

Patient Satisfaction



The “Patient Satisfaction” study gives us an overview of what the patient (and his or her family) finds of the Cliniques universitaires Saint-Luc. This feedback is very important to us to improve the overall quality of care.

For this reason, we run a “Classic Hospitalisation” survey on an ongoing basis and we participate in a “Benchmark” study (27 clinics of the Walloon and Brussels Capital Region) which enables us to compare our results with other hospitals.

All areas of quality of care are assessed: the friendliness and skills of our staff, the food and the cleanliness of the room. You can participate during each stay, either on paper or electronically.

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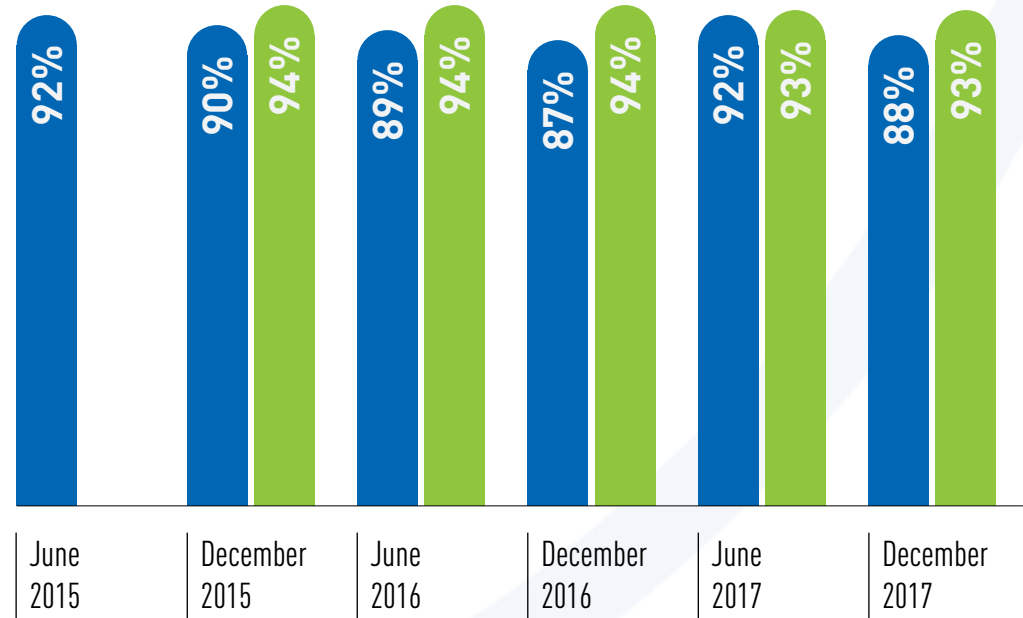


Results

Global satisfaction of the hospital stays at Saint-Luc

The patients who participated in this satisfaction survey gave us an absolute satisfaction rate of 88%. This score is slightly lower than the average of the hospitals participating in the Benchmark study. The experience of hospitalized patients is overall very positive and remains stable from semester to semester.

In general, how would you evaluate all the aspects of your hospital stay ?



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*absolute satisfaction rate = We take the "top 2" (Satisfied and very satisfied), we remove the "bottom 2" (Very dissatisfied and dissatisfied), which gives the Delta of those who clearly positioned themselves

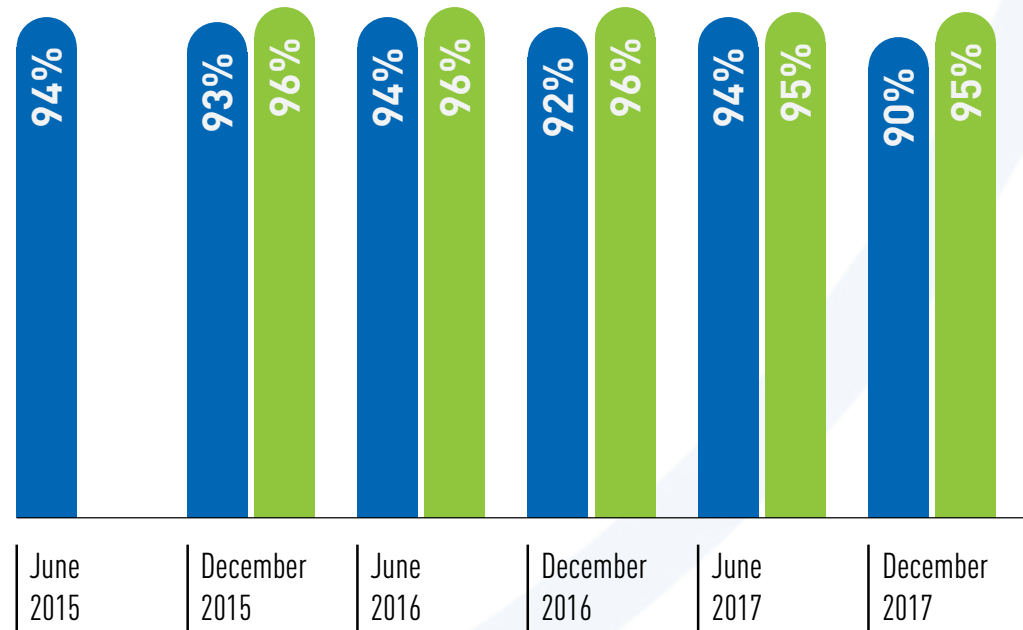
 Saint-Luc
 Benchmark

Results

Quality of the care unit/ward

Patients who participated in the satisfaction survey give us an absolute satisfaction rate of 90%. This score is comparable to the average of the hospitals participating in the Benchmark study.

In general, how would you evaluate all the aspects of the care unit/ward ?



■ Saint-Luc
■ Benchmark

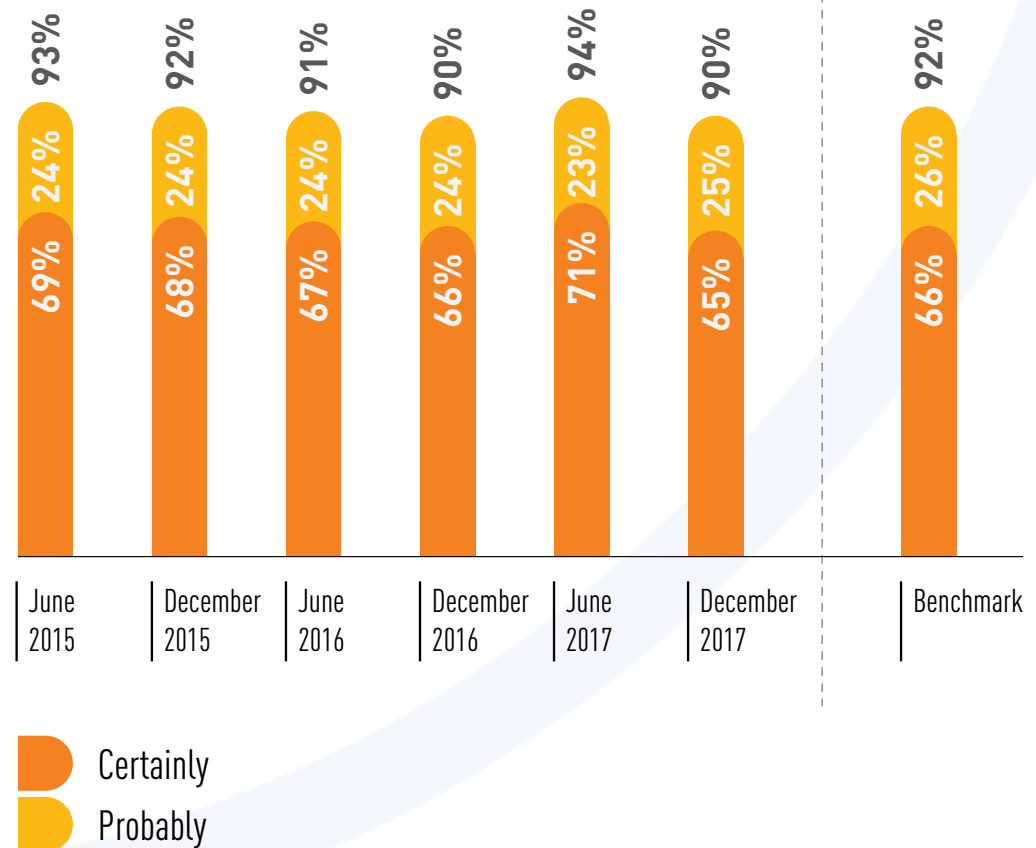
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Results

Would you, for a future hospitalisation or for future medicals, choose Saint-Luc again?

90% of patients would choose Saint-Luc if they should be hospitalized again or if they had to undergo a medical examination (certainly 65%, probably 25%). This percentage is comparable to the average of the hospitals participating in the Benchmark study.

Would you, for a future hospitalisation or for future medicals, choose Saint-Luc again?



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Results

Saint-Luc gives the absolute satisfaction rates (= we take the “top 2” (Satisfied and very satisfied), we remove the “bottom 2” (Very dissatisfied and dissatisfied), which gives the Delta of those who clearly positioned themselves.) We chose this approach because we prefer to set the bar high for ourselves. Excellent quality is part of our strategic plan.

The 3 highest scores

In 2017 Saint-Luc scores the best for:

<i>The medical care provided is of good quality</i>	90%*
<i>The care provided by the nursing staff is of good quality</i>	88%*
<i>The hospital personnel are courteous</i>	88%*

The 3 lowest scores

Patients suggest us to improve the following points:

<i>I've been well informed by the medical doctor regarding the costs for medical care</i>	29%*
<i>The quality of the food (quantity, temperature, choice...)</i>	44%*
<i>I've been informed on the delays (medical examinations, doctor appointment)</i>	49%*

→ We try to correct these points as much as possible

*absolute satisfaction rate



Results

Increase the response rate

The participation rate is currently ~ 5%. We would like to increase this rate. Indeed, the results will be more representative with a larger number of participants. You can participate during each stay, either on paper or electronically.

In conclusion

We would like to thank our patients and staff for their cooperation in completing the surveys.

Of course, we cannot achieve this positive result without to the daily efforts of hundreds of employees who are transforming our **strategic plan** into practice.

Many thanks to all those who took part in this action.

