

# King Faisal Specialist Hospital

Madinah

Patient Experience Results [Q2, 2022]



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



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# Impact of Covid-19 Pandemic on Patient Experience

- The COVID-19 pandemic has altered patients' perceptions of high-quality care and the emergence of new exceptional trends & priorities in Patient Experience. Amid so much change and uncertainty, the fundamental question healthcare leaders must answer is **"How to earn patients' trust?"**

- These radical developments requires us to carefully look at the Patient Experience Results keeping in mind the new reality that the pandemic imposed on the healthcare services:

- **Telemedicine** use has surged, rapidly shifting health systems to new delivery models. Performance on the **technology-specific items** on the telemedicine survey are less favourable. This is expected given the quick, large-scale transition to telemedicine and the learning curve for the provider and the patient.
- **Sample Size** for many services/settings has sharply decreased due to restrictions and in some cases closure of some sites.
- **Population characteristics (e.g., demographics, acuity / specialty-mix)** have been disturbed, affecting the ability to trend performance from historical scores.
- **Patient verbatim comments** is a valuable source of understanding perception to care. **Kindness** and **professionalism** of staff continue to be top themes in patients' positive related commentary. Not surprisingly, negative comments indicate patients' concerns about efforts to ensure **safety, hygiene and communication on test results** reflecting an evolving of new standards and the new patient's perceptions.
- **Goals & Incentives:** Press Ganey recommends to wait until circumstances allow for a new baseline to be created -likely 6-12 months after the crisis has subsided- to set new goals, possibly skipping goals/incentive for up to two cycles. This is due to the disruption in population characteristics caused by the crisis, as data collected during and directly after this period will likely not provide an accurate baseline.
- **Survey practices:** Press Ganey recommends retaining current surveying practices in order to collect data that facilitates identification of where and when breakdowns in service occurred during this crisis. This would allow addressing pressing quality improvement needs, as well as redesign service weak points uncovered after the COVID-19 crisis has subsided. This could also include assessing the quality and efficacy of newly adopted virtual modes of care delivery.

Press Ganey has developed a comprehensive resource page to address the evolving challenges this pandemic presents, [Access Press Ganey COVID-19 Resources](#)



**King Faisal Specialist Hospital - Madinah**  
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 (Q2, 2022)	Previous Period (Q1, 2022)	2022 Target Score
Medical Practice (OP)	93.6	94.2	93.6
Inpatient – Adults (IP)*	94.8%	82.4%	73.8%
Emergency Department (ED)	88.2	89.6	88.0

\* HCHAPS Survey - Top Box % is used

This effort is intended into aligning KFSH-Madinah 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.

**King Faisal Specialist Hospital - Madinah**



Outpatient

# OP – Overall Rating

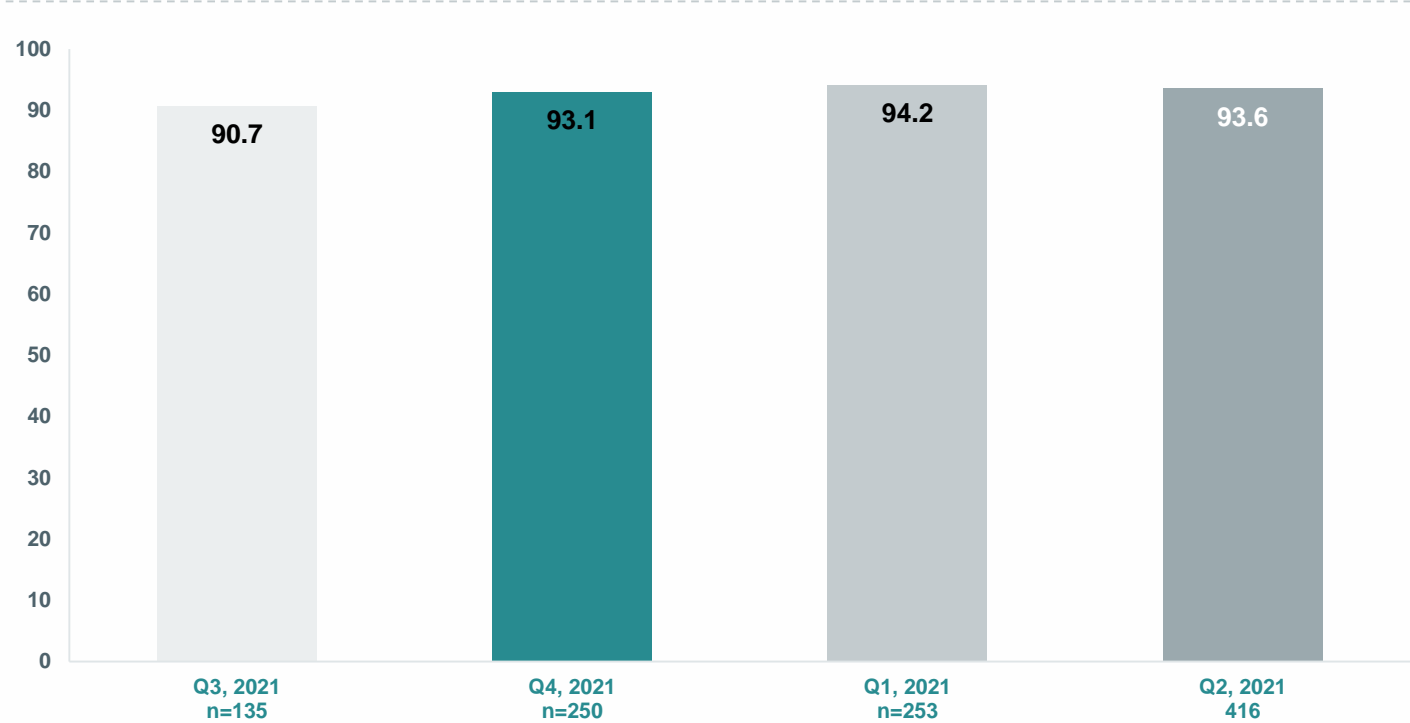
**KFSH**



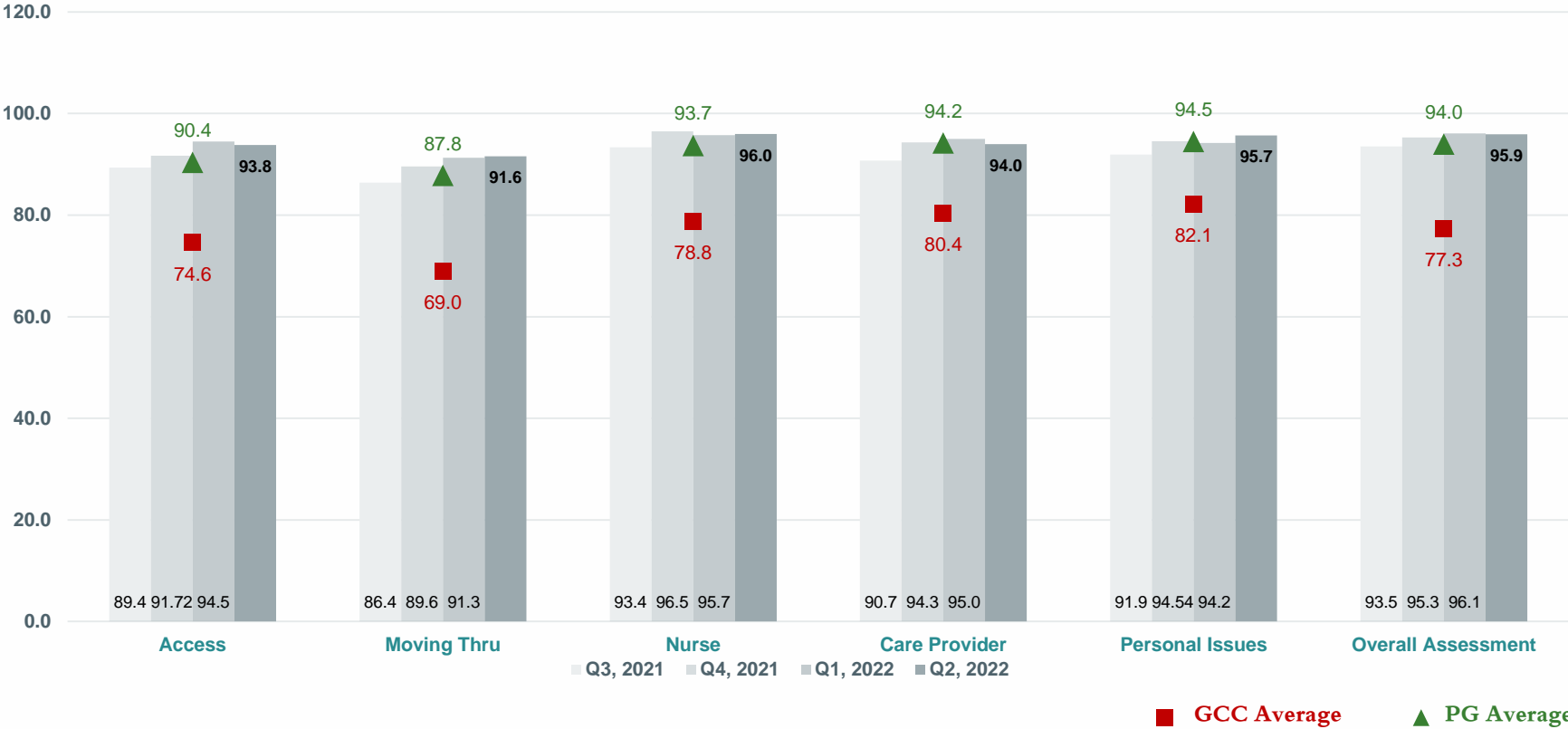
**93.6**  
Q2, 2022

**n-Size**  
416

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



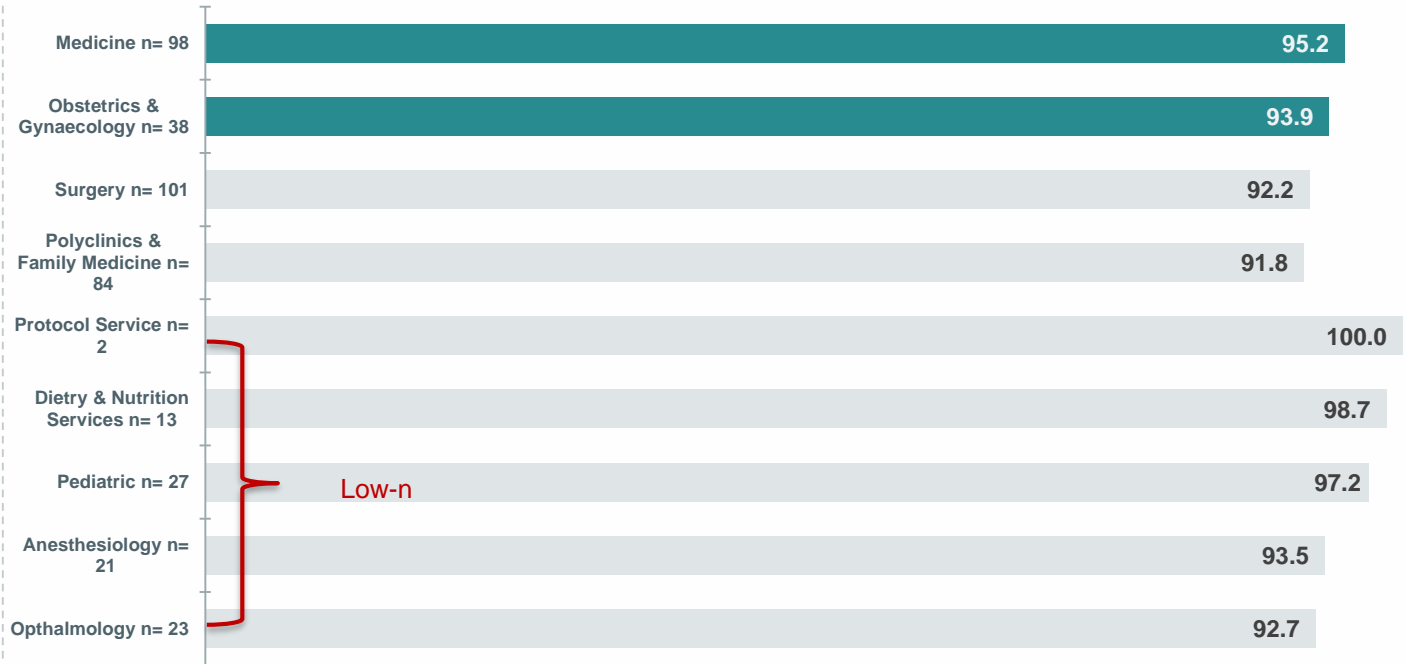
# OP – Survey Domains





# OP – Overall Rating

## Overall Rating Departments



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

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

# OP – Departments

## Medicine

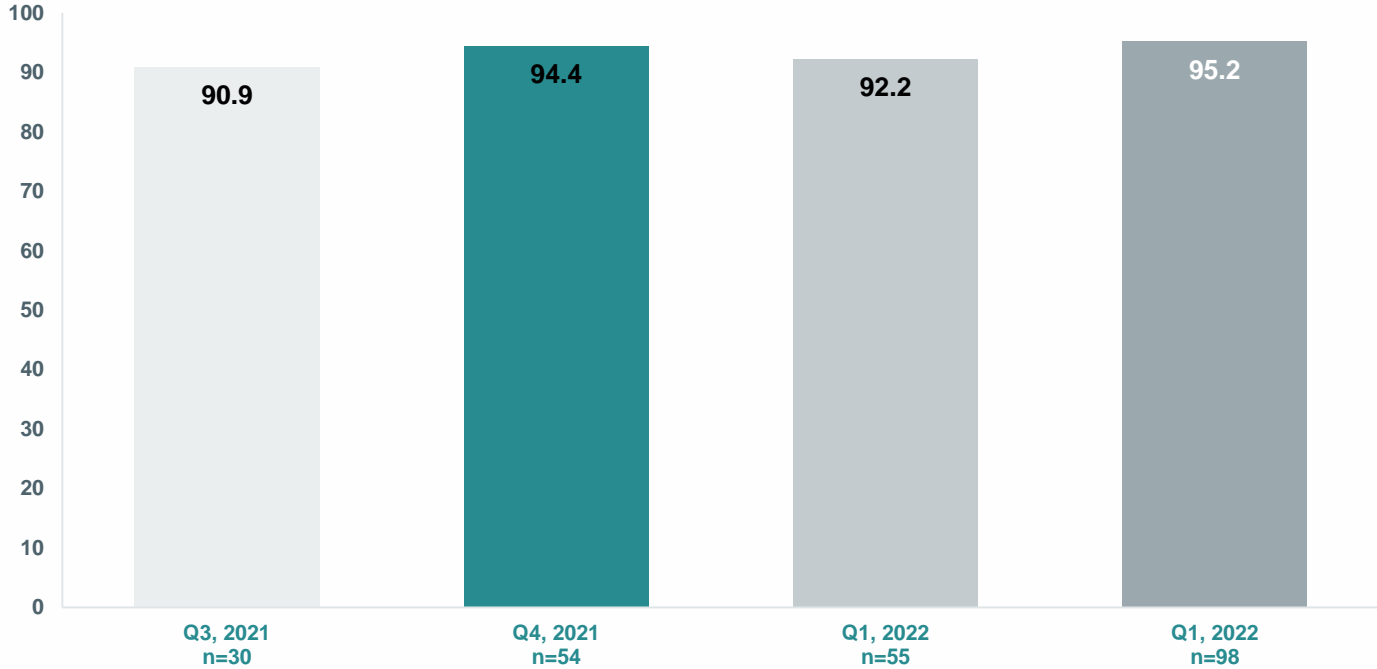
Overall Rating



n-Size

98

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



■ 2021 Target [93.6]

# OP – Departments

## Medicine

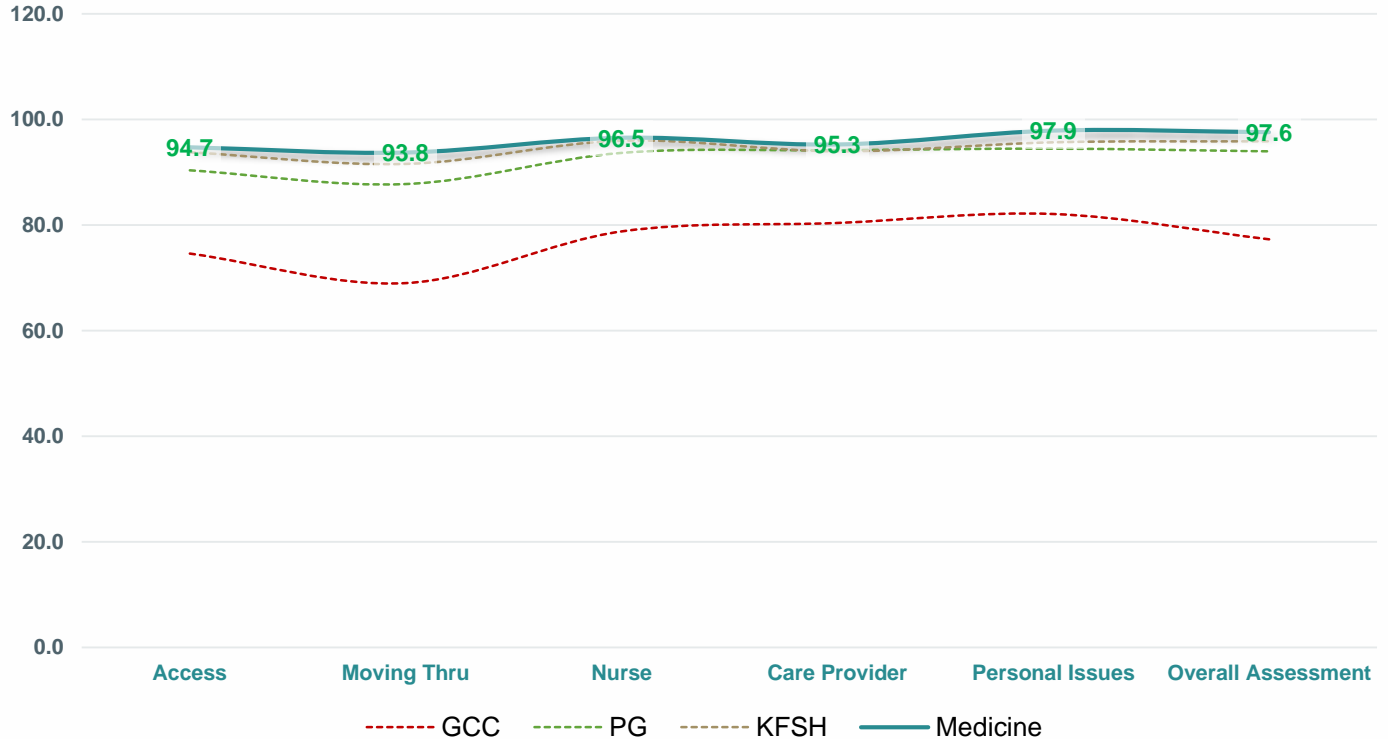
### Patient Journey



**n-Size**

98

Period: Apr 1st – Jun 30th, 2022



# OP – Departments

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

## Surgery

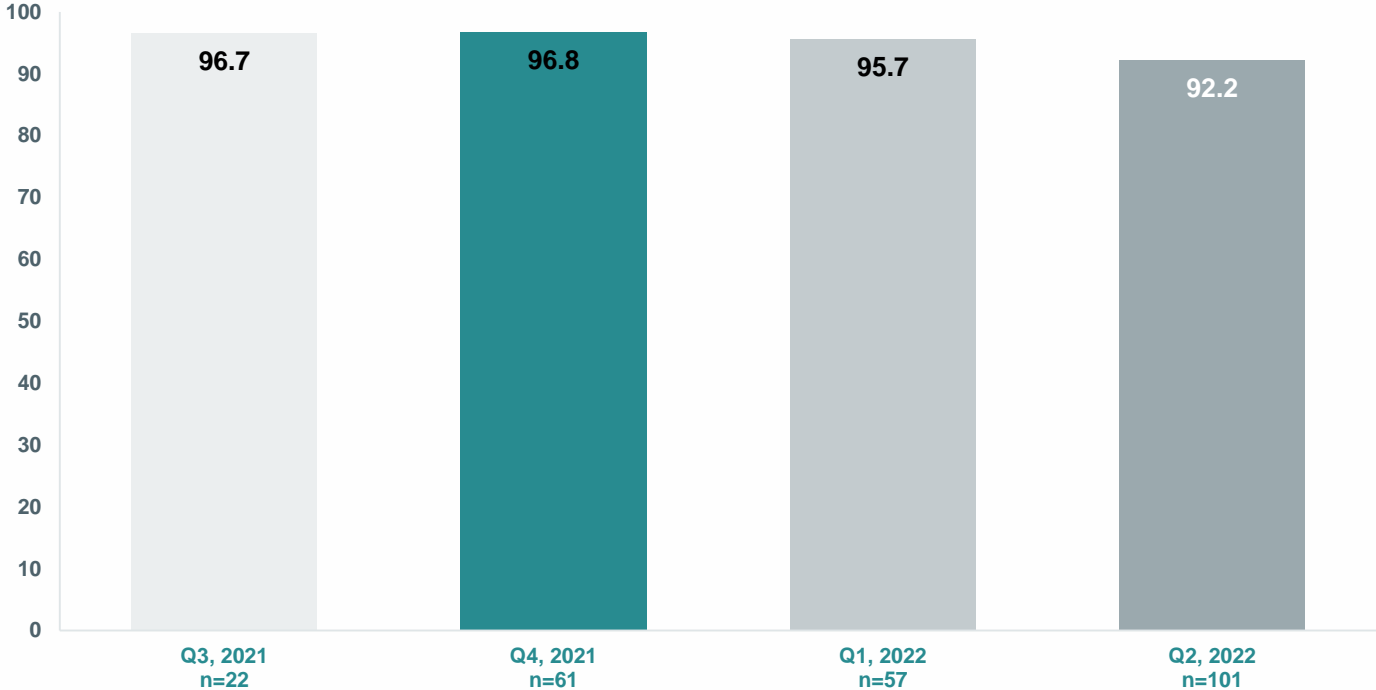
Overall Rating

92.2

Q2, 2022

n-Size

101



■ 2021 Target [93.6]

# OP – Departments

Period: Apr 1st – Jun 30th, 2022

## Surgery Patient Journey



n-Size  
101



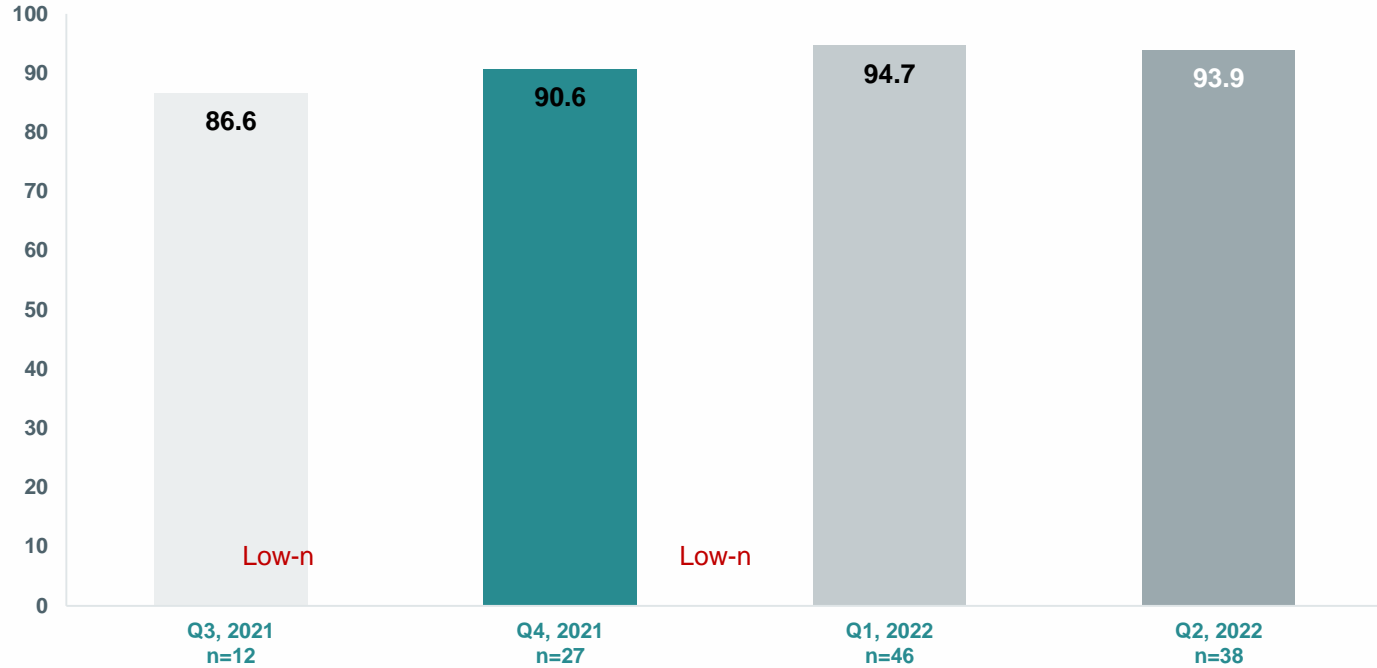
# OP – Departments

## Obstetrics & Gynaecology Overall Rating



**n-Size**  
38

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



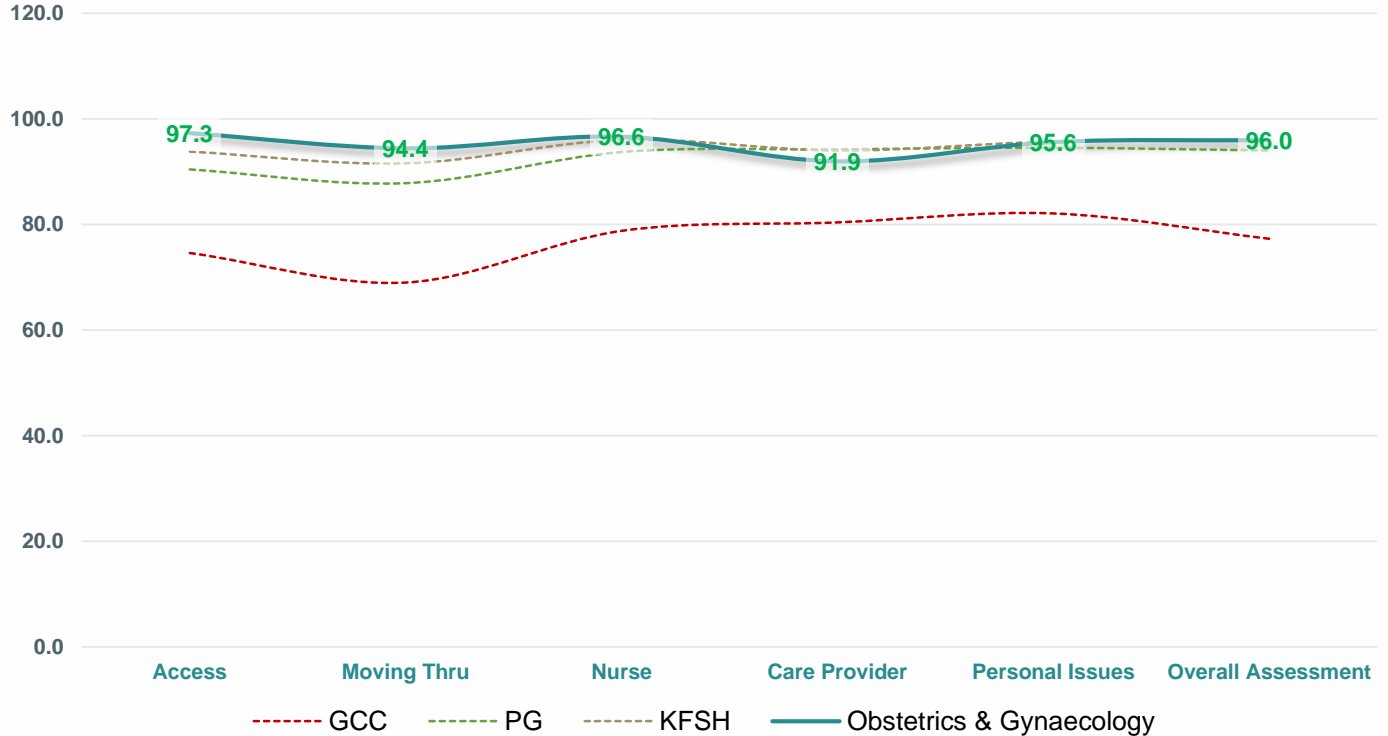
# OP – Departments

## Obstetrics & Gynaecology Patient Journey



n-Size  
38

Period: Apr 1st – Jun 30th, 2022



# OP – Departments

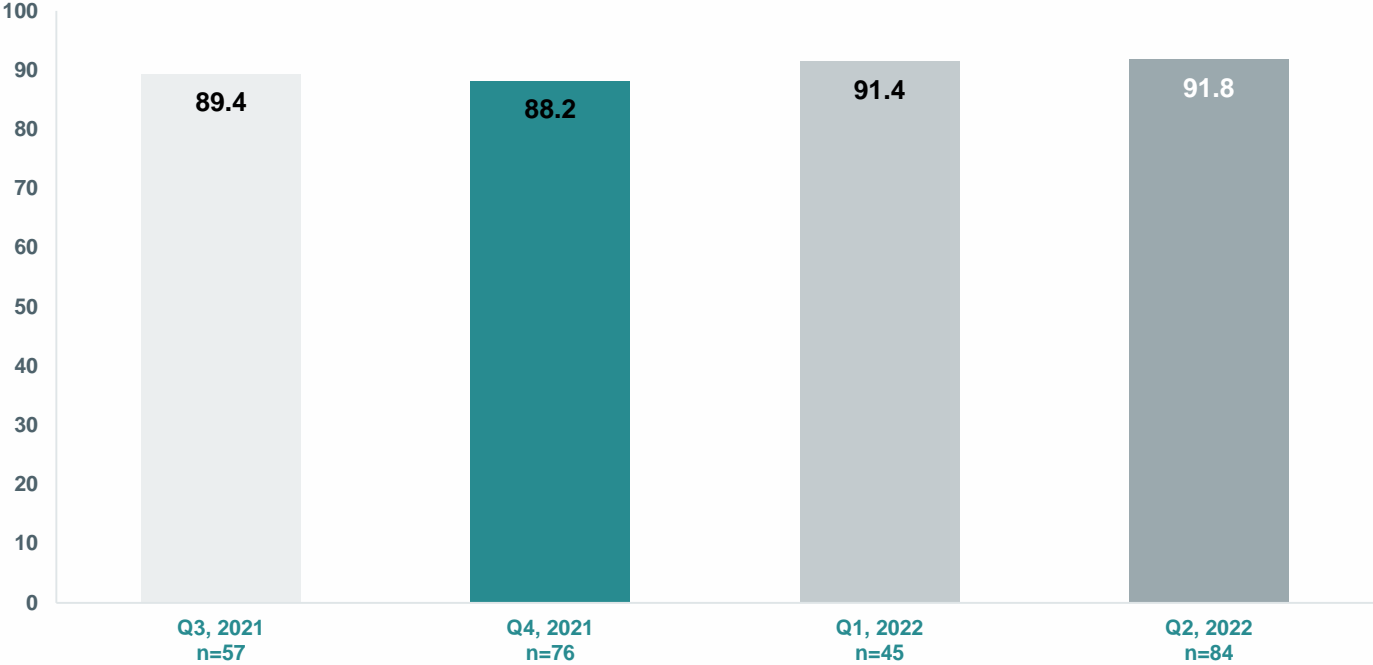
Overall Rating Trend [ Q3, 2021 – Q2, 2022 ]

Polyclinics & Family Medicine  
Overall Rating



n-Size

84



■ 2021 Target [93.6]



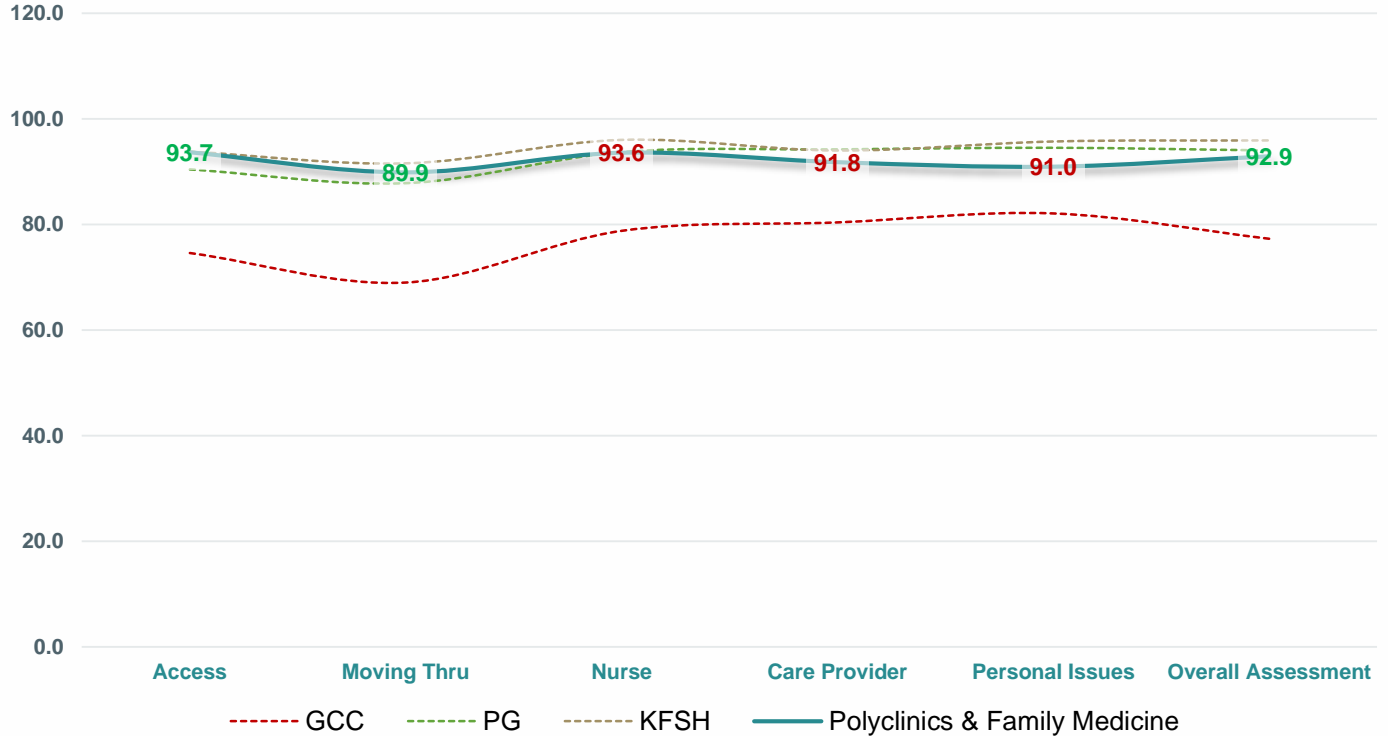
# OP – Departments

Period: Apr 1st – Jun 30th, 2022

## Polyclinics & Family Medicine Patient Journey



n-Size  
84



# OP – Priority Index (Q2, 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	Information about delays	91.58	0.8
2	PG	Response to concerns/complaints†	93.94	0.83
3	PG	Nurses' follow-up care instructions†	94.51	0.8
4	PG	Able to participate decisions care†	93.88	0.77
5	PG	Likelihood of recommending CP	93.40	0.74
6	PG	Wait time at clinic	91.21	0.72
7	PG	CP discuss treatments	93.75	0.73
8	PG	Wait for prescription†	89.11	0.7
9	PG	Care received during visit†	95.80	0.82
10	PG	Our concern for patients' privacy	95.41	0.76

- 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.

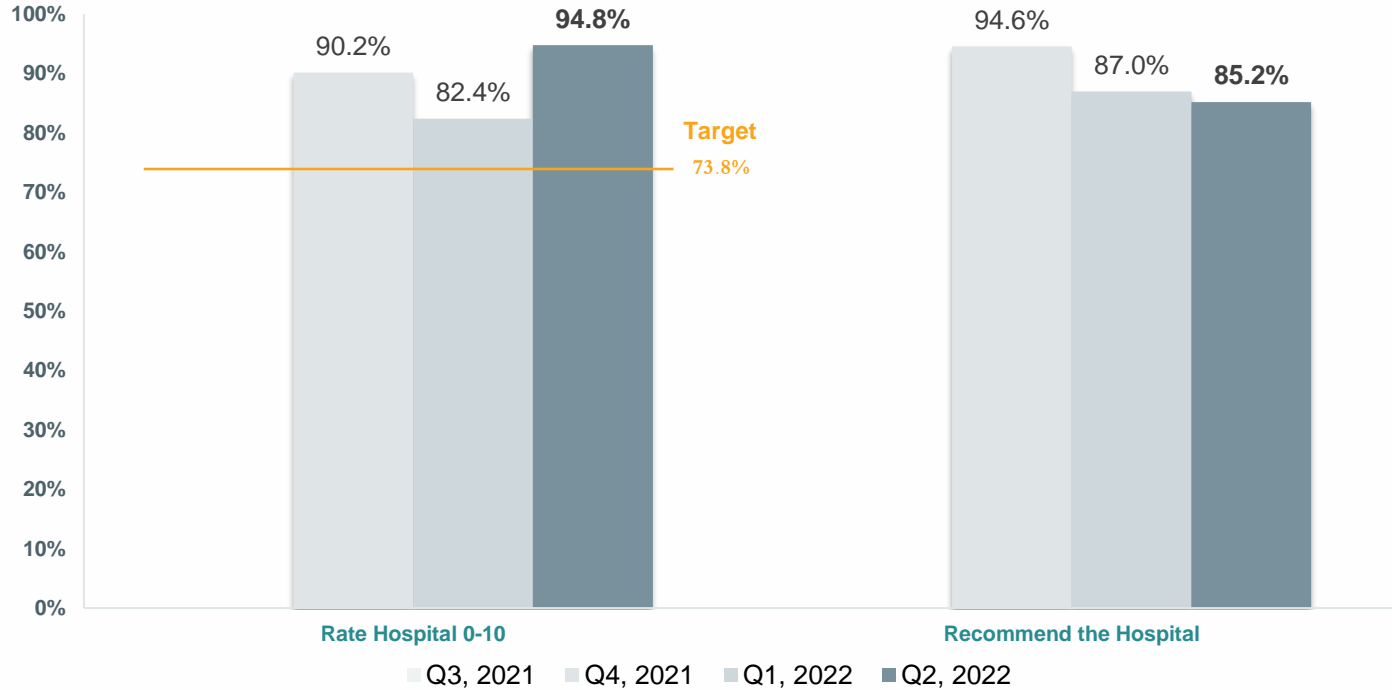


Inpatient  
Adults

# IP – Global Items

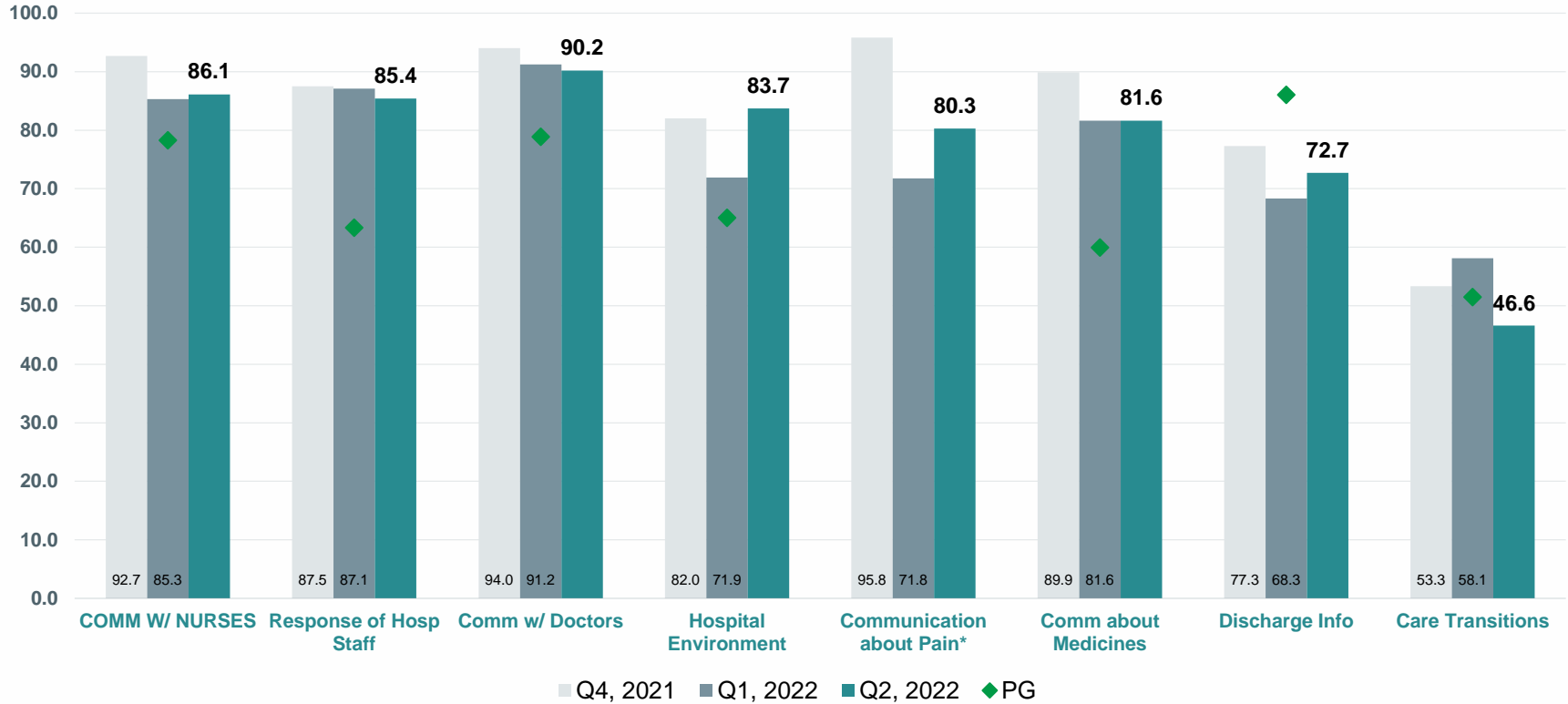
## Global Items Overall

Overall Rating Trend [Q4, 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 – Priority Index (Q2, 2022)

**Priority Index** ⓘ Access Solutions Starters

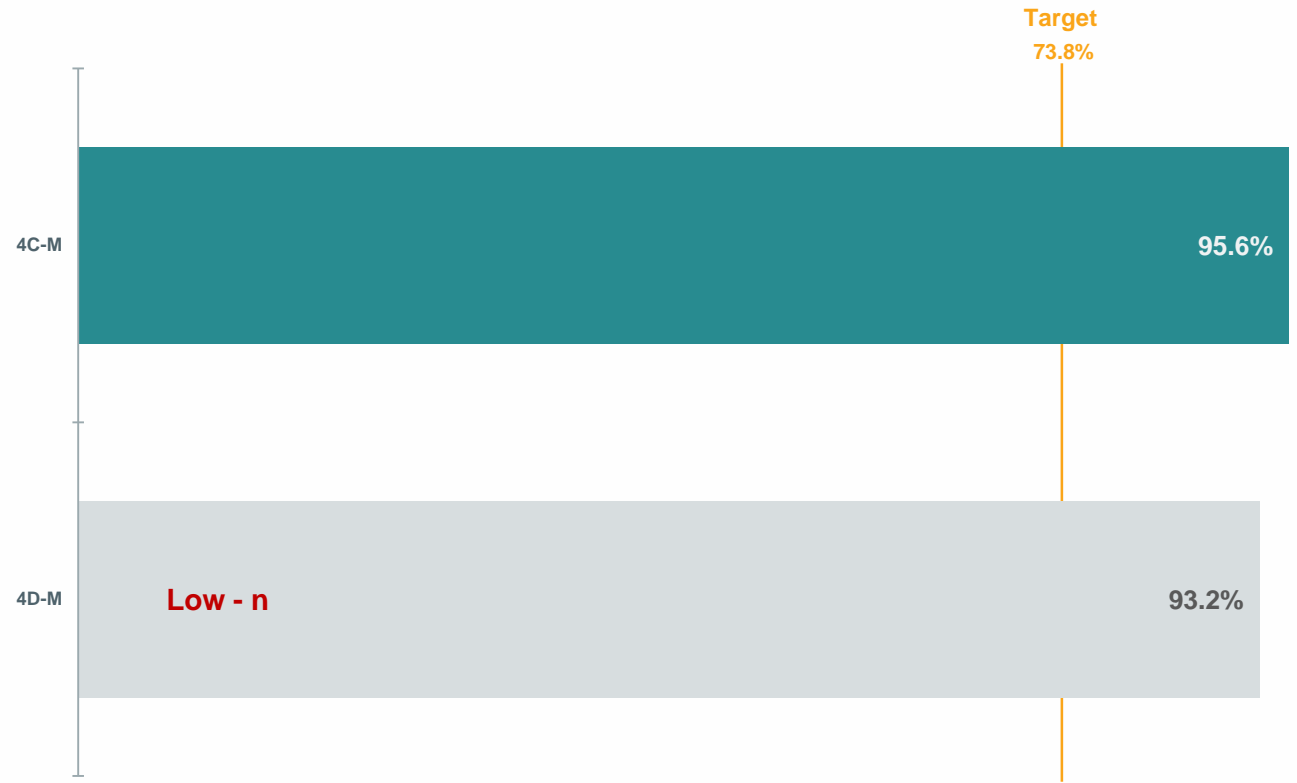
PG Report Period: 6 months | CAHPS Report Period: 12 months  
Benchmark by: All Respondents

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	CAHPS	Good understanding managing health	65	0.3
2	CAHPS	Nurses treat with courtesy/respect	92	0.39
3	CAHPS	Recommend the hospital	98	0.44
4	CAHPS	Cleanliness of hospital environment	91	0.27
5	CAHPS	Call button help soon as wanted it	98	0.28
6	CAHPS	Understood purpose of taking meds	35	0.2
7	CAHPS	Hosp staff took pref into account	83	0.22
8	CAHPS	Info re symptoms/prob to look for	3	0.14
9	CAHPS	Staff talk about help when you left	3	0.1
10	CAHPS	Staff describe medicine side effect	99	0.44

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



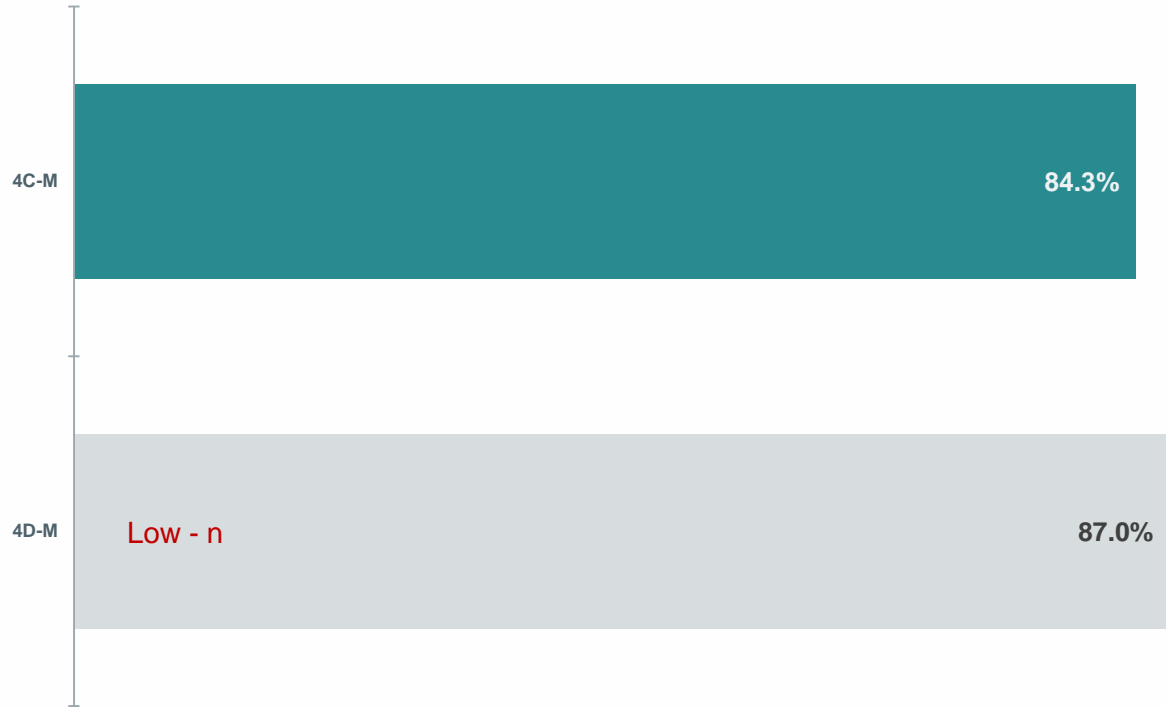
Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

\* Top Box %

# IP – Global Items

## Recommend Hospital Wards



Period: Apr 1st – Jun 30th, 2022

■ Above KFSH Average

\* Top Box %



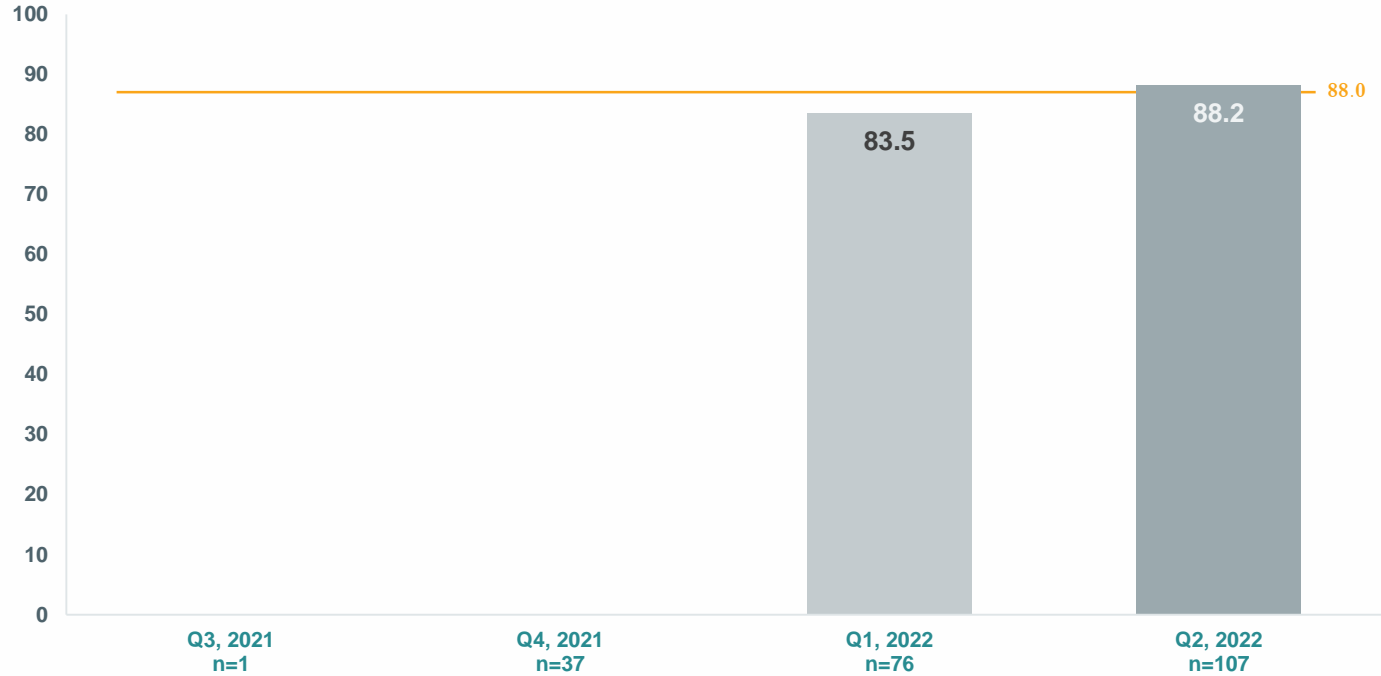


Emergency

# ED – Overall Rating

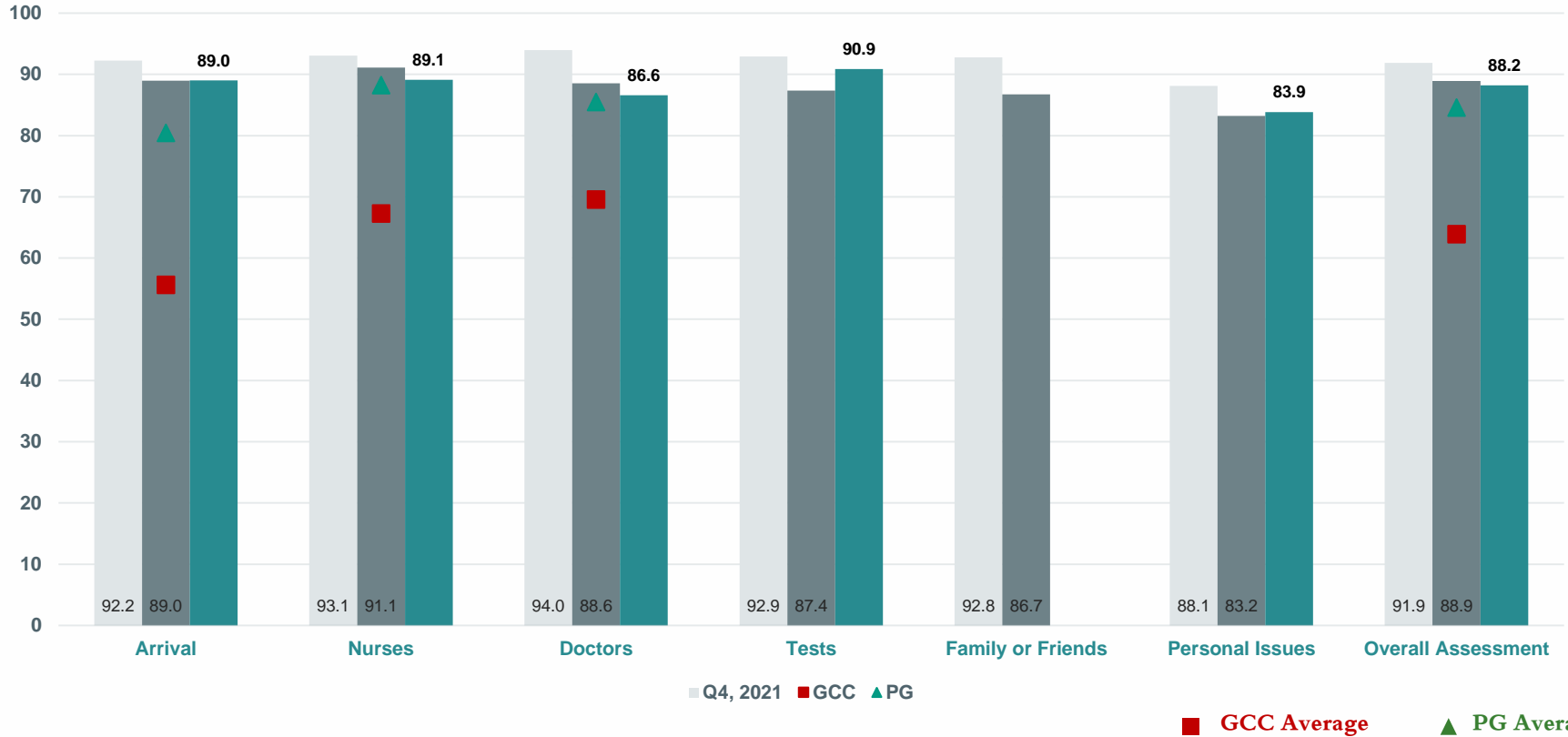


Overall Rating Trend [ Q4, 2021 – Q2, 2022 ]



■ 2021 Target [88.0]

# ED – Survey Domains



# ED – Priority Index (Q2, 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	Informed about delays†	81.49	0.88
2	PG	Response concerns/complaints stay†	82.80	0.86
3	PG	Overall rating of care	86.62	0.9
4	PG	Doctors include you trtmt decision	85.17	0.86
5	PG	Doctors took time to listen	88.52	0.9
6	PG	Doctors informative re treatment	85.82	0.85
7	PG	Staff worked together care for you	88.71	0.87
8	PG	Staff include decisions RE:trtmnt†	84.87	0.84
9	PG	Information about home care†	85.74	0.84
10	PG	How well pain was addressed†	84.71	0.83

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