



وزارة الصحة
Ministry of Health

لمحة عامة

لماذا نقوم بقياس تجربة المرضى؟

نلتزم في مستشفيات ومراكز وزارة الصحة بتلبية جميع احتياجات مرضانا لموافاة توقعاتهم وتقديم الرعاية الصحية لهم بأعلى مستويات الجودة.

تحقيقاً لذلك، فإننا نقوم بإجراء استبيانات مستقلة وبصورة مستمرة للتعرف على رضا مرضانا عبر الرحلات العلاجية المختلفة ومساعدتنا على فهم نطاقات القوة وأولويات التحسين والتطوير.

تقوم شركة روابط للحلول الصحية / Press Ganey، الشركة الرائدة عالمياً في هذا المجال بجمع وتحليل البيانات كطرف ثالث محايد، حيث نقوم بإجراء أكثر من عشرة مليون استبيان سنوي، ويعتبر معدل رضا المرضى أحد المؤشرات الأساسية لتقييم الأداء ومقارنة مستشفيات ومراكز وزارة الصحة بأقرانها على المستويات المحلية والإقليمية والدولية بالإضافة إلى تقديم أفضل الممارسات العالمية لتطوير وتحسين الأداء.

ما يجب أن أعرفه عن البرنامج؟

تعنى أسئلة الاستبيان بتقييم تجربة المريض في جميع المراحل التي يمر من خلالها أثناء زيارته، حيث يتم تقييم المستشفيات والمراكز على مستوى الخدمات، الأقسام والأطباء، وتحديد الأولويات لكل مستوى.

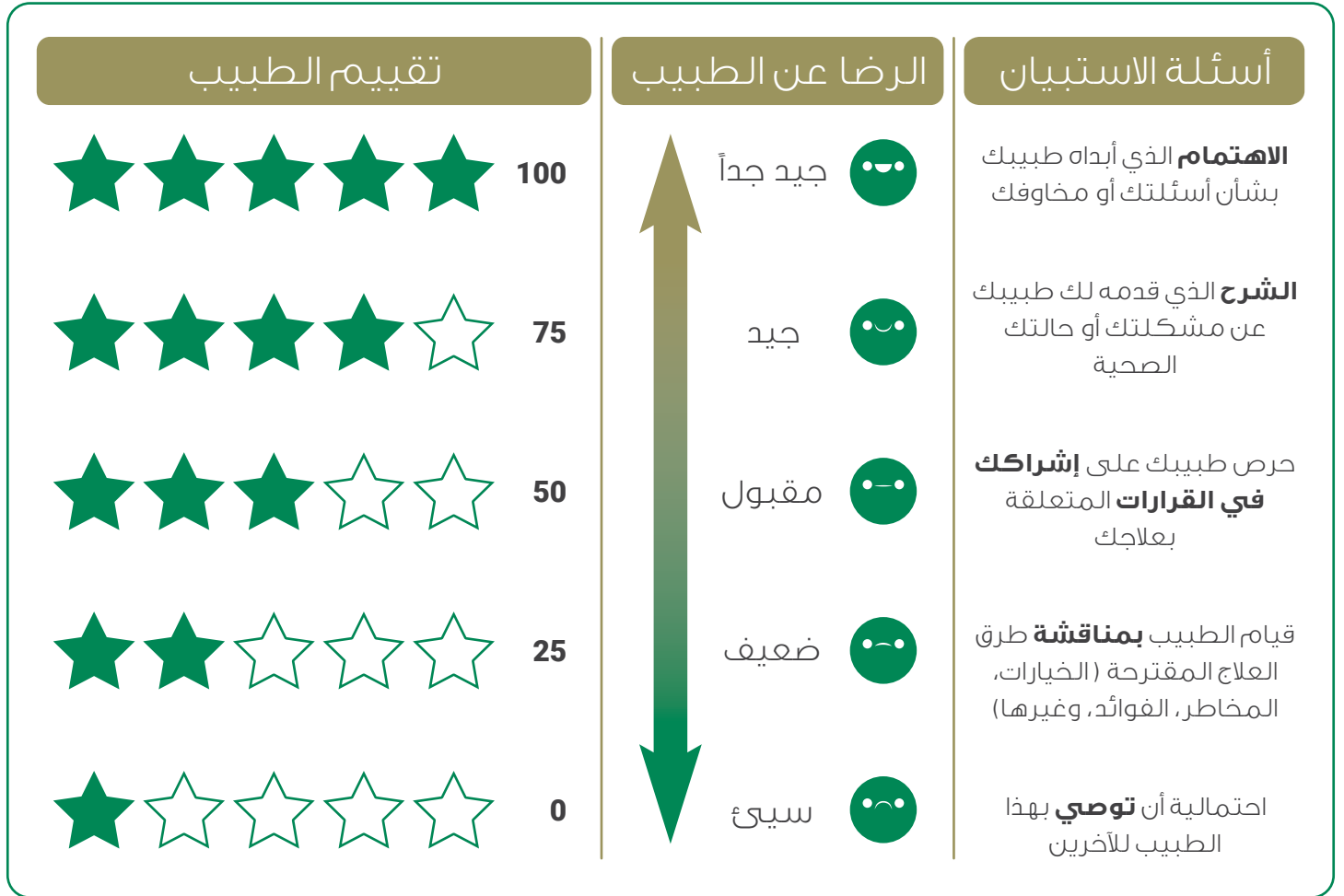
تستخدم نماذج الاستبيان الموحدة في أكثر من ٤٠٠ مستشفى و ٢,٠٠٠ مركز صحي في منطقة الخليج و ٤١,٠٠٠ منشأة صحية عالمياً، مما يتيح فرصة المقارنة القياسية لمستشفيات ومراكز وزارة الصحة مع المنشآت الأخرى.

ويوفر هذا الدليل ملخصاً لجميع الأسئلة التي يتلقاها المريض حول تجربته مع الطبيب خلال الرحلات العلاجية المختلفة.



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الرضا عن الأطباء: رحلة الطوارئ بالمستشفيات

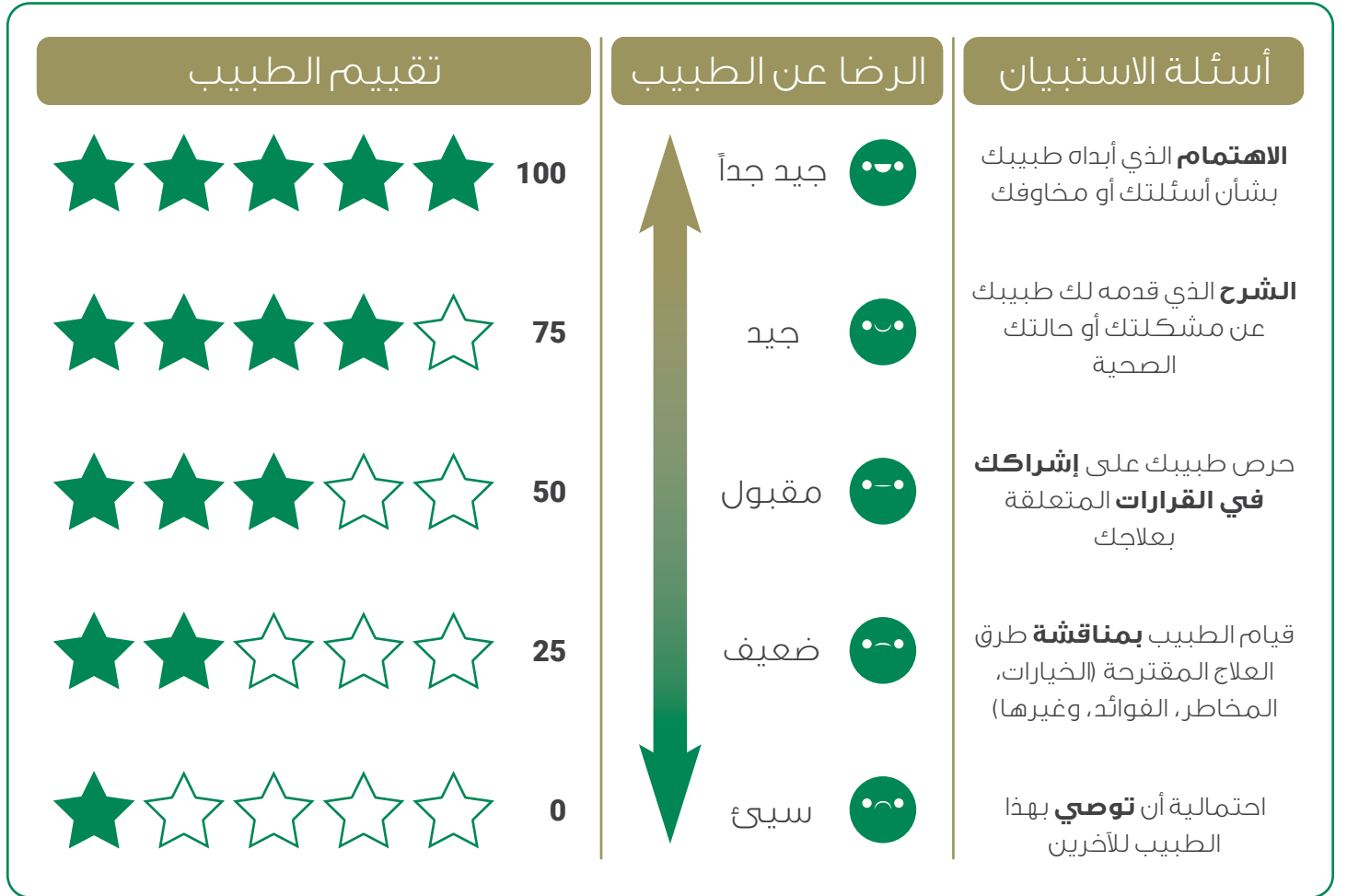




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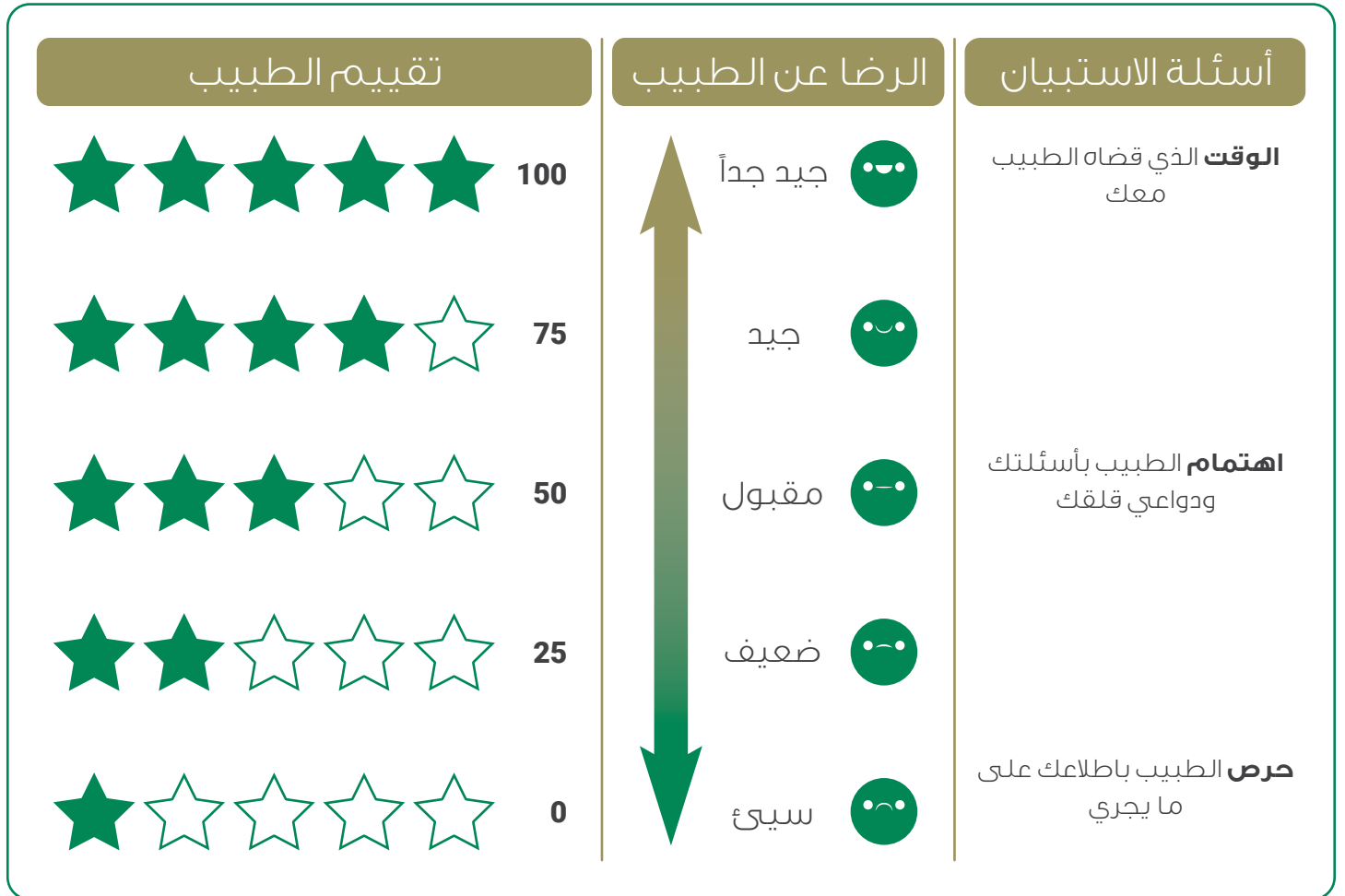
رحلة العيادات الخارجية بالمستشفيات





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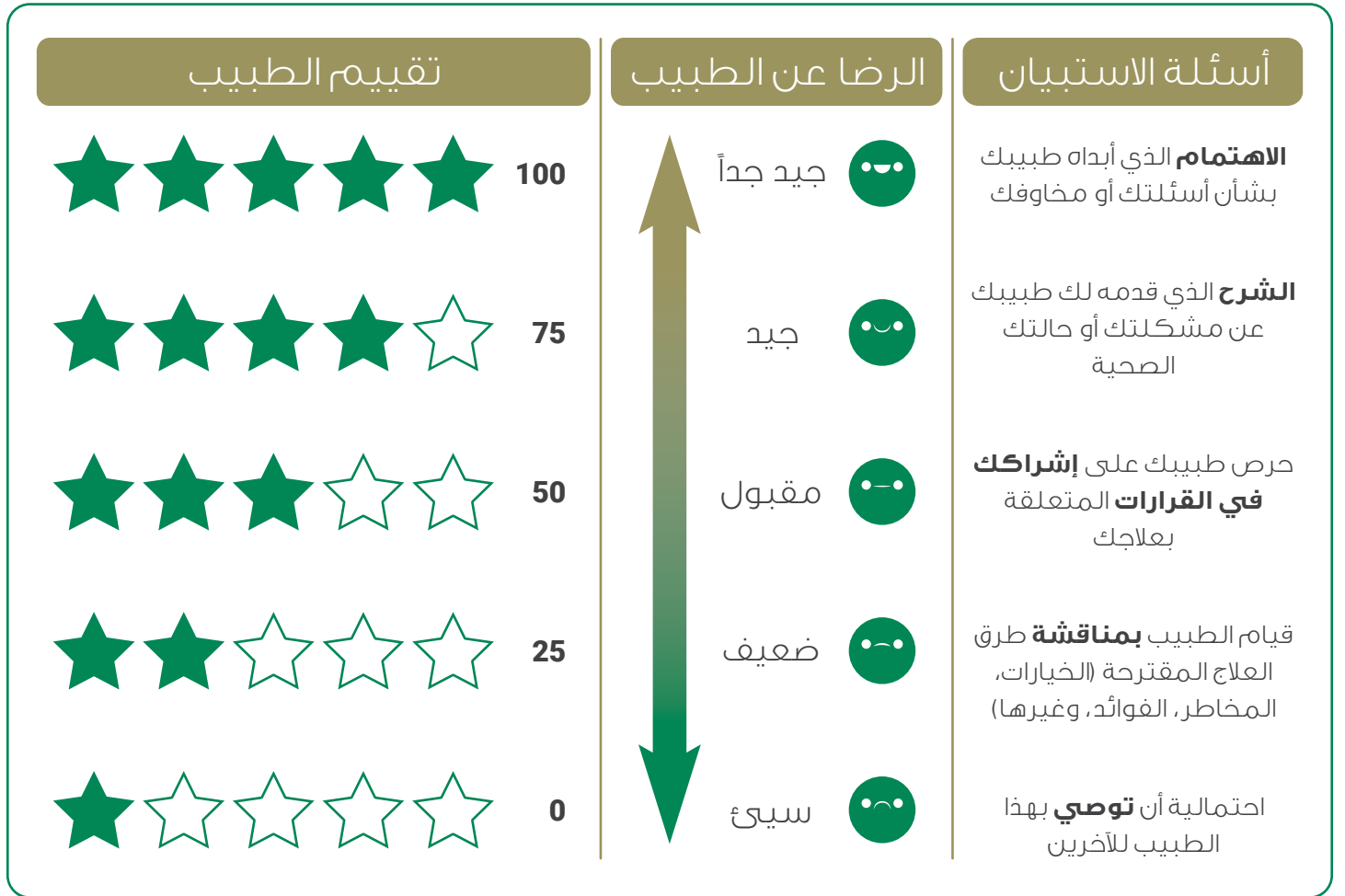
الرضا عن الأطباء: رحلة التنويم بالمستشفيات





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الرضا عن الأطباء: رحلة مراكز الرعاية الأولية















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الرضا عن الأطباء: رحلة جراحة اليوم الواحد

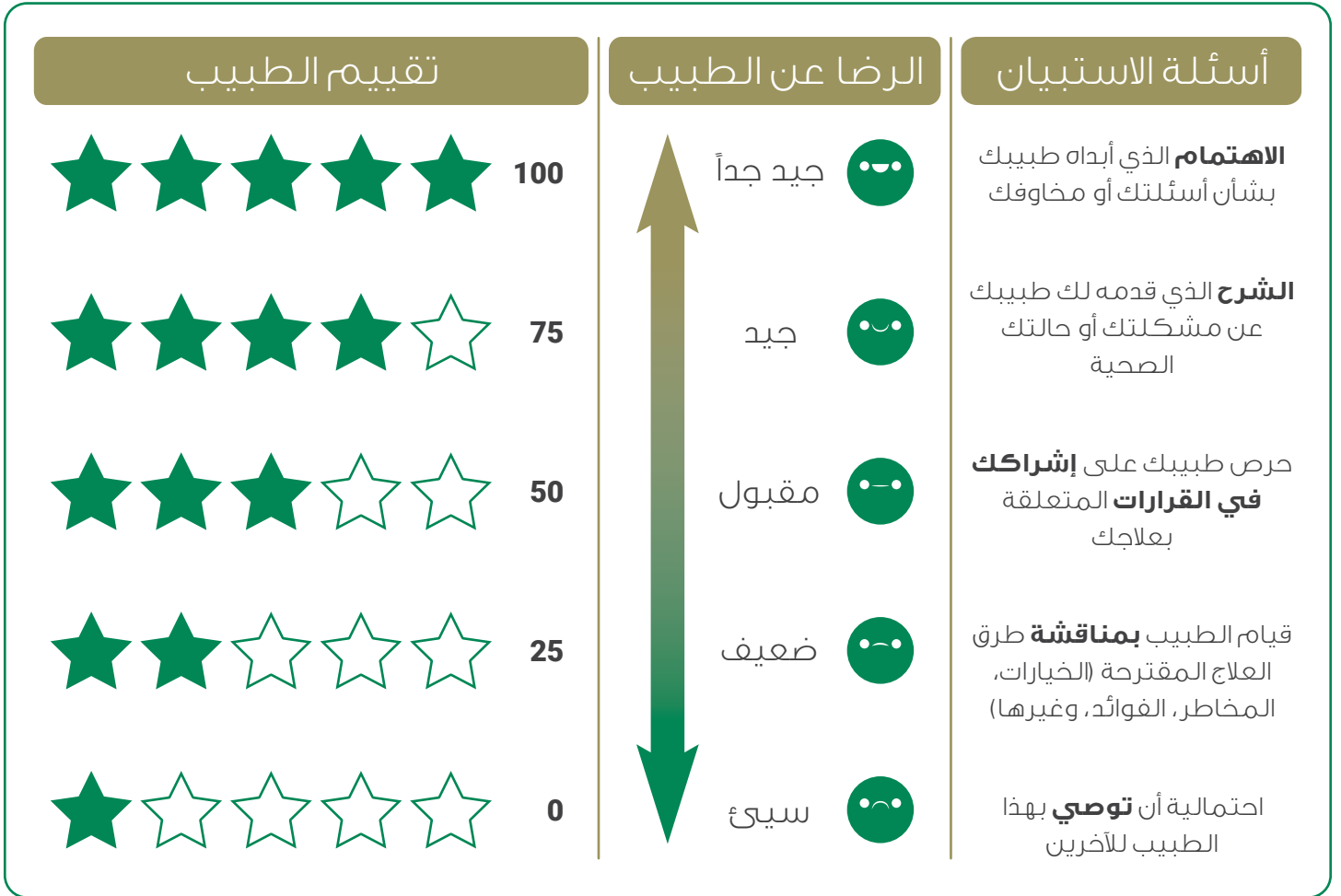


تقييم الطبيب	الرضا عن الطبيب	أسئلة الاستبيان
 100	جيد جداً 	الشرح الذي قدمه لك الطبيب عن العملية
 75	جيد 	استجابة الطبيب لأسئلتك او مخاوفك
 50	مقبول 	المعلومات التي قدمها لك الطبيب عما تم إجراؤه خلال العملية
 25	ضعيف 	قيام الطبيب بشرح مدى أهمية هذه العملية لصحتك
 0	سيئ 	لطف واهتمام الطبيب ثقتك في مهارة الطبيب



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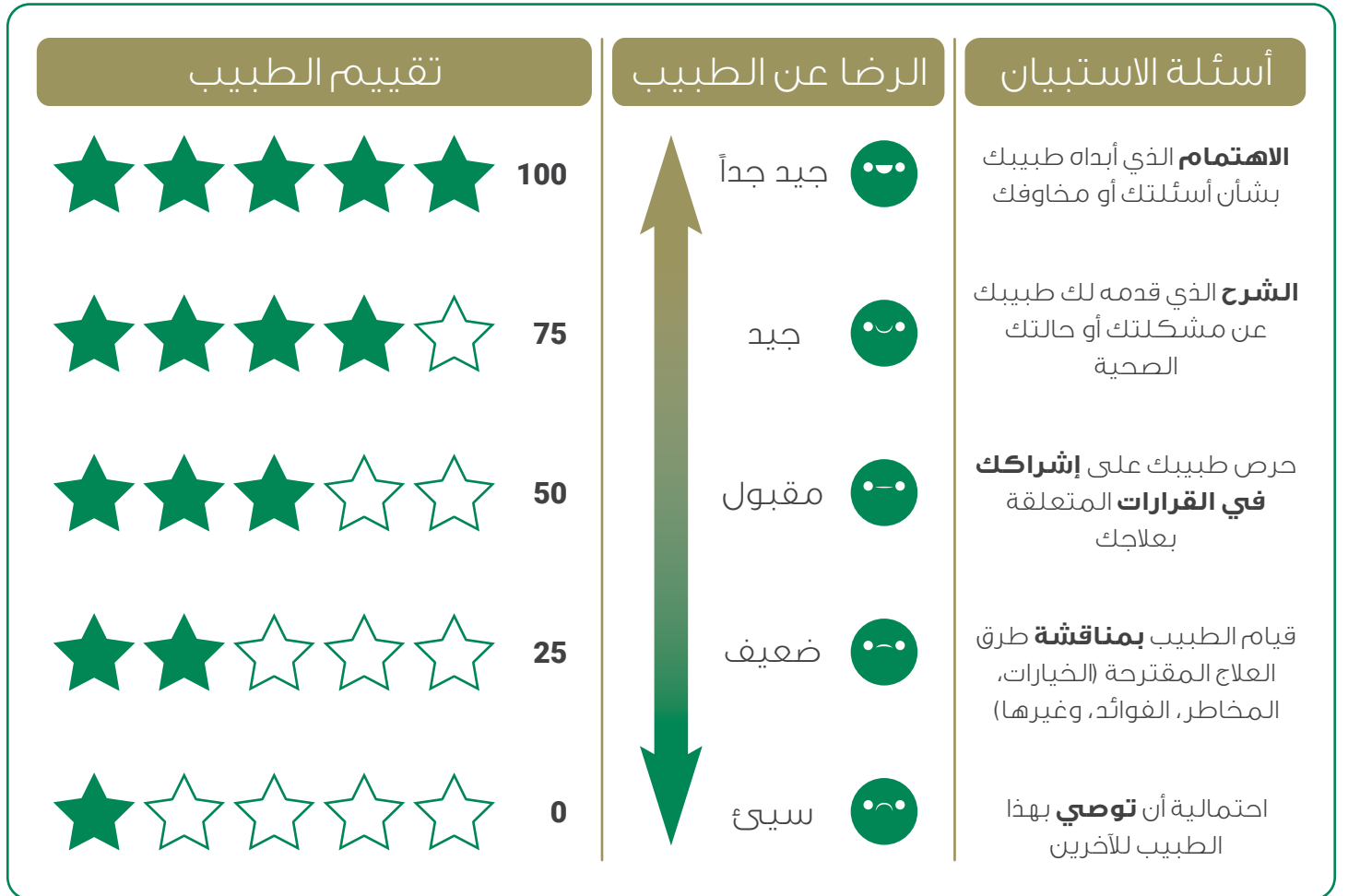
الرضا عن الأطباء: رحلة علاج السكري





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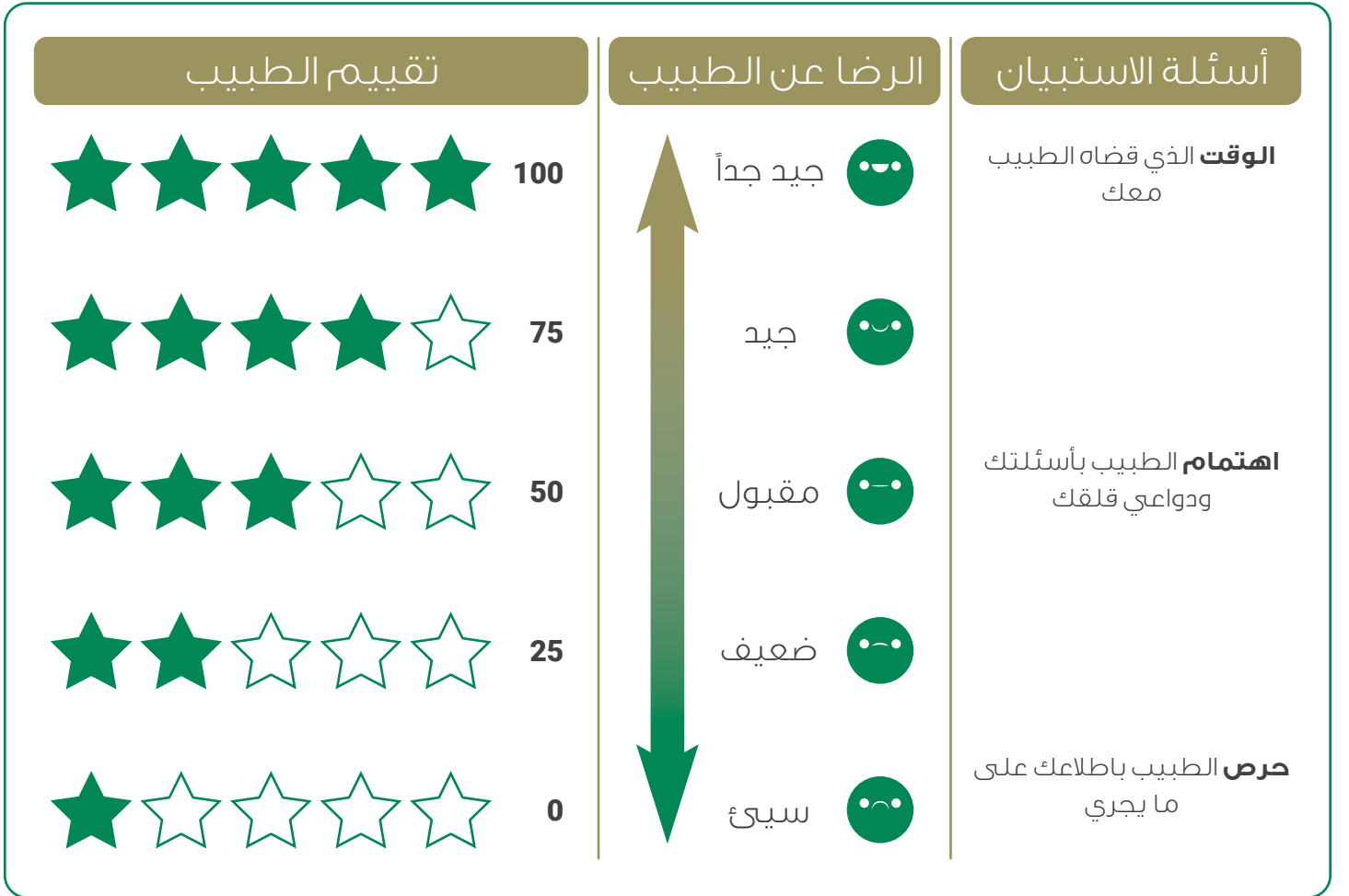
الرضا عن الأطباء: رحلة القلب - العيادات الخارجية





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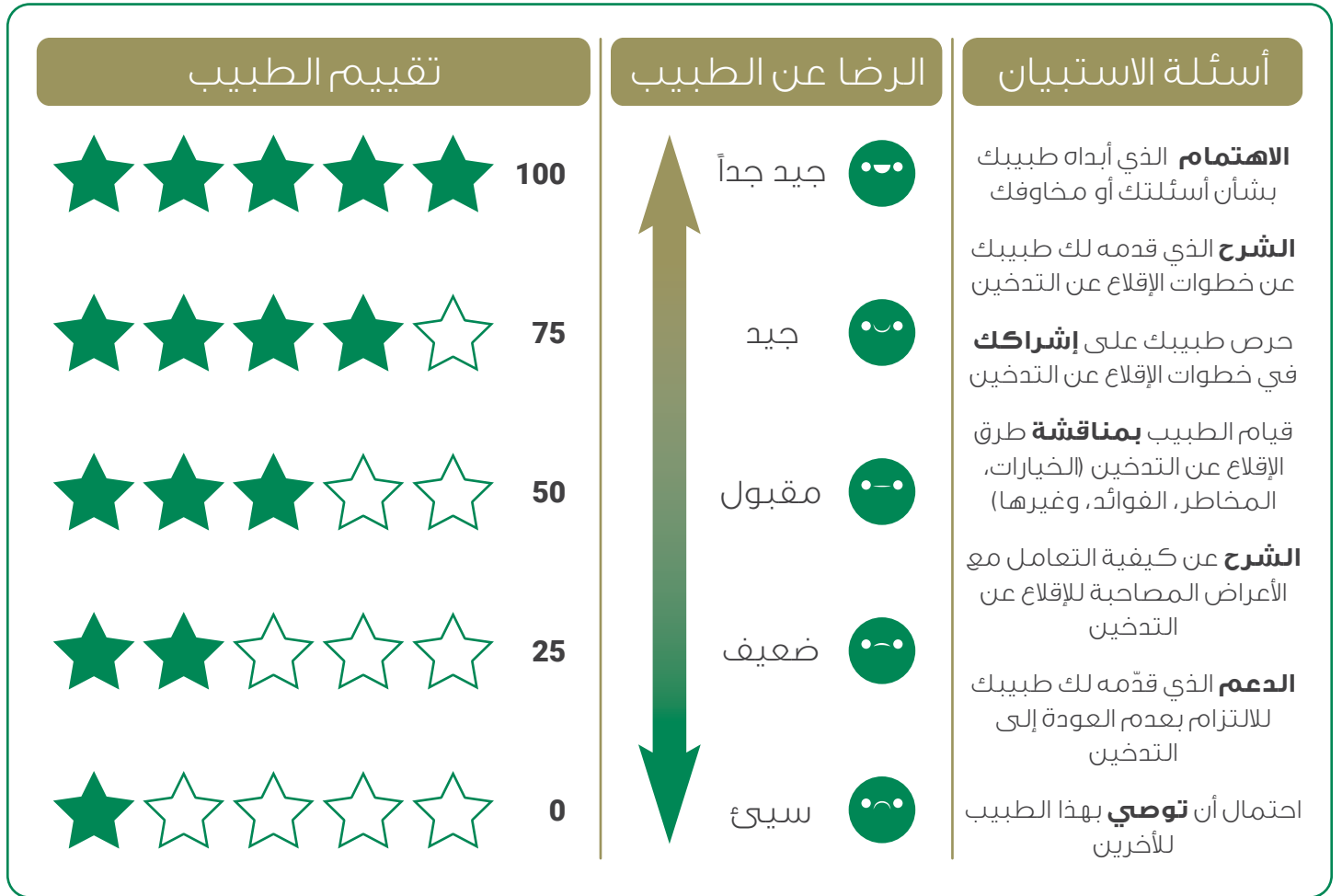
الرضا عن الأطباء: رحلة القلب - التنويم





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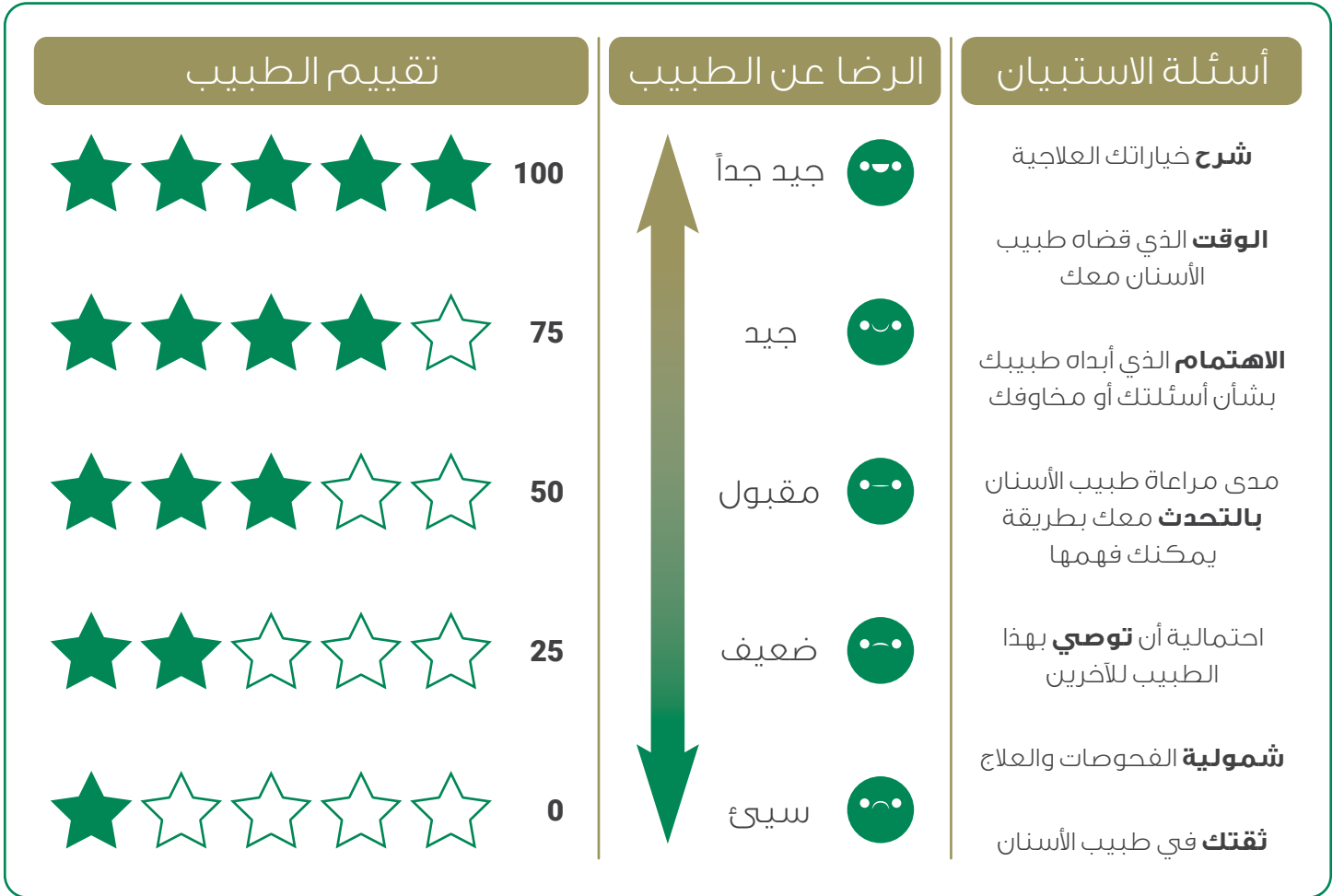
الرضا عن الأطباء: الإقلاع عن التدخين





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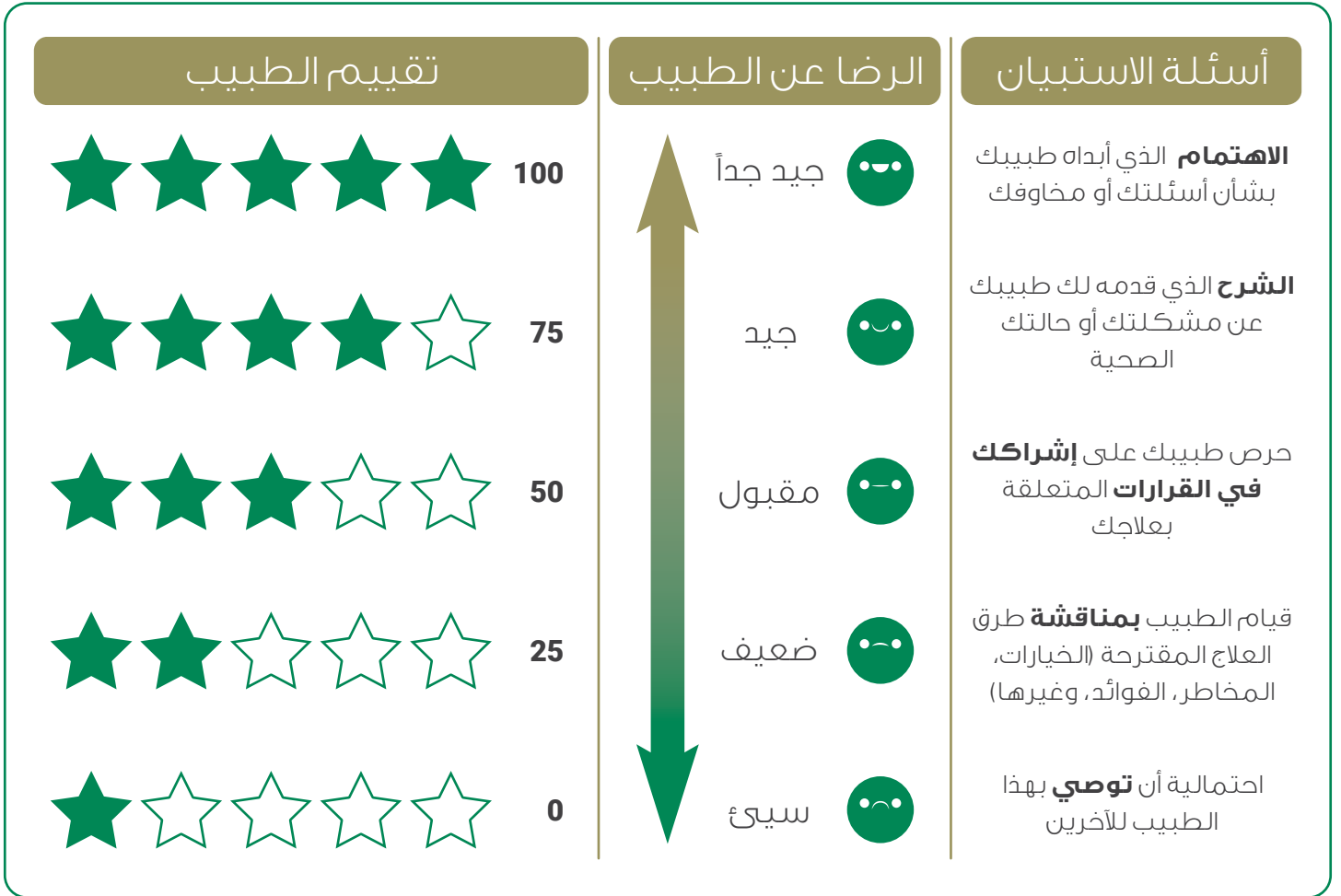
الرضا عن الأطباء: رحلة الأسنان





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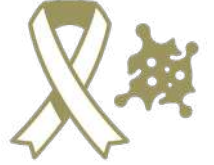
الرضا عن الأطباء: رحلة الأورام - العيادات الخارجية





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الرضا عن الأطباء: رحلة الاورام - التنويم



تقييم الطبيب	الرضا عن الطبيب	أسئلة الاستبيان
<div><div>★ ★ ★ ★ ★</div><div>100</div></div>	<div>جيد جداً</div> <div>😊</div>	<div>الوقت الذي قضاه الطبيب معك</div>
<div><div>★ ★ ★ ★ ☆</div><div>75</div></div>	<div>جيد</div> <div>🙂</div>	
<div><div>★ ★ ★ ☆ ☆</div><div>50</div></div>	<div>مقبول</div> <div>😐</div>	<div>اهتمام الطبيب بأسئلتك ودواعي قلقك</div>
<div><div>★ ★ ☆ ☆ ☆</div><div>25</div></div>	<div>ضعيف</div> <div>😞</div>	
<div><div>★ ☆ ☆ ☆ ☆</div><div>0</div></div>	<div>سيئ</div> <div>😡</div>	<div>حرص الطبيب باطلاعك على ما يجري</div>



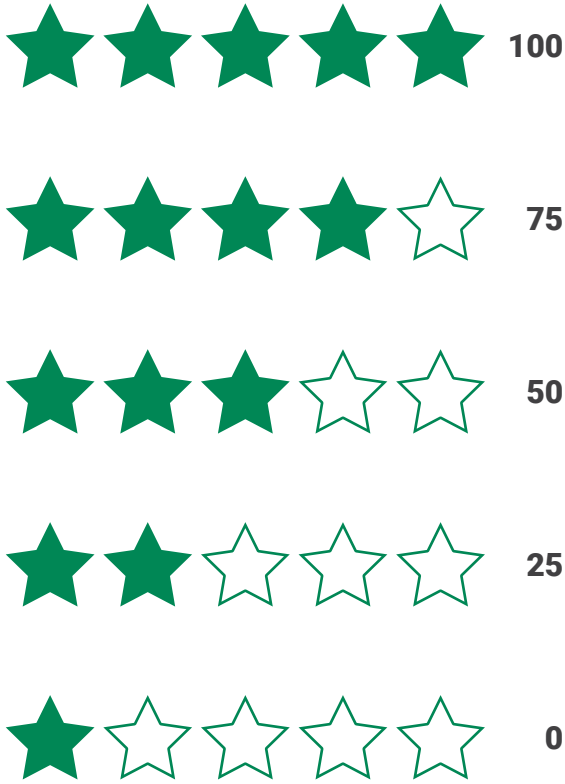
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الرضا عن الأطباء:

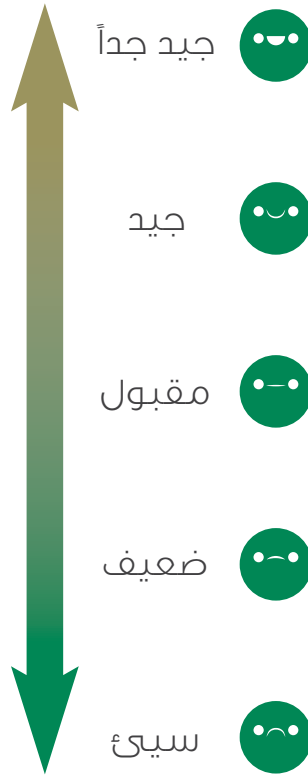
رحلة العناية المركزة لحديثي الولادة



تقييم الطبيب



الرضا عن الطبيب



أسئلة الاستبيان

المعلومات التي قدمها لك
الطبيب عن خطة رعاية طفلك

مدى قيام طبيب طفلك
بالتواصل معك بطريقة
مباشرة

احترام ولطف الطبيب

مدى قيام طبيب طفلك
بإشراكك في القرارات
الخاصة بخيارات علاج طفلك (إن
أمكن ذلك)

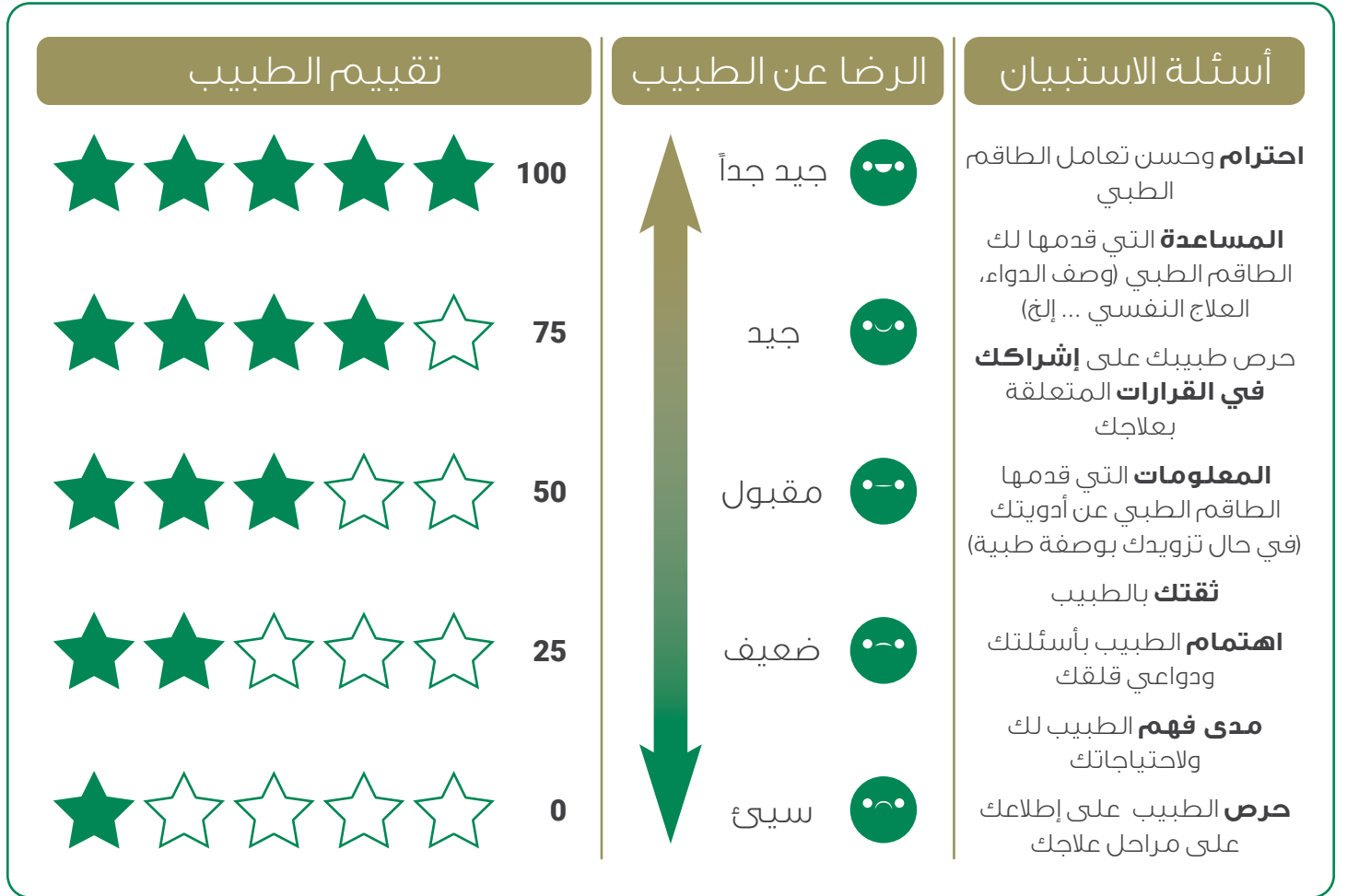
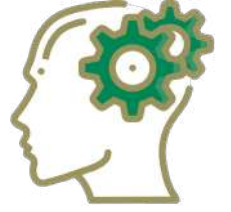
مدى توافق / تناسق
المعلومات المقدمة لك من
أفراد الطاقم الطبي (التمريض
والأطباء)



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الرضا عن الأطباء:

رحلة الصحة النفسية - العيادات الخارجية





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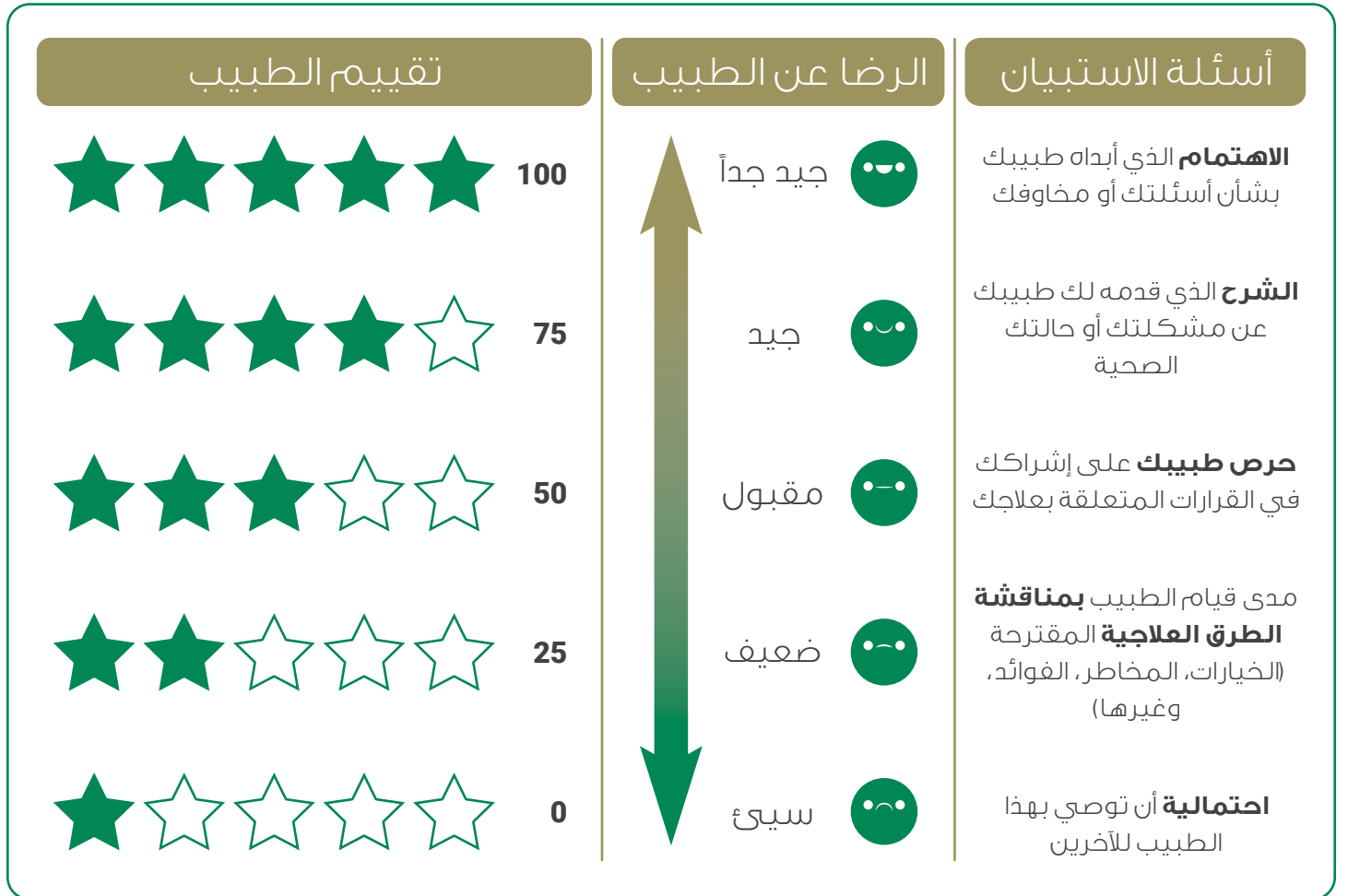
الرضا عن الأطباء: رحلة الصحة النفسية - التنويم





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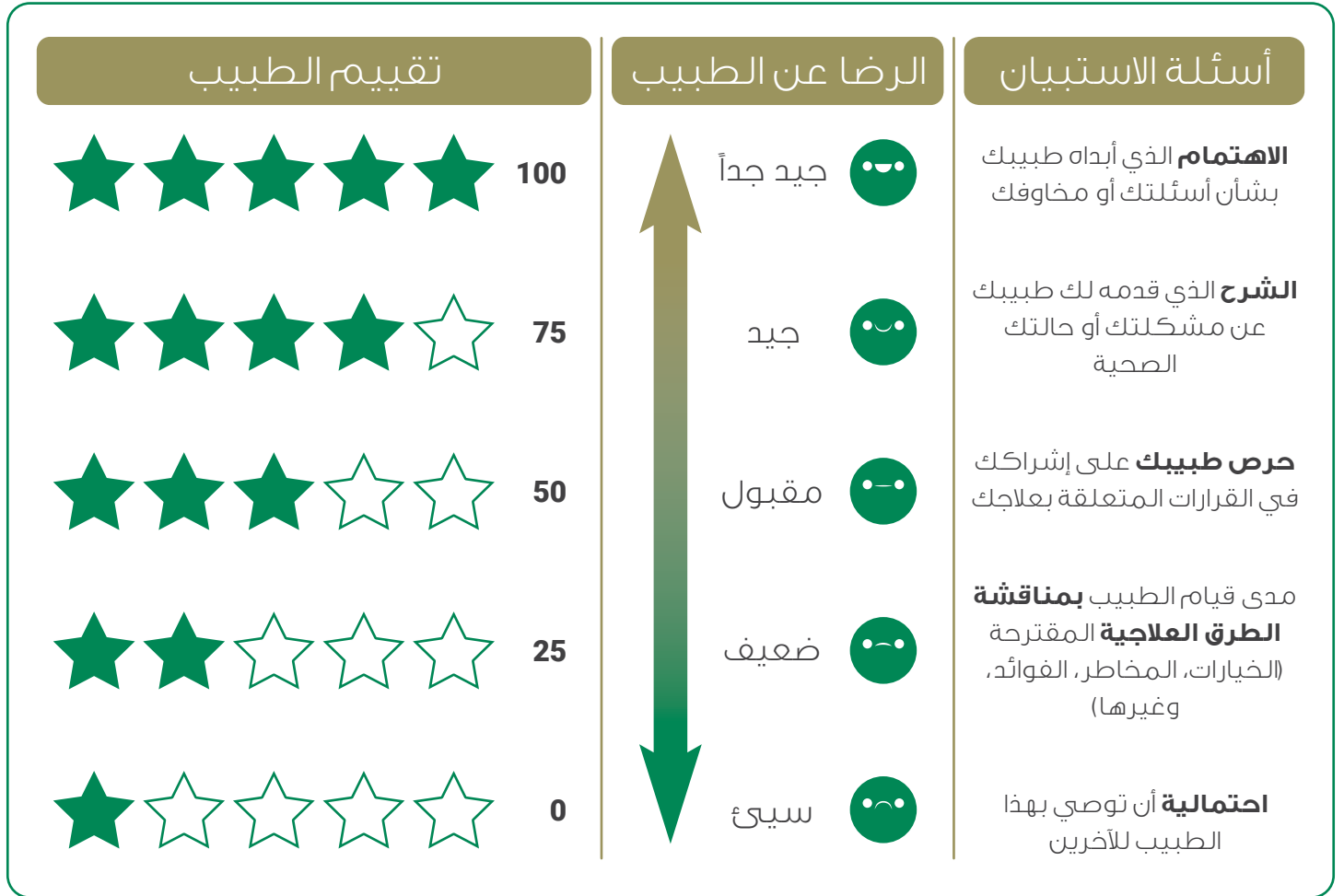
الرضا عن الأطباء: تطبيق صحة





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الرضا عن الأطباء: رحلة الطب الاتصالي



Overview

Why do we measure patient experience?

We are committed at Ministry of Health to meet our patients' needs and meet their expectations with the highest international standards.

In aspiration to fulfil our mission, we conduct independent ongoing surveys to our patients across different treatment journeys to help us understand areas where we are doing well, and areas where there are opportunities for improvement.

These surveys are managed through Health.Links / Press Ganey, the Global leader in the field, as an independent third party. We conduct more than ten million surveys annually. The Patient Experience metrics are considered one of the main Key Performance Indicators that enables benchmarking Ministry of Health with peers locally, regionally and internationally, as well as providing best practices for improvement.

What should I know about the program?

Survey items are designed to evaluate the patient experience across the continuum of care, where hospitals & centers are evaluated at the service, department, and physician levels to help prioritise areas of improvement at each domain

Standard surveys are used across more than 400 hospitals and 2,000 centers in the region, and 41,000 facility globally. This enables benchmarking Ministry of Health with peers.











Each physician will be provided his / her patient rating in the end of the year, considered one of the main performance metrics.



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Physicians Satisfaction: Hospital Emergency Journey











Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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Physicians Satisfaction: Hospital Outpatient Journey

Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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Physicians Satisfaction: Inpatient Journey

Survey Items	Satisfaction	Physician Rating
Time physician spent with you	Very Good	100
	Good	75
Physician's concern for your questions and worries	Fair	50
	Poor	25
How well physician kept you informed	Very Poor	0



Physicians Satisfaction: Primary Care Centers Journey











Survey Items	Satisfaction	Physician Rating
concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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Physicians Satisfaction: Ambulatory











Survey Items	Satisfaction	Physician Rating
Explanation the physician gave you about what the surgery would be like	 Very Good	 100
Physician's response to your concerns or questions	 Good	 75
Information the physician provided about what was done during your surgery	 Fair	 50
Physician's explanation about why this procedure was important to your health	 Poor	 25
Friendliness/courtesy of the physician	 Very Poor	 0
Your confidence in the skill of the physician		



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Physicians Satisfaction: Diabetics Centers Journey











Survey Items	Satisfaction	Physician Rating
concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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Physicians Satisfaction: Cardiac Centers - Outpatient











Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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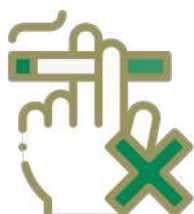


Physicians Satisfaction: Cardiac Centers - Inpatient











Survey Items	Satisfaction	Physician Rating
Time physician spent with you	 Very Good	 100
	 Good	 75
Physician's concern for your questions and worries	 Fair	 50
	 Poor	 25
How well physician kept you informed	 Very Poor	 0



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Physicians Satisfaction: Smoking Cessation Center











Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about how to quit smoking	 Good	 75
Physician's efforts to include you in steps about quitting smoking	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Explanation of how to manage quitting side effects	 Very Poor	 0
The support the physician provided to prevent relapse		
Likelihood of your recommending this physician to others		



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Physicians Satisfaction: Dental Journey











Survey Items	Satisfaction	Physician Rating
Explanation of your options for treatment	 Very Good	 100
Amount of time the dentist spent with you	 Good	 75
Dentist's concern for your questions and worries	 Fair	 50
Degree to which the dentist talked with you using language you could understand	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0
Thoroughness of exam and treatment		
Your confidence in this dentist		



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Physicians Satisfaction: Oncology - Outpatient











Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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Physicians Satisfaction: Oncology - Inpatient

Survey Items	Satisfaction	Physician Rating
Time physician spent with you	 Very Good	 100
	 Good	 75
Physician's concern for your questions and worries	 Fair	 50
	 Poor	 25
How well physician kept you informed	 Very Poor	 0



Physicians Satisfaction: Neonatal Intensive Care Journey











Survey Items	Satisfaction	Physician Rating
Information your baby's physician gave about the plan of care for your baby	 Very Good	 100
How well your baby's physician communicated with you in a straight-forward manner	 Good	 75
How well your baby's physician respected you	 Fair	 50
How well your baby's physician included you in decisions about your baby's care (if possible)	 Poor	 25
Consistency of information given by NICU staff	 Very Poor	 0



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Physicians Satisfaction: Behavioral Health (Mental) - outpatient











Survey Items	Satisfaction	Physician Rating
courtesy and respect of the care provider	 Very Good	 100
Helpfulness of time spent with the care provider (prescribing medication, psychotherapy, etc.)	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
How well the care provider informed you about your medication (if you were prescribed medication)	 Poor	 25
Your trust in the skill of the therapist	 Very Poor	 0
Therapist's concern for your questions and worries		
How well the therapist understood you and your needs		
How well the therapist kept you informed about your treatment		



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Physicians Satisfaction: Behavioral Health (Mental) - inpatient

Survey Items	Satisfaction	Physician Rating
Courtesy and respect of the care providers	 Very Good	 100
	 Good	 75
Helpfulness of time spent with the care providers	 Fair	 50
	 Poor	 25
Information provided by the care providers about your condition	 Very Poor	 0



Physicians Satisfaction: SEHA Application











Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0



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Physicians Satisfaction: Telemedicine Journey

Survey Items	Satisfaction	Physician Rating
Concern the physician showed for your questions or worries	 Very Good	 100
Explanations the physician gave you about your problem or condition	 Good	 75
Physician's efforts to include you in decisions about your treatment	 Fair	 50
Physician's discussion of any proposed treatments (options, risks, benefits, etc.)	 Poor	 25
Likelihood of your recommending this physician to others	 Very Poor	 0