

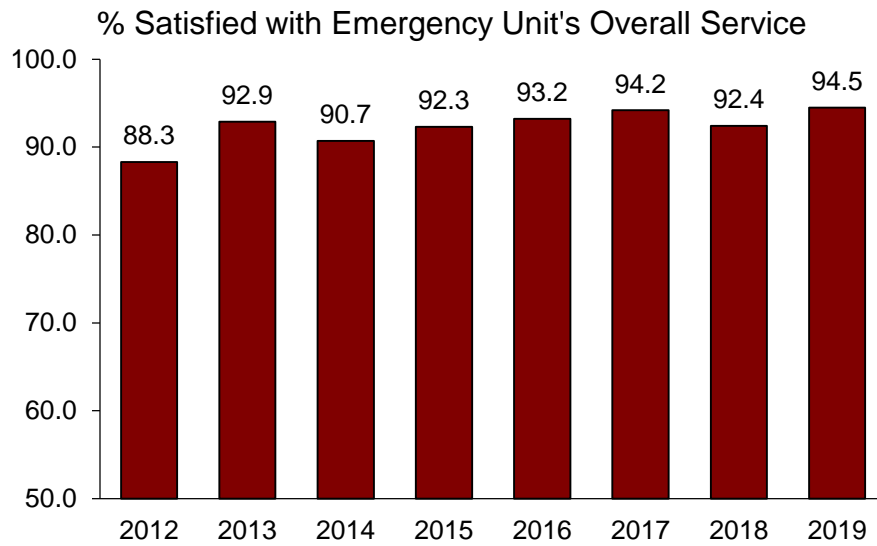
## **KEMH Satisfaction Survey Summary**

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.

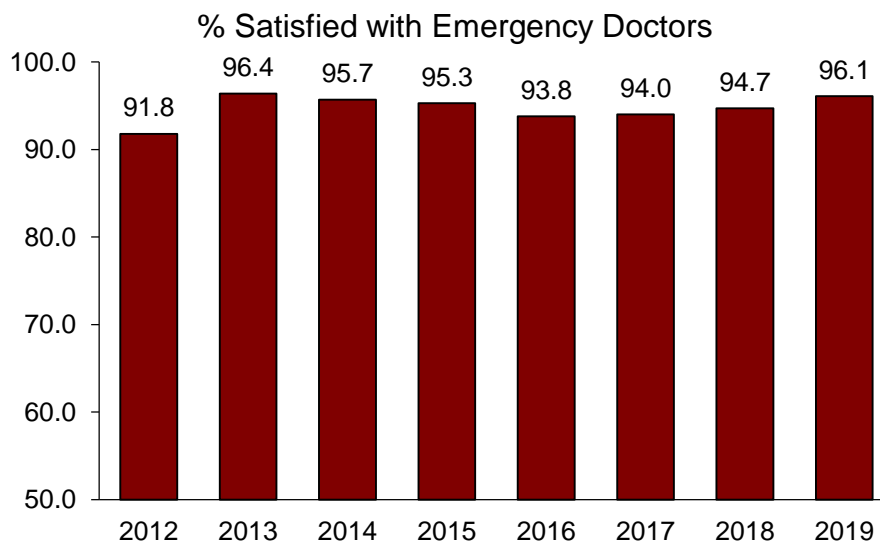
Consistent with international best practice (e.g. HCAHPS<sup>1</sup>), the percentages reported represent the percentage of satisfaction ratings of 7 or greater, the percentage of Always responses, and the average of all responses after converting the Very Good, Fair, Poor and Very Poor responses to values of 100, 75, 50, 25 and 0 respectively.

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

## Emergency Department (ER)

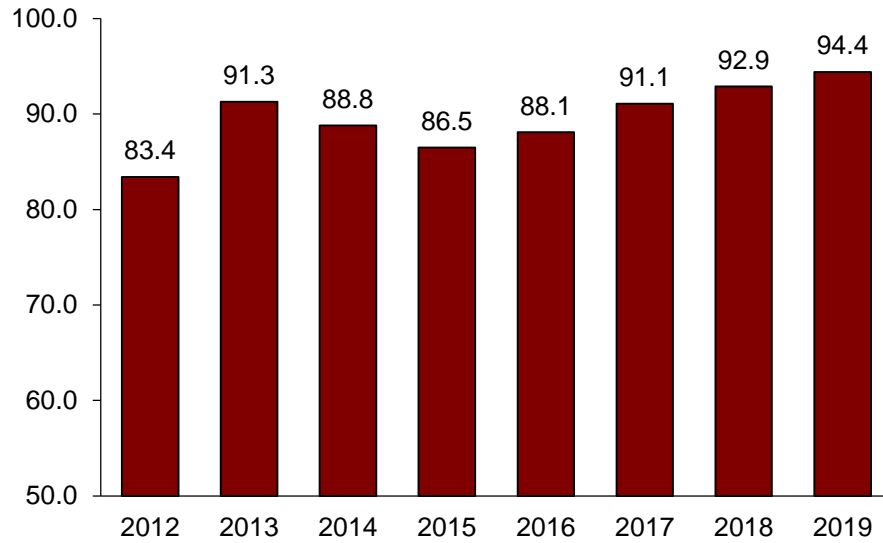


| % Satisfied with Overall Service |      |      |      |      |      |      |      |
|----------------------------------|------|------|------|------|------|------|------|
| 2012                             | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 88.3                             | 92.9 | 90.7 | 92.3 | 93.2 | 94.2 | 92.4 | 94.5 |



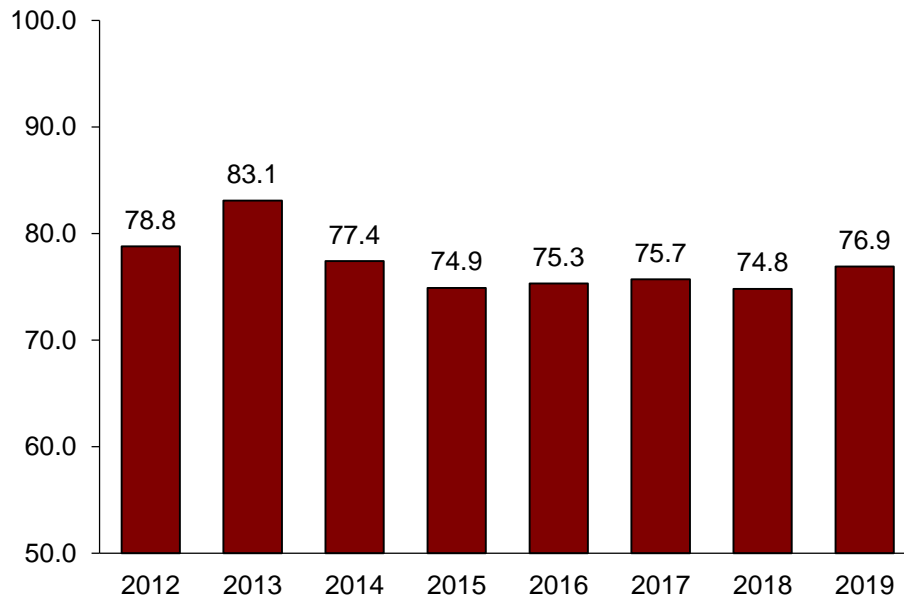
| % Satisfied with ER Doctors |      |      |      |      |      |      |      |
|-----------------------------|------|------|------|------|------|------|------|
| 2012                        | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 91.8                        | 96.4 | 95.7 | 95.3 | 93.8 | 94.0 | 94.7 | 96.1 |

### % Satisfied with Emergency Nurses



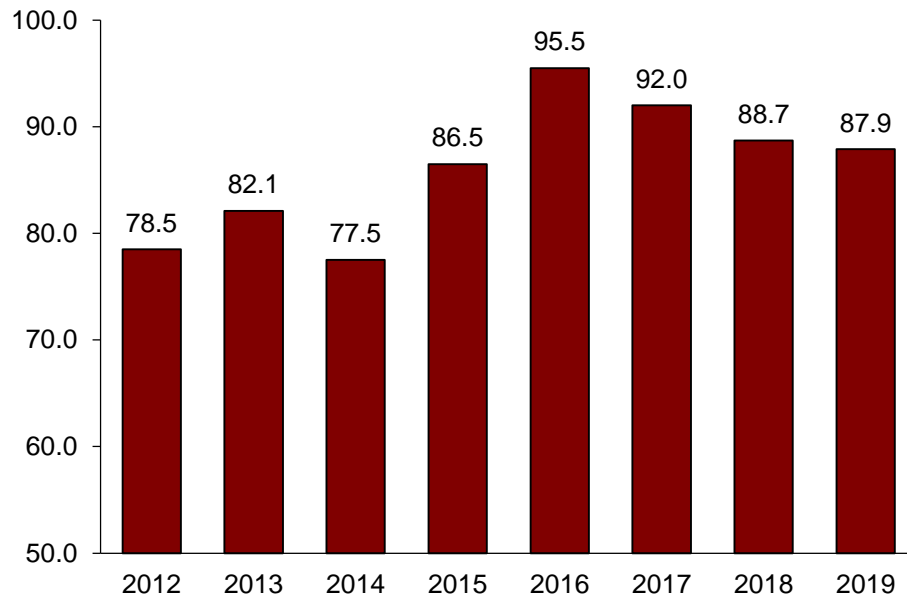
| % Satisfied with ER Nurses |      |      |      |      |      |      |      |
|----------------------------|------|------|------|------|------|------|------|
| 2012                       | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 83.4                       | 91.3 | 88.8 | 86.5 | 88.1 | 91.1 | 92.9 | 94.4 |

### % Satisfied with Emergency Wait Times



| % Satisfied with ER Wait Time |      |      |      |      |      |      |      |
|-------------------------------|------|------|------|------|------|------|------|
| 2012                          | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 78.8                          | 83.1 | 77.4 | 74.9 | 75.3 | 75.7 | 74.8 | 76.9 |

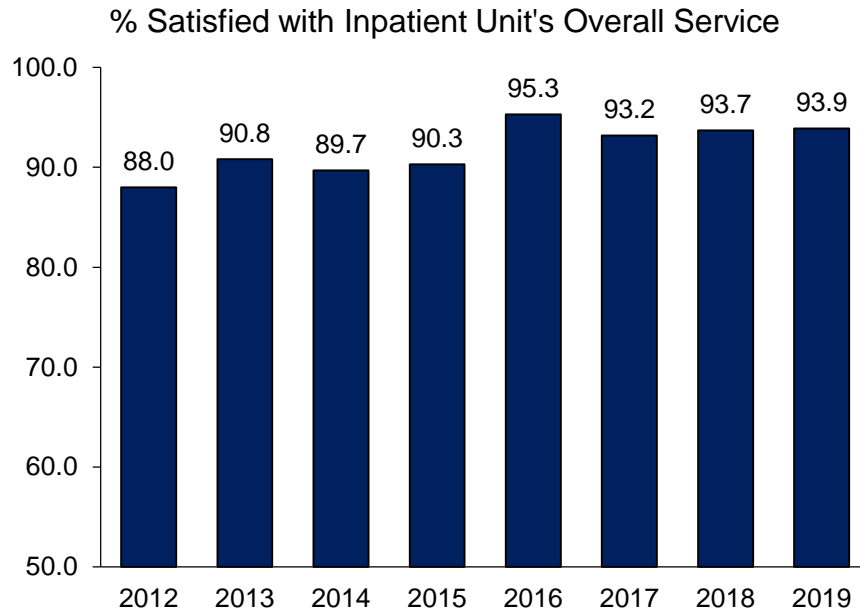
### % Satisfied with Emergency Environment



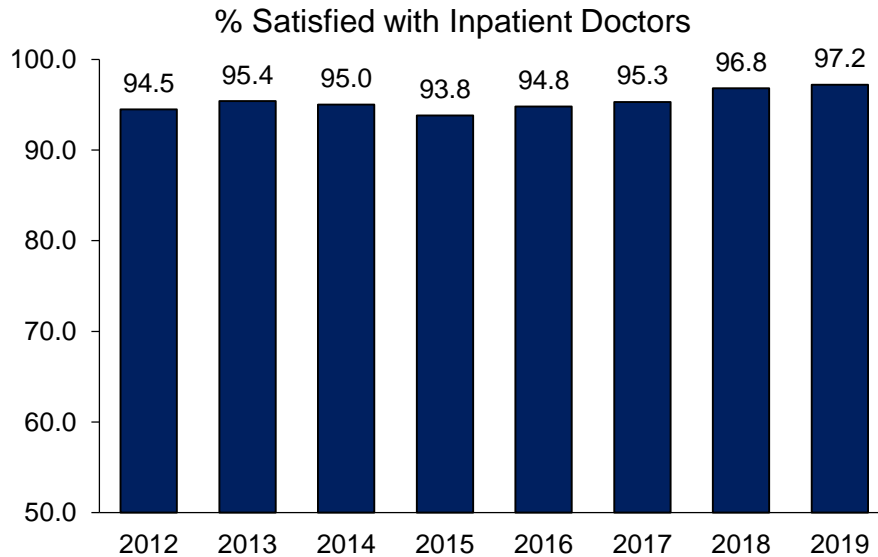
| % Satisfied with ER Environment |      |      |      |      |      |      |      |
|---------------------------------|------|------|------|------|------|------|------|
| 2012                            | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 78.5                            | 82.1 | 77.5 | 86.5 | 95.5 | 92.0 | 88.7 | 87.9 |

## Inpatient Units (IP)

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

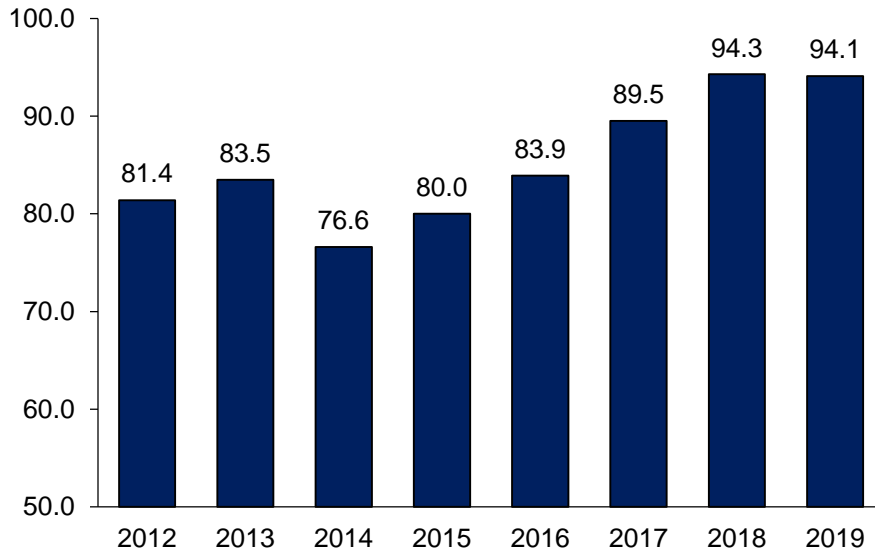


| % Satisfied with Overall Service |      |      |      |      |      |      |      |
|----------------------------------|------|------|------|------|------|------|------|
| 2012                             | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 88.0                             | 90.8 | 89.7 | 90.3 | 95.3 | 93.2 | 93.7 | 93.9 |



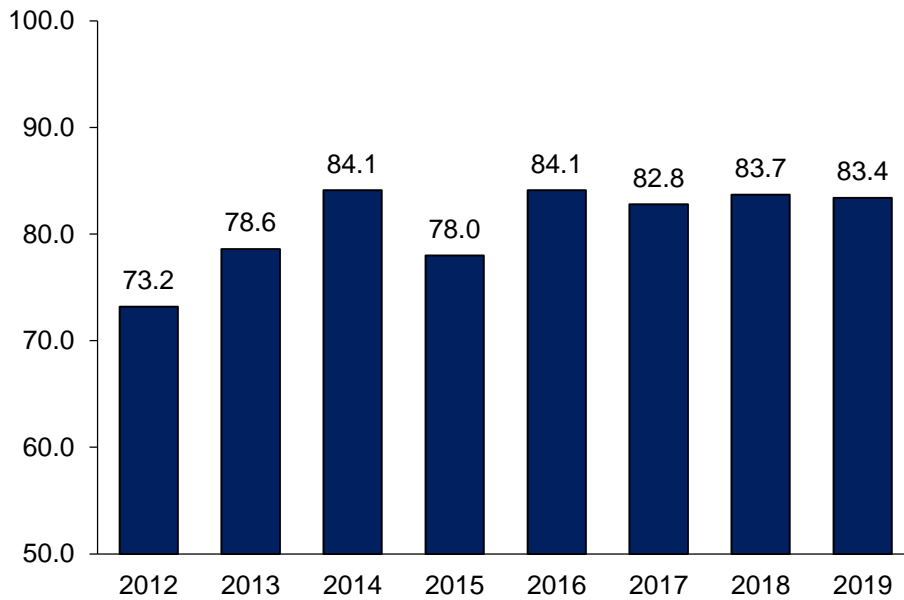
| % Satisfied with IP Physicians |      |      |      |      |      |      |      |
|--------------------------------|------|------|------|------|------|------|------|
| 2012                           | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 94.5                           | 95.4 | 95.0 | 93.8 | 94.8 | 95.3 | 96.8 | 97.2 |

**% Satisfied with Inpatient Nurses**



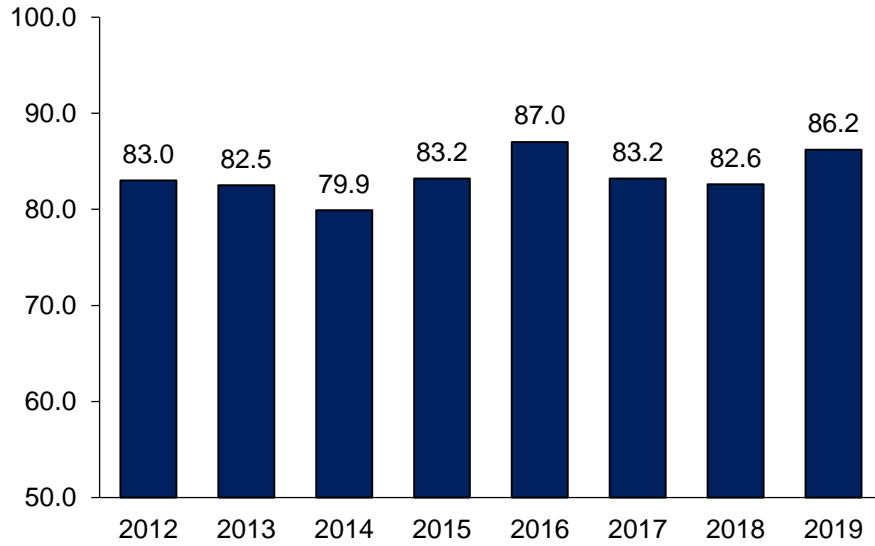
| % Satisfied with IP Nurses |      |      |      |      |      |      |      |
|----------------------------|------|------|------|------|------|------|------|
| 2012                       | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 81.4                       | 83.5 | 76.6 | 80.0 | 83.9 | 89.5 | 94.3 | 94.1 |

**% Satisfied with Inpatient Pain Management**



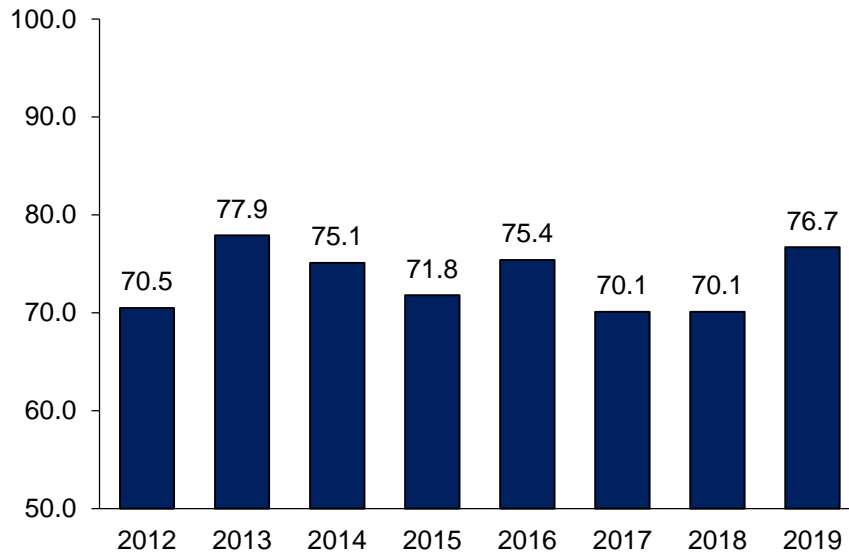
| % Satisfied with IP Pain Management |      |      |      |      |      |      |      |
|-------------------------------------|------|------|------|------|------|------|------|
| 2012                                | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 73.2                                | 78.6 | 84.1 | 78.0 | 84.1 | 82.8 | 83.7 | 83.4 |

**% Satisfied with Inpatient Environment**



| % Satisfied with IP Environment |      |      |      |      |      |      |      |
|---------------------------------|------|------|------|------|------|------|------|
| 2012                            | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 83.0                            | 82.5 | 79.9 | 83.2 | 87.0 | 83.2 | 82.6 | 86.2 |

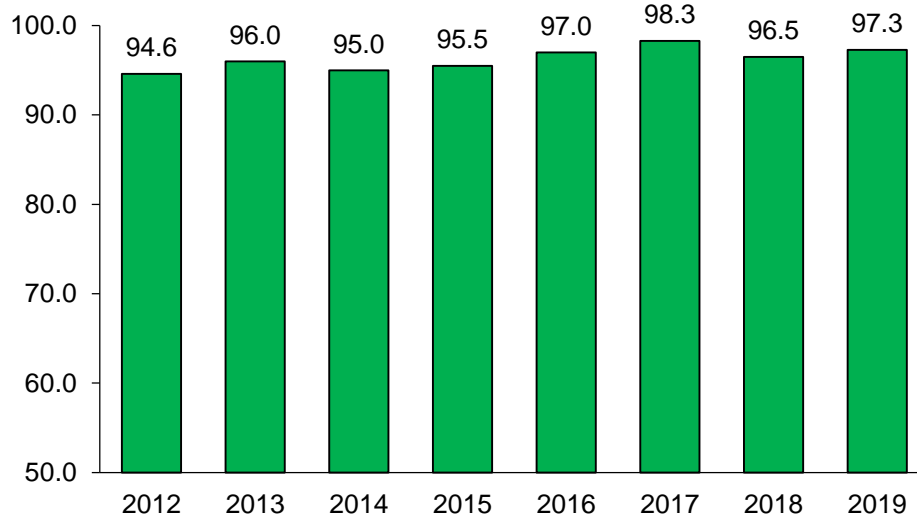
**% Satisfied with Inpatient Meals**



| % Satisfied with IP Meals |      |      |      |      |      |      |      |
|---------------------------|------|------|------|------|------|------|------|
| 2012                      | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 70.5                      | 77.9 | 75.1 | 71.8 | 75.4 | 70.1 | 70.1 | 76.7 |

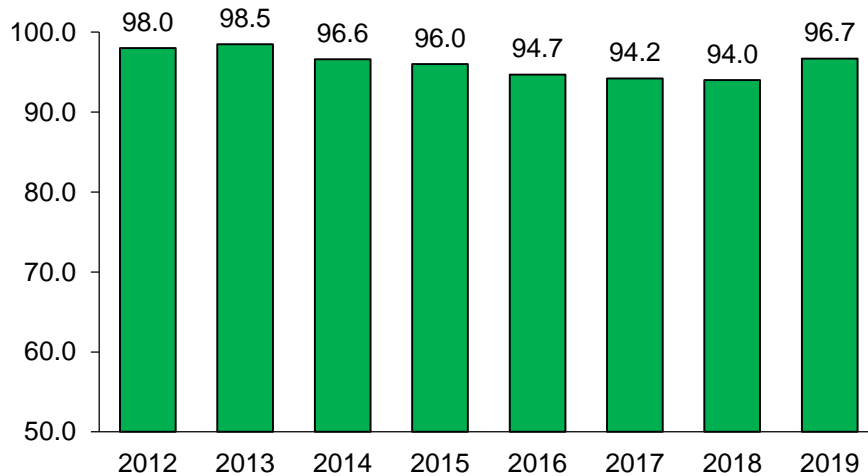
## Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



| % Satisfied with Overall Service |      |      |      |      |      |      |      |
|----------------------------------|------|------|------|------|------|------|------|
| 2012                             | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 94.6                             | 96.0 | 95.0 | 95.5 | 97.0 | 98.3 | 96.5 | 97.3 |

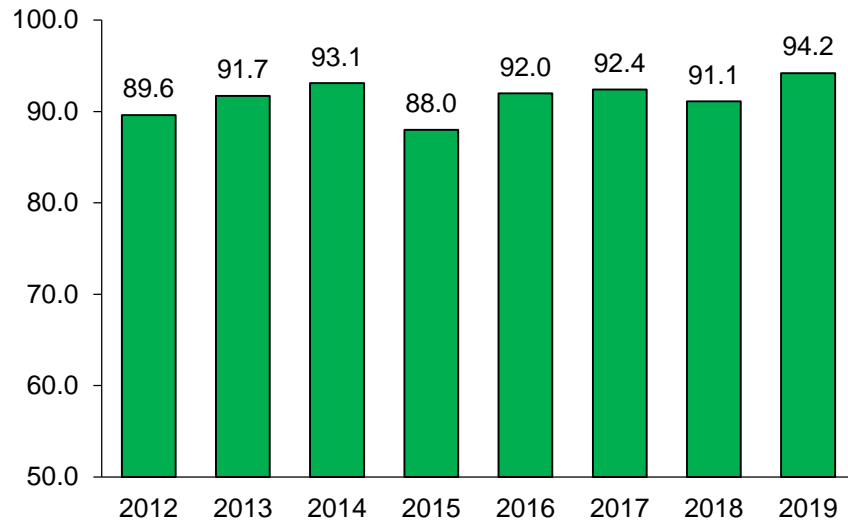
% Satisfied with Outpatient Doctors



| % Satisfied with OP Physicians |      |      |      |      |      |      |      |
|--------------------------------|------|------|------|------|------|------|------|
| 2012                           | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 98.0                           | 98.5 | 96.6 | 96.0 | 94.7 | 94.2 | 94.0 | 96.7 |

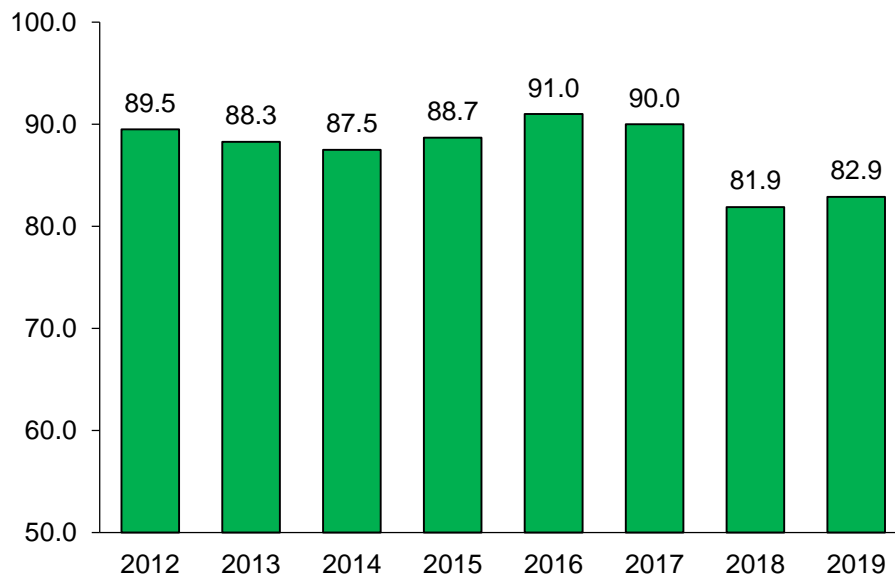


**% Satisfied with Outpatient Nurses**



| % Satisfied with OP Nurses |      |      |      |      |      |      |      |
|----------------------------|------|------|------|------|------|------|------|
| 2012                       | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 89.6                       | 91.7 | 93.1 | 88.0 | 92.0 | 92.4 | 91.1 | 94.2 |

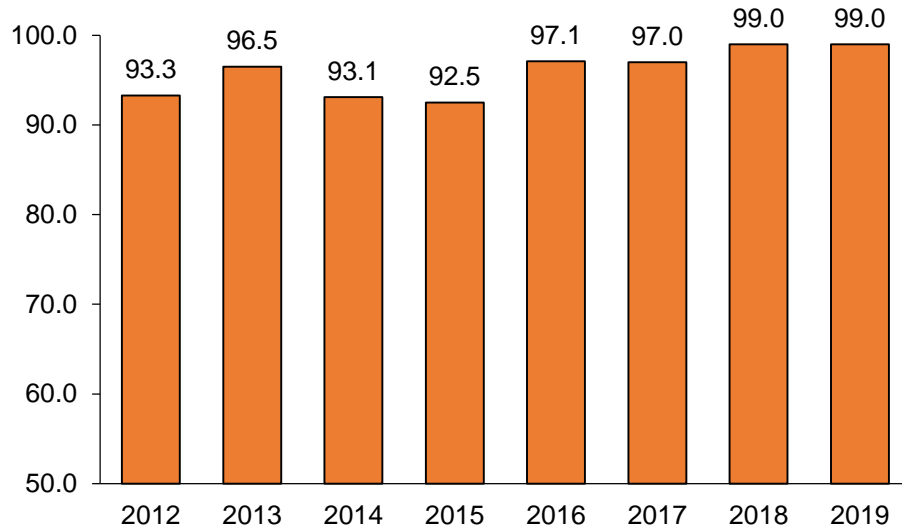
**% Satisfied with Outpatient Environment**



| % Satisfied with OP Environment |      |      |      |      |      |      |      |
|---------------------------------|------|------|------|------|------|------|------|
| 2012                            | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 89.5                            | 88.3 | 87.5 | 88.7 | 91.0 | 90.0 | 81.9 | 82.9 |

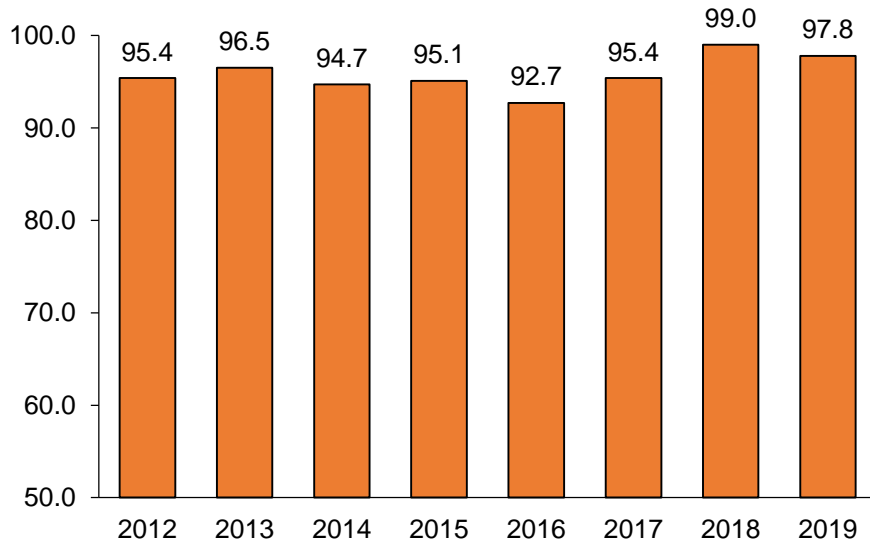
## Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



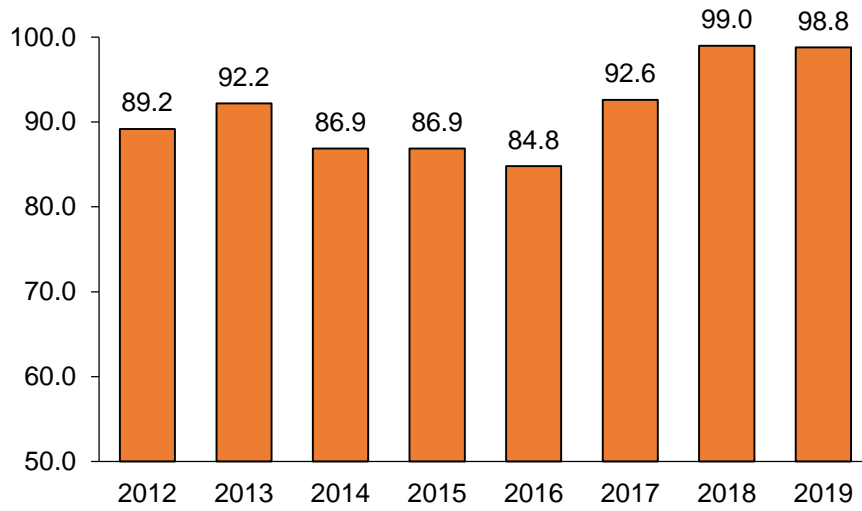
| % Satisfied with Overall Service |      |      |      |      |      |      |      |
|----------------------------------|------|------|------|------|------|------|------|
| 2012                             | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 93.3                             | 96.5 | 93.1 | 92.5 | 97.1 | 97.0 | 99.0 | 99.0 |

% Satisfied with Surgical Outpatient Doctors



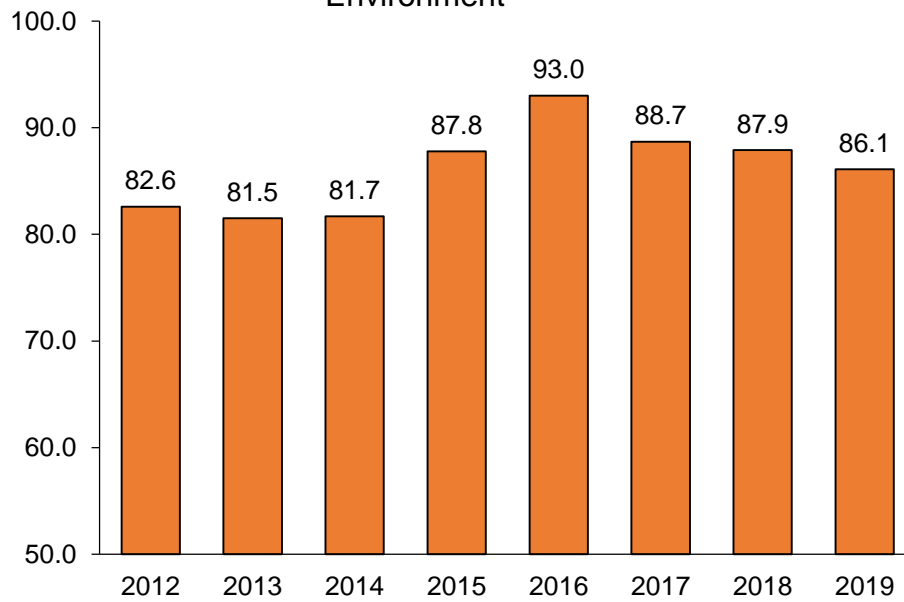
| % Satisfied with OP Physicians |      |      |      |      |      |      |      |
|--------------------------------|------|------|------|------|------|------|------|
| 2012                           | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 95.4                           | 96.5 | 94.7 | 95.1 | 92.7 | 95.4 | 99.0 | 97.8 |

### % Satisfied with Surgical Outpatient Unit's Nurses



| % Satisfied with OP Nurses |      |      |      |      |      |      |      |
|----------------------------|------|------|------|------|------|------|------|
| 2012                       | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 89.2                       | 92.2 | 86.9 | 86.9 | 84.8 | 92.6 | 99.0 | 98.8 |

### % Satisfied with Surgical Outpatient Unit's Environment



| % Satisfied with OP Environment |      |      |      |      |      |      |      |
|---------------------------------|------|------|------|------|------|------|------|
| 2012                            | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| 82.6                            | 81.5 | 81.7 | 87.8 | 93.0 | 88.7 | 87.9 | 86.1 |