



## Bermuda Hospitals Board

### **KEMH Patient Satisfaction Survey Summary FY2012-2022**

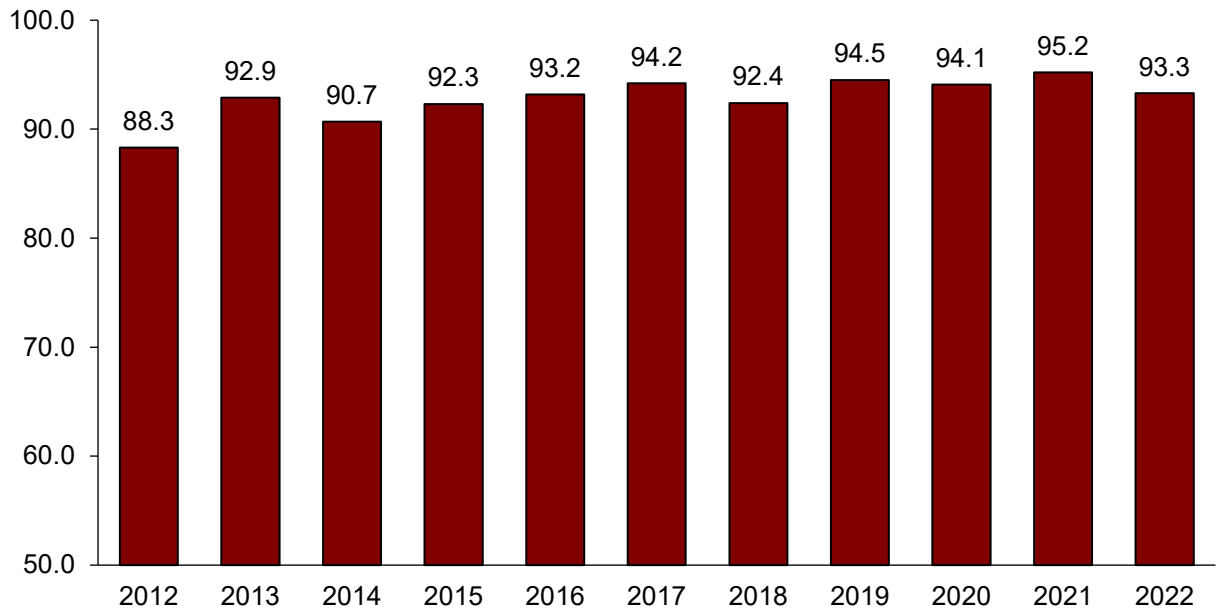
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction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

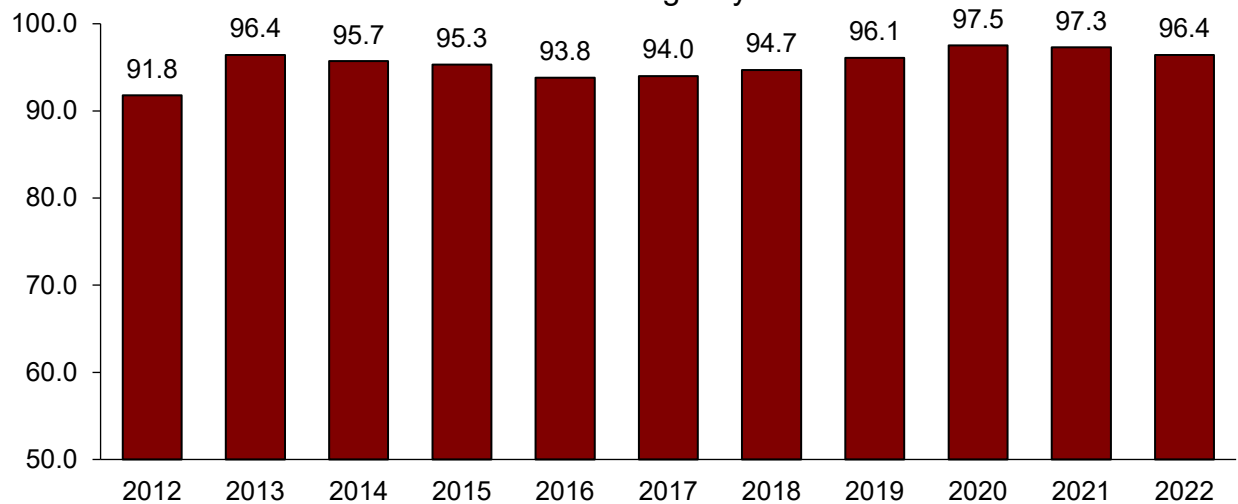
## Emergency Department (ER)

% Satisfied with Emergency Unit's Overall Service



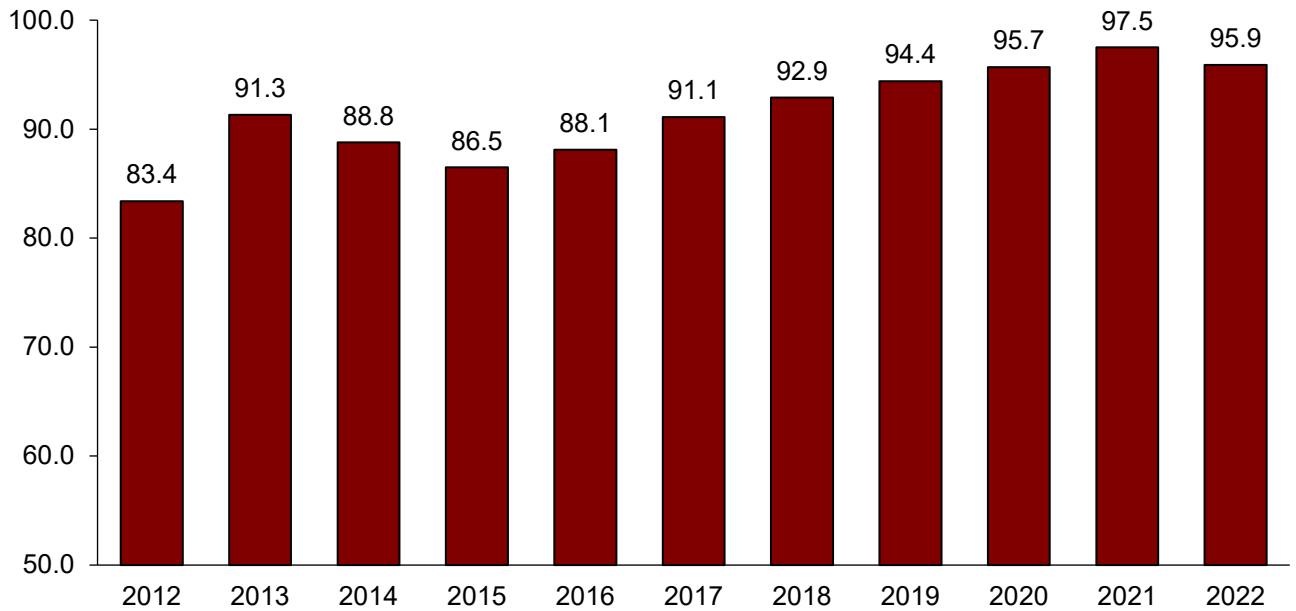
% Satisfied with Overall Service										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
88.3	92.9	90.7	92.3	93.2	94.2	92.4	94.5	94.1	95.2	93.3

% Satisfied with Emergency Doctors



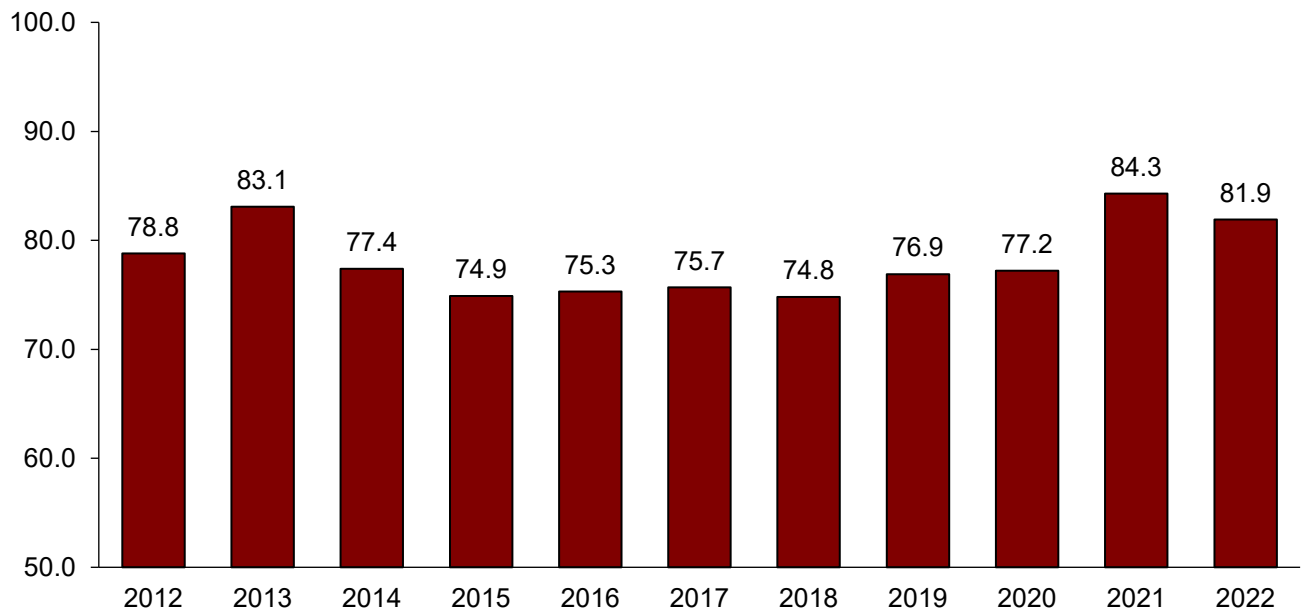
% Satisfied with ER Doctors										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
91.8	96.4	95.7	95.3	93.8	94.0	94.7	96.1	97.5	97.3	96.4

**% Satisfied with Emergency Nurses**



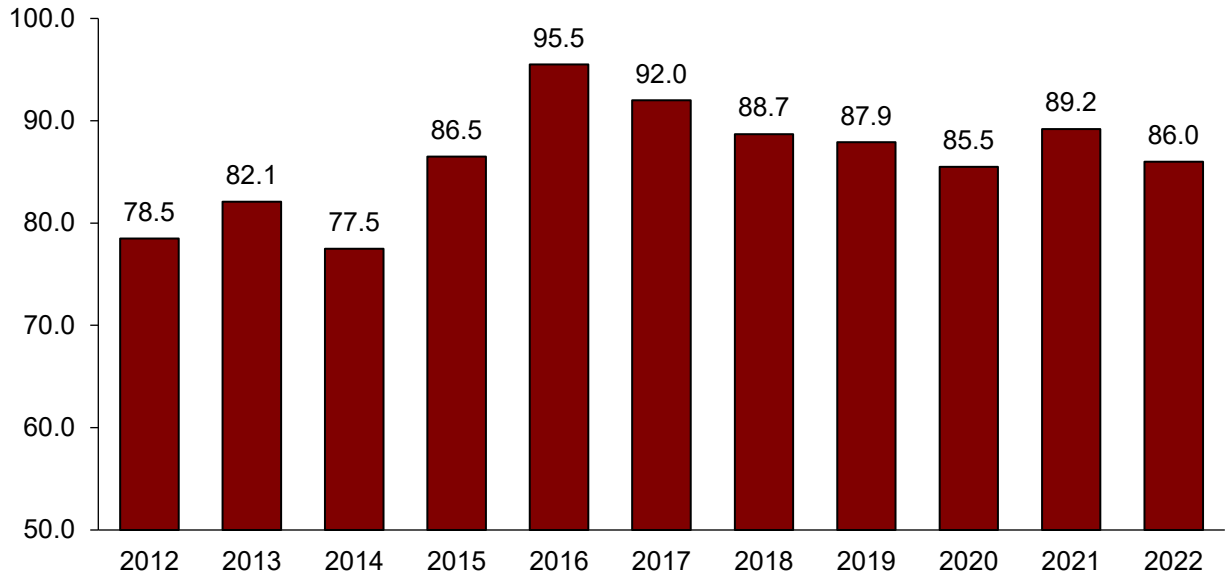
% Satisfied with ER Nurses										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
83.4	91.3	88.8	86.5	88.1	91.1	92.9	94.4	95.7	97.5	95.9

**% Satisfied with Emergency Wait Times**



% Satisfied with ER Wait Time										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
78.8	83.1	77.4	74.9	75.3	75.7	74.8	76.9	77.2	84.3	81.9

### % Satisfied with Emergency Environment

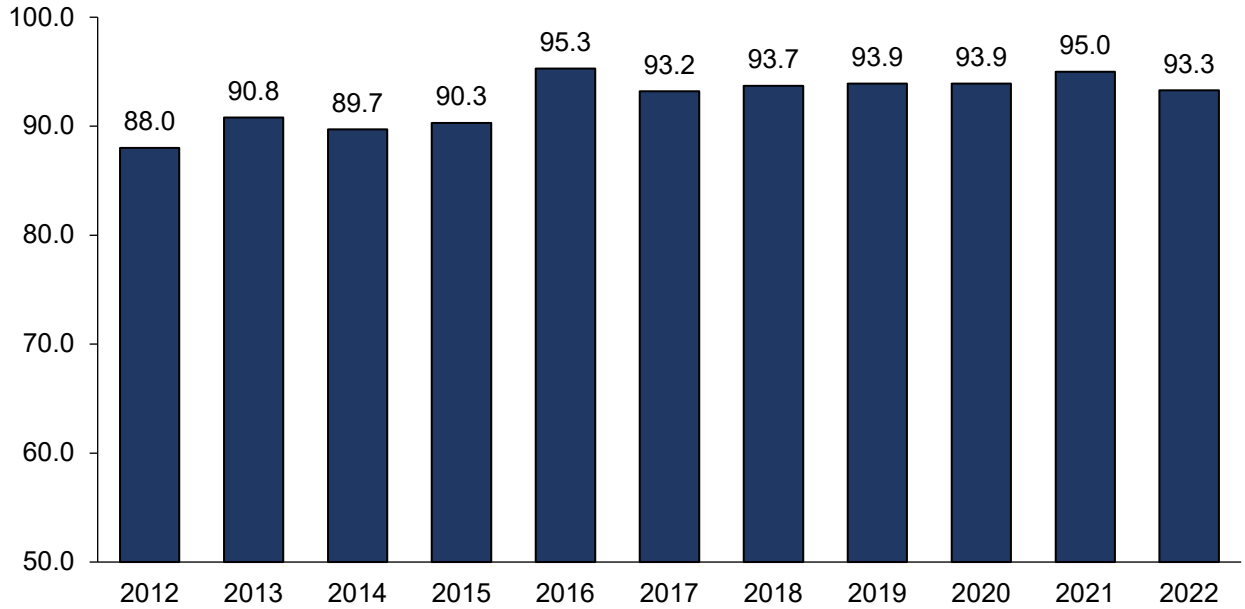


% Satisfied with ER Environment										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
78.5	82.1	77.5	86.5	95.5	92.0	88.7	87.9	85.5	89.2	86.0

## Inpatient Units (IP)

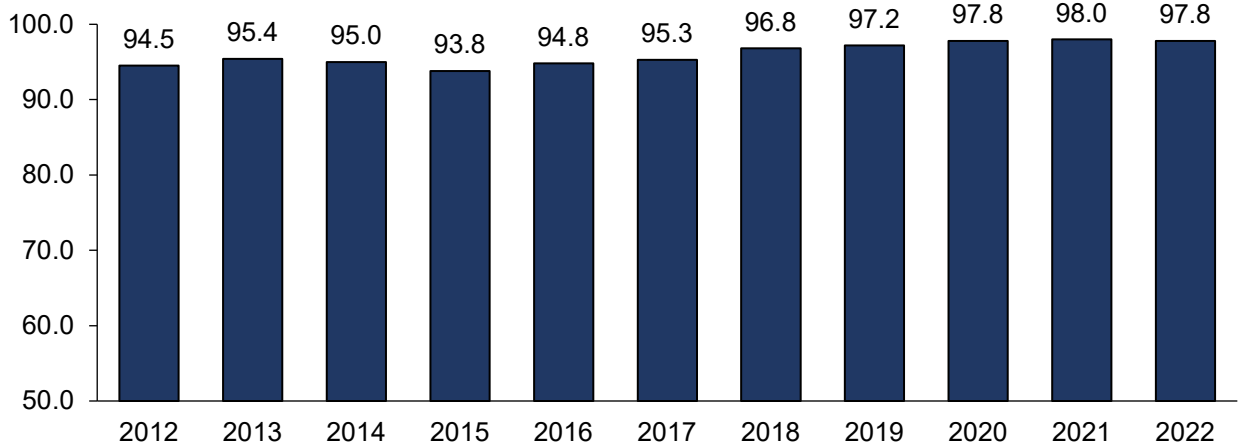
(Maternity, Gosling, Catlin Lindo, Ascendant Partner Re, Ace Barber)

% Satisfied with Inpatient Unit's Overall Service



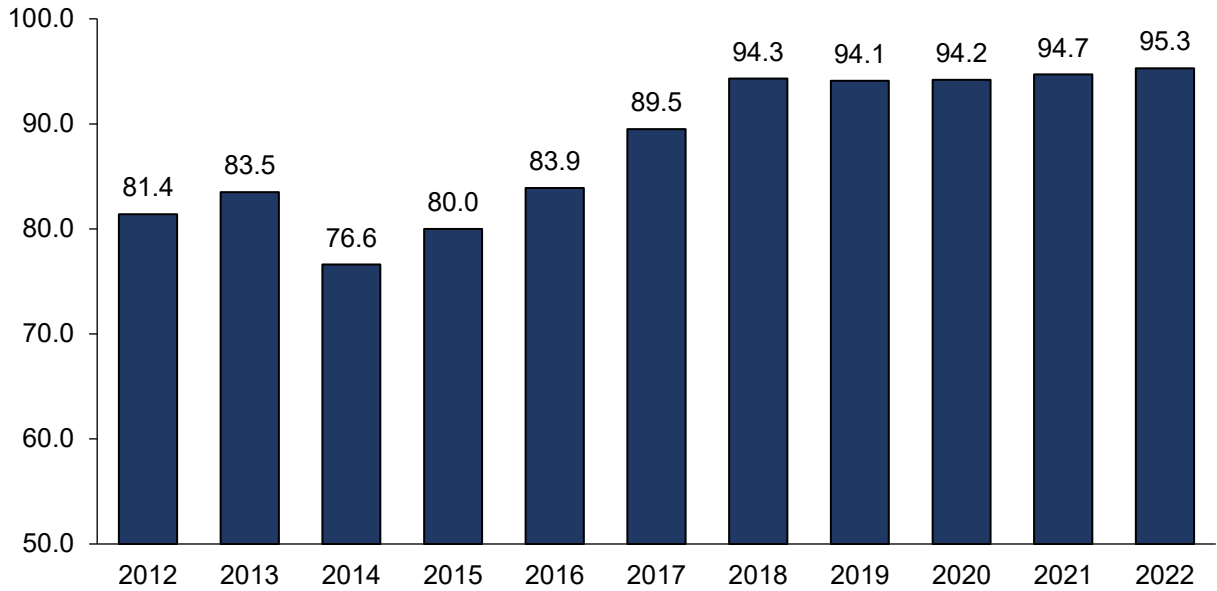
% Satisfied with Overall Service										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
88.0	90.8	89.7	90.3	95.3	93.2	93.7	93.9	93.9	95.0	93.3

% Satisfied with Inpatient Doctors



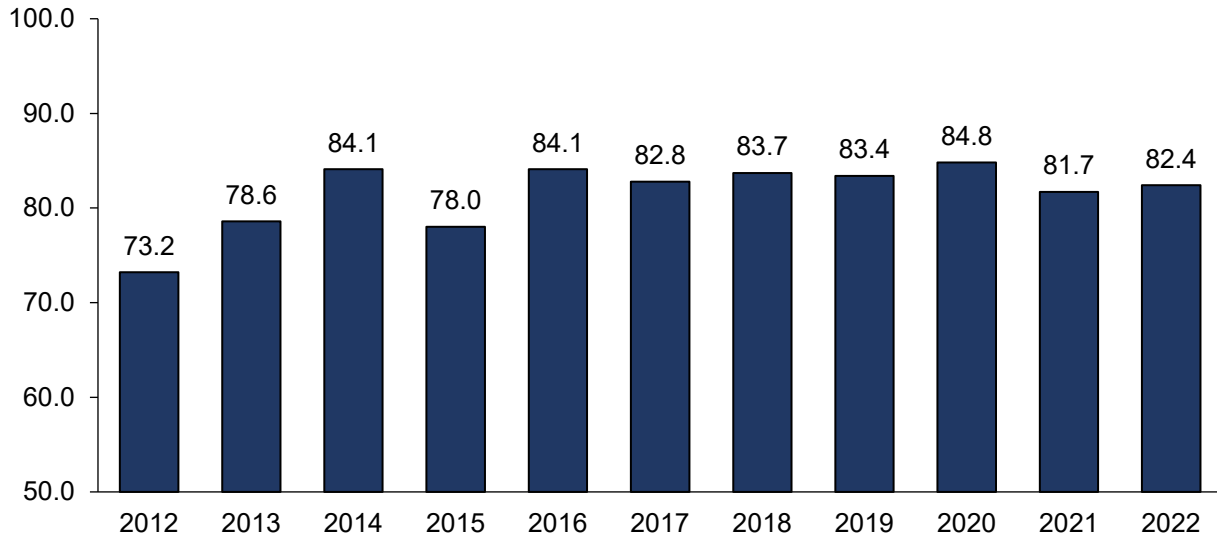
% Satisfied with IP Physicians										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
94.5	95.4	95.0	93.8	94.8	95.3	96.8	97.2	97.8	98.0	97.8

### % Satisfied with Inpatient Nurses



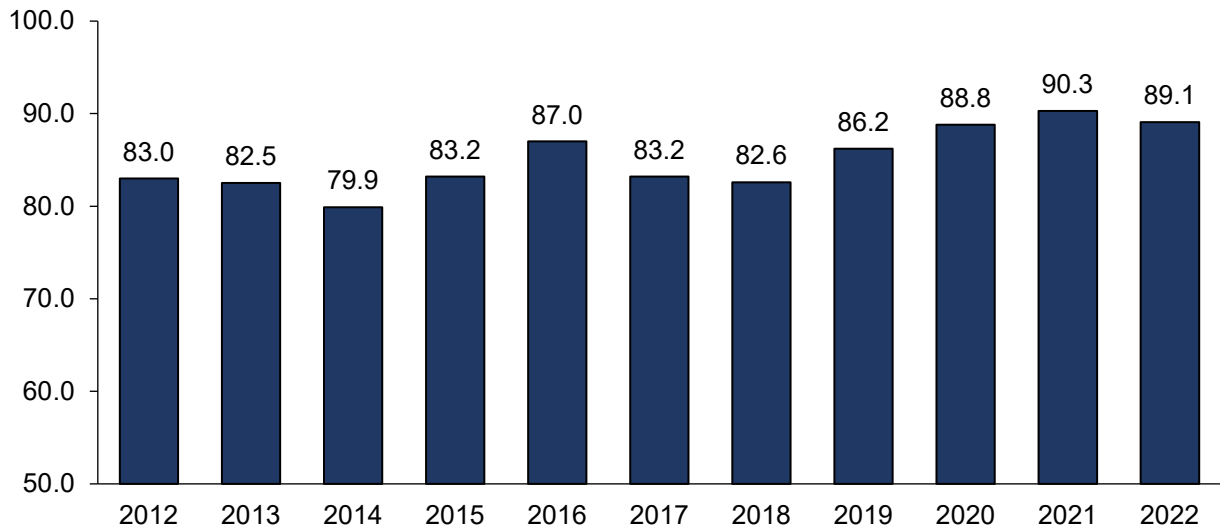
% Satisfied with IP Nurses										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
81.4	83.5	76.6	80.0	83.9	89.5	94.3	94.1	94.2	94.7	95.3

### % Satisfied with Inpatient Pain Management



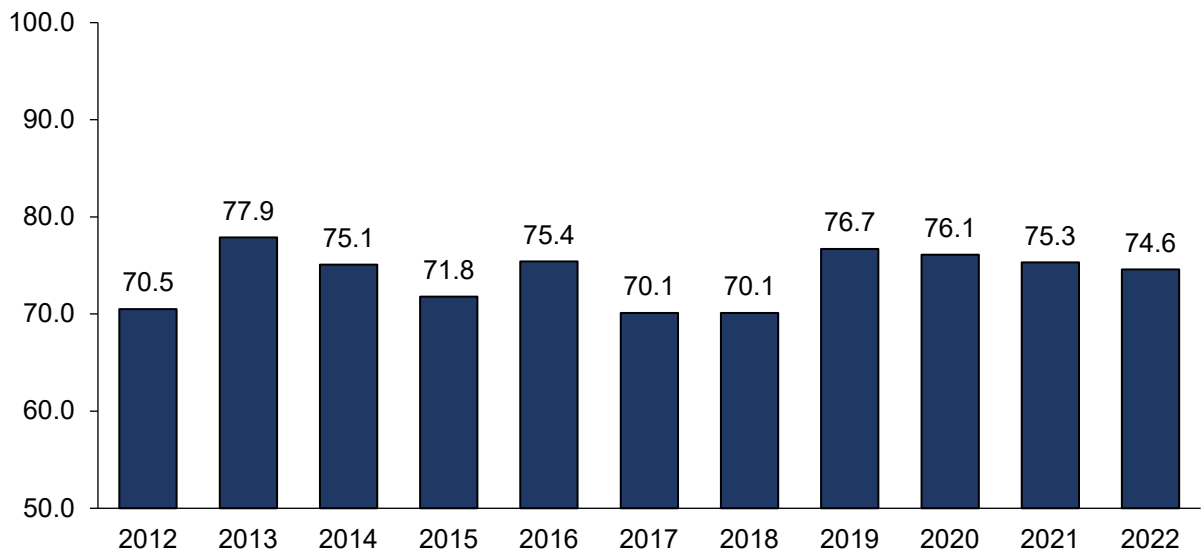
% Satisfied with IP Pain Management										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
73.2	78.6	84.1	78.0	84.1	82.8	83.7	83.4	84.8	81.7	82.4

### % Satisfied with Inpatient Environment



% Satisfied with IP Environment										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
83.0	82.5	79.9	83.2	87.0	83.2	82.6	86.2	88.8	90.3	89.1

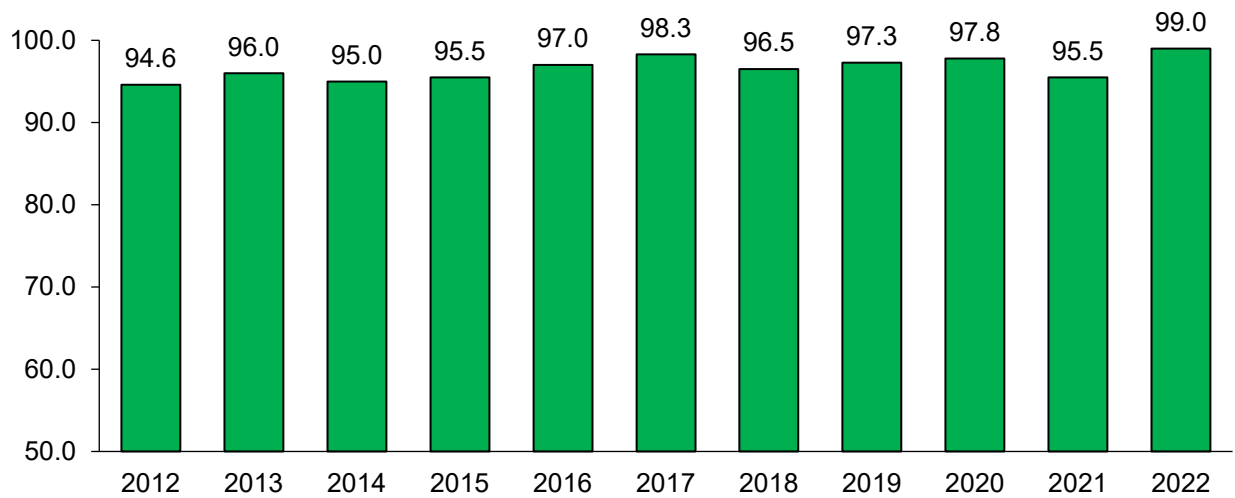
### % Satisfied with Inpatient Meals



% Satisfied with IP Meals										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
70.5	77.9	75.1	71.8	75.4	70.1	70.1	76.7	76.1	75.3	74.6

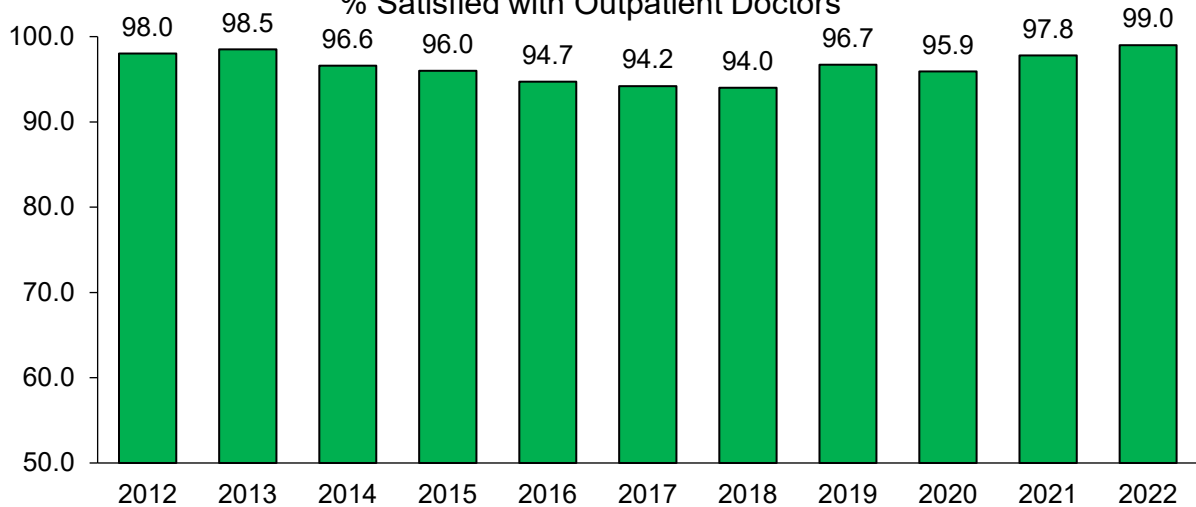
## Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



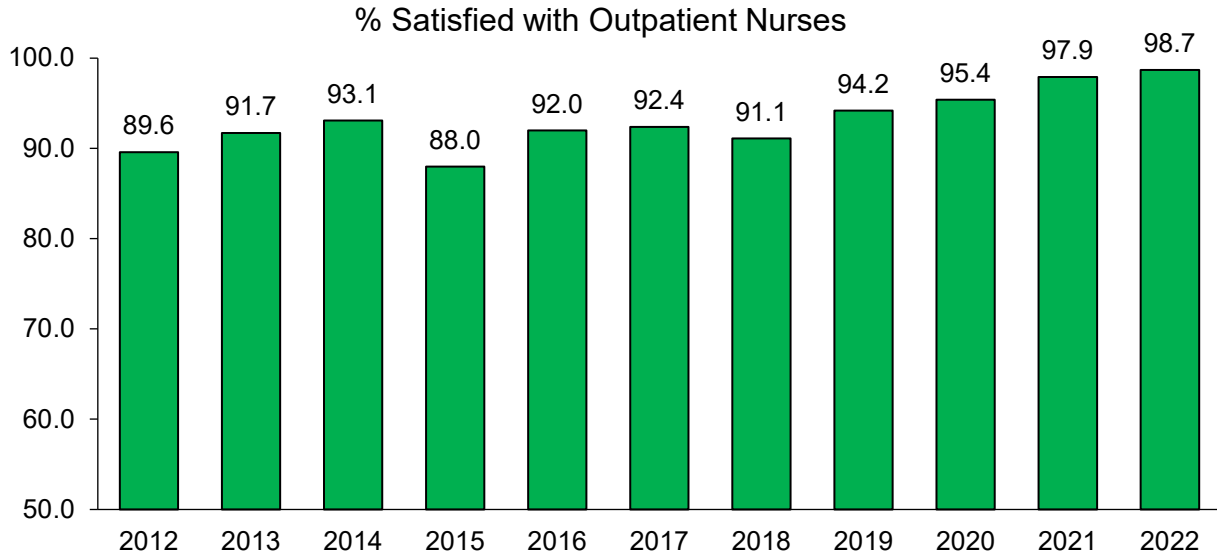
% Satisfied with Overall Service										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
94.6	96.0	95.0	95.5	97.0	98.3	96.5	97.3	97.8	95.5	99.0

% Satisfied with Outpatient Doctors

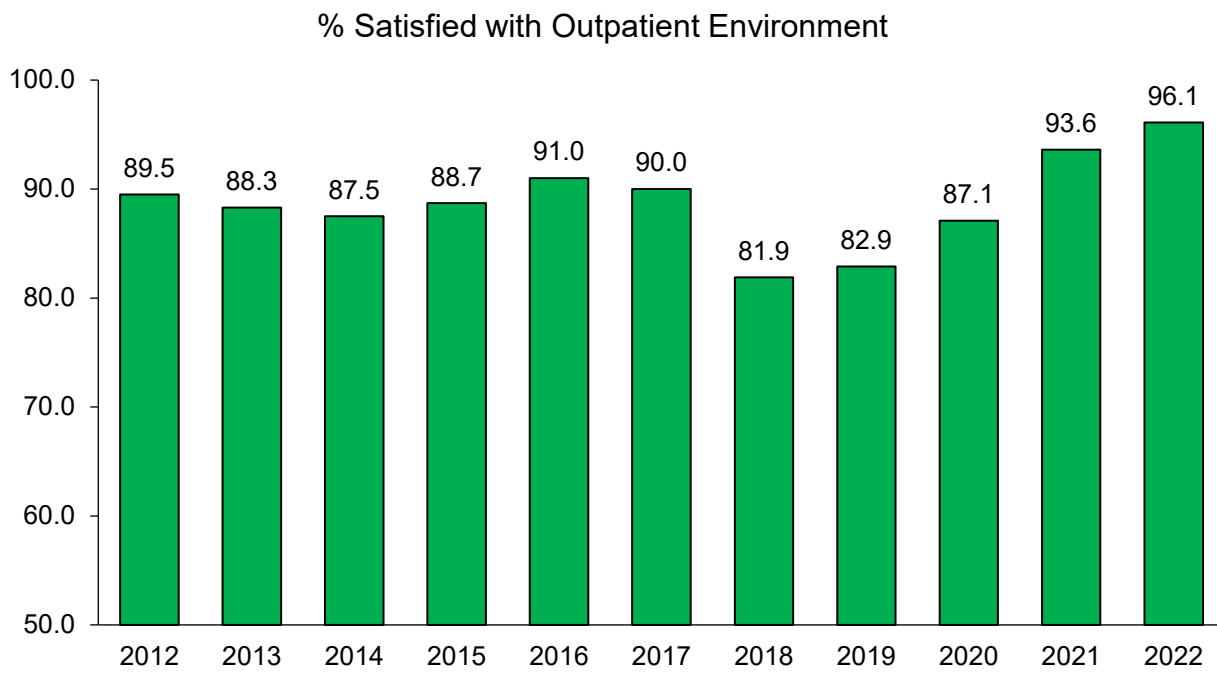


% Satisfied with OP Physicians										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
98.0	98.5	96.6	96.0	94.7	94.2	94.0	96.7	95.9	97.8	99.0





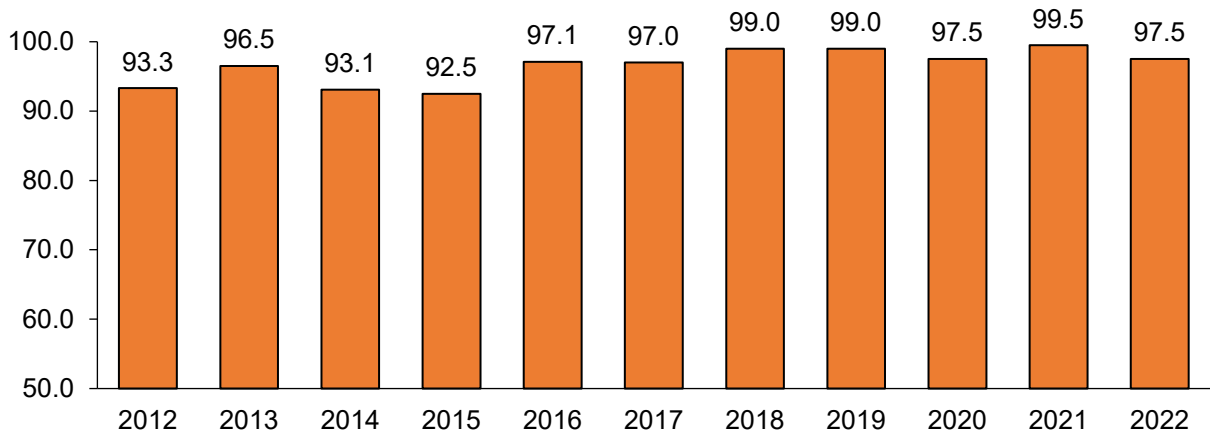
% Satisfied with OP Nurses										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
89.6	91.7	93.1	88.0	92.0	92.4	91.1	94.2	95.4	97.9	98.7



% Satisfied with OP Environment										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
89.5	88.3	87.5	88.7	91.0	90.0	81.9	82.9	87.1	93.6	96.1

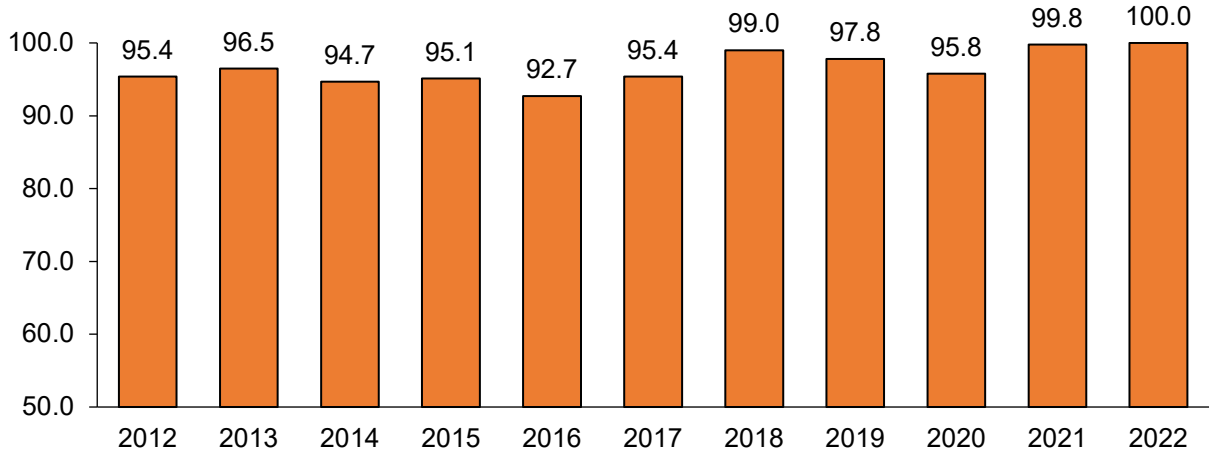
## Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



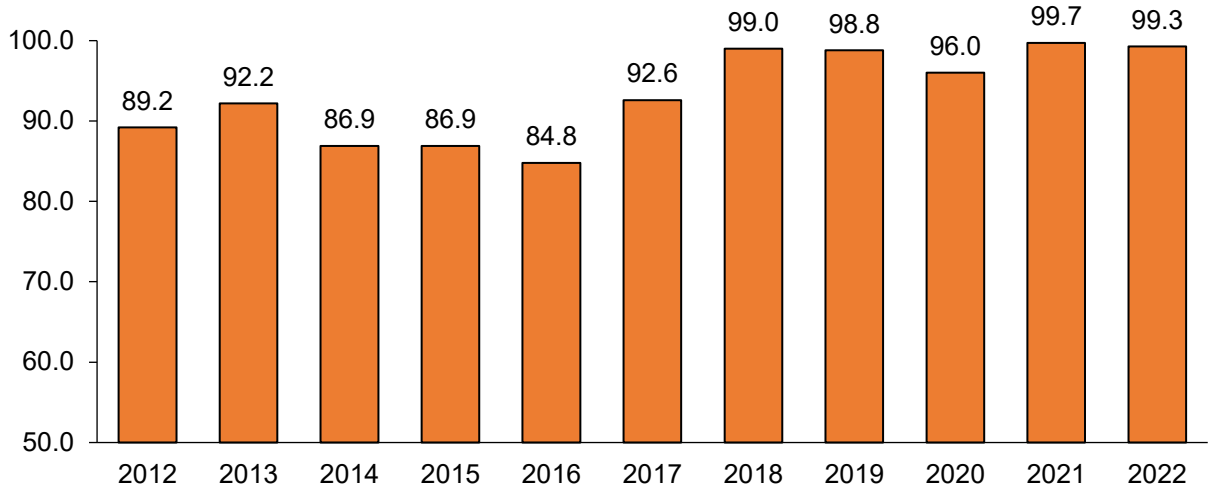
% Satisfied with Overall Service										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
93.3	96.5	93.1	92.5	97.1	97.0	99.0	99.0	97.5	99.5	97.5

% Satisfied with Surgical Outpatient Doctors



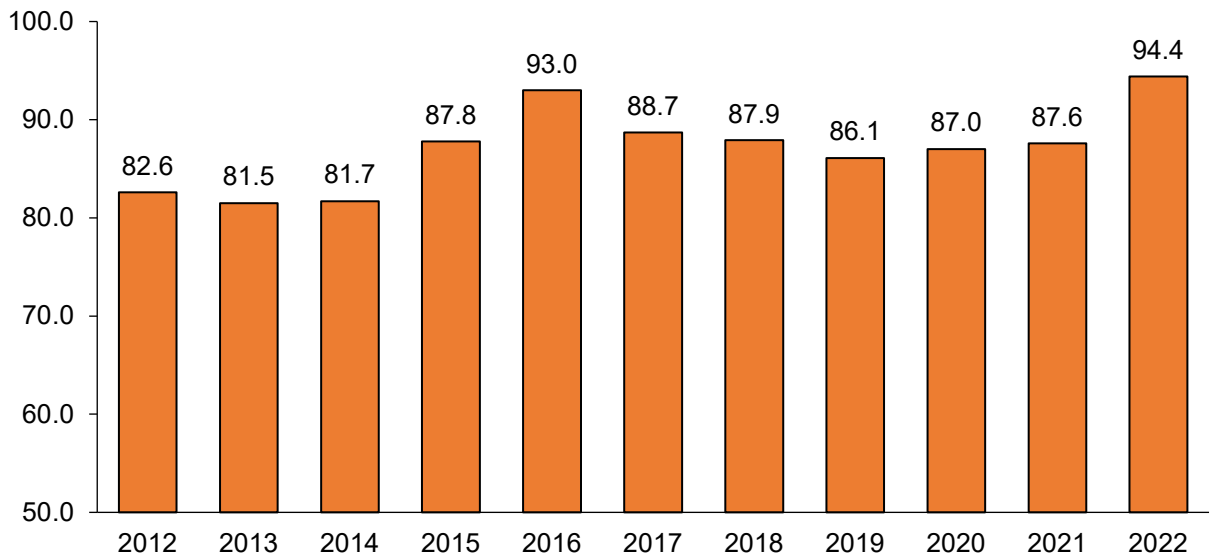
% Satisfied with SOP Physicians										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
95.4	96.5	94.7	95.1	92.7	95.4	99.0	97.8	95.8	99.8	100.0

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



% Satisfied with SOP Nurses										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
89.2	92.2	86.9	86.9	84.8	92.6	99.0	98.8	96.0	99.7	99.3

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



% Satisfied with SOP Environment										
2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
82.6	81.5	81.7	87.8	93.0	88.7	87.9	86.1	87.0	87.6	94.4