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HCA/BHS Inpatient Services: Consumer Satisfaction Survey, 2017

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Summary: Eighty inpatient satisfaction surveys were collected from patients at four hospitals: CHCM, UCIMC, CMCLB, and AGMC. The sample was 56% male, 99% English-speaking, and 41% White. Patient ratings of satisfaction items were higher than in 2017 and were high overall, with responses of “Always” or “Yes” ranging from 74% to 96% across the items. Patient reports reflected 100% compliance with handbook distribution requirements at CHCM and CMCLB and relatively low compliance at UCI. UCI received ratings that were markedly lower than other facilities.

Annually, BHS Inpatient Services surveys a sample of Medi-Cal beneficiaries who are receiving acute psychiatric inpatient services. A Comprehensive Care Nurse II (CCN) met with consumers covered by the County Mental Health Plan during the course of their hospital stay. The CCN completed the surveys based on verbal interviews with the clients.

Sample Characteristics

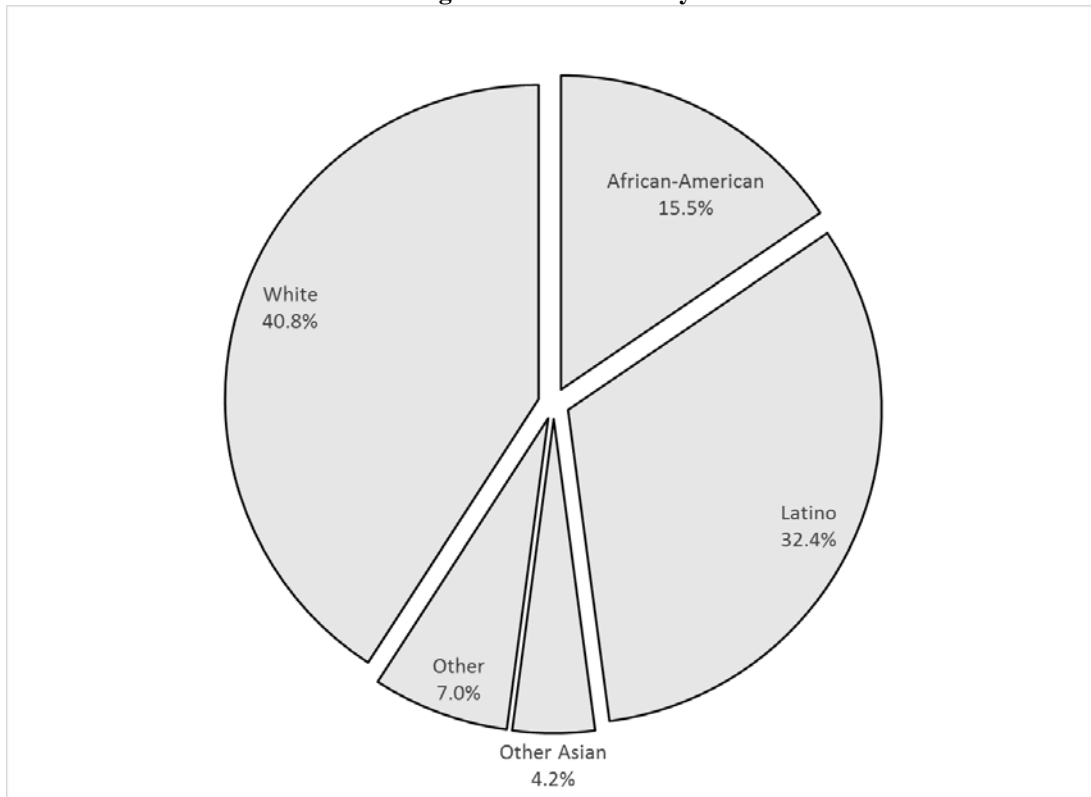
There were 80 surveys collected during the current survey period, June 2017 through May 2018.

Gender ($n = 71$): 56.3% M, 43.7% F, 0.0% O.

Patient Language ($n = 78$): 98.6% English, 1.4% Spanish, and 0.0% Vietnamese.

Patient Ethnic Group (n = 71): Figure 1 shows the distribution of patient ethnic group.

Figure 1. Race/Ethnicity



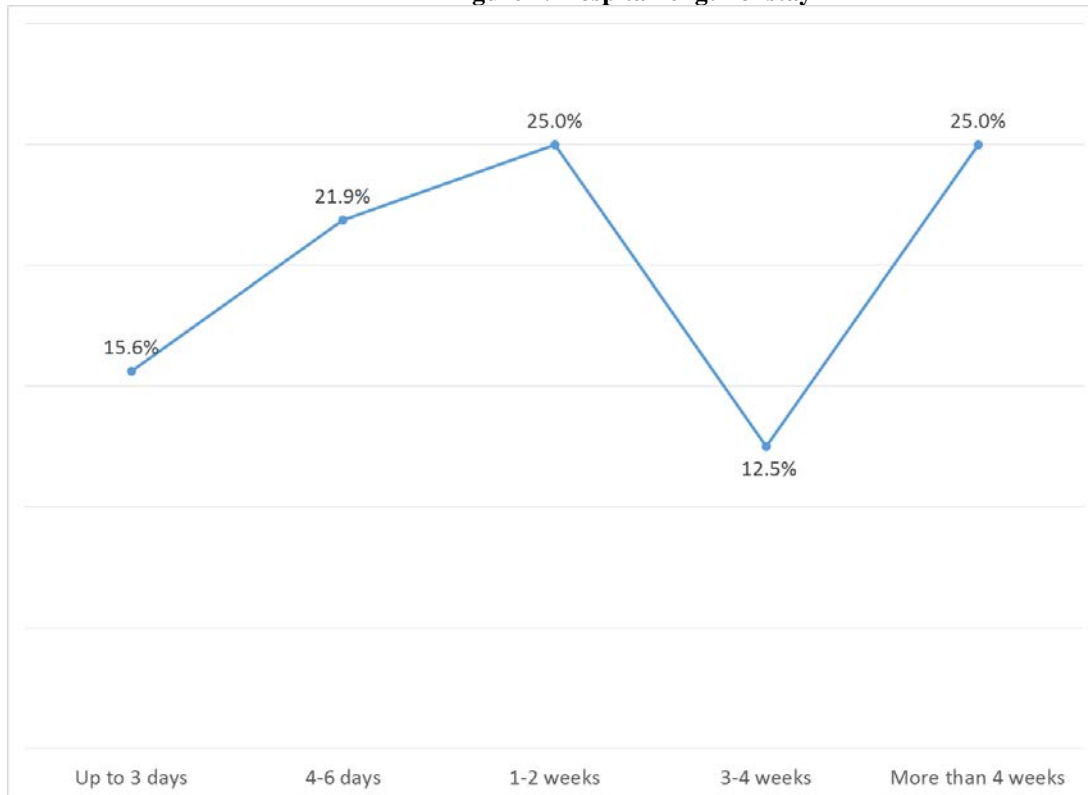
Length of Stay (n = 64): Figure 2 shows the distribution for hospital length-of-stay. The median length-of-stay was one to two weeks.

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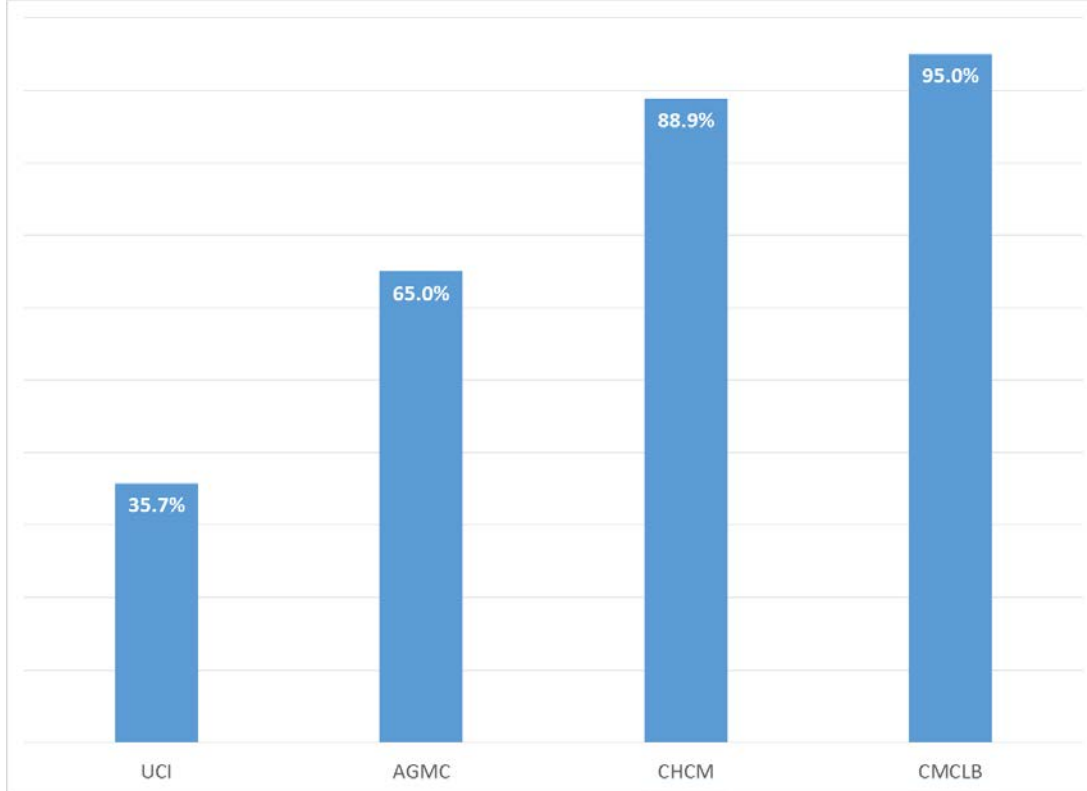
Figure 2. Hospital length of stay



Hospitals Surveyed: Four hospitals were surveyed: College Hospital Costa Mesa (CHCM), University of California at Irvine Medical Center (UCI), College Medical Center Long Beach (CMCLB), and Anaheim Global Medical Center (AGMC). Twenty surveys were returned for each of the four hospitals.

Voluntary Status (n = 74): 26.4% of the patients were hospitalized voluntarily and the rest (73.6%) were involuntary patients. As shown in Figure 2, involuntary status differed by hospital.

Figure 3. Involuntary status by hospital



Survey Results

Use of interpreters: Five clients were shown as either needing or using interpreters. Table x shows the ethnicity, preferred language and interpreter need and use for these patients.

Table 1. Patients needing and/or using interpreters

Ethnicity	Preferred Language	Interpreter Needed?	Interpreter Used?
--	English	Y	Y
Latino	Spanish	Y	N
Latino	English	Y	N
White	English	N	Y
Latino	English	--	Y

Provision of handbooks: Patients are to be provided with the *Patients' Rights Handbook* and with the *Medi-Cal Handbook*. Patient reports by hospital are shown in Table 2.

Table 2. Patient receipt of Medi-Cal and Pt's Rights Handbooks, by hospital

		Medi-Cal Handbook			
HOSPITAL		No	Yes	Total	% Yes
AGMC		2	17	19	89.5%
CHCM		0	18	18	100.0%
CMCLB		0	18	18	100.0%
UCI		9	8	17	47.1%
Total		11	61	72	84.7%

		Pt's Rights Handbook			
HOSPITAL		No	Yes	Total	% Yes
AGMC		1	19	20	95.0%
CHCM		0	19	19	100.0%
CMCLB		0	18	18	100.0%
UCI		7	9	16	56.3%
Total		8	65	73	89.0%

Patient reports from CHCM and CMCLB reflected 100% compliance with regard to the distribution of both handbooks. Patients at UCI often reported that they did not receive one or both handbooks; out of 16 reporting, only seven said that they received both handbooks.

Overall satisfaction: Satisfaction in eleven areas was rated on a 3-point scale, 0: Never, 1: Sometimes, 2: Always. Mean ratings were between “Sometimes” and “Always.” Table 3 shows ratings on each item.

The *N* in Table 2 represents the number of respondents providing a 0 to 2 rating, and the percentages are ratings of “2-Always” out of those providing a 0, 1 or 2 rating. It does not include items left blank or rated as “Don’t Know/Does Not Apply.”

Table 3. Inpatient survey satisfaction ratings: 0:Never, 1:Sometimes, 2:Always

Item	N	Mean	Std. Dev.	% "Always"
The hospital was clean and comfortable	79	1.82	0.42	83.5%
My doctors and nurses kept me fully informed about my care	79	1.71	0.53	74.7%
If I needed to talk to hospital staff about a concern, someone was available	78	1.73	0.47	74.4%
My personal information was treated in a confidential manner	76	1.84	0.43	86.8%
Staff encouraged me to participate in my treatment and discharge planning	77	1.87	0.38	88.3%

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Staff encouraged my family to be involved in my treatment	73	1.82	0.48	86.3%
The hospital was able to provide services in my language	74	1.86	0.42	89.2%
Written materials were available in my language	77	1.92	0.31	93.5%
The hospital staff understood my culture	76	1.92	0.32	93.4%
My doctor discussed the risks and benefits of the medication prescribed for me	78	1.79	0.54	85.9%
Overall, I have been satisfied with the treatment I received here	78	1.81	0.56	88.5%

“Yes” or “No” responses were elicited for three questions. The responses to these questions are shown in Table 3.

Table 4. Inpatient survey satisfaction ratings: Yes/No

Item	N	% "Yes"
Staff made arrangements for me to keep getting mental health treatment after my hospital discharge.	68	95.6%
During this hospital stay, staff treated me with courtesy and respect.	78	93.6%
I would recommend this hospital to friends/family in need of similar help.	76	92.1%

Factors associated with satisfaction differences:

Length of stay, ethnicity, voluntary status and gender were not meaningfully related to any of the satisfaction items. Satisfaction did differ by hospital, with UCI tending to score lowest (Figures 4 & 5).

Figure 4. Satisfaction by hospital

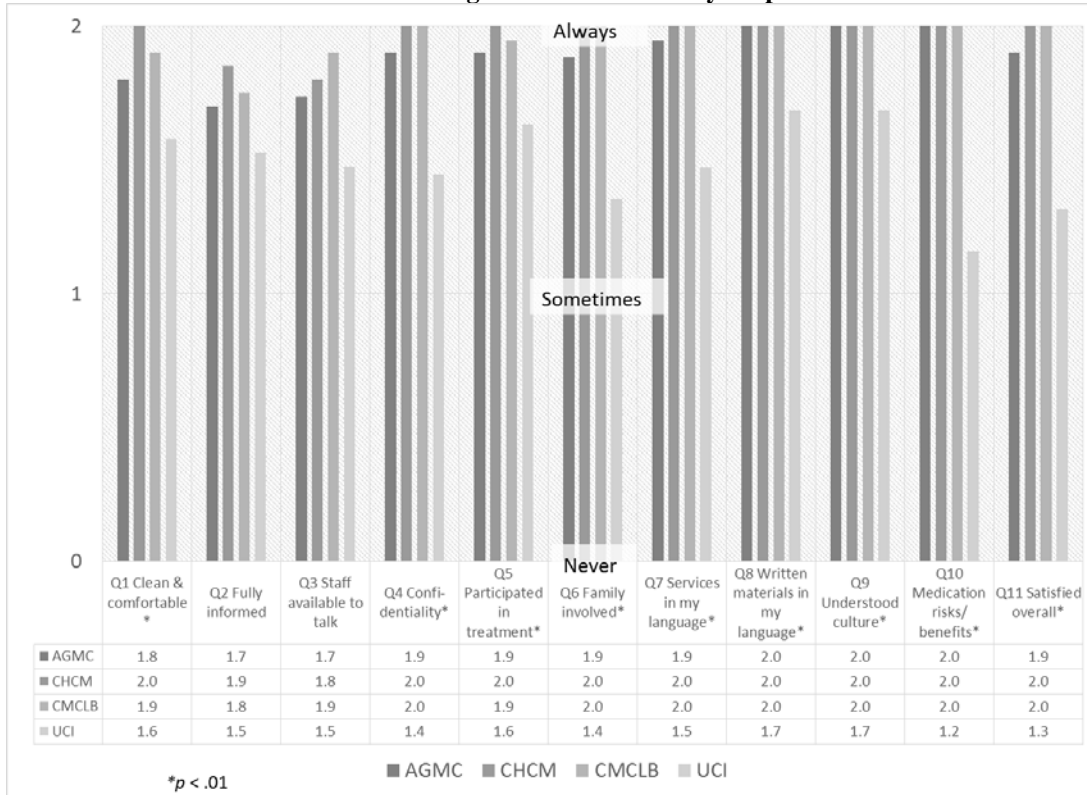
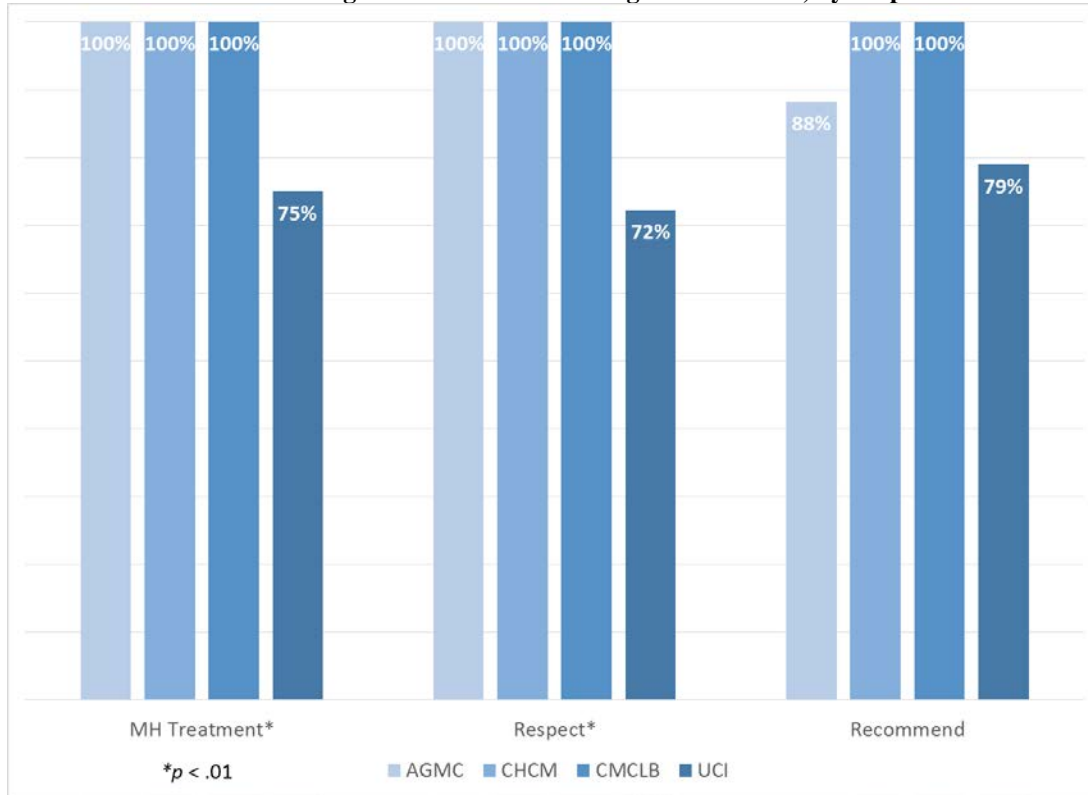


Figure 5. Percent answering "Yes" to item, by hospital



Year-to-year change:

The current results were compared to last year's results. Many of the ratings improved significantly. In 2017, 71.4% of the patients said that they would recommend the hospital to someone in need of similar help; in the 2018 sample, the percentage rose to 92.1%

Figure 6 shows other items that improved significantly since last year.

Figure 6. Items showing significant change, 2017 vs 2018 (p < .01)

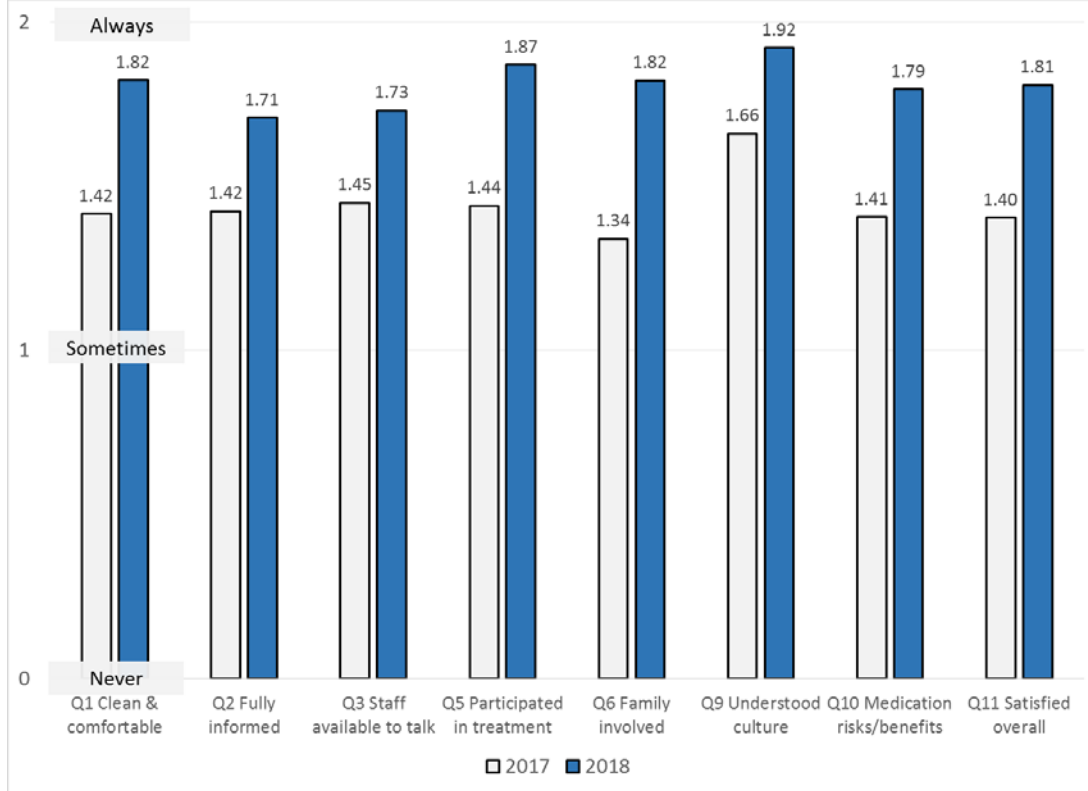


Figure 7 shows general satisfaction by hospital and year. A global satisfaction rating was calculated by totaling the 11 satisfaction items. The items were highly inter-correlated, and so could reasonably be totaled (Cronbach's alpha = .90). From 2017 to 2018, AGMC and CMCLB showed significantly increased satisfaction.

Figure 7. Total of 11 satisfaction items, by hospital and year

