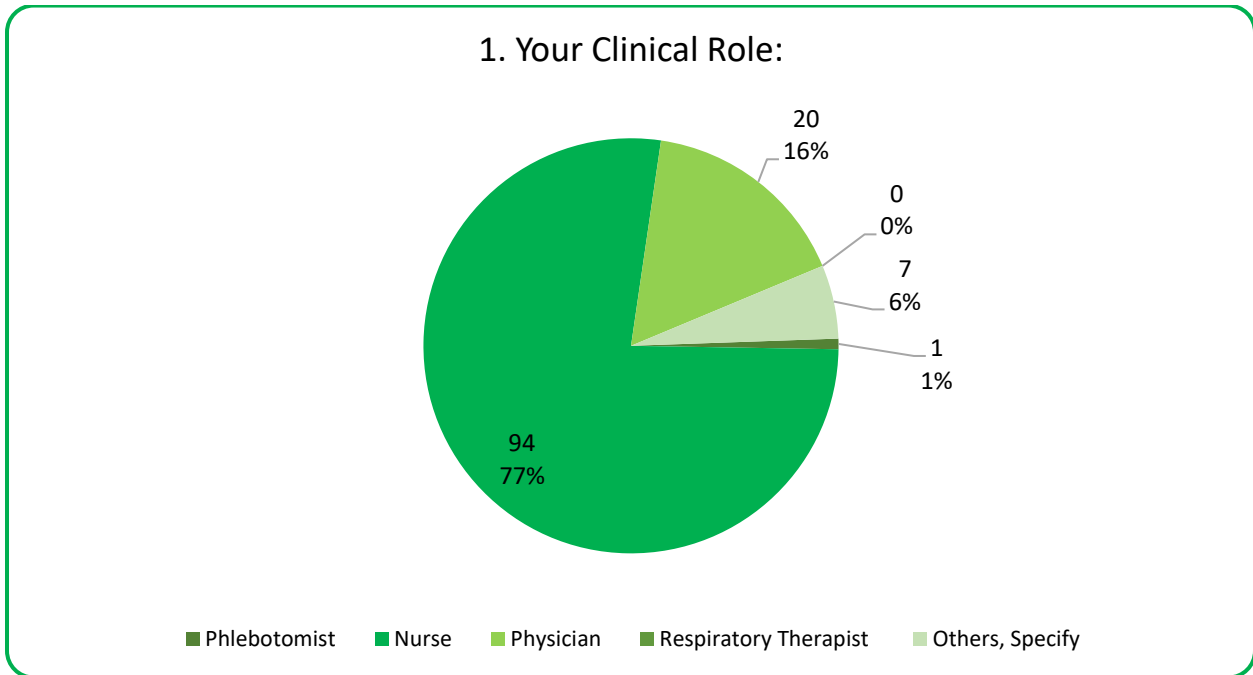


## Quality Management Department - Madinah DIVA SURVEY

Collection Period: 10/18/2023 to 10/23/2023

Total Responses: 122



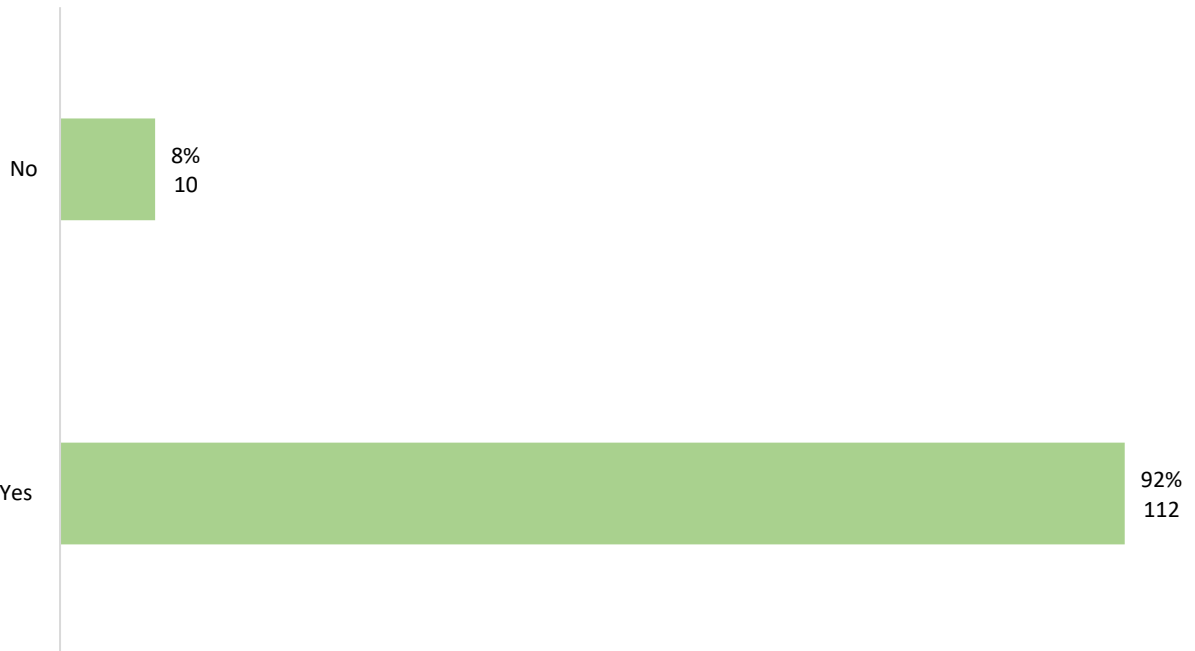
Others, Specify:

- Technologist
- Lab supervisor
- Recruiter
- Technologist
- Laboratory supervisor
- Laboratory technologist

Supervisor  
technologist  
Laboratory

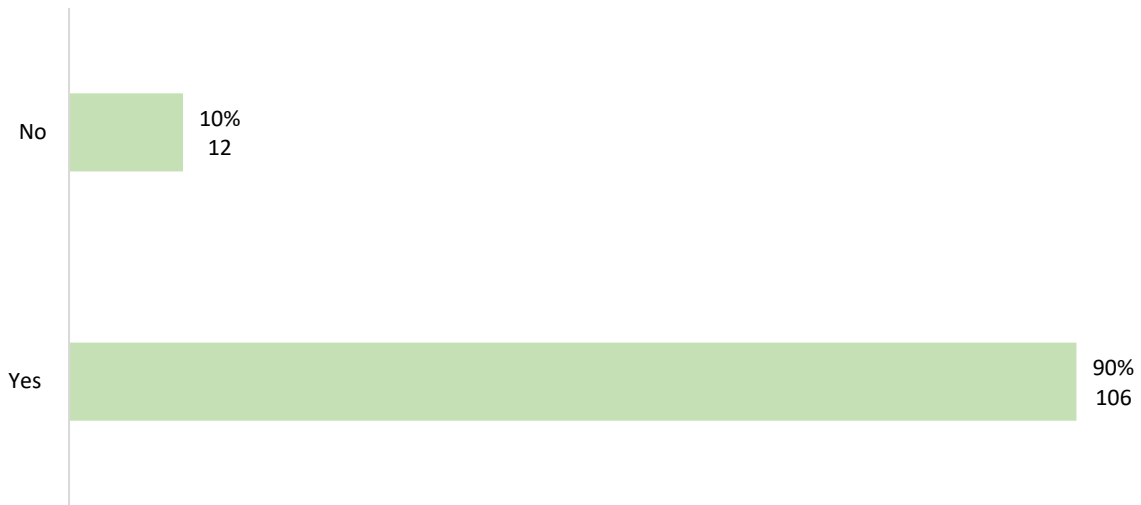
## Quality Management Department - Madinah

2. Are you aware of the Difficult IV access team? (DIVA team)?  
Have you interacted with them in KFSHRCM?

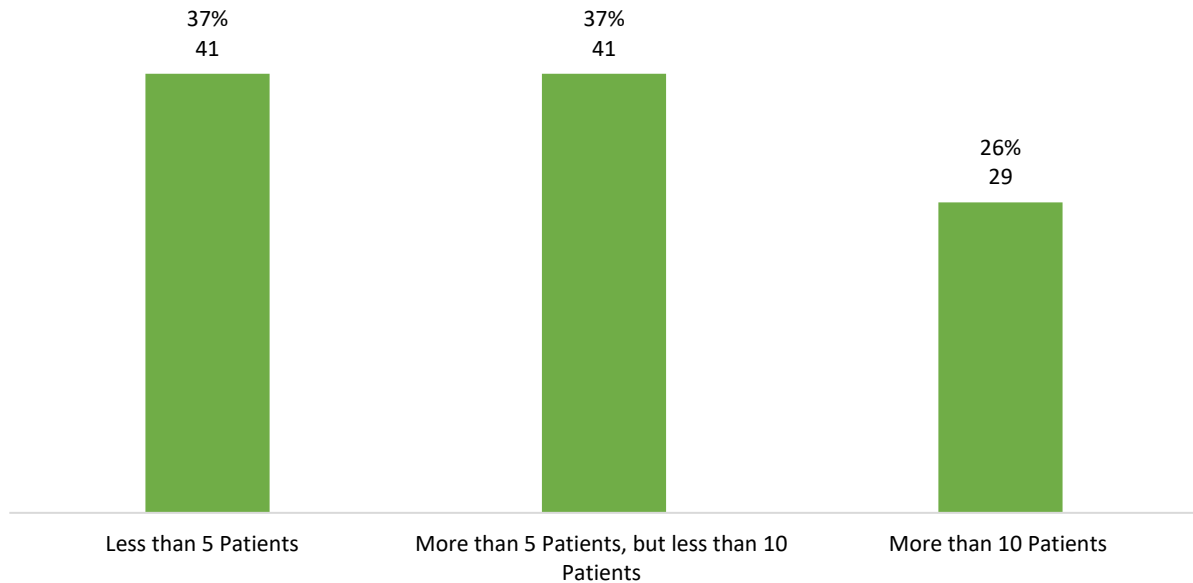


## Quality Management Department - Madinah

3. Have you had a patient(s) or provided direct care for a patient(s) with DIVA?

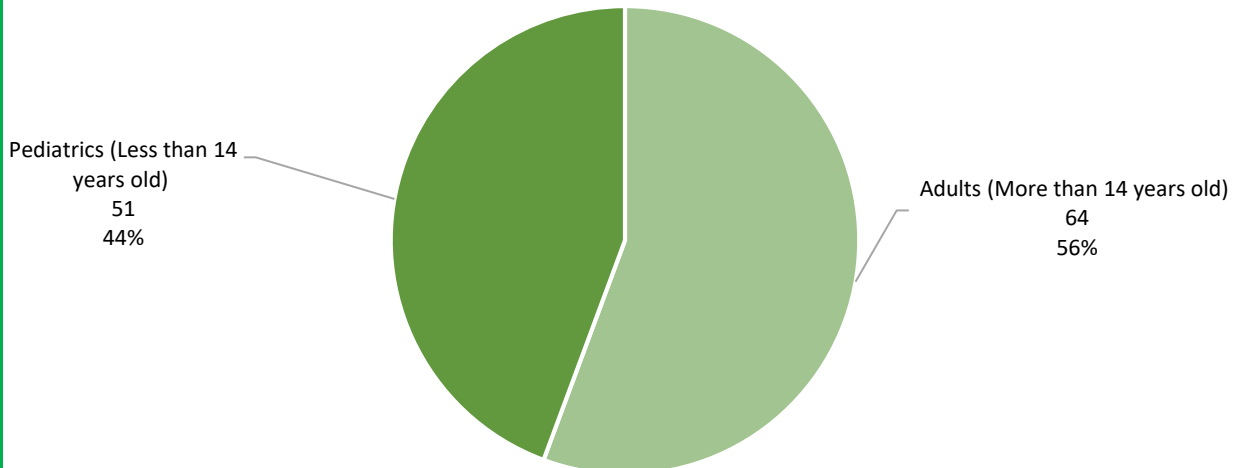


4. If yes, how many patients did you have with DIVA?

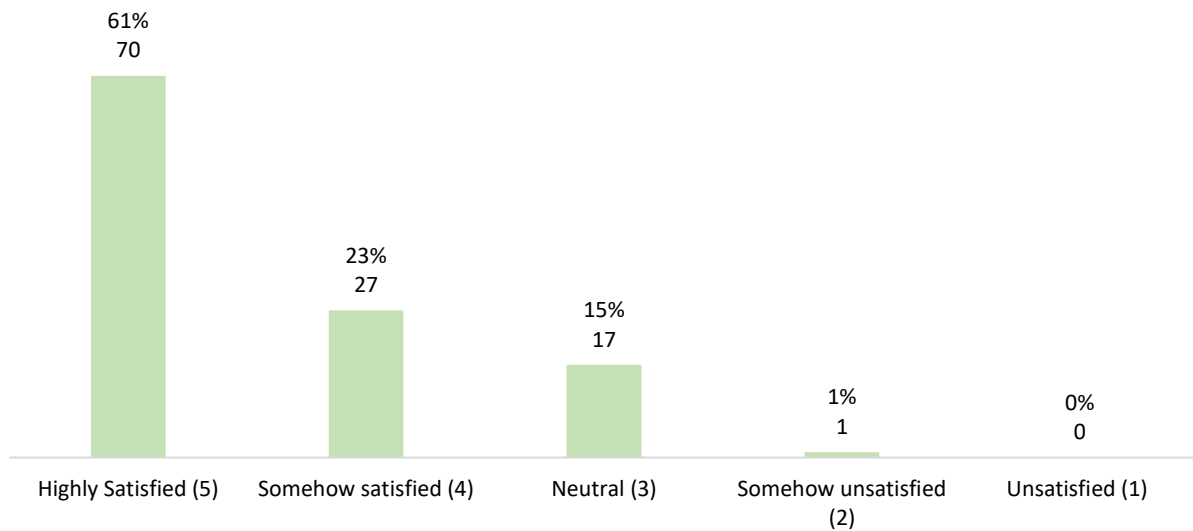


## Quality Management Department - Madinah

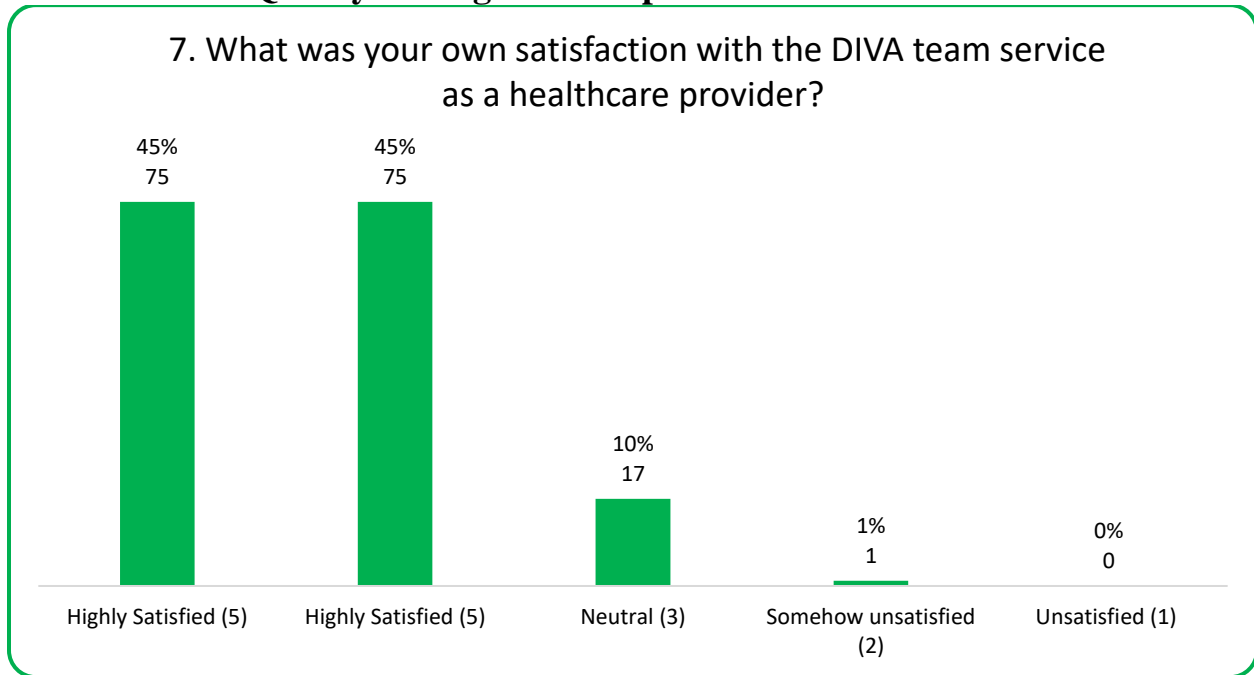
5. What age category are your patients with DIVA?



6. What was your patients' satisfaction with the DIVA team service?



## Quality Management Department - Madinah



### 8. Please write any comments (positive or negative) / suggestions for the difficult IV access service (DIVA) team in KFSHRC M

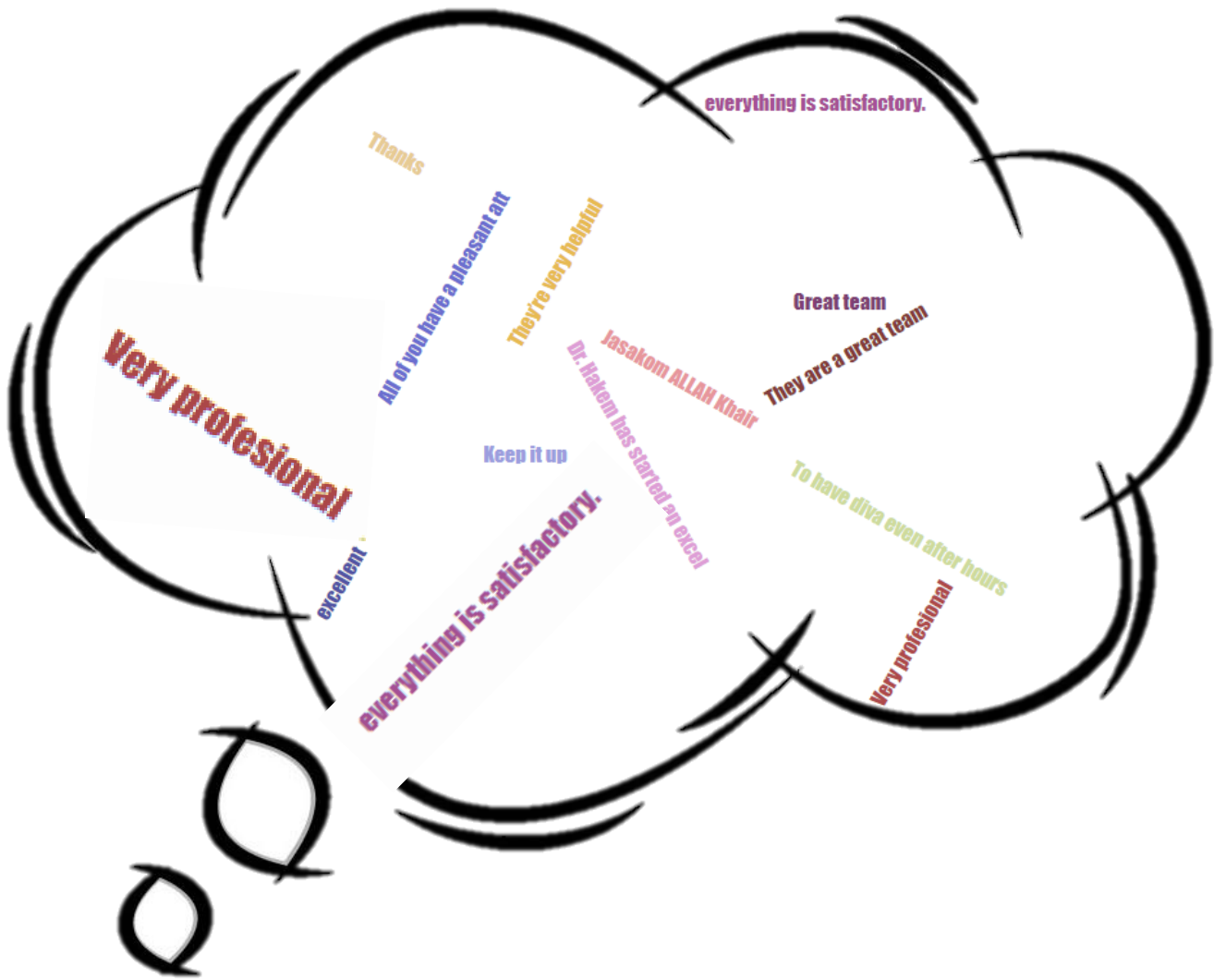
- Keep it up
- Jasakom ALLAH Khair, Great team
- Give ample of time for preparation of sedations to primary nurses, specially pharmacist still needs to verify the orders. Taking controlled medications from the pyxis and preparation needs to be done carefully and cautiously.
- If Diva team will have their own procedure room for their procedures it would be greatly appreciated DIVA team require to be on call over the weekends to cover the difficult access .
- To have diva even after hours
- DIVA is not as successful as I would expect and few times needed to request anesthesia and midline
- Excellent team, Dr. Hakem is specially easy accessible and responds promptly Hardly ever refuses any patient provided the indications are justified
- They are healing alotof patient espicially pediatric through .idline insertion and make it easy for simple collection and giving medication almot in all hospital stay
- Timely attendance to the call, in the DEM
- Timely response Highly experienced team
- I'm glad to have DIVA team whenever i need them. They are very helpful ! Thank you so much. Really nice to work with them.
- to train more nurses in Diva team
- None
- Diva team are approachable and attending patient immediately after referral to them.
- Thanks for your hard work and we appreciated that you make our lives easier.
- They are good and easy to contacted.Fast respond,friendly and skillfull.Keep a good work
- Diva team is very friendly and open for collaborations
- They are really doing a great work.

## Quality Management Department - Madinah

- There are so cooperatively and quick response thank you for helping us and all patients satisfaction about your job 🙌 keeping up
- Claudine is very competent and safe in her practice. They are all approachable.
- Good team
- Please increase the team members as they can be busy in other units while you need to give stat medication, then they arrive late due to other commitments
- Special thanks to claudin as she always give us more than what we expect, she is responding fast and has good intentions with the patient.
- Maybe need to add more staff
- So far they did a got job ,always fast respond when we call for difficult iv access
- They are always there for us , when we need them.
- They are always there for us , when we need them
- very good
- Employees with excellent performance are mainly available during day times only.
- Keep up the good work
- Thank you for fast response, and for helping us in the floor
- Kept going, Thank you very much being excellent job for physion,nurses,co-worker and most important for patient.
- It will be better that if the primary or senior staff failed then better to be involved anaesthesia. And there must be a list of expert iv canulation.
- We need more staff to be trained for tge DIVA team.
- Diva team is cooperative and deliver good service 🙌
- DIVA tea is always supportive and help whenever we need. I much appreciate this service
- diva team it is easy to call and very accomodoting..
- Satisfied
- Nil
- They are doing great work
- Very effective and most of time successfully
- DIVA team are always willing to help when my department requires their services
- Very good skills and able to teach nuares in floor
- They are great,our first line life support from screaming & upset pt with difficult iv.Thank you Team..
- Positive
- "All of us as health care providers appreciate the great job of DIVA, we actually need them 24hours not only business hours. They are doing great job with cannultion or midline insertion, even after insertion they doing follow up. really amazing, perfect,
- cooperative team. The big point of DIVA is save the time, and decrease patient suffering. Thank you so much."
- "All of us as health care providers appreciate the great job of DIVA, we actually need them 24hours not only business hours. They are doing great job with cannultion or midline insertion, even after insertion they doing follow up. really amazing, perfect,
- cooperative team. The big point of DIVA is save the time, and decrease patient suffering. Thank you so much."
- More training and privilege for DIVA nurses
- Thank you very much
- I would like the diva team to also work at night.
- We need to increase this section its very important because of the high had veins in or hospital due to the oncology
- They're very helpful
- Thanks
- They are a great team
- Very profesional

## Quality Management Department - Madinah

- needs to have a procedural are so that the other unit' will not be affected when it comes to patient's admission census. otherwise, everything is satisfactory.
- Dr. Hakem has started an excellent initiative. We are lucky to have him in our team
- We should also DIVA team at night thank you...
- excellent
- All of you have a pleasant attitude and patient feel comfortable to community, I like the way you convinced the most difficult patient to agree for iv insertion. Keep up the good works. It is nice working with you.



--End of the Report--