

# Hospital Care for adult patients with IDD: Improving the patient experience



## 1. Does your hospital have specific IDD Care practice standards?

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes                      |  | 1.2%             | 1              |
| No                       |  | 53.6%            | 45             |
| Don't know               |  | 45.2%            | 38             |
| <b>answered question</b> |  |                  | <b>84</b>      |
| <b>skipped question</b>  |  |                  | <b>2</b>       |

## 2. How well does the hospital staff understand the following:

|  | Poor                        | Fair                        | Neutral       | Good      | Excellent | Rating Average | Response Count |
|--|-----------------------------|-----------------------------|---------------|-----------|-----------|----------------|----------------|
| a. The client's level of functioning                     | 32.1%<br>(26)               | <b>40.7%</b><br><b>(33)</b> | 19.8%<br>(16) | 4.9% (4)  | 2.5% (2)  | 2.05           | 81             |
| b. The client's communication patterns                   | <b>48.1%</b><br><b>(39)</b> | 25.9%<br>(21)               | 17.3%<br>(14) | 7.4% (6)  | 1.2% (1)  | 1.88           | 81             |
| c. What is frightening to the client                     | <b>43.8%</b><br><b>(35)</b> | 35.0%<br>(28)               | 16.3%<br>(13) | 3.8% (3)  | 1.3% (1)  | 1.84           | 80             |
| d. What is calming to the client                         | <b>43.8%</b><br><b>(35)</b> | 32.5%<br>(26)               | 17.5%<br>(14) | 5.0% (4)  | 1.3% (1)  | 1.88           | 80             |
| e. Environmental stimuli may be disruptive to the client | <b>46.9%</b><br><b>(38)</b> | 28.4%<br>(23)               | 19.8%<br>(16) | 3.7% (3)  | 1.2% (1)  | 1.84           | 81             |
| f. The client should be respected and spoken to          | 27.2%<br>(22)               | <b>37.0%</b><br><b>(30)</b> | 22.2%<br>(18) | 11.1% (9) | 2.5% (2)  | 2.25           | 81             |
| <b>answered question</b>                                 |                             |                             |               |           |           |                | <b>81</b>      |
| <b>skipped question</b>                                  |                             |                             |               |           |           |                | <b>5</b>       |

### 3. How satisfied are you with these aspects of hospital care?

|  | Poor                        | Fair                        | Neutral       | Good          | Excellent | Rating Average | Response Count |
|--|-----------------------------|-----------------------------|---------------|---------------|-----------|----------------|----------------|
| a. Communication between DSP's and hospital staff  | 23.5%<br>(19)               | <b>46.9%</b><br><b>(38)</b> | 22.2%<br>(18) | 6.2% (5)      | 1.2% (1)  | 2.15           | 81             |
| b. Appreciate the client's current living situation  | <b>33.3%</b><br><b>(27)</b> | 28.4%<br>(23)               | 25.9%<br>(21) | 11.1% (9)     | 1.2% (1)  | 2.19           | 81             |
| c. Understand the client's prior health treatments and care before the hospital                | 29.3%<br>(24)               | <b>36.6%</b><br><b>(30)</b> | 24.4%<br>(20) | 7.3% (6)      | 2.4% (2)  | 2.17           | 82             |
| d. The level of communication that the hospital has with the clients outpatient care providers | 25.6%<br>(21)               | <b>36.6%</b><br><b>(30)</b> | 24.4%<br>(20) | 12.2%<br>(10) | 1.2% (1)  | 2.27           | 82             |
| e. Clarity of discharge instructions back to home  | 28.4%<br>(23)               | <b>34.6%</b><br><b>(28)</b> | 23.5%<br>(19) | 12.3%<br>(10) | 1.2% (1)  | 2.23           | 81             |
| f. Understand the local/state IDD support system   | <b>52.4%</b><br><b>(43)</b> | 26.8%<br>(22)               | 17.1%<br>(14) | 1.2% (1)      | 2.4% (2)  | 1.74           | 82             |
| <b>answered question</b>   |                             |                             |               |               |           |                | <b>82</b>      |
| <b>skipped question</b>  |                             |                             |               |               |           |                | <b>4</b>       |






#### 4. What has been your experience with these various issues in the hospital??

|  | Poor       | Fair       | Neutral           | Good              | Excellent  | Rating Average | Response Count |
|--|------------|------------|-------------------|-------------------|------------|----------------|----------------|
| a. Allowance for DSP's/family to stay with client  | 8.5% (7)   | 13.4% (11) | 18.3% (15)        | <b>37.8%</b> (31) | 22.0% (18) | 3.51           | 82             |
| b. Use of mechanical and chemical restraints       | 17.1% (14) | 26.8% (22) | <b>32.9%</b> (27) | 17.1% (14)        | 6.1% (5)   | 2.68           | 82             |
| c. Skin breakdown                                  | 13.6% (11) | 32.1% (26) | <b>35.8%</b> (29) | 17.3% (14)        | 1.2% (1)   | 2.60           | 81             |
| d. Unexpected falls                                | 8.6% (7)   | 25.9% (21) | <b>40.7%</b> (33) | 19.8% (16)        | 4.9% (4)   | 2.86           | 81             |
| e. Aspiration                                      | 11.3% (9)  | 28.8% (23) | <b>33.8%</b> (27) | 21.3% (17)        | 5.0% (4)   | 2.80           | 80             |
| f. Prolonged length of stay                        | 16.3% (13) | 32.5% (26) | <b>33.8%</b> (27) | 16.3% (13)        | 1.3% (1)   | 2.54           | 80             |
| g. Readmission for the same problem within 30 days | 17.5% (14) | 27.5% (22) | <b>33.8%</b> (27) | 18.8% (15)        | 2.5% (2)   | 2.61           | 80             |
| <b>answered question</b>                           |            |            |                   |                   |            |                | <b>82</b>      |
| <b>skipped question</b>                            |            |            |                   |                   |            |                | <b>4</b>       |

## 5. Are these outpatient health services available?

|  | Yes               | No                | Don't know | Response Count |
|--|-------------------|-------------------|------------|----------------|
| a. Health promotion/Prevention                       | 39.5% (32)        | <b>40.7% (33)</b> | 19.8% (16) | 81             |
| b. Medication education                              | 31.3% (26)        | <b>43.4% (36)</b> | 25.3% (21) | 83             |
| c. Dental Hygiene                                    | 36.6% (30)        | <b>37.8% (31)</b> | 25.6% (21) | 82             |
| d. Healthcare Coordinator                            | 30.5% (25)        | <b>45.1% (37)</b> | 24.4% (20) | 82             |
| e. Formalized Health documents for each health visit | <b>41.0% (34)</b> | 33.7% (28)        | 25.3% (21) | 83             |
| f. List of local IDD Healthcare Providers            | 14.6% (12)        | <b>57.3% (47)</b> | 28.0% (23) | 82             |
| g. Palliative and End of Life training               | 27.5% (22)        | <b>42.5% (34)</b> | 30.0% (24) | 80             |
| <b>answered question</b>                             |                   |                   |            | <b>83</b>      |
| <b>skipped question</b>                              |                   |                   |            | <b>3</b>       |

## 6. In your opinion, what is the overall level of health of the individuals you support?

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| a. Poor                  |  | 5.0%             | 4              |
| b. Fair                  |  | 31.3%            | 25             |
| c. Neutral               |  | 22.5%            | 18             |
| <b>d. Good</b>           |  | <b>36.3%</b>     | <b>29</b>      |
| f. Excellent             |  | 5.0%             | 4              |
| <b>answered question</b> |   |                  | <b>80</b>      |
| <b>skipped question</b>  |   |                  | <b>6</b>       |