

Agenda Item Number:

**ORANGE COUNTY BOARD OF HEALTH
AGENDA ITEM SUMMARY**

Meeting Date: October 27, 2021

Agenda Item Subject: Customer Satisfaction Surveys – Environmental Health,
Dental Clinic and Medical Clinic

Attachment(s): PowerPoint

Staff or Board Member Reporting: Victoria Hudson, Caroline Shumaker and
Quintana Stewart

Purpose: Action
 Information only
 Information with possible action

Summary Information:

Per Board of Health Policy and Accreditation standards, annually staff will present to the Board of Health results of patient and client input on services received, including any corrective actions deemed necessary to improve services.

Recommended Action: Approve
 Approve & forward to Board of Commissioners for action
 Approve & forward to _____
 Accept as information
 Revise & schedule for future action
 Other (detail):



Customer Satisfaction Survey Reports 2021

Environmental,
Dental, and Personal Health

Victoria Hudson, Caroline Shumaker,
& Quintana Stewart



ENVIRONMENTAL HEALTH CUSTOMER SATISFACTION 2020-2021

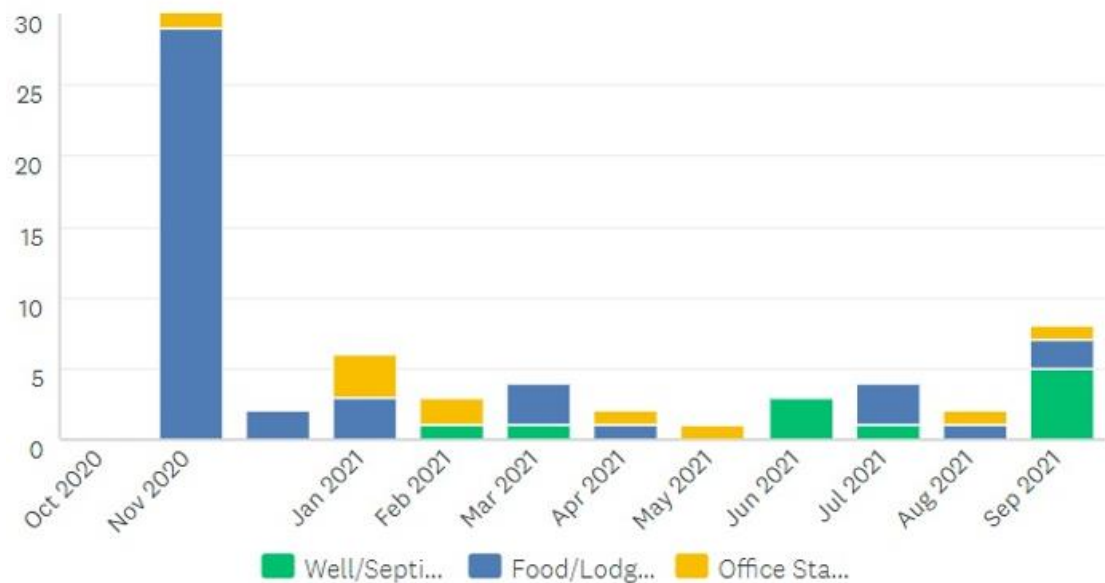
90 RESPONDENTS

DISTRIBUTION REPRESENTS THAT THE NEW SURVEY LINK WAS SENT OUT AS AN INVITATION IN NOVEMBER AND DEMONSTRATES MORE CLIENTS OF THE FOOD PROTECTION PROGRAM.

-THE PREVIOUS SURVEY RESULTS (JUL-OCT) WERE NORMAL DISTRIBUTION.

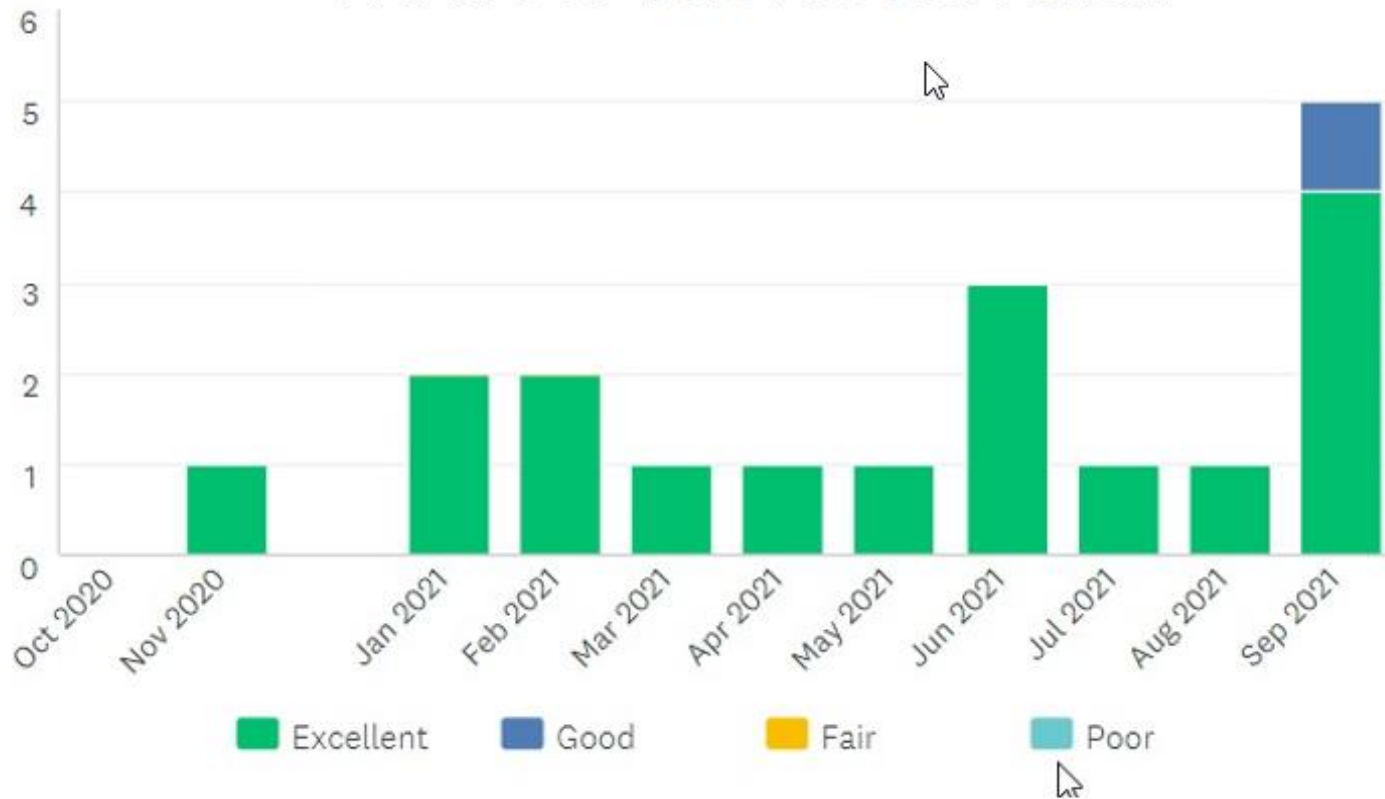
-SAME AVAILABILITY OF THE SURVEY AS THE PAST 11 YEARS

ENVIRONMENTAL HEALTH SURVEY
RESPONDENTS



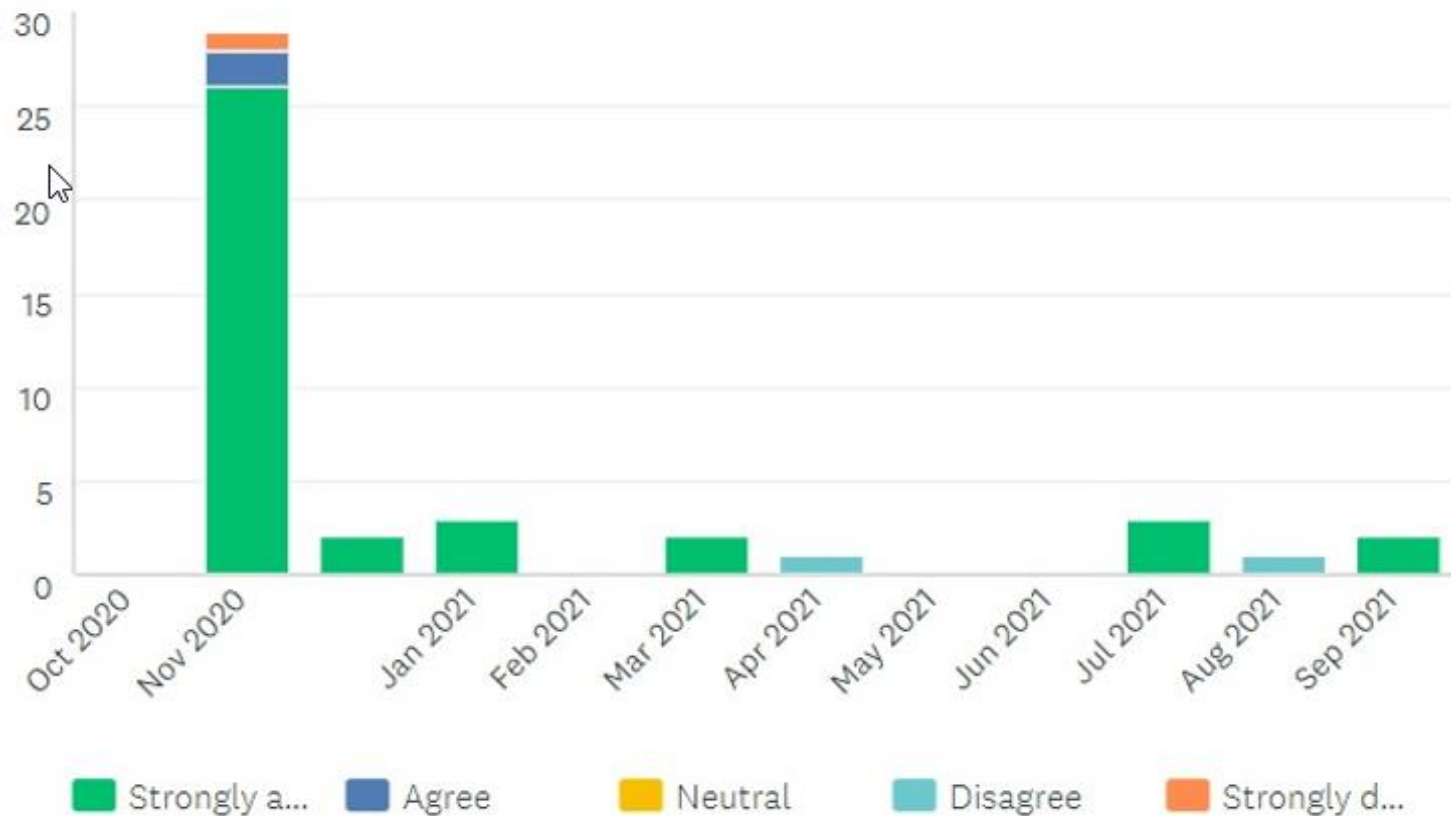
PUBLIC PERCEPTION

ENVIRONMENTAL HEALTH RATING OF PROFESSIONALISM



PUBLIC PERCEPTION

ENVIRONMENTAL HEALTH ARE WE MAKING A DIFFERENCE?

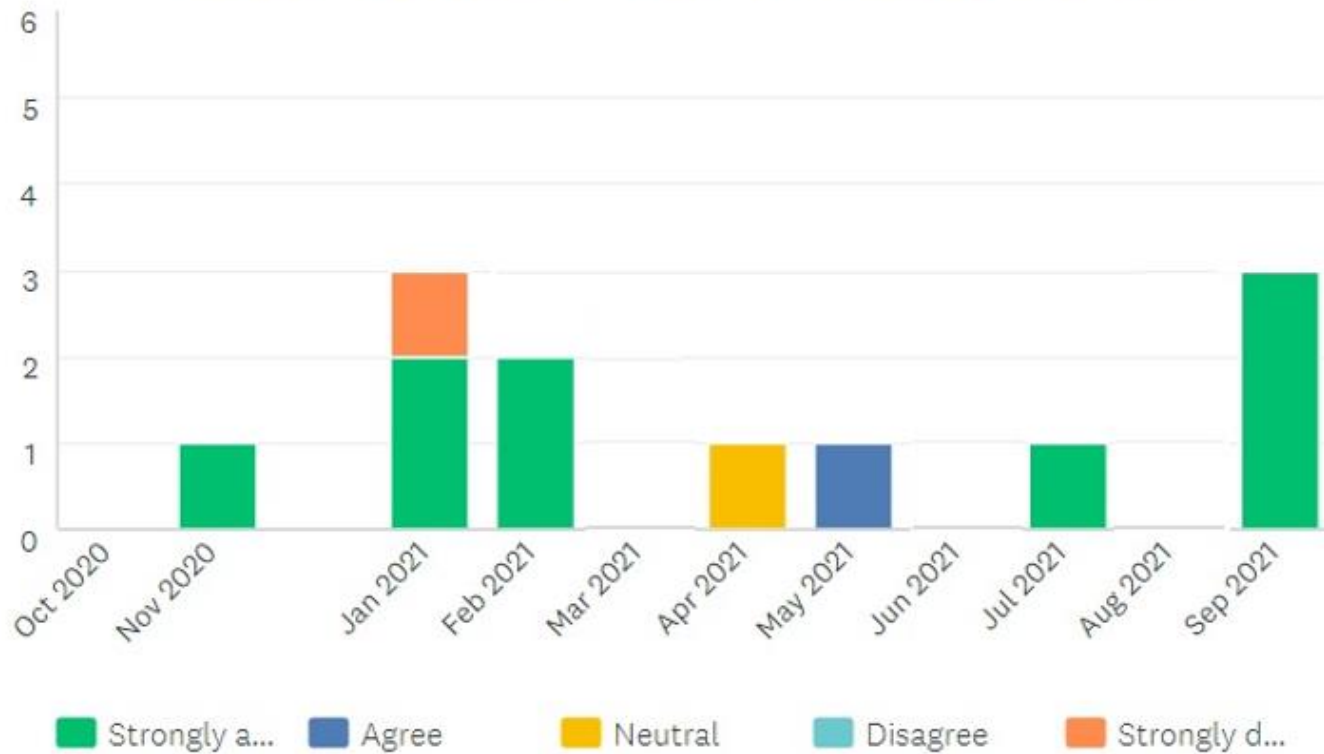


PUBLIC PERCEPTION

ENVIRONMENTAL HEALTH

ARE WE MAKING A DIFFERENCE?

ONSITE WATER PROTECTION PROGRAM



TARGETS FOR 2020-2021

- IMPROVE PERCEPTIONS ABOUT RESPONSE TIME BY 25%- **NOT MEASURED**
- ENHANCE THE APPLICATION EXPERIENCE NOW THE LMCPS IS VERY FUNCTIONAL & CSS IS MORE POSSIBLE THAN EVER- **CSS NOT READY**
- INCREASE SUBMITTAL RATE BY 10% FOR OSWP- **DID NOT INCREASE**
- INCREASE SUBMITTAL RATE BY 25% FOR FLI- **DID NOT INCREASE**

TARGETS FOR 2021-2022

- RETURN TO A EH SPECIFIC SURVEY
- INCLUDE THE PERCEPTION MEASURES FROM THE DEPARTMENT SURVEY
- INCREASE SUBMITTAL RATE BY 10% FOR OSWP
- INCREASE SUBMITTAL RATE BY 25% FOR FLI
- USE THE MEASURES TO MAKE POLICY DECISIONS THAT IMPROVE THE CLIENT EXPERIENCE

Questions?

VICTORIA HUDSON

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DENTAL CLINIC

Customer Satisfaction Survey Reports 2021

Dental Health Patient Satisfaction Surveys

Survey Response Collection Methods:

- OCHD Switched to unified survey in 11/2020
- Try to collect 20 each month in house. The remaining responses are collected electronically.
- Link sent by text or email one day after visit.
- 200 Responses Since 11/2020

Dental Health Patient Satisfaction Surveys

- **English Survey Results: Nov 2020-Oct 2021**
 - 96% satisfied with overall experience
 - 96% agreed front desk staff and dentists were courteous and responsive to needs
 - 98% agreed dental assistants or hygienists were courteous and responsive to needs
 - Mostly positive open-ended survey responses, such as “Professional,” “Awesome,” “Friendly”, “Helpful” and “Great Care”
 - Suggestions for Improvement included, “Shorter wait times,” “treatment not explained well”

Dental Health Patient Satisfaction Surveys

- **Spanish Survey Results: Nov 2020-Oct 2021**
 - 98% satisfied with overall experience
 - 100% agreed front desk staff and dentists were courteous and responsive to needs
 - 100% agreed dental assistants or hygienists were courteous and responsive to needs
 - 98% satisfied with interpretation services
 - Mostly positive open-ended survey responses, such as “Great service/care” and “their kindness.”
 - Suggestions for Improvement- None were directly entered, however, only 85% agreed that it was easy to schedule an appointment. This suggests improving wait times for appointments, which we also saw in the English responses.

Questions?

Caroline Shumaker

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MEDICAL CLINIC

Customer Satisfaction

Survey Reports 2021

Medical Clinic Satisfaction Survey Responses

- Medical Clinic attempted to switch to electronic survey
- Only received a total of 42 responses

Known Challenges/Barriers

- Change in clinic leadership during original implementation plan
- Abbreviated clinic schedule
- Workflow process for survey administration not clearly developed

Medical Clinic Satisfaction Survey Responses

- Question 1: Staff were friendly, respectful & helpful
 - 76% Agree
 - 2% Disagree
 - 10% I don't know
 - 12% Does not apply

Medical Clinic Satisfaction Survey Responses

- Question 2: Staff clearly explained information to me in a way I understood
 - 79% Agree
 - 2% Disagree
 - 7% I don't know
 - 12% Does not apply

Medical Clinic Satisfaction Survey Responses

- Question 3: I am likely to recommend this program or service to my family and friends.
 - 76% Agree
 - 14% Disagree
 - 0% I don't know
 - 10% Does not apply

Medical Clinic Satisfaction Survey Responses

- Question 4: I didn't have to wait too long to see a staff member.
 - 69% Agree
 - 5% Disagree
 - 5% I don't know
 - 21% Does not apply

Medical Clinic Satisfaction Survey Responses

- Question 5: I'm satisfied with the amount of time I spent with a staff member.
 - 67% Agree
 - 2% Disagree
 - 5% I don't know
 - 26% Does not apply

Medical Clinic Satisfaction Survey Responses

- Question 6 : The Medical Clinic Hours are convenient for me.
 - 45% Yes
 - 5% No
 - 50% Does not Apply

Medical Clinic Satisfaction Survey Responses

- Question 7 : I was able to get an appointment in a timely manner.
 - 63% Yes
 - 17% No
 - 20% Does not apply

Medical Clinic Satisfaction Survey

Responses

Free Text Comments:

- Covid clinic at RR lot. Feb 12. Went well. Very organized. Everyone very knowledgeable. Thanks!
- Got the vaccines on Estes, extremely well done. Good people, nice set up of the area, fast.
- Although Jennifer was medical clinic staff (I called that number because it was the only way I could talk to a human), she answered my questions about getting the 2nd COVID vaccine dose. Thank You! Jennifer.
- No visit. We were trying to make a COVID vaccination appointment on line or by phone. Many frustrations before success. Why don't you give everyone a number for their place in line and then give daily reports about what numbers have already been scheduled and for when?

Medical Clinic Satisfaction Survey Responses

Free Text Comments:

- My experience was great. I think it would have been helpful to have been given an appointment for my second dose during the appointment for my first dose.
- Only heard about 2nd shot appt the week it was scheduled. Worried because of news of vaccine shortages. Now relaxed, but felt some stress till I heard appt confirmed. I understand how busy you have been, but my wife was scheduled for shot # 2 the day she got shot #1 (UNC Friday Center).
- The folks at the vaccine center were competent, friendly and quick.
- I think you folks did a fantastic job.
- Everyone was cordial and up-beat, which is wonderful considering the pressure they're under.
- Victoria Hudson called me back for a question I left on the Covid-19 hotline. She was very helpful and informative. I enjoyed talking to her.



Questions/Comments?

