

Agenda Item Number:

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

Meeting Date: October 26, 2016

Agenda Item Subject: Customer Satisfaction Survey 2016

Attachment(s): Personal Health Client Input Surveys 2016

Staff or Board Member Reporting: Pam McCall, PHSD Director; Alan Clapp, EH Director; Carla Julian, Dental Clinic Manager

Purpose: Action
 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 2016 Personal Health client input surveys show continued or increased levels of satisfaction as compared to the 2014 results.

The surveys showed client satisfaction with wait times decreased by 3%. Three measures related to staff interactions with clients indicated a 3% or greater decrease in satisfaction.

Clinic leadership surmises this could be due to several issues related to staff vacancies including the transition of the medical director and coverage by multiple MDs that were new to clinic; maternity leave for one nurse practitioner and coverage by contract provider; and nursing and clinician staff vacancies.

Plans to improve include continuing to assess and streamline clinic processes for greater efficiency as well as filling vacant positions as soon as possible. UNC Family Medicine has agreed to have one main back-up for the medical director.

The surveys will be re-administered in December 2016 and the staff will brainstorm ways to increase participation. Future plans include pursuing alternative surveying methods and training staff in patient and family centered care.

Dental Health:

The Dental Health Services patient satisfaction survey in June 2016 continues to reflect continued satisfaction with the dental care and education received as well as the

payment collection process. Staff have worked hard to improve the scheduling and payment processes, but there continues to be moderate dissatisfaction verbalized by our adult population in the amount of time it takes to get an appointment. We are currently scheduling new patient appointments 3 months ahead, which is an improvement from the previous 6 month average. Our main strategy to improve this is to more aggressively fill cancelled appointments with patients who request to be seen sooner. A forthcoming option to use a patient reminder/contact system will hopefully help us meet this goal.

Environmental Health:

Environmental Health has used the same 18 question survey tool since 2007. The survey is collected using Survey Monkey software. The data collection period is one year before new survey is started. The survey 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. The feedback received on the September '15 to September '16 period was very positive. Environmental Health management reviews the comments and results. The yearly results are shared with the entire Environmental Health staff during a staff meeting.

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

Personal Health Client Input Surveys 2016

Orange County Board of Health Meeting
October 26, 2016

Surveys

- Collected mid-July through mid-August 2016 from clients
- N=156. WHSC-59; SHSC-97
- Not all respondents answered all questions
- Compared to results from 2014 surveys
- Community Clinical Services Surveys were administered to the public in the DSS waiting room for two days in September 2016.

Community Input Surveys

- Respondents overwhelmingly felt the Dental and Medical Clinic hours were convenient.
- As a result, there will be no change to the Dental or Medical Clinic hours.
- Most respondents felt the services currently provided were sufficient, while some suggested increased information about services and access to eye care.
- Orange County Health Department will investigate linkages to eye care and better ways to share information about our services.

Results

- Satisfaction with most visit elements remained high
- Satisfaction with wait times decreased by 3% overall

| % Agree | WHSC | | SHSC | | Total | Total | TotalTrend |
|--------------------------|------|------|------|------|-------|-------|------------|
| | 2014 | 2016 | 2014 | 2016 | 2014 | 2016 | |
| Convenient Location | 99% | 97% | 96% | 99% | 98% | 98% | No change |
| Convenient Hours | 99% | 95% | 97% | 97% | 98% | 96% | -2% change |
| Easy to Contact Clinic | 96% | 97% | 93% | 93% | 95% | 95% | No change |
| Easy to Make Appointment | 97% | 93% | 96% | 95% | 95% | 95% | No change |
| Appropriate Wait Time | 80% | 75% | 79% | 76% | 79% | 76% | -3% change |

Results

- Satisfaction with some elements of staff interaction decreased
- Overall satisfaction showed greatest decrease

| % Agree | WHSC | | SHSC | | Total | | Total Trend |
|--|------|------|------|------|-------|------|-------------|
| | 2014 | 2016 | 2014 | 2016 | 2014 | 2016 | |
| Staff Explained My Care | 100% | 96% | 98% | 99% | 99% | 98% | -1% change |
| Staff treated me with respect | 97% | 98% | 99% | 99% | 98% | 99% | +1% change |
| Staff listened to me | 99% | 90% | 99% | 99% | 99% | 95% | -4% change |
| Understood staff explanations | 100% | 96% | 98% | 99% | 99% | 98% | -1% change |
| Overall satisfaction | 96% | 91% | 97% | 86% | 97% | 89% | -8% change |
| Would recommend to family and friends | 92% | 88% | 97% | 96% | 95% | 92% | -3% change |

Results

- Satisfaction with interpreter services increased in all measures at both sites

| % Agree | WHSC | | SHSC | | Total | Total | Total Trend |
|---|------|------|------|------|-------|-------|-------------|
| | 2014 | 2016 | 2014 | 2016 | 2014 | 2016 | |
| Interpreter was professional | 88% | 100% | 91% | 85% | 90% | 93% | +3% change |
| Interpreter clearly interpreted for staff | 89% | 92% | 91% | 92% | 90% | 92% | +2% change |
| Interpreter clearly interpreted for me | 80% | 85% | 87% | 92% | 84% | 89% | +5% change |

Qualitative Feedback

Positive*

- Everything good
- Service provided is excellent and staff is very helpful.
- Staff was excellent – very welcoming and professional.
We love coming here.
- Friendly staff

* Each mentioned multiple times

Qualitative Feedback

Constructive

- Doctor available more days.
- Learn new things
- Wait times too long (n=8)
- Walk-ins would be great!
- Send email to me for some news.
- Let the Hillsborough bus come here.
- Make the doctors listen to what you are telling them the first time and it won't cause problems!
- (I want) Play room back.
- I was not satisfied with the waiting area.

Plan

- Increase number of survey participants
- Pursue alternative surveying methods
- Re-administer survey in December 2016
- Continue quality improvement efforts
- Fill vacant positions
- Pursue training in Client and Family Centered Care

DENTAL HEALTH SERVICES PATIENT SATISFACTION SURVEY



JUNE 2016

TOTAL RESPONDENTS: 52
(INCLUDES ENGLISH AND SPANISH)

DENTAL HEALTH SATISFACTION SURVEY



• Key Positive Responses

- 98% strongly agree / agree receive good treatment and advice
- 97% strongly agree/ agree satisfied with payment collection
- 95 % strongly agree / agree would refer family and friends

• Key Area for Improvement

- Satisfied with ability to schedule new pt appointment
 - ✦ 2% strongly disagree
 - ✦ 6% disagree
 - ✦ 6% neutral
- Complaints from adult patients
- New adult appointment 3 months out unless emergency
- New child appointments in 1 to 2 weeks unless emergency

DENTAL HEALTH IMPROVEMENT PLAN



- Wait time for new patient appointment ongoing challenge
Demand > Capacity
- Decreased from 5 to 3 months with 2nd fulltime dentist
- Maintain list of patients that want sooner appointment
- OCHD pursuing “Patient Relationship Management” service – simultaneously contacts all patients on list by telephone, text, or email

ENVIRONMENTAL HEALTH CUSTOMER FEEDBACK RESPONSES

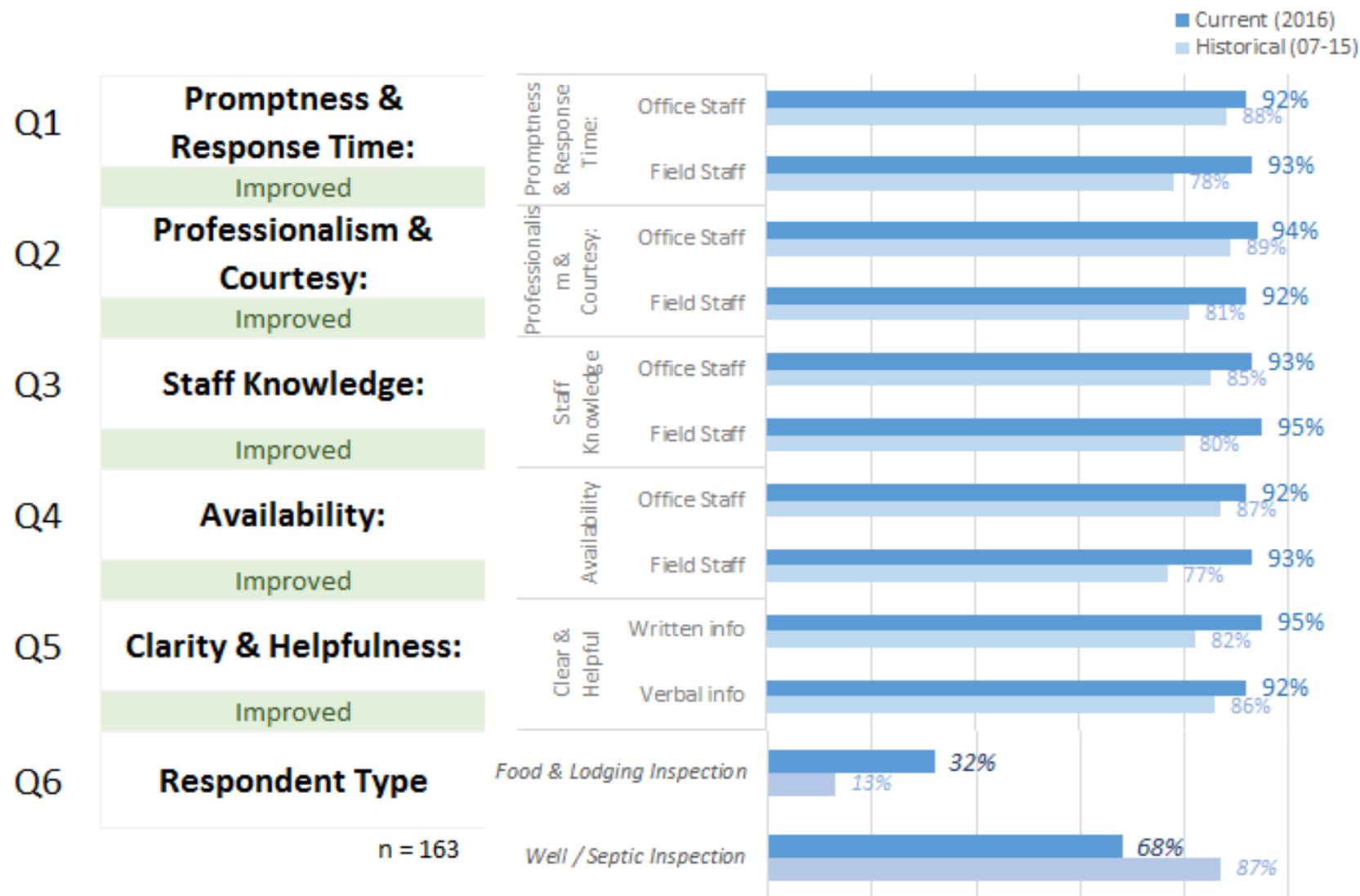
Alan Clapp

Environmental Health Director

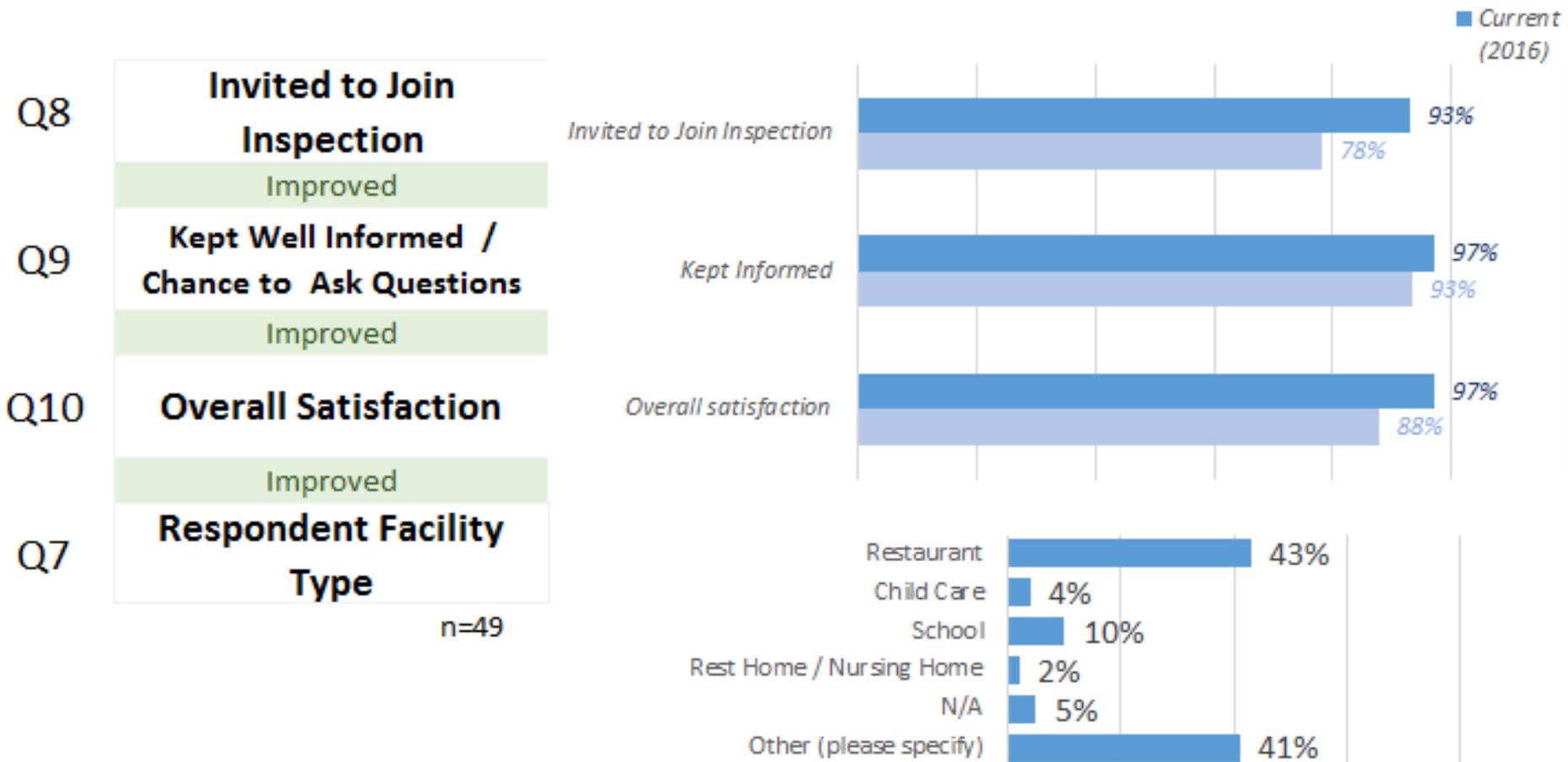
Survey Facts

- Environmental Health has used the same feedback tool since 2007
- The survey consists of 18 questions
- The surveys are collected September through September (1 year period)
- Surveys are distributed via email correspondence with clients
- Survey Monkey is used as the collection tool
- Two questions allow for free form comment on services
- Two questions allow for staff recognition

Responses: General Feedback



Food and Lodging Feedback



Well and Septic Permitting Feedback

