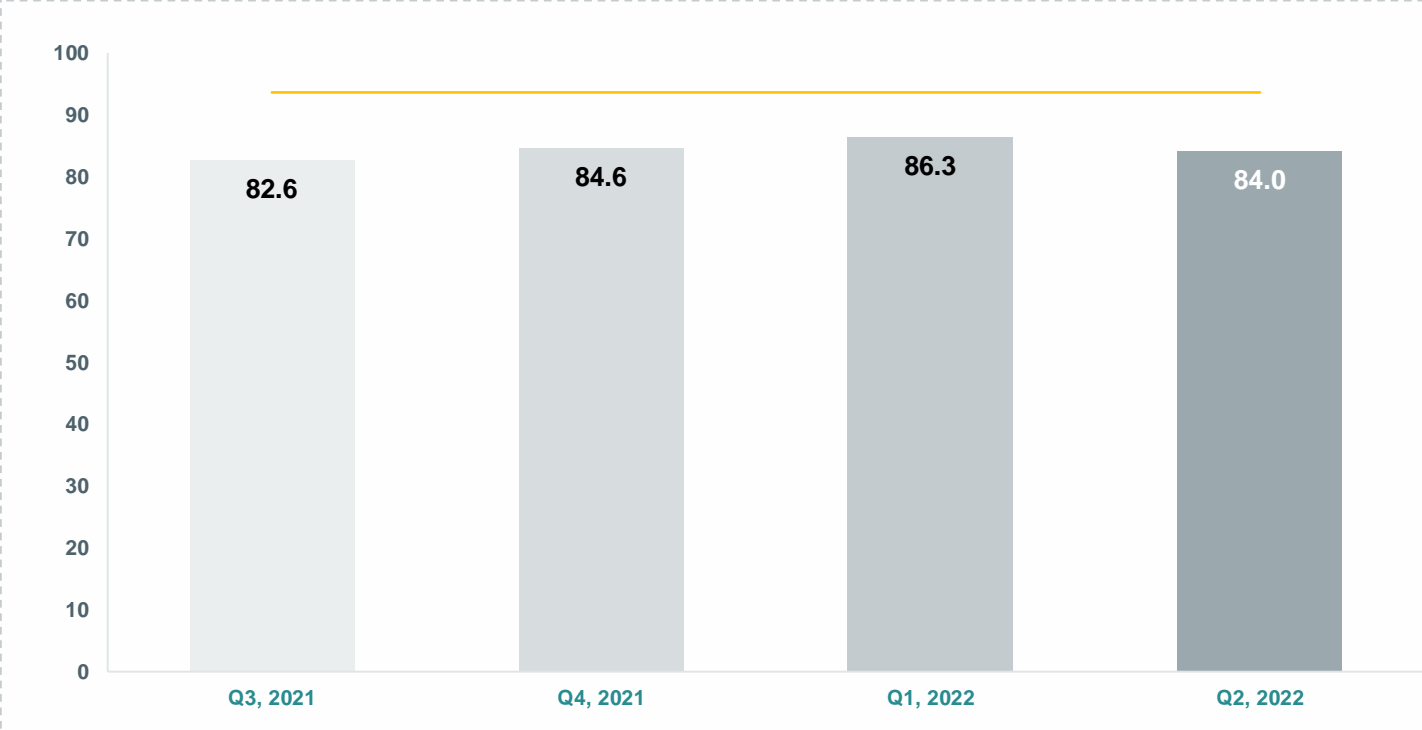
Overall Rating Trend [Q3, 2021 – Q2, 2022]

OB/GYN
Overall Rating



84.0
Q2, 2022

n-Size
787



■ 2022 Target [93.5]

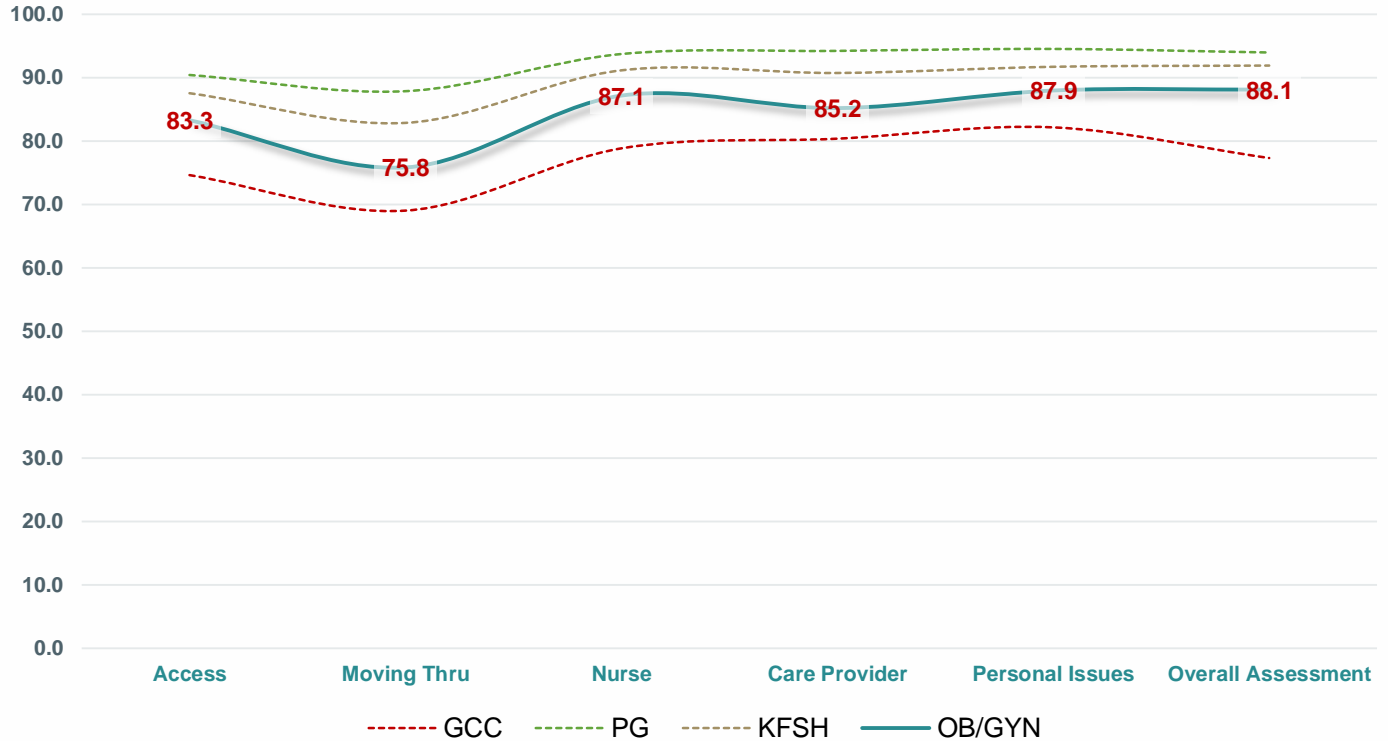
OP – Departments

OB/GYN Patient Journey



n-Size
787

Period: Apr 1st – Jun 30th, 2022



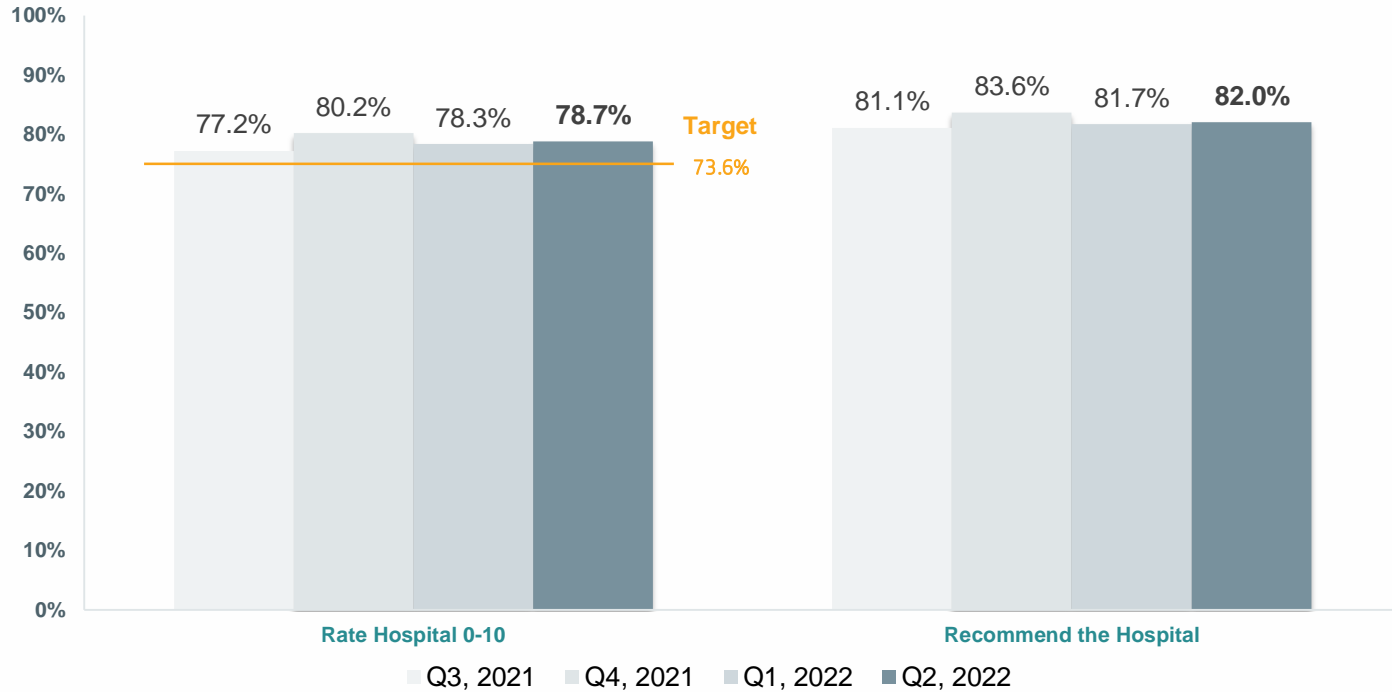


Inpatient
Adults

IP – Global Items

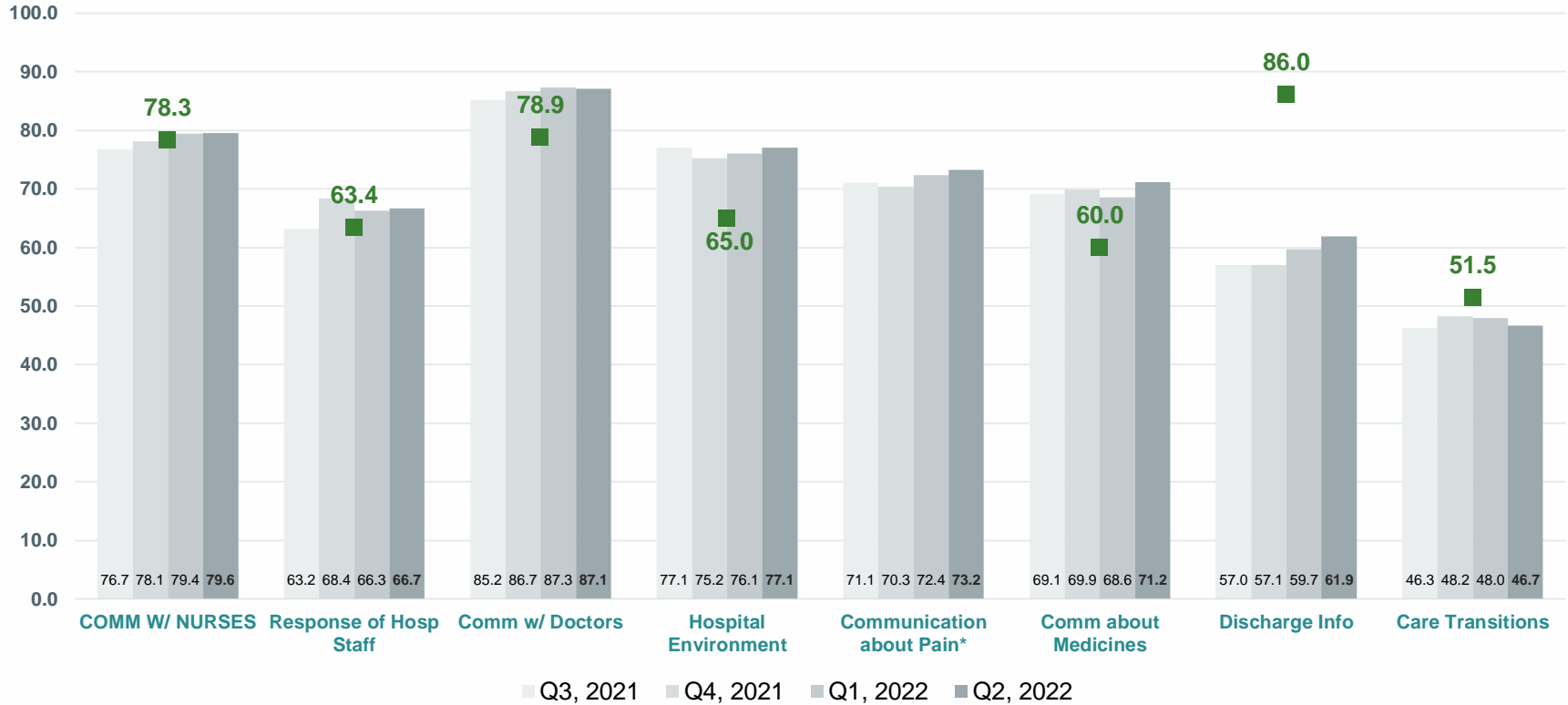
Global Items Overall

Overall Rating Trend [Q3, 2021 – Q2, 2022]



* Top Box %

IP – Survey Domains



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

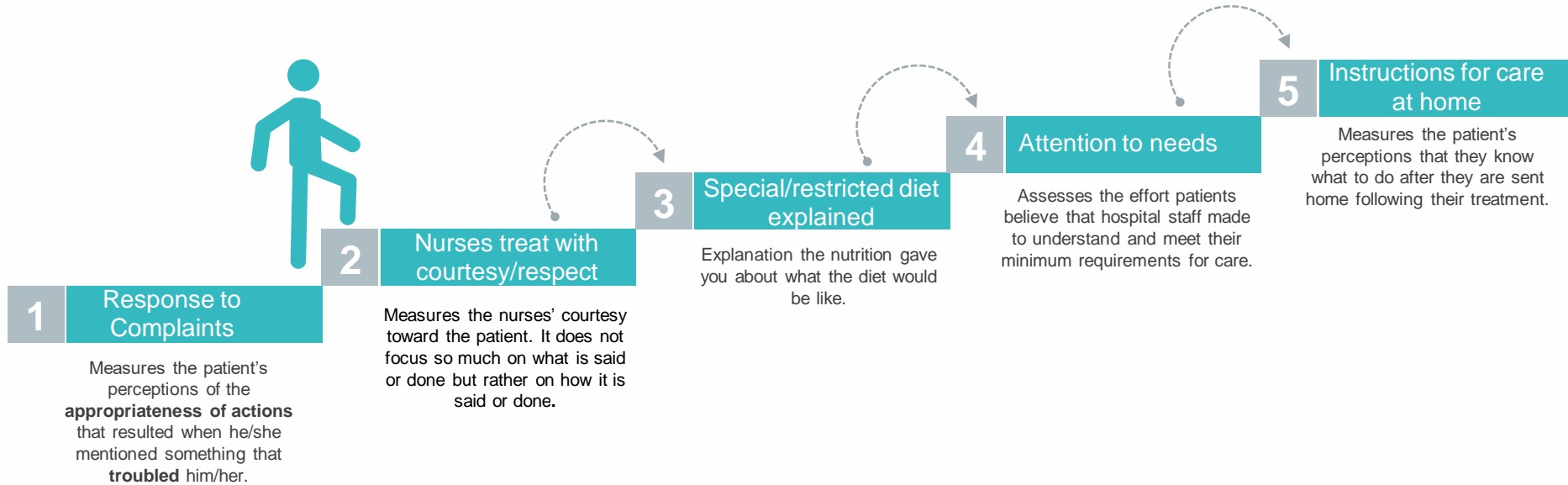
■ PG Average

IP – Strengths

Doctors explain in way you understand



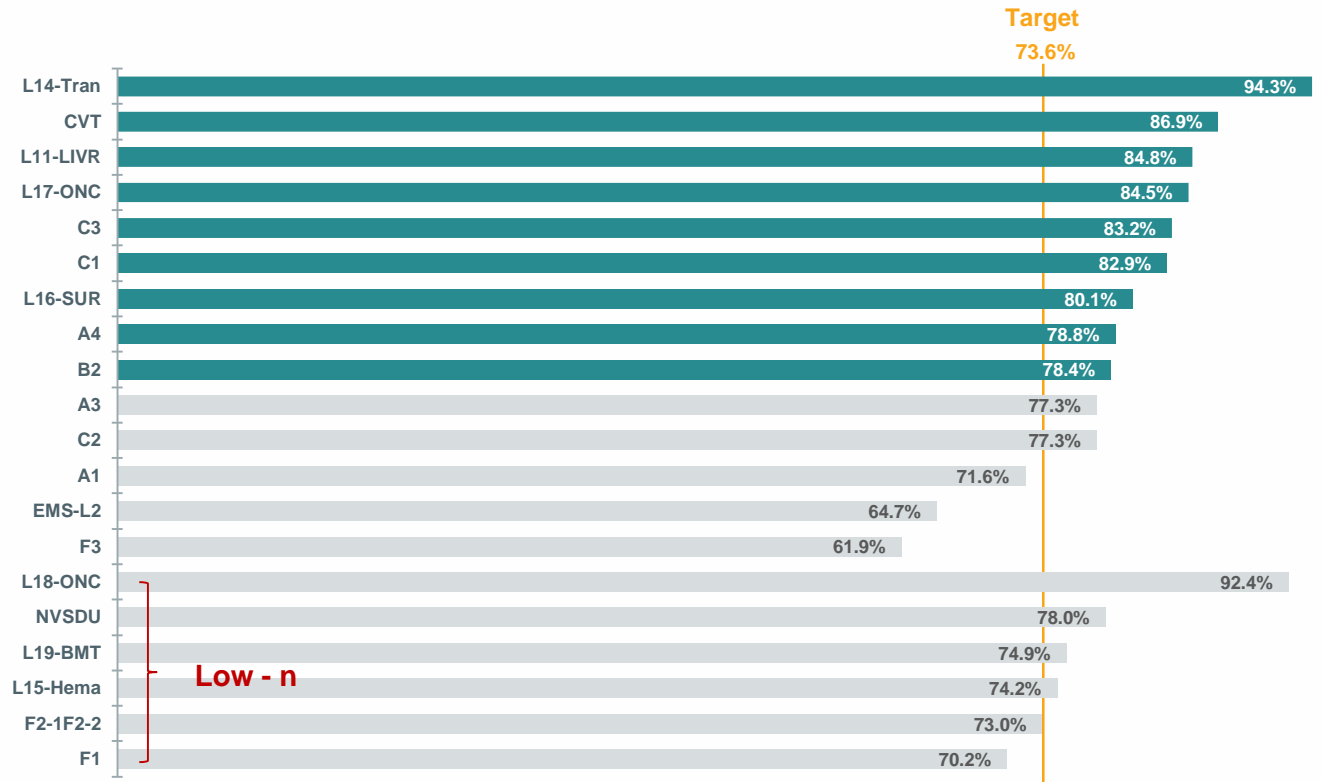
IP – Priority Index (Q2, 2022)



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



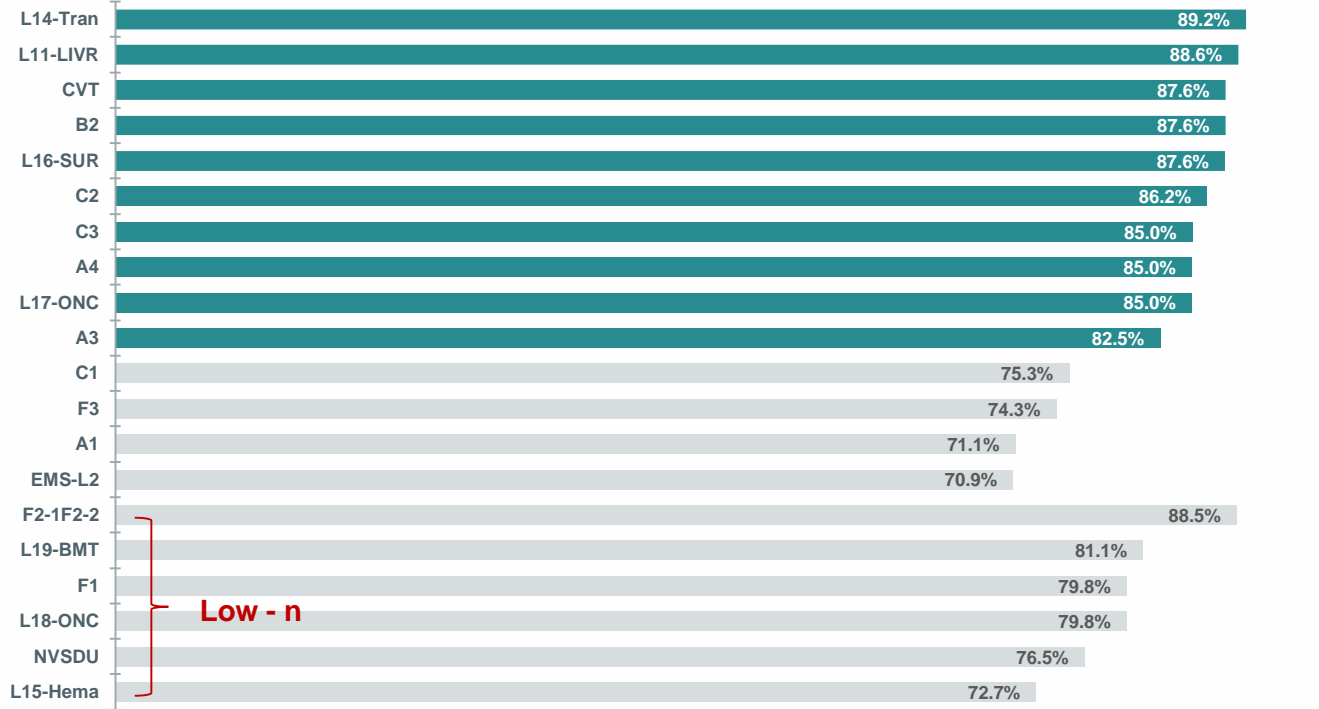
Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

* Top Box %

IP – Global Items

Recommend Hospital Wards



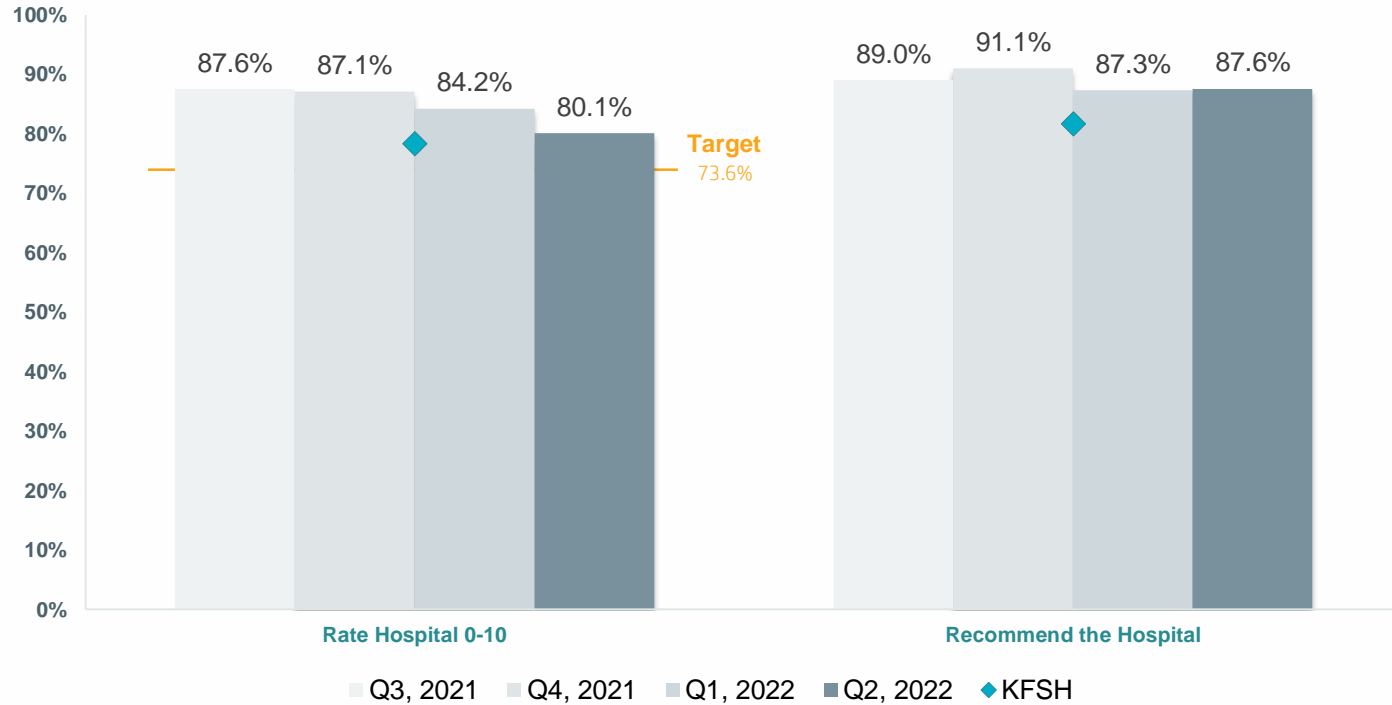
Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

* Top Box %

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



L16-SUR
Global Items

n-Size
56

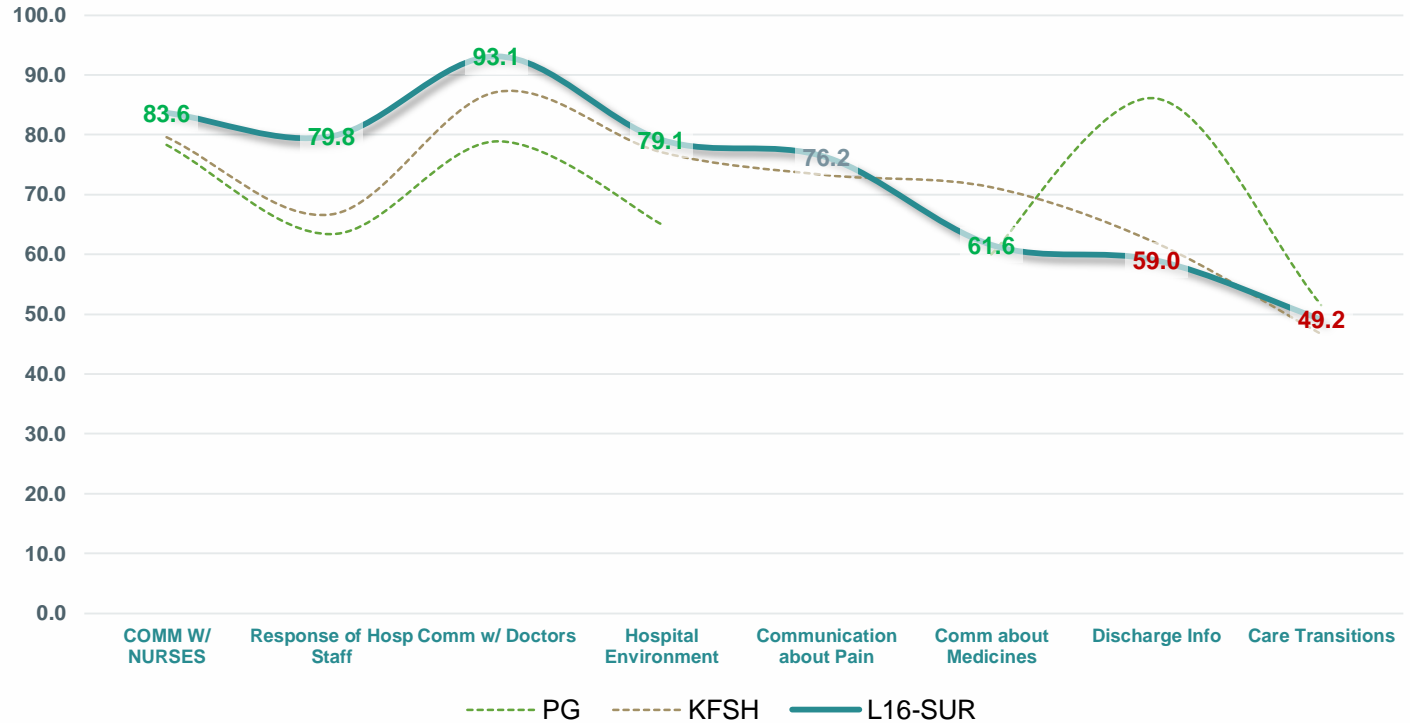
* Top Box %

IP – Wards

L16-SUR
Domains

n-Size
56

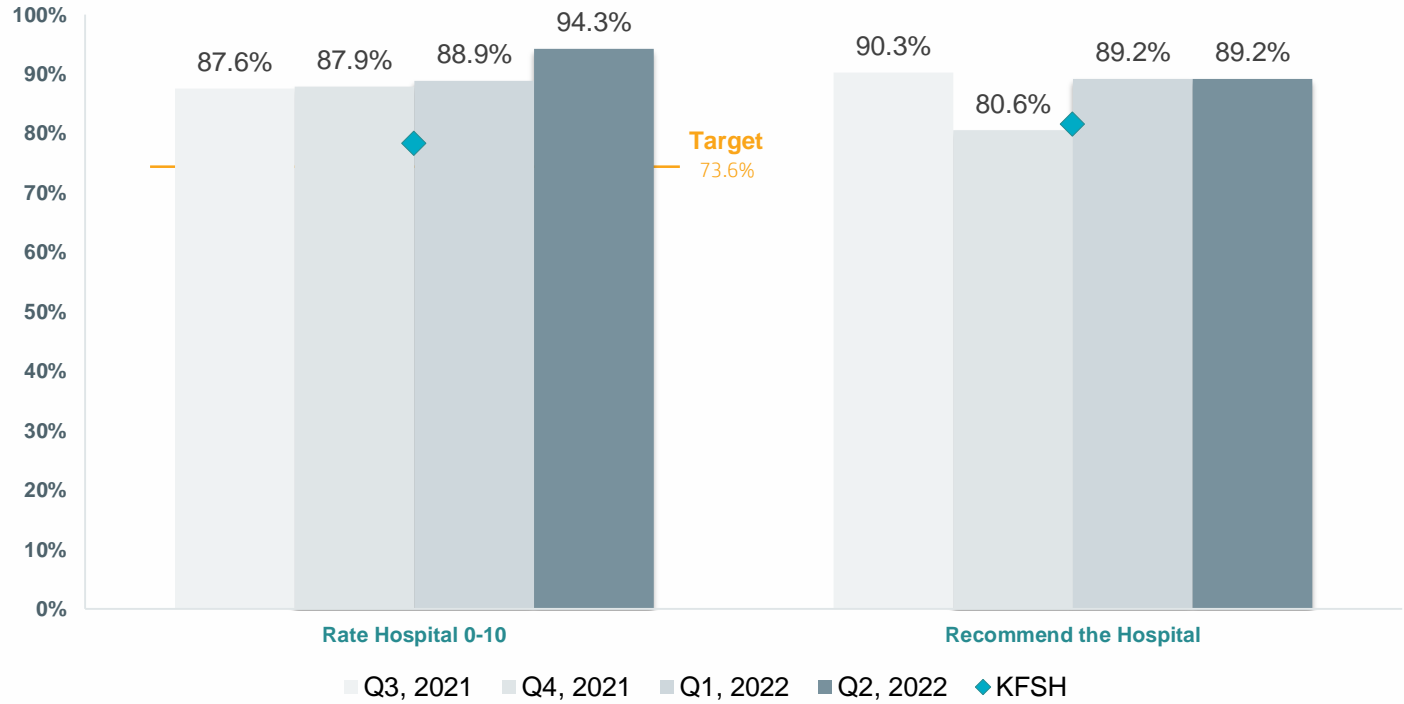
Period: Apr 1st – Jun 30th, 2022



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



L14-Tran
Global Items

n-Size
55

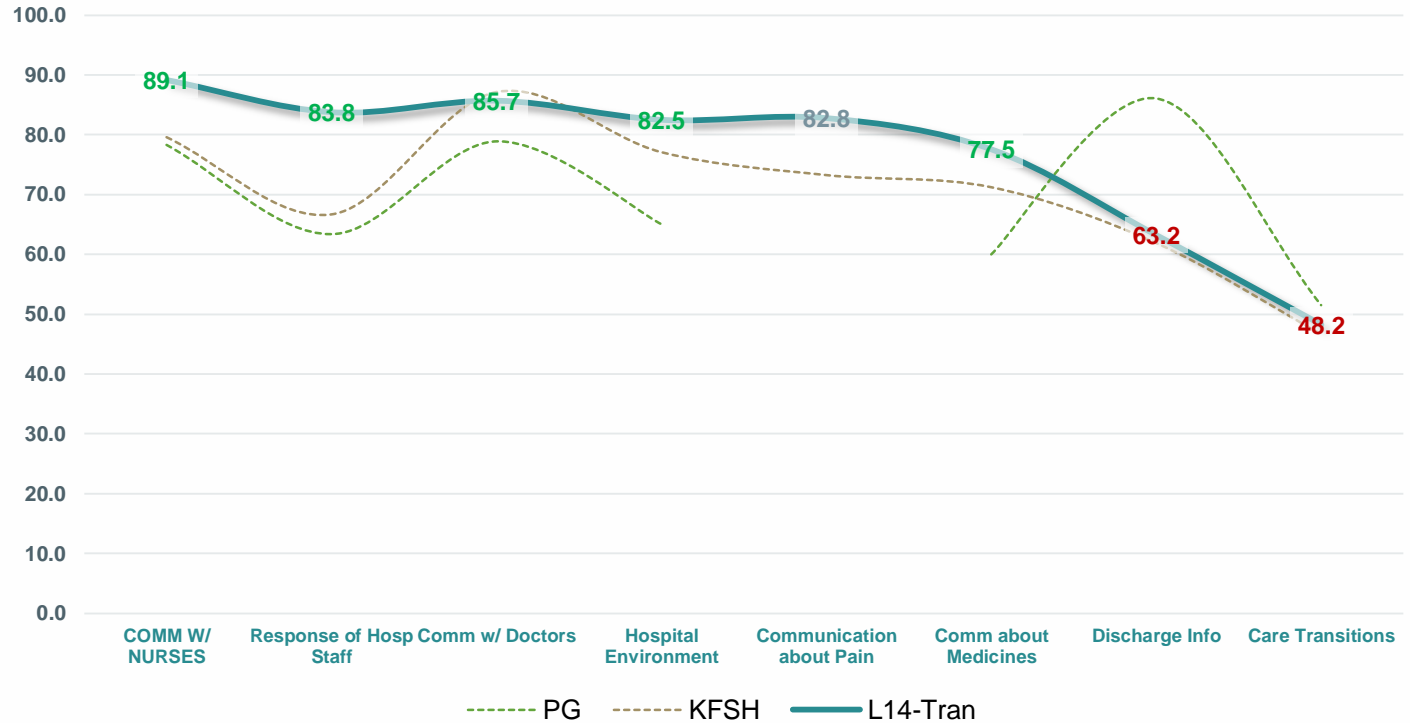
* Top Box %

IP – Wards

L14-Tran
Domains

n-Size
55

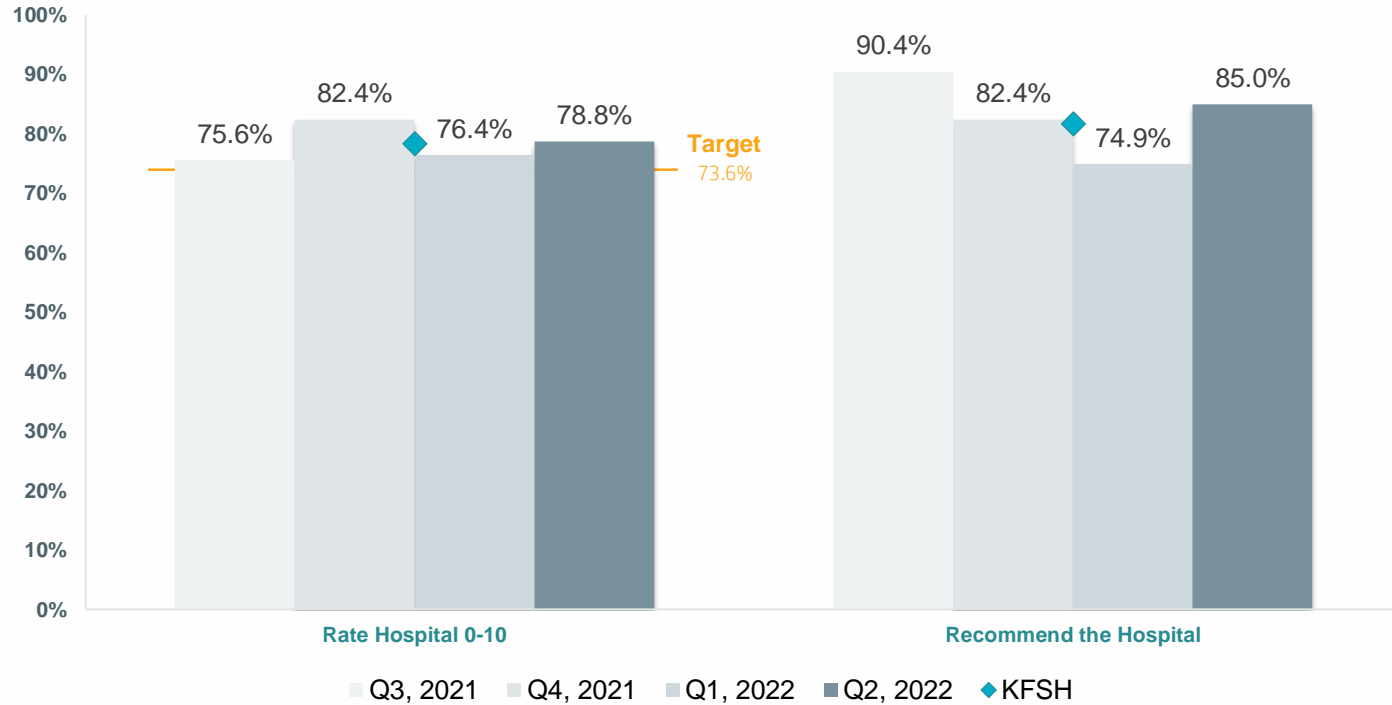
Period: Apr 1st – Jun 30th, 2022



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



A4
Global Items

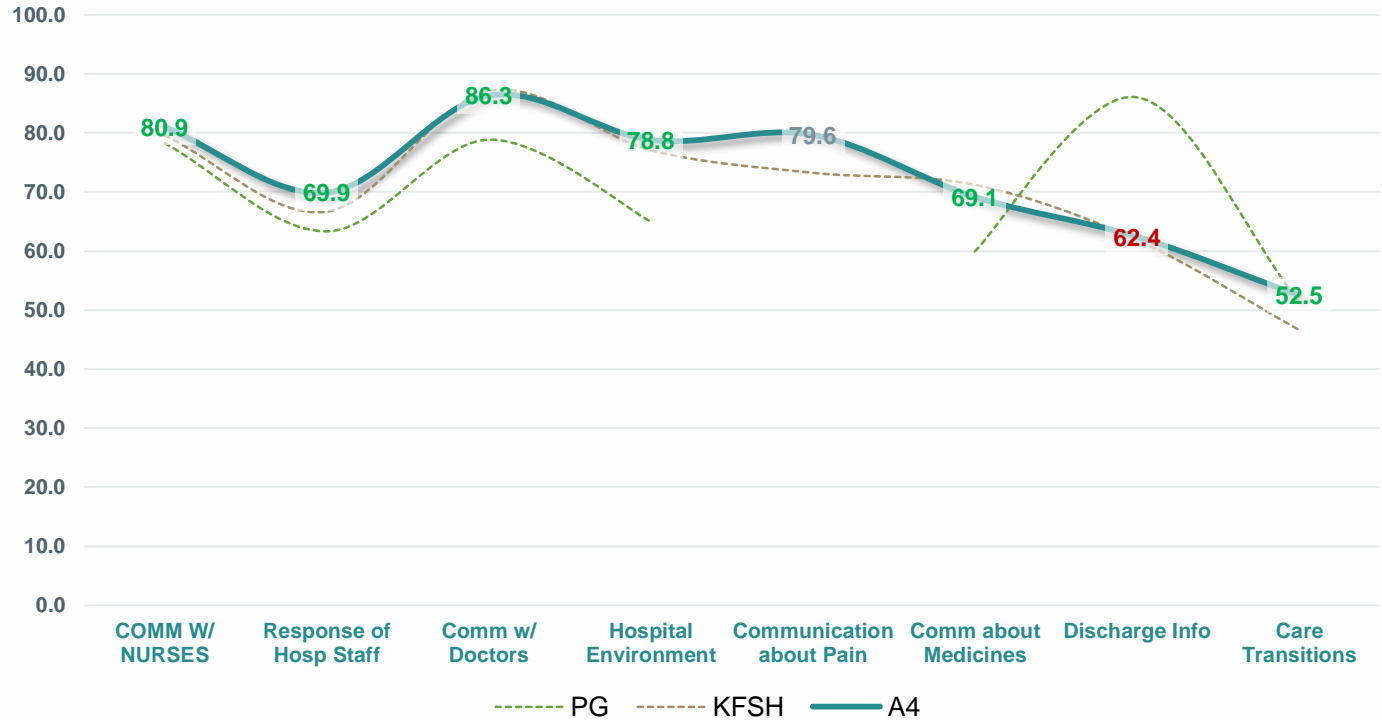
n-Size
52

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

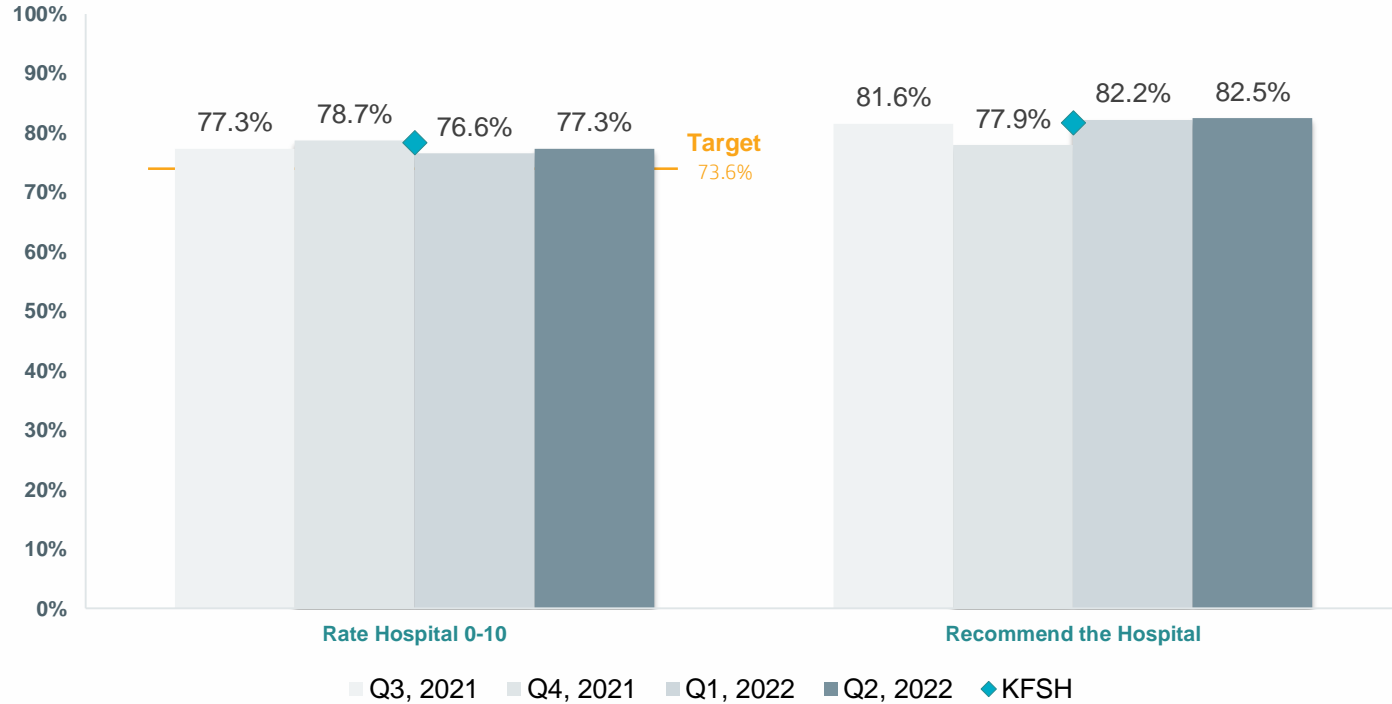
A4
Domains
n-Size
52



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



A3
Global Items

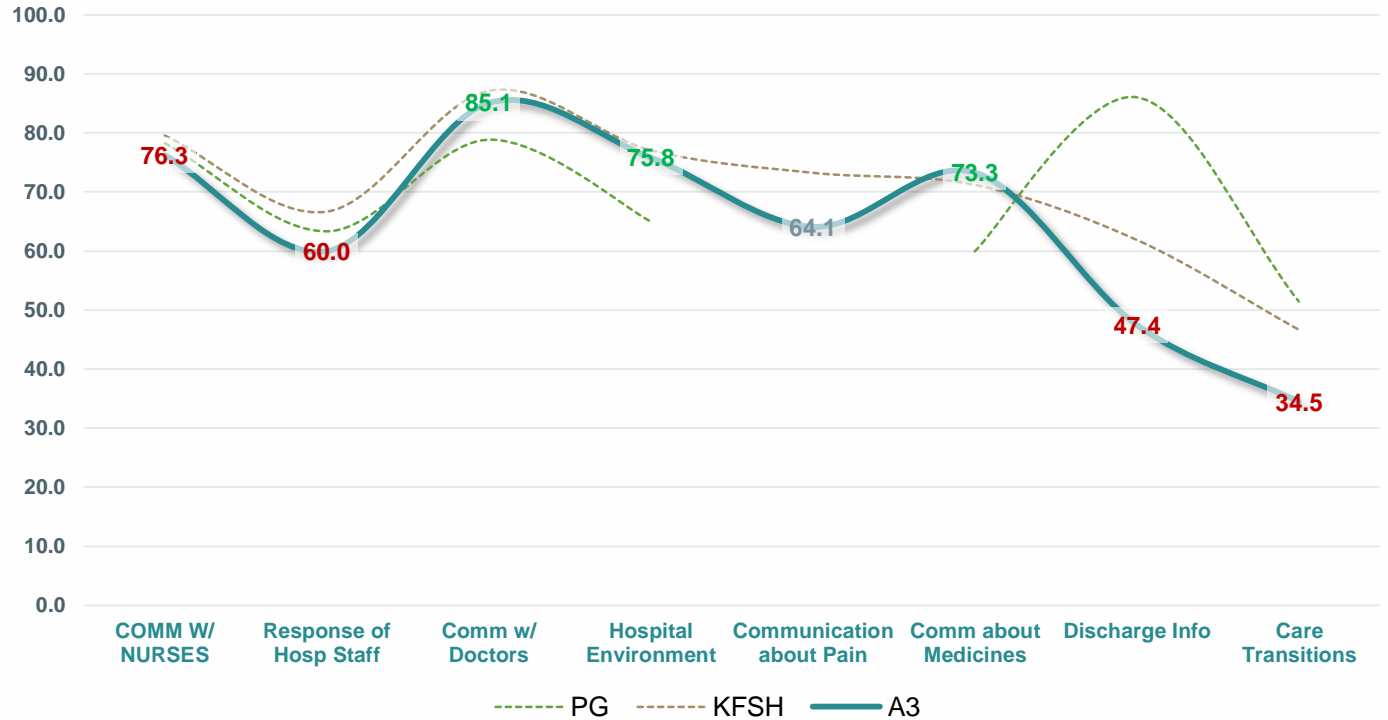
n-Size
58

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

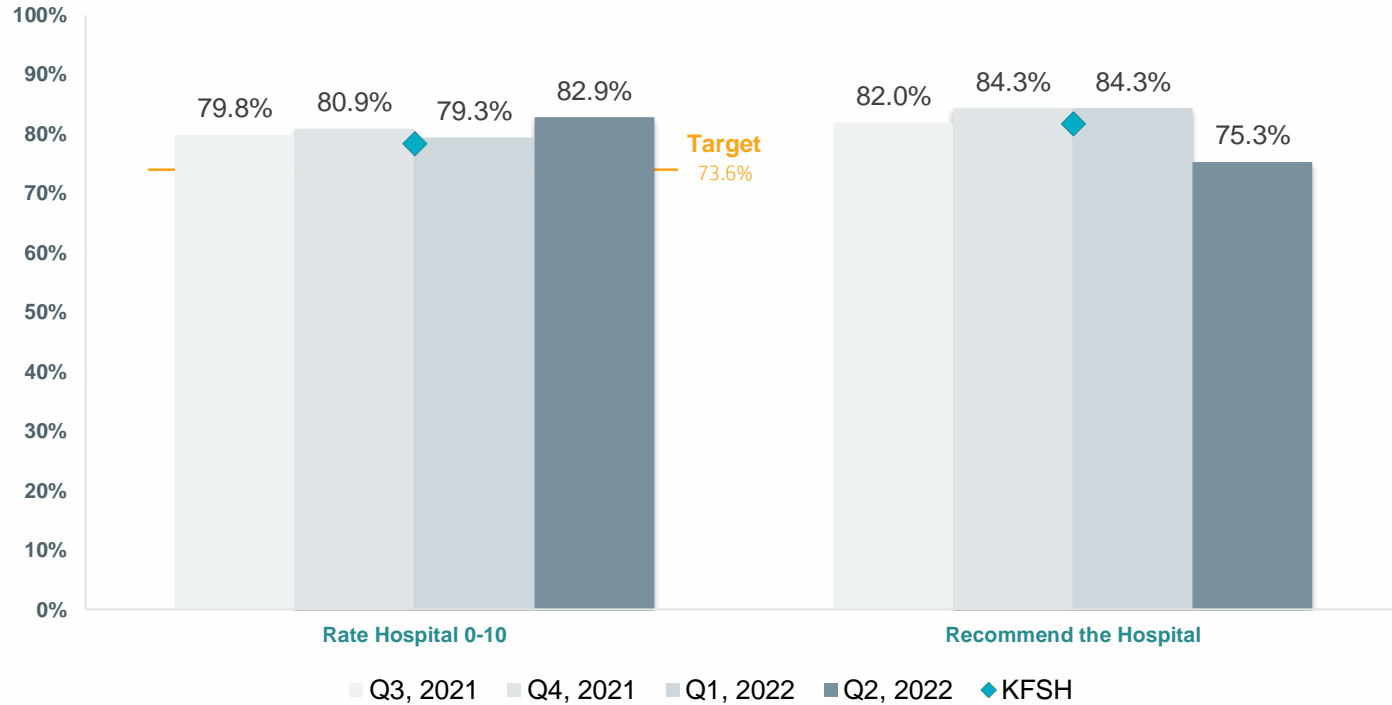
A3
Domains
n-Size
58



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



C1
Global Items

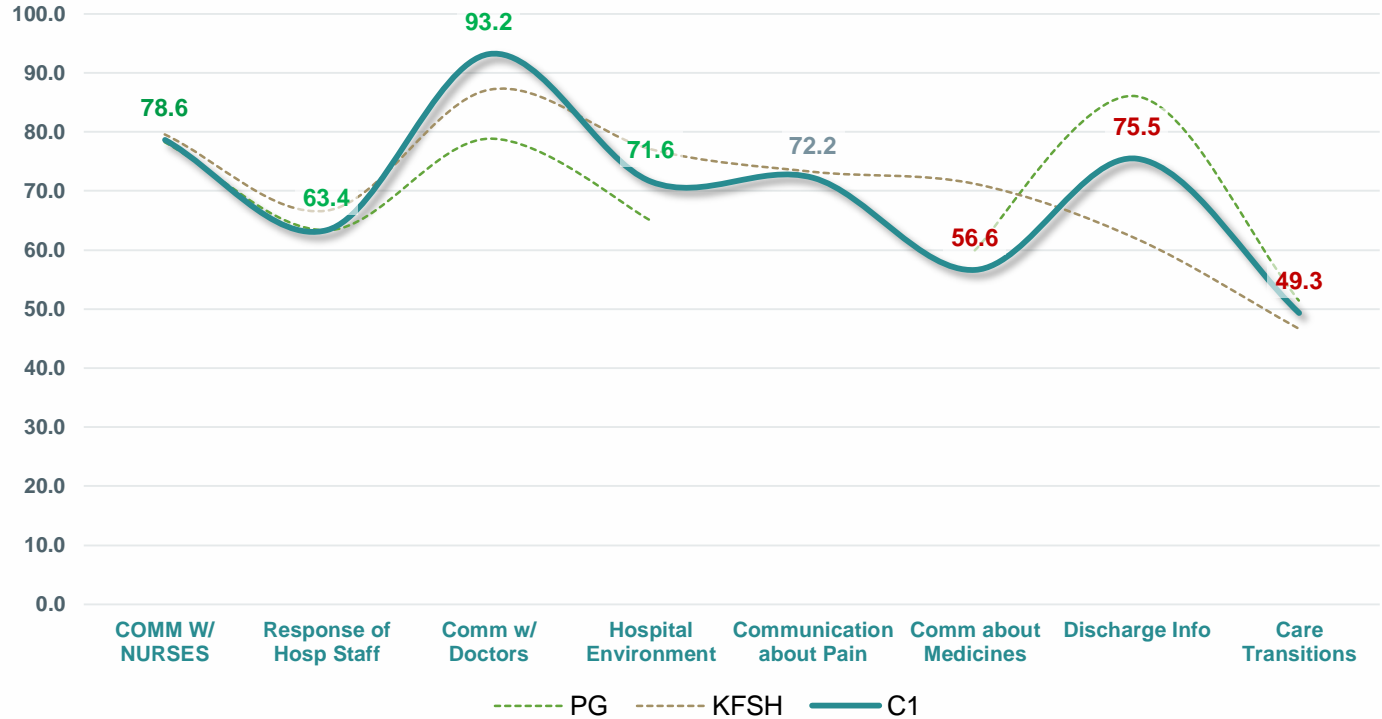
n-Size
33

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

C1
Domains
n-Size
33



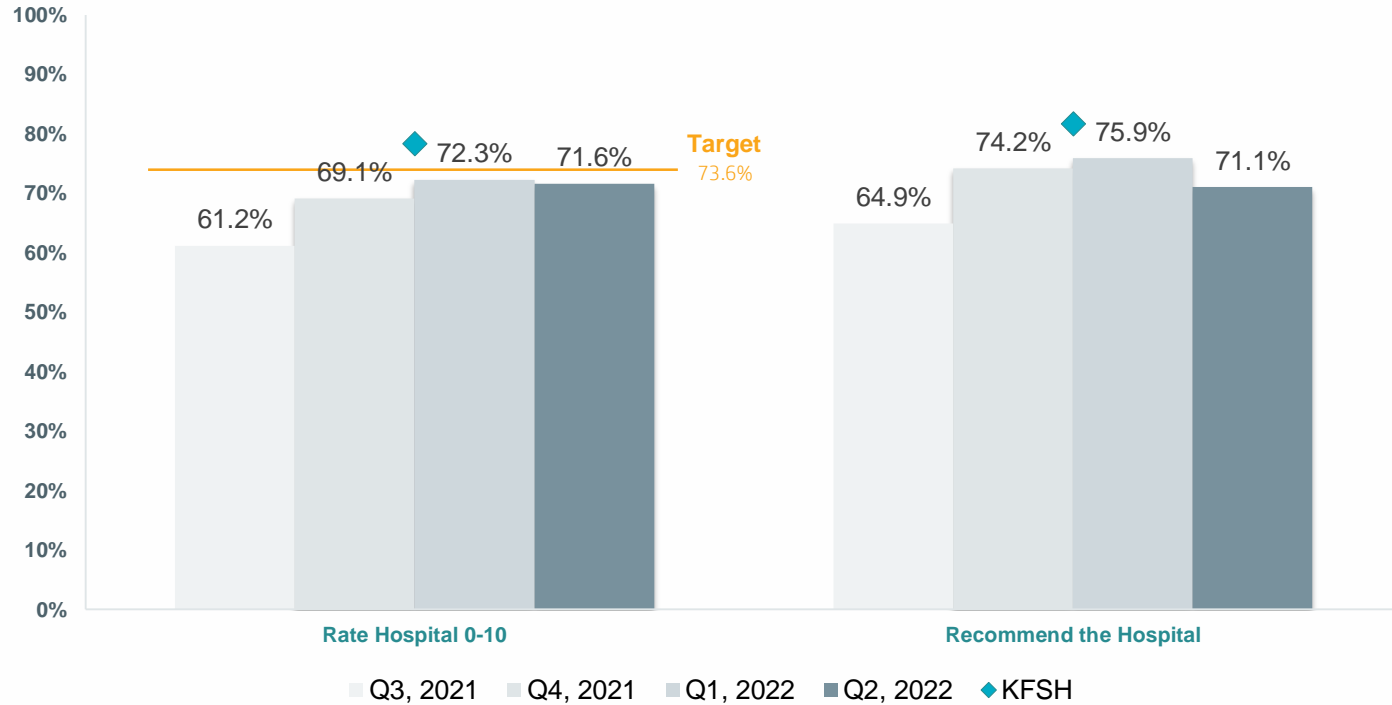
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]

A1
Global Items

n-Size
110

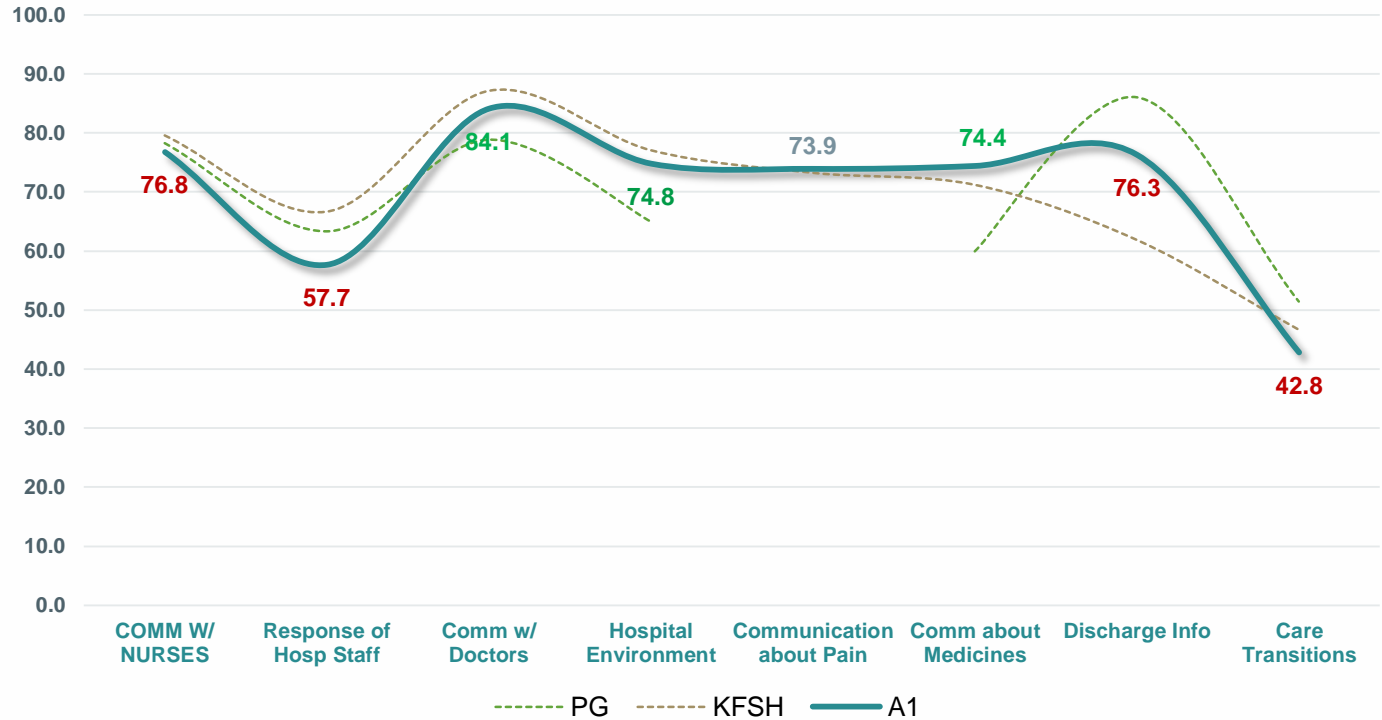


* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

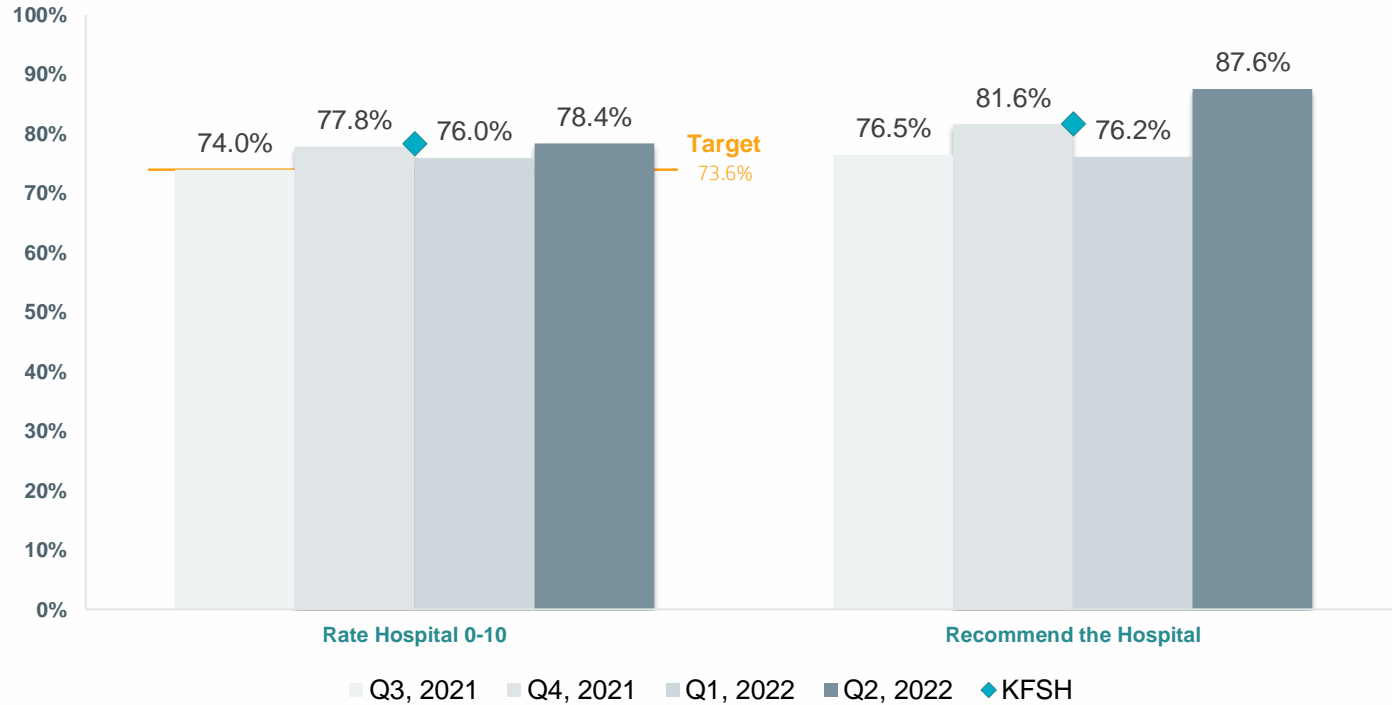
A1
Domains
n-Size
110



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



B2
Global Items

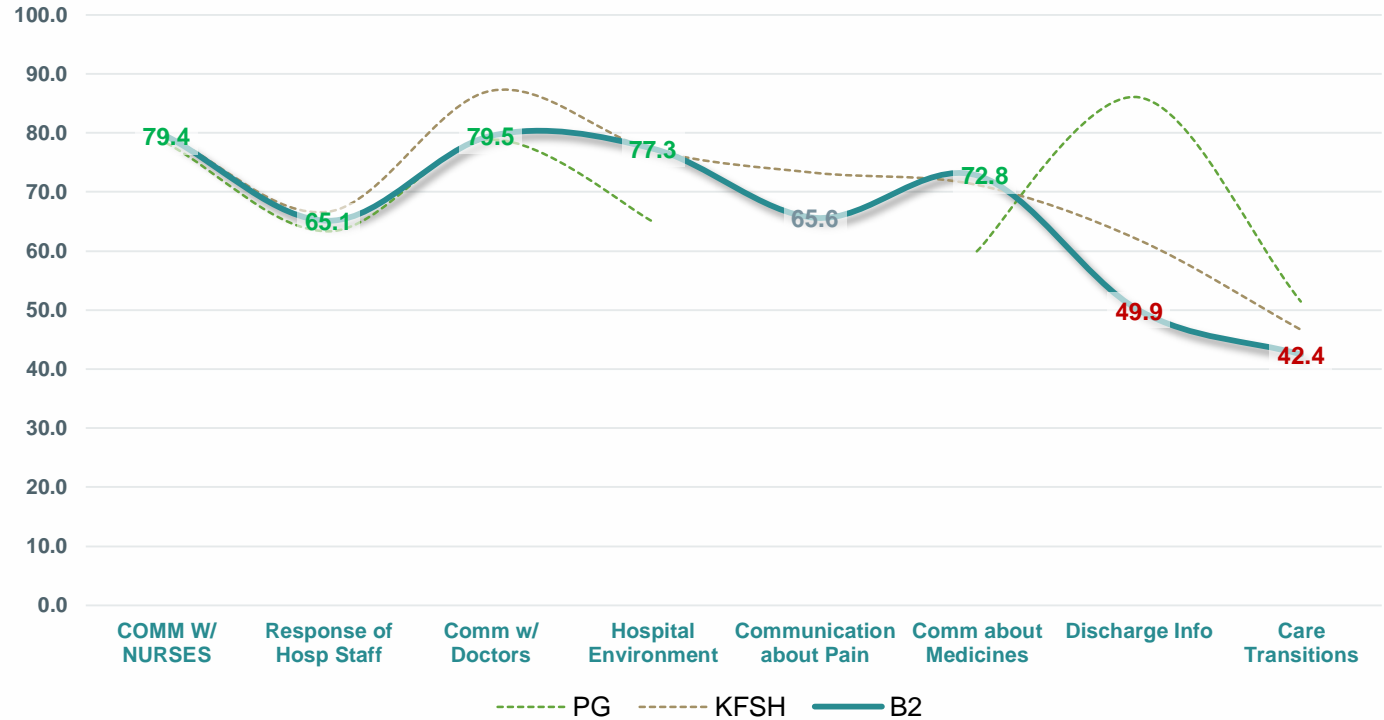
n-Size
46

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

B2
Domains
n-Size
46

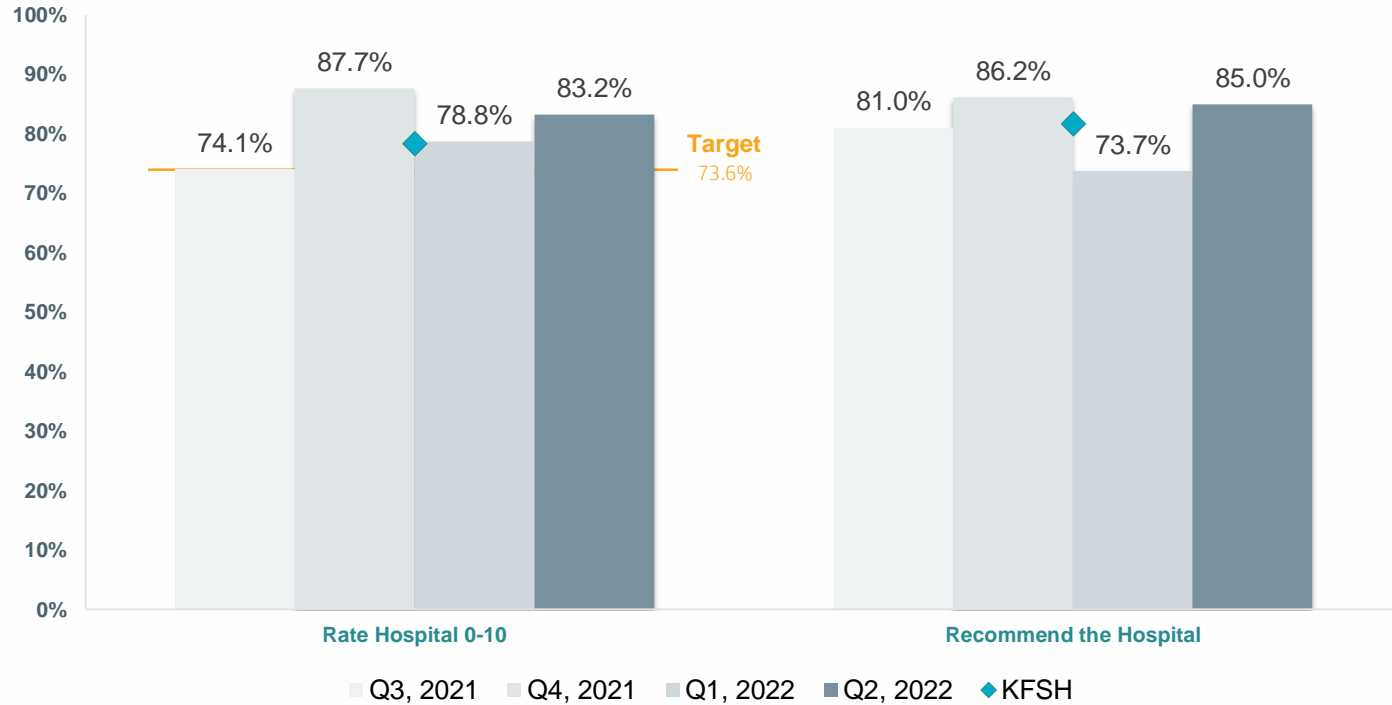


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]

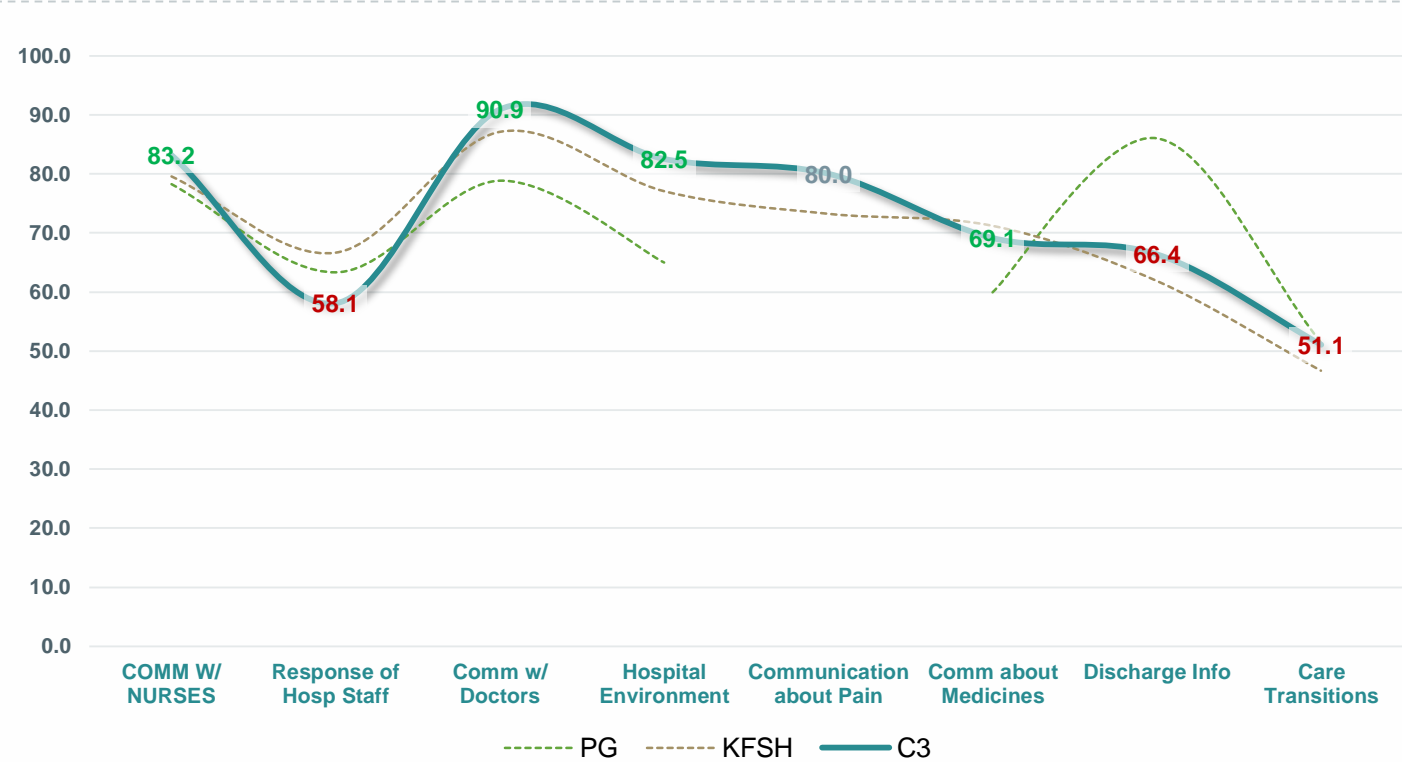
C3
Global Items
n-Size
88



* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022



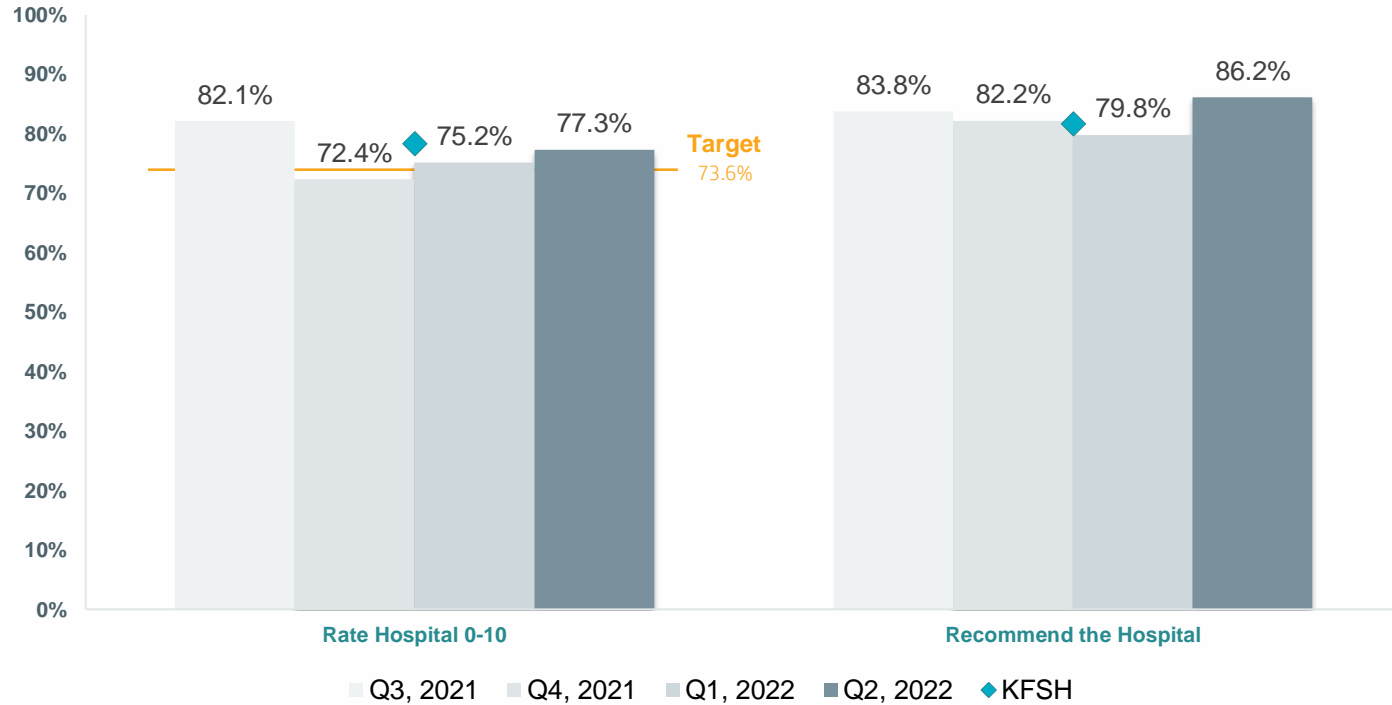
C3
Domains

n-Size
88

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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



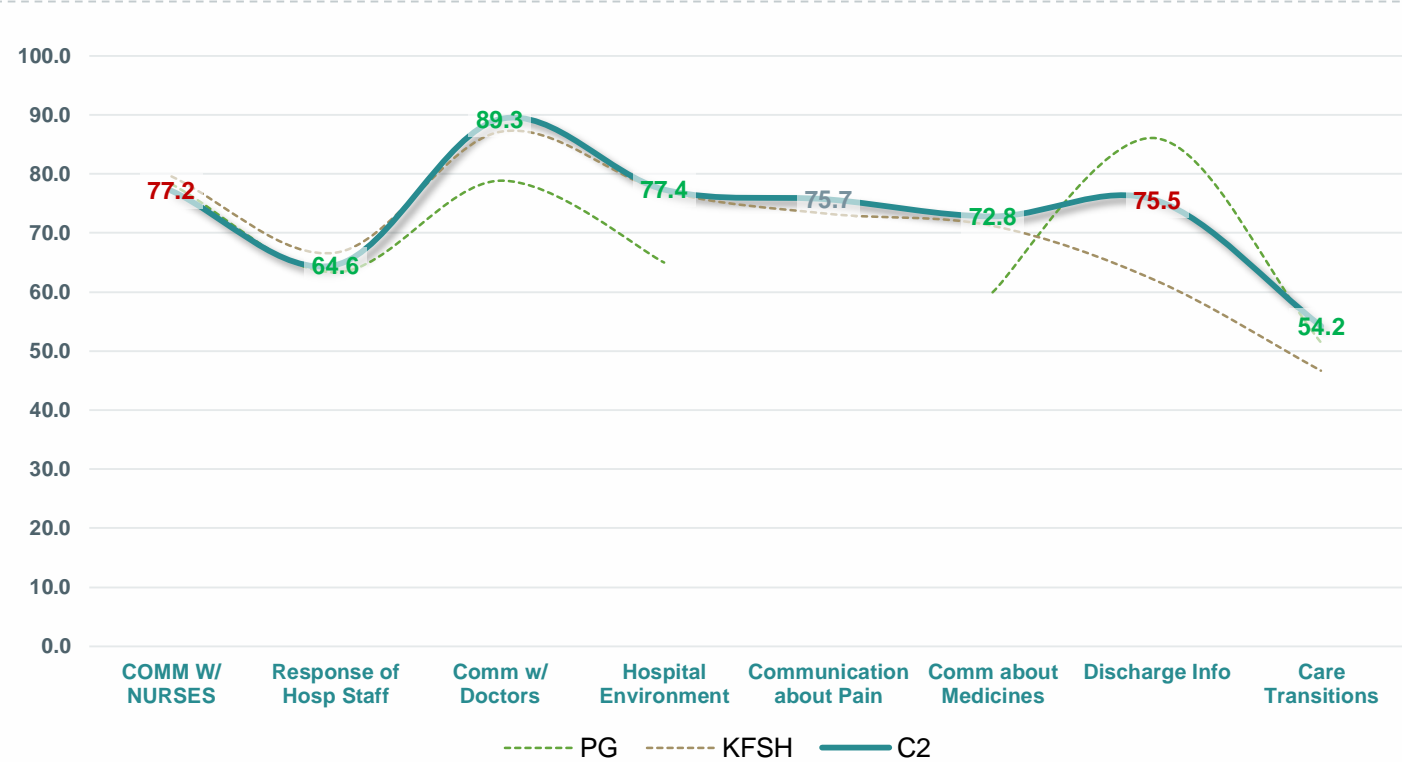
C2
Global Items

n-Size
58

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022



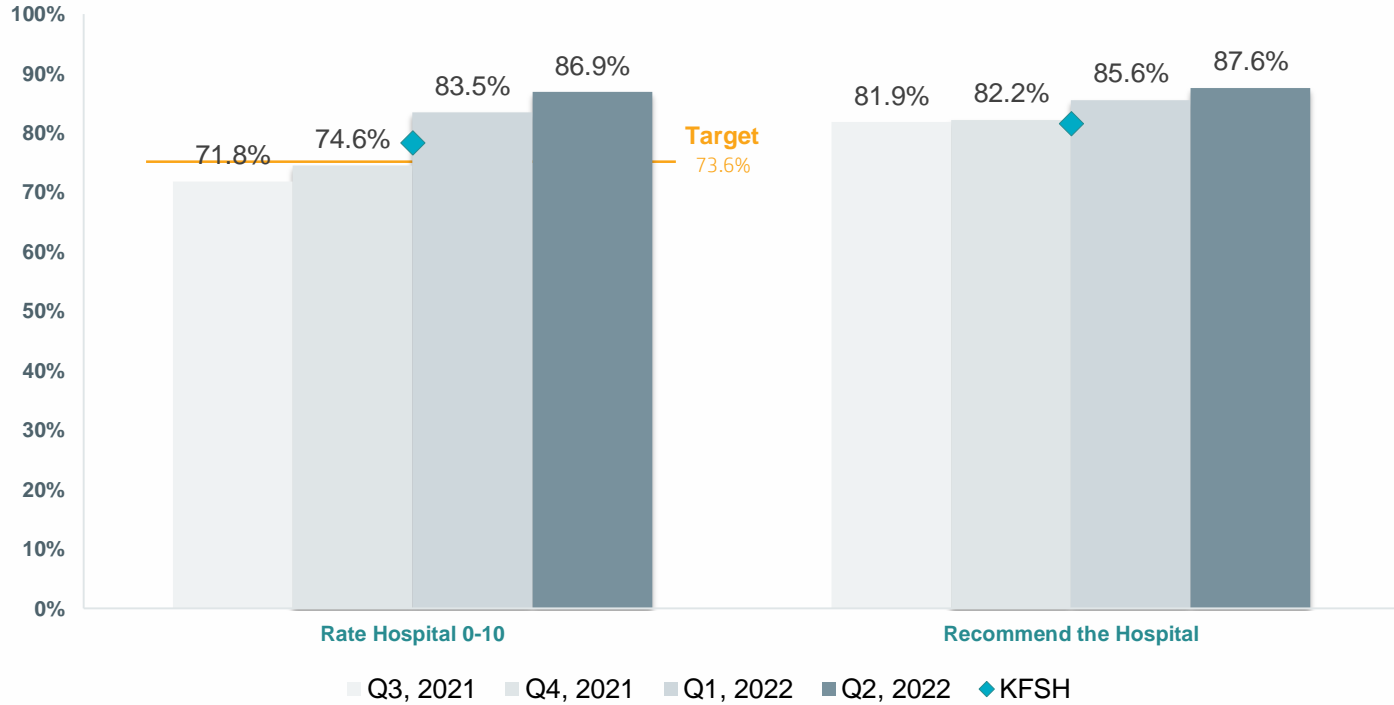
C2
Domains

n-Size
58

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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



CVT
Global Items

n-Size
45

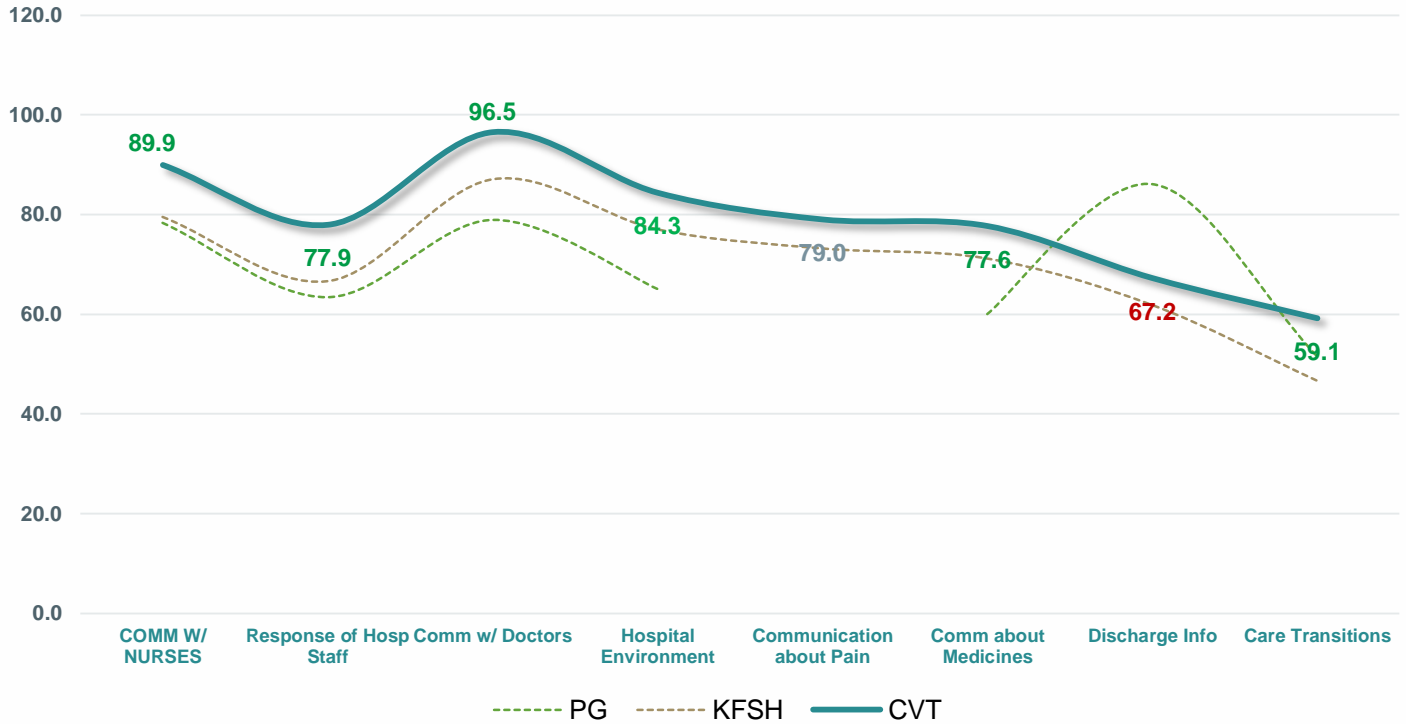
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

CVT
Domains

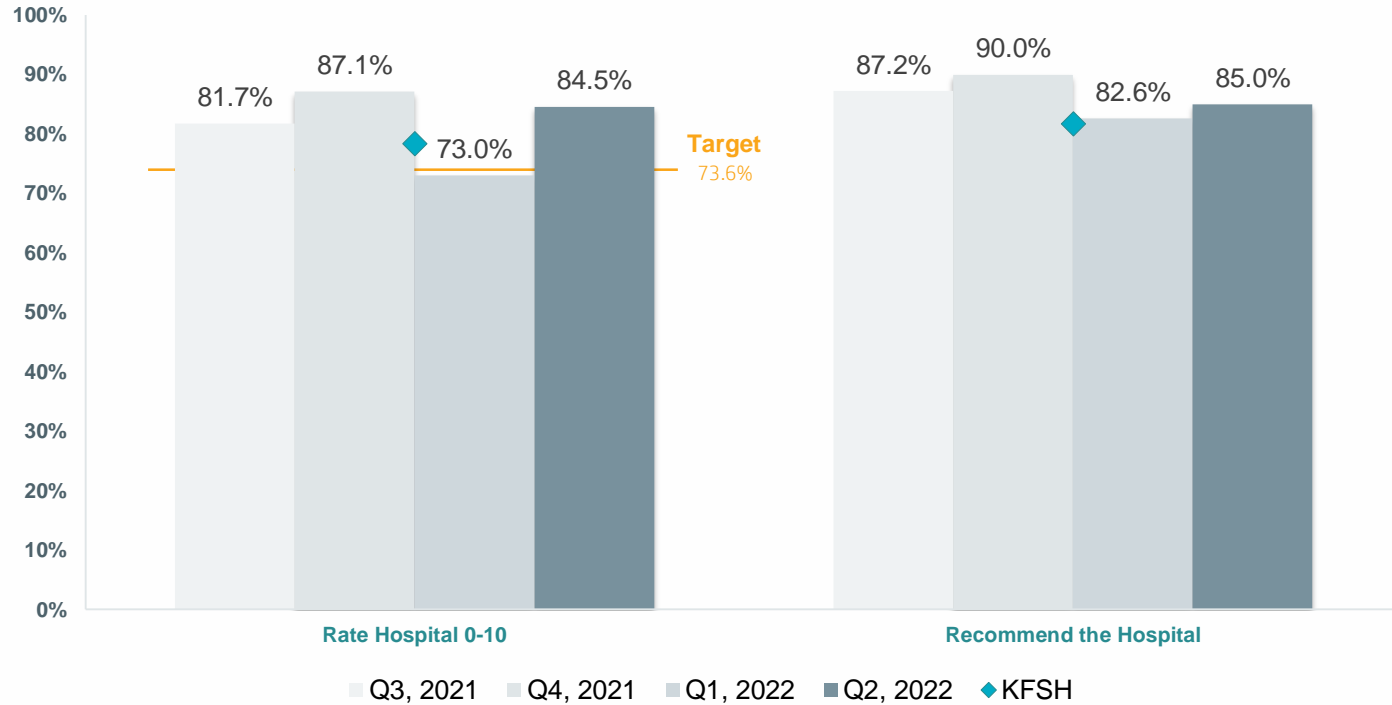
n-Size
45



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



L17-ONC
Global Items

n-Size
52

* Top Box %

IP – Wards

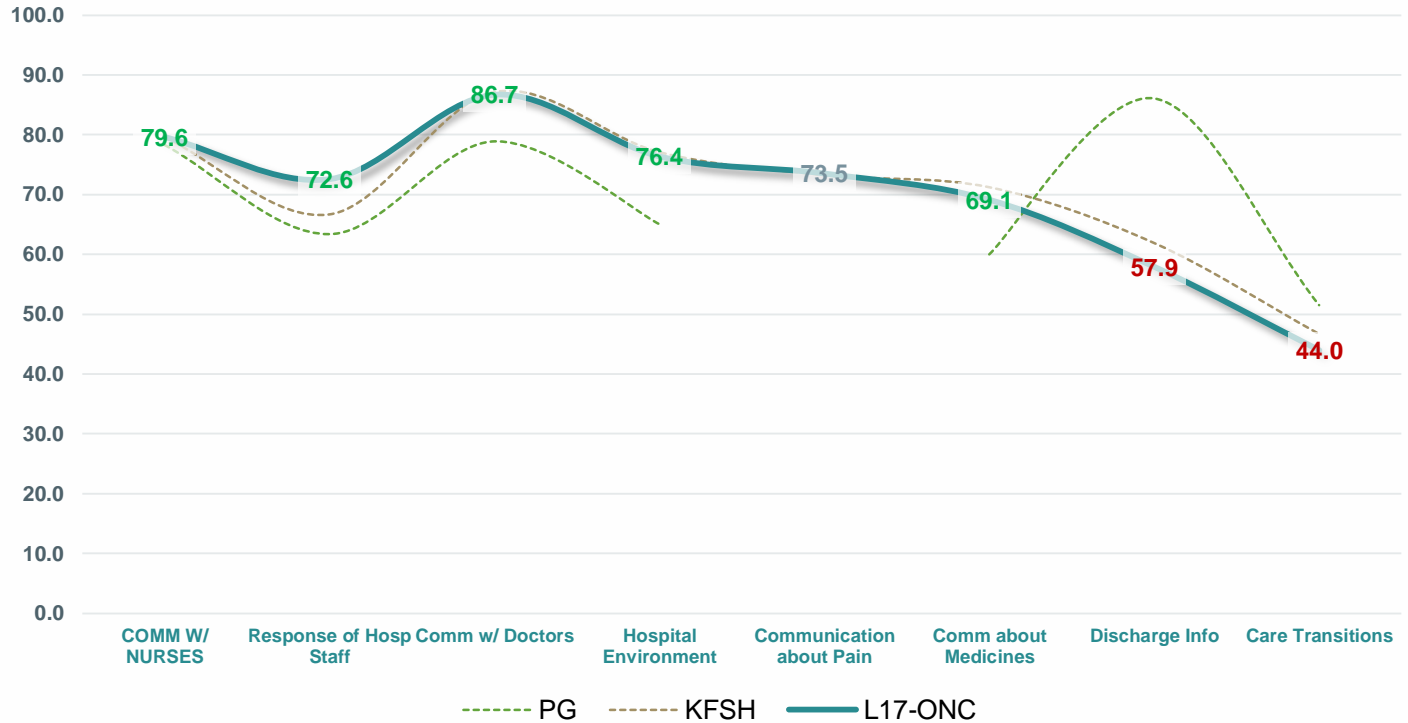
L17-ONC

Domains

n-Size

52

Period: Apr 1st – Jun 30th, 2022



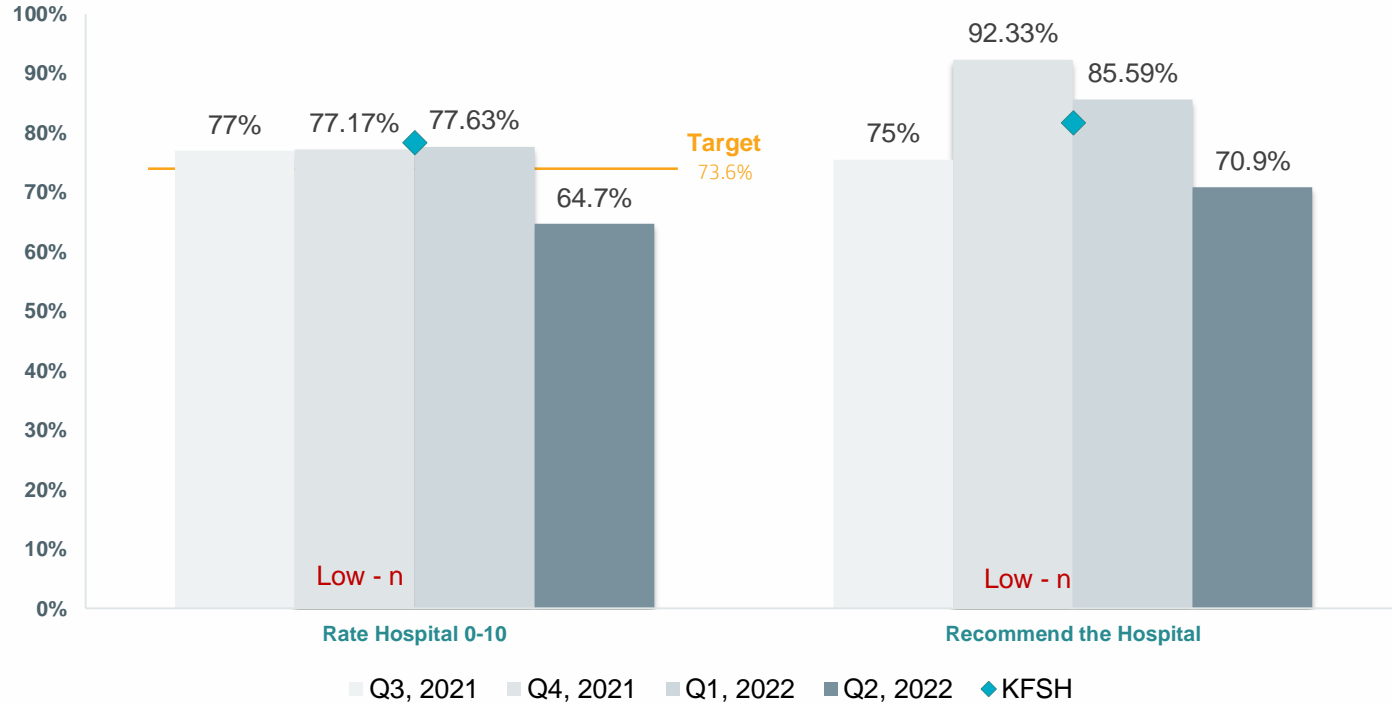
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]

EMS-L2
Global Items

n-Size
39



* Top Box %

■ PG Average

IP – Wards

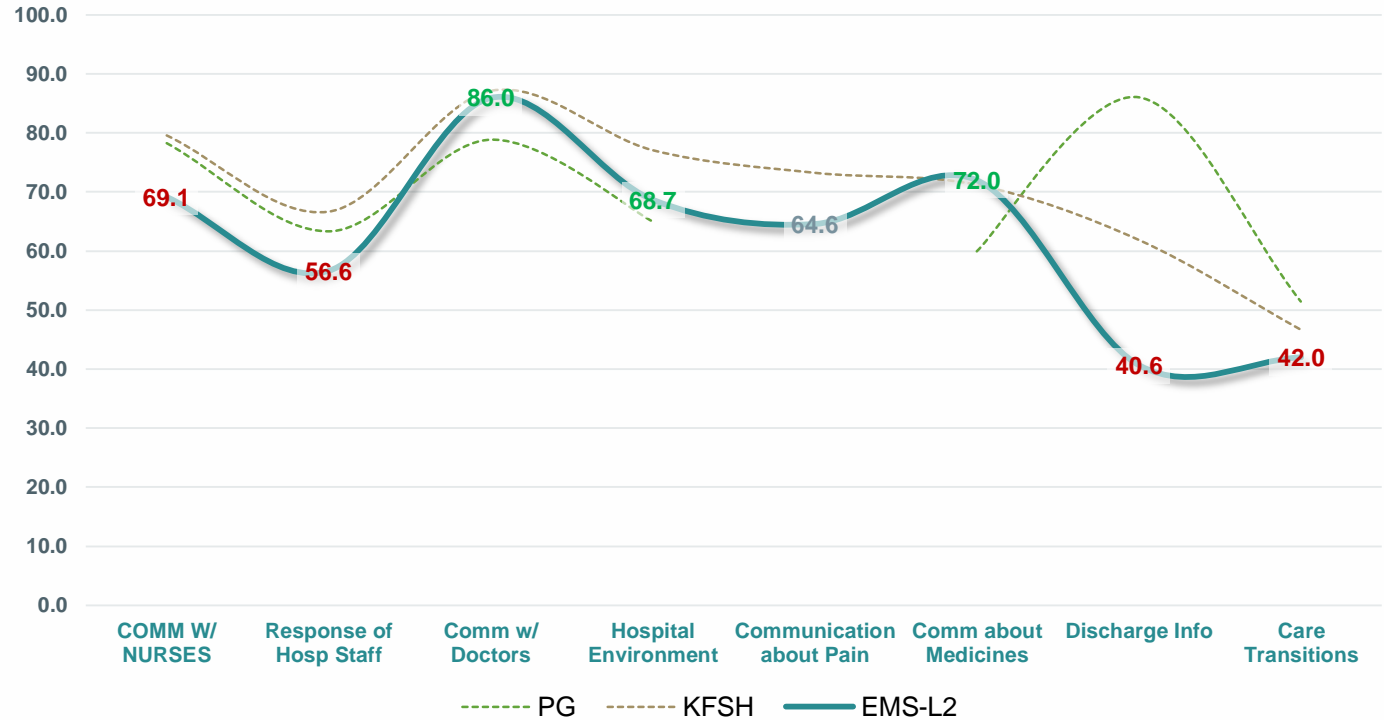
EMS-L2

Domains

n-Size

39

Period: Apr 1st – Jun 30th, 2022

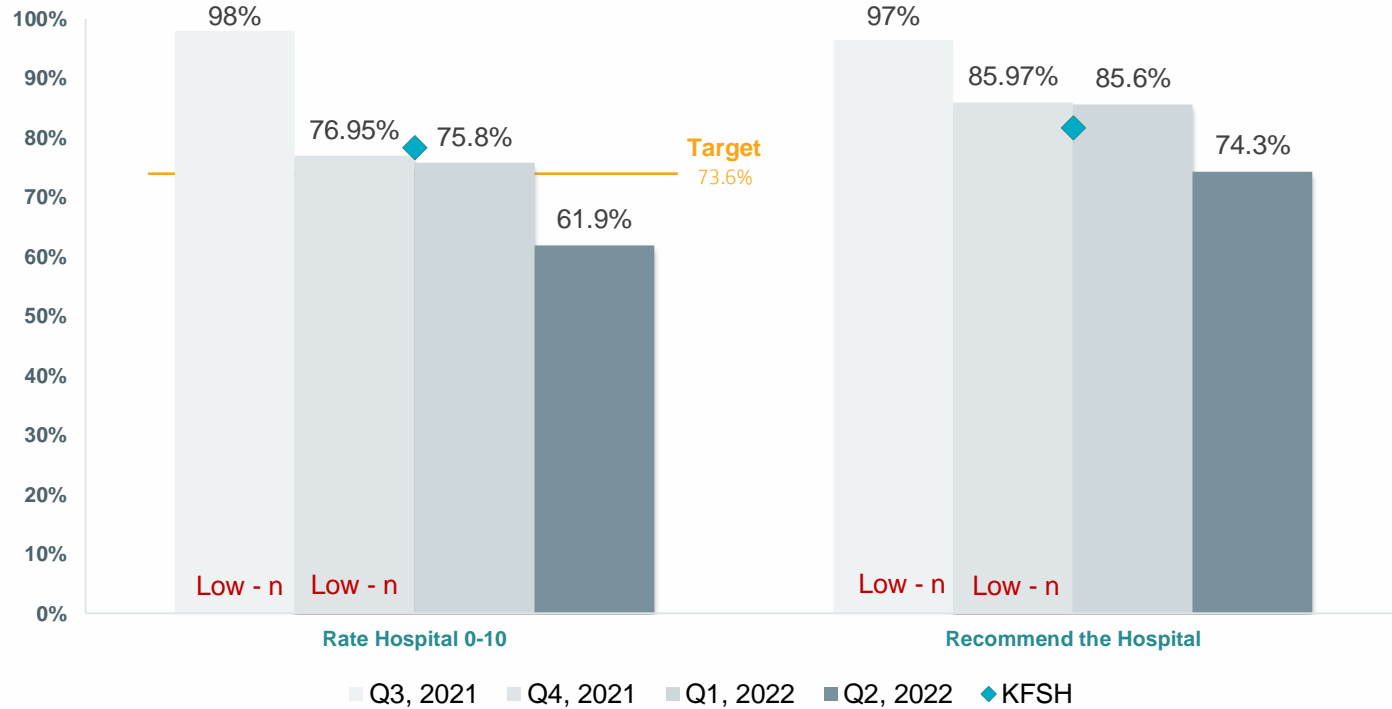


* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]

F3
Global Items
n-Size
36



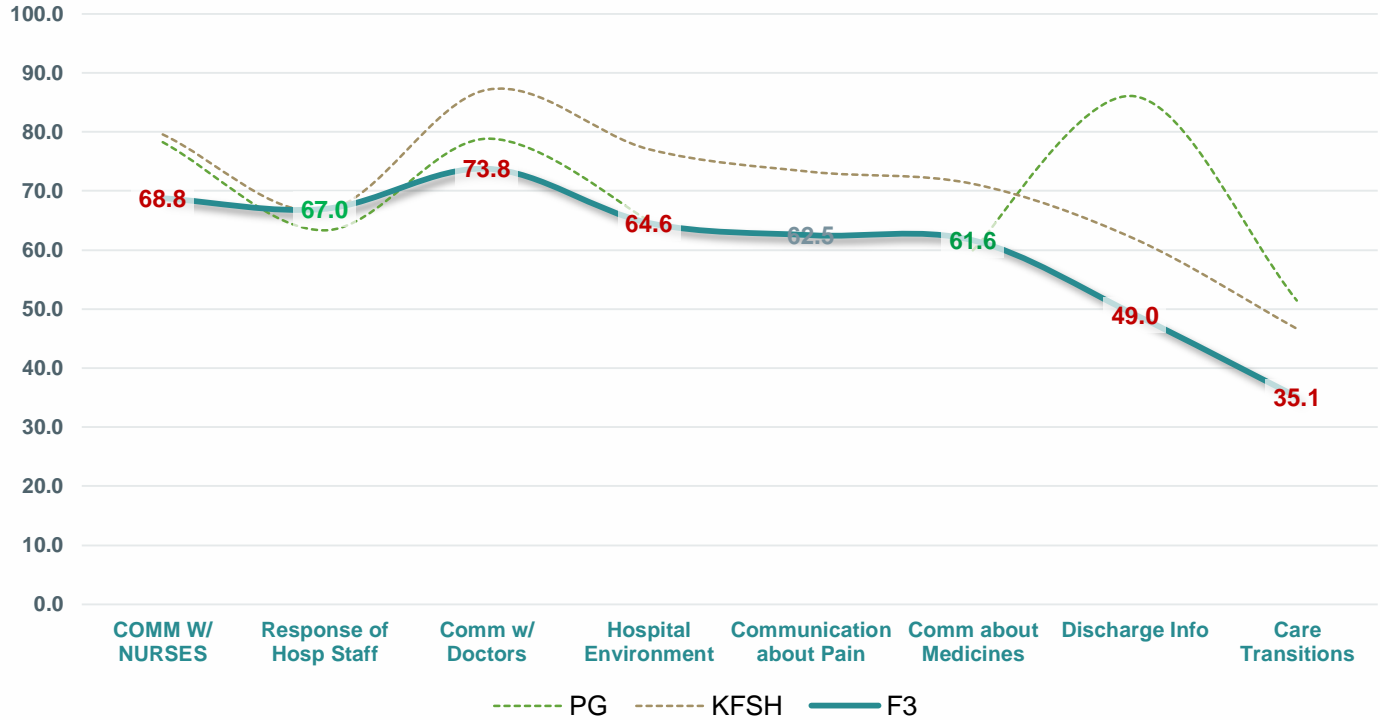
* Top Box %

■ PG Average

IP – Wards

Period: Apr 1st – Jun 30th, 2022

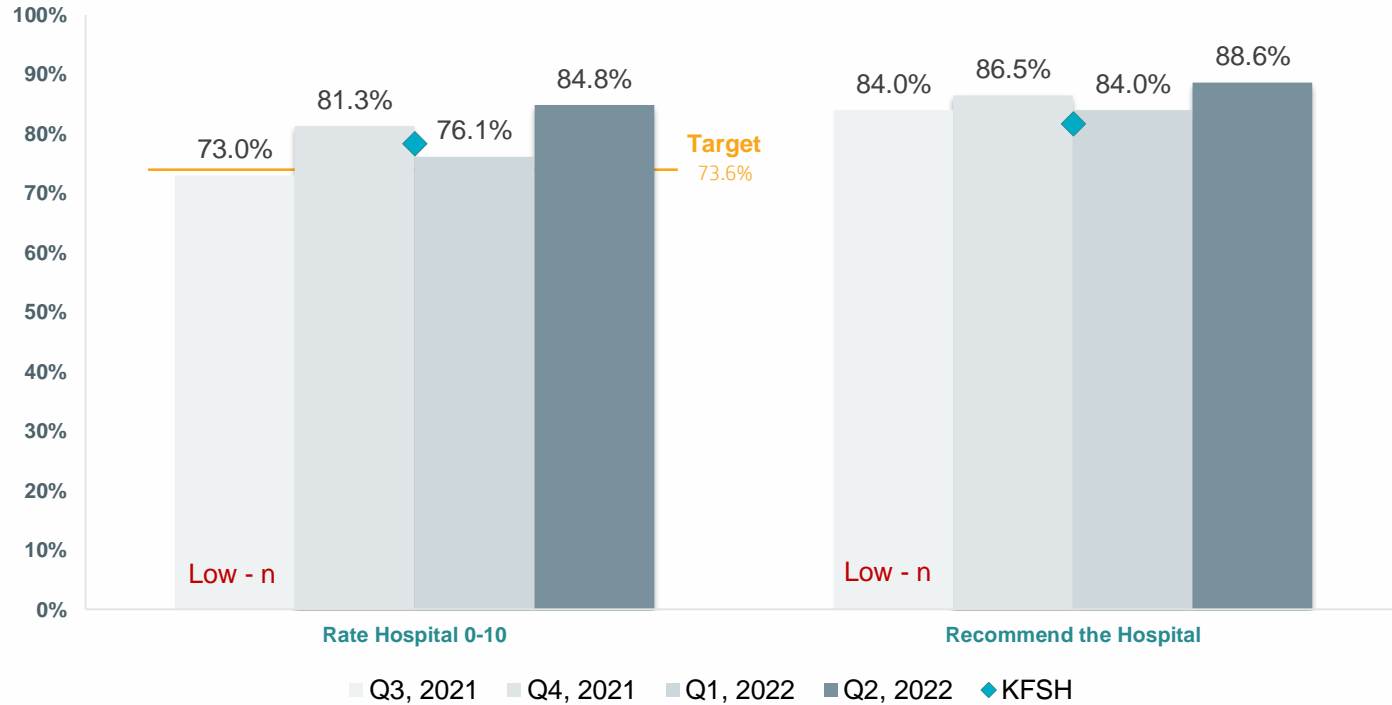
F3
Domains
n-Size
36



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



L11-LIVR
Global Items

n-Size
38

* Top Box %

IP – Wards

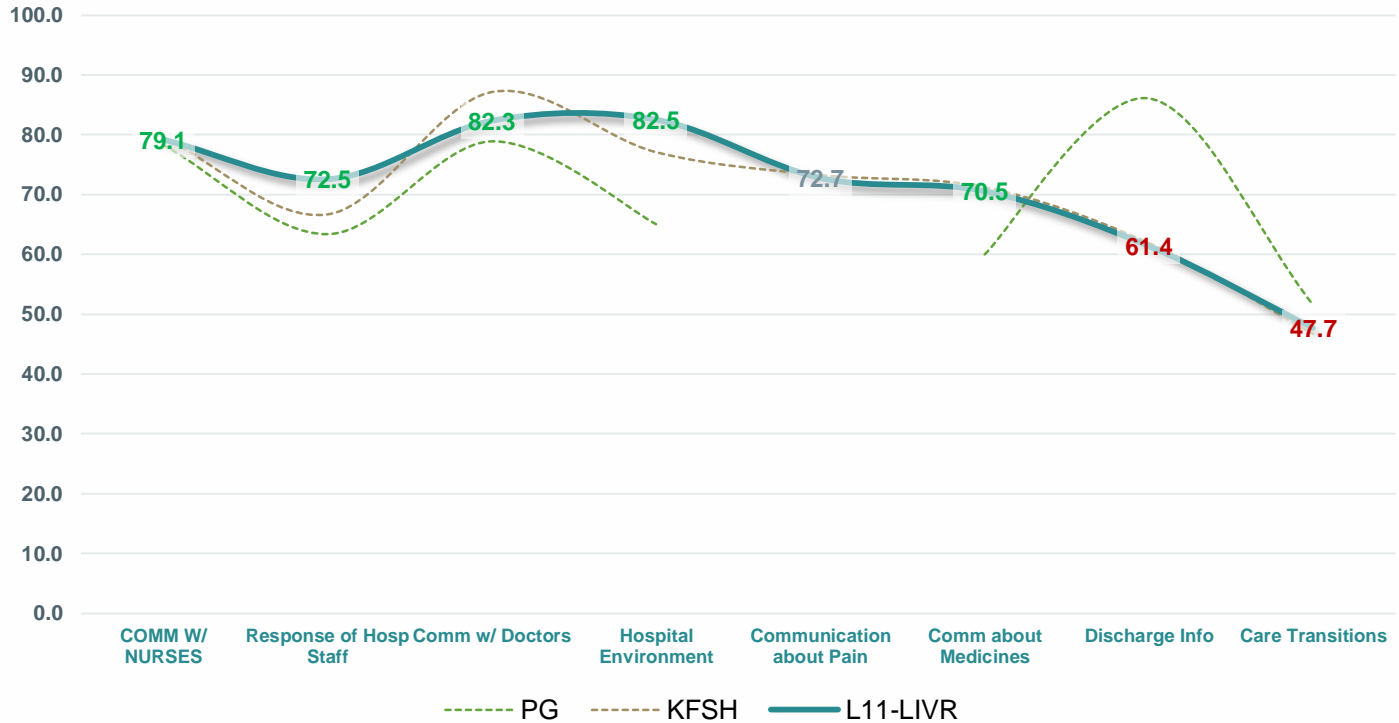
L11-LIVR

Domains

n-Size

38

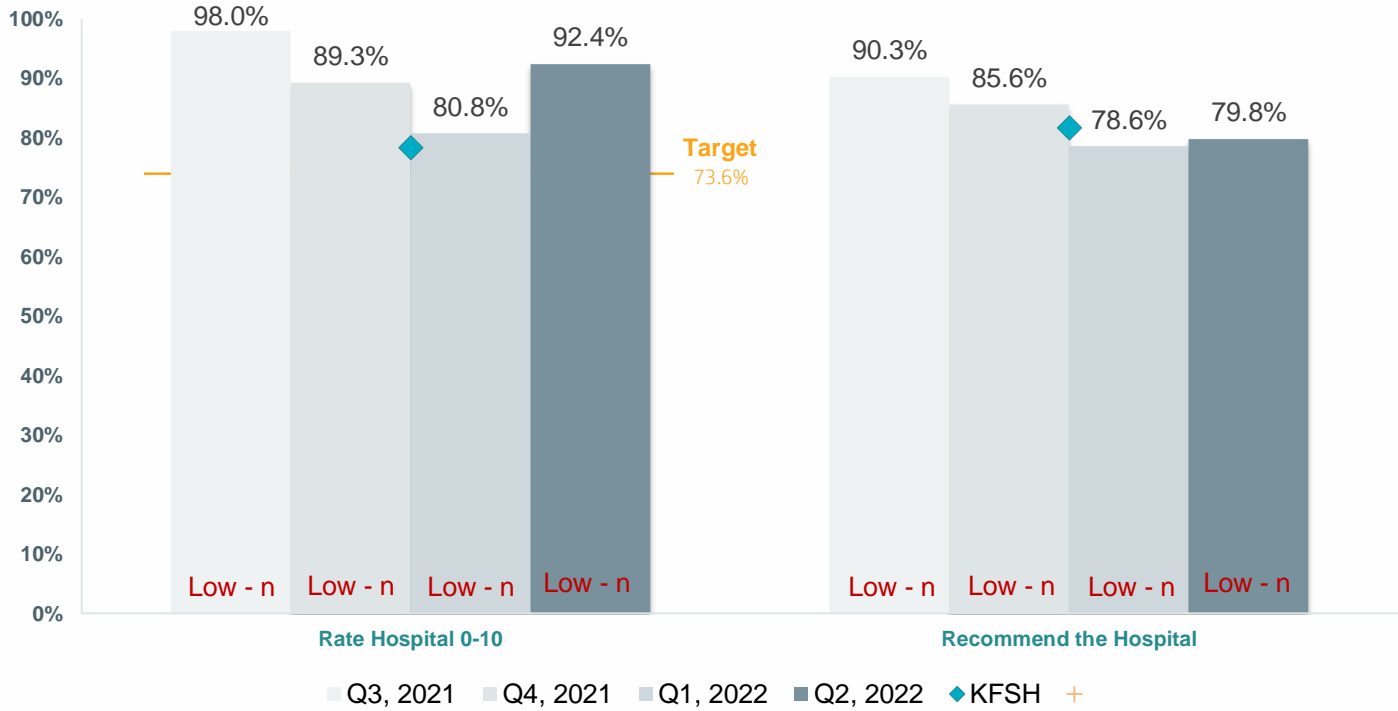
Period: Apr 1st – Jun 30th, 2022



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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



L18-ONC
Global Items

n-Size
18*

■ PG Average

* Sample size of less than 30 is not statistically significant

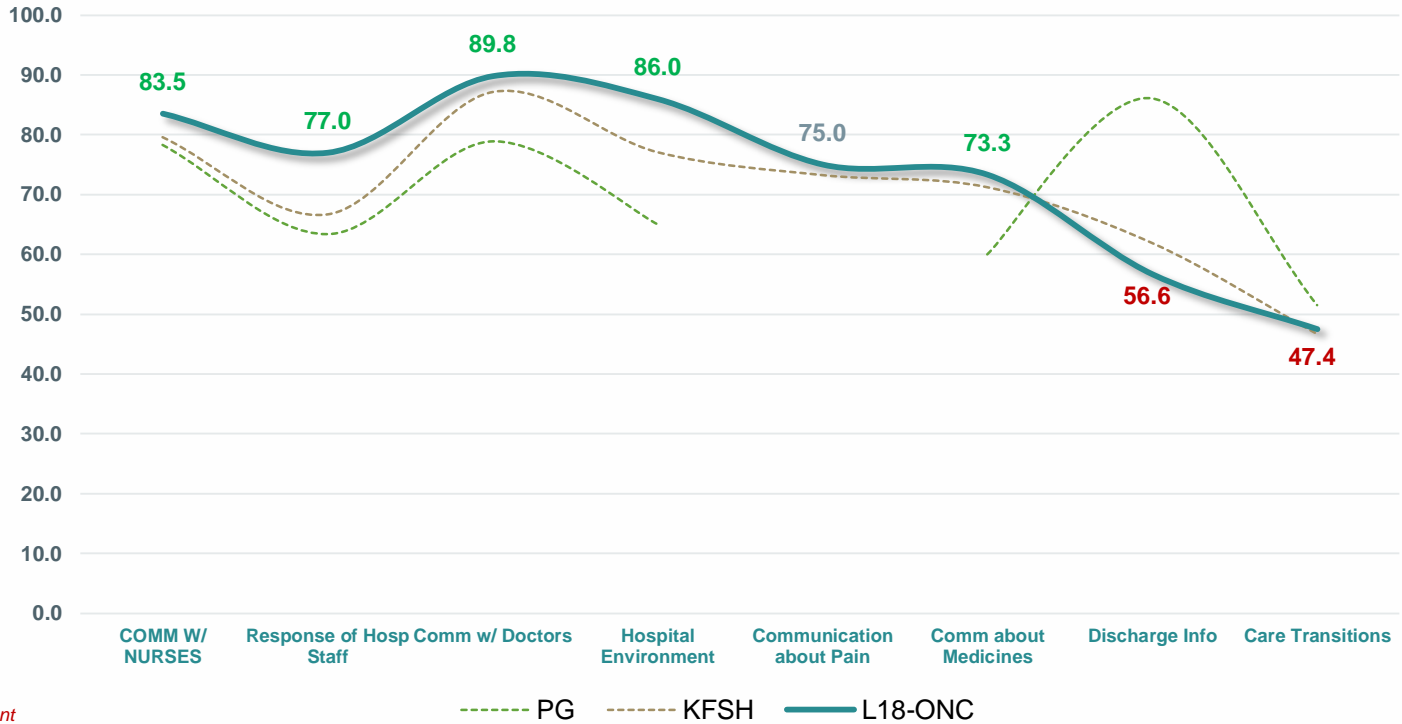
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

L18-ONC
Domains

n-Size
18*

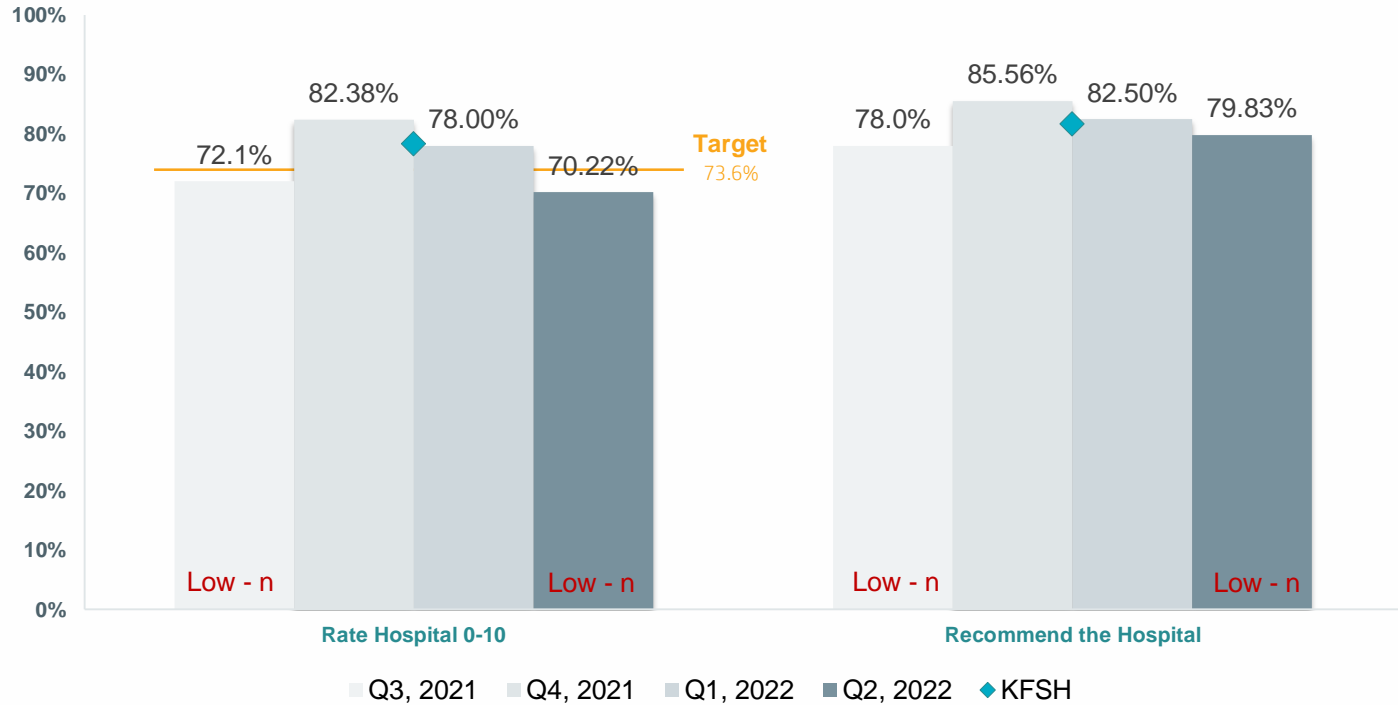


* Sample size of less than 30 is not statistically significant

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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



F1
Global Items

n-Size
18*

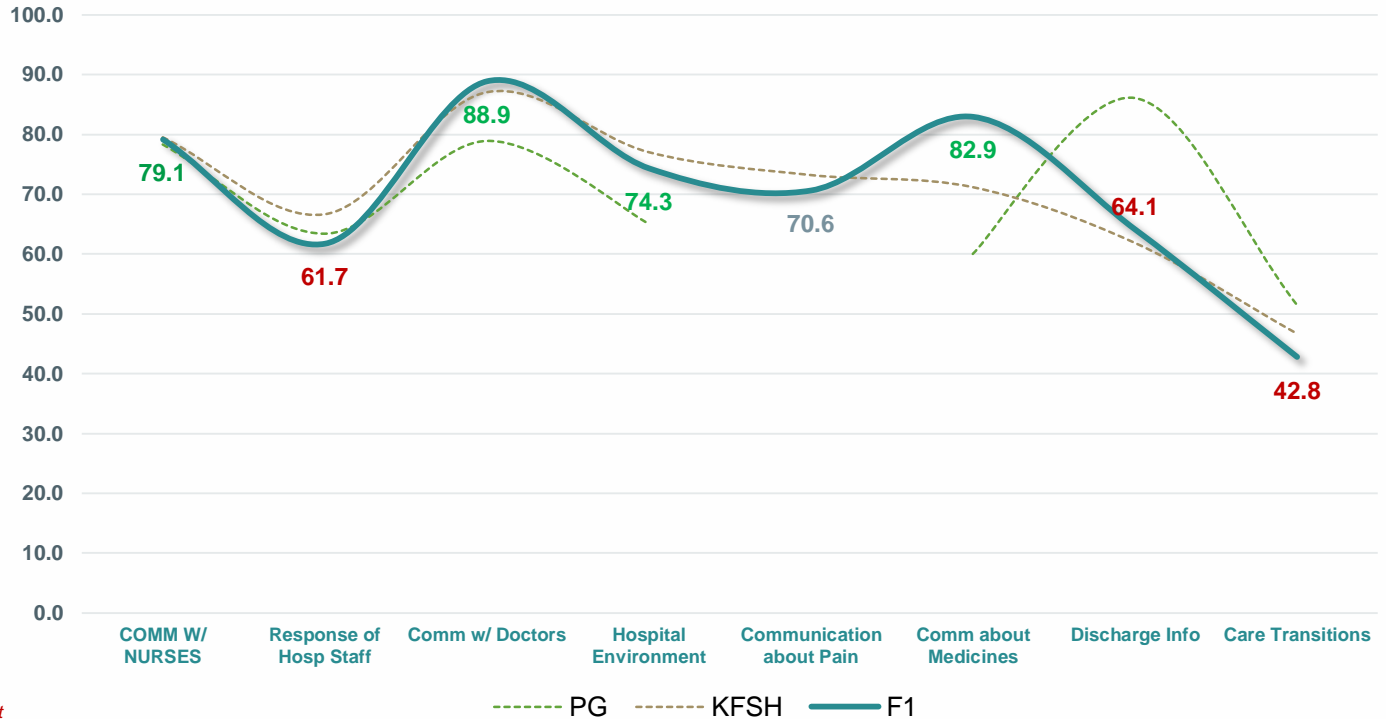
* Sample size of less than 30 is not statistically significant

* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

F1
Domains
n-Size
18*



* Sample size of less than 30 is not statistically significant

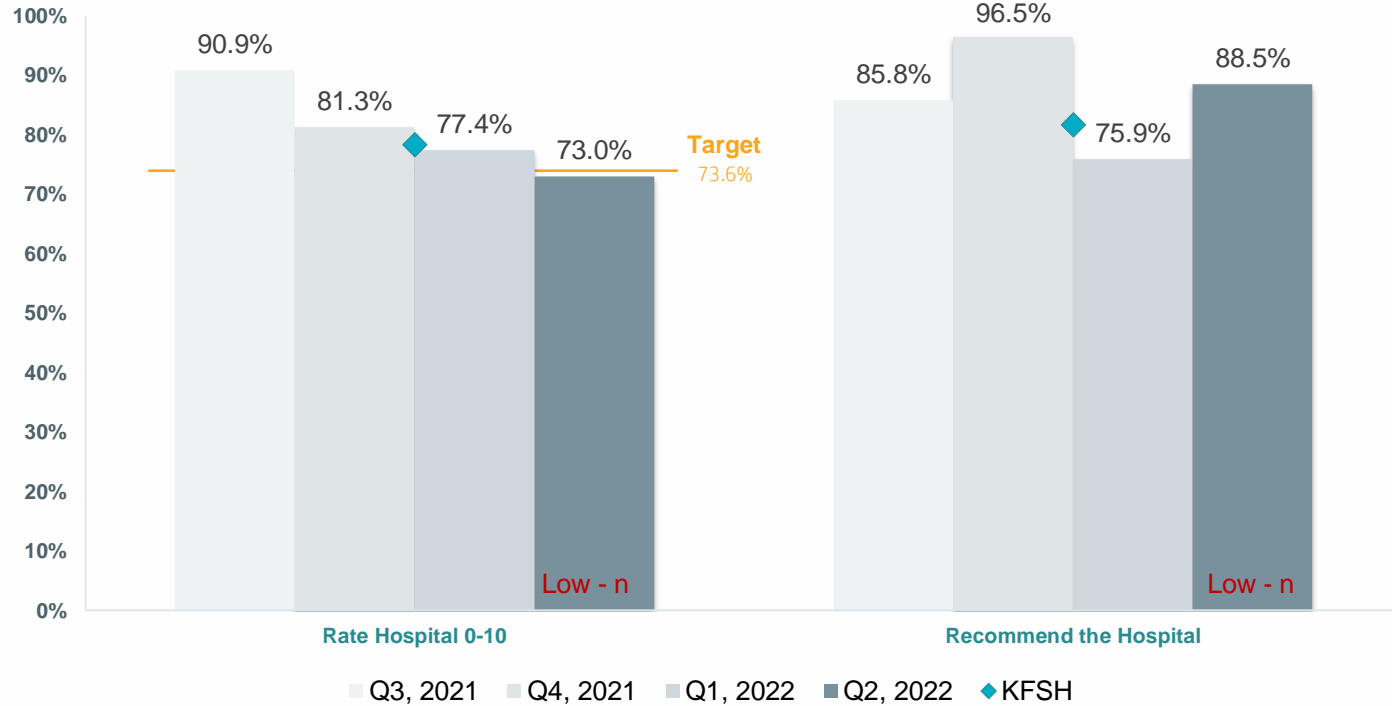
* “Communication about Pain” questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]

F2(1-2)
Global Items

n-Size
24*



* Sample size of less than 30 is not statistically significant

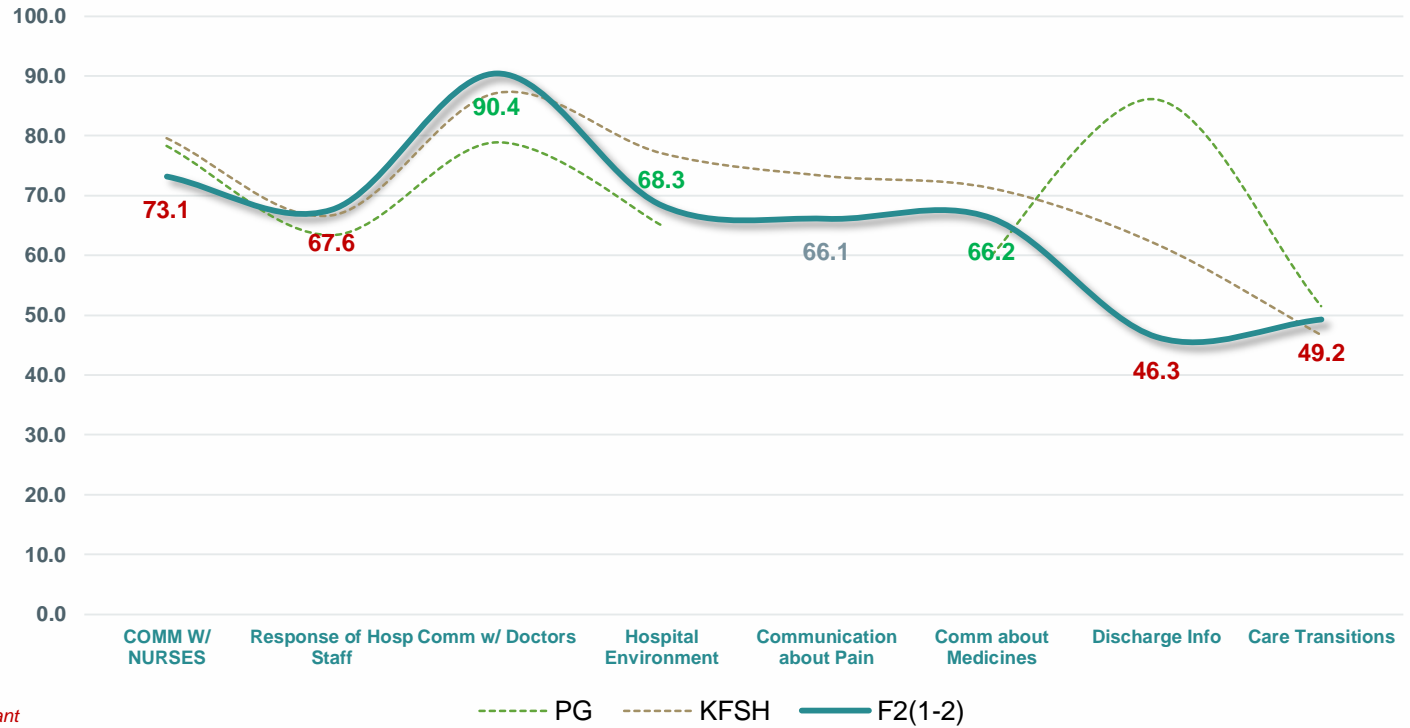
* Top Box %

IP – Wards

F2(1-2)
Domains

n-Size
24*

Period: Apr 1st – Jun 30th, 2022

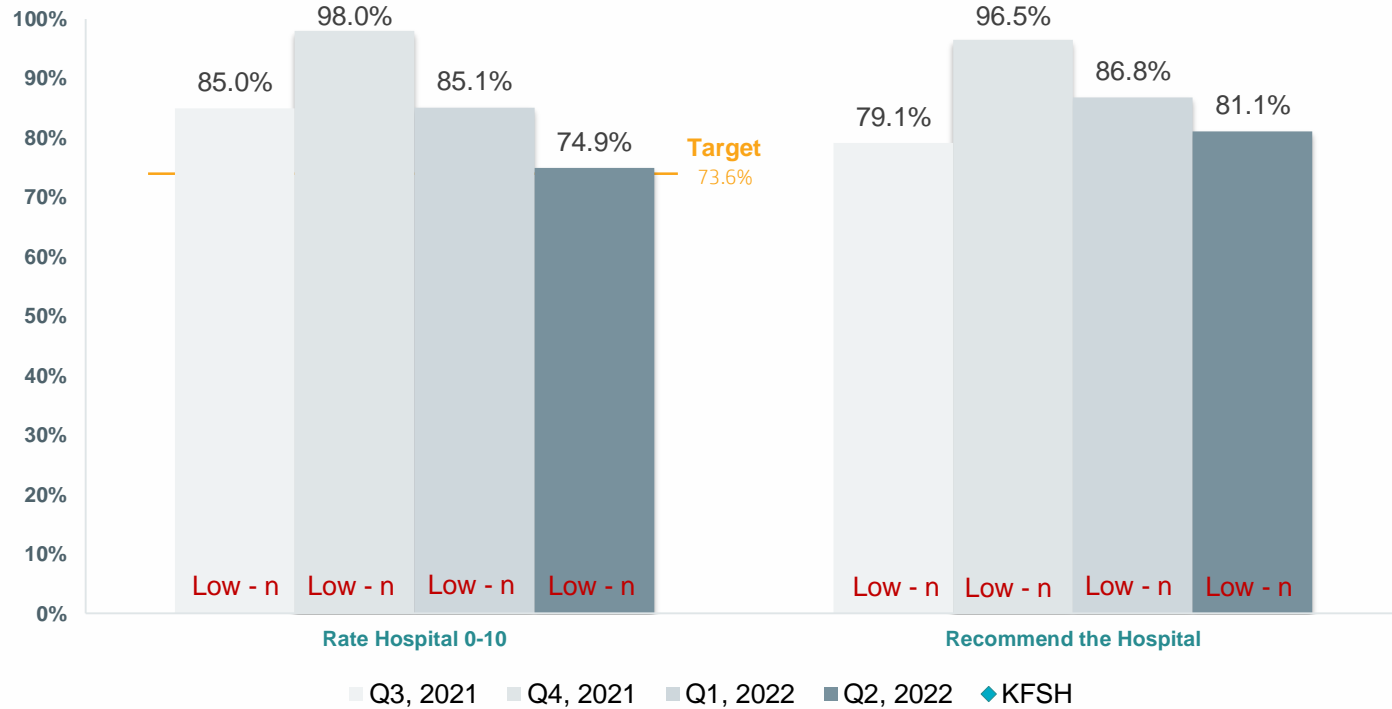


* Sample size of less than 30 is not statistically significant

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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



L19-BMT
Global Items

n-Size
26*

■ PG Average

* Sample size of less than 30 is not statistically significant

* Top Box %

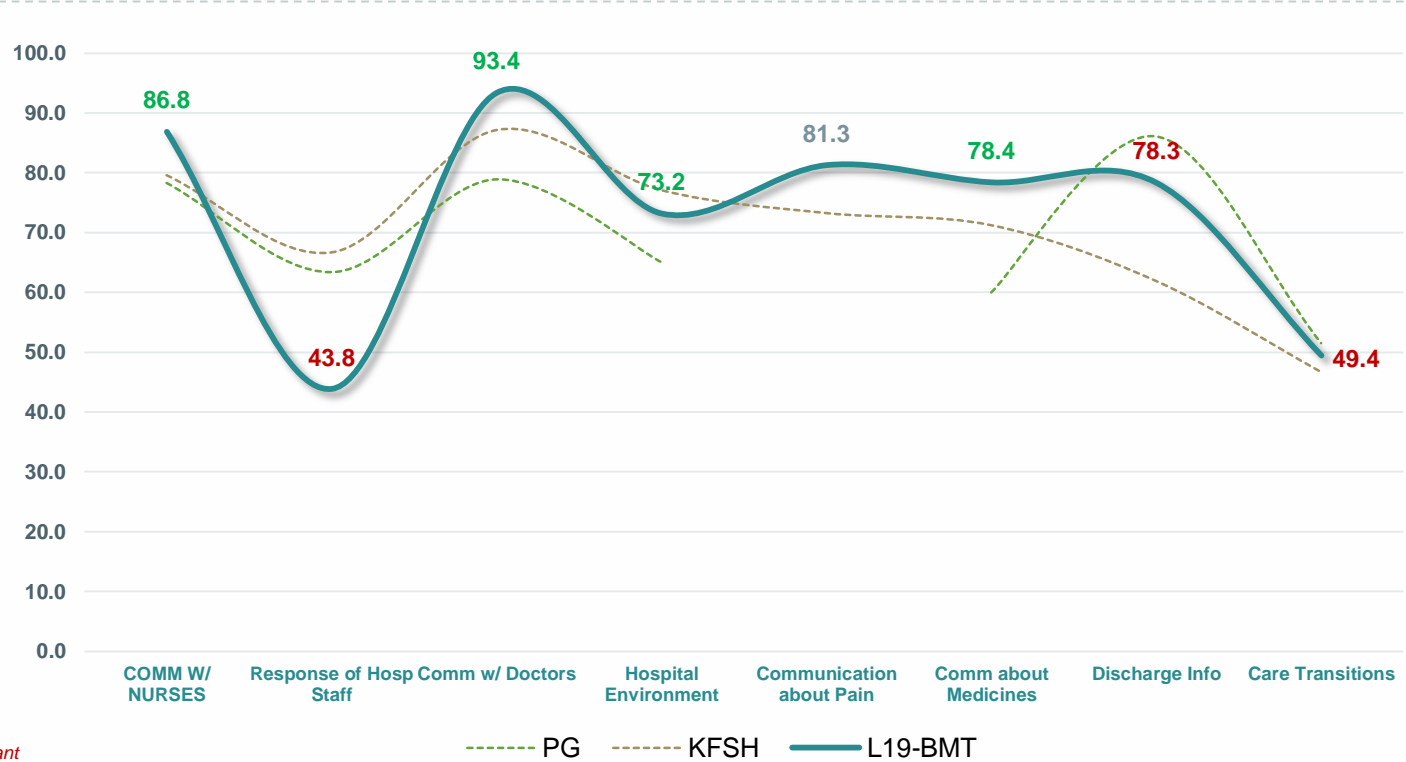
Period: Apr 1st – Jun 30th, 2022

L19-BMT

Domains

n-Size

26*

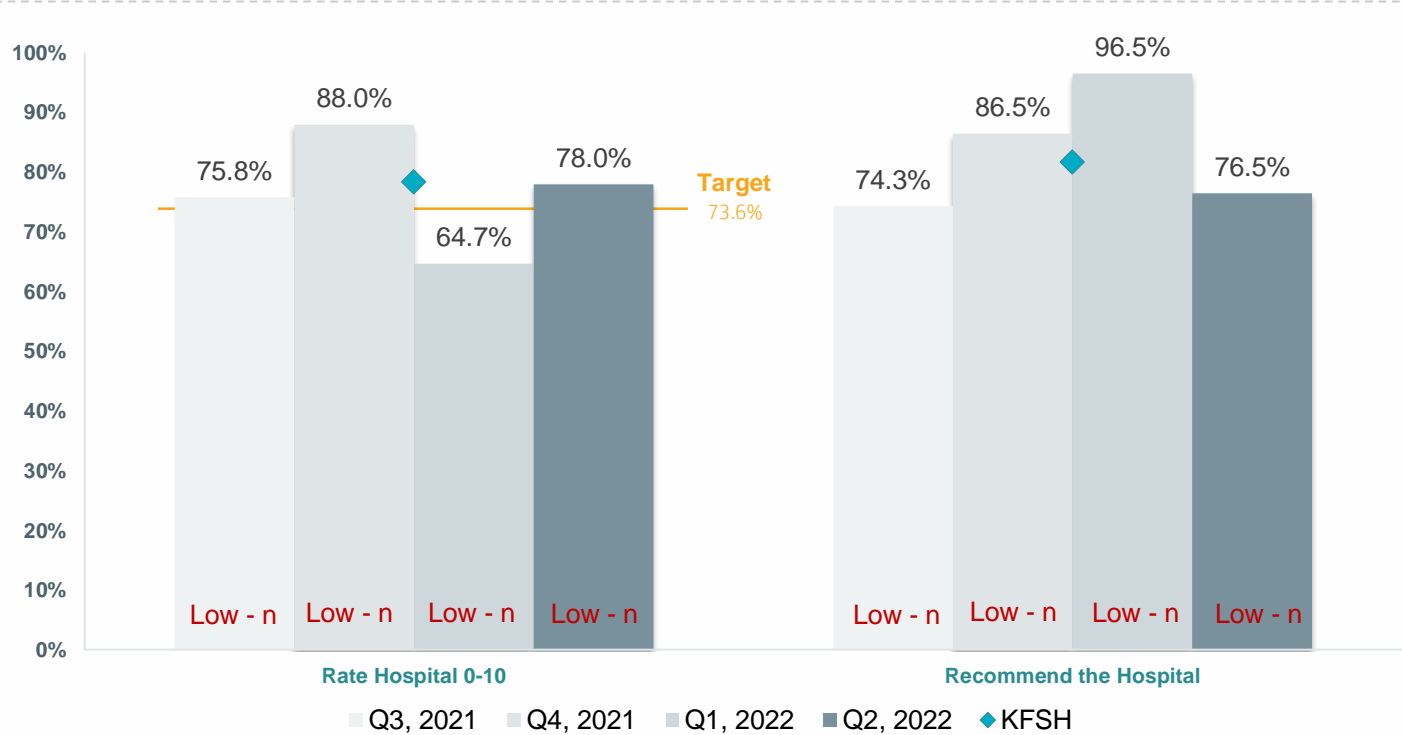


* Sample size of less than 30 is not statistically significant

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

IP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



NVSDU
Global Items

n-Size
5*

* Sample size of less than 30 is not statistically significant

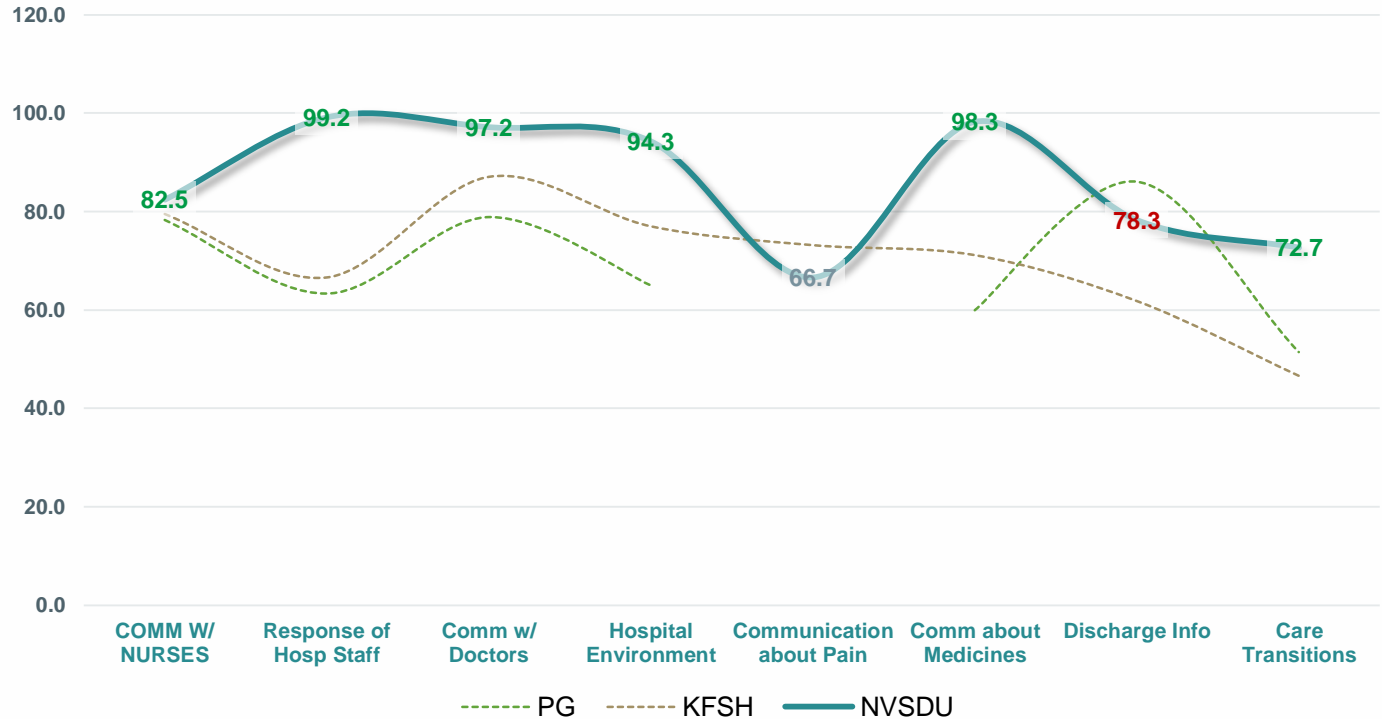
* Top Box %

IP – Wards

Period: Apr 1st – Jun 30th, 2022

NVSDU
Domains

n-Size
5*



* Sample size of less than 30 is not statistically significant

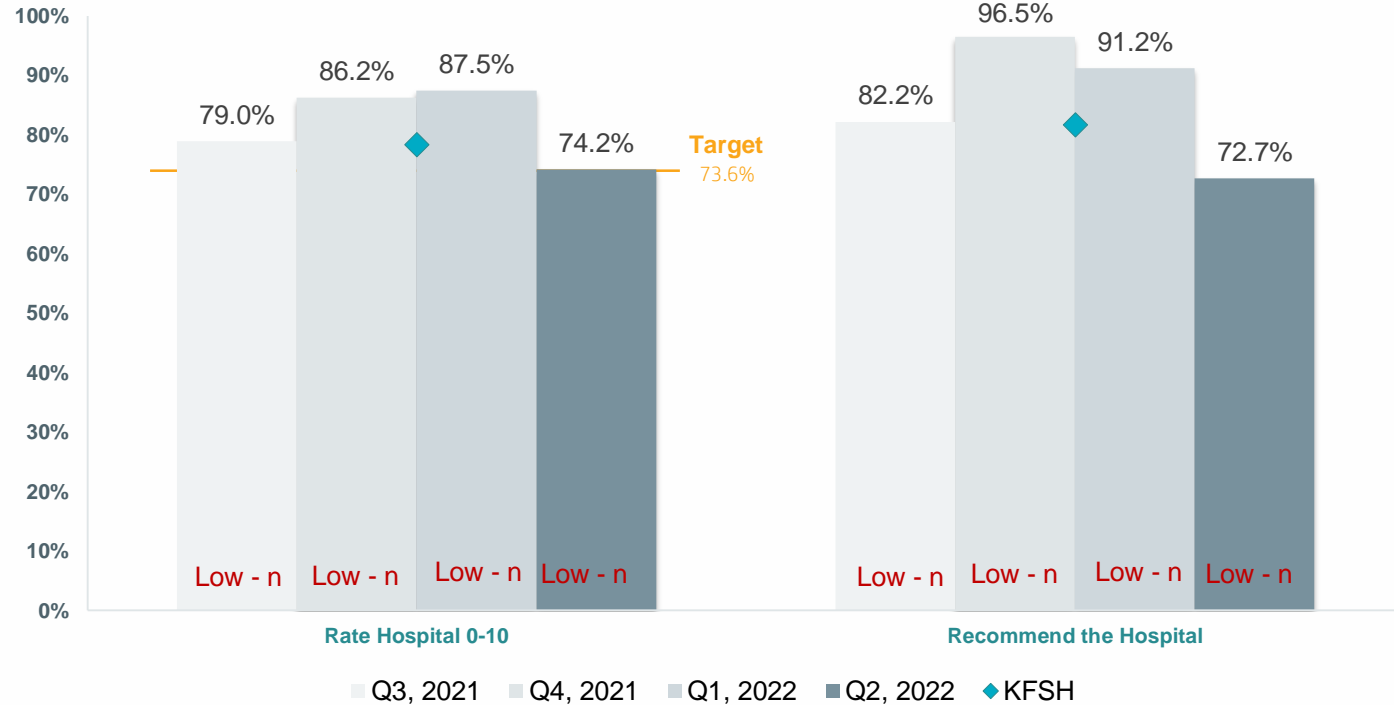
* "Communication about Pain" questions are no longer being reported as part of the CMS HCHAPS in the US.

IP – Wards

L15-Hema
Global Items

n-Size
21*

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ PG Average

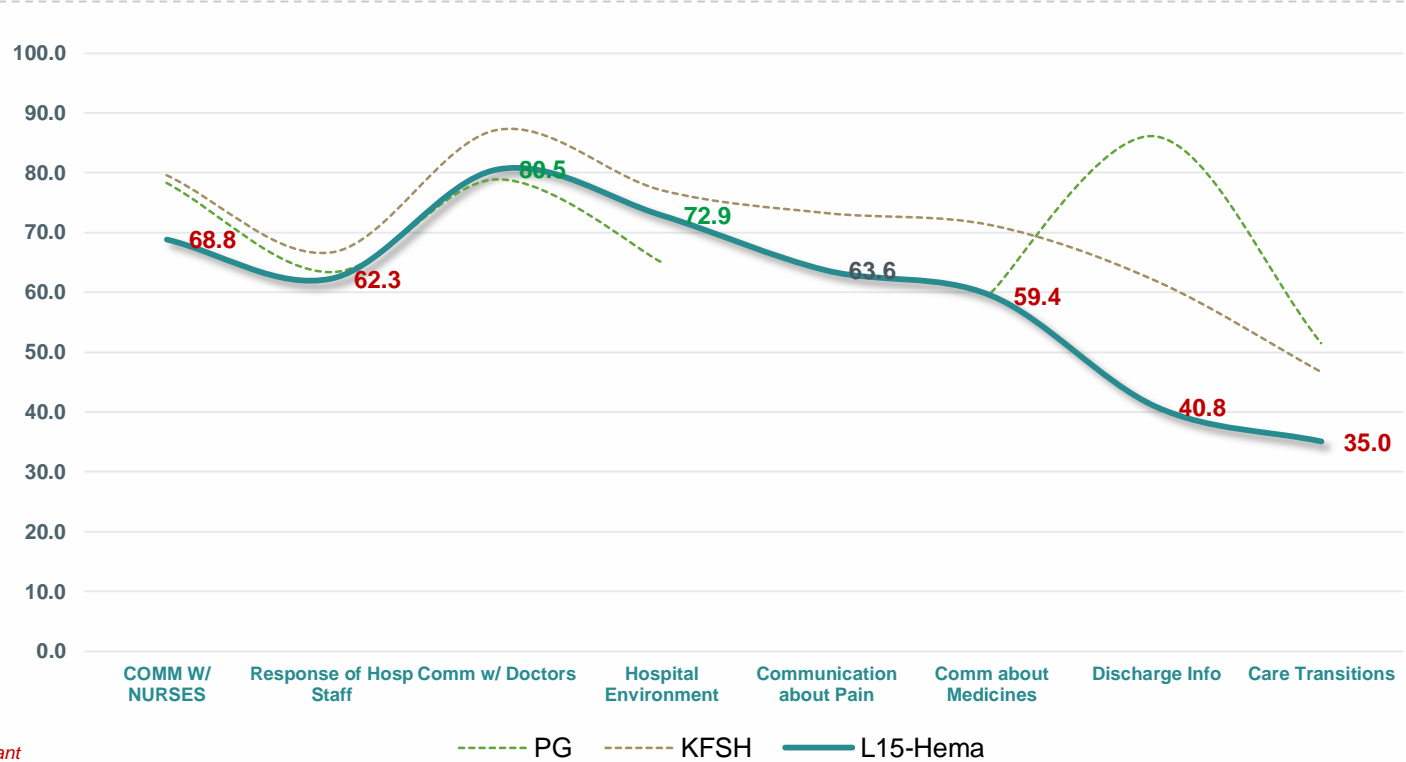
* Sample size of less than 30 is not statistically significant

* Top Box %

IP – Wards

L15-Hema
 Domains
 n-Size
 21*

Period: Apr 1st – Jun 30th, 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.

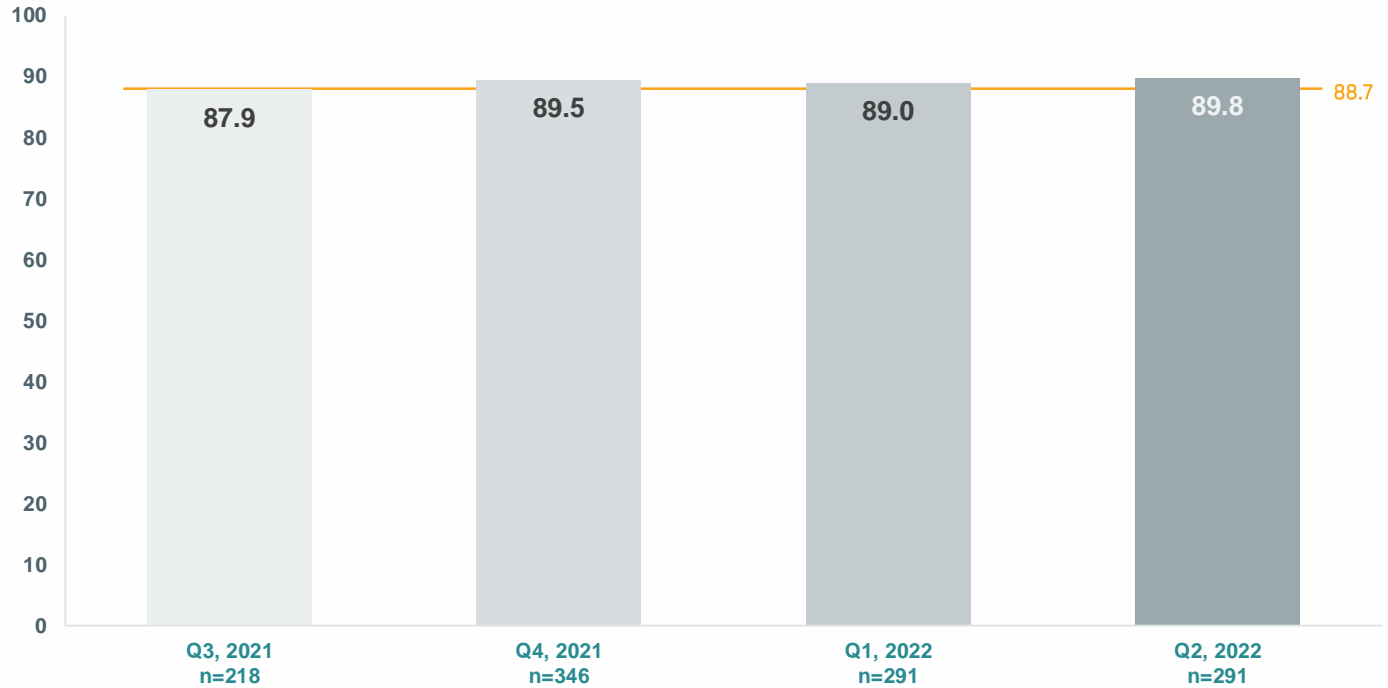


Inpatient
Pediatrics

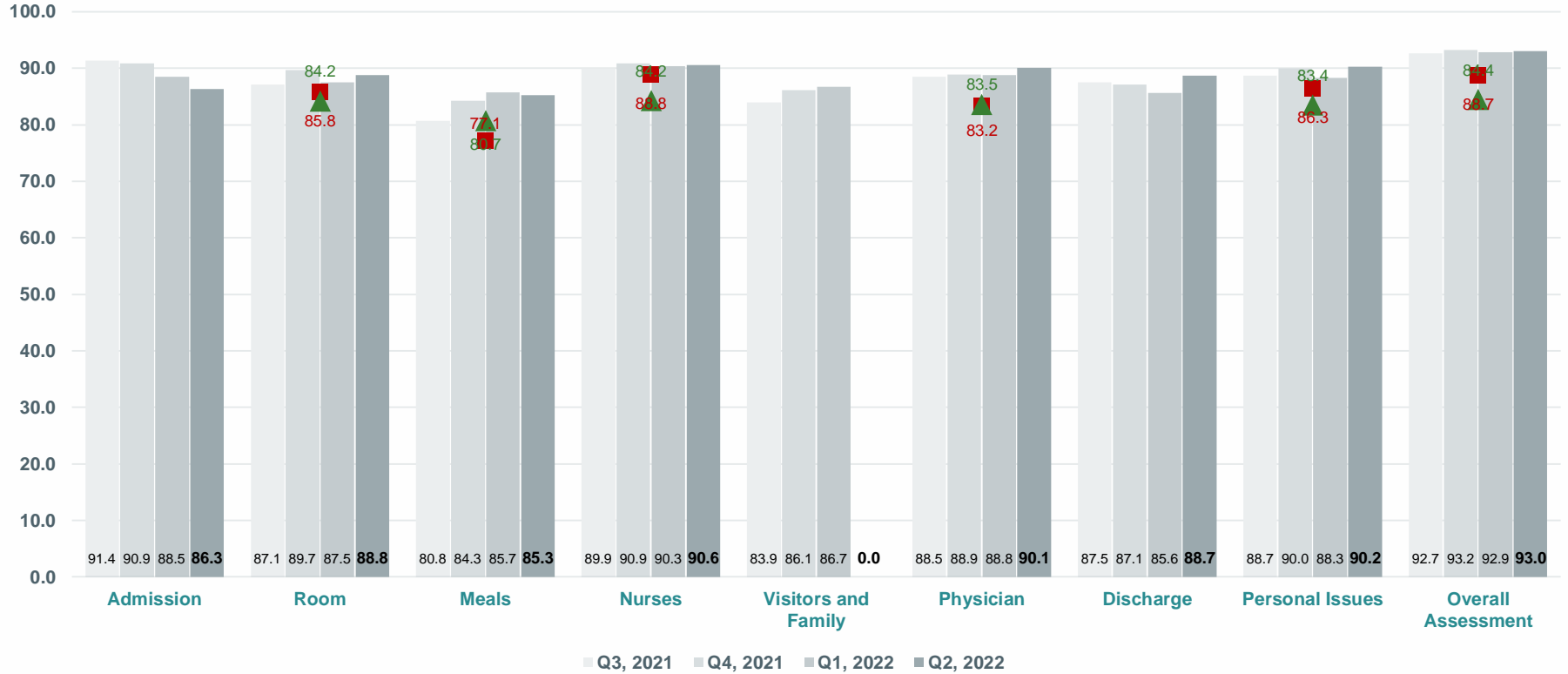
IPP – Overall Rating



Overall Rating Trend [Q3, 2021 – Q2, 2022]



IPP – Survey Domains



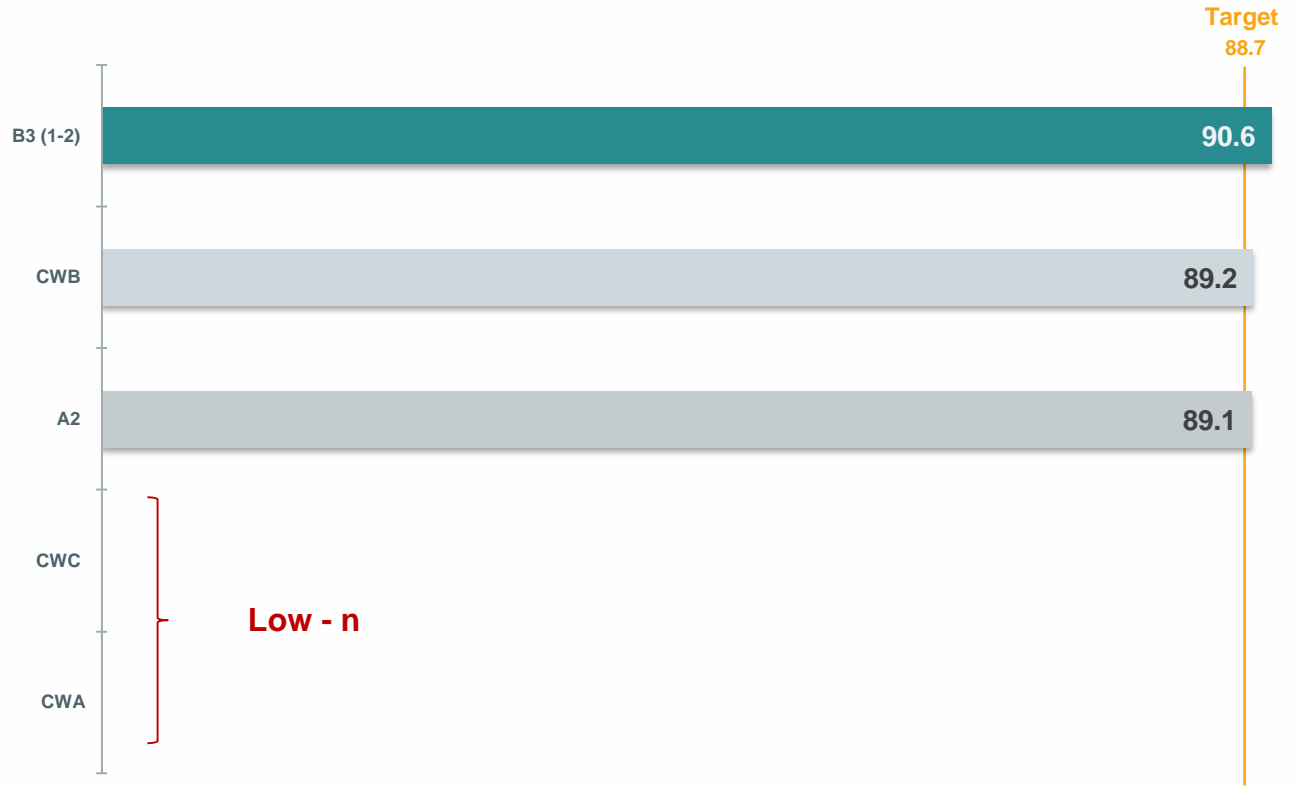
* Admission, Visitors & Family and Discharge Domains are no longer being standard questions since January 2021.

■ GCC Average

▲ PG Average

IPP – Overall Rating

Overall Rating Wards



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

IPP – Wards

B3(1-2)

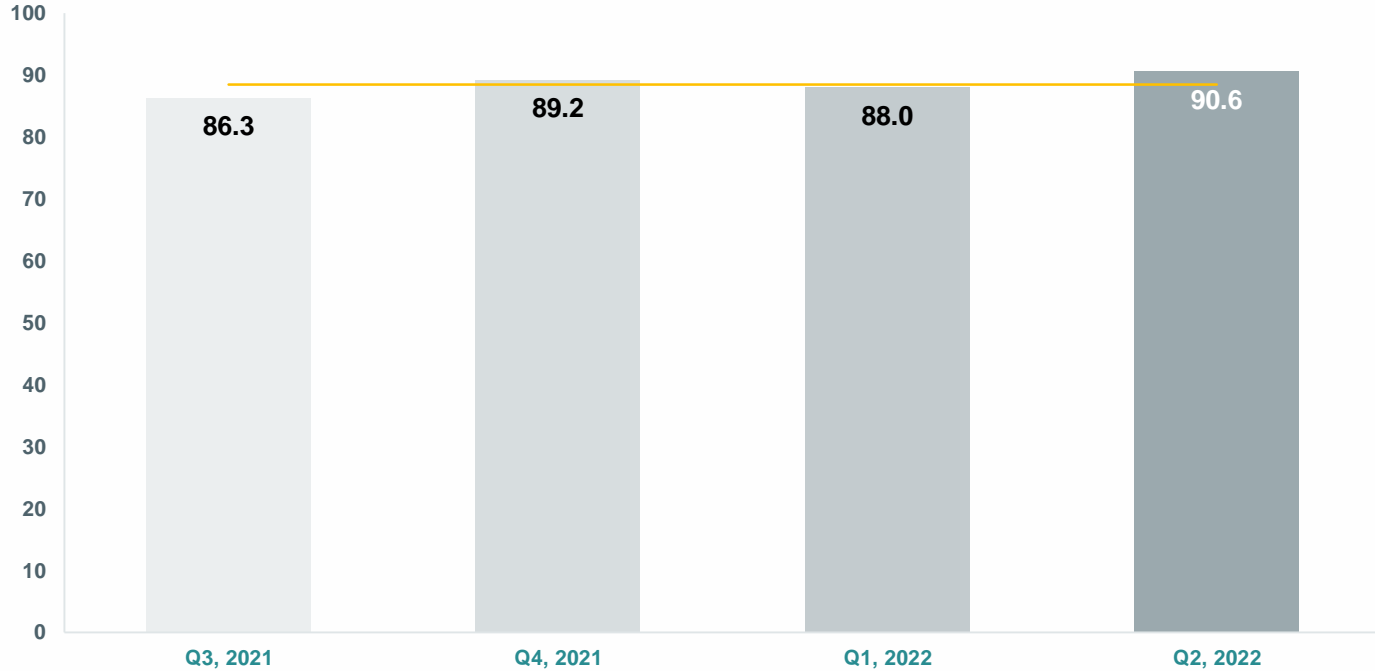
Overall Rating



n-Size

108

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [88.7]

IPP – Wards

B3(1-2)

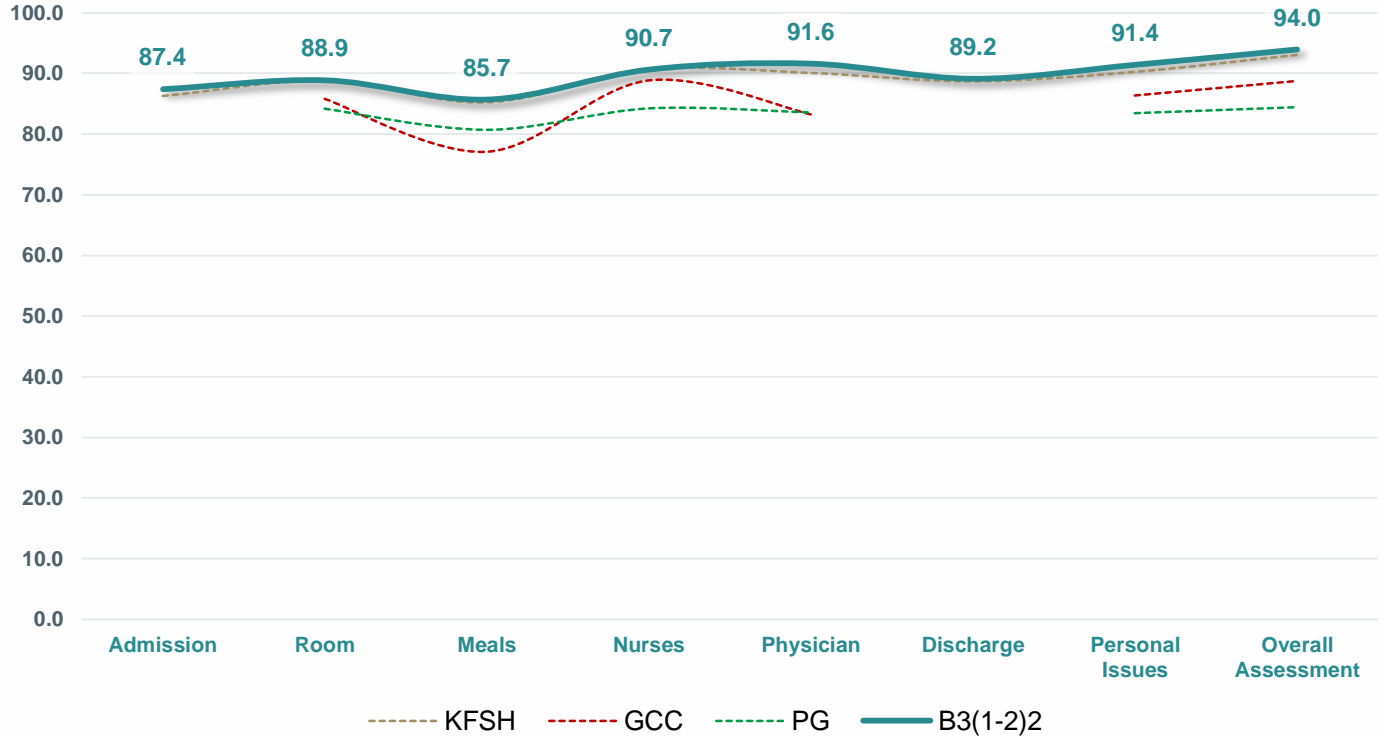
Overall Rating



n-Size

108

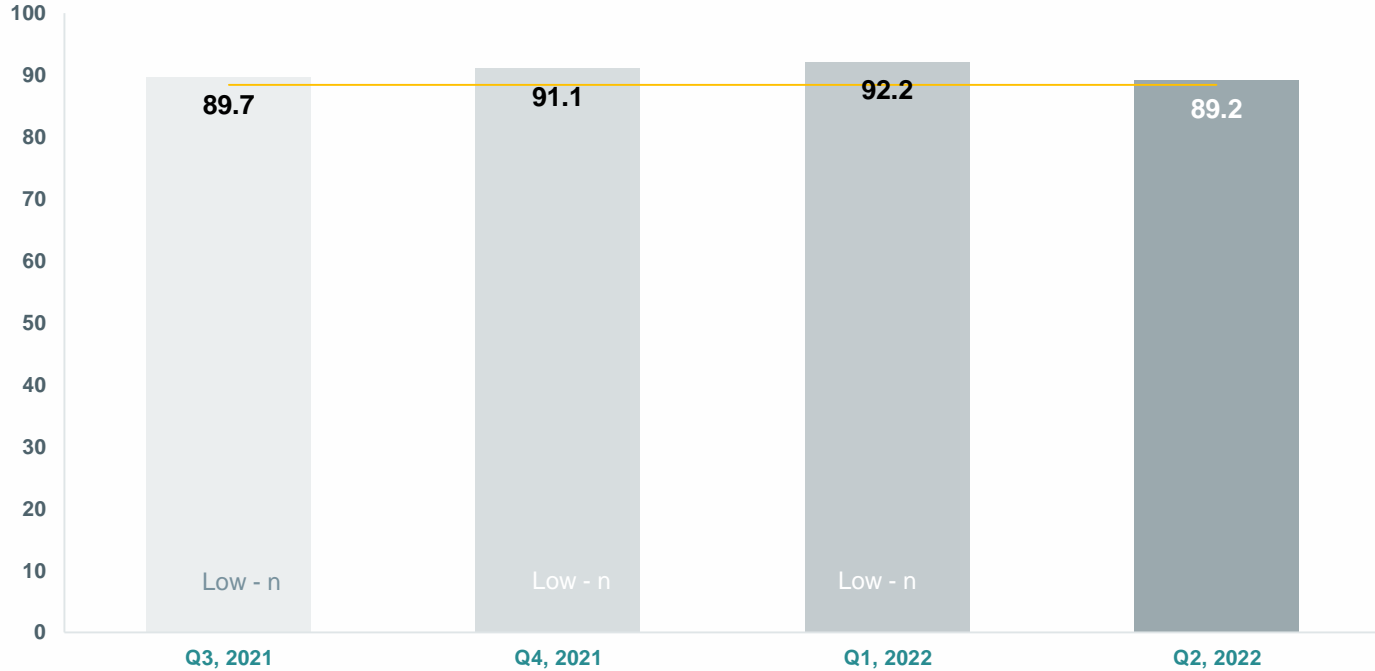
Period: Apr 1st – Jun 30th, 2022



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

IPP – Wards

Overall Rating Trend [Q3, 2021 – Q2, 2022]



IPP – Wards

CWB

Overall Rating

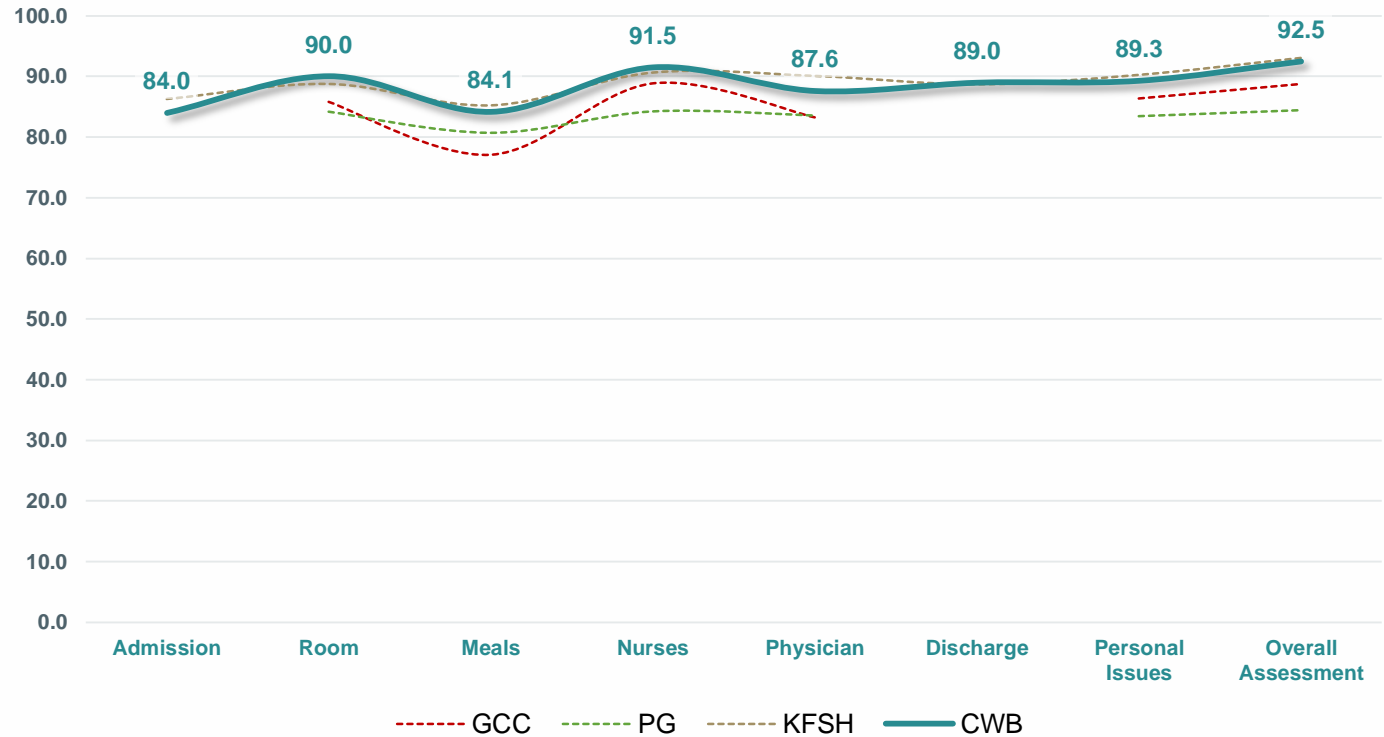
89.2

Q2, 2022

n-Size

64

Period: Apr 1st – Jun 30th, 2022

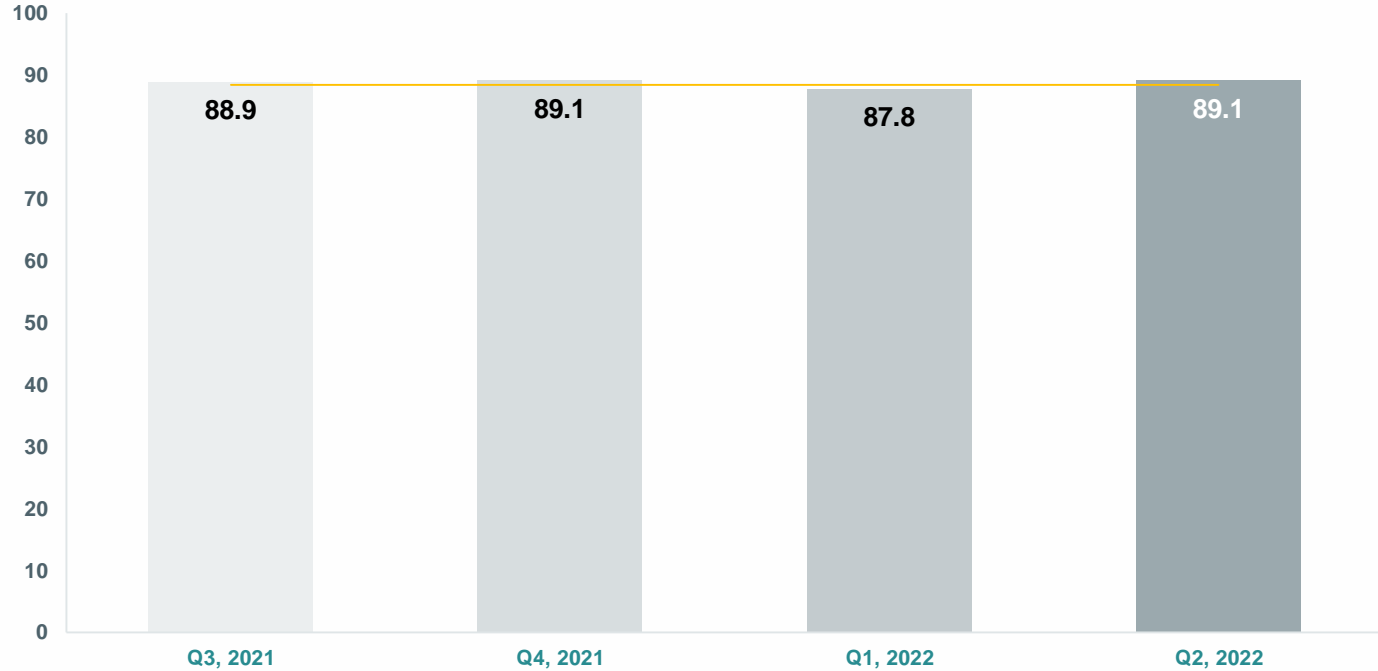


* Admission, Visitors & Family and Discharge Domains are no longer being standard questions since January 2021.

IPP – Wards



Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [88.7]

IPP – Wards

A2

Overall Rating

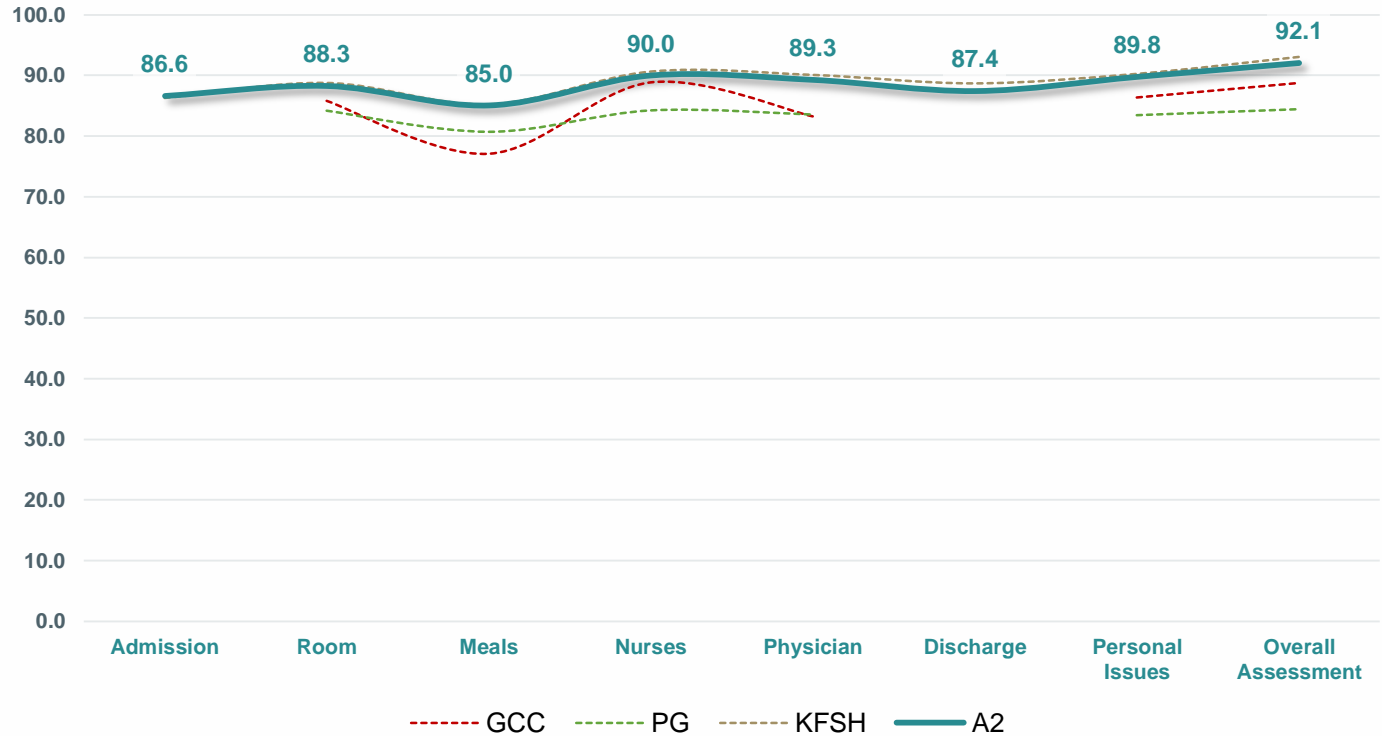
89.1

Q2, 2022

n-Size

111

Period: Apr 1st – Jun 30th, 2022



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



Emergency

ED – Overall Rating

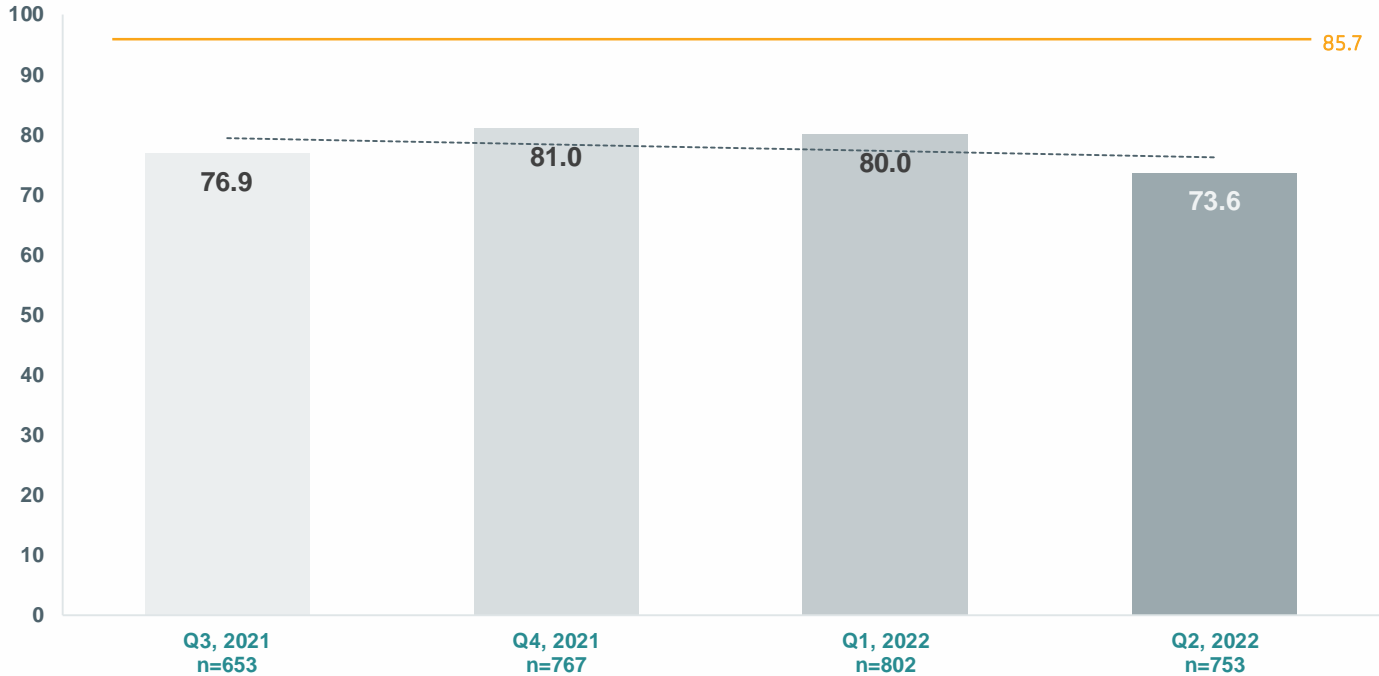
KFSH



73.6
Q2, 2022

n-Size
753

Overall Rating Trend [Q3, 2021 – Q2, 2022]

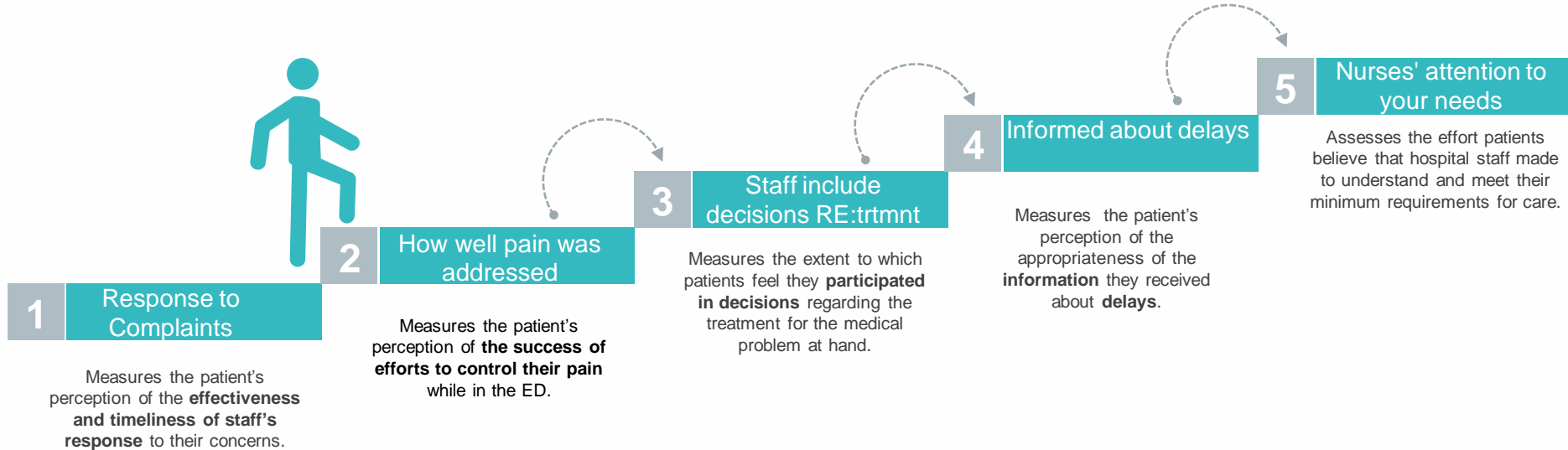


ED – Survey Domains

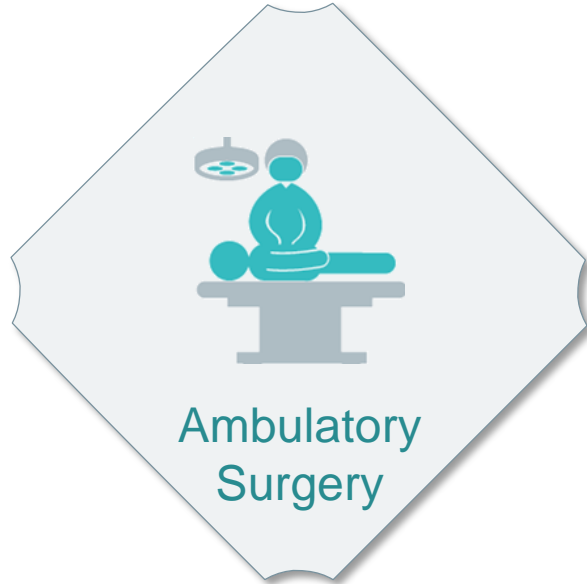




ED – Priority Index (Q2, 2022)



- 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 15 consecutive Quarters (Q1,2018 – Q2, 2022)
- Addressing these priorities should be at a corporate level cascaded down to concerned units



Ambulatory
Surgery

AS – Overall Rating

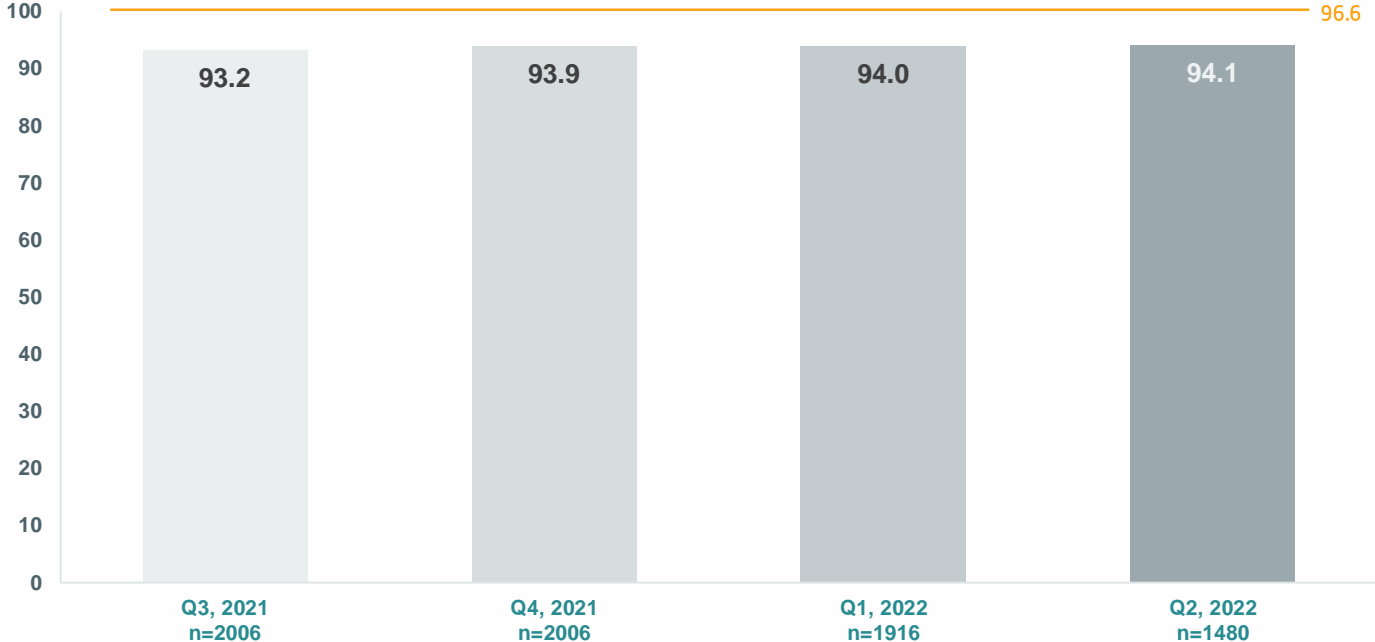
KFSH



94.1
Q2, 2022

n-Size
1,480

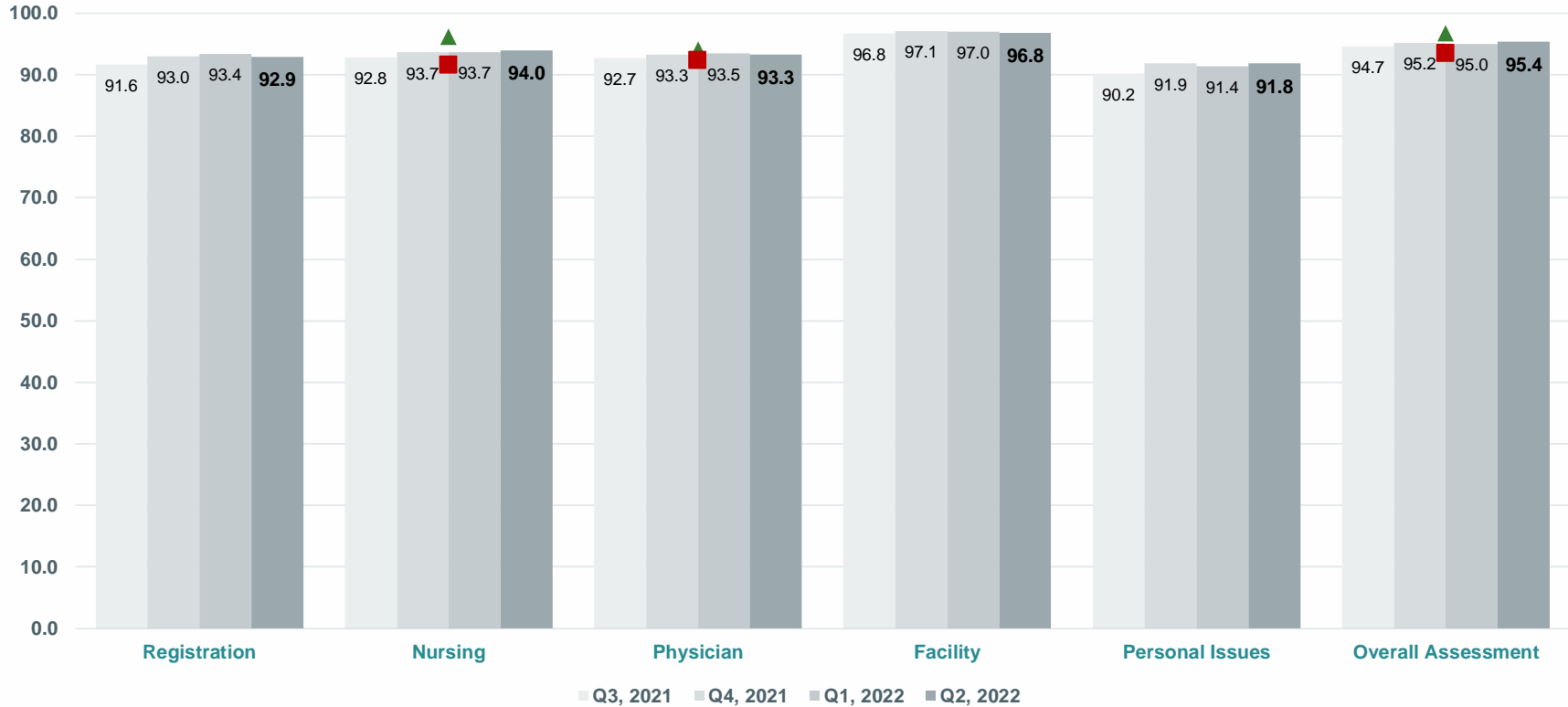
Overall Rating Trend [Q3, 2021 – Q2, 2022]



* The survey tool was updated starting from Q2, 2020

2022 Target [96.6]

AS – Survey Domains



* The survey tool was updated starting from Q2, 2020

■ GCC Average

▲ PG Average

AS – Strengths

Extent staff washed their hands

3

Confidence in skill of CP

2

Friendliness of anesthesiologist

4

Cleanliness of center

1

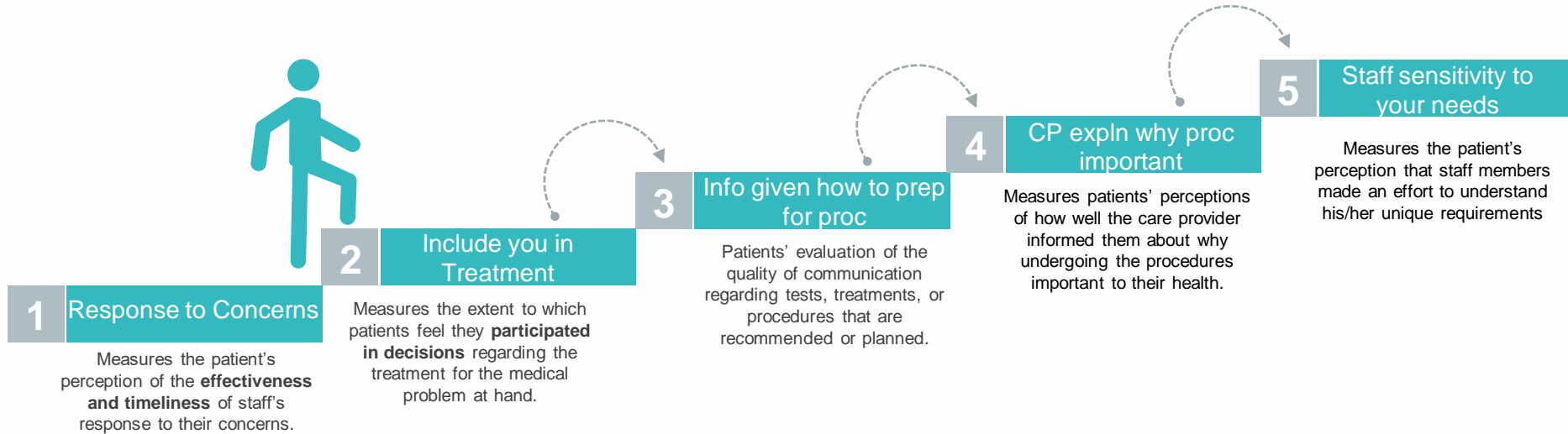
Friendliness of CP

5



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

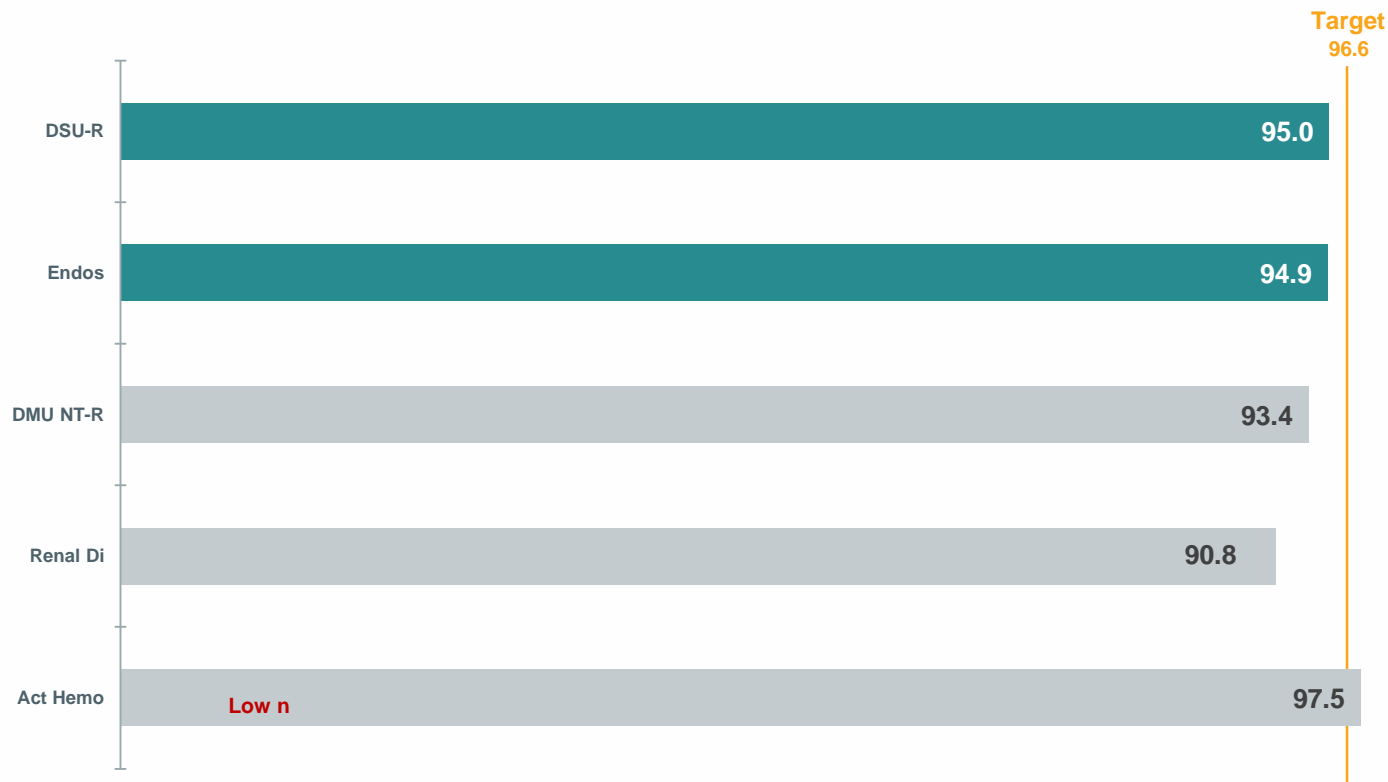
AS – Priority Index (Q2, 2022)



- 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.
- 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

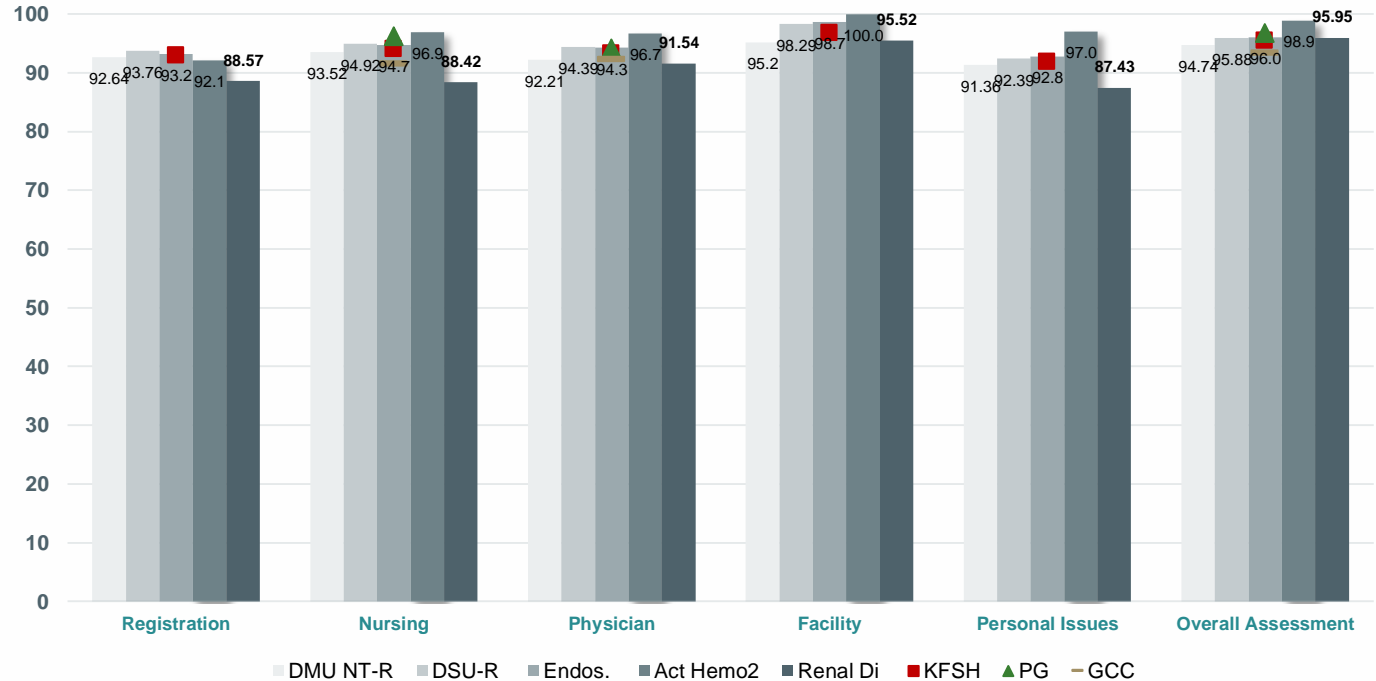


Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

AS – Survey Domains

Patient Journey Departments



Period: Apr 1st – Jun 30th, 2022

KFSH Average

GCC Average

PG Average



ON – Overall Rating

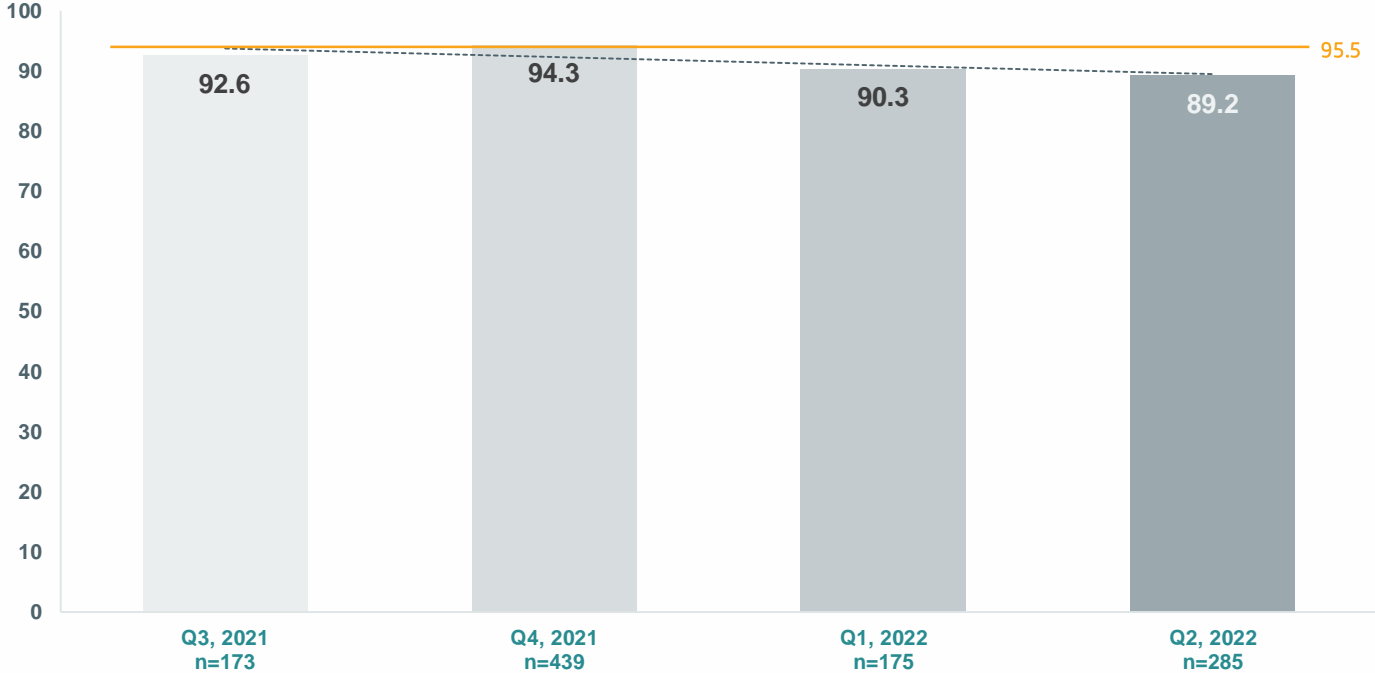
KFSH



89.2
Q2, 2022

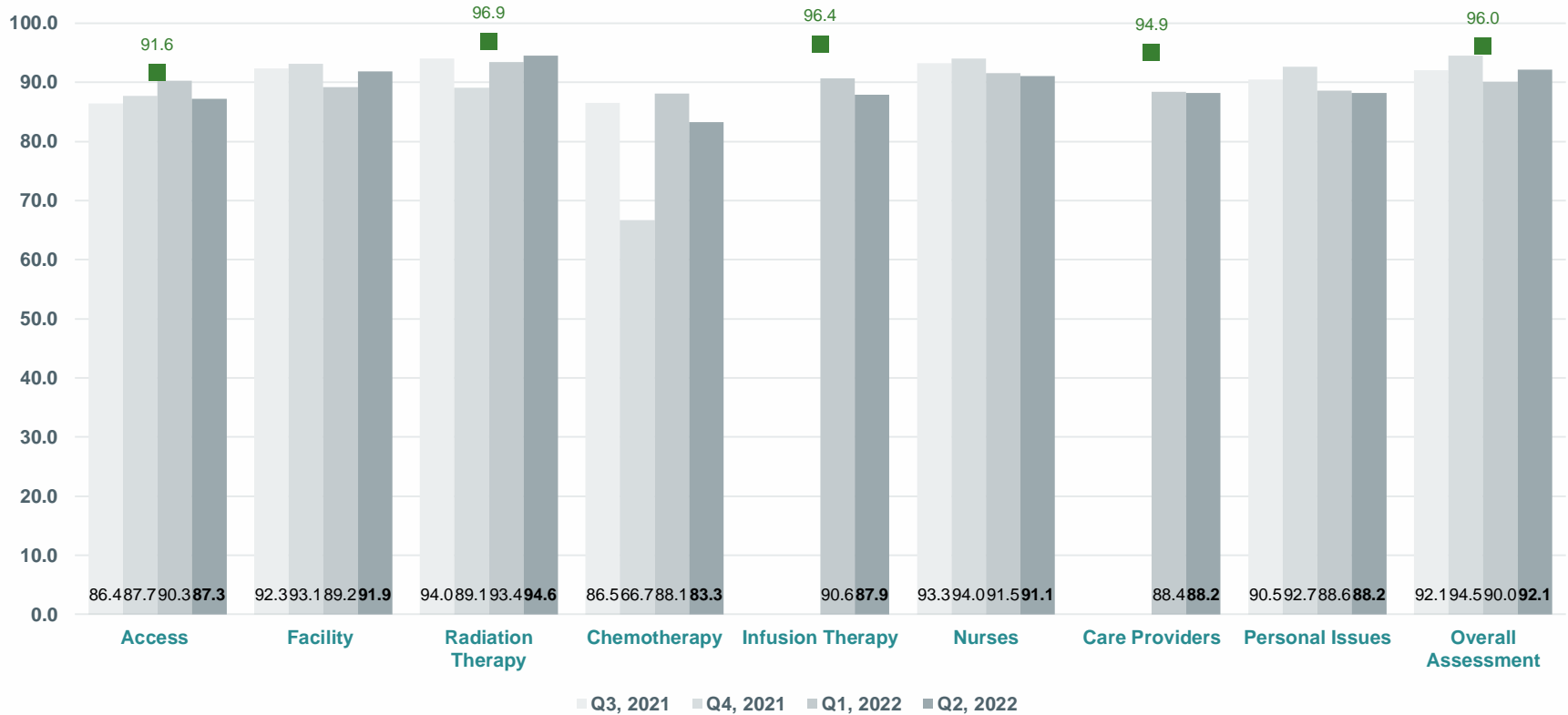
n-Size
285

Overall Rating Trend [Q3, 2021 – Q2, 2022]



Survey has changed on Q1,2022.

ON – Survey Domains

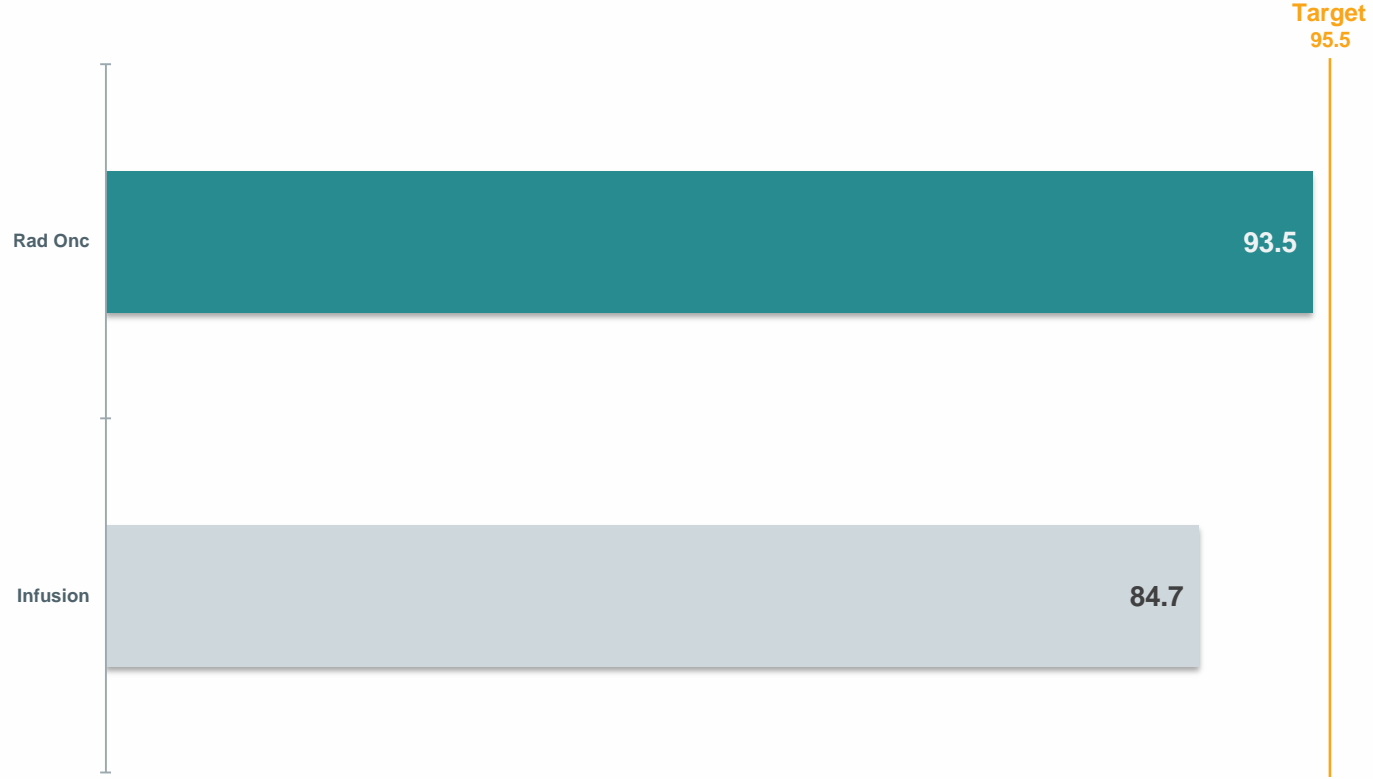


▲ PG Average

Survey has changed on Q1,2022.

ON – Overall Rating

Overall Rating Units



Period: Apr 1st – Jun 30th, 2022

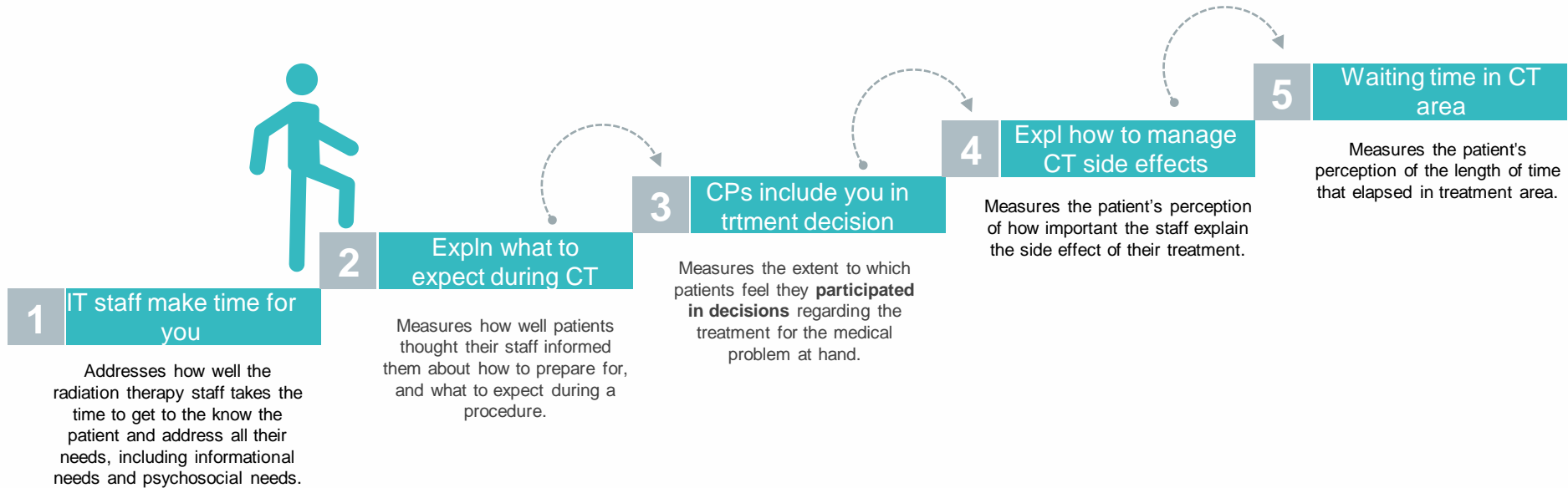
■ Above KFSH Average

Survey has changed on Q1,2022.

ON – Strengths



ON – Priority Index (Q2, 2022)



- 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 concerned units

Radiation

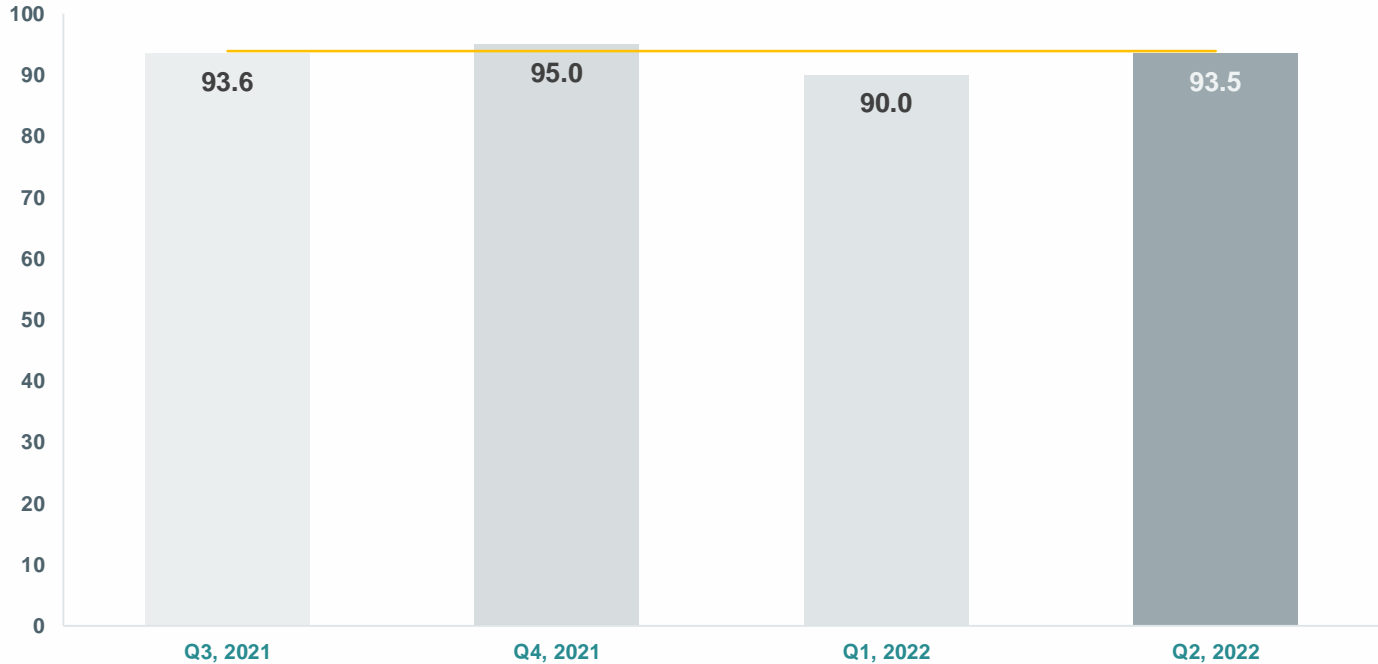
Overall Rating



n-Size

142

Overall Rating Trend [Q3, 2021 – Q2, 2022]



Survey has changed on Q1,2022.

Radiation

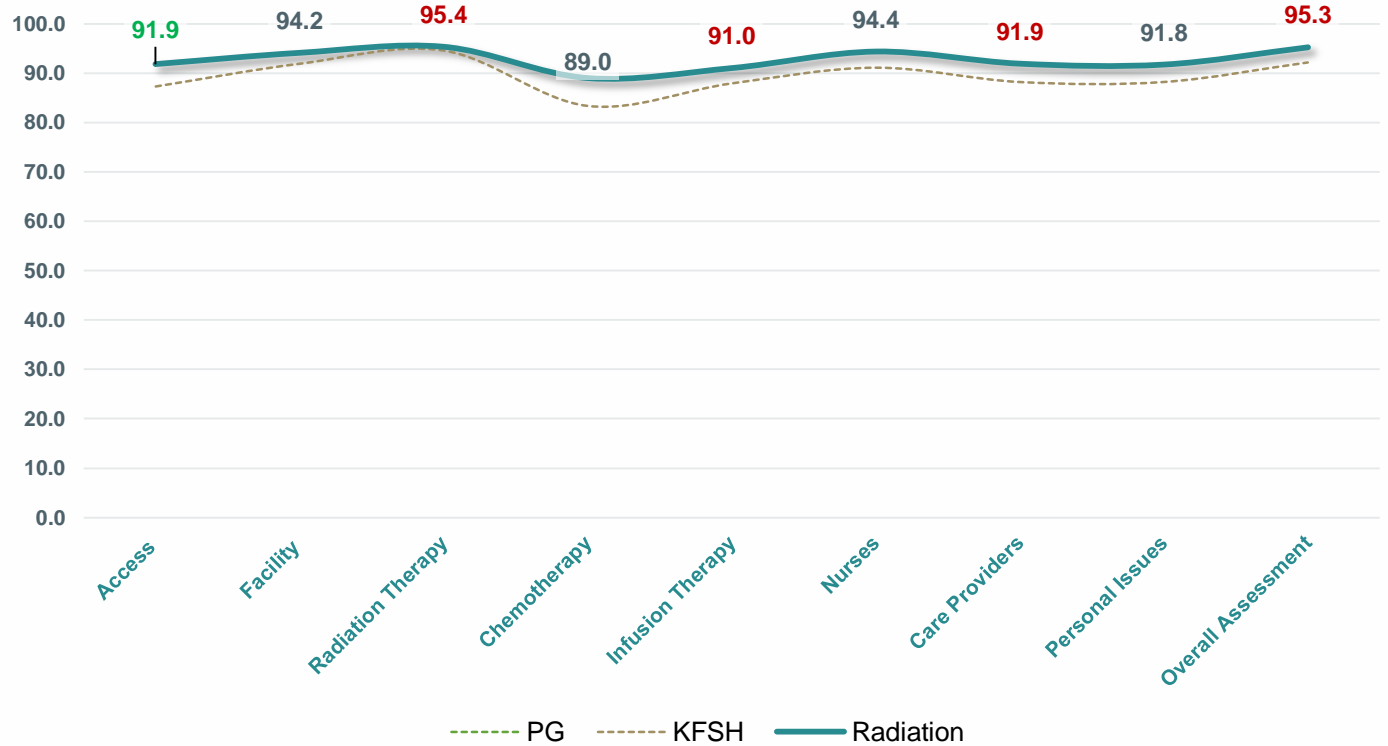
Patient Journey



n-Size

142

Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

ON – Units

Infusion

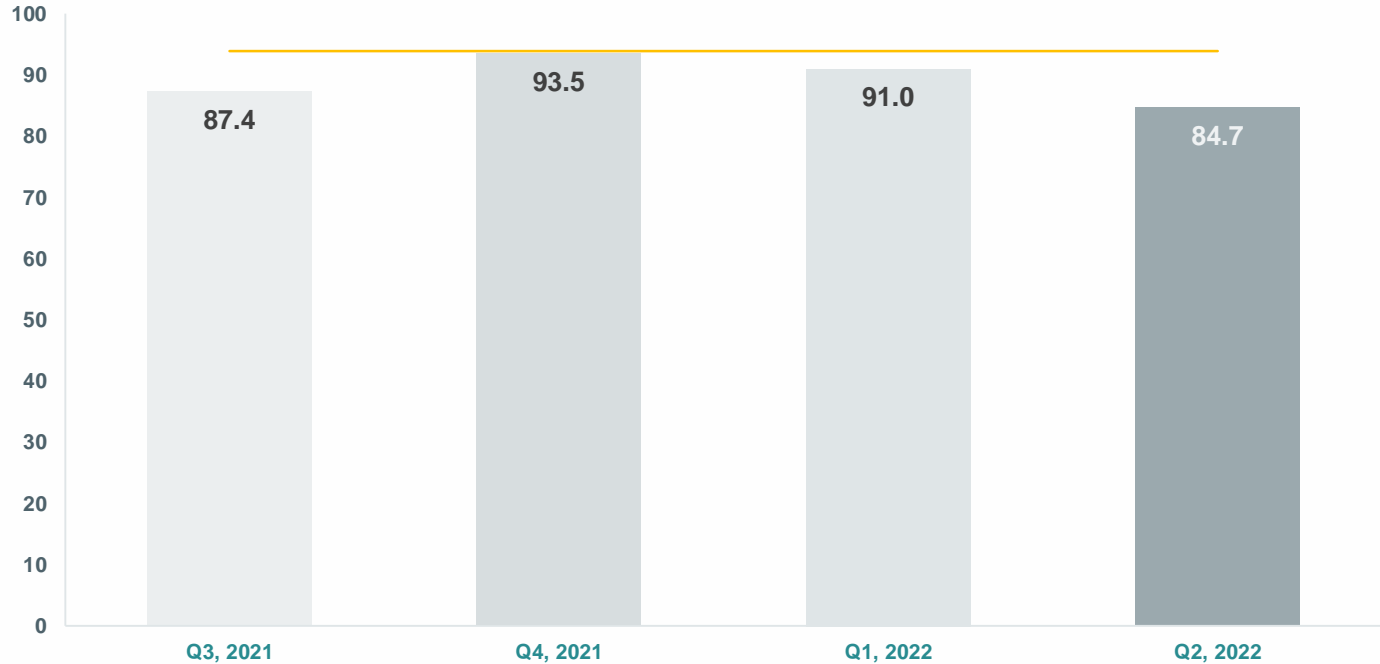
Overall Rating



n-Size

140

Overall Rating Trend [Q3, 2021 – Q2, 2022]



■ 2022 Target [95.5]

Survey has changed on Q1,2022.

Infusion

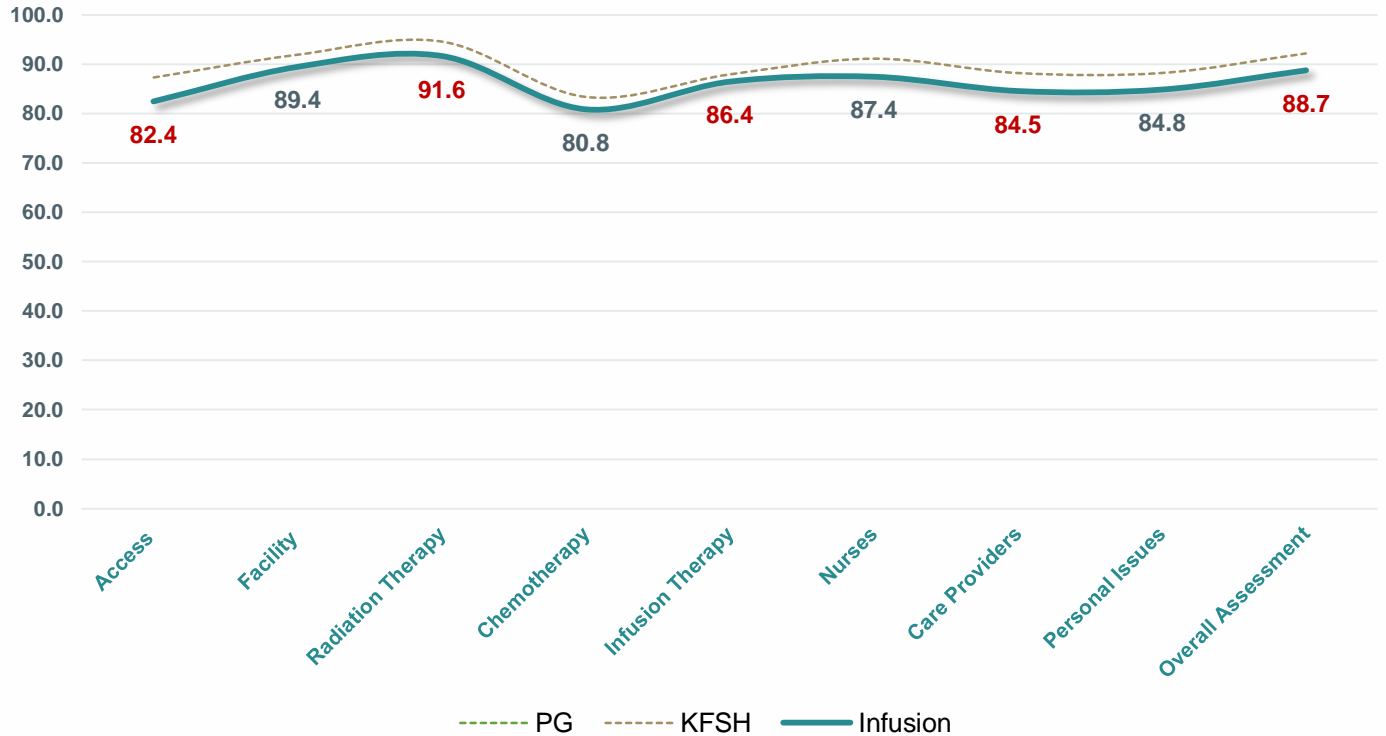
Patient Journey



n-Size

140

Period: Apr 1st – Jun 30th, 2022



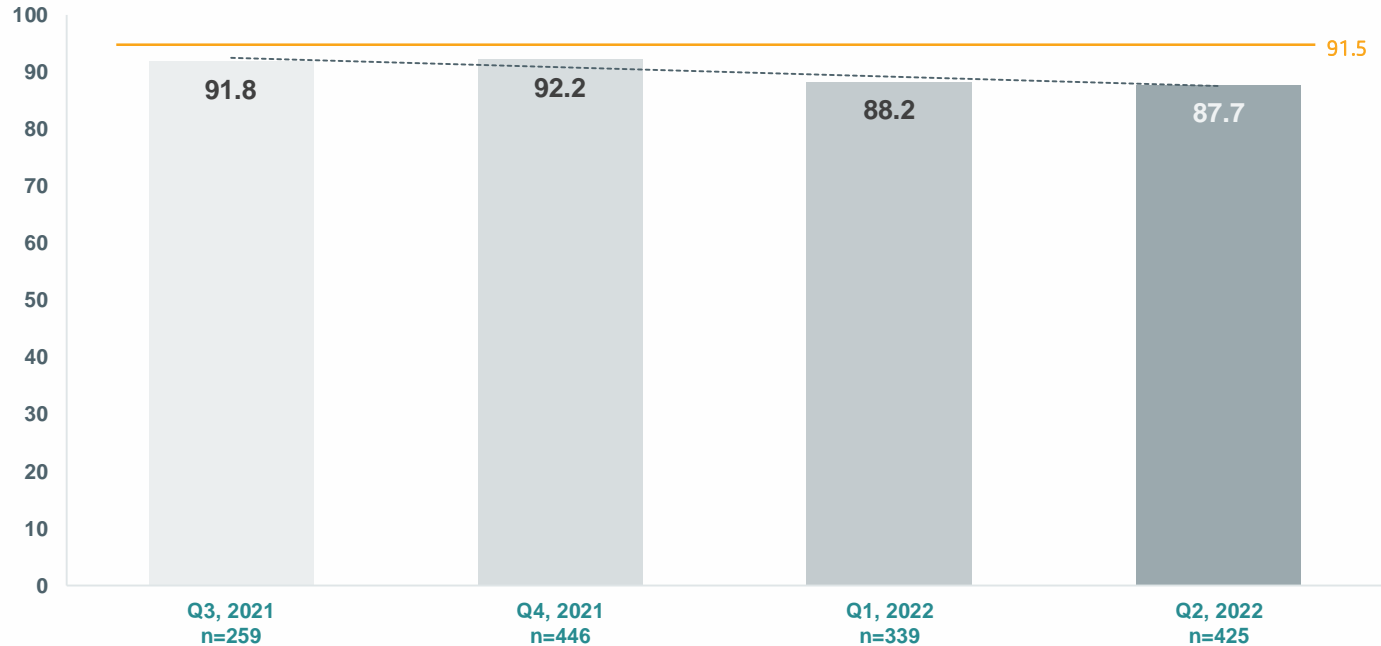
Survey has changed on Q1,2022.



DEN – Overall Rating



Overall Rating Trend [Q3, 2021 – Q2, 2022]



Survey has changed on Q1,2022.

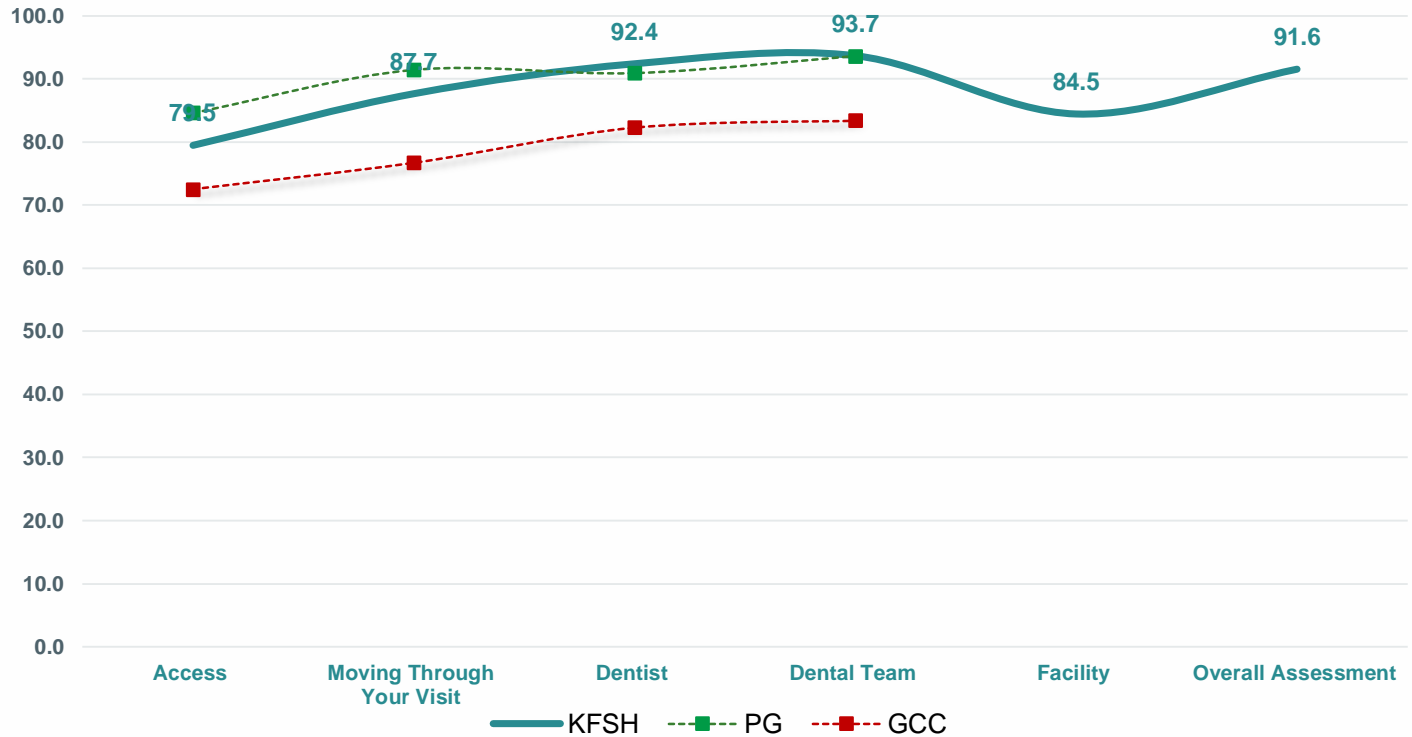
Dental – Departments

KFSH Patient Journey



n-Size
425

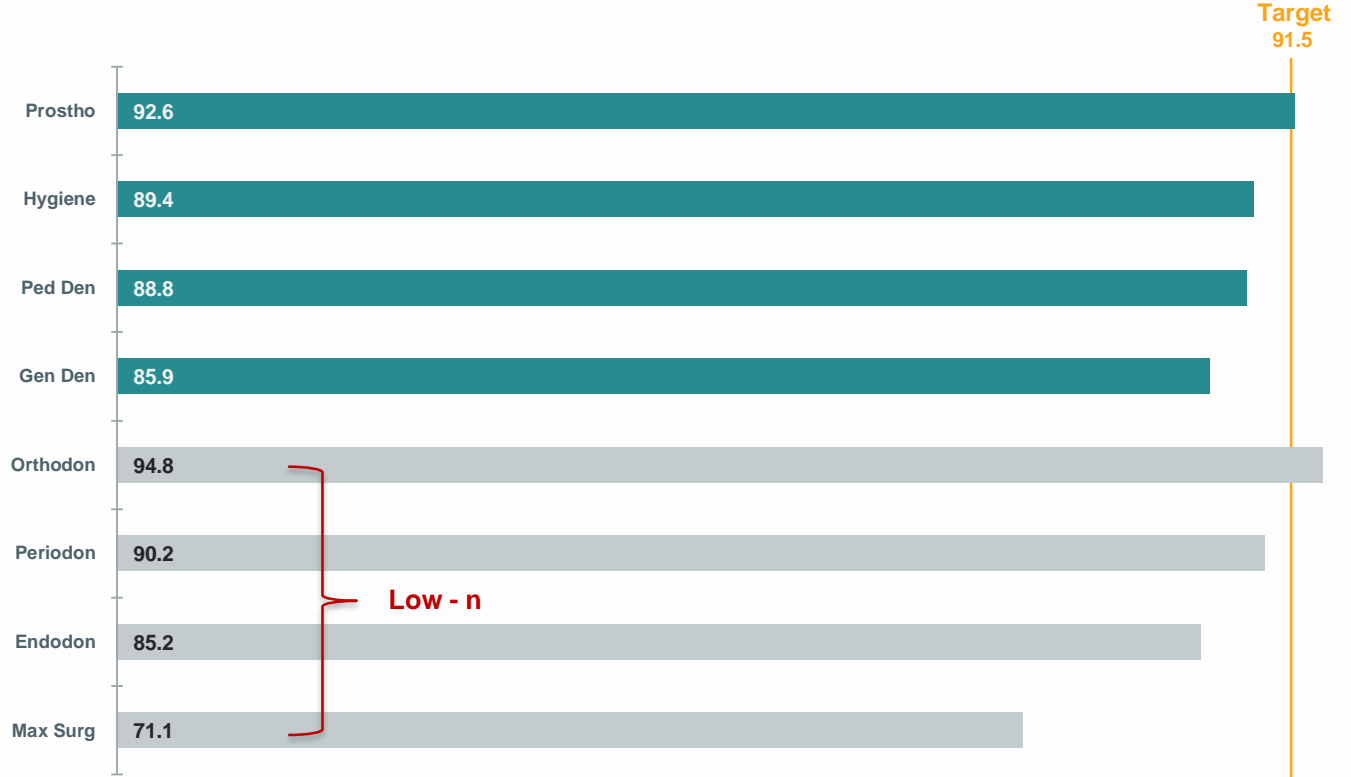
Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

DEN – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

Survey has changed on Q1,2022.

DEN – Priority Index (Q2, 2022)



1 Informed about delays

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

2 Dentist discussion of treatment

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

3 Care provided by this office

Measures the patient's perception that these concerns are taken seriously by dental staff and addressed appropriately.

4 Wait time at dental office

Measures patients' perceptions of the amount of time spent at the office before being treated.

5 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.

- The **Priority Index**® 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

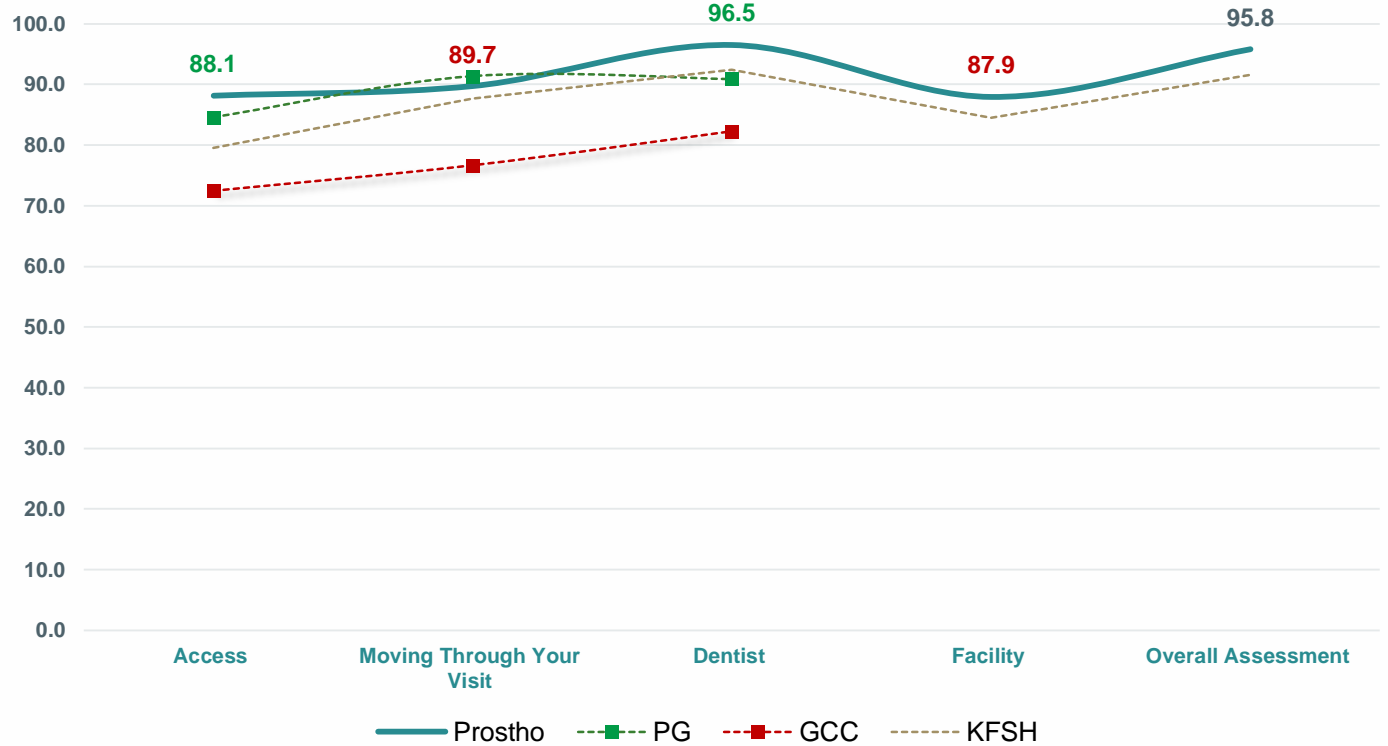
Dental – Departments

Period: Apr 1st – Jun 30th, 2022

Prostho Patient Journey



n-Size
33



Survey has changed on Q1,2022.

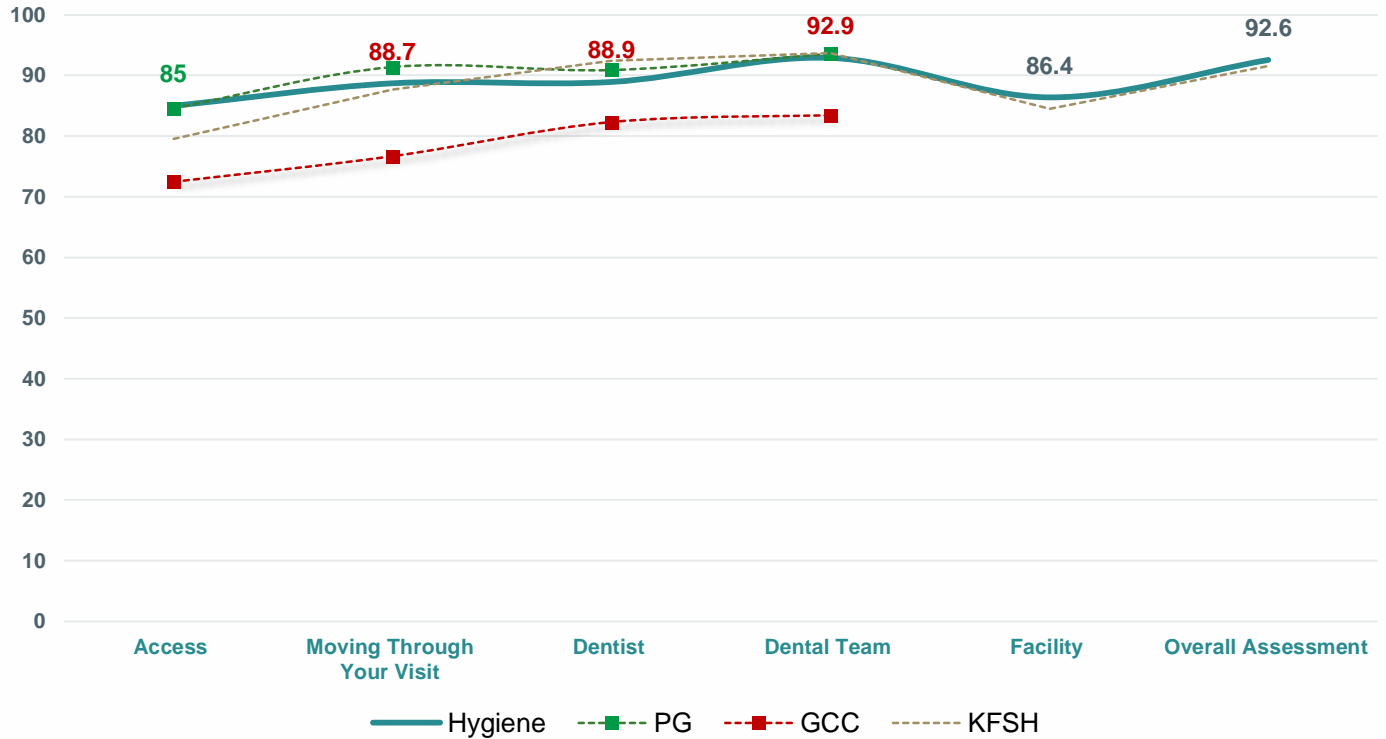
Dental – Departments

Hygiene Patient Journey



n-Size
70

Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

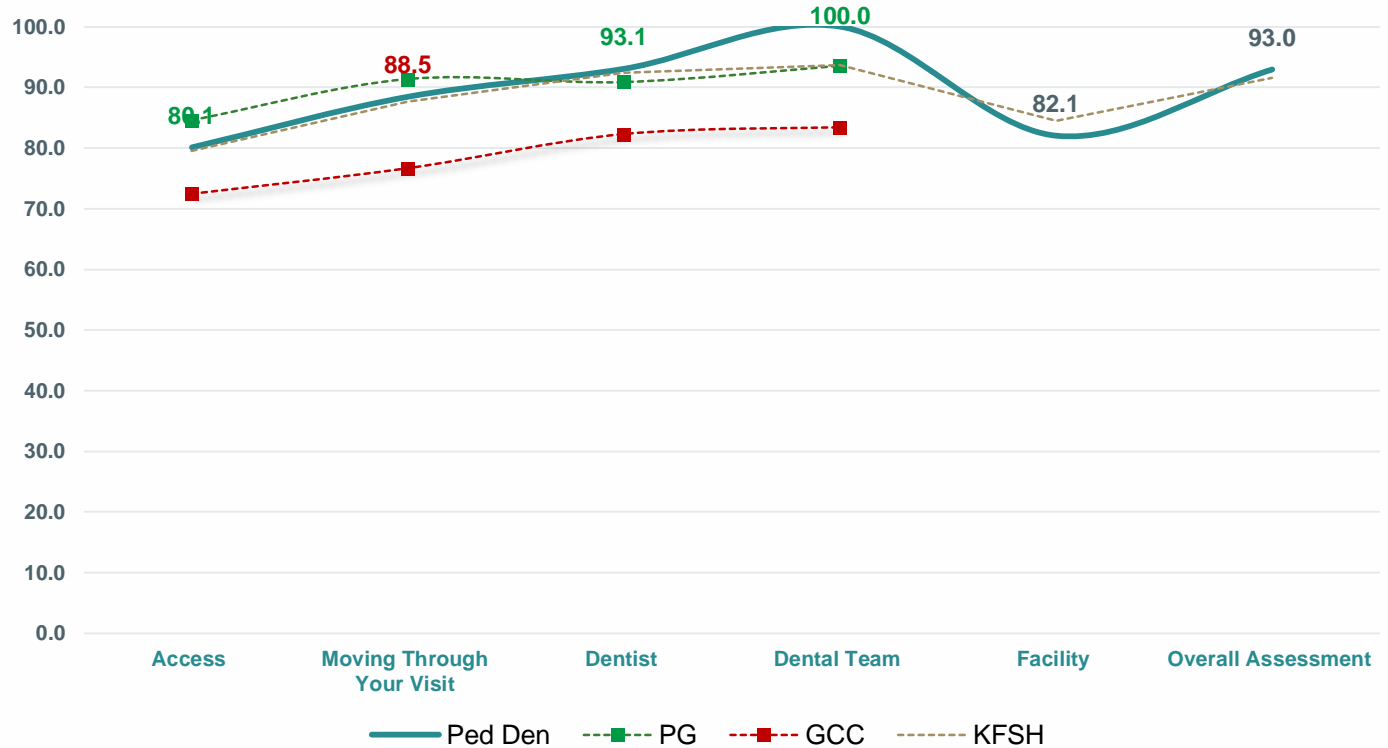
Dental – Departments

Ped Den Patient Journey



n-Size
39

Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

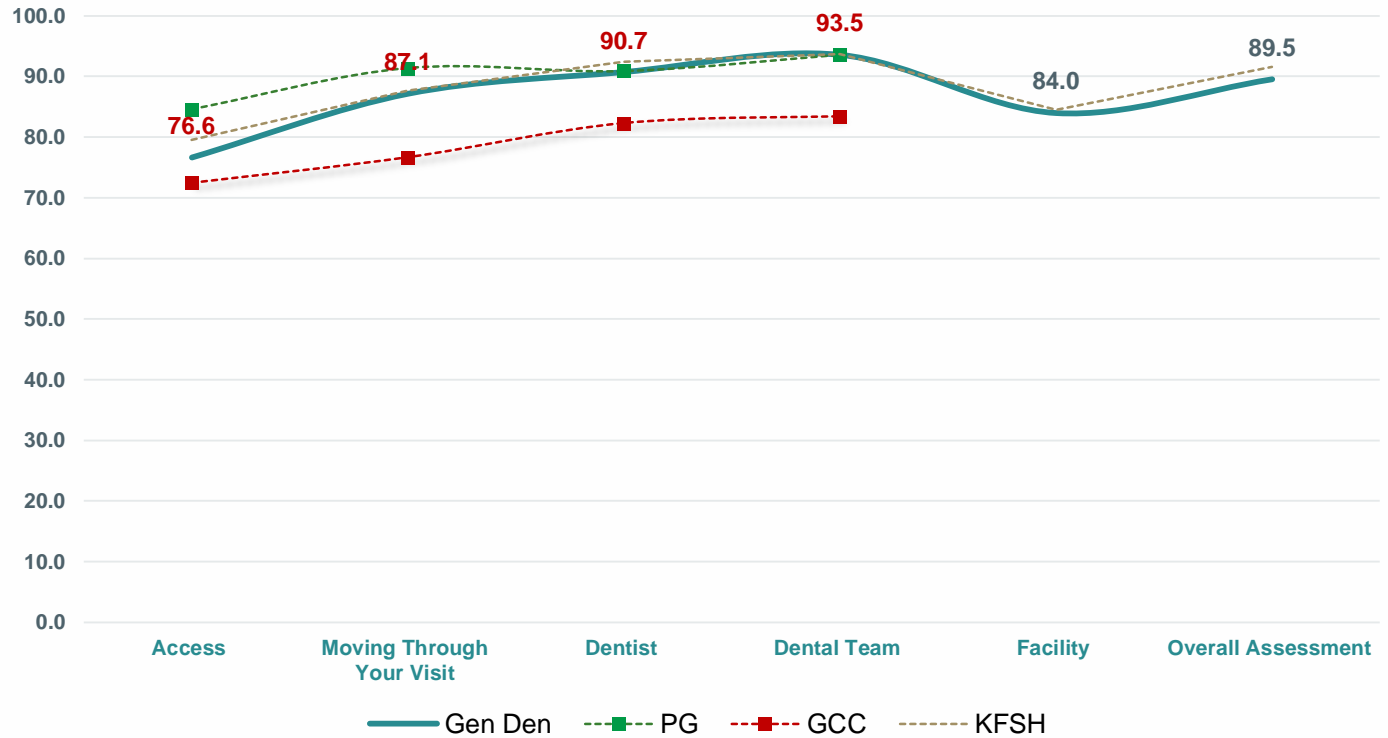
Dental – Departments

Period: Apr 1st – Jun 30th, 2022

Gen Den Patient Journey



n-Size
198



Survey has changed on Q1,2022.

Dental – Departments

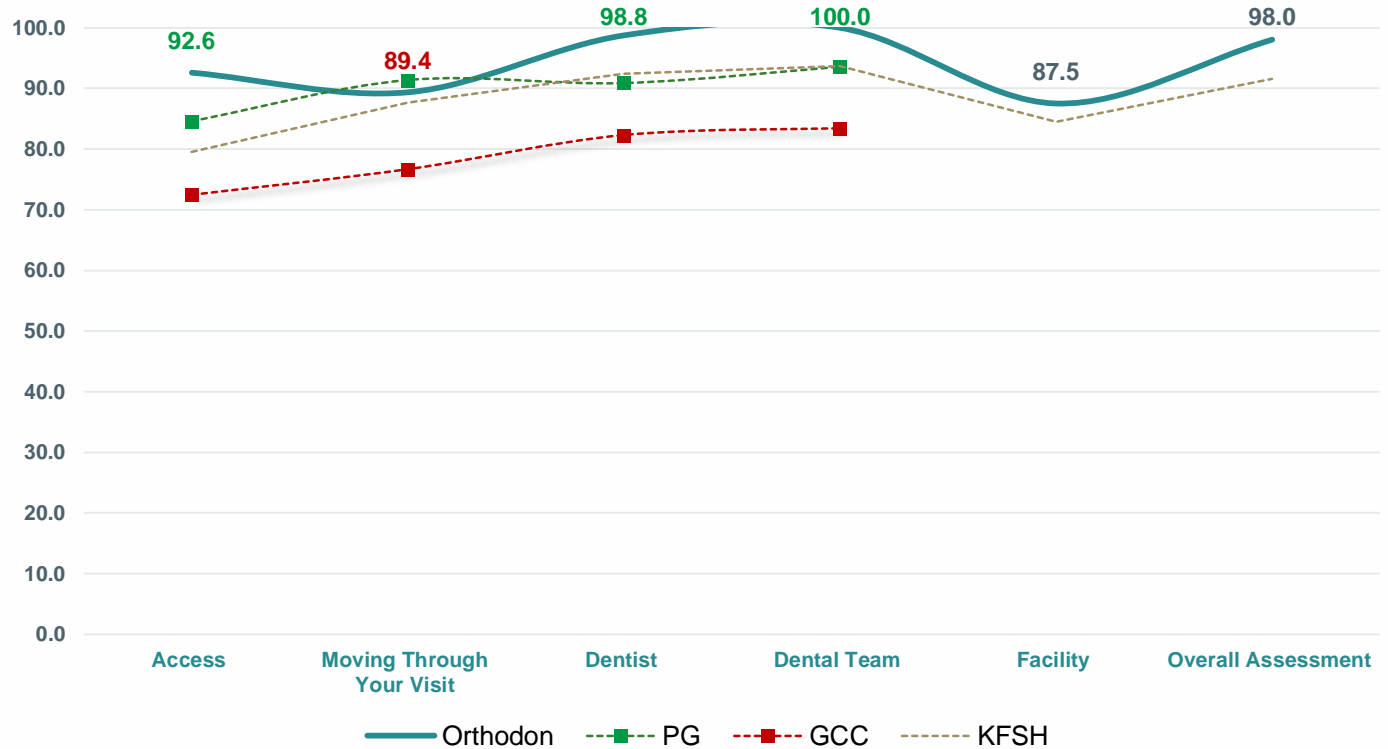
Orthodon Patient Journey



n-Size
18*

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

Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

Dental – Departments

Endodon

Patient Journey

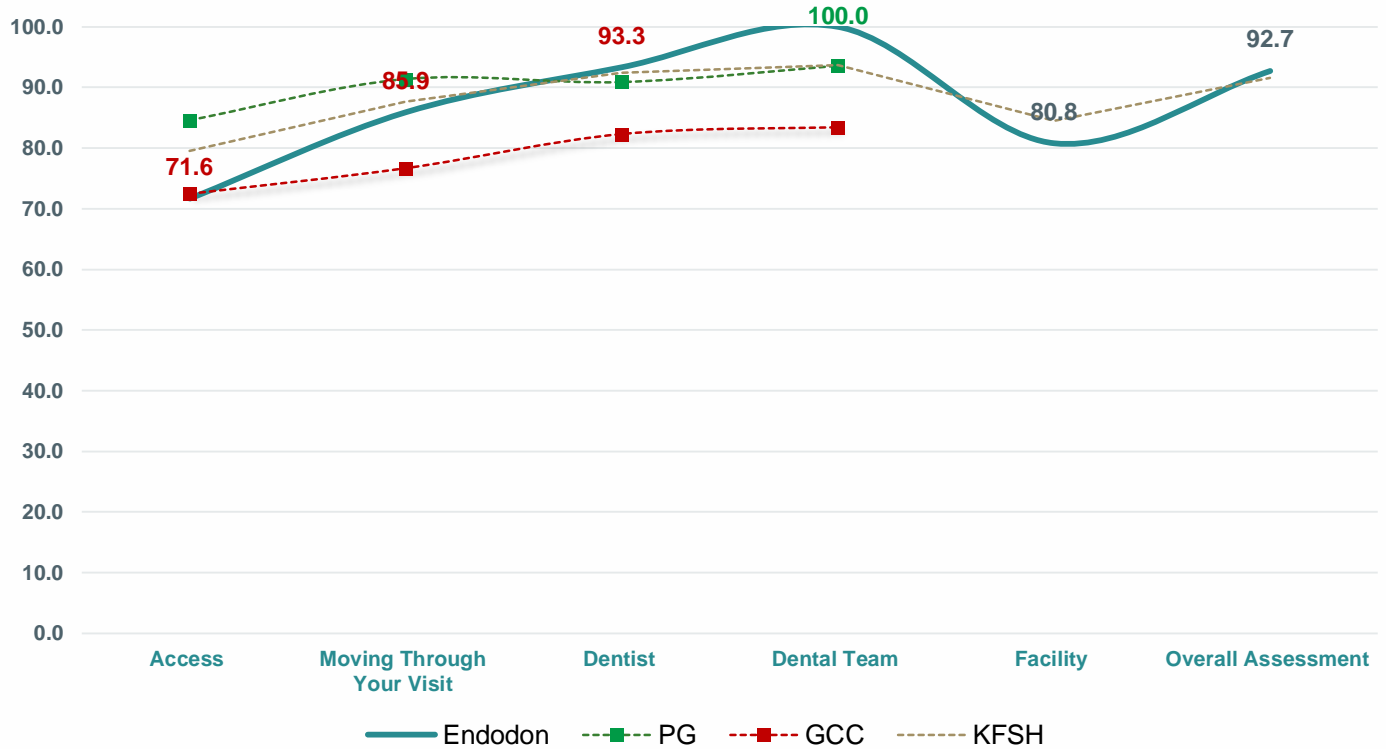


n-Size

26*

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

Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

Dental – Departments

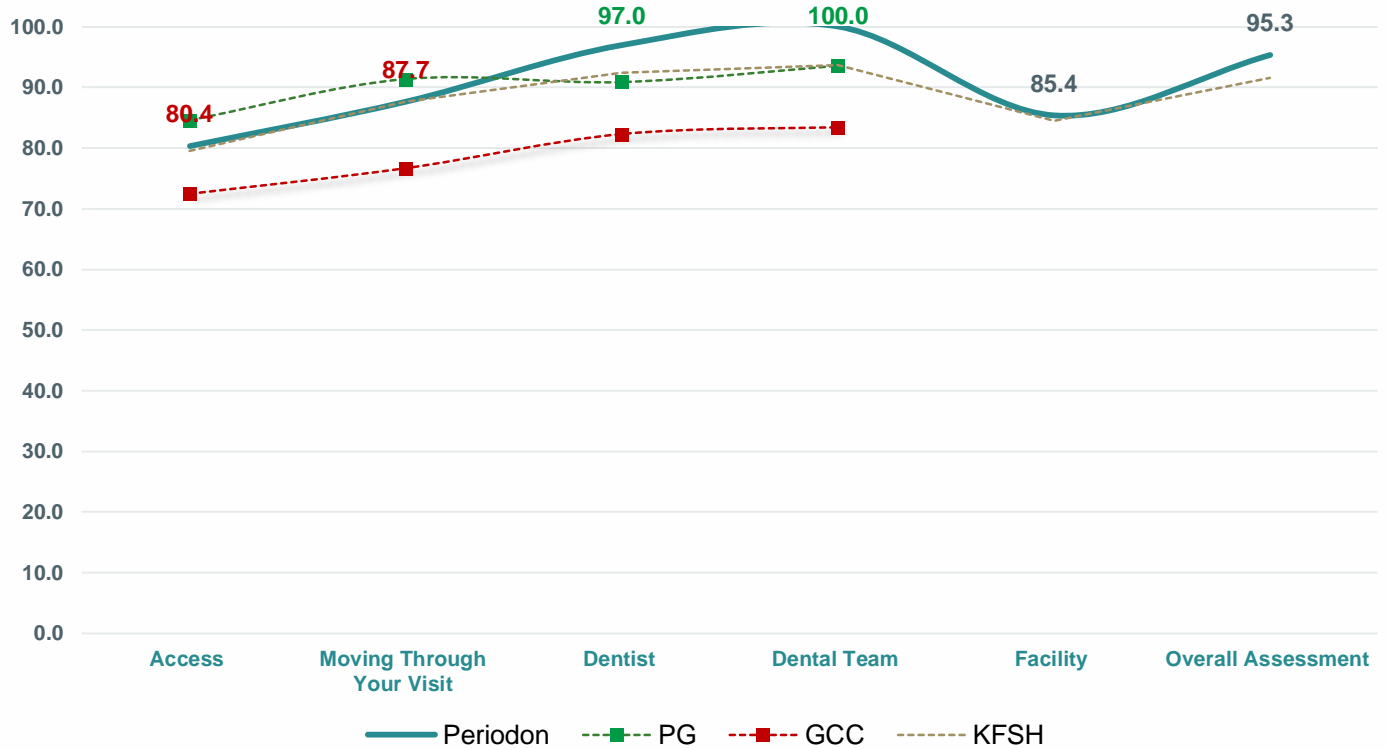
Periodon Patient Journey



n-Size
25*

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

Period: Apr 1st – Jun 30th, 2022



Survey has changed on Q1,2022.

Dental – Departments

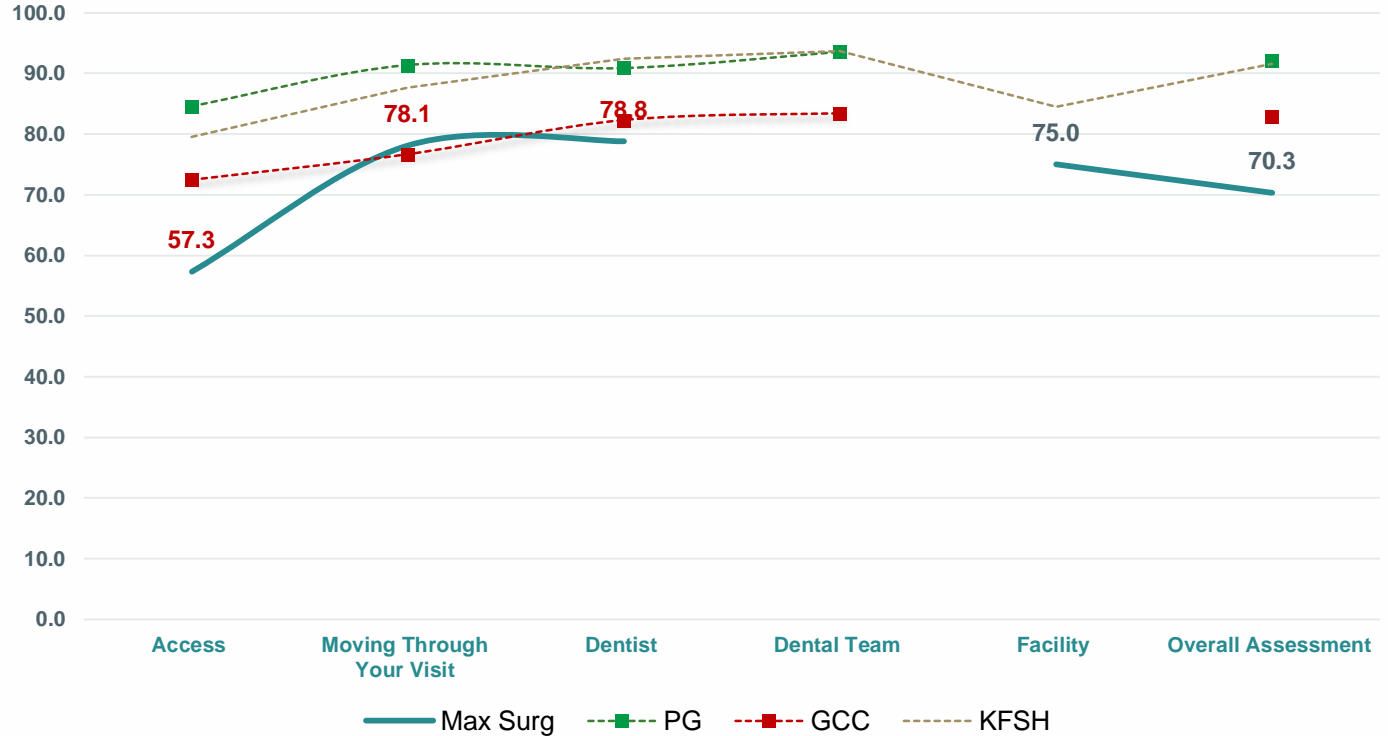
Period: Apr 1st – Jun 30th, 2022

Max Surg Patient Journey



n-Size
8*

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



Survey has changed on Q1,2022.



Outpatient
Services

OU – Overall Rating

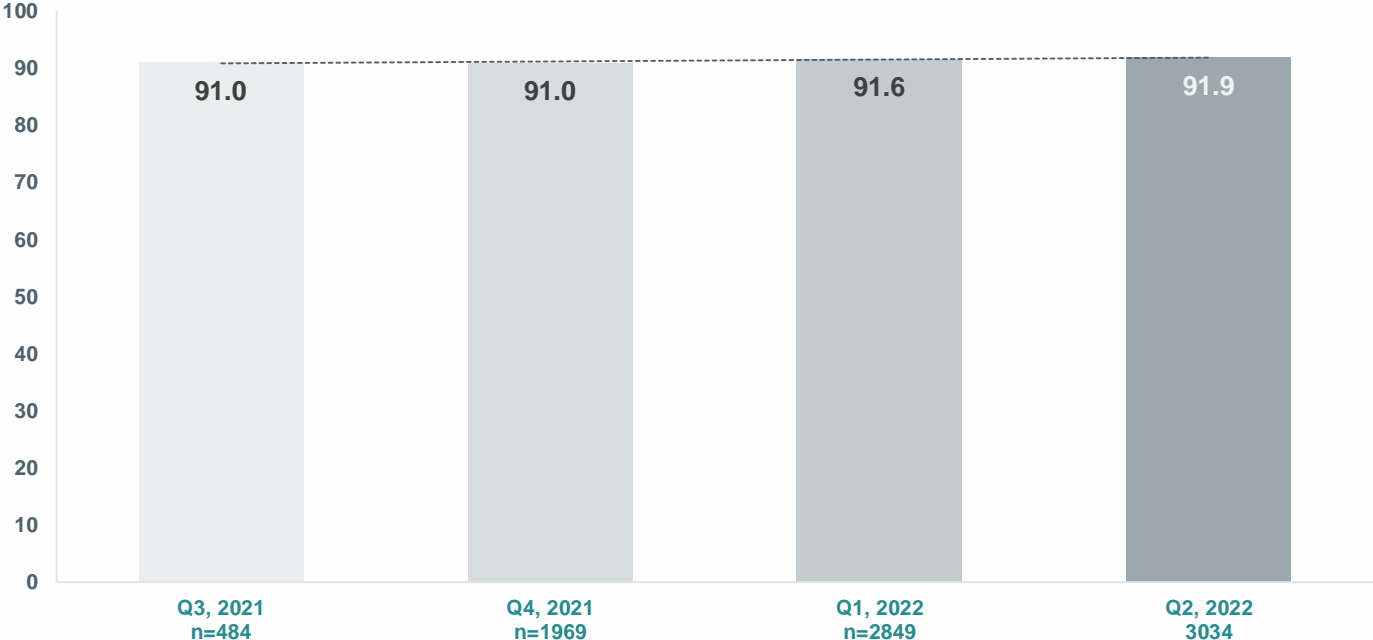
KFSH



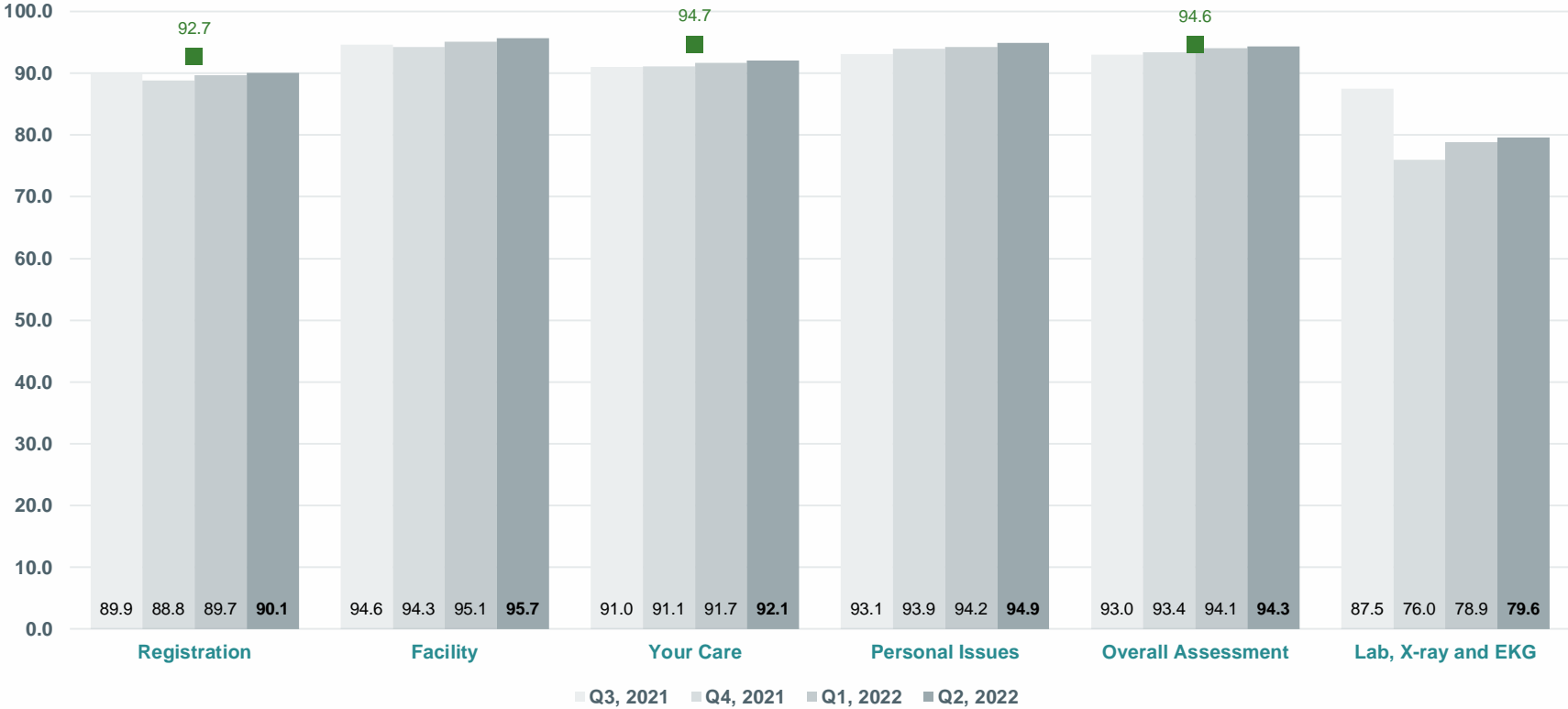
91.9
Q2, 2022

n-Size
3,034

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



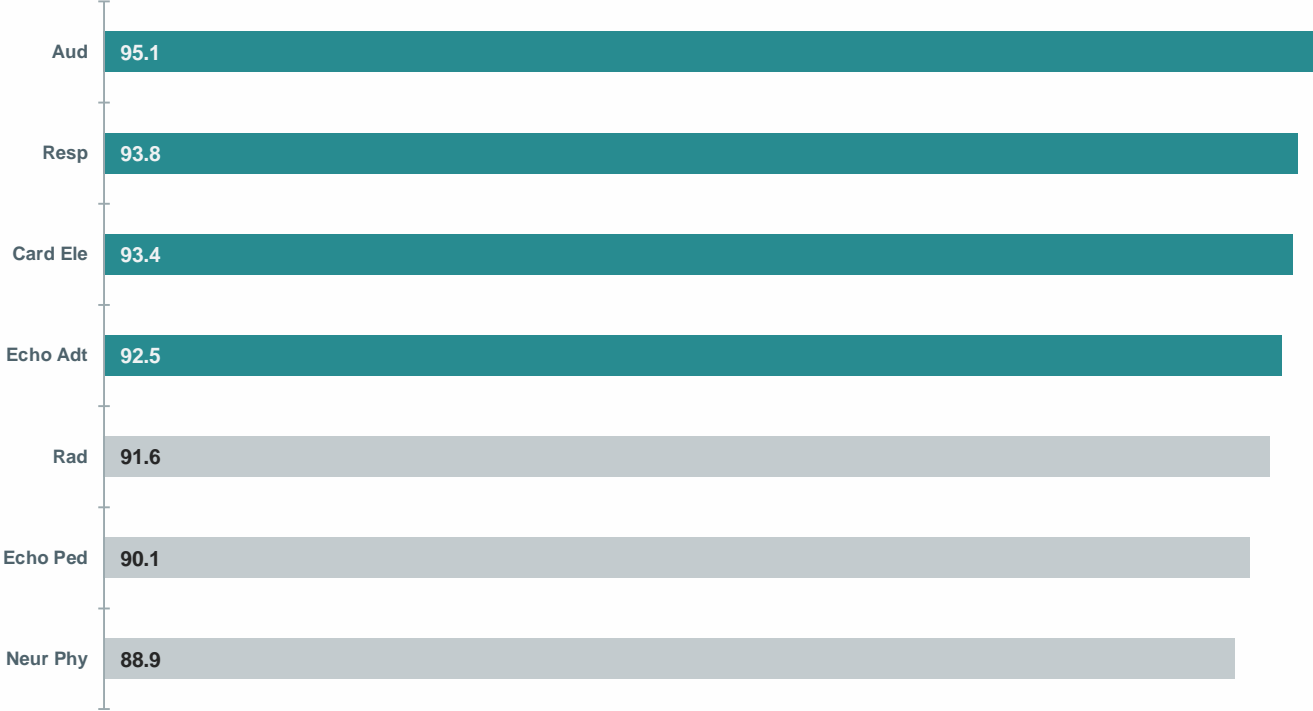
OU – Survey Domains



■ PG Average

OU – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

OU – Departments

Aud Patient Journey



n-Size
129

Period: Apr 1st – Jun 30th, 2022



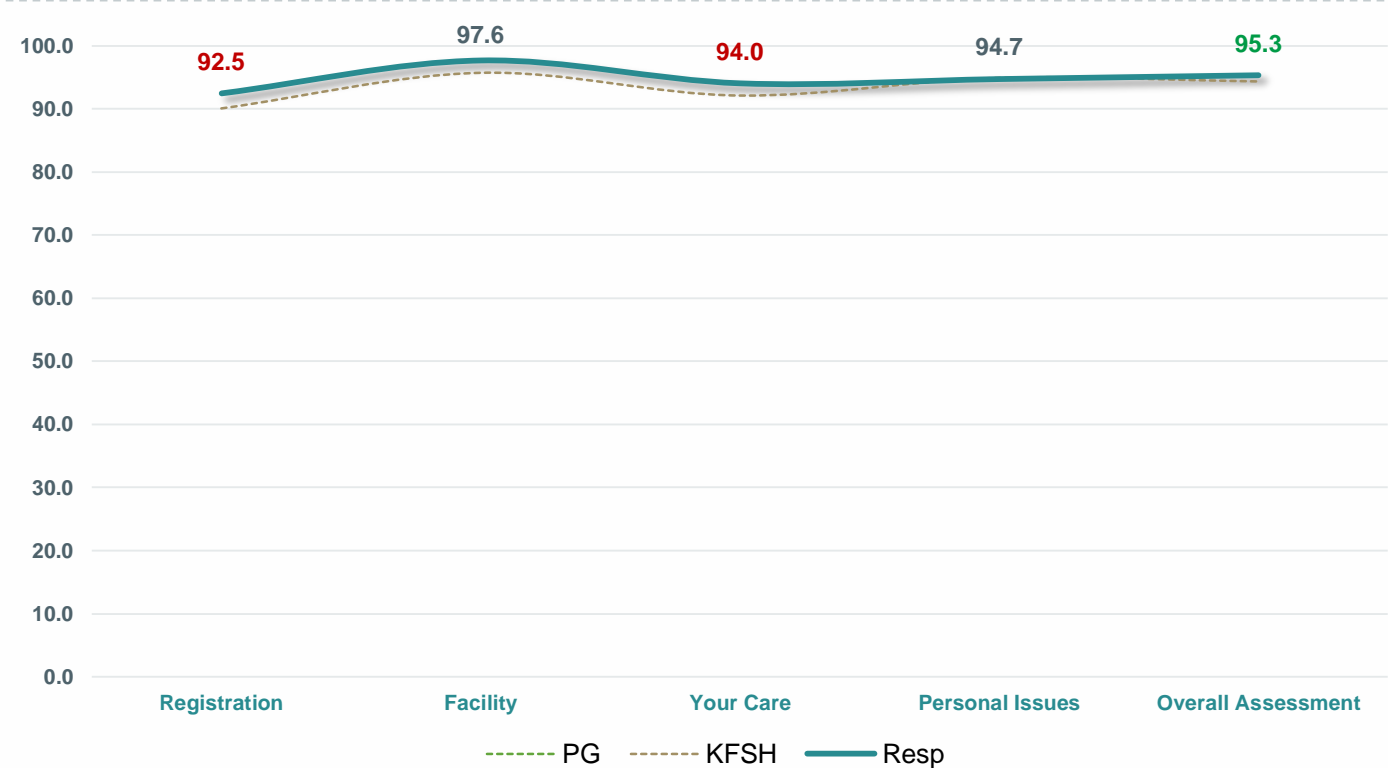
OU – Departments

Resp Patient Journey



n-Size
142

Period: Apr 1st – Jun 30th, 2022



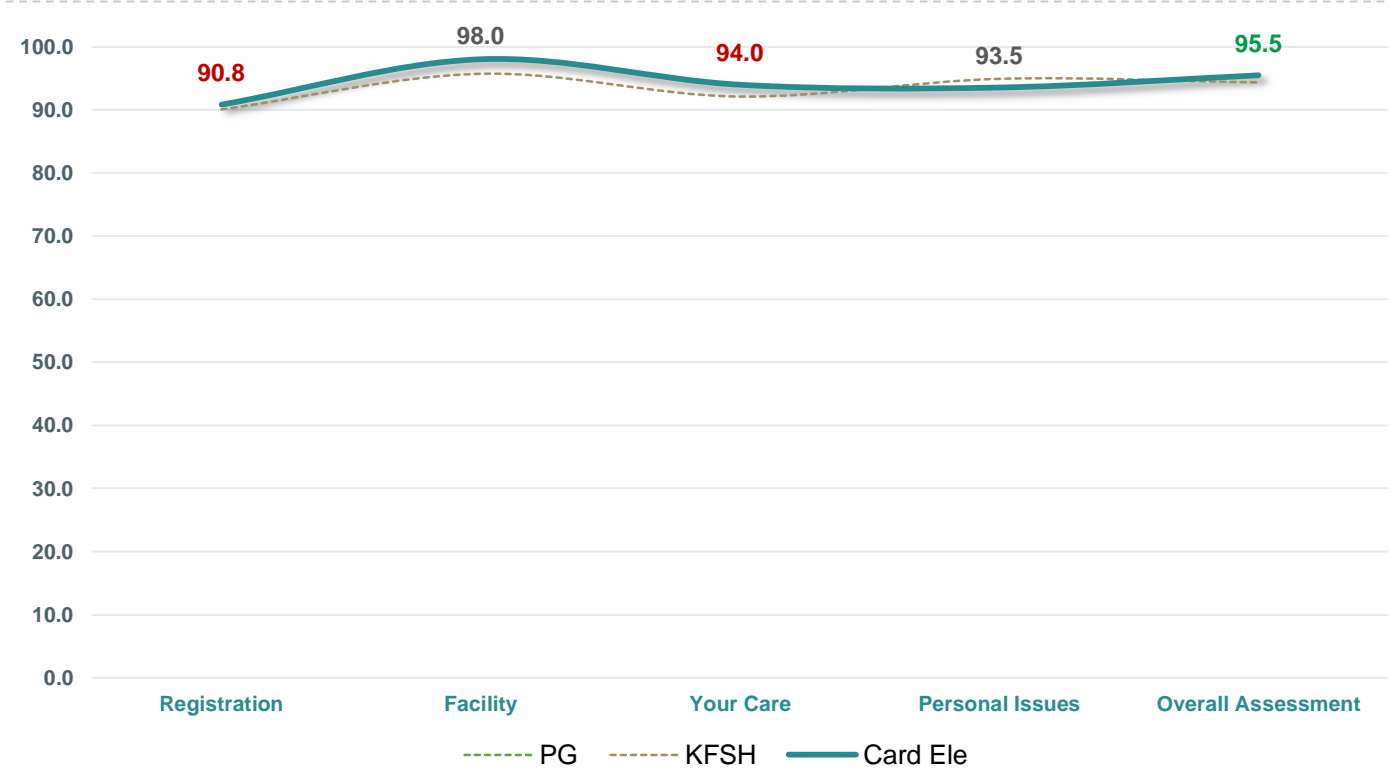
OU – Departments

Card Ele Patient Journey



n-Size
118

Period: Apr 1st – Jun 30th, 2022



OU – Departments

Echo Adt

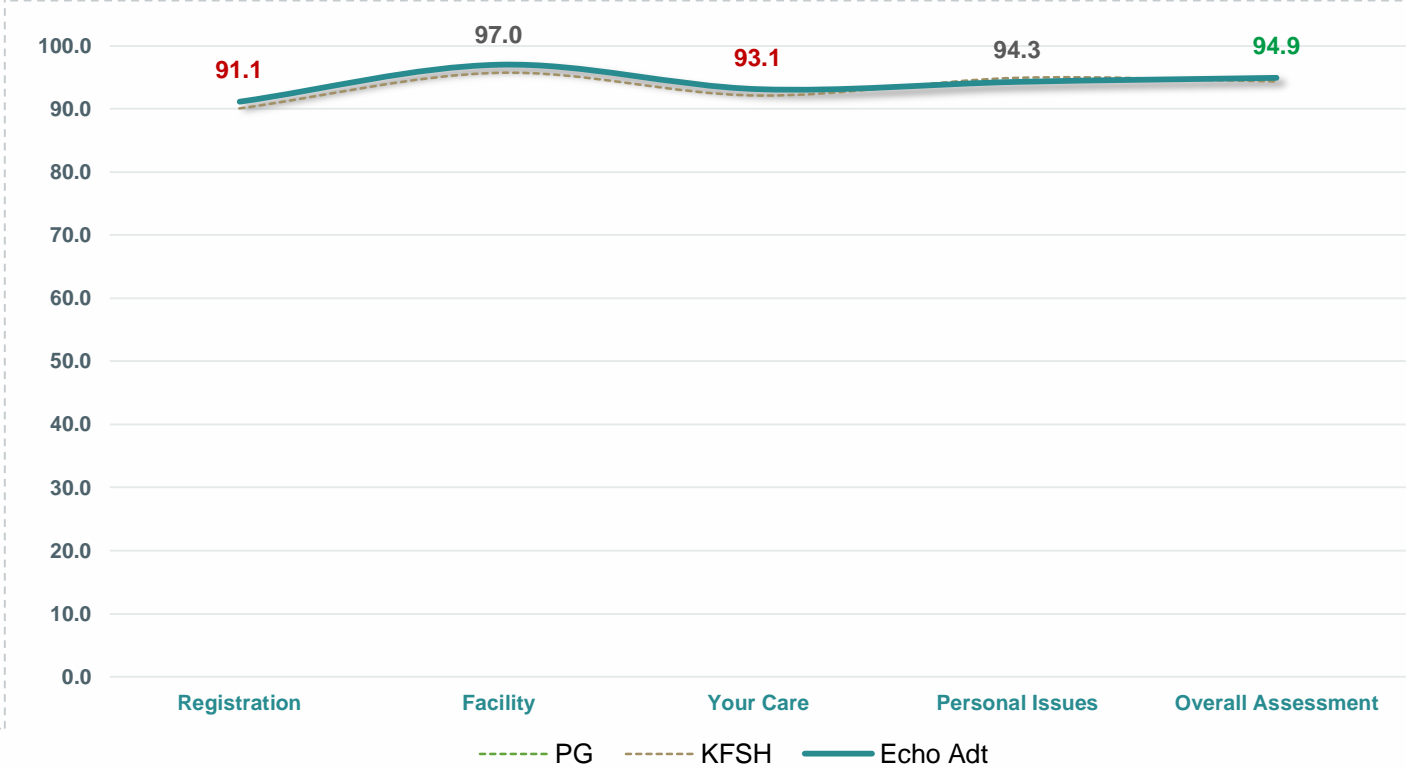
Patient Journey



n-Size

211

Period: Apr 1st – Jun 30th, 2022



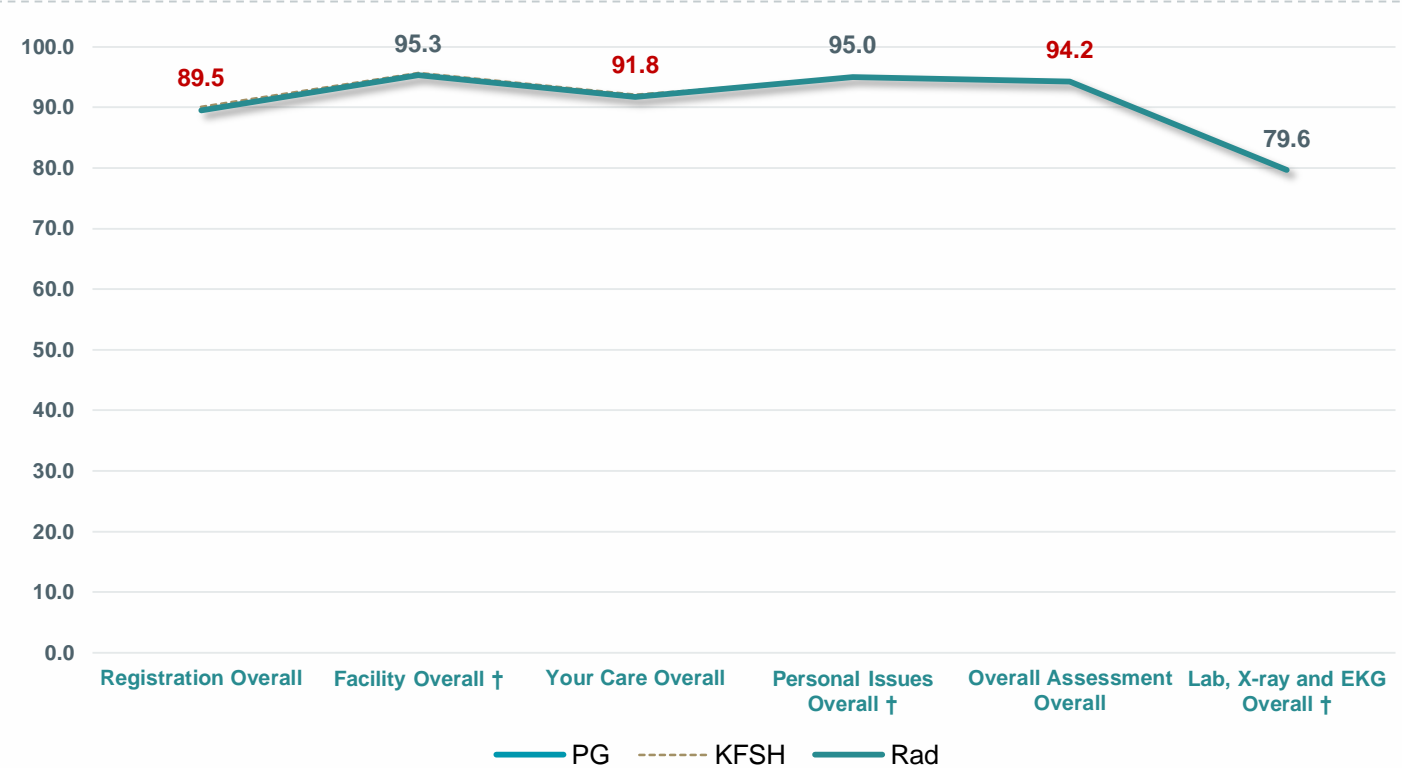
OU – Departments

Rad Patient Journey



n-Size
2,262

Period: Apr 1st – Jun 30th, 2022



OU – Departments

Echo Ped

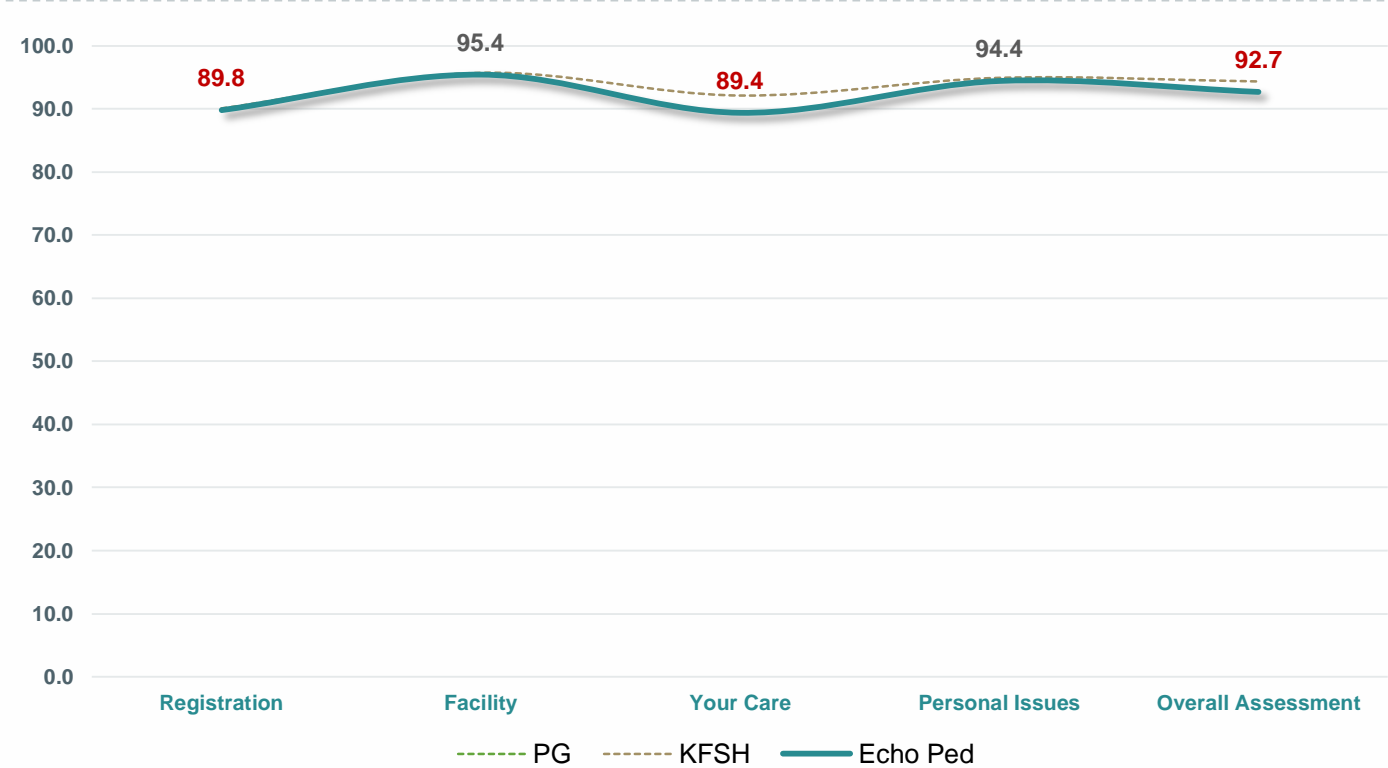
Patient Journey



n-Size

132

Period: Apr 1st – Jun 30th, 2022



OU – Departments

Neur Phy

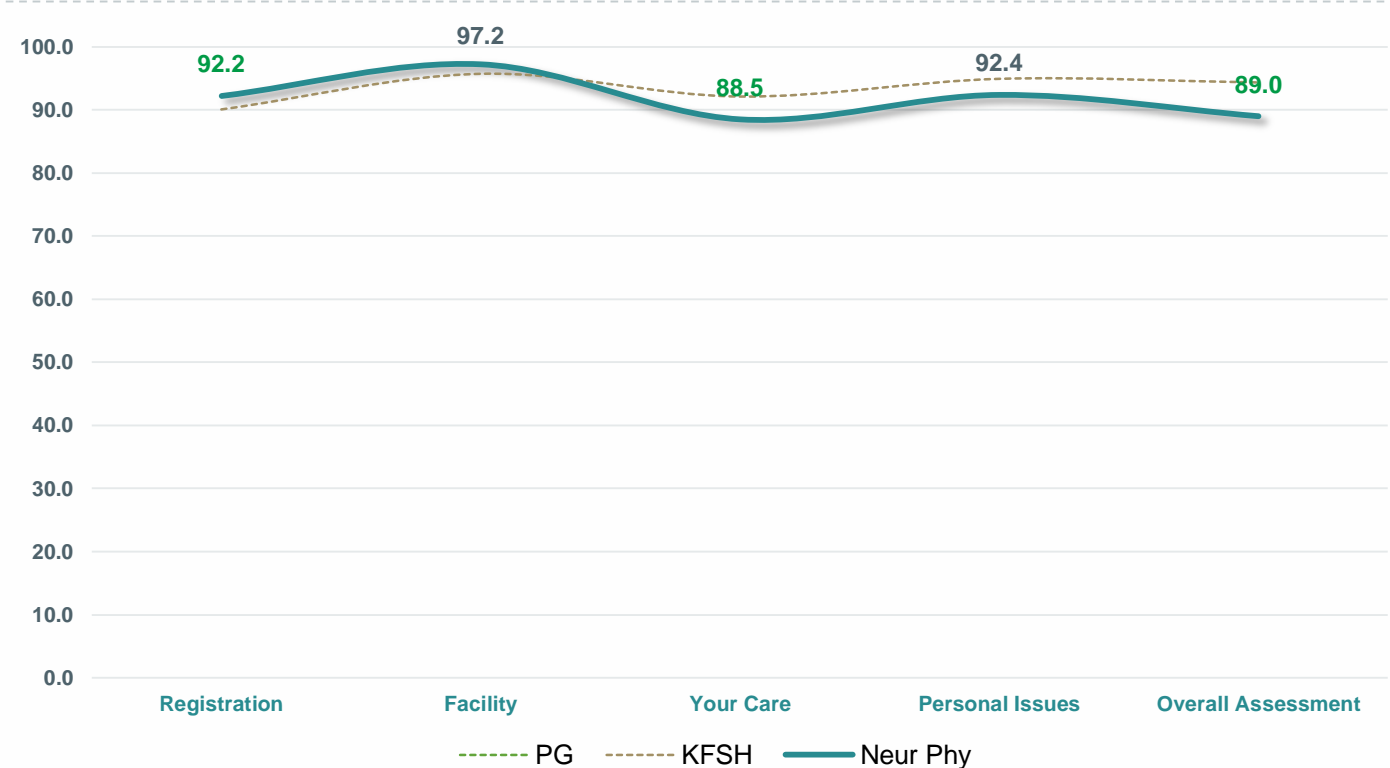
Patient Journey



n-Size

37

Period: Apr 1st – Jun 30th, 2022



OU – Priority Index (Q2, 2022)



1 Waiting time in X-ray

Measures the patient's perception of the length of time that elapsed in treatment area.

2 Staff worked together

Measures patients' perceptions of the coordination of care. From the patient's perspective, coordination is visible when information and instructions flow smoothly from physicians to nurses to office staff and vice versa.

3 Response to concerns/complaints

Measures the patient's perception of the effectiveness and timeliness of staff's response to their concerns.

4 Comfort of waiting area

-measures the patient's perception that the center made it easy and comfortable for people to visit.

5 Trust in skill of staff

n measures patients' trust in the skill, knowledge, and expertise of the care providers. Patients view care providers as being in charge of their treatment.

- 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 3 months look-back.



Outpatient
Rehabilitation

OR – Overall Rating

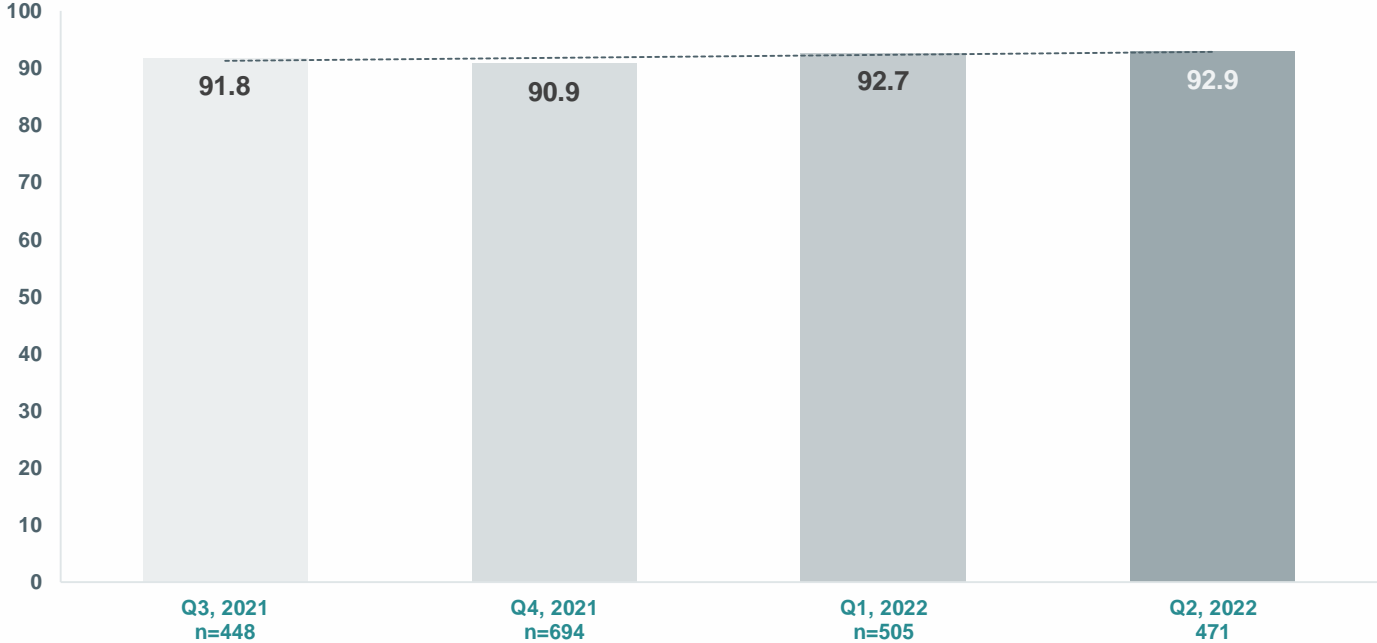
KFSH



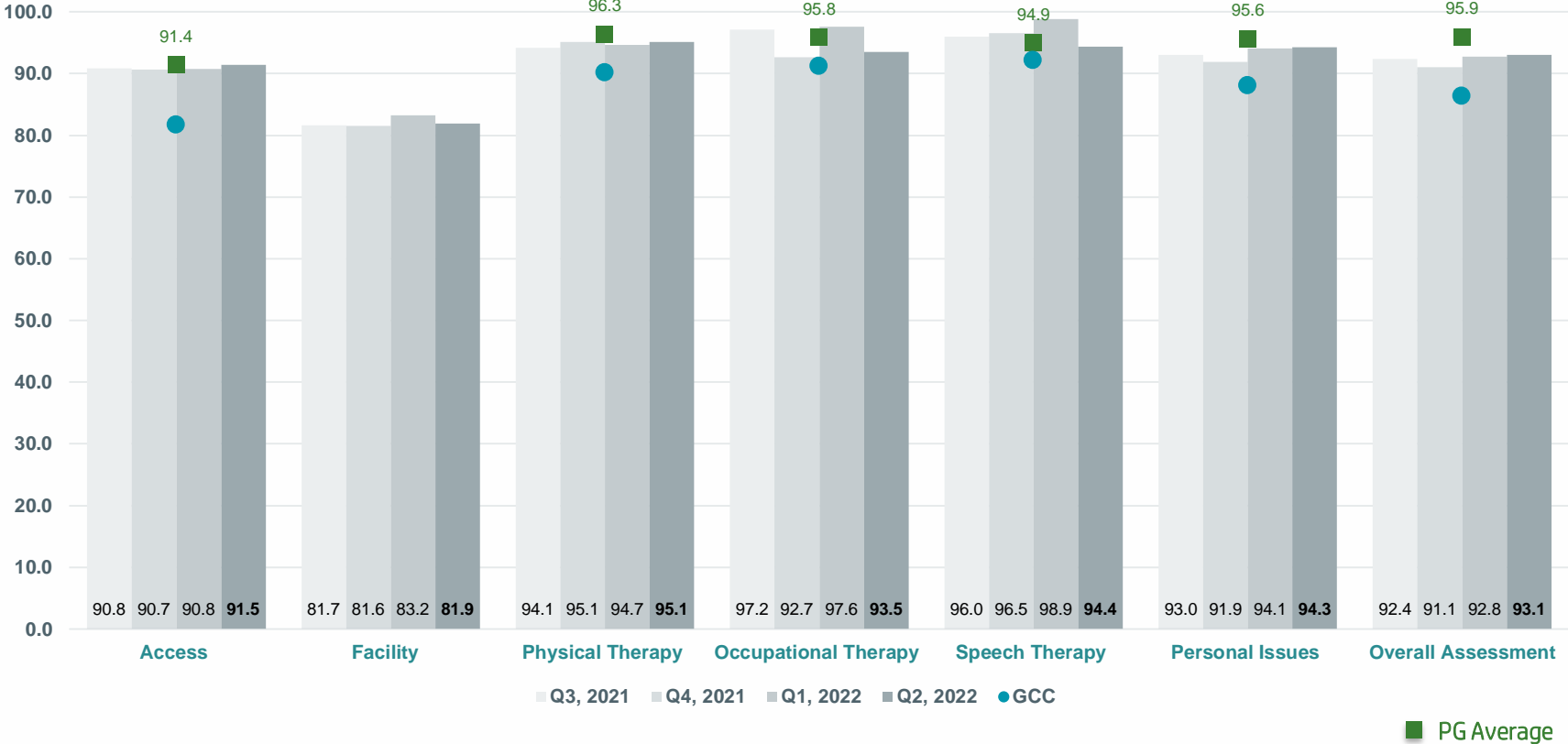
92.9
Q2, 2022

n-Size
471

Overall Rating Trend [Q3, 2021 – Q2, 2022]



OR – Survey Domains



OR – Overall Rating

Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

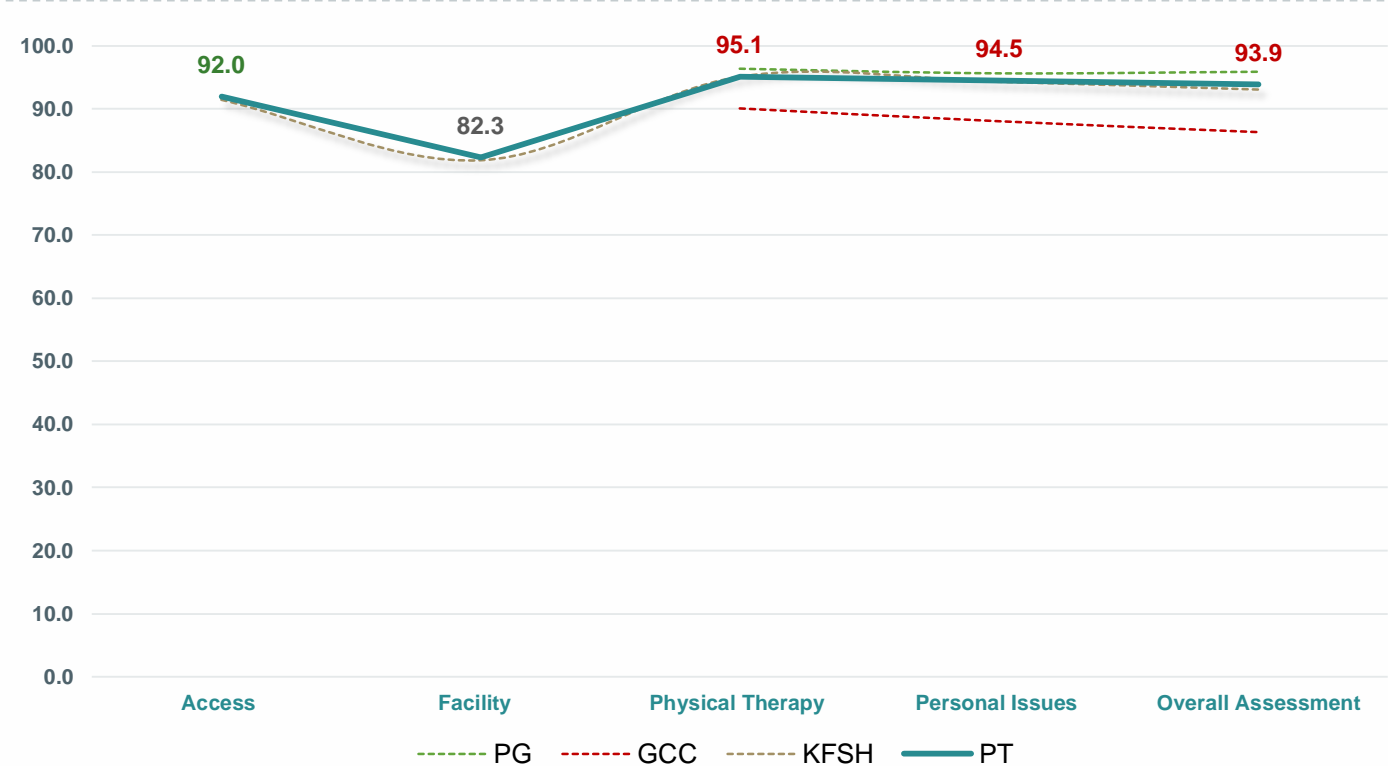
OR – Departments

PT Patient Journey



n-Size
344

Period: Apr 1st – Jun 30th, 2022



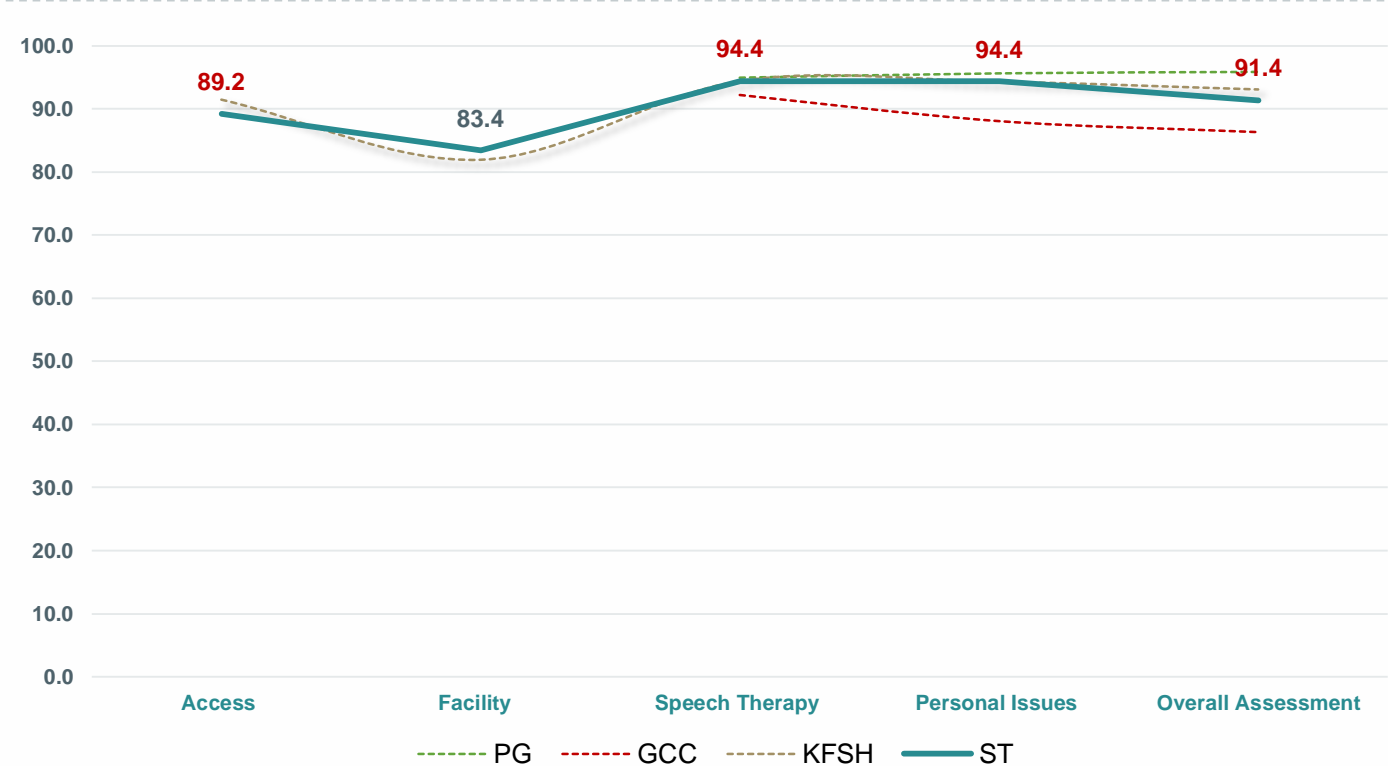
OR – Departments

ST Patient Journey



n-Size
95

Period: Apr 1st – Jun 30th, 2022



OR – Departments

OT Patient Journey

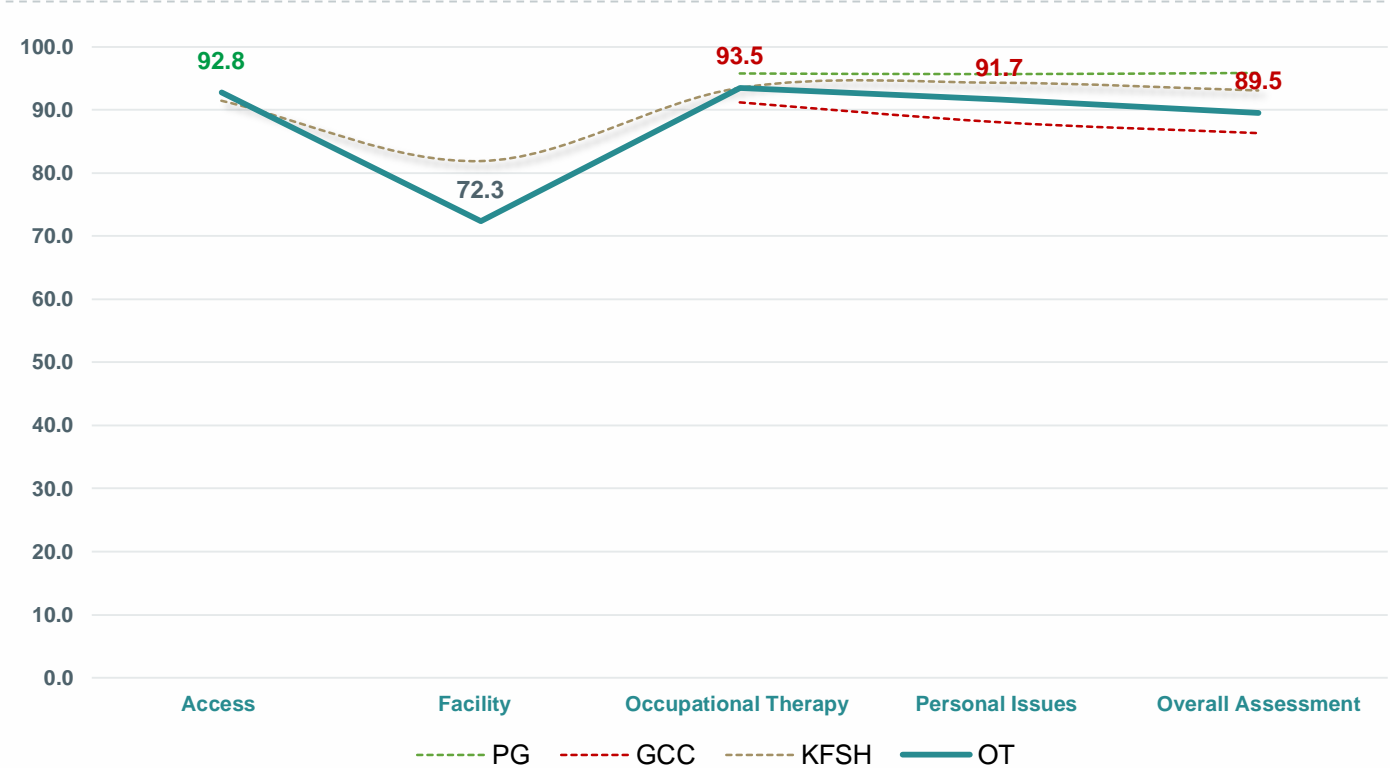


n-Size

28*

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

Period: Apr 1st – Jun 30th, 2022



OR – Priority Index (Q2, 2022)



1 Trust in skill of OT staff

Measure accesses patients' perceptions of the skill of the occupational therapists.

2 Include you in decisions OT goals

As experienced clinicians, occupational therapists will have a strong grasp of what to expect with therapy.

3 Therapy progress toward goals

Measure progress toward physical, occupational, speech, and recreational therapy goals

4 Trust in skill of ST staff

Measures patients' trust in the skill, knowledge, and expertise of the care providers. Patients view care providers as being in charge of their treatment.

5 Explanations OT treatment/progress

measures the patient's evaluation of the quality of communication regarding their treatment and progress throughout the course of therapy.

- 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 3 months look-back.



Telemedicine

Telemedicine – Overall Rating

KFSH

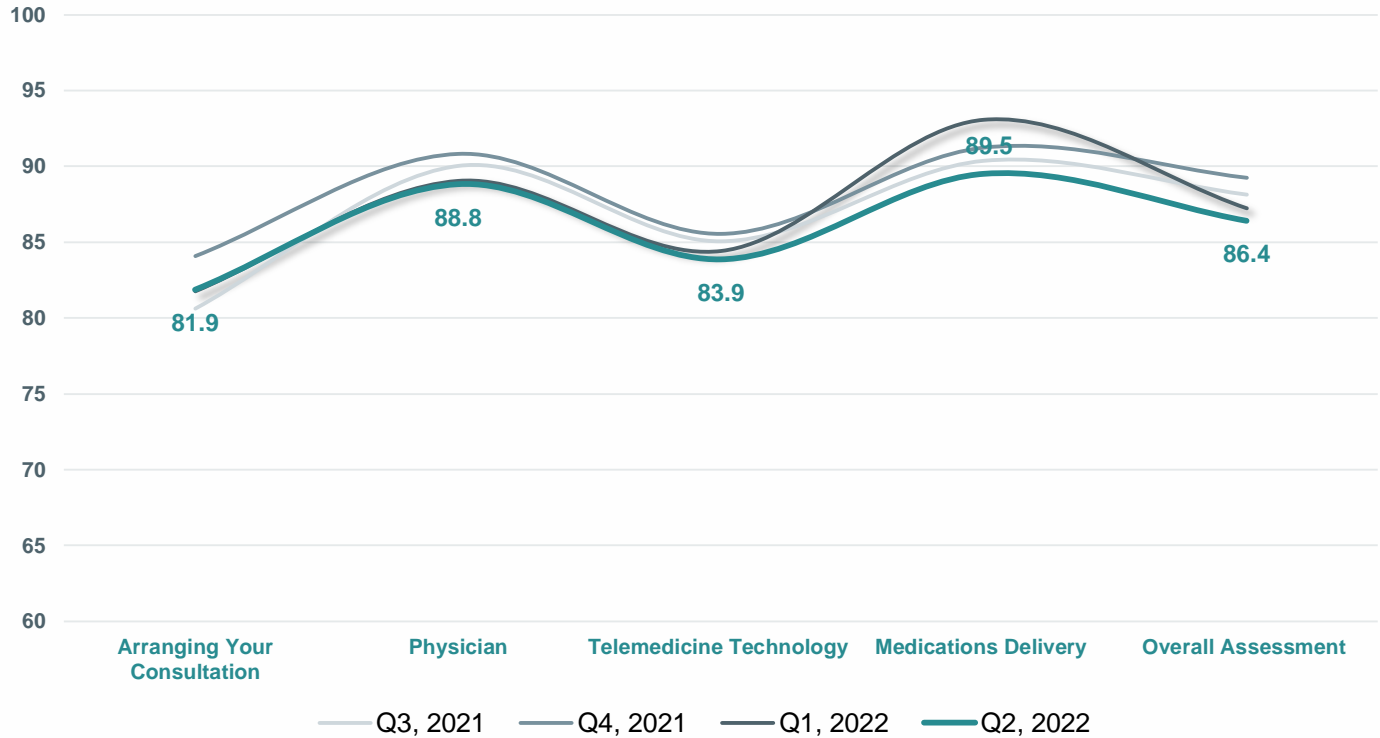
83.9

Q2, 2022
0.00 vs. Q1 2022

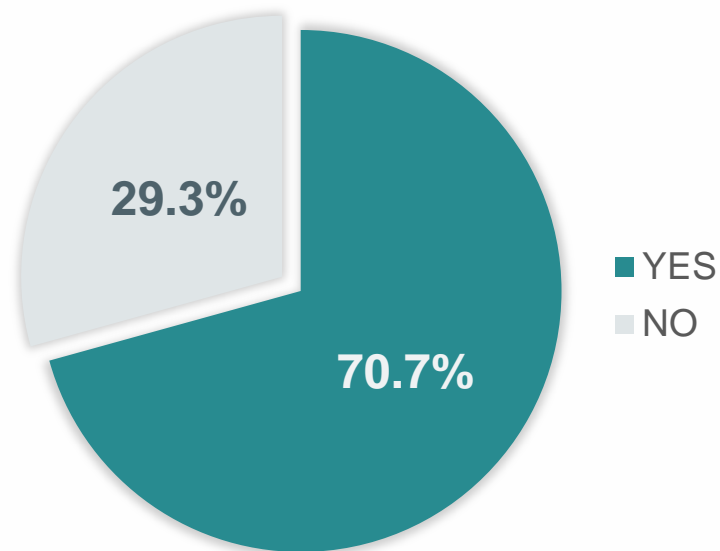
n-Size

201

Period: Jul 1st, 2021 – Jun 30th, 2022

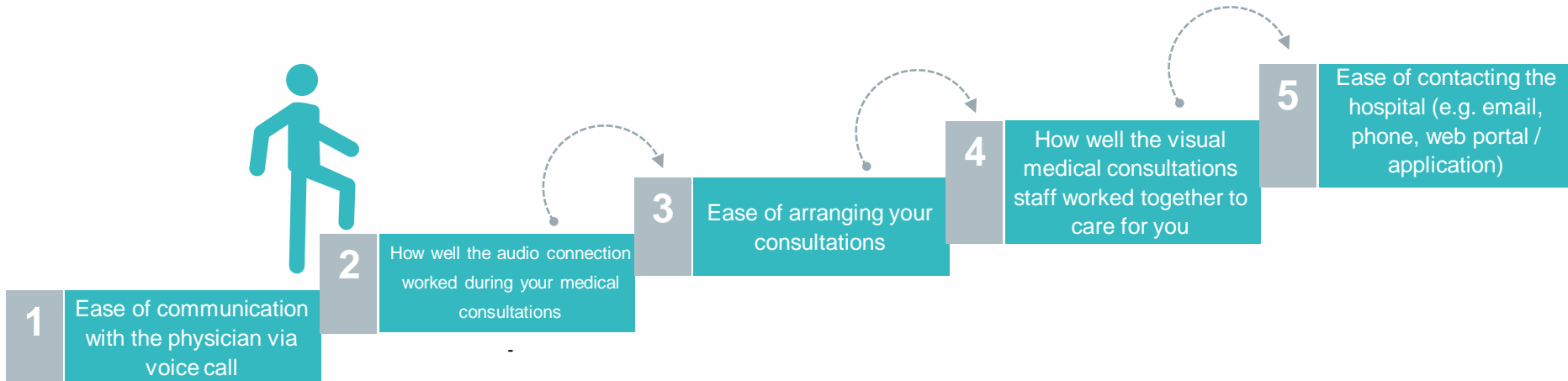


Did this telemedicine consultation spare you visiting the hospital?



Period: Apr 1st – Jun 30th, 2022

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 - Riyadh

Patient Experience Results [Q2, 2022]



روابط للحلول الصحية
HEALTH LINKS

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