



Bermuda Hospitals Board

KEMH Patient Satisfaction Survey Summary FY2013-2024

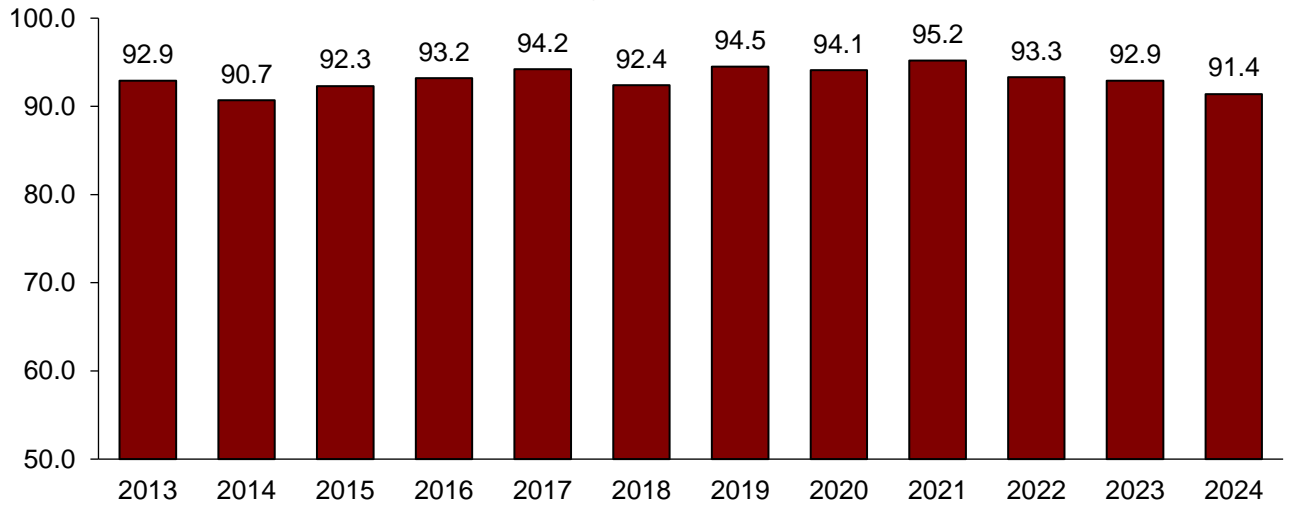
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction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

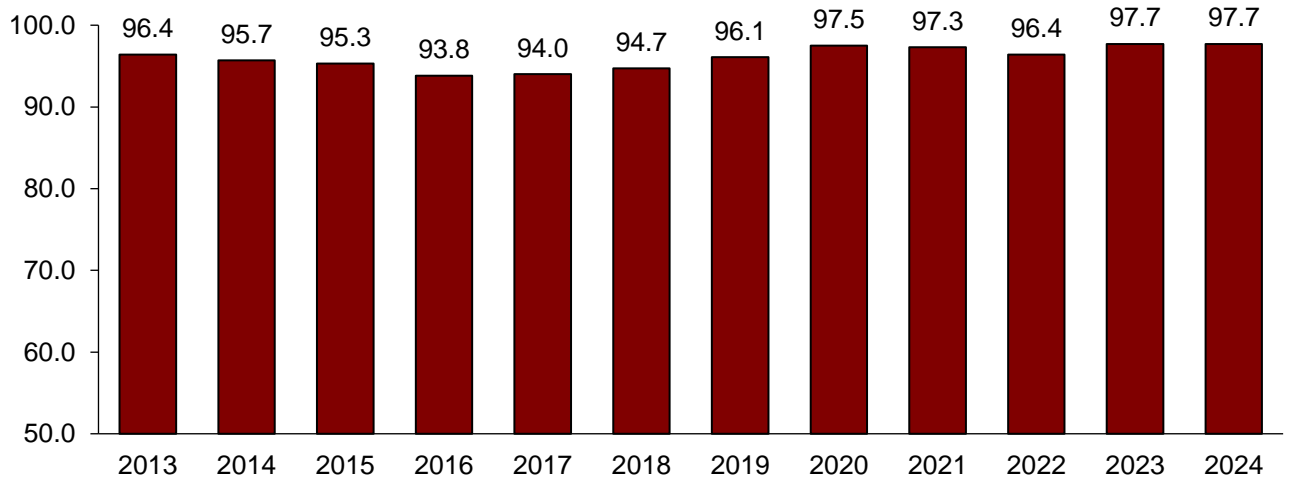
Emergency Department (ER)

% Satisfied with Emergency Unit's Overall Service



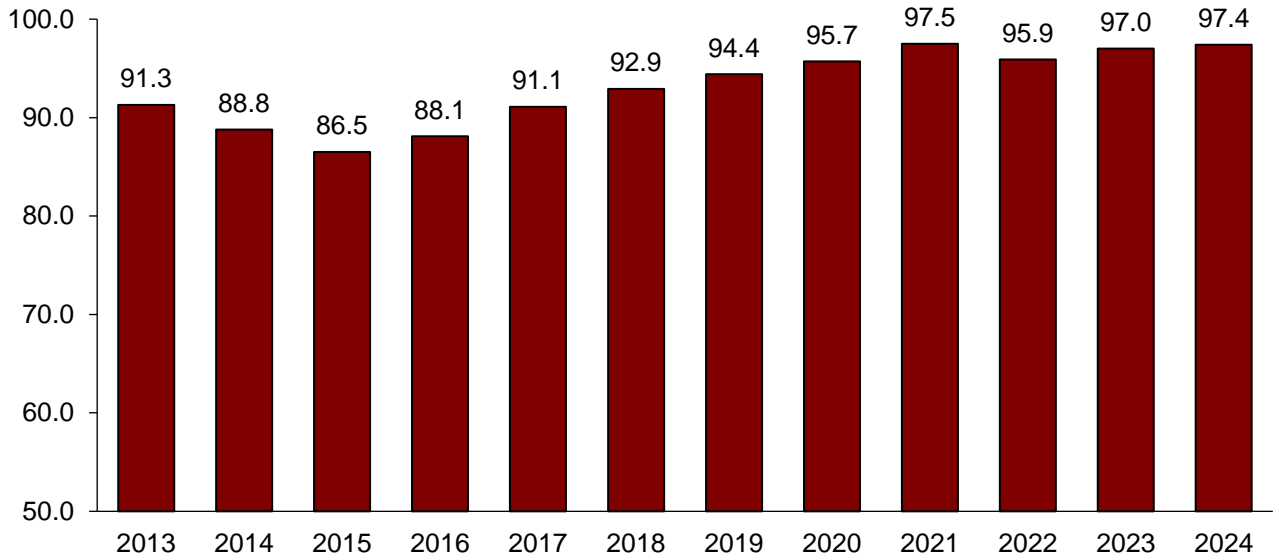
% Satisfied with Overall Service											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
92.9	90.7	92.3	93.2	94.2	92.4	94.5	94.1	95.2	93.3	92.9	91.4

% Satisfied with Emergency Doctors



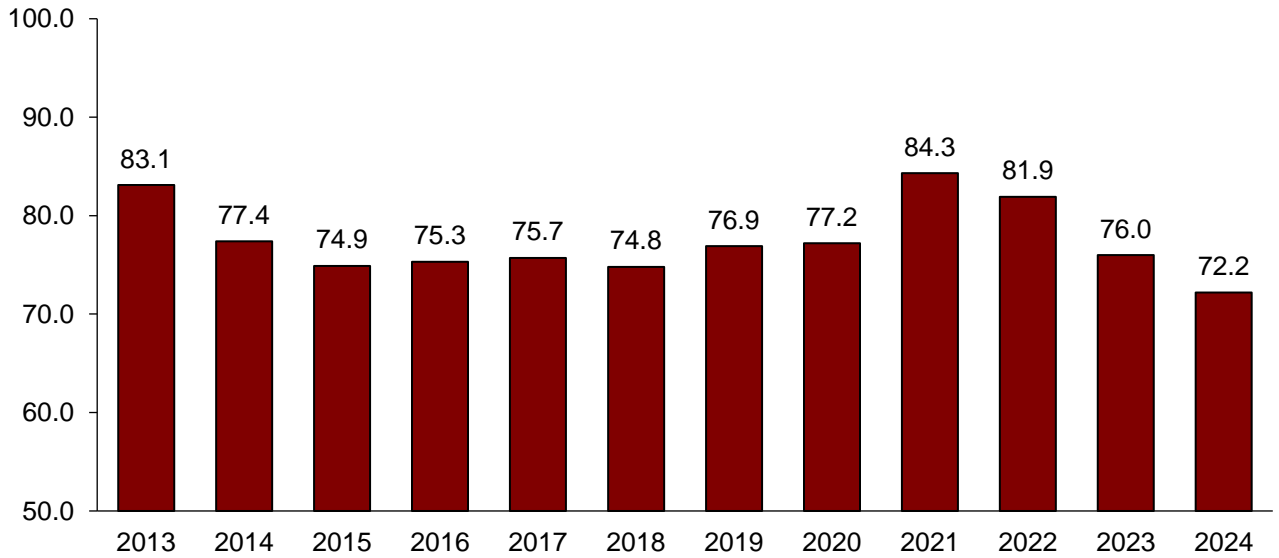
% Satisfied with ER Doctors											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
96.4	95.7	95.3	93.8	94.0	94.7	96.1	97.5	97.3	96.4	97.7	97.7

% Satisfied with Emergency Nurses



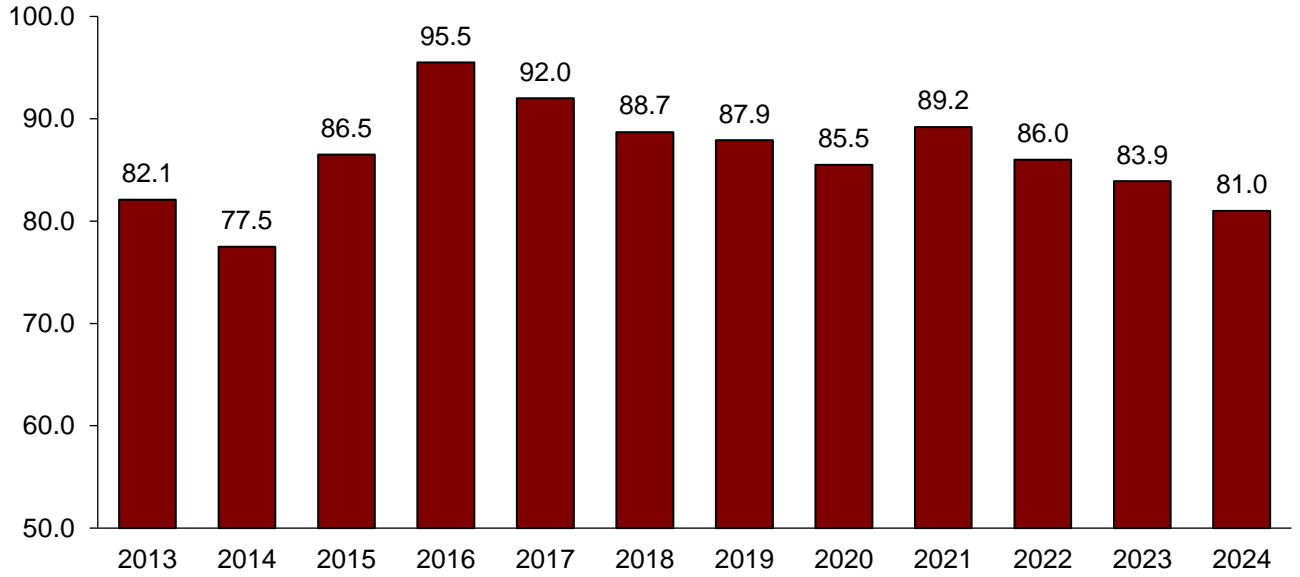
% Satisfied with ER Nurses											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
91.3	88.8	86.5	88.1	91.1	92.9	94.4	95.7	97.5	95.9	97.0	97.4

% Satisfied with Emergency Wait Times



% Satisfied with ER Wait Time											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
83.1	77.4	74.9	75.3	75.7	74.8	76.9	77.2	84.3	81.9	76.0	72.2

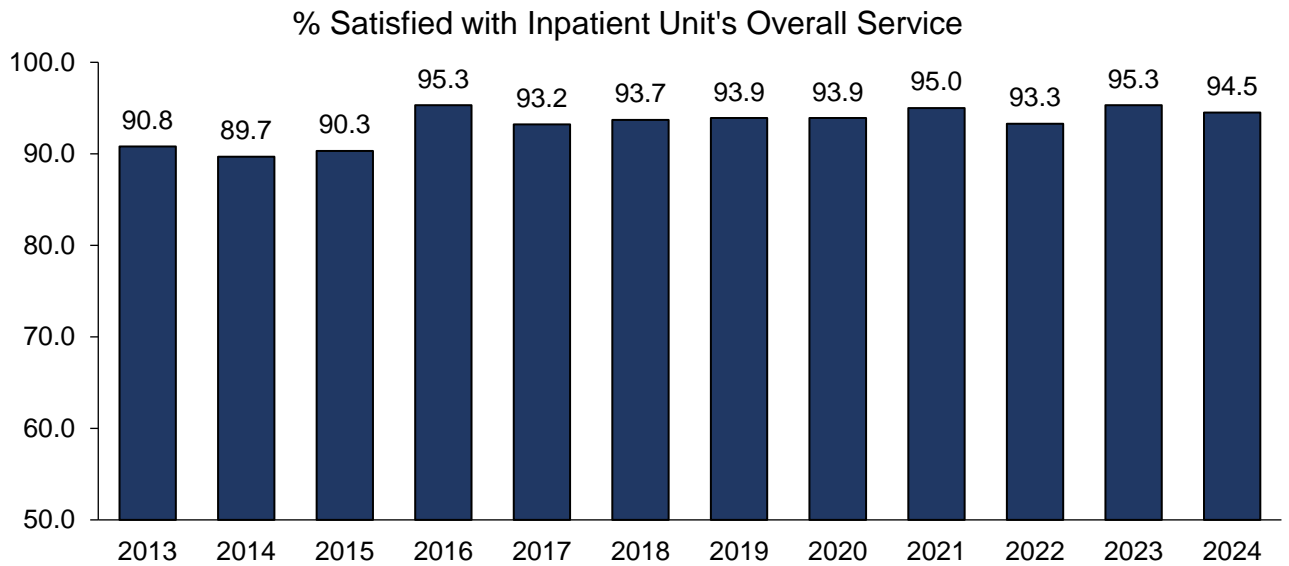
% Satisfied with Emergency Environment



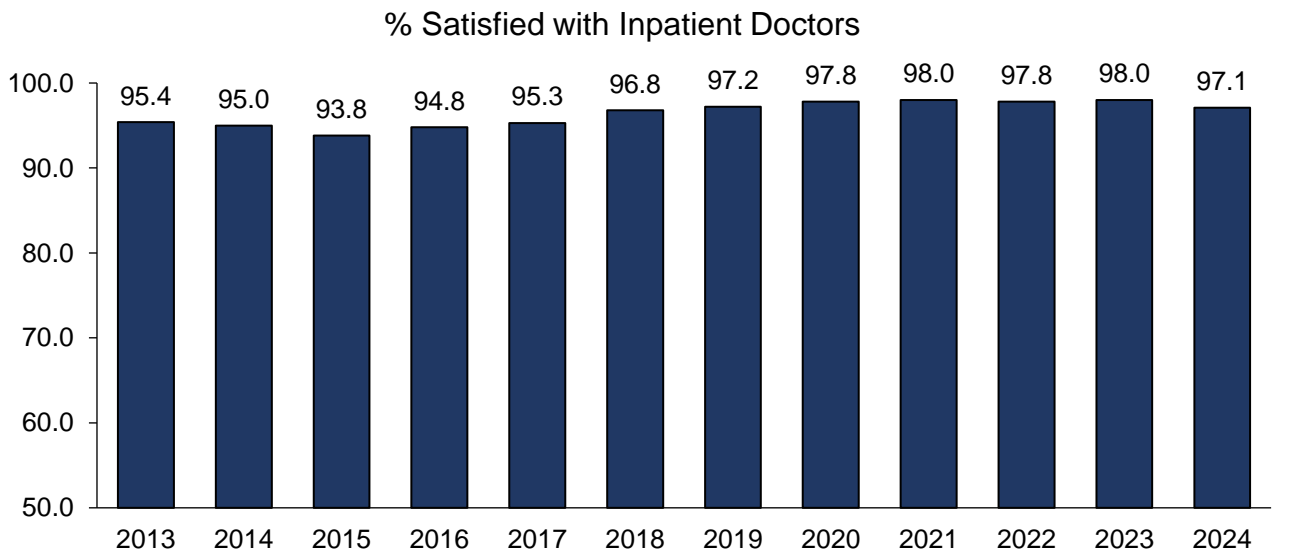
% Satisfied with ER Environment											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
82.1	77.5	86.5	95.5	92.0	88.7	87.9	85.5	89.2	86.0	83.9	81.0

Inpatient Units (IP)

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

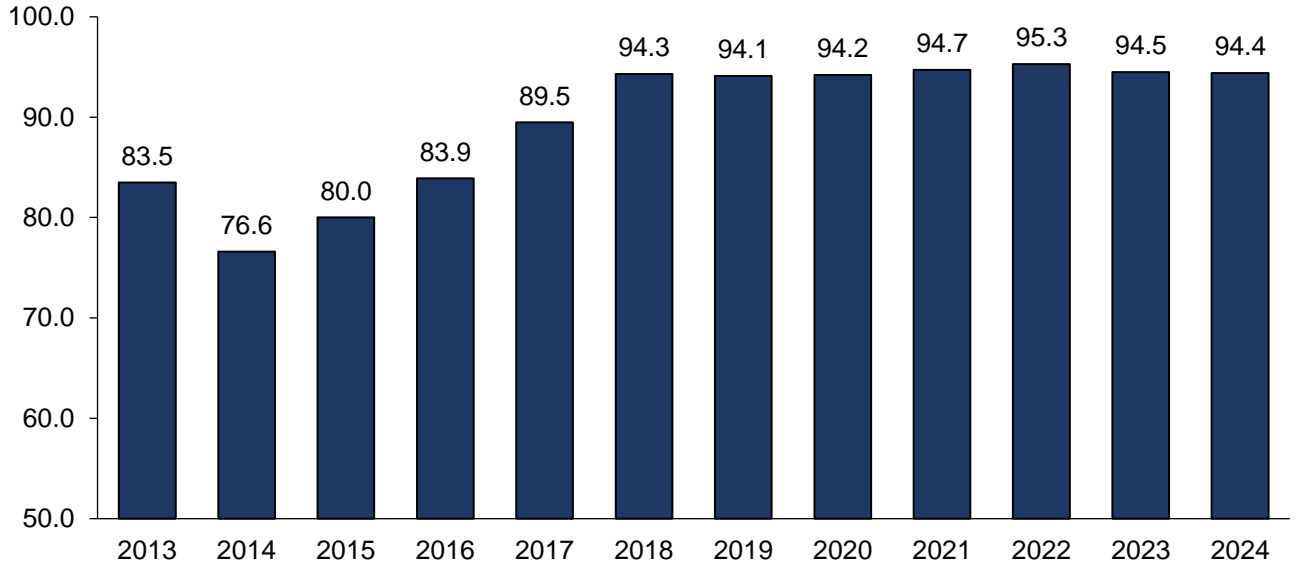


% Satisfied with Overall Service											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
90.8	89.7	90.3	95.3	93.2	93.7	93.9	93.9	95.0	93.3	95.3	94.5



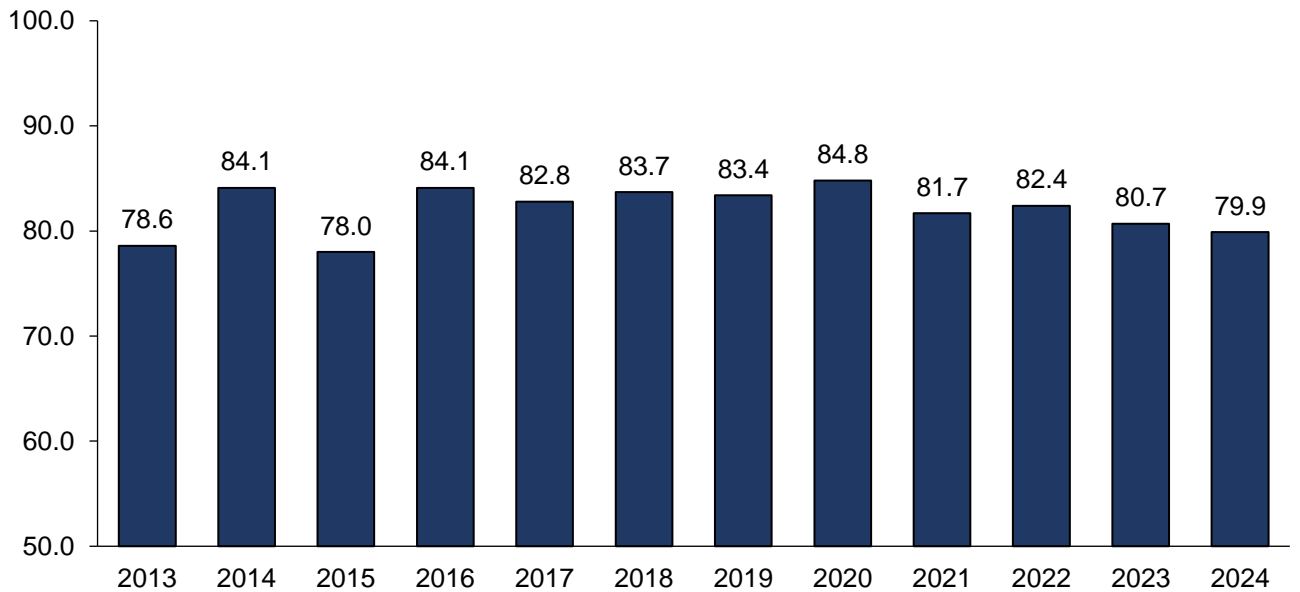
% Satisfied with IP Physicians											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
95.4	95.0	93.8	94.8	95.3	96.8	97.2	97.8	98.0	97.8	98.0	97.1

% Satisfied with Inpatient Nurses



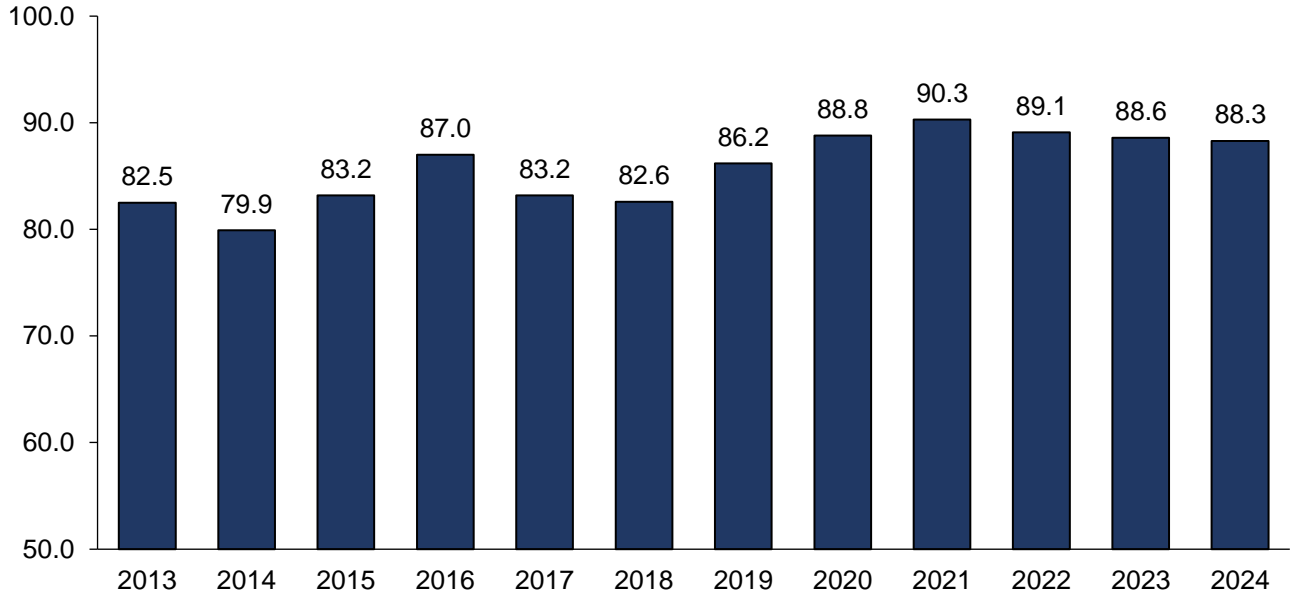
% Satisfied with IP Nurses											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
83.5	76.6	80.0	83.9	89.5	94.3	94.1	94.2	94.7	95.3	94.5	94.4

% Satisfied with Inpatient Pain Management



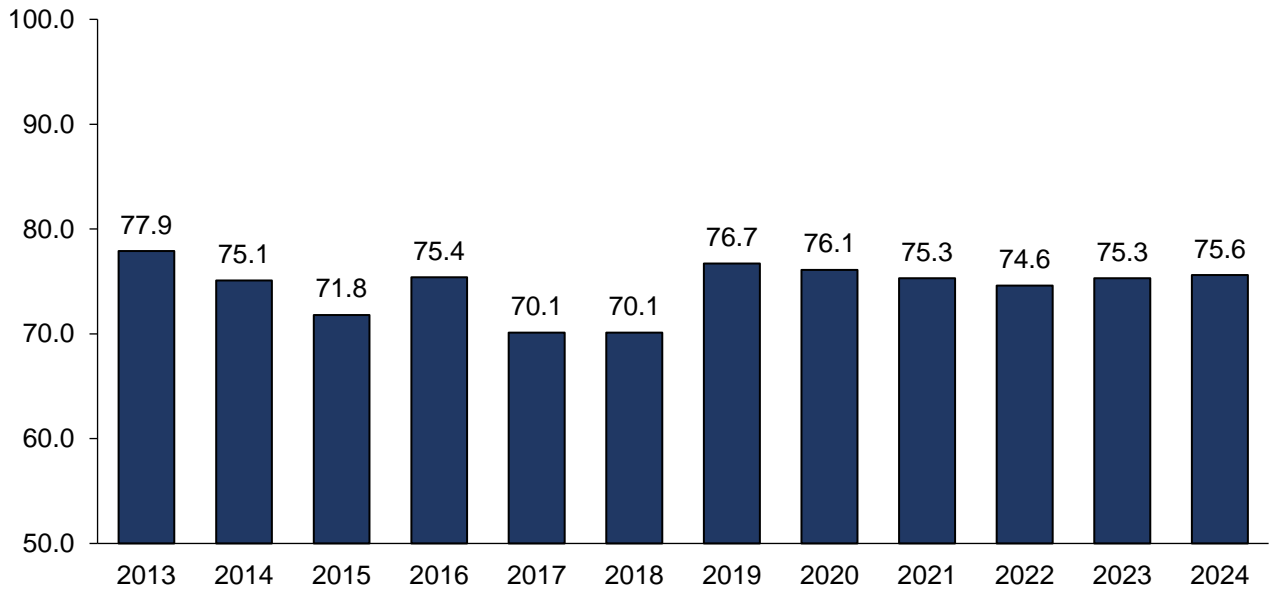
% Satisfied with IP Pain Management											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
78.6	84.1	78.0	84.1	82.8	83.7	83.4	84.8	81.7	82.4	80.7	79.9

% Satisfied with Inpatient Environment



% Satisfied with IP Environment											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
82.5	79.9	83.2	87.0	83.2	82.6	86.2	88.8	90.3	89.1	88.6	88.3

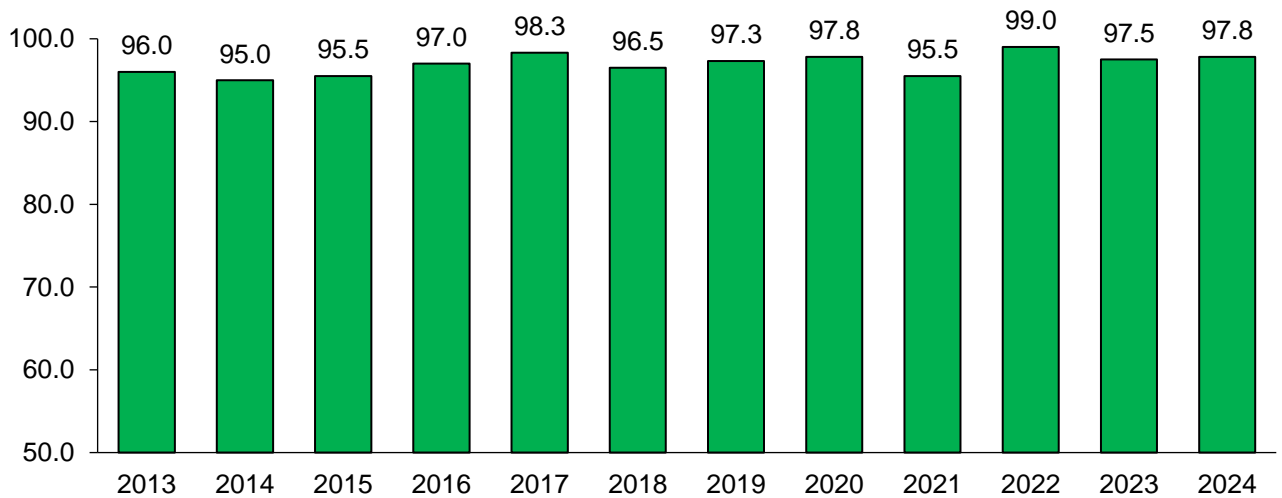
% Satisfied with Inpatient Meals



% Satisfied with IP Meals											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
77.9	75.1	71.8	75.4	70.1	70.1	76.7	76.1	75.3	74.6	75.3	75.6

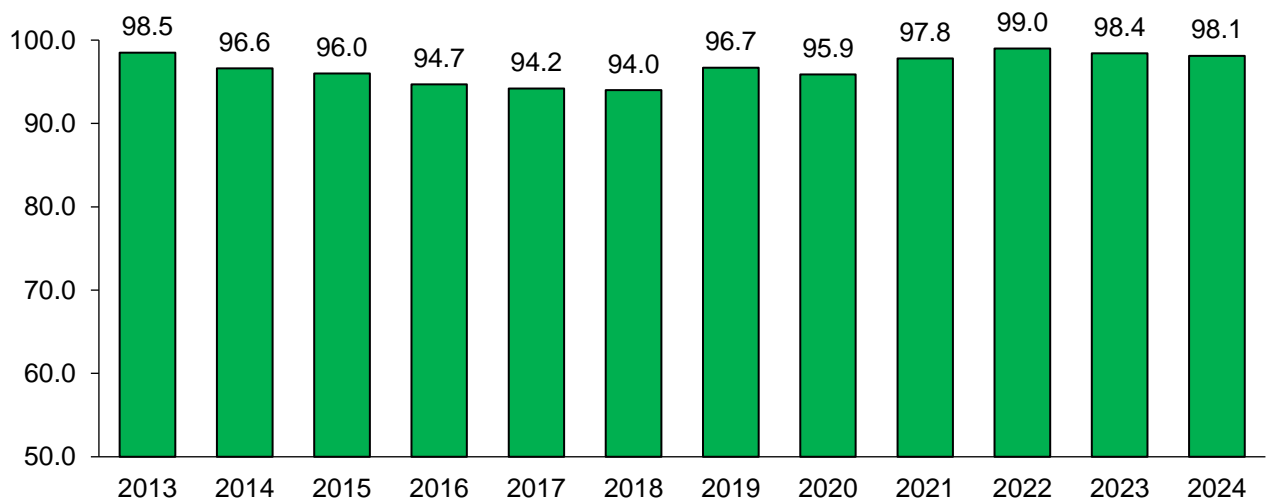
Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



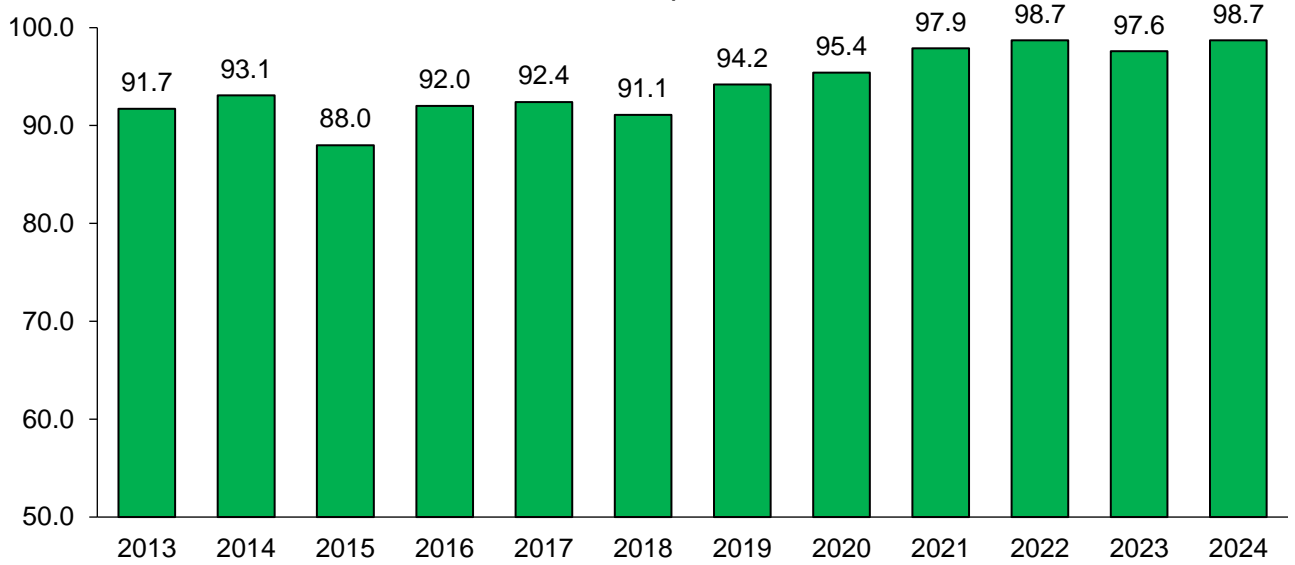
% Satisfied with Overall Service											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
96.0	95.0	95.5	97.0	98.3	96.5	97.3	97.8	95.5	99.0	97.5	97.8

% Satisfied with Outpatient Doctors



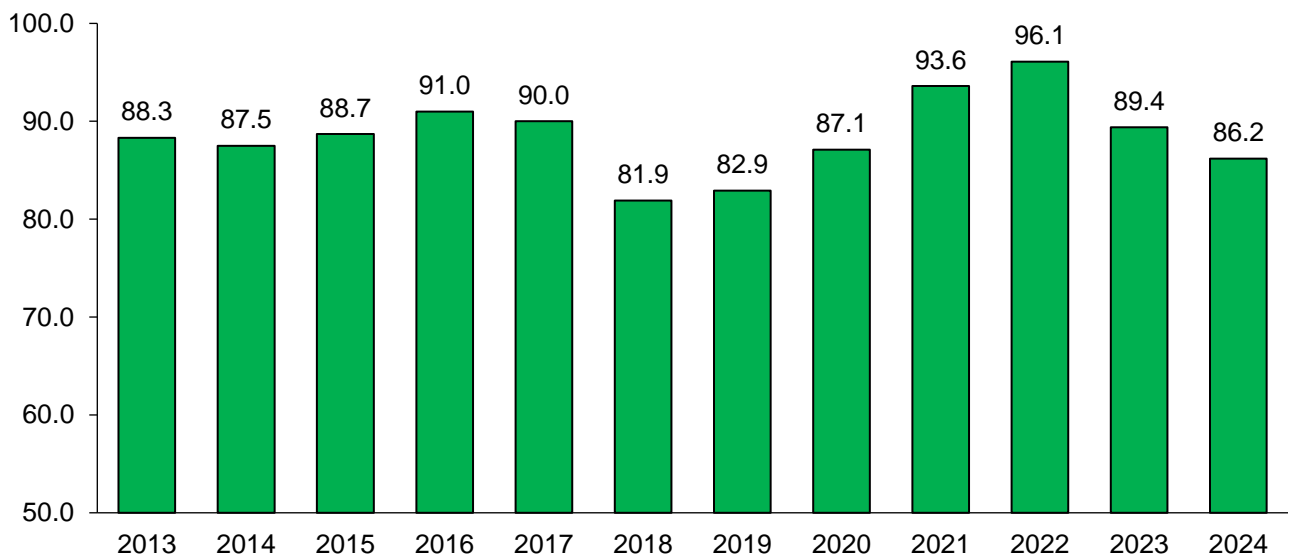
% Satisfied with OP Physicians											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
98.5	96.6	96.0	94.7	94.2	94.0	96.7	95.9	97.8	99.0	98.4	98.1

% Satisfied with Outpatient Nurses



% Satisfied with OP Nurses											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
91.7	93.1	88.0	92.0	92.4	91.1	94.2	95.4	97.9	98.7	97.6	98.7

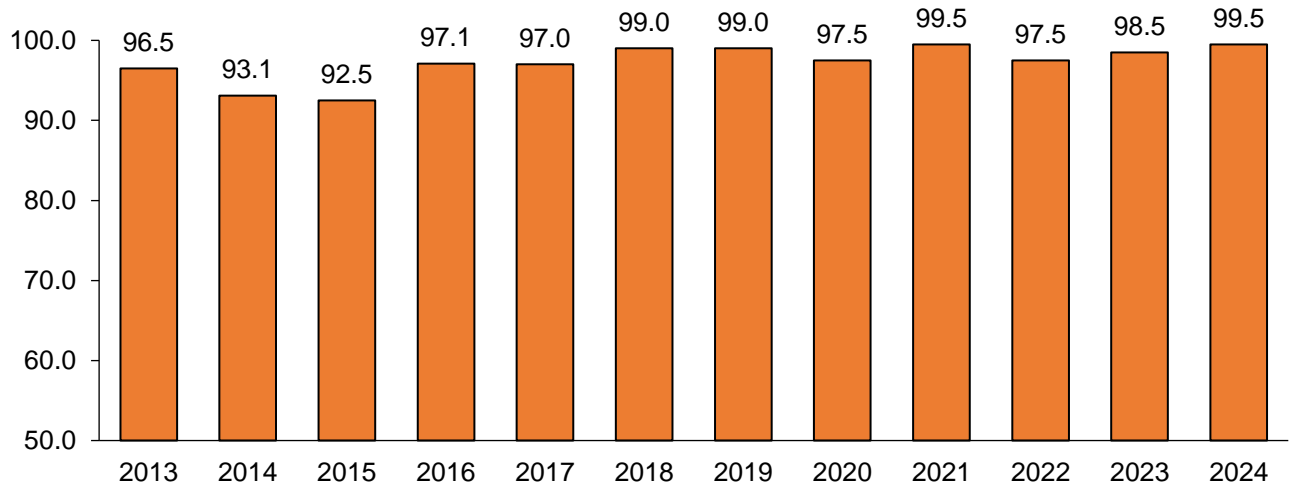
% Satisfied with Outpatient Environment



% Satisfied with OP Environment											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
88.3	87.5	88.7	91.0	90.0	81.9	82.9	87.1	93.6	96.1	89.4	86.2

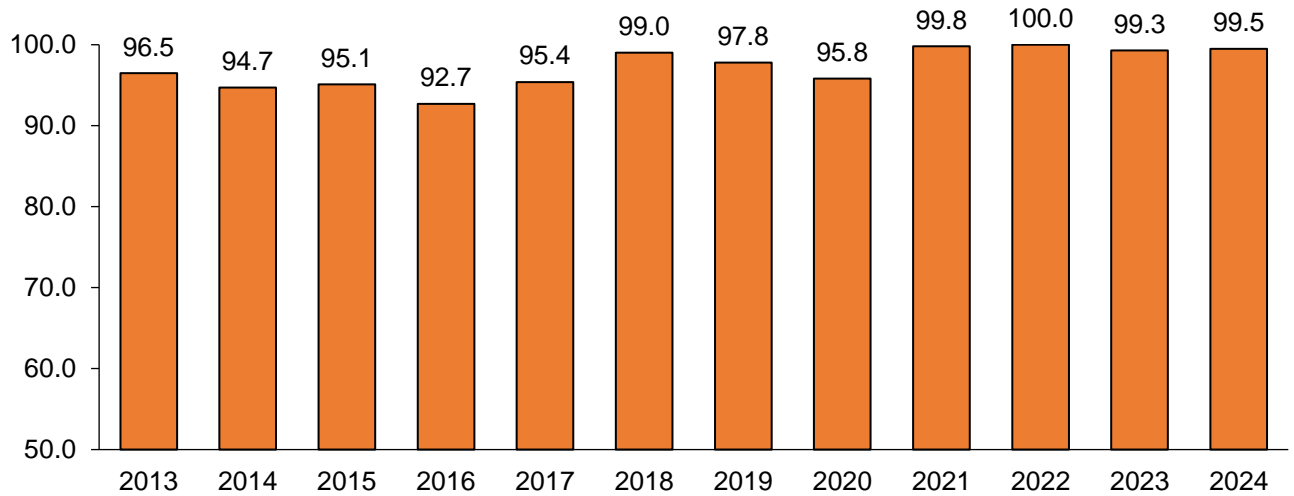
Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



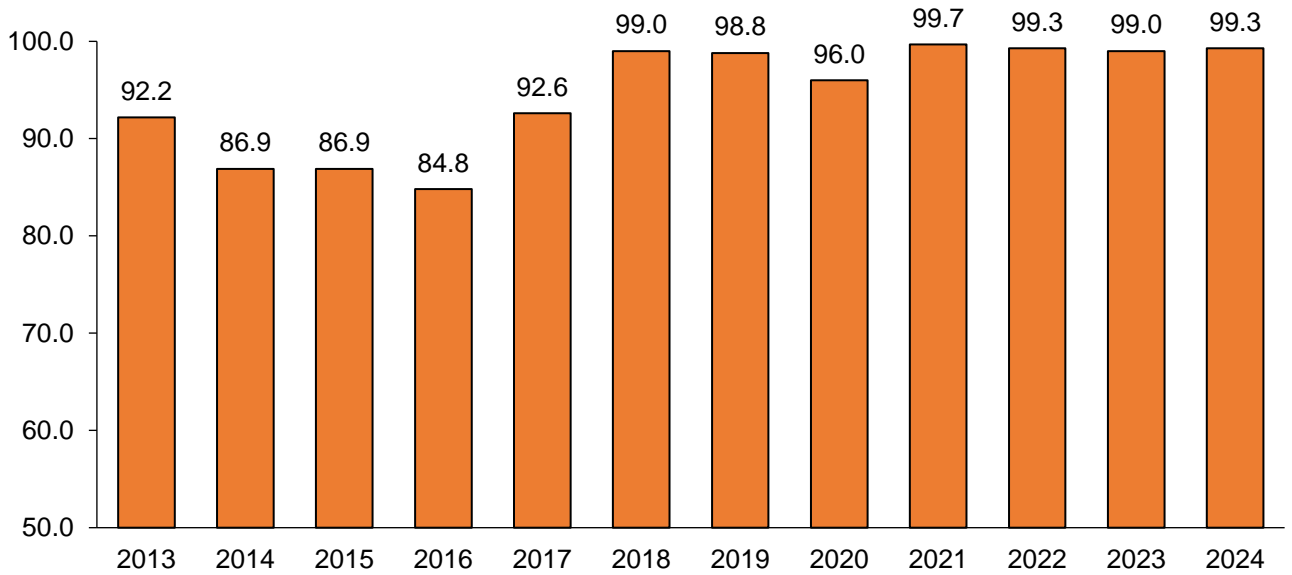
% Satisfied with Overall Service											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
96.5	93.1	92.5	97.1	97.0	99.0	99.0	97.5	99.5	97.5	98.5	99.5

% Satisfied with Surgical Outpatient Doctors



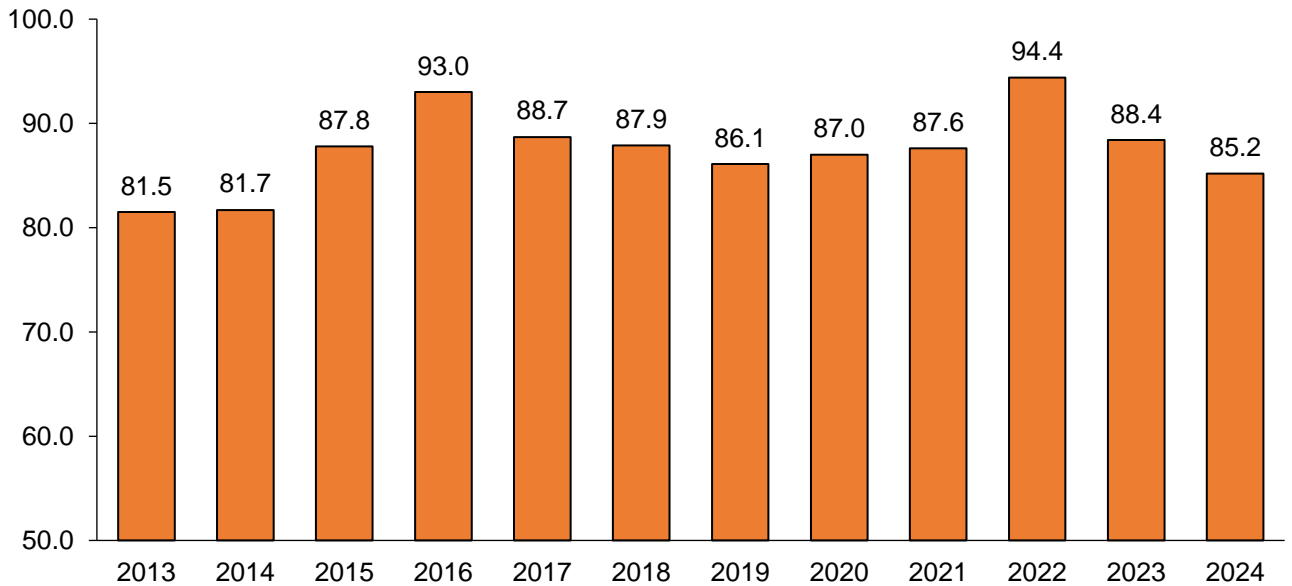
% Satisfied with SOP Physicians											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
96.5	94.7	95.1	92.7	95.4	99.0	97.8	95.8	99.8	100.0	99.3	99.5

% Satisfied with Surgical Outpatient Unit's Nurses



% Satisfied with SOP Nurses											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
92.2	86.9	86.9	84.8	92.6	99.0	98.8	96.0	99.7	99.3	99.0	99.3

% Satisfied with Surgical Outpatient Unit's Environment



% Satisfied with SOP Environment											
2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
81.5	81.7	87.8	93.0	88.7	87.9	86.1	87.0	87.6	94.4	88.4	85.2