



Results of the Hospital Survey/Audit  
Customer Satisfaction Survey  
July 2009 – June 2010

During the period July 1, 2009, through June 30, 2010, hospitals made 10 responses. Nine (90 percent) evaluated the Department of Health, Office of Inspection and Investigation. One (10 percent) evaluated the Washington State Auditor’s Office. The survey tool used did not distinguish responses to each question according to the agency conducting the survey/audit.

**Results Summary by Question**

**Were the standards and codes applied consistently throughout the survey?**

90 percent responded “yes,” 10 percent responded “no.”

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

80 percent responded “yes,” 10 percent responded “no” and 10 percent answered “N/A.”

**Did you receive onsite consultation and advice?**

100 percent responded “yes.”

**Did the survey result in any deficiencies or findings?**

100 percent did receive a deficiency or finding

**Were the deficiencies or findings explained to you?**

All respondents who received deficiencies received an explanation of the deficiencies.

100 percent responded “yes.”

**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?**

20 percent thought their deficiencies were accurate (3).

80 percent thought their deficiencies were accurate to highly accurate (4 or 5).

**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 70 percent good to very good (7 of 10)

Subject Knowledge 70 percent good to very good (7 of 10)

Helpfulness 70 percent good to very good (7 of 10)

Fairness 80 percent good to very good (8 of 10)

**Narrative comments received regarding the process and staff interactions:**

Many positive comments were received from the hospital survey. The majority of comments were favorable in regard to the helpfulness and positive approach of Department of Health team members to the survey process. The hospitals appreciated the technical assistance and advice received from the team. “Surveyors were friendly and willing to work with our facility to arrive at solutions to our deficiencies.” Some comments were not as favorable in regard to surveyors not being knowledgeable about newly adopted standards. “Surveyors were unable to explain the intent of some standards.”

**Narrative comments received regarding opportunities to improve the process.**

Constructive comments made about the survey process and survey team included encouragement to “continue to conduct surveys in a non-threatening way.” Another valuable comment was that the survey process would have been better if the surveyors had been more “familiar with the details of the new guidelines that came out in the spring.” Receiving feedback such as this is 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 responded to the survey than in previous years. A special note regarding surveys that were conducted during this past year: The hospital survey process changed from giving four weeks’ notice of intent to survey to being unannounced beginning in July of 2009.