



Results of the Hospital Survey/Audit
Customer Satisfaction Survey
July 2007 – June 2008

During the period July 1, 2007 through June 30, 2008, hospitals made 38 responses. Thirty-five (95%) evaluated the Department of Health, Health Systems Quality Assurance. One evaluated the Department of Labor and Industries, one evaluated the Washington State Auditor and one response did not identify the state agency being evaluated. Unfortunately, the survey tool used did not distinguish responses to each question according to the agency conducting the survey/audit.

Results Summary by Question

Did hospitals receive four weeks prior notice of the survey?

94.6% responded “yes”, 2.7% responded “no”, and 2.7% answered “N/A”.

Were the standards and codes applied consistently throughout the survey?

94.4% responded “yes”, 5.6% responded “no”.

Was the application of the standards and codes consistent with the way other agencies apply the same standards and codes?

85.7% responded “yes”, 11.4% responded “no” and 2.9% answered “N/A”.

Did you receive onsite consultation and advice?

97.3% responded “yes”, 2.7 % responded “no”.

Did the survey result in any deficiencies or findings?

89.2% did receive deficiencies, and 10.8% received no deficiencies.

Were the deficiencies or findings explained to you?

All respondents who received deficiencies received an explanation of the deficiencies.
88.9% responded “yes”, 2.8% responded “no”, and 8.3% responded “N/A”.

On a scale of 1-5, 1 being highly inaccurate and 5 being highly accurate: How accurately do you believe the findings or deficiencies reflect your hospital's compliance with the regulations?

- 64.9% felt their deficiencies were accurate to highly accurate (4 or 5)
- 13.5% felt their deficiencies were accurate (3)
- 13.5% felt their deficiencies were inaccurate to highly inaccurate (1 or 2)
- 8.1% reported this as N/A

On a scale of 1-5, 1 being very poor and 5 being very good: Please rate the conduct of the survey team on the following

Courteousness	86.5% good to very good (32 of 37)
Subject Knowledge	94.4% good to very good (34 of 36)
Helpfulness	86.1% good to very good (31 of 36)
Fairness	83.3% good to very good (30 of 36)

Narrative comments received regarding the process and staff interactions:

Over 30 positive comments were received from the hospital survey. Most comments support the professionalism and cooperative nature of the survey team. The respondents highlighted the technical assistance and advice received from the team. Many were very complimentary of the survey process. These comments were representative of the remainder of the text input we received. "The surveyors were professional and very helpful." The team was "efficient, effective, and professional."

Narrative comments received regarding opportunities to improve the process.

Constructive comments made about the survey process and survey team include a very pertinent comment "I recommend that your auditors compliment staff when a job is done well, and continue to help us look for ways to improve our practice." We will incorporate this into our process. Another valuable comment was "We would appreciate an easily identifiable website for legislative updates to the WAC." This was a good opportunity to educate hospital leadership about resources available to them regarding updates to the WACs.

Comparison to Previous Years.

The Department of Health hospital survey team is highly regarded and well received by our hospitals. Fewer hospitals have responded to the survey than in previous years. We appreciate the suggestions for improvement and continually work to improve the hospital survey process.

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