



STATE OF WASHINGTON

DEPARTMENT OF HEALTH

PO Box 47852 · Olympia Washington 98504-7852

February 26, 2014

The Honorable Eileen Cody, Chair
House Health Care & Wellness Committee
Post Office Box 40402
Olympia, Washington 98504-0433

Dear Representative Cody:

Senate Bill 6485 (Chapter 261, Laws of 2004) was enacted to improve the regulatory environment for hospitals. The legislation requires state agencies, including the Department of Health, to make an anonymous evaluation instrument available to the hospitals they inspect or audit.

The agency compiles the results of the evaluations and reports to the legislature annually. Enclosed is the 2013 report covering evaluations from February to September, 2013.

Since last year's report, the department has revised the hospital customer satisfaction survey. The revised survey is a Lean process improvement project. The project involved our customers, the Washington State Patrol Fire Marshal's Office, the hospital team surveyors, and program staff.

The survey is available online, posted to our [inspection Web pages](http://www.doh.wa.gov/LicensesPermitsandCertificates/FacilitiesNewReneworUpdate/HospitalsAcuteCare/InspectionProgram.aspx) (www.doh.wa.gov/LicensesPermitsandCertificates/FacilitiesNewReneworUpdate/HospitalsAcuteCare/InspectionProgram.aspx).

If you have any questions about this process or the results, please call me at 360-236-2927 or contact me by e-mail at lisa.hodgson@doh.wa.gov.

Sincerely,

Lisa Hodgson

Lisa Hodgson, Director
Office of Health Professions and Facilities
Washington State Department of Health
PO Box 47852
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Enclosure

cc: Members, Senate Health Care Committee
Ted Sturdevant, Executive Director to Legislative Affairs and Policy, Governor's Office
Martin T. Mueller, Assistant Secretary, Department of Health
John Wiesman, Secretary, Department of Health

**Results of Hospital Survey/Audit
Customer Satisfaction Survey
February - September 2013**

From February 22 through September 30, 2013, hospital inspection teams from the Department of Health's Office of Investigation and Inspection conducted 30 hospital inspections. Five of the 30 hospitals responded to the customer satisfaction survey, for a 16.67 percent response rate.

Survey Results Summary – Five Hospitals

Question 1: Please select the agency involved in the inspection or audit.

Department of Health, Inspections and Investigation/Clinical Care Facilities: 80 percent (four out of five).

Washington State Patrol, Office of the Fire Marshal: 20 percent (one out of five)

Summary: 100 percent (five out of five).

Question 2: Were the standards and codes applied consistently throughout the inspection or audit?

Summary: 100 percent (five out of five) responded *yes*.

Question 3: Did you understand the inspection findings (deficiencies) or audit findings you were cited for? If your answer is *no*, please explain.

Summary: 100 percent (five out of five) responded *yes*.

Question 4: On a scale of 1-5, with "1" being highly inaccurate and "5" being highly accurate, how accurately do you believe the inspection findings or audit findings reflect your hospital's compliance with the regulations? Feel free to provide further explanation of your response.

Summary:

- On this question, 60 percent (three out of five) of those surveyed rated the inspection/audit findings a four.
- On this question 40 percent (two out of five) of those surveyed rated the inspection/audit findings a five.

Question 5: On a scale of 1 to 5, "1" being very poor and "5" being very good, rate the inspection or audit staff on the following criteria:

Summary:

Courteous/Professional:

- 60 percent (three out of five) of those surveyed rated staff a "5" or very good.
- 20 percent (one out of five) of those surveyed rated a "4."
- 20 percent (one out of five) of those surveyed rated staff a "1," or very poor.

Knowledgeable:

- 80 percent (four out of five) of those surveyed rated staff's knowledge a "5."
- 20 percent (one out of five) of those surveyed rated staff's knowledge a "4."

Prepared:

- 80 percent (four out of five) of those surveyed rated staff's preparation a "5."
- 20 percent (one out of five) one level below very good

Fair:

- 60 percent (three out of five) of those surveyed rated staff's fairness at a "5."
- 40 percent (two out of five) of those surveyed gave a rating in between a "1" and a "5."

Question 6: To what extent did the inspection process improve patient care and compliance with state law without placing unnecessary administrative burden on your facility?

Narrative comments received regarding the process:

- *"The process was very respectful and we felt like we had a collaborative survey with opportunity for education clarification and discussion."*
- *"One of the inspectors was demanding, brusque and discourteous, and her behavior did place unnecessary administrative burden on our facility. Her manner did not allow us to feel free to ask follow-up questions and really utilize the survey process as a learning opportunity, which is a shame. The lead inspector was courteous, but unfortunately, the ratings above weigh heavily to the negative due to the one inspector."*

Question 7: Do you have any recommendations for improvements on future inspections?

Narrative comments received:

- *"Clarification for what standards we are held accountable to prior to survey. We want to do the right thing but there are conflicting standards that cause confusion."*

- *“The new survey method was a bit disjointed; one of our surveyors seemed to amble through without any plan or motivation. The lack of a printed schedule was stressful for us.”*
- *“We value the inspections and appreciate the process. When an inspector is discourteous and condescending, however, it does not advance the spirit of utilizing the survey process as education. I would recommend interpersonal training for staff.”*

Question 8: Do you have any other general comments about the overall process or staff interactions?

Narrative comments received regarding the process:

- *“Very educational and collaborative. Thank you. Just some confusion with process issues with one survey.”*

Comparison to Previous Years

We saw an increase in survey responses from two hospitals in the previous time period to five hospitals in this period. This increase was due to a concerted effort by many parties. We hope for continued increases in participation in future surveys.

In June 2012, the Department of Health hospital survey inspection team and administrative staff, the Washington State Patrol Fire Marshall’s Office, and customers from three hospitals used the Lean process to focus on the state and federal licensure survey process. The hospital customers provided insight into what was important to them before the site visit, managing requests during the visit, along with other issues. The survey resulted in approximately 120 recommendations to increase efficiency and quality of the onsite survey process.

The department met with the Washington State Hospital Association in January 2013 to strategize ways to increase the response rate for the hospital customer satisfaction survey.

During February 2013, representatives from the department’s hospital survey inspection team met with hospital program, administration, and leadership staff to review and revise the survey questions to reflect suggested changes made to the survey process. The updated survey was placed on the Web.

Providing customer service to our stakeholders and partners is a priority of the department. The Hospital Customer Service Satisfaction Survey is used as a process improvement tool to evaluate and enhance service to our customers.

The agency will continue to work with our stakeholders and hospitals to encourage participation in the survey.