



Bermuda Hospitals Board

KEMH Patient Satisfaction Survey Summary FY2016-2026

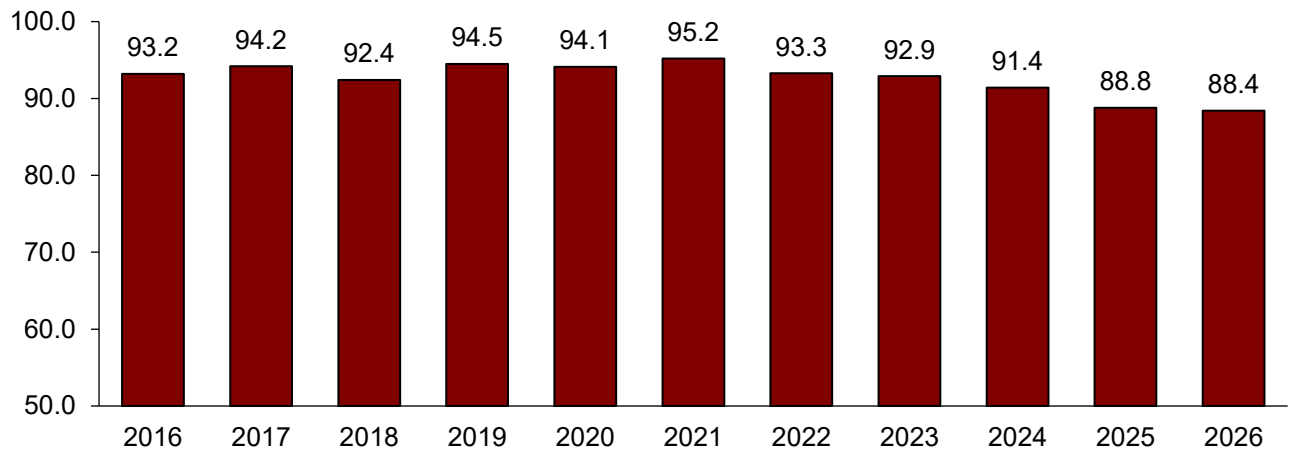
For the survey results, respondents were either asked to rate their level of satisfaction on a scale of 0 to 10 (0 = lowest score to 10 = highest score), to provide a response of Always, Usually, Sometimes or Never or a response of Very Good, Fair, Poor or Very Poor to a series of patient satisfaction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

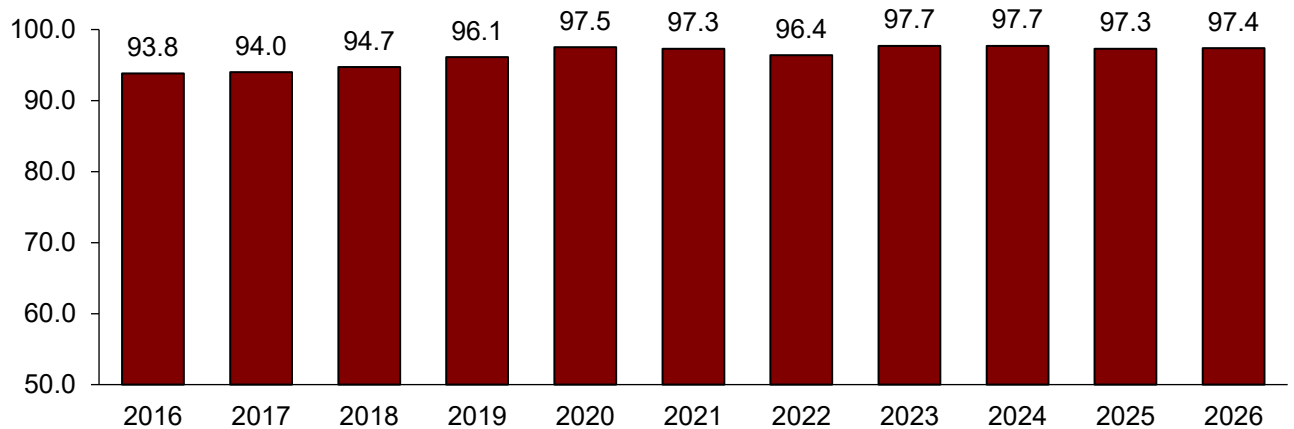
Emergency Department (ER)

% Satisfied with Emergency Unit's Overall Service



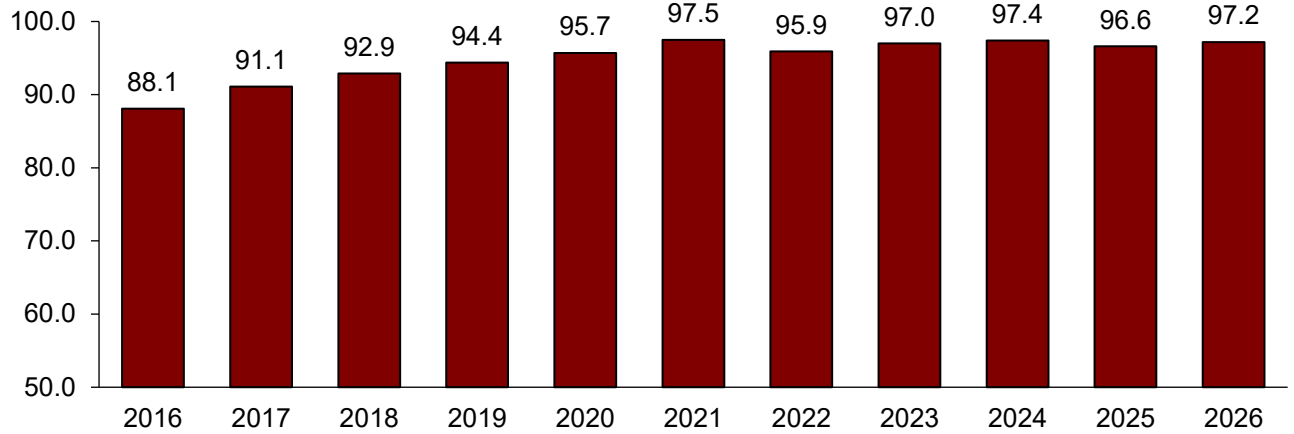
% Satisfied with Overall Service										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
93.2	94.2	92.4	94.5	94.1	95.2	93.3	92.9	91.4	88.8	88.4

% Satisfied with Emergency Doctors



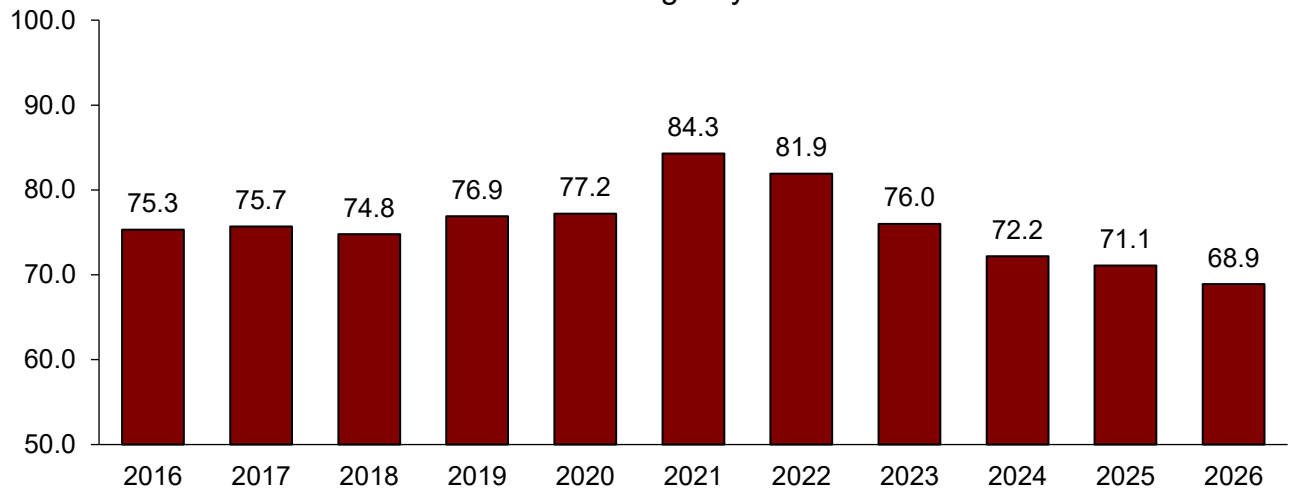
% Satisfied with ER Doctors										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
93.8	94.0	94.7	96.1	97.5	97.3	96.4	97.7	97.7	97.3	97.4

% Satisfied with Emergency Nurses

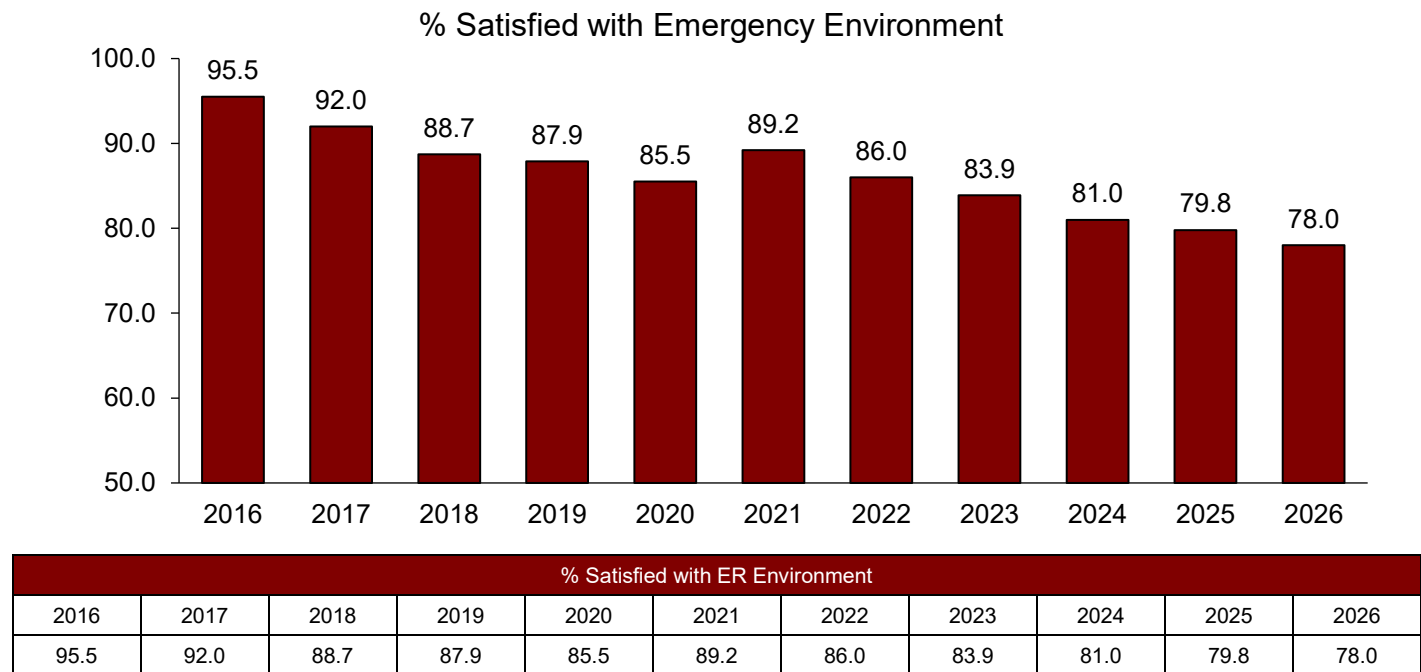


% Satisfied with ER Nurses										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
88.1	91.1	92.9	94.4	95.7	97.5	95.9	97.0	97.4	96.6	97.2

% Satisfied with Emergency Wait Times



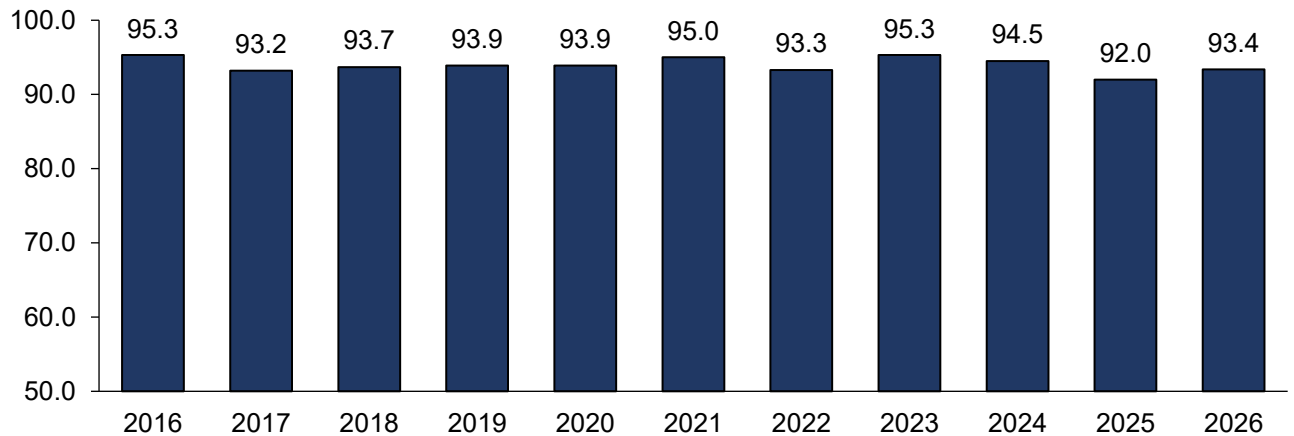
% Satisfied with ER Wait Times										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
75.3	75.7	74.8	76.9	77.2	84.3	81.9	76.0	72.2	71.1	68.9



Inpatient Units (IP)

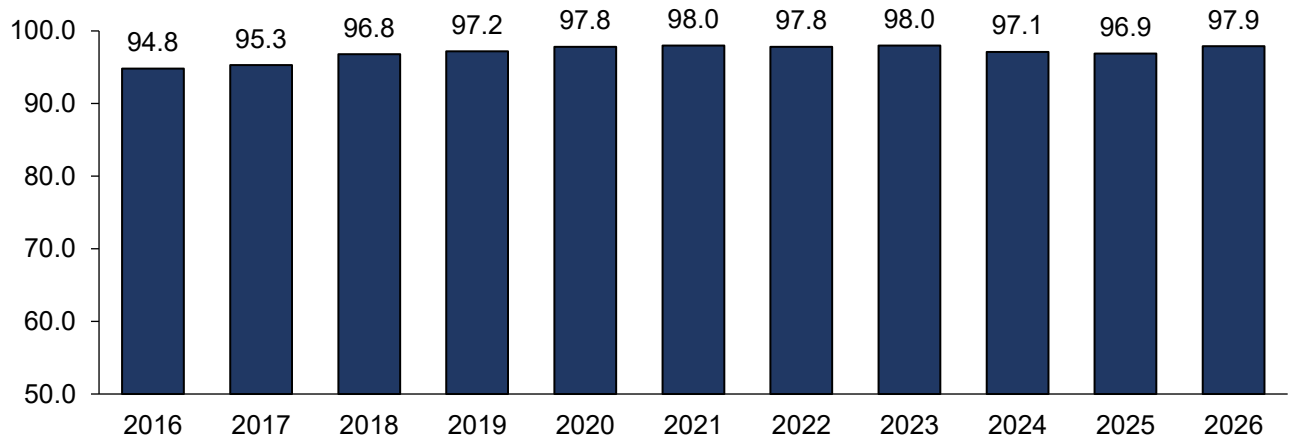
(Maternity, Gosling, Catlin Lindo, Ascendant Partner Re, Ace Barber)

% Satisfied with Inpatient Unit's Overall Service



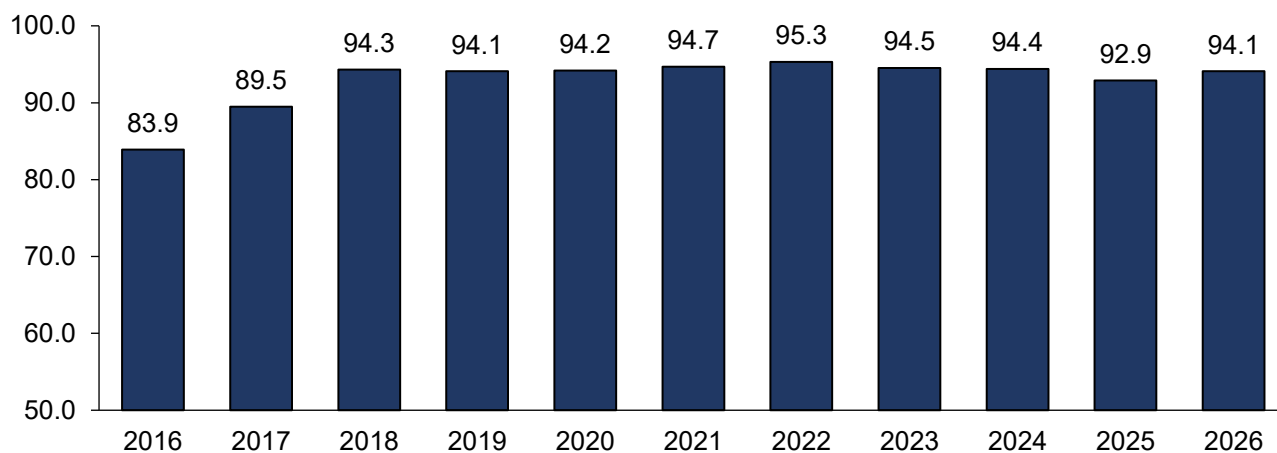
% Satisfied with IP Overall Service										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
95.3	93.2	93.7	93.9	93.9	95.0	93.3	95.3	94.5	92.0	93.4

% Satisfied with Inpatient Doctors



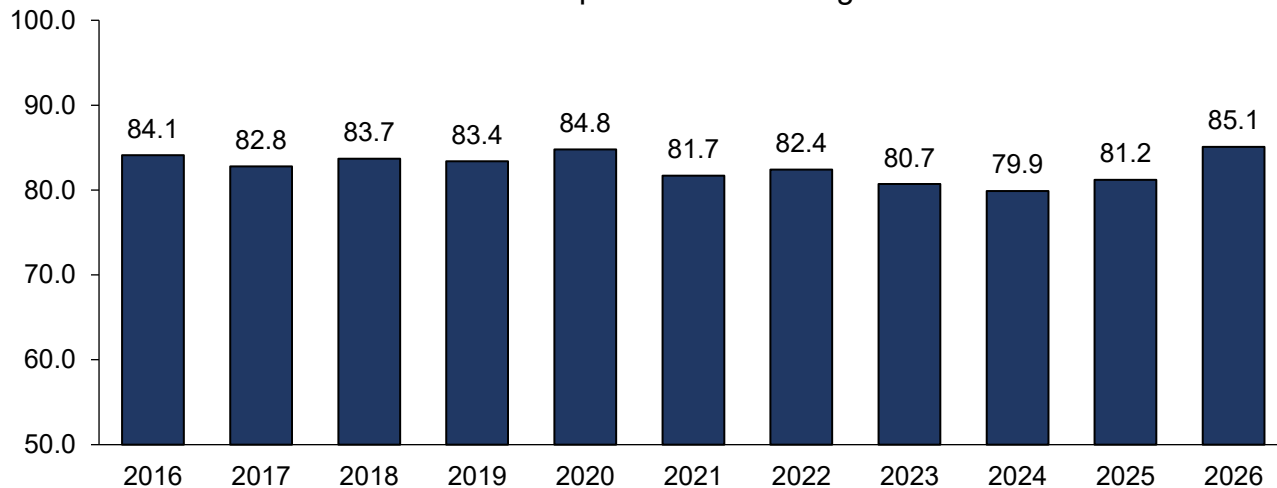
% Satisfied with IP Doctors										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
94.8	95.3	96.8	97.2	97.8	98.0	97.8	98.0	97.1	96.9	97.9

% Satisfied with Inpatient Nurses



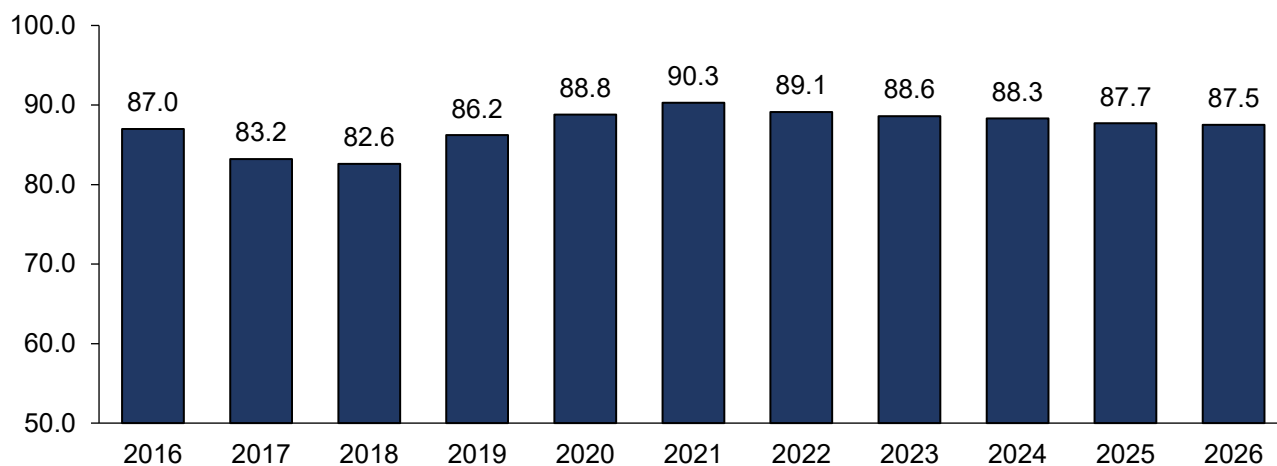
% Satisfied with IP Nurses										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
83.9	89.5	94.3	94.1	94.2	94.7	95.3	94.5	94.4	92.9	94.1

% Satisfied with Inpatient Pain Management



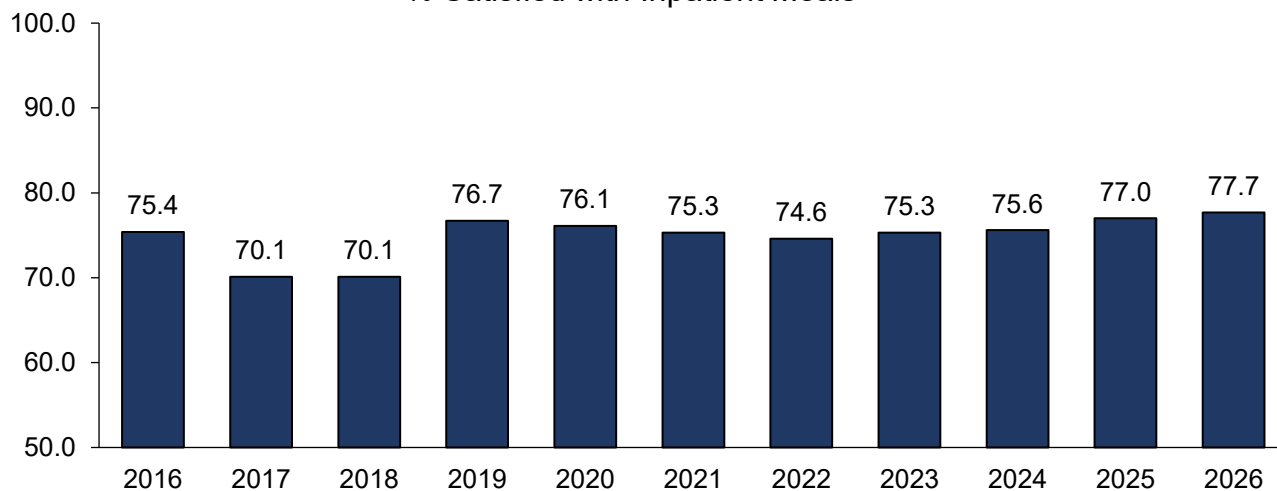
% Satisfied with IP Pain Management										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
84.1	82.8	83.7	83.4	84.8	81.7	82.4	80.7	79.9	81.2	85.1

% Satisfied with Inpatient Environment



% Satisfied with IP Environment										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
87.0	83.2	82.6	86.2	88.8	90.3	89.1	88.6	88.3	87.7	87.5

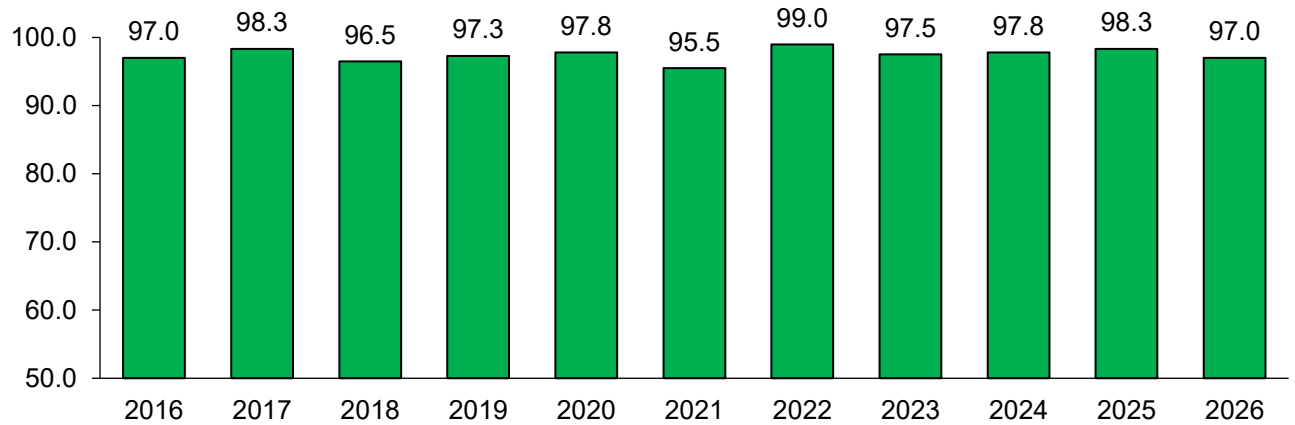
% Satisfied with Inpatient Meals



% Satisfied with IP Meals										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
75.4	70.1	70.1	76.7	76.1	75.3	74.6	75.3	75.6	77.0	77.7

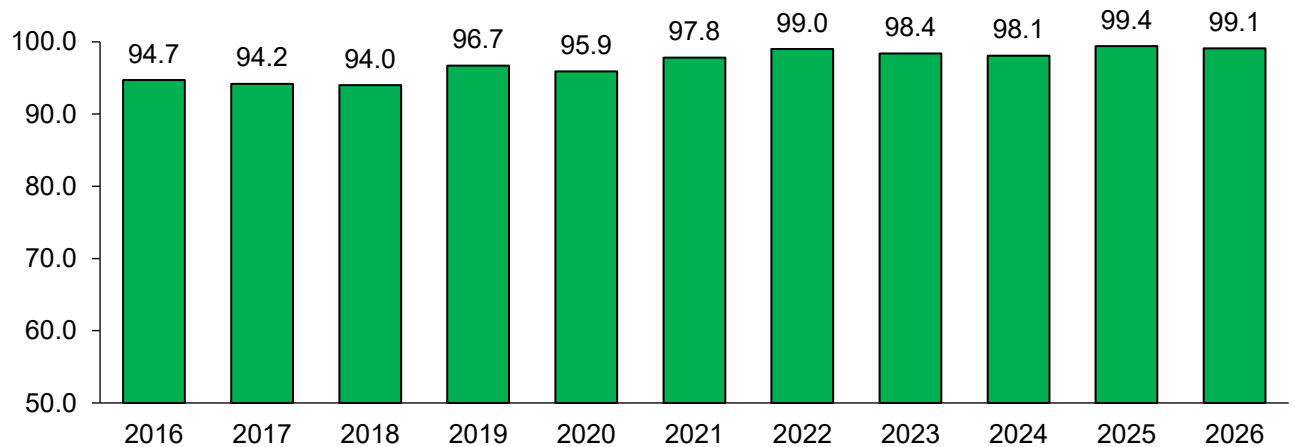
Outpatient Services (Diagnostic Imaging, Lab Test, Oncology, Dialysis)

% Satisfied with Outpatient Unit's Overall Service



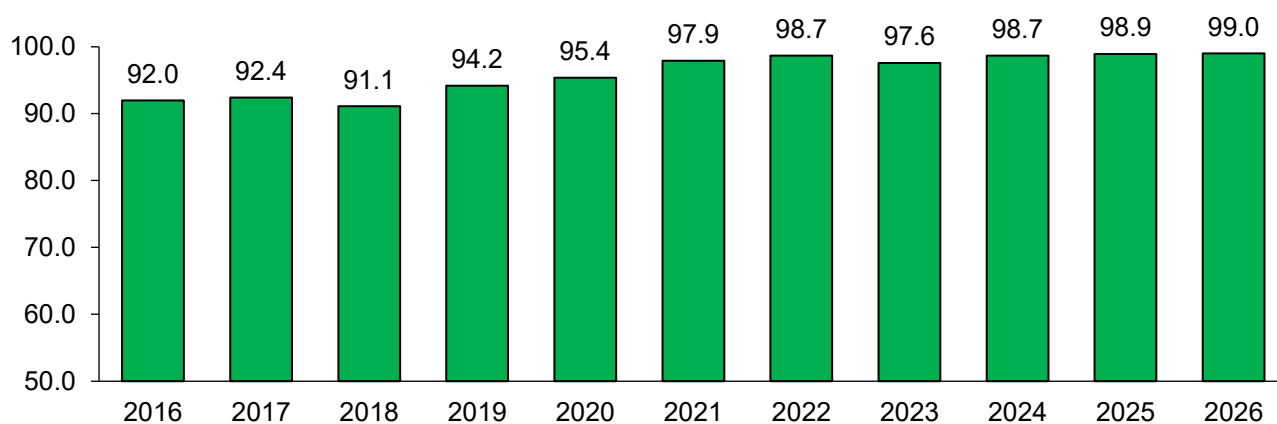
% Satisfied with OP Overall Service										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
97.0	98.3	96.5	97.3	97.8	95.5	99.0	97.5	97.8	98.3	97.0

% Satisfied with Outpatient Doctors



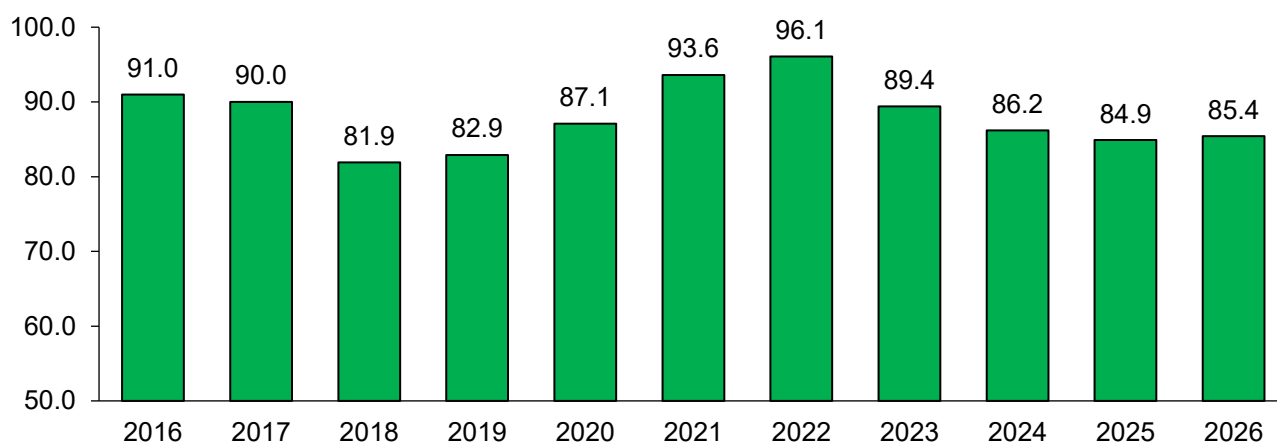
% Satisfied with OP Doctors										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
94.7	94.2	94.0	96.7	95.9	97.8	99.0	98.4	98.1	99.4	99.1

% Satisfied with Outpatient Nurses



% Satisfied with OP Nurses										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
92.0	92.4	91.1	94.2	95.4	97.9	98.7	97.6	98.7	98.9	99.0

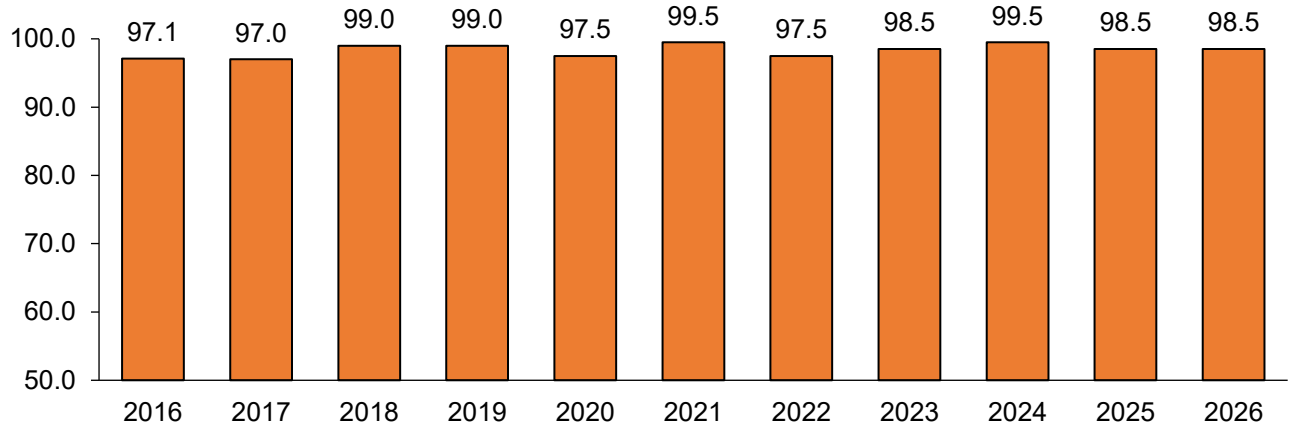
% Satisfied with Outpatient Environment



% Satisfied with OP Environment										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
91.0	90.0	81.9	82.9	87.1	93.6	96.1	89.4	86.2	84.9	85.4

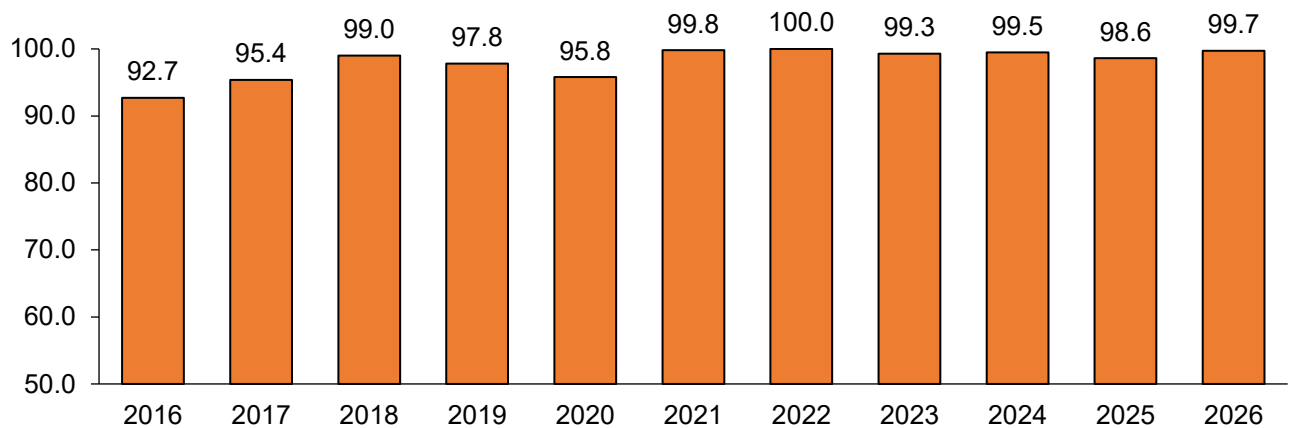
Surgical Outpatient Services

% Satisfied with Surgical Outpatient Unit's Overall Service



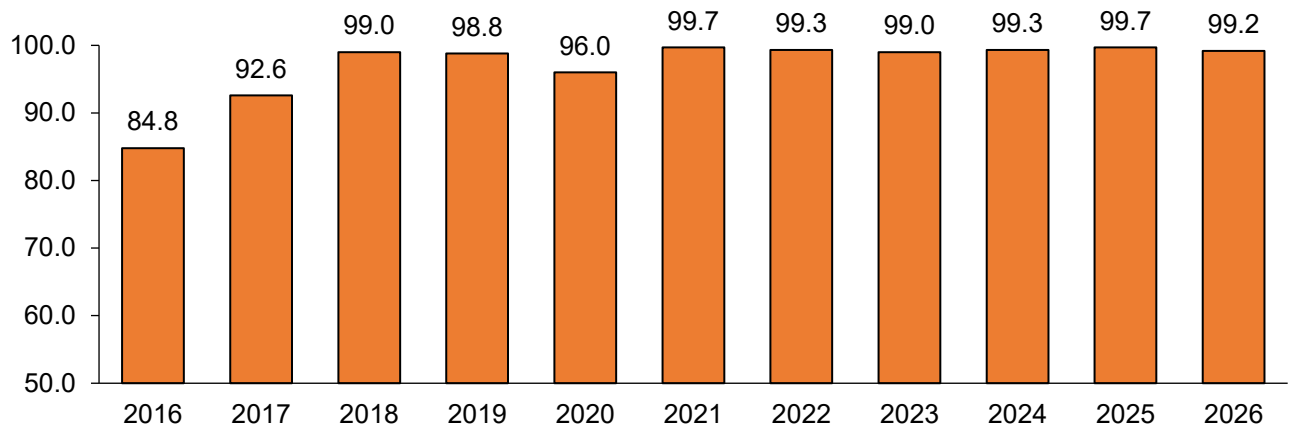
% Satisfied with SOP Overall Service										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
97.1	97.0	99.0	99.0	97.5	99.5	97.5	98.5	99.5	98.5	98.5

% Satisfied with Surgical Outpatient Doctors



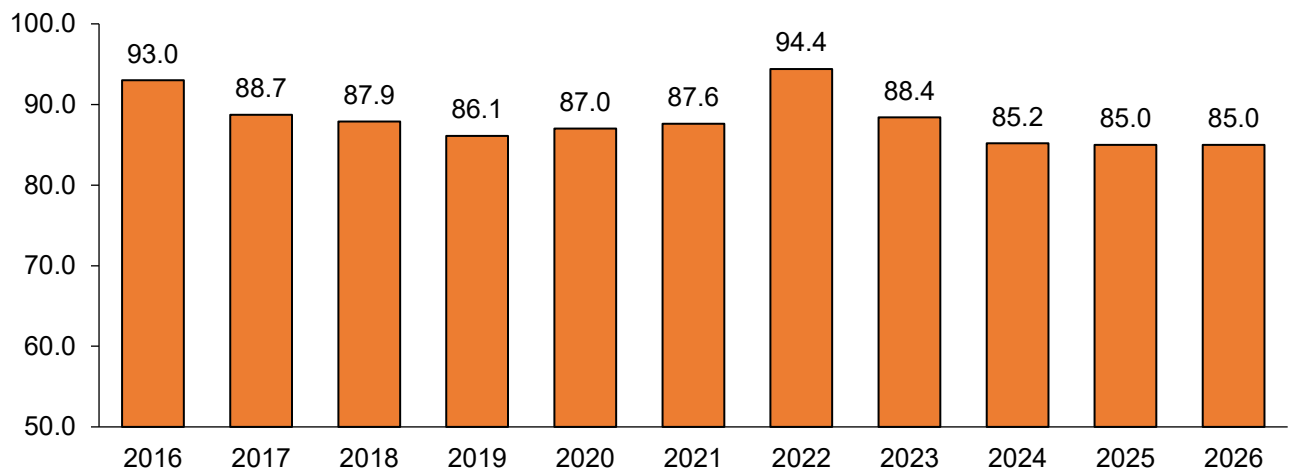
% Satisfied with SOP Doctors										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
92.7	95.4	99.0	97.8	95.8	99.8	100.0	99.3	99.5	98.6	99.7

% Satisfied with Surgical Outpatient Unit's Nurses



% Satisfied with SOP Nurses										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
84.8	92.6	99.0	98.8	96.0	99.7	99.3	99.0	99.3	99.7	99.2

% Satisfied with Surgical Outpatient Unit's Environment



% Satisfied with SOP Environment										
2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
93.0	88.7	87.9	86.1	87.0	87.6	94.4	88.4	85.2	85.0	85.0