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BEHAVIORAL HEALTH SERVICES AUTHORITY AND QUALITY IMPROVEMENT SERVICES

HCA/BHS Inpatient Services: Consumer Satisfaction Survey, 2019

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Summary: Eighty inpatient satisfaction surveys were collected from patients at four hospitals: CHCM, UCIMC, CMCLB, and AGMC. The sample was 62% male, 95% English-speaking, and 56% White. While patient ratings of satisfaction items were lower than 2018, ratings were relatively high overall. Responses for CMCLB showed a significant decrease from 2018. Responses of “Always” or “Yes” range from 67.5% to 89.2% across the items. Patient reports reflected 100% compliance with handbook distribution requirements at CHCM and relatively low compliance at AGMC and 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

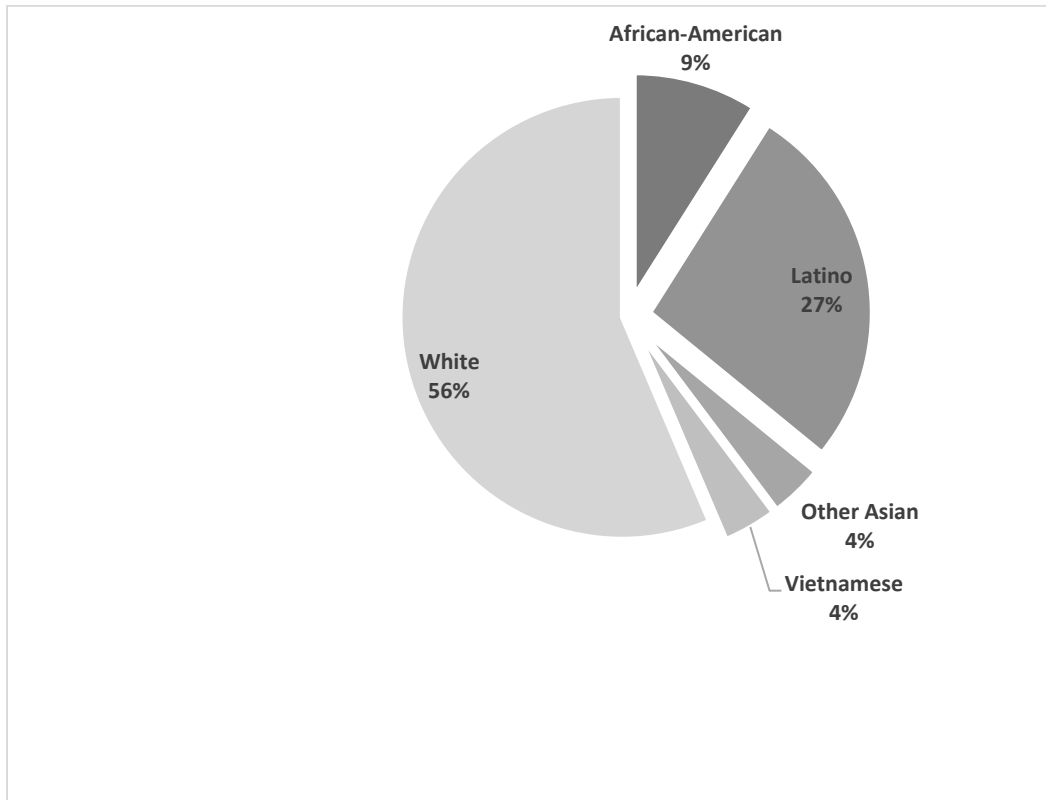
There were 80 surveys collected during the current survey period, Feb 2019 through June 2019.

Gender ($n = 74$): 62.2% M, 36.5% F, 1.4% T.

Patient Language ($n = 78$): 94.9% English, 1.3% Farsi, 1.3% Spanish, and 2.6% Vietnamese.

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

Figure 1. Race/Ethnicity



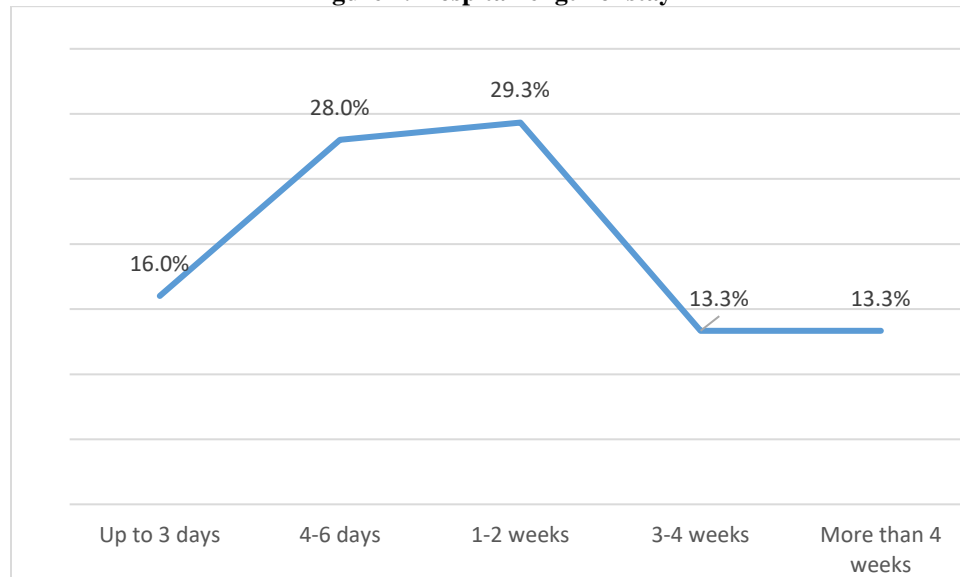
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Length of Stay (n = 64): Figure 2 shows the distribution for hospital length-of-stay. The median length-of-stay was one to two weeks.

Figure 2. Hospital length of stay



Hospitals Surveyed: Four hospitals were surveyed: College Hospital Costa Mesa (CHCM), N=20; University of California at Irvine Medical Center (UCI), N=21; College Medical Center Long Beach (CMCLB), N=19; and Anaheim Global Medical Center (AGMC), N=20.

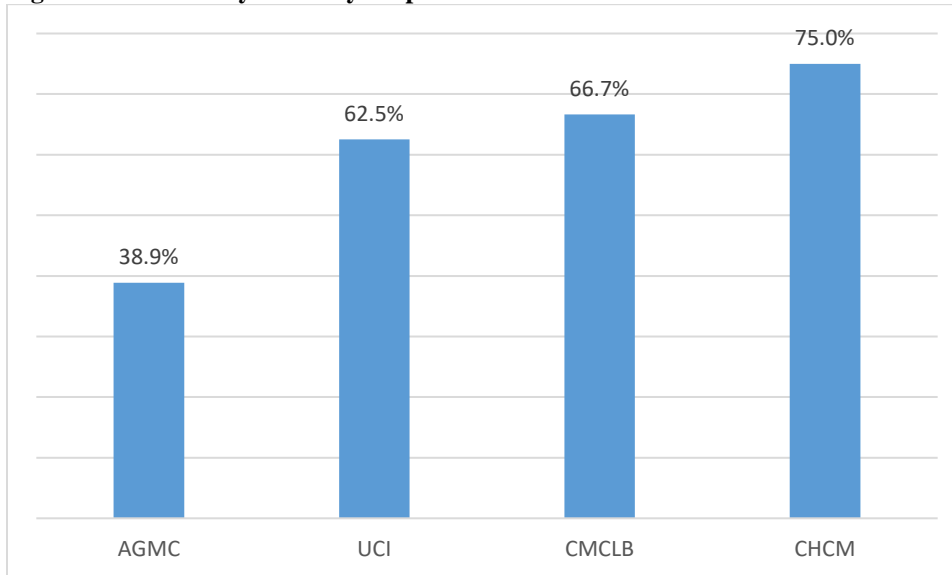
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Voluntary Status (n = 69): 39.1% of the patients were hospitalized voluntarily and the rest (60.9%) were involuntary patients. As shown in Figure 3, involuntary status differed by hospital.

Figure 3. Involuntary status by hospital



Survey Results

Use of interpreters: 19 clients were shown as either needing or using interpreters. Table 1 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
White	English	Yes	Yes
Latino	English	Yes	Yes
White	English	Yes	Yes
White	English	Yes	Yes
White	English	Yes	Yes
White	English	Yes	Yes
Vietnamese	Vietnamese	Yes	Yes
Vietnamese	Vietnamese	Yes	Yes
White	English	Yes	Yes
White	English	Yes	Yes
White	English	Yes	Yes
Latino	English	Yes	Yes
Latino	Spanish	Yes	Yes
White	English	Yes	Yes
Latino	English	Yes	Yes
African-American	English	Yes	Doesn't Apply
African-American	English	No	Yes
Latino	English	No	Yes
Latino	English	No	Yes

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	11	8	19	42.1%
	CHCM	0	20	20	100.0%
	CMCLB	3	15	18	83.3%
	UCI	12	6	18	33.3%
Total		26	49	75	65.3%

Patient Rights Handbook

HOSPITAL		No	Yes	Total	% Yes
	AGMC	8	11	19	57.9%
	CHCM	0	20	20	100.0%
	CMCLB	3	16	19	84.2%
	UCI	7	13	20	65.0%
Total		18	60	78	76.9%

Patient reports from CHCM 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 20 reporting, only six said that they received both handbooks.

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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 3 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	1.71	0.56	75.9 %
My doctors and nurses kept me fully informed about my care	77	1.62	0.59	67.5%
If I needed to talk to hospital staff about a concern, someone was available	78	1.69	0.52	71.8%
My personal information was treated in a confidential manner	74	1.77	0.51	81.1%
Staff encouraged me to participate in my treatment and discharge planning	75	1.75	0.52	78.7%
Staff encouraged my family to be involved in my treatment	72	1.75	0.50	77.8%
The hospital was able to provide services in my language	74	1.81	0.51	86.5%
Written materials were available in my language	73	1.82	0.45	84.9%
The hospital staff understood my culture	76	1.72	0.53	76.3%
My doctor discussed the risks and benefits of the medication prescribed for me	73	1.71	0.56	76.7%

“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.	63	87.3%

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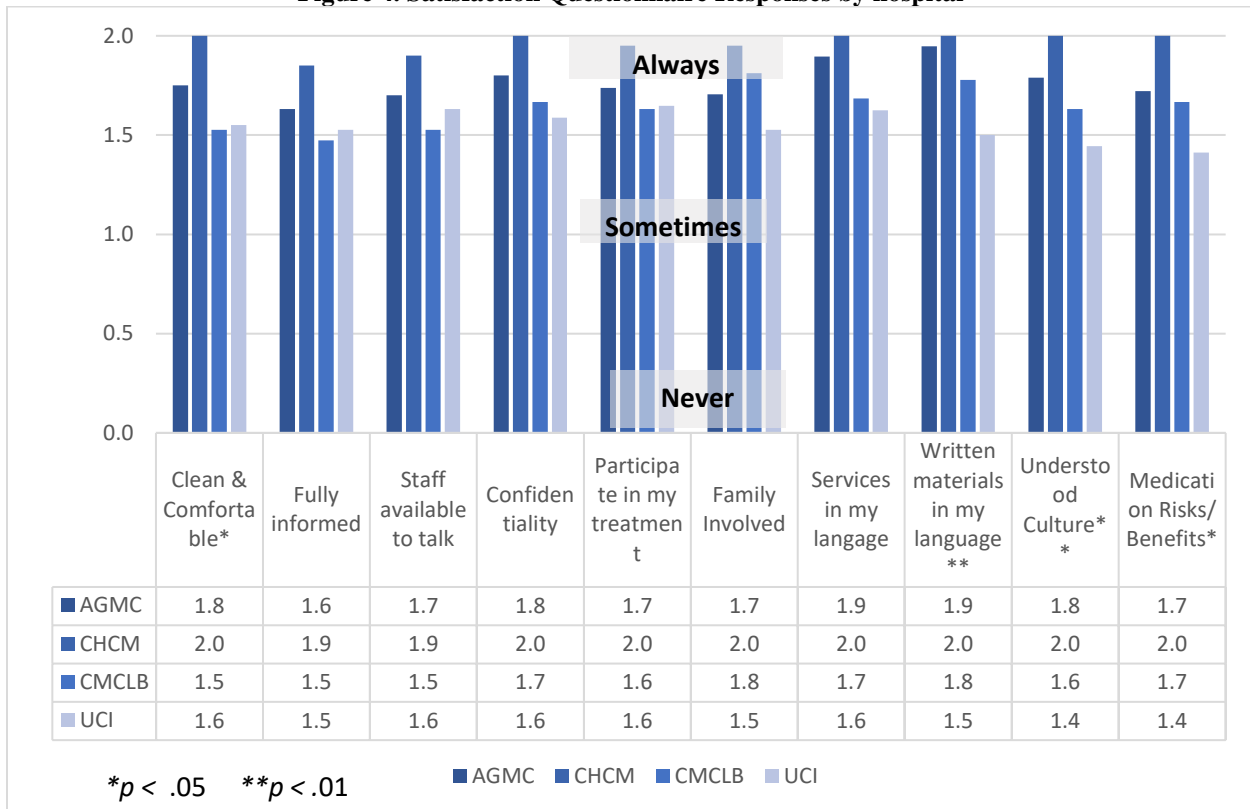
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During this hospital stay, staff treated me with courtesy and respect.	74	89.2%
I would recommend this hospital to friends/family in need of similar help.	72	88.9%

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 (Figure 4).

Figure 4. Satisfaction Questionnaire Responses by hospital



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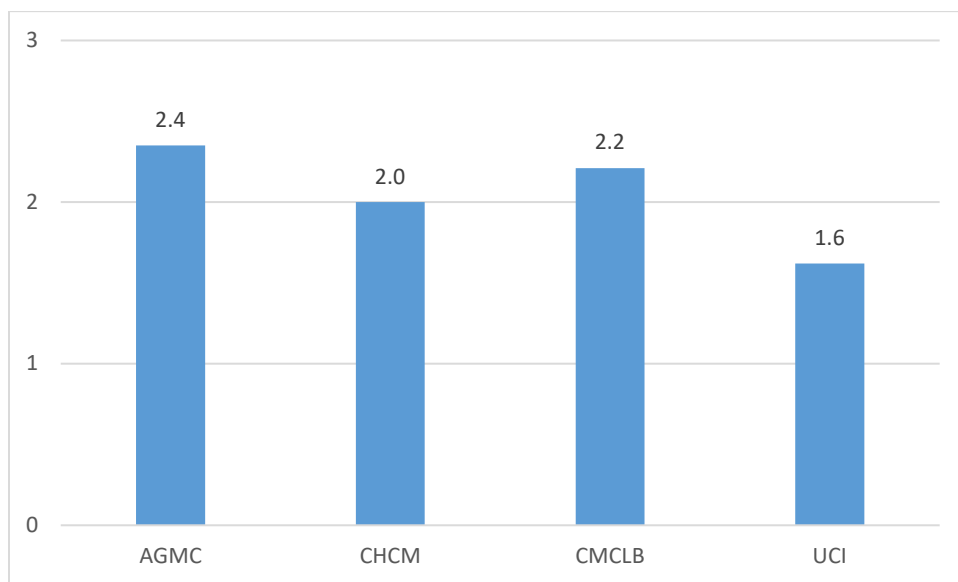
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Overall Satisfaction

Respondents were asked to rate the statement, “Overall, I am satisfied with the services I received from this hospital” on a 4 point scale, 0: Strongly Disagree, 1: Disagree, 2: Agree, 3: Strongly Agree. The response mean was 2.04 (N=80, SD= 0.80). AGMC had the highest score and UCI had the lowest. Results by hospital are shown in Figure 5.

Figure 5: Overall inpatient satisfaction by hospital



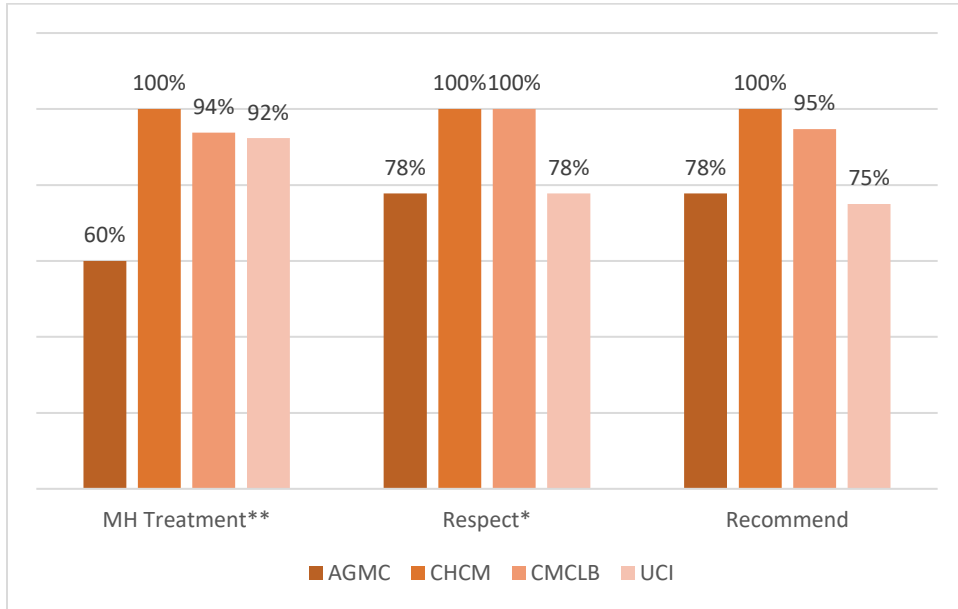
Note: Difference between hospitals is statistically significant, $p < .05$.

Figure 6. Overall Satisfaction by Hospital.

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

* $p < .05$

** $p < .01$



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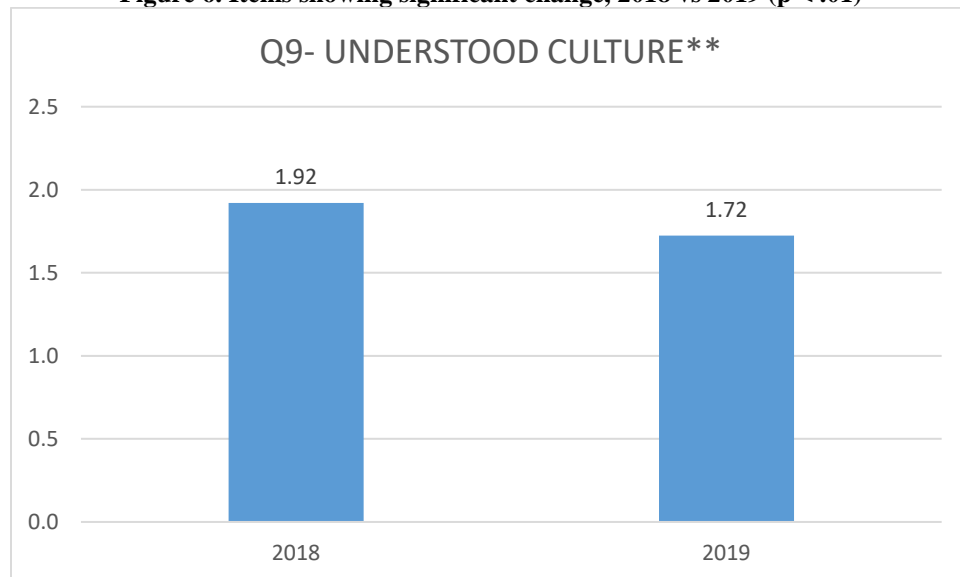
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Year-to-year change:

The current results were compared to last year's results. Most of the ratings remained comparable to last year's ratings. In 2018, 92.1% of the patients said that they would recommend the hospital to someone in need of similar help; in the 2019 sample, the percentage was 88.9%

Only item 9 (the hospital understood my culture) showed any significant change since last year. The average rating dropped from 1.92 to 1.72.

Figure 6. Items showing significant change, 2018 vs 2019 (p < .01)



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Figure 7 shows general satisfaction by hospital and year. A global satisfaction rating was calculated by totaling the 10 satisfaction items. The items were highly inter-correlated, and so could reasonably be totaled (Cronbach's alpha = .936). Overall scores remained comparable for most hospitals between 2018 and 2019 with the exception of CMCLB which showed a significant ($p < .01$) decrease.

Figure 7. Average of 10 satisfaction items, by hospital and year

