

Steward Health Care System, LLC - Good Samaritan Medical Center
DoN Application # 22111516
Applicant Responses #2

1. The application states that the Proposed Project includes outpatient psychiatric services and that these services will provide access to a continuum of care for patients (Narrative pg.13). To better understand how the Proposed Project will address Patient Panel need, explain how the new behavioral health facility will increase Patient Panel access to outpatient psychiatric services, and how the provision of outpatient psychiatric services will further support access to a behavioral health continuum of care for the Patient Panel.

Response:

Currently, there are no outpatient psychiatric services provided at Good Samaritan Medical Center ("GSMC"). This project will allow for patients to receive inpatient stabilization and follow up outpatient services in the same setting, embedded within this community. Patients requiring inpatient services are generally in a state of crisis. The goal of GSMC outpatient treatment program is to provide the needed services required by its patient population to help patients maintain psychiatric stability within the community without having to reach the critical crisis point. GSMC's goal is to provide a consistent, contiguous pathway for patients to achieve and maintain stabilization through a mix of therapies within its outpatient program.

2. In the responses to DoN Questions, it states that the GSMC ED has a behavioral health area with two isolation rooms, two rooms that can be quasi-isolation rooms, and six other rooms (pg.5). Please provide a definition or explanation of the quasi-isolation rooms and describe how the "six other rooms" are used.

Response:

The two quasi-isolation rooms are equipped with "garage doors" that can be pulled down effectively creating an isolation room at any time. Depending on the acuity of the behavioral health population in the Emergency Department, these rooms can be quickly mobilized to provide additional isolation room functionality. The other six rooms are essentially just geographically located around the other four "isolation type rooms".

3. DoN staff revised the Patient Satisfaction Reporting Measure, as shown below. Please indicate whether the Applicant will be able to report on the measure as described.

Patient Satisfaction Measure: The Applicant will utilize the Press Ganey Performance monitoring to identify in-patient satisfaction scores.

Reporting will include:

- The number of surveys administered,
- The survey response rate,

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- A description of the subcategories that were measured and the range of the rating scale, and
- A description of the calculation of overall patient satisfaction.

Report the percent or number of patients indicating satisfactory rating for overall patient satisfaction and the subcategories.

Response:

Applicant can report on the measure described.