



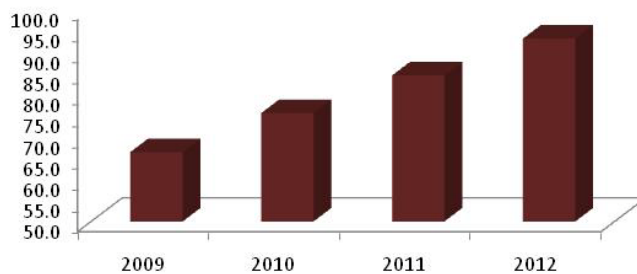
Bermuda Hospitals Board

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.

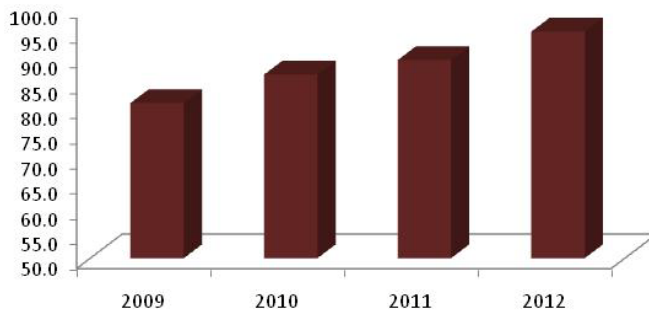
Emergency Department (KEMH and Lamb Foggo Urgent Care Centre)

% Satisfied With Emergency Unit's Overall Service



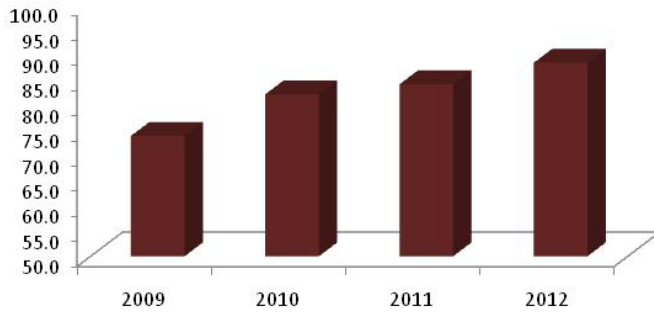
% Satisfied With ER Units Overall Service			
2009	2010	2011	2012
66.4	75.6	84.5	93.2

% Satisfied With Emergency Doctors



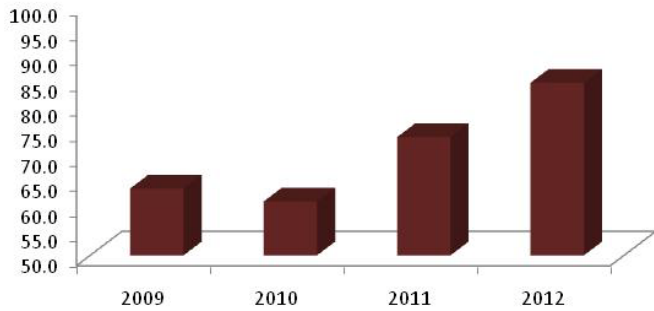
% Satisfied With ER Doctors			
2009	2010	2011	2012
81.0	86.7	89.6	95.3

% Satisfied With Emergency Nurses



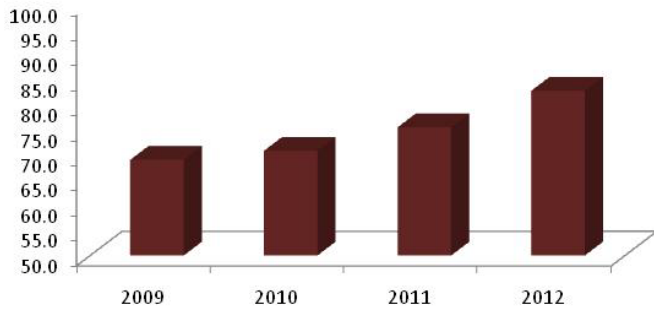
% Satisfied With ER Nurses			
2009	2010	2011	2012
74.0	82.3	84.3	88.6

% Satisfied With Emergency Wait Times



% Satisfied With ER Wait Times			
2009	2010	2011	2012
63.4	60.8	73.7	84.6

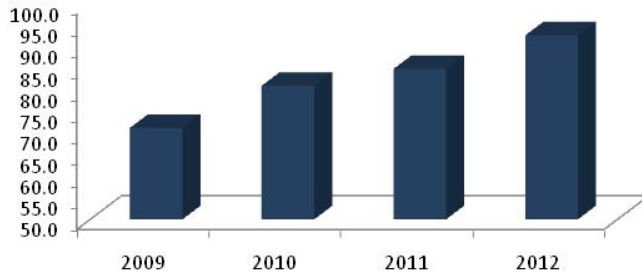
% Satisfied With Emergency Environment



% Satisfied With ER Environment			
2009	2010	2011	2012
69.1	70.9	75.6	82.9

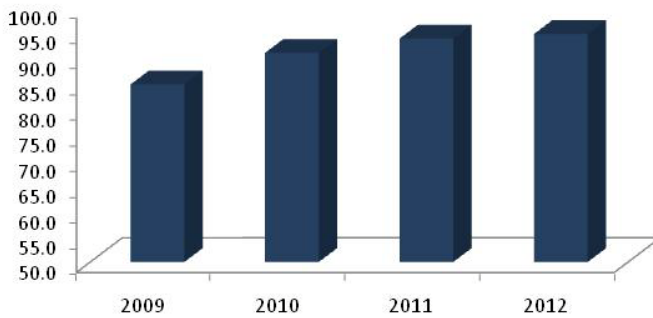
Inpatient Units (Gordon, Curtis, Gordon, Perry, Gosling and Maternity Units)

% Satisfied With Inpatient Unit's Overall Service



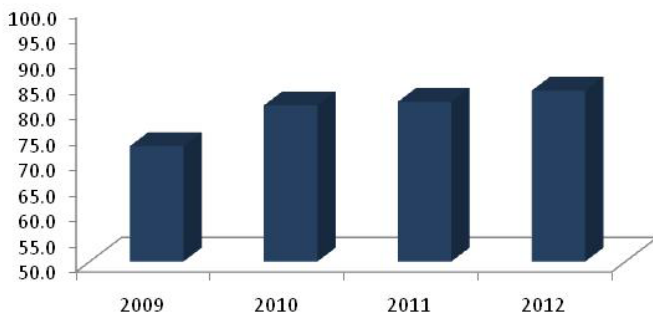
% Satisfied With IP Units Overall Service			
2009	2010	2011	2012
71.2	81.0	84.9	92.7

% Satisfied With Inpatient Doctors



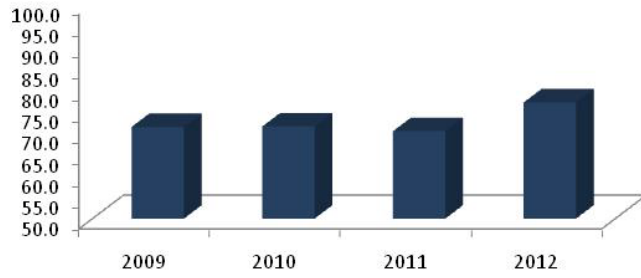
% Satisfied With IP Doctors			
2009	2010	2011	2012
84.9	91.1	93.9	94.8

% Satisfied With Inpatient Nurses



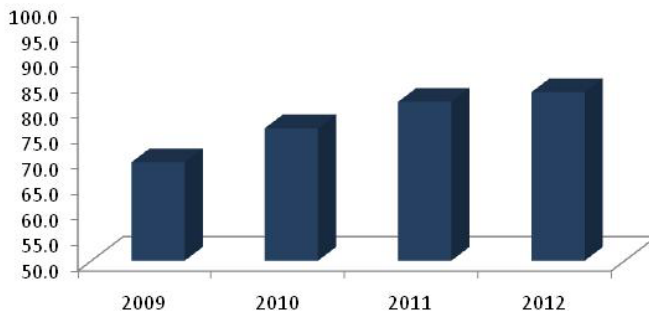
% Satisfied With IP Nurses			
2009	2010	2011	2012
72.7	80.7	81.4	83.6

% Satisfied With Inpatient Pain Management



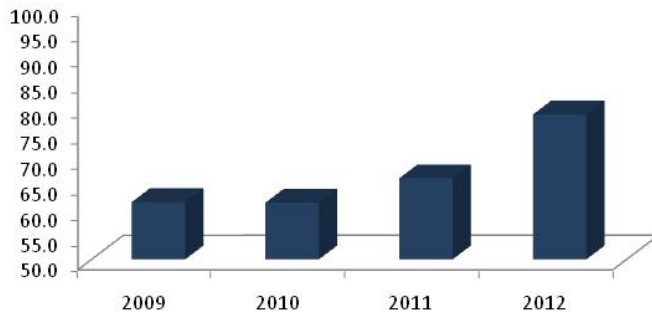
% Satisfied With IP Pain Management			
2009	2010	2011	2012
71.4	71.5	70.4	77.1

% Satisfied With Inpatient Environment



% Satisfied With IP Environment			
2009	2010	2011	2012
69.4	76.1	81.3	83.2

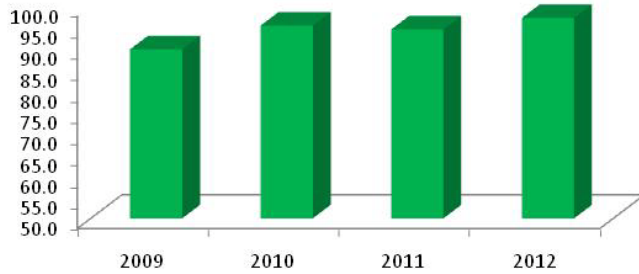
% Satisfied With Inpatient Meals



% Satisfied With IP Meals			
2009	2010	2011	2012
61.3	61.2	66.0	78.6

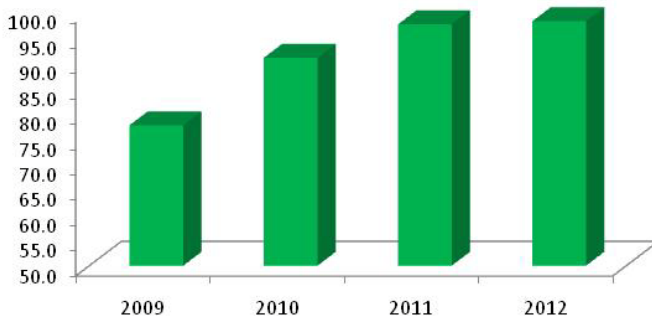
Outpatient Services (Diagnostic Imaging, Lab Tests, Oncology, Dialysis and Chronic Disease Management)

% Satisfied With Outpatient Unit's Overall Service



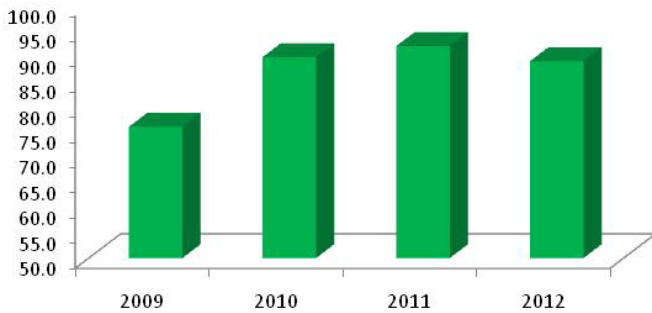
% Satisfied With OP Units Overall Service			
2009	2010	2011	2012
89.8	95.4	94.5	97.2

% Satisfied With Outpatient Doctors



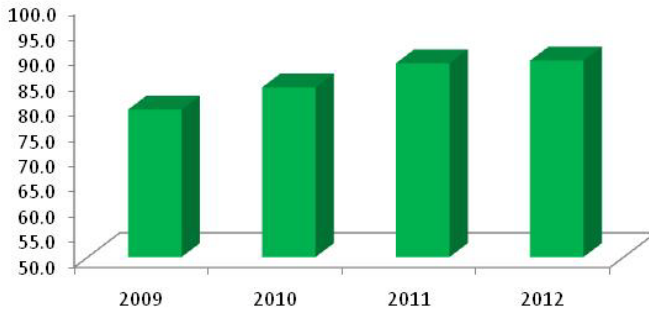
% Satisfied With OP Doctors			
2009	2010	2011	2012
77.7	91.0	97.6	98.2

% Satisfied With Outpatient Nurses



% Satisfied With OP Nurses			
2009	2010	2011	2012
76.0	89.8	92.0	89.0

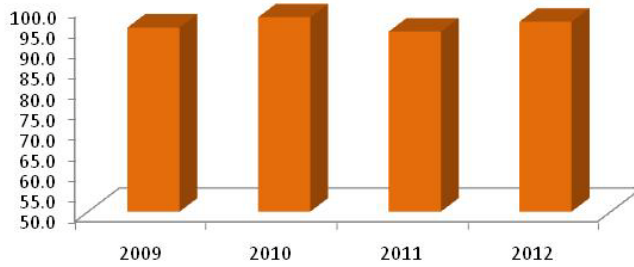
% Satisfied With Outpatient Environment



% Satisfied With OP Units Overall Service			
2009	2010	2011	2012
89.8	95.4	94.5	97.2

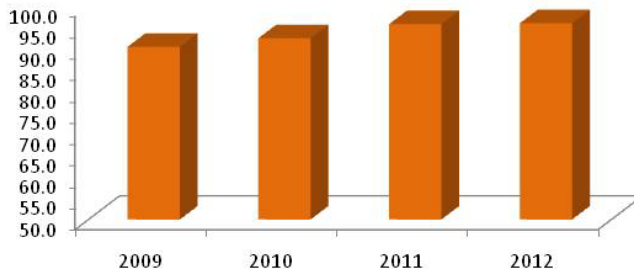
Surgical Outpatient Services

% Satisfied With Surgical Outpatient Unit's Overall Service



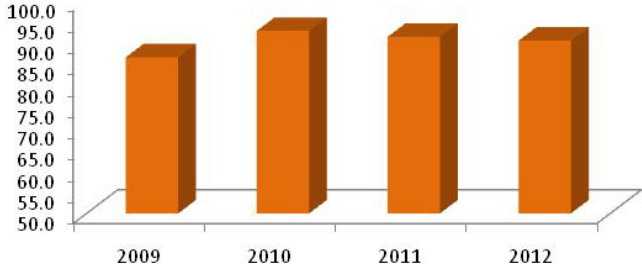
% Satisfied With SOP Units Overall Service			
2009	2010	2011	2012
95.0	97.5	94.0	96.4

% Satisfied With Surgical Outpatient Doctors



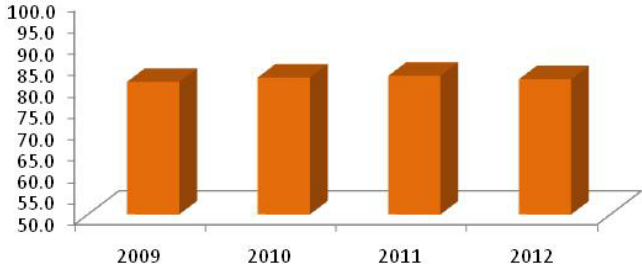
% Satisfied With SOP Doctors			
2009	2010	2011	2012
90.5	92.5	95.8	96.0

% Satisfied With Surgical Outpatient Nurses



% Satisfied With SOP Nurses			
2009	2010	2011	2012
86.7	92.9	91.5	90.6

% Satisfied With Surgical Outpatient Environment



% Satisfied With SOP Environment			
2009	2010	2011	2012
81.1	82.1	82.5	81.7