



Bermuda Hospitals Board

KEMH Satisfaction Survey Summary

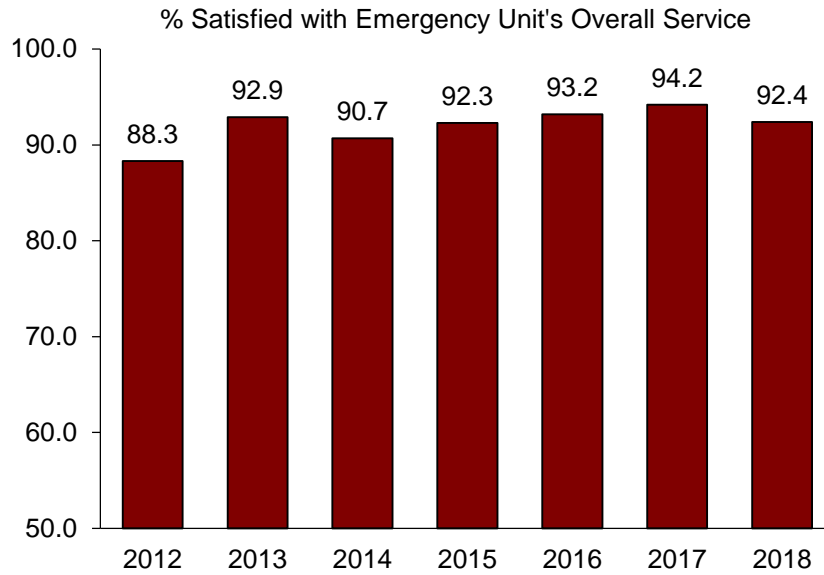
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction questions.

Across all surveys, 300 people are surveyed by phone each month, within 30 days of discharge (or experience with the service). The survey is independently administered and completely anonymous. Years listed are fiscal years, for example “2018” is 1 April 2017 to 31 March 2018.

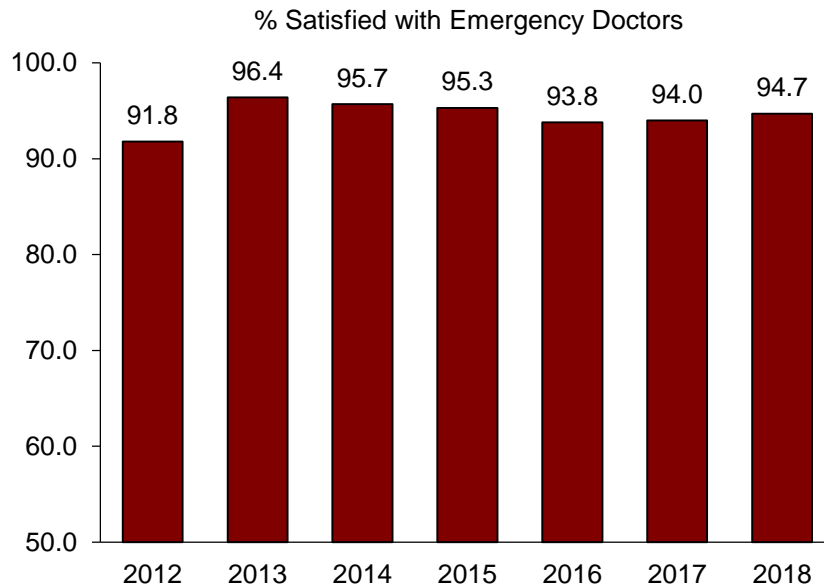
Consistent with international best practice (e.g. HCAHPS¹), the percentages reported represent the percentage of satisfaction ratings of 7 or greater, the percentage of Always responses, and the average of all responses after converting the Very Good, Fair, Poor and Very Poor responses to values of 100, 75, 50, 25 and 0 respectively.

¹<http://www.hcahponline.org/home.aspx>

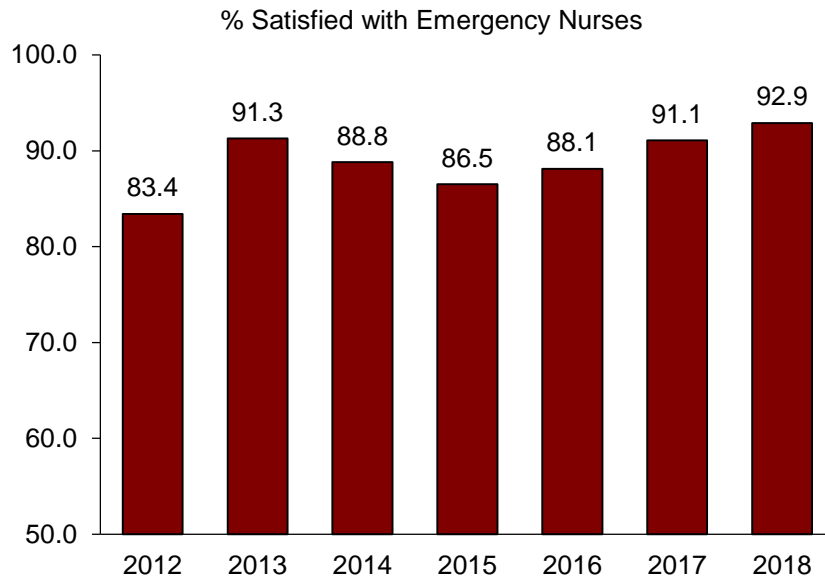
Emergency Department (ER)



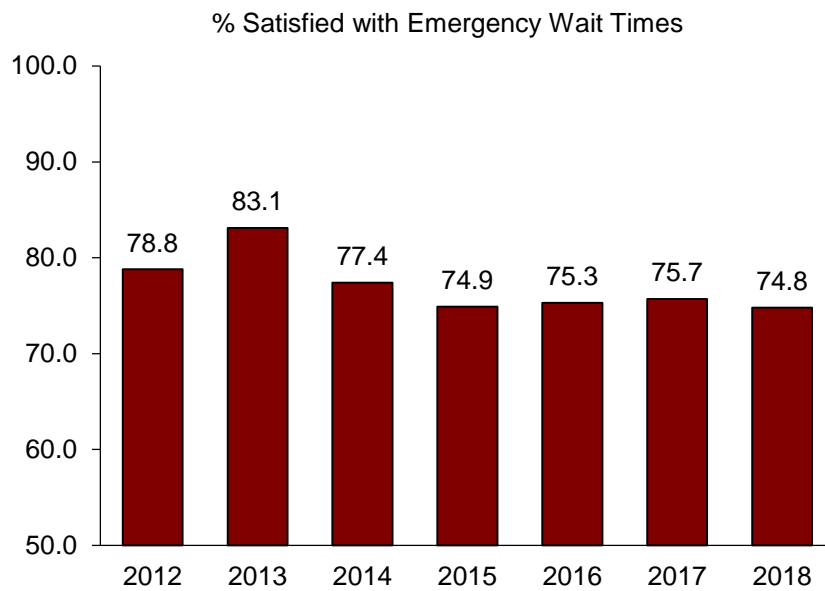
% Satisfied with Overall Service						
2012	2013	2014	2015	2016	2017	2018
88.3	92.9	90.7	92.3	93.2	94.2	92.4



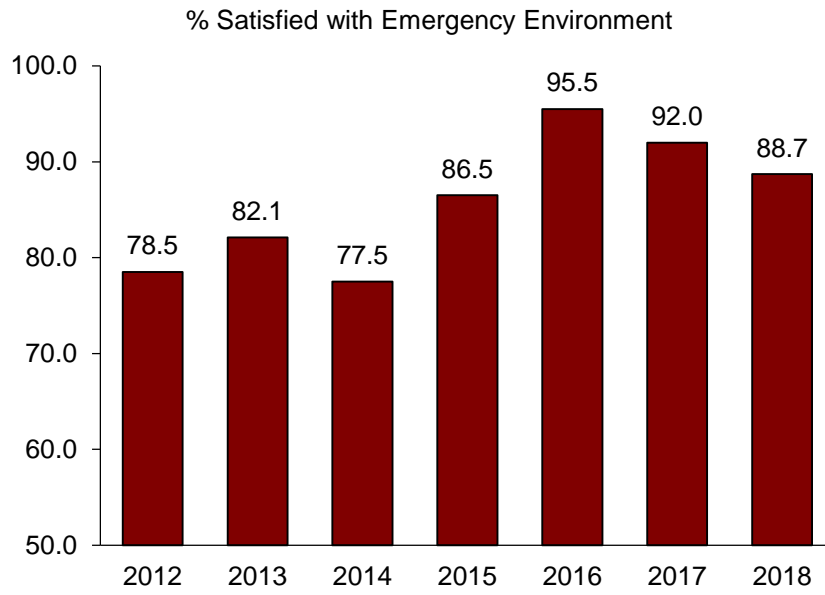
% Satisfied with ER Doctors						
2012	2013	2014	2015	2016	2017	2018
91.8	96.4	95.7	95.3	93.8	94.0	94.7



% Satisfied with ER Nurses						
2012	2013	2014	2015	2016	2017	2018
83.4	91.3	88.8	86.5	88.1	91.1	92.9



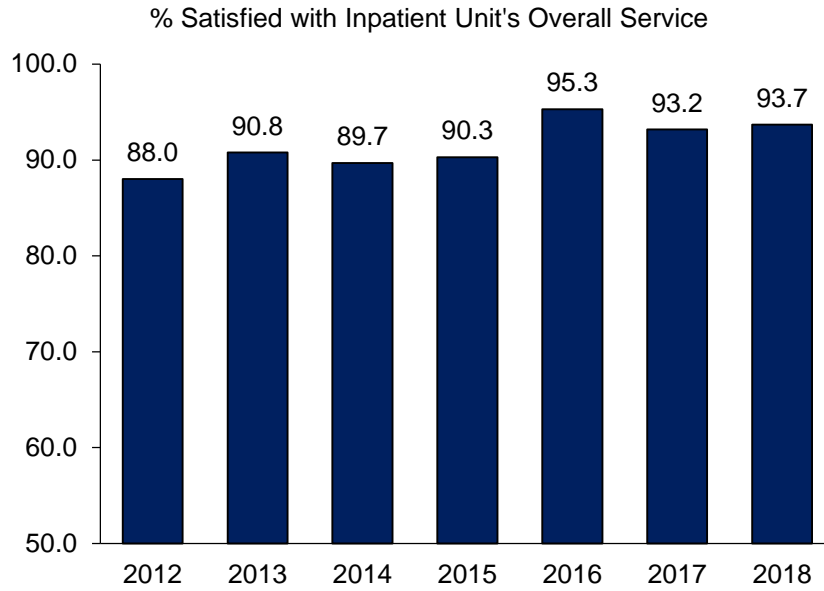
% Satisfied with ER Wait Time						
2012	2013	2014	2015	2016	2017	2018
78.8	83.1	77.4	74.9	75.3	75.7	74.8



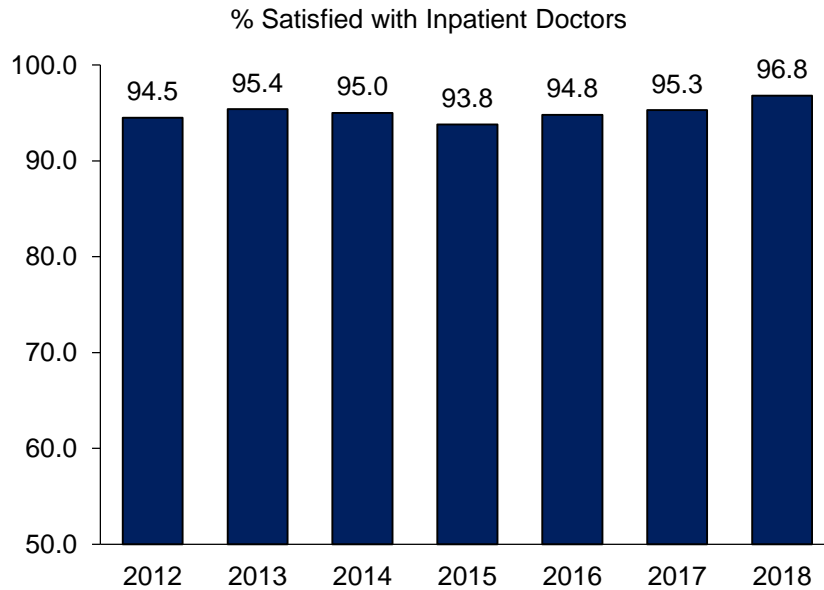
% Satisfied with ER Environment						
2012	2013	2014	2015	2016	2017	2018
78.5	82.1	77.5	86.5	95.5	92.0	88.7

Inpatient Units (IP)

(Maternity, Goslings, Catlin-Lindo, Ascendant/Partner Re, Ace-Barber)

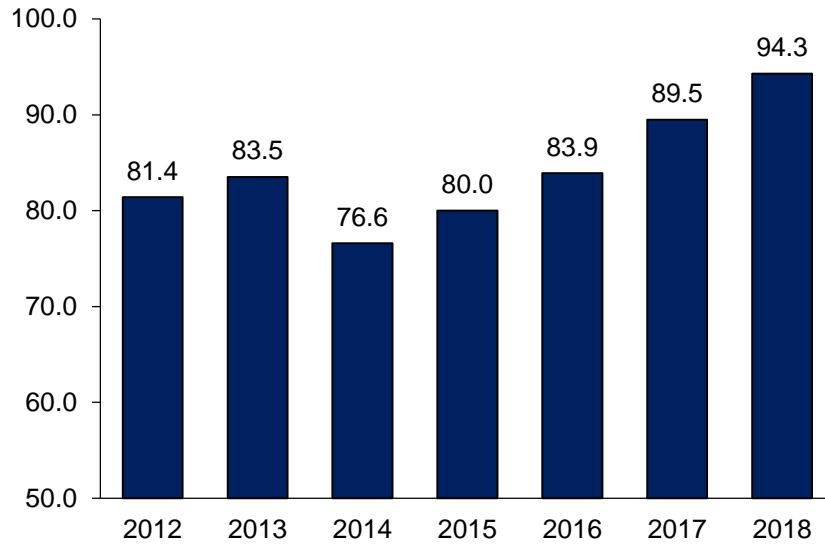


% Satisfied with Overall Service						
2012	2013	2014	2015	2016	2017	2018
88.0	90.8	89.7	90.3	95.3	93.2	93.7



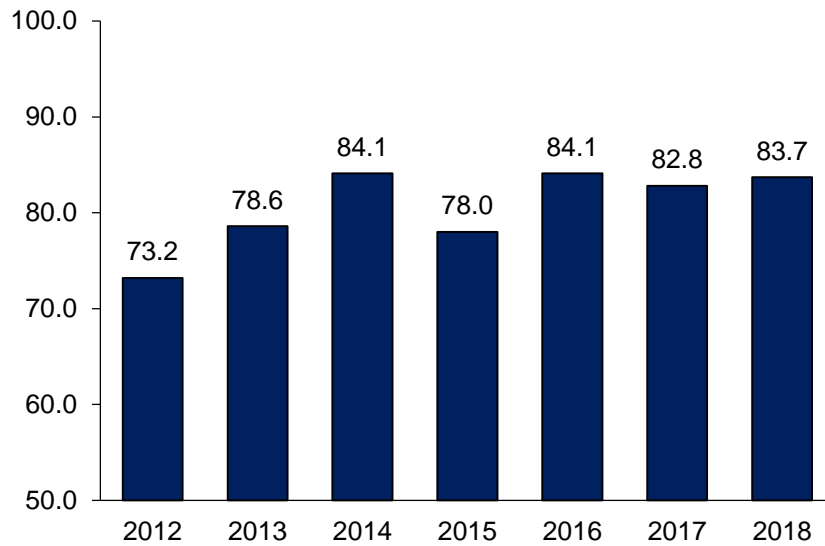
% Satisfied with IP Physicians						
2012	2013	2014	2015	2016	2017	2018
94.5	95.4	95.0	93.8	94.8	95.3	96.8

% Satisfied with Inpatient Nurses



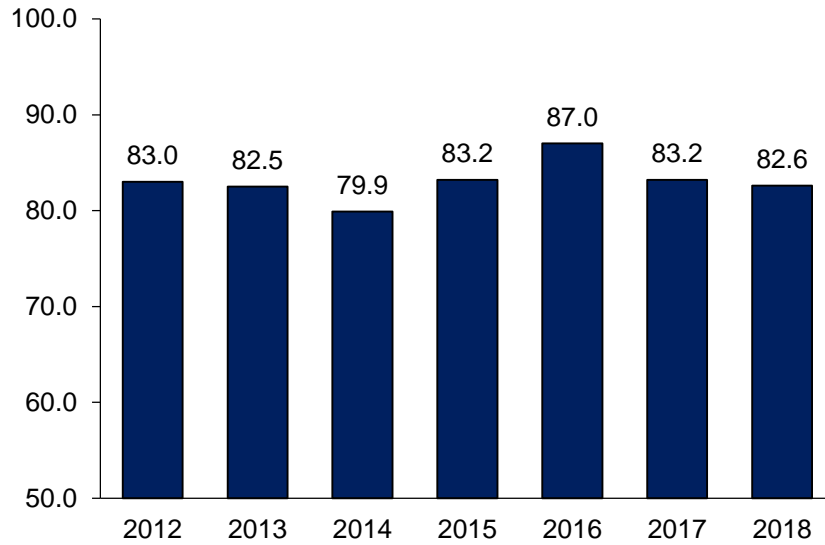
% Satisfied with IP Nurses						
2012	2013	2014	2015	2016	2017	2018
81.4	83.5	76.6	80.0	83.9	89.5	94.3

% Satisfied with Inpatient Pain Management



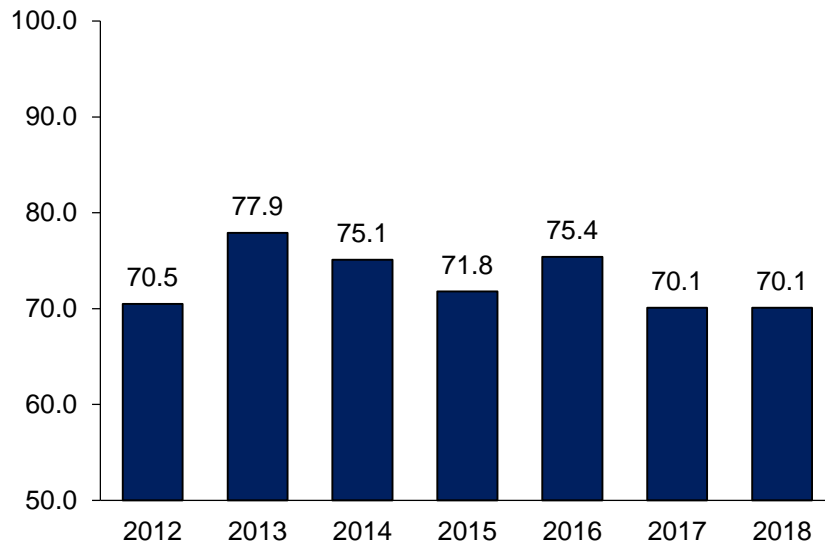
% Satisfied with IP Pain Management						
2012	2013	2014	2015	2016	2017	2018
73.2	78.6	84.1	78.0	84.1	82.8	83.7

% Satisfied with Inpatient Environment



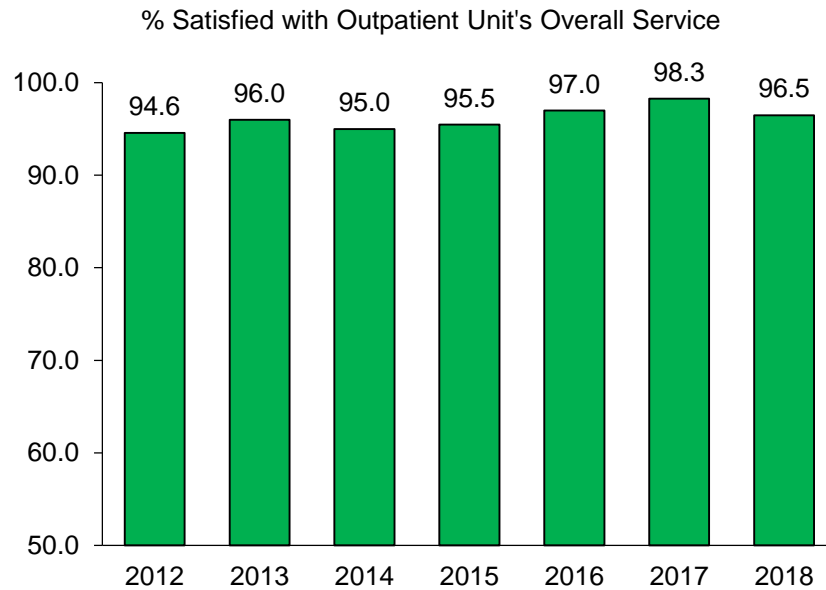
% Satisfied with IP Environment						
2012	2013	2014	2015	2016	2017	2018
83.0	82.5	79.9	83.2	87.0	83.2	82.6

% Satisfied with Inpatient Meals

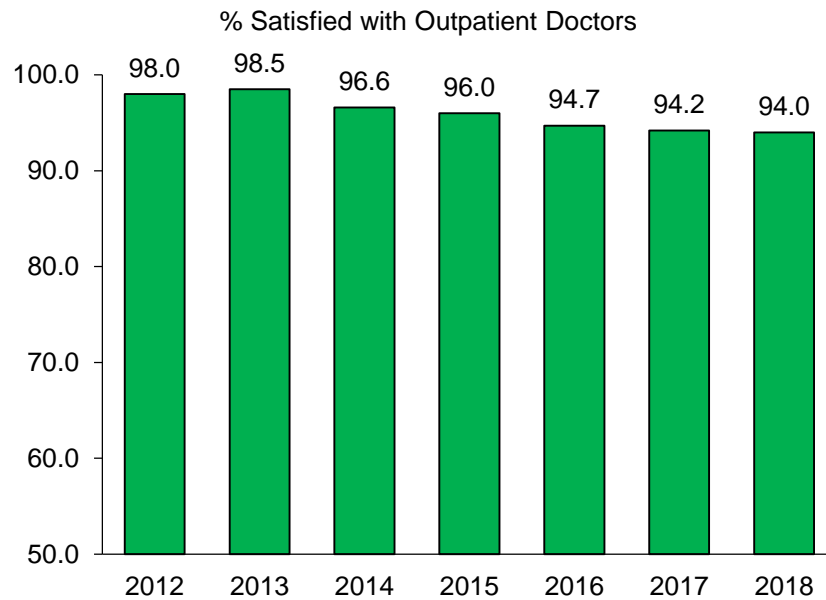


% Satisfied with IP Meals						
2012	2013	2014	2015	2016	2017	2018
70.5	77.9	75.1	71.8	75.4	70.1	70.1

Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

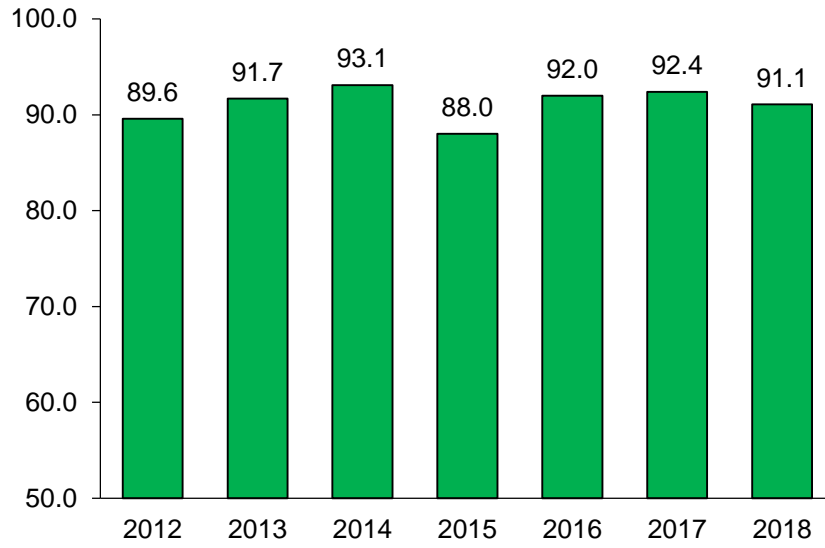


% Satisfied with Overall Service						
2012	2013	2014	2015	2016	2017	2018
94.6	96.0	95.0	95.5	97.0	98.3	96.5



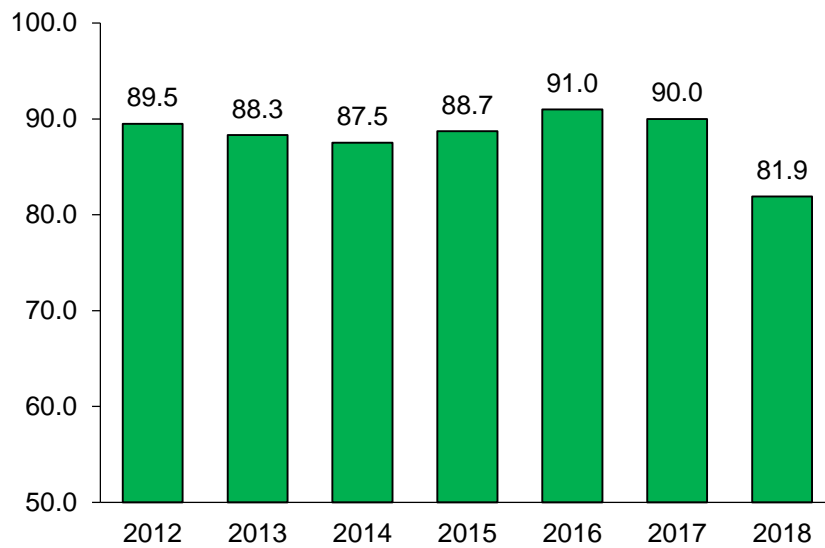
% Satisfied with OP Physicians						
2012	2013	2014	2015	2016	2017	2018
98.0	98.5	96.6	96.0	94.7	94.2	94.0

% Satisfied with Outpatient Nurses



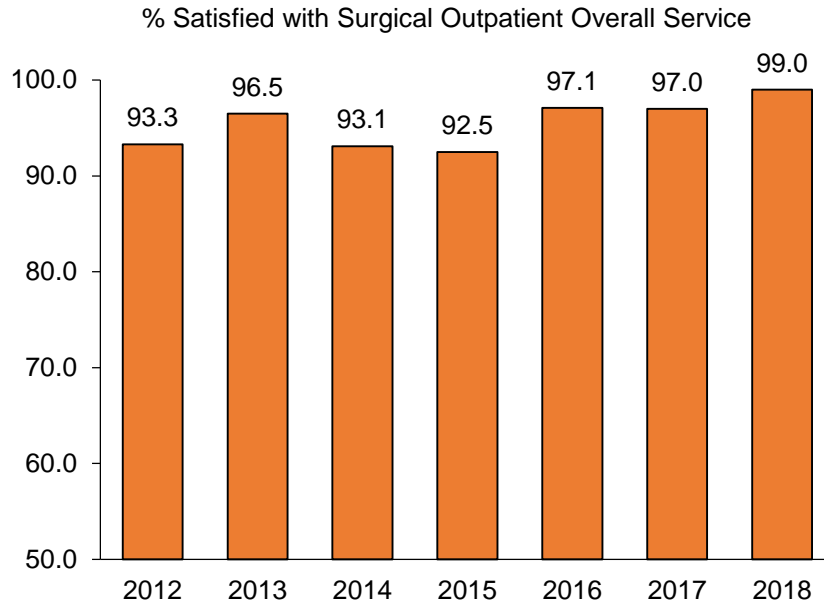
% Satisfied with OP Nurses						
2012	2013	2014	2015	2016	2017	2018
89.6	91.7	93.1	88.0	92.0	92.4	91.1

% Satisfied with Outpatient Environment

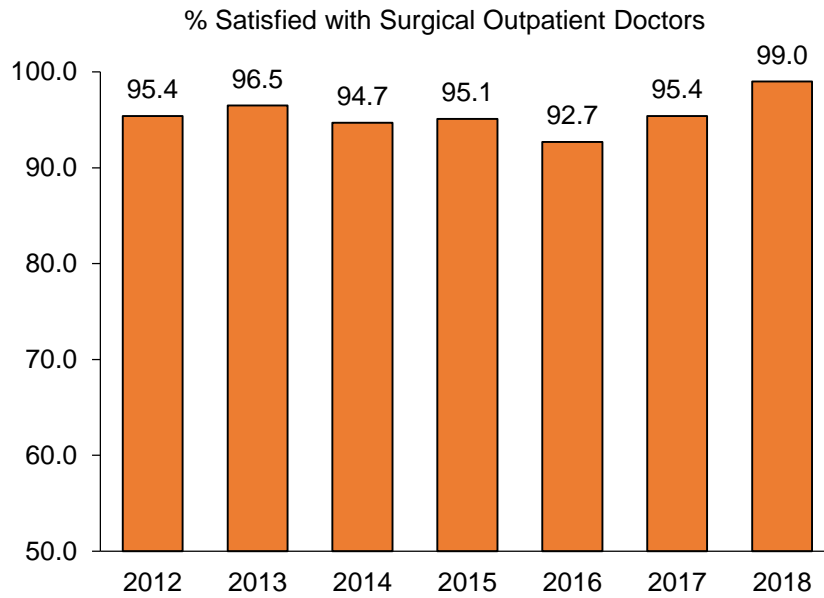


% Satisfied with OP Environment						
2012	2013	2014	2015	2016	2017	2018
89.5	88.3	87.5	88.7	91.0	90.0	81.9

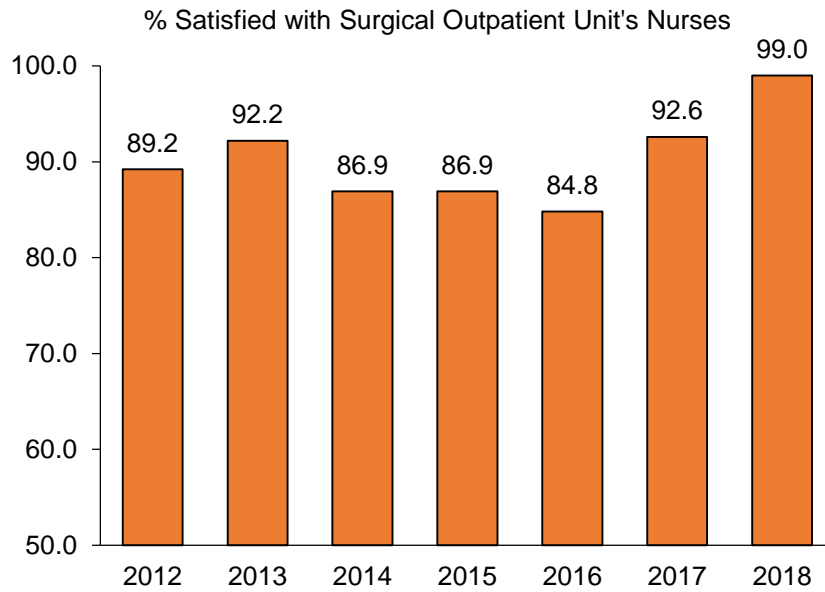
Surgical Outpatient Services



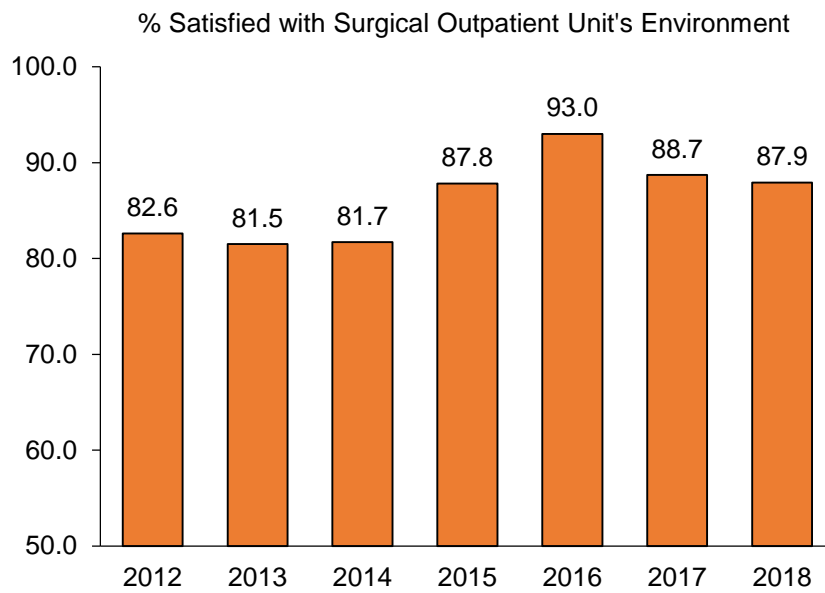
% Satisfied with Overall Service						
2012	2013	2014	2015	2016	2017	2018
93.3	96.5	93.1	92.5	97.1	97.0	99.0



% Satisfied with OP Physicians						
2012	2013	2014	2015	2016	2017	2018
95.4	96.5	94.7	95.1	92.7	95.4	99.0



% Satisfied with OP Nurses						
2012	2013	2014	2015	2016	2017	2018
89.2	92.2	86.9	86.9	84.8	92.6	99.0



% Satisfied with OP Environment						
2012	2013	2014	2015	2016	2017	2018
82.6	81.5	81.7	87.8	93.0	88.7	87.9