



Bermuda Hospitals Board

KEMH Patient Satisfaction Survey Summary FY2016-2025

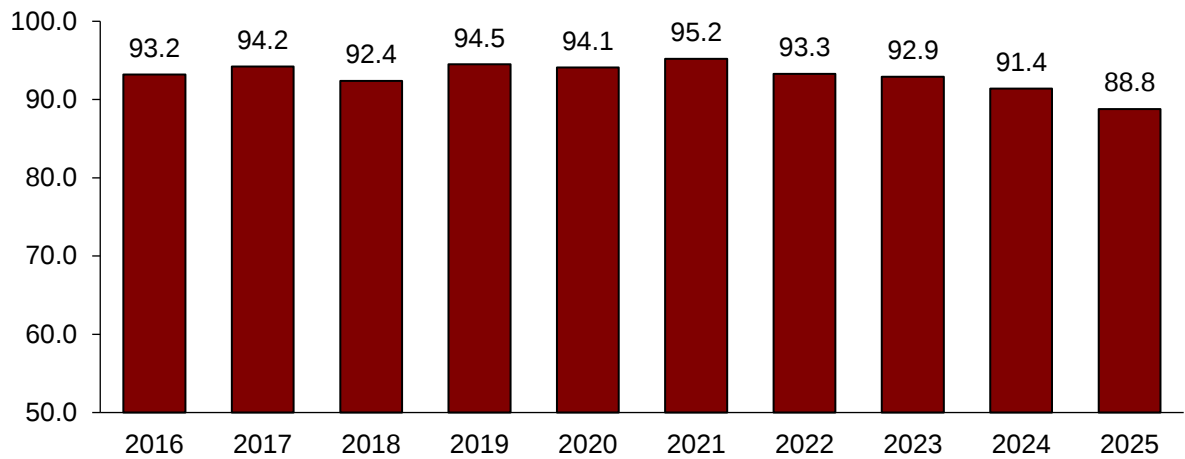
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction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

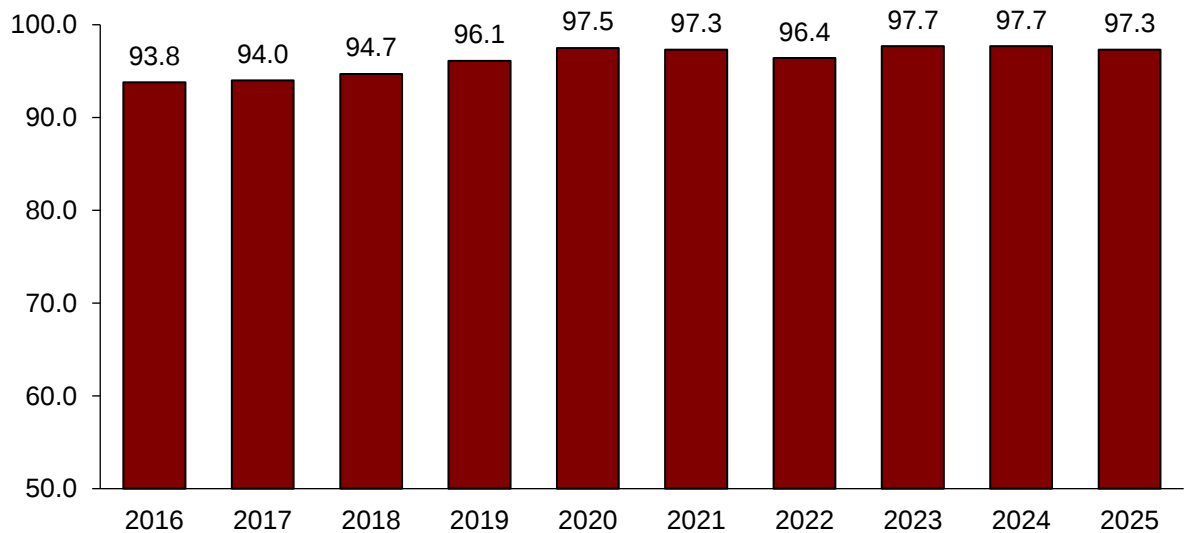
Emergency Department (ER)

% Satisfied with Emergency Unit's Overall Service



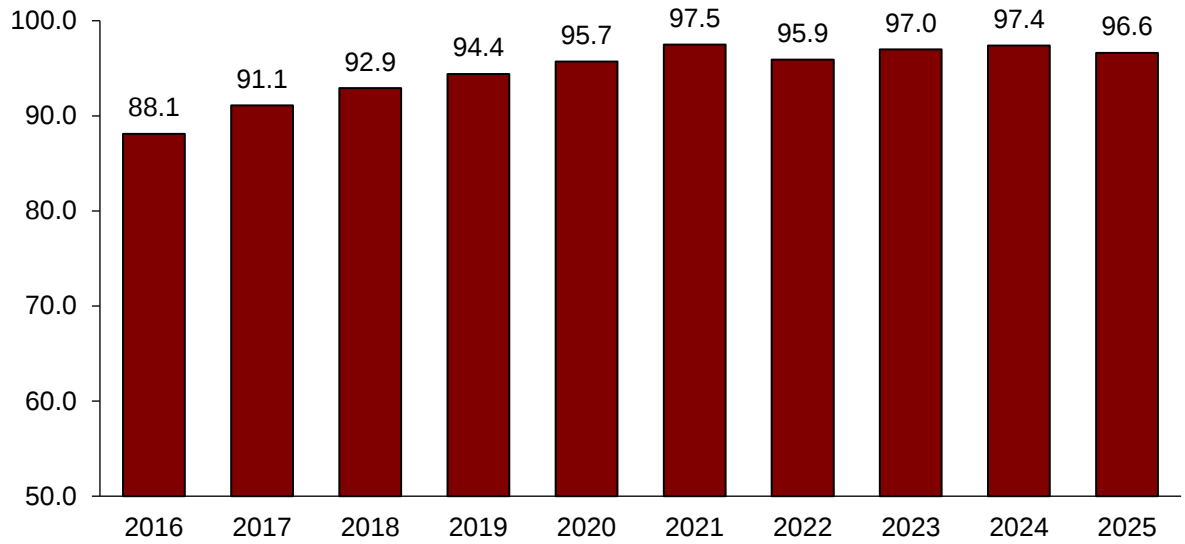
% Satisfied with Overall Service									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
93.2	94.2	92.4	94.5	94.1	95.2	93.3	92.9	91.4	88.8

% Satisfied with Emergency Doctors



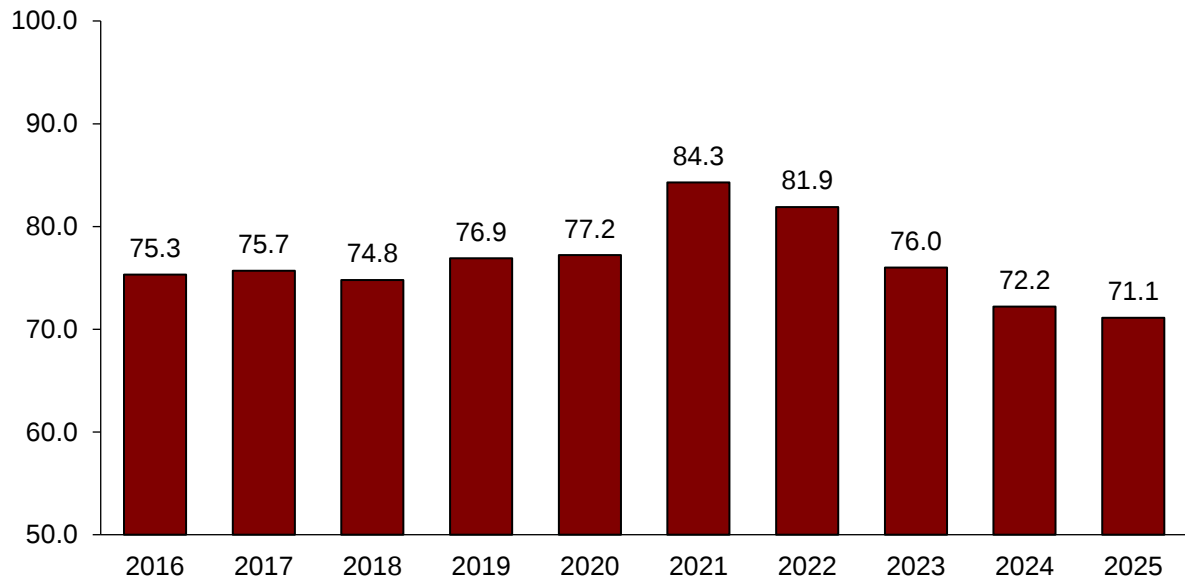
% Satisfied with ER Doctors									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
93.8	94.0	94.7	96.1	97.5	97.3	96.4	97.7	97.7	97.3

% Satisfied with Emergency Nurses



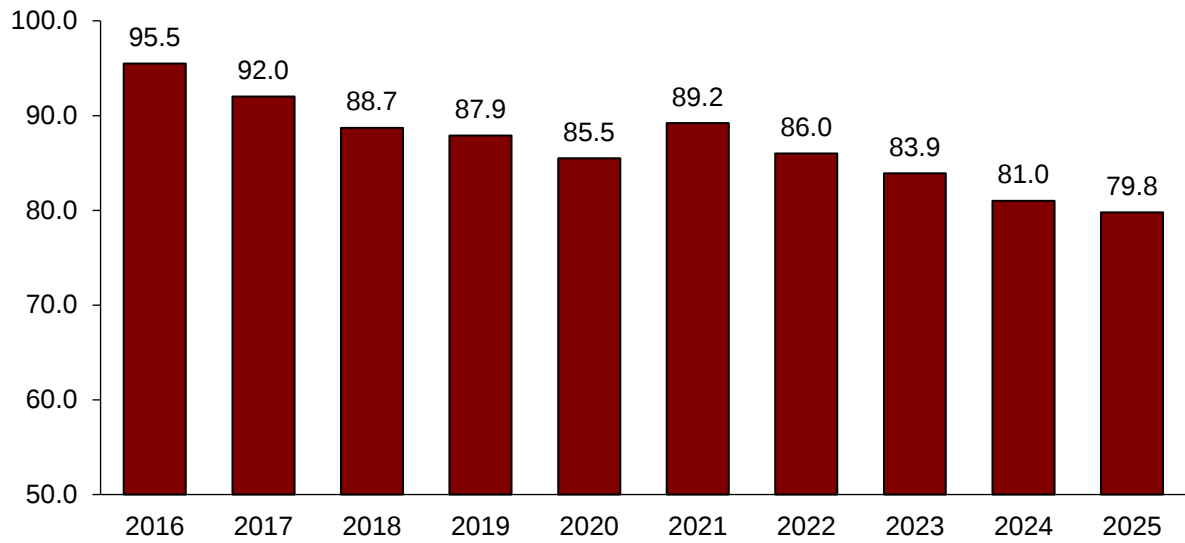
% Satisfied with ER Nurses									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
88.1	91.1	92.9	94.4	95.7	97.5	95.9	97.0	97.4	96.6

% Satisfied with Emergency Wait Times



% Satisfied with ER Wait Times									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
75.3	75.7	74.8	76.9	77.2	84.3	81.9	76.0	72.2	71.1

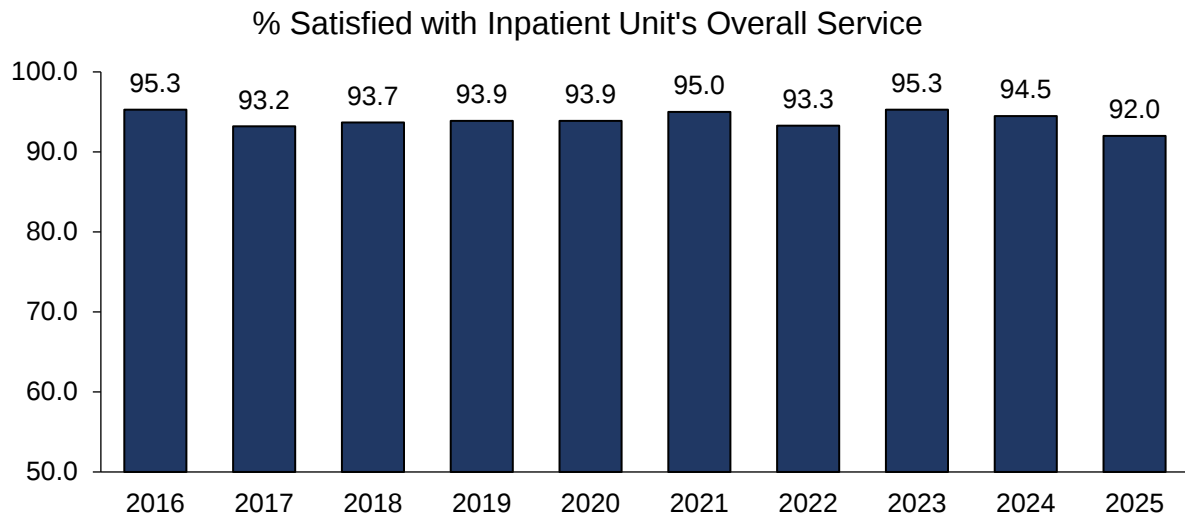
% Satisfied with Emergency Environment



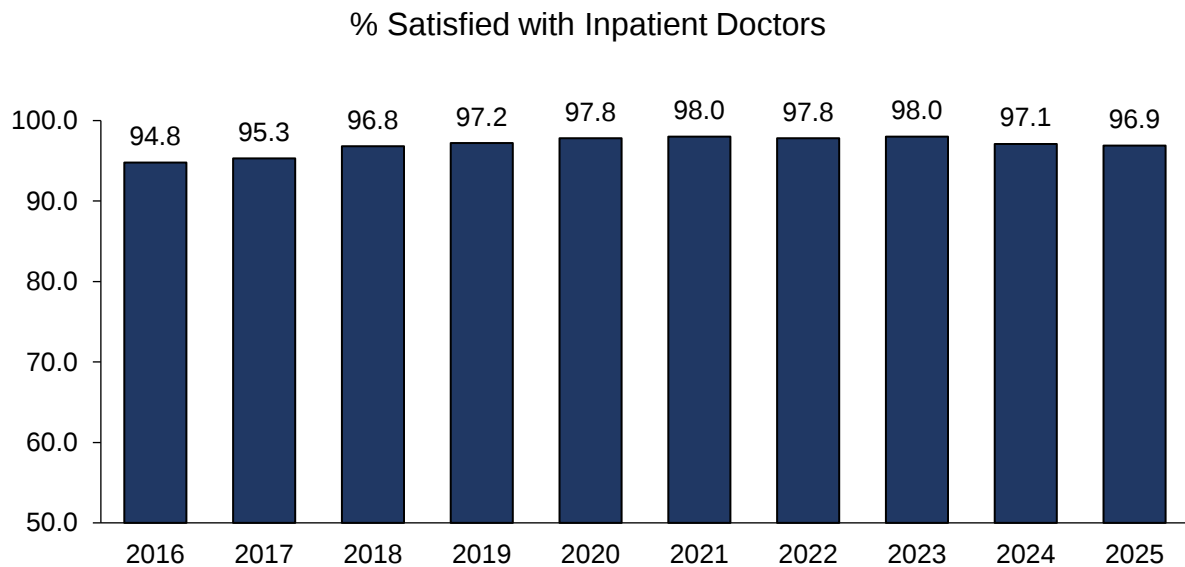
% Satisfied with ER Environment									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
95.5	92.0	88.7	87.9	85.5	89.2	86.0	83.9	81.0	79.8

Inpatient Units (IP)

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

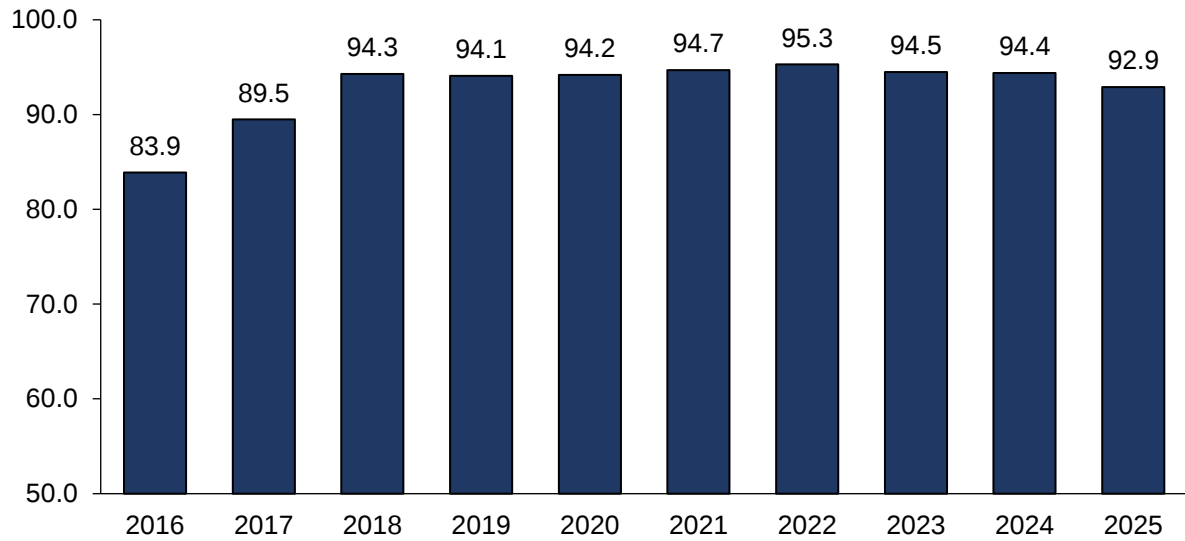


% Satisfied with IP Overall Service									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
95.3	93.2	93.7	93.9	93.9	95.0	93.3	95.3	94.5	92.0



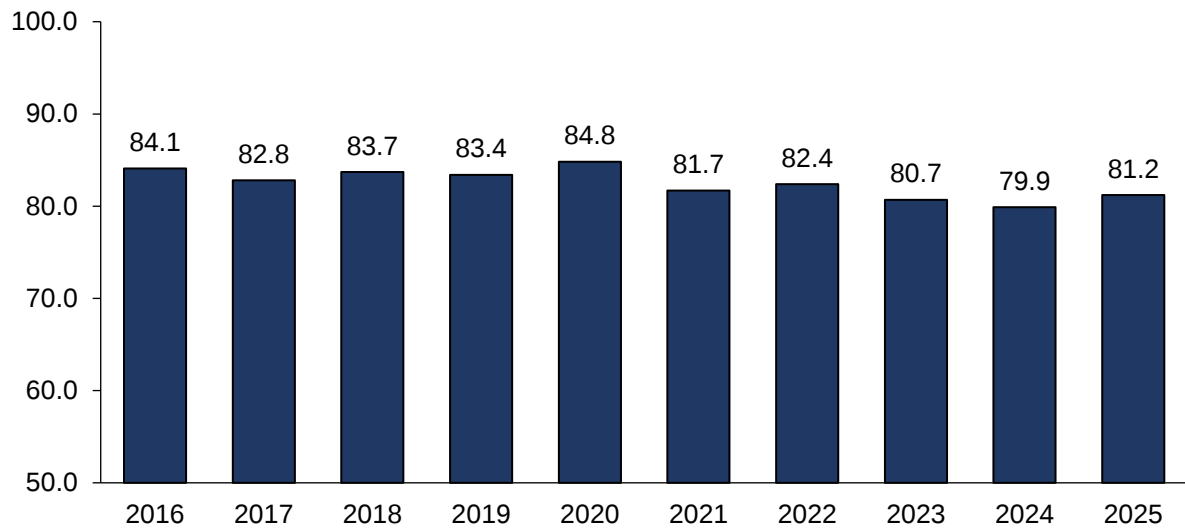
% Satisfied with IP Doctors									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
94.8	95.3	96.8	97.2	97.8	98.0	97.8	98.0	97.1	96.9

% Satisfied with Inpatient Nurses



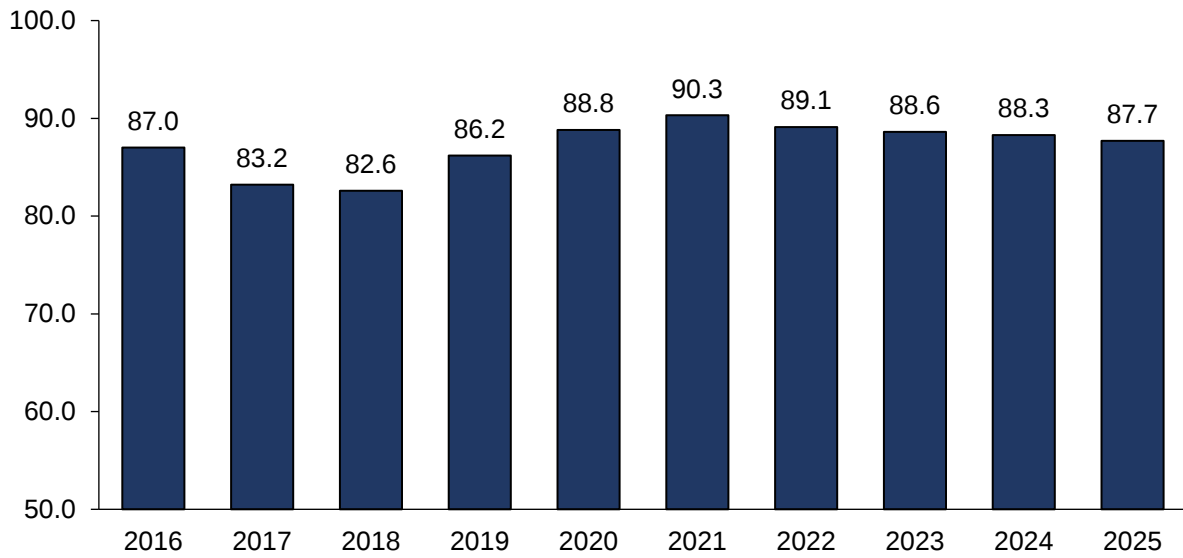
% Satisfied with IP Nurses									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
83.9	89.5	94.3	94.1	94.2	94.7	95.3	94.5	94.4	92.9

% Satisfied with Inpatient Pain Management



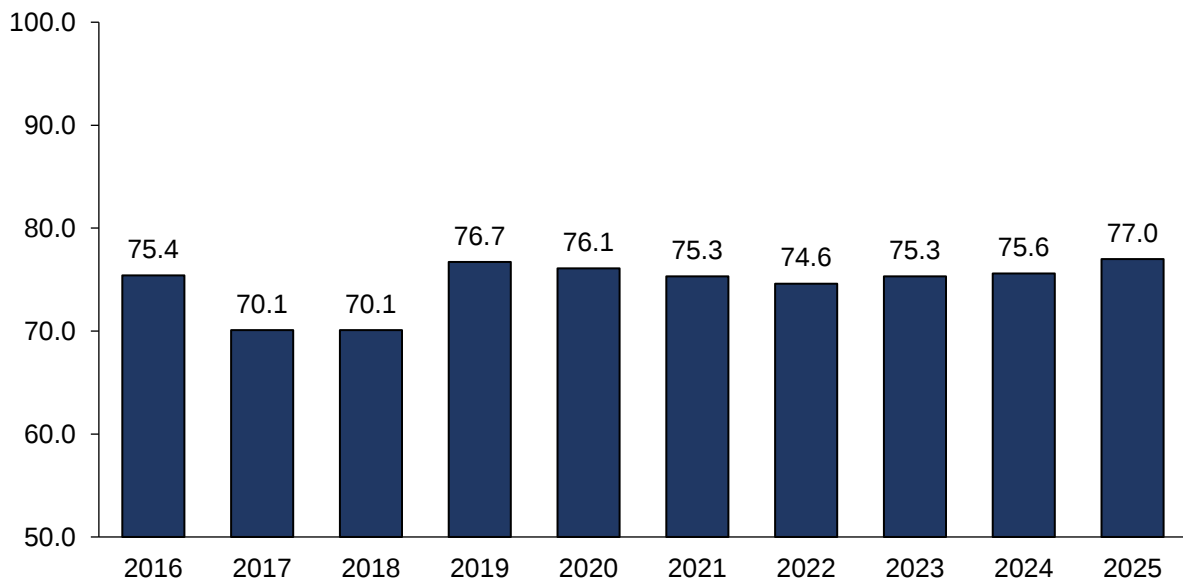
% Satisfied with IP Pain Management									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
84.1	82.8	83.7	83.4	84.8	81.7	82.4	80.7	79.9	81.2

% Satisfied with Inpatient Environment



% Satisfied with IP Environment									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
87.0	83.2	82.6	86.2	88.8	90.3	89.1	88.6	88.3	87.7

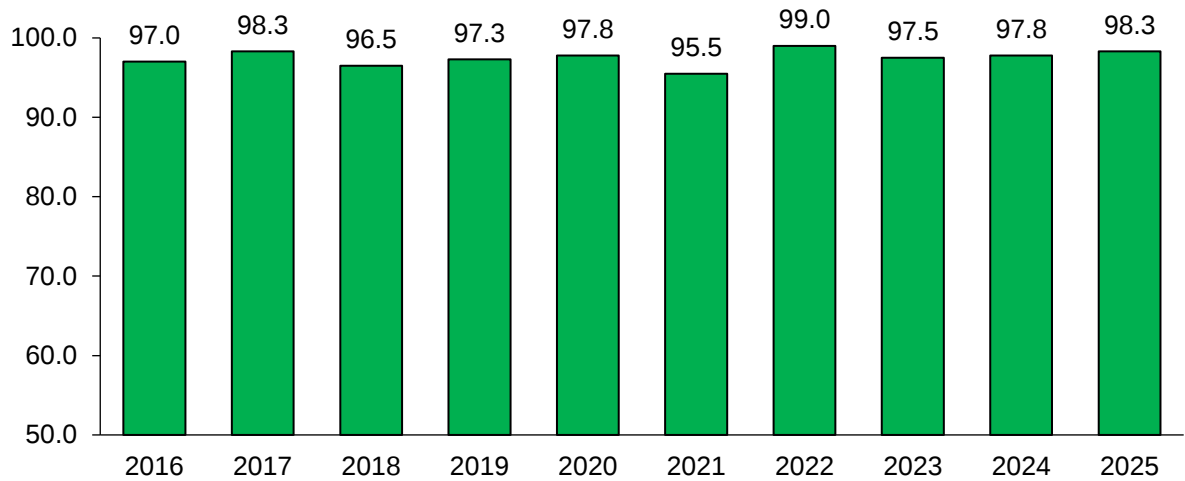
% Satisfied with Inpatient Meals



% Satisfied with IP Meals									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
75.4	70.1	70.1	76.7	76.1	75.3	74.6	75.3	75.6	77.0

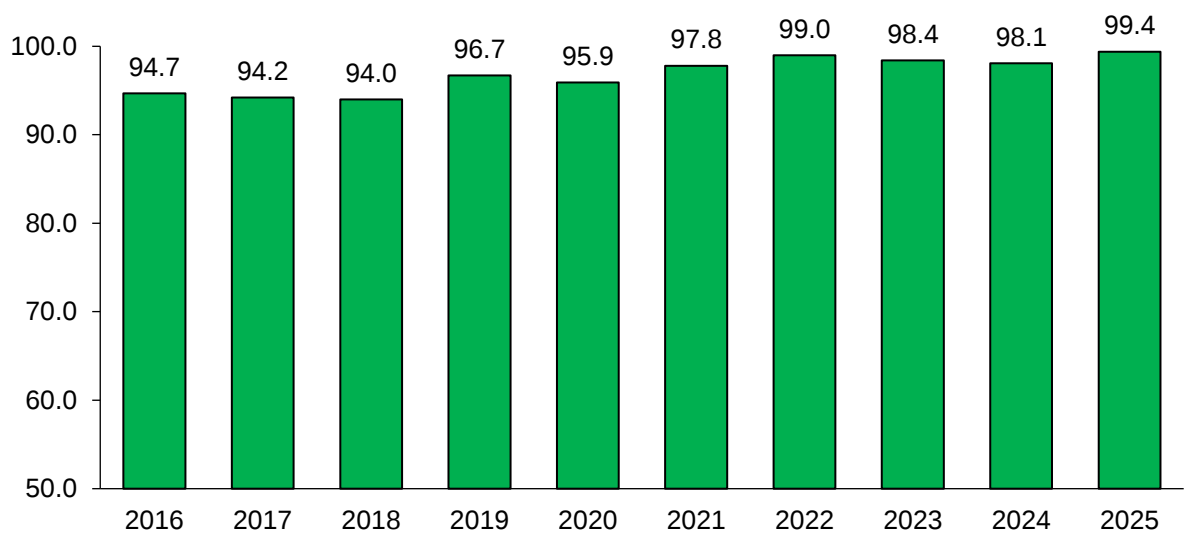
Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



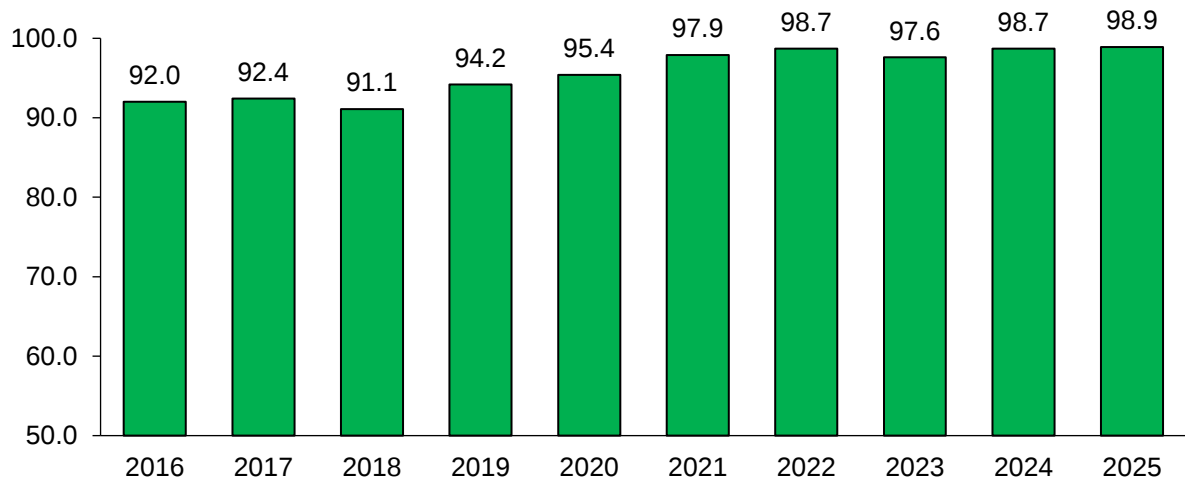
% Satisfied with OP Overall Service									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
97.0	98.3	96.5	97.3	97.8	95.5	99.0	97.5	97.8	98.3

% Satisfied with Outpatient Doctors



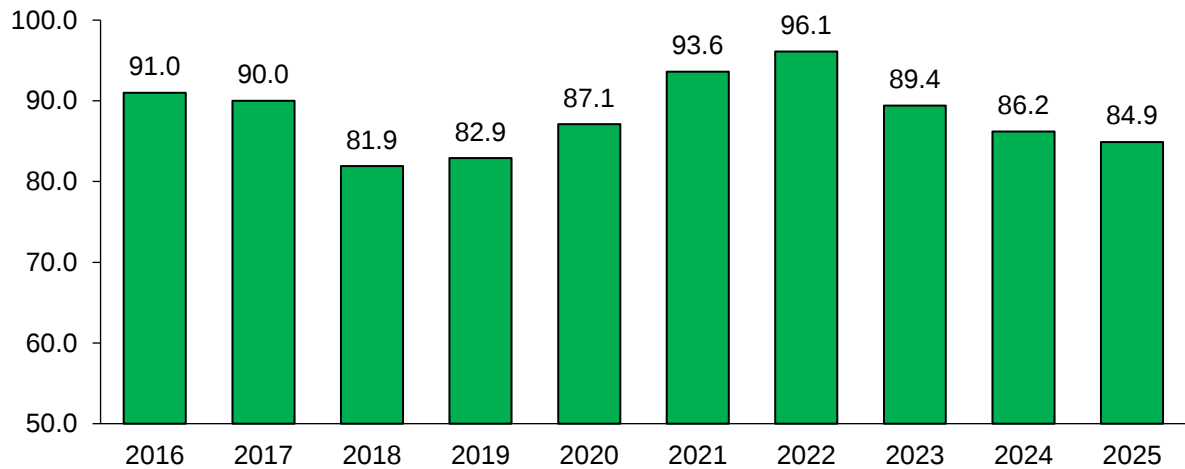
% Satisfied with OP Doctors									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
94.7	94.2	94.0	96.7	95.9	97.8	99.0	98.4	98.1	99.4

% Satisfied with Outpatient Nurses



% Satisfied with OP Nurses									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
92.0	92.4	91.1	94.2	95.4	97.9	98.7	97.6	98.7	98.9

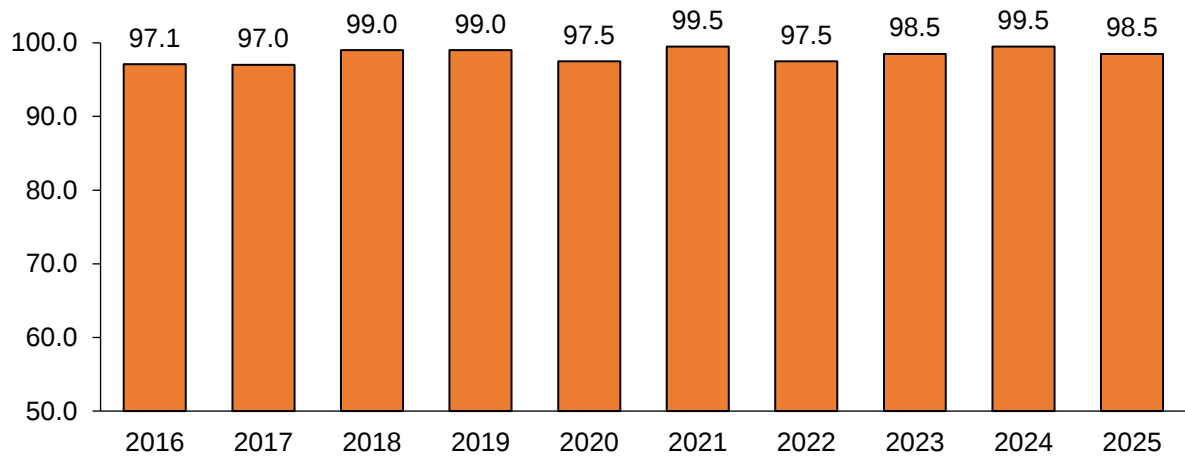
% Satisfied with Outpatient Environment



% Satisfied with OP Environment									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
91.0	90.0	81.9	82.9	87.1	93.6	96.1	89.4	86.2	84.9

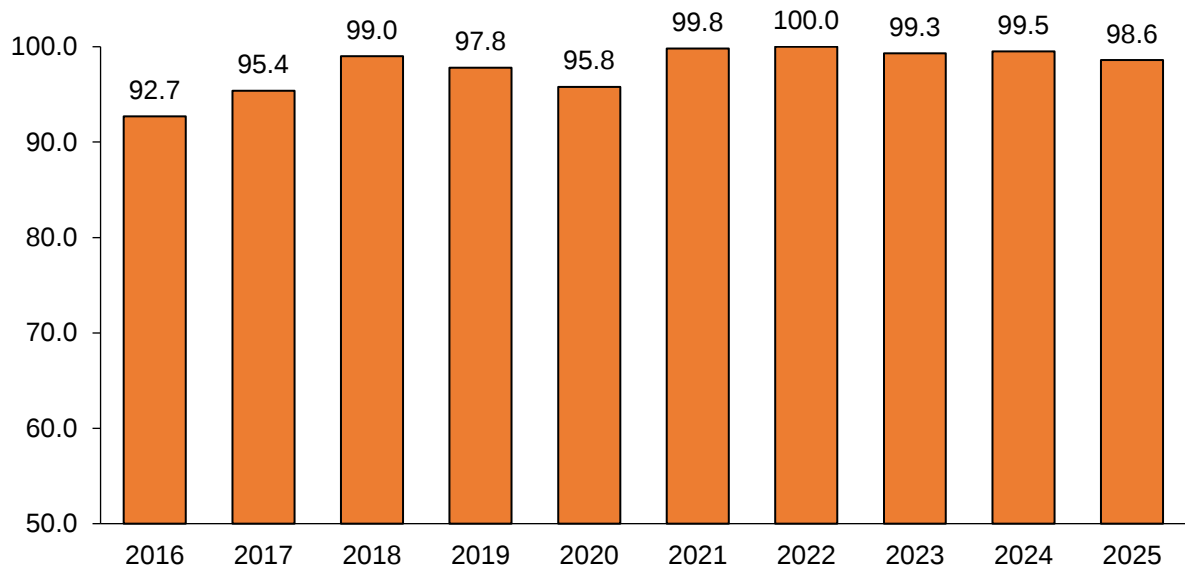
Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



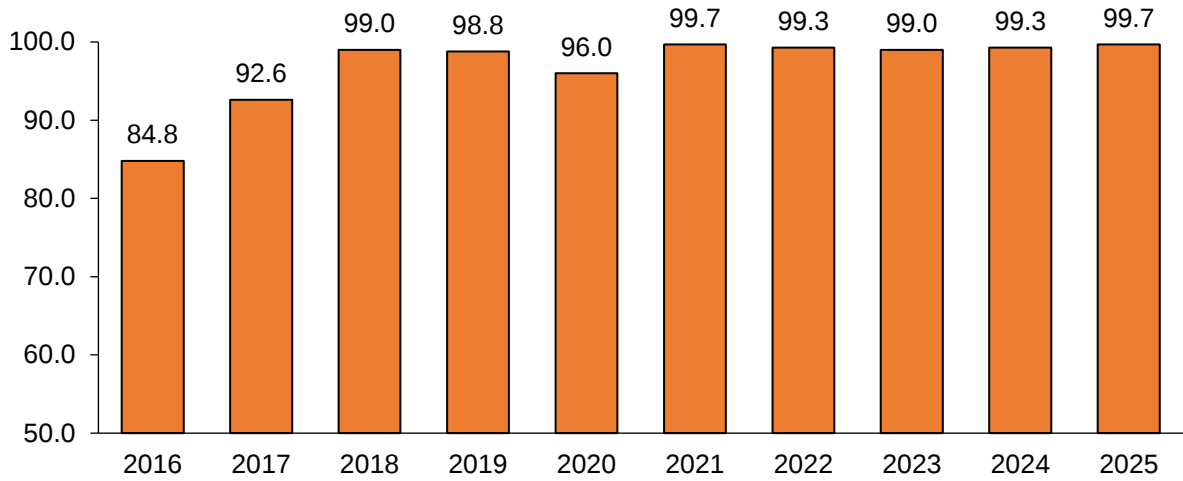
% Satisfied with SOP Overall Service									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
97.1	97.0	99.0	99.0	97.5	99.5	97.5	98.5	99.5	98.5

% Satisfied with Surgical Outpatient Doctors



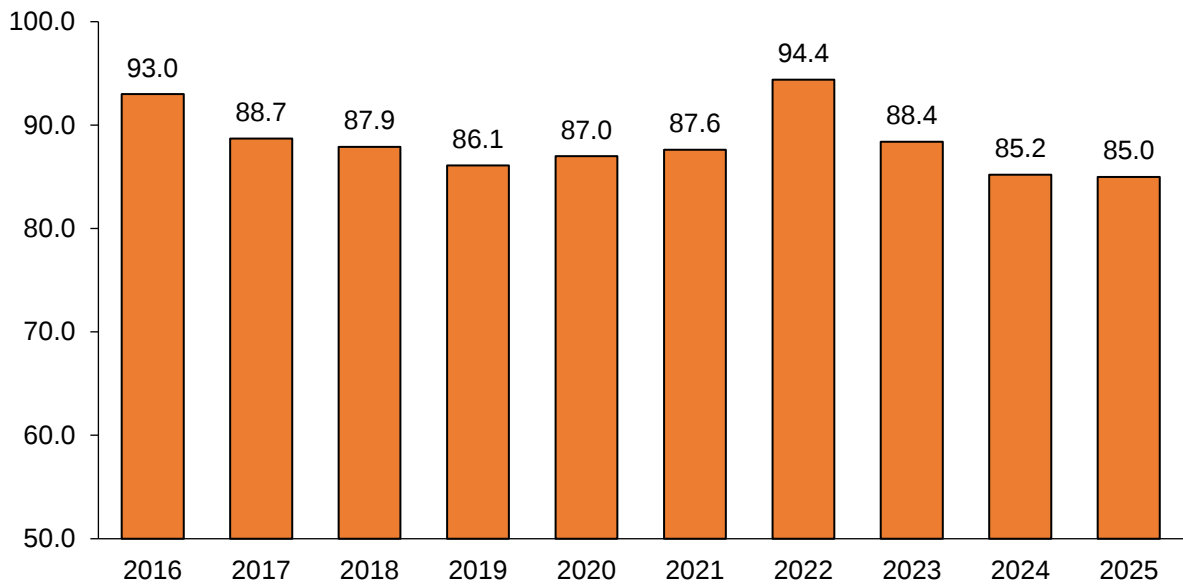
% Satisfied with SOP Doctors									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
92.7	95.4	99.0	97.8	95.8	99.8	100.0	99.3	99.5	98.6

% Satisfied with Surgical Outpatient Unit's Nurses



% Satisfied with SOP Nurses									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
84.8	92.6	99.0	98.8	96.0	99.7	99.3	99.0	99.3	99.7

% Satisfied with Surgical Outpatient Unit's Environment



% Satisfied with SOP Environment									
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
93.0	88.7	87.9	86.1	87.0	87.6	94.4	88.4	85.2	85.0