



Bermuda Hospitals Board

KEMH Patient Satisfaction Survey Summary FY2012-2020

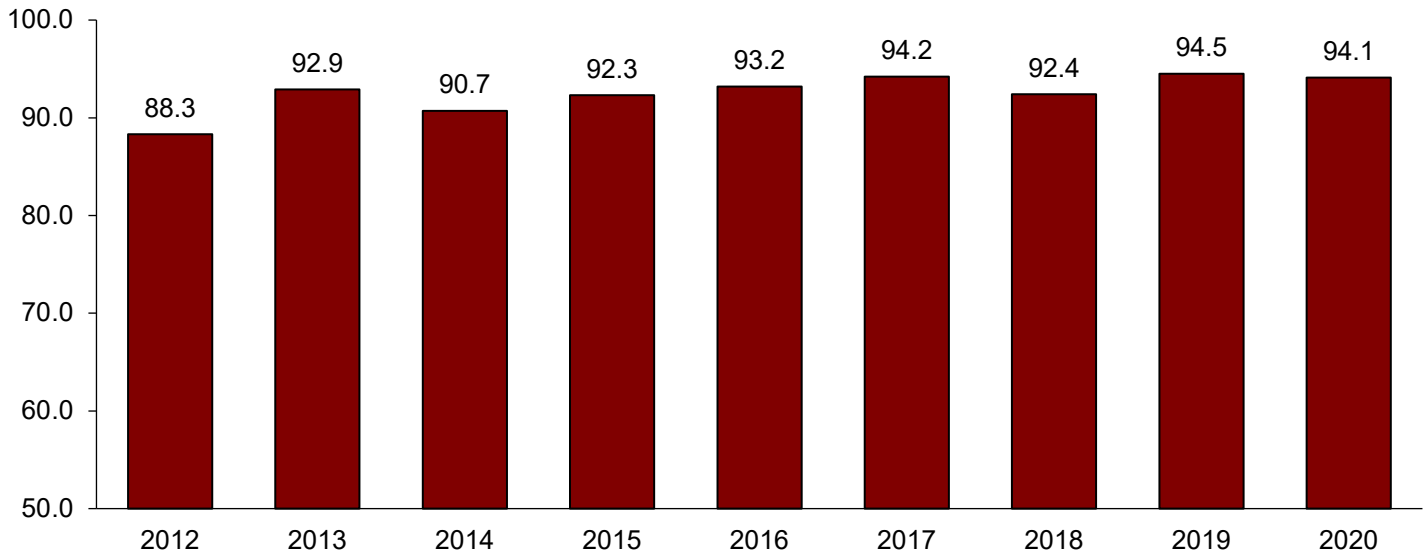
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction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

Consistent with international best practice (e.g. 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>

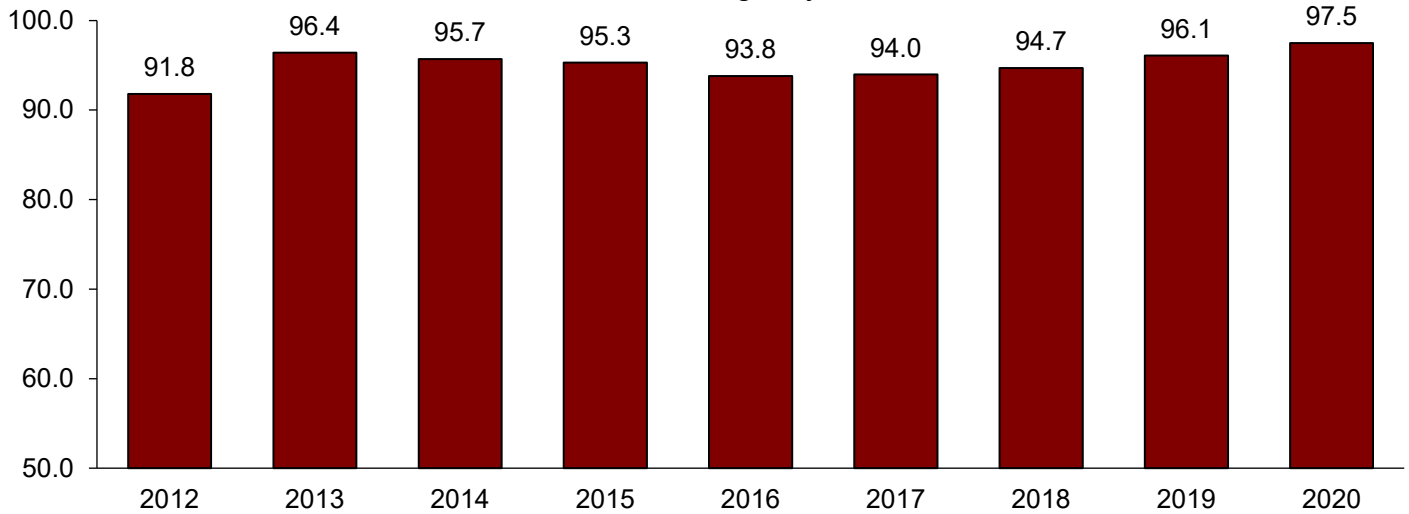
Emergency Department (ER)

% Satisfied with Emergency Unit's Overall Service



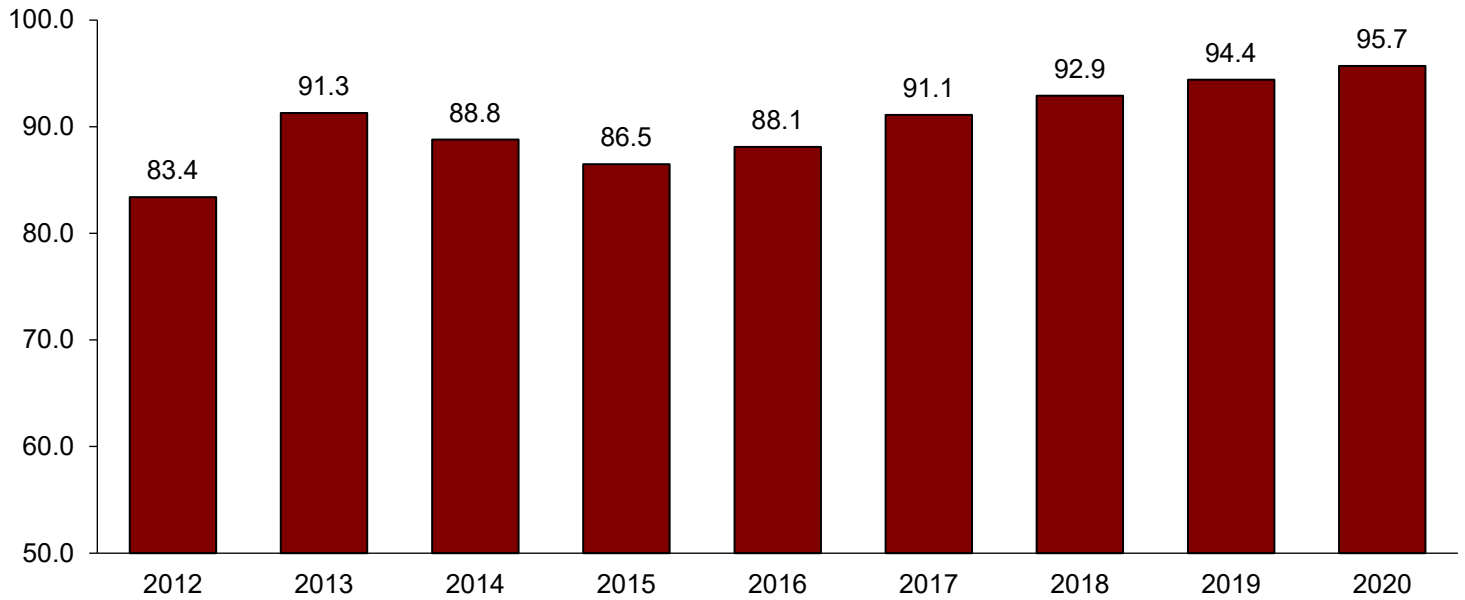
% Satisfied with Overall Service								
2012	2013	2014	2015	2016	2017	2018	2019	2020
88.3	92.9	90.7	92.3	93.2	94.2	92.4	94.5	94.1

% Satisfied with Emergency Doctors



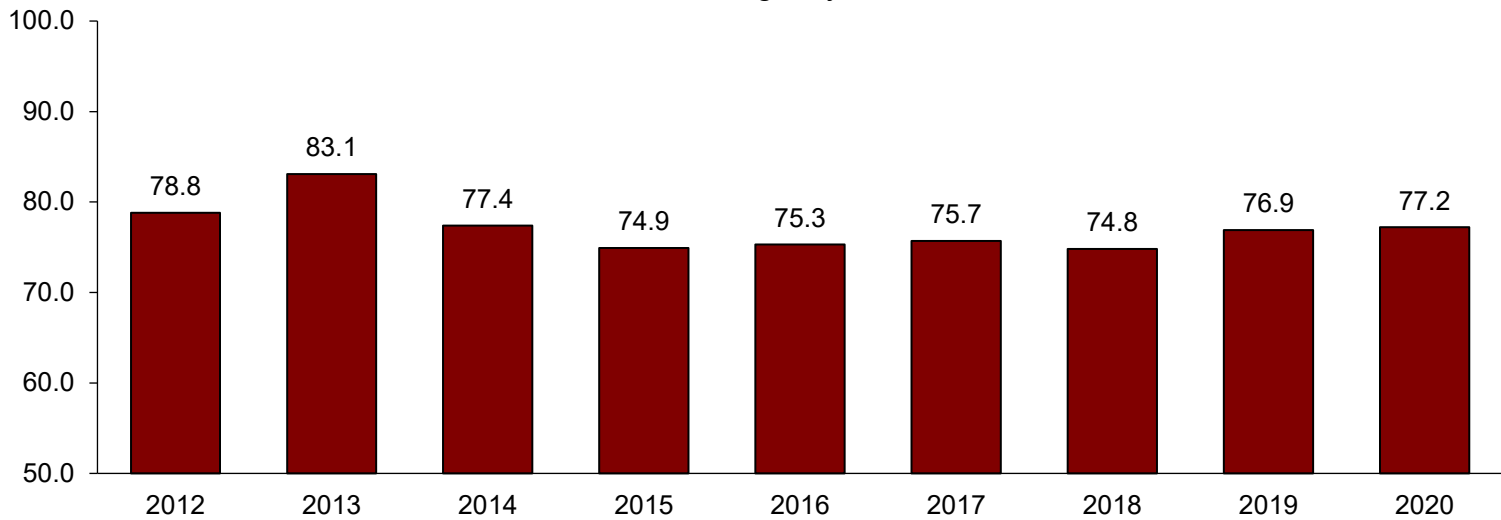
% Satisfied with ER Doctors								
2012	2013	2014	2015	2016	2017	2018	2019	2020
91.8	96.4	95.7	95.3	93.8	94.0	94.7	96.1	97.5

% Satisfied with Emergency Nurses



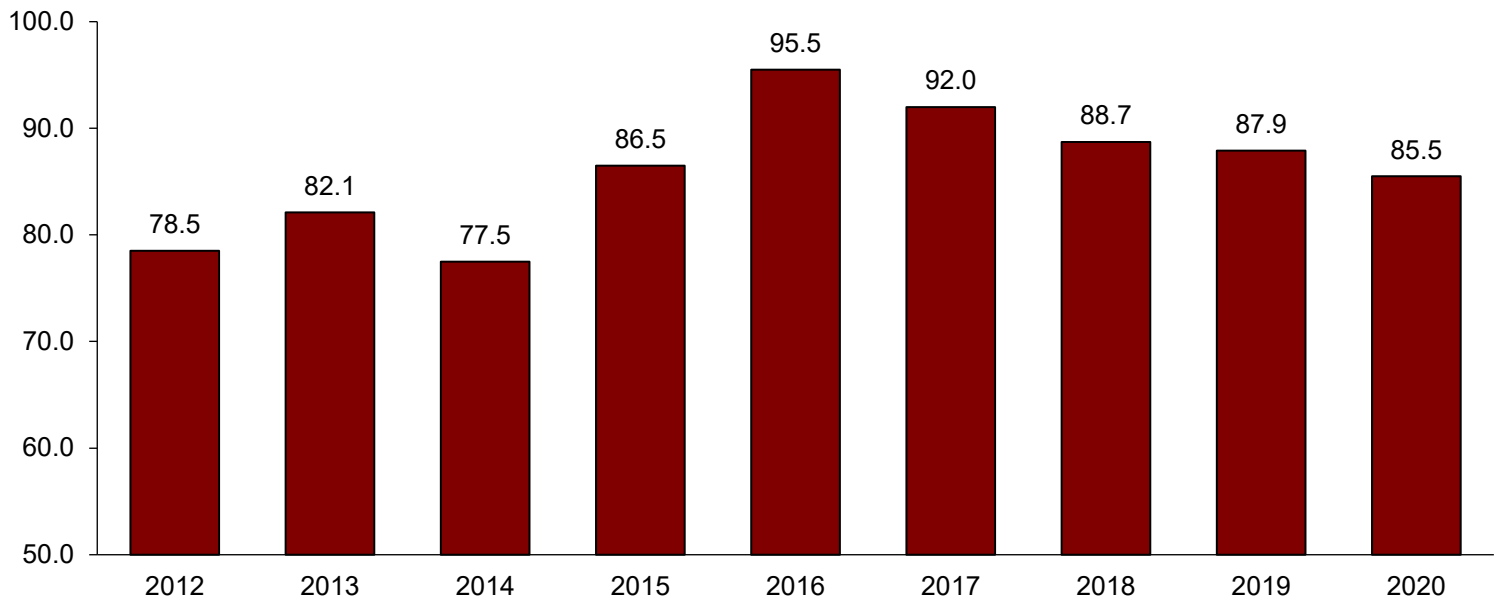
% Satisfied with ER Nurses								
2012	2013	2014	2015	2016	2017	2018	2019	2020
83.4	91.3	88.8	86.5	88.1	91.1	92.9	94.4	95.7

% Satisfied with Emergency Wait Times



% Satisfied with ER Wait Time								
2012	2013	2014	2015	2016	2017	2018	2019	2020
78.8	83.1	77.4	74.9	75.3	75.7	74.8	76.9	77.2

% Satisfied with Emergency Environment

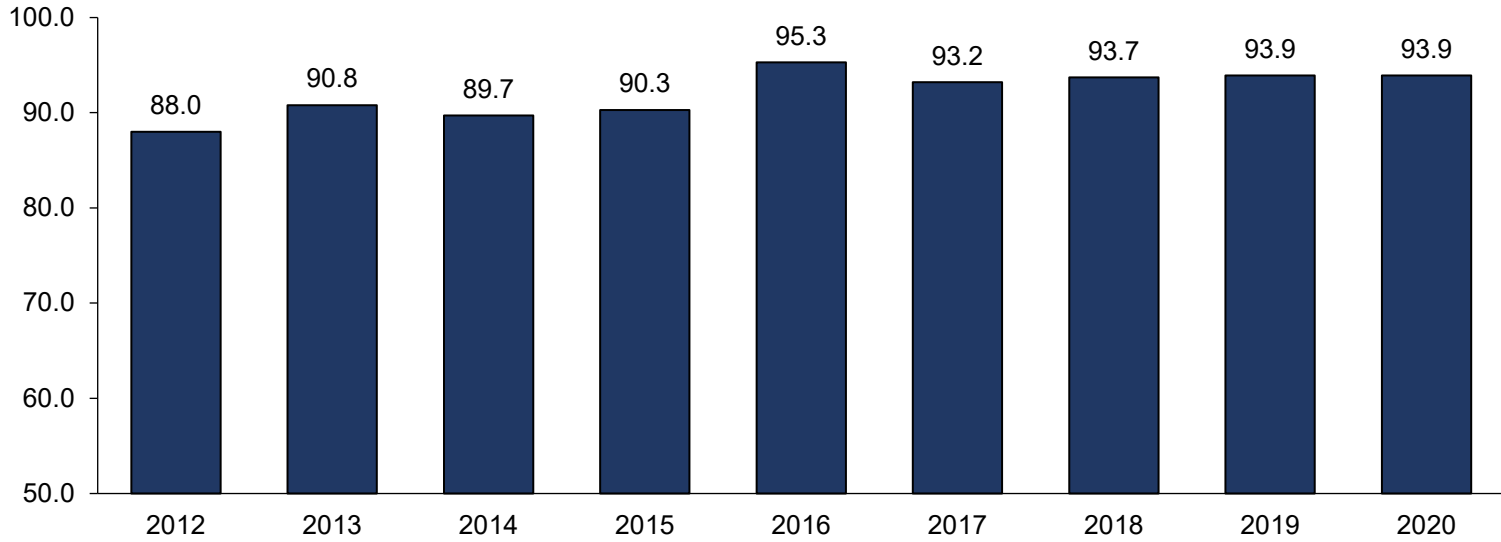


% Satisfied with ER Environment								
2012	2013	2014	2015	2016	2017	2018	2019	2020
78.5	82.1	77.5	86.5	95.5	92.0	88.7	87.9	85.5

Inpatient Units (IP)

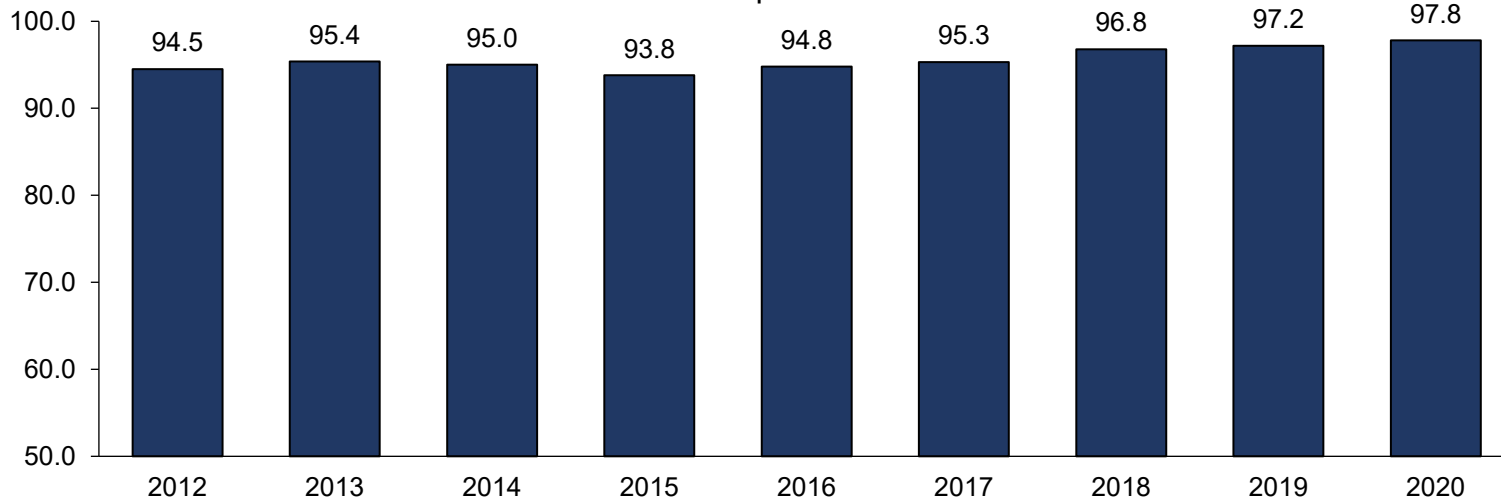
(Maternity, Gosling, Catlin Lindo, Ascendant Partner Re, Ace Barber)

% Satisfied with Inpatient Unit's Overall Service



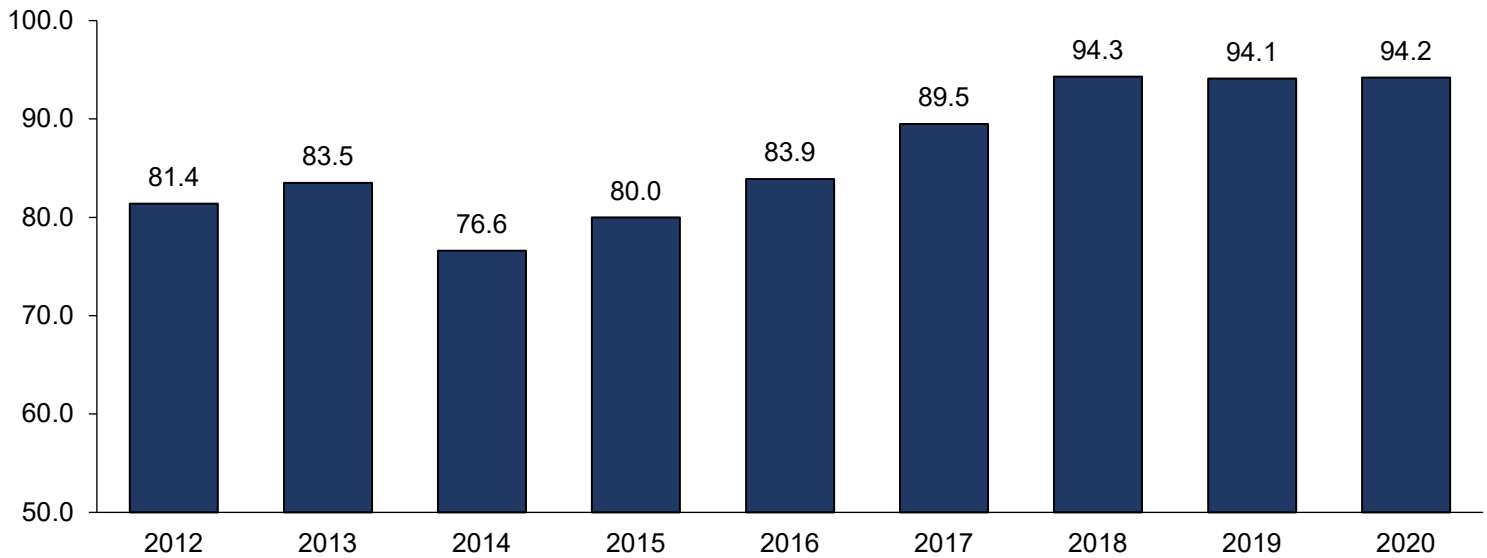
% Satisfied with Overall Service								
2012	2013	2014	2015	2016	2017	2018	2019	2020
88.0	90.8	89.7	90.3	95.3	93.2	93.7	93.9	93.9

% Satisfied with Inpatient Doctors



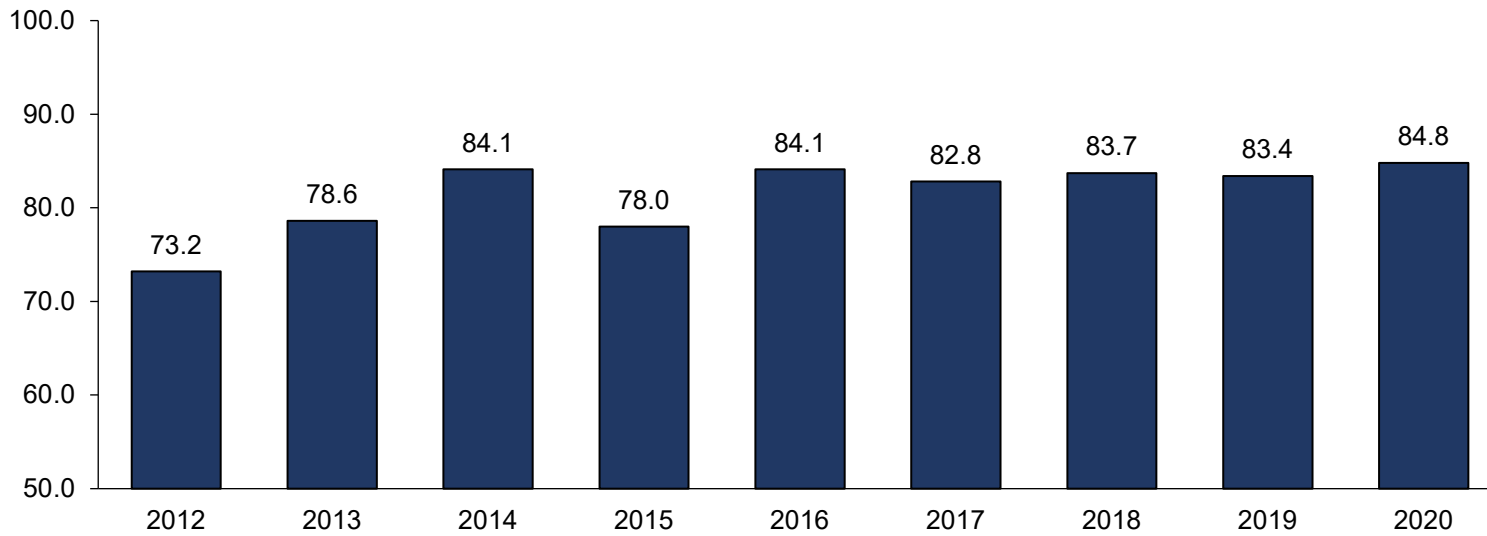
% Satisfied with IP Physicians								
2012	2013	2014	2015	2016	2017	2018	2019	2020
94.5	95.4	95.0	93.8	94.8	95.3	96.8	97.2	97.8

% Satisfied with Inpatient Nurses



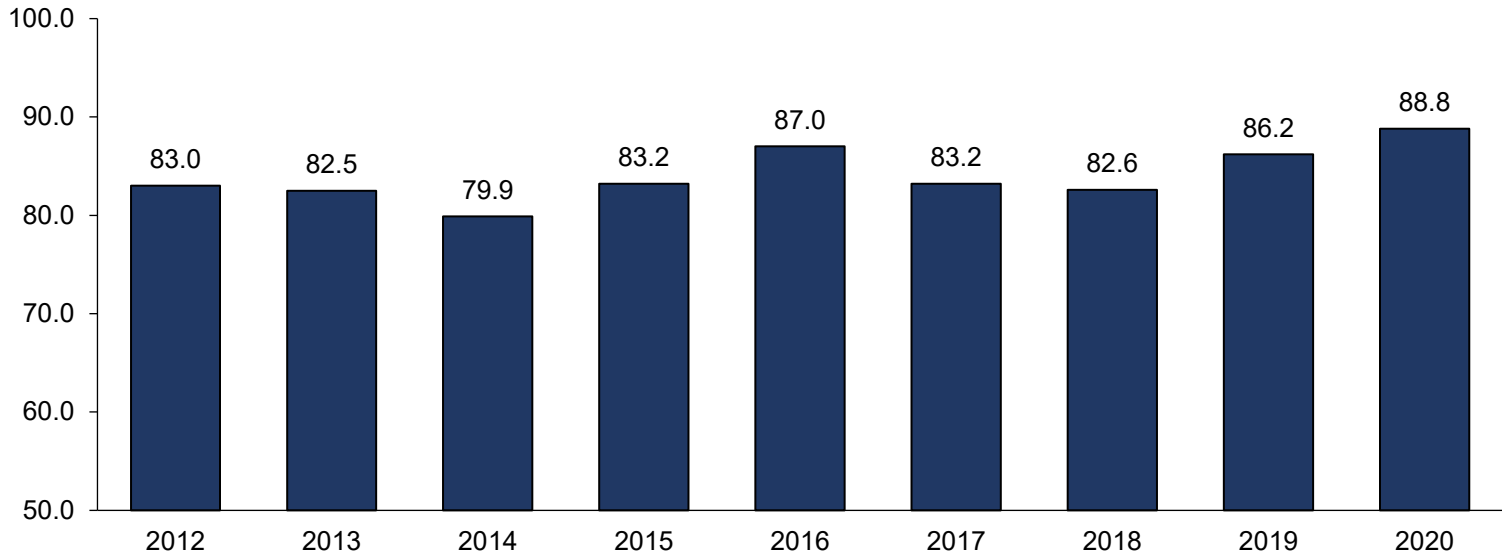
% Satisfied with IP Nurses								
2012	2013	2014	2015	2016	2017	2018	2019	2020
81.4	83.5	76.6	80.0	83.9	89.5	94.3	94.1	94.2

% Satisfied with Inpatient Pain Management



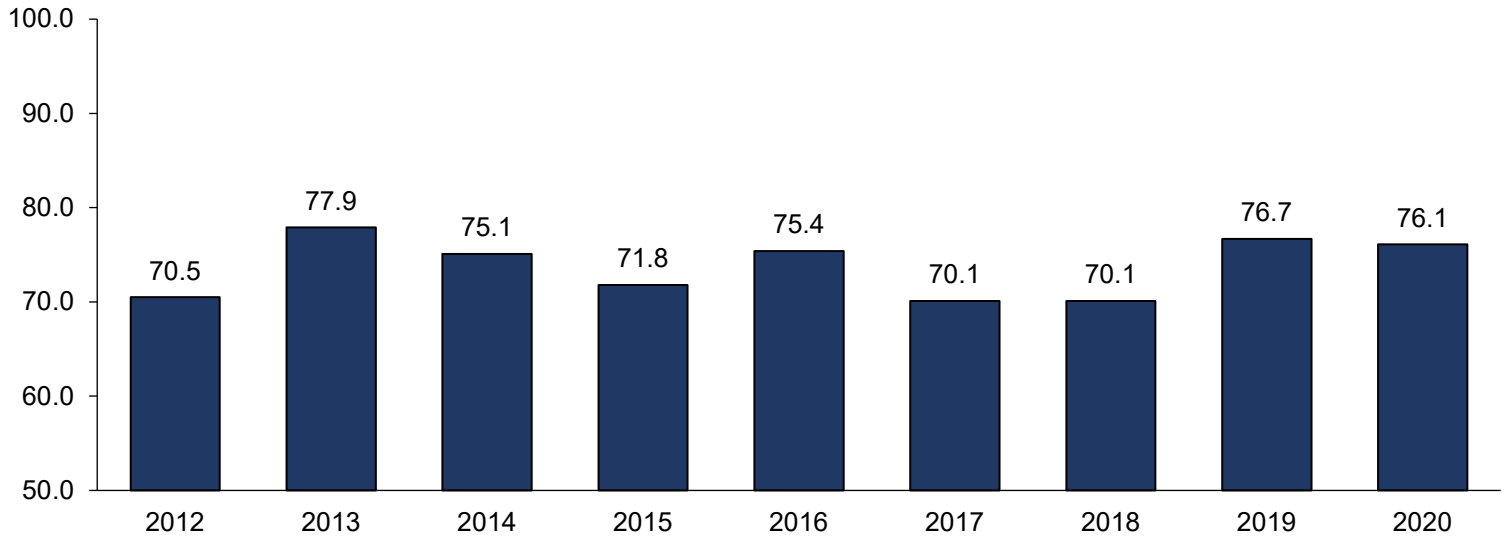
% Satisfied with IP Pain Management								
2012	2013	2014	2015	2016	2017	2018	2019	2020
73.2	78.6	84.1	78.0	84.1	82.8	83.7	83.4	84.8

% Satisfied with Inpatient Environment



% Satisfied with IP Environment								
2012	2013	2014	2015	2016	2017	2018	2019	2020
83.0	82.5	79.9	83.2	87.0	83.2	82.6	86.2	88.8

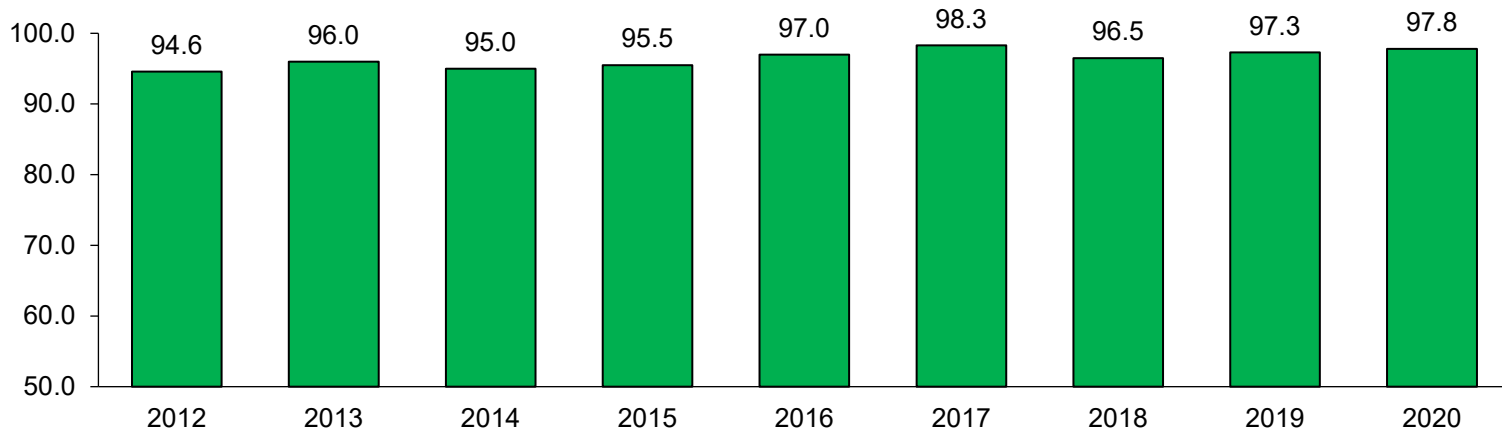
% Satisfied with Inpatient Meals



% Satisfied with IP Meals								
2012	2013	2014	2015	2016	2017	2018	2019	2020
70.5	77.9	75.1	71.8	75.4	70.1	70.1	76.7	76.1

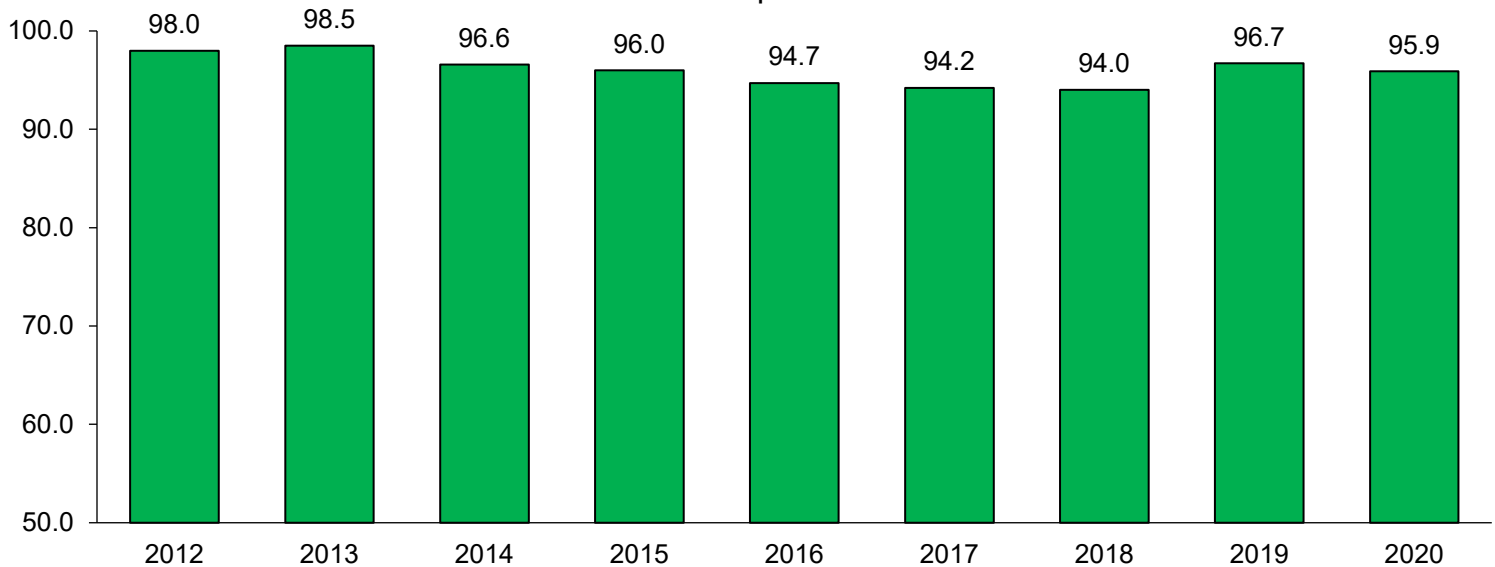
Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



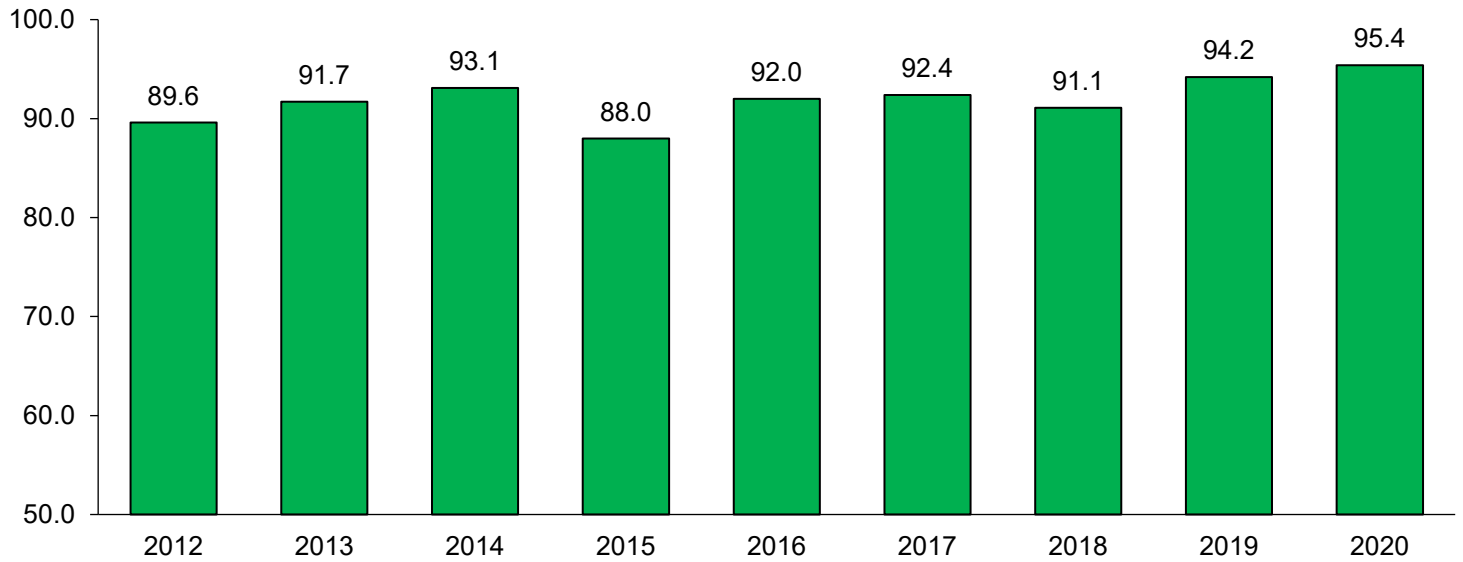
% Satisfied with Overall Service								
2012	2013	2014	2015	2016	2017	2018	2019	2020
94.6	96.0	95.0	95.5	97.0	98.3	96.5	97.3	97.8

% Satisfied with Outpatient Doctors



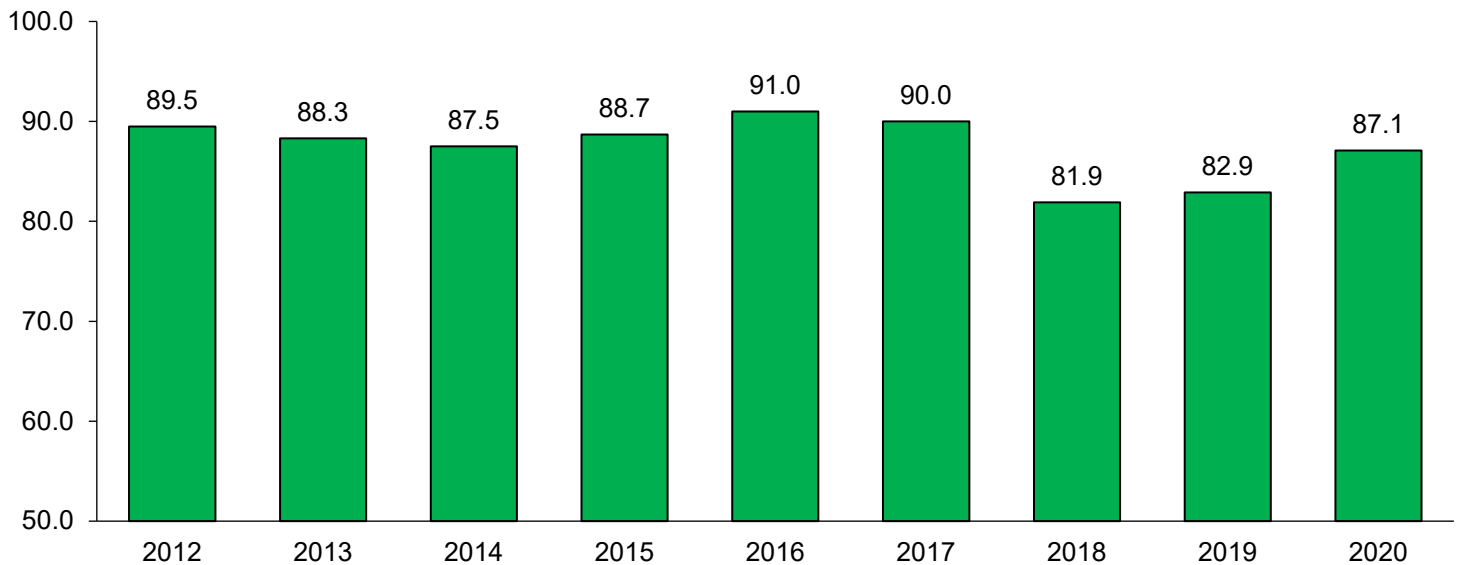
% Satisfied with OP Physicians								
2012	2013	2014	2015	2016	2017	2018	2019	2020
98.0	98.5	96.6	96.0	94.7	94.2	94.0	96.7	95.9

% Satisfied with Outpatient Nurses



% Satisfied with OP Nurses								
2012	2013	2014	2015	2016	2017	2018	2019	2020
89.6	91.7	93.1	88.0	92.0	92.4	91.1	94.2	95.4

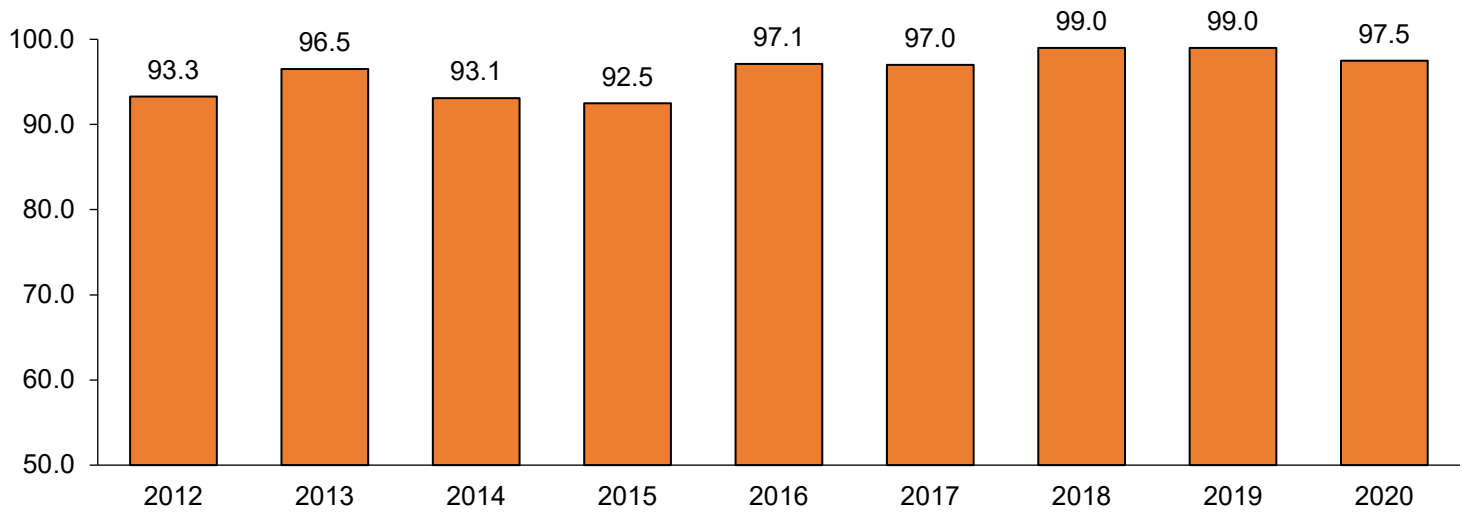
% Satisfied with Outpatient Environment



% Satisfied with OP Environment								
2012	2013	2014	2015	2016	2017	2018	2019	2020
89.5	88.3	87.5	88.7	91.0	90.0	81.9	82.9	87.1

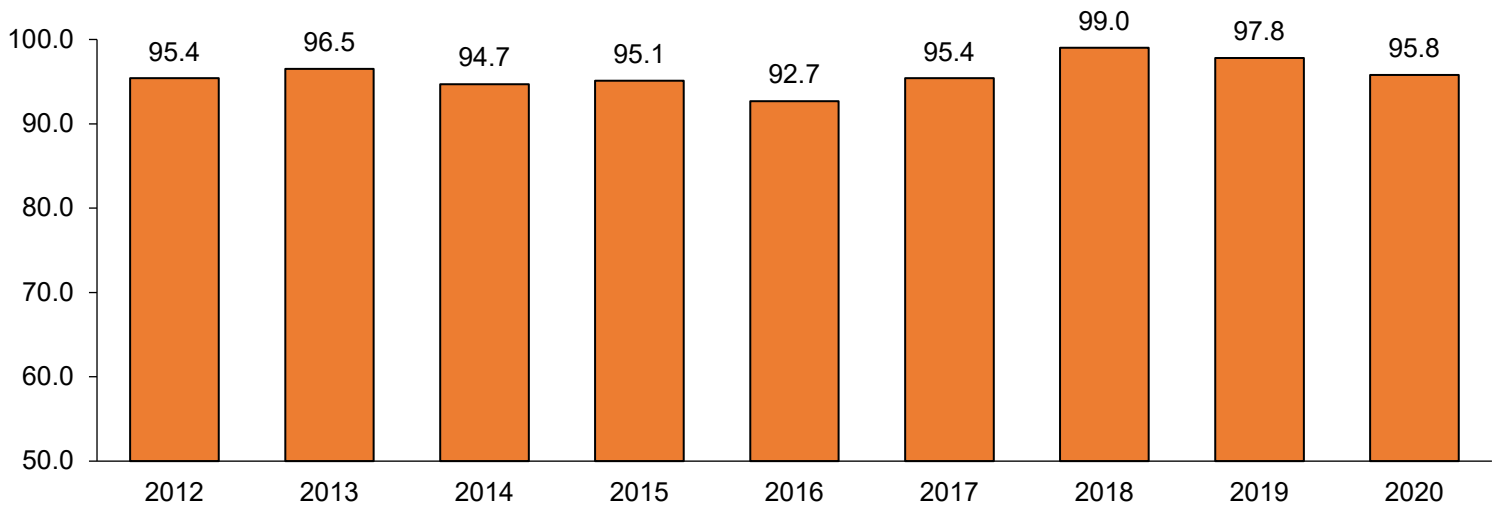
Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



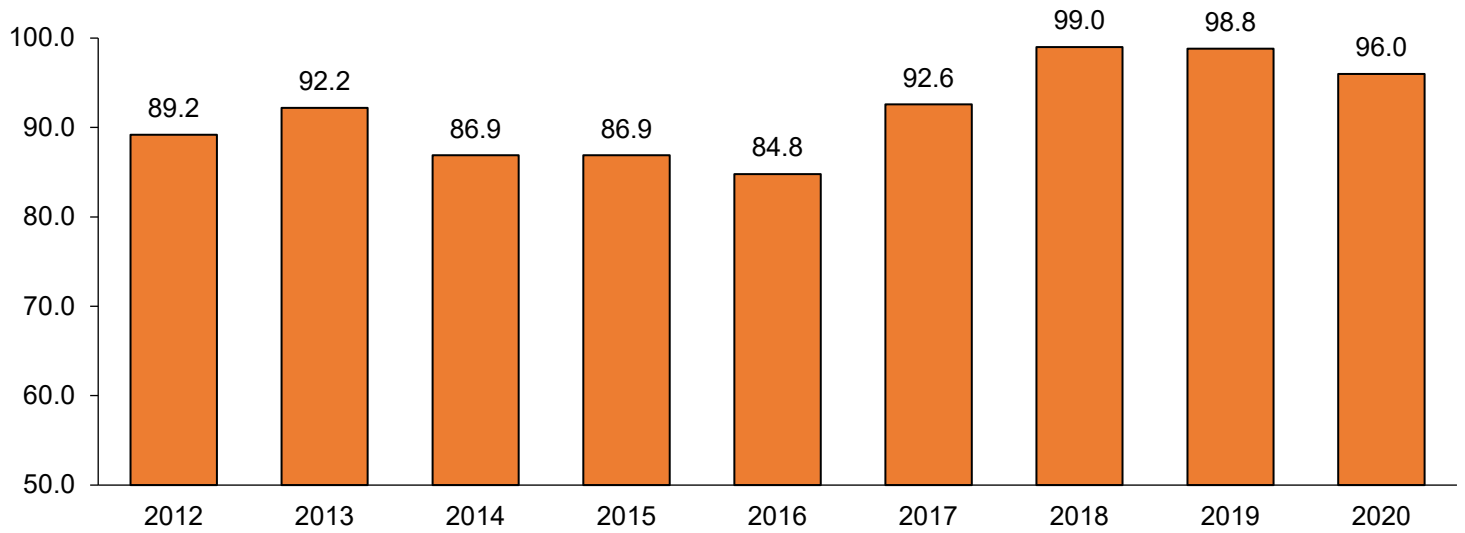
% Satisfied with Overall Service								
2012	2013	2014	2015	2016	2017	2018	2019	2020
93.3	96.5	93.1	92.5	97.1	97.0	99.0	99.0	97.5

% Satisfied with Surgical Outpatient Doctors



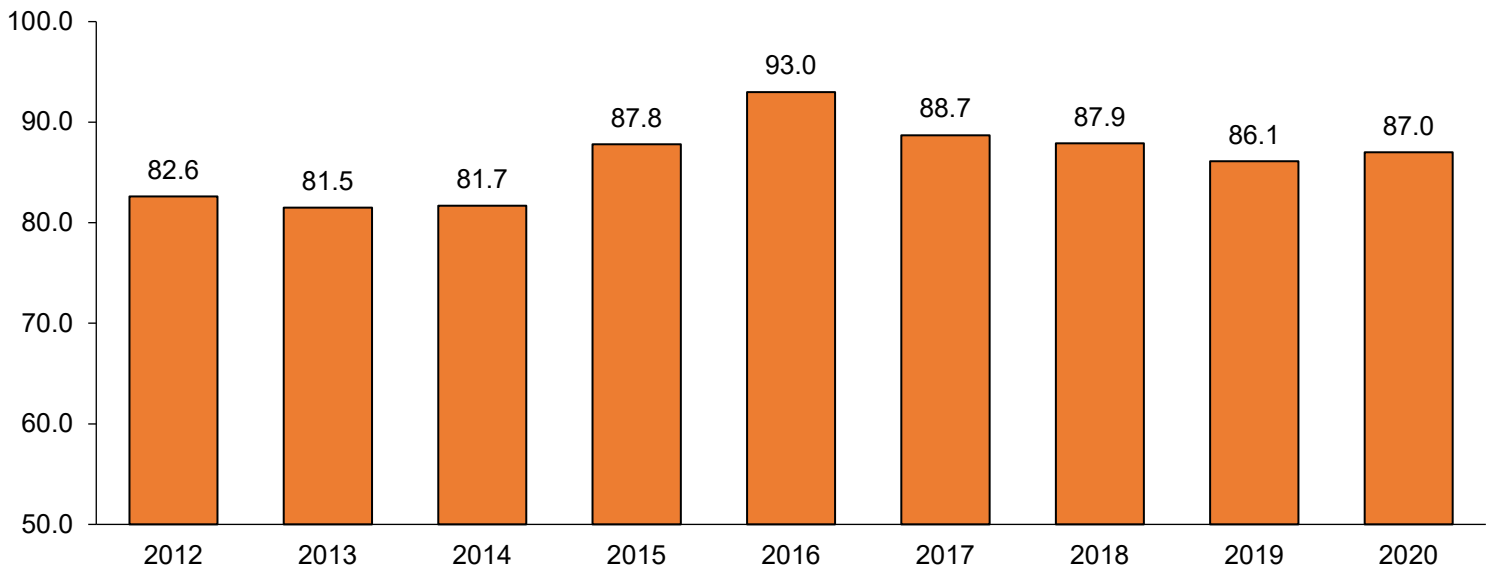
% Satisfied with OP Physicians								
2012	2013	2014	2015	2016	2017	2018	2019	2020
95.4	96.5	94.7	95.1	92.7	95.4	99.0	97.8	95.8

% Satisfied with Surgical Outpatient Unit's Nurses



% Satisfied with OP Nurses								
2012	2013	2014	2015	2016	2017	2018	2019	2020
89.2	92.2	86.9	86.9	84.8	92.6	99.0	98.8	96.0

% Satisfied with Surgical Outpatient Unit's Environment



% Satisfied with OP Environment								
2012	2013	2014	2015	2016	2017	2018	2019	2020
82.6	81.5	81.7	87.8	93.0	88.7	87.9	86.1	87.0