Meeting Date:  October 25, 2017

Agenda Item Subject:  Customer Satisfaction Survey 2017

Attachment(s): Personal Health, Dental, and Environmental Health Client Input Surveys 2017

Staff or Board Member Reporting:  Pam McCall, PHSD Director; John Kase, EH Interim Director; Carla Julian, Dental Clinic Manager

Purpose:  

X Information only

Information with possible action

Summary Information:
Per Board of Health Policy and Accreditation standards, each year the Board of Health will receive from the staff of the Health Department the results of patient and client input on services received, including any corrective actions deemed necessary to improve services.

Personal Health:
The majority of the measures in the last Personal Health client input surveys show continued high levels of satisfaction with staff and services. The survey asks clients to agree or disagree to 14 statements regarding location, hours, ease of contact, and treatment by staff and overall satisfaction with the services. In many cases no response was recorded and that contributed to less than 100% agreement on the statement. The survey asks for the client’s opinion on how services can be improved. Client comments are predominantly positive with a few requests for additional clinic hours.

Dental Health:
The Dental Health Services patient satisfaction survey in September 2017 reflects patient satisfaction with staff friendliness, dental provider listening skills and explanations of care. Survey results also reveal 95% trust in OCHD’s dental providers. Dissatisfaction with wait time for prophylactic hygiene appointments is the number one complaint per patient comments on surveys and verbally when attempting to schedule new and existing patients.

Environmental Health:
Environmental Health has used the same 18 question survey tool since 2007. The questions have not changed in order to compare the most recent survey comments to our historical data. Hopefully, this will allow us to monitor trends and target areas in which improvements or corrections to the program can be implemented. The survey questions and comments are collected using Survey Monkey software package. The survey data collection period runs from September to September. The survey is delivered to clients via all email correspondence.

The survey has 4 questions that allow for free form comments. Two questions allow comments on services. Two questions allow for comments on staff. The other 14 questions are check box type questions. Predominantly, the feedback received on the September 2016 to September 2017 period was very positive. Environmental Health management team reviews the comments and results and the results are shared with the entire Environmental Health staff during a monthly staff meeting.

**Recommended Action:**

[_] Approve

[_] Approve & forward to BOCC for action

[_] Approve & forward to ___________________________

_X_ Accept as information

[_] Revise & schedule for future action

[_] Other (detail):
Customer Satisfaction Survey Results

October 25, 2017

Personal Health Services
Surveys

- Paper surveys collected mid-December to mid-January
- Surveys available in English and Spanish
- 114 surveys collected at SHSC
- 309 surveys collected at WHSC
- Response to interpreter questions: WHSC-37, SHSC-63
- Not all respondents answered all questions
## Results

<table>
<thead>
<tr>
<th>% AGREE</th>
<th>WHSC N=309</th>
<th>SHSC N=114</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient Location</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td></td>
<td>4 disagree</td>
<td>1 no response</td>
</tr>
<tr>
<td>Convenient Hours</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>9 disagree</td>
<td>5 no response</td>
</tr>
<tr>
<td>Easy to Contact Clinic</td>
<td>98%</td>
<td>96%</td>
</tr>
<tr>
<td></td>
<td>5 disagree</td>
<td>4 disagree</td>
</tr>
<tr>
<td></td>
<td>2 no response</td>
<td>1 no response</td>
</tr>
<tr>
<td>Easy to Make Appointment</td>
<td>97%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>5 disagree</td>
<td>5 no response</td>
</tr>
<tr>
<td>Waited more than 15 minutes past</td>
<td>25%</td>
<td>42%</td>
</tr>
<tr>
<td>appointment time</td>
<td>196 disagree</td>
<td>67 disagree</td>
</tr>
<tr>
<td></td>
<td>35 no response</td>
<td>9 no response</td>
</tr>
</tbody>
</table>
## Results

<table>
<thead>
<tr>
<th>% Agree</th>
<th>WHSC N=309</th>
<th>SHSC N=114</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Explained My Care</td>
<td>96%</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>11 no response</td>
<td>2 no response</td>
</tr>
<tr>
<td>Staff treated me with respect</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>1 disagree</td>
<td>2 no response</td>
</tr>
<tr>
<td></td>
<td>9 no response</td>
<td></td>
</tr>
<tr>
<td>Staff listened to me</td>
<td>95%</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>2 disagree</td>
<td>2 no response</td>
</tr>
<tr>
<td></td>
<td>14 no response</td>
<td></td>
</tr>
<tr>
<td>Understood staff explanations</td>
<td>96%</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>11 no response</td>
<td>2 no response</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>91%</td>
<td>96%</td>
</tr>
<tr>
<td></td>
<td>2 disagree</td>
<td>4 no response</td>
</tr>
<tr>
<td></td>
<td>25 no response</td>
<td></td>
</tr>
<tr>
<td>Would recommend to family and friends</td>
<td>94%</td>
<td>96%</td>
</tr>
<tr>
<td></td>
<td>2 disagree</td>
<td>1 disagree</td>
</tr>
<tr>
<td></td>
<td>16 no response</td>
<td>3 no response</td>
</tr>
</tbody>
</table>
## Results

<table>
<thead>
<tr>
<th>% Agree</th>
<th>WHSC N=63</th>
<th>SHSC N=37</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpreter was professional</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>3 no response</td>
<td>2 no response</td>
</tr>
<tr>
<td>Interpreter clearly interpreted for staff</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>1 no response</td>
<td></td>
</tr>
<tr>
<td>Interpreter clearly interpreted for me</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>1 no response</td>
<td></td>
</tr>
</tbody>
</table>
Positive Feedback

• Everything is good *
• Everyone is very friendly and courteous
• Great Service!*  
• Excellent job*
• Very professional care*
• My family and I have depended on you guys for years and have received excellent care when we bother to ask for it. Thank you! We got here late and your receptionist found a way to let us be seen. We appreciate you tremendously.
• Everything is going well here: nurses, front desk staff and any residents are always respectful and thorough.

*Repeated multiple times
Constructive Feedback

• Have more options for mental health. A psychologist would be more beneficial than a social worker.
• Faster service and results.
• Be a little more timely.
• Walk-ins.
• The clinic needs later hours at least 3 days a week.
• Need more staff to reduce wait time.
• Had to wait too long for an appointment.
• Weekend urgent care hours.
• Be available more days.
Plan

• Continue to refine clinic flow to reduce wait times

• Discuss adding clinic hours on Friday afternoon

• Offer electronic surveys in addition to paper surveys

• Continue to investigate approaches for continuous patient feedback data (text surveys)

• Provide additional suggestion boxes in exam rooms
Survey Overview

• EH has used the same feedback tool since 2007.
• Survey Monkey software used as the collection tool.
• Client responses collected from September through September (12 month period).
• Surveys are distributed via email correspondence with clients and link posted on EH Division home page.
• Survey consists of 18 total questions.
• 2 questions allow for free form comment on services.
• 2 questions provide opportunity for staff recognition.
Survey Limitations

• Emails sent via Papervision tool
• Limited correspondence with FLI operators via email
• Difficult to analyze historical data
• Anonymity?
Responses: General Feedback

Q1: Promptness & Response Time: Improved
Q2: Professionalism & Courtesy: Improved
Q3: Staff Knowledge: Improved
Q4: Availability: Improved
Q5: Clarity & Helpfulness: Improved
Q6: Respondent Type

- Food & Lodging Inspection: 10%
- Well / Septic Inspection: 90%

n = 131
Food, Lodging and Institution Metrics

Source: CDP 10/20/17
Food, Lodging and Institutions Feedback

Q8: Invited to Join Inspection
   - Improved

Q9: Kept Well Informed / Chance to Ask Questions
   - Improved

Q10: Overall Satisfaction
     - Improved

Q7: Respondent Facility Type
     - Restaurant: 21%
     - Child Care: 14%
     - School: 7%
     - Rest Home / Nursing Home: 0%
     - N/A: 21%
     - Other (please specify): 36%

n=19
### Well and OSWW Permitting Feedback

<table>
<thead>
<tr>
<th>Question</th>
<th>Feedback</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q8</td>
<td>Invited to Meet Field Staff on Site</td>
<td>Declined</td>
</tr>
<tr>
<td></td>
<td>Invited to Join Inspection</td>
<td></td>
</tr>
<tr>
<td>Q9</td>
<td>Kept Well Informed / Chance to Ask Questions</td>
<td>Unchanged</td>
</tr>
<tr>
<td></td>
<td>Kept Informed</td>
<td></td>
</tr>
<tr>
<td>Q10</td>
<td>Overall Satisfaction</td>
<td>Unchanged</td>
</tr>
<tr>
<td></td>
<td>Overall satisfaction</td>
<td></td>
</tr>
<tr>
<td>Q13</td>
<td>Permit Type</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Septic Permit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Well Permit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Water Sample</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Existing System Authorization</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inspection of my Septic System (WTMP)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other (please specify)</td>
<td></td>
</tr>
</tbody>
</table>

$n = 109$
Questions?

John Kase
jkase@orangecountync.gov
919-245-2374

www.OrangeCountyNC.gov/Health
FY2016-2017
Environmental Health
Summary of Customer Service Feedback

John Kase
Interim Environmental Health Director
Survey Facts

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Content
Questions?

Presenter Name
Email address
Phone number

www.OrangeCountyNC.gov/Health
Dental Health Services Patient Satisfaction Surveys

September 2017
Dental Health Satisfaction Surveys

- Dental began using Solutionreach patient management software in July 2017
  - Appointment reminders
  - Satisfaction surveys

- Surveys built into program and sent automatically after patient’s appointment
Survey Results (61 Respondents)

Key Positive Responses

- 100% rated staff friendliness and courteousness as good, very good, or excellent
- 95% rated their trust in the providers as very good or excellent
- 95% rated the providers listening and explanation of condition as very good or excellent
- 93% rated amount of time providers spent with them as very good or excellent

Key Areas for Improvement

- 11% rated the ability to make an appointment as fair or poor
- Appointment availability continues to be the #1 complaint for adults seeking dental care (especially dental cleanings)
- Currently 2 hygienists and 9 month waiting period for dental hygiene appointment
Dental Health Improvement Plan

- Wait time for prophylactic hygiene appointment
  Demand > Capacity

- Added UNC Dental School hygiene students on Tuesdays and Thursdays
  - Allows rescheduling of patients on the wait list to sooner appointments but does not affect overall wait time

- For cancellations, begin using Solutionreach to send text and email message to all patients waiting for hygiene appointments

- Request 3rd hygienist position