



Bermuda Hospitals Board

KEMH Patient Satisfaction Survey Summary FY2013-2023

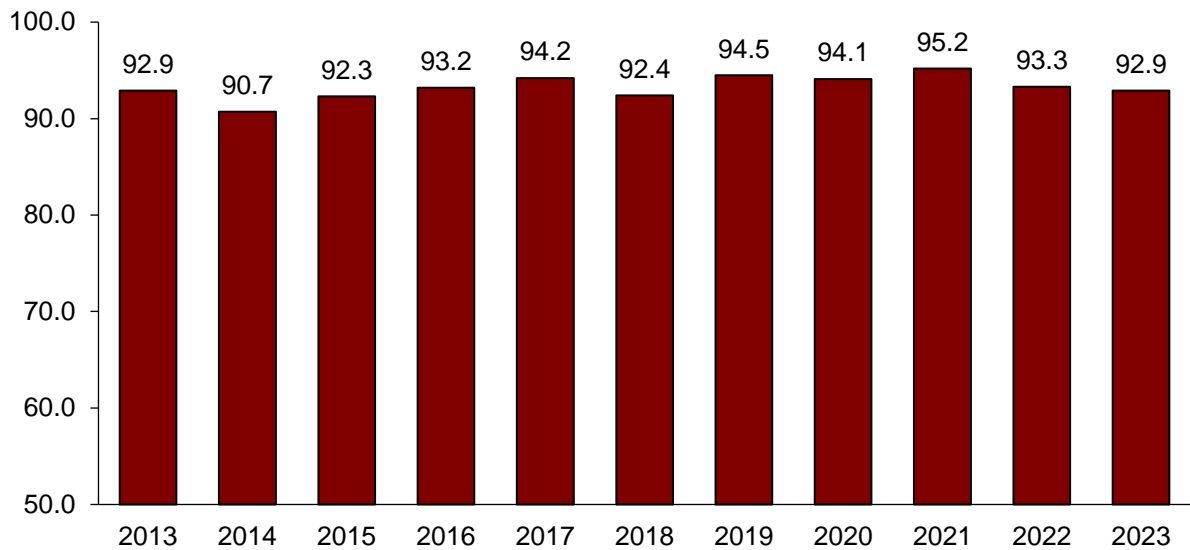
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction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

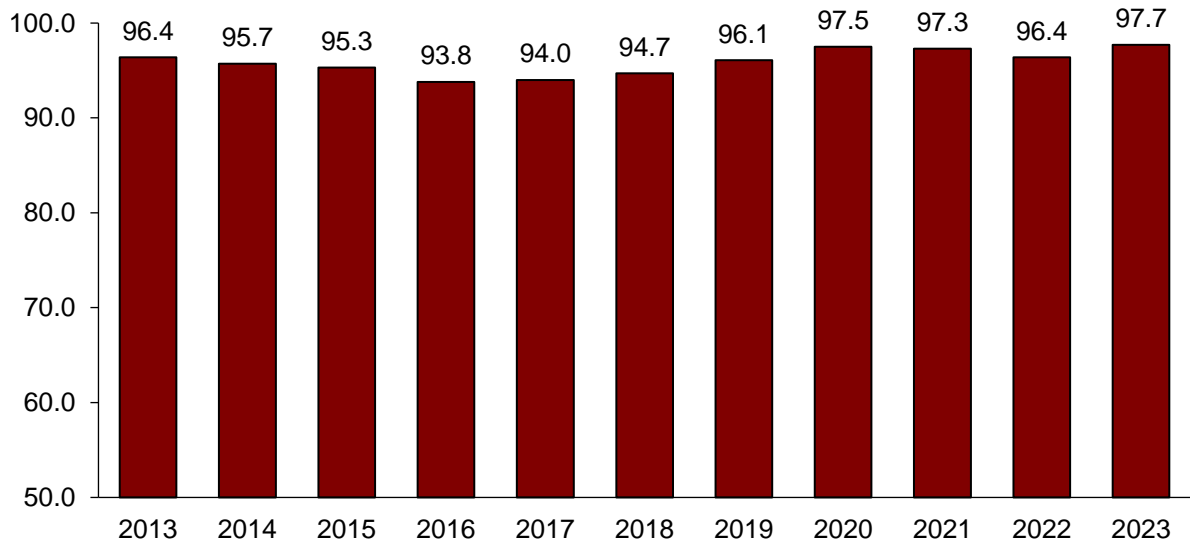
Emergency Department (ER)

% Satisfied with Emergency Unit's Overall Service



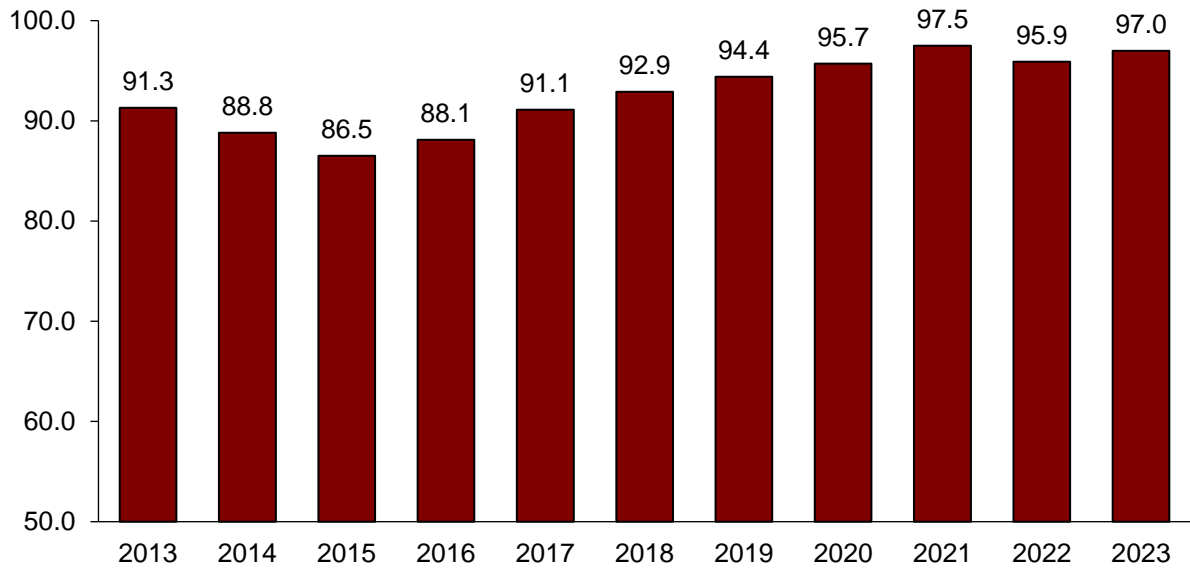
% Satisfied with Overall Service										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
92.9	90.7	92.3	93.2	94.2	92.4	94.5	94.1	95.2	93.3	92.9

% Satisfied with Emergency Doctors



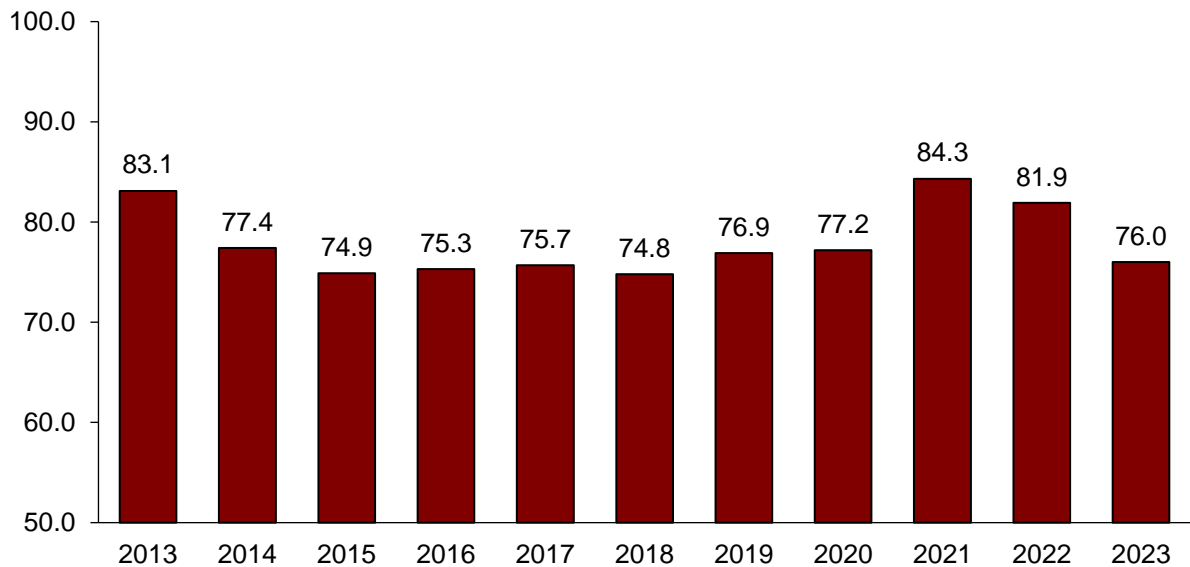
% Satisfied with ER Doctors										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
96.4	95.7	95.3	93.8	94.0	94.7	96.1	97.5	97.3	96.4	97.7

% Satisfied with Emergency Nurses



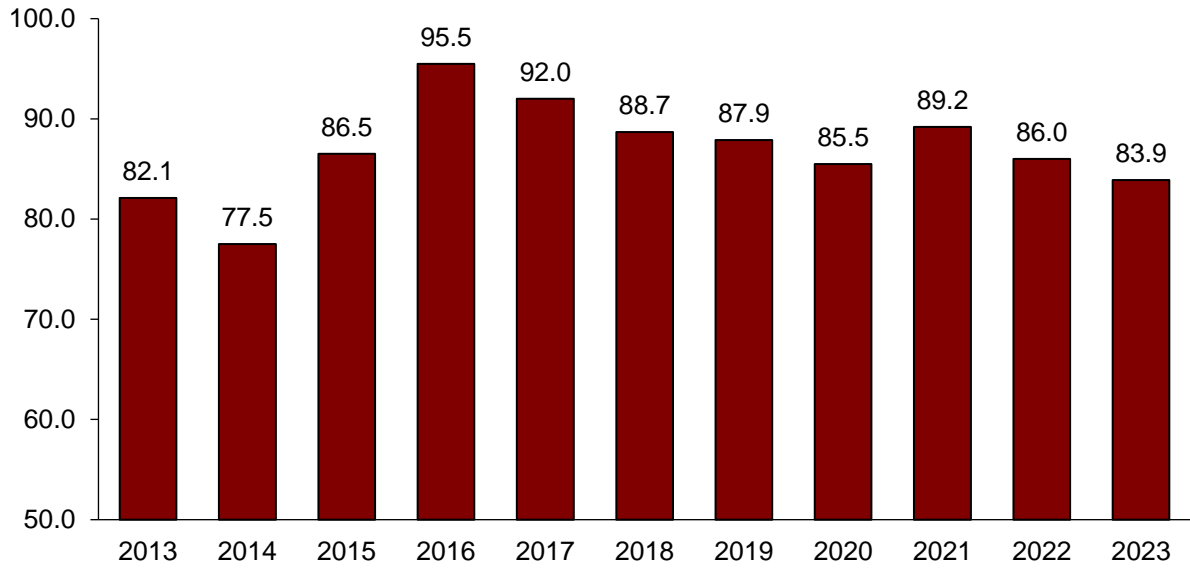
% Satisfied with ER Nurses										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
91.3	88.8	86.5	88.1	91.1	92.9	94.4	95.7	97.5	95.9	97.0

% Satisfied with Emergency Wait Times



% Satisfied with ER Wait Time										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
83.1	77.4	74.9	75.3	75.7	74.8	76.9	77.2	84.3	81.9	76.0

% Satisfied with Emergency Environment

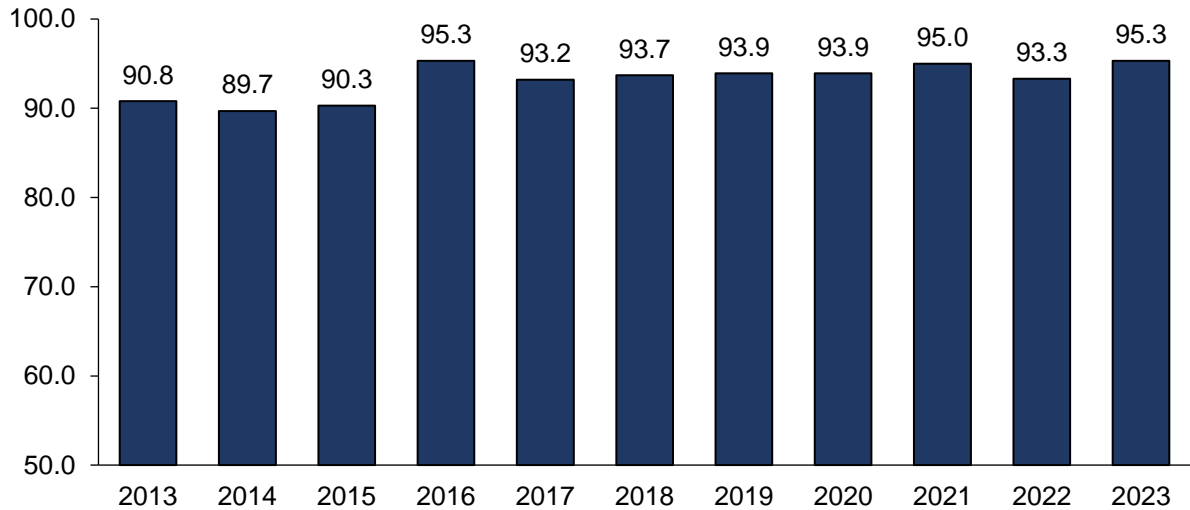


% Satisfied with ER Environment										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
82.1	77.5	86.5	95.5	92.0	88.7	87.9	85.5	89.2	86.0	83.9

Inpatient Units (IP)

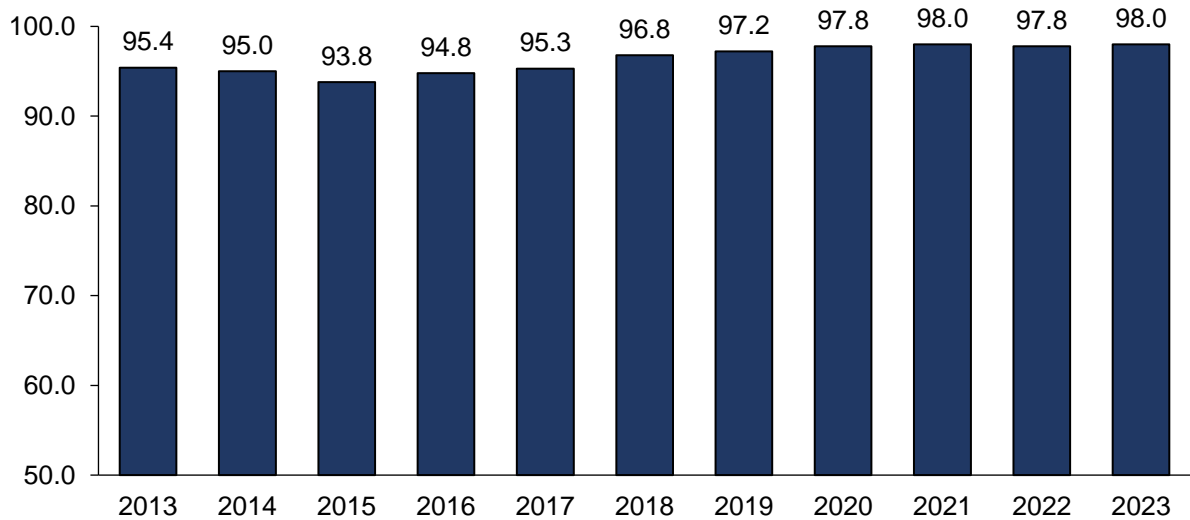
(Maternity, Gosling, Catlin Lindo, Ascendant Partner Re, Ace Barber)

% Satisfied with Inpatient Unit's Overall Service



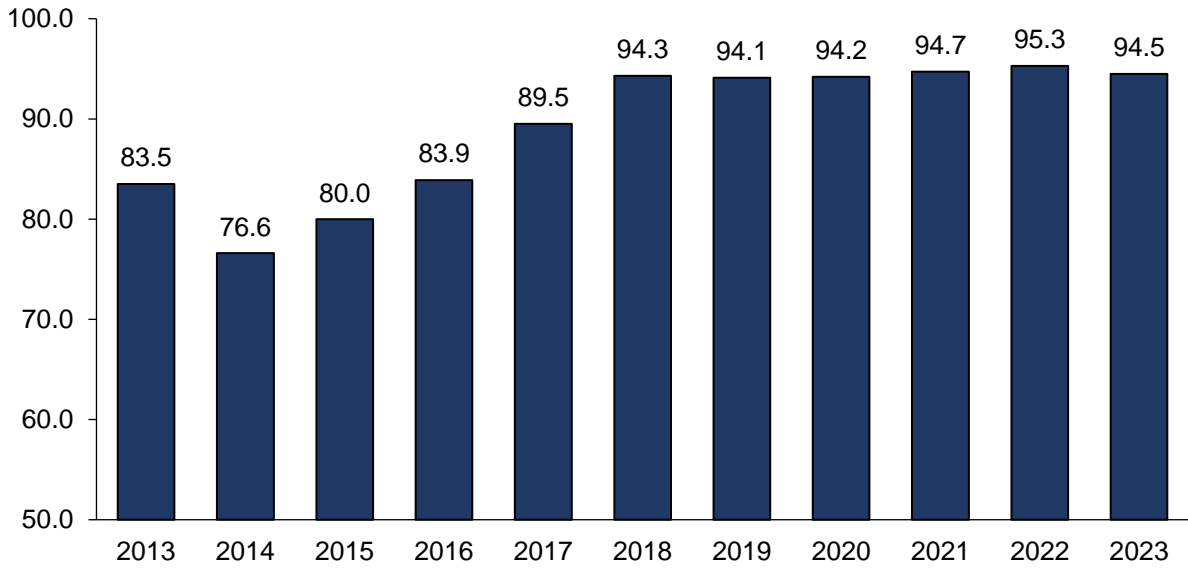
% Satisfied with Overall Service										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
90.8	89.7	90.3	95.3	93.2	93.7	93.9	93.9	95.0	93.3	95.3

% Satisfied with Inpatient Doctors



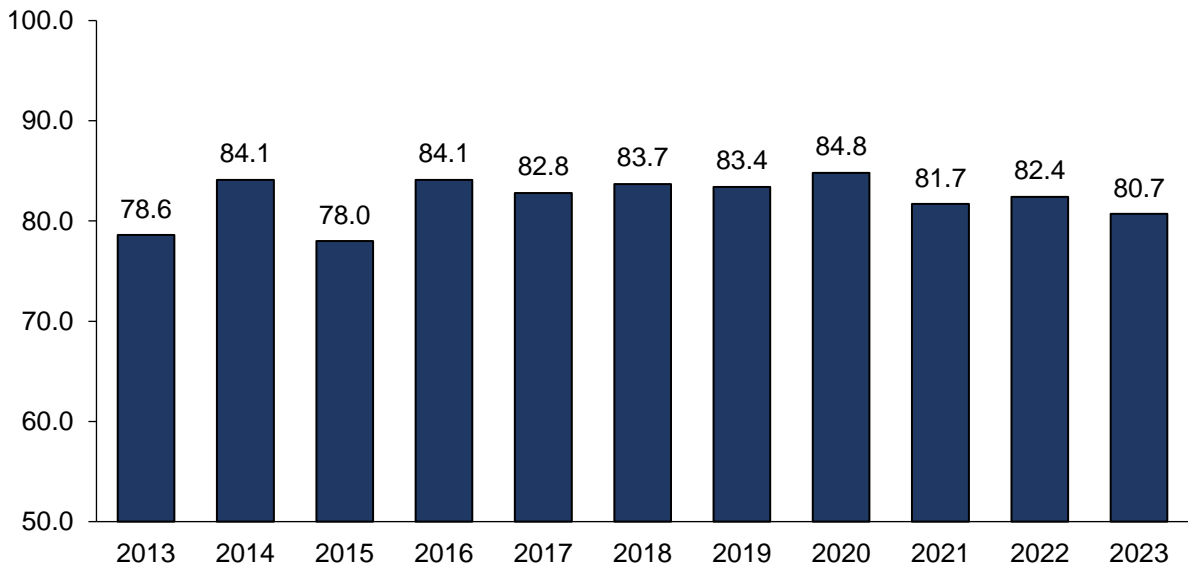
% Satisfied with IP Physicians										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
95.4	95.0	93.8	94.8	95.3	96.8	97.2	97.8	98.0	97.8	98.0

% Satisfied with Inpatient Nurses



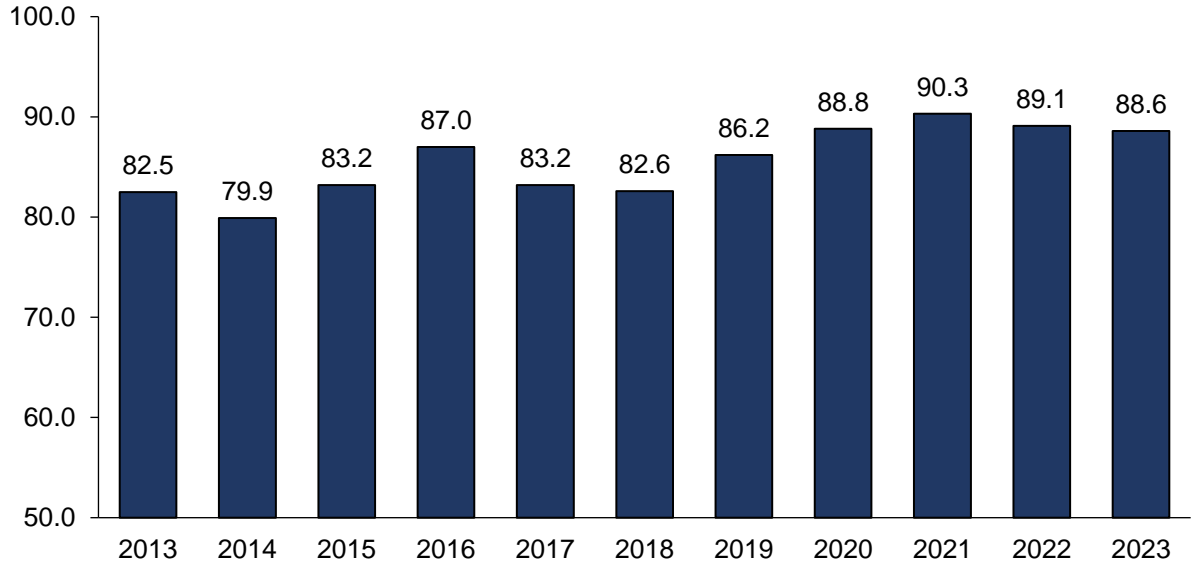
% Satisfied with IP Nurses										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
83.5	76.6	80.0	83.9	89.5	94.3	94.1	94.2	94.7	95.3	94.5

% Satisfied with Inpatient Pain Management



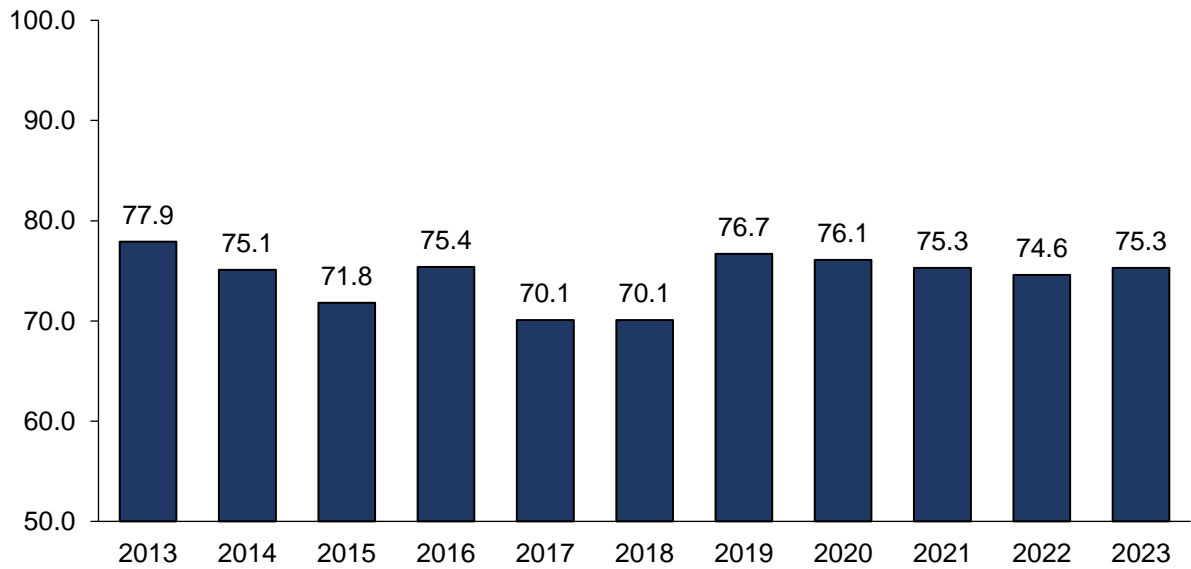
% Satisfied with IP Pain Management										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
78.6	84.1	78.0	84.1	82.8	83.7	83.4	84.8	81.7	82.4	80.7

% Satisfied with Inpatient Environment



% Satisfied with IP Environment										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
82.5	79.9	83.2	87.0	83.2	82.6	86.2	88.8	90.3	89.1	88.6

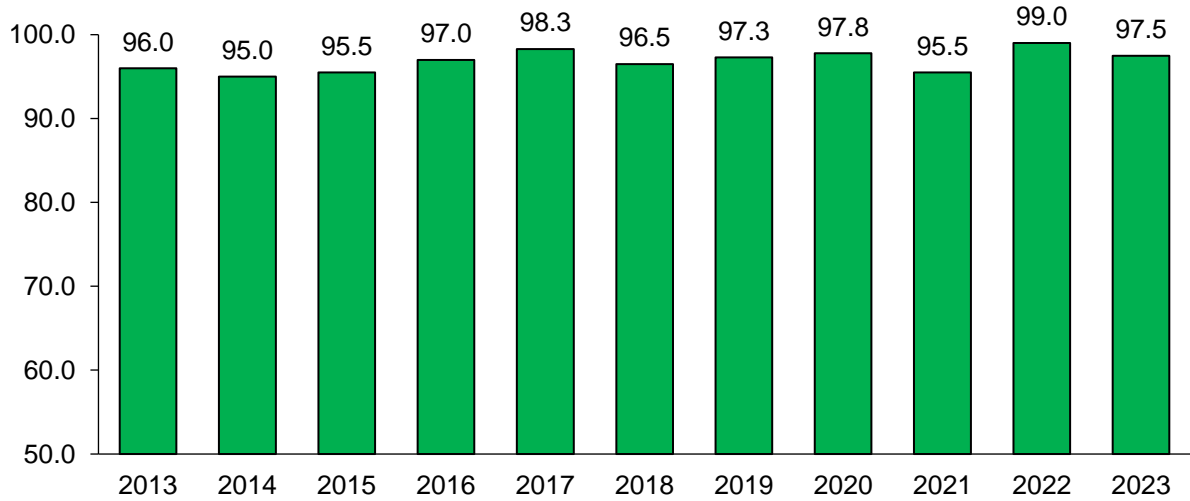
% Satisfied with Inpatient Meals



% Satisfied with IP Meals										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
77.9	75.1	71.8	75.4	70.1	70.1	76.7	76.1	75.3	74.6	75.3

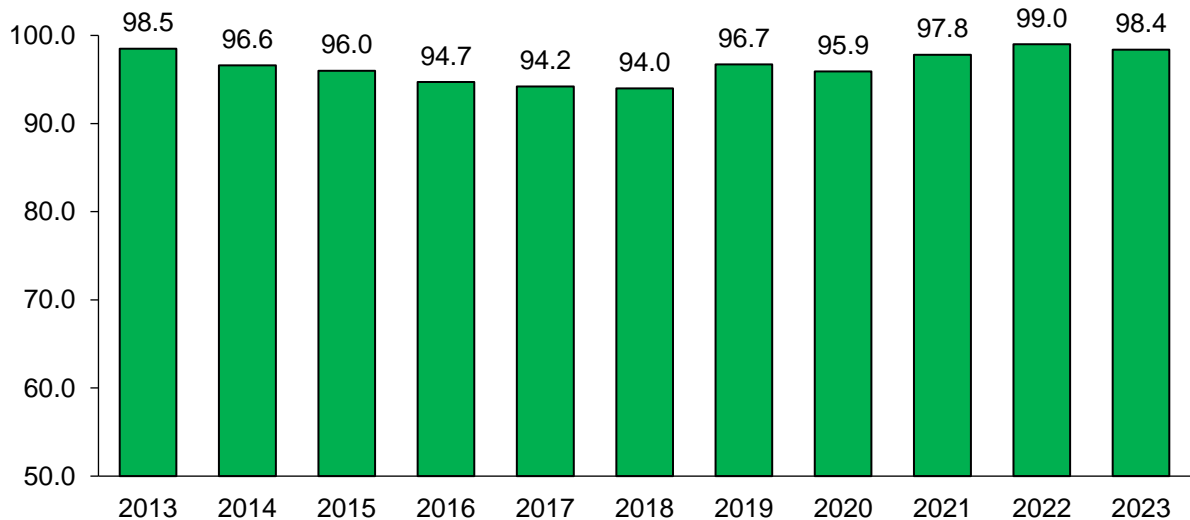
Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



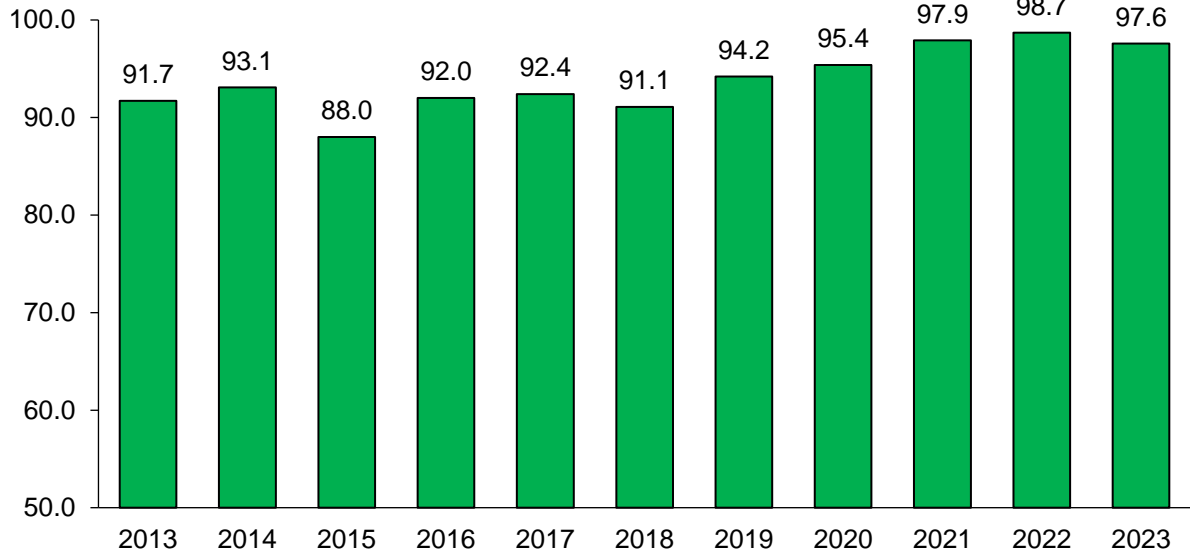
% Satisfied with Overall Service										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
96.0	95.0	95.5	97.0	98.3	96.5	97.3	97.8	95.5	99.0	97.5

% Satisfied with Outpatient Doctors



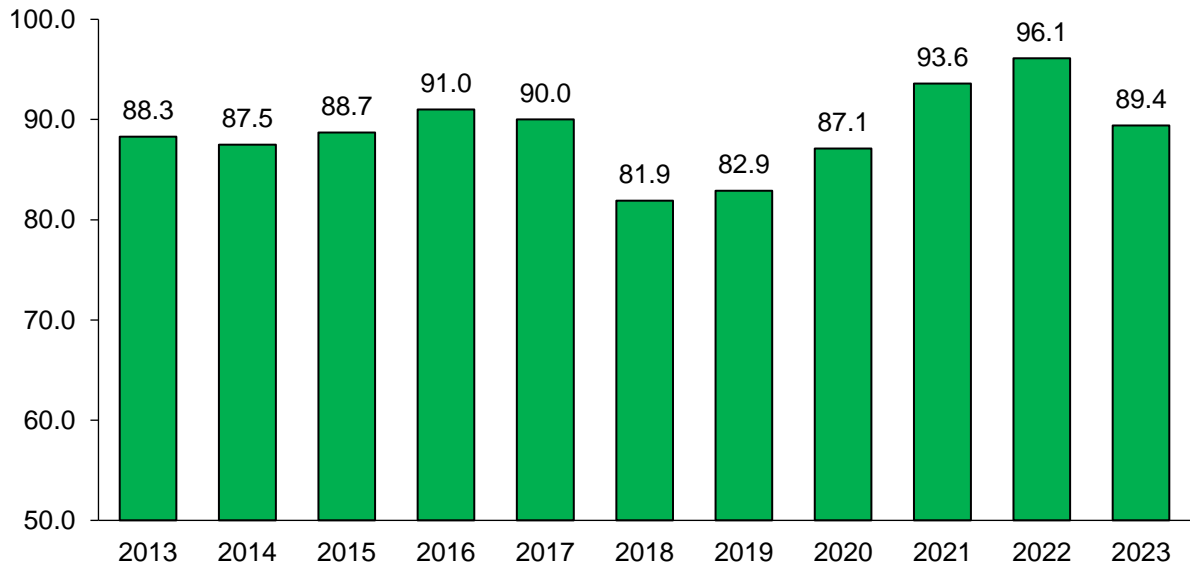
% Satisfied with OP Physicians										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
98.5	96.6	96.0	94.7	94.2	94.0	96.7	95.9	97.8	99.0	98.4

% Satisfied with Outpatient Nurses



% Satisfied with OP Nurses										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
91.7	93.1	88.0	92.0	92.4	91.1	94.2	95.4	97.9	98.7	97.6

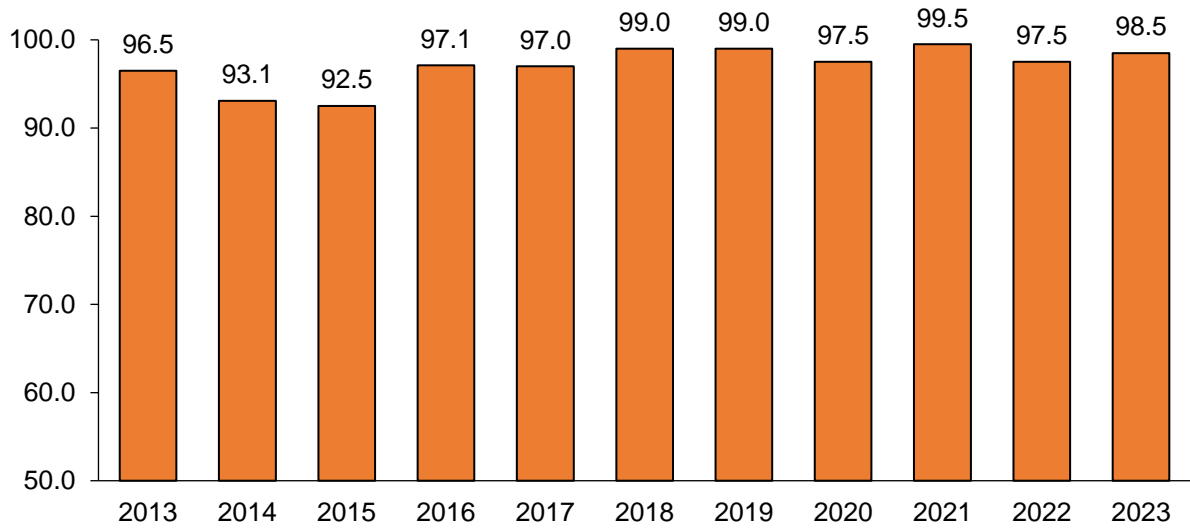
% Satisfied with Outpatient Environment



% Satisfied with OP Environment										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
88.3	87.5	88.7	91.0	90.0	81.9	82.9	87.1	93.6	96.1	89.4

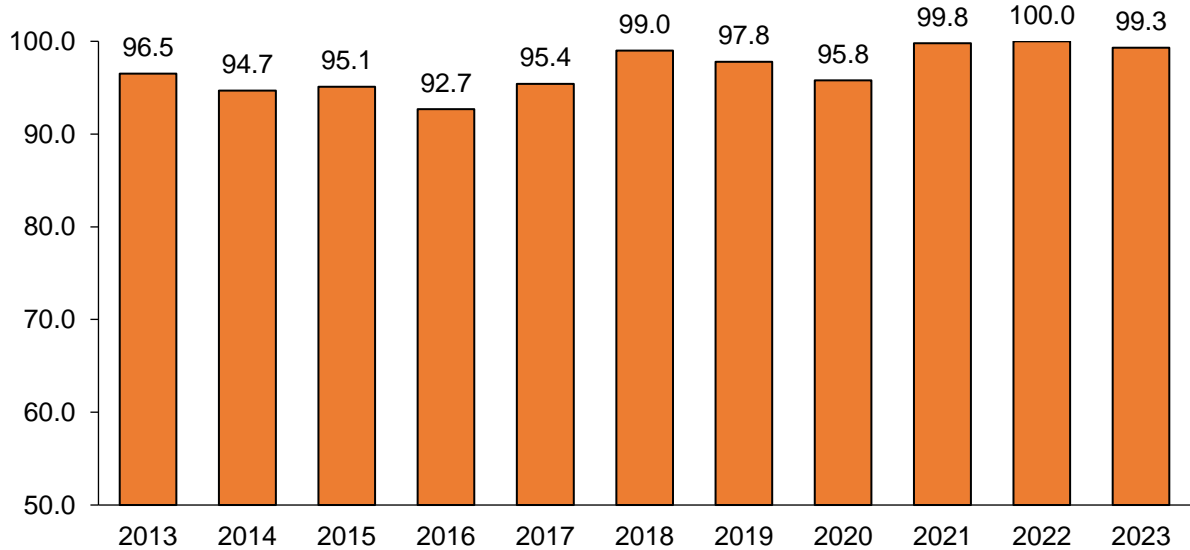
Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



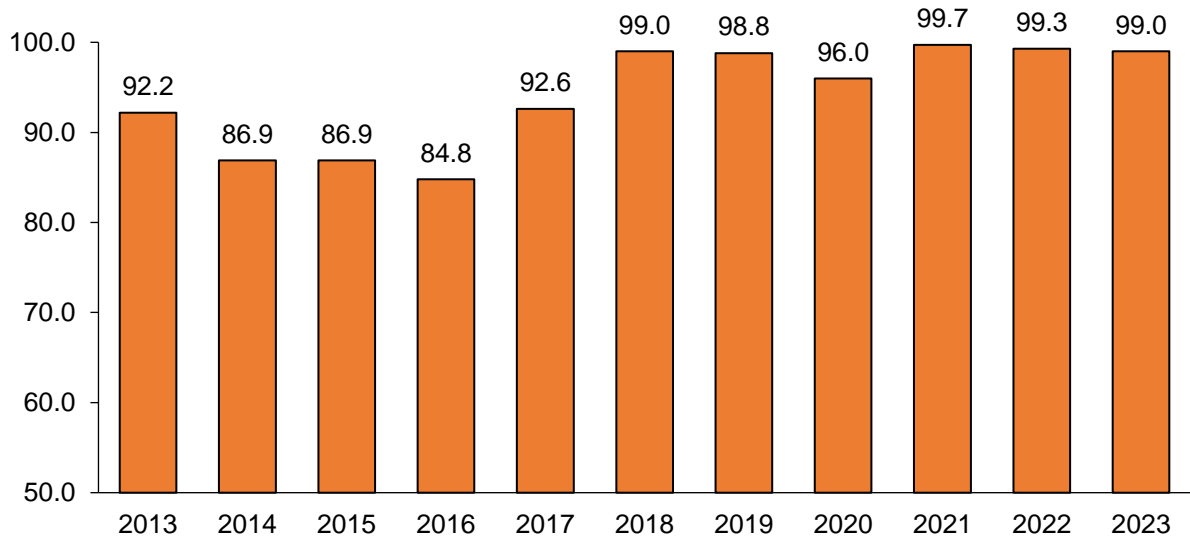
% Satisfied with Overall Service										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
96.5	93.1	92.5	97.1	97.0	99.0	99.0	97.5	99.5	97.5	98.5

% Satisfied with Surgical Outpatient Doctors



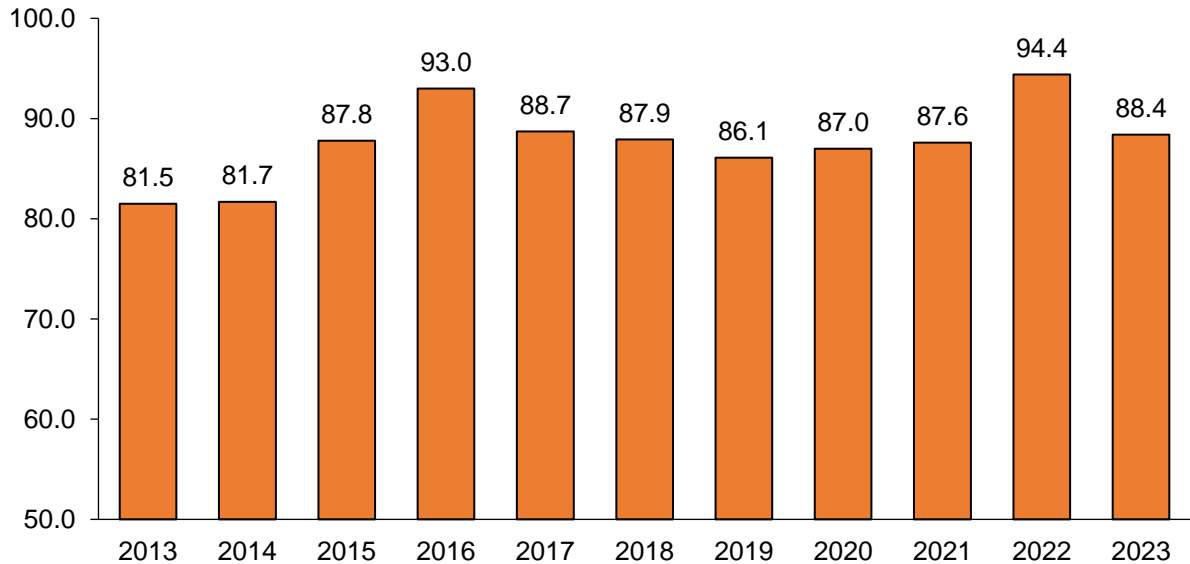
% Satisfied with SOP Physicians										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
96.5	94.7	95.1	92.7	95.4	99.0	97.8	95.8	99.8	100.0	99.3

% Satisfied with Surgical Outpatient Unit's Nurses



% Satisfied with SOP Nurses										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
92.2	86.9	86.9	84.8	92.6	99.0	98.8	96.0	99.7	99.3	99.0

% Satisfied with Surgical Outpatient Unit's Environment



% Satisfied with SOP Environment										
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
81.5	81.7	87.8	93.0	88.7	87.9	86.1	87.0	87.6	94.4	88.4