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HCA/BHS Inpatient Services: Consumer Satisfaction Survey, January-June 2015

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Summary: In 2015, sixty patient satisfaction surveys were completed at three hospitals: CHCM, WMCA, and UCIMC. The patient sample was 93% English-speaking, 53% White, and 60% male. Satisfaction ratings were generally high; at least 70% of the patients responded “Yes” or “Always” on 11 of the 14 satisfaction items. Lower rates of endorsement were seen on three items reflecting professional staff availability and communication. CMCH patient reports reflected good compliance with the requirement to distribute the *Medi-Cal Handbook* and the *Patients’ Rights Handbook*; lower compliance was reflected by patient reports at the other two hospitals. Compared to last year’s survey, fewer patients reported that they would be willing to recommend the hospital, with the most notable decline at UCI.

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.

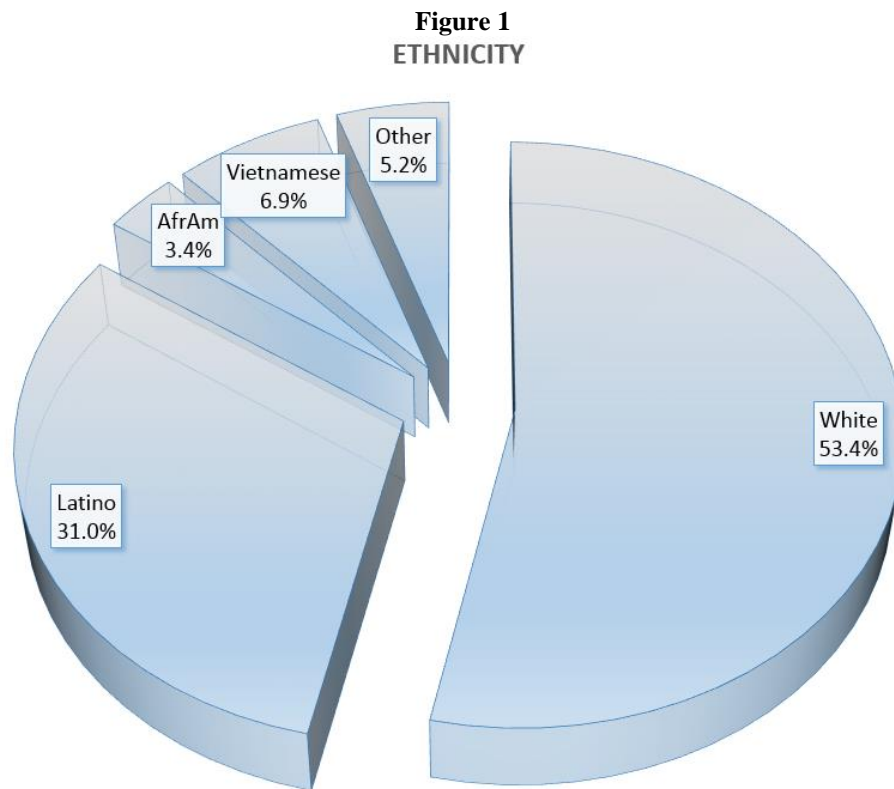
Sample Characteristics

There were 60 surveys collected during the current survey period, April to June 2015.

Gender ($n = 59$): 60.0% M, 38.3% F.

Patient Language ($n = 60$): In this sample, 56/60 or 93.3% of the patients reported that English was their primary language. One patient spoke Polish and three spoke Spanish.

Patient Ethnic Group (n = 58): Figure 1 shows the distribution of patient ethnic group. Caucasians completed 53.4% of the surveys.



Voluntary Status (n = 54): Fifty-five percent (33/54) of the patients were hospitalized involuntarily. Eighty-one percent of women patients were hospitalized involuntarily vs. 50% of men. Ethnicity and hospital were not significantly related to voluntary status.

Hospitals Surveyed: Three hospitals were surveyed: College Hospital Costa Mesa (CHCM), University of California at Irvine Medical Center (UCIMC), and Western Medical Center Anaheim (WMCA). Twenty surveys were administered at each hospital.

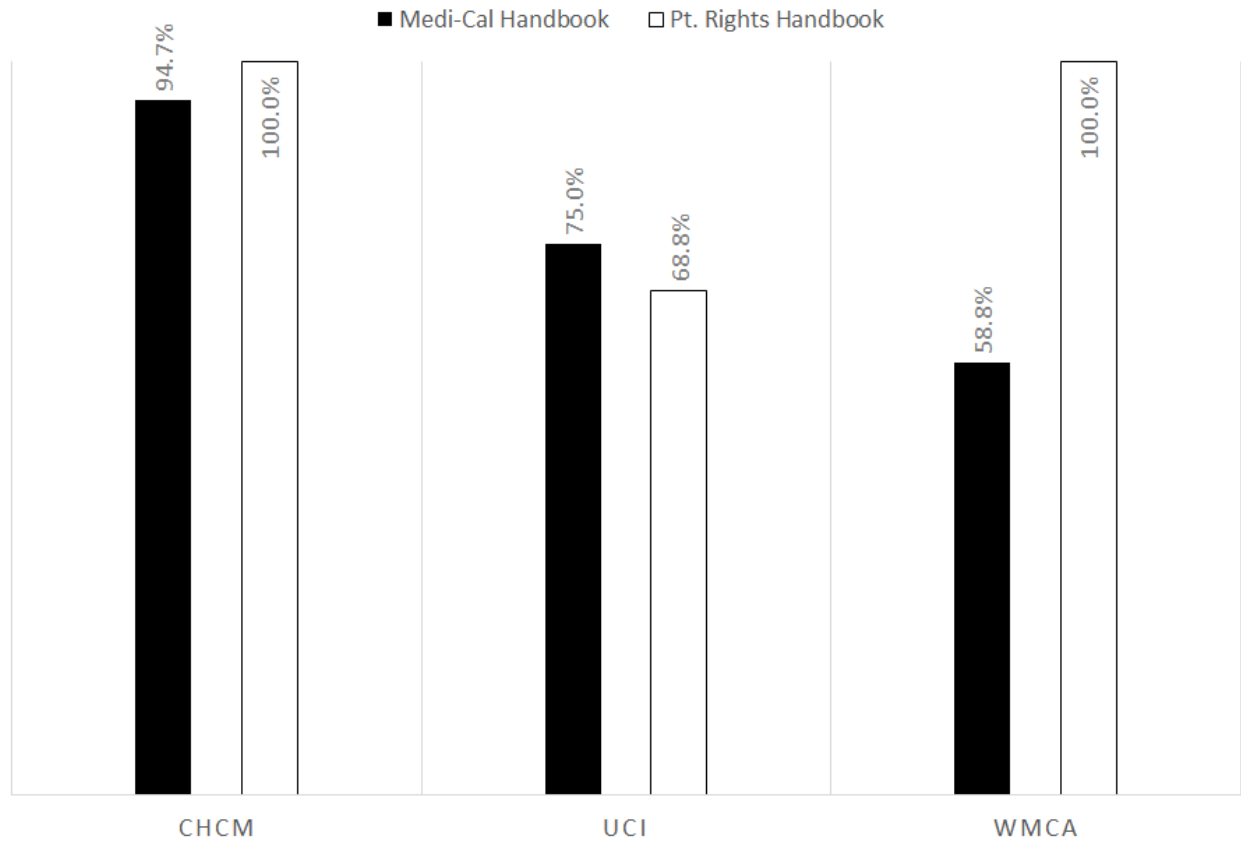
Survey Results

Use of interpreters: The three Spanish-speaking patients were provided with interpreters. For the one Polish-speaking patient no interpreter was provided, but it was indicated that none was needed.

Provision of handbooks: Patients are to be provided with the *Patients' Rights Handbook* and with the *Medi-Cal Handbook*. Compliance with this requirement, by hospital, can be seen in Figure 2. When asked if these handbooks were provided, 52 patients responded, the remaining indicating that they did not know or that the question did not apply. All patients reporting at WMCA and CHCM indicated that they had received the *Patient's Rights Handbook* and 18/19 CHCM patients reported receipt of the *Medi-Cal Handbook*. Only 10/17 and 12/16 reported receipt of the *Medi-Cal Handbook* at WMCA and UCI

respectively. Only UCI patients reported less than perfect compliance with the *Patient's Rights Handbook* requirement; 11/16 reported receiving it.

Figure 2
PATIENTS REPORTED RECEIVING MEDI-CAL/PT.'S RIGHTS 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.” The lowest ratings (below 70% “Always”) were seen on these three items:

- The hospital was clean and comfortable.
- My doctors and nurses kept me fully informed about my care.
- If I needed to talk to hospital staff about a concern, someone was available.

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

Item	N	Mean	Std. Deviation	% "Always"
The hospital was clean and comfortable	59	1.68	0.51	69.5%
My doctors and nurses kept me fully informed about my care	57	1.63	0.56	66.7%
If I needed to talk to hospital staff about a concern, someone was available	56	1.64	0.55	67.9%
My personal information was treated in a confidential manner	48	1.90	0.37	91.7%
Staff encouraged me to participate in my treatment and discharge planning	57	1.79	0.45	80.7%
Staff encouraged my family to be involved in my treatment	45	1.71	0.59	77.8%
The hospital was able to provide services in my language	52	1.98	0.14	98.1%
Written materials were available in my language	53	1.96	0.19	96.2%
The hospital staff understood my culture	54	1.91	0.35	92.6%
My doctor discussed the risks and benefits of the medication prescribed for me	54	1.63	0.68	74.1%
Overall, I have been satisfied with the treatment I received here	59	1.66	0.63	74.6%

“Yes” or “No” responses were elicited for three questions. The responses to these questions are shown in Table 2.

Table 2. Inpatient survey satisfaction ratings: Yes/No

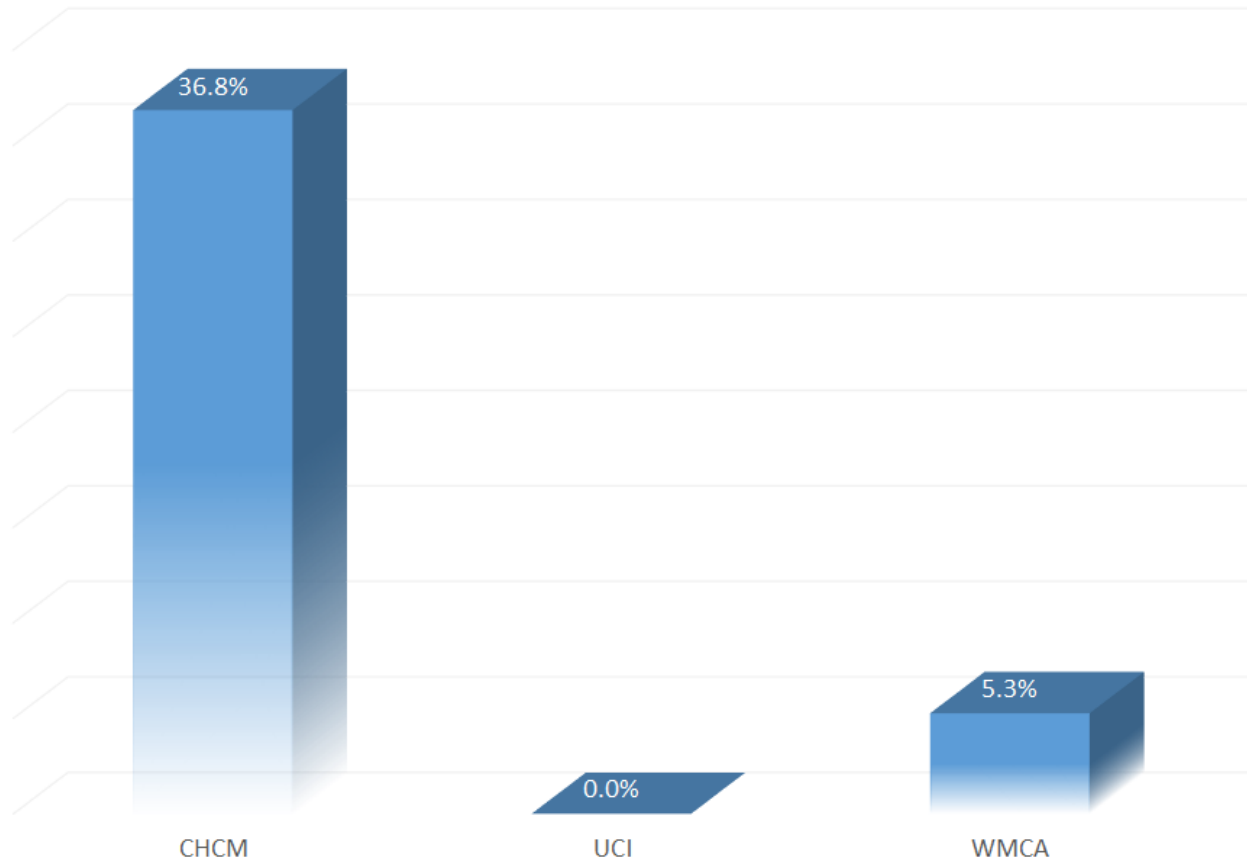
Item	N	% "Yes"
Staff made arrangements for me to keep getting mental health treatment after my hospital discharge.	49	89.8%
During this hospital stay, staff treated me with courtesy and respect.	59	96.6%
I would recommend this hospital to friends/family in need of similar help.	56	78.6%

Factors associated with satisfaction differences: Ethnicity, language, gender, length of stay, voluntary status and hospital were looked at in relation to satisfaction. There was no significant difference on any of the satisfaction items across any of these factors with one exception. Not surprisingly, patients hospitalized involuntarily were less likely to

say they would recommend the program than were voluntary patients, 63.3% (19/30) vs. 95.0% (19/20).

Differences across hospitals. Patient population, including gender and ethnicity, was similar across hospitals. The proportion of voluntary vs. involuntary hospitalization was also similar. As shown in Figure 3, length of stay differed across the hospitals, with CHCM having a much higher proportion of patients staying for more than four weeks.

Figure 3. Hospital length of stay over 4 weeks



Difference by year. Results from the 2014 survey were compared to the 2015 survey. Significantly fewer patients endorsed the item, “I would recommend this hospital to friends/family in need of similar help.” This drop was largest and statistically significant for UCI patients.

Figure 4
PERCENT OF PATIENTS ENDORSING, "I WOULD RECOMMEND THIS HOSPITAL," BY HOSPITAL AND SURVEY YEAR

