



Bermuda Hospitals Board

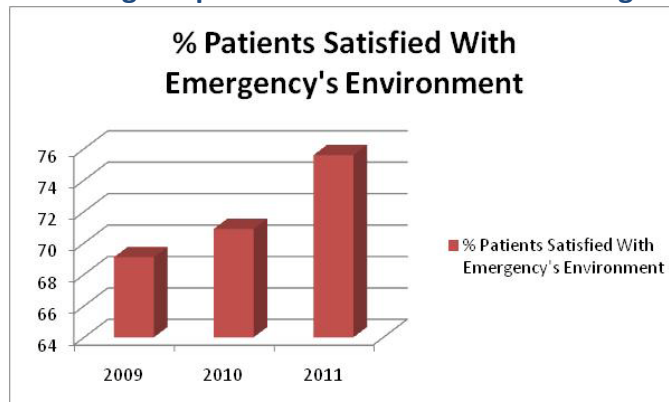
KEMH Patient Satisfaction Survey Summary

For all results, survey respondents are asked to rate their satisfaction between 1 and 10, where 1 is least satisfied and 10 is most satisfied. These results show the percentage of respondents who gave a satisfaction rating of 7 and over.

Emergency Department

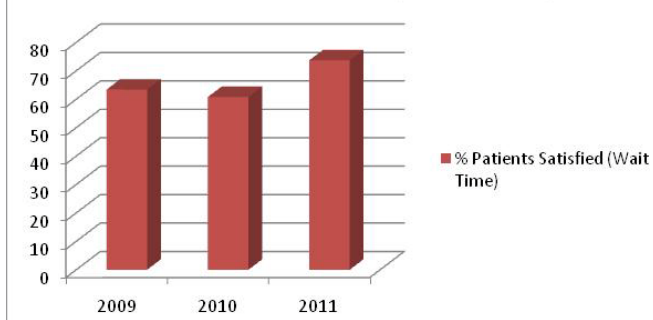
Lynnette Raynor, Director of Critical Care, comments: “With over 34,000 visits to Emergency each year, the Emergency Department is the most used, most public area in the hospital. The entire Emergency Department has united together to improve patient satisfaction over the last three years. Wait time has continued to be an area highlighted by patients as impacting their satisfaction. Last year we introduced a FastTrack service, for the less acutely ill patients. By directing less sick people to a separate line, wait times for all patients went down and satisfaction rose in this area. While it will take us moving into the new hospital in 2014 to give us the space we desperately need to improve the environment, establishing 24 hour housekeeping coverage in the department has helped us improve the cleanliness, and general service excellence training has helped improve the communication; for example, having the triage nurse regularly update patients on their wait time.”

Percentage of patients satisfied with the Emergency Department environment



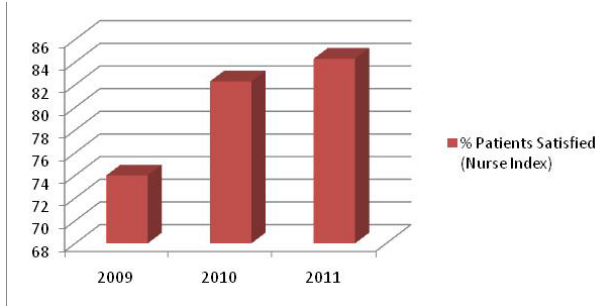
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 69.1 | 70.9 | 75.6 |

Percentage of patients satisfied with the wait time in Emergency



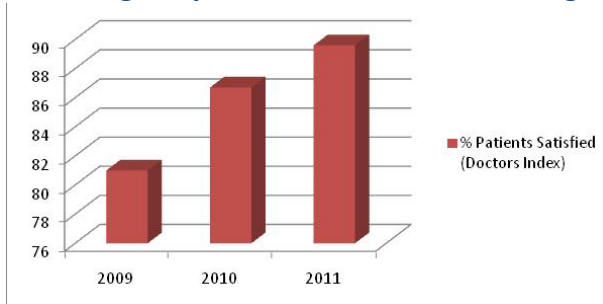
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 63.4 | 60.8 | 73.7 |

Percentage of patients satisfied with Emergency nurses



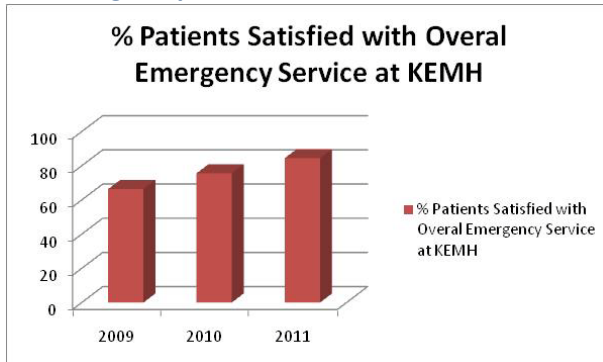
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 74 | 82.3 | 84.3 |

Percentage of patients satisfied with Emergency doctors:



| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 81 | 86.7 | 89.6 |

Percentage of patients satisfied with overall Emergency service at KEMH

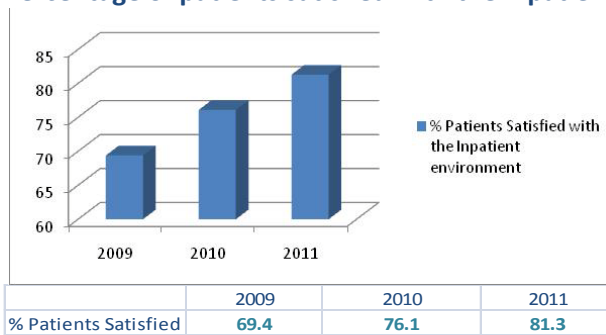


| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 66.4 | 75.6 | 84.5 |

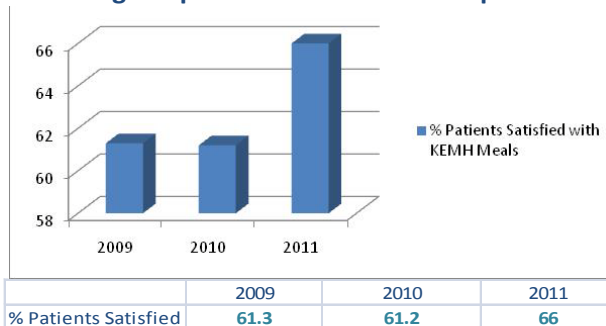
Inpatient Units (Cooper, Curtis, Gordon, Perry)

Mr Granville Russell RN, Director of the Inpatient units, comments: “All of our inpatient units relentlessly monitor the results of the survey to make improvements. Nursing staff are now expected to round on every patient every hour during the day to check on comfort, pain levels and whether the patient needs the bathroom – a project that was rolled out in 2010, when patient satisfaction first jumped into the 80 percent range. The inpatient units’ renovation project is almost complete and has been a major contributor to improving the environment. Although many of our challenges relate to us operating in a too-small space, in a building designed for 1960’s healthcare, the renovations have made a huge improvement that will see us through the next two years, before the new facility is completed, and will benefit whichever services utilise the vacated space after we move out. Service excellence training has helped improve satisfaction with nurses, and the hospitalists and specialist physicians consistently return high satisfaction results. The new food delivery system is now supported clinically with a standard for meal time service, so patients are prepared for their food and helped with feeding as necessary. We were disappointed to see satisfaction with pain management go down very slightly by 1.1% in 2011, but monthly results within 2011 show a turnaround, with satisfaction rising to 75.6% in December 2011.”

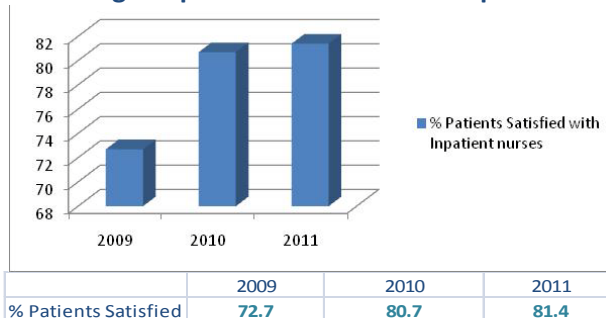
Percentage of patients satisfied with the Inpatient environment



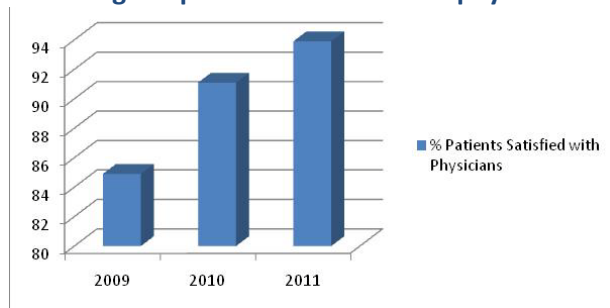
Percentage of patients satisfied with Inpatient meals



Percentage of patients satisfied with Inpatient nurses

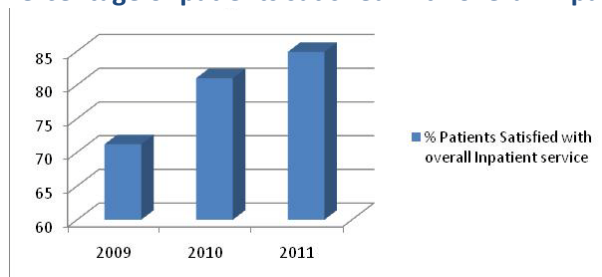


Percentage of patients satisfied with physicians



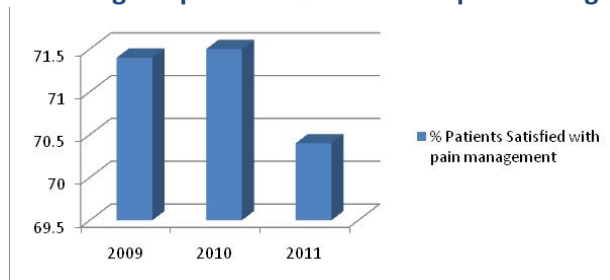
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 84.9 | 91.1 | 93.9 |

Percentage of patients satisfied with overall Inpatient service



| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 71.2 | 81 | 84.9 |

Percentage of patients satisfied with pain management

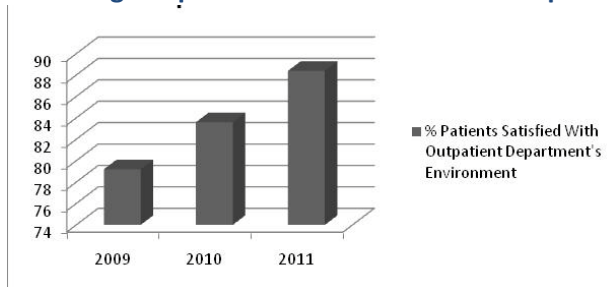


| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 71.4 | 71.5 | 70.4 |

Outpatient Services (Dialysis, Oncology, Agape House, and Diabetes, Cardiac Care and Asthma Education)

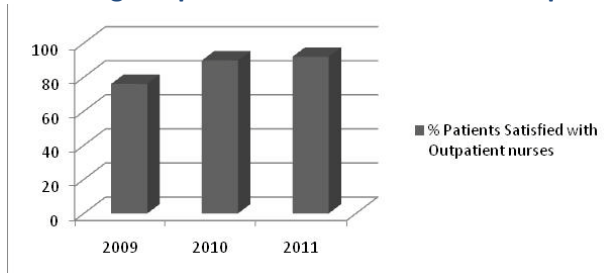
Mrs Norma Smith RN, Director Outpatient Services comments: "The teams working in the different outpatient areas of KEMH do a consistently wonderful job and patient satisfaction has gone from good to great over the last three years. All of these services, except Agape House, will be moving into the new facility in 2014, but renovations in Dialysis, and new space for Oncology at KEMH and Chronic Disease education services at MWI have helped satisfaction with the environment improve. The nurses and physicians in these areas provide an excellent level of care, as is reflected in the results. Over the last three years we have strengthened medical leadership in outpatient areas with the appointments of our first Bermudian Nephrologist Dr. Lynette Thomas, as Director of our Dialysis Unit, a Director of Palliative Care, Dr Sharon Alikhani, who works closely with the nurse leadership at Agape House, and endocrinology specialist, Dr Annabel Fountain, who works alongside the manager of the Diabetes Education Centre, Debbie Jones, who is herself an internationally-recognised expert in diabetes management."

Percentage of patients satisfied with the Outpatient environment



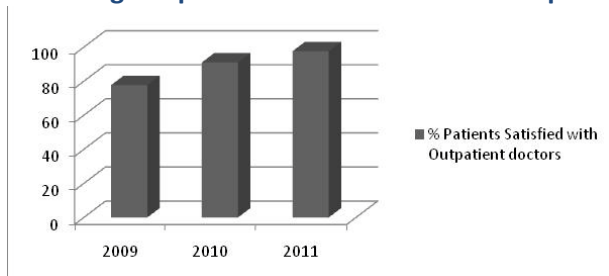
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 79.2 | 83.6 | 88.4 |

Percentage of patients satisfied with the Outpatient nurses



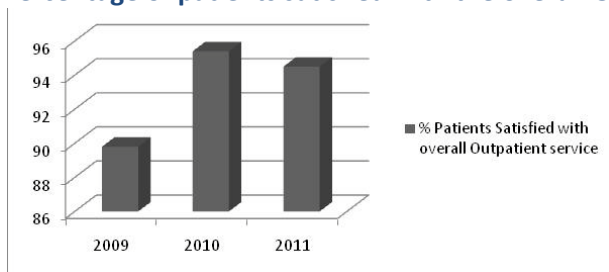
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 76 | 89.8 | 92 |

Percentage of patients satisfied with the Outpatient doctors



| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 77.7 | 91 | 97.6 |

Percentage of patients satisfied with the overall Outpatient service

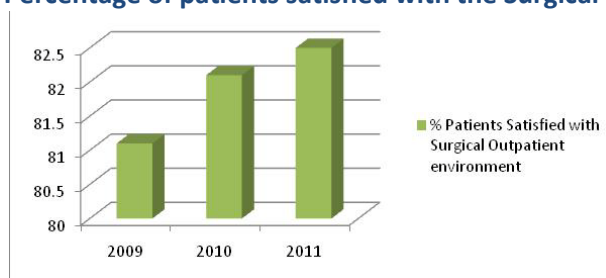


| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 89.8 | 95.4 | 94.5 |

Outpatient Surgical Services

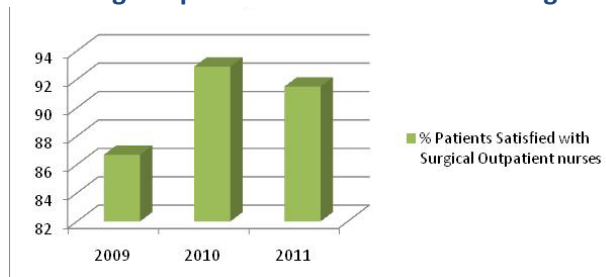
Mrs Loretta Santucci RN, Director Outpatient Surgical Services comments: “Providing the best level of clinical care and service excellence to the patients who come through our outpatient surgical service is a priority in my team and always has been. We are looking forward to the space in the new facility in 2014 to help us improve the environment, although regular maintenance, minor improvements and cleaning have helped rise satisfaction slightly. It makes me very proud to see doctors and nurses, who were already scoring high satisfaction ratings when the survey began, embrace further improvements to keep those scores rising – as that means the people we care for are happier. There is no standing still and we are continuing to look at the patient journey to see where the experience can be further improved. Coming in for any surgery is stressful, and the more we can do to make the process smooth and comforting the better outcome for our patients.”

Percentage of patients satisfied with the Surgical Outpatient environment



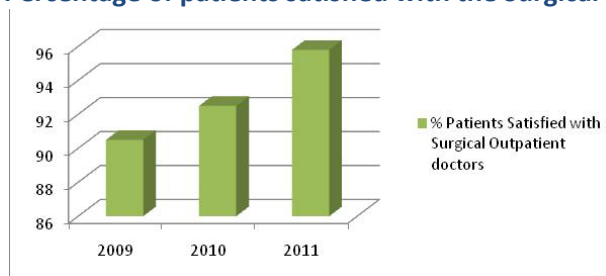
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 81.1 | 82.1 | 82.5 |

Percentage of patients satisfied with the Surgical Outpatient nurses



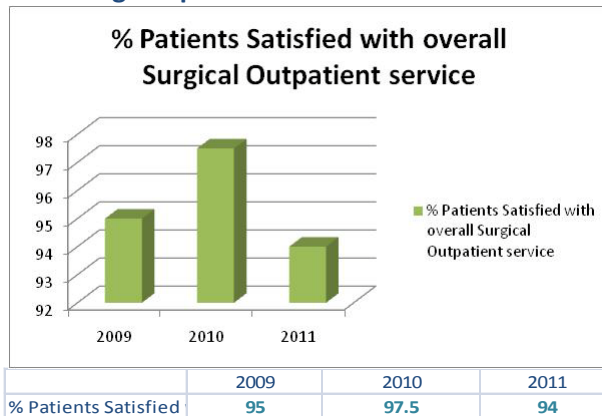
| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 86.7 | 92.9 | 91.5 |

Percentage of patients satisfied with the Surgical Outpatient doctors



| | 2009 | 2010 | 2011 |
|----------------------|------|------|------|
| % Patients Satisfied | 90.5 | 92.5 | 95.8 |

Percentage of patients satisfied with the overall Surgical Outpatient service



Notes to Editors:

Bermuda Hospitals Board is a quango (quasi autonomous non-governmental organisation) established under the Bermuda Hospitals Board Act, 1970. It has a Bermuda Government-approved Board and a Chief Executive Officer, responsible for King Edward VII Memorial Hospital and Mid-Atlantic Wellness Institute. At the heart of both organisations is high quality care to all patients. With approximately 1,700 employees, the Bermuda Hospitals Board is Bermuda's second largest employer. King Edward VII Memorial Hospital and Mid-Atlantic Wellness Institute are the only healthcare organisations in Bermuda accredited by the Accreditation Canada, an independent organisation whose role is to help hospitals examine and improve the quality of care and service they provide to their clients. In addition to providing an extensive list of services for the community, the Bermuda Hospitals Board is part of a referral network that includes some of the world's leading specialist hospitals.

If you have any questions, contact the BHB Public Relation Department:

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