

2018 Patient Satisfaction Survey Report

INTRODUCTION

San Mateo County Health provides comprehensive health services to 763,450 residents.¹ Although the per capita income is \$53,516, 7.3% of the county's residents are in poverty.

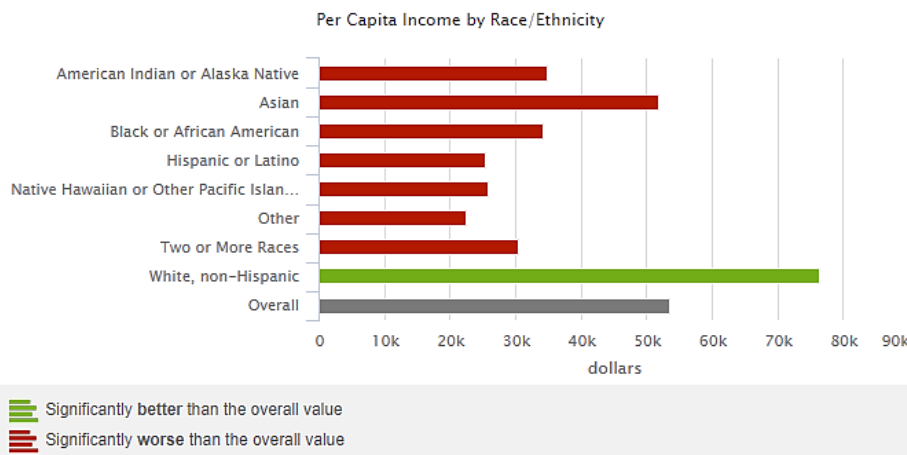


Figure 1. Per capita income by race 2013-2017.

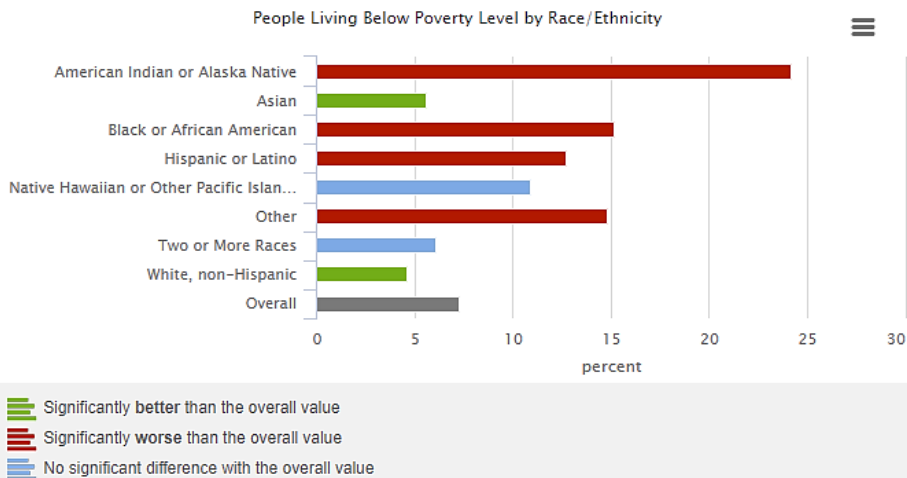


Figure 2. Percentage of people living below the federal poverty level by race 2013-2017.

American Indian, Alaska Native, Black or African American, Hispanic or Latino, and Other had significantly higher percentages of persons living below poverty level.¹

Figures 1 and 2 show per capita income and residents in poverty by race. White, non-Hispanic persons earned significantly higher than the overall per capita income, and all other races earning significantly lower.¹

Among county residents in poverty, Asian and White, non-Hispanic persons had significantly lower percentages of persons living below poverty level, and American Indian, Alaska Native, Black or

¹San Mateo County, California." American Community Survey.

The San Mateo County’s Healthcare for the Homeless and Farmworker Health Program provides care for the county’s vulnerable and underserved populations. As part of an effort to improve the quality of health care for these populations, patient satisfaction surveys were conducted among homeless and farmworker residents who utilized medical, dental, behavioral, or enabling services. The aim of the surveys was to gather information on how agricultural workers and their family members, as well as patients experiencing homelessness, access care and their level of satisfaction with the services received during their visits.

METHODS

Patient satisfaction surveys were distributed to ten service sites in San Mateo County. Four survey tools were developed to collect data regarding patient satisfaction with medical, dental, behavioral, and enabling services. The majority of the questions were common

Table 1. Participating health agencies and recorded surveys

Agency	Number	Percent
Medical		
PHPP Mobile Clinic	25	13%
Ravenswood Family Health Center	25	13%
Subtotal	50	26%
Dental		
SMMC Mobile Dental Clinic	15	8%
Ravenswood Family Health Center	30	16%
Sonrisas Dental Clinic	16	8%
Subtotal	61	32%
Behavioral Health		
Behavioral Health & Recovery Services	16	8%
Coastside Mental Health	12	6%
Subtotal	28	15%
Enabling		
Puente de la Costa Sur	20	11%
LifeMoves	15	8%
Samaritan House - Safe Harbor	16	8%
Subtotal	51	27%
Total	190	100%

across all four survey tools, with additional unique questions specific to the services received. Survey tools were offered in English, Spanish, and Tongan. In August of 2018, a total of 225 surveys were distributed to ten agencies in San Mateo County. Agencies included represent San Mateo County Health services leveraged by the HCH/FH Program and contracted service providers. Of 225 surveys, 190 surveys

were administered and recorded. **Table 1** identifies the health agencies that facilitated survey administration. Patients who participated in the survey received gift cards in compensation for their time.

FINDINGS

All Services

A total of 190 surveys were administered and recorded by agencies serving the HCH/FH Program patient population. **Figure 3** shows patient satisfaction with a provider meeting their needs and concerns during their visit. Across all services, 94% of patients strongly agreed or agreed that their provider understood and met their needs and concerns. **Figure 4** shows patient satisfaction with staff treating them with dignity and respect. Across all services, 97% of patients strongly agreed or agreed that staff treated them with dignity and respect. Patients receiving medical services reported the highest satisfaction with providers meeting their needs, and patients receiving behavioral health services reported the highest satisfaction in being treated with dignity and respect (86% and 89% respectively).

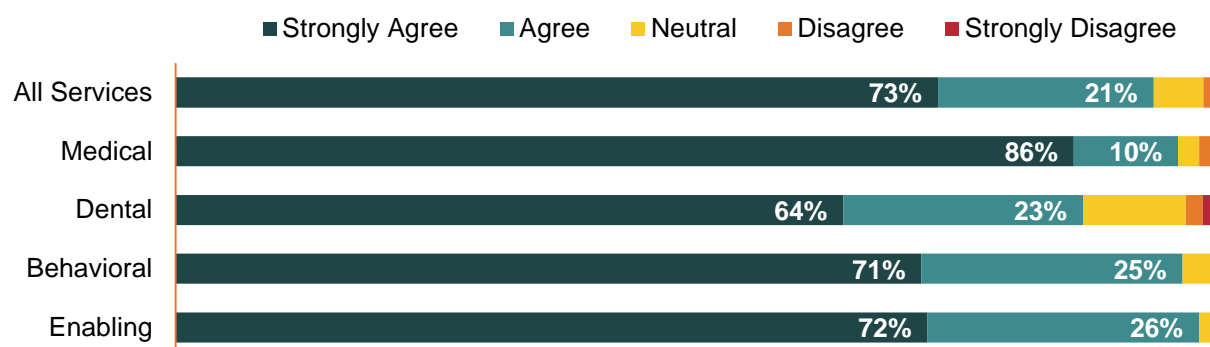


Figure 3. My provider understood and met my needs and concerns today

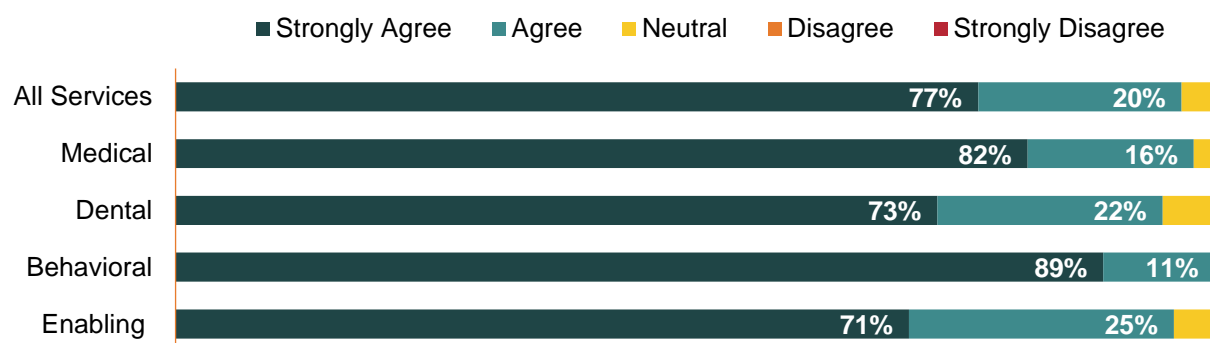


Figure 4. Staff treated me with dignity and respect

Table 2 shows patient responses to additional questions regarding their healthcare visit. Of participants who responded to the questions, 94% across all services except medical reported staff talked to them about their specific service goals; 94% across all services except enabling reported no problems getting medication while only 6% had problems; 96%

across all services strongly agreed or agreed that they understood their next steps and follow-up plan as a result of their visit and 95% across all services reported receiving the referral(s) they needed.

Table 2. Patient feedback regarding visit

Services	Medical	Dental	Behavioral	Enabling	All Services
Did someone talk to you about your [service] goals?					
n	0	58	28	41	125
Yes	N/A	88%	100%	95%	94%
No	N/A	12%	0%	5%	6%
Do you have problems getting your medication?					
n	47	41	15	0	103
Yes	4%	5%	13%	N/A	6%
No	96%	95%	87%	N/A	94%
I understand my next steps and follow-up plan.					
n	50	59	28	50	187
Strongly Agree	80%	64%	75%	42%	64%
Agree	18%	31%	21%	52%	32%
Neutral	2%	3%	4%	4%	3%
Disagree	0%	2%	0%	2%	1%
Strongly Disagree	0%	0%	0%	0%	0%
I received the referral(s) I needed.					
n	39	43	24	35	141
Yes	90%	95%	100%	97%	95%
No	10%	5%	0%	3%	5%

Patients were also asked a series of questions regarding ease of making an appointment and communicating with staff (**Table 3**). The majority of respondents (94%) across all services strongly agreed or agreed that they were able to get an appointment when they needed it. Similarly, the majority of respondents strongly agreed or agreed that it was easy to get in touch with clinic or agency staff (87%).

Table 3. Patient feedback regarding ease of access and communication

Services	Medical	Dental	Behavioral	Enabling	All Services
Easy to get in touch with clinic/agency staff.					
n	50	60	28	51	189
Strongly Agree	82%	65%	71%	71%	72%
Agree	16%	20%	25%	27%	22%
Neutral	2%	15%	4%	2%	6%
Disagree	0%	0%	0%	0%	0%
Strongly Disagree	0%	0%	0%	0%	0%

Table 3. Patient feedback regarding ease of access and communication

I was able to get an appointment when I needed it.					
n	46	51	27	0	124
Strongly Agree	85%	59%	74%	N/A	72%
Agree	15%	16%	15%	N/A	15%
Neutral	0%	24%	7%	N/A	11%
Disagree	0%	2%	4%	N/A	2%
Strongly Disagree	0%	0%	0%	N/A	0%

Finally, patients were asked to rate their overall satisfaction with their visit. Across all services, patients reported high levels of satisfaction with 93% of respondents selecting strongly agree or agree. These results were similar across all services types, except medical with 98% of patients reporting they strongly agree or agree they were satisfied with their visit. (**Figure 5**). While no respondents disagreed or strongly disagreed in satisfaction with services, a smaller percentage of enabling services respondents strongly agreed they were satisfied with their visit than other service categories.

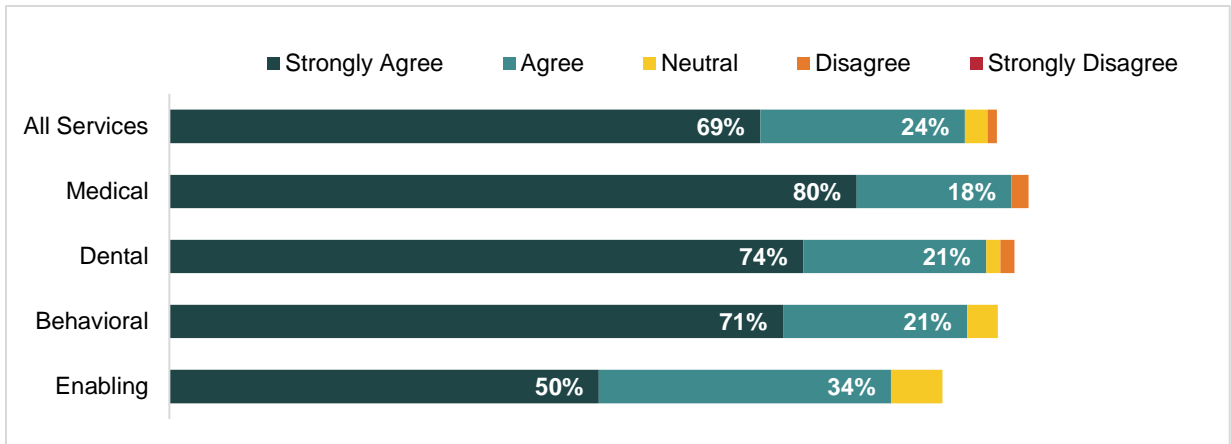


Figure 5. I was satisfied with today's visit

Medical Services

A total of 50 medical surveys were recorded at two agencies. 50% of surveys were administered by the Department of Public Health, Policy, and Planning (PHPP) Mobile Clinic and 50% were administered by Ravenswood Family Health Center. 100% of all respondents reported English as their primary language. Overall, respondents reported high levels of satisfaction with their health visit at both agencies. 98% of respondents indicated they strongly agreed or agreed that they were satisfied with their visit (**Figure 5**). Similarly, 95% of respondents indicated they

strongly agreed or agreed that they understood their next steps and follow-up plan (**Table 2**). 100% of respondents who received care through the PPHP Mobile Health Clinic strongly agreed that their provider met their needs and concerns during their visit, as compared to 72% of Ravenswood respondents (**Table 4**).

Table 4. Medical provider met needs and concerns during visit

	Mobile Health Clinic	Ravenswood	All Respondents
Strongly Agree	100%	72%	86%
Agree	0%	20%	10%
Neutral	0%	4%	2%
Disagree	0%	4%	2%
Strongly Disagree	0%	0%	0%

Respondents were also asked questions specific to primary care service visits (**Table 5**). 100% of respondents indicated that they were satisfied with the instructions you received about your medication and 100% of respondents indicated that clinic site was cleaned and maintained.

Table 5. Medical service-specific questions

	Mobile Health Clinic	Ravenswood	All Respondents
Are you satisfied with the instructions you received about your medication?			
Yes	100%	100%	100%
No	0%	0%	0%
Was the clinic site cleaned & well maintained?			
Yes	100%	100%	100%
No	0%	0%	0%

Qualitatively, respondents provided positive feedback for both agencies, reporting that Ravenswood Family Health Center staff were “very polite and professional”, and one provider was “excellent, thoughtful, and thorough”.

Dental Services

A total of 61 dental surveys were recorded at three agencies. 50% of surveys were administered by Ravenswood Family Health Center, 26% of surveys were administered by Sonrisas Dental Clinic, and 24% of surveys were administered by the San Mateo Medical Center Mobile Dental Clinic. 58% of respondents reported English as their primary

language, 39% reported Spanish as their primary language, and 3% reported Tongan as their primary language.

Respondents were asked questions specific to dental service visits (**Table 6**). Overall 59% indicated they were seeking follow-up/treatment and 20% of respondents indicated that the purpose of their visit was a dental exam. Many respondents from Sonrisas Dental Clinic (77%) indicated they were there for follow-up/treatment. 35% of respondents from Ravenswood indicated they were there for follow-up/treatment and 31% indicated they were there for a dental exam. Many respondents from the Mobile Dental Clinic (87%) indicated they were there for a follow-up/treatment.

Table 6. Dental service-specific questions

	Number	Percent
Purpose of appointment		
Follow-up Treatment	32	59%
Exam	11	20%
Other	7	13%
Emergency	4	7%
I was satisfied with the explanation for my dental treatment plan.		
Strongly Agree	38	64%
Agree	18	31%
Neutral	2	3%
Disagree	1	2%
Strongly Disagree	0	0%

Overall, 95% of respondents strongly agreed or agreed that they were satisfied with the explanation received for their dental treatment plan. 100% of respondents from the Mobile Dental Clinic and Sonrisas Dental Clinic and 90% of Ravenswood Dental Center respondents strongly agreed they were satisfied with the explanation received for their dental treatment plan.

Across all agencies, 87% of respondents indicated they strongly agreed or agreed that their provider understood and met their needs and concerns (**Figure 3**). 94% of Sonrisas Dental Clinic respondents strongly agreed that their needs and concerns were met in comparison to 93% of respondents from the Mobile Dental Clinic and 80% of Ravenswood Dental Center respondents. Overall, 95% of respondents strongly agreed or agreed that staff

treated them with dignity and respect (**Figure 4**). Similarly, 95% of respondents at all agencies strongly agreed or agreed that they were satisfied with their visit.

Qualitatively, the majority respondents were very satisfied with the dental services received, stating service was, “great”, “perfect”, and “awesome”. One participant noted that, “staff [is] very professional and I’m so grateful to get my smile back”, and another noted, “my follow-up was far out but it was okay.”

Behavioral Health Services

A total of 28 behavioral health surveys were administered by two agencies. 57% of surveys were administered by the Behavioral Health and Recovery Services Adult Resource Management (ARM), and 43% were administered by Coastside Mental Health Clinic. 75% of respondents reported English as their primary language, and 25% reported Spanish as their primary language. Of the respondents for BHRS ARM, 75% received services through Project 90, and 25% received services through Samaritan House – Safe Harbor. Overall, 96% of respondents strongly agreed or agreed that their provider understood and met their needs and concerns. 94% if respondents from BHRS ARM strongly agreed or agreed that their needs and concerns were met in comparison to 100% of Coastside Mental Health respondents. All respondents (100%) indicated that staff spoke with them about their mental health care goals.

Respondents were asked questions specific to behavioral health service visits (**Table 7**). Across both agencies, 100% of respondents indicated they strongly agreed or agreed that they participated in planning their treatment. The majority of respondent 68% indicated that staff met their requests regarding family involvement. 75% of respondents indicated they received information regarding their mental health conditions and medications prescribed.

Table 7. Behavioral Health service-specific questions

	Number	Percent
I participated in planning my treatment		
Strongly Agree	19	70%
Agree	8	30%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%

Table 7. Behavioral Health service-specific questions

Did staff meet your request regarding family involvement?		
Yes	19	100%
No	0	0%
I received information on my mental health condition(s) and medication(s) prescribed.		
Yes	21	100%
No	0	0%

Overall, 100% of respondents strongly agreed or agreed that staff treated them with dignity and respect. Similarly, 92% of respondents at both agencies strongly agreed or agreed that they were satisfied with their visit. Qualitatively, respondents indicated that they were extremely satisfied with their appointments and service received. One respondent stated, “today was like talking to an old friend”, another noted their provider was, “attentive, helpful, respectful”, and a third stated, “I love the services I receive it always makes my day”. Some respondents provided feedback on how to make services better. One respondent requested additional information on “good times” to call Coastside Mental Health, and another requested “more [information] about options when transition[ing] to next steps [in care treatment]”.

Enabling Services

A total of 51 enabling services surveys were administered by three agencies. 40% of surveys were administered by Puente de la Costa Sur, 31% were administered by Samaritan House at Safe Harbor, and 29% were administered by LifeMoves. 59% of respondents reported English as their primary language and 41% reported Spanish.

Overall, 98% of respondents strongly agreed or agreed that their provider understood and met their needs and concerns. 100% of respondents from Puente de la Costa Sur and LifeMoves and 93% of respondents from Safe Harbor strongly agreed or agreed their needs and concerns were met. Across all agencies, 95% of all respondents indicated that staff spoke with them about their insurance benefits, housing, and social service goals. 100% of respondents from Puente de la Costa Sur and 92% of respondents from Safe Harbor and

LifeMoves indicated that staff spoke with them about their insurance benefits, housing, and social service goals.

Respondents were asked questions specific to enabling service visits. **(Table 8)** Overall, 92% of respondents indicated they strongly agreed or agreed that agency staff were responsive to their needs. 80% of Safe Harbor respondents indicated they strongly agreed that agency staff were responsive to their needs, compared to 70% of Puente de la Costa Sur respondents and 66% of LifeMoves respondents. Overall, 83% of respondents strongly agreed or agreed that they had a clear idea of the services provided by the agency. Within agencies, 71% of LifeMoves respondents strongly agreed that they had a clear idea of the services provided, in comparison to 60% of Puente de la Costa Sur respondents and 50% of Safe Harbor respondents.

Table 8. Enabling service-specific questions

	Number	Percent
Agency staff are responsive to my needs		
Strongly Agree	31	61%
Agree	16	31%
Neutral	3	6%
Disagree	0	0%
Strongly Disagree	0	0%
I have a clear idea of the services provided by this agency		
Strongly Agree	30	59%
Agree	12	24%
Neutral	8	16%
Disagree	1	2%
Strongly Disagree	0	0%

Overall, 97% of respondents received the referral(s) needed. Across all agencies, only one respondent indicated that they did not receive the referral they needed. 96% of respondents strongly agreed or agreed that staff treated them with dignity and respect, with only two neutral responses. 84% of respondents strongly agreed or agreed that they were satisfied with their visit. At the agency level, 100% of respondents from LifeMoves, 89% of respondents from Puente de la Costa Sur, and 93% of respondents from Safe Harbor strongly agreed that they were satisfied with their visit.

Qualitatively, respondents were very pleased with the services received. One respondent wrote, “thoroughly content with services/meeting provided” and another wrote, “everything was perfect.”

The results above show differences in responses between the various enabling service agencies. Due to sample size, no conclusion can be made regarding true differences in service quality.

CONCLUSIONS

Survey participants across all services reported high levels of satisfaction with their health care visits. Across all services:

- 94% of respondents strongly agreed or agreed that their provider understood and met their needs and concerns;
- 97% of respondents strongly agreed or agreed that staff treated them with dignity and respect;
- 96% of respondents strongly agreed or agreed that they understood the next steps and follow-up plan;
- 95% of respondents received the referral they needed;
- 94% of respondents strongly agreed or agreed that it was easy to get in touch with clinic or agency staff;
- 87% of respondents strongly agreed or agreed they were able to get an appointment when they needed it; and,
- 93% of respondents strongly agreed or agreed that they were satisfied with their visit.

2018 Patient Satisfaction Survey results showed many areas of improvement from the 2016 Patient Satisfaction Survey Report. Of note, the percentage of respondents across all services that indicated that someone spoke with them about their service goals improved from 84% in 2016 to 94% in 2018.

A few areas of potential improvement are indicated by the surveys. Some areas of potential improvement relate to a specific service or agency. Due to small sample sizes, an additional study should be conducted before making agency or service-specific decisions.

- Two respondents offered suggestions for improvement of medical services:
 - One respondent suggested additional clinic hours on Sunday mornings from 8 am to 12 pm.
 - Another respondent stated they would have liked more communication between treatment steps.
- Several respondents offered suggestions for improvement for enabling services:
 - Two respondents noted difficulty in getting to and from Safe Harbor, as well as the distance between the shelter and bus stop being a challenge.
 - Two respondents requested more group events, such as mental health, games, support, and exercise groups.
 - One respondent asked for more clear explanations of client expectations from case managers.
- The percentage of respondents who strongly agreed or agreed they were able to get an appointment when they needed it decreased from 92% in 2016 to 87% in 2018. Both medical and behavioral service percentages in this category increased from 2016 to 2018. Dental services showed a decrease from 86% in 2016 to 75% in 2018. The program should examine new ways of expanding access to dental service appointments when needed.
- Future surveys should consider including a question for respondents to self-identify as homeless or farmworker to ensure the quality of services is standard across both populations.
- Limitations of the Patient Satisfaction Survey include small sample sizes and its single point-in-time nature. The survey will be repeated in the future, allowing for trend analysis and multiple time points. The surveys were administered to respondents by agency employees which may have influenced responses. Survey bias may play a role in the responses as well, as respondents are already engaged in services.