

Agenda Item Number:

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

Meeting Date: November 19, 2014

Agenda Item Subject: Patient Satisfaction Surveys

Attachment(s): EH Customer Feedback 13_14
Dental Client Satisfaction Survey
Personal Health Satisfaction Survey 2014

Staff or Board Member Reporting:

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.

Overall, the customer service survey results from Environmental Health, Dental, and Personal Health Services show high customer satisfaction with services provided. There were no corrective actions identified as needed through the surveys.

Key points from each division's survey are summarized on the next page. Detailed reports are also included with this abstract as attachments.

Division Specific Feedback

Environmental Health

The Environmental Health division has used the same customer service feedback tool since 2007. The survey-monkey-based tool is administered every September, and has 18 questions that allow customers to give focused feedback for services they've received. Two questions allow the customer to provide feedback for improving service and two allow recognition of specific employees. The survey link is attached to all emails from the staff, and an email requesting feedback is sent to the restaurant managers twice a year.

The results of the environmental health customer service feedback show an improved customer service rating in every category over the historical values.

Dental Clinic

The Dental Clinic administered a customer service survey in June of 2014 at the beginning of their Dental Quality Improvement Project.

The results of the dental customer service survey show that a 75% or higher "great" response on all questions. The lowest response and most comments for improvement were about the wait time for adult patients. Children are scheduled as soon as possible.

Personal Health Services

Personal Health Services' patient satisfaction surveys from 2012 showed a high level of patient satisfaction. The most recent surveys from 2014 show an increase in this high baseline, from 94% in 2012 to 97% in 2014. This is especially positive considering **95%** of OCHD respondents agreed they would recommend this clinic to their friends and family, compared to **83%** of UNC Hospital patients, and **70%** of NC Hospital patients.

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

Environmental Health Customer Feedback Report

2013/2014

Summary

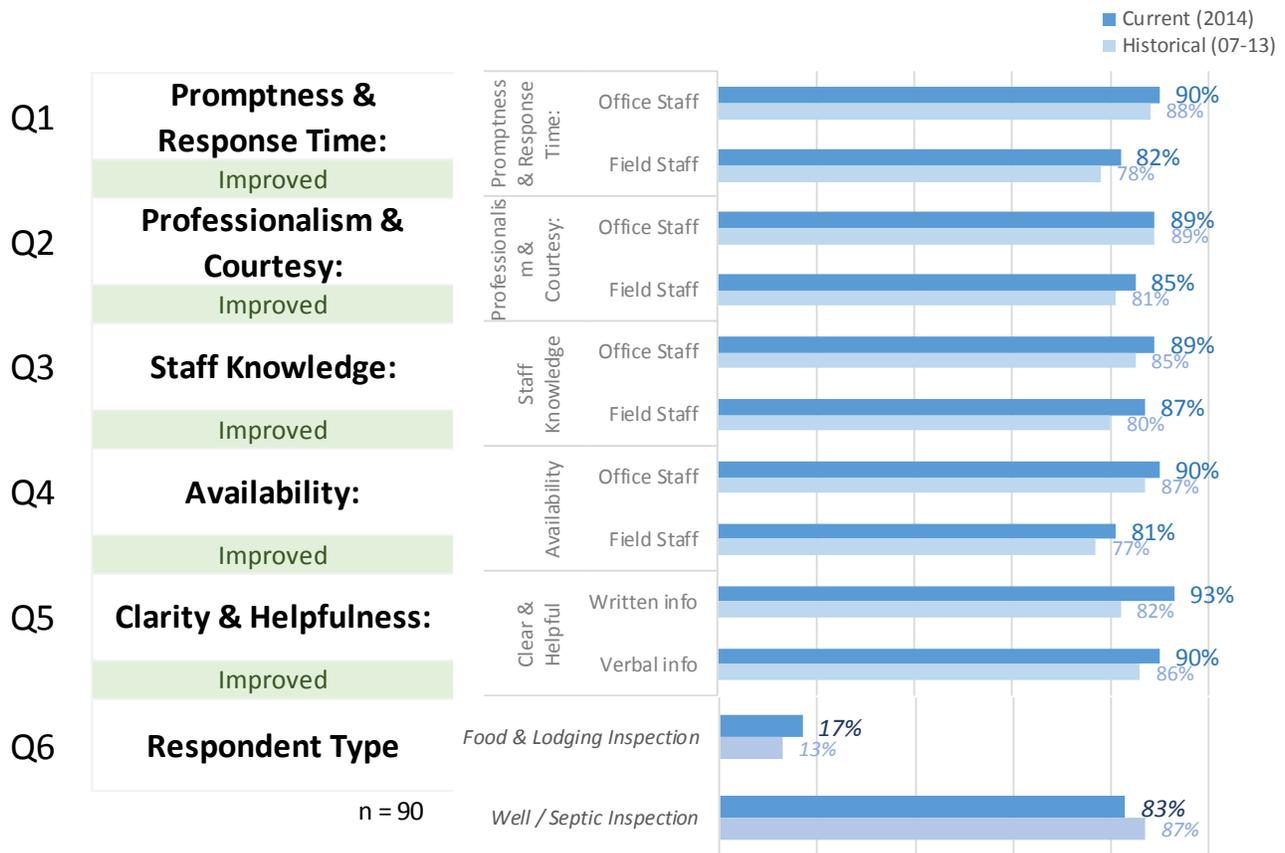
The results show an improved customer service rating in every category over the historical values.

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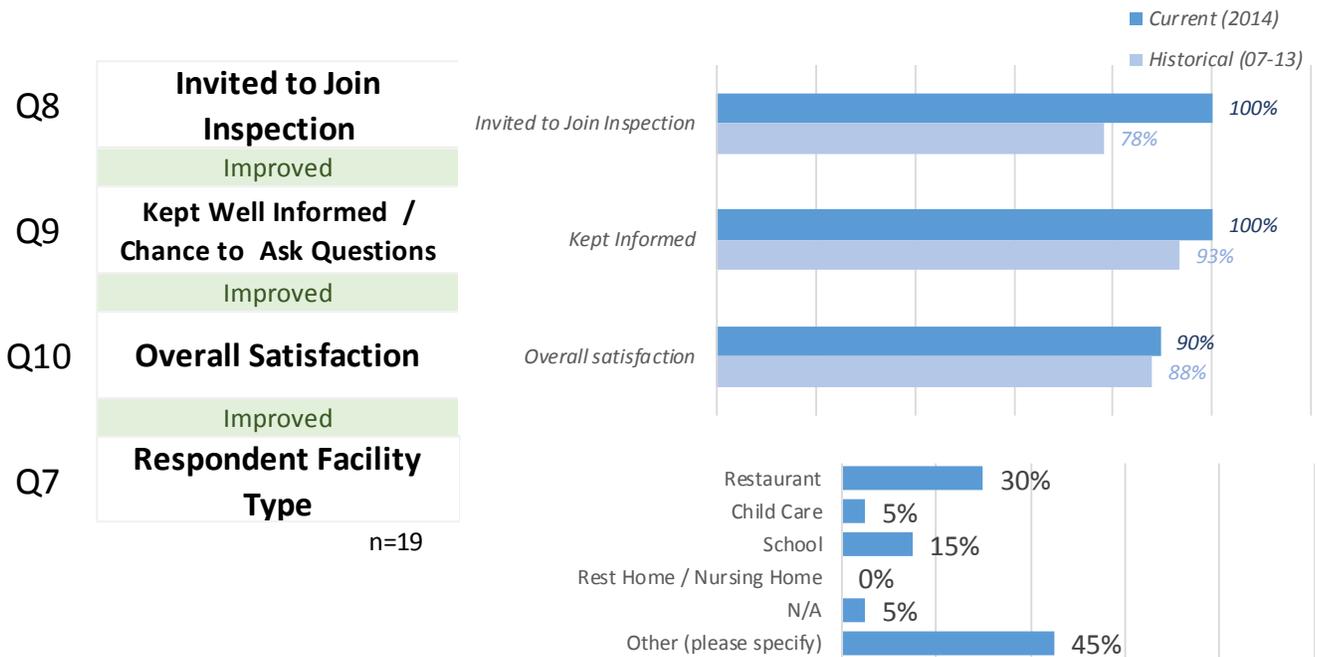
The responses from survey year ending September 2014 are shown below. The Historical rating was summarized to include all responses since the initial survey in 2007 to present. The written comments are collected and available for Questions 11, 12, 17 and 18.

Notes: (1) "NA" responses were not counted against the "excellent/good" totals. Scores were of respondents who thought the question applied, what % were excellent or good.

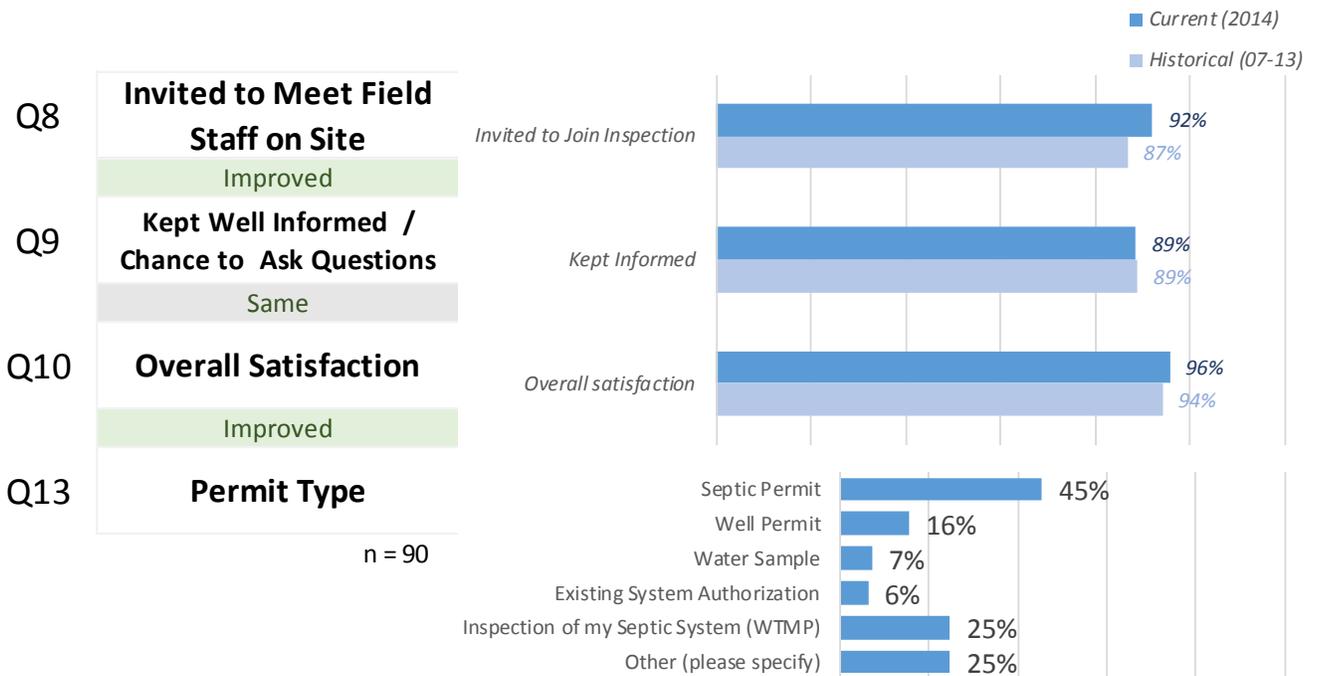
Customer Feedback



Food & Lodging Feedback



Well & Septic Feedback





Dental Client Satisfaction Survey June 2014

Open-ended Responses

Dental Patient Satisfaction Survey – June 2014

52 total respondents

1. The likelihood I will refer family and friends to dental clinic is:
82.7% great
17.3% good

2. Time waiting in the clinic is:
79% great
15.4% good
5.8% ok

3. The ability to get in to be seen (how soon you can make an appointment) is:
71.2% great
15.4% good
5.8% ok
5.8% fair
1.9% poor

4. The payment collection process is:
76.9% great
17.3% good
5.8% ok

5. Staff treatment and advice is:
94.2% great
3.8% good
1.9% ok



What do you like best about our dental services?

- The way they treat patients- I have recommended to friends and neighbors.
- it's cheap, and fast, good at what you do
- Prompt service, friendly staff, affordable
- The warm staff, especially Dr. Day's expertise- it's so much better than other dental professional offices.
- Very polite and professional! I didn't have to wait in a waiting room crowded with people :)
- Everyone is friendly and makes you feel comfortable! Great Staff!
- All good service.
- The communication.
- They are very nice/friendly.
- The interactions with staff, they are very nice/friendly. The nurses, the dentists and the interpreters.

What do you like least about our dental services?

- the wait time to get an appointment
- that it takes a month to get in
- Appointments sometimes take too long
- A lot of time the next appointment
- The appointments are very spaced out

Suggestions for improvement?

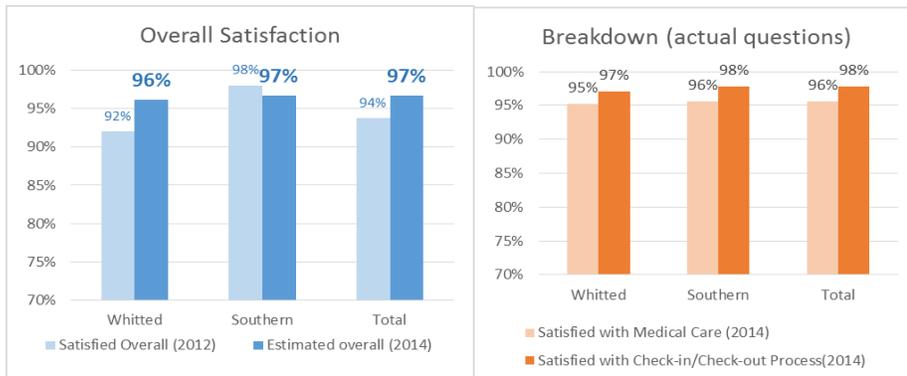
- Candy
- Can't think of a thing!
- I wish I didn't have to wait so long for appointment even though I know you're busy from morning to close. An updated waiting list that's current. I appreciate the low cost, especially after learning how much I would pay for an extraction at another dental office.
- I think if there was a way to reduce time between visits that would be an improvement.
- Give it to me for free (Haha)
- I think the clinic should incorporate other services instead of referring us to UNC dental clinic. For instance if I need a crown I should be able to get in in the clinic. Thanks.
- Everything's great.
- I would like them to give closer appointments.

Personal Health Satisfaction Survey 2014

The 2014 personal health satisfaction survey (n=167) was administered from mid-October to mid-November 2014, and is compared in this analysis to data from 2012.

Summary

- Overall, **patient satisfaction** has **increased** by 3% to 97%.
- Changes in satisfaction for most **visit elements** (location, hours, etc.) **changed marginally** (+/- 3% or less).
- Satisfaction with **interpreter services** has **increased** in all topic areas.

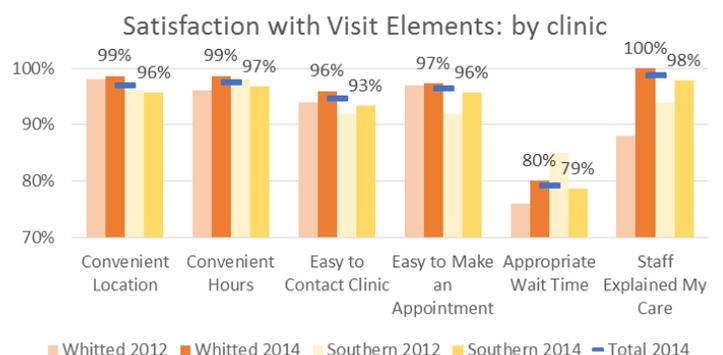


Satisfaction with Visit Elements

- Changes in satisfaction for specific service topics **changed marginally across most topics** (+/- 3% or less).
- **Whitted satisfaction is consistently higher than Southern satisfaction**, though only marginally (3% or less).
- A 9% **increase** in patients who felt their **care was explained in an understandable way**.
- A 2% **increase** in overall patient **satisfaction related to visit wait times**.

However, changes in wait time satisfaction differed by clinic: **Whitted increased 4%**, **Southern decreased 6%**

% Agree	Whitted		Southern		Total	Total	Total Trend
	2012	2014	2012	2014	2012	2014	
Convenient Location	98%	99%	96%	96%	98%	97%	-1% < 3% Change
Convenient Hours	96%	99%	98%	97%	97%	98%	1% < 3% Change
Easy to Contact Clinic	94%	96%	92%	93%	94%	95%	1% < 3% Change
Easy to Make an Appointment	97%	97%	92%	96%	96%	96%	1% < 3% Change
Appropriate Wait Time	76%	80%	85%	79%	77%	79%	2% < 3% Change
Staff Explained My Care	88%	100%	94%	98%	89%	99%	9% Improved

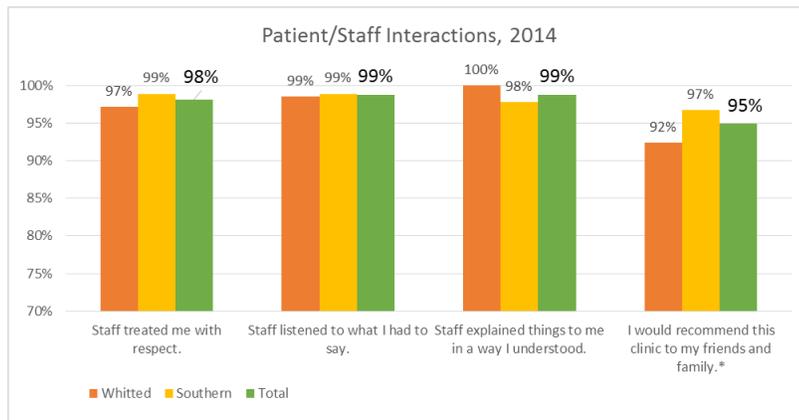


Patient/Staff Interactions

New questions were added in 2014 related to patient/staff interactions. Both clinics scored **above 95%** on nearly all of these questions.

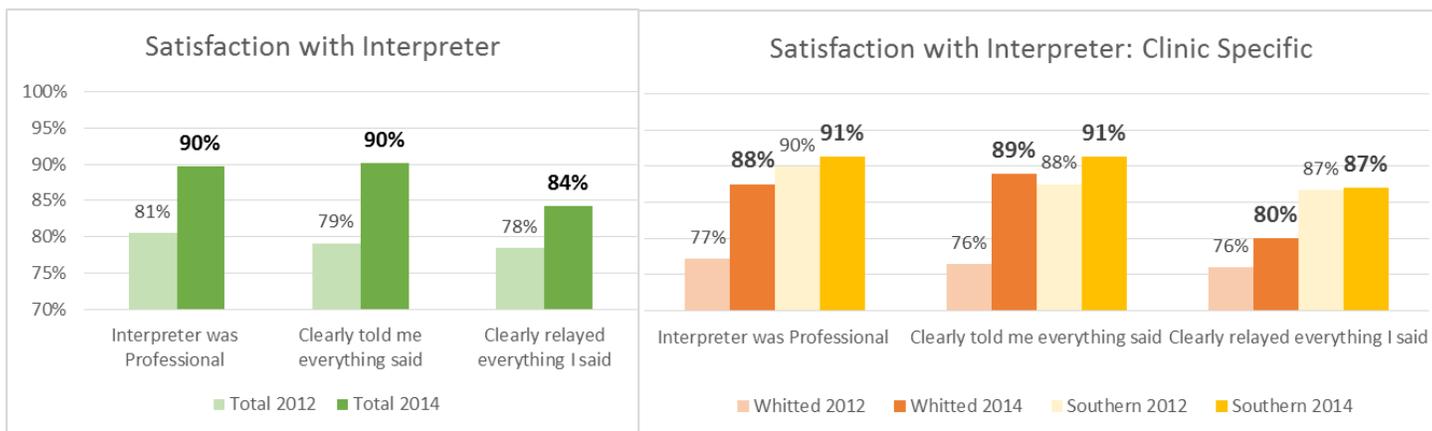
A greater percentage of Southern patients reported they would recommend the OCHD Clinic to friends and family than Whitted patients.

95% of OCHD respondents agreed they would recommend this clinic to their friends and family, compared to **83%** of UNC Hospital patients, and **70%** of NC Hospital patients.



Interpreter Services (% Agree)

Of the 167 completed surveys, **37** responded to questions about interpreter services and **34** were completed in Spanish. Satisfaction with **interpreter services** has **increased** in all topic areas.



Qualitative Feedback

The majority of the qualitative feedback received was positive, with only a few repeated suggestions.

Primary Positive Feedback (each mentioned multiple times):

- The clinic is convenient, accessible, and accommodating.
- Everything is great/nothing to complain about.
- I receive excellent treatment and professional services.
- The remodeling is great.

Constructive Feedback:

- Have pharmacy and medications available within the clinic (n=3)
- Easier to schedule appointments (n=3)
- Shorter waiting times (n=2)
- Weekend hours
- More Spanish speaking nurses and doctors, so patients can talk directly to providers about personal information.
- Clock on wall was loud and showed incorrect time
- Add a snack machine
- Take out the glass windows and open up the waiting area