

**San Mateo County Health Care for the
Homeless and Farmworker Health Program
2016 Patient Satisfaction Survey**

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December 2016



Introduction

The San Mateo Medical County Health System provides health services in San Mateo County to 765,135 residents.¹ Although per capita yearly income is \$48,278, 8.4% of the county’s residents live in poverty.¹ The San Mateo County’s Health Care 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, they have conducted patient satisfaction surveys among homeless and farmworker residents who utilized medical, dental, mental health, or enabling services. The aim of the surveys was to gather information on how these populations access care and patient satisfaction with the services received during their visits.

Methods

Patient satisfaction surveys were delivered to nine service sites in San Mateo County. Four survey tools were developed to collect data regarding patient satisfaction with medical, dental, mental health, and enabling services. The majority of questions were common across all four survey tools, however some unique questions were asked regarding patient experience with the specific service received. A total of 212 surveys (in English, Spanish, Tongan) were recorded across all health agencies and service categories. Table 1 below identifies the health agencies that contributed recorded surveys.

Table 1. Participating health agencies and recorded surveys

Agency	Number	Percent
Medical		
Public Health Mobile Clinic	27	13%
Ravenswood Family Health Center	30	14%
Subtotal	57	27%
Dental		
SMMC Mobile Dental Clinic	15	7%
Ravenswood Family Health Center	23	11%
Sonrisas Dental Clinic	18	8%
Subtotal	56	26%
Mental Health		
Behavioral Health & Recovery Services	30	14%
Coastside Mental Health	19	9%
Subtotal	49	23%
Enabling		
Puente de la Costa Sur	18	8%
LifeMoves	16	8%
Samaritan House/Safe Harbor	16	8%
Subtotal	50	24%
Total	212	

¹ "San Mateo County, California." QuickFacts. United States Census Bureau, 2015.

Findings

All Services

A total of 212 surveys (in English, Spanish, Tongan) were recorded across all services and health agencies. Figure 1 below 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. Additionally, across all services, 97% of patients strongly agreed or agreed that staff treated them with dignity and respect during their visit (see Figure 2). Mental health patients reported particularly high levels of satisfaction, with 80% of respondents indicating that they strongly agreed that their provider understood and met their needs and 88% strongly agreed that staff treated them with respect and dignity.

Figure 1. My provider understood and met my needs and concerns today

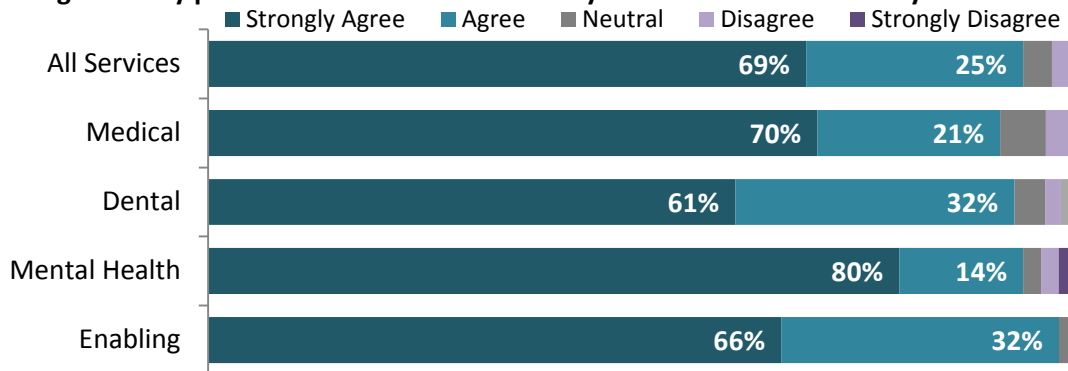


Figure 2. Staff treated me with dignity and respect

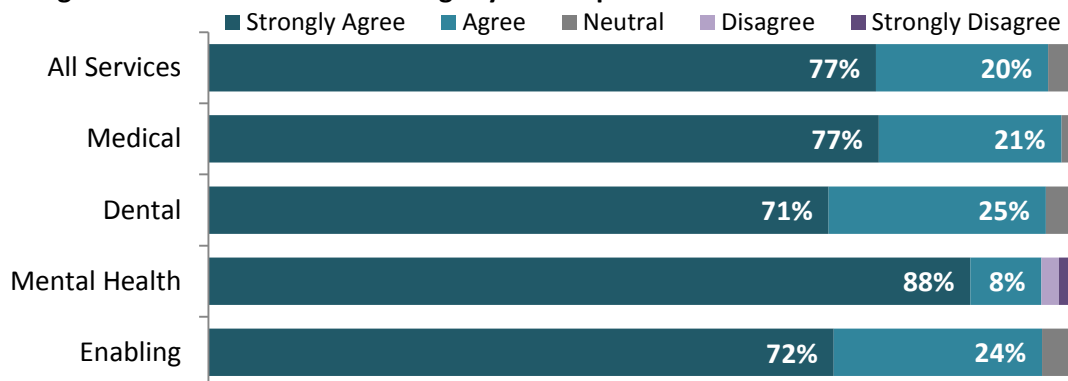


Table 2 (see page 3) shows patient responses to additional questions regarding their healthcare visit. Of those responding to the questions, 84% across all services reported that staff talked with them about their services; 84% of respondents across all services reported having no problems getting their medication while only 16% had problems; 93% of respondents across all services strongly agreed or agreed that they understood their next steps and follow-up plan as a result of their visit; and, 90% reported receiving the referrals they needed while only 10% did not receive the referral they needed.

Table 2. Patient feedback regarding healthcare visit

Services	Enabling	Mental Health	Dental	Medical	All Services
Did someone talk with you about your (services) goals					
n	36	48	36	51	171
Yes	72%	92%	92%	78%	84%
No	28%	8%	8%	22%	16%
Do you have problems getting your medications					
n	0	35	36	40	111
Yes	N/A	17%	17%	15%	16%
No	N/A	83%	83%	85%	84%
I understand my next steps and follow-up plan					
n	48	49	53	57	207
Strongly Agree	54%	71%	64%	75%	65%
Agree	38%	20%	34%	16%	27%
Neutral	8%	6%	2%	5%	5%
Disagree	0%	2%	0%	4%	1%
Strongly Disagree	0%	0%	0%	0%	0%
I received the referral(s) I needed					
n	41	38	32	33	144
Yes	93%	87%	94%	85%	90%
No	7%	13%	6%	15%	10%

Patients were also asked a series of questions regarding ease of making an appointment, transportation, and communicating with staff (see Table 3). The majority of respondents (92%) 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/agency staff (93%) and that they had no trouble getting to their visit (92%).

Table 3. Patient feedback regarding ease of access and communication

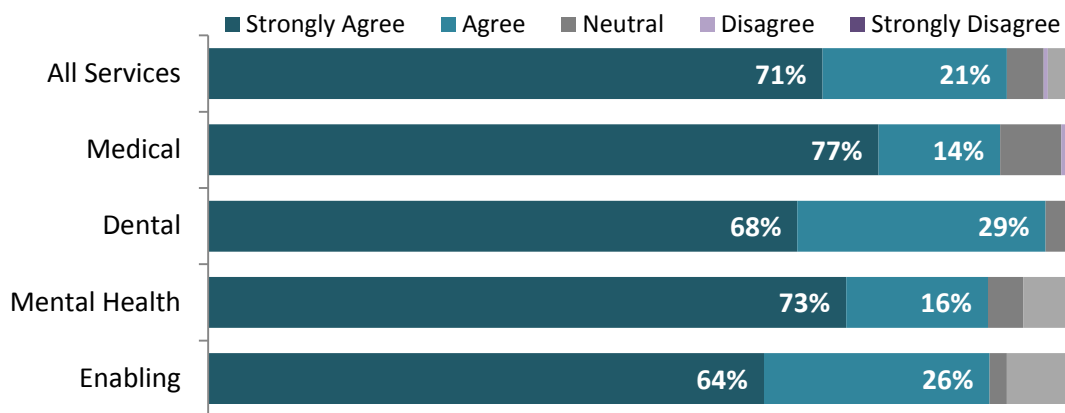
Services	Enabling	Mental Health	Dental	Medical	All Services
Did you have trouble getting here today					
n	49	49	48	53	199
Yes	10%	10%	6%	6%	8%
No	90%	90%	94%	94%	92%
Easy to get in touch with clinic/agency staff					
n	50	49	56	57	212
Strongly Agree	64%	69%	66%	65%	66%
Agree	30%	24%	27%	28%	27%
Neutral	4%	4%	2%	5%	4%
Disagree	2%	0%	5%	2%	2%
Strongly Disagree	0%	2%	0%	0%	0%

Table 3. Patient feedback regarding ease of access and communication

Services	Enabling	Mental Health	Dental	Medical	All Services
I was able to get an appointment when I needed it					
n	50	46	49	54	199
Strongly Agree	58%	70%	61%	65%	63%
Agree	32%	17%	37%	28%	29%
Neutral	8%	4%	2%	6%	5%
Disagree	2%	7%	0%	2%	3%
Strongly Disagree	0%	2%	0%	0%	1%

Finally, patients were asked to rate their overall satisfaction with their visit. Across all services, patients reported high levels of satisfaction with 92% of respondents selecting strongly agree or agree. These results were similar across all service types (see Figure 3).

Figure 3. I was satisfied with today's visit



Medical Services

A total of 57 medical services surveys were recorded across two health agencies. 47% of survey respondents were through the Public Health Mobile Health Clinic and 53% were through Ravenswood Family Health Center. 91% of respondents reported English as their primary language (9% reported Spanish). Overall, respondents reported high levels of satisfaction with their medical visits through both health agencies. 91% of respondents indicated that they strongly agreed or agreed that they were satisfied with their visit (77% strongly agreed). Similarly, 91% of respondents indicated that they strongly agreed or agreed that they understood their next steps and follow-up plan. Respondents who received care through the Public Health Mobile Health Clinic more strongly agreed that their provider met their needs and concerns during their visit, with 85% of Mobile Van respondents strongly agreeing as compared to 57% of Ravenswood respondents (see Table 4 on next page).

Table 4. Medical provider met needs and concerns during visit

	Mobile Health Clinic	Ravenswood	All Respondents
Strongly Agree	85%	57%	70%
Agree	15%	27%	21%
Neutral	0%	10%	5%
Disagree	0%	7%	4%

Respondents were also asked questions specific to primary care service visits (see Table 5). 76% of respondents indicated that they were asked if they had any problems with the medications they took and 59% indicated that they had a doctor or medical clinic where they went to receive regular care.

Table 5. Medical Service-specific questions

	Number	Percent
Did anyone ask if you have problems with the medications you take		
Yes	31	76%
No	10	24%
I have a doctor or medical clinic where I go to get regular care		
Yes	33	59%
No	23	41%

Qualitatively, respondents provided positive feedback for both agencies, reporting that Ravenswood Family Health Center staff were “really nice and helpful” and that they received “great service” through both the Public Health Mobile Health Clinic and Ravenswood Family Health Center.

Dental Services

A total of 56 dental services surveys were recorded across three agencies. 27% of survey respondents were through the Mobile Dental Clinic, 41% were through Ravenswood Dental Center, and 32% through Sonrisas Dental Clinic. 54% of respondents reported English as their primary language and 45% reported Spanish.

Respondents were asked questions specific to dental service visits (see Table 6). Overall, 38% of respondents indicated that the purpose of their visit was a dental exam and 30% indicated they were seeking follow-up/treatment. The majority of respondents from Sonrisas Dental Clinic (72%) indicated they were there for a dental exam. The majority of respondents from the Mobile Dental Clinic (73%) indicated they were there for follow-up/treatment. Respondents from Ravenswood Dental Center indicated their visits were predominantly for other reasons (39%), emergencies (26%), and dental exams (22%).

Table 6. Dental Service-specific questions

Dental	Number	Percent
Purpose of Appointment		

Table 6. Dental Service-specific questions

Dental	Number	Percent
Exam	21	38%
Emergency	6	11%
Follow-up/Treatment	17	30%
Other	12	21%
Someone explained my dental treatment plan		
Strongly Agree	29	59%
Agree	18	32%
Neutral	1	2%
Disagree	1	2%
Strongly Disagree	0	0%

Overall, 93% of respondents indicated they strongly agreed or agreed that their provider understood and met their needs and concerns. 87% of respondents from the Mobile Dental Clinic strongly agreed that their needs and concerns were met in comparison to 52% of Ravenswood Dental Center respondents and 50% of Sonrisas Dental Clinic respondents. Overall, 84% of respondents strongly agreed or agreed that someone explained their dental treatment plan. 80% of respondents from the Mobile Dental Clinic strongly agreed that someone explained their dental treatment plan in comparison to 35% of Ravenswood Dental Center respondents and 50% of Sonrisas Dental Clinic respondents.

Overall, 96% of respondents strongly agreed or agreed that staff treated them with dignity and respect. Similarly, 97% of respondents at all agencies strongly agreed or agreed that they were satisfied with their visit.

Mental Health Services

A total of 49 mental health services surveys were recorded across two agencies. 61% of survey respondents were through Behavioral Health & Recovery Services (BHRS) and 39% through Coastside Mental Health. 84% of respondents reported English as their primary language and 16% reported Spanish. 33% of all respondents reported receiving services through Project 90 and 20% reported receiving services through Safe Harbor.

Overall, 94% of respondents strongly agreed or agreed that their provider understood and met their needs and concerns. 87% of respondents from BHRS strongly agreed that their needs and concerns were met in comparison to 68% of Coastside Mental Health respondents. The majority of respondents (90%) also indicated that staff spoke with them about their mental health care goals.

Respondents were asked questions specific to mental health service visits (see Table 7). Overall, 93% of respondents indicated they strongly agreed or agreed that they participated in planning their treatment. Respondents from BHRS more strongly agreed that they participated in the process (82%) compared to Coastside Mental Health (59%). The majority of respondents (97%) indicated that staff met their requests regarding family involvement. 95% of respondents indicated that they received information

regarding their mental health conditions and prescribed medications. Overall, 17% of respondents indicated that they had trouble getting their medications.

Table 7. Mental Health Service-specific questions

	Number	Percent
I participated in planning my treatment		
Strongly Agree	33	73%
Agree	9	20%
Neutral	2	4%
Disagree	0	0%
Strongly Disagree	1	2%
Did staff meet your request regarding family involvement		
Yes	28	97%
No	1	3%
I received information on my mental health conditions and medications prescribed		
Yes	37	95%
No	2	5%

Overall, 96% of respondents strongly agreed or agreed that staff treated them with dignity and respect. Similarly, 89% of respondents at all agencies strongly agreed or agreed that they were satisfied with their visit. Qualitatively, respondents indicated that they were satisfied with their appointments and the service received. One respondent reported “feeling very comfortable sharing [my] needs and concerns”

Enabling Services

A total of 50 enabling services surveys were recorded across three agencies. 32% of survey respondents were through LifeMoves, 32% were through Samaritan House/Safe Harbor, and 38% were through Puente de la Costa Sur. 82% of respondents reported English as their primary language and 18% reported Spanish.

Overall, 98% of respondents strongly agreed or agreed that their provider understood and met their needs and concerns. 88% of respondents from LifeMoves strongly agreed that their needs and concerns were met in comparison to 63% of Samaritan House/Safe Harbor respondents and 50% of Puente de la Costa Sur respondents. The majority of respondents overall (52%) indicated that staff spoke with them about their insurance benefits, housing, and social services goals. 81% of LifeMoves respondents indicated that someone spoke with them about their goals in comparison to 50% of Puente de la Costa Sur respondents and 25% of Samaritan House/Safe Harbor respondents.

Respondents were asked questions specific to enabling service visits (see Table 9). Overall, 90% of respondents indicated they strongly agreed or agreed that their phone calls were returned promptly. 81% of LifeMoves respondents indicated that they strongly agreed their calls were returned promptly, compared to 50% of Puente de la Costa Sur respondents and 38% of Samaritan House/Safe Harbor respondents. Overall, 88% of respondents strongly agreed or agreed that they had a clear idea of the services provided by the agency. Interestingly, 94% of LifeMoves respondents strongly agreed that they

had a clear idea of the services provided, in comparison to 50% of Puente de la Costa Sur respondents and 38% of Samaritan House/Safe Harbor respondents.

Table 8. Enabling Service-specific questions

	Number	Percent
Phone calls were returned promptly		
Strongly Agree	28	60%
Agree	14	30%
Neutral	4	9%
Disagree	1	2%
Strongly Disagree	0	0%
I have a clear idea of the services provided by this agency		
Strongly Agree	30	54%
Agree	14	25%
Neutral	6	11%
Disagree	0	0%
Strongly Disagree	0	0%

Overall, 90% of respondents strongly agreed or agreed that they were able to get an appointment when they needed one. Respondents from LifeMoves more strongly agreed that they were able to get an appointment (94%) than respondents from Puente de la Costa Sur (39%) and Samaritan House/Safe Harbor (44%). 25% of respondents from Samaritan House/Safe Harbor indicated that they had trouble getting to their visit, compared to 10% overall.

96% of respondents strongly agreed or agreed that staff treated them with dignity and respect. At the agency-level, 100% of LifeMoves respondents strongly agreed or agreed with this statement. Similarly, 90% of respondents at all agencies strongly agreed or agreed that they were satisfied with their visit. Respondents from LifeMoves more strongly agreed that they were satisfied (81%) than respondents from Puente de la Costa Sur (50%) and Samaritan House/Safe Harbor (63%).

The results above show differences in responses between the various Enabling Services agencies. Given the low number of responses, no conclusion can be made regarding whether the data reflect actual differences in service quality. The data will need to be provided to each agency so that further evaluation may be done looking for root causes.

Conclusions

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

Across all services:

- 94% of patients strongly agreed or agreed that their provider understood and met their needs and concerns;
- 97% of patients strongly agreed or agreed that staff treated them with dignity and respect during their visit;
- 92% strongly agreed or agreed that they were satisfied with their visit;
- 93% strongly agreed or agreed that it was easy to get in touch with agency staff;
- 91% indicated that they understood their next steps and follow-up plan;
- 92% of respondent indicated that they had no trouble getting to their health care visit; and,
- 92% strongly agreed or agreed that they were able to get an appointment when they needed it.

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

- 40% of respondents to the medical services questions stated they did not have doctor or medical clinic where they get regular care. This finding will need to be investigated further to determine why respondents are not linked to a Primary Care Medical Home. Further enquiry into whether patients are having difficulty specifically accessing brick and mortar clinic sites would also be helpful.
- 84% of respondents across all services indicated that someone spoke with them about their service goals but there was variability across services on this question. 92% of mental health services respondents indicated that staff spoke with them about their goals while only 72% of enabling services and 78% dental services respondents indicated that staff spoke with them about their service goals.
- 92% across all services strongly agreed or agreed that they were able to get an appointment when they needed it. However, among enabling service providers this ranged from 94%-39%. The data will need to be provided to each enabling service agency to further evaluate reasons for discrepancies between them.
- 92% of respondent across all services indicated that they had no trouble getting to their health care visit. However, among enabling services visits, 25% of respondents from one agency indicated that they had trouble getting to their visit, compared to 10% across all enabling services visits and 8% across all service visits. Survey results should be provided to each agency to further evaluate reasons for the discrepancy.
- Although 92% of respondents indicated they had no trouble getting to their health care visit, the survey results represent only those respondents who attended their visit. Adjustments may need to be made to the survey question to better capture reasons why respondents may not

have been able to attend visits in the past. In addition, assessing transportation issues may be a valuable focus for future program Needs Assessments.

- Limitations of the Patient Satisfaction Survey include small samples sizes and its single point-in-time nature. The Survey will be repeated in the future, allowing for trend analysis and multiple time points. Effort should be made with future Surveys to increase sample sizes through distributing more surveys per agency and including more participating agencies. Consideration should be made to include the San Mateo Medical Center Primary Care Clinics in future surveys.