



Results of the Hospital Survey/Audit
Customer Satisfaction Survey
July 2008 – June 2009

During the period July 1, 2008 through June 30, 2009, hospitals made 44 responses. Forty-one (93%) 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. 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?

95.35% responded “yes”, 2.3% responded “no”, and 2.3% answered “N/A”.

Were the standards and codes applied consistently throughout the survey?

92.9% responded “yes”, 7.14% responded “no”.

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

85.37% responded “yes”, 12.2% responded “no” and 2.44% answered “N/A”.

Did you receive onsite consultation and advice?

97.67% responded “yes”, 2.33 % responded “no”.

Did the survey result in any deficiencies or findings?

90.7% did receive deficiencies, and 9.3% received no deficiencies.

Were the deficiencies or findings explained to you?

All respondents who received deficiencies received an explanation of the deficiencies.
88.1% responded “yes”, 4.76% responded “no”, and 7.14% 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?

- 65% felt their deficiencies were accurate to highly accurate (4 or 5)
- 13.95% felt their deficiencies were accurate (3)
- 13.96% felt their deficiencies were inaccurate to highly inaccurate (1 or 2)
- 6.98% 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	86.0% good to very good (32 of 37)
Subject Knowledge	90.5% good to very good (34 of 36)
Helpfulness	83.3% good to very good (31 of 36)
Fairness	81% good to very good (30 of 36)

Narrative comments received regarding the process and staff interactions

Many positive comments were received from the hospital survey. Most comments were favorable in regard to the helpfulness and positive approach by DOH team members to the survey process. The hospitals appreciated the technical assistance and advice received from the team. Respondent comments were representative of the remainder of the text input we received. "I appreciate the thoroughness of the survey to ensure safety to the patients, visitors, staff and the public." "The survey team was excellent."

Narrative comments received regarding opportunities to improve the process

Constructive comments made about the survey process and survey team include an important comment regarding the need for better coordination when more than one survey entity is on site. "A strong agenda and communication would alleviate some overlap or duplicate work." We will incorporate this into our process. Another valuable comment was "Create an online interim assessment tool to measure progress, similar to The Joint Commission." The comments are important to improving the survey process.

Comparison to Previous Years

The Department of Health hospital survey team is highly regarded and well respected by our hospitals. Fewer hospitals have responded to the survey than in previous years, but up 6 more than 2007-08. Of special note for future hospital surveys, the new hospital rules will require unannounced surveys in July 2009 forward.

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