

# Key Drivers of Poor Satisfaction



1%

1 percent of inpatients reported poor satisfaction; an additional 4.5% reported fair satisfaction.

Patient perception of lack of staff professionalism (availability, cohesion and respectfulness) was associated with poor patient satisfaction.

Staff cohesion was the most consistent influential item regarding patient satisfaction.

## Key Drivers

• Geriatrics •

Lack of staff cohesion

Lack of staff respectfulness

Lack of staff availability

Unhelpfulness of staff and treatment

• Adults •

Lack of staff cohesion

Lack of staff respectfulness

Lack of staff encouragement of patient involvement